



### **BRIDGEND TOWN COUNCIL COMMUNITY SURVEY MARCH 2021 – REPORT ANALYSIS**

In March 2021 a short survey was sent out to residents in the wards of Morfa, Oldcastle and Newcastle to ascertain which services and facilities currently provided by BTC are the most important to local residents, and to identify where there is a need for improvement.

The survey received 122 responses giving an approximate 1.8% response rate from the 6645 households within the wards of Morfa, Oldcastle and Newcastle. A total of 90 surveys were completed in paper form and returned to the local shops via the BTC collection boxes and 32 were completed online.

**Question 1 - The list below includes a selection of services provided by Bridgend Town Council. Please tick the box that best matches your opinion.**

Below are the responses shown as a percentage:

<b>Service</b>	<b>Would like to see more</b>	<b>Would like to keep the same</b>	<b>Would like to see less</b>	<b>Not required at all</b>
Provision of floral displays in the town centre and wards e.g. hanging baskets and flower towers	50%	41.5%	2.5%	5.9%
Dog Waste Bin Collection Service	75.4%	23.7%	0%	0.8%
Outdoor maintenance of public recreational areas e.g. graffiti removal, footpath maintenance & litter picking	80.7%	19.3%	0%	0%
Maintenance of street furniture e.g. litter bins, benches, bus shelters, notice boards and telephone kiosks	69.2%	29.9%	0.9%	0%
Town Centre Events such as Wartime Bridgend, Light Festival and Christmas	49.6%	39.3%	6.8%	4.3%
Maintenance of the War Memorial and provision of military events such as Armed Forces Day and annual Remembrance events	37%	58.8%	3.4%	0.8%

Christmas Lights in the Town Centre	44.5%	47.9%	6.7%	0.8%
Provision of community spaces for groups to meet	47.5%	47.5%	2.5%	2.5%
Art, Culture and language classes e.g. Painting, print making, textiles, Welsh, French and Spanish	44.6%	47.3%	4.5%	3.6%
Fitness and Wellbeing classes	42.5%	49.6%	3.5%	4.4%
Local history and heritage activities	46%	49.6%	0.9%	3.5%
Community Exhibitions	34.5%	54.5%	3.6%	7.3%
Provision of a Blue Plaque scheme to commemorate notable people, places and events within the wards	41.6%	43.4%	5.3%	9.7%
Provision of community allotments	53.9%	40.9%	2.6%	2.6%
Tree planting and wildflower schemes	83.1%	14.4%	1.7%	0.8%
Tourism initiatives	62.8%	31.9%	0.9%	4.4%

Whilst residents highlighted that they would like to see more or at least the same across all services and facilities provided by BTC, there is a clear demand for more of the following services:

- Dog waste bin collection services
- Outdoor maintenance of public recreational areas e.g. graffiti removal, footpath maintenance & litter picking,
- Maintenance of street furniture e.g. litter bins, benches, bus shelters, notice boards and telephone kiosks
- Tree planting and wildflower schemes
- Tourism initiatives

**Question 2. If you have ticked 'Would like to see more' for any service, please suggest locations or provide further details.**

Below is an overview of the key comments in relation to the areas where residents want more of this service.

### **Dog Bins**

75.4% wanted more of this service. Residents specified they would like more dog bins in the following locations:

- Along cycle paths
- Cefn Glas/Bryntirion
- West Road areas
- Newcastle Hill
- Town Centre
- Newbridge Fields
- Waterton sites
- cycle track / footpath at Wildmill and in and around Glanrhyd Hospital

Residents stated that dog waste and litter gave Bridgend a 'dirty' look and that bins are very often overflowing.

### **Maintenance**

80.7% wanted more of this service. Residents identified the following areas that needed attention:

- Brambles need to be cut back on the brook running along Heol y Nant Cefn Glas
- Clear the litter either side of the steps from Newcastle Hill to Tondu Road.
- Morfa ward (Wildmill) footpaths and litter a problem.
- More benches in town.

From the responses litter is a general problem throughout the wards. Bins and litter came up in several comments made by residents who identified that bins needed to be bigger and emptied more frequently which is not the remit of BTC. One resident suggested that they would like the council to pro-actively encourage and organise community volunteers to contribute to this work. Some residents also suggested litter fines.

### **Regeneration**

69.2% wanted more Maintenance of street furniture e.g. litter bins, benches, bus shelters, notice boards and telephone kiosks. Comments went beyond this and residents commented on the state of the infrastructure in the town centre with the general feel from residents that Bridgend looks run down and in need of regeneration. Residents commented on the state of the empty buildings with one resident stating they do not come into town because of "it's dirty state. Very scabby shop fronts and lack of shopping facilities." The empty buildings and regeneration on the scale suggested is not in the remit of BTC and the suggestions and comments will be passed to BCBC.

Suggestions from the residents include:

- Make the town centre more community based by utilising the empty buildings as meeting places
- Decorate empty buildings. Use local artists or artwork on the inside of empty shops etc. posters, pop up shops, cafes. Involve youngsters in painting/graffiti type painting on empty shop fronts enabling to brighten up the town centre
- Pressure BCBC to do something about the empty dilapidated buildings
- Identify buildings in Bridgend's historic core and in regeneration focus on mixed domestic, small, local shopping with community space. Use this identity to improve potential for visitors / tourism, community engagement and attractive living spaces.
- Local History Museum in town
- Free car parks

### **Wildflower / Tree Planting**

83.1% wanted to see more wildflower and tree planting throughout the wards. Residents suggested the following:

- Tree and wildflower planting in Newbridge Fields and Parc Woods
- Involve the local community in wildflower and tree planting
- Wild seeds on road verges would save on cutting grass, footpaths are often overgrown by trees and brambles making it difficult to use them.
- Form a committee and advertise for people who would be interested
- Trees along bypasses
- Tree planting in Caroline Street and Adare Street (within the Town Centre)

Tree planting and wildflower planting is very close to the community's heart and projects and partnership working with other agencies may be a way of connecting the residents with such projects.

## **Tourism Initiative**

62.8% wanted more tourism initiatives. Suggestions for these are as follows:

- Bimonthly Farmers market.
- More events in the town centre – such as live music, themed events for all ages, Military events - we should award the Freedom of the Town to the Welsh Guards and Royal Navy due to connections with HMS Urge and many Welsh Guardsmen being from Bridgend.
- More hotels
- Tourist information centre in the town centre.
- Focus on St John's House and Newcastle Hill.
- Promote local countryside, coastline and Hut 9 Bridgend's POW Camp. Unique wartime feature and history. Make Hut 9 a permanent museum.
- Better promotion more leaflets, info online websites for local attractions, especially our heritage and history. Better signposting on walks etc
- More tourism activities and green areas in Bridgend Town Centre to bring more people to town centre.

Many of the comments again fall beyond BTC's remit but will be passed to BCBC. Residents are very keen to improve the appeal of the area to tourists and promote all the positive attractions Bridgend has to offer locally.

To read full comments please see appendix one which details all 78 response to question 2.

### **Question 3. What new projects, service or ideas would you like the Town Council to consider for the future?**

To summarise the residents key themes for projects were:

- Town Centre Regeneration – de – pedestrianisation, regeneration of dilapidated buildings, make Bridgend more attractive
- Improvements to facilities – increasing and improving benches, Litter prevention/maintenance
- Initiatives for young people – careers advice and support for graduates, community clubs for young people, more play areas, skate parks, family fun days and teenage activities, youth activities and engagement needed
- Arts and events – arts festival, live concerts, more welcoming interior of Carnegie House for concerts and events, craft/ vintage/book festivals, antiques fayres, Hut 9 permanent wartime museum providing all year round tourist attraction which could also support town centre events. Why not have Bridgend Great Escape event every year?
- Newbridge Fields – garden area with benches, skate park, small football parks (5 aside) outdoor basketball courts. Dog parks, picnic areas. Gardens especially in already existing parks, coffee shop/kiosk

Many of the projects suggested would fall under BCBC. Suggestions for maintenance, events and improvements to our venue are something BTC could do.

To read full comments please see appendix two which details all 52 responses to question 3.

### **Question 4. The Town Council offer a range of activities at Carnegie House in Wyndham Street. Which of these activities have you attended?**

Below are the responses shown as a percentage:

	<b>Regularly</b> 1-2 times a month	<b>Occasionally</b> A few times a year	<b>Never</b>	<b>Unaware of these activities</b>
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Adult art, craft or wellbeing classes at Carnegie House	15.6%	13.8%	45%	25.7%
Free Children's Weekly Activities e.g. circus, samba and art	12%	15.7%	49.1%	23.1%
Free Children's School Holiday Activities e.g. Easter, lantern making, circus, samba and art	16%	14.2%	48.1%	21.7%
Community event or exhibitions at Carnegie House	13.6%	46.4%	18.2%	21.8%

More than half of the residents surveyed have attended a community event or exhibition at Carnegie House at least a few times per year.

Classes and free children's events have been less well attended by those residents surveyed with around 21 – 25% being unaware of any of these activities. Bridgend Town Council currently promote activities in the following ways:

- Adverts in local publications
- posters throughout the town, posters and banners outside CH
- A programme of events delivered to residents within the wards
- BTC social media pages and websites

The development of the recent newsletter and redevelopment of the website will hopefully ensure all residents are aware of all activities and events moving forward. This has highlighted the need for better PR and communication with our residents.

**Question 5. Which of the following events/projects have you or your family visited or participated in?**

Below are the responses shown as a percentage:

Event/Project	Regularly	Occasionally	Never
Wartime Bridgend Town Centre Event	39.5%	46.5%	14%
Who is Bridgend? Project	7.6%	19%	73%
Festival of Light Project and Event	21.1%	34.9%	43.4%
Children's Remembrance Parade & Service (Saturday event)	20.4%	25.2%	54.4%
Annual Remembrance Sunday Parade and Service at Town Centre War Memorial	45.1%	36.3%	18.6%
Christmas Events in the Town Centre	48.2%	41.1%	10.7%
Santa's Grotto at Carnegie House	18.7%	19.6%	61.7%
Town Centre Heritage Walkway	21.3%	34.3%	44.4%

From the residents surveyed you can conclude that larger, seasonal and military events have the greatest attendees. The data suggests our smaller arts grant funded events and projects are not so well attended from those within our wards. However, data does not reflect the numbers we work with from local schools and local children who are all key participants in terms of engagement for these projects.

**Question 6. On a scale of 1-10 (10 being the highest), how do you rate the services and activities provided by Bridgend Town Council?**

Below is a breakdown of participants scores for how highly they rate the services:

scale	1	2	3	4	5	6	7	8	9	10
<b>Residents scores</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>25</b>	<b>23</b>	<b>5</b>	<b>1</b>

The average score is 6.15, however looking at the responses throughout the survey many of the residents are still not clear as to what the remit of BTC is in terms of delivering services. Therefore, we are being judged against services we are not responsible for.

**Question 7. If your score is below 6 please tell us how we can offer more services to better meet your expectations.**

A summary of resident’s suggestions for improvements are below, this illustrates that many of services they want us to improve largely do not fall under BTC:

- Resolve antisocial behaviour in the town
- More leisure facilities
- De-pedestrianisation
- Better transportation
- Free parking
- Resolve empty dilapidated buildings
- Cleaner tidier streets
- More PR and communication
- More consultation with local residents
- More activities for teenagers

Residents have highlighted the need for much better PR and marketing from BTC for events and the need to consult more with the community.

To read full comments please see appendix three which details all 41 responses to question 7.

**Question 8. Please tell us what age group you are in:**

Under 18	1
19-25	2
26- 34	9
35 - 44	13
45-54	20
55-64	28
65 -74	25
75-84	18
85+	5

The residents surveyed had at least one person per age category represented with the majority falling between 45 - 84.

**Question 9. Please let us know which ward you live in. If you are unsure you can fill in your postcode.**

Morfa	<b>34</b>
Newcastle	<b>47</b>
Oldcastle	<b>31</b>
Unknown (Please provide postcode)	<b>12</b>

Residents surveyed showed a fairly even response rate throughout the wards.

**Question 10. What is the preferred language in your household?**

English	<b>98%</b>
Welsh	<b>3%</b>
Other (Please specify)	

**Residents surveyed had a preference for English with only 3% surveyed as having Welsh as a preference.**

To view the statistics and survey information please follow the link below:

<https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3Drtq3RqsH4k2zL0xUtDSm5S8dZk2GBMRJpPhg3SwKLD1UNkJJMUpNV0UxN09LTk1NNDhERVVQU0tUVS4u>

**Recommendations**

From the survey results BTC could do the following to respond to the needs of the local residents within their wards:

- Communicate more effectively, increase PR and information – BTC are taking steps towards this with the community newsletter and new website. It is clear we need to consult and inform our residents more to set expectations, define the remit of the Council and deliver what the residents want within BTC’s remit. Hopefully with better engagement we will get a greater response to future surveys and community feedback to create a positive relationship.
- More maintenance and dog bins within the wards. The maintenance of the wards is of high importance to our residents who have identified issues with the current provision of dog bins. Litter and benches also rank high as important areas for improvement.
- Wildflower and tree planting initiatives are also a high priority to the residents who responded. This is something BTC could work with other agencies and BCBC to deliver.
- Regeneration and general improvement of the town is very important to residents, improving tourism and vibrancy within the town. BTC has a limited remit here and comments need to be passed to BCBC.
- Listen to what the residents want in terms of events within the town.

BTC will provide a summary of the survey findings in the next July Newsletter to show we are listening to the residents. We will also share the report with BCBC and pass on residents' comments. The newsletter is an effective way to reach the community who aren't online and ensure all residents have access to information.

Please see appendices one to three with full resident responses below.

### **Appendix One - Question 2 Full Responses**

If you have ticked 'Would like to see more' for any service, please suggest locations or provide further details.

#### **Wildflower / Tree Planting**

- Wildflower planting on verges.
- Newbridge Fields for trees.
- Involve local community in wildflower and tree planting around area would be a good idea.
- Wild seeds on road verges would save on cutting grass, footpaths are often overgrown by trees and brambles making it difficult to use them.
- Tree planting is a good idea, maybe form a committee and advertise for people who would be interested.
- Tree planting and wildflowers - Newbridge Fields and Parc Woods.
- Trees: I live in Sunnyside and it would be a very good idea to put trees along the bypass towards the lights on our side. This would not only be scenic but would help with the pollution from all the cars that wait at the lights and pump out all their pollution while there which causes major problems for asthma and COPD sufferers. It's already established that Park Street near the lights is very polluted. It's worse at the lights near Sunnyside, because cars wait longer.
- Every available land, including Newbridge Fields.
- Planting trees in Adare St would make a difference to its appearance.
- The tree planting is all very good for the environment but the trees are allowed to grow wild, overtaken by blackberries and a magnet for fly tipping.
- More Flowers on A48 Roundabout.
- Tree planting in Caroline Street and Adare Street.
- More wildflower schemes, roundabouts, anywhere would be good.
- More tree planting in open spaces and greater biodiversity in grassed areas.
- Tree planting etc - wasted in industrial areas but Waterton has lots of space. Tourism - no ideas.
- Wildflowers - verges and roundabouts. Stop mowing. See Plant life - join scheme to have a policy to wildflower
- Would like more trees - Waterton estate and roundabouts.
- More trees please in Newbridge Fields, indeed everywhere. Why didn't they plant trees in Nolton Street, I am sure I saw them on the plans?
- Tree planting would be lovely anywhere...perhaps on green spaces on the Tondu Road.
- Tree planting etc - wherever you can.
- Wildflowers - alongside dual carriageway and appropriate areas.
- Tree planting and wildflower schemes - anywhere possible.
- Tree planting and Wildflowers - Newbridge Fields and Roundabouts in the area.
- Tree planting and Wildflowers - the more the better - let's seed the verges etc.
- Trees planted in the town itself.

#### **Dog Waste Bins**

- We need more dog waste bins along the cycle paths as they are popular with dog walkers. If there were more bins, there would be less doggy bags in the trees and undergrowth.



- Dog poo bins needed Cefn Glas/Bryntirion, West Road areas. Wild flowers on grass verges on entering Cefn Glas.
- Dog waste bins need more pretty much everywhere.
- Please, please, please can we have more dog litter bins in Newcastle Hill area.
- More dog waste bins anywhere in Bridgend. A must have is more dog waste bins in streets in Cefn Glas. The only bins in Cefn Glas are outside Spar and Heol y Nant. This is not acceptable.
- Providing dog waste and refuse bins would help with litter management, Broadlands has very few bins particularly on the Laleston side, people end up littering because the few bins that are provided are overfilled.
- More dog bins around town.
- Dog Waste is still a problem. More dog waste bins.
- I would like to see dog waste bins around Waterton sites. Doggie bags are often left on grass verges.
- More dog bins along the cycle track / footpath at Wildmill and in and around Glanrhyd Hospital. There are now lots more dog walkers using this area.
- There should be more dog waste bins on the streets, you sometimes have to walk miles to find one on a walk.
- Dog waste and litter give Bridgend a 'dirty' look.
- Dog waste - more bins in Newbridge Fields.
- Sometimes dog waste bins are overflowing
- Dog bins very often overflowing.

#### **Facilities Team / Maintenance**

- Brambles need to be cut back and brook running along Heol y Nant Cefn Glas needs to be cleared of bramble.
- I'd like the council to pro-actively encourage and organise community volunteers to contribute to this work.
- More dog bins but MORE importantly can the council clear the litter either side of the steps from Newcastle Hill to Tondu Road.
- Also involve youngsters in painting/graffiti type painting on empty shop fronts enabling to brighten up the town centre. This could help them feel part and have a stake of the community. If done well could encourage people to come into town to see the variety of what has been done.
- Litter problem. Introduce fines to the culprits
- Also more waste bins needed, bigger ones would be better and emptied more frequently. Fines for dropping litter, especially picking up of dog mess.
- Morfa ward (Wildmill) footpaths and litter a problem.
- Empty public bins more frequently in popular areas.
- More benches in town.

#### **Empty Buildings in Town Centre and Regeneration**

- Make the town centre more community based by utilising the empty buildings as meeting places.
- Some of the run down corners of the town need attention.
- Don't visit the town often mainly because of it's dirty state. Very scabby shop fronts and lack of shopping facilities.
- Empty buildings decorated. Use local artists or artwork on inside of empty shops etc. posters, pop up shops, cafes

- Pressure BCBC to do something about the empty dilapidated building!! It just needs a good clean up it looks awful. Remove run down buildings - until this can be done why would I want to go into Bridgend it needs massive investment not plants!
- Bridgend needs to capture and ????? a clear identify building on its historic core and in regeneration which will inevitably have to be focussed on mixed domestic, small, local shopping with community space. Use this identity to improve potential for visitors / tourism, community engagement and attractive living spaces.
- Bridgend is a lovely small town but it lack love and care.
- Local History Museum in town .
- Free car parks would encourage more people to shop in the town centre when able.

### Events

- Military Events - we should award the Freedom of the Town to the Welsh Guards and Royal Navy due to connections with HMS Urge and many Welsh Guardsmen being from Bridgend.
- Bimonthly Farmers market.
- More live music events.
- More pubs.
- Town centre, Recreation Centre, Carnegie House, Newbridge Fields.
- More music festivals
- Carnegie House for Fitness, Local History, Exhibitions.
- Restart Jazz concerts that used to take place in Grand Pavillion, Porthcawl. More street markets.
- More town events would be great, particularly musical themed events to suit all ages. There are not enough hotels for people to stay around the town centre.
- Events that bring people to the town centre could be really important to the rejuvenation of our struggling town.

### Tourism / Information Office

- Tourist information centre needed in the town centre.
- Every town in Ireland has it's Tourist Office which not only steers you to the beauty spots but arranges discount B&B rates. I don't know where Bridgend Tourist Office is!
- Tourism - St John's House and Newcastle.
- Regarding tourism - promote countryside, coastline and Hut 9 Bridgend's POW Camp. Unique wartime feature and history. Biggest ever prisoner escape and all recaptured! Make Hut 9 a permanent museum.
- When I speak to people who visit our area they are always so full of praise. We need to promote our area online to grab the attention of future visitors.
- More leaflets, info online websites for local attractions, especially our heritage and history. Better signposting on walks etc
- More tourism initiatives - more tourists will boost local economy
- Would like to see more tourism activities and green areas in Bridgend Town Centre to bring more people to town centre.

### Play Areas / Newbridge Fields

- There is not enough play areas for children!!! Especially the outdoor ones. We have such a big park (Newbridge Fields) but only one play area. On a warm day is very busy there. It would be ideal to have an outdoor play area but with a roof as it's raining most of the year.
- Newbridge fields and sand park very well used and facilities limited/beyond end of life.

- Please paint changing rooms and plant trees in front of it.
- Newbridge Fields needs the benches along the river fixed / replaced.

### **Allotments**

- Too many people on the waiting list for allotments.
- Newcastle (re more allotments)
- Allotments - not sure where but waiting for one and it seems so are 100 others.
- Allotments - I don't have enough local knowledge to say where, but I think they are very important for health, wellbeing, friendships and healthy food.
- More allotments - I understand there are many on the waiting list.

### **Blue Plaque**

- Blue plaque for the pre stressed bridge in Newbridge Fields opposite the tennis club.
- More blue plaques - great idea to make us aware of local history.

### **Floral Displays**

- It would be lovely to see more floral displays in the town centre and provision of extra benches.

### **Classes**

- Easy access to properties holding classes to enable all to attend. Use of CCTV, more walking Police presence.
- Art and languages etc only one course per year, can't there be more?

### **Christmas Lights**

- Xmas tree lights on Park Street coming into town.
- More effort with Christmas decorations

### **Miscellaneous**

- Yes, Bridgend is obsessed with housing development. Trying to cram as many people into this small town as physically possible (take a look at Robins Hill for example, place looks like slum housing all built on top of each other) but there's nothing to do once you get here. Unless you want to join 1 of 500 gyms. Give us more stuff to do.
- I believe the council needs to concentrate on the basics before providing funding for 'extras'.
- Since when has Town Council ever put wellbeing and fitness classes on in Bridgend. The state of this town health is shocking, Where is adult specific classes?
- Green spaces of any kind should be factored into all town planning building projects going forward. Campaign to encourage people with spending power back to the town centre with high quality specialist shops. Anything to promote high quality provision of the arts - theatre, literary events, art, music, film, dance. Regeneration of empty properties above shops (put pressure on relevant bodies).
- More fitness classes in Halo for people with health problems.
- More evening classes at the college?

- Language classes - online community council led Mental Wellbeing - post covid - huge demand.
- If you're building new town hall please don't make it hideous like so many other buildings you have built eh awful shed opposite church and Cae Court
- We need to promote Bridgend and engage with the community.
- There are a lot of artists and makers in Bridgend but no focal point. I'd love to see a permanent gallery and / or museum to help raise the profile of this.
- More of everything in Morfa ward.
- Don't spread the budget too thinly - focus on ideas that the maximum number of people will gain benefit from in the long term. Culture is important as is environmental protection and when carried out with the community and good partner organisations can be a force for change.
- All of the county please, with particular attention to the town centre and immediate vicinity as it has become a virtual "no go" area.
- I have no suggestions for locations sorry.
- Sharing visits to our town (Twin) France and Germany.
- Involve the public to help with any projects. Advertise this in places other than online.

### **Appendix Two - Question 3 Responses**

What new projects, service or ideas would you like the Town Council to consider for the future?

#### **Town Centre Regeneration**

- Stop wasting money by putting traffic lights on small roundabouts, reduce rent in the town centre to encourage small business as it's like a ghost town and compulsory purchase run down property or force owners to renovate as it encourages antisocial behaviour and looks a mess, Bridgend was at its peak in the 1990s I often shopped there then, it's now full of antisocial drunks/druggies and I no longer go there as I feel unsafe to do so.
- More clothes shops more pubs and restaurants.
- Consider opening the town centre back up to traffic, pedestrianising it seems to have killed the town.
- Bring the library back into the town centre. The elderly especially have lost out since it moved out of town. Too far for elderly for carrying books and shopping.
- Regeneration of whole town, where are the businesses we need instead of charity shops and pound shops.
- All of the above. Let's breathe life back into this crumbling town.
- Something needs to be done about the dilapidated state of the York Hotel. It's an eye sore. Whoever owns it should be made to sort it out and that applies to the rest of the empty shops.
- Making use of empty buildings which could be used for homeless people. Refurbish derelict buildings and make provision for musicians and bands to play. Nice Bistros. A place where families could go for entertainment. Bacchus has been closed for many years. The York Hotel is very rundown. Provision for small shops, lower business rates.
- Redevelop York Hotel and Market Street and Dunraven Hotel etc.
- Please get the owners of all the buildings to revamp, manage and maintain them. Most buildings in our town look dreadful.
- Remove loading bays on Dunraven Place. Let more outdoor alfresco dining, bring more green, flowers, cycle pods to town centre.
- Less rent for shops to open. Free car parks projects to bring people back into the town centre.
- Please do something about the signage on shops. Some of them are garish and such things make the town look tawdry and run down.
- Toilets

- Making the town centre look less scruffy. Rent free places to small businesses for a year. This has happened in the Midlands. Just get the town busy again.
- Focus on reinvigorating town centre.

### Facilities

- A few benches around Bridgend Town area.
- There is an area at the top of Cheltenham Terrace which is a green space that could benefit from some TLC and benches repaired and it would also be good to see an area there planted with wildflowers.
- More rubbish bins and dog bins. For back streets and alleyways to be kept clean and tidy.
- Making fly tipping in the street and issue to sort and trying to get people to stop using the litter bins for household use.
- Signs at the beginning of the cycle path and St Christopher's Road, Wildmill prohibiting motorcycles, quad bikes etc from riding on the path and the kick about field. Also restore football posts on this field.
- I sometimes pick litter up along the old black path e.g. the old tramway that runs about 60m adjacent to the cycle path at Wildmill - the council only do the field.
- Also invest on dog waste bins in streets. Brackla has quite a few, why not Cefn Glas.

### Initiatives for Young people

- Careers advice and support for graduates.
- Community Clubs for young people, regular music discos perhaps in local community hall.
- More: play areas, skate parks, fun days for families children and teenagers have to play on the carpark (the Bowling Centre - Recreation Centre Bridgend) when it's raining because there is nowhere else to go. Having 2 children myself I know how hard it is to entertain them especially in rainy weather.
- Updating and providing more safe children play areas.
- More youth centres - younger and older age groups.
- There is seemingly a gap for young teenagers to feel included and engaged around Bridgend. Free activities need to be available when parents cannot or will not provide enough stimulus, guidance and leadership.
- More youth activities and engagement.

### Cycle Paths

- Cycle path to Porthcawl.
- Stop ripping up the roads to make room for cycle paths, massive waste of money cyclists just use the road anyway. Direct the money instead to building paths where they are needed; Penyfai lanes, Coychurch Road from Longacres into the industrial estate.
- As more cycle / pedestrian pathways are being located in the area, could there be a way of getting more cyclists to have bells to warn people they are coming up from behind?

## Arts and Events

- More art projects and community arts programmes.
- ARTS FESTIVAL! Too much stuff about war.
- An art festival would be nice. All events seem to celebrate the past e.g. war. let's look to the future and discover Bridgend's potential and also discover Bridgend's talent!
- Arts festival. Use empty shops as temporary gallery space.
- More live concerts. Those in Carnegie House have a sterile atmosphere. It needs a design overhaul. Hopefully this will encourage a greater attendance.
- More craft/vintage fairs. Book/reading festivals. Musical events.
- More live music events, folk, jazz, soul, classical, rock, pop, wide variety.
- Music festivals eg Jazz Farmers Markets Antiques Fayres Brewery Field Open Air Concerts.

## Newbridge Fields

- Making parts of Newbridge Fields an area with flowers, benches to sit and have a break from work or a walk. Only sport is thought of, would be nice to have a garden like Cowbridge or Neath.
- Skate park, small football parks (5 aside) outdoor basketball courts. Dog parks, picnic areas. Gardens especially in already existing parks. Makes them more appealing for all the family.
- [www.plantlife.org.uk](http://www.plantlife.org.uk) Contacted council twice and councillors re above - no response!! Note ie BCBC
- Newbridge Fields - A coffee shop / kiosk in the park with outside seating would be of great benefit to all. Mums with children, pensioners, dog walkers. Would be a great focal point.

## Tourism

- Also consider better transportation to the beaches, we are a seaside town with huge possibilities for tourism but Bridgend and Porthcawl feel like two completely separate entities.
- Hut 9 to become unique and permanent wartime museum providing all year round tourist attraction which could also support town centre events. Why not have Bridgend Great Escape event every year?

## Refuse Collection

- Push Bridgend Council to provide services to help keep our area clean. Amenity sites without people having to queue for hours - leading some to fly tip. Refuse collection - so they don't leave some of it over the road for us to collect, textile collection - they won't collect closed bags, resulting in clothes tipping out onto the road, free green waste collection or paid service taking unlimited garden waste. Its these issues that lead to people 'dumping'.
- We would like to see a free garden rubbish service.

## Wildflower and Tree Planting – Green Initiatives

- Wild flower planting Flower displays entering the Bridgend/Porthcawl areas.

## Miscellaneous

- Swimming
- Why are there no buses to local train station. Steep hills at both entrances. Not for the elderly and disabled. Bys 303? deter (written exactly from form by DE)

- Air quality and pollution monitoring to inform future traffic management. Enforcement of speed limits could be assisted by regular surveys and 'camera' events on our roads, especially residential streets.
- A pedestrian light controlled crossing needs putting in by the Police Headquarters for people to safely cross the road from exiting the X2 bus service.
- Call meetings for the public to attend, involve us all. Decision make with us.

### **Appendix Three - Question 7 Responses**

If your score is below 6 please tell us how we can offer more services to better meet your expectations.

#### **Town Centre Regeneration**

- I feel vulnerable the town centre is a dump full of antisocial drunk drugged up individuals openly selling drugs, no way I would allow my children there.
- As above more clothes shops ,restaurants etc..
- Yeah direct more money into making this place a nice place to live and less into housing estates. What's the point in bringing all these people to live here when there's nothing to do when you get here. I know we have tons of fitness stuff everywhere but not a lot of good if you don't care about fitness. Where's the aquariums, the dog parks, petting zoos, you can clean out the river encourage people to use it for canoeing or rowing, build a nice lake somewhere scenic. Give people a reason to come to Bridgend. Like if I want to go play mini golf I go to Cardiff, if I want to have a pleasant evening with the missus drinking in nice bars I go to Cardiff, if I want to go to Techniquet, Cardiff. If I want to watch drug addicts and benefit scroungers fight outside the bus stop I go to Bridgend. See my point? Oh and please dear Lord someone change the way the budget works this "use it or lose it" method is terrible, you scrimp and save on pennies throughout the year and when it gets to the new financial year you panic and spend on unnecessary useless garbage like that fancy bridge opposite the council offices; nobody uses because there's a perfectly functioning pavement right next to it that leads to the same place. All because if you don't spend what's left in the "pot" they will cut it from next year's budget.
- Need to be in town centre for access.
- Bridgend needs to be better accessed. very difficult to nip into town. At night it's dreadful, needs better management for parking and access generally.
- Bus station run down looking. No access to train station transport.
- More profile for Bridgend - as a place of interest worth visiting!!
- Lower rates for shops. Free Parking. More subsidised classes for over 50s in Halo. Somewhere nice to visit at Newbridge Fields. RE Q4 - What is Heritage Walkway?
- Reduce rent in town centre. Open closed down shops - not all charity shops.
- The town needs upgrading due to the numerous empty shops and derelict buildings. Potential suggestions - could the Dunraven Hotel be used for the homeless. Bridgend Market - independent traders are needed there.
- More investment in Town Centre, more green areas for families. eliminate alcohol on street consumers (SIC) More outdoor restaurants and cafes.
- Bridgend is just grimmy (SIC), nothing to bring you into town to shop for. Cleaner streets
- Bridgend is a commuter town/area. Youth development, infrastructure, child support are king.
- I am old but the town I came to in 1961 was a lovely market town. This town has deteriorated.
- Do something about empty buildings Thank you for consulting us!
- Clean up Bridgend so people want to go there. Litter / Dirty.
- Get the town tidy and up and running.

## Communication with Public

- All events were lacking somewhat and usually for kids?
- More advertising in newsletters.
- Advertise these services beforehand please! We have occasionally caught the end of an event :-)
- More info around the town to upcoming events.
- I would like to see more engagement with the public. I would like to see a more positive interaction with the town and local residents, less reliance on criticising BCBC and more on promoting the positive work that councillors do themselves. If I hadn't read the newsletter that came through my door I wouldn't know who some of my town councillors are. I also am unaware what the spectrum of their responsibilities include, this information could be more transparent and increasingly promoted in our local communities.
- There needs to be more communication more than anything half the stuff provided people aren't aware of or only see 1-2 days before the event.
- Plan for future with less emphasis on 'The War'. All historical heritage is important. Regular consultation with residents re regeneration of dying town centre.
- More advertising on events for the elderly.

## Art and Culture

- ART, CULTURE, TOURISM, COMMUNITY!
- More in school holidays.
- Tried to attend art classes but over subscribed.
- A Disney themed weekend.

## Facilities for Young People

- Not enough for young people, especially ages 14-17. Also more dog waste bins, the amount of dog fouling is horrendous.
- Build more fun places for children in different age groups. An outdoor swimming pool would be great too.

## Miscellaneous

- Well done to Bridgend Town Council - doing a great job!!
- Wildmill recycling bags should be provided!!!!
- Easier disposal of non recyclable waste. I have a family of 6 and that equals more than 1 blue bag a week
- More to protect the environment.
- More trees / more green.
- Just because I don't attend doesn't mean I don't appreciate council organising events.
- Increased litter picking.
- RE Q8 - Newsletter should be bi-lingual not to discriminate against Welsh speakers- limited Welsh spoken in household.
- More awareness and free places for older people.
- Stop proposed women's refuge / prison / rehabilitation centre.
- I don't know a lot about the services so please disregard the score above.
- Involve the public, thank you :-)
- More facilities for the homeless.
- Town Council seem to have a very big mountain to climb.



- However scored a 2 as well because couldn't access the survey online without an ID name or number.