

Let's Talk: Living in Monmouthshire

Let's Talk: Living in Monmouthshire is a survey of residents being run by Monmouthshire County Council.

Your voice is important

By responding to this survey you will help Monmouthshire 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 Monmouthshire. Information that could identify you will be seen by Monmouthshire 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 [Data Protection Act 2018](#) and the [UK General Data Protection Regulations](#) (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 [privacy policy](https://www.monmouthshire.gov.uk/monmouthshire-resident-survey/) (<https://www.monmouthshire.gov.uk/monmouthshire-resident-survey/>) and Data Cymru's [privacy policy](#).

Completing the survey

The survey will take approximately 10 minutes to complete. Please respond by 31/10/2024. [This survey is also available in other formats](https://www.monmouthshire.gov.uk/monmouthshire-resident-survey/) (<https://www.monmouthshire.gov.uk/monmouthshire-resident-survey/>).

If you would like any further information, or have any difficulty completing the online survey, please visit <https://www.monmouthshire.gov.uk/contact-us/>.

If you experience any technical issues please contact surveys@data.cymru or call 029 2090 9500.

Please press '**Next**' to begin.

About you

1. Do you live in Monmouthshire?

- Yes
- No (This survey is for residents of Monmouthshire only. Please do not complete or return this survey)

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.

4. How safe or unsafe do you feel when outside in your local area during the day:
Please select one option only.

Very unsafe	Fairly unsafe	Neither safe nor unsafe	Fairly safe	Very safe
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How safe or unsafe do you feel when outside in your local area after dark?
Please select one option only.

Very unsafe	Fairly unsafe	Neither safe nor unsafe	Fairly safe	Very safe
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Would you recommend Monmouthshire as a place to live?
Please select one option only.

- Yes
- No

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 Monmouthshire County Council runs things?

Please select one option only.

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the next question, we want your general opinion it doesn't matter if you don't know all of the services Monmouthshire County Council 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides services that represent value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...takes residents' views into account when making a decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...acts on the concerns of local residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Interaction with the Council

10. Overall, how well do you think your council keeps residents informed about the services it provides?

Please select one option only.

- Residents are very well informed
- Residents are fairly well informed
- Residents are not very well informed
- Residents are not well informed at all
- Don't know

11. To what extent do you agree or disagree with the below statements:

Please select one option from each row only.

	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing up to date information about Council services is easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council staff are approachable and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council lets people know how it's performing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you think council services are available...

Please select one option from each row only.

	Always	Sometimes	Never	Don't know
...in your preferred language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...in a format that is accessible to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Tell us about your experience of the following council processes:

Please select one option from each row only.

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

14. Have you attempted to contact Monmouthshire County Council in the last 12 months?

Please select one option only.

- Yes (Go to questions 14A and 14B)
- No (Go to question 15)

14A. [If yes] On the most recent occasion, how did you attempt to contact Monmouthshire County Council?

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.

- I emailed the Council
- I phoned the Council
- I completed an online form
- I contacted the Council via its social media
- I contacted a specific Council officer
- I contacted my local councillor
- I contacted another elected official (e.g. MP, MS)
- I attended / responded to a consultation
- I attended a Council meeting
- I attended my Town or Community Council meeting
- I attended a public / community meeting
- I signed a petition
- Other (please specify):

14B. [If yes] 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?

Please select one option only.

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Full council, scrutiny, and governance and audit meetings are open to the public to attend.

Please select one option only.

- Yes
- No

16. How much do you trust Monmouthshire County Council?

Please select one option only.

A great deal

A fair amount

Not very much

Not at all

Don't know

Your local Councillor

Local councillors are elected to:

- represent their local community in the running of their local council
- help to decide how local services are provided, funded and prioritised
- work with the employees of the council to make sure that services are relevant and delivered effectively
- undertake casework on behalf of individuals and groups

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

Please select one option only.

- I was aware of **all** of the responsibilities of local councillors
- I was aware of **some** of the responsibilities of local councillors
- I was aware of **none** of the responsibilities of local councillors

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

Please select one option only.

- Yes
- No

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.

19. What is your age?

Please select one option only.

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85+
- Prefer not to say

20. What is your sex?

A question about gender identity will follow.

Please select one option only.

- Female
- Male
- Prefer not to say

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

Please select one option only.

- Yes (Go to question 22)
- No (Go to question 21A)
- Prefer not to say (Go to question 22)

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.

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other
- Prefer not to say

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.

- Welsh
- English
- Scottish
- Northern Irish
- British
- Prefer not to say
- Other (please specify):

24. 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

- Welsh / English / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background (please specify below)

Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / Multiple ethnic background (please specify below)

Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please specify below)

Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background (please specify below)

Other ethnic group

- Arab
- Any other ethnic group (please specify below)
- Prefer not to say

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.

- Yes (Go to question 25A)
- No (Go to question 26)
- Prefer not to say (Go to question 26)

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

Please select one option only.

- Yes, a lot
- Yes, a little
- No
- Prefer not to say

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.

- No religion
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Any other religion (please specify):

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
- Prefer not to say

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.

- Welsh
- English
- Prefer not to say
- Other (please specify):

About the survey

29. 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 you or anyone else in the text box.

- Council social media account
- Other social media account
- From a local councillor
- Via an email from the Council
- Don't know
- Other (please specify):

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

Please select one option only.

Very difficult	Fairly difficult	Neither easy nor difficult	Fairly easy	Very easy	Don't know
1	2	3	4	5	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

If you have any questions, or queries about this survey then please contact surveys@data.cymru or call 029 2090 9500.