

Questions & Answers

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What is the purpose of the survey? Will what I say make a difference?

The Democracy and Boundary Commission Cymru (DBCC) has been asked to explore attitudes and perceptions of Town and Community Councillors with particular consideration to their views on the size and structure of such councils and how they vary according to local circumstances.

This survey forms one part of a review. Your feedback, along with information gathered from other stakeholders, will help DBCC make recommendations on whether there is an appetite for a review of the size and structure of such councils across Wales.

This survey is your chance to give your opinion and share your views and experiences as a town or community councillor.

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Who is conducting the survey?

We have commissioned Opinion Research Services (ORS), an independent social research company, to carry out this survey on our behalf.

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Who is ORS?

ORS is an independent social research company based in Swansea. ORS is a full member of the Market Research

Society (MRS) and adheres to the [MRS Code of Conduct](#) at all times.

To check that ORS are a genuine research practice you can contact the Market Research Society (MRS) on 0800 975 9596.

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When will the survey be available to complete?

The survey will be available to complete online from June 2026 for around 6-8 weeks. Please try to take part as soon as possible.

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Who is eligible to take part in the survey?

All town and community councils within Wales are included within the study. We welcome and encourage responses from individual councillors as well as agreed submissions (submitted by the clerk) from councils as a whole.

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How will the surveys be sent out?

Emails invitations with links to the online survey will be sent out to council clerks by DBCC. We ask that council clerks distribute the invitation to all the councillors on their council encouraging them to take part. Reminder emails will also be sent.

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I have already taken part in the survey, why have I received another email?

Reminder emails will be sent periodically during the time the survey is live. As the survey is anonymous, we are unable to track who has and who hasn't completed the

survey and therefore reminders will be sent to everyone. If you have already completed the survey, you can ignore the reminder email, and we thank you for taking part.

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I haven't received an email; how can I take part?

You can access the online survey clicking on the link below:

[www.opinionresearch.co.uk/DBCC Town and Community Council Survey](http://www.opinionresearch.co.uk/DBCC_Town_and_Community_Council_Survey)

or

[www.opinionresearch.co.uk/Arolwg Cyngor Tref a Chymuned CDFFC](http://www.opinionresearch.co.uk/Arolwg_Cyngor_Tref_a_Chymuned_CDFFC)

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What will happen to the survey I complete?

All completed surveys will be sent directly to ORS. The online survey is hosted by ORS using an in-house software package with a fully secure web-link.

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Is the survey confidential?

Yes. This survey is anonymous. ORS will collect, analyse and report on the data. Although ORS will share the results of the survey with DBCC, they will not share any information that could identify you as an individual.

Any open text comments provided will be read by ORS who will make every effort to remove any identifiable information. Please note that comments may be reported back as they are written, so please avoid including identifiable information. Any comments submitted may be included in the report of findings.

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Do I have to answer the personal questions about me?

Although ORS will share the results of the survey with DBCC, they will not share any information that could identify you as an individual. Therefore, it would be very helpful if you please do complete the diversity information at the end of the survey, as this will help us understand the varied experiences of different groups of councillors.

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Is my data safe?

All information will be processed in compliance with the Data Protection Act 2018 and General Data Protection Regulation (GDPR). ORS is ISO 27001 certified (the international standard for Information Security Management Systems (ISMS)).

ORS will store survey responses securely for no longer than 3 months after the completion of the project and will not share personal information with DBCC or any other party.

Further information about the way we handle your personal data can be found at [Data Protection and Privacy Policy | DBCC](#) and www.ors.org.uk/privacy

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Do I have to take part?

Completion of the survey is voluntary, but we would encourage as many town and community councillors and council clerks as possible to take part. The higher the response, the more representative and meaningful the results will be.

This survey is your opportunity to tell us what YOU think. If you do not complete the survey your views will not be represented.

You may feel some of the questions are sensitive and you don't have to answer them if you prefer not to.

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How long will the survey take to complete?

It should take around 15 minutes to complete, but this may vary slightly for each person depending on your answers.

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Who do I contact if I need help or have a query?

If you need any help completing the survey or are having any problems accessing the survey online, you can email Catherine Wall at ORS on catherine.wall@ors.org.uk. If you would like to speak to somebody at DBCC, please email enquiries@dbcc.gov.wales

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Can I complete the online survey on a mobile device?

Yes, you can complete the survey on a desktop computer, tablet or mobile phone.

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Do I have to complete the online survey all in one go?

No, if you cannot complete the survey in one go you can save your responses so far by clicking on 'save for later' at the bottom of the screen once you have started answering the questions. You will be prompted to input your email address and set up a password. You can resume the survey later by clicking on 'load my saved responses'. Any personal information you provide will

be kept confidential by ORS and deleted in line with all personal data associated with this project.

However, please also note that whenever you press Next or Back on the online survey, the answers that you have provided will be saved and may be included in the results.

You can choose to withdraw at any point. If at any stage you decide that you do not want your answers to be included in the results, you can press Delete my responses. This will clear all answers you have submitted up to that point.