

National Survey for Wales: Headline results, April 2012– March 2013

The National Survey for Wales is a face-to-face survey of people across Wales. Each year, 14,500 people aged 16 and over are asked for their opinions on a wide range of issues affecting them and their local area. Respondents are selected at random to ensure the results are representative.

This purpose of this first release is to put the results of the National Survey in the public domain. This release contains some of the key results from the first full year of fieldwork (April 2012 to March 2013). Where appropriate, results are compared with those from other surveys. More detailed results are available on the StatsWales website

More information about the survey methodology, potential uses of the results and definitions of terms used in the bulletin can be found in the [Key Quality Information](#) section. Tables containing confidence intervals for some of the results are presented in [Annex A](#). Background information about the survey, including the full questionnaire, is available on the [National Survey web pages](#).

Key findings

Overall satisfaction with health, education, transport and the Welsh Government

- People were asked to rate health services, the education system and the transport system on a scale of nought (extremely bad) to ten (extremely good). The average rating given was 6.4 for health, 6.4 for education and 6.0 for transport.
- People were asked to rate their satisfaction with how the Welsh Government is doing its job, from nought (extremely dissatisfied) to ten (extremely satisfied). The average rating was 5.8.

Experience of GP and hospital services

- 92% of people were satisfied (68% very satisfied and 23% fairly satisfied) with the care they received from their GP at their last visit. Similarly, 90% of people were satisfied (70% very satisfied and 20% fairly satisfied) with the care they received at their last appointment at an NHS hospital.
- Of people who had made an appointment for themselves and seen their GP in the last 12 months, 33% found it difficult to make a convenient appointment.

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Llywodraeth Cymru
Welsh Government

Schools and parental engagement

- 92% of parents were satisfied with the primary school their child attended and 83% were satisfied with the secondary school their child attended.
- The majority (over 80%) of parents of children aged 3 to 7 read with their child or helped their child to learn about letters, numbers or shapes at least several times a week. The support provided on school work was less frequent.
- 57% of parents of children aged 8 to 17 supported their child with their school work at least several times a week. However, they were less likely to help their child to look up information on a computer, with 20% never doing so.

Local authority services

- 57% of people said that their local authority provided high quality services. 53% would like more information on how their council is performing.

Wellbeing

- People were asked to rate how satisfied they were with their lives on a scale of nought (not at all satisfied) to ten (completely satisfied). The average score given was 7.8. People in good health were more satisfied with their lives than those in poor health.

Quality of local area

- 68% of people agreed that their local area was well maintained and 62% agreed that their local area was free from litter and rubbish. This varied by local authority, with 74% of people in the Isle of Anglesey feeling that their local area was free from litter, compared with only 49% of people in Torfaen.

Sense of community

- 76% of people agreed that people in their local area treated each other with respect and consideration; a similar proportion (75%) agreed that 'people in this neighbourhood are willing to help their neighbours'. Older people were more likely to have a positive view about people in their local area than younger people.

Feeling safe

- 81% of people said they felt safe walking in their local area after dark. People living in the most deprived areas were more likely than people living in the least deprived areas to feel unsafe after dark. 67% of people living in the most deprived areas felt safe walking in their local area after dark, compared with 87% of people living in the least deprived areas.
- 74% of people felt safe on public transport after dark. Older people felt less safe than younger people and women felt less safe than men.

Personal finances

- 48% of people said they could keep up with all their bills and commitments without any difficulties. Older people were more likely than younger people to be able to keep up with their bills and credit commitments without difficulties.

Smoke alarms

- 9% of all households did not have a working smoke alarm. Only 6% of households that contained children under 16 were without a working smoke alarm, compared with 10% of households without children.

Internet access and use

- 73% of households had access to the internet. This equates to approximately 79% of people aged 18 or over having access to the internet at home.
- 76% of people said they currently used the internet at home, work or elsewhere; this varied by age with a far greater proportion of people under 45 using the internet than those aged 45 and over.
- The three most commonly-used devices to access the internet were: a laptop at home or in work (75%); a desktop computer (52%); and a mobile or smartphone (41%). The devices used to access the internet varied by the age of the user, with younger people more likely to use a smartphone and older people more likely to use a desktop computer.
- 20% of people aged 18 and over reported that they had never used the internet. Of those, 58% didn't want to and 39% didn't need to use the internet. 27% stated that they did not have the skills to use the internet.

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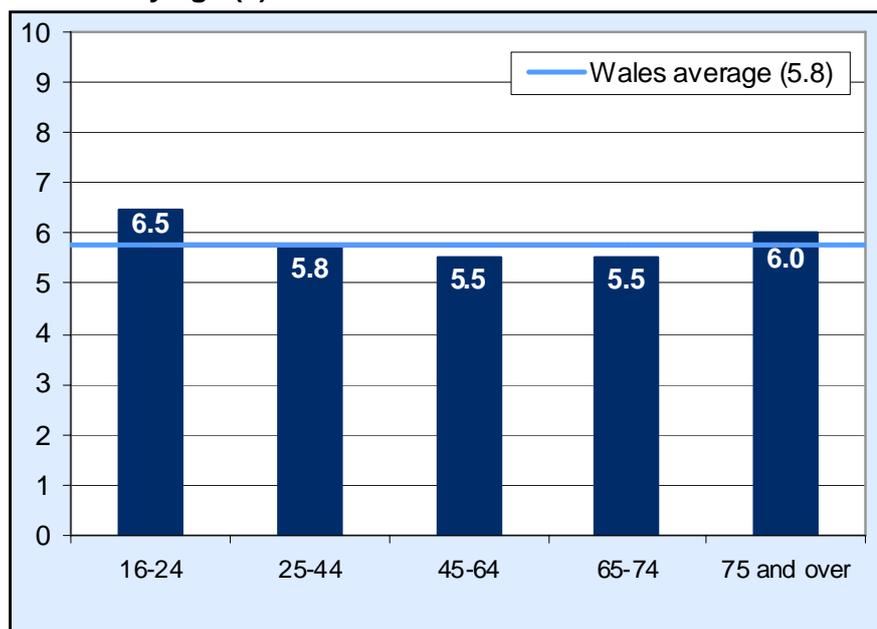
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Welsh Government

The [Programme for Government](#) is the plan of action for the Welsh Government. It outlines what the Welsh Government aims to achieve and how this achievement will be measured. One commitment is to ensure that the population of Wales knows what the Welsh Government is doing and how well it is performing. The National Survey is used as a way to measure this.

In the National Survey people were asked how satisfied they were with the way the Welsh Government is doing its job. Answers were given on a scale of nought (extremely dissatisfied) to ten (extremely satisfied). The average score given was 5.8. Chart 1 shows how satisfaction with the Welsh Government varied by age.

Chart 1: Satisfaction with the work of the Welsh Government, by age (a)



- Young adults (aged 16 to 24) and older people (aged 75+) were more satisfied with the way the Welsh Government has been doing its job, giving an average score of 6.5 and 6.0 respectively.

- People aged 25 to 44 were less satisfied than young adults and those aged over 75. Of all age groups, the least satisfied age group was people aged 45 to 74, who gave an average score of 5.5.

(a) Answers were given on a scale of nought (extremely dissatisfied) to ten (extremely satisfied)

It is worth noting that the proportion of respondents answering “Don’t know” for this question was much higher than for many other questions, at 8%. In contrast, the average proportion answering don’t know for similar questions about the health and transport systems was 3% or under.¹ As for all other questions, “Don’t know” responses have been excluded from the analysis.

The National Survey found that people who could speak Welsh were more satisfied with the work of the Welsh Government, giving an average rating of 6.0 compared with 5.7 for those who couldn’t speak Welsh. No significant difference in satisfaction ratings were found when analysing by gender, geographical region or whether people considered themselves to be Welsh or not.

The [European Social Survey](#) asked a similar question about satisfaction with government, and reported an average score of 4.3 (for the UK government) and an average of 3.8 across Europe. However, whilst comparisons against the UK and other European countries in the European Social Survey tend to show the Welsh Government having a higher average rating, there are a number of differences that may

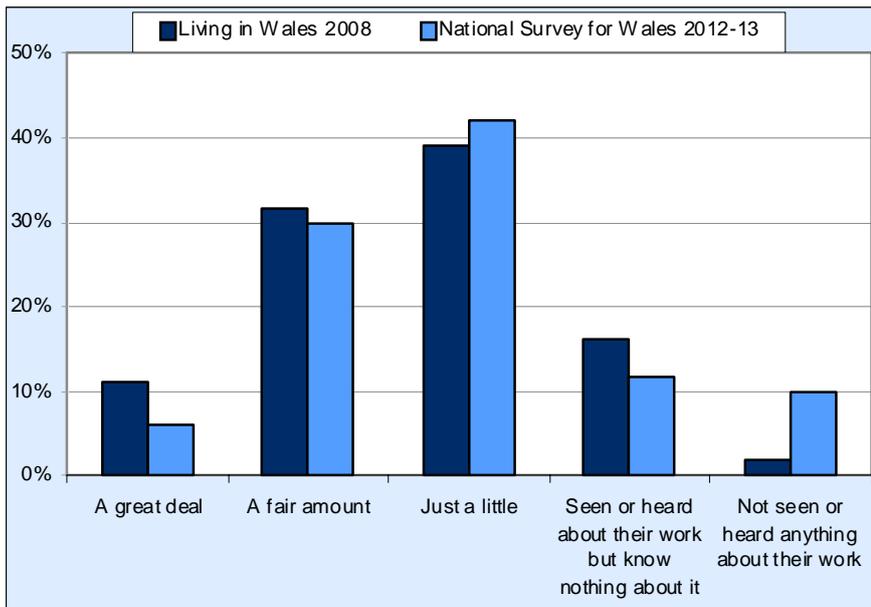
¹ The proportion answering “Don’t know” for the education system was 13%, where the household did not contain anyone under 19, but 2% where they did. See Education section.

contribute to this difference.²

In the National Survey people were asked how much they had seen or heard about the work of the Welsh Government over the last 12 months. 6% stated they had seen or heard ‘a great deal’, 30% a ‘fair amount’, 42% ‘just a little’, 12% had seen or heard about their work but know nothing about it and 10% had not seen or heard anything about the work of the Welsh Government in the last 12 months.

The same question was asked of respondents in the 2008 Living in Wales Survey.³ The results from the two surveys are compared in Chart 2.

Chart 2: How much people had seen or heard about the work of the Welsh Government (a)



- The chart appears to show that people felt slightly better informed about the work of the Welsh Government in 2008 than they were in 2012-13. However, the distribution of responses are broadly similar and there is no significant difference between these figures.

- The Living in Wales Survey was carried out using a slightly different method³ which may mean that respondents were more likely to be better informed.

(a) In Living in Wales, the last two answer options were ‘Heard of, but know nothing’ and ‘Never heard of’

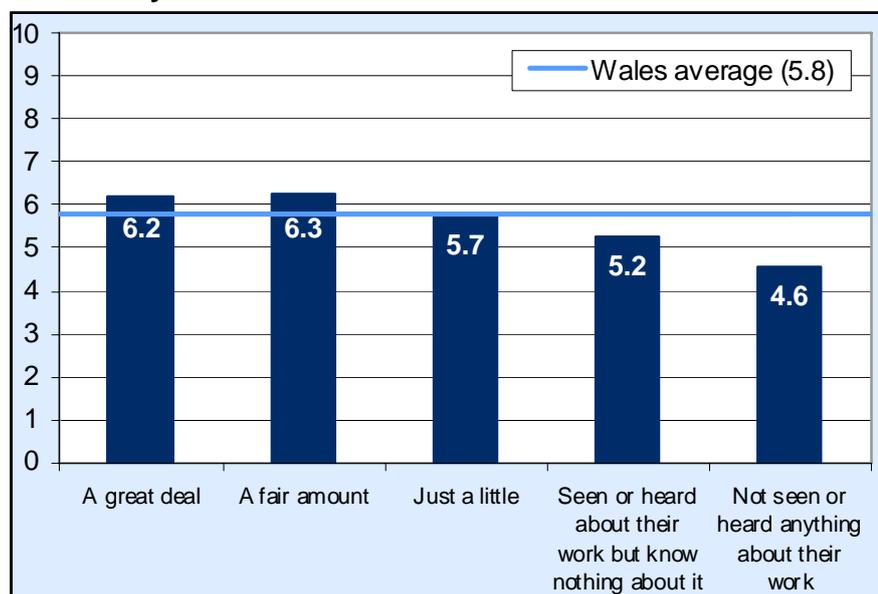
Source: Living in Wales 2008 and National Survey for Wales: 2012-13

² For example, the powers of the devolved Welsh Government are different from those of the UK and other European governments; the other questions asked in the two surveys may affect responses to this question; and the time periods covered by the two surveys are different (late 2010 to early 2012 for the ESS, Apr 2012 – Mar 2013 for the National Survey. More detailed discussion of comparisons between the ESS and the first quarter of National Survey results (Jan – Mar 2013) can be found in a separate [statistical bulletin](#). The next set of ESS results are due to be published in late 2013, based on fieldwork carried out in September to December 2012; this time period will be more closely comparable to the 2012-13 National Survey results.

³ The Living in Wales Survey was a face to face survey carried out with the household representative (the person who owns/rents the home, the oldest person or the person who earns the most) and not a randomly-selected adult aged 16+ as in the National Survey. This difference in design may contribute to the difference in results between the two surveys.

There was an association between satisfaction with the way the Welsh Government was doing its job and how much people had heard or seen about the work of the Welsh Government. This relationship is shown in Chart 3.

Chart 3: Satisfaction with the work of the Welsh Government, by level of awareness



- People who said they had not seen or heard anything about the work of the Welsh Government in the last 12 months were less satisfied with the way the Welsh Government was doing its job, giving an average score of 4.6.
- This compares with a score of 6.3 given for those who knew a 'fair amount' about the work of the Welsh Government.

(a) Answers were given on a scale of nought (extremely dissatisfied) to ten (extremely satisfied)

The National Survey also found an association between qualification levels and the amount that people had seen or heard about the Welsh Government. 26% of those with no qualifications had seen or heard a 'great deal' or 'a fair amount' compared with 49% of those with a high level of qualifications (level 4+)⁴. Furthermore, the results show that Welsh speakers were more likely to have seen or heard a 'great deal' or 'a fair amount' about the work of the Welsh Government (44%) compared with non-Welsh speakers (33%).

⁴ National Qualification Framework levels 4-8 - <http://wales.gov.uk/docs/dcells/publications/110920qualificationsguideen.pdf>

Health

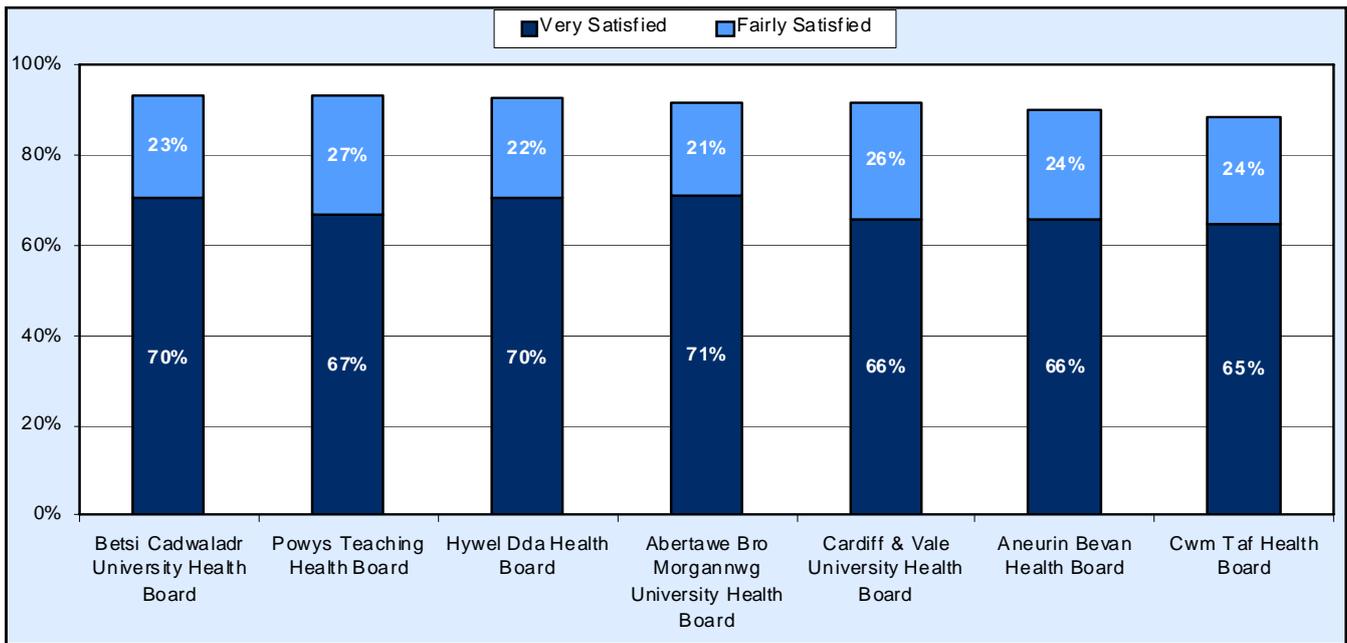
The Welsh Government has made a commitment to include the views of health care users when measuring the performance of the NHS in Wales. [Together for Health](#), a five year plan for NHS Wales, states that the Welsh Government will develop a national approach to measuring health user experience. One of the ways in which the Welsh Government will measure people’s experiences of NHS Wales is through questions in the National Survey.

The National Survey included a series of questions about people’s experiences of GP surgeries and NHS hospitals. These questions covered satisfaction with the health service in general, ease of access to health care services, whether people felt they were treated with dignity and respect, and satisfaction with the care they received.

Satisfaction with health services

78% of people had seen a GP about their own health in the previous 12 months. Of these, 92% were satisfied (68% very satisfied and 23% fairly satisfied) with the care they received. The [Welsh GP Access Survey 2011](#) similarly reported that 92% of patients were satisfied with the care they received at their GP surgery.⁵ Chart 4 shows the proportion who were very or fairly satisfied with the care they received, split by Local Health Board⁶.

Chart 4: Satisfaction with care received at a GP, by Local Health Board



The proportion of people satisfied with the care they received at their GP appointment varied from 88% of people living in Cwm Taf Health Board to 93% in Betsi Cadwaladr University Health Board.⁷ People aged 75 and over were found to be more satisfied with the care they received from their GP (96%) than younger adults aged between 16 and 24 (89%).

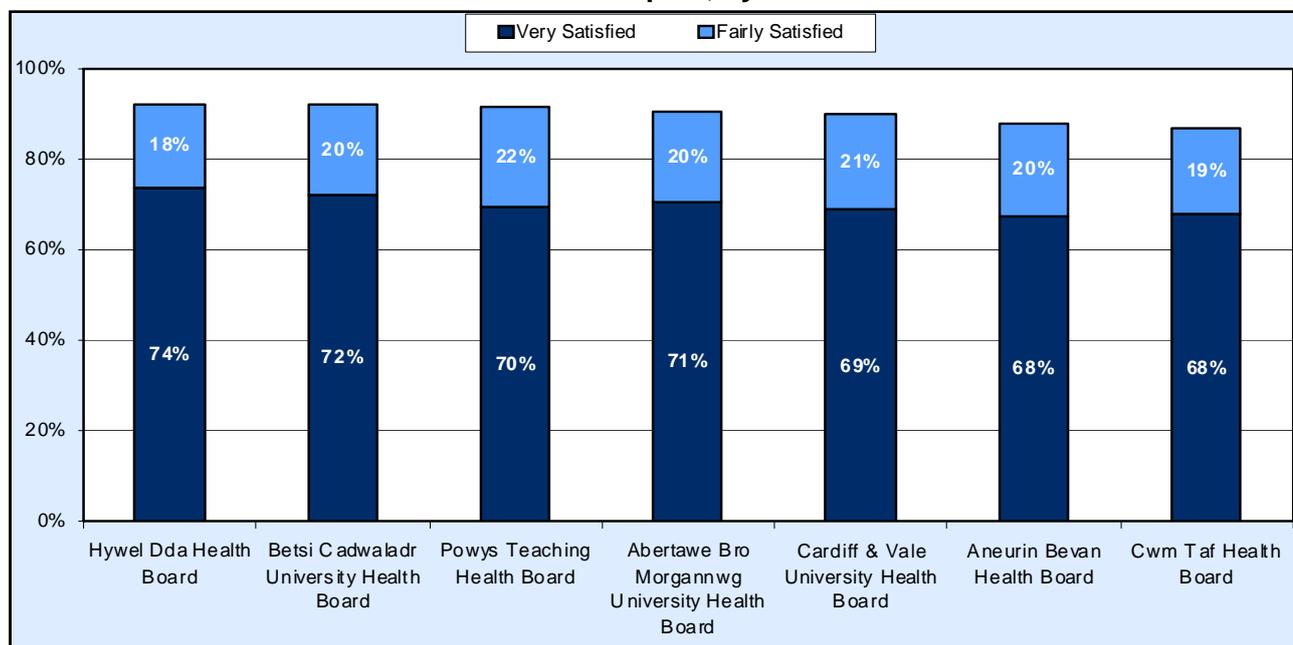
⁵ Whilst the GP Access Survey 2011 yielded an almost identical result to the National Survey, it should be noted that the GP Access Survey is completed by patients at GP surgeries. The fact that the GP experience is fresh in respondents’ minds could affect the responses given. Also, opinions are sought through a self-completion questionnaire as opposed to the face-to-face approach used in the National Survey; again, this could affect responses. This should be borne in mind when making comparisons between the two surveys.

⁶ Information on Local Health Boards can be found here: <http://www.wales.nhs.uk/nhswalesaboutus/structure>

⁷ See Table 4 in the Annex to view the results in more detail, including confidence intervals.

The National Survey found that 42% of people surveyed had attended a hospital appointment in the last 12 months. Of these, 90% were satisfied (70% very satisfied and 20% fairly satisfied) with the care they received (this includes day patients, outpatients and inpatients). A similar question, about satisfaction with the 'service' (rather than the 'care') received, was included in the 2008 [Living in Wales Survey](#). A similar result was found: 87% of people were satisfied with the service received.

Chart 5: Satisfaction with care received at hospital, by Local Health Board



The proportion of people satisfied with the care they received at their hospital appointment varied from 92% of people living in Hywel Dda Health Board to 87% in Cwm Taf Health Board.⁸

As with GP care, older people tended to be more satisfied with the hospital care they received. 96% of people aged 75 and over were satisfied with the care they received compared with 85% of people aged 16 to 24.

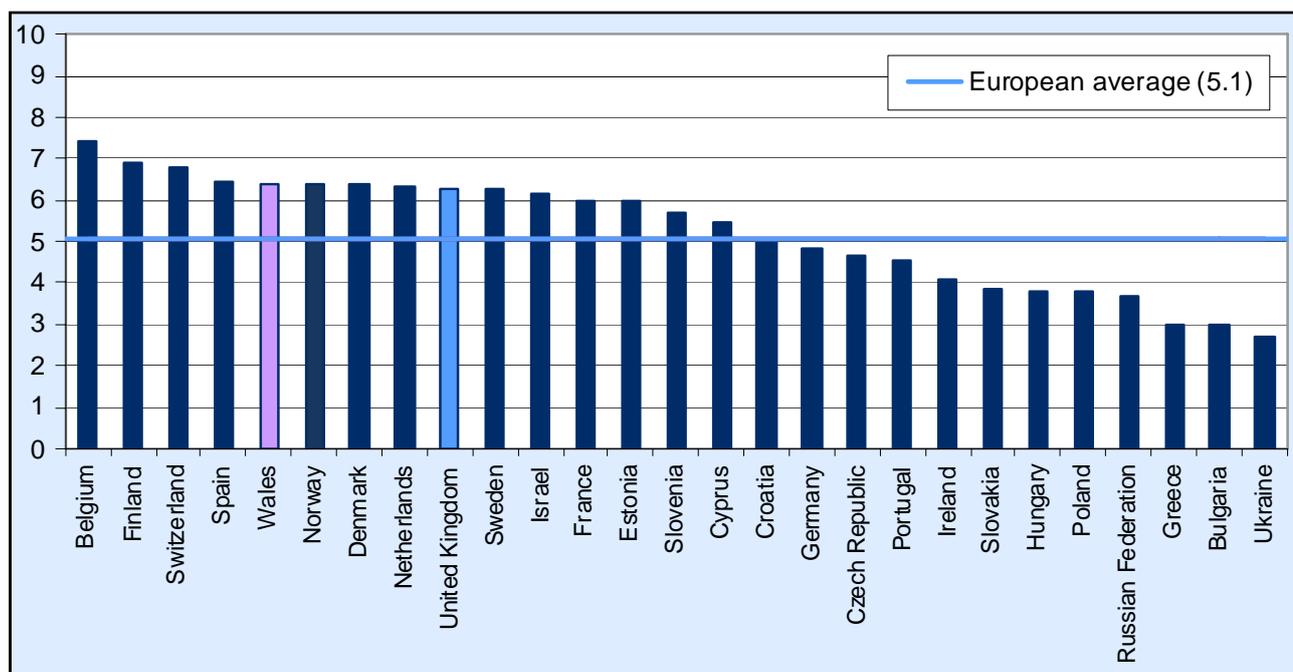
People were also asked what they thought of the overall state of health services in Wales, irrespective of whether they had used any health services in the previous 12 months. For this question, respondents were asked to consider all aspects of NHS services, from GPs to pharmacies, NHS dentists and opticians, community health services, and hospitals. Answers were given on a scale of nought (extremely bad) to ten (extremely good). The average score given was 6.4.

In 2010, the [European Social Survey](#) (ESS) asked the same question of respondents across EU Member States, including the UK. There was not a substantial difference between the UK national average (6.3) and the Wales average (6.4). However, the average rating across European countries found in the ESS was 5.1, substantially lower than the UK and Wales results.⁹ Chart 6 sets out the ESS results for this question by country, along with the National Survey result.

⁸ See Table 5 in the Annex to view the results in more detail, including confidence intervals.

⁹ There are differences between the ESS and the National Survey that should be borne in mind when comparing the results. For example, The National Survey question has an introduction that prompts respondents to think about the full range of healthcare provision. See footnote 2 for further discussion of differences. More detailed discussion of comparisons between the ESS and the first quarter of National Survey results (Jan – Mar 2013) can be found in a separate [statistical bulletin](#)

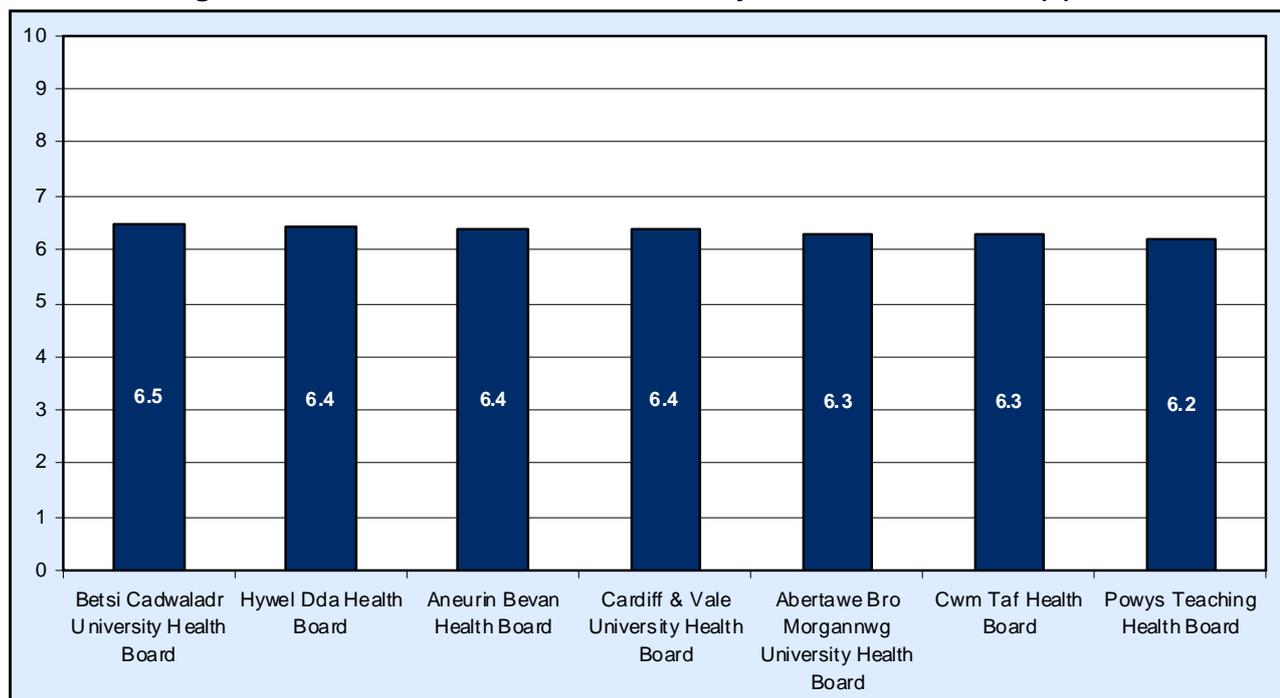
Chart 6: Ratings of overall state of health services, by European country (a)



(a) Answers were given on a scale of nought (extremely bad) to ten (extremely good)
 Source: European Social Survey 2011 and National Survey for Wales: 2012-13

Older people aged 75 and over and young people aged 16 to 24 gave a higher rating on average: 7.1 and 6.8 respectively compared with people aged 45 to 64 who gave a score of 6.1. Chart 7 sets out results for this question split by Local Health Board.

Chart 7: Ratings of overall state of health services, by Local Health Board (a)



(a) Answers were given on a scale of nought (extremely bad) to ten (extremely good)

Chart 7 shows that people who live in the Betsi Cadwaladr University Health Board area gave a slightly higher score (6.5) for the state of health services in Wales compared with Powys Teaching Health Board who gave a score of 6.2; however, the differences between the scores is not statistically significant.¹⁰

¹⁰ See Table 6 in the Annex to view the results in more detail, including confidence intervals.

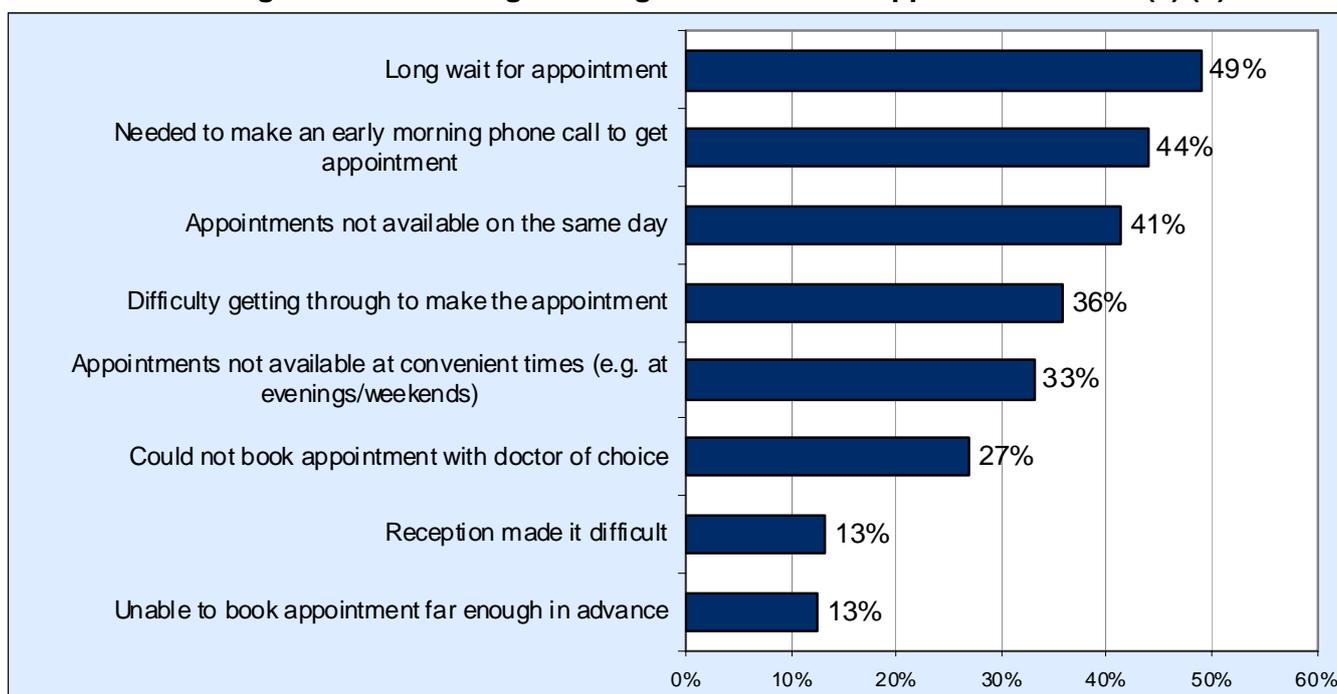
Accessing GP services

The [Programme for Government](#) and [Together for Health](#) outline Welsh Government priorities for the NHS in Wales. This includes improving access to GP services, in particular to ensure services are available for working people at times which are convenient to them. The National Survey results on the ease of getting a GP appointment will be a key source of evidence about access to GP surgeries.

The National Survey asked how easy or difficult it was for people to make a convenient appointment with a GP and how easy or difficult it was to get to and from the surgery. It found that 67% of people who had seen their GP in the last 12 months, and made the appointment for themselves, said that it was easy¹¹ to get a convenient appointment. 33% of people who made an appointment with a GP found it difficult¹² to make a convenient appointment.

Respondents who said it was difficult to make a convenient appointment were asked why this was. The reasons given are shown in Chart 8 below.

Chart 8: Reasons given for not being able to get a convenient appointment at GP (a) (b)



(a) Percentages do not add to 100% as respondents were able to select more than one reason.

(b) Percentages are of people who had an appointment with their GP in the last 12 months and found it difficult to get a convenient appointment.

The reason most commonly given was 'long wait for an appointment' (49% of those who found it difficult to make a convenient appointment).

94% of people who had visited their GP in the last 12 months reported that it was easy to get there and back. Similarly, the [2008 Living in Wales Survey](#) reported that 92% of people found it easy to get to and from a GP surgery. The National Survey found no significant difference in ease of getting to the GP surgery between people living in urban and rural areas.¹³

¹¹ 'Easy' is defined as those who said 'very easy' and 'fairly easy'.

¹² 'Difficult' is defined as those who said 'very difficult' and 'fairly difficult'.

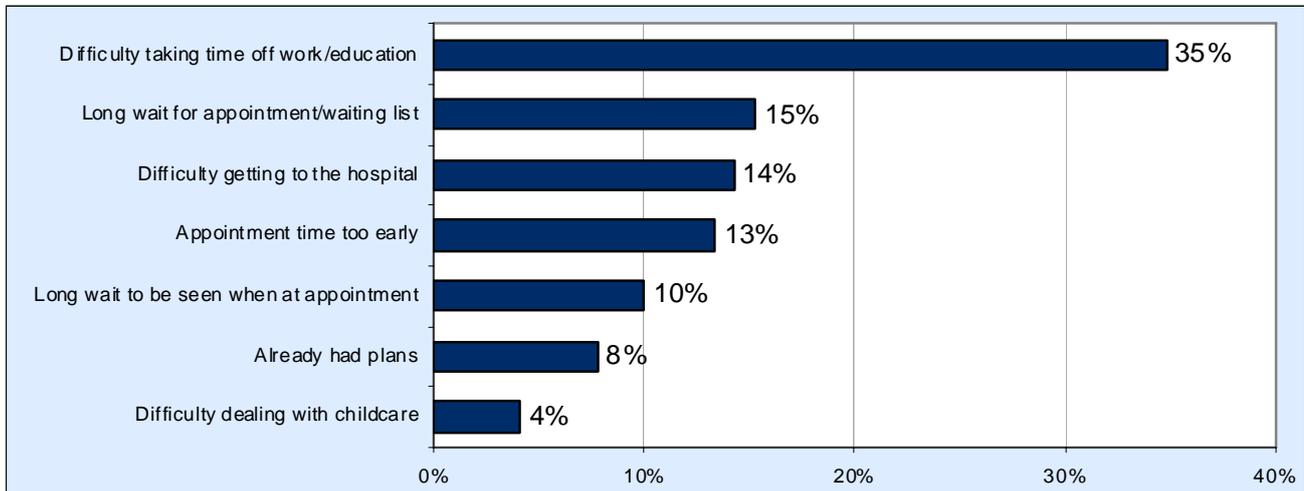
¹³ See 'Terms and Definitions' in the [Key Quality Information](#) section.

Accessing hospital appointments

The National Survey found that 92% of people attending a hospital appointment in the last 12 months were able to get an appointment at a date and time that was convenient to them.

Respondents who said that the date and time of their appointment was not convenient were asked why this was. The reasons given are shown in Chart 9 below.

Chart 9: Reasons given for not being able to get a convenient appointment at hospital (a) (b)



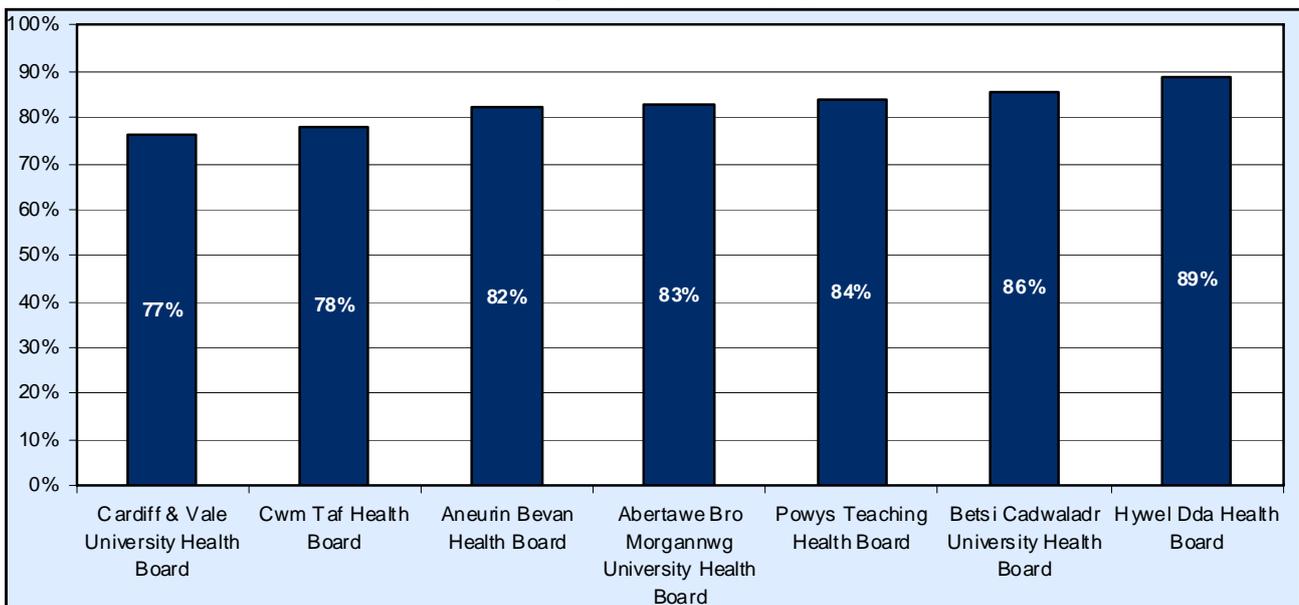
(a) Percentages do not add to 100% as respondents were able to select more than one reason.

(b) Percentages are of people who had an appointment at hospital in the last 12 months or have an appointment arranged, and found it difficult to get a convenient date/time.

The reason most commonly given was 'Difficulty taking time off work or education' (35% of those who didn't get a convenient appointment).

All respondents who attended a hospital appointment in the last 12 months (whether the appointment was convenient or not) were asked whether they were given an opportunity to change their appointment. 83% said that they were given the opportunity while 17% said they weren't. Chart 10 sets out results for this question by Local Health Board.

Chart 10: Given an opportunity to change appointment, by Local Health Board



A greater proportion of people living in the Hywel Dda Health Board area said that they were given an opportunity to change their hospital appointment time (89%) compared with 77% of people in the Cardiff and Vale Health Board area.¹⁴

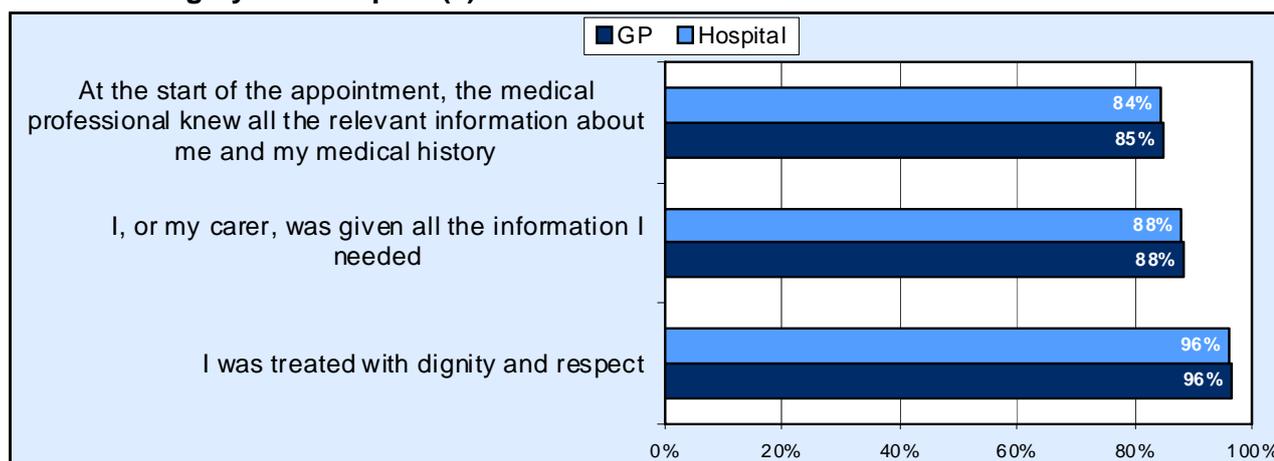
84% of people who had a hospital appointment said it was easy to get to and from. The National Survey found no significant difference in ease of getting to and from hospital appointments between people living in urban and rural areas. A similar question was asked in the [2008 Living in Wales Survey](#), although respondents could also include times when they accompanied a child or someone they cared for; however, this yielded the same result as the National Survey: 84% said it was easy to get to and from the hospital.

Patient experience

The [Programme for Government](#) includes a commitment by the Welsh Government to improve the quality of health services and patient experience. A key aim is to deliver the 'Dignity in Care' programme of actions, which is designed to safeguard patients' dignity, safety and privacy.

The National Survey asked people who had visited a GP surgery or had an appointment at an NHS hospital in the last 12 months about whether they agreed with a set of statements about their experience. The statements and responses are set out in Chart 11.

Chart 11: Proportion of people who agree with statements about patient experience at GP surgery and Hospital (a)



(a) 'Agree' is defined as those who said 'strongly agree' and 'tend to agree'

96% of people who saw a GP or had a hospital appointment agreed that they were treated with dignity and respect. Similar questions were asked in the [2008 Living in Wales Survey](#) and reported very similar results.¹⁵

The National Survey found that 85% of people who saw a GP and 84% of those who attended a hospital appointment agreed that the GP/health professional knew all the relevant information about their medical history. A similar question was included in a [patient experience survey](#) carried out in Wales in 2009, but was asked of only patients with chronic conditions. In that survey, 84% of respondents to that survey said their GP had all the necessary background information on their condition and treatment; the figure for specialists having the necessary information was 76%.

¹⁴ See Table 9 in the Annex to view the results in more detail, including confidence intervals.

¹⁵ National Survey respondents were asked about experience at the last appointment for themselves. In the Living in Wales Survey respondents were also allowed to consider experience at an appointment for a child they care for, so the questions are slightly different.

Involvement with health services

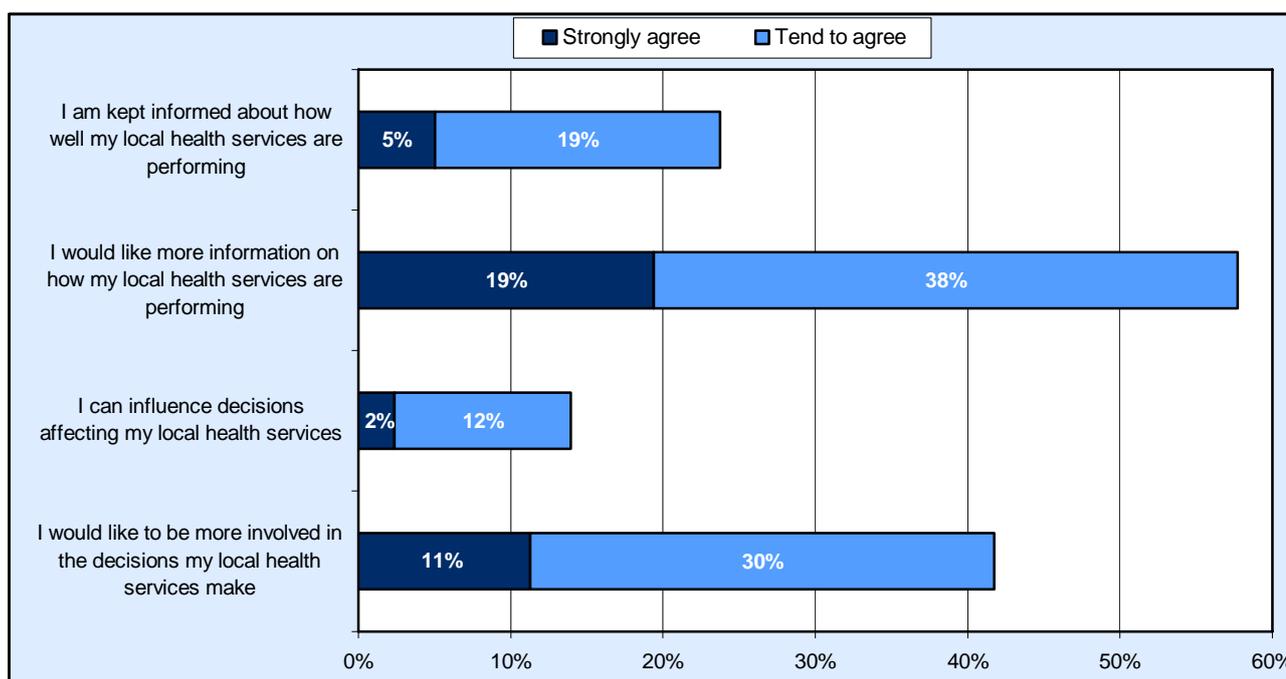
The Welsh Government is interested in knowing about how engaged people feel with public services so that it can work to increase levels of public engagement and, through increased engagement, improve public services.

The National Survey asked a number of questions about people’s involvement in local health services. People were asked to what extent they agreed or disagreed with the following four statements:

- I am kept informed about how well my local health services are performing;
- I would like more information on how my local health services are performing;
- I can influence decisions affecting my local health services; and
- I would like to be more involved in the decisions my local health services make.

The results are set out in Chart 12.

Chart 12: Local health services: involvement and information



It is notable that only 5% of people strongly agreed that they felt well informed about how local health services are performing, with 19% tending to agree. 58% of people wanted more information on performance (19% strongly agreeing with the statement and 38% tending to agree). Only 2% of people strongly agreed and 12% tended to agree that they were able to influence the decisions made by their local health service. Over two fifths of people wanted to be more involved in those decisions (11% strongly agreeing with the statement and 30% tending to agree).

Similar statements were rated by respondents for local authority services, for which a similar pattern was observed (see page 18). However more people agreed¹⁶ with the statement ‘my council is good at letting people know how well it is performing (41%) than with the similar statement for local health services (24%).

¹⁶ ‘Agree’ is defined as those who said ‘strongly agree’ and ‘tend to agree’

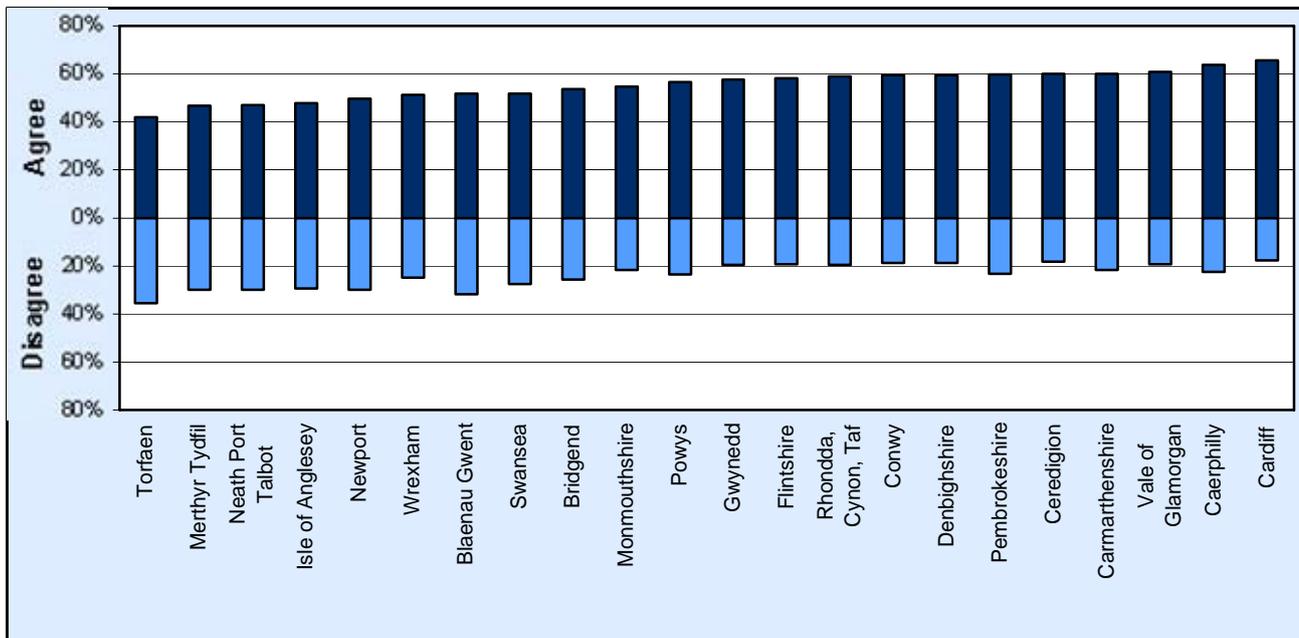
Local authority services

There are 22 local authorities in Wales, responsible for delivering a wide range of services in their area, including social services, education and housing. Local authorities work within powers laid down under numerous Acts of Parliament and recent Measures passed by the National Assembly for Wales. The Welsh Government gathers evidence from numerous sources to monitor each local authority's performance (e.g. audit, inspection and regulation reports, performance data, and local authorities' self-reported progress towards their strategic objectives).

The National Survey included a number of questions about local authority services in Wales to help understand people's views on those services. The results will complement other sources of evidence and enable the Welsh Government more rounded assessments of each local authority's performance. The results will also be of interest to other public sector organisations such as local authorities themselves, the Welsh Local Government Association, and the Wales Audit Office.

People were asked whether they agreed or disagreed with the statement 'my council provides high quality services'. Overall 57% agreed with the statement; this varied from 42% in Torfaen to 66% in Cardiff. The results are shown for each local authority in Chart 13 below.¹⁷

Chart 13: Proportion of people who agree or disagree that their council provides high quality services, by local authority

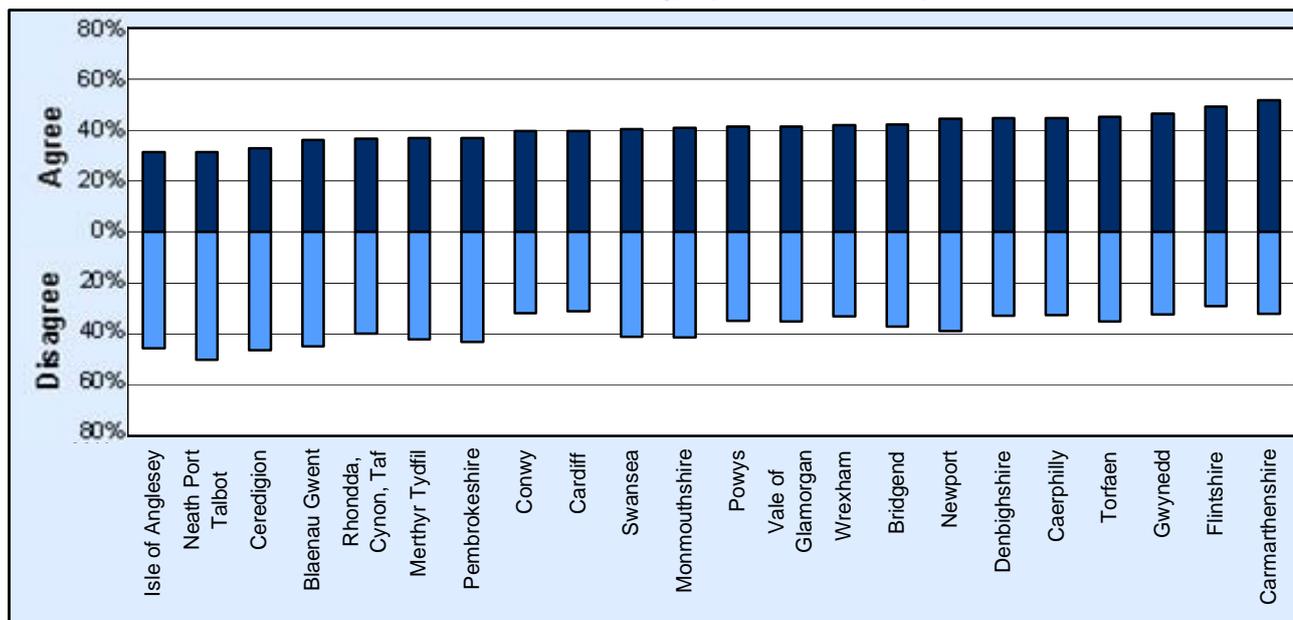


This question was also asked in the [2011 Scottish Household Survey](#), where 44% of people in Scotland agreed that their 'local council provides high quality services'¹⁸.

¹⁷ See Table 10 in the Annex to view the results in more detail, including confidence intervals.

¹⁸ The National Survey precedes its questions on local authority services with a clarification of what services people should take into account, while the Scottish Household Survey (SHS) doesn't. The SHS includes this question among a battery of questions about local services, which are randomly rotated, which slightly reduces the comparability with National Survey. More information on question comparability can be found in the report '[National Survey for Wales: A question comparability study](#)'

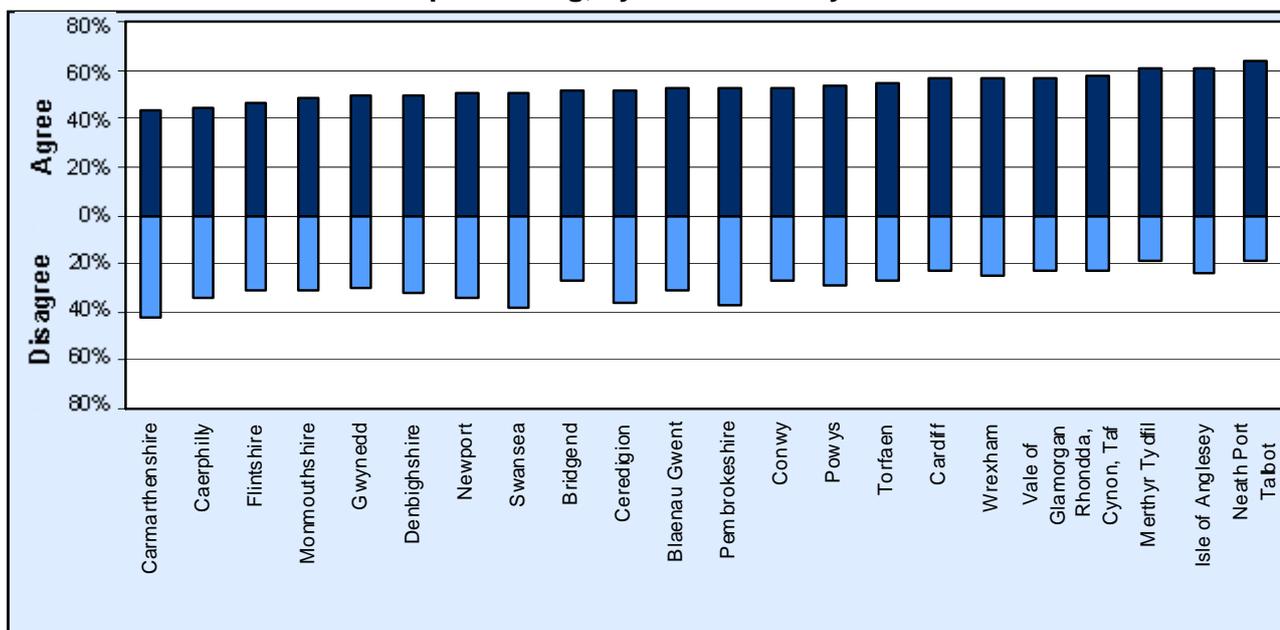
Chart 14: Proportion of people who agree or disagree that their council is good at letting local people know how well it is performing, by local authority



People were asked whether they agreed or disagreed with the statement 'my council is good at letting people know how well it is performing'. Overall, 41% of people agreed with the statement; this varied from 31% in the Isle of Anglesey to 52% in Carmarthenshire, as shown in Chart 14 above.¹⁹

Following on from this question, people were asked to what extent they agreed or disagreed with the statement 'I would like more information on how my council is performing'. Overall, 53% of people agreed with the statement. Chart 15 below shows that this varied from 44% in Carmarthenshire to 64% in Neath Port Talbot.²⁰

Chart 15: Proportion of people who agree or disagree that they would like more information on how their council is performing, by local authority



¹⁹ See Table 11 in the Annex to view the results in more detail, including confidence intervals.

²⁰ See Table 12 in the Annex to view the results in more detail, including confidence intervals.

Education

The National Survey included a series of questions about parental satisfaction with schools and their experience of dealing with their children’s schools and teachers. They were also asked about the aspirations they have for their children when they leave school at 16, and how often they spend time with their children on various activities. Parents’ and non-parents’ views were also sought on the education system in Wales.

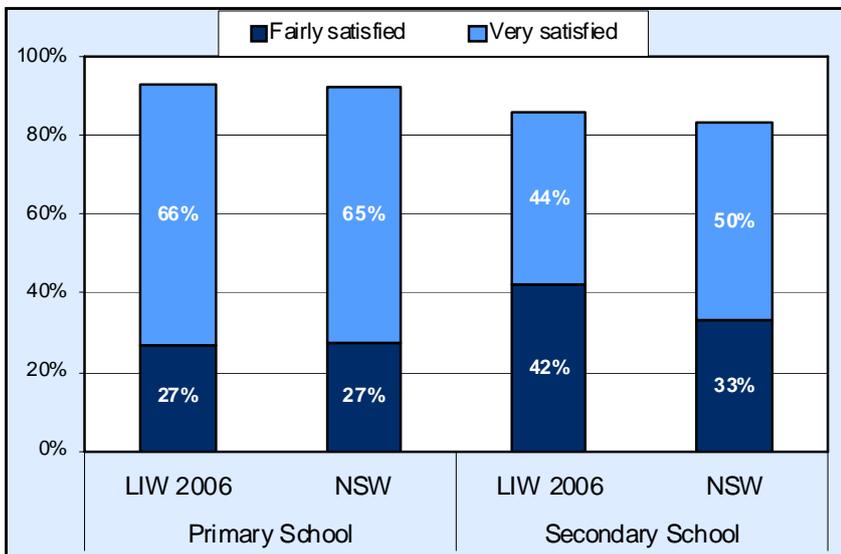
The National Survey results will be used together with other data sources (inspection reports, exam results, etc.) to provide the Department for Education and Skills (DfES) with a broader assessment of the quality of education services. This evidence will support the actions identified in the [Improving Schools](#) plan that sets out how the Minister for Education and Skills’ key priorities will be implemented. It will also feed into evaluations of DfES programmes and policies including studies of the effectiveness of school improvement reforms.

Satisfaction with primary and secondary schools

The National Survey asked parents a series of questions about their satisfaction with their child’s Local Authority funded primary and secondary schools.²¹ A similar set of questions was included in the Living in Wales Survey in 2006, and where appropriate comparisons have been made with that survey.

Results from the National Survey show that 92% of parents were satisfied (either fairly or very satisfied) with the primary school their child attended and 83% were satisfied with the secondary school their child attended. Similar results were found in the [Living in Wales Survey](#) in 2006 (93% of parents were satisfied with their child’s primary school, and 86% satisfied with secondary schools). Chart 16 shows that the differences between those who are ‘very satisfied’ and ‘fairly satisfied’ indicate that parents are slightly less satisfied with secondary schools than primary schools. (See Table 13 in the Annex for more detail.)

Chart 16: Percentage of parents satisfied with their child’s primary and secondary school



- In the National Survey, 65% of parents were ‘very satisfied’ with primary schools, compared with 50% who were ‘very satisfied’ with secondary schools.
- The pattern of responses was very similar to the 2006 Living in Wales Survey ²².

Source: Living in Wales 2006 and National Survey for Wales 2012-13

An [Ofsted report](#) on schools in England published in 2006 presented a similar picture of parents’ satisfaction with schools which concluded that in general satisfaction was strongly associated with

²¹ Respondents were asked to think about their experiences over the past 12 months. Legal guardians were also asked these questions and are categorised as ‘parents’ in this bulletin.

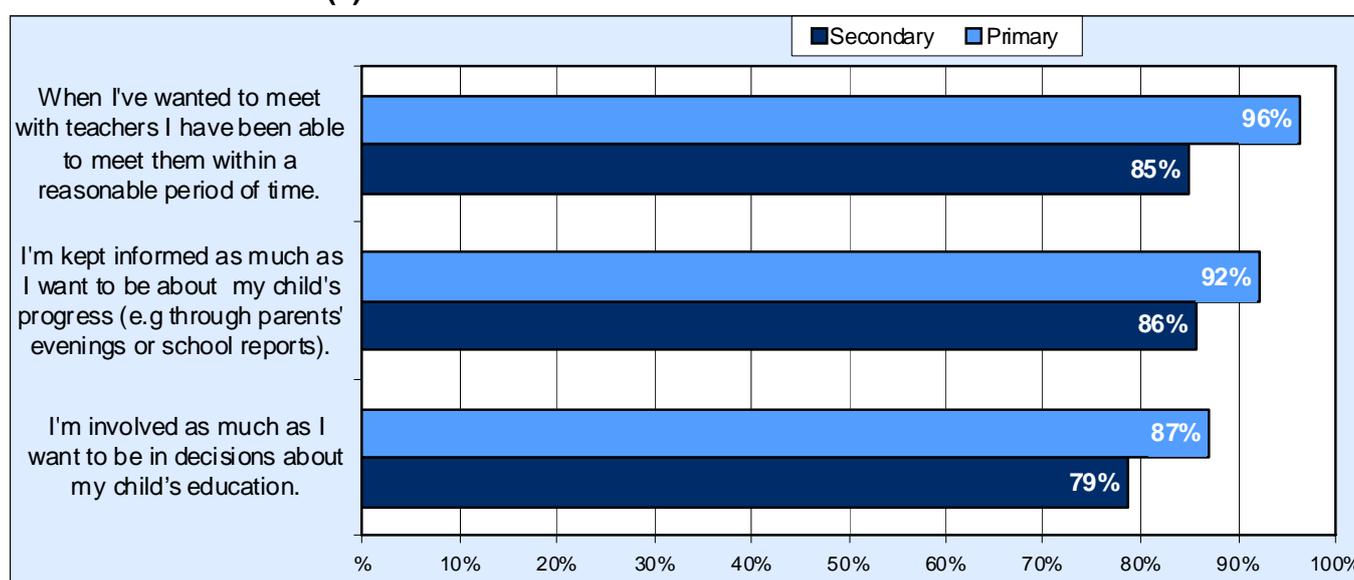
²² More information on comparability can be found in the report [‘National Survey for Wales: A question comparability study’](#)

school effectiveness and the achievement of pupils. It reported that parental dissatisfaction with schools was more pronounced in secondary schools where achievement was unsatisfactory or poor, but that this was less evident in primary schools. It suggested that this could reflect a greater focus by parents on educational outcomes at secondary stage, or parental beliefs that broader aspects of education, such as social development, are more important at the primary stage.

Experience of dealing with schools

The [Improving Schools](#) plan outlines the need for schools to engage with parents and develop a two way relationship in order to improve learning outcomes. Questions were therefore included in the survey to ask parents about specific aspects of dealing with their child's primary or secondary school. They were asked to what extent they agreed or disagreed with three statements about their experience of dealing with their child's primary/secondary school. The statements and the responses given are shown in Chart 17 below.

Chart 17: Percentage of parents who agreed with statements about their experience of dealing with schools (a)



(a) 'Agree' is defined as those who said 'strongly agree' and 'tend to agree'

- 96% of parents of primary school children agreed that they were able to meet with their child's teacher within a reasonable period of time, compared with 85% of parents of secondary school children. In the [2006 Living in Wales Survey](#), 94% and 81% of parents of primary and secondary school children agreed with the same statement.
- 92% of primary school children's parents and 86% of secondary school children's parents felt they were kept informed as much as they wanted to be about their child's progress. This statement was not included in the 2006 Living in Wales Survey.
- 87% and 79% of primary and secondary school children's parents felt they were involved as much as they wanted to be in decisions about their child's education. In the [2006 Living in Wales Survey](#), 90% and 85% of primary and secondary school children's parents agreed with the statement.

Parents were also asked whether they felt they were kept informed about the performance of their child's school. 86% of primary school children's parents and 81% of secondary school parents felt that they were kept informed about the performance of their child's school. This has not changed significantly since the [2006 Living in Wales Survey](#), in which 86% of primary school children's parents and 79% of secondary school parents felt that they were kept informed.

Parental engagement with their children

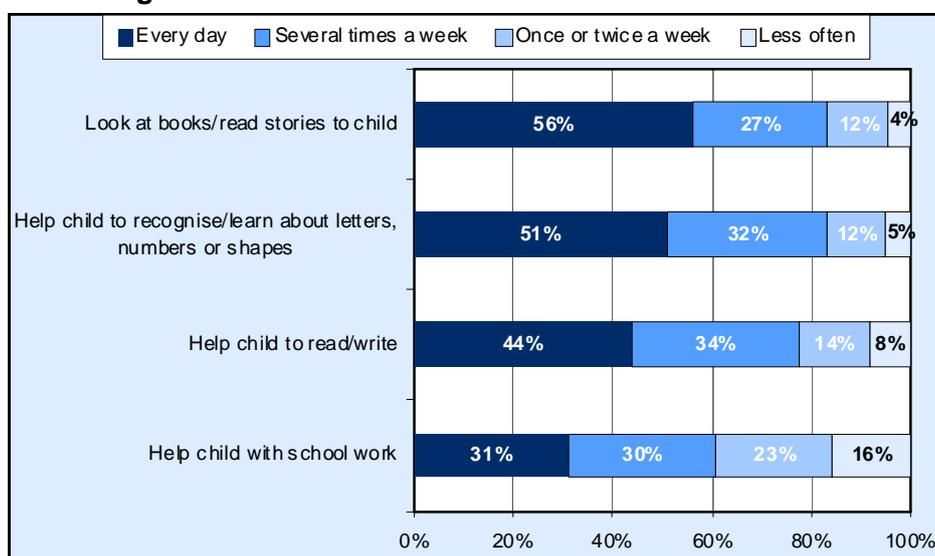
Research has consistently shown that supportive parents and a good home learning environment can help to improve a child’s cognitive development and make a positive difference to their achievement at school. For example, the [Effective Provision of Pre-School Education Project](#) has found that a range of activities (such as playing with letters and numbers, reading with the child and teaching songs and nursery rhymes) are associated with positive outcomes at age 3 and 7.

Consequently, the Welsh Government is keen to find out how much time parents spend doing various activities with children of different ages.

In the National Survey parents of children aged 3 to 7 were asked a series of questions about how often they look at books or read stories to their children, help their children to recognise or learn about letters, numbers or shapes, help their children to read or write, and help their children with school work.

The results are shown in Chart 18 below.

Chart 18: How often parents did certain activities with their children aged 3 to 7



- Around 80% of parents helped their children by reading stories at least several times a week. Similar proportions helped them to learn about letters, numbers or shapes and to read or write several times a week.
- Around 60% helped their child with school work at least several times a week.

It is important to note that the National Survey only asked the random parent selected for interview how much time they spent doing various activities with their child. Information about the time that the other parent or another adult spent doing the same activities with their child was not collected.

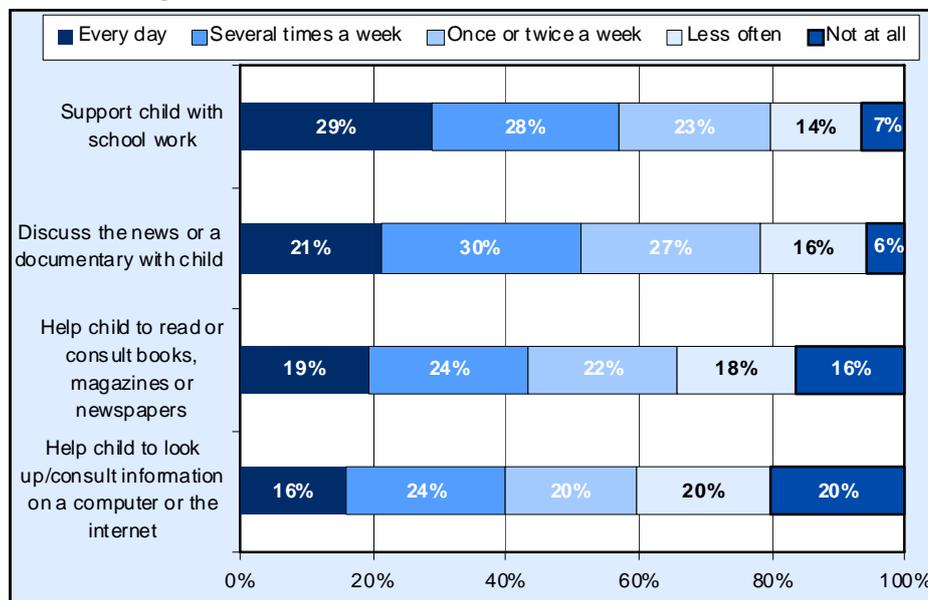
In the [Millennium Cohort Study](#) some similar questions were asked of parents when their child had reached 3, 5 and 7 years old. When the children were 3, 62% of mothers read to their child every day, whilst 22% of fathers did the same. At age 5, 50% of mothers and 15% of fathers read to their child every day. And by age 7, 39% of mothers and 13% of fathers read to their child every day. The MCS is a longitudinal survey and asked at stages of a child’s life, and whilst the questions are similar, the results are not directly comparable with the National Survey.

For older children, aged 8 to 17, there is evidence that parental involvement continues to have a substantial effect on achievement into adolescence and even adulthood. Research using data from the [National Child Development Study](#) to explore the effect of parents’ involvement on achievement at age 16 found that very high parental interest is associated with better exam results, even when the influence of background factors such as social class and family size have been taken into account.

Parents of children aged 8 to 17 were asked a series of questions, in the National Survey, about how often they: discussed the news or a documentary with their children; helped their children to read or consult books, magazines or newspapers; helped their children to look up or consult information on a computer or the internet; and supported their children with school work.

The results of these questions are shown in Chart 19 below.

Chart 19: How often parents did certain activities with their children aged 8 to 17



- Over 50% of parents provided support with school work with their child at least several times a week. A similar proportion discussed the news or documentaries at least several times a week.
- Parents were less likely to help their child to look up information on a computer, with 20% never doing so.

A similar set of questions were asked of parents in the Individuals panel of the [2003-06 Customer Research programme](#). Parents who had children at home aged 8 or older were asked whether they had done any of a list of activities in the last 12 months to support their child’s learning. 82% had helped their child with their school work, 70% had discussed the news or a documentary with their child, 67% had helped their child to look up information on a computer or internet, and 63% had helped their child to read or consult books, magazines or newspapers. The questions in this survey are not comparable with the National Survey results, but they provide an additional source of information about parents’ activities with children.

The National Survey also included questions about access to the internet at home (see section on [Internet access](#)). 92% of children aged 0 to 15 lived in households which had access to the internet. This varied by area deprivation. 95% of children in the 50% least deprived areas of Wales had access to the internet at home, this compares with 82% of children who lived in the 10% most deprived areas of Wales.

In the National Survey parents of children aged 11 to 15 were asked what they would like their child to do when they reached 16 and can leave school. This question was included as there is evidence²³ that the attitudes and aspirations of parents (and of children themselves) can be a useful predictor of children’s educational achievement.

79% of parents wanted their child to continue in full time education, 10% wanted their child to go on a training course or start an apprenticeship when they reached 16 years old and 6% stated that it was their child's decision.

A similar question was asked of children aged 13-14 in the [Longitudinal Study of Young People in England](#) in 2004. 80% wished to continue in full-time education, 7% wanted to ‘start learning a trade / get a place on a training course’ and 8% wanted to start an apprenticeship.

²³ <http://www.learningbenefits.net/Publications/ResReps/ResRep27.pdf>

Views on the education system in Wales

Since devolution, the education policy in the four constituent countries of the UK has diverged: for example, in England reforms have been introduced based on diversity of school types and parental choice; in Wales (and Scotland) there remains a commitment to community-based comprehensive schools. The Welsh Government is therefore keen to find out people's views on the education system in Wales.

The [European Social Survey](#) asked the following question:

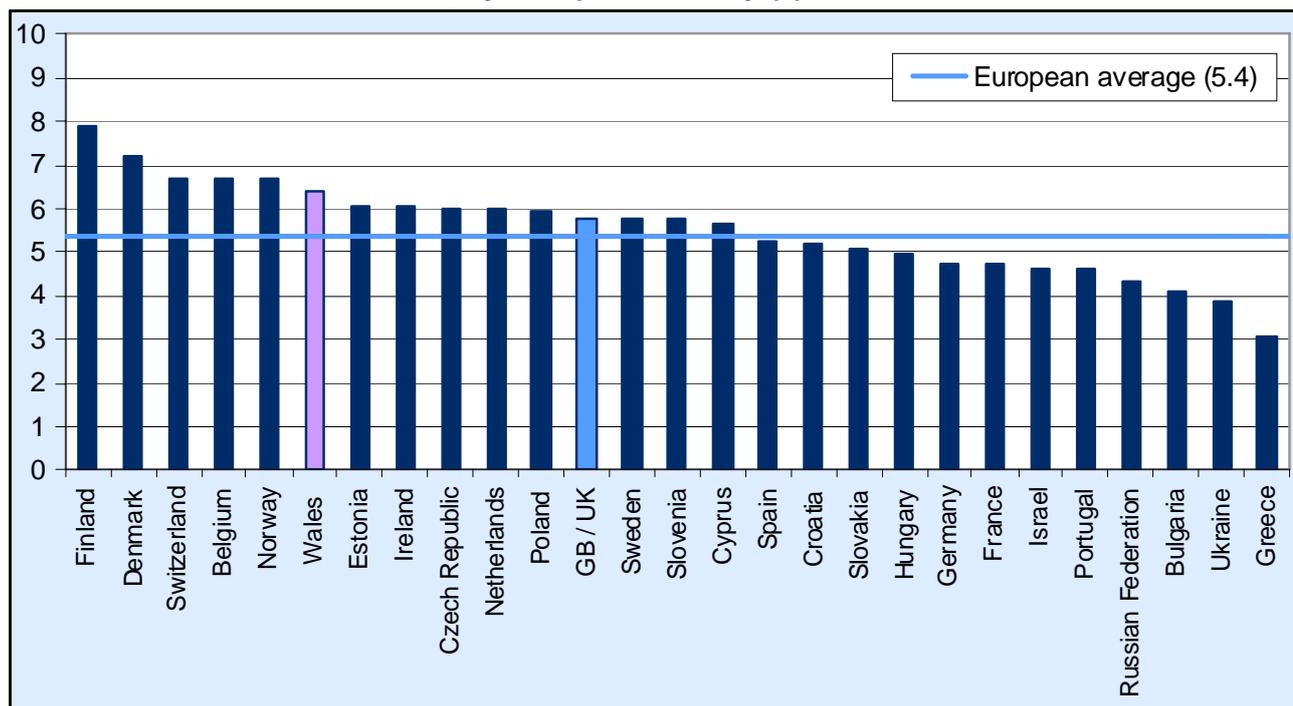
Please say what you think overall about the state of education in [country] nowadays?
Where 0 is 'extremely bad' ... and 10 is 'extremely good'

The National Survey asked the same question, to allow some comparisons with countries across Europe.²⁴ This question was asked of a cross-section of respondents, not only those who were parents.²⁵

The average response given for the National Survey was 6.4. The proportion of people answering "Don't know" to this question was 9% (13% for people in households with no children under 19; 2% for households with children under 19). As for all other questions, "Don't know" responses have been excluded from the analysis.

The UK national average (5.8) and the average rating across European countries (5.4) found in the European Social Survey were substantially lower than the National Survey average for Wales (6.4), as shown in Chart 20 below.

Chart 20: The state of education, by European country (a)



(a) Answers were given on a scale of nought (extremely bad) to ten (extremely good)

Source: European Social Survey 2011 and National Survey for Wales: Mar 2012 – April 2013

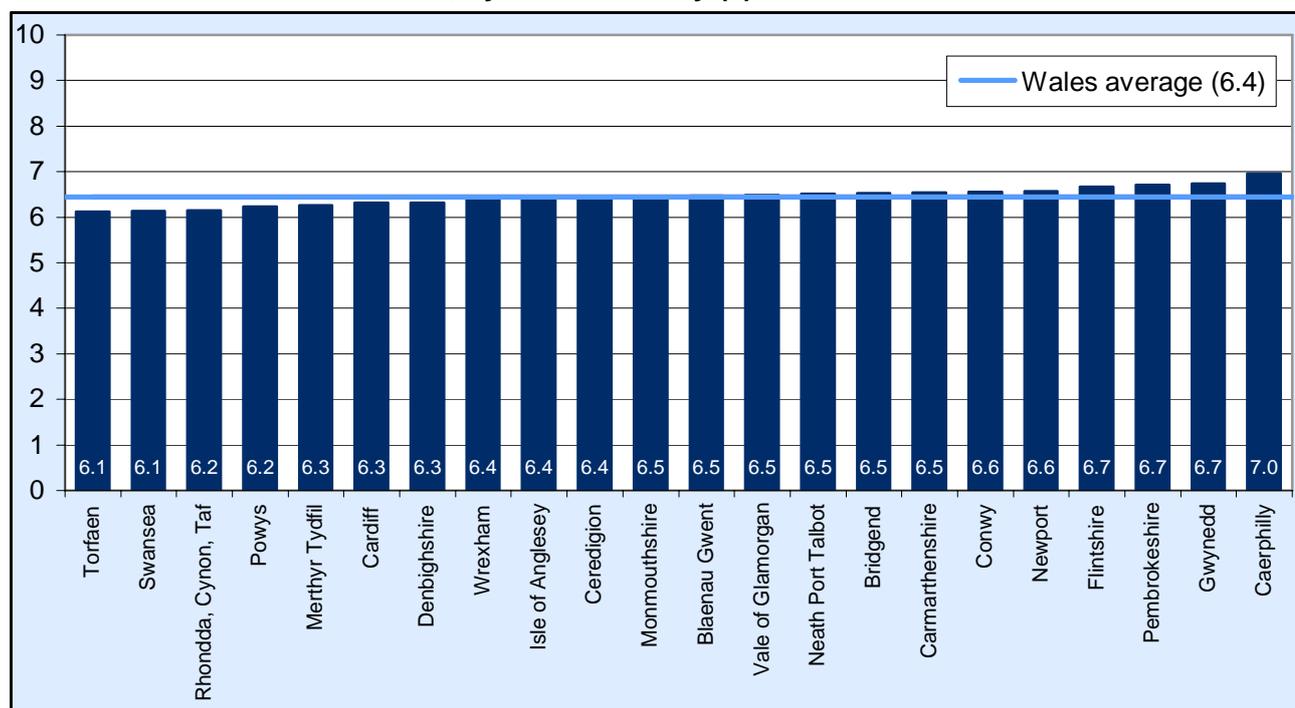
European Social Survey respondents in Finland gave the highest rating for the state of education in their country, giving a score of 7.9, while respondents in Greece gave the lowest rating of 3.1.

²⁴ More information on comparability can be found in the report '[National Survey for Wales: A question comparability study](#)'

²⁵ As noted previously, there are differences between the ESS and the National Survey that should be borne in mind when comparing the results: see footnote 2. For example, The National Survey question has an introduction that prompts respondents to think about the full range of education provision. More detailed discussion of comparisons between the ESS and the first quarter of National Survey results (Jan – Mar 2013) can be found in a separate [statistical bulletin](#).

Local authorities in Wales are responsible for their own education budget. They have substantial scope to decide how the money can be used to meet local needs and priorities. The Welsh Government is therefore interested to know what people thought about the education system in each local authority. The ratings given by people in each are shown in Chart 21 below.

Chart 21: The state of education, by local authority (a)



(a) Answers were given on a scale of nought (extremely bad) to ten (extremely good)

People in Caerphilly gave the highest rating for the state of education (7.0), while people in Torfaen gave the lowest rating (6.1).²⁶

²⁶ See Table 17 in the Annex to view the results in more detail, including confidence intervals.

Wellbeing

The Welsh Government's [Programme for Government](#) sets out the aim to improve the long-term wellbeing of people in Wales. The Welsh Government has made a commitment to draw together key indicators of wellbeing to provide a high-level picture of wellbeing in Wales. Individual wellbeing is a core component of this picture.

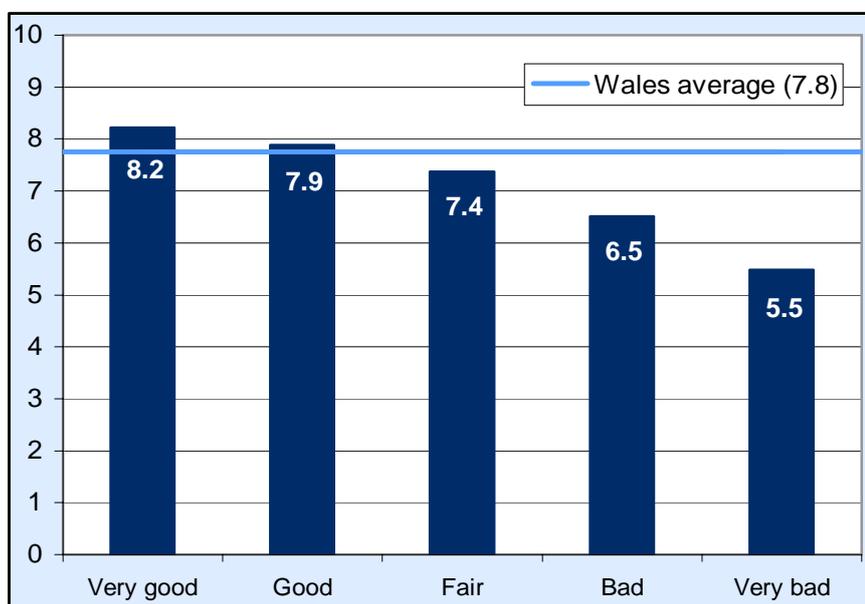
Four questions on overall subjective wellbeing and eight questions on satisfaction with various 'domains of life' are asked in the National Survey. These questions were developed by the Office for National Statistics (ONS) as a way to measure wellbeing. ONS found that "wellbeing includes feelings of happiness and other aspects of subjective wellbeing, such as feeling that one's activities are worthwhile, or being satisfied with family relationships. It also includes aspects of wellbeing which can be measured by more objective approaches, such as life expectancy and educational achievements." ONS has published a range of articles on this as part of its [UK National Wellbeing programme](#). A more detailed analysis of all the wellbeing questions included in the National Survey can be found in a [Statistical Bulletin](#) released in January 2013 based on the first quarter of National Survey data.

Please note that the results set out below do not necessarily suggest that the various factors mentioned (age, employment status, etc.) directly affect levels of wellbeing. The relationship is likely to be more complicated. We will publish separate, more detailed analysis of the interrelationship between different factors that may affect wellbeing.²⁷

The National Survey asked people to rate on a scale of nought (not at all satisfied) to ten (completely satisfied) how satisfied people were with their lives. The average score given was 7.8. Young people aged 16 to 24 and people aged 65 and over were the age groups most satisfied with their lives, with both groups giving a rating of 8.0. Those aged 25 to 64 were least satisfied, giving an average rating of 7.7.

Chart 22 shows the how the ratings varied by people's self-reported health.

Chart 22: Satisfaction with life, by health status (a)



- People in good health were more satisfied with their lives than those in poor health.
- People who rated their health as being 'very good' gave an average rating of 8.2 for how satisfied they were with their lives, compared with 5.5 for those who rated their health as 'very bad'.

(a) Answers to 'satisfaction with life' were given on a scale of nought (not at all satisfied) to ten (completely satisfied)

People in different types of employment also gave slightly different scores, with those in semi-routine and routine occupations being less satisfied with their lives (7.6) than those in managerial and professional occupations (7.9).²⁸

²⁷ In addition, a report on the [Annual Population Survey](#) has looked into these issues for four of the measures of wellbeing also included in the National Survey.

²⁸ See Table 18 in the Annex to view the results in more detail, including confidence intervals.

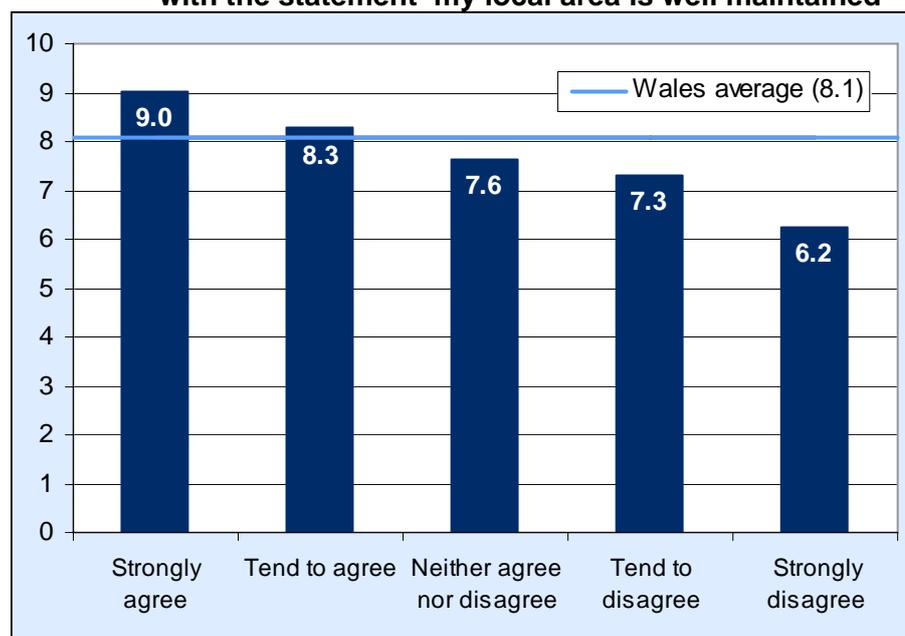
ONS asked the same question in its [Annual Population Survey](#) (APS) from April 2011. In the APS, the average score for life satisfaction was 7.4 in both England and Wales (compared with 7.8 for the National Survey).²⁹ The reasons behind the differences between the ONS results and the National Survey results are being considered further by the Welsh Government and ONS.

[The European Quality of Life Survey](#) (2012) took place between September 2011 and February 2012 and involved between 1,000 to 3,000 face-to-face interviews in countries across Europe. It included some similar questions on subjective wellbeing. Their findings showed that the average score for life satisfaction in the UK was similar to the European average of 7.1; again, this figure is somewhat lower than the National Survey figure of 7.8.

The National Survey also asked people how satisfied they were with particular aspects of their lives. Once again they were asked to rate these aspects on a scale of 0 (not at all satisfied) to 10 (completely satisfied). Of the eight aspects of life discussed in the survey, people were least satisfied with their financial situation giving an average score of 6.9 and most satisfied with their 'personal relationships' (8.7) and their 'mental well-being' (8.6). Employed people gave a higher rating for their mental-well-being (8.8) than those who weren't in employment (8.4).

People were asked how satisfied they were with the 'area they live in'. On average people gave a score of 8.1. The survey also asked people whether they agreed with the statement 'my local area is well-maintained'. Chart 23 shows how satisfaction with the local area varies by whether the area was thought to be well-maintained.

Chart 23: Satisfaction with area lived in, by whether they agree with the statement 'my local area is well maintained'



- People who agreed that their local area was well-maintained were more satisfied with their local area.
- Those who strongly agreed that their area was well maintained gave a satisfaction score of 9.0 for the area they live in.
- Those who strongly disagreed that their area was well maintained gave a satisfaction score of 6.2 for the area they live in.

(a) Answers to 'satisfaction with area lived in' were given on a scale of 0 (not at all satisfied) to 10 (completely satisfied)

The ONS [Opinions and Lifestyle Survey](#) April and August 2011 provided UK-level figures on the same set of questions. As in Wales, the Opinions and Lifestyle Survey found that across a range of aspects of their lives, people in the UK were least satisfied with their financial situation. The average satisfaction rating was higher in Wales (6.9 in the National Survey, compared with 6.2 in the ONS Survey).

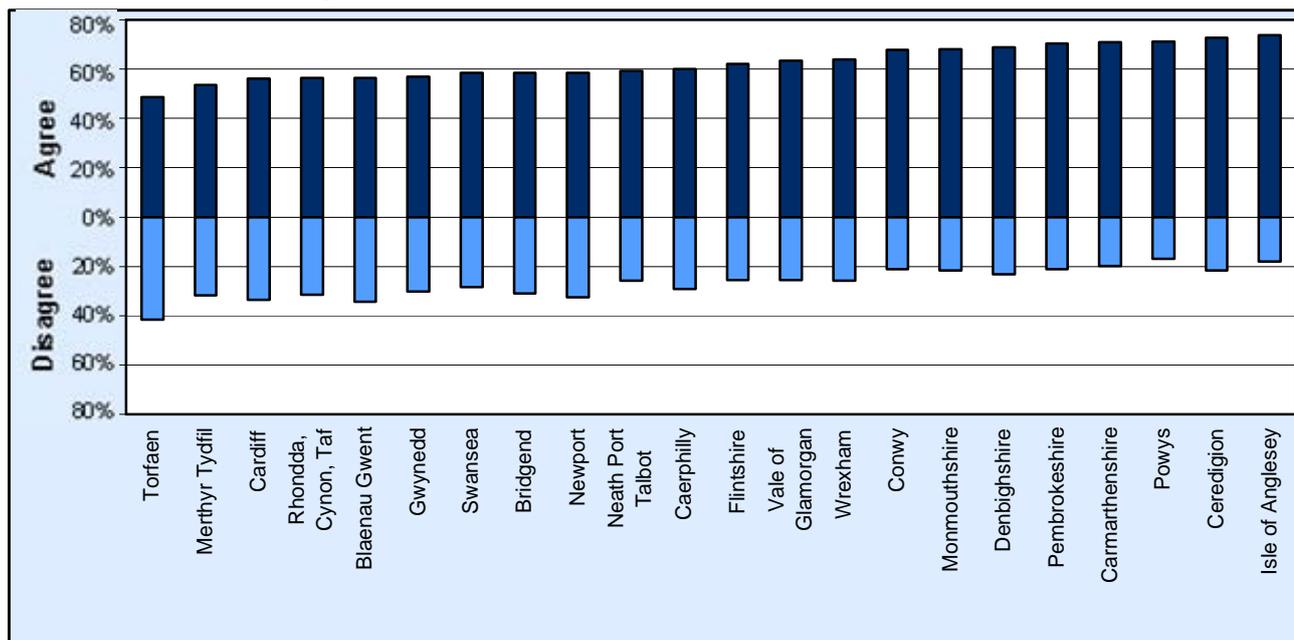
²⁹ Similar results to the APS were found in the [Opinions and Lifestyle Survey](#) (April 2011-August 11).

Quality of local area

The National Survey included a series of questions on the quality of the local area. These were included in the survey to help investigate the environmental and social dimensions of wellbeing.

People were asked whether they agreed or disagreed with positive statements about their local area. 68% agreed with the statement 'my local area is well maintained', and 62% agreed with the statement 'my local area is free from litter and rubbish'. Chart 24 shows the proportion of people who agreed that their local area was free from litter and rubbish, split by local authority.

Chart 24: Proportion of people agreeing that their local area is free from litter and rubbish, by local authority



74% of people in the Isle of Anglesey felt that their local area was free from litter and rubbish, compared with only 49% of people in Torfaen.

Sense of community

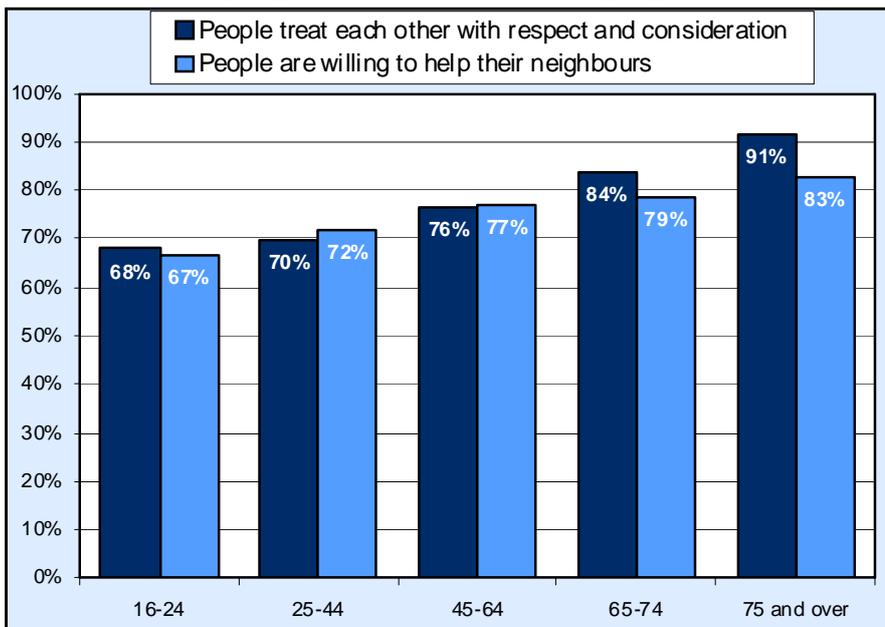
The Welsh Government’s [Community Cohesion Strategy](#) sets out our priorities for improving community cohesion. The term ‘community cohesion’ is used to mean people living alongside each other with mutual understanding and respect, where every person has the equal chance to participate and has equal access to services. The Living in Wales Survey was used to provide a baseline evidence for the development of this strategy. Questions about people’s relationships with others in their local area were included on the National Survey so that the impact of projects to promote community cohesion could be monitored and measured.

The National Survey asked respondents whether they agreed that:

- people in their local area treated each other with respect and consideration.
- people in their neighbourhood were willing to help their neighbours.

76% of people agreed³⁰ that people in their local area treated each other with respect and consideration and 75% agreed that people in their neighbourhood were willing to help their neighbours. A greater proportion of people in rural³¹ areas thought that people in their neighbourhood were willing to help their neighbours: 84%, compared with 72% of people living in urban areas. Older people were more likely to have a positive view about people in their local area than younger people: they were more likely to agree with the statements, as shown in Chart 25 below.

Chart 25: Proportion of people who agreed with statements about people in their local area, by age.



- 91% of people aged 75 or over agreed that people in their local area treated each other with respect and consideration, compared with 68% of people aged 16 to 24.

- 83% of those aged 75 or over thought that people in their neighbourhood were willing to help their neighbours, compared with 67% of people aged 16 to 24.

The [Citizenship Survey 2008-9](#) included a range of questions around community cohesion. It found that for people in England:

- 98% of people agreed their local area is a place where people from different backgrounds get on well together;
- 93% of people felt they belonged to their neighbourhood; and
- 50% of people felt that many or some of the people in their neighbourhood could be trusted.

The two questions on the local neighbourhood within the National Survey are not directly comparable with those included in the Citizenship Survey, due to differences wording of the questions and answer options, but it provides information about community cohesion in England.

³⁰ ‘Agree’ is defined as those who said ‘strongly agree’ and ‘tend to agree’

³¹ See Terms and Definitions in the [Key Quality Information](#) section

Feeling safe

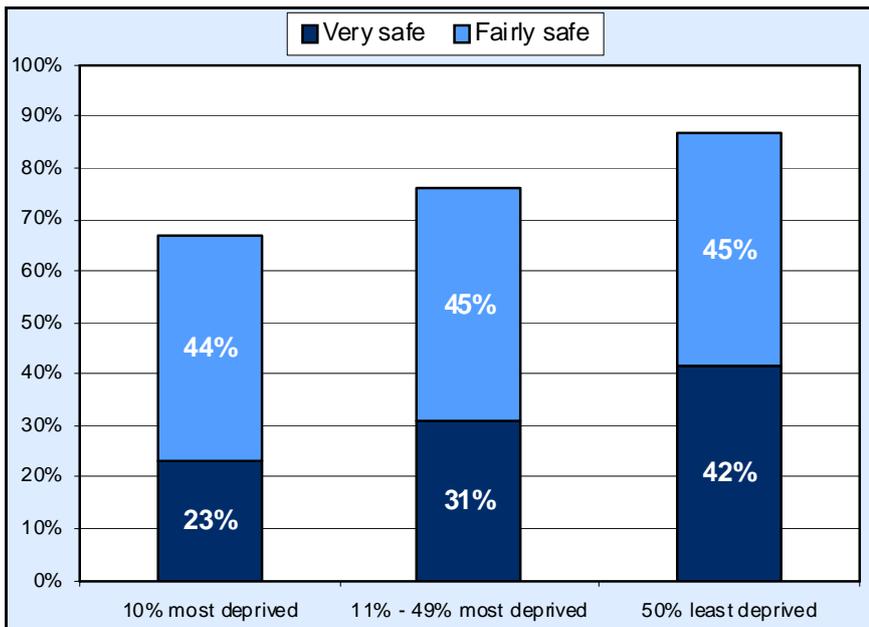
The [Programme for Government](#) commits the Welsh Government to make communities safer through reductions in anti-social behaviour, crime (including the fear of crime), substance misuse, the incidence and impact of fires and effective co-ordination of emergencies. The Home Office publication reporting on the [Crime Survey for England and Wales 2010-11](#) highlighted a gap between perceptions of crime, and crime reporting. Administrative data is available on reported crime, but perceptions of crime are monitored using survey data.

In the National Survey, people were asked how safe they felt in a variety of situations after dark:

- 81% of people said they felt safe³² walking in their local area after dark;
- 58% of people felt safe walking in their nearest town or city centre after dark; and
- 74% of people felt safe on public transport after dark.

These questions were also asked in the [National Survey pilot 2009-10](#) and in the [Living in Wales Survey 2004-2008](#). The results from all these surveys were fairly similar. As in the Living in Wales Survey, the National Survey found a difference by gender: 90% of men said they felt safe walking in their local area after dark, compared with 72% of women. Chart 26 below shows how perception of safety differs by area deprivation³³.

Chart 26: Feeling safe walking in their local area after dark, by deprivation score



- People in more deprived areas were less likely to feel safe walking in their local area after dark.
- 67% of people in the most deprived areas of Wales felt safe walking in their local area after dark, compared with 87% of people living in the least deprived areas of Wales.

A question worded similarly to that in the National Survey, was included in the [Crime Survey for England and Wales 2010-11](#). The question was asked to establish whether people felt safe walking alone after dark in their immediate neighbourhood. 68% of adults aged 16 and over in 2010-11 felt 'very safe' or 'fairly safe' walking alone after dark. The National Survey found that a considerably higher proportion (81%) felt safe in their local area after dark. However, it is likely that asking the question in a survey specifically about crime, such as the Crime Survey, would lead to less positive responses than when asking it in a general-purpose survey like the National Survey.

The National Survey found that 65% of women felt safe on public transport after dark, compared with 84% of men. Older people also felt less safe on public transport after dark than younger people. 83% of 16-24 year olds felt safe on public transport after dark compared with 63% of people over 75.

³² 'Safe' is defined as those who said 'very safe' and 'fairly safe'

³³ Based on the [Welsh Index of Multiple Deprivation](#) overall score.

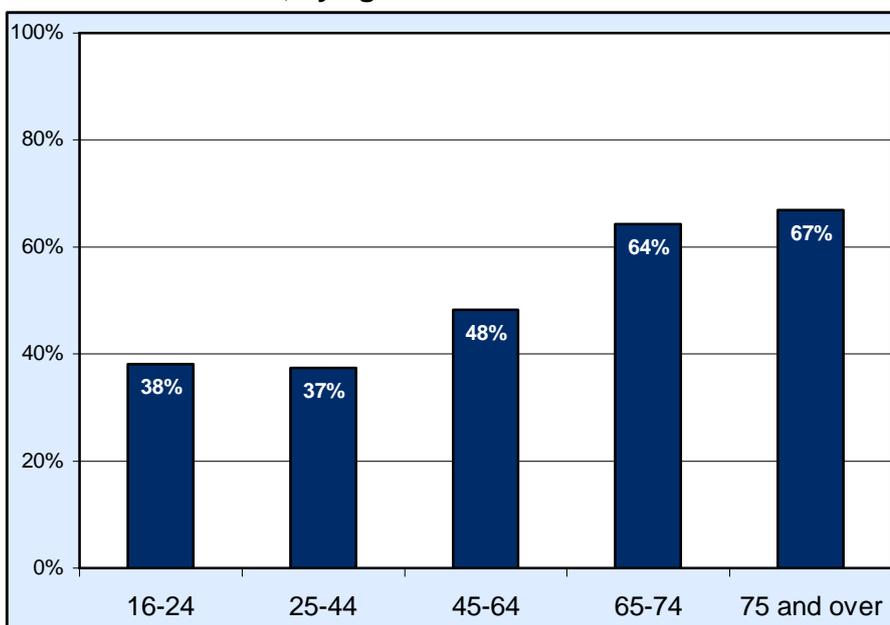
Personal finances

The aim of the Welsh Government's [Financial Inclusion Strategy for Wales](#) is to make financial services (e.g. benefits and debt advice, basic financial education, bank accounts and loans) available at an affordable cost to disadvantaged and low income people. The Welsh Government is keen to understand the extent of any under-provision or lack of take-up of available services; it also wants to know what kinds of people are affected, as it develops its approach to making sure all people in Wales have access to the services they need.

The National Survey included a question on whether people had any difficulties in paying bills and repaying loans. 48% of people said they had no difficulties keeping up with their bills and financial commitments. 33% said it was a struggle from time to time, 12% said it was constant struggle, and 3% said they were falling behind with some bills and credit commitments; 3% said they didn't have any bills.

Chart 27 shows people who had no difficulties keeping up with their bills split by age.

Chart 27: Able to keep up with all bills and commitments without difficulties, by age



- Older people were more likely than younger people to be able to keep up with their bills and credit commitments without difficulties.
- 67% of people aged 75 or over were able to keep up with their bills without difficulty, compared with 38% of people aged under 45.

This question was also asked in the [2009-10 National Survey for Wales pilot](#), where 54% of people said they had no difficulties keeping up with their bills and financial commitments.

In the National Survey, only 4% of people said they had used the services of organisations that provide advice and support on debt problems in the last 12 months. 6% of those aged 25 to 44 had used the services of a debt support organisation in the last year, compared with just 1% of those aged 65 and over.

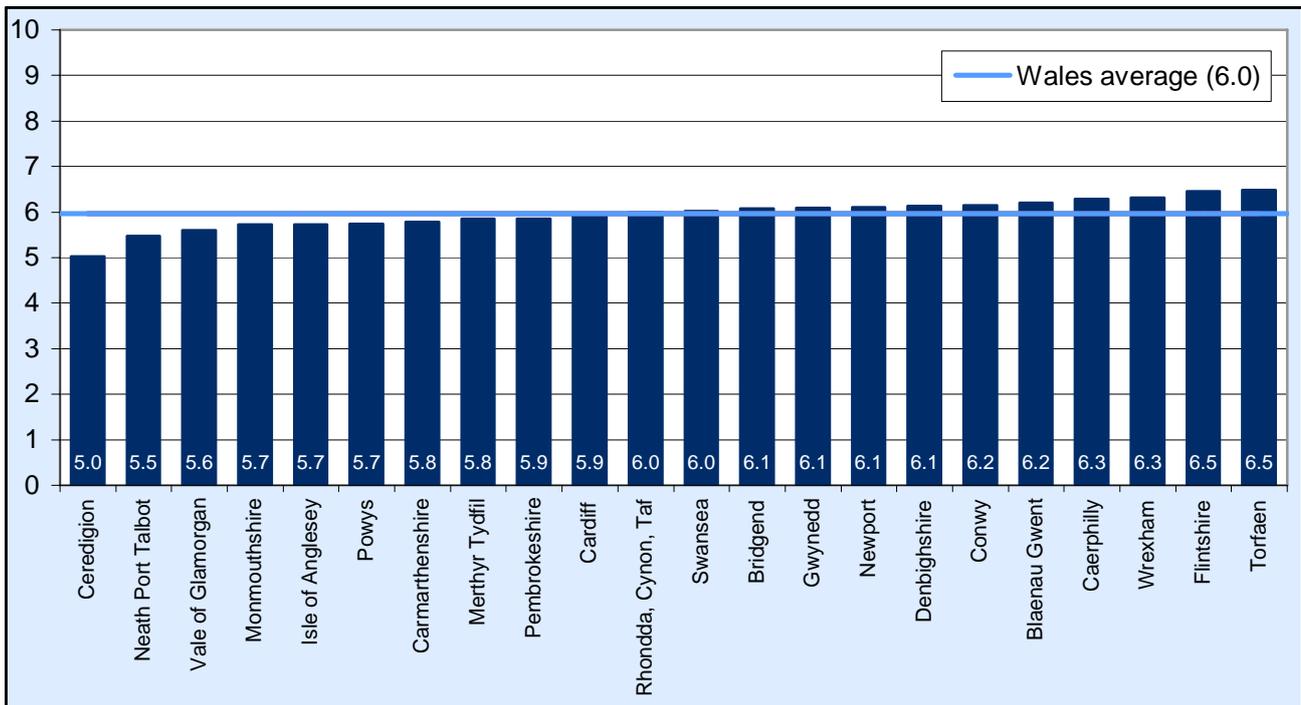
Transport

The [Wales Transport Strategy](#) sets out the Welsh Government’s priorities for developing a safe, affordable and sustainable transport system that supports Wales’ economic competitiveness and enables access to jobs and services. The National Survey was used as a way to find out what people thought about the transport system in Wales, whether or not they had access to a car for day-to-day activities, and how safe they felt on public transport.

The National Survey asked people what they thought about the state of the transport system in Wales. Respondents were asked to consider roads, rail and bus services to cycling and walking. Answers were given on a scale of nought (extremely bad) to ten (extremely good). The average score was 6.0.

Chart 28 shows the average ratings given by people in each local authority.

Chart 28: Views on the transport system, by local authority (a)



(a) Answers were given on a scale of nought (extremely bad) to ten (extremely good)

Scores ranged from 5.0 in Ceredigion to 6.5 in Torfaen.³⁴

³⁴ See Table 29 in the Annex to view the results in more detail, including confidence intervals.

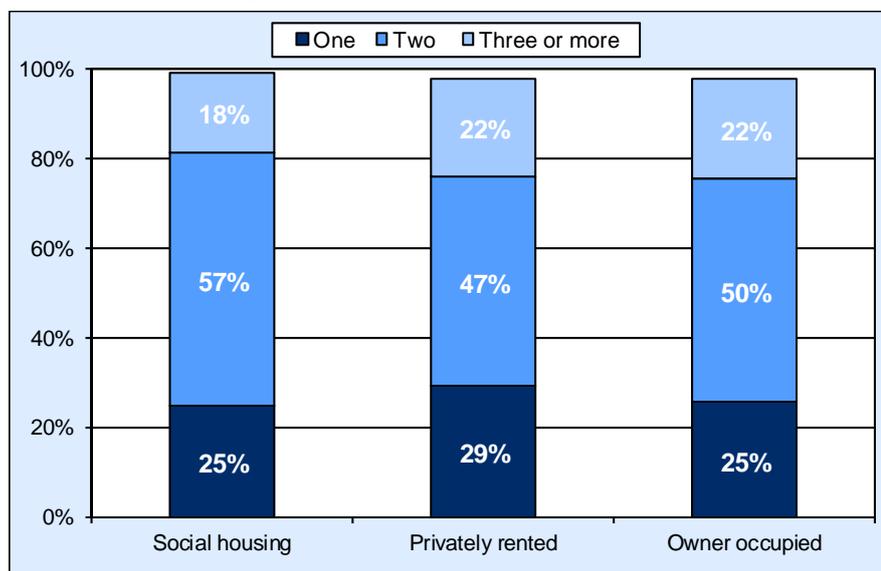
Smoke alarms

The Welsh Government provides grants to the Fire and Rescue Services (FRS) to work closely with local residents and community groups, advising on fire safety and providing smoke alarms to those at greatest risk.³⁵ Knowledge of what kinds of household are least likely to have working alarms can help to focus resources to have the greatest effect. Accordingly, the National Survey includes questions on how many smoke alarms households have and whether they are working. The results of the survey will be shared with FRS to help target its preventative work.

The National Survey found that 6% of households in Wales did not have a smoke alarm in their home. Of households with at least one smoke alarm fitted, 2% didn't have one that was currently working. This means that 9% of all households did not have a working smoke alarm. Only 6% of households that contained children under 16 were without a working smoke alarm, compared with 10% of households without children.

Chart 29 shows how the proportion of households with a working smoke alarm varied by tenure (privately rented, owner-occupied, or social housing³⁶).

Chart 29: Proportion of households who have at least one working smoke alarm, by tenure



- 98% of households living in social housing had at least one working smoke alarm, compared with 91% of privately rented households and 90% of owner-occupied households.

91% of all households in Wales had at least one working smoke alarm. This is not significantly different from the results of the [Living in Wales Survey in 2008](#). From the National Survey, 93% of households in the North Wales fire region had at least one working smoke alarm, compared with 92% for Mid and West Wales and 90% for South Wales. (see Table 30 in the Annex).

Additional information on recorded fire incident rates and operations statistics can be found on [StatsWales](#). Information on smoke alarm activation during fires in Wales is set out in tables 15, 16 and 17 of [Fire Statistics 2011-2012](#).

³⁵ See [Fire and Rescue National Framework for Wales 2012](#).

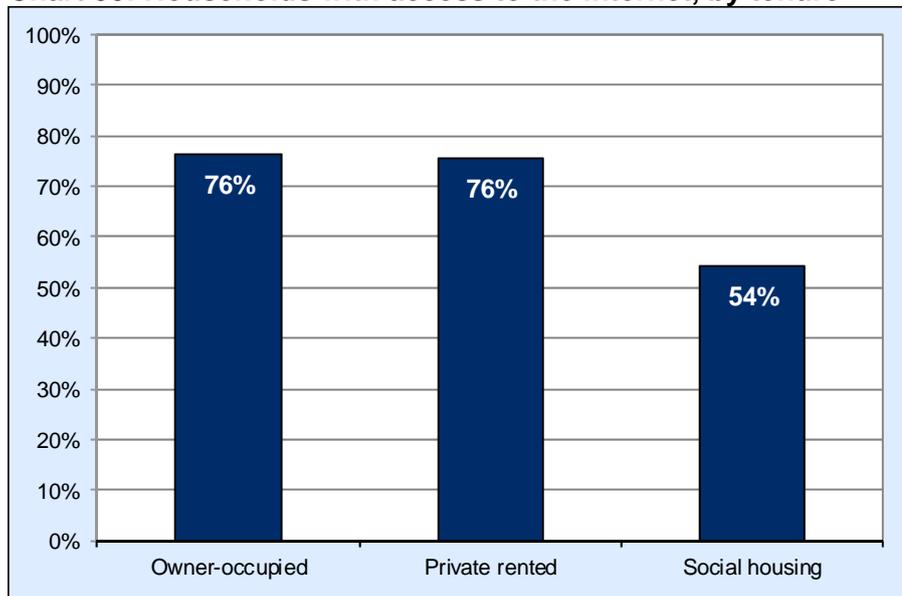
³⁶ Social housing is housing that is owned and managed by local authorities or housing associations.

Internet access and use

Information on internet access and use has been central in informing Welsh Government policies and initiatives on digital inclusion.³⁷ The Welsh Government aims both to reduce the overall number of people who do not use the internet and target support at particular segments of the population to ensure that citizens take full advantage of the economic and social benefits offered by the internet. Identifying the number, proportion and types of people who do not use the internet helps the Welsh Government to monitor its progress against these objectives. Respondents were asked where they accessed the internet, which devices they used and what activities they used the internet for.

The survey found that 73% of households had access to the internet. This means that around 79% of people aged 18 or over had access to the internet at home. The level of household internet access varied according to the characteristics of the household. Chart 30 shows that privately rented and owner occupied households were more likely to have internet access than those households in social housing³⁸.

Chart 30: Households with access to the internet, by tenure



- Around three quarters of privately rented households (76%) and owner occupied households (76%) had internet access, compared with just over half (54%) of those in social housing.

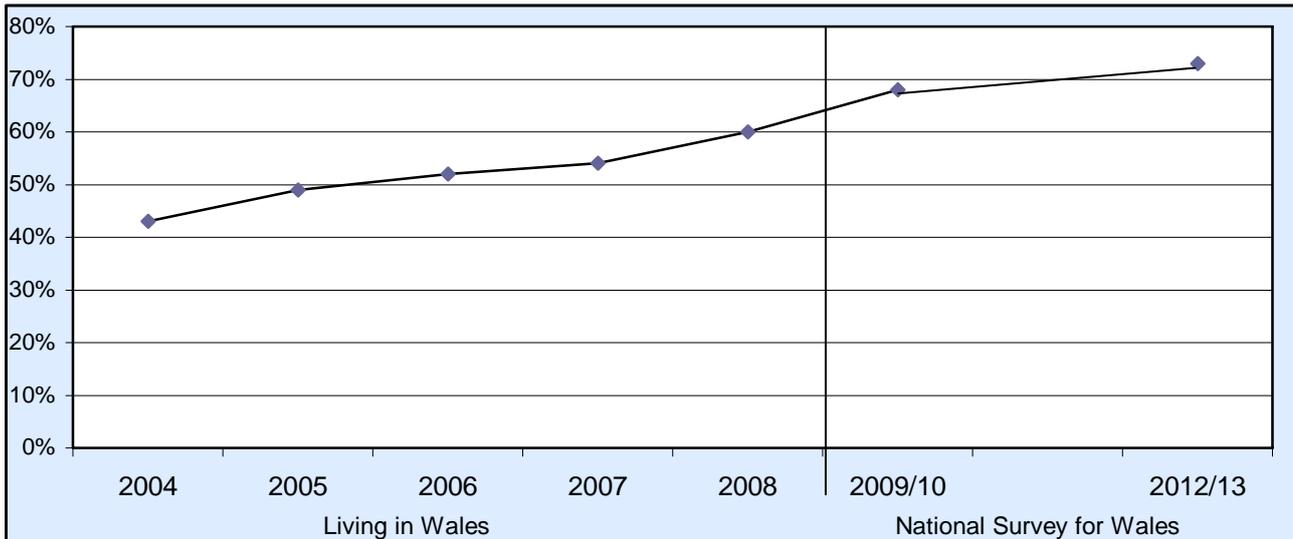
A lower proportion of households that lived in deprived areas had access to the internet at home. 36% of households living in the 10% most deprived areas in Wales did not have access to the internet, compared with 24% of households living in the 50% least deprived areas. (See Annex table 31)

The [Living in Wales Survey](#) from 2004 to 2008 and the [National Survey for Wales Pilot 2009-10](#) included the same question about household access to the internet. The results from these surveys can be used to track the rising trend of internet access in Wales since 2004. Chart 31 shows that internet access at home has increased from 43% to 73% in the eight year period.

³⁷ See page 16 of the Welsh Government's [Digital Inclusion Analysis Plan](#) .

³⁸ Social housing is housing that is owned and managed by local authorities or housing associations.

Chart 31: Household internet access, 2004 to 2012

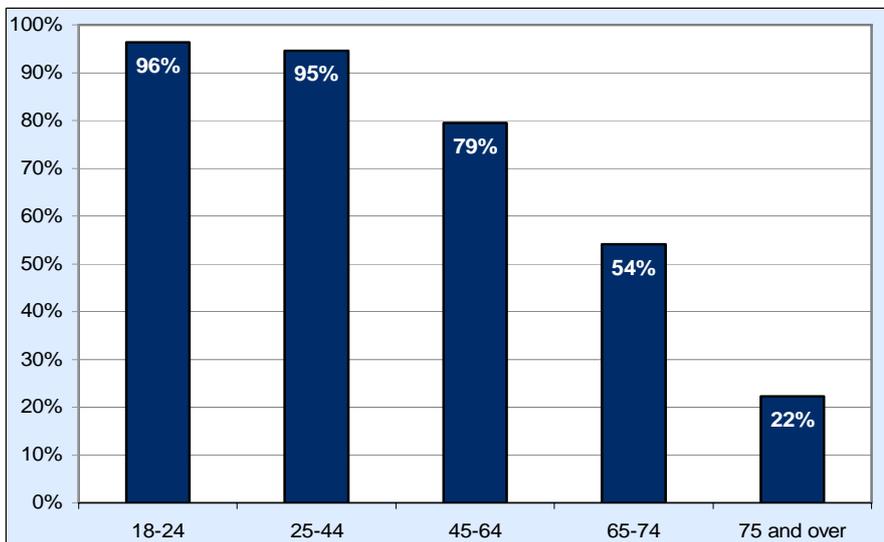


Source: Living in Wales Survey 2004-2008, National Survey for Wales 2009-10 (Pilot) and 2012-13

The [2012 ONS Opinion Survey](#) and [2012 OfCom Communications Market](#) report estimated that 80% and 76% of UK households had internet access respectively (although these estimates are not directly comparable with each other, not with the National Survey). The OfCom report also estimated that for Wales, household broadband access stood at 68%, eight percentage points lower than the figure they gave the for the UK as a whole (76%). It is therefore likely that the proportion of households with internet access is lower for Wales than for the UK as a whole³⁹.

In the National Survey people were asked whether they personally used the internet at home, work or elsewhere. 76% of people aged 18 or over said they used the internet. This varied by age as shown in Chart 32 below (See Annex table 33).

Chart 32: Internet use, by age



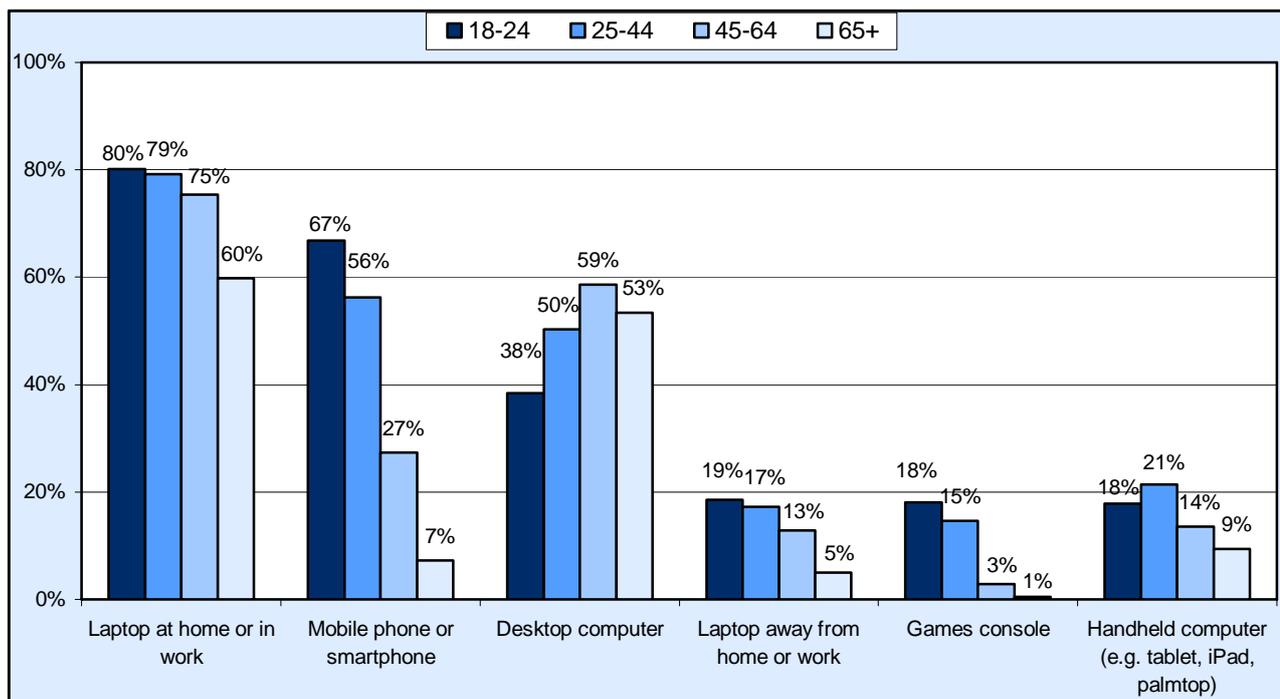
- Younger people were more likely to use the internet than older people.
- 95% of people aged under 45 years old used the internet, compared with only 22% of people aged 75 or over.

³⁹ Care must be taken however when comparing results from these surveys as they have been carried out using different methodologies. The differences are explored further in the statistical bulletin on the [National Survey Internet results](#).

The National Survey also asked about the devices that people used to access the internet. The three most commonly-used devices to access the internet by people aged 18 and over were a laptop at home or in work (75%), a desktop computer (52%) and a mobile phone or smartphone (41%).

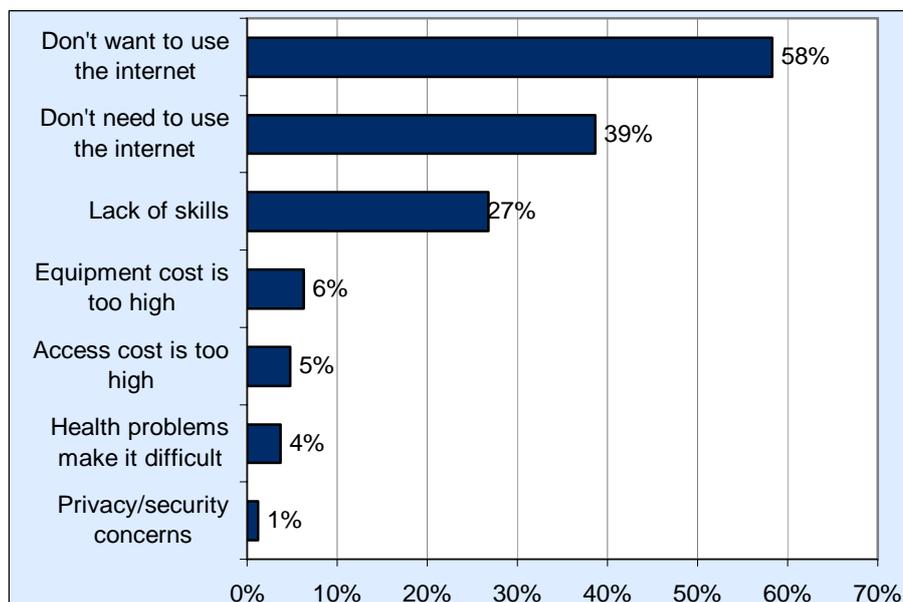
The devices used to access the internet varied by the age of the internet user, as shown in Chart 33. Whilst a laptop at home or work was the most commonly-used device for all ages, for those aged under 45 a mobile phone or smartphone was the second most commonly-used device. The proportion of people who used a mobile phone or smartphone declined by age, from 67% of internet users aged 18 to 24 to only 7% of those aged 65 and over. For those aged 45 or over, the second most commonly-used device was a desktop computer.

Chart 33: Devices used to access the internet, by age



20% of people aged 18 and over reported that they had never used the internet. These people were asked why this was, and the responses are set out in Chart 34.

Chart 34: Reasons for not using the internet (a)



- The majority of people said that their reason for not using the internet was due to personal choice, rather than financial reasons: 58% didn't want to, and 39% didn't need to.
- Only 6% of people mentioned the cost of equipment and 5% the cost of access.
- 27% of people said that they didn't have the right skills.

(a) These percentages do not add to 100% as respondents were able to provide more than one answer.

Key quality information

Background

The National Survey is carried out by TNS-BMRB and Beaufort Research on behalf of the Welsh Government. The results reported here are based on the sample of addresses issued to interviewers between April 2012 and March 2013.

Just over 24,000 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 25-minute face-to-face interview with them. A total of 14,552 interviews were achieved. This equates to a response rate of 69%.⁴⁰

Topics covered

The survey covers a range of topics, with a focus on wellbeing and people's views of public services. The topics are:

- overall satisfaction with the transport, health and education systems and the Welsh Government;
- access to and satisfaction with GP and hospital services;
- schools and parental engagement;
- local authority services;
- wellbeing, including quality of the local area, feeling safe and personal finances;
- internet access and use;
- smoke alarms.

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

Interpreting the results

Percentages quoted in this release are based on only those respondents who provided an answer to the relevant question. Missing answers occur for several reasons, including refusal or inability to answer a particular question and cases where the question is not applicable to the respondent.

Where a relationship has been found between two factors, this does not mean it is a causal relationship. More detailed analysis will be required to identify any causation.

Throughout this release, references are made to other sources of information. These sources have been identified by the National Survey team, through discussions with policy and analytical colleagues, and through a [comparability study](#) undertaken in early 2012. Checks are in place to ensure the quoted figures are the most up-to-date figures available at the time of publication.

The results of the National Survey are weighted to compensate for unequal selection probabilities and differential non-response (i.e. to ensure that the age and sex distribution of the final dataset matches that of the Welsh population).

⁴⁰ Details of how the sample size is calculated are set out in the Technical Report. For example, the final response rate excludes addresses that were found to be unoccupied. Final response rates will be published in July 2013, once the sample issued in 2012/13 has been fully worked.

Quality of the data

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.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

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.

Sampling variability

Estimates from the National Survey are subject to a margin of uncertainty. Part of the uncertainty comes from the fact that any randomly-selected sample of the population will give slightly different results from the results that would be obtained if the whole population was surveyed. This is known as sampling error.⁴¹ Confidence intervals can be used as a guide to the size of the sampling error.

A selection of the results discussed in the bulletin is presented in the Annex along with their 95% confidence intervals. A confidence interval can be calculated around a survey estimate and gives a range within which the true value is likely to fall. In 95% of survey samples, the 95% confidence interval will contain the 'true' figure for the whole population (that is, the figure we would get if the survey covered the entire population). In general, the smaller the sample size the wider the confidence interval.

Confidence intervals can also be used to help tell whether there is a real difference between two groups. As a rough guide to interpretation, when comparing two groups, if the confidence intervals around the estimates overlap, it can be assumed that the estimates are not statistically significantly different – this approach is not as rigorous as doing a formal statistical test, but is straightforward, widely used and reasonably robust.

The 95% confidence intervals shown in the Annex were calculated using the statistical package Stata. These intervals have been adjusted to take into account the design of the survey and are larger than they would be if the survey had been based on a simple random sample. Confidence intervals for a range of key estimates from the survey are available in Chapter 7 of the [Technical report](#).

To ensure that the National Survey estimates quoted in this bulletin are robust, we have also calculated the coefficient of variation (CV) for each estimate. The CV is calculated as the standard error multiplied by 100

⁴¹ Sampling error is discussed in more detail in the [Quality Report](#) for the National Survey.

and divided by the average. Estimates with a CV of 20 or more are not considered reliable for practical purposes.

The results presented in the Annex have been colour coded according to the CV for each result as follows.

	Estimate is precise	$0 \leq CV < 5$
	Estimate is reasonably precise	$5 \leq CV < 10$
	Estimate is considered acceptable	$10 \leq CV < 20$
	Estimate is not reliable	$CV \geq 20$
-	Value is suppressed due to small cell size (fewer than 30 responses)	

As with any survey, the National Survey is also subject to a range of other sources of error: for example, due to non-response; because respondents may not interpret the questions as intended or answer accurately; and because errors may be introduced as the survey data is processed. These kinds of error are known as non-sampling error, and are discussed further in the [Quality Report](#) for the survey.

Significant differences

Where the text of this release notes a difference between two National Survey results, we have checked to ensure that the confidence intervals for the two results do not overlap. This suggests that the difference is statistically significant (but as noted above, is not as rigorous as carrying out a formal statistical test), i.e. that there is less than a 5% (1 in 20) chance of obtaining these results if there is no difference between the same two groups in the wider population.

Checking to see whether two confidence intervals overlap is less likely than a formal statistical test to lead to conclusions that there are real differences between groups. That is, it is more likely to lead to "false negatives": incorrect conclusions that there is no real difference when in fact there is a difference. It is also less likely to lead to "false positives": incorrect conclusions that there **is** a difference when there is in fact none. Carrying out many comparisons increases the chance of finding false positives. Therefore, when many comparisons are made the conservative nature of the test is an advantage because it reduces (but does not eliminate) this chance.

Where National Survey results are compared with results from other sources, we have not checked that confidence intervals do not overlap.

Technical Report

More detailed information on the survey methodology is set out in the [Technical report](#) for the survey.

Revisions

For more information on our revisions policy please see:
<http://wales.gov.uk/topics/statistics/publications/revisions/>

Release policy

Information about the process for releasing new results is available from the Welsh Government's [statistics web pages](#).

Availability of datasets

The data behind the charts and tables in this release can be found in a series of topic-specific spreadsheets on [StatsWales](#).

An anonymised version of the annual dataset (from which some information is removed to ensure confidentiality is preserved), together with supporting documentation, will be deposited with the UK Data Archive after the publication of these results. For more information, please contact us (see below).

From 2014, more detailed breakdowns at local authority / Health Board level will be possible by combining the results from the previous two fieldwork years to double the effective sample size to 1,200 in each local authority and around 22,000 nationally.

Further uses of the results

The results will be used extensively by Welsh Government policy teams, but they are also relevant to a wide range of other external organisations and individuals:

- Health Boards have shown an interest in the results of the survey and how they could be used to monitor patient satisfaction. The results would also be of use to Health Boards as a comparator for their own surveys, and should be of interest to organisations such as Public Health Wales Observatory, and the NHS Wales Informatics Service (NWIS).
- The results will be of interest to a wide range of external organisations such as local authorities for planning and reporting purposes.
- The results will also be of interest to voluntary organisations, to the Public Services' communicators' network [CommsCymru](#), and to academics.

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Terms and definitions

Answer options

We have combined answer options for opinion questions in this report as follows:

<u>Answer options:</u>	<u>Reported as:</u>
Very satisfied and fairly satisfied	Satisfied
Very dissatisfied and fairly dissatisfied	Dissatisfied
Very easy and fairly easy	Easy
Very difficult and fairly difficult	Difficult
Strongly agree and tend to agree	Agree
Strongly disagree and tend to disagree	Disagree
Very safe and fairly safe	Safe
Very unsafe and fairly unsafe	Unsafe

Average

Where 'average' is mentioned in this report it refers to an arithmetic mean.

Deprivation

The [Welsh Index of Multiple Deprivation \(WIMD\)](#) is used as the official measure of deprivation in Wales. Deprivation is a wider concept than poverty. Deprivation refers to wider problems caused by a lack of resources and opportunities. The WIMD is constructed from eight different types of deprivation. These are: income, housing, employment, access to services, education, health, community safety and physical environment. Wales is divided into 1,896 Lower-Layer Super Output Areas (LSOA) each having about 1,500 people. Deprivation ranks have been worked out for each of these areas: the most deprived LSOA is ranked 1, and the least deprived 1,896. For this bulletin, we have grouped the people living in the 10 % of LSOAs that are most deprived based on WIMD score and compared them against the 50 % of the LSOAs that are least deprived.

Economic inactivity

People who are not in work, but do not meet the International Labour Organization (ILO) definition of unemployment (wanting a job, seeking in the last four weeks and available to start in the next two). This includes people in retirement and others not actively seeking work.

Household – A household is defined as one person living alone or a group of people (not necessarily related) living at the same address with common housekeeping – that is, sharing a living room or sitting room or at least one meal a day.

Parent - The term 'parents' is used in this report to refer to parents and legal guardians of children under the age of twenty.

People - Within the report, 'people' refers only to adults aged 16 and over. The one exception to this is for the results contained in the internet section. These results relate to adults aged 18 and over, so as to be consistent with the definition used in Welsh Government policy on internet use and access.

Urban / rural - "Urban" includes settlements with a population of 10,000 or more and small towns and their fringes, where the wider surrounding area is less sparsely populated. "Rural" includes all other areas.

Annex A - Tables of results with 95% confidence intervals

A selection of the results discussed in the main text is set out below along with 95% confidence intervals around the estimates. These confidence intervals take into account the design of the survey. More information on confidence intervals and an explanation of the colours used in these tables can be found under [Sampling variability](#) in the [Key Quality Information](#) section above. Table cells based on fewer than 30 responses are suppressed (the value is replaced with “-”) because the results are not robust. The sample size for the tables vary because for each question people who said they didn’t know, people who refused to answer, and those the question did not apply to were excluded.

Table 1: Levels of satisfaction with the Welsh Government, by various demographic variables (a)

	Mean	lower CI	upper CI
Age:			
16-24	6.5	6.3	6.6
25-44	5.8	5.7	5.9
45-64	5.5	5.5	5.6
65-74	5.5	5.4	5.6
75 and over	6.0	5.9	6.2
Speak Welsh:			
Yes	6.0	5.9	6.1
No	5.7	5.7	5.8
Public services footprint:			
North Wales	5.9	5.8	6.0
Mid and West	5.7	5.6	5.9
Swansea Bay	5.7	5.6	5.9
Cwm Taf	5.7	5.5	5.9
Cardiff and Vale	5.8	5.6	5.9
Gwent	5.8	5.7	5.9
National Identity:			
Welsh	5.8	5.7	5.8
Not Welsh	5.8	5.8	5.9
How much people have seen or heard about the work of Welsh Government:			
A great deal	6.2	5.9	6.4
A fair amount	6.3	6.2	6.4
Just a little	5.7	5.7	5.8
Seen or heard about their work but know nothing about it	5.2	5.1	5.4
Not seen or heard anything about their work	4.6	4.3	4.8
All People	5.8	5.7	5.8

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 13,400

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'extremely dissatisfied' and 10 was 'extremely satisfied'.

Table 2: Amount people have seen or heard about the Welsh Government, by educational attainment

	%	lower CI	upper CI
National Qualification Framework levels 4-8:			
A great deal	11	9	12
A fair amount	38	36	40
Just a little	37	35	39
Seen or heard about their work but know nothing about it	9	8	11
Not seen or heard anything about their work	5	4	6
National Qualification Framework level 3:			
A great deal	6	4	8
A fair amount	30	27	33
Just a little	42	39	45
Seen or heard about their work but know nothing about it	13	11	15
Not seen or heard anything about their work	9	7	12
National Qualification Framework level 2:			
A great deal	4	3	5
A fair amount	28	26	30
Just a little	46	43	48
Seen or heard about their work but know nothing about it	11	10	13
Not seen or heard anything about their work	11	9	12
Below National Qualification Framework level 2:			
A great deal	3	2	5
A fair amount	26	22	29
Just a little	43	40	47
Seen or heard about their work but know nothing about it	16	13	19
Not seen or heard anything about their work	12	10	15
No Qualification:			
A great deal	3	2	4
A fair amount	23	21	25
Just a little	45	43	47
Seen or heard about their work but know nothing about it	13	12	15
Not seen or heard anything about their work	16	14	17
All People			
A great deal	6	6	7
A fair amount	30	29	31
Just a little	42	41	43
Seen or heard about their work but know nothing about it	12	11	12
Not seen or heard anything about their work	10	9	11

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

Table 3: Amount people have seen or heard about Welsh Government, by ability to speak Welsh

	Yes			No			All people		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
A great deal	9	8	10	5	5	6	6	6	7
A fair amount	35	33	37	28	27	29	30	29	31
Just a little	39	37	41	43	42	44	42	41	43
Seen or heard about their work but know nothing about it	10	8	11	12	12	13	12	11	12
Not seen or heard anything about their work	7	6	9	11	10	12	10	9	11

Source: National Survey for Wales, April 2012 - March 2013

Sample Size: 14,500

Table 4: Levels of satisfaction with care received at GP surgery, by age and Local Health Board

	Satisfied			Neither satisfied nor dissatisfied			Dissatisfied		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
Age:									
16-24	89	86	92	5	3	7	6	4	8
25-44	88	86	89	5	4	6	7	6	9
45-64	93	92	94	3	2	4	4	3	5
65-74	95	93	96	2	2	3	3	2	4
75 and over	96	95	97	2	1	2	2	1	3
Health Board:									
Abertawe Bro Morgannwg University	92	90	94	3	2	4	5	4	7
Aneurin Bevan	90	88	91	5	4	6	5	4	7
Betsi Cadwaladr University	93	92	94	3	2	4	4	3	4
Cardiff & Vale University	92	89	94	4	2	5	5	3	6
Cwm Taf	88	86	91	4	3	6	7	5	10
Hywel Dda	93	91	94	3	2	4	5	3	6
Powys Teaching	93	90	96	-	-	-	-	-	-
All People	92	91	92	4	3	4	5	4	5

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 11, 600

Table 5: Levels of satisfaction with care received at Hospital, by age and Local Health Board

	Satisfied			Neither satisfied nor dissatisfied			Dissatisfied		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
Age:									
16-24	85	80	91	-	-	-	-	-	-
25-44	86	83	88	5	3	6	10	8	12
45-64	91	89	93	4	2	5	5	4	7
65-74	94	93	96	-	-	-	3	2	5
75 and over	96	94	97	-	-	-	3	2	4
Health Board:									
Abertawe Bro Morgannwg University	90	88	93	-	-	-	6	4	9
Aneurin Bevan	88	85	91	5	3	7	7	5	8
Betsi Cadwaladr University	92	91	94	3	2	4	5	3	6
Cardiff & Vale University	90	87	93	-	-	-	7	4	9
Cwm Taf	87	83	92	-	-	-	8	4	12
Hywel Dda	92	90	95	-	-	-	5	3	7
Powys Teaching	92	88	96	-	-	-	-	-	-
All People	90	89	91	4	3	4	6	5	7

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 6,500

Table 6: How people rate the health system, by Local Health Board

	Mean	lower	upper
		CI	CI
Health Board:			
Abertawe Bro Morgannwg University	6.3	6.1	6.5
Aneurin Bevan	6.4	6.3	6.5
Betsi Cadwaladr University	6.5	6.3	6.6
Cardiff & Vale University	6.4	6.1	6.6
Cwm Taf	6.3	6.0	6.6
Hywel Dda	6.4	6.2	6.6
Powys Teaching	6.2	5.9	6.5
All People	6.4	6.3	6.5

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 4,800

Table 7: Ease of getting to and from GP surgery, by urban / rural area

	Easy			Difficult		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Urban/Rural:						
Urban	94	94	95	6	5	6
Rural	94	93	95	6	5	7
All People	94	94	95	6	5	6

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 11,400

Table 8: Ease of getting to and from hospital, by urban / rural area

	Easy			Difficult		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Urban/Rural:						
Urban	85	83	86	15	14	17
Rural	83	81	85	17	15	19
All People	84	83	85	16	15	17

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 6,500

Table 9: Opportunity to change hospital appointment time, by Local Health Board

	Yes			No		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Health Board:						
Abertawe Bro Morgannwg University	83	79	86	17	14	21
Aneurin Bevan	82	79	85	18	15	21
Betsi Cadwaladr University	86	84	88	14	12	16
Cardiff & Vale University	77	72	81	23	19	28
Cwm Taf	78	73	83	22	17	27
Hywel Dda	89	86	92	11	8	14
Powys Teaching	84	78	89	16	11	22
All People	83	81	84	17	16	19

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 6,300

Table 10: Agreement with statement 'my local authority provides high quality services', by local authority

	Agree			Neither agree nor disagree			Disagree		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
Isle of Anglesey	48	43	52	23	19	27	30	25	34
Gwynedd	58	53	62	23	19	27	20	16	23
Conwy	59	55	64	22	18	26	19	15	22
Denbighshire	59	55	64	22	18	26	19	15	22
Flintshire	58	54	63	22	18	26	19	16	23
Wrexham	51	47	56	24	20	28	25	21	29
Powys	57	52	61	20	16	24	23	19	28
Ceredigion	60	55	65	22	18	26	18	15	22
Pembrokeshire	60	55	64	17	14	20	23	19	27
Carmarthenshire	60	55	65	18	15	22	22	18	25
Swansea	52	47	57	21	17	25	27	23	32
Neath Port Talbot	47	43	52	23	19	27	30	26	34
Bridgend	54	49	59	20	16	25	26	22	30
Vale of Glamorgan	61	56	65	20	16	24	19	15	23
Cardiff	66	61	70	17	13	20	18	14	21
Rhondda, Cynon, Taf	59	54	64	21	17	25	20	16	23
Merthyr Tydfil	47	42	52	23	19	27	30	26	34
Caerphilly	64	59	68	14	11	17	22	19	26
Blaenau Gwent	52	47	56	16	13	20	32	27	36
Torfaen	42	37	46	23	19	27	35	31	40
Monmouthshire	55	50	59	24	20	28	22	18	26
Newport	50	45	54	20	17	24	30	26	34
All People	57	56	58	20	19	21	23	22	24

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,400

Table 11: Agreement with statement 'my local authority is good at letting people know how it is performing', by local authority

	Agree			Neither agree nor disagree			Disagree		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
Isle of Anglesey	31	27	36	23	19	27	46	41	50
Gwynedd	46	42	51	21	18	25	32	28	37
Conwy	40	35	44	28	24	33	32	28	36
Denbighshire	45	40	49	22	19	26	33	28	37
Flintshire	49	45	54	22	18	26	29	25	33
Wrexham	42	37	47	25	21	29	33	29	37
Powys	41	37	46	24	20	28	35	30	39
Ceredigion	33	28	38	21	17	24	46	42	51
Pembrokeshire	37	33	41	20	16	24	43	38	48
Carmarthenshire	52	47	56	16	13	20	32	27	37
Swansea	40	36	45	19	15	22	41	36	46
Neath Port Talbot	31	27	36	18	15	22	50	46	55
Bridgend	42	37	47	21	16	25	37	32	42
Vale of Glamorgan	41	37	46	23	19	28	35	30	40
Cardiff	40	35	44	29	25	34	31	27	36
Rhondda, Cynon, Taf	37	32	41	24	19	28	40	35	45
Merthyr Tydfil	37	32	42	21	17	25	42	37	47
Caerphilly	45	40	49	23	18	27	33	28	37
Blaenau Gwent	36	32	41	19	15	23	45	40	50
Torfaen	45	41	50	20	16	24	35	31	40
Monmouthshire	41	36	45	18	14	21	41	37	46
Newport	44	40	49	17	14	20	39	34	44
All People	41	40	42	22	21	23	37	36	38

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,300

Table 12: Agreement with statement ' I would like more information on my local authority's performance', by local authority

	Agree			Neither agree nor disagree			Disagree		
	%	lower	upper	%	lower	upper	%	lower	upper
		CI	CI		CI	CI		CI	
Isle of Anglesey	61	56	65	15	12	19	24	20	28
Gwynedd	49	45	54	20	17	24	30	26	34
Conwy	53	49	58	19	16	23	27	23	31
Denbighshire	49	45	54	19	15	22	32	28	36
Flintshire	46	42	51	23	18	27	31	27	35
Wrexham	57	52	62	18	14	22	25	21	29
Powys	54	49	58	17	13	20	30	25	34
Ceredigion	52	47	57	12	9	16	36	31	40
Pembrokeshire	53	48	57	11	7	14	37	32	41
Carmarthenshire	44	39	48	14	11	18	42	37	46
Swansea	51	46	56	11	8	14	38	33	43
Neath Port Talbot	64	59	68	18	15	21	18	15	22
Bridgend	51	47	56	22	18	26	27	23	31
Vale of Glamorgan	57	52	62	20	16	24	23	19	27
Cardiff	57	52	62	20	16	24	23	19	27
Rhondda, Cynon, Taf	58	53	63	19	15	23	23	19	27
Merthyr Tydfil	60	55	65	21	17	25	19	15	23
Caerphilly	44	40	49	21	17	26	34	30	39
Blaenau Gwent	53	48	57	16	12	19	32	27	36
Torfaen	54	50	59	18	15	22	27	23	31
Monmouthshire	48	44	53	21	17	24	31	27	35
Newport	51	46	55	16	12	19	34	29	38
All People	53	52	54	18	17	19	29	28	30

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

Table 13: Parents' satisfaction with their child's school (a)

	Primary School			Secondary School		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Very satisfied	65	62	68	50	47	53
Fairly satisfied	27	25	30	33	30	36
Neither satisfied nor dissatisfied	4	3	5	7	5	9
Fairly dissatisfied	3	2	4	6	5	8
Very dissatisfied	-	-	-	3	2	4

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 1,900 (Primary), 1,500 (Secondary)

(a) This question was only asked of parents of children who attended a local authority funded primary or secondary school

Table 14: Parents' experience of their child's school (a)

	Primary School			Secondary School		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Able to meet with teachers within a reasonable period of time						
Agree	96	95	97	85	83	87
Neither agree nor disagree	2	1	3	8	6	9
Disagree	2	1	2	7	6	9
Kept informed as much as I want to be about child's progress						
Agree	92	90	94	86	84	88
Neither agree nor disagree	3	2	4	6	5	8
Disagree	5	4	6	8	6	9
Involved as much as I want to be in decisions about child's education						
Agree	87	85	89	79	76	81
Neither agree nor disagree	7	5	8	9	7	11
Disagree	6	5	8	12	10	14

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 1,900 (Primary), 1,500 (Secondary)

(a) This question was only asked of parents of children who attended a local authority funded primary or secondary school

Table 15: Parental engagement levels, by activities with child (aged 3-7) (a)

	Look at books, or read stories to child			Help child to recognise or learn about letters, numbers or shapes		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Every day	56	53	60	51	48	54
Several times a week	27	25	30	32	29	35
Once or twice a week	12	10	14	12	10	14
Once or twice a month	-	-	-	-	-	-
Less often	-	-	-	-	-	-
Not at all	-	-	-	2	1	3

	Help child to read or write			Help child with school work		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Every day	44	41	47	32	28	35
Several times a week	34	31	37	30	27	33
Once or twice a week	14	12	16	23	20	26
Once or twice a month	-	-	-	2	1	3
Less often	3	1	4	4	2	5
Not at all	3	2	5	10	8	12

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 1,500

(a) This question was only asked of parents of children aged 3 to 7

Table 16: Parental engagement levels, by activities with child (aged 8-17)

	Discuss the news or a documentary with them			Help them to read or consult books, magazines or newspapers		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Every day	21	19	23	19	17	21
Several times a week	30	28	32	24	22	26
Once or twice a week	27	25	29	22	20	24
Once or twice a month	8	6	9	6	5	8
Less often	8	6	9	12	10	13
Not at all	6	5	7	16	14	18

	Help them to look up or consult information on a computer or the internet			Support them with school work		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Every day	16	14	18	29	27	31
Several times a week	24	22	26	28	26	30
Once or twice a week	20	18	22	23	21	25
Once or twice a month	9	7	10	9	7	11
Less often	11	10	13	5	4	6
Not at all	20	18	22	7	5	8

Source: National Survey for Wales, April 2012 - March 2013
Sample size: 2,300

(a) This question was only asked of parents of children aged 8 to 17

Table 17: How people rate the education system, by local authority

	Mean	lower CI	upper CI
Isle of Anglesey	6.4	6.0	6.9
Gwynedd	6.7	6.3	7.1
Conwy	6.6	6.3	6.8
Denbighshire	6.3	6.0	6.7
Flintshire	6.7	6.4	7.0
Wrexham	6.4	6.1	6.7
Powys	6.2	5.9	6.6
Ceredigion	6.4	6.1	6.8
Pembrokeshire	6.7	6.4	7.0
Carmarthenshire	6.5	6.2	6.8
Swansea	6.1	5.8	6.5
Neath Port Talbot	6.5	6.3	6.8
Bridgend	6.5	6.2	6.9
Vale of Glamorgan	6.5	6.2	6.8
Cardiff	6.3	5.9	6.7
Rhondda, Cynon, Taf	6.2	5.9	6.4
Merthyr Tydfil	6.3	5.9	6.6
Caerphilly	7.0	6.7	7.3
Blaenau Gwent	6.5	6.1	6.8
Torfaen	6.1	5.8	6.4
Monmouthshire	6.5	6.1	6.8
Newport	6.6	6.2	6.9
All People	6.4	6.4	6.5

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 4,300

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'extremely bad' and 10 was 'extremely good'.

Table 18: Level of satisfaction with life, by various demographic variables (a)

	Mean	lower CI	upper CI
Age:			
16-24	8.0	7.9	8.2
25-44	7.7	7.6	7.7
45-64	7.5	7.5	7.6
65-74	8.0	7.9	8.1
75 and over	8.0	7.9	8.0
General health:			
Very good	8.2	8.2	8.3
Good	7.9	7.8	7.9
Fair	7.4	7.3	7.5
Bad	6.5	6.3	6.7
Very bad	5.5	5.1	5.9
NS-SEC:			
Managerial and professional occupations	7.9	7.8	7.9
Intermediate occupations	7.8	7.7	7.9
Small employers/own account workers	7.7	7.6	7.8
Lower supervisory and technical occupations	7.9	7.8	8.0
Semi-routine and routine occupations	7.6	7.5	7.7
Never worked and long-term unemployed	7.8	7.6	7.9
All People	7.8	7.7	7.8

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'extremely dissatisfied' and 10 was 'extremely satisfied'.

Table 19: Level of satisfaction with financial situation, by employment status (a)

	Mean	lower CI	upper CI
In employment	7.0	6.9	7.0
Not in employment	6.8	6.7	6.8
All People	6.9	6.8	6.9

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'extremely bad' and 10 was 'extremely good'.

Table 20: Level of satisfaction with area lived in, by agreement with statement 'my local area is well-maintained' (a)

	Mean	lower CI	upper CI
Strongly agree	9.0	9.0	9.1
Tend to agree	8.3	8.2	8.3
Neither agree nor disagree	7.6	7.5	7.7
Tend to disagree	7.3	7.2	7.5
Strongly disagree	6.2	5.9	6.5
All People	8.1	8.0	8.1

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'extremely bad' and 10 was 'extremely good'.

Table 21: Agreement with statement 'my local area is free from litter and rubbish', by local authority

	Agree			Neither agree nor disagree			Disagree		
	%	Lower	Upper	%	Lower	Upper	%	Lower	Upper
		CI	CI		CI	CI		CI	CI
Isle of Anglesey	74	70	78	8	6	10	18	14	22
Gwynedd	57	52	62	13	9	16	30	26	35
Conwy	68	64	72	11	8	14	21	17	25
Denbighshire	69	65	73	8	6	10	23	19	27
Flintshire	62	58	67	12	9	15	25	21	29
Wrexham	64	59	68	10	7	13	26	22	30
Powys	71	67	76	12	9	15	17	13	21
Ceredigion	73	69	77	6	3	8	22	18	26
Pembrokeshire	70	66	75	8	6	11	21	18	25
Carmarthenshire	71	67	75	9	6	12	20	16	24
Swansea	58	54	63	13	10	17	28	24	33
Neath Port Talbot	59	55	64	15	11	18	26	22	30
Bridgend	58	54	63	11	8	14	31	26	35
Vale of Glamorgan	64	59	68	11	8	14	25	22	29
Cardiff	56	51	61	10	7	13	34	29	38
Rhondda, Cynon, Taf	56	52	61	12	9	15	31	27	36
Merthyr Tydfil	54	49	58	15	11	19	32	27	36
Caerphilly	60	55	64	11	8	14	29	25	33
Blaenau Gwent	56	52	61	9	6	12	34	30	39
Torfaen	49	44	53	10	7	12	42	37	46
Monmouthshire	68	64	72	10	8	13	22	18	25
Newport	59	54	63	9	6	12	33	28	37
All People	62	61	63	11	10	12	27	26	28

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

Table 22: Agreement with statement 'people in the local area treat each other with respect and consideration', by age

	Strongly agree			Tend to agree			Neither agree nor disagree			Tend to disagree			Strongly disagree		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Age:															
16-24	22	18	26	46	42	50	19	15	22	9	7	11	4	2	6
25-44	19	18	21	50	48	53	19	17	20	8	7	10	3	2	4
45-64	24	23	26	52	50	54	14	12	15	8	7	9	3	2	3
65-74	34	32	36	49	47	52	10	8	11	5	4	6	2	1	2
75 and over	44	41	46	48	45	50	6	5	7	2	1	3	-	-	-
All People:	26	25	27	50	49	51	15	14	15	7	7	8	3	2	3

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,400

Table 23: Extent people agree that 'people in their neighbourhood are willing to help their neighbours', by age

	Strongly agree			Tend to agree			Neither agree nor disagree			Tend to disagree			Strongly disagree		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Age:															
16-24	24	20	28	43	38	47	19	16	22	10	8	13	4	3	6
25-44	27	25	29	45	43	47	16	14	17	9	7	10	4	3	5
45-64	33	31	35	44	42	46	13	12	14	7	6	8	3	2	3
65-74	39	37	42	39	37	42	11	10	13	7	6	9	2	2	3
75 and over	45	42	47	38	36	41	9	7	10	6	5	7	2	1	3
All People:	32	31	33	43	42	44	14	13	15	8	7	9	3	3	4

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,400

Table 24: Feeling of safety walking in local area after dark, by deprivation

	Very safe			Fairly safe			Fairly unsafe			Very unsafe		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
WIMD Overall deprivation score:												
10% most deprived	23	20	27	44	40	48	22	18	25	11	8	14
11% - 49% most deprived	31	29	33	45	43	47	18	16	19	6	6	7
50% least deprived	42	40	43	45	43	46	10	9	11	4	3	4
All People:	36	35	37	45	44	46	14	13	15	5	5	6

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,300

Table 25: Feeling of safety walking in local area after dark, by gender

		Feeling of safety walking in local area after dark											
		Very safe			Fairly safe			Fairly unsafe			Very unsafe		
		%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Gender:													
	Male	48	46	49	43	41	44	8	7	9	2	1	2
	Female	25	23	26	47	46	49	20	18	21	9	8	9
All People:		36	35	37	45	44	46	14	13	15	5	5	6

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,300

Table 26: Feeling of safety walking in local area after dark, by age

		Feeling of safety walking in local area after dark											
		Very safe			Fairly safe			Fairly unsafe			Very unsafe		
		%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Age:													
	16-24	34	30	38	47	43	52	14	11	17	4	2	6
	25-44	37	35	39	46	44	48	13	12	14	4	3	5
	45-64	39	38	41	44	43	46	12	11	13	4	4	5
	65-74	33	30	35	45	42	47	15	14	17	8	6	9
	75 and over	28	25	30	40	38	43	20	18	23	11	10	13
All People:		36	35	37	45	44	46	14	13	15	5	5	6

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,300

Table 27: Ability to keep up with bills and credit commitments, by age

Age:	Keeping up with all bills and commitments without any			Keeping up with all bills and commitments but it is a struggle			Keeping up with all bills and commitments but it is a constant		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
	16-24	38	34	42	28	25	32	12	9
25-44	37	35	39	39	37	41	16	15	18
45-64	48	47	50	35	33	36	12	11	13
65-74	64	62	67	27	25	29	6	5	7
75 and over	67	64	69	25	22	27	6	5	7
All People:	48	47	49	33	32	34	12	11	13

Age:	Falling behind with some bills or credit commitments			Having real financial problems and have fallen behind with many bills or credit commitments			Have no bills		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
	16-24	4	2	5	-	-	-	17	13
25-44	5	4	6	2	1	2	-	-	-
45-64	3	2	3	1	1	2	-	-	-
65-74	-	-	-	-	-	-	-	-	-
75 and over	-	-	-	-	-	-	-	-	-
All People:	3	3	3	1	1	2	3	3	4

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,400

Table 28: Overall satisfaction with state of transport system in Wales, by local authority

	Mean	Lower CI	Upper CI
Isle of Anglesey	5.7	5.4	6.1
Gwynedd	6.1	5.8	6.4
Conwy	6.2	5.8	6.5
Denbighshire	6.1	5.8	6.5
Flintshire	6.5	6.1	6.8
Wrexham	6.3	6.0	6.6
Powys	5.7	5.4	6.1
Ceredigion	5.0	4.5	5.5
Pembrokeshire	5.9	5.5	6.2
Carmarthenshire	5.8	5.4	6.2
Swansea	6.0	5.7	6.4
Neath Port Talbot	5.5	5.2	5.8
Bridgend	6.1	5.8	6.4
Vale of Glamorgan	5.6	5.3	5.9
Cardiff	5.9	5.5	6.3
Rhondda, Cynon, Taf	6.0	5.7	6.3
Merthyr Tydfil	5.8	5.5	6.2
Caerphilly	6.3	6.0	6.6
Blaenau Gwent	6.2	5.9	6.5
Torfaen	6.5	6.2	6.8
Monmouthshire	5.7	5.4	6.1
Newport	6.1	5.8	6.4
All People	6.0	5.9	6.1

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 4,700

Table 29: Feeling of safety travelling by public transport after dark, by age

		Feeling of safety travelling by public transport after dark											
		Very safe			Fairly safe			Fairly unsafe			Very unsafe		
		%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Age:													
	16-24	26	22	30	57	53	61	13	11	16	4	2	5
	25-44	24	22	26	51	49	53	20	18	22	5	4	6
	45-64	21	20	23	52	51	54	19	17	20	7	6	8
	65-74	20	18	22	50	47	52	20	18	22	10	9	12
	75 and over	19	17	21	44	41	47	21	18	23	16	14	19
	All People:	22	21	24	52	50	53	19	18	19	7	7	8

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 12,500

Table 30: Household has a working smoke alarm, by tenure and Fire and Rescue Service region

	Yes			No		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Tenure:						
Owner-occupied	90	90	91	10	9	10
Social housing	98	98	99	2	1	2
Privately rented	91	89	92	9	8	11
Fire and Rescue Service region:						
North Wales	93	92	94	7	6	8
Mid and West Wales	92	91	93	8	7	9
South Wales	90	89	91	10	9	11
All households	91	91	92	9	8	9

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,400

Table 31: Household has internet access, by tenure and deprivation

	Yes			No		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Tenure:						
Owner-occupied	76	75	77	24	23	25
Social housing	54	52	56	46	44	48
Privately rented	76	73	78	24	22	27
WIMD overall deprivation score:						
10% most deprived	64	61	67	36	33	39
11% - 49% most deprived	70	69	71	30	29	31
50% least deprived	76	75	78	24	22	25
All households	73	72	74	27	26	28

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

Table 32: People who live in households that have access to the internet, by age

	Yes			No		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Age:						
0-15	92	91	92	8	8	9
16-24	91	90	92	9	8	10
25-44	91	90	92	9	8	10
45-64	86	85	87	14	13	15
65-74	66	64	68	34	32	36
75 and over	31	29	33	69	67	71
All people	82	81	82	18	18	19

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500 households 33,000 people

Table 33: Personal use of internet, by age

	Yes			No		
	%	lower	upper	%	lower	upper
		CI	CI		CI	CI
Age:						
18-24	96	95	98	4	2	5
25-44	95	94	95	5	5	6
45-64	79	78	81	21	19	22
65-74	54	51	56	46	44	49
75 and over	22	20	24	78	76	80
All people (18+)	76	75	77	24	23	25

Source: National Survey for Wales, April 2012 - March 2013

Sample size: 14,500

(r) This table has been revised to include all people aged 18+ only (04/06/13)