

## Residents County Survey 2022

The information and personal data you provide will only be analysed by the Customer, Digital and ICT Services within Torfaen County Borough Council in compliance with Data Protection Law (UK GDPR/Data Protection Act 2018).

Please only provide personal data (such as your name, gender, postcode etc.) where clearly requested and be careful not to provide any information that could be used to identify you in text boxes. For further information on how we process your information and your Rights please click here <https://www.torfaen.gov.uk/en/AboutTheCouncil/DataProtectionFreedomofInformation/DataProtection/Privacy-Notice/Communities-Customer-Service-and-Digital/PN022-Research-and-GIS-Privacy-Notice.aspx>

You can also contact the Data Protection Officer via email: [DPA@torfaen.gov.uk](mailto:DPA@torfaen.gov.uk) or call 01633 647467 for further information.

Q1 What is your sex?

Male  Female  Prefer not to say

Q2 What is your age?

16-24  25-34  35-44  45-54  55-64  65-74  75+

Q3 Please tell us your postcode:

### About the council

Q4 How satisfied are you with the quality of council services?

Very satisfied  Fairly satisfied  Neutral  Fairly dissatisfied  Very dissatisfied

Q5 If you have any additional comments about this please make them here:

Q6 How satisfied are you with the professionalism of the council employees?

Very satisfied  Fairly satisfied  Neutral  Fairly dissatisfied  Very dissatisfied

Q7 Tell us why:

Q8 How well do you think the council keeps residents informed about its services?

Very well informed  Fairly well informed  Not very well informed  Not well informed at all  Don't know

Q9 How would you like to be kept informed?

Q10 I have contacted my local councillor in the past 12 months.

Yes  No

Q11 If yes, please tell us what your enquiry was about?

Q12 I understand how decisions are made in local government.

Strongly agree  Tend to agree  Neutral  Tend to disagree  Strongly disagree

Q13 Tell us your experiences:

Q14 I can influence decisions affecting the county borough.

Strongly agree  Tend to agree  Neutral  Tend to disagree  Strongly disagree

Q15 I can influence decisions affecting my local area.

*For the purposes of this survey, your local area would be within a 15 minute walk from your home.*

Strongly agree  Tend to agree  Neutral  Tend to disagree  Strongly disagree

Q16 Tell us your experiences:

## Cost of living

Please indicate how concerned you are about the following:

		Very concerned	Fairly concerned	Not very concerned	Not concerned at all
Q17	Food and grocery costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q18	Energy and fuel costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q19	Rent or mortgage costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q20	Childcare costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q21	Transport costs (such as fuel, vehicle running costs, public transport)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 If there is anything you wish to add about money concerns, please do so here:

## Well-being

Q23 How would you rate your mental and emotional health?  
 Very good     Fairly good     Adequate     Fairly poor     Very poor

Q24 How would you rate your physical health?  
 Very good     Fairly good     Adequate     Fairly poor     Very poor

Q25 Are you or a family member receiving social care services from the council?  
 Yes     No

Q26 Tell us how the service you/they receive can be improved:

Q27 Do you consider yourself an unpaid carer or young carer?  
 Yes - Unpaid carer (aged 25 and over)     Yes - Young carer (aged under 25)     No

Q28 Tell us how the service you receive can be improved:

Please tell us if you agree with the following statements:

Q29 Children are taught in good quality school buildings.  
 Strongly agree     Tend to agree     Neutral     Tend to disagree     Strongly disagree

Q30 Children in Torfaen receive a good quality education.  
 Strongly agree     Tend to agree     Neutral     Tend to disagree     Strongly disagree

Q31 If there is anything you wish to add about school buildings or the quality of education please do so here:

## Sustainability

Q32 How satisfied are you with the council's recycling service?  
 Very satisfied     Fairly satisfied     Neutral     Fairly dissatisfied     Very dissatisfied

Q33 Do you have any ideas for improving recycling rates in Torfaen?

Q34 How aware are you of what the council is doing to help alleviate the effects of climate change?  
 Extremely aware     Moderately aware     Somewhat aware     Slightly aware     Not at all aware

Q35 Please tell us which steps you have taken to reduce your carbon footprint:  
SELECT ALL THAT APPLY

- |   |   |
|---|---|
| <input type="checkbox"/> Insulate the home                              | <input type="checkbox"/> Walk or cycle short distances              |
| <input type="checkbox"/> Use a renewable energy provider                | <input type="checkbox"/> Turn off lights when not needed            |
| <input type="checkbox"/> Buy energy efficient appliances where possible | <input type="checkbox"/> Reduce single use plastic                  |
| <input type="checkbox"/> Use as little water as possible                | <input type="checkbox"/> Composting                                 |
| <input type="checkbox"/> Eat less red meat                              | <input type="checkbox"/> Solar panels/wind turbine on your property |
| <input type="checkbox"/> Buy locally sourced produce                    | <input type="checkbox"/> Drive an electric car                      |

Q36 What barriers prevent you from taking more actions?

Q37 Do you agree your local area is well maintained?

- Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q38 Tell us your experiences:

Q39 Do you agree your local area is free from litter and rubbish?

*For the purposes of this survey, your local area would be within a 15 minute walk from your home.*

- Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q40 Tell us your experiences:

Q41 Tell us how you and your community can improve your local environment:

## Employment and skills

Q42 Young people leave education with skills for the current and future jobs market.

- Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q43 If you are employed or self-employed, where do you mainly work?

- |   |  |
|---|--|
| <input type="checkbox"/> At a workplace or report to a depot in Torfaen         | <input type="checkbox"/> At or from home |
| <input type="checkbox"/> At a workplace or report to a depot outside of Torfaen | <input type="checkbox"/> No fixed place  |
|   | <input type="checkbox"/> Other           |

If other, please specify below:

Q44 There is a wide range of local employment opportunities.

- Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q45 I am aware of the support the council can provide to businesses.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q46 If there anything you would like to add about employment and skills in Torfaen, please do so here:

## Connectivity

Q47 What 3 issues deter you from walking/cycling/travelling by public transport?  
SELECT A MAXIMUM OF 3

<input type="checkbox"/> Traffic congestion	<input type="checkbox"/> Cost of buses
<input type="checkbox"/> Quality of roads & infrastructure	<input type="checkbox"/> Cost of trains
<input type="checkbox"/> Work commitments	<input type="checkbox"/> Safe routes for walking
<input type="checkbox"/> Family commitments	<input type="checkbox"/> Safe routes for cycling
<input type="checkbox"/> Availability of buses	<input type="checkbox"/> Access to parking
<input type="checkbox"/> Availability of trains	<input type="checkbox"/> Availability of electric charging points

Q48 Tell us your experiences:

Q49 I feel safe walking alone in my neighbourhood.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q50 How satisfied are you with the standard of main roads in Torfaen?  
 Very satisfied       Fairly satisfied       Neutral       Fairly dissatisfied       Very dissatisfied

Q51 I feel a strong sense of belonging to my local area.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q52 If I was alone and needed help, I could rely on my neighbours to help me.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q53 In my community, people from different backgrounds get on well together.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q54 I volunteer in my spare time to help others.  
 Yes       No

Q55 Tell us what you do:

Q56 People in my area treat each other with respect and consideration.  
 Strongly agree       Tend to agree       Neutral       Tend to disagree       Strongly disagree

Q57 Tell us more:

Q58 Local people take action to improve our community.

- Strongly agree     Tend to agree     Neutral     Tend to disagree     Strongly disagree

## Culture and heritage

Q59 What sport or leisure activities do you take part in?

Q60 How often do you participate in sport and leisure activities?

- Daily     Weekly     Monthly     Rarely     Never

Q61 What art and cultural activities do you enjoy?

Q62 How often do you participate in art and cultural activities?

- Daily     Weekly     Monthly     Rarely     Never

How often do you use the Welsh Language?

	Daily	Weekly	Monthly	Annually	Never
Q63 Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q64 What level of competence do you have with the Welsh Language?

	Low level of competence	Average level of competence	High level of competence
Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q65 If you feel that any of these questions will affect you differently as an individual because of any of the following: age, disability, ethnic origin, gender, gender reassignment, marital status, religious belief or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents please give details below.