

Future Uses in Council Offices Survey 2022

Introduction

Many of Ceredigion County Council's office-based staff are now able to work from home. As such, there are significant opportunities to transform the space formerly occupied by desks and meeting rooms.

We would like to gain your views and ideas on **how best to use the main Council offices/buildings in the future.**

If you need to get in touch with us or need information in other formats, (for example large print, Easy Read or young people's version), please contact us on 01545 570881 or clic@ceredigion.gov.uk.

The survey will close on **Tuesday the 31st of January 2023.**

How we use your information

Your information will be used to inform research regarding the re-purposing of Council Offices/buildings. When completing the survey in person, your response is anonymous.

The lawful basis for the processing of your information is to carry out a task in the public interest provided by the Well-being of Future Generations Act (Wales) 2015 and the Equalities Act 2010.

Your Data Protection rights

For more information about your rights and to obtain contact details for our Data Protection Officer, please visit Ceredigion County Council's website (www.ceredigion.gov.uk) and search 'Privacy Notice'.

Section 1: Accessibility of Council Services

Section 1 of the Survey focuses on current Council services and their accessibility. We are responsible for a number of services, such as: refuse collection, street cleaning, planning, education, social care, road maintenance, public health, protecting vulnerable children & young people, individuals and families, housing, leisure, museums and libraries. We want to find out how you currently access Council services, how easy it is to access these services, and whether this has changed since the COVID-19 Pandemic.

How should I complete the survey correctly?

Please **tick** the appropriate box to select your answer. For ranking questions, place **a number** in the box, like this:

Follow the ➡ ***go to*** instructions and leave any questions you do not need to answer blank.



1. How do you currently access Council services?

(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 specify:

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2. How easy/difficult do you find it to access Council services at present?

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult



3. Has the way in which you access Council services changed post-pandemic?

- Yes ➡ **go to** question 4
- No ➡ **go to** question 5

4. If selected yes to question 3, how satisfied/dissatisfied are you with the changes?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Please turn over to the next page to complete Section 2.

Section 2: The future of Council Services

Section 2 provides the opportunity to share your views and ideas on the future of Council services across Ceredigion and how best to re-purpose our main Council offices/buildings. We want to find out what factors are most important to you, when repurposing the main Council offices.

5. Rank in order of preference, how you would prefer to access Council services in the future? (1 being the most preferred through to 9 being the least preferred).

- 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 specify:

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6. When accessing Council services in-person/face-to-face, which Town(s) are you most likely to visit? (Tick all that apply).

- Aberystwyth ⇒ **go to** question 7
- Aberaeron ⇒ **go to** question 8
- Cardigan ⇒ **go to** question 9
- Lampeter ⇒ **go to** question 9
- Llandysul ⇒ **go to** question 9
- Tregaron ⇒ **go to** question 9

7. Within Aberystwyth, where would you like to access in person/ face-to-face services? Rank in order of preference. (1 being the most preferred through to 3 being the least preferred).

- Canolfan Rheidol (Aberystwyth)
- Town Hall (Library, Aberystwyth)
- Leisure Centre (Plascrug, Aberystwyth)



8. Within Aberaeron, where would you like to access in person/ face-to-face services? Rank in order of preference. (1 being preferable through to 2 being the least preferred).

- Penmorfa (Aberaeron)
- County Hall (Library, Aberaeron)

9. How important is available parking when accessing Council services?

- Very important
- Important
- Neutral
- Not important
- Not at all important



10. Rank in order of preference, when is the most convenient time for you to access Council offices/buildings? (1 being the most preferred through to 5 being the least preferred).

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

11. Rank in order of importance, the factors we should take into consideration when repurposing the Council offices/buildings? (1 being the most important through to 7 being the least important).

- Opening times
- Access to self-service
- Accessible parking
- Disabled parking
- Range of services
- Face-to-face contact
- Availability of Wi-Fi

Other, please specify:

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Section 3: The Future Uses of the Main Council Offices

Section 3 provides the opportunity to share your thoughts and ideas on the future uses of the three main Council offices – Penmorfa (Aberaeron), Canolfan Rheidol (Aberystwyth) and County Hall (Aberaeron). We want to gather your ideas on how we should make best use of these three offices in the future.

12. Do you have any ideas as to how the Council should use Penmorfa (Aberaeron) in the future? (Tick your top three).

- Health
- Poverty-focused e.g., food banks, warm rooms
- Social care
- Leisure
- Community e.g., Library, third-sector organisations
- Tourism e.g., hotel
- Retail e.g., shops
- Business e.g., business hubs, hot desking
- Residential use
- Other, please specify:

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13. Do you have any further ideas as to how the Council should use Canolfan Rheidol (Aberystwyth) in the future? (Tick your top three).

- Health
- Poverty-focused e.g., food banks, warm rooms
- Social care
- Leisure
- Community e.g., Library, third-sector organisations
- Tourism e.g., hotel
- Retail e.g., shops
- Business e.g., business hubs, hot desking
- Residential use
- Other, please specify:

.....



14. Do you have any further ideas as to how the Council should use County Hall (Aberaeron) in the future? (Tick your top three)

- Health
- Poverty-focused e.g., food banks, warm rooms
- Social care
- Leisure
- Community e.g., Library, third sector organisations
- Tourism e.g., hotel
- Retail e.g., shops
- Business e.g., business hubs, hot desking
- Residential use
- Other, please specify:

.....



15. Which option(s) for repurposing the Council Offices would benefit the Welsh language the most? *i.e.*, has a positive effect on opportunities to use the Welsh language and that the Welsh language is not treated less favourably than the English language (Tick all that apply).

- Health
- Poverty-focused e.g., food banks, warm rooms
- Social care
- Leisure
- Community e.g., Library, third sector organisations
- Tourism e.g., hotel
- Retail e.g., business hubs, hot desking
- None of the above
- Other, please specify:

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16. Do you have any other comments on how the Council should make best use of its buildings in the future?

Equalities Monitoring Questions

These questions are optional, but we need to ask them to understand if our consultation has reached the right people (in accordance with the requirement of the Equality Act 2010) and to understand how different groups may be affected, allowing us to address this if we can.

The responses to the survey are automatically anonymized and aggregated in a manner that will not allow the identification of individual responses. In accordance with the Data Protection Act, any information requested on the following questions is held in the strictest confidence for data analysis purposes only.

Age

17. What is your age group?

- Under 16
- 16-24 years
- 25-44 years
- 45 -64 years
- 65 +
- Prefer not to say



Gender

18. What is your gender?

- Male
- Female
- Prefer not to say

Other:

19. Is your gender the same as when it was assigned at birth?

- Yes
- No
- Prefer not to say

Partnership

21. Which one of the following options describes your partnership status?

- Single
- Married
- Living with Partner
- Divorced
- Widowed
- Civil Partnership
- Separated
- Prefer not to say

Other:



Sexual Orientation

20. Which one of the following options best describes how you think of yourself?

- Heterosexual/
Straight
- Gay Man
- Gay Woman/
Lesbian
- Bisexual
- Prefer not to say

National Identity

22. How would you describe your national identity?

- Welsh
 - English
 - Scottish
 - Irish
 - Northern Irish
 - British
 - Prefer not to say
- Other:



Race

23. What is your ethnic group? Choose one option that best describes your ethnic group or background.

- White
- Asian
- Black/African/Caribbean
- Mixed
- Gypsy Travellers
- Prefer not to say

Language

24. What is your preferred language?

- Welsh
- English
- Prefer not to say

Other:



25. 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

Disability

26. Do you have a long term physical or mental health condition or illness that reduced your ability to carry out day to day activities?

- Yes ➡ **go to** question 27
- No ➡ **go to** question 28
- Prefer not to say ➡ **go to** question 28

27. If answered '**Yes**' to question 26, please indicate which applies to you?

- Hearing Impairment
- Visual Impairment
- Speech Impairment
- Learning Difficulties
- Mental Health Issues
- Physical/Mobility Impairment
- Prefer not to say



Caring Responsibilities

28. Do you look after or give help or support to family members, friends, neighbours, or others because of either: long-term physical or mental ill-health/disability; or problems related to old age?

- Yes
- No
- Prefer not to say

Religion

29. What is your religion?

- Christian (all denominations)
- Buddhist
- Hindu
- Muslim
- Sikh
- Jewish
- Atheist
- No religion
- Prefer not to say

Other:

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

We can be contacted by:

Email:

Performanceresearch@ceredigion.gov.uk

Telephone: 01545 570881

What happens next?

An **engagement report**, communicating the findings from the survey, will be produced by the **31st of March 2023**.