

Living in Monmouthshire County Council area

Tell us what you think



This document was written by **Welsh Local Government Association**. 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 **Welsh Local Government Association**. For more information contact:

Website: www.wlga.wales

E-mail: enquiries@wlga.gov.uk

Phone: 02920 468680



Hawdd ei Ddeall Cymru
Easy Read Wales

[Easy Read Wales](#) made this Easy Read document.
[Click here to tell us what you think.](#)

Contents

About our survey.....	4
Your voice matters	5
How we will use your data	6
Completing the survey	8
Questions	9
Where you are	9
About your local area	10
About your local council	20
Contact with the council	32
Taking part in your community.....	53
Council elections	62
Your local councillor	65
About you	70
About this survey	83

About our survey



We are Welsh Local Government Association.



Monmouthshire County Council asked us to run this survey.



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



There are 37 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 Welsh Local Government Association 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.](#)



[Welsh Local Government Association'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@wlga.gov.uk

Phone: 02920 468680



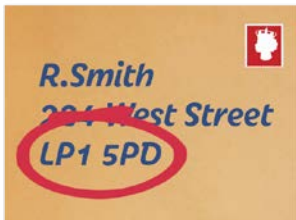
If you do not live in the Monmouthshire County Council area, please do not do this survey.

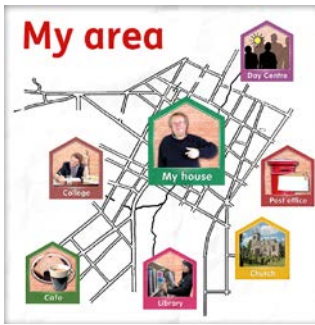
Questions



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 do you like to get information from your local council?

Please tick up to **3 boxes** to show how you would like to get information.

Some of these ways might not be used now, but we want to know what you would like.

Council website

Council app - on your phone or tablet

My Account - the online council service

X - used to be called Twitter

Facebook

Instagram

Digital newsletter - sent by email

Paper newsletter - sent by post

Local community hub

Newspaper

Hearing it from other people

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

14. 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



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



Yes (Go to questions 15A and 15B)



No (Go to question 16)

15. 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):



15. 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



16. Did you know that you can attend council meetings in person or online?



Yes



No





17. How much do you trust your local council?



Not at all



Not much



A bit



A lot



Do not know



Taking part in your community

18. Are you interested in taking part in activities or events in your community?



Not at all interested (Go to question 18C)



Not very interested (Go to question 18C)



Not interested or uninterested (Go to question 18C)



Quite interested (Go to question 18A and 18B)



Very interested (Go to question 18A and 18B)



18A. What makes you want to take part in community activities? (Select all that apply)

To stop feeling lonely

To learn new things or get work experience

To have fun and meet new friends

To help someone or something I care about

To feel better and more confident

To help make my community better

To share the things I know and can do

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



**18B. What kind of activities do you like best?
(Select all that apply)**

Arts and culture (like going to concerts and arts and crafts)

Community meetings (talking about your local area)

Learning and self-improvement (like workshops or classes)

Faith or religious activities

Fundraising or charity events

Music, dance or acting groups (like choirs, bands, drama clubs)

Outdoor activities (like park cleans, litter picks, or garden events)

School activities

Social groups (like book clubs or gaming groups)

Sports

Volunteering (like helping at events)

Other (please tell us below):



18C. If you do not take part in community activities, why not? (Select all that apply).

I have to care for someone

I do not have enough money

It is hard to get there or travel is difficult

I do not feel part of the community

I do not feel like I need to take part

I do not know what is going on or how to join in

I do not like the things on offer

I do not have time

I have no one to go with

I cannot because of my health or disability

Other (please tell us below)



19. Would you join in with community activities if they matched your interests?



Very unlikely (Go to question 20)



Quite unlikely (Go to question 20)



Not likely or unlikely (Go to question 20)



Quite likely (Go to question 19A)



Very likely (Go to question 19A)



19A. What things in your community do you care most about? Please put the numbers 1 to 9 in the boxes below.

1 = most important to you. 9 = least important to you

Active travel (paths for walking or cycling)

Arts and culture

Clean outdoor spaces

Community buildings (like libraries)

Learning (like evening classes)

Nature and wildlife

Play areas and sports fields

A safe and friendly community

A busy community



Council elections

Local council elections are when you vote for someone to be the councillor for your area.



20. Did you vote in your last council election?



Yes (Go to question 21)



No (Go to question 20A)



There was no vote in my area because there was only 1 candidate (Go to question 21)



Do not know (Go to question 21)



Do not want to say



20A. Why did you not vote? (Select all that apply)

I did not like any of the people I could vote for

I did not know who I could vote for or what they wanted to do

I did not know there was an election

I did not think my vote mattered

I do not vote or care about elections

I do not know enough about local politics

I do not understand how to vote

I was away on voting day

I was ill or busy

The place I had to vote at was not accessible for me

Other (please tell us below)



21. Do you help your local councillor by campaigning? Campaigning means things like giving out leaflets.



Yes



No



It depends on who it is or what the issues are

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.



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



I knew all on the list



I knew some on the list



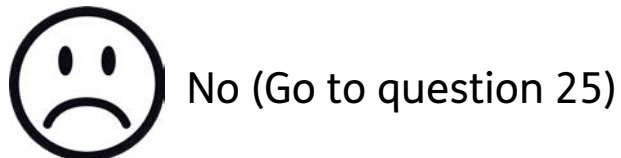
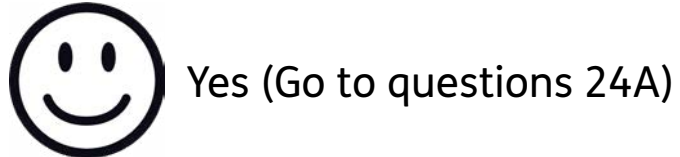
I knew none on the list



23. Do you know who your local councillor is?



24. Have you ever tried to contact your local councillor?





24. A) How easy was it to contact your local councillor?



Very hard



Fairly hard



Not easy or hard



Fairly easy



Very easy



Do not know



25. How do you like to contact your local councillor?

Please tick up to **3 boxes** to show how you would like to contact them.

Some of these ways might not be used now, but we want to know what you would like.

Email

Phone calls

Text messages or WhatsApp

Letters in the post

Council website, contact centre or reception

In person - in drop-ins or surgeries

X - used to be called Twitter

Facebook

Instagram

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

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.

26. 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



27. What is your sex?

Female

Male

Do not want to say



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

Yes (Go to question 29)

No (Go to question 28A)

Do not want to say (Go to question 29)



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



29. What best describes your sexuality?

Heterosexual or Straight

Gay or Lesbian

Bisexual

Other

Do not want to say



30. 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

31. 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



32. 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)



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

Yes, a lot

Yes, a little

No

Do not want to say



33. What is your religion?

No religion

Christian

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion (please tell us below):

Do not want to say



34. 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



35. What language do you prefer to use?

Welsh

English

Other (please tell us below):

Do not want to say

About this survey



36. 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):





37. 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@wlga.gov.uk



Phone: 02920 468680