

Bridgend County Borough Council

**Residents' Survey – Public
Report**

December 2024

Bridgend County Borough Council Residents Survey 2024 - Your Views

At a Glance

3,038 responses – highest ever for a council consultation in Bridgend

57.9% would recommend Bridgend as a place to live

50.1% are satisfied with their local area as a place to live (35.7% dissatisfied)

75.1% feel safe during the day

99.5% completed in English; 0.5% in Welsh

About Our Survey

This was Bridgend County Borough Council's first Residents' Survey, carried out with support from Data Cymru and the WLGA Improvement Programme. The survey ran between September and November 2024, giving residents the chance to share their views on Bridgend as a place to live and on local council services.

How We Reached People: The survey was available online via the council's website, with paper copies in libraries, life centres, and by request. An easy-read version was also provided. The consultation was promoted through the Citizens' Panel, Residents' Bulletin, Staff Bulletin, Town and Community Councils, social media, and local media outlets.

Key Findings

Your Local Area and Community

- 61.1% agree that people in their local area get on well and help each other
- 50.3% feel part of their local area (27.8% were neutral or answered 'don't know')
- 42.8% agree that people pull together to improve the local area (28.9% were neutral or answered 'don't know')
- 53.2% say air quality is good (28.7% were neutral or answered 'don't know')
- 61.9% say there are enough green spaces in their local area
- 75.1% feel safe during the day and 46.5% feel safe after dark

DID YOU KNOW?

- Improvement works have been completed on Park Street to get air quality in line with national targets by 2026
- Grants have been given to local businesses to support the recovery of town centres through the UK Shared Prosperity Fund (SPF)
- Nine sites have been awarded a Keep Wales Tidy Green Flag Award this year for their excellent visitor facilities, high environmental standards, and high-quality green spaces
- Bridgend County Borough is home to Wales' first Crimestoppers Zone in Wildmill to encourage residents to use the charity's unique crime reporting service

Your Local Council

People were generally quite positive about their interactions with the council. Most respondents feel that key interactions with the council are easy -

- 94.6% think it is easy to pay council tax
- 62% think it is easy to order or replace bins
- 73.8% think it is easy to apply for school spaces

Across all authorities using this national residents survey, answers to questions about satisfaction or dissatisfaction with specific council services are not very positive. Overall, a lot of respondents used the neutral category or responded 'don't know' to these questions. For this reason, we outline the level of **dissatisfaction** with each council service below -

- Education Services: 27.7% dissatisfied
- Social Services: 32.8% dissatisfied
- Leisure, Cultural and Tourism: 33.8% dissatisfied
- Housing Services: 35% dissatisfied
- Planning and Building Control: 43.8% dissatisfied
- Waste Management: 45.8% dissatisfied

DID YOU KNOW?

- Our Empty Homes Strategy is bringing vacant properties back into use
- We are providing more affordable housing as part of new developments in Porthcawl (Sandy Bay and Salt Lake), Maesteg (former Revlon site), Bridgend town (Sunnyside), Tondu and Parc Llangewydd
- Maesteg Town Hall has had a multi-million-pound redevelopment project delivered by the council and its partners at Awen Cultural Trust
- The Grand Pavilion, Porthcawl is being redeveloped, preserving the building's unique heritage and extending the arts, culture, and heritage offer
- We have been named the best performing local authority in Wales for recycling, with a recycling rate of 73%
- Care In Wales found that the council has made 'sustained and timely improvements' in its Children Social Services
- Corneli and Afon Y Felin primary schools will soon be replaced with an all-new, state of the art modern English-medium primary school featuring a two-form entry system for almost 500 pupils, a 60-place nursery, a 15-place resource centre for pupils with additional learning needs, a playing field, a multi-use games area and more
- Welsh-medium primary school Ysgol y Ferch o'r Sgêr will expand to become a two-form entry school, with space for 420 pupils, a 60-place Welsh-medium nursery and facilities such as a playing field and multi-use games area

How Bridgend Compares

When compared to other Welsh councils that took part in the same survey, Bridgend's results are broadly similar. Levels of satisfaction, trust, and perceptions of safety fall within the ranges reported elsewhere, suggesting these challenges are shared across Wales, not unique to Bridgend.

What We're Doing About It

Based on your feedback, we're focusing our improvement efforts on:

Understanding the Results

This survey was open to everyone, and responses were self-selecting therefore the results show what residents who chose to take part think. Even so, the survey gives us valuable insights into what matters most which we have made our baseline - we'll track improvements over time.

What Happens Next

Your feedback is already shaping:

- Improvements in services where satisfaction is lower
- Work with partners to improve services
- Better communication about our performance

In the New Year, we will be consulting on our transformation plan for Bridgend 2040.

Thank You!

Thank you to the 3,038 residents who took part. Your feedback is vital in helping us build a stronger, safer, and more connected Bridgend.

This isn't just about collecting your views - it's about acting on them and building on what's already working well.

Contact Us:

Questions about this survey or want to get more involved?

Phone: 01656 643643

Email: consultation@bridgend.gov.uk

Website: www.bridgend.gov.uk

Follow Us:

- Facebook: @BridgendCBC
- Twitter/X: @BridgendCBC

Sign up for our residents bulletin: www.bridgend.gov.uk/residents-bulletin

Data Protection and Confidentiality

We comply with all legislation governing the protection of personal information, including the Data Protection Act 2018 and UK GDPR. Personal information supplied to Bridgend County Borough Council remains strictly confidential and was only shared with Data Cymru for the purposes of this survey.