



Cyngor Sir
CEREDIGION
County Council

Living in Ceredigion: National Residents' Survey

Feedback Report



Rhannwch eich barn ar fywyd yng Ngheredigion

Share your views on living in Ceredigion



Cyngor Sir
CEREDIGION
County Council

Dyddiad cau / Closing date
31 Hydref 2024 / 31 October 2024



Caru Love
Ceredigion

November 2024



1,961

Responses received
(1,954 online, 7 paper)



57%

very or **fairly satisfied** with
their local area as a place to live
(32% very or fairly dissatisfied)

67%

would **recommend**
Ceredigion as a place to live
(33% would not)



9%

very or **fairly satisfied** with the
way Ceredigion County Council
runs things
(82% very or fairly dissatisfied)

16%

Agree that the Council provides
services that represent value for
money **a great deal** or **fair amount**
(81% said not very much or not at all)



17%

Think that the Council keeps
residents **very well** or **fairly well**
informed about the services and
benefits it provides
(80% said not very well or not well
informed at all)

89%

Think that Council services
are **always** or **sometimes**
available in a format that is
accessible to them
(2% said never)



70%

Know who their local
councillor(s) is
(30% do not)



Consultation undertaken between 1st of August and 31st of October 2024

The survey was available online via the Council's website, printed copies were available in libraries, and it was advertised through social media and posters.
A total of 1,961 responses was received.

This document has been produced using resources from Freepik.com (www.Freepik.com)

Background

Between 1st August and 31st October 2024, Ceredigion County Council consulted with residents on life in Ceredigion and the Council's services they receive. The National Residents' Survey is a new initiative, developed by Data Cymru working with the WLGA and all local authorities nationwide to support local authorities in meeting their statutory consultation requirements. Most recently, Part 6 of the Local Government and Elections (Wales) Act 2021, which introduced the new self-assessment performance regime, introduced a statutory requirement to consult on an ongoing basis with residents, businesses, Council staff and trade unions. The National Residents' Survey is the WLGA's response to this. To date, 11 Councils have adopted the Survey instead of running their own individual citizens' surveys, with more expected to sign-up in the coming months.

Ceredigion's National Residents' Survey was called "Living in Ceredigion" and was the first to be run nationally. The consultation was designed to record a snapshot of three themes covering life in Ceredigion, experiences of accessing council services and perceptions of the council, and citizen's understanding of the role of local councillors. The results of the consultation will be used to specifically inform the next round of self-assessment but also to inform the work of the council generally. The survey supersedes the in-house Stakeholder Survey that was run between August and October 2023.

The survey was available to complete online (hosted by Data Cymru) and paper copies were available in Ceredigion libraries, on the website and available on request. An easy read version was also available, and other formats such as large print were available on request. A wide variety of stakeholders were informed of the survey via email as part of the Communications Plan, along with social media posts, press releases on the Council's website and posters in council information points. A sample of the promotional materials is shown below.


Rhannwch eich barn ar fywyd yng Ngheredigion
Dweud eich dweud ar:
Beth sy'n bwysig i chi
Eich profiad o'ch ardal leol
Sut rydych chi'n gweld ac yn rhyngweithio â'r Cyngor

**Dyddiad cau:
31 Hydref 2024**



Share your views on living in Ceredigion
Have your say on:
What is important to you
Your experience of your local area
How you view and interact with the Council

**Closing date:
31 October 2024**



Response Rate

There was a total of 1,961 responses to the consultation. This is significantly higher than the 148 responses received to the previous year's Stakeholder Survey although only represents 3.1% of the population of Ceredigion aged 16 years and over.

The overwhelming majority of the responses (1,954 or 99.6%) were completed online with just 7 received in paper format. Due to the way the responses were recorded it is not possible to determine how many were completed in Welsh nor how long on average it took to complete.

However, a heat map of the location of responses by postcode sector and by ward is shown in Figures 1 and 2. As anticipated, there was clustering of responses around the towns of Aberystwyth, Aberaeron and New Quay, but noticeably fewer responses from residents in Cardigan and the south of the County as a whole. For example, there were 129 responses from New Quay and Llanllwchaearn representing 8.3% of the ward's 16+ population, and 97 from Aberaeron and Aberarth which equates to 6.3% of the ward's 16+ population. Yet there were only 15 responses in the Teifi ward representing 0.8% of the 16+ population of the ward.

Figure 1: Responses by Postcode Sector

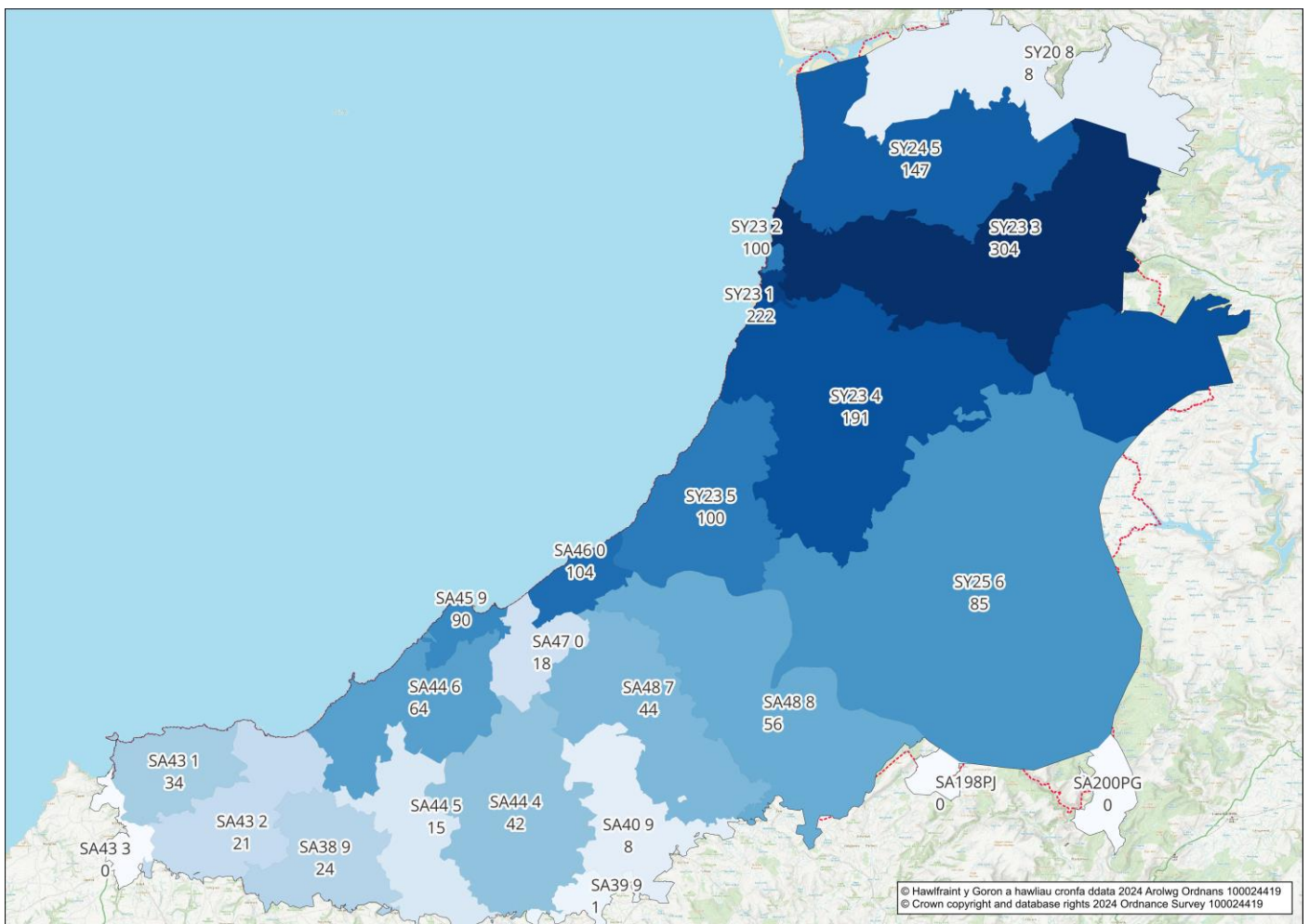
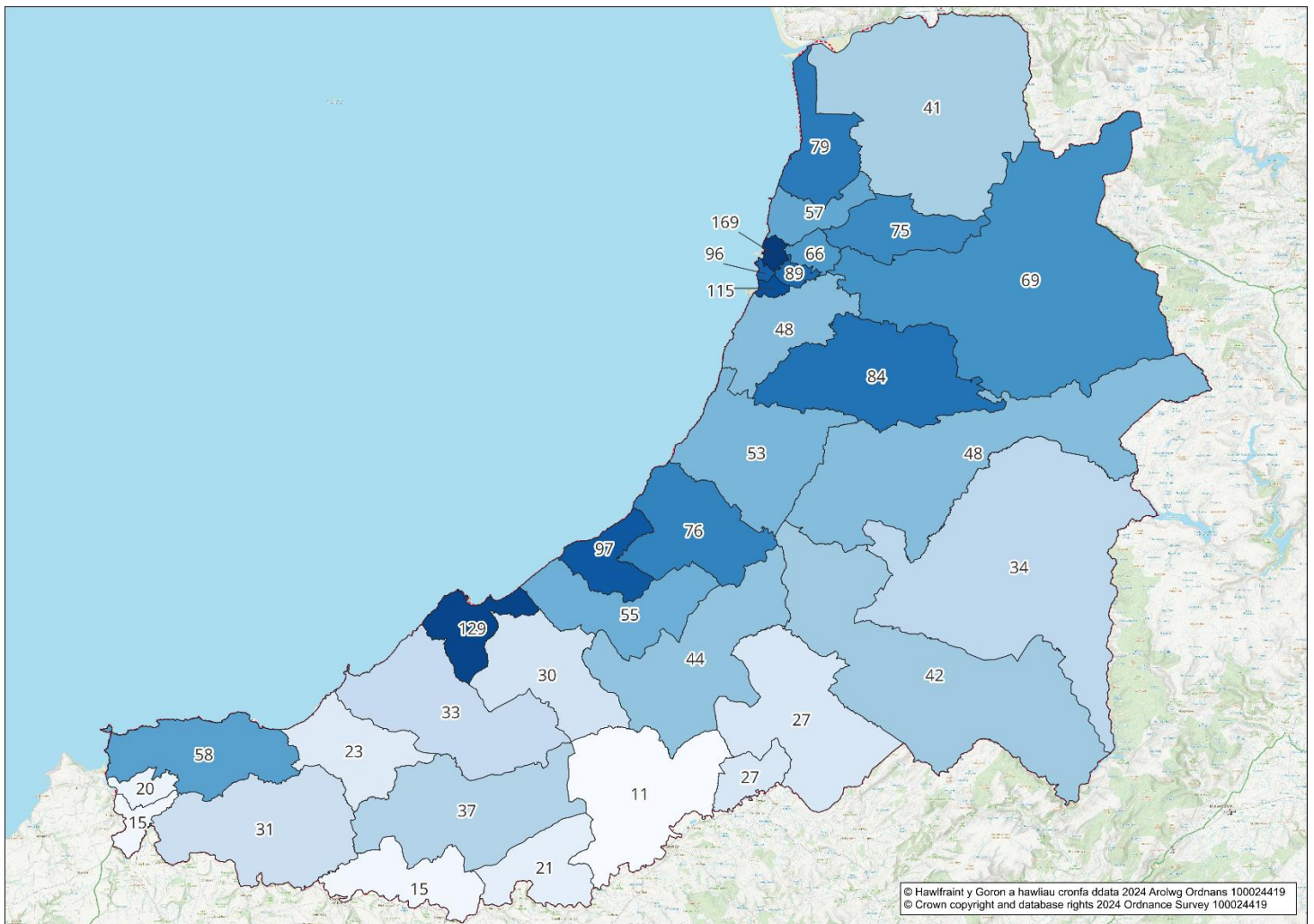


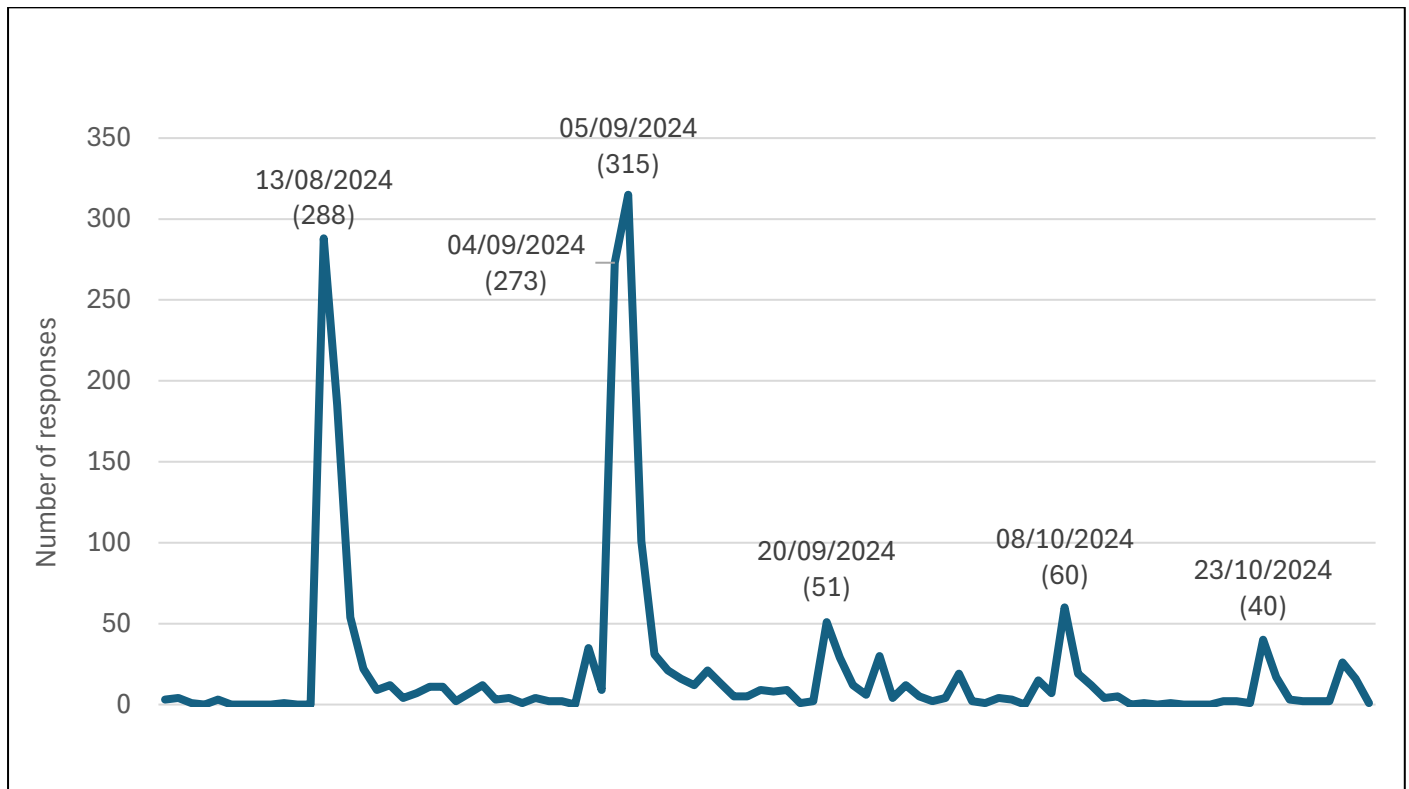
Figure 2: Responses by Ward



Analysis of the responses shows under-representation of younger age groups and under-representation of males. More detailed information on equality and diversity monitoring questions are included on pages 22-26.

Although the National Residents' Survey is run by Data Cymru on behalf of local authorities, the responsibility for advertising and promoting it lies with each Council. The impact of Ceredigion's Communications Plan can be seen in the daily number of responses received, which shows a significant increase in responses when press releases and social media posts were issued, as shown in Figure 3.

Figure 3 – Number of responses to the National Residents' Survey received per day

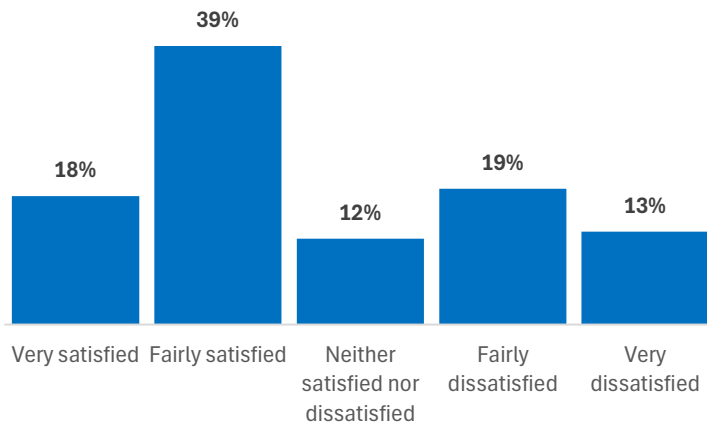


The pages that follow provide the results of the survey including cross-tabulations of age, gender and ward for selected key questions on pages 27-32. These questions are:

- 2. Overall, how satisfied or dissatisfied are you with your local area as a place to live?
- 6. Would you recommend Ceredigion as a place to live?
- 7. Overall, how satisfied or dissatisfied are you with the way Ceredigion County Council runs things?
- 8.2 Please indicate the extent to which you think the council....; ...generally provides services that represent value for money
- 12.2 Please indicate the extent to which you think council services are available...; ...in a format that is accessible to you
- 18. Do you know who your local councillor(s) is?

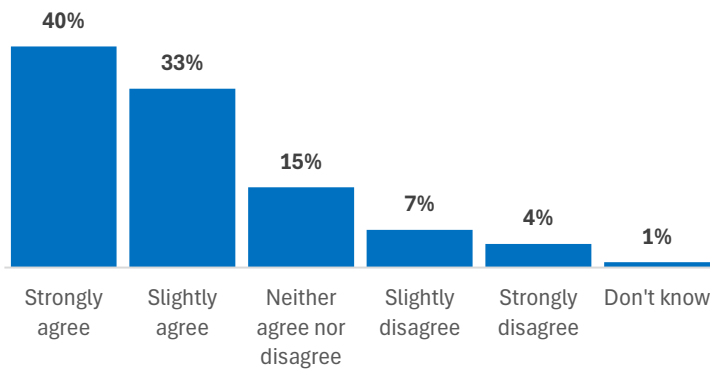
National Residents' Survey Results

Q2 Overall, how satisfied or dissatisfied are you with your local area as a place to live?



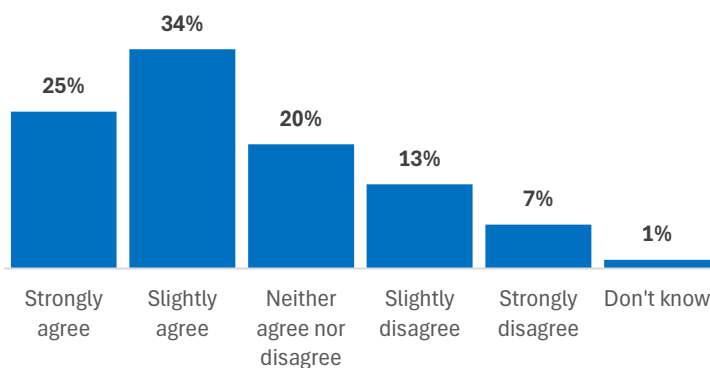
(Base: 1,941)

Q3.1 Please indicate to what extent you agree or disagree with the following statement...People in my local area get on well and help each other



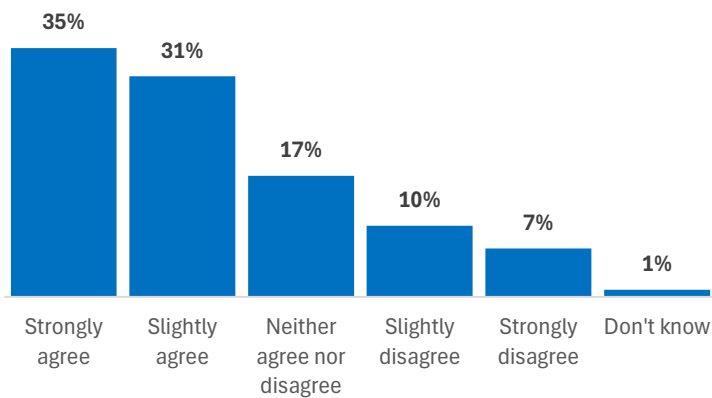
(Base: 1,947)

Q3.2 Please indicate to what extent you agree or disagree with the following statement...People in my local area pull together to improve the local area



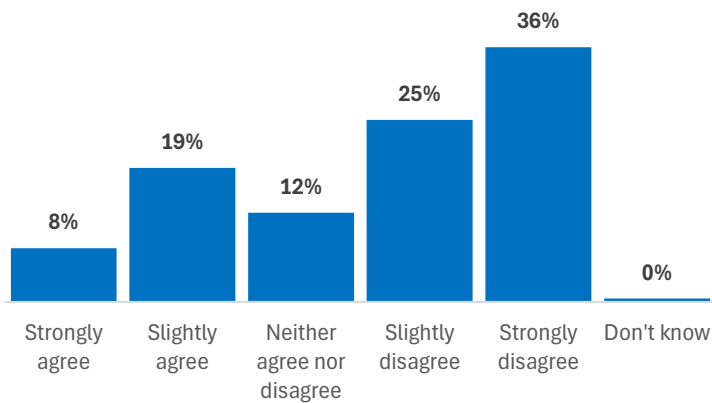
(Base: 1,947)

Q3.3 Please indicate to what extent you agree or disagree with the following statement...I feel part of my local area



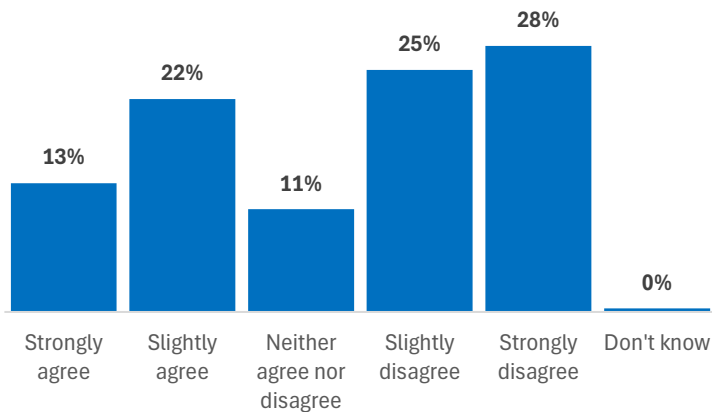
(Base: 1,947)

Q3.4 Please indicate to what extent you agree or disagree with the following statement...My local area is well looked after



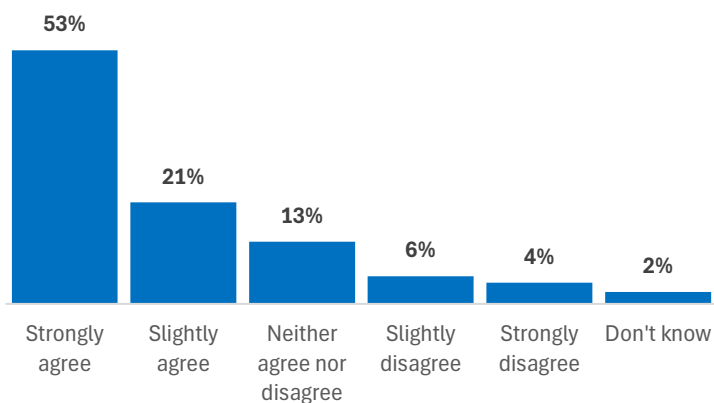
(Base: 1,947)

Q3.5 Please indicate to what extent you agree or disagree with the following statement...My local area has a clean environment



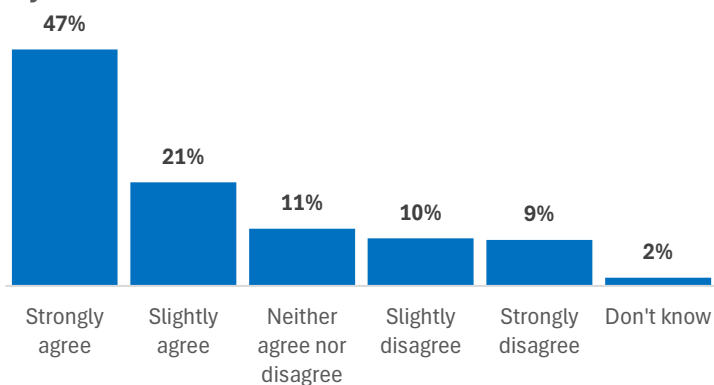
(Base: 1,947)

Q3.6 Please indicate to what extent you agree or disagree with the following statement...The air quality in my local area is good



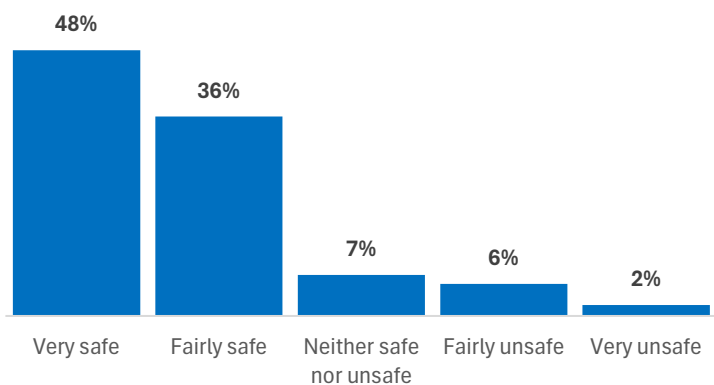
(Base: 1,947)

Q3.7 Please indicate to what extent you agree or disagree with the following statement...There are enough green spaces in my local area



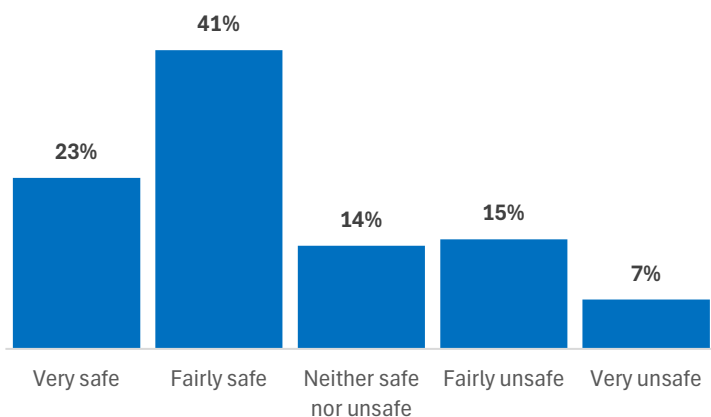
(Base: 1,947)

Q4 How safe or unsafe do you feel when outside in your local area during the day?



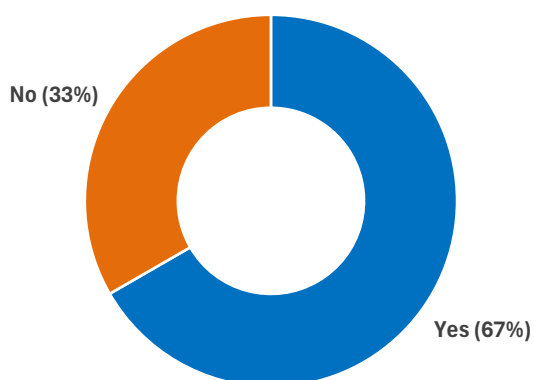
(Base: 1,919)

Q5 How safe or unsafe do you feel when outside in your local area after dark?



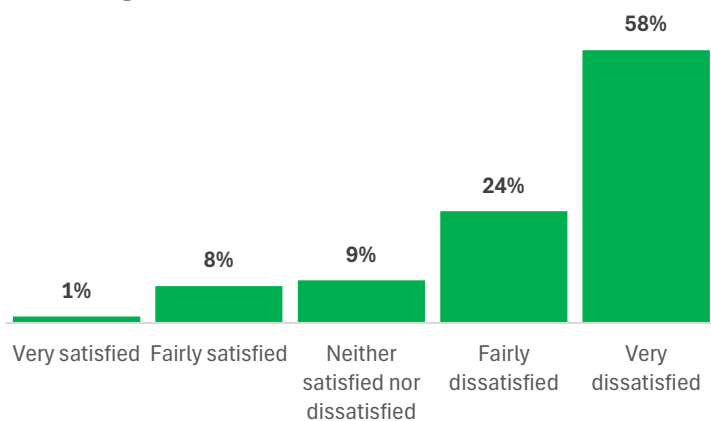
(Base: 1,923)

Q6. Would you recommend Ceredigion as a place to live?



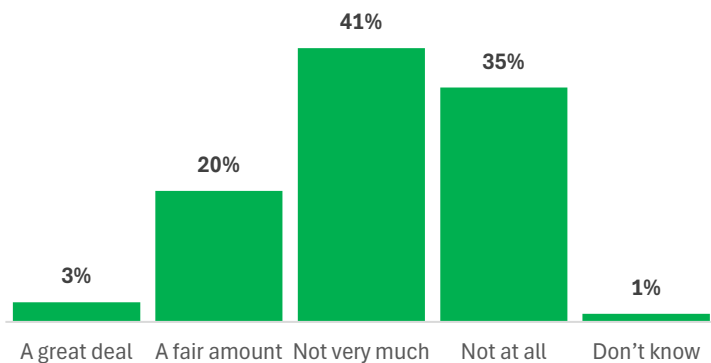
(Base: 1,915)

Q7. Overall, how satisfied or dissatisfied are you with the way Ceredigion County Council runs things?



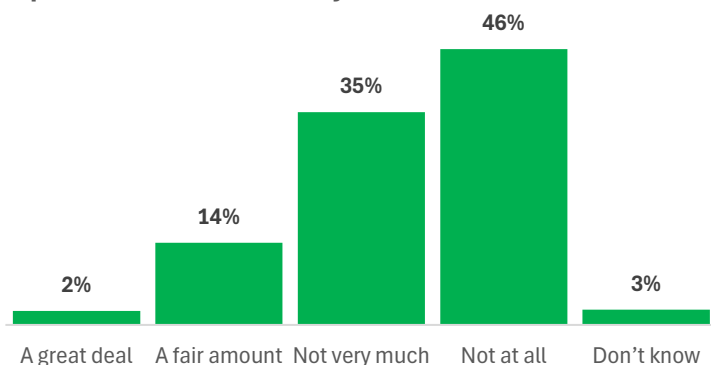
(Base: 1,887)

Q8.1 Please indicate the extent to which you think the council...provides services of a high quality



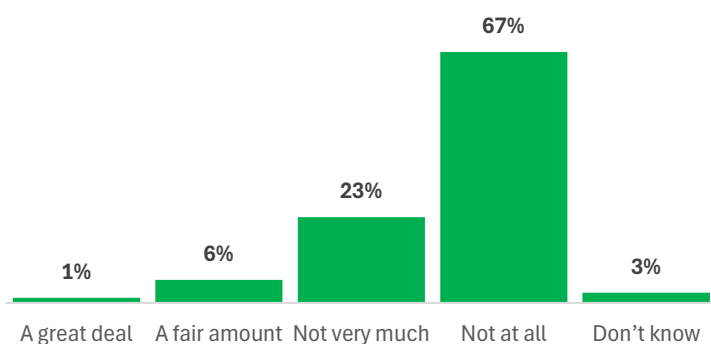
(Base: 1,889)

Q8.2 Please indicate the extent to which you think the council...provides services that represent value for money



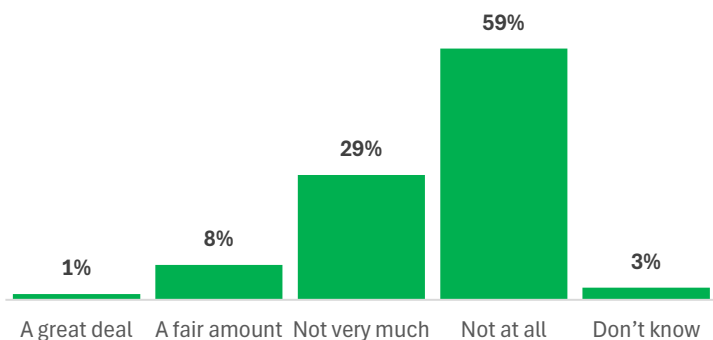
(Base: 1,889)

Q8.3 Please indicate the extent to which you think the council...takes residents' views into account when making a decision



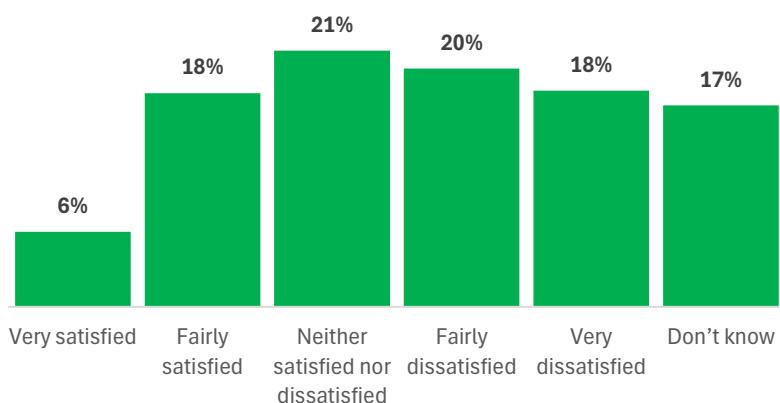
(Base: 1,889)

Q8.4 Please indicate the extent to which you think the council...acts on the concerns of local residents



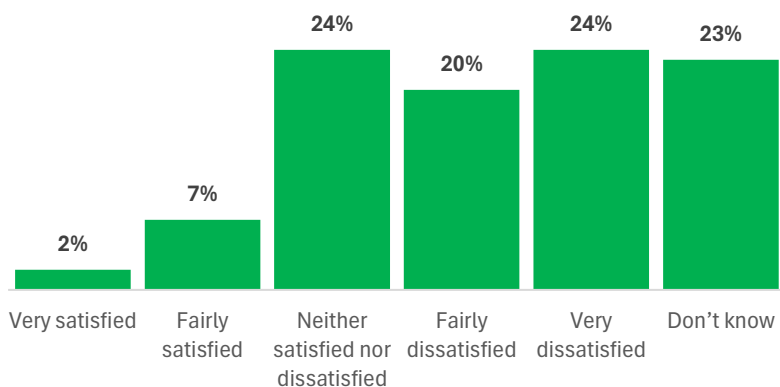
(Base: 1,889)

Q9.1 Overall, how satisfied or dissatisfied are you with the council's provision of...Education



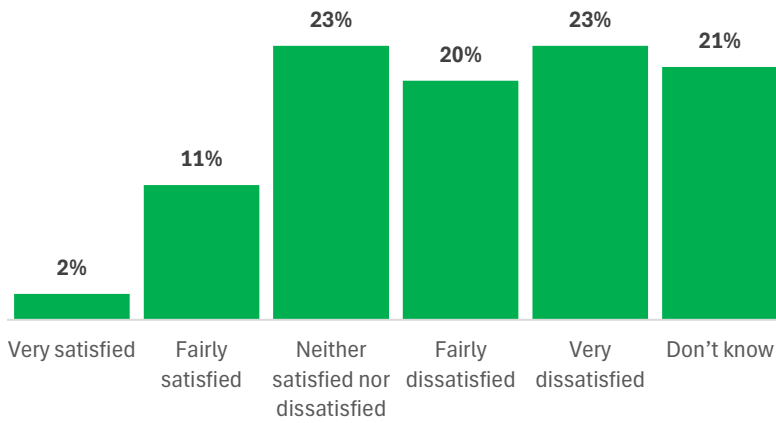
(Base: 1,864)

Q9.2 Overall, how satisfied or dissatisfied are you with the council's provision of...Housing



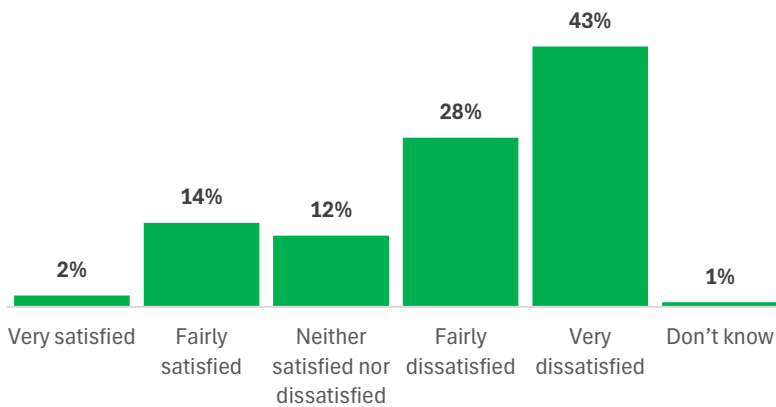
(Base: 1,864)

Q9.3 Overall, how satisfied or dissatisfied are you with the council's provision of...Social services



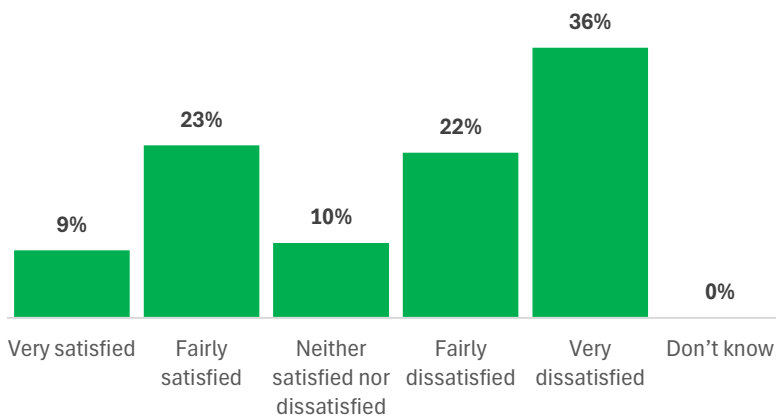
(Base: 1,864)

Q9.4 Overall, how satisfied or dissatisfied are you with the council's provision of...Highways and transport



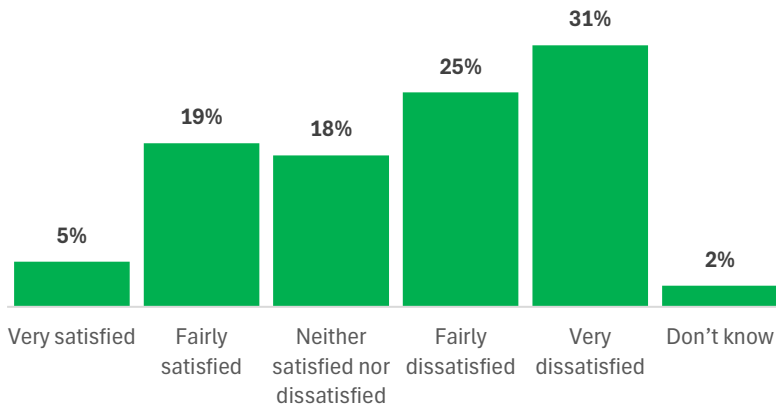
(Base: 1,864)

Q9.5 Overall, how satisfied or dissatisfied are you with the council's provision of...Waste management



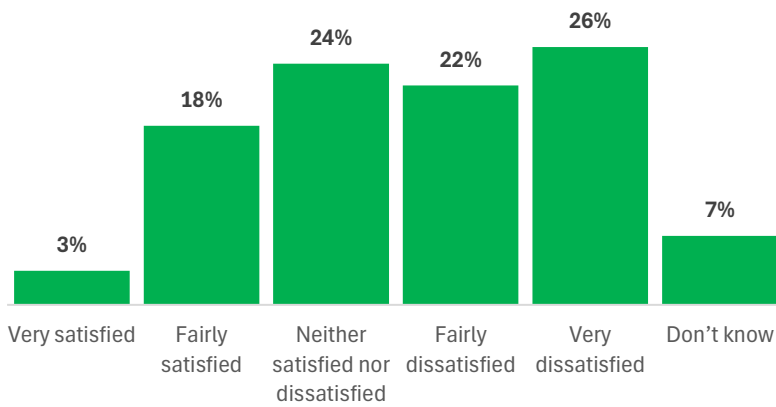
(Base: 1,864)

Q9.6 Overall, how satisfied or dissatisfied are you with the council's provision of...Leisure, cultural and tourism services



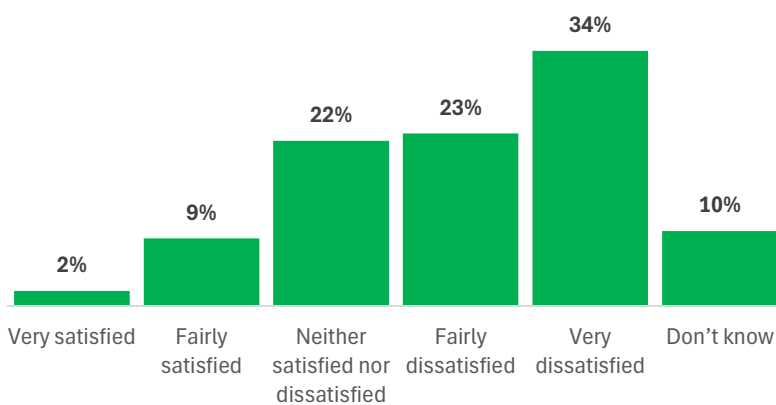
(Base: 1,864)

Q9.7 Overall, how satisfied or dissatisfied are you with the council's provision of...Environmental health and services



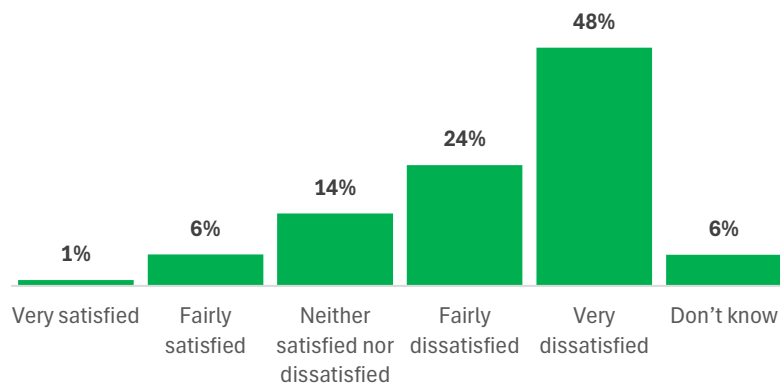
(Base: 1,864)

Q9.8 Overall, how satisfied or dissatisfied are you with the council's provision of...Planning and building control



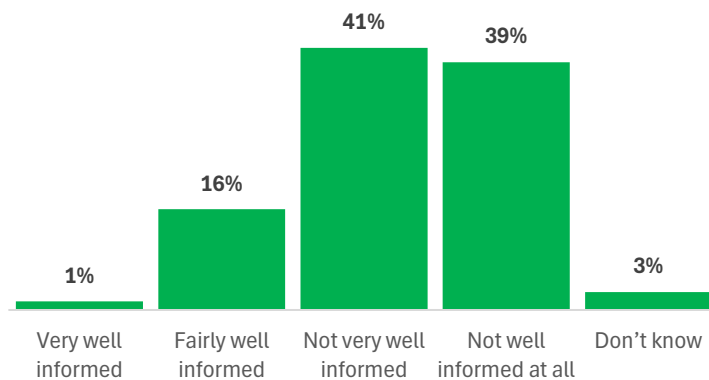
(Base: 1,864)

Q9.9 Overall, how satisfied or dissatisfied are you with the council's provision of...Economic development



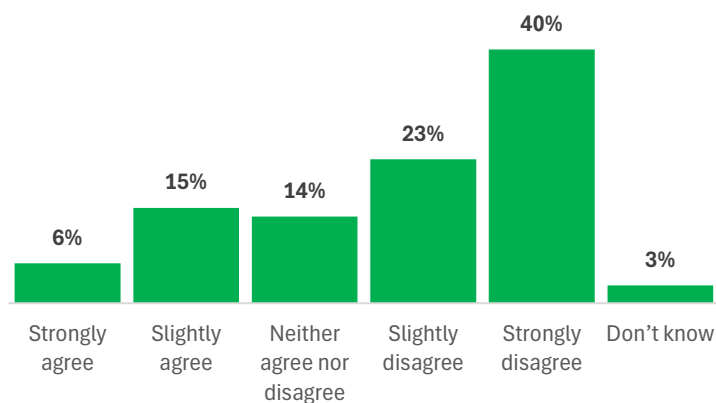
(Base: 1,864)

Q10 Overall, how well informed do you think Ceredigion County Council keeps residents about the services and benefits it provides?



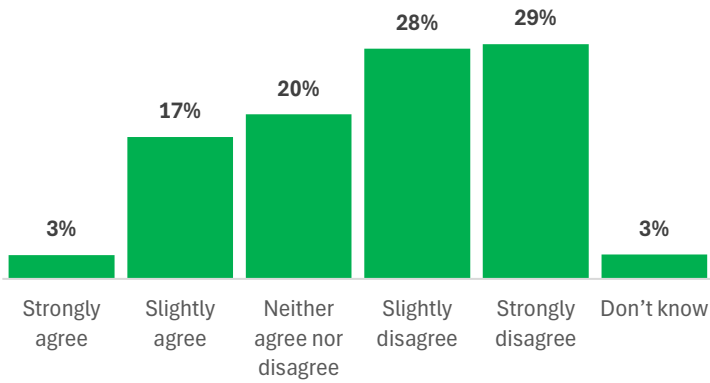
(Base: 1,822)

Q11.1 Please indicate the extent to which you agree or disagree with the statements below: Contacting the Council is simple



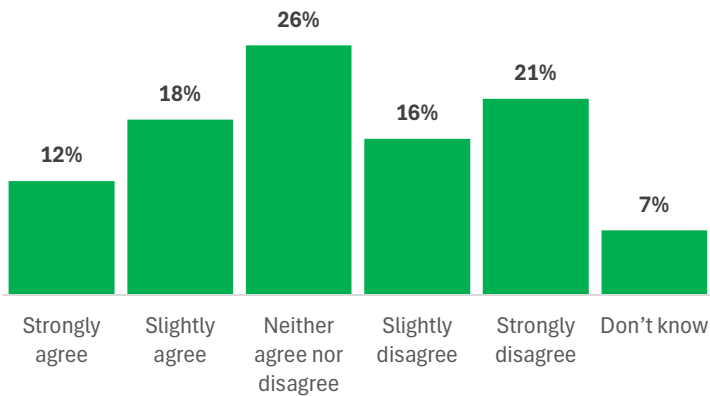
(Base: 1,823)

Q11.2 Please indicate the extent to which you agree or disagree with the following statement: Accessing up to date information about Council services is easy



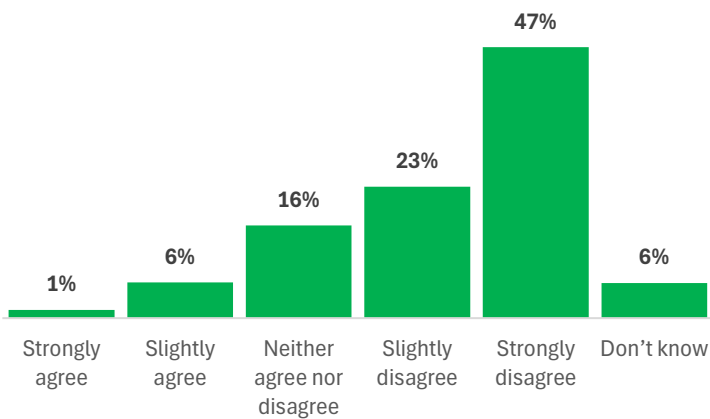
(Base: 1,823)

Q11.3 Please indicate the extent to which you agree or disagree with the statement below: Council staff are approachable and friendly



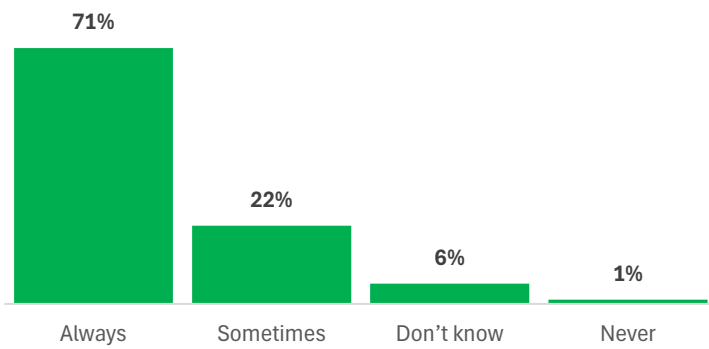
(Base: 1,823)

Q11.4 To what extent do you agree or disagree with the below statements: The Council lets people know how it's performing



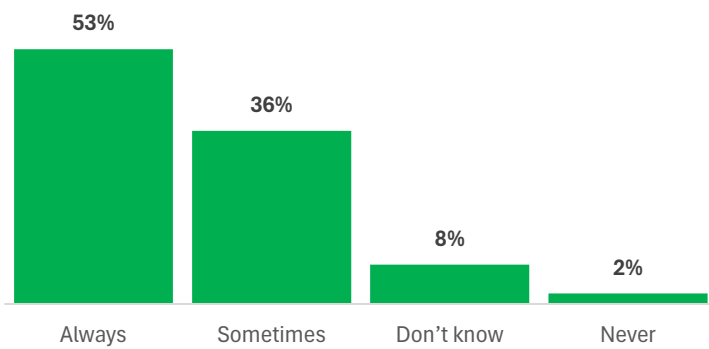
(Base: 1,823)

Q12.1 Please indicate the extent to which you think council services are available...in your preferred language



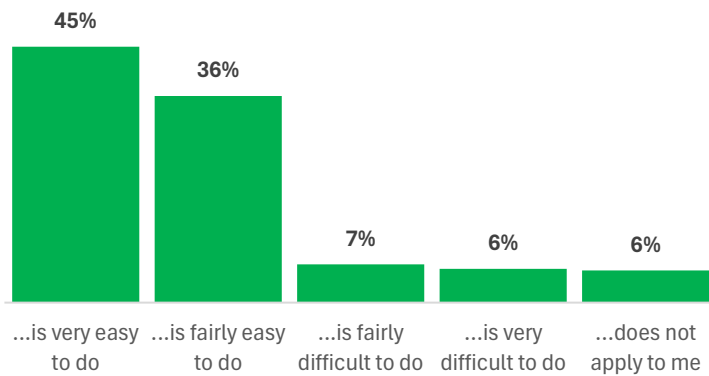
(Base: 1,822)

Q12.2 Please indicate the extent to which you think Council services are available...in a format that is accessible to you



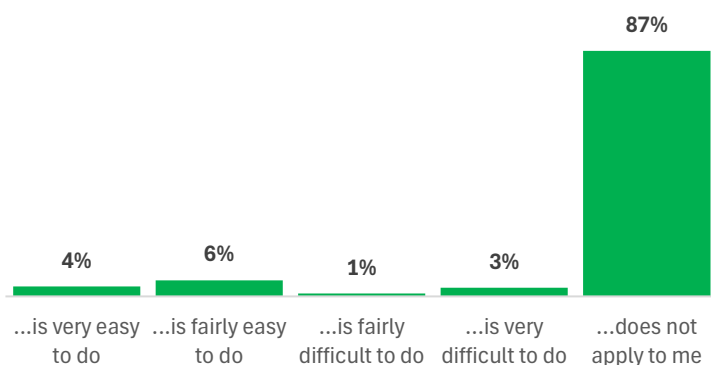
(Base 1,822)

Q13.1 Tell us about your experience of each of the following council processes: Paying council tax...



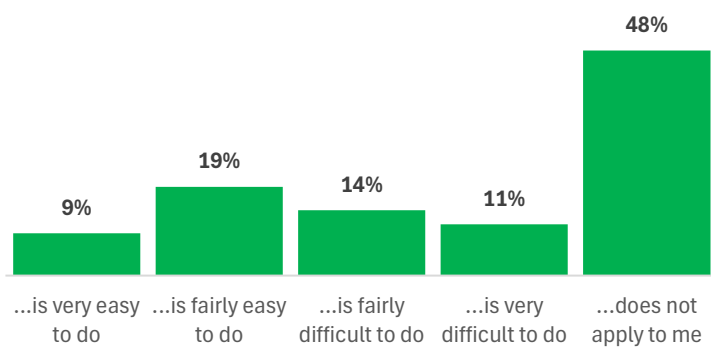
(Base: 1,799)

Q13.2 Tell us about your experience of each of the following council processes: Paying business rates...



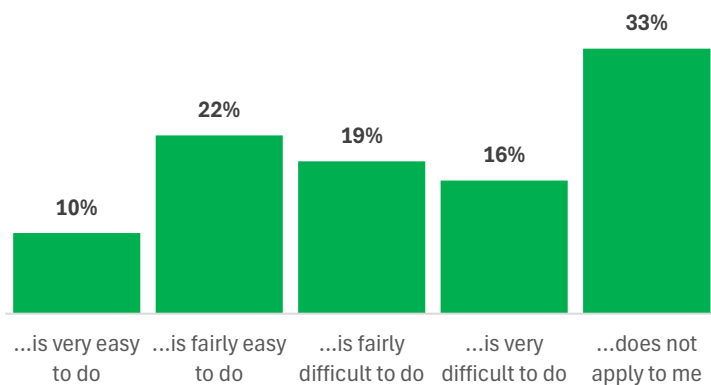
(Base: 1,799)

Q13.3 Tell us about your experience of each of the following council processes: Making waste and recycling centre bookings...



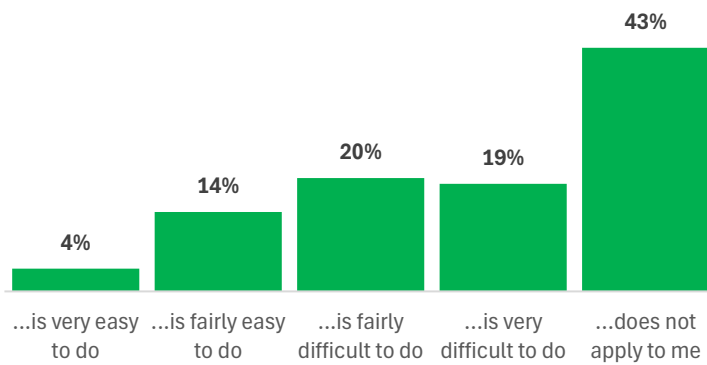
(Base: 1,799)

Q13.4 Tell us about your experience of each of the following council processes: Requesting new / replacement bins...



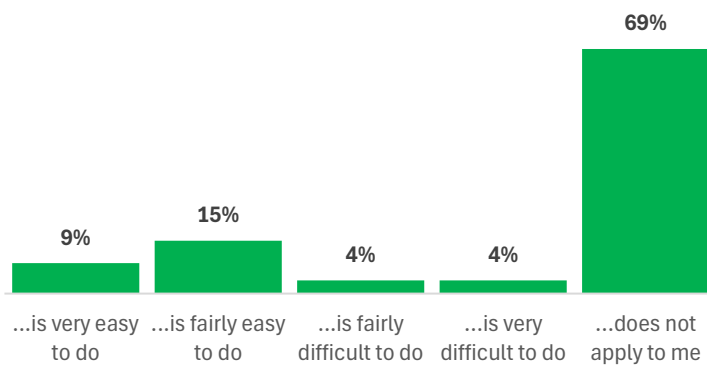
(Base: 1,799)

Q13.5 Tell us about your experience of each of the following council processes: Making or commenting on a planning application...



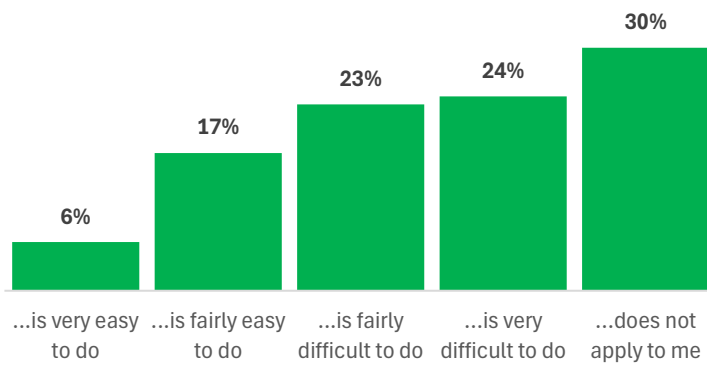
(Base: 1,799)

Q13.6 Tell us about your experience of each of the following council processes: Applying for a school place...



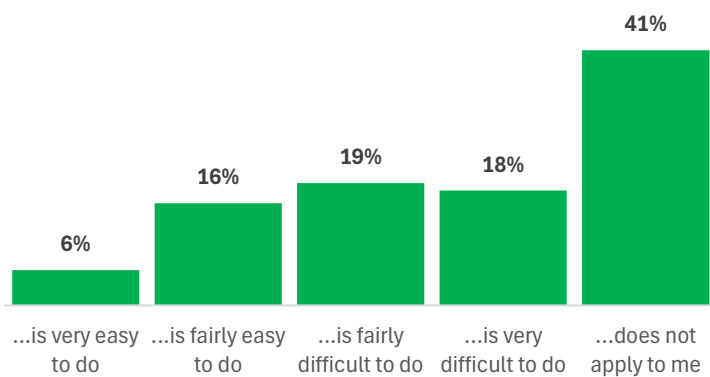
(Base: 1,799)

Q13.7 Tell us about your experience of each of the following council processes: Reporting a pothole...



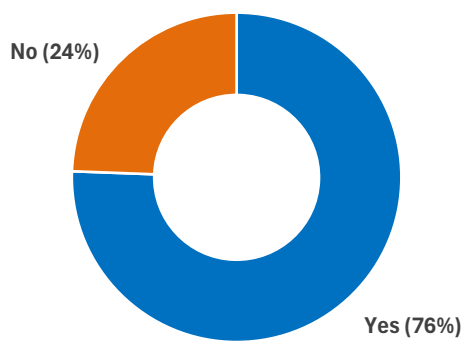
(Base: 1,799)

Q13.8 Tell us about your experience of each of the following council processes: Reporting fly tipping...



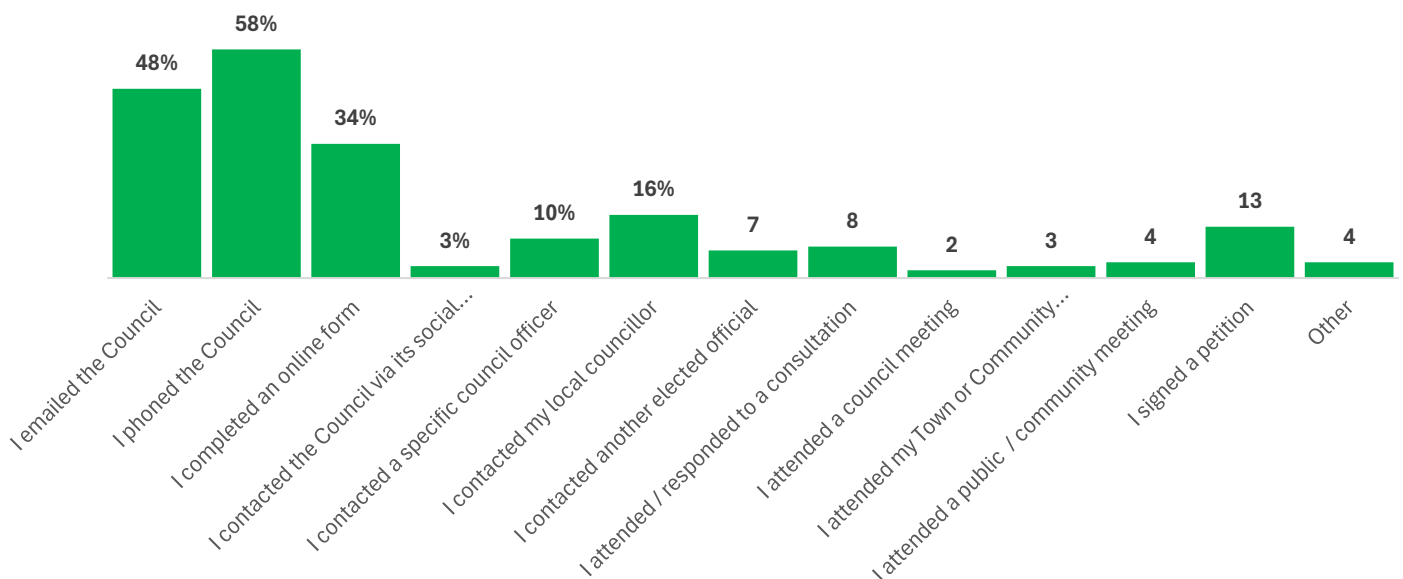
(Base: 1,799)

Q14 Have you attempted to contact Ceredigion County Council in the last 12 months?



(Base: 1,790)

Q14A On the most recent occasion, how did you attempt to contact Ceredigion County Council?

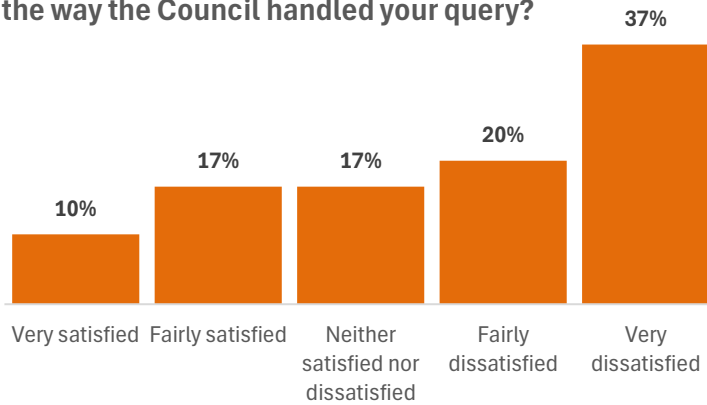


(Base: 1,335)

This question was only asked of those who answered 'yes' to question 14.

Note: respondents could tick all answers that apply

Q14B On the most recent occasion, even if the ultimate outcome or decision was not what you wanted, how satisfied were you with the way the Council handled your query?



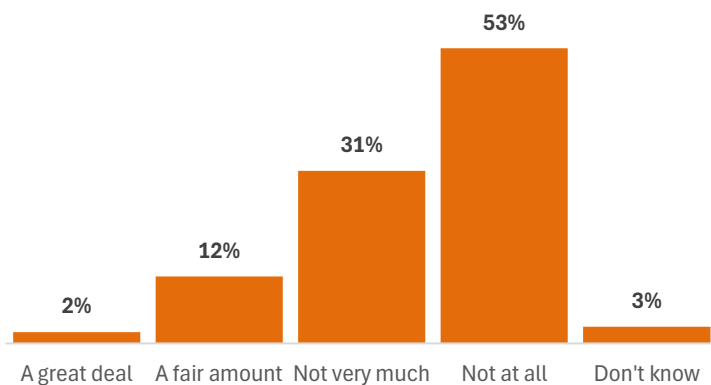
(Base: 1,337)

Q15. Are you aware that there are a number of Council meetings that the public can attend in-person or online?



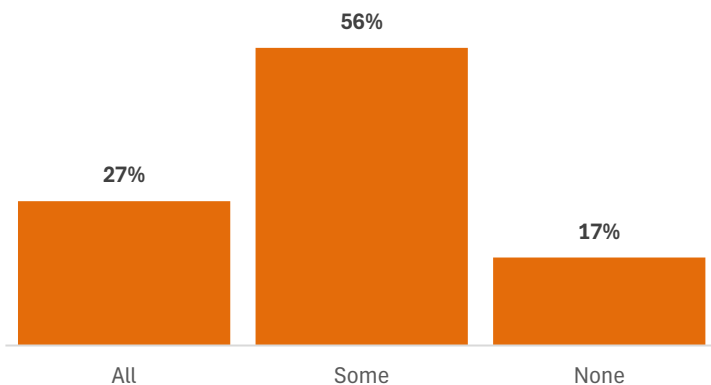
(Base: 1,770)

Q16 How much do you trust Ceredigion County Council?



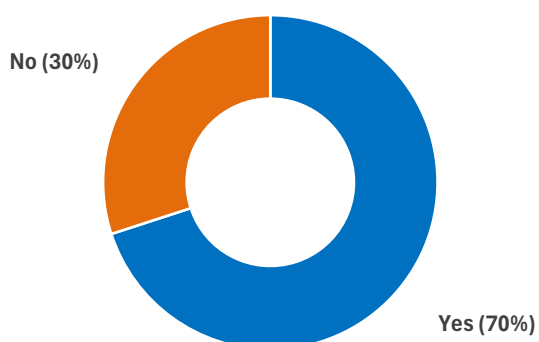
(Base: 1,766)

Q17 To what extent were you aware of the responsibilities of local councillors?



(Base: 1,747)

Q18 Do you know who your local councillor(s) is?



(Base: 1,748)

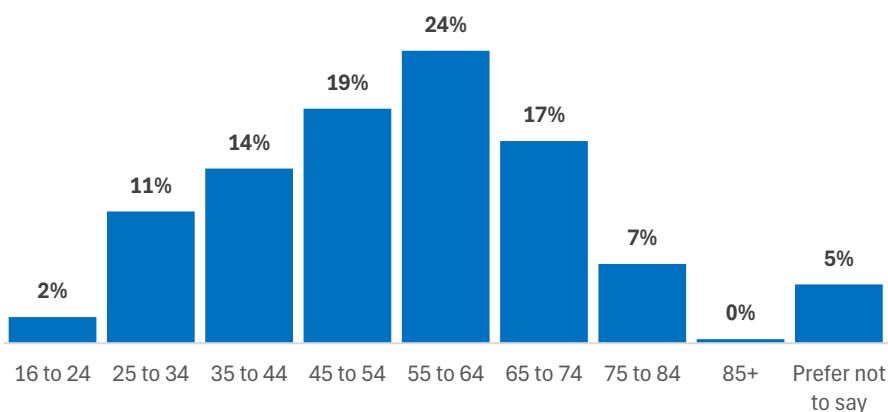
Equality and Diversity Information

The Council’s standard equality and diversity monitoring questions were asked as part of the survey. These questions are voluntary and help us to understand if the survey sample is representative of the views of Ceredigion’s residents. By comparing the responses with that of the latest population and demographic data, it is possible to identify over or under representation in the responses and identify improvement actions for future surveys. There are two key findings from the National Residents’ Survey:

- Younger age groups were under-represented, for example, just 2% of respondents were from people aged 16-24 yet this group represents 15% of the County’s population.
- Males were under-represented, for example, 58% of respondents were female and 33% male. However, across the County, 51% of residents are female and 49% are male.

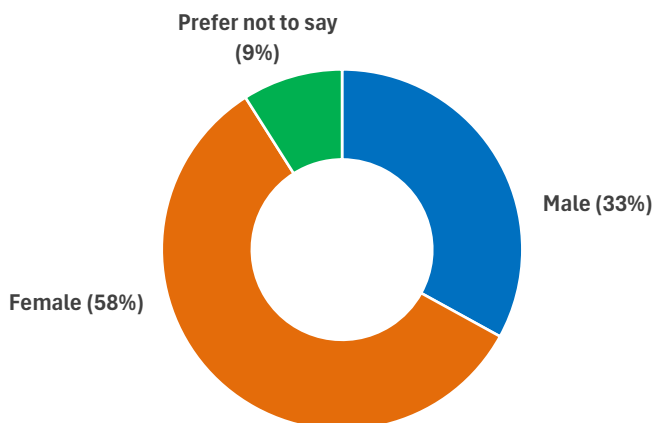
These trends are very much in-line with other recent surveys conducted by the Council. For example, only 1.3% of respondents to the Council Tax Premiums consultation in 2023 were from the 16-24 age group, while just 30% of respondents were male. The following charts provide a summary of the results to the Equality and Diversity questions.

19. What is your age?



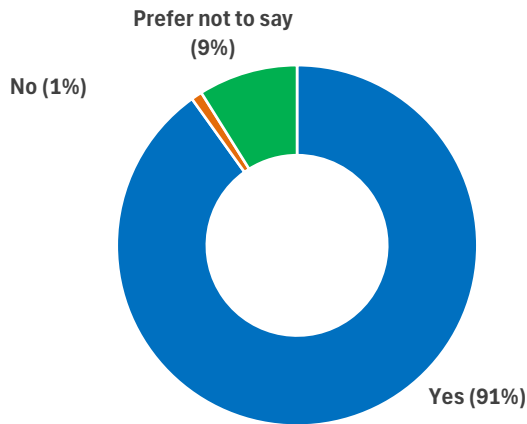
(Base: 1,745)

20. What is your sex?



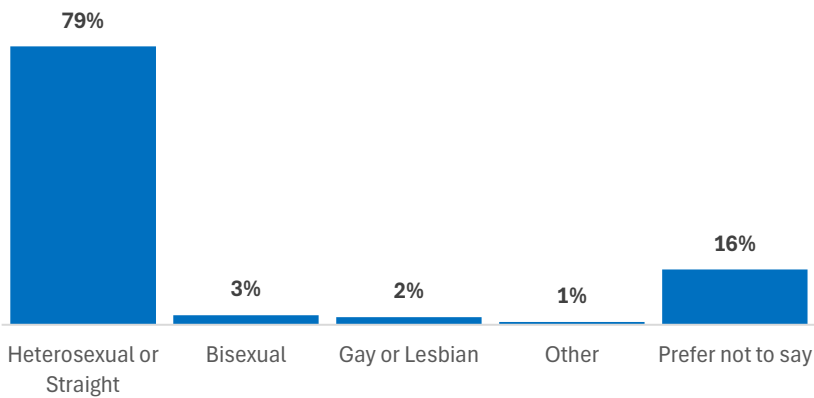
(Base: 1,735)

21. Is the gender you identify with the same as your sex registered at birth?



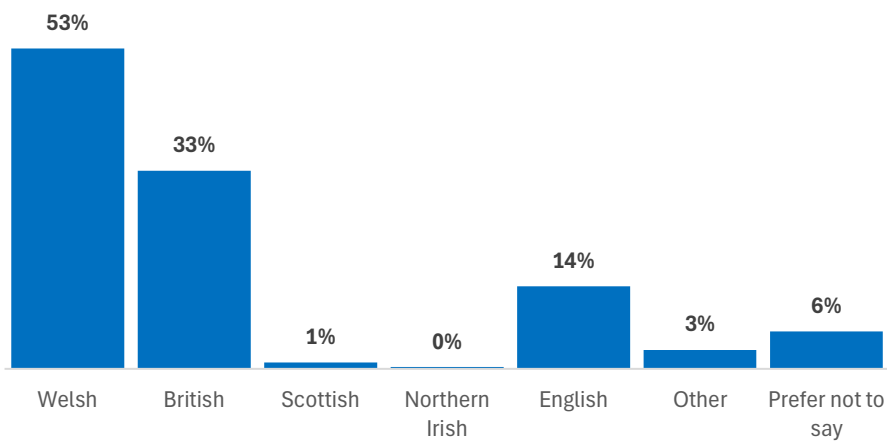
(Base: 1,736)

22. Which of the following options best describes how you think of yourself?



(Base: 1,735)

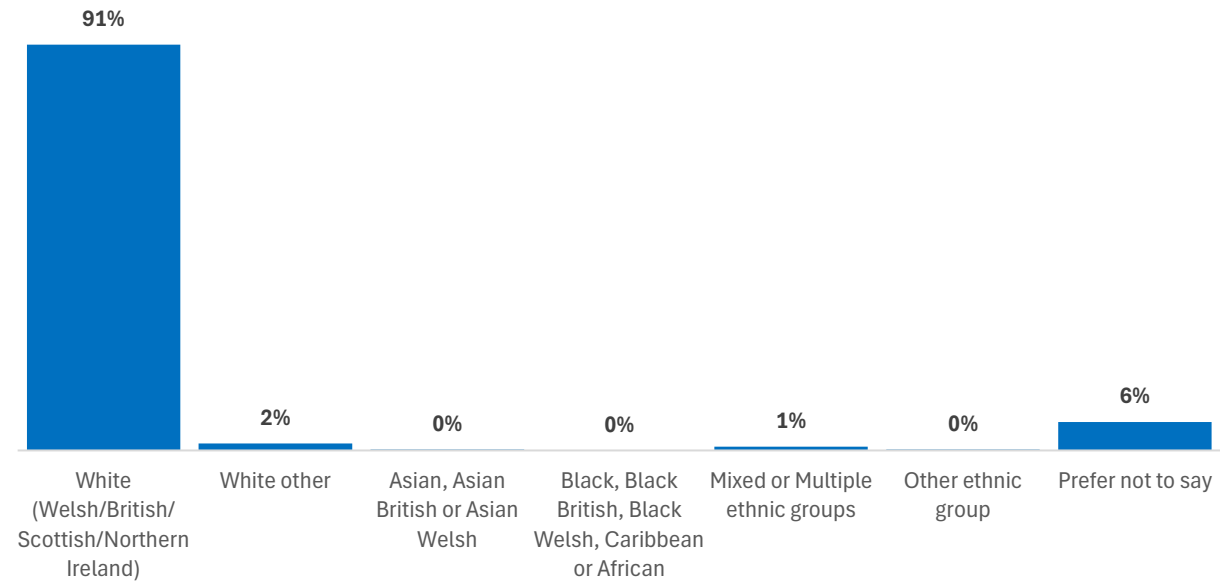
23. How would you describe your national identity?



(Base: 1,726)

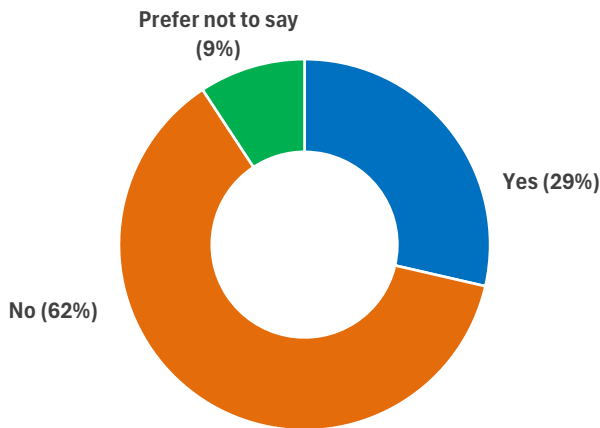
Note: respondents could tick all answers that apply.

24. What is your ethnic group?



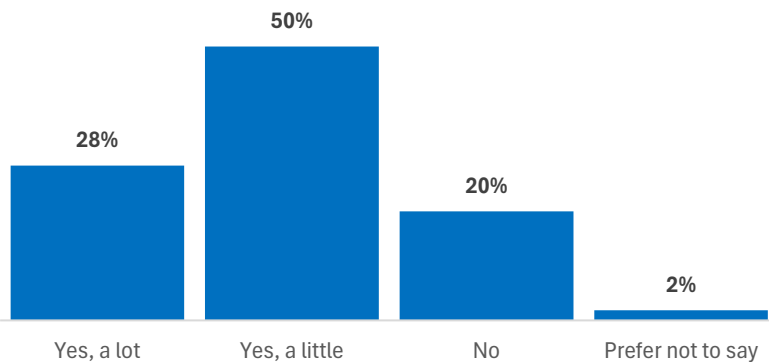
(Base: 1,709)

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



(Base: 1,717)

25A. Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

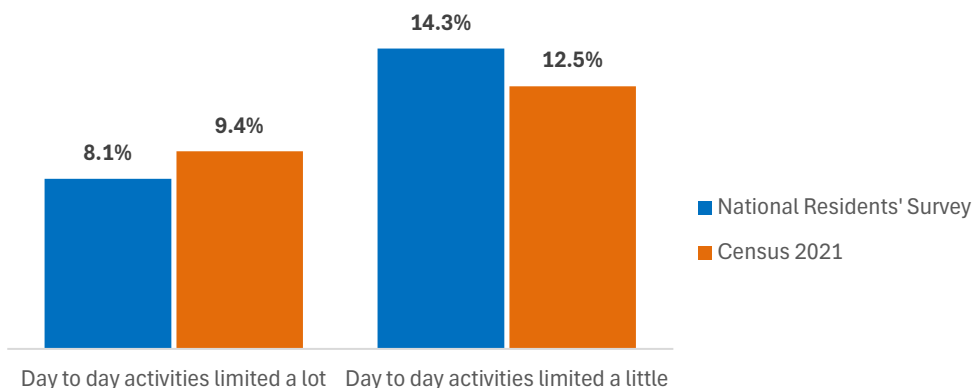


(Base: 492)

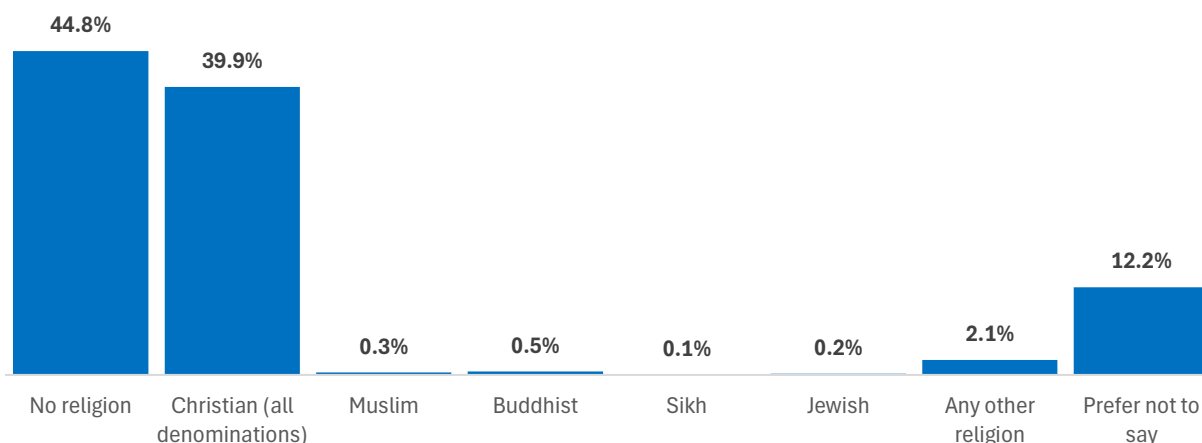
This question was only asked of those who answered 'yes' to question 25.

By extrapolating the survey results, 8.1% of survey respondents have a limiting long-term condition that limits their day-to-day activities a lot and 14.3% a little. Across the County as a whole, there is a slightly higher proportion of people with a limiting long-term condition that limits their day-to-day activities a lot at 9.4%, while the proportion whose activities are limited a little is slightly lower at 12.5% as shown in the chart below.

Limiting long-term conditions: National Residents' Survey compared to Census 2021

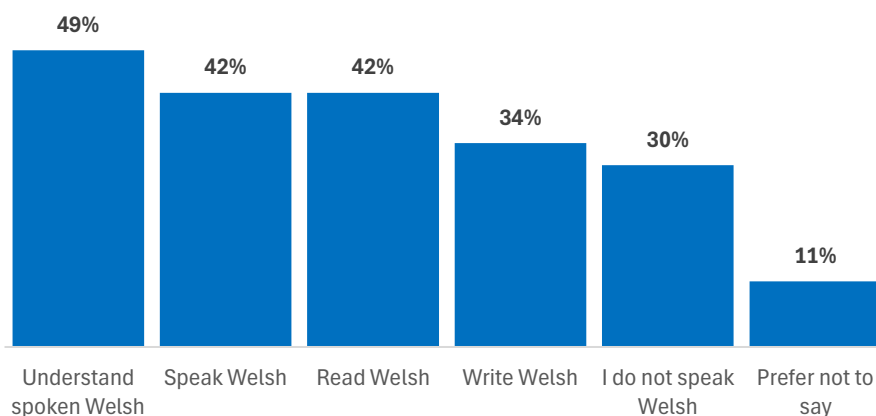


26. What is your religion?



(Base: 1,720)

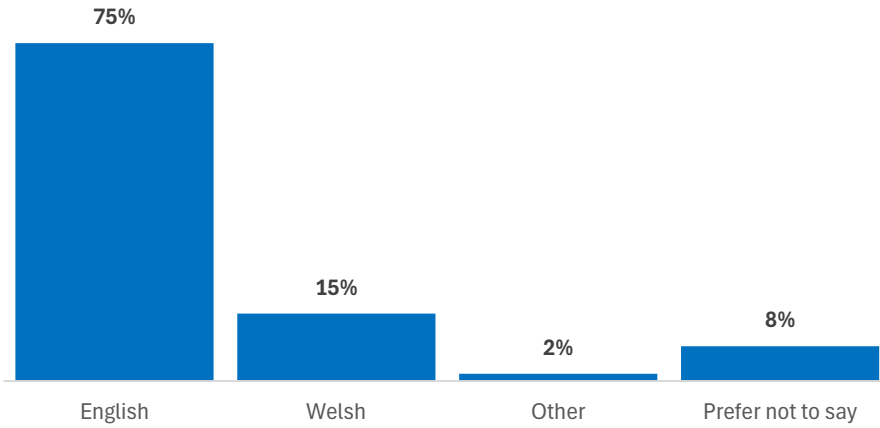
27. Can you understand, speak, read, or write Welsh?



(Base: 1,716)

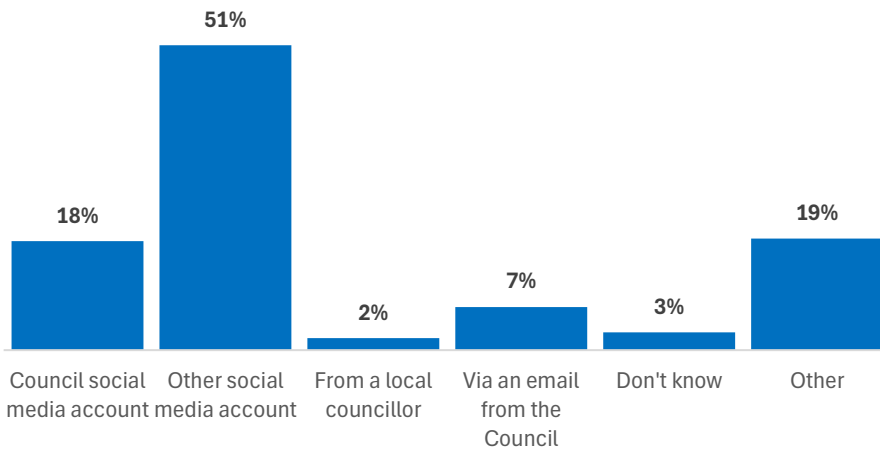
Note: respondents could tick all that apply

28. What is your preferred language?



(Base: 1,706)

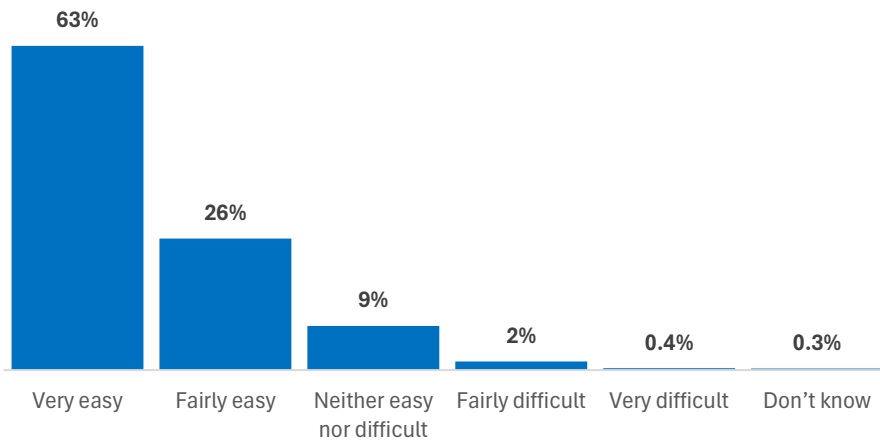
29. How did you hear about this survey?



(Base: 1,700)

Note: respondents could tick all answers that apply

30. How easy did you find this survey to complete?

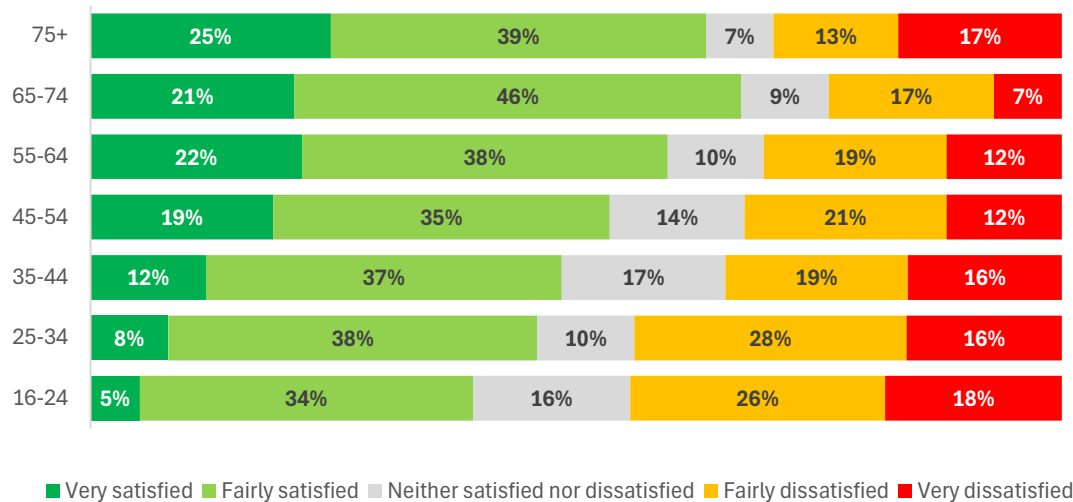


(Base: 1,696)

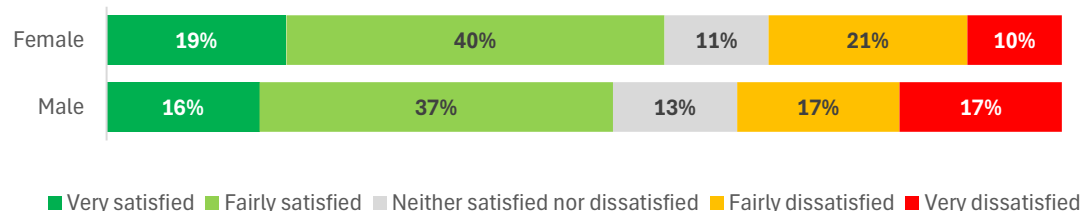
Crosstabs for Selected Key Questions

Q2 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Satisfaction with local area as a place to live: By age group



Satisfaction with local area as a place to live: By sex

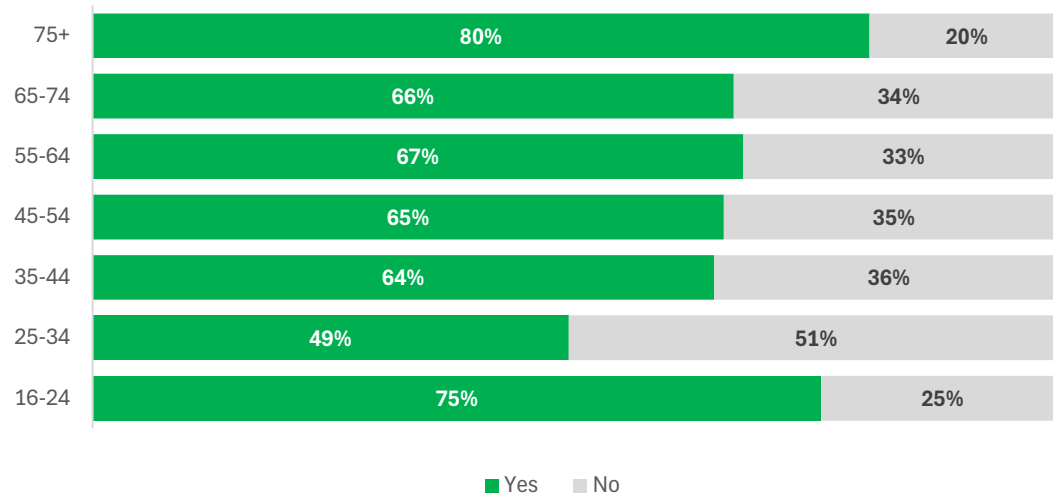


Wards whose citizens are most and least satisfied with their local area as a place to live

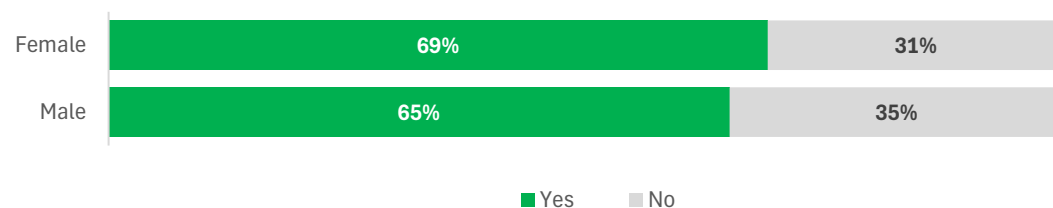
Ward	% Very or fairly satisfied	Ward	% Very or fairly dissatisfied
Llangeitho	83%	Aberystwyth Penparcau	58%
Aberporth and Y Ferwig	79%	Aberystwyth Rheidol	52%
Llanwenog	78%	Aberystwyth Morfa a Glais	44%
Llandysul North and Troedraur	76%	Faenor	41%
Ciliau Aeron	71%	Melindwr	38%
Llannarth	70%	Llanbadarn Fawr	36%
Penbryn	70%	Trefeurig	35%
Mwldan	68%	Tirymynach	35%
Llanrhystyd	67%	Lampeter	35%
Llandyfriog	67%	Ceulan a Maesmawr	34%

Q6. Would you recommend Ceredigion as a place to live?

Would you recommend Ceredigion as a place to live: By age group



Would you recommend Ceredigion as a place to live: By sex



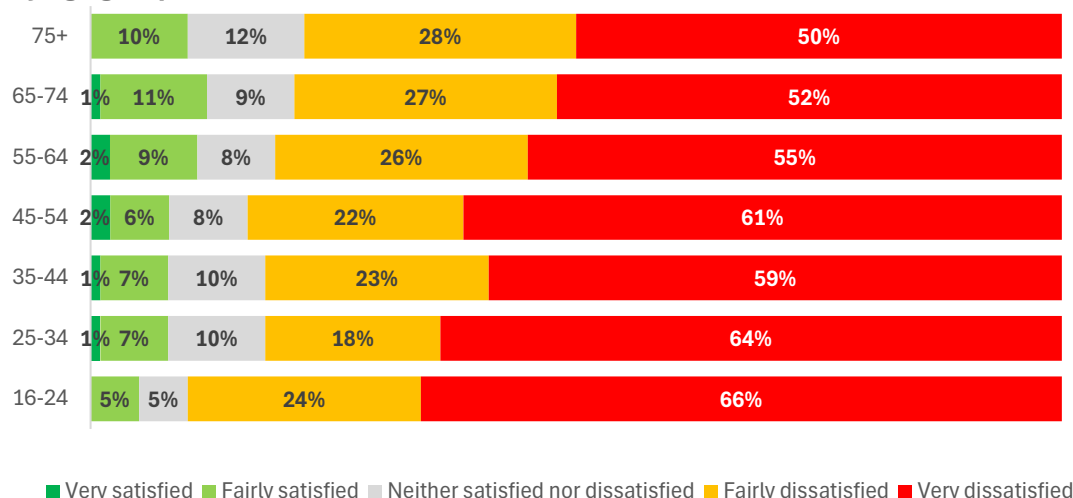
Wards whose citizens are most and least likely to recommend Ceredigion as a place to live

Ward	% Yes	Ward	% No
Llandyfriog	93%	Aberystwyth Penparcau	51%
Llandysilio and Llangrannog	88%	Aberystwyth Rheidol	46%
Penbryn	86%	Melindwr	43%
Llangeitho	86%	Ceulan a Maesmawr	43%
Tregaron and Ystrad Fflur	85%	Lampeter	42%
Mwldan	83%	Ystwyth	42%
Llandysul North and Troedraur	81%	Tirymynach	39%
Llanwenog	80%	Borth	38%
Lledrod	79%	Llanfihangel Ystrad	37%
Llannarth	77%	Llanbadarn Fawr	37%

Q7 Overall, how satisfied or dissatisfied are you with the way the Council runs things?

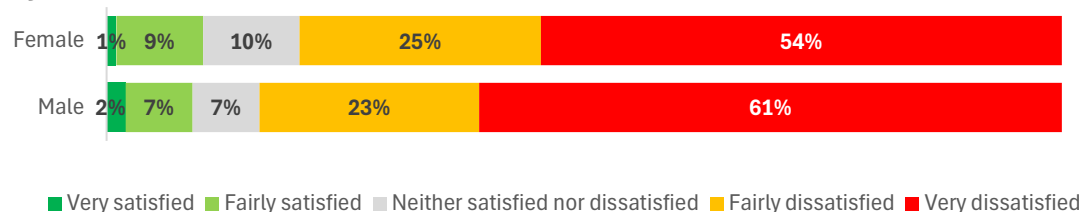
Satisfaction with the way Ceredigion County Council runs things:

By age group



Satisfaction with the way Ceredigion County Council runs things:

By sex



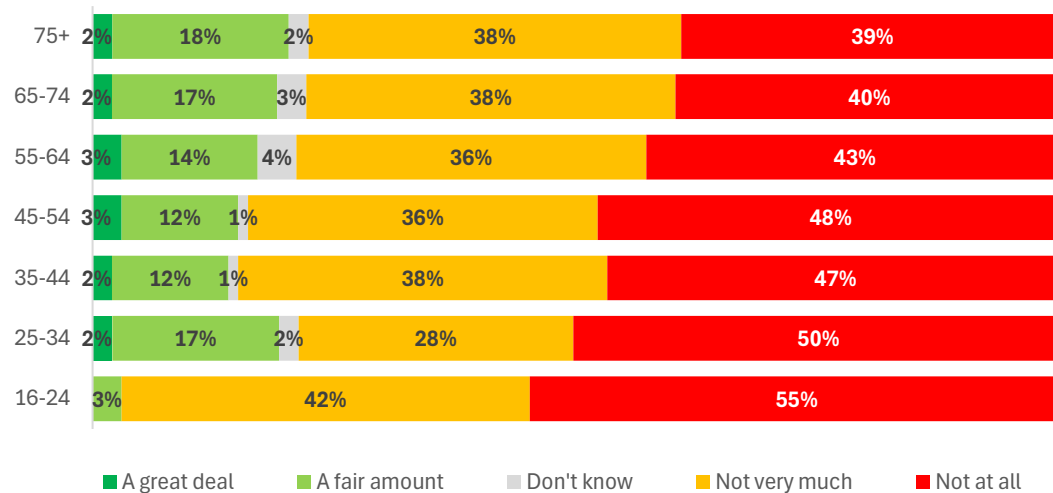
Wards whose residents are most and least satisfied with the way Ceredigion County Council runs things

Ward	% Very or fairly satisfied
Llandyfriog	33%
Mwldan	33%
Aberporth and Y Ferwig	27%
Llangeitho	22%
Teifi	21%
Llandysul North and Troedyrour	21%
Penbryn	20%
Ciliau Aeron	17%
Llangybi	15%
Tregaron and Ystrad Fflur	15%

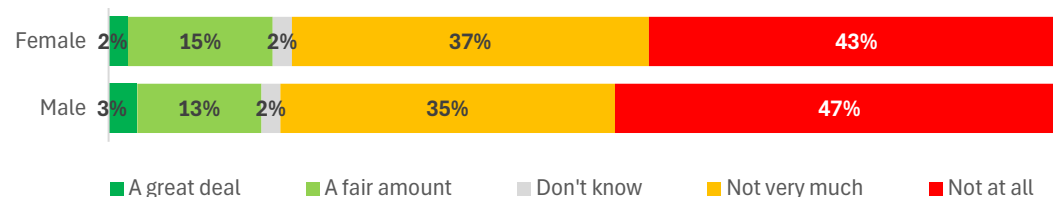
Ward	% Very or fairly dissatisfied
Faenor	92%
Aberystwyth Penparcau	92%
Aberystwyth Rheidol	91%
Llanbadarn Fawr	91%
Aberaeron and Aberarth	90%
Ystwyth	89%
Llanrhystyd	88%
Llanfarian	87%
Tirymynach	87%
Melindwr	87%

Q8.2 The extent to which you think the Council generally provides services that represent value for money

The extent to which you think the Council generally provides services that represent value for money : By age group



The extent to which you think the Council generally provides services that represent value for money : By sex

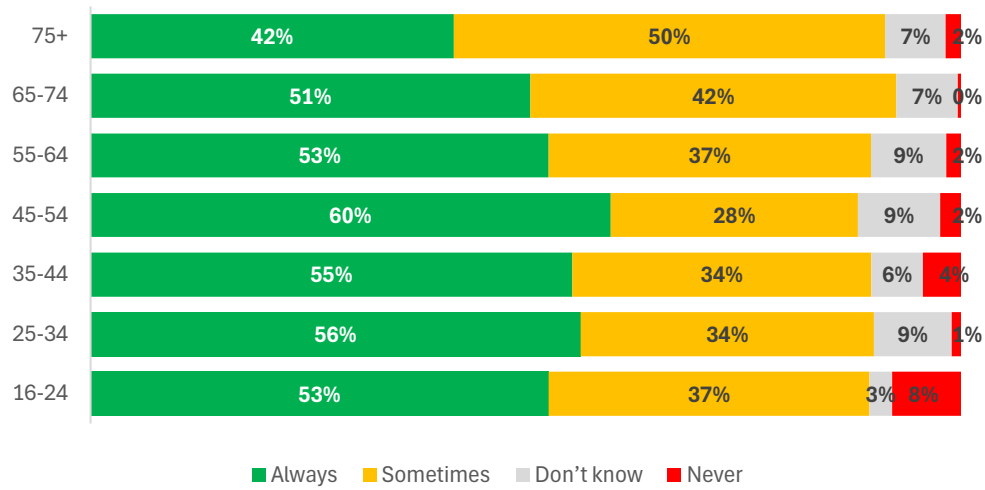


Wards whose residents are most and least likely to think that Ceredigion County Council generally provides services that represent value for money

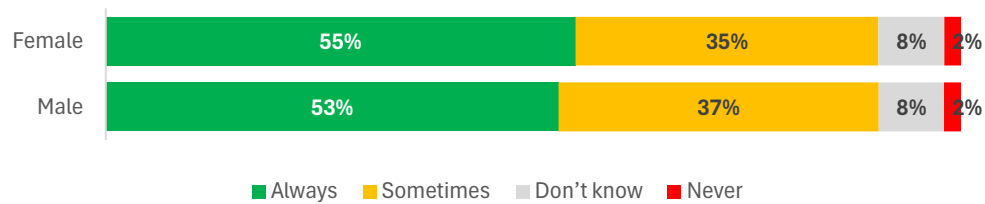
Ward	% A great deal or a fair amount	Ward	% Not very much or not at all
Llandyfriog	53%	Aberaeron and Aberarth	93%
Mwldan	39%	Llanfarian	89%
Teifi	36%	Aberystwyth Penparcau	89%
Llandysul North and Troedyrour	35%	Aberystwyth Rheidol	88%
Aberporth and Y Ferwig	35%	Llanbadarn Fawr	88%
Llanwenog	33%	New Quay and Llanllwchaearn	87%
Llangeitho	29%	Tirymynach	87%
Beulah and Llangoedmor	27%	Ystwyth	87%
Lledrod	22%	Faenor	86%
Borth	22%	Llanfihangel Ystrad	86%

Q12.2 The extent to which you think council services are available in a format that is accessible to you

The extent to which you think council services are available in a format that is accessible to you: By age group



The extent to which you think council services are available in a format that is accessible to you: By sex

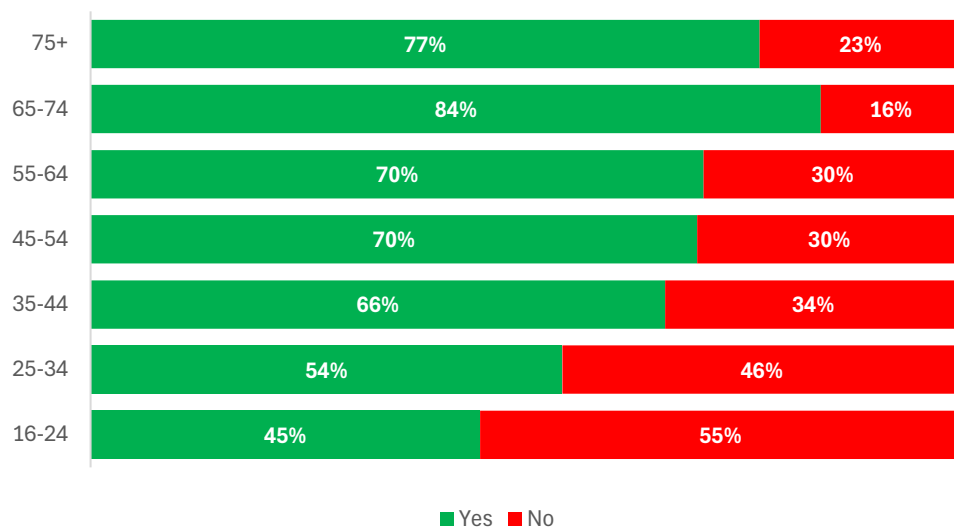


Wards whose residents are most and least likely to think that Ceredigion County Council provides services in a format that is accessible

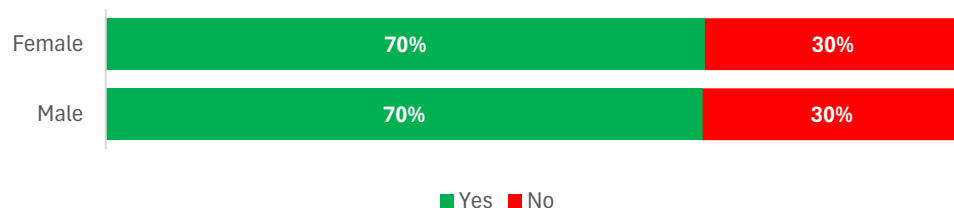
Ward	% Always	Ward	% Never
Llannarth	75%	Llannarth	7%
Mwldan	72%	Llandyfriog	7%
Teifi	70%	Ciliau Aeron	6%
Borth	68%	Ceulan a Maesmawr	6%
Aberporth and Y Ferwig	67%	Llandysul South	6%
Llandyfriog	67%	Llanfihangel Ystrad	5%
Llangeitho	67%	Llangybi	4%
Llanwenog	67%	Llanrhystyd	4%
Llansanffraid	61%	Lampeter	4%
Llandysilio and Llangrannog	61%	Aberystwyth Rheidol	3%

Q18 Do you know who your local councillor(s) is?

Do you know who your local councillor is: By age group



Do you know who your local councillor is: By sex



Wards whose citizens know/don't know who their local councillor is

Ward	% Yes	Ward	% No
Teifi	90%	Llandysul North and Troedraur	47%
New Quay and Llanllwchaearn	87%	Lledrod	46%
Melindwr	86%	Ceulan a Maesmawr	46%
Aberaeron and Aberarth	86%	Llanfihangel Ystrad	42%
Llanwenog	86%	Llanbadarn Fawr	40%
Llandysul South	84%	Ystwyth	39%
Trefeurig	82%	Penbryn	39%
Llansanffraid	81%	Llandysilio and Llangrannog	39%
Llanfarian	79%	Borth	38%
Llanrhystyd	78%	Aberystwyth Rheidol	38%