

# Living in Monmouthshire County Council area

Tell us what you think



This document was written by **Data Cymru**. It is an easy read version of the **‘National Resident Survey’**.

# How to use this survey



This is an easy read survey. If you need help to read it, ask someone you know.

Where the document says we, this means **Data Cymru**. For more information contact:



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**E-mail:** [enquiries@data.cymru](mailto:enquiries@data.cymru)

**Phone:** 029 2090 9500



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# About our survey



We are Data Cymru.



Monmouthshire County Council asked us to run this survey.



We are asking the same questions in lots of areas across Wales.



There are 30 questions in this survey. Some questions are split into parts. It may take some time to work through all the questions.



You can save your answers and come back to it if you need a break.

# Your voice matters



This is a survey of people living in Monmouthshire County Council.



By answering the questions, you will help us understand:

- What is important to you
- Your experience of your local area
- How you contact the council
- What you think about the council.



Your views help shape your local area and services. Please ask your family, friends, and neighbours to take this survey too.

# How we will use your data



Only Monmouthshire County Council and Data Cymru will see information that could identify you.



We will keep your information for 3 years from when the survey closes.



We will keep your data confidential. We will follow the laws:

- Data Protection Act 2018
- UK General Data Protection Regulations.





[Monmouthshire County Council's privacy policy is on their website.](#)



[Data Cymru's privacy policy is on our website.](#)

# Completing the survey

Contact us for more information, or if you need help filling in the survey.



**Email:** [surveys@data.cymru](mailto:surveys@data.cymru)

**Phone:** 029 2090 9500



**If you do not live in the  
Monmouthshire County Council  
area, please do not do this survey**

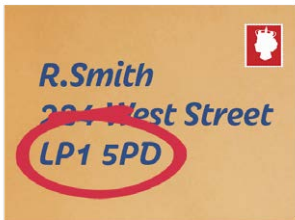


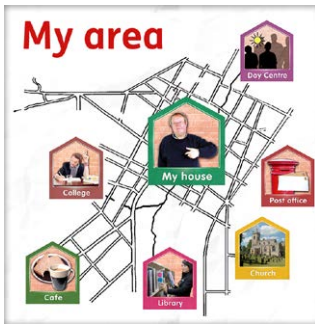
# Questions



**Where you are**

**1. What is your postcode?**





## About your local area

This part asks about the area within a 15-minute walk from your home.



### 2. How do you feel about your local area as a place to live?



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy

### 3. Do you agree or disagree with these statements about your local area?



**People in my local area get on well and help each other**

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## People in my local area work together to improve the area

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## I feel part of my local area

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## My local area is well looked after

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## My local area is clean

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know





## The air quality in my local area is good

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## There are enough green spaces in my local area

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know

**4. How safe do you feel outside in your local area when it is light during the day?**



Very unsafe



Fairly unsafe



Not safe or unsafe



Fairly safe



Very safe



**5. How safe do you feel outside in your local area when it is dark?**



Very unsafe



Fairly unsafe



Not safe or unsafe



Fairly safe



Very safe



**6. Would you recommend living in your council area?**



Yes



No

# About your local council



Local councils provide many services and represent your community. In Wales, councils deliver over 700 local services.



## 7. How do you feel about the way your local council runs things?



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy

## 8. Please say how much you think the council usually:



### Provides high quality services?

---



Not at all



Not much



A fair amount



A great deal



Do not know



### Provides value for money?

---



Not at all



Not much



A fair amount



A great deal



Do not know



## Listens to residents when making decisions?

---



Not at all



Not much



A fair amount



A great deal



Do not know



## Acts on the concerns of local residents?

---



Not at all



Not much



A fair amount



A great deal



Do not know



## 9. How happy or unhappy are you with these council services?



### Education - things like schools, school transport, adult learning

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Housing - things like council housing, homelessness support

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Social services - things like support and care for children, disabled people and adults who are vulnerable

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know

## Highways and transport - things like roads, traffic, cycleways, footways

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Waste management - things like collecting waste, recycling, recycling centres

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Leisure, cultural, and tourism services - things like libraries, leisure centres, arts venues

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Environmental health and services - things like food safety, pollution control, flooding, health and safety

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know





## Planning and building control – things like new buildings, looking after old buildings, building safety

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know



## Economic development – things like employment support, new business, tourism

---



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



Do not know

## Contact with the council



### 10. How well does your local council tell people about its services?



Not well at all



Not very well



Fairly well



Very well



Do not know

## 11. Do you agree or disagree with these statements:



### Contacting the council is simple

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## Getting information about council services is easy

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## Council staff are friendly

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know



## The council tells people how well it is doing things

---



Strongly disagree



Slightly disagree



Do not agree or disagree



Slightly agree



Strongly agree



Do not know





## 12. Are there council services in:

**Your preferred language?**



Always



Sometimes



Never



Do not know



**A format that you can use? For example, easy read.**



Always



Sometimes



Never



Do not know

### 13. How easy do you find these council things:



#### Paying Council Tax

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Paying business rates – this is like a tax some businesses have to pay

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Booking the waste and recycling centre

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Asking for new or replacement bins

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Making or commenting on a planning application

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Applying for a place at school

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



## Reporting a pothole

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me





## Reporting fly-tipping. This means finding dumped waste and telling the council.

---



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Does not apply to me



**14. Have you tried to contact your local council in the last 12 months?**



Yes (Go to questions 14A and 14B)



No (Go to question 15)

**14. A) How did you contact your local council last? (Select all that apply)**



I emailed the council



I phoned the council



I completed an online form

I contacted the council on social media



I contacted a council officer



I contacted my local councillor

I contacted another elected official (like MP, MS)



I attended or responded to a consultation

I attended a council meeting



I attended my Town or Community Council meeting

I attended a public or community meeting



I signed a petition

Other (please tell us below. Do not put any personal information about you or anyone else in the box):



**14. B) How happy were you with how the council handled your query? Even if the result was not what you wanted.**



Very unhappy



Fairly unhappy



Not happy or unhappy



Fairly happy



Very happy



15. Council meetings open to the public are called:

- Full Council
- Scrutiny
- Governance and Audit meetings



**Did you know that you can attend these in person or online?**



Yes



No



## 16. How much do you trust your local council?



Not at all



Not much



A bit



A lot



Do not know

# Your local councillor



Local councillors are elected to:

- Represent their local community.
- Decide how the council provides and pays for local services.
- Work with council staff to make sure that they deliver services well.
- Help people and groups with their problems.



## 17. How much did you know about what local councillors do?



I knew all on the list



I knew some on the list



I knew none on the list



**18. Do you know who your local councillor is?**



Yes



No



## About you



This part has questions about you. It will take about 5 minutes to finish. Your answers are important to help us see if different people have different opinions and experiences.

### 19. What is your age?



16 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 to 84

85 or older

Do not want to say



**20. What is your sex?**

Female

Male

Do not want to say



**21. Is your gender the same as your sex registered at birth?**

Yes (Go to question 22)

No (Go to question 21A)

Do not want to say (Go to question 22)



**21. A) How would you describe your gender?**  
Do not put any personal information about anyone else in the box.



**22. What best describes your sexuality?**

Heterosexual or Straight

Gay or Lesbian

Bisexual

Other

Do not want to say



**23. How would you describe your national identity? National identity means feeling like you belong to a country.**

Select all that apply.

Welsh

English

Scottish

Northern Irish

British

Other (please tell us below. Do not put any personal information about you or anyone else in the box):

Do not want to say

## 24. What is your ethnic group or background?

Choose 1 option.



### White:

Welsh / English / Scottish / Northern Irish  
/ British

Irish

Gypsy or Irish Traveller

Any other White background (please  
tell us below. Do not put any personal  
information about anyone else in the box)



## **Mixed / Multiple ethnic groups:**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed / Multiple ethnic background (please tell us below. Do not put any personal information about anyone else in the box)



## **Asian / Asian British:**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background (please tell us below. Do not put any personal information about anyone else in the box)



## **Black / African / Caribbean / Black British:**

African

Caribbean

Any other Black / African / Caribbean background (please tell us below. Do not put any personal information about anyone else in the box)





## Other ethnic group:

Arab

Any other ethnic group (please tell us below. Do not put any personal information about anyone else in the box)



Do not want to say



**25. Do you have any health conditions or illnesses lasting or expected to last 12 months or more? Mental or physical.**

Yes (Go to question 25A)

No (Go to question 26)

Do not want to say (Go to question 26)



**25. A) Do any of your conditions or illnesses make daily life harder?**

Yes, a lot

Yes, a little

No

Do not want to say



## 26. What is your religion?

No religion

Christian

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion (please tell us below):

Do not want to say



**27. Can you understand, speak, read, or write Welsh? Select all that apply**

Understand spoken Welsh

Speak Welsh

Read Welsh

Write Welsh

I do not speak Welsh

Do not want to say



## 28. What language do you prefer to use?

Welsh

English

Other (please tell us below):

Do not want to say

# About this survey

## 29. How did you get this survey?

Select all that apply.



Council social media account



Other social media account

From a local councillor

Via an email from the council



Do not know

Other (please tell us below. Do not put any personal information about you or anyone else in the box):





**30. How easy was it to do this survey? Please select 1 option only.**



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Do not know



Thank you for taking the time to do our survey.

If you have any questions about this survey, please contact us.



**Email:** [surveys@data.cymru](mailto:surveys@data.cymru)



**Phone:** 029 2090 9500