



Arsyllfa **Wledig** Cymru
Wales **Rural** Observatory

Rural Services Survey

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SECTION 1

INTRODUCTION AND METHODS

1.1 Introduction

1.1.1 This report presents findings from the Wales Rural Observatory survey of services in rural Wales, 2007. The research follows on from a similar survey conducted in 2004 (*A Survey of Rural Services in Wales*, WRO: 2005), which had sought to replicate a 1996 survey (Higgs and White, 2000). In keeping with the previous two surveys, the Town or Community Council is the level of analysis, with questionnaires being sent to the Town or Community Clerk.

1.1.2 The current survey sought to explore perceptions about whether service provision is adequate, plus perceptions concerning the changing of service provision in the local area; questions asked the respondent to consider change over the past five years. The questionnaire was designed to provide context and a richer understanding of the ways communities think about their service provision and related issues.

1.1.3 The questionnaire was divided into seven sections: quality of services, change of provision of services, service availability, public space and the environment, welfare, different people, different services and about your council. The structure will be replicated in the layout of this report.

1.1.4 The current questionnaire diverged from 2004 in the questions asked, particularly with the inclusion of more open questions. The reason for this divergence was due to the availability of an alternative source of data about service provision in Wales. This Point X data provides the most comprehensive and current source of data on the positions of a wide range of services, allowing the questionnaire to move beyond quantitative data collection and towards a more qualitative appraisal of

service provision and availability. This means that we were able to inquire more into the day-to-day understandings and requirements faced by the residents of the Town or Community Council areas, while also having data to demonstrate the provision of services for the different areas. This data will be used throughout the report to offer a comparison and point of reference with the questionnaire data.

1.2 Methods

1.2.1 A questionnaire was sent out in English and Welsh, with a covering letter explaining what the research was about, what the Wales Rural Observatory is and why it was important to contribute. The letter also stated the support of One Voice Wales the representative body for Town and Community Councils in Wales for the research. The questionnaire is shown in Appendix One, and the first letter plus the two reminder letters in Appendix Two. The first round of questionnaires was sent out in July 2007, with two reminder letters sent out in the following months.

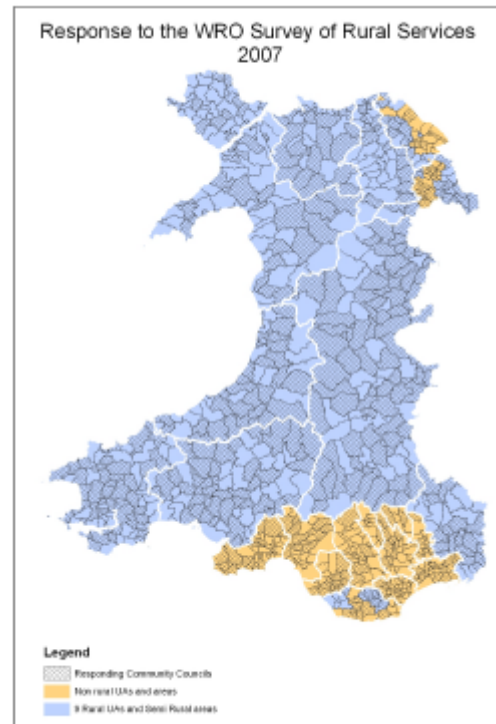
1.2.2 The questionnaire took approximately 30 minutes to complete. Many of the questions were based on the 2004 survey, adapting them to complement the new data source now available. The questions were interested in perceptions of services and perceptions of change in local communities. The clerk's responses were taken to be indicative of feelings in the local areas, as well an increased awareness of local issues because of the position. However, it must be stated here that some of the clerks don't live in the Community Council area, though they do had a thorough working knowledge of issues that occur there. Some questionnaires were filled out by the council, so it was the product of a number

of people. This meant that some debate must have occurred over the responses, which has only strengthened the validity of these replies.

1.2.3 At the request of One Voice Wales, we sent a survey to all Town or Community Councils, cutting the data into urban and rural ourselves. In addition, there was a question which asked the respondents to self-classify their area into urban, mainly urban, mainly rural and rural. There were 448 returns in total, out of 735¹ Town or Community Councils in all of Wales (urban and rural).

1.2.4 Using the 9+3 rural definition of rural Wales², there are 569 Town and Community Councils in rural Wales, out of which we received 323 responses (56.7%). This meant that we had 125 responses from non-rural areas. We had a 61% return rate from all of Wales, and a 57% return rate from rural Wales.

1.2.5 Map 1 shows the response distribution. From the map, we can see that there was a representative distribution of responses from around rural Wales.



1.3 Demographics of Respondents

1.3.1 Town or Community Clerks are the administrative members of the council. There are 868 Community and Town Councils in Wales, representing the tier of government closest to the people. The communities they serve range from small rural settlements to large towns, though there is a higher presence of rural communities than urban ones. The Town or Community Clerks do not all live in the Community Council area, though they would be very aware of the key issues facing the areas even if not resident in them.

1.3.2 More clerks who replied are male (153) than female (113) and live in the area for which they are Town or Community Clerk, with 229 of respondents living in the Community Council area and 59 not (some did not answer this question). The age of the clerks is more difficult to present as respondents gave answers that were not simply numeric (for example, 65 years+ and 35 – 69 years, for

¹ There are 868 communities in Wales, 735 of which currently have a council., according to Whitaker's Almanack 2003 (ONS, 2008)

² This means we take there to be 9 rural Local Authority areas and the parts of 3 semi-rural Local Authorities that are rural, using the Office of National Statistics classifications. The 9 rural Local Authority areas are Powys, Denbighshire, Monmouthshire, Conwy, Anglesey, Gwynedd, Ceredigion, Pembrokeshire and Carmarthenshire. The three semi-rural are Flintshire, Wrexham and Vale of Glamorgan.

questionnaires filled in by entire councils), however the average age appears to be above 60, (there are of course outliers; 23 years old was the youngest, the oldest was 88 years old. The table below shows the ages of the clerks put into categories.

Table 1.1 Ages of Town or Community Clerks

	Count	Valid %	Total %
No Response	95		29.4%
Age less than 30	3	1.3%	0.9%
Age 30 to 40	12	5.3%	3.7%
Age 40 to 50	36	15.8%	11.1%
Age 50 to 60	55	24.1%	17.0%
Age 60 to 70	76	33.3%	23.5%
Age 70 to 80	33	14.5%	10.2%
Age 80 to 90	3	1.3%	0.9%
No Specific Age*	10	4.4%	3.1%
Responded Total	228	100.0%	70.6%
Survey Total	323		100.0%

1.3.3 The survey asked the respondent to self-classify the area they lived in; whether it was rural, mainly rural, mainly urban or urban. While we are using the 9+3 definition here, this means that we classify 323 responses out of 448 as rural (72%). However, using the self-classification of the clerks, the rural percentage is higher (80.6%). This difference arises because of rural areas existing in wards that we classify as urban; for example the Gower area in Swansea. The table below shows the self-classification frequency and percentages.

Table 1.2 Self-Classification of Area

	Frequency	Percentage
Rural	244	54.5
Mainly Rural	117	26.1
Mainly urban	70	15.6
Urban	8	1.8
Missing	9	2.0
Totals	439	98.0

1.3.4 This report will be based on analysis using the rural definition adopted by the

Welsh assembly government, as to use the self-classification would not be rigorous, or replicable for future research. The criteria for inclusion into 'rural' are discussed in section 1.2.4 above.

1.4 Structure of the Report

1.4.1 The findings from the survey are presented in the following chapters, which mirror the structure of the questionnaire:

1. Quality of Services
2. Change of Provision of Services
3. Service Availability
4. Public Space and the Environment
5. Welfare
6. Different people, different services?
7. About your council

1.4.2 This report brings together two different sources of data about rural service provision in Wales; the questionnaire data and Point X data. In order to bring these two sources together, we had grouped the questionnaire responses according to population size, following the 2004 report. This means we are able to then group the Point X data by the same population categories, and use the two together.

1.4.3 Section 2, Quality of Services, presents an overview of service provision in rural Wales. The data is presented for all of rural Wales (from the questionnaire), before cutting it into different population categories to include Point X information.

1.4.4 Section 3, Change in Provision of Services, includes quantitative and qualitative data, amalgamating the two to provide a detailed account of communities' attitudes to change of provision of services. This section looks at issues such as public transport, affordable housing, policing, community spirit and the

availability of local or organic food produce and Farmers Markets.

1.4.5 Section 4, Service Availability, looks at the availability of particular services, their numbers in the local communities and the uses to which they are put. The idea of community is central to this question, and while looking at different available services their use and centrality to the community is also brought to light.

1.4.6 Section 5, Public Space and the Environment, diverges from the 2004 questions to bring these important issues into the report. The provision of public space, its use and the importance assigned to it by community members are discussed here, using both qualitative and quantitative accounts. Tools for environmental conservation are becoming increasingly important, and this section has details of different recycling schemes for the local areas.

1.4.7 Section 6, Welfare, presents information about the provision and availability of welfare and welfare systems in the local area. This section asks about where people can go for information and the different facilities available in the area. Once again, rather than simply presenting statistical accounts, this section

uses quotes from respondents to provide depth and context for the statistics.

1.4.8 Section 7, Different people, different services, asks respondents to think about changes in the population of their local community, and the ways that different groups in the population might have difficulty accessing different services. It provides an insight into changes in rural Wales perceived over the past five years.

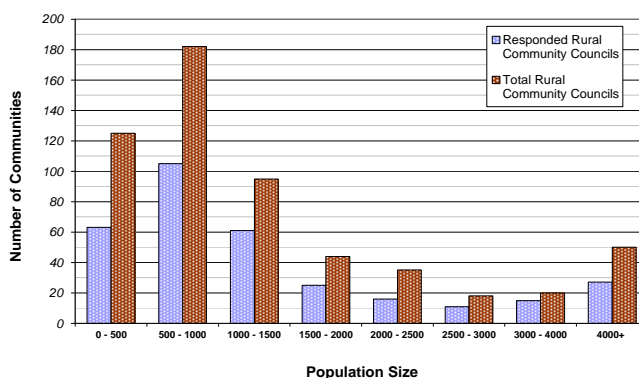
1.4.9 The concluding section, Section 8, brings together the main ideas presented in the rest of the report, providing details about the councils themselves.

1.5 Population Categories

1.5.1 To analyse the data it was necessary to cut it into different population bands, to allow comparison between different sized towns and communities. The population bands that were used were the same as those used in the 2004 survey, so comparisons would be possible

1.5.2 The graph below shows the numbers of towns or communities in the rural part of Wales, and also the numbers of towns or Communities that replied within each band. From this graph we can see that the responses follow the same pattern as the overall population.

Figure 1.1: Population Distribution of Town or Community Councils and Responded Town or Community Councils



KEY FINDINGS

This survey sought to uncover the perceptions of whether service provision is adequate and the perceptions of changes in service provision in rural Wales.

735 surveys were sent out to all Town and Community Councils in Wales. 448 were returned. This meant that for all of Wales, the response rate was 61%.

Out of 569 rural Town and Community Councils, there were 323 returned. This meant the response rate for rural Wales was 57%. The 2004 survey had a response rate of 57%.

The survey was sent to the clerk of the Town and Community Council, and took approximately 30 minutes to complete.

Respondents could complete the questionnaire in either Welsh or English, and online.

There were 65 Welsh responses, and 16 electronic responses (1 of which was in Welsh).

Most clerks who replied were male, and lived in the Town and Community Council for which they were the clerk.

The highest number of responses came from the population band 600 – 1000, followed by the 0–600 and 1000 – 1600 population bands.

SECTION 2

QUALITY OF SERVICES

2.1 Introduction

2.1.1 This section examines how Community Clerks assess service provision in their local areas. Data are presented for rural Wales as a whole and for different sizes of Town or Community Council.

2.1.2 In relation to assessments of the general provision of services in their area, it can be seen from the table below that 24.7% considered this provision to be good or very good, and 47.4% to be satisfactory. Only 23.3% felt that local service provision was poor or very poor.

Table 2.1 Overall assessment of service provision in rural Wales

	Frequency	Percentage
Very Good	4	1.2
Good	76	23.5
Satisfactory	153	47.4
Poor	58	18
Very Poor	17	5.3
Missing	15	4.6
Total	323	100

2.1.3 This was very similar to data collected from all of Wales; there was a slightly higher response rate for satisfactory (49.3%) and for poor (19%) for all (rural and urban) of Wales but overall it was almost identical. The distribution of responses for Wales and specifically rural Wales were the same.

2.2 Shops

2.2.1 In 2007, Wales had over 11,123 commercial shops and only 4,761 were found in rural Wales. This means that rural areas contained approximately 43 percent of all shops in Wales.

2.2.2 Appendix Three shows the breakdown of what is included under shops.

Shops has been broken into three different categories; Food Only shop, Non-food shop

and General Store (following the 2004 survey). The counts for Wales and percentages in rural Wales are shown in Table 2.2.

Table 2.2 Provision of shops in rural Wales

	Wales	Rural
Food Only Shop	1301	43.7%
Non Food Only Shop	7946	44.5%
General Store	1876	35.2%

Within rural Wales, the numbers of Community Councils with the different shops are shown in Table 2.3.

Table 2.3 Counts and percentages of Community Councils with Shop

	Count of Community Councils	% of Community Councils
Food Only Shop	183	32.2
Non Food Only Shop	378	66.4
General Store	225	39.5

Table 2.4 Distribution of shops by population size

	Communities with ...		
	Food Only Shops	Non-Food Shops	General Shops
0-400	5%	20%	8.3%
400 - 500	7.7%	40%	12.3%
500 - 600	9.1%	38.6%	15.9%
600 - 700	6.8%	56.8%	13.6%
700 - 1000	24.5%	69.1%	23.4%
1000 - 2000	34.5%	82%	47.5%
2000 - 4000	67.1%	94.5%	83.6%
4000+	96%	100%	100%
Rural Communities	32.2%	66.4%	39.5%

2.2.3 From Table 2.3, we can see that 32% of councils had food only shops. This means that 68% of Community Councils did not have this service facility. This was exactly the same as in 2004; so the numbers of Communities with food only shops had not increased or decreased³.

2.2.4 66% of Community Councils in Wales had non-food only shops. This means that only 34% of rural Community Councils did not have this facility. Compared to 2004, this is dramatically different. In 2004, 67% of community Councils did not have shops selling non-food items.

2.2.5 Almost 40% of Community Councils had a General Store. In 2004, 38% of Councils did not have this service facility, compared to 60% in 2007. This demonstrates that there was an increase in Community Councils that do not have a General Store. This might be because some general stores were classed as food only shops in 2004.

2.2.6 From Table 2.4 we can see the percentages of shop provision according to the size of the Community Council area. From this table we can see that the provision of shops increased with population size.

2.2.8 The responses from the questionnaire relating to the quality of shop provision were skewed towards the more negative responses; only 3.6% of respondents rated the provision of shops in their local areas as very good, compared to 21.4% who rated it as very poor. Only 33% believed the provision of shops to be satisfactory, and 28.8% felt that the

provision was poor. Graph 2.1 demonstrates this.

2.2.9 Low population densities make shops untenable, and with the increase in out-of-town shopping centres the ability for smaller shops to compete with the larger corporations is continually being put under strain. From Table 2.5, we can see the different responses according to the population band the Community Council is in.

2.2.10 Table 2.5 shows that the smaller the population, the higher the percentage of respondents who selected the two negative responses. In the smallest three population bands very poor was selected by the most number of Community Councils, 52% in the 0 – 400 population band, 39% in the 400 – 500 band and 48% in the 500 – 600 band. In the 700 – 1000 band the most selected response was poor, and in Community Councils with populations over 1000 the most selected response was satisfactory.

³ In 2004 the Community Clerk was asked to classify the shops themselves, and we have classified using Point X categories (shown in Appendix Three). This means that the shops included in these classifications may be different between 2004 and 2007.

Figure 2.1 Graph showing perceptions of shop provision

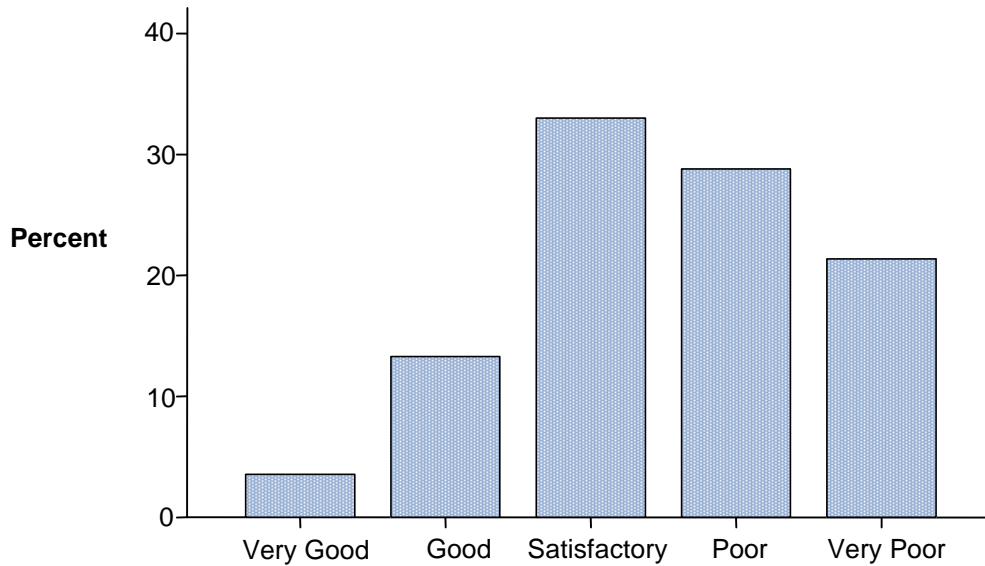


Table 2.5 Shop provision satisfaction by population

	Very Good	Good	Satisfactory	Poor	Very Poor	Total (Count)
0 - 400	0.0%	12.0%	20.0%	16.0%	52.0%	25
400 - 500	3.0%	6.1%	24.2%	27.3%	39.4%	33
500 - 600	3.7%	11.1%	14.8%	22.2%	48.1%	27
600 - 700	0.0%	19.0%	14.3%	33.3%	33.3%	21
700 - 1000	3.8%	15.1%	30.2%	37.7%	13.2%	53
1000 - 2000	7.3%	13.4%	35.4%	30.5%	13.4%	82
2000 - 4000	2.4%	19.5%	53.7%	22.0%	2.4%	41
4000 +	0.0%	7.4%	55.6%	33.3%	3.7%	27
Total	11	41	102	89	66	309

2.3 Banks and Building Societies

2.3.1 In 2007, Wales had 811 banks and building societies and 368 were found in

rural Wales. This meant that rural areas contained approximately 46% percent of all banks and building societies in Wales.

2.3.2 16.9% (n=96) of Community Councils in rural Wales had a bank or building society. From Table 2.7 we can see the breakdown of this by population. It is clear that as population increases, the chances of a Community Council area having a bank or building society also increase.

2.3.3 In fact, rural Community Councils with a population over 4,000 had 65% of all banks and building societies in rural Wales. From the distribution we can also see that in Community Councils with a population less than 1000 there were only 7 banks and building societies in total, a mere 2% of the total.

2.3.4 From Table 2.6 below we can see how respondents rated the general provision of banks and building societies in their local area. Only 16% of respondents rated the provision of this service as very good or good, and almost 61% rated it as poor or very poor.

Table 2.6 Bank and Building Society satisfaction

	Frequency	Percentage
Very Good	10	3.1
Good	38	11.8
Satisfactory	54	16.7
Poor	66	20.4
Very Poor	130	40.2
Missing	25	7.7
Total	323	100

Table 2.7 Banks and Building societies by population

	0 - 400	400- 500	500- 600	600- 700	700 - 1000	1000 - 2000	2000 - 4000	4000 +	Total
Banks and Building Society	0.0%	0.0%	0.3%	0.0%	1.6%	9.0%	23.6%	65.5%	368

Table 2.8 Bank and Building Satisfaction according to population

	Very Good	Good	Satisfactory	Poor	Very Poor	Total
0 - 400	0 .0%	1 4.2%	4 16.7%	4 16.7%	15 62.5%	24
400 - 500	3 9.1%	1 3.0%	2 6.1%	8 24.2%	19 57.6%	33
500 - 600	1 3.8%	3 11.5%	5 19.2%	5 19.2%	12 46.2%	26
600 - 700	0 .0%	0 .0%	4 21.1%	3 15.8%	12 63.2%	19
700 - 1000	0 .0%	5 9.8%	13 25.5%	13 25.5%	20 39.2%	51
1000 - 2000	3 3.8%	7 8.9%	13 16.5%	16 20.3%	40 50.6%	79
2000 - 4000	0 .0%	10 25.0%	10 25.0%	13 32.5%	7 17.5%	40
4000 +	3 11.5%	11 42.3%	3 11.5%	4 15.4%	5 19.2%	26
TOTAL	10 3.4%	38 12.8%	54 18.1%	66 22.1%	130 43.6%	298

2.3.5 The population of the Community Council that the respondent is in affects the provision of banks and building societies in their local area. From the table below it is clear that as population increases, positive perception increases as well. For example, only 4.2% of respondents from Community Councils in the 0 – 400 population band felt that the provision of this service was good or very good, compared to 53.8% of those in the population band 4000+.

2.4 Public Houses

2.4.1 In all of Wales there are 2,352 public houses and 1,168 were found in rural Wales, resulting in non-rural areas containing just over 50 percent of all pubs in Wales.

2.4.2 Over 73% (n=420) of Community Councils in rural Wales had a pub. In terms of service provision this was exceeded only by places of worship (98.9%) and educational establishments (78.9%).

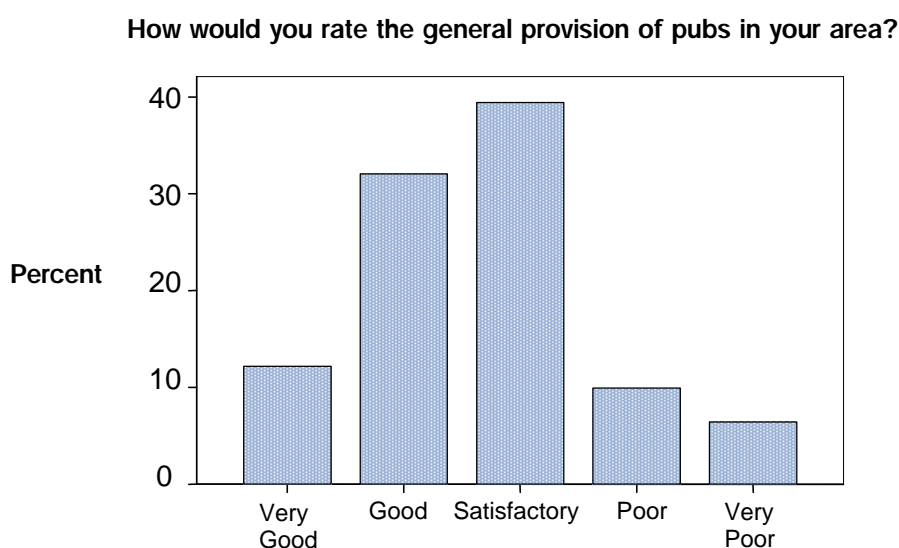
2.4.3 From Table 2.9 we can see the distribution of public houses according to population. This demonstrates that while there was still a positive relationship between increasing population size and provision of pubs, there were public houses in lower population categories as well.

2.4.4 Respondents were favourable about the provision of public houses in their local area and 43% rated the provision as very good or good, 38% rated it as satisfactory and only 16% rated it as poor or very poor.

Table 2.9 Distribution of public houses by population

	0 -400	400-500	500-600	600-700	700-1000	1000-2000	2000-4000	4000+	Total
Pubs	2.0%	4.5%	3.2%	3.3%	11.0%	21.1%	17.8%	37.2%	1168

Figure 2.2 Satisfaction with Public Houses



2.4.5 Even though there was more provision of pubs in lower population bands than other services, respondents in these bands were less likely to rate the service provision as very good or good. However, as can be seen in the graph above, overall the perception of this service was much more positive than others. From the table below we can see that very few respondents in each population band felt that the provision of pubs was poor or very poor. The

population bands that felt that it was poor or very poor the most were the 0 – 400 population band with 37.5% and the 600 – 700 population band, with 33.3%. From the table above, we can see that the 500 – 600 and 600 – 700 population bands had fewer pubs than the 400 – 500 population bands.

Table 2.10 Public House satisfaction and population

	Very Good	Good	Satisfactory	Poor	Very Poor	Total
0 - 400	0 .0%	6 25.0%	9 37.5%	5 20.8%	4 16.7%	24
400 - 500	4 11.4%	10 28.6%	12 34.3%	2 5.7%	7 20.0%	35
500 - 600	0 .0%	8 29.6%	18 66.7%	1 3.7%	0 .0%	27
600 - 700	3 14.3%	6 28.6%	5 23.8%	4 19.0%	3 14.3%	21
700 - 1000	3 5.6%	22 40.7%	21 38.9%	7 13.0%	1 1.9%	54
1000 - 2000	15 18.1%	19 22.9%	34 41.0%	10 12.0%	5 6.0%	83
2000 - 4000	7 17.1%	16 39.0%	17 41.5%	1 2.4%	0 .0%	41
4000 +	6 22.2%	13 48.1%	7 25.9%	1 3.7%	0 .0%	27
TOTAL	38 12.2%	100 32.1%	123 39.4%	31 9.9%	20 6.4%	312

2.5 Restaurants and Places to Eat

2.5.1 Wales had over 3,233 places to eat and only 1,287 were found in rural Wales resulting in non-rural areas containing approximately 60 percent of this service.

2.5.2 The Point X data can be broken into three categories, restaurants; cafes and takeaways. Appendix Three shows what is included in each classification.

2.5.3 When we break down the overall figure into these categories, the most frequent type of place to eat (or get food) was the takeaway, with 1603 in all of Wales and 513 in rural Wales. This was followed by restaurants and then cafes.

Table 2.11 Counts of Places to Eat

	Wales	Rural Wales
Restaurant	1023	31.6%
Cafe	607	18.7%
Takeaway	1603	50%

2.5.4 However, when looking at the percentages of Community Councils that had this service, 34% of all rural Town or Community Councils had a restaurant compared to 24% that had a takeaway. This is shown on Table 2.12.

Table 2.12 Counts and percentages in Rural Wales

	Count	Percentage
Restaurant	194	34.1
Cafe	124	21.8
Takeaway	138	24.3

2.5.4 When the numbers are broken down into different population categories, once again we can see that Community Councils with populations over 1000 mark the point where there was a notable increase in the provision of the service. The numbers of restaurants almost tripled from the 700 – 1000 population band to the 1000 – 2000 band, and the numbers of take aways almost increased by over 6 times. This can be seen on Table 2.13.

2.5.5 Respondents in the questionnaire mostly rated the provision of restaurants, cafes or other places to eat as satisfactory (30%). The other ratings were: 28% rated it is good or very good, and 38% rated it as poor or very poor. This is shown on the graph below.

2.5.6 When the responses are examined according to the population size, it is obvious that there was some disparity between replies. From the table below, we can see the lower the population size, there were more poor and very poor responses, and the higher the population size there were more good or very good responses.

Table 2.13 Restaurants, Cafés and Takeaways by population

	0 – 400	400 – 500	500 – 600	600 – 700	700 – 1000	1000– 2000	2000– 4000	4000+	Total
Restaurant	1.0%	1.8%	1.8%	1.4%	5.5%	15.9 %	21.6 %	50.9 %	491
Cafe	1.1%	1.1%	1.8%	2.1%	4.9%	11.0 %	24.7 %	53.4 %	283
Takeaway	0.4%	0.2%	0.4%	0.2%	1.4%	8.4%	18.5 %	70.6 %	513

Figure 2.3 Satisfaction with places to eat

How would you rate the general provision of restaurants, cafes or other places to eat?

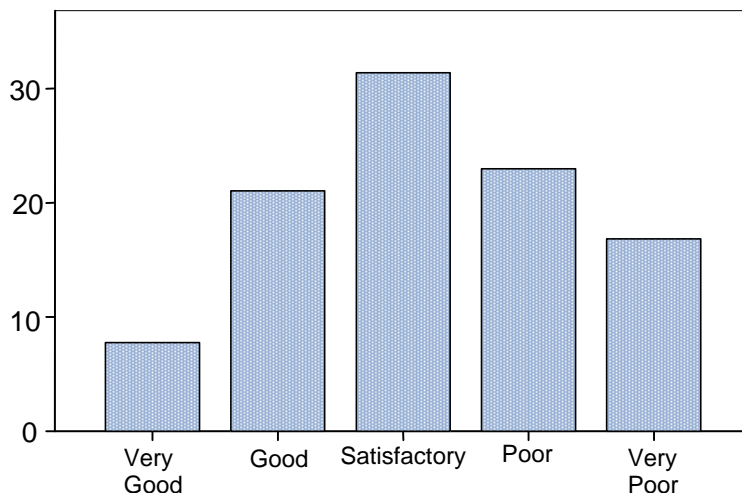


Table 2.14 Satisfaction with places to eat and population size

	Very Good	Good	Satisfactory	Poor	Very Poor	Total
0 - 400	0	5	4	9	7	25
	.0%	20.0%	16.0%	36.0%	28.0%	
400 - 500	5	3	12	4	10	34
	14.7%	8.8%	35.3%	11.8%	29.4%	
500 - 600	2	2	11	9	3	27
	7.4%	7.4%	40.7%	33.3%	11.1%	
600 - 700	1	7	2	4	7	21
	4.8%	33.3%	9.5%	19.0%	33.3%	
700 - 1000	3	12	15	13	9	52
	5.8%	23.1%	28.8%	25.0%	17.3%	
1000 - 2000	5	14	29	21	13	82
	6.1%	17.1%	35.4%	25.6%	15.9%	
2000 - 4000	6	13	14	7	1	41
	14.6%	31.7%	34.1%	17.1%	2.4%	
4000 +	2	9	10	4	2	27
	7.4%	33.3%	37.0%	14.8%	7.4%	
TOTAL	24	65	97	71	52	309
	7.8%	21.0%	31.4%	23.0%	16.8%	

2.6 Medical Services

2.6.1 Wales had 1,628 medical services (comprising of GPs, health centres, dental surgeries, and pharmacies and chemists)

and 821 were found in rural areas. The non rural areas contained approximately 66 percent of medical services in Wales.

2.6.2 Only 35% of GPs were in rural Wales, 28% of health centres, 35% of Dental Surgeries and 33% of Pharmacies and Chemists. Table 2.15 shows the levels of provision of each service in Wales, and rural Wales.

Table 2.15 Counts for health services in Wales, percentages for rural Wales

	Wales	Rural Wales
GP	750	34.9%
Health Centre	458	28.6%
Dental Surgeries	449	35.4%
Pharmacies & Chemists	792	34.0%

2.6.3 Only 30% of rural Community Councils had a GP. Fewer than a quarter had a pharmacy or chemist, and only 14% had a dental surgery. This is shown Table 2.16

2.6.4 The provision of this service in lower population Community Councils was very poor. From the table below we can see that the 0 – 400 population band had only one pharmacy in all of rural Wales, and no GPs, Health Centres or Dental Surgeries. The 4000+ population band contained 45.8% of all GPs, 68.7% of health centres, 70.4% of dental surgeries and 61.7% of pharmacies. As will be seen in the following section, the concentration of these services can pose problems for people who are relying on public transport to get to them.

2.6.5 The perception of respondents of the provision of medical services in their local areas showed that overall most people were satisfied, and more people felt it was good or very good than poor or very poor. 34.7% of respondents felt the provision of the service was satisfactory, 33% felt it was good or very good and 27.5% of people felt it was poor or very poor.

2.6.6 When the responses are broken into population bands, satisfactory was still the highest response for all of them. However, for the lowest population band, 0 – 400, more people replied that it was poor or very poor (48%) than satisfactory (36%). This was only replicated in the 600 – 700 population band when 43.8% of respondents felt the provision of medical services was poor or very poor, compared to 23.8% who felt it was satisfactory. This is shown in Table 2.18.

Table 2.16 Counts and percentages of Community Councils with health services in rural Wales

	Count of Community Councils	Percentage of Community Councils
GP	171	30.1
Health Centre	71	12.5
Dental Surgeries	82	14.4
Pharmacies & Chemists	128	22.5

Table 2.17 Distribution of health services by population

	0 – 400	400 – 500	500 – 600	600 – 700	700 – 1000	1000– 2000	2000– 4000	4000+	Total
GP	0.0%	0.8%	0.8%	1.5%	6.9%	18.7 %	25.6 %	45.8 %	262
Health Centre	0.0%	0.0%	0.0%	0.0%	1.5%	12.2 %	17.6 %	68.7 %	131
Dental Surgeries	0.0%	0.0%	0.0%	0.0%	0.6%	7.5%	21.4 %	70.4 %	159
Pharmacies & Chemists	0.4%	0.0%	0.0%	0.4%	3.7%	10.0 %	23.8 %	61.7 %	269

Table 2.18 Satisfaction with health services by population

	Very Good	Good	Satisfactory	Poor	Very Poor	TOTAL
0 - 400	1	3	9	8	4	25
	4.0%	12.0%	36.0%	32.0%	16.0%	
400 - 500	5	5	16	7	2	35
	14.3%	14.3%	45.7%	20.0%	5.7%	
500 - 600	0	8	11	3	3	25
	.0%	32.0%	44.0%	12.0%	12.0%	
600 - 700	3	4	5	4	5	21
	14.3%	19.0%	23.8%	19.0%	23.8%	
700 - 1000	9	10	18	12	4	53
	17.0%	18.9%	34.0%	22.6%	7.5%	
1000 - 2000	9	21	29	14	9	82
	11.0%	25.6%	35.4%	17.1%	11.0%	
2000 - 4000	5	14	14	5	2	40
	12.5%	35.0%	35.0%	12.5%	5.0%	
4000 +	1	9	10	3	4	27
	3.7%	33.3%	37.0%	11.1%	14.8%	
TOTAL	33	74	112	56	33	308
	10.7%	24.0%	36.4%	18.2%	10.7%	

2.7 Schools

2.7.1 In 2007 Wales contained approximately 1933 educational establishments (Broad Age Range and Secondary State Schools, First, Primary and Infant Schools, Further Education Establishments, Higher Education Establishments, Independent and Preparatory Schools, Special Schools and Colleges) and 899 of these were found in rural Wales.

2.7.2 The breakdown of these educational establishments for all of Wales is shown in Table 2.19, which also shows what is included in the classification of educational establishments.

Table 2.19 Education Services

	Frequency	Percent
Broad Age Range and Secondary State Schools	225	11.6
First, Primary and Infant Schools	1461	75.6
Further Education Establishments	80	4.1
Higher Education Establishments	57	2.9
Independent and Preparatory Schools	34	1.8
Special Schools and Colleges	76	3.9
Total	1933	100.0

2.7.3 There were 78.9% (n=449) of Community Councils that had an educational establishment. From the table below we can see that 35.8% of all rural education establishments were in the 4000+ population band, and only 2.1% in the 0 – 400 population band.

2.7.4 The respondents' perception of the provision of schools in their area was quite positive. This can be clearly seen from the percentages in Table 2.20

Table 2.20 Satisfaction with educational service

	Frequency	Percentage
Very Good	87	26.9
Good	120	37.2
Satisfactory	75	23.2
Poor	14	4.3
Very Poor	16	5.0
Missing	11	3.4
Total	323	100.0

2.7.5 From this table, we can see that most respondents felt that the provision of schools in their local area was good, followed by very good and then satisfactory. This is shown on Figure 2.4. This trend was replicated across all population bands.

2.8 Miscellaneous

2.8.1 Table 2.20 shows the counts of Town or Community Councils with various miscellaneous services. From the table, we can see that 98.9% of Town or Community Councils had a Place of Worship, and 71.2% had a Post Office.

2.8.2 Table 2.21 shows the provision of these services broken down into population bands. From it, we can see, as expected, that as population increased the chances of having any of these services also increased.

Figure 2.4 Satisfaction with provision of schools

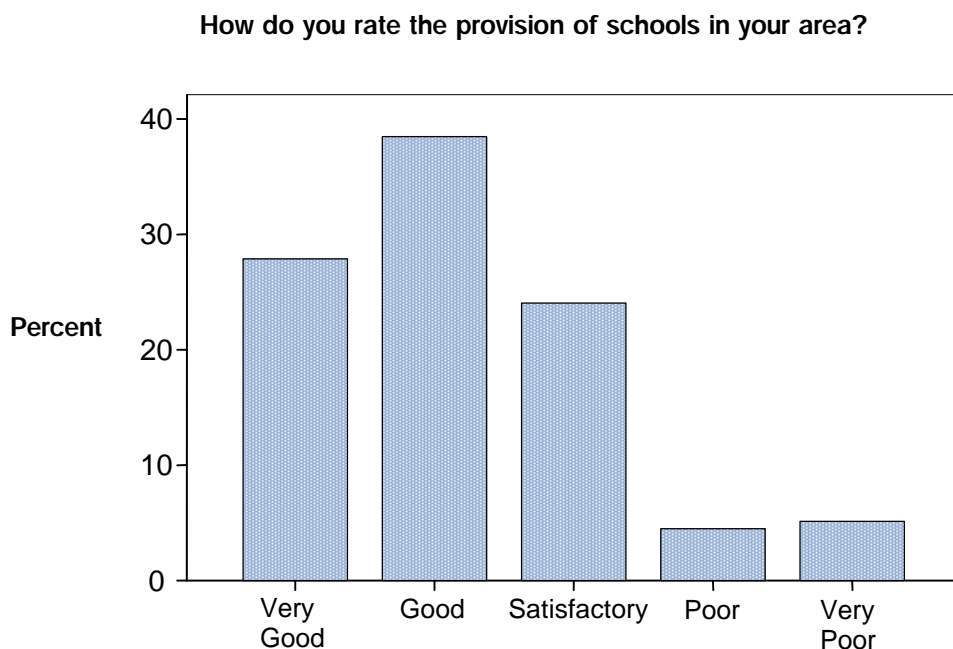


Table 2.21 Distribution of miscellaneous services according to population

	0 – 400	400 – 500	500 – 600	600 – 700	700 – 1000	1000– 2000	2000– 4000	4000+	Total
Post Office	3.8%	5.0%	4.1%	5.2%	13.8%	25.8%	16.9%	25.5%	581
Petrol Station	1.6%	2.3%	0.8%	4.3%	10.1%	22.5%	23.3%	35.3%	258
Day Care Groups	1.6%	1.4%	1.1%	1.9%	3.8%	19.2%	18.4%	52.7%	370
Places of Worship	5.0%	8.0%	5.0%	6.1%	15.7%	25.3%	16.0%	18.8%	3415
Permanent Library	0.0%	0.0%	0.0%	0.9%	2.8%	14.0%	33.6%	48.6%	107
Village Hall/ Community Centre	1.9%	3.7%	2.3%	5.6%	8.8%	15.3%	18.5%	44.0%	216

KEY FINDINGS

Service Provision

24.7% of respondents felt that service provision was good or very good, 47.7% felt it was satisfactory and just under a quarter felt the service provision in their local area to be poor or very poor.

Shops

The percentage of communities with food only shops was the same as in 2004 with 68% of Community Councils having this service.

66% of Community Councils had a non-food only shop.

Almost 40% of Community Councils had a General Store.

Banks and Building Societies

16.9% of Community Councils in rural Wales had a bank or building society. The 4000+ population band had 65.5% of all banks and building societies.

Almost 61% of respondents rated the provision of banks and building societies as poor or very poor.

Public Houses

Over 73% of Community Councils in rural Wales had a public house.

43% of respondents felt the provision of public houses was good or very good, and only 16% rated it as poor or very poor.

Restaurants, Cafes or other places to eat

Most respondents felt the provision of restaurants, cafes and places to eat was poor or very poor, with 38%. 30% felt it was satisfactory and 28% rated this service as good or very good.

Medical Services

Only 35% of all GPs in Wales were in rural Wales. Less than a third of rural Town and Community Councils had a GP, fewer than a quarter had a pharmacy or chemist and only 14% had a dental surgery.

Schools

78.9% of Town and Community Councils in rural Wales had an educational establishment. Most of these were located in the 4000+ population band (35.8%).

SECTION 3

CHANGE OF PROVISION OF SERVICES

3.1 Introduction

3.1.1 This section is about the perception of changes in the Town or Community Council area, and how changes in service provision had affected the area. The questionnaire asked the respondent to 'think generally' about these issues and whether they had affected 'most people' in the area.

3.2 Public Transport

3.2.1 The provision of public transport in rural areas can have a major impact on the ways in which people live. If there is a reliable, regular service between a rural community and an urban metropolis the provision of services in the rural community does not have to be as good, as people can easily travel to where there are better facilities. However, if the public transport service is poor, people with no car or private means of transportation can become isolated and distanced from key services.

3.2.2 Most respondents felt that the provision of public transport had stayed the same (50%), with slightly more respondents answering that it had changed for the better (26.6%) rather than for the worse (23.4%).

3.2.3 Of the respondents who did not select one of the three options (n=15), their reason for doing so was most often because there was no public transport system in their local community (n=15), as the quotes below from these respondents illustrate.

'Have none'

'They have recently gone from bad to worse with a change of operation.'

'We have no public transport. School buses have changed service provider to the detriment of service.'

3.2.3 Respondents who felt that the service had got better credited increased frequency of buses, better routes and timetabling that was more sensitive to the local community's needs. As one respondent summarised; *'More frequent bus service. Better timetabling. More convenient routes.'*

3.2.4 For respondents that selected the 'stayed the same' category, unfortunately this often meant that a bad service had not changed, "Whilst it has 'stayed the same', it was not good to start with". This provided an insight into what the statistics mean; stayed the same could be viewed as not being a negative result, but in fact it masks a negative appraisal of public transport. The quotes below are illustrative of most of the responses, demonstrating different coping strategies people had with poor public transport, as well as specific problems for their areas that are replicated in many different situations.

'Bus service only. Many elderly use taxis (local).'

'Bus to Lampeter twice weekly – short stop in the town. Difficult for those visiting doctors surgery.... Buses do not always link up with trains...'

'It's non-existent.'

'No noticeable improvement observed.'

'There has never been a regular public transport facility in this area and this has not changed.'

'There were never enough buses to fill the need and so people use private transport. Nothing has changed to increase or decrease the situation.'

3.2.5 For respondents who selected 'Got Worse', bus and train services were often decreasing in regularity and reliability. Many respondents talked about the services being cut or private firms being

employed that were less reliable. The increased use of taxis was seen as the only way to get to places for many of the respondents.

*'Buses are fewer and almost non-existent'
'Less public transport than previously which was poor anyway'*

'Local people make use of taxis. The trains are terrible – they're dirty and often too few'

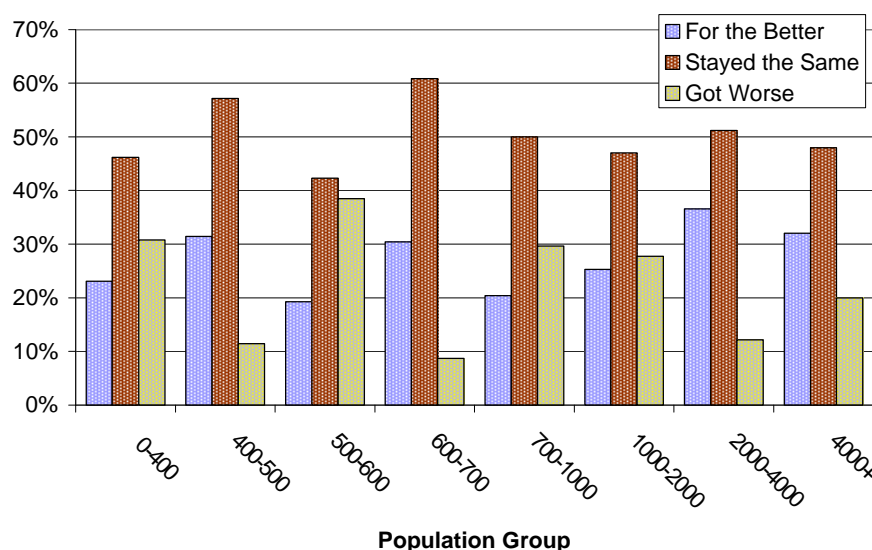
'Difficulties created by the county council when it sought to change coach contracts'

3.2.6 When looking at the provision of public transport according to population size, the overall trend of more people

choosing 'Stayed the Same' continued, but we can see some differentiation. For example, in the 600 – 700 population band only 4.5% of people felt their public transport service had got worse, compared to in the 500 – 600 population band where 38.5% felt it had got worse.

3.2.7 The 600 – 700 population band also had the highest number of respondents who felt their service had improved, with 31.8%, closely followed by the 400 – 500 population band with 31.4%. From Figure 3.1, we can see the distribution for each population band.

Figure 3.1 Public Transport provision according to population size



3.3 Affordable Housing

3.3.1 This section will look at the issue of affordable housing. It is a growing concern in rural areas all over the UK, and Wales is no exception.

3.3.2 The responses to this question showed a dramatic lean towards the 'got worse' response. Only 7.7% of all respondents felt the situation had got better, 30.9% felt it had stayed the same, and a staggering 61.4% of respondents felt that it had got worse.

3.3.3 For nearly all of the respondents who did not answer the first part of the question (n=12) the reasoning was that there was no affordable housing at all in the area. In fact, this group gave quite emotive responses, with one respondent saying;

'There is a desperate shortage of land due to planning restrictions which has caused house prices to spiral way out of reach of average wage earners. The misery this causes far outweighs the benefits of green belt/ conservation issues.'

3.3.4 Housing availability had improved as more homes had been built. Different policies had come to fruition, with people mentioning different County Council schemes that, for example, meant 30% of new builds had to be affordable, and various percentages of estates being dedicated to affordable builds. There were some positive accounts as well, 'a range of new houses had been built in the last five years – the majority are affordable housing'. Of course, the definition of affordable was something that was open to discussion, as one respondent summarised, 'affordable homes currently being built, but the prices had risen to such an extent that nobody from the area can afford them'.

3.3.5 For the respondents who felt that the housing situation had stayed the same, unfortunately this mostly signified that it had remained poor. Some respondents did acknowledge that there were things happening, but argued that too often the authorities failed to actually come through and provide affordable homes for local people, as demonstrated in the quotes below.

'Although this is a low cost area for housing prices, there are fewer opportunities for young people to get on the housing ladder'

'Despite 19 new homes by housing association none allocated to residents or families of residents of community'

'No new building of affordable housing'

'None have been built'

'Only upmarket houses been built. Plans for affordable housing proposed but not built yet'

3.3.6 The problems of second homes, an influx of non-locals, and developments that were just too expensive for locals, first time buyers and young people were the major contributors for those who felt that

the availability of affordable housing had got worse. This can be demonstrated by the quotes below.

'30%/ 40% of houses are 2nd homes, only occupied for short time. £250,000 for most basic homes'

'Affordable housing built, but extensions built and re-sold at unaffordable prices. Consequently, no affordable housing!'

'Any house that comes on the market for sale or to rent cannot be bought by local people. Generally most houses are sold to people from the south or other areas of GB'

'Due to national rise in house prices affordable housing is a myth. There is little or no provision, understand [that] there are policies but they do not work'

'House prices are ridiculously high and out of reach for the majority of the younger population. There are a lot of summer houses in the area and a lot of non-Welsh speakers have moved into the area'

'I have yet to get a proper response from the council about what exactly they mean by 'affordable housing'. Affordable to who exactly – the people who are in real need or the middle class? The situation has just got worse, with less housing available to rent

'It's impossible for first time buyers. This is one of the major causes in losing young people to other areas; affordability and the lack of rental properties'

'It's virtually impossible for young people to think of buying a home in this area. I think that's totally shameful and as a result rural areas like this are losing their young people.'

'More people retiring into the area pushing up prices. No council houses being built'

'The rise in prices of houses for benefit of holiday homes has driven more houses out of the reach of lower paid workers. There has been no compensating provision of low cost housing'

3.3.7 From these quotes, we can see that there were a few key issues that were

causing problems with affordable housing. The recurrent themes were a lack of housing development that catered to the needs of locals, and in particular young people and young couples; an influx of people (non-locals, retirees); and the purchase of holiday homes, which pushed the prices of houses up, often beyond the reach of local residents and their families.

3.3.8 When the data is cut into different population bands, we can appreciate that the housing availability problem was widespread and that most respondents felt that the situation had got worse in each of the population bands. This can be seen in Table 3.1

Table 3.1 Affordable housing satisfaction according to population

	For the Better	Stayed the Same	Got Worse	TOTAL
0 - 400	1	9	16	26
400 - 500	2	13	21	36
500 - 600	1	8	17	26
600 - 700	3	7	11	21
700 - 1000	4	18	31	53
1000 - 2000	8	25	48	81
2000 - 4000	4	11	26	41
4000 +	1	5	21	27
TOTAL	24	96	191	311

3.4 Police and Policing

3.4.1 Most respondents felt that policing or police presence in their local area had stayed the same. Only 19% felt it had got better, and 31% felt it had got worse. We can see this from Table 3.2.

Table 3.2 Satisfaction with police and policing

	Count	Percentage
For the Better	62	19.2
Stayed the Same	150	46.4
Got Worse	99	30.7
Missing	12	3.7
TOTAL	323	100.0

3.4.2 Table 3.3 shows the distribution of police stations according to population. From it we can see that it's not until population exceeds 1000 that there is any real chance of there being a police station.

3.4.3 When exploring perceptions of policing in respondents' local areas using population, there were some interesting results. As population increased, particularly around 700 – 1000, there were the most negative perceptions of policing. This can be seen on the Table 3.4.

Table 3.3 Distribution of police stations by population

	0 - 400	400- 500	500- 600	600- 700	700- 1000	1000- 2000	2000 - 4000	4000 +	Total
	0%	1.0%	0%	0%	2%	16.7%	38.2%	42.2%	100%
Police Stations	0	1	0	0	2	17	39	43	102

Table 3.4 Change in Police and policing by population over last 5 years

Population		For the Better	Stayed the Same	Got Worse	TOTAL
0 - 400	Count	4	15	8	27
	%	14.8%	55.6%	29.6%	
400 - 500	Count	8	20	8	36
	%	22.2%	55.6%	22.2%	
500 - 600	Count	6	14	6	26
	%	23.1%	53.8%	23.1%	
600 - 700	Count	3	16	3	22
	%	13.6%	72.7%	13.6%	
700 - 1000	Count	10	21	23	54
	%	18.5%	38.9%	42.6%	
1000 - 2000	Count	13	39	30	82
	%	15.9%	47.6%	36.6%	
2000 - 4000	Count	11	15	13	39
	%	28.2%	38.5%	33.3%	
4000 +	Count	7	10	8	25
	%	28.0%	40.0%	32.0%	
Total	Count	62	150	99	311
	%	19.9%	48.2%	31.8%	

3.4.4 The qualitative responses give us an insight into these findings. For those people who felt the service was getting better, the presence of CMB (Crime Management Board) and PCSO (Police Community Support Officer) for their local areas had been the most major change. This has given a greater interaction between the community and the police, as these respondents describe;

'Due to the development of community policing the area is far better covered than before. Officers now really work with the community to prioritise problems'.

'Community beat officer patrolling the area on a regular basis and has a good relationship with the youths'

'We now have less police patrolling the streets but a greater use of community support officers'

3.4.5 Unfortunately, again, the category 'stayed the same' seems to mean that there had been no improvement in a bad service. The most common comment concerned lack of visibility of the police. These respondents described this:
'A policeman is rarely seen - a car might speed through the village occasionally'
'As we're on the fringe of the two divisional areas, they are rarely seen'

3.4.6 Some respondents did think positively about the future, with new schemes being implemented:

'Semirural area, police station 6 miles away, very little police presence in area but new scheme being introduced but too early to comment'

Should now improve with the introduction of a police community officer'

'The new rural policing initiatives seem very well thought out and it is to be hoped work well'

3.4.7 For those respondents who felt the service had got worse, the main reasons were police station closures and lack of police presence. One respondent offered an explanation why police were moving out of rural areas:

'It has got considerably worse due to a significant increase in crime in the main towns, which is mainly as a result of allowing pubs to stay open until 2-3 in the morning. As a result there is a need for more police officers in the main towns, which means that there are less officers to deal with the trouble that exists in rural areas'

3.5 Local and Organic Food

3.5.1 The availability of local or organic food is of growing importance in our society. With increased emphasis placed on air miles and pesticides, more rural areas would appear to have had access to more locally produced food. And indeed, this service did have a high percentage of people who felt it had improved (32%). While 'stayed the same' was still the largest category, only 3% of people felt that the availability of local or organic food produce had deteriorated. These percentages are shown on Table 2.5.

Table 2.5 Change in organic and local food provision over last 5 years

	Frequency	Percentage
For the Better	105	32.5
Stayed the Same	178	55.1
Got Worse	11	3.4
Missing	29	9.0
TOTAL	323	100.0

3.5.2 58% of the respondents in the 4000+ population felt that local and organic food provision had got better, and 42% felt it had 'stayed the same', with no one in the population band feeling that it had got any worse. In the 0 – 400 population band, 32% of respondents felt

it had got better, 60% felt it had stayed the same and 8% felt that it had got worse.

3.5.3 When we look at the breakdown of these responses, those that thought it had got better highlighted increased awareness of the issues, increased availability in supermarkets, and farmer's markets as places that this sort of produce can be obtained.

'2 new farm shops within 8 miles, more local produce at local shop'

'Excellent farmers market in [town] and organic veggie box delivery now available'

'Supermarkets now offer a greater selection of local foods and organic produce'

3.5.4 Respondents who felt that the availability had stayed the same felt that the price of organic food was too high, and local shops didn't necessarily stock organic or local produce. However, for quite a few of these respondents there was already in place a good system of local and organic food provision, and this had not changed. These responses highlight these themes:

'Available at a price'

'No apparent increase in organic food being supplied by local shops e.g. spars, mace, Harry Tuffins. Only the farmers market gives this service'

'Local shops and county market have provided a good service for many years'

'Fresh produce is traditionally available in this rural area. Many people grow their own vegetables and residents share their own produce when they have too much for their own needs'

3.5.5 Only very few respondents felt that the service was getting worse (n=11), and their reasons seemed to be centred on the complete lack of availability of local or organic produce. This was attributed to the closure of the local shops, or the local

supermarkets not stocking local food or produce.

3.6 Farmers Markets

3.6.1 Farmers Markets were one of the most noted outlets for local or organic produce in rural Wales. In rural Wales, 41% of Community Councils had a Farmers Market.

Table 2.6 Farmers Markets

	Frequency	Percentage
Yes	177	54.8
No	132	40.9
Missing	14	4.3
Total	323	100.0

3.6.2 The Farmers Markets were mostly run monthly, with almost 30% of them occurring with this frequency. The frequency of the Markets can be seen in Table 2.7.

Table 2.7 Frequency of Farmers Markets

	Frequency	Percentage
More than once a week	4	1.2
Weekly	17	5.3
Fortnightly	36	11.1
Monthly	74	22.9
Less than Monthly	11	3.4
No Market?	181	56.0
TOTAL	323	100.0

3.7 Community Spirit

3.7.1 Most people in rural Wales felt their community spirit had remained the same in

the past five years; 55% of respondents thought this, 29% felt it had got worse, and 11% felt it had changed for the better. This is shown on the graph above.

3.7.2 For respondents who thought their community spirit had changed for the better, the change was brought in through local groups and an increased interest in community matters by the population. As these quotes demonstrate:

'Local groups are flourishing'.

'More people appear to take more pride in the community. Community Council do a lot of good work'.

'Many groups are working together for the benefit of the community i.e. Christmas concerts, annual drama performances, agricultural shows, party in the park'.

'Won categories in the Village of the Year competition 2 years on the run, 2006, 2007, plus village twinning events'.

3.7.3 As before, the respondents who selected 'stayed the same' offered both positive and negative accounts of their community spirit. These different responses are demonstrated by the quotes below:

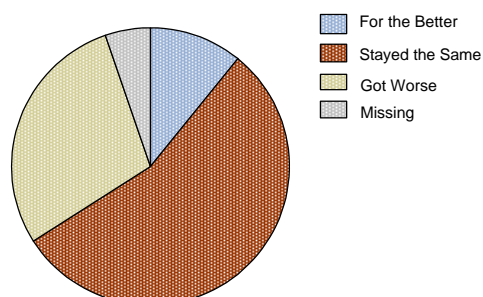
'A small, friendly, close knit community has learned to live by its own reserves since the county council is not interested'.

'Always has been good and remains so'.

'Constantly poor despite best efforts of community council and village hall committee'.

Figure 3.2 Community Spirit over the past 5 years

In the past five years, has community spirit in your local area changed?



'No real change in 5 years but will probably get worse with so many 'English' people settling in the area and most of them not joining in local events'.

'Excellent community spirit maintained by hard working group of people'.

'There is a need to improve this situation. We do hold interesting events, but local people don't really have any interest in contributing to them and don't really want to come out of their homes'.

'There is traditionally a good community spirit with most residents knowing who their neighbours are. There are lots of local activities arranged by volunteers'.

3.7.4 The key issues raised by respondents who felt their community spirit had got worse in the past five years were in-migration of non-Welsh and non-Welsh speakers, the increase of house prices which has meant young people had to leave the area and the closure of key services and meeting places. The quotes below demonstrate these points of view:

'1. Closure of post office 2. closure of one of the village pubs 3. threat to future of village school 4. village hall sold and knocked down for housing 5. housing development has been for larger executive houses where children go to private school and do not integrate with the community'.

'A lot of people moved into area not wishing to integrate with local community life. Also lot of "weekenders" now in town'.

'Closure of local post office and shop - no meeting place for community spirit to survive'. 'Growing number of holiday homes and holiday lets. Newer residents have weaker links to community background, however fund raising efforts target all properties e.g. for village hall'.

'Incomers not used to way of life of small village - don't participate'.

'Influx of people which can afford the house prices thus resulting in a change in

the community by way of the new residents not becoming involved in the community'.

'Large scale migration into the area has a detrimental effect on our community. Unfortunately the young people from the area have to move away to find work and in their place we tend to have older people who move into the area to retire and who have no desire whatsoever to blend into the community'.

3.7.5 These quotes begin to give an insight into the reasons why community spirit was perceived to be being eroded in rural areas of Wales. However, from the respondents who were happy with the community spirit we can see that schemes and the Community Council do have the ability to change things for the better.

KEY FINDINGS

Public Transport

Most (50%) respondents felt that public transport had remained the same over the past five years. More respondents felt it had changed for the better (26.6%), than for the worse (23.4%).

Affordable Housing

Affordable housing was one of the main issues for respondents. 61.4% felt the availability of it had got worse over the past five years, and 30.9% felt it had stayed the same, which meant for most respondents remained poor.

The main things mentioned by respondents in connection with affordable were: the lack of housing developments that catered to the needs of locals, in particular young people and young couples; an influx of people (non-locals, retirees); and the purchase of holiday homes.

Police and Policing

46.4% of respondents felt police or police presence in their local area had stayed the same, only 19% felt it had improved and 31% felt it had got worse.

The 700 – 1000 population band had the most negative responses towards police, with 42.6% of respondents feeling the service had 'got worse' in the past five years in their local area.

Community Spirit

Most people (55%) in rural Wales felt their community spirit had remained the same in the past five years; 29% felt it had got worse and 11% felt it had changed for the better.

SECTION 4

SERVICE AVAILABILITY

4.1 Introduction

4.1.1 This section asked respondents about particular services, their numbers in the local area and the uses they are put to. Once again, responses, where possible, are used in conjunction with Point X data to provide as detailed an account of service provision as possible.

4.2 Places of Worship

4.2.1 There were 851 places of worship in Wales, and 563 of these were in rural Wales. This meant that 66% of places of worship in Wales were located in rural Wales.

4.2.2 Looking at rural Wales according to population bands, almost every Community Council in each of the bands had a place of worship, according to the Point X data. The population band with the lowest provision of this service was 500 – 600 with only 93.2% having a place of worship.

4.2.3 The highest number of Community Councils had two places of worship, with 21% of community councils having this amount. 16% had three places of worship, 14% had four places of worship and 11% had one place of worship.

4.2.4 In the 0 – 400 population band, 34.6% had one and 34.6% had two places of worship. With the 4000+ the numbers were more spread out; 15% in this population band had 8 places of worship, 10% had 9, 20% had 10 and 10% had 11. This demonstrates that the provision of this service was very good, and was spread across different population sizes corresponding to their demand.

4.3 Village Halls and Community Centres

4.3.1 There were 330 Village Halls or Community Centres in Wales, and 141 were in rural Wales. This means that almost 43% of Village Halls or Community Centres were in rural Wales.

4.3.2 On average, 24.8% of Town or Community Councils had a Village Hall or Community Centre. When broken into different population bands, as population increased the chances of a Community Council having a Village Hall or Community Centre increases as well. For example, 6.7% of 0 – 400 population Community Councils had a Village Hall or community centre, compared to 72% of those Community Councils in the 4000+ population.

4.3.3 Of the respondents who answered the question, 47.5% had one Church Hall in their Community Council area. 14.4% had no Church Hall, 20.8% had two and 14.5% had three.

4.3.4 60% of all respondents who answered had one community hall in their Town or Community Council. 4.7% had no community hall, 21.6% had two, and 9.4% had three.

4.3.5 The uses of the Community Halls were as varied as the communities they were situated in; from amateur dramatics to Christmas dinners. The Women's Institute, bingo, youth clubs and various clubs and organisations all were linked to these spaces.

4.4 Parks and Playgrounds

4.4.1 There were 2003 playgrounds in Wales, and 709 of them were in rural Wales. Table 4.1 shows the distribution of playgrounds across different populations.

Figure 4.1 Playgrounds in Populations

	Frequency	Percentage
0 – 400	17	2.4
400 – 500	20	2.8
500 – 600	26	3.7
600 – 700	18	2.5
700 – 1000	52	7.3
1000 – 2000	108	15.2
2000 – 4000	141	19.9
4000+	327	46.1
TOTALS	709	100

4.4.2 7.1% of respondents who replied to the question had no playground in their local community. 53.1% had one playground, 18.9% had two and 10.2% had three. A quarter of respondents in the 0 – 400 population band had no playgrounds in their local community, and the other three-quarters had one. In the 4000+ population band, there are no communities with no or even one playground, and most communities in that population band had either 3 or 4 playgrounds.

4.4.3 10% of respondents who replied to this question had no park or public green space in their local community; 48.6% had one park or public green space; 19.5% had two; and 13.8% had three. In the 0 – 400 population band, 30.8% of Community Councils had no parks or green space. This figure decreased as population increased, and in the 4000+ population band, no Community Councils did not have any parks or green space, and 31.8% had three.

4.4.4 The main uses the respondents described for their local parks or green

spaces were mostly concerned with sports: rugby, football, cricket, walking, bowling and athletics. Carnivals and car boot sales were also recurrent uses of the spaces. Many of the respondents described the space as a communal area where community activities could occur, activities that will be discussed in the section below.

4.5 Community Activities

4.5.1 The local green area was the site of a number of community activities such as car boot sales, carnivals, whist drives, community Christmas and Easter celebrations. When asked about community activities more generally in their local area, respondents gave a wide range of answers. Only 7 respondents said their local area did nothing, and the rest often listed an impressive array of events and occasions. The most common were fetes, whist drives, Christmas parties and carols, pig roasts, fireworks and bonfires and church fundraisers.

4.5.2 For 81.4% of respondents who replied to the question, this level of community activity did not constitute a change from the five previous years. For those that felt it did constitute a change, the responses suggested that it was an improvement. The respondents described increases in community associations, groups coming together and generally good levels of community involvement.

4.5.3 A wide range of different committees and organisations were responsible for organising community activities. Different committees mentioned included the fete committee, the village hall committee, the Community Council, the horticultural society, and a number of other local ad hoc committees. In addition, schools, church and chapels, rugby clubs the WI and YFC were all prominent.

4.6 Telecommunications

4.6.1 From the survey 60% of the Community Councils surveyed had Digital TV and 80% of Community Councils had broadband.

Table 4.2 Telecommunications

Service	Community Councils with service
Digital TV	60.1%
Broadband	80.5%
Internet at School	26.3%
Internet at Library	30.0%
Internet at PO	1.2%
Internet at Village Hall	6.8%

4.6.2 Only 47% of Community Councils had public internet access points in a school, library, post office or village hall.

Table 4.3 Telecommunication access points

Total CC with internet access points (at school, library, post office or village hall)	153
% of CC with access at least 1 location	69.3
% of CC with access at 2 locations	26.8
% of CC with access at 3 locations	2.6
% % of CC with access at all 4 locations	1.3

4.6.3 At 69%, most of these Community Councils had an access point in at least one of these public internet locations, 27% of councils had access in two locations, only 3% of councils had access in three locations, and finally 1% of councils had access in all public internet locations.

4.6.4 Table 4.4 shows the breakdown of the Community Councils with a service by their population.

Table 4.4 Telecommunications by population

	Total	0 - 400	400- 500	500 - 600	600- 700	700 - 1000	1000- 2000	2000- 4000	4000 +
Digital TV	194	7.2%	9.8%	7.2%	6.7%	17.0%	27.8%	14.4%	9.8%
Broadband	260	8.5%	9.2%	9.2%	6.9%	15.4%	27.3%	14.2%	9.2%
Public Internet access	153	3.9%	7.2%	5.9%	3.9%	18.3%	22.9%	22.2%	15.7%
<i>Internet School</i>	85	3.5%	7.1%	4.7%	7.1%	20.0%	23.5%	22.4%	11.8%
<i>Internet Library</i>	97	1.0%	4.1%	4.1%	1.0%	15.5%	20.6%	30.9%	22.7%
<i>Internet PO</i>	4	25.0%	0.0%	0.0%	0.0%	50.0%	25.0%	0.0%	0.0%
<i>Internet Village Hall</i>	22	4.5%	9.1%	13.6%	0.0%	27.3%	31.8%	13.6%	0.0%

4.7 Libraries

4.7.1 There were 248 permanent libraries in Wales, and 94 of them were in rural Wales. This meant that 38% of permanent libraries were in rural Wales. Table 4.5 shows the distribution of libraries by population band across rural Wales.

4.7.2 The provision of mobile libraries was quite high in rural Wales, with 78.6% of respondents who answered the question having one operate in their local area.

Table 4.5 Libraries by population

	Percentage	Frequency
0 - 400	0.0	0
400 - 500	0.0	0
500 - 600	0.0	0
600 - 700	2.3	1
700 - 1000	3.2	3
1000 - 2000	10.1	14
2000 - 4000	47.9	35
4000 +	82.0	41
Rural Total	16.5	94

KEY FINDINGS

Places of worship

66% of places of worship in all of Wales were found in rural Wales.

Almost every Town and Community Council had at least one place of worship

Community Space

24.8% of Town and Community Halls had a village hall or community centre. As population increased, chances of having one increased as well.

53.1% of respondents had one playground in their local area.

Telecommunications

60% of Town and Community Councils had digital television, 80% of Town and Community Councils had broadband.

Only 26.3% of Town and Community Councils had the internet in their local schools.

Libraries

38% of all permanent libraries located in Wales are found in rural Wales.

78.6% of respondents had a mobile library operating in their local area.

SECTION 5

PUBLIC SPACE AND THE ENVIRONMENT

5.1 Introduction

5.1.1 This section examines the local community's interaction with and use of public space and the environment. Following on from the previous section, this section will consider issues of responsibility for community green spaces and for the environment.

5.2 Public Space

5.2.1 The local Community Councils were the main group responsible for the public space maintenance in respondent's local areas. The local authority and local committees were also responsible for some public spaces. In addition, there were more local initiatives that took responsibility for their own area, such as the Best Kept Village committee, and local recreation and leisure committees. With different groups adopting responsibility for particular things the issue of responsibility can be distributed quite widely, as the quote below demonstrates:

'There is a small pond and some green areas managed by the community council. The playing/ football fields managed by the Vale of Glam council. There is extensive forestry managed by the Forestry Commission. There is an extensive network of footpaths managed by Vale of Glamorgan Council, Vale Ways and rural landlords'

5.2.2 Whoever had responsibility for the public spaces, generally undertook similar tasks. These included cutting grass, looking after flower displays, maintaining public seating, cutting back trees, and other 'general maintenance'. For communities next to beaches, this general maintenance also included beachcombing and slipway maintenance.

5.2.3 Communities can enter either Best Kept Village or Britain in Bloom, competitions that judge how public space is maintained and displayed. However, not many of the respondents had participated in these schemes. 69.1% of those who responded to the question had not participated in Best Kept Village, and 88% of those who responded to the question had not entered Britain in Bloom. This is shown on tables 5.1 and 5.2.

Table 5.1 Best Kept Village

	Frequency	Percent	Valid Percent
No	208	64.4	69.1
Yes	93	28.8	30.9
Total	301	93.2	100.0
Missing	22	6.8	
TOTAL	323	100	

Table 5.2 Britain in Bloom

	Frequency	Percent	Valid Percent
No	220	68.1	88.0
Yes	30	9.3	12.0
Total	250	77.4	100.0
Missing	73	22.6	
TOTAL	323	100.0	

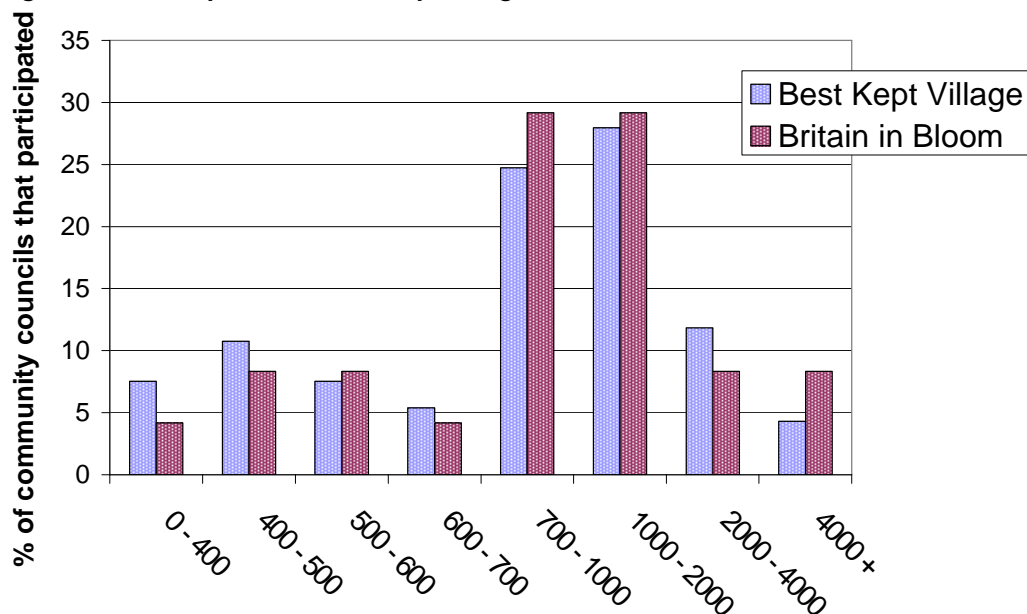
5.2.4 When these figures are looked at according to population breakdown, there is an interesting trend; the first four population bands, from 0 – 400 to 600 – 700 all demonstrate about the same level of participation, with around 73% not participating. The lowest population band for non-participation however is the 4000+ band for Best Kept Village, and 600 – 700 for Britain in Bloom. This can be seen in figure 5.1 that shows participation in Britain in Bloom and Best Kept Village according to population.

5.3 Sports and Activities

5.3.1 Of respondents who answered the question, 45% had areas in their town or Community Council that could be hired for organised sport.

5.3.2 In terms of specific sports, 53.3% of respondents had regular Football/Rugby activities in their Town or Community Council. 55.4% had regular pub games. 46.1% had regular art or music events, 30% had regular Eisteddfodau and 43.7% had regular agricultural or horticultural shows.

Figure 5.1 Participation in Best Kept Village and Britain in Bloom



5.4 Recycling

5.4.1 78.6% of Town or Community Councils had some form of recycling provision. From Table 5.3 we can see the breakdown of this figure for different types of recycling.

5.4.2 Most people had paper recycling, with 73% of respondents, followed by cans and plastics and a bottle bank. Table 5.4 shows who provided these services.

Table 5.3 Count and percentages of recycling

	Bottle Bank	Clothes Recycling	Paper Recycling	Cans and Plastics	Regular door-to-door collection	None	Total
Count	210	148	237	222	212	69	323
%	65.0	45.8	73.4	68.7	65.6	21.4	100

Table 5.4 Providers of recycling services

N = 323	Bottle Bank	Clothes Recycling	Paper recycling	Cans and Plastics	Regular door-to-door collection	None
Local Authority	58.5%	36.5%	65.0%	62.5%	60.7%	9.6%
Town or Community Council	9.9%	4.6%	9.6%	8.0%	3.1%	20.1%
Voluntary Organization	3.1%	9.3%	7.4%	2.8%	6.5%	16.7%

5.4.3 The proportion of respondents who felt that recycling was adequate was almost 50%, as shown on Table 5.5.

Table 5.5 Adequacy of recycling

	Frequency	Percent	Valid Percent
No	152	47.1	50.3
Yes	150	46.4	49.7
Missing	21	6.5	
Total	323	100.0	100

5.4.4 From Table 5.5 we can see that almost half the respondents felt that recycling provision was adequate in their Town or Community Council, and half felt that it was not.

5.4.5 For people who felt it was not adequate, the main problems seemed to be distance needed to travel to the nearest depot or recycling bins. As this respondent described:

'A site should be found near to village for all forms of recycling, as above – little is being done about this, a very poor recycling strategy for rural areas – we have to go to two sites to recycle main materials'

5.4.6 Respondents felt that providing a door to door service would be the best way to improve the service, and to make those collections dependable and consistent.

'I would like to see the County Council do more to encourage recycling, and they should provide a door-to-door collection service rather than expecting people to travel miles to the nearest recycling centre'

5.4.6 Table 5.6 shows the breakdown of whether or not respondents felt their local recycling was adequate. From it we can see that as population increased up to 500 – 600 then more respondents felt recycling provision was adequate. The respondents who thought recycling was adequate were most likely to be from the 2000 – 4000 population band.

Table 5.6 Adequacy of recycling by population

	NO	YES	TOTAL
0 - 400	18	9	27
	66.7%	33.3%	
400 - 500	15	15	30
	50.0%	50.0%	
500 - 600	10	16	26
	38.5%	61.5%	
600 - 700	13	7	20
	65.0%	35.0%	
700 - 1000	30	22	52
	57.7%	42.3%	
1000 - 2000	36	45	81
	44.4%	55.6%	
2000 - 4000	17	22	39
	43.6%	56.4%	
4000 +	13	14	27
	48.1%	51.9%	
TOTAL	152	150	302
	50.3%	49.7%	

5.5 House Guidelines

5.5.1 Of those respondents who answered the question, 82% said there were no guidelines on how houses were maintained in their local area.

5.5.2 For those who felt there were guidelines, the main issues were that the houses were in a conservation area, that there were guidelines for listed properties or houses were provided with a colour list for their exterior walls. Areas located in National Parks had to follow the regulations imposed by the National Park authority.

5.6 Allotments

5.6.1 Only 16.3% of respondents who answered the question had allotments in their local area. Just over a third of local areas had a waiting list for allotments. Table 5.7 shows the distribution of allotments according to population, and we can see that 54.5% of the 4000+ population had allotments.

5.7 Notice Board, Newsletter and Website

5.7.1 Almost 91% of respondents had a public notice board in their Town or Community Council. In the 0 - 400 population band, 100% of the Town or Community Councils had a notice board, and this dropped to 88% of those in the 4000+ population band.

5.7.2 Newsletters were widely distributed and 63% of respondents had a newsletter/ Papur Bro distributed in their Town or Community Council area. Population didn't affect the responses as much for newsletters; 70% of the 0 - 400 population band had one, as did 65% of the 4000+ population band. At 77.3% the majority of newsletters or Papur Bro were not produced by the council.

5.7.3 42.4% of Town or Community Councils who responded had a community website, of which 59.6% were run by the Council.

Table 5.7 Provision of allotments by population

	0 - 400	400- 500	500- 600	600- 700	700- 1000	1000- 2000	2000- 4000	4000+	TOTAL
Allotments	0.0%	1.0%	0.0%	0.0%	5.1%	14.1%	25.3%	54.5%	100%

KEY FINDINGS

Public Space

30.9% of respondents' Town or Community Councils had participated in Best Kept Village. 12% had participated in Britain in Bloom.

45% of respondents had areas in their Town or Community Council that could be hired for organised sport.

Recycling

78.6% of Town or Community Councils had some form of recycling provision.

Paper recycling was the most provided, with 73.4% of Town or Community Councils.

As population increased, satisfaction with the provision of recycling also increased.

SECTION 6

WELFARE

6.1 Introduction

6.1.1 This section will present data about the provision and availability of welfare and welfare service in respondents' local areas. Welfare is taken to be the services or systems which promote people's general well-being, socially and economically, such as advice bureaux, drop in clinics or state-supported schemes.

6.2 Welfare Advice and Support

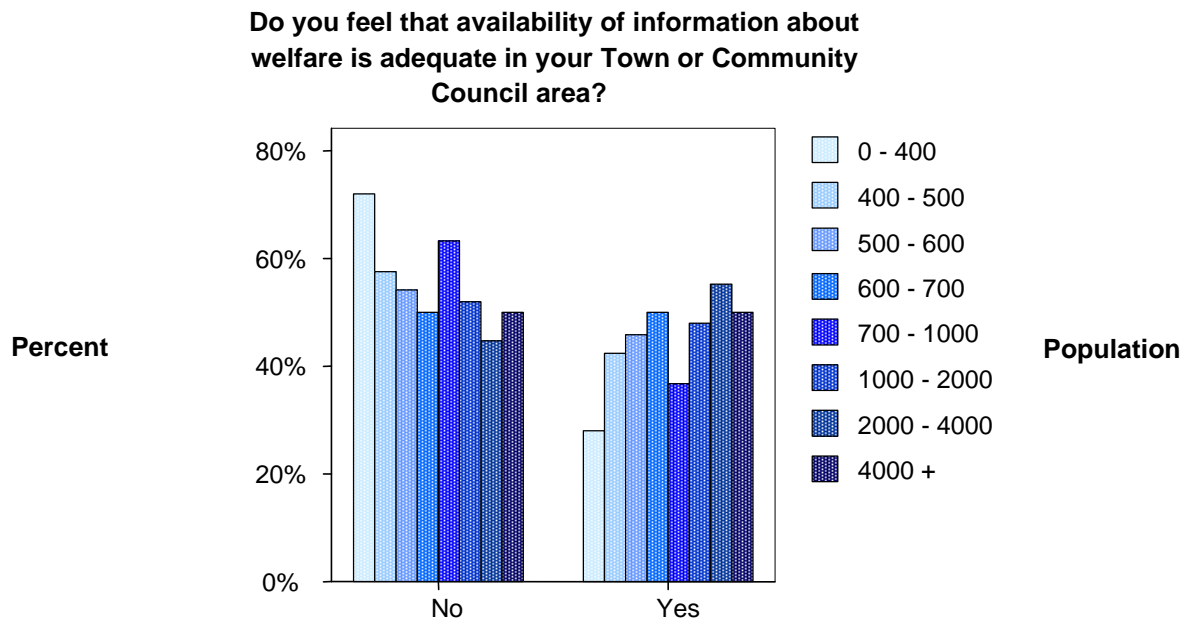
6.2.1 Most respondents felt that people in their local community would travel to their nearest Citizen's Advice Bureau for welfare advice, support or provision. For most of

the respondents this represented travelling to their nearest town.

6.2.2 The County Council, Doctor's surgery and One Stop Shop were all used to get information and to provide support and advice. The county hall and library were also places people could access support and welfare entitlements.

6.2.3 Information about welfare was displayed in the local communities using notice boards and by making it available in the local hall or at the post office. Leaflets were often placed in doctor's surgeries, in the town hall, in the library and in the village shop.

Figure 6.1 Adequacy of information about income by population



6.2.4 As the population of their Town or Community Council increased, people were more likely to feel that the availability of information about welfare was adequate; 72% in the 0 – 400 population band felt that availability of information was not adequate. This compared to 44.7% in the 2000 – 4000 population band

who felt that it was not adequate. This is shown on the graph below.

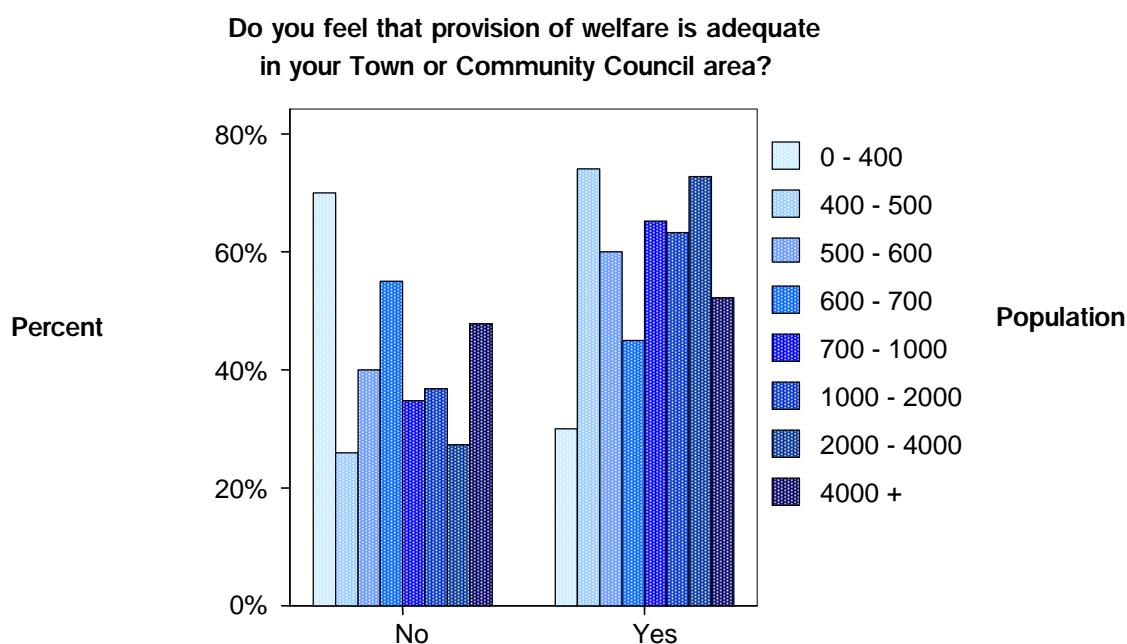
6.2.5 To improve the provision in their local areas, respondents suggested having guest speakers and public meetings in their village hall or community hall to answer questions, sending leaflets through

to the Community Councils that could then be sent to households, and generally improving things like internet information and notice boards.

6.2.6 Of respondents who answered the question, 60.7% felt that provision of welfare was adequate in their Town or Community Council area. When this is

broken into population bands, we can see a startling difference between differently sized communities: 70% of the 0 – 400 population band felt that there was not an adequate provision of welfare, compared with 25.9% of the 400 – 500 population band (the highest and the lowest). This is shown in Figure 6.2

Figure 6.2 Adequacy of provision of welfare by population



6.2.7 Respondents felt that the 'provision of welfare is under-funded and inadequate', and that they needed to 'find out the needs of the community and co-operate with the experts in their different fields, and receive a grant to provide this service'.

facility as some of the higher population bands.

6.3 Welfare Facilities

6.3.1 Almost 40% of Town or Community Councils had some form of facility for older people, such as day centres, drop in places, or residential homes open days.

6.3.2 From Table 6.1, we can see that the lower populations seemed to have as good, or better, provision of this type of

Table 6.1 Provision of facilities for older people by population

	No	Yes	TOTAL
0 - 400	15	8	23
	65.2%	34.8%	
400 - 500	29	6	35
	82.9%	17.1%	
500 - 600	17	7	24
	70.8%	29.2%	
600 - 700	19	2	21
	90.5%	9.5%	
700 - 1000	30	20	50
	60.0%	40.0%	
1000 - 2000	44	36	80
	55.0%	45.0%	
2000 - 4000	20	17	37
	54.1%	45.9%	
4000 +	4	22	26
	15.4%	84.6%	
TOTAL	178	118	296
	60.1%	39.9%	

6.3.3 For those Town or Community councils that had this provision, it was mostly attached to a residential home, or there were different clubs that met at different intervals. For many respondents, the closest facility was in the next town.

6.3.4 Table 6.2 shows the numbers of children's facilities in the town and community councils surveyed. There were also play schemes, brownies and guides, breakfast clubs and mother and toddler groups running in different Town or Community councils.

Table 6.2 Frequency and percentages of facilities for children

	Frequency	Percentage
Public Nursery	69	21%
Private Nursery	107	33%
Childminding	114	35%
After school schemes	132	41%
Out of School Clubs	130	40%
Playgroups	187	58%

6.3.5 Provision of facilities for the homeless was low, and 96.4% of respondents who answered the question did not have facilities in their local area for the homeless. Apart from the 4000+ population band, in which 20.8% of Town or Community Councils had facilities, no more than 4% of respondents had facilities for the homeless.

6.3.6 Of respondents who answered, 23.6% had services for the less/disabled people in their local areas. These included public disabled toilets, dial-a-ride, county council funded schemes, housing disabled people, meals on wheels and MENCAP.

6.3.7 Population was very influential on the provision of services for the less/disabled. From Table 6.3 we can see that as population increased, provision of services for disabled people also increased.

Table 6.3 Provision of services for the less/disabled

	No	Yes
0 - 400	90.9%	9.1%
400 - 500	85.3%	14.7%
500 - 600	91.3%	8.7%
600 - 700	76.2%	23.8%
700 - 1000	80.9%	19.1%
1000 - 2000	79.2%	20.8%
2000 - 4000	52.9%	47.1%
4000+	38.9%	61.1%
TOTAL	76.1%	23.9%

6.3.8 A third of respondents who answered the question had sheltered accommodation available for older people and other groups in their Town or Community Council. These included warden covered properties, entire estates with wardens, homes and flats, and council-owned sheltered accommodation.

6.3.9 From Table 6.4 we can see that provision of sheltered accommodation rose

from no Town or Community Councils providing it in the 0 – 400 population band, to 87% in the 4000+ population band.

Table 6.4 Provision of sheltered accommodation

	No	Yes
0 – 400	100%	0%
400 – 500	84.8%	15.2%
500 – 600	84%	16%
600 – 700	95.5%	4.5%
700 – 1000	68.8%	31.3%
1000 – 2000	70.3%	29.7%
2000 – 4000	24.3%	75.7%
4000+	13%	87%
TOTAL	66.7%	33.3%

6.3.10 There were 161 or 49.8% of Town or Community Councils that had a recreational club for the over 60s; 4% had a daily club, 28.8% had a weekly club and 26.3% had a monthly club. In total, there were 241 recreational clubs in 161 Town or Community Councils, and of these, 14 were daily, 115 were weekly and 112 were monthly.

6.3.11 At 69.2% a large proportion of Town or Community Councils (that answered the question) had facilities for young people and children. These included play areas, playing fields, sports facilities, after school clubs, youth clubs and organised sports. Table 6.5 shows the percentages of Town or Community Councils with the particular youth clubs and groups that operated within their Town or Community Councils. From this, we can see that the most popular youth group/club was Young Farmers, with 41% of Town and Community Councils having one.

6.3.12 Facilities for people experiencing domestic violence were few, with 91% of respondents reporting that they did not have access to them. For the 9% that had

access, the main facilities mentioned were women’s refuges and women’s aid.

Table 6.5 Percentage of Town or Community Councils with facilities for young people

Facilities	% of Community Councils
Beavers/ Scouts/ Cubs/ Venture Scouts	26%
Rainbows/ Brownies/ Guides/ Rangers	32.8%
Youth Social Clubs	39%
Urdd	34.6%
Young Farmers Club	41%
Youth Council	5%
None	9.5%

6.3.13 There was a similarly low report of facilities to help people with drugs/ alcohol problems with 87.8% of respondents having no access to these facilities. Facilities that were provided were Alcoholics Anonymous, doctor’s surgery, facilities through the NHS and Police and Teen Challenge UK.

6.4 Standard of Living

6.4.1 Respondents were asked what they thought could be done to improve the standard of living in their local areas. The six main themes that emerged from this were, in no particular order, affordable housing; shops and post office provision; employment; keeping young people in the area, or encouraging their return to the area after further or higher education; policing.

6.4.2 Respondents wanted more affordable housing in their area, particularly for young people with families. Second homes and rising house prices caused by people from outside the area moving in were cited as the main cause of non-affordable housing.

6.4.3 Respondents felt that the closure of shops and post offices was of major concern.

6.4.4 Employment was described as being seasonal and low-wage in some rural communities, relating to tourism. Respondents felt that an increase of long-term jobs was needed, which would potentially also have knock-on effects in the wider community.

6.4.5 Young people moving out of the area were one of the main themes that came out of the responses. Young people were thought to be moving out because of the reasons discussed above, and respondents felt incentives needed to be offered to bring them back to the areas, or at least make it possible, after higher or further education. This meant that different types of jobs needed to be made available, as well as affordable housing. As populations aged, concerns were expressed for how particular things would continue to be supported, for example the church and village hall.

6.4.6 The reduced numbers of police and policing in their local areas was of concern to the respondents. They wanted more visible police presence, even in the form of a Community Support Officer. Respondents also wanted a permanent police presence in their villages, so that they could respond quickly to call outs.

KEY FINDINGS

Welfare

60.7% of respondents felt the provision of welfare was adequate in their Town or Community Council area.

As population increased, respondents felt there was better provision of information about welfare; 72% in the 0 – 400 population band felt it was inadequate, compared to 44.7% in the 2000 – 4000 population band.

Standard of Living

The six main things that respondents felt would improve their standard of living were: affordable housing; shops and post office provision; employment; keeping young people in the area; policing.

SECTION 7 DIFFERENT PEOPLE, DIFFERENT SERVICE?

7.1 Introduction

7.1.1 This section looks at the 'population' of the different Town or Community Councils, and asks the respondent to think about the different groups that make up the population and their position in relation to service provision.

7.1.2 For the past five years, 78.6% of respondents felt that there had been no increase in young people staying in their local area. When broken down into different population bands, we can see that the 0 – 400 category and the 4000+ category had similar perceptions of young people remaining in the area, and the other categories were similar as well. This is shown on Table 7.1.

Table 7.1 Young people increase in the past 5 years?

	No	Yes
0 – 400	65.4%	34.6%
400 – 500	86.1%	13.9%
500 – 600	69.2%	30.8%
600 – 700	77.3%	22.7%
700 – 1000	86.3%	13.7%
1000 – 2000	83.6%	16.4%
2000 – 4000	76.3%	23.7%
4000+	65.2%	34.8%
Average	78.6%	21.4%

7.1.3 Over the past five years, 84.4% of respondents felt the elderly population had increased. Respondents living in larger population bands were more likely to perceive growth in the elderly population. From the table below we can see that there was a steady increase in the elderly population as population increased, apart from in the 4000+ population band.

Table 7.2 Elderly increase in past 5 years?

	No	Yes	TOTAL
0 – 400	8 30.8%	18 69.2%	26
400 – 500	8 22.9%	27 77.1%	35
500 – 600	5 19.2%	21 80.8%	26
600 – 700	4 17.4%	19 82.6%	23
700 – 1000	8 16.7%	40 83.3%	48
1000 – 2000	6 7.6%	73 92.4%	79
2000 – 4000	3 7.7%	36 92.3%	39
4000 +	5 19.2%	21 80.8%	26
TOTAL	47 15.6%	255 84.4%	302

7.1.4 Over the past five years, 54% of respondents felt the number of families living in their local area had increased. However, from Table 7.3, we can see that for the two lowest population bands, more respondents felt that the numbers of families had decreased in the last five years.

Table 7.3 Increases in families in local area in past five years

	No	Yes	TOTAL
0 - 400	13	11	24
	54.2%	45.8%	
400 - 500	19	15	34
	55.9%	44.1%	
500 - 600	13	14	27
	48.1%	51.9%	
600 - 700	12	10	22
	54.5%	45.5%	
700 - 1000	30	21	51
	58.8%	41.2%	
1000 - 2000	30	48	78
	38.5%	61.5%	
2000 - 4000	16	24	40
	40.0%	60.0%	
4000 +	5	19	24
	20.8%	79.2%	
TOTAL	138	162	300
	46.0%	54.0%	

7.1.4 Over the past five years, 87.5% of respondents felt the number of people who were not born in Wales who were living in their local area had increased. Table 7.4 we can see that most respondents in every population band felt that the numbers of non-Welsh in their local area had increased in the last five years. In the 4000+ population band, 100% of respondents felt that the numbers of non-Welsh had increased.

Table 7.4 Increase in Non-Welsh in local area in past 5 years

	No	Yes	TOTAL
0 - 400	3	21	24
	12.5%	87.5%	
400 - 500	7	28	35
	20.0%	80.0%	
500 - 600	3	20	23
	13.0%	87.0%	
600 - 700	2	20	22
	9.1%	90.9%	
700 - 1000	8	45	53
	15.1%	84.9%	
1000 - 2000	10	68	78
	12.8%	87.2%	
2000 - 4000	4	34	38
	10.5%	89.5%	
4000 +	0	24	24
	.0%	100.0%	
TOTAL	37	260	297
	12.5%	87.5%	

7.1.5 Over the past five years, 45.2% of respondents had perceived an increase in holiday home purchases in their local area. Despite housing being one of the main concerns for respondents, and problems associated with tourism being mentioned regularly, the Table 7.5 shows that holiday homes purchases were similar across all population bands, with about half the respondents in each band perceived an increase in holiday home purchase in the last five years.

Table 7.5 Holiday home purchase increase in past 5 years

	No	Yes	TOTAL
0 - 400	13	13	26
	50.0%	50.0%	
400 - 500	20	15	35
	57.1%	42.9%	
500 - 600	12	12	24
	50.0%	50.0%	
600 - 700	9	13	22
	40.9%	59.1%	
700 - 1000	32	21	53
	60.4%	39.6%	
1000 - 2000	40	32	72
	55.6%	44.4%	
2000 - 4000	24	13	37
	64.9%	35.1%	
4000 +	11	14	25
	44.0%	56.0%	
TOTAL	161	133	294
	54.8%	45.2%	

7.2 Service Provision

7.2.1 At 45.9%, almost half of the respondents felt that the current state of service provision in their local area did not provide equal access for everyone in the community. However, 61.9% and 77.4% of the two lowest population bands felt that there was equal access to services for everyone. In the 4000+ population band, 62.5% thought that there was not equal access for everyone.

7.2.2 People who do not drive were one of the main groups who were unable to access services, according to respondents. As one summarised:

'If you haven't got a car you cannot access many of the provisions'

Without a car, people were isolated and unable to access services that required transport. This was exacerbated by the lack of regular, reliable public transport or by there being no public transport in the area at all.

'Residents with no access to a car aren't able to access local services. In a rural area like this one you have to travel a lot'
'Subject to the provision that private transport is almost essential in order to enjoy the benefit of the range of services and facilities in [town]. The area is not very practical without transport.'

7.2.3 The elderly and disabled people were also mentioned as being less able to access services, and this was related to a lack of mobility by most respondents.

7.2.4 59.8% of respondents felt that it was harder for certain groups in their community to get access to the services that they needed. From the table below, we can see that smaller population Town or Community Councils felt that this was more of a problem than those with larger populations.

Table 7.6 Equal access to services?

	No	Yes	TOTAL
0 - 400	5	18	23
	21.7%	78.3%	
400 - 500	13	14	27
	48.1%	51.9%	
500 - 600	7	17	24
	29.2%	70.8%	
600 - 700	6	11	17
	35.3%	64.7%	
700 - 1000	14	31	45
	31.1%	68.9%	
1000 - 2000	27	40	67
	40.3%	59.7%	
2000 - 4000	20	15	35
	57.1%	42.9%	
4000 +	13	10	23
	56.5%	43.5%	
TOTAL	105	156	261
	40.2%	59.8%	

7.2.5 The elderly were the group that respondents felt had the most problems

accessing services, and this was related to a lack of mobility, as in the previous question. As the quotes below demonstrate, the problems came about when trying to access services that were not located locally:

'Elderly are dependent on people driving them for appointments, especially true for those with relatives nearby. Bus service may not fit time schedules' 'Healthcare for the elderly means travelling to towns or cities many miles from their homes. Young people need to be taken by car to any social events that they want to attend or to evening classes, sports halls, etc'

'The elderly have difficulty in accessing services because of the lack of transport in rural areas'

KEY FINDINGS

Town and Community Council Populations

78.6% of respondents felt that there was no increase in young people in their local area over the past five years.

84.4% of respondents felt the elderly population had increased in their local area over the past five years.

Over the past five years, 54% of respondents felt the number of families in their local area had increased.

Over the past five years, 87.5% of respondents felt that the number of people who were not born in Wales who were living in their local area had increased.

45.2% of respondents had perceived an increase in the purchase of holiday homes in their local area.

Access

45.9% of respondents felt that the current state of service provision in their local area did not provide equal access for everyone in the community. People who could not drive, the elderly and the disabled were the main groups who respondents felt were unable to access services.

SECTION 8

ABOUT YOUR COUNCIL

8.1 Introduction

8.1.1 This final section was concerned with gathering data about the respondent's Town or Community Council, and the local area in which it was situated.

8.1.2 As shown in relation to the WRO's classification of rural in Section One, this part of questionnaire asked the respondent's to classify their council area into rural, mainly rural, mainly urban and urban.

8.1.3 From Figure 8.1 we can see that most respondents classified their local area as rural, with over 90% of respondents choosing either rural (64.3%) or mainly rural (26%). Just fewer than 10% felt their area was urban, or mainly urban.

8.1.4 Table 8.1 shows the total number of seats on Town or Community Councils in rural Wales. These are further broken into male and female occupied seats, and vacant seats. Of these seats, 59.2% were uncontested. From this table we can see that almost 70% of Town or Community Council clerks were male.

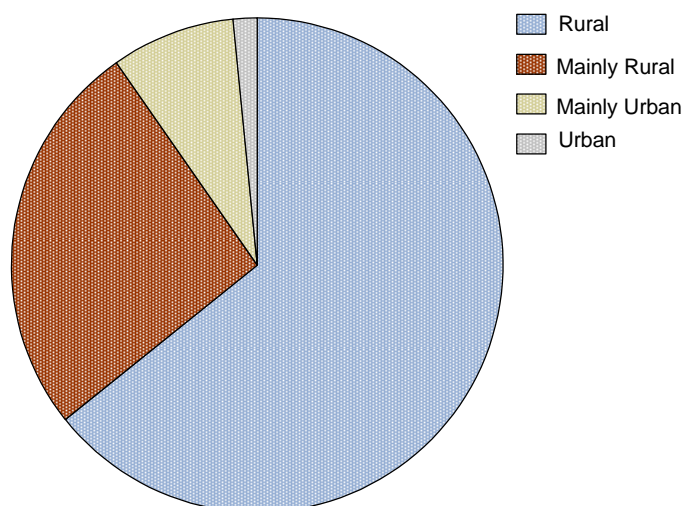
Table 8.1 Gender of clerk

Total Seats	Male	Female	Vacant
3,373	69.3%	28.4%	2.3%

8.1.5 The Town or Community Councils had different numbers of seats, ranging from less than five to over fifteen. From Table 8.2 we can see that most Councils had between ten and fifteen seats.

Figure 8.1 Self-classification of area

How rural do you feel your council area is?



8.1.5 The Town or Community Councils had different numbers of seats, ranging from less than five to over fifteen. From Table 8.2 we can see that most Councils had between ten and fifteen seats.

Table 8.2 Number of seats on council

Total Community Councils	Less than 5 seats	5 to 10 seats	10 to 15 seats	Over 15 seats
323	4	120	170	29
	1.2%	37.2%	52.6%	9%

8.1.6 To disseminate information, Town or Community Councils can use a number of methods. The table below shows the different percentages of respondents who adopted computers, email and the internet to do so.

Table 8.3 Use of telecommunications

Computer	81.7%
Email	67.8%
Internet	53.3%

8.1.7 The adoption of these technologies was contingent on the clerk's own access to them and the local areas internet provision. As these clerks describe;

'If only! Broadband issue – not available to a sector of the community. As BT for us and support our campaign, we couldn't do this form if it was online.'

'The clerk uses a computer in his home. Most of the Councillors don't know how to use a computer.'

'When the clerk's old computer gives up the ghost he is likely to update his facilities on a domestic basis.'

APPENDICES

Appendix One

WALES RURAL OBSERVATORY SERVICES QUESTIONNAIRE

Area: _____

Name: _____

Age: _____

Gender: _____

Telephone Number: _____

Email: _____

Do you live in the Community Council area? Yes/ No

1. Quality of Services

1.1 How would you rate the general provision of services in your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.2 How would you rate the general provision of shops in your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.3 How would you rate the general provision of banks and building societies in your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.4 How would you rate the general provision of pubs in your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.5 How would you rate the general provision of restaurants, cafes or other places to eat? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.6 How do you rate the provision of medical services for your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

1.7 How do you rate the provision of schools in your area? (Please circle)

Very Good Good Satisfactory Poor Very Poor

2. Change of Provision of Services

This section is going to ask you about perception of changes in your local services, and how service change has affected your local area. This requires you to think 'generally' about the issues, and whether they have affected 'most people' in your area.

- 2.1 In the past five years, has the provision of public transport in your local area changed
- For the Better Stayed the Same Got Worse

Please explain:

- 2.2 In the past five years, has the availability of affordable housing in your local area changed
- For the Better Stayed the Same Got Worse

Please explain:

- 2.3 In the past five years, has policing or police presence in your local area changed
- For the Better Stayed the Same Got Worse

Please explain:

- 2.4 In the past five years, has the availability of local or organic food produce in your local area changed
- For the Better Stayed the Same Got Worse

Please explain:

- 2.5 Is there a Farmers Market in your local area?
- YES/ NO

If YES, how often are they held? (Please tick)

More than once a week	
Weekly	
Fortnightly	
Monthly	
Less than monthly	

2.6 In the past five years, has community spirit in your local area changed

For the Better Stayed the Same Got Worse

Please explain:

3. Service Availability

This section is going to ask about particular services, their numbers in your local communities and the uses that they are put to. This ensures our information is as accurate as possible.

3.1 In your local community how many are there of the following:

Places of Worship	
Church Hall	
Community Hall/ Centre	
Parks/ Public Green Spaces	
Playgrounds	

3.1.1 If your community has a Community Centre or Church Hall, what is it used for (please list all uses):

3.1.2 If your community has a local Park, or public green space, can you indicate what it is used for (please list all uses):

3.2 Can you indicate what sorts of community activities occur in your local area (i.e. fete, bake sale)

3.2.1 Does this constitute a change from five years ago?

YES/ NO

If YES, please describe how?

3.2.2 Who is responsible for organising these events [please indicate the groups or types of people, rather than providing their names]?

3.3 Can you please indicate which of the following is available in your local community (tick all that apply)

Digital TV	
Broadband	
Public Internet access points in schools	
Public Internet access points in library	
Public Internet access points in post office	
Public Internet access points in village halls	

3.4 Are there any mobile libraries operating in your local area?

YES/ NO

4. Public Space and the Environment

This section is going to examine the local community's interaction and use of public space and the environment. This could mean parks, play areas, public spaces and the general environment of the community.

4.1 Who takes responsibility for public space maintenance in your local area?

4.1.1 What do they do? (I.e. plant flowers, trim lawns, cut back trees)

4.1.2 Have you ever entered Best Kept Village or Britain in Bloom (please tick in box):

	YES	NO
Best Kept Village		
Britain in Bloom		

Please give details of the activities involved:

4.2 Please indicate if your Town or Community Council area has any of the following recycling services provided by the Local Authority, Town or Community Council or voluntary organisation. Tick all that apply.

	Bottle Bank	Clothes Recycling	Paper Recycling	Cans and Plastics	Regular door-to-door collection	None
Local Authority						
Town or Community Council						
Voluntary Organisation						

4.3 Do you feel that the provision for community recycling is adequate in your Town or Community Council Area?

YES/ NO

Please give details:

4.4 Are there any guidelines on the way houses are maintained in your local area?

YES/ NO

Please give details:

4.4.1 Do you see any problems arising if people tried to install any of the property (tick all relevant)?

following in their

Wind turbine	
Solar panels	
Geothermal heating	

4.5 Are there allotments available in your local area?

YES/ NO

If YES, is there a waiting list for allocation of allotment?

YES/ NO

4.6 Are there areas for organised sport that can be hired from the Community Authority?

Council or Unitary

YES/ NO

4.7 For your Town and Community Council area, please indicate how many of the following Local Authority and privately owned facilities are available for use by local residents:

	Public	Private
Swimming Pool		
Tennis Court		
Sports halls		
Playing Field		
Bowling Green		

4.8 Is there a public notice board for your town or Community Council?

YES/ NO

4.9 Is there a newsletter/ Papur Bro distributed in your Community council area?

YES/ NO

If YES, is this produced by the council?

YES/ NO

4.10 Is there a community website available for your Community Council?

YES/ NO

If YES, is this managed by the council?

YES/ NO

4.11 Are any of the following sports events, tournaments or other community activities regularly held in your Town or Community Council area? (tick all that apply)

Football/ Rugby	
Pub Games	
Art or Music events	
Eisteddfodau	
Shows (agricultural/ horticultural)	
Others (please specify):	
None	

5. Welfare

This section aims to discover information about the provision and availability of welfare and welfare service in your local area. By welfare, we are referring to services or systems which promote people's general well-being, socially and economically, such as advice bureaux, drop in clinics or state support schemes.

5.1 Where could people in your local community go if they needed information about welfare advice?

5.1.1 Where could people in your local community go if they needed information about welfare support/ provision?

5.2 What, if any, action is taken to ensure people are aware of their welfare entitlement (for example, are there public notice boards or leaflets available in a well advertised area?)

5.2.1 Do you feel that availability of information about welfare is adequate in your Town or Community Council area?

YES/ NO

If NO, what could be done to improve the levels of information?

5.2.2 Do you feel that provision of welfare is adequate in your Town or Community Council area?

YES/ NO

If NO, what could be done to improve the provision of welfare?

5.3 Are there day centres for older people/ drop in places/ residential homes open days?

YES/NO

If YES, please give details:

5.4 Are any of the following types of childcare provided in your local area (please ticks all that apply):

Public Nursery	
Private Nursery	
Childminding	
After school schemes	
Out of School Clubs	
Playgroups	

Other (please give details):

5.5 Are there facilities for the homeless available in your local area?

YES/NO

If YES, please give details:

5.6 Are there services in your local area for less/ disabled people

YES/ NO

If YES, please give details:

5.7 Is sheltered accommodation available for older people/ other groups?

YES/ NO

If YES, please give details:

5.8 How many recreational clubs for the retired or over 60s operate in your Town or Community Council area, and how frequently do they meet?

	Daily	Weekly	Monthly
Yes/ No			
Amount			

5.9 Are there facilities for young people and children in your local area?

YES/ NO

If YES, please give details:

5.10 Do any of the following youth groups/ clubs operate within your Town or Community Council area? (Tick as appropriate)

Beavers/ Cubs/ Scouts/ Venture Scouts	
Rainbows/ Brownies/ Guides/ Rangers	
Youth Social Clubs	
Urdd	
Young Farmers Club	
Youth Council	
Others – please specify	
None	

5.11 Are there facilities for people experiencing domestic violence?

YES/ NO

If YES, please give details:

5.12 Are there facilities provided to help people with drugs/ alcohol problems?

YES/ NO

If YES, please give details:

5.13 What do you think could be done to improve the standard of living in your local area?

6. Different people, different services?

This section will look at how service provision affects different groups differently in your local area. As a starting point, it will ask questions to get an idea of the 'population' of your Town or Community Council area, before moving on to ask questions about how service provision affects these different groups, and whether changes in service provision changes the way these groups are provided for within society. Once again, this section is about your perception of these issues.

6.1 Has there been an increase in young people staying in your area over the last five years?

YES/ NO

6.2 Has there been an increase in the elderly population over the last five years?

YES/ NO

6.3 Are there more families living in the area now, compared with five years ago?

YES/ NO

6.4 Are there more people who were not born in Wales living in your area now, compared to five years ago?

YES/ NO

6.5 Have you experienced an increase in holiday home purchases in your area in the last five years?

YES/ NO

6.6 Do you think the current state of service provision in your area provides equal access for everyone in the community?

YES/ NO

Please give details:

6.7 Is it harder for certain groups in your community to get access to the services they need?

YES/ NO

Please explain:

7. About your council

This section asks a few questions about your council area, and the council itself.

7.1 How rural do you feel your council area is? (Please circle)

Rural Mainly Rural Mainly Urban Urban

7.2 How many seats are there on your council? (Please give number)

Of these, how many are filled by: (Please give numbers)

Men: _____

Women: _____

Vacant: _____

7.3 Are any of these seats uncontested?

YES/ NO

7.4 Please tick which of the following your council makes regular use of:

Computer	
Email	
Internet	

If you are not currently using these technologies, do you plan to introduce any in the next year and if so, which?

Do you have any other comments about services in your local area, or any issues that you feel we have missed?

Thank you.

Appendix Two

First Letter

Ysgol Cynllunio Dinesig a Rhanbarthol
Prifysgol Caerdydd, Rhodfa Brenin Edward VII
Caerdydd, CF10 3WA
Ffôn: 0292074970

www.arsyllfawledigcymru.org.uk



Arsyllfa **Wledig** Cymru
Wales **Rural** Observatory

School of City and Regional Planning
Cardiff University, King Edward VII Avenue
Cardiff, CF10 3WA
Tel: 0292074970

www.walesruralobservatory.org.uk



SERVICES QUESTIONNAIRE

Dear Community/ Town Clerk,

Please find enclosed a copy of the Wales Rural Observatory Services questionnaire. We are gathering information about the state of services in Wales and are eager that you will participate, helping us to collect as much information as possible. By participating you will be adding your community's voice to the appraisal of services, allowing you the chance to highlight what's important to you and your community. This research is supported by One Voice Wales, the representative organisation for community and town councils throughout Wales.

The information will be used by the Wales Rural Observatory to develop an understanding of service provision and use, particularly in rural areas. The Wales Rural Observatory is funded by the Welsh Assembly Government to conduct economic, social and environmental research on rural Wales. However, we are interested in gathering data from all community councils in this survey. For more information about the Wales Rural Observatory, please feel free to contact me at the number above or visit our website.

We have been able to gather some data about service provision from other sources, and so the focus of this questionnaire is on perception of services and changes in their provision. This is very useful as it allows us to understand what is important for rural communities, and how change is understood and anticipated. We conducted a similar questionnaire in 2004, so this allows us to understand change that has occurred longitudinally.

Please read through the questionnaire fully before starting to complete it and please try to answer each question fully. The topics covered in this questionnaire range from asking you about the provision of services and their adequacy in your local area, to questions that ask for your perception about the service provision and the potential for change. All questions relate to your Community or Town Council area, and should be answered accordingly. **Please reply by the 3rd August, 2007 in the Freepost envelope supplied.**

If you wish to complete this questionnaire electronically, you can find a copy at www.walesruralobservatory.org.uk/eng/main-e.html or email me at the address below.

Thank you for taking the time to complete this questionnaire.

Dr Kate Moles

Email: molesk@cf.ac.uk

Reminder Letter One

Ysgol Cynllunio Dinesig a Rhanbarthol
Prifysgol Caerdydd, Rhodfa Brenin Edward VII
Caerdydd, CF10 3WA
Ffôn: 02920874970

www.arsyllfawledigcymru.org.uk



Arsyllfa **Wledig** Cymru
Wales **Rural** Observatory

School of City and Regional Planning
Cardiff University, King Edward VII Avenue
Cardiff, CF10 3WA
Tel: 02920874970

www.walesruralobservatory.org.uk



SERVICES QUESTIONNAIRE

Dear Community/ Town Clerk,

In July, I contacted you about completing a survey for the Wales Rural Observatory. As we haven't heard back from you yet, we are sending you this letter as a reminder, with another copy of the questionnaire enclosed, plus a freepost envelope. It is easy for these things to get pushed to the bottom of a pile, especially over the summer, and so by sending you this again it gives you another opportunity for your voice, as the representative of your Town/ Community Council area, to be included in this piece of research.

We were made aware of some problems with the Welsh in our previously issued questionnaire and letter and are sincerely sorry, and we have corrected them for this follow-up. The Wales Rural Observatory is dedicated to using and promoting Welsh language use, and we are eager to continually improve on the standards and applications of the language in our literature, research and communications.

The research is supported by One Voice Wales and the Welsh Assembly Government, and will be compiled into a report that will be used to influence service provision and develop an understanding of what the issues that exist in local communities are. By completing this survey you are allowing the issues and problems facing your local community to be included. It is important that our response rate is as high as possible to ensure that all the issues are covered and the different areas of Wales are included.

The survey focuses on your perceptions of service provision in your area; it can be completed by you individually or with the Community Council. If you wish to complete it with the Council and you are not meeting in the near future, please contact me and let me know when the next meeting is, so I can know when to expect your reply. The questionnaire should take no more than 30 minutes to complete.

I have included a copy of the survey, with a freepost envelope. If you would prefer to complete the questionnaire and email it to me, you can get an electronic copy at www.walesruralobservatory.org.uk/eng/main-e.html and email it to molesk@cf.ac.uk
If you have any problems, please contact me at 02920874970 or email me.

If you have recently sent the survey back, please ignore this letter.

Thank you for your time – it is greatly appreciated.

Dr Kate Moles

Reminder Letter Two

Ysgol Cynllunio Dinesig a Rhanbarthol
Prifysgol Caerdydd, Rhodfa'r Brenin Edward VII
Caerdydd, CF10 3WA
Ffôn: 029 208 74970

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School of City and Regional Planning
Cardiff University, King Edward VII Avenue
Cardiff, CF10 3WA
Tel: 029 208 74970

www.walesruralobservatory.org.uk



Dear Community and Town Council Clerks,

We have already received a large number of replies from the Services Survey but your Council is one of small number that has yet to reply. It is very important that we get as many returns as possible to be able to advise the Welsh Assembly Government on the state of local services in Wales. Without your participation in the research we will not have any information about your area and will therefore be unable to discuss any local issues in the main report to the Assembly.

The questionnaire is designed to examine perceptions of services, so you should be able to complete it yourself. We are aware how busy you are, but this research is important, as evidenced by One Voice Wales' support for the survey. As was stated in the previous letter, the questionnaire should take no longer than twenty minutes to complete. Please place the completed questionnaire into the pre-paid envelope and return it to us by Friday 7th December. All replies will be treated in the strictest confidence and your replies will remain anonymous.

If you have any queries about the survey then please do not hesitate to contact me by telephone (029 20 874 970) or by email (MolesK@cardiff.ac.uk). Finally, if you would like to receive a complimentary electronic copy of the research report then please provide us with your email address on the completed questionnaire.

Thank you for your time.

Dr Kate Moles

Appendix Three

Point X categories

Food Only Shop
Bakeries
Butchers
Confectioners
Delicatessens
Fishmongers
Frozen Foods
Green and New Age Goods
Grocers, Farm Shops and Pick Your Own
Herbs and Spices
Livestock Markets
Organic, Health and Kosher Foods

Non Food Only Shop

Art and Antiques
Baby and Nursery Equipment and Children's Clothes
Books and Maps
Camping and Caravanning
Carpets, Rugs, Soft Furnishings and Needlecraft
Charity Shops
China and Glassware
Clothing
Computer Supplies
Cosmetics, Toiletries, Perfumes and Hairdressing Supplies
Craft Supplies
Cycles and Accessories
Department Stores
Discount Stores
Diy and Home Improvement
Domestic Appliances
Electrical Goods and Components
Florists
Footwear
Fuel Distributors and Suppliers
Furniture
Garages, Garden and Portable Buildings
Garden Centres and Nurseries
Garden Machinery and Furniture
General Household Goods
Gifts and Cards
Hobby, Sports and Pastime Products
Jewellery and Fashion Accessories
Leather Goods, Luggage and Travel Accessories
Lighting
Lingerie and Hosiery
Mail Order and Catalogue Stores
Music and Video
Musical Instruments
Office and Shop Equipment
Party Goods and Novelties
Pets and Pet Supplies
Photographic and Optical Equipment
Secondhand Goods
Shopping Centres and Retail Parks
Stationery Supplies
Surplus Goods
Telephones and Telephone Cards
Travel Agencies

General Store
Cash and Carry
Convenience Stores
General Stores
Markets
Newsagents and Tobacconists
Supermarkets

Post Office
Post Offices

Restaurant

American Restaurants
Banqueting and Function Rooms
Caribbean Restaurants
Chinese and Oriental Restaurants
English Restaurants
Fish and Seafood Restaurants
French Restaurants
Greek Restaurants
Indian and Asian Restaurants
Italian Restaurants
Japanese Restaurants
Lebanese Restaurants
Mediterranean Restaurants
Mexican Restaurants
Pizza Restaurants
Pub Food Restaurants
Restaurants Unspecified
Roadside Restaurants
Spanish Restaurants
Thai Restaurants
Turkish Restaurants
Vegetarian Restaurants
Total

Cafe

Cafes, Snack Bars and Tea Rooms

Take Away

Fast Food and Takeaway Outlets
Fast Food Delivery Services
Fish and Chip Shops

Petrol Station

Petrol and Fuel Stations

Banks and Building Society

Financial Institutions

Pubs

Pubs, Bars and Inns

GP

Doctors Surgeries

Health Centre

Clinics and Health Centres

Dental Surgeries

Dental Surgeries

Pharmacies & Chemists

Chemists and Pharmacies

Nursery School

Nursery Schools and Pre and After
School Care

Educational Establishments

Broad Age Range and Secondary State Schools

First, Primary and Infant Schools

Further Education Establishments

Higher Education Establishments

Independent and Preparatory Schools

Special Schools and Colleges

Day Care Groups

Valid Nursing and Residential Care Homes

Places of Worship

Valid Places of Worship

Permanent Library

Valid Libraries

Village Hall/ Community Centre

Valid Halls, Day and Community Centres

Police Stations

Valid Police Stations

Bus Stops & Train Stations

Valid Bus Stops
Railway Stations, Junctions and Halts

Cash Machines

Valid Cash Machines

Playgrounds

Valid Playgrounds

Telecommunication Features

Valid Telecommunications Features

Counselling & Advice Services

Valid Counselling and Advice Services

Allotments

Valid Allotments

Sports Facilities

Valid

- Bowling Facilities
- Gymnasiums, Sports Halls and Leisure Centres
- Sports Grounds, Stadia and Pitches
- Swimming Pools
- Tennis Facilities