



Board Meeting: 25 October 2013

PAPER TO NOTE

Title of paper:	National Survey for Wales
Purpose of paper:	To give a progress update on the National Survey for Wales.
Action required by the Board:	No decision needed. The paper is for the Board's information only.
Official presenting the paper:	n/a
Paper prepared by:	Chris McGowan, National Survey Team

1. Background

- 1.1 The National Survey for Wales is a face-to-face survey of people across Wales. It has run continuously since January 2012. 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, with a particular focus on wellbeing and public services.
- 1.2 Respondents are selected at random to ensure the results are representative. The survey provides regular, robust results that are comparable across Wales, down to local authority and Local Health Board level.
- 1.3 Results based on the first full year of interviews (2012-13) were published on 30 May 2013. A small selection of results is set out at Annex A. The 2012-13 results are now being analysed in more detail, to help us understand what factors explain differences in results between different groups of people.

Survey topics for 2014-15

- 1.4 The content of the survey was kept fairly constant for the first two full years of the survey (2012-13 and 2013-14) in order to allow detailed analysis at local authority level. The topics will be revised for 2014-15 to ensure the survey continues to meet current policy needs.
- 1.5 The planned topics for 2014-15 were chosen in discussion with DGs, Special Advisers, and policy teams; and signed off by the First Minister.
- 1.6 In agreeing to the survey, the First Minister emphasised that the results must feed in to policy and delivery decisions. Priority is therefore given to topics where there are clear plans in place for the results to feed into decision making. The planned topics for 2014-15 are as follows:

Public services

- Overall satisfaction with education, transport system, health services, and social care.
- Satisfaction with GP, hospital, ambulance, local health and eye care services; use of social services.
- Parental support for child's numeracy and literacy.
- Quality of local authority services; democracy and accountability.
- Satisfaction with and use of waste services.
- Arts and culture, museums, and heritage: use and satisfaction.
- Media consumption – where people in Wales get their news from.
- Welsh Government – overall satisfaction and how much they have seen or heard about our work.

Wellbeing

- Five wellbeing questions plus questions about local area e.g. whether neighbours are willing to help each other.
- Financial inclusion (whether keeping up with bills; use of debt advice organisations), and fuel poverty.

Other topics

- Child poverty; childcare, play.
- Future generations (what issues people think Wales will have to face in the future and what we need to be doing about it now).
- Internet.
- Satisfaction with accommodation.
- Animal welfare (pet ownership; dog microchipping).
- Armed forces community: identifying serving members or veterans.
- Entrepreneurship.
- Active travel.

Plus demographic questions to allow for detailed analysis. The final list of topics may change once the survey questions have been developed, to ensure the survey takes no longer than 25 minutes.

Next steps

- 1.7 For 2014-15, as for previous years, other public bodies such as Local Service Boards and police and fire authorities are being offered the chance to pay to add up to 5 minutes of questions to the survey.
- 1.8 Over the coming months, we will work with the relevant policy teams (and any other public bodies who wish to add questions to the survey) to develop the exact questions to ask.
- 1.9 The next set of results (based on interviews carried out during 2013-14) will be published in May 2014. In summer 2014, the National Survey team will consult DGs, Special Advisers and policy teams on any topic changes needed for 2015-16.

2. Resource implications

- 2.1 This paper has no implications for staff or additional financial implications. The costs of the contract to deliver the survey are met from the budget set aside for it within the CS&A MEG (£1.2m a year).

3. Risks

- 3.1 A risk management strategy for the National Survey is in place, and risks are reviewed regularly. There are no additional risks as a result of this paper.

4. Communication

- 4.1 The 2014-15 topics list will be published on the National Survey web pages shortly. More generally, a communication strategy for the National Survey is in place to ensure that staff are kept up to date with progress, and are involved in deciding on the topics to include and the analysis to be carried out. This includes regular email updates to stakeholders, discussions with policy teams, and intranet articles.

5. General compliance issues

- 5.1 The National Survey is carried out under sections 60(1), 62 and 71 of the Government of Wales Act 2006. There are no additional compliance issues resulting from this paper.

Publication

This paper (including annexes) should be published in full as none of the exemptions in the Code of Practice on Public Access to Information apply.

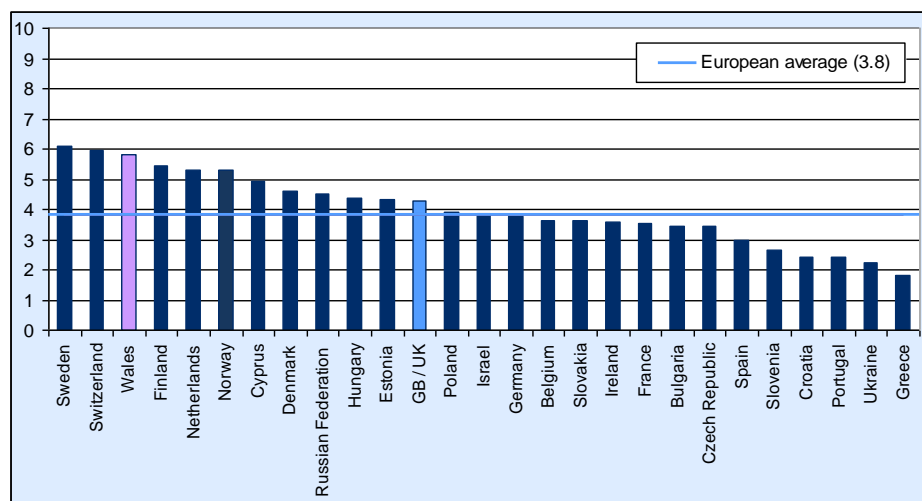
Date submitted to Secretariat: 11th October 2013

Annex A: key results from 2012-13, and comparisons

Some key results are set out below. More results are available at [this link](#).

People were asked how satisfied they are with different services. Answers were given on a scale of nought (extremely dissatisfied) to ten (extremely satisfied). In 2010, the [European Social Survey](#) asked similar questions.¹ Scores for Wales are above the UK and well above the European average in all cases.

Welsh Government (score: 5.8)

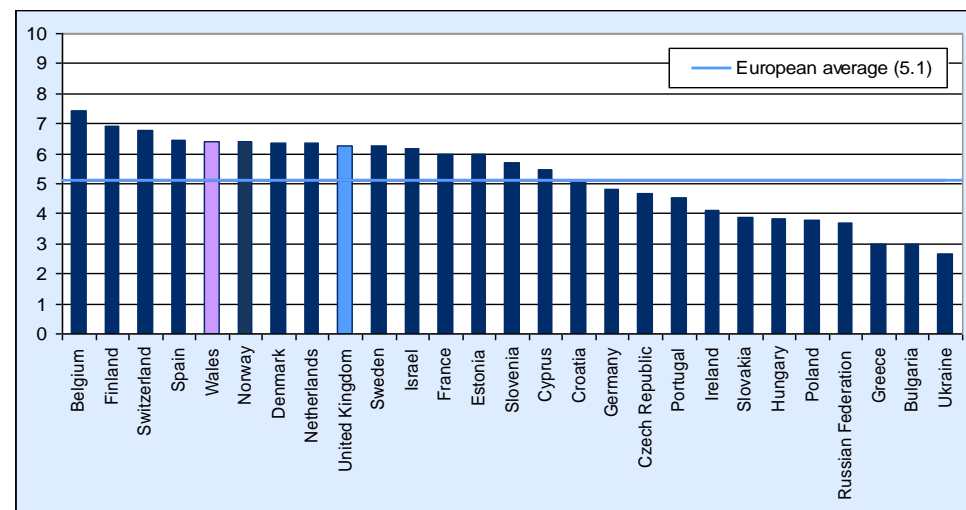


When asked what they had seen or heard about the work of the Welsh Government over the last 12 months:

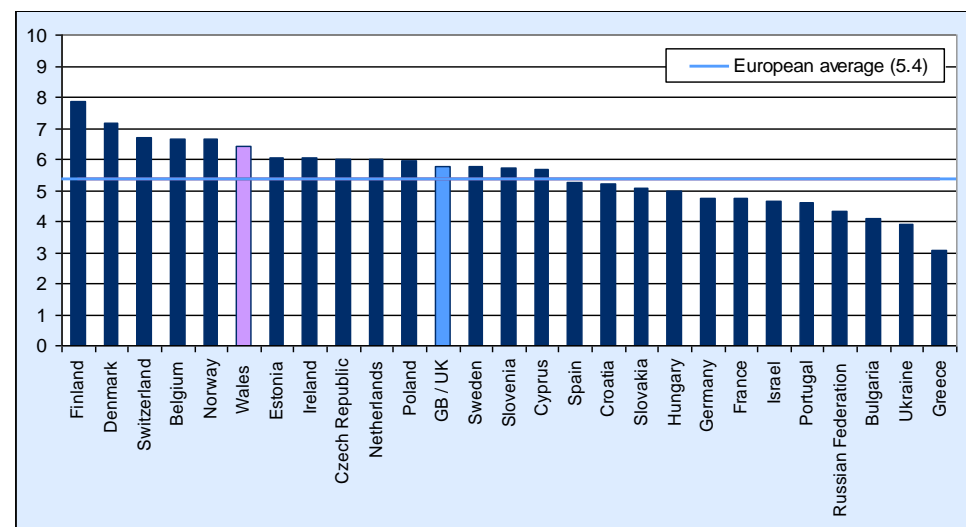
- 6% had seen or heard 'a great deal';
- 30% a 'fair amount' and 42% 'just a little';
- 12% had seen or heard but know nothing about it; and
- 10% had not seen or heard anything.

¹ The 2012 European Social Survey results will be available in November 2013. We will then produce further comparisons with the National Survey results.

Health services (score: 6.4)



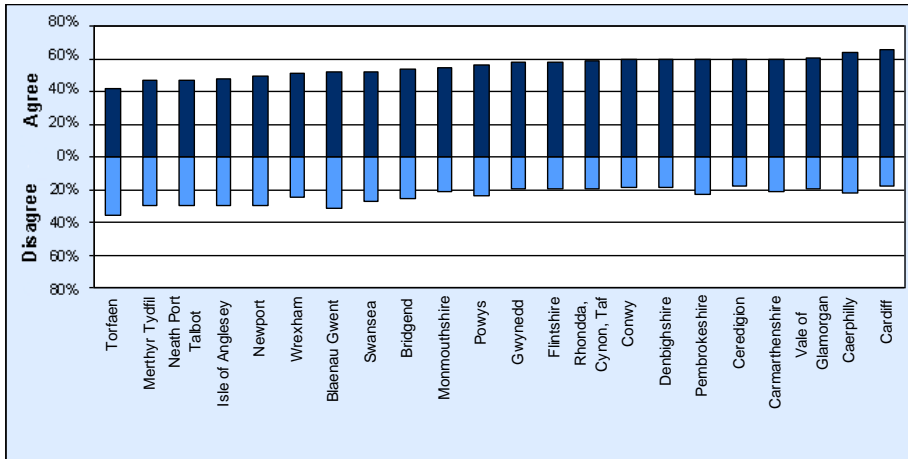
Education system (score: 6.4)



Local authority services

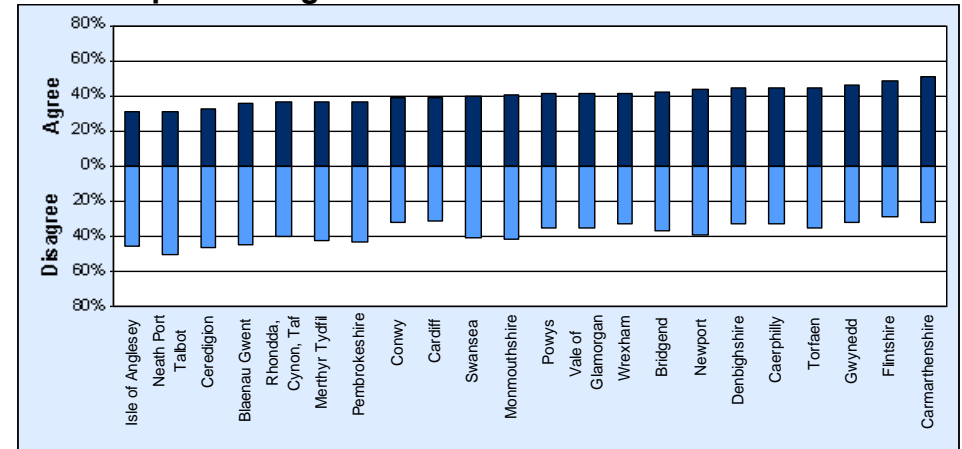
People were asked whether they agreed or disagreed with statements about their council and their local area.

Whether the council provides high quality services



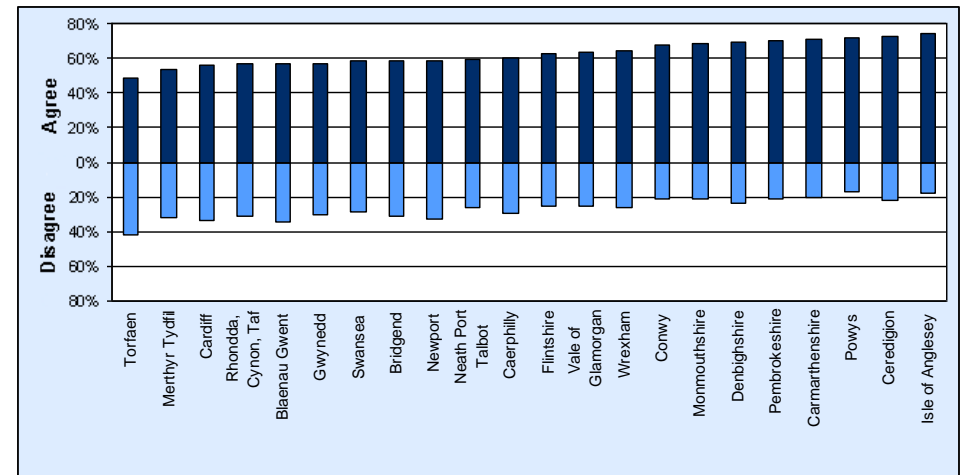
Overall, 57% of people agreed their council provides high quality services. In comparison, 44% of people in Scotland agree their council provides high quality services ([2012 Scottish Household Survey](#)).

Whether the council is good at letting local people know how well it is performing



Overall, 41% of people agreed their council is good at letting people know how well it is performing. The same figure was found in Scotland ([2012 Scottish Household Survey](#)).

Whether the local area is free from litter and rubbish



Overall 62% agreed their local area is free from litter and rubbish. (Not asked in the 2012 Scottish Household Survey.)