## Let's Talk: Living in Gwynedd

Let's Talk: Living in Gwynedd is a survey of residents being run by Cyngor Gwynedd.

#### Your voice is important

By responding to this survey you will help Cyngor Gwynedd to better understand:

- What is important to you
- Your experience of your local area
- How you view and interact with the council

Ultimately, your views help shape your local area and your local services. So, it is important to hear from as many residents as possible. Please encourage your family, friends, and neighbours to complete this survey.

#### How your data will be used

Data Cymru is running this survey on behalf of Cyngor Gwynedd. Information that could identify you will be seen by Cyngor Gwynedd and Data Cymru only. This information will be held for 3 years from the date the survey closes in line with the requirements of the <u>Data Protection Act</u> 2018 and the <u>UK General Data Protection Regulations</u> (UK GDPR). Your IP address will be collected to help identify duplicate or inappropriate responses.

More information on how your data will be used can be found in the Council's <u>privacy policy</u> and Data Cymru's <u>privacy policy</u>.

#### Completing the survey

The survey will take approximately 10 minutes to complete. Please respond by 24/03/25. <u>This survey is also available in other formats</u>.

If you would like any further information, or have any difficulty completing the online survey, please email <a href="mailto:Ymgysylltu@gwynedd.llyw.cymru">Ymgysylltu@gwynedd.llyw.cymru</a>.

If you experience any technical issues please contact <a href="mailto:surveys@data.cymru">surveys@data.cymru</a> or call 029 2090 9500.

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1. Do you live in Gwynedd?

	<ul> <li>Yes</li> <li>No (This survey is for residents of Gwynedd only. Please do not complete or return this survey)</li> </ul>
1A.	What is your postcode? Collecting postcodes will help us see similarities and differences within the council and across Wales. Please use the following format: AB12 3CD.

## About your local area

This section asks you about your local area. For the purposes of this survey, your local area is defined as the area within a 15 minute walk of your home.

2. Overall, how satisfied or dissatisfied are you with your local area as a place to live? *Please select one option only.* 

		Neither		
	Fairly	satisfied nor		
Very dissatisfied	dissatisfied	dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
0	0	0	0	0

3. Please indicate to what extent you agree or disagree with the following statements. *Please select one option from each row only.* 

			Neither			
	Strongly disagree 1	Slightly disagree 2	agree nor disagree 3	Slightly agree 4	Strongly agree 5	Don't know
People in my local area get on well and help each other	0	0	0	0	0	0
People in my local area pull together to improve the local area	0	0	0	0	0	0
I feel part of my local area	0	0	0	0	0	0
My local area is well looked after	0	0	0	0	0	0
My local area has a clean environment	0	0	0	0	0	0
The air quality in my local area is good	0	0	0	0	0	0
There are enough green spaces in my local area	0	0	0	0	0	0

4.	How safe or unsa Please select one of	afe do you feel wher Option only.	n outside in your lo	ocal area during the	e day:
			Neither safe		
	Very unsafe 1	Fairly unsafe 2	nor unsafe 3	Fairly safe 4	Very safe 5
	0	0	0	0	0
5.	How safe or unsa	afe do you feel wher	n outside in your lo	ocal area after dark	?
	Please select one o	option only.			
	Very unsafe 1	Fairly unsafe 2	Neither safe nor unsafe 3	Fairly safe 4	Very safe 5
	0	0	0	0	0
6.	Would you recom Please select one of Yes No	nmend Gwynedd as	a place to live?		

## **About your local council**

Local councils work with a range of local and national partners to:

- Deliver local services;
- Provide democratic representation; and
- Provide strategic leadership.

Wales' councils deliver over 700 local services.

7. Overall, how satisfied or dissatisfied are you with the way Cyngor Gwynedd runs things? *Please select one option only.* 

		Neither		
	Fairly	satisfied nor		
Very dissatisfied	dissatisfied	dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
0	0	0	0	0

For the next question, we want your general opinion it doesn't matter if you don't know all of the services Cyngor Gwynedd provides to the community.

8. Generally, to what extent do you think the council... *Please select one option from each row only.* 

	Not at all	Not very much	A fair amount	A great deal	Don't know	
provides services of a high quality	0	O	0	0	0	
provides services that represent value for money	0	0	0	0	0	
takes residents' views into account when making a decision	0	0	0	0	0	
acts on the concerns of local residents	0	0	0	0	0	

9. Overall, how satisfied or dissatisfied are you with the council's provision of... *Please select one option from each row only.* 

	Very dissatisfied 1	Fairly dissatisfied 2	Neither satisfied nor dissatisfied 3	Fairly satisfied 4	Very satisfied 5	Don't know
<b>Education</b> – schools, school transport, and adult learning.	0	0	0	0	0	0
<b>Housing</b> – council housing and homelessness support.	0	0	0	0	0	0
Social services – providing support, protection, and care for children and adults who are vulnerable / have a disability.	0	0	0	0	0	0
<b>Highways and transport</b> – roads, traffic, cycleways, and footways.	0	0	0	0	0	0
Waste management – collecting kerbside waste and recycling, and maintaining recycling and reuse centres.	0	0	0	0	0	0
Leisure, cultural and tourism services - libraries, leisure centres, and arts venues.	0	0	0	0	0	0
<b>Environmental health and</b> <b>services</b> – food safety, pollution control, flooding and drainage, health and safety, and trading standards.	0	0	0	0	0	0
Planning and building control – new building developments, conservation, building safety.	0	0	0	0	0	0
employment support, local economic growth, and encouraging new business and tourism.	0	0	0	0	0	0

### Interaction with the Council

10.	Overall, how well do you thin provides?  Please select one option only.	k your cour	ncil keeps r	esidents info	rmed abo	out the ser	vices it
	<ul> <li>Residents are very well inf</li> <li>Residents are fairly well in</li> <li>Residents are not very well</li> <li>Residents are not well info</li> <li>Don't know</li> </ul>	formed I informed					
11.	To what extent do you agree Please select one option from e	_			ents:		
		Strongly disagree 1	Slightly disagree 2	Neither agree nor disagree 3	Slightly agree 4	Strongly agree 5	Don't know
	Contacting the Council is simple	0	0	0	0	0	0
	Accessing up to date information about Council services is easy	0	0	0	0	0	0
	Council staff are approachable and friendly	0	0	0	0	0	0
	The Council lets people know how it's performing	0	0	0	0	0	0
12.	Do you think council services Please select one option from e						
			Always	Sometimes	Never	Don't know	
	in your preferred language		0	0	0	0	
	in a format that is accessible	e to you	0	0	0	0	

13. Tell us about your experience of the following council processes: *Please select one option from each row only.* 

			is neither			
	is very difficult	is fairly difficult	easy nor difficult to	is fairly easy to	is very easy to	does not apply
	to do	to do	do	do	do	to me
Paying council tax	0	0	0	0	0	0
Paying business rates	0	0	0	0	0	0
Making waste and recycling centre bookings	0	0	0	0	0	0
Requesting new / replacement bins	0	0	0	0	0	0
Making or commenting on a planning application	0	0	0	0	0	0
Applying for a school place	0	0	0	0	0	0
Reporting a pothole	0	0	0	0	0	0
Reporting fly tipping	0	0	0	0	0	0

- 14. Have you attempted to contact Cyngor Gwynedd in the last 12 months? *Please select one option only.* 
  - O Yes (Go to questions 14A and 14B)
  - O No (Go to question 15)

	es] On the most ct all that apply.	t recent occasion	, how did you atte	mpt to contact Cyng	gor Gwynedd?	
		er' option below, p	olease do not enter	any personal inform	ation about you or	
	one else in the te			,	,	
	emailed the Co					
	phoned the Co					
0 I	completed an c	online form				
0	contacted the C	Council via its soc	cial media			
$\circ$ I	contacted a spe	ecific Council offic	cer			
$\circ$ I	contacted my lo	ocal councillor				
$\circ$ I	contacted anot	her elected offici	al (e.g. MP, MS)			
$\circ$ I	attended / resp	onded to a cons	ultation			
$\circ$ I	attended a Cou	ıncil meeting				
$\circ$ I	attended my To	own or Communi	ity Council meeting	B		
$\circ$ I	attended a pub	lic / community r	meeting			
$\circ$ I	signed a petitio	on				
o <u>c</u>	ther (please sp	ecify):				_
				ate outcome or deci		
you	wanted, how sa	atisfied were you		ate outcome or deci Council handled you		
you		atisfied were you	with the way the 0			
you	wanted, how sa	atisfied were you tion only.	with the way the O			
you Plea	wanted, how sa se select one opt	atisfied were you tion only. Fairly	with the way the of the Neither satisfied nor	Council handled you	ır query?	
you Plea	wanted, how sa	atisfied were you tion only.	with the way the O			
you Plea	wanted, how sa se select one opt dissatisfied 1	atisfied were you tion only. Fairly dissatisfied 2	Neither satisfied nor dissatisfied 3	Council handled you Fairly satisfied 4	ur query? Very satisfied 5	
you Plea	wanted, how sa se select one opt	atisfied were you tion only. Fairly dissatisfied	with the way the of the Neither satisfied nor dissatisfied	Council handled you	ur query? Very satisfied	
you Pleas Very	wanted, how sa se select one opt dissatisfied 1	etisfied were you tion only.  Fairly  dissatisfied  2	Neither satisfied nor dissatisfied 3	Fairly satisfied 4	very satisfied 5	
you Pleas Very	wanted, how sa se select one opt dissatisfied 1 O	etisfied were you tion only.  Fairly  dissatisfied  2	Neither satisfied nor dissatisfied 3	Council handled you Fairly satisfied 4	very satisfied 5	
you Pleas  Very  15. Are pers	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online?	etisfied were you tion only.  Fairly dissatisfied 2  O  there are a num	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4 O etings that the publi	very satisfied 5 O c can attend in-	
you Pleas  Very  15. Are pers	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online? council, scrutiny,	Fairly dissatisfied 2  O  there are a num and governance	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4	very satisfied 5 O c can attend in-	
you Pleas  Very  15. Are pers	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online?	Fairly dissatisfied 2  O  there are a num and governance	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4 O etings that the publi	very satisfied 5 O c can attend in-	
you Pleas  Very  15. Are pers	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online? council, scrutiny, se select one opt	Fairly dissatisfied 2  O  there are a num and governance	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4 O etings that the publi	very satisfied 5 O c can attend in-	
you Pleas  Very  15. Are pers Full of Pleas	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online? council, scrutiny, se select one opt	Fairly dissatisfied 2  O  there are a num and governance	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4 O etings that the publi	very satisfied 5 O c can attend in-	
you Pleas  Very  15. Are pers Full Pleas	wanted, how sa se select one opt dissatisfied 1 O you aware that son or online? council, scrutiny, se select one opt	Fairly dissatisfied 2  O  there are a num and governance	with the way the of Neither satisfied nor dissatisfied 3	Fairly satisfied 4 O etings that the publi	very satisfied 5 O c can attend in-	

16.	How much do you trust Cyngor Gwynedd?  Please select one option only.						
	A great deal	A fair amount	Not very much	Not at all	Don't know		
	0	0	0	0	0		
	r local Councillo						
Loca	al councillors are el	ected to:					
	<ul> <li>represent their local community in the running of their local council</li> <li>help to decide how local services are provided, funded and prioritised</li> <li>work with the employees of the council to make sure that services are relevant and delivered effectively</li> <li>undertake casework on behalf of individuals and groups</li> </ul>						
17.	To what extent were you aware of the responsibilities of local councillors?  Please select one option only.						
	<ul> <li>I was aware of all of the responsibilities of local councillors</li> <li>I was aware of some of the responsibilities of local councillors</li> <li>I was aware of none of the responsibilities of local councillors</li> </ul>						
18.	Do you know who your local councillor(s) is?  Please select one option only.						
	<ul><li>Yes</li><li>No</li></ul>						

# **About you**

This section asks questions about who you are. It will take approximately 5 minutes to complete. Your response is really important in helping us understand whether the opinions and experiences of residents differ by characteristic.

expe	experiences of residents differ by characteristic.				
19.	What is your age? Please select one option only.				
	<ul> <li>16 to 24</li> <li>25 to 34</li> <li>35 to 44</li> <li>45 to 54</li> <li>55 to 64</li> <li>65 to 74</li> <li>75 to 84</li> <li>85+</li> <li>Prefer not to say</li> </ul>				
20.	What is your sex? A question about gender identity will follow. Please select one option only.				
	<ul><li>Female</li><li>Male</li><li>Prefer not to say</li></ul>				
21.	Is the gender you identify with the same as your sex registered at birth?  Please select one option only.				
	<ul> <li>Yes (Go to question 22)</li> <li>No (Go to question 21A)</li> <li>Prefer not to say (Go to question 22)</li> </ul>				
21A.	How would you best describe your gender identity?  Please do not enter any personal information about anyone else in the text box.				

22.	Which of the following options best describes how you think of yourself?  Please select one option only.				
	<ul> <li>Heterosexual or Straight</li> <li>Gay or Lesbian</li> <li>Bisexual</li> <li>Other</li> <li>Prefer not to say</li> </ul>				
23.	How would you describe your national identity?  Select all that apply.  If you select the 'other' option below, please do not enter any personal information about you or anyone else in the text box.				
	<ul> <li>Welsh</li> <li>English</li> <li>Scottish</li> <li>Northern Irish</li> <li>British</li> <li>Prefer not to say</li> <li>Other (please specify):</li> </ul>				

۱.	What is your ethnic group? Choose one option that best describes your ethnic group or background. If you select any 'other' option below, please do not enter any personal information about you or anyone else in the text box.				
	White				
	<ul> <li>Welsh / English / Scottish / Northern Irish / British</li> <li>Irish</li> <li>Gypsy or Irish Traveller</li> <li>Any other White background (please specify below)</li> </ul>				
	Mixed / Multiple ethnic groups				
	<ul> <li>White and Black Caribbean</li> <li>White and Black African</li> <li>White and Asian</li> <li>Any other Mixed / Multiple ethnic background (please specify below)</li> </ul>				
	Asian / Asian British				
	<ul> <li>Indian</li> <li>Pakistani</li> <li>Bangladeshi</li> <li>Chinese</li> <li>Any other Asian background (please specify below)</li> </ul>				
	Black / African / Caribbean / Black British				
	<ul> <li>African</li> <li>Caribbean</li> <li>Any other Black / African / Caribbean background (please specify below)</li> </ul>				
	Other ethnic group				
	<ul> <li>Arab</li> <li>Any other ethnic group (please specify below)</li> <li>Prefer not to say</li> </ul>				

25.	Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?  Please select one option only.			
	<ul><li>Yes (Go to question 25A)</li><li>No (Go to question 26)</li><li>Prefer not to say (Go to question 26)</li></ul>			
25A	A.Do any of your conditions or illnesses reduc Please select one option only.	e your ability to carry-out day-to-day activities?		
	<ul><li>Yes, a lot</li><li>Yes, a little</li><li>No</li><li>Prefer not to say</li></ul>			
26. What is your religion?  Please select one option only.  If you select the 'other' option below, please do not enter any personal information about anyone else in the text box.				
	<ul> <li>No religion</li> <li>Christian (all denominations)</li> <li>Buddhist</li> <li>Hindu</li> <li>Jewish</li> <li>Muslim</li> <li>Sikh</li> <li>Prefer not to say</li> <li>Any other religion (please specify):</li> </ul>			

27.	Can you understand, speak, read, or write Welsh? Select all that apply.			
	<ul> <li>Understand spoken Welsh</li> <li>Speak Welsh</li> <li>Read Welsh</li> <li>Write Welsh</li> <li>I do not speak Welsh</li> <li>Prefer not to say</li> </ul>			
28.	What is your preferred language?  Please select one option only.  If you select the 'other' option below, please do not enter any personal information about you or anyone else in the text box.			
	<ul> <li>Welsh</li> <li>English</li> <li>Prefer not to say</li> <li>Other (please specify):</li> </ul>			
	" 1 3/			

### About the survey

29.	9. How did you hear about this survey? Select all that apply. If you select the 'other' option below, please do not enter any personal information about anyone else in the text box.					about you or	
	<ul><li>Other socia</li><li>From a loca</li><li>Via an emai</li><li>Don't know</li></ul>	<ul> <li>Via an email from the Council</li> <li>Don't know</li> </ul>					
30.	How easy did you find this survey to complete?  Please select one option only.  Neither easy						
	Very difficult 1	Fairly difficult 2	nor difficult 3	Fairly easy 4	Very easy 5	Don't know	
	0	0	0	0	0	0	

Thank you for taking the time to respond to the Let's Talk: Living in Gwynedd survey.

If you have any questions, or queries about this survey then please contact <a href="mailto:surveys@data.cymru">surveys@data.cymru</a> or call 029 2090 9500.