

Let's Talk: Living in Rhondda Cynon Taf

Let's Talk: Living in Rhondda Cynon Taf is a survey of residents being run by Rhondda Cynon Taf County Borough Council

Your voice is important

By responding to this survey you will help Rhondda Cynon Taf County Borough Council to better understand:

- What is important to you
- Your experience of your local area
- How you view and interact with the council

Ultimately, your views help shape your local area and your local services. So, it is important to hear from as many residents as possible. Please encourage your family, friends, and neighbours to complete this survey.

How your data will be used

Data Cymru is running this survey on behalf of Rhondda Cynon Taf County Borough Council. Information that could identify you will be seen by Rhondda Cynon Taf County Borough Council and Data Cymru only. This information will be held for 3 years from the date the survey closes in line with the requirements of the [Data Protection Act 2018](#) and the [UK General Data Protection Regulations](#) (UK GDPR). Your IP address will be collected to help identify duplicate or inappropriate responses.

More information on how your data will be used can be found in the Council's [privacy policy](#) and Data Cymru's [privacy policy](#).

Completing the survey

The survey will take approximately 10 minutes to complete. Please respond by 31/08/2025. This survey is also available in other formats ([Current Consultations | Rhondda Cynon Taf County Borough Council](#)).

If you would like any further information, or have any difficulty completing the online survey, please email Consultation@rctcbc.gov.uk

If you experience any technical issues please contact surveys@data.cymru or call 029 2090 9500.

About you

1. Do you live in Rhondda Cynon Taf?

- ☐ Yes
- ☐ No (This survey is for residents of Rhondda Cynon Taf County Borough Council only.
Please do not complete or return this survey)

1A. What is your postcode?

Collecting postcodes will help us see similarities and differences within the council and across Wales.

Please use the following format: AB12 3CD.

About your local area

This section asks you about your local area. For the purposes of this survey, your local area is defined as the area within a 15 minute walk of your home.

2. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please select one option only.

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please indicate to what extent you agree or disagree with the following statements:

Please select one option from each row only.

[illegible]

4. How safe or unsafe do you feel when outside in your local area during the day?

Please select one option only.

Very unsafe	Fairly unsafe	Neither safe nor unsafe	Fairly safe	Very safe
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How safe or unsafe do you feel when outside in your local area after dark?

Please select one option only.

Very unsafe	Fairly unsafe	Neither safe nor unsafe	Fairly safe	Very safe
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Would you recommend Rhondda Cynon Taf as a place to live?

Please select one option only.

- ☐ Yes
- ☐ No

About your local council

Local councils work with a range of local and national partners to:

- Deliver local services;
- Provide democratic representation; and
- Provide strategic leadership.

Wales' councils deliver over 700 local services.

7. Overall, how satisfied or dissatisfied are you with the way Rhondda Cynon Taf County Borough Council runs things?

Please select one option only.

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the next question, we want your general opinion. It doesn't matter if you don't know all of the services Rhondda Cynon Taf County Borough Council provides to the community.

8. Generally, to what extent do you think the council...

Please select one option from each row only.

	Not at all	Not very much	A fair amount	A great deal	Don't know
...provides services of a high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides services that represent value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...takes residents' views into account when making a decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...acts on the concerns of local residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall, how satisfied or dissatisfied are you with the council's provision of...

Please select one option from each row only.

[illegible]

Interaction with the Council

10. Overall, how well do you think your council keeps residents informed about the services it provides?

Please select one option only.

- ☐ Residents are very well informed
- ☐ Residents are fairly well informed
- ☐ Residents are not very well informed
- ☐ Residents are not well informed at all
- ☐ Don't know

11. To what extent do you agree or disagree with the below statements:

Please select one option from each row only.

	Strongly disagree 1	Slightly disagree 2	Neither agree nor disagree 3	Slightly agree 4	Strongly agree 5	Don't know
Contacting the Council is simple	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing up to date information about Council services is easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council staff are approachable and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council lets people know how it's performing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you think council services are available...

Please select one option from each row only.

	Always	Sometimes	Never	Don't know
...in your preferred language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...in a format that is accessible to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. What is your preferred way to get information about your local council?

Select up to three options. These options may not all currently be available but we would like to know your preference.

- ☐ Council website
- ☐ Council app
- ☐ "My Account" (council platform)
- ☐ X (formerly Twitter)
- ☐ Facebook
- ☐ Instagram
- ☐ Digital newsletter
- ☐ Paper newsletter
- ☐ Local community hub
- ☐ Newspaper
- ☐ Word of mouth
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

14. Tell us about your experience of the following council processes:

Please select one option from each row only.

	...is very difficult to do	...is fairly difficult to do	...is neither easy nor difficult to do	...is fairly easy to do	...is very easy to do	...does not apply to me
Paying council tax...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying business rates...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making waste and recycling centre bookings...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requesting new / replacement bins...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making or commenting on a planning application...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a school place...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting a pothole...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting fly tipping...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Have you attempted to contact Rhondda Cynon Taf County Borough Council in the last 12 months?

Please select one option only.

- ☐ Yes (Go to questions 15A and 15B)
- ☐ No (Go to question 16)

15A. On the most recent occasion, how did you attempt to contact Rhondda Cynon Taf County Borough Council?

Select all that apply.

If you select the 'other' option below, please do not enter any personal information about you or anyone else in the text box.

- ☐ I emailed the Council
- ☐ I phoned the Council
- ☐ I completed an online form
- ☐ I contacted the Council via its social media
- ☐ I contacted a specific Council officer
- ☐ I contacted my local councillor
- ☐ I contacted another elected official (e.g. MP, MS)
- ☐ I attended / responded to a consultation
- ☐ I attended a Council meeting
- ☐ I attended my Town or Community Council meeting
- ☐ I attended a public / community meeting
- ☐ I signed a petition
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

15B. On the most recent occasion, even if the ultimate outcome or decision was not what you wanted, how satisfied were you with the way the Council handled your query?

Please select one option only.

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Are you aware that there are a number of council meetings that the public can attend in-person or online?

Please select one option only.

- ☐ Yes
- ☐ No

17. How much do you trust Rhondda Cynon Taf County Borough Council?

Please select one option only.

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Participating in your community

18. How interested are you in participating in local community activities or events?

Please select one option only.

Very uninterested	Fairly uninterested	Neither interested nor uninterested	Fairly interested	Very interested
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Go to question 18C)	(Go to question 18C)	(Go to question 18C)	(Go to question 18A and 18B)	(Go to question 18A and 18B)

18A. What motivates you to participate in the community?

Select all that apply.

- ☐ To combat isolation / loneliness
- ☐ To gain new skills or work experience
- ☐ To have fun and make new friends
- ☐ To help a cause or person that is important to me
- ☐ To improve my confidence and wellbeing
- ☐ To make a difference in my community
- ☐ To share the skills and experience I have
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

18B. What types of activities are you most interested in participating in?

Select all that apply.

If you select the 'other' option below, please do not enter any personal information about you or anyone else in the text box.

- ☐ Arts and culture events (e.g. attending concerts, theatre, exhibitions, arts and crafts)
- ☐ Community meetings (e.g. discussing local area and community)
- ☐ Educational programmes and personal development (e.g. workshops, seminars, skill development)
- ☐ Faith and religious activities
- ☐ Fundraisers or charity events
- ☐ Music or performance groups (e.g. choirs, orchestras, bands, drama clubs)
- ☐ Outdoor or recreational activities (e.g. park / beach clean ups, litter picks, maintaining shared outdoor spaces, wildlife and garden events)
- ☐ School-based activities
- ☐ Social activities (e.g. book clubs, gaming groups, networking events)
- ☐ Sports
- ☐ Volunteer opportunities (e.g. helping with events or services)
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

Go to question 19.

18C. What are your main reasons for not participating in local community activities?

Select all that apply.

- ☐ Caring / parental responsibilities
- ☐ Can't afford to
- ☐ Difficult to participate due to location or transportation
- ☐ Don't feel part of the community
- ☐ Don't feel the need to participate
- ☐ Don't know about these activities / unsure how to get involved
- ☐ Lack of interest in the activities offered
- ☐ Lack of time
- ☐ No one to participate with
- ☐ Unable due to health or accessibility reasons
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

19. How likely would you be to participate in activities in your local community if they were aligned with your interests?

Please select one option only.

Very unlikely	Fairly unlikely	Neither likely nor unlikely	Fairly likely	Very likely
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Go to question 20)	(Go to question 20)	(Go to question 20)	(Go to question 19A)	(Go to question 19A)

19A. Which of the following are you most interested in?

Please rank the following in order of what you are most interested in, where 1 is most interested and 9 is least interested. Using the boxes provided, please write a different rank for each option and provide a rank for all options.

- Active travel routes (e.g. footpaths, cycle paths)
- Arts and culture
- Clean outdoor spaces
- Community-run facilities (e.g. libraries and shops)
- Educational opportunities (e.g. evening classes)
- Nature and wildlife
- Play areas / sports fields
- Safe, friendly and inclusive community
- Vibrant and engaged community

About local democracy

The following questions relate to local elections, in which you vote for councillors to represent your ward. A ward is an electoral area within a council represented by one or more community councillors.

Local councillors oversee the work of the council, which provides services and facilities in your area. Local councillors set the council's strategies and priorities.

20. Did you vote in your most recent council election?

Please select one option only.

- ☐ Yes (Go to question 21)
- ☐ No (Go to question 20A)
- ☐ Not applicable because my ward was uncontested (Go to question 21)
- ☐ Don't know (Go to question 21)
- ☐ Prefer not to say (Go to question 21)

20A. Why did you not vote in your most recent council election?

Select all that apply.

- ☐ I didn't agree with any candidates
- ☐ I didn't know who my local candidates were or what they stood for
- ☐ I didn't know about any elections
- ☐ I didn't think my vote would make a difference
- ☐ I don't care about / never vote in elections
- ☐ I don't know enough about local politics
- ☐ I don't understand how to vote
- ☐ I was away from the area during the election
- ☐ I was unexpectedly injured, sick or otherwise occupied
- ☐ The polling station was inaccessible to me
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

21. Do you get involved in campaigning for your local councillor? (e.g. canvassing or fundraising)

Please select one option only.

- ☐ Yes
- ☐ No
- ☐ Depends on the candidate / issues involved

Your local Councillor

Local councillors are elected to:

- represent their local community in the running of their local council
- help to decide how local services are provided, funded and prioritised
- work with the employees of the council to make sure that services are relevant and delivered effectively
- undertake casework on behalf of individuals and groups

22. To what extent were you aware of the responsibilities of local councillors?

Please select one option only.

- ☐ I was aware of **all** of the responsibilities of local councillors
- ☐ I was aware of **some** of the responsibilities of local councillors
- ☐ I was aware of **none** of the responsibilities of local councillors

23. Do you know who your local councillor(s) is?

Please select one option only.

- ☐ Yes
- ☐ No

24. Have you ever tried to contact your local councillor?

Please select one option only.

- ☐ Yes (Go to question 24A)
- ☐ No (Go to question 25)

24A. How easy was it to contact your local councillor?

Please select one option only.

[illegible]

25. What is your preferred way of getting in touch with your local councillor?

Select up to three options. These options may not all currently be available but we would like to know your preference.

- ☐ Email
- ☐ Phone calls
- ☐ Text messages / WhatsApp
- ☐ Postal correspondence
- ☐ Via the council's website / contact centre / reception
- ☐ In-person / drop ins / surgeries
- ☐ X (formerly Twitter)
- ☐ Facebook
- ☐ Instagram
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

About you

This section asks questions about who you are. It will take approximately 5 minutes to complete. Your response is really important in helping us understand whether the opinions and experiences of residents differ by characteristic.

26. What is your age?

Please select one option only.

- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ 85+
- ☐ Prefer not to say

27. What is your sex?

A question about gender identity will follow.

Please select one option only.

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

28. Is the gender you identify with the same as your sex registered at birth?

Please select one option only.

- ☐ Yes (Go to question 29)
- ☐ No (Go to question 28A)
- ☐ Prefer not to say (Go to question 29)

28A. How would you best describe your gender identity?

Please do not enter any personal information about anyone else in the text box.

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

Please select one option only.

- ☐ Heterosexual or Straight
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

30. How would you describe your national identity?

Select all that apply.

- ☐ Welsh
- ☐ English
- ☐ Scottish
- ☐ Northern Irish
- ☐ British
- ☐ Prefer not to say
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

31. What is your ethnic group?

Choose one option that best describes your ethnic group or background.

White

- ☐ Welsh / English / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (please specify below)

Mixed / Multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed / Multiple ethnic background (please specify below)

Asian / Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background (please specify below)

Black / African / Caribbean / Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background (please specify below)

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group (please specify below)
- ☐ Prefer not to say

Please do not enter any personal information about you or anyone else in the text box.

32. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please select one option only.

- ☐ Yes (Go to question 32A)
- ☐ No (Go to question 33)
- ☐ Prefer not to say (Go to question 33)

- 32A. Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

Please select one option only.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ No
- ☐ Prefer not to say

33. What is your religion?

Please select one option only.

- ☐ No religion
- ☐ Christian (all denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Prefer not to say
- ☐ Any other religion (please specify, do not enter any personal information about you or anyone else in the text box):

34. Can you understand, speak, read, or write Welsh?

Select all that apply.

- ☐ Understand spoken Welsh
- ☐ Speak Welsh
- ☐ Read Welsh
- ☐ Write Welsh
- ☐ I do not speak Welsh
- ☐ Prefer not to say

35. What is your preferred language?

Please select one option only.

- ☐ Welsh
- ☐ English
- ☐ Prefer not to say
- ☐ Other (please specify, do not enter any personal information about you or anyone else in the text box):

Thank you for taking the time to respond to the Let's Talk: Living in Rhondda Cynon Taf survey.

If you have any questions, or queries about this survey then please contact surveys@data.cymru or call 029 2090 9500.