



Denbighshire County Council

Residents Survey 2011

Report of Main Findings
October 2011

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APPENDIX - SURVEY QUESTIONNAIRE

1. EXECUTIVE SUMMARY

- The majority of residents who responded to the survey had been living in Denbighshire for more than 20 years (65%), and considered it unlikely that they would be moving from the area in the next 5 years (84%).
- Most residents were satisfied with their local area as a place to live (87%), with 39% saying they were very satisfied. However, regional differences were apparent – while 54% of residents in the Dee Valley were very satisfied with their local area, only 21% of Rhyl residents said the same.
- Residents tended to visit their nearest town centre regularly; 84% visited at least once a week, while 17% visited every day. Residents living near Llangollen were the most frequent visitors to their town centre (41% visiting every day) while Rhyl residents visited least frequently (13% visiting every day).
- Residents were most satisfied with the shop opening hours and quality of shop staff in their nearest town centre (87% and 84% respectively saying they were satisfied) and least satisfied with the job opportunities available (only 9% satisfied).
- While abandoned and burnt out vehicles were not considered to be a problem by the vast majority of residents (91% saying not a problem), most felt that potholed roads (88% saying a problem), dog fouling (82% saying a problem) and rubbish or litter lying around (65% saying a problem) were issues in their local area – these problems were most prevalent in Rhyl.
- While most residents felt safe in their local area during the day (97%) or when using public transport (93%), as might be expected a smaller proportion felt safe at night (75%) – this dropped to 59% amongst Rhyl residents.
- Around two in five residents agreed that their local area “has a strong sense of community” and that they “...feel part of the community” (57% and 60% respectively). Feeling a sense of community is more prevalent in the Dee Valley and Ruthin areas, and less so in Rhyl.
- Levels of satisfaction with the services provided by Environmental Services were high – the vast majority were satisfied with each of the services listed, with the highest proportions reporting to be very satisfied with green waste collection (60%) and the containers provided for recycling (59%) and household waste (57%).
- When looking at the public protection and planning services provided by the Council, satisfaction levels were highest for Consumer Protection (89% satisfied) and lowest for Planning Services (67% satisfied).
- When rating satisfaction with the Highway Maintenance services provided by the Council, although most were satisfied with the majority of services provided, significant proportions were dissatisfied with certain services. For instance, 94% and 92% respectively were satisfied with street lighting in main roads and local streets, whereas 43% were satisfied with the removal of dog fouling from pavement, and only 39% were satisfied with repairs to potholes.
- Around three in five residents ever used the local bus service, with usage increasing amongst people who had a bus pass. Satisfaction levels with the local bus services were relatively high – the only aspects of service receiving criticism from significant minorities were the electronic timetables at bus stops (23% dissatisfied) and the cost of a journey (36% dissatisfied).

- While many residents did not feel able to comment on the education services provided by Denbighshire County Council, amongst those who did comment, satisfaction levels were high. For most of the services listed, only small minorities expressed any dissatisfaction, with the only exceptions to this being special education needs provision, secondary education (18% dissatisfied for each) and further education (19% dissatisfied).
- Again, many respondents did not feel able to comment on the social and housing services provided by the Council. Amongst those who could comment, satisfaction levels were highest for Social Services for adults (81% satisfied) and lowest for Housing Services (67% satisfied).
- On the whole, satisfaction levels with cultural and leisure services were high for all of the services listed, especially libraries (52% very satisfied). While two in five were very satisfied with the Rhyl and Llangollen Pavilions (37% for each) and around a third were very satisfied with historical buildings, leisure centres, parks and museums, only 10% were very satisfied with youth services.
- The majority of residents received information about the Council from local newspapers (75%) and the 'County Voices' newsletter (64%). This pattern was reflected when considering which sources of Council information residents were prefer to receive (56% newspaper; 46% newsletter).
- The vast majority of residents felt informed about the aspects of the Council that would apply to most adults, such as registering to vote and paying bills (93% for each saying they were very or fairly well informed). However, for service areas and initiatives for which residents' may have more limited experiences, such as the Local Development Plan and the School Reorganisation and Modernisation programme, proportions saying that they were informed were lower (39% and 33% respectively).
- On the whole, residents felt that it was easy to obtain information about most aspects of the Council's service provision. Highest proportions reported that it was easy to find information about cultural and leisure services such as libraries (92%), leisure services (89%) and performance venues (88%). However, when it came to grants available for communities, only 36% considered it easy to find information about these.
- Amongst the minority of residents who had obtained information from a Councillor (30%), most were either very or fairly satisfied with the information received (86%).
- Only 10% of residents responding to the survey had had cause to make a complaint to Denbighshire County Council in the last 12 months. However, amongst these people, the majority (70%) were dissatisfied with the way it was handled (48% of these saying they were very dissatisfied).
- The main reasons given for contacting the Council (other than to make a complaint) were to ask for advice or information (37%), report an issue or problem (31%) or pay a bill (29%). The preferred method of contact was via the telephone (63%), although a sizeable minority visited a Council office in person (30%).
- Levels of satisfaction with elements of the contact made were high on the whole; customers were satisfied that they had been able to communicate in the language of their choice (96%), that the staff were customer friendly (92%) and that it was easy to find the right person to deal with (83%). Although in the minority, dissatisfaction levels were highest when it came to the length of time taken to deal with the enquiry (21% dissatisfied), the information they were given (20% dissatisfied) and the final outcome of their enquiry (21% dissatisfied).

- Most of the residents taking part in the survey had digital or satellite TV (78%), and a personal computer (66%). Around half of those with access to the internet used it for shopping (58%), price comparisons (55%), booking holidays (53%), banking (53%) and paying bills (47%).
- Opinions about Denbighshire County Council were mainly positive – for all of the statements presented levels of agreement were higher than levels of disagreement. Levels of agreement were highest when it came to the Council being environmentally friendly (86% agreeing), while they were lowest when it came to the Council being efficient and well run (51% agreeing).
- According to residents of Denbighshire, the three priority areas that should be the main focus for the Council over the next 5 years are:
 - Keeping communities clean and safe (74%)
 - Support for the local economy and jobs (70%)
 - Responding to the needs of an ageing population whilst attracting and retaining younger people and families (69%).
- Reflecting the older age profile of residents responding to the survey, the service that most people felt should be protected from efficiency savings over the next five years was support for older people at home (49%).

2. INTRODUCTION AND OBJECTIVES

Residents' surveys are an effective way for Local Authorities to gain valuable insight into the opinions and perspectives of local residents on issues such as the quality of life in their community, their level of satisfaction with Local Government policy and the services provided by Local Councils. The information gathered by such residents' surveys can then be used to assist with the allocation of resources for maximum community benefit and the formation of strategic plans for community programmes and policies.

Denbighshire County Council began conducting a programme of residents' surveys in 2009 as part of the Council's commitment to 'bringing the Council closer to the community'. The results of this survey were analysed and used to inform service business plans by identifying areas for improvement to specific services and in community areas.

The Council wished to repeat the residents' survey in 2011 to track any changes in opinions and levels of satisfaction since 2009. Therefore, building upon the work previously carried out, a project was commissioned to undertake research amongst a comparable sample of Denbighshire residents in order to satisfy the following objectives:

- Determine levels of satisfaction with the area where residents live and likelihood of moving within the next 5 years
- Establish perceptions of their local area as a place to live and the level of antisocial behaviour in their community
- Ascertain levels of satisfaction with the following Council services:
 - Environmental Services (including waste disposal, recycling services and highway maintenance)
 - Transport Services (including local bus services and concessionary bus passes)
 - Education Services (including school education, further education, school transport and meals, youth services and special needs provision)
 - Social Services and Housing (including Social Services for adults, children and families and the provision of Social Housing to local residents)
 - Cultural and Leisure services (including libraries, museums, theatres, parks and leisure centres)
- Gauge perceptions of how well informed local residents are when it comes to their Council and its services
- Understand experiences of complaining to the Council
- Determine satisfaction levels with making contact with the Council
- Explore opinions on the policies and procedures of the Council, and determine strategic priorities moving forwards.

This report contains the main findings arising from the survey.

3. METHODOLOGY

The methodology adopted for the 2011 survey was comparable to that used in the previous residents' survey conducted in 2009.

A self-completion approach was taken; a selected sample of 6,000 Denbighshire residents was sent a bilingual (Welsh / English) survey booklet to complete and return for analysis.

Addresses to be included within the sample frame were sourced from the Royal Mail's PAF (Postal Address File) for the Denbighshire unitary authority. Before the sampling was carried out, all addresses previously mailed as part of the 2009 residents survey were removed from the database, to minimise the possibility of the same individual completing a questionnaire in both stages of the research (2009 and 2011). Please note that questionnaires were not addressed to named contacts.

A proportional random stratified sampling strategy, based on geographic area, was then adopted amongst the remaining addresses. A total of 6 sampling areas were identified within the Denbighshire UA:

- Dee Valley
- Denbigh
- Elwy
- Prestatyn
- Rhyl
- Ruthin

The number of questionnaires mailed to residents within each of these 6 areas was dependent on the overall number of residential addresses contained within each area (after the removal of addresses previously included in the 2009 sample frame). Therefore, in areas of higher population density (a higher proportion of residential addresses) a larger number of addresses were selected and sent a questionnaire.

Table 1 below illustrates the proportion of residential addresses contained within each area and the total number of addresses included within the sample frame (who were sent a questionnaire).

AREA	Proportion of residential addresses	No. of questionnaires sent
Dee Valley	7%	443
Denbigh	14%	833
Elwy	18%	1,065
Prestatyn	21%	1,230
Rhyl	27%	1,645
Ruthin	13%	784
TOTAL	100%	6,000

The initial mailing of questionnaires took place on 4th July 2011 – each questionnaire was accompanied with an introductory letter, outlining the importance of the research and urging residents to take part by completing and returning a questionnaire.

The letter also gave details of an online completion option, available to those with access to the internet - respondents were given a web link to an electronic version of the questionnaire, which they could complete in the language of their choice (Welsh / English).

Each address was assigned a unique reference number to enable the identification of non-respondents. After a period of four weeks, residents who had not completed and returned a questionnaire were sent a reminder mailing (sent on 1st August 2011). This contained a reminder letter (again stressing the importance of taking part) and a second copy of the questionnaire, to give those residents who may have misplaced the original questionnaire the opportunity of taking part in the research.

Fieldwork was closed on 2nd September after a total fieldwork period of 9 weeks – a total of 2,256 completed questionnaires were received by the closing date (including 16 online responses), representing a response rate of 38%.

At the analysis stage of the project, the final data was weighted according to geographic area, to ensure that the geographic profile of the achieved sample was representative of the geographic profile of the unitary authority as a whole.

The table below shows the weighted and the unweighted profile of the data according to area:

AREA	Unweighted number of respondents	Unweighted proportion %	Weighted number of respondents	Weighted proportion %
Dee Valley	165	7	166	7
Denbigh	338	15	312	14
Elwy	440	20	399	18
Prestatyn	447	20	461	21
Rhyl	546	24	616	27
Ruthin	312	14	294	13
Not known	8	-	8	-
TOTAL	2,256	100	2,256	100

Please note that a small number of respondents removed the unique reference number from their questionnaire – we were thus unable to determine which geographical area these respondents resided in (hence the 'Not known' code seen in the table above).

The data was cross-tabulated according to several demographic sub-groups: the tables overleaf show the weighted and unweighted data for each sub-group, outlining the profile of the sample.

PROFILE OF THE SAMPLE

	No of questionnaires	Weighted % of the sample
REGION		
Dee Valley	165	7
Denbigh	338	14
Elwy	440	18
Prestatyn	447	20
Rhyl	546	27
Ruthin	312	13
Not known	8	-
GENDER		
Male	913	41
Female	1,302	58
Not answered	41	2
AGE 1		
16-24	27	1
25-34	138	6
35-44	252	11
45-54	342	15
55-64	494	22
65-74	457	20
75+	418	19
Not answered	128	6
AGE 2		
16-34	165	7
35-54	594	26
55+	1,369	61
Not answered	128	6
WELSH SPEAKER 1		
Understands spoken Welsh	704	30
Speaks Welsh	423	18
Reads Welsh	413	18
Writes Welsh	327	14
Does not understand / speak / read / write Welsh	1,455	65
Not answered	66	3
WELSH SPEAKER 2		
Understands spoken Welsh / speaks Welsh	704	30
Reads / writes Welsh	413	18
Understands / speaks / reads / writes Welsh	735	32
Does not understand / speak / read / write Welsh	1,455	65
Not answered	66	3
PREFERRED LANGUAGE		
Welsh	159	7
English	2,040	91
Either	5	-
Other	52	2

PROFILE OF THE SAMPLE continued

	No of questionnaires	Weighted % of the sample
ETHNICITY		
White	2,197	97
BME	20	1
Not answered	39	2
DISABILITY		
Yes	492	22
No	1,689	75
Not answered	75	3
CARER		
Yes	350	16
No	1,814	80
Not answered	92	4
WORKING STATUS		
Working	908	40
Not working	278	13
Retired	1,045	46
Student	15	1
Other	107	5
Not answered	60	3
SEXUALITY		
Heterosexual	1,844	82
Bisexual / Gay / Lesbian	34	2
Not answered	378	17
RELATIONSHIP STATUS		
Single / never married	241	11
Married / living with a partner	1,337	59
Divorced / separated / widowed	627	28
Not answered	51	2
RELIGION		
None	399	18
Christian	1,763	78
Other	45	2
Not answered	49	2
TENURE		
Owned with / without a mortgage	1,715	76
Rented – Social Housing	273	12
Rented – Private	217	10
Other	25	1
Not answered	26	1

Please note that all of the figures reported in this document have been rebased to remove respondents who gave 'No opinion' or 'Don't know' responses, or who failed to answer a question, therefore base sizes for each question vary (along with base sizes for individual sub-groups).

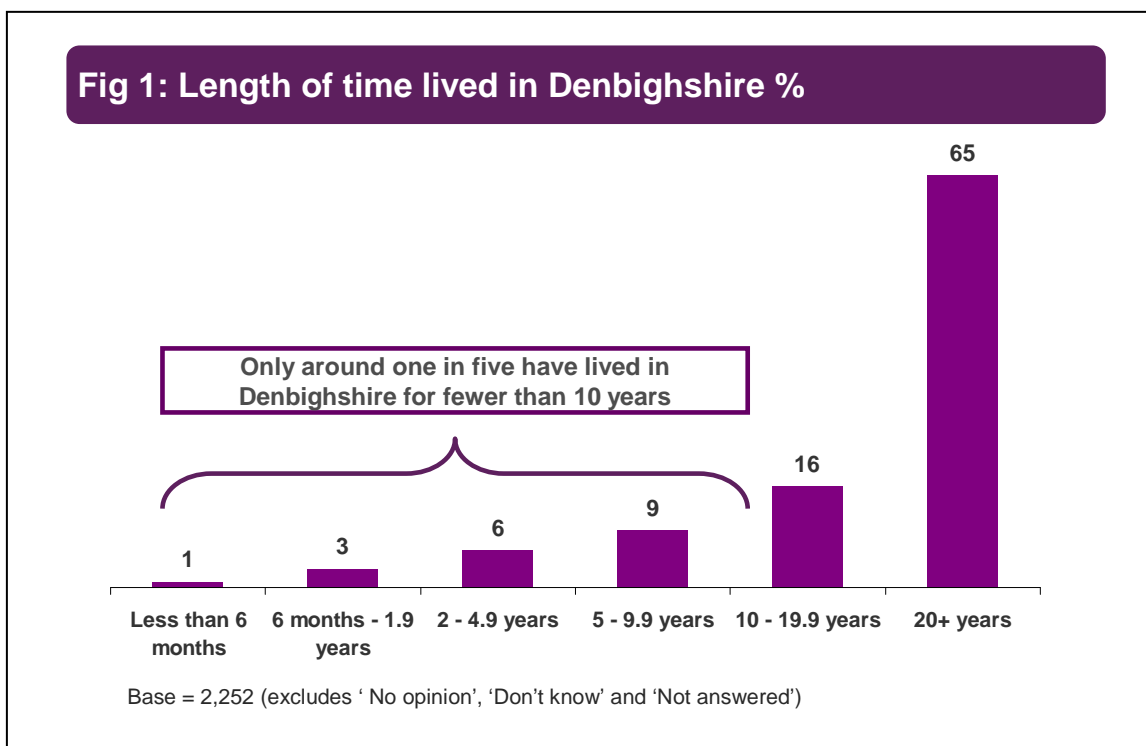
4. MAIN FINDINGS

4.1 You and your local area

Residents were asked a series of questions about their length of residency in Denbighshire, their likelihood of remaining in the area, how satisfied they were with the area where they lived and perceptions of how the area had changed over the past 12 months.

Most of the residents who took part in the research had been living in the area for many years, and felt it was unlikely they would be moving in the near future.

Figure 1 below shows how 65% of residents had been living in Denbighshire for more than 20 years, while a further 16% had lived there for between 10 and 20 years. Only around a fifth of residents had moved into the area the last 10 years (19%).



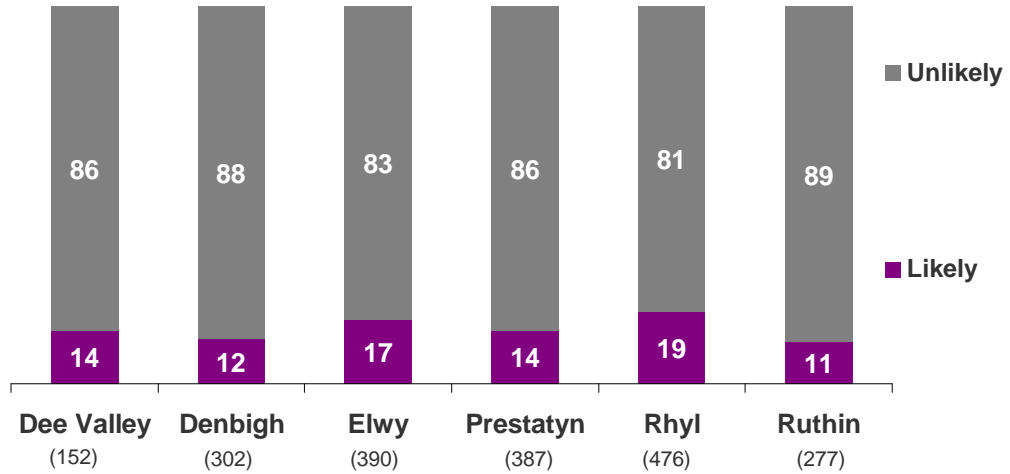
When asked if it is likely that they would be moving from the area in the next five years, most residents reported that it was very unlikely (62%), with a further 22% saying it was fairly unlikely.

There were, however, some regional differences observed between community areas. In Rhyl, a slightly higher proportion of residents reported that it was likely that they would be moving from the area (19%) compared to the overall figure of 15% - see Figure 2 overleaf for more details.

Fig 2: Likelihood of moving from area in next 5 years



Base = 1,990 (excludes 'No opinion', 'Don't know' and 'Not answered')



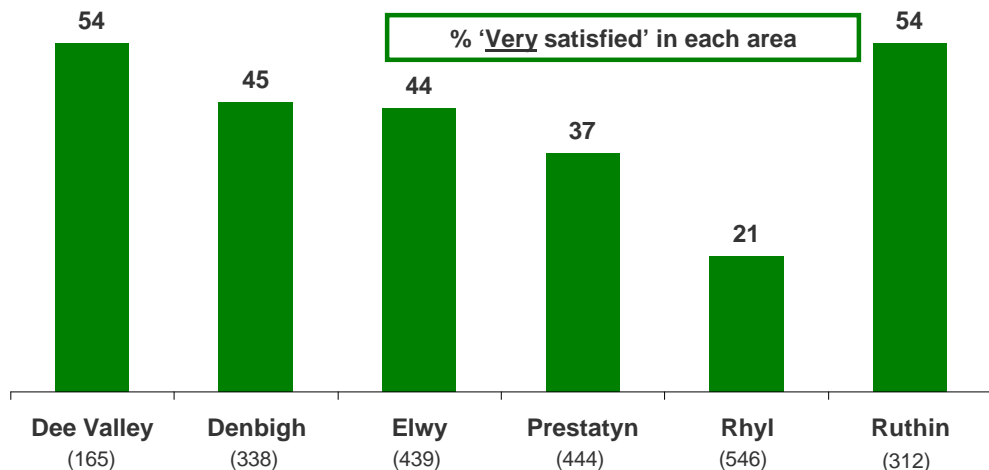
Levels of satisfaction with the area in which residents lived were relatively high; nearly two in five (39%) were very satisfied, while a further 48% were fairly satisfied (87% satisfied overall), which will in part explain why most of the residents taking part in the survey reported that they were unlikely to be leaving the area in the next few years.

Again, there were some regional differences observed when looking at the proportions reporting that they were 'Very satisfied' in each community area – levels were higher than average in both the Dee Valley and Ruthin areas (54% for each), while in Rhyl, a significantly lower proportion of residents were very satisfied with their local area as a place to live (21%) – see Figure 3 below

Fig 3: Level of satisfaction with local area as a place to live %



Base = 2,229 (excludes 'No opinion', 'Don't know' and 'Not answered')

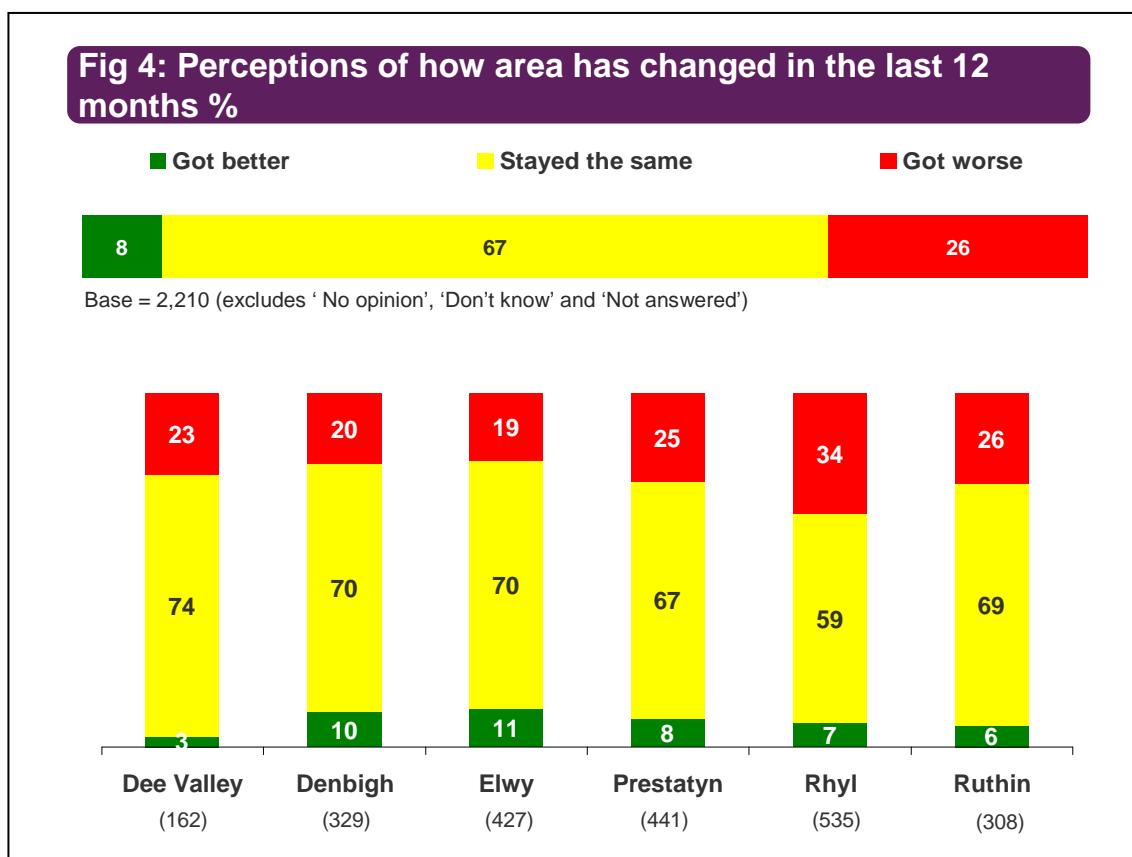


Satisfaction levels with each community area as a place to live have increased since 2009 across most areas, including Rhyl. Table 1 below illustrates the proportion of residents reporting they were 'Very satisfied' with each area in both 2009 and 2011.

Table 1	% saying 'Very satisfied' with their local area as a place to live		
	2011	2009	% change
Dee Valley	54	39	+15%
Denbigh	45	35	+10%
Elwy	44	45	-1%
Prestatyn	37	29	+8%
Rhyl	21	18	+3%
Ruthin	54	49	+5%
OVERALL	39	33	+6%

For the majority of residents, perceptions of their local area now compared to 12 months ago remain unchanged – two thirds (67%) say that their local area as a place to live has stayed the same. While a small proportion (8%) report that their local area has got better, a significant minority (26%) feel that their local area has got worse over the last 12 months.

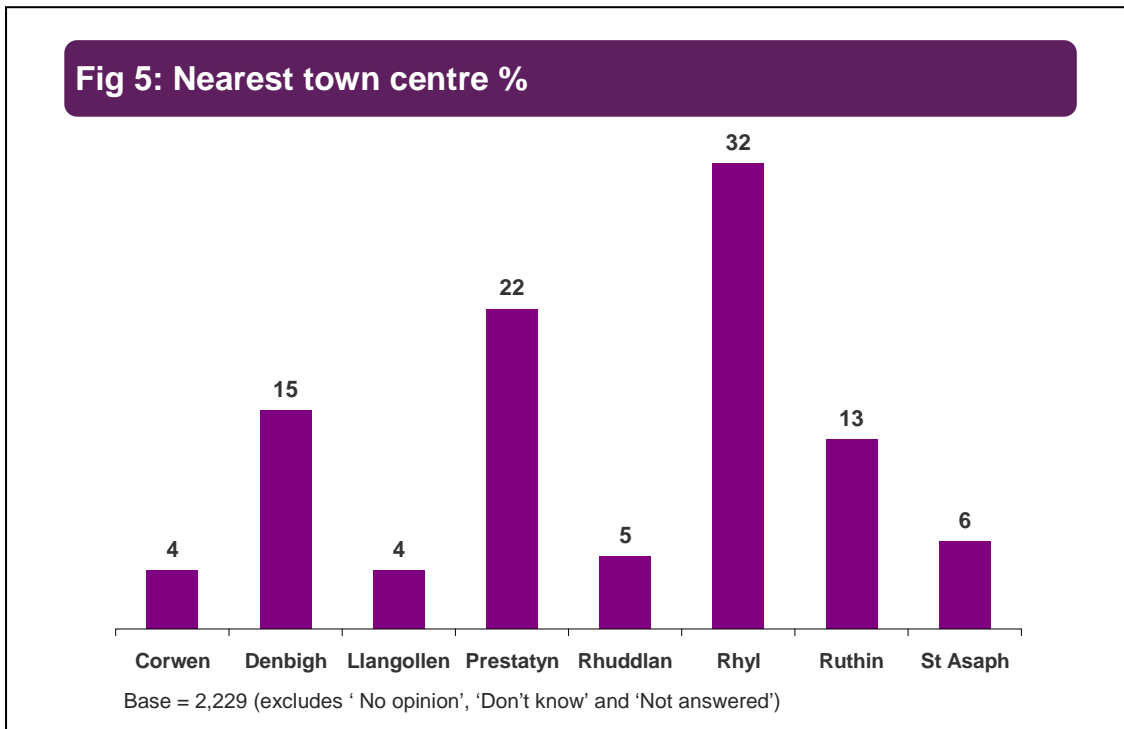
Again, regional differences were observed. Slightly higher than average numbers in Denbigh and Elwy felt that their local area had improved in the last 12 months (10% and 11% respectively), while in Rhyl, a significantly higher than average proportion felt that their local area had got worse in the last 12 months (34%) – see Figure 4 below.



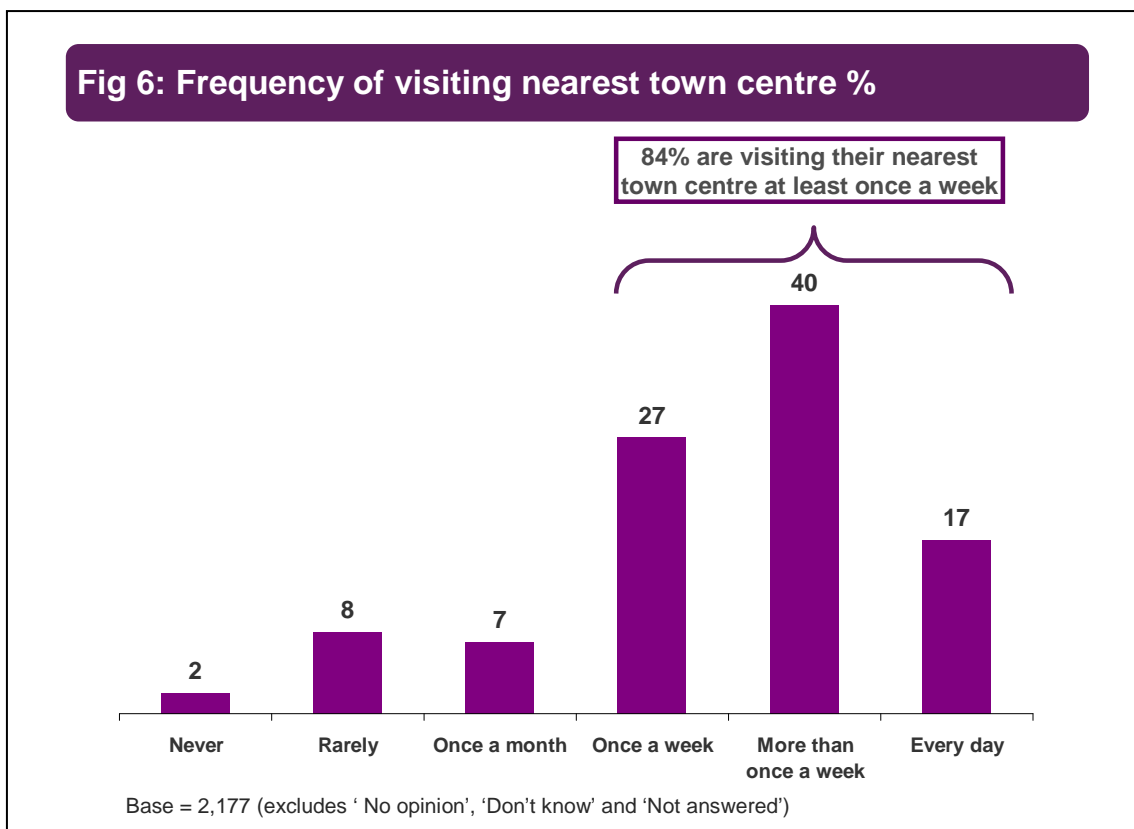
Perceptions with how their area has changed were similar on the whole with those seen in 2009, where the majority of residents in each community area did not think that their local area had changed in the last 12 months. Back in 2009, however, a higher proportion of Elwy residents felt that their area had improved (19%), while in Prestatyn, a higher proportion felt their area had got worse (36%).

4.2 About your nearest town centre

Amongst the residents of Denbighshire who took part in the research, most said that their nearest town centre was Rhyl (32%), followed by Prestatyn (22%), Denbigh (15%) and Ruthin (13%) – see Figure 5 below.



On the whole, residents are visiting their local town centre at least once a week (84%), with 40% visiting several times as week and a further 17% visiting their nearest town centre every day – see Figure 6 below.



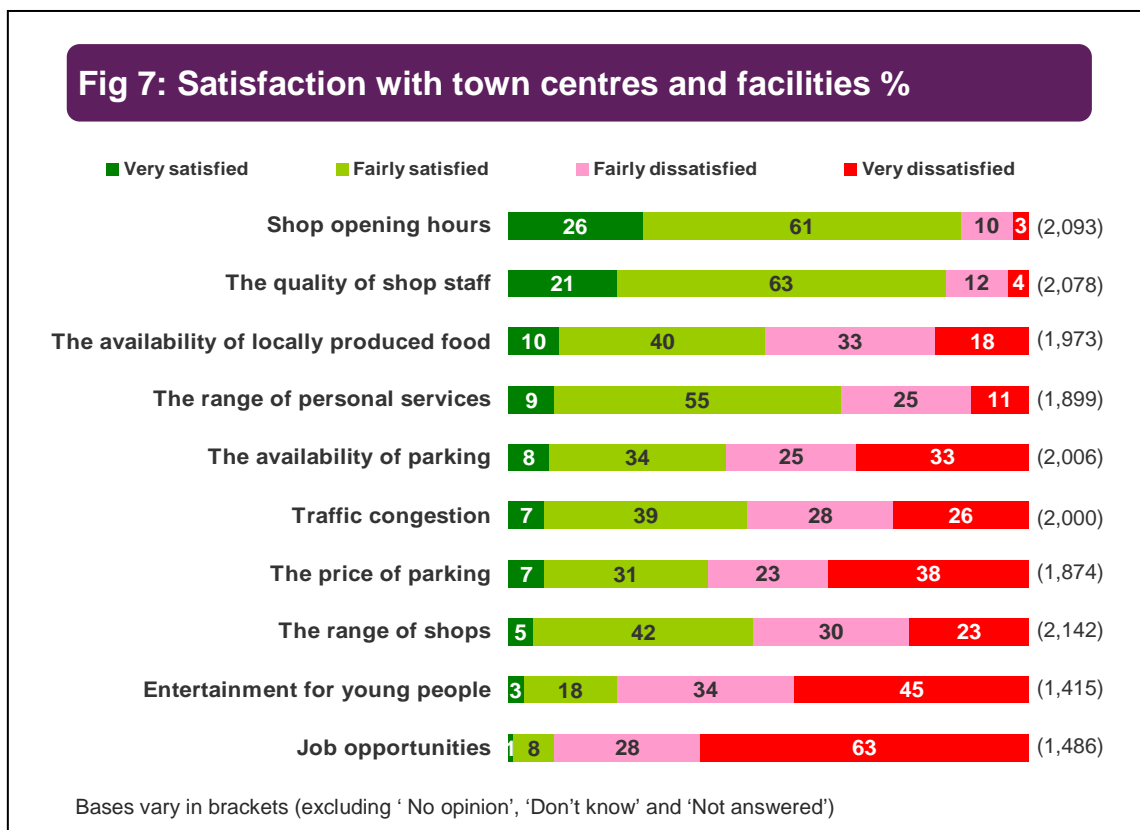
Those who live nearest to Llangollen are much more likely to be frequent visitors to this town centre – 41% of these residents claim to visit Llangollen town centre every day, whereas only 13% of residents who live closest to Rhyl visit Rhyl town centre every day.

Residents were presented with a list of factors relating to town centres, and asked how satisfied they were with each one. Satisfaction levels varied considerably depending on what factor was under consideration.

Satisfaction levels were highest for shop opening hours and the quality of shop staff – over four in five residents were satisfied with these elements of town centres (87% and 84% respectively). Around two thirds were satisfied with the range of personal services available in their nearest town centre (64%), while around half were satisfied with the availability of locally produced food (50%) and the range of shops (47%).

Higher proportions were dissatisfied with factors such as entertainment for young people (79%), the price of parking (61%), and the availability of parking (57%).

Levels of dissatisfaction were highest by far for job opportunities – 91% were dissatisfied with this, with 63% saying they were very dissatisfied – see Figure 7 below.



Focusing on satisfaction with job opportunities, marginally more people living in Ruthin were satisfied with this factor (17%), whereas only 2% of Dee Valley residents were satisfied with the job opportunities.

When given a list of potential problems that might be an issue in their local area, opinion was very evenly divided for many of the issues mentioned, while for others opinions were more polarised.

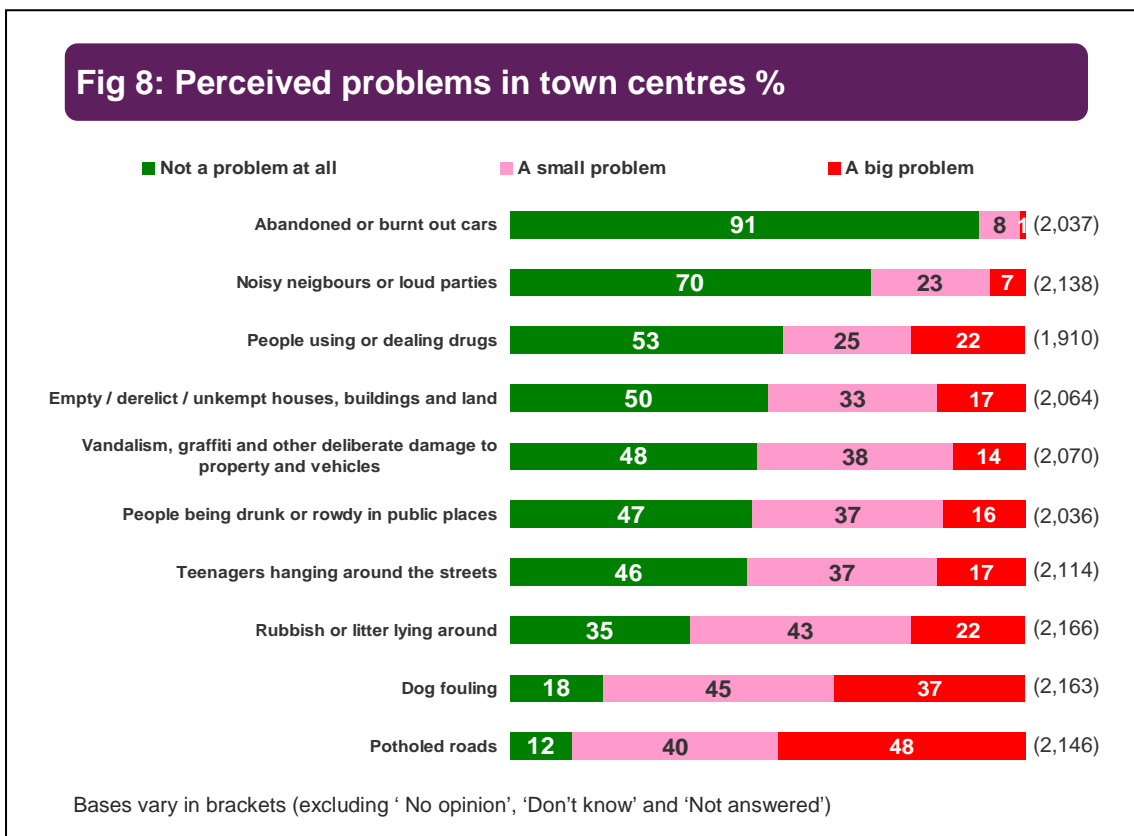
For instance, when considering abandoned or burnt out cars, 91% said that this was not a problem in their area, with another 70% saying that loud parties were not a problem.

More prevalent problems included potholes (88% considering this a problem, with 48% saying this was a big problem in their local area), dog fouling (82% saying this was a problem, with 37% saying it was a big problem) and litter (67% saying this was a problem, with 22% saying it was a big problem).

Issues that elicited more evenly divided opinions (where around half felt this was a problem and half did not) included the following:

- Vandalism
- Drug use and drug dealing
- Drunken and rowdy behaviour
- Teenagers hanging around.

Figure 8 provides more details on the proportions considering each of the issues to be a problem or not a problem.



Focusing on the three issues which were considered to be the most problematic (potholes, dog fouling and litter), certain regional differences emerged. For instance, in Dee Valley, 56% of residents felt that potholes were a big problem (compared to 48% overall), whereas only 38% of Elwy residents said the same.

When it came to dog fouling, nearly half of Rhyl residents reported that this was a big problem in their local area (48%), while only 20% of Ruthin residents felt that this was a big problem. And regarding littering, again more residents in Rhyl considered this a big problem (32%) compared to the overall average (22%).

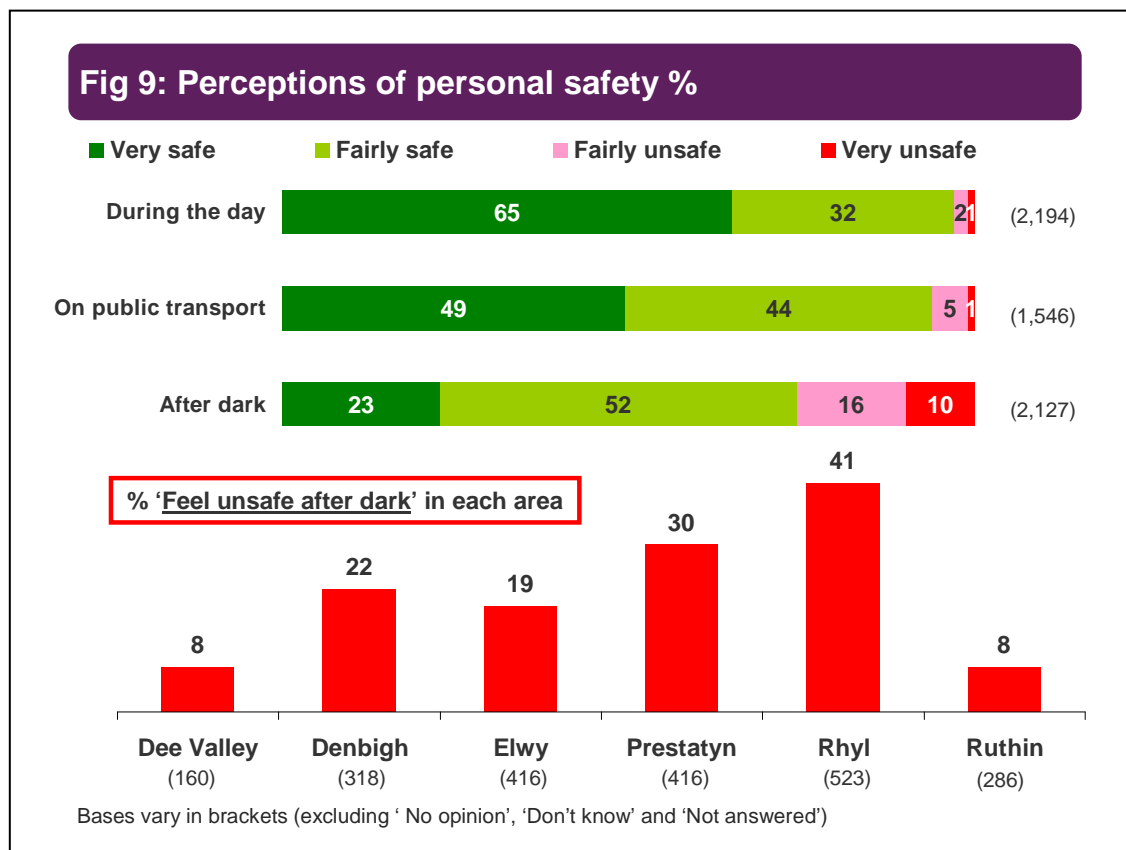
Table 2 overleaf shows how overall opinions have changed since the research was carried out in 2009, and looks at the proportion of people considering each issue to be a big problem.

On the whole, opinions on each of these problem areas have remained relatively consistent. The exception to this concerns people using or dealing drugs - in this most recent survey, a higher proportion of Denbighshire residents felt that drug dealing and drug use were a big problem in their local area (22% in 2011 compared to 15% in 2009) – see Table 2 below.

Table 2	% saying antisocial issues are 'A big problem'		
	2011	2009	% change
Dog fouling	37	35	+2%
Rubbish or litter lying around	22	21	+1%
People using or dealing drugs	22	15	+7%
Teenagers hanging around the streets	17	17	No change
People being drunk or rowdy in public places	16	18	-2%
Vandalism, graffiti and other deliberate damage to property and vehicles	14	14	No change
Noisy neighbours or loud parties	7	6	+1%
Abandoned or burnt out cars	1	2	-1%

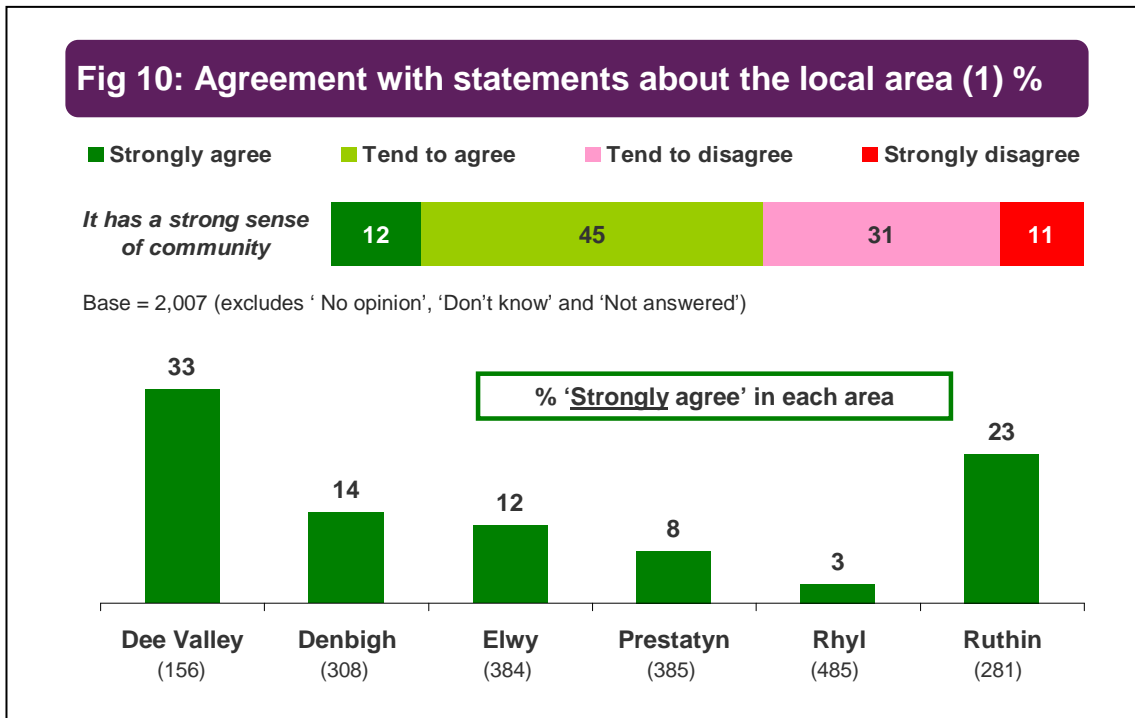
On the whole, residents of Denbighshire reported that they felt safe in their local area. The vast majority felt safe during the day (97%) or using public transport (93%), however as might be expected, a smaller proportion felt safe in their local area after dark (75%), with a significant proportion (26%) reporting that they felt unsafe.

Looking at residents' perceptions of their personal safety after dark, regional differences are once again evident. In the Dee Valley and Ruthin community areas, only 8% of residents felt unsafe after dark, whereas in Rhyl, 41% felt unsafe after dark – see Figure 9 below.

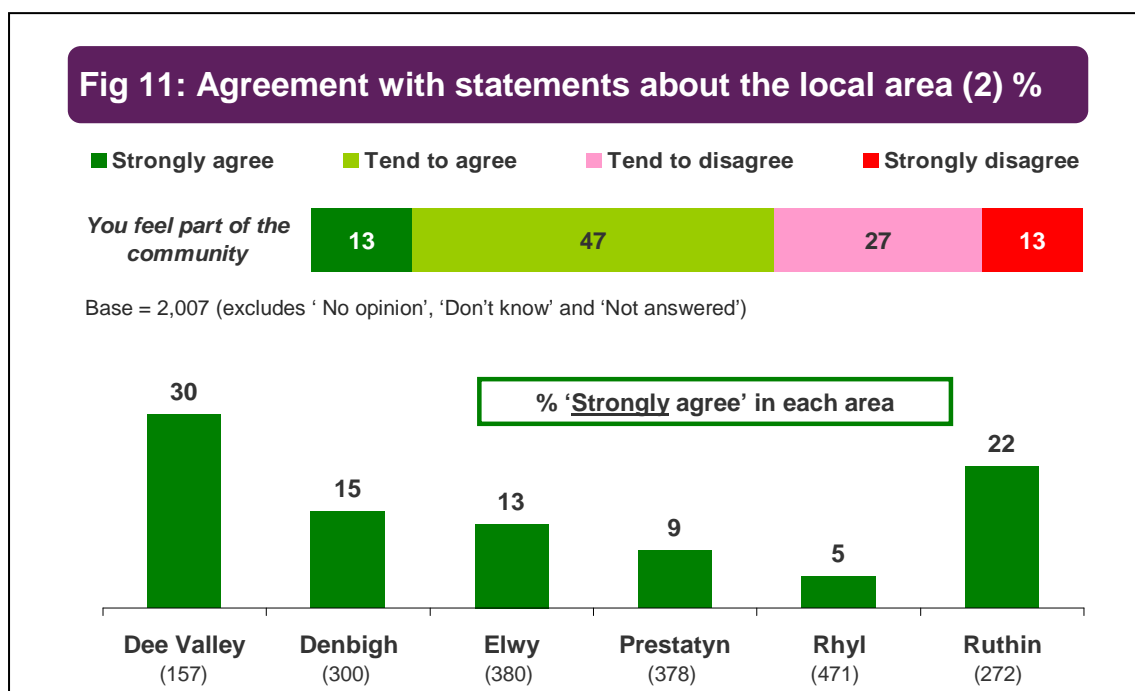


When presented with statements about their sense of community, agreement with each was somewhat polarised, although a higher proportion of residents agreed with each statement compared to those who disagreed. There were also significant regional differences in the proportions who strongly agreed with the statements.

When asked whether they agreed that their local area “...has a strong sense of community”, 57% of residents agreed with this, with 12% strongly agreeing. Higher proportions of residents living in the Dee Valley (33%) and Ruthin (23%) strongly agreed with this statement, while only 3% of those living in Rhyl said the same – see Figure 10 below.



A similar proportion agreed that they “...felt part of a community” – 60% agreed overall, with 13% agreeing strongly. Again, higher proportions of residents living in the Dee Valley and Ruthin strongly agreed with this statement (30% and 22% respectively), while only 5% of Rhyl residents strongly agreed with this – see Figure 11 below.



4.3 Your local council services

4.3.1 Environmental Services

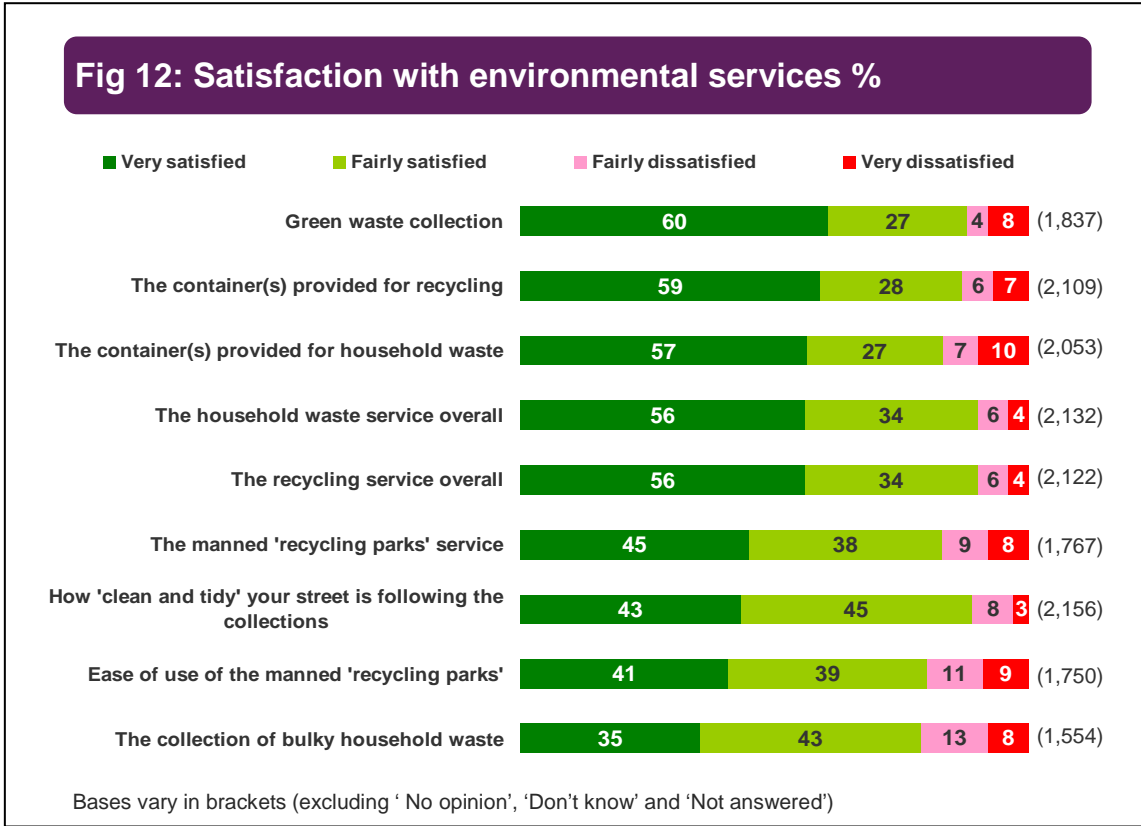
Residents were asked how satisfied they were with various aspects of the household waste and recycling services provided by the Council. Satisfaction levels were high for all aspects of the service provided by Environmental services; moreover, over half said that they were very satisfied with the household waste and recycling services overall (56% for each).

For several of the services listed, around three in five reported that they were very satisfied. These included:

- Green waste collection (60%)
- The containers provided for recycling (59%)
- The containers provided for household waste (57%)

However, a significant minority reported that they were dissatisfied with the containers provided for household waste (17%).

While most were satisfied with the manned recycling parks (83%), 20% reported that they were dissatisfied with the ease of use of these parks. And while 78% were satisfied with the collection of bulky items, a sizable minority of 21% reported that they were dissatisfied with this service – see Figure 12 below for more details.



Satisfaction with the household waste collection service overall was highest amongst residents of Prestatyn and Rhyl (63% saying very satisfied for each), and lowest amongst residents of the Dee Valley (30% very satisfied). The same pattern was seen for recycling services; satisfaction levels were highest amongst residents of Rhyl and Prestatyn (66% and 64% respectively very satisfied) and lowest amongst residents of the Dee Valley (27% very satisfied)

Looking at how satisfaction levels with these services have changed since 2009, it can be seen that for all of the environmental services listed, levels of satisfaction have increased, with the most positive changes seen for the household waste and recycling services overall – see Table 3 below.

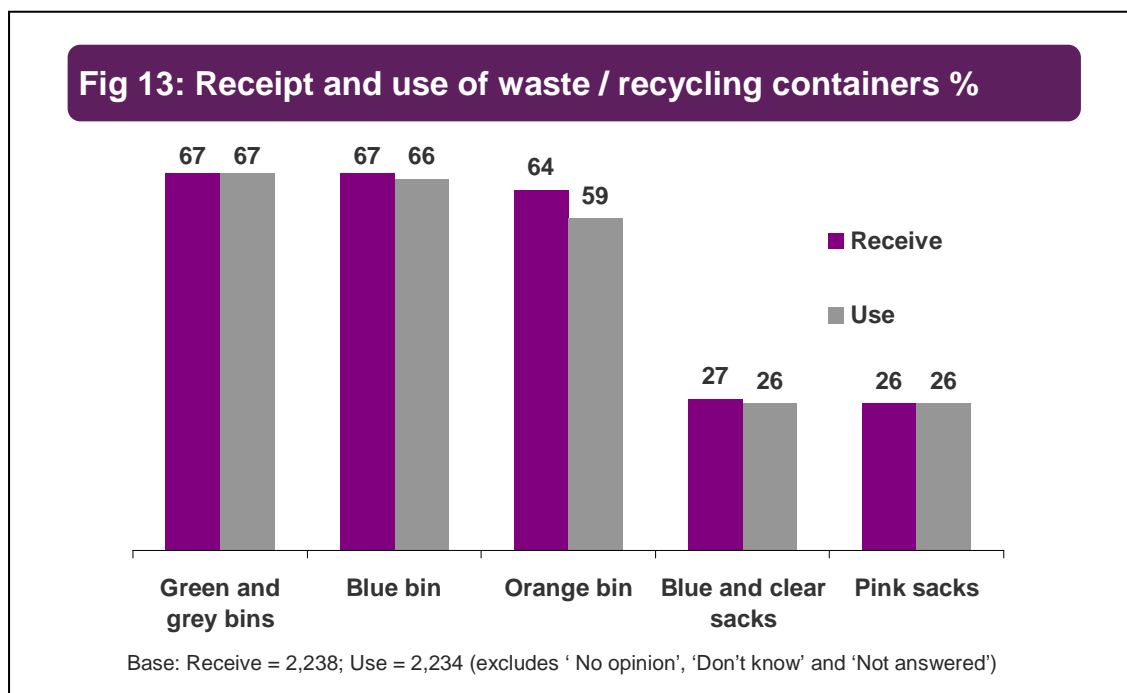
Table 3	% saying 'Very satisfied' with each environmental service		
	2011	2009	% change
The container(s) provided for recycling	59	49	+10%
The container(s) provided for household waste	57	49	+8%
The manned 'recycling parks'	45	35	+10%
How 'clean and tidy' your street is following collections	43	40	+3%
The collection of bulky household waste	35	34	+1%
The household waste service overall	56	41	+15%
The recycling service overall	56	39	+17%

Residents were then asked to identify which types of waste and recycling containers they received, and which ones they actually used.

Around two thirds of residents received green and grey bins, blue bins (67% for each) or orange bins (64%), and the vast majority went on to use these containers. Smaller proportions received the blue and clear sacks (27%) or the pink sacks (26%), but again, the vast majority of residents who received these went on to use them.

The only containers not being used by most of the residents receiving them was orange sacks – 5% of residents who received these did not use them.

From these results, it can be assumed that at least a third of Denbighshire residents do not receive any waste or recycling containers from the Council – see Figure 13 below.



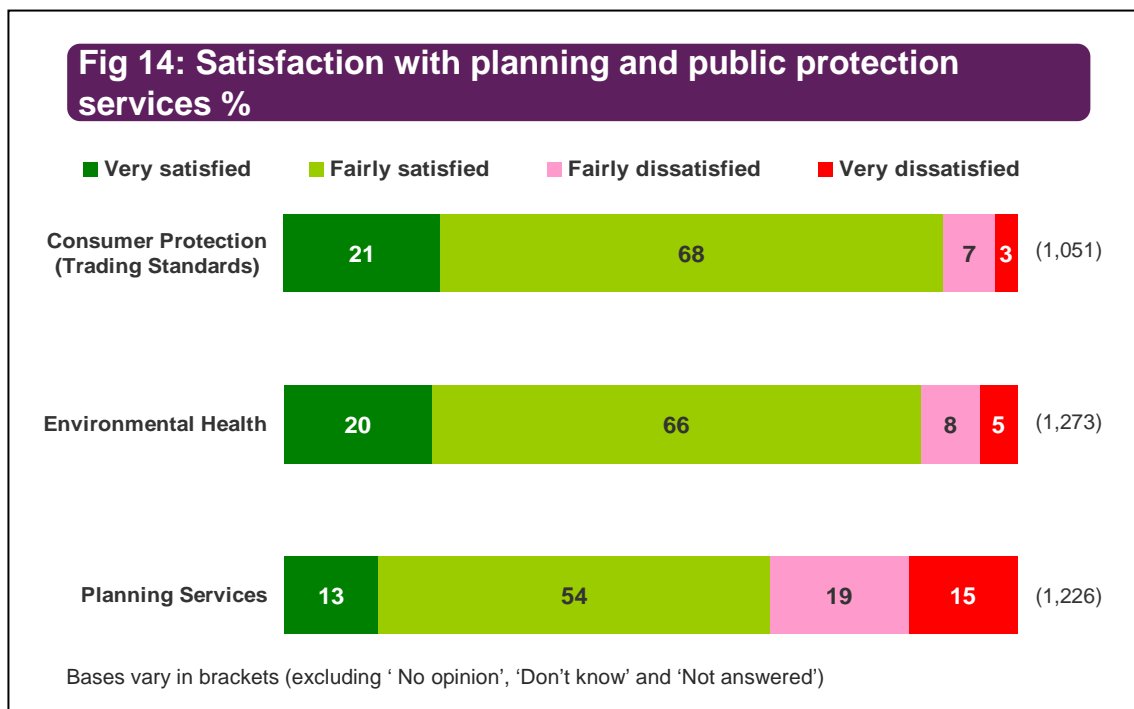
While receipt of green, grey, blue and orange bins has increased significantly since 2009, receipt of blue, clear and pink sacks has decreased – see Table 4 below.

Table 4	% saying they receive each type of container		
	2011	2009	% change
Green and grey bins	67	56	+11%
Blue bin	67	48	+19%
Orange bin	64	45	+19%
Blue and clear sacks	27	41	-14%
Pink sacks	26	34	-8%

4.3.2 Planning and Public Protection Services

When asked to rate how satisfied they were with aspects of the planning and public protection services provided by the Council, high numbers of people did not feel able to comment on these (approximately half of the sample). This is presumably due to a lack of awareness and experience with these particular aspects of the Council's services, which not all residents will have come into contact with.

Amongst those residents who were able to comment however, satisfaction was highest for Consumer Protection (Trading Standards) and Environmental Health (89% and 86% satisfied respectively), whilst 67% were satisfied with Planning Services. Moreover, for this particular aspect of the Council's planning and public protection services, levels of dissatisfaction were highest, with 34% of those able to comment saying that they were dissatisfied with the Council's Planning Services.



There has been no significant change in satisfaction levels with these services since 2009, when the following proportions reported that they were satisfied with these three services:

- Consumer Protection (Trading Standards) = 90%
- Environmental Health = 83%
- Planning Services = 64%.

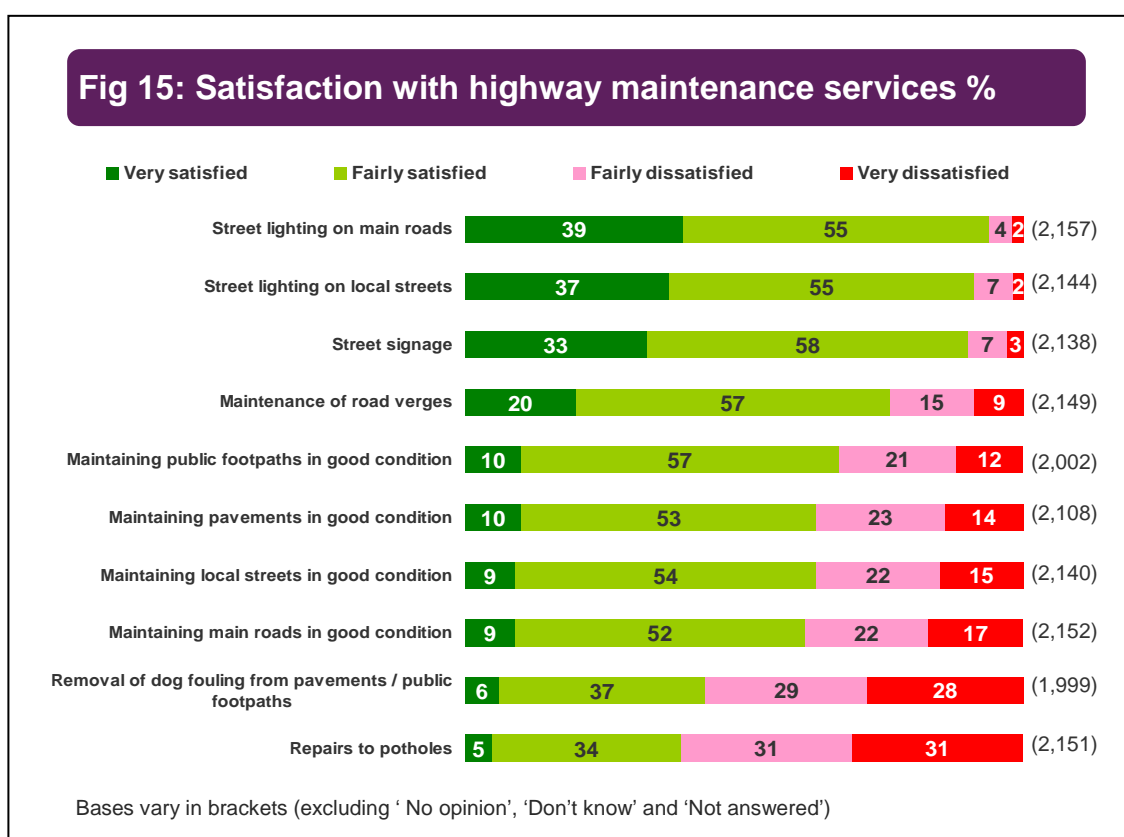
4.3.3 Highway Maintenance

Residents were also asked to rate how satisfied they were with aspects of the service provided by Highway Maintenance. Although most people were satisfied with most of the services provided, there were significant proportions of residents who were dissatisfied with certain services.

Looking at each in more detail, it can be seen that satisfaction levels were highest for street lighting on main roads and local streets (94% and 92% respectively satisfied) and street signage (91% satisfied). Moreover, very few people were dissatisfied with each of these services (around one in ten for each).

While three quarters were satisfied with the maintenance of road verges (77%), around two thirds were satisfied with the maintenance of footpaths (67%), pavements (63%), local streets (63%) and main roads (61%). However, for each of these aspects of highway maintenance, around two in five were dissatisfied with these services.

When it came to the removal of dog fouling and repairs to potholes, higher proportions of residents were dissatisfied with these services (57% and 62% respectively) than were satisfied (43% and 39% respectively) – this reflects findings reported in Section 4.2, where relatively high proportions of residents reported that potholed roads and dog fouling were big problems in their local area – see Figure 15 below for more details.



Focussing on the two aspects of service that received the lowest satisfaction ratings (removal of dog fouling and repairs to potholes), certain regional differences are once again apparent. While 62% overall were dissatisfied with repairs to potholes, this rose to 68% in Rhyl, but declined to 52% in Elwy. As for the removal of dog fouling, 69% of Rhyl residents were dissatisfied with this, while 47% of Ruthin residents said the same (compared to 58% dissatisfaction overall).

Table 5 below illustrates the proportions reporting that they were 'very satisfied' with each of the Highways Maintenance services listed in 2009 and 2011, and shows how satisfaction levels have changed over time.

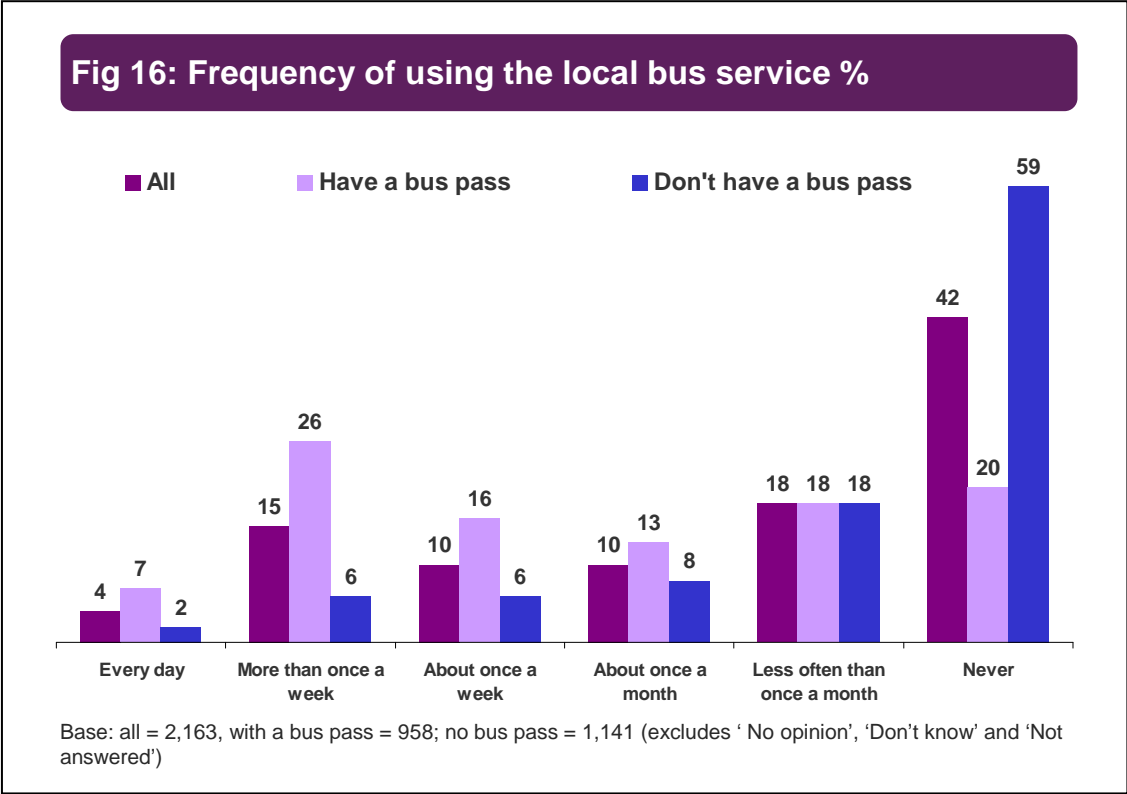
Although the differences in the figures are only small for most services, in all but two service areas, the proportions reporting they were very satisfied have gone down – the exceptions to this being street lighting on local streets (37% very satisfied compared to 34% in 2009) and maintenance of road verges (20% satisfied compared to 13% in 2009) – see Table 5 below for more details.

Table 5	% saying 'Very satisfied' with each highway maintenance service		
	2011	2009	% change
Street lighting on main roads	39	39	No change
Street lighting on local streets	37	34	+3%
Maintenance of road verges	20	13	+7%
Maintaining public footpaths in good condition	10	12	-2%
Maintaining local streets in good condition	9	14	-5%
Maintaining main roads in good condition	9	13	-4%
Removal of dog fouling from pavements / public footpaths	6	8	-2%
Repairs to potholes	5	6	-1%

4.4 Transport services

Residents were asked how frequently they used the local bus service – amongst those who were able to comment, 42% reported that they never used bus. Amongst the remaining residents, 29% used the bus at least once a week, while a similar proportion (28%) used the bus less frequently than this.

Almost half of residents who were able to comment said that they had a concessionary bus pass (46%). As might be expected, residents who had a bus pass were more frequent users of the local bus service; 49% of these residents used the bus at least once a week, compared to only 14% of those residents who did not have a bus pass – see Figure 16 below for more details.



As well as determining their frequency of use, residents were also asked how satisfied they were with various aspects of the local bus service.

The vast majority of residents who were able to comment (around half of the total sample) were satisfied with each aspect of the local bus service. Just under half were very satisfied with how easy it is to get on and off buses (48%) while around two in five were very satisfied with the condition and frequency of buses (42% for each), the condition and number of bus stops (40%) and the routes of the bus service (37%).

Only two aspects of the bus service received criticism by significant minorities; 23% were dissatisfied with the electronic timetables at bus stops, and a further 36% were dissatisfied with the cost of a journey (17% of these were very dissatisfied) – see Figure 17 overleaf.

Fig 17: Satisfaction with the local bus service %

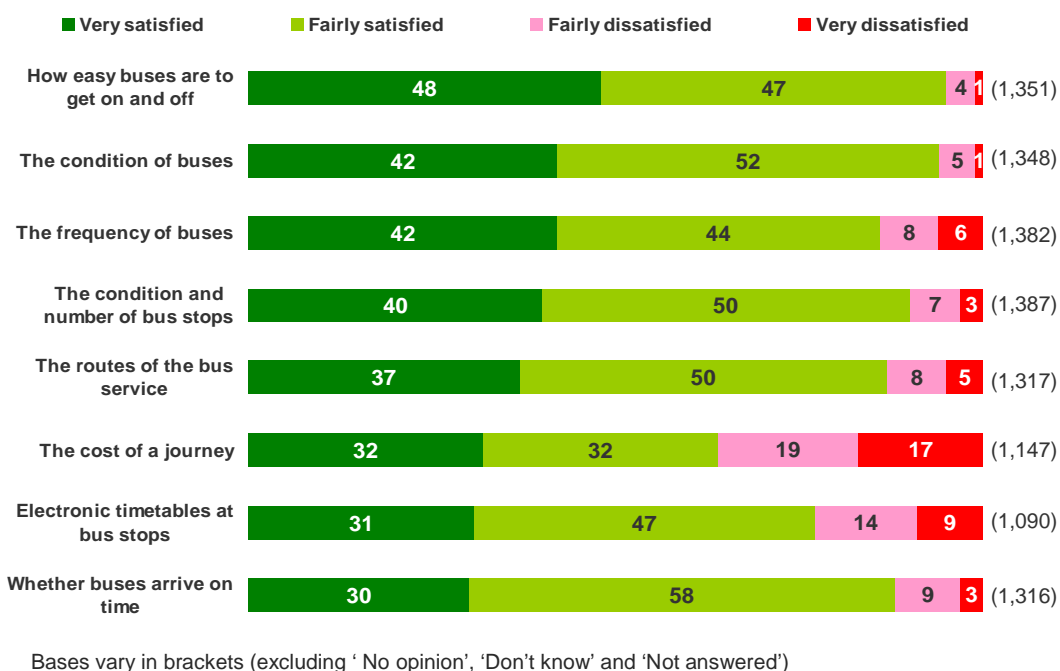


Table 5 below shows how levels of satisfaction have changed over time with various aspects of the local bus service.

It can be seen that for most aspects of the local bus service, satisfaction levels have increased, and in some cases these are significant increases. Perceptions of the frequency of buses and the cost of a journey have improved the most since 2009 – see Table 6 below for more details.

Table 6	% saying 'Very satisfied' with aspects of the local bus service		
	2011	2009	% change
How easy buses are to get on and off	48	44	+4%
The frequency of buses	42	31	+11%
The cost of a journey	32	19	+13%
Electronic timetables at bus stops	31	36	-5%
Whether buses arrive on time	30	23	+7%

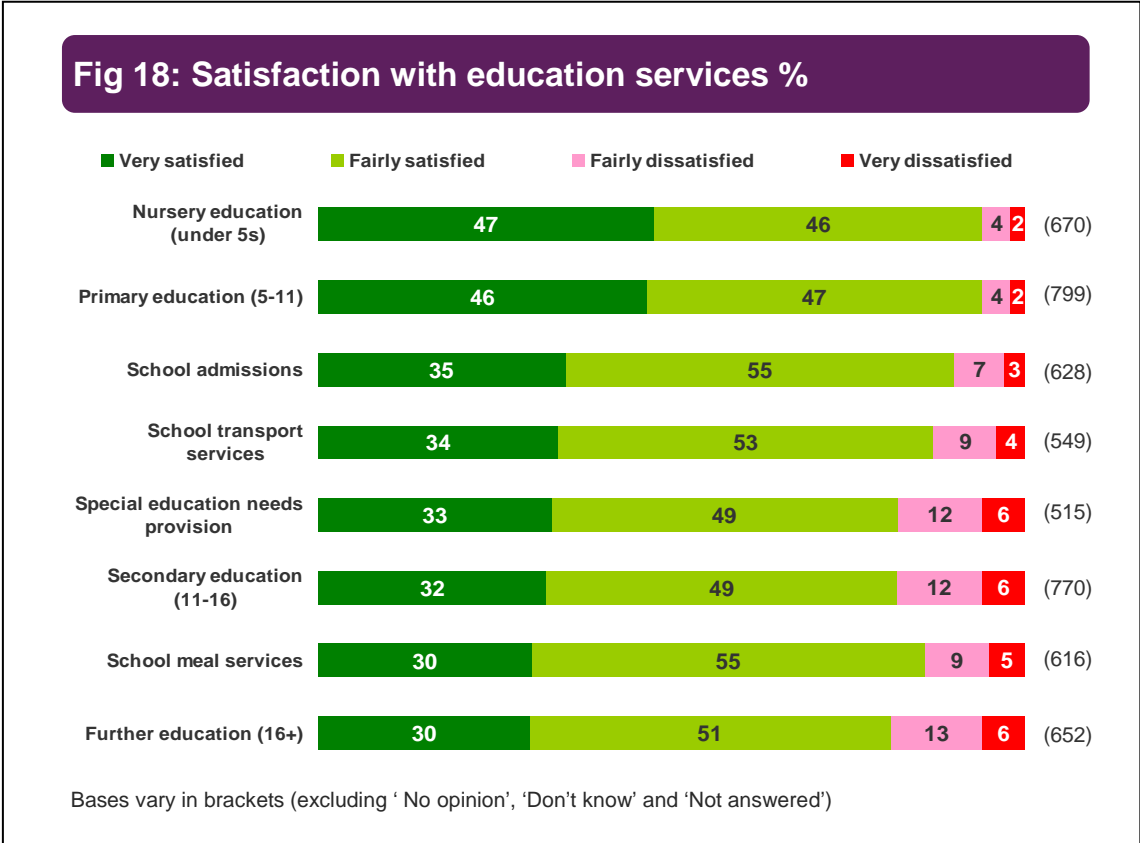
4.5 Education services

Residents were asked how satisfied they were with various aspects of the Council’s education services provision. Again, significant numbers of respondents did not feel able to comment on these (between 65% and 75% of the whole sample). Given the age profile of the residents who responded to the survey (predominantly 55+ years) it can be assumed that those respondents who did not comment had not had recent experience with these services, as they mainly focus on education provision for children aged under 16 years.

Amongst those who were able to comment, satisfaction levels were high – nearly half were very satisfied with nursery education (47%) and primary education (46%) provision, while around a third were very satisfied with each of the other education services presented:

- School admissions (35%)
- School transport services (34%)
- Special education needs provision (33%)
- Secondary education (32%)
- School meal services (30%)
- Further education (30%).

Levels of dissatisfaction were relatively low for each service aspect; the only exceptions to this concerned special needs and secondary education provision (18% dissatisfied with each) and further education (19% dissatisfied) – see Figure 18 below.



Satisfaction levels with each of these aspects of education service provision have increased in most cases, with a significant increase in satisfaction levels observed for special education needs provision (moving from 21% very satisfied in 2009 to 33% in 2011) – see Table 7 below for more details.

Table 7	% saying 'Very satisfied' with each education service		
	2011	2009	% change
Nursery education	47	48	-1%
Primary education	46	44	+2%
School admissions	35	34	+1%
School transport services	34	28	+6%
Special education needs provision	33	21	+12%
Secondary education	32	29	+3%
School meal services	30	26	+4%
Further education	30	26	+4%

4.6 Social services and housing

When asked to rate their levels of satisfaction with Social Services and Housing Services, as might be expected high proportions of the residents who took part in the survey did not feel able to comment (between 65% and 75% of the sample). As has been mentioned previously, this is probably due to a lack of experience with these particular services.

Amongst those who could comment, satisfaction levels were highest when it came to Social Services for adults – 81% were satisfied overall, with 26% of these saying they were very satisfied.

Conversely, dissatisfaction levels were highest when it came to Housing Services, although these respondents were still in a minority – a third (33%) of those able to comment reported that they were dissatisfied with the housing services provided by the Council (15% of these saying they were very dissatisfied). There were no significant differences in opinion on each of these services according to community area – see Figure 19 below for more details.



Although satisfaction levels with each of these services have not changed significantly since 2009, for each of the services listed the proportion of residents reporting that they were very satisfied has increased – see Table 8 below.

Table 8	% saying 'Very satisfied' with each social and housing service		
	2011	2009	% change
Social Services for adults	26	25	+1%
Housing Services	20	16	+4%
Social Services for children and families	19	16	+3%

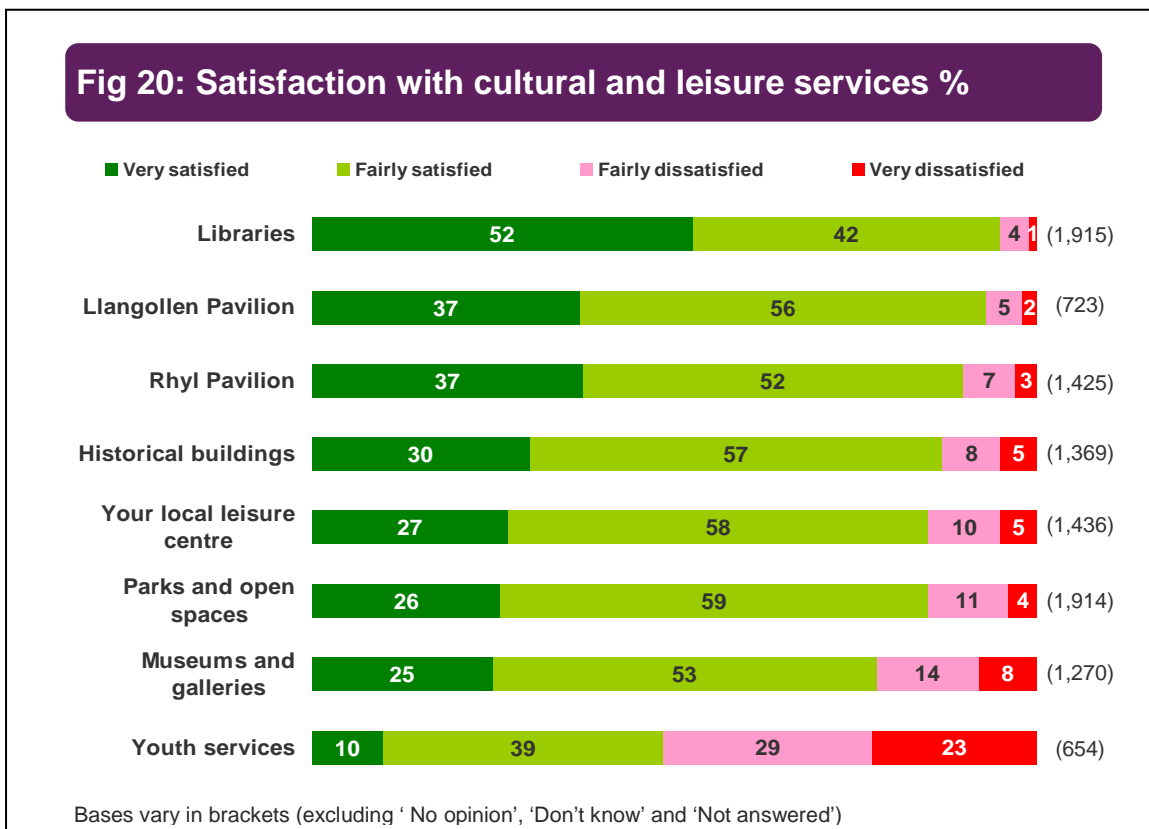
4.7 Cultural and leisure services

Satisfaction levels with the cultural and leisure services provided by Denbighshire County Council were for the most part high, especially for local libraries. Over half of residents (52%) were very satisfied with libraries, with a further 42% saying they were fairly satisfied (94% satisfied overall).

Around two in five said that they were very satisfied with the Rhyl and Llangollen Pavilions (37% for each), while around one in three (30%) was very satisfied with the historical buildings in the local area.

Around a quarter of residents claimed to be very satisfied with their local leisure centre (27%), parks and open spaces (26%) and museums and galleries (25%).

The area that received the lowest satisfaction ratings concerned youth services, although only 29% of the sample felt able to comment on this particular service area. Only 10% of these people claimed to be very satisfied with youth services (39% were fairly satisfied), while 52% were dissatisfied (23% of these claiming to be very dissatisfied) – see Figure 20 below.



Certain regional differences in levels of satisfaction were observed for cultural and leisure services:

- Museums and galleries – higher satisfaction levels were observed amongst Dee Valley residents, where 34% claimed to be very satisfied with this service
- As might be expected, satisfaction with the Rhyl Pavilion was higher amongst Rhyl residents compared to the overall figure (44% very satisfied).
- Satisfaction with the Llangollen Pavilion was highest amongst Prestatyn residents (46% very satisfied)
- A higher proportion than average was very satisfied with their local leisure centre in the Dee Valley community area (33%)

- A lower than average proportion was very satisfied with historical buildings in Rhyl (20%)
- Only 5% of Elwy residents were very satisfied with the youth services provided by the Council.

There has been little movement in levels of satisfaction with cultural and leisure services since the survey was carried out in 2009, although satisfaction with libraries and local leisure centres has declined slightly – see Table 9 below.

Table 9	% saying 'Very satisfied' with each cultural and leisure service		
	2011	2009	% change
Libraries	52	57	-5%
Your local leisure centre	27	31	-4%
Parks and open spaces	26	25	+1%
Museums and galleries	25	27	-2%
Youth services	10	12	-2%

Staying with the topic of leisure centres and exercise, respondents were asked how frequently they exercised for at least 30 minutes. There was a roughly even split between those who exercised frequently, those who exercise less frequently and those who did not exercise at all, with around a third of residents falling into each category:

Exercise between 1 – 3 times a week = 35%

Exercise between 4 – 7 times a week = 36%

Never exercise = 29%.

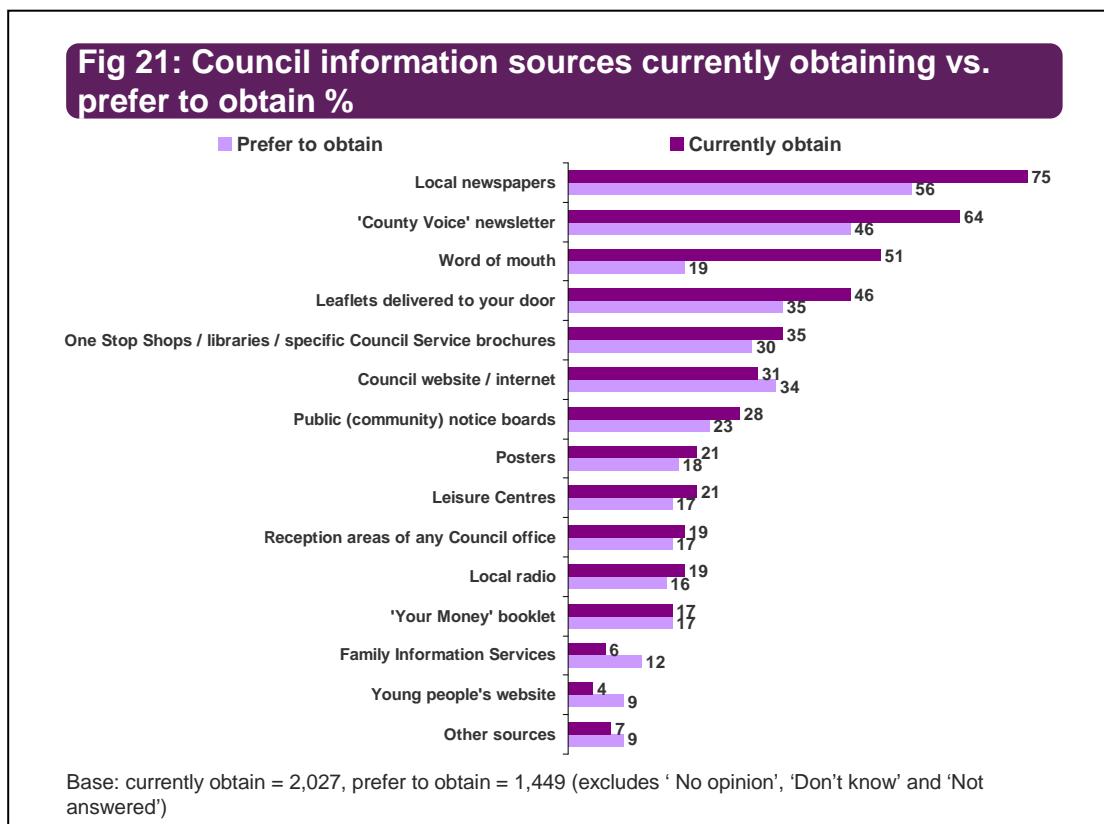
The main reasons given for not exercising more regularly include a lack of spare time (33%), health and mobility problems (32%) and the cost of exercising (19%).

4.8 Information about Denbighshire County Council and its services

Most Denbighshire residents currently obtained information about the Council from local newspapers (75%) and the 'County Voice' newsletter (64%). Around half received information via word of mouth from friends or relatives (51%) or leaflets delivered through the door (46%), while around a third visited One Stop Shops (35%) or the Council website (34%).

When it came to which sources of information they would prefer to obtain, a similar pattern was observed. The highest proportion would prefer to received information about the Council through local newspapers (56%), followed by the 'County Voices' newsletter (46%).

A slightly higher proportion would prefer to obtain information about the Council via the website (34%) than are currently obtaining this information (31%), while significantly fewer would prefer to receive information via word of mouth (19%) compared to those who currently receive information this way (51%) – see Figure 21 below for more details.



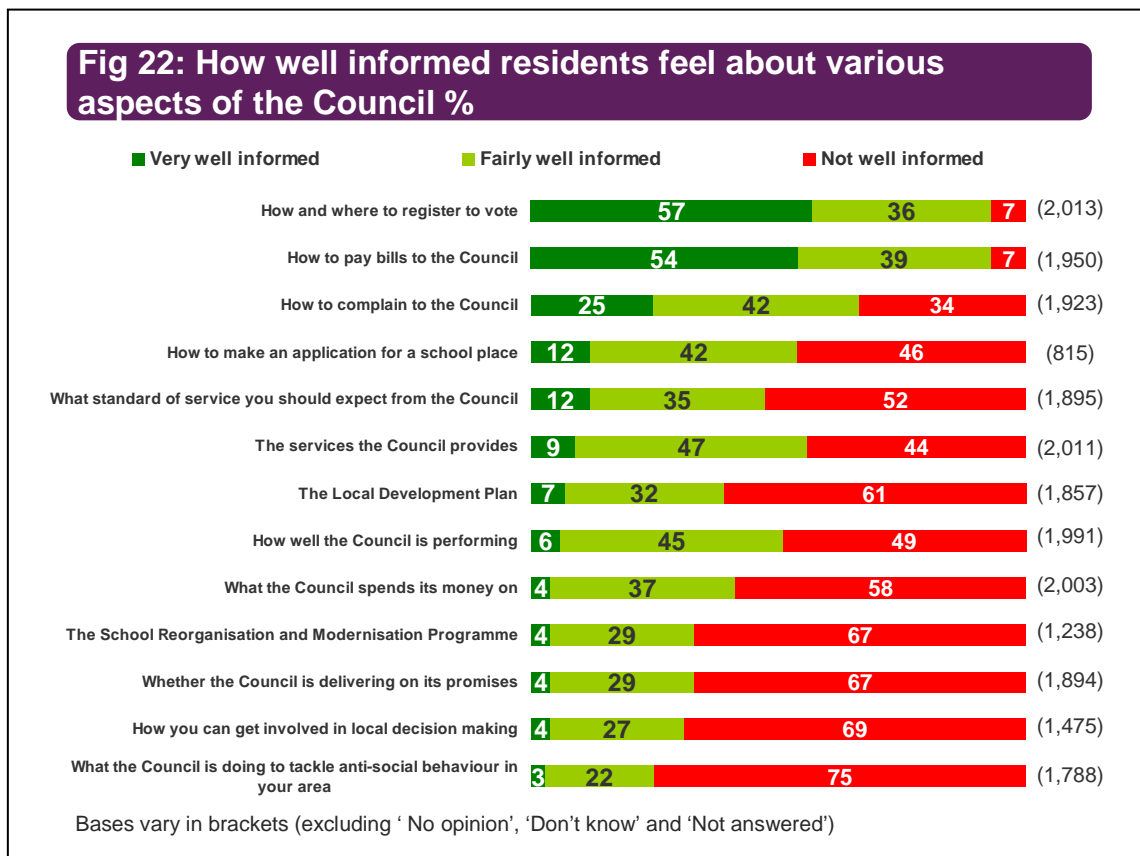
Residents were asked who well informed they felt about various aspects of the Council, its services, policies and procedures. Opinions varied considerably, depending on which aspect of the Council was under consideration.

For aspects that applied to all residents, such as registering to vote and paying bills, the vast majority considered themselves either very well or fairly well informed (93% for each). Moreover, 67% felt very or fairly well informed about how to complain to the Council.

Opinion was more divided when it came to the following aspects of the Council, where roughly equal proportions felt informed and not informed:

- How to make an application for a school place
- What standard of service should be expected from the Council
- How well the Council is performing
- The services the Council provides.

For certain aspects, where residents' experience may be limited, higher proportions of residents did not feel well informed about. These included specific initiatives such as the Local Development Plan (61% not well informed), the School Reorganisation and Modernisation Programme (67% not well informed) and what the Council is doing to tackle antisocial behaviour (75% not well informed) – see Figure 22 below for more details.



Comparing the proportions who felt informed about aspects of the Council in 2009 and 2011, it can be seen that in all but two areas, smaller proportions consider themselves informed. The most significant changes in opinion relate to:

- How to get involved in local decision making
- What standard of service you should expect to receive from the Council
- What the Council spends its money on
- What the Council is doing to tackle antisocial behaviour.

See Table 10 overleaf for more details

Table 10	% saying 'Very well informed' or 'Fairly well informed' with aspects of the Council		
	2011	2009	% change
How to pay bills to the Council	93	95	-2%
How and where to register to vote	93	90	+3%
How to complain to the Council	67	68	-1%
The services the Council provides	56	57	-1%
How well the Council is performing	51	44	+7%
What standard of service you should expect from the Council	47	60	-13%
What the Council spends its money on	41	51	-10%
Whether the Council is delivering on its promises	33	42	-9%
How to get involved in local decision making	31	52	-21%
What the Council is doing to tackle anti-social behaviour in your area	25	35	-10%

Residents were also asked to rate how easy or difficult they felt it was to find out information about specific Council services, such as household waste, recycling, planning, bus services and parking.

For all of the services listed, significant numbers of residents did not feel able to comment on how easy or difficult it was to find information. Moreover, the number of people commenting on this varied considerably depending on the service area under consideration. For instance, 83% of the sample could comment on how easy it was to find information about recycling services, while only 28% commented on the ease of getting information about social services for children. The bases commenting on each service are set out in Table 11 overleaf.

For the most part, the majority of residents felt it was either very or fairly easy to find out information about the specific services listed. The highest proportion of people felt that it was very easy to find out information about library services (35%), followed by performance venues (29%), leisure services (27%), recycling services (26%) and bus services (25%).

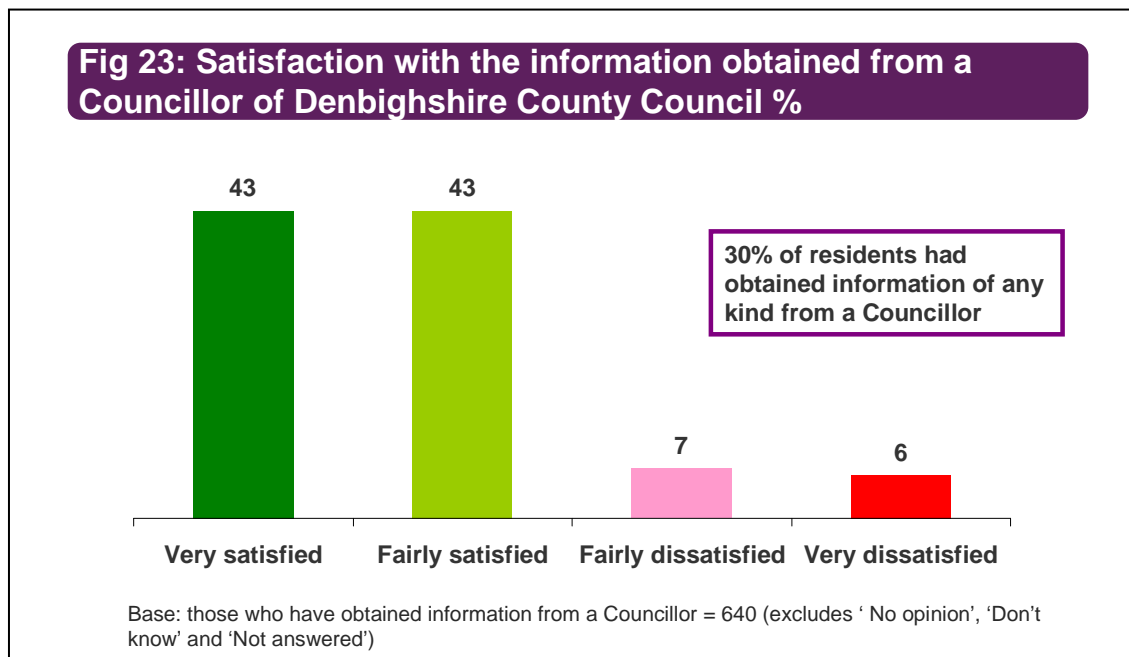
Service areas where residents felt it was very difficult to find out information included grants available for communities (34%), highway maintenance services and parking (16% for each) and public protection services (15%) – see Table 11 overleaf for more details.

Table 11 Does not include 'No opinion', 'Don't know' or 'Not answered'	Ease of finding out information about specific Council services %				
	Very easy	Fairly easy	Fairly difficult	Very difficult	Base
Library services	35	57	5	2	1,640
Performance venues	29	59	8	4	1,586
Leisure services	27	62	8	3	1,442
Recycling services	26	58	11	5	1,870
Bus services	25	59	12	5	1,409
Household waste services	23	58	13	5	1,849
Historic buildings	20	58	14	7	1,247
Housing services	19	58	15	8	1,044
Social services for adults	18	53	20	9	995
Social services for children and families	18	56	18	8	635
Local education services	17	60	18	5	872
Planning services	13	52	24	12	1,162
Youth services	13	52	24	11	654
Parking	12	48	23	16	1,397
Public protection services	12	46	27	15	993
Highway maintenance services	11	45	28	16	1,283
Grants available for communities	7	29	29	34	1,072

Although there have been no significant changes of opinion since 2009, in all cases a smaller proportion of residents considered it very easy to find out information for each of the service areas listed – see Table 12 below.

Table 12	% saying 'Very easy' to find information about each Council service		
	2011	2009	% change
Library services	35	41	-6%
Leisure services	27	32	-5%
Recycling services	26	29	-3%
Bus services	25	26	-1%
Household waste services	23	27	-4%
Housing services	19	22	-3%
Social services for adults	18	20	-2%
Social services for children and families	18	19	-1%
Local education services	17	19	-2%
Planning services	13	19	-6%
Youth services	13	15	-2%
Highway maintenance services	11	14	-3%

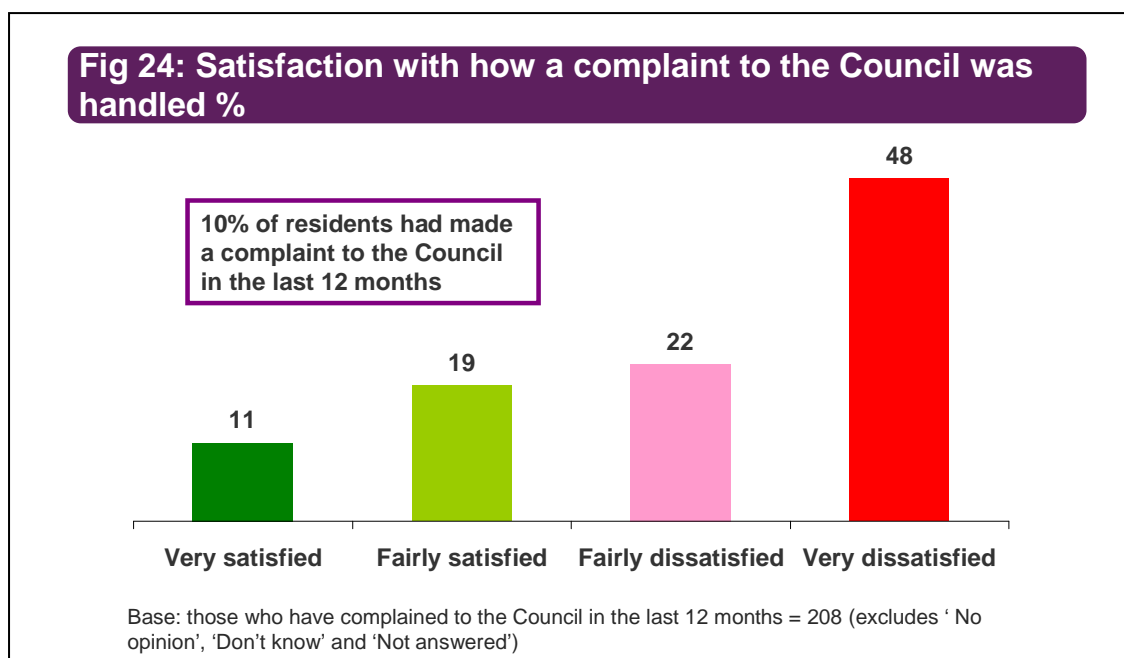
Around a third of residents reported that they had obtained information from a Councillor of Denbighshire County Council (30%). Of these, the vast majority were satisfied with the information they received (86%), with 43% each saying they were very satisfied or fairly satisfied – see Figure 23 below.



Levels of satisfaction with the information obtained from Councillors were consistent with those seen in 2009, when 45% were very satisfied and 44% were fairly satisfied with the information they obtained.

4.9 Customer care: making a complaint

Only 10% of residents had had cause to make a complaint to Denbighshire County Council in the last 12 months. Amongst these, the majority were dissatisfied with how their complaint had been handled (70%), with nearly half claiming to be very dissatisfied (48%). However, a significant minority were satisfied with how their complaint had been handled (30%) – see Figure 24 below.



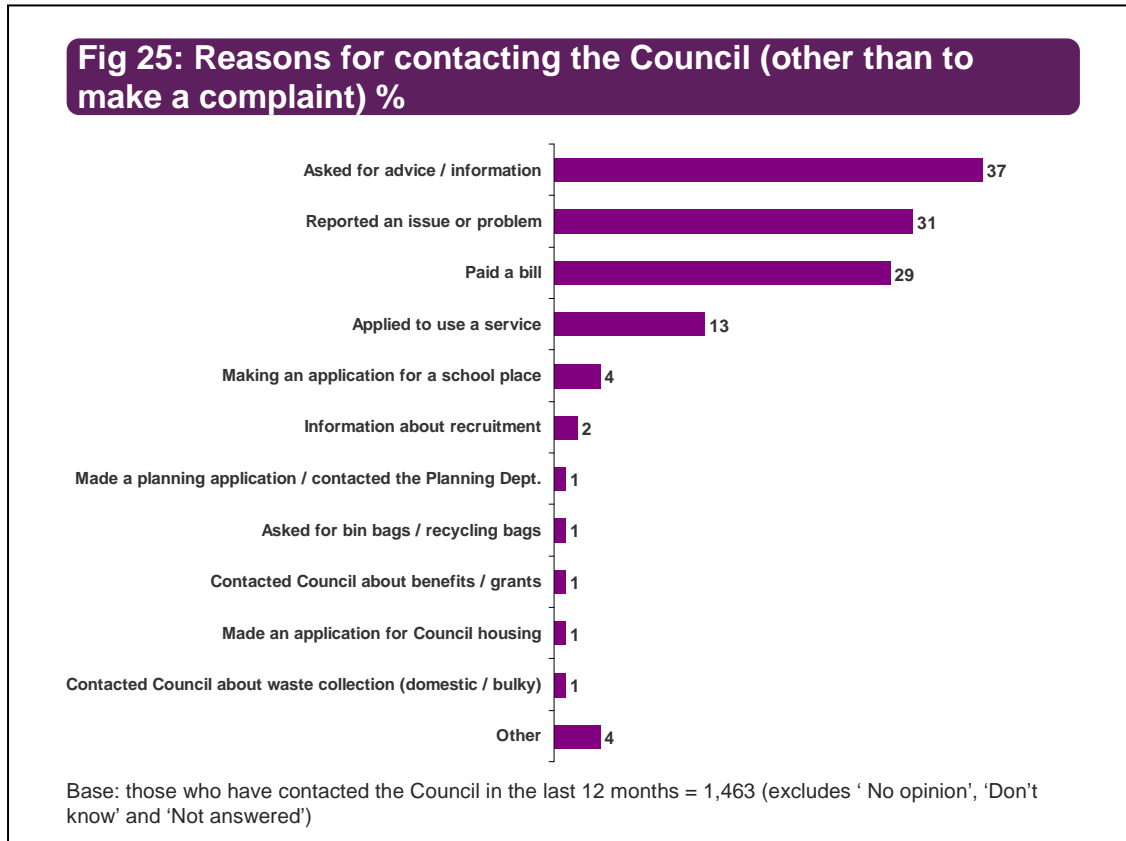
A slightly higher proportion of those making a complaint were dissatisfied with how it was handled in this most recent survey (70%) compared to 2009 (65%). The largest change in opinion concerned the proportion who said they were very dissatisfied – this rose from 40% in 2009 to 48% in 2011 – see Table 13 below.

Table 13	Satisfaction with how a complaint to Denbighshire CC was handled		
	2011	2009	% change
Very satisfied	11	10	+1%
Fairly satisfied	19	26	-7%
Fairly dissatisfied	22	25	-3%
Very dissatisfied	48	40	+8%

4.10 Customer care: contact with Denbighshire County Council

Just under two thirds (65%) of residents who took part in the survey reported that they had contacted the Council in the last 12 months (but not to make a complaint).

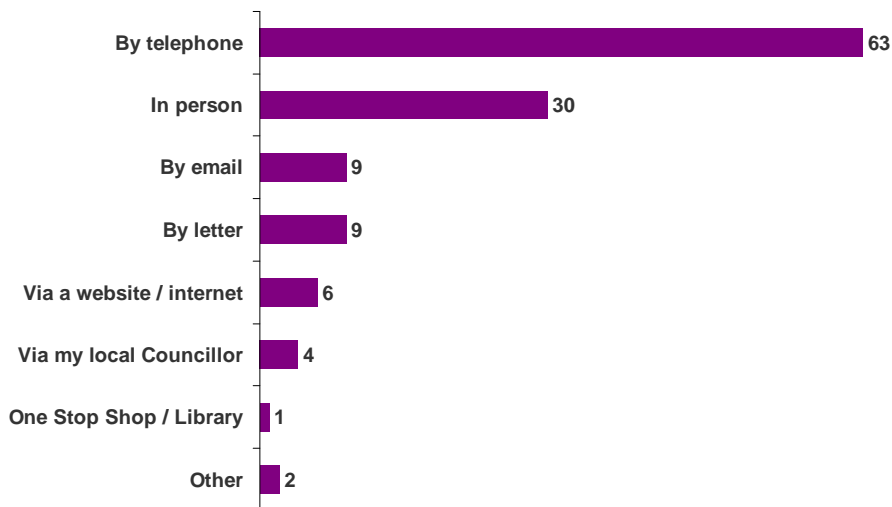
The main reasons given for contacting the Council were to ask for advice or information (37%), to report a problem (31%) or to pay a bill (29%) – see Figure 25 below for a full list of the reasons given for contacting the Council.



Similar results were seen in 2009, when 33% contacted the Council to ask for advice, 31% reported a problem and 24% paid a bill.

Residents making contact with the Council were most likely to use the telephone (63%) or visit in person (30%). Smaller proportions chose to write, either via email or a letter in the post (9% for each), while 6% contacted the Council through their website – see Figure 26 overleaf.

Fig 26: Method of contacting the Council %



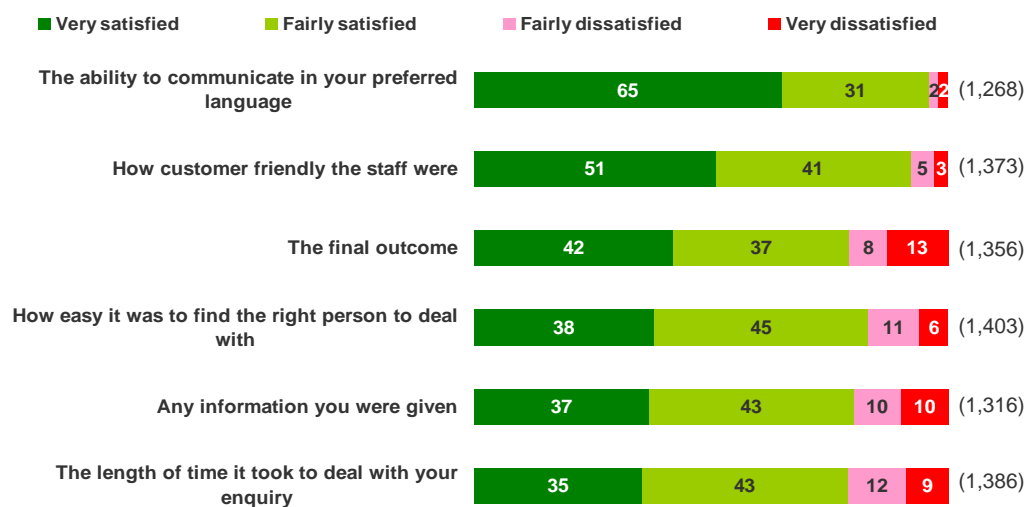
Base: those who have contacted the Council in the last 12 months = 1,502 (excludes 'No opinion', 'Don't know' and 'Not answered')

The preferred methods of contacting the Council have not changed since 2009, when 70% of those making contact with the Council chose to telephone, 28% visited in person and 8% sent either a letter or an email.

On the whole, those who had contacted the Council were satisfied with that contact. The vast majority were satisfied that they had been able to communicate in the language of their choice (96%), that the staff they dealt with were customer friendly (92%) and that it was easy to find the right person to deal with (83%).

Although in the minority, dissatisfaction levels were highest when it came to the length of time taken to deal with the enquiry, (21% dissatisfied) and the information they were given (20%) – see Figure 27 below.

Fig 27: Satisfaction most recent contact made with the Council %



Bases vary in brackets (excluding 'No opinion', 'Don't know' and 'Not answered')

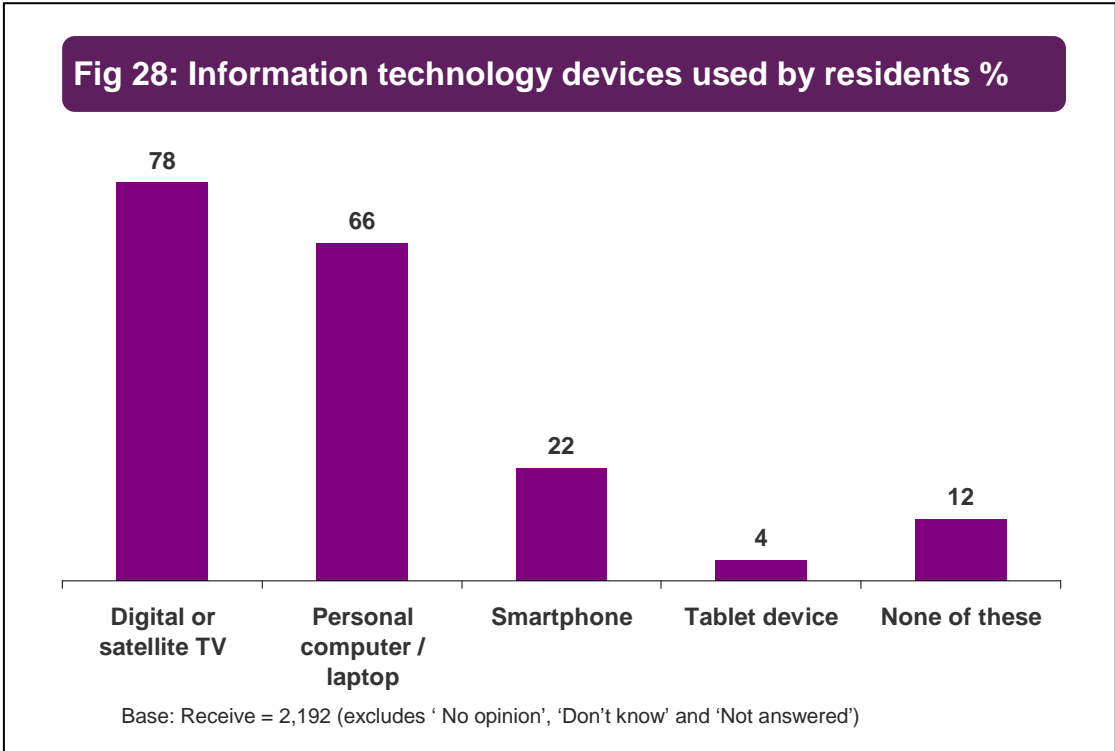
The proportions saying that they were very satisfied with the various aspects of their contact with the Council have not significantly changed since the research was carried out in 2009 – see Table 14 below.

Table 14	% saying 'Very satisfied' with aspects of the contact made with the Council		
	2011	2009	% change
The ability to communicate in your preferred language	65	64	+1%
The final outcome	42	42	No change
How easy it was to find the right person to deal with	38	36	+2%
Any information you were given	37	37	No change
The length of time it took to deal with your enquiry	35	37	-2%

4.11 Information and communication technology

When asked which information technology devices they had access to, the majority of residents said that they had digital / satellite TV (78%) or a personal computer (66%).

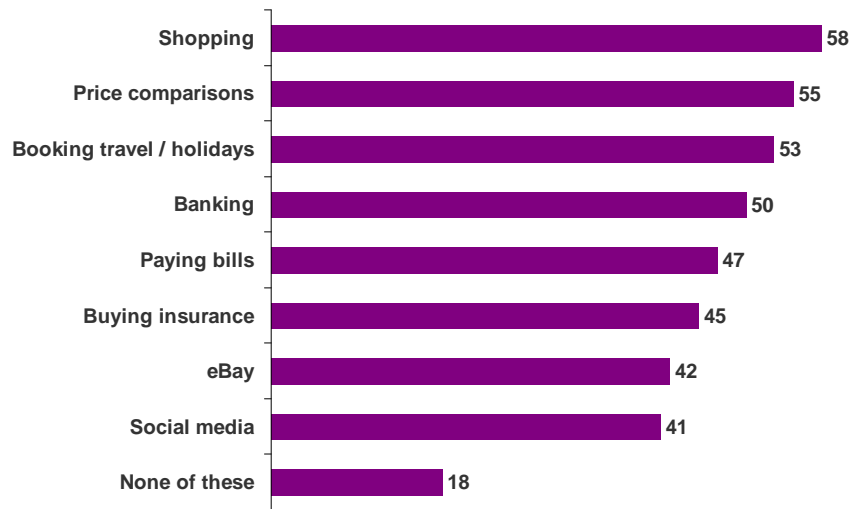
Around a quarter of residents (22%) had a Smartphone, while only a small number had access to a tablet device such as an iPad (4%). As might be expected, younger residents aged 16-34 were more likely to have access to PCs (83%) and Smartphones (55%) compared to older residents aged 55+ (57% and 11% respectively) – see Figure 28 below.



Just under three in five residents with access to the internet did shopping online (58%), or compared prices (55%), while around half booked holidays (53%), did their banking (50%) or paid bills (47%).

Around two in five residents with access to the internet bought insurance online (45%), shopped on eBay (42%) or used social media sites such as Facebook and Twitter (41%) – 18% of those with access did not use the internet for any of these activities (rising to 26% amongst those aged 55+ years) – see Figure 29 overleaf.

Fig 29: Activities carried out online %



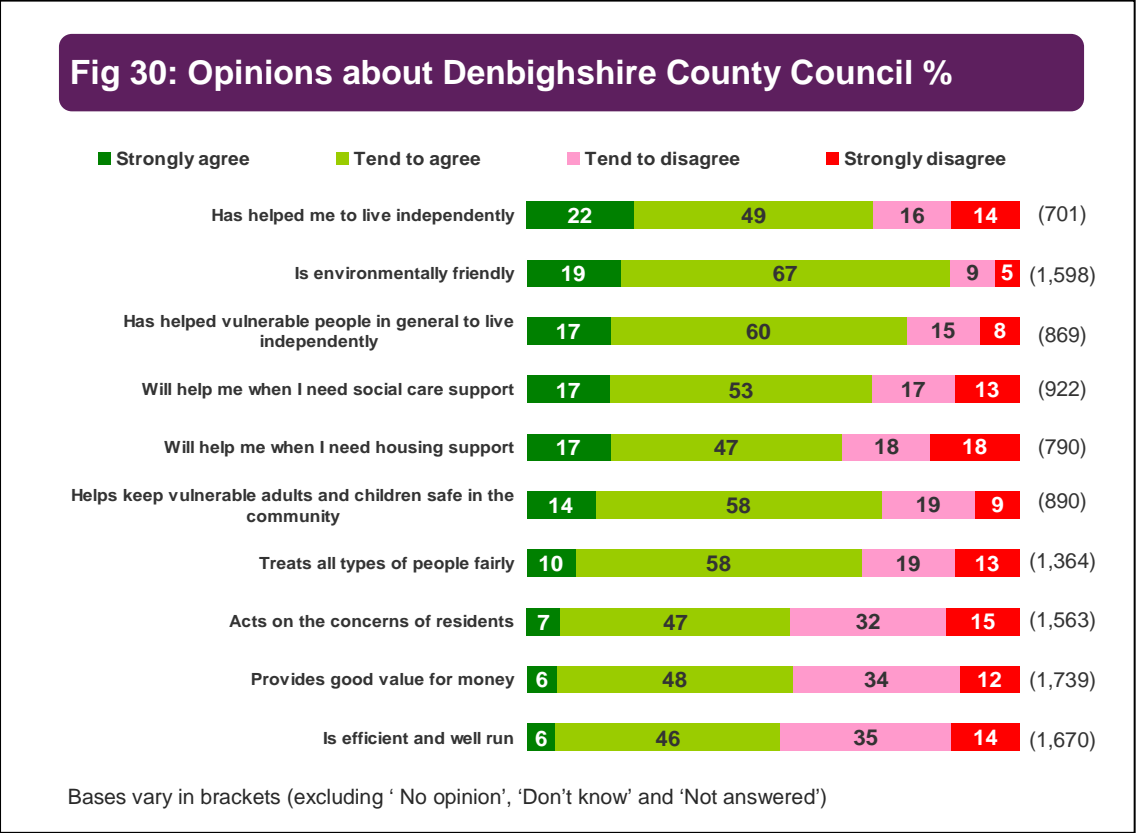
Base: those who have access to the internet = 1,696 (excludes ' No opinion', 'Don't know' and 'Not answered')

4.12 Your opinions about Denbighshire County Council

Opinions about Denbighshire County Council were mainly positive – for all of the statements listed a higher proportion agreed than disagreed with each.

Levels of agreement were highest when it came to the Council being environmentally friendly - 86% of residents agreed with this (19% strongly agreeing). Around three quarters agreed that the Council helps vulnerable people in general (77%) and vulnerable adults and children (72%), while around two thirds agreed that the Council would be there for them when they needed social care (70%) and housing support (64%).

Levels of agreement were lowest when it came to the Council acting on the concerns of residents, providing good value for money (54% agreeing for each) or being efficient and well run (52% agreeing) – see Figure 30 below.



Higher than average proportions of Elwy and Prestatyn residents felt that the Council provides good value for money (60% agreeing for each), while a lower than average proportion felt the same in the Dee Valley (45% agreeing). Similarly, a lower than average proportion of residents in the Dee Valley felt that the Council is efficient and well run (43% agreeing).

Looking at changes in opinions about Denbighshire County Council since the research was carried out in 2009, it can be seen that perceptions of the Council are more positive in 2011 - levels of agreement for all of the statements listed have increased. The largest increases can be seen for statements concerned with helping residents to live independently and providing good value for money (8% increase for each) – see Table 15 overleaf for more details.

Table 15	% saying 'Strongly agree' or 'Tend to agree' with each statement about the Council		
	2011	2009	% change
Is environmentally friendly	86	82	+4%
Has helped vulnerable people in general to live independently	77	72	+5%
Helps keep vulnerable adults and children safe in the community	72	69	+3%
Has helped me to live independently	71	63	+8%
Will help me when I need social care support	70	63	+7%
Treats all types of people fairly	68	65	+3%
Will help me when I need housing support	64	61	+3%
Acts on the concerns of residents	54	47	+7%
Provides good value for money	54	46	+8%
Is efficient and well run	52	47	+5%

4.13 Shaping the future

Residents were asked to consider which five potential priority areas the Council should focus on for the next 5 years.

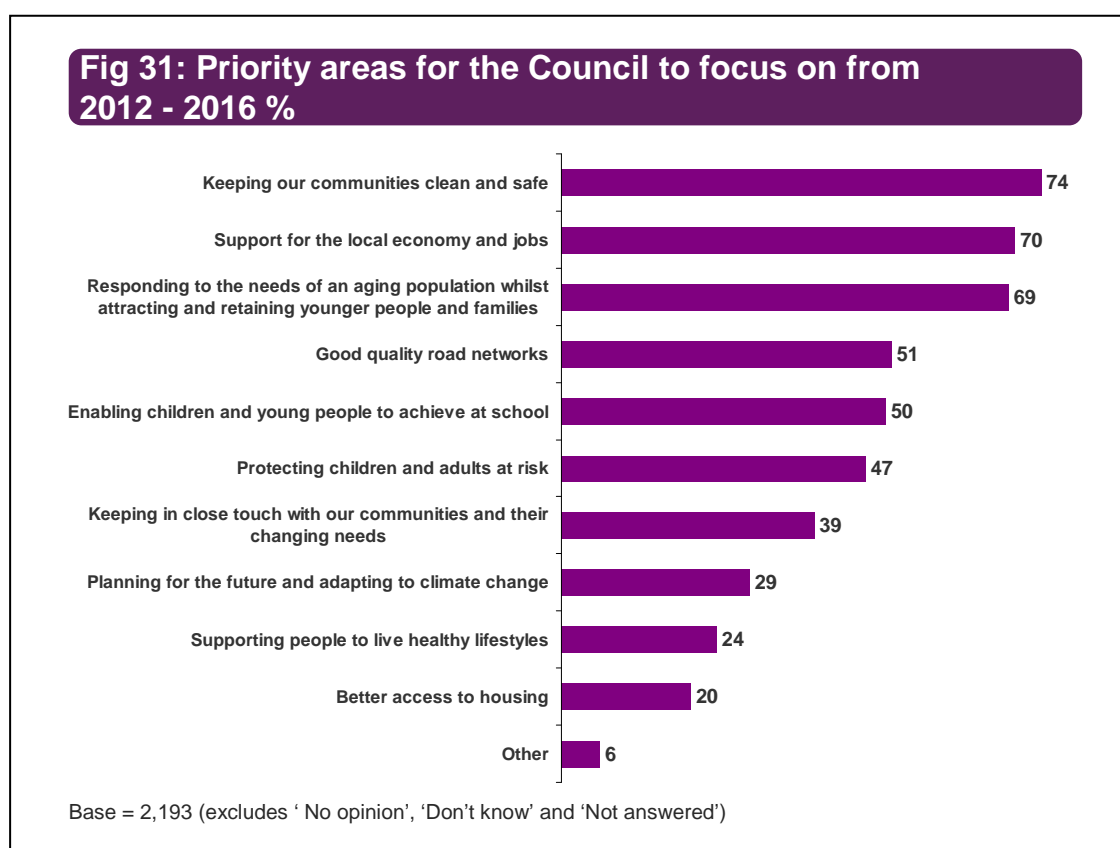
The three areas which were considered important by the highest proportions of residents were the following:

- Keeping our communities clean and safe (74%)
- Support for the local economy and jobs (70%)
- Responding to the needs of an aging population whilst attracting and retaining younger people and families (69%)

Keeping communities safe and clean was a priority for a slightly higher proportion of residents living in Rhyl (78%), while support for the local economy and jobs was a higher priority for those people aged 35-54 years (77%).

As might be expected, older people aged 55+ years were more likely to say that responding to the needs of an aging population was a priority area for them (77%).

Areas that were felt to be a priority for the smallest proportions of residents included supporting people to live healthy lifestyles (24%) and better access to housing (20%) – see Figure 31 below.



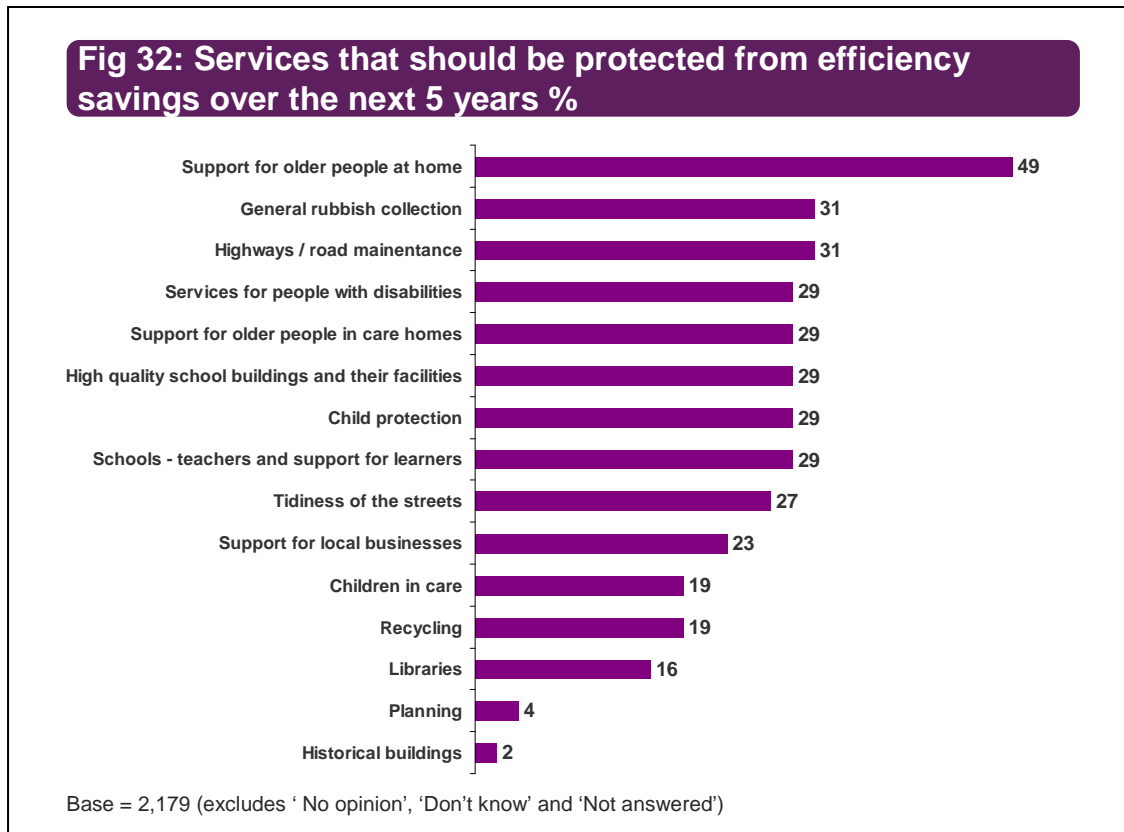
In a similar vein, residents were asked which services provided by Denbighshire County Council should be protected from efficiency savings over the next five years.

Reflecting the older age profile of residents responding to the survey, the service that most people felt should be protected was support for older people at home (49%).

Around one in three residents felt that rubbish collections and highway maintenance should be protected (31% for each), while 29% of residents felt that the following services should be protected:

- Services for people with disabilities
- Support for older people in care homes
- High quality school buildings and their facilities
- Child protection
- Schools – teachers and support for learners.

Only a very small minority of residents felt that planning (4%) and historical buildings (2%) should be protected from efficiency savings – see Figure 32 below.



Appendix – Survey Questionnaire

DENBIGHSHIRE RESIDENT SURVEY 2011



How to complete the questionnaire

- The questionnaire should be completed by ANY resident aged 16 or over living at this address
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box
- Please answer all questions unless asked otherwise
- The survey consists of 16 pages and should take no longer than 20 minutes to complete
- Once you have completed the questionnaire please return it in the pre-addressed envelope supplied. You do not need to add a stamp
- If you require a large print version of the questionnaire, please contact Denbighshire County Council on **01824 706100** (Welsh line) or **01824 706101** (English line).

You and your local area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider 'your local area' to be the area within 10 minutes walking distance from your home.

Q1	How long have you lived in Denbighshire?
	Please tick one box only (1)
a	Less than 6 months <input type="checkbox"/> 1
b	6 months to less than 2 years <input type="checkbox"/> 2
c	2 years to less than 5 years <input type="checkbox"/> 3
d	5 years to less than 10 years <input type="checkbox"/> 4
e	10 years to less than 20 years <input type="checkbox"/> 5
f	20 years or more <input type="checkbox"/> 6

Q2	How satisfied or dissatisfied are you with your local area as a place to live?
	Please tick one box only (2)
a	Very satisfied <input type="checkbox"/> 1
b	Fairly satisfied <input type="checkbox"/> 2
c	Fairly dissatisfied <input type="checkbox"/> 3
d	Very dissatisfied <input type="checkbox"/> 4
e	Don't know <input type="checkbox"/> 5

Q3	In the last 12 months, do you think your local area as a place to live has got better, got worse, or stayed the same?
	Please tick one box only (3)
a	Got better <input type="checkbox"/> 1
b	Stayed the same <input type="checkbox"/> 2
c	Got worse <input type="checkbox"/> 3
d	Don't know <input type="checkbox"/> 4

Q4	How likely do you think it is that you will move out of Denbighshire within the next 5 years?
	Please tick one box only (4)
a	Very likely <input type="checkbox"/> 1
b	Fairly likely <input type="checkbox"/> 2
c	Fairly unlikely <input type="checkbox"/> 3
d	Very unlikely <input type="checkbox"/> 4
e	Don't know <input type="checkbox"/> 5

About your nearest town centre

The following questions will help us to identify issues within individual towns in Denbighshire.

Q5 Which of the following is your nearest town centre?

Please tick one box only (5)

a	Corwen	<input type="checkbox"/>	1
b	Denbigh	<input type="checkbox"/>	2
c	Llangollen	<input type="checkbox"/>	3
d	Prestatyn	<input type="checkbox"/>	4
e	Rhuddlan	<input type="checkbox"/>	5
f	Rhyl	<input type="checkbox"/>	6
g	Ruthin	<input type="checkbox"/>	7
h	St Asaph	<input type="checkbox"/>	8
i	Don't know	<input type="checkbox"/>	9

Q6 On average, how often do you use your nearest town centre?

Please tick one box only (6)

a	Never	<input type="checkbox"/>	1
b	Rarely	<input type="checkbox"/>	2
c	Once per month	<input type="checkbox"/>	3
d	Once per week	<input type="checkbox"/>	4
e	More than once per week	<input type="checkbox"/>	5
f	Every day	<input type="checkbox"/>	6
g	Don't know	<input type="checkbox"/>	7

Q7 Thinking about your nearest town centre, how do you rate the following?

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	The range of shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(7)
b	The range of personal services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(8)
c	The availability of locally produced foods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(9)
d	The quality of shop staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(10)
e	Shop opening hours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(11)
f	The availability of parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(12)
g	The price of parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(13)
h	Traffic congestion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(14)
i	Entertainment for young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(15)
j	Job opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(16)

Q8 Thinking about your local area, do you agree or disagree...

Please tick one box only in each row		Strongly Agree	Tend to agree	Tend to disagree	Strongly disagree	No opinion	
a	It has a strong sense of community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(17)
b	You feel part of the community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(18)

Q9 Thinking about your local area, how much of a problem do you think each of the following are?

Please tick one box only in each row		Not a problem at all	A small problem	A big problem	No opinion	
a	Noisy neighbours or loud parties	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(24)
b	Teenagers hanging around the streets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(25)
c	Rubbish or litter lying around	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(26)
d	Abandoned or burnt out cars	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(27)
e	People using or dealing drugs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(28)
f	People being drunk or rowdy in public places	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(29)
g	Vandalism, graffiti and other deliberate damage to property and vehicles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(30)
h	Dog fouling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(31)
i	Empty / derelict / unkempt houses, buildings and land	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(32)
j	Potholed roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(33)

Q10 Thinking about your local area, how safe or unsafe do you feel when outside ...

Please tick one box only in each row		Very safe	Fairly safe	Fairly unsafe	Very unsafe	No opinion	
a	After dark	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(34)
b	During the day	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(35)
c	On public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(36)

Your local Council Services

Environmental Services

Denbighshire County Council is committed to improving the sustainability of our County and providing a safe and healthy environment for the present and the future. Our services include:

- Highways
- Collection and disposal of domestic waste
- Recycling
- Street cleansing and street lighting
- Maintaining local parks and green spaces
- Planning services for domestic and commercial developments
- Enforcement (ensuring policies aren't broken and issuing fines when they are)
- Consumer protection (e.g. Trading Standards)
- Environmental Health (e.g. Health and Safety, spot checks on commercial food premises etc.)

Q11 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the recycling and refuse services which the Council provides.						
Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion
a	The container(s) provided for recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (37)
b	The container(s) provided for household waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (38)
c	The manned 'recycling parks' service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (39)
d	Ease of use of the manned 'recycling parks'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (40)
e	The collection of bulky household waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (41)
f	How 'clean and tidy' your street is following the collections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (42)
g	Green waste collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (43)
h	The recycling service overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (44)
i	The household waste service overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (45)

Q12 Please indicate which services for the collection of recycling and refuse you <u>receive</u> .												
Please tick all boxes that apply		Green & Grey bins	Pink Sack	Blue Bin	Blue & Clear Sacks	Orange Bin	None					
1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	(46-47m)

Q13 Please indicate which services for the collection of recycling and refuse you <u>actually use</u> .												
Please tick all boxes that apply		Green & Grey bins	Pink Sack	Blue Bin	Blue & Clear Sacks	Orange Bin	None					
1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	(48-49m)

Q14 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the planning and public protection services which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	Consumer protection (Trading Standards)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(53)
b	Environmental Health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(54)
c	Planning Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(55)

Q15 Please indicate how satisfied or dissatisfied you are with the performance of each of the following aspects of the highway maintenance service which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	Maintaining main roads in good condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(56)
b	Maintaining local streets in good condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(57)
c	Repairs to potholes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(58)
d	Maintaining pavements in good condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(59)
e	Maintaining public footpaths in good condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(60)
f	Removal of dog fouling from pavements / public footpaths	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(61)
g	Street lighting on main roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(62)
h	Street lighting on local streets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(63)
i	Street signage	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(64)
j	Maintenance of road verges	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(65)

Transport Services

Denbighshire County Council aims to make public transport as safe and accessible as possible within a mixture of rural and urban areas across the County. Our services include:

- Fflecsi bus service (Ruthin area)
- Bus passes
- Low level easy access buses

Q16 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the transport service which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	The frequency of buses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(66)
b	The condition and number of bus stops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(67)
c	The condition of the buses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(68)
d	Whether buses arrive on time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(69)
e	Electronic timetables at bus stops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(70)
f	How easy buses are to get on and off	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(71)
g	The cost of a journey	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(72)
h	The routes of the bus service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(73)

Q17 How frequently, if at all, do you use the local bus service?

Please tick one box only (74)

a	Every day	<input type="checkbox"/> 1
b	More than once a week	<input type="checkbox"/> 2
c	About once a week	<input type="checkbox"/> 3
d	About once a month	<input type="checkbox"/> 4
e	Less often than once a month	<input type="checkbox"/> 5
f	Never use the bus	<input type="checkbox"/> 6
g	Don't know / can't remember	<input type="checkbox"/> 7

Q18 Do you have a bus pass that gives you free travel (for example, a concessionary bus pass)?

Please tick one box only (75)

a	Yes	<input type="checkbox"/> 1
b	No	<input type="checkbox"/> 2
c	Don't know	<input type="checkbox"/> 3

Education Services

Denbighshire County Council is committed to ensuring everyone, regardless of age or circumstance, has access to high quality learning opportunities which meet their needs. Our services include:

- Supporting those with Special Educational Needs (i.e. learning and/or physical disabilities)
- Welsh medium provision
- English as an Additional Language (EAL)

Q19 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the education services which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	Nursery education (under 5s)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(81)
b	Primary education (5–11)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(82)
c	Secondary education (11–16)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(83)
d	Further education (16+)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(84)
e	School transport services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(85)
f	School meal services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(86)
g	Schools admissions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(87)
h	Special education needs provision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(88)

Social Services and Housing

Denbighshire County Council supports a wide range of vulnerable people to help ensure that they are safe and able to live independent lives. Our services include:

Adults Services:

- Support for adults to live at home or in a care setting
- Support for older people and people with disabilities

Children and Family Services:

- Support for children and families
- Fostering and adoption services
- Support for disabled children and young people

Housing services:

- Assisting homeless people
- Providing Council housing
- Advice on understanding and claiming benefits
- Repair and maintenance of Council-owned homes
- Grants for disabled adaptations to homes
- Provision of affordable housing

Q20 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the social services and housing services which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	Social services for adults	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(89)
b	Social services for children and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(90)
c	Housing services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(91)

Cultural and Leisure Services

Denbighshire County Council provides a number of services to enhance the quality of life for its residents. Our services and attractions include:

- Museums and galleries: Ruthin Gaol and Nantclwyd y Dre
- Historic buildings: Plas Newydd
- Parks and open spaces: Loggerheads
- Youth services: mobile youth bus, local youth centre

Q21 Please indicate how satisfied or dissatisfied you are with each of the following aspects of the cultural and leisure services which the Council provides.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(92)
b	Museums and galleries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(93)
c	Rhyl Pavilion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(94)
d	Llangollen Pavilion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(95)
e	Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(96)
f	Your local leisure centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(97)
g	Historical buildings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(98)
h	Youth services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(99)

Information about Denbighshire County Council and its services

Q22 From which of the following specific sources do you currently obtain information about the Council?

Please tick all boxes that apply in the LEFT column below

Q23 And from which of these specific sources would you prefer to obtain information about the Council?

Please tick all boxes that apply in the RIGHT column below

		Q22 – Obtain (100-103m)		Q23 – Prefer (104-107m)	
a	'County Voice' newsletter	<input type="checkbox"/>	1	<input type="checkbox"/>	1
b	'Your Money' booklet	<input type="checkbox"/>	2	<input type="checkbox"/>	2
c	Local newspapers	<input type="checkbox"/>	3	<input type="checkbox"/>	3
d	Posters	<input type="checkbox"/>	4	<input type="checkbox"/>	4
e	Leaflets delivered to your door	<input type="checkbox"/>	5	<input type="checkbox"/>	5
f	Local radio	<input type="checkbox"/>	6	<input type="checkbox"/>	6
g	Word of mouth (e.g. family or friends)	<input type="checkbox"/>	7	<input type="checkbox"/>	7
h	Public (community) notice boards	<input type="checkbox"/>	8	<input type="checkbox"/>	8
i	Family Information Services	<input type="checkbox"/>	9	<input type="checkbox"/>	9
j	Reception areas of any Council office	<input type="checkbox"/>	A	<input type="checkbox"/>	A
k	One stop shops/ Libraries/ / specific Council Service brochures	<input type="checkbox"/>	B	<input type="checkbox"/>	B
l	Leisure Centres	<input type="checkbox"/>	C	<input type="checkbox"/>	C
m	Council website / Internet	<input type="checkbox"/>	D	<input type="checkbox"/>	D
n	Young people's website	<input type="checkbox"/>	E	<input type="checkbox"/>	E
o	Other source	<input type="checkbox"/>	F	<input type="checkbox"/>	F

Q24 How well informed do you feel about each of the following?

Please tick one box only in each row		Very well informed	Fairly well informed	Not well informed	No opinion	
a	How well the Council is performing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(111)
b	What the Council spends its money on	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(112)
c	Whether the Council is delivering on its promises	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(113)
d	What standard of service you should expect from the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(114)
e	The Local Development Plan which sets out the future development and use of land in Denbighshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(115)
f	The School Re-organisation and Modernisation Programme	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(116)
g	How to make an application for a school place	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(117)
h	What the Council is doing to tackle anti-social behaviour in your area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(118)
i	How you can get involved in local decision making	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(119)
j	How and where to register to vote	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(120)
k	How to pay bills to the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(121)
l	How to complain to the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(122)
m	Overall, how informed do you feel about the <u>services</u> it provides?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(123)

Q25 How easy or difficult is it to find out information about each of the following Council services?							
Please tick one box only in each row		Very easy	Fairly easy	Fairly difficult	Very difficult	No opinion	
a	Housing services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(124)
b	Household waste services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(125)
c	Recycling services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(126)
d	Social services for adults	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(127)
e	Social services for children and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(128)
f	Local education services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(129)
g	Planning services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(130)
h	Public protection services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(131)
i	Highway maintenance services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(132)
j	Parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(133)
k	Bus services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(134)
l	Library services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(135)
m	Leisure services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(136)
n	Youth services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(137)
o	Historic buildings e.g. Plas Newydd	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(138)
p	Performance venues i.e. Rhyl and Llangollen Pavilions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(139)
q	Grants available for communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(140)

Q26 Have you obtained information of any kind through a Councillor of Denbighshire County Council?			
Please tick one box only			
		(141)	
a	Yes <input type="checkbox"/> 1		Please go to Q27
b	No <input type="checkbox"/> 2		Please go to Q28
c	Don't know <input type="checkbox"/> 3		Please go to Q28

Q27 How satisfied or dissatisfied are you with the way in which the Councillor provided you with the information?			
Please tick one box only			
		(142)	
a	Very satisfied <input type="checkbox"/> 1		
b	Fairly satisfied <input type="checkbox"/> 2		
c	Fairly dissatisfied <input type="checkbox"/> 3		
d	Very dissatisfied <input type="checkbox"/> 4		
e	Don't know <input type="checkbox"/> 5		

Customer Care: Making a complaint

Q28 Have you made a complaint about Denbighshire County Council in the last 12 months?

Please tick one box only

(148)

- | | | | | |
|---|------------|--------------------------|---|------------------|
| a | Yes | <input type="checkbox"/> | 1 | Please go to Q29 |
| b | No | <input type="checkbox"/> | 2 | Please go to Q30 |
| c | Don't know | <input type="checkbox"/> | 3 | Please go to Q30 |

Q29 How satisfied or dissatisfied are you with the way in which your (latest) complaint was, or is being, handled?

Please tick one box only

(149)

- | | | | |
|---|---------------------|--------------------------|---|
| a | Very satisfied | <input type="checkbox"/> | 1 |
| b | Fairly satisfied | <input type="checkbox"/> | 2 |
| c | Fairly dissatisfied | <input type="checkbox"/> | 3 |
| d | Very dissatisfied | <input type="checkbox"/> | 4 |
| e | Don't know | <input type="checkbox"/> | 5 |

Customer Care: Contact with Denbighshire County Council

Questions 30 to 32 are about your **MOST RECENT CONTACT** with the Council for reasons other than to make a complaint about the Council.

If you have not contacted the Council for any reason, other than to make a complaint in the past 12 months, please go to Q33.

Q30 Which of these describes the reason(s) why you made your most recent contact with the Council (other than to make a complaint)?

Please tick all boxes that apply

(150-153m)

- | | | | |
|---|--|--------------------------|---|
| a | Reported an issue or problem | <input type="checkbox"/> | 1 |
| b | Asked for advice / information | <input type="checkbox"/> | 2 |
| c | Applied to use a service | <input type="checkbox"/> | 3 |
| d | Paid a bill | <input type="checkbox"/> | 4 |
| e | Information about recruitment | <input type="checkbox"/> | 5 |
| f | Making an application for a school place | <input type="checkbox"/> | 6 |
| g | Other (please specify)
_____ | | |
| h | Don't know / can't remember | <input type="checkbox"/> | M |

Q31 How did you contact the Council?

Please tick all boxes that apply

(154-157m)

- | | | | |
|---|---------------------------------|--------------------------|---|
| a | In person | <input type="checkbox"/> | 1 |
| b | By telephone | <input type="checkbox"/> | 2 |
| c | By text message (SMS) | <input type="checkbox"/> | 3 |
| d | By e-mail | <input type="checkbox"/> | 4 |
| e | Via a website / internet | <input type="checkbox"/> | 5 |
| f | By letter | <input type="checkbox"/> | 6 |
| g | Via my local Councillor | <input type="checkbox"/> | 7 |
| h | Other (please specify)
_____ | | |
| i | Don't know / can't remember | <input type="checkbox"/> | M |

Q32 Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received.

Please tick one box only in each row		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	No opinion	
a	How easy it was to find the right person to deal with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(158)
b	The length of time it took to deal with your enquiry	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(159)
c	Any information you were given	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(160)
d	How customer friendly the staff were	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(161)
e	The ability to communicate in your preferred language	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(162)
f	The final outcome	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(163)

Information and Communication Technology

Q33 Do you own, or have easy access to, any of the following?
Please tick all boxes that apply (164m)

a	Smartphone (e.g. Blackberry, iPhone, Android)	<input type="checkbox"/>	1
b	Tablet device (e.g. iPad)	<input type="checkbox"/>	2
c	Personal Computer (PC) / laptop / MacBook	<input type="checkbox"/>	3
d	Digital or Satellite Television (including Freeview / Freesat)	<input type="checkbox"/>	4
e	None of these	<input type="checkbox"/>	5

Q34 Do you do any of the following online?
Please tick all boxes that apply (165-168m)

a	Banking	<input type="checkbox"/>	1
b	Shopping	<input type="checkbox"/>	2
c	eBay	<input type="checkbox"/>	3
d	Price comparisons	<input type="checkbox"/>	4
e	Booking travel / holidays	<input type="checkbox"/>	5
f	Paying bills	<input type="checkbox"/>	6
g	Buying insurance	<input type="checkbox"/>	7
h	Social media (e.g. YouTube, Facebook, Twitter)	<input type="checkbox"/>	8
i	None of these	<input type="checkbox"/>	9
j	Not applicable – do not use the internet	<input type="checkbox"/>	A

Your opinions about Denbighshire County Council

Q35 To what extent do you agree or disagree with the following statements that apply to Denbighshire County Council?

Please tick one box only in each row	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	No opinion	
My Council.....						
a provides good value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(174)
b is efficient and well run	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(175)
c acts on the concerns of residents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(176)
d treats all types of people fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(177)
e has helped me to live independently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(178)
f has helped vulnerable people in general to live independently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(179)
g helps keep vulnerable adults and children safe in the community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(180)
h will help me when I need social care support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(181)
i will help me when I need housing support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(182)
j is environmentally friendly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(183)

Shaping the future...

The Corporate Plan identifies ambitions which all areas of the Council work toward. These are based on needs in Denbighshire and what our communities tell us. The next Corporate Plan runs from 2012-2016 and we would like your input into what the priorities should be.

The economic climate means year on year budget cuts for public services, and so we must make substantial savings whilst trying to ensure local communities receive the services they need and which are important to them. We would also like your views on which services to protect when we do this.

Q36 Listed below are potential priority areas, **PLEASE SELECT 5 FROM THE LIST BELOW**, which you feel the Council should focus on from 2012-2016.

If you think something else should be a priority please let us know in the 'Other' box below.

(184-187m)

a	Responding to the needs of an aging population whilst attracting and retaining younger people and families	<input type="checkbox"/>	1
b	Enabling children and young people to achieve at school	<input type="checkbox"/>	2
c	Good quality road networks	<input type="checkbox"/>	3
d	Keeping our communities clean and safe	<input type="checkbox"/>	4
e	Protecting children and adults at risk	<input type="checkbox"/>	5
f	Supporting people to live healthy lifestyles	<input type="checkbox"/>	6
g	Better access to housing	<input type="checkbox"/>	7
h	Support for the local economy and jobs	<input type="checkbox"/>	8
i	Planning for the future and adapting to climate change (e.g. carbon reduction, recycling)	<input type="checkbox"/>	9
j	Keeping in close touch with our communities and their changing needs	<input type="checkbox"/>	A
k	Other (please specify) _____		
l	None of these	<input type="checkbox"/>	M

Q37 Which FIVE of the following do you think should be protected from efficiency savings over the next 5 years? (PLEASE TICK 5 ONLY)	
(188-191m)	
High quality school buildings and their facilities <input type="checkbox"/> 1	Animal health <input type="checkbox"/> F
Schools- teachers and support for learners <input type="checkbox"/> 2	General rubbish collection <input type="checkbox"/> G
Children in care <input type="checkbox"/> 3	Recycling <input type="checkbox"/> H
Child protection <input type="checkbox"/> 4	Highways / roads maintenance <input type="checkbox"/> I
Support for families in crisis <input type="checkbox"/> 5	Flood protection <input type="checkbox"/> J
Services for people with disabilities <input type="checkbox"/> 6	Conservation of the countryside and its wildlife <input type="checkbox"/> K
Support for older people in care homes <input type="checkbox"/> 7	Tidiness of the streets i.e. litter, graffiti, dog fouling <input type="checkbox"/> L
Support for older people at home <input type="checkbox"/> 8	Public transport <input type="checkbox"/> M
Housing support for families and local residents <input type="checkbox"/> 9	Pavilions and Theatres <input type="checkbox"/> N
Housing support for homeless people <input type="checkbox"/> A	Youth services <input type="checkbox"/> Q
Loans and grants to improve housing <input type="checkbox"/> B	(192m)
Support for local businesses <input type="checkbox"/> C	Leisure centres <input type="checkbox"/> 1
Environmental Health e.g. inspecting food premises <input type="checkbox"/> D	Libraries <input type="checkbox"/> 2
Planning <input type="checkbox"/> E	Historical buildings <input type="checkbox"/> 3
	Parks (including country parks) <input type="checkbox"/> 4

About you

The following questions will help us to see how experiences vary between different groups of the population.

Q38 What is your gender?

Please tick one box only (193)

Male	<input type="checkbox"/>	1
Female	<input type="checkbox"/>	2

Q39 How old are you?

Please write below (194-196)

--

Q40 Can you understand, speak, read or write Welsh?

Please tick all that apply (197m)

a Understand spoken Welsh	<input type="checkbox"/>	1
b Speak Welsh	<input type="checkbox"/>	2
c Read Welsh	<input type="checkbox"/>	3
d Write Welsh	<input type="checkbox"/>	4
e None of these	<input type="checkbox"/>	5

Q41 My preferred language for communication when dealing with my Council is...

Please tick one box only (198)

Welsh	<input type="checkbox"/>	1
English	<input type="checkbox"/>	2
Other (please specify)	_____	

Q42 What is your ethnic group?

Please tick one box only (204)

White		
a	White	<input type="checkbox"/> 1
Black or Black British		
b	Caribbean	<input type="checkbox"/> 2
c	African	<input type="checkbox"/> 3
Other (please specify)		
d	_____	
Mixed		
e	White and Black Caribbean	<input type="checkbox"/> 4
f	White and Black African	<input type="checkbox"/> 5
g	White and Asian	<input type="checkbox"/> 6
Other (please specify)		
h	_____	
Asian or Asian British		
i	Indian	<input type="checkbox"/> 7
j	Pakistani	<input type="checkbox"/> 8
k	Bangladeshi	<input type="checkbox"/> 9
l	Chinese	<input type="checkbox"/> A
m	Filipino	<input type="checkbox"/> B
Other (please specify)		
n	_____	
Other ethnic groups		
o	Gypsy / Romany / Irish traveller	<input type="checkbox"/> C
Other (please specify)		
p	_____	

Q43 Do you consider yourself to be a disabled person?

A person has a disability if they have a physical or mental impairment which has a substantial, long-term effect on their day to day activities

Please tick one box only (205)

a	Yes	<input type="checkbox"/> 1
b	No	<input type="checkbox"/> 2

Q44 Do you consider yourself to be a carer?

A carer provides **unpaid** care for someone with an illness, a disability or someone who is elderly and cannot manage on their own without support

Please tick one box only (206)

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

Q45 Which of these describes your employment situation?

Please tick all boxes that apply (207-210m)

a	Working full-time (30 hours a week or more)	<input type="checkbox"/> 1
b	Working part time (less than 30 hours a week)	<input type="checkbox"/> 2
c	In receipt of incapacity benefit	<input type="checkbox"/> 3
d	Registered unemployed	<input type="checkbox"/> 4
e	Not registered unemployed but actively seeking work	<input type="checkbox"/> 5
f	At home / not seeking work	<input type="checkbox"/> 6
g	Retired	<input type="checkbox"/> 7
h	Full-time student	<input type="checkbox"/> 8
i	Volunteer	<input type="checkbox"/> 9
Other (please specify)		
j	_____	

Q46 Do you consider yourself to be...?

Please tick one box only (211)

a	Heterosexual	<input type="checkbox"/> 1
b	Bisexual	<input type="checkbox"/> 2
c	Gay or lesbian	<input type="checkbox"/> 3

Q47 What is your current relationship status? Are you:

Please tick one box only (212)

a	Single / never married	<input type="checkbox"/> 1
b	Married / living with a partner	<input type="checkbox"/> 2
c	Same sex civil partnership	<input type="checkbox"/> 3
d	Divorced / separated / widowed	<input type="checkbox"/> 4

Q48 What is your religion or belief, even if you are not currently practising?

Please tick one box only (213)

a	None	<input type="checkbox"/>	1
b	Buddhist	<input type="checkbox"/>	2
c	Jewish	<input type="checkbox"/>	3
d	Christian (including Church in Wales, Catholic, Protestant, and all other Christian denominations)	<input type="checkbox"/>	4
e	Muslim	<input type="checkbox"/>	5
f	Hindu	<input type="checkbox"/>	6
g	Sikh	<input type="checkbox"/>	7
h	Other (please specify) _____		

Q49 On average, how many days a week do you exercise for at least 30 minutes?

Please tick one box only (214)

a	None	<input type="checkbox"/>	1
b	1 day a week	<input type="checkbox"/>	2
c	2 days a week	<input type="checkbox"/>	3
d	3 days a week	<input type="checkbox"/>	4
e	4 days a week	<input type="checkbox"/>	5
f	5 days a week	<input type="checkbox"/>	6
g	6 days a week	<input type="checkbox"/>	7
h	Every day	<input type="checkbox"/>	8

Q50 Which of the following reasons may prevent you from doing exercise?

Please tick all boxes that apply (215-218m)

a	Cost	<input type="checkbox"/>	1
b	Time	<input type="checkbox"/>	2
c	Health reasons or mobility impairment	<input type="checkbox"/>	3
d	Lack of public transport	<input type="checkbox"/>	4
e	Childcare	<input type="checkbox"/>	5
f	No activities of interest in my local area	<input type="checkbox"/>	6
g	Other (please specify) _____		
f	None of these	<input type="checkbox"/>	M

Q51 Is your home...?

Please tick one box only (219)

a	Owned outright	<input type="checkbox"/>	1
b	Owned with a mortgage / loan	<input type="checkbox"/>	2
c	Rented from the Council	<input type="checkbox"/>	3
d	Rented from a Housing Association	<input type="checkbox"/>	4
e	Rented from a private landlord	<input type="checkbox"/>	5
f	Shared ownership (part rent, part buy)	<input type="checkbox"/>	6
g	Other (please specify) _____		

Q52 How satisfied or dissatisfied are you with the condition of your current accommodation, for example, its state of repair?

Please tick one box only (220)

a	Very satisfied	<input type="checkbox"/>	1
b	Fairly satisfied	<input type="checkbox"/>	2
c	Fairly dissatisfied	<input type="checkbox"/>	3
d	Very dissatisfied	<input type="checkbox"/>	4
e	Don't know	<input type="checkbox"/>	5

Thank you for your time.

Please return in the pre-paid envelope provided, or send to:
Beaufort Research, FREEPOST, Cardiff CF10 1YS.