





#gweithiogydangilydd  
#workingtogether



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## Methodology

Ask Cardiff ran as an online survey from 16 September to 24 November 2019.

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 C**)
- Schools, sixth forms and Cardiff & Vale College
- Cardiff Youth Council

A prize draw including prizes aimed specifically at the under 35 age group (concert tickets) 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 paper copies were available at libraries and hubs across the city, or on demand from the Cardiff Research Centre.

### 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

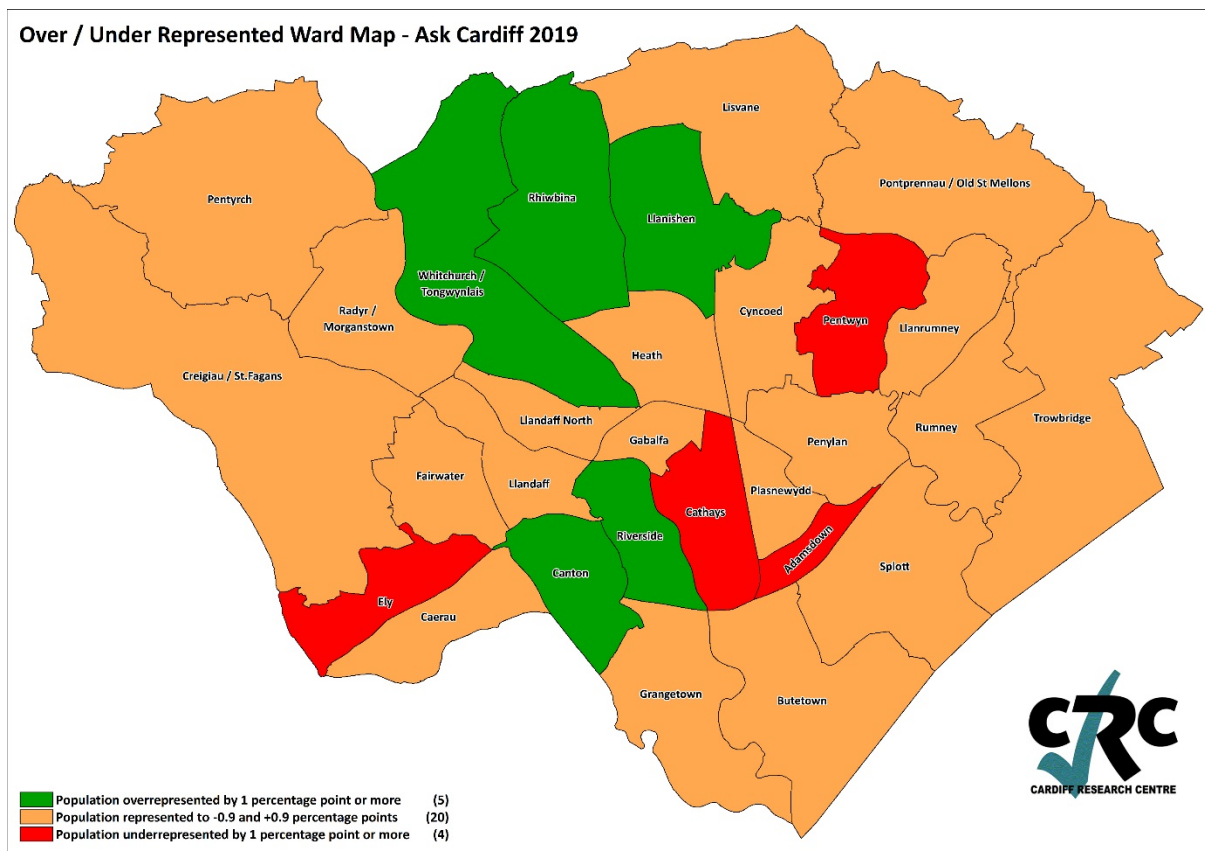
- Friends and Neighbours (FAN) groups were used to engage with members of ethnic minority groups.
- Interviews with asylum seekers were undertaken at the Oasis Centre in Splott.
- Drop in sessions were held at local Hubs across the city, with a particular emphasis on geographic areas of low response .
- Flyers were given to local business centres, GP surgeries and selected residential areas.
- Depth interviews with respondents were also conducted in Hubs and Libraries.

## Response

After data cleansing and validation, there were 3,834 responses to Ask Cardiff 2019.

	Ask Cardiff 2015	Ask Cardiff 2016	Ask Cardiff 2017	Ask Cardiff 2018	Ask Cardiff 2019
<b>Total responses</b>	<b>4,431</b>	<b>4,024</b>	<b>5,598</b>	<b>4,587</b>	<b>3,834</b>

More than three-quarters (77.9%) or 2,987 respondents shared their postcode information. The map below shows population representation at ward level for Cardiff residents.



Those that did not provide a postcode are included in overall figures but are excluded from spatial analysis.

The response has been broken down by age, gender, ethnic background, Welsh Speakers, those with a disability and those living in the least or most deprived areas of the city.

In addition, the analysis includes the response from those living in the 'Southern Arc' of Cardiff which comprises the following electoral divisions: Adamsdown, Butetown, Caerau, Canton, Ely, Grangetown, Llanrumney, Riverside, Rumney, Splott, Trowbridge. **(see map at Appendix D)**

Comments from engagement sessions have been included for relevant questions to supplement the survey data.

## **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 2019 was weighted for some of the questions to ensure it was representative in terms of age and gender.

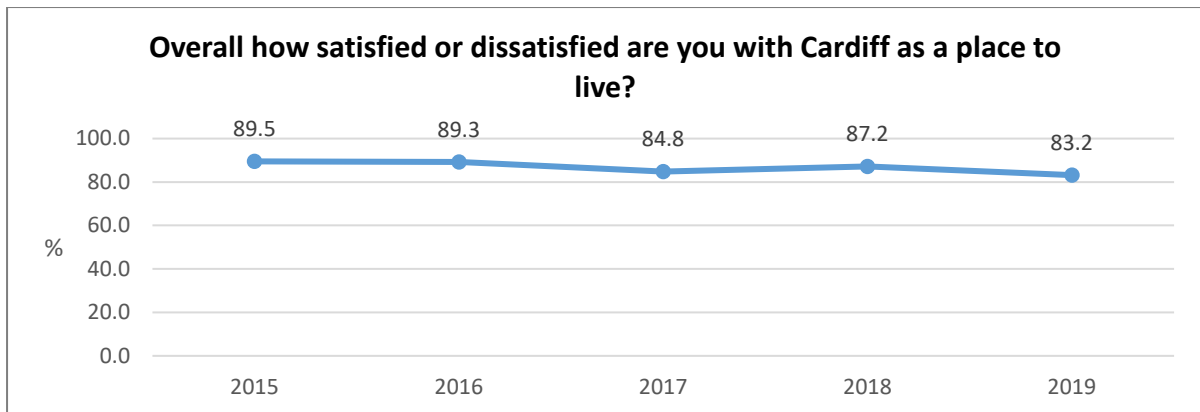
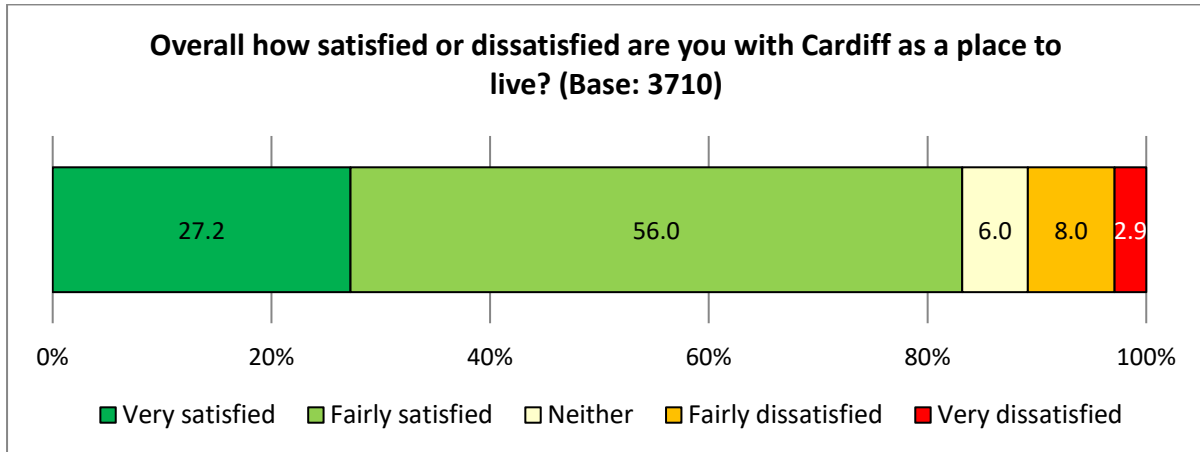
The weighting of the data was found to have no significant impact on the results, with the difference typically no more than one or two percentage points - something that could be explained by standard deviation and should not be cause for concern.

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

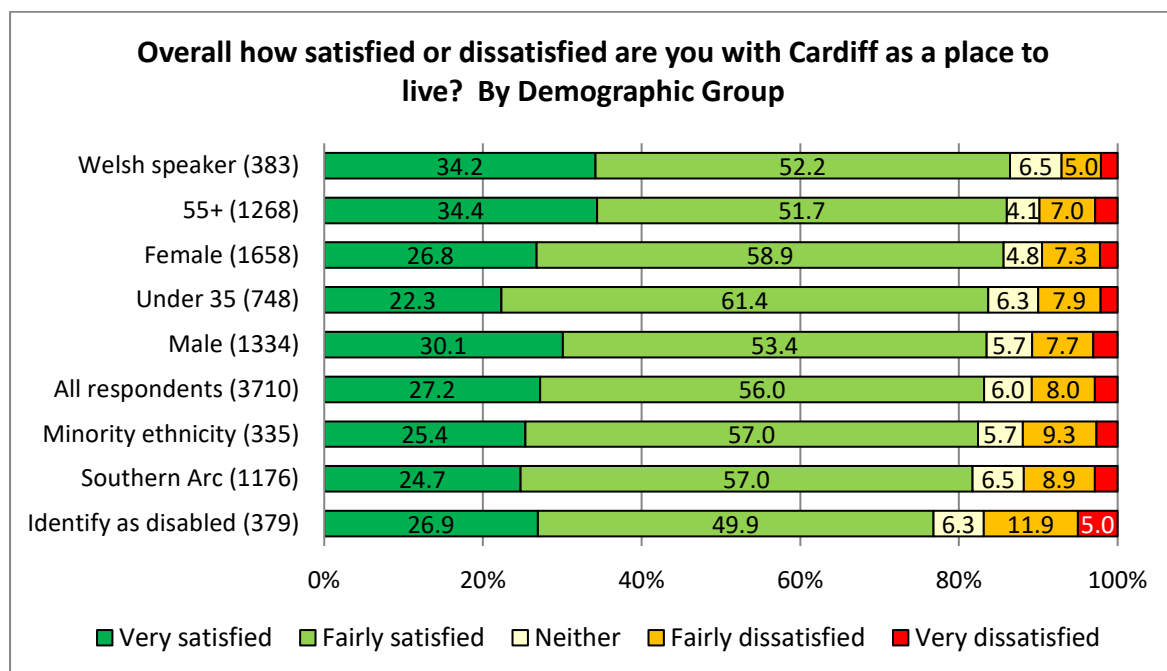
### Overall, How Satisfied or Dissatisfied Are You With Cardiff As A Place To Live?

More than four in five respondents were satisfied with Cardiff as a place to live. This is broadly on a par with the findings of previous years, dropping slightly from the 87.2% recorded in 2018.

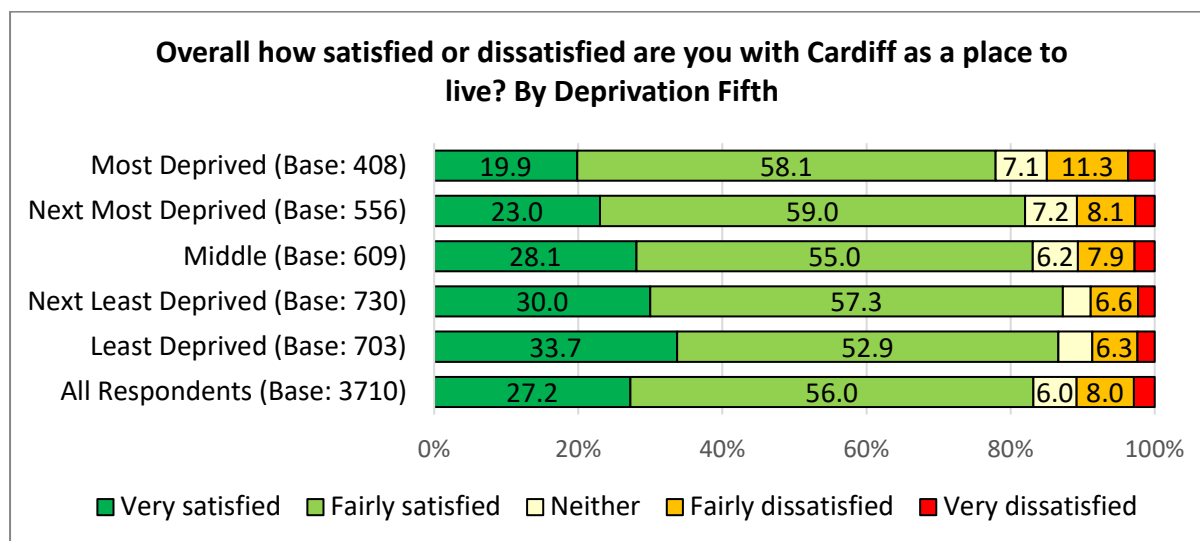




Satisfaction was lower amongst respondents who identify as disabled (76.8%) and those living in the most deprived areas of the city (77.9%).



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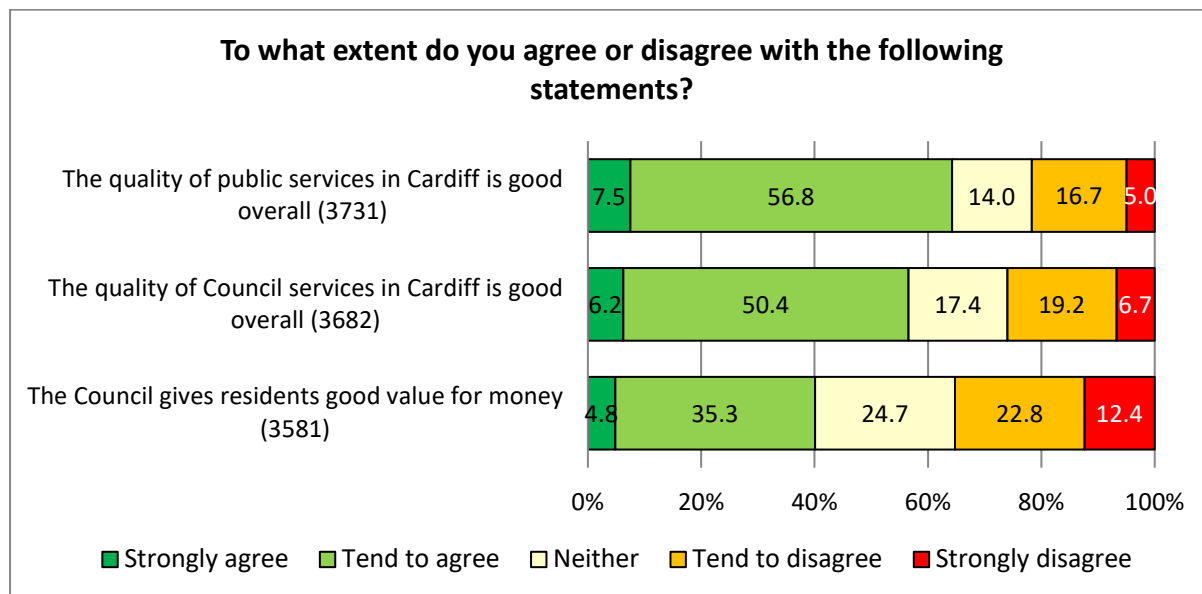
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### To What Extent Do You Agree or Disagree With The Following Statements?

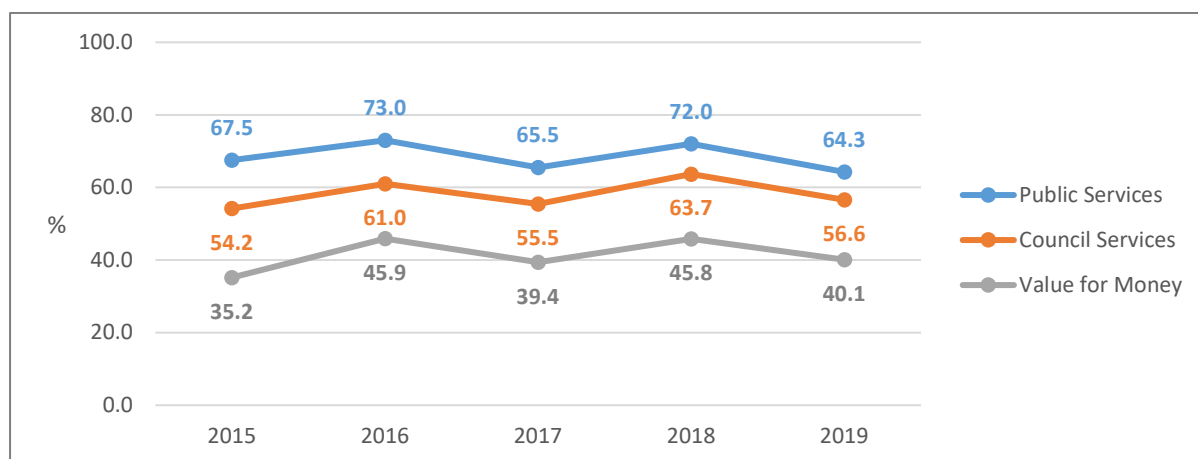
Almost two-thirds of respondents – 64.3% - agreed that the quality of public services in Cardiff is good overall, the lowest proportion over the last 5 years.

Over half – 56.2% - agreed the quality of Council services in Cardiff is good overall, showing a fall from the 2018 figure (63.7%), but on a par with the average score over the past 5 years.

Two-fifths – 40.1% - agreed the Council gives good value for money, again showing a fall from 2018, but on a par with the average score for the past 5 years.



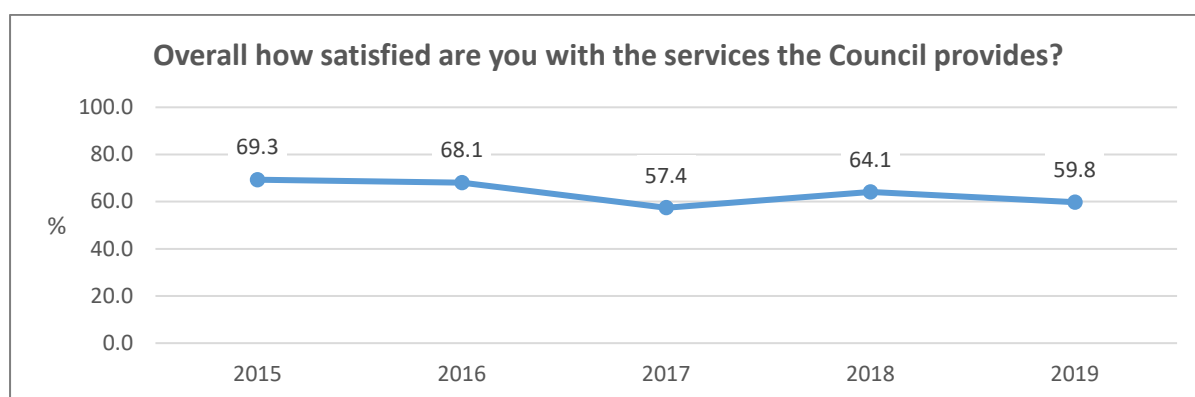
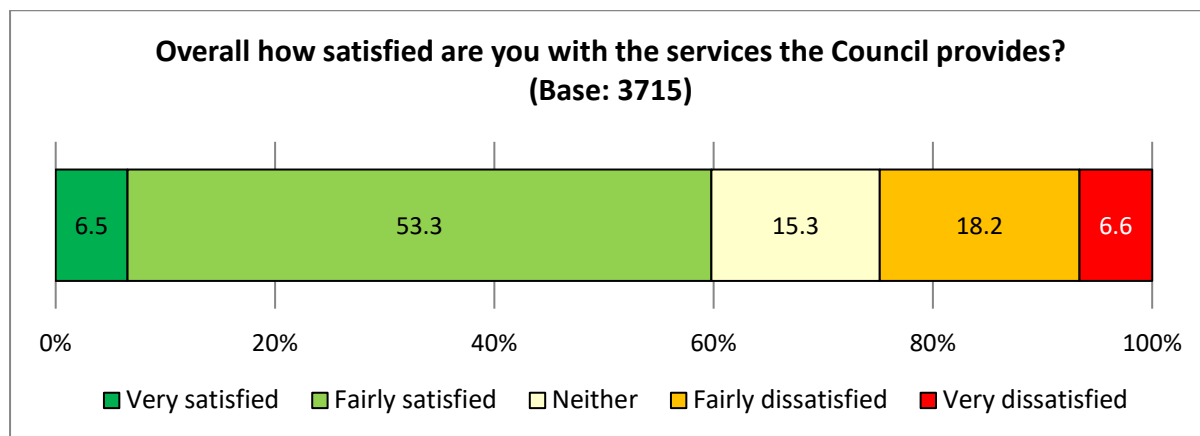
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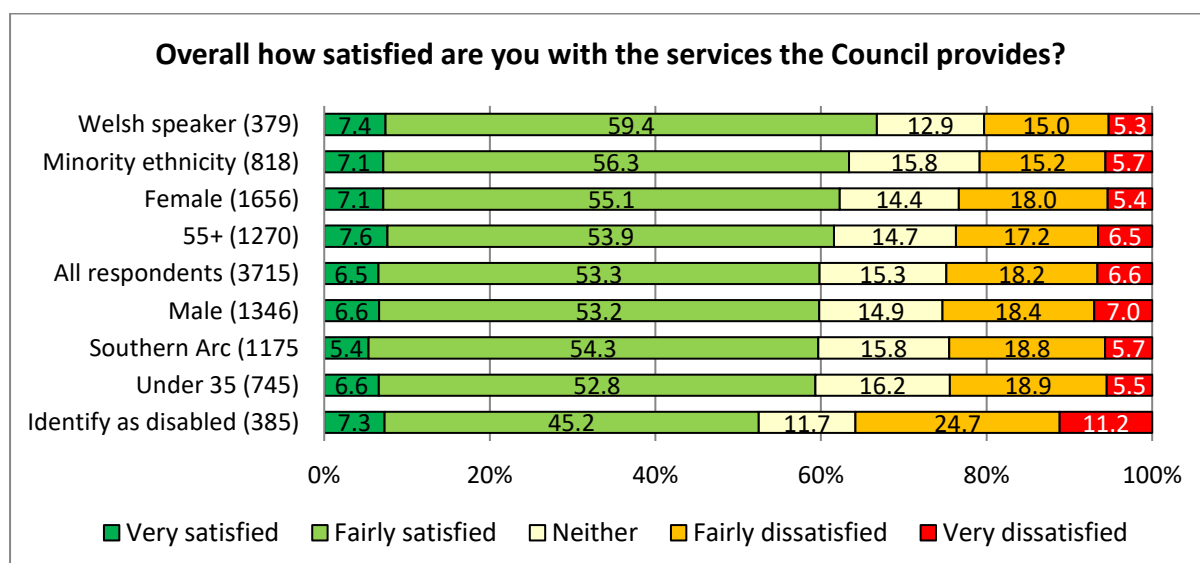
Welsh speakers were most likely to rate public and Council services as good (69.7% and 61.6% respectively), and most likely to agree the Council offers good value for money (48.2%). Respondents identifying as disabled were least likely to rate these as good (public services: 58.5%, Council services: 50.5%, the Council offers good value for money: 35.8%).

### To What Extent Do You Agree or Disagree With The Following Statements?

Three fifths of respondents (59.8%) described themselves as satisfied with the services the Council provides, a drop of 4 percentage points from 2018.



Welsh speakers showed the highest level of satisfaction with Council services overall (66.8%), whilst those identifying as disabled reported the highest level of dissatisfaction with services (35.8%), with more than one in ten (11.2%) stating they were *very dissatisfied*.



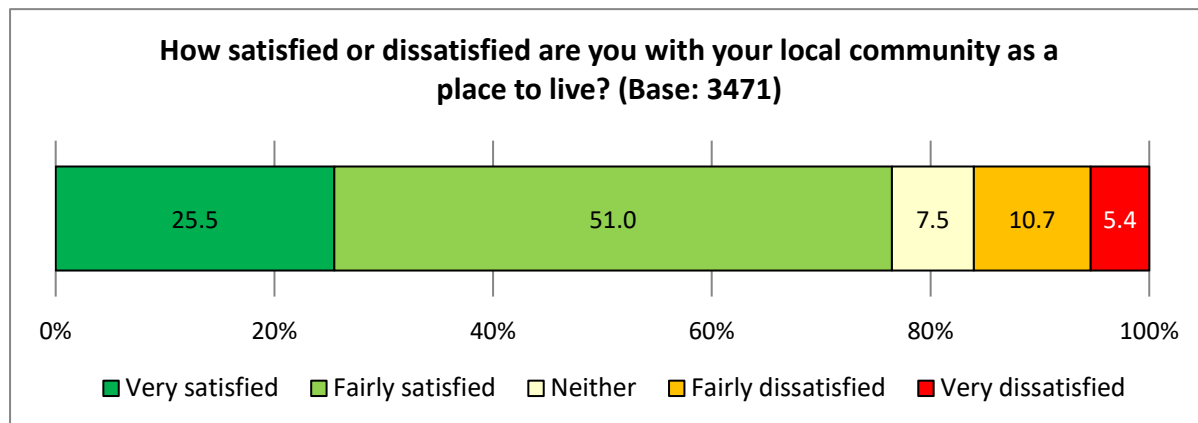
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Section 2:  
Your Neighbourhood

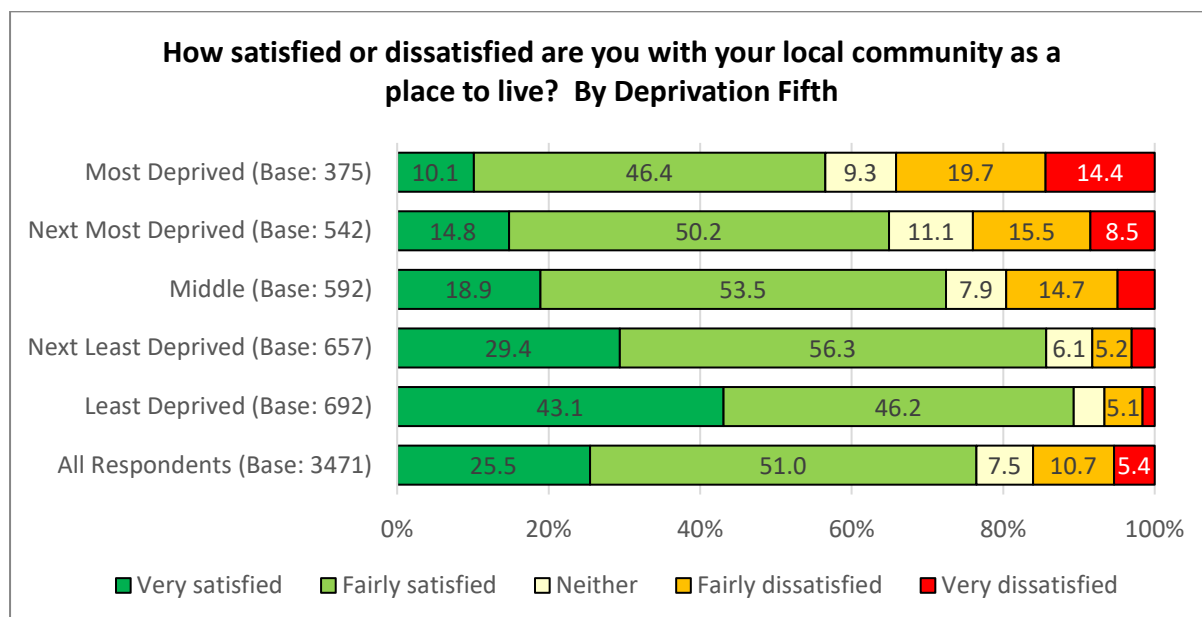
### How Satisfied Or Dissatisfied Are You With Your Local Community As A Place To Live?

Overall, three quarters of respondents were satisfied with their local community (76.5%), reflecting the findings of previous years.

There was a clear correlation between the level of satisfaction and the level of deprivation – 89.3% of those living in the least deprived areas were satisfied compared with 56.5% of those in the most deprived areas of the city.

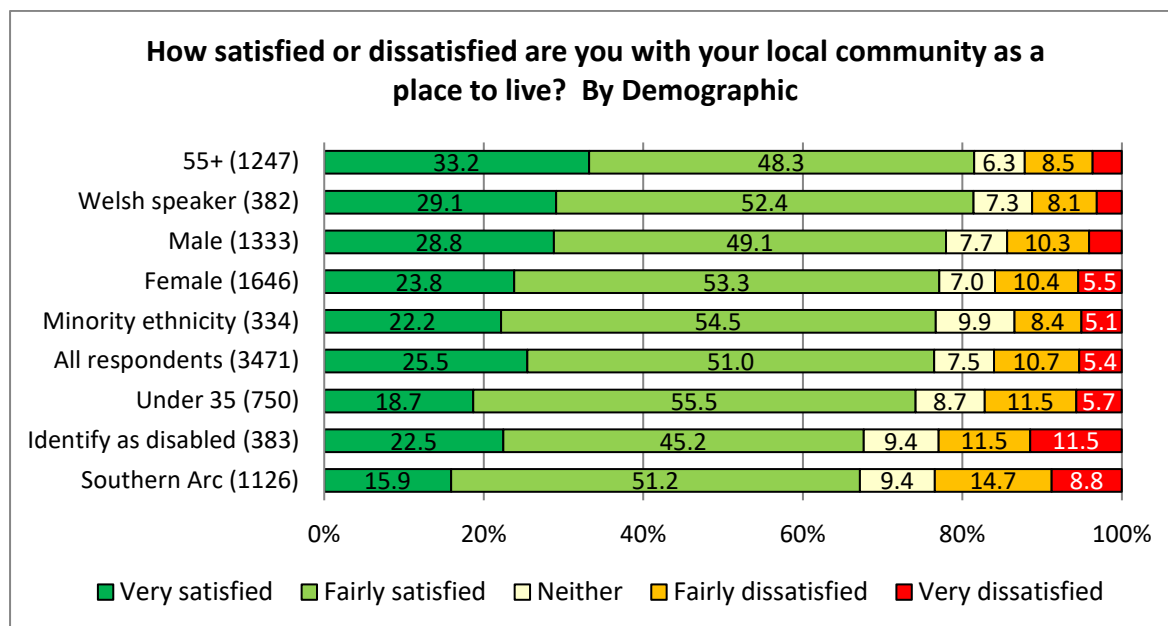


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Base sizes shown in brackets; excludes 'Don't Know' responses.

Satisfaction was typically highest amongst older respondents (81.5%) and Welsh speakers (81.4%), and lowest those identifying as disabled (67.6%) and those resident in the Southern Arc (67.1%).

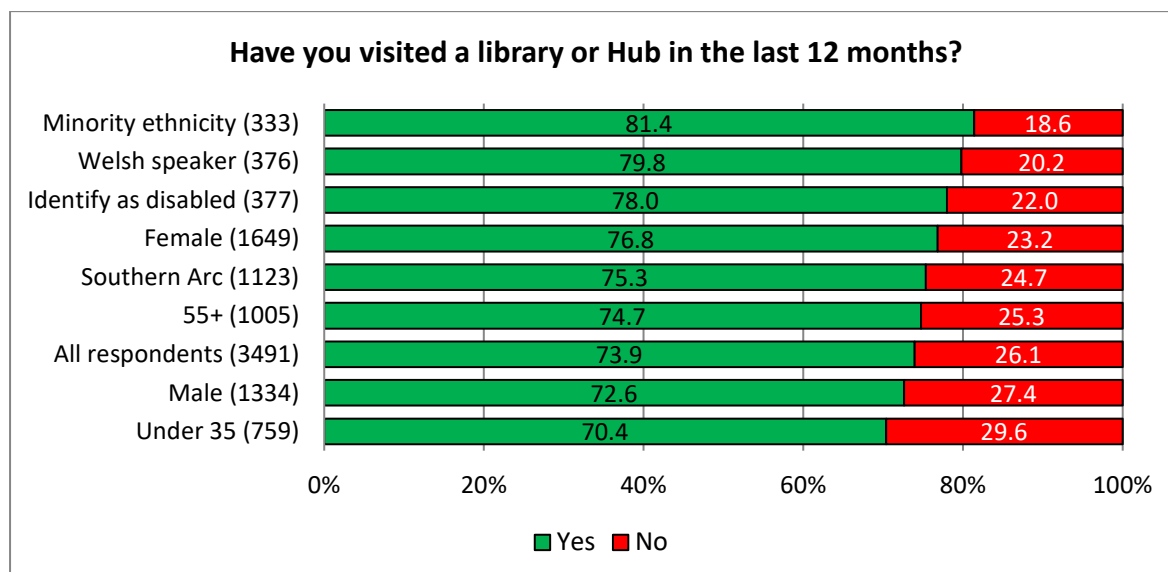


Base sizes shown in brackets; excludes 'Don't Know' responses.

### Have You Visited A Library or Hub In The Last 12 Months?

At least 70% of respondents from each of the demographic groups analysed had visited a library or Hub over the previous year, with those from a minority ethnicity most likely to do so (81.4%), and under 35s least likely (70.4%).

This shows an increase in users from the 2018 Ask Cardiff survey (68.8%).



Base sizes shown in brackets; excludes 'Don't Know' responses.

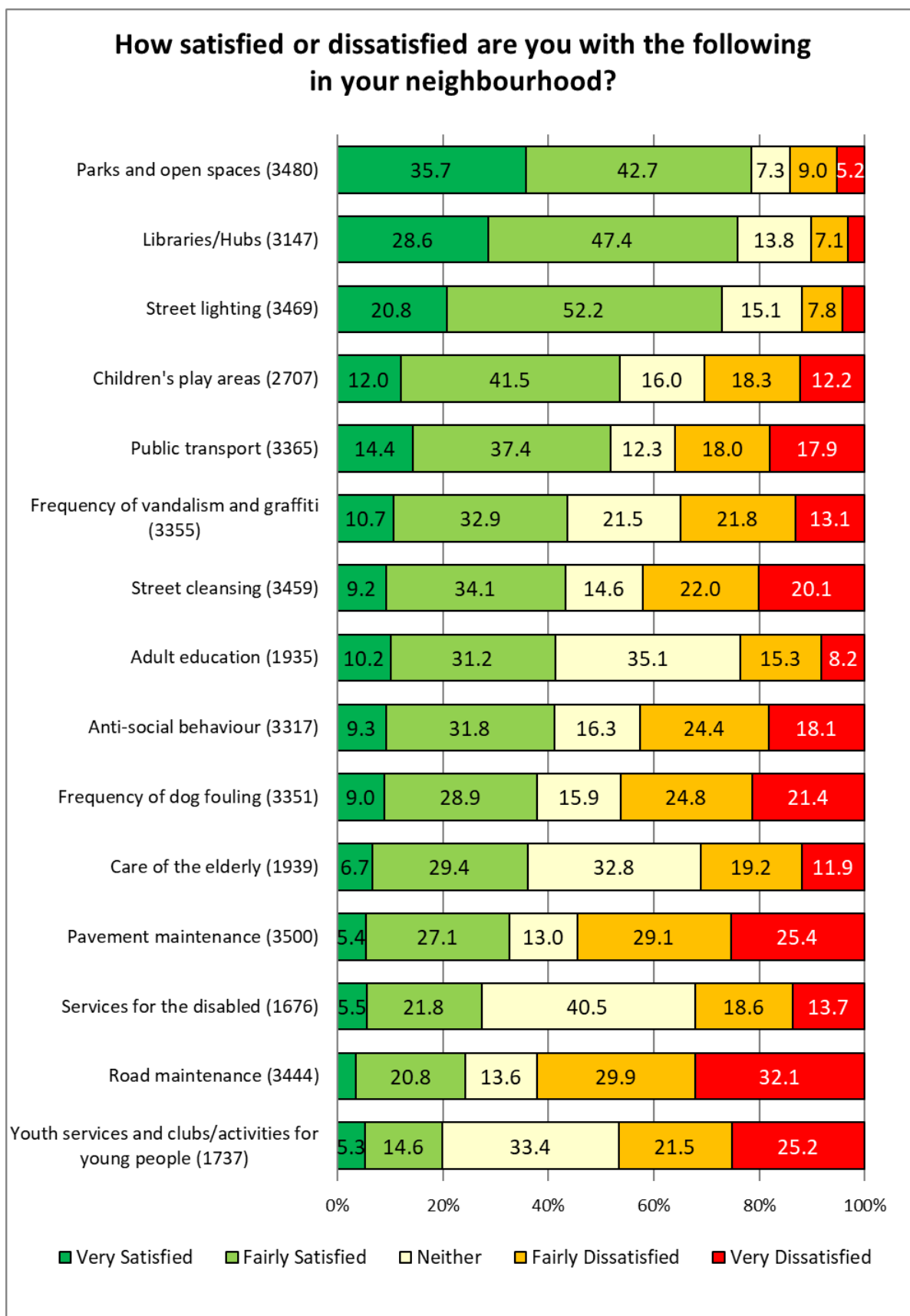
### **How Satisfied Or Dissatisfied Are You With The Following In Your Neighbourhood?**

Satisfaction was highest for parks and open spaces (78.5%), libraries and Hubs (75.9%) and street lighting (72.9%).

It was lowest for Youth Services and Clubs/activities for young people (19.9%), road maintenance (24.3%) and services for the disabled (27.3%).

More than 60% of those surveyed described themselves as dissatisfied with road maintenance (62.1%); more than half (54.5%) were dissatisfied with pavement maintenance.

These findings broadly reflect those of the 2018 Ask Cardiff survey, however the level of satisfaction with public transport fell from 57.9% in 2018 to 51.7% in 2019, and with children's play areas from 56.9% to 53.5%. Conversely, satisfaction with care of the elderly rose from 24.5% to 36.1%.

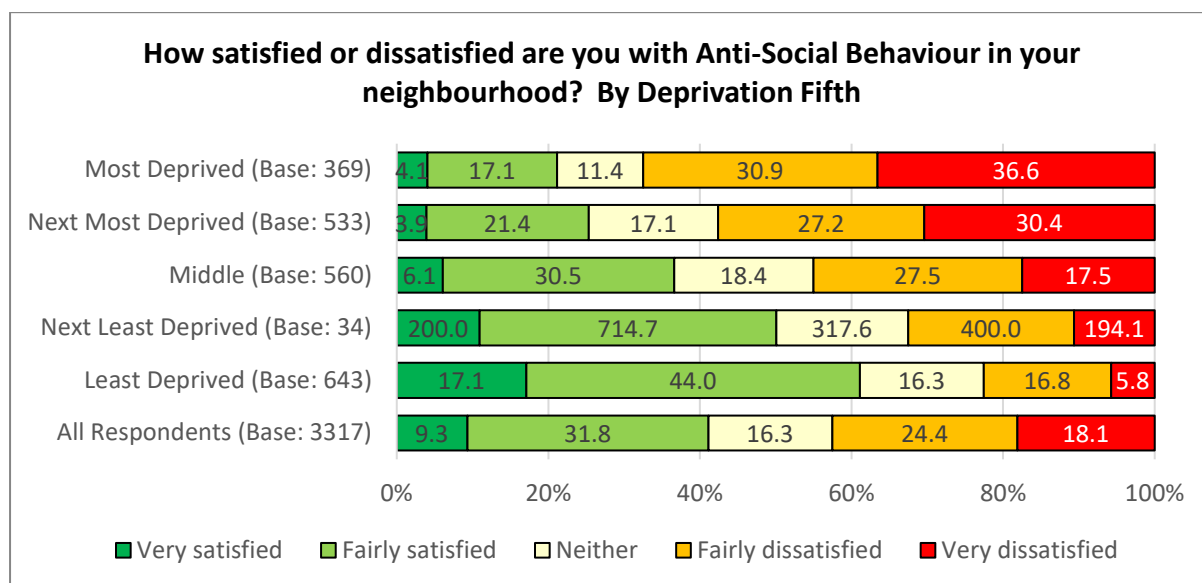


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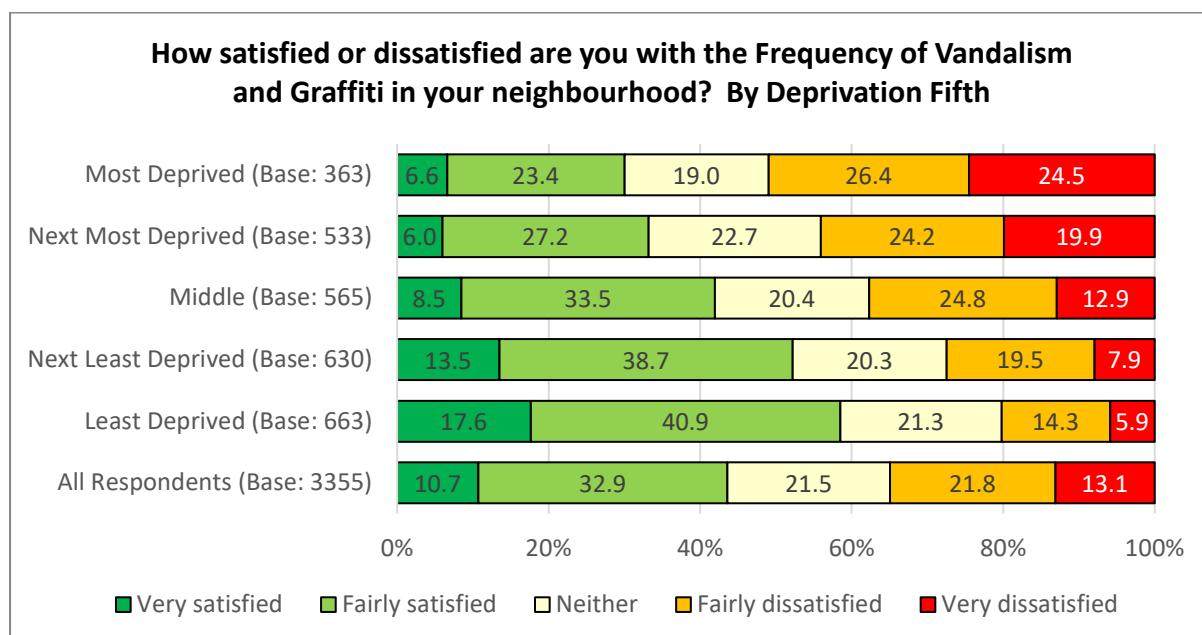


There was a clear correlation between the level of deprivation for the neighbourhood and satisfaction with anti-social behaviour, and the frequency of vandalism and graffiti, with those resident in the most deprived areas markedly less satisfied than those in the least deprived parts of the city:

% Satisfied	Most deprived	Least deprived	Difference
<b>Antisocial behaviour</b>	21.1	61.1	40.0
<b>Frequency of vandalism and graffiti</b>	30.0	58.5	28.5



Base sizes shown in brackets; excludes 'Don't Know' responses.



Base sizes shown in brackets; excludes 'Don't Know' responses.

A series of interviews were conducted with members of the public at engagement events to get a better understanding of satisfaction with the services listed:

### **Parks and Open Spaces:**

*I regularly go to parks an open spaces with my children. Litter can be an issue but I often find that there's not many bins around especially closer to the parks on the edges and paths around the park. (Female, age 32, Interviewed in Powerhouse)*

*I generally like Cardiff's parks and open spaces especially the busier ones, I have lots of positive things to say about that. (Male, 29, St Mellons)*

*I used to do a lot of photography so I used to photograph a lot in Roath Park, Bute Park and places like that. The only thing I found was in town in Bute Park you get the homeless people the drunks there that sort of thing... Maintenance wise there's no issue with them at all, the way they are laid out and everything is pretty good, and like I said because of the photography I have an eye out and notice these things more. (Male, 59, Llanishen Hub)*

### **Libraries/Hubs:**

*We are trying to do a lot with not a lot, resources wise with both people and physical and monetarily I think the hub experiment is in the right directions, consolidating services into one areas is very good, it needs more support from lots of angles because you'll be surprised after however many years the hub projects been going on how many people don't know about it, they are unaware it is for them paid for through their council taxes. So my satisfaction is medium to good and I'm happy that it is happening but it needs someone at the top end to believe in it and push it. (Male, 29, St Mellons)*

*The library is very good I always use this library. (Female, 75+, Rumney)*

*We use the hubs here, in St Mellons and in Rumney and they are lovely, we go to Yoga there. (Female, 65-74, Llanrumney)*

### **Street Lighting:**

*Fine no issues at all. (Female, age 32, Interviewed in Powerhouse)*

*I haven't noticed there being a problem. The green areas are quite dark - after dark they are very, very dark. We do use them but I can't leave the kids unaccompanied for that reason. (Female, 35, Llanishen Hub)*

### **Public Transport:**

*It's not too bad, it's not great because we have no link to Newport Road down here, it's all into town but we are not linked to Newport road at all which is frustrating. Frequency of buses is pretty good actually. I have no issue with using the buses when it comes to safety. (Female, age 32, Interviewed in Powerhouse)*

*Public transport overall is pretty good, there's this big issue you hear in Splott where come the evenings and weekends especially Sundays our buses drop to once an hour which gen*

*how big our population is, is poor. The frequency of buses is fine during the day. I feel safe on the buses definitely the bus drivers are lovely. (Female, age 59, Star Hub)*

*I used to use the buses, generally it's good, I took quite busy routes which meant it was probably better used and maintained, and yes I was fairly happy with it especially with the shift to contactless payment not having to have exact change. I do find Cardiff bus services quite good, I think the routes are no terribly clear, it's not always the easiest to find out. (Male, 29, St Mellons)*

*I use public transport as I don't drive, it's quite good although rush hour transport can cause a bit of a problem with the frequency of buses. (Female, 19, St Mellons)*

*Frequency of bus services is good and in general they are good. (Female, 45-54, Caerau)*

### **Frequency of Vandalism & Graffiti:**

*No problems with this at all in the area. (Female, 45-54, Caerau)*

### **Street Cleansing:**

*It's not bad but we have many, many volunteers who do it when it comes to the council doing it then not so much. The volunteers do the lot. (Female, age 32, Interviewed in Powerhouse)*

*I do use the App to report fly-tipping if I see it on the side of the roads, I will report it via the App. (Female, 21, Star Hub)*

*It's the litter I don't like the litter. The council could do more with the litter. There's all weeds everywhere and leaves all over the pavements, the weeds growing really high it makes the neighbourhood look scruffy and it doesn't help the situation when you want it to look tidy. There's a place down by us Manibere just at the entrance to the old school, the ground there for three years they haven't touched it, it's overgrown and people have reported it and they aren't doing anything about it. Manibere lane there's a big tree that should be cut down. (Female, 65-74, Llanrumney)*

### **Anti-social Behaviour:**

*We do have some antisocial behaviour vandalism especially with our bus stops and things like that. The council react to it, so it's fixed quite quickly but I don't think there's a very good relationship with the police on dealing with it. (Female, age 32, Interviewed in Powerhouse)*

*The lake I live next to there's a lot of people setting bins on fire. They are racing on the streets in their cars. Sometimes they go down to the lake to play music really loud in their cars. There's quite a variety of things that go on in my area at times. I think there could be more of a police presence because sometimes I've had to call 101 when it's got out of hand when it's a regular occurrence. (Female, 21, Star Hub)*

### **Frequency of Dog Fouling:**

*As a cyclist of course it's absolutely disgusting if you get dog mess on your bike then you take your bike in the house it gets everywhere. Same for people with prams, it's just horrible. I know Pontypridd have got this thing where if you're out walking your dog and you don't have a poop a scoop on you they fine you on the spot. That has quite a positive effect, the council could look at being a bit more authoritarian for dog walkers. There's so many lovely dog walkers who do that and it's not fair on the rest of them it's disgusting. Other councils have found ways of doing it better get on with it, sort it. (Female, age 59, Star Hub)*

### **Pavement Maintenance:**

*It's disgusting, sometimes it feels like you may as well walk on the road because you're going to trip up, the stones are terrible there's more cracks there than I've seen anywhere else. (Female, age 45-54, Caerau)*

*The pavement are dreadful! I shop at Sainsburys if I can't get out to the big one, and going up Whitehall Parade the pavements are absolutely appalling. In fact I have had two bangs on the head over the years so I have to be really careful now. (Female, 75+, Rumney)*

*Pavement maintenance is disgraceful, absolutely disgraceful, and really bad. The grass and weeds growing everywhere, you're falling over it and its slippery oh it's terrible. The council could be doing far more about it. (Female, 65-74, Llanrumney)*

### **Road Maintenance:**

*Pretty good on my general routes, I'm quite happy with that. (Male, 29, St Mellons)*

*Sometimes there's big puddles that collect on the roads so sometimes I get quite wet when I walk home. (Female, 24, Llanrumney)*

*The potholes in the road, they are a big issue. After it's reported they will do a circle around it with paint and it will be there for 6 months. (Male, 59, Llanishen Hub)*

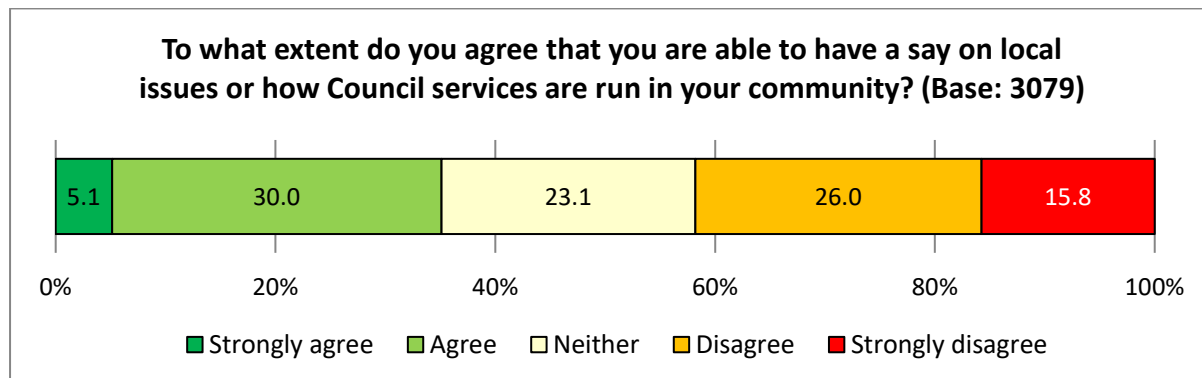
*There always seems to be some sort of road maintenance going on. Pot holes I've noticed more in Rumney and Llanrumney it's not so bad in my area, (Grangetown) or the centre, those parts seem quite bad for that. (Female, 25-34, Grangetown)*

### **Youth Services and Clubs/Activities For Young People:**

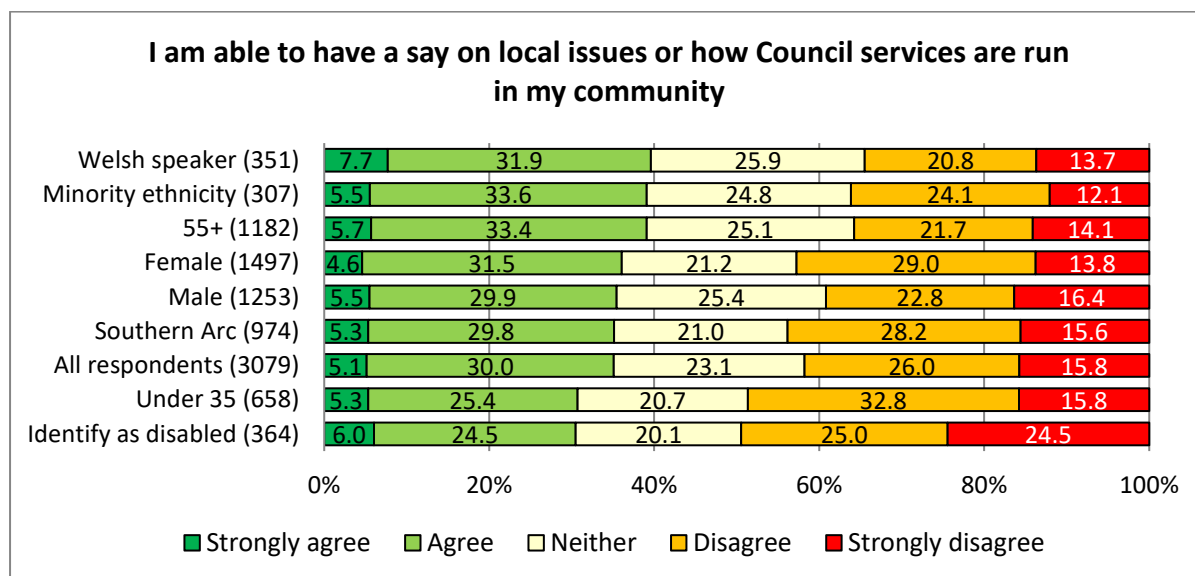
*I think we have an issue with the lack of youth work to be honest. I think it's easy to demonise young people, but actually if we look at young people's needs, I'm a governor at the local school, if we provide more youth led services then perhaps we'd have fewer social problems. It's that myth of Austerity isn't it! I'm doing a youth and community qualification in the local community at the moment and I'd like to see them have an opportunity to do stuff rather than demonise them. (Female, age 59, Star Hub)*

### 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?

Just 35.1% of respondents overall agreed that they were able to have a say on issues or services in their community, repeating the 2018 results for this question.



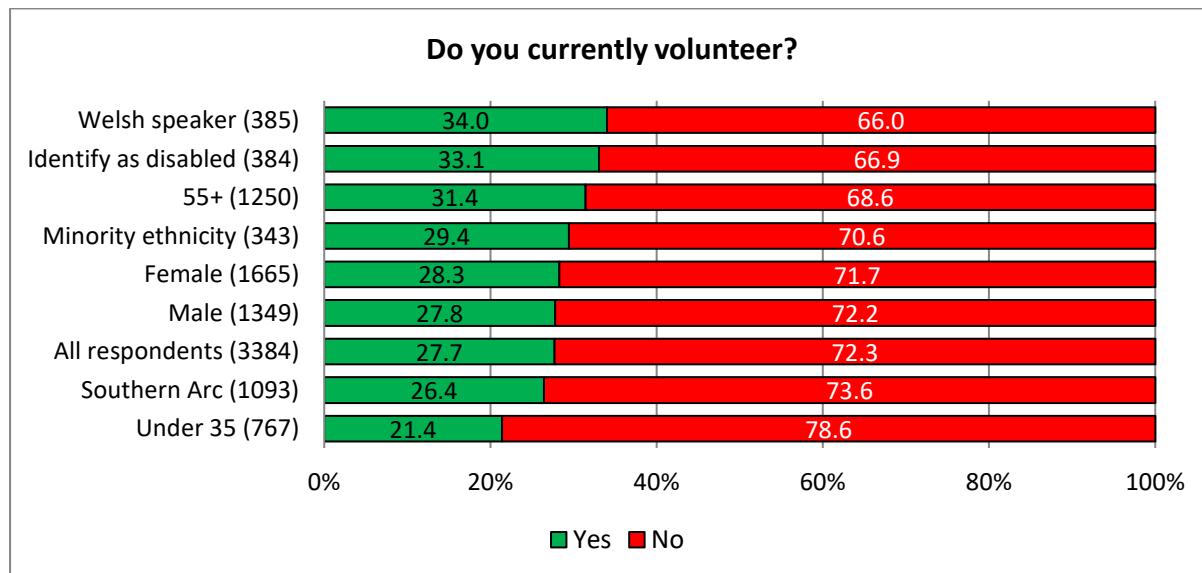
Welsh speakers (39.6%), those from a minority ethnicity and respondents aged 55 or over (both 39.1%) were most likely to agree with this statement, whilst almost half of those identifying as disabled, or who were under the age of 35 (49.5% and 48.6% of these groups respectively) actively disagreed.



Base sizes shown in brackets; excludes 'Don't Know' responses.

### Do You Currently Volunteer?

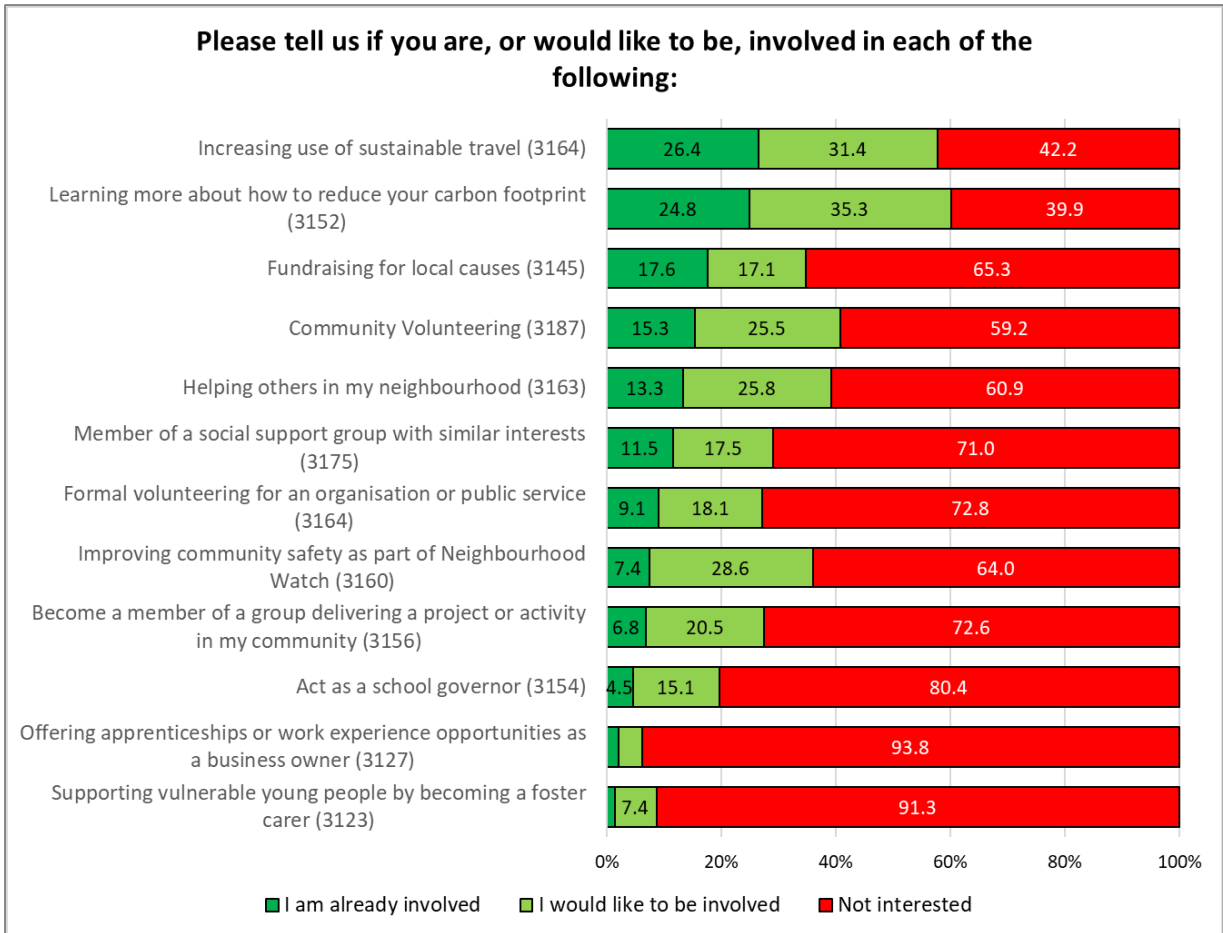
Just over a quarter of respondents (27.7%) currently volunteer – Welsh speakers (34.0%) and those identifying as disabled (33.1%) were most likely to volunteer, respondents under the age of 35 were least likely to do so (21.4%).



Base sizes shown in brackets; excludes 'Don't Know' responses.

The most popular activities amongst those currently volunteering were “Increasing use of sustainable travel” (26.4%) and “Learning more about how to reduce your carbon footprint” (24.8%); these were also of greatest interest amongst those who would like to be involved (31.4% and 35.3% respectively).

There were low levels of interest amongst respondents regarding “Offering apprenticeships or work experience opportunities as a business owner” with just 93.8% of respondents not interested or not able to get involved, and “Supporting vulnerable young people by becoming a foster carer” (91.3% not interested or not able to participate).



Base sizes shown in brackets; excludes 'Don't Know' responses.

Section 3:  
Housing

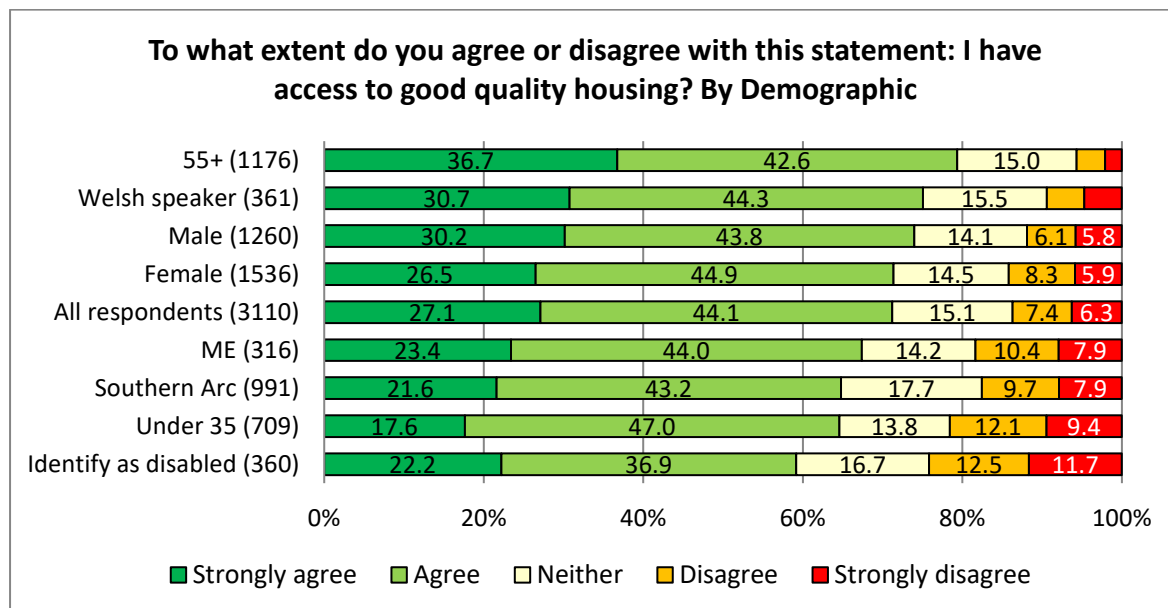


### To What Extent Do You Agree Or Disagree With This Statement: I Have Access To Good Quality Housing?

Overall, 71.2% of respondents agreed that they had access to good quality housing.

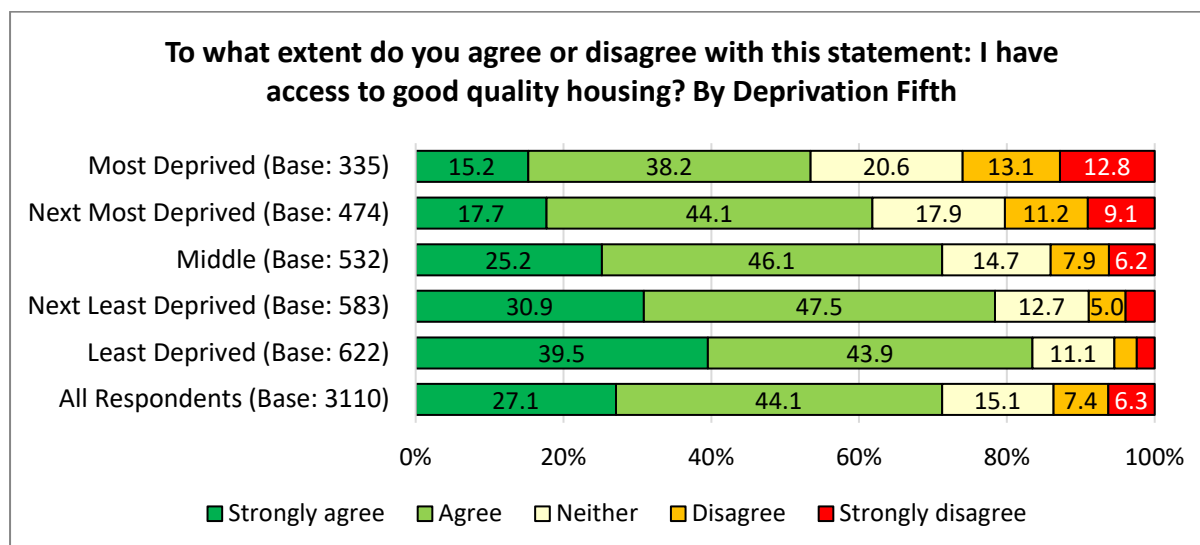
Respondents aged 55 or over were most likely to agree (79.3%) contrasting with under 35s (64.6%).

Around a quarter of respondents identifying as disabled disagreed that they had access to good quality housing (24.2%).



Base sizes shown in brackets; excludes 'Don't Know' responses.

Agreement with the statement correlated with the level of deprivation in which respondents lived: 53.4% of those living in the most deprived areas of the city agreed compared with 83.4% of respondents living in the least deprived areas (a difference of 30 percentage points).



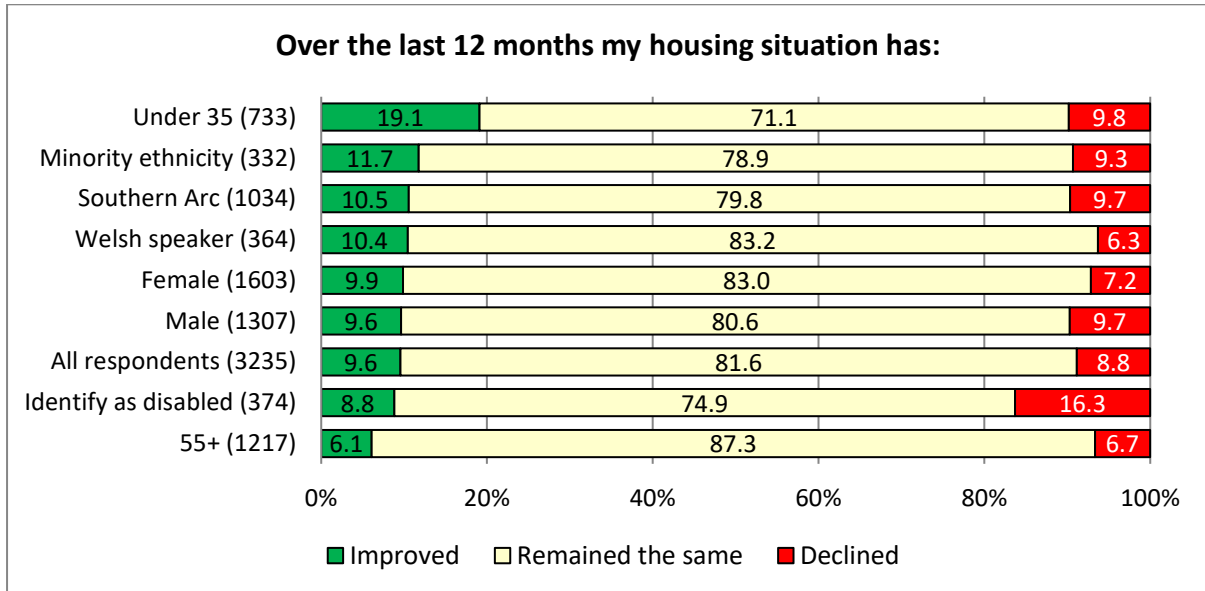
Base sizes shown in brackets; excludes 'Don't Know' responses.

### Over The Last 12 Months, My Housing Situation Has...?

Most respondents did not see a change in their housing situation over the last year.

Almost a fifth of younger respondents said their housing situation had improved (19.1%).

One in six respondents who identified as disabled (16.3%) reported their housing situation had declined over the last year.



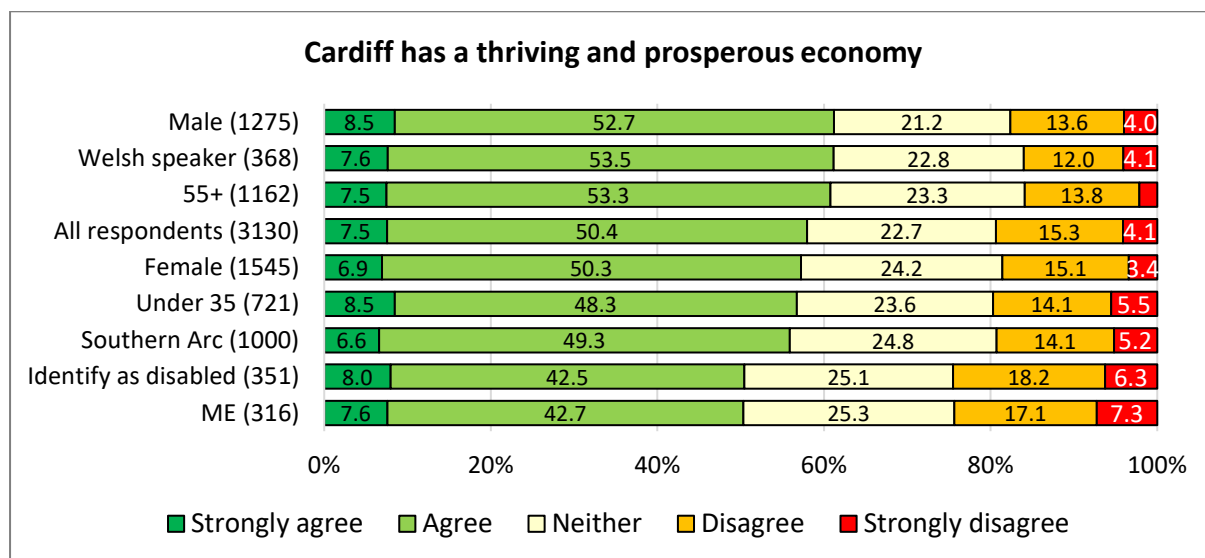
Base sizes shown in brackets; excludes 'Don't Know' responses.

Section 4:  
Jobs & The Economy

### To What Extent Do You Agree Or Disagree With This Statement: Cardiff Has A Thriving And Prosperous Economy?

At least half of respondents in each of the demographic groups analysed agreed that Cardiff has a thriving and prosperous economy.

Men were most likely to agree with this statement (61.2%); those from a minority ethnicity or who identified as disabled showed the lowest level of agreement (50.3% and 50.4% respectively).

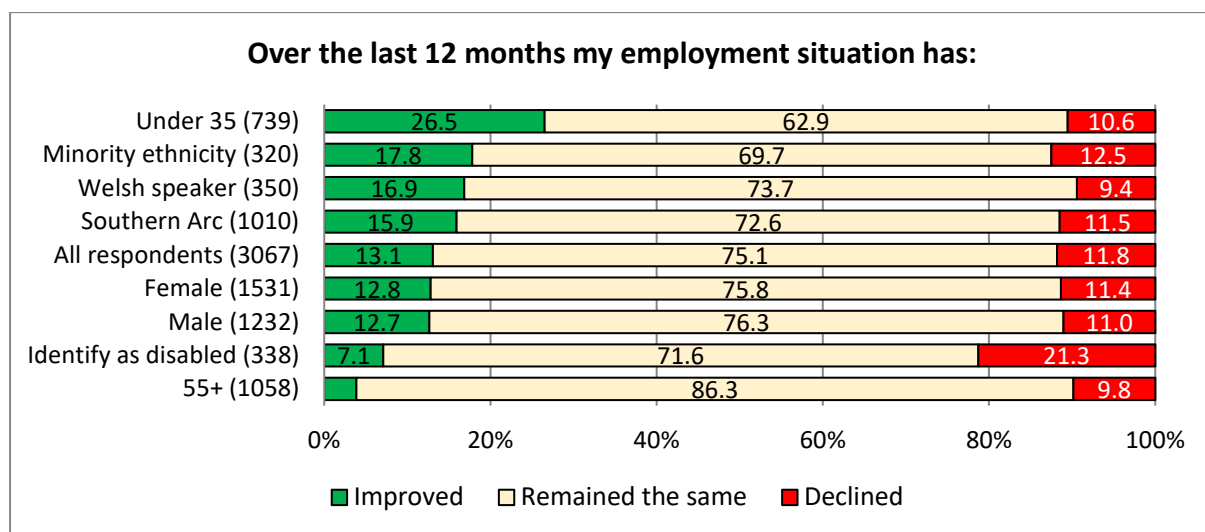


Base sizes shown in brackets; excludes 'Don't Know' responses.

### Over The Last 12 Months, My Employment Situation Has...?

Respondents under the age of 35 were twice as likely as average to report their employment situation had improved over the last year (26.5% compared with 13.1%).

More than a fifth of respondents who identified as disabled (21.3%) said their employment situation had declined over this period.

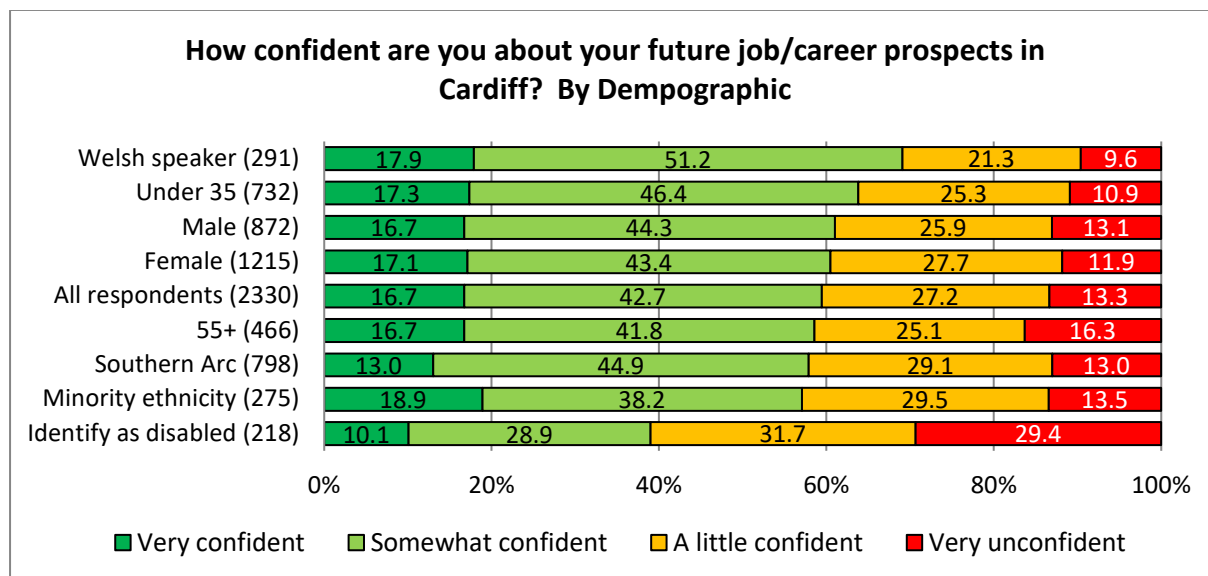


Base sizes shown in brackets; excludes 'Don't Know' responses.

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

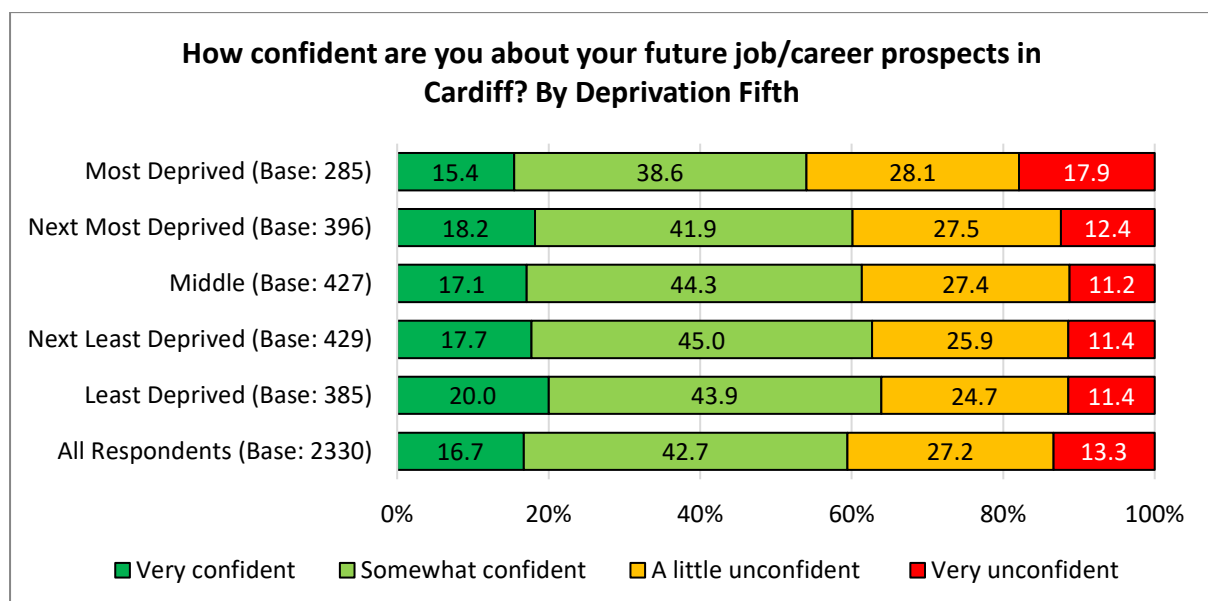
Overall, around three in five respondents (59.4%) were confident about future job/career prospects in Cardiff.

Welsh speakers (69.1%) and under 35s (63.8%) showed the highest level of confidence, whilst those identifying as disabled were notably less confident (39.0%).



Base sizes shown in brackets; excludes 'Don't Know' responses.

There was a negative correlation between deprivation and the level of confidence in future job prospects (54.0% for the most deprived areas compared to 63.9% for the least deprived, a range of 9.9 percentage points).

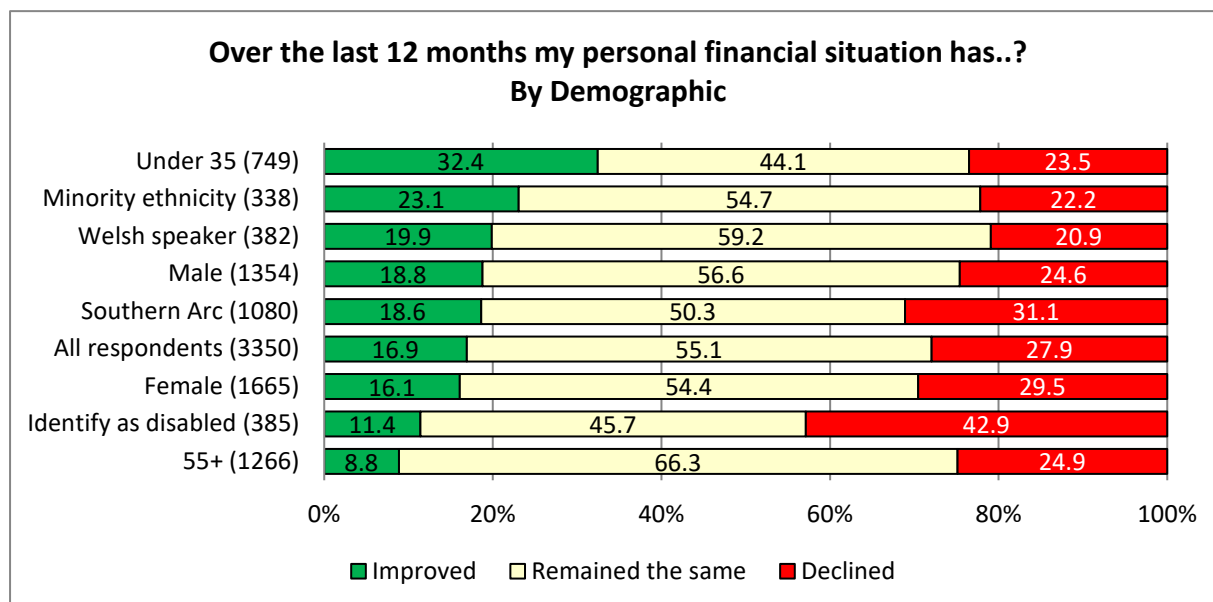


Base sizes shown in brackets; excludes 'Don't Know' responses.

### Over The Last 12 Months, My Personal Finance Situation Has...?

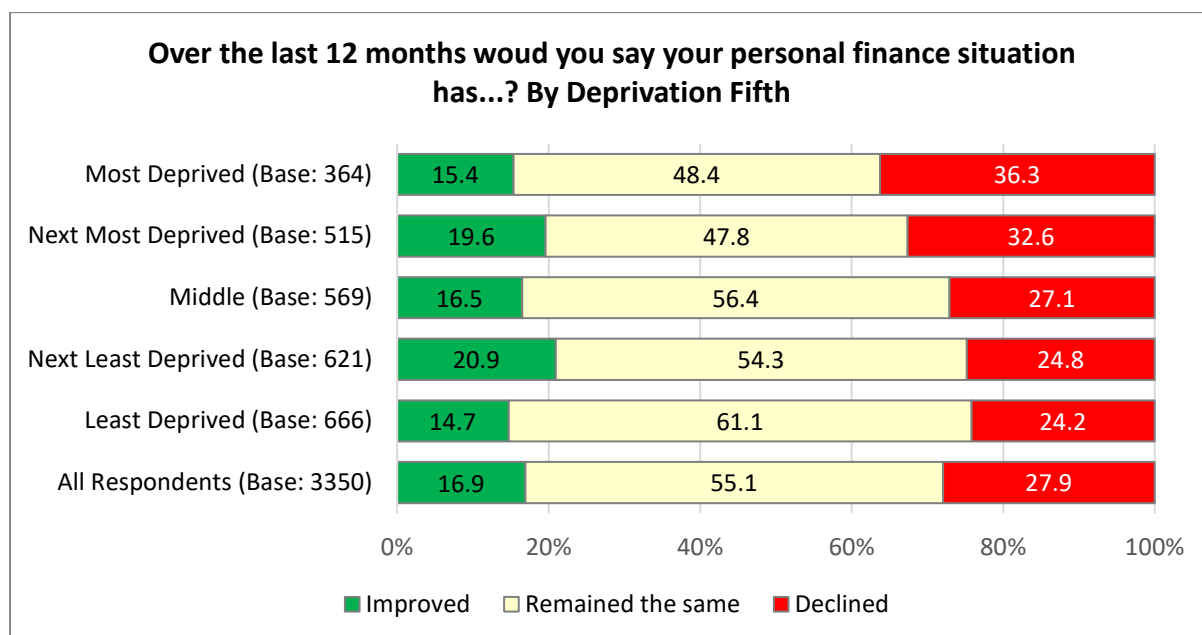
Most respondents reported that their financial situation hadn't changed over the last year (55.1% of all respondents).

Two of the demographic groups analysed were more likely to report an improvement rather than a decline in their financial circumstances – under 35s, of whom 32.4% reported an improvement, and those from a minority ethnicity, of whom 23.1% saw an improvement.



Base sizes shown in brackets; excludes 'Don't Know' responses.

The more deprived their area, the more likely the respondent was to report a decline in their financial situation over the last year.



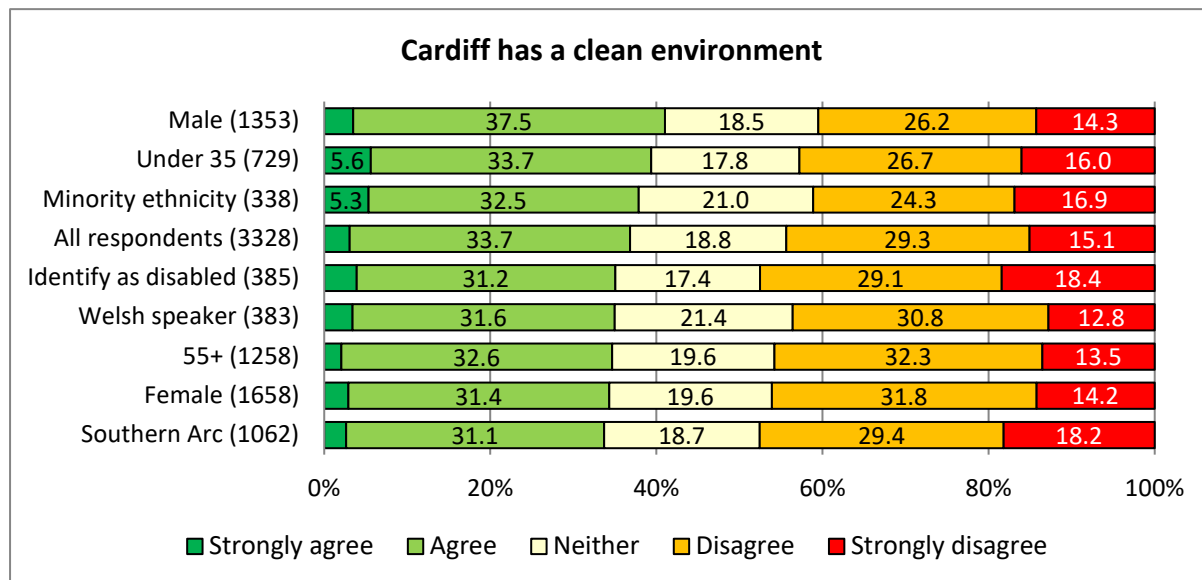
Base sizes shown in brackets; excludes 'Don't Know' responses.

Section 5:  
Local Environment

### To What Extent Do You Agree Or Disagree With This Statement: Cardiff Has A Clean Environment?

Of all those answering this question, more disagreed (44.4%) than agreed (36.8%) that Cardiff has a clean environment.

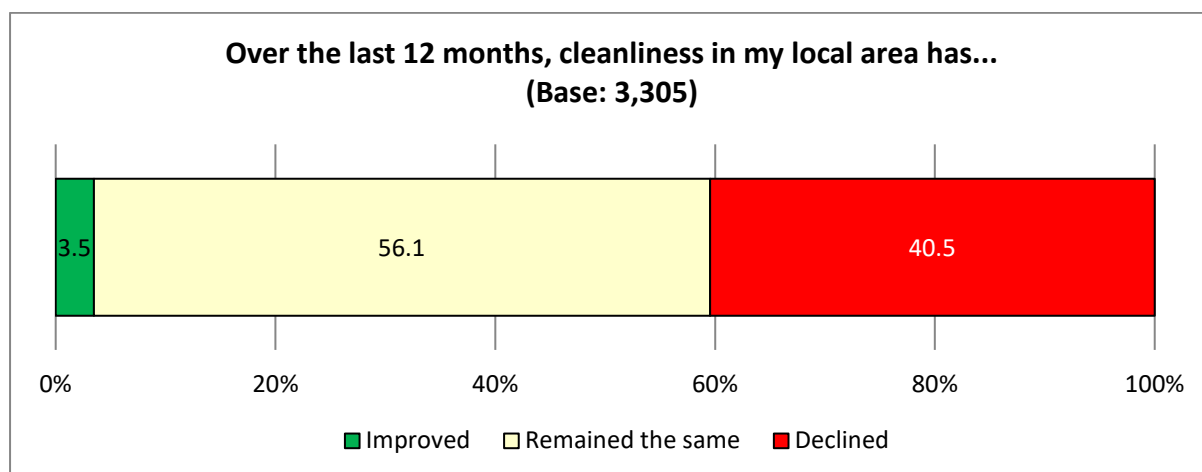
Respondents living in the Southern Arc were least likely to agree with this statement (33.7% compared with 47.6% who disagreed).



Base sizes shown in brackets; excludes 'Don't Know' responses.

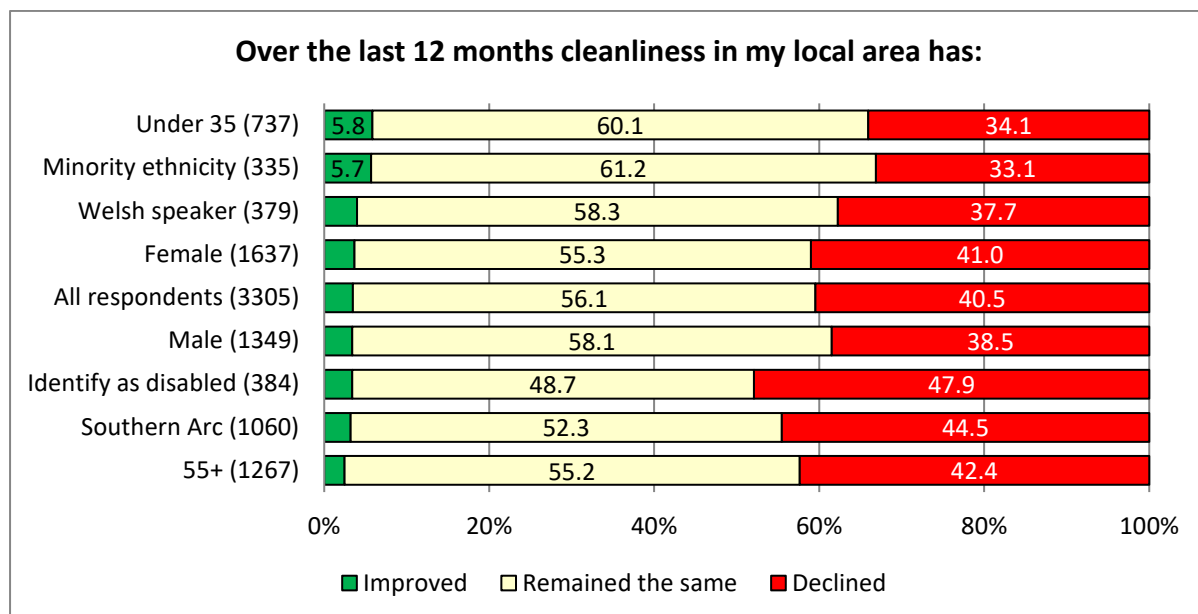
### Over The Last 12 Months, Cleanliness In My Local Area Has...?

Reflecting the findings above, two-fifths of respondents (40.5%) reported that cleanliness in their local area had declined over the last year compared with just 3.5% who felt it had improved. More than half (56.1%) felt the level of cleanliness in there are had not changed.

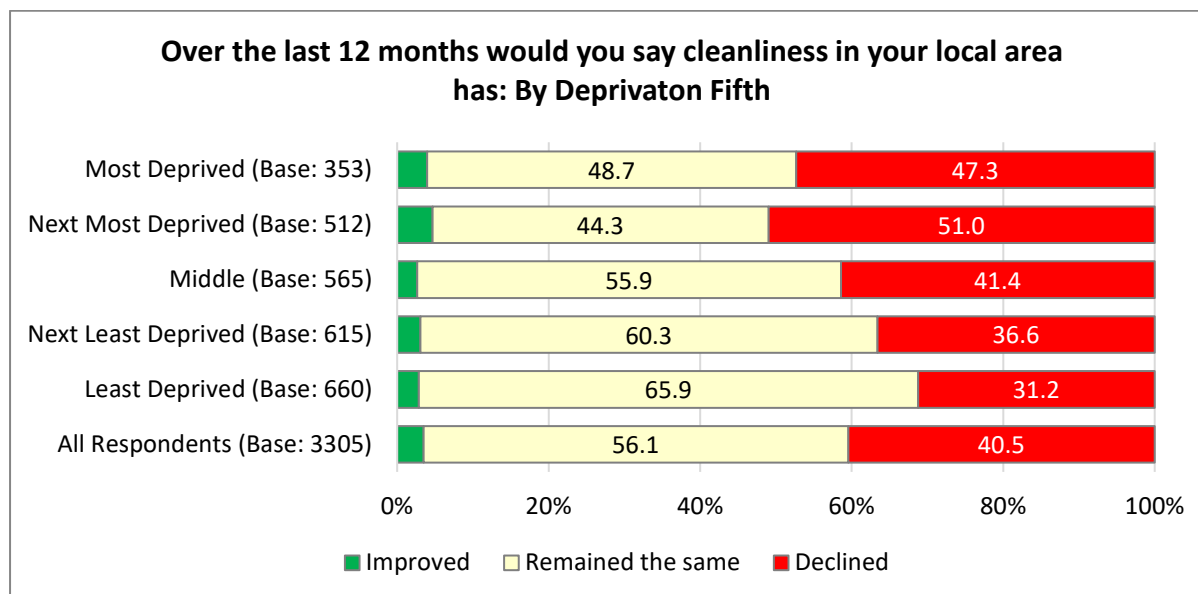




At least a three in ten of all of the demographic and geographic groups analysed reported a decline in cleanliness in their local area – respondents living in the least deprived areas of the city were least likely to report a decline (31.2%).



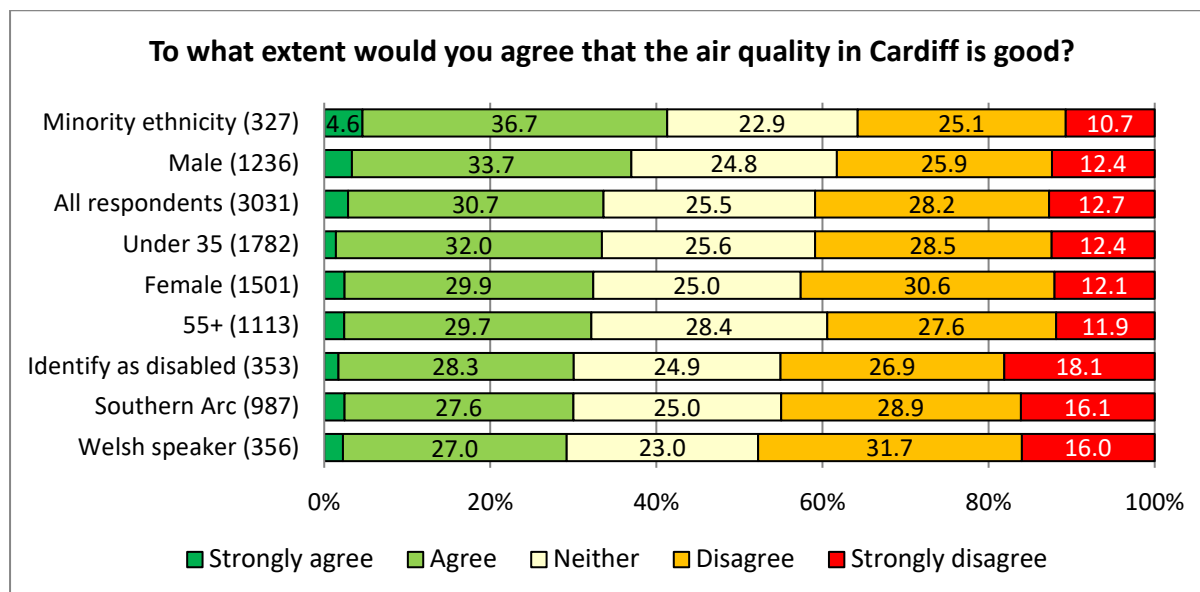
Base sizes shown in brackets; excludes 'Don't Know' responses.



Base sizes shown in brackets; excludes 'Don't Know' responses.

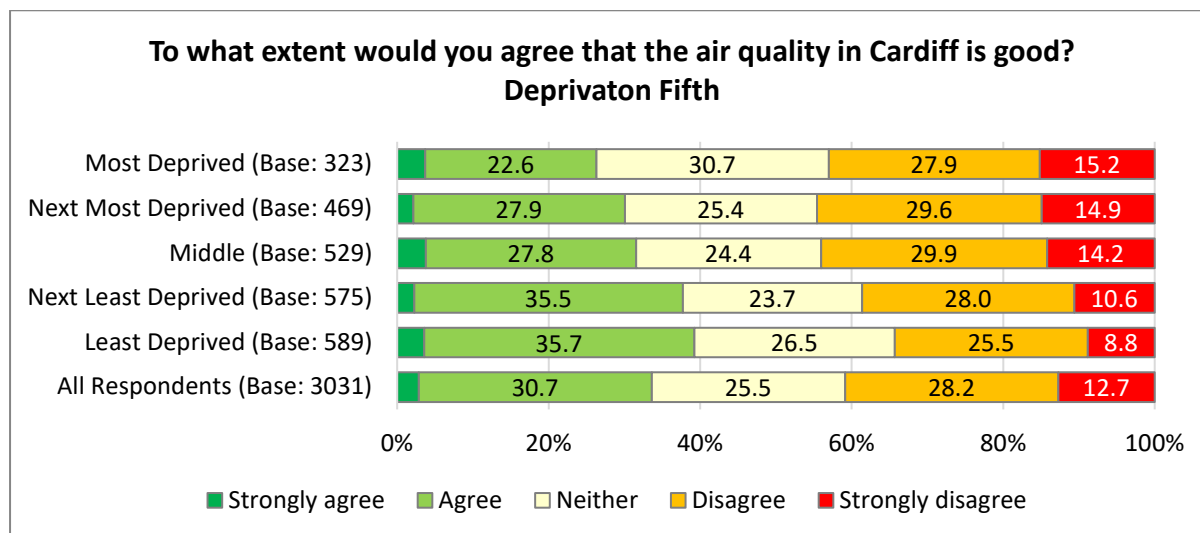
### To What Extent Would You Agree That The Air Quality In Cardiff Is Good?

More respondents disagreed than agreed that the air quality in Cardiff is good (40.9% compared with 33.6% overall).



Base sizes shown in brackets; excludes 'Don't Know' responses.

The greater the level of deprivation, the less likely respondents were to agree air quality in Cardiff is good.

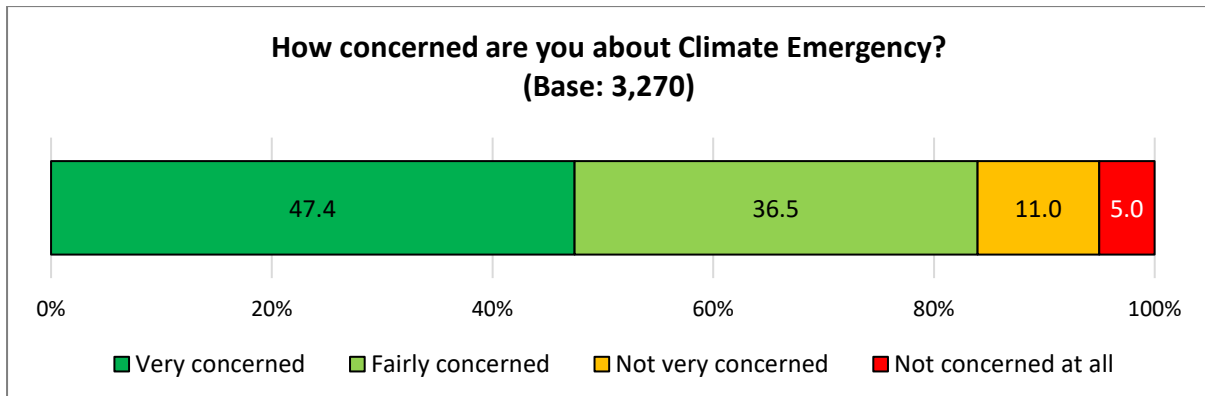


Base sizes shown in brackets; excludes 'Don't Know' responses.

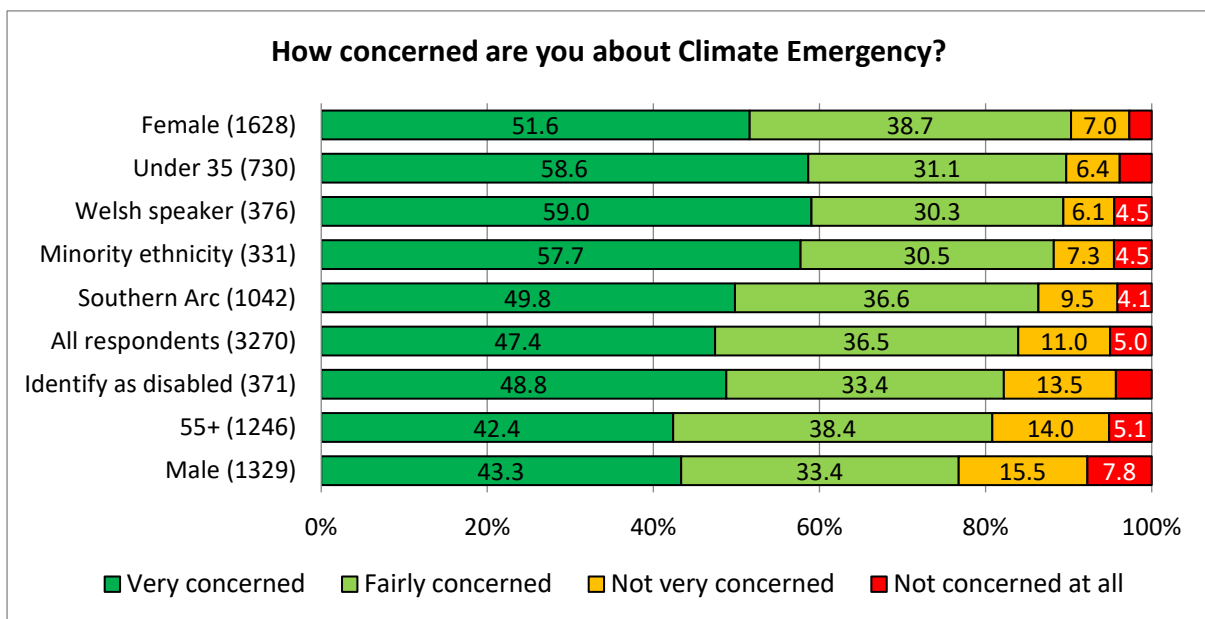
Section 6:  
Climate Emergency

### How Concerned Are You About Climate Emergency?

Five out of every six respondents (83.9%) expressed concern about Climate Emergency.



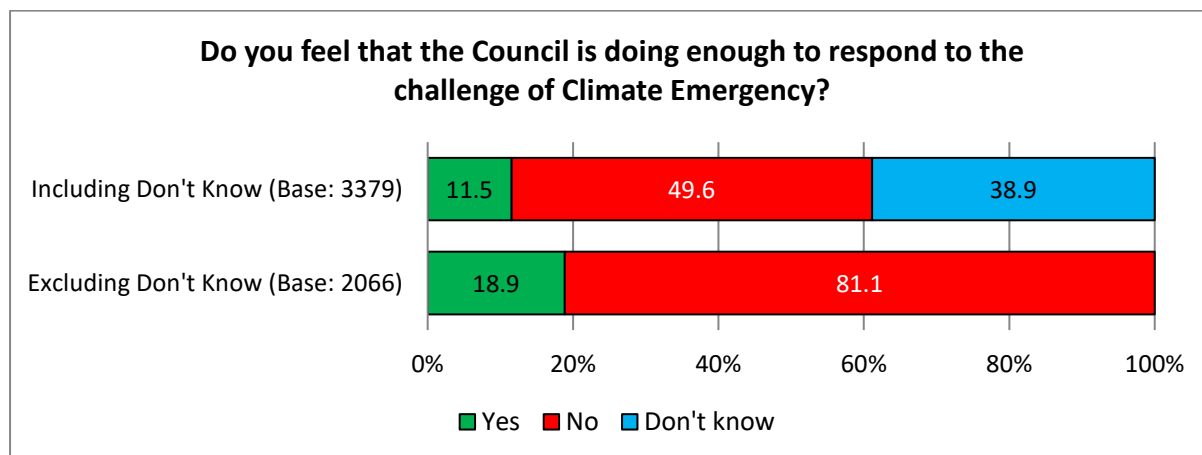
Women were more concerned than men (86.8% compared with 74.5%); younger respondents were more concerned than those aged 55+ (86.5% compared with 76.2%).



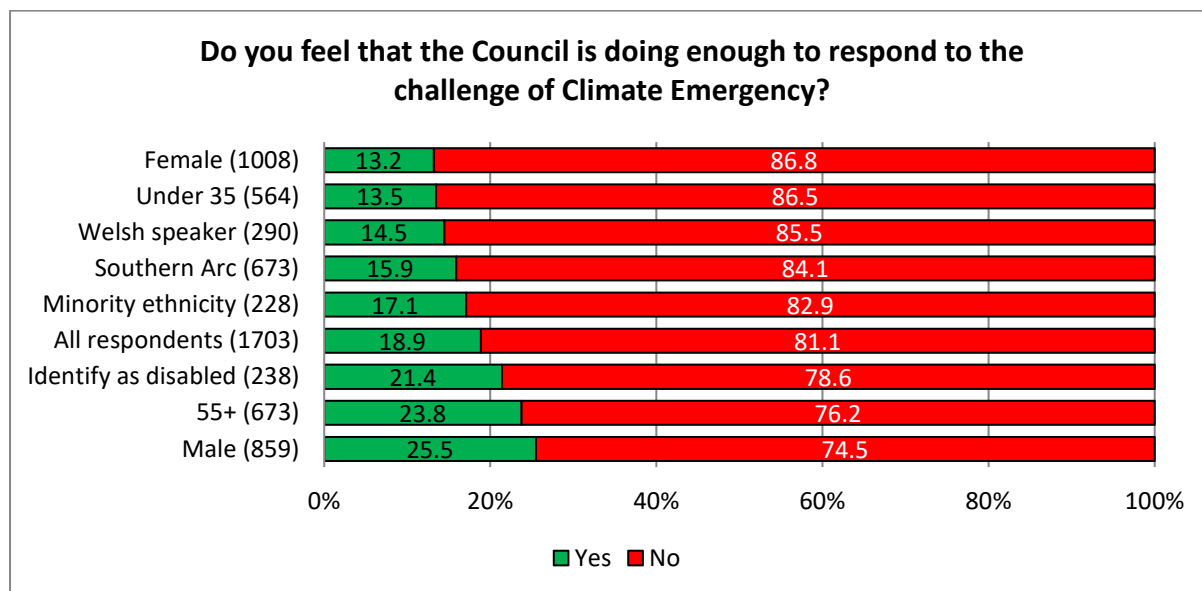
Base sizes shown in brackets; excludes 'Don't Know' responses.

### Do you feel that the Council is doing enough to respond to the challenge of Climate Emergency?

Most respondents did not think the Council is doing enough to respond to the challenge of Climate Emergency – 49.6% of all those responding to this question, rising to 81.1% once the ‘Don’t Know’ responses were excluded.



Reflecting the responses to the previous question, women were more likely than men to think the Council could do more (86.8% compared with 74.5%), and younger respondents more likely than those in the older age category (86.5% compared with 76.2%).

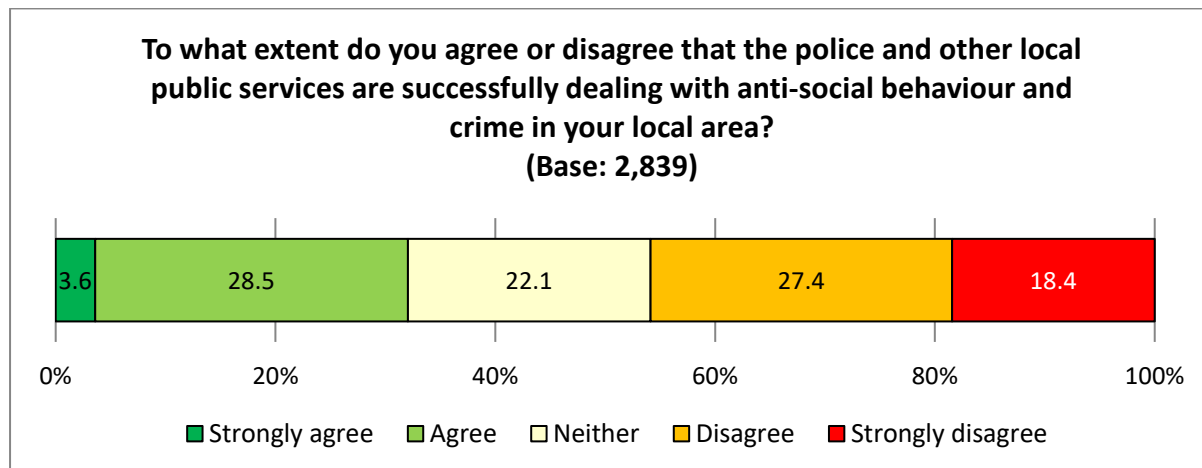


Base sizes shown in brackets; excludes ‘Don’t Know’ responses.

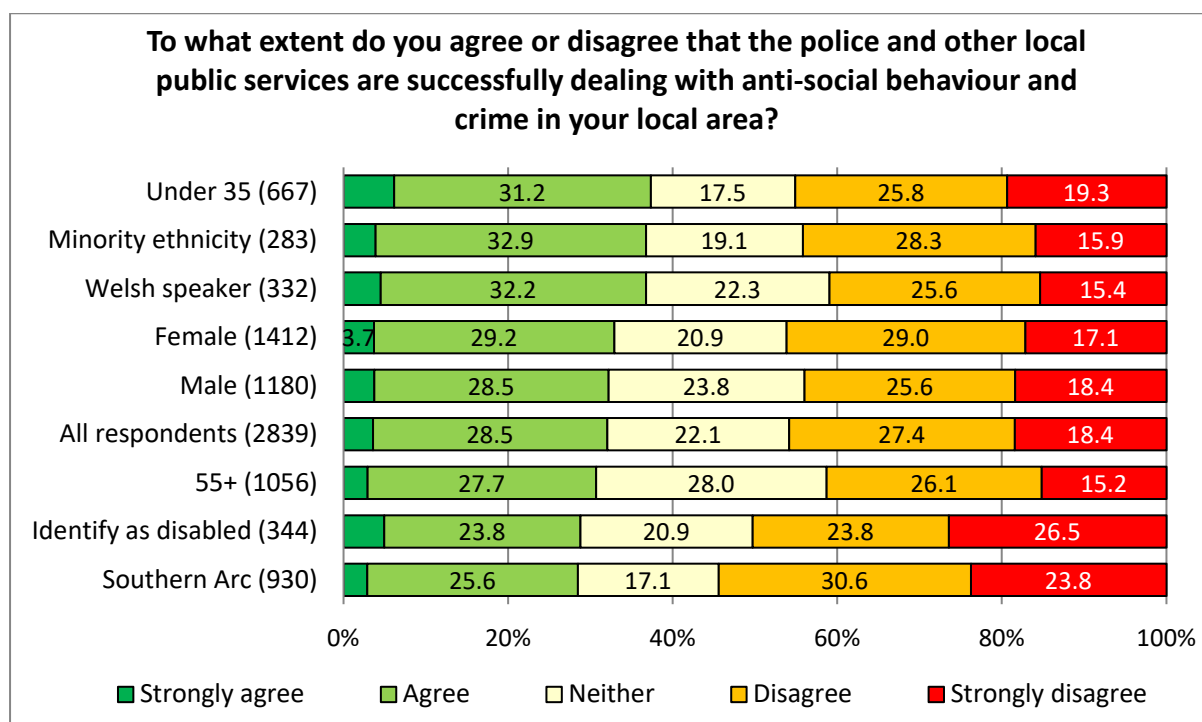
Section 7:  
Community Safety

### To What Extent Do You Agree Or Disagree That The Police And Other Local Public Services Are Successfully Dealing With Anti-Social Behaviour And Crime In Your Local Area?

A third of respondents (32.1%) agreed that enough was being done to tackle anti-social behaviour and crime in their local area, compared with 45.9% who disagreed.

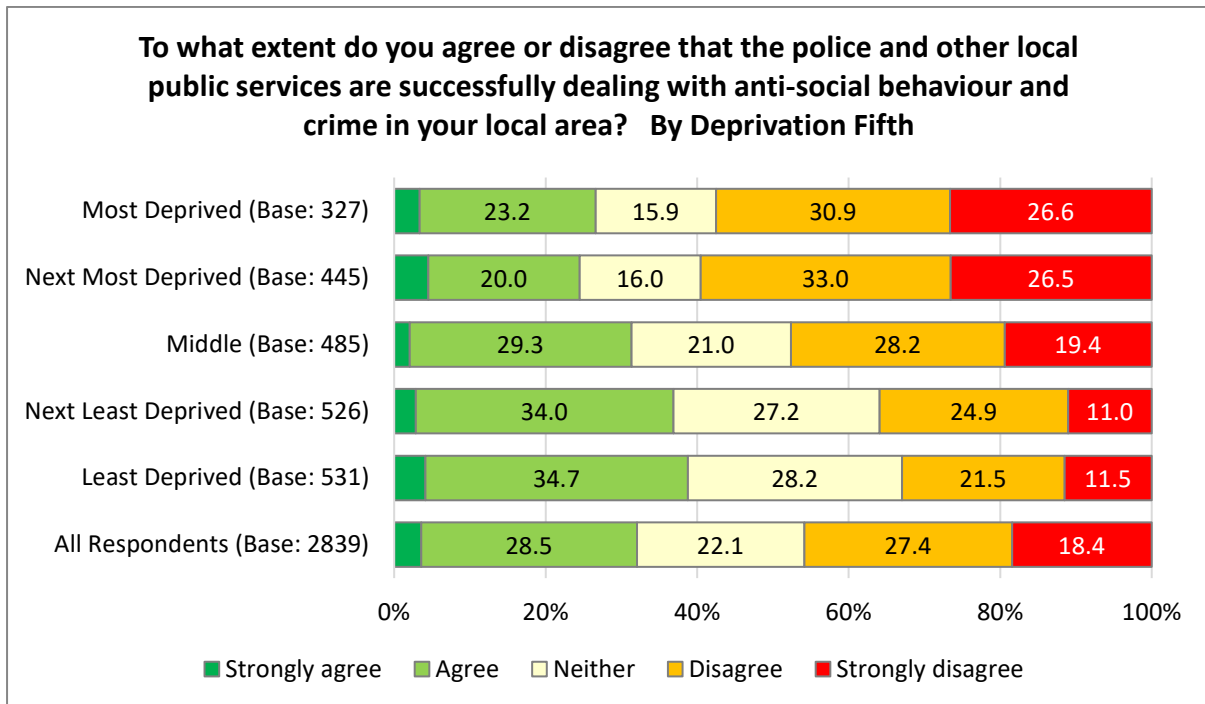


Respondents living in the Southern Arc were least likely to agree with this statement (28.5% compared with 54.4% who disagreed)



Base sizes shown in brackets; excludes 'Don't Know' responses.

Looking at responses by the Deprivation Fifths showed more than half of those living in more deprived areas of the city disagreed with this statement, compared with around a third of those in the least deprived areas:



Base sizes shown in brackets; excludes 'Don't Know' responses.



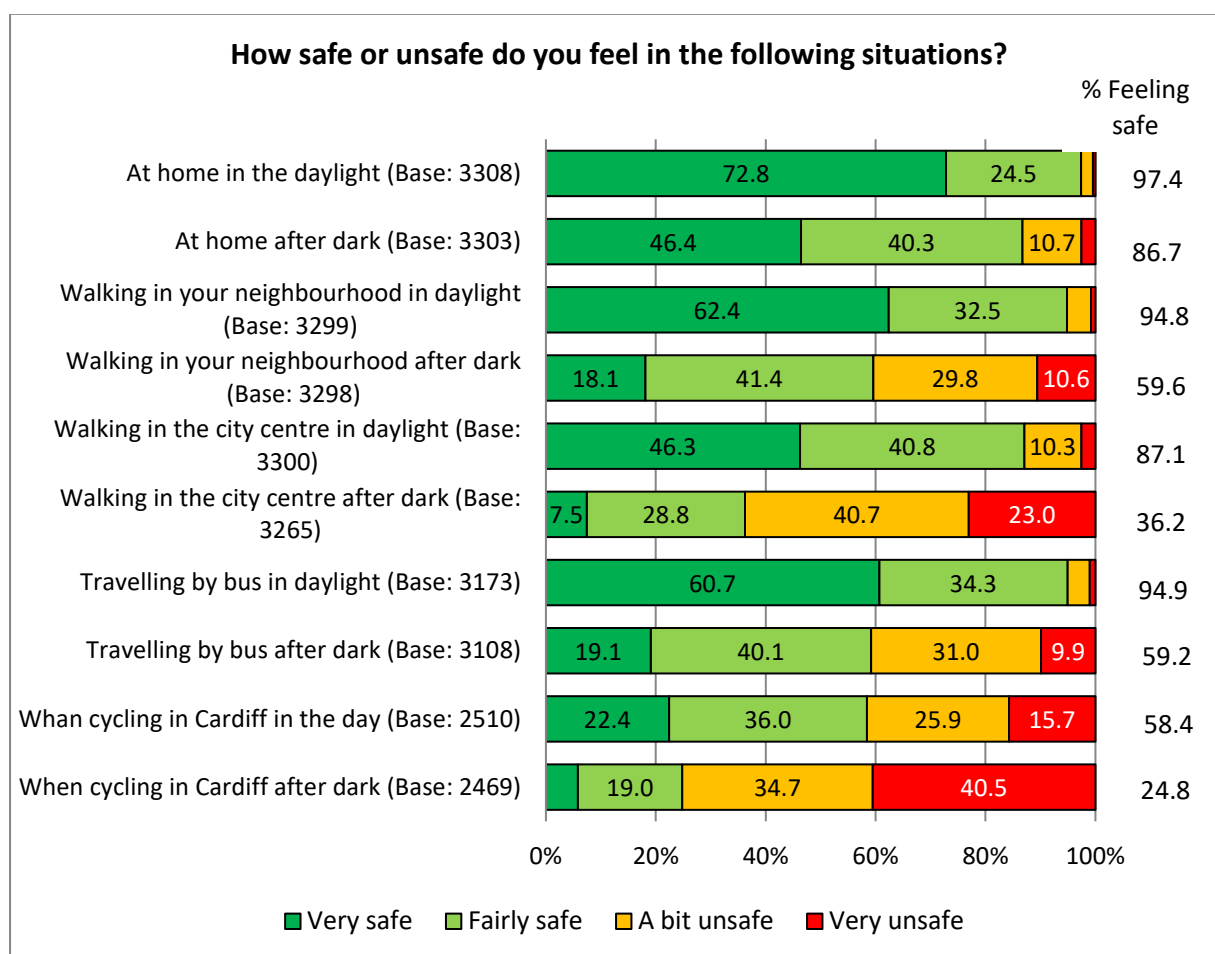
### How Safe Or Unsafe Do You Feel In The Following Situations?

Overall Cardiff Residents felt most safe when:

- at home in the daylight (97.4%)
- walking in their neighbourhood in the daylight (94.8%)
- travelling by bus in the daylight (94.9%)

They felt least safe when:

- cycling in Cardiff after dark (24.8%)
- walking in the city centre after dark (36.2%)
- cycling in Cardiff in the day (58.4%)



Base sizes shown in brackets; excludes 'Don't Know' responses.

Women felt less safe than men in all situations – this was exacerbated for situations away from their home, particularly after dark (86.4% of women felt safe walking in the city centre in the daylight, dropping to just 28.0% after dark, compared with 47.7% of men feeling safe after dark; 17.6% of women felt safe cycling after dark compared with 34.5% of men).

There is a correlation with residents in the more deprived areas of the city feeling less safe at home both in daylight and after dark, and when walking in their neighbourhood in daylight and after dark.

Those living in the more deprived areas were also less likely to feel safe when traveling by bus both in daylight and after dark than residents in the least deprived areas.

Trend data shows residents feel less safe than at any point over the past 6 years when at home in the daylight or after dark, walking in their neighbourhood in the daylight or after dark, walking in the city centre in the daylight or after dark, or when cycling in Cardiff in the daylight or after dark.

% Feeling Safe	At Home		Walking in Your Neighbourhood		Walking in the City Centre		Travelling By Bus		Cycling	
	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark
<b>Overall</b>	97.4	86.7	94.8	59.6	87.1	36.2	94.9	59.2	58.4	24.8
<b>Under 35</b>	97.9	85.3	94.7	51.3	87.2	38.8	93.7	60.8	64.0	29.5
<b>55+</b>	97.7	89.6	95.9	66.3	89.0	35.7	97.4	62.7	57.7	23.4
<b>Females</b>	97.4	84.6	94.8	50.4	86.4	28.0	94.8	51.1	56.1	17.6
<b>Males</b>	97.9	90.7	95.7	72.7	89.0	47.7	96.2	71.9	62.3	34.5
<b>ME</b>	97.1	88.1	94.5	59.6	89.8	46.8	93.7	64.5	65.6	31.1
<b>SA</b>	96.4	82.0	92.6	46.2	87.4	37.9	94.8	55.9	58.2	23.8
<b>Disability</b>	94.6	78.8	89.6	46.6	82.3	24.8	91.9	47.5	46.1	19.4
<b>Welsh speaker</b>	98.2	90.1	95.1	62.7	87.3	41.0	96.0	65.0	56.3	26.6

Detailed breakdowns for these questions by demographic and geography are shown in Appendix A.

Respondents who reported they felt unsafe in these situations were asked to explain why they felt this way. Responses for each situation have been grouped into themes, with the top three responses shown below (detailed breakdowns are shown in Appendix B):

When Walking In Your Neighbourhood	
<b>Gangs/Youths</b>	33.1%
<b>Anti-social behaviour</b>	31.6%
<b>Lighting</b>	19.8%

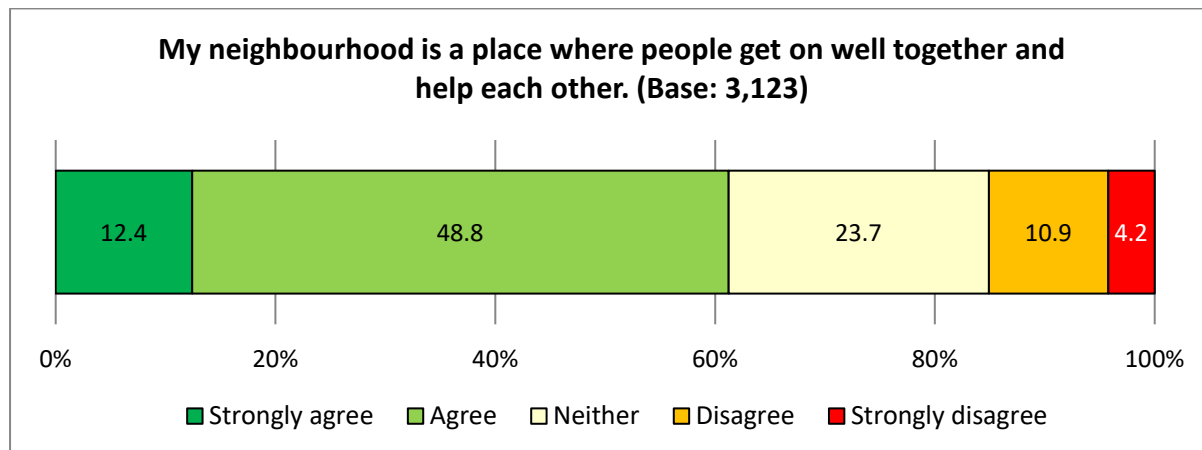
When Walking In The City Centre	
<b>Homeless/Beggars</b>	45.1%
<b>Drunken Behaviour</b>	39.6%
<b>Anti-social behaviour/ Intimidation</b>	34.3%

When Travelling By Bus	
<b>Anti-social behaviour/ Intimidation</b>	37.0%
<b>Drunken Behaviour</b>	23.0%
<b>Fear of assault/ feel vulnerable</b>	16.8%

When Cycling	
<b>Dangerous drivers/ Traffic</b>	49.3%
<b>Lack of dedicated infrastructure</b>	38.1%
<b>Lighting / Visibility</b>	13.3%

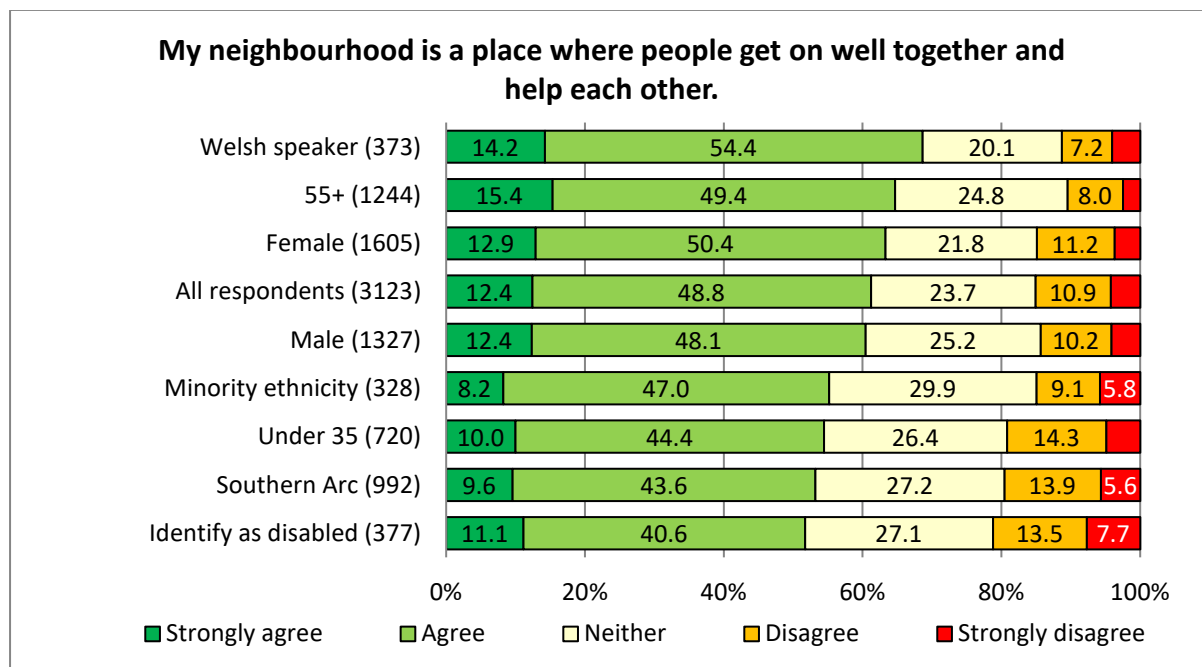
**To What Extent Do You Agree Or Disagree With This Statement: My neighbourhood is a place where people get on well together and help each other**

Three fifths of respondents (61.2%) agreed people in their neighbourhood get on well together and help one another, compared to 15.1% who disagreed.



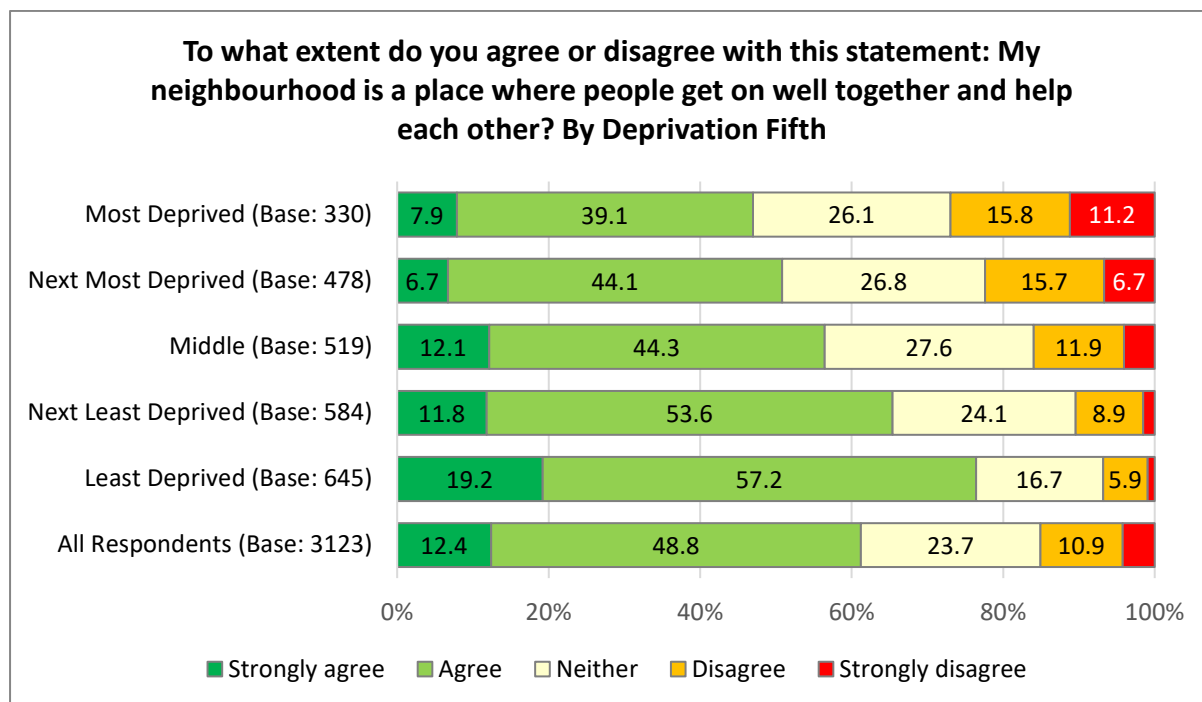
Welsh speakers (68.6%), respondents aged 55 or over (64.7%) and women (63.3%) were most likely to agree with this statement.

Respondents who identify as disabled (21.2%), those living in the Southern Arc (19.6%) and respondents under the age of 35 (19.2%) were most likely to disagree.



Base sizes shown in brackets; excludes 'Don't Know' responses.

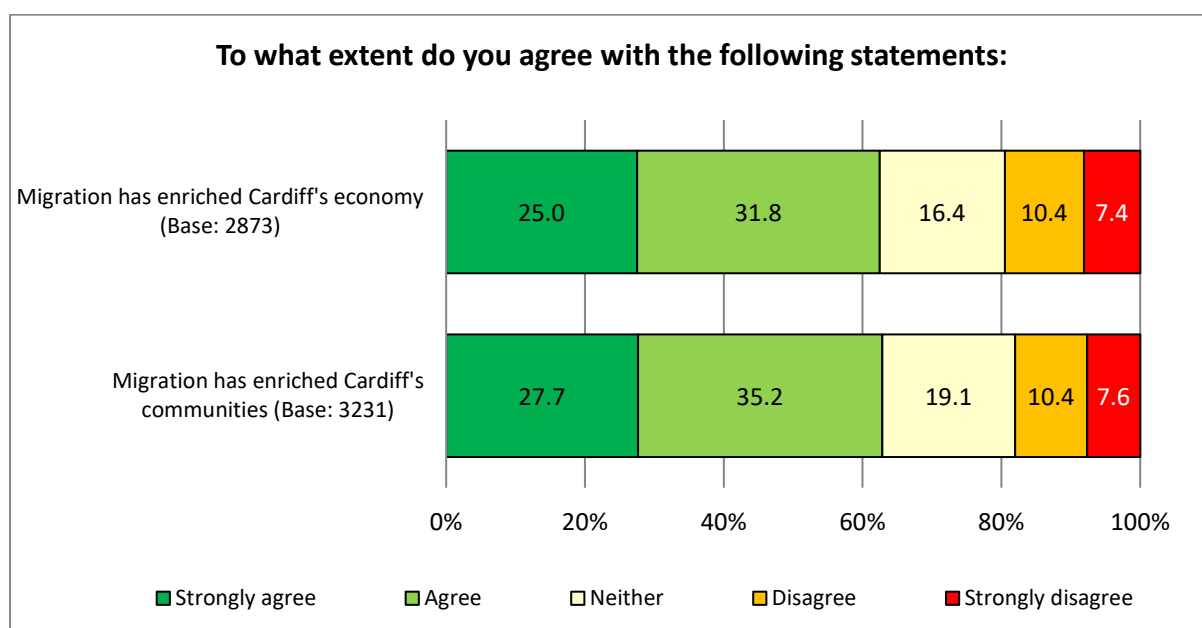
There was a correlation between level of deprivation and strength of agreement with the statement, with the more deprived areas four times more likely to disagree (6.8% in the least deprived areas compared to 27.0% in the most deprived areas).



Base sizes shown in brackets; excludes 'Don't Know' responses.

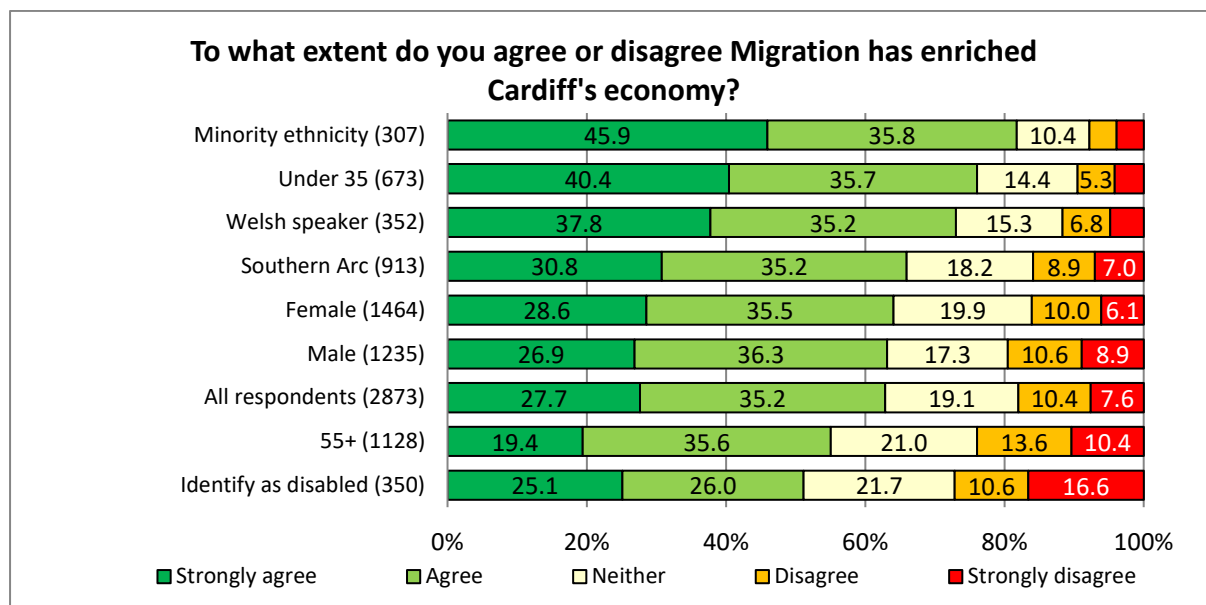
**To What Extent Do You Agree Or Disagree With This Statement: Migration Has Enriched Cardiff's Economy And Communities?**

Over three fifths of respondents agreed that migration has enriched Cardiff's economy (62.9%) and communities (62.5%)

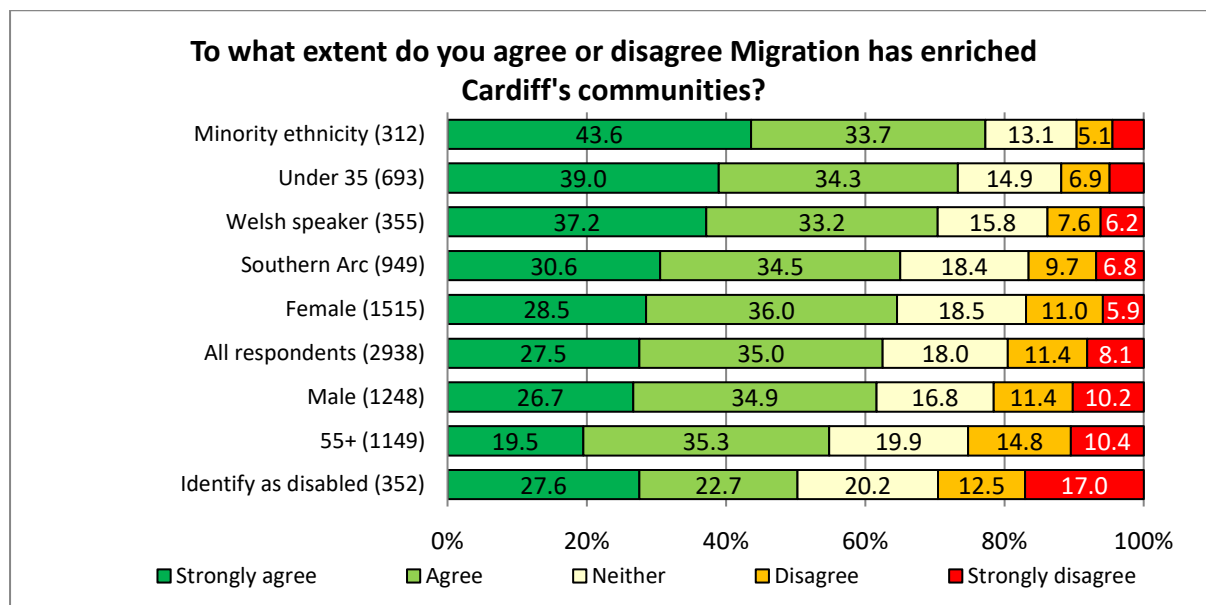


Base sizes shown in brackets; excludes 'Don't Know' responses.

Respondents from a minority ethnicity, those under the age of 35, and Welsh speakers showed the highest level of agreement with these statements, contrasting with respondents over the age of 55, and those who identify as disabled.



Base sizes shown in brackets; excludes 'Don't Know' responses.



Base sizes shown in brackets; excludes 'Don't Know' responses.

Feedback from those attending the FAN groups included:

“I” (from Libya) first lived in Leckwith and had a few problems as her neighbourhood was not very multicultural and she suffered with people questioning her about her head scarf and the family received antisocial behaviour through their car being damaged. Her neighbour was lovely and supported her. She moved to Riverside which was good with

friendly people, and now resides in Canton. She describes Canton as the perfect place, a lovely area with friendly neighbours who are like family, she loves it! She feels safe and is thoroughly happy here.

Sisters "J" and "A", aged 20 and 25 from Saudi Arabia are staying in Riverside, J says her neighbours are friendly, she likes living there and feels very safe.

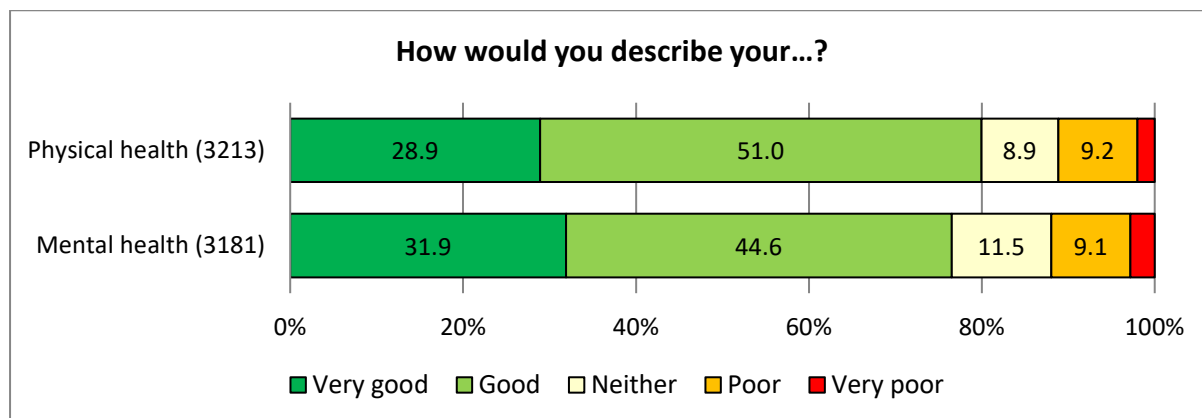
"M", aged 20 from Spain, is working as an au-pair in Pontypridd, and attends the Capital College. She thinks Canton is "lovely and the people living in her neighbourhood are happy, friendly and nice".

"J" has lived in Grangetown for 20 years. She says there is a big problem in Grange Gardens with gangs of youths. Reports of youths throwing fireworks at people near the gardens, drug dealing and antisocial behaviour. She has had lovely neighbours over the years and some not so nice and there is a strong community spirit in the area, but she is not sure if she feels safe anymore because of the gangs. She isn't feeling very positive about living here and would move out of the area if she could afford it. J says there are some lovely people living in the community but the problems with the drugs, youths, gangs etc is getting too much. She mentioned youth services such as The Buzz are closing leaving the youths with nothing to do.

Section 8:  
Health & Well-Being

### How Would You Describe Your Physical And Mental Health?

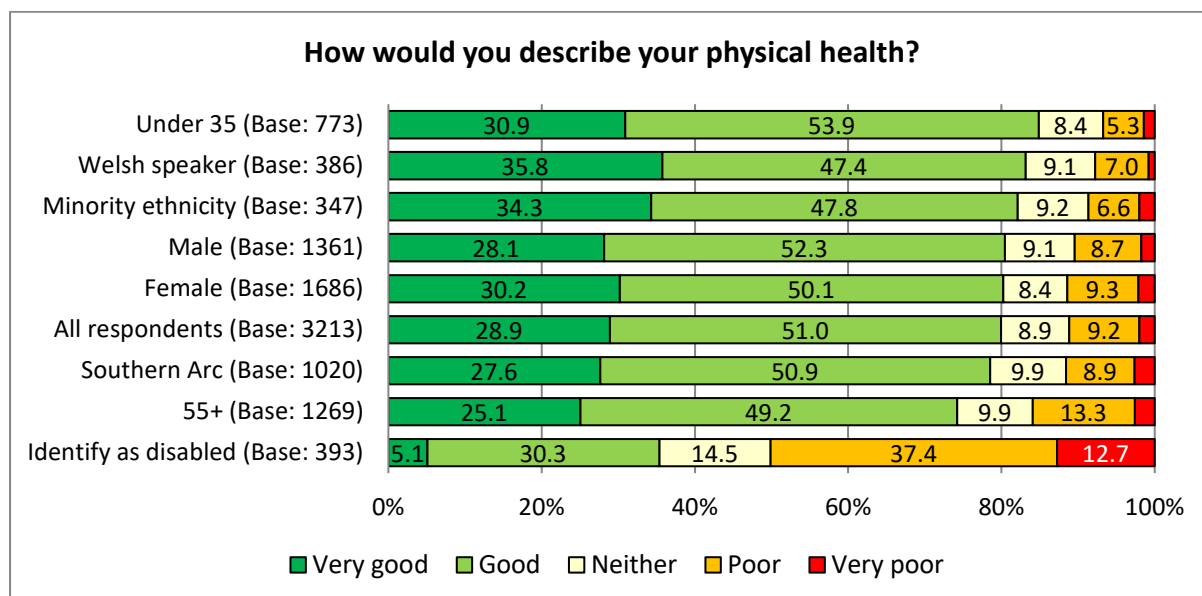
Most respondents considered themselves to be in good health, with 80.0% describing their physical health, and 76.5% their mental health as 'good' or 'very good'.



Base sizes shown in brackets; excludes 'Don't Know' responses.

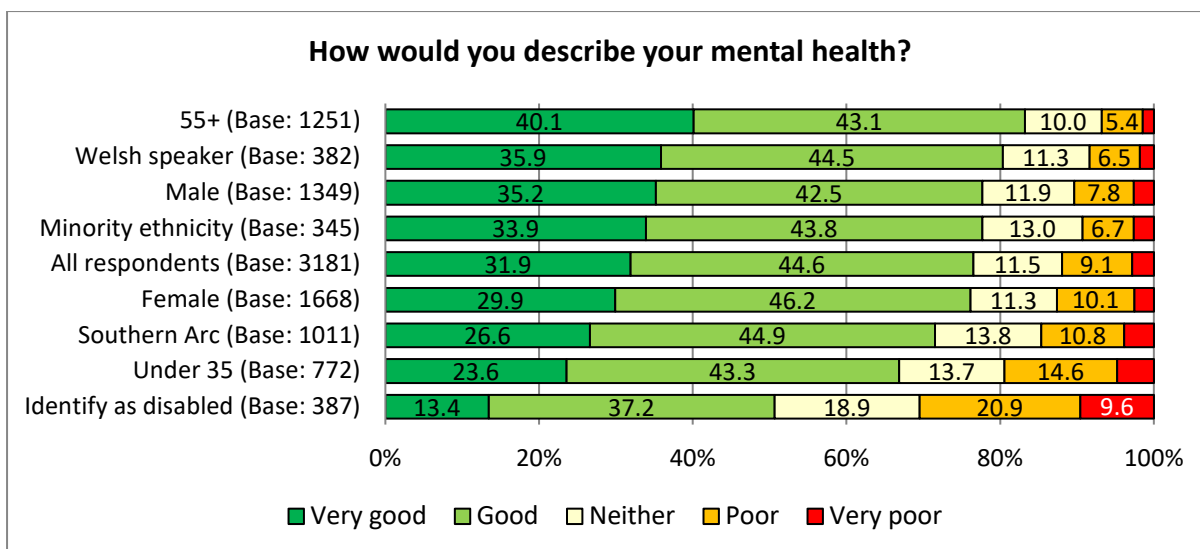
Younger respondents were most likely to describe their physical health as good (84.9%), compared with 74.2% of those 55 or over. However, the reverse was true for mental health, with 66.8% of younger respondents, and 83.2% of older respondents stating their mental health was good.

Perhaps unsurprisingly, those identifying as disabled reported the poorest levels of physical and mental health.



Base sizes shown in brackets; excludes 'Don't Know' responses.



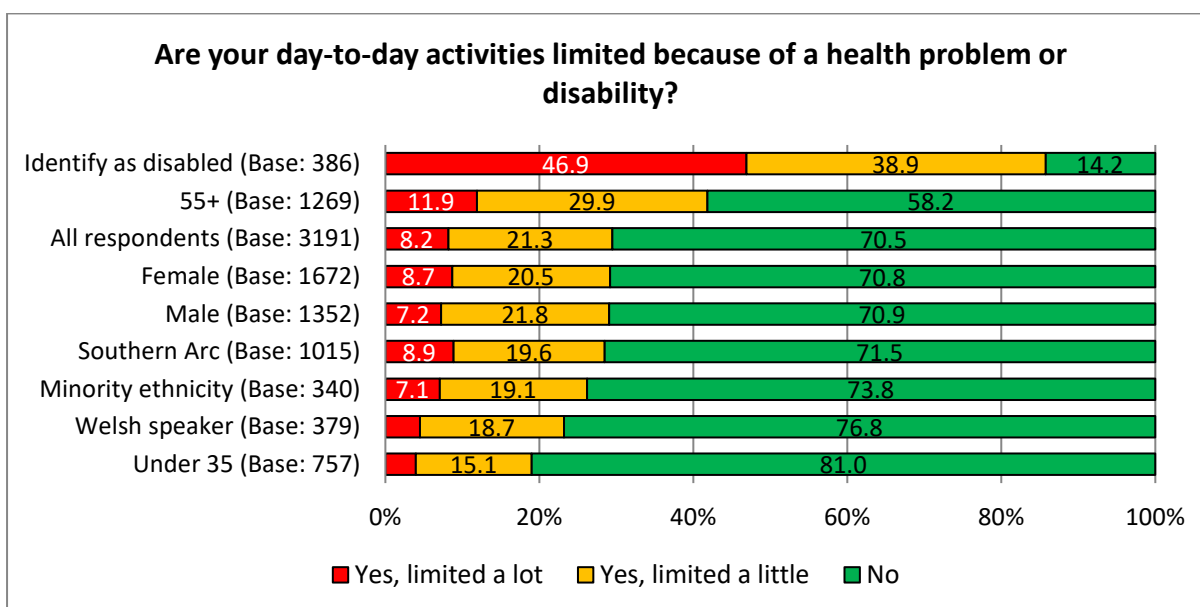


Base sizes shown in brackets; excludes 'Don't Know' responses.

### Are your day-to-day activities limited because of a health problem or disability?

Overall, around one in twelve respondents reported their day-to-day activities were limited a lot because of a health problem or disability, with a further 21.3% stating their activities were limited a little.

Perhaps unsurprisingly, activities were limited more amongst those identifying as disabled, and respondents aged 55 or older, suggesting a link between this and physical health.



Base sizes shown in brackets; excludes 'Don't Know' responses.

## 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, people living in the most deprived areas of the city and respondents who identify as disabled, all scored below the average against the well-being indicators.

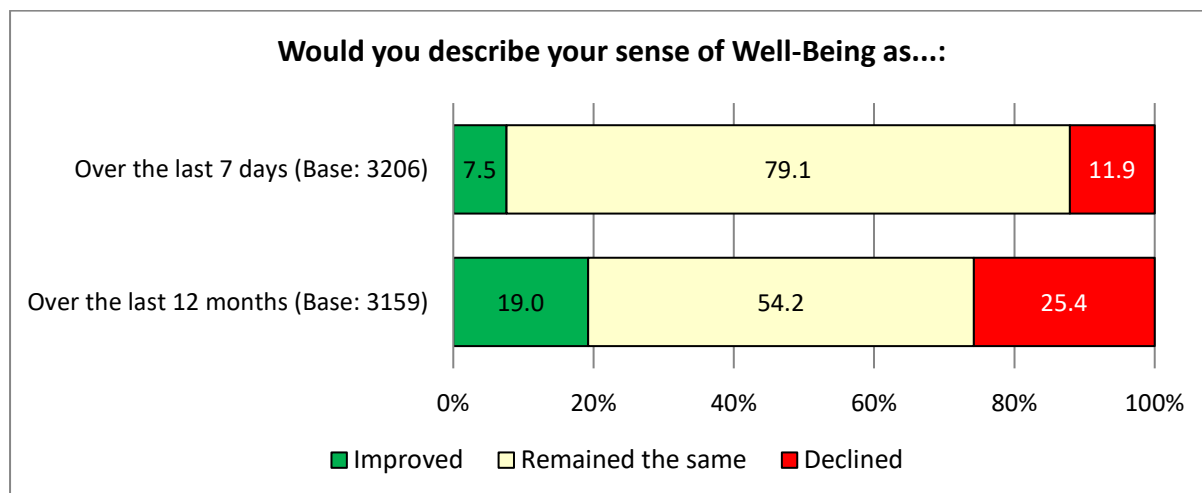
Each of the well-being indicators correlated with the level of deprivation from the postcode of the respondent.

	Satisfied	Happy	Anxious	Worthwhile
<b>All respondents</b>	7.1	7.0	3.8	7.0
<b>Under 35</b>	6.9	6.6	4.4	6.6
<b>55+</b>	7.5	7.4	3.4	7.4
<b>Female</b>	7.2	7.0	3.9	7.1
<b>Male</b>	7.2	7.1	3.7	6.9
<b>Minority Ethnicity</b>	7.1	6.9	3.8	7.0
<b>Southern Arc</b>	6.9	6.9	4.1	6.8
<b>Identify as Disabled</b>	5.9	5.8	4.6	5.8
<b>Welsh Speaker</b>	7.3	7.2	3.8	7.2
<b>Most Deprived</b>	6.4	6.5	4.2	6.4
<b>Next Most Deprived</b>	7.0	6.8	4.1	6.9
<b>Middle</b>	7.1	6.9	3.8	6.9
<b>Next Least Deprived</b>	7.4	7.2	3.9	7.2
<b>Least Deprived</b>	7.5	7.4	3.4	7.4

These findings reflect those of the 2018 Ask Cardiff survey.

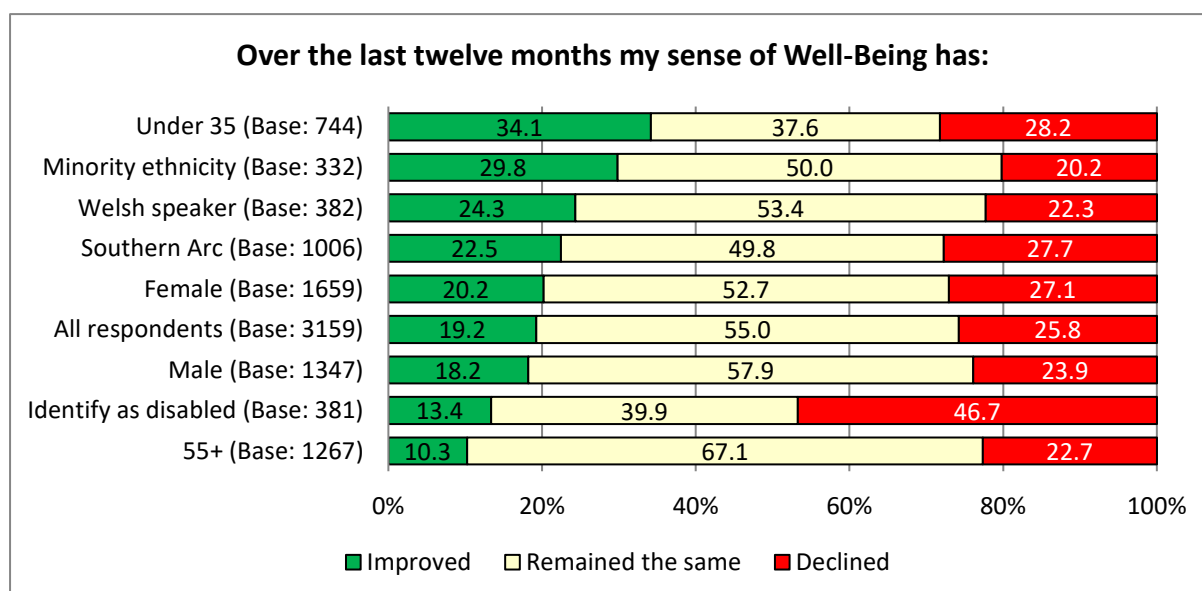
### Would you describe your sense of Well-Being as...?

Most respondents had seen little change in their sense of well-being over the previous week (79.1%). This fell to 54.2% when looked at over the previous year, with around a fifth (19.0%) reporting their sense of well-being had improved, while a quarter (25.4%) felt it had declined.



Base sizes shown in brackets; excludes 'Don't Know' responses.

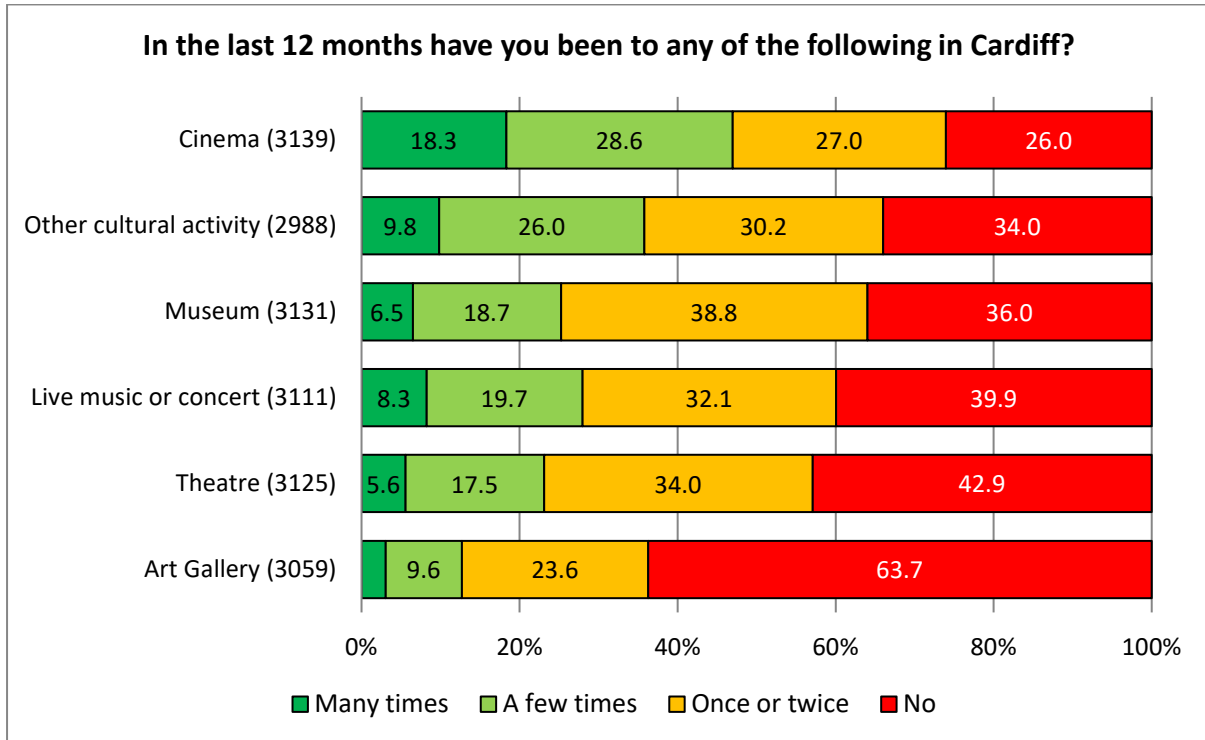
Younger respondents were most likely to see an improvement in their well-being over the previous year (34.1%); older respondents were most likely to report no change (67.1%). Respondents identifying as disabled were most likely to report a decline in their well-being over that time period (46.7%, compared to 39.9% who saw no change, and 13.4% who felt it had improved).



Base sizes shown in brackets; excludes 'Don't Know' responses.

**In the last 12 months have you been to any of the following in Cardiff?**

Overall, 2,939 respondents (76.7% of all those taking part in the survey) had been to at least one of the cultural activities or events listed, with the cinema being the most attended (74.0% had been at least once over the previous year).



Base sizes shown in brackets; excludes 'Don't Know' responses.

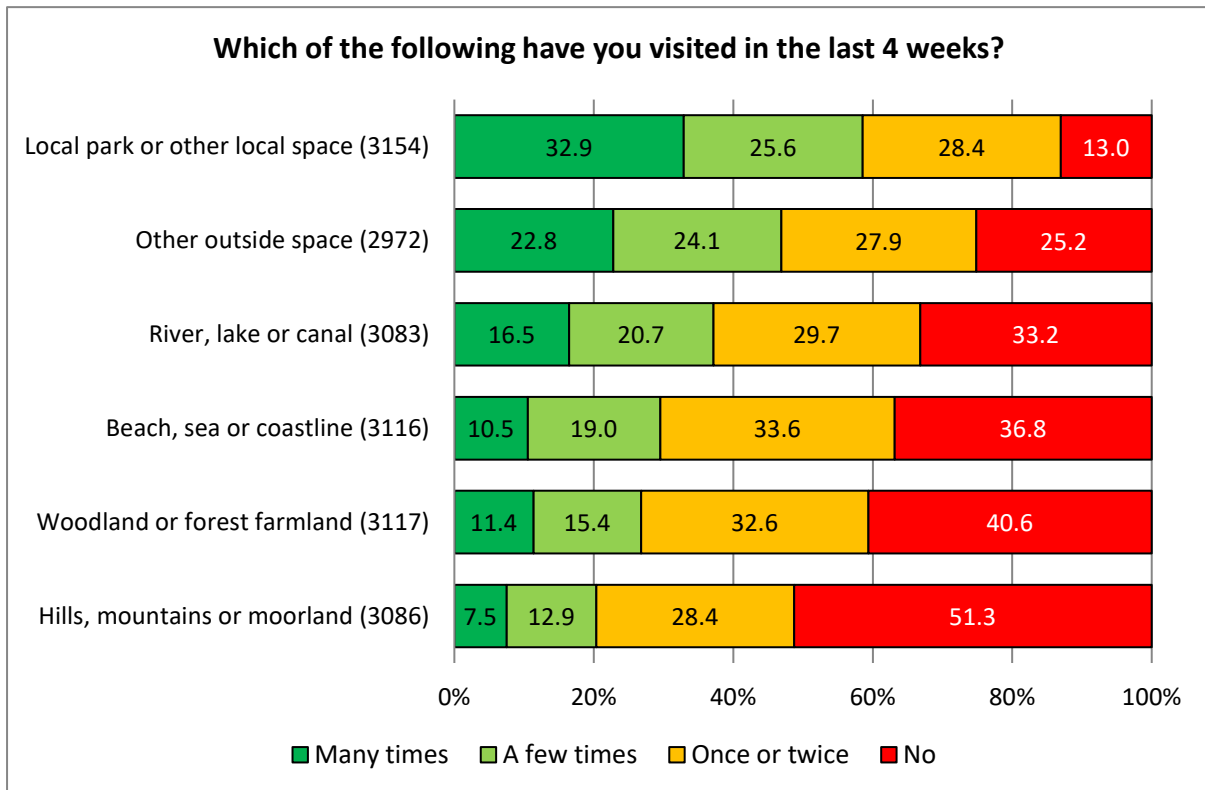
Welsh speakers were most likely to have been to cultural activities or events, those identifying as disabled were least likely.

Under 35s were most likely to have been to the cinema over the previous year (86.0 having been at least once), older respondents were more likely to have been to the theatre (60.9%).

### Which of the following have you visited in the last 4 weeks?

Of all those surveyed, 2,998 respondents (78.2% of those taking part in the survey) had visited at least one of the outside spaces listed in the 4 weeks before responding to the survey.

Seven out of eight respondents had visited a local park or other local space, with a third (32.9%) having done so “many times”.

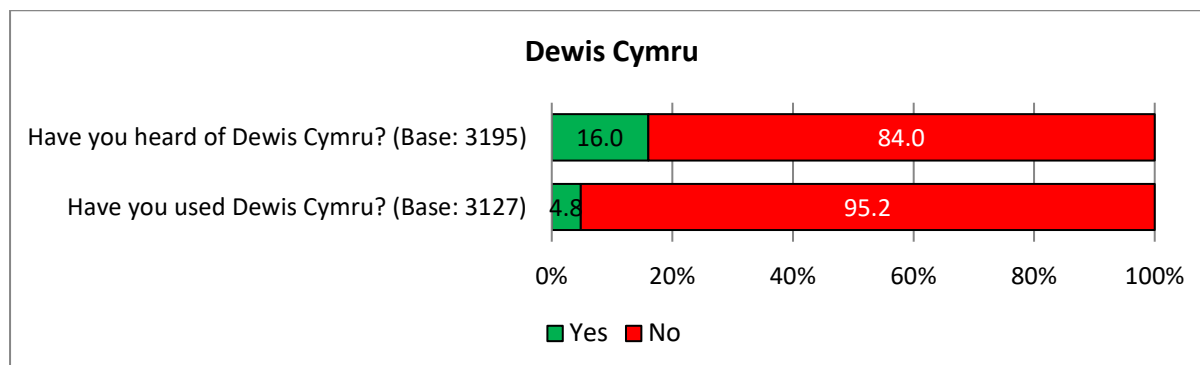


Base sizes shown in brackets; excludes ‘Don’t Know’ responses.

Again, Welsh speakers were most likely to have been to an outside space, those identifying as disabled were least likely.

### Have You Heard Of, Or Used, Dewis Cymru?

Around one in sixteen respondents (16.0%) were aware of Dewis Cymru; one in twenty (4.8%) had used the service.



Base sizes shown in brackets; excludes 'Don't Know' responses.

Awareness was highest amongst Welsh speakers (21.7%), those identifying as disabled (19.6%), and women (18.9%).

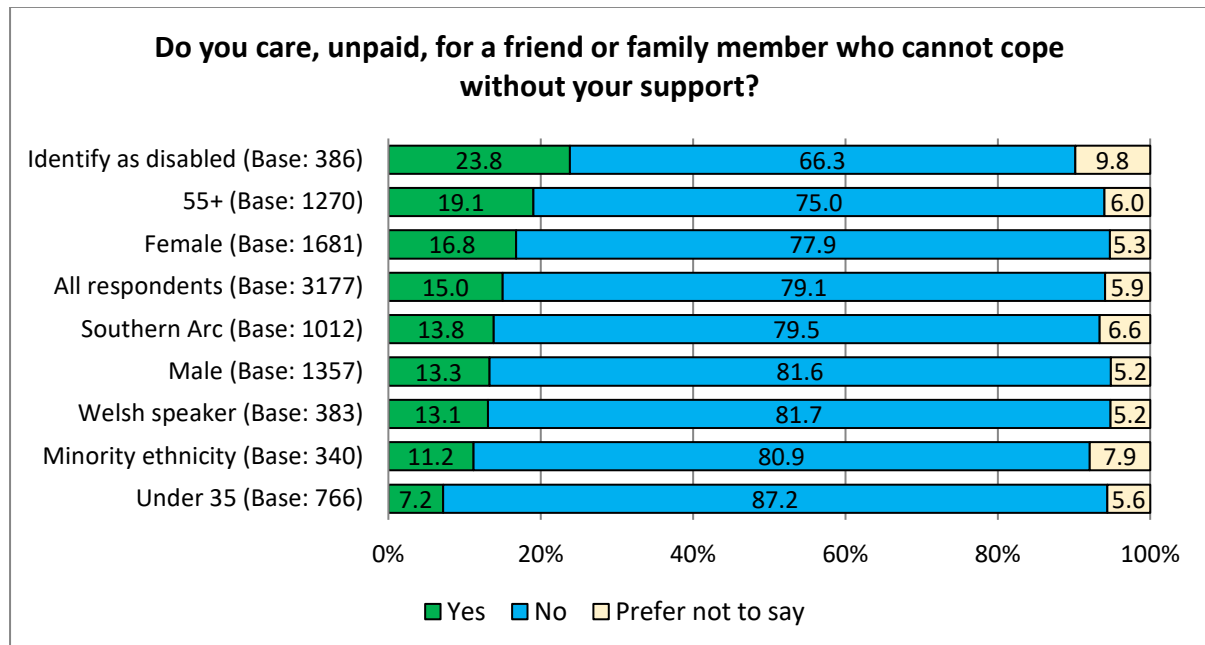
Usage was highest amongst Welsh speakers (7.4%), those living in the Southern Arc (6.1%), women (5.9%) and those identifying as disabled (5.8%).

	% Heard of Dewis Cymru	% Used Dewis Cymru
<b>Welsh speaker (Base: 387)</b>	21.7	7.4
<b>Identify as disabled (Base: 388)</b>	19.6	5.8
<b>Female (Base: 1686)</b>	18.9	5.9
<b>Minority ethnicity (Base: 344)</b>	17.4	5.6
<b>Southern Arc (Base: 1019)</b>	17.2	6.1
<b>Under 35 (Base: 772)</b>	17.1	5.0
<b>55+ (Base: 1274)</b>	12.8	3.3
<b>Male (Base: 1362)</b>	12.2	3.1

### Do you care, unpaid, for a friend or family member who cannot cope without your support?

Overall, 15.0% of respondents cared, unpaid, for a friend or family member.

This rose to 23.8% of respondents identifying as disabled, and to 19.1% of those aged 55 or older, compared with 7.2% of those under the age of 35.



Base sizes shown in brackets; excludes 'Don't Know' responses.

Section 9:  
Any Other Comments



Respondents were given an opportunity to add any other comments they wished to make. Overall, 411 comments were left, which were grouped into the following themes:

Theme	No	%	Example comments
<b>Transport / Infrastructure</b>	<b>147</b>	<b>35.8</b>	<ul style="list-style-type: none"> <li>– <i>The public transport connections are very poor, particularly the bus service with only connections to the city centre, if you wish to get anywhere other than the city centre by bus you have to go into the centre in order to get a connecting bus, which is time consuming and limits employment opportunities</i></li> <li>– <i>Public transport is the biggest issue holding Cardiff back. The local trains are unreliable, and cramped and bus services are sporadic causing more people to use their cars.</i></li> <li>– <i>PLEASE sort out infrastructure!!! The roads are becoming completely blocked.</i></li> <li>– <i>More safe cycle lanes, which are not too narrow and have a clear boundary to prevent cars from driving or parking.</i></li> </ul>
<b>Recycling and Waste / Street cleansing</b>	<b>90</b>	<b>21.9</b>	<ul style="list-style-type: none"> <li>– <i>The service I had from Cardiff City Council has been superb especially with recycling. I was at the hub in the City and I must say I had 1st class service from the staff. I had a amazing result and all credit must go to your trading standards team. A big thank you CARDIFF CITY COUNCIL.</i></li> <li>– <i>Cardiff has a clean environment:- ok compared with other UK cities, but very poor compared with Europe</i></li> <li>– <i>Litter is a BIG problem.</i></li> <li>– <i>Cardiff for me is a good place to live but I get many visitors from abroad as I lived abroad for 30 years in other European countries. All visitors have the same negative comment with many various differing positive comments and that is the dirty and untidy appearance of the city as a whole, especially as it is a capital city. They find the litter and general unkempt appearance of the street scene as very detrimental.</i></li> </ul>
<b>Neighbourhood</b>	<b>86</b>	<b>20.9</b>	<ul style="list-style-type: none"> <li>– <i>I am living in the area of Cardiff between Grangetown and Cardiff Bay (near Wilcox House) - there is little community feel around here and doesn't seem much going on at all. There are load of flats so potential for something.</i></li> <li>– <i>A major negative in my locality is the absence of formal youth club type settings for that age group.</i></li> <li>– <i>My main concern is air quality in the area I live in, compounded by additional vehicles passing through Llandaff due to house building north of here.</i></li> </ul>

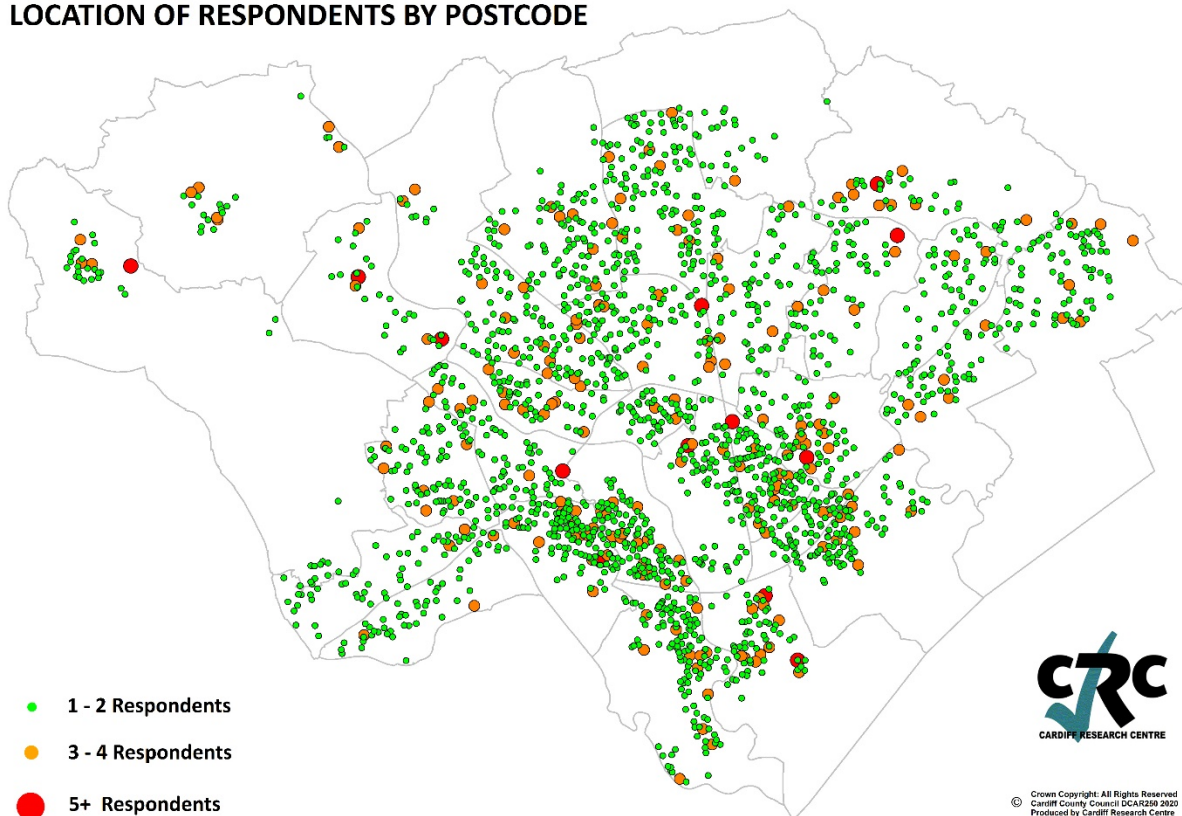
<b>Decline in services</b>	<b>76</b>	<b>18.5</b>	<ul style="list-style-type: none"> <li>– Park maintenance has suffered through cutbacks, notably frequency of grass cutting and absence of hedge boundary maintenance.</li> <li>– I'd love to use a library but my local one closed and now I'm stuck.</li> <li>– Schools are in crisis. We need more money to provide for our pupils and their families, as we are the main social providers.</li> </ul>
<b>Highways/Roads</b>	<b>75</b>	<b>18.2</b>	<ul style="list-style-type: none"> <li>– I do not like driving in Cardiff due to the state of the roads. Too many high speed bumps wrecking my car. I would prefer to cycle but the roads are full of craters and pot holes making it very unsafe.</li> <li>– The system that decides on highways and road system is bad.</li> <li>– Install drop curbs between Greenway Road and New Road across Wentloog Road.</li> </ul>
<b>Better support for the vulnerable</b>	<b>67</b>	<b>16.3</b>	<ul style="list-style-type: none"> <li>– When are Cardiff council going to help the elderly and infirm?</li> <li>– More provision for Homeless people. Allow the Wallich to do their job and let the welfare bus back onto queen Street and don't ban the breakfast run!</li> <li>– Lack of social care for the elderly is shocking.</li> </ul>
<b>Parks/Leisure</b>	<b>59</b>	<b>14.4</b>	<ul style="list-style-type: none"> <li>– Cardiff has some lovely walks. The rivers and lakes are well looked after.</li> <li>– The Council is giving away our sports facility in Heath Park to turn into office space for Cardiff University. The Council shouldn't be getting rid of public sports facilities.</li> </ul>
<b>Environmental concerns</b>	<b>55</b>	<b>13.4</b>	<ul style="list-style-type: none"> <li>– Be bold in addressing climate and environmental issues - you are leaders - lead!</li> <li>– I would like to see air quality improved in Cardiff and planning policy to take this into account when planning new developments.</li> </ul>
<b>Over development</b>	<b>53</b>	<b>12.9</b>	<ul style="list-style-type: none"> <li>– I feel the Council should do more to curb unnecessary development and profit making by rampant greedy developers to the detriment of all Cardiff's citizens.</li> <li>– I'm uncertain about Cardiff's vision for the long term. There's many student high rises being allowed which are a crisis in waiting, there's a slow outlook for sustainable travel options. There's a lack of connected services - e.g. buses / trains which encourages more cars on the roads.</li> </ul>
<b>Anti-social behaviour/Crime</b>	<b>49</b>	<b>11.9</b>	<ul style="list-style-type: none"> <li>– Cardiff council is a disgrace. Cardiff is absolutely filthy. Antisocial behaviour from homeless and druggies is out of control. Deal with it.</li> </ul>
<b>Homelessness</b>	<b>45</b>	<b>10.9</b>	<ul style="list-style-type: none"> <li>– I am concerned that there are so many homeless people in the City centre and would like to see more done to help them.</li> </ul>
<b>Housing</b>	<b>44</b>	<b>10.7</b>	<ul style="list-style-type: none"> <li>– There is a difference between living in a private houses &amp; council/housing associations.</li> </ul>

<b>City Centre Problems</b>	<b>39</b>	<b>9.5</b>	– <i>Cardiff city centre looks terrible and is utterly filthy. It's deeply sad to see the city I love look so run down and dirty.</i>
<b>Health Well-being</b>	<b>37</b>	<b>9.0</b>	– <i>Don't believe the Council does anything to improve the well-being of Carers. We used to look forward to Carers week but now the Council do nothing except displays.</i>
<b>Greater enforcement</b>	<b>30</b>	<b>7.3</b>	– <i>Please start issuing financial penalties for things like waste disposal - the 'education first' approach is noble, but not working or effective.</i>
<b>Realign priorities</b>	<b>27</b>	<b>6.6</b>	– <i>Council spending and service priorities are wrong, concentrated on the elderly, disabled or those who avoid employment, those who try to maintain a life and work can't access the services either because they are in work or crowded out by those whose days are free.</i>
<b>Saving money</b>	<b>23</b>	<b>5.6</b>	– <i>Council does a lot of good work. Issues in Cardiff stem from your funding being cut, lack of council housing, decline in education standards due to funds being cut. There are a lot of very positive schemes but it feels like using a plaster to try and fix a missing limb.</i>
<b>Children and Youth Services</b>	<b>22</b>	<b>5.4</b>	– <i>Cardiff School Admissions Team have been excellent to deal with and very helpful</i>
<b>Accessibility</b>	<b>19</b>	<b>4.6</b>	– <i>The Council seems to be less accessible due to developments to its website and changes to C2C. Automation is good and useful in many circumstances, but it seems to have been adapted to the point that it's obstructive and has definitely made services less personal.</i>
<b>Library's</b>	<b>10</b>	<b>2.4</b>	– <i>Roath library still sits empty. Shelly gardens attracts people at night who leave rubbish. It is not a nice place to go with children.</i>
<b>Miscellaneous</b>	<b>60</b>	<b>14.6</b>	<ul style="list-style-type: none"> <li>– <i>Not enough information given to voters when the authority make life changing decisions that affect thousands of people, the majority only tend to find out decisions after the event.</i></li> <li>– <i>More opportunities to spend Time Credits earned through voluntary work</i></li> <li>– <i>More or at least some! public toilets.</i></li> </ul>

## Section 10:

### About You

### LOCATION OF RESPONDENTS BY POSTCODE



### What was your age on your last birthday?

	No	%	2018 MYE
<b>Under 16</b>	24	0.8	-
<b>16-34</b>	753	24.1	41.1
<b>35-54</b>	1064	34.0	29.2
<b>55+</b>	1285	41.1	29.8
	<b>3126</b>	<b>100.0</b>	

### Are you ...?

	No	%
<b>Female</b>	1698	53.6
<b>Male</b>	1373	43.4
<b>Other</b>	19	0.6
<b>Prefer not to say</b>	76	2.4
	<b>3166</b>	<b>100.0</b>

## Do you identify as Trans?

	No	%
Yes	61	2.0
No	2923	95.0
Prefer to self-describe	13	0.4
Prefer not to say	81	2.6
	<b>3078</b>	<b>100.0</b>

## How many children live in your household?

	No.	%
Aged under 4	257	9.6
Aged 4 - 18	722	25.0
Overall	855	27.9

## Which of the following best describes what you are doing at present?

	No.	%
Working full-time (30+ hours per week)	1511	47.8
Wholly retired from work	708	22.4
Working part-time (less than 30 hours per week)	385	12.2
In full time education	122	3.9
Permanently sick or disabled person	112	3.5
Caring for a child or adult	73	2.3
Unemployed - Unregistered but seeking work	41	1.3
Unemployed - Registered Job Seeker	39	1.2
Looking after home	28	0.9
On a zero-hour contract	28	0.9
On a government training scheme	13	0.4
Other	99	3.1
	<b>3159</b>	<b>100.0</b>

## Which of the following best describes your housing tenure?

	No	%
Owned outright	1160	36.9
Owned with a mortgage	1142	36.3
Private rented	482	15.3
Rented from a Housing Association	129	4.1
Rented from Local Authority	122	3.9
Other	108	3.4
	<b>3143</b>	<b>100.0</b>

## Are you or a member of your household:

	You		A member of your household	
	No.	%	No.	%
Currently serving	41	1.3	110	3.5
An armed forces service leaver (Veteran)	101	3.2	115	3.7
<b>Total</b>	<b>142</b>	<b>4.5</b>	<b>225</b>	<b>7.2</b>

## Do you identify as a disabled person?

	No.	%
Yes	394	12.7
No	2616	84.3
Prefer not to say	93	3.0
	<b>3103</b>	<b>100.0</b>

## Please tick any of the following that apply to you:

	No	%
Long-standing illness or health condition (e.g. cancer, HIV, diabetes or asthma)	476	40.4
Mental health difficulties	367	31.1
Mobility impairment	294	24.9
Deaf/Deafened/Hard of Hearing	224	19.0
Visual impairment	77	6.5
Learning impairment/difficulties	47	4.0
Wheelchair user	25	2.1
Prefer not to say	110	9.3
Other (please specify below)	85	7.2
	<b>1179</b>	<b>-</b>

## Do you regard yourself as belonging to any particular religion?

	No	%
Yes	1172	37.9
No, no religion	1922	62.1
	<b>3094</b>	<b>100.0</b>

## If yes, please specify

	No	%
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	993	85.5
Muslim	65	5.6
Buddhist	21	1.8
Hindu	10	0.9
Jewish	6	0.5
Sikh	1	0.1
Prefer not to answer	32	2.8
Other	34	2.9
	<b>1162</b>	<b>100.0</b>

## How would you describe your sexual orientation?

	No.	%
Heterosexual/Straight	2532	83.2
Bisexual	141	4.6
Gay Man	105	3.5
Gay Woman/Lesbian	35	1.2
Other	29	1.0
Prefer not to answer	201	6.6
	<b>3043</b>	<b>100.0</b>

## Are you:

	No.	%
Married	1462	46.8
Single	685	21.9
Living together	531	17.0
In a same-sex Civil Partnership	154	4.9
Separated/divorced or legally separated if formerly in a same-sex Civil Partnership	154	4.9
Widowed	138	4.4
	<b>3124</b>	<b>100.0</b>



## How would you describe your Welsh language skills?

	No.	%
Fluent	207	6.7
Moderate	181	5.8
Basic	588	18.9
Learner	571	18.4
None	1563	50.3
	<b>3110</b>	<b>100.0</b>

## Do you consider yourself to be Welsh?

	No.	%
Yes	2068	67.5
No	996	32.5
	<b>3064</b>	<b>100.0</b>

## What is your ethnic group?

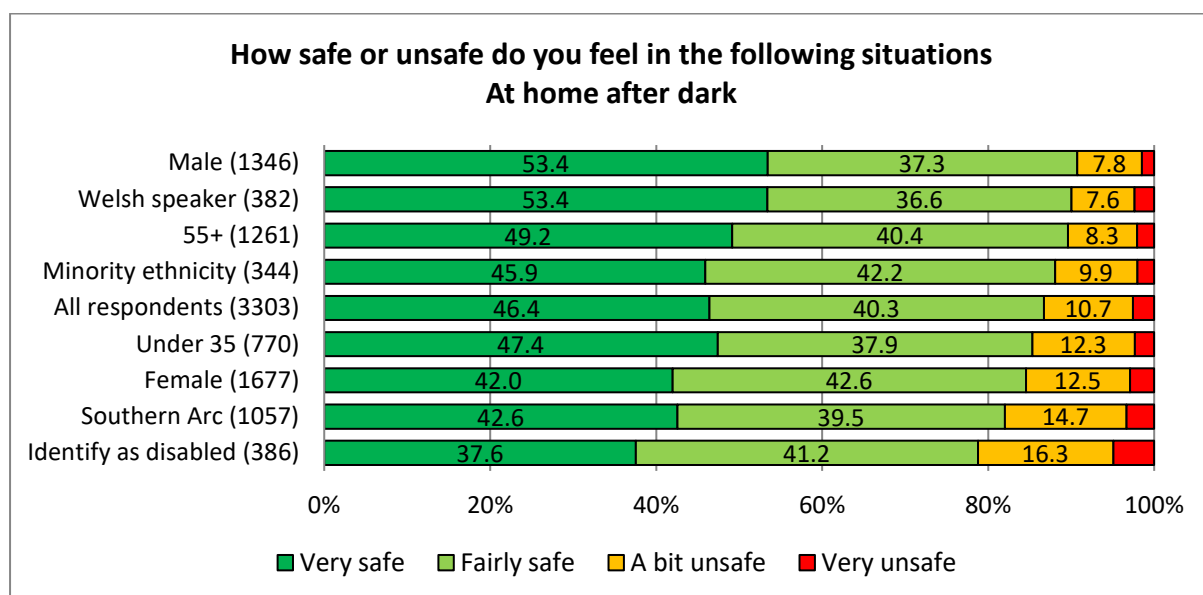
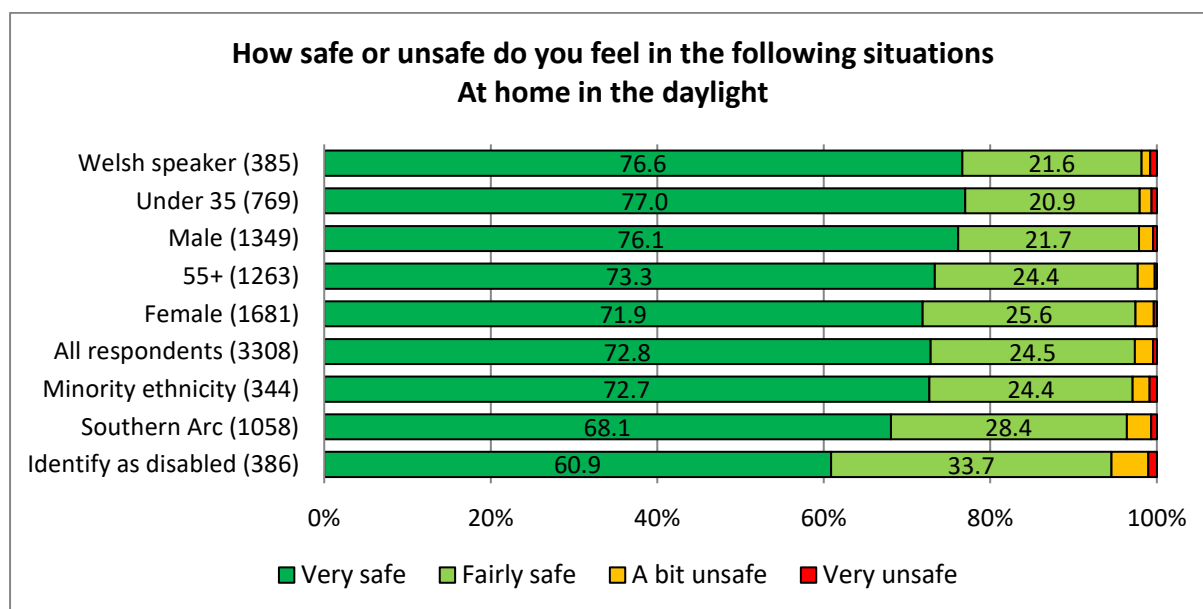
	No.	%
White - Welsh/English/Scottish/Northern Irish/British	2699	86.6
White - Any other white background	45	1.4
White - Irish	2	0.1
Asian/Asian British - Indian	124	4.0
Any other ethnic group	11	0.4
Asian/Asian British - Any other	12	0.4
Mixed/Multiple Ethnic Groups - White and Black Caribbean	17	0.5
Asian/Asian British - Chinese	16	0.5
Mixed/Multiple Ethnic Groups - White & Asian	7	0.2
Black/African/Caribbean/Black British - African	10	0.3
Mixed/Multiple Ethnic Groups - Any other	6	0.2
Asian/Asian British - Pakistani	6	0.2
Black/African/Caribbean/Black British - Caribbean	7	0.2
Arab	13	0.4
Asian/Asian British - Bangladeshi	17	0.5
White - Gypsy or Irish Traveller	18	0.6
Mixed/Multiple Ethnic Groups - White and Black African	11	0.4
Black/African/Caribbean/Black British - Any other	26	0.8
Prefer not to say	71	2.3
	<b>3118</b>	<b>100.0</b>

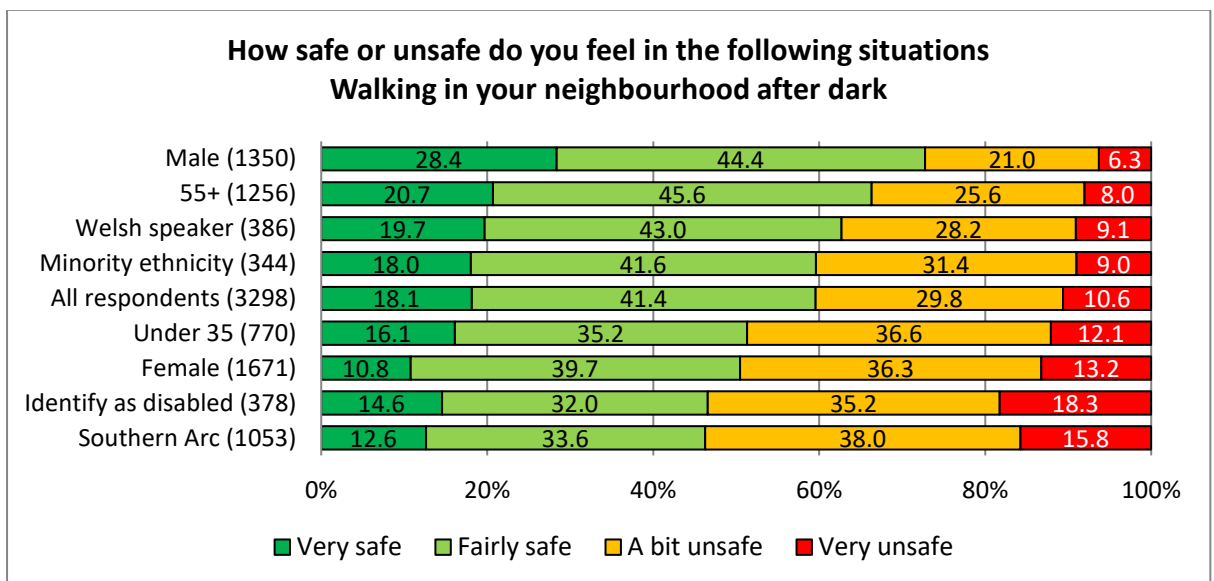
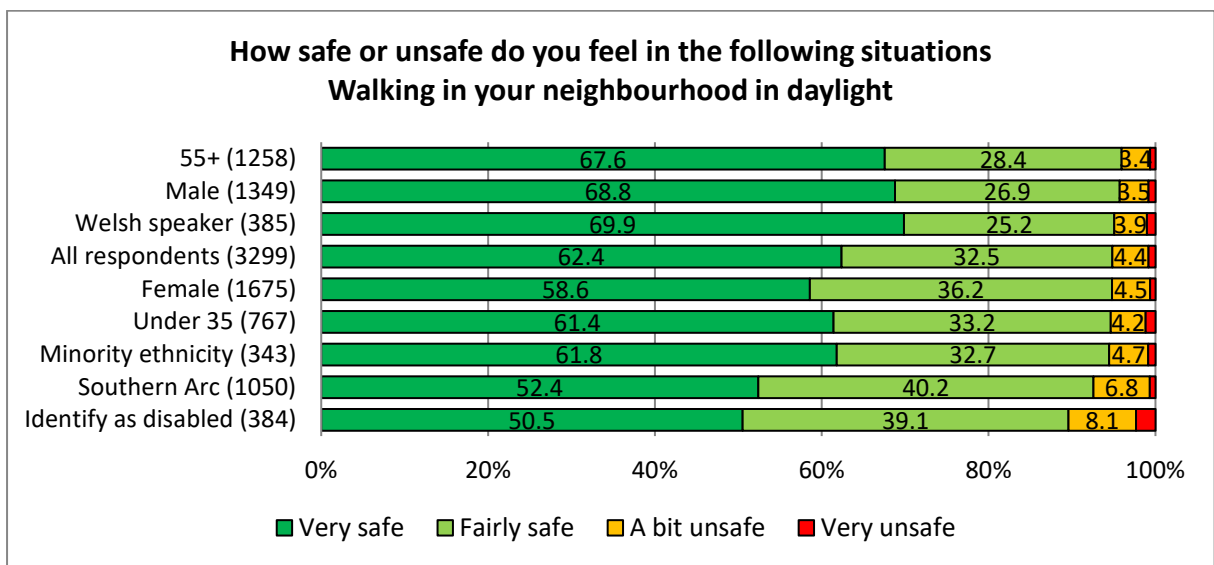
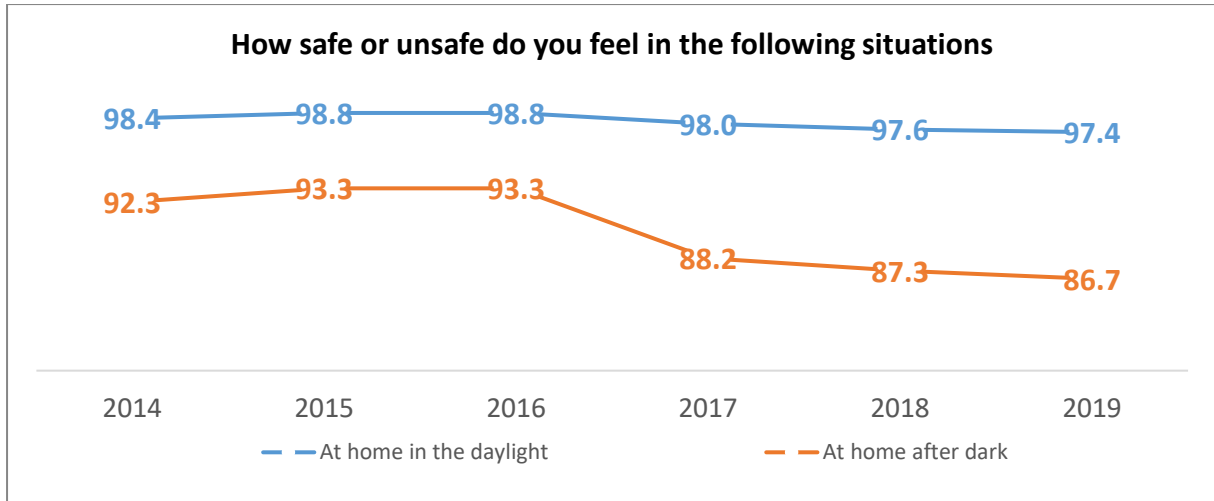
### How did you hear about this survey?

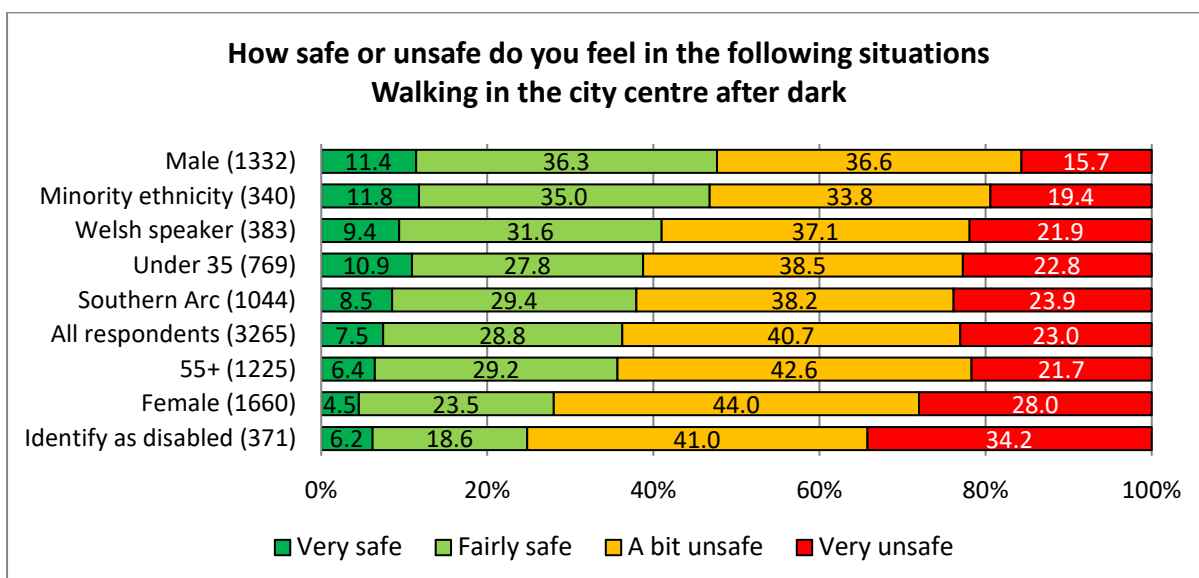
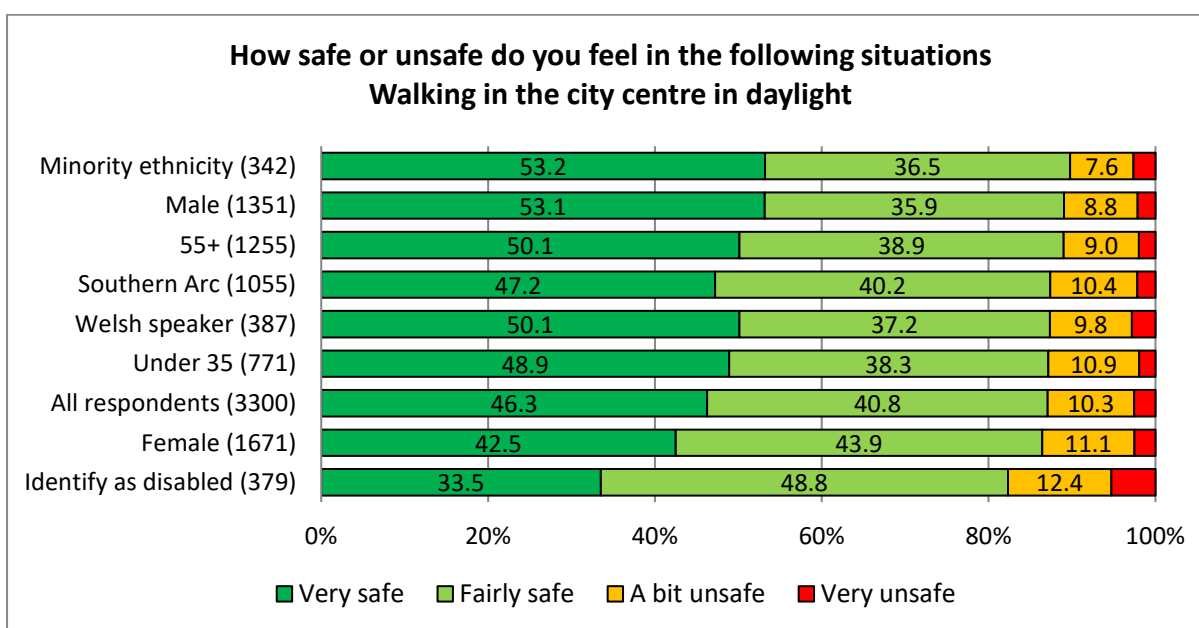
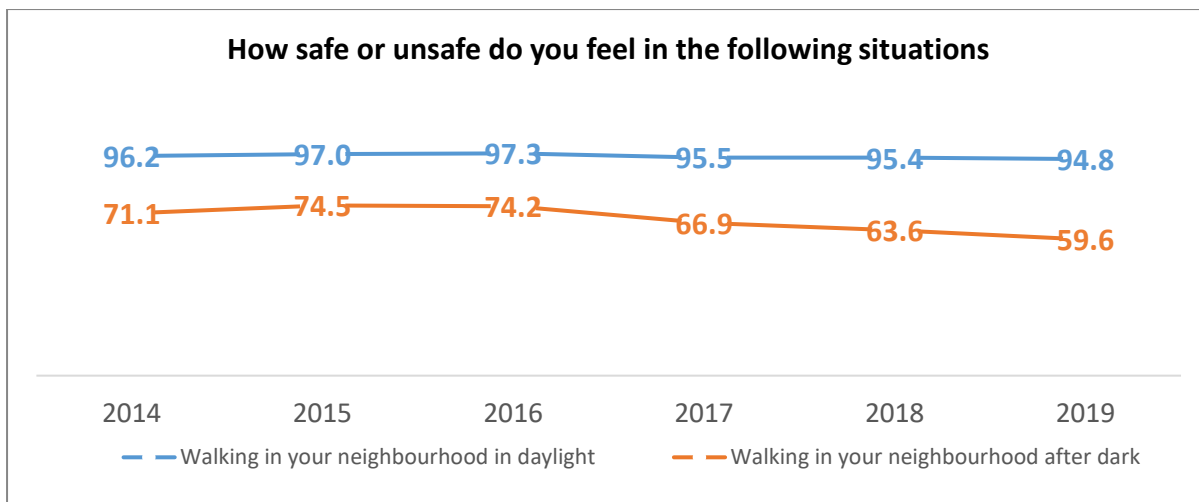
	No.	%
Direct email to my address from the City of Cardiff Council	1593	50.1
Social media (Twitter, Facebook, etc.)	784	24.7
Saw promotion in a public building (Hub, Library, etc.)	352	11.1
Direct email to my address from another organisation	109	3.4
Family and friends	74	2.3
At a public event	52	1.6
Other	213	6.7
	<b>3177</b>	<b>100.0</b>

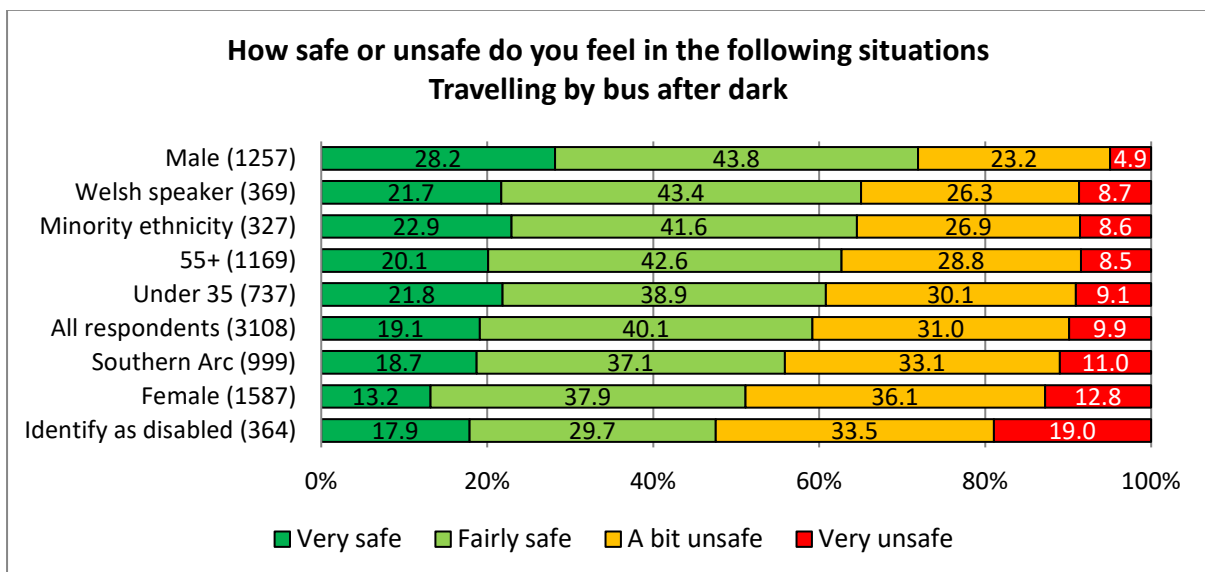
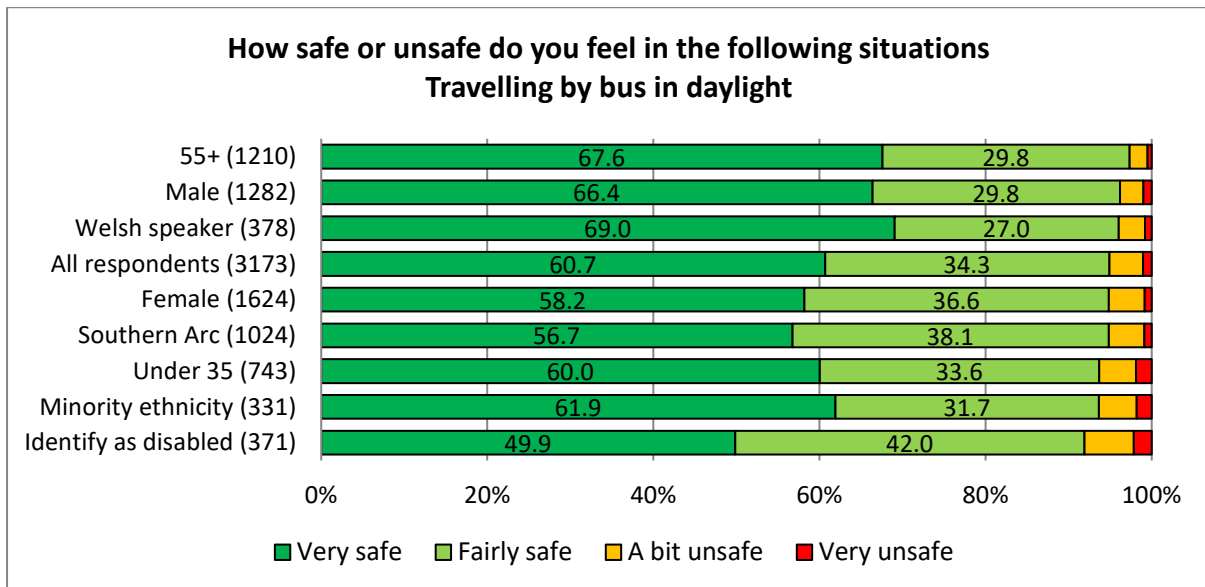
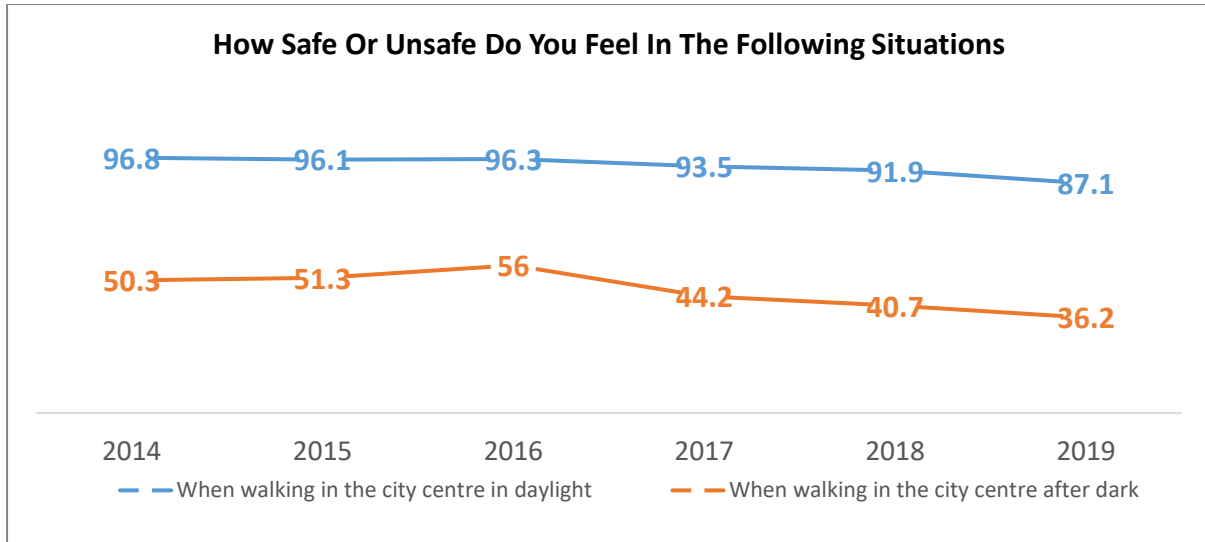
## Appendix A – Community Safety By Demographics and Geography

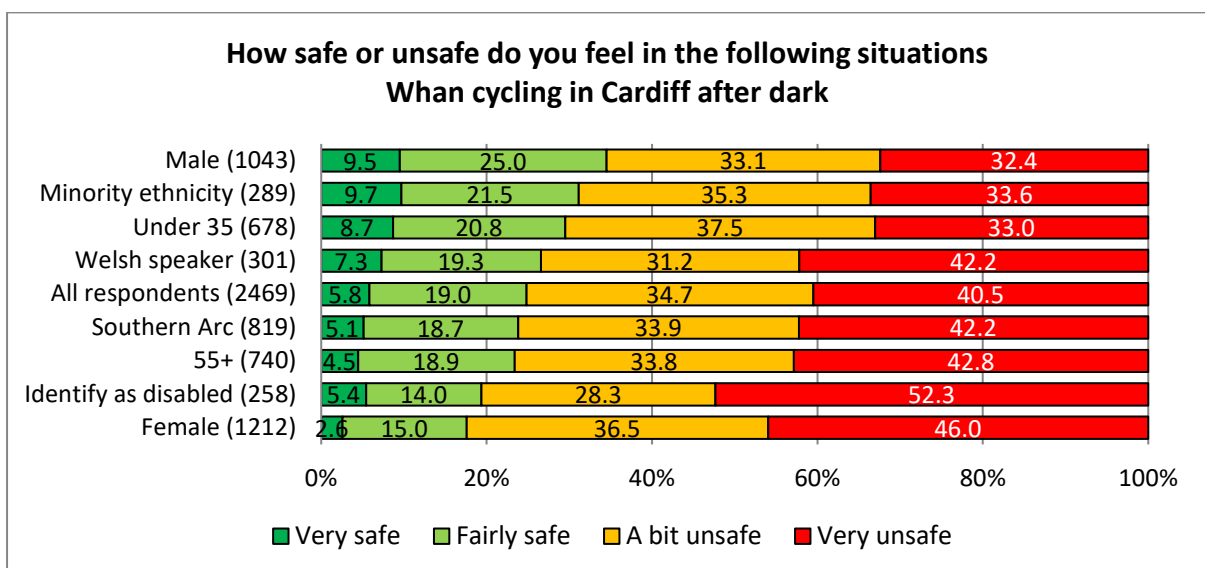
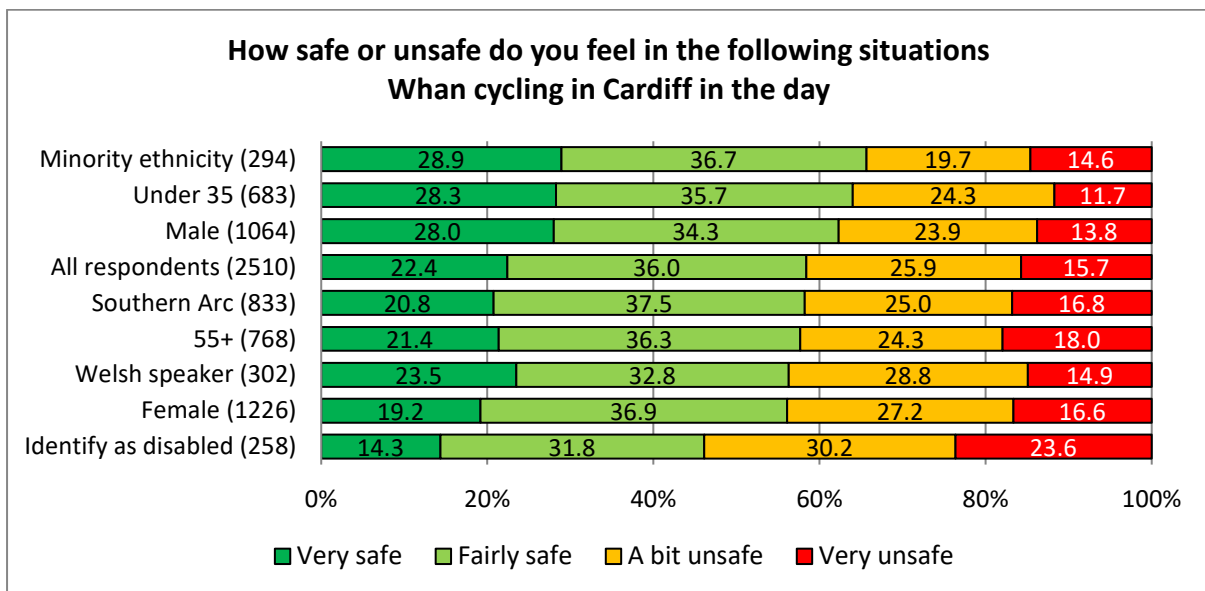
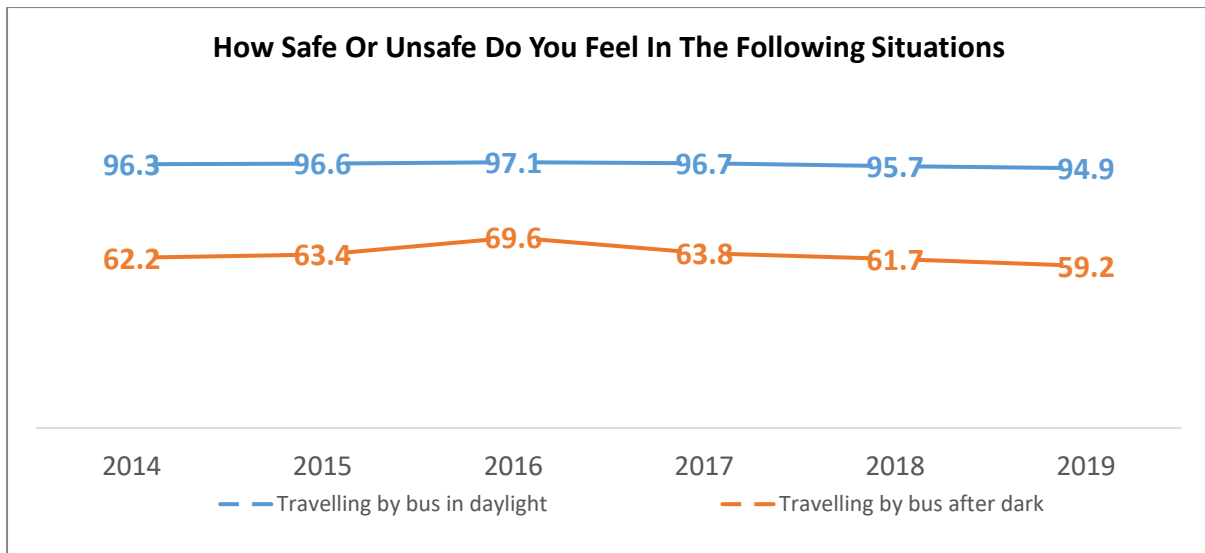
All charts show base sizes for each group in brackets; all 'Don't Know' responses are excluded.

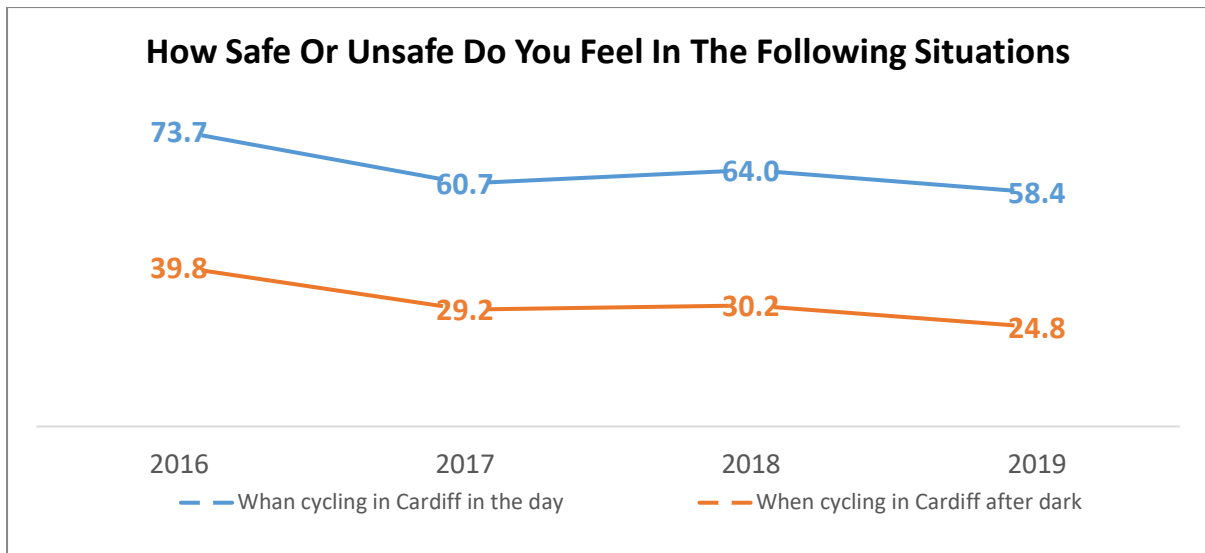














## Appendix B – Reasons For Feeling Unsafe

### Reasons for Feeling Unsafe When Walking In Your Neighbourhood (1016 responses)

Theme	No	%	Example comments
<b>Gangs / Youths</b>	<b>336</b>	<b>33.1</b>	<ul style="list-style-type: none"> <li>– Youth gangs in area can be intimidating to walk past.</li> <li>– There are gangs and individuals that may cause harm</li> <li>– There are gangs of youths who hang around and intimidate with shouting and circling around on bikes.</li> <li>– Only after dark. Worried about groups of teenagers.</li> </ul>
<b>Anti-social behaviour</b>	<b>321</b>	<b>31.6</b>	<ul style="list-style-type: none"> <li>– I know there is a lot of anti-social behaviour in my area.</li> <li>– Lack of resources to combat anti-social behaviour.</li> <li>– Because of anti-social behaviour at night.</li> <li>– Area is just anti-social which has got worse since the new housing developments and expected to get worse once latest houses and flats are built by me.</li> </ul>
<b>Lighting / In the Dark</b>	<b>201</b>	<b>19.8</b>	<ul style="list-style-type: none"> <li>– Poor lighting. Generally always aware of other people walking.</li> <li>– I live by woodland and I don't feel I can use the footpaths there after dark.</li> <li>– After dark I tend to be more cautious about where I walk. I usually avoid short cut down ally, notify friends/call friends during walk home.</li> </ul>
<b>Drug related problems</b>	<b>194</b>	<b>19.1</b>	<ul style="list-style-type: none"> <li>– Drug related crimes in my area.</li> <li>– There are drug dealers and therefore drug users walking around</li> <li>– There are many people who are drug dependent or have mental health issues in the community who sadly do not get the support they require.</li> </ul>
<b>Fear of assault</b>	<b>134</b>	<b>13.2</b>	<ul style="list-style-type: none"> <li>– I am afraid I might be mugged.</li> <li>– I'm afraid of being harassed, attacked, or mugged just for being out and about.</li> <li>– As a woman I sometimes feel threatened by men hanging around.</li> </ul>
<b>Inconsiderate drivers / Motorbikes / Cyclists</b>	<b>119</b>	<b>11.7</b>	<ul style="list-style-type: none"> <li>– Too many bikes and cars bushes on pavements often have to walk around.</li> <li>– Often people on quad bikes, motorbikes in parks where not permitted.</li> <li>– Reckless cyclist esp. around the Millennium centre on paved areas.</li> </ul>
<b>Neighbourhood</b>	<b>91</b>	<b>9</b>	<ul style="list-style-type: none"> <li>– Heavily populated dodgy area.</li> <li>– The area I live in.</li> </ul>

Lack of policing	86	8.5	<ul style="list-style-type: none"> <li>– Lack of policing in the local area, police station has been closed.</li> <li>– Don't see police around as much due to cutbacks felt safer when police more visible.</li> </ul>
Level of Crime	84	8.3	<ul style="list-style-type: none"> <li>– Lots of crime and anti-social behaviour.</li> <li>– The community I live in has a high crime rate.</li> </ul>
Drunks	82	8.1	<ul style="list-style-type: none"> <li>– Increasing number of drunk people wandering around.</li> <li>– Late night revellers In the street.</li> </ul>
Homeless / Beggars	47	4.6	<ul style="list-style-type: none"> <li>– Homeless people spill over from town in to Roath, &amp; lurk in the alley ways</li> </ul>
State of surface/ pavement/ Overgrown bushes	42	4.1	<ul style="list-style-type: none"> <li>– Pavements are in a poor state of repair - difficult to see clearly when walking in the dark.</li> </ul>
Increase in Knife crime	40	3.9	<ul style="list-style-type: none"> <li>– Several incidences of knife crime in the area, wouldn't necessarily walk during the night-time.</li> </ul>
Age / Ability issues	16	1.6	<ul style="list-style-type: none"> <li>– No longer able to physically defend myself against potential violent attacks.</li> </ul>
Miscellaneous	55	5.4	<ul style="list-style-type: none"> <li>– You cannot know what is other people's minds.</li> <li>– Specifically when Cardiff city play Cowbridge Road is a no go area.</li> </ul>

### Reasons for Feeling Unsafe When Walking In The City Centre (1667 responses)

Theme	No	%	Example comments
Homeless / Beggars	751	45.1	<ul style="list-style-type: none"> <li>– Too many homeless and drunk people in the City Centre at night time.</li> <li>– Lots of homeless people who are intoxicated and shouting.</li> <li>– At times, people cycling in pedestrian areas, and sometimes aggressive begging, alcohol misuse.</li> <li>– Large volume of rough sleepers, and others whose needs are not being met.</li> </ul>
Drunken behaviour	660	39.6	<ul style="list-style-type: none"> <li>– At night it is unsafe, homeless people approaching you and drunk people are unpredictable.</li> <li>– Drunken people, rough sleepers.</li> <li>– Herds of drunk people, particularly on the weekends.</li> <li>– Because at weekends it is full of large groups of drunk people</li> </ul>
Anti-social behaviour / Intimidation	572	34.3	<ul style="list-style-type: none"> <li>– Anti-social behaviour, the amount of homeless people.</li> <li>– Many very pushy homeless people congregating in large groups who behave in a threatening. way</li> </ul>

			<ul style="list-style-type: none"> <li>– <i>Feel intimidated by the homeless when leaving work at 9pm and getting to my bus stop.</i></li> </ul>
<b>Drug related problems</b>	<b>476</b>	<b>28.6</b>	<ul style="list-style-type: none"> <li>– <i>Lots of people with drug/mental health issues.</i></li> <li>– <i>Lots of drug addicts fighting, begging and causing other issues in city centre.</i></li> <li>– <i>Increase in people on drugs etc.</i></li> </ul>
<b>Fear of assault / Feel vulnerable</b>	<b>238</b>	<b>14.3</b>	<ul style="list-style-type: none"> <li>– <i>I am a single female, and just for this reason would not consider walking alone at night in the city centre. I would be afraid of being attacked.</i></li> <li>– <i>As a woman, I don't feel safe walking at night alone.</i></li> <li>– <i>At my age I would feel vulnerable.</i></li> </ul>
<b>Gangs / Youths</b>	<b>188</b>	<b>11.3</b>	<ul style="list-style-type: none"> <li>– <i>Gangs of youths walking in the street</i></li> <li>– <i>Gangs of youths in centre</i></li> <li>– <i>Groups of teenagers are hanging around</i></li> </ul>
<b>Lack of policing</b>	<b>123</b>	<b>7.4</b>	<ul style="list-style-type: none"> <li>– <i>Lack of police presence - there should be police on the beat.</i></li> <li>– <i>There is a distinct lack of policing. I feel nervous walking through town due to service users.</i></li> </ul>
<b>Lighting/ In the dark</b>	<b>97</b>	<b>5.8</b>	<ul style="list-style-type: none"> <li>– <i>Its dark and not enough street lighting</i></li> <li>– <i>Some parts not well lit at night - walking to car or bus ( by Golden Cross) not nice after theatre</i></li> </ul>
<b>Inconsiderate drivers / Motorbikes / Cyclists</b>	<b>60</b>	<b>3.6</b>	<ul style="list-style-type: none"> <li>– <i>Bicycles and cyclists in a pedestrianised area so dangerous.</i></li> </ul>
<b>Level of Crime</b>	<b>59</b>	<b>3.5</b>	<ul style="list-style-type: none"> <li>– <i>Too many crimes are committed which makes me uneasy.</i></li> </ul>
<b>Increase in knife crime</b>	<b>56</b>	<b>3.4</b>	<ul style="list-style-type: none"> <li>– <i>Increase in knife crime</i></li> </ul>
<b>Large volumes of people</b>	<b>43</b>	<b>2.6</b>	<ul style="list-style-type: none"> <li>– <i>I don't like to be in large crowds of people.</i></li> </ul>
<b>State of surface/pavement</b>	<b>11</b>	<b>0.7</b>	<ul style="list-style-type: none"> <li>– <i>Slippery surfaces, council staff loitering, unclean surfaces, broken lights, empty shops, traffic confused but plethora of mixed signs</i></li> </ul>
<b>Miscellaneous</b>	<b>88</b>	<b>5.3</b>	<ul style="list-style-type: none"> <li>– <i>Try it for yourself.</i></li> <li>– <i>I don't go into town.</i></li> </ul>

## Reasons for Feeling Unsafe When Travelling By Bus (773 responses)

Theme	No	%	Example comments
Anti-social behaviour / Intimidation	286	37.0	<ul style="list-style-type: none"> <li>– People who have absolutely no consideration for other behaving aggressively on buses.</li> <li>– At night - anti social behaviour.</li> <li>– Loud and unapproachable people travelling on buses.</li> <li>– Some of the people using bus, are no better than animals. I feel very sorry for the drivers.</li> </ul>
Drunken behaviour	178	23.0	<ul style="list-style-type: none"> <li>– During the evening there'd are quite a few boisterous drunk people who use my bus route.</li> <li>– At night too many drunks on the bus.</li> <li>– Stuck in an enclosed space usually with drunk people.</li> <li>– The amount of drunks on bus.</li> </ul>
Fear of assault / Feel vulnerable	130	16.8	<ul style="list-style-type: none"> <li>– Especially at night... feel very vulnerable.</li> <li>– As a woman unwanted attention.</li> <li>– I'm a disabled person and feel exposed and vulnerable. I have had bad experiences.</li> </ul>
In the dark/ At night	111	14.4	<ul style="list-style-type: none"> <li>– Again there are less people around at night and it's dark so you automatically feel uneasy.</li> <li>– Only after dark.</li> <li>– Only at night - I never travel by bus at night.</li> </ul>
Other people	65	8.4	<ul style="list-style-type: none"> <li>– Being among people who you do not know.</li> <li>– People's hygiene, drivers.</li> </ul>
Gangs/ youths	64	8.3	<ul style="list-style-type: none"> <li>– Gangs of youths using the bus service are not pleasant, often rowdy.</li> <li>– Youths causing problems.</li> </ul>
Lack of policing/ Control	63	8.2	<ul style="list-style-type: none"> <li>– Driver unable to assist if there is a problem with other passengers.</li> </ul>
Walking to and from bus	55	7.1	<ul style="list-style-type: none"> <li>– Walking to and from bus stops when not many people are about feels scary.</li> </ul>
Drug related problems	46	6.0	<ul style="list-style-type: none"> <li>– I've seen instances where other passengers have been abused and intimidated. I've sat on buses with abusive / drunk / drug influenced passengers where I've been very glad to get off.</li> </ul>
Poor service/ facilities	38	4.9	<ul style="list-style-type: none"> <li>– Bus stops not always clean and well lit.</li> </ul>
No. of bus users	37	4.8	<ul style="list-style-type: none"> <li>– Rather quiet or over crowded.</li> </ul>
Do not use buses	32	4.1	<ul style="list-style-type: none"> <li>– To be honest, I don't use the bus service much.</li> </ul>
Bad experience with drivers	26	3.4	<ul style="list-style-type: none"> <li>– Bus drivers are reckless, have witnessed many near misses and accidents.</li> </ul>
Frequency	16	2.1	<ul style="list-style-type: none"> <li>– Not enough buses in the night.</li> </ul>
Reliability	16	2.1	<ul style="list-style-type: none"> <li>– Sometimes buses don't turn up, or are often late.</li> </ul>

<b>Homeless</b>	<b>15</b>	<b>1.9</b>	– <i>There are so many homeless people and not being able to see peoples faces.</i>
<b>Level of crime</b>	<b>7</b>	<b>0.7</b>	– <i>Increased crime, lack of police services. No police patrol. No police station. No police patrolling.</i>
<b>Increase in knife crime</b>	<b>5</b>	<b>0.6</b>	– <i>Perception that crime is worse than it has been. Knife crime increase makes you feel more vulnerable.</i>
<b>Miscellaneous</b>	<b>53</b>	<b>5.9</b>	– <i>Brexit impact on hate crime.</i>

### Reasons for Feeling Unsafe When Cycling (1372 responses)

<b>Theme</b>	<b>No</b>	<b>%</b>	<b>Example comments</b>
<b>Dangerous/ Inconsiderate Drivers / Volume of traffic</b>	<b>677</b>	<b>49.3</b>	<ul style="list-style-type: none"> <li>– <i>A small minority of drivers are very aggressive when meeting cyclists.</i></li> <li>– <i>Overcrowded roads.</i></li> <li>– <i>Don't trust motorists to be careful about cyclists in the dark</i></li> <li>– <i>I have been hit by a Cardiff bus whilst cycling, been kicked by a pedestrian and cars get too close.</i></li> </ul>
<b>Lack of dedicated cycle infrastructure</b>	<b>523</b>	<b>38.1</b>	<ul style="list-style-type: none"> <li>– <i>Lack of cycle paths and dedicated cycling lanes and the drivers on the road at night going faster.</i></li> <li>– <i>Cycle network on roads in Cardiff is appalling. This needs to improve, separate cycle lanes needed!</i></li> <li>– <i>Insufficient cycling infrastructure.</i></li> <li>– <i>Very little genuine segregation from vehicular traffic.</i></li> </ul>
<b>Lighting/ Visibility</b>	<b>182</b>	<b>13.3</b>	<ul style="list-style-type: none"> <li>– <i>In the dark, concern about an accident from poor visibility</i></li> <li>– <i>Hard to see cyclists in the dark.</i></li> <li>– <i>Lighting around cycle paths could be improved.</i></li> </ul>
<b>Road conditions</b>	<b>159</b>	<b>11.6</b>	<ul style="list-style-type: none"> <li>– <i>The road conditions are a disgrace. It's like off road biking!!!</i></li> <li>– <i>Road maintenance is poor in places; inconsiderate / illegal parking on double yellow lines and at junctions.</i></li> <li>– <i>Condition of the road surface and speed of traffic.</i></li> </ul>
<b>Feel vulnerable - fear of assault</b>	<b>131</b>	<b>9.5</b>	<ul style="list-style-type: none"> <li>– <i>I feel slightly vulnerable on lonely paths, especially if unlit. Underpasses can also be an issue.</i></li> <li>– <i>Previous incidents of deliberate intimidation.</i></li> <li>– <i>Fear of being attacked.</i></li> </ul>
<b>Don't cycle</b>	<b>102</b>	<b>7.4</b>	<ul style="list-style-type: none"> <li>– <i>I don't cycle. But from point of view as a driver cyclists are difficult to spot in dark.</i></li> </ul>

<b>Criminal behaviour / Bike Crime</b>	<b>75</b>	<b>5.5</b>	– <i>I had 3 bikes stolen from a bike rack in the centre of town in the middle of the day. I won't cycle into town again.</i>
<b>Anti-social behaviour</b>	<b>74</b>	<b>5.4</b>	– <i>People don't take kindly to cyclists especially on quite parts of the Taff trail or roads</i>
<b>Inconsiderate cyclists</b>	<b>38</b>	<b>2.8</b>	– <i>Far too many pavement cyclists!!!</i>
<b>Lack of police</b>	<b>28</b>	<b>2.0</b>	– <i>Lack of police to deal with any incident that might occur.</i>
<b>Gangs/ Youths</b>	<b>28</b>	<b>2.0</b>	– <i>Litter, and gangs, particularly along the river paths through the parks.</i>
<b>Ability</b>	<b>20</b>	<b>1.5</b>	– <i>I am not a confident cyclist.</i>
<b>Cycle storage</b>	<b>3</b>	<b>0.2</b>	– <i>Dark streets, bike crime, nowhere safe to leave bike</i>
<b>Miscellaneous</b>	<b>59</b>	<b>4.3</b>	– <i>Have you tried cycling in Cardiff...?</i>

## Appendix C – Organisations/Groups Contacted & Places Visited To Promote The Survey

### **Hubs & Libraries**

Butetown Hub  
Central Library Hub  
Ely and Caerau Library and Community Hub  
Fairwater Library and Hub  
Grangetown Library and Hub  
STAR Library and Hub  
Llandaff North and Gabalfa Hub  
Llanishen Library Hub  
Llanrumney Library and Hub  
Rumney Library and Partnership Hub  
Llanedeyrn Library and Hub  
St. Mellons Library and Hub  
Canton Library  
Cathays Branch and Heritage Library  
Penylan Library  
Radyr Library  
Rhiwbina Library  
Mobile Library

### **Council Core Buildings**

City Hall  
Coleridge Road  
County Hall  
Lamby Way  
Willcox House

### **Community Centres**

Butetown Community Centre  
Canton Community Centre  
Cathays Community Centre  
Dusty Forge  
Maes-y-Coed Community Centre  
Pentrebane Community Centre  
Planewydd Community Centre  
Pontprennau Community Church Centre  
Thornhill Community Centre  
Tremorfa Community Centre  
Whitchurch Community Centre

### **Youth Centres**

Gabalfa  
North Ely Youth Centre  
Powerhouse  
St Mellons

### **Community Councils**

Lisvane  
Old St. Mellons  
Pentyrch  
Radyr & Morganstown  
St Fagans  
Tongwynlais

### **C3SC Cardiff Third Sector Councils**

Cardiff City & South  
Cardiff East  
Cardiff North  
Cardiff South East  
Cardiff South West  
Cardiff West

### **Events**

Cardiff Multicultural Mela  
Cardiff Children, Young People & Families Network  
Freshers Week, South Wales University  
Let's Talk About Dementia  
Emergency Services Weekend  
Money Advice Service Lunch Clubs  
Tackling Loneliness  
FAN Groups

### **Additional Ask Cardiff Promotion - Digital**

Family Advice & Support website  
Schools SLA website, and links and flyers sent to Sixth forms  
UHB Intranet and link was promoted in their monthly newsletter  
Council Screen savers  
Advert displayed on big screen – central library  
Emailed to members of the 50+ forum  
Emailed to the Citizens Panel  
Members of the Cardiff Public Services Board  
All Allotments and Plot holders received an email of the poster and link to the survey



**Additional Ask Cardiff Promotion – Social Media**

Cardiff Council corporate accounts  
Cardiff Research Centre / Cardiff Debate accounts  
Cardiff Youth Centres accounts  
Library Social media accounts

**Additional Ask Cardiff Promotion – Non-Digital**

Flyers / Posters were displayed in the indoor market  
Flyer / Posters displayed in GP surgeries across the City  
Youth Council  
Flying Start

## Appendix D – Southern Arc of Cardiff

### Southern Arc of Cardiff

