



monmouthshire  
sir fynwy

# Monmouthshire Resident Survey 2025

Your views about living  
in Monmouthshire



LET'S **TALK**  
MONMOUTHSHIRE

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Your views about living in Monmouthshire



## Introduction

We recently carried out our Resident Survey for the second time to further understand your views on living in Monmouthshire—your experience of your local area, your opinions on the council’s services, and how we can work together to make Monmouthshire an even better place to live.

The survey was hosted by Data Cymru as part of their National Resident Survey, which helps local councils better understand performance and public perception. It ran from 23 September to 31 October 2025 and included questions on the quality of the local environment, participating in the local community, satisfaction with council services and local democracy. The results will help us continue to target our activity and assess impact over time.

The survey was promoted across the council’s engagement platform, website, social media and in council buildings, with printable copies also available. Thanks to the engagement and support of residents across the county, 1,064 responses were received.

With support from Data Cymru, we have analysed the results and summarised in this report what respondents told us. This feedback gives us a clearer picture of how people feel about living in Monmouthshire and will help shape the services we provide.

We remain committed to working with communities and businesses to make Monmouthshire an even better place to live. For more information about the council’s plans, please visit: <https://www.monmouthshire.gov.uk/improvement/>. To continue to share your opinions and take part in conversations about council policies and strategies that affect you, register on <https://www.letstalkmonmouthshire.co.uk/>

## About the Respondents

A total of 1,064 responses were received for the survey. Respondents could choose which questions to answer, so response rates varied across individual questions.

To better understand participants’ profiles, the survey included questions on key demographics. The results show:

- 60% of respondents were female, 32% male, and 8% preferred not to say.
- The age group with the most respondents was 55–64 years (27%), while the fewest responses were received from those aged 85 and over (0.7%).

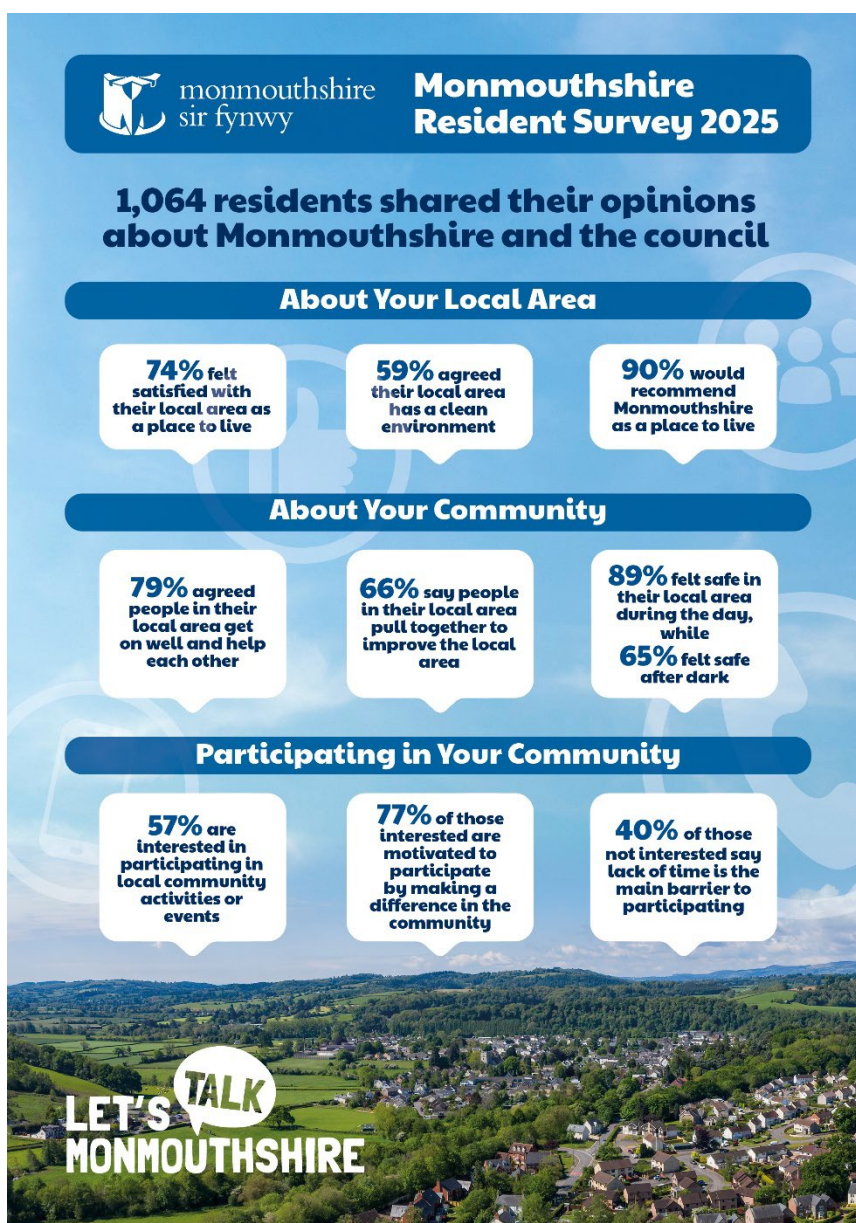
# Monmouthshire Resident Survey 2025

Your views about living in Monmouthshire



It is important to note the survey's limitations, which have been considered when interpreting the data. The findings rely on respondents providing accurate information and reflect the opinions of those who chose to take part.

## About Your Local Area



# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire



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

The headline results show:

- 74% of respondents felt very or fairly satisfied with their local area as a place to live.
- 79% of people agreed that people in their local area get on well and help each other.
- 66% of people agreed that people in their local area pull together to improve the local area.
- 69% of people felt part of their local area.
- 53% of people felt their local area is well looked after.
- 59% of people agreed their local area has a clean environment.
- 65% of people agreed air quality in their local area is good.
- 75% of people felt there are enough green spaces in their local area.
- 89% of respondents felt safe in their local area during the day, while 65% felt safe after dark.
- 90% of respondents would recommend Monmouthshire as a place to live.

Figure 1 below provides a breakdown of respondents' views about their local area and how they feel about living there.

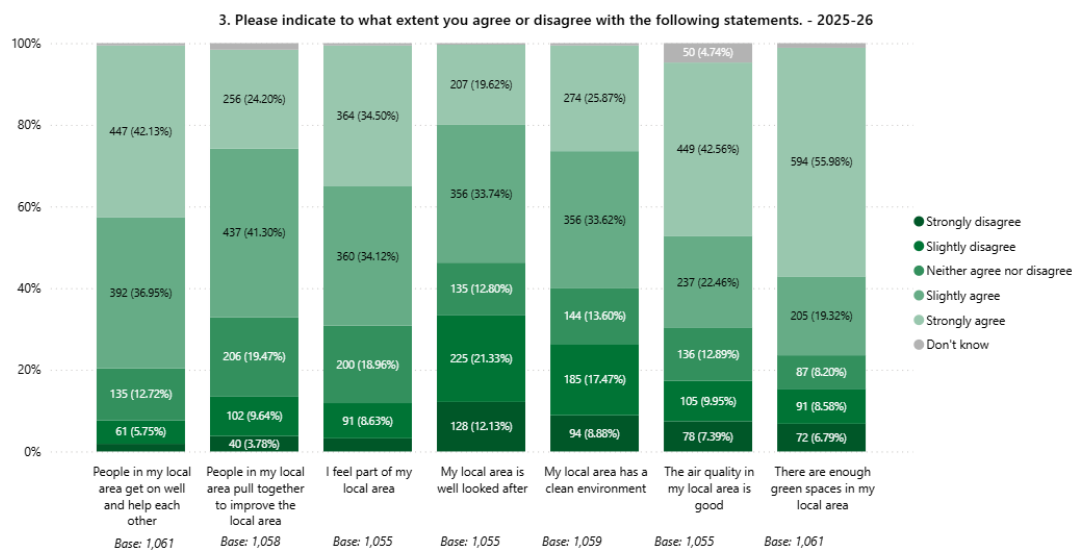


Figure 1: Feelings on local area



## Participating in Your Local Community

This section was introduced in the 2025 survey to explore residents' views on participating in events and activities within their community.

- 57% of residents expressed interest in taking part in local community activities or events.
- Among those interested, the most common motivations chosen were to make a difference in the community (77%); to have fun and make new friends (57%); and to help a cause or person that is important to them (53%).
- Respondents interested in participating were asked to select all types of activities they would consider. The most popular choices were arts and culture events (62%); outdoor or recreational activities (49%); and music or performance groups (42%).
- Of those not interested, the main barriers were lack of time (40%); don't know about these activities/unsure how to get involved (32%); and don't feel the need to participate (24%).
- 74% of respondents said they would be likely to participate if activities aligned with their interests.
- When asked to rank preferred activities to participate in from 1 (most interested) to 9 (least interested), the top three were clean outdoor spaces (average rank 3.49); active travel routes (4.01); and nature and wildlife (4.40).

## What have we learnt

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

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

Younger respondents to the survey reported lower levels of satisfaction with Monmouthshire as a place to live. The council's Replacement Local Development Plan (RLDP) identifies this as one of its key issues, ensuring our communities are socially and economically sustainable by providing accessible places to live and work and a choice and range of homes to retain and attract younger people and rebalance our ageing demography. We have made progress with agreeing the plan, the RLDP was approved by council in October 2025 and will be sent to Welsh Government for public examination. The response rate to the

# Monmouthshire Resident Survey 2025

Your views about living in Monmouthshire



survey was also lower in the younger age groups. We continue to focus on strengthening our engagement with young people.

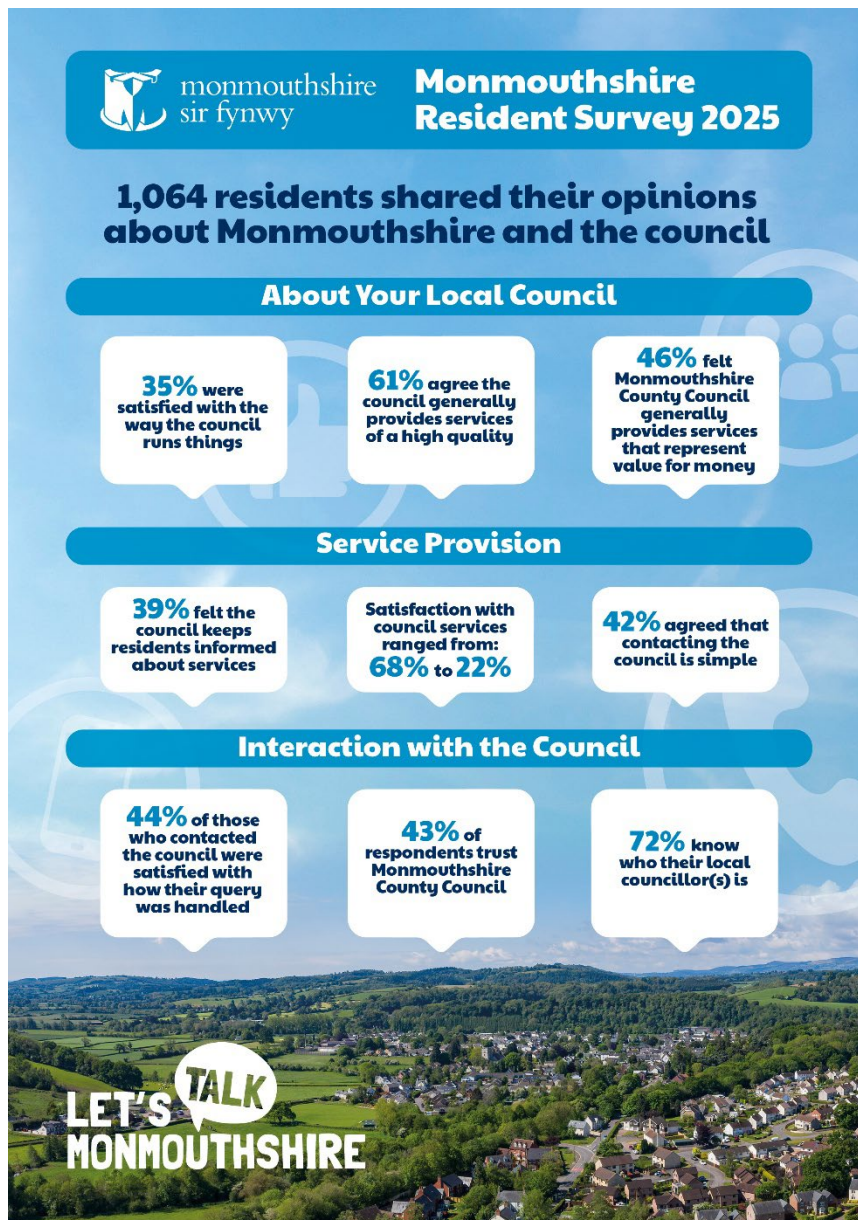
Respondents also expressed an interest in participating in their local community. We recognise the vital role that residents play in their local community. We are committed to working with and alongside our communities, so citizens are able to participate in council and community decision-making and take actions which enable them to shape their own futures.

# Monmouthshire Resident Survey 2025

Your views about living in Monmouthshire



## About Your Local Council



Respondents were asked a series of questions about Monmouthshire County Council to understand views on local service delivery, democratic representation and strategic leadership.

- 35% of respondents were very or fairly satisfied with the way the council runs things, while 40% were very or fairly dissatisfied.

# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire



- 61% of people responded with a great deal or a fair amount to the statement the council generally provides services of a high quality.
- 46% felt the council generally provides services that represent value for money.
- 29% of people agreed that generally residents' views are taken into account when making decisions.
- 31% of respondents believe the council generally acts on the concerns of local residents.

People were asked to indicate how much they agreed with statements about the council to gain better insight into how people perceive the council runs things. The detailed breakdown of responses is shown in Figure 2.

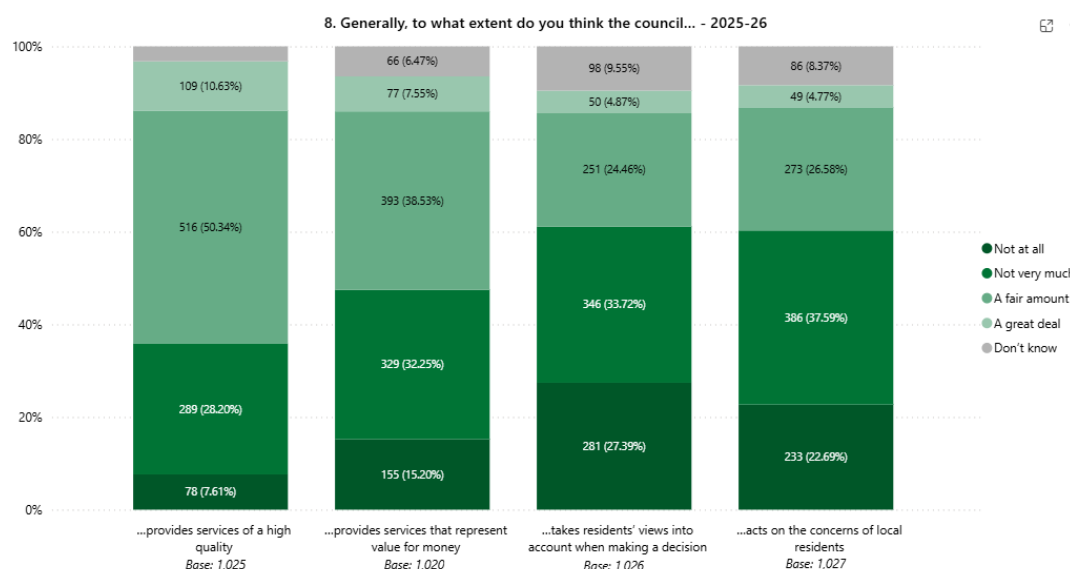


Figure 2: How the council run things

Respondents were also asked about their satisfaction with specific council services. The results are presented in Figure 3.

# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire

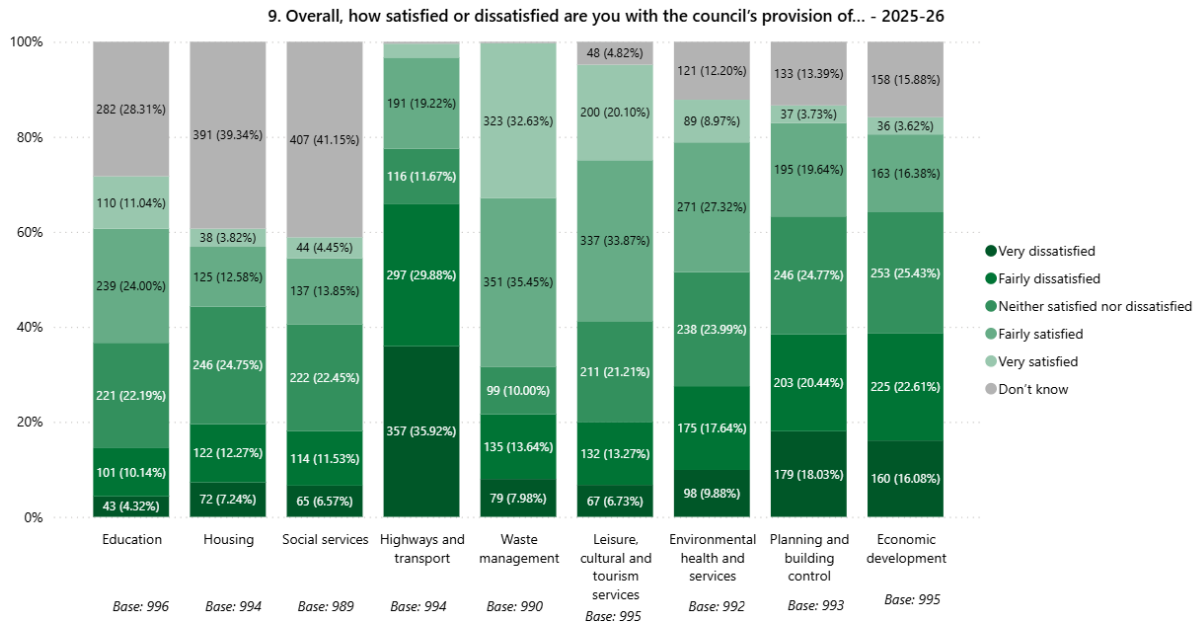


Figure 3: Satisfaction with services

We also analysed this question with 'Don't know' responses removed—since these accounted for a significant proportion in some service areas—to enable a more meaningful understanding of satisfaction levels among respondents who expressed an opinion.

Of those who expressed an opinion:

- 49% were satisfied with education.
- 27% of respondents were satisfied with housing.
- 31% of people were satisfied with social services.
- 22% of respondents were satisfied with highways and transport.
- 68% were satisfied with waste management.
- 57% of people expressed satisfaction with leisure, cultural and tourism services.
- 41% of people were satisfied with environmental health and services.
- 27% expressed satisfaction with planning and building control.
- 24% of respondents were satisfied with economic development.

Figure 4 shows the range of responses based only on those who expressed a definite opinion.

# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire

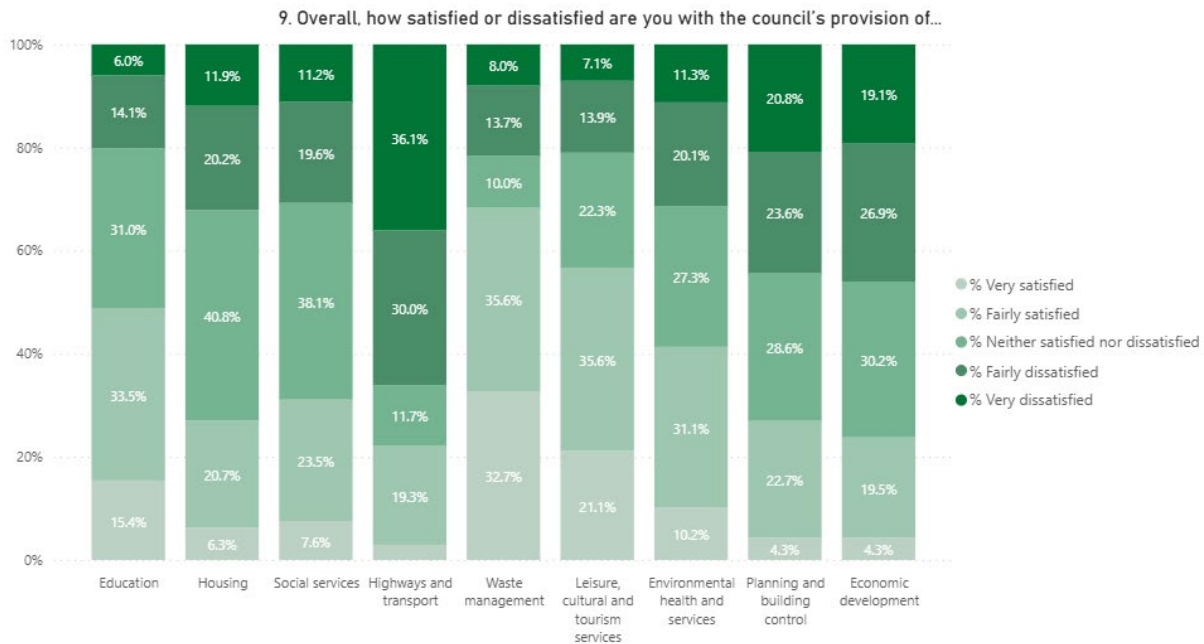


Figure 4: Satisfaction with services

## Interaction with the Council

We asked respondents for their views on their interactions with the council. The responses show the following:

- 39% of respondents felt the council keeps residents very or fairly well informed about the services and benefits it provides, while 55% feel not very well informed or not well informed.
- 42% of respondents agreed that contacting the council is simple.
- 41% agreed that accessing up to date information about council services is easy.
- 44% agreed that council staff are friendly and approachable, although 17% responded didn't know.
- 76% of respondents prefer to get information about the council from the council website. Facebook and the council app were the next most popular options chosen.
- 21% of people felt the council lets people know how it is performing.
- 83% of people felt that council services are always available to them in their preferred language and 67% in an accessible format.
- 66% of all respondents report attempting to contact Monmouthshire County Council in the last 12 months. The three most reported methods of contacting the council were by online form, phone and email.

# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire



- 44% of those who contacted the council were satisfied with how their query was handled while 36% were not.
- Just over half (52%) of respondents knew of council meetings that the public can attend.
- 43% of respondents report they trust Monmouthshire County Council a great deal or a fair amount, while 51% state not very much or not at all.

Figure 5 provides a detailed breakdown of responses to questions about contacting the council and accessing information.

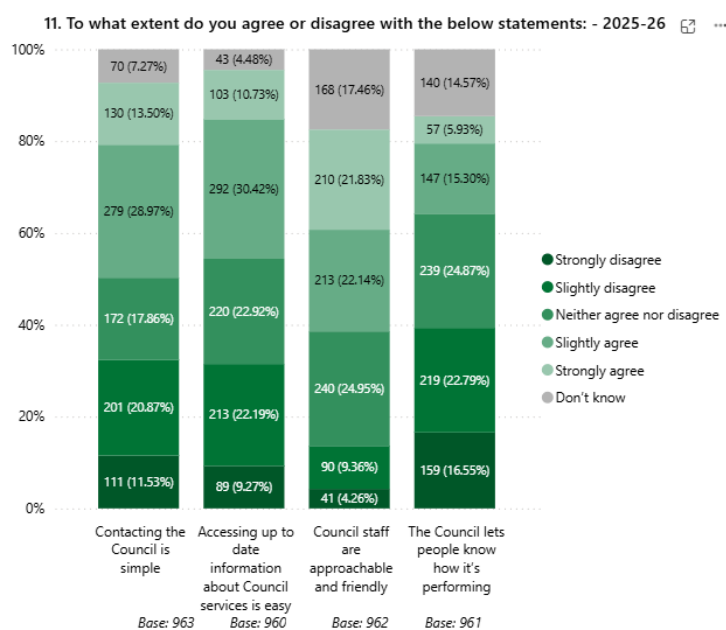


Figure 5: Interactions with the council

The survey also explored how easy or difficult respondents find it to navigate certain council processes. Since many respondents indicated that some processes did not apply to them, these responses have been excluded from the overall percentages to compare processes. This question included the option of 'neither easy nor difficult to do', which makes up a significant proportion of responses for some processes, as shown in Figure 6. The results shown below are based on those who responded fairly easy or very easy to do:

- 81% of those who expressed an opinion felt paying council tax is easy.
- 41% of those answering felt paying business rates is easy.
- 63% of people feel making waste and recycling centre bookings is easy.
- 61% of respondents find requesting new / replacement bins easy.
- 44% of respondents find making or commenting on a planning application easy.

# Monmouthshire Resident Survey 2025

## Your views about living in Monmouthshire



- 60% feel it is easy to apply for a school place.
- 40% of people find reporting a pothole easy.
- 41% of people find it is easy to report fly tipping.

Figure 6 below provides a more detailed breakdown of these responses.

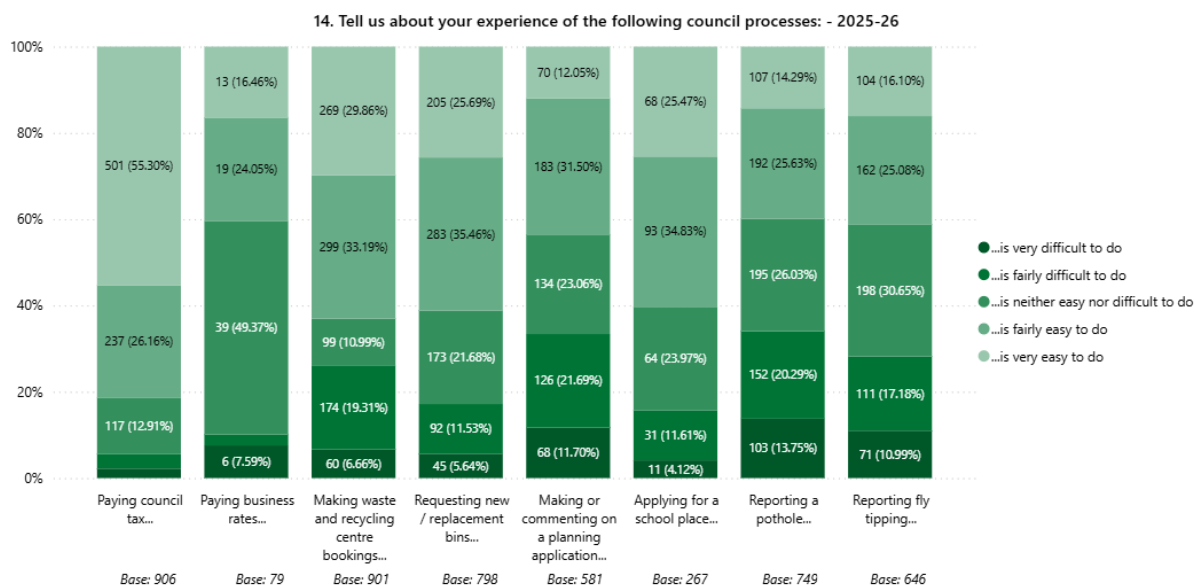


Figure 6: Ease of using council processes

## About Local Democracy

The final section of the survey explored respondents' participation in and understanding of local democracy. Key findings include:

- 78% of respondents voted in the most recent council elections, while 12% did not.
- Among those who did not vote, the most common reasons were the respondent didn't know who their local candidate was or what they stood for (32%); they didn't know enough about local politics (18%); and they were away from the area during the election (18%).
- 4% of respondents said they get involved in campaigning for their local councillor.
- 28% of respondents are aware of all the responsibilities of local councillors, while 57% are aware of some.
- 72% of respondents know who their local councillor is.
- 40% have tried to contact their local councillor, and of those, 71% found it easy to do so.
- Email, phone calls, and text messages or WhatsApp were the most commonly preferred methods of communication to contact their local councillor.

# Monmouthshire Resident Survey 2025

Your views about living in Monmouthshire



## What have we learnt

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

We have launched 'Let's Talk Monmouthshire' as a platform for consultations and engagement. This aims to provide greater clarity of information for residents and a single place to visit for online consultations right across the council to ensure residents do not miss the opportunity to engage. Let's Talk Monmouthshire has also been created to ensure that in-person events are easily identified as opportunities for people to discuss and share opinions on council consultations and surveys. You can register to find out more about consultations as soon as they launch here <https://www.letstalkmonmouthshire.co.uk/>

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

The council's Community and Corporate Plan sets the objectives we are trying to achieve to deliver our outcomes for the county and improve services. We have a framework to review the performance of all our services. We continue to strengthen how we use residents and services users' views when assessing our performance. Service areas will use the responses from this survey to inform their planning and evaluate their performance against the objectives we have set in the plan.