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30 May 2014

National Survey for Wales: Headline results, April 2013 – March 2014

Following publication of this release on 29 May 2014, errors were identified. Local authorities were incorrectly labelled in three charts included in the Local Authority services chapter (charts 12, 13 and 14). These errors were corrected, along with some other minor issues which do not affect the messages in the release, and the release re-published on 30 May 2014.

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

This release presents key results from the second full year of fieldwork (April 2013 to March 2014). A large majority of the questions asked in 2013-14 were also included in the survey in 2012-13. For each result discussed in the text of this release, if there has been a significant difference between 2012-13 and 2013-14 then this change is mentioned. Where appropriate, results are also compared with those from other surveys. More detailed results are available on the [StatsWales](#) website.

More information about the survey methodology, potential uses of the results, and definitions of terms used in the bulletin can be found in the [Key Quality Information](#) section of this document. Tables containing confidence intervals for some of the results are presented in [Annex A](#). Background information about the survey, including the full questionnaire and analysis of the results from 2012-13, is available on the [National Survey web pages](#).

Key findings

Overall satisfaction with [health](#), [education](#), [transport](#), and the [Welsh Government](#)

- People were asked to rate health services, the education system and the transport system on a scale of 0 (extremely bad) to 10 (extremely good). The average ratings given for education and transport were in line with the results from 2012-13 (6.3 out of 10 for education, and 5.9 for transport). The average rating given for health fell slightly from 6.4 in 2012-13 to 6.2 in 2013-14.
- People were asked to rate their satisfaction with how the Welsh Government is doing its job, from 0 (extremely dissatisfied) to 10 (extremely satisfied). The average rating was 5.8, the same as in 2012-13.

Experience of [GP](#) and [hospital](#) services

- 92% of people were satisfied (68% very satisfied and 24% fairly satisfied) with the care they received from their GP at their last visit. Similarly, 91% of people were satisfied (70% very satisfied and 21%

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Llywodraeth Cymru
Welsh Government

fairly satisfied) with the care they received at their last appointment at an NHS hospital.

- Of people who had made an appointment for themselves and seen their GP in the last 12 months, 38% found it difficult to make a convenient appointment. This was an increase from 33% in 2012-13.

Education – schools, parental involvement

- 92% of parents were satisfied with the primary school their child attended and 85% were satisfied with the secondary school their child attended.
- Over three quarters of parents of children aged 3 to 7 read with their child or helped their child to learn about letters, numbers or shapes at least several times a week.
- 53% of parents of children aged 8 to 17 supported their child with their school work at least several times a week. However, they were less likely to help their child to look up information on a computer for educational purposes than they were to help their child with other educational tasks, with 33% never doing so.

Local authority services

- 57% of people said that their local authority provided high quality services. 41% agreed that their council was good at letting people know how well it is performing, and 52% would like more information on how it is performing.

Well-being

- 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). People were most satisfied with their personal relationships, where they gave an average score of 8.6, and least satisfied with the financial situation of their household (6.9).
- The average score given for satisfaction with life was 7.7, which was slightly lower than for the same question in the previous year (7.8).
- People were also asked a series of questions to assess their mental well-being. Those who were in very poor health or who struggled with their bills were more likely to feel 'very nervous', 'down in the dumps', or 'down-hearted and depressed'. Younger people were more likely than older people to feel 'very nervous'.

Trust in people and institutions

- Respondents were asked to rate on a scale of 0 (no trust) to 10 (complete trust) how much they trusted the political system, the police, the legal system, and other people. Trust in the political system was given the lowest score, 4.3.
- People in more deprived areas gave lower scores on these topics than people in less deprived areas.
- The average scores given were in line with the UK as a whole and substantially higher than the average across the 29 European countries.

Quality of local area

- 70% of people agreed that their local area was well maintained and 62% agreed that their local area was free from litter and rubbish. This varied by local authority, with 80% of people in Pembrokeshire feeling that their local area was well-maintained, compared with 56% of people in Blaenau Gwent.

Sense of community

- 78% of people agreed that in their local area people from different backgrounds get on well together. 80% agreed that people in their local area treated each other with respect and consideration. Older people were more likely to have a positive view about people in their local area than younger people.

Feeling safe

- 79% of people felt safe on public transport after dark (this has increased from 74% in 2012-13). Older people felt less safe than younger people and women felt less safe than men.

Personal finances

- 50% of people said they could keep up with all their bills and commitments without any difficulties; this has increased from 48% in 2012-13. The proportions of people finding it a constant struggle (12%) or falling behind with bills (5%) have not changed between 2012-13 and 2013-14. Older people were more likely than younger people to be able to keep up with their bills and credit commitments without difficulties.

Smoke alarms

- 8% of all households did not have a working smoke alarm. 6% of households that contained children under 16 did not have a working smoke alarm, compared with 9% of households without children.

Internet access and use

- 75% of households had access to the internet. This equates to approximately 82% of people aged 18 or over having access to the internet at home. This has increased since 2012-13, when 73% of households had access to the internet.
- The proportions of privately rented and owner occupied households, who had access to the internet at home had risen since 2012-13 (from 76% in each type of household to 81% and 79% respectively). In contrast, there was no significant increase in household internet access for people in social housing.
- 79% of people said they currently used the internet at home, work or elsewhere; this varied by age, with a far greater proportion of people under 45 using the internet than those aged 45 and over.
- There was a significant change between 2012-13 and 2013-14 in the devices that people use to access the internet. 71% used a laptop (a reduction from 75% in 2012-13), 48% used a desktop computer (a reduction from 52% in 2012-13), and a greater proportion used their mobile phones (increasing from 41% to 53%) or some other handheld device such as a tablet or iPad (increasing from 17% to 33%).
- 18% of people aged 18 and over reported that they had never used the internet.

Active Travel

- Respondents were asked what mode of transport they typically use to get to their local shops, their GP, local pubs, cafés, restaurants, their work/school or college. Of these destinations, people were most likely to walk to their local shops (49%) or local pubs, cafés and restaurants (41%); and least likely to walk to their work (17%).
- The destination that people were most likely to cycle to was school or college: 5% usually cycle there. 3% usually cycle to their work.
- Women were more likely than men to receive lifts from others, and men were far more likely than women to cycle. People in Cardiff were more likely than people in other local authorities to cycle, use buses and taxis, and walk.
- Of those who live less than two miles away from their primary school, 42% went by car, 48% walked with an adult, 20% walked on their own or with other children, and 2% cycled. For those who live less than two miles from their secondary school, 26% went by car, 3% walked with an adult, 48% walked on their own or with other children, and 1% cycled.

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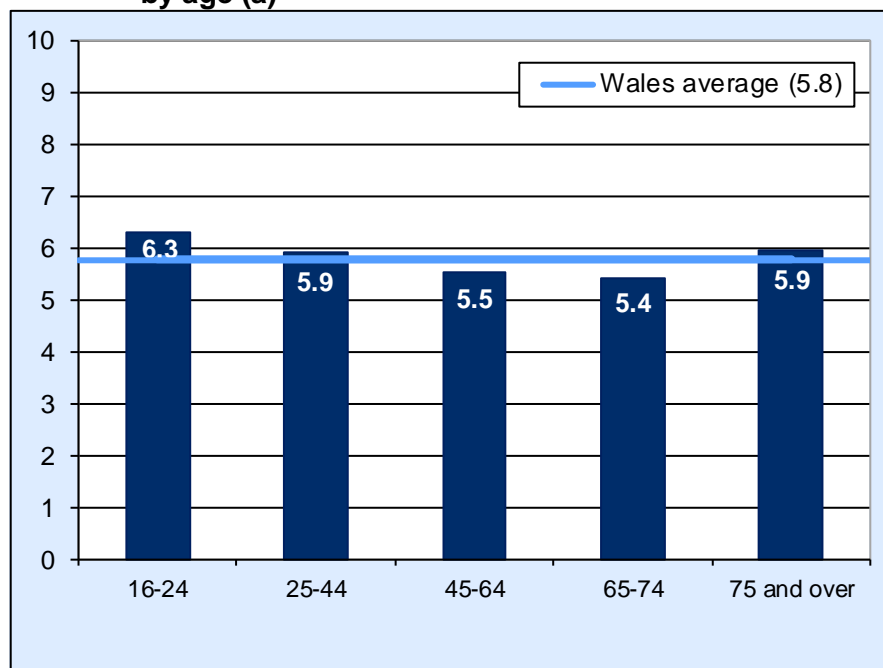
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Welsh Government

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

In the National Survey people were asked how satisfied they were with the way the Welsh Government is doing its job. Answers were given on a scale of 0 (extremely dissatisfied) to 10 (extremely satisfied). The average score given was 5.8. Chart 1 shows how satisfaction with the Welsh Government varied by age.

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



- Young adults (aged 16 to 24) and older people (aged 75+) were more satisfied with the way the Welsh Government is doing its job, giving an average score of 6.3 and 5.9 respectively.

- People aged 65 to 74 were the least satisfied age group, who gave an average score of 5.4.

(a) Answers were given on a scale of 0 (extremely dissatisfied) to 10 (extremely satisfied).

It is worth noting that the proportion of respondents answering “Don’t know” for this question was much higher than for many other questions, at 12%.¹ In contrast, the average proportion answering “Don’t know” for similar questions about the health and transport systems was 4% or under.² As with all other questions, “Don’t know” responses have been excluded from the analysis.

The National Survey found that people who could speak Welsh were more satisfied with the work of the Welsh Government, giving an average rating of 5.9 compared with 5.7 for those who couldn’t speak Welsh. No significant difference in satisfaction ratings were found when analysing by gender, geographical region or whether people considered themselves to be Welsh.

The [European Social Survey 2012](#) asked a similar question about satisfaction with government, and reported an average score of 4.1 (for the UK government) and an average of 3.8 across Europe. However,

¹ Annex A, [Table 1](#) shows these results in more detail, including confidence intervals.

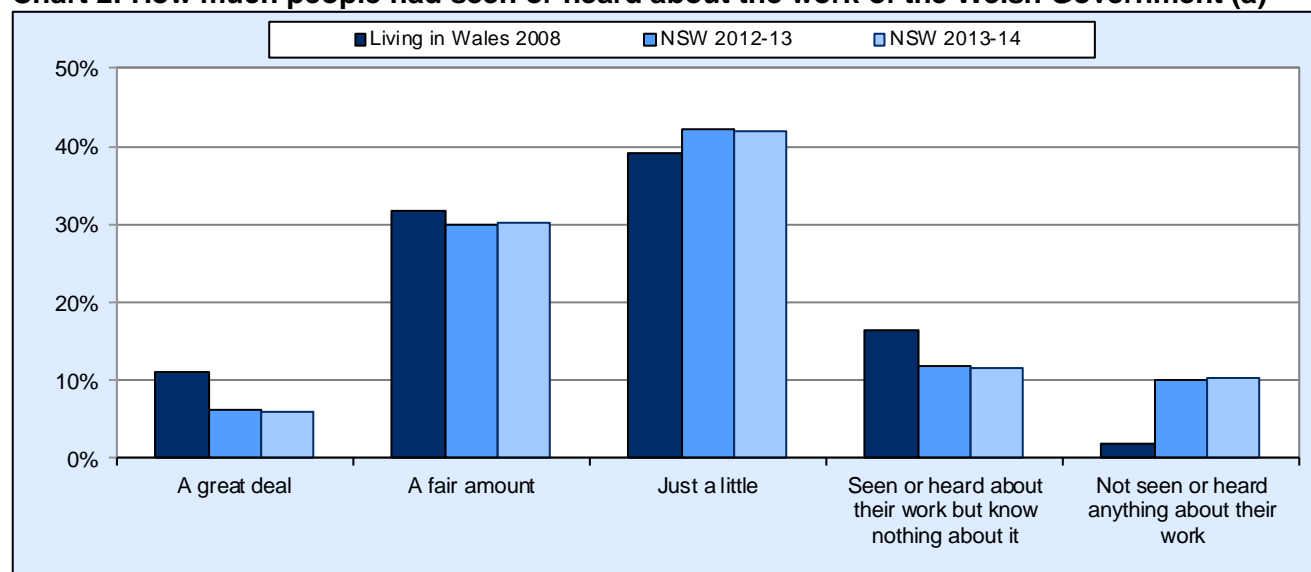
² The proportion answering “Don’t know” for the [education](#) system was 15% where the household did not contain anyone under 19, but 3% where they did.

there are a number of differences between the surveys that should be noted.³ Please note that for detailed comparisons with other European countries, the European Social Survey results from 2012 should be compared with the National Survey results from 2012-13. These comparisons are available in a [separate report](#).

In the National Survey in 2013-14, people were asked how much they had seen or heard about the work of the Welsh Government over the last 12 months. 6% stated they had seen or heard 'a great deal', 30% a 'fair amount', 42% 'just a little', and 12% had seen or heard about their work but know nothing about it. 10% had not seen or heard anything about the work of the Welsh Government in the last 12 months.

The same question was asked of respondents in the [2008 Living in Wales Survey](#).⁴ The results from the Living in Wales Survey and the National Survey in 2012-13 and 13-14 are compared in Chart 2.

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



(a) In Living in Wales, the last two answer options were 'Heard of, but know nothing' or 'Never heard of'.

There are no real differences between the 2012-13 and 2013-14 results. There are some differences in comparison with the 2008 results: most notably that in 2008 the proportion of people hearing 'a great deal' about the Welsh Government was higher, and the proportion who had 'not seen or heard anything' was lower. However, the Living in Wales Survey was carried out using a slightly different method⁴ which may mean that respondents were more likely to be better informed.

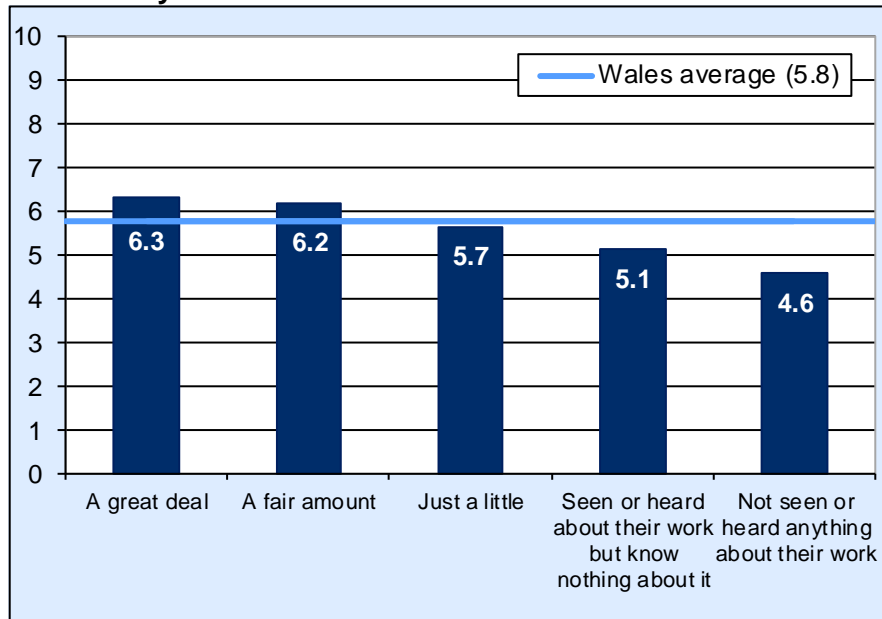
There was an association between satisfaction with the way the Welsh Government was doing its job and how much people had heard or seen about the work of the Welsh Government.⁵ This relationship is shown in Chart 3.

³ For example, the powers of the devolved Welsh Government are different from those of the UK and other European governments; the other questions asked in the two surveys may affect responses to this question; and the time periods covered by the two surveys are different. The ESS results are based on fieldwork carried out in September to December 2012, compared with the National Survey fieldwork carried out over a full year from April 2013 to March 2014. For the most comparable time periods, see the comparison of National Survey 2012-13 with ESS 2012 results [here](#).

⁴ The Living in Wales Survey was carried out with the household representative (the person who owns/rents the home, the oldest person or the person who earns the most) and not a randomly-selected adult aged 16+ as in the National Survey. This difference in design may contribute to the difference in results between the two surveys.

⁵ Further analysis would be needed to draw conclusions on how satisfaction with the Welsh Government relates to level of awareness of its work. For example, lower awareness of the Welsh Government's work may lead to lower satisfaction; lower satisfaction may lead people to report lower awareness; or there may be some third factor, such as political affiliation, influencing both satisfaction and awareness. A similar caution applies to other associations between different factors noted in this release.

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

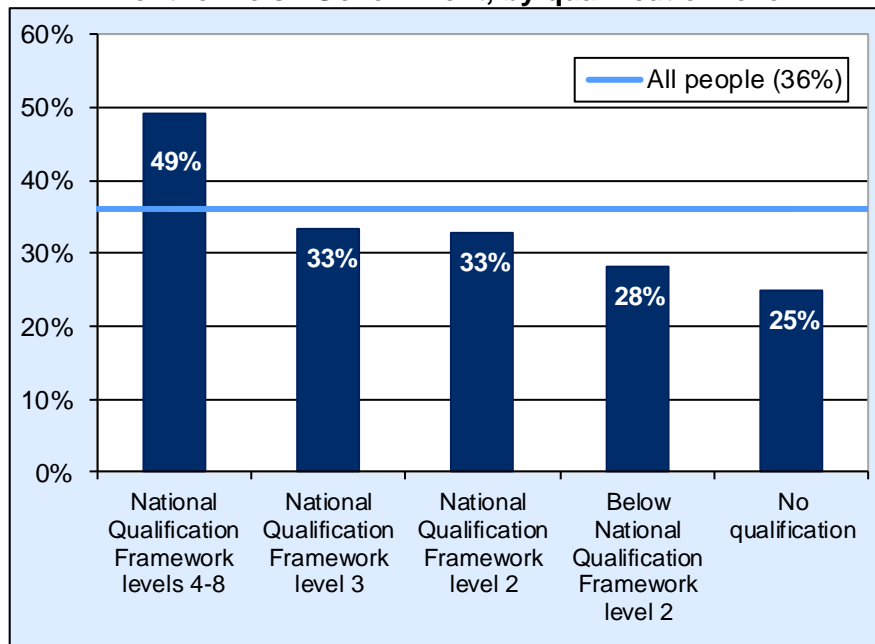


(a) Answers were given on a scale of 0 (extremely dissatisfied) to 10 (extremely satisfied).

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

The results also show an association between people's qualification levels and the amount that people had seen or heard about the Welsh Government. This is shown in Chart 4.⁶

Chart 4: Heard a 'great deal' or 'a fair amount' about the work of the Welsh Government, by qualification level



- 25% of those with no qualifications had seen or heard a 'great deal' or 'a fair amount' about the work of the Welsh Government compared with 49% of those with a high level of qualifications (National Qualification Framework level 4-8, equivalent to holding qualifications above 'A' level).

The survey also found that Welsh speakers were more likely to say they have seen or heard a 'great deal' or 'a fair amount' about the work of the Welsh Government (48%) compared with non-Welsh speakers (33%).⁷

⁶ Annex A, [Table 2](#) shows these results in more detail, including confidence intervals. More information on National Qualification Framework levels can be found [here](#).

⁷ See Annex A, [Table 3](#).

Health

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

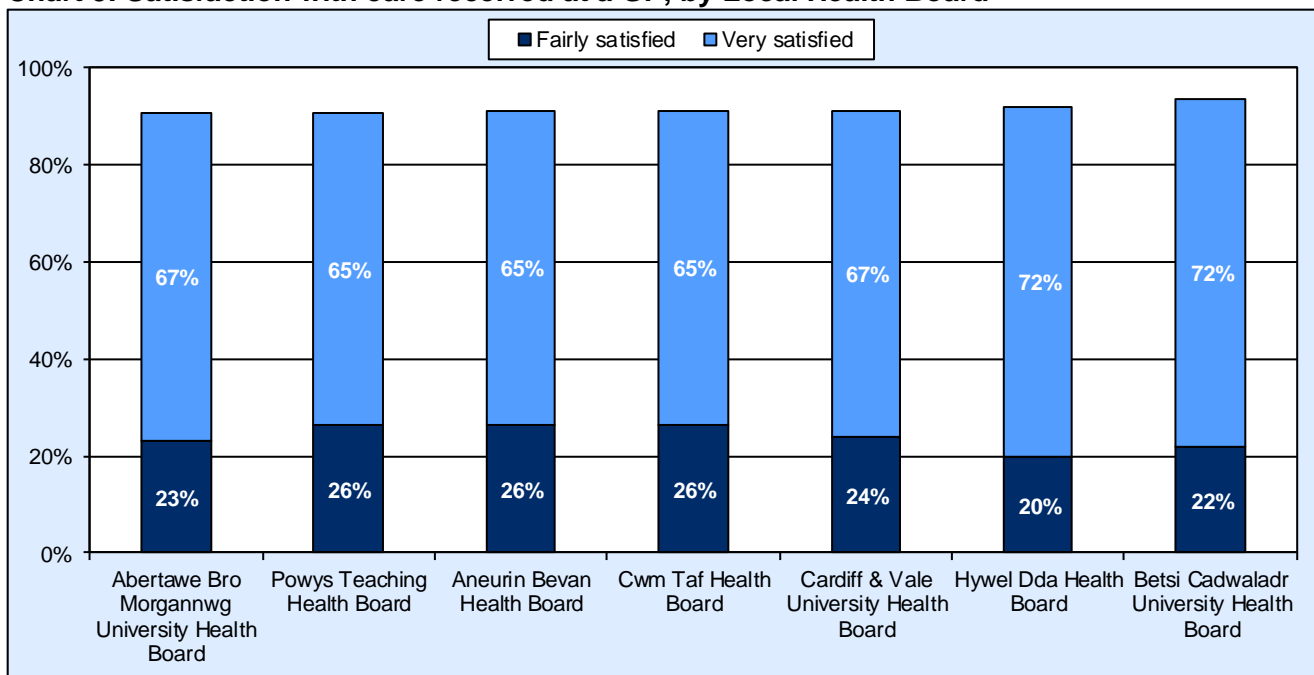
In 2013-14, the National Survey included a series of questions about people’s experiences of GP surgeries and NHS hospitals. These questions covered satisfaction with the health service in general, ease of access to health care services, whether people felt they were treated with dignity and respect, and satisfaction with the care they received.

Satisfaction with health services

Satisfaction with GP care

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 24% fairly satisfied) with the care they received. Chart 5 shows the proportion who were very or fairly satisfied with the care they received, split by Local Health Board.⁸

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



As can be seen from Chart 5, there was not a great deal of variation between Health Boards. The proportion of people satisfied with the care they received at their GP appointment varied from 91% of people living in Abertawe Bro Morgannwg University Health Board to 94% in Betsi Cadwaladr University Health Board.⁹ Previous research has found that the large majority of the variation in satisfaction with GP care is due to differences between individuals, and not to which Health Board they live in.¹⁰

People aged 75 and over were found to be more satisfied with the care they received from their GP (97%) than people aged between 16 and 24 (87%).

⁸ Information on Local Health Boards can be found [here](#).

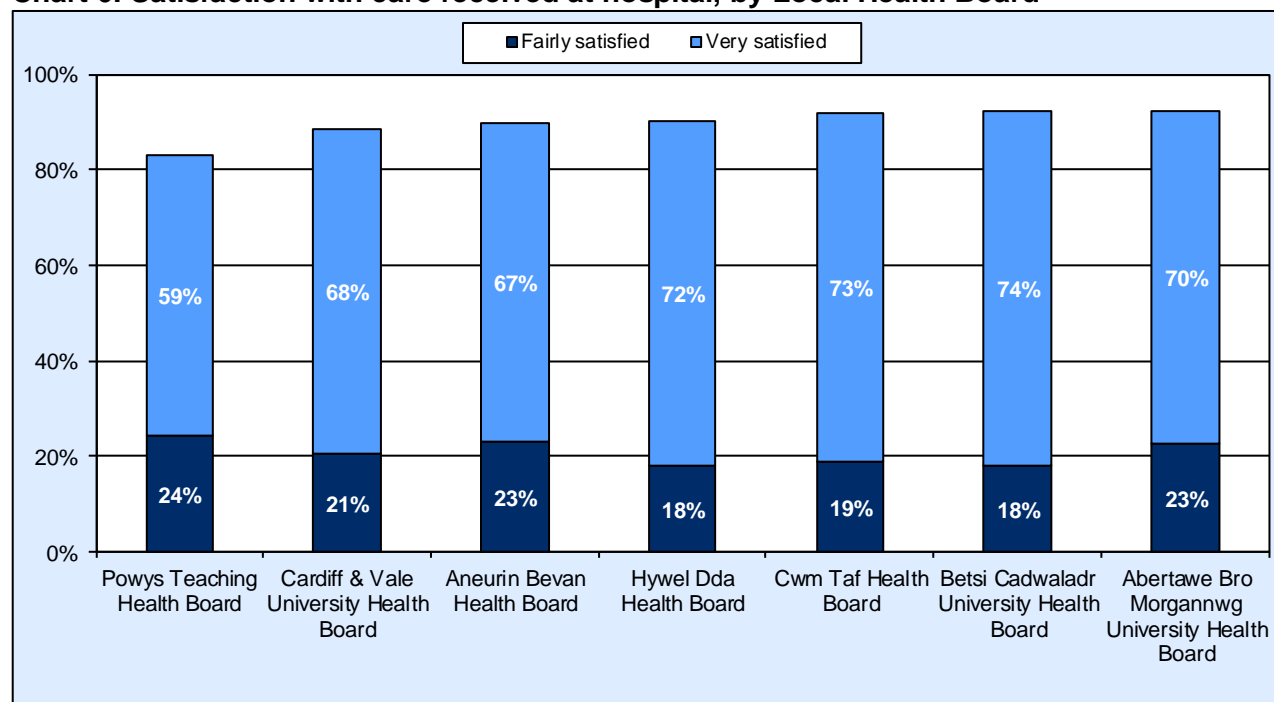
⁹ Annex A, [Table 4](#) shows these results in more detail, including confidence intervals.

¹⁰ See [report on satisfaction with health services](#) based on results from the National Survey in 2012-13.

Satisfaction with hospital care

41% of people had attended a hospital appointment in the last 12 months. Of these, 91% were satisfied (70% very satisfied and 21% fairly satisfied) with the care they received (this includes day patients, outpatients and inpatients). A similar question, about satisfaction with the 'service' (rather than the 'care') received, was included in the [2008 Living in Wales Survey](#). A similar result was found: 87% of people were satisfied with the service received. Chart 6, based on the National Survey results from 2013-14, shows the proportion who were very or fairly satisfied with the care they received at hospital, by Local Health Board.

Chart 6: Satisfaction with care received at hospital, by Local Health Board



Results did not vary greatly by Health Board with the exception of Powys, where satisfaction was lower (83% satisfied with the care received, compared with 92% in 2012-13).¹¹ As with satisfaction for GP care, previous research has found that the large majority of the variation in satisfaction with hospital care is due to differences between individuals and not to which Health Board they live in.¹²

As with GP care, older people tended to be more satisfied with the hospital care they received. 94% of people aged 75 and over were satisfied with the care they received, compared with 86% of people aged 16 to 24.

Overall satisfaction with health services in Wales

People were also asked what they thought of the overall state of health services in Wales, irrespective of whether they had used any health services in the previous 12 months. For this question, respondents were asked to consider all aspects of NHS services, from GPs to pharmacies, NHS dentists and opticians, community health services, and hospitals. Answers were given on a scale of 0 (extremely bad) to 10 (extremely good). The average score given was 6.2. This is slightly lower than the average score given for the same question in 2012-13 (6.4).

In 2012, the [European Social Survey](#) (ESS) asked the same question of respondents across 29 European countries, including the UK. There was no statistically significant difference between the UK national average in 2012 (6.3) and the Wales average in 2013-14 (6.2). However, the average rating across

¹¹ Annex A, [Table 5](#) shows these results in more detail, including confidence intervals.

¹² See [report on satisfaction with health services](#) based on results from the National Survey in 2012-13.

European countries found in the ESS was 4.9, substantially lower than the UK and Wales results.¹³ Please note that for detailed comparisons with other European countries, the European Social Survey results from 2012 should be compared with the National Survey results from 2012-13. These comparisons are available in this [separate report](#).

Older people aged 75 and over and young people aged 16 to 24 gave a higher rating on average for health services in Wales (7.1 and 6.6 respectively) than people aged 45 to 64, who gave a score of 5.8. There was no significant difference in scores given by people in different Local Health Boards.¹⁴

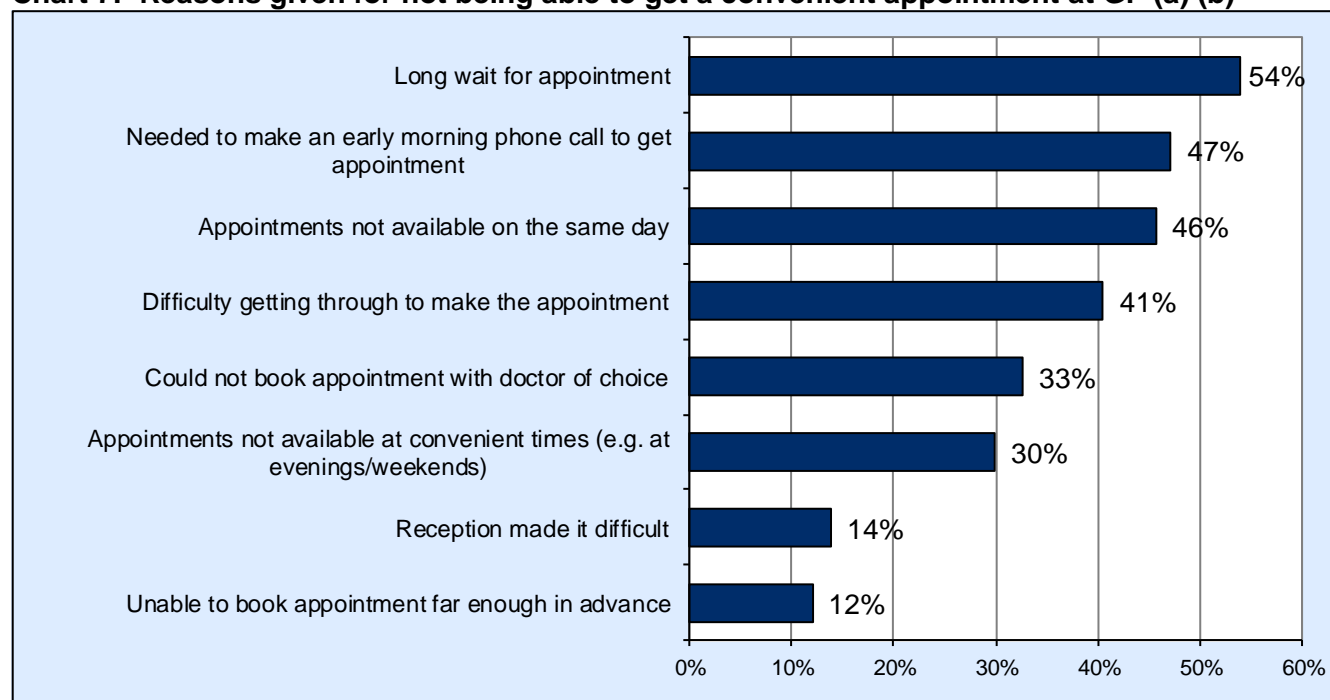
Accessing GP services

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

The National Survey asked how easy or difficult it was for people to make a convenient appointment with a GP and how easy or difficult it was to get to and from the surgery. It found that 62% of people who had seen their GP in the last 12 months, and made the appointment for themselves, said that it was easy¹⁵ to get a convenient appointment. 38% of people who made an appointment with a GP found it difficult¹⁶ to make a convenient appointment. This is higher than the proportion who said it was difficult to make an appointment in 2012-13 (33%).

Respondents who said it was difficult to make a convenient appointment were asked why this was. The reasons given are shown in Chart 7.

Chart 7: Reasons given for not being able to get a convenient appointment at GP (a) (b)



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

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

¹³ While the results are broadly comparable, there are differences between the ESS and the National Survey that should be borne in mind. For example, The National Survey question has an introduction that prompts respondents to think about the full range of healthcare provision. See footnote 2 for further discussion of differences.

¹⁴ Annex A, [Table 6](#) shows the results in more detail, including confidence intervals.

¹⁵ 'Easy' is defined as those who said 'very easy' or 'fairly easy'.

¹⁶ 'Difficult' is defined as those who said 'very difficult' or 'fairly difficult'.

The reason most commonly given was 'long wait for an appointment' (given by 54% of those who found it difficult to make a convenient appointment).

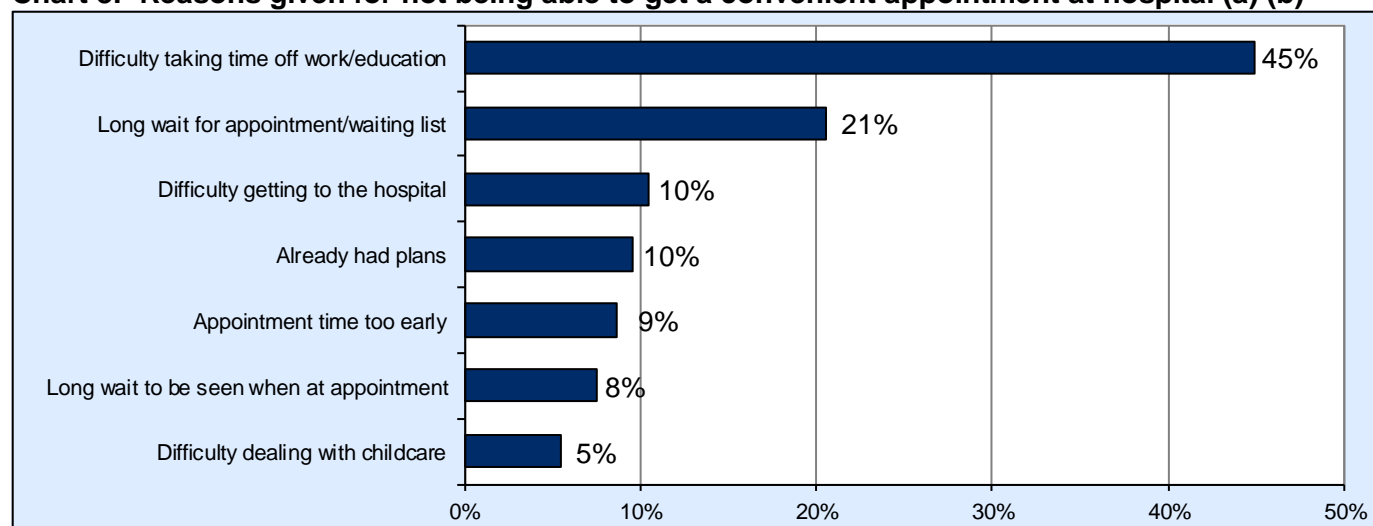
94% of people who had visited their GP in the last 12 months reported that it was easy to get there and back. Similarly, the 2008 [Living in Wales Survey](#) reported that 92% of people found it easy to get to and from a GP surgery. The 2013-14 National Survey found no significant difference in ease of getting to the GP surgery between people living in urban and rural areas.¹⁷ More in-depth analysis, based on the 2012-13 results and controlling for other factors, found that people in rural areas were slightly more likely (1.5% more likely) to find it difficult to get to the GP surgery than people in urban areas. However, other factors, such as living in an area with a very high travel time to the GP, being in poor health, and not having use of a car had a much greater effect.¹⁸

Accessing hospital appointments

In 2013-14, the National Survey found that 94% of people attending a hospital appointment in the last 12 months were able to get an appointment at a date and time that was convenient to them.

Respondents who said that the date and time of their appointment was not convenient were asked why this was. The reasons given are shown in Chart 8.

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



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

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

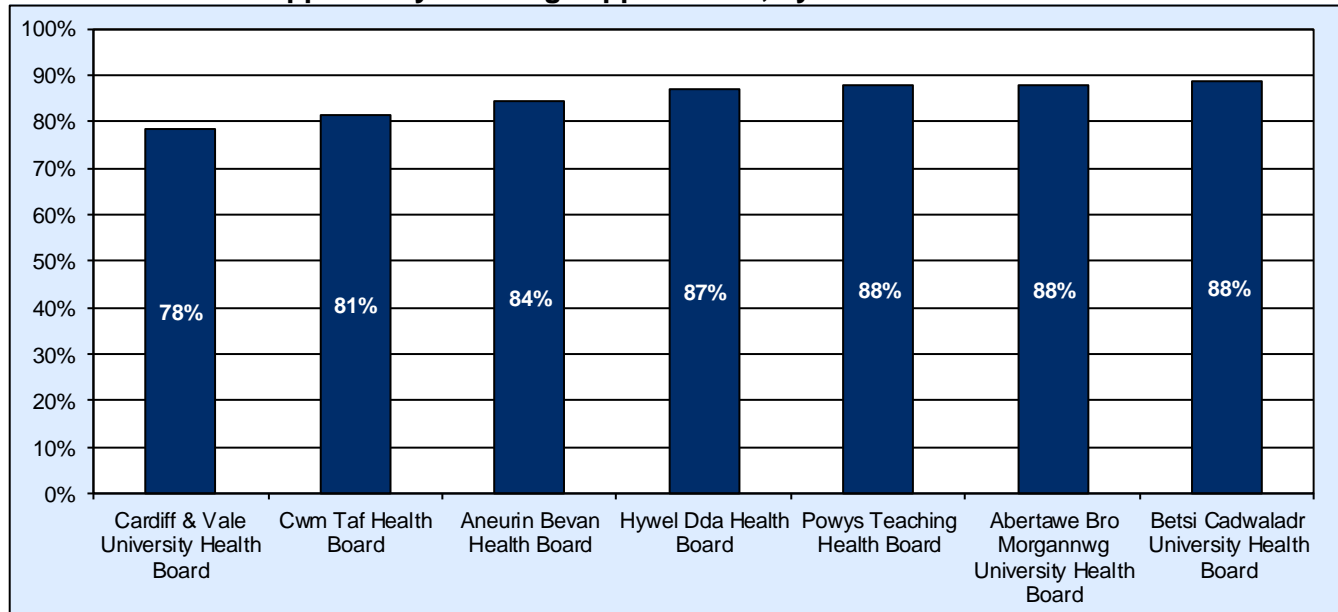
The reason most commonly given was 'Difficulty taking time off work or education' (45% of those who didn't get a convenient appointment). A higher proportion of people said this in 2013-14 than did for 2012-13, when 35% gave this as their reason.

All respondents who attended a hospital appointment in the last 12 months (whether the appointment was convenient or not) were asked whether they were given an opportunity to change their appointment. 85% said that they were given the opportunity while 15% said they weren't. Chart 9 sets out results for this question by Local Health Board.

¹⁷ See 'Terms and Definitions' in the [Key Quality Information](#) section; the results are presented in more detail in Annex A, [Table 7](#).

¹⁸ See [report on satisfaction with health services](#) based on results from the National Survey in 2012-13.

Chart 9: Given an opportunity to change appointment, by Local Health Board



A higher proportion of people living in the Betsi Cadwaladr University Health board area said they were given an opportunity to change their hospital appointment time (88%) than did people in the Cardiff and Vale University Health Board area (78%).¹⁹

82% of people who had a hospital appointment said it was easy to get to and from. A similar question was asked in the 2008 [Living in Wales](#) Survey, although respondents could also include times when they accompanied a child or someone they cared for; 84% said it was easy to get to and from the hospital.

The 2013-14 National Survey found no significant difference in ease of getting to and from hospital appointments between people living in urban and rural areas.²⁰ More in-depth analysis, based on the 2012-13 results and controlling for other factors, found that people in rural areas were a little more likely (4% more likely) to find it difficult to get to hospital appointments. However a range of other factors, such as not having use of a car, being in poor health, and feeling unsafe on public transport, had a greater effect.²¹

¹⁹ Annex A, [Table 9](#) shows the results in more detail, including confidence intervals.

²⁰ Annex A, [Table 8](#) shows the results in more detail, including confidence intervals.

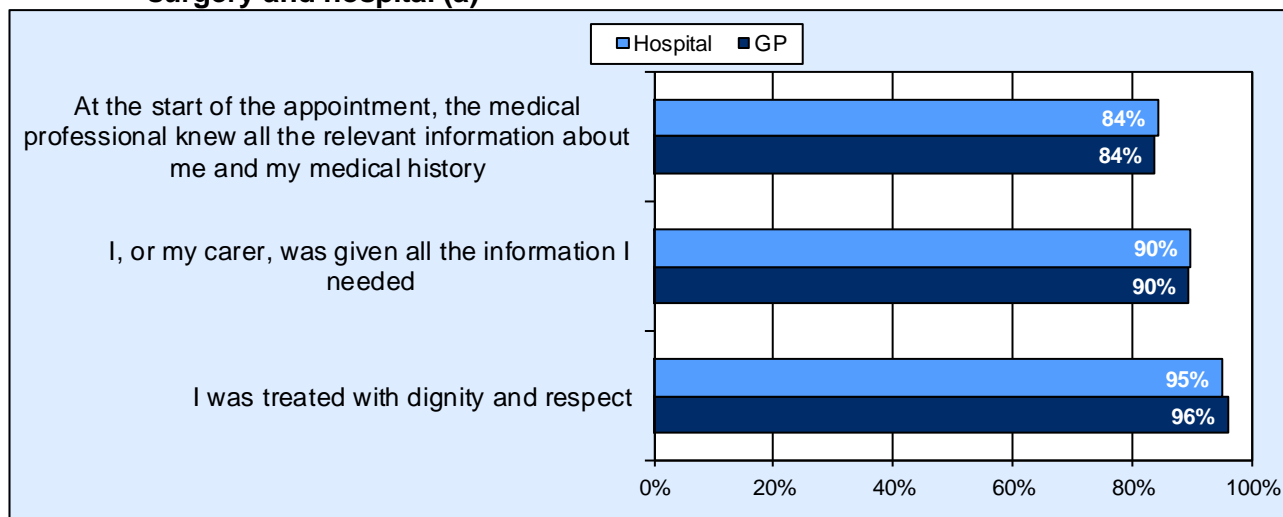
²¹ See [report on satisfaction with health services](#) based on results from the National Survey in 2012-13.

Patient experience

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

In 2013-14, the National Survey asked people who had visited a GP surgery or had an appointment at an NHS hospital in the last 12 months about whether they agreed with three statements about their experience. The statements and responses are set out in Chart 10.

Chart 10: Proportion of people who agree with statements about patient experience at GP surgery and hospital (a)



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

96% of people who saw a GP and 95% of people who had a hospital appointment agreed that they were treated with dignity and respect. The 2008 [Living in Wales Survey](#) reported very similar results.²²

In 2013-14, the National Survey found that 84% of people who saw a GP and 84% of those who attended a hospital appointment agreed that the GP/health professional knew all the relevant information about their medical history. Once again this was not significantly different from 2012-13. A similar question was included in a [patient experience survey](#) carried out in Wales in 2009, but was asked of only patients with chronic conditions. In that survey, 84% of respondents said their GP had all the necessary background information on their condition and treatment; the figure for specialists having the necessary information was 76%.

Previous [research](#), based on the 2012-13 National Survey results, found that people's views on satisfaction with GP and hospital care are not influenced greatly by their demographic characteristics such as gender or education levels. Overall satisfaction is influenced much more by whether people think they are given all the information they need about their condition, and whether they are treated with dignity and respect. Interestingly, the research also found that satisfaction was not greatly affected by whether people thought the medical professional knew all the relevant information about them.

²² National Survey respondents were asked about their experience at the last appointment for themselves. In the Living in Wales Survey, respondents were also allowed to consider experience at an appointment for a child they care for.

Involvement with health services

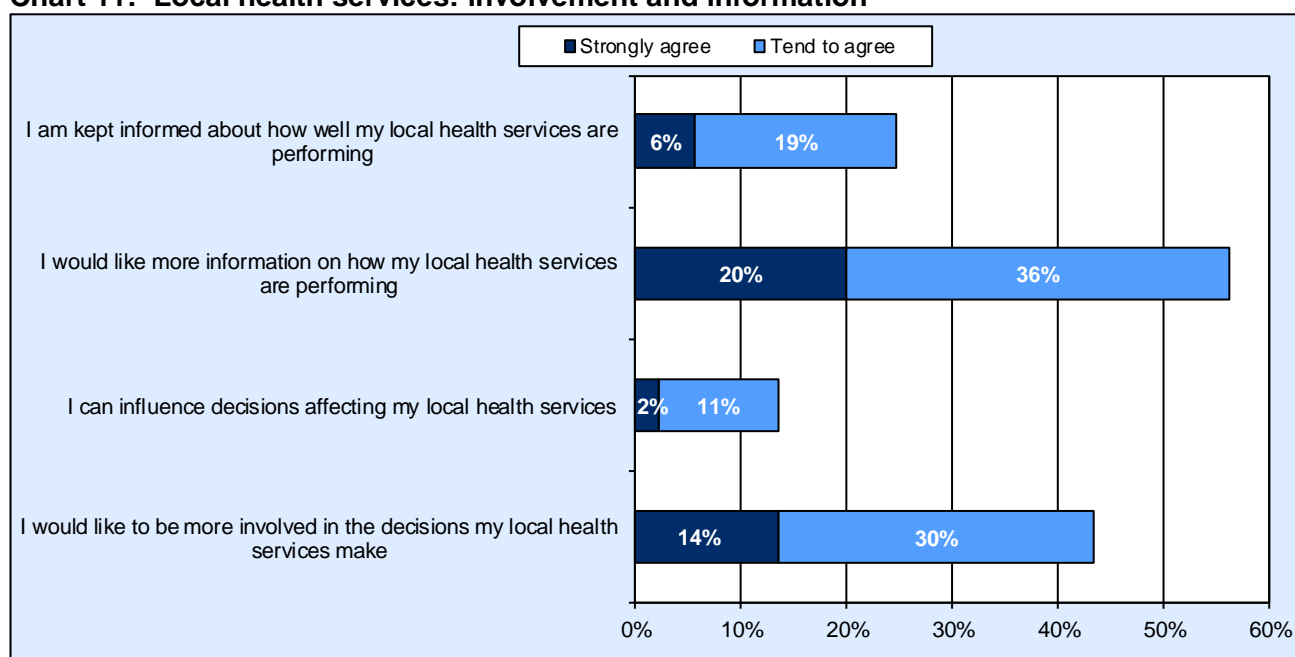
The Welsh Government is interested in knowing about how engaged people feel with public services so that it can work to increase levels of engagement and, through increased engagement, improve public services.

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

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

The results are set out in Chart 11.

Chart 11: Local health services: involvement and information



6% of people strongly agreed that they felt well informed about how local health services are performing, with 19% tending to agree. 56% of people wanted more information on performance (20% strongly agreeing with the statement and 36% tending to agree). 2% of people strongly agreed and 11% tended to agree that they were able to influence the decisions made by their local health service. 43% of people wanted to be more involved in those decisions (14% strongly agreeing with the statement and 30% tending to agree); the proportion who strongly agreed has increased since 2012-13, when 11% strongly agreed.

Similar statements were rated by respondents for local authority services, for which a similar pattern was observed (see page 18). However more people agreed²³ with the statement 'my council is good at letting people know how well it is performing' (41%) than with the similar statement for local health services (25%).

²³ 'Agree' is defined as those who said 'strongly agree' or 'tend to agree'.

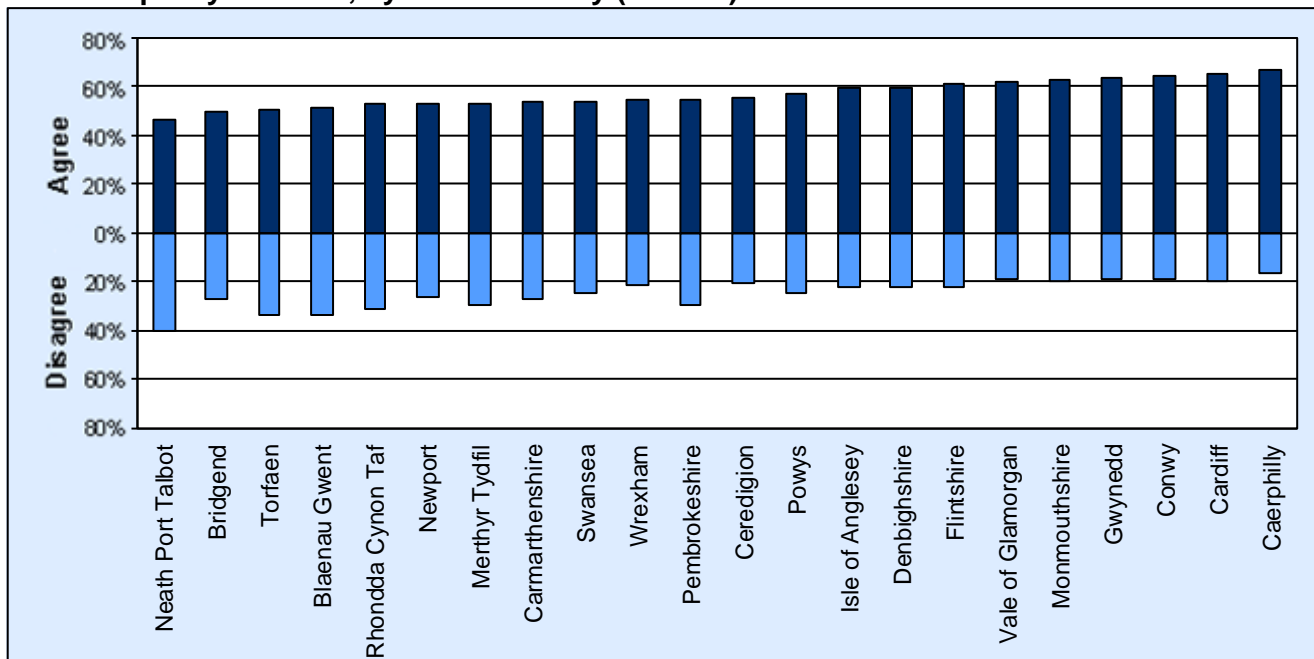
Local authority services

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

People were asked whether they agreed or disagreed with the statement ‘my council provides high quality services’. Overall, 57% agreed with the statement; this varied from 46% in Neath Port Talbot to 66% in Caerphilly. The results are shown for each local authority in Chart 12.²⁴

Chart 12: Proportion of people who agree or disagree that their council provides high quality services, by local authority (revised)



This question was also asked in the [2012 Scottish Household Survey](#), where 44% of people in Scotland agreed that their ‘local council provides high quality services’.²⁵

Previous research has found that the large majority of the variation in overall satisfaction with local authority services is due to differences between individuals, and not to which local authority they live in.²⁶ The same research found that key factors influencing overall satisfaction are people’s views on how well maintained the local area is, and their views on how good the local authority is at communicating about its performance.

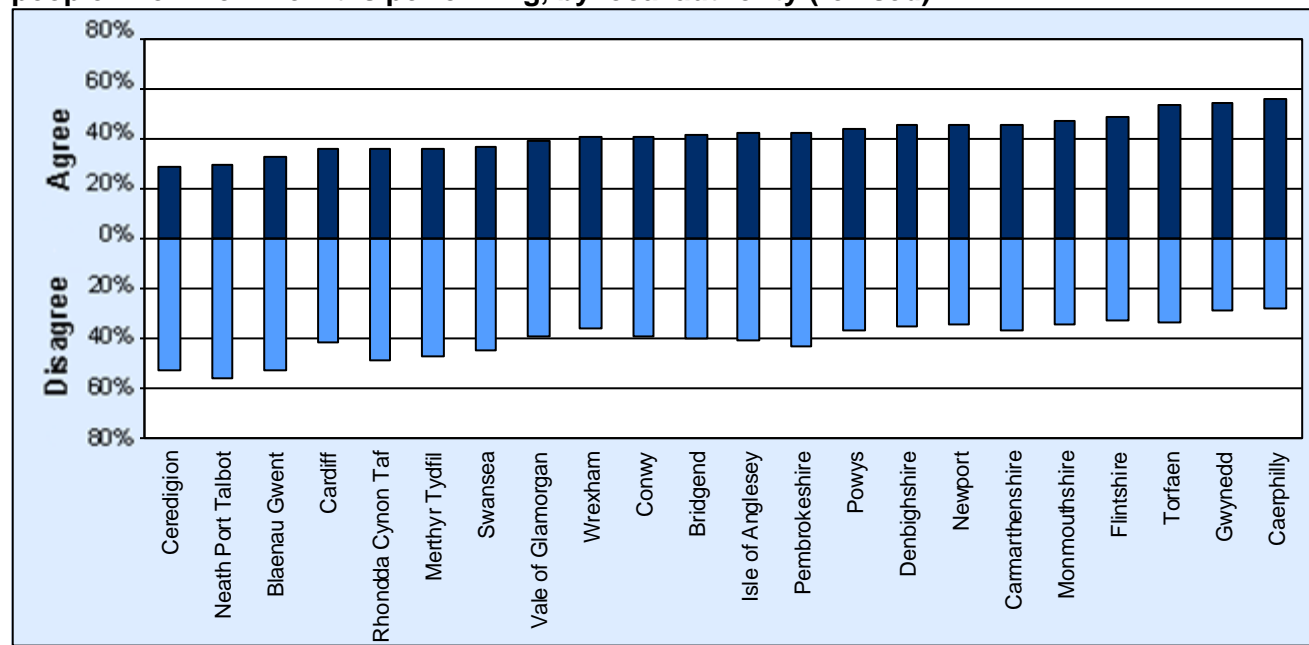
²⁴ Annex A, [Table 10](#) shows the results in more detail, including confidence intervals.

²⁵ The results provide useful context, but there are some differences between the two surveys. The National Survey precedes its questions on local authority services with a clarification of what services people should take into account, while the Scottish Household Survey (SHS) doesn’t. The SHS includes this question among a battery of questions about local services, which are randomly rotated, which slightly reduces the comparability with National Survey. The SHS also covers an earlier time period (2012, compared with 2013-14 in the National Survey; although the 2012-13 National Survey also found higher levels of satisfaction in Wales compared with the 2012 SHS). More information on question comparability can be found [here](#).

²⁶ See [report on satisfaction with local authority services](#) based on results from the National Survey in 2012-13.

People were asked whether they agreed or disagreed with the statement ‘my council is good at letting people know how well it is performing’. Overall, 41% of people agreed with the statement; this varied from 29% in Ceredigion to 56% in Caerphilly²⁷ as shown in Chart 13.²⁸ The proportion of people who agreed with the statement has not changed significantly since last year, but the proportion who disagreed with the statement has increased from 37% in 2012-13 to 40% in 2013-14. This is due to a reduction in the proportion of people who ‘neither agreed nor disagreed’.

Chart 13: Proportion of people who agree or disagree that their council is good at letting local people know how well it is performing, by local authority (revised)



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 on their performance is due to differences between individuals, and not to which local authority they live in.²⁹ As noted above, the same research found that people’s perceptions of how well the local authority communicates about its performance is a key driver of overall satisfaction with local authority services.

Following on from this question, people were asked to what extent they agreed or disagreed with the statement ‘I would like more information on how my council is performing’. Overall, 52% of people agreed with the statement. Chart 14 shows that this varied from 40% in Pembrokeshire to 64% in Neath Port Talbot.³⁰

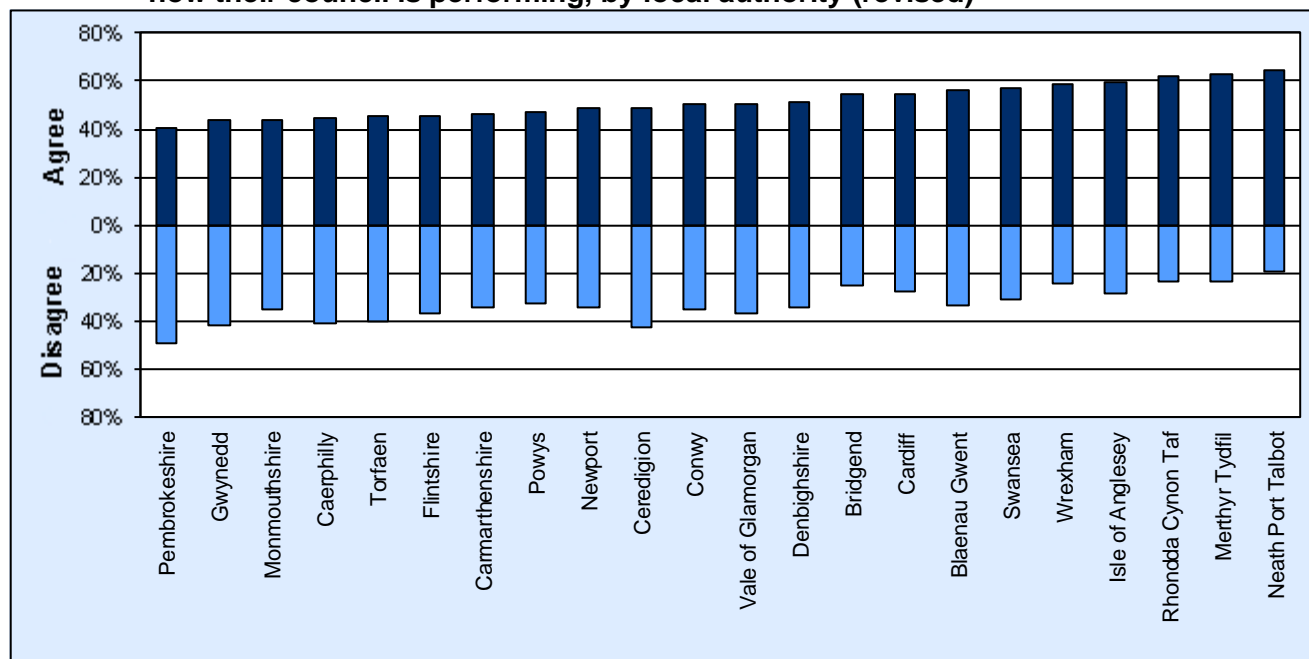
²⁷ Revision: These local authority names have been revised along with the chart, due to the errors found in the original chart.

²⁸ Annex A, [Table 11](#) shows the results in more detail, including confidence intervals.

²⁹ See [report on satisfaction with local authority services](#) based on results from the National Survey in 2012-13.

³⁰ See [Table 12](#) in the Annex.

Chart 14: Proportion of people who agree or disagree that they would like more information on how their council is performing, by local authority (revised)



As with the statement above, the proportion who agreed has not changed; however the proportion who disagreed increased from 29% in 2012-13 to 32% in 2013-14. Once again, this is due to the reduction in the proportion of people who 'neither agreed nor disagreed'.

Education

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

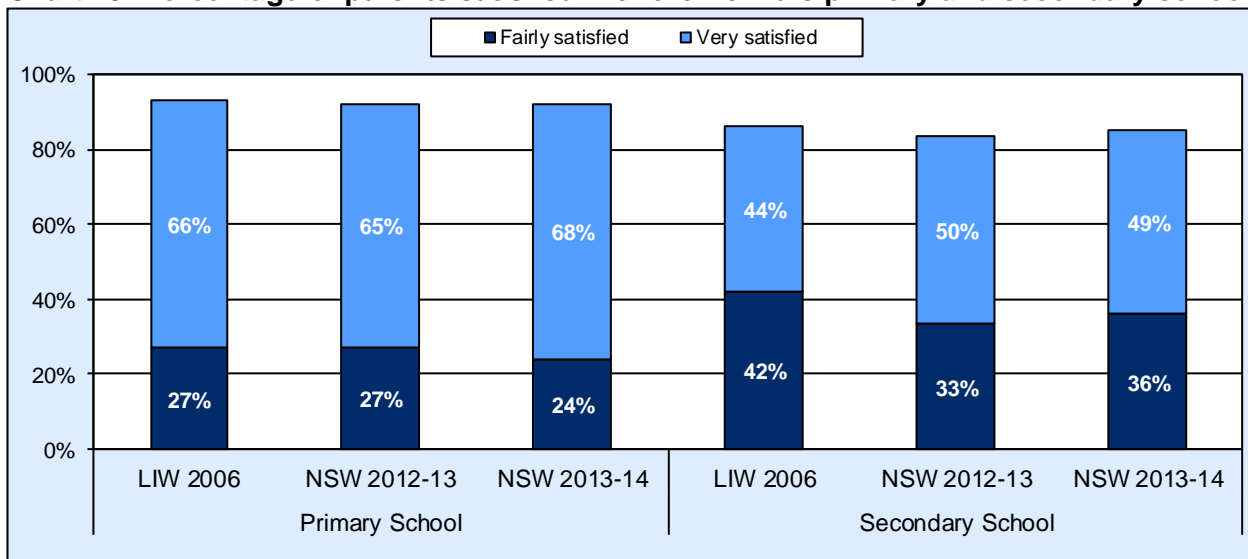
The National Survey results are used together with other data sources (inspection reports, exam results, etc.) to provide the Welsh Government with a broader assessment of the quality of education services. This evidence will support actions identified in the [Improving Schools](#) plan, which sets out 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 asked parents a series of questions about their satisfaction with their children’s local authority funded primary and secondary schools.³¹

Results from the National Survey show that 92% of parents were satisfied (either fairly or very satisfied) with the primary school their child attended, and 85% were satisfied with the secondary school their child attended. Similar results were also found in the [Living in Wales Survey](#) in 2006 (93% of parents were satisfied with their child’s primary school, and 86% satisfied with secondary schools). Chart 15 shows that fewer parents are ‘very’ satisfied with secondary schools than primary schools.³²

Chart 15: Percentage of parents satisfied with their child’s primary and secondary school



In the National Survey in 2013-14, 68% of parents were ‘very satisfied’ with primary schools; 49% were ‘very satisfied’ with secondary schools.³³

³¹ Respondents were asked to think about their experiences over the past 12 months. Legal guardians were also asked these questions and are included in the category ‘parents’ here.

³² Annex A, [Table 13](#) shows the results in more detail, including confidence intervals.

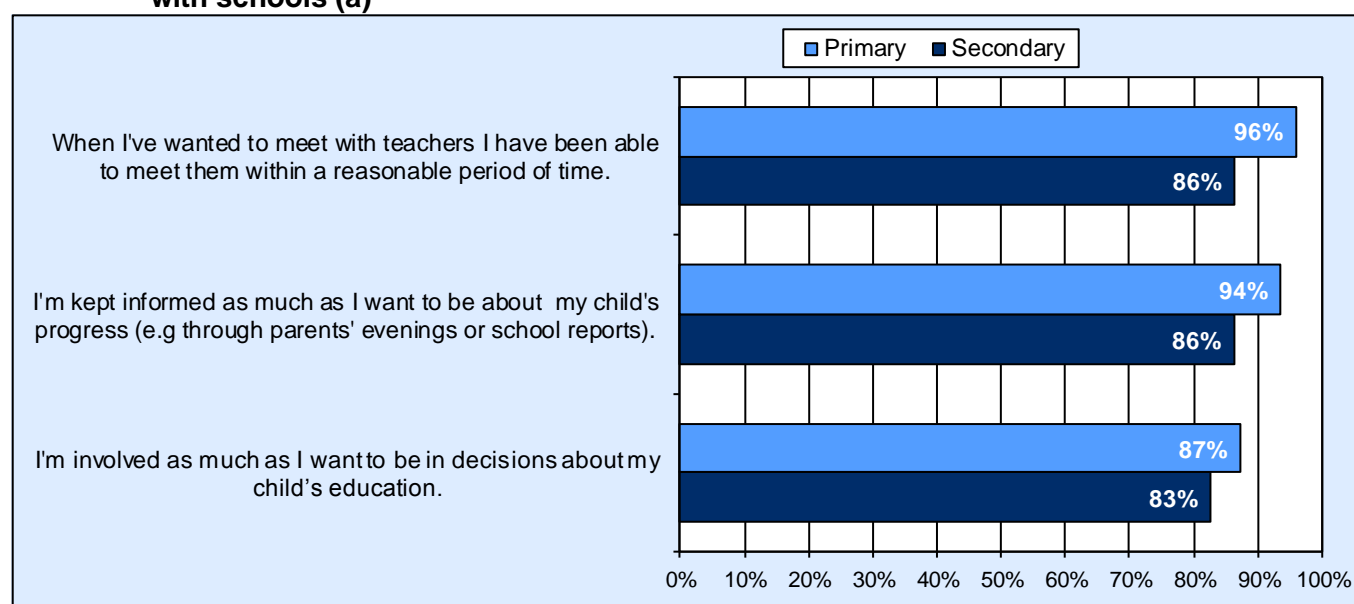
³³ See [report on satisfaction with education](#) for further analysis of the key factors influencing parental satisfaction with schools based on results from the National Survey in 2012-13.

An [Ofsted report](#) on schools in England published in 2006 presented a similar picture of parents' satisfaction with schools. The report concluded that, in general, satisfaction was strongly associated with school effectiveness and the achievement of pupils. It reported that parental dissatisfaction with schools was more pronounced in secondary schools where achievement was unsatisfactory or poor, but that this pattern was less evident in primary schools. It suggested that this could reflect a greater focus by parents on educational outcomes at secondary stage, or parental beliefs that broader aspects of education, such as social development, are more important at the primary stage.

Experience of dealing with schools

The [Improving Schools](#) plan outlines the need for schools to engage with parents and develop a two-way relationship in order to improve learning outcomes. Questions were therefore included in the National Survey to ask parents about specific aspects of dealing with their child's primary or secondary school. They were asked to what extent they agreed or disagreed with the three statements shown in Chart 16.³⁴

Chart 16: Percentage of parents who agreed with statements about their experience of dealing with schools (a)



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

- 96% of parents of primary school children agreed that they were able to meet with their child's teacher within a reasonable period of time, compared with 86% of parents of secondary school children.
- 94% of primary school children's parents and 86% of secondary school children's parents felt they were kept informed as much as they wanted to be about their child's progress.
- 87% of primary and 83% of secondary school children's parents felt they were involved as much as they wanted to be in decisions about their child's education.

A new statement was introduced in 2013-14 which asked parents whether they understood how their child's progress was assessed. 87% of primary and 84% of secondary school parents felt that they understood.

Parents were also asked whether they felt they were kept informed about the performance of their child's school. 85% of primary school children's parents and 82% of secondary school parents felt that they were kept informed. Similar results were found in the [2006 Living in Wales Survey](#) (with the exception of the question about being kept informed about progress, and whether they understood how their child's progress was assessed, which wasn't included in that survey).

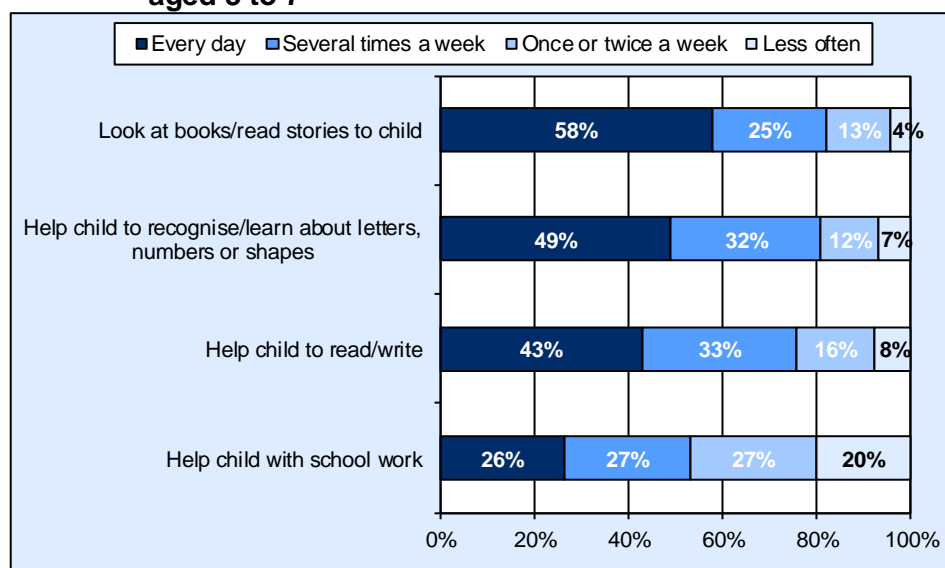
³⁴ Annex A, [Table 14](#) shows the results in more detail, including confidence intervals.

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. For example, a range of activities (such as playing with letters and numbers, reading together and teaching songs and nursery rhymes) is known to be associated with positive outcomes at age 3 and 7.³⁵

Consequently, the Welsh Government is keen to find out how much time parents spend doing various activities with children of different ages. In the National Survey, parents of children aged 3 to 7 were asked a series of questions about how often they look at books or read stories to their children, help their children to recognise or learn about letters, numbers or shapes, help their children to read or write, and help their children with school work. The results are shown in Chart 17.³⁶

Chart 17: How often parents did certain activities with their children aged 3 to 7



- 82% of parents read stories to their children at least several times a week. Similar proportions helped them to learn about letters, numbers or shapes (81%) or to read or write several times a week (76%).
- 53% helped their child with school work at least several times a week.

It is important to note 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.

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

A similar set of questions were asked of parents in the Welsh Government’s [2005 Individuals Panel](#). Respondents who had children were asked which activities, if any, they had undertaken with their children aged 3 to 7 in the last 12 months. 96% of parents had looked at books/read stories to their child, 88% helped him/her to read, 86% helped him/her to recognise or learn about letters, numbers or shapes, and just over three quarters had helped their child with other school work (79%).

For older children, aged 8 to 17, there is evidence that parental involvement continues to have a substantial effect on achievement into adolescence and even adulthood. Research using data from the [National Child Development Study](#) to explore the effect of parents’ involvement on achievement at age

³⁵ See report on the [Effective Provision of Pre-School Education Project](#).

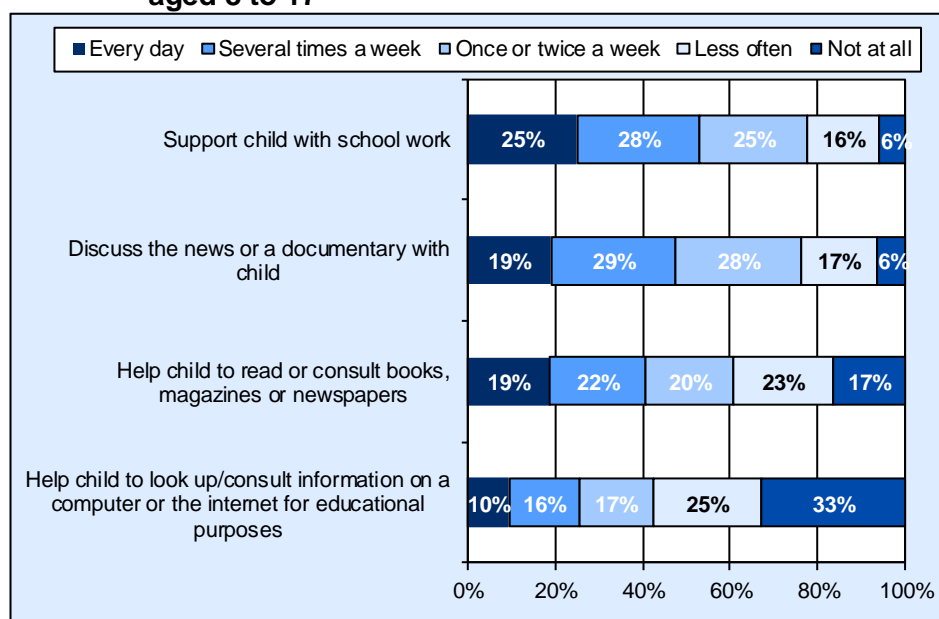
³⁶ Annex A, [Table 15](#) shows the results in more detail, including confidence intervals.

16 found that very high parental interest is associated with better exam results, even when the influence of background factors such as social class and family size have been taken into account.

Parents of children aged 8 to 17 were asked a series of questions in the National Survey about how often they: discussed the news or a documentary with their children; helped their children to read or consult books, magazines or newspapers; helped their children to use the internet for educational purposes³⁷; and supported their children with school work.³⁸

The results of these questions are shown in Chart 18.³⁹

Chart 18: How often parents did certain activities with their children aged 8 to 17



- 53% of parents supported their child with school work at least several times a week. A similar proportion discussed the news or documentaries at least several times a week (48%).
- Parents were less likely to help their child to look up information on a computer or the internet for educational purposes, with 33% never doing so.

A similar set of questions was asked of parents in the Welsh Government’s [2005 Individuals Panel](#). Parents who had children aged 8 or older were asked whether they had done any of a list of activities in the last 12 months to support their child’s learning. 82% had helped their child with their school work, 70% had discussed the news or a documentary with their child, 67% had helped their child to look up information on a computer or internet, and 63% had helped their child to read or consult books, magazines or newspapers. The questions in this survey are not directly comparable with the National Survey results, but they do provide additional context.

The National Survey also included questions about access to the internet at home (see section on [Internet access](#)). 93% of children aged 0 to 15 lived in households which had access to the internet. This varied by area deprivation. 99% of children in the 20% least deprived areas of Wales had access to the internet at home, compared with 86% of children who lived in the 20% most deprived areas of Wales.

In the National Survey, parents of children aged 11 to 15 were asked what they would like their child to do when they reach 16 and can leave school. This question was included because there is evidence that the attitudes and aspirations of parents (and of children themselves) can be a useful predictor of children’s educational achievement.³⁷ 81% of parents wanted their child to continue in full time education, 10% wanted their child to go on a training course or start an apprenticeship when they reached 16 years old, and 6% stated that it was up to their child to decide.

³⁷ In 2012-13 the National Survey asked whether parents helped their child to look up information on a computer. This question was changed in 2013-14 to ask about looking up information ‘for educational purposes’, so the results are not comparable.

³⁸ See [report on satisfaction with education](#) for further analysis of the key factors influencing parents’ involvement with their children’s Learning based on results from the National Survey in 2012-13.

³⁹ See [Table 16](#) in the Annex to view the results in more detail, including confidence intervals.

Views on the education system in Wales

Since devolution, the education policy in the four constituent countries of the UK has diverged: for example, in England reforms have been introduced based on diversity of school types and parental choice; in Wales (and Scotland) there remains a commitment to community-based comprehensive schools. The Welsh Government is therefore keen to find out people’s views on the education system in Wales from a cross-section of people, not only those who are parents.

The [European Social Survey 2012](#) asked the following question:

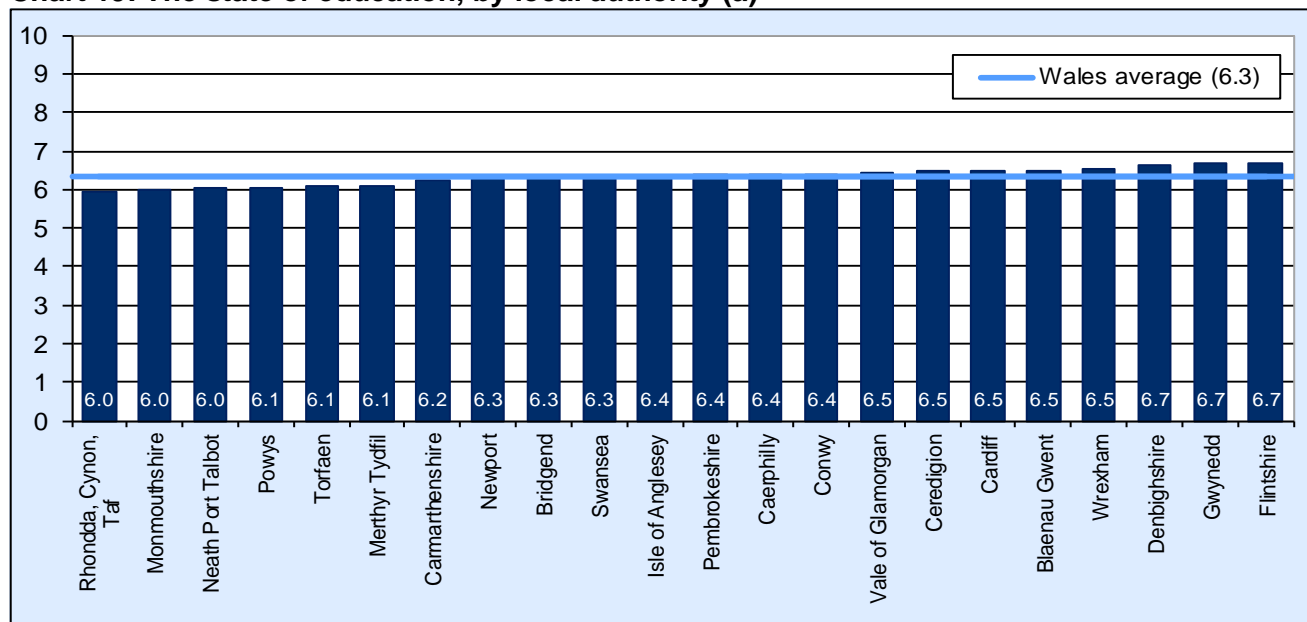
Please say what you think overall about the state of education in [country] nowadays?
Where 0 is ‘extremely bad’... and 10 is ‘extremely good’.

The National Survey asked the same question, to allow comparisons with countries across Europe.⁴⁰ The average response given for the National Survey was 6.3. The proportion of people answering “Don’t know” to this question was 11% (15% for people in households with no children under 19; 3% for households with children under 19). As for all other questions, “Don’t know” responses have been excluded from the analysis.

The UK national average (5.9) and the average rating across European countries (5.0) found in the [European Social Survey 2012](#) were substantially lower than the National Survey average for Wales (6.3). Please note that for detailed comparisons with other European countries, the European Social Survey results from 2012 should be compared with the National Survey results from 2012-13. These comparisons are available in this [separate report](#).

Local authorities in Wales are responsible for their own education budget. They have substantial scope to decide how the money can be used to meet local needs and priorities. Overall satisfaction with education split by local authority is shown in Chart 19.

Chart 19: The state of education, by local authority (a)



(a) Answers were given on a scale of 0 (extremely bad) to 10 (extremely good).

People in Flintshire gave the highest rating for the state of education (6.7), while people in Rhondda, Cynon, Taf gave the lowest rating (6.0).⁴¹

⁴⁰ The results are broadly comparable but, as noted previously, there are differences between the surveys that should be borne in mind when comparing the results: see footnote 2. For example, The National Survey question has an introduction that prompts respondents to think about the full range of education provision. More information on comparability can be found in the report ‘[National Survey for Wales: A question comparability study](#)’. More detailed comparisons between the ESS 2012 results and National Survey 2012-13 results can be found in this [report on satisfaction with public services](#).

⁴¹ See [Table 17](#) in the Annex to view the results in more detail, including confidence intervals.

Well-being

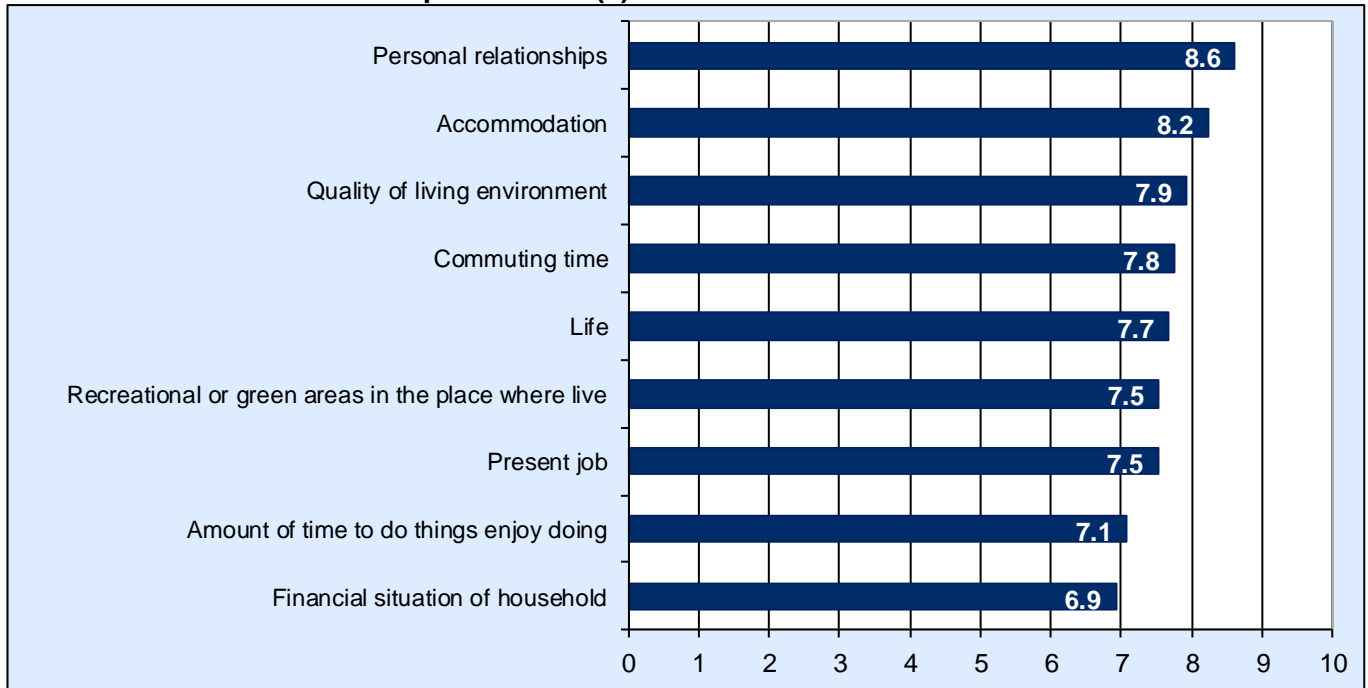
The [Programme for Government](#) sets out the Welsh Government’s aim to improve the long-term well-being of people in Wales. The Welsh Government has made a commitment to draw together key indicators of well-being to provide a high-level picture of well-being in Wales. Individual well-being is a core component of this picture. Well-being includes feelings of happiness and other aspects of subjective well-being, such as feeling that one’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 life expectancy and educational achievements.

Well-being has important links with satisfaction with public services: for example, [previous research](#) based on the 2012-13 National Survey results has found that higher overall satisfaction with health, education and transport is associated with feeling happy and feeling that life is worthwhile. Other [research](#), based on the 2012-13 National Survey results, has found associations between parents’ satisfaction with the neighbourhood and with children’s well-being on the one hand, and satisfaction with schools and involvement with children’s learning on the other.

In 2013-14, the National Survey included the European Union Statistics on Income and Living Conditions (EU-SILC) survey module on well-being. This was included to gather information on subjective well-being that can be compared with countries across Europe.⁴² Please note that the results set out below do not necessarily suggest that the various factors mentioned (age, employment status, etc.) directly affect levels of well-being. The relationship is likely to be more complicated.⁴³

The National Survey asked people to rate various aspects of their lives on a scale of 0 (not at all satisfied) to 10 (completely satisfied). The scores given are shown on Chart 20.

Chart 20: Satisfaction with aspects of life (a)



(a) Answers were given on a scale of 0 (not at all satisfied) to 10 (completely satisfied).

Of these different aspects of their lives, people were most satisfied with their personal relationships, where they gave an average score of 8.6 out of 10. People were least satisfied with the financial situation of their household, where they gave an average score of 6.9.

⁴² [EU-SILC results](#) will be available in summer 2014.

⁴³ In 2012-13, the National Survey included a different set of well-being questions that were developed by the Office for National Statistics (ONS). ONS has published a range of articles on this as part of its [UK National Well-being programme](#). A more detailed analysis of all the well-being questions included in the 2012-13 National Survey can be found [here](#).

The average score given for satisfaction with life was 7.7, which was slightly lower than was given for the same question in 2012-13 (7.8). Young people aged 16 to 24 were the age group most satisfied with their lives, giving an average rating of 7.9. Those aged 45 to 64 were least satisfied, giving an average rating of 7.5.⁴⁴

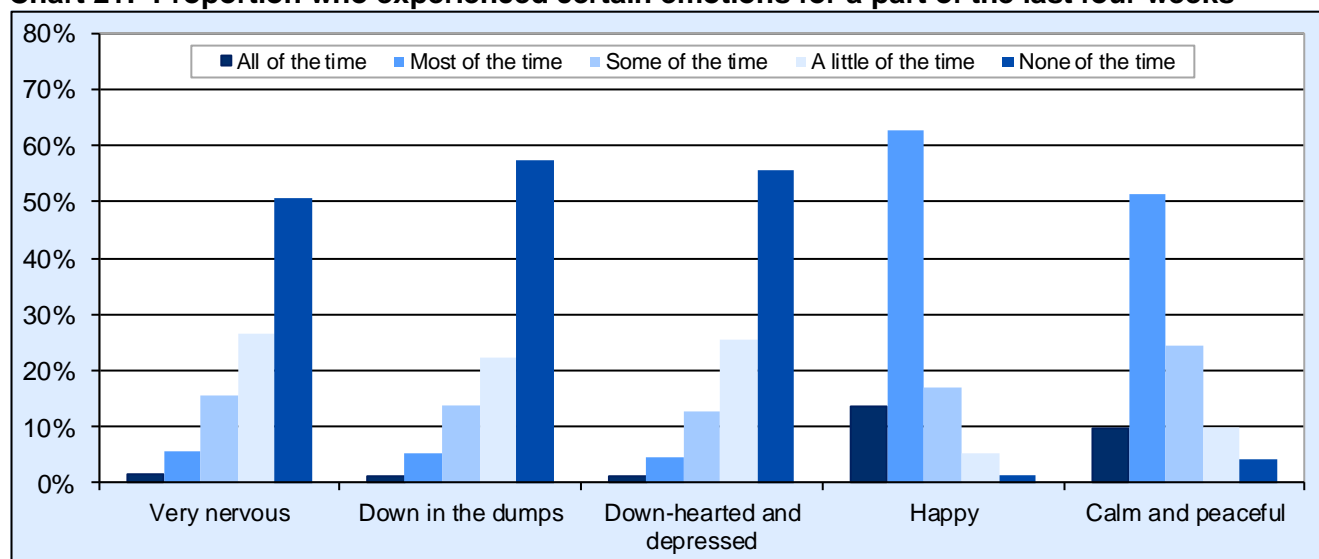
For all aspects of life, people who lived in a rural area gave higher scores on average than those who lived in urban areas. The most notable difference was in scores given for the quality of people's living environment: people in rural areas gave an average score of 8.6, compared with 7.7 for those in urban areas.⁴⁵ However further analysis of the 2012-13 National Survey data on [well-being](#) found that after controlling for things such as health, financial strain and employment status, living in an urban area was no longer linked with low wellbeing.

ONS asked the same question in its [Annual Population Survey](#) (APS) in both 2011-12 and 2012-13 and found that the average life satisfaction score for the UK had risen from 7.4 to 7.5. [The European Quality of Life Survey](#) (2012) took place between September 2011 and February 2012 across Europe. It included some similar questions on subjective well-being. The UK average for life satisfaction was 7.3, and the European average was 7.1; both figures are somewhat lower than the National Survey figure for Wales (7.7).

For all the aspects of life listed in Chart 20, people in poor health, who struggle to keep with their bills or financial commitments, or who don't feel they belong to their area gave lower average scores.

The National Survey also asked a series of questions to assess people's mental well-being. It asked how much in the last 4 weeks they had felt 'very nervous', 'down in the dumps', 'calm and peaceful', 'down-hearted and depressed', or happy. The responses are shown in Chart 21.

Chart 21: Proportion who experienced certain emotions for a part of the last four weeks



As shown in Chart 21, a small percentage of people felt 'very nervous', 'down in the dumps', or 'down-hearted and depressed' all or most of the time of the time (7%, 6% and 6% respectively). 51% said they didn't feel 'very nervous' at all in the past 4 weeks, 58% didn't feel 'down in the dumps', and 56% didn't feel 'down-hearted and depressed'. The chart shows that these three negative emotions follow a similar pattern. This was also true when looking at these emotions by health status and ability to keep up with bills. Those who were in very poor health or who struggled with their bills were more likely to feel 'very nervous', 'down in the dumps', or 'down-hearted and depressed'.

⁴⁴ Annex A, [Table 18](#) shows these results in more detail, including confidence intervals.

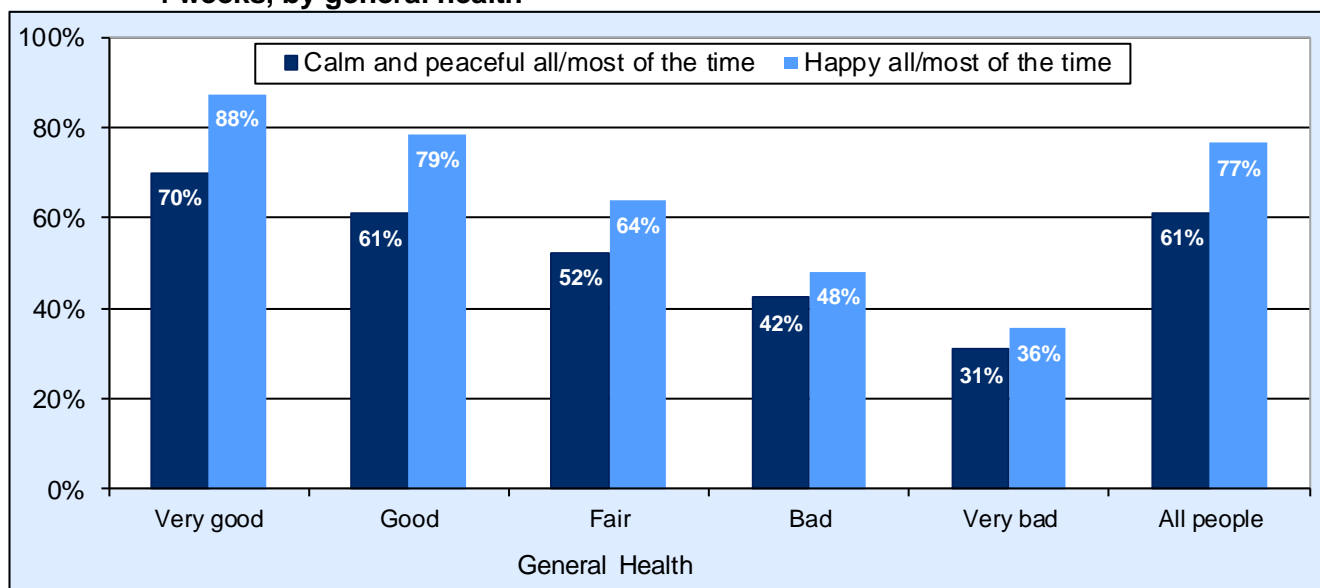
⁴⁵ See Annex A, Tables [19](#) and [20](#).

However, for age the three negative emotions did not follow the same pattern. Younger people were more likely than older people to feel 'very nervous'; however, there was no strong correlation between age and feeling 'down in the dumps' or 'down-hearted and depressed'.

Chart 21 shows that 77% of people felt happy either all of the time (14%) or most of the time (63%) whilst 61% felt 'calm and peaceful' either all of the time (10%) or most of the time (52%). A very small percentage of people stated that they've not felt happy (1%) or 'calm and peaceful' (4%) at all over the previous 4 weeks.

Chart 22 shows the relationship between people's self-reported health and how often they felt 'calm and peaceful' and happy in the past 4 weeks.

Chart 22: Proportion who felt happy or 'calm and peaceful' all or most of the time over the past 4 weeks, by general health

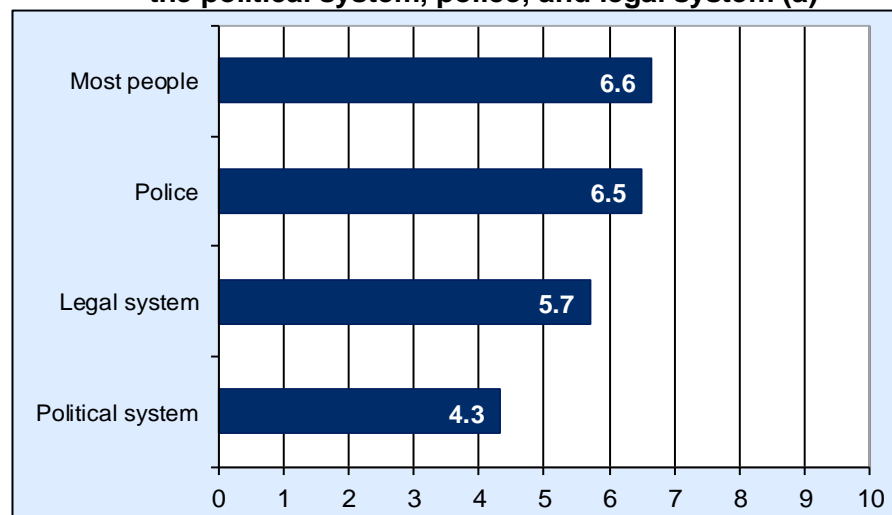


- 70% of people in very good health said they were 'calm and peaceful' most or all of the time over the previous 4 weeks. This compares with 31% of people in very bad health.
- 88% of people in very good health said they were happy most or all of the time over the previous 4 weeks. This compares with 36% of people in very bad health.

Trust in people and institutions

Questions were included in the National Survey, as part of the EU-SILC survey module mentioned above, on people's trust in the political system, the police, the legal system, and 'most people'. People were asked to rate their trust in each of these on a scale of 0 (no trust) to 10 (complete trust).

Chart 23: Average scores given for trust in 'most people', the political system, police, and legal system (a)



- People gave an average score of 6.6 out of 10 for their trust in most people; this was followed closely by their trust in the police at 6.5.
- People trusted the legal system slightly less, giving an average score of 5.7. Trust in the political system was lower at 4.3.

(a) Answers were given on a scale of 0 (no trust) to 10 (complete trust).

People in more deprived areas gave lower scores for their trust compared those in less deprived areas. People in the 20% least deprived areas of Wales gave an average score of 6.9 for their trust in 'most people', 6.8 for the police, 6.0 for the legal system and 4.5 for the political system. This compares with figures in the 20% most deprived areas of: 6.0 for trust in most people, 6.3 for the police, 5.5 for the legal system, and 4.2 for the political system.⁴⁶

The [European Social Survey 2012](#) asked some similar questions about trust in national institutions. For trust in the police the UK average score was 6.6 and the average across all 29 European countries was 5.3. For trust in the legal system, the UK average score was 5.6 and the average across all 29 European countries was 4.4. For trust in 'politicians' (as opposed to the political system, asked about in the National Survey), the UK average score was 3.7 and the average across all 29 European countries was 3.0. For trust in the 'country's parliament' (as opposed to the political system), the UK average score was 4.3; the average across all 29 European countries was 3.7.

Comparisons between the European Social Survey and the National Survey for Wales tend to show that the average figures given for trust in institutions in Wales is not dissimilar to the UK as a whole but is substantially higher than the average across the 29 European countries. However, there are a number of differences between the surveys that should be noted.⁴⁷

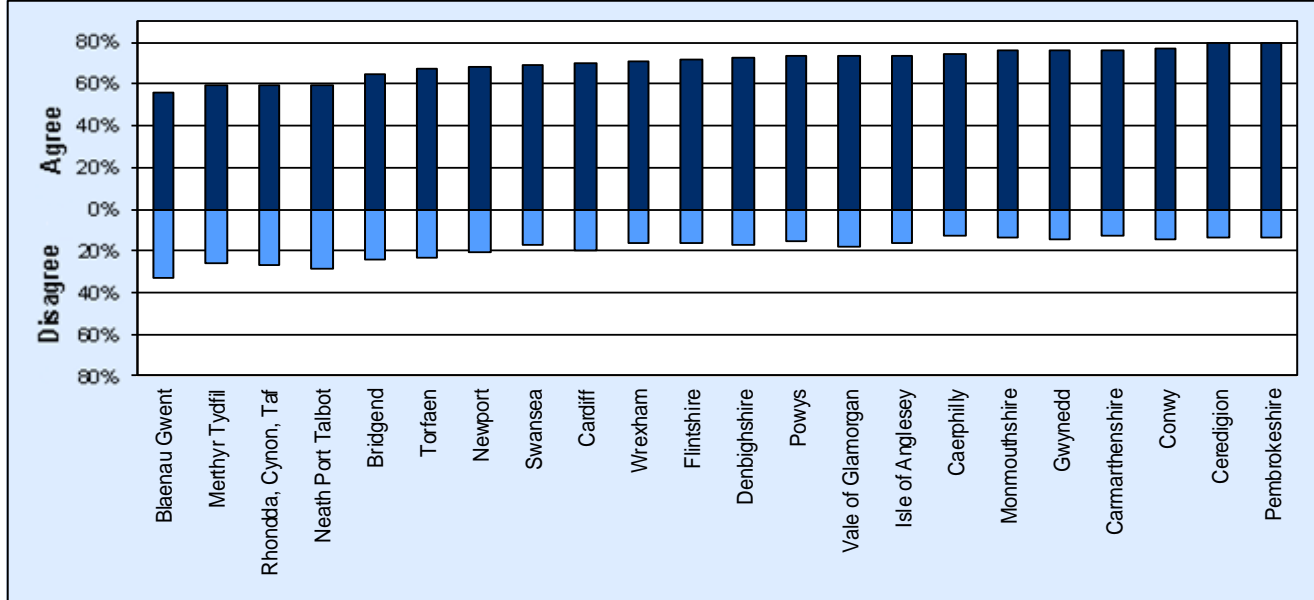
⁴⁶ Annex A, [Table 21](#) shows these results in more detail, including confidence intervals.

⁴⁷ The results are broadly comparable but the other questions asked in the two surveys may affect responses to these questions; there are some differences in question wording; and the time periods covered by the two surveys are different. The ESS results are based on fieldwork carried out in September to December 2012, compared with the National Survey fieldwork carried out over a full year from April 2013 to March 2014.

Quality of local area

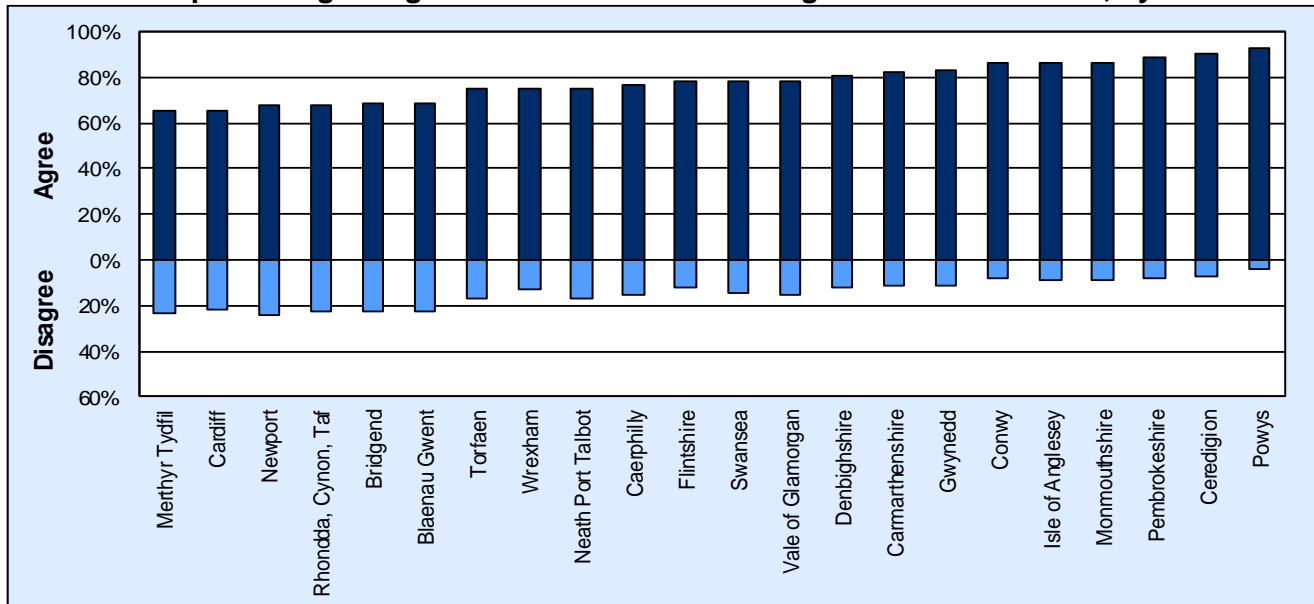
The National Survey included a series of questions on the quality of the local area. These were included in the survey to help investigate the environmental dimension of well-being. People were asked whether they agreed or disagreed with positive statements about their local area. 70% agreed with the statement ‘my local area is well maintained’, 77% agreed that their local area was free from graffiti and vandalism, and 62% agreed that ‘my local area is free from litter and rubbish’.⁴⁸ Charts 24 and 25 show the proportion of people who agreed that their local area was well-maintained and free from graffiti and vandalism, by local authority.

Chart 24: Proportion agreeing that their local area is well-maintained, by local authority



80% of people in Pembrokeshire felt that their local area was well-maintained, compared with 56% of people in Blaenau Gwent. However, previous research has found that the large majority of the variation in satisfaction with maintenance of the local area is due to differences between individuals, and not to which local authority they live in.⁴⁹

Chart 25: Proportion agreeing that their area is free from graffiti and vandalism, by local authority



93% of people in Powys felt that their local area was free from graffiti and vandalism, compared with 65% of people in Merthyr Tydfil.

⁴⁸ Annex A, [Table 22](#) shows these results in more detail, including confidence intervals.

⁴⁹ See [report on satisfaction with local authority services](#), based on results from the National Survey in 2012-13.

Sense of community

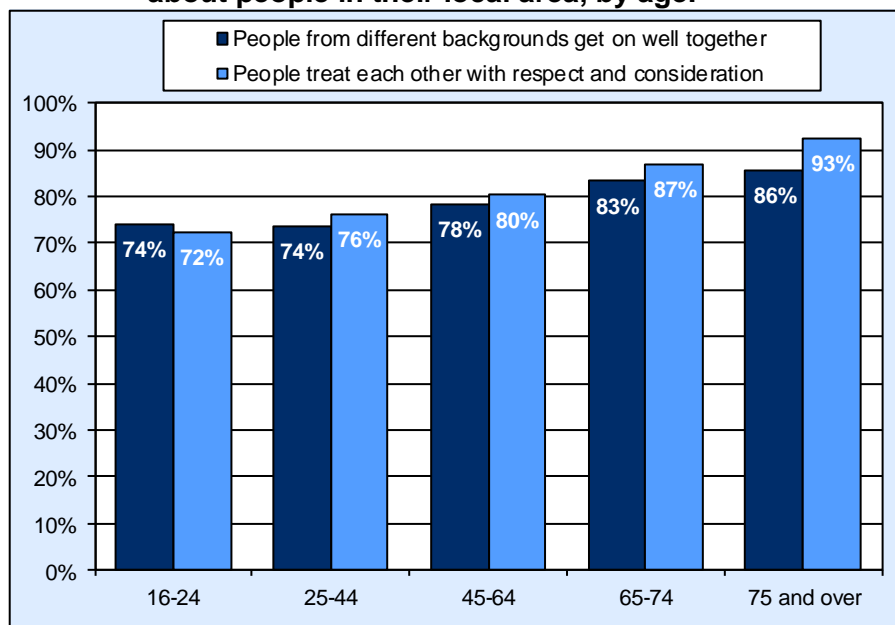
The Welsh Government's [Community Cohesion Strategy](#) sets out our priorities for improving community cohesion. The term 'community cohesion' is used to mean people living alongside each other with mutual understanding and respect, where every person has the equal chance to participate and has equal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

The National Survey asked respondents whether, in their local area:

- people from different backgrounds get on well together; and
- people treat each other with respect and consideration.

80% agreed that people in their local area treated each other with respect and consideration.⁵⁰ 78% of people agreed that in their local area people from different backgrounds get on well together.⁵¹ Older people were more likely to have a positive view about people in their local area than younger people: they were more likely to agree with these statements, as shown in Chart 26.

Chart 26: Proportion of people who agreed with statements about people in their local area, by age.



- 93% of people aged 75 or over said that people in their local area treated each other with respect and consideration, compared with 72% of people aged 16 to 24.

- 86% of those aged 75 or over thought that their local area was a place where people from different backgrounds get on well together, compared with 74% of people aged 16 to 44.

The [2012-13 Community Life Survey](#) included a range of questions about community cohesion. It found that for people in England:

- 86% agreed their local area was a place where people from different backgrounds get on well together;
- 41% felt that most people could be trusted;
- 62% agreed that people in their neighbourhood 'pull together' to improve the neighbourhood; and
- 80% chat to their neighbours at least once a month.

Most of the questions on community cohesion within the National Survey are not directly comparable with those included in the Community Life Survey, due to differences in wording of the questions and answer options, but the Community Life results do provide some useful context.

⁵⁰ 'Agree' is defined as those who said 'strongly agree' or 'tend to agree'. Annex A, [Table 23](#) shows these results in more detail, including confidence intervals.

⁵¹ See Annex A, [Table 24](#).

Feeling safe

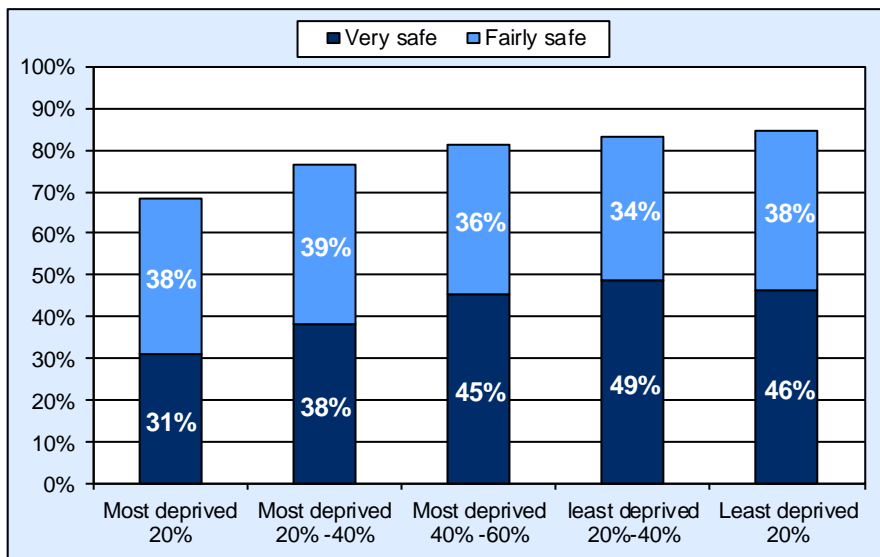
The [Programme for Government](#) commits the Welsh Government to make communities safer through tackling anti-social behaviour, crime (including the fear of crime), substance misuse, the incidence and impact of fires, and effective co-ordination of emergencies. The Home Office publication reporting 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 are monitored using survey results.

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

- 79% of people said they felt safe⁵² walking alone in their local area after dark;
- 96% of people felt safe at home after dark; and
- 79% of people felt safe on public transport after dark (this has increased from 74% in 2012-13).

Similar questions were also asked in the National Survey in 2012-13, the [National Survey 2009-10 pilot](#) and in the [Living in Wales Survey](#) from 2004 to 2008. The results from all these surveys follow a fairly similar pattern. As in the Living in Wales Survey, the National Survey found a difference by gender: in 2013-14, 90% of men said they felt safe walking alone⁵³ in their local area after dark, compared with 68% of women. Chart 27 shows how perception of safety differs by area deprivation.⁵⁴

Chart 27: Feeling safe walking alone in their local area after dark, by area deprivation score



- People in more deprived areas were less likely to feel safe walking alone in their local area after dark.
- 68% of people in the 20% most deprived areas of Wales felt safe walking in their local area after dark, compared with 85% of people in the 20% least deprived areas of Wales.

The question 'how safe do you feel walking alone in your local area after dark' is commonly used to measure public anxiety about crime. This question was also included in the [Scottish Crime and Justice Survey 2012/13](#) where 72% of adults said that they felt safe. The National Survey found that a considerably higher proportion (79%) felt safe walking alone in their local area after dark. However, it is likely that asking the question in a survey specifically about crime would lead to less positive responses than asking it in a general-purpose survey like the National Survey.

⁵² 'Safe' is defined as those who said 'very safe' or 'fairly safe'.

⁵³ The National Survey in 2012-13, the National Survey pilot in 2009-10, and the Living in Wales survey asked people how safe they felt walking in their local area after dark. In 2013-14, the question was changed, in line with the EU-SILC questions, to ask "How safe do you feel walking alone in your area after dark?"

⁵⁴ Based on the [Welsh Index of Multiple Deprivation](#) overall score for the local area. Tables [25](#), [26](#) and [27](#) in Annex A show these results in more detail, including confidence intervals.

The National Survey found that 69% of women felt safe on public transport after dark, compared with 90% of men. Older people also felt less safe on public transport after dark than younger people. 85% of 16-24 year olds felt safe on public transport after dark, compared with 66% of people over 75.⁵⁵

Previous [research](#) based on the 2012-13 National Survey results supports these findings, and discusses other important predictors of feelings of safety such as levels of violent crimes and burglaries in an area, and levels of community cohesion.

⁵⁵ Annex A, [Table 32](#) shows these results in more detail, including confidence intervals.

Personal finances

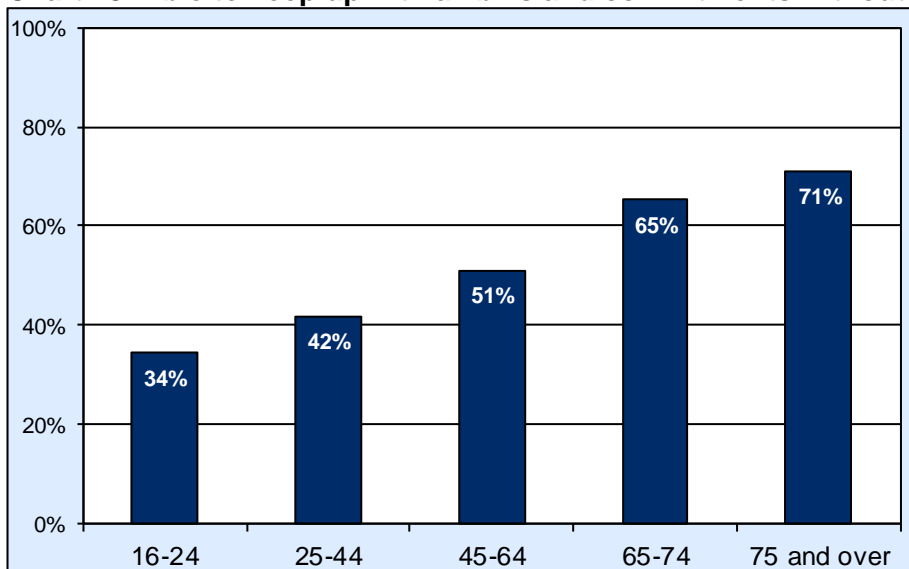
The aim of the Welsh Government's [Financial Inclusion Strategy for Wales](#) is to make financial services (e.g. benefits and debt advice, basic financial education, bank accounts and loans) available at an affordable cost to disadvantaged and low income people. The Welsh Government is keen to understand 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 included a question on whether people had any difficulties in paying bills and repaying loans. 50% of people said they had no difficulties keeping up with their bills and financial commitments. 30% said it was a struggle from time to time, 12% said it was constant struggle, and 3% said they were falling behind with some bills and credit commitments; 1% said they had real financial problems, having fallen behind with many bills, 4% said they didn't have any bills.

In 2012-13, a slightly lower proportion of people (48%) were able to keep up with their bills without difficulty. The improvement between 2012-13 and 2013-14 has been in those who find it a struggle from time to time (falling from 33% to 30%). The figures for those finding it a constant struggle (12%), or falling behind with some bills (3%) or many bills (1%), have not changed.

Chart 28 shows people who had no difficulties keeping up with their bills split by age.⁵⁶

Chart 28: Able to keep up with all bills and commitments without difficulties, by age



- Older people were more likely than younger people to be able to keep up with their bills and credit commitments without difficulties.
- 71% of people aged 75 or over were able to keep up with their bills without difficulty, compared with 34% of people aged under 24.

The proportion of people aged 25 to 44 who were able to keep up with their bills increased from 37% in 2012-13 to 42% in 2013-14.

21% of 16 to 24 year olds said they have no bills, compared with 1% or less in each of the other age groups.

In 2013-14, 4% of people said they had used the services of organisations that provide advice and support on debt problems in the last 12 months. 5% of those aged 25 to 44 had used the services of a debt support organisation in the last year, compared with just 1% of those aged 75 and over.

⁵⁶ See Annex A, [Table 28](#).

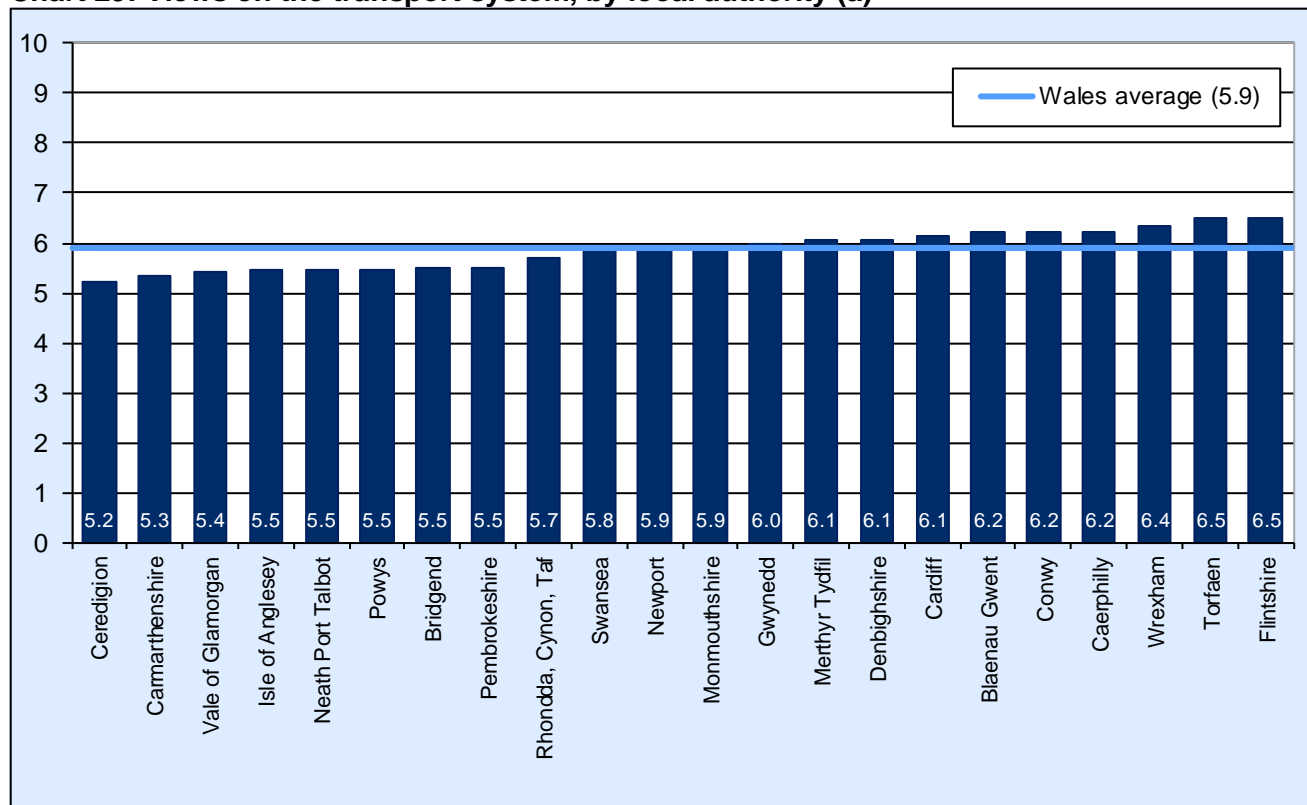
Transport

The [Wales Transport Strategy](#) sets out the Welsh Government's priorities for developing a safe, affordable and sustainable transport system that supports Wales' economic competitiveness and enables access to jobs and services.

The National Survey asked people what they thought about the state of the transport system in Wales. Respondents were asked to consider roads, rail and bus services to cycling and walking. Answers were given on a scale of 0 (extremely bad) to 10 (extremely good). The average score was 5.9.

Chart 29 shows the average ratings given by people in each local authority.⁵⁷

Chart 29: Views on the transport system, by local authority (a)



(a) Answers were given on a scale of 0 (extremely bad) to 10 (extremely good).

Scores ranged from 5.2 in Ceredigion to 6.5 in Flintshire.

⁵⁷ Annex A, [Table 29](#) shows these results in more detail, including confidence intervals.

Active Travel

'Active travel' means walking or cycling to get to a particular destination such as work, the shops, or to visit friends. The Welsh Government's [Active Travel Act 2013](#) will come into force in mid-2014. This legislation will make it a legal requirement for local authorities in Wales to map and plan suitable routes for active travel. They will also be required to improve their infrastructure for walking and cycling by connecting key sites such as workplaces, hospitals, schools and shopping areas with active travel routes. The Act requires both the Welsh Government and local authorities to promote walking and cycling as a mode of transport, and to encourage people to rely less on their cars when making short journeys.

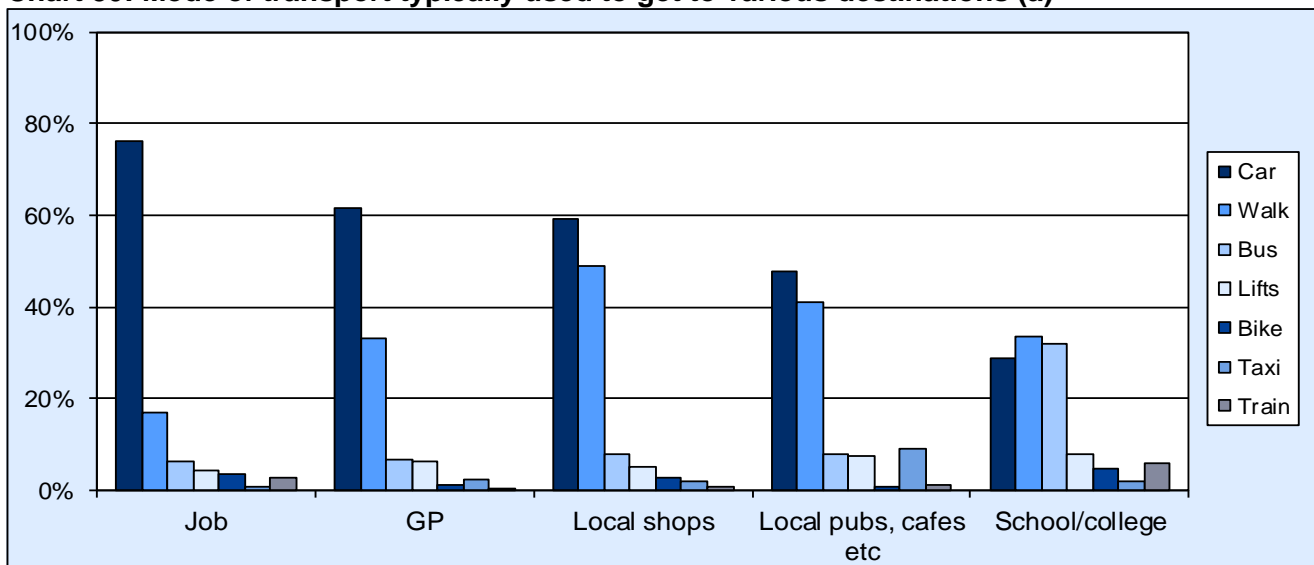
In order to help monitor how the introduction of this law will change people's behaviour, in 2013-14 the National Survey included a series of questions about people's current active travel activities. It asked how people usually travel to various places, what types of 'active travel' people do, to which destinations, and how frequently.

Note that where 'walking' or 'cycling' is mentioned below, this refers to walking or cycling to get to a particular destination rather than simply for pleasure or exercise.

Mode of transport typically used

Respondents were asked what mode of transport they typically use to get to their local shops, their GP, local pubs, cafés, restaurants, their work/school or college. The responses given are shown in Chart 30.

Chart 30: Mode of transport typically used to get to various destinations (a)



(a) Respondents who said 'community transport' 'don't go' or 'other' have been removed from the chart.

People were most likely to use their car than any other means of transport to travel to their work (77%), their GP (61%), local shops (59%) and to local pubs and cafés (48%). Only for travel to school or college were people more likely to use another form of transport (33% walk, while 30% travel by car).

Of all destinations asked about, people were most likely to walk to their local shops (49%) or local pubs, cafés and restaurants (41%); and least likely to walk to their work (17%).

The destination that people were most likely to cycle to was school or college, with 5% of people reporting that they usually cycle there. 3% reported that they usually cycle to their work, with less than 3% reporting they usually cycle to the other destinations.

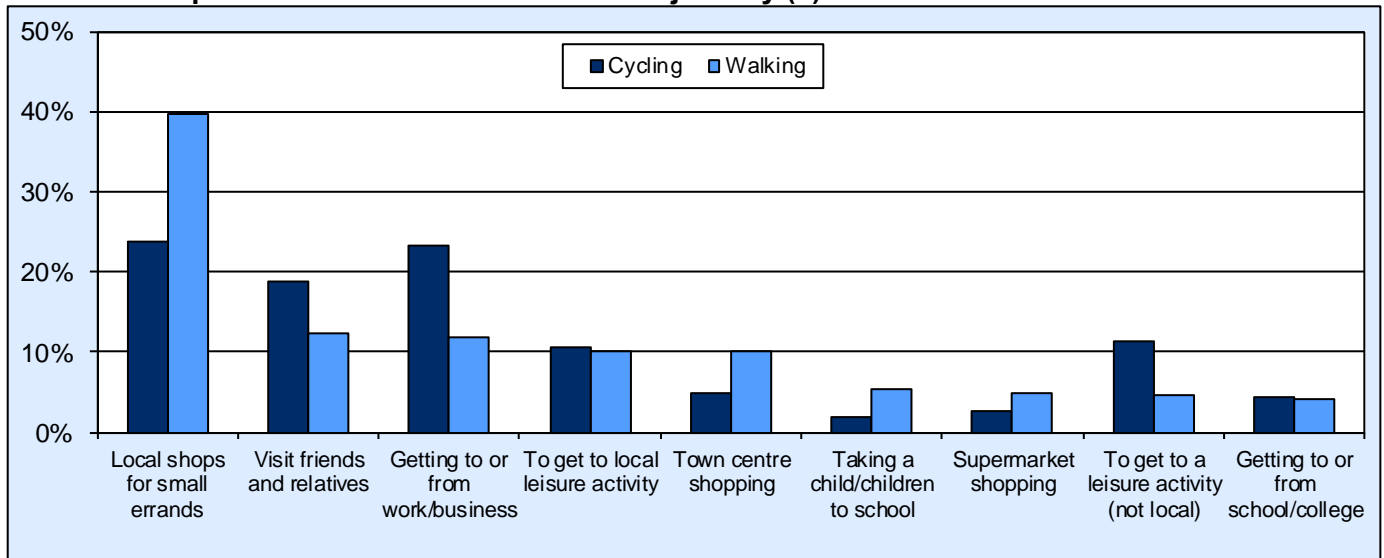
For all destinations, women were more likely to receive lifts from others, and men were far more likely to cycle. There was also a difference by local authority, with respondents in Cardiff being the least likely to use a car and most likely to cycle, use buses, taxis and walk; this was true for all types of destination asked about.

Active travel in past seven days

Respondents were asked what form of active travel they had done in the last seven days. 6% had cycled as a means of transport and 65% had walked for more than five minutes, 34% had done neither of these. Men (9%) were more likely than women (3%) to have cycled in the past seven days, they were also more likely to have walked for more than five minutes: 68%, compared with 63% of women. Younger people were more likely to have walked and cycled as a means of transport than older people, with 11% of people aged 16 to 24 having cycled in the last seven days, compared with less than 2% of people over 65. 83% of people aged 16 to 24 reported to have walked for more than five minutes, compared with 49% of people over 65.⁵⁸

Respondents who had walked for more than five minutes or who had cycled were then asked what the purpose of their most recent active travel journey was. The most common purposes given for both cycling and walking are shown in Chart 31.

Chart 31: Purpose of most recent ‘active travel’ journey (a)



(a) Those who said that they cycled or walked for medical reasons, or to take their children to activities, were removed from the chart due to small numbers.

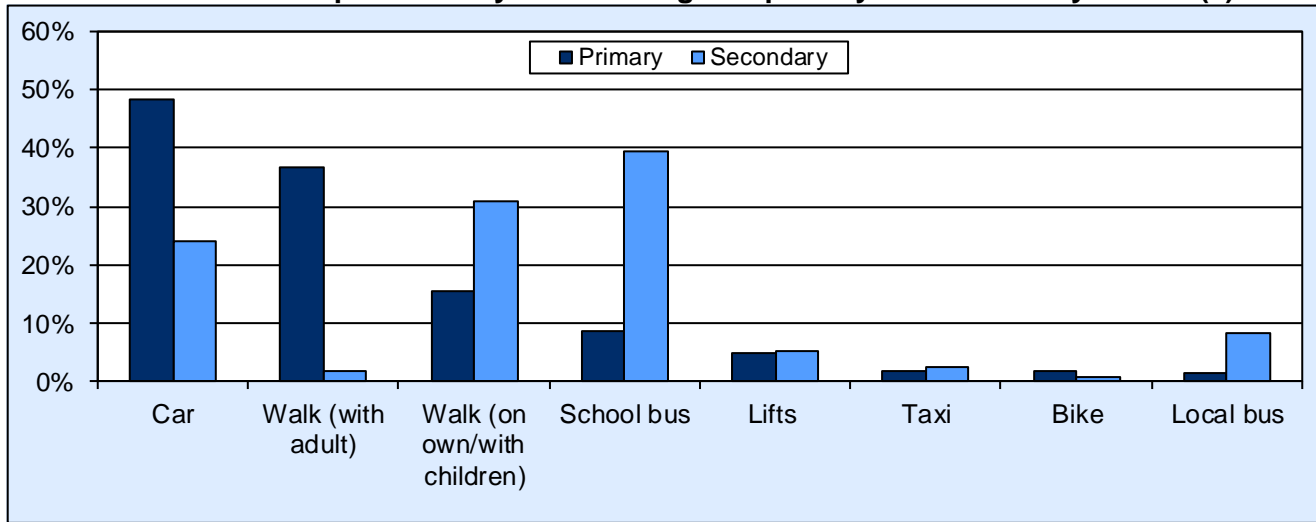
Chart 31, shows that the most common purpose of an active travel journey was to get to local shops for small errands, with 40% of people who walked and 24% of those who had cycled having done so for that purpose. 23% of those who had cycled did so to get to their work. 5% of people who had walked for more than five minutes in the past seven days reported that the purpose of their most recent journey on foot was to take their child to school; however, this question was asked of all people, whether they were parents or not.

Mode of transport used by children to get to school

The Welsh Government’s [Active Travel Action Plan](#) aims to increase the proportion of children who walk or cycle to school. The survey therefore also included questions that were asked of only parents of primary and secondary school aged children. Parents were asked how their child usually travelled to school and how far that journey was. Chart 32 shows the mode of transport usually used by children to get to school.

⁵⁸ Tables 30 and 31 in Annex A show these results in more detail, including confidence intervals.

Chart 32: Mode of transport used by children to get to primary and secondary school (a)

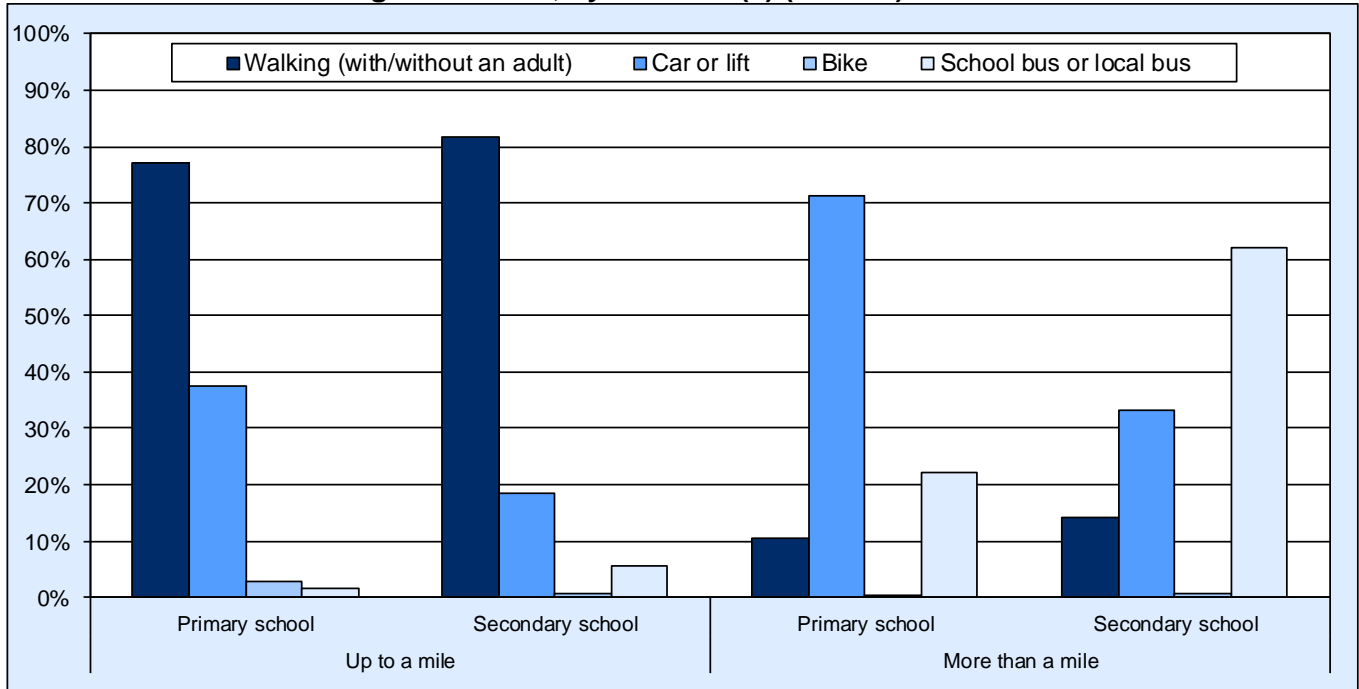


(a) Note that respondents were able to select more than one mode of transport so do not add to 100%

Chart 32 shows that 37% of children walk to their primary school with an adult and 16% walk on their own or with other children, this compared with only 2% walking with an adult to secondary school and 31% walking on their own or with other children. Secondary school children tended to travel further, and were far more likely to go to school on a school bus, than primary school children.

As would be expected, children who live less than a mile away from their school were more likely to walk and those who live more than 3 miles away were more likely to use motorised transport. Chart 33 below shows how the mode of transport differs for people who live less than a mile away and those who live more than a mile away.

Chart 33: How children to get to school, by distance (a) (revised)⁵⁹



(a) Note that respondents were able to select more than one mode of transport so do not add to 100%

Of those who live less than a mile away from their primary school 38% went by car or had a lift, 77% walked (either with or without an adult) and 3% cycled. Of those who live less than a mile away from their secondary school 18% went by car or had a lift, 82% walked (either with or without an adult) and 1% cycled.

⁵⁹ Revision: This chart was revised on the 10th July, due to an error in the labelling of the original chart.

How often people walk or cycle as a means of transport

Respondents were also asked how frequently they cycled or walked as a means of transport over the past three months. They were asked to consider journeys where they walked or cycled the whole journey, as well as journeys where they had cycled or walked for part of the journey (for example walking/riding to a train station). Chart 34 shows how frequently both men and women had walked or cycled as a means of transport over the previous three months.

Chart 34: Frequency of cycling or walking as a means of transport, by sex

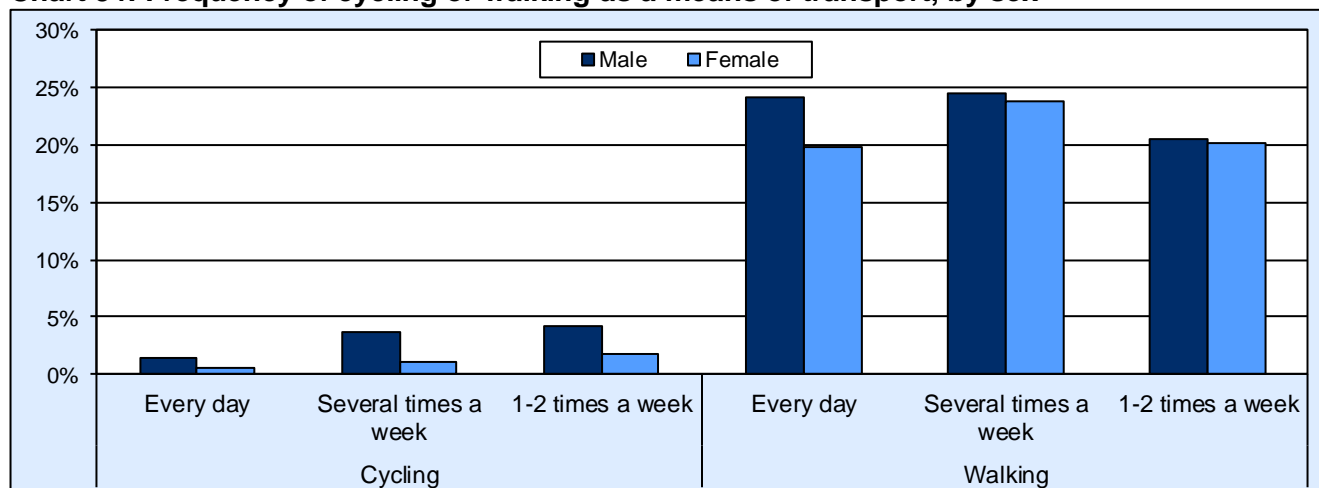


Chart 34 shows that men were more likely than women to have cycled and walked as a means of transport over the previous three months, and that they were likely to have cycled more often than women. 9% of men had cycled (1% every day, 4% several times a week and 4% once or twice a week) compared with 3% of women (1% every day, 1% several times a week and 2% once or twice a week). 69% of men had walked for more than five minutes (24% every day, 25% several times a week and 20% once or twice a week) compared with 64% of women (20% every day, 24% several times a week and 20% once or twice a week).

Younger people were more likely than older people to have walked and cycled as a means of transport in the past three months, and they were also more likely to have done this more frequently.

People who lived in urban areas were more likely than people who live in rural areas to have walked to get to a particular destination for more than five minutes in the past three months (70%, compared with 56%). They were also likely to have done this more frequently, with 24% of people in urban areas walking every day compared with 17% of people in rural areas.

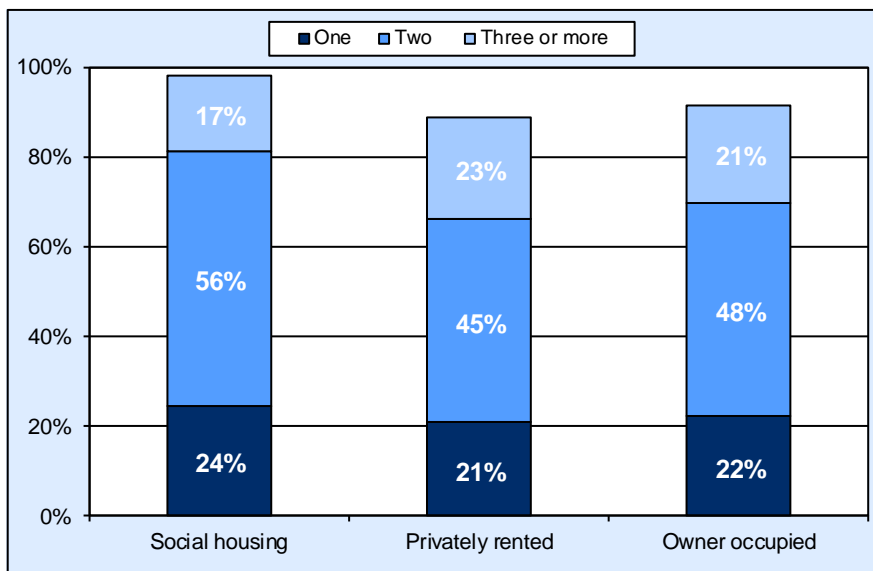
Smoke alarms

The Welsh Government provides grants to the Fire and Rescue Services (FRS) to work closely with local residents and community groups, advising on fire safety and providing smoke alarms to those at greatest risk.⁶⁰ Knowledge of what kinds of household are least likely to have working alarms can help to focus resources to have the greatest effect. Accordingly, the National Survey includes questions on how many smoke alarms households have and whether they are working. The results of the survey are shared with FRS to help target its preventative work.

The National Survey found that 6% of households in Wales did not have a smoke alarm in their home. Of households with at least one smoke alarm fitted, 2% didn't have one that was currently working. This means that 8% of all households did not have a working smoke alarm. 6% of households that contained children under 16 were without a working smoke alarm, compared with 9% of households without children.

Chart 35 shows how the proportion of households with a working smoke alarm varied by tenure (privately rented, owner-occupied, or social housing).⁶¹

Chart 35: Proportion of households who have at least one working smoke alarm, by tenure (revised)⁶²



- 98% of households living in social housing had at least one working smoke alarm, compared with 91% of owner-occupied households and 89% of privately rented households.

92% of all households in Wales had at least one working smoke alarm. This is not significantly different from the [Living in Wales Survey in 2008](#). In 2013-14, 94% of households in the North Wales fire region had at least one working smoke alarm, compared with 92% for Mid and West Wales and 91% for South Wales.⁶³

Additional information on recorded fire incident rates and operations statistics can be found on [StatsWales](#). Information on smoke alarm activation during fires in Wales is set out in tables 15, 16 and 17 of [Fire Statistics 2012-2013](#).

⁶⁰ See [Fire and Rescue National Framework for Wales 2012](#).

⁶¹ Social housing is housing that is owned and managed by local authorities or housing associations.

⁶² Revision: This chart was revised on the 10th July, due to an error in the weights applied on the original chart.

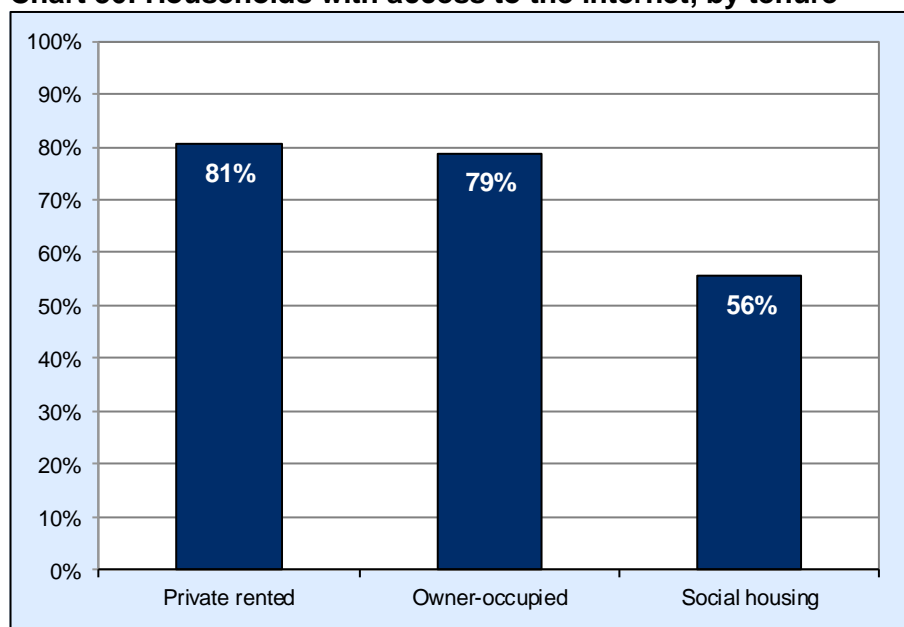
⁶³ Annex A, [Table 33](#) shows these results in more detail, including confidence intervals.

Internet access and use

The Welsh Government aims both to reduce the overall number of people who do not use the internet and to target support at particular segments of the population to ensure that citizens take full advantage of the economic and social benefits offered by the internet. Identifying the number, proportion and types of people who do not use the internet helps the Welsh Government to monitor its progress against these objectives. Evidence on internet access and use has informed Welsh Government policies and initiatives on digital inclusion.⁶⁴ Welsh Government targets are based on people aged 18+, and so in this section where the term “people” is used it refers to people aged over 18 (unless otherwise indicated).

In the National Survey, respondents were asked where they accessed the internet, which devices they used and what activities they used the internet for. The survey found that 75% of households had access to the internet. This has increased since 2012-13, where 73% of households had access to the internet. This equates to around 82% of people having access to the internet at home. The level of household internet access varied according to the characteristics of the household. Chart 36 shows that privately rented and owner occupied households were more likely to have internet access than households in social housing.⁶⁵

Chart 36: Households with access to the internet, by tenure



- 81% of privately rented households and 79% of owner occupied households had access to the internet at home.
- This compared with just over half (56%) of those in social housing.

For privately rented and owner occupied households, the proportions who had access to the internet at home had risen since 2012-13 (from 76% in each type of household to 81% and 79% respectively). In contrast, there was no significant increase for people in social housing.

67% of households living in the 20% most deprived areas in Wales had access to the internet, compared with 85% of households living in the 20% least deprived areas. (See Annex, Table 34). When compared with 2012-13, the proportion of households in the 20% most deprived areas who had access to the internet had not changed (remaining at 67%). However, for households in the 20% least deprived areas it increased from 81% to 85%.

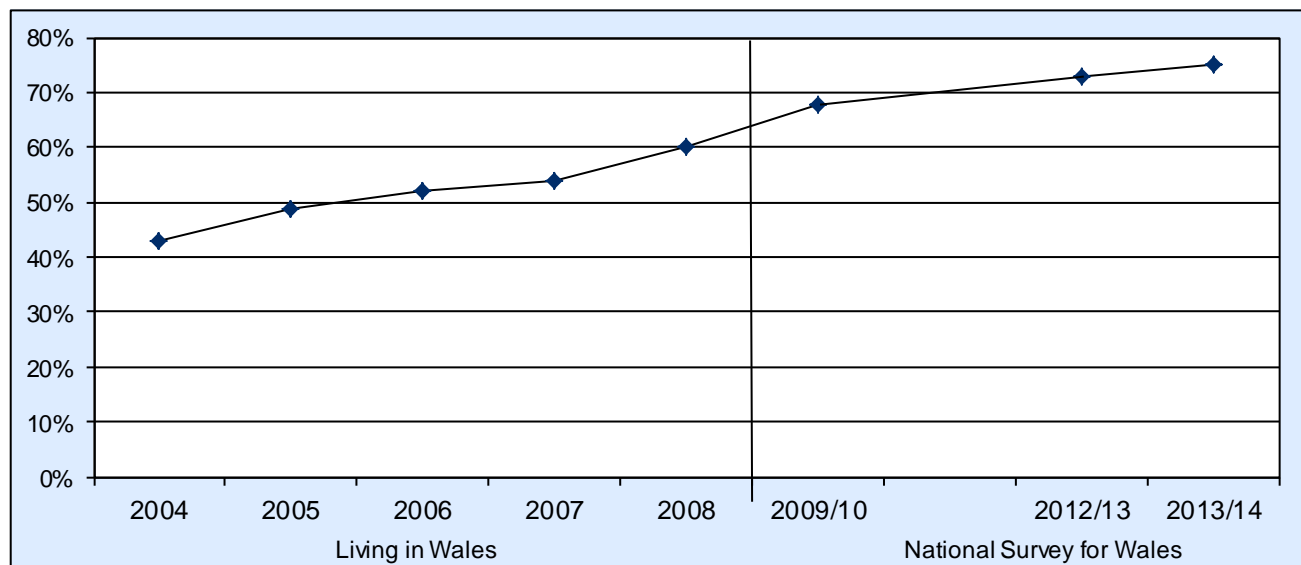
More in-depth research into the factors affecting internet access and use, based on the 2012-13 National Survey results, is available [here](#).

⁶⁴ See for example page 16 of the Welsh Government's [Digital Inclusion Analysis Package](#).

⁶⁵ Social housing is housing that is owned and managed by local authorities or housing associations.

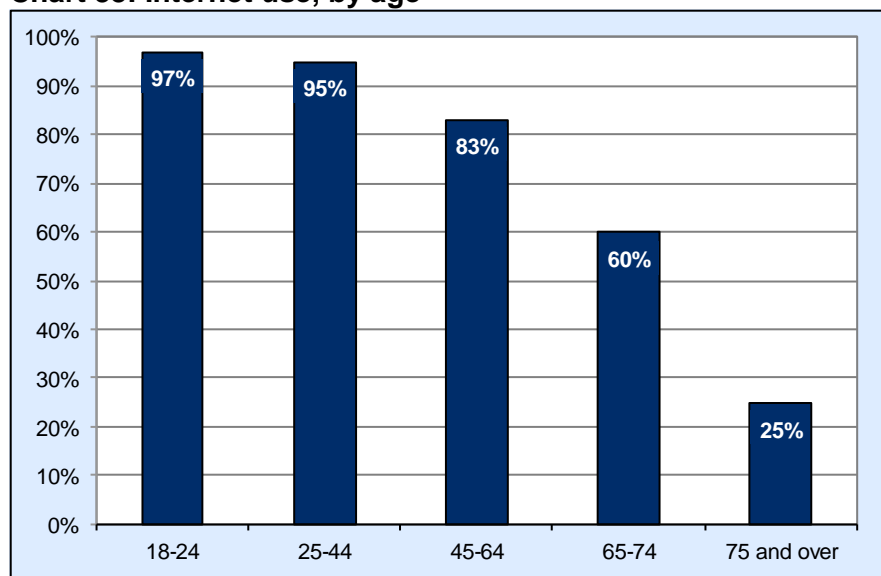
The [Living in Wales Survey](#) from 2004 to 2008, the [National Survey for Wales Pilot 2009-10](#) and the National Survey in 2012-13 included the same question about household access to the internet. The results from these surveys can be used to track the rising trend of internet access in Wales since 2004. Chart 37 shows that internet access at home has increased from 43% to 75% in the nine year period.

Chart 37: Household internet access, 2004 to 2014



In the National Survey people were asked whether they personally used the internet at home, work or elsewhere. 79% of people said they used the internet. This varied by age as shown in Chart 38.⁶⁶

Chart 38: Internet use, by age



- Younger people were more likely to use the internet than older people.
- 97% of people aged 18 to 24 years old used the internet, compared with 25% of people aged 75 or over.

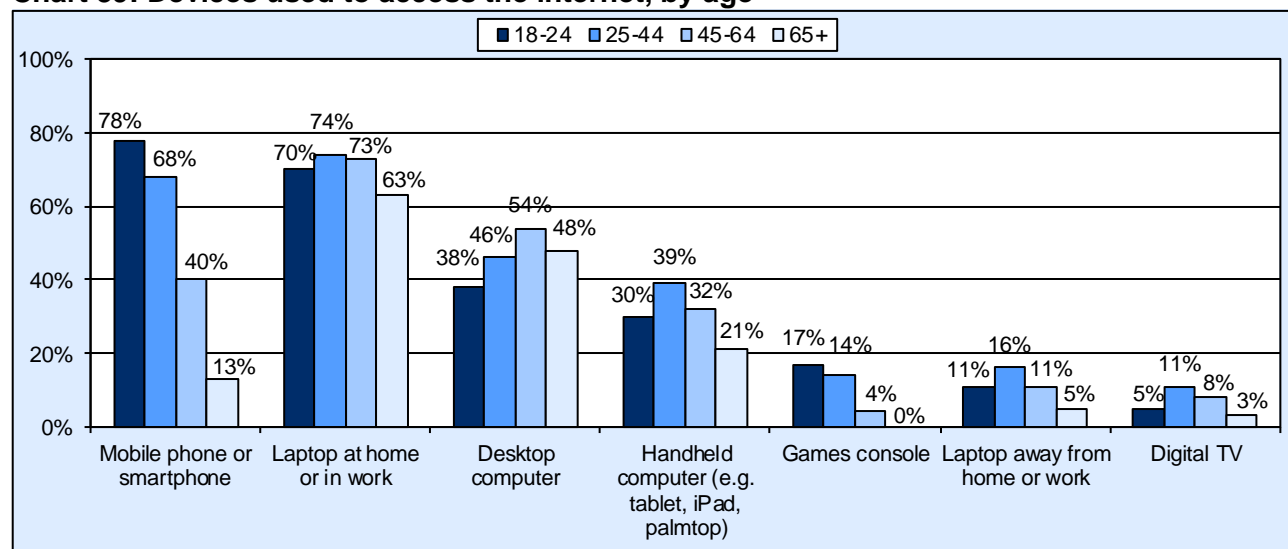
⁶⁶ Annex A, [Table 35](#) sets out detailed figures on household access to the internet by age; [Table 36](#) shows figures for personal use of the internet by age.

The 2013 Ofcom [Communications Market report](#) estimated that 75% of households in Wales had access to the internet at Q1 2013, compared with 80% for the UK as a whole. For January to March 2014, the Office for National Statistics (ONS) [estimated](#) that 85% of Welsh adults had used the internet, compared with 87% of adults in the UK as a whole. Both findings are consistent with the National Survey figures.⁶⁷ Both ONS and Ofcom report that household internet access and internet use is lower in Wales than for the UK as a whole.

The National Survey also asked about the devices that people used to access the internet. The three devices most commonly used to access the internet were: a laptop at home or in work (71%); a mobile phone or smartphone (53%); and a desktop computer (48%). However, even over one year, there was a substantial change in the devices used to access the internet. A smaller proportion used a laptop and desktop computer (reducing from 75% to 71%, and from 52% to 48% respectively) and a greater proportion used their mobile phones (increasing from 41% to 53%). The proportion using a handheld device such as a tablet or iPad increased considerably, from 17% to 33%.

The 2013-14 National Survey found that the type of device used to access the internet varied by the age of the respondent, as shown in Chart 39.

Chart 39: Devices used to access the internet, by age

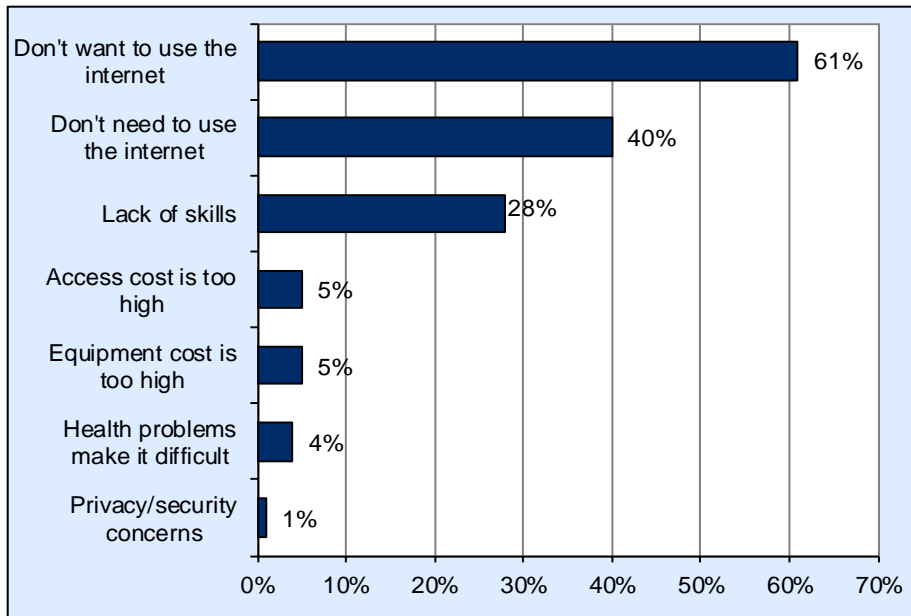


A laptop at home or work was the most commonly-used device for most age groups. However, for those aged 18 to 24 the mobile phone or smartphone was the most commonly-used device. The proportion of people using a mobile phone or smartphone declined by age, from 78% of internet users aged 18 to 24 to 13% of those aged 65 and over. For those aged 45 or over, the second most commonly-used device was a desktop computer.

18% of people reported that they had never used the internet. These people were asked why this was, and the responses are set out in Chart 40.

⁶⁷ Care must be taken however when comparing results from these surveys as there are differences in the methodologies and in the other questions asked, which could have an effect on the results.

Chart 40: Reasons for not using the internet (a)



- The majority of people not using the internet said that their reason for not using it was due to personal choice, rather than financial reasons: 61% of these people didn't want to, and 40% didn't need to.
- 5% of people mentioned the cost of equipment and 5% the cost of access.
- 28% said that they didn't have the right skills.

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

Key quality information

Background

The National Survey is carried out by TNS-BMRB and Beaufort Research on behalf of the Welsh Government. The results reported here are based on the sample of addresses issued to interviewers between April 2013 and March 2014.

Just over 24,000 addresses were chosen randomly from the Royal Mail's Small User Postcode Address File. Interviewers visited each address, randomly selected one adult (aged 16+) in the household and carried out a 25-minute face-to-face interview with them. A total of 14,771 interviews were achieved. This equates to a response rate of 70%.⁶⁸

Topics covered

The survey covers a range of topics, with a focus on well-being and people's views of public services. In 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;
- smoke alarms; and
- active travel.

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

Interpreting the results

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

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

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

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

⁶⁸ Details of how the sample size is calculated are set out in the Technical Report. For example, the final response rate excludes addresses that were found to be unoccupied. Final response rates will be published in July 2014, once the sample issued in 2013-14 has been fully worked.

Quality of the data

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

Designation can be broadly interpreted to mean that the statistics:

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

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

Quality Report

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

Sampling variability

Estimates from the National Survey are subject to a margin of uncertainty. Part of the uncertainty comes from the fact that any randomly-selected sample of the population will give slightly different results from the results that would be obtained if the whole population was surveyed. This is known as sampling error.⁶⁹ Confidence intervals can be used as a guide to the size of the sampling error.

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


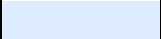
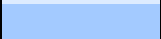
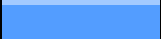

Confidence intervals can also be used to help tell whether there is a real difference between two groups. As a rough guide to interpretation, when comparing two groups, if the confidence intervals around the estimates overlap, it can be assumed that the estimates are not statistically significantly different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

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

To ensure that the National Survey estimates quoted in this bulletin are robust, we have also calculated the coefficient of variation (CV) for each estimate. The CV is calculated as the standard error multiplied by 100 and divided by the average. Estimates with a CV of 20 or more are not considered reliable for practical purposes.

⁶⁹ Sampling error is discussed in more detail in the [Quality Report](#) for the National Survey.

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

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

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

Significant differences

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

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

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

Technical Report

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

Revisions

This document contains revisions made on 30 May 2014 and on 10 July 2014 following original publication date of 29 May 2014. Revisions are marked by the letter 'r' or the word 'revised', and by explanation in the footnotes.

More 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).

Now that we have two full years of data (2012-13 and 2013-14), more detailed breakdowns at local authority / Health Board level will be possible by combining the results from the two fieldwork years to double the effective sample size to 1,200 in each local authority and around 22,000 nationally.

Further uses of the results

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

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

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Terms and definitions

Answer options

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

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

Average

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

Deprivation

The [Welsh Index of Multiple Deprivation \(WIMD\)](#) is used as the official measure of deprivation in Wales. Deprivation is a wider concept than poverty. Deprivation refers to wider problems caused by a lack of resources and opportunities. The WIMD is constructed from eight different types of deprivation. These are: income, housing, employment, access to services, education, health, community safety and physical environment. Wales is divided into 1,896 Lower-Layer Super Output Areas (LSOA) each having about 1,500 people. Deprivation ranks have been worked out for each of these areas: the most deprived LSOA is ranked 1, and the least deprived 1,896. For this bulletin, we have grouped the people living in the 20 % of LSOAs that are most deprived based on WIMD score and compared them against the 20% of the LSOAs that are least deprived.

Economic inactivity

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

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

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

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

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

Annex A – Tables of results

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

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

	Mean	low er CI	upper CI
Age:			
16-24	6.3	6.2	6.5
25-44	5.9	5.8	6.0
45-64	5.5	5.4	5.6
65-74	5.4	5.3	5.5
75 and over	5.9	5.8	6.1
Speak Welsh:			
Yes	5.9	5.8	6.0
No	5.7	5.7	5.8
Public services footprint:			
North Wales	5.8	5.8	5.9
Mid and West	5.7	5.6	5.8
Swansea Bay	5.7	5.6	5.8
Cwm Taf	5.7	5.6	5.9
Cardiff and Vale	5.9	5.7	6.0
Gwent	5.8	5.7	5.8
National Identity:			
Welsh	5.8	5.7	5.8
Not Welsh	5.8	5.7	5.8
How much people have seen or heard about the work of Welsh Government:			
A great deal	6.3	6.1	6.5
A fair amount	6.2	6.1	6.3
Just a little	5.7	5.6	5.7
Seen or heard about their work but know nothing about it	5.1	5.0	5.3
Not seen or heard anything about their work	4.6	4.4	4.8
All People	5.8	5.7	5.8

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 13,100

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

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

	%	low er CI	upper CI
National Qualification Framework levels 4-8:			
A great deal	10	9	11
A fair amount	39	37	41
Just a little	36	34	38
Seen or heard about their work but know nothing about it	9	8	10
Not seen or heard anything about their work	5	4	7
National Qualification Framework level 3:			
A great deal	5	4	6
A fair amount	29	26	31
Just a little	43	40	46
Seen or heard about their work but know nothing about it	14	12	16
Not seen or heard anything about their work	10	8	11
National Qualification Framework level 2:			
A great deal	5	4	6
A fair amount	28	26	30
Just a little	45	43	48
Seen or heard about their work but know nothing about it	11	9	12
Not seen or heard anything about their work	11	9	13
Below National Qualification Framework level 2:			
A great deal	3	2	4
A fair amount	25	22	28
Just a little	44	40	48
Seen or heard about their work but know nothing about it	14	12	17
Not seen or heard anything about their work	13	11	16
No Qualification:			
A great deal	3	2	4
A fair amount	22	20	24
Just a little	45	42	47
Seen or heard about their work but know nothing about it	14	12	15
Not seen or heard anything about their work	16	15	18
All People			
A great deal	6	5	6
A fair amount	30	29	31
Just a little	42	41	43
Seen or heard about their work but know nothing about it	12	11	12
Not seen or heard anything about their work	10	10	11

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 13,700

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

	Yes			No			All people		
	%	low er	upper	%	low er	upper	%	low er	upper
		Cl	Cl		Cl	Cl		Cl	
A great deal	10	9	12	5	4	5	6	5	6
A fair amount	37	35	40	28	27	29	30	29	31
Just a little	37	35	39	43	42	44	42	41	43
Seen or heard about their work but know nothing about it	9	8	10	12	12	13	12	11	12
Not seen or heard anything about their work	6	5	7	12	11	12	10	10	11

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,600

(a) Those who said that they couldn't speak Welsh, but did have some ability have been coded as 'yes' for comparability with previous years

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

	Satisfied			Neither satisfied nor dissatisfied			Dissatisfied		
	%	low er	upper	%	low er	uppe	%	low er	upper
		Cl	Cl		Cl	Cl		Cl	
Age:									
16-24	87	84	91	5	3	7	8	5	11
25-44	90	89	92	4	3	5	6	5	7
45-64	92	90	93	4	3	5	5	4	6
65-74	95	94	96	2	1	3	3	2	4
75 and over	97	96	97	1	1	2	2	1	3
Health Board:									
Abertawe Bro Morgannwg University	91	89	93	4	2	5	6	4	7
Aneurin Bevan University	91	90	92	4	3	5	5	4	6
Betsi Cadwaladr University	94	93	95	2	2	3	4	3	5
Cardiff & Vale University	91	88	94	-	-	-	6	3	8
Cwm Taf University	91	89	93	3	2	5	6	4	7
Hywel Dda University	92	90	94	4	3	5	4	3	5
Powys Teaching	91	87	94	-	-	-	-	-	-
All People	92	91	92	3	3	4	5	4	5

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 11,600

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

	Satisfied			Neither satisfied nor dissatisfied			Dissatisfied		
	%	low er	upper	%	low er	upper	%	low er	upper
		CI	CI		CI	CI		CI	
Age:									
16-24	86	81	92	-	-	-	-	-	-
25-44	89	88	91	3	2	4	8	6	9
45-64	90	88	92	4	3	5	6	5	8
65-74	93	91	94	2	1	3	5	4	7
75 and over	94	92	96	-	-	-	5	3	6
Health Board:									
Abertawe Bro Morgannwg University	92	90	95	-	-	-	6	4	8
Aneurin Bevan University	90	88	92	4	2	5	7	5	8
Betsi Cadwaladr University	92	91	94	3	2	3	5	4	6
Cardiff & Vale University	88	85	92	-	-	-	8	4	11
Cwm Taf University	92	89	95	-	-	-	5	3	6
Hywel Dda University	90	88	93	-	-	-	7	5	9
Powys Teaching	83	77	89	-	-	-	-	-	-
All People	91	90	92	3	3	4	6	6	7

Source: National Survey for Wales, April 2013 – March 2014

Sample size: 6,500

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

	Mean	low er	upper
		CI	CI
Health Board:			
Betsi Cadwaladr University	6.3	6.2	6.5
Abertawe Bro Morgannwg University	6.3	6.1	6.5
Aneurin Bevan University	6.2	6.0	6.4
Cwm Taf University	6.1	5.8	6.5
Cardiff & Vale University	6.1	5.9	6.4
Hywel Dda University	6.1	5.9	6.3
Powys Teaching	6.0	5.6	6.4
All People	6.2	6.1	6.3

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 4,800

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

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

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 11,500

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

	Easy			Difficult		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Urban/Rural:						
Urban	83	81	84	17	16	19
Rural	79	77	82	21	18	23
All People	82	81	83	18	17	19

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 6,400

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

	Yes			No		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Health Board:						
Abertawe Bro Morgannwg University	88	85	91	12	9	15
Aneurin Bevan University	84	82	87	16	13	18
Betsi Cadwaladr University	88	87	90	12	10	13
Cardiff & Vale University	78	73	83	22	17	27
Cwm Taf University	81	77	86	19	14	23
Hywel Dda University	87	84	90	13	10	16
Powys Teaching	88	84	92	12	8	16
All People	85	84	86	15	14	16

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 6,200

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

	Agree			Neither agree nor disagree			Disagree		
	%	low er	upper	%	low er	upper	%	low er	upper
		CI	CI		CI	CI		CI	
Isle of Anglesey	59	55	64	18	14	21	23	19	26
Gwynedd	64	59	68	18	14	21	19	15	22
Conwy	64	59	69	17	13	21	19	15	23
Denbighshire	59	55	64	19	15	23	22	18	26
Flintshire	61	56	65	17	14	20	22	18	26
Wrexham	54	50	59	24	20	28	21	18	25
Powys	57	52	62	19	15	23	24	20	29
Ceredigion	55	51	60	24	20	28	21	17	24
Pembrokeshire	54	50	59	17	13	20	29	25	33
Carmarthenshire	53	49	58	19	16	23	27	23	31
Swansea	54	49	59	22	18	26	24	20	29
Neath Port Talbot	46	41	51	14	11	17	40	35	45
Bridgend	49	45	54	23	19	27	27	23	31
Vale of Glamorgan	62	57	66	19	15	23	19	15	22
Cardiff	65	60	69	16	12	19	20	16	23
Rhondda, Cynon, Taf	53	48	57	17	13	20	31	27	35
Merthyr Tydfil	53	49	57	18	14	21	29	25	33
Caerphilly	66	62	71	17	14	21	16	13	19
Blaenau Gwent	51	47	56	15	12	18	34	30	38
Torfaen	51	46	56	16	12	19	34	29	38
Monmouthshire	63	58	67	17	14	21	20	17	24
Newport	53	48	58	21	16	25	26	22	31
All People	57	56	58	18	18	19	25	24	25

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,600

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

	Agree			Neither agree nor disagree			Disagree		
	%	low er	upper	%	low er	upper	%	low er	upper
		Cl	Cl		Cl	Cl		Cl	
Isle of Anglesey	42	37	46	17	13	20	41	37	46
Gwynedd	54	50	59	17	13	20	29	25	34
Conwy	41	36	45	20	16	23	40	35	45
Denbighshire	45	40	49	20	16	24	35	31	40
Flintshire	48	44	53	19	15	22	33	29	38
Wrexham	40	36	45	23	20	27	36	32	41
Powys	44	39	48	19	15	23	37	32	42
Ceredigion	29	25	33	18	14	22	53	49	58
Pembrokeshire	42	37	47	15	12	18	43	39	48
Carmarthenshire	45	41	50	17	14	20	38	33	42
Swansea	36	32	41	19	15	23	45	40	50
Neath Port Talbot	29	25	33	14	11	18	57	52	62
Bridgend	41	37	46	18	15	22	40	36	45
Vale of Glamorgan	39	35	43	21	17	25	40	35	44
Cardiff	36	31	40	23	18	27	42	37	47
Rhondda, Cynon, Taf	36	32	40	15	12	19	49	45	53
Merthyr Tydfil	36	32	40	16	13	19	48	43	52
Caerphilly	56	51	60	16	12	20	28	24	32
Blaenau Gwent	33	29	37	14	11	18	53	49	57
Torfaen	53	48	58	13	10	16	34	30	39
Monmouthshire	47	42	51	19	15	22	35	30	39
Newport	45	40	50	20	16	24	35	30	39
All People	41	40	42	18	17	19	40	39	41

Source: National Survey for Wales, April 2013 – March 2014

Sample size: 14,500

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

	Agree			Neither agree nor disagree			Disagree		
	%	low er	upper	%	low er	upper	%	low er	upper
		Cl	Cl		Cl	Cl		Cl	
Isle of Anglesey	60	55	64	12	8	15	29	25	32
Gwynedd	44	39	48	15	12	19	41	37	46
Conwy	50	45	55	15	12	19	35	30	39
Denbighshire	51	47	56	15	12	18	34	30	38
Flintshire	46	41	50	18	14	22	36	32	41
Wrexham	59	54	63	17	14	21	24	20	28
Powys	47	42	52	21	17	25	32	28	37
Ceredigion	49	44	54	9	6	11	42	38	47
Pembrokeshire	40	36	45	10	7	13	49	45	54
Carmarthenshire	46	42	51	19	16	23	34	30	39
Swansea	57	52	61	13	10	16	31	26	35
Neath Port Talbot	64	60	69	17	13	20	19	16	23
Bridgend	55	50	59	20	16	24	25	21	29
Vale of Glamorgan	50	46	55	13	10	16	37	32	41
Cardiff	55	50	60	17	13	21	28	24	32
Rhondda, Cynon, Taf	62	58	66	15	12	18	23	19	26
Merthyr Tydfil	63	58	67	14	11	17	24	20	28
Caerphilly	44	40	49	15	11	19	41	36	45
Blaenau Gwent	56	52	60	11	8	14	33	29	37
Torfaen	45	40	50	15	11	19	40	35	45
Monmouthshire	44	39	48	21	18	25	35	31	39
Newport	48	43	53	17	14	21	34	30	39
All People	52	51	53	16	15	17	32	31	33

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,700

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

	Primary School			Secondary School		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Very satisfied	68	65	70	49	46	52
Fairly satisfied	24	22	26	36	33	39
Neither satisfied nor dissatisfied	3	2	4	6	4	8
Fairly dissatisfied	4	3	5	6	4	7
Very dissatisfied	1	1	2	3	2	5

Source: National Survey for Wales, April 2013 - March 2014

Sample size: Primary school 1,900, Secondary School 1,400

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

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

	Primary School			Secondary School		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Able to meet with teachers within a reasonable period of time						
Agree	96	95	97	86	84	89
Neither agree nor disagree	2	2	3	8	6	9
Disagree	2	1	2	6	5	7
Kept informed as much as I want to be about child's progress						
Agree	94	92	95	86	84	89
Neither agree nor disagree	2	1	3	5	3	6
Disagree	4	3	5	9	7	11
Involved as much as I want to be in decisions about child's education						
Agree	87	86	89	83	80	85
Neither agree nor disagree	6	5	8	7	6	9
Disagree	6	5	8	10	8	12

Source: National Survey for Wales, April 2013 - March 2014

Sample size: Primary school 1,900, Secondary School 1,400

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

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

	Look at books, or read stories to child			Help child to recognise or learn about letters, numbers or shapes		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Every day	58	55	61	49	46	52
Several times a week	25	22	27	32	29	35
Once or twice a week	13	11	16	12	10	14
Once or twice a month	-	-	-	-	-	-
Less often	-	-	-	3	2	4
Not at all	-	-	-	3	2	4

	Help child to read or write			Help child with school work		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Every day	43	40	46	26	24	29
Several times a week	33	30	36	27	24	30
Once or twice a week	16	14	19	27	24	30
Once or twice a month	-	-	-	5	3	6
Less often	3	2	4	4	3	6
Not at all	4	2	5	11	9	13

Source: National Survey for Wales, April 2013 - March 2014

Sample size:1,500

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

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

	Discuss the news or a documentary with them			Help them to read or consult books, magazines or newspapers		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Every day	19	17	21	19	17	21
Several times a week	29	26	31	22	20	24
Once or twice a week	28	26	31	20	18	22
Once or twice a month	9	7	10	8	6	9
Less often	9	7	11	15	13	17
Not at all	6	5	8	17	15	19

	Help them to use the internet for educational purposes			Support them with school work		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Every day	10	8	11	25	23	27
Several times a week	16	14	18	28	26	30
Once or twice a week	17	15	19	25	22	27
Once or twice a month	7	6	8	9	7	11
Less often	18	16	20	7	6	9
Not at all	33	30	35	6	5	7

Source: National Survey for Wales, April 2013 - March 2014
Sample size: 2,200

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

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

	Mean	low er CI	upper CI
Isle of Anglesey	6.4	6.0	6.7
Gwynedd	6.7	6.3	7.0
Conwy	6.4	6.1	6.8
Denbighshire	6.7	6.3	7.0
Flintshire	6.7	6.4	7.0
Wrexham	6.5	6.2	6.8
Powys	6.1	5.7	6.4
Ceredigion	6.5	6.2	6.8
Pembrokeshire	6.4	6.0	6.7
Carmarthenshire	6.2	5.9	6.6
Swansea	6.3	5.9	6.7
Neath Port Talbot	6.0	5.7	6.4
Bridgend	6.3	6.0	6.6
Vale of Glamorgan	6.5	6.2	6.8
Cardiff	6.5	6.1	6.8
Rhondda, Cynon, Taf	6.0	5.7	6.2
Merthyr Tydfil	6.1	5.8	6.5
Caerphilly	6.4	6.1	6.7
Blaenau Gwent	6.5	6.2	6.8
Torfaen	6.1	5.8	6.4
Monmouthshire	6.0	5.7	6.3
Newport	6.3	5.9	6.6
All People	6.3	6.3	6.4

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 4,300

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

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

	Mean	low er CI	upper CI
Age:			
16-24	7.9	7.8	8.1
25-44	7.6	7.6	7.7
45-64	7.5	7.4	7.5
65-74	7.9	7.8	8.0
75 and over	7.8	7.7	7.9
General health:			
Very good	8.2	8.2	8.3
Good	7.7	7.6	7.7
Fair	7.2	7.1	7.3
Bad	6.2	6.0	6.4
Very bad	5.3	4.9	5.7
NS-SEC:			
Managerial and professional occupations	7.8	7.8	7.9
Intermediate occupations	7.7	7.6	7.8
Small employers/own account workers	7.7	7.6	7.8
Lower supervisory and technical occupations	7.7	7.6	7.8
Semi-routine and routine occupations	7.5	7.5	7.6
Never worked and long-term unemployed	7.6	7.4	7.8
All People	7.7	7.6	7.7

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,700

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'not at all satisfied' and 10 was 'completely satisfied'.

Table 19: Level of satisfaction with various aspects of life by urban and rural classification

	Urban			Rural			All people		
	%	low er CI	upper CI	%	low er CI	upper CI	%	low er CI	upper CI
Personal relationships	8.6	8.5	8.6	8.8	8.7	8.8	8.6	8.6	8.7
Accommodation	8.1	8.1	8.2	8.5	8.5	8.6	8.2	8.2	8.3
Quality of living environment	7.7	7.7	7.7	8.6	8.6	8.7	7.9	7.9	8.0
Commuting time	7.6	7.5	7.7	8.1	8.0	8.2	7.8	7.7	7.8
Life	7.6	7.6	7.7	7.8	7.7	7.9	7.7	7.6	7.7
Recreational or green areas in the place	7.3	7.3	7.4	8.2	8.1	8.2	7.5	7.5	7.6
Present job	7.4	7.3	7.5	7.9	7.8	8.0	7.5	7.5	7.6
Amount of time to do things enjoy doing	7.1	7.0	7.1	7.2	7.1	7.3	7.1	7.0	7.1
Financial situation of household	6.8	6.8	6.9	7.2	7.1	7.3	6.9	6.9	7.0

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,700

Table 20: Level of satisfaction with the quality of your living environment by agreement with statement 'my local area is well-maintained' (a)

	Mean	low er	upper
		CI	CI
Strongly agree	8.8	8.7	8.8
Tend to agree	8.0	8.0	8.1
Neither agree nor disagree	7.4	7.3	7.5
Tend to disagree	7.2	7.0	7.3
Strongly disagree	6.5	6.3	6.7
All People	7.9	7.9	8.0

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,700

(a) Respondents gave an answer on a scale of nought to ten, where 0 was 'not at all satisfied' and 10 was 'completely satisfied'.

Table 21: Trust in people and national institutions, by deprivation

	Most people			Political system			Legal system			Police		
	%	low er	upper	%	low er	upper	%	low er	upper	%	low er	upper
		CI	CI		CI	CI		CI	CI		CI	
WIMD overall deprivation score:												
20% most deprived	6.0	5.9	6.1	4.2	4.1	4.4	5.5	5.4	5.7	6.3	6.1	6.4
20%-40% most deprived	6.5	6.4	6.6	4.2	4.1	4.3	5.6	5.5	5.7	6.3	6.2	6.5
40%-60% most deprived	6.8	6.7	6.9	4.3	4.1	4.4	5.7	5.6	5.8	6.6	6.5	6.7
20%-40% least deprived	7.0	6.9	7.0	4.4	4.3	4.5	5.7	5.6	5.8	6.5	6.4	6.6
20% least deprived	6.9	6.8	7.0	4.5	4.4	4.6	6.0	5.9	6.1	6.8	6.7	6.9
All people	6.6	6.6	6.7	4.3	4.3	4.4	5.7	5.6	5.7	6.5	6.4	6.6

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,800

Table 22: Agreement with statement 'my local area is free from litter and rubbish', by local authority

	Agree			Neither agree nor disagree			Disagree		
	%	Low er	Upper	%	Low er	Upper	%	Low er	Upper
		CI	CI		CI	CI		CI	CI
Isle of Anglesey	72	68	76	8	5	10	20	17	24
Gwynedd	61	57	66	10	7	13	29	24	33
Conwy	72	68	77	8	5	10	20	16	24
Denbighshire	67	62	71	9	6	12	24	20	28
Flintshire	59	55	64	14	10	17	27	23	31
Wrexham	64	59	68	12	9	15	24	20	28
Powys	73	69	78	6	4	9	20	16	24
Ceredigion	76	72	80	9	6	12	15	12	18
Pembrokeshire	75	72	79	6	4	7	19	16	23
Carmarthenshire	64	60	69	12	9	15	24	20	28
Swansea	60	56	65	9	6	12	30	26	34
Neath Port Talbot	53	48	58	9	6	12	38	34	43
Bridgend	54	49	58	12	9	14	35	30	39
Vale of Glamorgan	69	64	73	8	5	11	23	19	27
Cardiff	58	53	63	11	8	15	31	26	35
Rhondda, Cynon, Taf	49	45	53	11	8	14	40	36	45
Merthyr Tydfil	53	48	57	10	7	12	38	33	42
Caerphilly	69	65	74	9	6	12	22	18	25
Blaenau Gwent	57	52	61	9	6	12	34	30	39
Torfaen	56	51	61	8	5	10	36	31	41
Monmouthshire	76	72	80	9	6	12	15	12	18
Newport	56	51	61	11	7	14	34	29	38
All People	62	61	63	10	9	11	28	27	29

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,800

Table 23: Agreement with statement 'people in the local area treat each other with respect and consideration', by age

	Strongly agree			Tend to agree			Neither agree nor disagree			Tend to disagree			Strongly disagree		
	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI
Age:															
16-24	29	25	32	44	40	48	15	12	18	9	6	11	4	2	6
25-44	29	27	30	48	46	50	12	11	14	8	7	9	3	2	4
45-64	30	28	31	51	49	52	11	9	12	7	6	7	3	2	3
65-74	38	36	40	49	47	51	7	6	8	5	4	6	1	1	2
75 and over	46	43	48	47	44	49	4	3	5	3	2	3	-	-	-
All People:	32	31	33	48	47	49	11	10	11	7	6	7	3	2	3

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,700

(r) Table 24: This local area is a place where people from different backgrounds get on well together, by age

	Strongly agree			Tend to agree			Neither agree nor disagree			Tend to disagree			Strongly disagree		
	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI
Age:															
16-24	30	26	34	44	40	48	14	11	17	7	5	9	5	2	7
25-44	24	22	26	50	48	52	16	15	18	7	6	8	3	3	4
45-64	26	24	27	53	51	54	15	13	16	5	4	6	2	2	3
65-74	29	27	31	54	52	57	11	10	13	4	3	5	2	1	2
75 and over	31	29	34	54	52	57	11	9	13	3	2	3	-	-	-
All People:	27	26	28	51	50	52	14	13	15	5	5	6	3	2	3

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 13,500

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

	Very safe			Fairly safe			A bit unsafe			Very unsafe		
	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI
WIMD Overall deprivation score:												
20% most deprived	31	28	33	38	35	40	18	16	20	13	12	15
20%-40% most deprived	38	36	40	39	36	41	15	13	17	8	7	10
40%-60% most deprived	45	43	48	36	34	38	13	11	14	6	5	7
20%-40% least deprived	49	47	51	34	32	36	12	10	14	5	4	6
20% least deprived	46	44	49	38	36	41	12	10	13	4	3	5
All People:	42	41	43	37	36	38	14	13	15	7	7	8

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,300

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

	Very safe			Fairly safe			A bit unsafe			Very unsafe		
	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl
Gender:												
Male	56	54	57	34	33	36	8	7	9	3	2	3
Female	28	27	29	40	38	41	20	19	21	12	11	13
All People:	42	41	43	37	36	38	14	13	15	7	7	8

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,300

Table 27: Feeling of safety walking in local area after dark, by age

	Very safe			Fairly safe			A bit unsafe			Very unsafe		
	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl
Age:												
16-24	40	36	44	36	32	40	16	13	20	7	5	9
25-44	43	41	45	39	37	41	13	11	14	5	4	6
45-64	45	44	47	36	34	38	12	11	13	6	5	7
65-74	41	38	43	38	36	40	13	11	14	8	7	10
75 and over	30	27	32	34	31	37	21	19	23	16	14	18
All People:	42	41	43	37	36	38	14	13	15	7	7	8

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,300

Table 28: Ability to keep up with bills and credit commitments, by age

Age:	Keeping up with all bills and commitments without any			Keeping up with all bills and commitments but it is a struggle from			Keeping up with all bills and commitments but it is a constant		
	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI
	16-24	34	30	39	26	22	30	11	8
25-44	42	40	44	35	33	37	15	14	17
45-64	51	49	53	32	30	33	13	12	14
65-74	65	63	67	25	23	27	7	6	9
75 and over	71	69	73	22	20	24	6	5	7
All People:	50	49	51	30	29	31	12	11	13

Age:	Falling behind with some bills or credit commitments			Having real financial problems and have fallen behind with many bills or credit commitments			Have no bills		
	%	Low er CI	Upper CI	%	Low er CI	Upper CI	%	Low er CI	Upper CI
	16-24	5	3	7	-	-	-	21	18
25-44	5	4	6	2	1	2	-	-	-
45-64	3	2	4	1	1	1	-	-	-
65-74	1	1	2	-	-	-	-	-	-
75 and over	-	-	-	-	-	-	-	-	-
All People:	3	3	4	1	1	2	4	3	4

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,500

Table 29: Overall satisfaction with state of transport system in Wales, by local authority

	Mean	Low er CI	Upper CI
Isle of Anglesey	5.5	5.2	5.7
Gwynedd	6.0	5.6	6.4
Conwy	6.2	5.8	6.6
Denbighshire	6.1	5.7	6.4
Flintshire	6.5	6.2	6.8
Wrexham	6.4	6.1	6.6
Powys	5.5	5.1	5.8
Ceredigion	5.2	4.9	5.6
Pembrokeshire	5.5	5.1	5.9
Carmarthenshire	5.3	5.0	5.7
Swansea	5.8	5.5	6.2
Neath Port Talbot	5.5	5.1	5.8
Bridgend	5.5	5.1	5.9
Vale of Glamorgan	5.4	5.1	5.7
Cardiff	6.1	5.8	6.5
Rhondda, Cynon, Taf	5.7	5.4	6.0
Merthyr Tydfil	6.1	5.8	6.4
Caerphilly	6.2	5.9	6.5
Blaenau Gwent	6.2	5.9	6.5
Torfaen	6.5	6.1	6.9
Monmouthshire	5.9	5.7	6.2
Newport	5.9	5.6	6.2
All People	5.9	5.8	6.0

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 4,700

Table 30: Active travel carried out over the past seven days, by gender

	Male			Female			All people		
	%	low er	upper	%	low er	upper	%	low er	upper
		CI	CI		CI	CI		CI	
Used a bicycle	9	8	10	3	2	4	6	5	7
Walked for more than 5 minutes	68	66	69	63	62	65	65	64	66
None of these	31	30	32	36	35	38	34	33	35

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,700

Table 31: Active travel carried out over the past seven days, by age

	Used a bicycle			Walked for more than 5 minutes			None of these		
	%	low er	upper	%	low er	upper	%	low er	upper
		Cl	Cl		Cl	Cl		Cl	
Age:									
16-24	11	8	14	83	80	86	16	13	19
25-44	8	7	9	71	69	73	28	26	29
45-64	5	4	6	64	63	66	35	33	36
65-74	2	2	3	56	53	58	44	42	46
75 and over	-	-	-	41	38	43	59	57	62
All People:	6	5	7	65	64	66	34	33	35

Source: National Survey for Wales, April 2013 - March 2014

Sample size:14,700

Table 32: Feeling of safety travelling by public transport after dark, by age

	Very safe			Fairly safe			Fairly unsafe			Very unsafe		
	%	Low er	Upper	%	Low er	Upper	%	Low er	Upper	%	Low er	Upper
		Cl	Cl		Cl	Cl		Cl	Cl		Cl	
Age:												
16-24	40	35	44	45	40	49	12	9	15	3	2	5
25-44	35	33	37	47	45	49	14	12	15	4	4	5
45-64	33	31	35	47	45	49	15	14	17	5	4	6
65-74	31	28	33	45	43	48	17	15	19	8	6	9
75 and over	25	22	27	41	38	44	23	20	25	12	10	13
All People:	34	32	35	46	45	47	15	14	16	5	5	6

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 12,300

Table 33: Household has a working smoke alarm, by tenure and Fire and Rescue Service region

	Yes			No		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Tenure:						
Owner-occupied	91	91	92	9	8	9
Social housing	98	98	99	2	1	2
Privately rented	89	87	90	11	10	13
Fire and Rescue Service region:						
North Wales	94	94	95	6	5	6
Mid and West Wales	92	91	93	8	7	9
South Wales	91	90	92	9	8	10
All households	92	91	93	8	7	9

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,600

Table 34: Individuals have internet access, by tenure and deprivation

	Yes			No		
	%	low er	upper	%	low er	upper
		CI	CI		CI	CI
Tenure:						
Owner-occupied	85	85	86	15	14	15
Social housing	66	63	68	34	32	37
Privately rented	86	84	88	14	12	16
WIMD overall deprivation score:						
20% most deprived	76	74	78	24	22	26
20%-40% most deprived	80	79	82	20	18	21
40%-60% most deprived	81	79	82	19	18	21
20%-40% least deprived	86	84	87	14	13	16
20% least deprived	90	89	91	10	9	11
All people (16+) (r)	82	82	83	18	17	18

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,800

Table 35: People who live in households that have access to the internet, by age

	Yes			No		
		low er	upper		low er	upper
	%	CI	CI	%	CI	CI
Age:						
0-15	93	92	94	7	6	8
16-24	92	91	93	8	7	9
25-44	93	92	93	7	7	8
45-64	88	87	89	12	11	13
65-74	69	68	71	31	29	32
75 and over	38	36	39	62	61	64
All people including children (r)	84	84	85	16	15	16

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 33,400

Table 36: Personal use of internet, by age

	Yes			No		
		low e	uppe		low er	upper
	%	CI	CI	%	CI	CI
Age:						
18-24	97	96	98	3	2	4
25-44	95	95	96	5	4	5
45-64	83	82	84	17	16	18
65-74	60	58	62	40	38	42
75 and over	25	23	28	75	72	77
All people (18+)	80	79	80	20	20	21

Source: National Survey for Wales, April 2013 - March 2014

Sample size: 14,600