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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
Bridgend County Borough Council

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We welcome correspondence in Welsh. Please let us know if your language choice is Welsh.

Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate
Deialu uniongyrchol / Direct line /: 01656 643148 / 643147 / 643694
Gofynnwch am / Ask for: Gwasanaethau Democrataidd

Ein cyf / Our ref:
Eich cyf / Your ref:

Dyddiad/Date: Dydd Mawrth, 9 Chwefror 2021

Annwyl Cynghorydd,

FFORWM CYNGOR TREF A CHYMUNED

Cynhelir Cyfarfod Fforwm Cyngor Tref a Chymuned o bell trwy Microsoft Teams ar **Dydd Llun, 15 Chwefror 2021** am **16:00**.

AGENDA

1. Ymddiheuriadau am absenoldeb
   Derbyn ymddiheuriadau am absenoldeb gan Aelodau.

2. Datganiadau o fuddiant
   Derbyn datganiadau o ddiddordeb personol a rhagfarnol (os o gwbl) gan Aelodau / Swyddogion yn unol â darpariaethau'r Cod Ymddygiad Aelodau a fabwysiadwyd gan y Cyngor o 1 Medi 2008.

3. Cymeradwyaeth Cofnodion   3 - 8
   I dderbyn am gymeradwyaeth y Cofnodion cyfarfod y 26 10 20

4. Canlyniad yr Ymgynghoriad - Parod at y Dyfodol   9 - 80

5. Cynllun Meistr Canol Tref Pen-y-bont ar Ogwr) - Ymgysylltu a Chynghorau Tref a Chymuned   81 - 116

6. Bil Llywodraeth Leol ac Etholiadau (Cymru) 2021   117 - 136

7. Materion Brys
   I ystyried unrhyw eitemau o fusnes y, oherwydd amgylchiadau arbennig y cadeirydd o'r farn y dylid eu hystyried yn y cyfarfod fel mater o frys yn unol â Rhan 4 (pharagraff 4) o'r Rheolau Trefn y Cyngor yn y Cyfansoddiad.

Yn ddiffuant
K Watson
Prif Swyddog – Gwasanaethau Cyfreithiol, Adnoddau Dynol a Rheoleiddio

Nodyn: Sylwch: Yn sgil yr angen i gadw pellter cymdeithasol, ni fydd y cyfarfod hwn yn cael ei gynnal yn ei leoliad arferol. Yn hytrach, bydd hwn yn gyfarfod rhithwir a bydd Aelodau'r Cyngor a Swyddogion yn mynychu o bell. Bydd y cyfarfod yn cael ei recordio i'w ddarlledu ar wefan y Cyngor cyn gynted ag sy'n ymarferol ar ôl y cyfarfod. Os oes gennych unrhyw gwestiwn am hyn, cysylltwch â cabinet_committee@bridgend.gov.uk neu ffoniwch 01656 643147 / 643148.

Councillors:	Councillors	Councillors
S Aspey	DK Edwards	JH Tildesley MBE
SE Baldwin	RM Granville	SR Vidal
JPD Blundell	B Jones	MC Voisey
MC Clarke	KL Rowlands	KJ Watts
HJ David	B Sedgebeer	AJ Williams
P Davies	CE Smith	Y Cyngor
Cllr S Dendy	SG Smith	RE Young

Gan gynnwys cynrychiolydd o bob Cyngor Tref a Chymuned

COFNODION CYFARFOD Y FFORWM CYNGOR TREF A CHYMUNED A GYNHALIWYD YN SIAMBR Y CYNGOR, SWYDDFEYDD DINESIG, STRYD YR ANGEL, PENYBONT AR OGWR CF31 4WB DYDD LLUN, 26 HYDREF 2020, AM 16:00

Presennol

Y Cynghorydd HJ David – Cadeirydd

S Aspey	SE Baldwin	JPD Blundell	Cllr S Dendy
DK Edwards	Cllr D Evans	RM Granville	Pratt
JC Radcliffe	Reeves	KL Rowlands	B Sedgebeer
CE Smith	SR Vidal	KJ Watts	RE Young

Ymddiheuriadau am Absenoldeb

Swyddogion:

Andrea Boyce	Swyddog Ymgynghori, Ymgysylltu a Chydraddoldeb
Nicola Bunston	Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb
Judith Jones	Rheolwr Partneriaeth a Diogelwch Cymunedol
Gill Lewis	Pennaeth Cyllid a Swyddog 151 Dros Dro
Jonathan Parsons	Rheolwr Grŵp Datblygu
Andrew Rees	Rheolwr Gwasanaethau Democrataidd
Kevin Stephens	Cynorthwy-ydd Gwasanaethau Democataidd

194.   DATGANIADAU O DDIDDORDEB

Cyhoeddodd y Cynghorydd S Dendy fuddiant personol fel aelod o'r Bwrdd Gwasanaethau Cyhoeddus.

Cyhoeddodd y Cynghorydd SE Baldwin berson personol fel aelod o Gyngor Tref Pen-y-bont ar Ogwr.

195.   CYMERADWYO COFNODION

PENDERFYNWYD: Cymeradwyo cofnodion 10/12/19 fel cofnod gwir a chywir.

196.   MABWYSIADU FFYRDD

Rhoddodd y Rheolwr Grŵp Gwasanaethau Cynllunio a Datblygu drosolwg o'r broses mabwysiadu priffyrdd ym Mhen-y-bont ar Ogwr ac amlinellu'r gwahanol gamau sy'n gysylltiedig â mabwysiadu ffyrdd, y materion a'r problemau ynghyd â'r potensial i wella'r system yn lleol ac yn genedlaethol.

Hysbysodd y Fforwm mai'r Cyngor sy'n gyfrifol am oruchwylio'r prosesau i sicrhau bod priffyrdd newydd yn cael eu mabwysiadu ac addasu priffyrdd presennol a adeiladwyd gan ddatblygwr, a elwir yn gyffredin yn waith priffyrdd Cytundeb Adran 38 ac Adran 278. Gall yr awdurdod priffyrdd lleol 'fabwysiadu' ffordd ond nid oes proses gyfreithiol i orfodi datblygwyr i geisio cael eu mabwysiadu. Dim ond os caiff ei hadeiladu i safonau penodol y bydd y Cyngor yn mabwysiadu ffordd newydd a gall hefyd fabwysiadu ffordd sy'n bodoli eisoes ond wrth wneud hynny mae'n ymgymryd â'r rhwymedigaeth cynnal a chadw barhaus. Mae'r broses fabwysiadu fel arfer yn dechrau ar gam cynllunio cyn ymgeisio pan fydd datblygwr yn cynnal trafodaeth gyda'r awdurdod cynllunio lleol a'r

awdurdod priffyrdd ynghylch datblygiad newydd - nodir gofynion cynllunio a phriffyrdd. Amlinellodd y problemau gyda'r broses bresennol ac atebion posibl.

Hysbysodd y Fforwm fod y Gweinidog Addysg a Thrafnidiaeth wedi sefydlu Tasglu Ffyrdd heb ei neilltuo i edrych ar y materion yng Nghymru ac
wrth wneud hynny nodi graddau'r ffyrdd heb eu dadwneud a'r hyn y gellid ei wneud i wella'r sefyllfa. O ganlyniad, cytunwyd ar Ganllaw Arfer Da ynghyd â defnyddio set o Safonau Cyffredin cyffredin. Ar ôl ei weithredu, ystyrir bod y dull hwn yn lleihau'n sylweddol y siawns y bydd unrhyw 'ffordd heb ei dadwneud' bellach yn cael ei chreu. Mae gwaith wedi mynd rhagddo hefyd i sefydlu cronfa ddata i ddarparu cofnod cynhwysfawr o'r holl ffyrdd heb eu dadwneud yng Nghymru, a ddefnyddiwyd i ddarparu cwantwm ffyrdd heb eu dadwneud. Dywedodd fod adroddiad terfynol wedi'i gyhoeddi ym mis Medi 2020 i adeiladu ar y gwaith cychwynnol a mynd i'r afael â'r argymhellion sy'n deillio o'r adroddiad cychwynnol. Tynnodd sylw at yr argymhellion sy'n deillio o'r adroddiad.

Dywedodd aelod o'r Fforwm fod ffyrdd heb eu dadwneud yn achosi problemau mawr i drigolion mewn llawer o gymunedau yn y cymoedd a gofynnodd a allai'r Cyngor godi'r mater hwn. Dywedodd yr Arweinydd mai dyma un o'r meysydd sy'n cael ei ystyried gan y Tasglu i sefydlu maint y broblem. Dywedodd Rheolwr y Grŵp, y Gwasanaethau Cynllunio a Datblygu wrth y Fforwm fod hyn yn broblem ledled Cymru mewn ardaloedd gwledig a threfol ac os nad oes perchennog cofrestredig, y trigolion sy'n ysgwyddo'r baich. Byddai baich ariannol sylweddol ar y Cyngor i fabwysiadu ffyrdd nad ydynt wedi'u mabwysiadu a heb unrhyw adnoddau i wneud hynny.

Gofynnodd aelod o'r Fforwm a fyddai'r Cyngor yn ystyried dull gweithredu gan Gyngor Tref neu Gymuned pe bai'n gallu codi ffordd i safon y gellir ei mabwysiadu neu wneud cyfraniad rhannol. Dywedodd yr Arweinydd y gallai'r Cyngor ystyried dull gweithredu o'r fath ac mae'r Cyngor yn agored i weithio gyda Chynghorau Tref a Chymuned. Dywedodd Rheolwr y Grŵp Gwasanaethau Cynllunio a Datblygu wrth y Fforwm nad oedd gan y Cyngor adnoddau i fabwysiadu ffyrdd ac nad oes rhaglen ar gyfer mabwysiadu, ond gallai Cyngor Tref a Chymuned gefnogi mabwysiadu ffordd.

PENDERFYNWYD:

1. Bod Fforwm y Cynghorau Cymuned a Thref wedi nodi'r adroddiad.
2. Bod adroddiad pellach ar gynnydd yn cael ei gyflwyno i'r Fforwm unwaith y bydd argymhellion Tasglu Ffyrdd Sydd Heb Eu Mabwysiadu Llywodraeth Cymru ar gael ac a oes adnoddau ar gael gan Lywodraeth Cymru i gefnogi rhaglen ar gyfer mabwysiadu ffyrdd. Os bydd adnoddau ar gael, rhoddir ystyriaeth i weithio gyda Chynghorau Cymuned a Thref i wella ffyrdd at safon fabwysiadadwy.

197. BWRDD GWASANAETHAU CYHOEDDUS PEN-Y-BONT AR OGWR

Hysbysodd y Rheolwr Partneriaethau a Gwasanaethau Cymunedol y Fforwm o waith Bwrdd Gwasanaethau Cyhoeddus Pen-y-bont ar Ogwr mewn perthynas ag Asesu Llesiant a datblygu'r Cynllun Llesiant nesaf ar gyfer Sir Pen-y-bont ar Ogwr a chyfrifoldebau rhai Cynghorau Tref a Chymuned o dan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 (y Ddeddf).

Dywedodd y Rheolwr Partneriaeth a Gwasanaethau Cymunedol wrth y Fforwm fod yn rhaid i'r Bwrdd Gwasanaethau Cyhoeddus Pen-y-bont ar Ogwr gyhoeddi ei Asesiad Llesiant o Sir Pen-y-bont ar Ogwr heb fod yn hwyrach na blwyddyn cyn iddo gyhoeddi ei Gynllun Llesiant a rhaid cyhoeddi Cynllun Llesiant Sir Pen-y-bont ar Ogwr heb fod yn hwyrach na blwyddyn ar ôl yr etholiad cyffredin nesaf. Roedd hyn yn golygu y bydd yr asesiad llesiant nesaf yn cael ei gyhoeddi erbyn 30 Ebrill 2022 a chyhoeddir y cynllun

Llesiant erbyn 30 Ebrill 2023. Dywedodd fod datblygu'r asesiad Llesiant yn ymarfer helaeth a bydd y gwaith yn dechrau yn gynnar yn 2021 a thynnodd sylw at yr amserlen ar gyfer cwblhau'r asesiad Llesiant.

Adroddodd ar y ddyletswydd ar rai cynghorau cymuned a thref i gymryd pob cam rhesymol tuag at gyflawni'r amcanion lleol sydd wedi'u cynnwys yng Nghynllun Llesiant Pen-y-bont ar Ogwr sy'n cael effaith yn eu hardaloedd. Dywedodd mai dim ond os oedd ei incwm neu ei wariant gros
 yn £200,000 o leiaf ar gyfer pob un o'r tair blynedd ariannol cyn y flwyddyn y cyhoeddir y cynllun llesiant lleol y mae cyngor cymuned neu dref yn ddarostyngedig i'r ddyletswydd honno. Rhaid i gyngor tref neu gymuned sy'n ddarostyngedig i'r ddyletswydd gyhoeddi adroddiad bob blwyddyn ariannol berthnasol yn manylu ar y cynnydd y mae wedi'i wneud o ran cyflawni'r amcanion yn y cynllun llesiant lleol.

Adroddodd y Rheolwr Partneriaeth a Gwasanaethau Cymunedol fod y Cynghorydd Baldwin a'r Cynghorydd Blundell, yng nghyfarfod y Fforwm ar 27 Tachwedd 2018, wedi cytuno i ddod yn aelodau o Is-fwrdd Asedau'r Bwrdd Gwasanaethau Pen-y-bont ar Ogwr a'u bod wedi cymryd rhan weithredol ers hynny mewn gweithdai a gweithgareddau'r is-fwrdd. Mae'r is-fwrdd yn canolbwyntio ar faterion fel gwella a diogelu mannau gwyrdd i helpu pobl leol i ddefnyddio ein hasedau naturiol, adeiledig a threftadaeth i wella eu lles. Dywedodd y byddai Bwrdd Gwasanaethau Pen-y-bont ar Ogwr yn hoffi cynnwys Cynghorau Tref a Chymuned unigol a Fforwm y Cynghorau Tref a Chymuned ymhellach wrth ddatblygu'r Asesiad Llesiant a'r cynllun Llesiant.

Holodd aelod o'r Fforwm pryd y gallai'r CIA fod ar gael. Dywedodd y Rheolwr Partneriaeth a Gwasanaethau Cymunedol wrth y Fforwm fod drafft o'r adroddiad wedi'i dderbyn ac unwaith y bydd Bwrdd Gwasanaethau Pen-y-bont ar Ogwr wedi'i gymeradwyo, caiff ei ddosbarthu.

PENDERFYNWYD: Bod Fforwm y Cynghorau Cymuned a Thref wedi ystyried yr adroddiad a phenderfynu ar gamau gweithredu yn y dyfodol, ac i'r Cynghorau Cymuned a Thref hysbysu'r Rheolwr Partneriaethau a Diogelwch Cymunedol os ydynt yn dymuno enwebu aelodau i'r Is-fwrdd Asedau Bwrdd Gwasanaethau Pen-y-bont ar Ogwr.

198. PAROD AT YMGYNGHORIAD CYLLIDEB Y DYFODOL 2020, YMGYSYLLTU Â CHYNGHORAU TREFOL A CHYMUNED

Rhoddodd y Prif Swyddog Dros Dro - Cyllid, Perfformiad a Newid gyflwyniad ar Strategaeth Ariannol Tymor Canolig (MTFS) 2021-22 i 2024-25 er mwyn gosod y cefndir ar gyfer gofynion arbedion a phwysau cyllidebol y blynyddoedd i ddod. Dywedodd wrth y Fforwm y rhagwelwyd gorwariant o £2m ar chwarter 2. Tynnodd sylw at effaith ariannol Covid ar y Cyngor a bod Llywodraeth Cymru wedi darparu cymorth ariannol mewn perthynas ag effaith Covid. Roedd y Cyngor wedi cyflwyno hawliadau misol i Lywodraeth Cymru, gyda hawliadau o £5m yn cael eu talu hyd yma i dalu cyfraniad rhannol prynu offer TGCh a cholli incwm ar gyfer chwarter 1. Hysbysodd y Prif Swyddog Dros Dro - Cyllid, Perfformiad a Newid y Fforwm o'r pwysau ariannol presennol sy'n wynebu'r Cyngor, a oedd wedi gweld Cynllun Gostyngiadau'r Dreth Gyngor yn £300,000 dros y gyllideb a chyfraddau casglu'r Dreth Gyngor yr effeithiwyd arnynt. Dywedodd mai'r senario cyllideb mwyaf optimistaidd fyddai diffyg o £11m ac roedd yn debygol y byddai blaenoriaethau posibl newydd mewn perthynas â busnes a'r economi, digartrefedd, iechyd a lles, digideiddio ac ar lefel y Dreth Gyngor a gasglwyd.

Tynnodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb sylw at y broses ymgynghori ar yr ymgynghoriad ar y gyllideb, a welodd ddirywiad eleni mewn ymatebion

o flynyddoedd blaenorol, oherwydd effaith Covid. Y nod oedd bod yr ymgynghoriad mor eang â phosibl, ac mae'r tîm yn chwilio'n barhaus am ffyrdd o ymgysylltu â'r cyhoedd a gwella cyfranogiad. Fodd bynnag, oherwydd effaith Covid-19 eleni mae'r gallu i ymgysylltu â phreswylwyr wyneb yn wyneb yn gyfyngedig iawn, ac roedd yn bwysicach nag erioed i sicrhau cyfranogiad fel bod gan bob preswylydd a chymuned ar draws y fwrdeistref sirol lais yn y broses ymgynghori.

Amlinellodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb yr amserlen arfaethedig ar gyfer ymgynghoriad Cyllideb Addas i'r Dyfodol 2020 sef 19 Hydref 2020 i 13 Rhagfyr 2020, gan ganolbwyntio ar saith maes allweddol:

- Ymateb i bandemig Covid-19;
- Busnes a'r economi;
- Iechyd a lles;
- Mynediad cwsmeriaid i swyddfeydd Dinesig;
- Digideiddio;
- lefelau Treth y Cyngor;
- Y dyfodol.

Dywedodd mai nod yr arolwg yw cael barn trigolion ynghylch pa wasanaethau sydd bwysicaf iddynt yn ystod y cyfyngiadau symud, sut mae'r cyngor wedi perfformio yn ystod pandemig Covid-19, a'r hyn sy'n bwysig wrth i ni ddechrau cynllunio ar gyfer y dyfodol, gan ofyn i breswylwyr beth ddylai blaenoriaethau'r dyfodol fod a dylai weithredu'r rhain. Dywedodd wrth y Fforwm y bydd Cynghorau Tref a Chymuned yn cael y ddolen electronig i'r ymgynghoriad, e-boster a'r fideo esboniadol. Mae copïau papur ar gael pan ofynnir amdanynt. Dywedodd y bydd yr ymgynghoriad ar gael mewn amrywiaeth o fformatau, gan gynnwys ar-lein a phapur, safonol, hawdd eu darllen, fersiwn ieuenctid a phrint bras ac yn ystod y cyfnod byw, bydd swyddogion ar gael i fynychu cyfarfodydd y Cyngor Tref a Chymuned o bell. Bydd y tîm Ymgynghori ac Ymgysylltu yn cysylltu â Chlercod Cynghorau Tref a Chymuned yn uniongyrchol i drefnu presenoldeb mewn cyfarfodydd a bydd yn datblygu calendr o ddigwyddiadau ar gyfer y cyfnod byw, felly dylid gwneud pob cais i fynychu cyfarfodydd neu ddigwyddiadau cyn gynted â phosibl. Ni chynhelir cyfarfodydd a digwyddiadau ar ôl y dyddiad cau, o 13 Rhagfyr 2020. Dywedodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb wrth y Fforwm y bydd Adroddiad Ymgynghori cyllideb MTFS 2020 yn cael ei gyflwyno i'r Cabinet ym mis Ionawr 2021.

Holodd aelod o'r Fforwm sut y gallai'r Cyngor wella cysylltedd digidol â Chlercod Cynghorau Tref a Chymuned. Dywedodd y Prif Swyddog Dros Dro – Cyllid, Perfformiad a Newid fod gan y Bwrdd Digidol lawer iawn o waith i'w gyflwyno, ond byddai'n ystyried sut y gallai wella cysylltedd digidol â Chlercod Cynghorau Tref a Chymuned.

PENDERFYNWYD: 1. Bod Fforwm y Cynghorau Cymuned a Thref wedi derbyn ac ystyried yr adroddiad ac wedi ystyried ymgysylltu yn ystod y cyfnod byw.

2. Bod Fforwm y Cynghorau Cymuned a Thref wedi nodi'r cyflwyniad gan y Prif Swyddog Dros Dro – Cyllid, Perfformiad a Newid.

3. Mae'r ystyriaeth honno'n cael ei rhoi gan y Bwrdd Digidol fel sut y gallai wella cysylltedd digidol ymgysylltu gyda Chynghorau Tref a Chymuned.

199.   <u>EITEMAU BRYS</u>

Dim

Daeth y cyfarfod i ben am 17:30

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO TOWN AND COMMUNITY COUNCIL FORUM

15 FEBRUARY 2021

REPORT OF THE INTERIM CHIEF OFFICER – FINANCE, PERFORMANCE AND CHANGE

OUTCOME OF THE CONSULTATION 'FIT FOR THE FUTURE'

1   Purpose of report

1.1   The purpose of this report is to present the Town and Community Council Forum with a copy of the Outcome of the 'Fit for the Future' consultation report that was presented to Cabinet on 19 January 2021, for information.

2   Connections to corporate well-being objectives / other corporate priorities

2.1   This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:

1.   **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

2.   **Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3.   **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

2.2   The 'Fit for the Future' 2020 consultation sought to obtain views on the future direction of the council following the Covid-19 pandemic. The allocation of financial resources determines the council's ability to meet its well-being objectives. As such the report links to all the well-being objectives.

3   Background

3.1   Following a number of years of reductions in funding from central government, and continued financial pressures, along with addressing post-Covid-19 recovery, all councils across the country are continuing to change the way they work and the services they provide so that they can manage with less. Bridgend County Borough Council (BCBC) has made reductions from its budget of £22 million over the last four years (2017-18 to 2020-21), with an expectation of significant further reductions required over the next four years.

3.2   A public consultation exercise was undertaken over an eight week period from 19 October 2020 to 13 December 2020. Respondents were asked to share their views on a range of areas including:

- Responding to the COVID-19 pandemic;
- Business and the economy;
- Health and wellbeing;
- Customer access to Civic Offices;
- Digitalisation;
- Council Tax levels;
- The future.

3.3   Budget consultation exercises have been undertaken annually since 2013-14. This 'Fit for the Future' 2020 consultation exercise has built on the knowledge gained from the previous consultations and further developed the consultation to include new ways for people to participate and engage with the council, as well as adapting to the challenges around social distancing that the pandemic has created. A wide variety of methods of communication were used including surveys, social media, a number of online engagement sessions, online FAQ sessions as well as videos, radio adverts and media releases. Due to the impact of Covid-19, and the inability to engage with residents face to face in the community, the council wanted to make sure that as many people as possible could get involved in the consultation and ensured that accessible versions of the survey were available – large print, easy-read and youth, as well as standard. An advert was also placed in the Glamorgan Gazette notifying non-domestic rates payers of the consultation, and inviting them to participate, as required by Section 65 of the Local Government Finance Act 1992.

3.4   The budget consultation was live between 19 October 2020 and 13 December 2020. The surveys were available on the council's website and paper copies were sent directly to residents upon request.

3.5   In order to gather views of young people, the consultation team attended the Bridgend Youth Council meeting on 24 November 2020. The Youth Council took part in discussions around some of the key questions within the consultation and were encouraged to complete the full consultation online. 11 young people engaged in the session. In addition, in order to encourage participation of young people in secondary schools and Bridgend College, the consultation team wrote to all Governing Bodies and headteachers as well as the Principal of Bridgend College to promote the consultation amongst their learners as well as school staff and parents/carers.

3.6   The consultation aimed to reach the following key stakeholders: general public/residents, Citizens' Panel members, elected members, BCBC employees, Bridgend businesses, town and community councils, school governors, Bridgend Community Cohesion and Equality Forum (BCCEF) members, local interest/community groups, Bridgend Association of Voluntary Organisations (BAVO), Bridgend College, partners, secondary schools (including head teachers) and media outlets.

3.7   The consultation was supported by a full communications and promotional plan. The main activities included three media releases, a BCBC budget explainer video, various press release/editorials in the media, a social media/web campaign, radio campaign, direct marketing to key target audiences e.g. businesses, schools, Youth Council and internal communications for staff and elected members.

3.8   As well as the explainer video, four additional videos were created to promote the consultation on social media due to the impact of the pandemic. These videos featured the Chief Executive, Leader, Deputy Leader and Youth Mayor.

3.9   In addition to general social media content, four polls were created on Twitter which generated 122 votes to key questions within the budget consultation survey.

3.10   The Fit for the Future consultation was included in eight weekly govDelivery bulletins and one stand-alone bulletin during the live period. govDelivery is a new communications tool that has been implemented by the authority in 2020 to send messages directly to residents' email inboxes in the language of their choice. There are currently 37,360 English language subscribers and 220 Welsh language subscribers from Bridgend County Borough to the weekly Covid-19 update emails. Overall, the govDelivery emails generated 1,839 link clicks through to the budget consultation webpage.

4   Current situation/proposal

4.1   Attached to this cover report is a copy of the report to Cabinet on 19 January 2021 on the Outcome of the 'Fit for the Future' Consultation **(Appendix A)**

4.2   The attached consultation report (**Appendix B**) sets out in detail the views expressed by those who participated.

4.3   Overall, the council has received 1,831 interactions from a combination of survey completions, engagement at various meetings, social media engagement and via the authority's Citizens' Panel. Due to the impact of Covid-19 this is a decrease of 5,606 (75%) on the 7,437 interactions from last year. A total of 1,421 survey responses were received, which is a decrease of 58% on last year's survey completions.

4.3   The response rate, by method of interaction is set out below:

Interactions	Number
Survey completions	1,421
Events/meetings/workshops	203
Emails	3
Letters	1
Telephone calls	2
Social media comments	79
Social media polls	122
Total interactions	**1,831**

- 1,421 responses to the surveys were received in total.
- Overall 203 people attended the various online events and meetings.
- A total of 201 interactions were received via social media. This includes 79 social media comments and 121 social media poll votes.

- 6 comments were received by email, telephone and webpage feedback.

5   Effect upon policy framework & procedure rules

5.1   There is no impact on the policy framework and procedure rules.

6   Equality Impact Assessment.

6.1   There are no equality implications arising from this report.

7   Well-being of Future Generations (Wales) Act 2015 implications

7.1   The well-being goals identified in the Act were considered in the preparation of the Budget Consultation. Officers have considered the importance of balancing short-term needs in terms of meeting savings targets, while safeguarding the ability to meet longer-term objectives and maintain sustainable services, when proposals were devised. A full Well-being of Future Generations (Wales) Act 2015 assessment will be completed for the final Medium Term Financial Strategy (MTFS) to be presented to Council in February 2021.

8   Financial implications

8.1   There are no financial implications arising directly from this report.

9   Recommendation

9.1   That the Town and Community Council Forum receives and considers this report alongside the detailed reports attached as Appendix A and Appendix B.

Gill Lewis
Interim Chief Officer – Finance, Performance and Change
15 February 2021

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

19 JANUARY 2021

REPORT OF THE INTERIM CHIEF OFFICER - FINANCE, PERFORMANCE AND CHANGE

OUTCOME OF THE CONSULTATION 'FIT FOR THE FUTURE'

1   Purpose of report

1.1   The purpose of this report is to inform Cabinet of the outcome of the 'Fit for the Future' 2020 consultation which asked citizens to share their views on how they think the council should shape its services going forward, as part of its 'Restart, Recover and Renew' strategy, in response to the Covid-19 pandemic. The intention was to understand how the public felt that the council could look like and how it could deliver sustainable and effective services for the next 5 to 10 years.

2   Connections to corporate well-being objectives / other corporate priorities

2.1   This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:

1.   **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

2.   **Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3.   **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

2.2   The 'Fit for the Future' 2020 consultation sought to obtain views on the future direction of the council following the Covid-19 pandemic. The allocation of financial resources determines the council's ability to meet its well-being objectives. As such the report links to all the well-being objectives.

3   Background

3.1   Following a number of years of reductions in funding from central government, and continued financial pressures, along with addressing post-Covid-19 recovery, all councils across the country are continuing to change the way they work and the services they provide so that they can manage with less. Bridgend County Borough

Council (BCBC) has made reductions from its budget of £22 million over the last four years (2017-18 to 2020-21), with an expectation of significant further reductions required over the next four years.

3.2   A public consultation exercise was undertaken over an eight week period from 19 October 2020 to 13 December 2020. Respondents were asked to share their views on a range of areas including:

- Responding to the COVID-19 pandemic;
- Business and the economy;
- Health and wellbeing;
- Customer access to Civic Offices;
- Digitalisation;
- Council Tax levels;
- The future.

3.3   Budget consultation exercises have been undertaken annually since 2013-14. This 'Fit for the Future' 2020 consultation exercise has built on the knowledge gained from the previous consultations and further developed the consultation to include new ways for people to participate and engage with the council, as well as adapting to the challenges around social distancing that the pandemic has created. A wide variety of methods of communication were used including surveys, social media, a number of online engagement sessions, online FAQ sessions as well as videos, radio adverts and media releases. Due to the impact of Covid-19 and the inability to engage with residents face to face in the community, the council wanted to make sure that as many people as possible could get involved in the consultation and ensured that accessible versions of the survey were available – large print, easy-read and youth, as well as standard. An advert was also placed in the Glamorgan Gazette notifying non-domestic rates payers of the consultation, and inviting them to participate, as required by Section 65 of the Local Government Finance Act 1992.

3.4   In order to gather views of young people, the consultation team attended the Bridgend Youth Council meeting on 24 November 2020. The Youth Council took part in discussions around some of the key questions within the consultation and were encouraged to complete the full consultation online. 11 young people engaged in the session. In addition, in order to encourage participation of young people in secondary schools and Bridgend College, the consultation team wrote to all Governing Bodies and headteachers as well as the Principal of Bridgend College to promote the consultation amongst their learners as well as school staff and parents/carers.

3.5   The budget consultation was live between 19 October 2020 and 13 December 2020. The surveys were available on the council's website and paper copies were sent directly to residents upon request.

3.6   The consultation aimed to reach the following key stakeholders: general public/residents, Citizens' Panel members, elected members, BCBC employees, Bridgend businesses, town and community councils, school governors, Bridgend Community Cohesion and Equality Forum (BCCEF) members, local interest/community groups, Bridgend Associaon of Voluntary Organsiations

(BAVO), Bridgend College, partners, secondary schools (including head teachers) and media outlets.

3.7 The consultation was supported by a full communications and promotional plan. The main activities included three media releases, a BCBC budget explainer video, various press release/editorials in the media, a social media/web campaign, radio campaign, direct marketing to key target audiences e.g. businesses, schools, youth council and internal communications for staff and elected members.

3.8 As well as the explainer video, four additional videos were created to promote the consultation on social media due to the impact of the pandemic. These videos featured the Chief Executive, Leader, Deputy Leader and Youth Mayor.

3.9 In addition to general social media content, four polls were created on Twitter which generated 122 votes to key questions within the budget consultation survey.

3.10 The Fit for the Future consultation was included in eight weekly govDelivery bulletins and one stand-alone bulletin during the live period. govDelivery is a new communications tool that has been implemented by the authority in 2020 to send messages directly to residents' email inboxes in the language of their choice. There are currently 37,360 English language subscribers and 220 Welsh language subscribers from Bridgend County Borough to the weekly Covid-19 update emails. Overall, the govDelivery emails generated 1,839 link clicks through to the budget consultation webpage.

4   Current situation / proposal

4.1 The attached consultation report (**Appendix A**) sets out in detail the views expressed by those who participated.

4.2 Overall, the council has received 1,831 interactions from a combination of survey completions, engagement at various meetings, social media engagement and via the authority's Citizens' Panel. Due to the impact of Covid-19 this is a decrease of 5,606 (75%) on the 7,437 interactions from last year. A total of 1,421 survey responses were received, which is a decrease of 58% on last year's survey completions.

4.3 The response rate, by method of interaction is set out below:

Interactions	Number
Survey completions	1,421
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Total interactions	**1,831**

- 1,421 responses to the surveys were received in total.
- Overall 203 people attended the various online events and meetings.

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- A total of 201 interactions were received via social media. This includes 79 social media comments and 121 social media poll votes.
- 6 comments were received by email, telephone and webpage feedback.

4.4 Headline figures and themes include:

4.4.1 Responding to the pandemic

- 45% of respondents stated that customer services had performed well or very well during the pandemic;

- 64% of respondents stated that communications had been performed well or very well during the pandemic;

- 47% of respondents stated that the support for vulnerable residents had been performed well or very well during the pandemic;

- 39% of respondents stated that the support for businesses had been performed well or very well during the pandemic;

- 50% of respondents stated that support for town centres had been performed well or very well during the pandemic;

- 70% of respondents stated that the support for communities had been performed well or very well during the pandemic;

- When asked what services they had missed during lockdown, respondents stated that the services that they had missed the most were community recycling centres, followed by gyms and/or swimming pools and then parks and playing fields;

- When asked which maintained services should be a priority for the future, respondents stated general waste and recycling collection services followed by street lighting including responding to street lighting faults and then domestic abuse support;

- 58% of respondents stated that council staff working from home should be adopted as an approach for the future.

4.4.2 Business and the economy

- 87% of respondents stated that support for local businesses was important or very important;

- 73% of respondents stated that promotion of town centres as places to visit was important or very important;

- 73% of respondents stated that supporting the visitor economy activities and services in our tourist attraction areas was important or very important;

- 69% of respondents stated that sustainability of culture and leisure venues was important or very important;

- 79% of respondents stated that labour market opportunities were important or very important;

- 71% of respondents stated that business start-up was important or very important;

- When asked if respondents had any other ideas about how the council should support local businesses, respondents stated to reduce business rates and rents followed by the need to invest/regenerate the town centres and empty properties, encourage more shops, ensure cleanliness and reduce anti-social behaviour followed by better and free car parking.

4.4.3 Health and wellbeing

- When asked about which support services the council should focus on to help its most vulnerable residents as it recovers from the pandemic, 92% of respondents stated that support for older people was important or very important;

- 81% stated that ensuring those who are homeless are kept safe as lockdown restrictions ease was important or very important;

- 78% of respondents stated that food poverty – (for example should BCBC support and promote food banks and provide children eligible for free school meals with food parcels during school holidays) was important or very important;

- 77% of respondents stated that council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic was important or very important;

- 86% of respondents stated that during the pandemic support from community organisations was either important or very important ;

- 68% of respondents stated that the council should protect funding for the third sector.

4.4.4 Customer access to Civic Offices

- 81% of respondents stated that they had not missed coming into Civic Offices while it has been closed;

- When asked how they have accessed services while Civic Offices has been closed respondents stated the website, followed by telephone and then email;

- 37% of respondents stated that they had accessed customer services while the council has been closed. Respondents stated that they had most commonly done this by telephone followed by email and then social media;

- The reasons most commonly stated for contacting customer services were recycling and waste, followed by council tax and then Covid-19 related advice;

- 41% of respondents did not think it should be a priority to reopen Civic Offices;

- 60% of respondents stated that when Civic Offices does reopen, the council should move to an appointment based system.

4.4.5 Digitalisation

- 59% of respondents stated that they had accessed services online. Of these 55% accessed services themselves whereas 4% had someone else to do this on their behalf;

- 59% of respondents stated that when Civic Offices does reopen, they will continue to access services online. A further 20% of respondents stated that they always preferred to access services online;

- When asked what would help you or someone you know access services online, 44% stated that they did not need any help accessing services online. This was followed by 15% who stated that they would find printable 'how to' guides useful and 14% who stated that they would like to have videos on the Bridgend council website. 12% of respondents stated that they would like access to community learning sessions and 11% stated that they would like appointments with a member of the customer services team to show them how to access services online;

- 76% of respondents stated that they had not signed up to govDelivery. When asked why not, the most common responses were that they were not aware of this service, followed by not needed/required/interested and then that they can find information independently through the internet, newspapers, social media, contacting the council etc.

4.4.6 Council tax levels

- When asked to select which statement best represents their views on setting the council tax for 2021-22 37% of respondents were prepared to increase council tax slightly to help protect the most important services where possible (4.5% increase), followed by 36% of respondents who stated that they would want to keep council tax levels the same, resulting in a reduction in the level of services provided, followed by 19% of respondents who were prepared to increase council tax more significantly to protect more services (6% increase) and then 8% of respondents who were prepared to pay as much as is needed to maintain all council services at existing levels (16% increase).

4.4.7 The future

- When asked what the council's long term priorities for the future should be respondents selected to make in-house efficiencies, followed by focussing on services that benefit everyone in the borough and then encouraging citizens to take more responsibility;

- When asked which three services the council should prioritise when recovering from the pandemic respondents most commonly chose care for older people, followed by schools and then recycling and waste;

- When asked what lessons from the Covid-19 pandemic should be considered when setting medium and long term funding priorities respondents most commonly stated

that the council should have an emergency fund, not waste money and make internal savings i.e. streamline services, staff and councillors pay/expenses and review external contracts. This was followed by the need to have a caring society, support social services and vulnerable people including children, older people, disabled people, care homes, carers and homelessness and then for the council to plan and prepare for the future and be adaptable;

- When asked if respondents had any further comments to make Bridgend County Borough fit for the future respondents most commonly stated that the council should make internal savings i.e. review number of staff and councillors, pay, expenses and review funded external partners followed by evaluating spending, providing value for money and provide more clarity on where money is spent, and then the council should be more prepared, improve transparency and make bold plans and decisions for the future.

5   Effect upon policy framework & procedure rules

5.1   There is no impact on the policy framework and procedure rules.

6   Equality Impact Assessment.

6.1   There are no equality implications arising from this report.

7   Well-being of Future Generations (Wales) Act 2015 implications

7.1   The well-being goals identified in the Act were considered in the preparation of the Budget Consultation. Officers have considered the importance of balancing short-term needs in terms of meeting savings targets, while safeguarding the ability to meet longer-term objectives and maintain sustainable services, when proposals were devised. A full Well-being of Future Generations (Wales) Act 2015 assessment will be completed for the final Medium Term Financial Strategy (MTFS) presented to Council in February 2021.

8   Financial implications

8.1   The consultation report seeks to inform and aid Cabinet Members' decisions on the future direction of the council and how to meet the challenging budget constraints in the years ahead.

9   Recommendation

9.1   Cabinet is recommended to note the outcome of the consultation with interested parties as detailed in the consultation report attached as Appendix A.

Gill Lewis
Interim Chief Officer – Finance, Performance and Change
January 2021

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Background Documents: None

Bridgend County Borough Council

Fit for the Future 2020

Consultation report

Date of issue: **6 January 2021**

Contents

1. Overview

A public consultation, Fit for the Future, was undertaken over an eight-week period from 19 September to 13 December 2020. Previous budget consultations have focused on specific service provisions, but this year, with the aim of becoming 'Fit for the Future' following the impact of Covid-19, the council wanted to engage residents on a longer-term vision for Bridgend County Borough.

The consultation received **1,831** interactions from a combination of survey completions, engagement at various meetings, social media and digital communication engagement and via the local authority's Citizens' Panel. This paper details the analysis associated with the consultation.

2. Introduction

The public survey was available to complete online through a link on the consultation page of the council's website or by visiting www.bridgend.gov.uk/future. Paper copies of the consultation were also made available which could be sent directly to residents upon request. Surveys were available in several formats, including easy-read, large print, standard and a youth version. All were available in English and Welsh. The content of the page remains available online.

In total, there were 35 questions (within all survey formats) that required a reply from respondents. Respondents could choose to answer all or some of the questions. All survey responses offered the option of anonymity. The council's standard set of equalities monitoring questions were also included with the survey in line with recommended good practice for all public-facing surveys carried out by the council.

Comments regarding the consultation were also invited via social media, letter, email and phone call.

Due to the impact of Covid-19 this year, the council were unable to carry out face-to-face engagement within the community. The council therefore relied more heavily on social media, digital communications, the website and online meetings in order to engage with residents throughout the budget consultation. This does appear to have impacted on the levels of engagement with the consultation. Details of which can be seen in section four.

3. Promotional tools and engagement methods

Details of the consultation were shared with the following stakeholders: general public/residents, Citizens' Panel members, elected members, Bridgend County Borough Council (BCBC) employees, Bridgend businesses, town and community councils, school governors, Bridgend Community Cohesion and Equality Forum (BCCEF) members, local interest/community groups, Bridgend Association of Voluntary Organisations (BAVO), Bridgend College, partners, secondary schools (including headteachers) and media outlets.

3.1 Promotional tools

This section details the methods used to raise the profile of the consultation and encourage participation.

3.1.1 Social media

In December 2017 the council committed to managing its social media accounts bilingually. In addition to introducing Welsh language corporate Twitter and Facebook accounts at that time, it started posting bilingually across the remainder of its social media channels.

Budget consultation information was posted bilingually to the council's corporate Facebook, Twitter, Instagram and LinkedIn channels throughout the consultation period to raise awareness of the consultation and to encourage citizens to share their views on the proposals.

The council currently has **13,486** followers on its corporate Twitter accounts, **16,138** followers on Facebook pages, **2,713** followers on Instagram and **4,491** followers on LinkedIn. While content is most likely to be seen by these users, it is also displayed to users who are not connected to the accounts.

In addition to general social media content, four polls were created on Twitter which generated 122 votes to key questions within the budget consultation survey:

- **Supporting local businesses and the economy will be a priority for making Bridgend County Borough Fit for the Future. What do you think are the most important factors the council should focus on?**

  37 votes resulted in the following responses:

  > Financial support 45.9%
  > Promoting town centres 32.4%
  > Business start-up support 8.1%
  > Additional apprentices 13.5%

- **During the Covid-19 pandemic some of our services have been delivered remotely or online. Do you think this is an approach we should develop and adopt for the future?**

  32 votes resulted in the following responses:

  > Yes 78.1%
  > No 15.6%
  > Not sure 6.3%

- **Since closing our face to face channel for customers in Civic Offices, we have continued to provide the same service over the telephone, email and online. Have you been happy with the level of services provided?**

  22 votes resulted in the following responses:

  > Yes 36.4%
  > No 40.9%
  > Unsure 22.7%

- **More people are now accessing services online as a result of the Covid-19 pandemic. Are you happy to continue accessing services online?**

  31 votes resulted in the following responses:

  Yes 32.3%
  No 35.5%
  Always online services 16.1%
  Unsure 16.1%

Paid Facebook and Instagram advertising was used to reach and target a wider audience within the county borough between 18 and 29 November.

The English language adverts reached **27,760 people** living in Bridgend County Borough and generated 56 comments, 41 shares, 88 reactions and 1,208 clicks through to the English budget consultation webpage.

The Welsh language adverts reached **822 Welsh-speaking people** living in Bridgend County Borough and generated 3 reactions and 37 clicks through to the Welsh language budget consultation webpage.

In addition to the explainer video, four additional videos were created to promote the consultation on social media due to the impact of the pandemic. These videos featured the Chief Executive, Leader, Deputy Leader and Youth Mayor. Overall **video views** were **5257**.

During the consultation period, the local authority posted 70 times across social media channels. This organic and paid for content **reached 512,768 people** generating **79 comments, 141 shares, 165 reactions, 122 poll votes, 5,257 video views** and **2,248 link clicks** through to the budget consultation page on the local authority website.

3.1.2 govDelivery

govDelivery is a new digital communications tool that has been implemented by the local authority in 2020 to send messages directly to residents' email inboxes in the language of their choice.

There are currently **37,360 English language subscribers and 220 Welsh language subscribers** from Bridgend County Borough to the weekly Covid-19 update emails. Fit for the Future budget consultation was included in the following bulletins:

English

Date	Total email opens	Unique link clicks	Total link clicks
15/10/2020	30,056 opens	23	29
22/10/2020	36,967 opens	233	268
29/10/2020	41,237 opens	84	99
05/11/2020	38,011 opens	51	59
12/11/2020	32,108 opens	61	68
19/11/2020	34,530 opens	37	45
25/11/2020 (Standalone bulletin)	26,492 opens	984	1,136
03/12/2020	32,900 opens	14	17

5

Date	Total email opens	Unique link clicks	Total link clicks
10/12/2020	33,534 opens	98	106

The Fit for the Future consultations were included in **8 weekly English language bulletins** and one standalone bulletin. This generated **1,827 link clicks** through to the English budget consultation webpage.

Welsh

Date	Total email opens	Unique link clicks	Total link clicks
15/10/2020	177 opens	0	0
22/10/2020	154 opens	0	0
29/10/2020	134 opens	0	0
05/11/2020	139 opens	0	0
12/11/2020	95 opens	0	0
19/11/2020	147 opens	0	0
25/11/2020 (Standalone bulletin)	172 opens	10	12
03/12/2020	93 opens	0	0
10/12/2020	134 opens	0	0

The Fit for the Future consultations were included in **8 weekly Welsh language bulletins** and one standalone bulletin. This generated **12 link clicks** through to the Welsh budget consultation webpage.

Overall, govDelivery generated **1,839 link clicks** through to the budget consultation webpage.

3.1.3 Media and publicity

Three main media releases were issued to coincide with the start, middle and end of the consultation in order to raise awareness and encourage participation. These were issued on 19 October, 10 November and 4 December.

Between 21 October and 11 December, the budget consultation was also incorporated into 16 news round-up media releases. These were issued at a rate of two a week.

Prior media work was carried out to encourage participation and involvement, including an interview between the Local Democracy Reporter for the area and the Leader, Cabinet, Chief Executive and senior finance officers.

The media releases were featured at the media centre of the council's website where they were hyperlinked with associated social media publicity, including the videos for the Leader and Youth Mayor.

3.1.4 Internal communications

The consultation was promoted internally with a feature at the staff intranet homepage.

It was also promoted via five Bridgenders all-staff emails. These were issued on 29 October, 5 and 26 November, and 3 and 10 December.

3.1.5 Promotional materials

An explainer video was designed to help people understand what was being asked of them, with examples of questions that were included in the consultation. The video was featured on the webpage for the consultation and also posted on the council's social media channels, including Facebook, Twitter and Instagram.

The explainer video was also separated into smaller bite sized videos for further promotion on Twitter.

The explainer video received 871 views on social media and 264 views on YouTube.

An awareness campaign was run on Bridge FM for the first two weeks of the consultation to launch the campaign and in weeks five and six of the consultation as a reminder/final push for the consultation.

Posters promoting the consultation with a QR code to take people to the landing page of the website were circulated to comprehensive schools, Town and Community Councils and Bridgend Bus Station. Posters were also displayed on local buses (by First Cymru and Easyway). The QR code generated 26 hits to the budget consultation page.

The headers for the council's social media accounts were changed to promote the Fit for the Future consultation, along with a graphic on the front page of the BCBC website linking through to the consultation landing page and a banner on the front page of the Bridgenders intranet home page also linking to the consultation landing page.

7

The standard email footer from the main council's email accounts Talktous was updated to include a link to promote the Fit for the Future survey. This was sent to all recipients who had contacted the council via the Talktous email address.

A standalone e-shot promoting the Fit for the Future survey was issued to 2855 businesses listed on the Bridgend business directory.

3.1.6 Other promotional activities

Targeted letters and emails were sent to school governing bodies, town and community councils, equality groups, BCBC members and Bridgend Community Cohesion and Equality Forum members.

Details of the consultation were sent to Awen and Halo and BAVO who were asked to help raise the profile through their own organisations and social media channels.

3.2 Engagement methods

This section details the mechanisms available for stakeholders to engage with the council and share their views.

3.2.1 The budget survey

The survey was made available in a variety of formats to ensure inclusion across community groups. A standard survey, easy-read, large print and youth version of the survey were all made available in Welsh and English. All were available in paper format and online. The same survey was replicated for Citizens' Panel members and sent to them in the format of their choice.

3.2.2 Youth Council

In order to gather views of young people the consultation team attended the Bridgend Youth Council meeting on 24 November 2020. The Youth Council took part in discussions around some of the key questions within the consultation and were encouraged to complete the full consultation online. 11 young people engaged in the session. Comments from attendees were noted and are themed in section 10.

3.2.3 Secondary School and Bridgend College engagement

In order to encourage participation of young people within Bridgend secondary schools and Bridgend College the consultation team wrote to all governing bodies and headteachers as well as the Principal of Bridgend College to promote the consultation amongst their learners as well as school staff and parents/carers.

3.2.4 Elected Members' online workshop

Two online workshops took place for elected members on 18 November 2020. A total of **39 members** attended across the two sessions. Members were given the opportunity to engage in and give responses to some of the questions within the consultation and were encouraged to complete the full consultation online. Comments from attendees were noted and are themed in section 9.

3.2.5 Town and Community Council meetings

All Town and Community Councils were asked if the Consultation and Engagement Team could attend their regular meeting during the live period. The purpose was to inform each TCC of the consultation and encourage their local residents to take part. The Consultation and Engagement team attended the Town and Community Council Forum and nine Town and Community Council online meetings. A total **of 136 community councillors** attended the meetings. Comments from attendees were noted and are themed in section 9.

3.2.6 Bridgend Community Cohesion and Equality Forum (BCCEF)

The quarterly meeting of BCCEF took place during the live period of the budget consultation on 10 December 2020. Members of the meeting (**12 attendees**) were given an overview of the consultation and were encouraged to complete the full consultation online. The meeting consisted of members representing community based organisations including South Wales Police, People First Bridgend, faith organisations, Victim Support Cymru and Mental Health Matters Wales. All organisations had been provided with promotional materials to promote the consultation within their individual community groups.

4. Response rate

In total, there were **1,831** interactions during the consultation. The response rate has been segregated into several areas: consultation survey responses, engagement event/meeting attendees and social media interactions.

Interactions	Number
Survey completions	1,421
Events/meetings/workshops	203
Emails	3
Letters	1
Telephone calls	2
Social media comments	79
Social media polls	122
Total interactions	1,831

1,421 survey responses were received in total (1,285 online submissions and 136 paper versions).

Survey type	Online English	Online Welsh	Paper English	Paper Welsh	Total
Standard	857	5	1	0	863
Easy read	17	0	2	0	19
Large print	3	0	0	0	3
Citizens' Panel	257	1	129	4	391
Youth	64	81	0	0	145
Total	1,198	87	132	4	1,421

There were **203** attendees at the various events and meetings.

During the consultation period, there were **201** interactions on our social media channels. This includes Twitter polls where 122 votes were received.

Comments from social media have been themed and are detailed in section 8.

Comments that were received by letter, email or telephone call have been themed and are included in section 8.

5. How effective was the consultation?

The budget consultation was conducted over an eight week period in which a range of marketing methods were used to create awareness of the consultation as well as reach and encourage stakeholders to engage with the council.

The data collection methods, which include the online survey, a paper survey, the Citizens' Panel and a youth survey (aimed at 11-24 year olds) were all developed using plain English to maximise understanding.

The four versions of the survey: standard; large print; easy read and youth were developed to maximise accessibility and to encourage participation with all members of the community.

6. Headline figures

❖ **Responding to the Covid-19 pandemic**

6.1   45% of respondents stated that customer services had performed well or very well during the pandemic;

6.2   64% of respondents stated that communications had been performed well or very well during the pandemic;

6.3   47% of respondents stated that the support for vulnerable residents had been performed well or very well during the pandemic;

6.4   39% of respondents stated that the support for businesses had been performed well or very well during the pandemic;

6.5   50% of respondents stated that support for town centres had been performed well or very well during the pandemic;

6.6   70% of respondents stated that the support for communities had been performed well or very well during the pandemic;

6.7   When asked what services they had missed during lockdown respondents stated that the services that they had missed the most were community recycling centres, followed by gyms and/or swimming pools and then parks and playing fields;

6.8   When asked which maintained services should be a priority for the future respondents stated general waste and recycling collection services followed by street lighting including responding to street lighting faults and then domestic abuse support;

6.9 58% of respondents stated that council staff working from home should be adopted as an approach for the future.

❖ **Business and the economy**

6.10 87% of respondents stated that support for local businesses was important or very important;

6.11 73% of respondents stated that promotion of town centres as places to visit was important or very important;

6.12 73% of respondents stated that supporting the visitor economy activities and services in our tourist attraction areas was important or very important;

6.13 69% of respondents stated that sustainability of culture and leisure venues was important or very important;

6.14 79% of respondents stated that labour market opportunities were important or very important;

6.15 71% of respondents stated that business start-up was important or very important;

6.16 When asked if respondents had any other ideas about how the council should support local businesses, respondents stated to reduce business rates and rents followed by the need to invest/regenerate the town centres and empty properties, encourage more shops, ensure cleanliness and reduce anti-social behaviour followed by better and free car parking.

❖ **Health and wellbeing**

6.17 When asked about which support services the council should focus on to help our most vulnerable residents as we recover from the pandemic, 92% of respondents stated that support for older people was important or very important;

6.18 81% stated that ensuring those who are homeless are kept safe as lockdown restrictions ease was important or very important;

6.19 78% of respondents stated that food poverty – (for example should BCBC support and promote food banks and provide children eligible for free school meals with food parcels during school holidays) was important or very important;

6.20 77% of respondents stated that council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic was important or very important;

6.21 86% of respondents stated that during the pandemic support from community organisations was either important or very important;

6.22 68% of respondents stated that the council should protect funding for the third sector.

❖ **Customer access to Civic offices**

6.23   81% of respondents stated that they had not missed coming into Civic Offices while it has been closed;

6.24   When asked how they have accessed services while Civic Offices has been closed respondents stated the website, followed by telephone and then email;

6.25   37% of respondents stated that they had accessed customer services while the council has been closed. Respondents stated that they had most commonly done this by telephone followed by email and then social media;

6.26   The reasons most commonly stated for contacting customer services were recycling and waste, followed by council tax and then Covid-19 related advice;

6.27   41% of respondents did not think it should be a priority to reopen Civic Offices;

6.28   60% of respondents stated that when Civic Offices does reopen, the council should move to an appointment based system.

❖ **Digitalisation**

6.29   59% of respondents stated that they had accessed services online. Of these 55% accessed services themselves whereas 4% had someone to do this on their behalf;

6.30   59% of respondents stated that when Civic Offices does reopen, they will continue to access services online. A further 20% of respondents stated that they always preferred to access services online;

6.31   When asked what would help you or someone you know access services online, 44% stated that they did not need any help accessing services online. This was followed by 15% who stated that they would find printable 'how to' guides useful and 14% who would like to have videos on the Bridgend council website. 12% of respondents stated that they would like access to community learning sessions and 11% stated that they would like appointments with a member of the customer services team to show them how to access services online;

6.32   76% of respondents stated that they had not signed up to govDelivery. When asked why not, the most common responses were that they were not aware of this service, followed by not needed/required/interested and then that they can find information independently through the internet, newspapers, social media, contacting the council etc.

❖ **Council Tax levels**

6.33   When asked to select which statement best represents their views on setting the council tax for 2021-22, 37% of respondents were prepared to increase council tax slightly to help protect the most important services where possible (4.5% increase), followed by 36% of respondents who stated that they would want to keep council tax levels the same, resulting in a reduction in the level of services provided,

followed by 19% of respondents who were prepared to increase council tax more significantly to protect more services (6% increase) and then 8% of respondents who were prepared to pay as much as is needed to maintain all council services at existing levels (16% increase).

❖ **The future**

6.34   When asked what the council's long term priorities for the future should be respondents selected to make in-house efficiencies, followed by focussing on services that benefit everyone in the borough and then encouraging citizens to take more responsibility;

6.35   When asked which three services the council should prioritise when recovering from the pandemic, respondents most commonly chose care for older people, followed by schools and then recycling and waste;

6.36   When asked what lessons from the Covid-19 pandemic should be considered when setting medium and long term funding priorities, respondents most commonly stated that the council should have an emergency fund, not waste money and make internal savings i.e. streamline services, staff and councillors pay/expenses and review external contracts. This was followed by the need to have a caring society, support social services and vulnerable people including children, older people, disabled people, care homes, carers and homelessness and then for the council to plan and prepare for the future and be adaptable;

6.37   When asked if respondents had any further comments to make Bridgend County Borough fit for the future, respondents most commonly stated that the council should make internal saving i.e. review number of staff and councillors, pay, expenses and review funded external partners followed by evaluating spending, providing value for money and providing more clarity on where money is spent and then the council should be more prepared, improve transparency and make bold plans and decisions for the future.

## 7. Question and analysis - consultation survey

The consultation contained 35 questions covering the following areas:

- ❖ Responding to the Covid-19 pandemic;
- ❖ Business and the economy;
- ❖ Health and wellbeing;
- ❖ Customer access to Civic offices;
- ❖ Digitalisation;
- ❖ Council Tax levels;
- ❖ The future.

7.1 About you

Respondents were asked how they **heard about the consultation**.

1532 respondents provided this information.
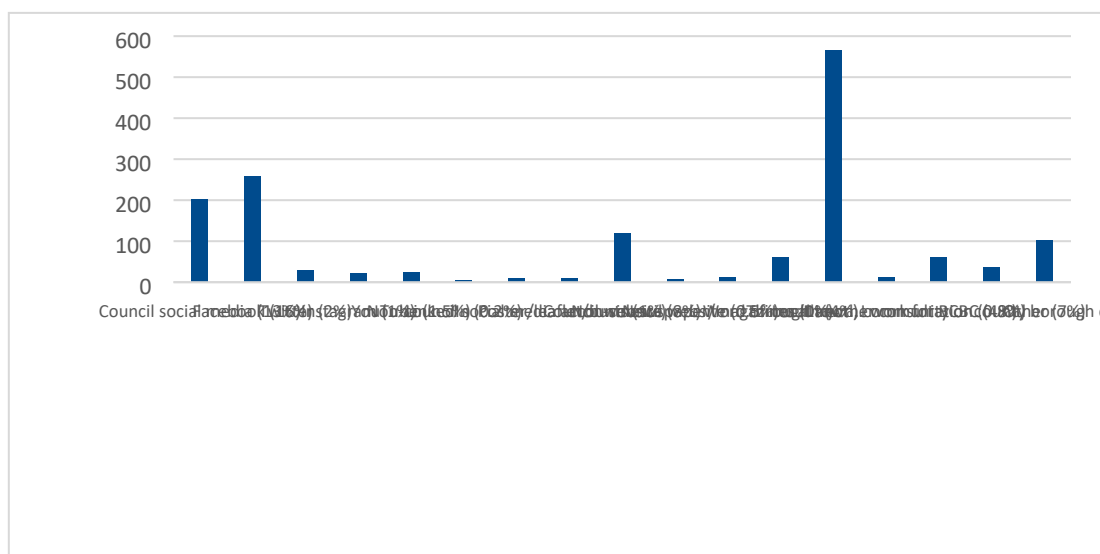
The most popular responses were:

- Direct email or letter (37%);
- Facebook (16%);
- Council social media (34%)

101 (7%) of respondents stated other when responding to this question, these are themed below:

68 respondents stated 'other' to this question. 64 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
School/teacher/school parliament/Google classroom	48
BCBC email	23
Local radio/Bridge FM	5
Oggy Bloggy Ogwr	4
Citizens' Panel	4
govDelivery/emailed newsletter	4
Word of mouth	4
BAVO	1
Bridgend business forum	1
Previously done surveys	1
Wales Online	1
I work in NHS in Bridgend	1
The gazette	1
Google news	1
Through BCCEF	1
Unsure	1

The most common responses within 'other' were School/teacher/school parliament/Google classroom followed by BCBC email and then Bridge FM.

Respondents were then asked for their **age**.
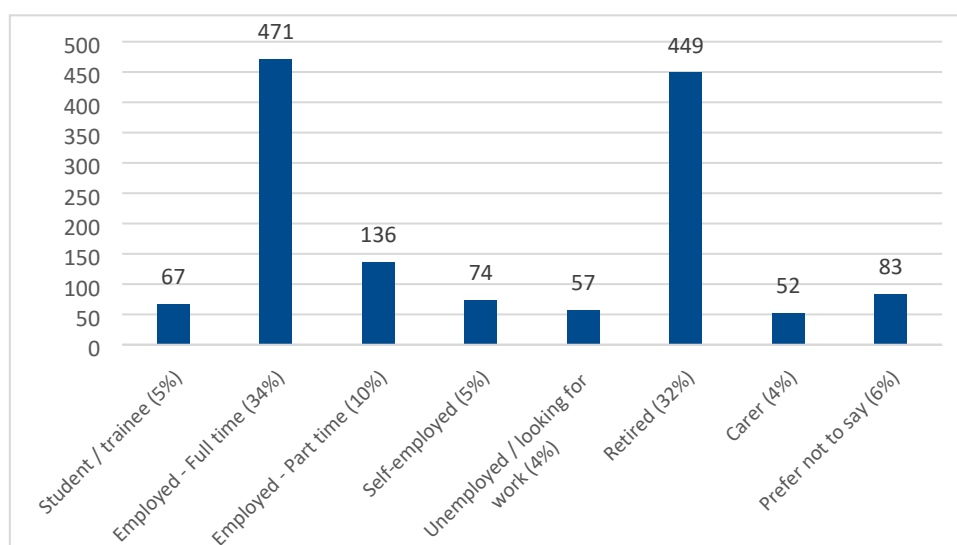
1366 respondents provided their age group:
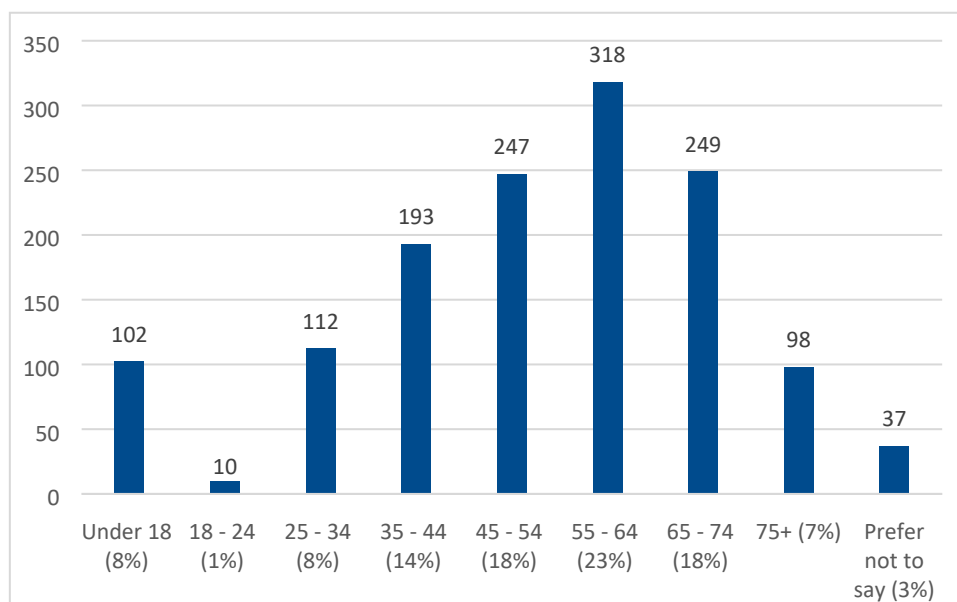
The most popular responses were:

- 23% of respondents were aged 55-64;
- 18% of respondents were aged 45-54;
- 18% of respondents were aged 65-74.

Respondents were then asked for their **employment status**.

1389 respondents provided their employment status;

The most popular responses were:

- 34% of respondents informed us that they were in full time employment;
- 32% of respondents informed us that they were retired;
- 10% of respondents informed us that they were employed part time.

7.2 Survey questions

7.2.1 Responding to the Covid-19 pandemic

7.2.1.1 How do you consider Bridgend County Borough Council has performed during the Covid-19 pandemic within the following areas?

Respondents were asked to rate how well they thought the council had performed in a range of areas during the pandemic.

Customer services (maintaining the telephone service remotely for residents and providing online services such as chatbot)
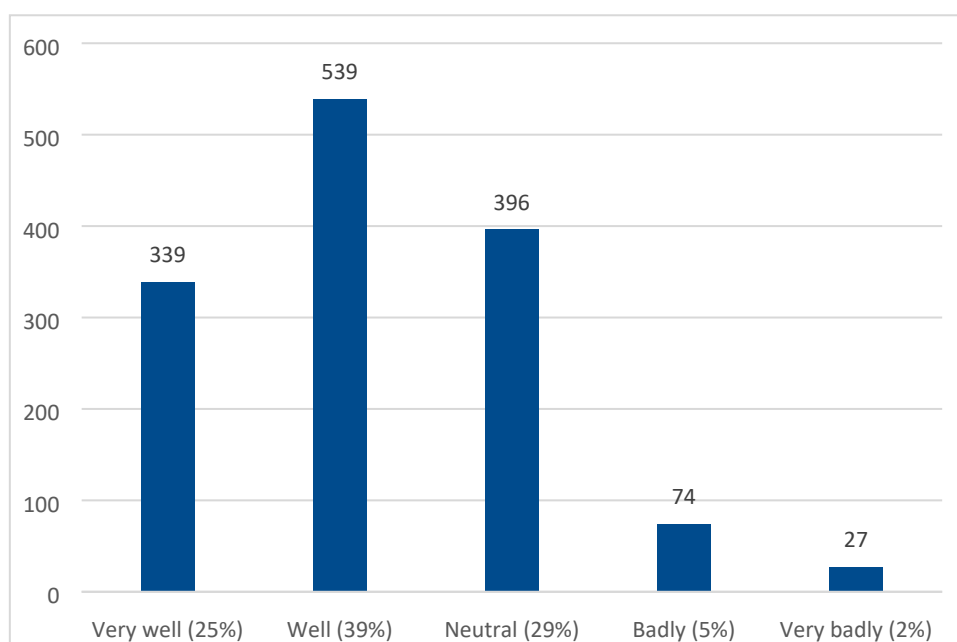
A total of 1386 people responded to this question.
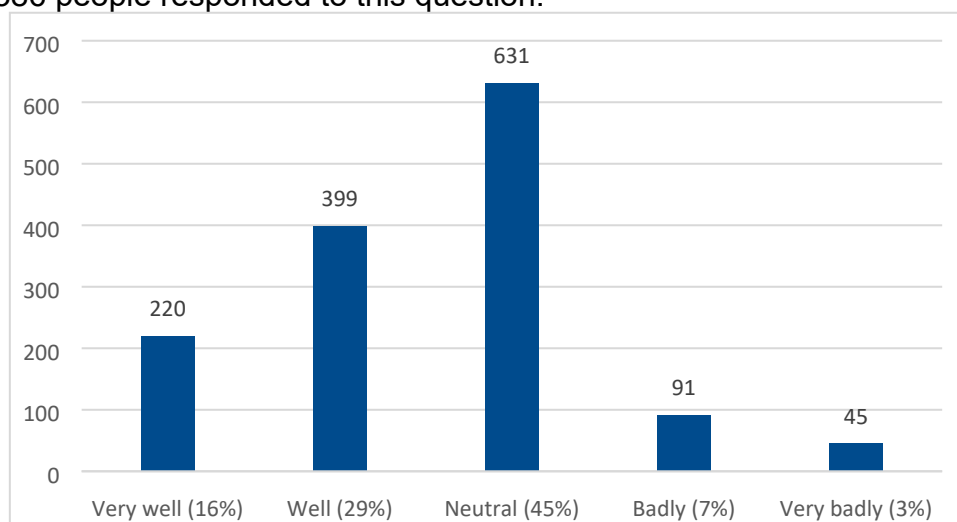
45% of respondents provided a neutral response to this question. 45% stated that customer services has performed very well (16%) or well (29%) during the pandemic. 10% stated that they had performed badly (7%) or very badly (3%).

Communications (for example, updating our website and social media channels)
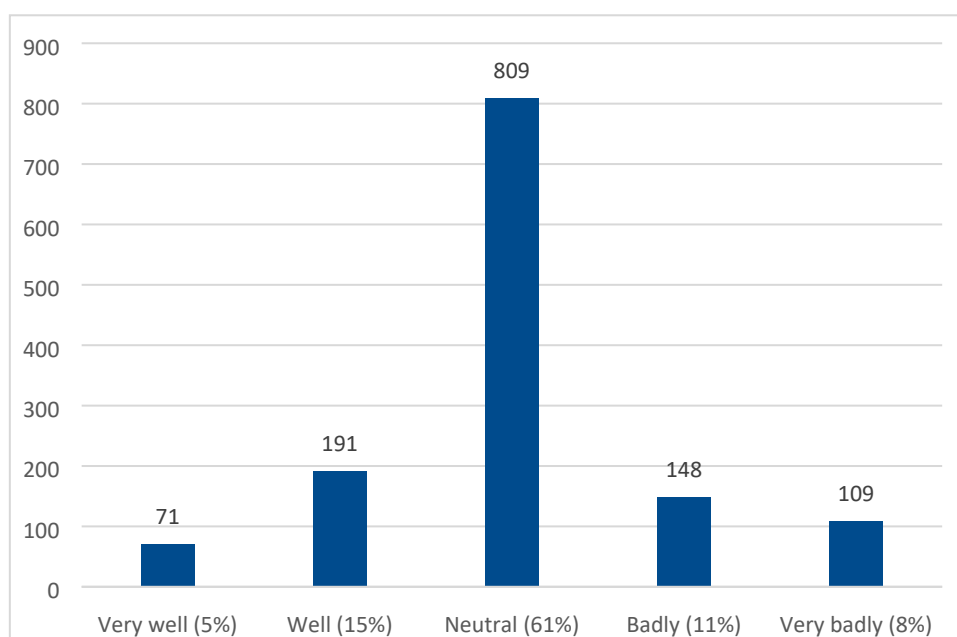
A total of 1375 people responded to this question.

64% stated that communications had been performed very well (25%) or well (39%) during the pandemic. 29% of respondents provided a neutral response to this question. 7% stated that they had performed badly (5%) or very badly (2%).

Radio and car tannoy announcements

A total of 1328 people responded to this question.

61% of respondents provided a neutral response to this question. 20% stated that Radio and tannoy announcements had been performed very well (5%) or well (15%) during the pandemic. 19% stated that they had been performed badly (11%) or very badly (8%).

The reassurance leaflet delivered to all homes across Bridgend County Borough along with a copy of the recycling timetable for the rest of the year
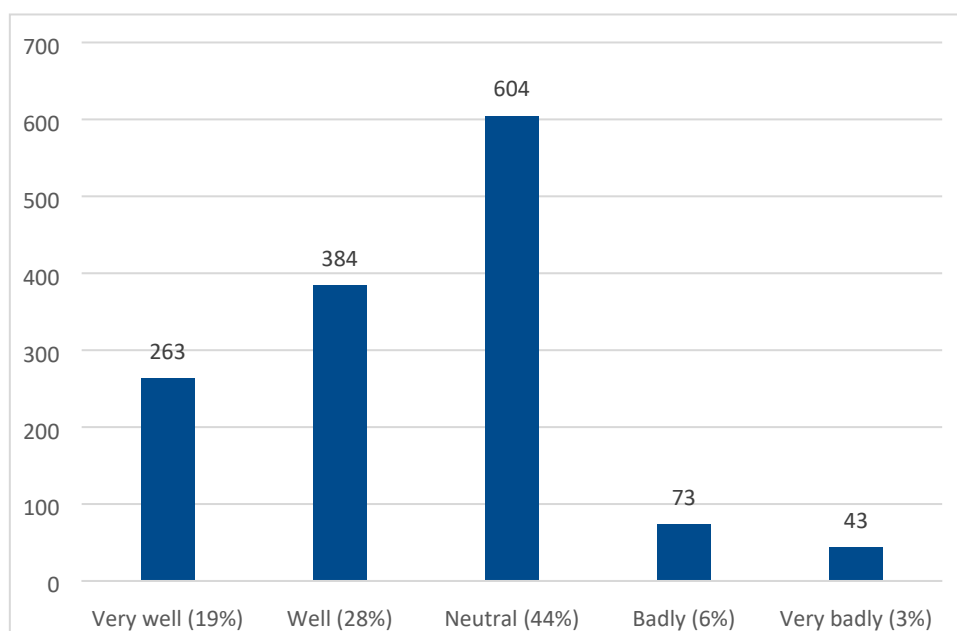
17

A total of 1374 people responded to this question.
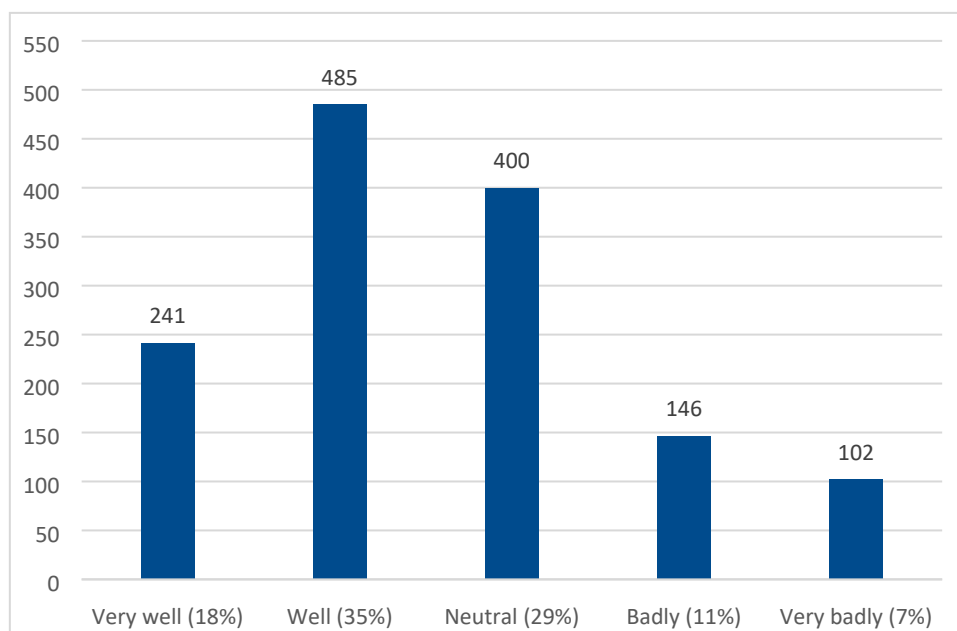
53% stated that the reassurance leaflet performed very well (18%) or well (35%) during the pandemic. 29% of respondents provided a neutral response to this question. 18% stated that they had performed badly (11%) or very badly (7%).

Supporting vulnerable residents (for example, delivering food parcels)

A total of 1367 people responded to this question.

44% of respondents provided a neutral response to this question. 47% stated that support for vulnerable residents had been performed very well (19%) or well (28%) during the pandemic. 9% stated that this support had been performed badly (6%) or very badly (3%).

Support for businesses (for example, processing grants, free training, issuing sneeze guards)
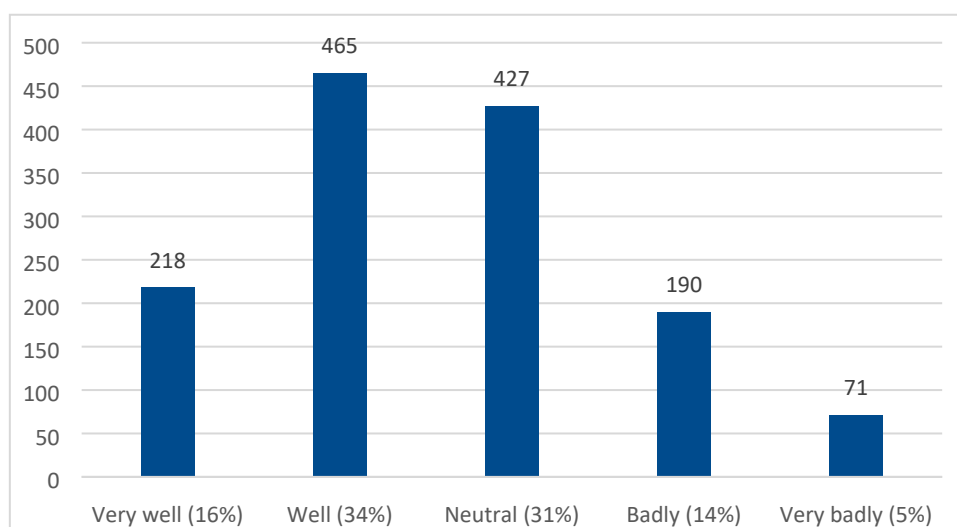
A total of 1353 people responded to this question.
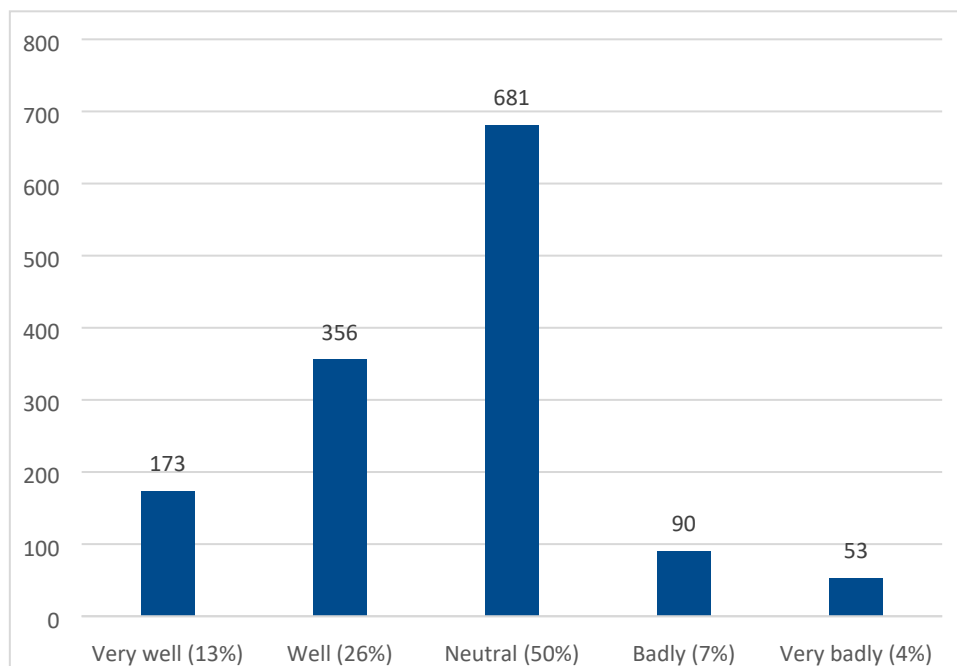
50% of respondents provided a neutral response to this question. 39% stated that support for businesses had been performed very well (26%) or well (13%) during the pandemic. 11% stated that this support had been performed badly (7%) or very badly (4%).

Supporting town centres (for example, introducing barriers and street markings to help ensure people can maintain social distancing)

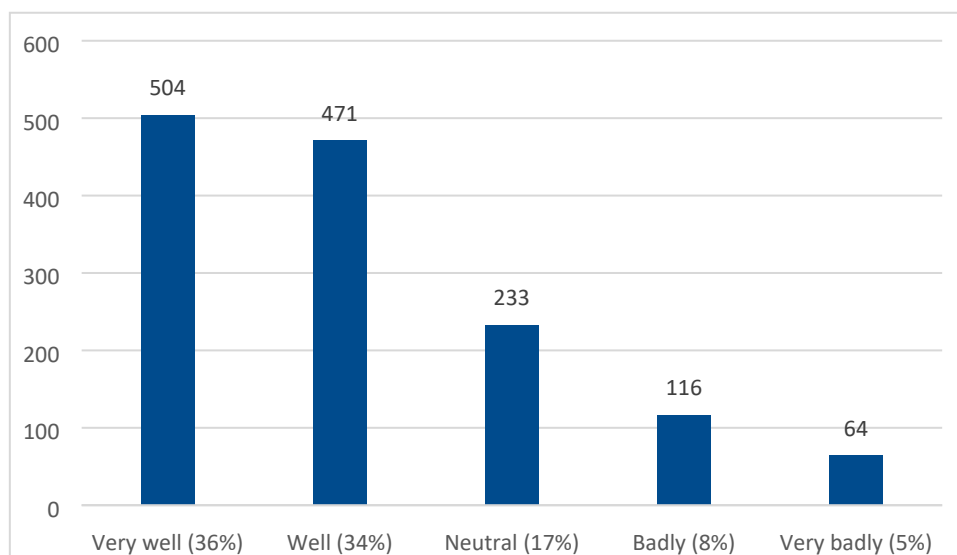A total of 1371 people responded to this question.

50% of respondents stated that support for town centres had been performed very well (16%) or well (34%) during the pandemic. 31% of respondents provided a neutral response

to this question. 19% stated that this support had been performed badly (14%) or very badly (5%).

Supporting communities (for example, continue to collect recycling and waste, street lighting and repairs to highways)

A total of 1388 people responded to this question.

70% of respondents stated that support for communities had been performed very well (36%) or well (34%) during the pandemic. 17% of respondents provided a neutral response to this question. 13% stated that this support had been performed badly (8%) or very badly (5%).

7.2.1.2 A large number of services and buildings are closed, or have limited access, because of Covid-19. What services have you missed during lockdown? Please tick all that apply.

Respondents were able to select multiple responses, a total of 5651 responses were received within this question

| 700 | 61 | 184 | 58 | 105 | 207 | 885 | 589 | 490 | 244 | 219 | 650 | 142 | 364 | 72 | 309 | 236 | 280 | 151 | 337 | 68 |
| 0 | Register office (1%) | Face to face customer service at Civic offices (3%) | Shopmobility (1%) | Lifeguard service (2%) | Garden waste service (4%) | Community recycling centres (16%) | Parks and playing fields (10%) | Libraries (9%) | Community centres (4%) | Cemeteries (4%) | Gyms and/or swimming pools (12%) | Rights of way (3%) | Schools (6%) | Day services buildings (1%) | Children's play areas (5%) | Visiting care homes/children's homes (4%) | Bridgend bus station (including the toilets) (5%) | Facilities for adults with disabilities, including learning disabilities (3%) | The Grand Pavilion (6%) | Other (1%) |

Respondents stated that the services that they had missed the most were community recycling centres, followed by gyms and or swimming pools and then parks and playing fields.
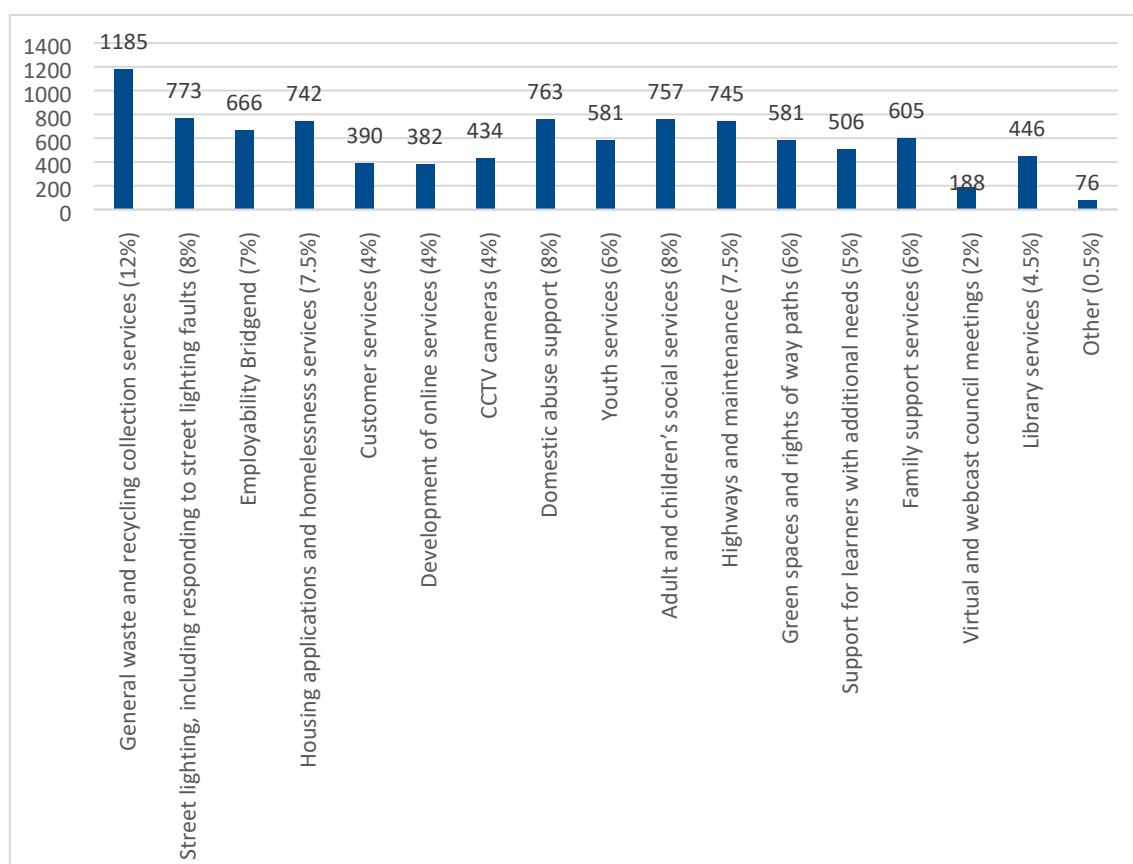
68 respondents stated 'other' to this question. 64 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Public toilets	20
Playing and attending sports, going to the gym and sports classes	9
Pubs, restaurants and coffee shops, we need to support businesses	7
Meeting friends and voluntary groups	6
Private sector places missed: garden centres, barbers and cinema	4
Travel: Car parks, community bus service, road safety training for children and being able to travel outside the borough/Wales	4
Support: from Early Help, mental health group, shielding information and seeing a doctor in the same room	4
Hedge cutting/ road repairs should have continued	2
Beaches	2
I do not use these services	2
Services should have remained/Civic should have adapted to open	2
Recycling and delivery of recycling bags	2
School and youth clubs	2
Access to church and church halls	1
Adult learning classes	1
Losing our green spaces for developments	1
Lack of police presence and traffic wardens	1
Prompt planning department and building control	1

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BRIDGEND
Cyngor Bwrdeistref Sirol
Pen-y-bont ar Ogwr

Where 'other' was stated, the most common themes are public toilets, followed by playing and attending sports, going to gym and sports classes and then pubs, restaurants and coffee shops, we need to support businesses.

7.2.1.3 Of the following services being maintained, which services do you think should be a priority in making Bridgend County Borough Fit for the Future? Please tick all that apply.

Respondents were able to select multiple responses, a total of 9820 responses were received within this question

Of the services maintained throughout the pandemic respondents stated that the services that should be made a priority for the future are general waste and recycling collection services followed by street lighting including responding to street lighting faults and then domestic abuse support.

76 respondents stated 'other' to this question. 65 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Gyms and swimming pools, recreation and leisure facilities and sports fields	14
Public transport, cycle paths, active travel links, the bus station and road safety training	8
Community recycling centres, litter, fly tipping and road repairs	7
Support town centres/local businesses	5

Theme	No.
Public toilets	4
Face to face services/continue to provide all services	4
Maintain green spaces/stop building houses on green areas	3
Health and mental health support	3
Support for the elderly and care homes	3
Opening disabled facilities and provide information in BSL	3
Safety issues i.e. neighbourhood security, domestic abuse and homelessness	2
Schools	2
Theatres, art and culture	2
Adult learning classes	1
Be able to contact council staff directly	1
Council Tax Freeze	1
Building control	1
The use of new technologies and online training	1
Look after our old Army, Navy and Air Force better	1

Where 'other' was stated, the most common themes are gyms and swimming pools, recreation and leisure facilities and sports fields, followed by public transport, cycle paths, active travel links, the bus station and road safety training and then community recycling centres, litter, fly tipping and road repairs

7.2.1.4 Do you think council staff working from home should be developed and adopted as an approach for the future?

A total of 1402 people responded to this question.
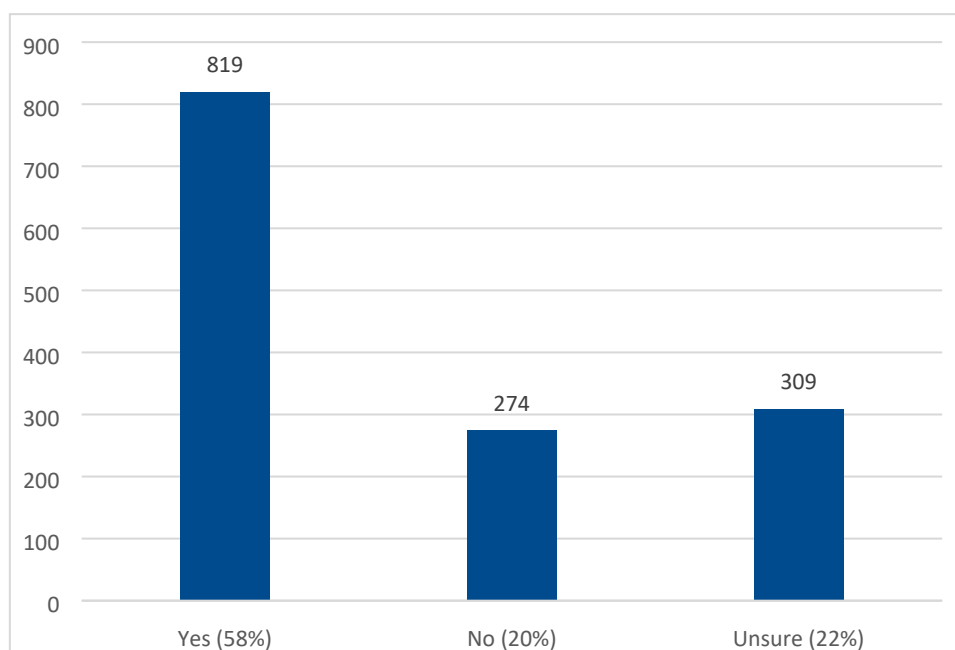
58% of respondents stated that council staff working from home should be adopted as an approach for the future. 22% were unsure and 20% did not agree with this proposal.

7.2.1.5 Please give reasons for your response, including any benefits or disadvantages.

1055 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Benefit: will save the council money i.e. less need for office space, utilities, staff expenses etc.	200
Benefit: working from home is more environmentally friendly, there is less traffic and lowers our carbon footprint	152
Benefit: provides flexibility, a better work life balance and improved staff wellbeing	120
Disadvantage: limited interaction with colleagues, staff may feel isolated and cause mental health issues	114
If staff are happy working from home and services and standards can be maintained then it should continue	76
Disadvantage: staff may be less productive through lack of motivation, IT failure or lack of office space at home, there is no accountability and difficult for managers to monitor	70
Disadvantage: some residents prefer face to face interactions or are unable to access online services	68
It depends on the role, some roles can be carried out at home and some can not	60
Service has been worse since staff have been working from home i.e. difficult to get through on the phone, no responses to emails and information between teams are disjointed	58
Benefit: staff are more productive working from home	56
Civic should be open and available to residents/need to get back to normal	56
Benefit: will keep staff safe from Covid-19 and limit the spread of infection	55
Both agile and office working should be available, this would be better for staff and residents	48
Need to ask staff for their preference, some prefer working from home and some prefer working in an office environment	40
Benefit: saves staff travel time	37
Unsure	34
Need to adapt to agile working/working from home is the future	26
Disadvantage: less footfall in town so less income for local businesses	20
Disadvantage: safeguarding concerns i.e. access to personal information and personal conversation/details available at home	7
Pay cut for all home workers	7

The most common themes are benefit: will save the council money i.e. less need for office space, utilities, staff expenses etc., followed by benefit: working from home is more environmentally friendly, there is less traffic and lowers our carbon footprint and then benefit: provides flexibility, a better work life balance and improved staff wellbeing.

7.2.1.6 Are there any other services that you think should be prioritised when decisions are being made for and in the future?

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501 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Social services and support for vulnerable people i.e. the elderly, children and disabled people	94
Health and wellbeing, mental health support and support services i.e. housing and homelessness, early help, domestic abuse	68
Refuse and waste, drain clearing, street cleaning and improved recycling centres	55
Support the economy, tourism, businesses, town centres and employability	41
Environmental issues, climate change, outdoor and green spaces, rights of way and parks	39
Schools	36
Culture and sport: swimming pools, gyms, libraries and community sports	28
Better communication with residents, customer services and faster response to resident's queries	22
Make internal savings, provide value for money, work within all areas of the borough and have better scrutiny of decisions	22
Unsure	22
Police and community safety i.e. CCTV and more police and PSCOs on the streets	21
More services should available online but support given to people who can't access them	19
Services for young people	19
Highways, road and pavement repairs	15
Public transport and active travel including cycle routes	15
All services are important and we should get back to normal	10
Freeze/lower council tax	8
Early Help	7
Planning and building control	6
Welsh language services	4
Public toilets	3
Telephone service for grants, benefits and payment for pharmacies	2
Need more information in BSL	1
Work with third sector and voluntary organisations should be strengthened	1

The most common themes are social services and support for vulnerable people i.e. the elderly, children and disabled people followed by health and wellbeing, mental health support and support services i.e. housing and homelessness, early help, domestic abuse and then refuse and waste, drain clearing, street cleaning and improved recycling centres

7.2.2 Business and the economy

7.2.2.1 Supporting local businesses and the economy will be a priority for the future. What do you think are the most important factors the council should focus on?

Respondents were given information about the support that had already been provided to businesses throughout the Covid-19 pandemic.

Respondents were asked to rate the importance of a range of factors for the council to focus on when supporting businesses in the future from very important to not important at all on a five point scale.

Support for local businesses both in terms of financial support and preparation for when lockdown restrictions have been eased.
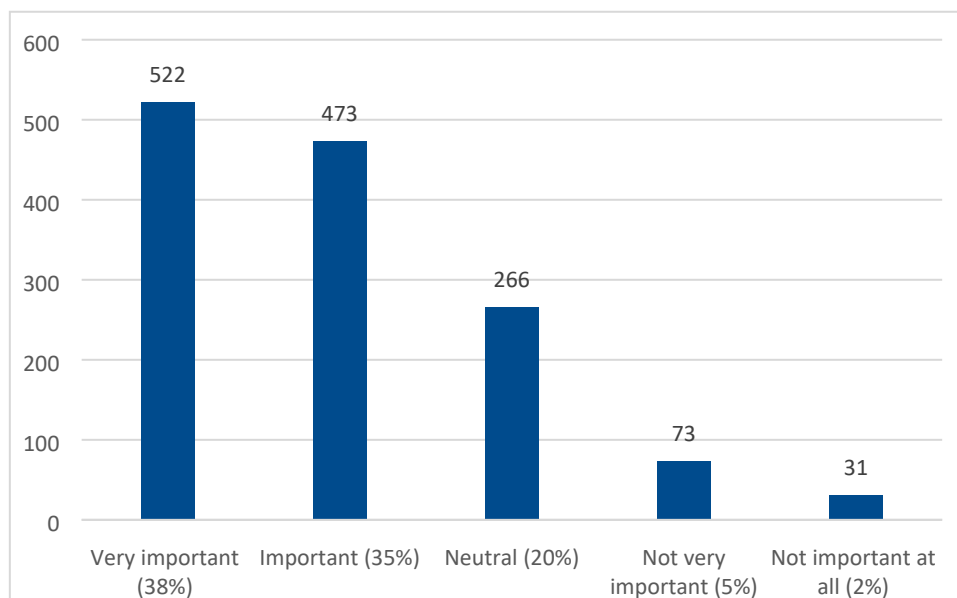
A total of 1384 people responded to this question.
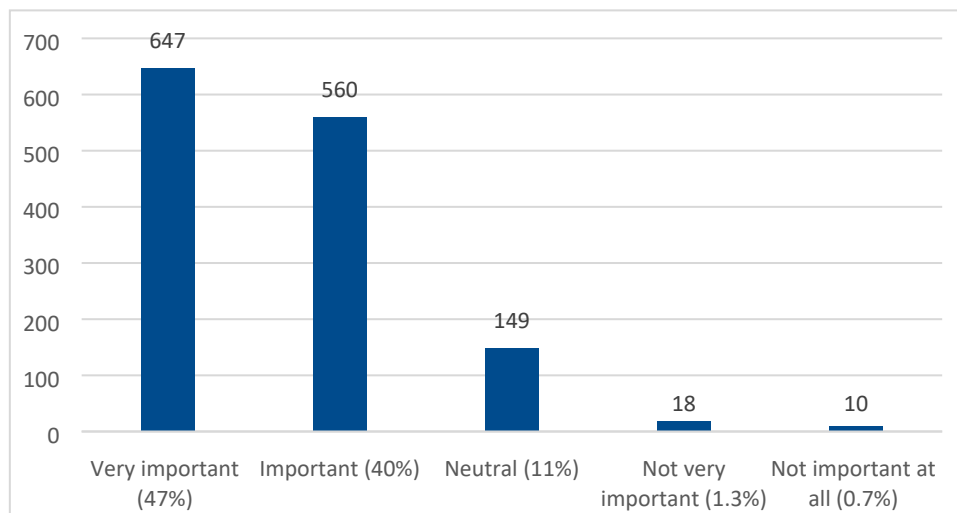
87% of respondents stated that support for local businesses was very important (47%) or important (40%). 11% of respondents provided a neutral response to this question and 2% felt that this was not very important (1.3%) or not important at all (0.7%)

Promote town centres as a place to visit
A total of 1365 people responded to this question.

73% of respondents stated that promotion of town centres as a place to visit was very important (38%) or important (35%). 20% of respondents provided a neutral response to this question and 7% felt that this was not very important (5%) or not important at all (2%).

Support the visitor economy activities and services in our tourist attraction areas, for example Porthcawl

A total of 1367 people responded to this question.
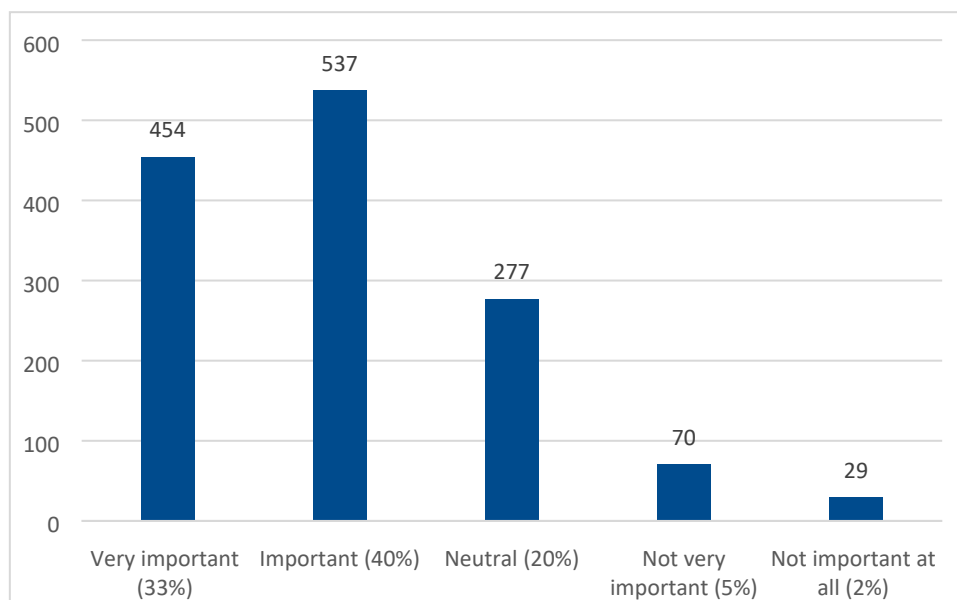
73% of respondents stated that supporting the visitor economy activities and services in our tourist attraction areas was very important (33%) or important (40). 20% of respondents provided a neutral response to this question and 7% felt that this was not very important (5%) or not important at all (2%).

## Sustainability of culture and leisure venues – pubs and clubs and restaurants

A total of 1371 people responded to this question.
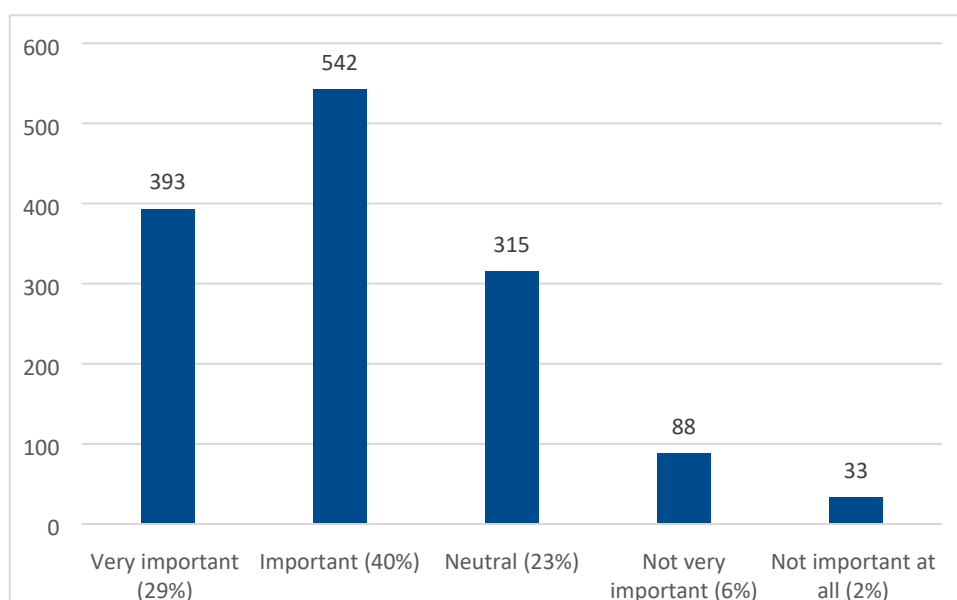
69% of respondents stated that sustainability of culture and leisure venues was very important (29%) or important (40%). 23% of respondents provided a neutral response to this question and 8% felt that this was not very important (6%) or not important at all (2%).

Labour market opportunities (and our role in stimulus) e.g. additional apprentices.
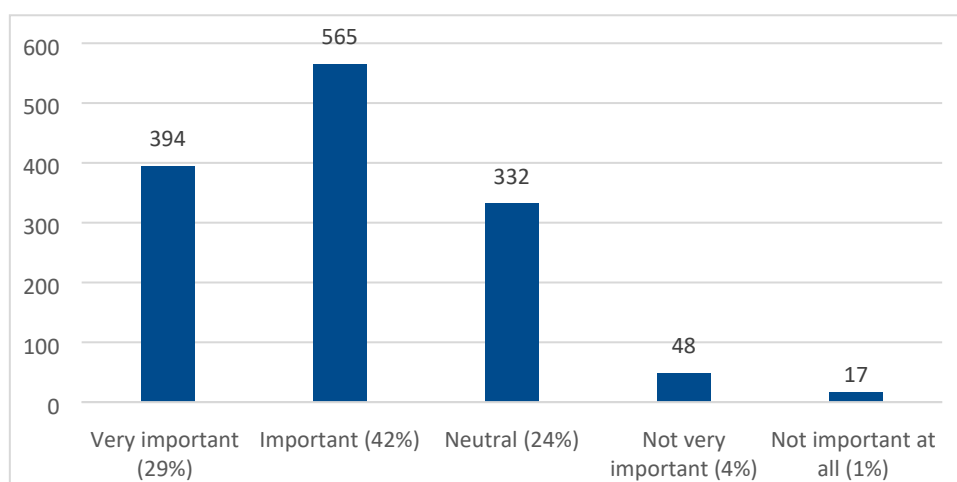
A total of 1362 people responded to this question.
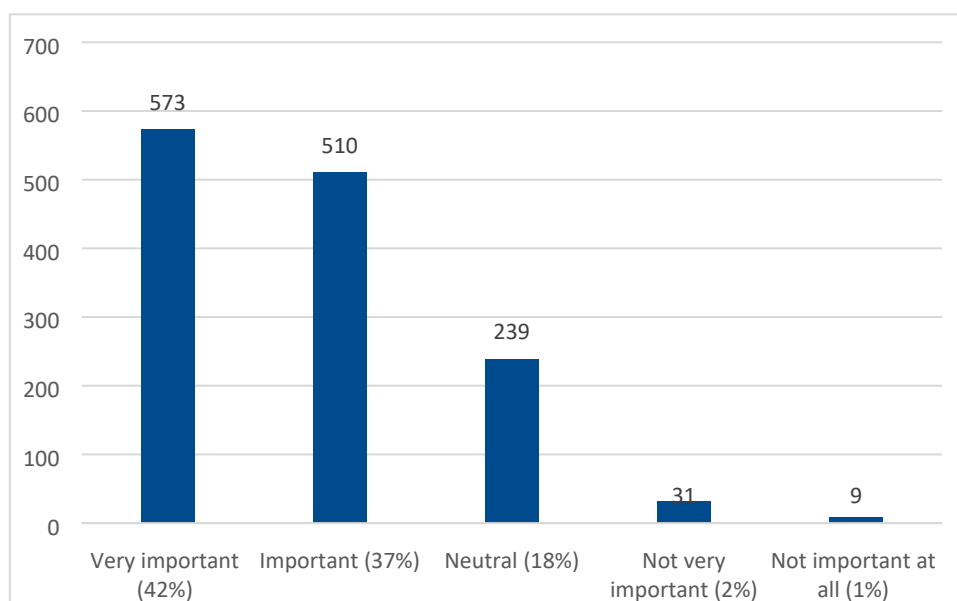
79% of respondents stated that labour market opportunities were very important (42%) or important (37%). 18% of respondents provided a neutral response to this question and 3% felt that this was not very important (2%) or not important at all (1%).
Business start-up support

A total of 1356 people responded to this question.

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71% of respondents stated that business start-up was very important (29%) or important (42%). 24% of respondents provided a neutral response to this question and 5% felt that this was not very important (4%) or not important at all (1%).

7.2.2.2 Do you have any other ideas on how the council could support local businesses and the economy?

406 comments made have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Reduce business rates and rents	79
Need to invest/regenerate the town centres and empty properties, encourage more shops, ensure cleanliness and reduce anti-social behaviour	64
Better and free car parking	58
Support businesses financially, inform them of Covid-19 restrictions and ensure grants are paid out quickly	42
Advertise businesses, promote tourism and have more events, pop up shops and outdoor markets	36
Support businesses through training (such as trading online) and create a forum to offer mutual support and share best practice	35
Not sure this is a priority at the moment/just focus on current and essential businesses	21
Make internal savings i.e. reduce staff and number of councillors and wasting money	16
Support all business and not just a few i.e. start-ups, taxi services, market traders, social enterprise and producers that do not have premises	16
Listen to business owners needs	13
Use local/ British businesses	11
Work with schools and colleges to improve skills, create jobs and offer apprenticeships	10
Support businesses to invest in green technology	9
Invest in all areas in the borough	9
Improve public transport	8
De-pedestrianise the town centre	7

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Theme	No.
Reduce red tape/restrictions from council planning and allow residential living above shops	6
Pedestrianise the town centre	4
Need public toilets	2
Longer term planning and funding for the future	2
Support local volunteers to support work such as litter picking, delivering leaflets and social media	1
Not that I can think of, you have done a good job	1
Open the main offices to increase footfall in Bridgend and support local businesses	1

The most common themes were reduce business rates and rents followed by need to invest/regenerate the town centres and empty properties, encourage more shops, ensure cleanliness and reduce anti-social behaviour and then better and free car parking.

7.2.3 Health and wellbeing

7.2.3.1 Which services, if any, do you think are most important for us to focus on as we recover from the pandemic?

Respondents were asked which services to help support our most vulnerable residents they thought were important for the council to focus on as we recover from the pandemic. Respondents were asked to rank services from very important to not important at all on a five point scale.

Support for older people (continue contact with the most vulnerable in our communities to ensure their needs are met)
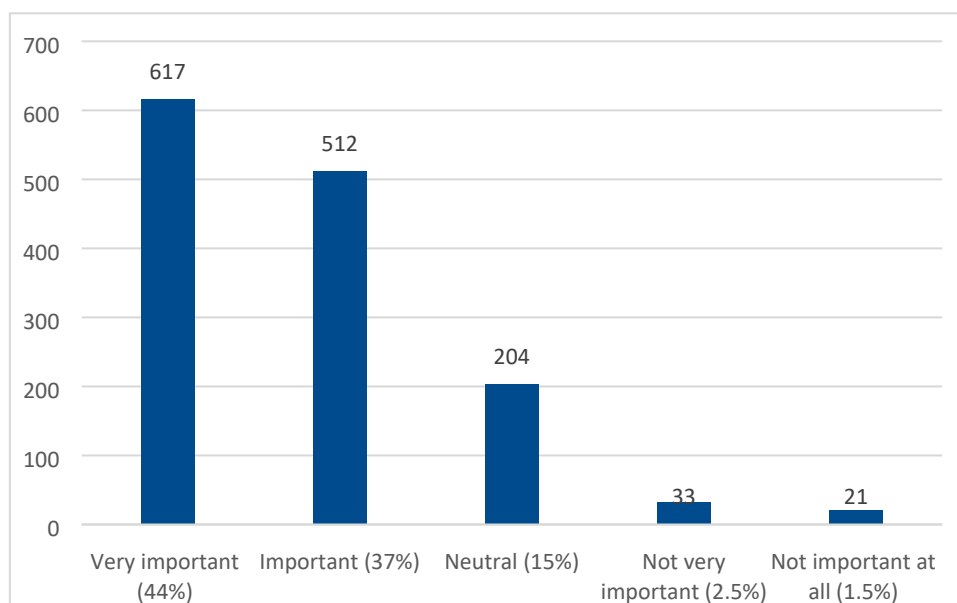
A total of 1396 people responded to this question.
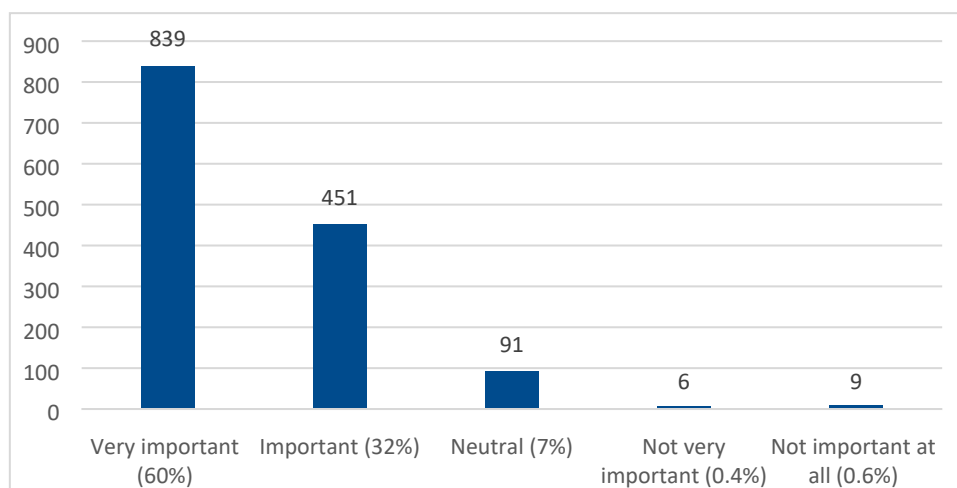
92% of respondents stated that support for older people was very important (60%) or important (32%). 7% of respondents provided a neutral response to this question and 1% felt that this was not very important (0.4%) or not important at all (0.6%).

Homelessness (ensuring those who are homeless are kept safe as lockdown restrictions ease)

A total of 1387 people responded to this question

81% of respondents stated that ensuring those who are homeless are kept safe as lockdown restrictions ease was very important (44%) or important (37%). 15% of respondents provided a neutral response to this question and 4% felt that this was not very important (2.5%) or not important at all (1.5%).

Food poverty – (for example should BCBC support and promote food banks and provide children eligible for free school meals with food parcels during school holidays)

A total of 1394 people responded to this question
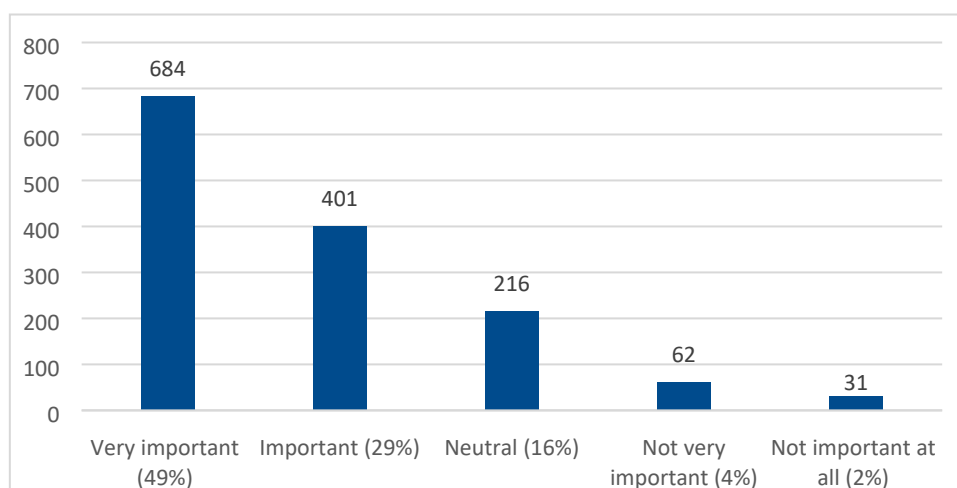
78% of respondents stated that food poverty – (for example should BCBC support and promote food banks and provide children eligible for free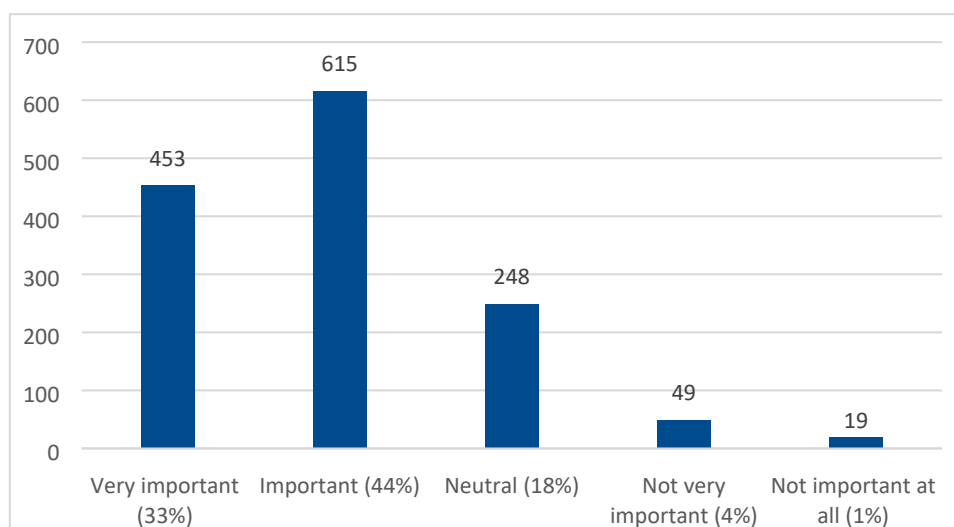 school meals with food parcels during school holidays) was very important (49%) or important (29%). 16% of respondents provided a neutral response to this question and 6% felt that this was not very important (4%) or not important at all (2%).

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Council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic i.e. council tax deferment or reduction scheme.

A total of 1384 people responded to this question

77% of respondents stated that council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic was very important (33%) or important (44%). 18% of respondents provided a neutral response to this question and 5% felt that this was not very important (4%) or not important at all (1%).


Online and blended learning by schools

A total of 1373 people responded to this question
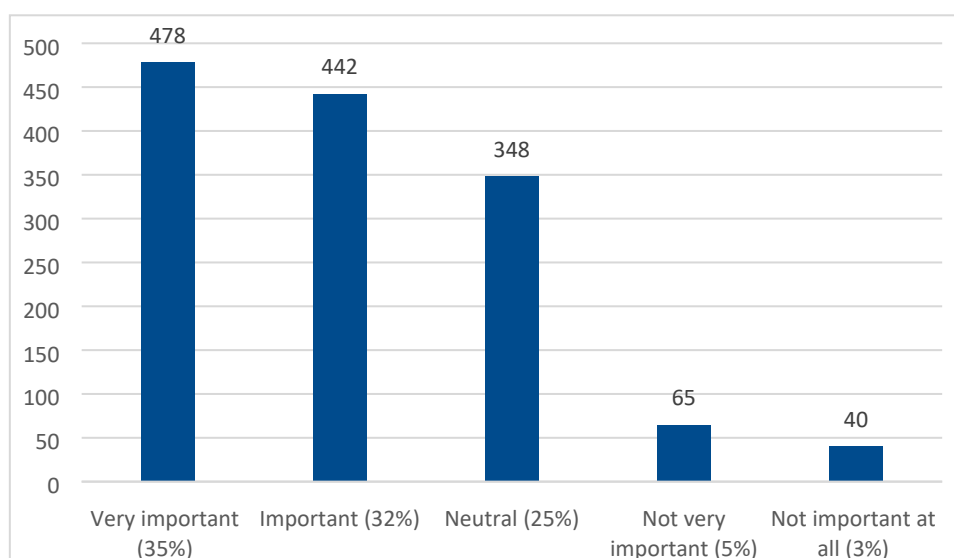
67% of respondents stated that online and blended learning by schools was very important (35%) or important (32%). 25% of respondents provided a neutral response to this question and 8% felt that this was not very important (5%) or not important at all (3%).

7.2.3.2 More services have been delivered remotely or online (for example services such as period dignity, domestic abuse support, flying start, youth justice and youth services were adapted to online or remote delivery).

Do you think this is an approach we should develop and adopt for the future?
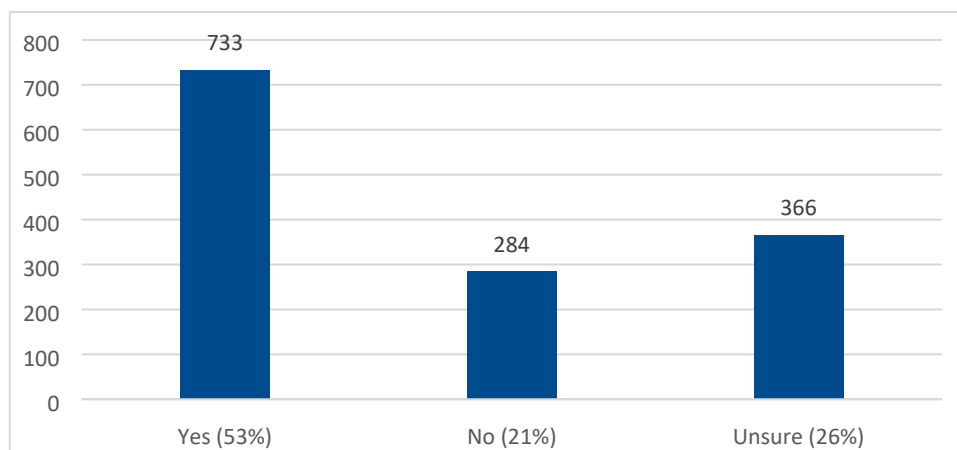
53% of respondents stated that the council should adopt more services being delivered remotely or online as an approach for the future. 26% of respondents were unsure and 21% did not support this proposal.

7.2.3.3 Do you have any other examples of services you think could be delivered remotely?

285 comments made in response to this question have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Face to face meetings are preferred/better for some people so both online and face to face services should be available	66
Some people are not able to access services online and some services would not work online e.g. domestic abuse services, social services and care and vulnerable should be supported face to face	51
All or as many services as possible, face to face contact could be delivered via webcam and zoom	43
Library services, online learning courses and online school services (although these need to be improved)	26
Unsure	15
Need to ensure online services are being delivered to a good standard	14
Customer services, admin, finance, Citizens Advice, legal advice and consumer rights	13
Online counselling and mental health support	10
Business support, employability and job centre	9
Other services: registrar, food parcel contacts, consultation surveys, shopmobility, probation, rights of way and street light faults	9
Health, online gym classes and GP services	8
Youth support services	7

|	
Planning applications and building regulations	7
None	6
Social services, family support, early help and parenting groups	6
Council meetings	5
Housing and homelessness	5
Council tax bills and support and financial help	5
Recycling and waste i.e. book an appointment at the recycling centre, order recycling bags, donate clothes	4
Work with third sector to provide services	3
Blue badge applications and car park seasons online	3
Covid-19 rules and whistleblowing facility for non-compliance	3
Why not all councils in Wales use one call/online centre for all remote services	1
What about Welsh language services	1
More green initiatives e.g. installing solar panels on every home	1

The most common themes were face to face meetings are preferred/better for some people so both online and face to face services should be available followed by some people are not able to access services online and some services would not work online e.g. domestic abuse services, social services and care and vulnerable should be supported face to face and then all or as many services as possible, face to face contact could be delivered via webcam and zoom.

7.2.3.4 During the Coronavirus (Covid-19) outbreak, how important do you think it was to have support from community organisations in Bridgend County Borough?

A total of 1401 people responded to this question
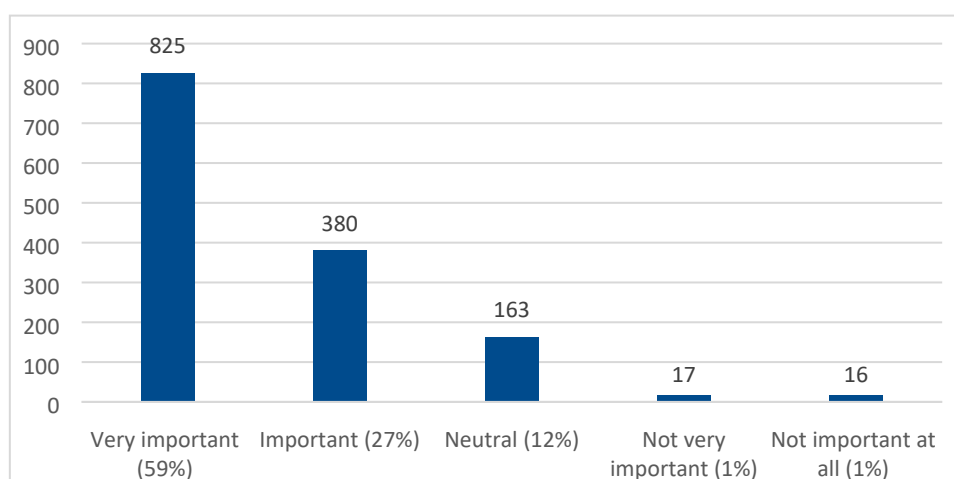
86% of respondents stated that support from community organisations was very important (59%) or important (27%). 12% of respondents provided a neutral response to this question and 2% felt that this was not very important (1%) or not important at all (1%).

7.2.3.5 In setting priorities for the future, do you think the council should protect funding for third sector organisations?

A total of 1393 people responded to this question
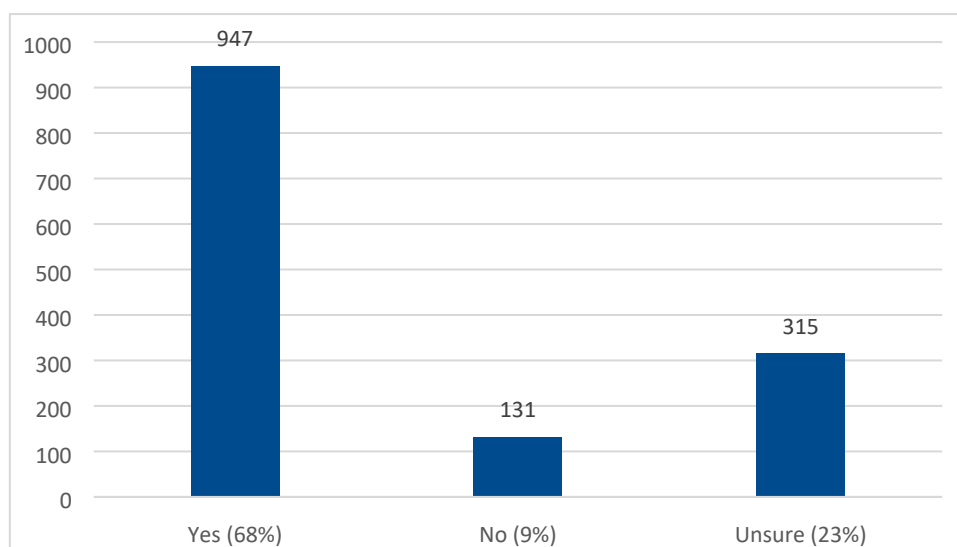
68% of respondents stated that the council should protect funding for the third sector. 23% of respondents were unsure and 9% did not agree with this proposal.

7.2.3.6 Do you have any other comments on how Bridgend County Borough Council should work with third sector organisations in the future?

255 comments made in response to this question have been themed in the table below:

Theme	No.
Third sector organisations have done a good job during the pandemic and should be supported	42
Organisations that receive funding should be accountable and should be monitored on a regular basis	38
Improve partnership working with BCBC and between third sector organisations to ensure no duplication of work and all vulnerable people are supported	28
These should not be funded by the local authority	24
Provide extra funding to support third sector organisations	22
Need better communication to residents on what services are available from third sector organisations	17
Fund a wider variety and more local third sector organisations	17
Areas to support: older people, learning disabilities, food poverty, sports clubs, homelessness, young people, home repairs for council tenants and drug and alcohol services	15
Support the third sector through training, rate and rent relief and sharing premises	13
Unsure what value the third sector brings/do not know about the third sector/have never received these services	13
Promote volunteering and support volunteers	10
Counselling services and mental health	7
All community organisations must be free from political ideology	2
Do not panic people about Covid-19	2

Theme	No.
The question is all well and good if BCBC were actually working during this Covid-19 crisis	1
Access for BSL?	1
Give town and community councils the status they deserve and pass down more responsibilities to them	1
Need information on how vulnerable family members in different counties can be interacted with during local lockdown	1
Where will the funding come from?	1

The most common themes are third sector organisations have done a good job during the pandemic and should be supported followed by organisations that receive funding should be accountable and should be monitored on a regular basis and then improve partnership working with BCBC and between third sector organisations to ensure no duplication of work and all vulnerable people are supported.

7.2.4 Customer access to Civic Offices

7.2.4.1 Have you missed being able to come in to Civic Offices?

1387 people responded to this question.
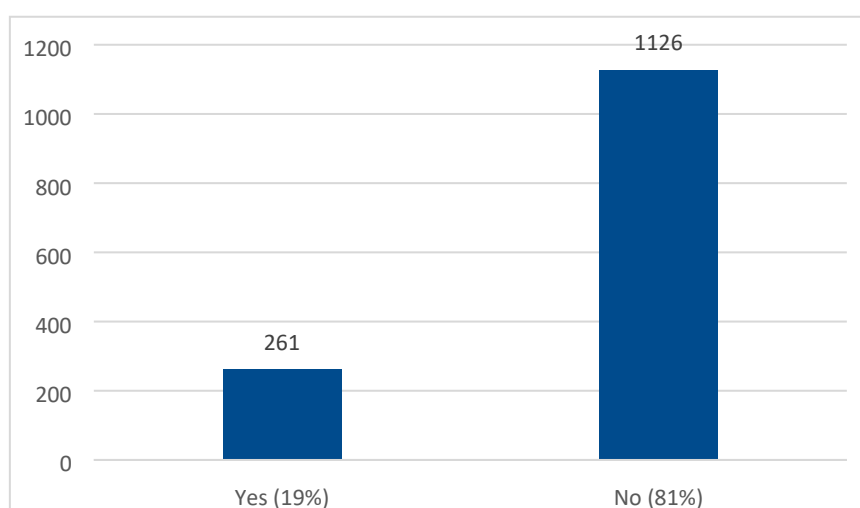
81% of respondents stated that they had not missed coming into Civic Offices. 19% stated that they had missed coming into Civic Offices.

7.2.4.2 How have you accessed services while Civic Offices were closed? Please select all that apply.

Respondents were able to select multiple responses, a total of 2068 responses were received within this question
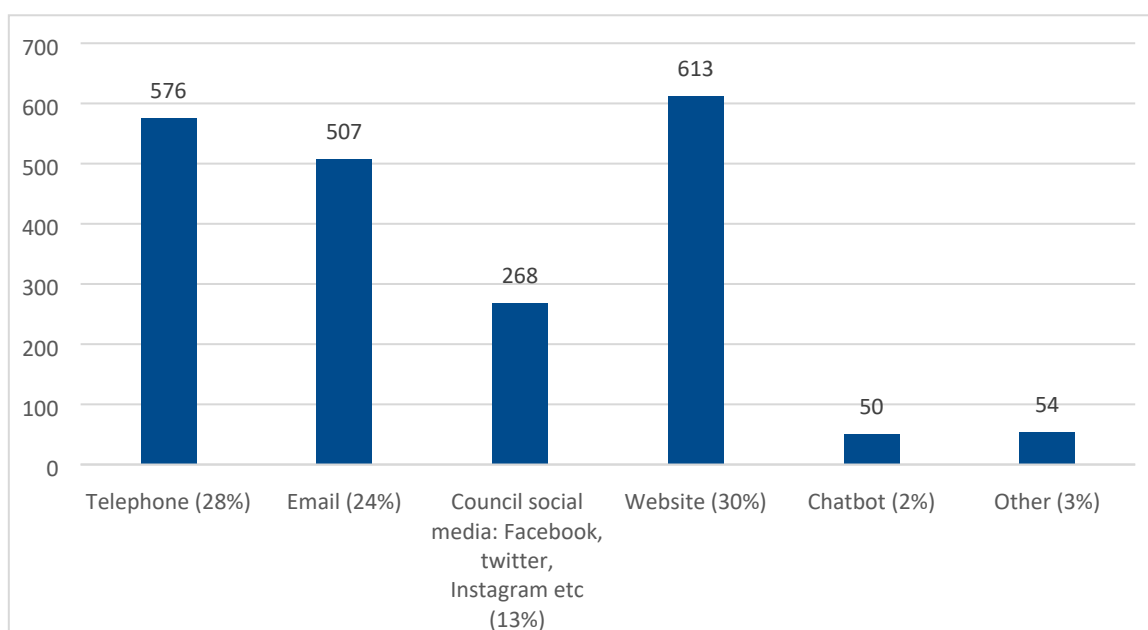
While unable to access Civic Offices the means most commonly used to access services has been the website, followed by telephone and then email.

54 respondents stated 'other' to this question. 47 comments made have been themed in the table below:

Theme	No.
None/ I haven't	20
I did not bother trying to access services/ was unable to access services as unable to get through	7
Letter/post	3
Through work/I am employed by BCBC	3
Contacting MP/AM, Local Councillor	2
Government website	1
Fix My Street	1
Council website	1
Had no idea it was closed	1
My account	1
Newsletter	1
Not everyone wants to use social media	1
Talk to us	1
Refuse collections and refuse bag delivery dates.	1
Text	1
Television	1
You should not mistake a lack of visits to Civic Offices as indication of the lack of need for people to be able to visit Civic Offices.	1

The most common themes are none/I haven't, followed by I did not bother trying to access services/was unable to access services as unable to get through and then letter/post and through work/I am employed by BCBC.

37

7.2.4.3 Have you contacted customer services since the council offices closed?

1373 people responded to this question.
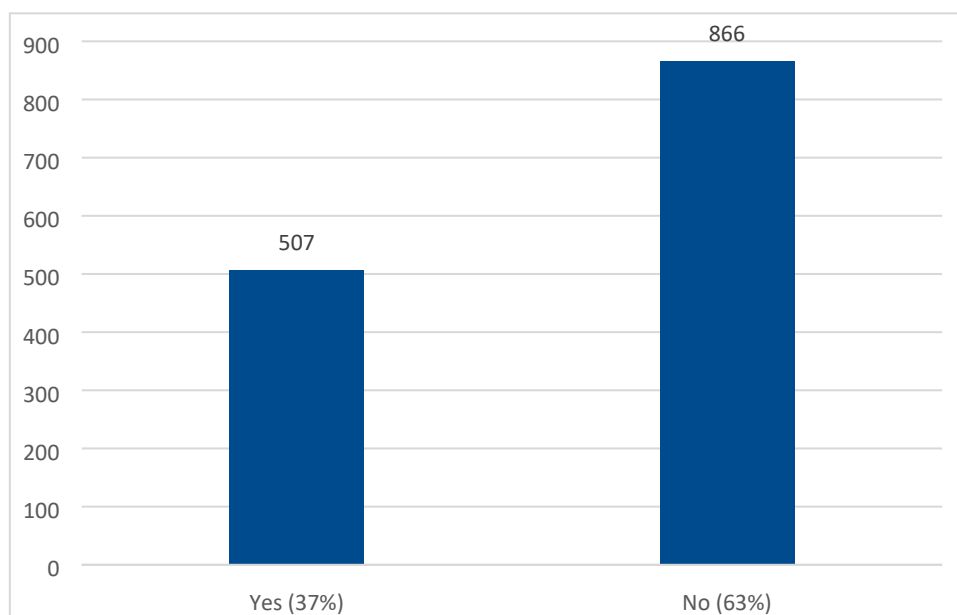
63% of respondents stated that they have not accessed customer services since the council offices closed. 37% stated that they had.

7.2.4.4 If 'yes', how did you contact customer services? Please select all that apply.

661 people responded to this question.
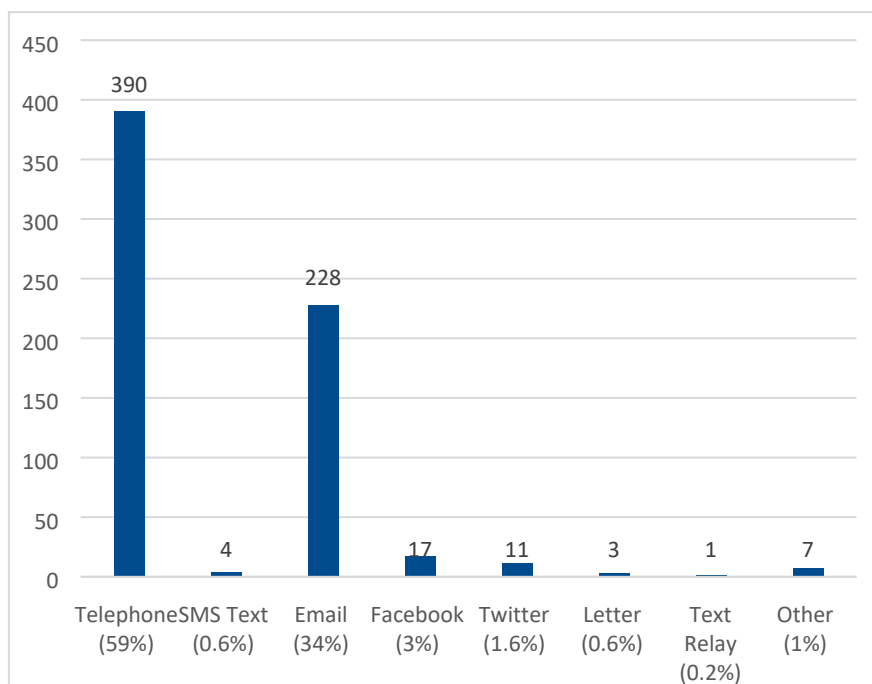
Respondents who had accessed customer services had done this by telephone (59%) followed by email (34%) and then social media (4.6%).

7 respondents stated 'other' to this question. 5 comments made have been themed in the table below:

Theme	No.
Internet/website	2
Blue badge renewal	1
Regarding refuse collection and new food bags	1
Fix my street	1

7.2.4.5 Have you, or someone you know, accessed any of the following services during the pandemic? Please select all that apply.

Respondents were able to select multiple responses, a total of 2068 responses were received within this question
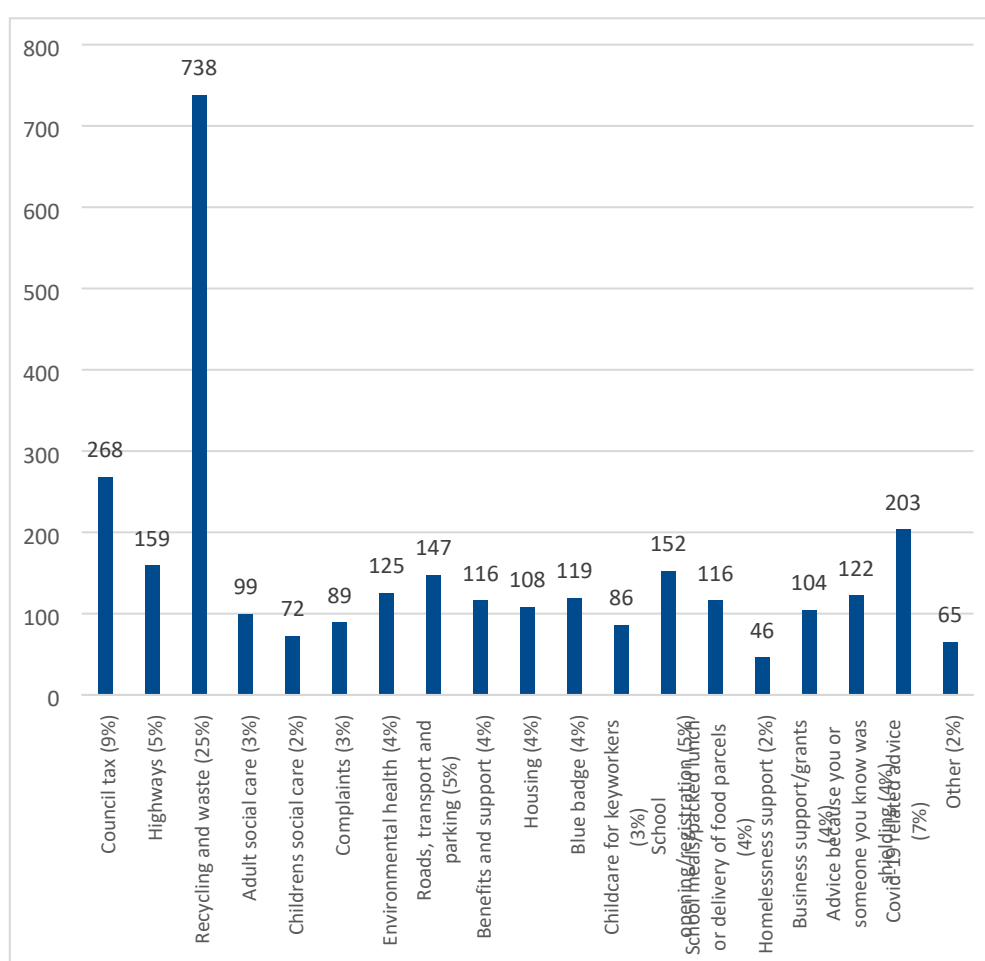
The services most commonly accessed by respondents were recycling as waste, followed by council tax and then Covid-19 related advice.

65 respondents stated 'other' to this question. 55 comments made have been themed in the table below:

Theme	No.

Theme	No.
Planning and building control	11
Register birth/death	5
I have not accessed these services	4
Healthcare/Covid-19 information	3
Library services	3
Schools information/ Supply Teacher registration	3
Protected trees department/Conservation team	3
Information about cemeteries	2
As a Councillor I access many of these/have regular contact	2
Electoral services	2
Freedom of information	2
Street lighting, fly tipping, request new food bin	4
Animal licenses/RSPCA	2
Community asset transfer/Parks and leisure	2
Care homes	1
Domestic abuse	1
Shared services for advice with online purchases	1
I have given up on BCBC services	1
Phoned to speak to someone customer service	1
Operations Officer	1
Rights of way	1

The most common themes within 'other' were planning and building control followed by register birth/death and then I have not accessed these services.

7.2.4.6 Since closing our face-to-face channel for customers in Civic Offices, we have continued to provide services over the telephone, email and online. Do you think it is a priority for the council to reopen Civic Offices to the public?

1373 people responded to this question.
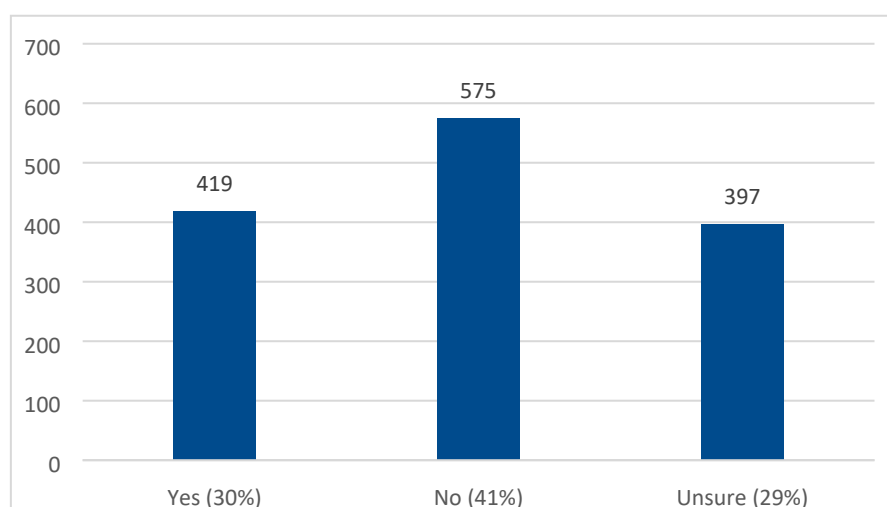
41% of respondents stated that they did not think it was a priority to reopen Civic Offices to the public. 29% were unsure and 30% stated that it should be a propriety to reopen Civic Offices.

7.2.4.7 If yes, which services do you feel you need to be able to access face to face?

274 comments made in response to this question have been themed in the table below. Some comments contained multiple themes:

Theme	No.
All/most services	99
Not everyone is able to access services online, some people prefer face to face contact and it is a better service face to face	78
Housing and homelessness	31
Council tax and benefits support	23
Child and adult social services	13
Civic offices should be open for the public, we need to get back to normal	13
Customer services/reception	12
Personal or sensitive issues and services for vulnerable people i.e. elderly people and disabled people	11
Street cleaning and lighting, drain cleaning, refuse and recycling	6
Blue badge application	4
Planning	4
Domestic abuse	3
Highways and road repairs	3
External services: Calan DVS, Citizens Advice and the job centre	3
Covid related problems and advice	2
BSL	1
Complaints	1
Just Ask drop in service for young people	1
Library	1
Shopmobility	1
Would save money on office space	1

The most common themes within 'other' were planning and building control followed by register birth/death and then I have not accessed these services.

7.2.4.8 Given the progress made in digitalising customer services, do you think the council should switch to an appointment based system when Civic Offices reopen?

1373 people responded to this question.
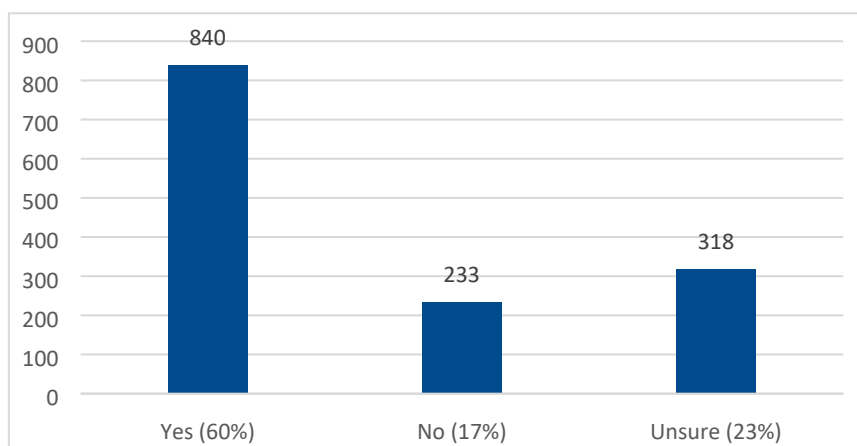
Chart showing responses: Yes (60%) = 840, No (17%) = 233, Unsure (23%) = 318

60% of respondents stated that when Civic Offices does reopen the council should move to an appointment based system. 23% were unsure and 17% did not agree with this proposal.

7.2.5 Digitalisation

7.2.5.1 More people are now accessing services online as a result of the Covid-19 pandemic. Have you, or has someone on your behalf, accessed council services online?

1380 people responded to this question.

Chart showing responses: Yes I have accessed services online (55%) = 760, Someone has accessed services online on my behalf (4%) = 51, No, I have not accessed services online (41%) = 569
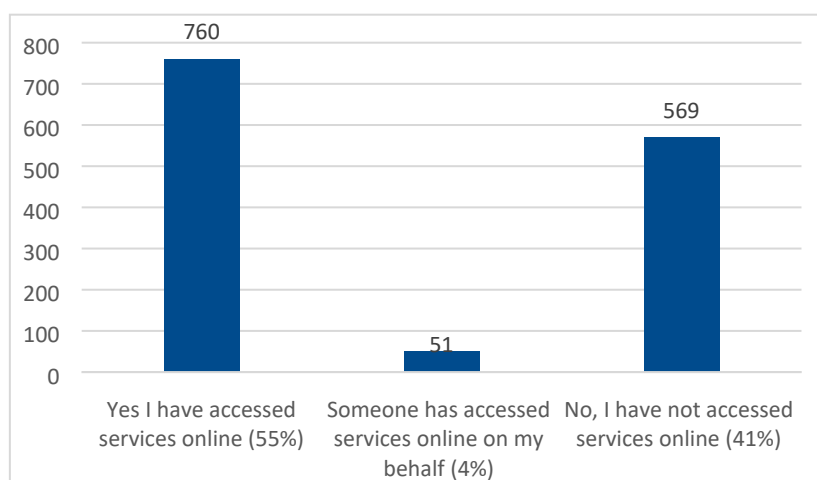
55% of respondents stated that they had accessed services online and a further 4% stated that someone had accessed services online on their behalf. 41% stated that they had not accessed services online.

7.2.5.2 When Civic Offices reopen will you continue to access services online?

1309 people responded to this question.
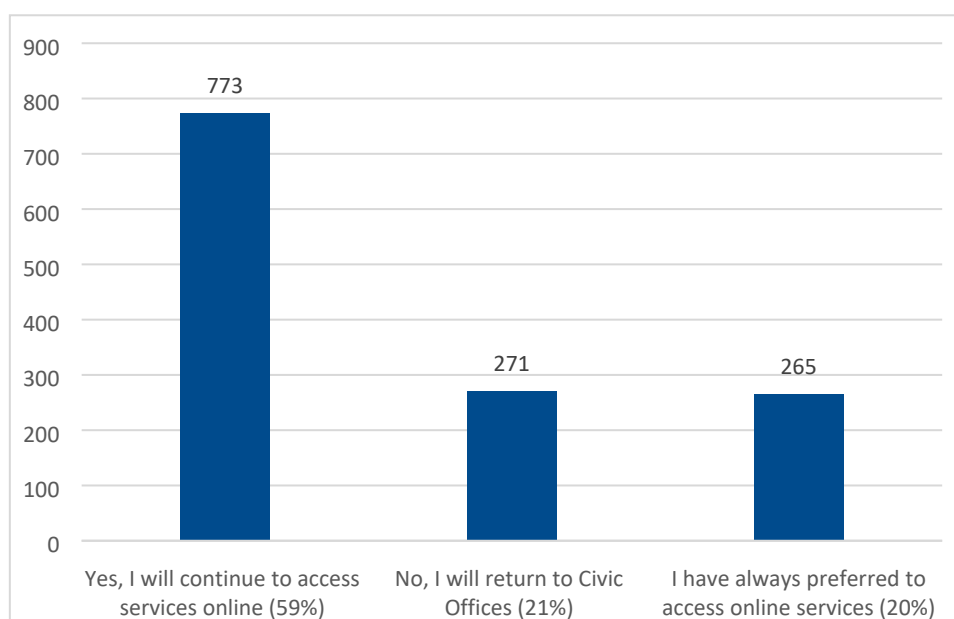
42

59% of respondents stated that when Civic Offices reopen they will continue to access services online. 20% stated that they had always preferred to access services online. 21% of respondents stated that they would return to accessing services in Civic Offices when it reopens.

Respondents who stated 'no I will return to Civic Office' to this question were asked why?

185 responses were received. The responses are themed in the table below:

Theme	No.
Prefer to speak to someone face to face/rather human contact	91
Face to face provides a better service i.e. not waiting on the phone and issues are dealt with quicker	39
I am not online/ do not have a computer and/or internet	37
Both should be available i.e. online and face to face/some services would be better deliver face to face	6
BCBC website is difficult to use	5
As a County Councillor most of my contacts are through the referral system	1
I can't think of reason for making contact.	1
Our council staff and councillors must be available and accountable to local people in their community	1
BSL? Nothing online	1
Unsure if you could complete a bus pass application online	1
Was unable to complete a blue badge application online	1
It's easier	1

The most common themes for those that said that they would not continue to access services online with Civic Offices reopen were prefer to speak to someone face to face/rather human contact followed by face to face provides a better service i.e. not waiting on the phone and issues are dealt with quicker and then I am not online/ do not have a computer and/or internet.

43

7.2.5.3 What support would help you, or someone you know, to access more services online? Please select all that apply.

Respondents were able to select multiple responses, a total of 1786 responses were received within this question
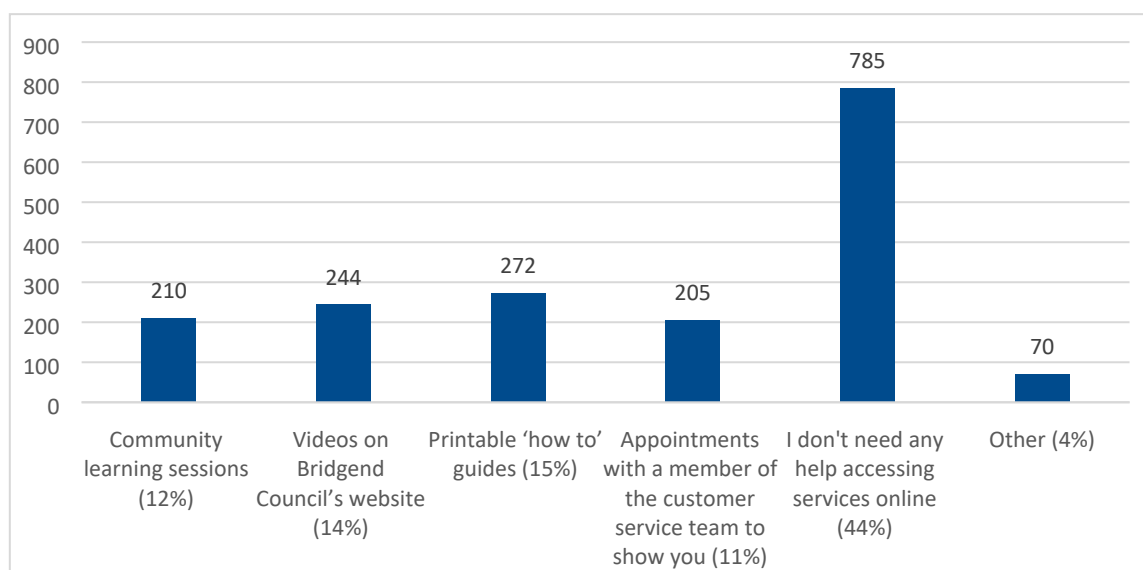
44% of respondents stated that they did not need any help to access services online. 15% stated that they would find printable 'how to' guides useful and 14% stated that they would like to have videos on the Bridgend council website. 12% of respondents stated that they would like access to community learning sessions and 11% stated that they would like appointments with a member of the customer services team to show them how to access services online.

70 respondents stated 'other' to this question. 61 comments made have been themed in the table below:

Theme	No.
Some people are not able to access the internet or struggle to access online services	20
Better website, search engine and user friendly interface	13
I want less online/prefer face to face contact	8
BSL: you need to say BSL interpreter available if needed/subtitles on help videos/ SMS support for the deaf	3
It would help if emails were responded to	3
Promote what services are available online	3
Provide a helpline	2
Produce 'how to' guides to be distributed with other items such as waste collection calendars/Mailshot leaflet with 'how to' details	2
Brochure listing services and telephone numbers	1
Courses such as learn direct	1
Council tax freeze	1
Jobs	1

|	
Show them when they drop in	1
Wales needs to come in line with the rest of the UK.	1
Safe spaces to access services online, i.e. library/internet cafe	1

The most common themes were some people are not able to access the internet or struggle to access online services followed by better website, search engine and user friendly interface and then want less online/prefer face to face contact.

7.2.5.4 Have you signed up to govDelivery service: a free online service that enables residents to receive tailored council news and information and select updates on the subjects and news which interest you most?

1262 people responded to this question.
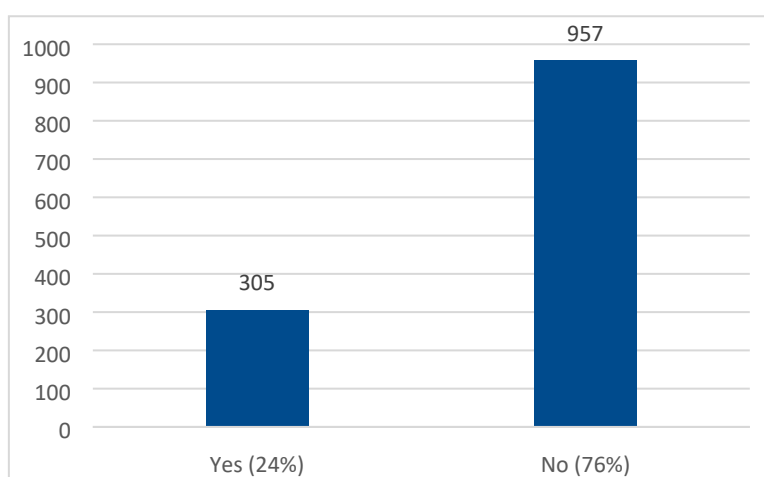
76% of respondents stated that they had not signed up to govDelivery. 24% of respondents stated that they had.

Respondents who stated 'no' to this question were asked why not?

619 responses were received. The responses are themed in the table below:

Theme	No.
Was not aware of this service	436
Not needed/required/interested	49
Can find information independently through the internet, newspapers, social media, contacting the council etc…	34
Do not own a computer, access to the internet and do not feel confident online/prefer to speak to someone	34
I think I have signed up/I intend to sign up	26
Already receive too much information	13
Not interested in BCBC news, waste of time and money	14
Don't know	5
Not sure about the service/Unsure I would use it or it would benefit my family	4
I receive all information via emails in work	2

Theme	No.
Because of the councils attack on our green spaces I don't want anything from the council	1
No information in BSL	1

The most common themes were was not aware of this service, followed by not needed/required/interested and then can find information independently through the internet, newspapers, social media, contacting the council etc.

Respondents who stated 'yes' to this question were asked what other information they thought could be included?

86 comments made in response to this question have been themed in the table below. Some comments contained multiple themes:

| Theme	No.
There is enough information and I am satisfied with the amount of information included	20
Current issues (including Covid-19 figures and restrictions) , budget reviews, updates on council projects and future plans	16
Road works and planning applications	10
Unsure	10
Recycling and waste i.e. how to report litter and dog fouling, information on community recycling centres and pollution 'hot spots'	6
Local community and county borough council meetings and minutes, including who votes for what	5
Staff contact information	4
Library and sport centre timetable and information on the privatisation of sports clubs	4
Local business news	3
What's on and events	3
Public transport information and cycle paths	3
School building programme, schools terms dates and times	3
Health and well-being support groups, carers support and help numbers	3
Good new stories	2
Jobs/one email to click to job page	2
More news from across the borough, not just Bridgend	2
Help to claim benefits	1
More community based online consultations (like this)	1
Updates on crime figures	1
Opening times	1

The most common themes were that there is enough information and I am satisfied with the amount of information included followed by current issues (including Covid-19 figures and restrictions) , budget reviews, updates on council projects and future plans and then road works and planning applications.

7.2.6 Council tax levels

7.2.6.1 Which of the statements below best represents your views on setting the council tax for 2021-22?

1262 people responded to this question.
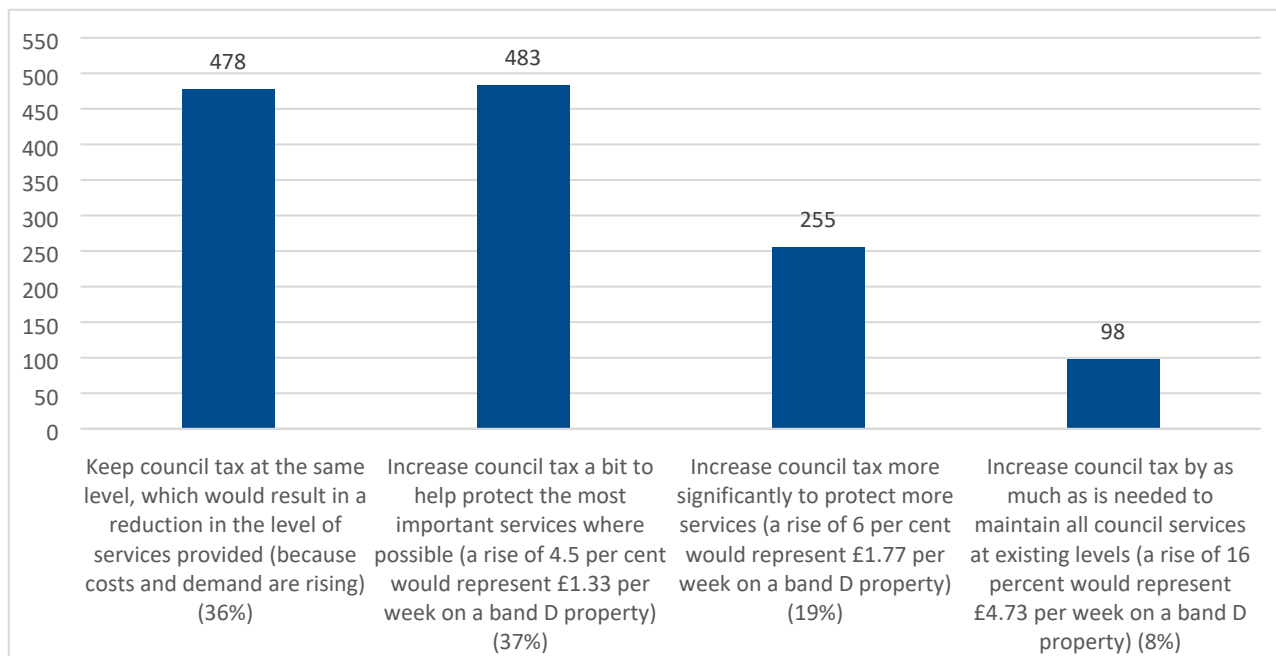
- 37% of respondents were prepared to increase council tax a bit to help protect the most important services where possible (4.5% increase);
- 36% of respondents stated to keep council tax levels the same level, which would result in a reduction in the level of services provided;
- 19% of respondents were prepared to increase council tax more significantly to protect more services (6% increase);
- 8% of respondents were prepared to pay as much as is needed to maintain all council services at existing levels (16% increase);

The responses to the question about council tax increases also have been analysed by demographic information (age and employment status).

Council tax and age

When comparing age with response to the amount of council tax a respondent was prepared to pay we found:

- Those aged under 18, 18-24, 25-34, 35-46 and 55-64 chose 'keep council tax levels the same', followed by 'would increase council tax a bit to help protect the most important services' (4.5%), followed by 'increase council tax more significantly to protect more services' (6%) and then 'increase council tax as much as is needed to maintain all council services at existing levels' (16%).
- Those aged 45-54 and 65-74 chose 'increase council tax a bit to help protect the most important services' (4.5%), followed by 'keep council tax levels the same',

47

followed by 'increase council tax more significantly to protect more services' (6%) and then 'increase council tax as much as is needed to maintain all council services at existing levels' (16%).

- Those aged 75+ chose 'increase council tax a bit to help protect the most important services' (4.5%), followed by 'increase council tax more significantly to protect more services' (6%), followed by 'keep council tax levels the same' and then 'increase council tax as much as is needed to maintain all council services at existing levels' (16%).

- Other than for those aged 75+ there was not a significant difference in the responses to this question by age

Council tax and employment status

When comparing employment status with response to the amount of council tax a respondent was prepared to pay we found:

- All respondents with the exception of those who identified themselves as retired or as carers chose 'keep council tax levels the same' as their most popular response;

- Respondents who identified themselves as retired or as a carer chose 'increase council tax a bit to help protect the most important services where possible' (4.5%) as their most popular response.

- Respondents who identified themselves as a student, full time employed, part time employed or unemployed chose 'keep levels the same' followed by increase by 4.5%, then increase by 6% and then increase by 16%

- Respondents who identified themselves as retired or as a carer chose increase by 4.5% followed by 'keep levels the same', then increase by 6% and then increase by 16%.

- There was not a significant difference in the responses to this question by employment status.

7.2.7 The future

7.2.7.1 Given the changing nature of how services are delivered, what do you think our long term priorities should be for the future? Please choose up to three services.

Respondents were able to select multiple responses, a total of 3736 responses were received within this question

48
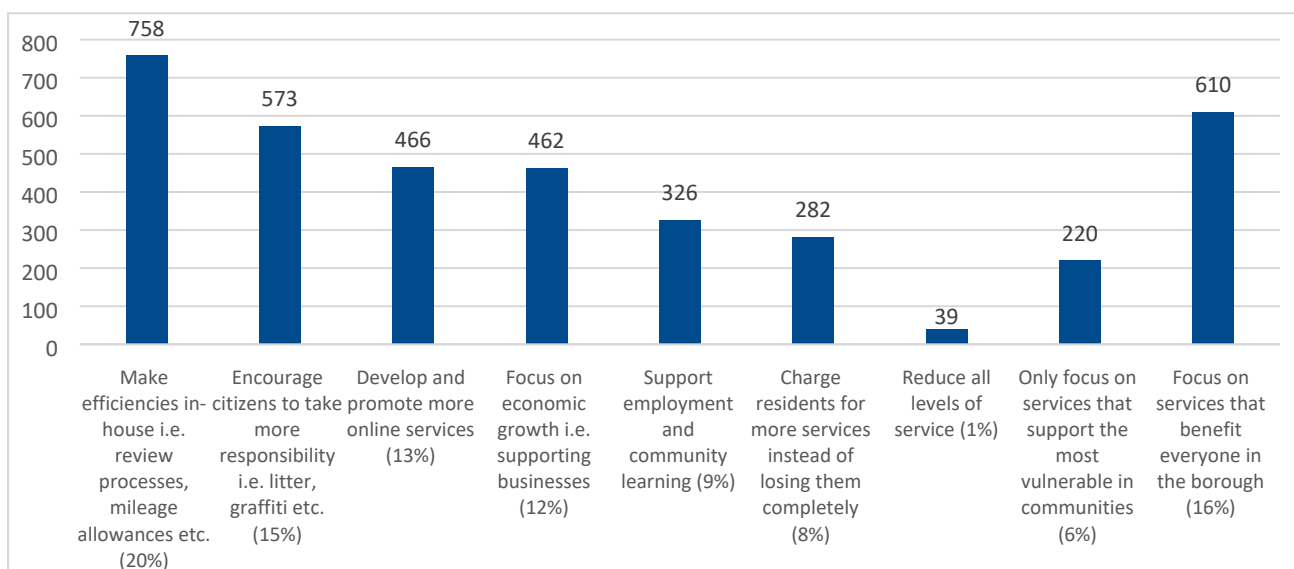
The most popular long term priorities were make efficiencies in-house, followed by focus on services that benefit everyone in the borough and then encourage citizens to take more responsibility.

7.2.7.2 What service areas should the council prioritise while recovering from the pandemic? Please choose up to three services.
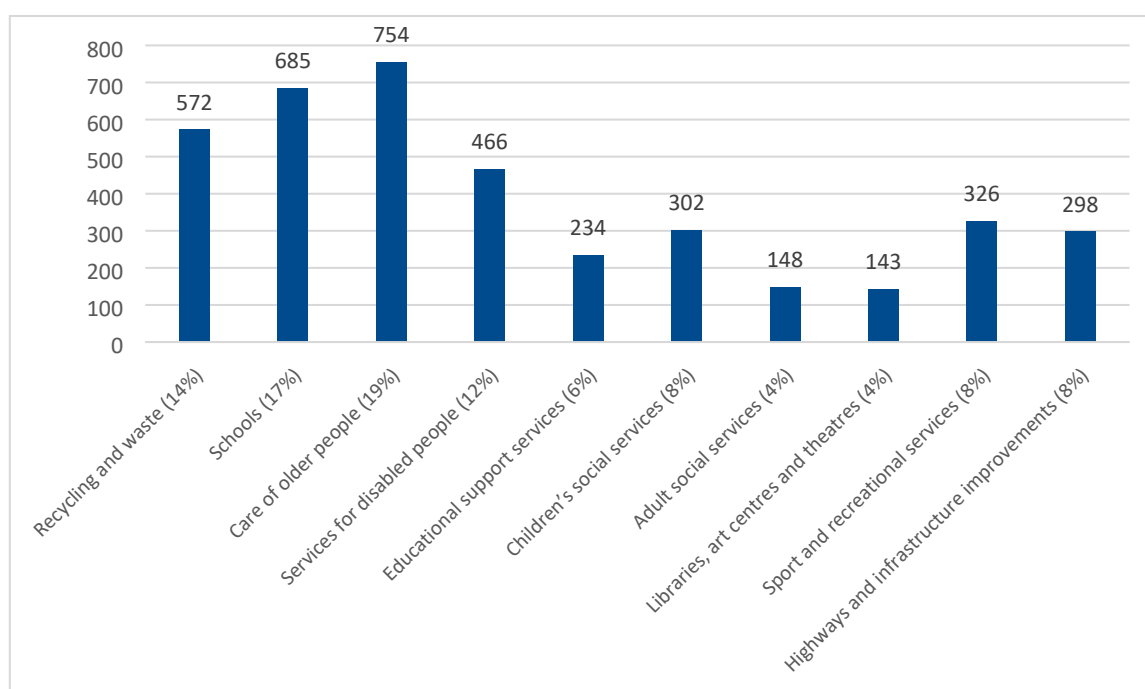
The most popular services to prioritise were care for older people, followed by schools and then recycling and waste.

7.2.7.3 Are there any other services you think the council should prioritise for the future?

410 comments made in response to this question have been themed in the table below. Some comments contained multiple themes:

49

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Theme	No.
Services that support vulnerable people including older people, disabled people, carers, care homes, domestic abuse, drug and alcohol services and homelessness	57
Climate change, green and outdoor spaces	46
Mental health, wellbeing, early help and children and adults social care	43
Support the economy i.e. employability, tourism, businesses and town centres	41
Recycling, waste and street cleaning	36
Education, schools, children and youth services	36
Make internal savings/ensure value for money on services and have strong decision making	23
Listen and work more with residents and communities i.e. with TCCs, community groups, churches, community learning and support community centres	23
Highways/road repairs/street lighting/drainage	19
All services are important/no more cuts	17
Sports, gyms, leisure centres and swimming pools	15
Regenerate the area, reuse/develop empty properties and make people feel safe i.e. increase CCTV, policing and reduce anti-social behaviour	15
Have better/free car parking and improve transport: reinstate bus services, cycle and active travel links	14
Develop online services but support those who are unable to access them	11
Better infrastructure, planning of developments and stop overdevelopment	10
Libraries, arts and culture i.e. music in education, cinemas, the Grand Pavilion and Maesteg Town Hall	10
Reduce/maintain/get rid of council tax and offer more reductions for those who need it	9
Public toilets	5
It is a difficult job to prioritise service services/services are not run properly now	4
Only deliver statutory services and those which focus on all not the few	4
Managing difficult tenants and enforcing Covid-19 restrictions	3
Need more information in BSL and support for non-native English/Welsh speakers such as having access to standard documents	3
Promote the public to take responsibility for their actions	2
Better pest control service	1
Get council tax from Trecco Bay	1
Stop paying police and c rime commissioner	1
Replace purple recycling bags to improve people's dignity	1
Future generations act compliance	1

The most common themes were services that support vulnerable people including older people, disabled people, carers, care homes, domestic abuse, drug and alcohol services and homelessness followed by climate change, green and outdoor spaces and then mental health, wellbeing, early help and children and adults social care.

7.2.7.4 What lessons from the Covid-19 Coronavirus pandemic do you think we should consider when setting our medium and long term funding priorities?

517 comments made in response to this question have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Have an emergency fund, not waste money and make internal savings i.e. streamline services, staff and councillors pay/expenses and review external contracts	89
Need a caring society, support social services and vulnerable people including children, older people, disabled people, care homes, carers and homelessness	65
BCBC need to plan and prepare for the future and be adaptable	63
There should be more online services and support people to access them	58
Staff working from home should continue, be promoted to businesses and savings made from unused council offices	47
Protect people from Covid-19, promote public health and provide mental health support	37
The importance of communities and third sector, need to work closer and support communities	37
Support businesses, town centres and employability	35
BCBC need to listen to residents and communities and ensure good communication	25
Green spaces are important and need more focus on climate change	25
Transport: ensure the bus station is open, more public transport, free car parking and more active travel links i.e. cycle lanes and walking routes	18
Enforcement of rules, including Covid restrictions, littering, dog fouling and fly tipping	15
Preventing/removing lockdowns, reopening Civic and getting back to normal, don't rely on Central Government for directions as to what you can and cannot do	12
Recycling and recycling centres need to be improved	11
Council tax should stay the same/be lowered and people struggling to pay should be supported	10
Schools and education	10
Protect and maintain essential services	9
Support the NHS/Covid specific hospitals	9
Have learned nothing additional/ we are still learning	6
Better programmes of redevelopment (including Salt Lake) and stop building more houses on green spaces	4
Provide services for everyone and not the few	4
Gyms and sport activities	3
Pay less benefits to people who abuse the system and people who always want financial support should give their time to the community by way of repayment	3
Maintain public toilets	2

Theme	No.
Why am I paying for a crime commissioner that does nothing	1
You are doing a good job	1

The most common themes were have an emergency fund, not waste money and make internal savings i.e. streamline services, staff and councillors pay/expenses and review external contracts followed by need a caring society, support social services and vulnerable people including children, older people, disabled people, care homes, carers and homelessness and then BCBC need to plan and prepare for the future and be adaptable.

7.2.8 Any other comments

7.2.8.1 Do you have any other comments to ensure Bridgend County Borough becomes Fit for the Future?

Finally, respondents were asked if they had any further comments that they would like to make. 407 comments were made in response to this question and have been themed in the table below. Some comments contained multiple themes:

Theme	No.
Make internal saving i.e. number of staff and councillors, pay, expenses and review funded external partners	54
Evaluate spending, provide value for money and provide more clarity on where money is spent	49
Need to be more prepared, improve transparency and make bold plans and decisions for the future	44
Need to listen to residents and improve communications and correspondence	37
Support the economy, businesses and invest in town centres including more seating areas and toilets	34
Keep the county clean and tidy, focus on recycling and improve community recycling centres	32
Need to address climate change, environmental issues and protect our outdoor and green spaces	32
You are doing a good job, staff and services have been delivered in a difficult time, keep trying	26
Try and care for people, bring communities together and support vulnerable people	26
Do not raise council tax/council tax should be levied based on services accessed	19
Support gyms, leisure centres and promote health, wellbeing and mental health	18
Encourage residents to take responsibility, work more closely with communities and with churches, TCCs and the third sector	16
Better planning of developments and improve car parking	14
Invest in digitalisation e.g. better website, remote working and remote delivery	11
Invest in children and schools	10

Theme	No.
Support all areas in the county borough	9
Improve transport, keep the bus station open, cycle lanes and taxi service	8
Limit the impact of Covid-19, communicate and enforce restrictions	8
Remember to support residents who are unable to access online services	5
Merge/work with neighbouring councils	2
Need to improve communication in BSL	2
Other services to keep open: libraries, cemeteries	2
Object to paying money to the Police and Crime Commissioner	2
Stop bilingual communication and save money	2

The most common themes were make internal saving i.e. number of staff and councillors, pay, expenses and review funded external partners followed by evaluate spending, provide value for money and provide more clarity on where money is spent and then need to be more prepared, improve transparency and make bold plans and decisions for the future.

8. Social media, email letter and telephone responses

During the consultation period there were 201 interactions on our social media channels, 122 of which were in response to the social media polls.

79 social media comments, three emails, one letter and two telephone calls have been themed and are detailed in the table below, some comments contained multiple themes:

Theme	No.
BCBC need to manage spending, stop funding Cardiff City Deal, be more transparent, make decisions and make internal savings	21
BCBC don't listen to residents/will do what they want	7
Stop building on green spaces (including Brackla fields)/ protect green spaces	6
Better planning, improve roads, pavements and the toilets at the bus station	5
Don't blame Covid-19 for cuts to services and increasing council tax	5
It will take more than a survey/survey should be more accessible	5
Not convinced Bridgend is fit for the future	5
Request for paper copies of the survey	5
Support businesses i.e. cut business rates and pay grants faster	4
Consultation query/share	4
Support vulnerable people i.e., the young, old, those in poverty and suffering mental health issues	4
More town centre support/development	3
The survey is an opportunity to have your say	3
Return the school bus service	2
Council is only interested in raising council tax	1
Help young people to get jobs from school/college	1
Use social media more to gain views	1
Pay cut for public sector workers	1

BRIDGEND
Cyngor Bwrdeistref Sirol
Pen-y-bont ar Ogwr

Theme	No.
Some council services are excellent	1
Some services do not respond when you contact them	1
Lack of public services - toilets	1
Request to be removed from Citizens' Panel	1
Get rid of the labour controlled council in Bridgend	1
Ruination of the regeneration of Porthcawl	1
Thank you for this significant initiative	1

The most common themes were BCBC need to manage spending, stop funding Cardiff City Deal, be more transparent, make decisions and make internal savings followed by BCBC don't listen to residents/will do what they want and then stop building on green spaces (including Brackla fields)/ protect green spaces.

9. Town and Community Council meetings and Elected Member's online workshops

The Consultation and Engagement Team attended nine Town and Community Council online meetings and engaged 39 BCBC members during two online workshops. Comments that were made during the meetings/workshops were noted and are detailed in the table below:

Theme	No.
BCBC have maintained services well during the pandemic	14
Questions around the consultation process and timeline	10
Have to remember those who are unable to access services online	8
Need to support businesses and town centres	8
Third Sector have done a good job during the pandemic and should be supported	8
Difficult to engage residents in the current climate, we will promote the consultation	7
Questions around Welsh Government funding and financial losses during the pandemic	7
Need to improve response times when someone contacts the council	6
Need to enforcement Covid-19 restrictions	4
Need to open civic for residents and support footfall in the town centre	4
Develop closer working with TCCs	3
A council tax increase would be difficult	2
Everything will be different going forward, we need to learn from our mistakes	2
Questions regarding council tax	2
A lot of residents have got concerns for Keir services	1
Access to the public toilets	1
Need to ring fence funding for education	1

The most common themes were BCBC have maintained services well during the pandemic followed by questions around the consultation process and timeline and then have to remember those who are unable to access services online, need to support businesses and

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town centres and third Sector have done a good job during the pandemic and should be supported.

10. Youth Council meeting

The Consultation and Engagement Team attended the Youth Council online meeting. Comments that were made during the meeting were noted and are detailed in the table below:

Theme	No.
BCBC information is not always relevant to me, needs to be aimed more at young people in smaller chunks or videos and use social media platforms	15
Need to promote town centre/businesses/more shops but most people are shopping online now	14
Older people and digital poverty may mean people are not able to access services online, they need support to access these services and some prefer face to face interaction	12
Need to ensure vulnerable people are supported and can access services and ensure support continues after the pandemic	8
Need to support environmental projects such as renewable energy, eco infrastructure and electric car charging points	5
Commit to invest in our communities	1
Mental health support	1
Money spent on track and trace could be better spent on other things.	1

The most common themes were BCBC information is not always relevant to me, needs to be aimed more at young people in smaller chunks or videos and use social media platforms, followed by need to promote town centre/businesses/more shops but most people are shopping online now and then older people and digital poverty may mean people are not able to access services online, they need support to access these services and some prefer face to face interaction.

11. Conclusion

11.1   Responding to the pandemic

- Overall respondents stated that the council had performed well during the Covid-19 pandemic;

- When asked what services they had missed during lockdown respondents stated that the services that they had missed the most were community recycling centres, followed by gyms and or swimming pools and then parks and playing fields;

- When asked which maintained services should be a priority for the future respondents stated general waste and recycling collection services followed by street lighting including responding to street lighting faults and then domestic abuse support

- The majority of respondents stated that council staff working from home should be adopted as an approach for the future;

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11.2   Business and the economy

- Overall respondents stated that support for local businesses, the promotion of the town centres and supporting the visitor economy and the sustainability of culture and leisure venues was important or very important;

- Respondents also stated that labour market opportunities and business start-up opportunities were important or very important;

- When asked if respondents had any other ideas about how the council should support local businesses respondents stated reduce business rates and rents followed by need to invest/regenerate the town centres and empty properties, encourage more shops, ensure cleanliness and reduce anti-social behaviour and then better and free car parking.

11.3   Health and wellbeing

- When asked which support services to help our most vulnerable residents the council should focus on as we recover from the pandemic overall respondents stated that support for older people, ensuring those who are homeless are kept safe as lockdown restrictions ease, food poverty, council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic and support from community organisations were important or very important;

- The majority of respondents stated that the council should protect funding for the third sector.

11.4   Customer access to Civic Offices

- The majority of respondents stated that they had not missed coming into Civic Offices while it has been closed and when asked how they have accessed services while Civic Offices has been closed respondents stated the website, followed by telephone and then email;

- The majority of respondents did not think it should be a priority to reopen Civic Offices however they went on to say that when Civic Offices do reopen the council should move to an appointment based system.

11.5   Digitalisation

- The majority of respondents stated that when Civic Offices reopen they will continue to access services online, a further 20% of respondents stated that they always preferred to access services online;

- When asked what would help you or someone you know access services online the majority stated that they did not need any help accessing services online, this was followed by they would find printable 'how to' guides useful and then they would like to have videos on the Bridgend council website;

- The majority of respondents stated that they had not signed up to govDelivery, when asked why not the most common responses were was not aware of this service, followed by not needed/required/interested and then can find information independently through the internet, newspapers, social media, contacting the council etc.

11.6 Council tax levels

- When asked to select which statement best represents your views on setting the council tax for 2021-22 37% of respondents were prepared to increase council tax a bit to help protect the most important services where possible (4.5% increase), followed by 36% of respondents who stated to keep council tax levels the same level, which would result in a reduction in the level of services provided, followed by 19% of respondents who were prepared to increase council tax more significantly to protect more services (6% increase) and then 8% of respondents who were prepared to pay as much as is needed to maintain all council services at existing levels (16% increase).

11.7 The future

- When asked what do you think our long term priorities for the future should be respondents selected making in house efficiencies, followed by focussing on services that benefit everyone in the borough and then encouraging citizens to take more responsibility;

- When asked which three services the council should prioritise when recovering from the pandemic respondents most commonly chose care for older people, followed by schools and then recycling and waste;

- When asked what lessons from the Covid-19 pandemic should be considered when setting medium and long term funding priorities, respondents most commonly stated that the council should have an emergency fund, not waste money and make internal savings i.e. streamline services, review staff and councillors pay/expenses and review external contracts. This was followed by the need to have a caring society, support social services and vulnerable people including children, older people, disabled people, care homes, carers and homelessness and then for the council to plan and prepare for the future and be adaptable;

- When asked if respondents had any further comments to make Bridgend County Borough fit for the future respondents most commonly stated that the council should make internal savings i.e. review number of staff and councillors, pay, expenses and review funded external partners followed by evaluate spending, provide value for money and provide more clarity on where money is spent and then need to be more prepared, improve transparency and make bold plans and decisions for the future.

11.8 Summary

Due to the impact of the Covid-19 pandemic the response to the consultation demonstrated a significant decrease on previous years, with engagement being focussed online rather than face to face interactions and events within the community.

A total of 1421 survey responses were received, this demonstrates a decrease of 58% on last year's survey completions.

The consultation received a total of 1,831 interactions from a combination of survey completions, engagement at various meetings, social media engagement and via the authority's Citizens' Panel. This represents a decrease of 75% on last year's overall interactions.

Using statistical analysis, based on a confidence level of 95% a sample of 1,421 survey completions is considered to be robust to a maximum standard error of +2.59%. Therefore, we can be 95% confident that the responses are representative of those that would be given by the total adult population, to within ±2.59% of the percentages reported.

This means that if the total adult population of Bridgend had taken part in the survey and a statistic of 50% was observed, we can be 95% confident that the actual figure lies between 47.41% and 52.59%.

The consultation document was available in a variety of formats: standard; easy-read; large print and youth in Welsh and English. Respondents were able to select online or paper surveys in all formats.

The consultation and engagement team attended 15 online meetings during the live period resulting in 203 face to face interactions with people in online events.

This year respondents were taken to the govDelivery landing page on the BCBC website after completion of the survey. During the live period 216 people signed up to receive govDelivery notifications.

An Equality Impact Assessment will be carried out in order to assess the impact of these proposals.

This report is to be shared with Cabinet in order to inform the MTFS for 2021-22 onwards.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO TOWN AND COMMUNITY COUNCIL FORUM

15 FEBRUARY 2021

REPORT OF THE CORPORATE DIRECTOR - COMMUNITIES

BRIDGEND TOWN CENTRE REGENERATION MASTERPLAN CONSULTATION (DECEMBER 2020 – MARCH 2021) - ENGAGEMENT WITH TOWN AND COMMUNITY COUNCILS

1.   Purpose of report

1.1   The purpose of this report is to inform the Town and Community Council Forum of the proposed Masterplan for the Bridgend Town Centre and also of the public consultation, with the aim to ensure effective engagement with Town and Community Councils, local residents and businesses; and to introduce a presentation from BDP Consultants on the current proposal.

2.   Connection to corporate well-being objectives/other corporate priorities

2.1   This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:

- **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

- **Helping people and communities to be more healthy and resilient** – taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

- **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3.   Background

3.1   The Bridgend Town Centre Masterplan was commissioned in February 2020 with the purpose of it being a key strategic document to create a coherent basis for securing future funding, attracting investors and delivering a comprehensive range of regeneration projects.

3.2   BDP Consultants and the wider sub-consultant team consisting of Asbri Planning, Cooke and Arkwright and Phil Jones Associates were appointed by Bridgend County Borough Council (BCBC) to prepare a Regeneration Masterplan for and on behalf of BCBC for the Bridgend town centre. Arrangements have been made for BDP Consultants to deliver a presentation to the Town and Community Council

Forum at the meeting on 15th February 2021.

3.3   The Masterplan purpose is to ensure that Bridgend builds on its many strengths, so that alongside recent investment, there is a catalyst for future growth that incorporates town centre mixed use regeneration. It will be used as a dynamic long-term planning document that will offer a theoretical layout to guide future regeneration and growth. It also provides analysis, recommendations, and proposals for the town centre. It complements the Local Development Plan and builds upon the Bridgend Town Centre Framework.

3.4   As part of the development of the Masterplan, BCBC have conducted an extensive stakeholder engagement process during the early stages of the project. The findings are represented / incorporated into the Masterplan. BCBC extended an invite to all external stakeholders including local organisations, landowners, the Bridgend Town Council, other governmental authorities and relevant working groups. BDP subsequently conducted a visioning workshop with a range of external stakeholders.

3.5   In December 2020 a draft Masterplan was finalised for public consultation. The consultation started on 6th December 2020 and will finish on March 1st 2021.

4.   Current situation / proposal

4.1   The draft Bridgend Town Centre Masterplan that is currently out for public consultation outlines a vision for a liveable and vibrant place. The vision brings together enterprise, employment, education, in-town living, shopping, culture, tourism and well-being within a historic setting.

4.2   The consultation gives an overview of the plan which identifies a series of ambitious and deliverable projects. To achieve the overall vision and regenerate Bridgend Town Centre over the next ten years, four broad themes have been identified:
*   Growth
*   Resilience
*   Well-being
*   Identity

4.3   Bridgend town centre consists of a variety of uses, which has formed the basis of eight development zones, within which 23 relevant projects have been identified, plus a number of site wide projects.
        The development zones include:
*   The Railway Station Area
*   Brackla, Nolton and Oldcastle
*   The Retail Core
*   Café and Cultural Quarter
*   The Northern Gateway
*   Riverside
*   Newcastle
*   Sunnyside

4.4   Key projects in the Masterplan are:

*   A new entrance to the railway station from Tremains Road and Llynfi Lane

- Improvements to the Northern Gateway - to create a legible and attractive gateway to the town centre
- The relocation of Bridgend College to the town centre
- To create a culture hub as an indoor event space
- A new town square
- More in-town living
- Better access to the town centre
- Strengthen the retail core
- Improvements in and along the Ogmore River

4.5 The consultation survey aims to gain views from as many different people and businesses about what their preferred projects, options and priorities might be.

4.6 The Town and Community Council Forum will be provided with the electronic link to the consultation and the explainer video. Paper copies are available where requested.

4.7 The consultation is available in a variety of formats, including online and paper, standard, easy read, youth version and large print. All formats are available in Welsh and English.

4.8 The Town and Community Council Forum are requested to receive the presentation by BDP Consultants.

5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the policy framework and procedure rules.

6. Equality Impact Assessment

6.1 There are no equality issues arising from this report.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The well-being goals identified in the Act were considered in the preparation of the masterplan and this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial implications

8.1 There are no financial implications arising from this report.

9. Recommendations

9.1 That the Town and Community Council Forum receives and considers this report and gives consideration to engagement during the live consultation period;

9.2 That the Town and Community Council Forum notes the presentation by BDP Consultants.

Janine Nightingale
Corporate Director – Communities
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Background papers:

Executive Summary of the Bridgend Town Centre Masterplan

Bridgend Town Centre Masterplan

Executive Summary

October 2020

Canol Trefi | Town Centres
Pobl | Cymuned | Perthyn | People | Community | Belonging

Llywodraeth Cymru
Welsh Government

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Document number: BTCM-BDP-XX-XX-RP-T-0005

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Cabinet Member's Foreword

Councillor Charles Smith

Cabinet Member for Education and Regeneration

I am delighted to welcome you to the Bridgend Town Centre Masterplan.

All across the UK, town centres are facing up to the considerable and complex challenges posed by the coronavirus pandemic, Brexit and ongoing changes in shopping patterns and how people now choose to use their local town centre areas.

This ambitious, exciting strategy seeks to ensure that Bridgend town centre is capable of meeting these challenges, and can develop and adapt to a rapidly changing environment as well as uncertain markets and emerging economic conditions.

We want the masterplan to act as a catalyst for sustainable future growth while meeting the requirements and aspirations of the private, public and third sectors.

To support this, the plan offers a theoretical layout which helps guide development and regeneration, and uses a zoned approach to support applications for specific types of funding as well as the aims and objectives of the county borough's new Local Development Plan.

The masterplan encapsulates an informative and comprehensive strategy for increasing the number of people who shop, work, live, visit and enjoy the town centre, and seeks to improve retail opportunities, create new commercial office space, introduce new public realm works, and provide better transport facilities.

As a guiding document, it is designed to enable us to deliver our vision of a vibrant town centre community, one which reflects the goals and aspirations of the Well-Being of Future Generations (Wales) Act, and which harnesses the potential inherent within Bridgend for supporting an innovative, productive and sustainable community – one that ultimately contributes towards the long-term aims of a globally responsible and prosperous Wales.

Foreword from the Association of Town and City Management

Ojay McDonald

Chief Executive Officer

Association of Town & City Management

Town centres and high streets everywhere are probably facing their most difficult period since the Second World War.

The digital revolution means we are seeing innovation and change happen at a level unprecedented in human history. And the impact on consumer behaviour and business practices is there for all to see, with the digital economy producing a conveyer belt of new business models

To add to this disruption is a pandemic which means, for now, the traditional ways of trading face-to-face are not always possible meaning uncertainty in many sectors.

I recently participated in a global conference on high streets where the challenges for towns and cities across the world are same. It did not matter if it was a retailer in Sweden, a café in New Zealand, a restaurant in Canada, or a property owner in the US. The challenges were similar, and town centres are struggling to adapt.

But there is hope. Shared problems mean the potential for shared solutions. And the one solution which was universal to revitalising town centres was collaboration. Across the world there is the growing recognition for businesses, landlords, local government, educationalists and the civic community to come together. The willingness to engage in

open dialogue and map a route forward together is often rewarded with the building blocks of a better future for the town centre. And this must be a starting point for Bridgend.

It is, like so many other town centres, the heart of the community and the foundation of the economy. The health of Bridgend town centre has implications for the wider region. Its worth the effort, especially as we all adapt to cope with a rapidly changing world.

I encourage you all to work together, engage with this masterplan and begin a dialogue with colleagues across the town. It's been sometime since my last trip to the town but, pandemic permitting, I hope to return soon to be part of the debate of creating a better tomorrow for the town of Bridgend.

Introduction

Bridgend (Pen-y-bont) is a historic town in South Wales, located equidistant between Cardiff and Swansea, Wales' two biggest cities. Bridgend, situated on the Ogmore River, is approximately 5 kilometres upstream from the Bristol Channel and gets its name from the bridge built at a fording point of the river. The town itself benefits from excellent access by a variety of forms of transport. The M4 motorway runs close to Bridgend town with the A473 and A4061 connecting the former to the town centre. The railway and bus stations are both within the town centre. The Office for National Statistics (ONS) estimates a population of 143,400 in 2015 for Bridgend County Borough. Bridgend town centre accounts for approximately 33% of the County Borough's population (around 47,000 people).

The regeneration masterplan for Bridgend town centre outlines a vision for a liveable and vibrant community. It identifies a series of ambitious and deliverable projects for the next 10 years that will support future economic growth, and secure more benefits and opportunities for the County Borough. The projects are complemented by a robust action plan and delivery mechanism which provide strategic direction to town centre development.
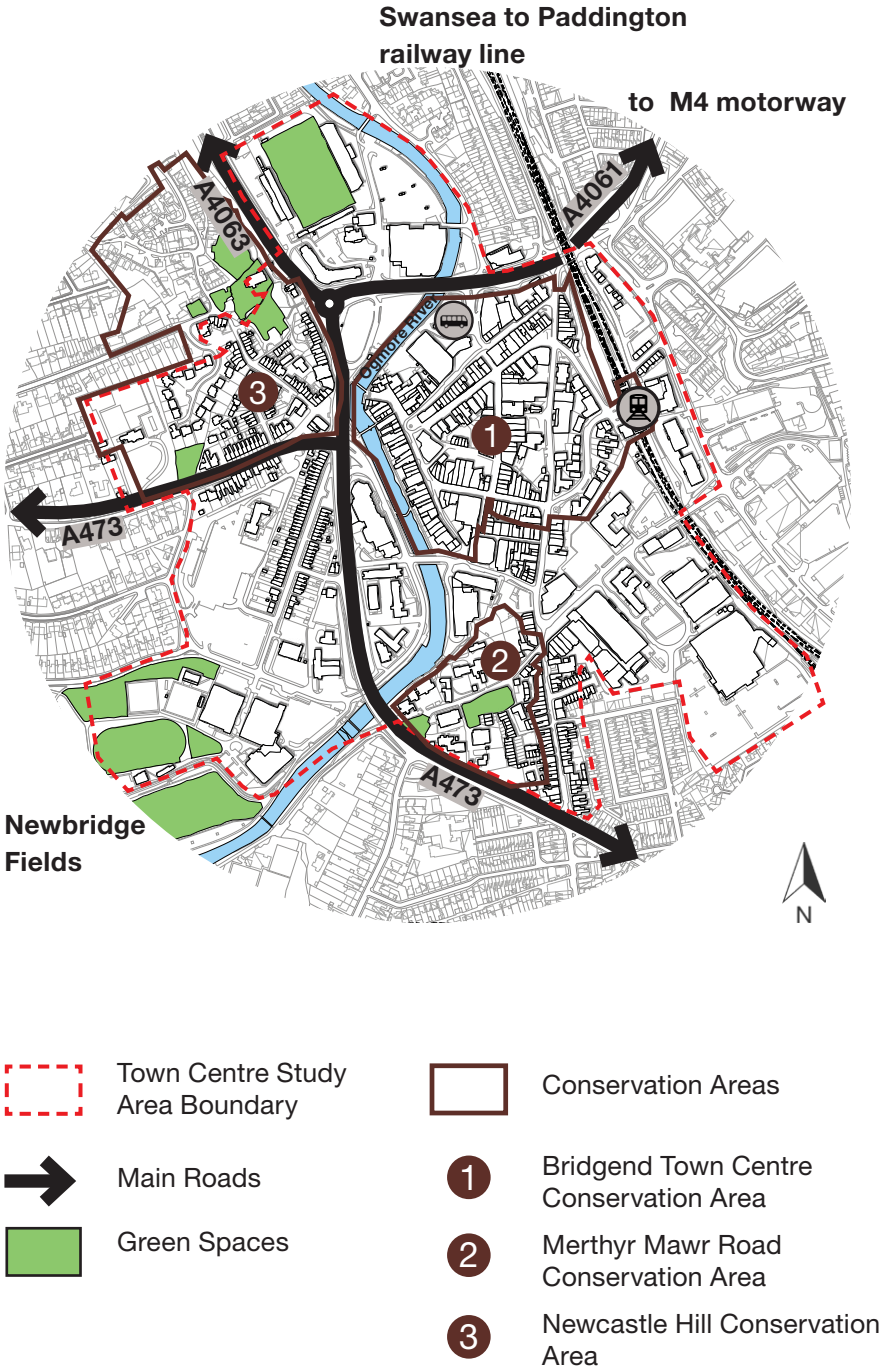
The masterplan will be used as a dynamic long-term planning document that will offer a theoretical layout to guide future regeneration and growth. It will provide analysis, recommendations, and proposals for the town centre. It will complement the BCBC Local Development Plan. It is a priority that the masterplan will be adopted as future Supplementary Planning Guidance (SPG).

Bridgend Town Centre Study Area

The town centre study area, which comprises the town centre, is less than 1 sqkm in area and contains three conservation areas. Large open spaces, including Newbridge Fields are located on the periphery of the town centre. The railway station and its adjacent area to the east is seen as a strategic site for development. The 'A' roads and the Ogmore River separate the town centre from its surroundings to the north and the west.

Bridgend railway station, a key transport hub and gateway to the town centre

Town Centre Study Area Boundary

Main Roads

Green Spaces

Conservation Areas

1 Bridgend Town Centre Conservation Area

2 Merthyr Mawr Road Conservation Area

3 Newcastle Hill Conservation Area

Plan showing the town centre study area boundary and major transport infrastructure around Bridgend town centre.

Developing a Collaborative Masterplan with Stakeholders

As part of the development of the regeneration masterplan for Bridgend town centre, BCBC conducted an extensive stakeholder engagement process during the early stages of the project and the findings are represented within the masterplan. BCBC extended an invite to all external stakeholders, including local organisations, landowners, the Town Council, other governmental authorities and relevant working groups.

Image showing stakeholder feedback from the Visioning Workshop for Bridgend town centre masterplan, conducted on 11th March 2020 in the Civic Offices, Bridgend.

Several key themes emerged from the stakeholder engagement and these are summarised below:

Placemaking & Identity

The town should not try to compete with the neighbouring retail offer of Cardiff or Swansea and instead offer something different, building on the cultural offer of Bridgend and developing related leisure activities. Properties flanking the river should be redeveloped so that they open on to the river as well as the streetscape within the town centre.

Heritage & Conservation

Heritage is important to local people and could become the town centre's unique selling point (USP). A focus on heritage would increase town centre footfall through tourism. This would strengthen Bridgend's sense of identity and fit in with a desire to build on a cultural offering.

Dunraven Place and the War Memorial, a listed structure, within the Bridgend Town Centre Conservation Area.

Regeneration & Development

Several sites around the town centre were identified as being in need of redevelopment. Some of these include:-

- Railway station and the surrounding area
- Wyndham Street
- Cheapside (including the police station site and potential relocation of Bridgend College)
- Brackla House
- Former Lorne Stewart site
- YMCA, Bridgend Driving Test Centre and Jobcentre Plus
- Wyndham House (key central location at heart of the town)
- Former post office site on Derwen Road
- Llynfi Lane area to the north of the railway station

Shrinking Town Centre Retail

The problems facing the retail sector in Bridgend attracted many comments. The town centre is perceived as too big and lacking a focal point. There are a large number of empty retail units and some of the Rhiw Shopping centre units have been vacant for 18-20 years. To counter the falling demand retail units should be converted to residential use or alternative leisure use.

Increased Residential Living

People moving into the town centre needs to be central to the masterplan, enabling a more mixed economy

comprising retail and leisure. Living opportunities in the town centre should be increased to improve vibrancy. The Rhiw development is seen as a positive example of affordable housing in the town centre.

The Rhiw housing development on Rhiw Hill.

Increased Open Space & Public Realm

The perceived lack of a focal centre for activities is evident in the town centre. This is linked to the opinions that Bridgend lacks any large outdoor event space or congregation area in the town centre. The town centre needs green pockets / open spaces and trees which incorporate seating to sit and enjoy the surroundings. The railway station is seen as an unwelcome entrance to the town with buildings that 'turn their back' on the station. Further improvements could be made to enhance and promote walks along the river.

Access, Permeability & Legibility

There were several comments that more could be done to improve the entrances to the town with permeable, legible and welcoming gateways. Legibility could be improved especially between the two public transport nodes of the bus and railway station and better pedestrian links generally from the railway station.

Transport & Infrastructure

Access to the railway station from both sides of the track can be improved by prioritising non-car modes and implementing active travel routes, linking the surrounding residential areas to the town centre and its transport hubs. Suggested improvements are as follows:

- Allow the station to be accessed from both sides of the track.

- Create multi-modal transport hubs and ensure accessible links between the railway station, bus station and Cheapside.

- Link the town centre to the Bridgend Industrial Estate.

- Ensure that the station offers high-quality facilities to encourage access by active and sustainable travel including appropriate cycle storage facilities.

- Some pedestrianisation within the town centre is not seen as successful, such as Market Street, Dunraven Place and Queen Street. Potential solutions for vehicular access to those streets should be considered.

Flood Risk

The latest TAN 15 guidance on Development and Flood Risk is under review and should inform the masterplan when adopted. Potential development in Flood Zone C2 should proceed with caution and flood risk mitigation measures for the development should be reviewed.

Safety

Although serious crime is low, the town centre struggles with a perception of safety in terms of anti-social behaviour (ASB). Improving the perception of safety and mitigating any anti-social behaviour is necessary. Options for improvement that should be considered include:

- Improvements to multi-storey car parks.

- Night time crime, in terms of anti-social behaviour, is particularly an issue around the bus station.

- It is highly recommended to include the Designing out Crime officer early on in the design and planning process and ensure 'Secure by Design' measures are incorporated within town centre developments.

- Flexible vehicular access within some streets of the town centre could help reduce ASB. Natural surveillance could be improved on some town centre streets.

- Elder Lane has had positive improvements in terms of safety on the street and the immediate area.

- Secure cycle storage is necessary in the town centre.

Bridgend bus station is a key transport hub and gateway to the town centre. Anti-social behaviour has been reported in its vicinity.

Town Centre Study - Key Findings and Considerations

A number of key findings from the town centre study conducted by BDP and the wider consultant team during March 2020 found that:

- The elegant 2-3 storey, Georgian and the mid-Victorian buildings contribute to the positive architectural character of the town centre, but infill redevelopment, particularly on Market Street, Wyndham Street, Queen Street, Caroline Street and Derwen Road, detracts from the historic character of the area.

- The town centre comprises in-town living opportunities, such as the Rhiw housing development; key employment space at Tremains Business Park; amenities and community facilities; and the dominance of retail including two shopping centres: Rhiw Shopping Centre and Bridgend Shopping Centre.

- The town centre also has a significant number of vacant properties in poor condition on Wyndham Street, Market Street and within the shopping centres.

- The town centre has a range of quality office space provision, but availability is limited. Headline rents - £9.50-£12.50 are lower than out of town office space, which have a good supply of modern SME space. Existing office occupiers focused on car use with current road infrastructure and parking more relevant to public transport. Rents can be as high as £5- £6 per sq. ft. for smaller industrial stock which is market leading.

- The town centre primarily has low-rise buildings of 2-3 storeys, providing an opportunity to create a landmark building. The Civic Offices, Rhiw housing development and Brackla House extend up-to 4-6 storeys forming a key part of the town centre skyline.

Jobcentre Plus building and Civic Offices are one of the tall buildings along the Ogmore River in the town centre.

- The core of the town retail area has been pedestrianised, however there is lack of tree planting or other urban greening measures. In addition to the presence of street lighting, amenity lighting highlighting historic features in the area would be beneficial.

- Investment in public art is also noted at Cheapside Plaza along with other public realm improvements in the town centre.

- The Ogmore River is a key element of the town centre and riverside improvements have been undertaken in the recent years through the implementation of the Angel Walkway.

- There is a lack of open space in the town centre, with large open spaces such as Newbridge Fields outside the core, to the south-west of the town centre.

- Strategic highway routes, such as the A4061 and the A473 connect Bridgend to the M4 corridor.

- The railway station is the fifth busiest station in Wales and is on a line that serves Cardiff, Swansea and London.

- The town centre has a bus station, and Derwen Road/ Nolton Street function as the key bus route within the town centre.

- Off street car parks are generally quite small and are dispersed around the town centre and may be difficult to find for unfamiliar visitors. Many of the car parks have open frontages and interrupt the historic grain of the town centre.

- The town centre streets are pedestrianised between 10am-6pm and can be only used for loading and servicing outside of these times.

Pedestrianised Market Street which can be only used for loading and servicing from 6pm to 10am.

- There are cycle routes and controlled crossing locations within the town centre, and is connected by national cycle route 885.
- Existing flood defences within the town centre have been proven to provide protection against a 1 in 100 year flood event, including an allowance for climate change, and development in the town centre will comply with TAN 15 requirement A1.14 – frequency threshold of flooding.

In the previous years, several grants have been facilitated by BCBC for the town centre improvement, which include:

- Town Improvement Grant (TIG) to improve and conserve town centre buildings.
- Vibrant and Viable Places (VVP) programme, including grant funding for Rhiw Housing development.
- Townscape Hertiage Initiative (THI) Programme, as part of the VVP programme, for sensitive repair restoration and reuse of historic buildings.
- Convergence Programme projects delivering 1.87 ha of public realm improvement works in the town centre.
- Targeted Regeneration Investment (TRI) programme to fund projects which boost economic regeneration and community well-being.

Building Character Improvements to 3-11 Elder Street as part of the THI Programme.

Recommendations for Vehicular Access in the Town Centre

Discussions with BCBC and stakeholder feedback have indicated that there is a strong desire to consider partial de-pedestrianisation of the town centre. The stakeholder consultation indicated that the pedestrianisation of Adare Street and Caroline Street was seen as a positive. However, de-pedestrianisation of Market Street, Dunraven Place and Queen Street would be preferable. Previous studies have been undertaken by Capita and WSP to assess the introduction of vehicular traffic to these streets.

The town centre streets considered for partial de-pedestrianisation have a defined 20mm kerb upstand, tactile paving at crossing points, and a vehicular path which is clearly delineated by a change of material. In addition, they also currently carry loading traffic from 6pm - 10am. Allowing general traffic to use these streets in Bridgend does not run counter to the Department for Transport's 'pause' on level surface schemes. However, it is recommended

that detailed consultation with local disability groups, businesses, residents and Designing out Crime Officer is undertaken to understand any implications of the change in traffic arrangements on the usability of the street. It is imperative that any changes should meet the requirements of all users, so that an inclusive and accessible environment can be created.

Furthermore, the Covid-19 pandemic has once again shifted the focus back onto town centres. Although there is uncertainty over the lasting impact of Covid-19 on town centres, the shift to online retailing has forced retailers to embrace change. This in turn means that town centres need to facilitate click & collect provision as well as allowing retailers, both multiples and independents, to offer delivery options as part of a multi-channel retail offer. The conflicting pressure of maintaining vehicle access, whilst at the same time allowing more space for social distancing will require balanced and pragmatic management.

Flexible Vehicular Access to pedestrianised Dunraven Place would need to be thoroughly assessed and suitable changes could be implemented.

Vision, Masterplan and Proposals

Vision and Themes

The vision for the Bridgend Town Centre is to establish itself as a 'County Town' where it connects people with opportunities by contributing to the regional economy, and acting as a key hub in the Cardiff Capital Region and South Wales.

The vision further establishes Bridgend town centre as a liveable and vibrant place that binds together enterprise, employment, education, in-town living, culture, tourism and well-being with commerce within a historic setting.

To achieve the overall vision and to steer the regeneration of Bridgend town centre through high quality placemaking over the next ten years, four broad themes have been identified. They are:

1. Growth
2. Resilience
3. Well-being
4. Identity

1. Growth

Consolidation of retail, housing intensification and diversification of town centre uses through the introduction of focused employment and education uses to achieve diverse, well curated and managed town centre growth.

2. Resilience

Future-proofing solutions for the town centre by creating a sustainable community and mixed economy through energy conservation, a mix of land uses and demographics, as well as sustainable travel solutions.

3. Well-being

Enhancing health and well-being through good quality public spaces and natural landscape to create a more attractive town centre, new open spaces with leisure and recreation opportunities, and richer biodiversity.
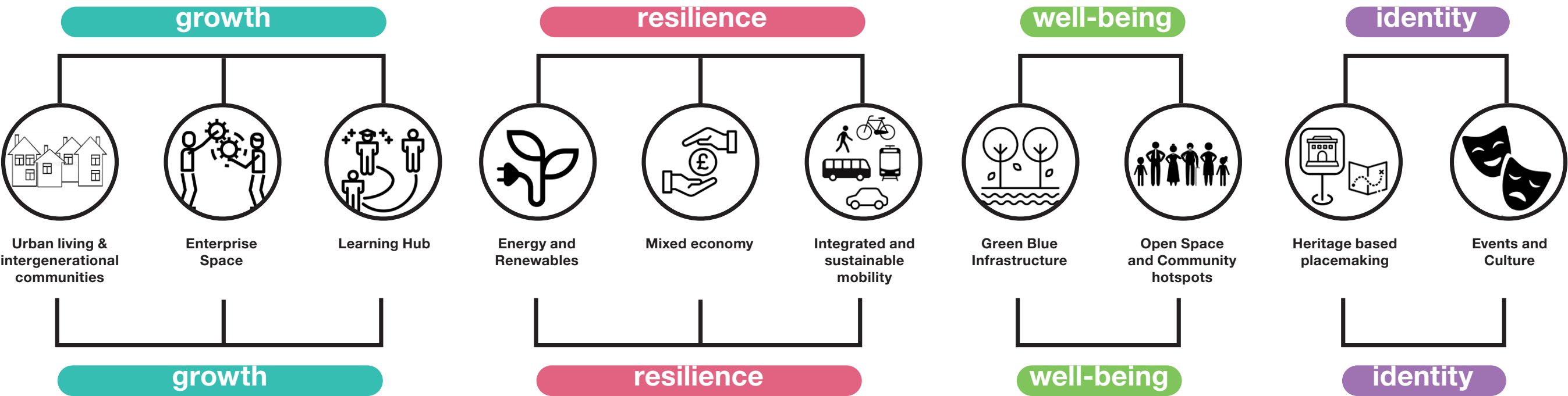
4. Identity

Building on from the achievements of the Townscape Heritage Initiative to best utilise heritage assets and the positive characteristics of the town to establish a 'County Town' with a strong sense of place, cultural identity and attractive appearance.

Diagram showing key themes to help achieve the vision and guide the regeneration of the town centre.

Masterplan Objectives

These key themes are further linked to the ten masterplan objectives which are as stated below:

| **growth** | **resilience** | **well-being** | **identity** |

Urban living & intergenerational communities | **Enterprise Space** | **Learning Hub** | **Energy and Renewables** | **Mixed economy** | **Integrated and sustainable mobility** | **Green Blue Infrastructure** | **Open Space and Community hotspots** | **Heritage based placemaking** | **Events and Culture**

| **growth** | **resilience** | **well-being** | **identity** |

1. **Urban Living and Intergenerational Communities:** Creating in-town living that caters to different age and income groups and increases social housing through the redevelopment of strategic vacant sites and repurposing of vacant buildings.

2. **Enterprise Space:** Creating a satellite hub for businesses with room for office spaces, co-working hubs and light industrial units connecting South Wales and the Cardiff Capital Region through robust transport links.

3. **Learning Hub:** Utilising education as a catalyst for town centre regeneration to spur on the development of a mixed economy that caters for all demographics.

4. **Energy and Renewables:** To progress towards a low carbon economy through low energy buildings, combined energy networks, sustainable waste strategies and the strategic use of available land.

5. **Mixed Economy:** Fostering a mixed economy to ensure a thriving town centre in the ever-changing economic climate through a combination of business, education, retail, leisure and cultural uses.

6. **Integrated and Sustainable Mobility:** A robust transport strategy that creates a cohesive, accessible and legible network of pedestrian, cycle, public and private transport routes.

7. **Green Blue Infrastructure:** Creating a robust network of streets and spaces that are clearly defined, accessible to all, safe and resilient, incorporating greening measures and sustainable drainage.

8. **Open Space and Community Hotspots:** Encouraging positive social interaction through the creation of open spaces and areas of activity that demonstrate transformative placemaking to enable inclusive communities in Bridgend.

9. **Heritage-based Placemaking:** Highlighting and reinforcing the existing heritage of Bridgend and utilising it to create a legible town centre with a strong sense of place.

10. **Events and Culture:** Diversification of the town centre offer to provide a wider cultural, social and civic experience that brings added vitality and vibrancy.

Bridgend Town Centre Masterplan 2021 - 2030

The following diagram showcases the strategic masterplan for Bridgend town centre that identifies a set of regeneration projects and site-wide development schemes.

Legend:
- Key Existing Buildings
- Existing Vehicular Roads
- Pedestrianised Routes
- Existing Leisure Use
- Proposed Demolition
- Proposed Mixed Use
- Proposed Residential
- Proposed Employment/ Business Use
- Proposed Community & Leisure Use
- Proposed Educational and Civic Use
- Proposed Hotel
- Proposed Public Open Space
- Proposed Vehicular Routes with Improved Pedestrian Environment
- Improved Green Infrastructure
- Proposed Heritage Trail
- Proposed Lower Carbon District Heat Network - Phase 1
- Proposed Lower Carbon District Heat Network - Phase 2

A **Railway Station Area**

1. New Railway Station Entrance and Llynfi Lane
2. Tremains Business Park
3. Station Court
4. Station Link
5. Station Hill and Court Road Development
6. Derwen Road Residential

B **Brackla, Nolton and Oldcastle**

7. The Nolton
8. Cheapside - Bridgend College Relocation
9. Cheapside East
10. Brackla Street
11. Nolton Club

C **Retail Core**

12. Rhiw Shopping Centre
13. Police Centre

D **Cafe and Cultural Quarter**

14. Cultural Hub
15. Cambrian House Site
16. Town Square

E **Northern Gateway**

17. Reconfiguration of Weir 1 in Ogmore River
18. Wyndham Street
19. Dunraven Arms Apartments
20. Gateway Hotel

F **Riverside**

21. Riverside Terraces
22. Angel Housing

G **Newcastle**

23. Park Place

H **Sunnyside**

S Sunnyside Wellness Village (planning permission received)

Site-wide Schemes

- Minor Housing Conversions in vacant properties (multiple)
- Flexible Vehicular Access to Queen Street, Market Street and Dunraven Place
- Green-Blue Infrastructure Improvement, including active travel links
- Heritage Trail with integrated Wayfinding and Signage Strategy
- Building Character and Street Art Improvement (multiple)
- Lower Carbon District Heat Network

Proposed Development Zones

The town centre consists of variations in urban form and use, which has formed the basis for the categorisation of eight development zones, within which relevant regeneration projects have been identified. This approach facilitates the development of various parts of the town centre simultaneously over the next 10 years.

A	Railway Station Area
B	Brackla, Nolton and Oldcastle
C	Retail Core
D	Cafe and Cultural Quarter
E	Northern Gateway
F	Riverside
G	Newcastle
H	Sunnyside
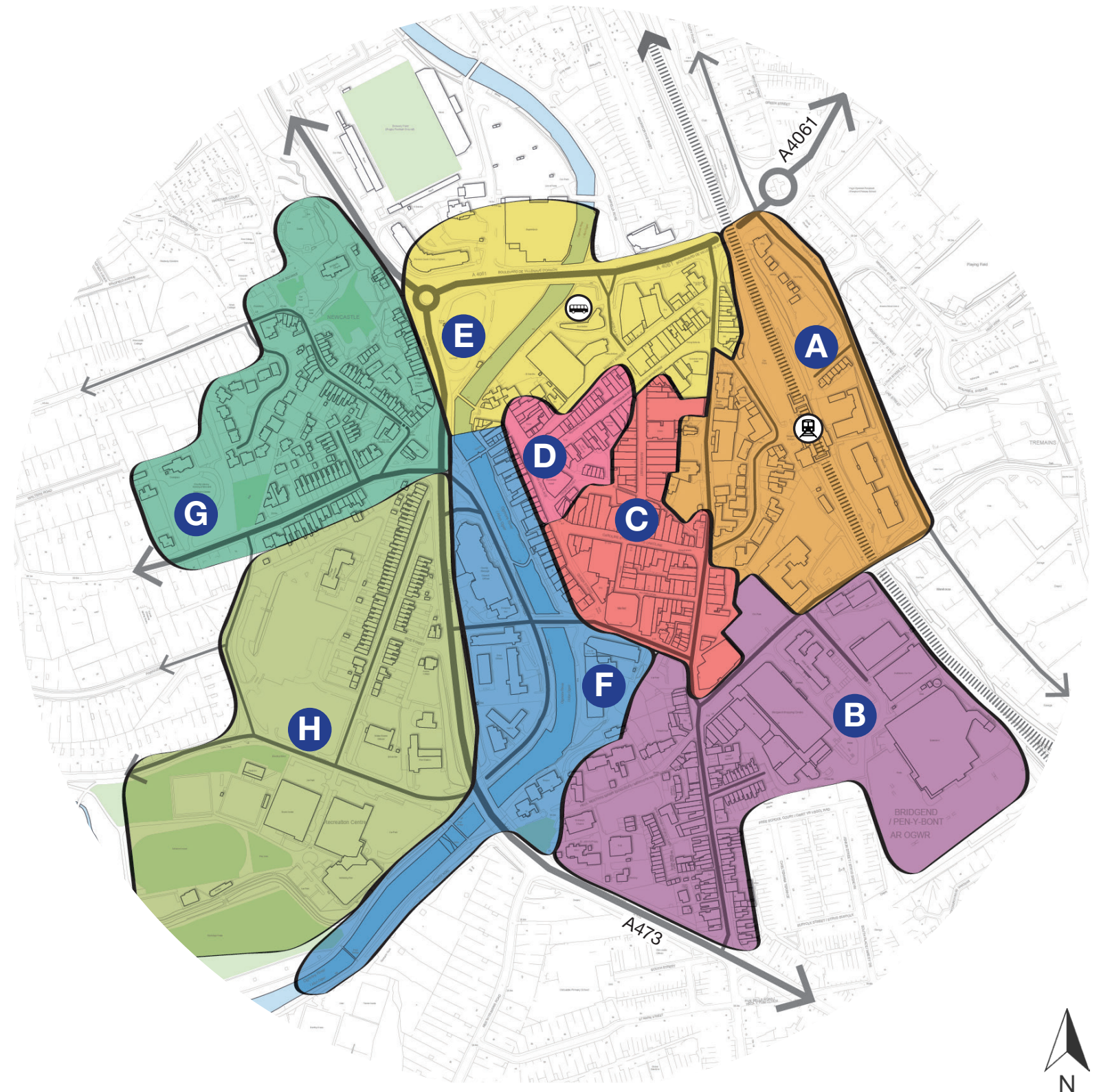
A Railway Station Area

Transit-Oriented Development

The Railway Station Area is one of the key transport gateways, and helps to connect Bridgend county and town with South Wales and further afield to England. This area has been identified as a development zone to maximise the development potential around the railway station through improving existing properties and developing underutilised sites.

Location: Bridgend railway station, Station Hill, southern part of Derwen Road, Court Road, Tremains Road, Ogmore Terrace and Llynfi Lane.

Maximum Development Proposal for the Railway Station Area:

- **160 Residential units (including social and affordable housing)**
- **5,600 sqm Office use (including refurbishment of approximately 2,500 sqm existing space)**
- **1,810 sqm Retail, Food & Drink and ancillary facilities**
- **1,900 sqm Community and Leisure Use**
- **7,245 sqm Public Open Space**
- **New railway station entrance accessed from Tremains Road, up to 200 car parking spaces, dedicated active travel routes, cycle hubs, taxi rank and shuttle bus services**

The proposed regeneration projects are:

1. **New Railway Station Entrance and Llynfi Lane:** Multi-modal transport hub accessed from Tremains Road, including new railway station entrance, bus services between the railway station, bus station, Cheapside and town centre, station car park, taxi rank, and potential mixed use development; delivered in the short to medium term (1-6 years).

2. **Tremains Business Park:** Redevelopment and extension of employment space to include offices, light industrial uses, workshops and co-working space; delivered in the medium term (4-6 years).

3. **Station Court:** Redevelopment of the station entrance with active uses, employment and improved landscape along the railway line to the west; delivered in the medium term (4-6 years).

4. **Station Link:** Active travel connection to the town centre with a vibrant open space and active frontage along Brackla Street; delivered in the short term (1-3 years).

5. **Station Hill & Court Road Development:** Redevelopment of vacant buildings to office use/co-working space, mixed use development; delivered in the short term (1-3 years).

6. **Derwen Road Residential:** Medium density residential development with active non-residential use at street level; delivered in the medium term (4-6 years).

The proposed site-wide schemes within the development zone are:

- **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

- **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

- **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Bridgend railway station is one of the key transport gateways to the town centre. The station building and surroundings would be improved to make the area legible, accessible, attractive and vibrant.
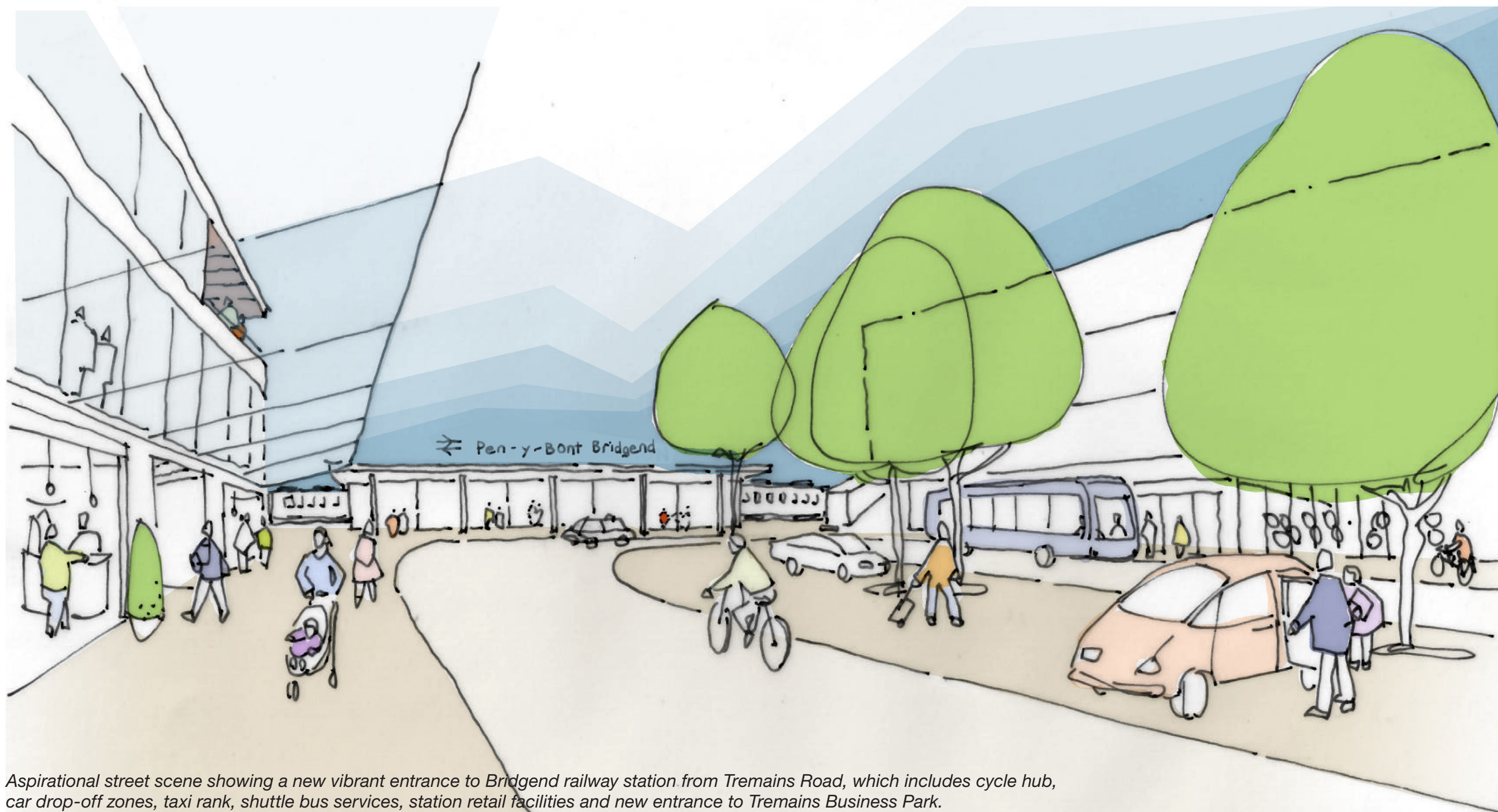

Court Road properties largely house employment spaces. Vacant properties, such as Old Post Office building, could be potentially repurposed as employment space.

17

Pen-y-Bont Bridgend

Aspirational street scene showing a new vibrant entrance to Bridgend railway station from Tremains Road, which includes cycle hub, car drop-off zones, taxi rank, shuttle bus services, station retail facilities and new entrance to Tremains Business Park.

Aspirational street scene showing potential active and pedestrian friendly town centre entrance of Bridgend railway station from Station Hill/ Court Road.

B
Brackla, Nolton & Oldcastle

Living and Learning Hub

Brackla, Nolton and Oldcastle are located to the south of Bridgend town centre, and have been identified as a development zone due to their potential to be developed as an activity hub close to the railway station and primary retail area.

Location: Brackla Street, Nolton Street, Merthyr Mawr Road, Cheapside and Edward Street.

Maximum Development Proposal for the Brackla, Nolton and Oldcastle:
- 240 Residential units (including social and affordable housing)
- 1,200 sqm Office use
- 10,000 sqm+ Educational use
- Reprovision of 9,990 sqm existing Retail and Food & Drink space
- 2,160 sqm Community and Leisure Use
- 3,640 sqm improved Public Open Space
- Redevelopment of existing multi-storey car park (235 spaces) and long-stay car park as deck car park (115 spaces)
- Cycle hub at Cheapside

The proposed regeneration projects are:

7 The Nolton: Medium density residential development with street level retail and community facilities; delivered in the medium term (4-6 years).

8 Cheapside: Bridgend College relocation, and Cheapside developed as a pedestrian and cycle priority area with vehicular access and enhancement of bus service provision; delivered in the short to medium term (1-6 years).

9 Cheapside East: Medium-high density mixed use and residential development with redevelopment of existing multi-storey car park on Cheapside; delivered in the long term (7-10 years).

10 Brackla Street: Active street frontage with potential co-working space and reprovision of existing parking spaces with deck car park to the rear; delivered in the medium to term (4-10 years).

11 Nolton Club: Community centre with ancillary facilities for all age groups to provide an active space for meet and greet; delivered in the medium term (4-6 years).

The proposed site-wide schemes within the development zone are:

- **Minor Housing conversions in vacant buildings**; delivered in the short term (1-3 years).
- **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).
- **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).
- **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Cheapside has received public ream improvement in the past decade. Underutilised sites on Cheapside, such as the Police Station, have tremendous potential for development.

Bridgend Shopping Centre on Brackla Street is one of the key sites in the town centre and has tremendous potential for development.

C
Retail
Core

Consolidated High Street

The Retail Core is a development zone within the town centre identified to facilitate the consolidation of the primary retail area.

Location: Adare Street, Caroline Street, Queen Street, Rhiw Hill, Rhiw Shopping Centre and northern part of Nolton Street.

The proposed regeneration projects are:

(12) Rhiw Shopping Centre: Redevelopment of the Rhiw Shopping Centre as a mixed use block containing retail as a core function and housing development on the upper floor; delivered in the medium term (4-6 years).

(13) Police Centre: Relocation of Police Station as a town centre shopfront in the heart of Bridgend town; potential quick win, delivered in the short term (1-3 years).

The proposed site-wide schemes within the development zone are:

● **Flexible Vehicular Access to Queen Street**; potential quick win, delivered in the short term (1-3 years).

● **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

● **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

● **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Maximum Development Proposal for the Retail Core:
- **50 Residential units**
- **Reconfiguration and refurbishment of 9,272 sqm existing Retail, Food & Drink and Recreational space**
- **500 sqm for Police Centre**

Redevelopment of the Rhiw Shopping Centre will aid the consolidation of the retail stock in the town centre.

Caroline Street and Queen Street, along with Adare Street, will serve as primary shopping area within the town centre.

D
Cafe & Cultural Quarter

Heart of Bridgend

The Café and Cultural Quarter area has been identified as a development zone to strengthen the heart of the town centre.

Location: Dunraven Place, western part of Wyndham Street, Elder Street and surroundings.

The proposed regeneration projects are:

14 **Cultural Hub**: Development of a Cultural Hub to provide an indoor event space in Bridgend town centre; delivered in the short term (1-3 years).

15 **Cambrian House Site**: Medium density residential block with active frontage at street level; delivered in the medium term (4-6 years).

16 **Town Square**: Creating a new square in the heart of the Bridgend town centre that would act as a multi-functional open space, with moveable street furniture, for gatherings, events and food markets; delivered in the short to medium term (1-6 years).

The proposed site-wide schemes within the development zone are:

● **Flexible Vehicular Access to Dunraven Place and Market Street**; potential quick win, delivered in the short term (1-3 years).

● **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

● **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

● **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Maximum Development Proposal for the Café and Cultural Quarter:

- 20 Residential units
- 424 sqm Retail and Food & Drink
- 2,500 sqm Community and Leisure use
- 1,865 sqm Public Open Space
- 10 additional short-stay car parking spaces

Capitalising and boosting the food and drink offer in the town centre would contribute to the day and night time economy.

Improving the heart of the town centre around Dunraven Place, through increasing public open space within the historic setting, would make the town centre vibrant and liveable. An illustration showing the aspirational development is shown on pg.23.

Aspirational street scene showing the heart of the town centre with potential Town Square at Dunraven Place.

E Northern Gateway

Creating a Gateway to Bridgend Town Centre

The Northern Gateway is a key priority area and has been identified as a development zone to create a legible and attractive gateway from the A4061 and A4063 to the town centre.

Location: Bridgend bus station, Quarella Road, Private car park, northern end of Dunraven Place, Market Street and eastern part of Wyndham Street.

Maximum Development Proposal for the Northern Gateway:

- 45 Residential units
- Reconfiguration and refurbishment of 2,050 sqm existing Retail, Professional Services and Food & Drink space
- A budget Hotel
- 755 sqm improved Public Open Space
- 8 additional short-stay car parking spaces
- Cycle hub close to Bridgend bus station

The proposed regeneration projects are:

17 **Reconfiguration of Weir 1 in Ogmore River**: Flood risk reduction scheme; potential quick win, delivered in the short term (1-3 years).

18 **Wyndham Street**: Redevelopment of the urban block on the eastern part of Wyndham Street and Market Street through collaborative retail and in-town living; delivered in the short to medium term (1-6 years).

19 **Dunraven Arms Apartments**: Repurposing Dunraven Arms Hotel into apartments; delivered in the medium term (4-6 years).

20 **Gateway Hotel**: Budget hotel at the northern entrance to the town centre from the A4061 on to Derwen Road; delivered in the long term (7-10 years).

The proposed site-wide schemes within the development zone are:

- **Flexible Vehicular Access to Market Street**; potential quick win, delivered in the short term (1-3 years).

- **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

- **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

- **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

- **Lower Carbon District Heat Network - Phase 2**; delivered in the long term (7-10 years).

The northern entrance of the town centre as seen from the A4061 is unattractive and has limitations in terms of accessibility for pedestrians and cyclists, thus providing a crucial opportunity for development.

The building stock and townscape on the eastern part of Wyndham Street, as seen from Derwen Road, would be enhanced to create a legible and vibrant entrance to the town centre. An illustration showing the aspirational development is shown on pg.25.

Aspirational street scene showing the transformed Northern Gateway of Bridgend town centre, as seen from the A4061 and Derwen road junction, where the Dunraven Arms Hotel building acts as a focal point, building stock on Wyndham Street and Market Street is improved, and public realm is enhanced.

25

F Riverside

The proposed regeneration projects are:

21 **Riverside Terraces**: High quality residential terraces with active frontage at street level; delivered in the medium to long term (4-10 years).

22 **Angel Housing**: High-density riverfront housing; delivered in the medium to long term (4-10 years).

Substantial private sector investment and initiative are required for the projects to be realised.

The proposed site-wide schemes within the development zone are:

● **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

● **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

● **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Optimising the Riverfront

The Riverside is one of the overlooked areas within the town centre development and has been identified as a development zone to improve the town centre skyline and townscape character along the riverfront.

Location: the Ogmore River and the rear of properties on Dunraven Place and Queen Street, Old Bridge, Angel Walkway, Civic Offices and Angel Street.

Maximum Development Proposal for the Riverside:
- **140 Residential units**
- **710 sqm Community and Leisure Use**

Angel Walkway and the modernist buildings along the Ogmore River as seen from Water Street. Potential public realm improvements on the western bank would improve the frontage along the river.

Potential opportunity to repurpose the historic riverfront properties to create more interaction with the Ogmore River. The Old Bridge, one of the oldest remaining historic structures and the most instagrammed spots of Bridgend town, contributes to the attractive setting.

G Newcastle

Town Centre Extension

Newcastle is one the key historic areas of Bridgend town centre, dating back to the 12th Century when the Norman Castle was built. The area has been identified as a development zone to strengthen its accessibility to the town centre and further support the regeneration of the town centre through improvements to existing buildings and historic structures.

Location: Newcastle Hill, eastern part of Park Street and surroundings.

Maximum Development Proposal for Newcastle:
- **Social Housing**
- **218 sqm improved Public Open Space**

The proposed regeneration projects are:

23 Park Place: Public Realm improvements to existing public space at the bottom of Newcastle Hill; potential quick win, delivered in the short term (1-3 years).

The proposed site-wide schemes within the development zone are:

- **Minor Housing conversions in vacant buildings**; delivered in the short term (1-3 years).

- **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

- **Heritage trail with integrated Wayfinding and Signage Strategy**; delivered in the short to medium term (1-6 years).

- **Building Character and Street Art Improvement**; delivered in the short term (1-3 years).

Ancient Newcastle Castle ruins and its surrounding grounds are one of key historic attractions in the town. Accessibility to the landmark would be improved and form a part of the proposed heritage trail.

2-3 storey terraced houses, some of them being Victorian and Georgian terraces, render positive architectural character to the inner town suburb of Newcastle. Some of the vacant properties in the area could be repurposed as housing.

H
Sunnyside

Intergenerational Community and Well-being Campus

Sunnyside is one of the inner suburbs around the town centre and has been identified as a development zone to improve the accessibility of Newbridge Fields and planned Sunnyside Wellness Village to the town centre.

Location: Newbridge Fields, Glan-Y-Parc and Sunnyside Road and surroundings.

The proposed site-wide schemes within the development zone are:

● **Green-Blue Infrastructure Improvement**, including active travel links; delivered in the short to medium term (1-6 years).

● **Wayfinding and Signage Strategy as part of the Heritage Trail**; delivered in the short to medium term (1-6 years).

● **Lower Carbon District Heat Network - Phase 1**; delivered in the medium term (4-6 years).

The planned and approved scheme within the development zone is:

S **Sunnyside Wellness Village:** A well-being campus which will provide 59 homes and healthcare centre on Glan-Y-Parc to the west of the town centre.

Similar to Newcastle, Sunnyside is an inner town suburb of Bridgend town centre comprising 2 storey terraced houses of positive architectural character on Sunnyside Road.

Maximum Development Proposal for Sunnyside:

- **Planned Sunnyside Wellness Village**
- **Multi-purpose hall in the leisure centre could be utilised as an indoor event space**

Site of the future Sunnyside Wellness Village currently under development.

The multi-purpose hall in the leisure centre on Glan-Y-Parc could be potentially used as an indoor event space and is within 10 minutes walk from the town centre.

Implementation and Delivery

The regeneration projects identified in the Bridgend Town Centre Masterplan will be implemented in various phases over the next 10 years. In order to take a planned to approach to delivery, an action plan has been developed to assist with formulating a project timeline, prioritising and planning projects and furthermore, identifying what resources or inputs are needed to do deliver individual projects.

The successful delivery of the masterplan will be dependent on an active partnership approach between key stakeholders from the public, private and third sectors. A strategic approach to project delivery will be taken, with BCBC acting as a key facilitator to bring together key project enablers to deliver projects that form part of the overall vision for the regeneration of the Bridgend town centre.
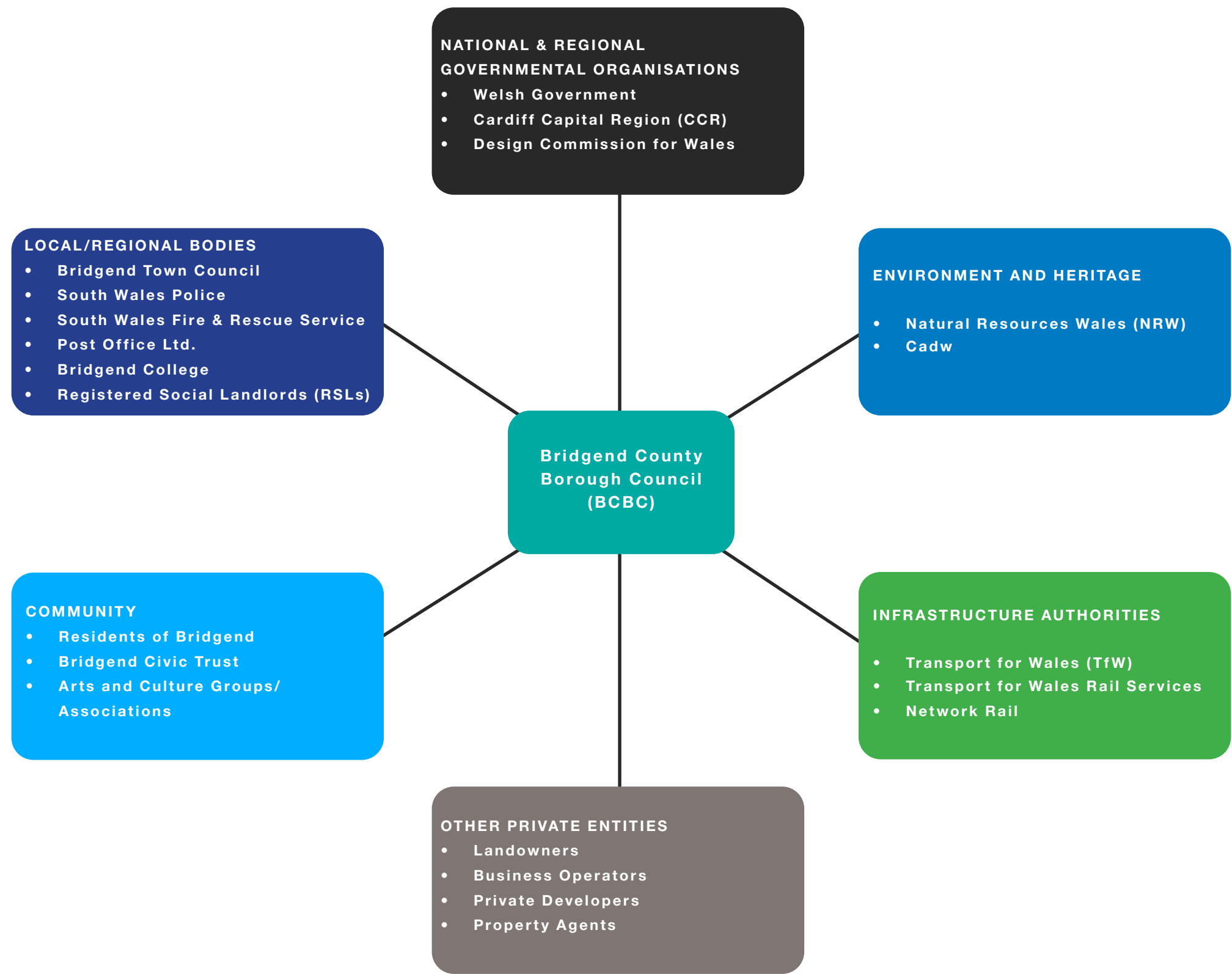
There will be a number of delivery mechanisms that will need to be considered, depending on the project. These may include:

- Collaborative partnerships between government agencies (e.g. Transport for Wales, Cardiff Capital Region), landowners, private developers and investors to deliver projects.

- Working proactively with the private sector and landowners to encourage investment.

- Preparation of detailed project briefs for each project.

- Formation of dedicated project teams comprising relevant built environment experts.

- Extensive consultation with all key stakeholders on high complexity projects.

- Effective utilisation of public sector land, assets and resources.

- Effective utilisation of funding streams to deliver projects.

- Strategic land acquisition by the public and private sectors to deliver key projects, including compulsory purchase to facilitate comprehensive development and to provide strategic infrastructure.

- The aligning of statutory and non-statutory planning documents to project delivery in order to ensure a strategic approach – eg. BCBC Local Development Plan, Bridgend Town Centre Masterplan, local, regional and national strategies, supplementary planning guidance, best practice guides and design briefs.

Image showing the discussion boards and maps used to engage stakeholders during the Visioning Workshop for Bridgend town centre masterplan, conducted on 11th March 2020 in the Civic Offices, Bridgend. The delivery of the masterplan would benefit from similar face-to-face or digital engagement events in the future.

NATIONAL & REGIONAL GOVERNMENTAL ORGANISATIONS
- Welsh Government
- Cardiff Capital Region (CCR)
- Design Commission for Wales

LOCAL/REGIONAL BODIES
- Bridgend Town Council
- South Wales Police
- South Wales Fire & Rescue Service
- Post Office Ltd.
- Bridgend College
- Registered Social Landlords (RSLs)

ENVIRONMENT AND HERITAGE
- Natural Resources Wales (NRW)
- Cadw

Bridgend County Borough Council (BCBC)

COMMUNITY
- Residents of Bridgend
- Bridgend Civic Trust
- Arts and Culture Groups/ Associations

INFRASTRUCTURE AUTHORITIES
- Transport for Wales (TfW)
- Transport for Wales Rail Services
- Network Rail

OTHER PRIVATE ENTITIES
- Landowners
- Business Operators
- Private Developers
- Property Agents

High-level framework indicating the key development partners in the delivery of Bridgend town centre masterplan

For more information, please contact:

Bridgend County Borough Council

Regeneration Team

regeneration@bridgend.gov.uk

Phone: (01656) 643643

Footfall Link

The council collects footfall data in Bridgend town centre at Adare Street and Caroline Street, in Porthcawl town centre at John Street and in Talbot Street in Maesteg town centre.

This footfall data is available each week on the Council's web site and can be accessed by following the link:

www.bridgend.gov.uk/footfall

Town Centre Property Index

The councils Town Centre Property Index lists the properties for sale or to let within the three town centres of Bridgend, Porthcawl and Maesteg. The Index shows the agents contact details and lists some information about the properties which the agents have supplied. There is also a photo for each property and a map showing its location.

https://www.bridgend.gov.uk/business/

click on the 'Town Centre Property Index' box.

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BDP.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO TOWN AND COMMUNITY COUNCIL FORUM

15 FEBRUARY 2021

REPORT OF THE CHIEF EXECUTIVE

LOCAL GOVERNMENT AND ELECTIONS (WALES) ACT 2021

1.0   Purpose of report

1.1   The purpose of this report is to present to the Town and Community Council Forum a copy of the report presented to Council on 20th January 2021 on the Local Government and Elections (Wales) Act 2021, for information.

2.0   Connection to corporate well-being objectives / other corporate priorities

2.1   This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:**

1.   **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

2.   **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3.   **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3.0   Background

3.1   The Local Government and Elections (Wales) Act 2021 received Royal Assent on 20th January 2021. It is a substantial piece of legislation covering electoral reform, public participation, governance and performance and regional working. The new approach, as set out in the Act, is designed to be a more streamlined, flexible, sector-led approach to performance, good governance and improvement. The intention is for councils to be proactive in considering how internal processes and procedures should change to enable more effective planning, delivery and decision making in order to drive better outcomes.

4.0   Current situation/proposal

4.1   Attached as **Appendix 1** to this report is a copy of the report presented to Council on 20th January 2021, for information.

5.0   Effect upon policy framework & procedure rules

5.1   None.

6.0   Equality Impact Assessment

6.1   There are no equality impact implications arising from this report.

7.0   Well-being of Future Generations (Wales) Act 2015 implications

7.1   The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8.0   Financial implications

8.1   There are no financial implications arising directly from this report.

9.0   Recommendation

9.1   It is recommended that the Town and Community Council Forum receives and considers this report.

Mark Shephard,
Chief Executive
February 2021

Contact Officer: Laura Griffiths
                              Group Manager Legal and Democratic Services

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Email: laura.griffiths@bridgend.gov.uk

Postal Address: Civic Centre, Angel Street, Bridgend, CF31 4WB

Background documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

20 JANUARY 2021

REPORT OF THE CHIEF EXECUTIVE

LOCAL GOVERNMENT AND ELECTIONS (WALES) BILL

1.   Purpose of report

1.1   To provide Council with an update regarding the Local Government and Elections (Wales) Bill and an Action Plan to ensure that the Council is prepared for the various elements of the Bill that will come into force in due course.

2.   Connection to corporate well-being objectives / other corporate priorities

2.1   This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:-

1.   **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

2.   **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3.   Background

3.1   The Bill was passed by the Senedd on 18th November 2020 and will receive Royal Assent in January 2021. It is a substantial piece of legislation covering electoral reform, public participation, governance and performance and regional working.

3.2   The new approach, as set out in the Bill, is designed to be a more streamlined, flexible, sector-led approach to performance, good governance and improvement. The intention is for councils to be proactive in considering how internal processes and procedures should change to enable more effective planning, delivery and decision making in order to drive better outcomes.

3.3   In summary the Bill introduces:

Reforming Electoral Arrangements for local government

- Extending the voting franchise to 16 and 17 year olds and foreign citizens legally resident in Wales;
- Enabling councils to choose between 'first past the post' or the 'single transferable vote' voting systems;
- Change of electoral cycle for principal councils from four years to five years;

- Allowing non-politically restricted council staff to stand for election in their own authority (but who should resign if elected);
- Removal of Returning Officers' Fees for local elections.

General Power of Competence

- There was wide spread support for a general power of competence. This is now included in the Bill.

Reforming public participation in local government

- Duty to encourage local people to participate in local government (and to produce a strategy to that effect);
- Duty to make petition scheme (and repeal of community polls);
- Duty to broadcast certain council meetings;
- Flexibility around remote attendance of Members.

Reforms around democratic governance and leadership

- Appointment of Chief Executives (rather than Head of Paid Service) with specific duties;
- Appointment of assistants to Cabinets and allowing job-sharing Leaders or Cabinet Members;
- Updating family absence provisions in line with those available to employees;
- Requiring Leaders of political groups to promote and maintain high standards of conduct by Members of their groups.

Reform of the performance and governance regime

- Repeal of the 2009 Measure duties, replacing audit and reporting duties with self-assessment and panel assessment (peer review);
- Reforms to Audit Committees, renaming as Governance and Audit Committees and prescribing membership and chair.

Collaborative Working

- Powers for councils to initiate the establishment of Corporate Joint Committees (CJCs) covering any functions
- Powers for Ministers to establish CJCs covering the four functions of economic development, transport, strategic planning and school improvement.

Voluntary Mergers of principal councils

- Compulsory mergers are no longer Government policy;
- Powers to facilitate voluntary mergers of principal councils and restructuring a principal area.

4. Current situation / proposal

4.1 It is anticipated that the Bill will receive Royal Assent in January 2021. The 'Coming into Force' provisions of the Bill are complex with some provisions coming into force within days of Royal Assent, others within months, and the majority via Ministerial

Statutory Instrument. Welsh Government will be developing a clear outline timetable for implementation for local authorities.

4.2   Attached as **Appendix 1** is an Action Plan to ensure that this Council is prepared for the introduction of the Bill. The Action Plan will be updated accordingly as various provisions of the Bill come into force.

5.   Effect upon policy framework & procedure rules

5.1   None directly applicable to this report.

6.   Equality Impact Assessment

6.1   There are no equality implications arising from this report.

7.   Wellbeing of Future Generations (Wales) Act 2015 implications

7.1   The well-being goals identified in the Act were considered in the preparation of this report. As the report is for information only it is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report. Elements of the Bill will however have a positive impact on the five ways of working under the Act.

8.   Financial implications

8.1   None directly applicable to this report but individual elements of the Bill will have future cost implications.

8.2   Welsh Government has committed to providing support and funding for some aspects of the Bill's implementation, including £500,000 to support digital democracy and potential set-up costs to support Corporate Joint Committees.

8.3   Improvement support will also be provided to councils through the WLGA, for example in supporting new councillor duties, public participation duties, statutory self-assessments and panel assessments.

9.   Recommendations

Council is recommended to:

9.1   Note the report and Action Plan attached as **Appendix 1**;

9.2   Note that further reports on individual elements of the Bill will be submitted to Cabinet and Council in due course.

Mark Shephard
Chief Executive
January 2021

Contact Officer: **Mark Shephard, Chief Executive**.

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E-mail: mark.shephard@bridgend.gov.uk

Postal Address   Civic Centre, Angel Street, Bridgend, CF31 4WB

Background documents: None

Bridgend County Borough Council
Local Government and Elections (Wales) Bill 2020 Action Plan

Provisions	Actions	Responsible Officer	Progress Update	Coming into force
Part 1 Elections				
Extension of right to vote in local government elections (16-17 year olds and qualifying foreign citizens) (section 2 of the Bill)	• Addressed via canvass: raising awareness campaigns and change to Electoral Services software. • Electoral Services to support this piece of work	Group Manager – Business Support	Ongoing	Entitlement to be registered as a Local Government Elector – 2 months after Royal Assent. Other provisions come into force 2 months after Royal Assent but do not take effect until 5 May 2022 and thereafter in respect of Local Government Elections and Local Referendum.
Duty to promote awareness of registration and provide assistance (section 4)	• Ensuring that awareness raising work programmes align with Electoral Commission's campaign.	Group Manager – Business Support	Ongoing	2 months after Royal Assent
Two voting systems. Simple majority system and Single Transferable Voting system. (Sections 5–12)	• Simple majority system to apply unless and until the Council changes the voting system for the first time. • Address procedure to be followed regarding a proposal to change the Council's voting system, in part reflecting that a resolution would be required before 15 November of the year that is 3 years before the year in which the next ordinary election of the Council is due to be held. • Clarification required on the restrictions at Section 12 on number of Councillors if Single Transferrable Voting system applies to the election of Councillors for a Principal Council, the number of Councillors for each Electoral Ward is to be no less than 3 but no more than 6.	Group Manager – Business Support	Review following 2022 Local Government Elections	6 May 2022
Change of electoral cycle for Principal and	• Amendments to Council website • Amend any references in Constitution	Group Manager –		2 months after Royal Assent

Community Councils, Elected Mayors from four years to five years, extension of power to change ordinary day of local elections (Sections 14–17)	• Advise Members accordingly	Business Support / Monitoring Officer		
Registration of local government electors without application (Section 18)	• Systems being established to ensure appropriate notification and record keeping are in place.	Group Manager – Business Support	Ongoing	Dates to be appointed by Welsh Ministers
Qualification / Disqualification for election and being a member of a local authority (Sections 19-21)	• Include in Elections Candidate Pack. • To be addressed through Electoral Commission Guidance and briefing sessions for potential candidates	Group Manager – Business Support		Dates to be appointed by Welsh Ministers
Translations etc of documents at local government elections (Section 22)	• Arrangements being made for beyond the May 2022 elections.	Group Manager – Business Support	Ongoing	2 months after Royal Assent subject to Section 3 which in part refers to this Section taking effect in Local Government Elections or Local Referendum on or after 5 May 2022

Part 2 Chapter 1 General power of competence for local authorities				
Defines the power, defines qualifying local authority as a Principal Council and an 'eligible community council, including limits on charging in exercise of general power, limits on doing things for commercial purposes in exercise of general power, powers to make supplementary provisions	• Embed in business as usual.	Corporate Management Board		Date to be appointed by Welsh Ministers
Chapter 2 Eligible Community Councils to qualify for the general power of competence	**For noting, matter for Town and Community Councils** • Monitoring Officer to raise awareness with Clerks.	Town and Community Councils / Monitoring Officer		Date to be appointed by Welsh Ministers
Part 3 Promoting Access to Local Government,				
Duty to encourage local people to participate in decision making by principal councils (Section 39)	• Develop guidance • Review current process e.g. public speaking and public questions at all Committees.	Head of Democratic Services / Monitoring Officer		Date to be appointed by Welsh Ministers.

3

Strategy on encouraging participation (as above) Public Participation Strategy - consultation and review (Sections 40–41)	• Develop a Strategy for compliance with duty - promoting awareness, how to become a Member and what membership entails; ways of promoting and facilitating processes by which local people may made representation about a decision before and after it is made, bringing the public's views to the attention of Scrutiny Committee and promoting awareness of the benefits of social media as a means to communicate. • Strategy to be reviewed as soon as practicable following each ordinary election.	Head of Democratic Services / Senior Democratic Services Officer – Scrutiny / Group Manager Transformation and Customer Services.	As soon as reasonably practicable after Section 40 comes into force	Date to be appointed by the Welsh Ministers
Duty to make petition scheme (Section 42)	• Introduce a Petition Scheme • Update Constitution.	Monitoring Officer / Head of Democratic Services		Date to be appointed by the Welsh Ministers
Duty on principal councils to publish official addresses for Members (Section 43)	• Information currently available on the Council's website. Members not wishing to make their home address public (provided they satisfy the requirements of the Members' Code of Conduct) utilise the Civic Office address.		Compliant	
Duty to publish Constitution and Constitution Guide (Section 45)	• Guide to be developed and published online. • Consider whether to provide hard copies free of charge or at a charge representing no more than the cost of providing the copy. (Constitution / website to be amended if charge to be introduced).	Monitoring Officer and Head of Democratic Services	Constitution currently on the council's website	Date to be appointed by the Welsh Ministers
Electronic broadcasts of certain local authority meetings (Section 46)	Introduce and publish arrangements to ensure: • The broadcasting of meetings open to the public as they take place (subject to exceptions) and make available for a specified time following the meeting. • Develop an action plan • Webcasting contract to be reviewed accordingly.	Head of Democratic Services / Monitoring Officer		Date to be appointed by the Welsh Ministers

4

Attendance at local authority meetings (remote attendance) (Section 47)	• Make and publish arrangements ensuring relevant meetings are able to be held remotely and meet the necessary conditions of Section 47. • Relevant local authorities to publish arrangements jointly in relation to meetings of a Joint Committee. • Review the Constitution – potential amendments required to reflect the conditions for a Member to attend remotely. • Due to the Covid 19 Pandemic, measures were introduced and are currently in place to allow all committee meetings to be held remotely via Microsoft Teams.	Head of Democratic Services		Date to be appointed by the Welsh Ministers
Participation at meetings of Community Councils (Section 48)	**For noting, matter for Town and Community Councils.** • Monitoring Officer to raise awareness with Clerks	TCC Clerks / Monitoring Officer		Date to be appointed by the Welsh Ministers
Notices etc of local authority meetings (Section 49)	• Existing practices to be reviewed accordingly. • Notices of meetings currently published on the Council's Notice Board. Agendas, minutes, reports are also published electronically on the website. Limited hard copies of Agendas / Reports are also made available at meetings that are open to the public.	Head of Democratic Services / Monitoring Officer		Date to be appointed by the Welsh Ministers
Regulations about conduct of local authority meetings, documents relating to meetings and publication of information (Section 50)	• Regulations to be reviewed.	Head of Democratic Services / Monitoring Officer		Day after Royal Assent
Regulations about community meetings (Section 51).	**For noting, Regulations to be reviewed.**	TCC Clerks / Monitoring Officer		Day after Royal Assent

5

Annual Reports by Community Councils (Section 52)	**For noting, matter for Town and Community Councils.** • Monitoring Officer to raise awareness with Clerks.	Town and Community Councils / Monitoring Officer		Date to be appointed by the Welsh Ministers
Part 4 Local Authority Executives, Members, Officers and Committees				
Appointment of Chief Executive rather than a Head of Paid service Matters to be kept under review by Chief Executive Reconsideration of renumeration if direction given by Welsh Ministers (Sections 54 –56)	• Pay Policy potential implications subject to direction from Welsh Ministers • Amend Constitution accordingly	Monitoring Officer / Group Manager HR and Organisational Development		Date to be appointed by the Welsh Ministers (Sections 54 and 56) 2 months after Royal Assent (Section 55, which amends reference from salary to renumeration)
Appointments of assistants to Executive (Section 57)	• Constitution to be amended to permit the appointment of assistants to the Executive. • Appointments to be determined by the Leader	Leader/ Monitoring Officer / Group Manager HR and Organisational Development / Head of Democratic Services		Date to be appointed by the Welsh Ministers
Job Sharing - Leader and Cabinet Members (Sections 58-59)	• Review internal processes • Implications as a consequence of senior salary cap • Appointments to be determined by the Leader • Constitution to be amended to incorporate provision to enable 2 or more councillors to share office of an Executive, including the office of Executive Leader; changing the maximum number of Members of an Executive when sharing office; and addressing voting and quorum where Members of an Executive share office.	Leader /Cabinet Members / Monitoring Officer / Head of Democratic Services / Group Manager HR and Organisational Development		Date to be appointed by the Welsh Ministers

6

Job-sharing: non-executive offices in Principal Councils. Welsh Ministers make regulations. (Section 60)	• Regulations to be monitored when implemented.	Head of Democratic Services / Monitoring Officer / Group Manager HR and Organisational Development.		2 months after Royal Assent
Family absence provisions for Members of local authorities (Section 61)	• Take a report to Democratic Services Committee • Develop procedure / guidance for Members and thereafter inform all Members and potential candidates for future elections.	Head of Democratic Services / Monitoring Officer		Day after Royal Assent
Duties of Leaders of political groups in relation to standards of conduct Standards Committee – to monitor compliance with the above and provide training (Sections 62)	• Monitoring Officer to brief Group Leaders accordingly • Standards Committee – Terms of Reference to be amended	Group Leaders / Monitoring Officer /Standards Committee		Date to be appointed by the Welsh Ministers
Standards Committee Annual Report (Section 63)	• Constitution to be potentially amended in respect of role of Standards Committee. • Terms of Reference of the Committee to be amended accordingly within the Constitution.	Monitoring Officer / Standards Committee	As soon as reasonably practicable after the end of each financial year	Date to be appointed by the Welsh Ministers
Certain investigations by PSOW (Section 64)	• Monitoring Officer to brief the Standards Committee	Monitoring Officer		Date to be appointed by the Welsh Ministers
Making information available to Overview and Scrutiny Committees (Section 65)	• Review current arrangements - power to require information to be made available about decisions.	Head of Democratic Services / Senior Democratic Services Officer - Scrutiny		Date appointment by Welsh Ministers

7

Power to require authorities to appoint Joint Overview and Scrutiny Committees (Section 66)	Review existing arrangements with neighbouring Principal Councils and present a joint report to respective Councils.	Head of Democratic Services / Senior Democratic Services Officer - Scrutiny		Date appointed by Welsh Ministers
Community Council Training Plans (Section 67)	**For noting, matter for Town and Community Councils.** • Monitoring Officer to raise awareness with Clerks.	TCC Clerks / Monitoring Officer		Date to be appointed by Welsh Ministers

8

Part 5 Collaborative Working by Principal Councils				
Guidance about collaborative working (Section 69)	• Consider guidance to be issued by Welsh Ministers	Chief Executive / Corporate Management Board.		Day after Royal Assent
Establishing Corporate Joint Committees were request has been made to Welsh Ministers. Consultation to be undertaken prior to application (Section 70 and 71) Welsh Ministers may by regulations establish CJCs (Section 72) Conditions to be met (Section 73) Establishing CJC when no request has been made to Welsh Ministers and conditions to be met (Section 74 and 75) Further provisions relating to CJCs and Joint Committee Regulations (Section 76-88).	• CJCs are subject to Regulations with a consultation closing date set by Welsh Government of 4 January 2021. • CJC's to be reported separately to Cabinet (19th January 2021).	Chief Executive / Monitoring Officer		Day after Royal Assent
Part 6 Performance and Governance of Principal Councils and Duty of Principal Council to keep its performance under review				
Duty to keep performance under review (Section 89) Duty to consult local people (Section 90)		Chief Executive / Interim Section 151 Officer		Date to be appointed by Welsh Ministers

Undertake an Annual self – assessment. Publish a draft report of the assessment report it to the Governance and Audit Committee and publish the final report. (Section 91)		Chief Executive / Interim Section 151 Officer		Date to be appointed by Welsh Ministers
Council to make arrangements to appoint a panel to assess the extent to which performance requirements are being met. (Section 92)				Date to be appointed by Welsh Ministers
Local Authority to respond to the panel's performance assessment (Section 93)		Chief Executive / Interim Section 151 Officer		Date to be appointed by Welsh Ministers
Welsh Ministers may introduce regulations regarding panel performance assessments (Section 94)	• Regulations to be kept under review.	Chief Executive / Interim Section 151 Officer		2 months after Royal Assent
Power of Auditor General to carry out a special inspection and publish a report. Duty of Principal Council to respond to Auditor General's recommendations and Welsh Ministers to respond to recommendations (Section 95, 96, 97)	**For noting**			2 months after Royal Assent

Auditor General's powers of entry and inspection etc (Section 98-101).	**For noting**			Date to be appointed by Welsh Ministers
Support and assistance by the Welsh Ministers to principal councils to meet performance requirements. (Section 102 - 112)	**For noting**			Date to be appointed by Welsh Ministers

11

Disapplication of the 2009 measure in relation to Principal Councils and repeal of provisions about coordination of audit. (Section 113)	**For noting.**			Date to be appointed by Welsh Ministers
Amendment of the Well-being of Future Generations (Wales) Act 2015. (Section 114)	• Consideration to be given to amalgamating the self-assessment performance report with the 2015 Act report.	Chief Executive / Interim Section 151 Officer	Ongoing through the Annual Report	Date to be appointed by Welsh Ministers
Governance and Audit Committee, membership, proceedings (Sections 115–118)	• Broaden terms of reference of the Committee within the Constitution. • Audit Committee's to be renamed Governance and Audit Committee.	Monitoring Officer / Interim Section 151 Officer / Head of Regional Audit	Committee already named Governance and Audit Committee – compliant.	Date to be appointed by Welsh Ministers
Coordination between Regulators (Sections 119-120)	**For noting**			Date to be appointed by Welsh Ministers
Part 7- Mergers and Restructuring of Principal Areas				
Voluntary mergers, local discretion and conditions associated with Welsh Minister making restructuring regulations and remuneration arrangements for new Principal Councils (Sections 121-150)	**For noting**	Chief Executive		Mainly day after Royal Assent with a number of provisions on dates appointed by Welsh Ministers

Part 8 - Local Government Finance				
• Powers to require information relating to hereditaments, information relevant to determining liability for non-domestic rate, powers to inspect property, amendment to multipliers, amendments to the Local Government Finance Act 1988, granting Welsh Ministers powers to make regulations on joint and several liability to pay Council tax. • Removal of Power to provide for Imprisonment of Council Tax Debtors (Sections 151 - 158)	• Review Scheme of Delegation of Functions / Constitution.	Monitoring Officer / Interim Section 151 Officer		2 months after Royal Assent (Sections 152, 154-156 and 158) 1 April 2021 (Sections 151, 153 and 157)
Part 9 - miscellaneous				
Information Sharing between Regulators (Section 159)	**For noting**	Data Protection and Information Officer / Interim Section 151 Officer.		Mainly on the day after Royal Assent
Head of Democratic Services (Section 161)	• Pay Policy to be updated - Chief Officer to include Head of Democratic Services.	Group Manager HR and Organisational Development		Date to be appointed by Welsh Ministers
Abolition of polls consequent on a community meeting (Section 162)	**For noting, matter for Town and Community Councils.**	TCC / Monitoring Officer		Date to be appointed by Welsh Ministers

13

Merging and de-merging Public Services Boards under the Well-being and Future Generations (Wales) Act 2015. (Section 165)	**For noting**	Chief Executive / Interim Section 151 Officer		2 months after Royal Assent

14