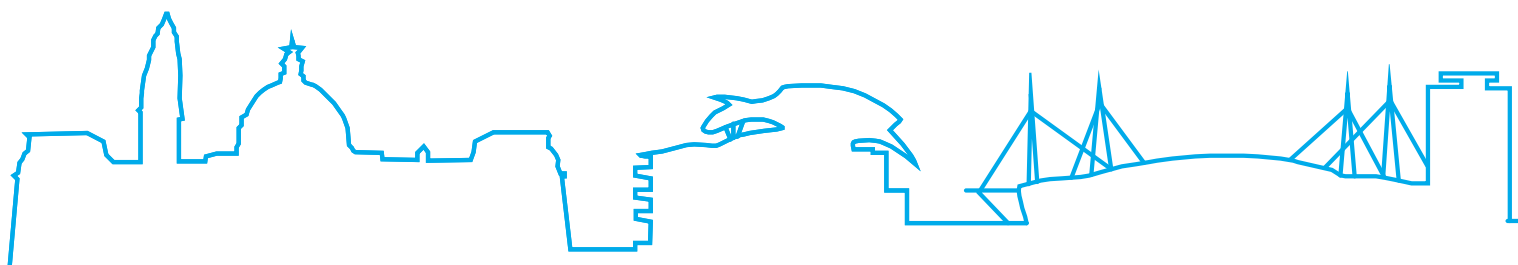


3. People in Cardiff have a clean, attractive and sustainable environment

You can navigate the document using links in the table below:

3.1.1	To what extent do you agree or disagree that people in Cardiff have a clean, attractive and sustainable environment?
3.2	Transport
3.2.1	How satisfied are you with the following facilities in Cardiff?
3.2.2	How do you travel to or from the following activities?
3.2.3	If currently in employment, how often do you travel by the following types of transport when commuting to or from work?
3.2.4	What factors have the biggest influence on how you choose to travel to work?
3.2.5	How satisfied are you with each of the following elements of the local bus services, whether you usually use them or not?
3.2.6	How satisfied are you with each of the following elements of cycling facilities, whether you usually use them or not?
3.2.7	How satisfied are you with traffic signal facilities?
3.2.8	How serious do you think travel and transport problems are in Cardiff?
3.2.9	What do you think are the main problems with travel and transport in Cardiff?
3.2.10	What improvements would you like to see to transport in Cardiff, and what do you think Cardiff's priorities for future investment should be?
3.2.11	Do you support the introduction of 20mph speed limits in residential areas and other suitable streets in Cardiff?



3.3 Highway Maintenance

- 3.3.1** How satisfied or dissatisfied are you with the following facilities?
- 3.3.2** How satisfied or dissatisfied are you with Communication relating to the following Highway activities?
- 3.3.3** Would you utilise an App to get information about highway services and report highway defects?

3.4 Waste

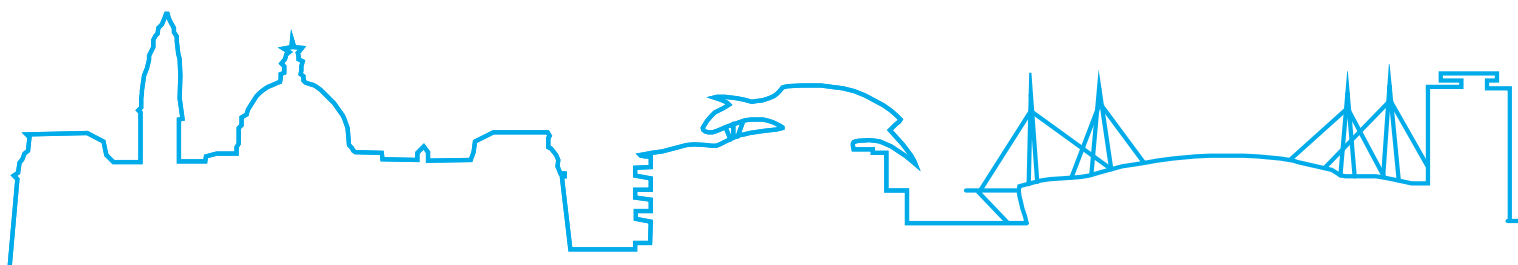
- 3.4.1** How would you rate the following waste and recycling schemes in Cardiff?
- Scheme usage
 - Scheme ratings
- 3.4.2** Where are you most likely to go to collect more recycling bags/caddy liners when you run out?
- 3.4.3** Do you support a re-use facility being developed in the City?

3.5 Garden Waste

- 3.5.1** Would you consider an opt-in garden waste collection service in the Winter (October - March)?
- 3.5.2** It is not a statutory duty for local authorities to provide garden waste collections. In the future, to enable us to continue to provide this service, would you be prepared to pay for your garden waste to be collected?

3.6 Household Waste Recycling Centres (HWRC's)

- 3.6.1** How often do you use the HWRCs?
- 3.6.2** How would you rate HWRCs facilities?
- 3.6.3** Are you aware that there is now a commercial waste and recycling centre at Bessemer Close?



3.7 Local Environmental Quality

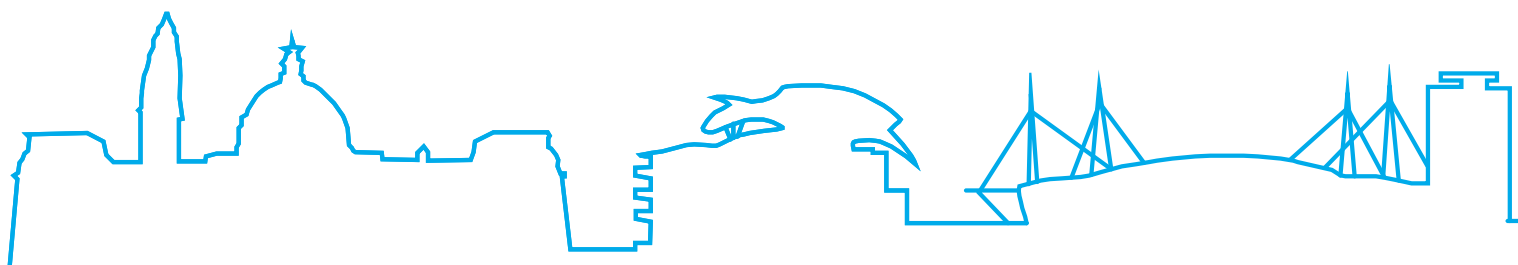
- 3.7.1** Within your neighbourhood, how concerned are you with the following?
- 3.7.2** Do you know you can report somebody via C2C or online for the following activities:
- 3.7.3** Do you support the Council in the greater implementation of fines for non-compliance in the following areas?
- 3.7.4** Where would you be likely to look for recycling and waste collection information?

3.8 Street Cleansing

- 3.8.1** How would you rate the following street cleansing activities?
- 3.8.2** The Council is supporting the community to play a more direct role in keeping the area in which they live clean and litter free, for example undertaking litter picks or adopting a green space to help keep clean and tidy. Is this something that you are participating in?
- 3.8.3** How important is street cleaning in the following areas?
- 3.8.4** How satisfied are you with the following services?
- 3.8.5** We are always looking at ways in which we can improve the service we offer. If you have any comments regarding street cleansing in Cardiff please provide the details below:

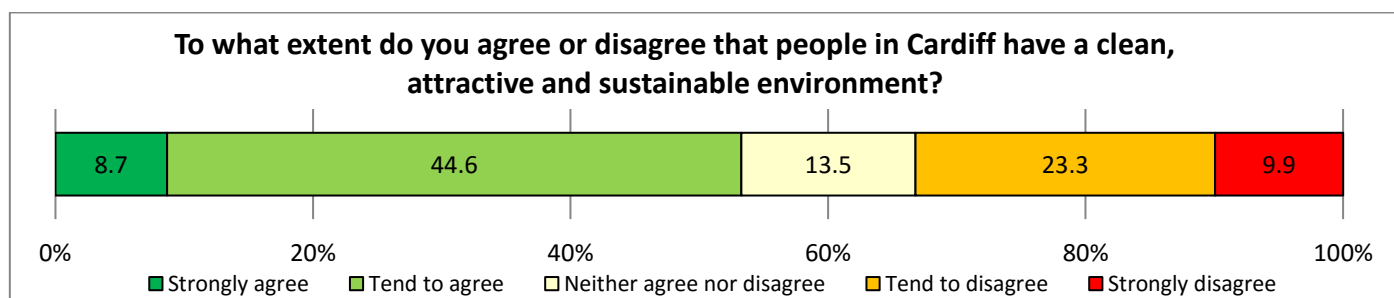
3.9 Climate change

- 3.9.1** How concerned, if at all, are you about climate change, which is sometimes referred to as 'global warming'?
- 3.9.2** Do you feel the Council are doing enough to protect the environment against climate change?



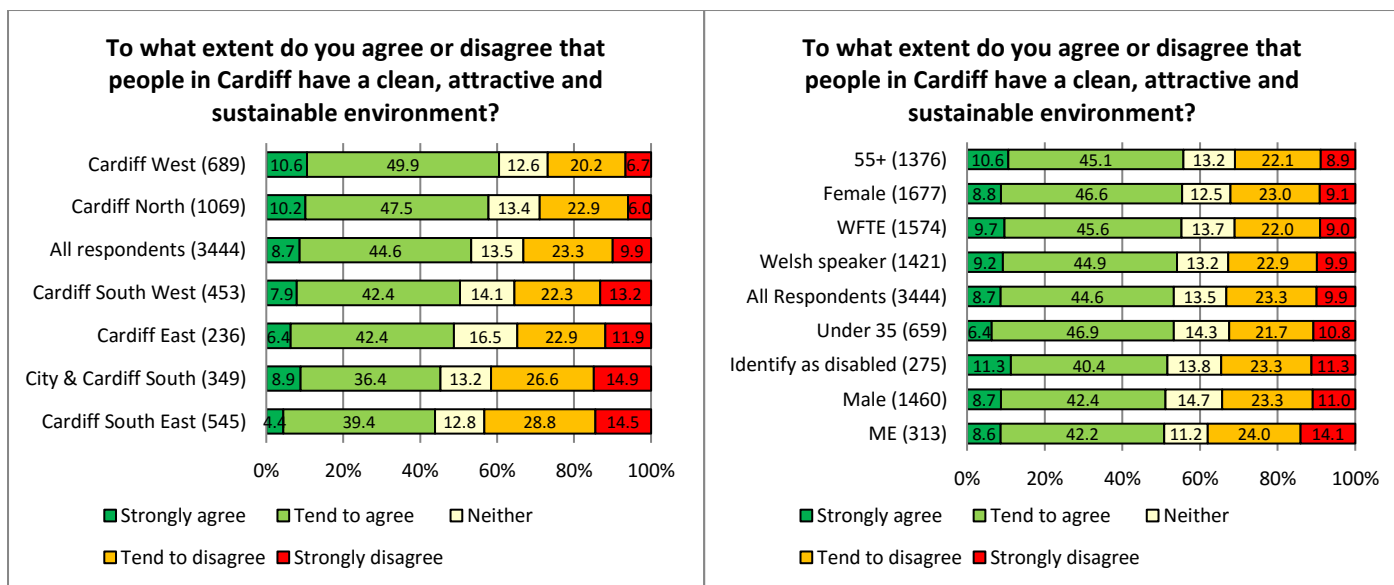
3.1.1 To what extent do you agree or disagree that people in Cardiff have a clean, attractive and sustainable environment?

More than half (53.3%) of respondents overall agreed that people in Cardiff have a clean, attractive and sustainable environment.

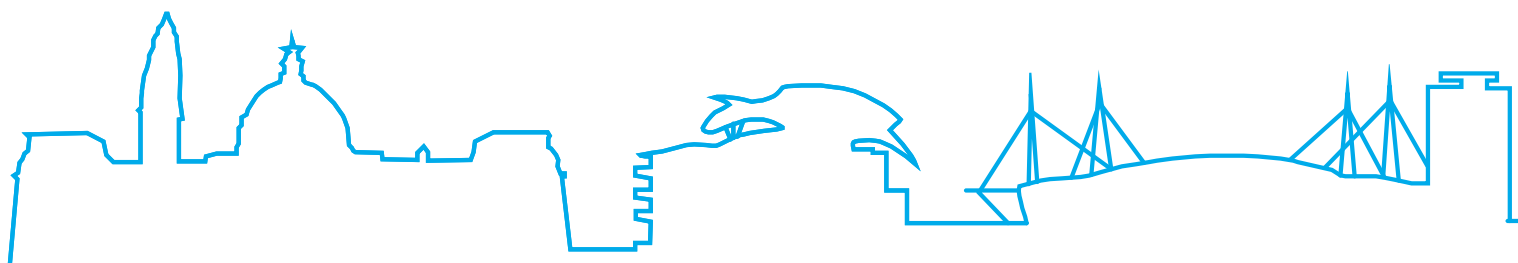


Base: 3444. Excludes 'Don't Know' responses.

There was a significant range in the level of agreement expressed across the different geographies of the city. Residents in Cardiff West were most likely to consider Cardiff to have a clean, attractive and sustainable environment whilst those in Cardiff South East were least likely to feel this way (60.5% and 43.8% respectively).



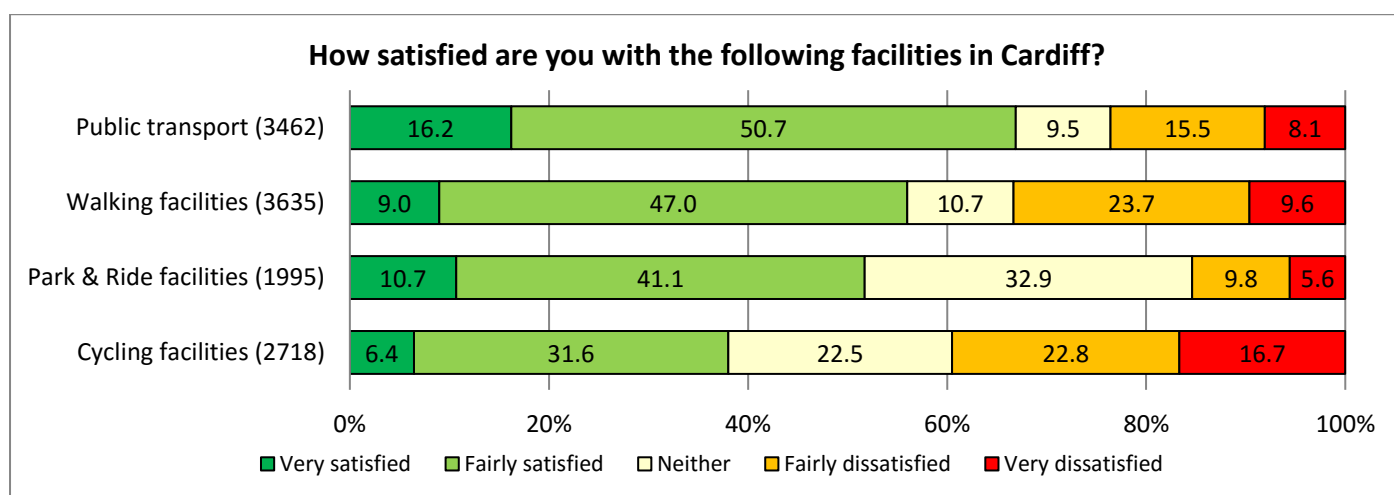
Base sizes shown in brackets. Excludes 'Don't Know' responses.



3.2 Transport

3.2.1 How satisfied are you with the following facilities in Cardiff?

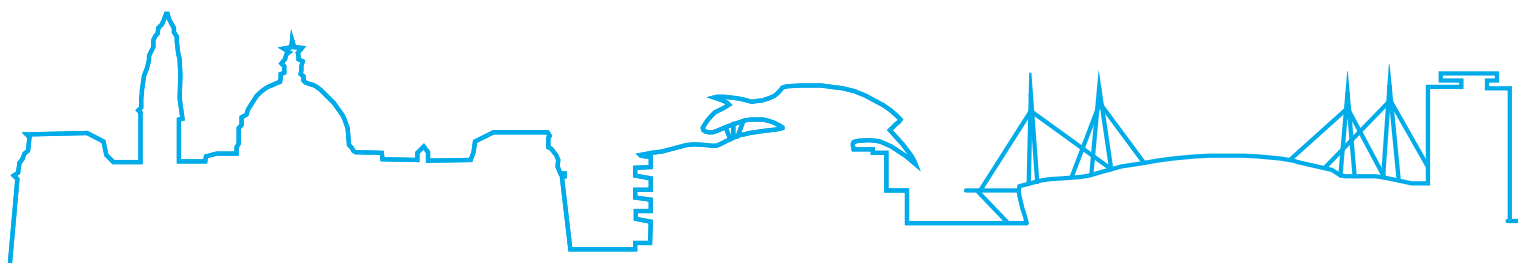
Two thirds (66.9%) of those responding to the consultation reported to be 'satisfied' with public transport in the city. Dissatisfaction was found to be highest in relation to the city's cycling facilities with two fifths (39.5%) reporting to be either 'fairly' or 'very dissatisfied' with this element of the transport system.



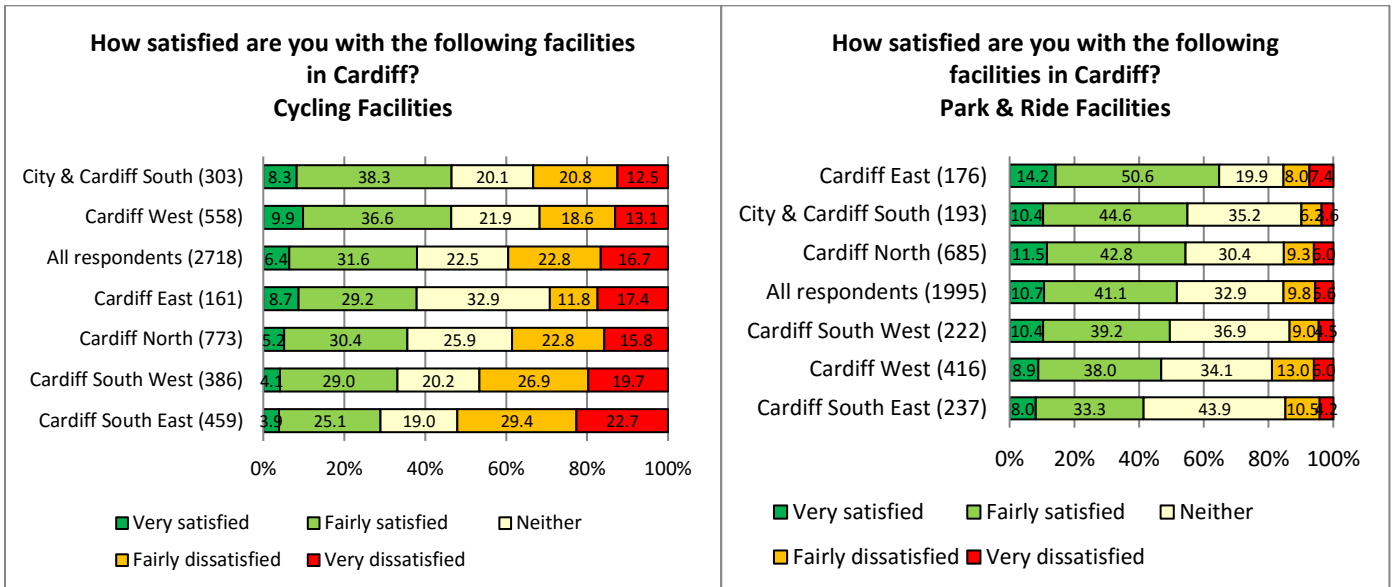
Base sizes shown in brackets. Excludes 'Don't Know' responses.

When examined by geography, respondents satisfaction with cycling facilities was found to be highest in City and Cardiff South (46.6%) and Cardiff West (46.5%) and at its lowest in Cardiff South East (29.0%). This represents a range 17.6% across different parts of the city.

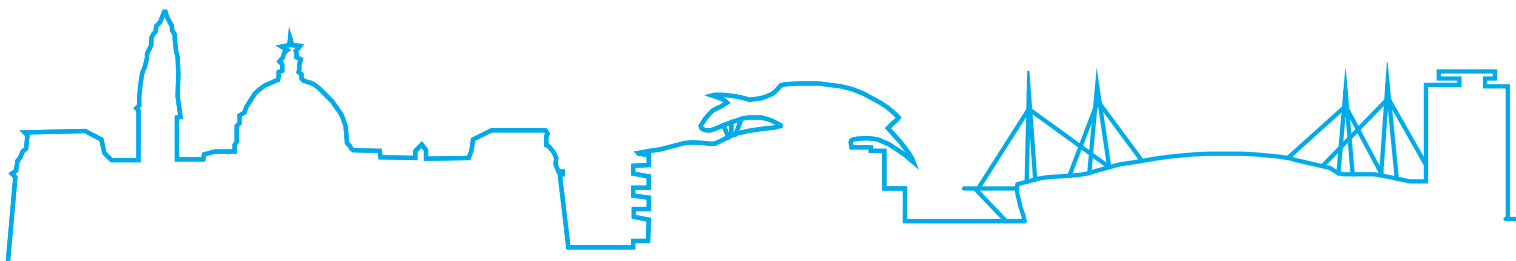
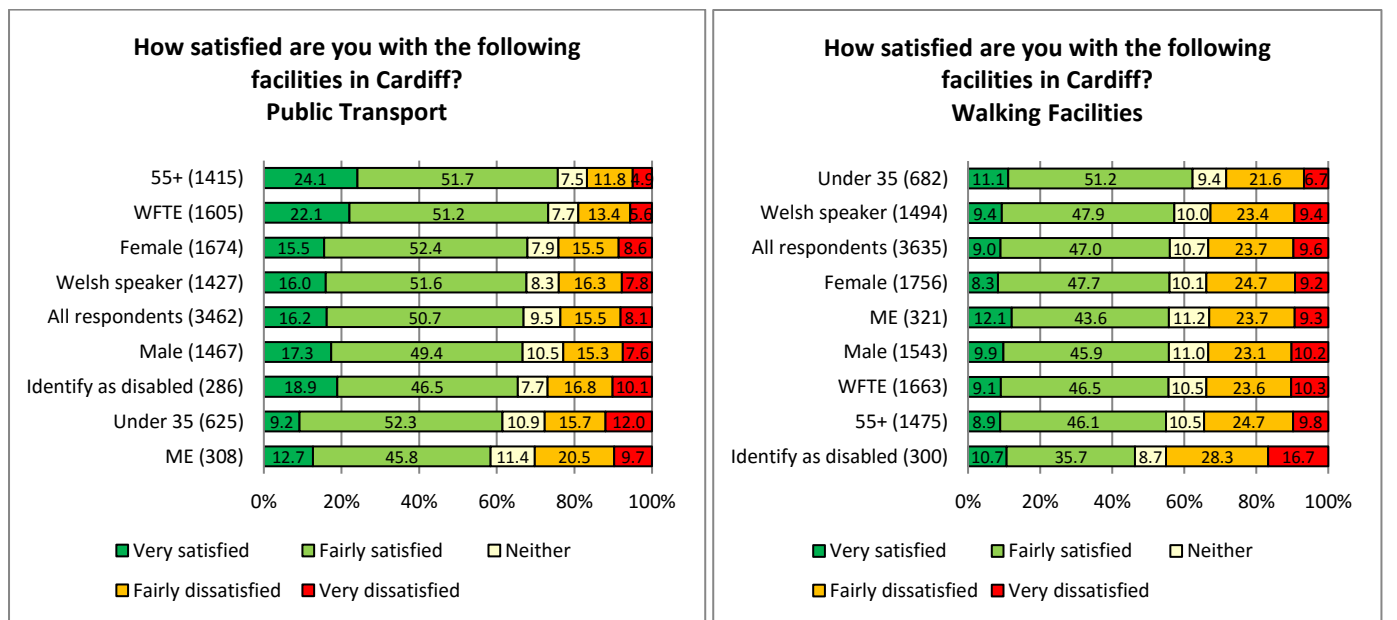
A similar variance in satisfaction across the city was found in relation to Park and Ride facilities. Almost two thirds (64.8%) of respondents in Cardiff East were 'satisfied' with this element of transport services compared to just 41.4% of those in Cardiff South East – a range of 23.4%.



Ask Cardiff Residents Survey 2016



When examined by demographic groups satisfaction with public transport was found to be lowest amongst those from a minority ethnic background (58.5%) whilst those identifying as disabled were the least 'satisfied' with Cardiff's walking facilities (46.4%).



3.2.2 How do you travel to or from the following activities?

Over half (54.1%) of respondents travelling in to the city centre for shopping reported to do so by 'Bus'. Additionally 40.9% also reported that they travel in 'On foot' and 22.1% by 'Train'.

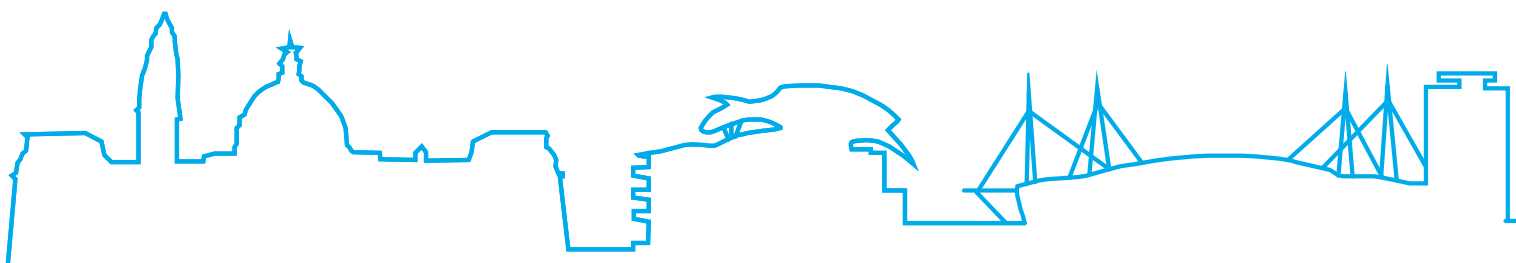
The proportion of respondents using their 'Car' was much higher for shopping trips away from the city centre, both when travelling alone (44.6% compared to 25.9%) and with passengers (39.9% compared to 31.5%).

Respondents were most likely to travel 'On foot' (50.8%) or by 'Bicycle' (23.3%) on journeys that were for the purpose of leisure activities.

	City Centre				Leisure			
	Shopping		Other Shopping		Education		Activities	
	No	%	No	%	No	%	No	%
On foot	1490	40.9	1606	44.1	631	17.3	1849	50.8
Bicycle	537	14.7	407	11.2	219	6.0	850	23.3
Bus	1970	54.1	561	15.4	282	7.7	858	23.6
Train	805	22.1	272	7.5	121	3.3	704	19.3
Car or Van (driver alone)	944	25.9	1623	44.6	437	12.0	1435	39.4
Car or Van (driver with passengers)	1149	31.5	1455	39.9	377	10.3	1314	36.1
Car or Van (passenger)	503	13.8	636	17.5	111	3.0	633	17.4
Park & Ride by Bus	188	5.2	44	1.2	11	0.3	32	0.9
Park & Ride by Train	104	2.9	28	0.8	6	0.2	42	1.2
Taxi	349	9.6	167	4.6	42	1.2	731	20.1
Other	37	1.0	32	0.9	50	1.4	53	1.5

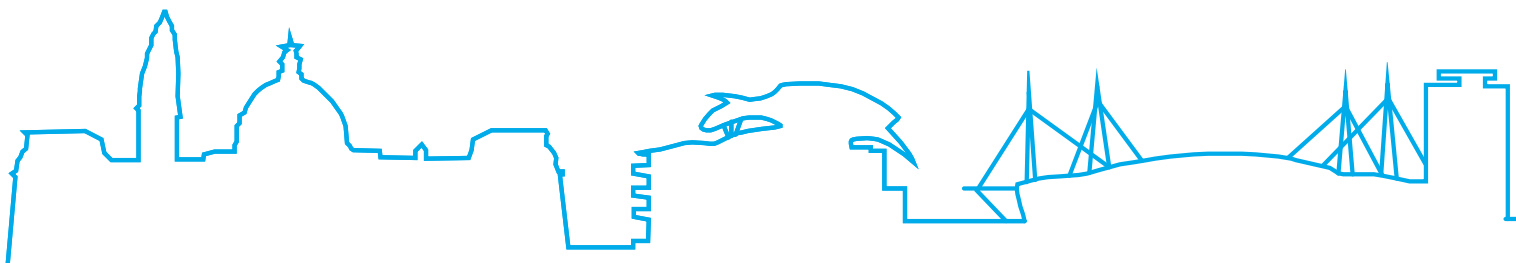
NB Percentages do not total 100% due to multiple responses

70 respondents selected 'other' and gave further information with 27.1% sharing that they are not involved in some or all of the activities. Of those who gave a different mode of transport almost a quarter (24.3%) travel by 'Scooter/Motorbike'.



Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Not involved in activity	19	27.1	<ul style="list-style-type: none"> • Don't attend education or leisure activities. • No participation.
Scooter / Motorbike	17	24.3	<ul style="list-style-type: none"> • Motorbike. • Motorcycle scooter.
Get a lift	5	7.1	<ul style="list-style-type: none"> • I have a disabled buggy and get a lift from a friend to get to Howardian Centre for Stained Glass course.
Waterbus	4	5.7	<ul style="list-style-type: none"> • River taxi/water bus.
Shop online	4	5.7	<ul style="list-style-type: none"> • I avoid city centre shopping; do online.
Uber	3	4.3	<ul style="list-style-type: none"> • Uber.
Car	3	4.3	<ul style="list-style-type: none"> • Car.
By Foot	1	1.4	<ul style="list-style-type: none"> • Both car and foot.
Miscellaneous comments	15	21.4	<ul style="list-style-type: none"> • Night out. • Hospital and Doctors appointments.

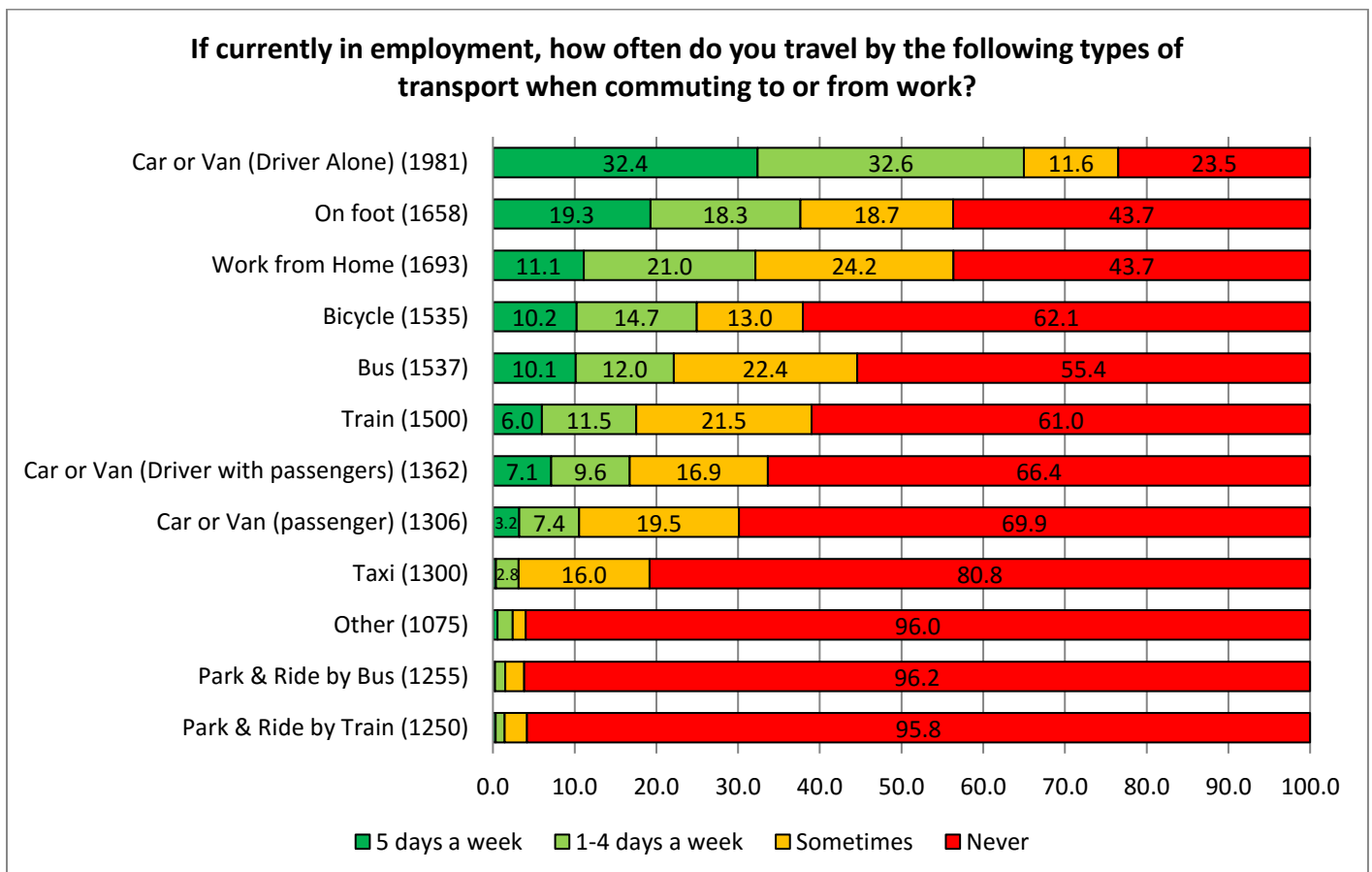


3.2.3 If currently in employment, how often do you travel by the following types of transport when commuting to or from work?

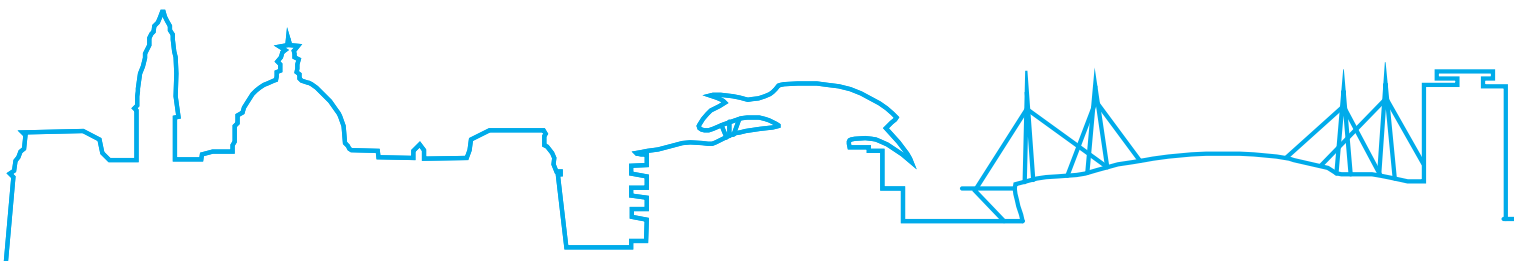
Two thirds of respondents (65.0%) reported to commute to work in a 'Car or Van (Driver Alone)' at least once a week. Approximately half of these individuals (32.4% overall) commuted in this way five days a week.

'Bicycle' was reportedly used to commute to and from work at least once a week by a quarter (24.9%) of respondents.

Less than five percent of respondents reported to use either 'Park and Ride' service when travelling to work.



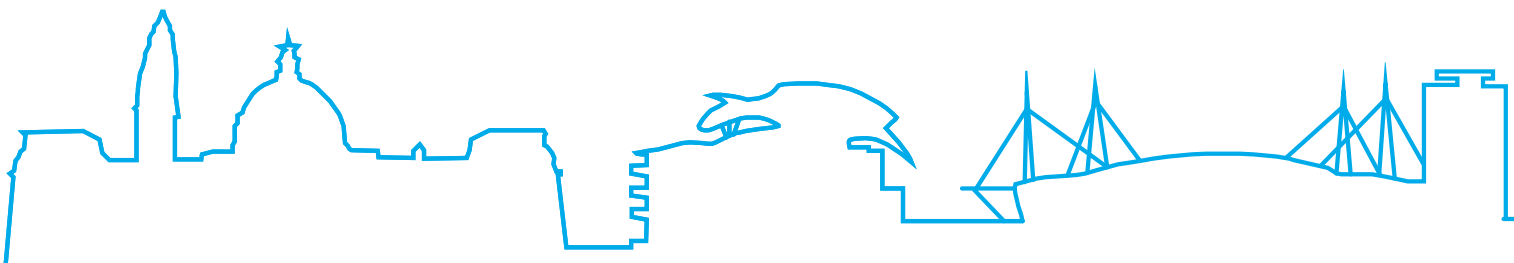
Base sizes shown in brackets.



Ask Cardiff Residents Survey 2016

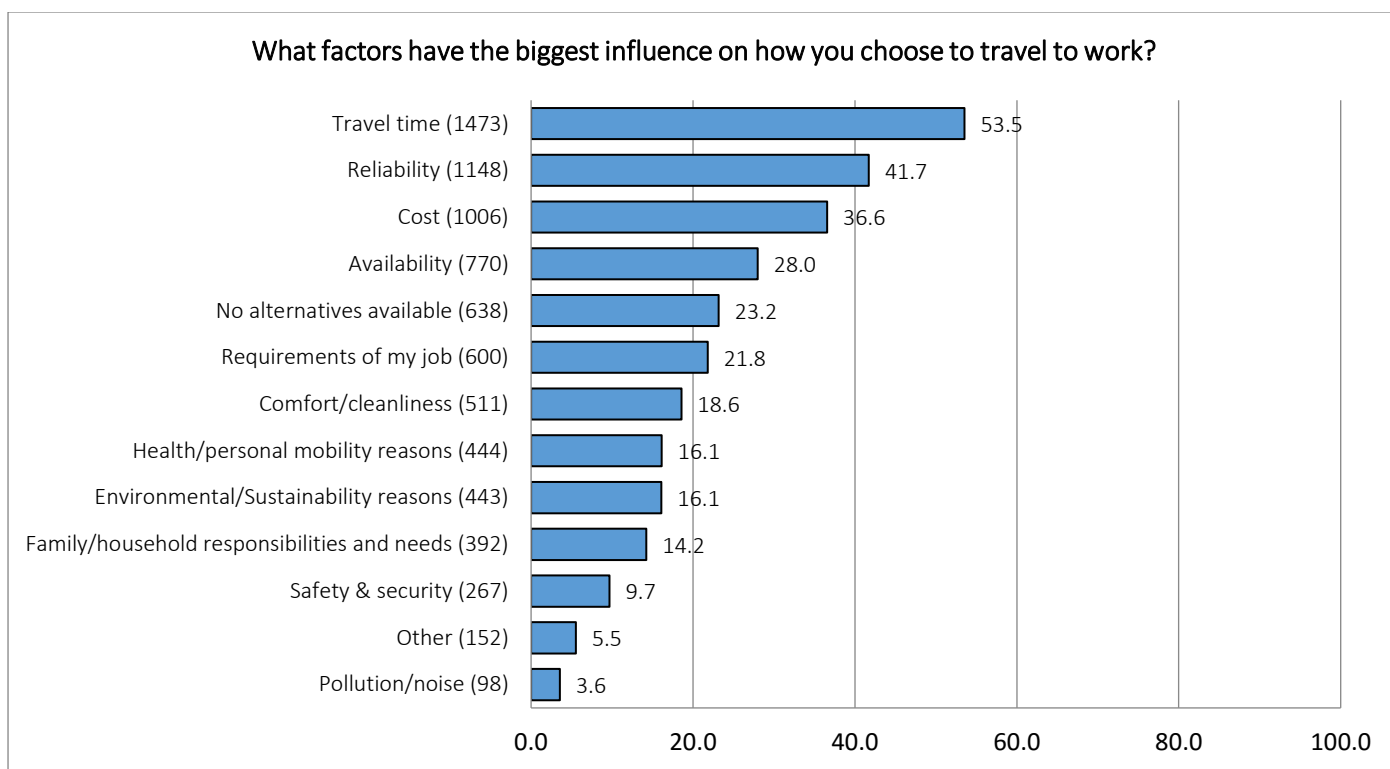
Of the 28 respondents who gave additional information the majority travel to employment by 'Scooter/Motorbike' (60.7%).

Theme	No	%	Example comments
Scooter / Motorbike	17	60.7	<ul style="list-style-type: none"> Motorbike. Motorcycle scooter.
Not in Employment	4	14.3	<ul style="list-style-type: none"> I dont have work!
Uber	2	7.1	<ul style="list-style-type: none"> Uber.
Lift From Friend	2	7.1	<ul style="list-style-type: none"> Lift from colleague.
Waterbus	1	3.6	<ul style="list-style-type: none"> Water Bus - Castle to Cardiff Bay.
Plane	1	3.6	<ul style="list-style-type: none"> Fly.
Miscellaneous	1	3.6	<ul style="list-style-type: none"> To meeting in other locations.



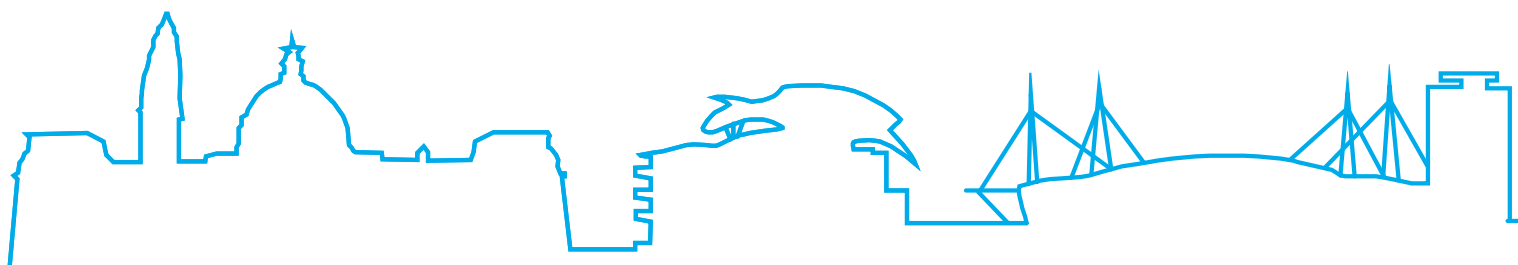
3.2.4 What factors have the biggest influence on how you choose to travel to work?

‘Travel time’ was found to be the single most influential factor when choosing how to travel and was specified by more than half (53.5%) of all respondents. Other significant factors affecting the decision were found to be ‘Reliability’ (41.7%), ‘Cost’ (36.6%) and ‘Availability’ (28.0%).



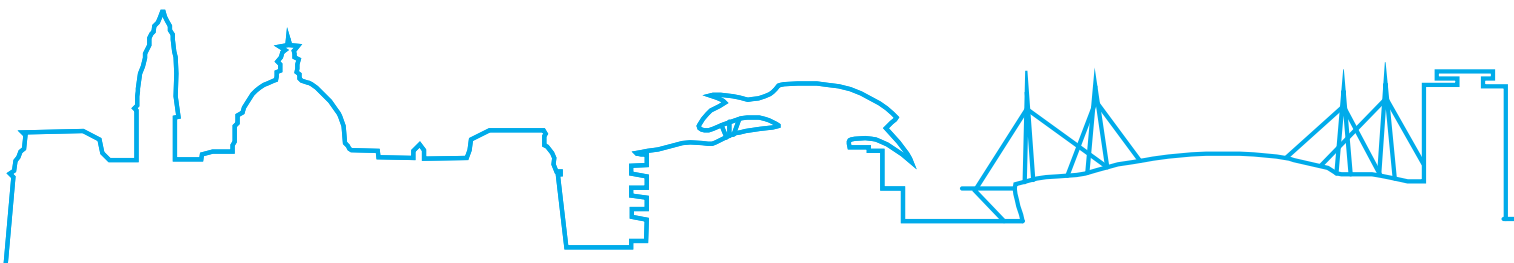
NB Percentages do not total 100% due to multiple responses

139 additional comments by respondents who selected ‘other’ were analysed. The dominant themes were ‘Convenience’ with respondents often using a mode of transport that enables them to travel during the working day or to activities before and after work, and the ‘Weather’ which can affect travel to work on a daily basis (both 17.3%). Another 14.4% walk to work due to the ‘Location of job’.



Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Convenience	24	17.3	<ul style="list-style-type: none"> • Drop my son to school. • I need to carry many bags daily.
Weather	24	17.3	<ul style="list-style-type: none"> • Weather - I tend to bus when it is wet and walk when it is not. • The weather; no rain= Bike, rain=Car.
Location of job	20	14.4	<ul style="list-style-type: none"> • I live really close to my office! • I live very close by, walking is the only sensible option.
Not in employment	18	12.9	<ul style="list-style-type: none"> • Retired.
To keep fit	11	7.9	<ul style="list-style-type: none"> • Exercise of walking.
Work from home	10	7.2	<ul style="list-style-type: none"> • Work from home so dont need to travel to work.
Public Transport Issues	7	5.0	<ul style="list-style-type: none"> • Whilst public transport is available the regularity of trains/buses and good connections for ongoing parts of my journey are so poor it makes it extremely difficult and a long journey.
Parking issues	6	4.3	<ul style="list-style-type: none"> • Parking is a nightmare.
Work Patterns	6	4.3	<ul style="list-style-type: none"> • Buses to and from work do not suit the shift patterns I work.
Miscellaneous comments	13	9.4	<ul style="list-style-type: none"> • I don't like driving on motorways or very far out of Cardiff, so I tend to travel to meetings outside Cardiff by train.

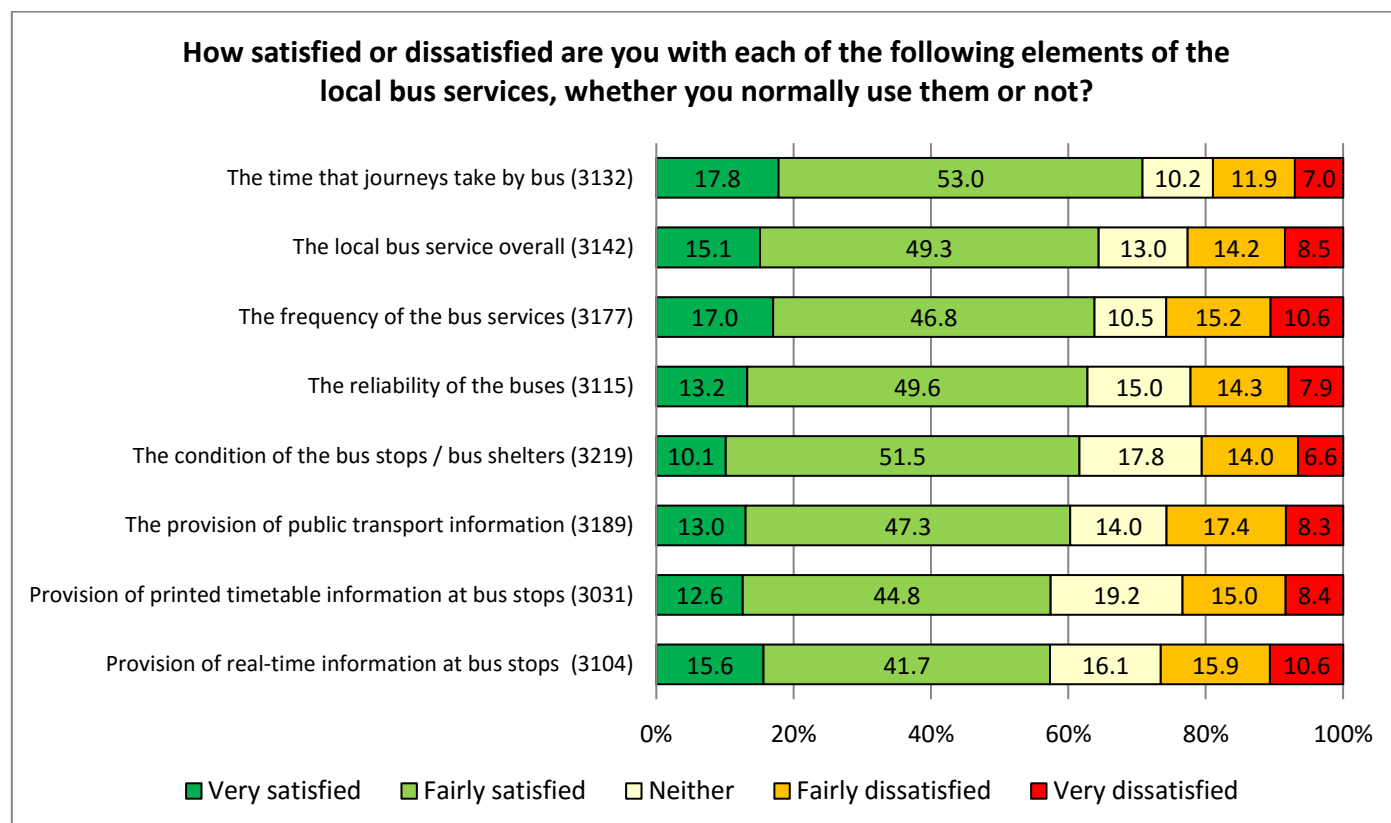


3.2.5 How satisfied are you with each of the following elements of the local bus services, whether you usually use them or not?

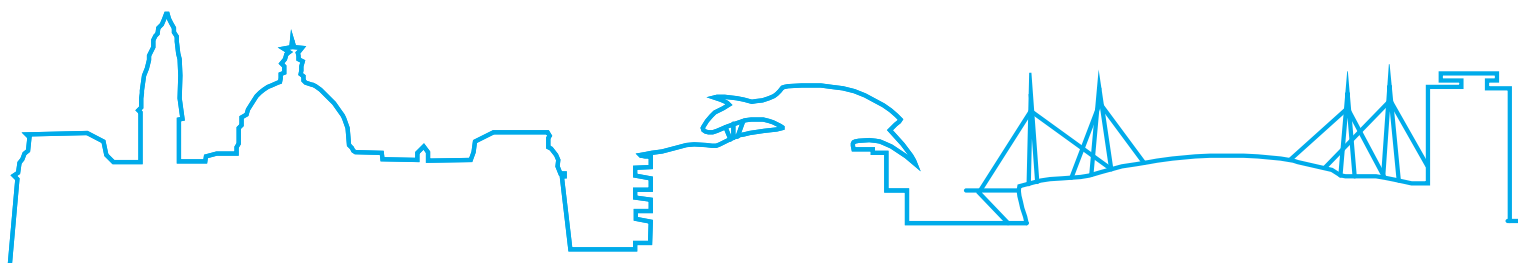
Seven tenths (70.8%) of respondents expressed satisfaction with the length of time that journeys by bus take, an increase from a figure of 65.9% in 2015.

Approximately two thirds (64.4%) of respondents were 'satisfied' with the local bus service overall.

Dissatisfaction was highest in relation to the provision of real-time information at bus stops (26.5%), the frequency of the bus services (25.8%) and the provision of public transport information (25.7%).



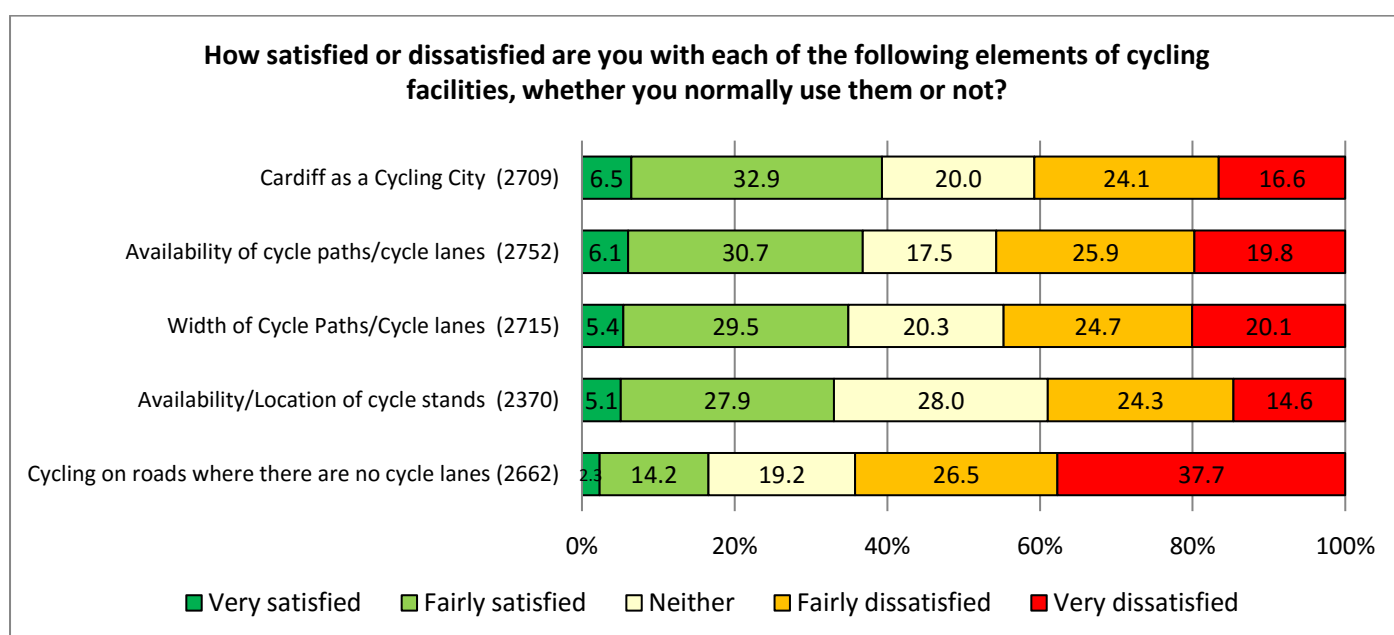
Base sizes shown in brackets. Excludes 'Don't Know' responses.



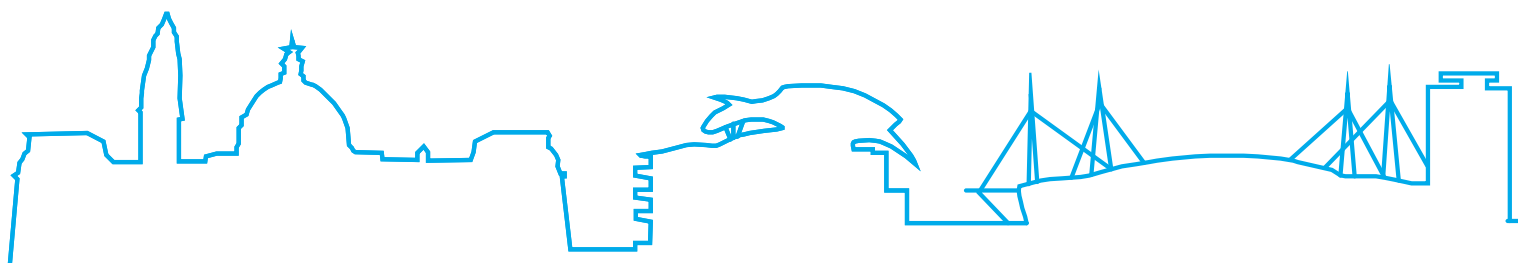
3.2.6 How satisfied are you with each of the following elements of cycling facilities, whether you usually use them or not?

Opinion was split as to how Cardiff performs as a 'Cycling City' with two fifths (39.4%) of respondents reportedly 'satisfied' and a comparative proportion (40.7%) 'dissatisfied' with this element.

Almost two thirds (64.2%) of respondents were 'dissatisfied' with cycling on roads where there are no cycle lanes.

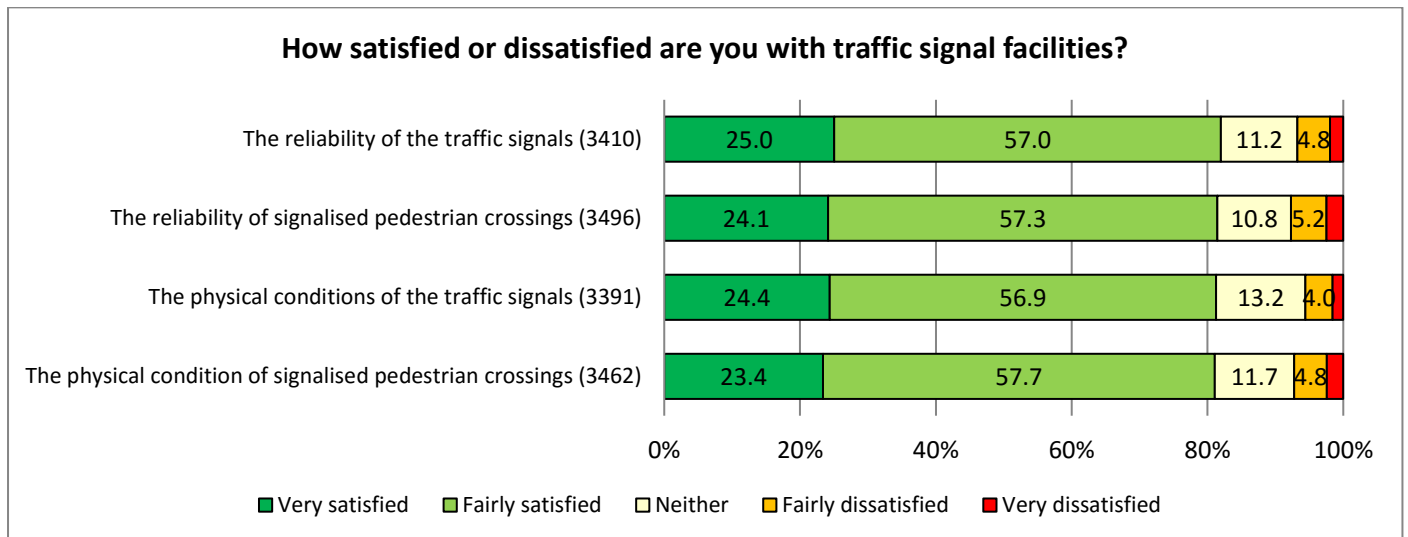


Base sizes shown in brackets. Excludes 'Don't Know' responses.

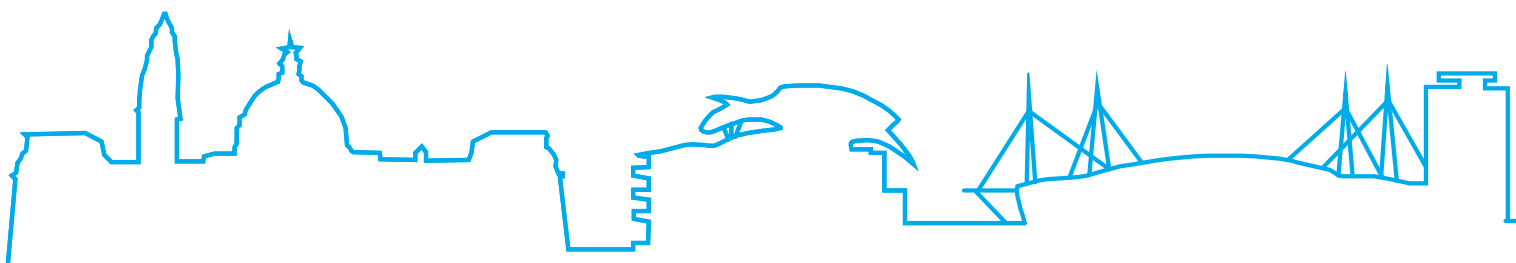


3.2.7 How satisfied are you with traffic signal facilities?

More than eighty percent of respondents were 'satisfied' with each of the aspects of traffic signal facilities addressed in the consultation.

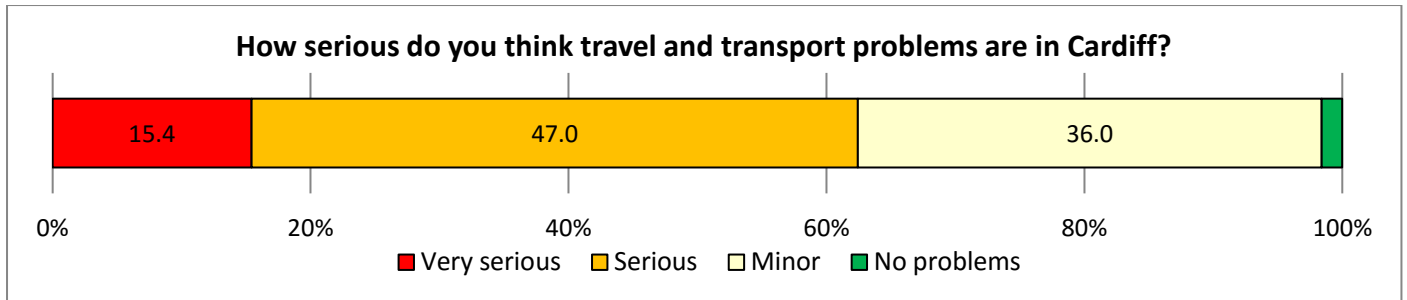


Base sizes shown in brackets. Excludes 'Don't Know' responses.



3.2.8 How serious do you think travel and transport problems are in Cardiff?

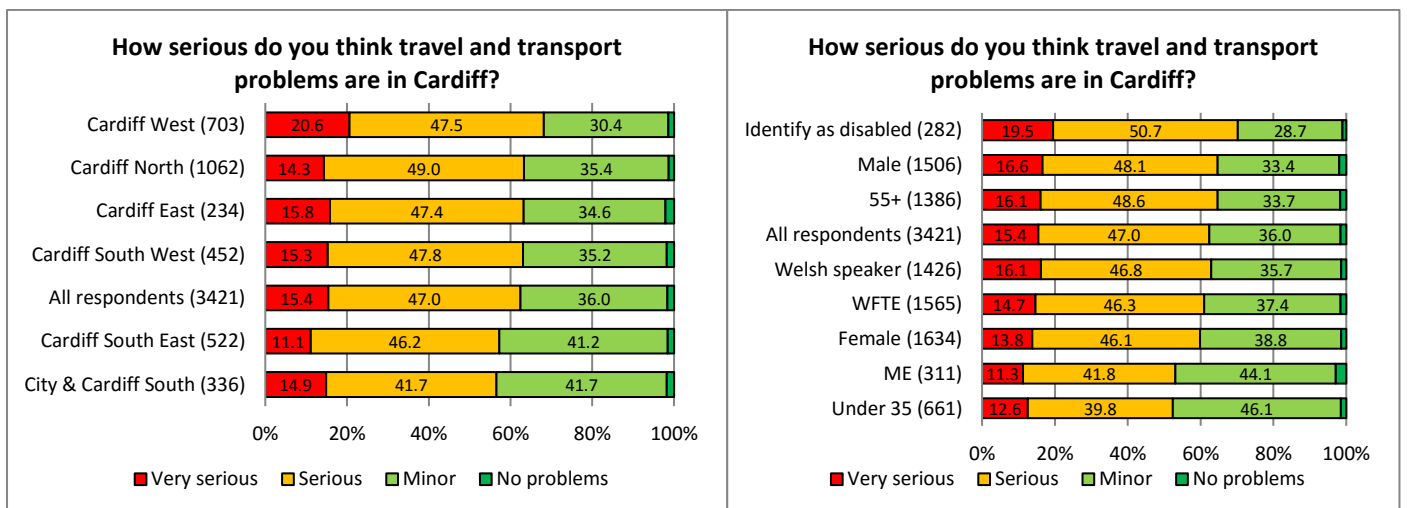
Just fifty-five respondents (1.6%) believed Cardiff to be without travel and transport problems. Conversely almost half (47.0%) reported problem to be 'serious' and a further 15.4% 'very serious'.



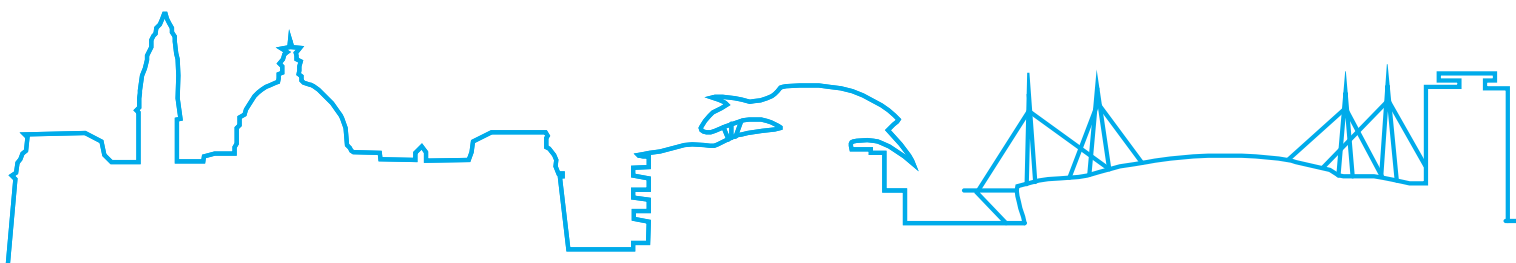
Base: 3421. Excludes 'Don't Know' responses.

The proportion of respondents perceiving traffic problems in the city as either 'serious' or 'very serious' was shown to be highest in Cardiff West (68.1%) whilst respondents from southern areas of the city were slightly less likely to feel this way (56.6% in City and Cardiff South, 57.3% in Cardiff South East).

Under 35's were also less likely to consider traffic and transport problems in the city as anything more than 'minor' (52.4%). However amongst those identifying as disabled the proportion rating the problems as 'serious' or 'very serious' rose to 70.2%.

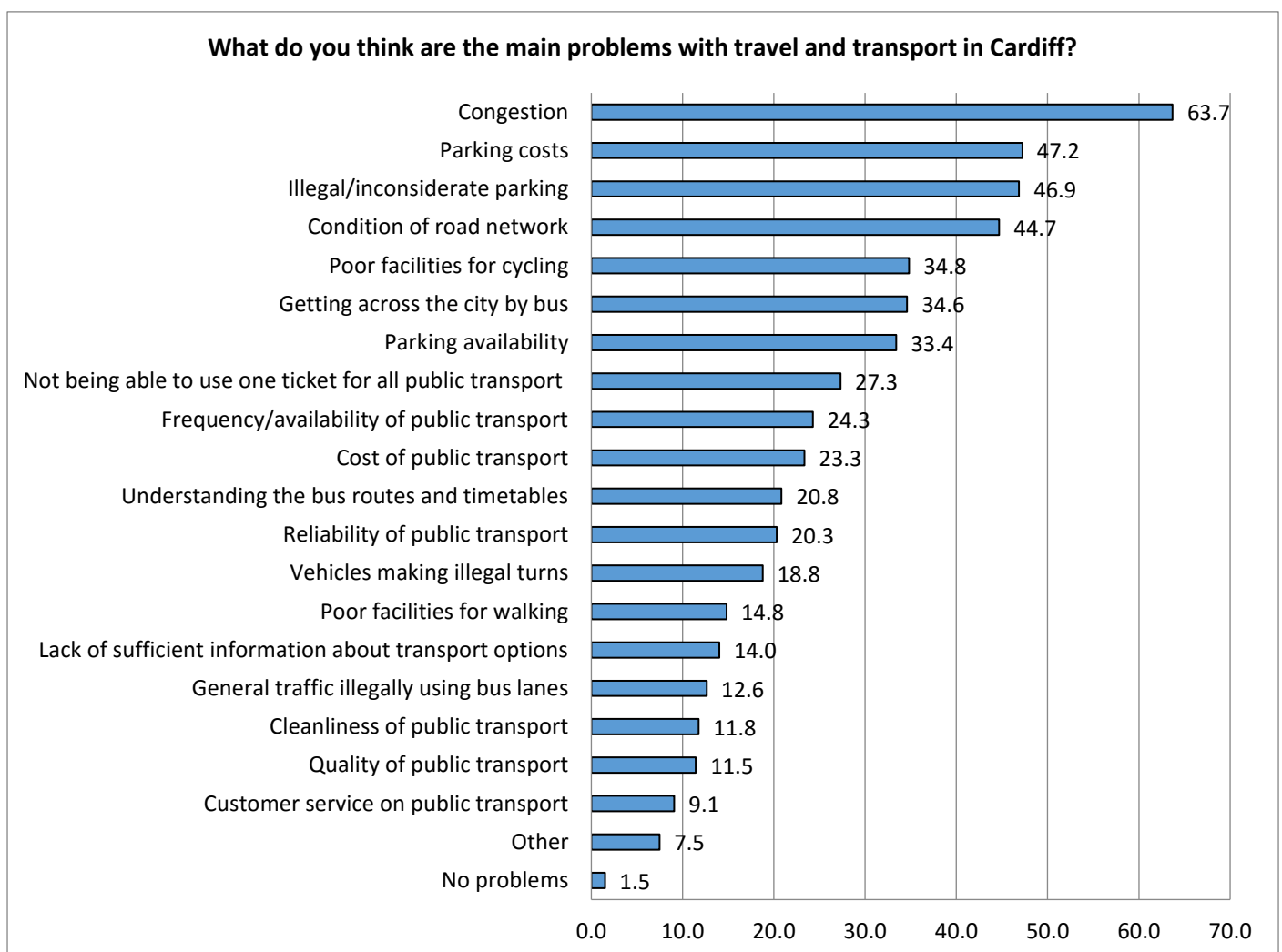


Base sizes shown in brackets. Excludes 'Don't Know' responses.

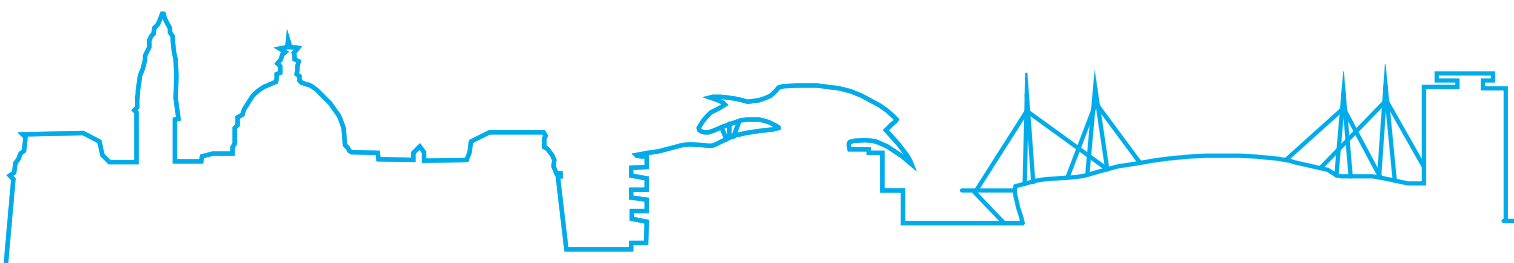


3.2.9 What do you think are the main problems with travel and transport in Cardiff?

Almost two thirds (63.7%) of respondents identified 'Congestion' as the main traffic and transport related problem in Cardiff. 'Parking costs' and 'Illegal or inconsiderate parking' were both highlighted by almost half of those responding (47.2% and 46.9% respectively) whilst 'Poor cycling facilities' and difficulties in 'Getting across the city by bus' were perceived as problems by more than a third (34.8% and 34.6% respectively).



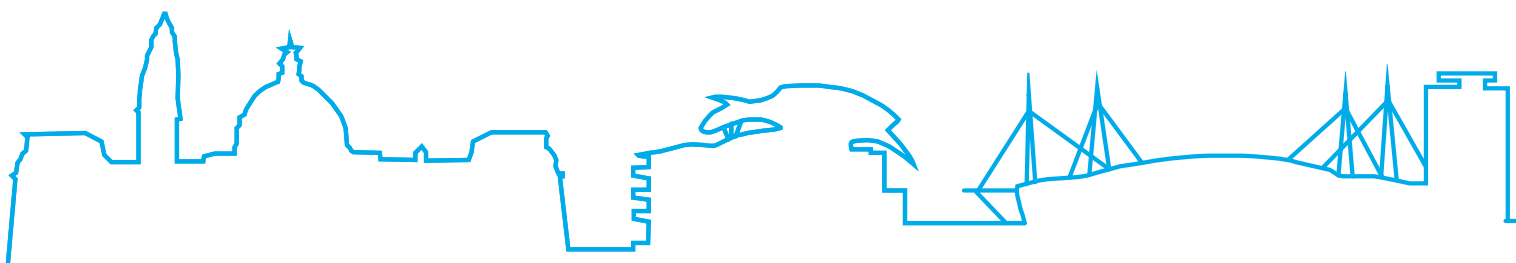
Base: 3589



Ask Cardiff Residents Survey 2016

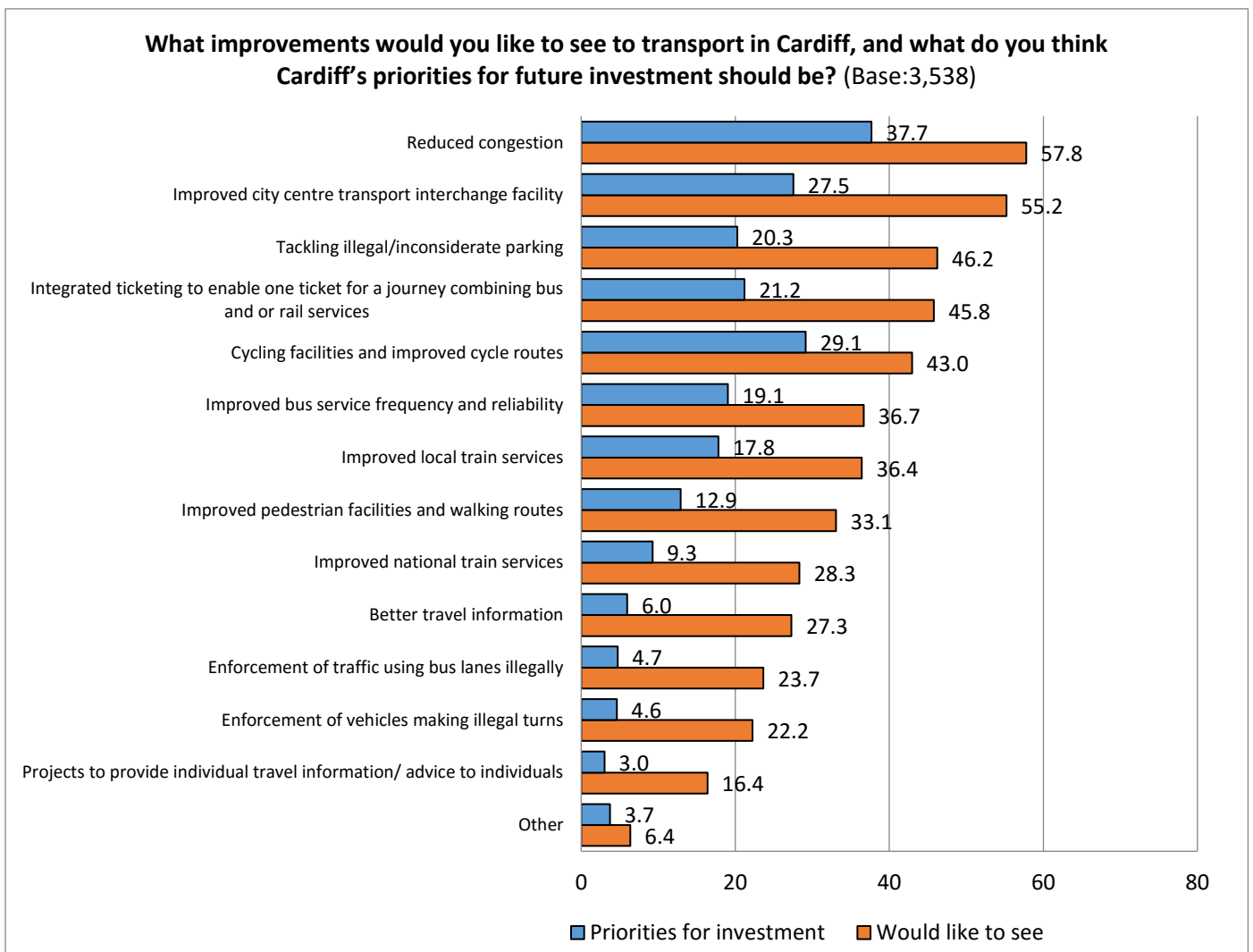
Of those who selected that there were 'other' issues, 263 respondents explained their selection. Nearly a quarter (24.0%) identified 'Public transport issues', ahead of 'Poor traffic signalling' (19.0%) and 'Poor infrastructure and congestion' (18.3%).

Theme	No	%	Example comments
Public transport issues	63	24.0	<ul style="list-style-type: none"> • <i>Lack of train service to new areas of the city eg Pontprennau.</i> • <i>The lack of a Central Bus Station has made travelling by bus to different parts of the CITY or COUNTRY much more difficult, bus connections are too far apart and are impossible if you have difficulty walking therefore has reduced independence.</i> • <i>No local train service from the east of Cardiff.</i>
Poor traffic signalling / calming system	50	19.0	<ul style="list-style-type: none"> • <i>Traffic signal sensors sometimes fail to work correctly and detect that there is a vehicle waiting to move. I have had to go through a red light a few times near the Penylan Fish Bar on that side of Colchester Avenue because the sensors have not detected my car, despite waiting 6 minutes.</i> • <i>Too many traffic lights that cause congestion.</i> • <i>Poor facilities for vehicles - stupid and dangerous traffic calming and road narrowing measures.</i>
Poor infrastructure and congestion	48	18.3	<ul style="list-style-type: none"> • <i>'Road improvements' have only made things worse, increased congestion and cost money that would be better spent elsewhere. An example of which are Bus lanes that are lucky to see 4 buses use them in one day - only benefit has been to taxi drivers and motorbikes.</i> • <i>Cardiff is becoming more and more gridlocked.</i>
Poor driving	35	13.3	<ul style="list-style-type: none"> • <i>Cars parked in cycle lanes - v dangerous.</i> • <i>Vehicles running red lights, blocking box junctions and other inconsiderate behaviour which adds to the congestion problems.</i>
Poor cycling	32	12.2	<ul style="list-style-type: none"> • <i>People on bikes thinking red lights are not for them.</i> • <i>Pedestrians and cyclists having to share pavements. Cyclists should be on roads but traffic is too dangerous. Also, lack of seating on rush hour buses.</i>
Suggestions for improvement	12	4.6	<ul style="list-style-type: none"> • <i>Having just returned from London I wonder if can use contactless payment on buses in future. I was also impressed by their cycle lanes and measures to reduce congestion.</i>
Price issues	12	4.6	<ul style="list-style-type: none"> • <i>The cost of public transport is a disgrace. Lowering user costs would give more people an incentive to use it. Which would mean less vehicles on the road.</i>
Parking issues	12	4.6	<ul style="list-style-type: none"> • <i>Parking availability is a major problem which is getting worse. People constantly park at bus stops because they cant find other parking. Lack of parking for events, especially things like cricket, make it difficult for people who live in Cardiff.</i>
Other problems	13	4.9	<ul style="list-style-type: none"> • <i>Behaviour of some passengers on buses and lack of action to tackle loud, abusive and sometimes threatening fellow passengers.</i>
Miscellaneous comments	10	3.8	<ul style="list-style-type: none"> • <i>I've just qualified for free travel by bus!</i>

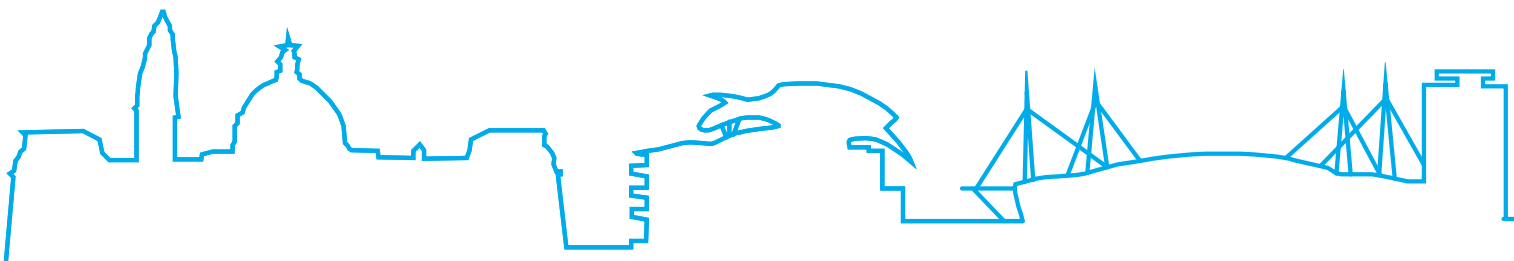


3.2.10 What improvements would you like to see to transport in Cardiff, and what do you think Cardiff's priorities for future investment should be?

'Reduced congestion' was the improvement that respondents would both most like to see (57.8%) and felt that it should be the number one priority for investment (37.7%). An 'Improvement to cycling facilities and improved cycle routes' was a priority for investment for 29.1% of respondents whilst of less priority were improvements relating to enforcement and information.



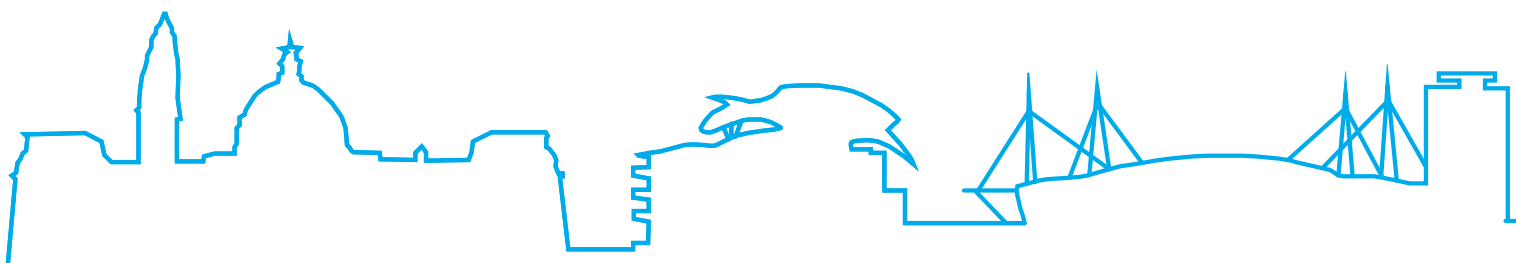
Base: 3538.



Ask Cardiff Residents Survey 2016

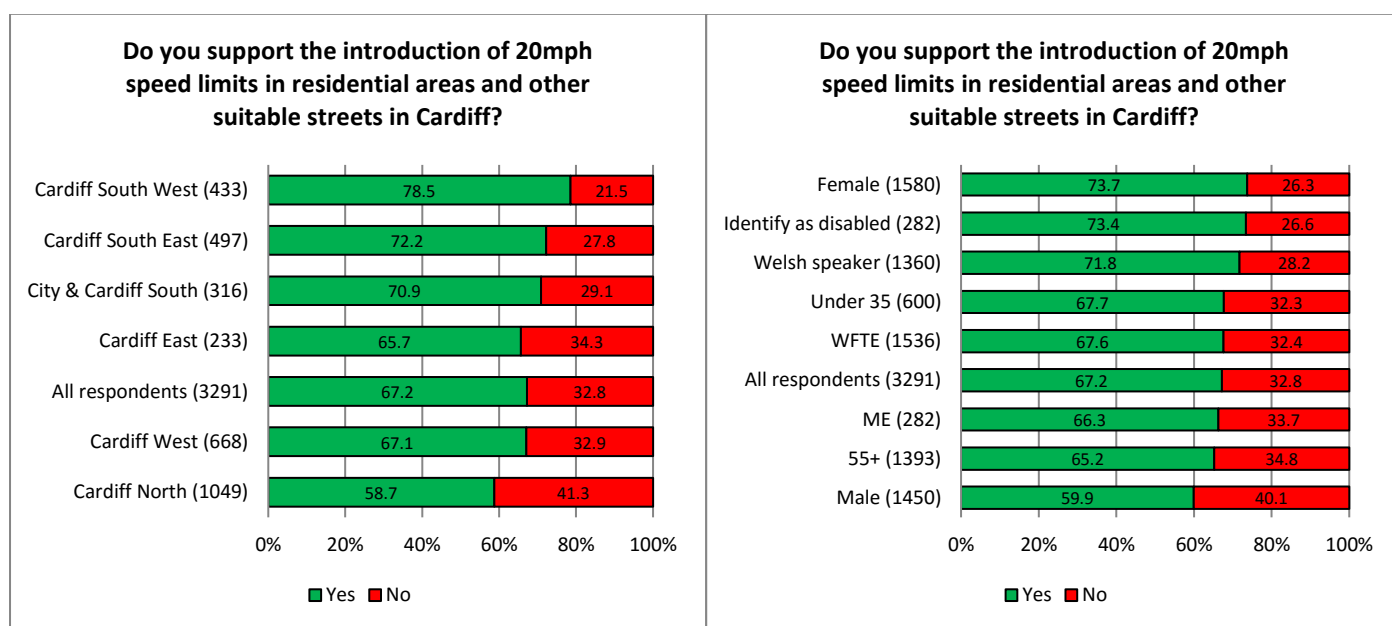
Over a third of respondents who suggested 'other' improvements were keen for 'Cheaper, quality public transport' (34.8%). This was significantly ahead of the remaining themes which included 'Improve road/pavement condition' (13.5%), 'Increase enforcement' (13.1%) and 'Reduce/improve traffic calming' (12.0%).

Theme	No	%	Example comments
Cheaper, quality public transport	93	34.8	<ul style="list-style-type: none"> • A metro system like other large cities in the UK or something similar. Reduce the amount of buses and bus routes, this seems to be the only public transport that continues to grow even though there are a lot of half empty buses. • Encouraging use of public transport by subsidising or reducing ticket costs. • This remains a hub and spoke model with priority for city centre transport interchange. I would also like to see some better cross-city and peripheral routes as well.
Improve road/pavement condition	36	13.5	<ul style="list-style-type: none"> • Having a strategic plan that works for surfacing roads. Too much damage is being done to vehicles by ineffective 'repairs'. Concentrate on routes that suffer the largest volume of traffic. • Better pavement conditions.
Increase enforcement	35	13.1	<ul style="list-style-type: none"> • Enforcement of cyclists using cycle lanes. Heavy fines for cycling on the road where a cycle lane has been provided at public expense. • Enforcement of vehicles jumping red lights or parking on cycling lanes.
Reduce/improve traffic calming	32	12.0	<ul style="list-style-type: none"> • We urgently need to see LESS traffic lights on ROUNDABOUTS. • Smart fuzzy logic technology for traffic lights. Around Cardiff Bay/end of Bute street in particular the light sequence causes traffic to back up when there is nothing coming the other way. In Japan there is technology that causes lights to change or stay green depending on the density of flow. The lights in Cardiff cause too much stop/start flow.
Improve road network	26	9.7	<ul style="list-style-type: none"> • Build more roads with less junctions and traffic lights - stop illegal parking. • Town centre road planning is worst I've ever seen needs rethinking and more effective traffic route for getting in and out of car parks on weekends. It's almost unbearable to come into town we have personally stopped and go outside Cardiff not great for investing in city.
Reduce traffic and pollution	21	7.9	<ul style="list-style-type: none"> • Reduce car use & encourage increase in walk, bike, bus, car-share etc.
More cheaper parking	20	7.5	<ul style="list-style-type: none"> • Cheaper and easier parking, both at train station park and rides and in the city centre.
Improve walking and cycling routes	8	3.0	<ul style="list-style-type: none"> • Proper cycling routes, make Cardiff a cycling city. Better pedestrian and cycling routes across city centre.
Other improvements	17	6.4	<ul style="list-style-type: none"> • A website combining all the bus and rail services available in Cardiff and a reliable journey planner.
Miscellaneous comments	10	3.7	<ul style="list-style-type: none"> • Everything is fine. Stop wasting money.

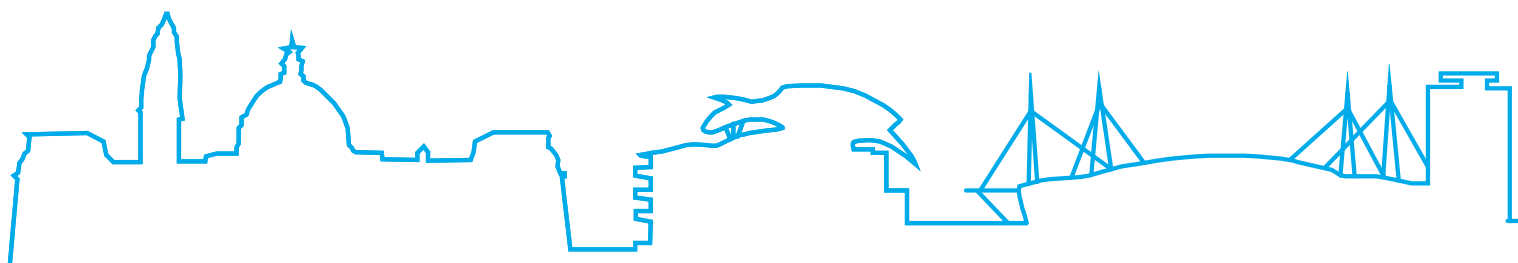


3.2.11 Do you support the introduction of 20mph speed limits in residential areas and other suitable streets in Cardiff?

Approximately two-thirds of respondents overall (67.2%) were in favour of the introduction of the speed limits. Amongst residents in Cardiff South West the proportion in favour rose to more than three in four (78.5%). Similarly, almost three quarters (73.7%) of females were supportive of the proposals compared to just 59.9% of males.



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

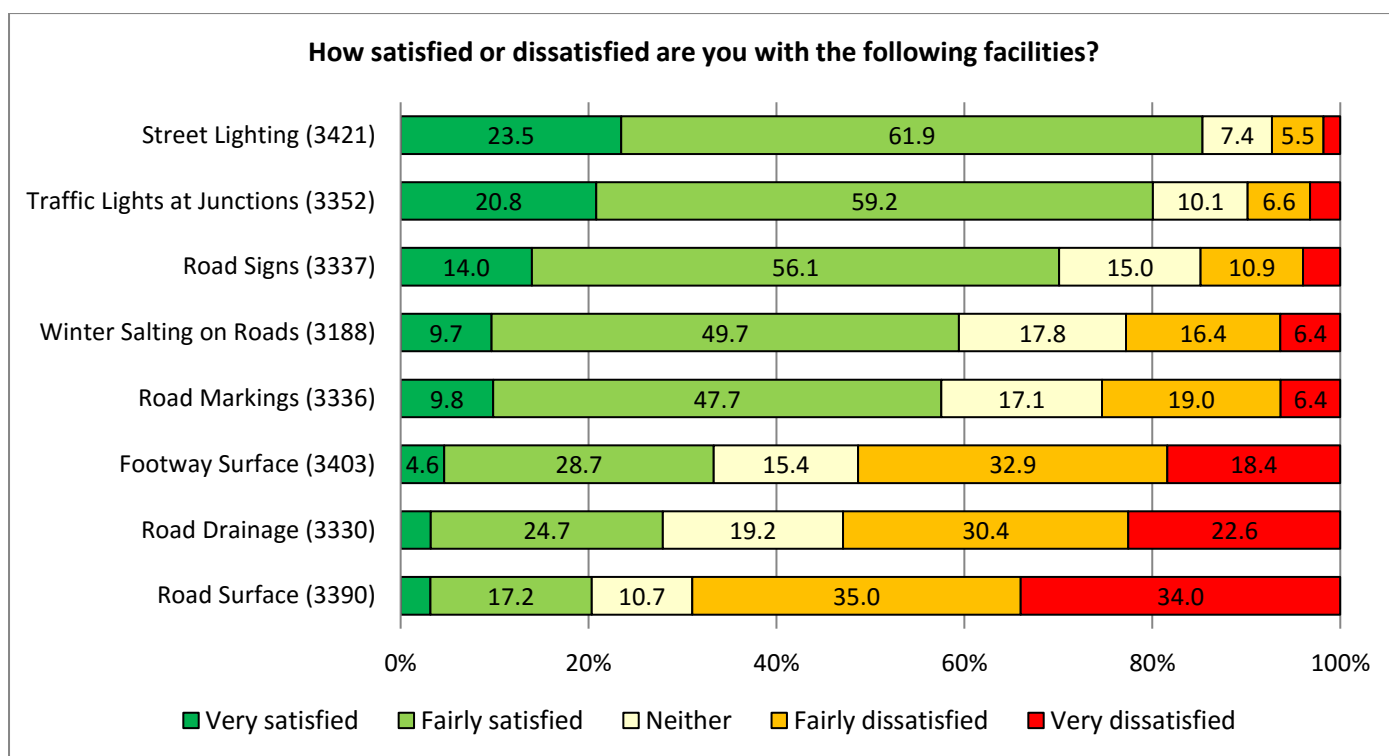


3.3 Highway Maintenance

3.3.1 How satisfied or dissatisfied are you with the following facilities?

Satisfaction was highest in relation to street lighting with 85.4% of respondents reporting to be either 'very' or 'fairly satisfied'.

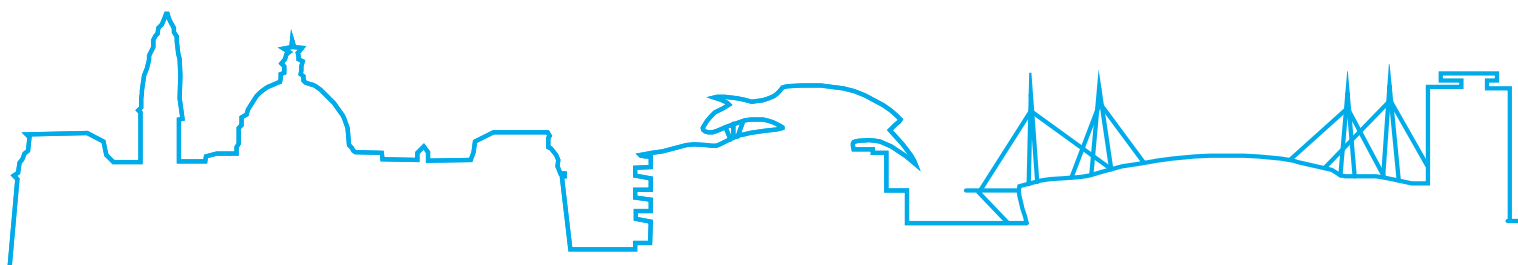
Over half of respondents were either 'fairly' or 'very dissatisfied' with both footway surfaces (51.3%) and road drainage (53.0%) whilst almost seventy percent (69.0%) were dissatisfied with road surfaces.



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

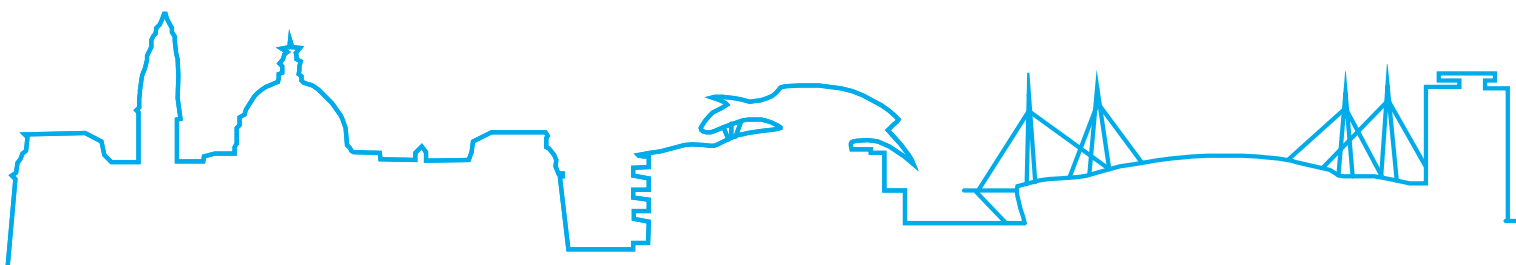
The information collected was analysed both by geography and demographic grouping to identify any variables between the groups.

- Dissatisfaction with winter salting was found to be highest amongst those respondents from Cardiff East (30.8% compared to 20.1% in Cardiff West).



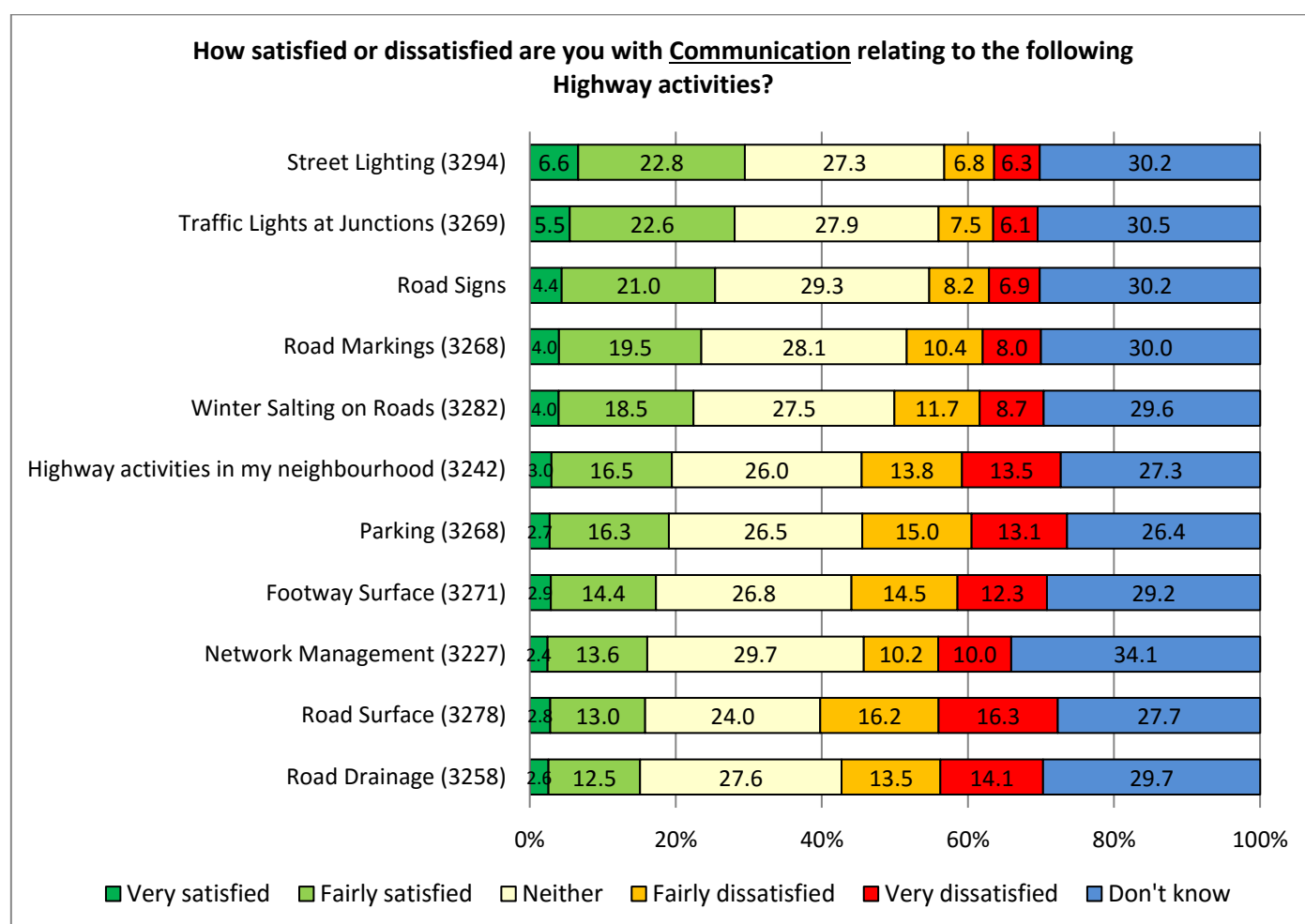
Ask Cardiff Residents Survey 2016

- Satisfaction with road surfaces was highest in City & Cardiff South (30.8% compared to just 16.7% in Cardiff North).
- Three fifths (60%) of residents in Cardiff East were dissatisfied with road drainage compared to 53.0% overall and 46.6% of those in City & Cardiff South.
- Under 35's were amongst those most likely to be satisfied with all elements of highway maintenance whilst dissatisfaction was highest amongst those identifying as disabled.
- Just half (50.7%) of those identifying as disabled were satisfied with winter salting on roads compared to 59.4% overall.
- Amongst those identifying as disabled only a quarter (25.2%) were satisfied with footway surfaces, and 14.8% with road surfaces. Amongst under 35's the proportions satisfied with these elements of highway maintenance rose to 43.8 & 30.3% respectively.

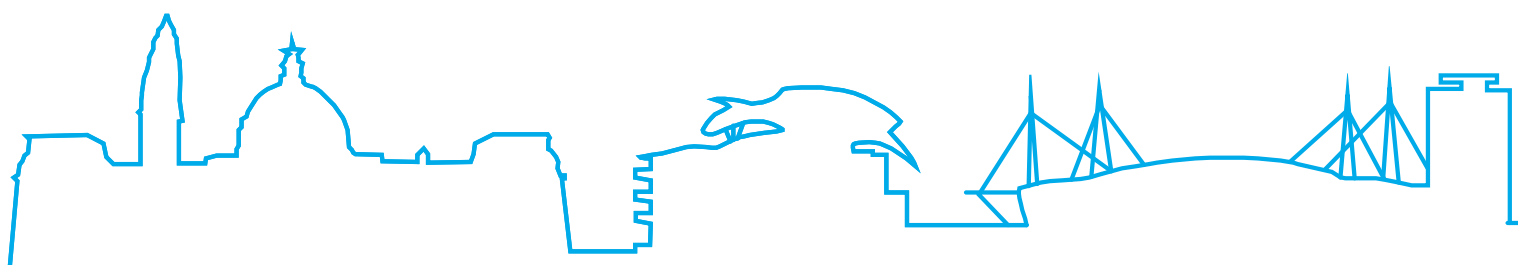


3.3.2 How satisfied or dissatisfied are you with Communication relating to the following Highway activities?

Respondents were asked to rate their satisfaction with communication relating to a range of Highway activities. Most notable were the high proportion of respondents reporting that they were either 'neither satisfied nor dissatisfied' or simply did not know. Combined these figures typically accounted for 50-60% of the overall responses.



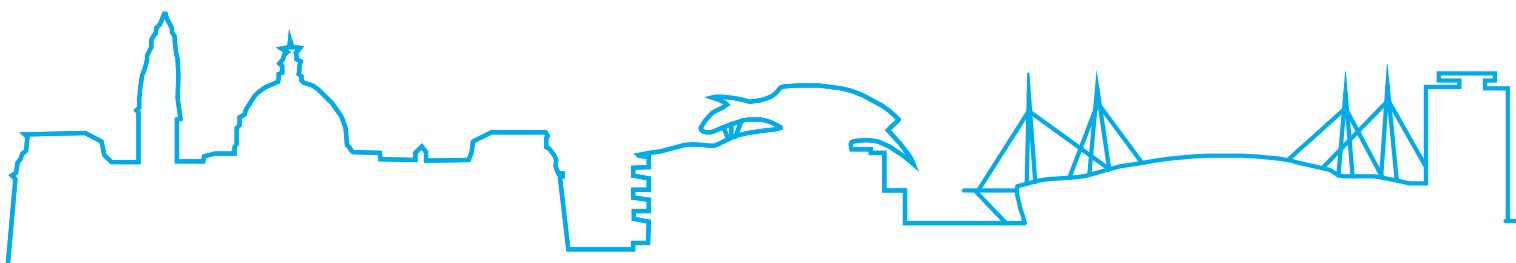
Base sizes shown in brackets.



Ask Cardiff Residents Survey 2016

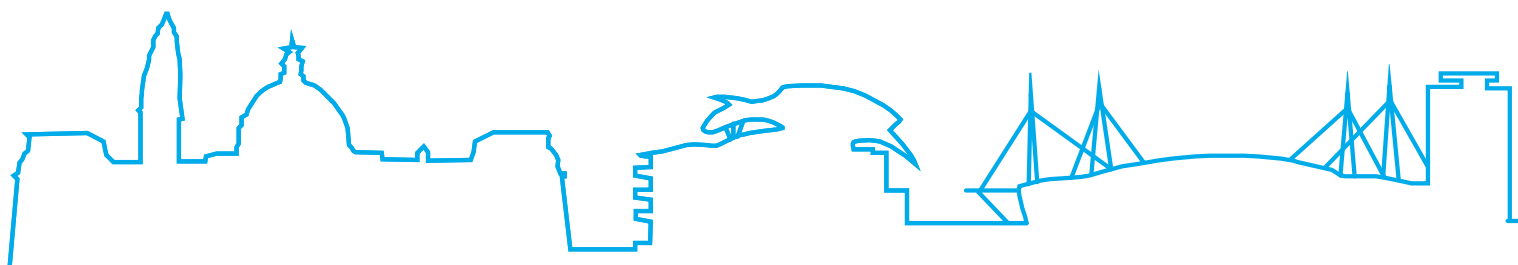
Citizens who were dissatisfied with one or more aspect of communications by Highway Maintenance were asked to explain their dissatisfaction leading to a high response of 1243 comments. Over half of these (690 respondents, 55.5%) felt that they have received 'No communications' with many uncertain what communications would look like. A quarter reported that 'Road surfaces/markings a major issue' with 13.2% of respondents to the question feeling that 'Roadworks are poorly signposted'.

Theme	No	%	Example comments
No communication	690	55.5	<ul style="list-style-type: none"> • <i>I have never received any kind of Highway Maintenance communication.</i> • <i>I never hear a peep out of you. As a cycle courier, it is very important to me to have up-to-date info about Cardiff's roads. I have to actively pursue the information to find out anything. You have my email address, how's about an email once in a while? It would be great to get an email to say that a bridge is going to be closed for 12 months, you are salting the roads or you have had reports of a dangerous road surface.</i> • <i>I never seen any notice until it's already started.</i> • <i>Almost no communication - the only communication is when contractors actually start work.</i> • <i>Don't know of any communications on these issues.</i> • <i>Are there any such communications? How do they take place? I can't say I have seen any.</i>
Road Surfaces / Markings a major issue	311	25.0	<ul style="list-style-type: none"> • <i>CCC failed to share information on maintenance with community council - to hear from residents is not acceptable when there is a Charter in operation. State of the roads in NW Cardiff are dreadful, Capel Llanilltern is a death trap in icy weather yet still nothing has been done after years of asking.</i> • <i>Road Surfaces are a major issues in Cardiff and South Wales as a whole.</i> • <i>No communication on road repairs in neighbourhood. Perhaps because no maintenance seems to be done. Roads generally in Cardiff are in very poor condition, too many potholes.</i> • <i>Us drivers have been saying for years about the state of the roads, potholes broken up tarmac and non-visible road markings.</i> • <i>Road markings fade quickly because of heavy traffic and need to be repainted more often. There are too many potholes in the roads.</i>
Roadworks poorly signposted	164	13.2	<ul style="list-style-type: none"> • <i>I'm not aware of any Highway Maintenance communication, apart from bits of paper attached to road signs, carrying information small print.</i> • <i>Lack of notification of planned works other than by signage in road that is either inaccurate or missing.</i> • <i>I am very dissatisfied with the excessive erection of wasteful and unnecessary signage in both the central areas and in suburbs.</i> • <i>We never hear anything anywhere about highway maintenance that affects us. Sticking posters to the occasional lamp-post and burying a 10,000 word notice in the free council newspaper is not a communications strategy.</i>



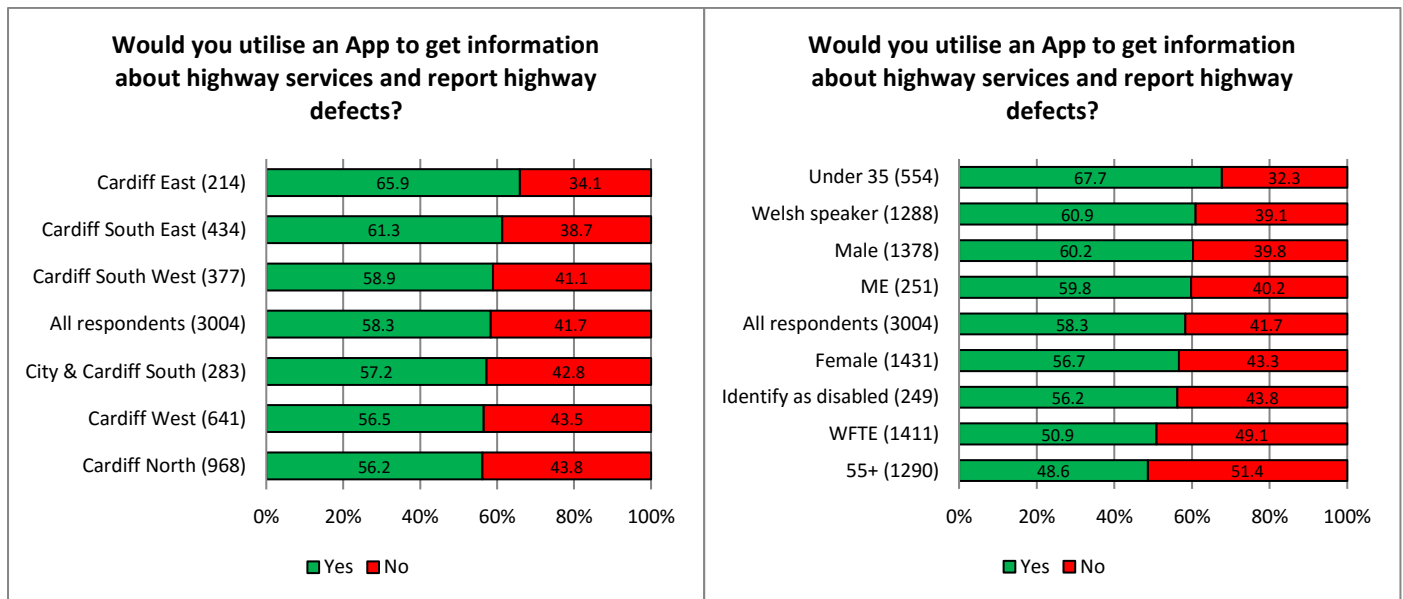
Ask Cardiff Residents Survey 2016

Pavements uneven and hazardous	99	8.0	<ul style="list-style-type: none"> • <i>The pavements in City Road are a serious trip and fall hazard because they have not been repaired in years.</i> • <i>Too many pavements are un-level, possibly dangerous, pavement in my area have been almost destroyed by illegal parking.</i> • <i>Risk to pedestrians, especially the elderly, because of uneven or slippery surfaces.</i>
No reply	88	7.1	<ul style="list-style-type: none"> • <i>When an issue is reported there is no response from Cardiff council.</i> • <i>I have tried to contact the highways team on numerous occasions via phone, email and online form and not had anything back from them.</i> • <i>Frequent phone calls made regarding highway maintenance are always ignored.</i>
Roads flood after rain	87	7.0	<ul style="list-style-type: none"> • <i>Potholes not repaired satisfactory - patched rather than re-surfaced.</i> • <i>You repair the road but cause more damage to other areas when doing so areas need checking afterwards by senior staff.</i> • <i>The road surface is the biggest problem - too much money is being wasted on temporary repairs.</i>
Suggestions for improving communications	69	5.6	<ul style="list-style-type: none"> • <i>Often communication is around the disruption itself but no reasons for the work being carried out are given. I think people would be more understanding if they knew why the work was necessary.</i> • <i>Would like a weekly/ monthly newsletter. Electronic would be acceptable.</i> • <i>Traffic Enforcement Officers need to be more proactive in residential areas.</i>
Lack of parking	66	5.3	<ul style="list-style-type: none"> • <i>No explanation regarding shortage of residential parking.</i> • <i>Parents parking outside streets when collecting children from school.</i> • <i>Communication about road drainage and parking changes is virtually nil.</i>
Don't understand question	46	3.7	<ul style="list-style-type: none"> • <i>I didn't understand the question you have asked.</i> • <i>What is highways management and neighbourhood activities ??.</i>
Winter salting issues	39	3.1	<ul style="list-style-type: none"> • <i>I have not seen any communication regarding winter salting.</i> • <i>Just that it is annoying when, every winter the roads are not salted and if they eventually are (often after the fact) it is only certain roads that get done at all.</i>
Congestion problems	33	2.7	<ul style="list-style-type: none"> • <i>Trying to reduce congestion on local road. Difficult to get replies.</i> • <i>Too many cars.</i>
Speed bumps problems	28	2.3	<ul style="list-style-type: none"> • <i>There are too many speed controlled areas, totally unnecessary. Even a major city like Madrid doesn't have these in the city centre.</i> • <i>Cardiff is a city of speed bumps and potholes.</i>
Poor services for cyclists	23	1.9	<ul style="list-style-type: none"> • <i>I'm a cyclist and I face hundreds of holes in the road (and aggressive drivers at the same time).</i>
Streetlight problems	22	1.8	<ul style="list-style-type: none"> • <i>Wyndham Rd - one street lamp has been on, day and night for months.</i>
Other	38	3.1	<ul style="list-style-type: none"> • <i>I am not sure where I would find most of the above information --Maybe its my fault, and I should look at the Council website more often.</i>
Miscellaneous comments	24	1.9	<ul style="list-style-type: none"> • <i>We are consistently told that we are the 5th largest community in the world but we seem to have the poorest roads in Europe, why is this I ask.</i> • <i>Don't drive so don't tend to pay attention to anything regarding roads.</i>

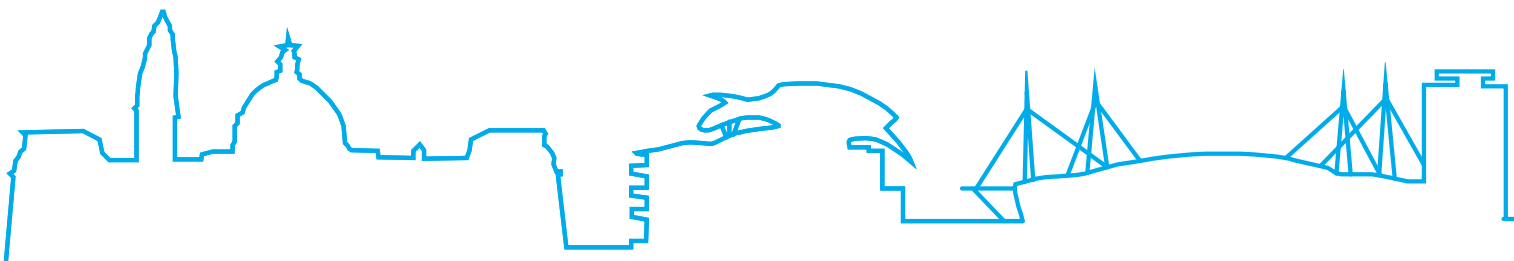


3.3.3 Would you utilise an App to get information about highway services and report highway defects?

More than half (58.3%) of respondents reported that they would use an App to get information about highway services and report highway defects. Interest in using an App was highest amongst those respondents in Cardiff East (65.9%) and those aged under 35 (67.7%).



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



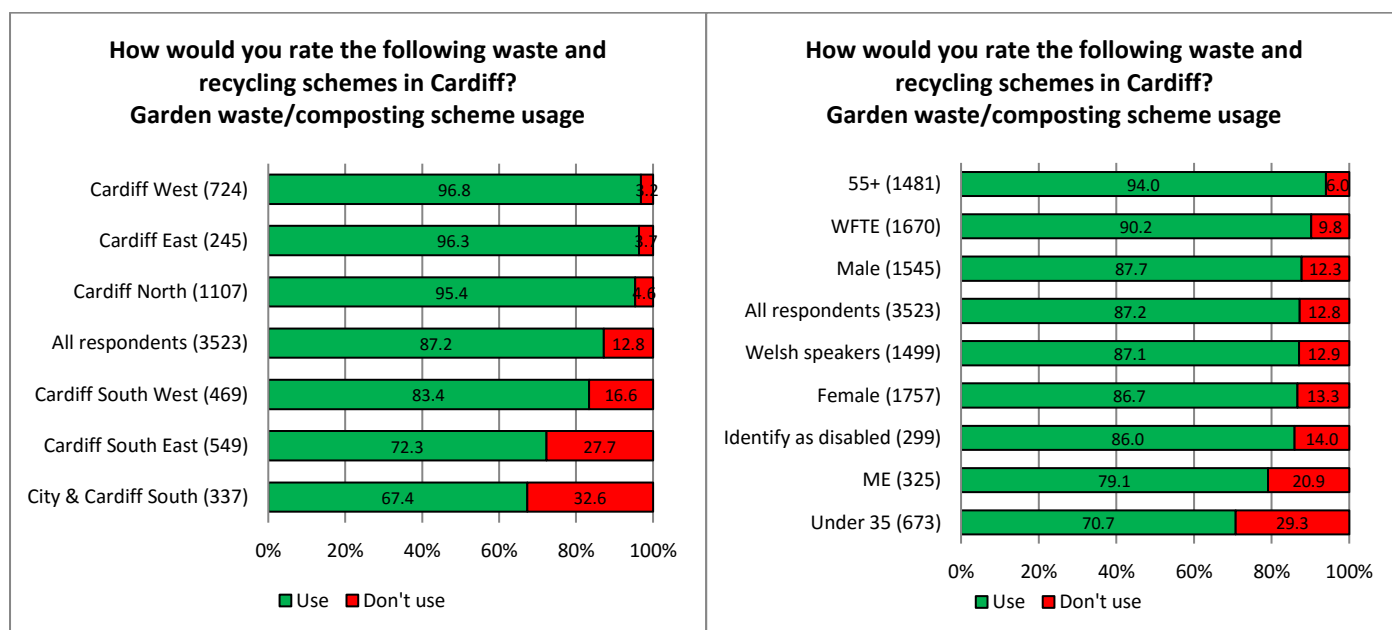
3.4 Waste Management

3.4.1 How would you rate the following waste and recycling schemes in Cardiff?

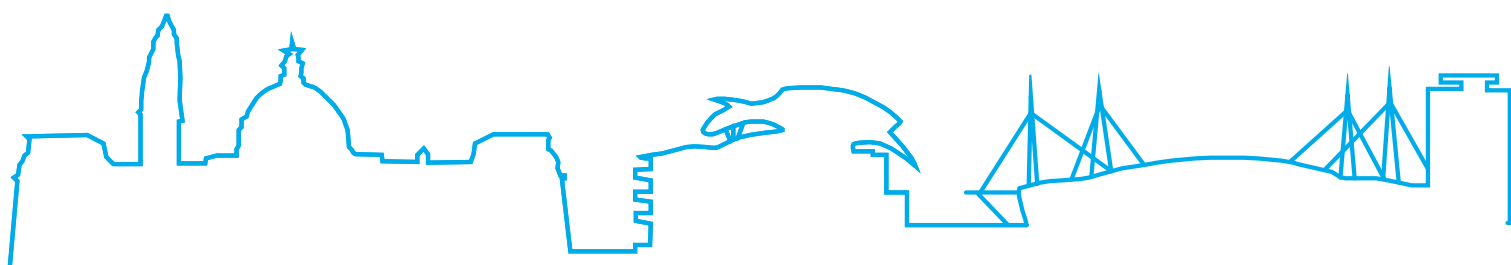
Scheme usage

Analysis was firstly undertaken to determine the level of take up of the schemes. Residents in City & Cardiff South were generally found to be slightly less likely to participate than those in other areas of the city. A tenth (10.9%) of respondents from this area reported that they did not use the existing food waste scheme compared to 6.4% overall, and 6.4% reported that they did not use the fortnightly general waste collection service compared to just 1.9% overall.

With the exception of the garden waste/composting scheme personal characteristics such as gender or age were not found to influence participation in the different schemes. The charts below show the take up of this service to be particularly high amongst respondents in the more northern areas of the city (including 96.8% in Cardiff West). Similarly 94.0% of those aged 55+ were shown to take part in the garden waste/composting scheme compared to 70.7% of respondents aged under 35.



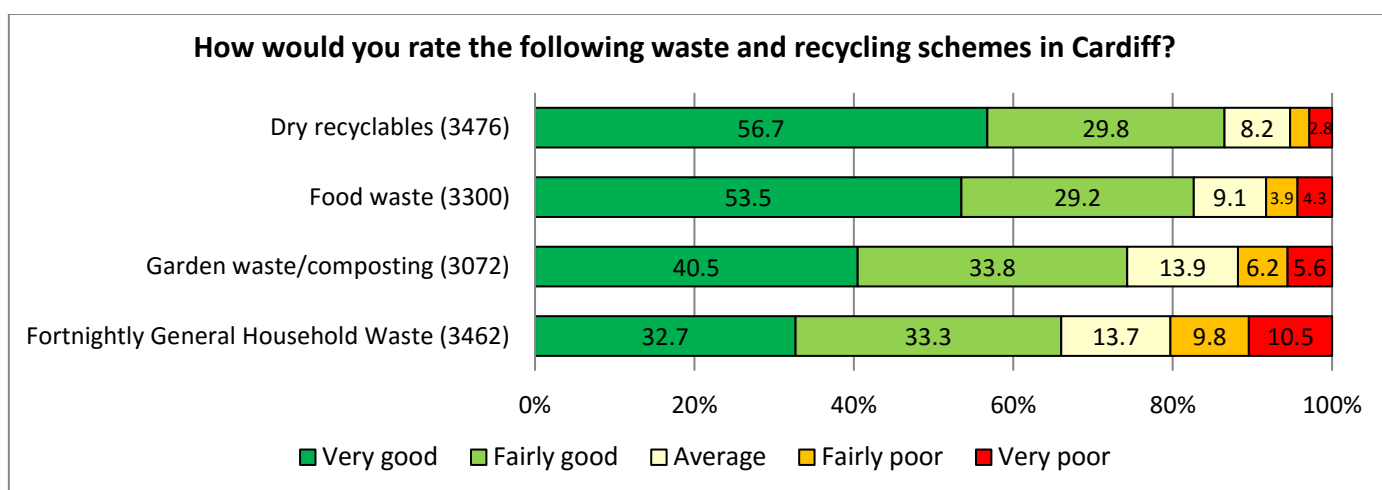
Base sizes shown in brackets.



Ask Cardiff Residents Survey 2016

Scheme ratings

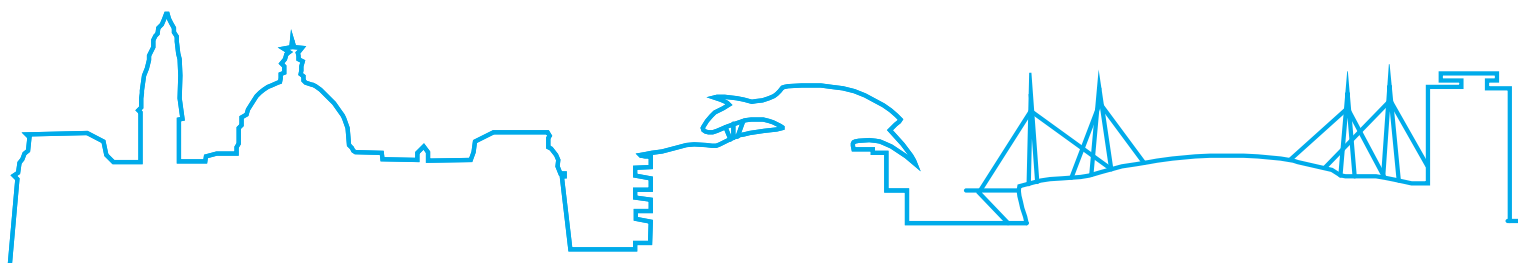
Of those respondents that did participate in the various schemes, more than four in five rated the collection of both dry recyclables and the food waste scheme as either 'very' or 'fairly good' (86.5% and 82.7% respectively). In comparison just two thirds (66.0%) of respondents rated fortnightly general household waste collection similarly whilst one in ten (10.5%) considered the service to be 'very poor'.



Base sizes shown in brackets.

Again the data was examined to determine any variables that exist between geographic or demographic groups.

- Generally the rating of services was found to be highest in Cardiff West and lower in Cardiff East and City & Cardiff South.
- Just 56.0% of respondents in Cardiff East rated the fortnightly general household waste collection service as either 'very' or 'fairly good' compared to 72.4% of those in Cardiff West.
- Nine in ten (91.5%) of respondents in Cardiff West felt that collection service for dry recyclables was 'very' or 'fairly good', compared to 78.3% of those in City & Cardiff South.
- Three fifths (60.2%) of respondents in Cardiff West rated the food waste scheme as 'very' or 'fairly good' compared to just 40.1% of those in City & Cardiff South.



Ask Cardiff Residents Survey 2016

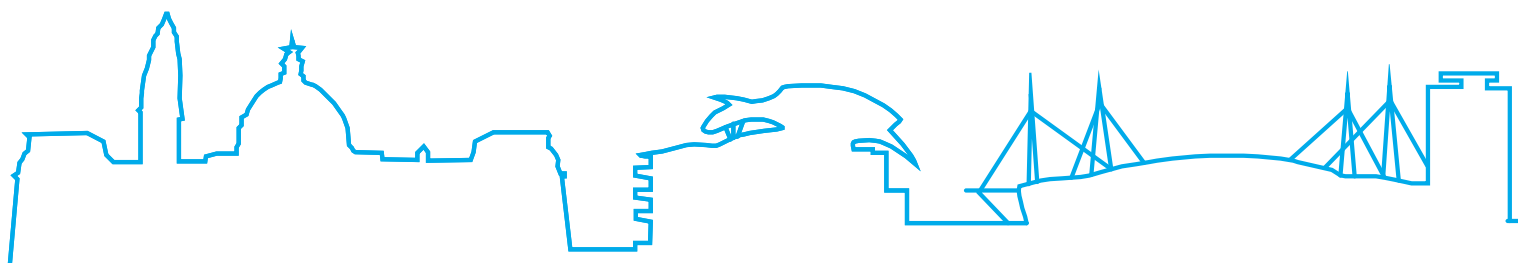
- Four in five (79.9%) respondents in the West rated the existing garden waste collection service as 'very' or 'fairly good' compared to just 63.4% of those in Cardiff South East.
- Satisfaction across all of the schemes was found to be highest amongst those aged 55+. Amongst those less likely to rate the waste and recycling schemes as 'very' or 'fairly' good were those aged under 35, of a minority ethnic background, or whom identified themselves as disabled.

Respondents who selected 'Don't Use' for one or more services were asked why with responses divided into each of the 4 schemes and analysed separately.

Non users: Fortnightly General Household Waste.

53 respondents explained their reason for not using the general household waste scheme, with two thirds (66.0%) 'Not part of scheme', whether this was due to not living in Cardiff or having a communal service.

Theme	No	%	Example comments
Not part of scheme	35	66.0	<ul style="list-style-type: none"> • <i>Live outside Cardiff.</i> • <i>I live in a managed/serviced apartment, where all refuse is taking from a store room and disposed of for us.</i>
Size and storage	11	20.8	<ul style="list-style-type: none"> • <i>Because I have no back or side access to my house and did not want my front garden to be filled up with wheely bins (I have a lot of flowering plants growing which encourages drainage and beneficial wildlife and looks better. Many neighbours have complimented us on our garden. I think people in our situation should be allowed the option of using bags for refuse and green waste.</i>
Do not have bags/bin	2	3.8	<ul style="list-style-type: none"> • <i>Because I cannot get them at all.</i>
Need more regular collections	1	1.9	<ul style="list-style-type: none"> • <i>Sometimes you can't use the facility because they do not come often enough to collect rubbish.</i>
Other comments	5	9.4	<ul style="list-style-type: none"> • <i>I recycle all my rubbish.</i>



Ask Cardiff Residents Survey 2016

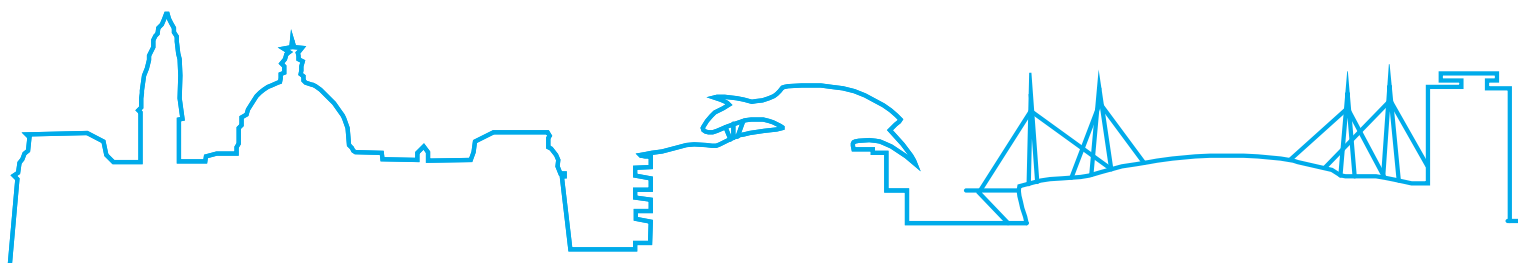
Non users: Dry recyclables

Response from non-users of the dry recyclables was also low (43 respondents) with over two thirds again 'Not part of scheme' (69.8%)

Theme	No	%	Example comments
Not part of scheme	30	69.8	<ul style="list-style-type: none"> • <i>Live in an apartment block.</i> • <i>No collection on our farm lane. Can go to the tip, but have to compost our food waste at home. Luckily we are veggie.</i>
Do not have bags	5	11.6	<ul style="list-style-type: none"> • <i>We have not been provided with a Wheely Bin for recyclables and have been told we are not allowed to put out bags.</i>
Size and storage	2	4.7	<ul style="list-style-type: none"> • <i>Use but find the new system of wheelie bins awkward and inconvenient and difficult to discuss in a terraced house. Are more likely to use the service if bags are reintroduced.</i>
Need more regular collections	1	2.3	<ul style="list-style-type: none"> • <i>Sometimes you can't use the facility because they do not come often enough to collect rubbish.</i>
Need more information	1	2.3	<ul style="list-style-type: none"> • <i>More information needed re what can be recycled.</i>
Don't recycle	1	2.3	<ul style="list-style-type: none"> • <i>I don't recycle.</i>
Other comments	3	7.0	<ul style="list-style-type: none"> • <i>Was living in residences before this.</i>

Non users: Food waste

Over a quarter of the 193 respondents who gave a reason for not participating in the food waste scheme 'Compost instead' (26.2%). 23.0% were 'Not part of scheme' while an additional 20.9% said that they 'Do not waste food'.

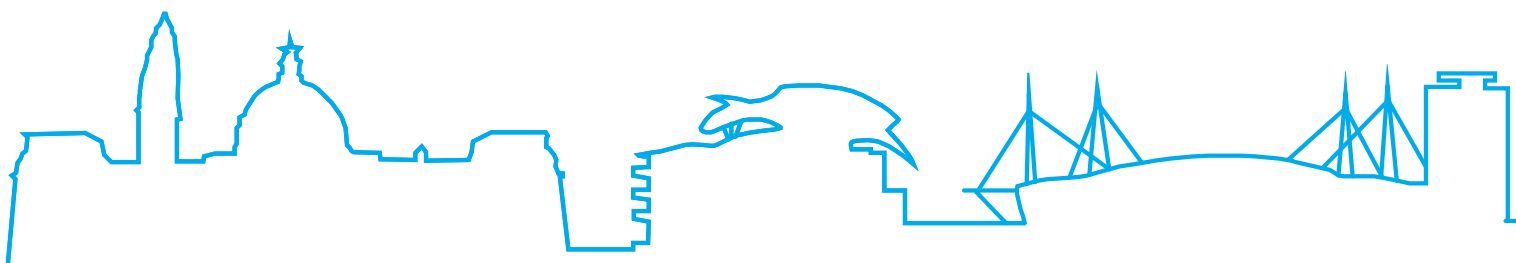


Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Compost instead	50	26.2	<ul style="list-style-type: none"> Compost heat for uncooked vegetable waste - low to zero household production of cooked waste. Use a wormery and compost.
Not part of scheme	44	23.0	<ul style="list-style-type: none"> I live in a property which isn't part of the Council's waste management. I live in a gated block of apartments and believe the collection of waste is managed separately from the above.
Do not waste food	40	20.9	<ul style="list-style-type: none"> The dog eats all our waste food, he's a great recycler. All garden waste is composted. Don't waste food.
Unhygienic and attracts pests	34	17.8	<ul style="list-style-type: none"> Bags always break and smell. Flies in kitchen caddy - only have small kitchen, nowhere to put it, attracts insects.
Do not have bags/caddy	13	6.8	<ul style="list-style-type: none"> Don't use food as I don't have an indoor food caddy (for worktop). Requested one but never received.
Have garborator	6	3.1	<ul style="list-style-type: none"> I use a garburator in my sink for all non-compostable food waste.
Food waste on streets	6	3.1	<ul style="list-style-type: none"> Because the seagulls can access these caddy's so easily. Some people overfill them and therefore problems occur.
Confusing and complicated	7	3.7	<ul style="list-style-type: none"> I tend to split waste into either general household waste or dry recyclables - another waste (eg food) is too complicated.
Need more information	3	1.6	<ul style="list-style-type: none"> More information needed re what can be recycled.
Other	10	5.2	<ul style="list-style-type: none"> Caddy got stolen on first use, no front garden to store it.

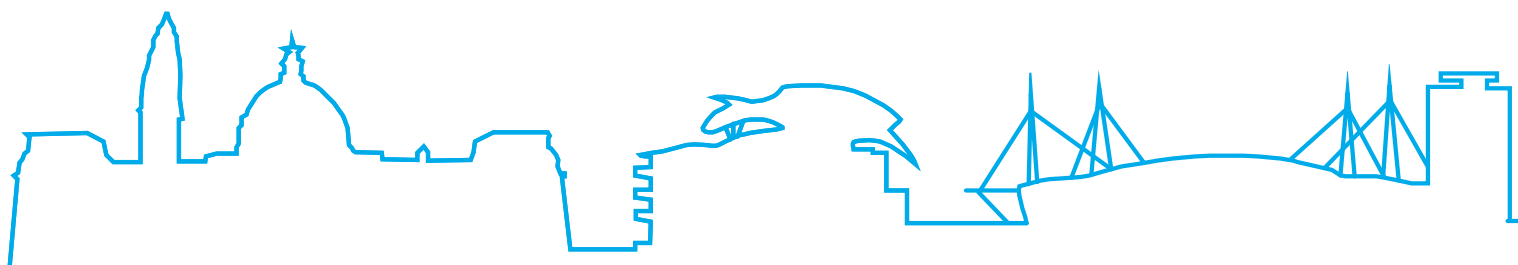
Garden waste

Of the 380 respondents who gave a reason for not using the garden waste scheme, the majority (56.6%) 'Produce little or no garden waste'. 12.1% were 'Not part of scheme', while 10.3% reported that they 'Do not have bags/bins' that they require.



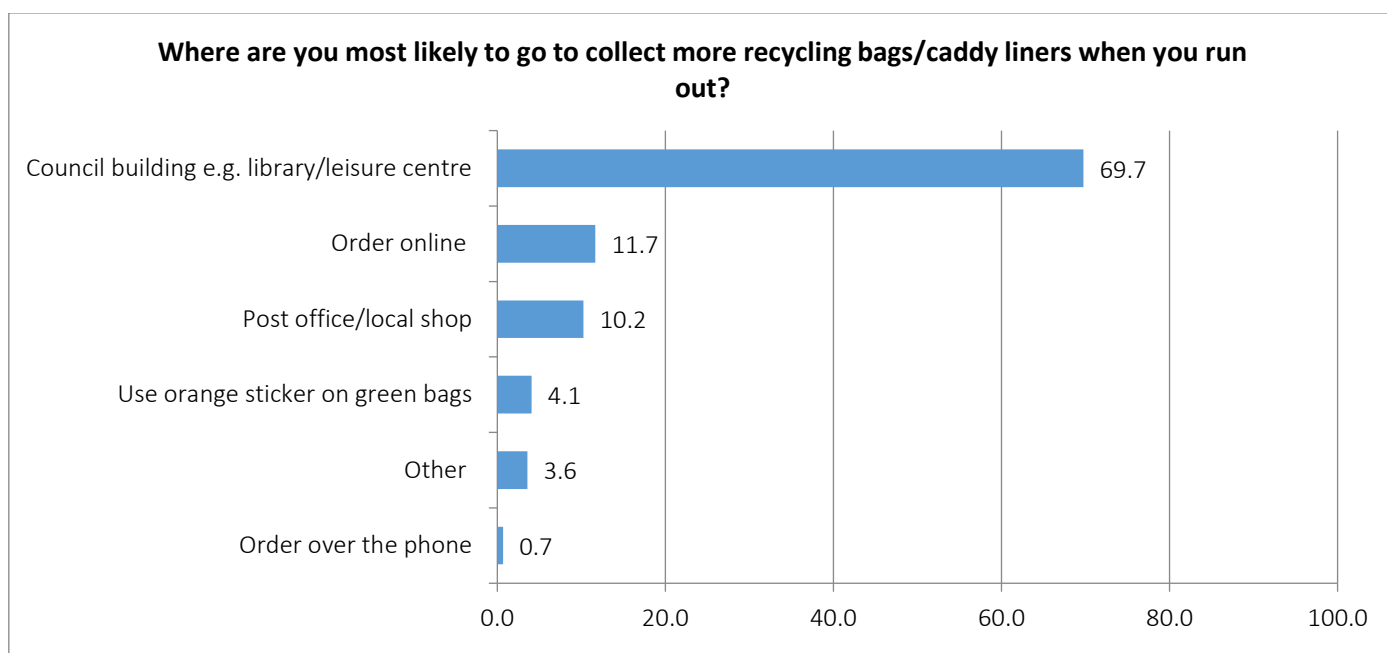
Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Produce little or no garden waste	215	56.6	<ul style="list-style-type: none"> • Rented property with slabbed garden (very very very low maint!). • Haven't got a garden. • Live in an apartment - no garden. • We don't do gardening.
Not part of scheme	46	12.1	<ul style="list-style-type: none"> • Private contractor services flats. • Do not have these facilities where I live – apartment.
Do not have bags/bins	39	10.3	<ul style="list-style-type: none"> • Have spent 18 months trying to get a garden waste bag with no success and no reply to emails/phone calls. • I have had about 15 green garden waste reusable bags which have all disappeared on day of collection as they are thrown on the pavement and blown away by the time you return at end of day.
Compost	27	7.1	<ul style="list-style-type: none"> • We make our own garden compost, so garden waste tends to go in there. • I compost at home organic material.
Disagree with scheme	21	5.5	<ul style="list-style-type: none"> • Because we struggle with storing bins in front of property. Terraced homes should have bags NOT bins.
Need more information	19	5.0	<ul style="list-style-type: none"> • I would like to have more information about how can I get the garden bins, because sometimes I would like to use it, but I don't know how that is working.
Take to recycling centre/tip	12	3.2	<ul style="list-style-type: none"> • I take my garden waste to the recycling centre.
Not collected	6	1.6	<ul style="list-style-type: none"> • Council refuse to let us have additional garden waste bin(s) and the one we do have is never emptied!
Need more regular collections	4	1.1	<ul style="list-style-type: none"> • I don't have a white bag for garden waste and don't understand why the system stops fully over winter when we could be collecting leaves etc.
Other comments	7	1.8	<ul style="list-style-type: none"> • I tend to split waste into either general household waste or dry recyclables - another waste (eg food) is too complicated.



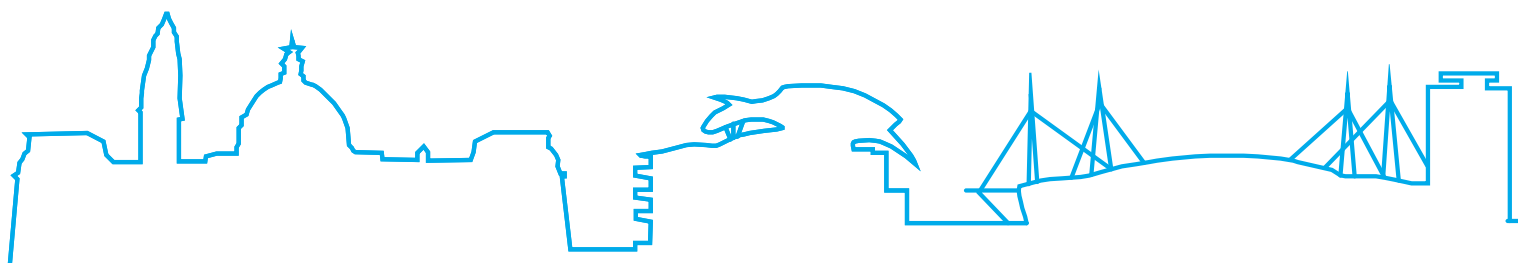
3.4.2 Where are you most likely to go to collect more recycling bags/caddy liners when you run out?

Approximately seventy percent (69.7%) of respondents reported that they are most likely to collect more recycling bags/caddy liners when needed from a 'Council building' such as a library or leisure centre whilst a further tenth (11.7%) reported to 'Order online'.



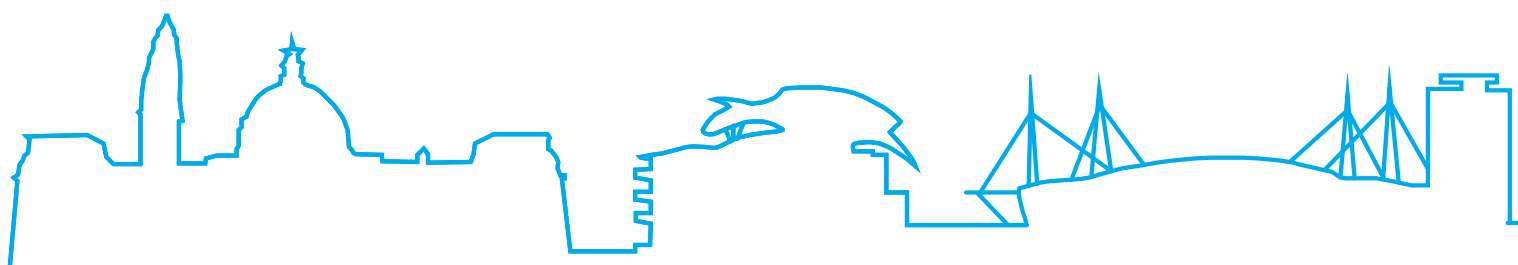
Base: 3513

Of the 161 respondents who selected 'other' for this question, almost a third get their recycling materials in their own 'Residence' (32.8%) with 12.3% collecting from their 'University'. In addition 11.5% reported problems with low stock when they go to collect the bags.



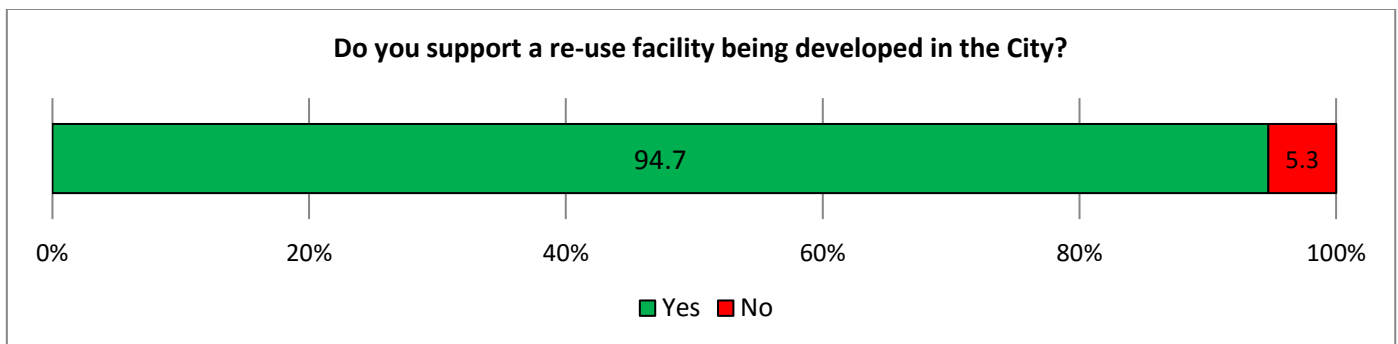
Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Residence	40	32.8	<ul style="list-style-type: none"> • Concierge in our residence. • Caretakers' office for flat complex. • Live in apartment block so concierge supply.
University	15	12.3	<ul style="list-style-type: none"> • Cardiff University. • Students union or university building.
Problems getting bags	14	11.5	<ul style="list-style-type: none"> • The point is --- Council buildings never seem to have them, the bin men don't leave when orange sticker used, and on-line ordering is a lottery as to whether you receive them! • Any of the above as generally supply at any venue limited or out of stock.
Hub/library	13	10.7	<ul style="list-style-type: none"> • We have no choice but to go to the local library. • Hub.
Shop	10	8.2	<ul style="list-style-type: none"> • Local pharmacy. • I rarely have any luck ordering from the council so I buy them in pound shops.
Friend/family	7	5.7	<ul style="list-style-type: none"> • One of the residents will collect them for us all on a regular basis as they have transport.
Community centre	6	4.9	<ul style="list-style-type: none"> • Community centre.
Don't know	6	4.9	<ul style="list-style-type: none"> • I don't know how to get more bags.
Don't use	5	4.1	<ul style="list-style-type: none"> • I don't recycle. I buy black bags for my waste.
Waste and recycling services	4	3.3	<ul style="list-style-type: none"> • Recycling centre.
Other comments	7	5.7	<ul style="list-style-type: none"> • Wish I wasn't limited to just picking up one - at least two should be able to be taken each time.

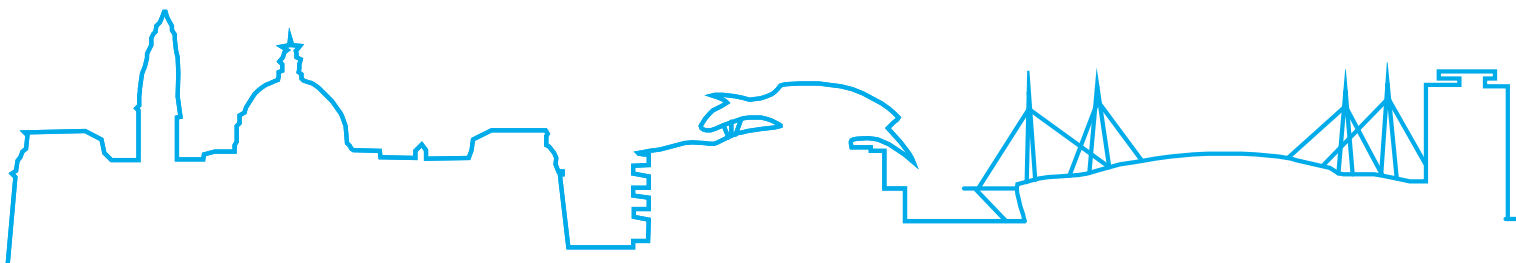


3.4.3 Reusing unwanted goods is growing in popularity as a way of ensuring that good quality items continue to be useful, and has benefits for both residents and the city of Cardiff. Do you support a re-use facility being developed in the City?

Over ninety percent (94.7%) of respondents supported the development of a re-use facility in the City.



Base: 3503

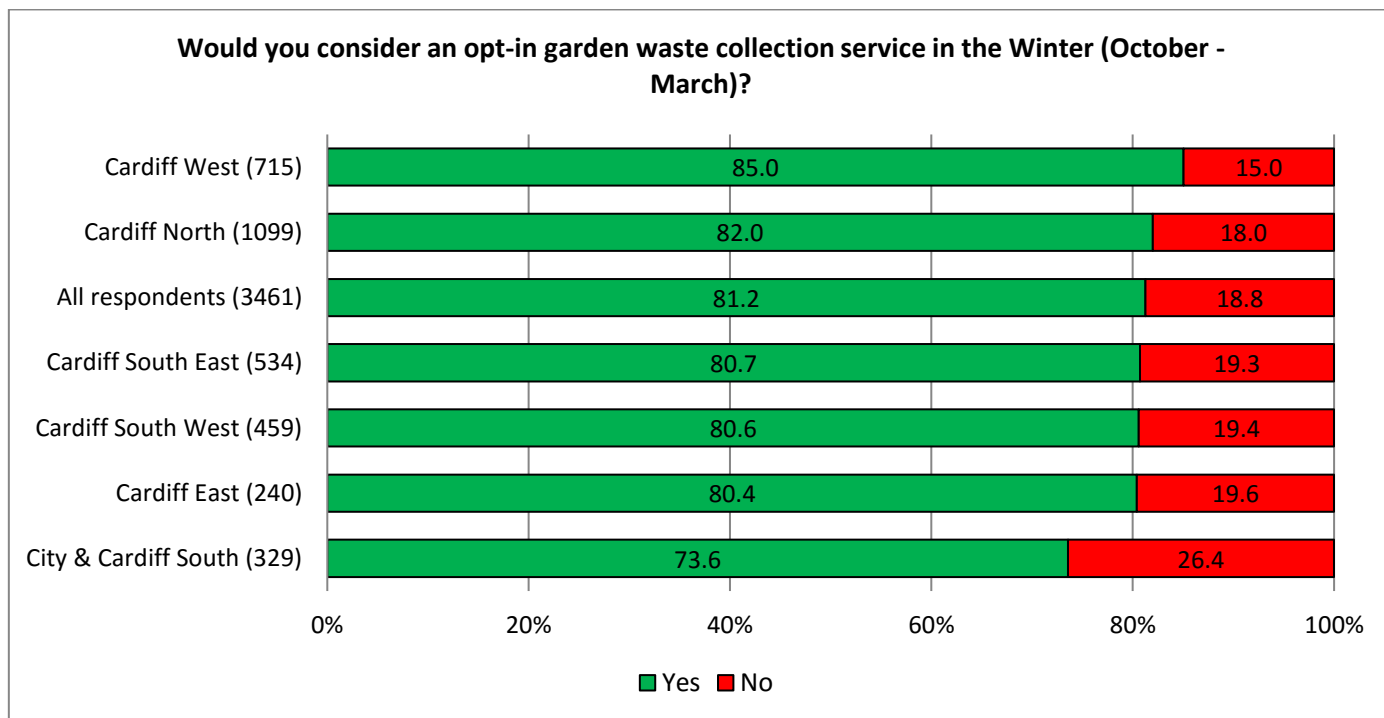


3.5 Garden Waste

The Council is considering bringing in an opt-in collection service of garden waste during the winter months. This would not affect collection services during the remainder of the year where they will remain fortnightly, and will enable the Council to concentrate winter services on houses that need a collection.

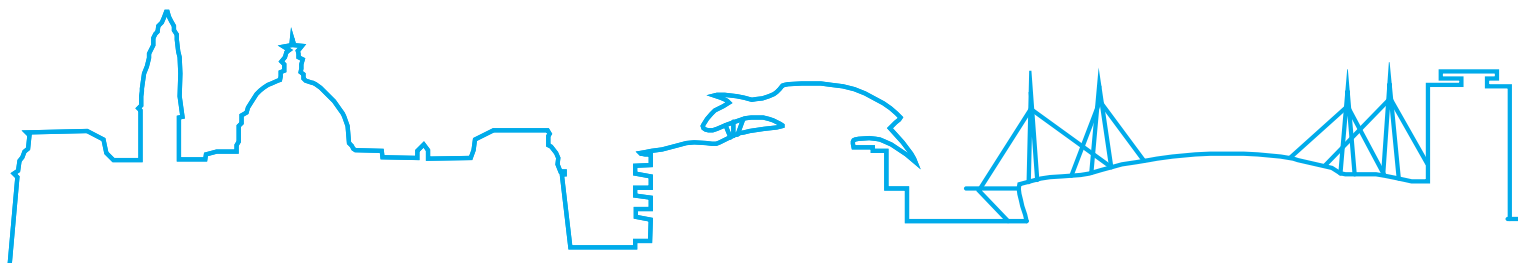
3.5.1 Would you consider an opt-in garden waste collection service in the Winter (October - March)?

Approximately four fifths (81.2%) of all respondents were happy with the proposal of an opt-in service for garden waste collection over the winter months.



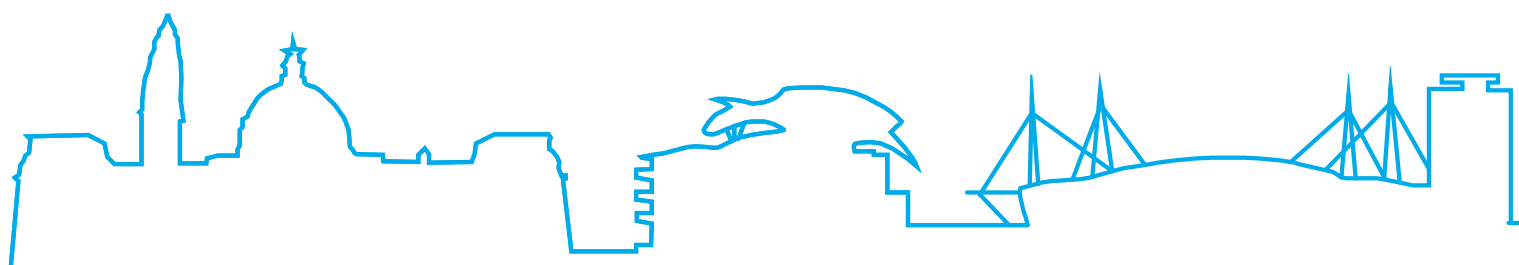
Base sizes shown in brackets.

Of the 542 respondents who shared objections to the opt-in garden waste scheme over four tenths felt that people 'Don't need winter service' (43.2%) due to the low production of waste during these months. However 18.3% felt that they 'Need collection all year' with gardeners still producing waste and fallen leaves needing collection.



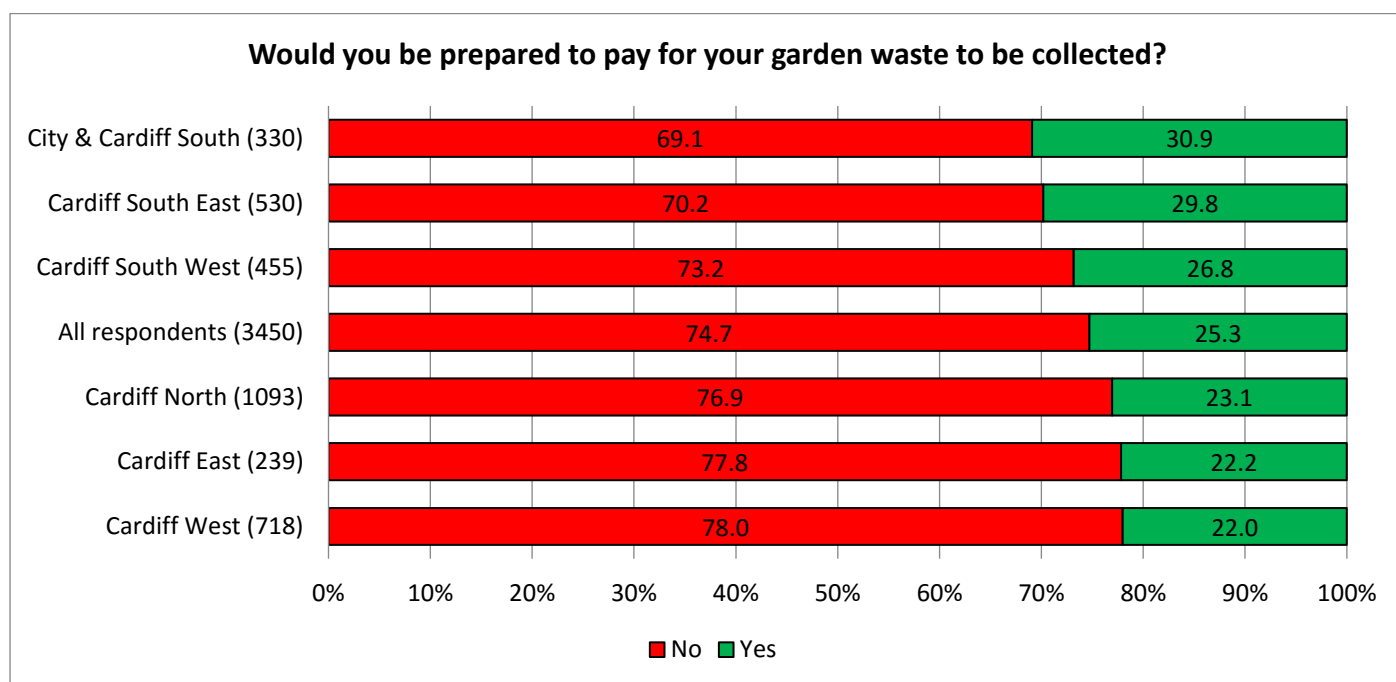
Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Don't need winter service	234	43.2	<ul style="list-style-type: none"> No one needs garden waste in the winter. Do very little gardening work during those months. Have managed quite well in previous winters since current scheme implemented. I don't have a garden... No requirement for service autumn/winter. If there is an accumulation I use one of the re-cycling depots.
Need collection all year	99	18.3	<ul style="list-style-type: none"> Garden waste is all year round. Winter can be the busiest time for gardeners. Should be available to all. There should be no need to have to opt in as the council should be providing the collection still. If they do not then the leaves that fall off trees will just be placed in Bags for general waste.
System works well currently	47	8.7	<ul style="list-style-type: none"> Why change something that is working well. I would prefer to know when the collection is to be made. The present arrangement is good.
Will not work	41	7.6	<ul style="list-style-type: none"> The cost of managing opting in and the potential for error is too high to justify the cost. Would need to set up collection schedules/routes etc. If just one or two people opted-in in each street it would still mean visiting each place. It would be better to set more reasonable collection time scales and ensure they are complied with.
Service part of Council tax	37	6.8	<ul style="list-style-type: none"> I feel this should be covered in the council tax, and we need to continue to motivate individuals to participate and not put barriers in place that could affect overall council recycling objectives. I presume opt-in means a charge for the service. Larger houses with bigger gardens use this service. They, in general, pay more council tax and use less of other council services. They should not have to pay again.
Alternative changes	36	6.6	<ul style="list-style-type: none"> I fill my green bins mostly with garden waste in October and November when summer planting has died as I have a lot of container plants. I would support the scheme from January to April. Is it a general opt in once in winter or can you request if you need it? How do we know when we would need it? More thought or information required before asking.
Have own recycling arrangements	36	6.6	<ul style="list-style-type: none"> I will not have any garden waste during these months and the little there is I am quite willing to take to the tip myself. No requirement for service autumn/winter. If there is an accumulation I use one of the re-cycling depots.
Need more information	31	5.7	<ul style="list-style-type: none"> There is no explanation of how the opt in would be arranged and if it would be at pre arranged intervals. Need more info.
Need will depend on weather	16	2.4	<ul style="list-style-type: none"> It depends what period is covered by "Winter Months". Quite often when the trees are dropping leaves in Autumn the green bins are full on a weekly basis. Nature does not often conform to bureaucratic plans.
Agree with opt in service	14	2.6	<ul style="list-style-type: none"> ONCE A MONTH WORKS WELL FOR ME. IF I CAN OPT IN AND NOT BE AFFECTED, HAPPY FOR SCHEME.
Other	19	3.5	<ul style="list-style-type: none"> I have no where to store waste bags.



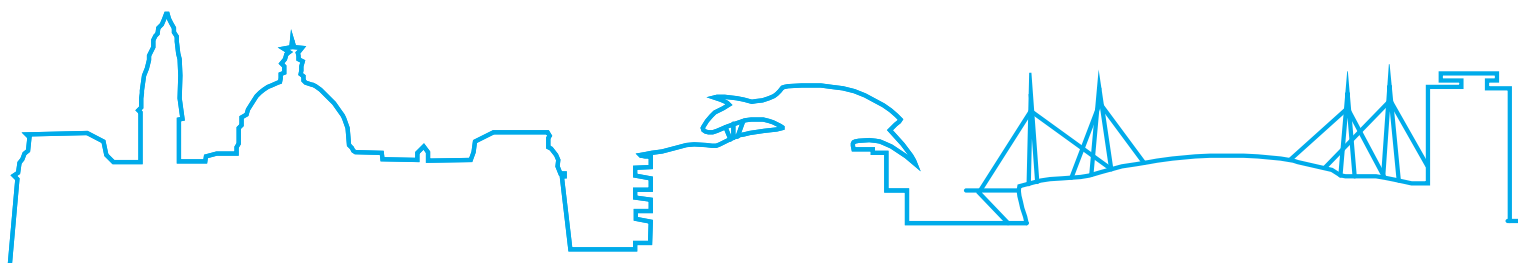
3.5.2 It is not a statutory duty for local authorities to provide garden waste collections. In the future, to enable us to continue to provide this service, would you be prepared to pay for your garden waste to be collected?

Just a quarter (25.3%) of all respondents reported that they would be prepared to pay for their garden waste collection.



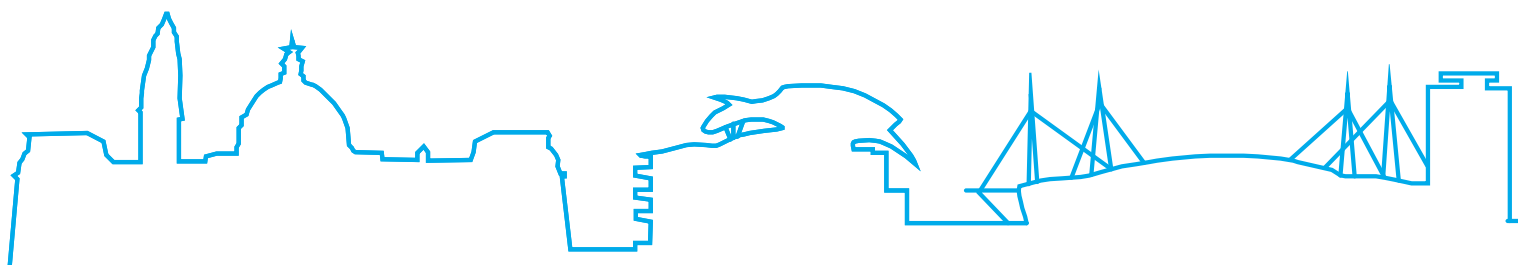
Base sizes shown in brackets.

Of the 2187 respondents who selected No and explained their answer almost half (47.5%) felt that garden waste 'Should be collected for free' irrespective of whether the service is statutory or not. The second highest theme was that it would 'Cause improper disposal' including fly tipping and burning (18.6%), ahead of 9.4% who 'Don't use service'.



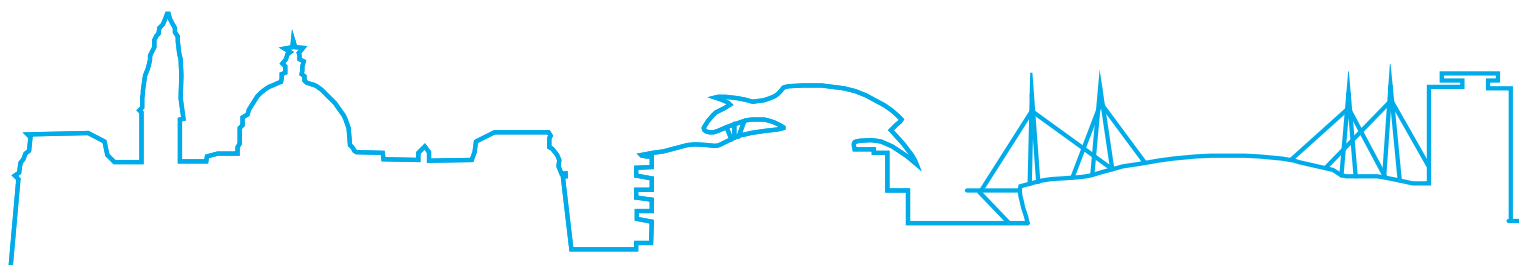
Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Should be collected for free	1038	47.5	<ul style="list-style-type: none"> • Maybe not statutory but you as a Council surely have a moral obligation to keep the city tidy. • I would see this as a necessity if the Council are serious about recycling. • I pay enough council tax and use very few services. One of the few I do use is garden waste collection. You don't offer rebates for all the things I don't use so don't charge me for the few I do. • I feel we pay enough in council tax already, and we don't have value for money now. • Why should we pay for a service you insist we use? Shocking.
Cause improper disposal	406	18.6	<ul style="list-style-type: none"> • It will only encourage illegal waste disposal. • I would allow it to degrade on my property. • If you charge people will dump on street as they do now with large rubbish items. • Will also lead to lighting fires in back gardens etc. causing pollution and health problems to neighbours. I often experience this in my local area as it is now!
Don't use service	205	9.4	<ul style="list-style-type: none"> • I don't use the service so would want an opt-out. • Do not have garden, and I believe it would encourage people to stop recycling. • No garden.
Will affect recycling and environment	181	8.3	<ul style="list-style-type: none"> • A charge would be detrimental to the environment. • I WOULD PUT IT IN THE BLACK BIN LIKE MOST PEOPLE WOULD. • We already pay for garden waste sacks and our recycling of green waste helps the Council reach Welsh Government targets and avoid penalties, so I feel we should continue to encourage people to recycle garden waste not discourage by charging.
Cant afford charge	181	8.3	<ul style="list-style-type: none"> • Low income disabled family - we CANNOT pay for everything that is demanded. • This would adversely effect poorer parts of society - some of whom actively grow food to supplement their income. • Am on benefits and could not afford any payments.
Alternative - will take to recycling centre	166	7.6	<ul style="list-style-type: none"> • What's the point, I'll take it to the tip for free. • IF THE COUNCIL DOES NOT PICK UP GARDEN WASTE I WILL HAVE TO USE MY CAR TO TRANSPORT IT TO WEDAL ROAD REFUSE POINT. THIS IS LIKELY TO CLOSE IN THE NEAR FUTURE. THE NEXT REFUSE TIP IS IN LAMBY WAY. THE OTHER SIDE OF THE CITY. THIS WILL LEAD TO EVEN MORE CARS ON THE ALREADY CONGESTED ROADS. • It is not collected often enough over the autumn and spring, and as I am lucky enough to have a car I can take it to the dump myself if it is not collected or if I would be charged.
Will affect city aesthetic	122	5.6	<ul style="list-style-type: none"> • It would lead to poor garden maintenance in the neighbourhood. • Garden waste such as leaves from trees and cut grass are put into our garden waste bins in order to maintain our garden cleanliness and present our street in a positive light. If we were to leave our grass grow and the leaves to sit, then we would have messy gardens which others such as the council would complain about. We cannot stop grass from growing and leaves from falling, this should not be chargeable. Either allow us to have more collections or provide another bin. • It would encourage fly tipping and people replacing hedges with fences and lawns with gravel or decking.



Ask Cardiff Residents Survey 2016

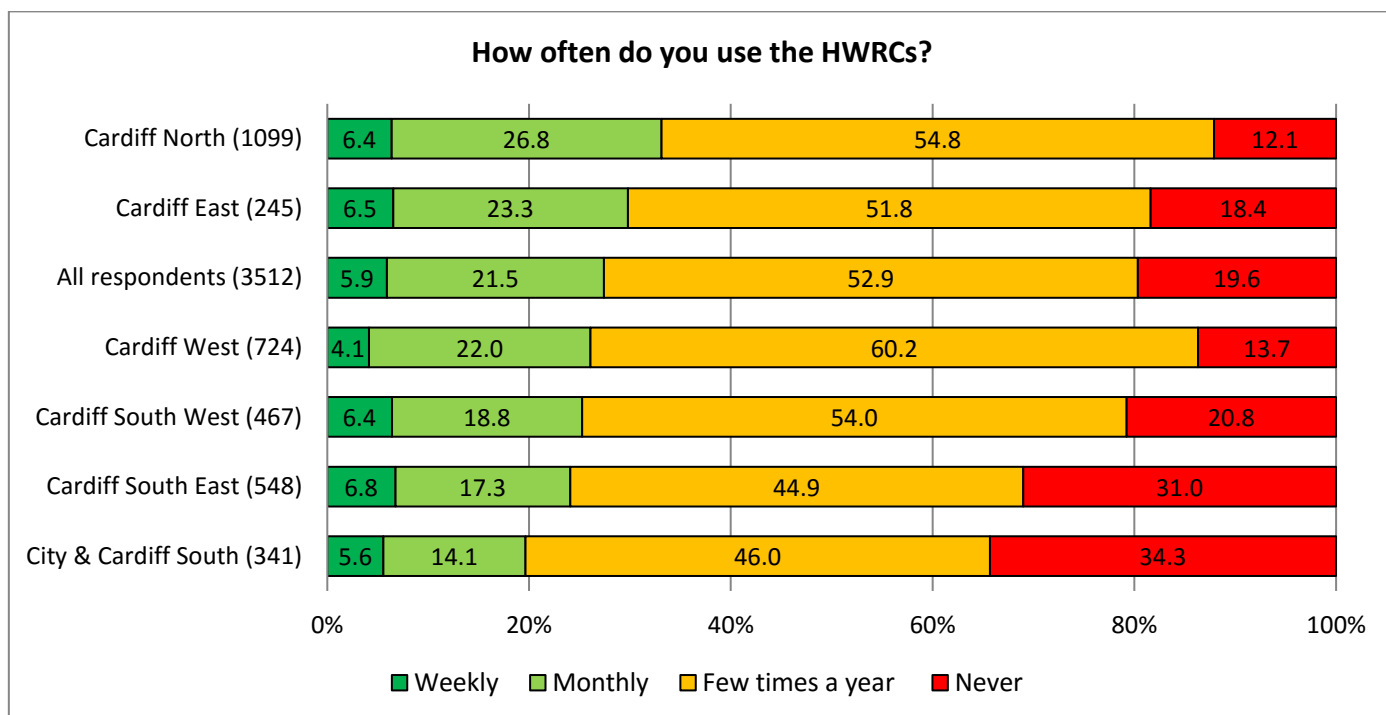
Self disposal difficult	116	5.3	<ul style="list-style-type: none"> • <i>If want to continue shutting the rubbish dumps then you'll need to start offering some kind of free service for waste collection since you're making it impossible for us to dispose of waste be it garden or otherwise.</i> • <i>We pay for most things through our rates this should come from that also I'm disabled so I'm not able to take the waste away myself.</i> • <i>The likelihood is this would affect elderly people who would have limited options of dealing with the garden waste. Yet again the vulnerable are targeted.</i>
Council can/do profit from composting waste	89	4.1	<ul style="list-style-type: none"> • <i>You can use the waste to make compost or burn it to generate energy, therefore it should be cost neutral. Also if you don't collect it, people will start dumping on waste ground, over railway embankments etc.</i> • <i>Surely the waste is composted and sold? So I already buy back my Cardiff waste.</i>
Alternative - will compost	67	3.1	<ul style="list-style-type: none"> • <i>I have a garden which I maintain as best I can. I have compost bins which I use and into which I put most garden waste (and all uncooked vegetable/fruit kitchen waste, shredded paper etc), so I consider myself to be doing the best I can to compost and recycle when I can.</i> • <i>I would however consider a home composter if they were available again for a small fee!!! This would then reduce my garden waste - maybe garden waste could be a booked service like bulky items.</i>
Need more information	53	2.4	<ul style="list-style-type: none"> • <i>I might say yes but would need more information on cost, providers, frequency of service, disruption/change to current practice etc.</i> • <i>Depends on the cost. If too high would use alternative disposal options</i>
Service improvement needed first	46	2.1	<ul style="list-style-type: none"> • <i>I feel we pay enough in council tax already, and we don't have value for money now.</i>
Charge on people who recycle	43	2.0	<ul style="list-style-type: none"> • <i>I have a limited budget and a large garden. If we are to encourage generations to garden as a recreation and to facilitate more green spaces which are better for the environment we should not penalise residents who care for their gardens!!!</i>
Will not save money	26	1.2	<ul style="list-style-type: none"> • <i>If it isn't collected people may revert to fly tipping which would cost the council more to clean up.</i>
Refusal to pay	24	1.1	<ul style="list-style-type: none"> • <i>I don't really want to pay for a reduced service.</i>
Make internal efficiencies	19	0.9	<ul style="list-style-type: none"> • <i>We pay enough Council Tax. Perhaps the Council should consider in house management cost reductions rather than simply asking resident to pay more for what is "routine" services.</i>
Pay if had to	12	0.5	<ul style="list-style-type: none"> • <i>I think the Council should collect it and if needed increase Council Tax to provide this service.</i>
Other comments	62	2.8	<ul style="list-style-type: none"> • <i>Cardiff Council should not commit to a service, and then remove it - especially in terms of waste, which has caused a great deal of dissatisfaction across the city. CC must be consistent.</i> • <i>A reduced service would be preferable.</i>



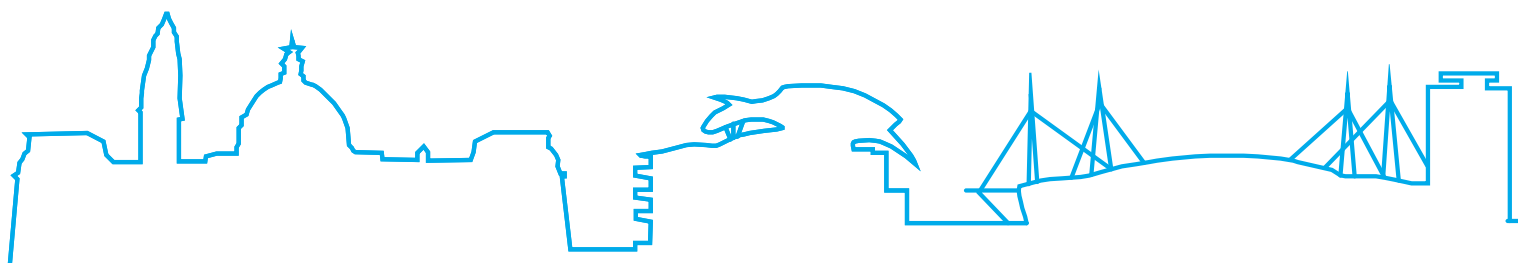
3.6 Household Waste Recycling Centres (HWRC's)

3.6.1 How often do you use the HWRCs?

Four in five (80.3%) of respondents reported to use HWRC's at least a 'few times a year'. The centres were most frequently used by those in Cardiff North and Cardiff West whilst a third (34.3%) of respondents in City & Cardiff South reported to 'never' use the facilities.

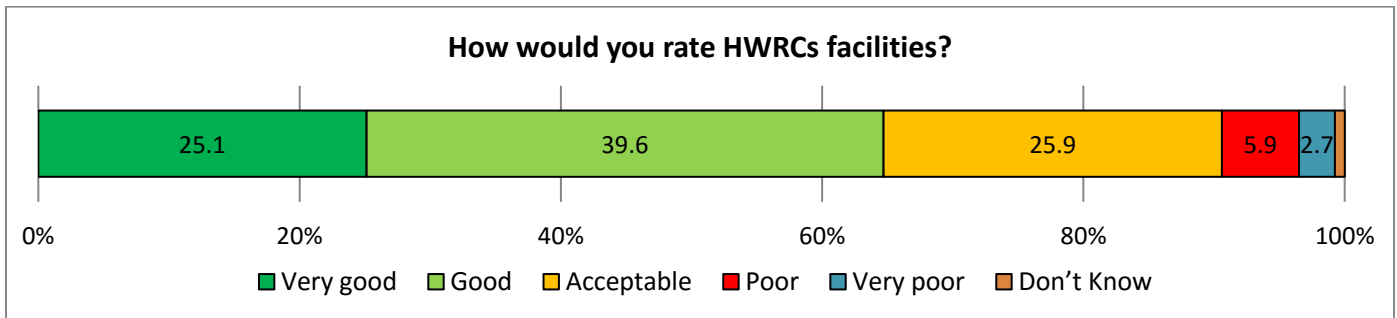


Base sizes shown in brackets.



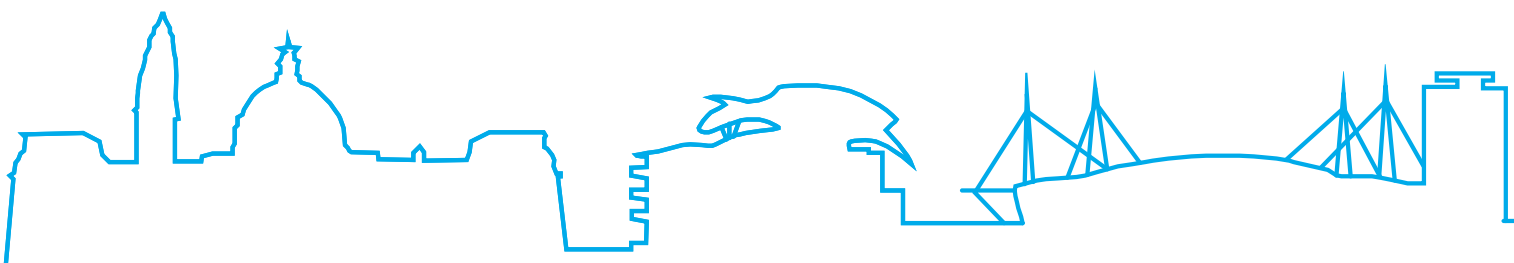
3.6.2 How would you rate HWRCs facilities?

Those respondents that use HWRC's were asked to rate the facilities. Almost two thirds (64.7%) of users rated the facilities as either 'very good' or 'good'.



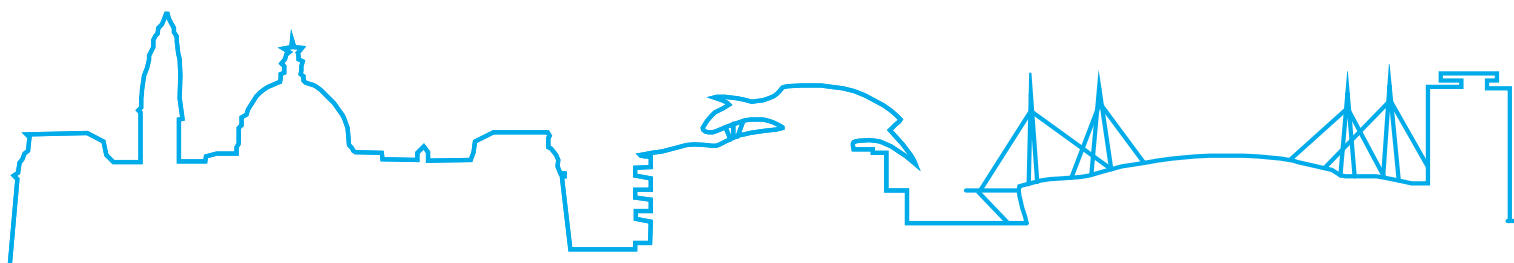
Base: 2767

The majority of the 222 comments on concerns with the HWRCs related to their being 'Not enough centres' due to closures (50.5%). Relating to this over a third felt that their nearest centre is 'Too far away' (34.2%), with 21.6% worried about 'Barriers against recycling'.



Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Not enough centres / Have been closed	112	50.5	<ul style="list-style-type: none"> • There are not enough local centres - closing HWRC,s has caused hardship to many people. • You keep reducing the facilities. People NEED somewhere to take their waste when they have a big clear out/are doing a project. Cardiff Council has deliberately destroyed local HWRC facilities in recent years in a facile, shortsighted attempt to make a quick buck and save money. Just stop it. Give us our dumps back. They are closing down, one by one. • Not enough of them. Too many closed. • Too few, too far.
Too far away	76	34.2	<ul style="list-style-type: none"> • You are closing my local centre - I will now have to drive across Cardiff increasing congestion and pollution. • We had a perfectly good one down the road, now I have to add to congestion, pollution etc to recycle.....madness!! • I would like to see people living on the outskirts having access to other authority HWRCs (such as RCT in my case).
Barriers against recycling	48	21.6	<ul style="list-style-type: none"> • Cardiff needs to do more to make it easier for residents to dispose of and recycle large / heavy waste. • At the rate you are going I would have to take a DNA test before I could get in.
Badly designed	39	17.6	<ul style="list-style-type: none"> • They are very poorly designed, which means it takes longer than necessary to use and frustrates those using the facility. • Not organised enough.
Too busy / too small	37	16.7	<ul style="list-style-type: none"> • Frequently need to queue to use it, even during weekdays. • Too small, with narrow vehicular access.
Staff rude / unhelpful	32	14.4	<ul style="list-style-type: none"> • Its usually a very good service but on some occasions, the officers there can be aggressive and intimidating. • I find staff unhelpful and rude.
Risk encouraging fly-tipping	17	7.7	<ul style="list-style-type: none"> • You should be encouraging people to use them not putting them off. This is why people just throw rubbish anywhere.
Can't access without a car	16	7.2	<ul style="list-style-type: none"> • They can only be accessed by car. Even the one I could get to on foot (Wedal Road) won't let you in without a car. I haven't got a car. You won't collect stuff. You won't let me take stuff to the tip unless I can get somebody to give me a lift. I think that's pretty poor.
Poorly maintained	9	4.1	<ul style="list-style-type: none"> • They are usually very busy but maintenance of the very few that are available without travelling more than 2-3 miles is poor.
Signage poor	9	4.1	<ul style="list-style-type: none"> • Not clear what goes in each area/signposting.
Cannot recycle particular items	7	3.2	<ul style="list-style-type: none"> • No glass recycling at Hadfield Road, very poor.
Skips aren't emptied	6	2.7	<ul style="list-style-type: none"> • Overflowing bins and dumping out side the recycling bins.
Skips difficult to access	5	2.3	<ul style="list-style-type: none"> • The bins have high sides which make it difficult to lift heavy items into them (especially the soil and stone bins).
Miscellaneous	15	6.8	<ul style="list-style-type: none"> • Tight restrictions to number of visits per day for waste.

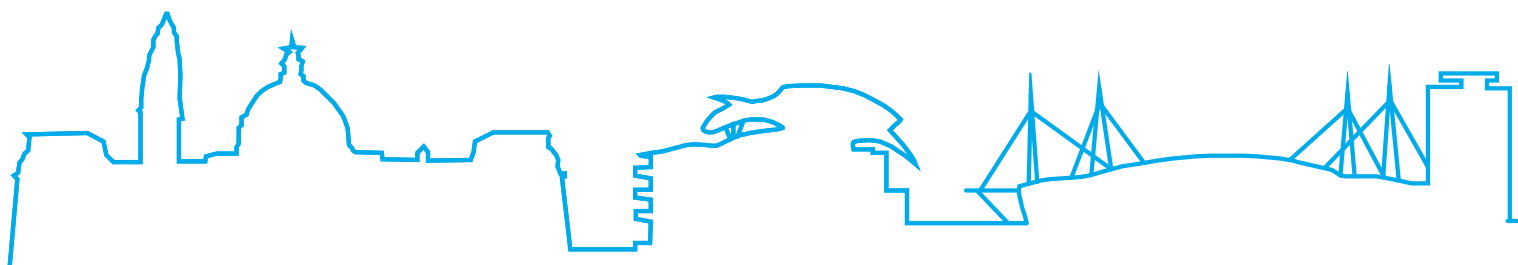


3.6.3 Are you aware that there is now a commercial waste and recycling centre at Bessemer Close?

Almost two thirds (62.4%) of respondents were unaware of the commercial waste and recycling centre now located at Bessemer Close.



Base: 3488

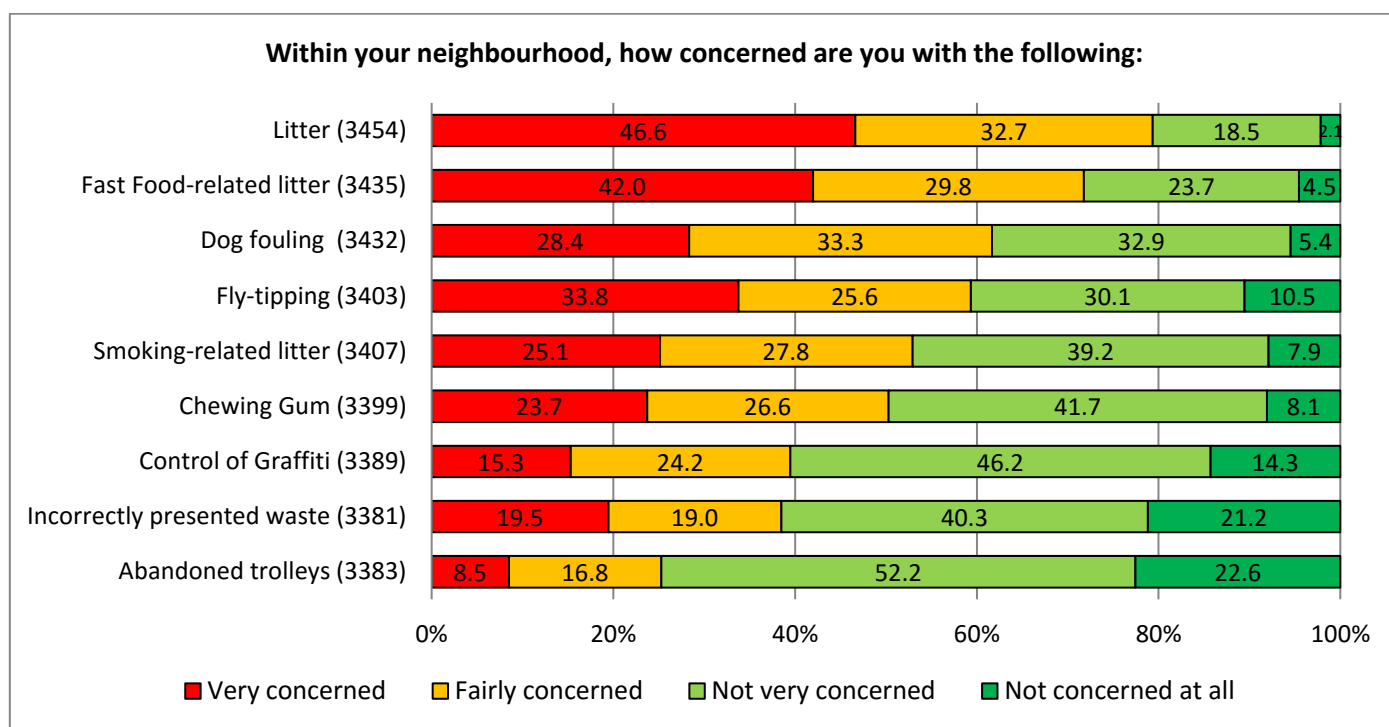


3.7 Local Environmental Quality

3.7.1 Within your neighbourhood, how concerned are you with the following?

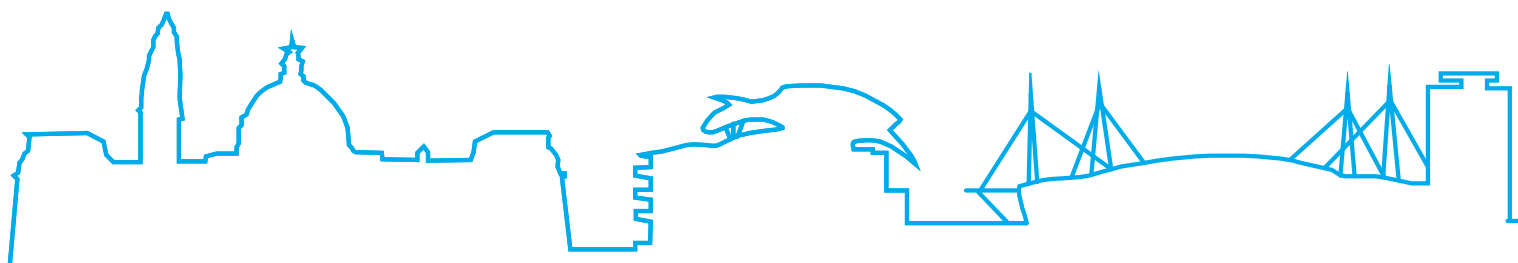
Almost half (46.6%) of all respondents were ‘very concerned’ about litter in their neighbourhood whilst 42.0% were specifically ‘very concerned’ about fast food related litter.

Dog fouling in their neighbourhood was something which concerned 61.7% of all respondents (‘very concerned’ and ‘fairly concerned’ combined).



The data was analysed both by geography and demographic groups to identify any variances that exist between the respondents.

- Two thirds of respondents from both Cardiff South East and City & Cardiff South (67.1% and 66.2% respectively) were ‘very concerned’ about litter in their neighbourhood compared to just a third of respondents from Cardiff West or Cardiff North (34.7% and 34.6% respectively).

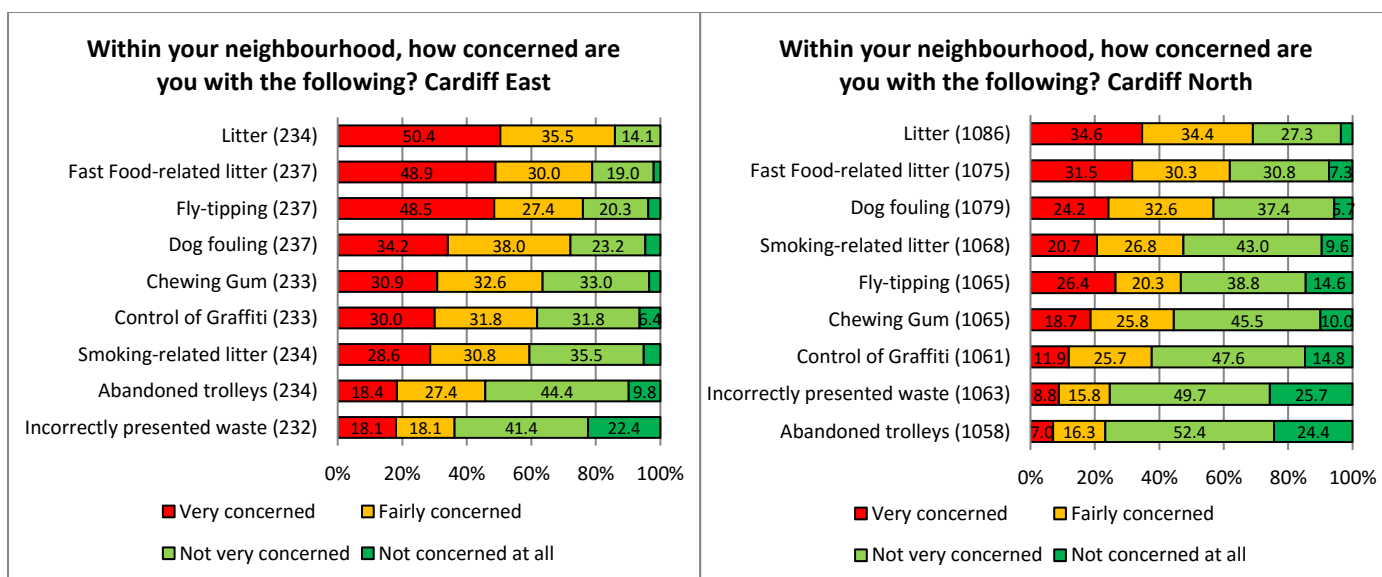


Ask Cardiff Residents Survey 2016

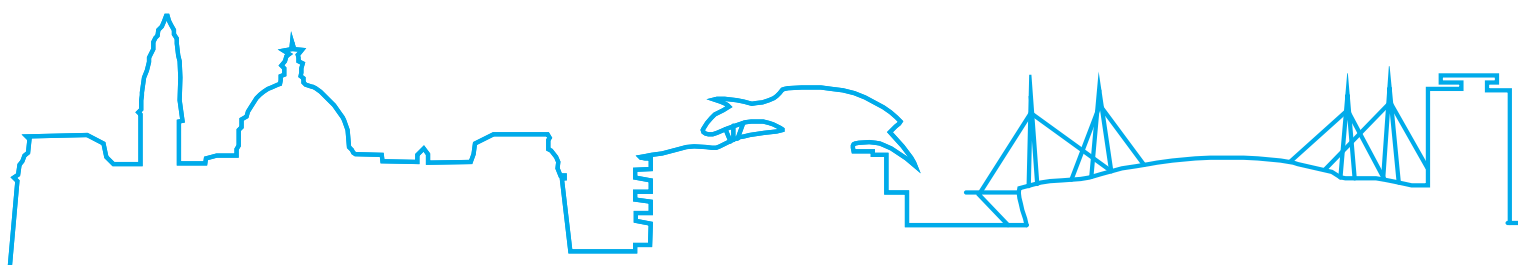
- Litter specifically from fast food was of greater concern within neighbourhoods in the south of Cardiff with more than half of respondents in Cardiff City & South (57.8%), Cardiff South East (53.5%) and Cardiff South West (51.4%) 'very concerned' with that issue. Comparatively this issue raised similar concern from less than a third of residents in Cardiff West and Cardiff North (32.5% and 31.5% respectively).
- Graffiti was distinctly more of a concern to residents in Cardiff East than anywhere else in the city with 61.8% either 'very' or 'fairly concerned' about this issue compared to just 39.5% of respondents overall.
- Similarly 45.8% of residents in Cardiff East either were 'very' or 'fairly concerned' about abandoned trolleys compared to just 25.3% of respondents overall.
- Half of respondents in Cardiff East and Cardiff South East (48.5% and 49.3% respectively) were 'very concerned' about the level of fly-tipping in their neighbourhoods compared to just a quarter of those in Cardiff West and Cardiff North (26.8% and 26.4% respectively).

In terms of demographics respondents aged 55+ and those identifying as disabled were found to be amongst those most concerned regarding all of the issues identified. Respondents aged under 35 were the least likely to be concerned about seven of the nine issues identified. This included graffiti (27.5%), chewing gum (38.6%), fly tipping and fast food litter (68.6%).

Provided below are respondents concerns displayed on a neighbourhood basis:

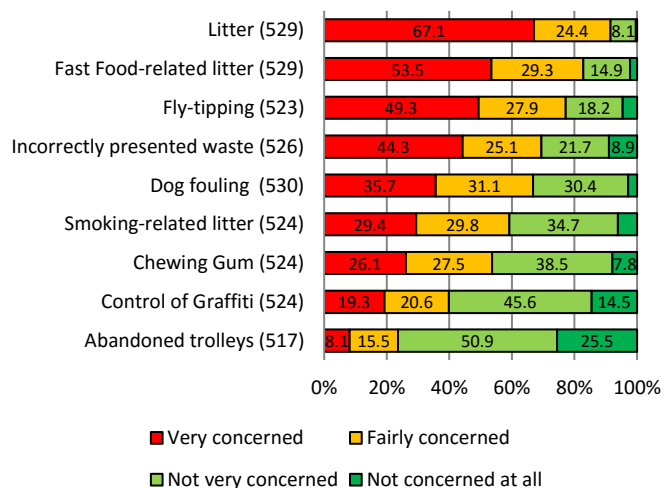


Base sizes shown in brackets.

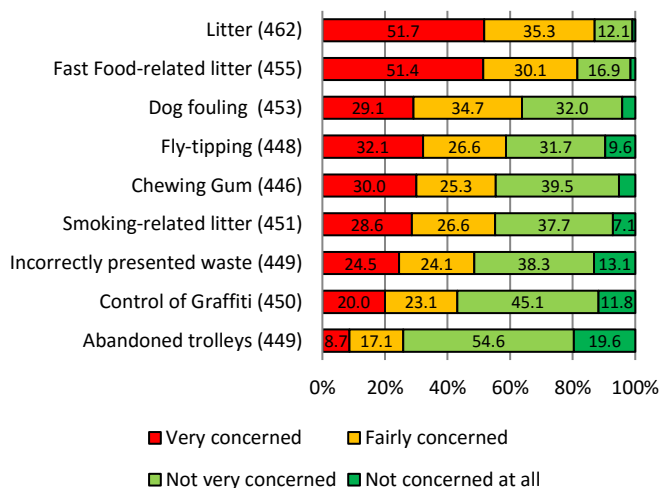


Ask Cardiff Residents Survey 2016

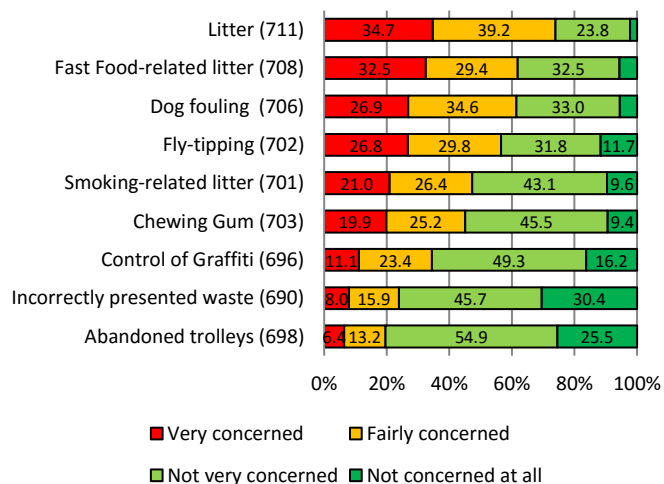
Within your neighbourhood, how concerned are you with the following? Cardiff South East



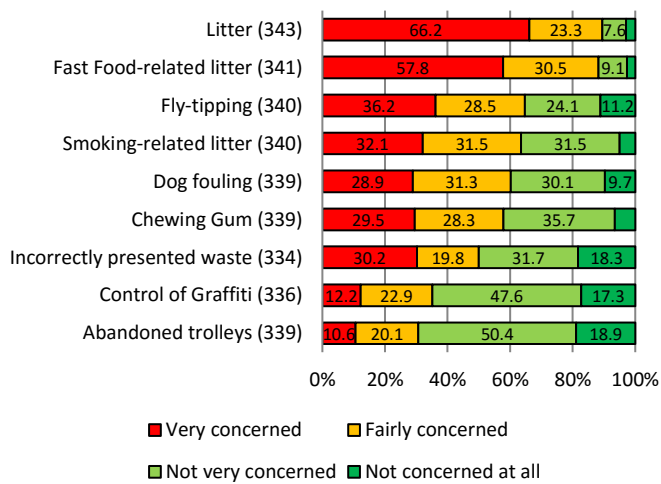
Within your neighbourhood, how concerned are you with the following? Cardiff South West



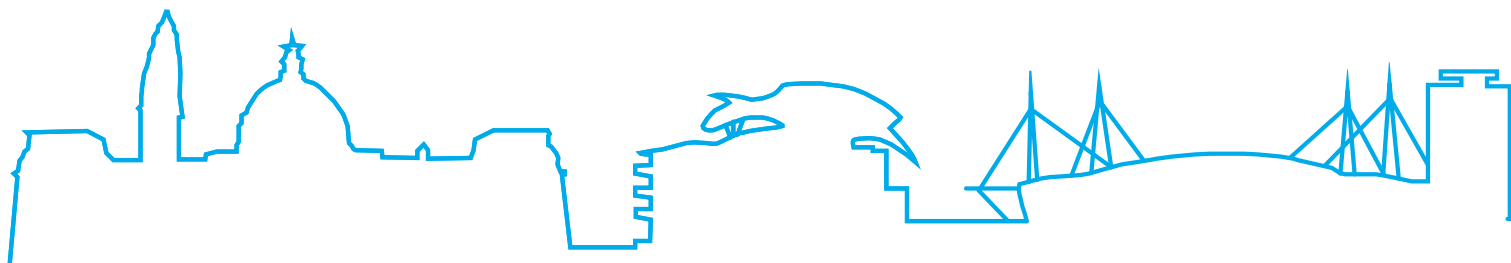
Within your neighbourhood, how concerned are you with the following? Cardiff West



Within your neighbourhood, how concerned are you with the following? City & Cardiff South

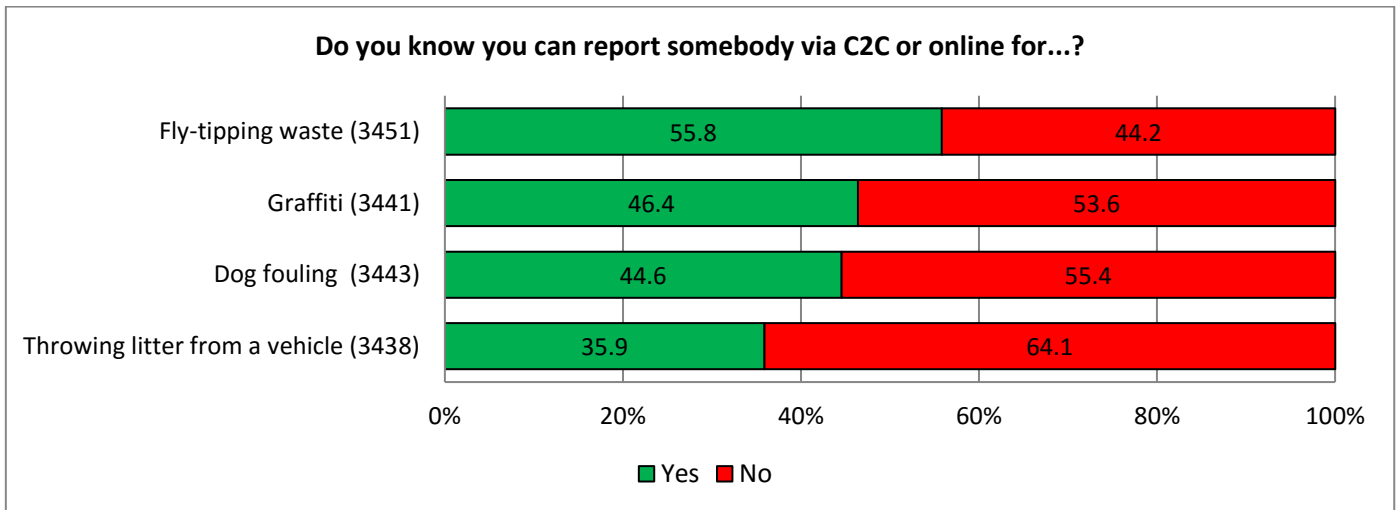


Base sizes shown in brackets.

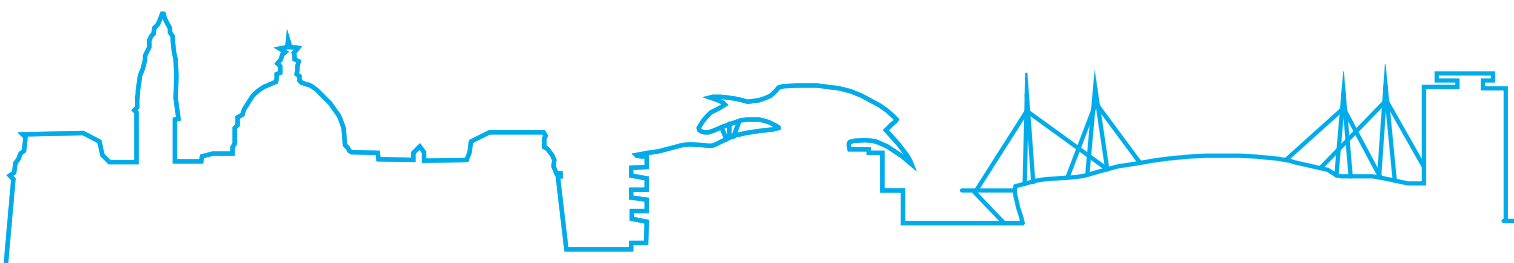


3.7.2 Do you know you can report somebody via C2C or online for:

More than half (55.8%) of respondents were aware that you can report someone to C2C for fly tipping although only a third (35.9%) knew that the same could be done for someone throwing litter from a car.

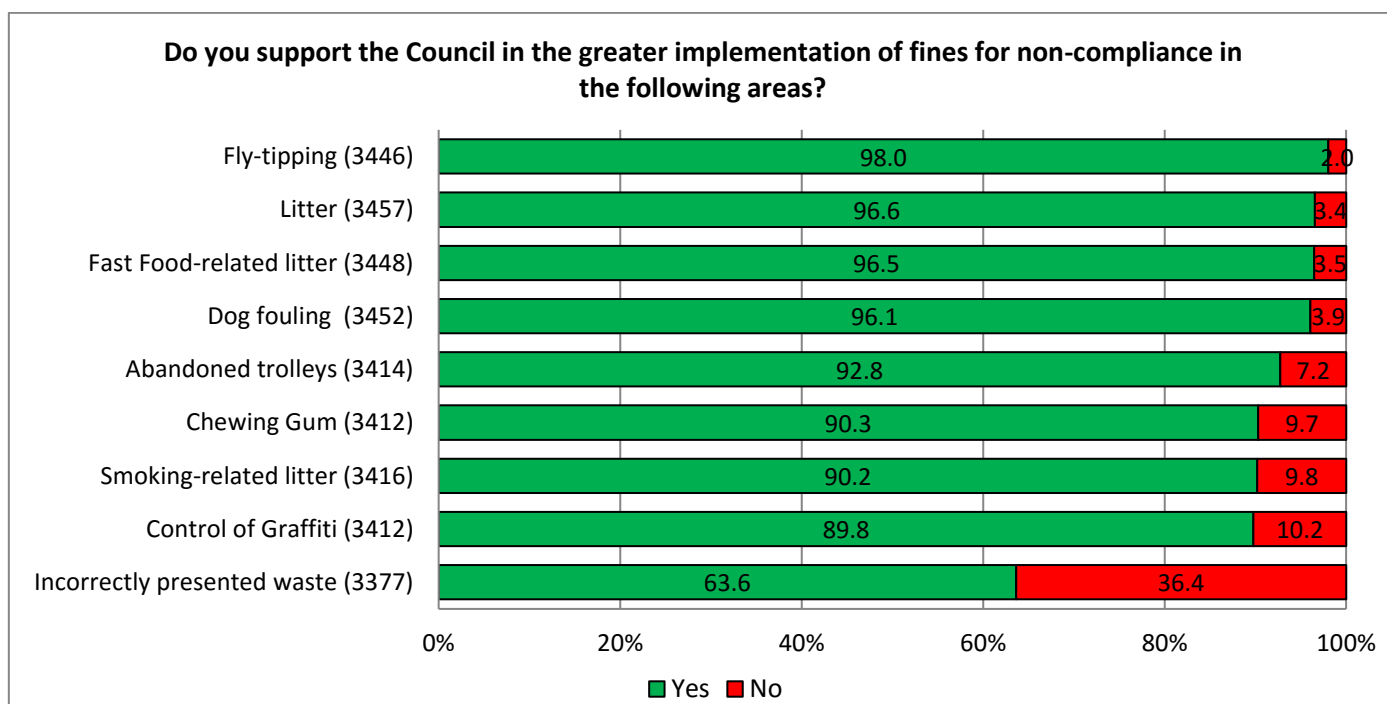


Base sizes shown in brackets.

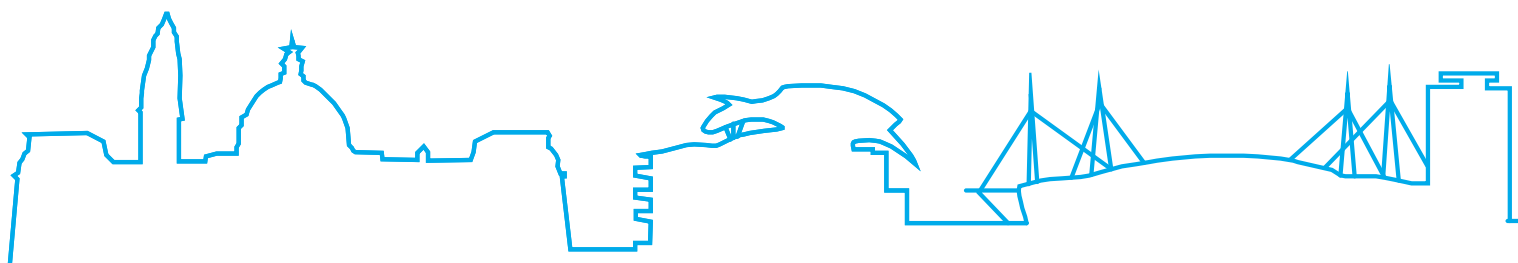


3.7.3 Do you support the Council in the greater implementation of fines for non-compliance in the following areas?

At least nine in ten respondents supported the Council in the implementation of fines for non-compliance in each of the areas listed with the exception of incorrectly presented waste where support was significantly lower. The highest level of support was in relation to fly-tipping which 98.0% of respondents wanted to see fines issued for.

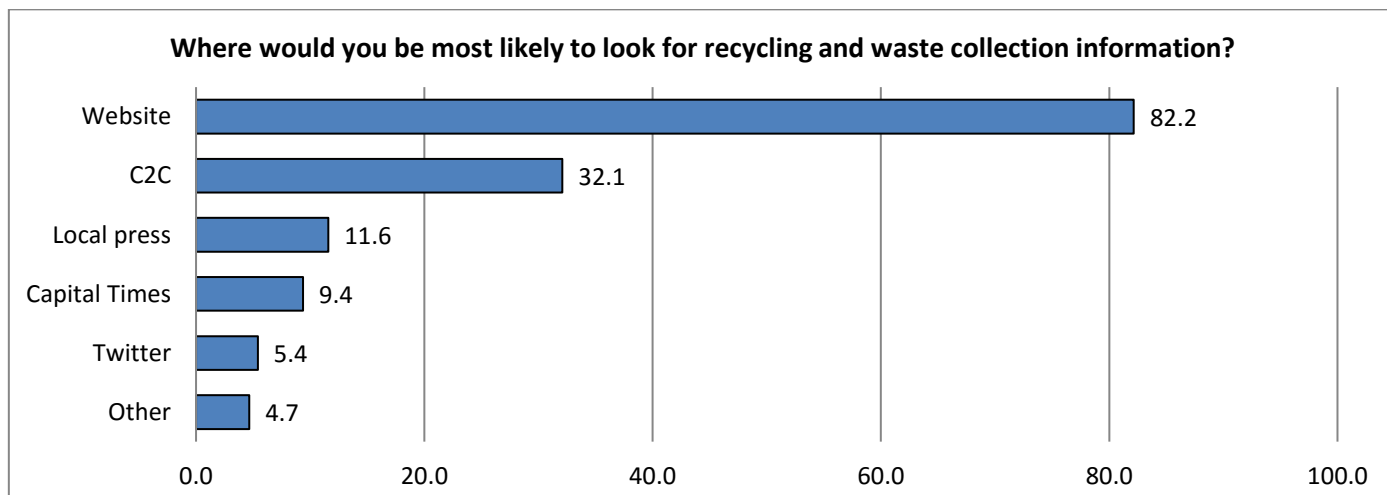


Base sizes shown in brackets.



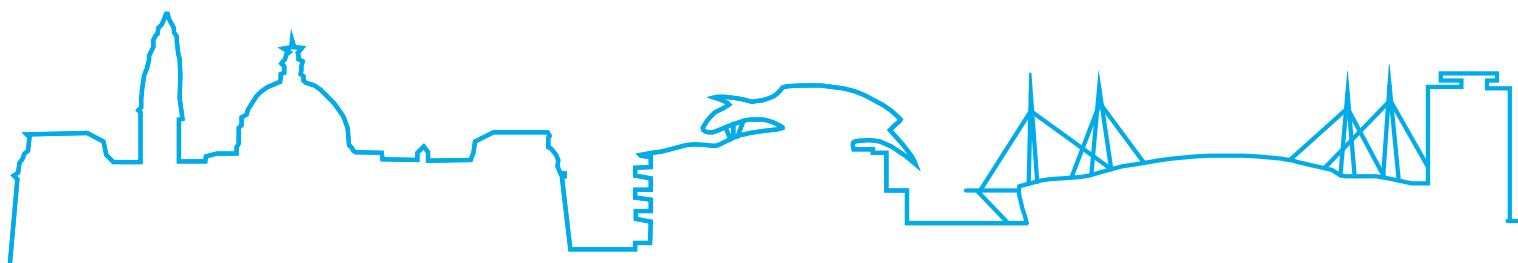
3.7.4 Where would you be likely to look for recycling and waste collection information?

Four in five respondents reported that they would look of information regarding recycling and waste collection on the Council 'Website' (82.2%) whilst a third (32.1%) said that they would use 'C2C'.



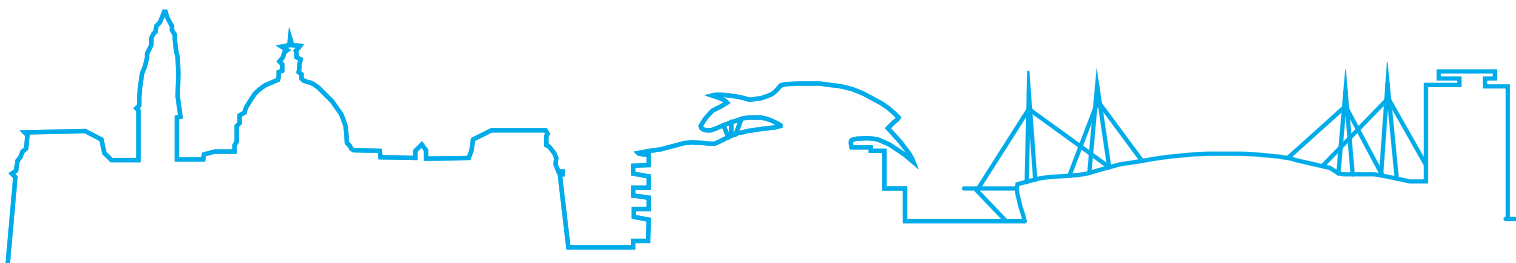
Base: 3452.

When asked to specify other ways to receive this information over a quarter suggested 'Binfo' (25.7%), ahead of 'In the community' (17.8%).



Ask Cardiff Residents Survey 2016

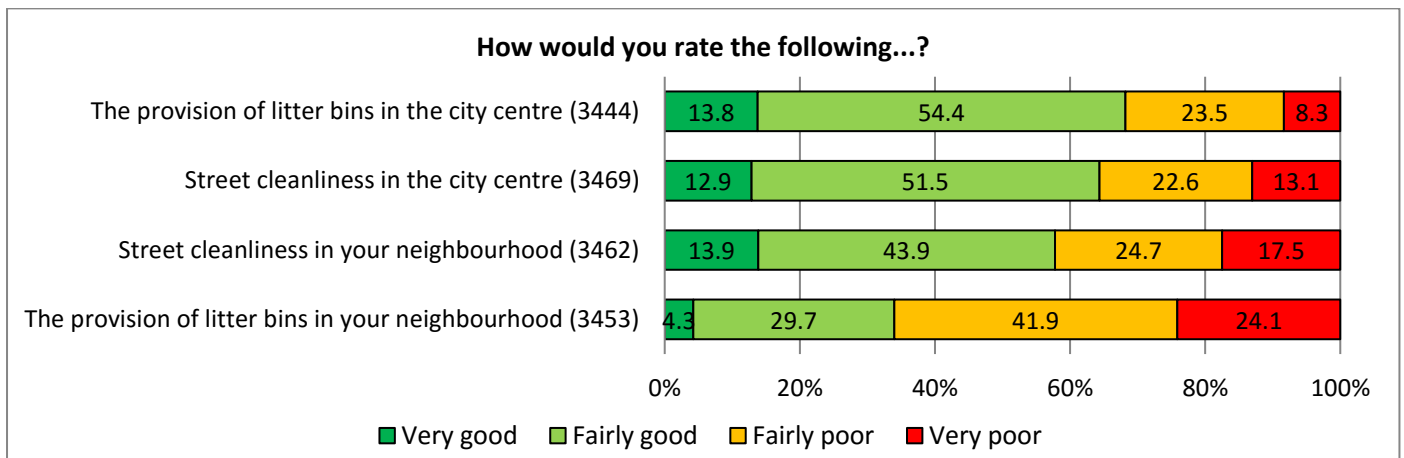
Theme	No	%	Example comments
Binfo App	39	25.7	<ul style="list-style-type: none"> • <i>Binfo App.</i> • <i>The recent app that the Council launched.</i>
In the community	27	17.8	<ul style="list-style-type: none"> • <i>Library because this is where I collect my bags.</i> • <i>Local hub/library.</i>
Leaflet - Council Publication	23	15.1	<ul style="list-style-type: none"> • <i>Tend to use printed annual schedule.</i> • <i>The calendar that you provide.</i>
Neighbours	14	9.2	<ul style="list-style-type: none"> • <i>Don't use any...just see what neighbours leave out.</i>
Tidy Text	12	7.9	<ul style="list-style-type: none"> • <i>Text message service.</i>
Social Media	9	5.9	<ul style="list-style-type: none"> • <i>Facebook.</i>
C2C	8	5.3	<ul style="list-style-type: none"> • <i>Ring council.</i>
Online Search	6	3.9	<ul style="list-style-type: none"> • <i>Where ever google will take me.</i>
Newspaper	4	2.6	<ul style="list-style-type: none"> • <i>In Cardiff - free newspaper.</i>
Friends & Family	3	2.0	<ul style="list-style-type: none"> • <i>Word of mouth.</i>
Council Website	2	1.3	<ul style="list-style-type: none"> • <i>Cardiff Council website.</i>
E-mail	2	1.3	<ul style="list-style-type: none"> • <i>Have set up email reminder with council/excellent.</i>
Other comments	4	2.6	<ul style="list-style-type: none"> • <i>The council web site is often incorrect, confusing and out of hours most of the look up tables do not work.</i>
Other places	11	7.2	<ul style="list-style-type: none"> • <i>At the council's facility in Wedal Road.</i> • <i>Radio/TV.</i>



3.8 Street Cleansing

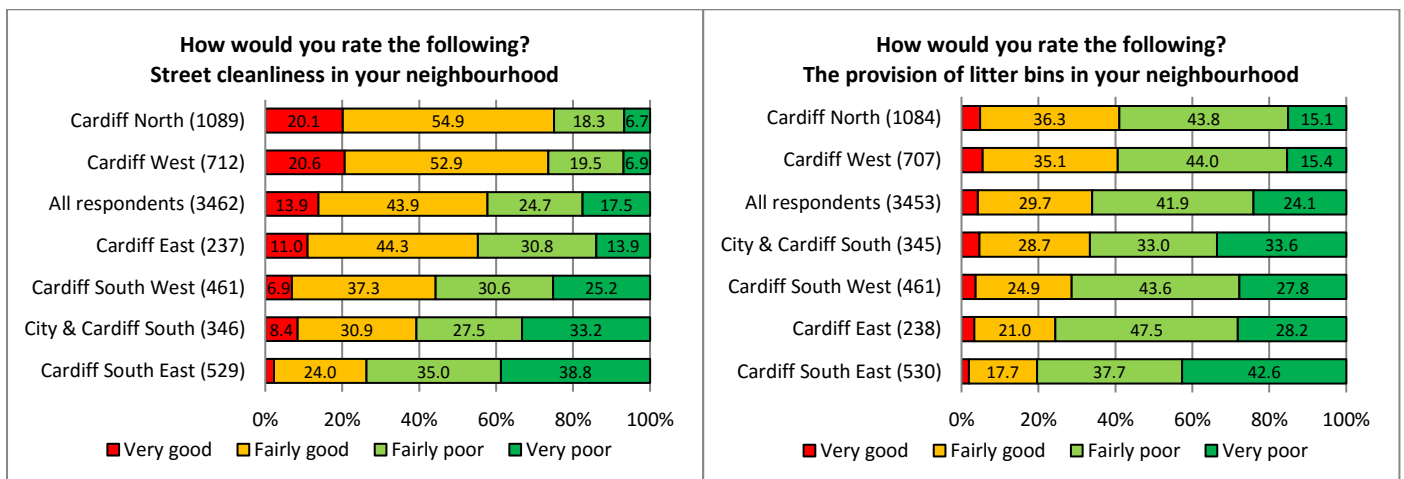
3.8.1 How would you rate the following?

Two thirds (68.2%) of respondents felt that the provision of litter bins in the city centre is either 'very' or 'fairly good' compared to just a third (34.0%) who felt similarly about the provision of litter bins in their neighbourhood.

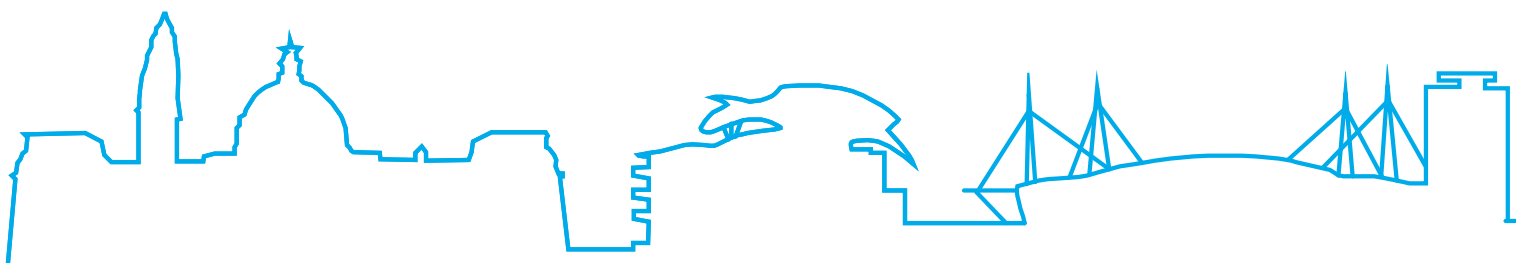


Base sizes shown in brackets. Excludes 'Don't Know' responses.

Residents in Cardiff South East were least satisfied with both street cleanliness in their neighbourhood (26.3%) and the provision of litter bins (19.6%).

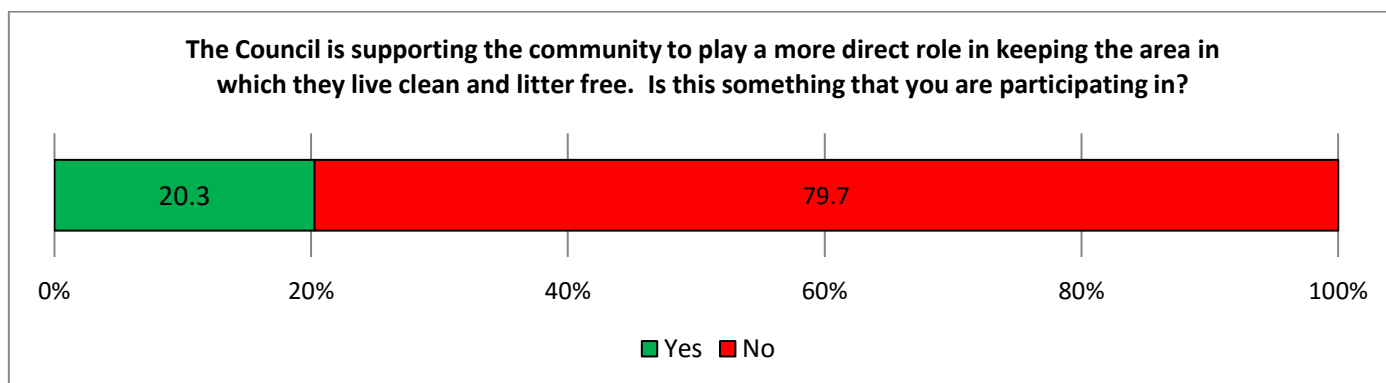


Base sizes shown in brackets. Excludes 'Don't Know' responses.



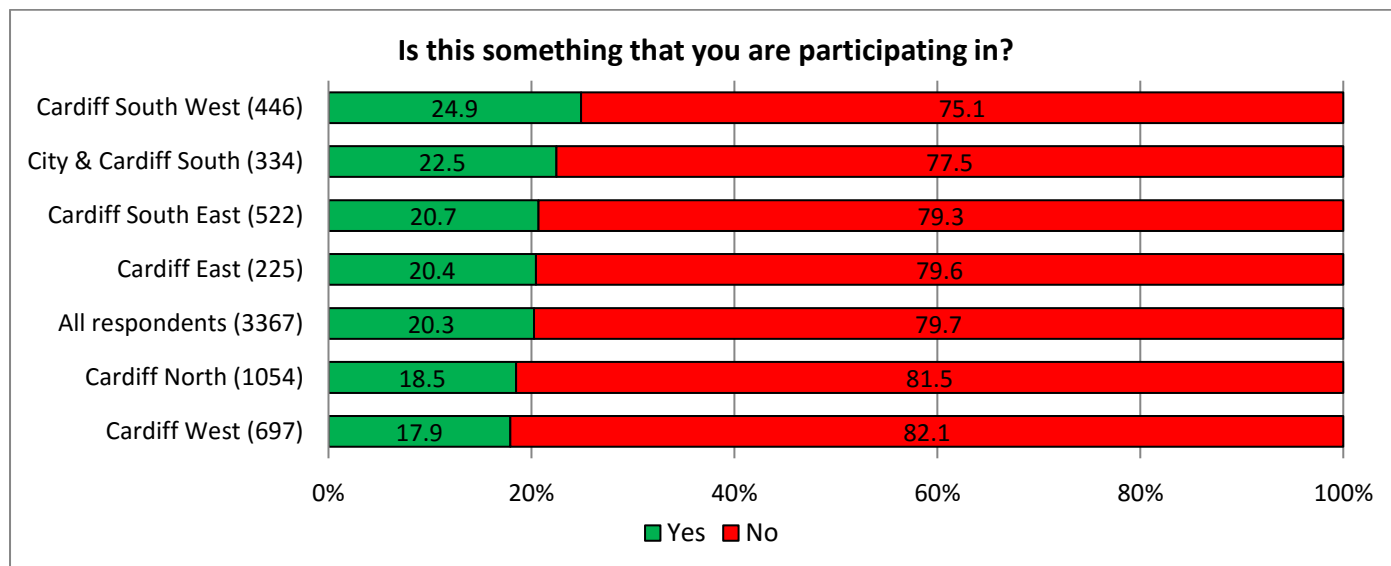
3.8.2 The Council is supporting the community to play a more direct role in keeping the area in which they live clean and litter free, for example undertaking litter picks or adopting a green space to help keep clean and tidy. Is this something that you are participating in?

One in five people (20.3%) reported that they are taking a direct part in maintaining their local area.

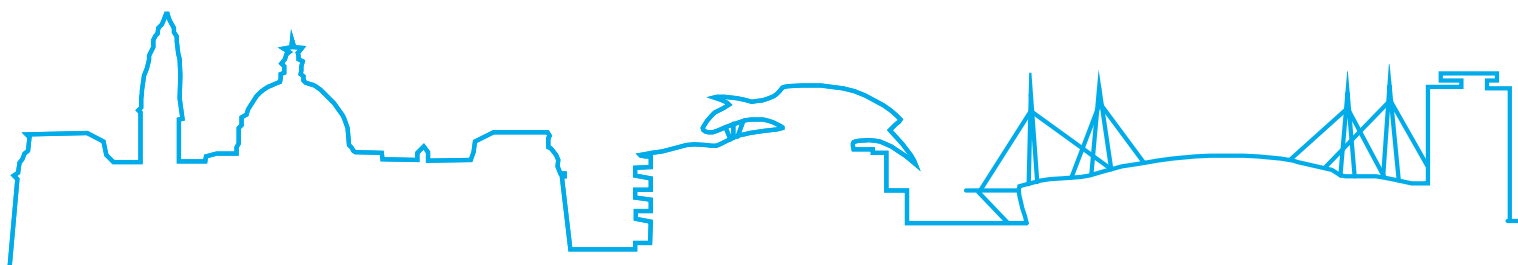


Base: 3367

Looked at by Neighbourhood Partnership Area the highest level of participation can be seen in Cardiff South West (24.9%).

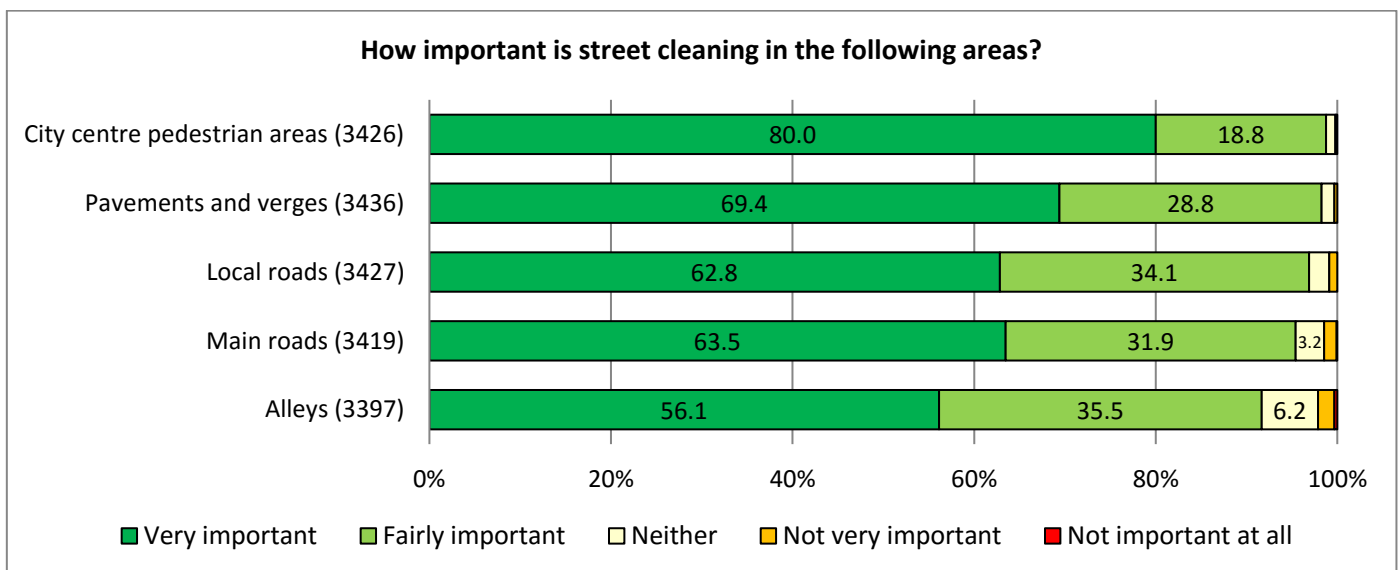


Base sizes shown in brackets.

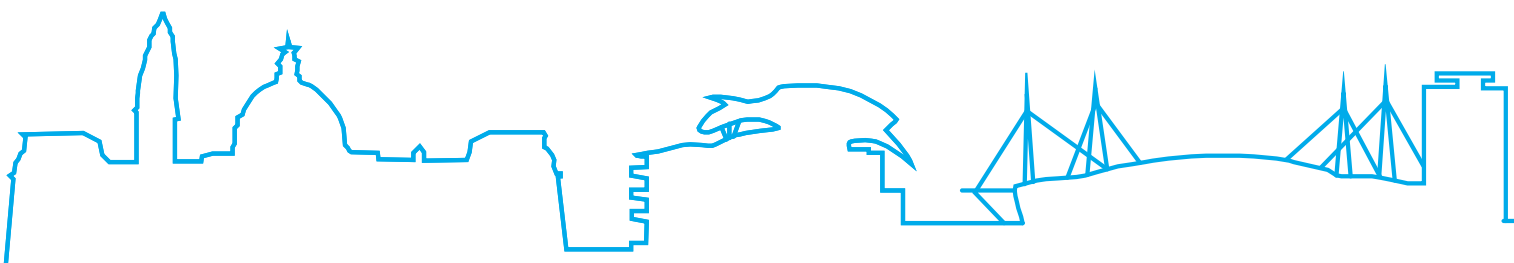


3.8.3 How important is street cleaning in the following areas?

Street cleaning was seen as important across all of the areas identified and particularly so in the pedestrianised areas of the city centre with 80% of respondents rating this as 'very important' and an additional 18.8% as 'fairly important'.

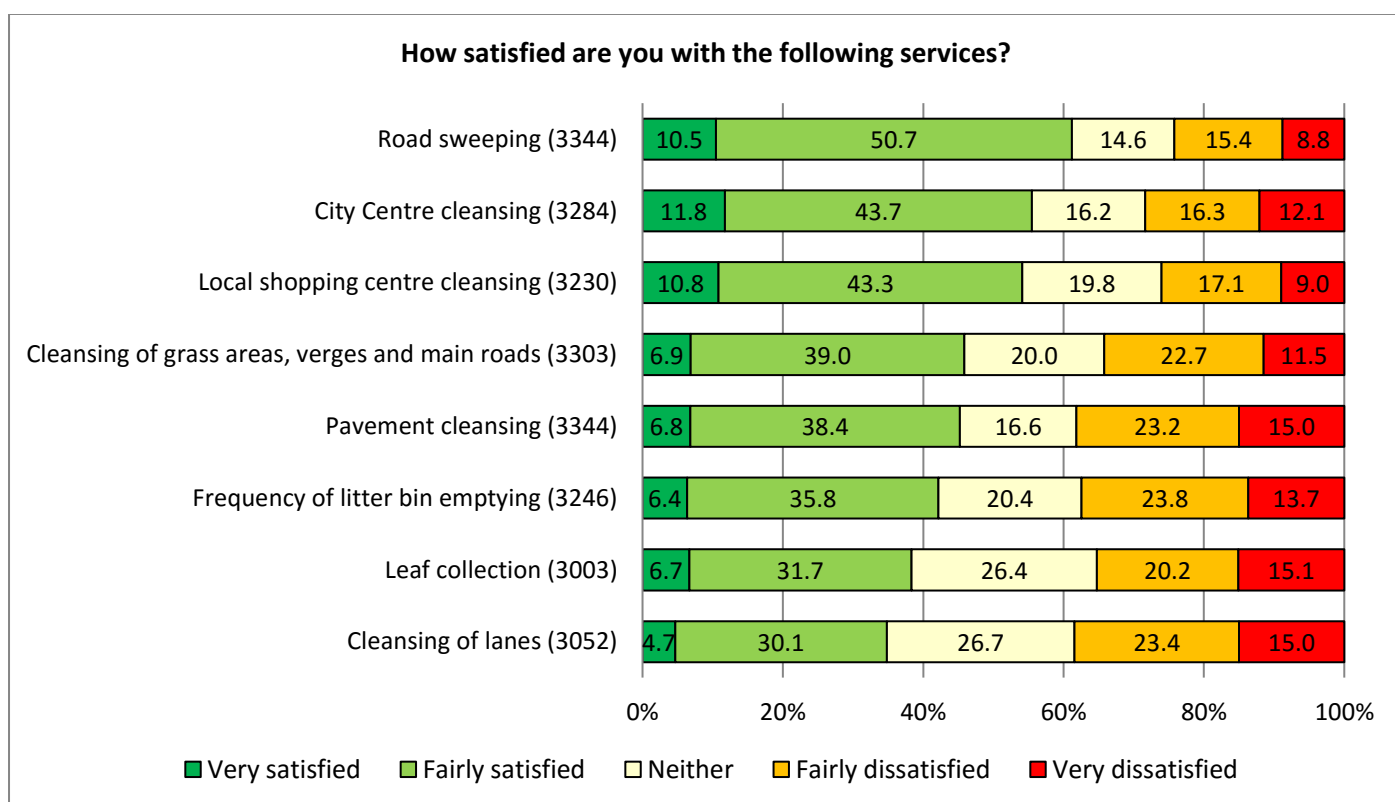


Base sizes shown in brackets. Excludes 'Don't Know' responses.



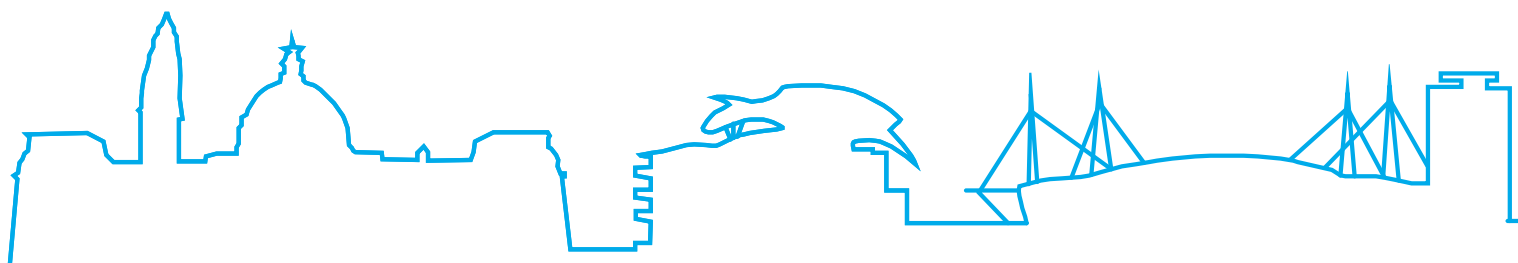
3.8.4 How satisfied are you with the following services?

Three fifths (61.2%) of respondents were satisfied with existing road sweeping arrangements. The highest levels of dissatisfaction from respondents were in relation to the cleansing of lanes (38.4%), pavement cleansing (38.2%) and the frequency of litter bin emptying (37.5%).



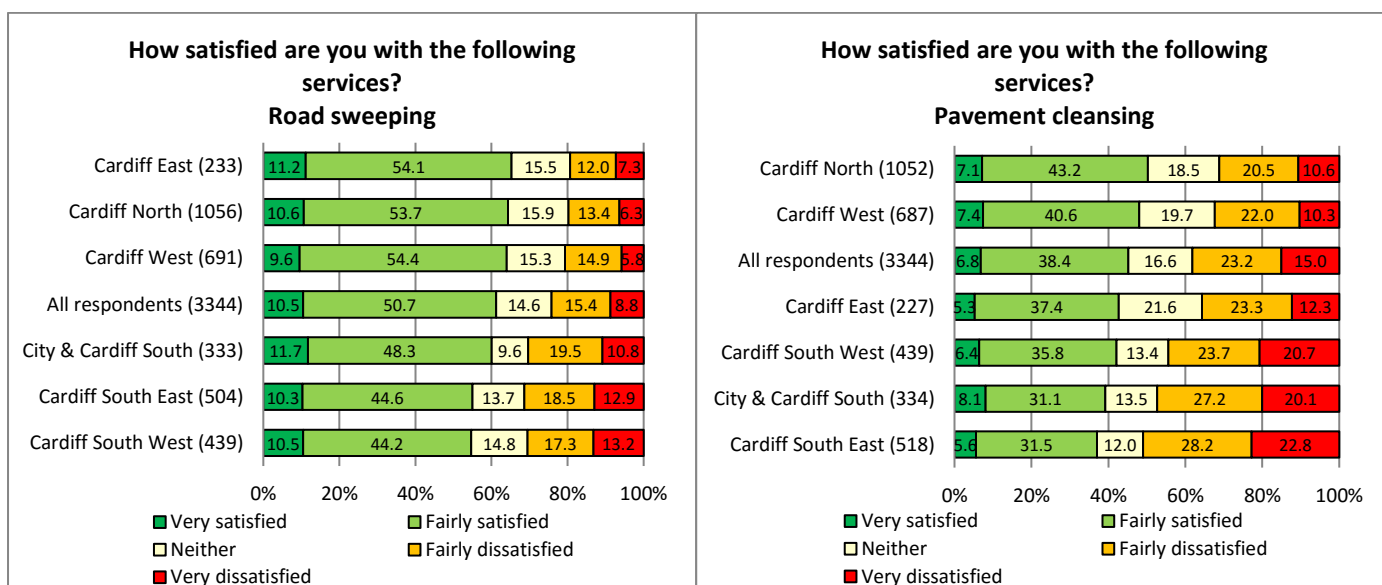
The results were examined geographically to determine any differences across the city.

- Satisfaction with road sweeper services was found to be at its highest in Cardiff East as 65.3% compared to 54.7% in Cardiff South West.
- Half (50.3%) of respondents in Cardiff North were satisfied with pavement cleansing compared to just 37.1% in Cardiff South East.

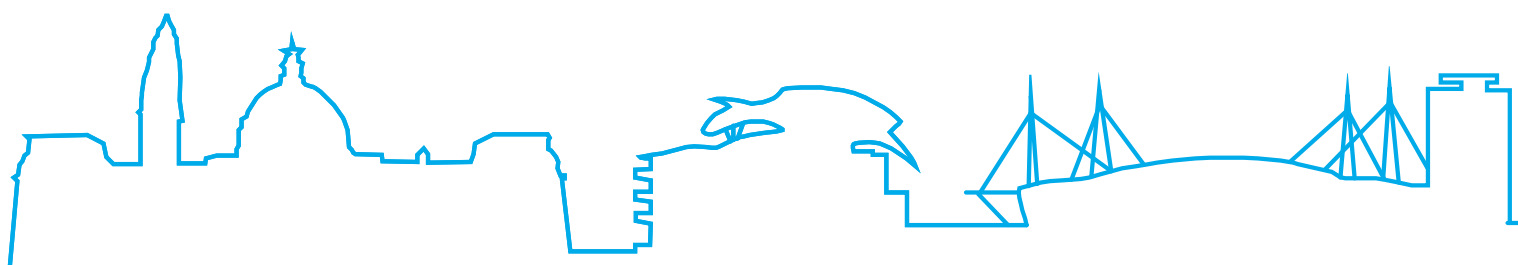


Ask Cardiff Residents Survey 2016

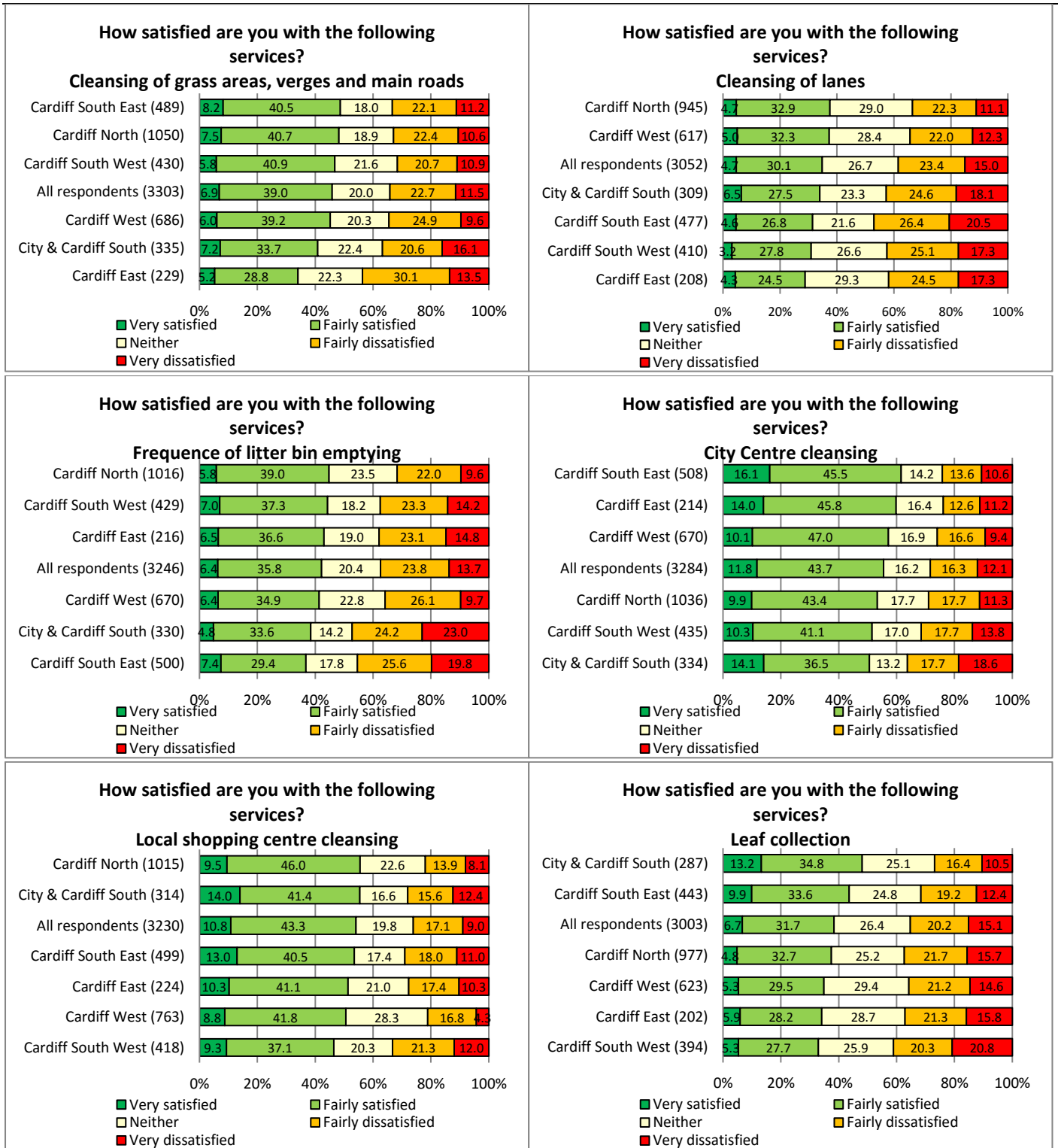
- The lowest levels of satisfaction in terms of cleansing grass areas, verges and main roads were found in Cardiff East (34.0%).
- Cardiff East had the lowest levels of satisfaction with regard to the cleansing of lanes – 28.8% compared to 37.6% in Cardiff North.
- The highest levels of dissatisfaction with city centre cleansing were found in Cardiff City & South, where over a third of respondents (36.3%) were either ‘fairly’ or ‘very dissatisfied’.
- Less than half (46.4%) of respondents in Cardiff South West were satisfied with the cleansing of local shopping areas.
- The highest levels of dissatisfaction with leaf collection (41.1%) came from respondents in Cardiff South West.



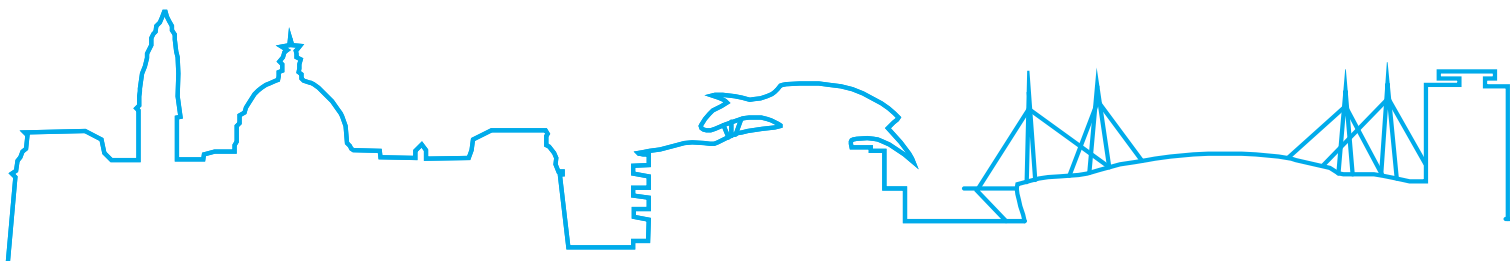
Base sizes in brackets. Excludes 'Don't Know' responses



Ask Cardiff Residents Survey 2016



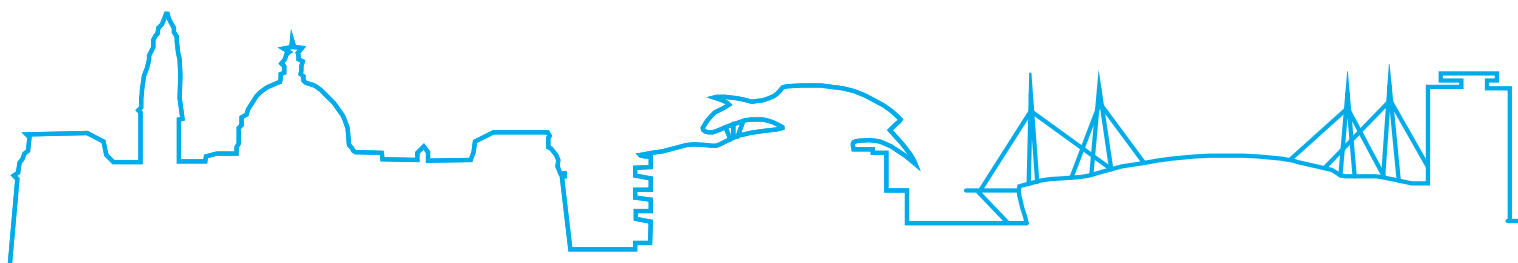
Base sizes in brackets. Excludes 'Don't Know' responses.



3.8.5 We are always looking at ways in which we can improve the service we offer. If you have any comments regarding street cleansing in Cardiff please provide the details below:

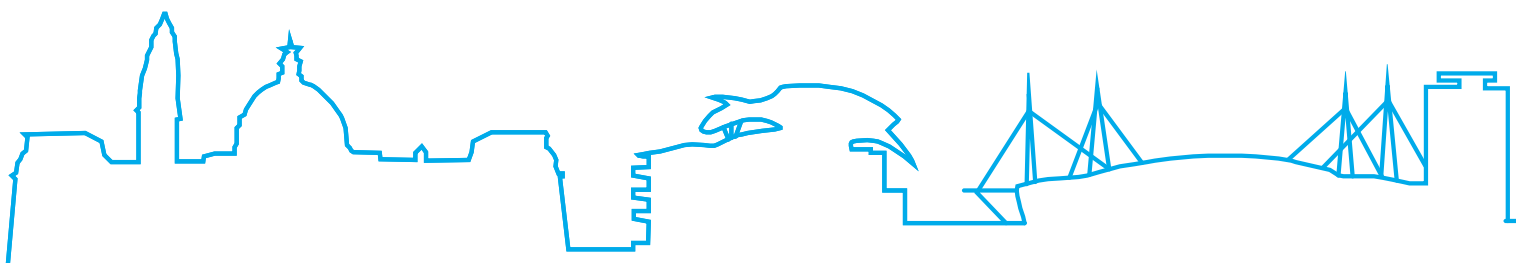
1,273 responses were received with analysis divided into 22 themes due to the diversity of the question. Over a fifth of respondents (21.4%) suggested 'Better enforcement' on activities including smoking, chewing gum and litter caused by landlords. In addition 17.2% reported that Cardiff is 'Too dirty' with 17.1% suggesting a need to 'Improve public bins provision and collection', and 13.6% arguing for the need to 'Invest in street cleansing'.

Theme	No	%	Example comments
Better enforcement	272	21.4	<ul style="list-style-type: none"> I would heavily fine local businesses with litter. Fast food outlets. Fine landlords when tenants do not follow the waste collection rules. Fine fine fine. Fines for people abusing the system, invest monies in improving quality of service. More aggressive investigation & enforcement and making landlords responsible for tenants fines if they fail to pay and/or follow waste collection rules especially in HMO's.
Cardiff is too dirty	219	17.2	<ul style="list-style-type: none"> I live near, and work in, the city centre - and it is often appallingly filthy with litter, dirt etc. The city centre is appallingly dirty as are some parts of the city. There's not enough cleaning on the major routes into Cardiff, this gives a very poor impression of Cardiff to the many visitors to the area, specifically the A470, Eastern avenue and the Ely Link roads.
Improve public bins provision and collection	218	17.1	<ul style="list-style-type: none"> On a stretch of Cowbridge Rd from one corner to the next, about 200 metres, there are about 6 takeaways, two supermarkets [mini] a pub and various other retail outlets, there is ONE bin on one corner, no wonder the streets are filthy. A big problem is the frequency of collection in parks and streets of waste bins has declined. A couple of years ago throughout the summer the Council used to place skips in various roads for residents (large items) rubbish, this was really helpful, I would love to see this happen again as a more frequent basis at different times of the year not just the Summer, this might stop the dumping in the back lanes.
Invest in street cleansing	173	13.6	<ul style="list-style-type: none"> Employ more people to this work. We simply need more of it! You just have to put money into this, it's not going to go away.
Areas of Cardiff	154	12.1	<ul style="list-style-type: none"> Certain areas are worse than others. I used to live in Grangetown and the residents of the area were mostly to blame for the litter. Cathays/ Roath area seems to have a big problem with litter. I hoped the introduction of the household black bins would help and it has to a point but it is still a big issue. The Riverside area looks awful = you need to do something further to that which you are already doing.



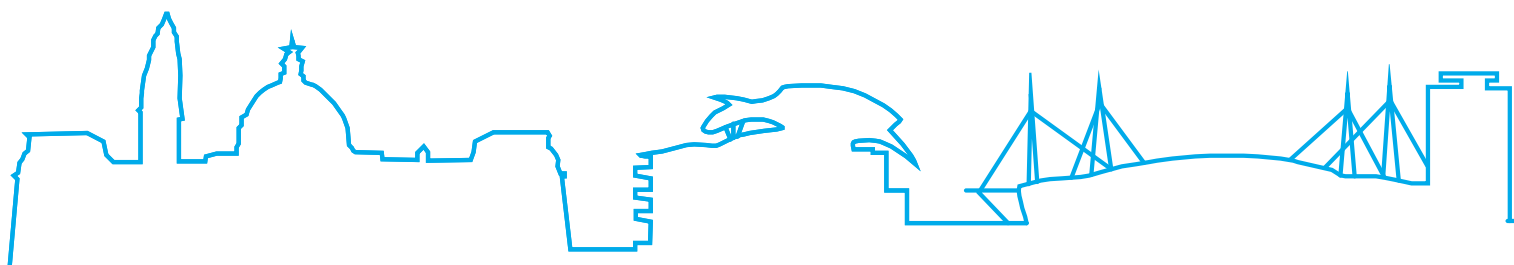
Ask Cardiff Residents Survey 2016

Improve standard and frequency of cleansing / efficiency	158	12.4	<ul style="list-style-type: none"> • <i>My road sweeping is poor - I have watched them and they provide a hit and miss service.</i> • <i>It is pointless to try and clear the gutters using the small electric cleaning machine since even during the day, the local streets are full of parked cars. Much more efficient would be someone with a broom or shovel.</i> • <i>If you want Cardiff to be accepted as a city where people can eat and drink on the streets as in France you MUST WASH the streets early every morning. It is revolting to see people eating next to overflowing litter bins and sick.</i>
Need to tackle vermin problem	142	11.2	<ul style="list-style-type: none"> • <i>Clear the litter away from house fronts to remove the vermin.</i> • <i>Action has to be taken regarding litter and the abundance of seagulls, as these contribute significantly to the problem in the city centre.</i> • <i>Provide refuse bins for all households especially for general waste. This will protect the bags from being torn open by gulls, rats and other scavenging animals.</i>
Involve and engage communities	141	11.1	<ul style="list-style-type: none"> • <i>Community awareness and peer pressure to increase respect for our environment.</i> • <i>I do not hold the council responsible for litter. People day have no respect for their environment so a firm hand with education and fines is needed.</i> • <i>Advertising of litter picks for the area - would love to get involved.</i>
Leaf fall problems	128	10.1	<ul style="list-style-type: none"> • <i>Failure to clear leaves in many areas clogs drains so localised flooding and make surfaces slippery when it rains.</i> • <i>Too often parts of Cardiff suffer really badly with mulching leaves on the pavement, making them slippery and dangerous the walk on. Often these are only cleaned a few times during the season. This needs to be more often.</i> • <i>They do not do leaf cleansing from what I can see. They come with a blower and just blow it everywhere.</i>
Making businesses more responsible	117	9.2	<ul style="list-style-type: none"> • <i>Fast food restaurants should be liable for related litter within a certain parameter. Outside these places litter tends to be horrendous.</i> • <i>Retailers should be required to sweep the area in front of their stores daily, whether it is their products or not.</i> • <i>Something needs to be done to restrict the amount of time commercial food waste is left out in the city centre. Seagulls rip them apart as soon as they are dumped outside. Commercial premises should have an allocated time slot which their rubbish is only then allowed to be placed outside and hopefully collected straight away.</i>
Campaign and educate	114	9.0	<ul style="list-style-type: none"> • <i>More information needs to be provided to students about litter - Cathays is disgusting on bin day and when the rubbish men break bags of food/litter taking them away, no one cleans it up. Absolutely disgusting.</i> • <i>The council make a good effort to keep public spaces clean however the public seem to drop litter faster than it can be picked up, so education around littering and the environment and on the spot fines for people caught dropping litter could help deal with the problem.</i> • <i>The best way is to educate - to make a social culture of cleanliness.</i>



Ask Cardiff Residents Survey 2016

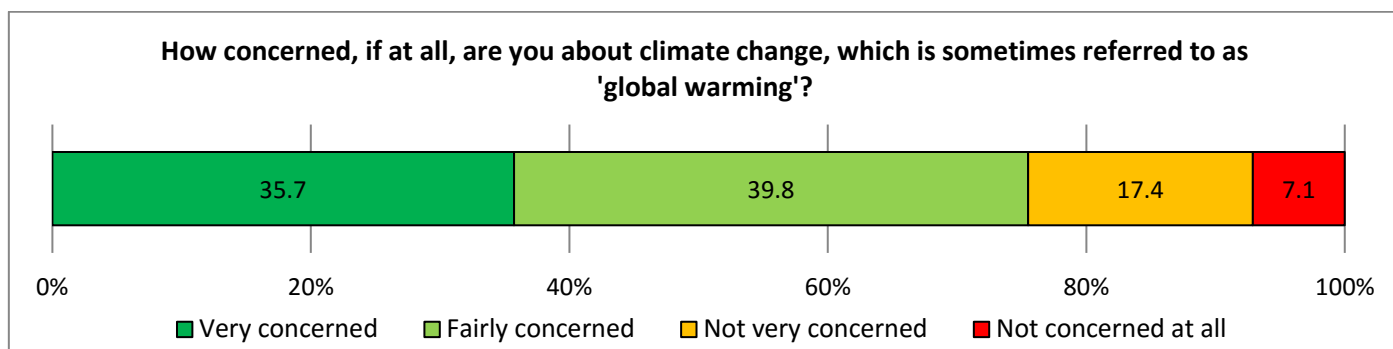
Better co-ordination between waste collection and street cleansing	109	8.6	<ul style="list-style-type: none"> Litter pick after the waste collection - but actually getting the waste collection lorries to take a minute to tidy up after themselves would be a start. They leave the streets in a shocking mess after most collections. A few years ago we were promised that street cleaning would follow refuse collections (doesn't happen). Bin men often do not take incorrect rubbish away which means it festers and rots and gets opened by seagulls. I expect the council to just tidy our city, without being petty about the bins not being out 100% correctly.
More wheelie bins, not bags	66	5.2	<ul style="list-style-type: none"> Complete removal of waste bags - bins should be provided. This would remove a large need to then come and clean up the mess left behind when the very poor quality bags get ripped open by animals. You should focus on the root cause of an issue not trying to improve the outcome once it's happened. Either provide seagull proof bags or stop retailers putting rubbish out in bags.
Overgrown vegetation	60	4.7	<ul style="list-style-type: none"> Grass verges in my area are strewn with litter they need to be cleaned regularly. Condition of roads regarding weeding and general greenery maintenance is scary. Signs are becoming difficult to see because of over growing hedges and trees.
Blocked drains cause flooding	51	4.0	<ul style="list-style-type: none"> Our street is frequently swept by truck-based machines. However, there are large conifers nearby, and the machines sweep the material fallen from the trees into the road drains, increasing the frequency with which they block. The leaves should be cleared as they cause blocked drains & then large puddles which cars drive through & wet the pedestrians. Also causes slippery pavements as they get trodden down - SO FALSE ECONOMY NOT DOING IT !!!!!
Suggestions to improve collections	51	4.0	<ul style="list-style-type: none"> Weekly domestic general and green waste collection. Especially in the summer. Changing the bins to the smaller versions this year seems to have been ill considered.
Improve communications	48	3.8	<ul style="list-style-type: none"> Litter, fly tipping and dog fouling are an enormous problem in Splott, and the council doesn't seem to be doing anything about it. It regularly takes days for reported incidents to be dealt with, and there does not appear to be any enforcement
Events / Weekends	44	3.5	<ul style="list-style-type: none"> Need to look at more shifts / charges applied to event organisers to cover the cleaning in City centre at the time of the event.
Health & safety issues	43	3.4	<ul style="list-style-type: none"> Taff Trail sweeping is wholly inadequate, - its virtually non existent through leaf fall season in Autumn and early winter. Means surface is slippery and very dangerous.
Tackle issue of flytipping	39	3.1	<ul style="list-style-type: none"> There is a huge problem with fly tipping in our area as its a rural area on the edge of Cardiff. Rubbish remains there for months.
Praise for the work done	23	1.8	<ul style="list-style-type: none"> The street cleaners do an amazing job, it's ordinary people who drop the litter, it annoys me when people moan about the council not cleaning our streets, they wouldn't have to if we didn't drop so much litter
Misc comments	47	3.7	<ul style="list-style-type: none"> Contract it out.



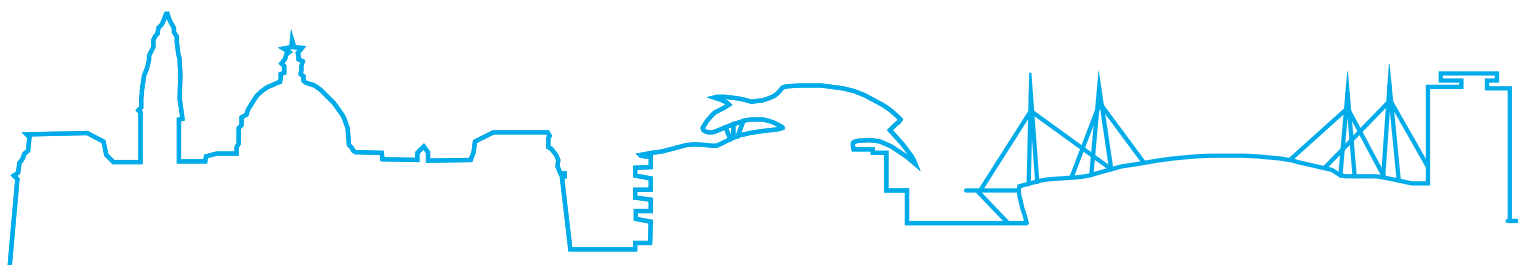
3.9 Climate Change

3.9.1 How concerned, if at all, are you about climate change, which is sometimes referred to as 'global warming'?

Three quarters (75.5%) of respondents were either 'very' or 'fairly concerned' about climate change.

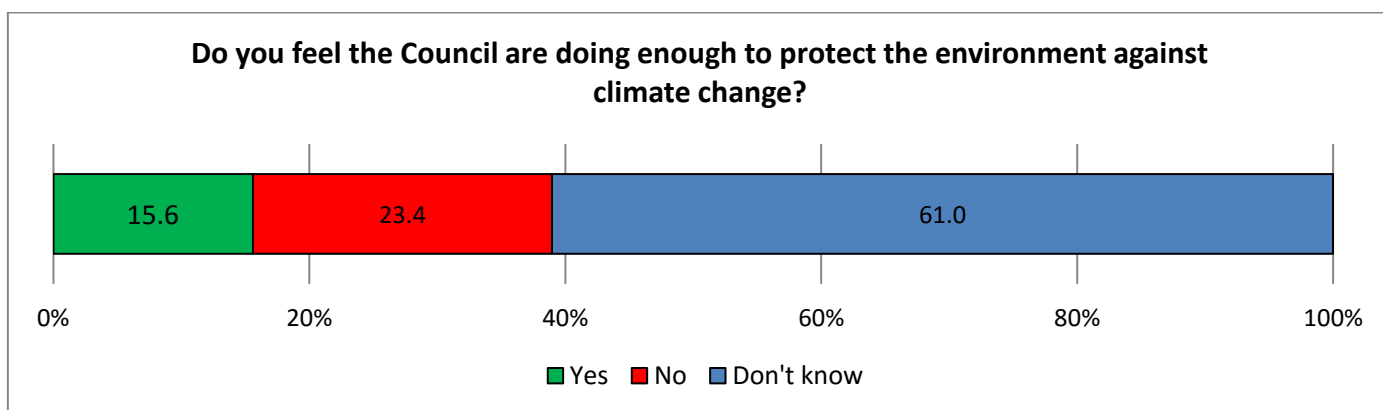


Base: 3625. Excludes 'Don't Know' responses'.



3.9.2 Do you feel the Council are doing enough to protect the environment against climate change?

The majority of respondents (61.0%) felt that they did not know if the Council is doing enough to combat climate change whilst almost a quarter (23.4%) felt that they were not.



Base: 3661.

