

National Survey for Wales: Headline results, April 2012 - March 2014

The National Survey for Wales is a face-to-face survey of people across Wales. Each year, more than 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.

The [2013-14 results](#) published in May 2014 continue to be the most up to date results from the National Survey; however a large majority of the questions asked in 2013-14 were also included in the survey in 2012-13. For these questions, we can combine the results from both years (to provide us with a dataset of 29,323 respondents). This allows us to produce more detailed breakdowns at local authority or health board level and makes it easier to pick up differences between areas. It also allows us to carry out more in-depth analysis for some smaller subgroups: analysis that wouldn't have been reliable with only one year's worth of survey results.

This release presents some of the key results from this combined 2012-14 dataset. Where the latest 2013-14 headline figure differs from the 2012-14 combined figure, this is indicated in the text. Where appropriate, results are also compared with those from other surveys. In general where there has been a significant difference between results from 2012-13 and those from 2013-14, the results have not been combined for analysis in this release as this could obscure a genuine change in the data between the years. Where we have made exceptions to this rule, this is explained in the release.

Tables with confidence intervals and information about how precise the results are will be made available on [StatsWales](#) website after publication of this release. 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 of this document. Background information about the survey, including the full questionnaires and analysis of the results from 2012-13 and from 2013-14 separately, is available on the [National Survey web pages](#).

Key findings

[Health](#)

- Questions on satisfaction with GP and hospital care, access to care and patient involvement have been included in the National Survey in both 2012-13 and 2013-14. Combining the 2012-13 and 2013-14 results allows us to carry out more detailed analysis that would not have been robust with just one year's results. For example, we can now look at those who 'strongly' agreed or 'strongly'

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- disagreed with particular statements. We can also present results by employment status and by health board area. The findings include the following.
 - 99% of those who 'strongly agreed' that they were given all the information they needed at their GP appointment were satisfied with their care, compared with 25% of those who 'strongly disagreed'.
 - 97% of people who 'strongly agreed' that the health professional knew all the relevant information about them were satisfied with their hospital care, compared with 45% of those who 'strongly disagreed'.

Local authority services

- The 2012-13 and 2013-14 headline figures allowed us to look at the proportions of people who agreed with various statements about local authority services at local authority level. However, by combining the 2012-13 and 2013-14 results we can now look at these results in more detail: for example, what people in social housing in a particular local authority think about its services. The findings include:
 - People who lived in social housing in Wrexham were least likely to agree that their council provided high quality services, (44%) whilst those in social housing in Denbighshire were most likely to agree (61%).

Quality of local area

- In 2012-13 and 2013-14 the National Survey included a series of questions on the quality of the local area, which were made available at local authority level. The 2012-14 combined results allow us to look at those who had particularly strong views about their area, that is who 'strongly' agreed or disagreed with these statements. For example:
 - 20% of people 'strongly' agreed with the statement 'my local area is well maintained'. This varied by local authority, with 32% of people living in Anglesey strongly agreeing that their local area is well-maintained compared with 12% of people who live in Bridgend.
 - 19% of people strongly agreed that their local area is free from litter and rubbish. 31% of people living in Anglesey strongly agreed that their local area is free from litter compared with 10% of people in Bridgend.

Education

- Questions included about satisfaction with schools and experience of dealing with schools and teachers were only asked of parents or guardians. This meant that the numbers of responses for these questions were much smaller than for other sections of the survey and we were unable to analyse these questions by local authority area. Using the 2012-14 combined results allowed us to carry out more detailed analyses of the data. For example:
 - Satisfaction with secondary school varies across each consortia area¹, with parents living in Central South Wales being less satisfied than those in South West and Mid Wales.
 - 92% of parents in Pembrokeshire felt they were kept informed of the performance of their child's primary school, compared with 80% in Cardiff.
 - 95% of parents in Powys agreed that when they've wanted to, they have been able to meet with a teacher within a reasonable period of time compared with 78% of parents in Rhondda Cynon Taf.
 - Fathers were less likely than mothers to look at books or read stories with their children, help them to read or write, and help with school work 'every day'.

¹ See ['Terms and Definitions'](#) for a description of the local authority areas that make up each consortia area

Well-being

- In both 2012-13 and 2013-14, people were asked to rate how satisfied they were various aspects of their lives on a scale of 0 (not at all satisfied) to 10 (completely satisfied). With two years of data it was possible to look at people's satisfaction with these aspects of life by various breakdowns that would not have been robust with only one year's data. For example:
 - People's levels of satisfaction with their lives were lowest in Merthyr Tydfil (7.5) and Cardiff (7.6) whilst those living in the Isle of Anglesey (7.9) and Gwynedd (8.0) exhibited levels of satisfaction above the Wales average of 7.7 out of 10.
 - People who live in urban areas and occupy social housing or private rented housing were less likely to think that the things they did in their lives were worthwhile.

Discrimination

- Questions on discrimination have been asked in 2012-13 and 2013-14, however they have not been reported on previously as the percentages have too small to be reliable. Combining two years of data allows us to look at the results of this question for the first time.
 - 92% of people said that they had not experienced any discrimination. This varied by local authority with 88% of people in Cardiff stating that they had not experienced any discrimination, harassment or abuse, compared with 94% of people in Carmarthenshire.
 - People aged 65 and over are less likely to have experienced discrimination, harassment or abuse than people under 65 years old.

Feeling safe

- As only 4% of people in both 2012-13 and 2013-14 felt unsafe at home after dark, it was difficult to analyse who felt unsafe where as we the sample size was too small. With two years of results it is now possible to look at the differences in perceptions of safety at home by other variables. For example:
 - Perceptions of safety varied across local authorities. Cardiff and Newport had the lowest proportion of people who felt safe at home after dark, with 92% and 93% respectively feeling safe; compared with 98% and 99% feeling safe in Ceredigion and Powys, respectively.

Personal finances

- People were asked in both 2012-13 and 2013-14 whether they are able to keep up with all bills and commitments without any difficulties. Two years of results allow us to look at the results in more detail. For example:
 - Blaenau Gwent and Torfaen had the lowest percentage of people able to do so (31% and 36% respectively). This is lower than the average for Wales as a whole (49% able to keep up with bills). Conwy and Vale of Glamorgan had higher proportions of people keeping up with their bills (both 58%).
 - 40% of those in who were 'having real financial problems and have fallen behind with many bills or credit commitments' said that they had used the services of any organisation which provides advice and support for people having problems with debt in the last 12 months.
 - People aged 25 to 44 were more likely to seek advice and support than those in the other age groups.

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Health

The [Programme for Government](#) and [Together for Health](#) five year plan sets out key commitments which aim to improve access to primary health care and provide consistently high quality care in all areas of the health service in Wales. Public perception is an important aspect of gauging whether the Welsh Government is making progress on these commitments.

The [Together for Health: Public information delivery plan](#) sets out the key objectives to improve access to information, increase transparency of performance of health services and promote involvement with health services. The [Chief Medical Officer's Report for 2012-13](#) emphasises the importance of informing the public of health service performance and providing more opportunities for public engagement.

In both 2012-13 and 2013-14, the National Survey included questions on satisfaction with care, access to care and patient involvement and the results are used to measure progress against these objectives. Using the 2012-13 and 2013-14 results separately we were able to look at the headline results for this topic, but using the combined results allows us to carry out more detailed analysis where results were insufficiently robust when using only a single year of results.

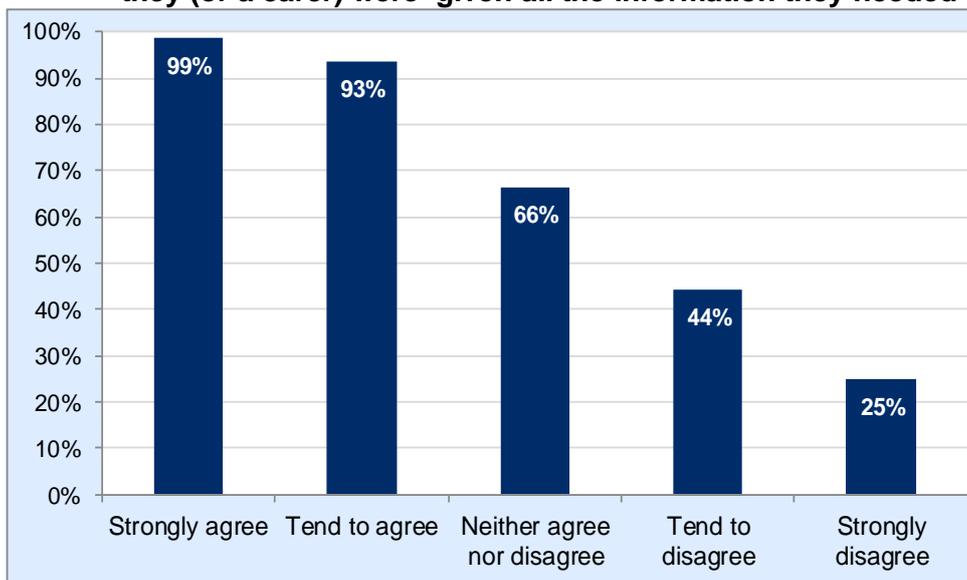
Satisfaction with care at a GP Surgery and patient experience

People who had a GP appointment in the last 12 months were asked about various aspects of their care including: overall satisfaction; whether the GP knew all the relevant information; whether the respondent/carer was given all the information needed; and whether the respondent felt that they were treated with dignity and respect. 77% 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 (24% in 2013-14)) with the care they received.

84% of people who saw a GP agreed that the GP/health professional knew all the relevant information about their medical history. 89% agreed that they or their carer were given all the relevant information needed (90% in 2013-14) and 96% said they were treated with dignity and respect.

[Previous research](#) carried out on the 2012-13 National Survey results showed that people were less likely to be satisfied with their GP care if they were not given all the information needed during their appointment. With two years of results we can now focus on satisfaction with care for those who 'strongly' agreed or disagreed with this statement. This relationship is shown in Chart 1 below².

Chart 1: Percentage satisfied with GP care by whether they agreed that they (or a carer) were given all the information they needed



- People who agreed that they were given all the information they needed by the GP were far more likely to be satisfied with their GP care.
- 99% of those who strongly agreed they were given all the information needed were satisfied with their care compared with 25% of those who strongly disagreed.

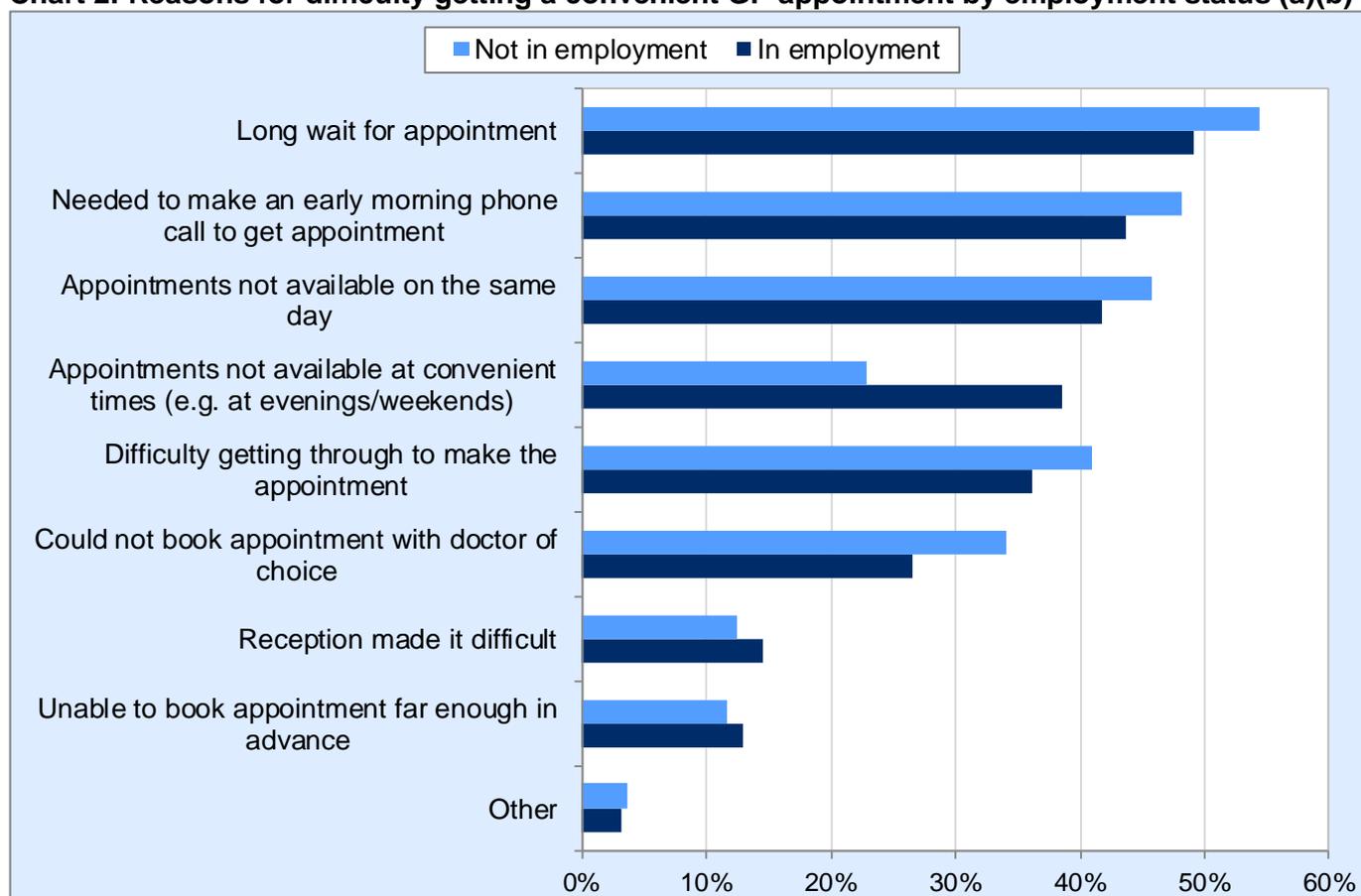
² A relationship does not mean it is a causal relationship, see ['Interpreting the results'](#)

Accessing GP services

A key Welsh Government commitment is to improve access to GP services for working people by providing appointments in the evenings and on weekends. The National Survey results on the ease of getting a GP appointment are a key source of evidence about access to GP surgeries.

36%³ (38% in 2013-14) of people found it difficult⁴ to make a convenient GP appointment. The main reason for this was a long wait for an appointment, which was selected by 52% (54% in 2013-14) of people who found it difficult to make a convenient GP appointment. It is possible that people in employment find it harder to get a convenient GP appointment than people who are not in employment due to work commitments. With two years of results we can now look at the reasons that were given for the difficulty of getting a GP appointment by their employment status. This is shown in chart 2 below.

Chart 2: Reasons for difficulty getting a convenient GP appointment by employment status (a)(b)



(a) Percentages do not add to 100 because respondents were allowed to select more than one answer

(b) Percentages are of those who had a GP appointment in the last 12 months and found it difficult to get a convenient appointment

39% of employed people said that appointments were not available at convenient times (e.g. at evenings and weekends) compared with 23% of unemployed people.

³ 33% in 2012-13 and 38% in 2013-14. This was a significant difference between the years; however as the distribution of reasons given remained consistent for both years, in this case we have combined the data for further analysis.

⁴ Difficult is defined as those who said 'very difficult' and 'fairly difficult'.

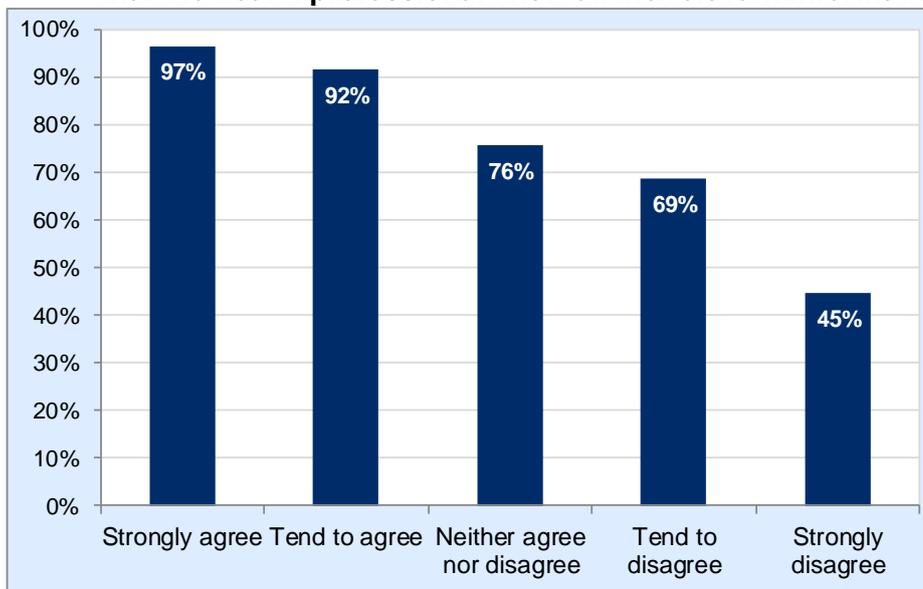
Satisfaction with care at a hospital and patient experience

People who had an NHS hospital appointment in the last 12 months were asked about various aspects of their care including; overall satisfaction, whether the health professional knew all the relevant information, whether the respondent was given all the information needed and whether the respondent felt that they were treated with dignity and respect.

41% of people had an NHS hospital appointment in the last 12 months. Of these, 90% (91% in 2013-14) were satisfied (70% were very satisfied and 20% (21% in 2013-14) were fairly satisfied) with the care they received. 84% of people agreed⁵ that the health care professional knew all the relevant information about the respondent and their medical history.

[Previous research](#) carried out on the 2012-13 National Survey results found that people were less likely to be satisfied with their hospital appointment if the health professional didn't know the relevant information about them. With two years of results we can now focus on satisfaction with hospital care for those who 'strongly' agreed or disagreed with this statement. Chart 3 shows the relationship between satisfaction with care received⁶ at the hospital appointment and whether the health professional knew all the relevant information about the patient.

Chart 3: Percentage satisfied with hospital care by whether they agreed that the health professional knew all the relevant information (a)



- People who felt that the health professional knew all the relevant information about them were far more likely to be satisfied with their NHS hospital care.
- 97% of people who 'strongly agreed' that the health professional knew all the relevant information about them were satisfied with their hospital care compared with 45% of those who 'strongly disagreed'.

(a) Includes people who had a hospital appointment in the last 12 months

⁵ Agree is defined as those who said strongly agree or tend to agree, and disagree is defined as those who said strongly disagree or tend to disagree

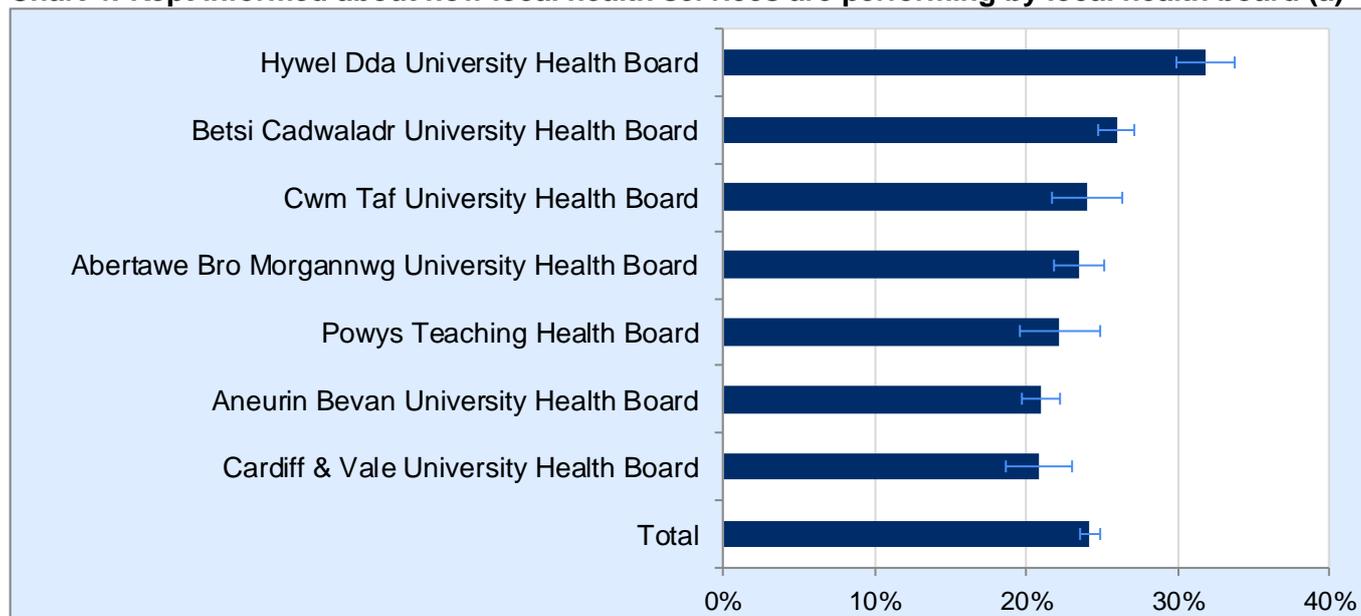
⁶ Satisfied is defined as those who said very satisfied or fairly satisfied

Involvement with health services

The National Survey asks questions on involvement with health services including; whether people feel they are kept informed about how local health services are performing, whether they would like more information about how health services are performing, whether they are able to influence decisions affecting local health services and whether they would like to be more involved in decision making.

24% (25% in 2013-14) of people said they are kept informed of how their local health services are performing and 57% (56% in 2013-14) said they would like more information about how their local health services are performing.⁷ With two years of results we can now look for differences between health boards. This is shown in chart 4 below.

Chart 4: Kept informed about how local health services are performing by local health board (a)



(a) Health boards refer to where the respondent lives. It is possible that some appointments may have taken place in a different health board

Error bars are also shown in chart 4 above. These error bars show the 95% confidence intervals⁸ around the results (i.e. the margin of uncertainty). As a rough guide, where the error bars around the estimates overlap, it can be assumed that the estimates are not statistically significantly different. The confidence intervals are much smaller when using the combined data than for results using a single year's data, as the sample is larger; it is therefore easier to observe genuine differences in the results.

Chart 4 shows that 21% of people who live in Cardiff & Vale University Health Board said they are kept informed about how local health services are performing, compared with 32% of people who live in Hywel Dda University Health Board.

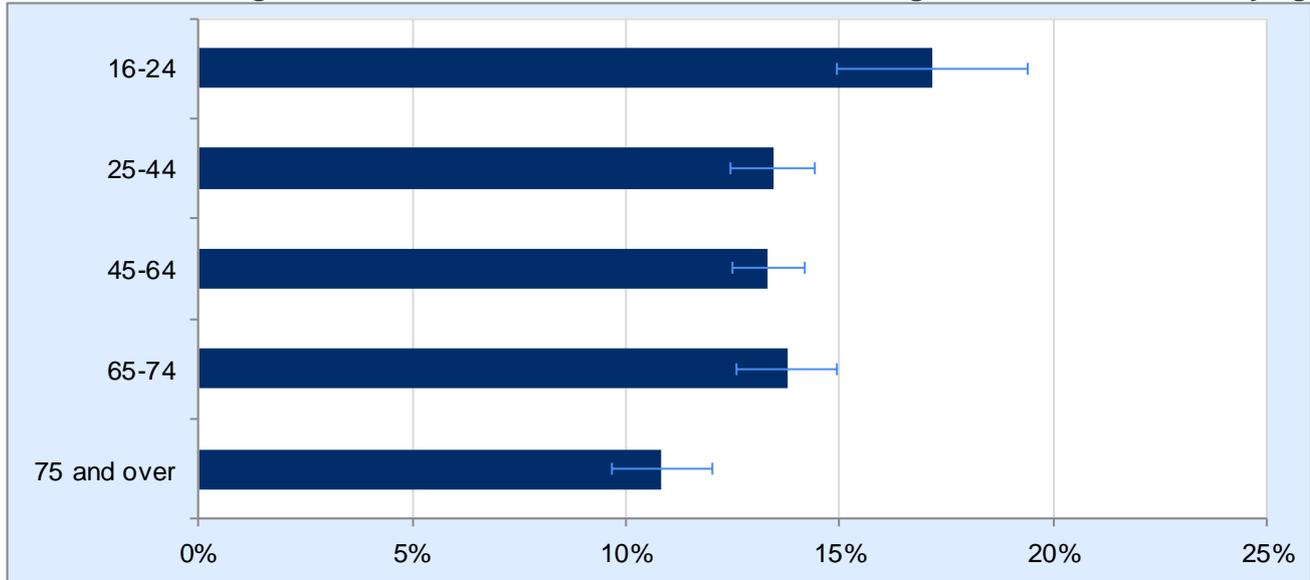
14% (13% in 2013-14) of people said they can influence decisions affecting their local health services. 43% would like to be more involved in decisions affecting local health services.

Chart 5 looks at the relationship between age and whether the respondent feels able to influence decisions affecting their local health services. Once again the error bars shown on the chart indicates where there are true differences in the data. With only one year's data these error bars would be wider.

⁷ Includes those who strongly agree and tend to agree

⁸ See [Sampling Variability](#) and [Significant Differences](#) for more information about confidence intervals.

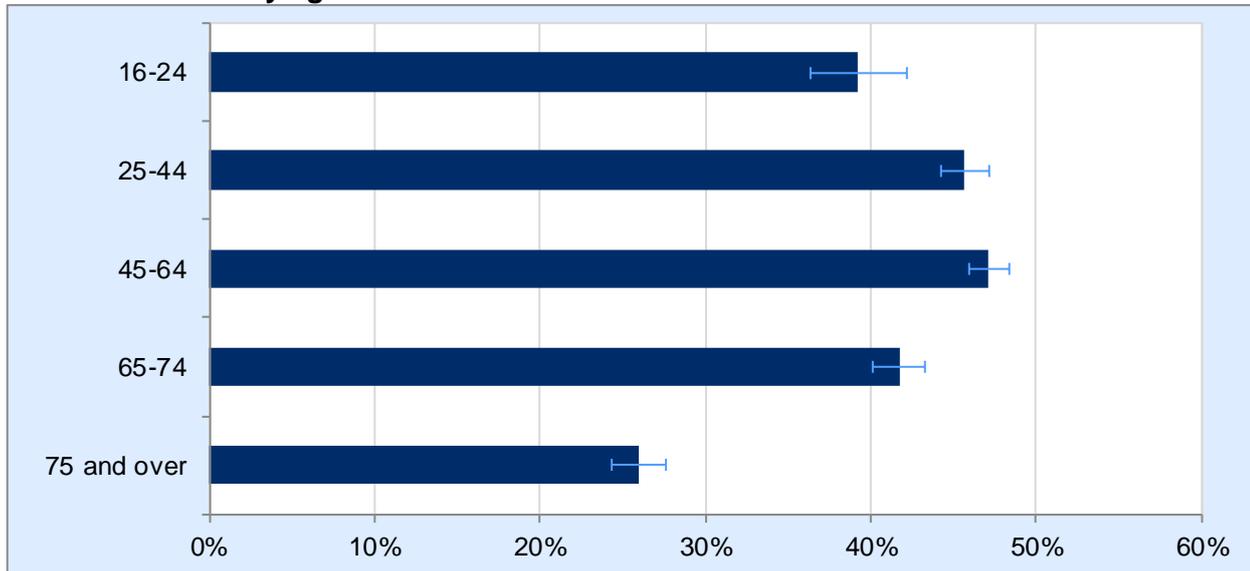
Chart 5: Percentage who feel able to influence decisions affecting local health services by age



In general, younger people are more likely than older people to say they are able to influence decisions affecting their local health services. 17% of people (19% in 2013-14) aged 16-24 said they were able to influence decisions compared with 11% of people (10% in 2013-14) aged 75 and over. There was no significant difference between the other three age groups.

Chart 6 below shows the relationship between age and whether the respondent would like to more involved in decisions.⁹

Chart 6: Percentage who would like to be more involved in decisions affecting local health services by age



Although people aged 75 and over were least likely to feel they can influence decisions, this age group were also the least likely to want to be more involved in decisions compared with all other age groups. Chart 6 shows that 47% (48% in 2013-14) of people aged 45-64 would like to be involved in decisions whereas chart 5 shows that only 13% of people in this age group said they are able to influence decisions.

⁹ Includes those who strongly agree and tend to agree

Local authority services

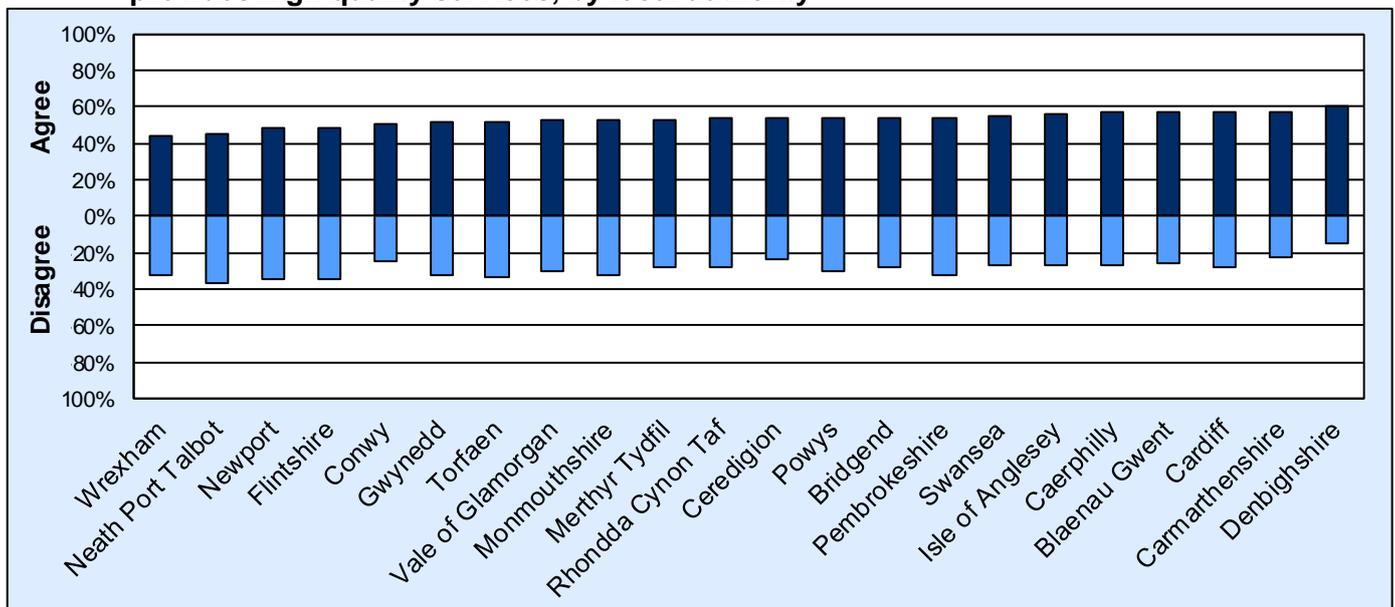
There are 22 local authorities in Wales, responsible for delivering a wide range of services in their area including social services, education and housing. Local authorities work within powers laid down in Acts of Parliament and Measures passed by the National Assembly for Wales. The Welsh Government gathers evidence from various 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 in both 2012-13 and in 2013-14 about people’s views on local authority services in Wales. The results complement other sources of evidence, enabling the Welsh Government to make more rounded assessments of each local authority’s performance and to identify areas for future improvements. 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 various statements about their local authority and quality of their local area. Using the 2012-13 and 2013-14 results separately we were able to look at the headline results by local authority, however with two years combined, we can look at the results in more detail. Overall for 2012-14, 57% agreed¹⁰ with the statement: ‘my council provides high quality services’. This varied from 46% in Torfaen to 65% in Cardiff and Caerphilly (this varied from 46% in Neath Port Talbot to 66% in Caerphilly using 2013-14 data alone). This question was also asked in the [Scottish Household Survey](#), where 45% of people in Scotland agreed that their ‘local council provides high quality services’ in 2013 (44% agreed with this statement in 2012)¹¹.

On the whole, those who lived in social housing were less likely to agree with this statement than those who rented or owned their homes. Chart 7 below shows how people who lived in social housing responded to the statement: ‘my council provides high quality services’ in each of the local authorities.

Chart 7: Proportion of people who live in social housing who agree or disagree that their council provides high quality services, by local authority



People who lived in social housing in Wrexham were least likely to agree that their council provided high quality services, (44%) whilst those in social housing in Denbighshire were most likely to agree (61%).

¹⁰ Includes people who said ‘strongly agree’ and ‘tend to agree’

¹¹ The results provide useful context, but there are slight differences between the two surveys. More information on question comparability can be found [here](#).

[Further analysis](#) carried out on the 2012-13 results found that that the identity of the local authority only explained a small amount of variation in satisfaction with local authority services. The differences in satisfaction were found to be more affected by people’s individual circumstances and characteristics.

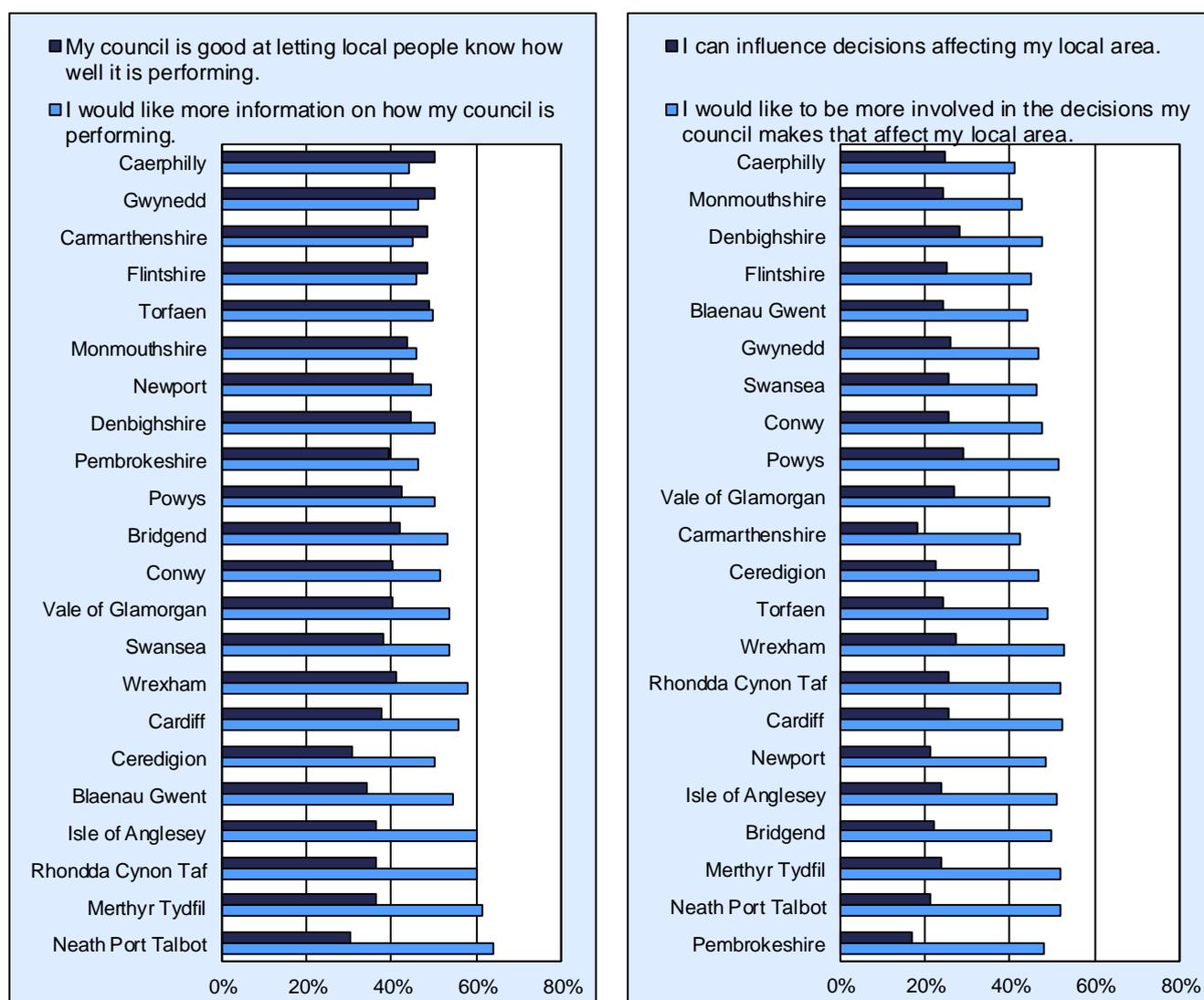
People were asked whether they agreed or disagreed with the following series of statements about their council.

- My council is good at letting local people know how well it is performing.
- I would like more information on how my council is performing.
- I can influence decisions affecting my local area.
- I would like to be more involved in the decisions my council makes that affect my local area.

41% thought their council was good at letting local people know how well it is performing, while 52% said that they would like more information on how their council is performing. 24% (25% in 2013-14) said that they can influence decisions affecting their local area, whilst 48% (49% in 2013-14) would like to be more involved in the decisions their council makes that affect their local area.

These four statements can be grouped into two pairs, one about receiving information, the second about being involved in decisions. Responses to these statements have been grouped in their pairs and are presented in the two charts below.

Chart 8: People who agree with statements about their council, by local authority (a)



(a) Both charts have been ranked by the size of the difference between the two statements in the pairing.

Chart 8 (left) shows that Caerphilly had the smallest difference between the proportion of people who said their council is good at letting people know how it is performing (50%) and the proportion who would like more information on how it is performing (44%) – a difference of 6 percentage points.

This compares with Neath Port Talbot, where only 30% thought their council is good at letting them know how it is performing, and 64% wanted more information on how their council is performing – a 34 percentage point difference in the opposite direction.

Chart 8 (right) shows that Caerphilly also had the smallest difference between the proportion of people who said they would like to be more involved in the decisions the council makes about their local area (41%) and the proportion who felt they could influence decisions affecting their local area (25%), when compared with the other authorities – a difference of 17 percentage points. For Pembrokeshire 48% said they would like to be more involved in the decisions the council makes about their local area and only 17% felt that they could influence decisions affecting their local area – a difference of 31 percentage points

As with overall satisfaction with services, [previous research](#) has found that the large majority of the variation in whether local authorities are good at communicating their performance is due to differences between individuals, and not to which local authority they live in. The same research also found that people's perceptions of how well the local authority communicates its performance is a key driver of overall satisfaction with local authority services.

Quality of local area

In 2012-13 and 2013-14 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 dimension of well-being. People were asked whether they agreed or disagreed with the following positive statements about their local area.

My local area is...

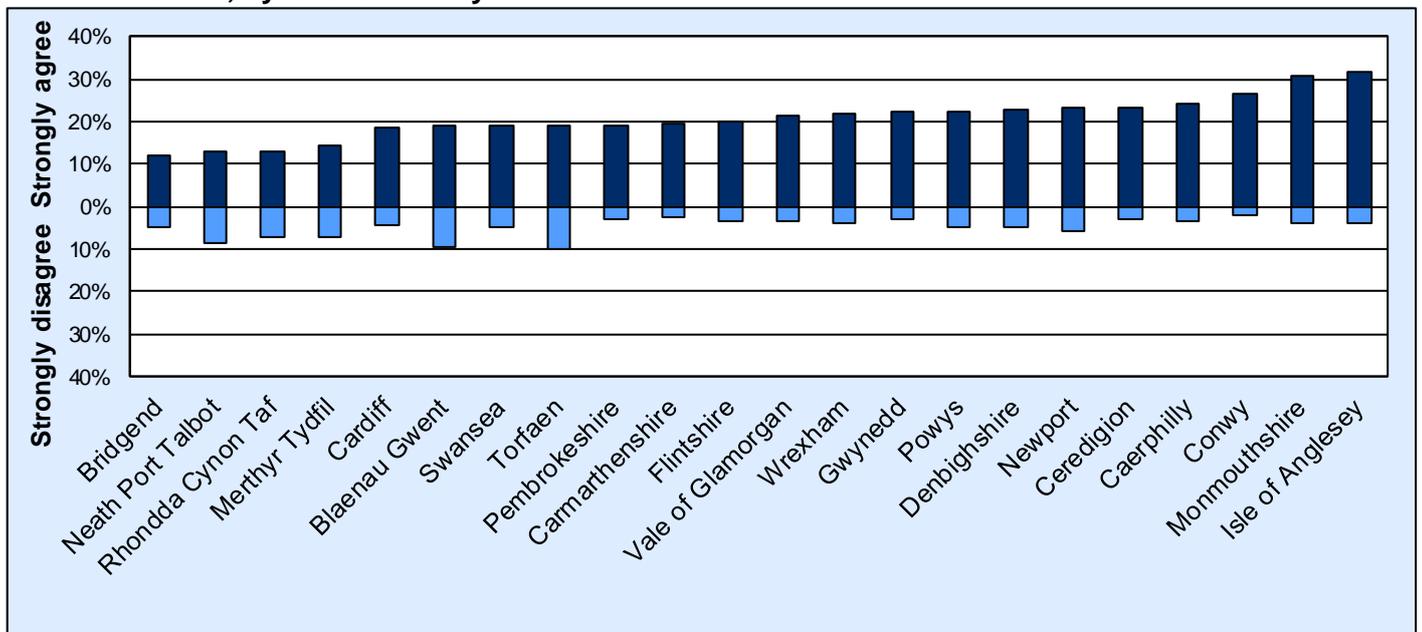
- Well maintained
- Free from litter and rubbish
- Free from graffiti and vandalism
- Safe for children to play outside
- Free from heavy traffic

69% (70% in 2013-14) agreed (20% strongly agreed) with the statement 'my local area is well maintained', 62% agreed (19% strongly) that their local area is free from litter and rubbish, 76% (77% in 2013-14) agreed (32% strongly) that it was free from graffiti and vandalism, 63% (64% in 2013-14) agreed (23% strongly) that it was 'safe for children to play outside' and 50% (48% in 2013-14) agreed (17% strongly) that their area was 'free from heavy traffic'.

This information was available at local authority level using only one year's results; please see the tables for these results on [StatsWales](#). However with two years of results we can now look at the breakdown in more detail, for example we can focus on those who had particularly strong views about their area, that is who 'strongly' agreed or disagreed with these statements.

Chart 9 below shows the proportion of people who strongly agreed or strongly disagreed, that their local area is well-maintained, by local authority.

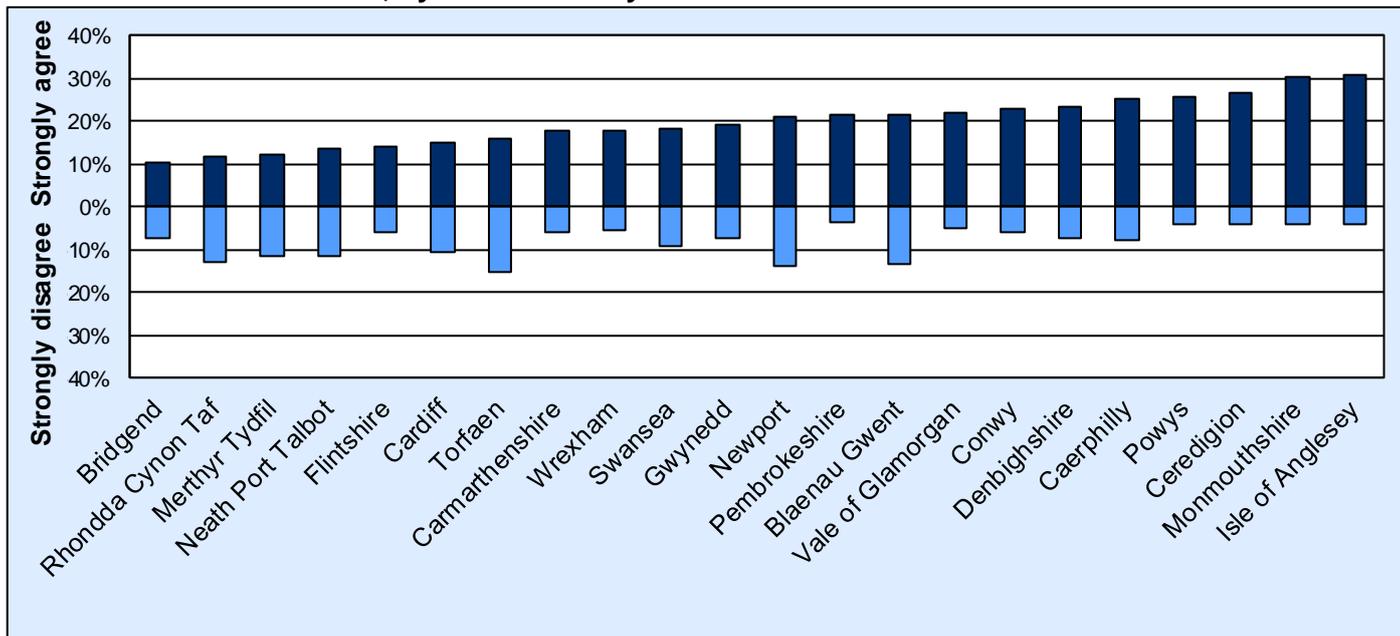
Chart 9: Proportion of people who strongly agree or strongly disagree that their local area is well-maintained, by local authority



32% of people living in Anglesey strongly agreed that their local area is well-maintained compared with 12% of people who live in Bridgend.

Chart 10 below shows the proportion of people who strongly agreed or strongly disagreed that their local area is free from litter and rubbish, by local authority.

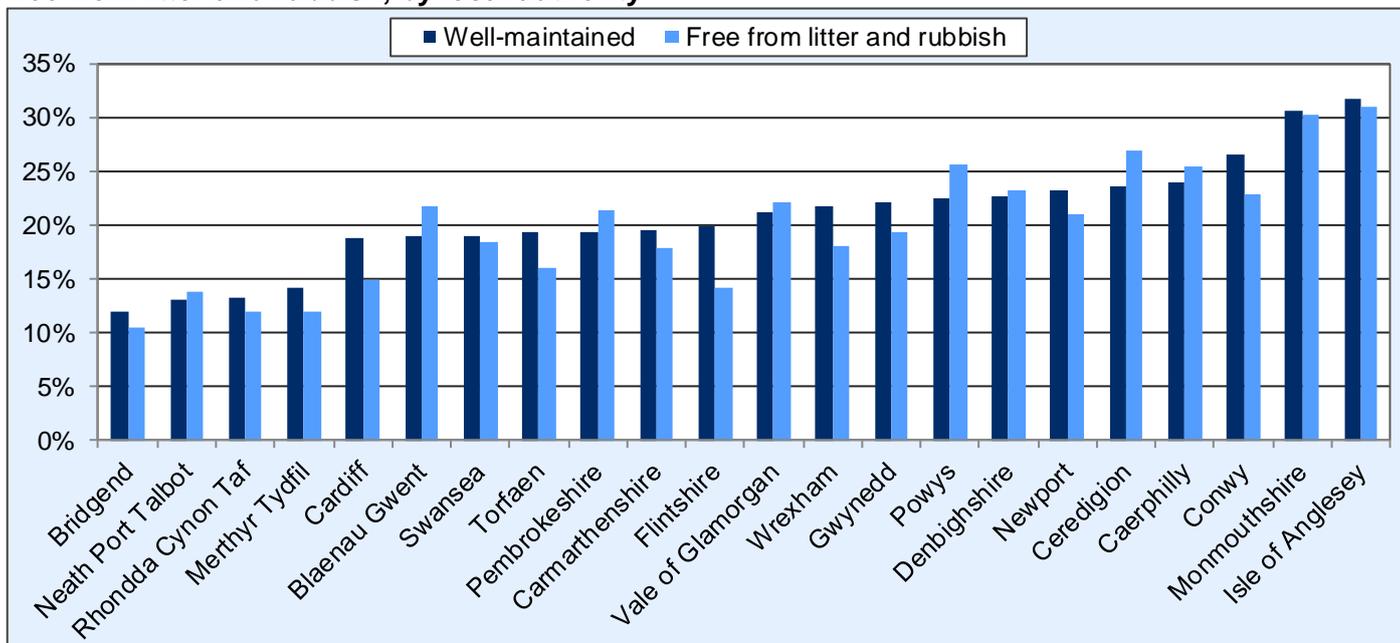
Chart 10: Proportion of people who strongly agree or strongly disagree that their local area is free from litter and rubbish, by local authority



31% of people living in Anglesey strongly agreed that their local area is free from litter compared with 10% of people in Bridgend.

As might be expected, local authorities with a high proportion of people saying the area is well-maintained are also likely to have a high proportion of people saying the area is free from litter and rubbish. This is illustrated in chart 11.

Chart 11: Proportion of people who strongly agree that their local area is well-maintained and free from litter and rubbish, by local authority



Education

In 2012-13 and 2013-14, the National Survey included a series of questions about parents' satisfaction with schools and their experience of dealing with schools and teachers. Parents were also asked about how often they spend time with their children on various activities.

As these questions were only asked of parents, the responses for these questions were much smaller than for other sections of the survey. By using the 2012-13 and 2013-14 results separately we were only able to look at the key headline results for this topic. Using the combined results, doubles our sample and therefore this allows us to carry out more cross-analyses of the data.

The National Survey results are used together with other data sources (inspection reports, exam results, etc.) to help the Welsh Government make a broader assessment of the quality of education services. This evidence will support actions identified in the [Improving Schools](#) plan, which sets out how the Welsh Government's key priorities for education will be implemented. It will also feed into evaluations of Welsh Government programmes and policies, including studies of the effectiveness of school improvement reforms.

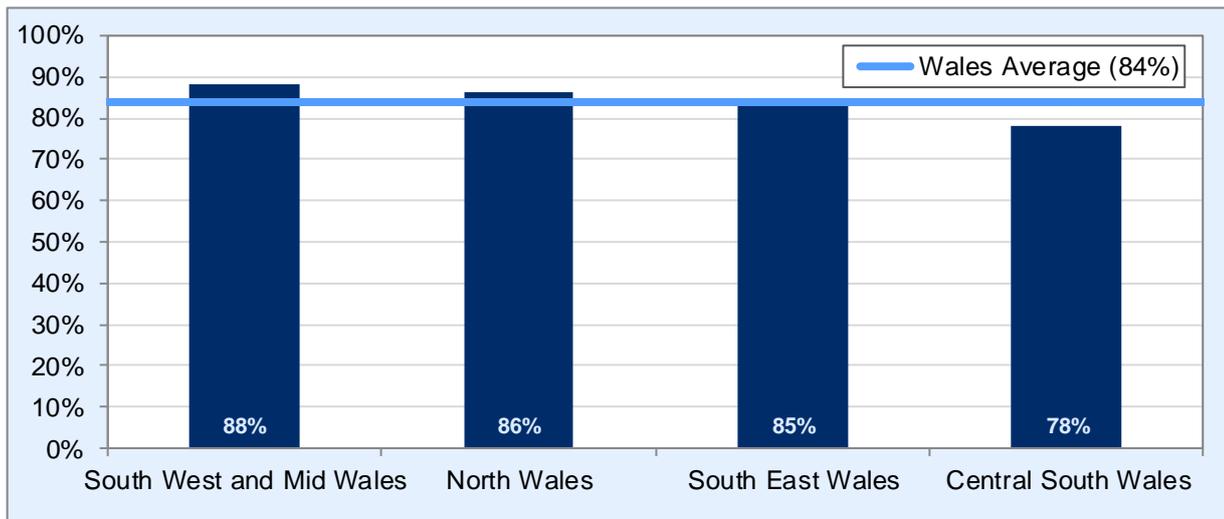
Satisfaction with primary and secondary schools

The National Survey in both 2012-13 and 2013-14 asked parents about their satisfaction with their children's local authority funded primary and secondary schools¹².

92% of parents were satisfied¹³ with the primary school their child attended, and 84% (85% in 2013-14) were satisfied with the secondary school their child attended. In general, satisfaction with both primary and secondary schools is high, and there is very little difference when looking at satisfaction with schools by other characteristics.

Satisfaction with secondary school does vary however by consortia area¹⁴. Consortia are bodies established by local authorities in order to deliver school improvement services on a regional basis. Consortia form a central element of the National Model for Regional Working and have a lead responsibility for school improvement. Chart 12 below shows that parents living in Central South Wales are less satisfied (78%) than those in South West and Mid Wales (88%).

Chart 12: Satisfaction with secondary schools, by consortia area



The relationship between parents' satisfaction with schools and the outcomes for pupils is investigated further in an [Ofsted report](#) published in 2006 on satisfaction with schools in England.

¹² Respondents were asked to think about their experiences over the past 12 months. Legal guardians are included under the term 'parent' in these questions.

¹³ Satisfied was defined as either "fairly" or "very" satisfied.

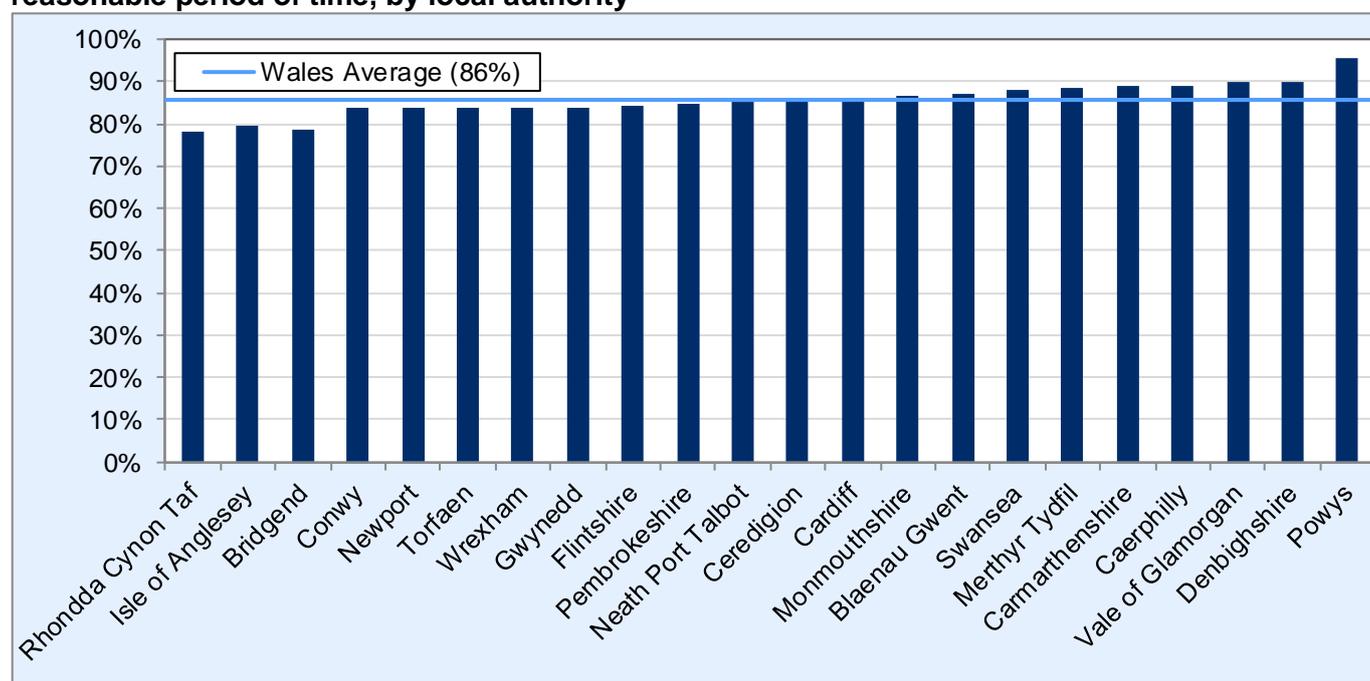
¹⁴ A list of the local authorities which make up each consortia area can be found in [Terms and Definitions](#).

For secondary schools:

- 86% of parents agreed that when they've wanted to they were able to meet with a teacher within a reasonable period of time
- 81% (83% in 2013-14) agreed that they were involved as much as they wanted to be in decisions about their child's education
- 86% agreed that they were kept informed as much as they wanted to be about their child's progress
- 82% felt they were kept informed about the performance of the school

With two years' worth of data we can look at these results by local authority. Chart 14 shows that when comparing the percentage of parents who feel that when they want to meet with teachers, they can do so within a reasonable period of time, this differs between local authorities. Parents in Rhonda Cynon Taf reported the lowest percentage who agreed with this statement (78%), which is different from parents in Powys, where 95% agreed with the statement.

Chart 14: Parental agreement that when requested they can meet with teachers within a reasonable period of time, by local authority



Parental involvement with children's learning

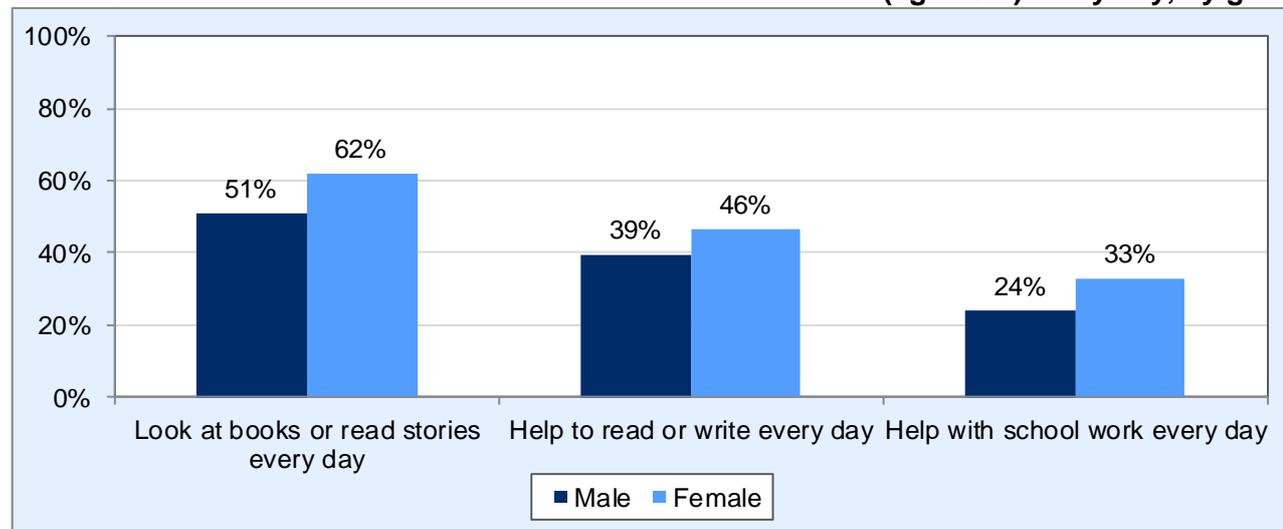
Research has consistently shown that supportive parents and a good home learning environment can help to improve a child's cognitive development and make a positive difference to their achievement at school. Consequently, the Welsh Government is keen to find out how much time parents spend doing various activities with children of different ages. In the National Survey, parents of children aged 3 to 7 and 8 to 17 were asked a series of questions about how often they did particular activities with their children.

Parents of children aged 3 to 7 were asked 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'.

It was found that 57% (58% in 2013-14) of parents of younger children (aged 3 to 7) looked at books or read stories to their child every day; 50% (49% in 2013-14) of parents helped their child to recognise or learn about letters, numbers or shapes every day; 43% of parents helped their child to read or write every day; and 29% (26% in 2013-14) helped their child with school work every day. With two years' worth of data it is possible to look at these statements by gender.

Chart 15 shows that fathers are less likely than mothers to look at books or read stories, help to read or write and help with school work every day. The biggest difference occurs when considering how often they look at books or read stories every day, with 62% of mothers doing this compared with only 51% of fathers.

Chart 15: Parental involvement in activities with their children (aged 3-7) every day, by gender



It is important to note for both basic and advanced learning that the survey only asked the parent randomly 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.

For 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'; and 'helped their children with school work'.

It was found that parents were more likely to support their child with school work every day (27%) (25% in 2013-14) than discuss the news of a documentary (20%) (19% in 2013-14) or help read or consult books, magazines or newspapers (19%) every day.

[Further analysis](#) of the 2012-13 survey results found that parents of primary school aged children are involved with their education to a greater extent than parents of secondary school children. The research suggested that parents may feel more confident to help younger children with their learning, but as children get older, parents may perceive themselves to lack the necessary skills and knowledge.

Other research on basic learning can be found in the [Millennium Cohort Study](#), and basic and advanced learning can be found in the Welsh Government's [2005 Individuals Panel](#).

Well-being

The [Programme for Government](#) sets out the Welsh Government's aim to improve the long-term well-being of people in Wales. Individual well-being includes feelings of happiness and other aspects of subjective well-being, such as feeling that people's activities are worthwhile, or being satisfied with personal relationships. It also includes aspects of well-being which can be measured by more objective approaches, such as satisfaction with people's financial situation or employment status.

In 2012-13 four questions on overall subjective well-being and eight questions on satisfaction with various 'domains of life' were asked in the National Survey. These questions were developed by the Office for National Statistics (ONS) as a way to measure well-being. In 2013-14, the National Survey replaced these questions with those from the [European Union Statistics on Income and Living Conditions \(EU-SILC\)](#) survey module on well-being. The ONS published a report in September 2014 on Personal Well-being in the UK.

This chapter concentrates on the well-being questions that were in the National Survey and common across the two years. Please note that the results set out below do not necessarily suggest that the various factors mentioned (age, gender, location etc.) directly affect levels of well-being. The relationship is likely to be more complicated.

The well-being questions in the survey asked people to rate various aspects of their lives on a scale of 0 (not at all satisfied) to 10 (completely satisfied). Using combined results from two years allows for more detailed analysis in areas where results were insufficiently robust when using a single year of results.

Chart 16: Satisfaction with aspects of life



(a) The average satisfaction figures in 2013-14 were: Personal relationships 8.6; Feeling that things done in life are worthwhile 8.0; Satisfaction with life 7.7; Satisfaction with present job 7.5; Amount of time to do things one enjoys doing 7.1; Household financial situation 6.9.

Of these different aspects of their lives, people were most satisfied with their personal relationships, where they gave an average score of 8.7 (8.6 in 2013-14) out of 10. People were least satisfied with the financial situation of their household, where they gave an average score of 6.9. With two years of data it was possible to look at these aspects of life by various breakdowns that may not have been robust with only one year's data.

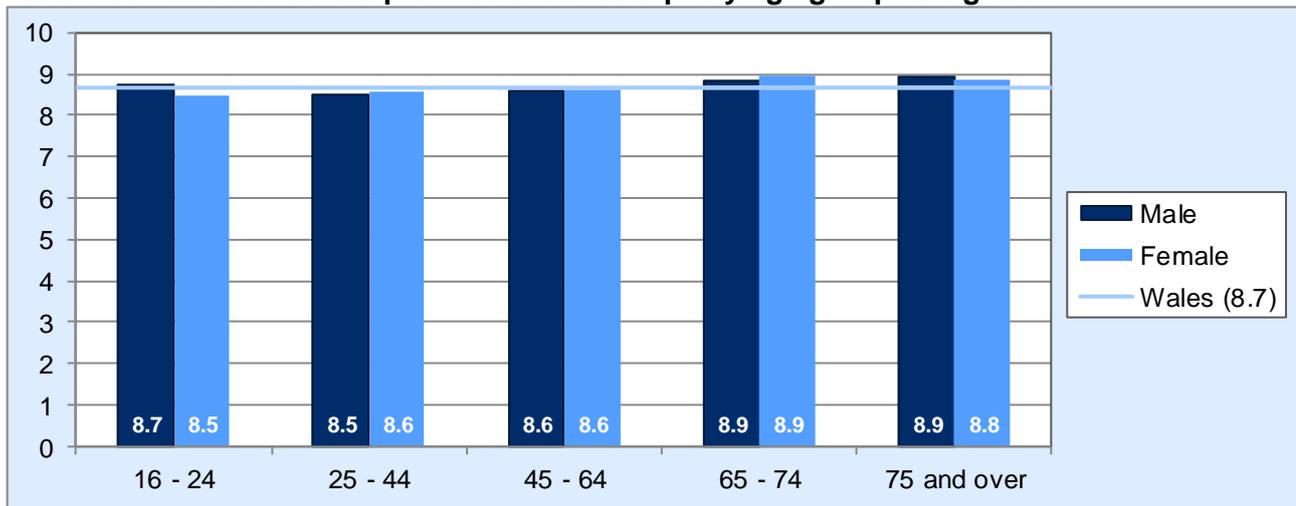
People in Wales showed an average satisfaction with their work situation/present job of 7.4 out of 10. The wording of this question changed between 2012-13 and 2013-14 from "how satisfied are you with your work situation?" to "how satisfied are you with your present job?" Whilst the meaning of the

questions is comparable there was a small but statistically significant difference in the average satisfaction level in 2012-13 compared with 2013-14. For this reason it was decided not to carry out further analysis relating to the results of this question in the combined results.

Personal relationships

As seen in Chart 17 both males and females in age groups 65 to 74 and 75 and over were more likely to be satisfied with their personal relationships than the national average of 8.7 out of 10. Females in the 16 to 24 age group were less likely to be satisfied with their personal relationships (8.5) than the Wales average (8.7).

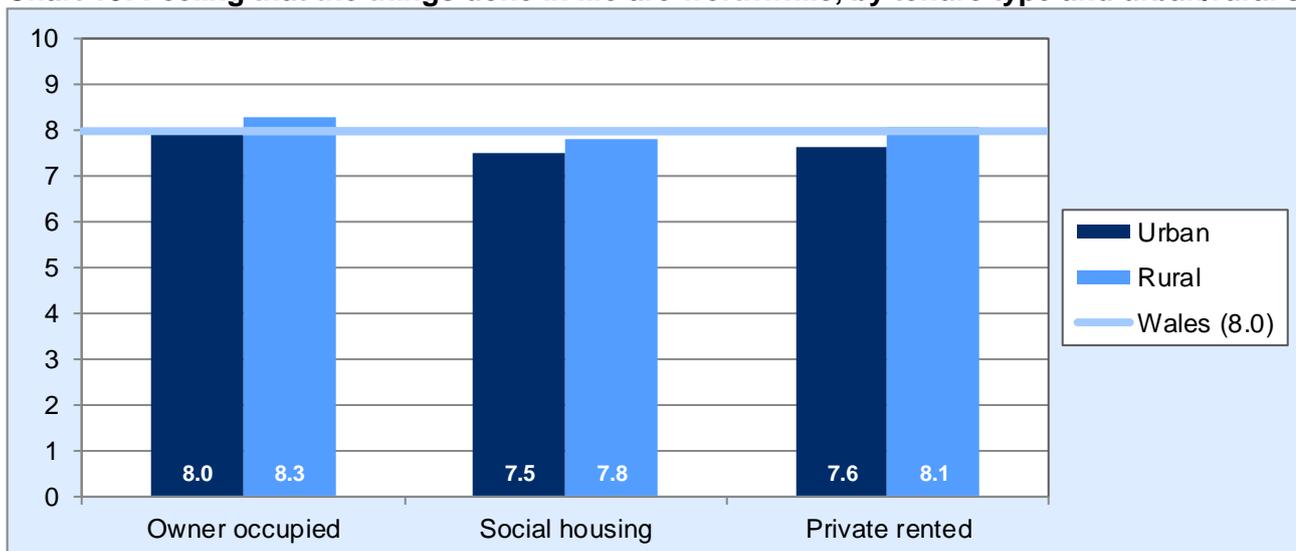
Chart 17: Satisfaction with personal relationships by age group and gender



Things done in life are worthwhile

Chart 18 shows that people who live in urban areas and occupy social housing or private rented housing were less likely to think that the things they did in their lives were worthwhile when compared with the Wales average. Interestingly the people who live in the same housing types but in rural areas recorded levels of satisfaction that were very similar to the average for Wales as a whole (8.0). Generally, those living in rural areas were more satisfied that the things they did in their lives were worthwhile than those in urban areas; owner-occupied rural dwellers had a higher than average score (8.3 out of 10).

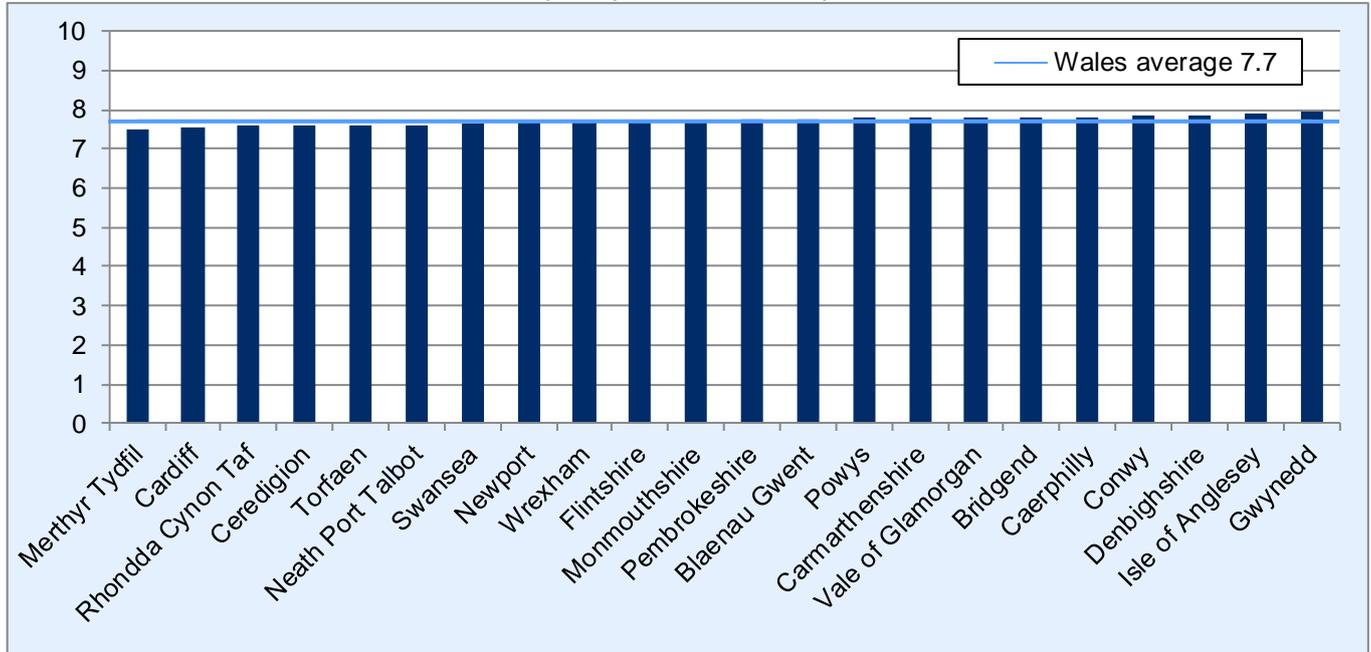
Chart 18: Feeling that the things done in life are worthwhile, by tenure type and urban/rural split



Satisfaction with life

By combining the 2012-13 and 2013-14 National Survey results the question “Overall how satisfied are you with your life nowadays” it is possible to produce precise findings at local authority level. Chart 19 demonstrates that, although small, there is some variation in levels of satisfaction with life when considered by where people live.

Chart 19: Satisfaction with life nowadays, by local authority



People in Merthyr Tydfil (7.5) and Cardiff (7.6) had the lowest levels of satisfaction with life nowadays whilst those living in the Isle of Anglesey (7.9) and Gwynedd (8.0) exhibited levels of satisfaction above the Wales average of 7.7 out of 10.

The same question on life satisfaction is in the [Annual Population Survey](#) (APS). [The European Quality of Life Survey](#) (2012) included some similar questions on subjective well-being.

Time to do the things people enjoy doing

Chart 20: Satisfaction with the time available to do the things people enjoy doing, by age group and urban/rural split

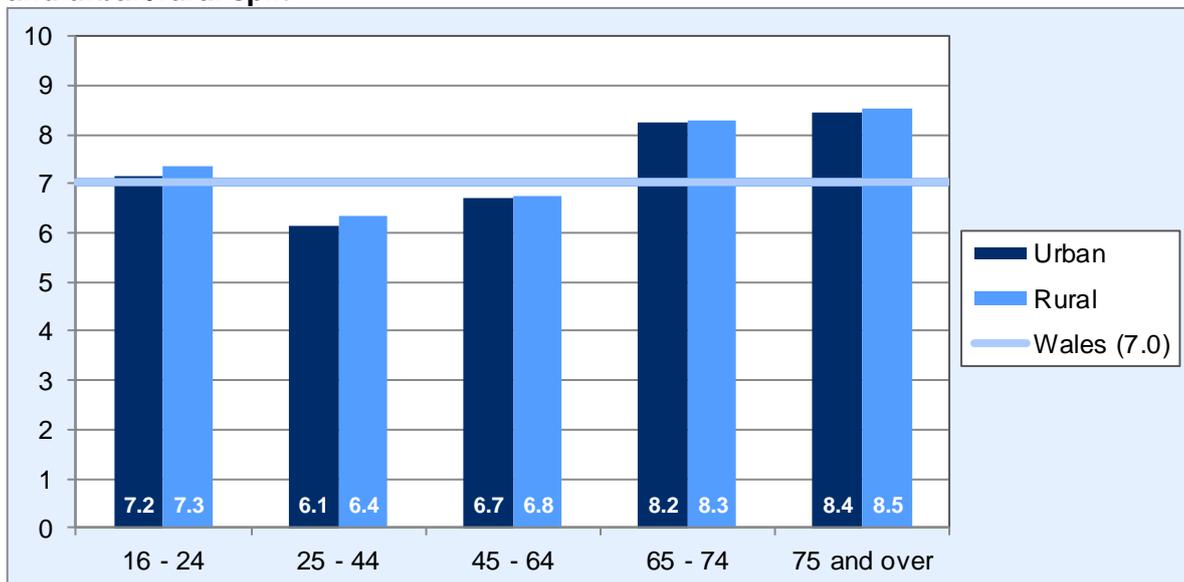


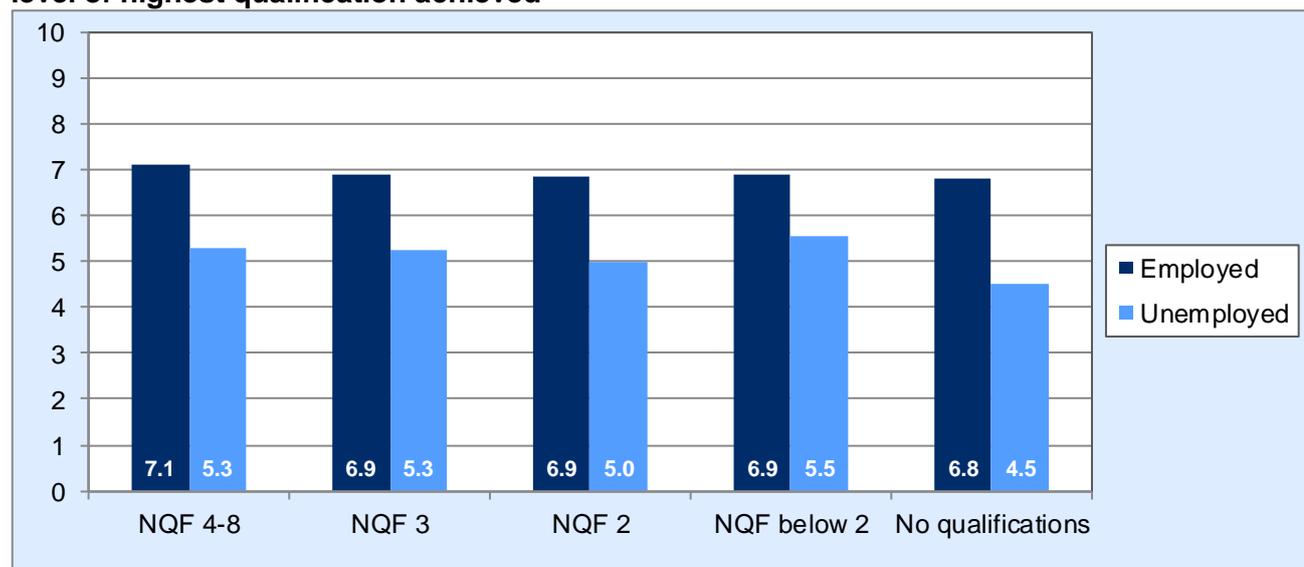
Chart 20 shows a wide variation in satisfaction levels with the time available to do the things people enjoy doing. As might be expected people older than the state retirement age displayed high levels of satisfaction with the time they have to do things they enjoy doing. People aged 25 to 44 and 45 to 64 fell below the Wales average of 7.0 out of 10. Overall, people in Wales living in rural areas had slightly higher levels of satisfaction with the amount of time they had to do the things they enjoyed doing than those who lived in urban areas.

Personal/household financial situation

The overall Wales average level of satisfaction with people’s personal/household financial situation is 6.9 out of 10. Chart 21 looks at a subset of the population; those people who are classified as ‘employed’ or ‘unemployed’ but excluding those who are ‘economically inactive’ for reasons such as age, health and, caring responsibilities etc. The employment status was then compared with the highest level of qualification¹⁷ attained by the respondent.

In each qualification category the unemployed had markedly lower average levels of satisfaction with their financial situation than those who were employed. Employed people with qualifications at NQF level 4 and above (equivalent to higher education) were the most satisfied. However, there was little variation between average satisfaction levels for all those who were employed which suggests qualifications alone did not greatly influence a person’s satisfaction with their personal/household financial situation.

Chart 21: Satisfaction with household/personal financial situation by employment status and level of highest qualification achieved



(a) Chart 21 covers a subset of the population and excludes those who were economically inactive

As with all comparisons in this bulletin the relationships between factors and their effect on the levels of satisfaction are likely to be more complicated than those discussed. Some [further research](#) on the 2012-13 National Survey results was commissioned and published in May 2014; this provided greater in-depth analysis which identified associations between factors which remained after controlling for all other factors in the dataset.

¹⁷ Qualifications classified on the National Qualification Framework (NQF) scale, where Level 8 is the highest and Entry level the lowest.

Discrimination

The Welsh Government published its [Strategic Equality Plan](#) in April 2012 detailing how the Government is meeting the needs of the Equality Act 2010 and the Wales-specific equality duties. The Strategic Equality Plan set out the equality objectives with key interventions, success measures and tracking indicators. These equality objectives are designed to ensure that public services and employment are fair, accessible and responsive to people’s needs and that communities are inclusive. These objectives relate to all of the protected characteristics, such as gender, race and faith.

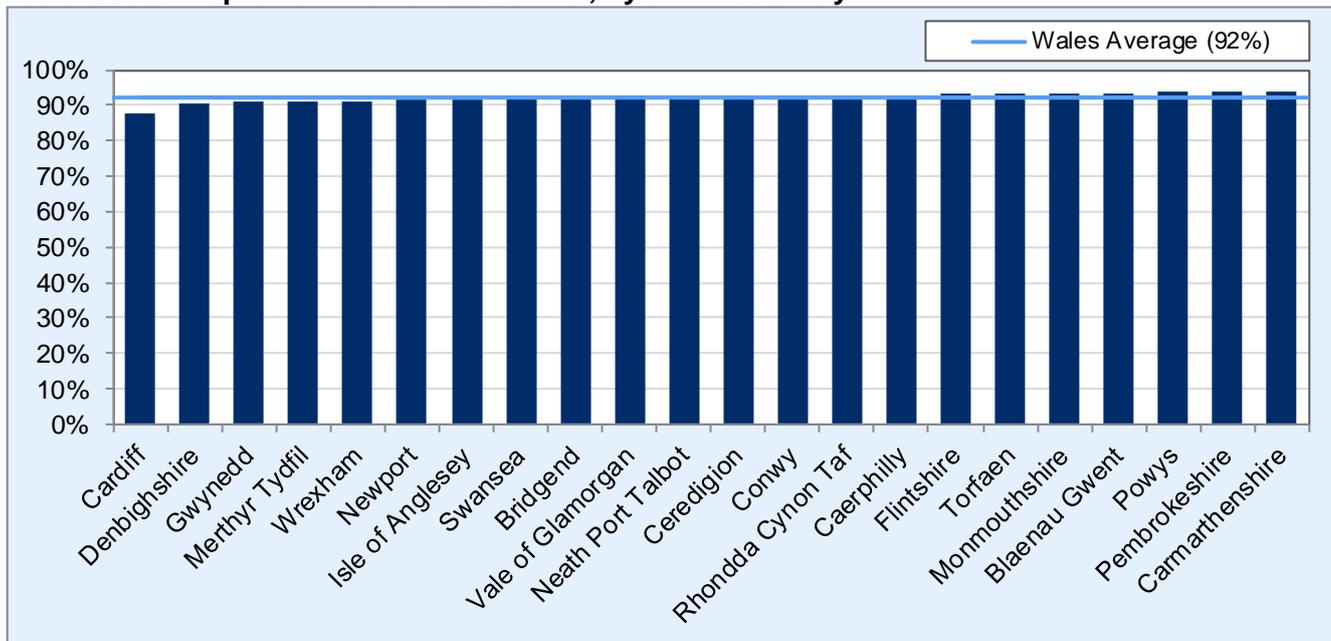
In the National Survey in both 2012-13 and 2013-14 respondents were asked ‘In the last 12 months have you personally experienced discrimination, harassment or abuse for any of these reasons?’, for which 14 possible answers were given to choose from. Respondents were able to choose more than one answer if applicable.

92% of people said that they had not experienced any discrimination. Less than 1% gave colour, gender or sexual orientation as the reason for experiencing discrimination, harassment or abuse. 1% of people each gave accent, ethnicity, age, language, nationality, other health problem or disability and religious belief as the reason for experiencing discrimination, harassment or abuse. 2% of people gave where they live and ‘other’ as the reason for experiencing discrimination, harassment or abuse.

As there were 14 reasons that could be given for their discrimination, and only 8% of people had experienced any form of discrimination, the percentages providing reasons for their discrimination are very small. Even when combining two years of data together, it is not possible to carry out more in-depth analysis on the types of people who experience particular types of discrimination, as the numbers are too small.

People who had not experienced any form of discrimination responded to the question with the response ‘I have not experienced this’. Chart 22 shows the differences between local authorities in the percentages who had not experienced any discrimination.

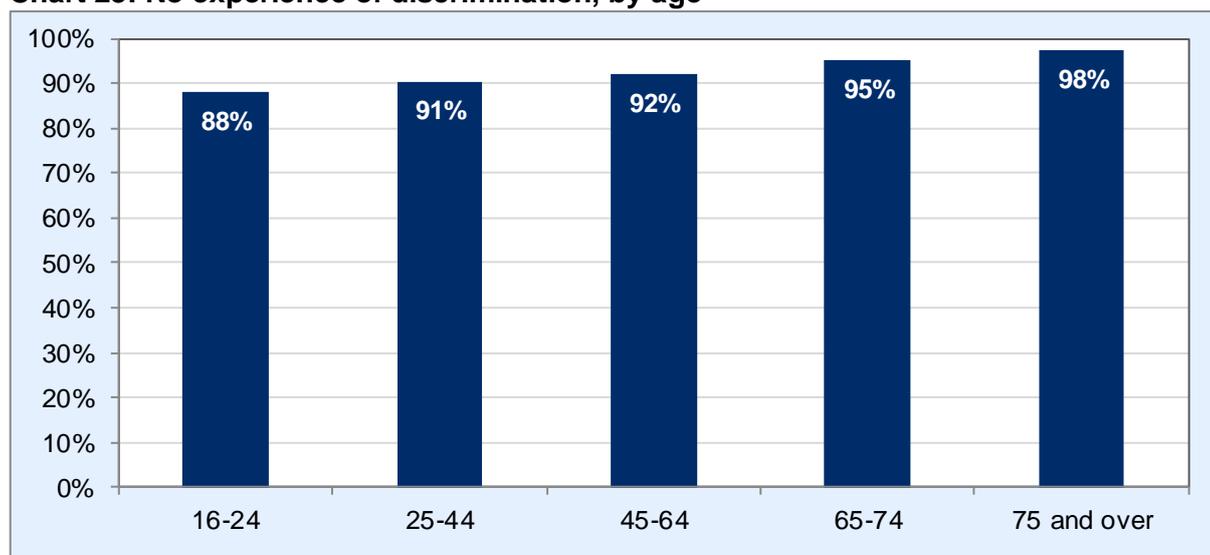
Chart 22: No experience of discrimination, by local authority



88% of people in Cardiff said that they had not experienced any discrimination, harassment or abuse, which is lower than Carmarthenshire (94%). Both these figures are different to the Wales average (92%).

Again by just considering those who had not experienced any discrimination it is possible to look at any differences between age groups. Chart 23 below shows this.

Chart 23: No experience of discrimination, by age



People aged 65 and over are less likely to have experienced discrimination, harassment or abuse, than people in the younger age groups. 88% of people aged 16-24 have not experienced discrimination, harassment or abuse, which means that 12% of people in this group have. This is a higher proportion than the 5% of people aged 65 - 74 and 2% of people aged over 75 who have experienced discrimination, harassment or abuse.

Feeling safe

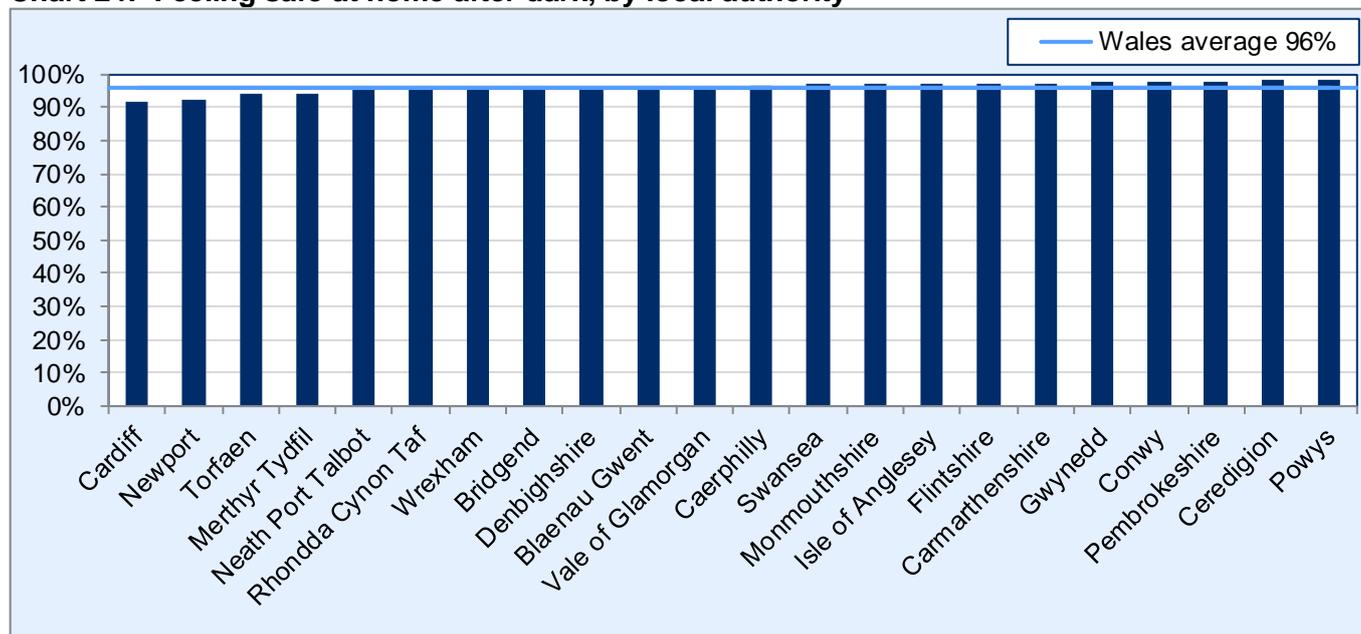
The Welsh Government's [Community Cohesion National Delivery Plan 2014-16](#) will support the [Well-being of Future Generations \(Wales\) Bill](#) to ensure cohesive communities where a person has a strong sense of belonging, feels safe and is comfortable mixing and interacting with others. The [Programme for Government](#) also commits the Welsh Government to make communities safer through tackling 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](#) in the year ending June 2013 highlighted a gap between perceptions of crime, and crime reporting. Administrative data is available on reported crime, but perceptions of crime can only be monitored using survey results.

The question "how safe or unsafe would you feel if you were at home after dark" was asked in the National Survey in both 2012-13 and 2013-14 where the possible responses were Very safe, Fairly safe, Fairly unsafe and Very unsafe.

Only 4% of people felt unsafe¹⁸ (1% very unsafe and 3% fairly unsafe) at home after dark. This means that 96% of people felt safe, where 67% felt very safe and 29% felt fairly safe at home after dark. With two years of results it is now possible to look at the differences in perceptions of safety at home by local authorities.

Chart 24 shows that the percentage of people who feel safe at home after dark varies across local authorities. Cardiff and Newport have the lowest percentage of people who feel safe, with 92% and 93% respectively; this is lower than Ceredigion and Powys, where 98% and 99% respectively feel safe.

Chart 24: Feeling safe at home after dark, by local authority

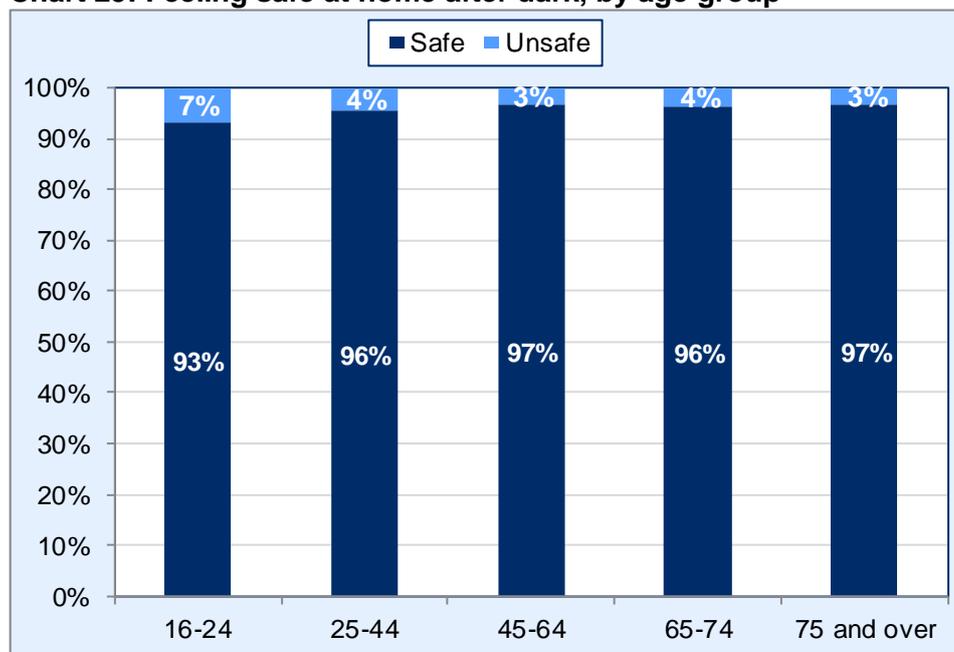


There was a difference between males and females with 3% of males and 6% of females feeling unsafe at home after dark.

Chart 25 shows that the percentage of people who feel safe at home after dark also changed between age groups.

¹⁸ Safe is defined as those who said very safe or fairly safe, and unsafe is defined as those who said very unsafe or fairly unsafe.

Chart 25: Feeling safe at home after dark, by age group



- On average 96% of people in Wales felt safe at home after dark.
- The chart shows that those aged 16-24 felt the least safe at home after dark (93%), and those aged 45-64 and 75 and over had the highest percentage who felt safe at home after dark, with both groups reporting 97%.

In addition to the question about feeling safe at home after dark the National Survey asked further questions on personal safety on public transport and walking in their local area as well as questions on people’s sense of community, however the 2012-13 and 2013-14 results on these questions were different and have therefore not been combined for analysis. Analysis of these questions can be found in the 2013-14 [Headline results](#).

Personal finances

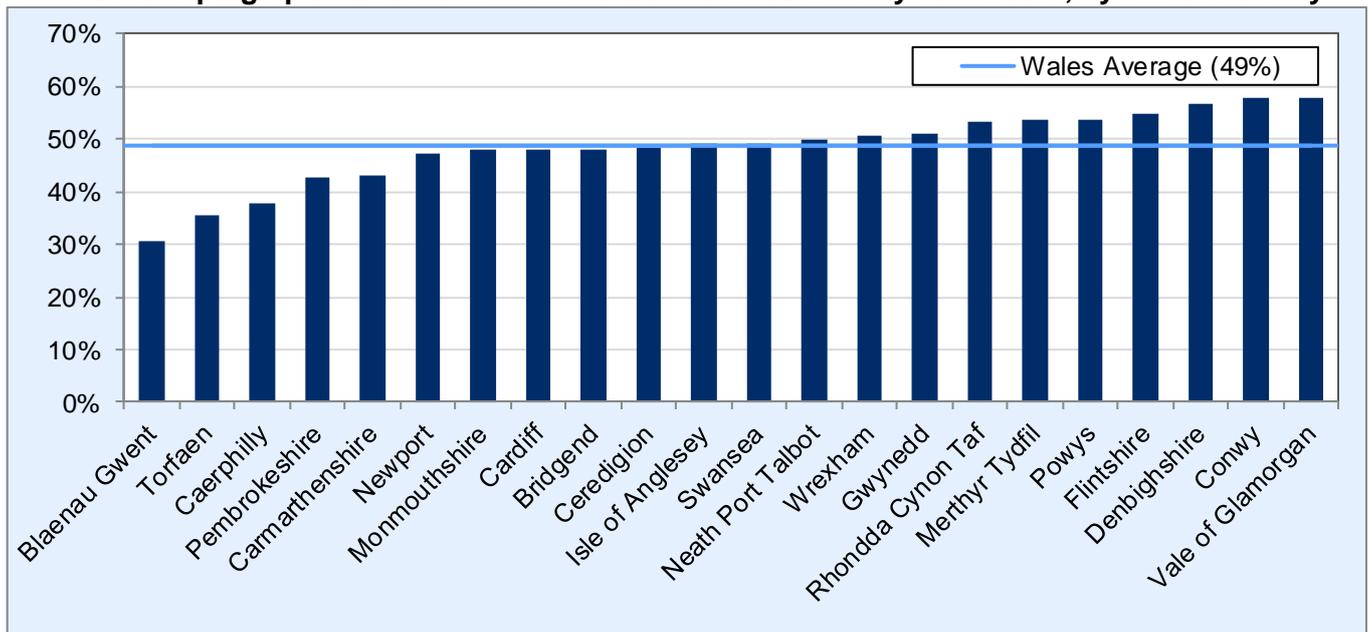
The aim of the Welsh Government’s [Financial Inclusion Strategy for Wales](#) is to make financial services (e.g. benefits and debt advice, basic financial education, bank accounts and loans) available at an affordable cost to disadvantaged and low income people. The Welsh Government is keen to understand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

The National Survey in both 2012-13 and 2013-14 included a question on whether people had any difficulties in paying bills and repaying loans. Over 2012-14, 49%¹⁹ (50% in 2013-14) of people said they had no difficulties keeping up with their bills and financial commitments; 31% (30% in 2013-14) said it was a struggle from time to time; 12% said it was constant struggle; 3% said they were falling behind with some bills and credit commitments; 1% said they had real financial problems, having fallen behind with many bills; and 3% (4% in 2013-14) said they didn’t have any bills.

With two years of results we can now look at the results in more detail, for example we can look at whether there are any differences by local authorities or various subgroups of people.

Chart 26 shows the different personal financial situations by local authority. Blaenau Gwent and Torfaen had the lowest percentage of people being able to keep up with all bills and commitments without any difficulties, with 31% and 36% respectively. This is lower than the average for Wales as a whole (49%). Conwy and Vale of Glamorgan had a higher proportion of people keeping up with their bills (58%).

Chart 26: Keeping up with all bills and commitments without any difficulties, by local authority



19% (21% in 2013-14) of 16-24 year olds said they have no bills compared with 1% or less in each of the other age groups. Those aged 75 and over and 65-74 had the highest percentage keeping up with all bills and commitments with 69% (71% in 2013-14) and 65% respectively. The 16 -24 age group had the lowest proportion keeping up with bills and credit commitments at 36% (34% in 2013-14). Those aged 25-44 had the highest percentage of people in the categories ‘keeping up with bills and commitments but it is a struggle from time to time’ and ‘keeping up with all bills and commitments but it is a constant struggle’ with 37% (35% in 2013-14) and 16% (15% in 2013-14) respectively.

¹⁹ 48% in 2012-13 and 50% in 2013-14. This was a significant difference between the years; however as the distribution of types of people in financial difficulty remained consistent for both years, in this case we have combined the data for further analysis.

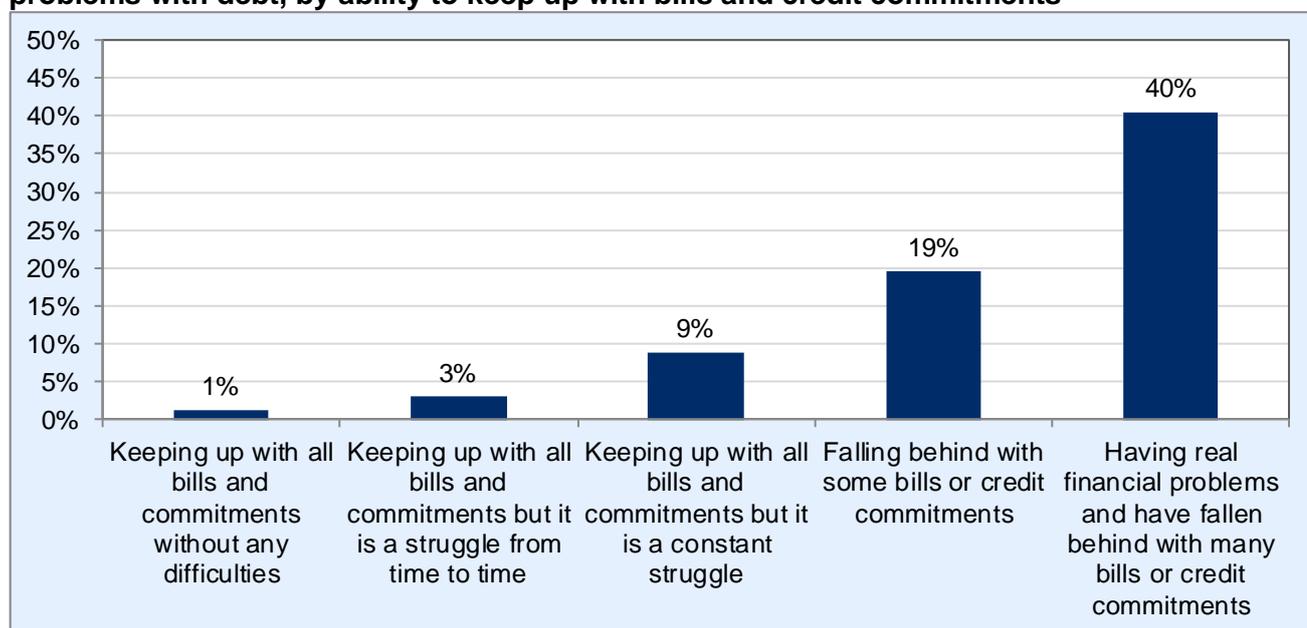
With two years of data, it is possible to compare different financial situations by different household types.

- 69% (71% in 2013-14) of married couple pensioner households felt that they were ‘keeping up with all bills and commitments without any difficulties’
- 22% (24% in 2013-14) of single non-pensioners (with child/children) had the lowest percentage who were ‘keeping up with all bills and commitments without any difficulties’

Overall it appears that married couple pensioner households and single pensioner households were in the best financial situation and those in single parent households struggled the most. In general households that contained children (however many adults are present in the household) struggled more than households that didn’t contain children.

The National Survey also asked if people had used the services of any organisation which provides advice and support for people having problems with debt in the last 12 months. Only 4% of people said that they had used these services.

Chart 27: Those using an organisation which provides advice and support for people having problems with debt, by ability to keep up with bills and credit commitments



(a) Those reporting no bills have been excluded due to low number of responses.

Chart 27 shows that clearly those who are ‘keeping up with all bills and commitments without any difficulties’ are least likely to seek advice and support with only 1% seeking advice. The percentage of those seeking advice increases as the ability to keep up with bills and credit commitments becomes more difficult. 40% of those in financial situation ‘having real financial problems and have fallen behind with many bills or credit commitments’ are seeking advice and support

As stated previously, the combined results for 2012-13 and 2013-14 show that only 4% of people sought advice and support, therefore the numbers of those seeking advice in each age group was also small. However the younger age groups were more likely to seek advice and support than those in the older age groups. People aged 75 and over were the least likely to seek advice and support, with only 1% doing so, this is lower than those aged 65-74, where 2% were seeking advice and support. Those aged 25-44 were the most likely to seek advice and support, with 5% doing so, this is higher than all of the other age groups, including those aged 16-24 and 45-64, where 4% were seeking advice and support.

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 2014.

Just over 48,000 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 29,323 interviews were achieved. This equates to a response rate of 69% in 2012-13 and 70% in 2013-14²⁰.

The release covers a period of two fieldwork years (2012-13 and 2013-14). The results from the two years have been combined to allow more detailed analysis that would not be possible based on only a single year's results. This allows more in-depth analysis for some smaller subgroups, and makes it easier to pick up differences between geographical areas. The release illustrates some of the analysis that is now possible based on two years' worth of data.

For context, the release includes some headline figures based on the combined two years of data. However, robust headline figures can be produced based on a single year's data and so where the latest 2013-14 results are different from the combined headline figures this is indicated in the text. For more information on the latest results, please see the [2013-14 first release](#).

Topics covered

The survey covers a range of topics, with a focus on well-being and people's views of public services. In 2012-13 and 2013-14, the main topics were:

- 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;
- well-being, including quality of the local area, trust in institutions, feeling safe, and personal finances;
- internet access and use; and
- 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.

²⁰ Details of how the sample size is calculated are set out in the Technical Reports for each year. For example, the final response rate excludes addresses that were found to be unoccupied.

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).

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 error²¹. 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 StatsWales tables 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.

²¹ Sampling error is discussed in more detail in the [Quality Report](#) for the National Survey.

The 95% confidence intervals shown in Charts 4 to 8 and on the StatsWales tables 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 both survey years are available in Chapter 7 of both [Technical reports](#).

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 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 results are processed. These kinds of errors 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 reports](#) for both surveys.

Revisions

Information on our revisions policy is available [here](#).

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).

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.

Consortia

Consortia are bodies established by local authorities to deliver school improvement services on a regional basis. The table below shows which local authorities make up each consortia.

Consortia area	Local Authority
North Wales	Isle of Anglesey
	Gwynedd
	Conwy
	Denbighshire
	Flintshire
	Wrexham
South West and Mid Wales	Powys
	Ceredigion
	Pembrokeshire
	Carmarthenshire
	Swansea
	Neath Port Talbot
Central South Wales	Cardiff
	Bridgend
	Vale of Glamorgan
	Rhondda Cynon Taf
	Merthyr Tydfil
South East Wales	Caerphilly
	Blaenau Gwent
	Torfaen
	Monmouthshire
	Newport

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 20.

People - Within the report, ‘people’ refers only to adults aged 16 and over.

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