



National Survey for Wales: Headline results, April 2017 – March 2018

20 June 2018
SFR 48/2018

The National Survey for Wales involves face-to-face interviews with more than 11,000 randomly-selected adults aged 16 and over. The survey covers a wide range of issues affecting people and their local area. Some of the results are used to measure progress towards the goals of the [Well-being of Future Generations Act 2015](#). This release contains only a selection of results; more detailed tables of results have been published, and further analysis on particular topics will be published throughout the year.

In this release

This release contains results on the following topics:

- [Satisfaction with health services](#)
- [Satisfaction with education](#)
- [Access to services and facilities](#)
- [Local authority services](#)
- [Healthy behaviours](#) (BMI, diet, smoking, drinking, and exercise)
- [Sport participation and latent demand](#)
- [Children's rights](#)
- [Arts, museums, heritage, libraries, and archives](#)
- [Attitudes towards the Welsh language](#)
- [Noise pollution](#)
- [Poverty](#) (including food poverty)
- [Internet access and use](#)
- [Volunteering](#)
- [Job satisfaction](#)
- [Loneliness](#)



Information on why each topic was included in the survey is on our [website](#).

A number of questions asked in 2017-18 and reported on here were also included in previous years of the survey. For these questions, any significant changes over time are noted.

Results on many more topics, including detailed breakdowns, are available in our interactive [results viewer](#). The results which feed into the national indicators for the [Well-being of Future Generations Act](#) are available as open data on [StatsWales](#).

About this release

This release provides headline results from the National Survey for Wales in 2017-18.

The survey began in its original form in 2012. From 2016-17 onwards it replaced the [Welsh Health Survey](#), the [Arts in Wales Survey](#), the [Welsh Outdoor Recreation Survey](#) and the [Active Adults Survey](#).

More information about methodology, topics and definitions can be found in [Key quality information](#).

The [full questionnaire](#) and [details of future publications](#) are available on the [National Survey web pages](#)

Satisfaction with health services

People with recent experience of using **health services** were asked about their satisfaction with these services.



86% were satisfied with the care they received from their **GP**



90% were satisfied with the care received at their last NHS **hospital** appointment

As in previous years of the National Survey, the majority of people were satisfied with these services. However, the percentage satisfied¹ with the care they received from their GP has fallen from 90% in 2016-17 to 86% in 2017-18, and the percentage satisfied¹ with their care at their last NHS hospital appointment has fallen from 92% in 2014-15 to 90% in 2017-18.² The age group with the highest satisfaction levels was people aged 75 and over.

42% found it **difficult** to make a **convenient appointment** at their **GP surgery**; this proportion has increased over time from 33% in 2012-13 (38% in 2016-17).³

Satisfaction with education

Parents of children attending **primary or secondary schools** were asked about their satisfaction with their child's school



88% were satisfied with their child's **primary school**



75% were satisfied with their child's **secondary school**.

Satisfaction levels for primary schools have gradually decreased over time, from 92% in 2012-13 to 88% in 2017-18. For secondary schools, there has been a marked decline in satisfaction over the past year: from 85% in 2016-17 to 75% in 2017-18.

For the other questions asked about schools, parents were more content with primary than with secondary schools.

- **85%** of parents of **primary school** children felt the school ensures that all their child's **individual educational needs are provided for**; this has fallen from 91% in 2013-14.
- **86%** agreed that it **prepares** their child well **for the next stage of education**⁴; and
- **91%** that it helps their child to develop into a **well-rounded individual**⁴.

The equivalent percentages for **secondary school** children were **73%**, **72%** and **74%** respectively.

¹ We group "very" and "fairly" satisfied responses together to give the overall satisfaction figures. In general within the overall figures for 2017-18 more people are "fairly" satisfied and fewer "very" satisfied compared with previous years.

² No significant change from 2016-17, where 91% were satisfied with their care at the last NHS hospital appointment.

³ 38% found it difficult to make a convenient appointment at their GP surgery in 2013-14, 37% in 2014-15, and 38% in 2016-17.

⁴ This was the first time this question was asked so results cannot be compared over time.

Access to services and facilities

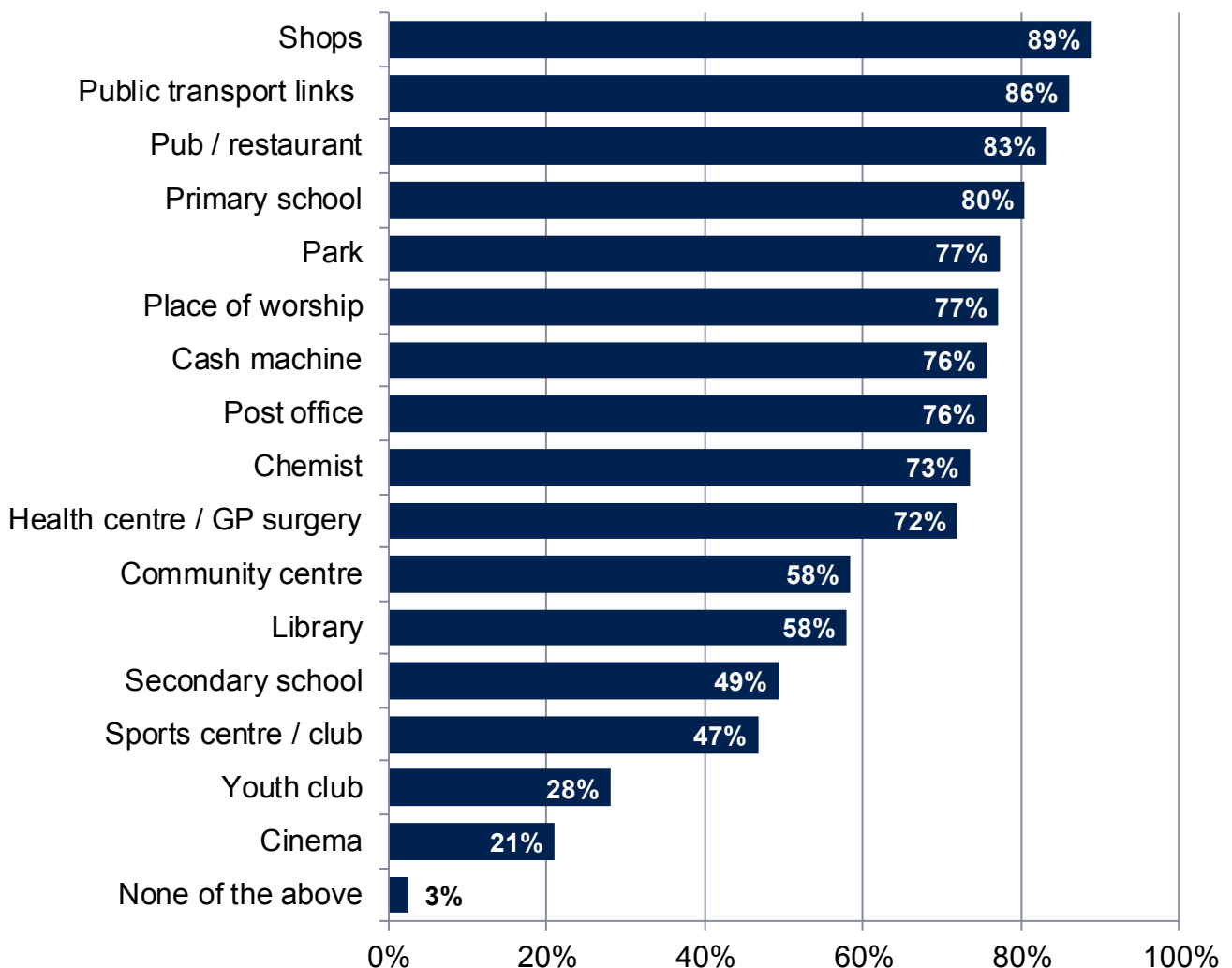
People were asked about the facilities and services (like shops, parks, schools and GP surgeries) that were within 15 to 20 minutes' walking distance from their homes. This is the first time this question has been included. Overall, **68%** were satisfied that **good services and facilities** are available in their local area, but **3%** said that there are **no services or facilities** in their area.



77% were satisfied with their ability to get to or access the facilities and services they needed⁵.

People were shown a list of facilities and services and asked which are available in their local area. **97%** had at least one of the listed services.

Chart 1: Services and facilities reported as available in local area



Where the local area had some of the less common facilities (sports centre, youth club or cinema), people were more satisfied with the facilities in the area (**80%**, compared with **68%** for those without these services in their area).

⁵ Well-being of Future Generation National Indicator 24.

Local authority services

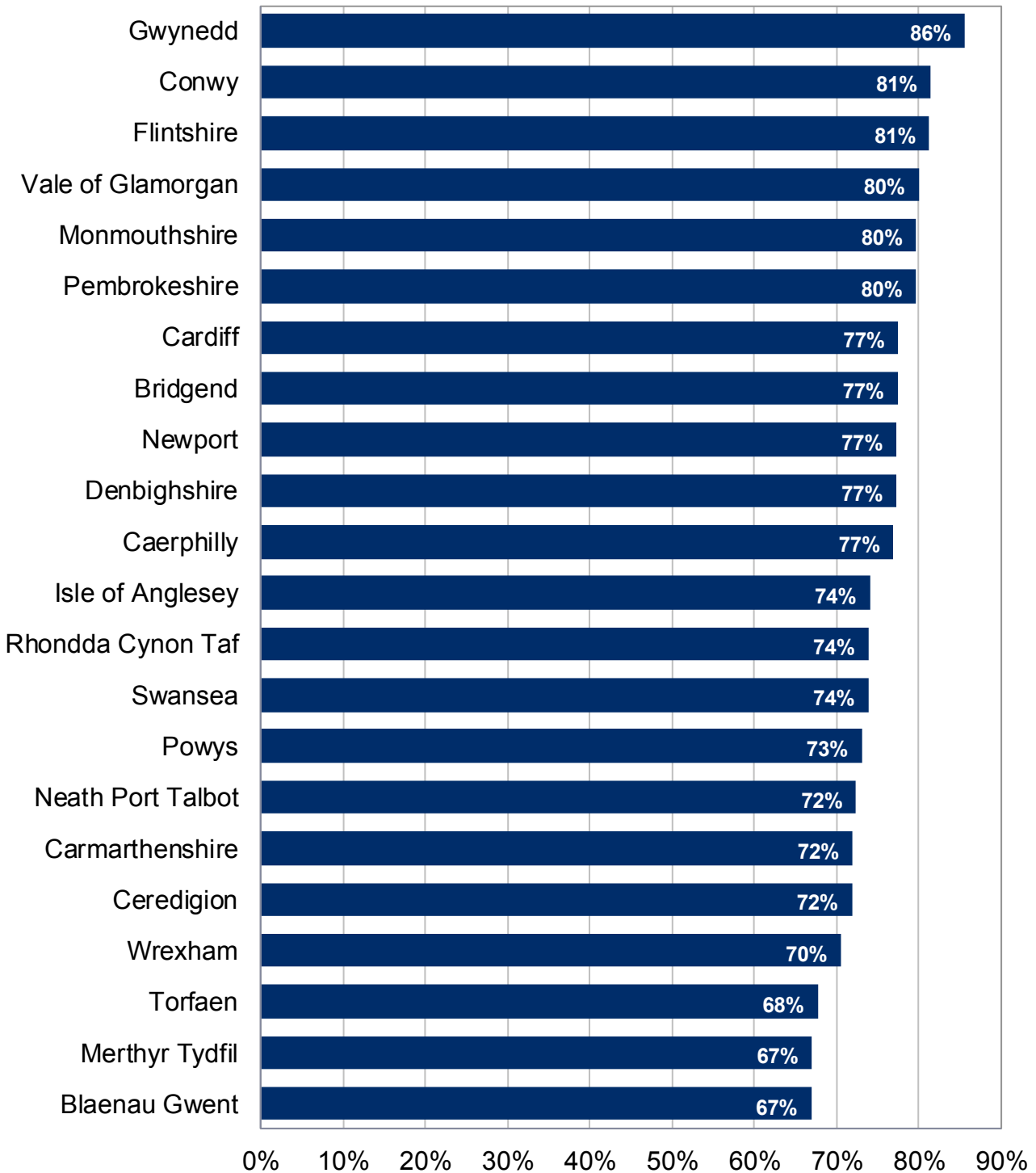
New questions were included in 2017-18 asking for people's views on finding information about their local authority. **75%** felt they can **access information** about their local authority **in the way they would like to**.



76% felt they knew how to **find out what services** their local authority **provides**.

This varied by local authority from **67%** of people in **Blaenau Gwent** to **86%** of people in **Gwynedd**, as shown in Chart 2.

Chart 2: Proportion who knew how to find out what services their local authority provides



Healthy lifestyle behaviours

The National Survey includes questions about the following five healthy lifestyle behaviours.⁶

There was no significant change in the level of any of the 5 healthy behaviours between 2016-17 and 2017-18.



19% of adults reported that they **currently smoke**. Smoking was more common for men, for those in materially deprived households, and less common among people aged over 75. **7%** of people used e-cigarettes.



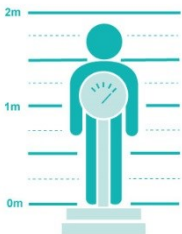
18% were found to **drink more than the weekly guideline** amount (average weekly consumption above 14 units). Drinking above weekly guidelines was more common among men, middle aged adults, and those with higher incomes.



23% ate at least the guideline amount of **five portions of fruit or vegetables** the previous day. People who were materially deprived were less likely to eat five portions of fruit and vegetables a day.



53% met the guideline amount of **150 minutes' activity** in the previous week. Men were more likely to have done so than women. **34%** were inactive (active less than 30 minutes the previous week). Inactivity was highest among older adults (aged 75 or over) and those who were materially deprived.



60% were **overweight or obese**; **22%** were **obese**. Men were more likely to be overweight or obese (66% of men) than women (54%). Those in materially deprived households were more likely to be overweight or obese. Obesity was most prevalent for those aged 45 to 74.

10% of adults exhibited **fewer than two of the five healthy lifestyle behaviours**.⁷

70% of adults said they are in **good or very good health**; this has decreased from 72% in 2016-17.

New questions were introduced in 2017-18 about the **types of medicine** people had bought in the previous 4 weeks (i.e. not on prescription). **54%** had bought **conventional medicines** (e.g. painkillers, indigestion remedies), **5%** had bought **herbal medicines**, **20%** had bought **mineral or vitamin supplements**, and **39%** had **not bought any** medication.



⁶ 1) Not smoking, 2) Not drinking above weekly guidelines 3) Eating five or more portions of fruit and vegetables the previous day 4) Being physically active for at least 150 minutes in the previous week, and 5) maintaining a healthy weight.

⁷ Well-being of Future Generation National Indicator 3 – this has not changed since 2016-17.

Sport participation and latent demand

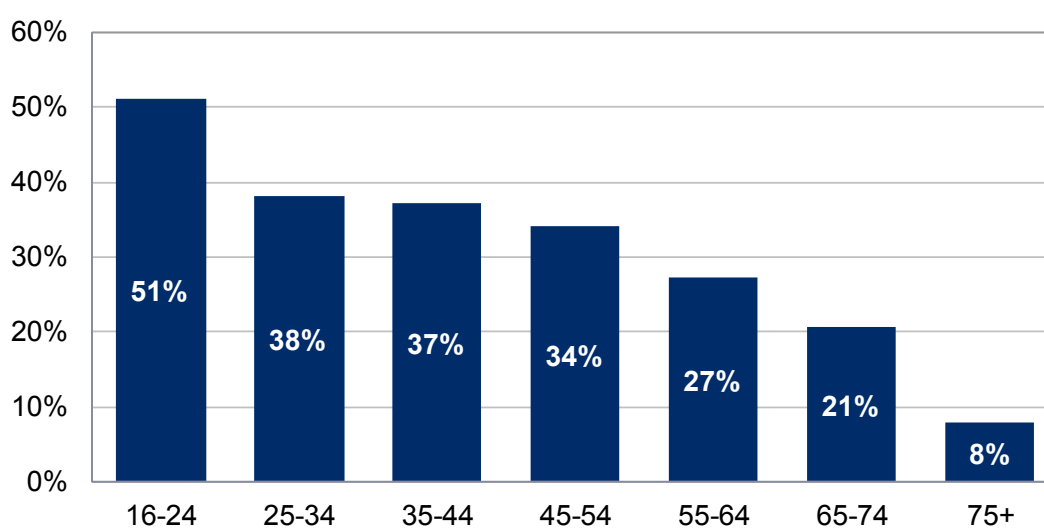
In order to monitor adult participation in sport, the National Survey includes a set of questions on behalf of [Sport Wales](#).

59% of people had participated in some sport or physical activity in the past 4 weeks.⁸ By far the most commonly-reported activity was to have **walked more than 2 miles (33%** of people), followed by attending the **gym or fitness classes (16%)**, **indoor swimming (13%)** and **jogging (11%)**.



11% of adults **participated** in a sporting or physical activity **around once a week**, **8%** **participated twice a week**, and **32%** **at least three times a week**.⁹ Frequent participation in sport has increased since 2016-17, when 29% participated at least three times a week.

Chart 3: Participating in sport / physical activity three times a week or more, by age



Participating in sport three times a week or more, varied by age from **51%** of those aged 16-24 to **8%** of those aged 75 or over as shown in Chart 3.

People were also asked whether there were any sports they would like to do, or do more of.

55% wanted to do more sport or physical activities. The types of activity in most demand include swimming (**16%**), cycling (**10%**), and gym or fitness classes (**9%**).

Children's rights

The United Nations Convention on the Rights of the Child set out the rights that all children are entitled to. To measure awareness and understanding of these rights, a question was included in the National Survey asking people how much they had heard about the UN Convention on the Rights of the Child.



13% said they had **heard of it** and said they had a **fair idea of the rights it involves**.

21% had **heard of it** but said they **weren't sure what rights it involves**; and **65%** had **not heard** of it.

⁸ A separate set of questions was also asked focusing specifically on levels of physical activity (regardless of activity type). See page 4 of this bulletin.

⁹ Well-being of Future Generation National Indicator 38.

Arts, museums, heritage, libraries, and archives

People were asked about visits to arts events, museums, libraries, historic places and archives in Wales. In the last 12 months:



68% had attended an **arts** event, and **22%** had participated in an arts activity.



40% had visited a **museum**; of those who visited in their own time rather than for work (97%), **37%** visited at least three times a year.



63% had visited a **historic site**; of those who visited in their own time (98%), **59%** visited at least three times a year.



34% had visited a public **library**; of those who visited in their own time (95%), **74%** visited at least three times a year.



A new question was included in 2017-18 asking people whether they had been to an **archives or records office** in the past 12 months. **5%** had; and of those who visited in their own time rather than for their work (75% of visitors), **28%** visited at least three times a year.

Overall, **75%** of people had attended or participated in arts, culture or heritage activities at least three times a year.¹⁰

Noise pollution

A number of questions relating to housing and income were included in the National Survey for the first time in 2017-18. This was to support the [2017-18 Welsh Housing Conditions Survey](#), for which the National Survey provided a sample of addresses¹¹. One question related to noise levels. People were asked whether they had regularly been bothered by noise from outside their home in the previous 12 months. **24%** said they had.



Of these¹², **36%** said the noise was caused by **neighbours inside their homes**, **47%** **neighbours outside their homes**, and **45%** **by traffic, businesses, or factories**

People who lived in urban areas were more likely to have been bothered by noise than those who lived in rural areas. **27%** of people in **urban** areas were bothered by noise compared with **18%** in **rural** areas.

Those who were bothered by noise were far less likely to be **satisfied with their accommodation**. **72%** of those who weren't bothered by noise were 'very satisfied' with their accommodation, compared with **54%** of those who were bothered by noise.

¹⁰ This is the Well-being of Future Generations National Indicator 35.

¹¹ The survey, involved physical inspections of 2,550 properties, the [findings](#) will be available in November 2018.

¹² People could choose more than one answer, so the figures don't sum to 100%.

Attitudes to the Welsh language

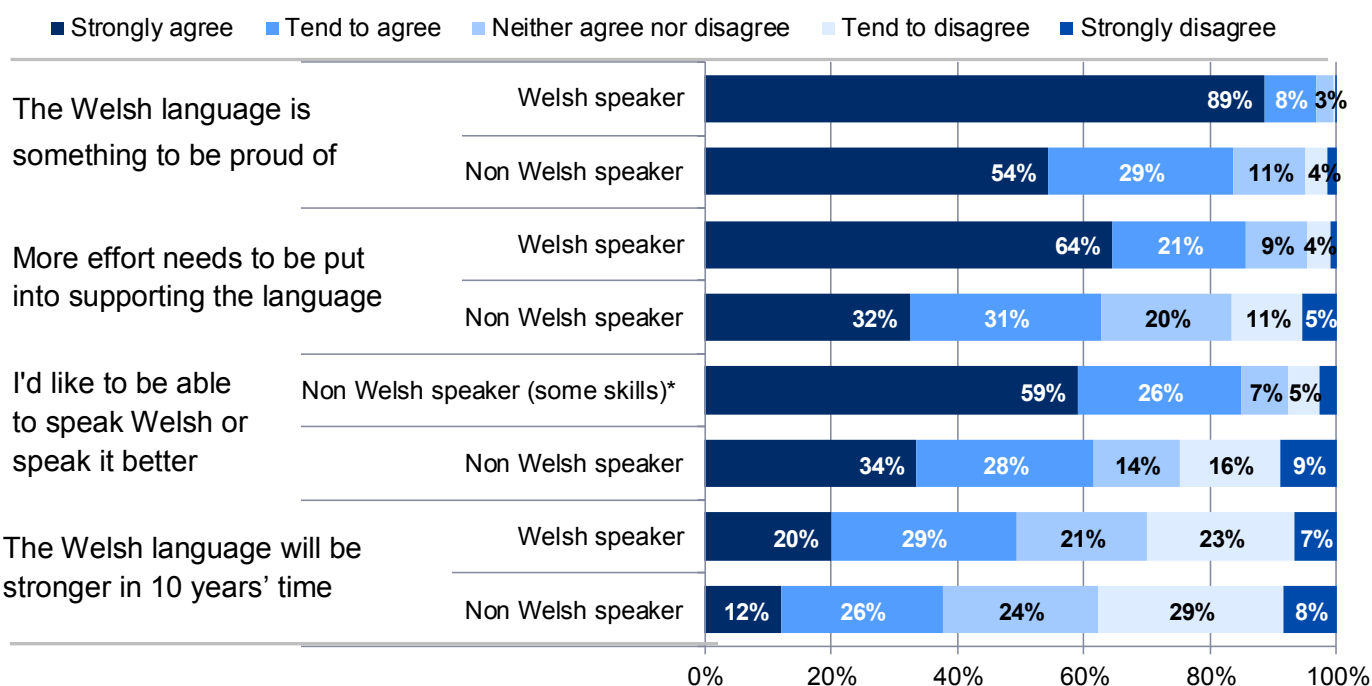
The [Census](#) is the main source of information about the proportion of people who can speak Welsh; the National Survey is used to monitor the trend for adults in between Censuses.

19% of adults aged 16 and over reported that they can **speak Welsh**. **11%** said they can speak Welsh **fluently**. **12%** reported that they **can speak more than a few words of Welsh and speak it every day**.¹³



In 2017-18 a set of questions was introduced to ask people how they felt about the Welsh language. Welsh speakers and non Welsh speakers were shown a series of statements about the Welsh language and asked whether or not they agreed with them. The responses are shown in Chart 4.

Chart 4: Attitudes to the Welsh language, by whether can speak Welsh



* When people were asked whether they could speak Welsh, 12% answered no but explained that they had some Welsh language skills. These people were asked whether they would like to speak Welsh 'better'.

In each case Welsh speakers were more likely than non Welsh speakers to agree with all four statements.

86% of people felt the **language was something to be proud of**, (**97%** of Welsh speakers and **84%** of non Welsh speakers); the proportion of Welsh speakers 'strongly agreeing' was markedly higher.

67% thought that **more effort needed to be put into supporting the language** (**86%** of Welsh speakers and **63%** of non Welsh speakers).

62% of those who didn't speak Welsh said they **would like to speak it**; and of those who already had some skills in the Welsh language, **85%** said they **would like to speak it better**.

People were least likely to agree with the statement 'The Welsh language will be **stronger in 10 years' time**': **40%** agreed with the statement (**49%** of Welsh speakers and **38%** of non Welsh speakers).

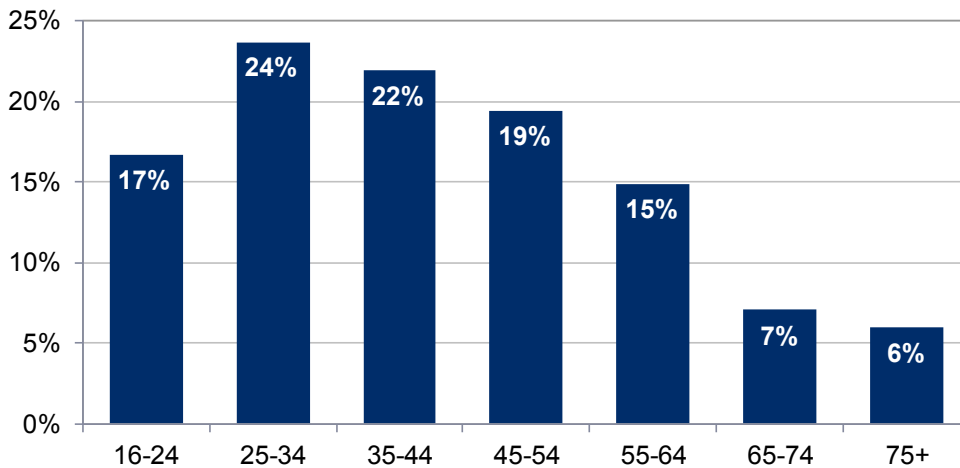
¹³ Well-being of Future Generation National Indicator 36.

Poverty

16% of **adults** in Wales were classified as **materially deprived**¹⁴, (that is, not being able to afford basic things like keeping the house warm). **7%** of **pensioners** were materially deprived and **7%** of parents have materially deprived **children**.



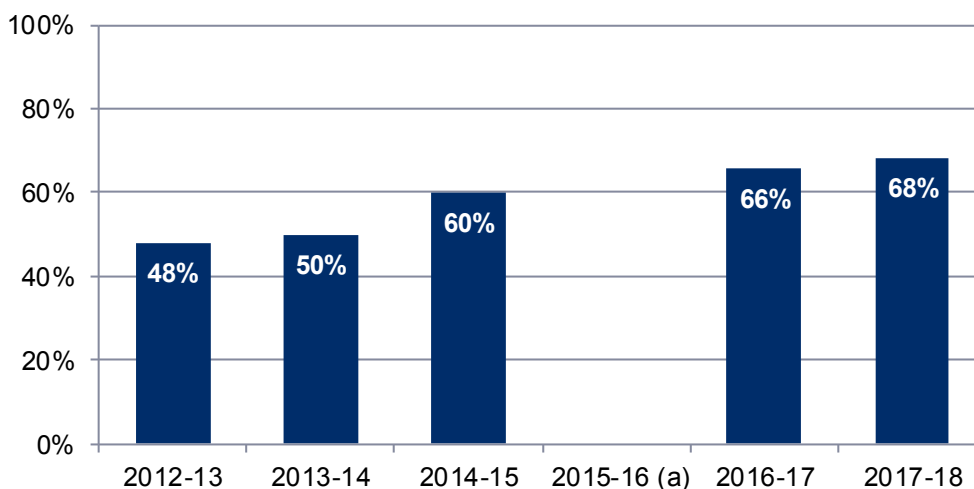
Chart 5: Material deprivation by age



Older people were less likely to be in material deprivation than young or middle-aged people. See Chart 5.

68% of people said they have **no difficulties keeping up with bills and credit commitments**.

Chart 6: Ability to keep up with all bills and commitments without difficulty, by year



There has been a marked rise in the proportion of people saying that they are able to keep up with bills since this question was first asked in 2012-13, as shown in Chart 6.

(a) The National Survey did not take place in 2015-16.

People were also asked some questions on their **ability to afford food**.

- **2%** said they cannot afford to **eat meals with meat, fish (or a vegetarian equivalent)** at least every other day.
- **4%** said that there had been at least one day in the previous fortnight where they had needed to **go without a substantial meal** due to lack of money.

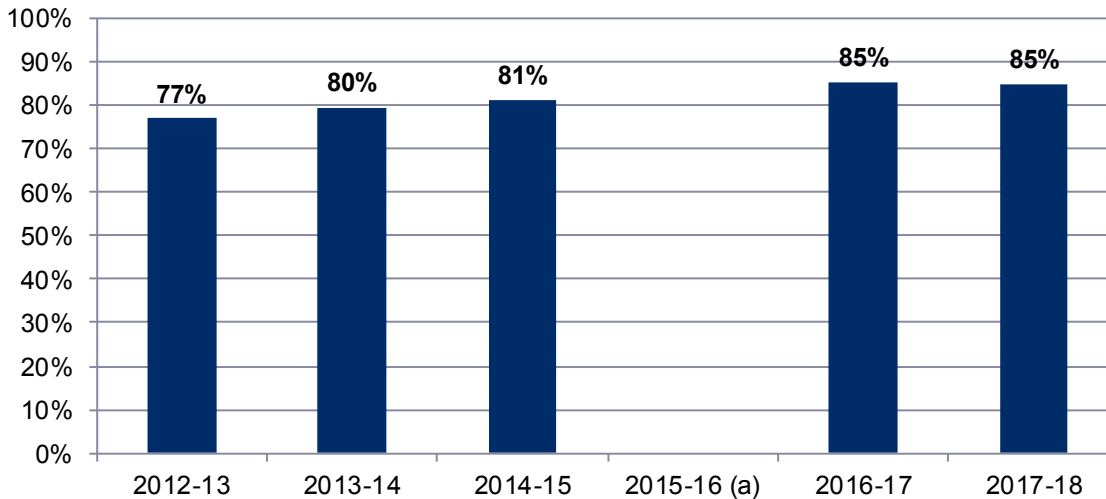
¹⁴ Well-being of Future Generation National Indicator 19. More detail on how material deprivation is calculated can be found in the bulletin published on [Poverty](#) based on 2016-17 results.

Internet use

85% of households had access to the internet at home. People were also asked whether they personally use the internet at home, work or elsewhere. **85%** of adults aged 16 and over said they use the internet. This has increased from 77% in 2012-13, as shown in Chart 7.



Chart 7: Personal use of the internet, 2012 to 2018



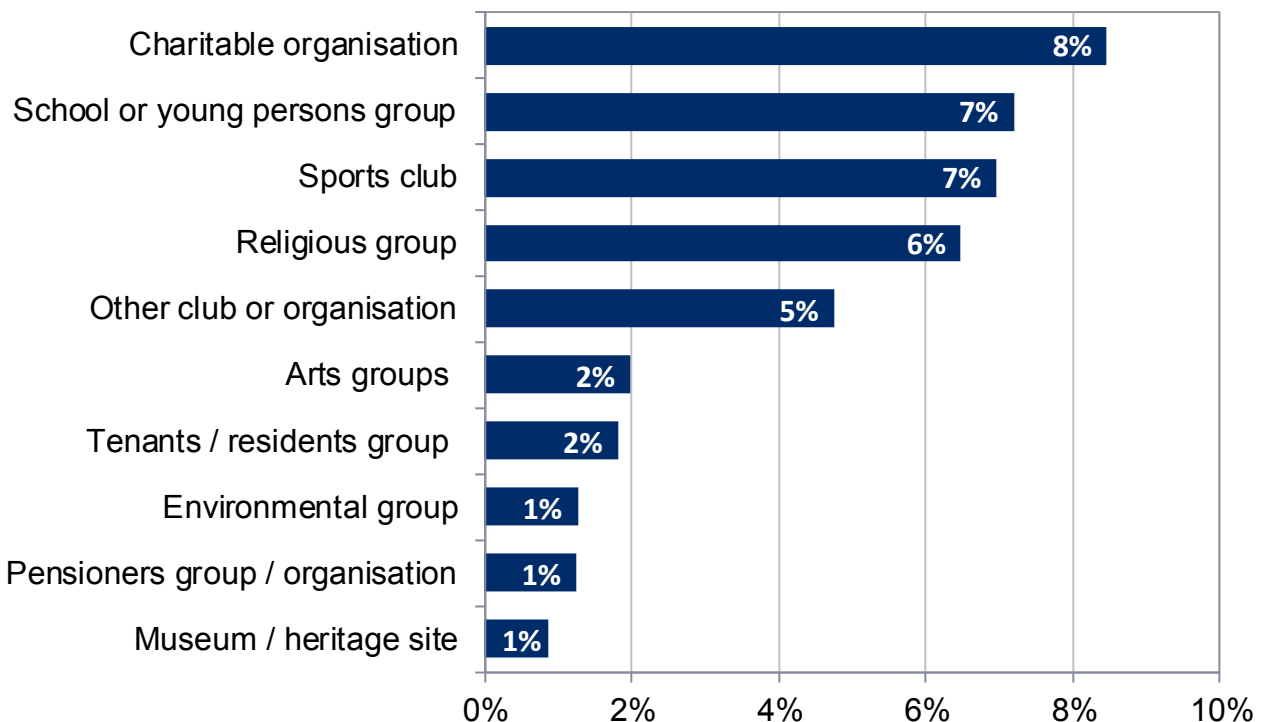
(a) The National Survey did not take place in 2015-16.

Volunteering

28% of people volunteered.¹⁵ People most commonly volunteered for charities, school groups and sports clubs, as shown in Chart 8.



Chart 8: Percentage of people who volunteer, by club or organisation



¹⁵ Well-being of Future Generation National Indicator 28.

Job satisfaction

Employed respondents were asked to rate their satisfaction with their job on a scale from 0 to 10 (where 0 is 'not at all satisfied' and 10 was 'completely satisfied'). **82%** gave a score of 6 or more,¹⁶ and the average total score for all employed people was **7.4**. This was one of a number of questions included to assess people's feelings about different aspects of their lives.



Respondents were also asked to what extent they felt that the things they did in their lives are worthwhile (where 0 is 'not at all worthwhile' and 10 was 'completely worthwhile').

Chart 9: Satisfaction with job by the extent of feeling that the things done in life are worthwhile

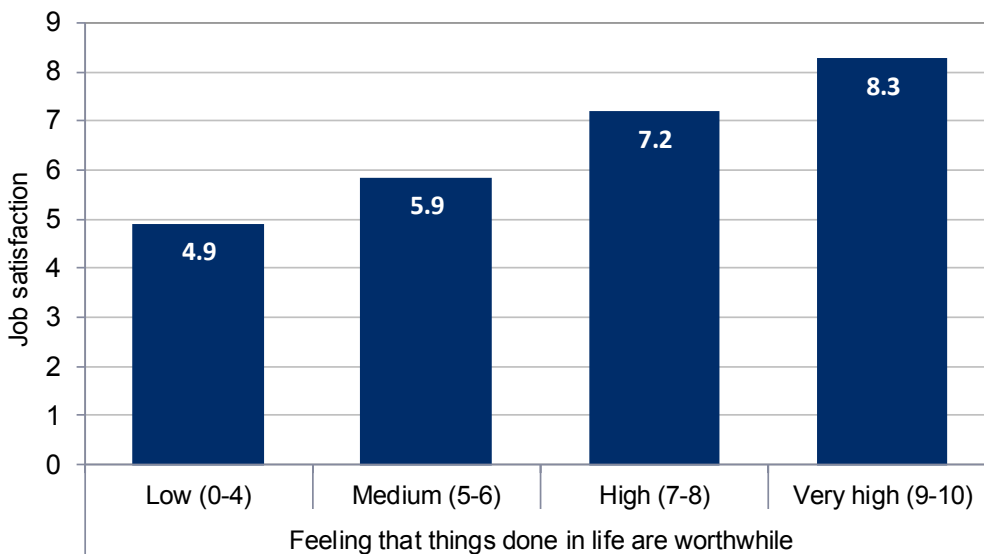


Chart 9 shows a clear relationship between job satisfaction and feeling that the things done in life are worthwhile.

Loneliness

The survey also included a series of questions to assess levels of loneliness. Based on these, **16%** of people in Wales were found to be **lonely**.¹⁷ People in material deprivation were much more likely to be lonely (37% of those in material deprivation were found to be lonely, compared with 12% of people who aren't in material deprivation).

Chart 10: People who are lonely, by age

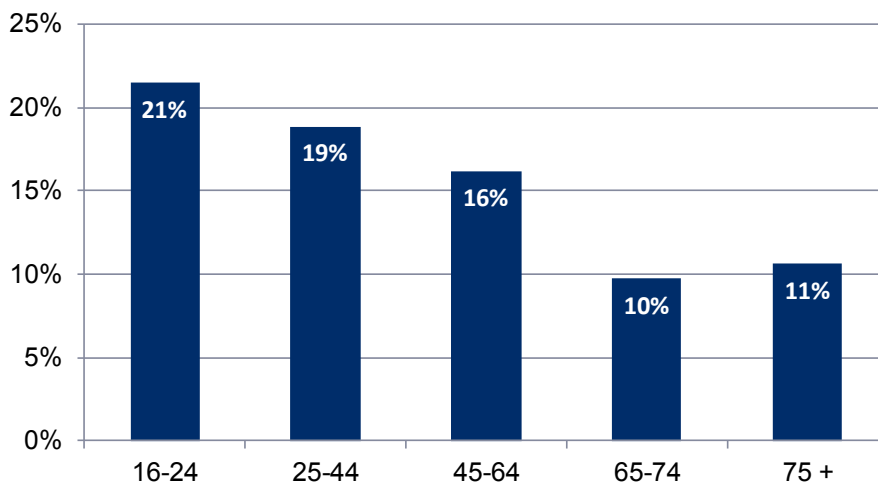


Chart 10 shows that people aged 16 to 64 are more likely to be lonely than those aged 65+.



¹⁶ Well-being of Future Generation National Indicator 20.

¹⁷ Well-being of Future Generation National Indicator 30, calculated using the [De Jong Gierveld loneliness scale](#).

Key quality information

Background

The National Survey for Wales is carried out by the Office for National Statistics on behalf of the Welsh Government. The results reported in this bulletin are based on interviews completed between 1 April 2017 and 31 March 2018.

23,517 addresses were chosen randomly from the Royal Mail's Small User Postcode Address File. Interviewers visited each address and randomly selected one adult (aged 16+) in the household. They then carried out a 45-minute face-to-face interview with them, covering a range of views, behaviours, and characteristics. A total of 11,381 interviews were achieved with a response rate of 54.5%.

More information on the method is available in the [technical report](#).

Interpreting the results

Figures quoted in this bulletin are based on only those respondents who provided an answer to the relevant question. Some topics in the survey were only asked of a sub-sample of respondents and other questions were not asked where the question was not applicable. Missing answers can also occur for several reasons, including a refusal or an inability to answer a particular question.

Where a relationship has been discussed between two factors, this does not mean it is a causal relationship. More detailed analysis is required to identify whether one factor causes change in another, or if other factors are actually more important.

The results are weighted to ensure that the results reflect the age and sex distribution of the Welsh population.

Quality report

A summary [Quality report](#) is available, containing more detailed information on the quality of the survey as well as a summary of the methods used to compile the results.

National Statistics status

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality, and public value.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10) (1) of the Act, the Welsh Ministers must publish indicators (“national indicators”) for the purpose of measuring progress towards the achievement of the Well-being goals.

The National Survey collects information for 15 of the [46 indicators](#), 9 of these are reported on here:

3. Percentage of adults, who have fewer than two healthy lifestyle behaviours (not smoking, healthy weight, and meet guidelines on fruit and vegetables, drinking, and physical activity).
19. Percentage living in households in material deprivation.
20. Percentage moderately or very satisfied with their jobs.
24. Percentage satisfied with their ability to get to/ access the facilities and services they need.
28. Percentage who volunteer.
30. Percentage who are lonely.
35. Percentage attending or participating in arts, culture or heritage activities at least 3 times a year.
36. Percentage who speak Welsh daily and can speak more than just a few words of Welsh.
38. Percentage participating in sporting activities three or more times a week.

Results for these indicators are available as open data on [StatsWales](#). Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

This release includes one contextual indicator, namely, the ‘percentage of people who can speak Welsh.’ which was referenced in the technical document or the Well-being report in the previous link.

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

Further details

The document is available at:

<https://gov.wales/statistics-and-research/national-survey/?tab=current&lang=en>

Next update

This release presents a small selection of results. There will be a number of more detailed, topic-specific outputs published throughout the year. Publication plans are on the [National Survey webpages](#).

We want your feedback

We welcome any feedback on any aspect of these statistics: email surveys@gov.wales

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