

Survey: Future use of Ceredigion County Council Offices 2022 Young Person Version

Many of the people who work at Ceredigion Council can now work in their homes **or** in the office. This means that there are opportunities to transform the space that were used for desks and meeting rooms. We want your ideas about how best to use the main Council office buildings in the future.

Please answer the questions in this form.

Send the form back to us by **Tuesday 31 January 2023**.

Or answer the questions online by clicking on this [link](#)



Canolfan Rheidol, Aberystwyth



Penmorfa, Aberaeron

If you want to talk to someone about this survey please contact the
Performance and Research Team, Ceredigion County Council

Telephone: 01545 570881

Email: performanceresearch@ceredigion.gov.uk

**The Council is responsible for a lot of services.
Here are some examples.**



Collecting the rubbish and recycling



Cleaning the streets and repairing
the roads



Schools and Education



Caring for people



Libraries



Leisure Centres

Sometimes people need to contact the Council to find out more about our services or to ask for help with something.

We want to find out how you access Council services, how easy it is to access our services, and whether this has changed since the COVID-19 Pandemic.



Section 1: How Accessible are Council Services?

1. How do you access Council services now? (Tick all that apply)

- In person / face-to-face
- Via telephone / CLIC
- Via email
- Web form
- In writing
- Social media
- Mobile/smart phone/tablet

Other, please write this here:

2. How easy or difficult is it for you to access Council services now?
Put a circle around the number.

 **1** **2** **3** **4** **5** 

3. Has the way you access Council services changed because of the COVID-19 pandemic?

- Yes → go to question 4
- No → go to question 5

4. If the way you access Council services has changed. How happy are you with the change? Put a circle around the number.



1

2

3

4

5



Very happy

Somewhere in the middle

Very unhappy

Section 2: The future of Council Services

Section 2 provides the opportunity to share your ideas on the future of Council services across Ceredigion and how best to re-purpose our main Council offices.

5. How would you prefer to access Council services?

Put 1 for your favourite. Put 2 for your second favourite. Carry on until you reach 9.

- In person / face-to-face
- Virtual/ face-to-face
- Via telephone / CLIC
- Via email
- Web form
- In writing
- Social media
- Mobile/smart phone/tablet
- Live chat/chat box

Other, please explain here:

6. When you go into a Council Office, which town would you be most likely to visit? Put a tick in the box. You can tick more than one box.

Aberystwyth		Lampeter	
Aberaeron		Llandysul	
Cardigan		Tregaron	

7. If you visit a Council office in Aberystwyth, which one of the buildings do you prefer to visit?

Do not answer this question if you do not visit Aberystwyth.



Canolfan Rheidol
Aberystwyth?

Yes No



Town Hall/Library
Aberystwyth?

Yes No



Plascrug Leisure Centre
Aberystwyth?

Yes No

8. If you visit a Council office in Aberaeron, which one of the buildings do you prefer to visit?

Do not answer this question if you do not visit Aberaeron.



Penmorfa, Aberaeron?

Yes No



County Hall/Library, Aberaeron?

Yes No

9. How important is car parking when you use Council services? Put a circle around the number.



1

2

3

4

5



Very important

Somewhere in the middle

Not at all important








10. Which would be your favourite time to visit Council offices?

Put 1 for your favourite. Put 2 for your second favourite. Carry on until you reach 5.

- Morning (7:30am-12pm)
- Afternoon (12pm – 5pm)
- Evening (5pm-9pm)
- Saturday
- Sunday

11. What are the most important things that we need to think about when we start using Council buildings in a different way?










Put 1 for the most important. Put 2 for your second choice. Keep going until you reach 7.

	Opening times			The number and types of services you can access	
	Being able to go to a Council building and contact Council staff through a computer.			Being able to go to a Council building and talk to Council staff face to face	
	Easy parking			Disabled parking	
	Wi-fi – internet access		Something else? Describe this here →		

Section 3: The future Uses of the main Council Offices

We want your ideas about what should happen in the three main Council offices now that there is more space available.

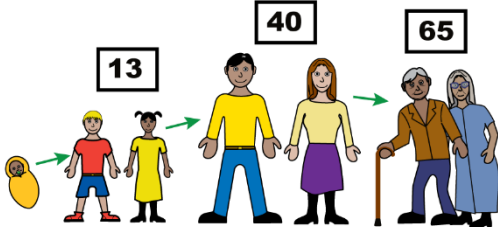
12. Put a tick next to the 3 best ideas. There is space for your own ideas at the end.

	Health Services		Things for people who are on holiday, like a hotel	
	Services to help people who don't have much money		Shops	
	Social care – seeing a social worker or a support worker		Things for businesses like advice or renting a desk	
	Leisure or Hobbies		Housing	
	Things for the community like a library or a volunteer group	Use the space below to tell us about your other ideas about what should happen in Council offices		↓

13. Which of the ideas do you think would help more people to speak more Welsh?

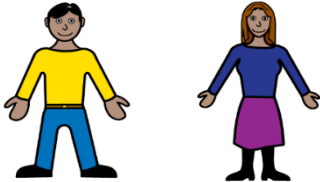
Equalities Monitoring Questions

These are questions about you. You don't have to answer them. They help us to understand if our survey has reached the right people.



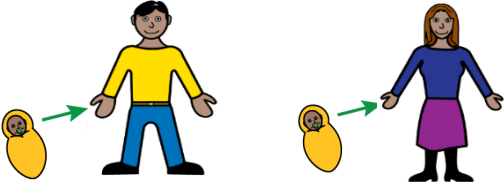
Please write your age here.

Leave blank if you prefer not to say



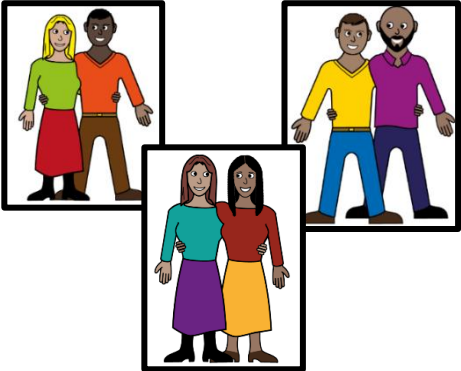
Are you Male or Female? If you use a different word to describe yourself, please say what this is.

Leave blank if you prefer not to say



Is your gender now the same as it was when you were born?

Leave blank if you prefer not to say



Are you heterosexual/straight, or gay or bisexual? If you use a different word to describe yourself, please say what this is.

Leave blank if you prefer not to say.



National Identity: Are you

Welsh	
English	
Scottish	
Northern Irish	
Irish	
British	
Prefer not to say	

If you use a different word to describe yourself, please say what this is.

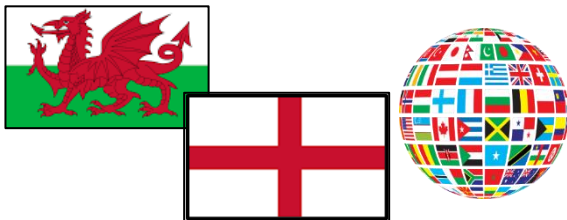
Race: Are you



Asian	
Black/African/Caribbean	
Gypsy Traveller	
Mixed	
White	
British	
Prefer not to say	

If you use a different word to describe yourself, please say what this is.

Language: What is your preferred language?



Welsh	
English	
Other	
Prefer not to say	

If you prefer to use a different language, please say what this is.

Language: Can you understand, speak, read or write Welsh?



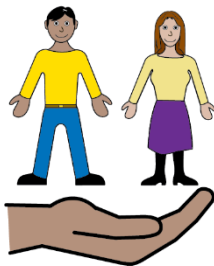
Understand spoken Welsh	
Speak Welsh	
Read Welsh	
Write Welsh	
None of the above	
Prefer not to say	

Are you a disabled person? If yes, tick any of the boxes that says more about you.



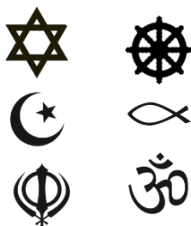
Hearing difficulties	
Sight difficulties	
Speaking difficulties	
Learning difficulties	
Mental health condition	
Physical disability	

Please tell us here if you prefer to use your own words.



Are you a Young Carer?

A Young Carer looks after a friend or someone in their family. This may be because they are disabled or have a long illness or problems because of their age.



What is your religion?

Please say if you do not have a religion

End of survey

Thank you for taking the time to complete this survey.

We truly value the information you have provided. Your responses will contribute to our analysis on how best to use the main Council offices/buildings in the future.

Please return this form to one of the **libraries in Ceredigion** or **post the form to:**

Performance and Research Team
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
Ceredigion
SY23 3UE

Don't forget, you can contact us through:

E-mail: Performanceresearch@ceredigion.gov.uk

Telephone: 01545 570881