



Residents Survey 2008/9
Final Report



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EXECUTIVE SUMMARY

- CRC were commissioned by Powys County Council to complete 1,000 telephone interviews with local residents regarding their levels of satisfaction with key services provided by the Council.
- Four-fifths (79.0%) of respondents 'agreed' that Powys County Council is easy to contact.
- Approximately three-quarters (74.1%) of all respondents agreed that Powys County Council responds well to enquiries.
- Just over half (53.2%) of respondents were in agreement that Powys County Council provides value for money.
- Just a third (33.5%) of respondents agreed that overall services provided by Powys County Council had improved over the past year.
- Seventy percent (70.7%) of respondents reported that they were overall 'satisfied' with the services provided to them by Powys County Council.
- Further analysis by upper tier super output areas showed satisfaction to be at its highest in the south of Powys (75.1% in Powys 004 compared to 63.7% in Powys 002).
- Residents expressed high levels of satisfaction with refuse collection (91.3%) and recycling services (79.8%) but were less so with street lighting (35.1%) and public conveniences 50.7%.
- The highest level of satisfaction from respondents was received in relation to libraries with 95.8% reporting to be either 'very' or 'fairly satisfied' with this service.
- A quarter (26.1%) of respondents reporting to be 'very dissatisfied' and a further fifth (22.1%) 'fairly dissatisfied' with the provision and availability of Council housing in Powys.
- Satisfaction with educational services remained high across the county, most notably in relation to primary education amongst residents in the south-west who awarded an overall score of 4.17 - a very good score with some limited room for further improvement.
- A noticeable 'hotspot' for poor service was identified in Powys 004 in relation to public transport where levels of transport service were described as 'practically non-existent' and at best 'few and far between'.
- Approximately three-quarters (75.3%) of respondents reported that they had seen a copy of the Powys County Council magazine 'Red Kite', almost two-thirds (63.1%) of these respondents to rate the magazine as 'good'.
- A total of seventy percent of respondents recalled seeing the leaflet sent out to them with their Council Tax bill, approximately 90% of respondents agreed that the leaflet was well written, informative, clear, easy to understand and useful.
- Approximately half (51.2%) of all respondents reported that they had contacted Powys County Council in the past 12 months. Contact made in person and over the telephone achieved the highest levels of satisfaction.

RESIDENTS SURVEY 2008/09

Acknowledgements

Cardiff Research Centre is pleased to have conducted the research reported here on behalf of Powys County Council. We hope that the findings are useful in providing a snapshot of satisfaction with key services to Heads of Service and Senior Managers of Powys, which will assist them in developing service/business plans for 2009/2010.

We are very grateful to the over one-thousand Powys residents who took part in the consultation and readily shared their ideas and experiences. At all stages of the project CRC's status as an independent group, consulting the public as objectively as possible, was maintained.

Introduction & Methodology

CRC were commissioned by Powys County Council to consult with local residents regarding their levels of satisfaction with key services provided by the Council. Topics covered by the consultation included:

- Refuse collection & recycling
- Education
- Social services
- Street scene services
- Libraries
- Housing provision
- Public protection
- Planning
- Transportation

The objective is to provide Heads of Service and Senior Managers in Powys with a snapshot of satisfaction with key services and allow them to use the findings to help plan and write their service/business plans for 2009/2010.

The survey is a repeat of a similar exercise undertaken in 2007 and comprises of 1000+ telephone interviews undertaken with local residents. CRC worked with Powys County Council to produce a streamlined interim version of this survey to enable a check of how the Council is performing this year and allow comparison with previous findings.

All telephone surveys were conducted by Cardiff Council's dedicated customer service representatives based at Connect2Cardiff (C2C), Cardiff's specialised information centre for Council enquiries. C2C was also able to offer a fully bilingual service to all respondents in Powys.

Postcode sampling was undertaken to ensure that responses were representative to geographic areas within Powys.

Response Rates

A total of 1,026 successful telephone interviews were completed with residents of Powys. The table below shows the response to the survey broken down by upper tier super output area.

| Area | Score | Percentage |
|--------------|--------------|--------------|
| Powys 001 | 161 | 15.7 |
| Powys 002 | 227 | 22.1 |
| Powys 003 | 261 | 25.4 |
| Powys004 | 265 | 25.8 |
| Unknown | 112 | 10.9 |
| TOTAL | 1,026 | 100.0 |

Given the population of Powys a sample of this size provides a confidence level of 95% with an interval of 3. This means that we can be 95% confident that the views of the sample will differ no more than 3% either side of the total population.

Reporting

Each question has reported next to it the total number of valid responses. Non valid responses include non responses as well as 'don't know/no opinion' or 'don't use'.

Throughout the questionnaire respondents were asked to rate a series of statements that relate to services provided by Powys County Council on a five point scale. For the purpose of analysis and reporting these ratings were adapted to produce a score which provides an indication to the level of success that is prevalent in relation to each service provision. The scoring classification that is used throughout this report was developed jointly between Cardiff Research Centre and Cardiff University and is show below:

Scale Classification

- 4.25 – 5.00 This is an excellent score – retain status quo
- 3.75 – 4.24 This is a very good score – with some limited room for further improvement
- 3.25 – 3.74 This is a good score – but a clear plan for improvement is needed
- 3.00 – 3.24 This is a fair score – there is considerable room for improvement
- 2.75 – 2.99 This is a poor score – a high degree of dissatisfaction exists
- 1.00 – 2.74 This is a very poor score – urgent attention is needed

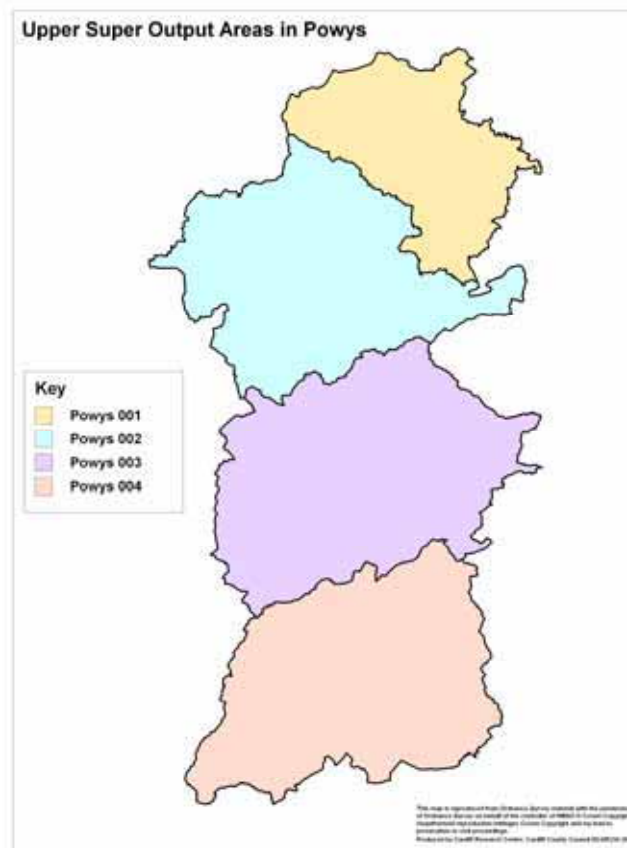
In addition a traffic light system has been adopted to highlight areas of good practice and indicate where future work needs to be focused.

Demographic Breakdown

The results to questions within the survey are reported by demographic group in order to help identify any issues that may be group specific. The groups reported on within the survey are: males, females, age 35 and under, age 55+, Council Tenants, households containing children aged 18 or under, and households containing anyone registered disabled.

Upper Tier Super Output Areas

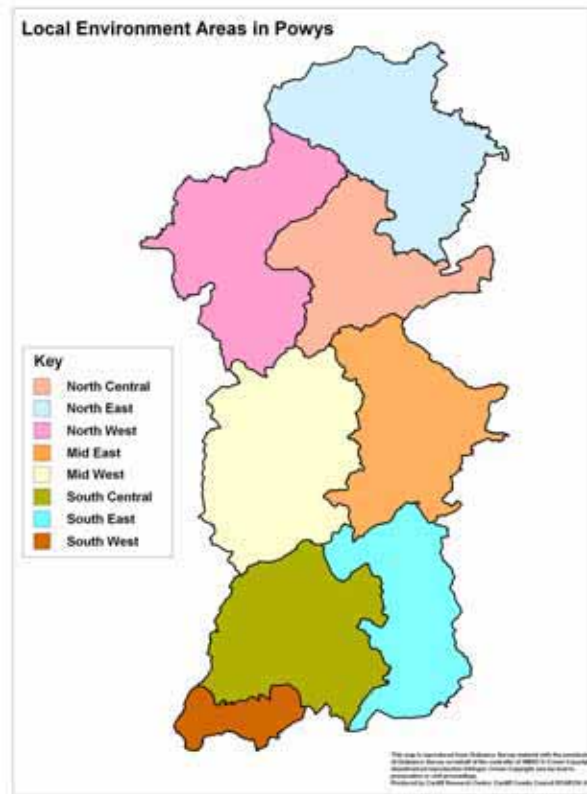
The geographic levels of 'super output area' were invented around the time of the 2001 Census to provide a consistent geography which a) does not change over time and b) where the population of each area is similar. In the case of Powys there are a total of four geographies in the 'upper tier' of these output areas. Analysis of the survey results was broken down by these four areas in order to identify areas of differing opinion across the Authority¹.



¹ Statistical significance of the data reduces as the overall sample is divided into subsections

Local Environment Areas in Powys

Powys Council provided CRC with a map showing a breakdown of the Local Environment Areas of the County². CRC were able to match these boundaries to the postcode data provided by respondents and reported opinions regarding local services using these geographies.



² These are areas devised by Powys Council and used in the delivery of some local services.

Section 1 – Services provided by Powys County Council

Q1. How strongly do you agree with each of the following statements?

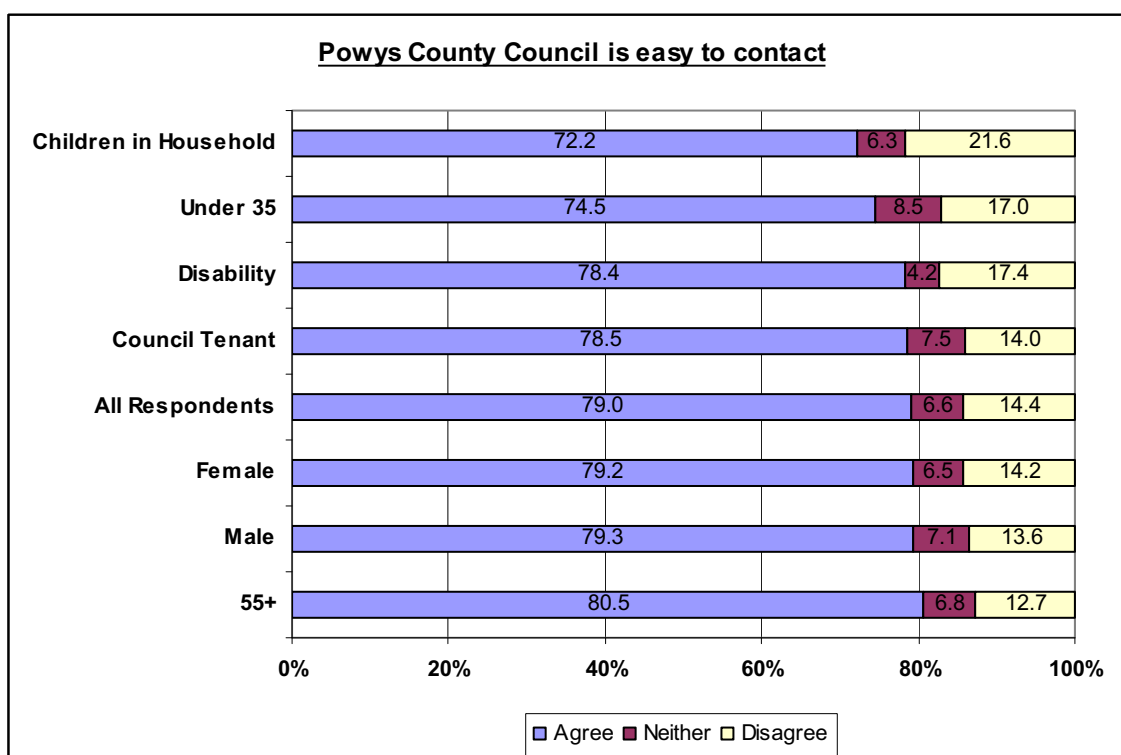
a) Powys Council is easy to contact

A total of 868 valid responses were received for question 1a representing a response rate of 84.6%.

Four-fifths (79.0%) of respondents agreed that Powys Council is easy to contact.

| | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | |
|--|----------------|------|---------------|------|---------|-----|------------------|------|-------------------|-----|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Powys County Council is easy to contact | 105 | 12.1 | 581 | 66.9 | 57 | 6.6 | 89 | 10.3 | 36 | 4.1 |

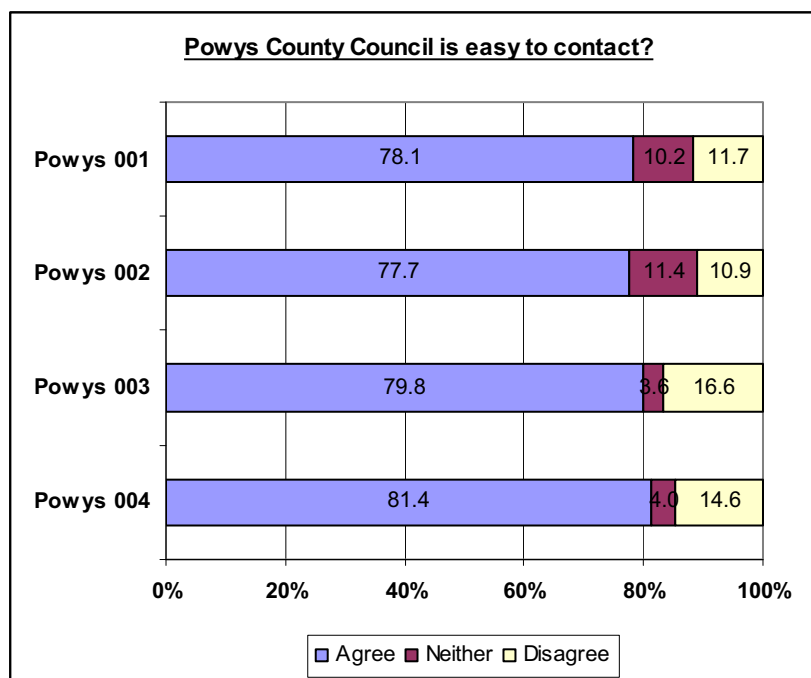
When further analysed by demographic the results show agreement with the statement is highest amongst those aged over fifty-five (80.5%), whilst under thirties and respondents with children aged eighteen or under in their household were less likely to express agreement (74.5% & 72.2% respectively).



The responses were further interrogated to produce overall scores for each of the respondent demographics. The table overleaf shows males, over fifty-fives and Council tenants to all express higher than average levels of agreement in relation to this factor. Overall 'all respondents' awarded a score of 3.73 – this is a good score but a clear plan for improvement is needed.

| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 3.84 |
| 55+ | 3.77 |
| Male | 3.75 |
| All Respondents | 3.73 |
| Female | 3.72 |
| Disability | 3.68 |
| Under 35 | 3.62 |
| Children in household | 3.55 |

As well as examining the results by demographic group they were also looked at more closely by the upper tier super output areas within Powys. The graph below shows there to be a range of just 3.7% between the percentages of residents in the four areas in agreement that Powys County Council is easy to contact.



The results were further interrogated by geography to produce overall scores for each of the four geographic areas. The table below shows areas in the north of the county to express slightly higher than average levels of agreement in relation to this statement.

| Respondent Demographic | Score |
|------------------------|-------|
| Powys 001 | 3.76 |
| Powys 002 | 3.82 |
| Powys 003 | 3.73 |
| Powys 004 | 3.67 |

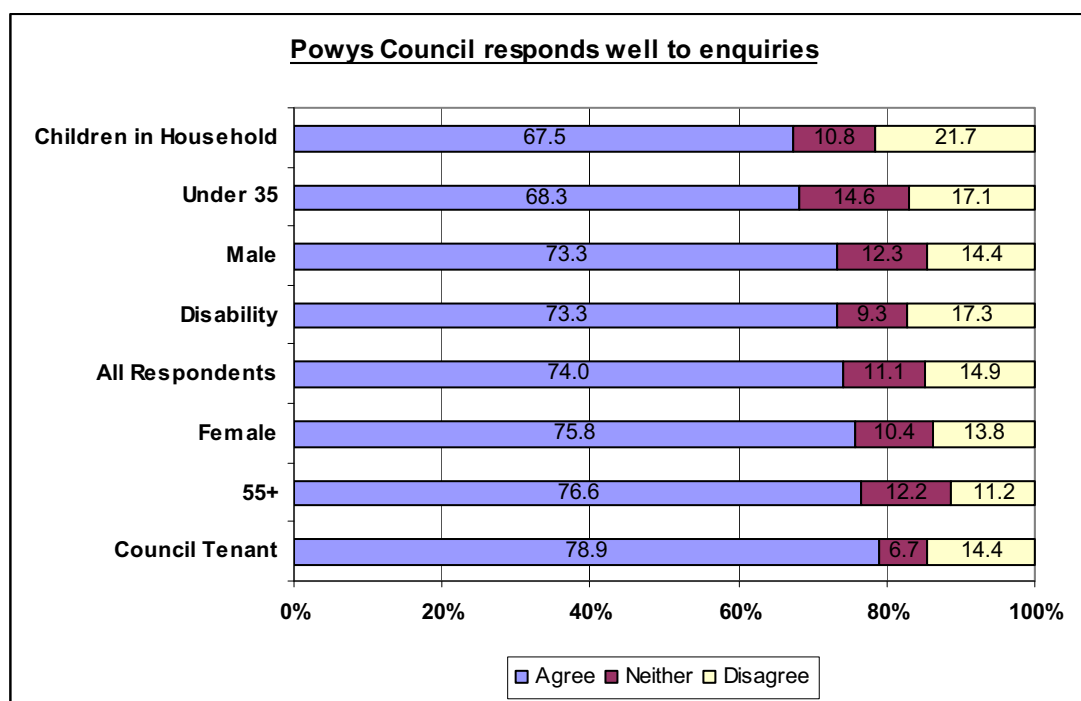
b) Powys Council responds well to enquiries

A total of 786 valid responses were received for question 1b representing a response rate of 76.6%.

Approximately three-quarters (74.1%) of all respondents agreed that Powys Council responds well to enquiries.

| | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | |
|--|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Powys County Council responds well to enquiries | 72 | 9.2 | 510 | 64.9 | 87 | 11.1 | 80 | 10.2 | 37 | 4.7 |

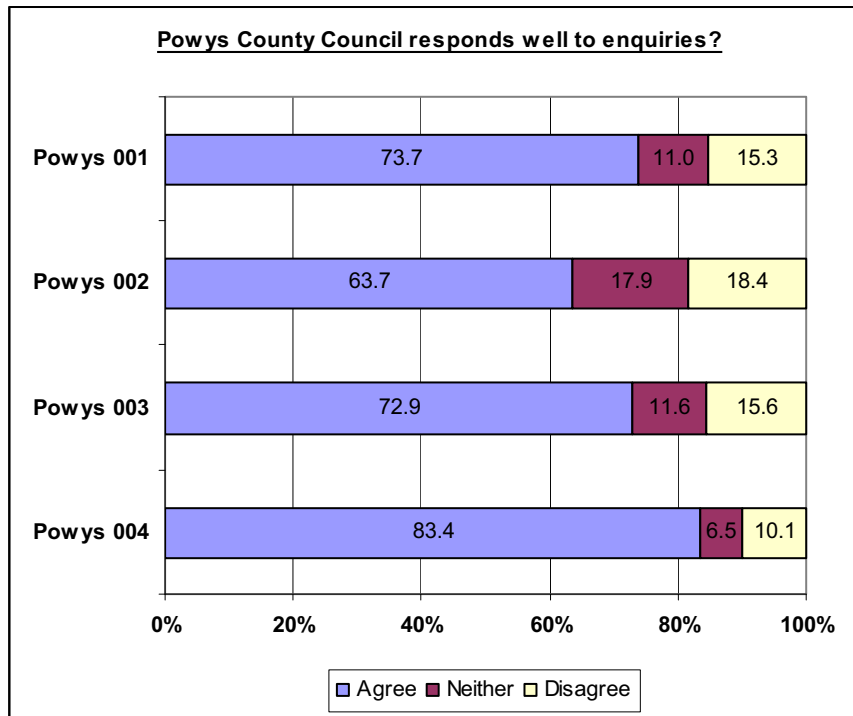
When analysed further, the level of agreement is highest amongst existing Council tenants (78.9%) and those aged over fifty-five (76.6%). Slightly lower levels of agreement with the statement were again found amongst those respondents with children aged eighteen or under in their household (67.5%) and the under thirty-fives (68.3%).



Again responses were further interrogated to produce overall scores against each respondent demographic. Overall 'all respondents' awarded a score of 3.64 – this is a good score but a clear plan for improvement is needed.

| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 3.81 |
| 55+ | 3.71 |
| Female | 3.67 |
| Male | 3.65 |
| All Respondents | 3.64 |
| Disability | 3.63 |
| Under 35 | 3.49 |
| Children in Household | 3.44 |

When examined by geographic area within Powys some variation was found with regard to the level of agreement with the statement. Over four-fifths (83.4%) of respondents in the south of the county i.e. Powys 004 were found to agree with the statement whilst this figure was considerably lower in other areas, most noticeably in Powys 002 where agreement was expressed by less than two-thirds (63.7%) of residents.



The table below shows the overall scores awarded by respondents. Only the most southern of the upper tier super output areas (Powys 004) scored in the green zone with 3.75 – this is a very good score with some limited room for further improvement.

| Respondent Demographic | Score |
|------------------------|-------|
| Powys 001 | 3.61 |
| Powys 002 | 3.51 |
| Powys 003 | 3.64 |
| Powys 004 | 3.75 |

c) Powys County Council provides value for money

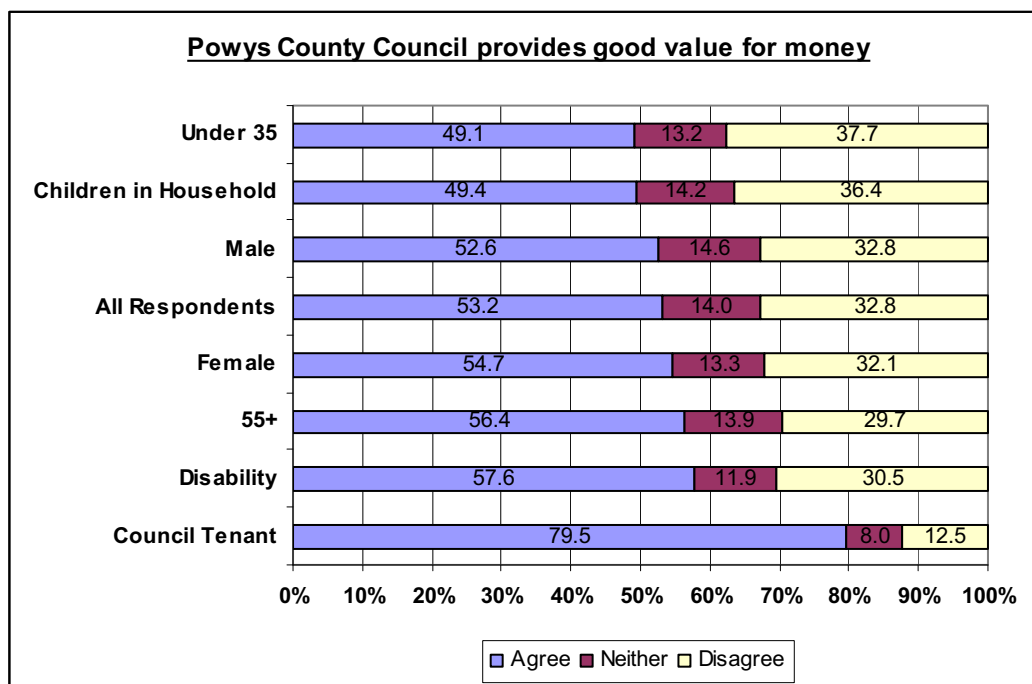
A total of 923 valid responses were received for question 1c representing a response rate of 90.0%.

Just over half (53.2%) of respondents agreed that Powys Council provides values for money whilst a third (32.9%) disagreed with the statement.

| | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | |
|--|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Powys County Council provides value for money | 44 | 4.8 | 447 | 48.4 | 129 | 14.0 | 223 | 24.2 | 80 | 8.7 |

When analysed by demographic the level of agreement with the statement can be seen to be markedly higher amongst those respondents who are existing Council tenants (79.5%) than the rest of the respondents. Those respondents reporting a member of their household as registered disabled and those aged over fifty-five also expressed higher than average levels of agreement with the statement that Powys County Council provides good value for money (57.6% & 56.4% respectively).

Less than half (49.1%) of those respondents aged under thirty-five agreed with the statement, equating to a range of 30.4% between groups.

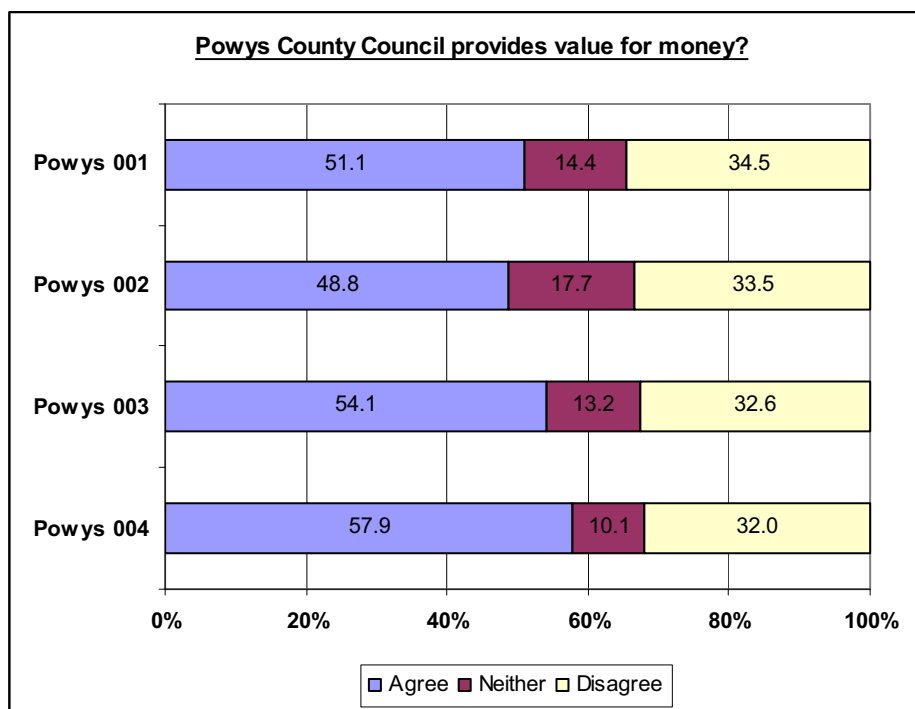


Further interrogation to produce overall scores again highlighted Council tenants as having a significantly higher level of agreement and was the only group to score in the green (clear) zone in relation to this factor.

Overall respondents awarded a score of 3.16 – this is a fair score but there is considerable room for improvement.

| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 3.75 |
| Disability | 3.24 |
| 55+ | 3.24 |
| Female | 3.20 |
| All Respondents | 3.16 |
| Male | 3.15 |
| Children in Household | 3.05 |
| Under 35 | 3.00 |

Again the results to the question were examined by upper tier super output area. As can be seen in the graph below the level of agreement with the statement varies from 57.9% in Powys 004 in the south to less than half (48.8%) in the more northerly Powys 002.



Despite the variation in the levels of agreement a range of only 0.11 was found to exist between the areas when overall scores were calculated in relation to this statement. A review of the scores is provided in the table below.

| Respondent Demographic | Score |
|------------------------|-------|
| Powys 001 | 3.09 |
| Powys 002 | 3.14 |
| Powys 003 | 3.20 |
| Powys 004 | 3.19 |

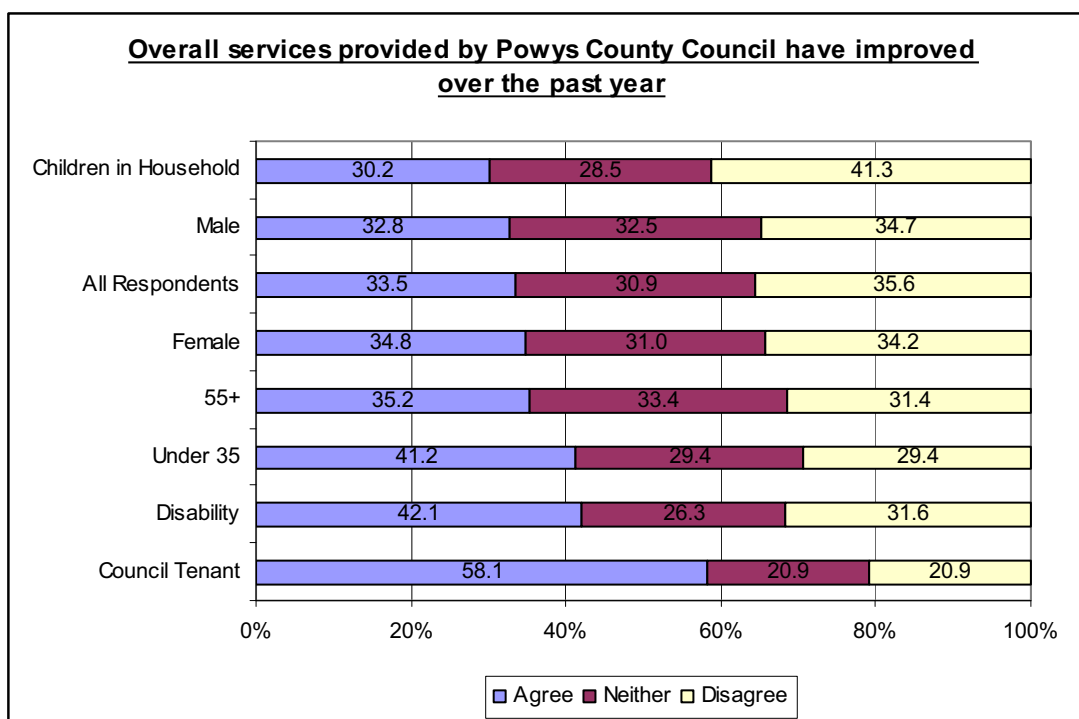
d) Overall services provided by Powys County Council have improved over the past year

A total of 896 valid responses were received for question 1d representing a response rate of 87.3%.

Just a third (33.5%) of respondents agreed that overall services provided by Powys County Council had improved over the past year. More than a third (35.7%) of respondents disagreed with the statement whilst the remaining 30.9% felt that overall services had neither improved nor declined over the previous 12 months.

| | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | |
|--|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Overall services provided by Powys County Council have improved over the past year | 24 | 2.7 | 276 | 30.8 | 277 | 30.9 | 237 | 26.5 | 82 | 9.2 |

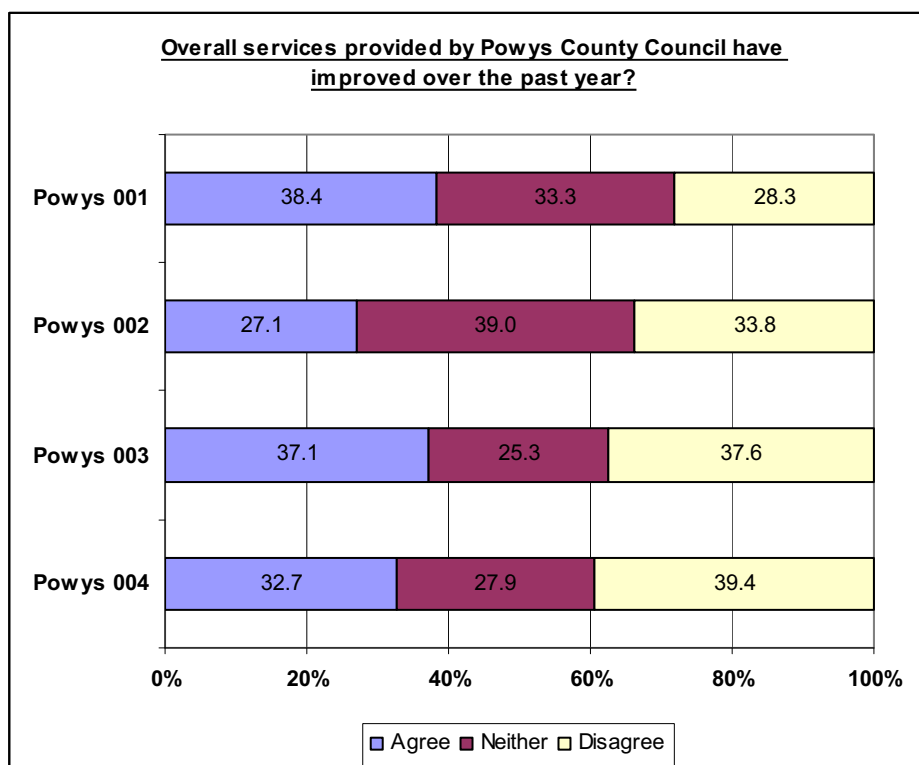
When examined further by demographic there are significant differences between groups, with existing Council tenants again expressing the highest levels of agreement with the statement (58.1%) compared to those respondents from households containing children aged eighteen or under, of whom only 30.2% agreed with the statement.



Application of the scoring system showed several demographic groups to score in the red (danger) zone in relation to this question. Overall respondents awarded a score of 2.91 – this is a poor score, a high degree of dissatisfaction exists.

| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 3.47 |
| Disability | 3.08 |
| Under 35 | 3.04 |
| 55+ | 2.98 |
| Female | 2.96 |
| All Respondents | 2.91 |
| Male | 2.90 |
| Children in Household | 2.78 |

When examined by upper tier super output areas less than two-fifths of respondents in any of the areas were found to be in agreement with the statement. Agreement was highest in Powys 001 to the north of county with just 38.4% of residents considering overall services to have improved in the past year. Residents of Powys 004 in the south of the county expressed the highest levels of disagreement with 39.4% in opposition to the statement.



This feeling of dissatisfaction was further compounded when the overall scoring system was applied to the geographic areas with the all but Powys 001 scoring in the red (danger) zone.

| Respondent Demographic | Score |
|------------------------|-------|
| Powys 001 | 3.04 |
| Powys 002 | 2.88 |
| Powys 003 | 2.92 |
| Powys 004 | 2.87 |

Q1. Overview

The table below provides an overview of the results to question 1.

The highest levels of agreement were expressed by respondents in relation to statement a) Powys County Council is easy to contact (79.0%).

The highest levels of disagreement exist in relation to statement d) Overall services provided by Powys County Council have improved over the past year (35.7%).

The highest levels of 'undecided' responses were also given in relation to statement d) with 30.9% of respondents reporting services to have neither improved nor declined over the past twelve months.

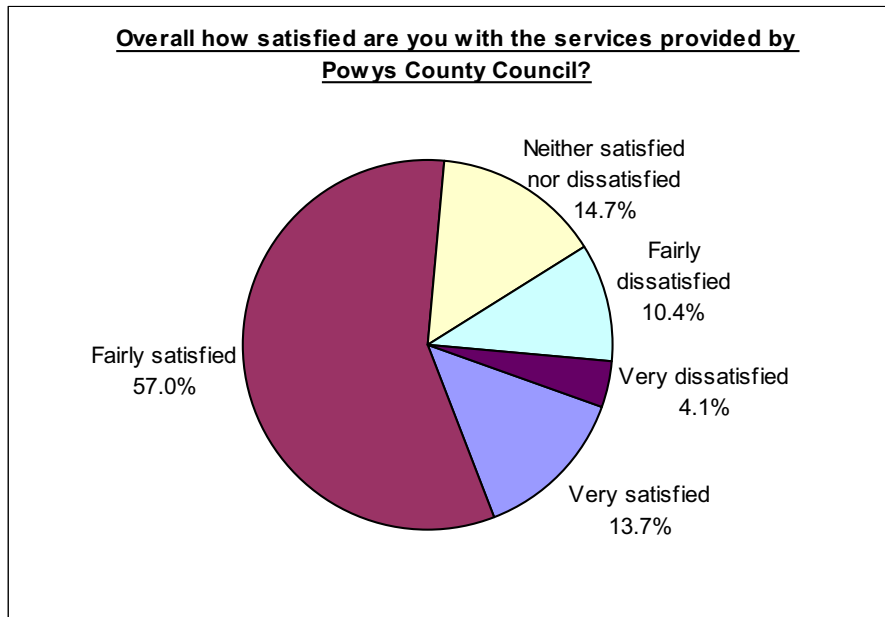
| | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | |
|--|----------------|------|---------------|------|---------|------|------------------|------|-------------------|-----|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Powys County Council is easy to contact | 105 | 12.1 | 581 | 66.9 | 57 | 6.6 | 89 | 10.3 | 36 | 4.1 |
| Powys County Council responds well to enquiries | 72 | 9.2 | 510 | 64.9 | 87 | 11.1 | 80 | 10.2 | 37 | 4.7 |
| Powys County Council provides value for money | 44 | 4.8 | 447 | 48.4 | 129 | 14.0 | 223 | 24.2 | 80 | 8.7 |
| Overall services provided by Powys County Council have improved over the past year | 24 | 2.7 | 276 | 30.8 | 277 | 30.9 | 237 | 26.5 | 82 | 9.2 |

Q2. Overall, how satisfied are you with the services provided by Powys County Council?

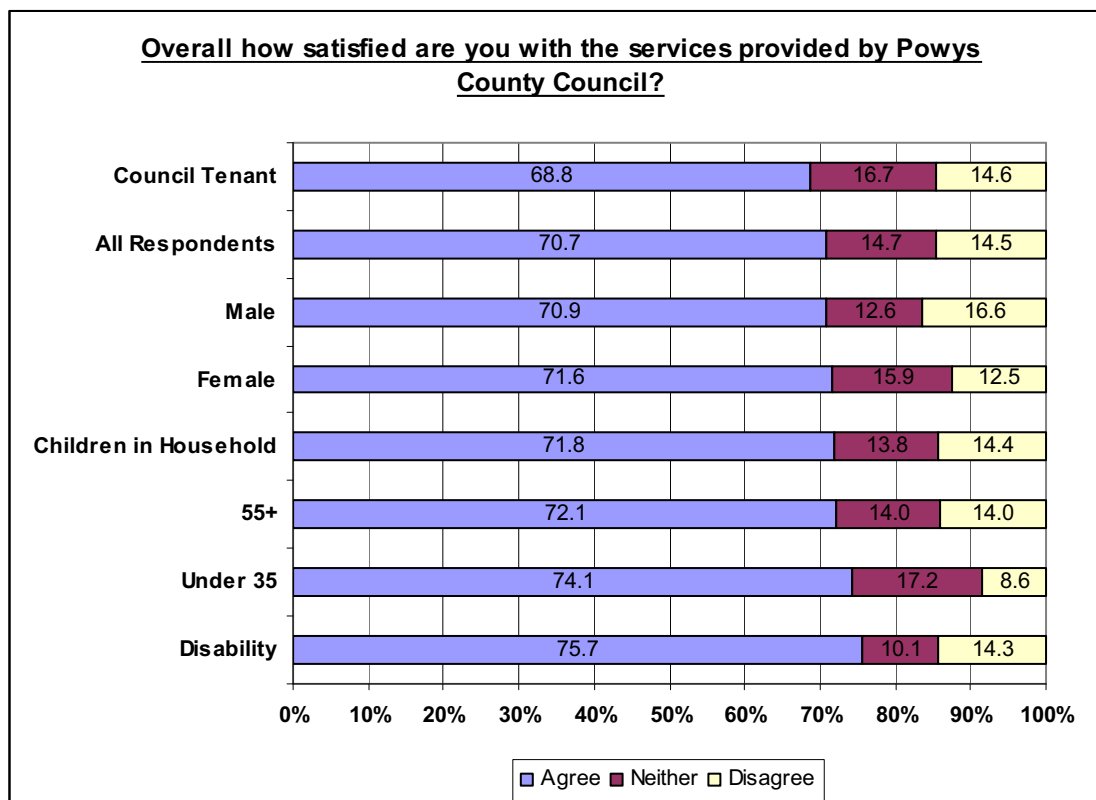
A total of 1,005 valid responses were received for question 2 representing a response rate of 98.0%.

Seventy percent (70.7%) of respondents reported that overall they were satisfied with the services provided to them by Powys County Council.

| | No | % |
|---|--------------|--------------|
| Very satisfied | 138 | 13.7 |
| Fairly satisfied | 573 | 57.0 |
| Neither satisfied nor dissatisfied | 148 | 14.7 |
| Fairly dissatisfied | 105 | 10.4 |
| Very dissatisfied | 41 | 4.1 |
| TOTAL | 1,005 | 100.0 |



Further analysis showed that satisfaction levels remain relatively stable across demographic groups, ranging from a high of 75.7% amongst respondents reporting a member of their household as registered disabled to a low of 68.8% amongst Council tenants.



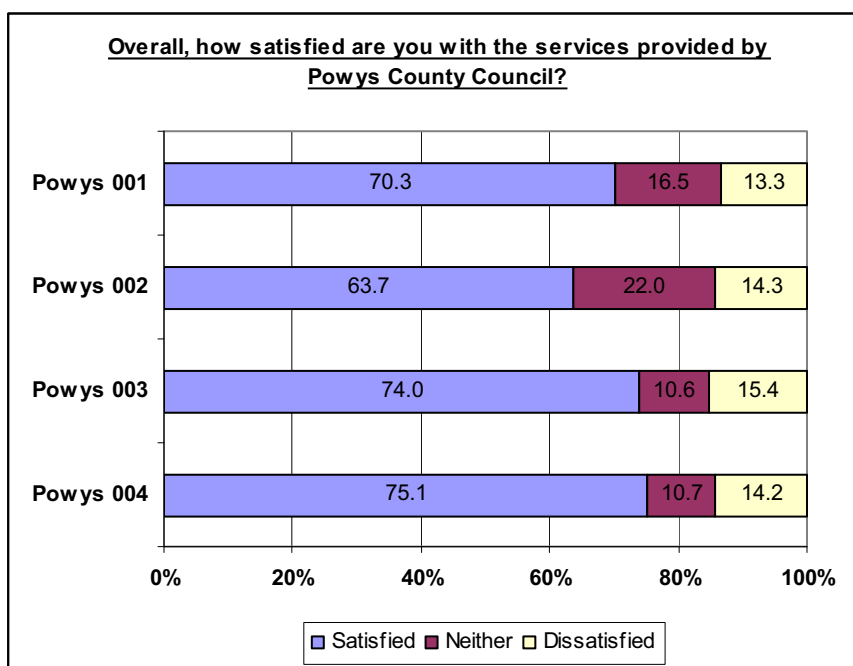
Despite Council tenants appearing to be amongst the least satisfied with the services provided by Powys County Council this alters when the scoring system is applied to the results. The table below shows Council tenants to have the highest satisfaction

rating of all demographic groups with 4.13 – This is a very good score with some limited room for further improvement. The cause of change here is the relatively high proportion of Council tenants that reported to be ‘very satisfied’ (58.3%) with the services as opposed to ‘fairly satisfied (10.4%).

Overall respondents awarded a satisfaction score of 3.66 – This is a good score but a clear plan for improvement is needed.

| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 4.13 |
| Disability | 3.77 |
| Under 35 | 3.76 |
| Female | 3.70 |
| 55+ | 3.69 |
| All Respondents | 3.66 |
| Children in Household | 3.64 |
| Male | 3.63 |

Further analysis by upper tier super output areas showed satisfaction to be at its highest in Powys 004 at 75.1% and at its lowest in Powys 002 at 63.7% - a range of 11.4%.



Comparison between the areas is also demonstrated via the overall scoring system as shown in the table below.

| Respondent Demographic | Score |
|------------------------|-------|
| Powys 001 | 3.68 |
| Powys 002 | 3.59 |
| Powys 003 | 3.68 |
| Powys 004 | 3.72 |

Q3. How satisfied are you with each of the following services provided by Powys County Council?

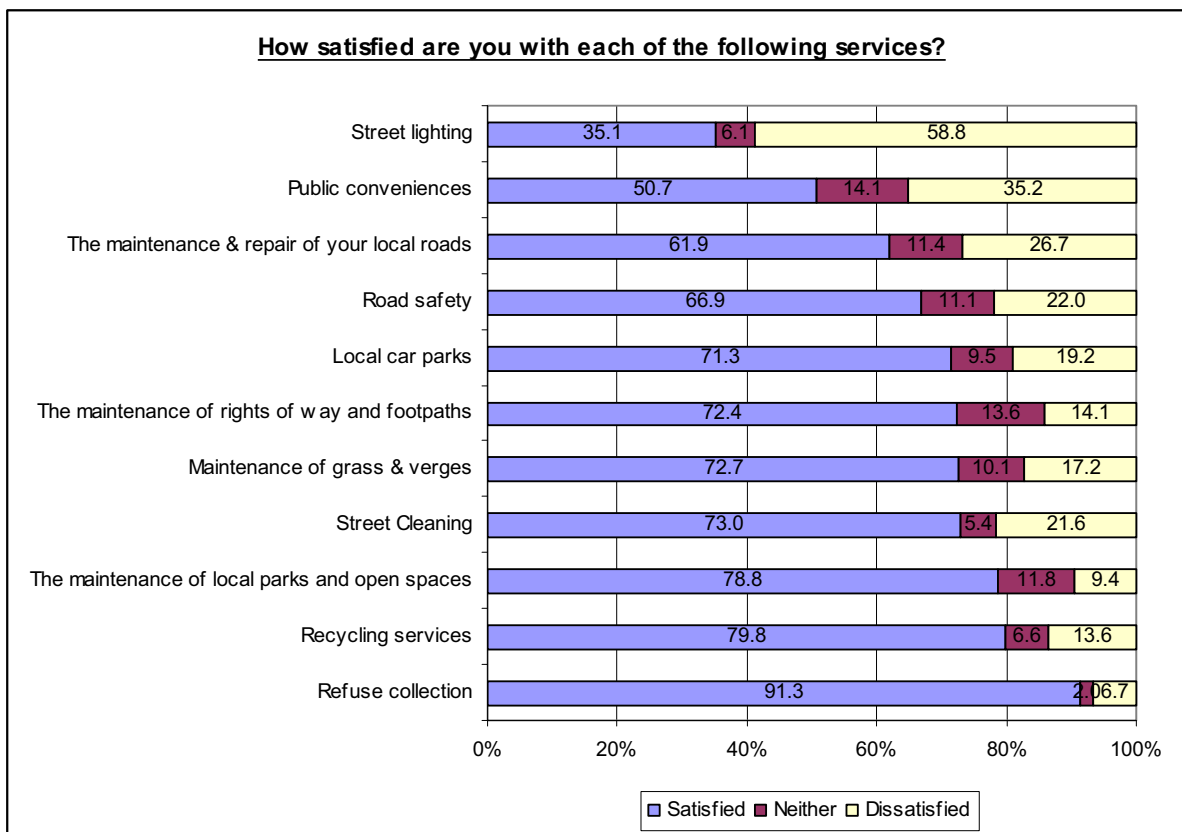
Powys residents were asked to provide their views with regard to a range of services provided by Powys County Council relating to their local 'street scene'. The level of response to the questions ranged from 98.7% in relation to refuse collection to 70.0% in relation to public conveniences.

| Service | No. of responses | Response rate |
|--|------------------|---------------|
| Refuse collection | 1,013 | 98.7 |
| Recycling services | 978 | 95.3 |
| The maintenance & repair of your local roads | 959 | 93.5 |
| Maintenance of grass & verges | 945 | 92.1 |
| Street Cleaning | 925 | 90.2 |
| Street lighting | 905 | 88.2 |
| Road safety | 903 | 88.0 |
| Local car parks | 851 | 82.9 |
| The maintenance of rights of way and footpaths | 825 | 80.4 |
| The maintenance of local parks and open spaces | 820 | 79.9 |
| Public conveniences | 718 | 70.0 |

The highest level of satisfaction from respondents was received in relation to refuse collection with 91.3% reporting to be either 'very' or 'fairly satisfied' with this service.

The highest levels of dissatisfaction amongst respondents was found in relation to street lighting with 39.1% reporting to be 'very dissatisfied' and a further 19.7% 'fairly dissatisfied' with this service.

| | Very satisfied | | Fairly satisfied | | Neither | | Fairly dissatisfied | | Very dissatisfied | |
|--|----------------|------|------------------|------|---------|------|---------------------|------|-------------------|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Street Cleaning | 107 | 11.6 | 568 | 61.4 | 50 | 5.4 | 114 | 12.3 | 86 | 9.3 |
| Maintenance of grass & verges | 93 | 9.8 | 594 | 62.9 | 95 | 10.1 | 97 | 10.3 | 66 | 7.0 |
| Public conveniences | 39 | 5.4 | 325 | 45.3 | 101 | 14.1 | 130 | 18.1 | 123 | 17.1 |
| Refuse collection | 303 | 29.9 | 622 | 61.4 | 20 | 2.0 | 27 | 2.7 | 41 | 4.0 |
| Recycling services | 229 | 23.4 | 551 | 56.3 | 65 | 6.6 | 46 | 4.7 | 87 | 8.9 |
| The maintenance & repair of your local roads | 70 | 7.3 | 524 | 54.6 | 109 | 11.4 | 149 | 15.5 | 107 | 11.2 |
| Road safety | 47 | 5.2 | 557 | 61.7 | 100 | 11.1 | 94 | 10.4 | 105 | 11.6 |
| The maintenance of local parks and open spaces | 67 | 8.2 | 579 | 70.6 | 97 | 11.8 | 40 | 4.9 | 37 | 4.5 |
| The maintenance of rights of way and footpaths | 47 | 5.7 | 550 | 66.7 | 112 | 13.6 | 69 | 8.4 | 47 | 5.7 |
| Local car parks | 41 | 4.8 | 566 | 66.5 | 81 | 9.5 | 67 | 7.9 | 96 | 11.3 |
| Street lighting | 36 | 4.0 | 282 | 31.2 | 55 | 6.1 | 178 | 19.7 | 354 | 39.1 |



The traffic light scoring system was applied to the results for each of the services. Refuse collection and recycling services were found to be viewed most favourably with both services receiving scores in the green (clear) zone.

In comparison the lowest satisfaction scores were awarded in relation to street lighting. A score was awarded by respondents of just 2.41 – This score falls within the red (danger) zone; it is classified as a very poor score where urgent attention is needed.

| Service | Score |
|--|-------|
| Refuse collection | 4.10 |
| Recycling services | 3.81 |
| The maintenance of local parks and open spaces | 3.73 |
| Maintenance of grass & verges | 3.58 |
| The maintenance of rights of way and footpaths | 3.58 |
| Street Cleaning | 3.54 |
| Local car parks | 3.46 |
| Road safety | 3.38 |
| The maintenance & repair of your local roads | 3.31 |
| Public conveniences | 3.04 |
| Street lighting | 2.41 |

As well as being used to look at the results for the whole of Powys the traffic light system was also applied to examine the upper tier super output areas within the county. The table below shows public conveniences to be identified as a particular issue to residents in Powys 004 with a score of just 2.78 – A poor score where a high degree of dissatisfaction exists.

The greatest range in levels of satisfaction were found to exist in relation to recycling services with an overall scores of 4.15 on Powys 001 compared to 3.67 in Powys 002.

The highest level of satisfaction was recorded amongst residents of Powys 001 in relation to refuse collection with an overall score of 4.16 – this is a very good score with some limited room for further improvement. In comparison the lowest level of satisfaction was recorded amongst residents of Powys 004 in relation to street lighting with a score of 2.23 – this is a very poor score where urgent attention is needed.

A complete breakdown of the results by upper tier super output area is provided in the appendices.

| Service | Overall Score | | | |
|--|---------------|-----------|-----------|-----------|
| | Powys 001 | Powys 002 | Powys 003 | Powys 004 |
| Street Cleaning | 3.67 | 3.21 | 3.63 | 3.64 |
| Maintenance of grass & verges | 3.42 | 3.50 | 3.63 | 3.68 |
| Public conveniences | 3.12 | 3.15 | 3.12 | 2.78 |
| Refuse collection | 4.16 | 4.08 | 4.15 | 4.13 |
| Recycling services | 4.15 | 3.67 | 3.85 | 3.70 |
| The maintenance & repair of your local roads | 3.20 | 3.01 | 3.53 | 3.42 |
| Road safety | 3.41 | 3.12 | 3.57 | 3.49 |
| The maintenance of local parks and open spaces | 3.75 | 3.69 | 3.76 | 3.72 |
| The maintenance & repair of your local roads | 3.62 | 3.39 | 3.72 | 3.60 |
| Local car parks | 3.58 | 3.44 | 3.46 | 3.44 |
| Street lighting | 2.37 | 2.31 | 2.67 | 2.23 |

In addition to analysis by the upper tier output areas for Powys the satisfaction with services relating to local street scene were additionally interrogated by eight local environmental areas as devised by Powys County Council. The tables below detail the overall scores awarded by respondents within each of the eight zones. A complete breakdown of the results by geographic area is provided in the appendices.

Against many of the services specified Powys County Council can be described as performing at a reasonably satisfactory level with varying in only isolated incidences:

- Satisfaction with refuse collection was very high across all of the environmental areas.
- The maintenance of local parks and open spaces was also scored highly by the majority of respondents although there were exceptions in one or two of the specified sub-areas.
- Dissatisfaction was clearly highest in relation to street lighting with all geographies rating satisfaction with this service in the red (danger) zone.

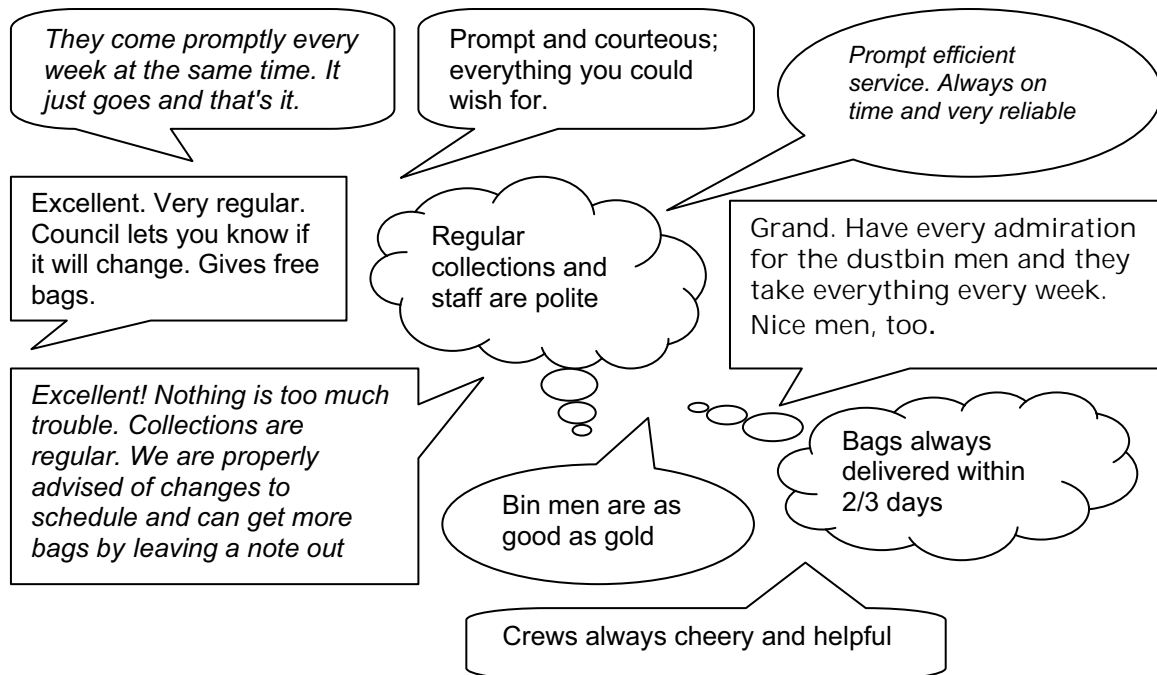
- Additional pockets of extreme dissatisfaction were identified in the north-west in relation to the maintenance and repair of local roads (2.96) and also the south-east and south-central in relation to public conveniences (2.72 & 2.56 respectively).
- The highest level of agreement between geographic areas was in relation to refuse collection where there was a range of only 0.28 between scores.
- The largest range in scores was given in relation to street lighting. The south west of Powys was identified as the most dissatisfied with the service, awarding a score of just 1.76. Dissatisfaction in the mid-west although remaining very high was scored at as 2.74, a range of 0.98.

| | Street Cleaning | Maintenance of grass & verges | Public conveniences | Refuse collection | Recycling services | Maintenance & repair of local roads |
|---------------|-----------------|-------------------------------|---------------------|-------------------|--------------------|-------------------------------------|
| Mid East | 3.76 | 3.66 | 3.04 | 3.95 | 3.81 | 3.48 |
| Mid West | 3.57 | 3.61 | 3.16 | 4.23 | 3.87 | 3.55 |
| North Central | 3.27 | 3.48 | 3.24 | 4.07 | 3.67 | 3.04 |
| North East | 3.67 | 3.42 | 3.12 | 4.16 | 4.15 | 3.20 |
| North West | 3.13 | 3.52 | 3.01 | 4.08 | 3.68 | 2.96 |
| South Central | 3.65 | 3.66 | 2.72 | 4.16 | 3.73 | 3.40 |
| South East | 3.53 | 3.54 | 2.56 | 4.22 | 3.65 | 3.38 |
| South West | 3.74 | 3.87 | 3.19 | 3.97 | 3.71 | 3.47 |

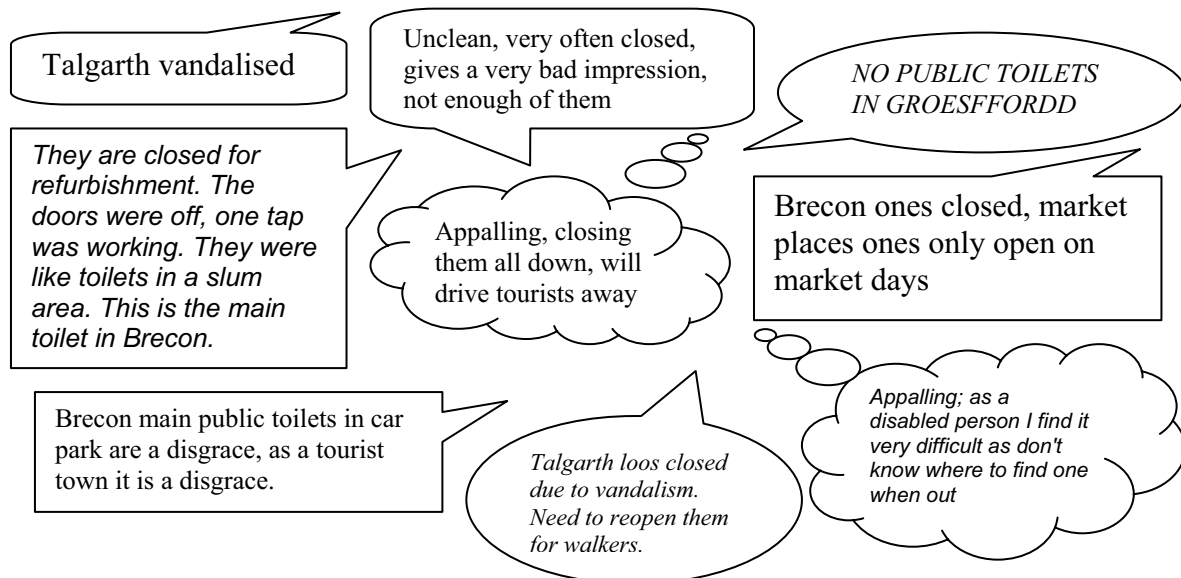
| | Road safety | The maintenance of local parks and open spaces | The maintenance of rights of way and footpaths | Local car parks | Street lighting |
|---------------|-------------|--|--|-----------------|-----------------|
| Mid East | 3.49 | 3.74 | 3.68 | 3.50 | 2.51 |
| Mid West | 3.60 | 3.76 | 3.73 | 3.44 | 2.74 |
| North Central | 3.11 | 3.82 | 3.35 | 3.44 | 2.35 |
| North East | 3.42 | 3.75 | 3.62 | 3.58 | 2.37 |
| North West | 3.15 | 3.50 | 3.44 | 3.43 | 2.26 |
| South Central | 3.45 | 3.78 | 3.56 | 3.12 | 2.45 |
| South East | 3.51 | 3.85 | 3.67 | 3.44 | 2.51 |
| South West | 3.51 | 3.53 | 3.52 | 3.64 | 1.76 |

All those respondents reporting to be either 'very satisfied' or 'very dissatisfied with a service were asked to provide a response as to why they felt so strongly about the service.

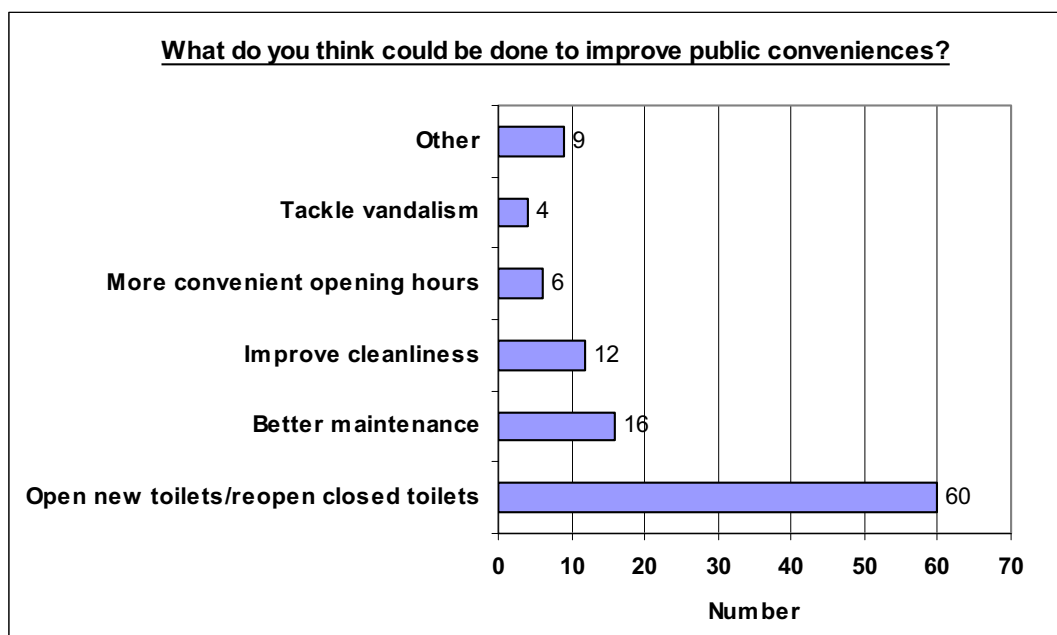
Satisfaction was identified as being particularly high in relation to refuse collection in Powys, a total of 29.9% of respondents rated themselves as 'very satisfied' with this service as opposed to just 4.0% that reported being 'very dissatisfied'. The main topics that were evident were that residents were receiving a reliable and regular service whilst refuse collectors were polite and helpful. A representative selection of the comments received is provided below.



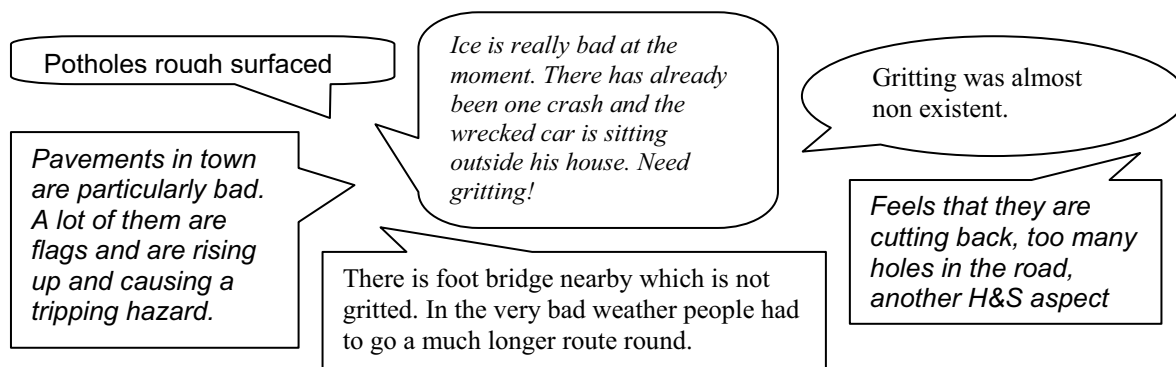
Public conveniences were identified as particular hotspots of poor service in both south-central and south-east areas of Powys. Respondents in these areas reported to be dissatisfied in 23.3% and 36.9% of instances respectively. Specific areas of dissatisfaction were identified in relation to the closure of facilities, unsuitable opening hours, levels of cleanliness, and maintenance. A representative sample of the comments received in relation to this topic from south-central and south-east areas is provided overleaf.



Respondents from all areas of Powys who described themselves as 'very dissatisfied' with the current provision of public conveniences were asked to comment on what they felt could be done to improve the service. The graph below shows new provision or the reopening of closed facilities to be the most popular suggestion (60) followed by better maintenance (16), and improved cleanliness (12).

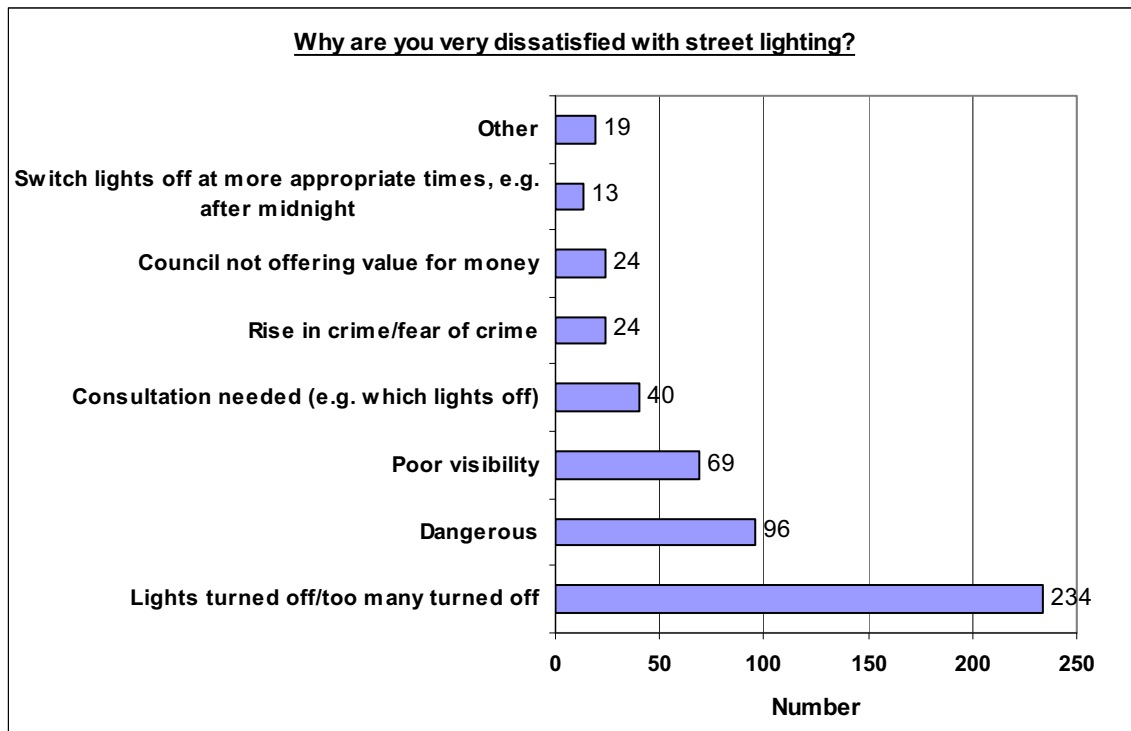


Maintenance and repair of local roads was identified as a particular problem hotspot within the north-west of Powys. A total of 15.5% of respondents resident here reported to be 'very dissatisfied' with this aspect of Council Service: the main problems identified were potholes in the road and poor gritting of road surfaces. A selection of the comments received from residents in the north-west is provided below.



Street lighting was clearly identifiable as the area causing the greatest level of dissatisfaction amongst residents of Powys. Overall just 4.0% of respondents reported to be 'very satisfied' with this service compared to 39.1% that reported to be 'very dissatisfied'. Residents in the south-west of the County appeared to be most heavily affected, with the proportion reporting high dissatisfaction rising to 60.7%.

An overview of the reasons given for dissatisfaction with street lighting is provided in the graph below with hazards, poor visibility, crime levels, and lack of consultation all given as causes of discontent.



Provided below is a representative sample of the comments provided by respondents from across the County.

They've been turned off. Lots of people do not go out as a result, especially the elderly. They may fall/trip.

They are gas filled bulbs. It costs more to start them up than if they were left on 24 hours a day.

Turned wrong ones off

Happy that it is turned off at night to save energy

Happy with changes. Nice to see stars. No more light pollution

In favour of turning lights off. Number of lights is absurd.

Unhappy that drastic reduction have made it unsafe and is not proportionate to the savings made by the council.

Unable to go out with dog at this time of year as I'm frightened of tripping, falling, stepping in things or meeting people in poor visibility. Feel very vulnerable.

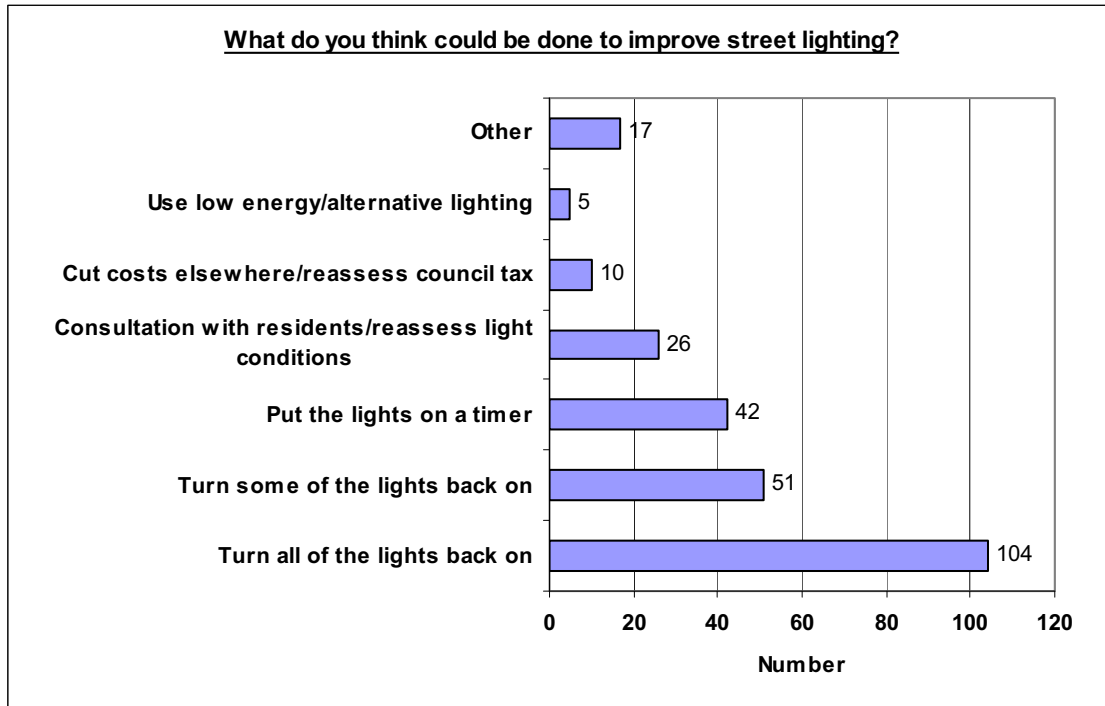
Turning the lights off has led to vandalism

There has been an article in the local paper saying that lighting in the town has been cut meaning that elderly residents are not going out, rise in car theft and vandalism.

Dissatisfied with the lights being completely off - they should be turned off at midnight then turned back on around 5/6 in the morning for safety.

No consultation to them being switched off to save energy

Following on from this, respondents were also asked how they would like to see the problem improved. The graph below shows a total of 104 respondents to be in favour of a full turn on of all lights in the County whilst a further 51 were in support of a turn on of 'some of the lights'. Additional suggestions made were to place lights on a timer system (42), cut costs elsewhere (10), or use low energy lighting (5).



Q4. Now here is a list of 'other' services that you or another member of your household may have used, if so please rate using the same scale.

Next respondents were asked to consider a range of 'other' services provided by Powys County Council. These services are more specialised and so it is unlikely that all respondents would have knowledge and experience of them. Response rates for these questions ranged from 74.6% in relation to public transport (including schools transport) to just 29.5% in relation to the provision and availability of Council housing.

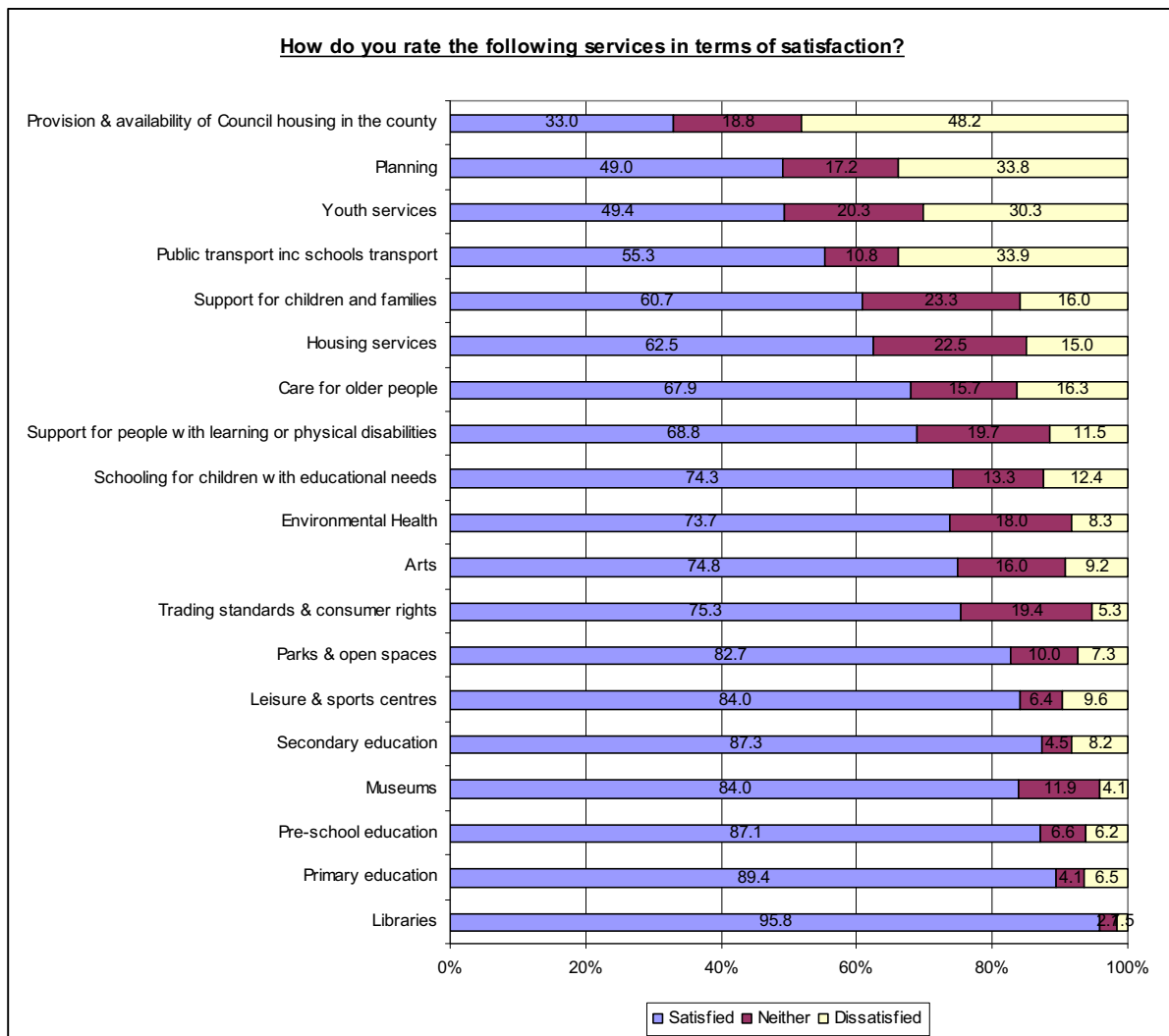
| Service | No. of responses | Response rate |
|---|-------------------------|----------------------|
| Public transport inc. schools transport | 765 | 74.6 |
| Libraries | 732 | 71.3 |
| Parks & open spaces | 710 | 69.2 |
| Leisure & sports centres | 676 | 65.9 |
| Primary education | 557 | 54.3 |
| Secondary education | 534 | 52.0 |
| Care for older people | 521 | 50.8 |
| Museums | 512 | 49.9 |
| Pre-school education | 498 | 48.5 |
| Planning | 435 | 42.4 |
| Environmental Health | 433 | 42.2 |
| Arts | 425 | 41.4 |
| Schooling for children with educational needs | 412 | 40.2 |
| Support for people with learning or physical disabilities | 391 | 38.1 |
| Housing services | 347 | 33.8 |
| Trading standards & consumer rights | 340 | 33.1 |
| Youth services | 340 | 33.1 |
| Support for children and families | 331 | 32.3 |
| Provision & availability of Council housing | 303 | 29.5 |

The following table and graph provide a full breakdown of the results for question 4.

The highest level of satisfaction from respondents was received in relation to libraries with 95.8% reporting to be either 'very' or 'fairly satisfied' with this service.

The highest levels of dissatisfaction amongst respondents was found in relation to the provision & availability of Council housing with a quarter (26.1%) of respondents reporting to be 'very dissatisfied' and a further fifth (22.1%) 'fairly dissatisfied' with this service.

| | Very satisfied | | Fairly satisfied | | Neither | | Fairly dissatisfied | | Very dissatisfied | |
|--|----------------|------|------------------|------|---------|------|---------------------|------|-------------------|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| Arts | 64 | 15.1 | 254 | 59.8 | 68 | 16.0 | 23 | 5.4 | 16 | 3.8 |
| Environmental health | 45 | 10.4 | 274 | 63.3 | 78 | 18.0 | 16 | 3.7 | 20 | 4.6 |
| Housing services | 50 | 14.4 | 167 | 48.1 | 78 | 22.5 | 21 | 6.1 | 31 | 8.9 |
| Leisure & sports centres | 94 | 13.9 | 474 | 70.1 | 43 | 6.4 | 29 | 4.3 | 36 | 5.3 |
| Libraries | 177 | 24.2 | 524 | 71.6 | 20 | 2.7 | 4 | 0.5 | 7 | 1.0 |
| Museums | 63 | 12.3 | 367 | 71.7 | 61 | 11.9 | 13 | 2.5 | 8 | 1.6 |
| Parks & open spaces | 60 | 8.5 | 527 | 74.2 | 71 | 10.0 | 29 | 4.1 | 23 | 3.2 |
| Planning | 33 | 7.6 | 180 | 41.4 | 75 | 17.2 | 42 | 9.7 | 105 | 24.1 |
| Provision & availability of Council housing in the county | 14 | 4.6 | 86 | 28.4 | 57 | 18.8 | 67 | 22.1 | 79 | 26.1 |
| Pre-school education | 78 | 15.7 | 356 | 71.5 | 33 | 6.6 | 18 | 3.6 | 13 | 2.6 |
| Primary education | 102 | 18.3 | 396 | 71.1 | 23 | 4.1 | 16 | 2.9 | 20 | 3.6 |
| Secondary education | 65 | 12.2 | 401 | 75.1 | 24 | 4.5 | 21 | 3.9 | 23 | 4.3 |
| Schooling for children with educational needs | 52 | 12.6 | 254 | 61.7 | 55 | 13.3 | 25 | 6.1 | 26 | 6.3 |
| Care for older people | 83 | 15.9 | 271 | 52.0 | 82 | 15.7 | 43 | 8.3 | 42 | 8.1 |
| Support for people with learning or physical disabilities | 59 | 15.1 | 210 | 53.7 | 77 | 19.7 | 24 | 6.1 | 21 | 5.4 |
| Support for children and families | 25 | 7.6 | 176 | 53.2 | 77 | 23.3 | 32 | 9.7 | 21 | 6.3 |
| Public transport inc schools transport | 71 | 9.3 | 352 | 46.0 | 83 | 10.8 | 100 | 13.1 | 159 | 20.8 |
| Trading standards & consumer rights | 38 | 11.2 | 218 | 64.1 | 66 | 19.4 | 9 | 2.6 | 9 | 2.6 |
| Youth services | 22 | 6.5 | 146 | 42.9 | 69 | 20.3 | 38 | 11.2 | 65 | 19.1 |



Application of the traffic light scoring system showed services achieving scores in each of the three zones. Ranked highest with a score of 4.17 was local libraries, this is classified as a very good score with some limited room for further improvement.

Both planning and the provision & availability of Council housing in the county were awarded scores by respondents that placed them in the red (danger) zone. Whilst a score of 2.99 in relation to planning represents a poor score where a high degree of dissatisfaction exists, a score of just 2.63 as awarded to Council housing represents a very poor score where urgent attention is needed.

| Service | Score |
|---|-------|
| Libraries | 4.17 |
| Primary education | 3.98 |
| Pre-school education | 3.94 |
| Museums | 3.91 |
| Secondary education | 3.87 |
| Leisure & sports centres | 3.83 |
| Parks & open spaces | 3.81 |
| Trading standards & consumer rights | 3.79 |
| Arts | 3.77 |
| Environmental health | 3.71 |
| Schooling for children with educational needs | 3.68 |
| Support for people with learning or physical disabilities | 3.67 |
| Care for older people | 3.60 |
| Housing services | 3.53 |
| Support for children and families | 3.46 |
| Public transport inc schools transport | 3.10 |
| Youth services | 3.06 |
| Planning | 2.99 |
| Provision & availability of Council housing in the county | 2.63 |

Satisfaction with each of the services provided by Powys County Council was also analysed further by upper tier super output area. The corresponding table below details the overall scores awarded by respondents in each of the geographies. A complete breakdown of the results by area is provided in the appendices.

| Service | Overall Score | | | |
|---|---------------|-----------|-----------|-----------|
| | Powys 001 | Powys 002 | Powys 003 | Powys 004 |
| Arts | 3.69 | 3.64 | 3.77 | 3.96 |
| Environmental health | 3.59 | 3.55 | 3.78 | 3.91 |
| Housing Services inc. disabled facilities & energy grants | 3.40 | 3.51 | 3.57 | 3.56 |
| Leisure & sports centres | 4.02 | 3.82 | 3.92 | 3.66 |
| Libraries | 4.22 | 4.17 | 4.18 | 4.13 |
| Museums | 3.93 | 3.73 | 4.00 | 3.90 |
| Parks and open spaces | 3.78 | 3.71 | 3.84 | 3.84 |
| Planning | 3.18 | 2.97 | 3.24 | 2.61 |
| Provision and availability of Council housing | 2.77 | 2.66 | 2.84 | 2.19 |
| Pre-school education | 4.07 | 3.70 | 3.96 | 4.03 |
| Primary education | 3.84 | 3.94 | 3.97 | 4.06 |
| Secondary education | 3.82 | 3.83 | 3.86 | 3.97 |
| Schooling for children with special educational needs | 3.64 | 3.54 | 3.72 | 3.90 |
| Care for older people/the elderly | 3.43 | 3.49 | 3.70 | 3.63 |
| Support & care for people with learning/physical disabilities | 3.53 | 3.66 | 3.77 | 3.66 |
| Support & care for children and families | 3.32 | 3.40 | 3.51 | 3.55 |
| Public transport inc. school transport | 3.11 | 3.13 | 3.38 | 2.79 |
| Trading standards and consumer rights | 3.90 | 3.56 | 3.94 | 3.78 |
| Youth services | 2.87 | 3.23 | 3.43 | 2.58 |

The level of satisfaction with libraries was noted as particularly high across all areas of the County whilst museums and leisure and sports centres also scored favourably in most areas. Listed below is a representative sample of the comments received from respondents describing themselves as 'very satisfied' with these aspects of service from Powys County Council.

Libraries

Excellent. Brilliant. It doesn't matter what you ask for, the staff will find it.

Neighbour uses it and says it's first class. There is also still a mobile library in this very rural area.

Great staff and good opening time as well as availability

There are always plenty of books to choose from.

They are a wonderful service. Clean. Very well stocked. Staff are excellent.

Wide range of books, dvds etc. council also using library for face 2 face enquiries.

Have an excellent local library, they will always get books in that you want, very good service, including disabled ramps and photocopying can be done there.

Have young children use library a lot, nice atmosphere, nice selection

Llandrindod library - staff very helpful, very well stocked.

Leisure & Sports

Brecon leisure centre excellent. Very wide range of activities. Very good facility

Lots of good initiatives encouraging people to eat healthily and getting

The one in Builth is easily accessible and has lots of classes.

People in there very nice, Open good hours and good price.

Very good sport centre clean and good facilities for all members of the family

There is a very good sports centre, open all hours, kept clean, excellent food in the restaurant.

Museums

Good facilities, staff very polite and courteous.

Very good staff and appropriate displays

Llandrindod very good

Small museum, but quite well used especially from Easter to winter. Has lots of interesting artefacts.

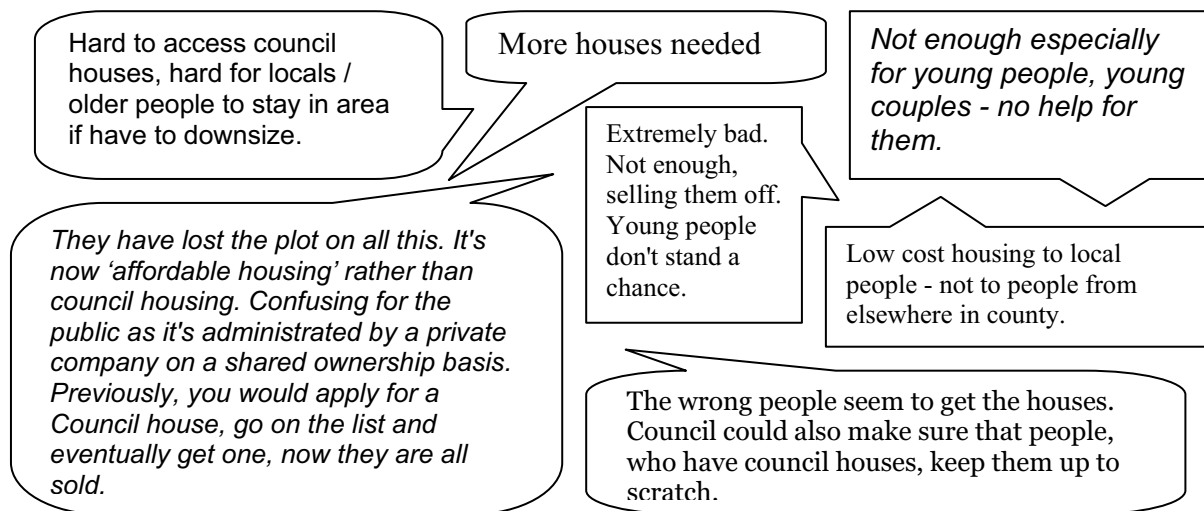
Need to be more tourist friendly and get schools involved - tie into curriculum.

Brecon museum being extended - great

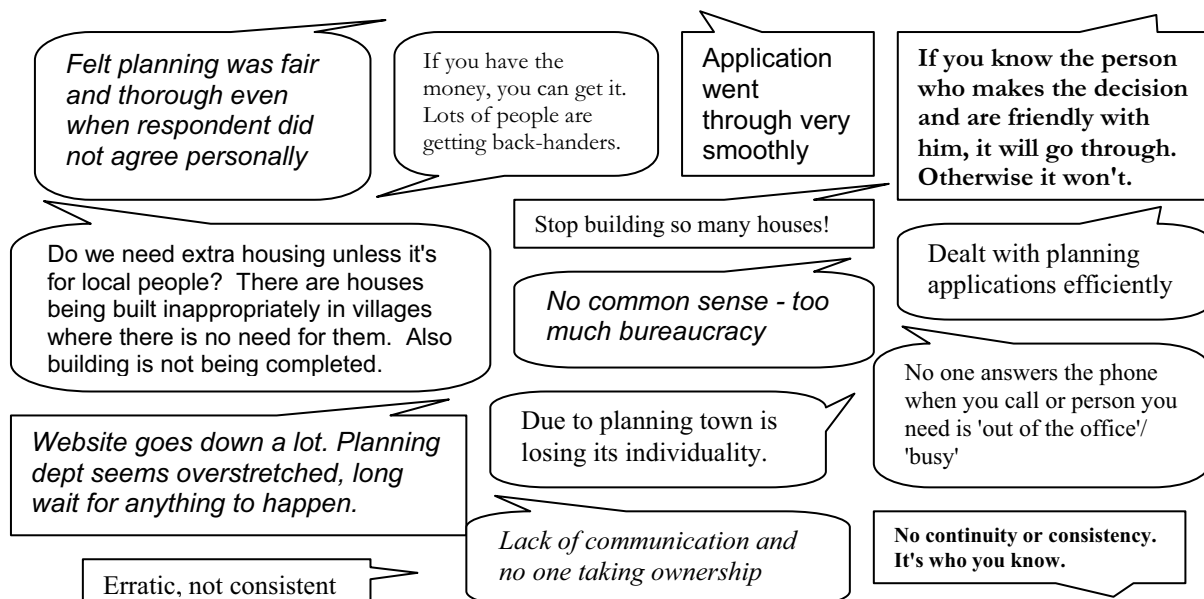
Dissatisfaction was high across the County in relation to the provision and availability of Council housing in the County.

The provision and availability of council housing received the lowest overall score from residents in Powys 004 to the south with just 2.19 – a very poor score where urgent attention is needed.

All those respondents reporting themselves as ‘very dissatisfied with this aspect of Council services were asked to provide greater details as to the reason, a selection of the comments provided are shown below.



Reported satisfaction with planning services was also relatively low with both Powys 002 and Powys 004 scoring in the red, danger zone. Whilst there were some positive comments in relation to the speed and efficiency of this service they were out weighed by respondents perception that decisions were granted on the basis of who you know and poor decisions being made in relation to new build housing. A representative selection of the comments made is provided below.

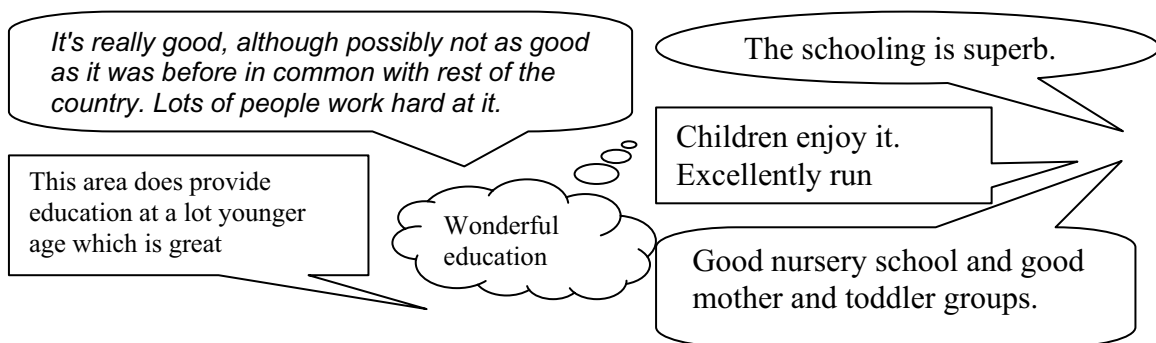


Satisfaction with educational services remained high across the county with an overall score of 4.07 being awarded by residents of Powys 001 in relation to pre school education and a score of 4.06 being awarded by residents of Powys 004 in relation to primary education.

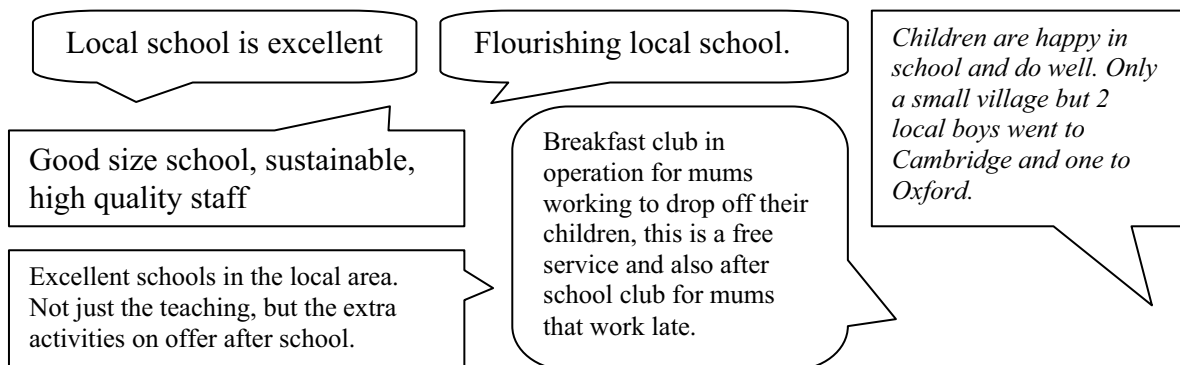
Satisfaction with secondary education showed the lowest variation in opinion across all of the geographies with a range of just 0.15.

Provided below is a representative selection of the comments provided in relation to education provision across the County.

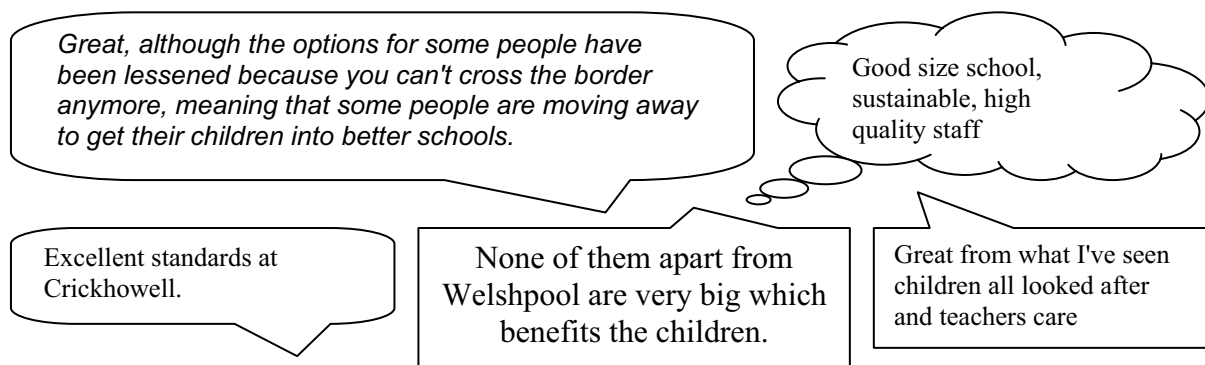
Pre School Education



Primary Education



Secondary Education

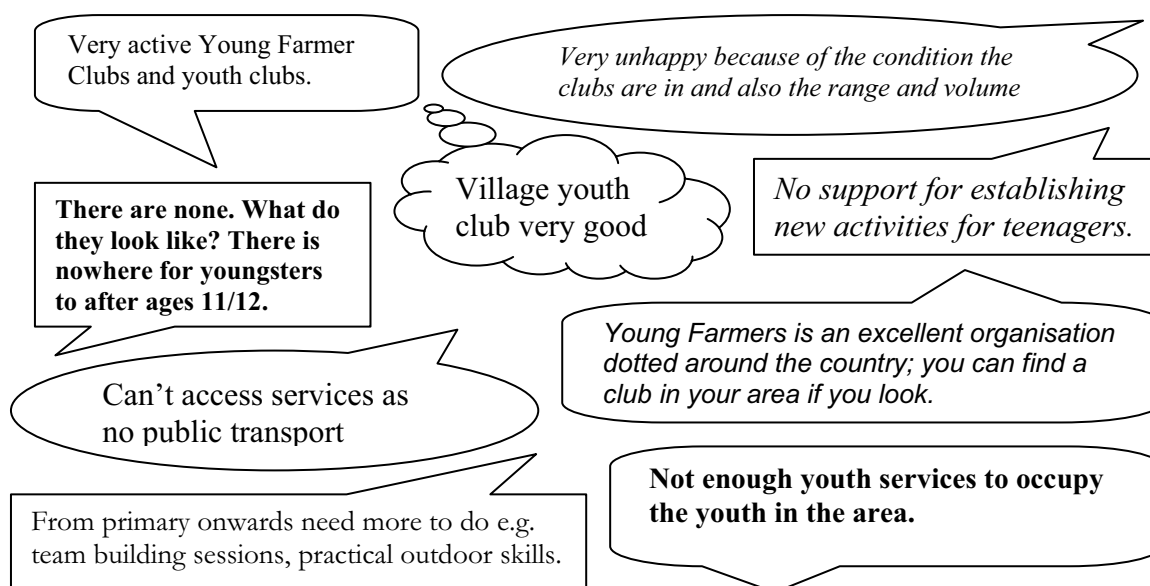


A noticeable ‘hotspot’ for poor service was identified in Powys 004 in relation to public transport where levels of transport service were described as ‘practically non-existent’ and at best ‘few and far between’.

Hotspots of poor service were also identified in relation to youth services with high dissatisfaction apparent in both the north (Powys 001) and south (Powys 004) of the County with overall scores of 2.87 and 2.58 respectively.

| Service | Overall Score | | | |
|---|---------------|-----------|-----------|-----------|
| | Powys 001 | Powys 002 | Powys 003 | Powys 004 |
| Arts | 3.69 | 3.64 | 3.77 | 3.96 |
| Environmental health | 3.59 | 3.55 | 3.78 | 3.91 |
| Housing Services inc. disabled facilities & energy grants | 3.40 | 3.51 | 3.57 | 3.56 |
| Leisure & sports centres | 4.02 | 3.82 | 3.92 | 3.66 |
| Libraries | 4.22 | 4.17 | 4.18 | 4.13 |
| Museums | 3.93 | 3.73 | 4.00 | 3.90 |
| Parks and open spaces | 3.78 | 3.71 | 3.84 | 3.84 |
| Planning | 3.18 | 2.97 | 3.24 | 2.61 |
| Provision and availability of Council housing | 2.77 | 2.66 | 2.84 | 2.19 |
| Pre-school education | 4.07 | 3.70 | 3.96 | 4.03 |
| Primary education | 3.84 | 3.94 | 3.97 | 4.06 |
| Secondary education | 3.82 | 3.83 | 3.86 | 3.97 |
| Schooling for children with special educational needs | 3.64 | 3.54 | 3.72 | 3.90 |
| Care for older people/the elderly | 3.43 | 3.49 | 3.70 | 3.63 |
| Support & care for people with learning/physical disabilities | 3.53 | 3.66 | 3.77 | 3.66 |
| Support & care for children and families | 3.32 | 3.40 | 3.51 | 3.55 |
| Public transport inc. school transport | 3.11 | 3.13 | 3.38 | 2.79 |
| Trading standards and consumer rights | 3.90 | 3.56 | 3.94 | 3.78 |
| Youth services | 2.87 | 3.23 | 3.43 | 2.58 |

Provided overleaf is a representative selection of the comments received from respondents in respect of youth services across the County.



Section 2 – Keeping you informed

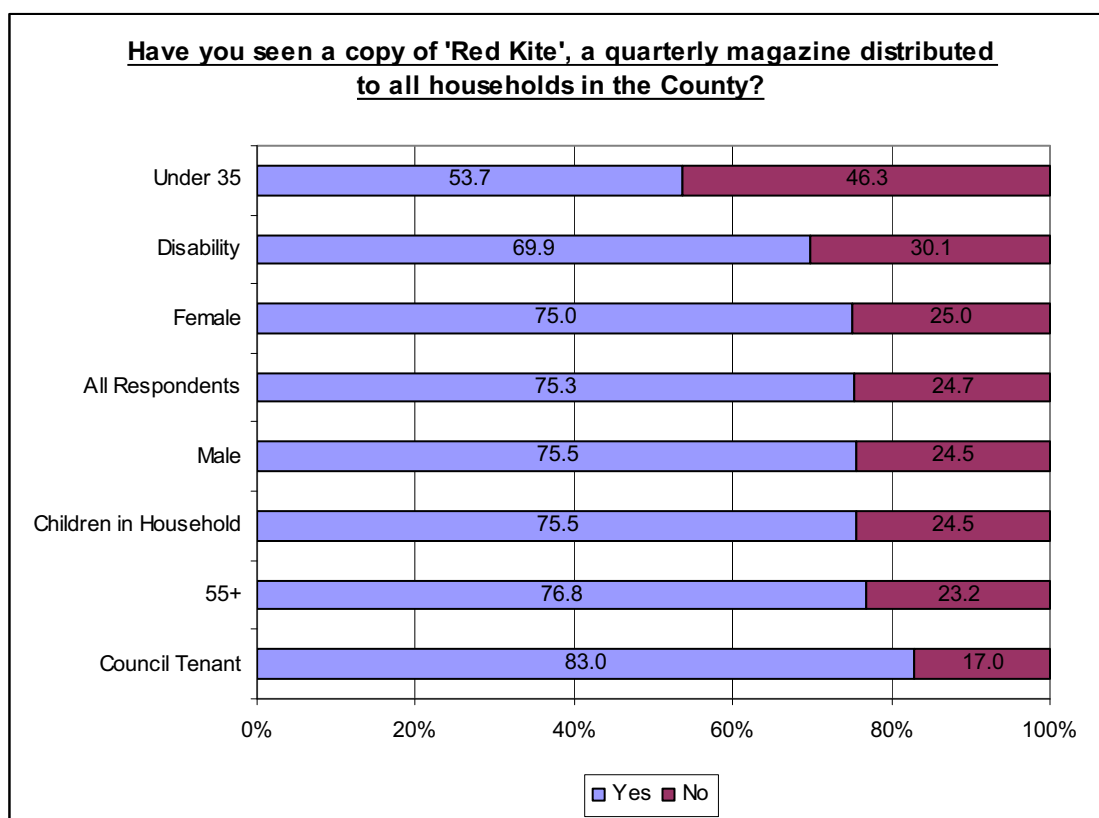
Q5. Earlier this year, Powys County Council launched a quarterly magazine called Red Kite, which is distributed to all households in the County, have you seen a copy?

A total of 957 valid responses were received for question 5 representing a response rate of 93.3%.

Approximately three-quarters (75.3%) of respondents reported that they had seen a copy of the Powys County Council magazine 'Red Kite'.

| | No. | % |
|--------------|------------|--------------|
| Yes | 721 | 75.3 |
| No | 236 | 24.7 |
| TOTAL | 957 | 100.0 |

When examined by demographic group the proportion of respondents reporting to have seen a copy of the magazine ranged from 83.0% amongst existing Council tenants to just half (53.7%) of those aged under thirty-five.



The results to the question were also analysed by upper tier super output area with a higher proportion of respondents in the north of the County (Powys 001) reporting to have seen the publication than those in the south (84.5% in Powys 001 compared to 74.0% in Powys 004)

| Respondents that have seen the 'Red Kite' publication | | |
|--|------------|----------|
| | No. | % |
| Powys 001 | 125 | 84.5 |
| Powys 002 | 159 | 75.4 |
| Powys 003 | 189 | 75.3 |
| Powys 004 | 191 | 74.0 |

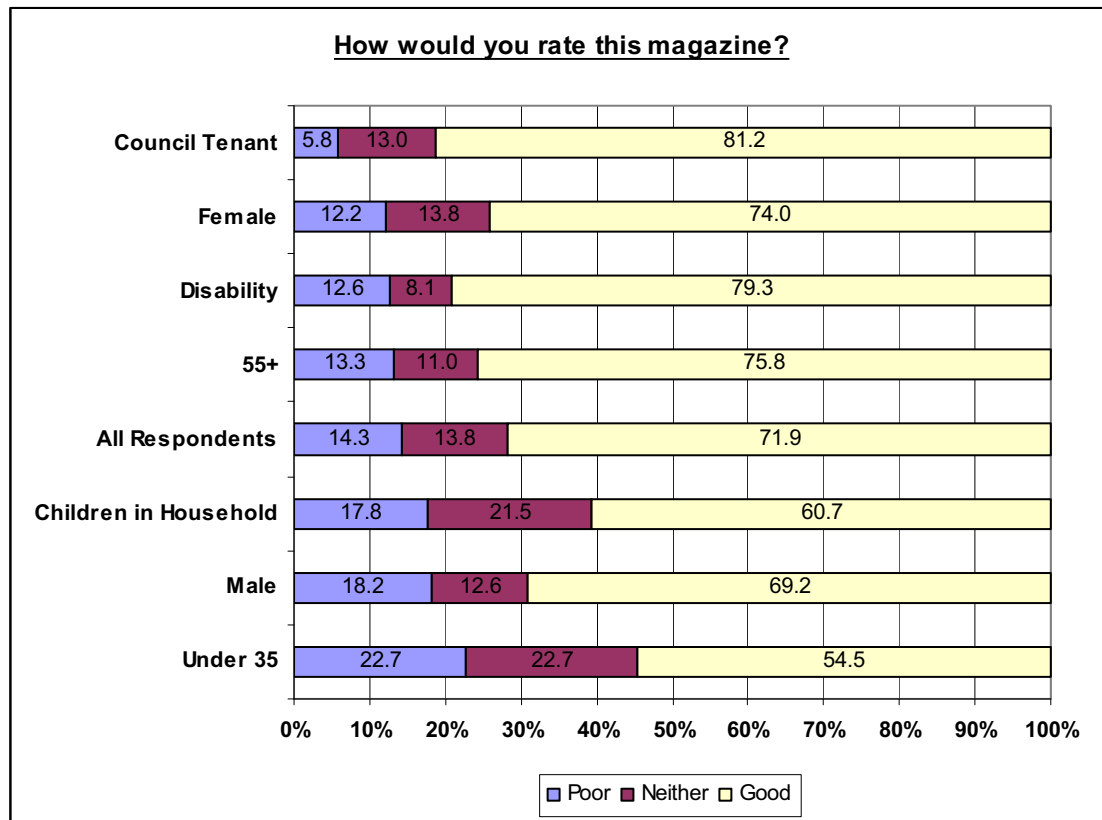
Q6. How would you rate this magazine?

A total of 594 valid responses were received for question 6 representing a response rate of 57.9%.

Those respondents that had seen 'Red Kite' were also asked to rate the magazine. The table below shows almost two-thirds (63.1%) of these respondents to rate the magazine as 'good'.

| | No. | % |
|------------------------------|------------|--------------|
| Poor | 52 | 8.8 |
| Fairly Poor | 33 | 5.6 |
| Neither good nor poor | 82 | 13.8 |
| Good | 375 | 63.1 |
| Excellent | 52 | 8.8 |
| TOTAL | 594 | 100.0 |

Substantial differences could again be seen between groups as to how they rated the publication it being rated favourably by just 54.5% of those aged under thirty-five as opposed to approximately four fifths of Council tenants or those respondents with a disabled person in their household (81.2% & 79.3% respectively).



The differing level of satisfaction between groups is further displayed via the application of the traffic light scoring system. Overall respondents awarded a score of 3.58 – this is a good score but a clear plan for improvement is needed.

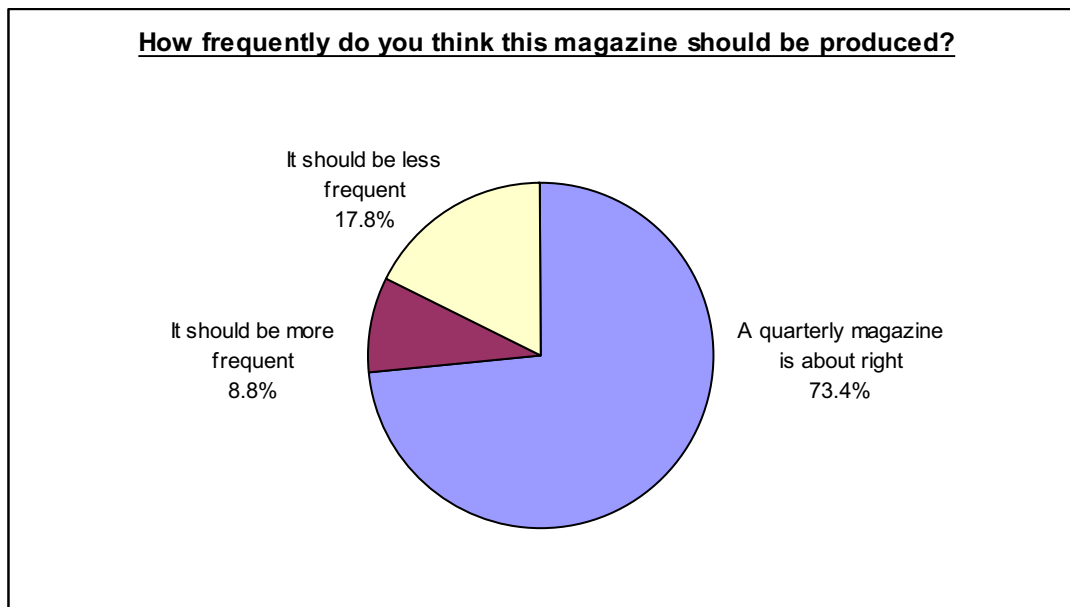
| Respondent Demographic | Score |
|------------------------|-------------|
| Council Tenant | 3.88 |
| Disability | 3.72 |
| 55+ | 3.64 |
| Female | 3.64 |
| All respondents | 3.58 |
| Male | 3.48 |
| Children in household | 3.40 |
| Under 35 | 3.23 |

Q7. How frequently do you think the magazine should be produced?

A total of 662 valid responses were received for question 7 representing a response rate of 64.5%.

Approximately three-quarters (73.4%) of respondents agreed a quarterly publication of the magazine to be about right. Less than ten percent (8.8%) felt that red Kite should be made more frequently whilst 17.8% felt that a less frequent publication would be appropriate.

| | No. | % |
|--|------------|--------------|
| A quarterly magazine is about right | 486 | 73.4 |
| It should be more frequent | 58 | 8.8 |
| It should be less frequent | 118 | 17.8 |
| TOTAL | 662 | 100.0 |



Q8. When Powys County Council sends out your Council Tax bill (normally in early Spring) they include a leaflet which sets out how much money they get from the Government, how much money altogether is paid in Council Tax, and how all this is going to be spent on services like education, refuse collection, care for older people, etc. Do you remember seeing this leaflet?

A total of 870 valid responses were received for question 8 representing a response rate of 84.8%.

A total of seventy percent of respondents recalled seeing the leaflet sent out to them with their Council Tax bill.

| | No. | % |
|--------------|------------|--------------|
| Yes | 609 | 70.0 |
| No | 261 | 30.0 |
| TOTAL | 870 | 100.0 |

When examined by geographic area this figure was seen to vary from 73.9% of respondents in Powys 003 to just 61.8% of those in Powys 001.

| Respondents that have seen the leaflet | | |
|--|-----|------|
| | No. | % |
| Powys 001 | 89 | 61.8 |
| Powys 002 | 127 | 73.8 |
| Powys 003 | 181 | 73.9 |
| Powys 004 | 164 | 71.6 |

Q9. Would you say this leaflet was...?

Respondents were then asked to rate the leaflet against a range of attributes.

Response rates to these questions were typically at fifty percent.

Approximately 90% of respondents agreed that the leaflet was well written, informative, clear, easy to understand and useful.

| | Yes | | No. | | Response rate |
|--------------------|-----|------|-----|------|---------------|
| | No. | % | No. | % | |
| Well written | 479 | 92.8 | 37 | 7.2 | 50.3 |
| Informative | 484 | 92.7 | 38 | 7.3 | 50.9 |
| Clear | 471 | 90.9 | 47 | 9.1 | 50.5 |
| Easy to understand | 470 | 90.4 | 50 | 9.6 | 50.7 |
| Useful | 465 | 89.3 | 56 | 10.7 | 50.8 |

Q10. Have you contacted Powys County Council in the past year?

A total of 1,005 valid responses were received for question 10 representing a response rate of 98.0%.

Approximately half (51.2%) of all respondents reported that they had contacted Powys County Council in the past 12 months.

| | No. | % |
|--------------|--------------|--------------|
| Yes | 515 | 51.2 |
| No | 490 | 48.8 |
| TOTAL | 1,005 | 100.0 |

Response to this question was further broken down by demographic group. This showed 80.0% of existing Council tenants made contact with Powys County Council in the last year compared to just 47.5% of respondents aged under thirty-five.

| | Yes | | No | |
|------------------------------|-----|------|-----|------|
| | No. | % | No. | % |
| Council Tenant | 76 | 80.0 | 19 | 20.0 |
| Disability | 109 | 56.8 | 83 | 43.2 |
| Children in household | 109 | 55.3 | 88 | 44.7 |
| Male | 189 | 53.1 | 167 | 46.9 |
| All respondents | 515 | 51.2 | 490 | 48.8 |
| Female | 309 | 49.9 | 310 | 50.1 |
| 55+ | 334 | 48.6 | 353 | 51.4 |
| Under 35 | 28 | 47.5 | 31 | 52.5 |

Again the responses to the question were looked at by upper tier super output area. Those respondents in the north (Powys 001/002) of the county were seen as slightly less likely (48.4% & 49.6% respectively) than those in the south (Powys 003/004, 56.4% & 51.7% respectively) to have contacted the Council in the previous twelve months.

| | Yes | | No | |
|------------------|-----|------|-----|------|
| | No. | % | No. | % |
| Powys 001 | 78 | 48.4 | 83 | 51.6 |
| Powys 002 | 112 | 49.6 | 114 | 50.4 |
| Powys 003 | 146 | 56.4 | 113 | 43.6 |
| Powys 004 | 137 | 51.7 | 128 | 48.3 |

Q11. How satisfied or dissatisfied were you with the process of contacting the Council in each of the following ways?

Respondents were asked to rate their level of satisfaction in relation to their experience of contacting Powys County Council through a variety of means. The table below shows response rates to this question to vary from 41.7% in relation to making contact over the phone to just 4.2% in reference to the internet.

| Service | No. of responses | Response rate |
|-----------------|------------------|---------------|
| In person | 178 | 17.3 |
| Over the phone | 428 | 41.7 |
| By email | 70 | 6.8 |
| On the internet | 43 | 4.2 |
| By letter | 81 | 7.9 |

The highest levels of satisfaction were found in relation to contact made with Powys County Council in person to which 80.3% of respondents reported to be either 'very' or 'fairly satisfied'.

| | Very satisfied | | Fairly satisfied | | Neither | | Fairly dissatisfied | | Very dissatisfied | |
|-----------------|----------------|------|------------------|------|---------|------|---------------------|------|-------------------|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| In person | 67 | 37.6 | 76 | 42.7 | 12 | 6.7 | 13 | 7.3 | 10 | 5.6 |
| Over the phone | 160 | 37.4 | 156 | 36.4 | 28 | 6.5 | 52 | 12.1 | 32 | 7.5 |
| By email | 13 | 18.6 | 36 | 51.4 | 9 | 12.9 | 6 | 8.6 | 6 | 8.6 |
| On the internet | 8 | 18.6 | 19 | 44.2 | 9 | 20.9 | 3 | 7.0 | 4 | 9.3 |
| By letter | 10 | 12.3 | 29 | 35.8 | 10 | 12.3 | 13 | 16.0 | 19 | 23.5 |

The table overleaf shows the overall scores awarded by respondents regarding their level of satisfaction when contacting Powys County Council via a variety of different means. Contact made in person and over the telephone achieved the highest levels of satisfaction. Both were awarded scores in the green (clear) zones and could be classified as very good scores with some limited room for further improvement.

The lowest satisfaction score was awarded in relation to contact made with Powys County Council through letter. Here a score was given of just 2.98 – a poor score where a high degree of dissatisfaction exists.

| | Score |
|-----------------|-------|
| In person | 3.99 |
| Over the phone | 3.84 |
| By email | 3.63 |
| On the internet | 3.56 |
| By letter | 2.98 |

Q12. When you need or want to contact the Council, how would you prefer to do it? Please consider each of the options and then rate it on a scale of 1 – 5, where 1 is your most preferred option, and 5 your least preferred

Respondents were asked to provide their preference for contacting Powys County Council via a variety of means. The table below shows response rates to this question to vary from 86.2% in relation to making contact over the phone to just 21.1% in reference to making contact by letter.

| Service | No. of responses | Response rate |
|-----------------|------------------|---------------|
| Over the phone | 884 | 86.2 |
| By email | 785 | 76.5 |
| In person | 544 | 53.0 |
| On the internet | 386 | 37.6 |
| By letter | 216 | 21.1 |

A full breakdown of the results to question 12 is provided in the table below. Three quarters (76.5%) of respondents who rated the use of the telephone to contact Powys County Council specified it as their most preferred option. Over a third of respondents specified both the internet (37.6%) and letter (33.8%) as the least preferred means of contact with Powys County Council.

| | Most Preferred 1 | | 2 | | 3 | | 4 | | Least preferred 5 | |
|-----------------|------------------|------|-----|------|-----|------|-----|------|-------------------|------|
| | No. | % | No. | % | No. | % | No. | % | No. | % |
| In person | 226 | 41.5 | 63 | 11.6 | 124 | 22.8 | 57 | 10.5 | 74 | 13.6 |
| Over the phone | 676 | 76.5 | 146 | 16.5 | 33 | 3.7 | 8 | 0.9 | 21 | 2.4 |
| By email | 430 | 54.8 | 253 | 32.2 | 61 | 7.8 | 13 | 1.7 | 28 | 3.6 |
| On the internet | 66 | 17.1 | 40 | 10.4 | 74 | 19.2 | 61 | 15.8 | 145 | 37.6 |
| By letter | 22 | 10.2 | 25 | 11.6 | 40 | 18.5 | 56 | 25.9 | 73 | 33.8 |

The table below details the average rating provided by respondents in relation to each of the methods of contact. 'Over the phone' received an average rating of 1.36 and could therefore be described as the number one preference for making contact with Powys County Council. Voted second with an average rating of 1.67 was email and the least preferred option was making contact by letter with an average rating of 3.62.

| Method of Contact | Average rating | Order of preference |
|-------------------|----------------|---------------------|
| Over the phone | 1.36 | 1 |
| By email | 1.67 | 2 |
| In person | 2.43 | 3 |
| On the internet | 3.46 | 4 |
| By letter | 3.62 | 5 |

Q13. Do you get either Council Tax benefit, or Housing benefit, or both?

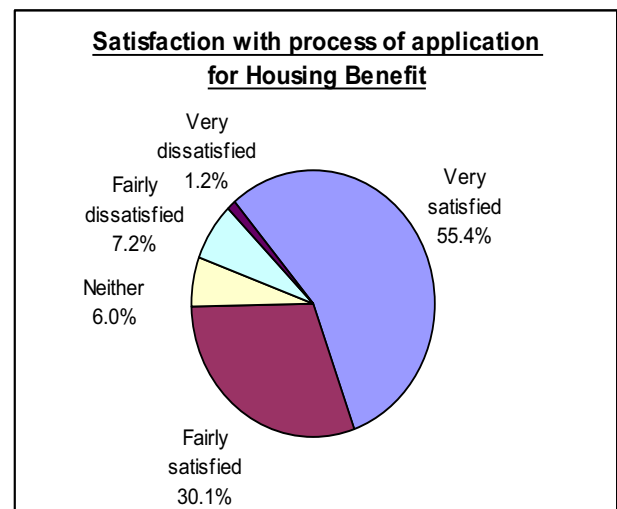
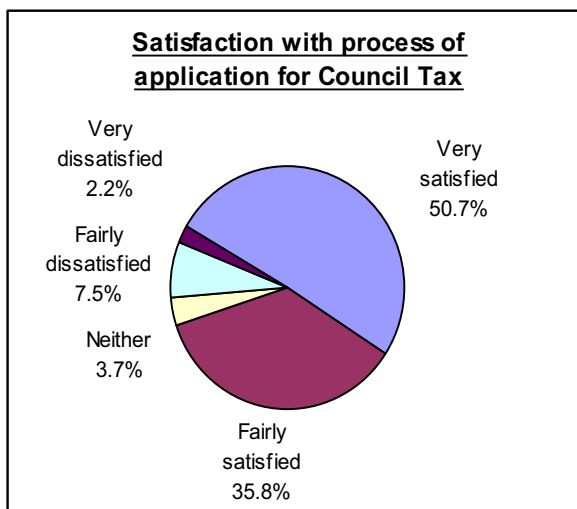
Seven percent of respondents reported to be in receipt of both Council Tax and Housing benefits. In addition a further 6.4% reported to be in receipt of Council tax benefit only and 1.6% Housing Benefit only.

| | No. | % |
|--|-----|-----|
| Both Council tax and housing benefits | 72 | 7.0 |
| Council tax benefit | 66 | 6.4 |
| Housing Benefit | 16 | 1.6 |

Q14. How satisfied or dissatisfied were you overall with the process that you had to go through to apply for these benefits?

The table and graphs below show 50.7% of those claiming Council Tax benefit to have been 'very satisfied' with the application process as were 55.4% of those claiming Housing benefit.

| | Council Tax Benefit | | Housing Benefit | |
|----------------------------|---------------------|--------------|-----------------|--------------|
| | No. | % | No. | % |
| Very satisfied | 68 | 50.7 | 46 | 55.4 |
| Fairly satisfied | 48 | 35.8 | 25 | 30.1 |
| Neither | 5 | 3.7 | 5 | 6.0 |
| Fairly dissatisfied | 10 | 7.5 | 6 | 7.2 |
| Very dissatisfied | 3 | 2.2 | 1 | 1.2 |
| TOTAL | 134 | 100.0 | 83 | 100.0 |



Section 3 – About you

A total of 978 valid responses were received relating to individuals gender representing a response rate of 95.3%.

A total of 995 valid responses were received relating to individuals age representing a response rate of 97.0%.

Approximately two-thirds (63.6%) of respondents to the questionnaire were female whilst 69.4% were aged 55+.

| Gender | No. | % |
|--------------|------------|--------------|
| Male | 356 | 36.4 |
| Female | 622 | 63.6 |
| TOTAL | 978 | 100.0 |

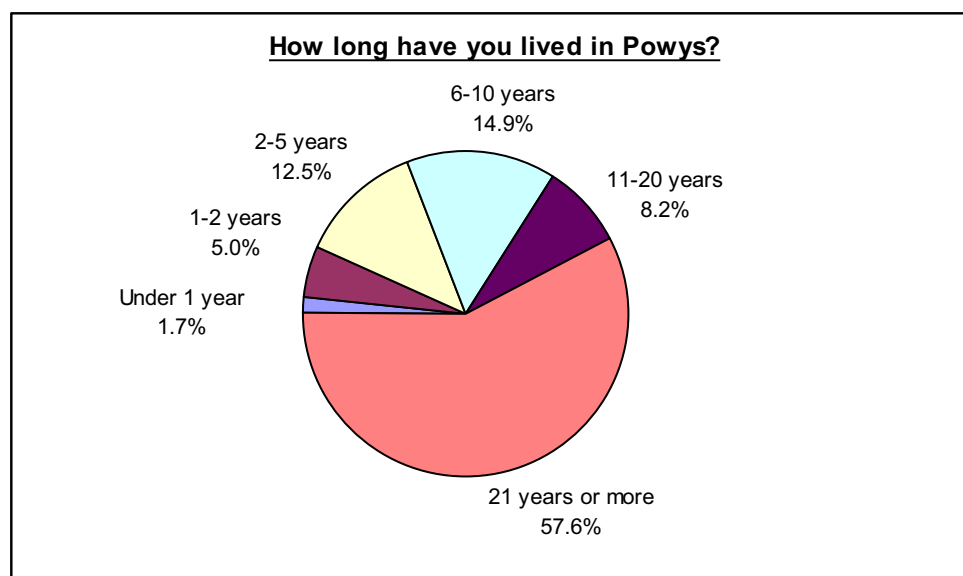
| Age | No. | % |
|--------------|------------|--------------|
| 18-24 | 17 | 1.7 |
| 25-34 | 42 | 4.2 |
| 35-44 | 107 | 10.8 |
| 45-54 | 139 | 14.0 |
| 55-59 | 110 | 11.1 |
| 60-64 | 145 | 14.6 |
| 65-74 | 247 | 24.8 |
| 75+ | 188 | 18.9 |
| TOTAL | 995 | 100.0 |

Q16 Postcode Map

How long have you lived in Powys?

A total of 582 valid responses were received relating to length of time in Powys representing a response rate of 56.7%. Additionally a further 315 (30.7%) respondents reported to have lived in Powys 'since birth'.

Almost three-fifths (57.6%) of respondents reported to have lived in Powys for twenty-one years or more whilst just 19.2% reported to have been resident in the county for five years or less.



In total how many adults are there in your household, including yourself?

A total of 1,005 valid responses were received relating to the number of adults in households representing a response rate of 98.0%.

Three-fifths (59.1%) of households were identified as containing two adults whilst a further 27.7% were found to contain just one resident aged over eighteen.

A total of 1,904 adults in total were identified in households through the survey.

| | No. | % |
|--------------|--------------|--------------|
| One | 278 | 27.7 |
| Two | 594 | 59.1 |
| Three | 99 | 9.9 |
| Four | 29 | 2.9 |
| Five+ | 5 | 0.5 |
| TOTAL | 1,005 | 100.0 |

In total how many children, aged 18 or under, are there in your household?

A total of 940 valid responses were received relating to the number of children in households representing a response rate of 91.6%.

Four-fifths (79.1%) of households reported containing no children aged eighteen or under.

A total of 326 children in total were identified in households via the survey. Of those respondents who were prepared to share the age of the children in their household three-fifths (60.2%) reported children aged eleven or below.

| | No. | % |
|--------------|------------|--------------|
| None | 744 | 79.1 |
| One | 82 | 8.7 |
| Two | 85 | 9.0 |
| Three | 24 | 2.6 |
| Four | 5 | 0.5 |
| TOTAL | 940 | 100.0 |

| | No. | % |
|--------------------|------------|--------------|
| 0-4 years | 57 | 21.6 |
| 5-11 years | 102 | 38.6 |
| 12-16 years | 81 | 30.7 |
| 17-18 years | 24 | 9.1 |
| TOTAL | 264 | 100.0 |

Are you, or is any member of your immediate household registered disabled?

A total of 1,009 valid responses were received relating to disability in households representing a response rate of 98.3%.

More than ten percent (12.4%) of respondents to the questionnaire reported themselves as being registered as disabled whilst a further 6.8% reported another member of their household to be registered as such.

Respondents were also asked to specify the nature of the disability. From the survey a total of 148 individuals were identified as having a physical disability and 10 as visually impaired.

| | No. | % |
|-------------------------------------|--------------|--------------|
| Yes - respondent | 125 | 12.4 |
| Yes - Other household member | 69 | 6.8 |
| No | 815 | 80.8 |
| TOTAL | 1,009 | 100.0 |

| | No. |
|---------------------------------|-----|
| Visually impaired | 10 |
| Physical disability | 148 |
| Mental health disability | 5 |
| Hearing impaired | 4 |
| Learning disability | 3 |
| Other | 29 |

Which of the following best describes your housing circumstances/employment status?

A total of 1,009 valid responses were received to questions about both respondents housing circumstances and employment status representing response rates of 98.3%.

Three-fifths (60.5%) of respondents to the survey reported to owning their property outright whilst just under a fifth (17.7%) owned the property with a mortgage. Of the remaining 18.5% that reported to be renting their property, 9.6% specified Powys County Council as their landlord.

More than half (55.8%) of respondents to the survey reported to be wholly retired from work whilst just 14.7% reported to be in full time employment for more than thirty hours a week.

| Housing | No. | % |
|--------------------------------------|-------------|--------------|
| Owned outright | 610 | 60.5 |
| Buying on a mortgage | 179 | 17.7 |
| Renting from the council | 97 | 9.6 |
| Renting from HA | 25 | 2.5 |
| Renting from private landlord | 65 | 6.4 |
| Other | 33 | 3.3 |
| TOTAL | 1009 | 100.0 |

| Employment | No. | % |
|---|-------------|--------------|
| Working full time (30+hrs/week) | 148 | 14.7 |
| Working part time (<30 hrs/week) | 115 | 11.4 |
| Self employed | 86 | 8.5 |
| Government supported training scheme | 0 | 0.0 |
| Full time education or student | 4 | 0.4 |
| Unemployed and available for work | 37 | 3.7 |
| Permanently sick or disabled | 24 | 2.4 |
| Wholly retired from work | 563 | 55.8 |
| Other | 32 | 3.2 |
| TOTAL | 1009 | 100.0 |

How would you best describe your ethnic identity?

A total of 1,007 valid responses were received relating to disability in households representing a response rate of 98.1%.

Only one respondent to the survey described themselves as from anything other than a 'white' background.

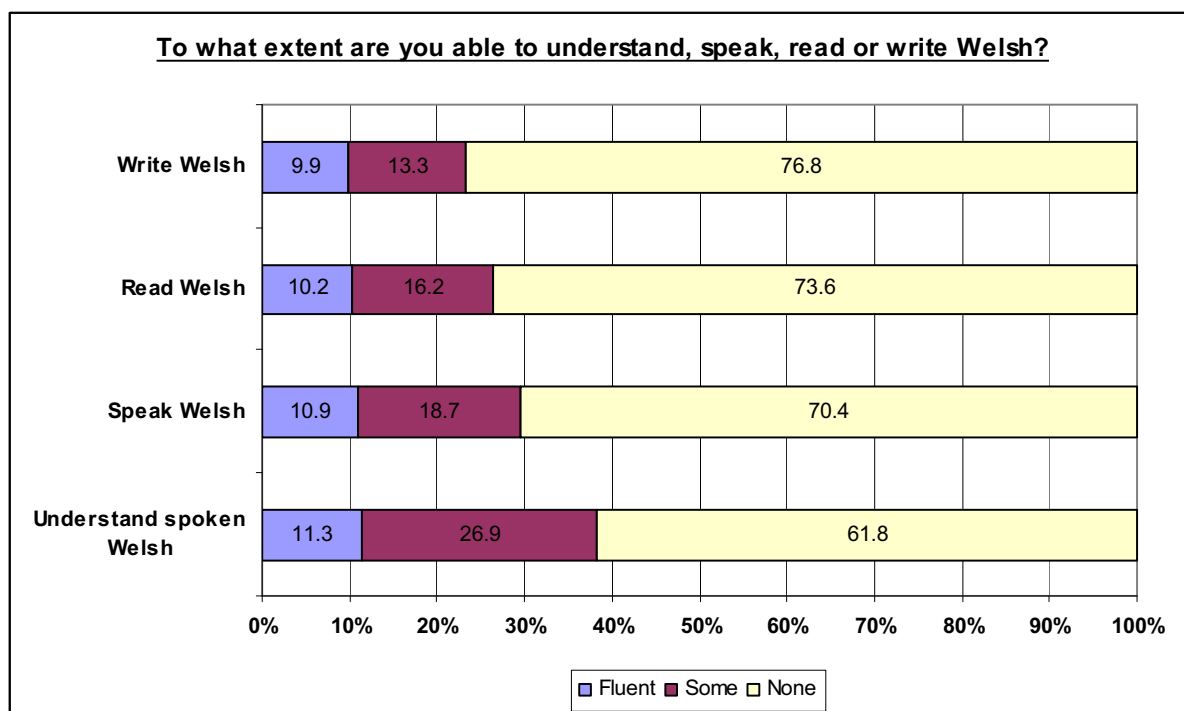
| Ethnic Group | Survey Results | | Powys (2001 Census) | | Wales (2001 Census) | |
|----------------------|----------------|--------------|---------------------|--------------|---------------------|--------------|
| | No. | % | No. | % | No. | % |
| White British | 962 | 95.5 | 123,173 | 97.5 | 2,786,605 | 96.0 |
| White Irish | 3 | 0.3 | 596 | 0.5 | 17,689 | 0.6 |
| White European | 11 | 1.1 | 1,499 | 1.2 | 37,211 | 1.3 |
| Any additional White | 30 | 3.0 | | | | |
| Other | 1 | 0.1 | 1,086 | 0.9 | 61,580 | 2.1 |
| TOTAL | 1,007 | 100.0 | 126,354 | 100.0 | 2,903,085 | 100.0 |

To what extent are you able to understand, speak, read or write Welsh?

A total of 1,009 valid responses were received, representing a response rate of 98.1%.

Approximately a tenth of respondents reported fluency in the Welsh language whilst a further quarter (26.9%) reported to understand 'some' of the spoken word.

| | Fluent | | Some | | None | | Response Rate |
|-------------------------|--------|------|------|------|------|------|---------------|
| | No. | % | No. | % | No. | % | |
| Understand spoken Welsh | 114 | 11.3 | 271 | 26.9 | 624 | 61.8 | 98.3 |
| Speak Welsh | 110 | 10.9 | 189 | 18.7 | 710 | 70.4 | 98.3 |
| Read Welsh | 103 | 10.2 | 163 | 16.2 | 743 | 73.6 | 98.3 |
| Write Welsh | 100 | 9.9 | 134 | 13.3 | 775 | 76.8 | 98.3 |



Have you ever been disadvantaged or experienced any difficulties or barriers when trying to access a Council service?

A total of 1,009 valid responses were received, representing a response rate of 98.1%.

A total of forty-two individuals (4.2%) reported via the survey to have experienced difficulties when trying access a Council service.

All of these respondents were asked to specify the area in which they experienced problems. The table below shows planning (13) and housing services & repairs (11) to be the areas in which problems were most typically expressed.

| | No. | % |
|--------------|--------------|--------------|
| Yes | 42 | 4.2 |
| No | 967 | 95.8 |
| TOTAL | 1,009 | 100.0 |

| | No. |
|---|-----|
| Planning | 13 |
| Housing services, including disabled facilities and home energy grants | 11 |
| Provision/availability of Council housing in Powys | 5 |
| Environmental health | 3 |
| Support/care for people with learning or physical disabilities | 3 |
| Care for older people/the elderly | 2 |
| Support/care for children and families (i.e. Social Services) | 2 |
| Street Scene Services | 2 |
| Secondary education | 1 |
| Schooling for children with special educational needs | 1 |
| Parks and open spaces | 1 |
| Other services | 2 |

Additionally those respondents that experienced difficulties with services were asked if they believed the problems to have originated from a prejudice towards them. The table below shows just one person to have specified age as a barrier to them accessing a service, two respondents specified language barriers, and two specified disabilities.

| | No. |
|---------------------------|------------|
| Gender | 0 |
| Age | 1 |
| Ethnicity | 0 |
| Language | 2 |
| Religious belief | 0 |
| Disability | 2 |
| Nationality | 0 |
| Sexual orientation | 0 |
| Other reason | 39 |

Typically respondents categorised the source of the problems experienced to 'other'. Most commonly these were identified as communication problems, lack of staff, slow service, and difficulties in reaching the correct person.

Finally respondents were asked what they felt would improve their experience in accessing these services. Most popular were improvements to the ease of contacting the Council or relevant officer (9) followed by employment of more contact staff (3), and improved access to Welsh speaking staff (3).

Appendix #1 - Results to Q3 by Upper Tier Super Output Area

| q3a Street Cleaning | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---------------------|----------------|------|---------------|------|---------|-----|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 17 | 12.5 | 87 | 64.0 | 8 | 5.9 | 18 | 13.2 | 6 | 4.4 | 136 |
| Powys 002 | 16 | 7.8 | 108 | 52.4 | 14 | 6.8 | 40 | 19.4 | 28 | 13.6 | 206 |
| Powys 003 | 35 | 15.0 | 144 | 61.5 | 9 | 3.8 | 25 | 10.7 | 21 | 9.0 | 234 |
| Powys 004 | 24 | 9.9 | 168 | 69.1 | 10 | 4.1 | 22 | 9.1 | 19 | 7.8 | 243 |

| q3b maintenance of grass & verges | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 12 | 8.5 | 82 | 57.7 | 14 | 9.9 | 22 | 15.5 | 12 | 8.5 | 142 |
| Powys 002 | 20 | 9.3 | 124 | 57.9 | 29 | 13.6 | 24 | 11.2 | 17 | 7.9 | 214 |
| Powys 003 | 26 | 10.7 | 159 | 65.2 | 19 | 7.8 | 22 | 9.0 | 18 | 7.4 | 244 |
| Powys 004 | 21 | 8.7 | 171 | 71.0 | 15 | 6.2 | 18 | 7.5 | 16 | 6.6 | 241 |

| q3c Public conveniences | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 7 | 6.6 | 46 | 43.4 | 19 | 17.9 | 21 | 19.8 | 13 | 12.3 | 106 |
| Powys 002 | 16 | 9.0 | 70 | 39.5 | 36 | 20.3 | 34 | 19.2 | 21 | 11.9 | 177 |
| Powys 003 | 5 | 2.8 | 95 | 53.7 | 16 | 9.0 | 39 | 22.0 | 22 | 12.4 | 177 |
| Powys 004 | 5 | 2.8 | 80 | 44.7 | 18 | 10.1 | 23 | 12.8 | 53 | 29.6 | 179 |

| q3d Refuse collection | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 7 | 6.6 | 46 | 43.4 | 19 | 17.9 | 21 | 19.8 | 13 | 12.3 | 106 |
| Powys 002 | 16 | 9.0 | 70 | 39.5 | 36 | 20.3 | 34 | 19.2 | 21 | 11.9 | 177 |
| Powys 003 | 5 | 2.8 | 95 | 53.7 | 16 | 9.0 | 39 | 22.0 | 22 | 12.4 | 177 |
| Powys 004 | 5 | 2.8 | 80 | 44.7 | 18 | 10.1 | 23 | 12.8 | 53 | 29.6 | 179 |

| q3e Recycling services | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|------------------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 60 | 38.5 | 75 | 48.1 | 10 | 6.4 | 7 | 4.5 | 4 | 2.6 | 156 |
| Powys 002 | 51 | 23.2 | 104 | 47.3 | 29 | 13.2 | 14 | 6.4 | 22 | 10.0 | 220 |
| Powys 003 | 50 | 19.8 | 160 | 63.5 | 13 | 5.2 | 12 | 4.8 | 17 | 6.7 | 252 |
| Powys 004 | 49 | 19.6 | 151 | 60.4 | 9 | 3.6 | 8 | 3.2 | 33 | 13.2 | 250 |

| q3f Local roads | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 11 | 7.5 | 73 | 49.7 | 15 | 10.2 | 30 | 20.4 | 18 | 12.2 | 147 |
| Powys 002 | 12 | 5.5 | 95 | 43.6 | 29 | 13.3 | 48 | 22.0 | 34 | 15.6 | 218 |
| Powys 003 | 24 | 9.6 | 150 | 60.0 | 27 | 10.8 | 32 | 12.8 | 17 | 6.8 | 250 |
| Powys 004 | 17 | 6.8 | 155 | 62.2 | 22 | 8.8 | 26 | 10.4 | 29 | 11.6 | 249 |

| q3g Road safety | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 11 | 7.8 | 82 | 58.2 | 18 | 12.8 | 14 | 9.9 | 16 | 11.3 | 141 |
| Powys 002 | 10 | 4.7 | 102 | 48.3 | 38 | 18.0 | 26 | 12.3 | 35 | 16.6 | 211 |
| Powys 003 | 12 | 5.2 | 159 | 68.5 | 21 | 9.1 | 29 | 12.5 | 11 | 4.7 | 232 |
| Powys 004 | 8 | 3.5 | 169 | 73.2 | 12 | 5.2 | 13 | 5.6 | 29 | 12.6 | 231 |

| q3h Maintenance of parks and open spaces | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--|----------------|-----|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 8 | 7.1 | 78 | 69.6 | 18 | 16.1 | 6 | 5.4 | 2 | 1.8 | 112 |
| Powys 002 | 17 | 9.4 | 113 | 62.8 | 33 | 18.3 | 12 | 6.7 | 5 | 2.8 | 180 |
| Powys 003 | 18 | 8.0 | 168 | 74.3 | 17 | 7.5 | 13 | 5.8 | 10 | 4.4 | 226 |
| Powys 004 | 14 | 6.5 | 160 | 74.4 | 21 | 9.8 | 6 | 2.8 | 14 | 6.5 | 215 |

| q3i Maintenance of rights of way & public footpaths | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 6.9 | 81 | 62.3 | 27 | 20.8 | 8 | 6.2 | 5 | 3.8 | 130 |
| Powys 002 | 14 | 7.6 | 94 | 51.1 | 38 | 20.7 | 25 | 13.6 | 13 | 7.1 | 184 |
| Powys 003 | 9 | 4.3 | 166 | 78.7 | 11 | 5.2 | 18 | 8.5 | 7 | 3.3 | 211 |
| Powys 004 | 10 | 4.7 | 152 | 71.4 | 23 | 10.8 | 11 | 5.2 | 17 | 8.0 | 213 |

| q3j Local car parks | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|------------------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 4 | 3.1 | 95 | 73.1 | 13 | 10.0 | 8 | 6.2 | 10 | 7.7 | 130 |
| Powys 002 | 13 | 6.5 | 117 | 58.5 | 31 | 15.5 | 22 | 11.0 | 17 | 8.5 | 200 |
| Powys 003 | 11 | 5.0 | 144 | 65.5 | 21 | 9.5 | 23 | 10.5 | 21 | 9.5 | 220 |
| Powys 004 | 7 | 3.3 | 158 | 73.5 | 6 | 2.8 | 10 | 4.7 | 34 | 15.8 | 215 |

| q3k Street lighting | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|------------------------|----------------|-----|---------------|------|---------|-----|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 5 | 3.7 | 40 | 29.4 | 6 | 4.4 | 34 | 25.0 | 51 | 37.5 | 136 |
| Powys 002 | 4 | 2.0 | 61 | 31.0 | 11 | 5.6 | 38 | 19.3 | 83 | 42.1 | 197 |
| Powys 003 | 8 | 3.3 | 95 | 39.7 | 17 | 7.1 | 49 | 20.5 | 70 | 29.3 | 239 |
| Powys 004 | 15 | 6.1 | 59 | 24.2 | 12 | 4.9 | 40 | 16.4 | 118 | 48.4 | 244 |

Appendix #2 - Results to Q3 by Local Environment Area

| q3a Street Cleaning | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 14 | 20.9 | 39 | 58.2 | 2 | 3.0 | 8 | 11.9 | 4 | 6.0 | 67 |
| Mid West | 21 | 12.6 | 105 | 62.9 | 7 | 4.2 | 17 | 10.2 | 17 | 10.2 | 167 |
| North Central | 10 | 8.2 | 68 | 55.7 | 4 | 3.3 | 25 | 20.5 | 15 | 12.3 | 122 |
| North East | 17 | 12.5 | 87 | 64.0 | 8 | 5.9 | 18 | 13.2 | 6 | 4.4 | 136 |
| North West | 6 | 7.1 | 40 | 47.6 | 10 | 11.9 | 15 | 17.9 | 13 | 15.5 | 84 |
| South Central | 6 | 10.5 | 40 | 70.2 | 1 | 1.8 | 5 | 8.8 | 5 | 8.8 | 57 |
| South East | 7 | 6.9 | 70 | 68.6 | 6 | 5.9 | 8 | 7.8 | 11 | 10.8 | 102 |
| South West | 11 | 12.9 | 58 | 68.2 | 3 | 3.5 | 9 | 10.6 | 4 | 4.7 | 85 |

| q3b maintenance of grass & verges | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 11 | 14.9 | 45 | 60.8 | 4 | 5.4 | 10 | 13.5 | 4 | 5.4 | 74 |
| Mid West | 15 | 8.8 | 114 | 67.1 | 15 | 8.8 | 12 | 7.1 | 14 | 8.2 | 170 |
| North Central | 11 | 8.3 | 82 | 62.1 | 9 | 6.8 | 19 | 14.4 | 11 | 8.3 | 132 |
| North East | 12 | 8.5 | 82 | 57.7 | 14 | 9.9 | 22 | 15.5 | 12 | 8.5 | 142 |
| North West | 9 | 11.0 | 42 | 51.2 | 20 | 24.4 | 5 | 6.1 | 6 | 7.3 | 82 |
| South Central | 5 | 8.6 | 41 | 70.7 | 3 | 5.2 | 5 | 8.6 | 4 | 6.9 | 58 |
| South East | 6 | 5.8 | 72 | 69.2 | 7 | 6.7 | 10 | 9.6 | 9 | 8.7 | 104 |
| South West | 10 | 12.7 | 58 | 73.4 | 5 | 6.3 | 3 | 3.8 | 3 | 3.8 | 79 |

| q3c Public conveniences | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 1 | 2.1 | 25 | 52.1 | 5 | 10.4 | 9 | 18.8 | 8 | 16.7 | 48 |
| Mid West | 4 | 3.1 | 70 | 54.3 | 11 | 8.5 | 30 | 23.3 | 14 | 10.9 | 129 |
| North Central | 13 | 12.6 | 43 | 41.7 | 15 | 14.6 | 20 | 19.4 | 12 | 11.7 | 103 |
| North East | 7 | 6.6 | 46 | 43.4 | 19 | 17.9 | 21 | 19.8 | 13 | 12.3 | 106 |
| North West | 3 | 4.1 | 27 | 36.5 | 21 | 28.4 | 14 | 18.9 | 9 | 12.2 | 74 |
| South Central | 1 | 2.3 | 16 | 37.2 | 6 | 14.0 | 10 | 23.3 | 10 | 23.3 | 43 |
| South East | 0 | 0.0 | 36 | 42.9 | 6 | 7.1 | 11 | 13.1 | 31 | 36.9 | 84 |
| South West | 4 | 7.7 | 28 | 53.8 | 6 | 11.5 | 2 | 3.8 | 12 | 23.1 | 52 |

| q3d Refuse collection | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------|----------------|------|---------------|------|---------|-----|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 18 | 23.4 | 51 | 66.2 | 0 | 0.0 | 2 | 2.6 | 6 | 7.8 | 77 |
| Mid West | 58 | 31.7 | 117 | 63.9 | 3 | 1.6 | 2 | 1.1 | 3 | 1.6 | 183 |
| North Central | 47 | 34.6 | 74 | 54.4 | 1 | 0.7 | 6 | 4.4 | 8 | 5.9 | 136 |
| North East | 53 | 32.9 | 95 | 59.0 | 4 | 2.5 | 4 | 2.5 | 5 | 3.1 | 161 |
| North West | 19 | 22.1 | 62 | 72.1 | 1 | 1.2 | 1 | 1.2 | 3 | 3.5 | 86 |
| South Central | 22 | 35.5 | 35 | 56.5 | 1 | 1.6 | 1 | 1.6 | 3 | 4.8 | 62 |
| South East | 39 | 35.8 | 63 | 57.8 | 2 | 1.8 | 2 | 1.8 | 3 | 2.8 | 109 |
| South West | 19 | 20.9 | 61 | 67.0 | 3 | 3.3 | 5 | 5.5 | 3 | 3.3 | 91 |

| q3e Recycling services | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|------------------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 12 | 16.4 | 49 | 67.1 | 4 | 5.5 | 2 | 2.7 | 6 | 8.2 | 73 |
| Mid West | 38 | 21.2 | 111 | 62.0 | 9 | 5.0 | 10 | 5.6 | 11 | 6.1 | 179 |
| North Central | 36 | 26.5 | 64 | 47.1 | 7 | 5.1 | 13 | 9.6 | 16 | 11.8 | 136 |
| North East | 60 | 38.5 | 75 | 48.1 | 10 | 6.4 | 7 | 4.5 | 4 | 2.6 | 156 |
| North West | 15 | 17.9 | 40 | 47.6 | 22 | 26.2 | 1 | 1.2 | 6 | 7.1 | 84 |
| South Central | 14 | 23.7 | 33 | 55.9 | 2 | 3.4 | 2 | 3.4 | 8 | 13.6 | 59 |
| South East | 18 | 17.1 | 66 | 62.9 | 3 | 2.9 | 2 | 1.9 | 16 | 15.2 | 105 |
| South West | 17 | 19.5 | 52 | 59.8 | 4 | 4.6 | 4 | 4.6 | 10 | 11.5 | 87 |

| q3f Local roads | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 7 | 9.3 | 44 | 58.7 | 7 | 9.3 | 12 | 16.0 | 5 | 6.7 | 75 |
| Mid West | 17 | 9.7 | 106 | 60.6 | 20 | 11.4 | 20 | 11.4 | 12 | 6.9 | 175 |
| North Central | 10 | 7.5 | 58 | 43.3 | 15 | 11.2 | 30 | 22.4 | 21 | 15.7 | 134 |
| North East | 11 | 7.5 | 73 | 49.7 | 15 | 10.2 | 30 | 20.4 | 18 | 12.2 | 147 |
| North West | 2 | 2.4 | 37 | 44.0 | 14 | 16.7 | 18 | 21.4 | 13 | 15.5 | 84 |
| South Central | 5 | 9.1 | 31 | 56.4 | 7 | 12.7 | 5 | 9.1 | 7 | 12.7 | 55 |
| South East | 8 | 7.6 | 63 | 60.0 | 9 | 8.6 | 11 | 10.5 | 14 | 13.3 | 105 |
| South West | 4 | 4.4 | 61 | 67.8 | 6 | 6.7 | 11 | 12.2 | 8 | 8.9 | 90 |

| q3g Road safety | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 3 | 4.3 | 45 | 65.2 | 7 | 10.1 | 11 | 15.9 | 3 | 4.3 | 69 |
| Mid West | 9 | 5.5 | 114 | 69.9 | 14 | 8.6 | 18 | 11.0 | 8 | 4.9 | 163 |
| North Central | 9 | 6.8 | 64 | 48.5 | 16 | 12.1 | 18 | 13.6 | 25 | 18.9 | 132 |
| North East | 11 | 7.7 | 83 | 58.5 | 18 | 12.7 | 14 | 9.9 | 16 | 11.3 | 142 |
| North West | 1 | 1.3 | 38 | 48.1 | 22 | 27.8 | 8 | 10.1 | 10 | 12.7 | 79 |
| South Central | 2 | 3.9 | 37 | 72.5 | 2 | 3.9 | 2 | 3.9 | 8 | 15.7 | 51 |
| South East | 3 | 3.1 | 73 | 75.3 | 2 | 2.1 | 8 | 8.2 | 11 | 11.3 | 97 |
| South West | 3 | 3.6 | 59 | 71.1 | 8 | 9.6 | 3 | 3.6 | 10 | 12.0 | 83 |

| q3h Maintenance of parks and open spaces | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 5 | 7.7 | 49 | 75.4 | 4 | 6.2 | 3 | 4.6 | 4 | 6.2 | 65 |
| Mid West | 13 | 8.1 | 119 | 73.9 | 13 | 8.1 | 10 | 6.2 | 6 | 3.7 | 161 |
| North Central | 14 | 13.0 | 74 | 68.5 | 9 | 8.3 | 9 | 8.3 | 2 | 1.9 | 108 |
| North East | 8 | 7.1 | 78 | 69.6 | 18 | 16.1 | 6 | 5.4 | 2 | 1.8 | 112 |
| North West | 3 | 4.2 | 39 | 54.2 | 24 | 33.3 | 3 | 4.2 | 3 | 4.2 | 72 |
| South Central | 6 | 12.0 | 36 | 72.0 | 3 | 6.0 | 1 | 2.0 | 4 | 8.0 | 50 |
| South East | 4 | 4.7 | 68 | 80.0 | 11 | 12.9 | 0 | 0.0 | 2 | 2.4 | 85 |
| South West | 4 | 4.9 | 56 | 69.1 | 8 | 9.9 | 5 | 6.2 | 8 | 9.9 | 81 |

| q3i Maintenance of rights of way & public footpaths | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 3 | 5.3 | 44 | 77.2 | 2 | 3.5 | 5 | 8.8 | 3 | 5.3 | 57 |
| Mid West | 6 | 3.9 | 122 | 79.2 | 9 | 5.8 | 13 | 8.4 | 4 | 2.6 | 154 |
| North Central | 10 | 8.8 | 58 | 51.3 | 17 | 15.0 | 18 | 15.9 | 10 | 8.8 | 113 |
| North East | 9 | 6.9 | 81 | 62.3 | 27 | 20.8 | 8 | 6.2 | 5 | 3.8 | 130 |
| North West | 4 | 5.6 | 36 | 50.7 | 21 | 29.6 | 7 | 9.9 | 3 | 4.2 | 71 |
| South Central | 2 | 4.2 | 34 | 70.8 | 5 | 10.4 | 3 | 6.3 | 4 | 8.3 | 48 |
| South East | 5 | 5.7 | 64 | 73.6 | 9 | 10.3 | 2 | 2.3 | 7 | 8.0 | 87 |
| South West | 3 | 3.8 | 54 | 68.4 | 9 | 11.4 | 7 | 8.9 | 6 | 7.6 | 79 |

| q3j Local car parks | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---------------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 4 | 6.3 | 43 | 67.2 | 4 | 6.3 | 7 | 10.9 | 6 | 9.4 | 64 |
| Mid West | 7 | 4.5 | 101 | 64.7 | 17 | 10.9 | 16 | 10.3 | 15 | 9.6 | 156 |
| North Central | 9 | 7.5 | 72 | 60.0 | 14 | 11.7 | 13 | 10.8 | 12 | 10.0 | 120 |
| North East | 4 | 3.1 | 95 | 73.1 | 13 | 10.0 | 8 | 6.2 | 10 | 7.7 | 130 |
| North West | 4 | 5.0 | 45 | 56.3 | 17 | 21.3 | 9 | 11.3 | 5 | 6.3 | 80 |
| South Central | 1 | 2.0 | 32 | 62.7 | 2 | 3.9 | 4 | 7.8 | 12 | 23.5 | 51 |
| South East | 4 | 4.3 | 69 | 74.2 | 0 | 0.0 | 4 | 4.3 | 16 | 17.2 | 93 |
| South West | 2 | 2.8 | 57 | 79.2 | 4 | 5.6 | 3 | 4.2 | 6 | 8.3 | 72 |

| q3k Street lighting | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|----------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Mid East | 0 | 0.0 | 26 | 38.8 | 4 | 6.0 | 15 | 22.4 | 22 | 32.8 | 67 |
| Mid West | 8 | 4.7 | 69 | 40.1 | 13 | 7.6 | 34 | 19.8 | 48 | 27.9 | 172 |
| North Central | 4 | 3.4 | 40 | 34.5 | 4 | 3.4 | 13 | 11.2 | 55 | 47.4 | 116 |
| North East | 5 | 3.7 | 40 | 29.4 | 6 | 4.4 | 34 | 25.0 | 51 | 37.5 | 136 |
| North West | 0 | 0.0 | 21 | 25.9 | 7 | 8.6 | 25 | 30.9 | 28 | 34.6 | 81 |
| South Central | 7 | 12.7 | 10 | 18.2 | 8 | 14.5 | 6 | 10.9 | 24 | 43.6 | 55 |
| South East | 7 | 6.9 | 35 | 34.7 | 2 | 2.0 | 16 | 15.8 | 41 | 40.6 | 101 |
| South West | 1 | 1.1 | 14 | 15.7 | 2 | 2.2 | 18 | 20.2 | 54 | 60.7 | 89 |

Appendix #3 - Results to Q4 by Upper Tier Super Output Area

| q3a Arts | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 7 | 14.3 | 27 | 55.1 | 10 | 20.4 | 3 | 6.1 | 2 | 4.1 | 49 |
| Powys 002 | 16 | 13.6 | 58 | 49.2 | 33 | 28.0 | 7 | 5.9 | 4 | 3.4 | 118 |
| Powys 003 | 20 | 18.9 | 58 | 54.7 | 16 | 15.1 | 8 | 7.5 | 4 | 3.8 | 106 |
| Powys 004 | 12 | 11.1 | 87 | 80.6 | 5 | 4.6 | 1 | 0.9 | 3 | 2.8 | 108 |

| q3b Environmental health | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--------------------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 6 | 11.8 | 24 | 47.1 | 16 | 31.4 | 4 | 7.8 | 1 | 2.0 | 51 |
| Powys 002 | 9 | 7.7 | 64 | 54.7 | 33 | 28.2 | 4 | 3.4 | 7 | 6.0 | 117 |
| Powys 003 | 9 | 8.9 | 70 | 69.3 | 16 | 15.8 | 3 | 3.0 | 3 | 3.0 | 101 |
| Powys 004 | 15 | 12.7 | 89 | 75.4 | 7 | 5.9 | 2 | 1.7 | 5 | 4.2 | 118 |

| q3c Housing services | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|----------------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 5 | 10.6 | 20 | 42.6 | 15 | 31.9 | 3 | 6.4 | 4 | 8.5 | 47 |
| Powys 002 | 14 | 12.5 | 51 | 45.5 | 33 | 29.5 | 6 | 5.4 | 8 | 7.1 | 112 |
| Powys 003 | 13 | 14.8 | 43 | 48.9 | 19 | 21.6 | 7 | 8.0 | 6 | 6.8 | 88 |
| Powys 004 | 10 | 15.2 | 39 | 59.1 | 5 | 7.6 | 2 | 3.0 | 10 | 15.2 | 66 |

| q3d Leisure & sports centres | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|------------------------------|----------------|------|---------------|------|---------|-----|------------------|-----|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 20 | 19.4 | 74 | 71.8 | 3 | 2.9 | 3 | 2.9 | 3 | 2.9 | 103 |
| Powys 002 | 14 | 8.8 | 119 | 74.8 | 14 | 8.8 | 7 | 4.4 | 5 | 3.1 | 159 |
| Powys 003 | 28 | 16.5 | 117 | 68.8 | 12 | 7.1 | 10 | 5.9 | 3 | 1.8 | 170 |
| Powys 004 | 20 | 11.3 | 123 | 69.5 | 8 | 4.5 | 5 | 2.8 | 21 | 11.9 | 177 |

| q3e Libraries | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---------------|----------------|------|---------------|------|---------|-----|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 30 | 28.3 | 73 | 68.9 | 1 | 0.9 | 0 | 0.0 | 2 | 1.9 | 106 |
| Powys 002 | 43 | 24.7 | 122 | 70.1 | 6 | 3.4 | 1 | 0.6 | 2 | 1.1 | 174 |
| Powys 003 | 45 | 23.9 | 134 | 71.3 | 7 | 3.7 | 2 | 1.1 | 0 | 0.0 | 188 |
| Powys 004 | 38 | 19.6 | 149 | 76.8 | 4 | 2.1 | 1 | 0.5 | 2 | 1.0 | 194 |

| q3f Museums | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 6 | 8.8 | 52 | 76.5 | 9 | 13.2 | 1 | 1.5 | 0 | 0.0 | 68 |
| Powys 002 | 14 | 11.7 | 68 | 56.7 | 31 | 25.8 | 6 | 5.0 | 1 | 0.8 | 120 |
| Powys 003 | 20 | 14.1 | 107 | 75.4 | 11 | 7.7 | 3 | 2.1 | 1 | 0.7 | 142 |
| Powys 004 | 14 | 10.4 | 105 | 78.4 | 8 | 6.0 | 1 | 0.7 | 6 | 4.5 | 134 |

| q3g Parks & open spaces | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------------------|----------------|-----|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 9.1 | 70 | 70.7 | 13 | 13.1 | 3 | 3.0 | 4 | 4.0 | 99 |
| Powys 002 | 11 | 6.5 | 112 | 66.3 | 35 | 20.7 | 8 | 4.7 | 3 | 1.8 | 169 |
| Powys 003 | 16 | 8.6 | 144 | 77.8 | 11 | 5.9 | 7 | 3.8 | 7 | 3.8 | 185 |
| Powys 004 | 15 | 8.2 | 145 | 79.7 | 7 | 3.8 | 8 | 4.4 | 7 | 3.8 | 182 |

| q3h Planning | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 13.2 | 28 | 41.2 | 11 | 16.2 | 6 | 8.8 | 14 | 20.6 | 68 |
| Powys 002 | 4 | 3.4 | 48 | 41.0 | 29 | 24.8 | 13 | 11.1 | 23 | 19.7 | 117 |
| Powys 003 | 9 | 8.9 | 50 | 49.5 | 14 | 13.9 | 12 | 11.9 | 16 | 15.8 | 101 |
| Powys 004 | 4 | 4.0 | 35 | 35.0 | 16 | 16.0 | 8 | 8.0 | 37 | 37.0 | 100 |

| q3i Provision & availability of Council housing | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 3 | 7.0 | 13 | 30.2 | 9 | 20.9 | 7 | 16.3 | 11 | 25.6 | 43 |
| Powys 002 | 2 | 1.9 | 26 | 25.0 | 28 | 26.9 | 31 | 29.8 | 17 | 16.3 | 104 |
| Powys 003 | 1 | 1.8 | 24 | 42.1 | 9 | 15.8 | 11 | 19.3 | 12 | 21.1 | 57 |
| Powys 004 | 4 | 5.9 | 13 | 19.1 | 7 | 10.3 | 12 | 17.6 | 32 | 47.1 | 68 |

| q3j Pre-school education | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--------------------------|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 13 | 19.4 | 50 | 74.6 | 2 | 3.0 | 0 | 0.0 | 2 | 3.0 | 67 |
| Powys 002 | 15 | 12.7 | 75 | 63.6 | 12 | 10.2 | 10 | 8.5 | 6 | 5.1 | 118 |
| Powys 003 | 20 | 14.6 | 101 | 73.7 | 9 | 6.6 | 4 | 2.9 | 3 | 2.2 | 137 |
| Powys 004 | 20 | 14.9 | 105 | 78.4 | 4 | 3.0 | 3 | 2.2 | 2 | 1.5 | 134 |

| q3k Primary education | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------|----------------|------|---------------|------|---------|-----|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 13 | 16.3 | 56 | 70.0 | 2 | 2.5 | 3 | 3.8 | 6 | 7.5 | 80 |
| Powys 002 | 19 | 14.6 | 97 | 74.6 | 5 | 3.8 | 5 | 3.8 | 4 | 3.1 | 130 |
| Powys 003 | 25 | 16.8 | 108 | 72.5 | 7 | 4.7 | 5 | 3.4 | 4 | 2.7 | 149 |
| Powys 004 | 34 | 22.1 | 109 | 70.8 | 3 | 1.9 | 3 | 1.9 | 5 | 3.2 | 154 |

| q3l Secondary education | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------------------|----------------|------|---------------|------|---------|-----|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 11.5 | 58 | 74.4 | 3 | 3.8 | 4 | 5.1 | 4 | 5.1 | 78 |
| Powys 002 | 11 | 9.0 | 96 | 78.7 | 3 | 2.5 | 7 | 5.7 | 5 | 4.1 | 122 |
| Powys 003 | 15 | 10.5 | 110 | 76.9 | 7 | 4.9 | 5 | 3.5 | 6 | 4.2 | 143 |
| Powys 004 | 24 | 16.2 | 110 | 74.3 | 5 | 3.4 | 3 | 2.0 | 6 | 4.1 | 148 |

| q3m Schooling for children with special educational needs | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|------|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 16.1 | 30 | 53.6 | 8 | 14.3 | 6 | 10.7 | 3 | 5.4 | 56 |
| Powys 002 | 13 | 13.1 | 47 | 47.5 | 25 | 25.3 | 8 | 8.1 | 6 | 6.1 | 99 |
| Powys 003 | 9 | 7.9 | 83 | 72.8 | 10 | 8.8 | 5 | 4.4 | 7 | 6.1 | 114 |
| Powys 004 | 16 | 15.0 | 78 | 72.9 | 4 | 3.7 | 4 | 3.7 | 5 | 4.7 | 107 |

| q3n Care for the elderly | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--------------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 9 | 14.3 | 29 | 46.0 | 12 | 19.0 | 6 | 9.5 | 7 | 11.1 | 63 |
| Powys 002 | 30 | 20.0 | 57 | 38.0 | 34 | 22.7 | 15 | 10.0 | 14 | 9.3 | 150 |
| Powys 003 | 12 | 9.2 | 87 | 66.9 | 16 | 12.3 | 10 | 7.7 | 5 | 3.8 | 130 |
| Powys 004 | 21 | 16.0 | 77 | 58.8 | 10 | 7.6 | 10 | 7.6 | 13 | 9.9 | 131 |

| q3o Support/care for people with learning/physical disabilities | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 2 | 5.0 | 23 | 57.5 | 11 | 27.5 | 2 | 5.0 | 2 | 5.0 | 40 |
| Powys 002 | 21 | 17.2 | 56 | 45.9 | 33 | 27.0 | 6 | 4.9 | 6 | 4.9 | 122 |
| Powys 003 | 13 | 13.1 | 61 | 61.6 | 16 | 16.2 | 7 | 7.1 | 2 | 2.0 | 99 |
| Powys 004 | 16 | 16.8 | 55 | 57.9 | 10 | 10.5 | 4 | 4.2 | 10 | 10.5 | 95 |

| q3p Support/care for children and families | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|---|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 3 | 8.1 | 16 | 43.2 | 11 | 29.7 | 4 | 10.8 | 3 | 8.1 | 37 |
| Powys 002 | 9 | 9.3 | 43 | 44.3 | 30 | 30.9 | 8 | 8.2 | 7 | 7.2 | 97 |
| Powys 003 | 4 | 5.0 | 48 | 60.0 | 15 | 18.8 | 11 | 13.8 | 2 | 2.5 | 80 |
| Powys 004 | 4 | 4.9 | 54 | 65.9 | 13 | 15.9 | 5 | 6.1 | 6 | 7.3 | 82 |

| q3q Public transport | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-------------------------|----------------|------|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 13 | 11.4 | 52 | 45.6 | 8 | 7.0 | 16 | 14.0 | 25 | 21.9 | 114 |
| Powys 002 | 14 | 7.2 | 96 | 49.2 | 25 | 12.8 | 22 | 11.3 | 38 | 19.5 | 195 |
| Powys 003 | 21 | 10.8 | 100 | 51.5 | 23 | 11.9 | 31 | 16.0 | 19 | 9.8 | 194 |
| Powys 004 | 15 | 7.8 | 76 | 39.6 | 16 | 8.3 | 23 | 12.0 | 62 | 32.3 | 192 |

| q3r Trading standards and consumer rights | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|--|----------------|------|---------------|------|---------|------|------------------|-----|-------------------|-----|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 7 | 17.1 | 24 | 58.5 | 9 | 22.0 | 1 | 2.4 | 0 | 0.0 | 41 |
| Powys 002 | 7 | 7.2 | 52 | 53.6 | 30 | 30.9 | 4 | 4.1 | 4 | 4.1 | 97 |
| Powys 003 | 11 | 13.4 | 58 | 70.7 | 11 | 13.4 | 1 | 1.2 | 1 | 1.2 | 82 |
| Powys 004 | 6 | 8.1 | 54 | 73.0 | 9 | 12.2 | 2 | 2.7 | 3 | 4.1 | 74 |

| q3s Youth services | Strongly agree | | Tend to agree | | Neither | | Tend to disagree | | Strongly disagree | | Total |
|-----------------------|----------------|-----|---------------|------|---------|------|------------------|------|-------------------|------|-------|
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Powys 001 | 3 | 7.9 | 11 | 28.9 | 10 | 26.3 | 6 | 15.8 | 8 | 21.1 | 38 |
| Powys 002 | 8 | 7.6 | 41 | 39.0 | 31 | 29.5 | 17 | 16.2 | 8 | 7.6 | 105 |
| Powys 003 | 4 | 5.3 | 45 | 60.0 | 13 | 17.3 | 5 | 6.7 | 8 | 10.7 | 75 |
| Powys 004 | 3 | 3.4 | 34 | 38.2 | 10 | 11.2 | 7 | 7.9 | 35 | 39.3 | 89 |

