



monmouthshire
sir fynwy

Monmouthshire Residents Survey 2024

**Your views about
living in Monmouthshire**



Monmouthshire Residents Survey 2024



Introduction

We conducted a residents survey to hear from you about living in Monmouthshire, your experience of your local area, your views on the council's services, and how we can improve things to make Monmouthshire an even better place to live.

The survey was hosted by Data Cymru as part of their National Residents Survey, designed to support local councils in increasing their understanding of performance and perception. The survey was open to residents between 13 September and 31 October 2024. It asked a range of questions about the quality of the local environment and your satisfaction with the council's services. This is the first time the survey has been undertaken and will be used as a baseline to inform how we aim to improve over time.

The survey was promoted across the council's website, social media and in council buildings, with printable copies also available. Thanks to the engagement and support of residents across the county, 1,465 responses were received to the survey.

Supported by Data Cymru, we have analysed the survey results and set out within this report what respondents said about their local area, the council and their interactions with the council. The evidence from the survey provides us with a fuller picture of how people feel in the county and your valuable feedback will help inform our services.

We remain committed to working with communities and businesses to improve things and make Monmouthshire an even better place to live. If you would like any more information about the council's plans, please visit <https://www.monmouthshire.gov.uk/improvement/>

About the Respondents

A total of 1,465 responses to the survey were received. Respondents could choose which questions they answered, and therefore, specific response rates varied by question.

The survey asked further questions to understand other key demographics of respondents. This shows:

- 61% of respondents were female, 32% were male and 7% preferred not to say.
- The age group with the highest respondents (26.9%) was 55 to 64, with the fewest responses (0.7%) received from people aged 85 and over.

It is important to acknowledge that the survey has limitations and these are considered when interpreting the data. The survey relies upon the respondent providing accurate information and responses. The analysis of these is based on the opinions of those who replied.

Monmouthshire Residents Survey 2024

About Your Local Area



Respondents were asked questions about their local area, which is defined as within a 15 minute walk from their home for the purposes of this survey. The results show:

- 72% of respondents felt very or fairly satisfied with their local area as a place to live.
- 78% of people agreed that people in their local area get on well and help each other.
- 64% of people agreed that people in their local area pull together to improve the local area.
- 67% of people felt part of their local area.
- 51% of people felt their local area is well looked after.
- 59% of people agreed their local area has a clean environment.
- 64% of people agreed air quality in their local area is good.
- 73% of people felt there are enough green spaces in their local area.
- 90% of respondents felt safe in their local area during the day, while 66% felt safe after dark.
- 88% of respondents would recommend Monmouthshire as a place to live.

**Your views about
living in Monmouthshire**

Monmouthshire Residents Survey 2024



A breakdown of people’s responses about their local area and their feelings about the place they live are shown in figure 1 below.

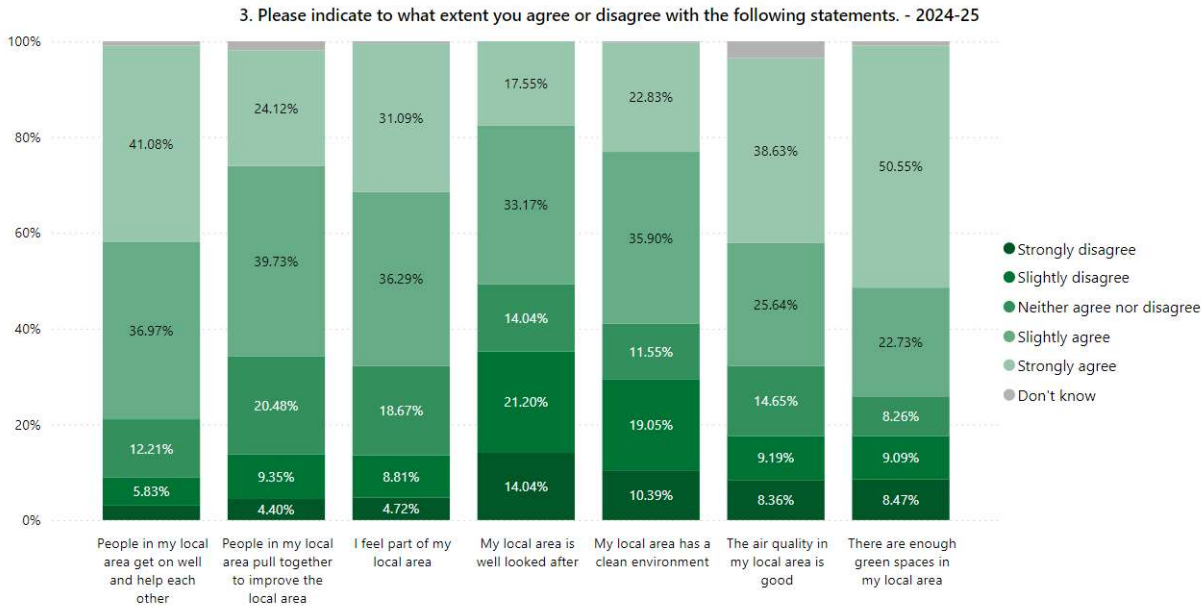


Figure 1: Feelings on local area

Base: 1,460

What have we learnt

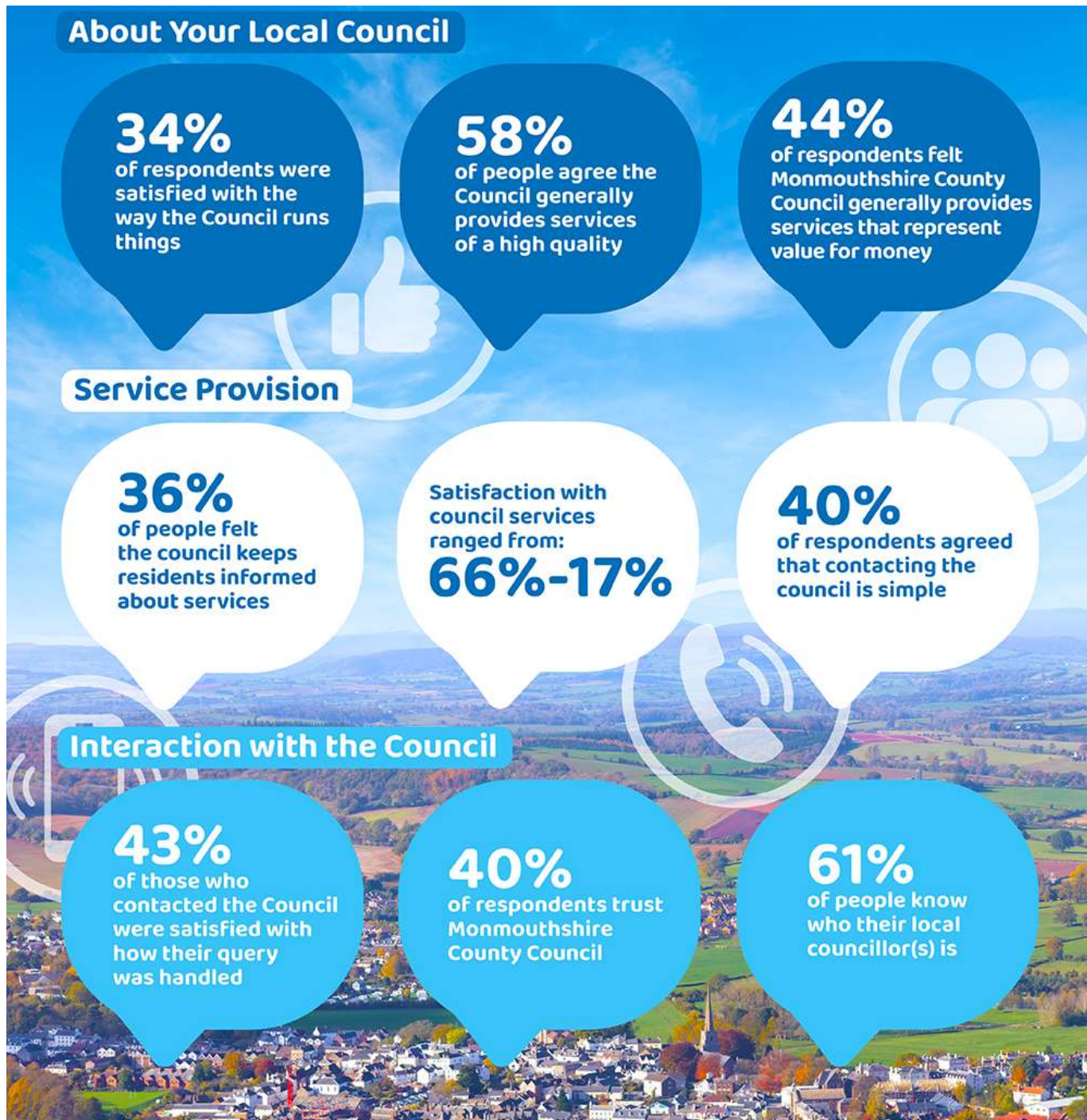
The responses show that residents are satisfied with their local area as a place to live, assist each other in their communities and support their local place in Monmouthshire. We know this isn’t always the case for everyone, and we are focused on our objective in the Council’s Community and Corporate Plan to make Monmouthshire a Fair Place to live where the effects of inequality and poverty have been reduced.

Overall, a significant majority of respondents felt safe in the day, with most feeling safe at night, although fewer than in the day. Feelings of safety varied by age and place. We are focused on delivering our objective for Monmouthshire to be a safe place to live where people have a home and community where they feel secure.

Those younger people who responded to the survey reported lower levels of satisfaction with Monmouthshire as a place to live. The council’s deposit Replacement Local Development Plan identifies this as one of its key issues, ensuring our communities are socially and economically sustainable by providing accessible places to live and work and a choice and range of homes to retain and attract younger people and rebalance our ageing demography. The response rate to the survey was also lower in the younger age groups. We continue to focus on strengthening our engagement with young people.

Monmouthshire Residents Survey 2024

About Your Local Council



**Your views about
living in Monmouthshire**

Monmouthshire Residents Survey 2024



We asked questions about the council to understand people's views on local service delivery, democratic representation and strategic leadership.

The results about the council show:

- 34% of respondents were very or fairly satisfied with the way the council runs things, while 42% were very or fairly dissatisfied
- 58% of people responded with a great deal or a fair amount to the statement the council generally provides services of a high quality.
- 44% of respondents felt Monmouthshire County Council generally provides services that represent value for money.
- 25% of people agreed that generally residents' views are taken into account when making decisions.
- 27% of respondents think the council generally acts on the concerns of local residents.

People were asked to indicate how much they agreed with statements about the council to gain better insight into how people perceive the council runs things. The responses are broken down in figure 2.

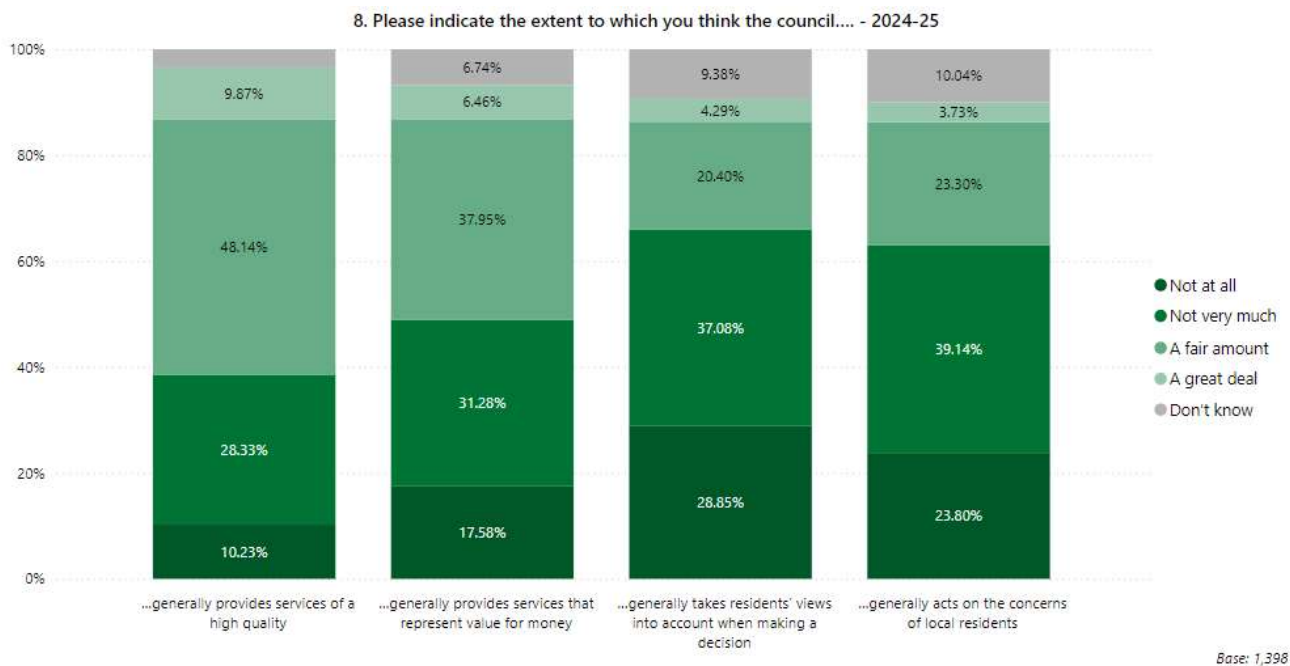


Figure 2: How the Council run things

Monmouthshire Residents Survey 2024



Questions were also asked about people's satisfaction with particular council services, responses are shown in figure 3:

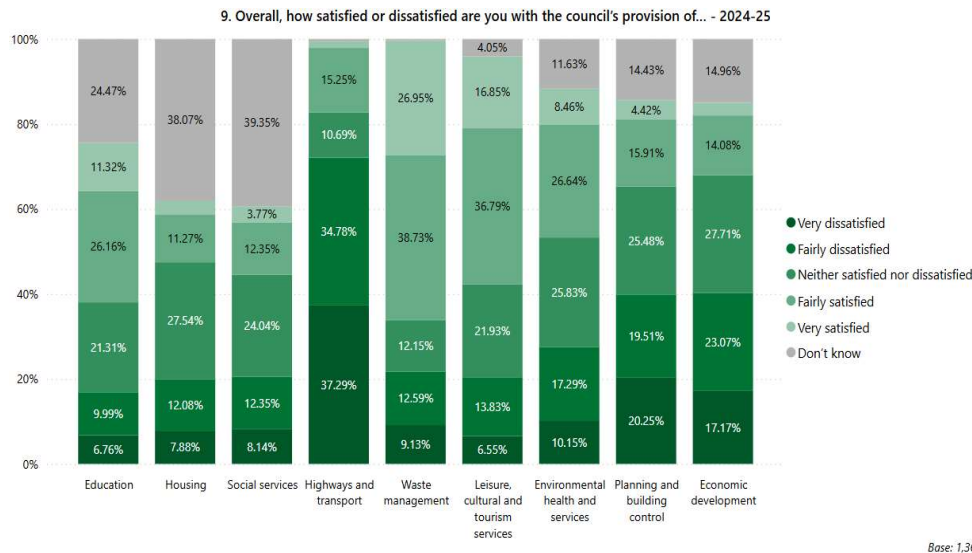


Figure 3: Satisfaction with services

We have also analysed responses to this question with 'Don't know' replies removed, which made up a large number of responses for some service areas, to allow a further comparison of satisfaction across services based on respondents who expressed a view:

- 50% were satisfied with education services
- 23% of respondents were satisfied with housing services
- 27% of people were satisfied with social services
- 17% of respondents were satisfied with highways and transport
- 66% were satisfied with waste management
- 56% of people expressed satisfaction with leisure, cultural and tourism services
- 40% of people were satisfied with environmental health and services
- 24% expressed satisfaction with planning and building control services
- 20% of respondents were satisfied with economic development services

Based on responses where a definite opinion was expressed, the range of responses is shown in figure 4:

Monmouthshire Residents Survey 2024

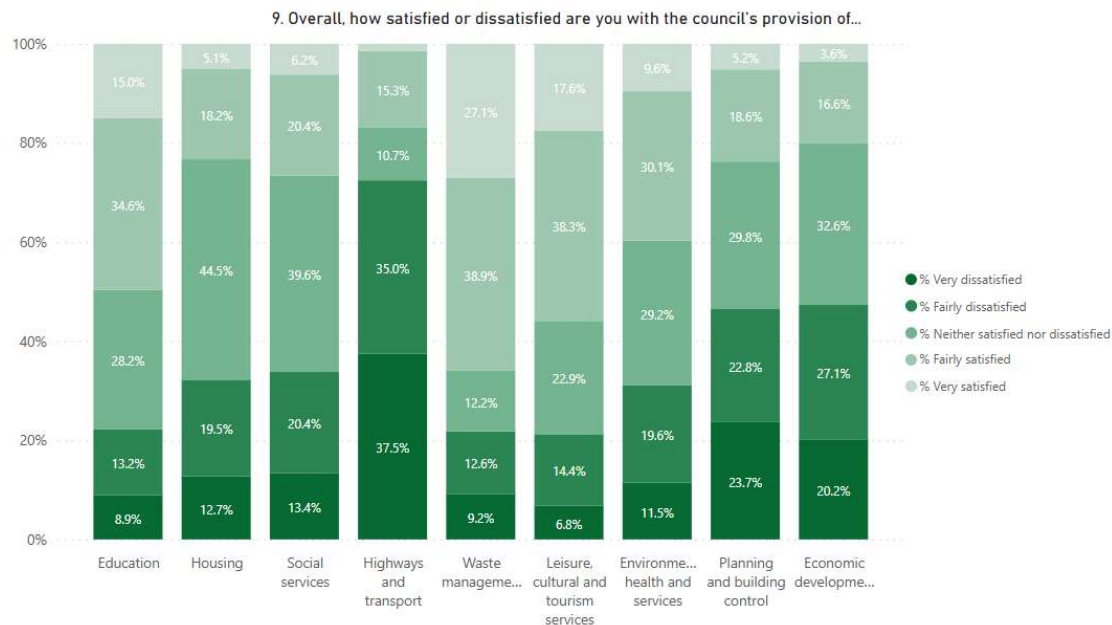


Figure 4: Satisfaction with services

Interaction with the Council

We asked questions to understand respondents' opinions on their interactions with the council. The responses show:

- 36% of respondents felt the council keeps residents very or fairly well informed about the services and benefits it provides, while 59% feel not very well informed or not well informed.
- 40% of respondents agreed that contacting the council is simple.
- 41% felt that accessing up to date information about council services is easy.
- 41% agreed that council staff are friendly and approachable, although 18% were unable to provide a view.
- 18% of people felt the council lets people know how it is performing.
- 83% of people felt that council services are always available to them in their preferred language and 68% in an accessible format.
- 68% of all respondents report attempting to contact Monmouthshire County Council in the last 12 months. The three most commonly reported methods of contacting the council were by online form, phone and email.
- 43% of those who contacted the council were satisfied with how their query was handled while 39% were not.
- Just over half (50.2%) of respondents knew of council meetings that the public can attend.
- 40% of respondents report they trust Monmouthshire County Council a great deal or a fair amount, while 53% state not very much or not at all.

A more detailed breakdown of responses to questions relating to contacting the council and accessing information about the council is shown below in figure 5:

Monmouthshire Residents Survey 2024

11. Please indicate the extent to which you agree or disagree with the below statements: -
2024-25

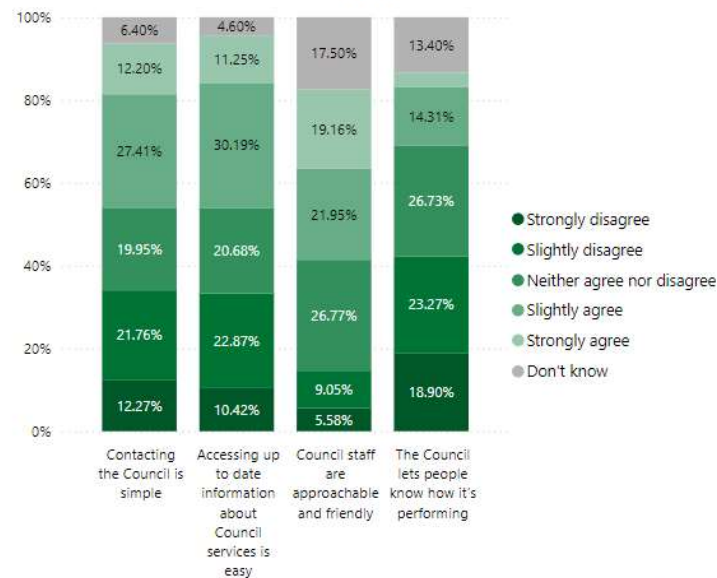


Figure 5: Interactions with the Council

The survey also asked how easy or difficult it is to navigate certain council processes. As many respondents felt some processes did not apply to them, these responses have been removed from the overall percentages to compare processes. The responses show:

- 94% of those who expressed an opinion felt paying council tax is easy
- 82% of those answering felt paying business rates is easy
- 65% of people feel making waste and recycling centre bookings is easy
- 68% of respondents find requesting new / replacement bins easy
- 59% of respondents find making or commenting on a planning application easy
- 87% feel it is easy to apply for a school place
- 55% of people find reporting a pothole easy
- 61% of people find it is easy to report fly tipping

A more detailed breakdown is provided in figure 6 below.

Monmouthshire Residents Survey 2024

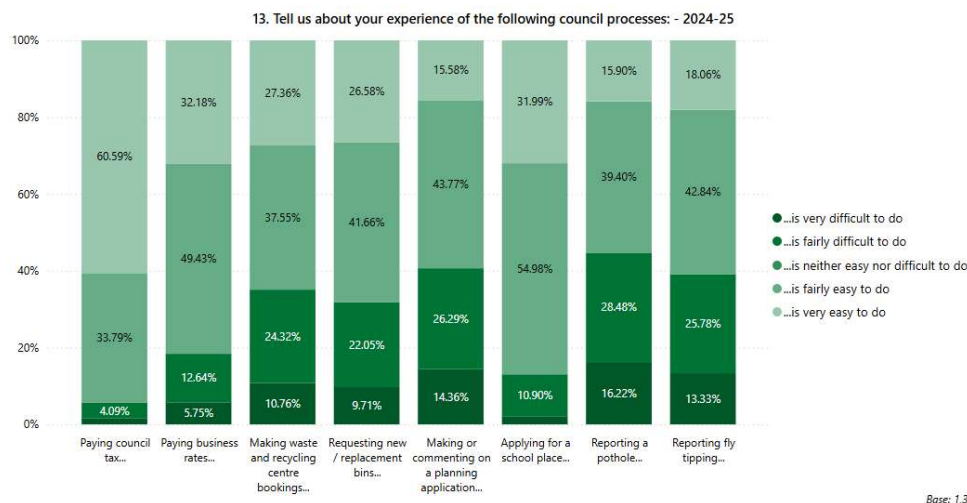


Figure 6: Ease of using Council processes

About Your Local Councillor

The final opinions gathered are in relation to people's understanding of the role of local councillors and whether they know who their local councillor(s) is.

- 22% of people responding are aware of all the responsibilities of local councillors, 62% are aware of some of the responsibilities and 16% none.
- 61% of respondents know who their local councillor(s) is while 39% do not.

What have we learnt

Overall, fewer than half of the respondents were satisfied with how the council operates, its communication methods, and the level of trust they felt toward the council. The council's core values are Teamwork, Openness, Fairness, Flexibility, and Kindness. We are dedicated to upholding these values in the delivery of our services, and the survey responses highlight the importance of consistently reflecting these principles in all the council's activities.

Slightly more than half of respondents felt the council provides high quality services, with satisfaction varying by services from higher levels in waste management to lower levels in other service areas. Respondents reported generally higher satisfaction levels with their experience of specific council processes, such as making payments and requests.

The Council's Community and Corporate Plan sets the objectives we are trying to achieve to deliver our outcomes for the county and improve services. We have a framework to review the performance of all our services. We aim to strengthen how we use residents and services users' views when assessing our

Monmouthshire Residents Survey 2024



performance. Service areas will use the responses from this survey to inform their planning and evaluate their performance against the objectives we have set in the plan.

**Your views about
living in Monmouthshire**