

Use of Ceredigion County Council Offices - Survey



Easy Read Version



Aberystwyth

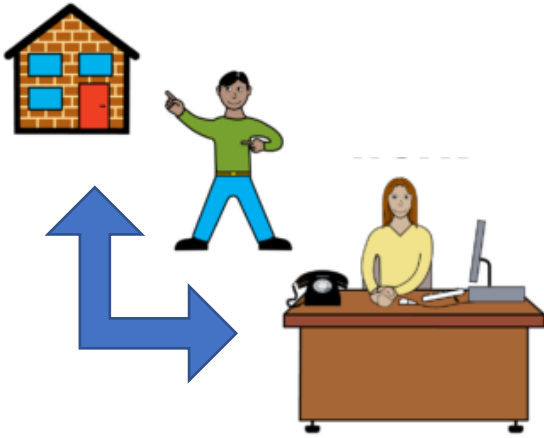


Aberaeron

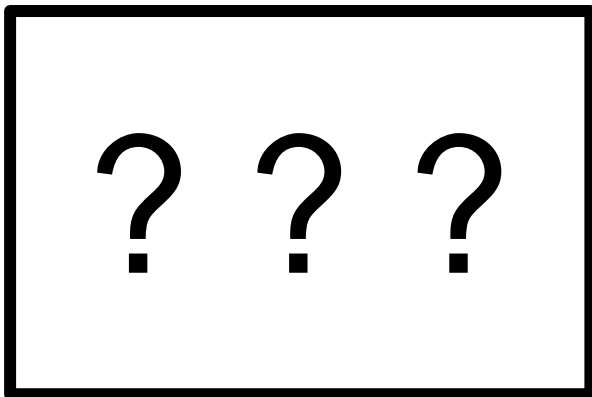
If you want to talk to someone about this survey please contact
Performance and Research Team
Ceredigion County Council

Telephone: 01545 570881

Email: performanceresearch@ceredigion.gov.uk



A lot of people who work at Ceredigion Council can now work in their homes **or** in the office.



This means that there is a lot of space in the Council offices that is not being used.

The Council needs to decide what to do in the space that we have.



We want your ideas about what should happen in the Council offices.

January 2023						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Please answer the questions in this form.

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

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

1. How do you access Council services now?

You can ✓ more than one box.



Face to face



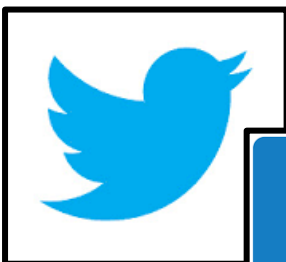
In writing



By email



By telephone



Through Facebook or
Twitter



By filling in a form on
the Council website



On a smart phone or a tablet

A different way?

Please explain 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

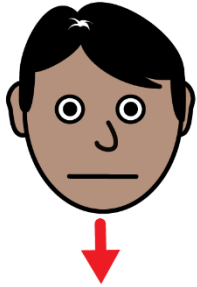
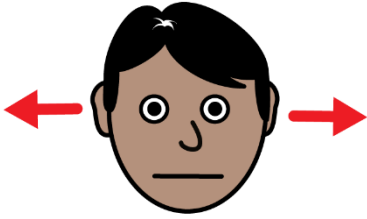


Very easy

Somewhere in the middle

Very difficult

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

yes  <input type="checkbox"/>	no  <input type="checkbox"/>
---	---

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

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 10.



In person – face
to face



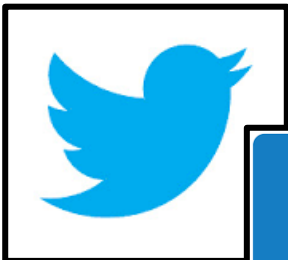
In writing



By email



By telephone



Social media -
Facebook or Twitter



By filling in a form on
the Council website



Virtual – face to face
on a computer



Live Chat/Chat
box



On a smart phone or a tablet

A different way?

Please explain this
here.



6. When you go into a Council Office, which town would you be most likely to visit?

Put a ✓ in the box.

You can ✓ more than one.

Aberystwyth	
Aberaeron	
Cardigan	
Lampeter	
Llandysul	
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?

Yes

No



Town Hall/Library?

Yes

No



Plascrug Leisure Centre?

Yes

No

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

Do not answer this if you do not visit Aberaeron.



Penmorfa?

Yes

No



County Hall/Library?

Yes

No

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



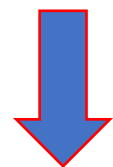
1

2

3

4

5



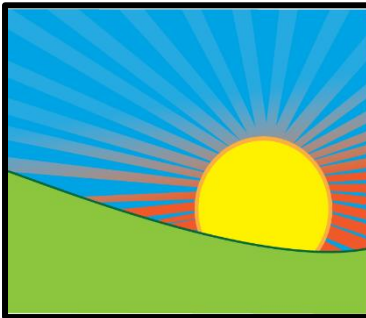
Very important


Somewhere in the middle

Not at all important

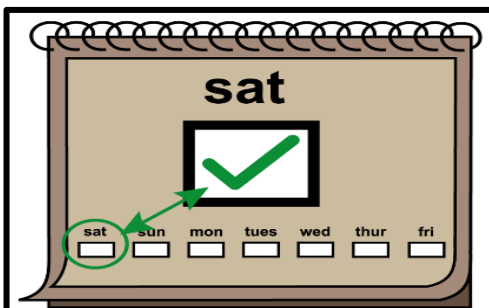
10. Which would be your favourite time to visit Council offices?

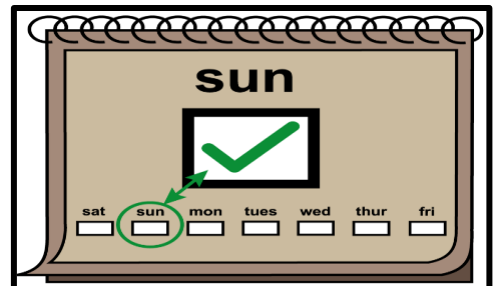
**Put 1 for your favourite. Put 2 for your second favourite.
Carry on until you reach 5.**

	Morning 7.30 – 12.00
	<input type="text"/>

	Afternoon 12.00-5.00
	<input type="text"/>








	Evening 5.00 – 9.00
	<input type="text"/>

							
Saturday				<input type="text"/>			

							
Sunday				<input type="text"/>			

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 8.

	Opening times	
	Being able to go to a Council building and contact Council staff through a computer.	
	Parking times	
	Disabled parking	
	The number and type of services you can access	
	Being able to go to a Council building and talk to Council staff face to face	
	Wi-fi – internet access	
<p>Something else. Put this in the box below.</p>		

12. We want your ideas about what should happen in the Council offices.

**Please put a ✓ next to the 3 best ideas.
There is a space for your own ideas at the end.**



Health services	
-----------------	--



Services to help people who don't have much money	
---	--



Social care – seeing a social worker or a support worker	
--	--



Leisure or Hobbies	
--------------------	--



Things for the community like a library or a volunteer group	
--	--



Things for people on holiday like a hotel	
---	--



Shops	
-------	--



Things for businesses like advice or renting a desk.	
--	--

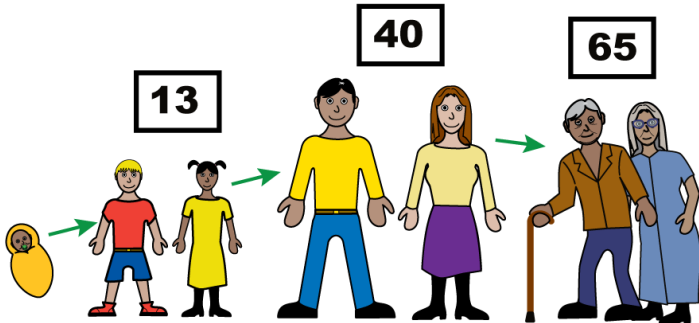


Housing	
---------	--

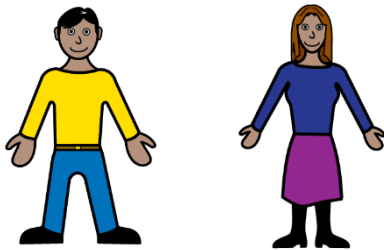
Use this page to tell us about your other ideas about what should happen in Council offices.

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

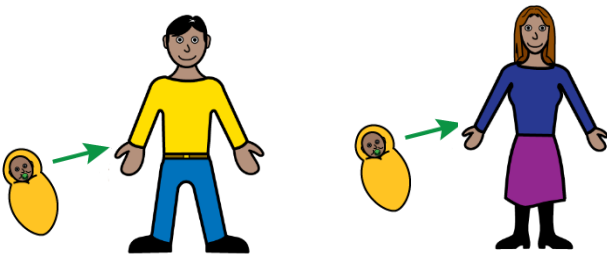
These are questions about you. You don't have to answer them. You can skip any question that you do not want to answer.



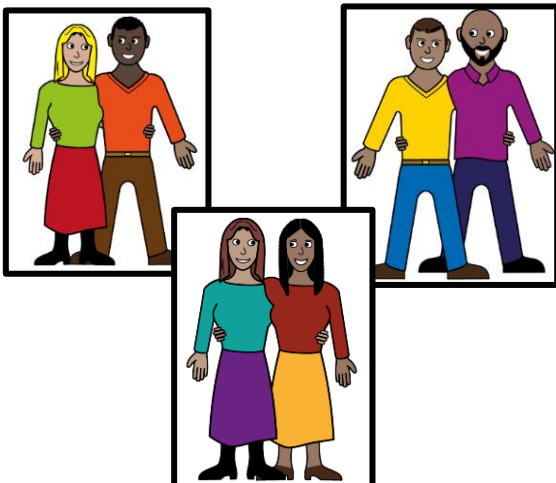
Please write your age here.



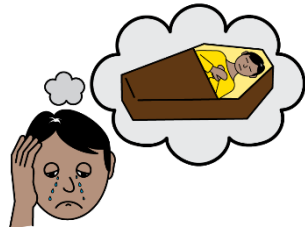
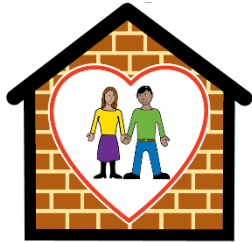
Are you Male or Female? If you use a different word to describe yourself, please say what this is.



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



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



Are you

Single	
Married	
Living with a partner	
Divorced	
Widowed	
In a Civil Partnership	
Separated	

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



Are you

Welsh	
English	
Scottish	
Northern Irish	
Irish	
British	

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



Please tick your ethnic group here.

Asian
 Black/African/Caribbean
 Gypsy Traveller
 Mixed
 White

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



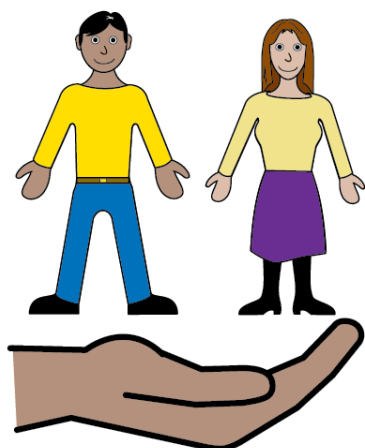
Do you like to speak English or Welsh, or another language?

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



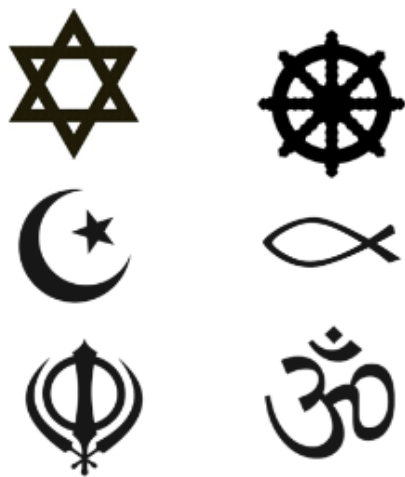
Hearing difficulties	
Sight difficulties	
Speaking difficulties	
Learning difficulties	
Mental health condition	
Physical disability	

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



Are you a Carer?

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



What is your religion?

Please say if you do not have a religion

Thank you for answering these questions. Please return this form to one of the libraries in Ceredigion or post the form to -

Ceredigion County Council
Performance and Research Team
Canolfan Rheidol
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Your answers will be included in a report. The report will be finished by 31 March 2023. The report will help us to decide what to do next.