ystadegau ar gyfer cymru statistics for wales

Statistical Bulletin

Llywodraeth Cymru Welsh Government

# National Survey for Wales, 2016-17
# Local Area and Community

30 November 2017
SB 67/2017

In 2016-17, the National Survey included questions on satisfaction with the local area, whether there was a sense of community, how safe people felt after dark, their views on their local authority services and their local councillors. The results are used to monitor progress against the Well-being of Future Generations Act, as highlighted in the Well-being of Wales report.

## Key findings

**85%** are satisfied with their local area as a place to live

- Older people were typically more satisfied with their area: 92% of those aged 75 or over were satisfied, compared with 77% of 16-24 year olds.

**50%** agree there is good community cohesion

- Most people agree that they belonged to the local area (72% agreed), that people from different backgrounds got on well together (72%), and that people in the local area treated each other with respect and consideration (73%).

**73%** feel safe after dark

- 80% felt safe walking alone in their area, 97% felt safe at home, 79% felt safe travelling by public transport and 97% felt safe travelling by car after dark.

**20%** feel they can influence decisions affecting their local area

- 48% of people thought that their council provided high quality services. 33% said that their council was good at letting local people know how well it was performing. 35% thought their council does all it can to improve the local area.
- 16% of people had contacted a local councillor in the past 12 months with an enquiry, complaint or problem.

## About this bulletin

The first results from the National Survey 2016-17 were published in June 2017. This bulletin looks at results on the **local area and the community** in more detail. It also compares results across years.

The full questionnaire is available from the Statistics and Research website.

Additional tables of results are available.

## In this bulletin

Introduction 2
Satisfaction with the local area 3
Community cohesion 7
Community safety 19
Local authority services 27
Local councillors 33
Terms and definitions 37

Statistician: Rachel Rees ~ 0300 025 5741 ~ surveys@gov.wales

Enquiries from the press: 0300 025 8099 Public enquiries : 0300 025 5050

This report is also available in Welsh

Twitter: @statisticswales

## Introduction

This bulletin analyses the results of the National Survey for Wales, for questions which relate to how people feel about their local area. This includes people's views about the people in their area, how safe they feel in the area, views about their council's services, how much influence they feel they have to make decisions about their area and about their local councillor.

Some of the questions analysed in this bulletin feed into national indicators, which measure Wales' progress against the seven well-being goals which form part of the Well-being of Future Generations Act. The national indicators analysed in this bulletin are discussed in the chapter entitled 'A Wales of cohesive communities' within the Well-being of Wales report. They are:

- Percentage who feel able to influence decisions affecting their local area.
- Percentage of people feeling safe at home, walking in the local area, and when travelling.
- Percentage of people satisfied with local area as a place to live.
- Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect.

This bulletin presents results based on interviews carried out between April 2016 and March 2017. Where appropriate, results are also compared with those from previous survey years as well as other surveys.

Tables containing confidence intervals and more detailed results can be found on the National Survey results viewer.

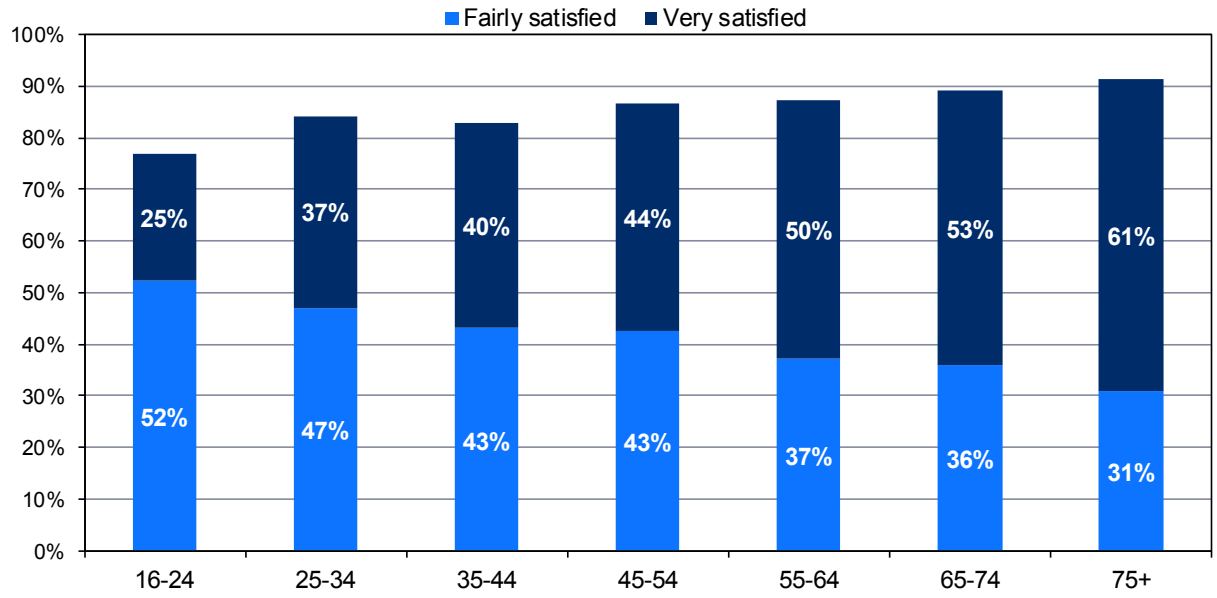
## Satisfaction with the local area

In 2016-17, the National Survey included a question which asked people how satisfied they were with their local area as a place to live. Respondents were asked to consider their local area as the area within 15 to 20 minutes' walking distance from their home. This was the first time this question was included in the National Survey. The results of this question feed directly into the national indicator Percentage of people satisfied with local area as a place to live as part of the Well-being of Future Generations Act.

Overall, 85% were satisfied with their local area as a place to live: 44% 'very satisfied' and 42% 'fairly satisfied'. The same question was included in the Community Life Survey for England from 2012-13 to 2016-17. It found that in 2016-17 most people (78%) were either very (31%) or fairly (47%) satisfied with their local area. However, this is not directly comparable with the National Survey results due to a difference in collection mode.[1]

When grouping 'very' and 'fairly' satisfied together, a greater proportion of older people are satisfied with their area: 92% of those aged 75 or over were satisfied, compared with 77% of 16-24 year olds. However, when looking at those who say that they are 'very satisfied' the difference between younger people and older people is more evident. 61% of those aged 75 or over were very satisfied, compared with 25% of 16-24 year olds (see Chart 1).

### Chart 1: Satisfaction with local area as a place to live, by age

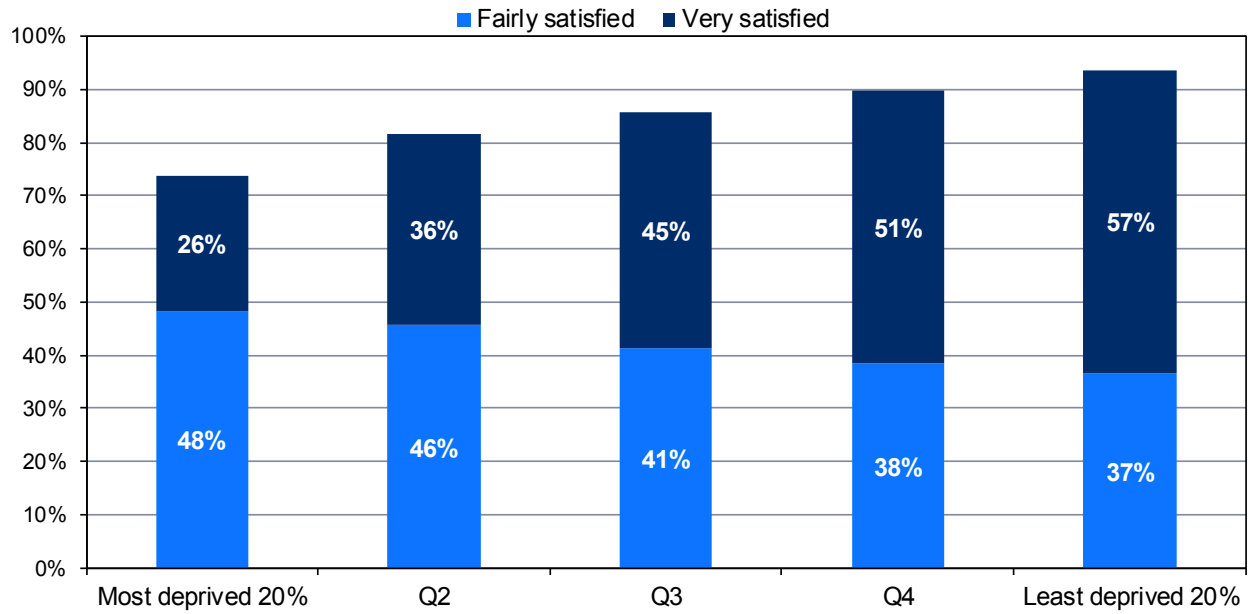



The National Survey includes a series of questions measuring material deprivation. These questions ask about items that some people have difficulty finding the money for. Analysing the results from these questions produces a measure of household material deprivation.[2] The proportion of people in material deprivation saying they were satisfied with their local area (76%) was lower than for those who weren't in material deprivation (87%). Similarly, people living in the

[1] Note that the Community Life Survey 2016-17 changed from face-to-face to an online and paper mixed method approach from 2016-17 onwards. Therefore the National Survey and the Community Life Survey results for 2016-17 are not directly comparable.
[2] See definition for material deprivation: Terms and definitions

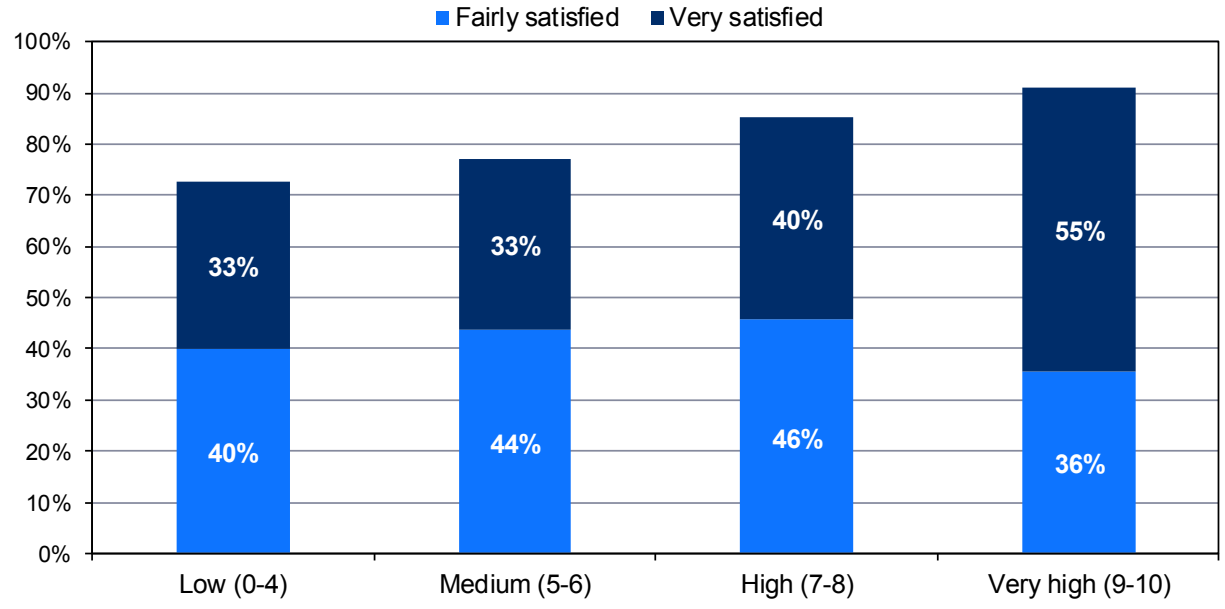
most deprived areas[3] were less satisfied with their local area (74%) than those in the least deprived areas (94%). Once again, when looking at those who say that they are 'very satisfied' the difference between groups is even more apparent. 26% of people living in the most deprived areas were very satisfied compared with 57% of people living in the least deprived areas (Chart 2).

**Chart 2: Satisfaction with local area as a place to live, by area deprivation[3]**




Respondents were asked how satisfied they were with their lives. 91% of those with very high life satisfaction[4] said that they were satisfied with their local area, compared with 73% of those with low life satisfaction (Chart 3).

**Chart 3: Satisfaction with local area as a place to live, by life satisfaction**

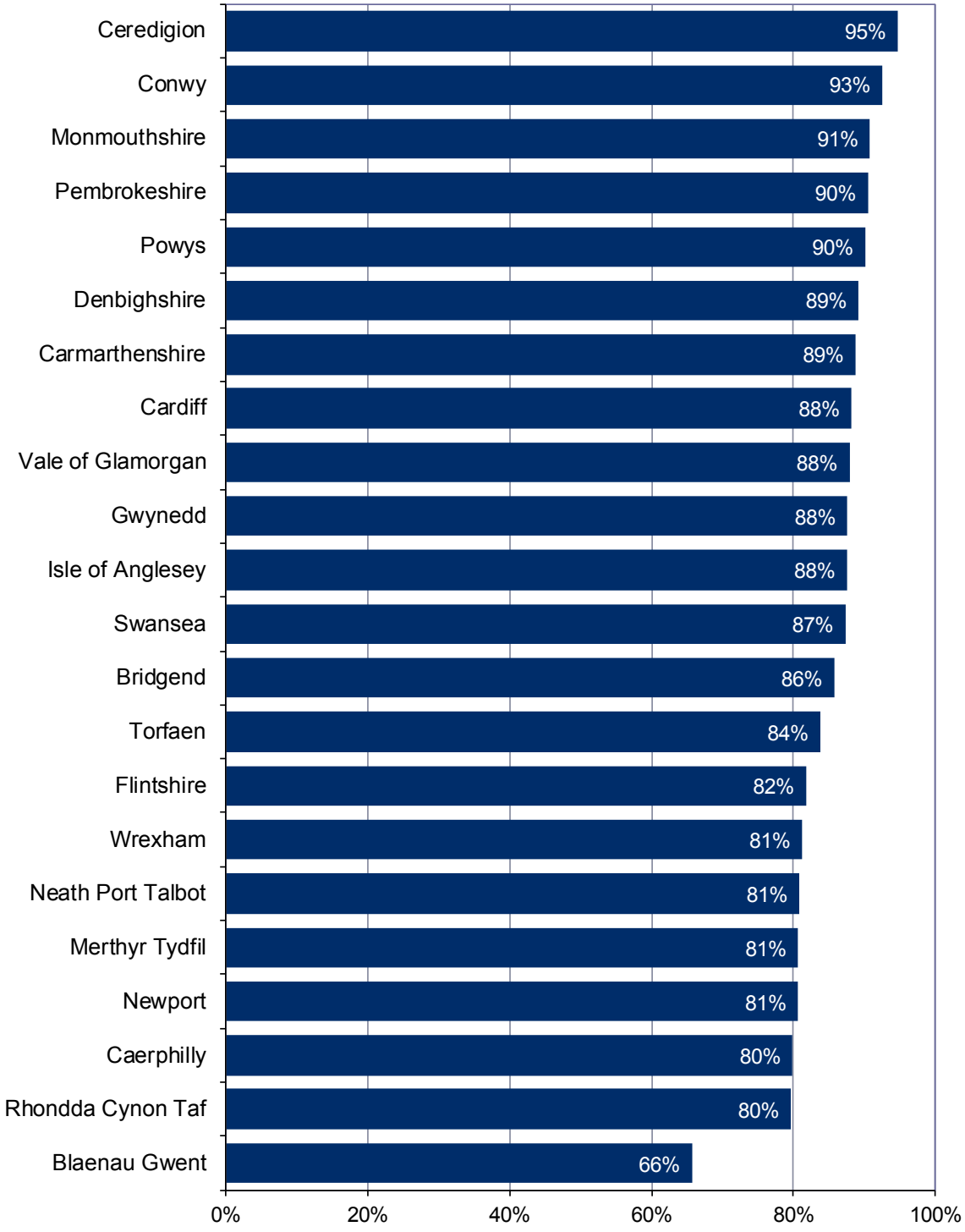



[3] Areas defined as being in the 20% most deprived according to the Welsh Index of multiple deprivation - See Terms and definitions

[4] Satisfaction with life was measured on a scale of 0 to 10, where 0 is 'not at all satisfied' and 10 is 'completely satisfied'

Satisfaction with local area varies by local authority from 95% of people satisfied in Ceredigion to 66% in Blaenau Gwent (Chart 4).

**Chart 4: Satisfaction with local area as a place to live, by local authority**




Satisfaction with the area also varied by a range of other factors:

- People who reported that they were in good health were more likely to be satisfied (87%) than people in bad health (78%).
- People who were employed were more likely to be satisfied (86%) than unemployed people (78%).

- People living in rural areas were more likely to be satisfied (90%) than those living in urban areas (83%).[5]
- Owner-occupiers were more likely to be satisfied (87%) than those in social housing (78%).
- People who reported feeling safe (at home, walking in the local area and when traveling) were more likely to be satisfied (90%) than those who did not feel safe (74%).
- People who were lonely (76%) were less likely to be satisfied than those who weren't lonely (91%).[6]

### Further analysis – Satisfaction with local area

The cross-analysis carried out in the previous chapters indicated that people's satisfaction with their local area varies by a range of factors such as age, deprivation (both area and household material deprivation) and local authority area. However, these factors are often linked to each other (for example, some areas have a higher proportion of people in material deprivation). So to get a clearer understanding of the effect of each particular factor we have used statistical methods to look at the effect of one factor on satisfaction with the area while keeping other factors constant (sometimes called "controlling for other factors").[7]

Using this approach, we found that the following factors each had an independent link with satisfaction with the local area:

- being older (75 years old and over);
- feeling safe after dark[8];
- living in a less deprived area[9];
- not feeling lonely[10];
- living in particular local authority areas (people living in Ceredigion or Cardiff were more likely to be satisfied with their local area, whilst people in Blaenau Gwent and Flintshire were less likely to be satisfied);
- living in a rural area; and
- having high life satisfaction.

Although simple cross-analysis found that tenure, household material deprivation, economic status[11] and people's description of their general health had an impact on their satisfaction with their local area, this more in-depth analysis showed that the apparent differences disappeared once other factors were controlled for. This means that the differences by (for example) tenure are due to the differences in the kinds of people living in particular types of accommodation.

[5] For a definition of urban and rural see Terms and definitions
[6] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions
[7] This method is known as regression. Information about the method used can be found in this technical report.
[8] Those that feel safe at home, walking in the local area and when travelling.
[9] For information about the Welsh Index of Multiple Deprivation: see Terms and definitions
[10] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions
[11] Employed, unemployed or economically inactive.

## Community cohesion

'Community cohesion' denotes the extent to which people in an area live alongside each other with mutual understanding and respect. The Welsh Government's 'Getting on Together - a Community Cohesion Strategy for Wales', published in 2009, set out its priorities for improving community cohesion.

Previously the Living in Wales Survey[12] was used to provide baseline evidence for the development of this strategy. Questions about people's relationships with others in their local area have been included in the National Survey since 2012-13 in order to monitor the impact of projects designed to increase community cohesion.

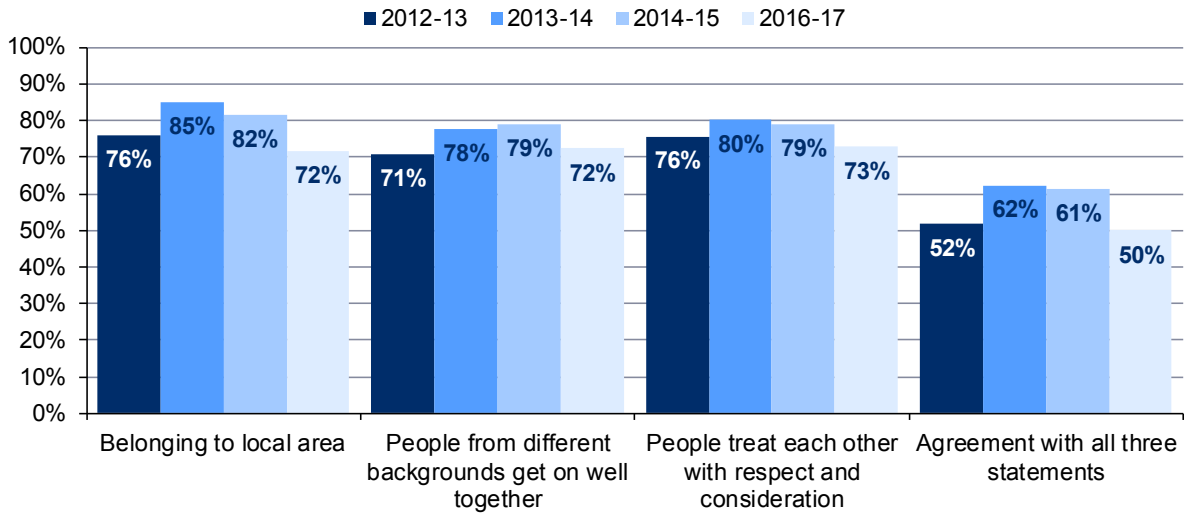
From 2012-13 to 2016-17, the National Survey included questions asking respondents to what extent they agree or disagree with each of the following statements:

- I belong to my local area.
- The local area is a place where people from different backgrounds get on well together.
- People in my local area treat each other with respect and consideration.

The proportion of people who strongly agreed or tended to agree with all three of these statements fed into a national indicator for the Well-being of Future Generations Act: Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect[13]

Chart 5 shows these community cohesion results over the four years that the questions have been asked in the survey.

### Chart 5: Agreement with community cohesion statements, by year




[12] The Living in Wales Survey asked whether respondents agree or disagree with the following statement: 'I feel like I belong to this neighbourhood' (from 2004 to 2008); 'This neighbourhood is a place where people from different backgrounds can live together harmoniously' (from 2005 to 2007). It also asked further questions about people's opinions on their neighbourhoods. The Questionnaires are available here.

[13] Indicator 27, National indicators for Wales. When asked whether people from different backgrounds get on well together, some respondents said that there were too few people in the local area to say or that the people in their local area were all from the same backgrounds. These respondents were also classified as 'agreeing' for the purposes of the national indicator provided they strongly agreed or tended to agree with the other two statements.

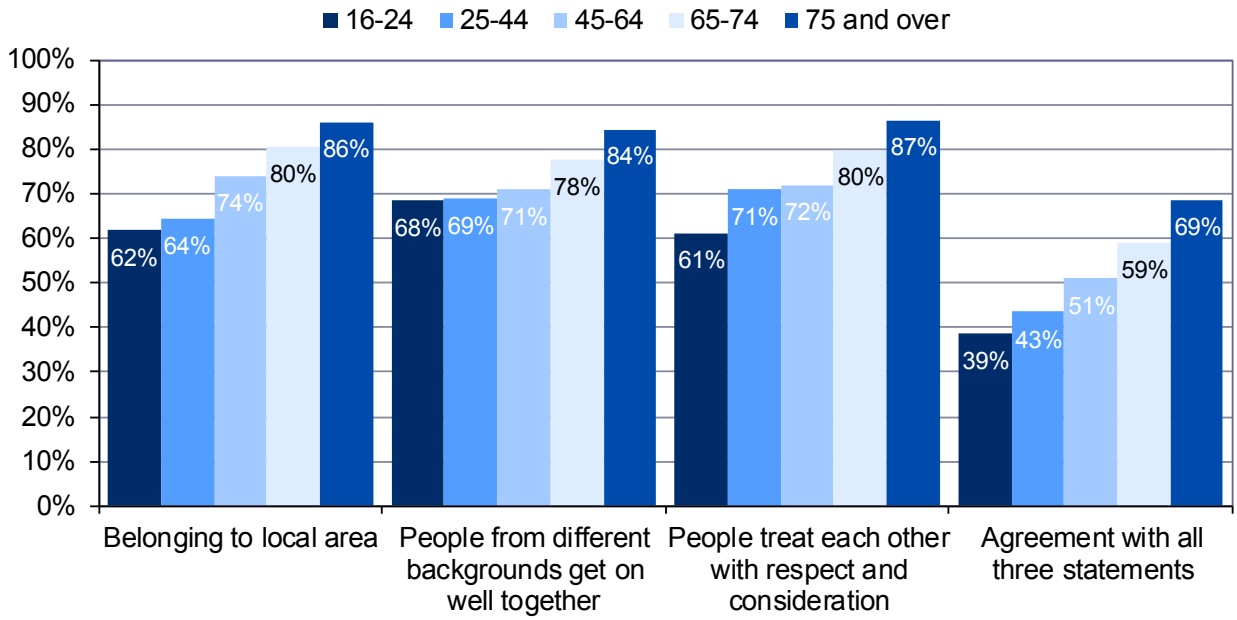
Chart 5 shows that in 2016-17, most people agreed that they belong to the local area (72%), that people from different backgrounds get on well together (72%) and that people in their local area treated each other with respect and consideration (73%). This has been the case since 2012-13, with over 70% agreeing with each of the three statements. The proportion who agreed with all three statements in 2016-17 is 50%. Although the proportion agreeing with all three statements had dropped from 2013-14 (62%) and 2014-15 (61%), the result in 2016-17 was not statistically significantly different to 2012-13. The changes in these results over time could in part be due to changes in the position of these community cohesion questions in the survey questionnaire[14].

In 2016-17 the Community Life Survey, changed from a face to face survey to an online survey and paper questionnaire and is therefore less comparable with the National Survey[15]. However, for context, 71% of people in England in 2016-17 felt they belonged very or fairly strongly to their neighbourhood and 81% of people agreed that their local area is a place where people from different backgrounds get on well together.

## Community cohesion by age

Looking at the 2016-17 National Survey results, the proportion of people who agreed that they belonged to the local area, that people from different backgrounds got on well together and that people treated each other with respect were all higher for older age groups (see Chart 6). This was also the case for the composite indicator.

### Chart 6: Agreement with community cohesion statements, by age

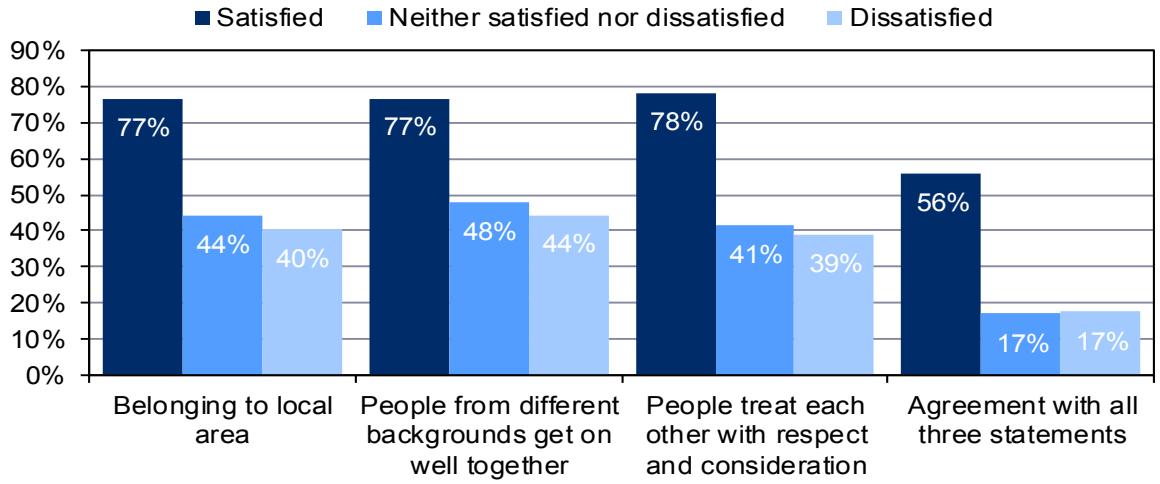



[14] In 2012-13 and 2016-17, the questions followed a set of questions on well-being, whereas in 2013-14 and 2014-15 the questions followed a set of questions on the Welsh language. These changes in the preceding questions could have caused or contributed to differences in responses to the community cohesion questions.
[15] Note that the Community Life Survey 2016-17 changed from face-to-face to an online and paper mixed method approach from 2016-17 onwards. Therefore the National Survey and the Community Life Survey data for 2016-17are not directly comparable.

## Community cohesion by satisfaction with the local area

A higher proportion of those who said that they were satisfied with their local area also said that they felt they belonged (77%), that people get on well (77%), and that people treated each other with respect and consideration (78%), than those who were 'neither satisfied nor dissatisfied' (44%, 48% and 41% respectively) and those who were 'dissatisfied' (40%, 44% and 39%). This pattern was reflected in the indicator combining all three statements, where 56% of those who were satisfied with their local area agreed with all statements, compared with 17% of those who were 'neither satisfied nor dissatisfied' and 'dissatisfied': see Chart 7.

### Chart 7: Community cohesion, by satisfaction with local area

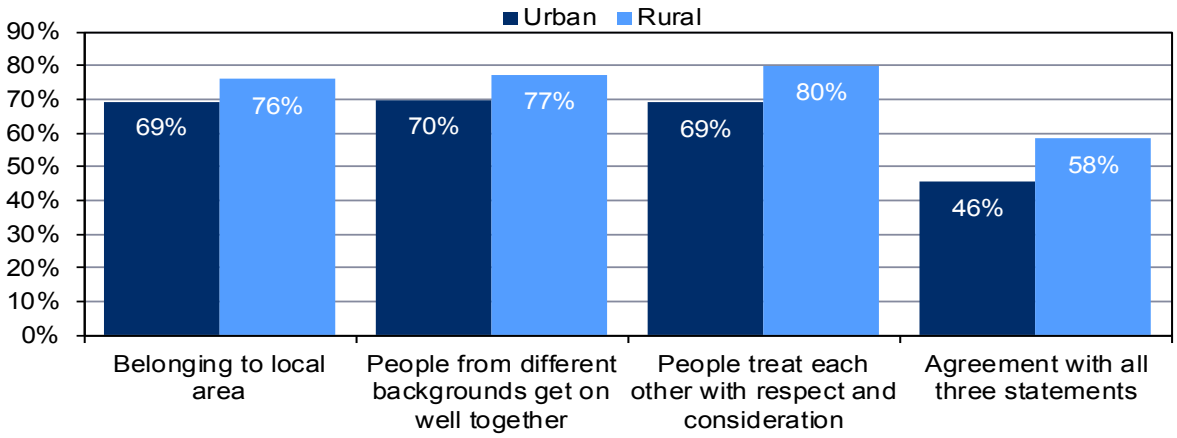



Despite observing this pattern however, when controlling for other factors, satisfaction with local area was not found to be a significant factor that contributed to a person's feeling of community cohesion, see further analysis for further information.

## Community cohesion by urban/rural classification

People in rural areas were more likely to have a strong sense of community cohesion than people in urban areas. In rural areas, 76% of people reported they felt they belong to their local area, 77% of people reported that people get on well, and 80% of people said that people treat each other with respect and consideration: the figures for urban areas were 69%, 70% and 69% respectively. The composite indicator also shows a higher proportion of people in rural areas (58%) agreeing with each statement than in urban areas (46%): see Chart 8.[16]

### Chart 8: Community cohesion, by urban/rural area classification

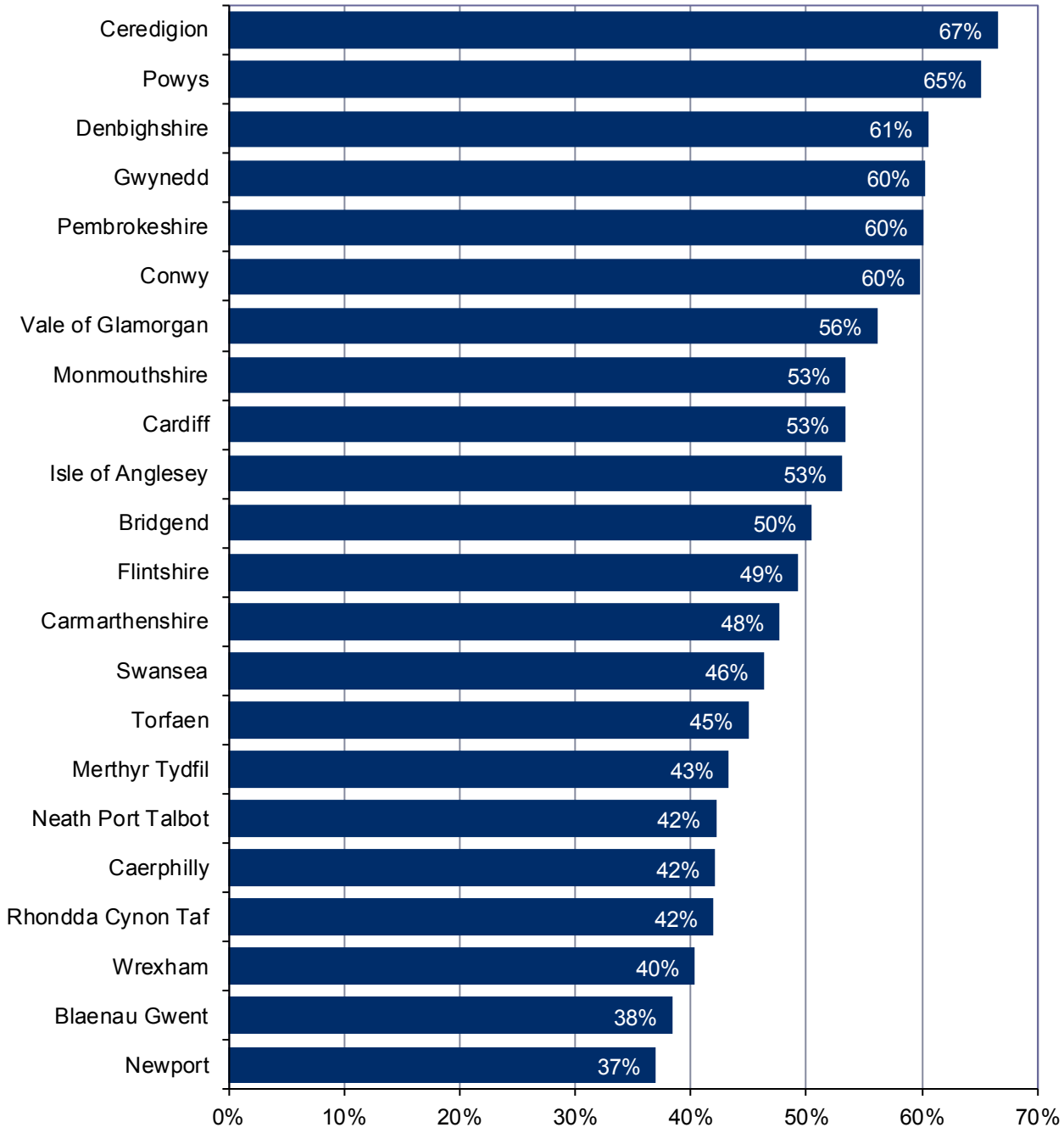



[16] Urban/rural – see Terms and definitions

## Community cohesion by local authority

Looking at the figures for the composite indicator by local authority, Chart 9 shows that the proportion of people saying that they agreed with all three statements varied from 67% in Ceredigion to 37% in Newport. The majority agreed with all three statements in Ceredigion, Powys, Denbighshire, Gwynedd, Pembrokeshire, Conwy, Vale of Glamorgan, Monmouthshire, Cardiff, Anglesey and Bridgend; in the other local authorities the majority did not agree with all three statements.

### Chart 9: Community cohesion, by local authority



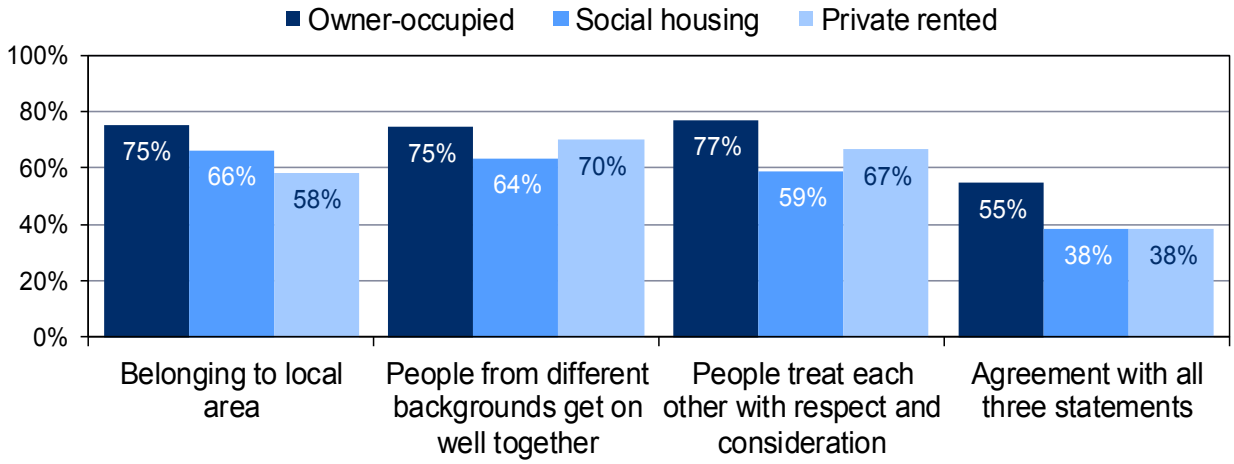

For those local authorities where the majority of people in 2016-17 agreed with all three statements, a similar pattern has been found since 2012-13, apart from Cardiff where 41% agreed in 2012-13. In 2013-14, in all of the local authorities the majority of people agreed with all three statements.

When looking at each statement separately, the majority of people in all local authorities agreed with each statement. Agreement with the statement 'I feel I belong to the local area' varied from 82% in Denbighshire to 63% in Newport. Agreement also varied for the statement 'people from different backgrounds get on well together' and 'people treat each other with respect and consideration', both 87% in Ceredigion to 62% and 56% respectively in Blaenau Gwent. Although Blaenau Gwent had the lowest proportion agreeing for two of the statements, the proportion feeling they belong was 71%. Newport had the lowest proportion feeling they belong and also the second lowest proportion agreeing that people from different backgrounds get on well together (62%) and people treat each other with respect and consideration (61%). This was reflected in the combined indicator, as Newport had the lowest proportion agreeing with all statements. There are a range of other important factors which vary by local authority and may account for these differences in community cohesion, see further analysis for more information.

### Community cohesion by tenure

The majority of people living in social housing and renting privately did not agree with all three of the community cohesion statements (Chart 10). Owner-occupiers were more likely to agree with all three statements (55%) than those in social housing and those renting privately. There was no difference between those in social housing and those renting privately (both 38%).

**Chart 10: Community cohesion, by tenure**

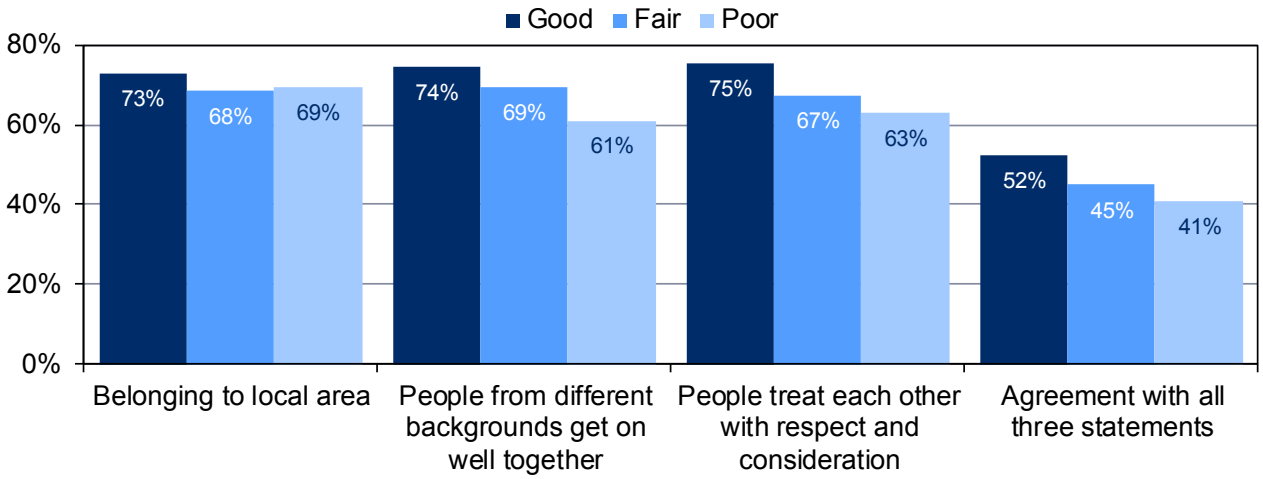



The proportion of people feeling they belonged was higher for owner-occupiers (75%) compared with those living in social housing (66%) and renting privately (58%). This was also the case for the other two measures that make up the composite national indicator: 75% of owner occupiers, 64% of those in social housing and 70% of those that rent privately agreed that people from different backgrounds get on well together and 77% of owner occupiers, 67% of those that rent privately and 59% of those in social housing agreed that people treat each other with respect and consideration (Chart 10).

### Community cohesion by health

74% of people in good health agreed that people get on well and 75% agreed that people treated each other with respect and consideration, compared with 61% and 63% of those in bad health. Similarly, the composite indicator shows that 52% of those in good health and 41% of those in bad health agreed with all three statements (Chart 11). However, there wasn't a significant difference between people in good and poor health agreeing that they belonged to their local area. When controlling for other variables, general health was not found to be a significant factor that contributed to a person's feeling of community cohesion. However a person's mental well-being was found to be a significant factor. See further analysis for further information.

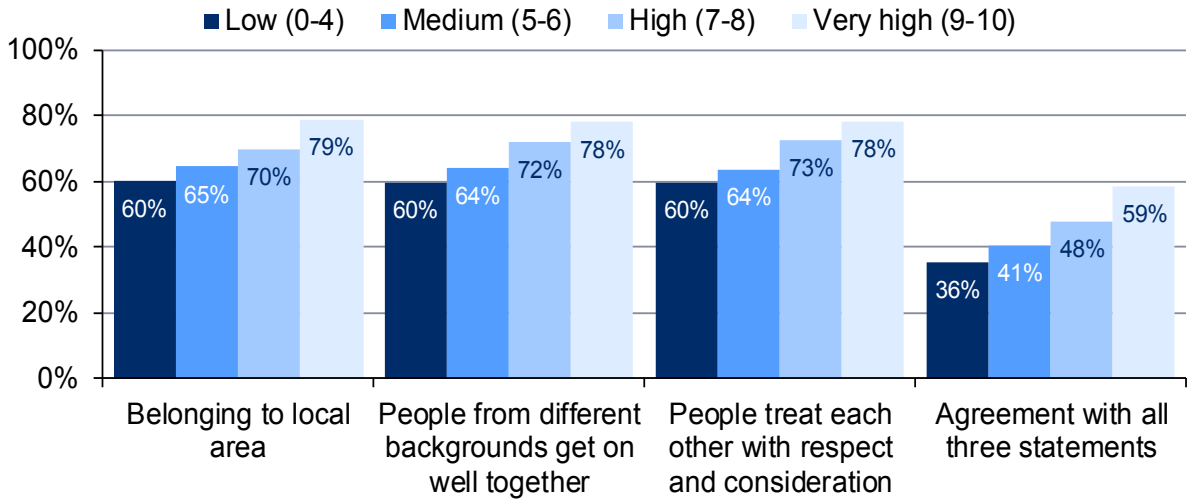
### Chart 11: Community cohesion, by general health




### Community cohesion by life satisfaction

People with very high life satisfaction were more likely to say they felt they belonged to their local area (79%), that people get on well (78%) and that people treated each other with respect and consideration (78%) than those with low life satisfaction (60% for each of these three statements). This was also reflected in the composite indicator: 59% of those with very high life satisfaction agreed with all three statements, compared with 36% of those with low satisfaction; see Chart 12.

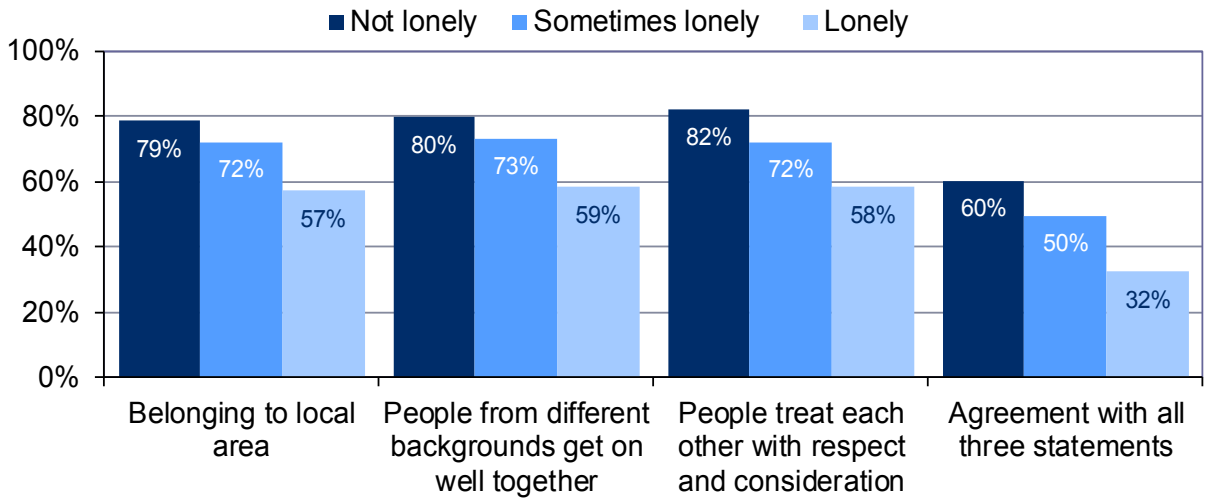
### Chart 12: Community cohesion, by life satisfaction



## Community cohesion by loneliness

A series of questions were included in the survey to determine whether people were lonely.[17] A lower proportion of people who were lonely agreed that they belonged to their local area (57%), that people got on well (59%) and that people treated each other with respect and consideration (58%), compared with those who were not lonely (79%, 80% and 82%). This is also reflected in the composite indicator; with those who were lonely having a lower proportion agreeing with all three statements (32%), compared with those who were not lonely (60%) (Chart 13).

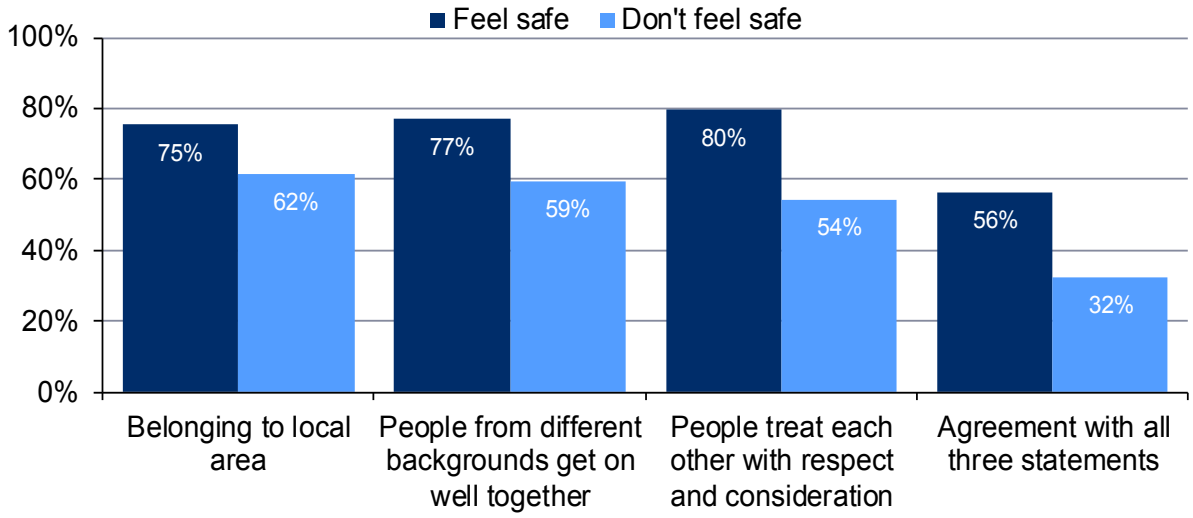
### Chart 13: Community cohesion, by loneliness




## Community cohesion by feeling of safety

A higher proportion of those who felt safe also felt that they belonged (75%), that people get along (77%) and that people treated each other with respect (80%), than those who didn't feel safe (62%, 59% and 54% respectively). 56% of those who felt safe agreed with all the three statements, compared with 32% of those who didn't feel safe (Chart 14).

### Chart 14: Community cohesion, by feeling safe

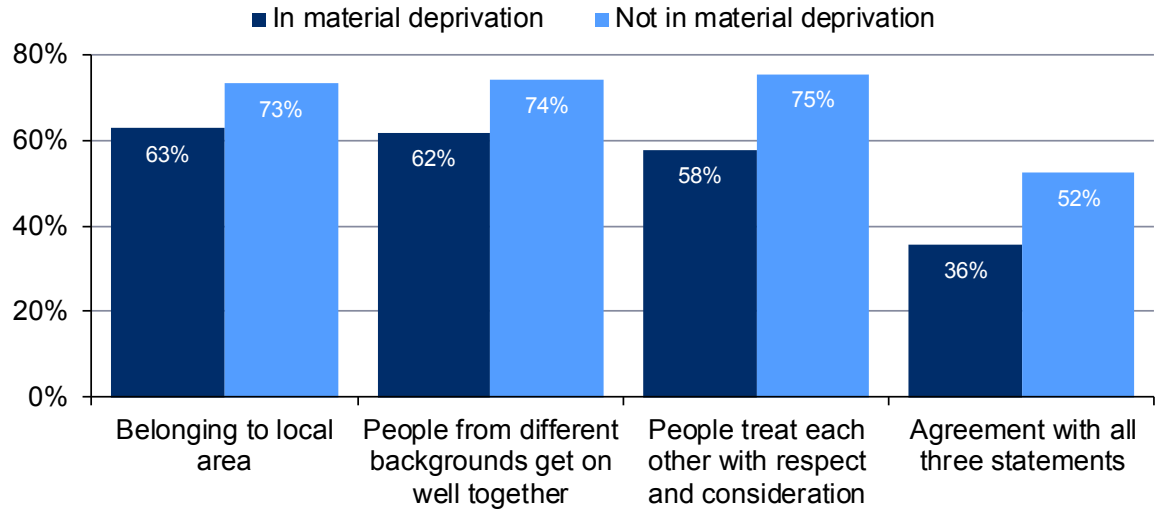



[17] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions

## Community cohesion by material deprivation

People in material deprivation were less likely to agree with all three statements, as shown in Chart 15 below. A higher proportion of those who weren't in material deprivation felt they belonged (73%), that people get on well together (74%) and that people treated each other with respect and consideration (75%), compared with people in material deprivation (where 63%, 62% and 58% agreed with the statements respectively). This was also true for the composite indicator.

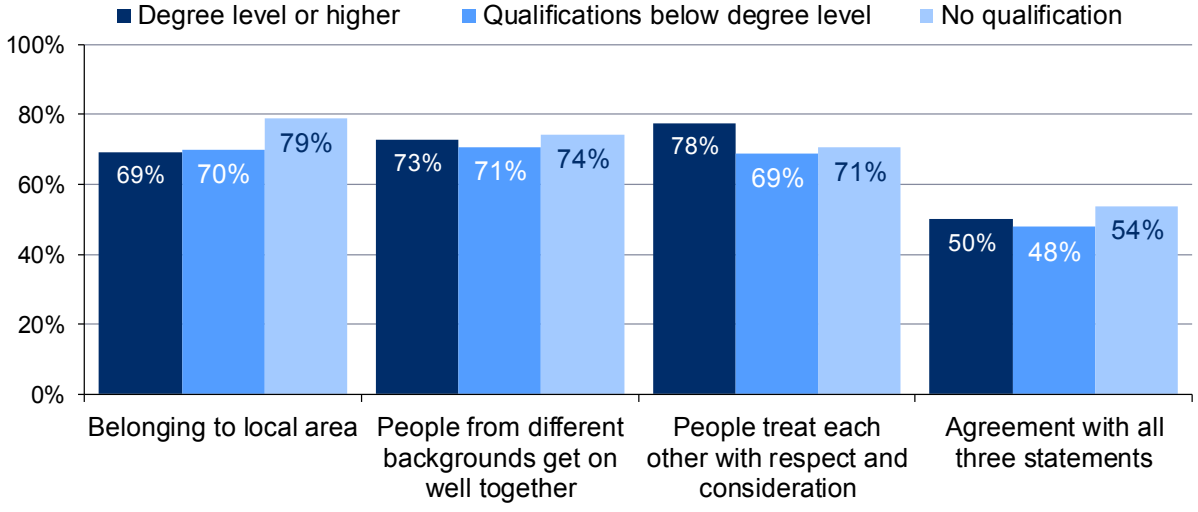
### Chart 15: Community Cohesion, by material deprivation




## Community cohesion by qualifications

People educated to degree level or above[18] were less likely to feel they belonged to the area (69%) than those with no qualifications (79%; see Chart 16). This could be due to people with higher levels of qualifications moving away from the area they grew up in for particular work opportunities. Those with higher levels of qualifications were also more likely to feel that people treated each other with respect and consideration (78%), compared with 71% for people with no qualifications. For the composite indicator and for the statement that people from different backgrounds get on well together, there was no significant difference between those educated to degree level or above and those with no qualifications.

### Chart 16: Community cohesion measures, by highest qualification

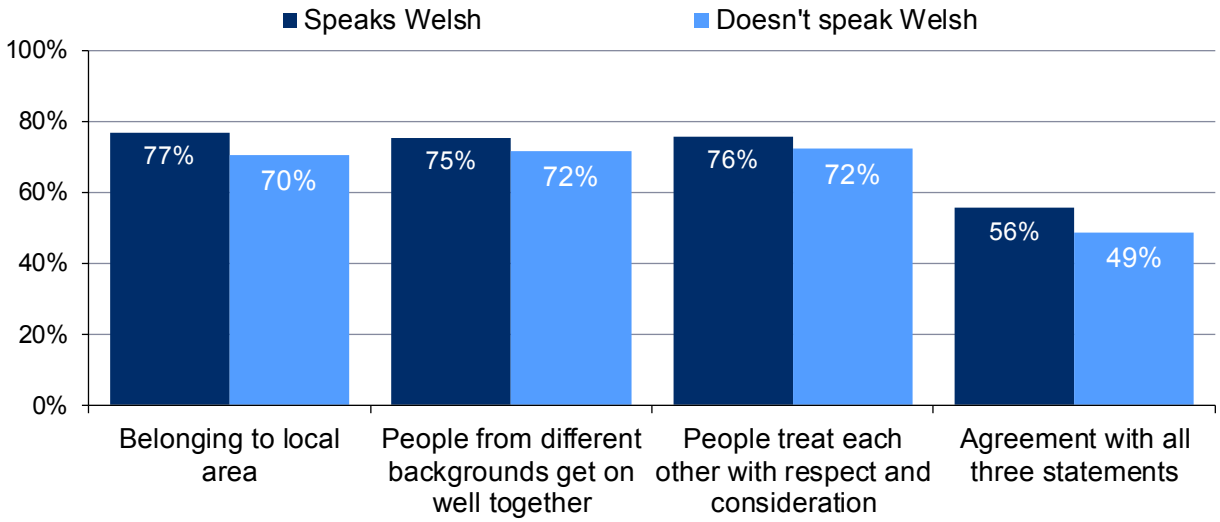



[18] For information about how qualifications were grouped see Terms and definitions

## Community cohesion by speaking Welsh

Welsh speakers were more likely to feel they belonged to their area (77%), that people from different backgrounds get on well together (75%) and that people treated each other with respect and consideration (76%), than those who couldn't speak Welsh (70%, 72% and 72% respectively). This was also reflected in the composite indicator: 56% of Welsh speakers agreed with all 3 statements, compared with 49% of those who didn't speak Welsh (Chart 17).

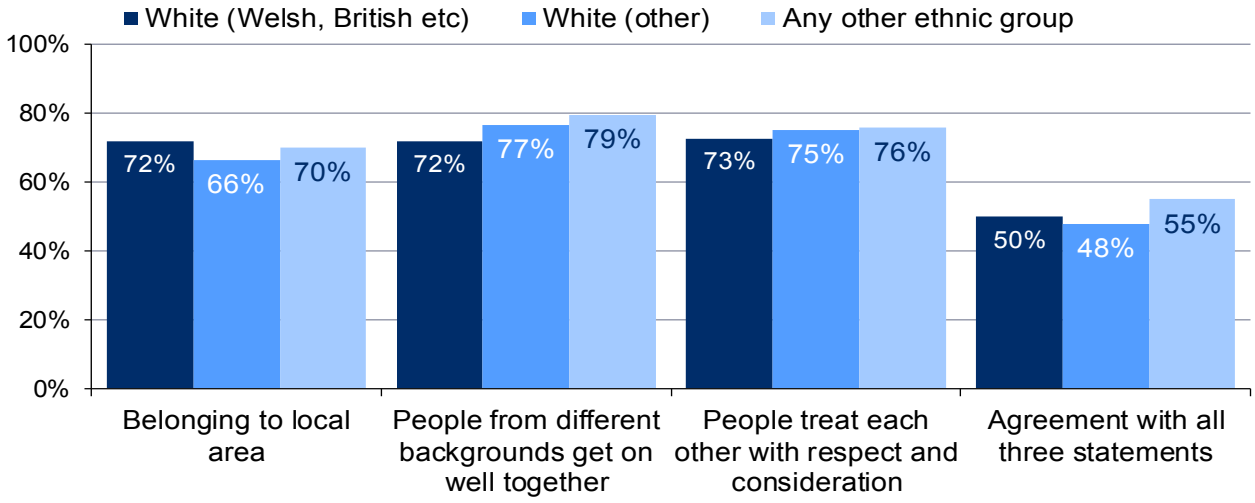
### Chart 17: Community cohesion, by Welsh speaking ability




## Community cohesion by ethnic group

The National Survey asks respondents to classify their ethnic group from a list of 18 different ethnicities, however due to the small numbers of people in some of these groups, it is only possible to analyse by three groups: "white – Welsh / English / Scottish / Northern Irish / British", "any other white"[19] and "any other ethnic group" (Chart 18). A higher proportion of people from "any other ethnic group" said that people from different backgrounds get on well together (79%), when compared with 'white British' people (72%). There was no significant difference between the ethnic groups for the other two statements, nor for the composite indicator.

### Chart 18: Community cohesion, by ethnic groups

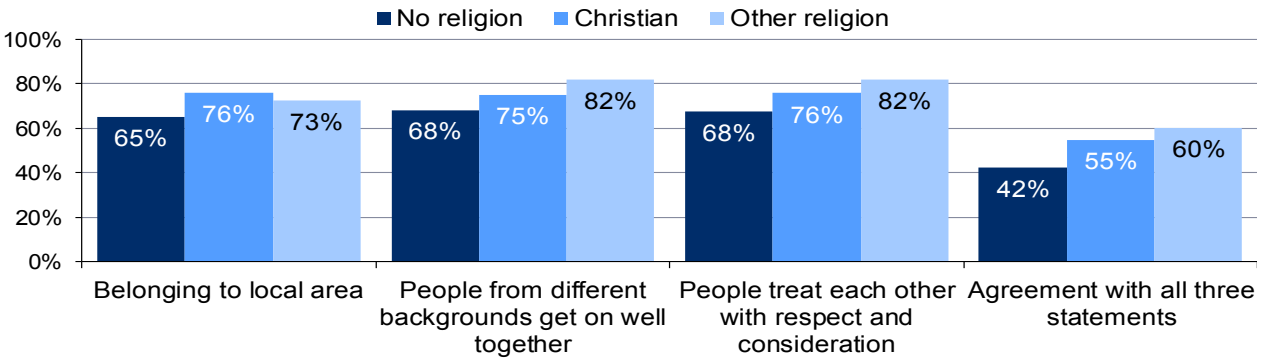



[19] 'Other ethnic groups' relates to those that are not white. It groups together people of Mixed, Asian and Black ethnicities. These are not reported separately as the number of people interviewed with these characteristics is too low (under 30 people).

## Community cohesion by religion

Respondents were asked to specify their religion, from a list of 6 religions, 'no religion' and 'any other religion' however due to the small numbers of people in some of these groups, it was only possible to analyse by three groups: "No religion", "Christian" and "other religions[20]" (Chart 19). Christians were more likely to feel they belonged to their local area (76%), than those with no religion (65%) A higher proportion of religious people thought that people from different backgrounds got on well together (75% of Christians and 82% of those with another religion), and that people treat each other with respect and consideration (76% of Christians and 82% of those with another religion) when compared with those with no religion (68% and 68%). Those who were religious were more likely to agree with all three statements, than those with no religion.

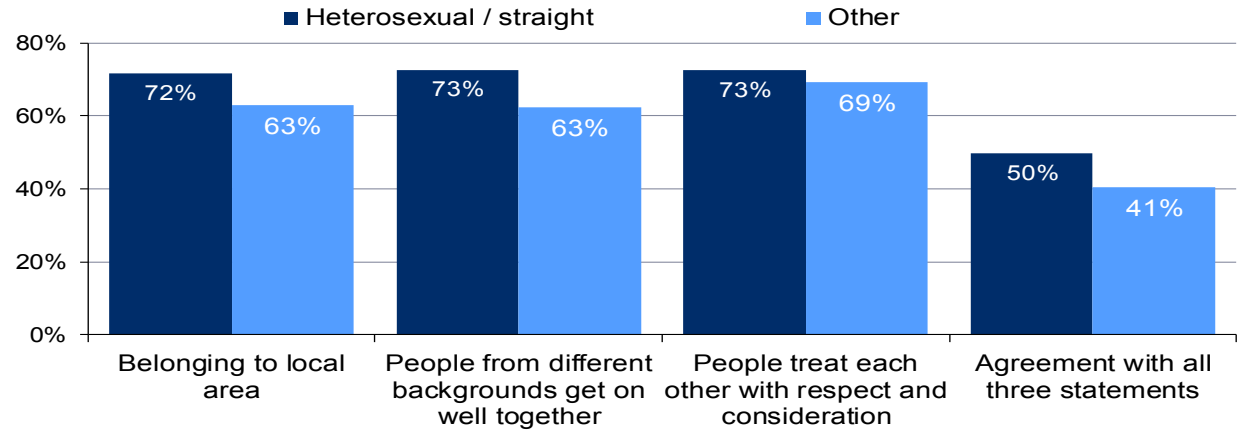
### Chart 19: Community cohesion, by religion




## Community cohesion by sexual orientation

Heterosexual people were more likely to feel they belonged to the area (72%) and that people from different backgrounds get on well (73%) than people of other sexualities (both 63%)[21]. The composite indicator also reflects this pattern: 50% of heterosexual people agreed with all 3 statements, whilst 41% of other sexualities agreed. However there was no statistically significant difference[22] between heterosexual people and others in the proportion saying that people treat each other with respect and consideration (Chart 20). Despite observing this pattern, when controlling for other factors, sexual orientation was not found to be a significant factor contributing to a person's feeling of community cohesion, see further analysis for further information.

### Chart 20: Community cohesion, by sexual orientation




[20] 'Other religion' includes all religions except Christians (Buddhist, Hindu, Jewish, Muslim, Sikh and 'any other religion')
[21] 'Other sexualities' includes people who answered 'Gay or lesbian', 'Bisexual', 'Other', 'Don't know' or 'Prefer not to say' to 'Which of the options below best describes how you think of yourself?'.
[22] See the significant differences section of the Key Quality Information for more information.

## Further analysis – Community cohesion

The cross-analysis carried out in the community cohesion chapter indicates that various factors such as age, deprivation (both area and household material deprivation) and local authority area may have an effect on people's sense of community. However, detailed analysis of survey data shows that geographic differences are often driven by compositional differences rather than specific local conditions. Also, these factors are often linked to each other (for example, some areas have a higher proportion of people in material deprivation).

To get a clearer understanding of the effect of each particular factor we have controlled for other factors[23] . By using this approach, we found that the following were linked with **having a strong sense of community**:

- being older;
- being an owner occupier;
- living in a less deprived area[24];
- feeling safe (at home, walking in the local area, and travelling);
- not feeling lonely[25];
- having high mental well-being;
- living in particular local authority areas (people living in Ceredigion or Denbighshire were more likely to have a strong sense of community, whilst people in Newport or Wrexham were less likely to have a strong sense of community);
- volunteering for a club or organisation;
- having lower levels of qualifications or no qualifications;
- being satisfied with life; and
- having a religion, that's not Christian.

As the indicator contained three separate questions, we also looked at each question separately. This allowed us to see whether the predictors were the same as when the questions are combined into a single indicator. This approach was also carried out using 2014-15 survey results.[26]

When controlling for other factors, we found that the following were factors linked with the **feeling of belonging to the local area**

- being older;
- feeling safe (at home, walking in the local area, and travelling);
- not feeling lonely[27];
- having high mental well-being;
- living in particular local authority areas (e.g. those in Newport or Wrexham were less likely to feel like they belonged, whilst people in Denbighshire or Powys were more likely);
- volunteering for a club or organisation;
- having lower levels of qualifications or no qualifications;

[23] This method is known as logistic regression. Information about the method used can be found in this technical report.
[24] For information about the Welsh Index of Multiple Deprivation: see Terms and definitions
[25] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions
[26] Who is most likely to have a strong sense of community?
[27] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions

- being an owner occupier;
- having a Welsh national identity;
- having high satisfaction with life;
- having children in the household;
- having a religion that's not Christian;
- thinking that most people can be trusted; and
- speaking at least a little Welsh and speaking it every day.

When controlling for other factors, we found that the following were factors linked with feeling that **the local area is a place where people from different backgrounds get on well together**:

- being over 75 years old;
- feeling safe (at home, walking in the local area, and travelling);
- living in particular local authority areas (e.g. people in Newport and Swansea were less likely to feel like people from different backgrounds get on well together, whilst people in Ceredigion and Neath Port Talbot were more likely);
- having no qualifications;
- thinking that most people can be trusted;
- living in a less deprived area[28];
- living in sparsely populated areas instead of built-up areas[29];
- having a religion that's not Christian; and
- having high mental well-being.

When controlling for other factors, we found that the following were factors linked with feeling that **people in the local area treated each other with respect and consideration**

- being over 75 years old;
- feeling safe (at home, walking in the local area, and travelling);
- not feeling lonely[30];
- living in a less deprived area[31];
- living in sparsely populated areas instead of built-up areas[32];
- being satisfied with the local area as a place to live;
- having a religion that's not Christian, and
- having qualifications.

[28] For information about the Welsh Index of Multiple Deprivation: see Terms and definitions
[29] For a definition of 'built up areas', see Terms and Definitions
[30] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions
[31] For information about the Welsh Index of Multiple Deprivation: see Terms and definitions
[32] For a definition of 'built up areas', see Terms and Definitions

## Community safety

The Welsh Government has policies designed to ensure communities are places where people feel safe to live and work. The Welsh Government provides funding for an additional 500 Community Support Officers (CSOs) in Wales. To help assess any changes that may be linked with the work of these additional officers, the National Survey included questions in 2016-17 on people's perception of safety in their area. The questions were also included to monitor progress against the Well-being of Future Generations (Wales) Act 2015.

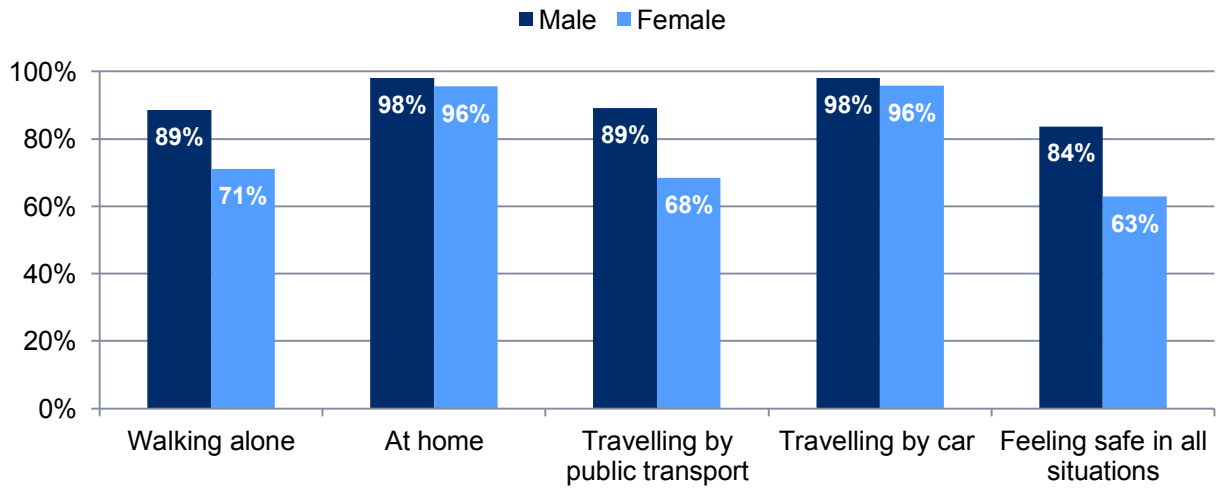
In 2016-17, the National Survey asked respondents how safe or unsafe they felt in each of the following situations after dark:

- at home;
- walking alone in their area;
- travelling by public transport; and
- travelling by car.

These four measures make up a composite national indicator[33] based on the proportion of people who reported feeling 'very safe' or 'fairly safe' in all situations. Compared with other questions in the survey, the proportion answering 'don't know' about feeling safe when travelling on public transport after dark, was particularly high: 35%. This is despite the interviewer prompting respondents who don't use public transport to think about how safe they ***would*** feel if they were in that situation (as some people may avoid using public transport because they think they would feel unsafe). Due to the high level of 'don't know' responses, those who responded 'don't know' to any question were included as feeling safe, provided they answered 'very safe' or 'fairly safe' to the other questions.

The majority of people said they felt safe after dark: 80% felt safe walking alone in their area, 97% felt safe at home, 79% felt safe travelling by public transport and 97% felt safe travelling by car. This was reflected in the composite indicator, with 73% of people feeling safe in all of these situations. Women were less likely to feel safe than men in all situations as shown in Chart 21.

**Chart 21: Community safety, by gender**

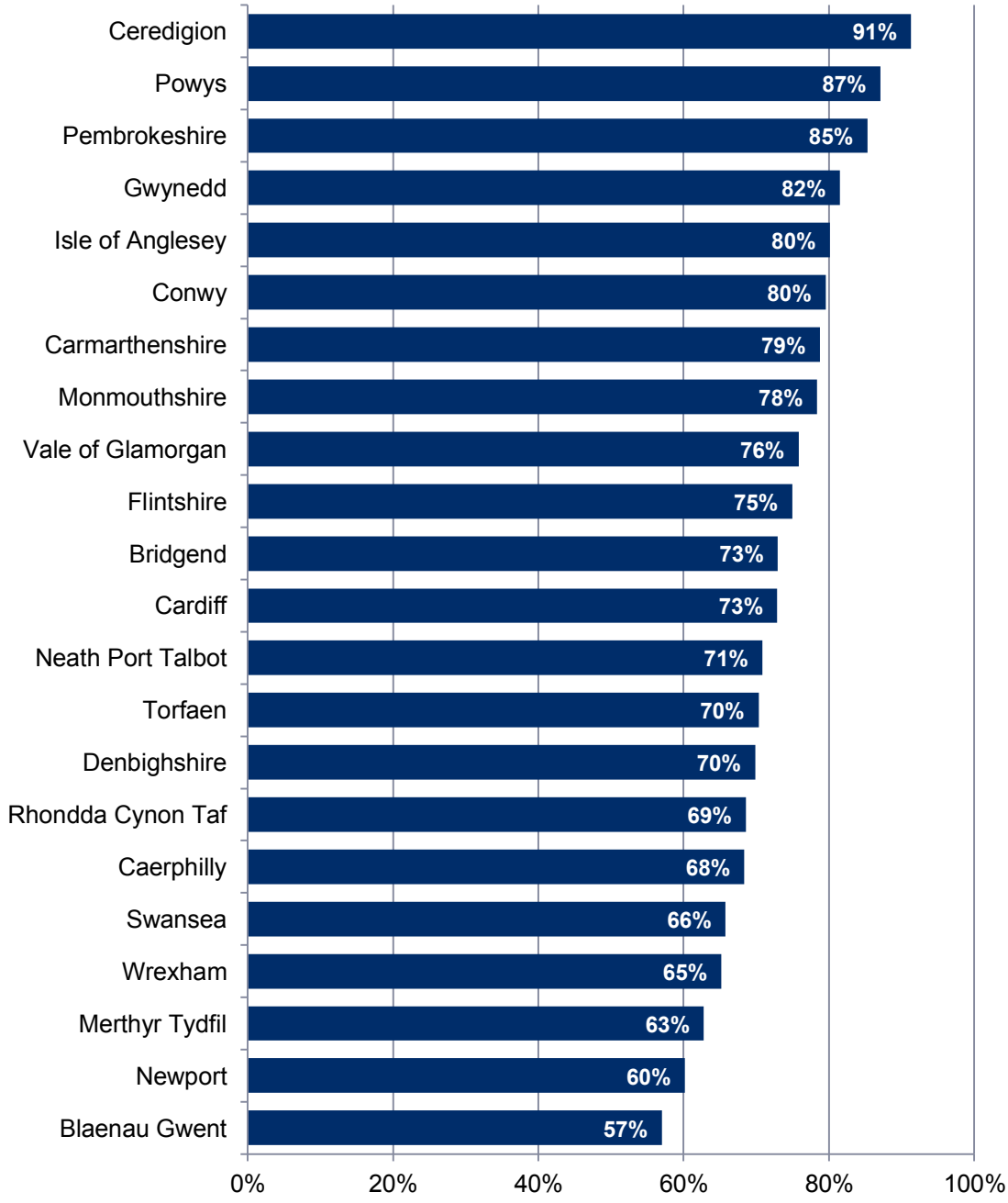



[33] Indicator 25: Percentage of people feeling safe at home, walking in the local area, and when travelling, National Indicators for Wales

### Community safety by area

Chart 22 shows that community safety varied by local authority. 91% of people in Ceredigion felt safe in all four situations compared with 57% of people in Blaenau Gwent. Of the four situations asked about, Ceredigion was the authority with the highest proportion saying they felt safe walking alone after dark (94%), at home after dark (almost all) and on public transport after dark (94%); Anglesey, Gwynedd and Pembrokeshire had the highest proportion feeling safe travelling by car after dark (99%). Blaenau Gwent had the lowest proportion feeling safe walking alone after dark (65%), on public transport (60%) and travelling by car (92%); the authority with the lowest proportion feeling safe at home after dark was Merthyr Tydfil (93%). Whilst the proportion of people who felt safe varied by local authority, when controlling for the characteristics of the people and the area, other factors were found to be more important in explaining people's levels of safety. See further analysis for more information.

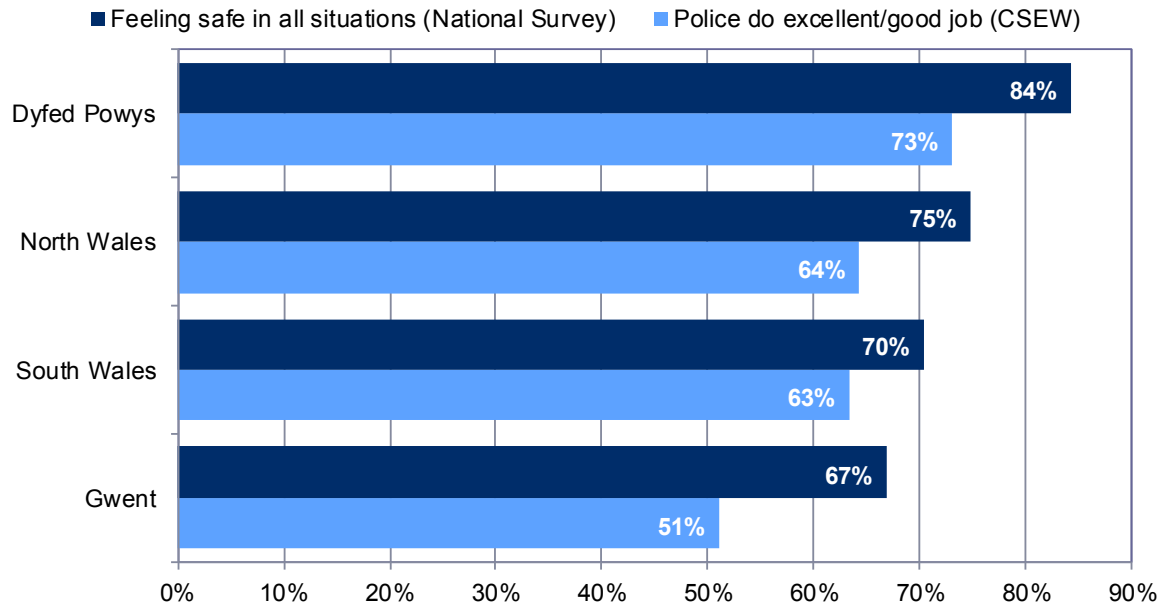
**Chart 22: Community safety composite indicator, by local authority**



The Crime Survey of England and Wales (CSEW) asks questions about attitudes towards local police. In Wales in 2016-17, 63% of people say that police do an excellent or good job, 61% agree that police deal with local concerns and 63% agree that police and local council are dealing with issues. These figures were similar to results for England at 62%, 61% and 61% respectively.[34] It also published its results at police force area. In Wales, Dyfed-Powys police force area had the highest proportions of people saying that police do an excellent/good job (73%), agreeing that police deal with local concerns (68%) and agreeing that police and local councils are dealing with issues (70%), whilst Gwent police force area had the lowest proportions with 51%, 52% and 54% respectively.

These results for the Crime Survey for England and Wales follow a similar pattern by area to the National Survey results for the composite indicator for feeling safe. The National Survey reported that 84% of people in the Dyfed-Powys police force area felt safe in all four situations, compared with 67% in Gwent police force area. Chart 23 shows how the percentage of people who agreed that police did an excellent/good job in the Crime Survey of England and Wales correlates with the National Survey results by police force area.

### Chart 23: Crime Survey and National Survey results by police force area




### Community safety by urban/rural area

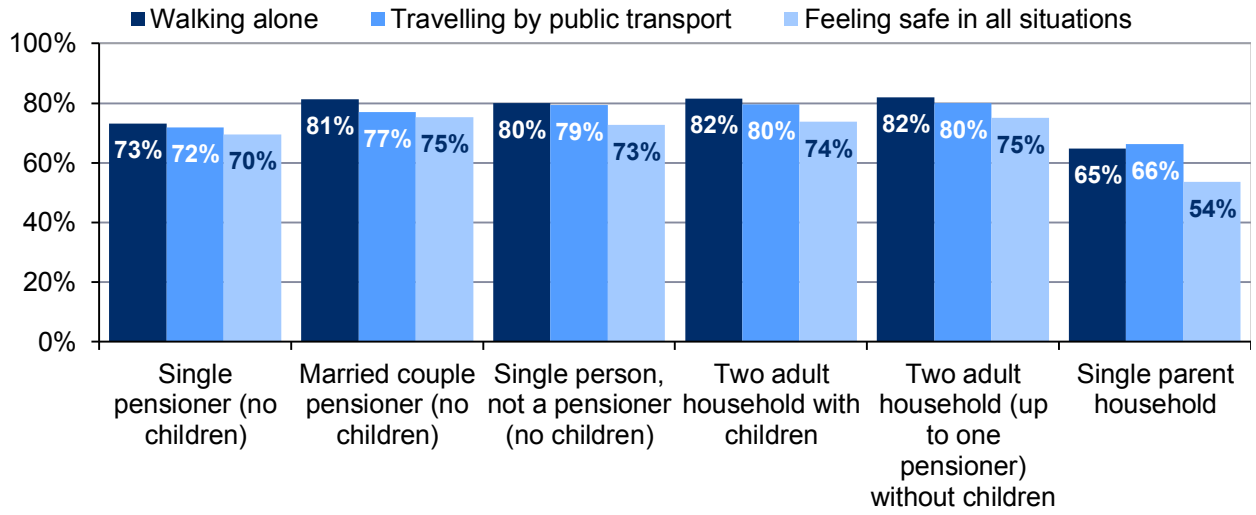
People from rural areas were more likely to feel safe after dark than people from urban areas in three of the four situations. The largest difference (13 percentage points) is between the proportions for feeling safe walking alone after dark, with 76% of people from urban areas and 89% from rural areas feeling safe. There was no difference between rural and urban areas for the proportion feeling safe travelling by car after dark (both at 97%).

[34] Crime in England and Wales: Annual supplementary tables, year ending March 2017

## Community safety by household type

Chart 24 shows that adults in single parent households were the least likely to feel safe. This was most apparent for feeling safe when walking alone (65%, compared with 82% of people in two-adult households) and travelling on public transport (66%, compared with 80% of people in two-adult households). When controlling for other variables, however, household type was not found to be a significant factor that contributed to a person's feeling of safety: the difference between household types was in fact explained by other factors. See further analysis for more information.

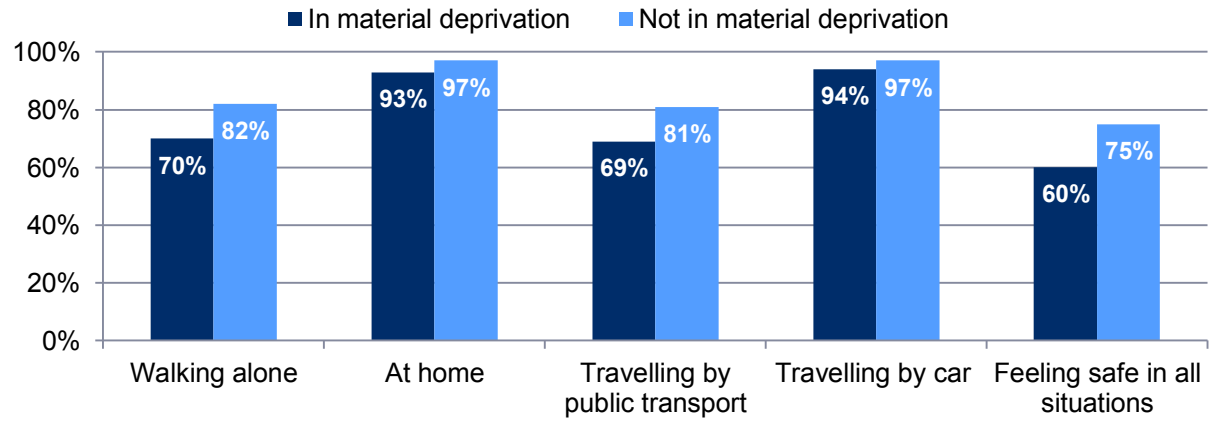
### Chart 24: Community safety, by household type




## Community safety by deprivation

For the composite indicator and for three of the four separate situations (all but feeling safe travelling by car) people living in the most deprived areas were less likely to feel safe after dark than people in the least deprived areas.[35] The difference is most apparent for feelings about walking alone after dark, with 23 percentage points fewer people feeling safe in the most deprived areas (66%) than in the least deprived areas (89%). Similarly, Chart 25 shows that those experiencing material deprivation within their households were less likely to feel safe in each of the situations and against the composite indicator than people not in material deprivation. For the composite indicator there is a 15 percentage point difference between those in household material deprivation (60% of people feeling safe) and those not in material deprivation (75% feeling safe).

### Chart 25: Community safety, by material deprivation

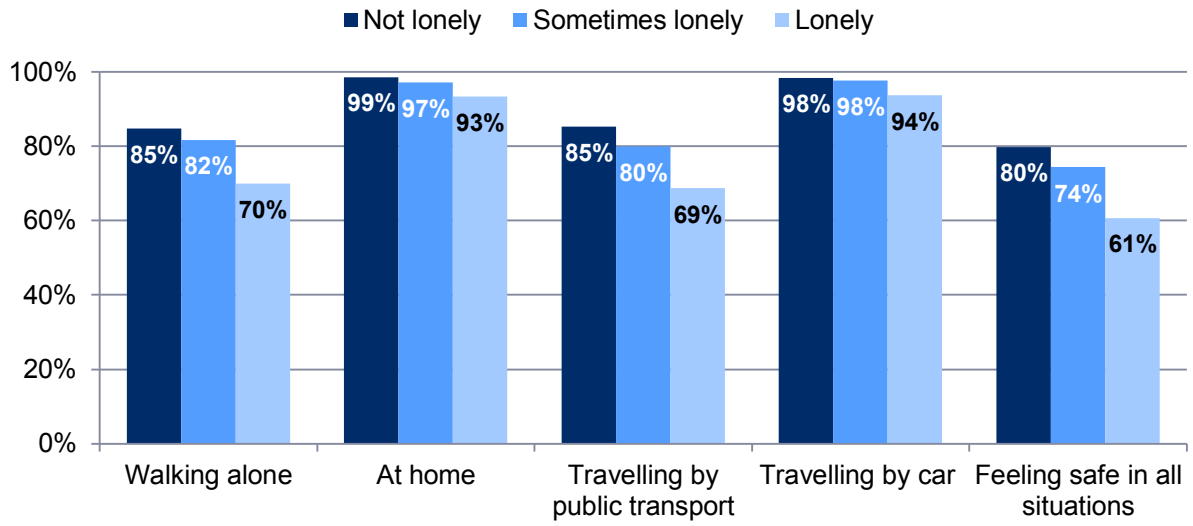



[35] The most deprived 20% of areas and the least deprived 20% of areas measured using the Welsh Index of Multiple Deprivation. See Terms and definitions

## Community safety by loneliness

In general, people who were lonely[36] were less likely to feel safe than those that were not lonely in each of the situations and as measured by the composite indicator. Chart 26 shows a 19 percentage point difference between the 'lonely' and the 'not lonely' for the national indicator. Walking alone and travelling by public transport also showed notable differences.

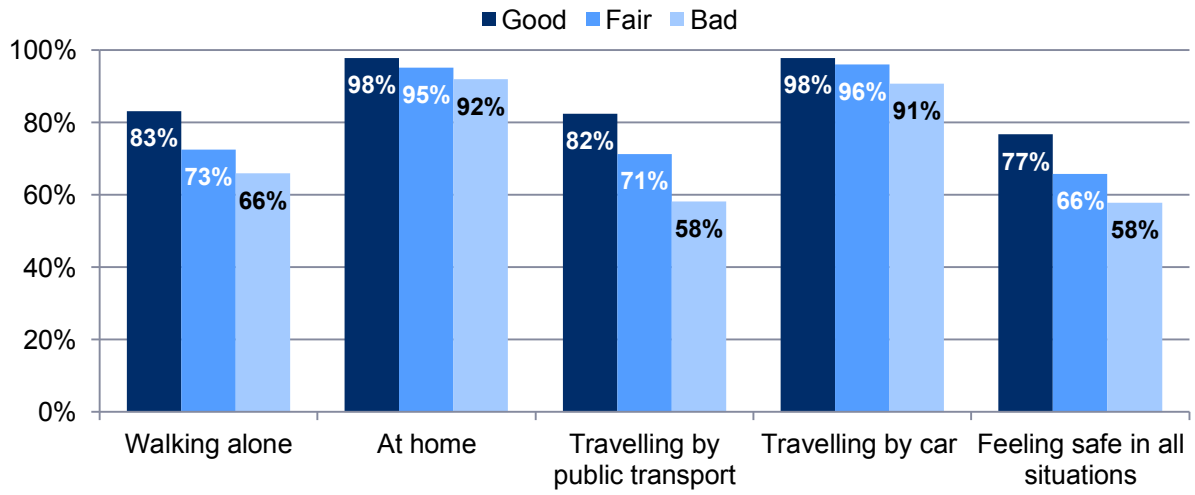
### Chart 26: Community safety, by loneliness




## Community safety by health and well-being

Those with good general health are more likely to feel safe in all situations; this was most apparent for feeling safe travelling by public transport, where there was a 24 percentage point difference between those in good health and those in bad health. Chart 27 shows the association with feeling safe and general health.

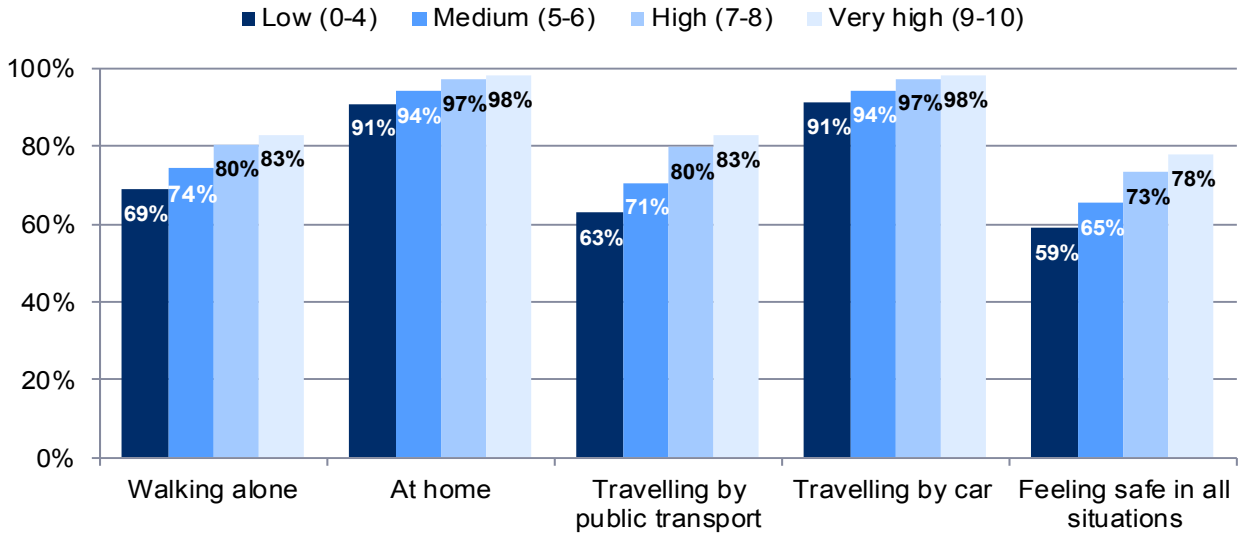
### Chart 27: Community safety, by general health




[36] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions

A higher proportion of people with very high life satisfaction felt safe in all four situations (78%), compared with 59% of those with low life satisfaction: a 19 percentage point difference. The greatest difference between these two groups was the response in respect of the travelling by public transport question: 83% of those with very high life satisfaction felt safe on public transport compared with 63% of people reporting low life satisfaction (Chart 28). When controlling for other variables, life satisfaction was not found to be a significant factor that contributed to a person's feeling of safety, see further analysis for further information.

**Chart 28: Community safety, by life satisfaction**




## Community safety by ethnic group

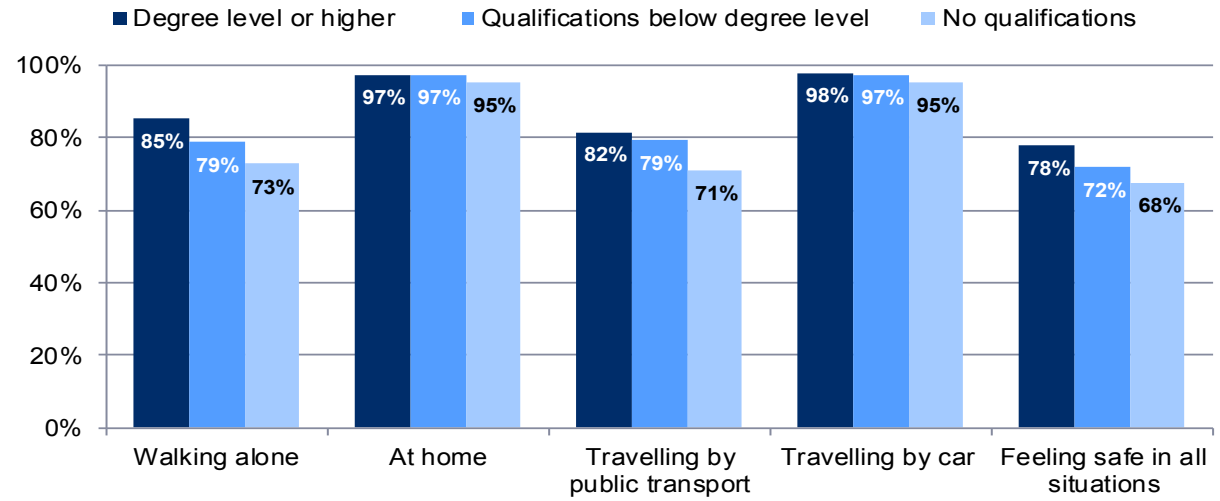
The National Survey asks respondents to classify their ethnic group from a list of 18 different ethnicities, however due to the small numbers of people in some of these groups, it is only possible to analyse by three groups: "white – Welsh / English / Scottish / Northern Irish / British", "any other white" and "any other ethnic group". There was no significant difference between white people and those of other ethnic groups[37] in the proportions of people feeling safe in each of the situations previously mentioned and for the composite indicator.

## Community safety by qualifications

Chart 29 illustrates that people who were educated to degree level or above[38] were more likely to feel safe walking alone, travelling by public transport and for the composite indicator than those with no qualifications. There was a 13 percentage point difference between these two groups for people feeling safe walking alone, where 85% of those with a degree level qualification and 73% of those with no qualifications felt safe. There was no significant difference by qualification level in the proportions of people feeling safe at home and travelling by car. When controlling for other variables, a person's highest qualification was not found to be a significant factor that contributed to a person's feeling of safety, see further analysis for further information.

[37] 'Other ethnic groups' relates to those that are not white. It groups together people of Mixed, Asian and Black ethnicities. These are not reported separately as the number of people interviewed with these characteristics is too low (under 30 people).
[38] See Terms and definitions

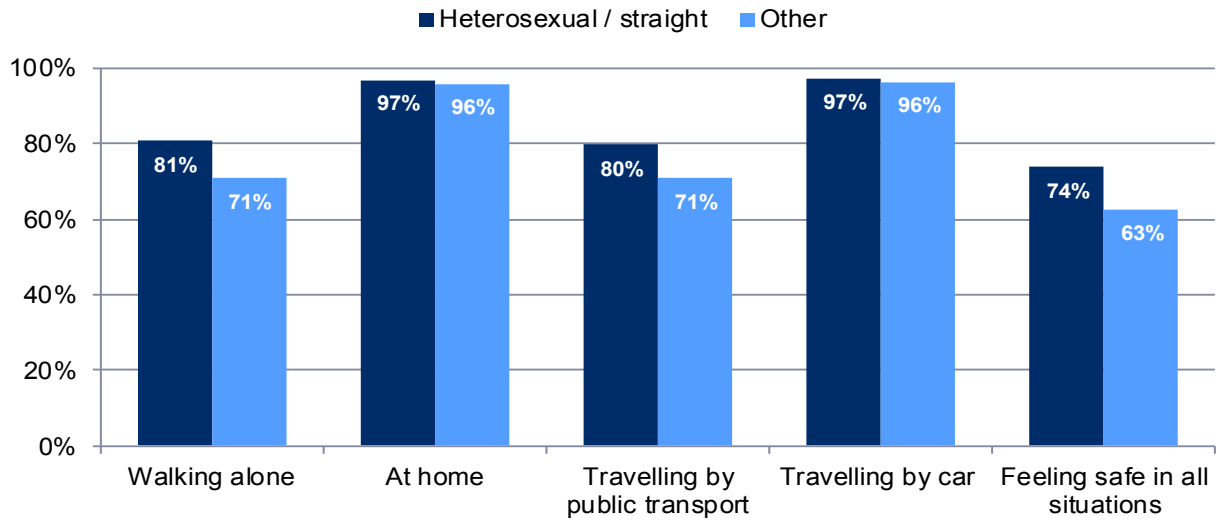
## Chart 29: Community safety, by highest qualification




## Community safety by sexual orientation

Heterosexual people are more likely to feel safe walking alone, travelling on public transport and for the composite indicator, than people of other sexualities. For the composite indicator there was an 11 percentage point difference between heterosexual people (73% feeling safe) and people of other sexualities[39] (57% feeling safe). There was a difference of 10 percentage points for feeling safe walking alone and 9 percentage points for feeling safe travelling by public transport. There was no difference between heterosexual people and people of other sexualities for feeling safe at home and travelling by car (Chart 30). When controlling for other variables, sexual orientation was not found to be a significant factor that contributed to a person's feeling of safety, see further analysis for further information.

## Chart 30: Community safety, by sexual orientation




[39] This group includes those who responded gay or lesbian, bisexual, other, don't know and prefer not to say.

## Further analysis – Community safety

Cross-analysis in this community safety chapter indicates that various factors such as gender, deprivation (both area and household material deprivation) and local authority may have an effect on how safe people feel in their local area after dark. However, these factors are often linked to each other (for example, certain local authorities may have a higher proportion of deprived households than other authorities). To get a clearer understanding of the effect of an individual factor we have used statistical methods to separate out the effects of selected factors on whether an individual feels safe. (These methods allow us to look at the effect of one factor while keeping other factors constant (sometimes called "controlling for other factors"). The analysis looks at the associations with the composite national indicator[40] i.e. "Do you feel safe in your local area after dark when at home, walking and travelling?"

We found that the following characteristics contributed to a person feeling safe in their local area, while at the same time controlling for each of the other factors:

- Being satisfied with the local area as a place to live;
- Thinking that people in the local area treat each other with respect;
- Being male;
- Having very good general health;
- Living in a less deprived areas[41]
- Not being materially deprived;
- Not feeling lonely[42]; and
- Living in a sparsely populated area[43]

Each of these factors has a separate effect on likelihood of feeling safe, after the other factors are controlled for. Whilst the analysis confirmed some of the cross-analysis discussed earlier in the chapter, household type, ethnicity, qualification level and sexual orientation did not emerge as significant factors. The strongest correlations with feeling safe after dark were found where people were strongly satisfied with their local area as a place to live, and when they strongly agree that people in their local area treat each other with respect.

[40] Indicator 25, National Indicators for Wales
[41] For information about the Welsh Index of Multiple Deprivation: see Terms and definitions
[42] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions
[43] See Built-up area in Terms and Definitions

## Local authority services

Local authorities are responsible for services including street lighting, road maintenance, care for the elderly, housing, refuse collection and recycling. As such, local government plays a vital role in everyday life for everyone in Wales.

The Welsh Government's white paper Reforming Local Government: Resilient and Renewed sets out plans for a new relationship between national and local government with an emphasis on greater regional working. The National Survey results provide an important baseline in monitoring public services, and assists in understanding how changes to the way local government is organised impacts on citizens. The data also provides evidence for Public Services Boards (PSBs) in their implementation of Well-being of Future Generations Act[44].

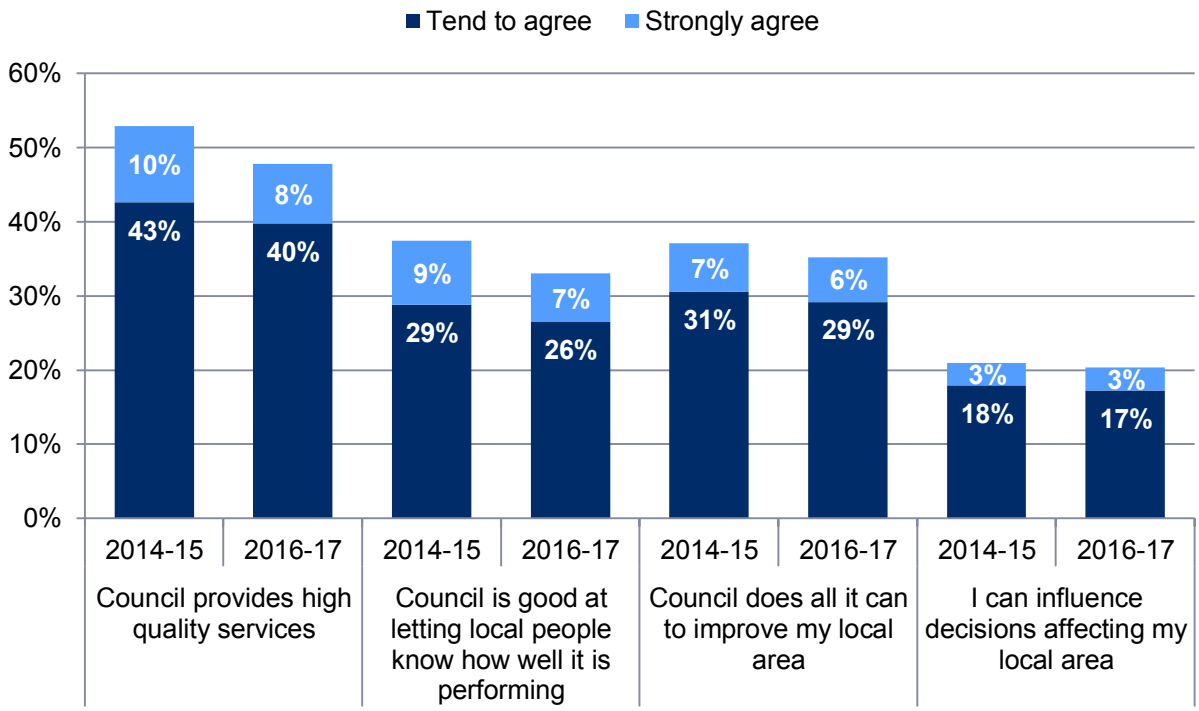
In 2016-17, the National Survey included four statements relating to local authority services and asked respondents whether they agreed or disagreed with them:

- My council provides high quality services.
- My council is good at letting local people know how well it is performing.
- My local authority does all it can to improve my local area.
- I can influence decisions affecting my local area.

'Local area' was defined as the area within 15 to 20 minutes' walking distance of home.

These questions were included in the National Survey in previous years and Chart 31 shows the results for 2014-15 compared with 2016-17.

### Chart 31: Agreement with each statement, by survey year

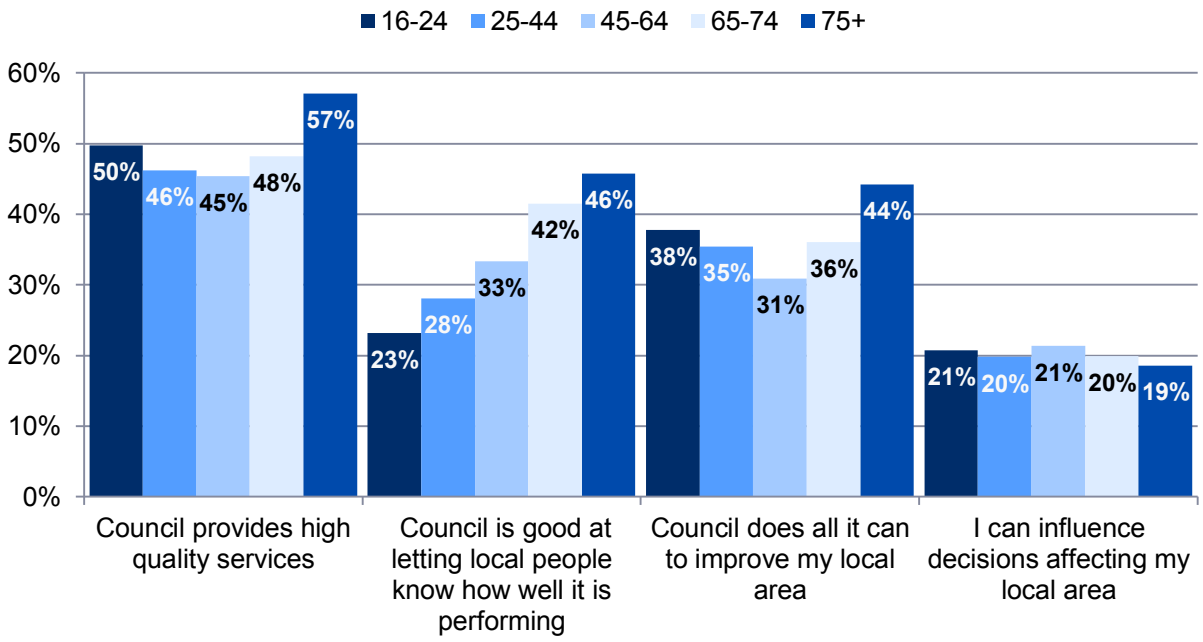



[44] See Key Quality Information for more information on the National indicators

48% of people agreed (strongly agreed or tended to agree) that their council provided high quality services in 2016-17, compared with 53% in 2014-15. In 2016-17 a lower proportion of people agreed that their council was good at letting local people know how well it is performing: 33%, compared with 37% in 2014-15. 35% of people in 2016-17 thought their council did all they could to improve the local area, a similar proportion to 2014-15. Compared with 2014-15, fewer people in 2016-17 agreed that they could influence decisions affecting their local area: 20% in 2016-17 and 21% in 2014-15.

Chart 32 shows the percentage of people who agreed with each statement by age. The relationship with age is not the same for each statement. For 'providing high quality services' and 'doing all they can to improve the local area', those aged 45 to 64 are least likely to agree with these statements , whilst younger people (aged 16-24) and older people (aged 75 or over) are more likely to agree. Agreement with the statement 'my council is good at letting local people know how well it's performing' varies from 23% for those aged 16 to 24 to 46% for those aged 75 and over. However, agreement with the statement 'I can influence decisions affecting my local area' did not vary with age.

**Chart 32: Agreement with each statement, by age**

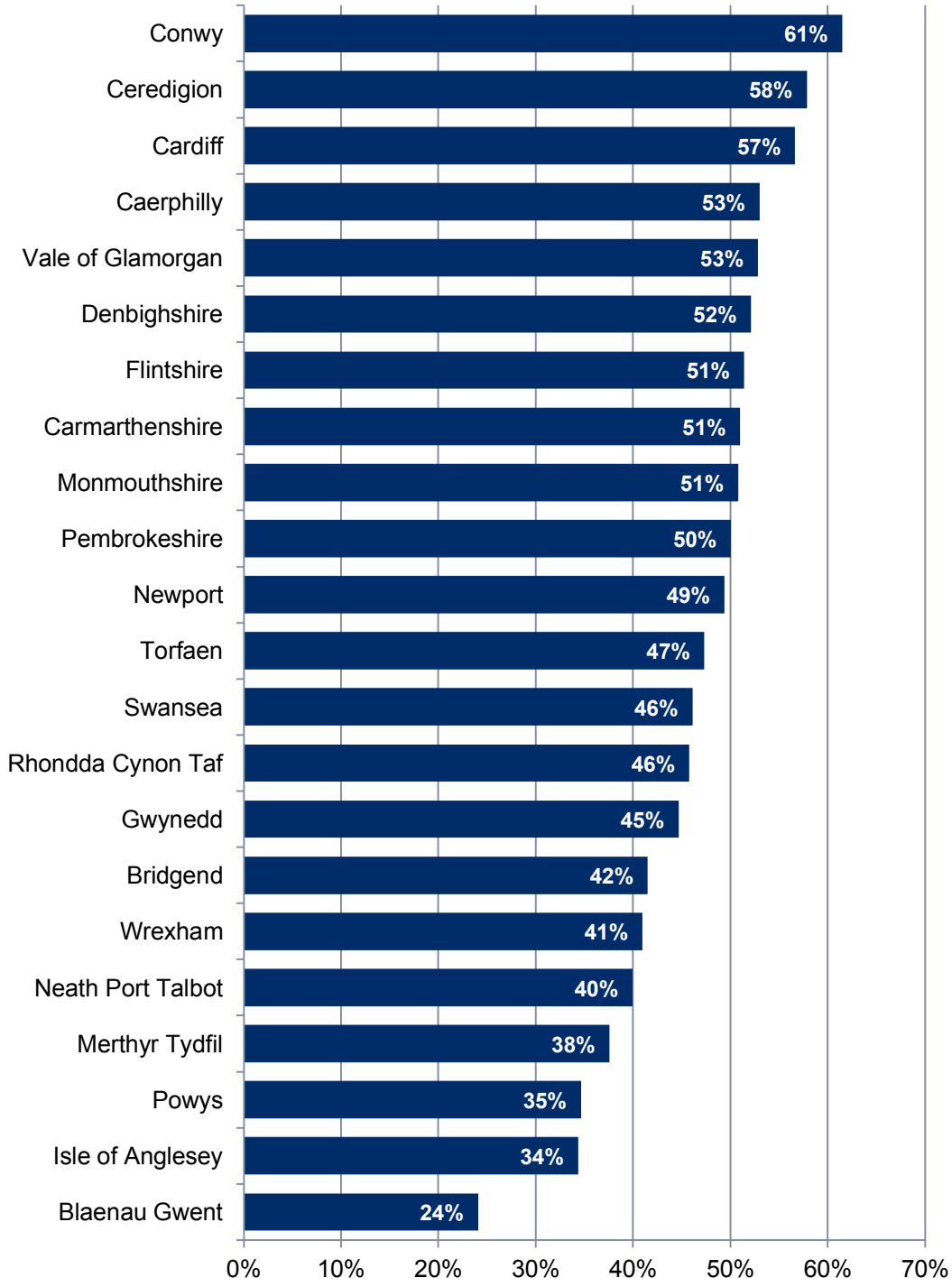



The 2016-17 results for each of the four statements are further discussed in turn below.

### Council provides high quality services

Looking at how results varied by local authority, Chart 33 shows that people who lived in Conwy were most likely to agree that their council provides high quality services (61%), whereas those in Blaenau Gwent were least likely to agree (24%). This variation may be due to factors other than the local authority itself e.g. the characteristics of the population living in those areas. Further detailed analysis would be required to identify whether one factor causes change in another.

**Chart 33: Agreeing that council provides high quality services, by local authority**




The Welsh Index of Multiple Deprivation (WIMD)[45] is a measure of area deprivation. Levels of agreement with the statement 'My council provides high quality services' were higher in less deprived areas: 55% of those in the least deprived areas were more likely to believe that their council provided high quality services, compared with 41% in the most deprived areas.[46]

Single pensioner households were the group most likely to agree that the council provided high-quality services (54%), whereas single parent households were least likely to agree (44%).

[45]For information about the Welsh Index of Multiple Deprivation: see Terms and definitions.
[46] Areas can be ranked by their WIMD deprivation score; the "least deprived" areas here are the 20% of areas with the lowest deprivation score, and the "most deprived" areas are the 20% with the highest score. See Terms and definitions.

50% of those who lived in private rented accommodation agreed with the statement, compared with 43% of those living in social housing.

Finally, views on services were associated with mental well-being. The Warwick-Edinburgh Mental Well-Being Scale (WEMWBS) was included in the survey to give information on mental well-being. Respondents were asked a series of statements, and based on their answers a score of between 14 (lowest mental well-being) and 70 (highest) was assigned. Those who had a below average WEMWBS score (between 14 and 44) were less likely to agree that the council provided high-quality services (40%), compared with those with an above-average mental well-being (a score of between 58 and 70) who were more likely to agree (56%).

Respondents were also asked a series of questions about loneliness.[47] People who felt lonely were less likely to agree that their council provided high quality services (38%) than those who were not lonely (54%).

### Council is good at letting local people know how well it is performing

Those in employment were less likely to agree that their council is good at communicating its performance (29%) than those who were economically inactive (39%). 34% of those who were unemployed agreed that their council is good at letting local people know how well it is performing.

As with views on quality of services, people who lived in Conwy were most likely to agree that the council is good at letting people know how it is performing (48%). 45% of people in Torfaen agreed. Those in Anglesey were least likely to agree (21%), followed by 24% of those living in Blaenau Gwent.

There also seems to be a link between household material deprivation and agreeing that the council lets people know how well it is performing. 27% of those experiencing household material deprivation were likely to agree, compared with 34% who were not in material deprivation.

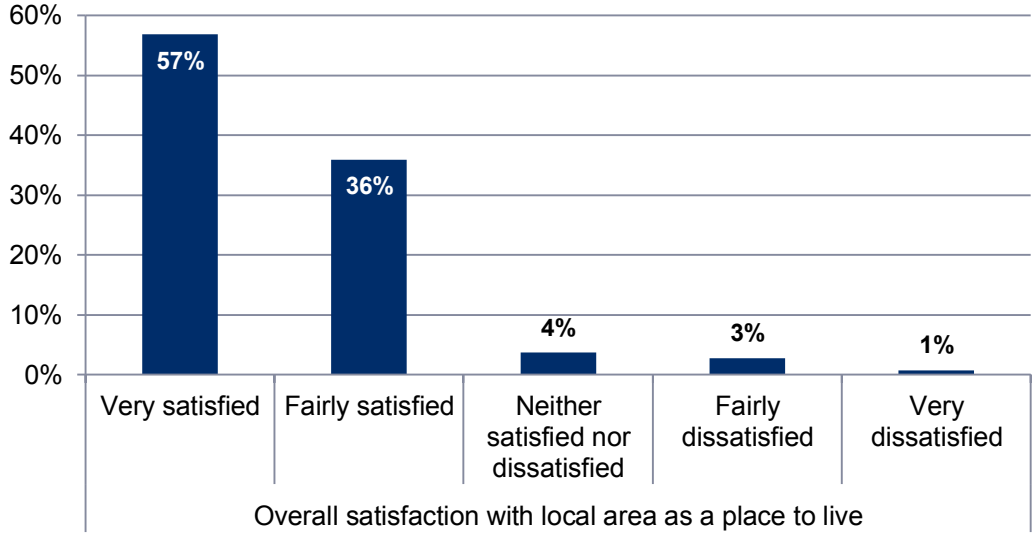
### Council does all it can to improve my local area

People in North Wales were more likely to agree with the statement that the council does all it can to improve my local area: 53% of those living in Conwy agree, and 46% in Denbighshire. Showing a similar pattern of response as the two previous statements, the people who were least likely to agree that the council can improve the local area lived in Anglesey (24%) and Blaenau Gwent (25%). Those who lived in urban areas were more likely to agree with the statement (37%) than those who lived in rural areas (32%).

Chart 34 shows how agreeing the council does all it can to improve the area is associated with satisfaction with the local area as a place to live. 57% of people who agreed their council does all it can to improve the area were also very satisfied with the area as a place to live. 7% of people who agreed that the council is doing all it can were nonetheless not satisfied with the area as a place to live.

[47] This is calculated using De Jong Gierveld loneliness scale - see terms and definitions

**Chart 34: Agreeing that council does all it can to improve the local area, by satisfaction with local area as a place to live**

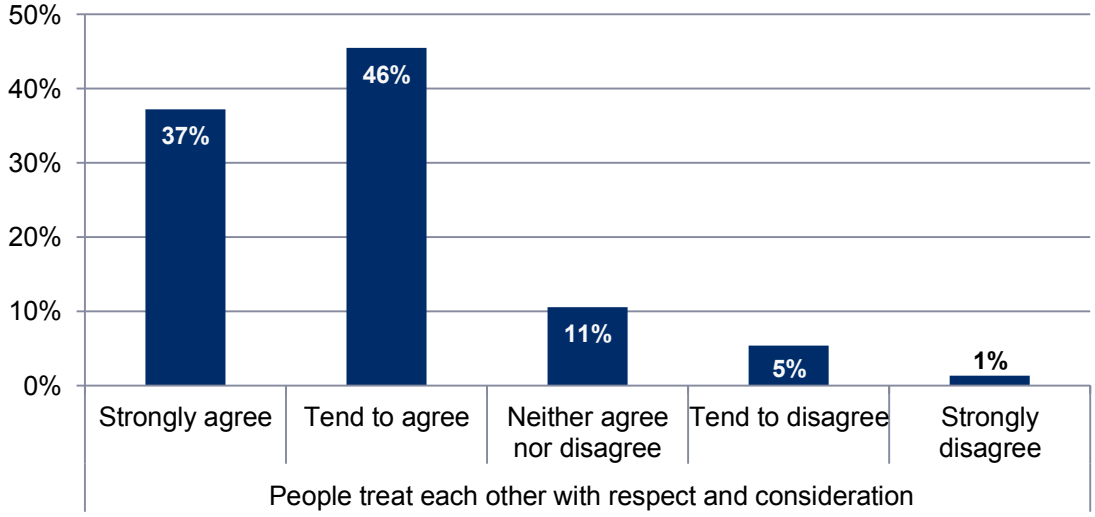



## Influencing decisions affecting the local area

Percentages of people feeling able to influence decisions about their local area varied with how they felt about living in their local area. Those who strongly agreed that they belong to their local area were more likely to agree that they can influence decisions in their local area (26% felt they could influence decisions), compared with those who strongly disagreed that they belonged to the local area (8% felt they could influence decisions).

Chart 35 shows there is also an association between how strongly people feel they are able to influence decisions and how much they agree that people in their local area treat each other with respect. 37% of people who agreed that they could influence decisions in their area also strongly agreed that people treat each other with respect and consideration (but 6% disagreed).

**Chart 35: Agreeing that they are able to influence decisions in local area, by level of agreement that people treat each other with respect and consideration**



People with a limiting long term illness were less likely to believe that they can influence decisions in their local area (17%) than those without a long term illness (22%). Analysis also showed that there is a link between general health and feeling able to influence decisions. Similarly, those with good or very good general health (22%) felt like they could influence decisions more than those with bad or very bad health (14%).

Those with the highest levels of qualifications[48] were more likely to agree that they can influence decisions (24%) than those with no qualifications (17%).

A separate report, based on the 2014-15 survey results, looks in more depth at what factors are related to why people may feel they cannot influence decisions. It used a statistical technique[49] to identify the key factors linked with whether or not people felt they could influence decisions in their local area, while controlling for a range of other factors. The full report is available to view.

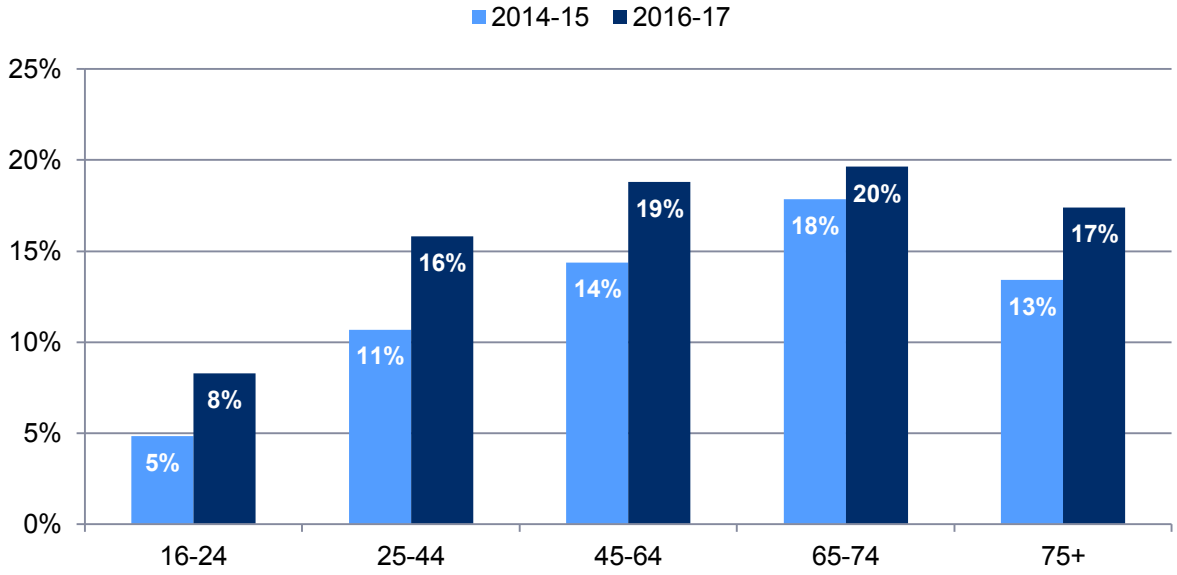
[48] Qualifications: see Terms and definitions
[49] This method is known as regression. Information about the method used can be found in this technical report.

## Local councillors

The National Survey also asked a set of questions about people's local councillors. These questions were also asked in 2014-15. 16% of people had contacted a councillor in the past 12 months with an enquiry, complaint or problem compared with 12% in 2014-15.

Chart 36 shows that in both years it was those aged 16-24 who were less likely to contact their local councillor (8% in 2016-17, 5% in 2014-15) compared with other age groups. 65-74 year olds were most likely to contact their councillor in both years (20% and 18% respectively), followed by 45-64 year olds. Whilst increases were observed for all age groups in the proportion contacting their local councillor in 2016-17 compared with 2014-15, this was only statistically significant for those aged 25-44 and 45-64.[50]

**Chart 36: Contacted their local councillor, by age and year**




People were more likely to contact their local councillor if they lived in owner-occupied housing (17%) or social housing (17%) than if they lived in private rented accommodation (13%). Married couple pensioner households were the household type most likely to contact their local councillor (21%); single pensioner households were the household type least likely to contact their councillor (15%). However, in general there is little variation across household types.

[50] See the significant differences section of the Key Quality Information for more information.

**Chart 37: Contacted local councillor, by local authority**

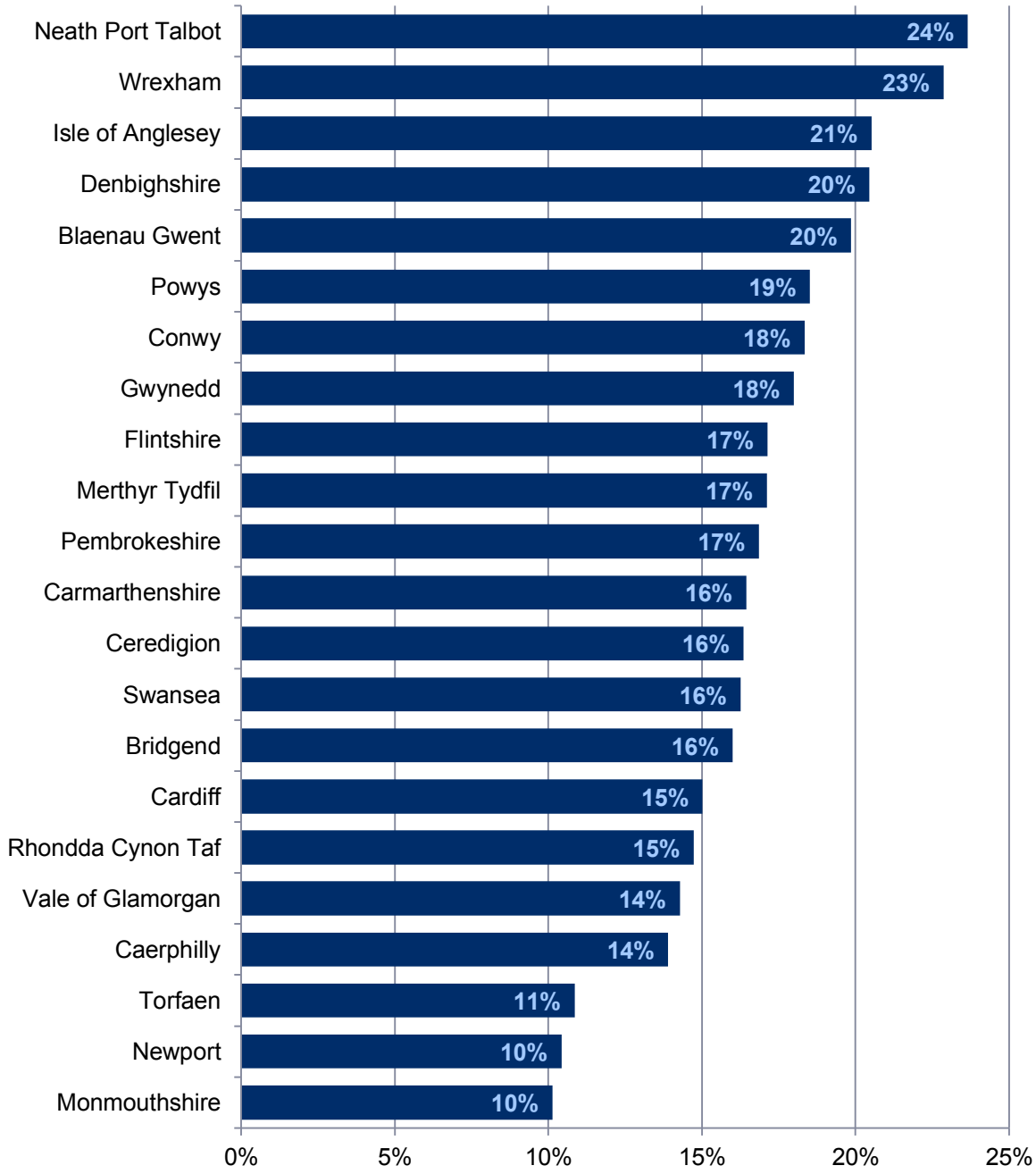



Chart 37 illustrates a variation across local authorities in the proportion of people contacting their local councillor. People in Monmouthshire and Newport were least likely to have contacted their councillor the past 12 months (10% for both), compared with 24% of people in Neath Port Talbot and 23% of people in Wrexham. As discussed earlier this variation may be due to factors other than the local authority itself, such as the characteristics of the population living in those areas.

19% of people with qualifications at degree level and above had contacted their councillor, compared with 14% of those with no qualifications. Also, those with high overall satisfaction with the state of education in Wales were less likely to contact their councillor (16%, compared with 22% of people who reported low overall satisfaction with the state of education and had contacted their councillor).

Similarly, those who had reported high overall satisfaction with health services in Wales were less likely to contact their councillor (14%) than those with low satisfaction (21%). Health was also a factor: those with a limiting long-standing illness, disability or infirmity were more likely to communicate with their local councillor (19%, compared with 15% who contacted their councillor and did not have a long-standing illness).

Of those who had contacted their local councillor in the past 12 months, 56% had a good understanding of what the local councillor does for the local community. Despite having contacted their local councillor there was a difference across age groups in the level of understanding about what their councillor does for the local community. Of those that had contacted their councillor in the past 12 months, 39% of the 16-24 year olds had a good understanding of what the local councillor does, compared with 58% of the 45-64 year olds and 68% of those aged 75 and over.

26% of those who had contacted their councillor in the past 12 months agreed that their local councillor works closely with the local community. People living in Anglesey were least likely to believe that their councillor works closely with the community (37% of those that had contacted their councillor), compared with those in Ceredigion (72%).

### Further analysis – Contacting local councillors

As well as there being a relationship between the age of the person and whether they had contacted their local councillor within the past 12 months, levels of contact with councillors also varies by local authority area and housing tenure.

However, these factors are often linked to each other (for example, certain local authority areas may have more social housing than others). To get a clearer understanding of the effect of an individual factor we have used statistical methods to separate out the effects of selected factors on whether an individual had contacted their local councillor in the past 12 months. These methods allow us to look at the effect of one factor while keeping other factors constant (sometimes called “controlling for other factors”)

We found that people with the following characteristics were more likely to contact their local councillor, while controlling for a range of other factors:

- Living in Anglesey and Wrexham local authorities
- Being 45 or over;
- Living in a married couple pensioner households or in a household with children;
- Not feeling safe after dark (at home, walking in the local area, and travelling);
- Strongly agree that they belong to their local area;
- Disagreeing that their council provides high quality services; and
- Having a limiting long term illness.

Each of these factors has a separate effect on likelihood of contacting a councillor, after the other factors are controlled for.

The analysis therefore confirmed that the places where people live and how they feel about their local area do affect whether they have contacted their local councillor.

## Terms and definitions

### Welsh Index of Multiple 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, 1,909 Lower-Layer Super Output Areas (LSOA) each having about 1,600 people. Deprivation ranks have been worked out for each of these areas: the most deprived LSOA is ranked 1, and the least deprived 1,909. For this bulletin, we have grouped the people living in the 20 % of LSOAs that are most deprived based on WIMD score and compared them against the 20% of the LSOAs that are least deprived. – see also Material Deprivation below.

### 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.

### Material deprivation

Material deprivation is a measure which is designed to capture the consequences of long-term poverty on households, rather than short-term financial strain.

Non-pensioner adults were asked whether they had things like ‘a holiday away from home for at least a week a year’, ‘enough money to keep their home in a decent state of decoration’, or could ‘make regular savings of £10 a month or more’. The questions for adults focussed on whether they could afford these items. These items are really for their ‘household’ as opposed to them personally which is why they were previously called ‘household material deprivation’.

Pensioners were asked slightly different questions such as whether their ‘home was kept adequately warm’, whether they had ‘access to a car or taxi, when needed’ or whether they had their hair done or cut regularly’. These also asked whether they could afford them, but also focussed on not being able to have these items for other reasons, such as poor health, or no one to help them etc. these questions were less based on the household and more about the individual.

Those who did not have these items were given a score, such that if they didn’t have any item on the list, they would have a score of 100, and if they had all items, they had a score of 0. Non-pensioners with a score of 25 or more were classed as deprived and pensioners with a score of 20 or more were classed as deprived.

Parents of children were also asked a set of questions about what they could afford for their children.

In this bulletin the non-pensioner and pensioner measures of deprivation are combined to provide an ‘adult’ deprivation variable. The terms ‘adult’ and ‘household’ deprivation may be used interchangeably depending on context.

## Qualifications

Respondents' highest qualifications have been grouped according to the National Qualification Framework (NQF) levels, where level 1 is the lowest level of qualifications and level 8 is doctoral degree or equivalent. For the National Survey, respondents have been grouped into 5 groups, those with no qualifications are in the lowest category and respondents with qualifications at levels 4 to 8 have been grouped together in the highest qualification category. More information about the NQF levels.

To provide more meaningful descriptions of the qualifications, these short descriptions have been used in this bulletin.

| National Qualification Framework levels | Description used in bulletin |
|---|---|
| NQF levels 4-8 | Degree level or higher |
| NQF level 3 | 'A' level and equivalent |
| NQF level 2 | GCSE grades A to C and equivalent |
| Below NQF level 2 | GCSE below grade C |
| No Qualifications | No Qualifications |

## Loneliness

Various measures of loneliness can be used for data analysis purposes but the National Survey uses the De Jong Gierveld This is calculated using De Jong Gierveld loneliness scale - see terms and definitions 6-point loneliness scale. For this scale, respondents were shown a series of 6 statements and asked to indicate, the extent to which each statement applied to the way they felt. There were 3 statements about 'emotional loneliness (EL)' and 3 about 'social loneliness (SL)'.

1. I experience a general sense of emptiness (EL)
2. I miss having people around me (EL)
3. I often feel rejected (EL)
4. There are plenty of people I can rely on when I have problems (SL)
5. There are many people I can trust completely (SL)
6. There are enough people I feel close to (SL)

The scale uses three response categories: **Yes / More or less / No** - where the neutral and positive answers are scored as "1" on the negatively worded questions (in this instance, questions 1-3). On the positively worded items (questions 4-6), the neutral and negative answers are scored as "1". This means that an answer of 'more or less' is given the same score as 'yes' or 'no', depending on the question.

The scores for each individual question are added together to provide an overall loneliness measure. This gives a possible range of scores from 0 to 6, **where 0 is least lonely and 6 is most lonely**. For reporting purposes in this bulletin we have considered people who have a score of 4 to 6 as being lonely.

## Economic status

Respondents were classified into the following three economic statuses according to how they described what they were doing in the previous 7 days.

| In employment | Unemployed | Economically inactive |
|---|---|---|
| • In any paid employment or self-employment (or away temporarily)<br>• On a government sponsored training scheme<br>• Doing unpaid work for a business that you or a relative owns<br>• Waiting to take up paid work already obtained | • Unemployed and looking for work<br>• Intending to look for work but prevented by temporary sickness or injury (28 days or less) | • Full-time student (including on holiday)<br>• Unable to work because of long-term sickness or disability<br>• Retired<br>• Looking after home or family<br>• Doing something else |

## Built-up area

We have categorised respondents by the size of the settlement they live in, from the most rural area, where there are less than 2,000 people in the settlement, to the most densely populated urban areas where there are over 100,000 people in the settlement.

There were 5 settlement bands each with roughly equal populations:

- Under 2,000,
- 2,000 to 9,999,
- 10,000 to 24,999
- 25,000 to 99,999
- at least 100,000

The smallest band was further split into two to give an idea of “accessible” rural and “remote” rural. Settlements with population of 10,000 or more were traditionally defined as “urban”. A built up area is defined as land with a minimum area of 20 hectares (200,000 square metres), while any settlements within 200 metres of each other are linked.

More information on how these areas are defined can be found in this statistical article

## Key quality information

### Background

The National Survey for Wales is carried out by The Office for National Statistics on behalf of the Welsh Government. The results reported in this bulletin are based on interviews completed in 2016-17 (30 March 2016 – 31 March 2017).

The sample was drawn from the Royal Mail Small Users Postcode Address File (PAF), whereby all residential addresses and types of dwellings were included in the sample selection process as long as they were listed as individual addresses. If included as individual addresses on the PAF, residential park homes and other dwellings were included in the sampling frame but community establishments such as care homes and army barracks are not on the PAF and therefore were not included.

The National Survey sample in 2016-17 comprised 21,666 addresses chosen randomly from the PAF. Interviewers visited each address, randomly selected one adult (aged 16+) in the household, and carried out a 45-minute face-to-face interview with them, which asked for their opinions on a wide range of issues affecting them and their local area. A total of 10,493 interviews were achieved.

### Interpreting the results

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

Where a relationship has been found between two factors, this does not mean it is a causal relationship. More detailed analysis is required to identify whether one factor causes change in another.

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

### Quality Report

A summary Quality Report is available, containing more detailed information on the quality of the survey, which includes the relevance, accuracy, timeliness and punctuality, accessibility and clarity and comparability and coherence of the data. It also includes 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. Confidence intervals can be used as a guide to the size of the sampling error. These intervals are calculated around a survey estimate and give 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 are included in the tables of survey results published on StatsWales.

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 may not 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 (in the same year), 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.

### Regression analysis

After considering the survey results, factors we considered likely to have an influence on local area satisfaction, community cohesion, community safety and contact with councillors were incorporated in regression models. The final models consisted of those factors that remained significant even after holding the other factors constant. These significant factors are those that have been discussed in this bulletin.

More details on the methodology used in the regression analysis in this report are available in the Technical Report: Approach to regression analysis and models produced.

## National Statistics status

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

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

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

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

## Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016 and this bulletin includes 4 of the national indicators namely 23, 25, 26 and 27. These are discussed in the chapter entitled 'A Wales of cohesive communities' within the Well-being of Wales report.

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

As a national indicator under the Act they must be referred to in the analyses of local well-being produced by public services boards when they are analysing the state of economic, social, environmental and cultural well-being in their areas.

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

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

## Further details

This bulletin is available at: http://gov.wales/statistics-and-research/national-survey/?tab=current&lang=en

The first release for the survey was published on 29 June 2017.

More detailed information on the survey methodology is set out in the Technical Report for the survey.

## Next update

Not a regular output

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to surveys@gov.wales

## Open Government Licence

All content is available under the Open Government Licence v3.0, except where otherwise stated.