



## National Survey for Wales: Headline results, April 2016 – March 2017

28 June 2017  
SFR 69/2017

The National Survey for Wales is a face-to-face survey of over 10,000 randomly-selected adults aged 16 and over, carried out across Wales. The survey covers a wide range of issues affecting people and their local area. Some of the results will be 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 results will be published throughout the year.

### In this release

This release contains results on the following topics:

- [Satisfaction with public services](#) such as health, social services and education
- [Sense of community](#)
- [Volunteering](#)
- [Tax awareness](#)
- [Well-being and loneliness](#)
- [Personal health](#)
- [Sports participation](#)
- [Culture](#)
- [Poverty](#)
- [Internet access](#)
- [Welsh language](#)
- [Childcare](#)
- [Environment](#)



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

To accompany this release, a [results viewer](#) has been produced which allows users to search for results of interest to them.

National Survey results used as a national indicator for the [Wellbeing 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 2016-17.

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

The full questionnaire is available on the [National Survey web pages](#)

Details of future publications can be found on the [National Survey webpage](#)

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

## Satisfaction with public services

People were asked to rate health services and the education system on a scale of 0 (extremely bad) to 10 (extremely good). They were also asked to rate their satisfaction with how the Welsh Government is doing its job, from 0 (extremely dissatisfied) to 10 (extremely satisfied). The average ratings given **out of 10** were:

**6.2** for **health**, **6.2** for **education**, and **5.6** for the **Welsh Government**

These questions have been asked in the survey since 2012-13 and the scores are not significantly different from previous years for satisfaction with the Welsh Government and health services. However the average rating for Education fell from 6.6 in 2014-15 to 6.2 in 2016-17. Satisfaction with the Welsh Government and Education was highest for people aged 16-24, while for health, satisfaction was highest for those aged 75 and over.

Those who had recent experience of using health services were asked for their satisfaction with these services.

**90%** were satisfied with the care they received from their **GP**



**91%** were satisfied with the care received at their last **NHS hospital** appointment



**87%** were satisfied with the service they received from the emergency **ambulance** service



As in previous years of the National Survey, the vast majority of people were satisfied with these services. However, the percentage who were satisfied with the ambulance service has fallen from 90% in 2014-15 to 87% in 2016-17.<sup>1</sup>



People who had used **social care and support** services were less satisfied.

**70%** rated the service as either excellent or good.

This is in line with the results from 2014-15.<sup>2</sup>

**90%** of parents were satisfied with their child's **primary school**, and **85%** were satisfied with their child's **secondary school**.



<sup>1</sup> In [2014-15](#), 91% were satisfied with the care they received from their GP, 92% were satisfied with their NHS hospital appointment, and 90% were satisfied with the ambulance service.

<sup>2</sup> In [2014-15](#), 71% rated the service as excellent or good.

## Sense of community

The National Survey is used to measure progress against the Future Generations goal to achieve a ‘Wales of cohesive communities’ described as “attractive, viable, safe and well-connected communities”.

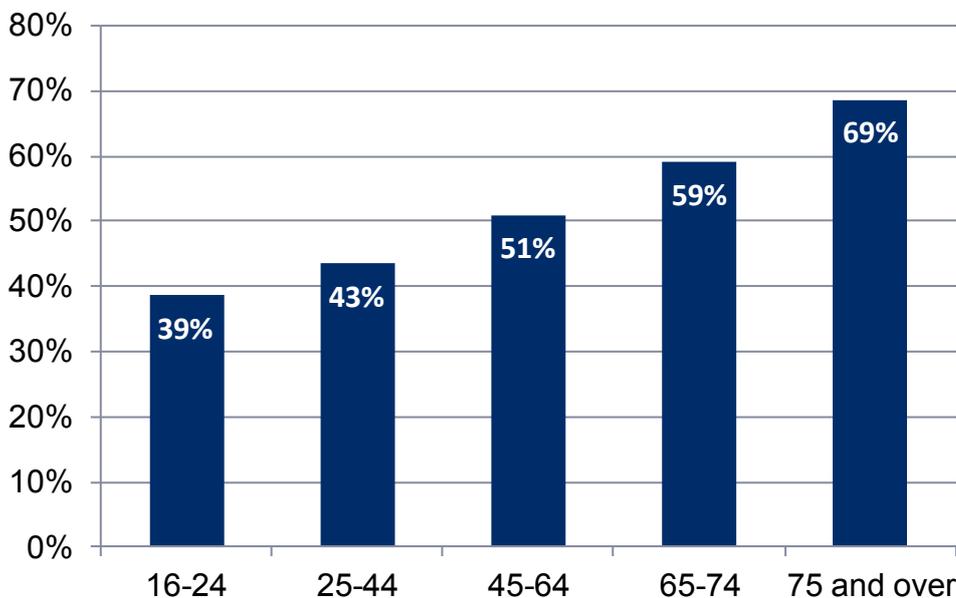


The National Survey found that, when people are asked to think about their local area:

- **72%** felt like they **belong**;
- **72%** felt that people from **different backgrounds get on well together**; and
- **73%** felt that people **treated each other with respect and consideration**.

All three of these percentages are lower than they were in 2014-15, when 82% felt they belonged, 79% that people from different backgrounds get on well together, and 79% that people treated each other with respect and consideration.<sup>3</sup>

**Chart 1: People who feel they belong to their area, that people from different backgrounds get on well and that people treat each other with respect, split by age**



**50%** of people agreed with all three of the statements above<sup>4</sup>. Agreement with all three statements increases with age as shown in Chart 1.



**97%** felt **safe at home** after dark, **80%** felt safe **walking alone** in local area after dark, **79%** felt safe when **travelling by public transport** after dark, and **97%** felt safe **travelling by car** after dark. **73%** felt safe in all four situations<sup>5</sup>.

**85%** were **satisfied with their local area** as a place to live.<sup>6</sup> People in rural areas were more satisfied with their local area than people in urban areas. Satisfaction varied from 66% in Blaenau Gwent to 95% in Ceredigion, as shown in Chart 2.

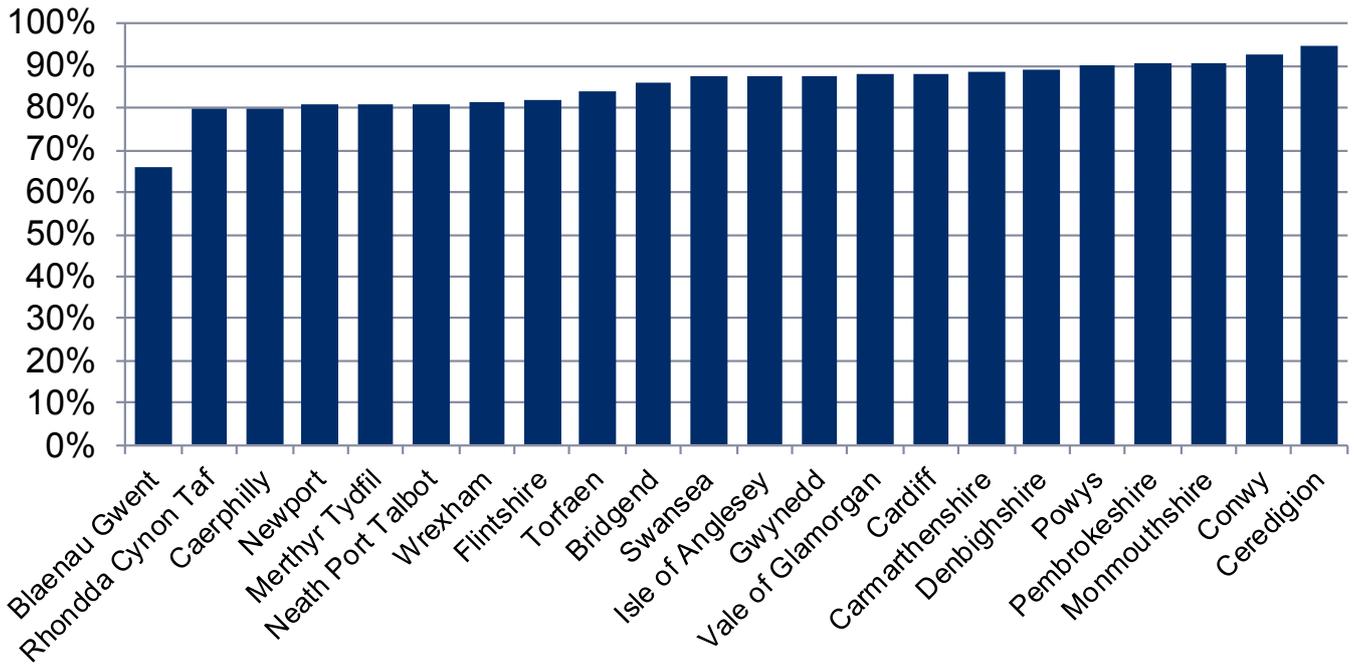
<sup>3</sup> Unlike in [2014-15](#), in 2016-17, these questions were positioned immediately after a series of questions on well-being which may have affected how people responded to the subsequent set of questions.

<sup>4</sup> Well-being of Future Generation National Indicator 27

<sup>5</sup> Well-being of Future Generation National Indicator 25

<sup>6</sup> Well-being of Future Generation National Indicator 26

**Chart 2: Percentage satisfied with their local area as a place to live, by local authority**

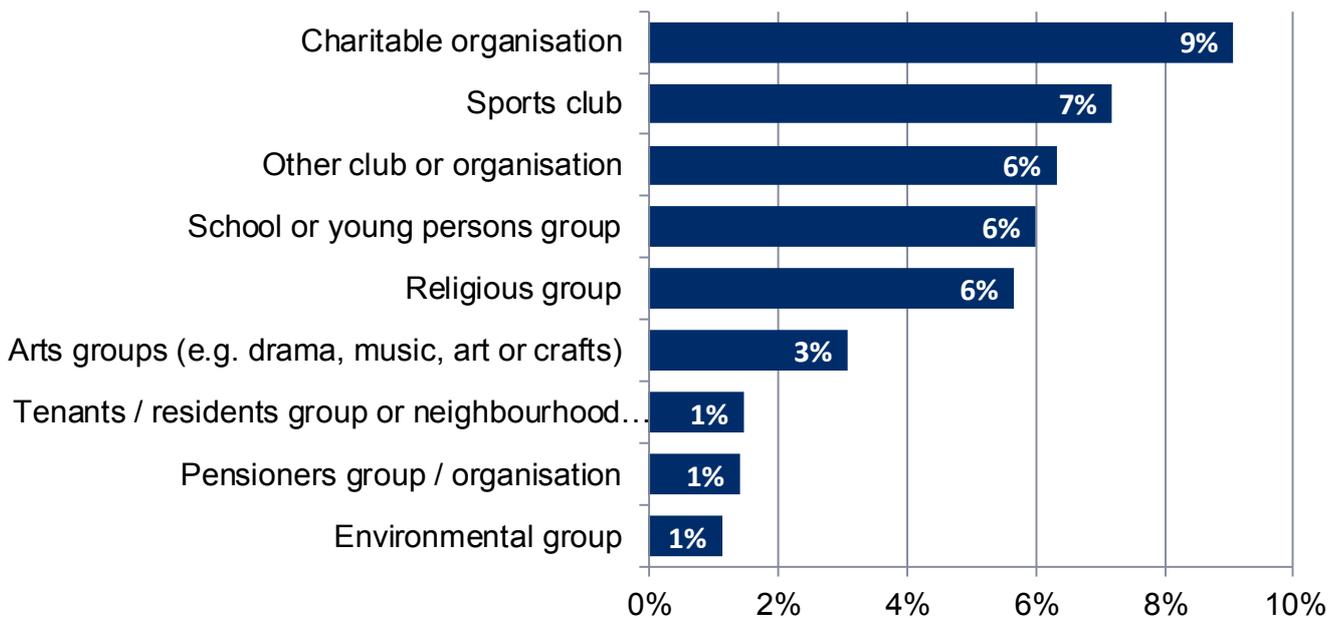


## Volunteering

28% of people volunteer.<sup>7</sup> People most commonly volunteered for charities and sports clubs, as shown in Chart 3.



**Chart 3: Percentage of people who volunteer, by club or organisation**



<sup>7</sup> Well-being of Future Generation National Indicator 28

## Tax awareness

From April 2018, stamp duty and landfill taxes will be devolved to the Welsh Government<sup>8</sup>. Survey respondents were asked about their awareness of various taxes and who they thought currently had control over taxes in Wales.

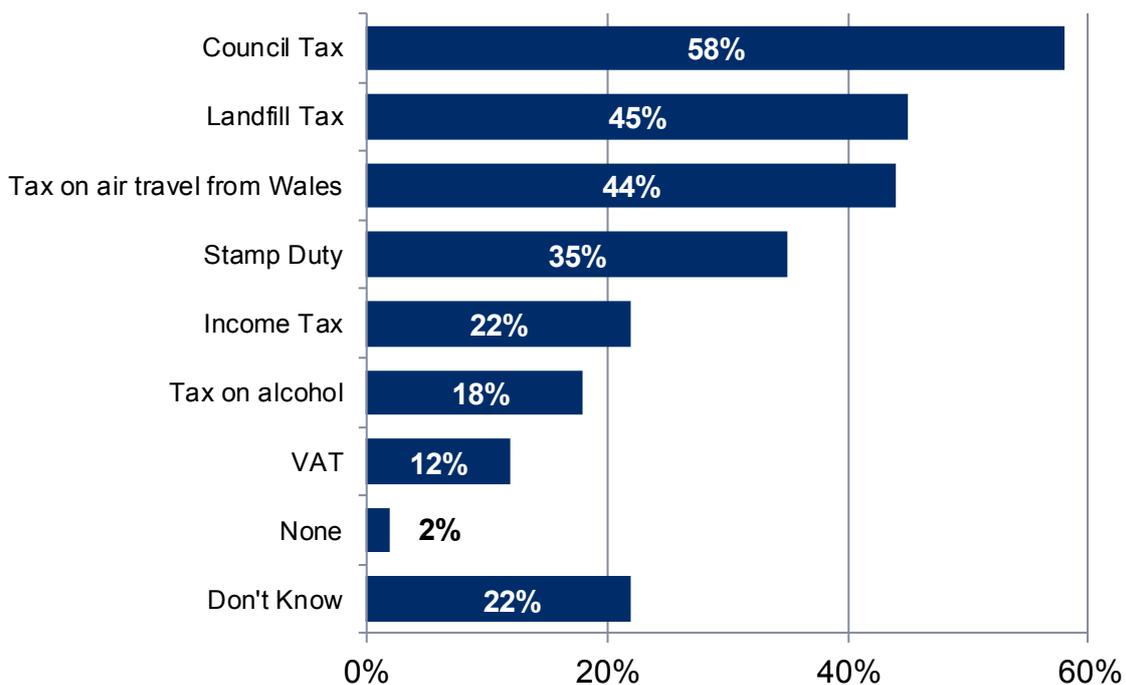


**66%** thought that **UK Government** had the most control over taxes, **13%** thought the **Welsh Government** had most control, **6%** thought **local authorities** and **15%** said that they **didn't know**.

The vast majority had heard of **income tax (96%)**, **VAT (95%)** and **council tax (96%)**. **81%** had heard of **stamp duty** and **80%** about **tax on alcohol**. A smaller percentage had heard about **tax on air travel** from Wales (**52%**) and less than half had heard of **landfill tax (46%)**.

Respondents were asked which taxes they thought would be devolved to Wales in April 2018. Their responses are shown in Chart 4.

**Chart 4: Taxes people thought would come under the control of Welsh Government in 2018**



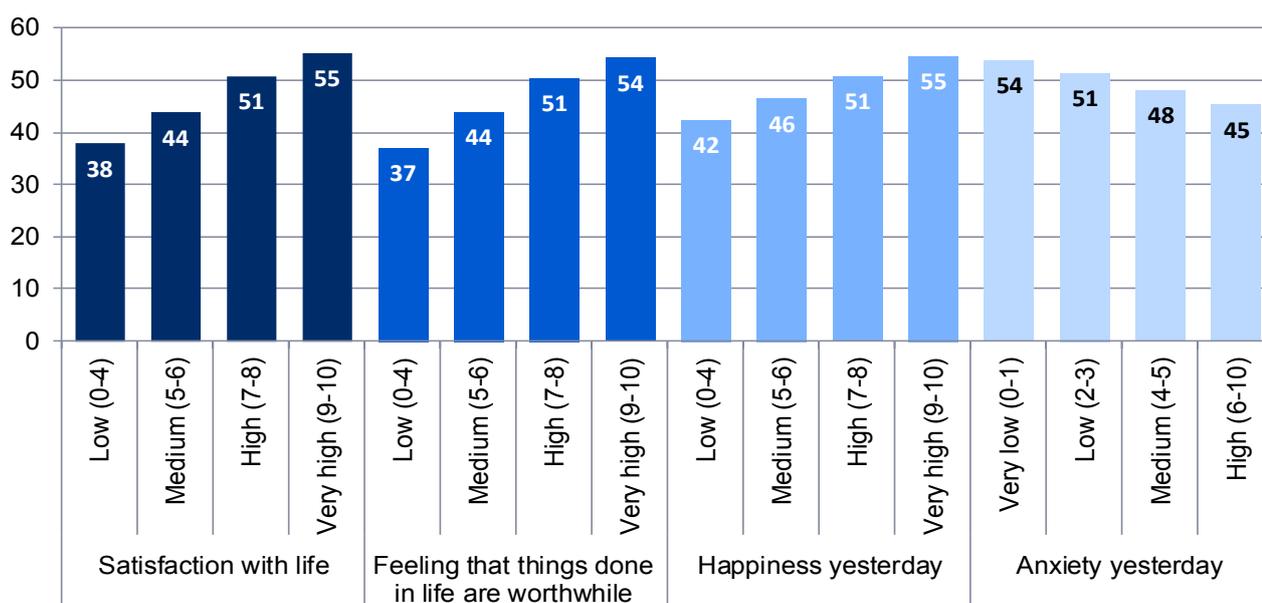
<sup>8</sup> [Welsh taxes](#)

## Personal well-being

To assess **mental well-being**<sup>9</sup>, respondents were given 14 statements such as “I’ve been feeling relaxed”, and “I’ve been thinking clearly” and were asked how often they felt this way on a five point scale, where 1 was ‘none of the time’ and 5 ‘all of the time’. A score from 14 to 70 was subsequently calculated. The average total score for all respondents was **51**.

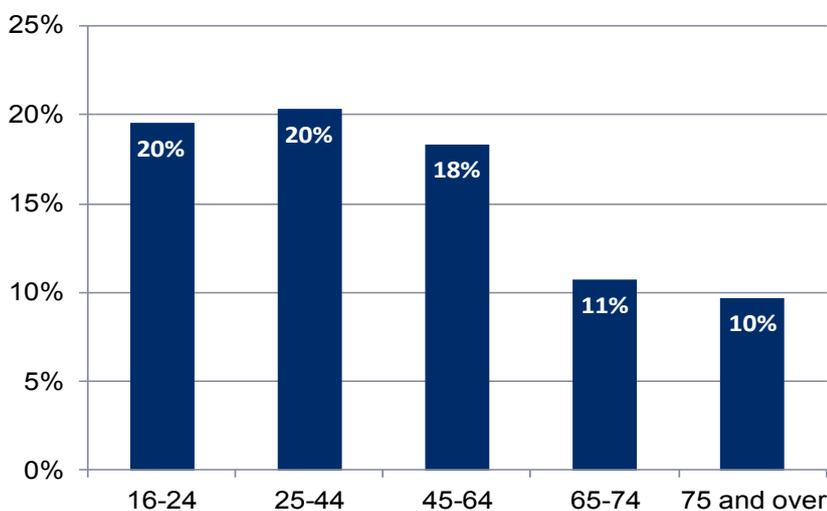
There was a clear relationship between people’s mental well-being and other measures of subjective well-being. In general those who were satisfied with their lives, felt the things they did were worthwhile, and were happy and less anxious had higher mental health scores, as shown on Chart 5.

**Chart 5: Mental health score, by subjective well-being**



The Survey also included a series of questions to assess levels of loneliness. Based on these, **17%** of people in Wales were found to be **lonely**<sup>10</sup>. People in material deprivation were more likely to feel lonely (37% of those in material deprivation), compared with 14% of people who aren’t in material deprivation.

**Chart 6: People who are lonely, by age**



People of working age 16 to 64 are more likely to be lonely, than those aged 65 or over as shown on Chart 6.



<sup>9</sup> This is calculated using [the Warwick-Edinburgh Mental Well-being Scale](#)

<sup>10</sup> This is calculated using [De Jong Gierveld loneliness scale](#)

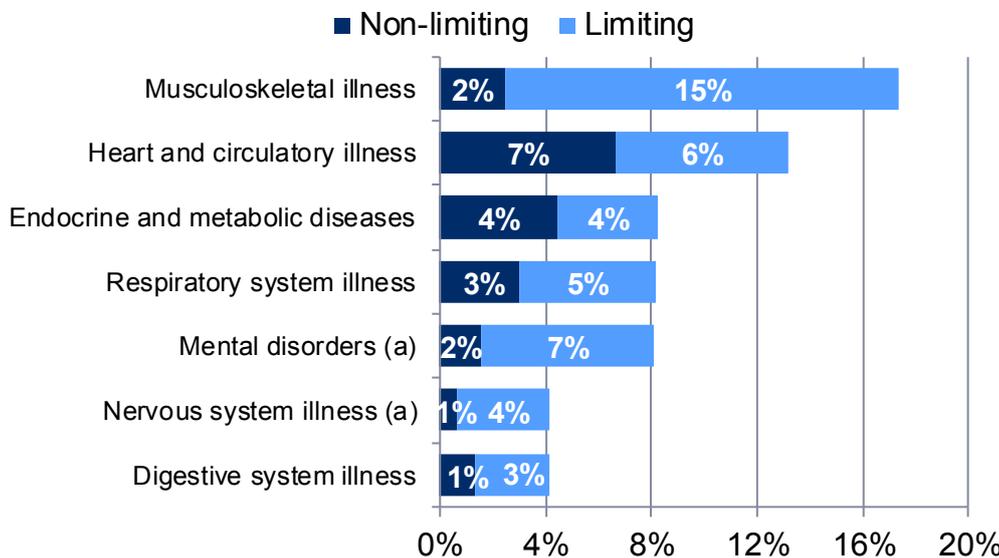
## Personal health

The National Survey covers a range of health-related issues previously included in the Welsh Health Survey. The Welsh Health Survey was a self-completion survey, whilst the National Survey is face-to-face. This change in the way the survey is conducted may have resulted in a change in the way people respond to the survey, making it difficult to present trends over time.<sup>11</sup>



**47%** of adults reported they **had a physical or mental health condition or illness** which was expected to last for 12 months or more. **33%** stated they had **a condition or illness which limited their ability** to carry out day to day tasks<sup>12</sup>. Those who had an illness were subsequently asked what health problem or disability they had.

**Chart 7: Categories of health problems, by whether it limits individual**



The most common type of illnesses were categorised as **musculoskeletal illnesses**, with **17%** noting that they had a condition of that type; and **15%** stating that the condition limited them in their day to day life.

Note: Health conditions have been categorised into 17 health categories. These are the 7 most commonly noted categories. (a) These figures don't appear to add to the total, this is due to rounding.

This was followed by **heart and circulatory illnesses**, with **13%** of people suffering with that type of health problem, and almost half of those stating that it limited their activities.

The survey also collects information about people's heights and weights, their consumption of fruit, vegetables and alcohol, smoking habits and exercise. A bulletin covering these topics will be published on 29 June 2017 on the [National Survey web pages](#).

<sup>11</sup> We commissioned research into [potential discontinuities](#) between the survey results due to the change in methodology.

<sup>12</sup> The Welsh Health Survey in 2015 also reported that 33% had a health problem or disability which limited their day-to-day activities.

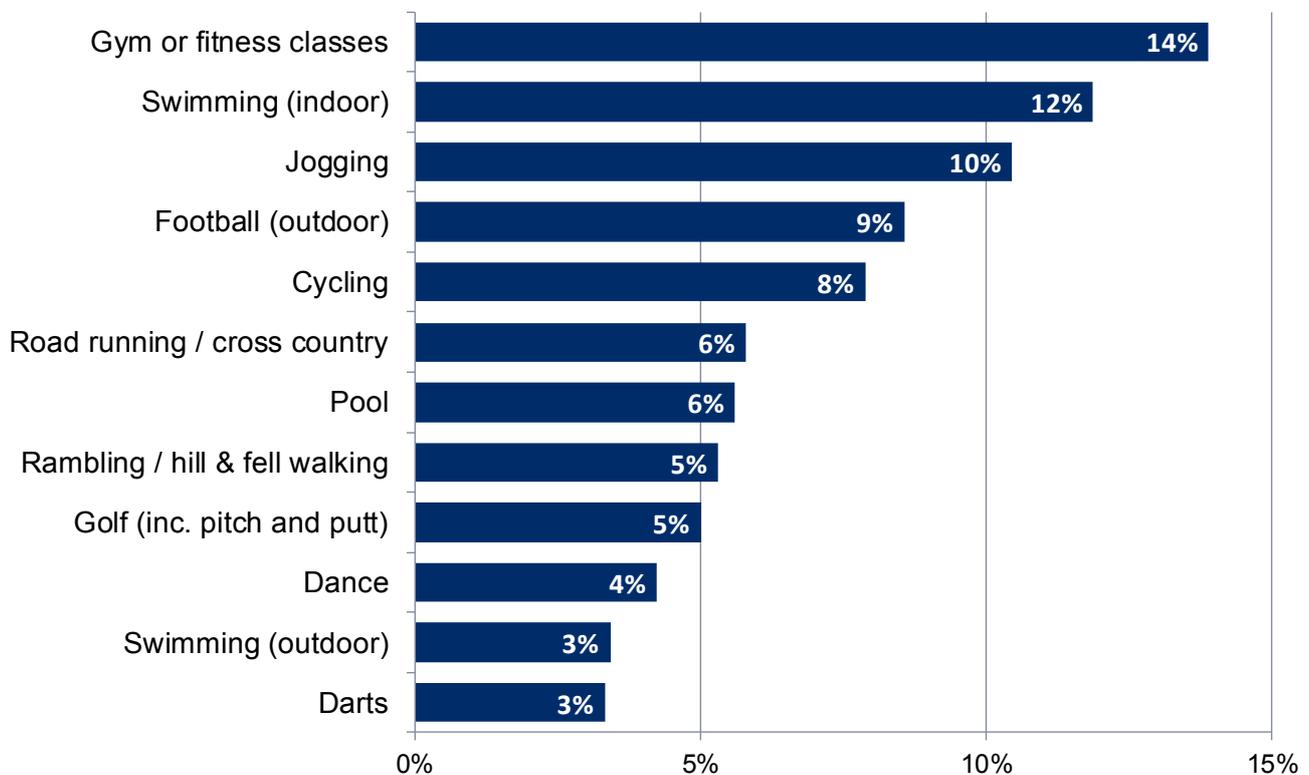
## Sport participation

[Sport Wales](#) previously commissioned the [Active Adults Survey](#) to monitor adult participation in sport in Wales. Questions previously included in that survey have now been included in the National Survey for Wales. The change in the way this information is collected may have resulted in a change in how people have responded to the survey. Therefore the new survey results should not be compared directly with results from the previous survey.<sup>13</sup>



**59%** of people had participated in some sporting activity in the past 4 weeks. By far the most commonly reported activity was to have **walked more than 2 miles (34%** of people).<sup>14</sup> Apart from walking, **49%** of respondents had participated in **at least some sporting activity** over the previous 4 weeks. The other activities that were most commonly participated in are shown in Chart 8.

**Chart 8: Percentage who participate in the most common sporting activities**



**10%** of people **participated** in a sporting activity **around once a week**, **8%**, twice a week, and **29%** at least three times a week.<sup>15</sup>

<sup>13</sup> See separate [report](#) on discontinuities between the old and the new survey.

<sup>14</sup> The Active Adults Survey in 2015 stated that 72% of people had participated in some sporting activity in the past 4 weeks. 47% had walked more than 2 miles. Excluding 'walking', 55% of respondents had participated in at least some activity.

<sup>15</sup> Well-being of Future Generation National Indicator 38

## Culture

The survey asked people about attendance at arts events, museums, libraries and historic places.



**33%**

visited a public **library** in Wales at least once a year; of those, **95%** were satisfied with their experience.



**60%**

had visited an **arts** event in Wales in the last 12 months, and **29%** had participated in an arts activity in the last 12 months.



**58%**

had visited a **historic site** in Wales in the last 12 months; of those, **96%** were satisfied with their experience.



**42%**

had visited a **museum** in Wales in the last 12 months; of those, **97%** were satisfied with their experience.

In the last 12 months, **40%** of people had **not been to an arts event**, **42%** had **not visited an historic place**, and **58%** had **not been to a museum**. Lack of interest was given as the most common reason for not for not visiting an arts event, historic place or museum in the last 12 months, followed by lack of time.

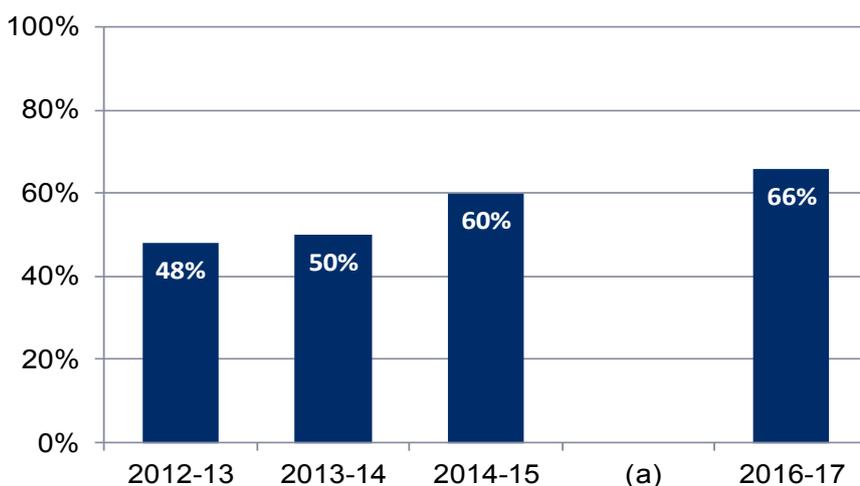
## Poverty

**15%** of **adults** in Wales were **materially deprived**<sup>16</sup>, (that is, not being able to afford basic things like keeping the house warm). **5%** of **pensioners** were materially deprived and **6%** of parents have materially deprived **children**.



**66%** of people said they had **no difficulties keeping up with bills and credit commitments**.

**Chart 9: 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 they are able to keep up with bills since this question was first asked in 2012-13, as shown in chart 9.

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

<sup>16</sup> For more detail on how material deprivation is calculated, please contact the [National Survey team](#).

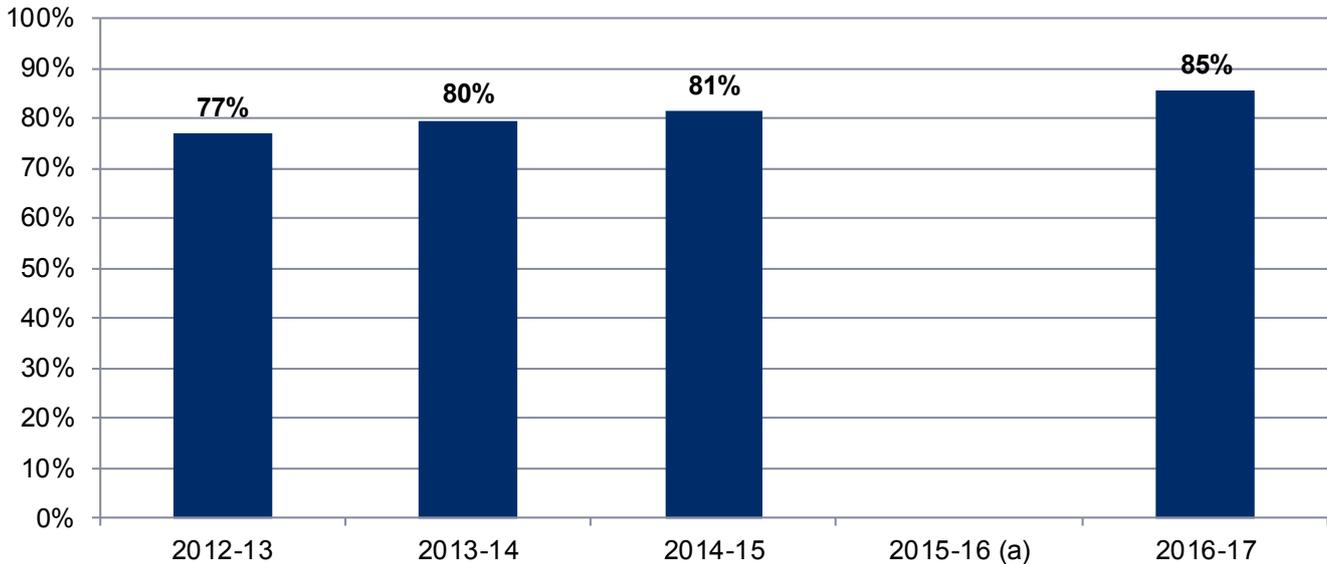
## Internet access

The 2016-17 National Survey found that **84%** of households had access to the internet at home.



Respondents were also asked whether they **personally used the internet** at home, work or elsewhere. **85%** of adults aged 16 and over reported to use the internet. This has steadily increased from 77% in 2012-13, as shown in Chart 10 below.

**Chart 10: Personal use of the internet, 2012 to 2017**



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

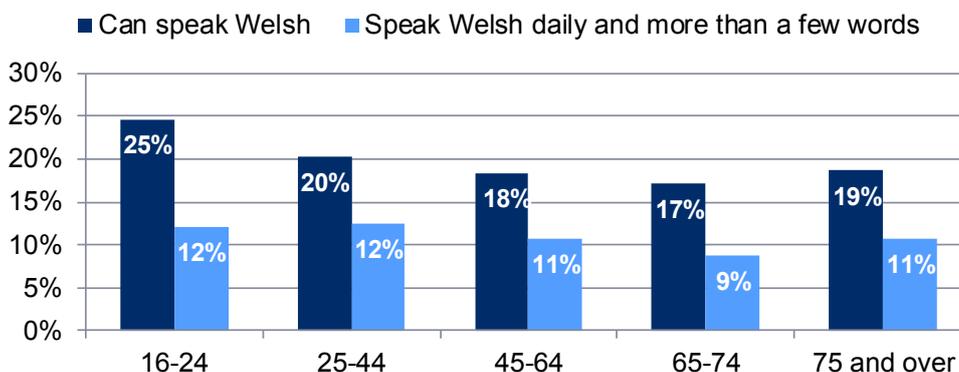
## Welsh language

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 between Censuses.

**20%** of adults aged 16 and over reported that they could **speak Welsh**. **11%** could speak Welsh **fluently** and **12%** said they speak it **daily**. **11%** reported that they **could speak more than a few words of Welsh and that they spoke it every day**.<sup>17</sup>



**Chart 11: Ability to speak Welsh by age**



Younger adults aged 16 to 24 were more likely to be able to speak Welsh but there was no clear trend by age for those who speak Welsh daily and could speak more than a few words.

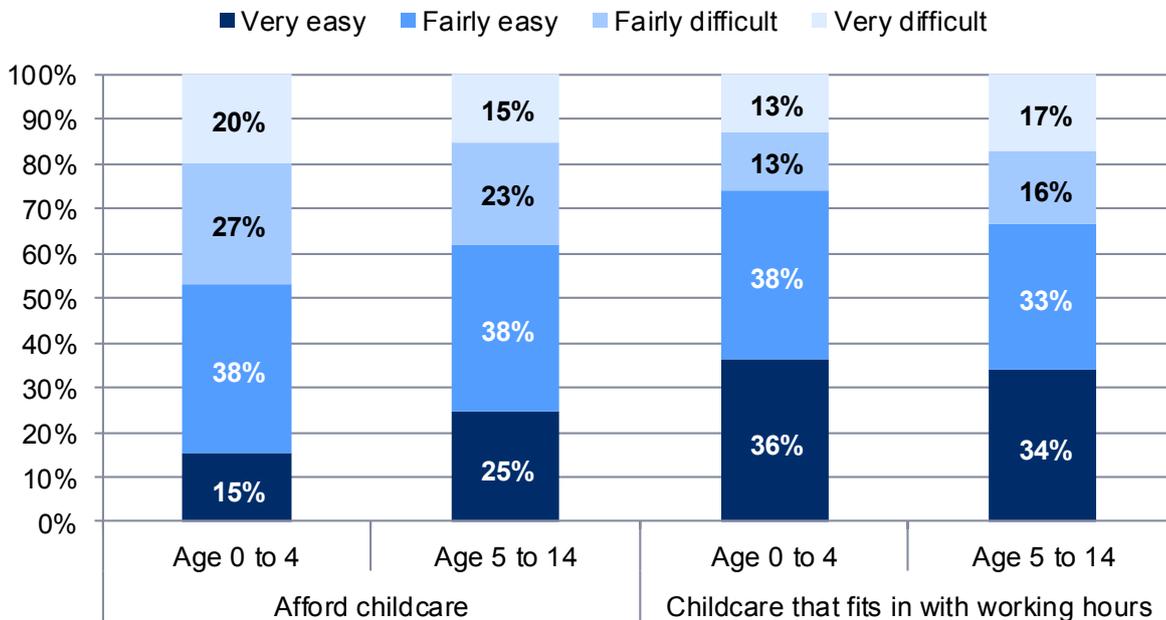
<sup>17</sup> Well-being of Future Generation National Indicator 36

## Childcare

**47%** of parents with a child aged 0 to 14 said they needed to **use childcare**. Parents who had used formal childcare (that is, not their family and friends) were asked further questions about the ease of getting childcare.



**Chart 12: Ease of getting childcare for child, by age group**



**71%** of parents found it easy to get childcare that fits **around their working hours**, and **72%** found it easy to get childcare **after school**. However, **43%** of parents who had used formal childcare found it **difficult to afford**; and **35%** found it difficult to find formal childcare **during school holidays**. These percentages are in line with the results for the 2014-15 survey<sup>18</sup>.

<sup>18</sup> In [2014-15](#), 74% found it easy to get childcare that fitted around their working hours, 77% found it easy to get childcare after school, 46% found it difficult to afford, 32% found it difficult to find formal childcare during school holidays. None of these percentages were significantly different in 2016-17.

## Environment

The National Survey incorporates topics previously covered by the Welsh Outdoor Recreation Survey, which was commissioned by Natural Resources Wales.

The Welsh Outdoor Recreation Survey was a 15 minute telephone interview. It covered around 6,000 people. Work commissioned to look into potential survey discontinuities concluded that there was a discontinuity between the National Survey results and the Wales Outdoor recreation survey. Therefore the new survey results should not be compared directly with results from the previous survey.

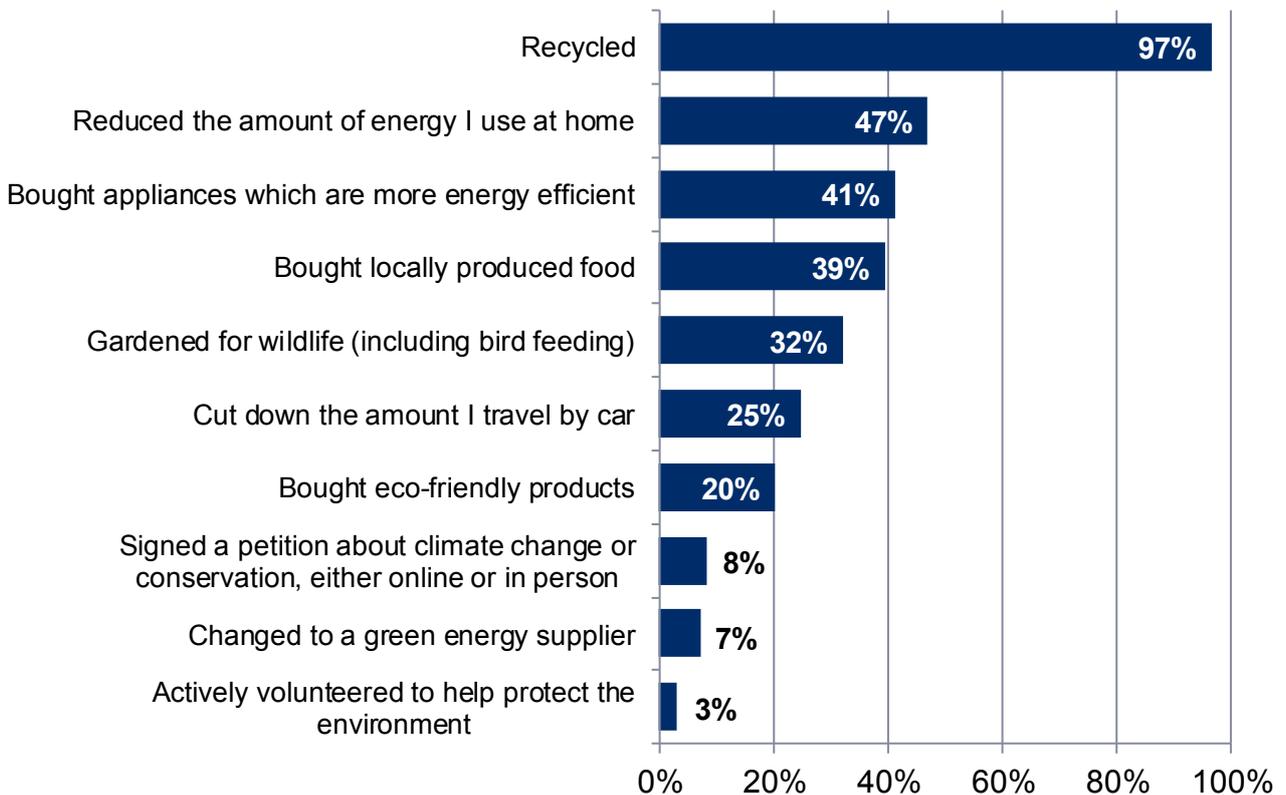


**67%** were concerned about climate change: **21%** were **very concerned** and **46%** **fairly concerned**.

**93%** felt that the world's **climate is changing**, and when asked what they thought caused it most people thought it is either partly (**51%**) or mainly (**37%**) **caused by human activity**. **9%** thought it is caused by **natural processes** and **2%** **didn't think climate change is taking place**.

When people were asked about things they did to help protect the environment or address climate change, **recycling** was by far the most common activity, with **97%** stating that they had done this. The 10 most popular activities are shown on Chart 13 below.

**Chart 13: Activities carried out to protect the environment**



## 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 in 2016-17 (30 March 2016 – 31 March 2017).

21,666 addresses were chosen randomly from the Royal Mail's Small User Postcode Address File. Interviewers visited each address, randomly selected one adult (aged 16+) in the household, and carried out a 45-minute face-to-face interview with them, which asked for their opinions on a wide range of issues affecting them and their local area. A total of 10,493 interviews were achieved.

### Interpreting the results

Percentages 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 is not applicable to the respondent. Missing answers can also occur for several reasons, including refusal or an inability to answer a particular question.

Where a relationship has been found 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.

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 Official Statistics](#).

### 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 (a) publish indicators (“national indicators”) that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The National

Survey for Wales collects information for 15 of the 46 national indicators, 11 of these are reported in this release:

- 19 Percentage of people living in households in material deprivation.
- 23 Percentage who feel able to influence decisions affecting their local area.
- 25 Percentage feeling safe at home, walking in the local area, and when travelling.
- 26 Percentage satisfied with local area as a place to live.
- 27 Percentage agreeing that they belong to the area; that people from different background get on well together; and that people treat each other with respect.
- 28 Percentage who volunteer.
- 29 Mean mental well-being score.
- 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.

Information on indicators and associated technical information - [How do you measure a nation's progress? - National Indicators](#)

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.

## **Next update**

This release presents a small selection of key results from the survey. There will be a number of more detailed, topic-specific outputs published throughout the year. Details of planned publications can be found on the [National Survey webpages](#)

## **We want your feedback**

We welcome any feedback on any aspect of these statistics: email [surveys@gov.wales](mailto:surveys@gov.wales)

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