



# Ask Cardiff 2018 Findings Report

February 2019



**Gweithio dros Gaerdydd, gweithio gyda'n gilydd**  
**Working for Cardiff, working together**



#gweithiogydangilydd  
#workingtogether



## **Contents**

<b>Background</b>	<b>2</b>
<b>Methodology</b>	<b>3</b>
<b>Response</b>	<b>4</b>
<b>Welsh Index of Multiple Deprivation</b>	<b>5</b>
<b>Weighted data</b>	<b>5</b>
<b>Results</b>	
Section 1: City life and public services	<b>6</b>
Section 2: Your neighbourhood	<b>13</b>
Section 3: Housing	<b>24</b>
Section 4: Jobs and the economy	<b>28</b>
Section 5: Local environment	<b>33</b>
Section 6: Community safety	<b>39</b>
Section 7: Your wellbeing	<b>53</b>
Section 8: Climate change	<b>62</b>
Section 9: Budget proposals	<b>64</b>
<b>Appendices</b>	
• Appendix A: About you (respondent profile)	<b>70</b>
• Appendix B: List of contacted organisations	<b>76</b>
• Appendix C: Map of 'Southern Arc'	<b>78</b>

## **Background**

Ask Cardiff is an annual survey asking residents to give their views on Council services.

The 2018 survey asks 39 questions on public services and service delivery, quality of life and wellbeing in our communities.

The results of this survey, along with feedback from a programme of consultation and engagement held throughout the year, will help inform the Council's policy priorities in its Corporate Plan and annual budget.

Previous Ask Cardiff and engagement reports can be found [here](#)

## Methodology

Ask Cardiff ran as an online survey from 30 July to 30 September 2018.

Typically, younger people (16-24 year olds), minority ethnic groups and those people resident in the south and the east of the city have been underrepresented in consultation exercises.

To counter this and ensure a more representative sample, the following methods were used to reach these communities:

### a) Email

The survey was promoted via email to:

- Organisations known to work with less frequently heard groups (**see Appendix B**)
- Schools, sixth forms and Cardiff & Vale College
- Cardiff Youth Council

A prize draw including prizes aimed specifically at the under 25 age group was included with the consultation.

### b) Internet/intranet

The survey was hosted on the Council website, Education Service Level Agreement website and promoted to Council employees via DigiGov, Intranet and Staff Information.

Downloadable versions of the survey were made available via the Council's website and could be accessed at libraries and hubs.

### c) Social media

The survey was promoted via Facebook and Twitter throughout the consultation period. Social media 'boosts' were made to selected demographics with a focus on younger people and those in the south of the city.

### d) Face to face, flyers

- Cardiff Research Centre (CRC) co-facilitated a focus group with Diverse Cymru.
- Friends and Family (FAN) groups were used to engage with members of ethnic minority groups.
- Interviews with asylum seekers were undertaken at the Oasis centre in Splott.
- Drop in sessions were held at local Hubs in geographic areas of low response (Cathays/Ely/Llanrumney).
- CRC officers engaged with young people at the Job Fair in St. David's Hall.
- Flyers were given to local business centres, GP surgeries and selected residential areas.



## Welsh Index of Multiple Deprivation

To help gain a better understanding of the experiences and views of Cardiff residents an additional level of analysis has been introduced that looks at responses by deprivation fifth.

The Welsh Index of Multiple Deprivation (WIMD) is the official measure of small area deprivation in Wales and is designed to identify those small areas where there are the highest concentrations of several types of deprivation. Each Lower Super Output Area (LSOA) in Wales is ranked in terms of overall deprivation as well as for several separate domains, with a rank of 1 assigned to the most deprived area.

The 216 LSOAs in Cardiff are ranked from highest to lowest by their overall deprivation rank and then split into five equal bands, ranging from least deprived (i.e. least deprived 20% of LSOAs in Cardiff) to most deprived fifth (i.e. most deprived 20%). Respondents are then assigned to a deprivation fifth according to their postcode. As such, respondents from outside Cardiff or those with a missing/incomplete/incorrect postcode will be excluded from this analysis.

## Weighted Data

Weighted Data refers to when the data collected from survey respondents are adjusted to represent the population from which the sample was drawn. The overall data for Ask Cardiff survey 2018 was weighted for some of the questions to ensure it was representative in terms of age and gender.

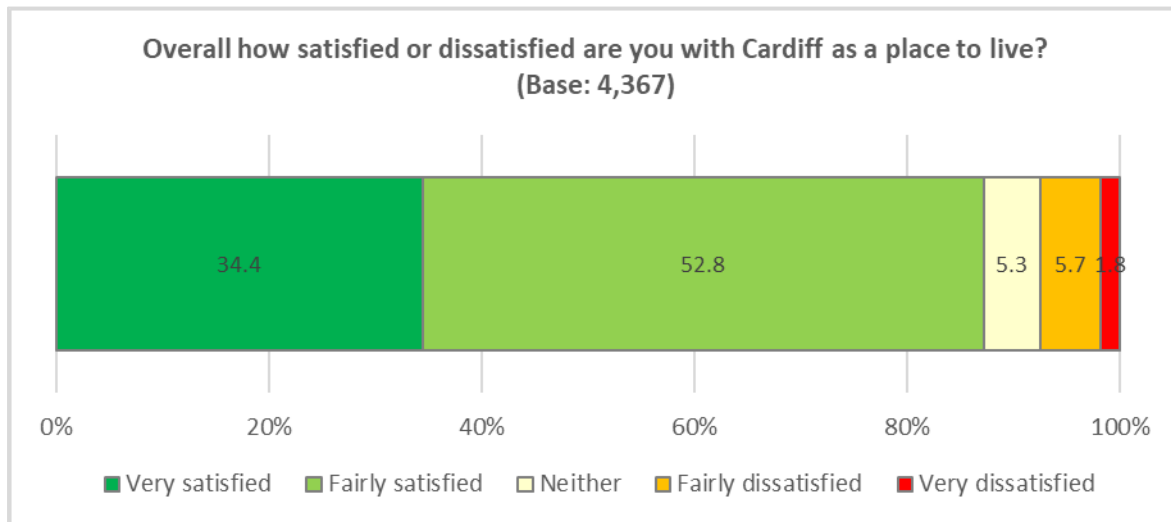
The weighting of the data was found to have no significant impact on the results, with the difference typically no more than one or two percentage points - something that could be explained by standard deviation and should not be cause for concern.

The strong similarity between the observed and the weighted data indicated a high level of robustness in the data collection. As a result we have chosen to report on the 'observed' data i.e. the actual response received.

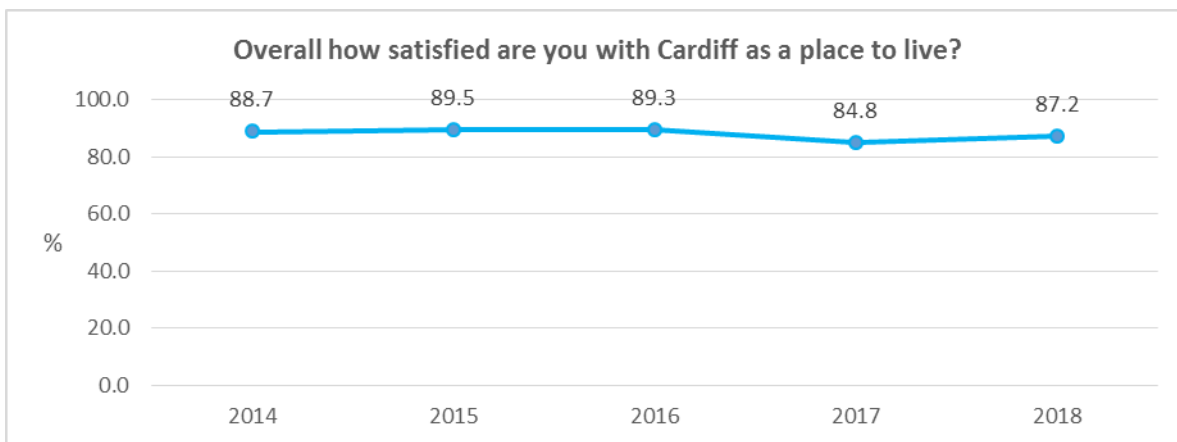
# **SECTION 1: CITY LIFE AND PUBLIC SERVICES**

## Q1. Overall how satisfied or dissatisfied are you with Cardiff as a place to live?

Six out of seven respondents (87.2%) were satisfied with Cardiff as a place to live. This shows a slight increase of 2.4 percentage points from data collected in 2017.



The response to this question has remained consistent over the past five years.



The response this year closely correlates with the National Survey for Wales, undertaken in 2016-17, which reported satisfaction with Cardiff as a place to live at 88.0%, 8<sup>th</sup> highest in Wales and the highest amongst urban areas in Wales.

Analysis by demographics and geography revealed no significant differences between groups. However, satisfaction was lowest amongst those living in the most deprived areas of the city (84.3%) and those with a long standing disability or health condition (83.3%).

Focus groups typically identified parks and green spaces, access to culture, leisure and shopping to be the things that people like most about Cardiff. The size of Cardiff was also seen as a major asset with it being big enough to enjoy all the benefits of a major city but small enough to not feel lost amongst it.



Recurring themes in what caused the most dissatisfaction to people were transport and getting around the city as well as litter and waste management.

Transport services were seen as an overarching wellbeing issue for people living with a disability. Diverse Cymru members stressed the need for transport services to be accessible. Concern was expressed about current bus service arrangements and the lack of a central bus station leaving people confused, particularly on match days.

Furthermore, whilst drop curbs have been provided, the level of congestion on the roads has meant that buses frequently cannot get to them to assist those with a disability.

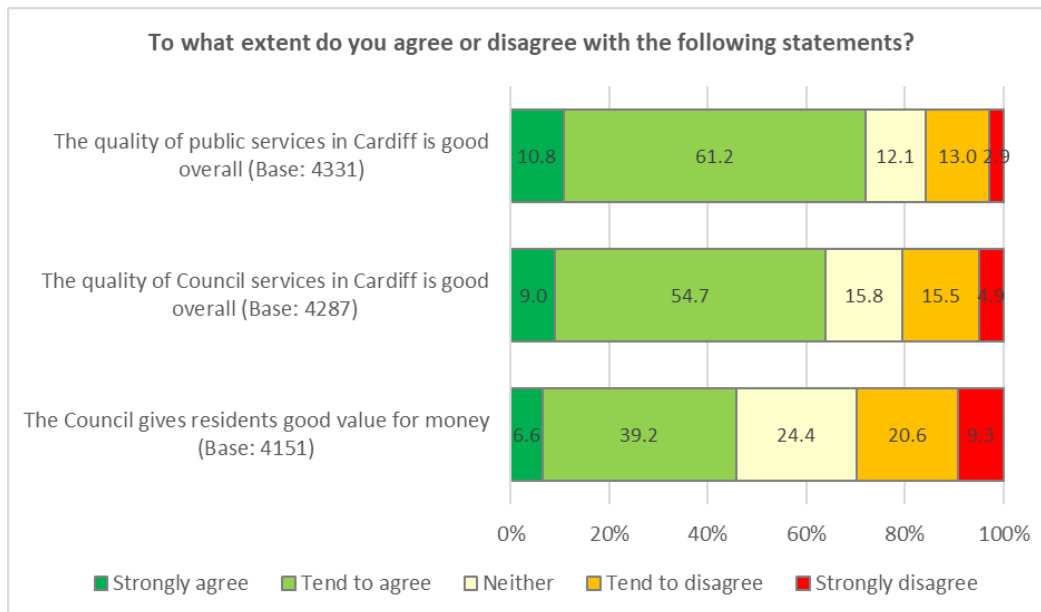
*“Every week there’s something. Bus stops are one side of town then you need to travel to one at the other side!”*

One member commented that *“The Equality Act says that transport should be accessible but it isn’t.”*

## Q2. Quality of Public Services and Council Services

72% of respondents agreed that the quality of public services in Cardiff is good overall.

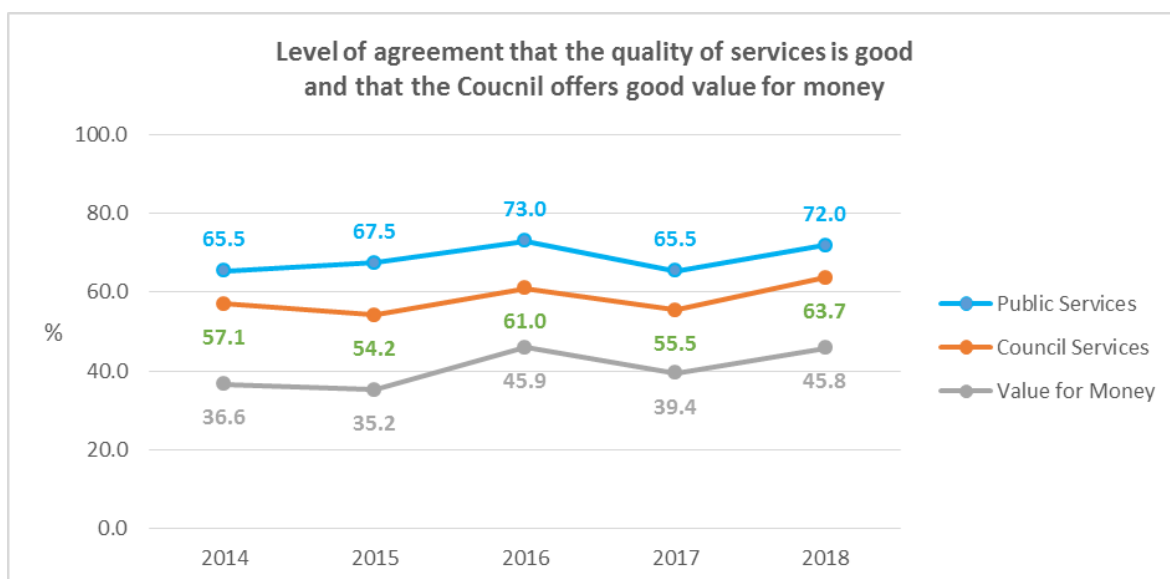
Almost two-thirds (63.7%) agreed that the quality of Council services is good overall with 45.8% agreeing that the Council gives residents good value for money.



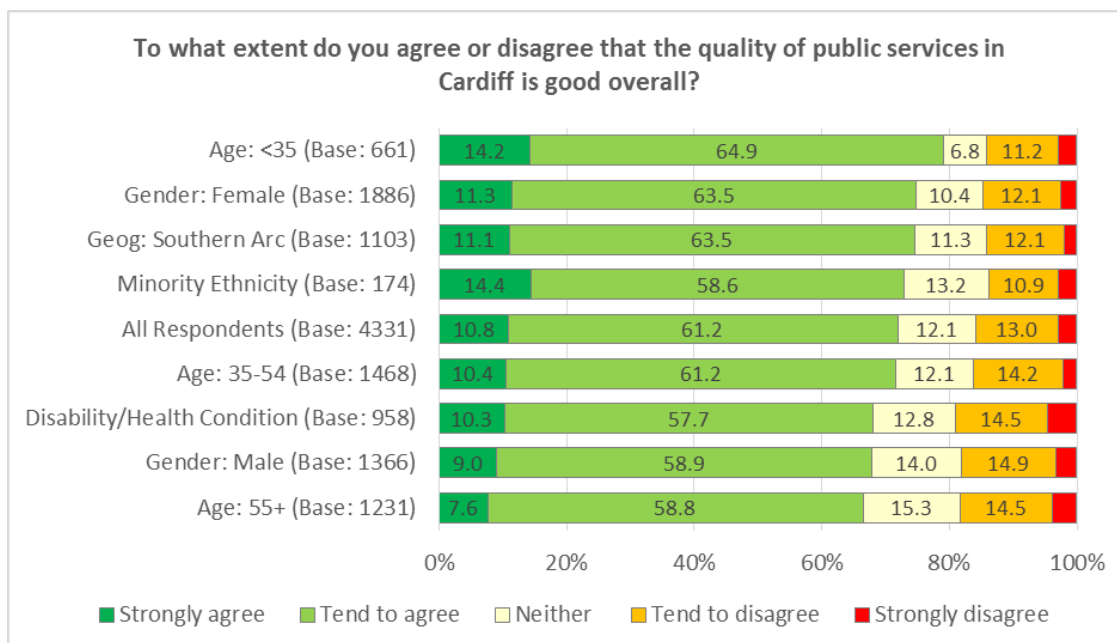
Base sizes shown in brackets. Excludes 'Don't Know' responses.

For comparison, in the National Survey for Wales 2016-17, 57.0% of Cardiff residents agreed the Council provides high quality services, placing it 3rd in Wales, behind Ceredigion and Conwy.

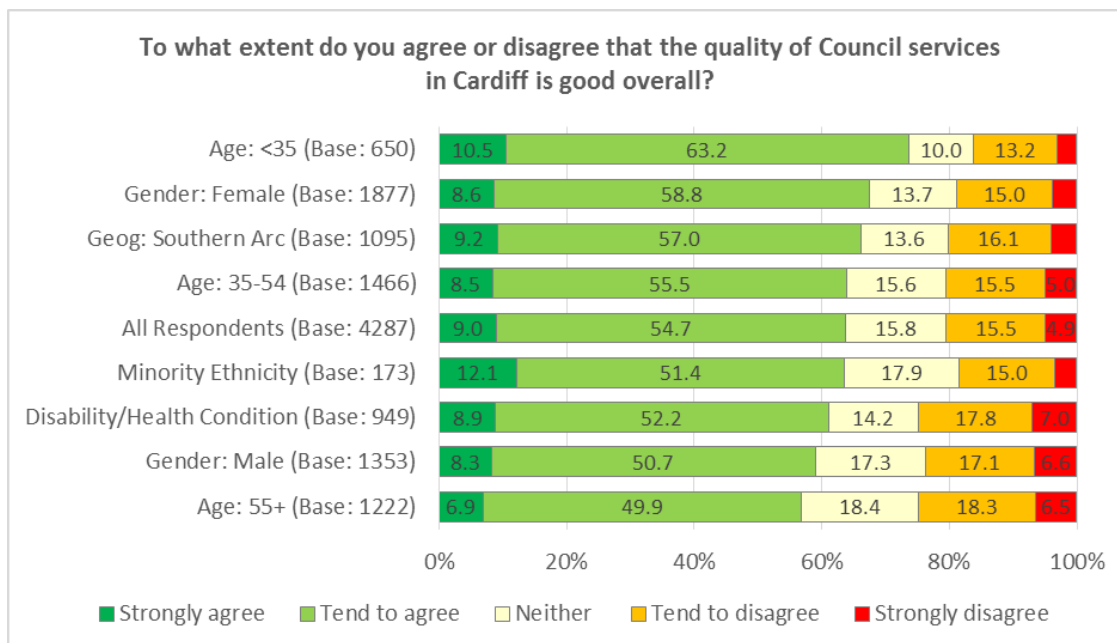
All three indicators show an increase in the level of agreement with the statements from the previous year.



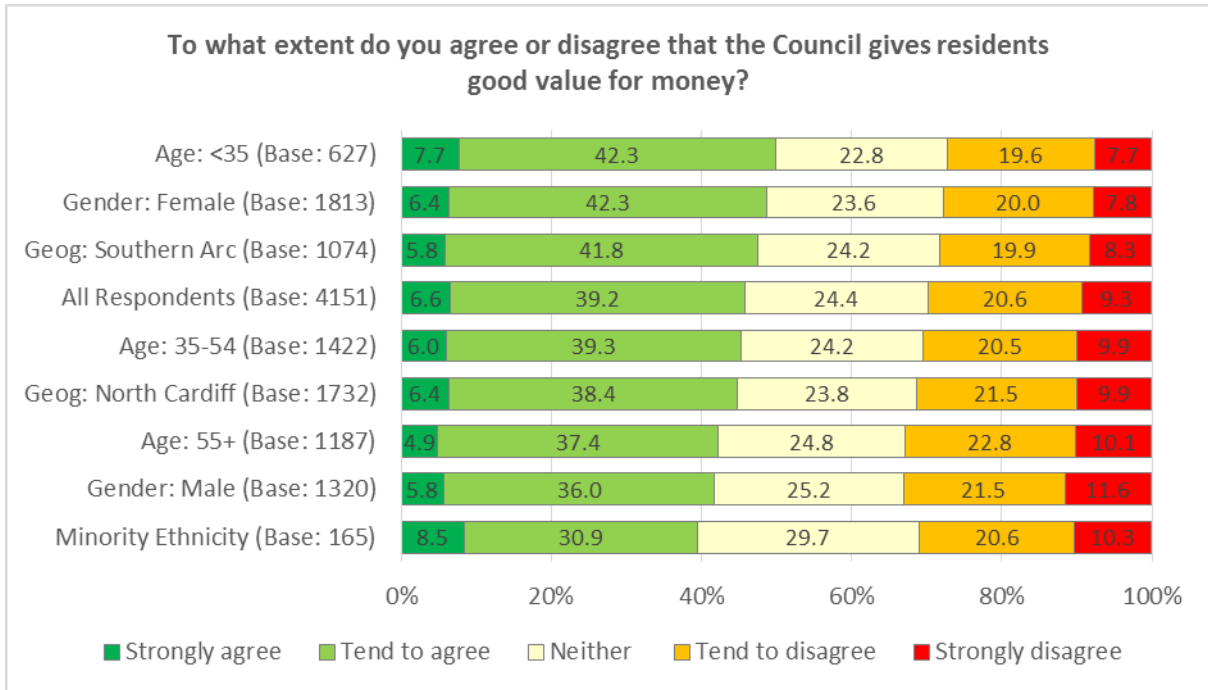
In each instance, agreement was higher amongst younger respondents and women with those who were older or male being least likely to agree. Agreement with the statements was also higher amongst those living in the 'Southern Arc' compared to the rest of the city.



Base Sizes shown in brackets. Excludes 'Don't Know' responses



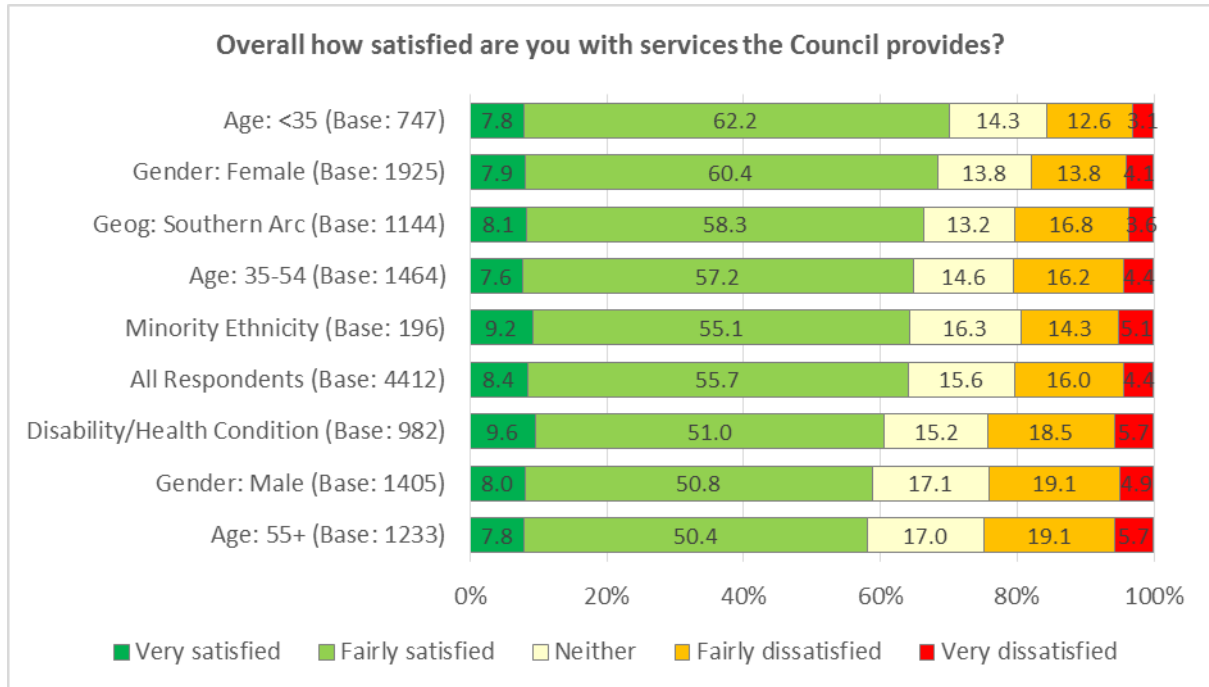
Sizes shown in brackets. Excludes 'Don't Know' responses



Sizes shown in brackets. Excludes 'Don't Know' responses.

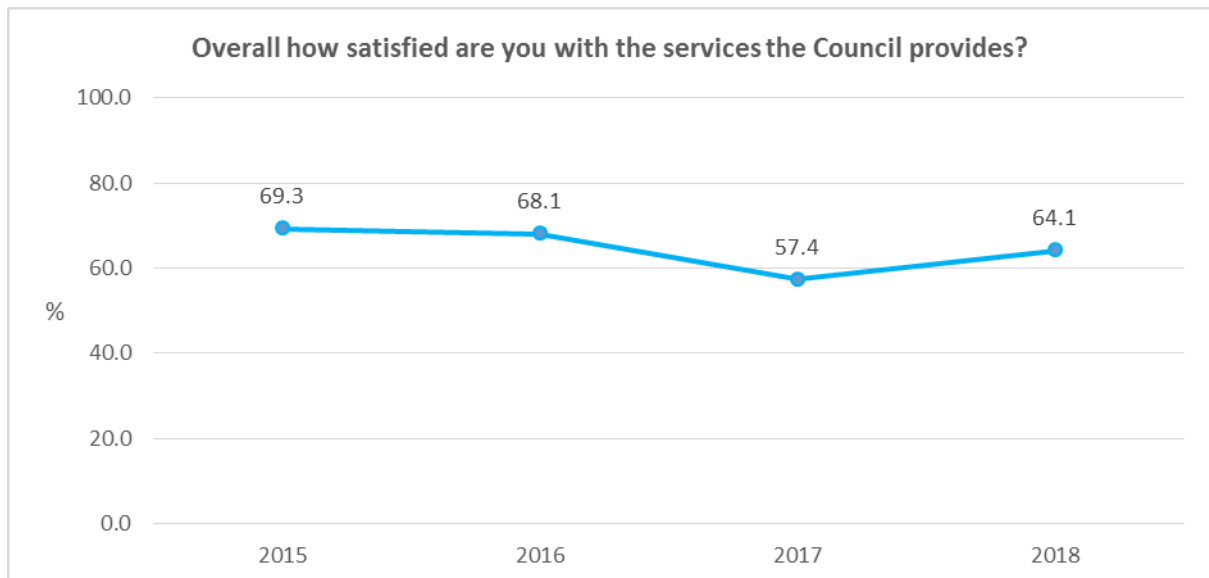
### Q3. Overall how satisfied are you with the services the Council provides?

Two-thirds of those surveyed (64.1%) described themselves as ‘very’ or ‘fairly’ satisfied with the services the Council provides.



Sizes shown in brackets. Excludes ‘Don’t Know’ responses.

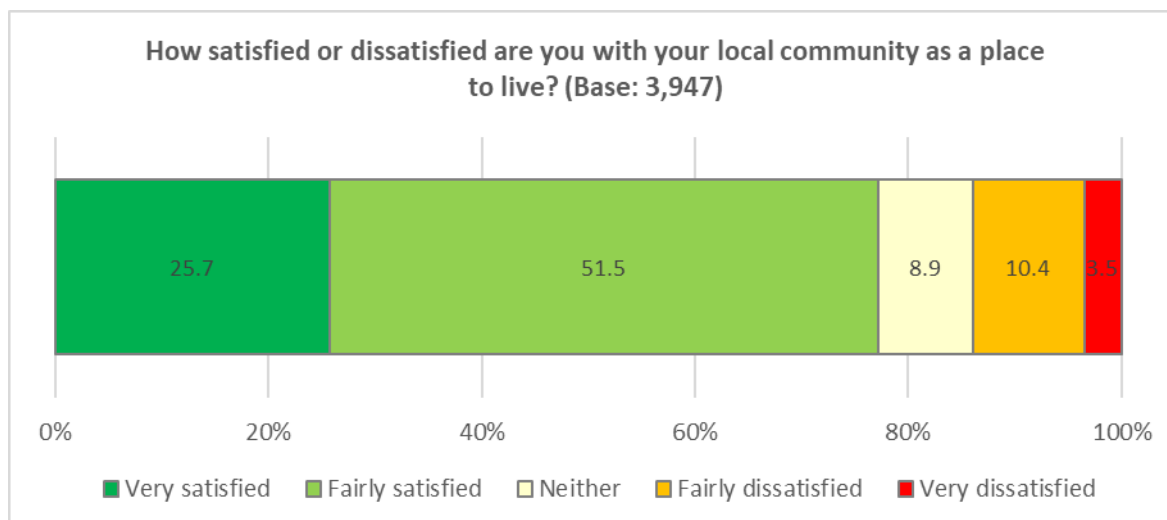
The latest figures indicate an upturn in satisfaction following a dip in 2017.



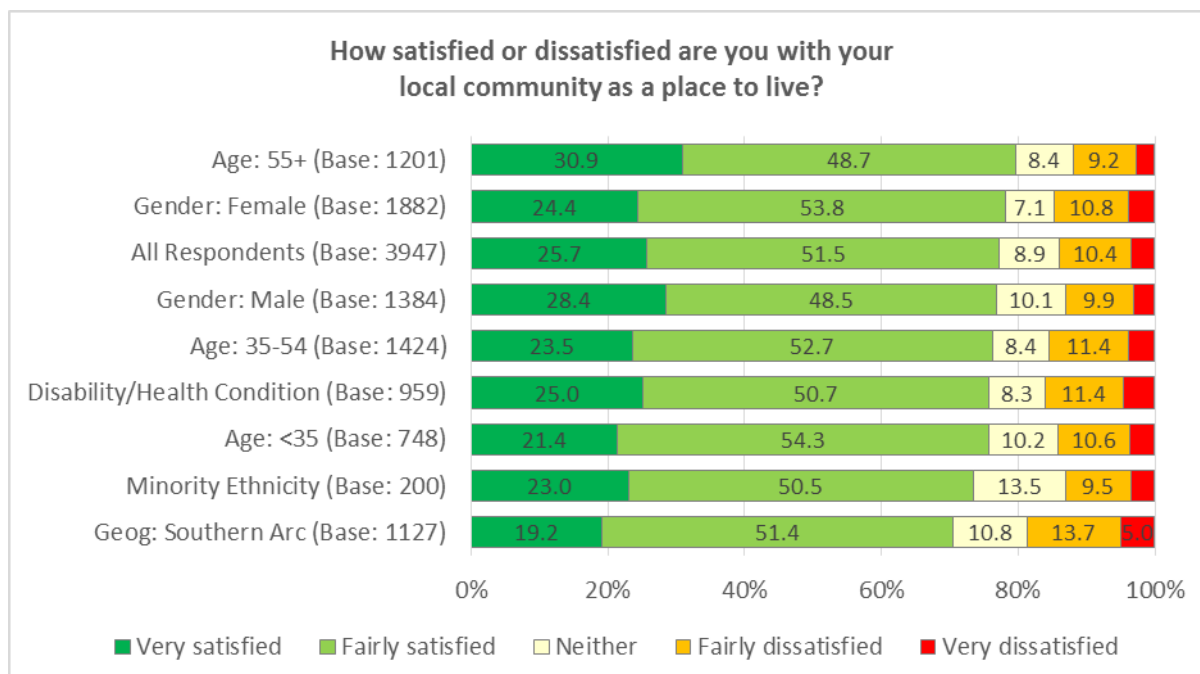
## **SECTION 2: YOUR NEIGHBOURHOOD**

### Q4. How satisfied or dissatisfied are you with your local community as a place to live?

Over three quarters (77.2%) of respondents described themselves as ‘satisfied’ with their local community as a place to live. This figure mirrors the data collected in 2017 (77.3%).

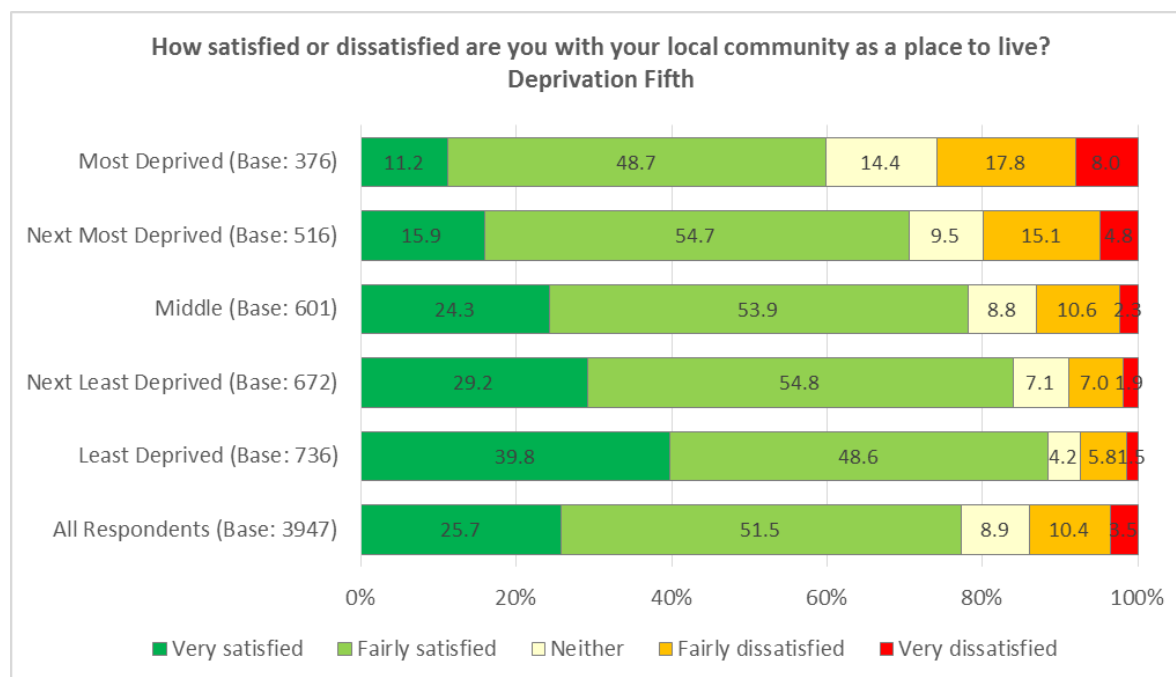


Respondents aged 55+ (79.6%) and women (78.2%) were most satisfied with their local community. In contrast, residents in the ‘Southern Arc’ (70.6%), those belonging to an ethnic minority group (73.9%) and those aged under 35 (75.7%) were least satisfied with their local community as a place to live.



Base sizes shown in brackets. Excludes ‘Don’t Know’ responses.

The differences between groups can more clearly be seen when looking at the geography of the city split by WIMD deprivation score. Just a tenth (11.2%) of those in the most deprived areas of the city reported to be ‘very satisfied’ with their local community as a place to live compared to two-fifths (39.8%) in the least deprived areas.



Base sizes shown in brackets. Excludes ‘Don’t Know’ responses.

The things that people liked and disliked about their local community differed significantly across the city. Towards the north of the city, residents liked the attractiveness and peacefulness of the area but bemoaned its isolation and lack of amenities. In comparison, residents in Cardiff City and South enjoyed the access to shops, transport and local amenities but disliked the litter and prevalence of traffic. The role of the community and the people around them was a major influencer in neighbourhood satisfaction. Comments about specific areas included:

*“We have shops, parks, a pub, the school, the church and community centre, which are all important in bringing the community together.” (Penylan resident)*

*“It’s beautiful here, there are lots of trees, I can see Caerphilly Mountain.” (Lisvane resident)*

*“I remember the fish and chip van coming around every Saturday... I still like living here I know a lot of people in the community.” (Grangetown resident)*

*“One of the good things about Whitchurch is its public transport links - public transport makes big differences, especially as you get older.” (Whitchurch resident)*

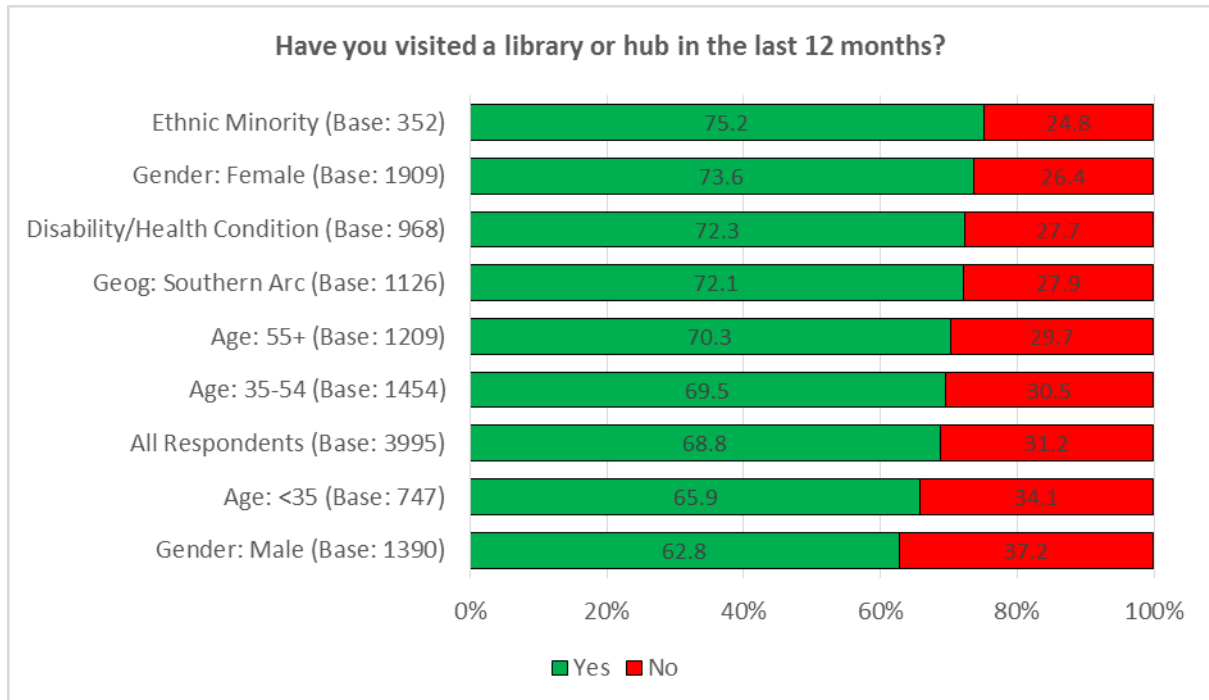
*“I wanted to have more amenities within walking distance. It is a very nice community, I chose it because you can walk easily to pubs and restaurants and Chapter was a very big draw as I wanted to socialise more and more in Welsh.” (Canton resident)*



### Q5. Have you visited a library or hub in the last 12 months?

More than two thirds (68.8%) of respondents had visited a library or hub in the last 12 months.

Those most likely to have visited a library or hub were minority ethnic groups (75.2%), women (73.6%) and those with a longstanding disability or health condition (72.3%). Men and under 35's were amongst those least likely to visit.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

Users of hubs described them as:

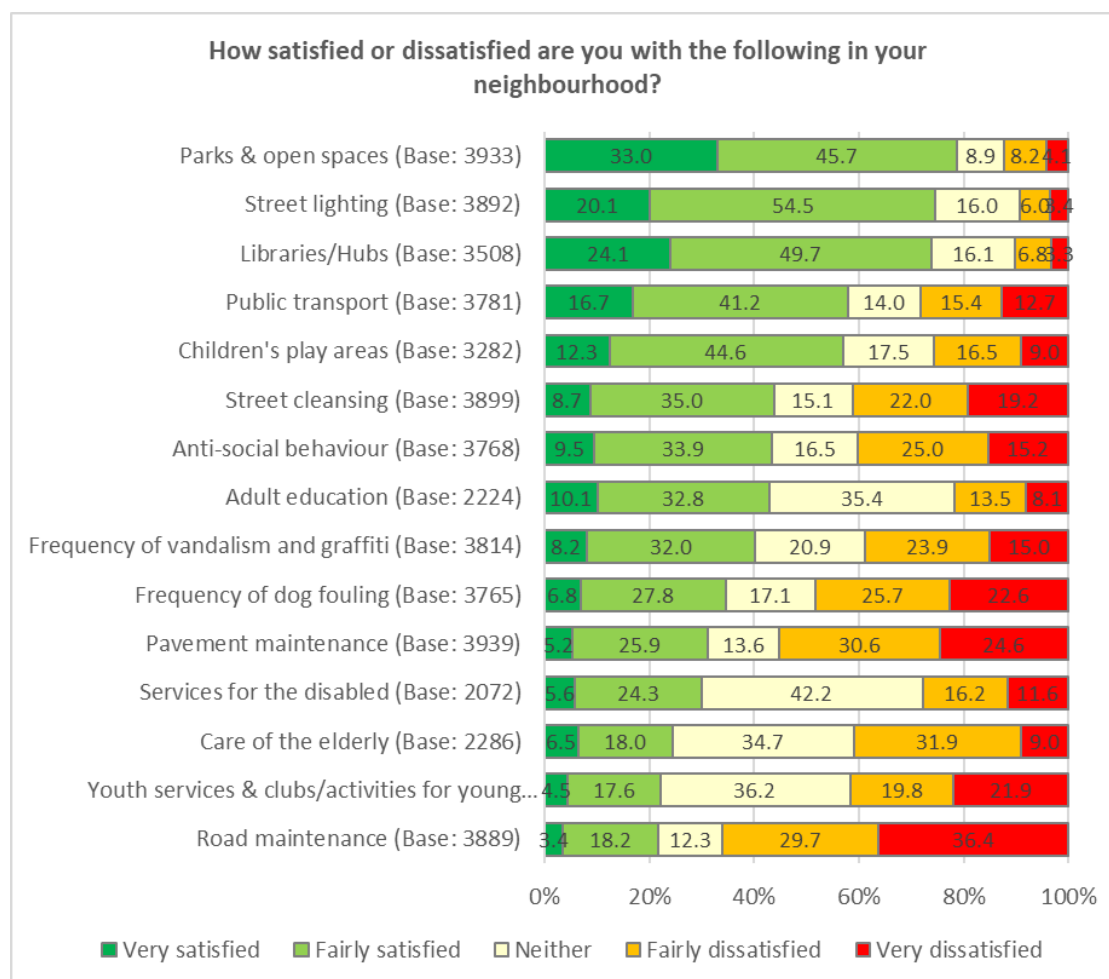
*“A really good example of where the Council has done something positive.” (Diverse Cymru member)*

*“I go to the Ely Hub quite a lot; there is lots of information and very helpful staff. I think that it's the best thing the Council could have done.” (Diverse Cymru member)*

## Q6. How satisfied or dissatisfied are you with the following in your neighbourhood?

Respondents were provided with a list of services and were asked to rate their level of satisfaction.

Satisfaction was highest for Parks & Open Spaces, at 78.7% overall, followed by Street Lighting (74.6%). Two thirds of respondents (66.1%) were 'very' or 'fairly' dissatisfied with Road Maintenance, and 55.2% were dissatisfied with Pavement Maintenance.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

Comparison with results of the 2017 Ask Cardiff survey shows almost a ten percentage point drop in satisfaction with care of the elderly and a five percent decrease in satisfaction with anti-social behaviour. The largest increases in satisfaction were seen in relation to Libraries/Hubs (4.2 percentage points) and Services for the disabled (4.5 percentage points).

## Lighting

Several participants reported streetlights in their local areas to be shadowed by overgrown trees and causing trip hazards on the street.

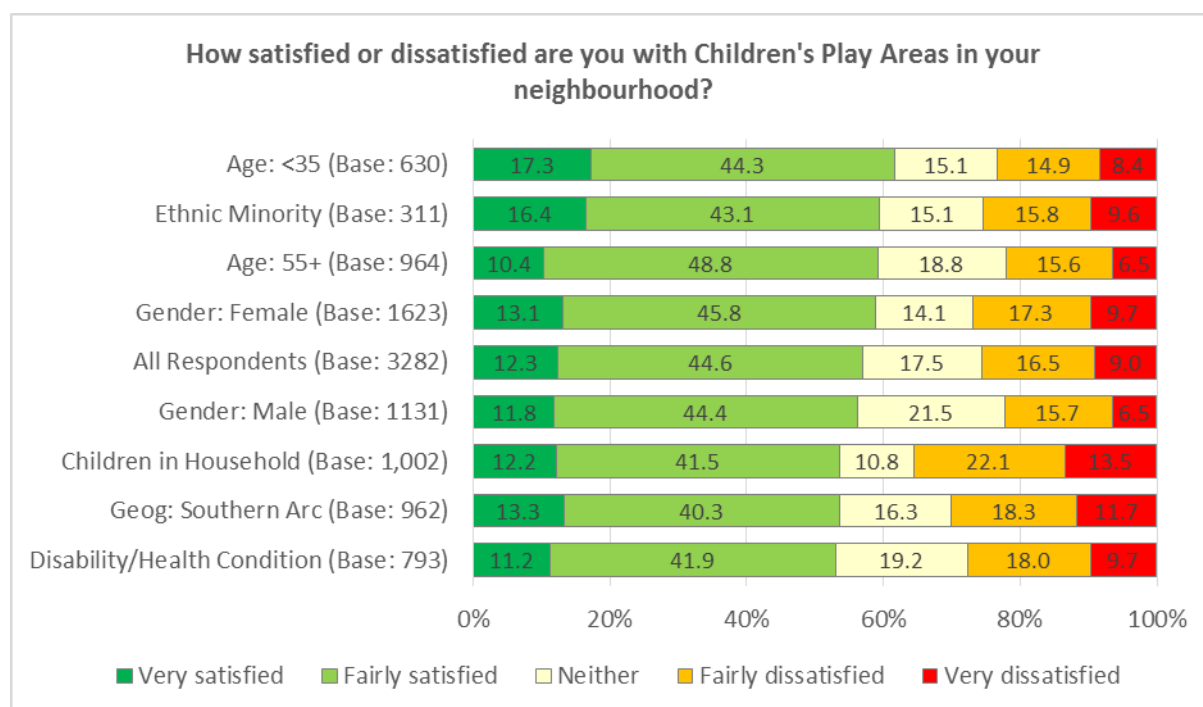
*“At night the lighting is hidden by the trees, it’s dangerous, especially if you are older.”  
(Pontcanna resident)*

Difficulties had been experienced with automated street lights that only came on when vehicles passed, reducing visibility for pedestrians using the area at night.

## Children’s Play Areas

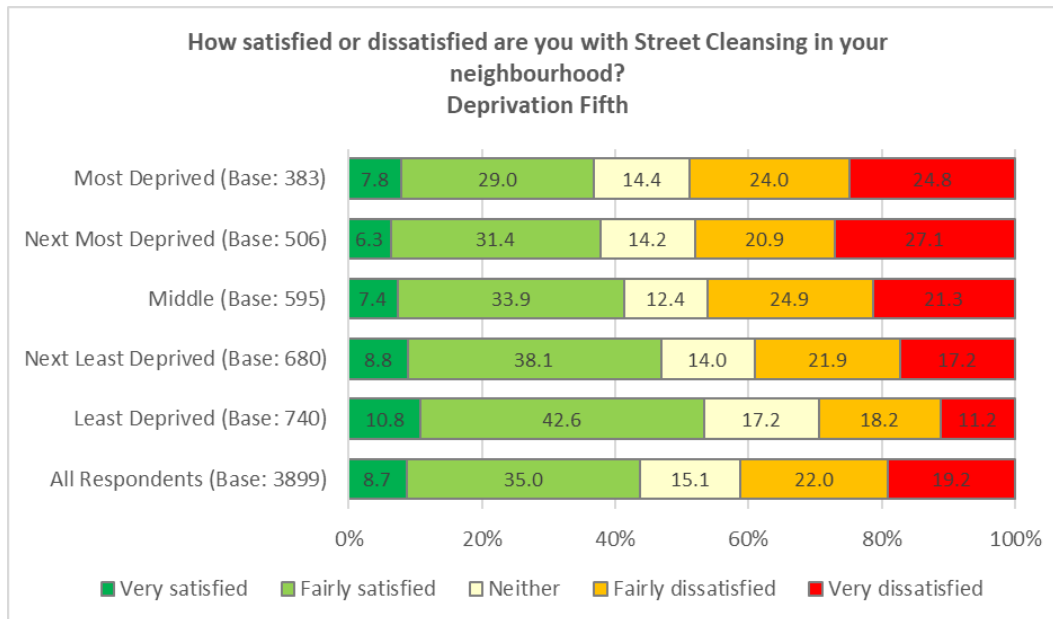
Just two in five (40.3%) respondents from the most deprived areas of the city were satisfied with children’s play areas in their neighbourhood compared to two-thirds (66.6%) of those in the least deprived areas.

Respondents that had children in their household were slightly less satisfied with play areas in their neighbourhood than respondents overall.



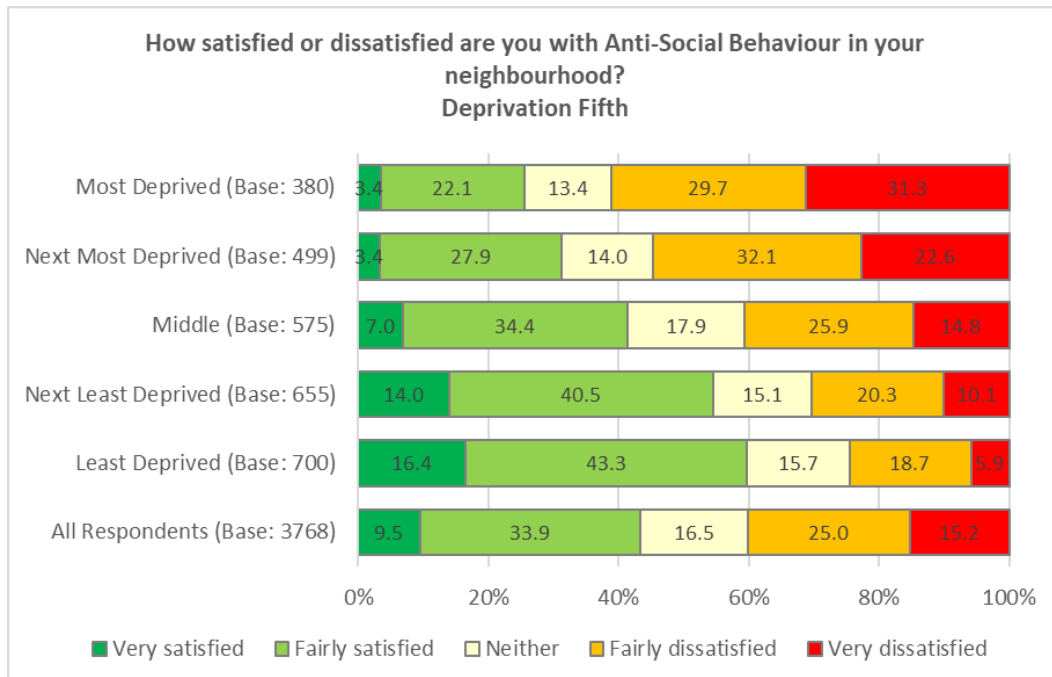
## Street Cleansing

Satisfaction with street cleansing was also higher in areas with a lower deprivation score.



## Anti-Social Behaviour

Half (51.9%) of respondents in the 'Southern Arc' were dissatisfied with the level of Anti-Social Behaviour. By deprivation score, there was a 36.4% difference in the level of dissatisfaction between the most and least deprived areas of the city.



## **Vandalism and Graffiti**

Dissatisfaction with the frequency of vandalism and graffiti in the neighbourhood was more than double in the most deprived areas compared to the least deprived (53.7% and 24.9% respectively).

## **Dog Fouling**

Dog fouling in neighbourhoods was a source of dissatisfaction for around half (48.3%) of all respondents. In the most deprived areas, this figure rose to 58.2%.

## **Pavements**

Members of Diverse Cymru pointed to the state of pavements both in the city centre and local neighbourhoods presenting significant issues with regard to access as well as a *'serious risk'* to health. Specific risks were identified in relation to individuals with visual or mobility problems or dementia. For dementia sufferers, different surfaces or colourings can make it difficult to understand the world around them.

Overgrown and overhanging bushes were described as a serious problem with several participants stating they would like to see priority given to landscaping improvements in local areas.

*"I have to dip my head to go under trees, I recently got caught in brambles, I got caught on my face, I can't see them" (Partially sighted, Pontprennau).*

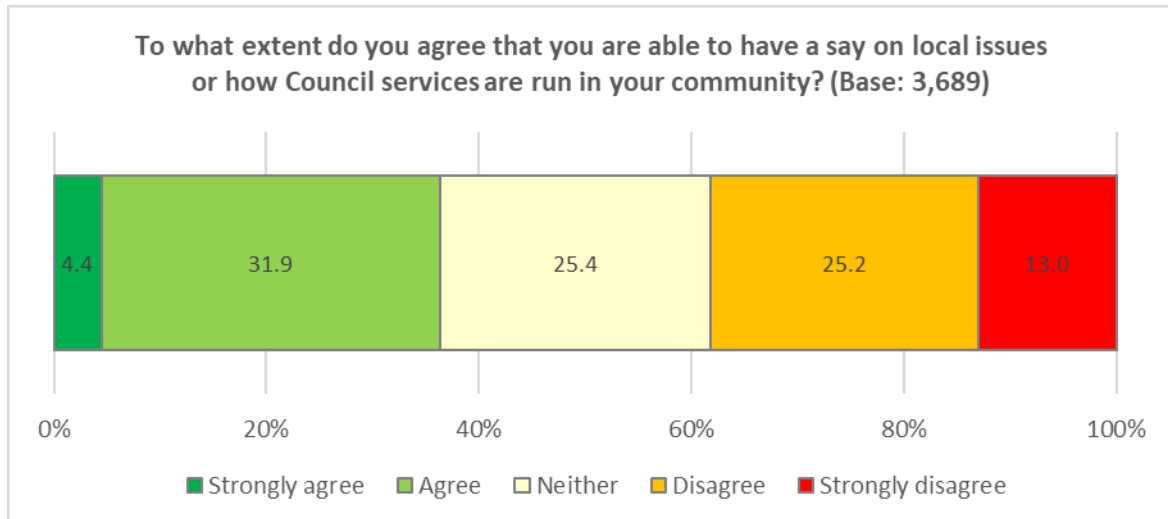
Both parked cars and over grown tree roots were named as responsible for blocking access to pavements. For those people using wheelchairs and pushchairs accessing pavements was described as a *'real struggle'* with them frequently forced to use the road as the only alternative.

## **Services for the Disabled**

Satisfaction with services for the disabled was lowest amongst those with a longstanding disability or health condition (25.5%) and those aged 55+ (26.7%).

**Q7. To what extent do you agree that you are able to have a say on local issues or how Council services are run in your community?**

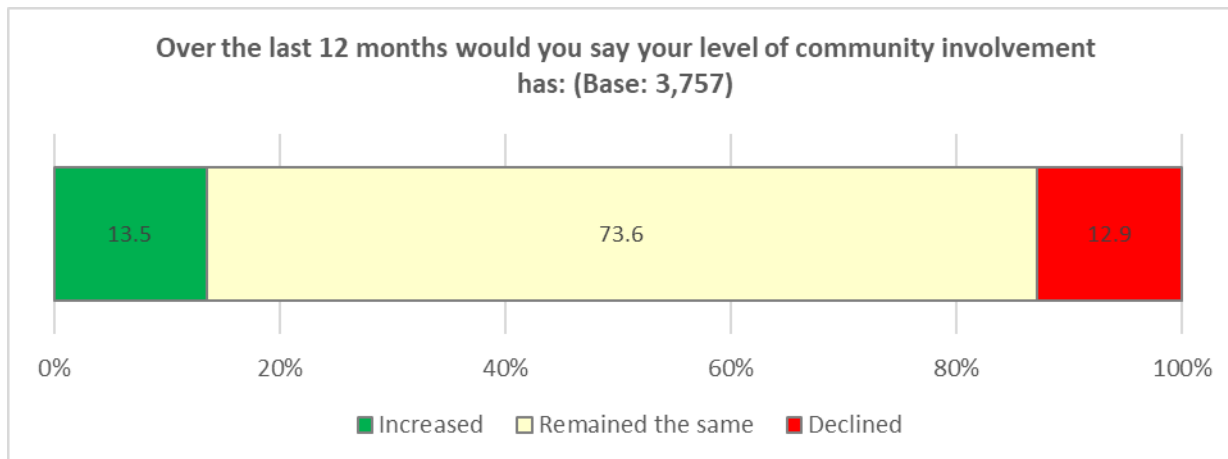
Approximately a third of respondents (36.3%) agreed they were able to have their say on local issues, or how Council services operate in their community.



Base excludes 'Don't Know' responses

### Q8. Over the last 12 months my level of community involvement has...

Approximately three-quarters of respondents (73.6%) stated their level of community involvement had not changed over the last 12 months. Equal proportions reported either an increase or a decline in community involvement over that time.

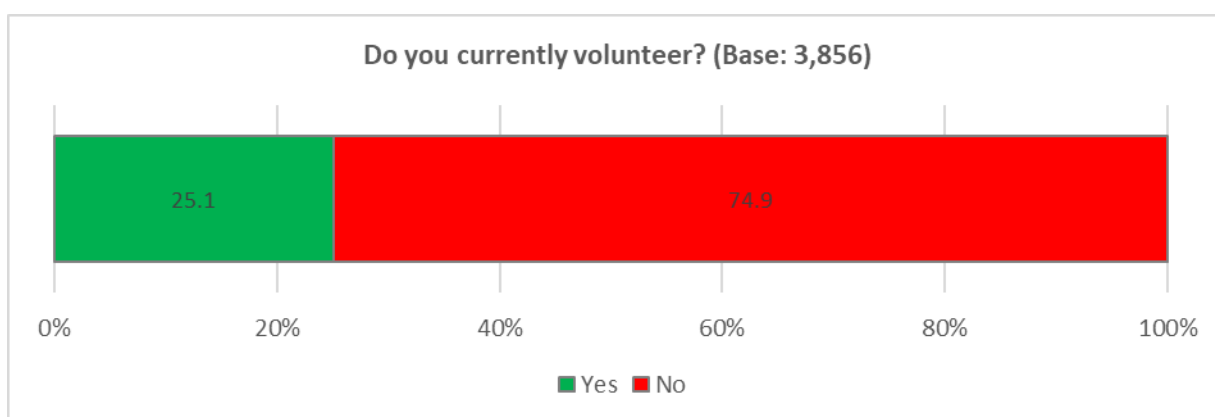


Base excludes 'Don't Know' responses.

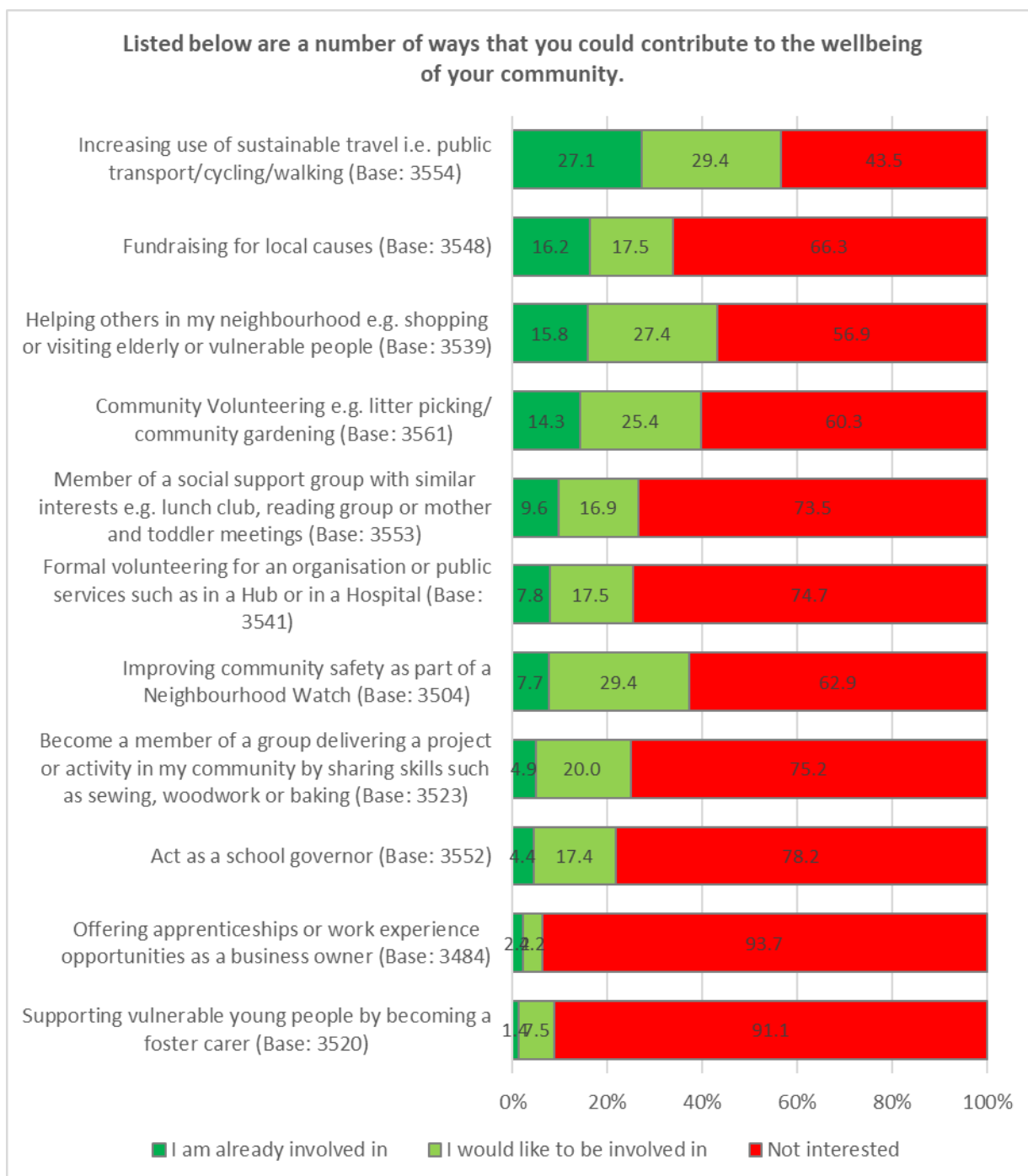
Amongst asylum seekers, a lack of English language skills was seen as the main barrier to integration, community involvement and accessing services. The need for English for Speakers of Other Languages (ESOL) classes was highlighted.

### Q9/10. Do you currently volunteer?

A quarter of respondents already volunteer in some capacity. Most likely to volunteer were those aged 55+ (30.5%) or those with a longstanding disability or health condition (27.3%). Those aged under thirty five were least likely to be volunteers (16.8%).



Areas where the public were most interested in learning more about volunteering were sustainable travel, Neighbourhood Watch, helping neighbours and community volunteering.



Many of the asylum seekers met with over the consultation period expressed a desire to be involved in volunteering opportunities. For English speakers the main desire was to volunteer as an interpreter, offering help to others arriving in Cardiff. Many were already doing this informally but were keen to receive official recognition.

*“I’m trying to get involved with stuff with the Refugee Council as an interpreter, to help those who haven’t had a chance to learn English yet.” (Male Asylum Seeker)*

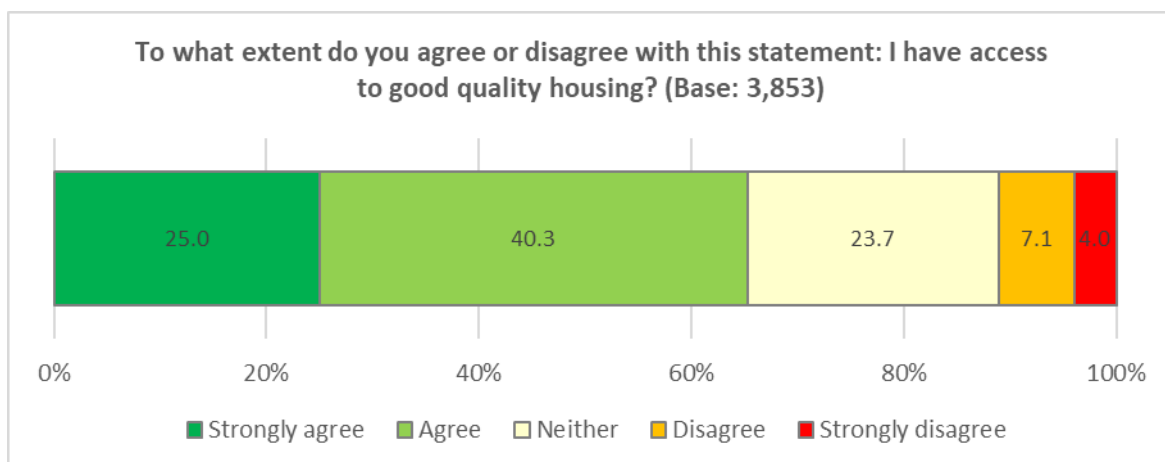
*“Not yet but hope to do so in the future, whilst providing support in Oasis, translating Farsi at meetings.” (Male Asylum Seeker)*



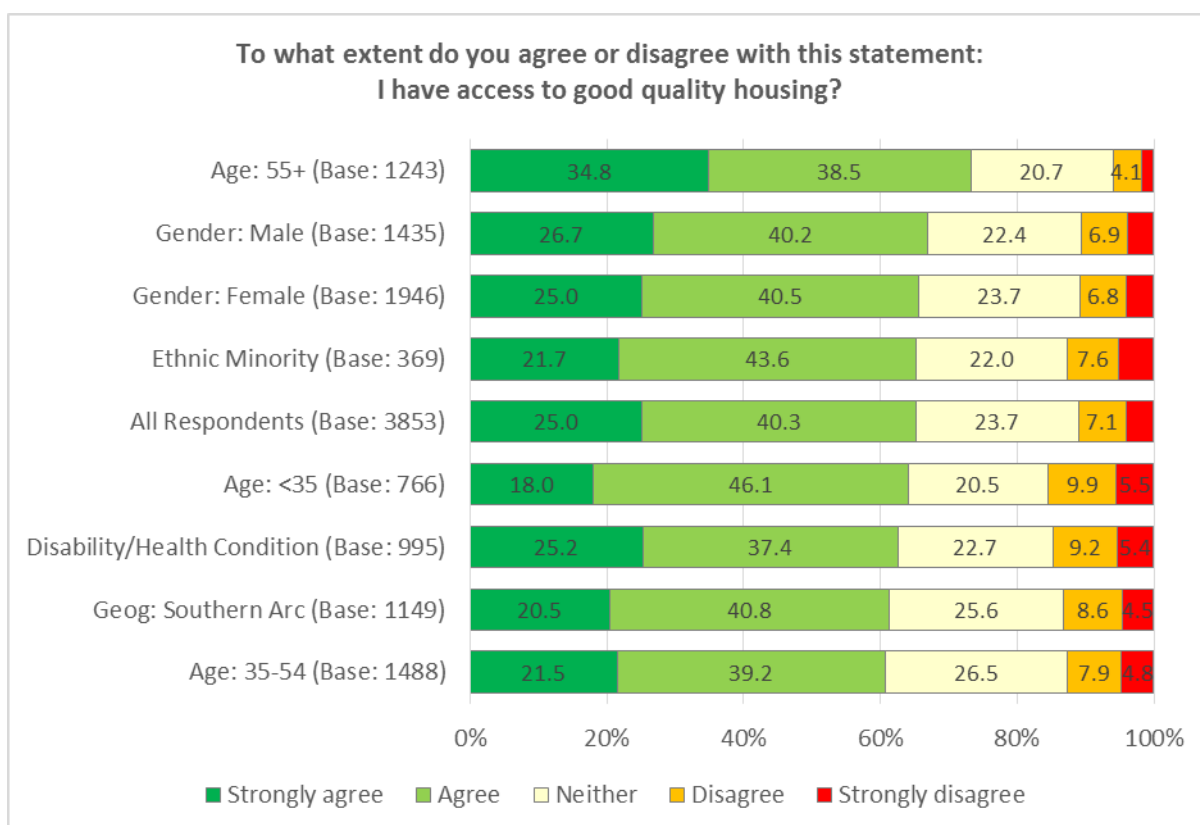
## **SECTION 3: HOUSING**

### Q11. Access to good quality housing

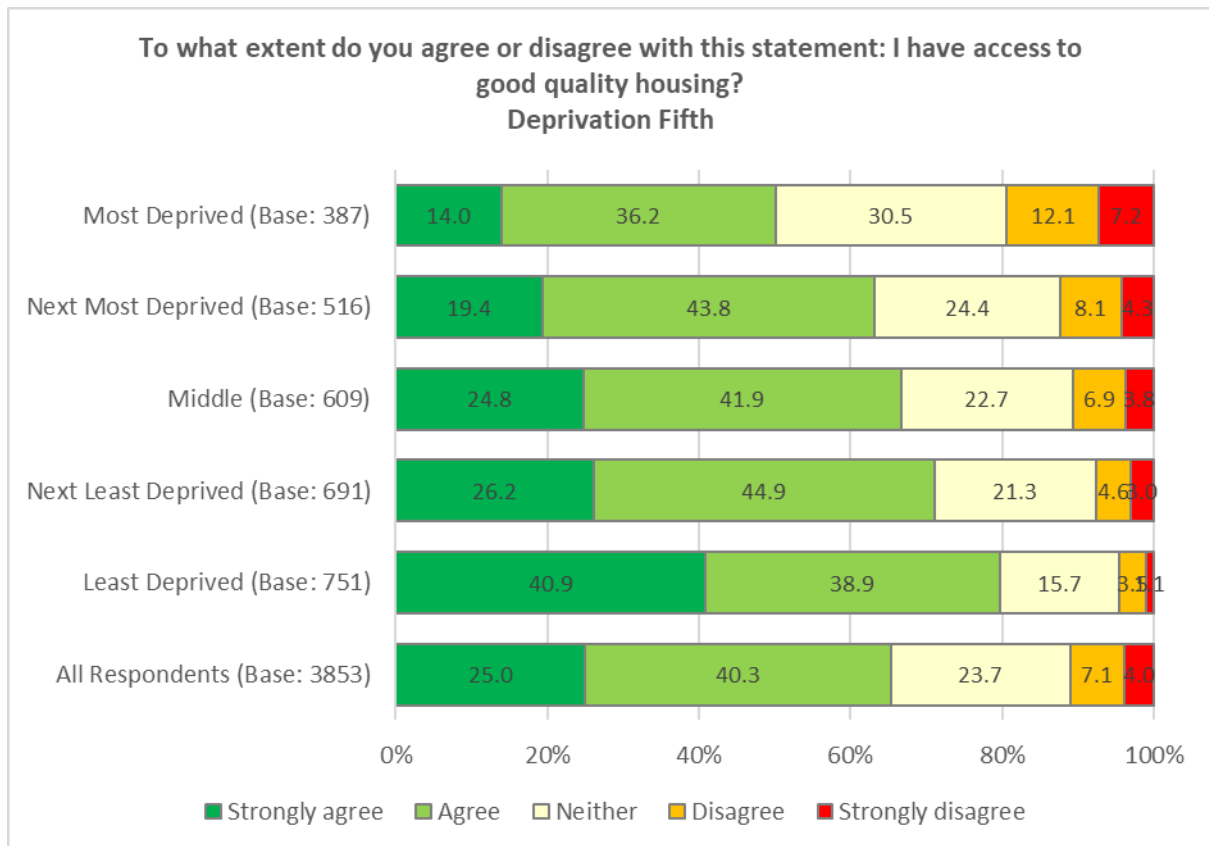
Two-thirds (65.3%) of respondents agreed they have access to good quality housing.



Older respondents (73.3%) were most likely to agree that they have access to good quality housing. Residents aged 35-54 (60.7%) and those living in the Southern Arc (61.3%) were least likely to agree.



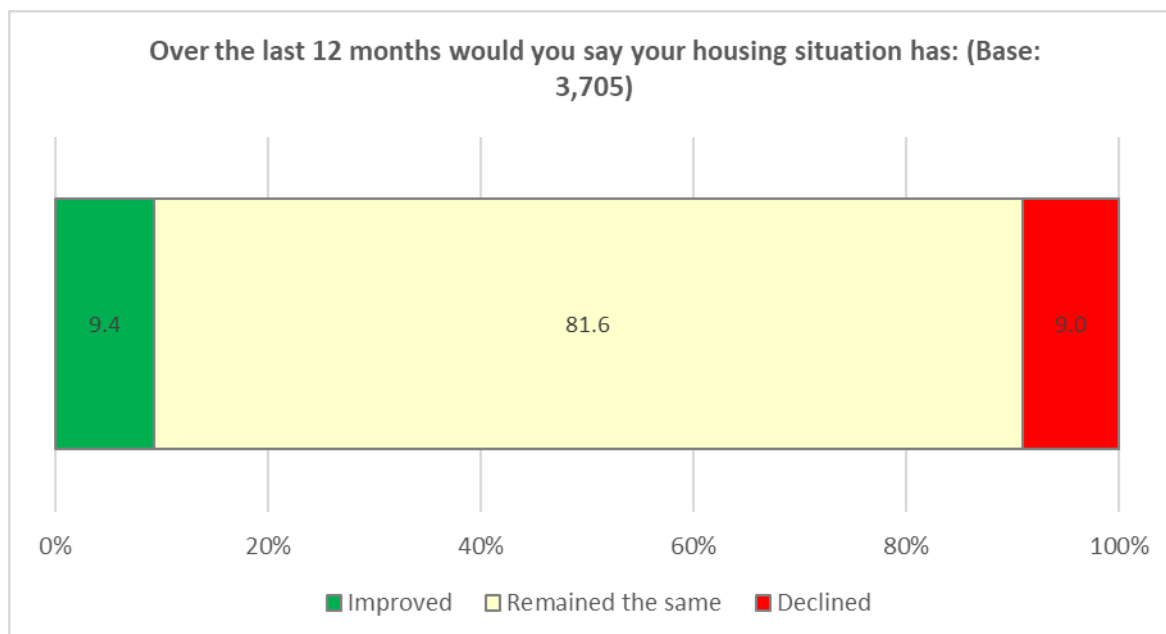
Agreement with the statement 'I have access to good quality housing' was found to decrease in relation to an increasing deprivation score.



House in Multiple Occupation (HMOs) used by asylum seekers were described by some individuals as ‘dirty’ and old’. A major barrier to keeping properties in good order was said to be lack of cleaning equipment provided i.e. mops/brushes/cleaning fluid. Those seeking asylum said that *“we barely have enough money for food, how can we afford to buy cleaning products?”*

## Q12. Over the last 12 months my housing situation has...

Four in five (81.6%) stated their housing situation as 'unchanged' over the last 12 months. Equal proportions of respondents reported their housing situation to have improved (9.4%) or declined (9.0%).



Participants in the Diverse Cymru engagement session expressed concerns about the cost of housing especially for younger people:

*"It's so expensive to rent. You have to have a car these days as you can't rely on public transport, the job market is unpredictable - how can you save for a deposit?"*  
(Resident of Peterson Super Ely)

Ensuring homes remain suitable as people get older was also highlighted and it was suggested planning consent for new developments should include bungalows for older people and those with disabilities. In addition, housing developments should have the appropriate infrastructures in place to provide local amenities and transport links.

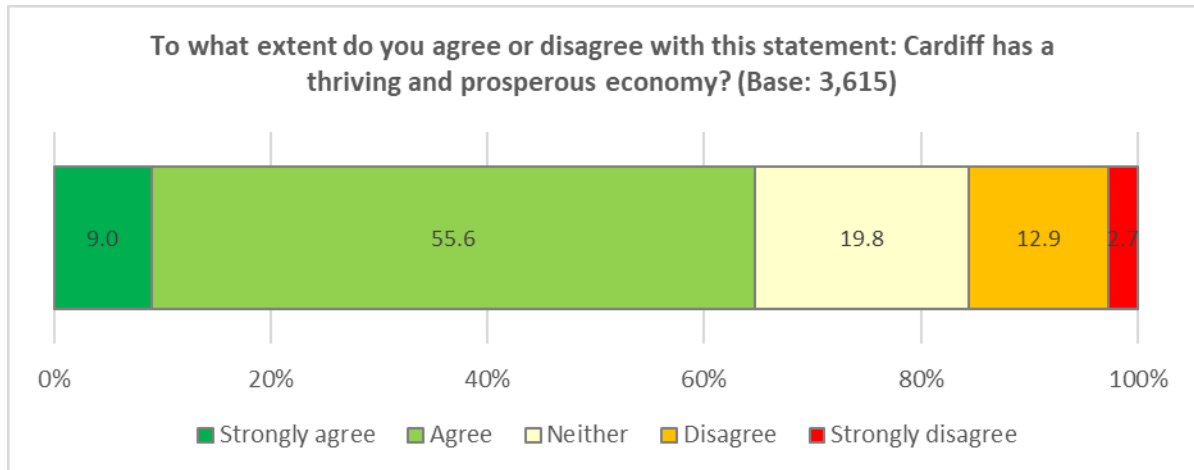
It was also felt that more needs to be done to tackle the causes of homelessness. In particular drug use and the associated inability to stay in hostel accommodation.

Participants also perceived a lack of support available at the point a homeless person is given keys to a property. Greater assistance with tasks such as paying bills and help with becoming part of the community could play an important role in reducing failed tenancies.

## **SECTION 4: JOBS AND THE ECONOMY**

**Q13. To what extent do you agree or disagree that Cardiff has a thriving and prosperous economy?**

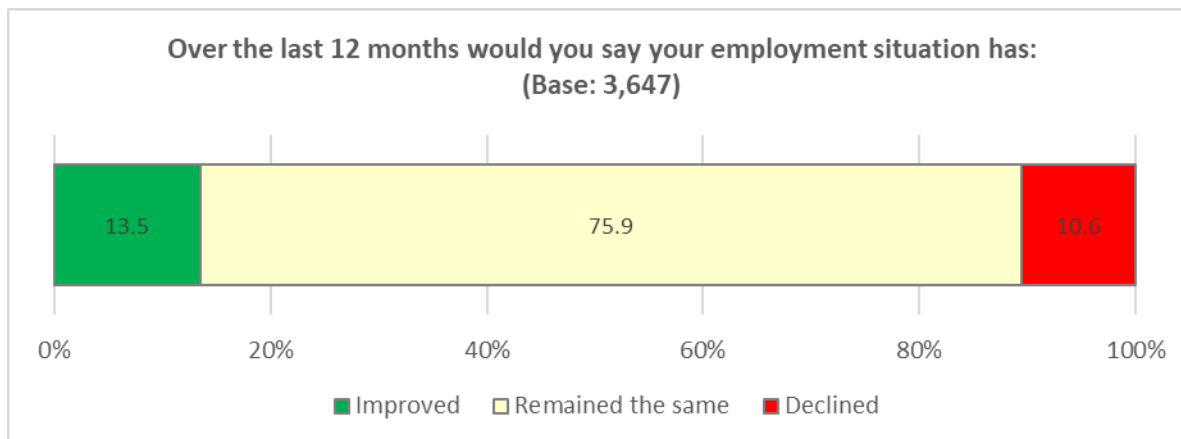
Two-thirds of respondents (64.6%) agreed that “Cardiff has a thriving and prosperous economy”, compared to 15.6% who disagreed with this statement.



Base excludes 'Don't Know' responses.

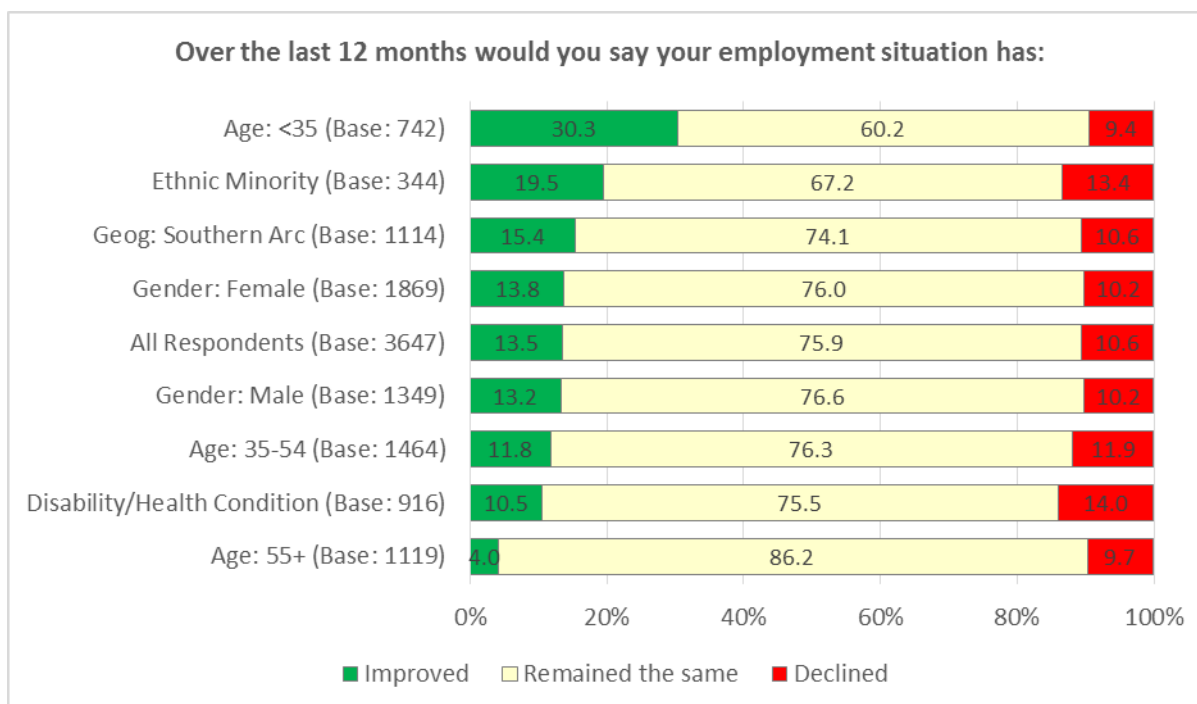
### Q14. Over the last 12 months my employment situation has...

Three quarters (75.9%) reported that their employment situation had not changed over the past year. Compared to those who felt it had declined (10.6%), slightly more felt their situation had improved (13.5%).



Base excludes 'Don't Know' responses.

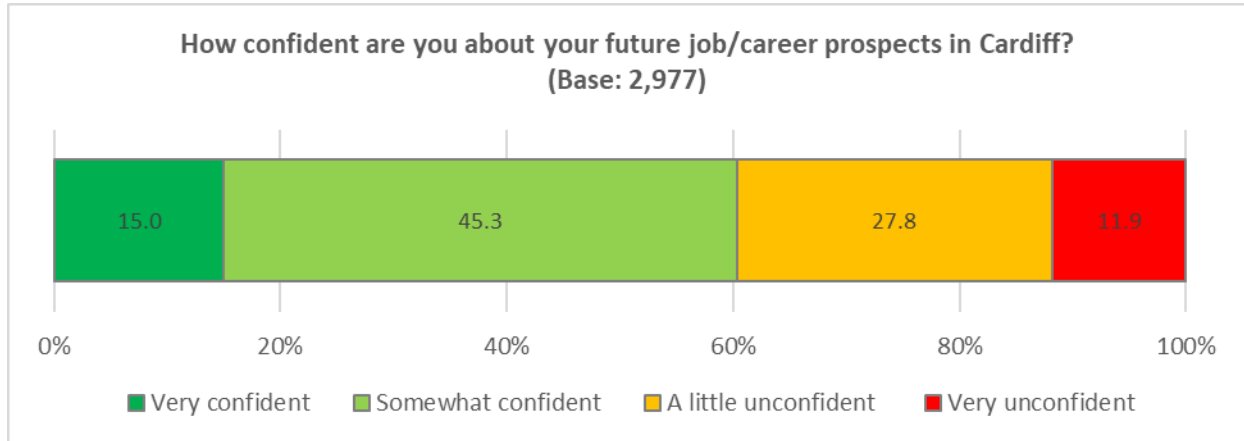
Amongst those aged under thirty five, 30.3% believed that their employment situation had improved in the past 12 months.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

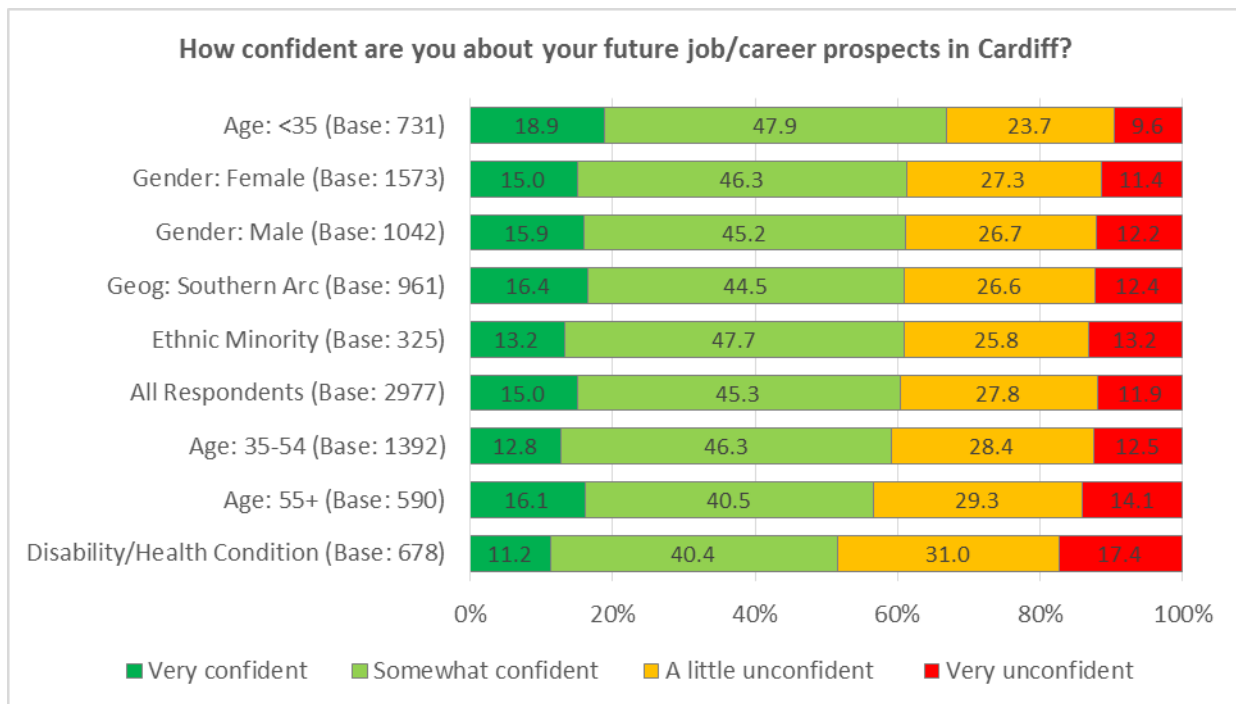
### Q15. How confident are you about your future job/career prospects in Cardiff?

Three in five respondents (60.3%) described themselves as ‘very’ or ‘somewhat’ confident about their future job/career prospects in Cardiff.



Base excludes ‘Don’t Know’ responses.

People aged under 35 (66.8%), and women (61.3%) were the groups most confident regarding future job/career prospects. Those living with a disability and those over 55 reported lowest confidence.

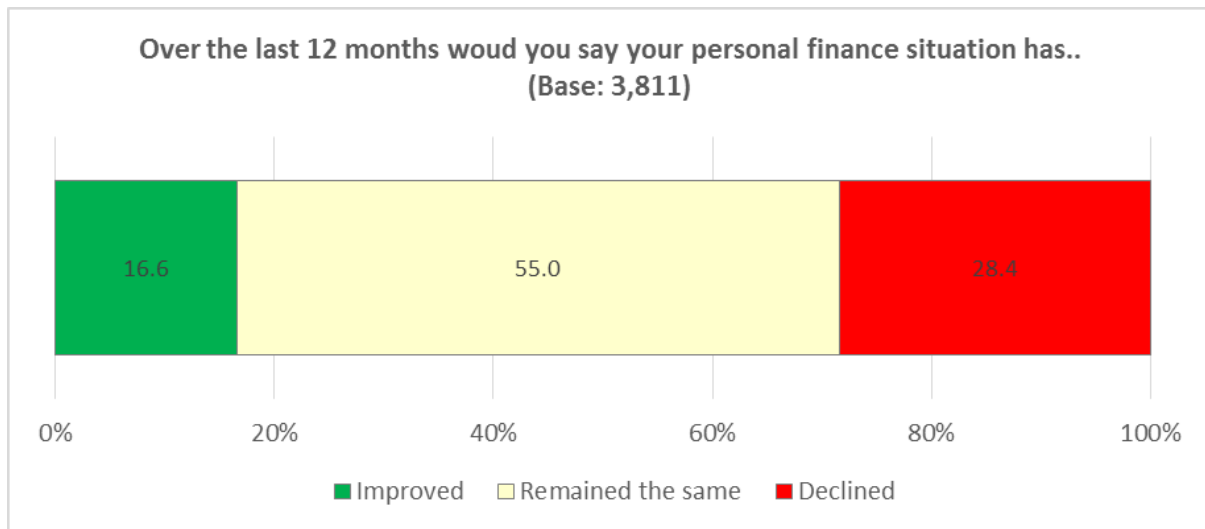


Base sizes shown in brackets. Excludes ‘Don’t Know’ responses.



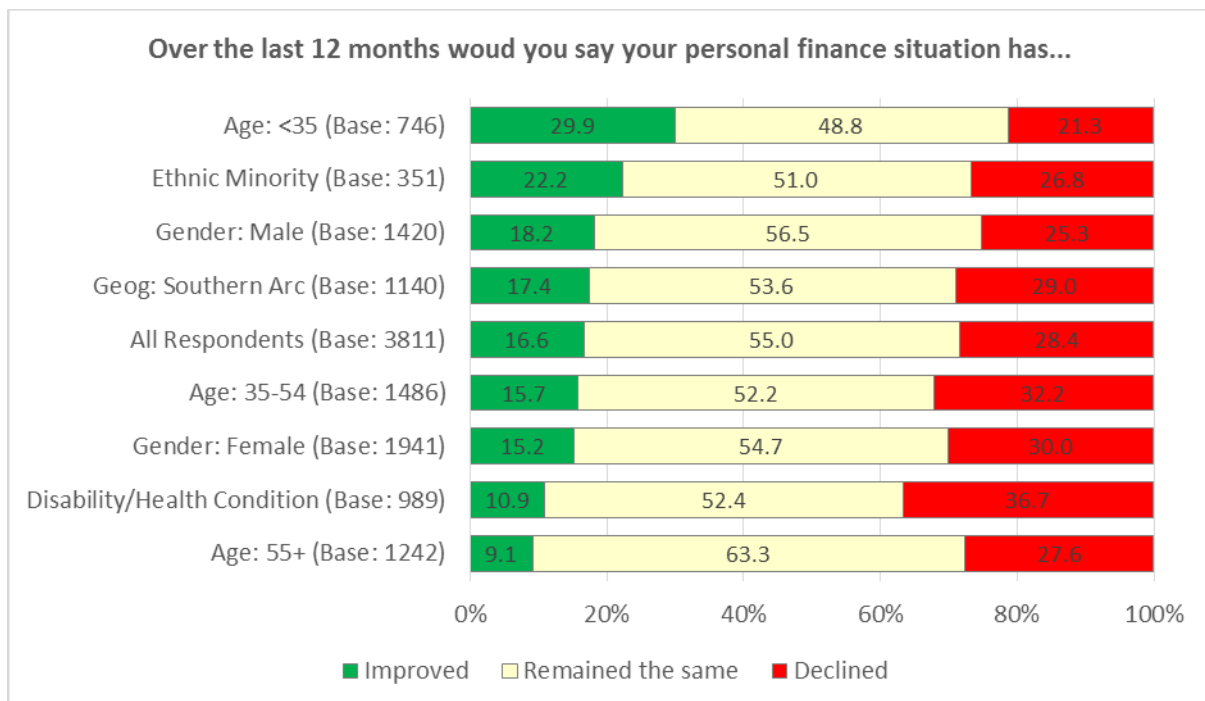
### Q16. Over the last 12 months would you say your personal finance situation has...

More than a quarter (28.4%) reported their personal financial situation to have declined over the past year.



Base size excludes 'Don't Know' responses.

A decline in financial situation was most likely to be reported by those with a longstanding disability or health condition (36.7%).

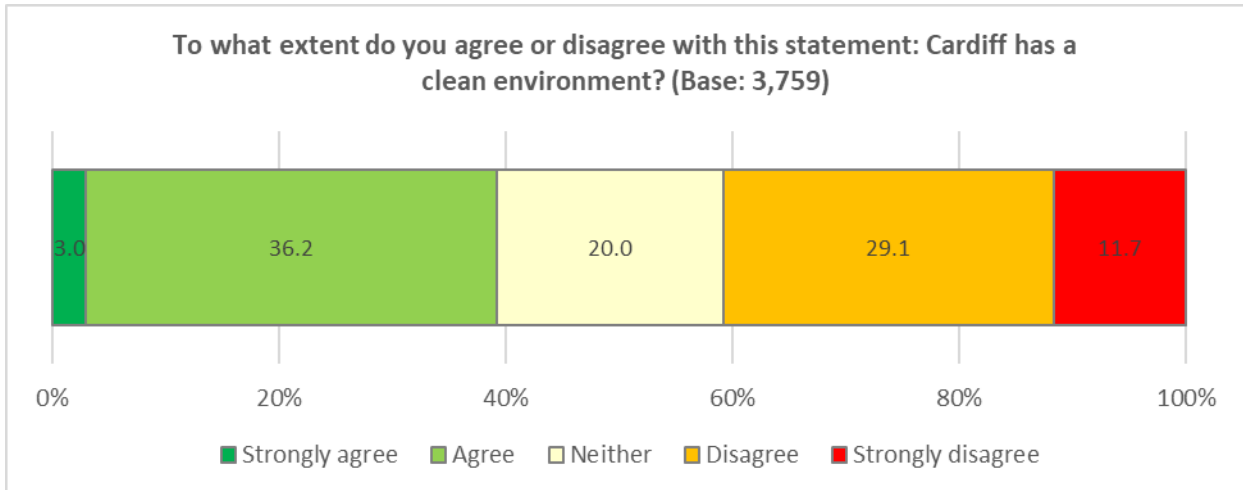


Participants in Diverse Cymru engagement session were eager find out what they could do to cut costs and save money. Older people were concerned about “falling into financial trouble”, with rising bills a major contributor.

## **SECTION 5: LOCAL ENVIRONMENT**

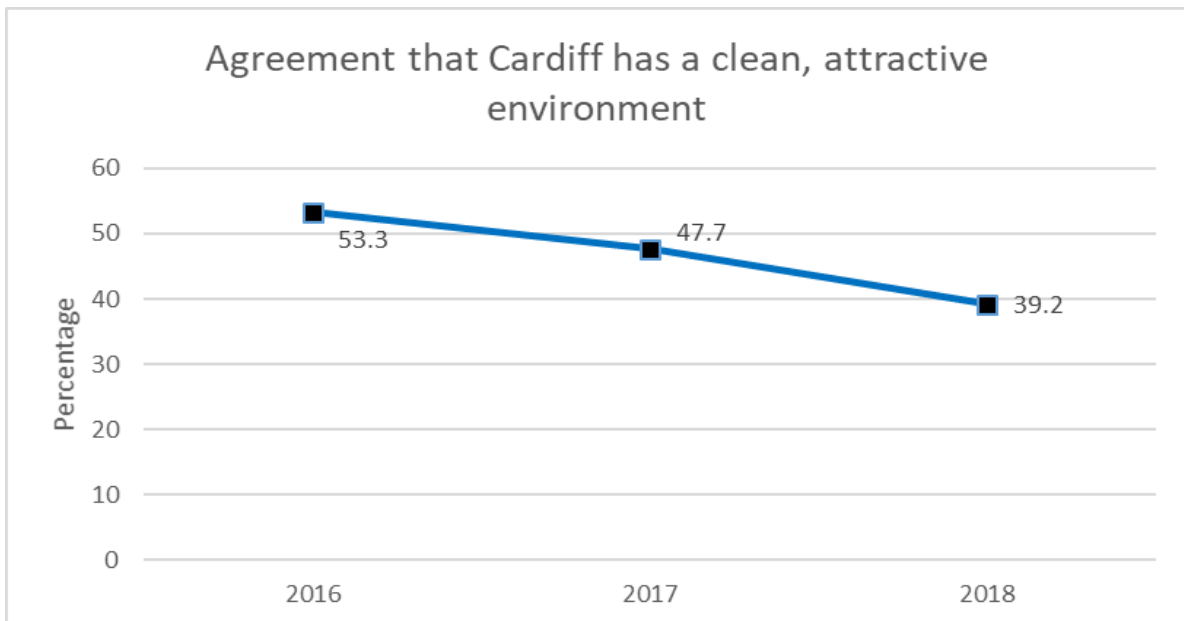
### Q17. To what extent do you agree or disagree that Cardiff has a clean environment?

Two in five (39.2%) agreed that Cardiff has a clean, attractive and sustainable environment. This shows a continuing decrease in agreement with this statement.

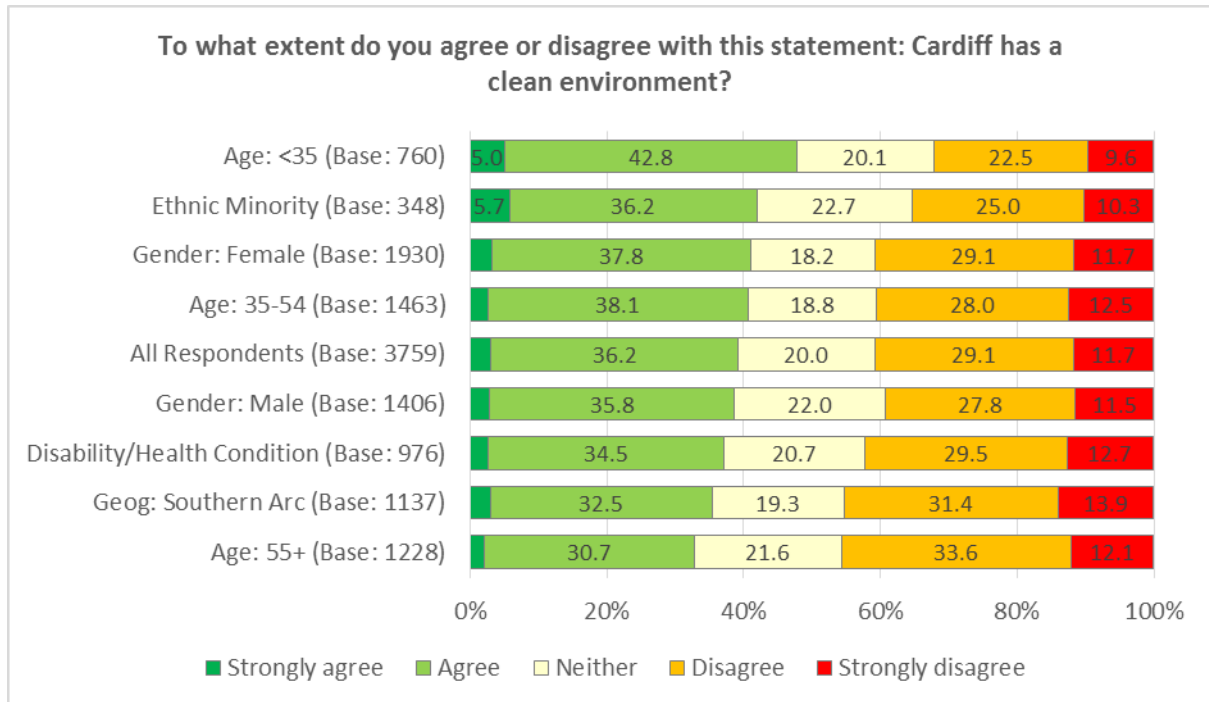


Base excludes 'Don't Know' responses.

In 2017, almost half of those surveyed (47.7%) agreed with the statement and in 2016 the proportion was 53.3%.



Respondents least likely to agree with the statement were over 55 year olds, residents in the ‘Southern Arc’ and those living with a longstanding disability or health condition.

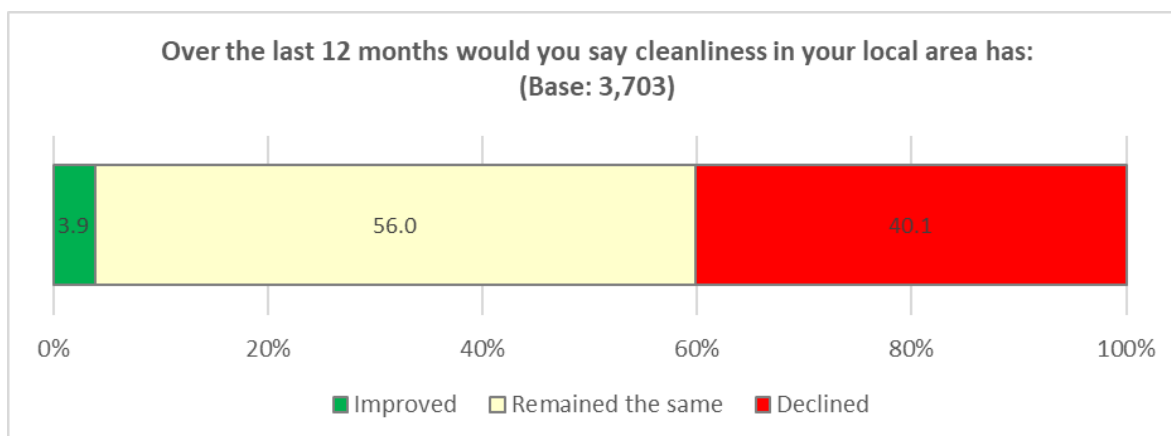


Base sizes shown in brackets. Excludes ‘Don’t Know’ responses.

### Q18. Over the last 12 months cleanliness in your local area has...

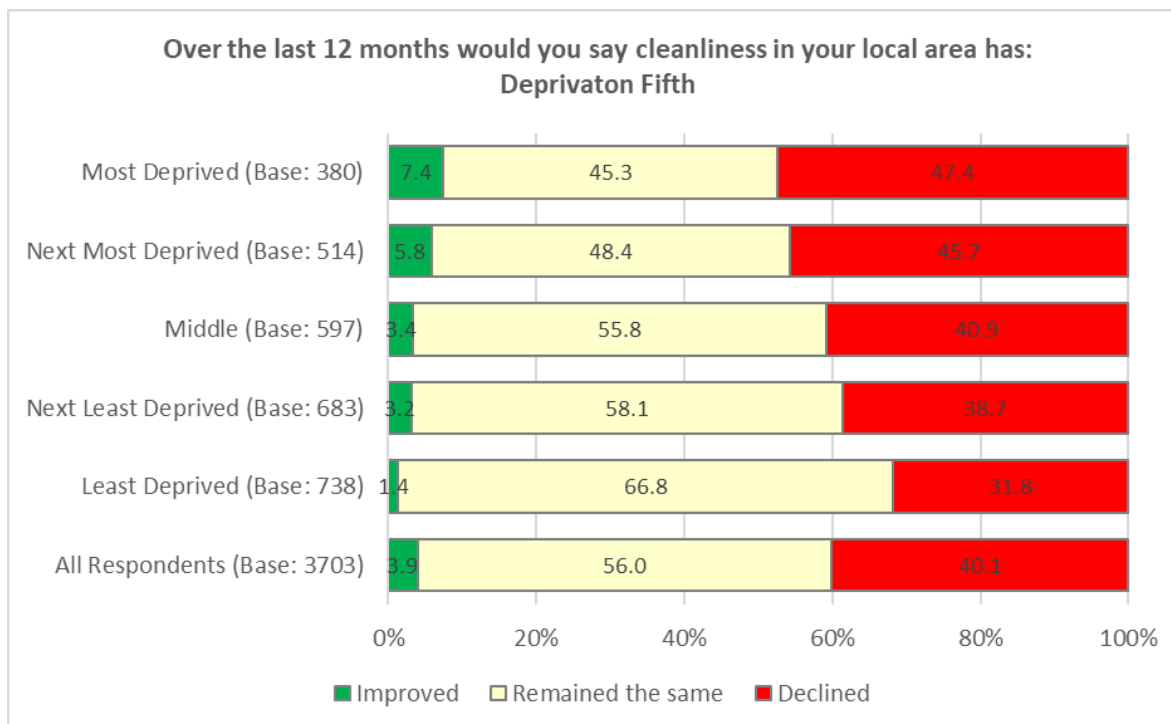
Members of Diverse Cymru raised the importance of keeping our streets litter free. Street litter can cause trips or falls, particularly for those with reduced mobility, impaired vision or dementia.

Two in five respondents (40.1%) felt that cleanliness in their local area had declined over the previous 12 months.



Base size excludes 'Don't Know' responses.

This figure rose to almost half (47.4%) amongst respondents living in the most deprived areas of Cardiff.



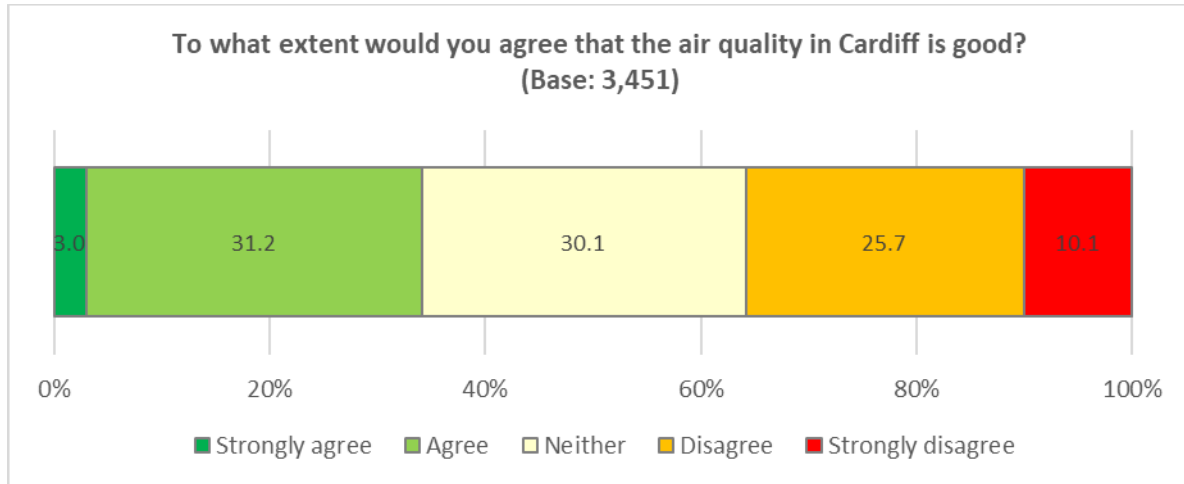
Base sizes shown in brackets. Excludes 'Don't Know' responses.

Participants from Butetown taking part in the Diverse Cymru engagement session raised concerns regarding refuse collection and neighbourhood cleansing. Bags were reported as being frequently torn open by gulls and it was alleged that operatives were not picking up spilled rubbish *“More is left on the floor after they have been”*.

Leaf debris was viewed by participants in the Diverse Cymru session as a serious problem. Concerns were expressed over blocked drains but for many, especially older people, the more serious risk was leaf debris as a slip danger. Participants commented, *“The council doesn’t seem to do that anymore”* (referring to leaf litter collection.)

### Q19. To what extent would you agree that the air quality in Cardiff is good?

Opinion was divided regarding the quality of the air in Cardiff with a third (34.2%) agreeing that the quality is good, compared to 35.8% who disagreed.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

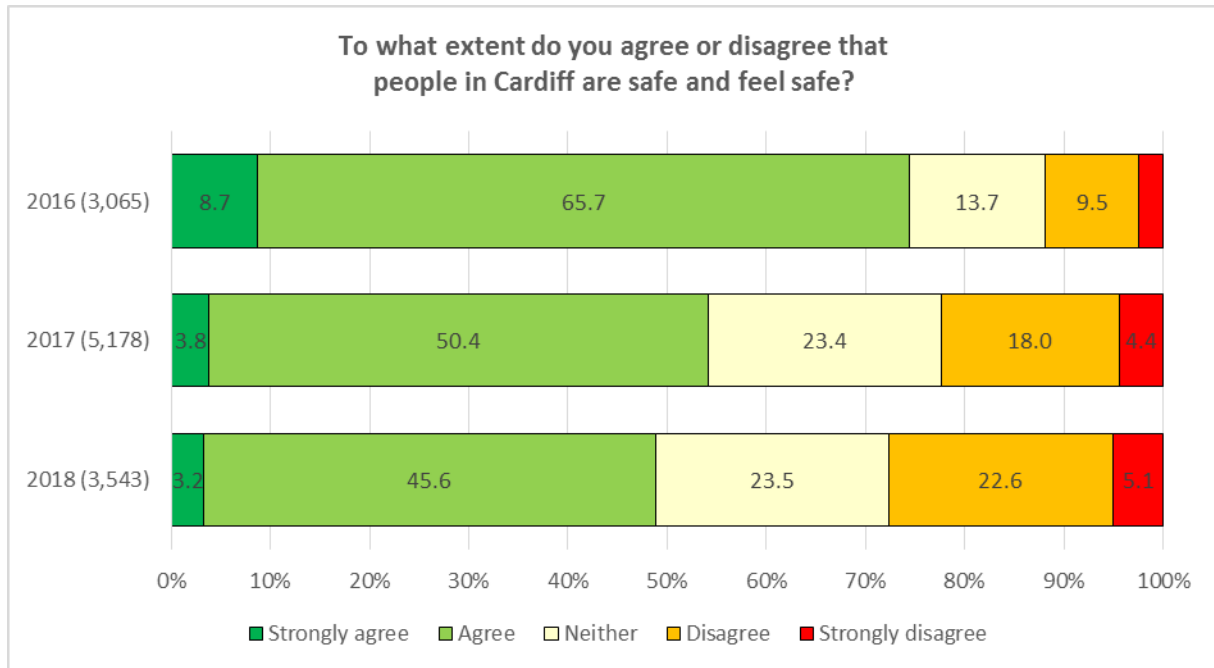
There was concern by participants in the Diverse Cymru engagement session that parking and stationary traffic, especially around schools, could cause obstruction for emergency vehicles, reduce air quality and present a serious hazard to pedestrians and other road users.

## **SECTION 6: COMMUNITY SAFETY**



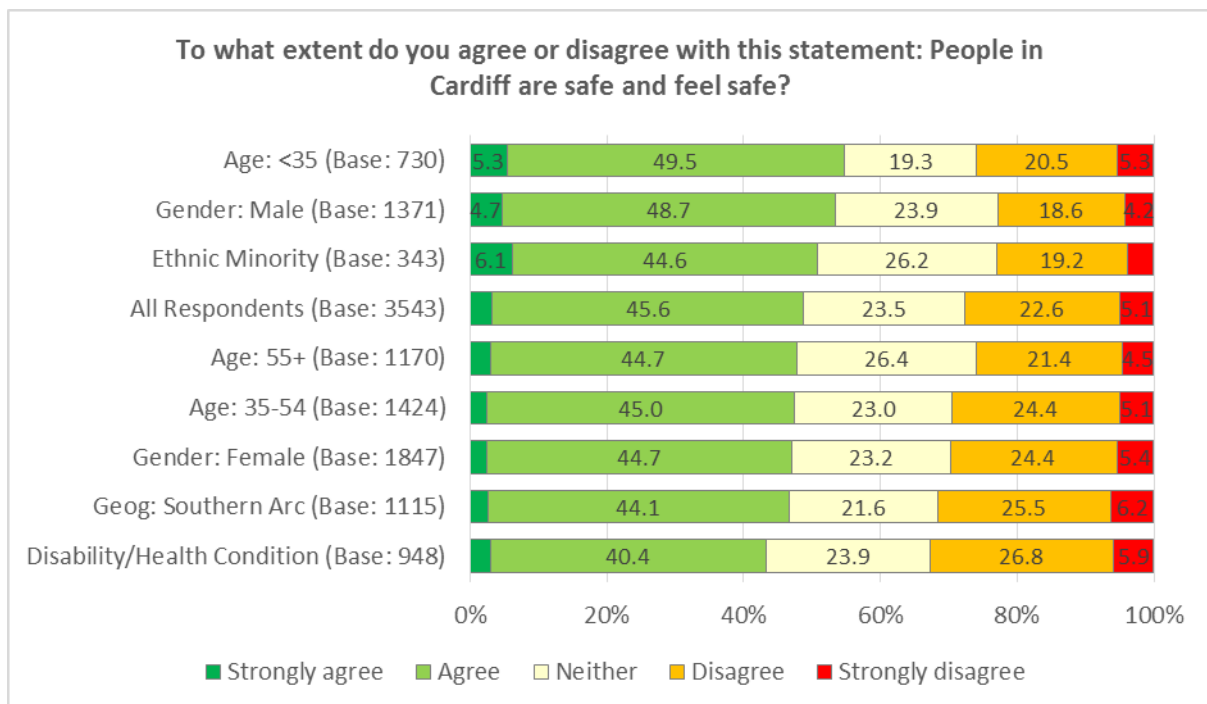
### Q20. To what extent do you agree or disagree that people in Cardiff are safe and feel safe?

Less than half of all respondents (48.8%) agreed that people in Cardiff are safe and feel safe continuing a decline in perception of safety in recent years.



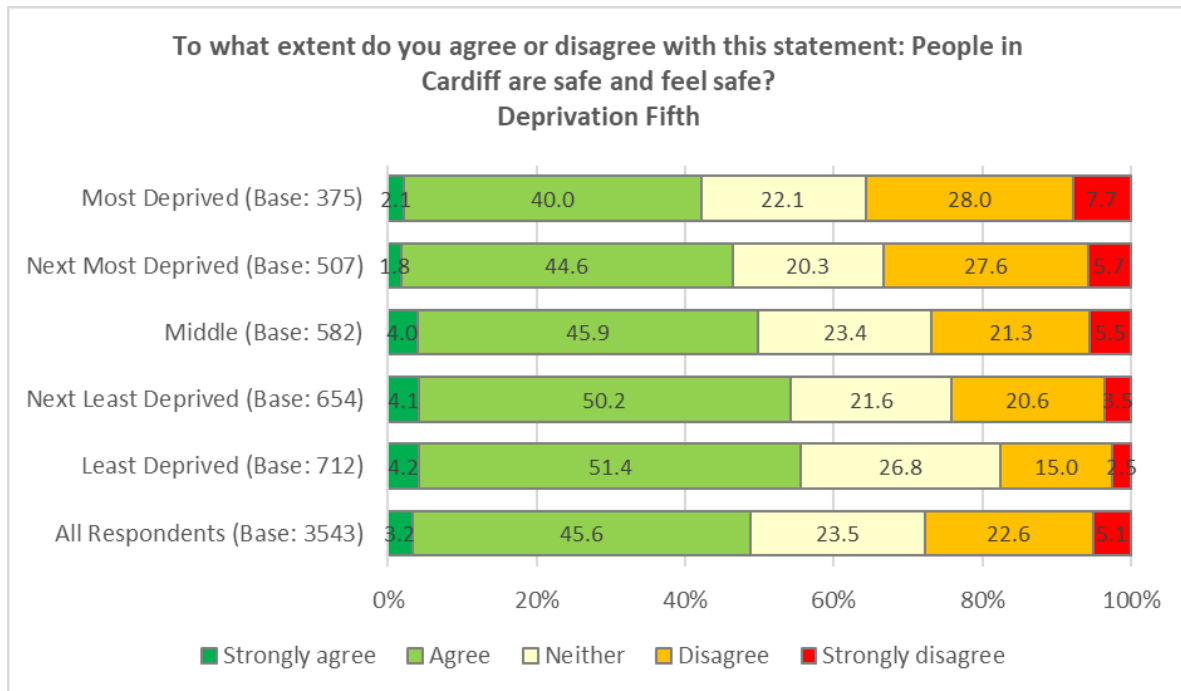
Base sizes shown in brackets

Least likely to agree with the statement were those with a longstanding disability or health condition (43.4%) and those in the 'Southern Arc' of the city (46.7%).



Base sizes shown in brackets

Figures also show agreement to decrease the higher the local deprivation score.



Base sizes shown in brackets.

Drug use and discarded needles were identified as a serious problem by participants from Butetown attending the Diverse Cymru engagement session, causing local residents to feel unsafe.

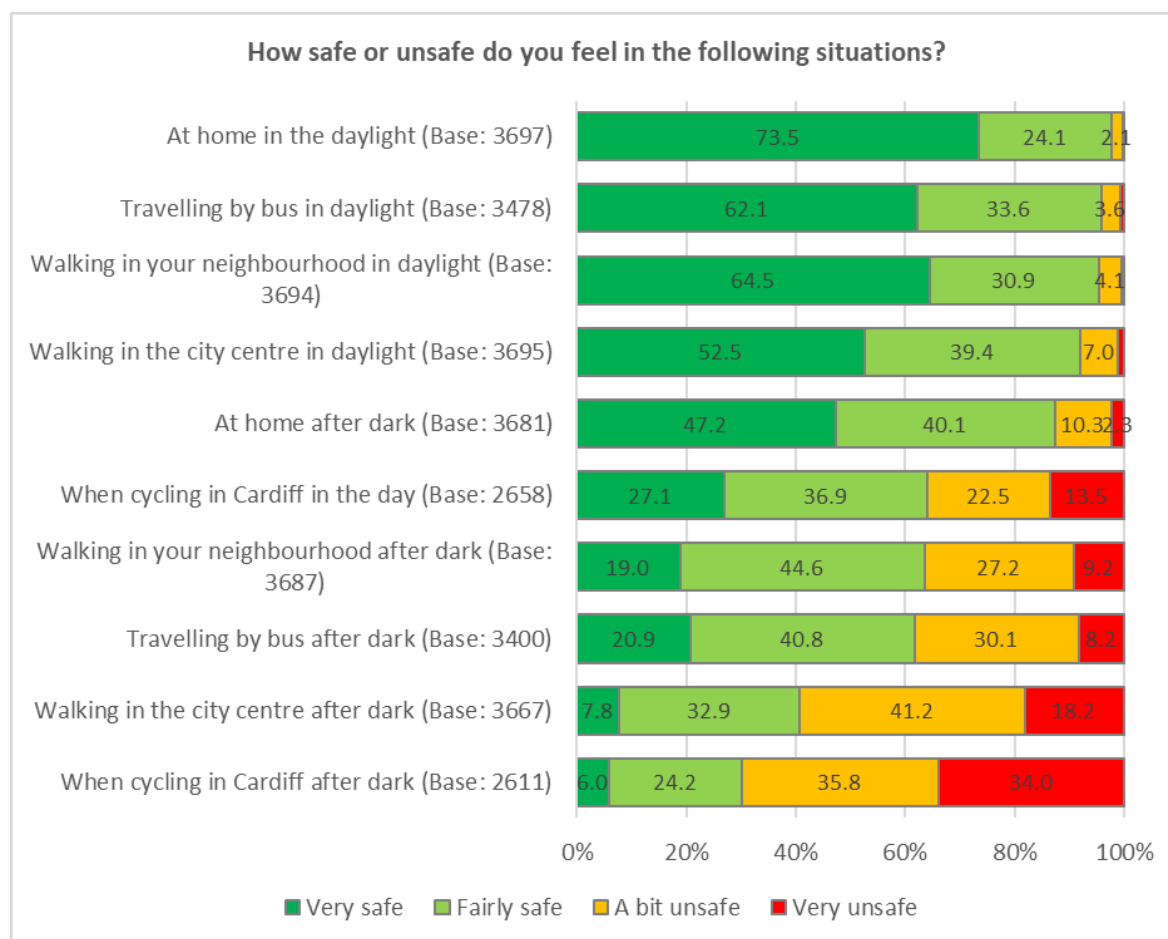
## Q21. How safe or unsafe do you feel in the following situations?

Three-quarters (73.5%) of respondents reported feeling ‘very safe’ at home during daylight. After dark this figure fell to 47.2%.

When walking in their own neighbourhood, 64.5% reported feeling ‘very safe’ during daylight but a fifth (19.0%) felt the same way after dark.

More than half (52.5%) of respondents reported feeling ‘very safe’ walking in the city centre in daytime but 7.8% felt this safe after dark.

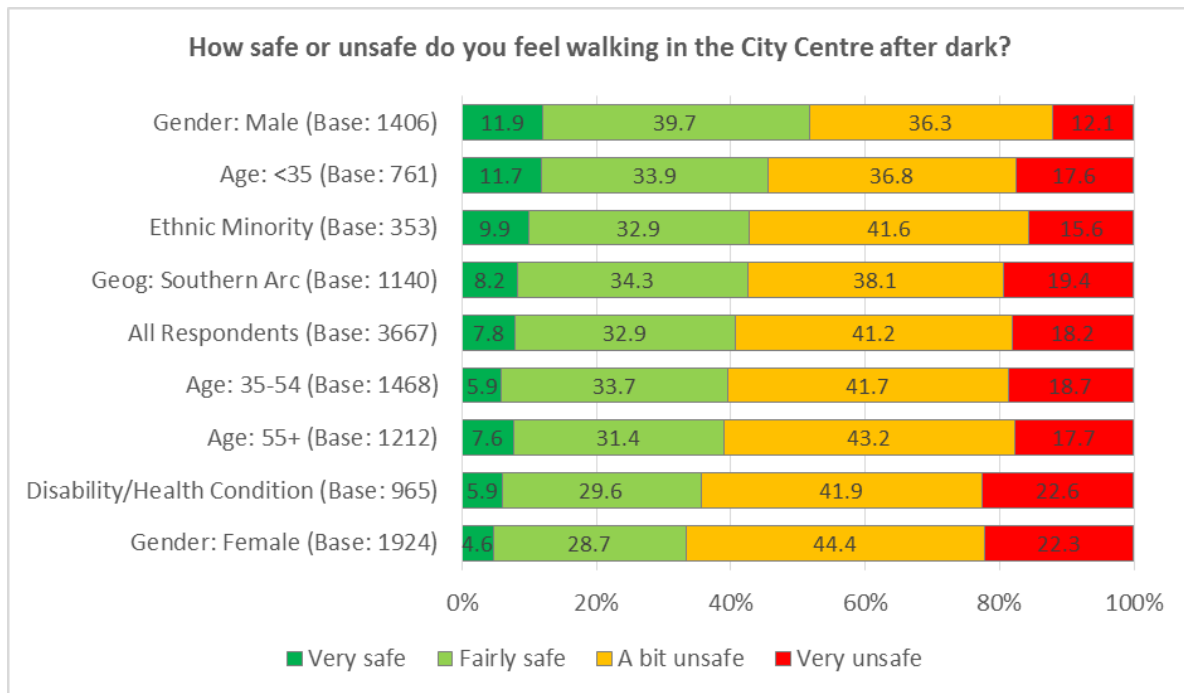
Following a long period of stability, data collected in 2017 showed a significant increase in the proportion of respondents feeling ‘unsafe’. The figures increased across all demographics and scenarios. In 2018 the figures are similar to those in 2017.



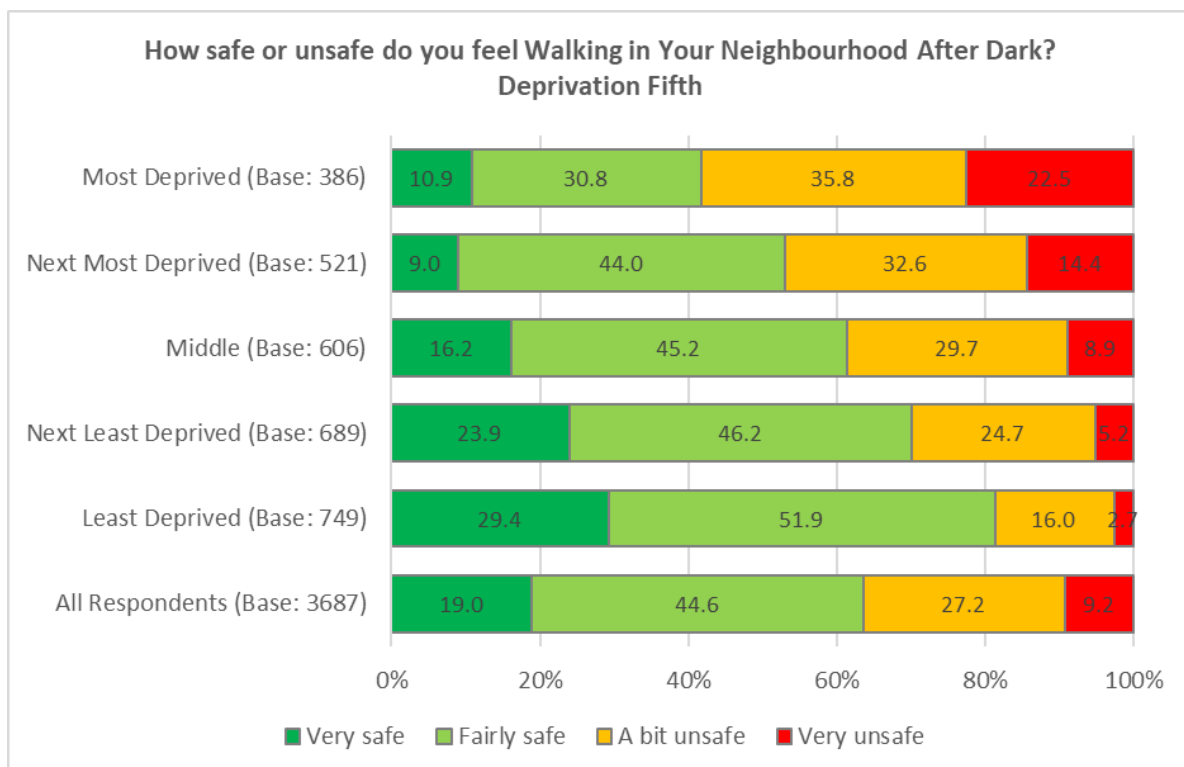
Base sizes shown in brackets.

Further analysis by demographic groups reveals that:

- Those in the ‘Southern Arc’ felt less safe than other residents in almost all of the named situations.
- Women, those with a disability or longstanding health condition and older people were the groups least likely to feel safe in the City Centre after dark.



Typically, the more deprived an area the less safe people felt across all of the scenarios. This was most pronounced in relation to ‘walking in your neighbourhood after dark’.



Several participants during the consultation expressed safety concerns regarding ‘Deliveroo’ cyclists in the city centre, with Diverse Cymru members calling for greater enforcement of cycling restrictions. ‘Deliveroo’ cyclists were described as a frequent presence on Queen Street, showing little regard for pedestrians “Nearly knocking people over” and “Thinking that red lights don’t apply”.

The Council's proposals to place restrictions on the use of advertising boards<sup>1</sup> were supported by Diverse Cymru members who suggested that licencing should be introduced and boards should be limited in size, a particular distance from buildings and in contrasting colours to ensure visibility to those with visual impairment or dementia.

Whilst it was felt that some improvements had been made regarding on-street seating from cafes, it was described as *"impossible to walk in a straight line up Queen Street or St Mary's Street"*.

Street furniture in the city centre was a cause of concern for several members of the group who highlighted the dangers it could pose to residents with sight impairment or dementia, particularly at night. It was suggested that lighting around the blocks would help significantly.

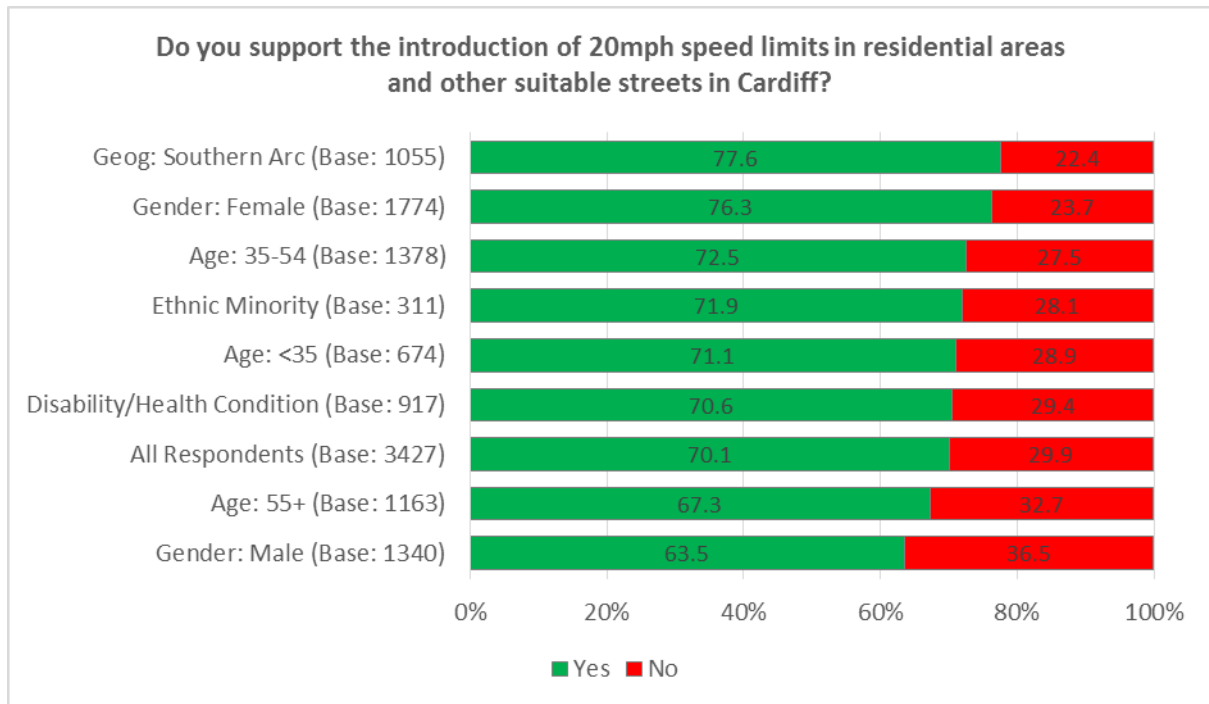
---

<sup>1</sup> Recent consultation has been undertaken with regard to restricting the size and use of A frame advertising boards in the city centre.

## Q22. Do you support the introduction of 20mph speed limits in residential areas and other suitable streets in Cardiff?

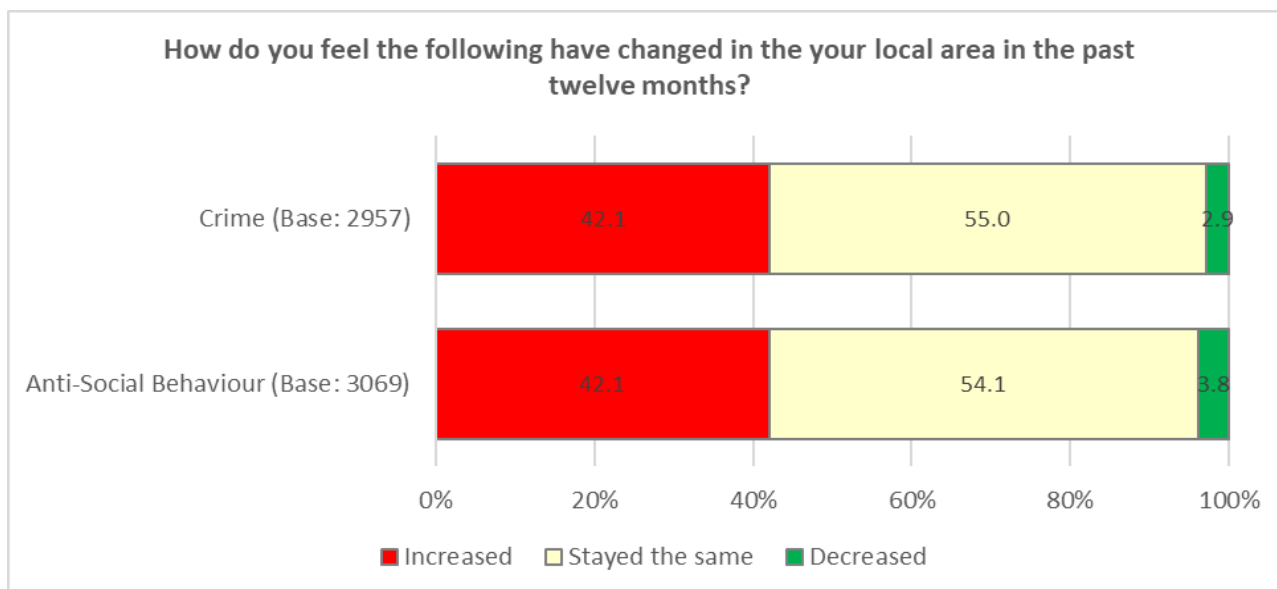
Seventy percent (70.1%) of people were in support of the introduction of 20mph speed limits in residential areas and other suitable streets in Cardiff.

Women and those in the 'Southern Arc' showed greater support for the proposal compared to men and those in the remainder of the city.



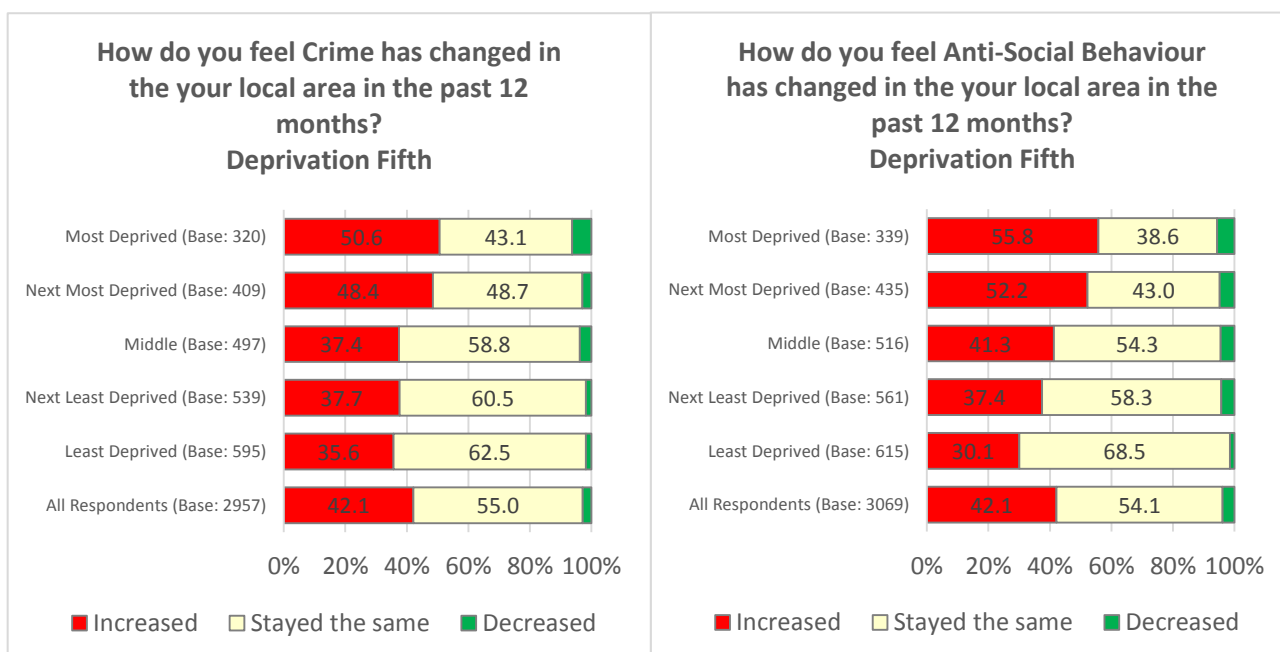
### Q23. How do you feel crime and anti-social behaviour has changed in your local area in the past 12 months?

More than two in five respondents (42.1%) believed crime and anti-social behaviour had increased in their local area over the past 12 months.



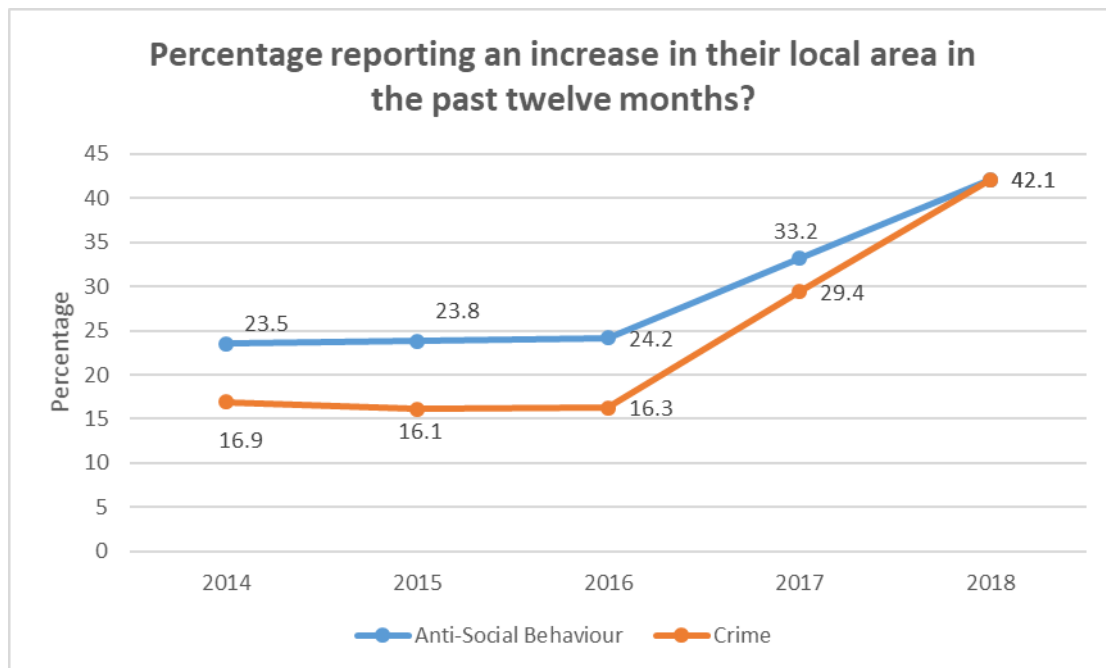
Base sizes shown in brackets. Excludes 'Don't Know' responses..

Half (50.6%) of respondents from the most deprived areas believed crime to have increased in their area in the past 12 months compared to a third (35.6%) of residents in the least deprived areas. Similarly, increases in anti-social behaviour were reported by 55.8% of those in the most deprived areas compared to 30.1% in the least.



Base sizes shown in brackets. Excludes 'Don't Know' responses

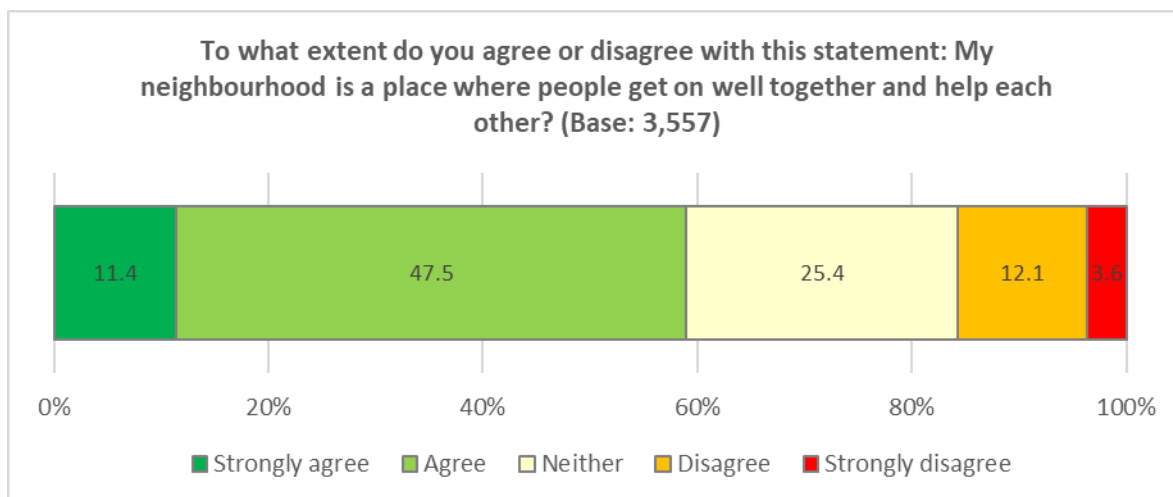
Trend analysis over the past five years shows a significant and growing increase in the percentage of respondents believing crime and anti-social behaviour to be increasing in their local area.



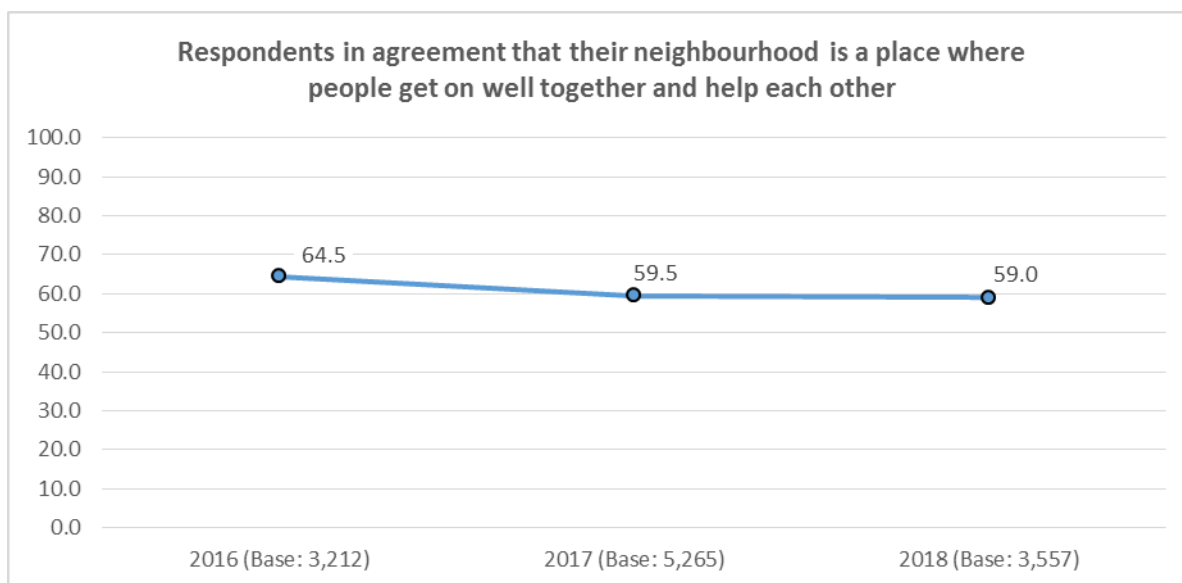


## Q24. My neighbourhood is a place where people get on well together and help each other

Three in five respondents (58.9%) agreed that their neighbourhood is a place where people get on well together and help each other. This is similar to the figure in 2017 (59.5%).

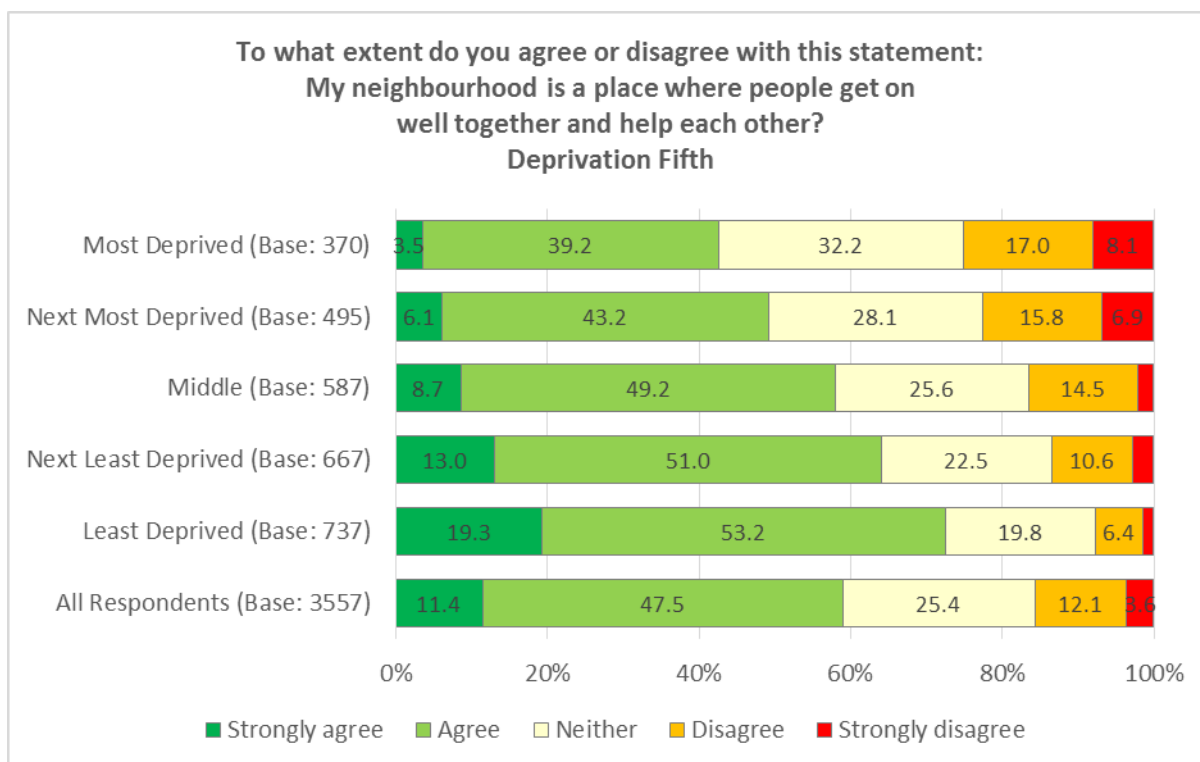


Data collected over the past three years shows the proportion of respondents in agreement with the statement to have remained broadly consistent.



Just over half (52.7%) of respondents in the 'Southern Arc' agreed with the statement compared to 63.9% in the remainder of the city.

Local deprivation was a significant indicator with almost three quarters (72.5%) of those in the fifth least deprived areas of the city in agreement with the statement. This compares to just 42.7% in the most deprived areas.



Where people had a good relationship with their neighbours and the people in their community it had a significant impact on their well-being and satisfaction with their local area. Participants shared a number of personal stories and experiences:

*“This area used to have owner-occupation but the balance has shifted to HMO’s, this shifts the character of the area, renters don’t develop the same interest in the area. We don’t get to know our neighbours in the same way as we once did. We don’t get to meet a different generation.” (Pontcanna resident)*

*“People tend to be nice and respectful – I’ve had no negative experiences.” (Asylum Seeker, Splott)*

*“Pontprennau was a lonely area with not much amenities. There were various superstores but as a community I wouldn’t say it has what other areas have.” (Previous Pontprennau resident)*

*“Lovely street, small flats, friendly community. I’ve grown to know everyone who lives there. Some of the neighbours are elderly; some of us younger ones want to help them.” (Canton resident)*

Marco<sup>2</sup> has lived in Grangetown since he was ten years old. He loves the community and strongly believes you must be friendly with every one of your neighbours. He says *“It’s very important to look after your neighbours and help each other out.”* He describes his neighbours as good and friendly and they would not hesitate to take in a parcel for you.

<sup>2</sup> Names are changed throughout for privacy

Ross lives in a flat in Llandaff. He used to have a lovely relationship with a lady who used to live in his apartment block, *"She was a lovely friend, unfortunately she moved out but we still keep in touch."* He mentions an over 50's talking group which he says is fantastic. *"More than 25 people come together to meet and have friendly company"*.

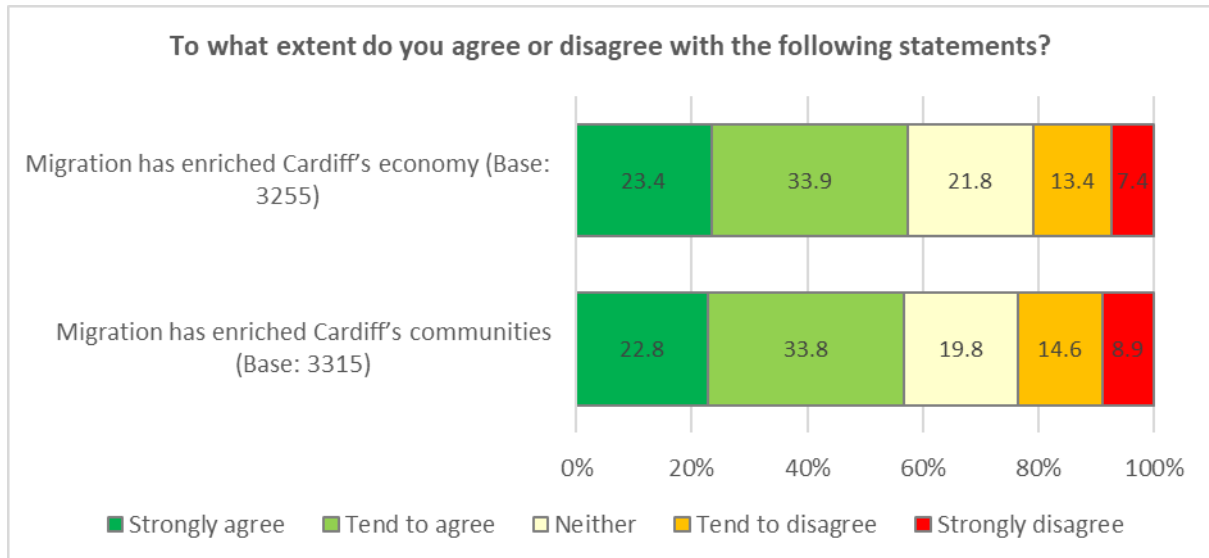
Fred moved to Grangetown from England a few years ago to be closer to his family. He says his neighbourhood has the most helpful and friendliest people. *"The Muslim community here have been so helpful and friendly, they stop to talk and help with bags, its lovely."*

Gryf describes Cardiff as his home. He has grown up in St Mellons and has the same friends and neighbours. He says his neighbours are very friendly and helpful, *"Children come to visit and water my garden and my neighbours look after me and my house."*

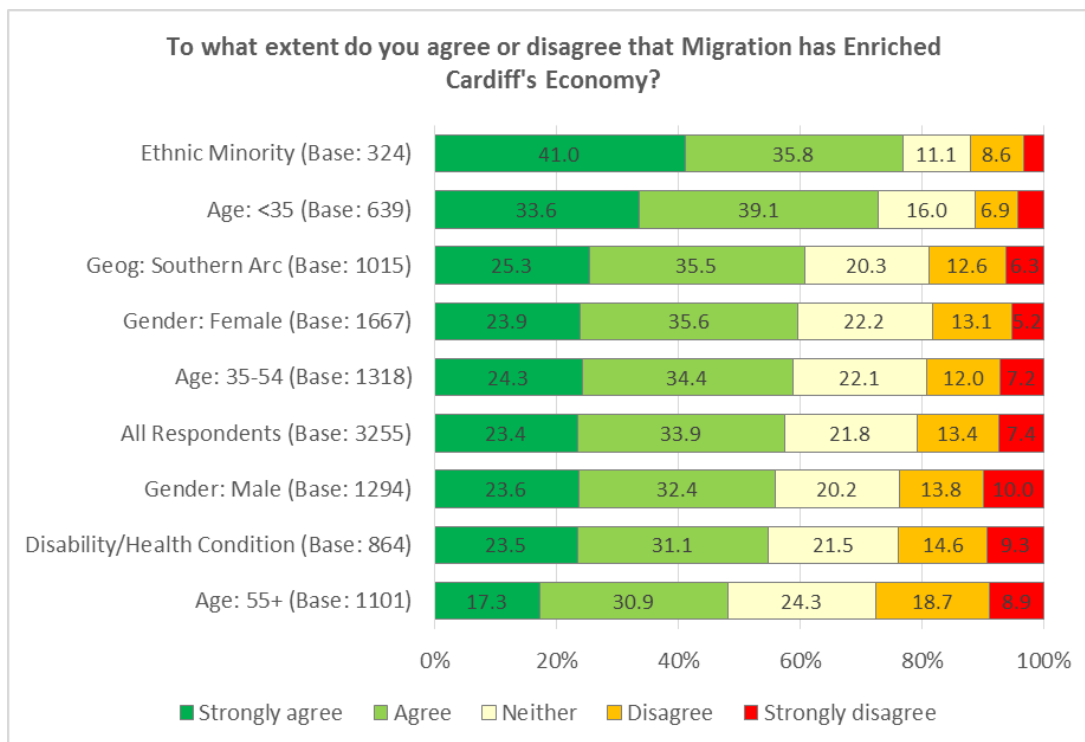
Ayda described her neighbourhood as *'Lovely and green with lots of trees'*. However, she also described the area as not as neighbourly as other parts of Cardiff. As a single person she feels slightly isolated. She says *"St Mellons is more family orientated, not so good for single people like me"*.

### Q25. To what extent do you agree or disagree that migration has enhanced Cardiff's economy and communities

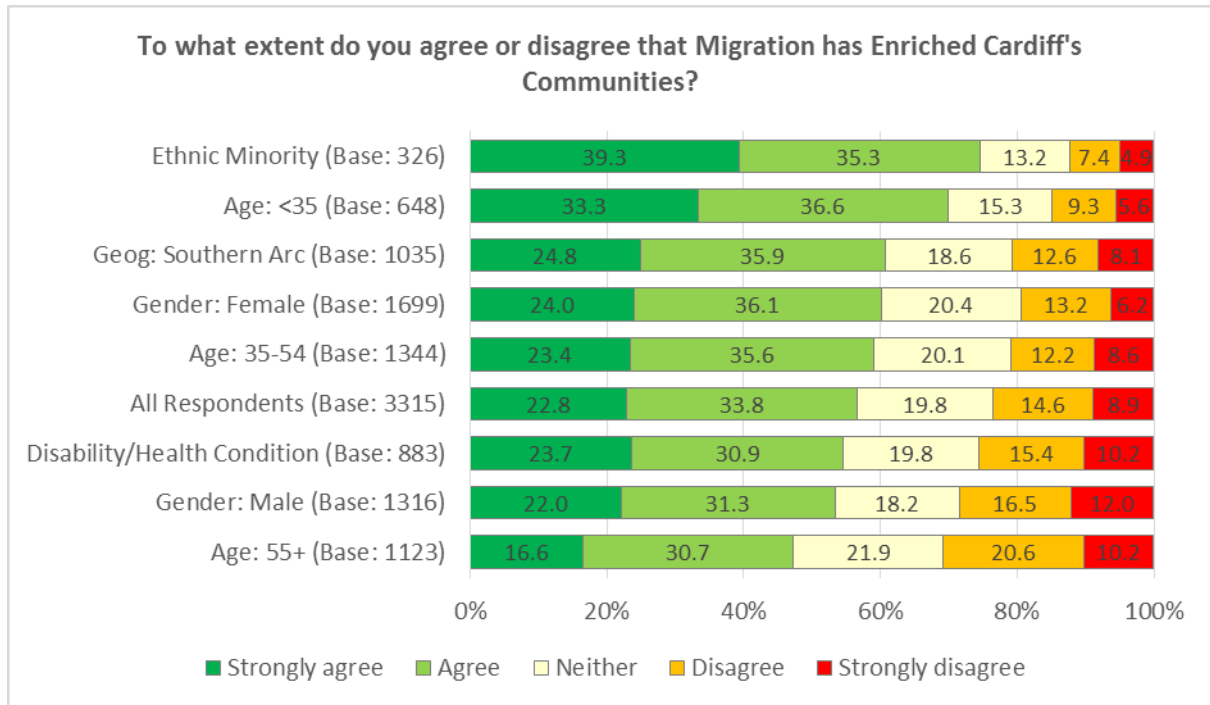
Just one in five (20.8%) disagreed that migration has enhanced Cardiff's economy. A similar figure (23.5%) disagreed that migration has enhanced Cardiff's communities.



Ethnic minorities were most likely to agree that migration has enriched Cardiff's economy. Age was also found to be a significant indicator with three quarters (72.7%) of respondents aged under 35 in agreement with the statement compared to just half (48.2%) of those aged 55+.



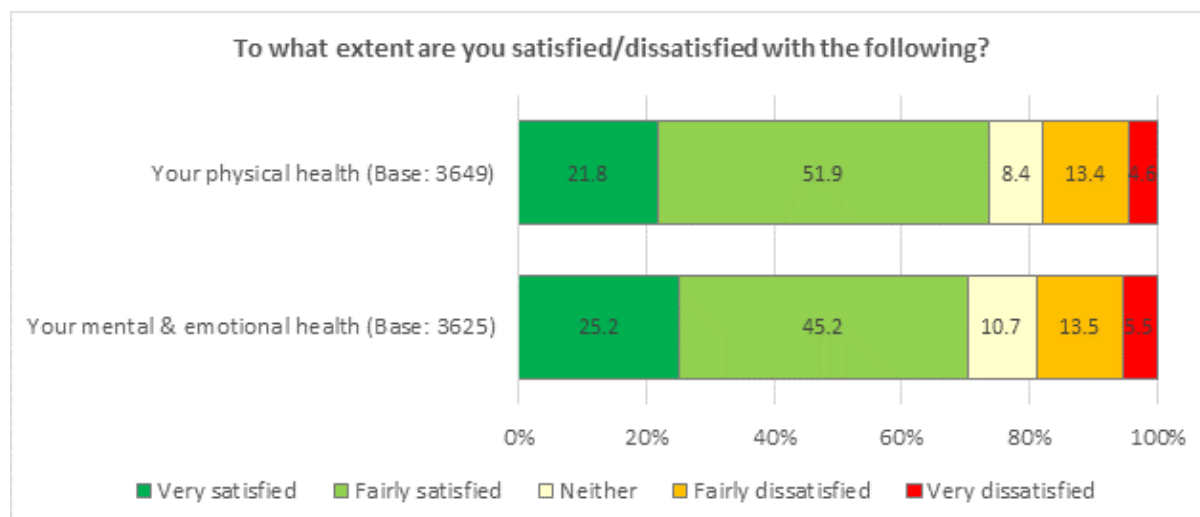
Similarly, ethnic minorities were most likely to agree that migration has enhanced Cardiff's communities. Seventy percent of under 35s agreed that migration has enriched Cardiff's communities compared to 47.3% of respondents aged 55+.



## **7: YOUR WELLBEING**

## Q26. To what extent are you satisfied / dissatisfied with your physical and mental health?

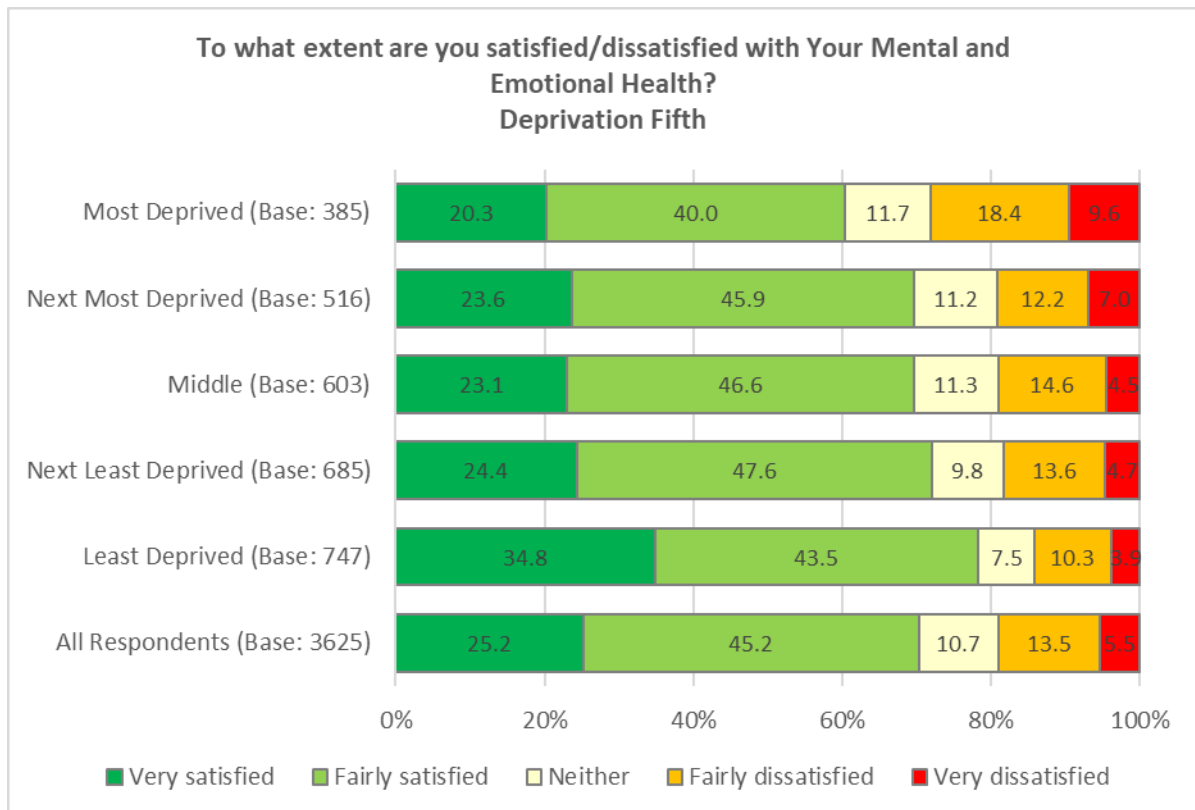
Around three quarters of respondents reported being satisfied with both their physical and their mental health (73.7% and 70.4% respectively) - a similar response to the 2017 Ask Cardiff Survey.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

Levels of satisfaction with physical and mental health remained consistent across demographic groups. The notable exception was those respondents with a disability or longstanding health condition. 54.7% expressed satisfaction with their physical health and 51.8% with their mental and emotional health.

Three in five (60.3%) of those in the most deprived localities of the city reported to be either 'very satisfied' or 'fairly satisfied' with their mental and emotional health. By comparison, 78.3% of those in the least deprived areas reported the same.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

The key areas that people felt most important in relation to both physical and mental health were exercise and positive social interaction. Respondents were supportive of the idea of social prescribing, commenting:

*“The solution is collaboration – if there was more access across the board to do things like dancing or chair aerobics it would help with a range of things”.*

*“Prevention is better than cure, need to support people rather than isolate them”.*



## Q27. How do you feel about yourself?

Respondents were given four statements and asked to indicate using a 0-10 scale how satisfied they felt with their life, how happy and anxious they felt the day before completing the survey and the extent to which they felt the things they did in their life were worthwhile.

Mean scores were calculated for each of the questions posed.

Where scores are better than the mean by more than 0.2 (higher for satisfaction, happiness and feeling worthwhile, and lower for anxiety) cells are highlighted in green; those worse by 0.2 or more are highlighted in red. Those scoring up to 0.2+/- of the mean are marked as amber.

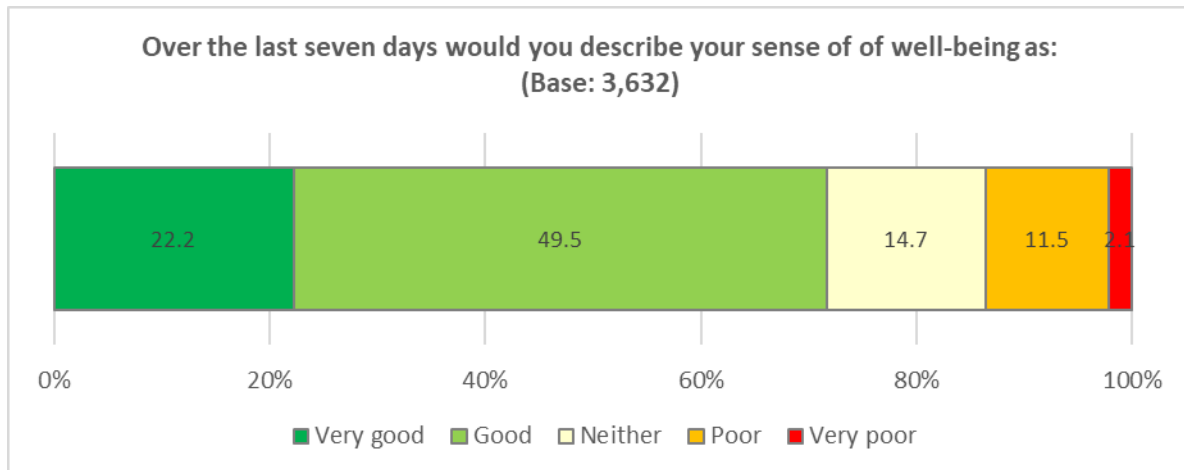
Respondents aged over 55 and those living in the least deprived areas of the city scored above average against each of the measures.

Under 35s, those from a minority ethnicity, people living in the most deprived areas of the city and respondents who identify as disabled, all scored below the average against the wellbeing indicators.

	Satisfied	Happy	Anxious	Worthwhile
<b>All respondents</b>	7.1	7.0	3.7	7.1
<b>Under 35</b>	6.9	6.6	4.1	6.6
<b>35-54</b>	6.9	6.9	3.9	7.1
<b>55+</b>	7.4	7.3	3.3	7.3
<b>Female</b>	7.1	6.9	3.8	7.2
<b>Male</b>	7.1	7.0	3.6	7.1
<b>Ethnic Minority</b>	6.9	6.8	3.8	7.1
<b>Disability/Health Condition</b>	6.3	6.2	4.3	6.4
<b>'Southern Arc'</b>	7.0	6.8	3.8	7.0
<b>Most Deprived</b>	6.4	6.2	3.8	6.5
<b>Next Most Deprived</b>	7.0	6.7	3.8	6.9
<b>Middle</b>	7.2	7.1	3.7	7.2
<b>Next Least Deprived</b>	7.1	7.0	3.8	7.0
<b>Least Deprived</b>	7.5	7.4	3.4	7.5

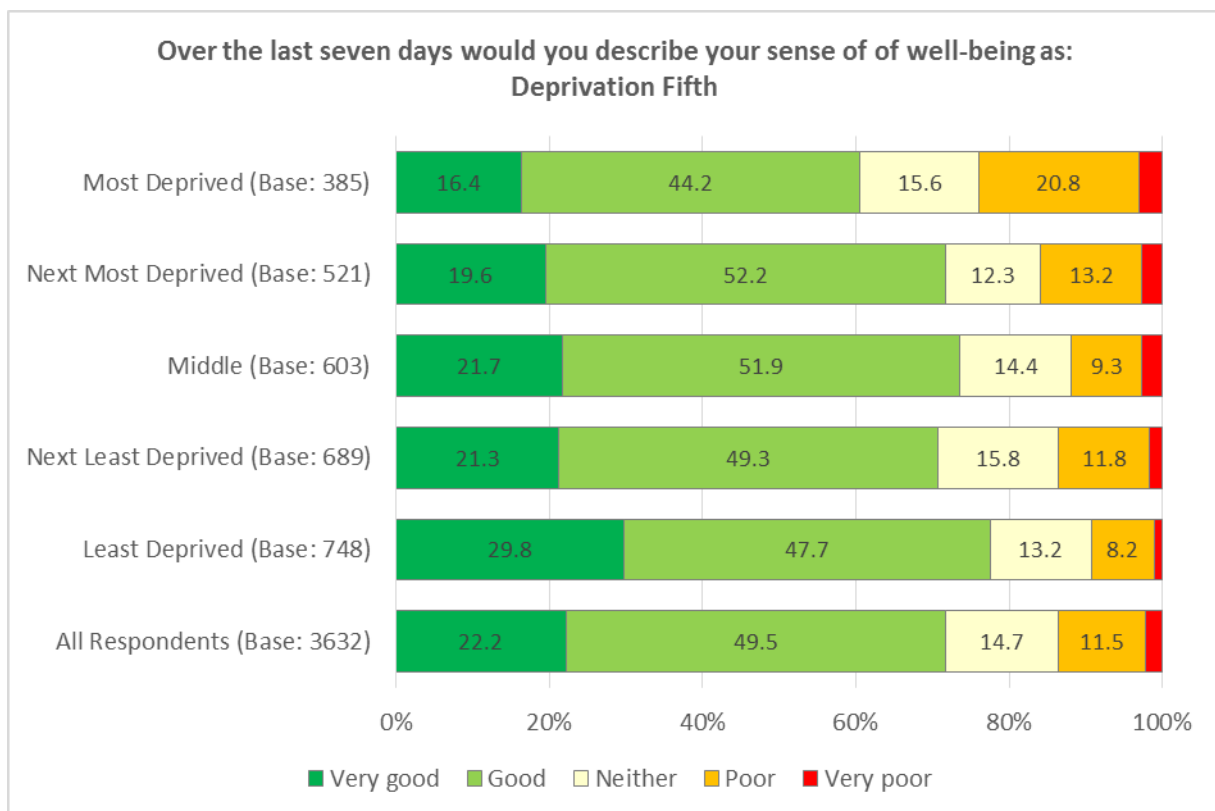
### Q28. Over the last seven days how would you describe your sense of Well-Being?

Seven in ten respondents (71.7%) felt their sense of well-being had been 'very good' or 'good' over the preceding week.



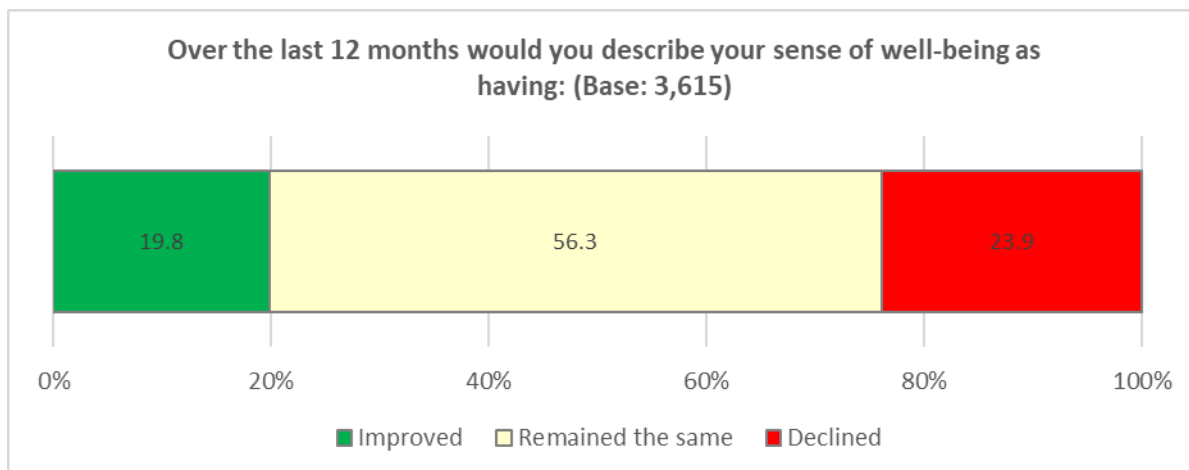
Amongst those with a disability or health condition, that proportion fell to 56.7%.

More than three-quarters (77.5%) of those in the fifth least deprived areas of the city rated their sense of wellbeing over the last seven days as either 'very good' or 'good' compared to 60.6% of those in the most deprived areas.

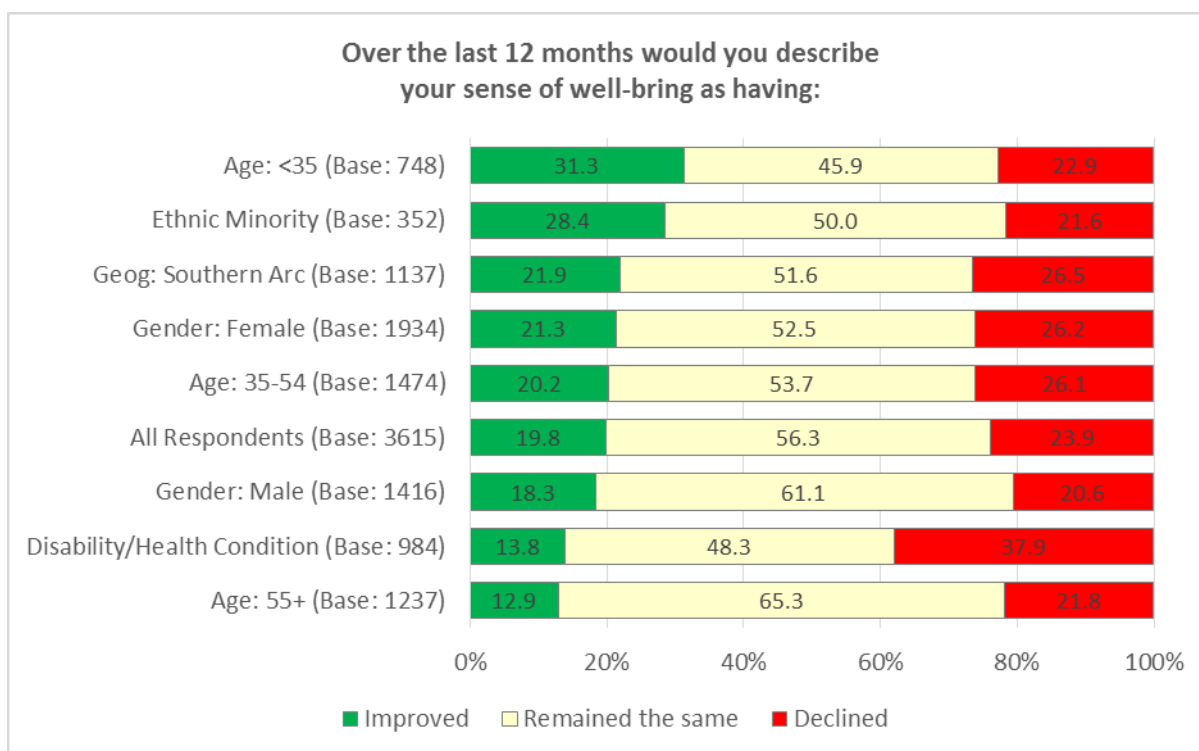


### Q29. Over the last 12 months my sense of well-being has...

A fifth (19.8%) of respondents described their sense of well-being as having improved over the past 12 months whilst almost a quarter (23.9%) felt it had declined.

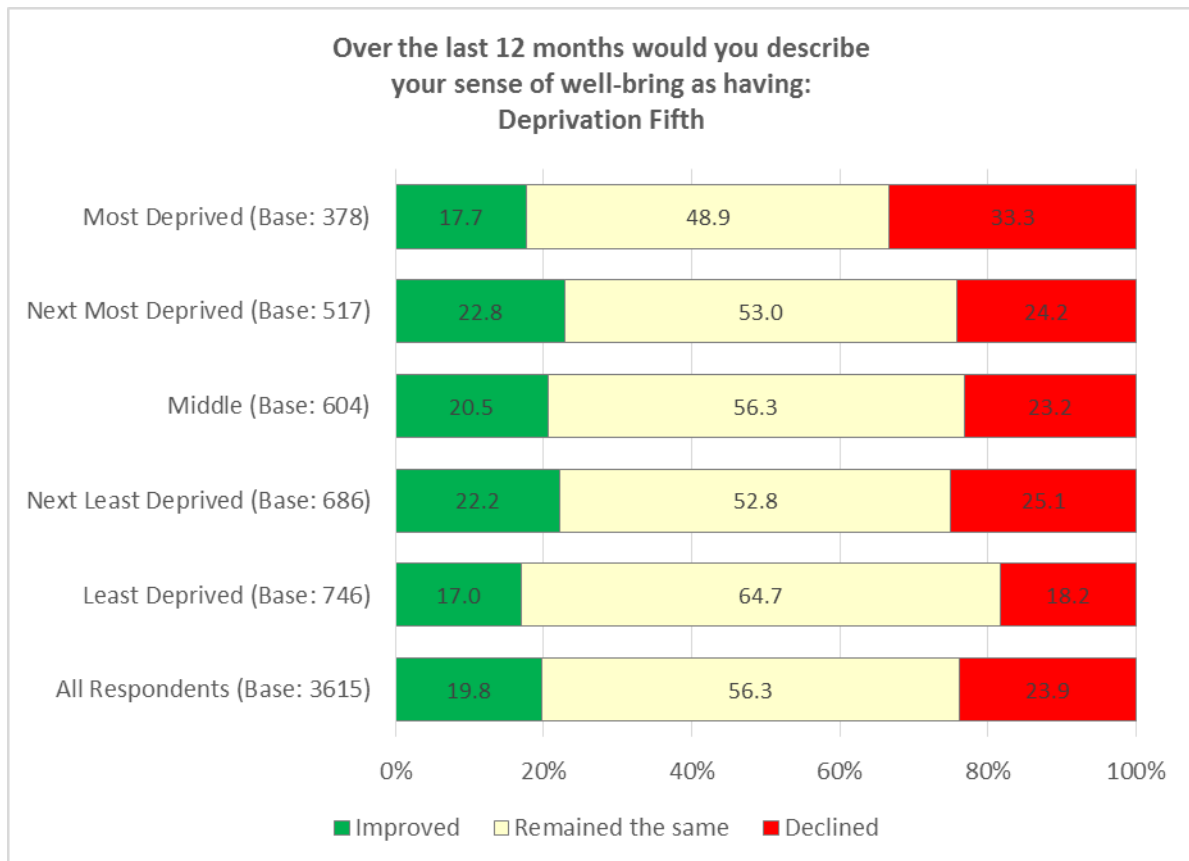


More than a third of those who identify as disabled (37.9%) reported their sense of well-being to have declined over the last 12 months. A third of respondents who reside in the most deprived areas (33.3%) also reported a decline.



Base sizes shown in brackets. Excludes 'Don't Know' responses.

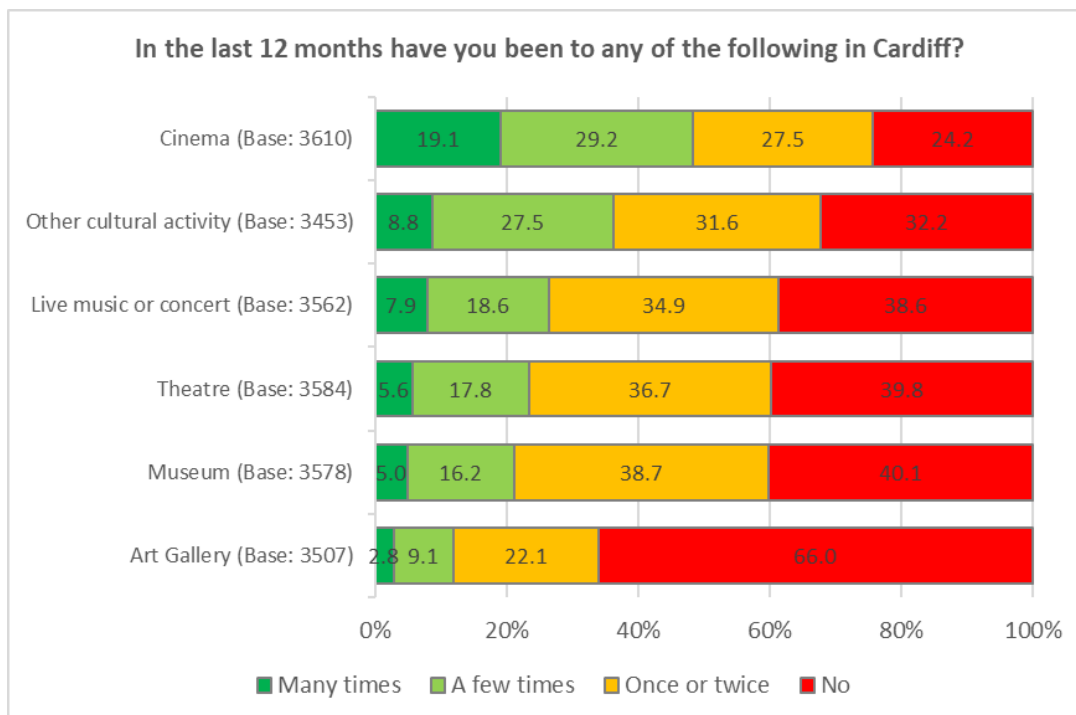
Base sizes shown in brackets. Excludes 'Don't Know' responses.



### Q30. In the last 12 months have you been to any of the following cultural activities in Cardiff?

Respondents were presented with a list of cultural activities and asked to state roughly how many times they had visited each in the previous 12 months.

The most popular of these was the cinema, with three-quarters (75.8%) of respondents having been at least once in the past 12 months. By comparison just a third (34.0%) of respondents had visited an art gallery in this same period.



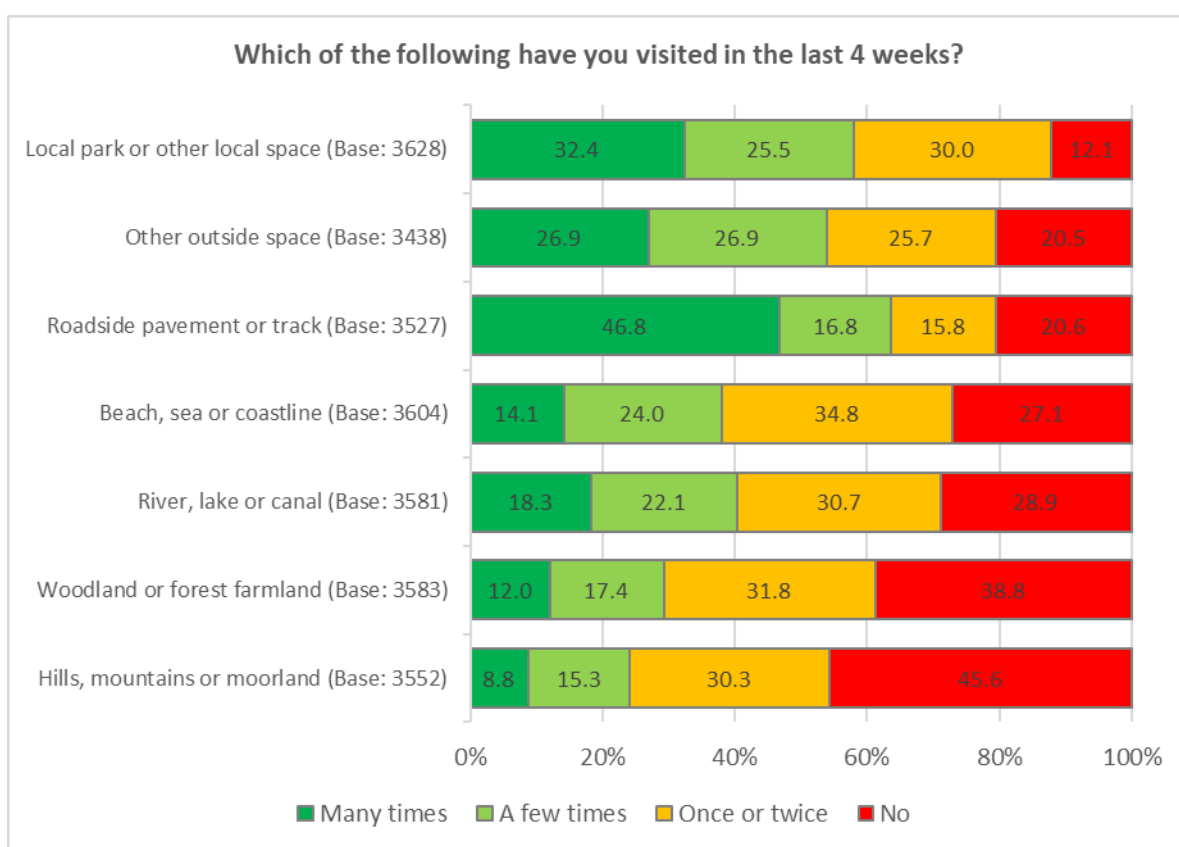
Analysis by demographic and geographic groups revealed:

- Women and respondents aged over fifty five were most likely to visit the theatre (66.1% and 62.7% respectively).
- The cinema was most popular with younger people. 86% of respondents aged under 35 had visited the cinema at least once in the previous 12 months.
- Those with a disability or long standing health condition were amongst those least likely to participate in all of the activities listed.
- Those in the fifth most deprived areas of the city were least likely to visit all of the attractions listed.
- Asylum seekers were keen to visit attractions in the city. Most believed money to be a barrier and were not aware that the museums are free of charge. Whilst housing and medical needs take priority, it was suggested that information on free attractions would be useful to new arrivals.

### Q31. Which of the following outdoor spaces have you visited in the last 4 weeks?

Mirroring the information collected in 2017, the survey found:

- Seven out of eight respondents (87.9%) had visited a park or local space in the last 4 weeks (survey undertaken during July/August 2018).
- Almost half (46.8%) had visited a roadside pavement or track ‘many times’.
- Respondents were least likely to have visited hills, mountains or moorland, with 45.6% saying they had not been in the last 4 weeks.

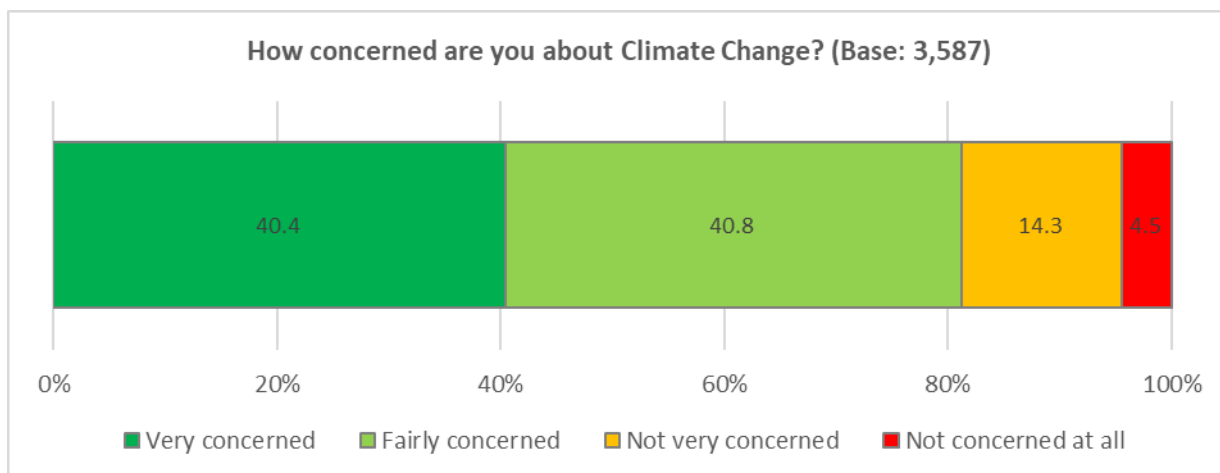


Respondents who identify as disabled and those from the most deprived areas of Cardiff were the least likely to have visited any of the places listed.

## **8. CLIMATE CHANGE**

**Q32. How concerned are you about Climate Change, which is sometimes referred to as 'Global Warming'?**

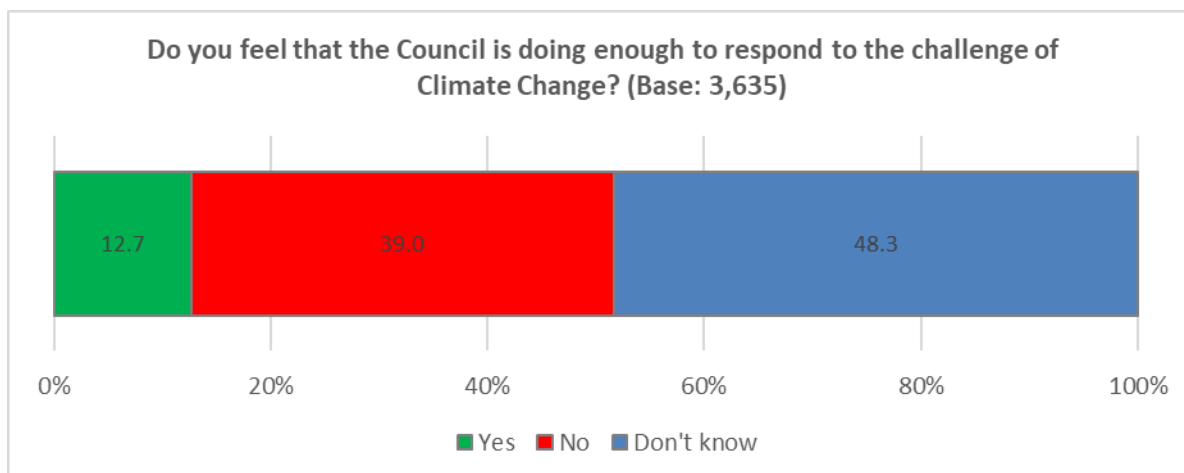
Similar to the figures gathered in 2017, four in five of those surveyed (81.2%) were either 'very or 'fairly concerned' about Climate Change.



Base excludes 'Don't Know' responses.

**Q33. Do you feel the Council is doing enough to protect against Climate Change?**

Similar to previous years, around half (48.3%) of those surveyed did not know if the Council is doing enough to protect against Climate Change whilst around two-fifths (39.0%) felt that it was probably not enough.





## **9. BUDGET PROPOSALS**

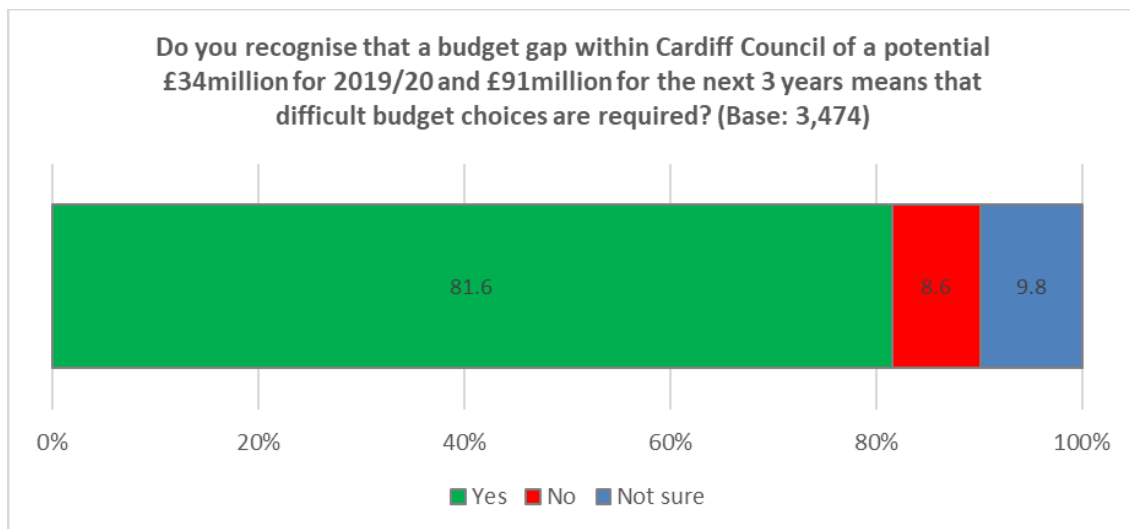
The Council has made over £145m in savings over the past five years with a further £14m in the current financial year.

The Ask Cardiff consultation included some questions relating to the potential budget proposals to ensure that the views of the public were heard early in the process.

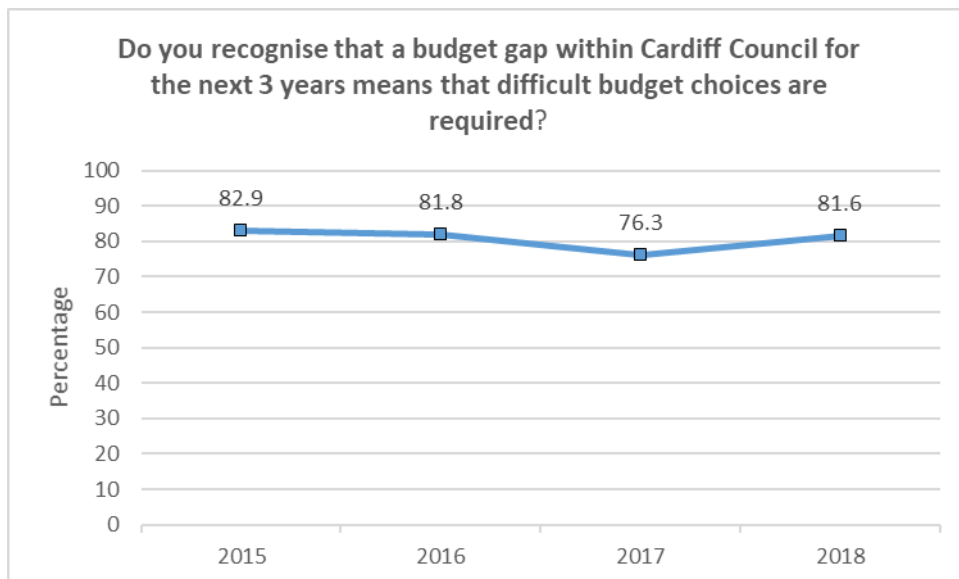
These results will help to inform the wider budget consultation in late 2018.

**Q34. Do you recognise that a budget gap within Cardiff Council of a potential £34m for 2019/20 and £91m for the next 3 years means that difficult budget choices are required?**

Four in five respondents (81.6%) recognised the difficult choices faced by the Council.

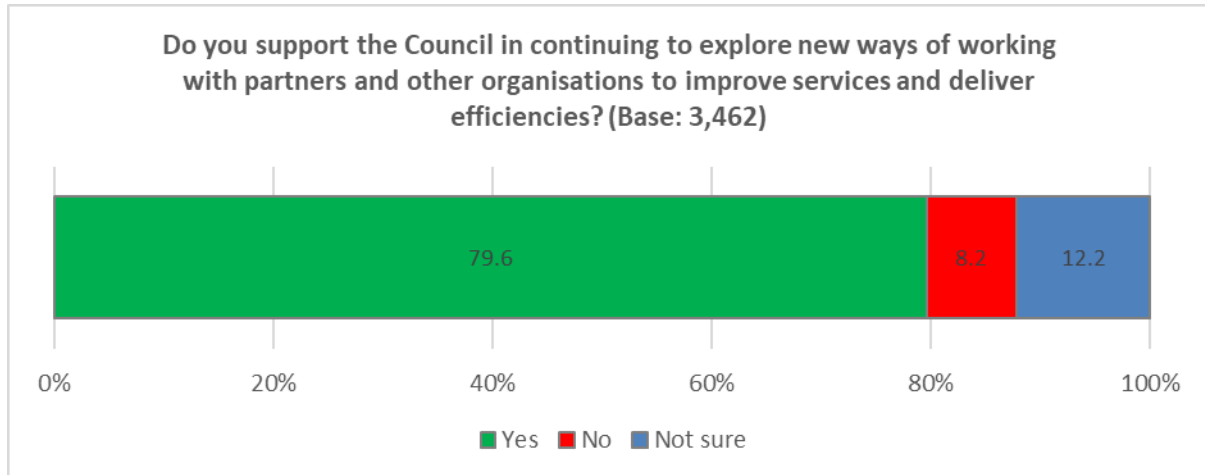


The level of public recognition that difficult choices are required has remained consistent over recent years.

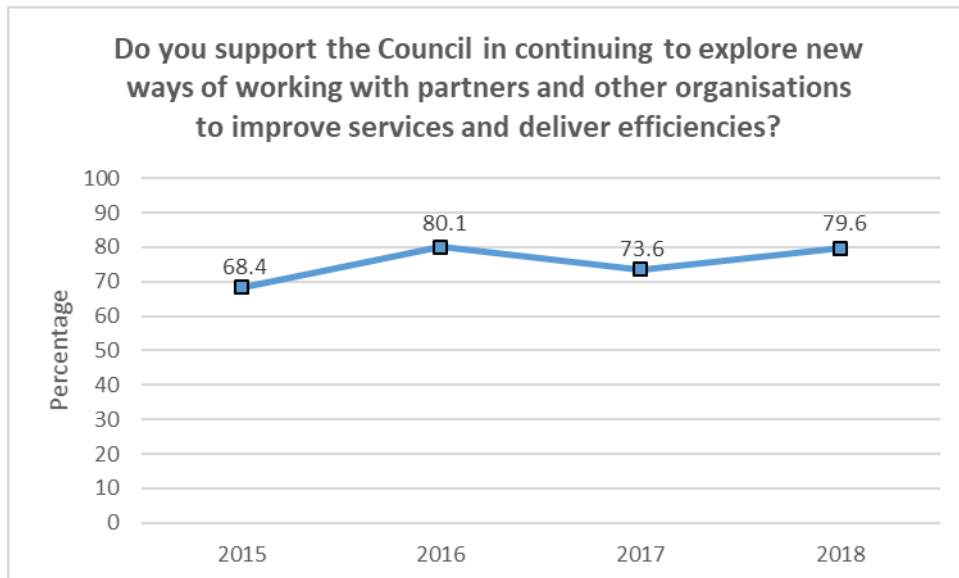


**Q35. Do you support the Council in continuing to explore new ways of working with partners and other organisations to improve services and deliver efficiencies?**

Four in five respondents (79.6%) expressed support for the Council exploring new ways of working.

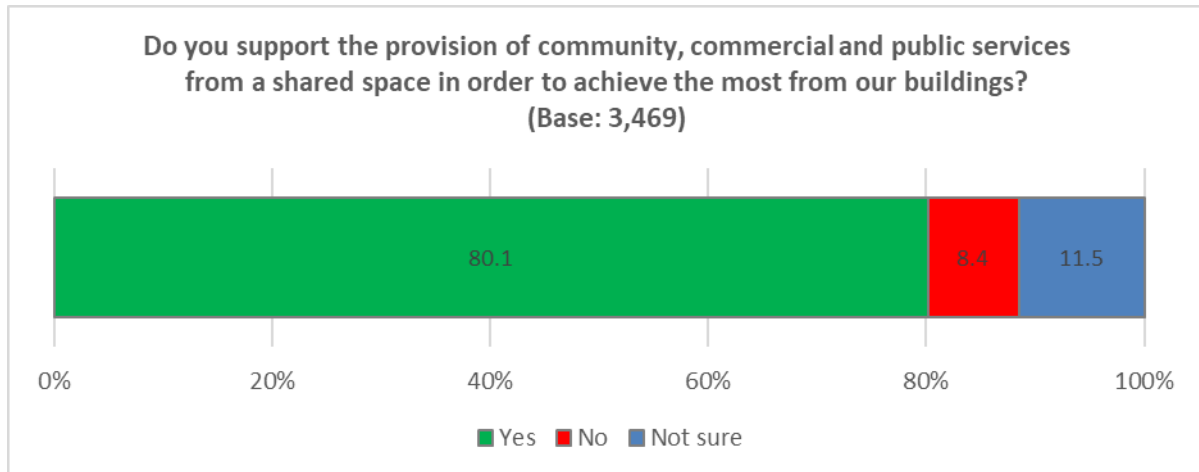


Trend data shows a consistency in public support for this way of working.



**Q36. Do you support the provision of community, commercial and public services from a shared space in order to achieve the most from our buildings?**

One alternative way of working is for the Council to reduce the number of buildings that we own. This has included developing hubs that offer multiple services from a single location. Four in five respondents (80.1%) expressed support for the provision of shared spaces for public services, an increase from 75.7% in 2017.

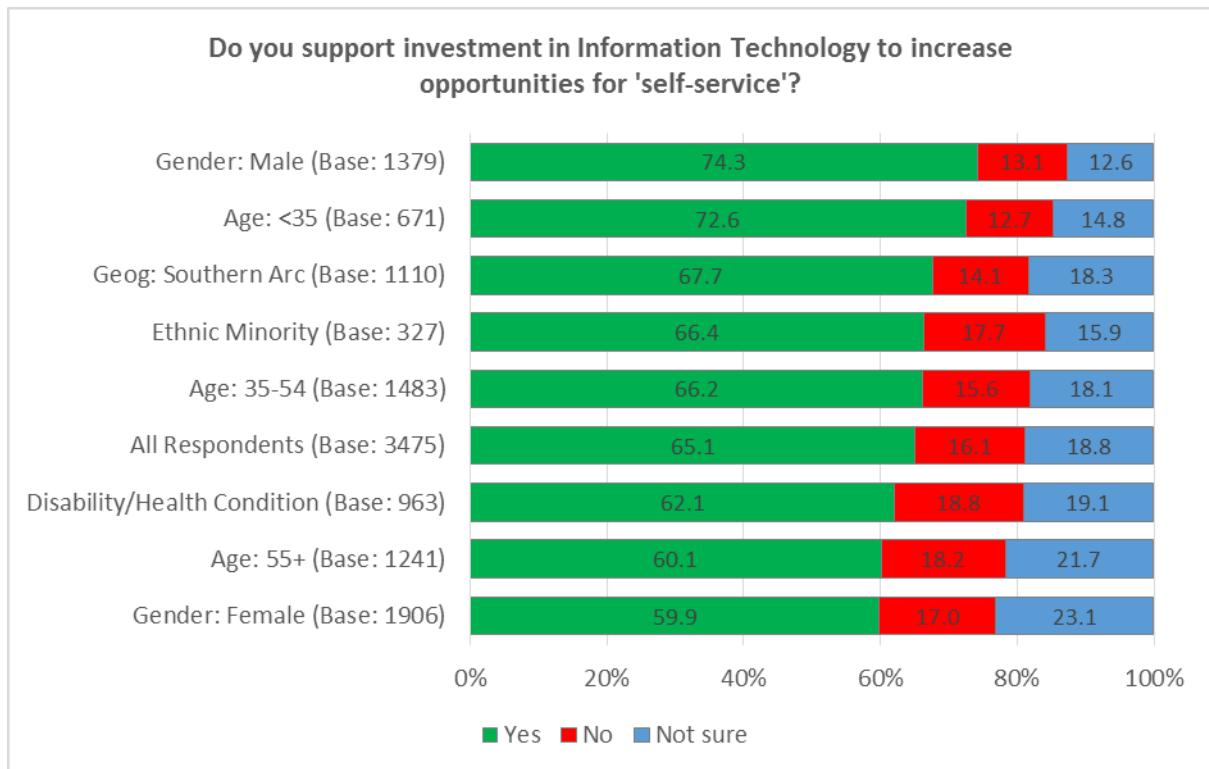


Participants were aware of plans to turn existing hubs into Health and Well-Being centres and were keen to have more information about what they would comprise. Most felt that basic health care advice would be of benefit and complementary help and treatment could be appropriate.

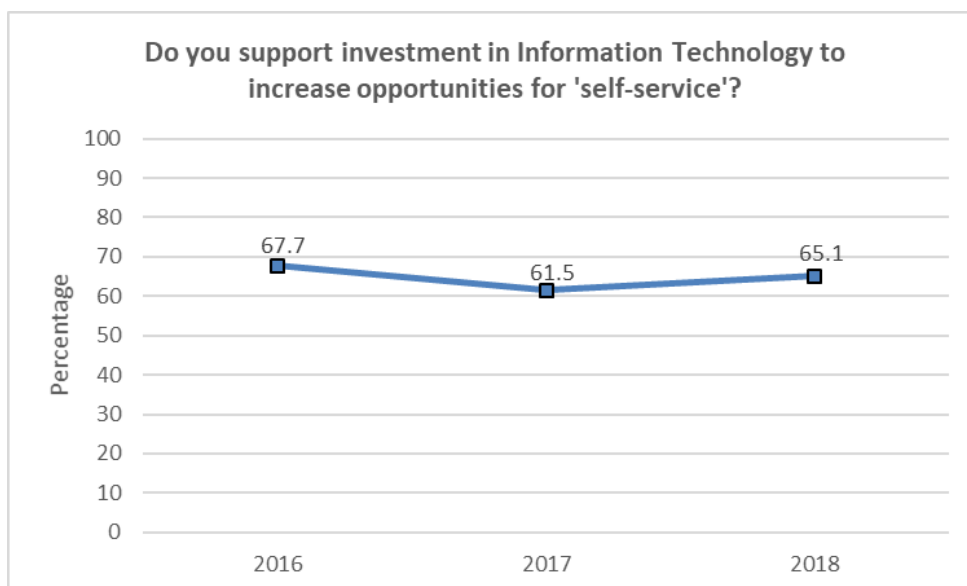
Respondents believed that working with a range of partners, co-located in buildings such as hubs is *“something that the Council does very well”*.

### Q37. Do you support investment in Information Technology to increase opportunities for 'self-service'?

Two-thirds (65.1%) supported investment to increase opportunities for self-service. Older people and those with a disability or long-term health condition were amongst those least likely to support the proposal.



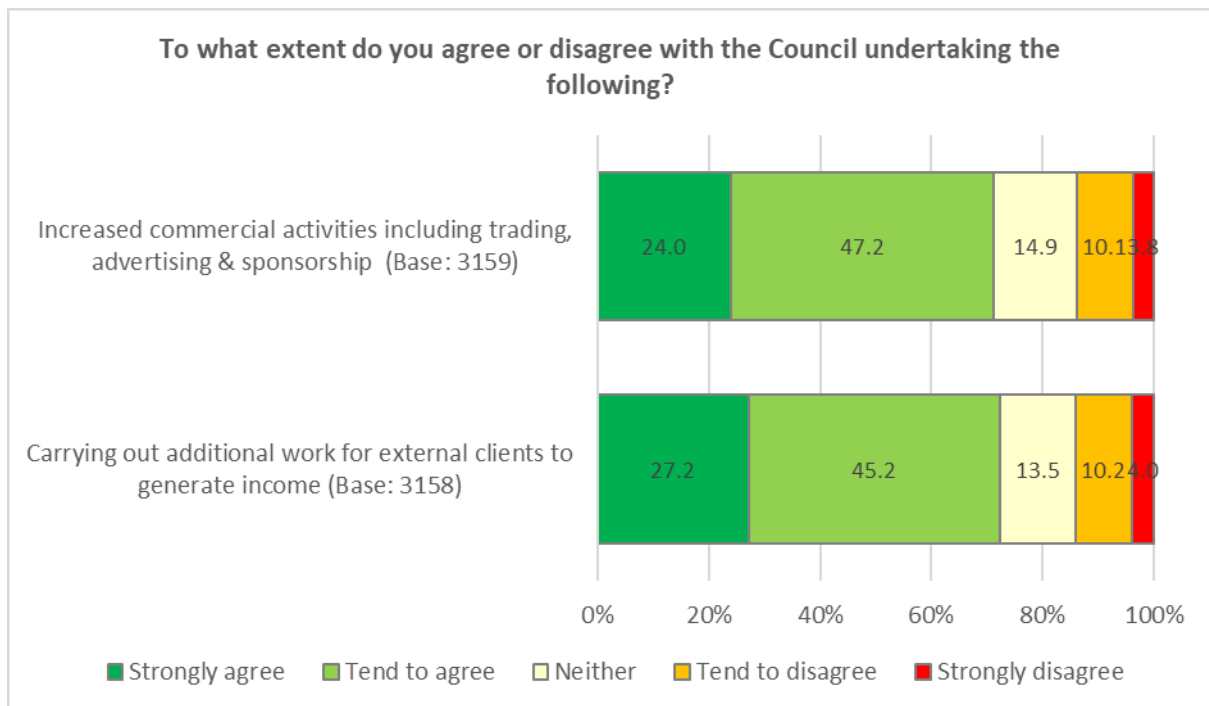
Trend data shows a consistency in public support for this type of investment.



The Council is changing how it delivers services and is working to ensure that front line services represent good value for money. The Council is now looking for opportunities to increase income and help offset the budget shortfall.

**Q38. To what extent do you agree or disagree with the Council undertaking the following commercial activities?**

Around seven in ten respondents agreed with the council undertaking increased commercial activities including trading, advertising and sponsorship (71.2%) and additional work for external clients to generate income (72.4%).



## Appendix A

### About you – respondent profile

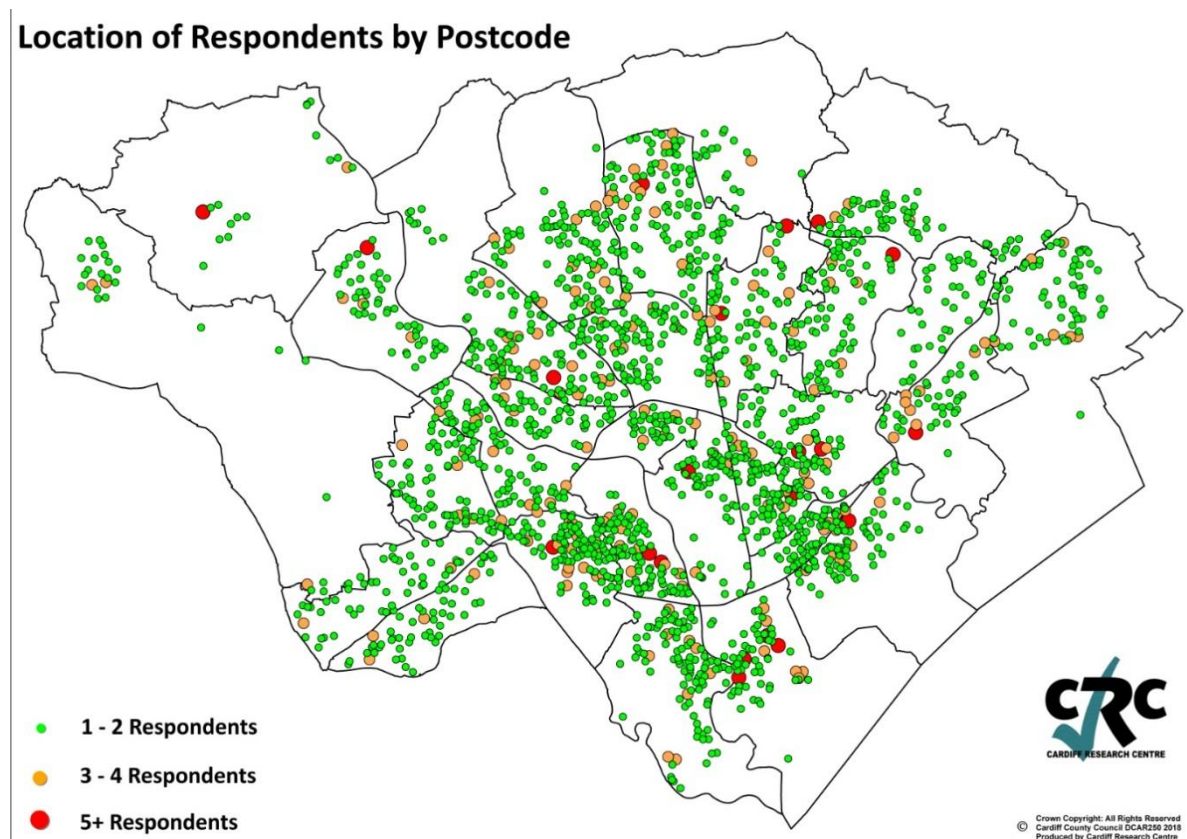
#### Which of the following applies to you?

Nine in ten respondents to the consultation lived in Cardiff whilst a little more than half worked or studied in the city.

<i>NB. Percentages do not sum to 100.0% because respondents could give more than one answer</i>	No.	%
I live in Cardiff	4,064	88.6
I work/study in Cardiff	2,544	55.5
I am a visitor to Cardiff	90	2.0
I represent a local business, group or organisation	159	3.5
<b>Total Respondents</b>	<b>4,587</b>	<b>-</b>

#### Where do you live?

Two-thirds (66.1%) of respondents provided a valid postcode. Ninety-five percent of the postcodes provided were Cardiff postcodes



## Age

Age	Survey		Mid-2017 Population Estimate (% of those Aged 16+)
	No.	%	
Under 16	29	-	-
16-24	171	4.9	21.1
25-34	580	16.5	20.1
35-44	741	21.1	14.9
45-54	760	21.7	14.4
55-64	710	20.2	12.3
65-74	440	12.5	9.2
75+	105	3.0	8.0
<b>Total</b>	<b>3,536</b>	<b>100.0</b>	<b>100.0</b>

## Gender

Gender	Survey		Mid-2017 Population Estimate (% of those Aged 16+)
	No.	%	
Male	1,448	42.3	49.0
Female	1,970	57.5	51.0
Other	8	0.2	-
Prefer not to say	94	-	-
<b>Total</b>	<b>3,520</b>	<b>100.0</b>	<b>100.0</b>

## Children in the household

Children in households	No.	%
Aged under 4	330	11.5
Aged 4 - 18	902	28.2



## Working Status

	No.	%
Working full time (30+ hours per week)	2,022	57.2
Wholly retired from work	581	16.4
Working part time (less than 30 hours per week)	464	13.1
In full time education	116	3.3
Permanently sick or disabled person	82	2.3
Caring for a child or adult	78	2.2
Unemployed - Unregistered but seeking work	34	1.0
Looking after home	32	0.9
Unemployed - Registered Job Seeker	24	0.7
On a zero hour contract	22	0.6
On a government training scheme	3	0.1
Other	80	2.3
<b>Total</b>	<b>3,538</b>	<b>100.0</b>

## Housing Tenure

	No	%
Owned with a mortgage	1,486	43.5
Owned outright	1,157	33.9
Private rented	473	13.8
Rented from the Local Authority	113	3.3
Rented from a Housing Association	106	3.1
Other	83	2.4
<b>Total</b>	<b>3,418</b>	<b>100.0</b>

## Disability

	No	%
Yes	382	10.9
No	2,986	85.5
Prefer not to say	126	3.6
<b>Total</b>	<b>3,494</b>	<b>100.0</b>

**Do you care unpaid for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support?**

	No	%
<b>Yes</b>	527	16.1
<b>No</b>	2,743	83.9
<b>Total</b>	<b>3,270</b>	<b>100.0</b>

### Religion

	No	%
<b>Yes</b>	1,288	38.2
<b>No, no religion</b>	2,083	61.8
<b>Total</b>	<b>3,371</b>	<b>100.0</b>

	No	%
<b>Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)</b>	1,141	89.1
<b>Muslim</b>	44	3.4
<b>Hindu</b>	13	1.0
<b>Buddhist</b>	10	0.8
<b>Jewish</b>	3	0.2
<b>Sikh</b>	2	0.2
<b>Other</b>	30	2.3
<b>Prefer not to answer</b>	38	3.0
<b>Total</b>	<b>1,281</b>	<b>100.0</b>

### Sexual Orientation

	No.	%
<b>Heterosexual/ Straight</b>	2,805	83.7
<b>Bisexual</b>	107	3.2
<b>Gay Man</b>	99	3.0
<b>Gay Woman/ Lesbian</b>	40	1.2
<b>Other</b>	20	0.6
<b>Prefer not to answer</b>	279	8.3
<b>Total</b>	<b>3,350</b>	<b>100.0</b>

**Marital Status**

	<b>No.</b>	<b>%</b>
<b>Married</b>	1,727	51.7
<b>Single</b>	731	21.9
<b>Living together</b>	596	17.8
<b>Separated/divorced or legally separated if formerly in a same-sex Civil Partnership</b>	163	4.9
<b>Widowed</b>	104	3.1
<b>In a same-sex Civil Partnership</b>	22	0.7
<b>Total</b>	<b>3,343</b>	<b>100.0</b>

**Welsh Identity**

	<b>No.</b>	<b>%</b>
<b>Yes</b>	2,260	68.2
<b>No</b>	1,052	31.8
<b>Total</b>	<b>3,312</b>	<b>100.0</b>

**Preferred Language for Correspondence**

	<b>No.</b>	<b>%</b>
<b>English</b>	3,187	95.9
<b>Welsh</b>	124	3.7
<b>Other</b>	11	0.3
<b>Total</b>	<b>3,322</b>	<b>100.0</b>

**How would you describe your Welsh language skills?**

	<b>No.</b>	<b>%</b>
<b>Fluent</b>	195	5.9
<b>Moderate</b>	197	6.0
<b>Basic</b>	696	21.0
<b>Learner</b>	638	19.3
<b>None</b>	1,584	47.9
<b>Total</b>	<b>3,310</b>	<b>100.0</b>

## Ethnicity

Ethnic Group	Survey		Census 2011 (% of Those Aged 16+)
	No.	%	
White:	<b>3,123</b>	<b>93.6</b>	<b>86.7</b>
<b>Welsh/English/Scottish/Northern Irish/British</b>	2,962	88.8	82.1
<b>Irish</b>	43	1.3	0.9
<b>Gypsy or Irish Traveller</b>	5	0.1	0.1
<b>Other</b>	113	3.4	3.7
Mixed/Multiple Ethnic Groups:	<b>77</b>	<b>2.3</b>	<b>2.2</b>
<b>White and Black Caribbean</b>	15	0.4	0.8
<b>White and Black African</b>	15	0.4	0.4
<b>White and Asian</b>	32	1.0	0.5
<b>Other</b>	15	0.4	0.5
Asian/Asian British:	<b>72</b>	<b>2.2</b>	<b>7.3</b>
<b>Indian</b>	27	0.8	2.3
<b>Pakistani</b>	15	0.4	1.5
<b>Bangladeshi</b>	16	0.5	1.1
<b>Chinese</b>	10	0.3	1.2
<b>Other</b>	4	0.1	1.2
Black/African/Caribbean/Black British:	<b>28</b>	<b>0.8</b>	<b>2.0</b>
<b>African</b>	18	0.5	1.2
<b>Caribbean</b>	8	0.2	0.4
<b>Other</b>	2	0.1	0.4
Other Ethnic Group:	<b>36</b>	<b>1.1</b>	<b>1.7</b>
<b>Arab</b>	13	0.4	1.1
<b>Any other ethnic group</b>	23	0.7	0.6
<b>Prefer not to say</b>	111	-	-
<b>Total</b>	<b>3,447</b>	<b>100.0</b>	<b>100.0</b>

## Appendix B - List of contacted organisations

### Public Services Board Members

- C3SC
- Natural Resources Wales
- Public Health Wales
- South Wales Fire & Rescue
- South Wales Police

### Third Sector Organisations

- 60+ Floating Support - Taff Housing
- Action for Children - Vale Family Intervention Service
- Action on Elder Abuse
- Action on Hearing Loss
- Autism Spectrum Connections Cymru
- Barnardos
- Barry RAF Association
- Black Association of Women Step Out (BAWSO)
- Breast Cancer Care
- British Legion
- British Legion Poppy Calls
- Cardiff 50+ Forums
- Cardiff and Vale Action for Mental Health (CAVAMH)
- Cardiff Health Access Practice (CHAP)
- Cardiff Travellers Project
- Cardiff Woman's Aid
- Cardiff Youth Council
- C-card Scheme Cardiff
- C-card Scheme Vale
- Change Grow Live
- Children and Young People groups through Area Planning Board
- Co-creating Healthy Change
- CRAFT
- Crossroads
- Da Ul-Isra
- Dementia Friends
- Dewis Centre for Independent Living
- Diverse Cymru
- Dyn Wales
- Emotional & Mental Health Families First package
- Engage to Change - Elite Employment Services
- Families First Young Commissioners & Inspectors
- Families First Emotional & Mental Health - Cardiff forum
- Forget Me Not Chorus
- Fostering Network Wales
- Friends and Neighbours (FAN) groups
- Gofal
- Group 617
- Gwalia
- Hafal
- Healthy Schools
- Learning Disability Partnership Forum
- Learning Disability Wales
- LGBT Foundation

- Linc Cymru
- Llamau
- Long term conditions alliance
- Mudiad Meithrin
- National Autistic Society – Cymru
- New Link Wales
- Oasis
- Older People Wales
- Out and Proud
- Place2be
- Pride Cymru
- Prison Advice & Care Trust (PACT)
- ProMo Cymru - (including The Sprout and Meic projects)
- Recovery Cymru
- Red Button
- RNIB
- Salvation Army
- Scope
- Stonewall Cymru
- Soldiers, Sailors, Airmen and Families Association
- Switched on
- Thrive Cardiff
- Touch Trust
- Trans\*Form Cymru (Youth Cymru)
- Travelling Ahead
- United Welsh
- Vision 21
- Vale 50+ Strategy forum
- Veterans Mental Health Support Group
- Voices from Care
- The Wallich
- Women Connect First
- YMCA Barry
- YMCA Cardiff
- Young Apprentice Work – Alcohol Treatment Centre training
- Young Minds
- Mental Health Forum
- Menter Caerdydd
- Mirus Wales
- Youth Service – Vale of Glamorgan

## Appendix C

### Southern Arc of Cardiff



© Crown Copyright: All Rights Reserved  
Cardiff County Council DCAR250 2019  
Produced by Cardiff Research Centre