AGENDA

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Committee ECONOMY & CULTURE SCRUTINY COMMITTEE

Date and Time of Meeting THURSDAY, 5 FEBRUARY 2015, 4.30 PM

Venue COMMITTEE ROOM 4 - COUNTY HALL

Membership Councillor Williams (Chair)
Councillors Dilwar Ali, Aubrey, Cook, Howells, Javed, Stubbs, Weaver and Williams

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 Minutes *(Pages 1 - 24)*

To approve as a correct record the minutes of the meetings held on 4 December 2014 and 8 January 2015.

4 Corporate Plan 2015-17 and Budget Proposals 2015-16 *(Pages 25 - 476)*

A. Corporate Overview

(i) Cllr Graham Hinchey (Cabinet Member - Corporate Services & Performance) will be in attendance and may make a statement;

Christine Salter (Section 151 Officer) will provide a short presentation giving a corporate overview of the 2015/16 final Welsh Government Settlement

(ii) Members' question and answer session.

B. Communities, Housing and Customer Service Directorate

(i) Cllr Peter Bradbury (Cabinet Member, Community, Development. Co-operatives & Social Enterprise) will be in attendance, and may make a statement;

Cllr Julia McGill (Cabinet Member, Education & Skills) will be in attendance, and may make a statement;

(ii) Sarah McGill (Director of Communities, Housing and Customer Service) will provide a short presentation relating to issues within the Corporate Plan and Budget Proposals relevant to the services within her Directorate that fall within the terms of reference of this Committee;

(iii) Members' question and answer session.

C. Sport, Leisure and Culture Directorate

(a) Cllr Peter Bradbury (Cabinet Member, Community, Development. Co-operatives & Social Enterprise) will be in attendance, and may make a statement;

Cllr Bob Derbyshire (Cabinet Member, Environment) will be in attendance, and may make a statement;

(b) Chris Hespe (Director of Sport, Leisure and Culture) will provide a short presentation relating to issues within the Corporate Plan and Budget Proposals relevant to the services within his Directorate that fall within the terms of reference of this Committee;

(c) Members' question and answer session.

D. Economic Development Directorate

(a) The Leader, Councillor Phil Bale (Economic Development & Partnerships) will be in attendance, and may make a statement;

(b) Neil Hanratty (Director of Economic Development) will provide a short presentation relating to issues within the Corporate Plan and Budget Proposals relevant to the services within his Directorate that fall within the terms of reference of this Committee;

(c) Members' question and answer session.

5 Date of next meeting

The next meeting is scheduled for Thursday 5 March 2015 at 4.30pm.

Date of next meeting - Thursday, 5 March 2015

Marie Rosenthal
County Clerk & Monitoring Officer
Date: Date Not Specified

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

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ECONOMY AND CULTURE SCRUTINY COMMITTEE

4 DECEMBER 2014

Present: Councillors Dilwar Ali, Aubrey, Ralph Cook, Howells, Stubbs, Weaver, Craig Williams and Darren Williams

Also: Councillor Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Councillor Derbyshire, (Cabinet Member – Environment); Councillors Cowan, Govier, McKerlich, Robson and Huw Thomas

41 : APOLOGY FOR ABSENCE

An apology for absence had been received from Councillor Javed.

42 : DECLARATIONS OF INTEREST

The Chairperson reminded Members of their responsibility under Article 16 of the Members' Code of Conduct to declare any interests and complete a personal interest form at the commencement of the agenda item in question.

43 : MINUTES

The minutes of the meeting held on 6 November 2014 were approved as a correct record and signed by the Chairperson.

44 : WELSH PUBLIC LIBRARY STANDARDS ANNUAL REPORT

This item provided the Committee with opportunity to explore and challenge the Councils progress against the Welsh Public Library Standards and its achievements for 2013/14.

The Chairperson welcomed the Councillor Peter Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) who were in attendance to present information relating to Cardiff's performance against the Welsh Public Library Standards.

The Chairperson invited the Cabinet Member to make a statement where he welcomed the opportunity to present positive outcomes for the Council against the third year of reporting on the Welsh Public Library Standards. Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) gave a presentation which highlight and explained the outcomes for Cardiff against the nine standards; its performance compared to the all Wales position; and the comparator data over the 3 years of the standards. In 2013/14 Cardiff achieved seven of the nine standards and partially achieved two of the standards. This was a positive outcome for Cardiff.

Members noted the service issue with the Mobile Library vehicle; and the impact of the one day closure in libraries as part of last years budget alignment.

The Committee was updated on the core service aspects of the quality framework for Welsh Public Library Standards from 2014/15 to 2017/18 whose focus was on

- Customer and communities;
- Access for all
- Learning for life;
- Leadership and development.

Members raised concern on the community aspect of the library services going forward as part of the Library Strategy and future budget proposals.

The Chairperson thanked the Cabinet Member, Director and officers for their presentation and invited comments and observations from the Committee on the information received.

The Committee congratulated the officers on the outcomes and achievements against the Welsh Public Library Standards in 2013/14. Members were pleased to see that Cardiff was above the Welsh average for 2013/14, and that the Council had increased the number of standards met for each year of measuring.

The Committee noted that next year would see the introduction of the new quality framework – Libraries Making A Difference.

During the discussion the Committee sought clarification on the contribution of community libraries towards the achievement and evaluation of the Welsh Public Library Standards in the future, as it was understood that the current position was that the performance of community libraries was not included as part of the outcomes of the standards.

The Committee was concerned that with the potential in the future that a number of branch libraries could be run by community groups or partners it was important that this position was confirmed and clarified. Members requested that this issue was formally raised with the Welsh Assembly Government Minister, as the Committee was strongly of the opinion that all library provision supported by the Local Authority, even if the building is maintained by an external organisation, should contribute toward the achievement of the Welsh Public Library Standards in Cardiff.

RESOLVED – That

(1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise detailing the comments and matters raised as part of its scrutiny of the Welsh Public Library Standards;

(2) the proposed quality framework for Welsh Public Library Standards from 2014/15 to 2017/18 and the timescales be noted and an updated be provided in 12 months.

45 : FUTURE PROVISION OF LIBRARY SERVICES IN CARDIFF: OPTIONS .

The Committee was invited to consider and provide feedback to the Cabinet on the future provision of Libraries in Cardiff proposals as set out in the report and formed part of the Cardiff Debate consultation which started on 21 November 2015.

The Chairperson welcomed the Councillor Peter Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) who were in attendance to provided an overview of the financial challenges faced by the Communities, Housing & Customer Services Directorate over the next three years, which has prompted a full review of Library Services in Cardiff and resulting in the preparation of a formal strategy.

The Chairperson invited the Cabinet Member to make a statement. Councillor Bradbury referred to the unprecedented financial context that Local Government was working within; the need to look at service delivery provision across the Council and in particular the need to consult and work with the public; community groups; third sector and private sector partners on services provision going forward.

The Cabinet Member indicated the Council's continued support of the book fund; a neighbourhood librarian service; the roll out of Wi-Fi; and further development of hubs programme. The Cardiff Debate consultation exercise was the platform for developing conversations with public; community groups on how the Council can make a strategic change in provision.

Sarah McGill (Director – Communities, Housing & Customer Services) provided details of the developing strategic approach to service delivery of the Library Service to meet the needs of the changes in demand and financial position of a 43% cut in general controllable budget in the service; the financial drivers over the next 3 years; and the need to satisfy Wales Audit Office requirements of robust financial planning; within the legislative requirements for public libraries.

Cardiff invests £3.9 million per annum in its library services which are delivered from a network of buildings across the city; and a mobile delivery provision.

The key aims of the service are:

- to work collaboratively with partners within diverse communities to enhance knowledge and skills through improving literacy, enrich quality-of-life and empower individuals to realise their full potential;
- be pivotal in helping communities develop their information technology literary skills in order to become the included;
- contribute to the public health agenda by sporting health literacy;
- support the child poverty agenda by providing gateways out of poverty by inspiring children to enjoy reading;
- support customers in accessing services in the way they want to bite racing developing and emerging technologies outside of the existing building infrastructure.

This was all set in the context of changing demands from customers wishing to access multiple Council services from one location; the need for greater digital connectivity and digital Library services.

The main themes for the delivery of services in the future are:

- to provide an integrated service provision;
- community involvement in service provision;

- commercial involvement;
- mobilisation of the service;
- improved technology/ digitalisation;
- looking to create imaginative ways of delivering and supporting those wanting to access library services online;
- commercialisation – the development of other income streams additional non-core services to support the financial

The Committee was provided with an overview of the proposals that were out for consultation, and advised that options had been identified for each library building in the city, with a preferred option based on a set of principles: -

- stand-alone library provision would no longer be supported;
- deliver would be through a Hub based approach where appropriate; and
- where this was not possible, the Council would actively seeking community or commercial running of existing buildings and / or transfer of service to other community buildings.
- the creation of a city centre library Hub;
- provision of support for potential organisation to take over the running of the buildings or services through the Stepping up a Toolkit;
- roll-out of the Neighbourhood Development Service to all neighbourhood partnership areas;
- roll out of Wi-Fi to all locations;
- introduction of self-service kiosks in suitable community buildings where there is a gap in provision;
- extension of the house-bound service through other council services and volunteers

The Committee was assured that details of the proposal for each library building would be subject to separate Cabinet consideration.

The Chairperson thanked the Cabinet Member; Director and Officers for setting out the proposal. The Committee welcomed the opportunity to consider the review of the Library Services and proposed strategy at an early stage, and welcomed the public consultation and availability of the options paper on the Council's website. Members discussed and sought responses to a number of issues: -

- whether there was potential for the in the city centre library provision to cease, in order to continue funding the seven stand-alone branch libraries that were proposed to have their Council funding withdrawn. The Committee noted the Cabinet Member response to this suggestion that this was not a realistic proposal, given the level of money the Council had invested in Central Library, and that CyMAL would not agree to such action.
- The Committee did not fully accept this reasoning, and would be interested in receiving evidence of CyMAL's views on the closure of Central Library provision to sustain seven community libraries, as well as its views on the proposed future options as a whole, which it is assumed would be sought as part of the consultation process.
- Members noted that research had been undertaken into the approaches taken in other local authorities across the United Kingdom, with a number of good examples referenced and indicated that the Committee would like to see this research, in particular examples of good and bad practice; evidence on Library Trusts, and what makes them thrive or fail. Members requested that this be

shared with the Committee in sufficient time to inform Committee's final recommendations on this matter at its February 2015 meeting.

- Members noted the range of options being explored to secure funding for the libraries proposed to have their Council funding ceased, including commercial, community and partnering approaches.
- The Committee noted the development of the 'Stepping Up' Toolkit, to assist groups or individuals interested in helping deliver services or take over the running of suitable Council buildings.
- The Committee had concerns about the level of promotion being undertaken by the Council to generate interest and support groups who may be in a position to take over the running of a library facility. Members were not convinced that a clear strategy was yet in place to attract community and commercial interest further than publishing a toolkit on the Council's website.
- Members questioned whether enough thought had been put into the tender processes required, should a commercial option be sought. Through the Committee's close involvement with the Alternative Delivery Models for Leisure Facilities procurement exercise, Members had seen how the achievement of savings can be delayed when a robust procurement exercise is undertaken – and the Committee questioned whether this was something that had been given due consideration in finding alternative arrangements for the running of libraries.
- The Committee was mindful that any community group or Trust that took over the running of a library in Cardiff may require ongoing advice and support from the Council, and was interested to know what support services had been explored. The Committee used the system used by the Governor Support Service available for school governors as an example that could be considered.

As part of this scrutiny the Chairperson sought the Committees agreement to allow the Ward Councillor from Rhiwbina, Councillor Cowan to address the Committee on concerns that had been raised on the library proposals. This was allowed.

Councillor Cowan made representations on the proposals relating to the stand-alone community library in Rhiwbina and expressed the concerns and comments received from local residents and the community to the possibility of Rhiwbina Library no longer being supported. Rhiwbina library was the second highest book lending library in Cardiff; had significant footfall for a stand-alone provision; is accessed by the youngest to the oldest in the community who benefit from reading clubs; learning activities; IT; newspapers; community group meetings; learning and development sessions; is the hub of the community; the only Council building in the Rhiwbina apart from its two primary schools; with one of the highest Council Tax rates in the city. The library also has a very dedicated and inspirational team of staff.

This level of activity in Rhiwbina Library did not bear out the proposal in the Options paper. 99% of the lending from the library was hard copy books with less than 1% eBooks. The cost of the service was £123,150 a year. Councillor Cowan advised that it was felt that the options proposals as set out in the consultation document were void of detail especially about the community/volunteering proposals, and she questioned whether the Cabinet Member had considered other efficiency / savings options for example reviewing again opening hours; or whether there was an option of raising funding through a small annual membership fee.

The Committee considered the representation received from Councillor Cowan, and made the following additional observations and comments

- the Committee was keen to understand the breakdown of costs for Rhiwbina Library as £123,150 within the context of overall £48.5m of savings, a relatively minor sum to withdraw funding from such a valued service.
- the Committee whilst recognising that communities were looking at all options to secure the future of libraries had strong reservations about the proposal to consider charging the public to use Libraries, or to be a Library member it was felt that it would have a detrimental effect on deprived communities, and act as a disincentive to access services at Libraries. Members also questioned whether this approach would run contrary to the future quality framework standards for the Welsh Public Library with one of the core entitlements being 'Libraries in Wales will be free to join' (WPLSCE5).
- as part of the Director's presentation Members were informed that there were proposals to increase the number of Neighbourhood Development Librarians (NDL) in Cardiff, from two up to six, so that every Neighbourhood Partnership Area in Cardiff has its own NDL. Members were aware that the skills required for Neighbourhood Librarians were different to that of Community or Branch based Librarians and the Committee was interested to know what plans would be in place to upskill existing staff to enable them to undertake these new roles and new ways of working.
- Members noted that both the presentation and the Options Paper had highlight changing demand as a driver for change in library provision, and that a move towards e-books and e-zines will mean that customers may not need to visit a library as frequently as before. However, as Councillor Cowan had drawn attention to the figures showed that only 1% of books loaned out in Cardiff were eBooks rather than physical books, which challenged the question whether there would be a dramatic shift toward electronic formats in the future.
- The Committee welcomed assurances given by officers that the quality and choices of e-stock was improving, but Members were keen to receive information on the plans to promote and raise awareness of this service.

In conclusion the Committee was pleased to hear that the Cabinet Member valued the input of scrutiny in helping to shape policy and services, and welcomed the opportunity to be involved in the future of library services before they are finalised. The Committee were keen to receive and give consideration to the results of the consultation exercise; the interpretation of the figures; and to receive information on commercial and community groups that have come forward in relation to the various branch libraries as part of its scrutiny of the budget in February.

RESOLVED – That

(1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise detailing the comments and matters raised as part of its scrutiny of the options for the future provision of Library Services in Cardiff as set out above;

(2) the information requested by the Committee be provided ahead or as part of its scrutiny of the budget proposals 2015/16.

46 : COMMUNITY ACTION FOR RUMNEY LIBRARY PETITION

The Chairperson advised that he had received a request to provide an opportunity to the Co-ordinator of the Community Action for Rumney Library (CARL) Group, Ms

Rebecca Harford to address the Committee and outline and present a petition in support of the retention of Rumney Library.

Ms Harford thanked the Committee for giving the Group the opportunity to speak and present the petition that had been signed by over 2100 persons in support of the retention of Rumney Library which showed the huge strength of feeling in the community.
The Committee was advised that along with the community support in signing the petition, the Action Group had conducted its own surveys asking what impact the closure would have, as well as canvassing ideas on how to keep the library open.

The data collected showed that it was the most vulnerable in the community that would be most affected the over 60s; under fives; unemployed; differently abled; and most disadvantaged. The community of Rumney has a significant proportion of its population in these groups. Part of Rumney is classed as a lower super output area and also has the highest number of over 60s of the three areas discussed in the consultation.

The Action Group's findings suggested that the closure would negatively impact on four main areas of public policy namely
(i) social and health;
(ii) education;
(iii) economic; and
(iv) cultural.
Strong evidence from the Carnegie Trust shows that local libraries actively promote well-being in these areas.

The Committee was advised of the types of activities Rumney Library promotes which included: -
(i) Social and health wellbeing through: -
- book clubs;
- *'knit and natter'*;
- free newspapers – important for preventing isolation of older members of the community;
- is a safe place for teenagers to meet - especially important considering that the Youth Club in Rumney is also set to close in addition to the Leisure Centre which closed for two years;
- books to support health and wellbeing available free.

(ii) Educational
- promotes early introduction to books as well as lifelong learning;
- both local primary support to library regularly;
- computer classes important for digital inclusion;
- genealogy classes;
- rhyme time and story time for the under fives important for Welsh Government literacy targets.

(iii) Economic
- jobseekers are bound as a condition of receiving the Job Seekers Allowance to use library computers to prove that they have been actively job hunting;
- Librarians offer help and support applying for benefits digitally.

(v) Cultural

- Craft Clubs;
- Self expression;
- local history collection; and
- local knowledge and expertise.

Rumney library is an import and community service which supports and promotes a number of Welsh Government strategies including digital inclusion, equality of opportunity for vulnerable groups; and improving literacy. Closure would only serve to marginalise those already isolated in the community with the proposed alternative being too far away and too expensive to get to. Rumney is a community within the wider Cardiff area and has a different make-up and unique needs compared to other eastern Cardiff neighbours.

The Action Group believed that the long-term health effects had not been fully quantified and requested that a health impact assessment was also carried out as the closure would have a long-term financial cost on the services such as health and Policing and this would far outweigh the short-term financial gain.

The Action Group recognised that the library needs to change and diversify, and that savings had to be made somewhere. The Group were happy to share ideas with the Council. Should the Council decide to visit retain the library and continue to fund it the Action Group would be willing to take a more active role in the promotion of the library.

Ms Harford thanked the Committee for listening and accepting the petition as part of the scrutiny of Library provision and the current consultation process. The Cabinet Member Community Development, Co-operatives & Social Enterprise received the petition.

The Committee discussed the information received as part of the Community Action Group presentation and petition and noted the willingness of the Cabinet Member to continue dialogue with this group, and hope that progress could be made in exploring options for this service.

During the discussion it was commented that there were examples of instructors / tutors being turned away from Rumney Library and being informed to look for alternative venues to hold their sessions as the facility was closing. The Committee expressed concern that these actions made it appear that a decision on the Rumney Library had already been predetermined, and which would affect public perception and the current consultation process. Members were also concerned that should a decision be reached to keep Rumney Library open, the Council could have driven away potential sources of income, which would be vital to the future sustainability of the facility. The Committee recognised that the Cabinet Member was unaware this matter and hoped that he would take steps to ensure that this was not repeated in other Libraries across the city.

Members also asked for clarification on Local History section at Rumney Library, and other branch library, should the decision to close the facility be made, would these be relocated to a nearby facility, or co-located centrally?

RESOLVED – That the Chairperson on behalf of the Committee included in the letter to the Cabinet Member Community Development, Co-operatives & Social Enterprise the Committee's additional comments in respect of Rumney Library provision based on the information received as part of the presentation and lines of inquiry with the Community Action for Rumney Library (CARL) Group

46 : QUARTER 2 PERFORMANCE REPORT – COMMUNITIES

The Committee received the Quarter 2 Performance report for Communities, Housing and Customer Services with information on the operational context; performance data and the management actions that are being taken to address performance issues.

The Chairperson welcomed Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) and Sarah McGill (Director - Communities, Housing and Customer Services) who were present to respond to any matters arising from the report. It was noted that the information provided as part of the Corporate Overview of performance, was not specific to the services that fell within the remit of the Committee.

Members noted the overall detail on complaints and Member inquiries; month 6 financial monitoring of revenue and savings 2014/15; sickness absence; and compliance with PPDR targets.

The following specific aspects had been identified on the Library performance:-

<u>Progress on Challenges</u>

- Future delivery of Libraries Services - Libraries Options paper had and was subject to consultation as discussed earlier in the meeting;
- The feasibility of a City Centre Library Hub was currently being drafted and initial floor plans have been developed.

<u>Q2 Service Delivery – Budget Position</u> –

- An overall shortfall of £433,000 is currently projected against the 2014/15 budget savings, mainly in relation to the Central Library and the Community Buildings Review. This is, however, more than offset by the savings against the budget provision for the Council Tax Reduction Scheme and other savings within the Directorate.

<u>Q2 Service Delivery - Directorate Delivery Plan</u>

- Hubs Update – Cardiff East Cabinet Report agreed for consultation to take place on the proposals (13 October to 10 November). Revised proposals for STAR Hub agreed in Q2, construction to commence May 2015. Fairwater, Llandaff North, Central Library Hub Plans and design features are currently being drawn up.
- The summer reading challenge had been very successful with over 6,400 children signing up to the task, over 1,500 more than last year.
- For the academic year 2013/14 learners through Adult Community Learning achieved a 73% success rate, which is an increase on 2012/13 from 61%.

Member noted that the indicator LCL/004: The number of library materials issued, during the year, per 1,000 population was just below target at a total of 3,758 by quarter 2.

The Committee noted the following risk that had emerged during quarter 2:

- Branch Libraries –some Branch Libraries require immediate essential maintenance. This risk has been rated 'red' in terms of inherent risk, and 'amber' in terms of residual risk, with the following mitigating actions identified: Alternative temporary provision of a replacement static library had been investigated for the branches that are most at risk.

The Chairperson thanked the Cabinet Member Community Development, Co-operatives & Social Enterprise and Director for the information received. The Committee did not raise any further matters in relation to performance of Library services at this stage.

RESOLVED – That the report be noted

47 : QUARTER 2 PERFORMANCE REPORT – SPORT LEISURE & CULTURE

The Committee received the Quarter 2 Performance report for Sport, Leisure and Culture with information on the operational context; performance data and the management actions that are being taken to address performance issues.

The Chairperson welcomed Councillor Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise), Councillor Derbyshire (Cabinet Member – Environment) and Chris Hespe (Director – Sport, Leisure and Culture) who were present to respond to any matters arising from the report.

The Chairperson invited statements from the Cabinet Members. Councillor Bradbury was pleased with the progress on performance in this areas and identified some of the key challenges in particular achievement of income targets; the market testing and procurement exercises in Arts and Leisure; and the challenges of reducing sickness absence.

The Director drew Members attention to the key data set out in the report including the corporate comparator data between Directorates on

- Complaints and Member inquiries – 65% of Member Enquiries responded to on time
- £1.1m projected savings unachieved at Month 6.
- Levels od sickness absence were relatively high levels with a forecast of 13.59 FTE days lost per person. Above its target of 12.1 FTE days, and the Council wide forecast of 10.16 FTE days.
- 85% completion of PPDR reviews.

Members received details the individual performance of the Sport, Leisure & Culture Directorate, and the following areas were highlighted: -

<u>Progress on Challenges Identified Q2 14/15</u>

- Although still a challenge, progress is being made on meeting Leisure Centre income generation targets.

- Achieving planned £300, 000 saving on new operator for arts venues in current financial year remains an issue.
- Receipt of some adverse comments on parks maintenance resulting from financial cutbacks and weather conditions remains, particularly in key parks.
- Capacity of third sector to engage in potential alternative delivery solutions; required timeframe on transformation projects continues to impact on progress .

Q2 Service Delivery – Budget Position

- The Directorate is currently reporting a projected overspend of £595,000, a reduction of £299,000 compared to the position reported at month four.

Q2 Service Delivery – Directorate Delivery Plan

- Events supported include NATO dinner hosted at Cardiff Castle, 'Meet the Forces' event September 7th attracting around 80,000 visitors, UEFA Super cup Final and England v India Cricket.
- Development of High Ropes facility at CIWW under construction and due for completion by November.
- Twenty four placements filled within Directorate programme for apprenticeships, trainee schemes, work experience and volunteers in partnership with stakeholder organisations.
- Green Flag accreditation retained for eight sites; Bute, Victoria and Roath Parks, Thornhill and Cathays Cemeteries, Grange Gardens, Parc Cefn Onn and Cardiff Bay Barrage.

The Committee noted that all 17 Key Performance Indicators were green at Q2 which was an improvement from Q1 where the following Performance Indicator was rated Amber:

The following risks and mitigating actions had been identified in quarter 2:

- Risk - Should timescale for procurement on Leisure Centres and Arts Venues alternative management not be met, savings achievement would be delayed. (Inherent Risk – Red / Residual Risk – Red).
  Mitigating Action - Sound control by project board and team.
- Risk - Facilities Management – lack of definitive position on whether statutory and other routine maintenance has been carried out (Inherent Risk – Red / Residual Risk – Red).
  Mitigating Action - Matters continue to be raised with Facilities Management (FM) - where identified by Directorate, actions progressed by FM where considered necessary by Directorate.
- Risk - Increase in sickness absence levels. (Inherent Risk – Red-Amber / Residual Risk – Amber-Green).
  Mitigating Action – Detailed analysis of reasons and identification of trends in progress to be followed by management action.

The Chairperson thanked the Cabinet Members and Director for the performance information and invited discussion with Members. The Committee had a number of comments: -

- Overall the Committee welcomed the overview of Quarter 2 performance given by the Director, which framed the budget position and performance in the directorate.

- Members were acknowledged the support the directorate had given to a number of successful high profile events in the past few months,
- Members noted that improvements had been made in the number of Member Inquiries responded to on time and a 19% reduction in complaints to the directorate.
- Committee had concerns in relation to the rising levels of sickness absence. The Committee noted the Director's honest assessment on the impact of significant change proposals on staff and morale. The Committee indicated that they would wish to explore this area further at quarter 3 monitoring.
- The Committee was concerned with the lack of information given to Members on in-year mitigating actions taken to respond to financial or service delivery pressures. For example, when there are changes to opening hours, or when a centre is closed early, the Ward Councillors should be informed so that they can pass on information when residents contact them.
- The Committee was concerned about issues with Facilities Management in obtaining a definitive position on whether statutory and routine maintenance had been carried out within various facilities operated by the Council. It was noted that the Sport, Leisure & Culture Directorate is accountable for the maintenance of numerous venues, however it had no control over the maintenance regimes and the prioritisation of works, and this has been highlighted as a risk for the Directorate. Members felt that this matter should be forwarded to Policy Review and Performance Scrutiny Committee to look into as Facility Management fell within its terms of reference.

RESOLVED – That

(1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise and Cabinet Member – environment detailing comments and concerns in respect of the Quarter 2 Performance report for Sport, Leisure & Culture;

(2) further investigation be undertaken of sickness absence performance in the Sport, Leisure & Culture Directorate as part of the Quarter 3 reporting;

(3) the Chairperson on behalf of the Committee write to the Chairperson of the Policy Review & Performance Scrutiny in relation to is concerns about the Facilities Management maintenance regimes which directly impact on the Sports, Leisure and Culture Directorate

48 : QUARTER 2 PERFORMANCE REPORT – Economic Development

The Committee received the Quarter 2 Performance report for the Economic Development directorate which derailed information on the operational context; performance data; and the management actions that are being taken to address performance issues.

The Chairperson welcomed Neil Hanratty (Director – Economic Development) who was present to respond to any matters arising from the report. Unfortunately the Leader, Councillor Bale was unable to attend because of a prior engagement.

The Director drew Members attention to the key data set out in the report including the corporate comparator data between Directorates on

- Complaints and Member Enquires - 38% of Member Enquiries responded to on time.
- Sickness Absence - a forecast of 3.88 FTE days lost per person, within the target of 6.0 FTE days.
- 98% completion of PPDR reviews.

Members received details the on performance of the Economic Development Directorate, and the following areas were highlighted: -

Progress on Challenges Identified Quarter 2 14/15

- City Centre Management – a new internal structure had been implemented. The Welsh Government bid for Business Improvement District funding had been unsuccessful. A Digital Advertising strategy was being progressed through Planning applications.
- Central Square – Master plan phases had been agreed with developer.
- Integrated Transport Hub – Modifications to the bus network had been agreed in principal. A consultation exercise had been completed to seek views from the public regarding the future development of the station. A report on the outcome of the consultation was due to be presented to Cabinet in December for a decision on the way forward.
- Dumballs Road Regeneration Scheme – A business case on options for delivery had been prepared.
- Coal Exchange – Discussions were ongoing with interested groups and with Welsh Government regarding potential feasibility and initial remediation funding. Discussions with private sector ongoing.
- Multi Purpose Arena –work ongoing on preferred site, procurement approach and funding model report to be submitted to Cabinet in the new year.

Q2 Service Delivery – Budget Position

- The Directorate was currently reporting a projected overspend of £107,000, a reduction of £15,000 compared to the position reported at Quarter 1.
- A shortfall of £153,000 was currently forecast against the budget savings targets for 2014/15.

Q2 Service Delivery – Directorate Delivery Plan

- Super Connected City Programme – Cardiff Internet Exchange was launched on 15th October. Street Wi-Fi had been installed in the core city centre and Cardiff Bay. The installation of Bus Wi-Fi was pending agreement of legal contract.
- ISV – the ice rink is progressing on track.
- Social Innovation Fund – agreed at Cabinet in July. Promotional material produced and Social Innovation Fund Board formed with partners from Cardiff Business Council, Wales Co-operative Centre, C3SC, Charity Bank, Neighbourhood Partnerships & City of Cardiff Council;
- SME funding – Bid to enhance Capital Cardiff Fund had been submitted.

The Committee was advised that 11 of the 12 Key Performance Indicators for this Directorate were rated Green at Quarter 2. With the Indicator on the amount of grant aid and private sector finance attracted by companies assisted by the Council rated Amber. This was as a result of the limited amount of funding available. It was anticipated that quarter 3 would show improvement as the Directorate was currently working with companies. The process could take up to 12 weeks to finalise.

Members were advised of the key risk relating to the transport interchange and with discussions with bus operators on-going to mitigate issues going forward.

The Chairperson thanked the Director of the performance data and invited further discussion and observations from the Committee. A number of matters were raised as follows:

- Members questioned the performance in relation to responding to Member Enquiries, with only 38% of enquiries responded to on time. Whilst the staffing issue was noted it was felt that this matter should have been managed and sought assurances that this matter would be resolved and improvements made by Quarter 3.
- Members explored the Performance Indicator in relation to the amount of grant aid and private sector finance attracted by companies assisted by the Council, which is given an 'amber' rating, and note that the Director believed that it was unlikely the 2014/15 target would be achieved, given the limited amounts of funding available. It was noted that the target had been set at a time when the Council was in a position to give more assistance. Members were of the opinion that this should have been rated 'red' rather than 'amber' as there was an acceptance it will not be achieved.
- The Committee wanted some reassurance that the Performance Indicators in this Directorate met the reporting requirements for this areas performance that they be reviewed and tightened up.

RESOLVED – That the Chairperson on behalf of the Committee write to the Leader with portfolio responsibility for Economic Development raising the Committee's comments and concerns as set out above on the Quarter 2 Performance report for Economic Development.

49 : DATE OF NEXT MEETING

The next meeting is due to be held on 8 January 2015 at 4.30pm in Committee Room 4, County Hall.

Signed _____ Date _____
Chairperson

ECONOMY & CULTURE SCRUTINY COMMITTEE

8 JANUARY 2015

Present: County Councillor Williams(Chairperson)
County Councillors Dilwar Ali, Howells, Javed, Weaver and Williams

50 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Stubbs.

51 : DECLARATIONS OF INTEREST

Members were reminded that under Article 16 of the Members' Code of Conduct they are to declare interests at the commencement of the agenda item in question. No declarations of interest were received.

52 : MINUTES OF COMMITTEE MEETING 4 DECEMBER 2014

Consideration of this item was deferred until the next meeting.

53 : RECEIPT OF PETITION - RADYR LIBRARY

The Chairperson welcomed Zoe Pearce to the meeting. Ms Pearce was invited to present a petition of 1384 signatories. The petition strongly urged Cardiff Council to reconsider the proposal to withdraw public funding from Radyr Library. A written statement supporting the petition was also tabled. Ms Pearce made a number of further supporting remarks. The Chairperson thanked Ms Pearce for attending. Ms Pearce was advised that the petition was noted and would be given to the relevant Cabinet Member.

54 : 2015/2016 BUDGET PROPOSALS

The Committee received a report providing an overview of those sections of the Cabinet's 2015/16 Budget Proposals that relate to service areas within the remit of the Committee. Members were invited to seek clarification on the budget proposals and to receive evidence from relevant stakeholders before passing observations, comments and recommendations to the Cabinet as part of the budget consultation process.

The report provided details of the Cabinet's budget proposals for consultation, including details of the mechanisms used to consult with citizens and stakeholders. Members were advised that the results of the consultation exercise will be considered by the Cabinet. Draft budget proposals will be presented to Scrutiny Committees in early February, prior to their consideration by the Cabinet on 19 February 2015. The Cabinet's budget recommendations will be considered by the Council at its meeting on 26 February 2015.

A number of representatives from community groups using services which would likely to be affected by the budget proposals had been invited to the Committee in

order to make representations. The Chairperson welcomed each of the representatives. The representations made are summarised as follows:

- *Whitchurch Library* – Councillor David Groves, Matt Lock and Jody Williams addressed the Committee representing users of Whitchurch Library. Members were advised that the library was an important community educational/social resource used by all sections of the community from young children, teenagers and older people. Members were asked to consider the additional burden placed on other Council provided services if the Council did not continue to support the library. The representatives submitted a letter on behalf of Friends of Whitchurch Library and a number of personal messages. The Committee was asked to urge the Cabinet to consider reworking the budget proposals such that the future of Whitchurch Library could be secured.

  Councillor Groves stated that the Whitchurch Ward Councillors profoundly opposed the budget proposals. The facility was much valued by the community and support young and old people in a variety of ways. Whitchurch Library ranked highly in terms of books issued and new members when compared to other libraries in the City. Councillor Groves considered that Whitchurch Library was already acting effectively as a community hub. He felt that local residents had a right and entitlement to local services, and these services should be distributed evenly and equally.

- *Rhiwbina Library* – Robert Lawson and Gillian Lawson spoke in support of Rhiwbina Library. There were residents of Lisvane and a number of years ago they had been involved in the establishment of a community led library in Lisvane. Ms Lawson stated requested Members of the Committee not to confuse the level of service received at a community led library when compared with professional libraries. Members were advised that during the establishment of the community led library in Lisvane many undertakings were given by the Council but none were given. Mr Lawson raised concerns that the consultation process followed was flawed, and in particular, he considered that the £43.8 million saving needed was a meaningless figure unless put in context the authority's overall budget. Mr Lawson questioned whether the savings required could be found by other means.

  Ms Lawson stated that the Leader had given an undertaking to listen to the results of the consultation exercise before making any decisions. However, when it was decided to move local history groups from the Central Library to Canton Library, no consultation took place.

- *Radyr Library* – Caroline Noall addressed the Committee. Ms Noall advised that she was now retired but formally she had been the Branch Library in Radyr. Ms Noall stated that Branch Librarians are professionally qualified and were supported by experienced members of staff. She considered that the use of volunteer staff undervalues the role of librarians, particularly in terms of dealing with queries. Ms Noall provided examples of the varied types of personal queries she had experienced. She also questioned whether volunteers would have the necessary expertise to deal with the range of administrative tasks that librarians currently discharge. Rhiwbina Library was described as 'extremely busy' and was ranked in the top 7 in Cardiff in terms of visits. The Library also had the highest number of finishers in this year's reading challenge event.

Councillor McKerlich raised concerns regarding the practicality of the budget proposal and felt that it was folly to reduce the subsidy. The Committee was advised that whilst in Radyr and Morganstown, it would be possible to provide a downgraded level of service by increasing the Community Council precept, communities had been given an inadequate amount of time to organise arrangements for taking over responsibility for libraries. Many Library buildings were also in need of significant maintenance. Councillor McKerlich stated that the £250k savings proposed, whilst not insignificant, did not justify the angst felt in those communities affected. He requested that the Committee forcibly points this out to the Cabinet.

- *Canton Community Hall* – Councillor Richard Cook addressed the Committee. Members were advised that Canton Community Hall was one of few facilities in the area. The Hall received approximately £200k funding and provided £100k income. The budget saving therefore was £100k and Members of the Committee were requested to consider what services the hall delivers for that. Councillor Cook said that he was weary of putting the Community Hall into the hands of a management group as they would be incentivised to attract more lucrative bookings at the expense of events that did not generate as much income.

- *Park Ranger Service* – Stephanie Wilkes, Chair of Llandaff North Residents Association and Friends of Hailey Park spoke in response to the budget proposals affecting the Park Ranger Service. Ms Wilkes was concerned that the details of the proposal were not yet available and therefore it was not possible to respond to the consultation in a meaningful way. Ms Wilkes requested further details scrutiny of this proposal. Matt Lock spoke on behalf of Friends of Forest Farm and reiterated the point made by Ms Wilkes.

RESOLVED – That the Chairperson write to the Cabinet Member for Community, Development. Co-operatives & Social Enterprise with the following observations:

- The Committee consider that Libraries are far more to local communities than a place to borrow books as they provide a social meeting point for communities, a place for young people to study, to access the internet and to meet with local Councillors and PCSOs. The Authority is looking to create Community Hubs across the city and Members were concerned that the budget proposals could result in the loss of important community facilities that have naturally evolved into informal 'hubs' for the local area over a period of time. Members were also concerned that a number of the libraries proposed for removal of Council funding are some of the most well used libraries in Cardiff and it seemed unusual that these libraries are where the Council is proposing to cease its support.

- The Committee was concerned that there seems to be a focus on creating Hubs in the southern half of the city and that the libraries proposed to have their Council funding removed are mainly located in the northern half of Cardiff. Members are concerned that if no alternative operating model is secured for these libraries, the northern half of the city will be left with limited access to Library services, with the promise of a mobile library service in no way offering the same level of service as the current Library buildings.

- It was clear that there are individuals across Cardiff who were committed to keeping their local Library services, with large campaigns, 'Friends of' and 'Save

our Library' groups being established and organised by these individuals. It is also clear that these individuals are being asked to manage full time jobs and family commitments with attempts to coordinate campaign groups and explore alternative options for their particular library. The Committee feel community groups are unlikely to come forward with suitable alternative operating models for the libraries, in the timeframe provided by the Cabinet's consultation period.

This point was emphasised by Councillor Rod McKerlich in his role as Chairman of Radyr Community Council. Members heard that the Community Council was putting together plans to run the library service in Radyr. Councillor McKerlich considered the quality of any replacement service would inevitably be lower than the service currently provided. Despite having the backing of the Community Councillors and access to funding, Councillor McKerlich stated that was unlikely that the Community Council would be in a position to take over the running of Radyr Library in March 2015. The Councillor stated that more time was required to put robust proposals in place than has been given. This has led the Committee to question whether it is realistic to expect community or friends groups to have the knowledge, skills and access to finance that will be required to take over the running of any of the other Libraries that potentially face having their Council funding removed.

- The Committee was concerned that the role of qualified librarians was being undermined and undervalued. The Committee felt that the role of a librarian was a professional role and one that required an in-depth knowledge of information, customer service and librarianship, dealing with different daily requests of a complex nature. Members did not feel that volunteers would be able to provide the same level of service, and Members held reservations about the prospect of libraries in the city being solely run by volunteers without the support of a qualified librarian.

- During the meeting it was suggested that the relocation of the Local History section of Central Library to Canton Library had been agreed without any consultation with the individuals who regularly access this information. Members were aware that this was included as part of the proposals for consultation in relation to Canton Library, however the Committee would expect that targeted consultation with the individuals who actually use the Local Studies section would have been undertaken. The Committee requests that this be provided.

- The Committee considered that closure of a local library would impact on the local economy, where shops and cafes benefit from the passing trade of those who are visiting the library. Similarly local schools, who direct their pupils to the library for access to the internet or printers, or schedule visits to the library to encourage young people to read, would no longer be able to do so. This may impact on young people achieving literacy targets and reaching their full potential.
- Members feel that the proposals for consultation in relation to Libraries, and in particular the options outlined in the document 'Future provision of Libraries Services in Cardiff' have created significant levels of discontent and unhappiness in local communities. A number of 'Save our Library' groups have been established across the city and two petitions were formally presented to the Economy & Culture Scrutiny Committee. The Committee question whether the relatively small levels of savings to be achieved through these proposals are worth the large levels of public dissatisfaction created and the potential loss of

important community facilities if no alternative operating arrangement is secured. The Committee considers Libraries are one of the core services provided by local authorities and would have major reservations about proposals which result in Libraries across the city closing if no alternative methods of operation can be found.

Canton Community Hall

- The Committee share the concerns expressed by a local Members that a new management operator could limit the services provided and the groups that are given access to the facility. Members were concerned that less profitable activities for adults with learning difficulties, or volunteer schemes for young people may no longer be provided, or that free access for young people to the outdoor play area could also be limited.

- The Committee heard evidence that the Community Hall generates approximately £100,000 income each year through the activities and services it offers. While this does not cover the operating budget of £200,000, it clearly demonstrates that this is a valued facility and is well used by the communities it serves. Members considered that, if the proposed change in management is to be accepted, the Council should put restrictions in place that will safeguard the access to services for some of the most vulnerable groups of individuals in the area, or must provide access to similar groups being run elsewhere in Cardiff.

- The Committee wishes to see the contingency plans that have been put in place that address the issues raised in the Equality Impact Assessment, where groups with protected characteristics may be affected by the change in management operator.

Further Observations

- The Committee made some more general points in relation to the 2015/16 Budget Proposals – for Consultation following our consideration of this item and having had discussions with members of the public and friends groups.

  When considering the budget proposals for consultation, members of the public, and indeed Members of the Committee find it hard to understand the extent of the cuts being proposed because it isn't clear what proportion of the total budget, or of a service area's budget that a saving represents. Similarly it is hard to evaluate or comment on proposed cuts, without knowing what services are being maintained and what levels of money are allocated to other services.

  Members of the public also raised concerns about the terminology used throughout the Budget Proposals – For Consultation, which the Committee understands can be confusing if you are unfamiliar with such matters. For example the use of terms such as, 'remodelling' a service, 'alternative delivery models' and 'new management operators' can be vague, and may discourage individuals from commenting or limit their understanding what the proposal actually means for them and their community. The Committee accept that these proposals are early ideas, and work will have been done since their publication to firm up what they mean in reality, and Members expect that more detail is provided on each proposal when final decisions relating to the 2015/16 Budget

are made, and further would expect that such vague terminology is not used in future proposals for consultation.

55 : TOURISM STRATEGY

The Committee received a report on the progress made in developing a Tourism and Heritage Strategy in Cardiff in order to provided Members of the Committee with an opportunity to shape the priories and assist in the policy development for the Cardiff Tourism Strategy and Action Plan. Members were advised that the Tourism and Heritage Strategy will be considered by the Cabinet in early 2015.

The Economic Development Directorate Delivery Plan 2014-17 makes a commitment to develop a Tourism and Heritage Strategy. This also links to the Council's Corporate Plan 2014-17. Furthermore, a key indicator in the Council's achievement of this priority is the number of 'staying' visitors in Cardiff (visitors who stay overnight in hotels). Current figures indicate that whilst Cardiff has 18.3 million days visitors during 2014 and only 1.3 million staying visitors. The Committee was advised that the Tourism and Heritage Strategy aspired to double the number of visitors to Cardiff who are staying visitors.

The Chairperson welcomed Councillor Phil Bale, Leader and Cabinet Member for Economic Development and Partnerships; Professor Terry Stevens, Tourism Consultant; Ken Poole, Head of Economic Development; and Heledd Williams, Head of Tourism; to the meeting. Councillor Bale was invited to make a brief statement.

Councillor Bale welcomed the opportunity participate in this timely discussion and there was lots happening in terms of how tourism is managed in Wales. Visit Wales had identified tourism was a key driver for the Welsh economy and Cardiff was well positioned as the Capital City and gateway to the region.

Professor Terry Stevens delivered a presentation on the Tourism Strategy and Action Plan entitled 'Innovation and Partnerships to Deliver Growth'. The presentation provided an overview of the tourism industry, some statistics regarding tourism in Wales and the challenges to be addressed by the Cardiff Tourism Action Plan.

The Chairperson thanks Professor Stevens for his presentation. The Members of the Committee were asked to comment, raise questions or seek clarification on the information provided. These discussions are summarised as follows:

- The Committee asked why there was an imbalance between day visitors and overnight visitors and what was holding Cardiff back.

  Professor Stevens stated that the Millennium Stadium had been successful in raising the profile of the City based on the audience attending events which were held there. However, the nature of those events has resulted in Cardiff having a shortfall in brand name hotels. Cardiff was now seen as the capital city of a different country and Professor Stevens considered that the City, therefore, needed to be more confident.

  Councillor Bale felt that in terms of marketing, Visit Wales had always placed great emphasis on Wales' rural characteristics. He considered that Cardiff needed to market its exciting urban setting and attractions and it was suggested

that further collaboration with Bristol also needed to be undertaken.

- Members asked whether a conference centre for the city would be addressed in the Tourism Strategy and Action Plan. Councillor Bale stated that Cathays Park was an important location in terms of Welsh Heritage. He was aware that people attending events in Cardiff were staying overnight in Bristol (leakage) and the Strategy would aim to address that.

  Professor Stevens stated that there was not yet a 'critical mass' of conferencing in City Hall. He was surprised that no discussions had been held with Hilton Hotels in terms of managing City Hall as a conference centre venue.

- Professor Stevens was certain that sporting events held at the Millennium Stadium has helped deliver a reputation for the City and an audience of visitors. However, whilst such events delivered volumes, in terms of visitors, they also allowed slippage. In anecdotal terms, Professor Stevens advised that the best event held in the City, from a hoteliers point of view, was the National Eisteddfod, as the event took place over five days and visitors stayed overnight in the City.

- Members were advised that the challenge for the hospitality industry in the City was to improve its food and accommodation offering, with stronger use of Welsh chefs and produce, and to also celebrate the diversity of the City. Professor Stevens felt this is what visitors expect.

- The Committee questioned how the specific proposals contained in the Tourism Strategy and Action Plan will generate revenue as attracting signature events and marketing will need funding. Members were assured that the action plan will contain a number of specific proposals in terms of funding. It was accepted that funding events was likely to present challenges. Officers considered that the City needed to be more innovative. It was anticipated that the finalised Tourism Strategy and Action plan would be considered by the Cabinet in March 2015.

- Officers advised that discussion were taking place with Cardiff Bus with a view to introducing a 'City Card/City Guide' aimed at visitors to the City.

At this point in the meeting Councillor Williams declared a personal interest under the Members Code of Conduct as a Director of Cardiff Bus. Councillor Williams remained in the meeting but took no part in the discussion.

- Councillors raised concerns regarding the cleanliness of the City, particularly in student areas. It was considered that reputation and cleanliness were hugely important to visitors' lasting impressions of the City.

- Officer were asked whether, following the demise of Capital Regional Tourism, Visit Wales could 'fill the void' and not to the detriment of Cardiff. For example, Members were surprised that Cardiff Castle did not feature on the CADW website. Professor Stevens stated that Wales must sell a visitor experience and if Cardiff Castle did not feature on the CADW website then the Council was just as much to blame. Professor Stevens called for an end to silo mentality and for new partnerships to emerge.

  Councillor Bale stated that there was a clear need to invest in infrastructure.

Incentives to local authorities, like devolved business rates, will provide an opportunity to grow industries such as tourism. Councillor Bale welcomed suggestions from the Committee with regard to how the City might be able to improve is marketing and increase investment.

RESOLVED – That that the Chairperson write to the Leader, Cabinet Member for Economic Development and Partnerships with the following observations:

- The Committee enjoyed the presentation given by Professor Stevens and endorse his vision for tourism in Cardiff. Members agree that stadium-based events, held predominantly in the Millennium Stadium and SWALEC Stadium, have been a great boost for the city's reputation and exposure. Members are pleased to see a new drive towards the development of Cardiff's own signature events or unique attractions. Discussions took place around the opportunities available to Cardiff, including Roald Dahl themed events, musical events in the Castle, attracting top Welsh chefs and celebrating the cultural diversity of the city. The Committee was positive about the ideas that put forward by officers and Professor Stevens, and look forward to seeing how they manifest themselves in the final Tourism Strategy and Action Plan.

- The Committee are aware that this new direction does not necessarily mean that the number of stadium events will need to decline significantly now that a reputation has been established for this type of tourism. Members heard that these events often attract a large number of business-minded individuals. Members welcome the plans outlined to promote Cardiff as a business destination during such events. It is proposed that the upcoming Wales vs England Six Nations fixture will be a prime opportunity to trial this approach and the Committee would welcome feedback on whether it was successful and will be developed as an ongoing initiative.

- Discussion took place around whether there is confidence that Visit Wales will effectively promote Cardiff, and Members highlighted the fact that Cardiff Castle doesn't feature on the CADW website. Members were assured that the 'urban offer' of Cardiff will be pushed and promoted by Visit Wales, and that CADW also now falls under Visit Wales. It was pointed out that Castell Coch isn't promoted by the Council either and the Committee accepts that there needs to be joint promotion with organisations such as CADW, with Council-maintained historic sites advertised on their website, and also the Council promoting historic sites of interest across Wales on its website and within the Cardiff Castle itself. Members hope to see a clear commitment to this partnership approach within the Tourism Strategy and Action Plan.
- The Committee does not expect that the promotion of Cardiff will be left solely to Visit Wales, and was encouraged to hear the commitments made for the Council to be developing and promoting the attractions and facilities on offer in the city. Members are aware that there must be a budget available in order for the Council to taking a leading role in promoting Cardiff to national and international audiences, and hope that this has been taken into consideration within the 2015/16 budget.

- It was proposed during the discussions around Cardiff as a business destination, that the Council already owns suitable conference venues within the city in the shape of City Hall and the Mansion House. It was suggested that the Council

could look to work with a private company, such as a major hotelier, to promote and manage the venue as a conference centre. The Members of the Committee can see that this proposition is realistic, but if it is to be taken seriously there will need to be improvements made to the fabric of the building. Members are aware that specialist knowledge is required to run and maintain an old building like City Hall, and as such, care will need to be taken when establishing maintenance responsibilities in any future contract agreements if this is a course of action taken by the Council.

- The concept of a 'City Card', was discussed during the meeting. The Committee wishes to endorse the concept. Members recognise the benefits that such a card can bring to the city, encouraging people to stay for more than one day and making travel around the city simpler for visitors. Members are minded to note that a travel card already exists in the shape of the Cardiff Bus 'Iff card' and would recommend that anything developed by the Council should complement this and look to build upon its popularity, rather than creating a completely new card or system that would act as a rival. Members hope that the final Tourism Strategy & Action Plan contains more detail on the development of a 'City Card' and request that this initiative in particular is brought back to the Committee in the future.

- During the meeting there was mention of a mystery shopper review that had been undertaken for Cardiff, which highlighted a number of issues that the Tourism Strategy and Action Plan will seek to address. The Committee requests that a copy of this review is sent through to the Principal Scrutiny Officer, for distribution to the Members.

- The Committee noted that the final Tourism Strategy and Action Plan are proposed to go to Cabinet for approval in March 2015, and request that this Plan is brought to Scrutiny in advance, allowing for pre-decision scrutiny and for Members to comment on the final direction being taken for tourism in Cardiff.

56 : CABINET RESPONSE TO ECONOMY AND CULTURE SCRUTINY INQUIRY - SMALL BUSINESS

The Committee received a report and were asked to note details of the Cabinet's response to the Economy and Culture Scrutiny Committee inquiry entitled 'Small Business'. Members were advised that the Committee made 16 recommendations: of which 10 recommendations were accepted by the Cabinet; 5 recommendations were partially accepted; and 1 recommendation was rejected. A full copy of the Cabinet response was attached to the report as Appendix A.

RESOLVED – That the report be noted and the Chairperson write to the Leader, Cabinet Member for Economic Development and Partnerships, with the following observation:

- The Committee requests that one piece of information mentioned within the Cabinet responses. The response to Recommendation 4 of the Small Business Inquiry states that the Commissioning and Procurement Team are working towards putting in place a system that will enable procurement spend to be reported by the size of organisation, and that it is hoped this system would be in place by Winter 2014. The Committee anticipate this system is up and running,

and request that a report on Council procurement activity by the size of business be sent to the Principal Scrutiny Officer, for distribution to the Members.

57 : CABINET RESPONSE TO ECONOMY AND CULTURE SCRUTINY INQUIRY - HIGHER EDUCATION INNOVATION IN CARDIFF

The Committee received a report and were asked to note details of the Cabinet's response to the Economy and Culture Scrutiny Committee inquiry entitled 'Higher Education Innovation in Cardiff'. Members were advised that the Committee made 15 recommendations: of which 9 recommendations were accepted by the Cabinet; and 6 recommendations were partially accepted. A full copy of the Cabinet response was attached to the report as Appendix A.

RESOLVED – That the report be noted.

58 : CORRESPONDENCE REPORT

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

RESOLVED – That the correspondence report and attached documentation be noted.

59 : DATE OF NEXT MEETING

The next meeting is scheduled for Thursday 5 February 2015 at 4.30pm

CITY OF CARDIFF COUNCIL **AGENDA ITEM 4**
CYNGOR DINAS CAERDYDD

ECONOMY & CULTURE SCRUTINY COMMITTEE **5 FEBRUARY 2015**

BUDGET PROPOSALS 2015/16 AND DRAFT CORPORATE PLAN 2015-17

Reason for the Report

1. To provide Members with context for the scrutiny of those sections of the Council's draft *Corporate Plan 2015 - 2017* and draft Cabinet 2015/16 Budget Proposals that relate to the Portfolios and Directorates falling within the remit of this Committee.

Background

2. The Council's constitution allows for all Scrutiny Committees to scrutinise the draft budget proposals for consultation prior to their consideration by Full Council. The Committee's consideration of the budget will allow Members to feed its comments or recommendations to the Cabinet when it considers the draft budget proposals on 19 February 2015. The proposals will then be presented to Full Council on 26 February 2015.

3. The scope of the scrutiny is as follows:

   - The relevant sections of the *Corporate Plan 2014 - 17*, in terms of aims & priorities, actions and monitoring of implementation of these;
   - The relevant Budgetary Proposals in terms of their alignment with the *Corporate Plan* – to test whether they support delivery of the aims and priorities detailed in the *Corporate Plan*; and
   - The relevant Budgetary Proposals in terms of potential impact on service delivery, service users and citizens of Cardiff.

Structure of the papers

4. Attached to this report are a series of appendices which will aid Members in their scrutiny of the budget proposals:

Appendix A	Draft Corporate Plan 2015 – 2017;
Appendix B1	Communities, Housing & Customer Services – Controllable Budgetary Analysis 2014/15;
Appendix B2	Communities, Housing and Customer Services 2015/16 Budget Proposals – for Consultation;
Appendix C1	Sport, Leisure & Culture – Controllable Budgetary Analysis 2014/15;
Appendix C2	Sport, Leisure & Culture 2015/16 Budget Proposals – for Consultation;
Appendix D1	Economic Development – Controllable Budgetary Analysis 2014/15;
Appendix D2	Economic Development 2015/16 Budget Proposals – for Consultation;
Appendix E	Log of Changes to Savings Document since Consultation Version;
Appendix F	Employee Implications of Budget Proposals;
Appendix G	Draft Capital Programme 2015/16 - 2019/20;
Appendix H	Directorate Financial Pressures 2015/16;
Appendix I	Budget Proposal Consultation report (to follow);
Appendix J	Libraries Budget Proposal Consultation report (to follow).

5. Members should note that the final savings proposals for 2015/16, including changes to grant funding, will not be finalised until Cabinet papers are dispatched on Friday 13 February. The savings proposals included (**Appendices B, C and D**) are updated from the Budget Proposals – For Consultation released in the 20 November 2014 Cabinet Papers. They have been subject to a due diligence exercise undertaken by officers, which has resulted in some minor updates on the proposals. A change log of any amendments made is included at **Appendix E**, these include changes to the level of savings, changes to narrative, subjective

analysis of saving allocation and changes to the risk rating applied to savings proposals.

6. Appendices B, C and D have been colour- coded as follows:

   Shaded light green - Communities, Housing and Customer Service Directorate proposals that fall within this Committee's terms of reference;
   Shaded light blue – Sport, Leisure & Culture Directorate proposals that fall within this Committee's terms of reference;
   Shaded pink - Economic Development Directorate proposals, which all fall within this Committee's terms of reference.

   The lines that are greyed out in these documents fall under another Scrutiny Committee's terms of reference and will be scrutinised by them accordingly.

Structure of Meeting

7. The meeting will be structured by Directorate, with Cabinet Members and officers invited to attend the Committee and present their sections of the Corporate Plan and Cabinet Budget Proposals for Consultation 2015/16 (as amended for due diligence) that fall under their area of responsibility. The meeting will be structured as follows:

   - Financial Overview and final Welsh Government settlement;
   - Communities, Housing & Customer Services;
   - Sport, Leisure & Culture;
   - Economic Development.

8. The following Cabinet Members and officers have been invited to attend the Committee Meeting to present their relevant sections of the Corporate Plan and Draft Budget Proposals, and to answer Members' questions:

   - Cllr Graham Hinchey – Cabinet Member, Corporate Services & Performance;

- Christine Salter – Corporate Director, Resources;
- Cllr Peter Bradbury – Cabinet Member, Community, Development, Co-operatives & Social Enterprise;
- Cllr Julia McGill – Cabinet Member, Education & Skills;
- Sarah McGill – Director, Communities, Housing & Customer Services;
- Cllr Bob Derbyshire – Cabinet Member, Environment;
- Chris Hespe – Director, Sport Leisure & Culture;
- Cllr Phil Bale – Leader, Economic Development & Partnerships;
- Neil Hanratty – Director, Economic Development;

9. Cllr Graham Hinchey and Christine Salter have been invited to open the meeting with an overview of the final Welsh Government settlement, and how this has changed the budget position from the presentation all Members received in November 2014.

Summary of Draft Corporate Plan 2015 – 17

10. The draft Corporate Plan, attached as **Appendix A**, sets out the aspirations for the Council for the next three years. It sets out how the Council will to deliver the vision of 'becoming Europe's most liveable capital city.' It also sets out that achieving this vision will not be easy, given population growth and financial pressures. 'Population growth can put pressure on public services and infrastructures […] this growth coincides with a financial landscape for public service delivery that has changed dramatically. The Council alone has had to make over £85m savings during the last three years. Over the next 3 years the figure will be around £124m, including around £48m in the next financial year.'

11. Seven shared outcomes are identified that need to be achieved if Cardiff is 'to be Europe's most liveable Capital City'. These are:

- People in Cardiff are Safe and Feel Safe;
- People Achieve their Full Potential;
- Cardiff has a Prosperous Economy;
- Cardiff is Fair, Just and Inclusive;

- People in Cardiff are Healthy;
- Cardiff is Clean and Sustainable;
- Cardiff is a Great Place to Live Work and Play.

12. The Administration has identified four priorities. These are intended to will help to prioritise services, and inform the difficult decisions that have to be made. The priorities are:

    - Education and skills for people of all ages;
    - Supporting vulnerable people;
    - Sustainable economic development;
    - Working with people and partners to design, deliver and improve services.

13. Officers have been advised that the Corporate Plan has been drafted to address the issues raised by both Wales Audit Office and the Policy Review and Performance Scrutiny Committee. The draft Corporate Plan is specifically targeted to informed stakeholders, and a short, community facing version will be produced once the plan has been finalised. Completion of the plan will take account of Scrutiny recommendations, the outcome of the budget consultation, and feedback from the Member workshop held in January 2015. Additionally, the draft plan has been presented to the Challenge Forum for peer scrutiny, and feedback from the Forum will be taken into account.

14. The Plan confirms that each Directorate will publish a clear Delivery Plan which will continue to provide the clear lines of accountability and responsibility established by the Administration. The Corporate Plan, Directorate Delivery Plans and Organisational Development Plan will together shape dialogue with external stakeholders.

15. The Plan clearly sets out the level of financial challenge facing the Administration, Council and City, coupled with the demographic pressures creating additional need. The Administration commits itself to working closely with staff and trades unions in maintaining strong and effective services during a time of austerity and uncertainty.

Previous Committee Scrutiny of the Corporate Plan

16. This Committee regularly considers a final draft of the Corporate Plan at its February meeting, alongside the draft Budget Proposals. During its scrutiny of the 2014-17 draft Corporate Plan in February 2014, the Committee made the following comments and recommendations:

- Members were uncertain about the ability to deliver a number of Sport Leisure and Culture projects given current financial realities;
- Members were pleased the Corporate Plan included objectives to secure more Private Sector Funding to help deliver the Councils vision;
- Members found it hard to form a judgement on the achievability of objectives without hard targets being included. It was hoped that the Directorate Delivery Plans would provide this additional detail;
- Members would have liked to see specific indicators or objectives allocated to the Library service.

Council Wide Savings Proposals

17. Recent Budget Strategy Cabinet reports have identified that the Council finds itself with a funding shortfall of approximately £48 million for 2015/16 (before savings or Council Tax increase). This breaks down as follows:

BUDGETARY GAP:	**£000**
Cardiff Council Commitments	**30,764**
Directorate Financial Pressures	**4,483**
Welsh Govt RSG Funding Reductions	**13,047**
TOTAL GAP	**48,294**

Funded by:	**£000**
Directorate Savings (per consultation)	**(32,745)**
Targeted Corporate Efficiencies	**(2,487)**
Continuation of Budget Strategy Assumptions	**(13,062)**
TOTAL FUNDING OF GAP	**(48,294)**

18. The tables above outline the position at November 2014 when the consultation proposals were released, taking into account the Welsh Government's Provisional Settlement. The Final Settlement which was received in December 2014 resulted in a position that was £401,000 more favourable to Cardiff Council. This additional sum, along with updates of commitments, pressures and due diligence considerations will form part of the balanced position in February 2015.

19. City of Cardiff Council commitments are listed as comprising the following:

- Increased employee costs;
- Price inflation;
- Unavoidable commitments;
- Capital financing assumptions;
- Demographic growth;
- Policy decisions; and
- Realignment issues.

20. This budget gap can theoretically be met through the use of reserves, increases to Council Tax or through savings proposals. The Section 151 Officer has consistently advised that there is limited scope - if any - to use reserves to meet the shortfall. Directors have therefore been asked to put forward savings proposals in relation to their controllable budgets. There is a Welsh Government requirement to protect schools' budgets, in Cardiff by +1.00%.

21. The proposed 2015/16 budget consultation proposals set out savings of £33.004 million. Of these £15,044 million are savings from employee costs, £16.557 million from other spend, and £1.404 million from income.

22. To enable the Committee to understand the prioritisation of proposed consultation savings across Directorates, the table below sets out the level of savings proposals as a percentage of overall consultation budgets for each Cabinet portfolio, as per the table below.

Total Savings	Employee Costs £000	Other Spend £000	Income £000	Total £000	% of Total
Children's Services	1,285	1,410	0	**2,695**	**8.17%**
Communities, Housing & Customer Services	698	1,141	475	**2,314**	**7%**
Corporate Affairs (including County Clerk and Monitoring Officer and Human Resources)	249	747	250	**1,246**	**3.78%**
Economic Development	261	166	454	**881**	**2.67%**
Education & Lifelong Learning	1,991	469	418	**2,878**	**8.7%**
Environment	1,673	5,100	285	**7,058**	**21.39%**
Finance (including Resources)	1,122	207	708	**2,037**	**6.17%**
Health and Social Care	3,066	3,159	(10)	**6,215**	**18.83%**
Sport, Leisure & Culture	3,895	1,674	(2,006)	**3,563**	**10.8%**
Strategic Planning, Highways & Traffic and Transportation	154	739	729	**1,622**	**4.9%**
Corporate	**650**	**1,745**	**100**	**2,495**	**7.56%**
Total Savings	**15,044**	**16,557**	**1,404**	**33,004**	**100%**

23. Members will be aware that there is a requirement for every savings proposal to have an equality screening or (if the screening identifies a red or red/amber risk) a full equality impact assessment. Members have the opportunity to view those Equality Impact Assessments which were identified as potentially having a significant negative impact on the various protected characteristics, on the Council's website at www.cardiff.gov.uk/EIA.

Council Capital Programme 2015/16 to 2019/20

24. The proposed 2015/16 budget outlines capital expenditure proposals of **£715.583** million for the 2015/16 to 2019/20 financial years, of which £328.458 million is earmarked for 2015/16. The full Draft Capital Programme 2015/16 - 2019/20 can be found at **Appendix G**, and details of the individual Directorates' capital programme are included in the sections below.

Corporate Plan

25. Cllr Julia McGill (Cabinet Member – Education & Skills) and Cllr Peter Bradbury (Cabinet Member – Community, Development. Co-operatives & Social Enterprise) will be in attendance and will be invited to give a short statement on the sections of the *Corporate Plan* relevant to their Cabinet Portfolio, the Budget proposals for Consultation, and any key information raised through the Cardiff Debate consultation exercise. They will be joined by Sarah McGill who will provide a presentation on the Corporate Plan, Budget Proposals and Consultation Results for Communities, Housing & Customer Services relevant to the Committee's terms of reference.

Priority 1 – Education and Skills for People of All Ages

26. The *Corporate Plan'*s first priority is "Education and Skills for People of All Ages". The Plan states: *"The Council is committed to helping all citizens and communities achieve their full potential, and to developing a well-educated workforce that the city's growing economy requires. Creating an excellent and inclusive school system and high quality opportunities for adult learning are therefore amongst the Council's highest priorities."*

27. This Priority has three outcomes that the Council wishes to achieve:

- Every Cardiff School is a good school where learners achieve well (within the terms of Reference of the Children & Young People Scrutiny Committee)
- Looked after children in Cardiff achieve their full potential (within the terms of Reference of the Children & Young People Scrutiny Committee)
- Adult Learners achieve their potential

Outcome – Adult Learners achieve their potential

28. In relation to this outcome, the Draft Corporate Plan 2015-17 states (on **page 17 of Appendix A**):

'*Adult Community Learning (ACL) is delivered through the Cardiff and Vale Community Learning Partnership, and offers a broad range of adult education courses that help support local people to meet their learning aspirations. The Council's contribution to ACL in Cardiff focuses on two key areas:*

- ***Learning for Work:*** *This focuses provision on priority learners as defined by the Welsh Government, and these learners include those currently not in Education, Training or Employment and those aged 50+ who are currently unemployed. Key learning categories include English for Speakers of Other Languages and Basic Skills, Digital Literacy and Welsh medium provision.*
- ***Learning for Life:*** *This element provides opportunities for recreational lifelong learning courses on a cost recovery basis. These courses are available to all community members.*

The Cardiff and Vale Community Learning Partnership had an Estyn Inspection in January 2013 which highlighted areas of improvement required in the delivery of the service. The Council is now addressing these issues through the Post Inspection Action Plan, and will look to demonstrate improvement via further monitoring visits.

By increasing the number of accredited courses delivered to priority learners and improving levels of enrolment, the Council will support adult learners to achieve their full potential.'

29. The Draft Corporate Plan goes on to detail that in order to achieve this outcome the Council will:

- *Increase the number of accredited courses delivered to priority learners by March 2016.*
- *Increase the number courses for priority learners held in Communities First areas by March 2016.*
- *Increase enrolments for priority learners on a year by year basis by March 2016*

Priority 4 – Working with people and partners to design, deliver and improve services

30. The Corporate Plan states (on page 8) that the fourth priority of the Corporate Plan, *'Working with people and partners to design, deliver and improve services'* contains specific objectives on ensuring sustainable long term provision of non-statutory but highly valued services such as cultural and leisure centres, libraries and community services. This priority, and the associated outcomes and actions can be found in **Appendix A, pages 26 – 31**.

31. In relation to this outcome, the Draft Corporate Plan 2015-17 states (on **page 26 of Appendix A**):
"The Council recognises that there is an urgent need to change the way it delivers many services to ensure that their long term sustainability is secured and that underperformance in some statutory services is addressed. In order to do so, a three year Organisational Development Programme (ODP) has been established […]"

32. The Draft Corporate Plan 2015-17 does not provide explicit information with regard to how Libraries and community services are captured within Priority 4. Three outcomes are however provided that the Council wises to achieve under this priority:
    - Communities and partners are actively involved in the design, delivery and improvement of highly valued services
    - The City of Cardiff Council has effective governance arrangements and improves performance in key areas
    - The City of Cardiff Council makes use of fewer, but better, buildings

33. Of note for this Committee is one of the actions given under the outcome *'Communities and partners are actively involved in the design, delivery and improvement of highly valued services',* which states:
Progress the agreed Community Hubs Strategy by opening a Grangetown Hub (September 2015), developing a new STAR Hub (March 2016) and bringing forward for consideration opportunities for future hub development in:
    - *Llandaff North*
    - *Fairwater*

- *Llanishen*
- *St Mellons.*

34. Members have the opportunity to scrutinise the above Projects and initiatives and the outcome measures contained within the draft *Plan*, to test their synergy with Budgetary proposals.

Draft Budget Consultation Proposals and Capital Programme

35. This report provides the Committee with an opportunity to consider the draft Cabinet consultation proposals and their alignment to the *Corporate Plan* 2015 - 2017, for the Communities, Housing & Customer Services Directorate which relate to this Committee's terms of reference. The proposals contain five key documents which are appended to this report:

- **Appendix B1: Controllable Budget Analysis 2014/15** - The financial information sheet provides the relationship between the 2014/15 controllable budget lines and budget proposals for the 2015/16 budget consultation. The Budget relevant within this Committee's terms of reference have been shaded **green**.

- **Appendix B2: Cabinet Consultation Proposals Summary** –This table provides a detailed analysis of the budget savings proposed for Communities, Housing & Customer Services, as well as showing the employees cost and the external spend element of the savings. The proposals falling within the terms of reference of this Committee are shaded **green**.

  The savings proposals within this Committee's terms of reference total £767,000, and cover the following areas:
  - Library and Community Hub Strategy – Line 31 - £100,000
  - Review of Library Services – Line 32 – £283,000
  - City Centre Superhub – Line 33 - £349,000
  - Into Work Services – Line 34 - £35,000

These savings are broken down into the following categories:

Category	**Saving**
Employee costs	£351,000
Other	£431,000
Income	(£15,000)
Total	**£767,000**

- **Appendix F: Employee Implications** – This table provides a summary of the impact on posts across the Council. The employee implications of savings proposals within Communities, Housing & Customer Services are highlighted **green**.

- **Appendix E: Changes since Consultation Proposals** – This table provides a list of those proposals that have been amended since proposals were released in November, following a recent officer due diligence exercise. It indicates that no changes have been made to the proposals for Communities, Housing and Customer Services under this Committee's Terms of Reference.

- **Appendix G: Budget 2015/16 - 2018/19 – Capital Programme** – The extract from the draft Capital Programme provides an analysis of the Directorate's capital projects proposed over the next five years. To enable Members to identify those capital projects falling within the terms of reference of this Committee, the following lines have been identified:
    - Ongoing Schemes – Lines 27, 28 and 28.
      Citizens Hubs, Pentwyn Community Facilities, STAR Hub.
    - New Capital Schemes – Lines 51
      Community Hubs Programme.
    - Grant funded schemes – Line 73
      Vibrant and Viable Places (Tackling Poverty) - Grangetown (Welsh Government).

Previous Scrutiny of Proposals

36. Following the approval of the 2015/16 Budget Proposals – For Consultation by The City of Cardiff Council's Cabinet on Thursday 20 November 2014, this Committee has considered two items relevant to the proposals within the Communities, Housing & Customer Services Directorate. At the 4 December meeting, Members considered 'Future Provision of Libraries Services in Cardiff – Options' and at the 8 January meeting, Members considered 'Stakeholder views - 2015/16 Budget Proposals – For Consultation'.

37. Following these items, the Committee agreed to write to Cllr Bradbury, Cabinet Member (Community, Development. Co-operatives & Social Enterprise) with a number of observations and recommendations. These are summarised below:

4 December 2014 - Future Provision of Libraries Services in Cardiff – Options

- The Committee welcomes the fact that this has been undertaken at an early stage, allowing for public consultation to take place, and publishing an options paper on the Council's website
- The Committee would be interested in receiving evidence of CyMAL's viewpoint on the closure of Central Library to sustain seven community libraries, and also CyMAL's point of view on the proposed future options as a whole
- It was clear to the Committee that research has been undertaken into the approaches taken in other local authorities across the United Kingdom, with a number of good examples referenced.
- The Committee was concerned at the level of proactivity by the Council in generating interest and supporting groups who may be in a position to take over the running of a library facility. Members were not convinced that a clear strategy was yet in place to attract community and commercial interest further than publishing a toolkit on the Council's website
- Members had strong reservations about a consideration of charging the public to use Libraries, or to be a Library member. While they accepted it is an option that should be explored alongside others, Members felt it would

have a detrimental effect on deprived communities, and act as a disincentive to access services at Libraries.

- Members questions whether there will be a dramatic shift toward electronic formats books or magazines given that only 1% of books loaned out in Cardiff are eBooks rather than physical books

8 January 2015 - Stakeholder views - 2015/16 Budget Proposals – For Consultation'

- Members were concerned that these proposals for consultation could result in the loss of important community facilities that have naturally evolved into informal 'hubs' for the local area over a period of time
- Members were concerned that a number of the libraries proposed for removal of Council funding are in fact some of the most well used libraries in Cardiff. It seems unusual that some of the most popular libraries in the City are the ones this Council is proposing to cease supporting.
- The Committee was concerned that if no alternative operating model is secured for these libraries, the northern half of the city will be left with limited access to Library services, with the promise of a mobile library service in no way offering the same level of service as the current Library buildings.
- Members felt that the time and money simply isn't available for community groups to come forward with suitable alternative operating models for the libraries, particularly in the timeframe provided by the Cabinet's consultation period. They questioned whether it is realistic to expect community or friends groups to have the knowledge, skills and access to finance that will be required to take over the running of any of the other Libraries that potentially face having their Council funding removed.
- The Committee has reservations about the prospect of libraries in the city being solely run by volunteers without the support of a qualified librarian.
- Members feel that the closure of a local library would be more than just a loss of access to books. There will be an impact on the local economy, where shops and cafes benefit from the passing trade of those who are visiting the library.
- Members were concerned that the proposals for consultation in relation to Libraries, have created significant levels of discontent and unhappiness in

local communities, and questioned whether the relatively small levels of savings to be achieved through these proposals are really worth the large levels of public dissatisfaction created and the potential loss of important community facilities if no alternative operating arrangement is secured.

- The Committee had major reservations about proposals which may result in Libraries across the city closing if no alternative methods of operation can be found through commercial, community and partner involvement.
- In relation to Canton Community Hall, Members are concerned that a new operator will inevitably be profit driven, and that less profitable activities for adults with learning difficulties, or volunteer schemes that help keep young people off the streets, may no longer be provided. Members felt that the Council must put restrictions in place that will safeguard the access to services for some of the most vulnerable groups of individuals in the area, or must provide access to similar groups being run elsewhere in Cardiff.

Sport, Leisure & Culture Directorate

Corporate Plan 2015-17

38. Cllr Peter Bradbury (Cabinet Member, Community, Development. Co-operatives & Social Enterprise) and Cllr Bob Derbyshire (Cabinet Member – Environment) will be in attendance and will be invited to give a short statement on the sections of the *Corporate Plan* relevant to their Cabinet Portfolio, the Budget proposals for Consultation, and any key information raised through the Cardiff Debate consultation exercise. They will be joined by Chris Hespe who will provide a presentation on the Corporate Plan, Budget Proposals and Consultation Results for the Sport, Leisure & Culture Directorate relevant to the Committee's terms of reference.

39. The Corporate Plan recognises the importance of the Cardiff's sporting and cultural offer under the heading 'Delivering for Cardiff: Our Core Business' (page 10). This states;

*Supporting the city's **leisure and recreational offer** not only ensures that people in Cardiff have a wide choice of physical activities, but it also helps keep people healthy and reduces the likelihood of long term health problems.*

*Cardiff has a long and successful track record of delivering **major sporting and cultural events**. Hosting **Rugby World Cup matches and the first Test match in the Ashes Cricket series in 2015,** will again demonstrate the city's capacity to deliver globally recognised events.*

*Cardiff's reputation as a sporting capital is being matched by our **cultural offer**. Important events such as Cardiff Contemporary – a city wide festival of visual arts- points to how things can be done in the future. By working with artists and communities, art and culture is being taken out of museums and galleries and into the communities of Cardiff. It is an exciting agenda and a real demonstration of how the Council can continue to support the Arts in the future.*

Priority 4 – Working with people and partners to design, deliver and improve services

40. As outlined above in Paragraph 33-35, the fourth priority of the Corporate Plan contains specific objectives on 'ensuring sustainable long term provision of non-statutory but highly valued services such as cultural and leisure centres.' Of note for this Committee is one of the actions given under the outcome *'Communities and partners are actively involved in the design, delivery and improvement of highly valued services',* which states:

Establish the future cultural and leisure needs of the city and ensure the sustainable delivery of cultural and leisure infrastructure and services at less cost through new operating models, by June 2016.

41. This priority and outcome is also of relevance for the Parks aspect of this Committee's terms of reference. With one of the key actions being;

Commence implementation of a new approach to infrastructure services (which includes waste, cleansing, Parks, Highways, Design, Fleet and Facilities Management services) to improve effectiveness whilst reducing costs from 2016

Priority 3: Sustainable Economic Development as the Engine for Jobs and Growth

42. The *Corporate Plan*'s third priority is "Sustainable Economic Development as the Engine for Jobs and Growth". This Priority has two outcomes that the Council wishes to achieve:
    - Cardiff has more employment opportunities and higher value employment.
    - Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure.

Outcome - Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure

43. In relation to this outcome, the Draft Corporate Plan 2015-17 states (on **page 25 of Appendix A**):

    'Economic success will be reliant upon much more than delivering major urban regeneration schemes. It will demand a much broader approach to ensure that the city's develops in a sustainable, resilient and inclusive manner.

    Creating sustainable communities, with high quality housing, great parks and open spaces and excellent transport links, will be a priority.'

    One of the key measures in the achievement of this outcome is to 'Maintain the status of 9 green flag parks and open spaces in 2015/16'

44. Members have the opportunity to scrutinise the above Projects and initiatives and the outcome measures contained within the draft *Plan*, to test their synergy with Budgetary proposals.

Draft Budget Consultation Proposals and Capital Programme

45. This report provides the Committee with an opportunity to consider the draft Cabinet consultation proposals and their alignment to the *Corporate Plan* 2015 - 2017, for the Sport, Leisure and Culture Directorate which relate to this

Committee's terms of reference. The proposals contain five key documents which are appended to this report:

- **Appendix C1: Controllable Budget Analysis 2014/15** - The financial information sheet provides the relationship between the 2014/15 controllable budget lines and budget proposals for the 2015/16 budget consultation. The Budget relevant to this Committee's terms of reference have been shaded **blue**.

- **Appendix C2: Cabinet Consultation Proposals Summary** –This table provides a detailed analysis of the budget savings proposed for the Sport, Leisure & Culture Directorate, as well as showing the employee cost and the external spend element of the savings. The proposals falling within the terms of reference of this Committee are shaded **blue**.

  The savings proposals within this Committee's terms of reference total £2,560,000, and cover the following areas:

  - Sherman Theatre, end of grant – Line 145 - £80,000
  - Cessation of Events (Calennig, St David's Parade, County Fair) – Line 146 - £159,000
  - Cardiff Museum ownership transfer – Line 147 - £50,000
  - Reduction in staffing – Line 148 - £329,000
  - Park Ranger Service remodelling – Line 149 – £250,000
  - Parks Apprenticeship Scheme restructure – Line 150 - £72,00
  - Cardiff in Bloom & Christmas Tree provision – Line 151 - £26,000
  - Allotment Subsidy reduction – Line 152 - £8,000
  - Heath Park car park charges – Line 153 - £28,000
  - Bowls Subsidy removal – Line 154 - £50,000
  - Outdoor Sport – Line 156 - £40,000
  - Flatholm Island – Line 157 - £20,000
  - Canton Community Centre – Line 158 - £53,000
  - Eastern Leisure Centre closure (for refurbishment) – Line 159 – £200,000

- Cardiff International Sports Stadium – Line 160 - £305,000
- Leisure Centres new operating model – Line 161 - £435,000
- Leisure Centres reduced subsidy – Line 162 - £340,000
- Cardiff Riding School subsidy removal – Line 163 - £40,000
- Sailing Centre – Line 165 - £5,000
- Cardiff International White Water – Line 166 - £30,000
- Bute Park Horticultural Nursery – Line 167 - £40,000.

These savings are broken down into the following categories:

Category	**Saving**
Employee costs	£3,259,000
Other	£1,507,000
Income	(£2,206,000)
Total	**£2,560,000**

- **Appendix F: Employee Implications** – This table provides a summary of the impact on posts across the Council. The employee implications of savings proposals within Communities, Housing & Customer Services are highlighted **blue**.

- **Appendix E: Changes since Consultation Proposals** – This table provides a list of those proposals that have been amended since proposals were released in November, following a recent officer due diligence exercise. The following proposals have been amended;

  - **SLC24 Bute Park Horticultural Nursery**
    Reduced from £120,000 to £40,000 in line with due diligence discussions.
  - **SLC 10 Removal of Bowls Subsidy**
    Savings amended to £10k employees and £40k other (previously £50k employee).
  - **SLC19 Cardiff Riding School**
    Change in 2015/15 Controllable Budget.
  - **SLC2 Cessation of Events**
    Risk Update Achievability revised from Amber-Green to Green.

- **SLC9 Heath Park Car Park Charges**
  Risk Update Residual risk revised from Red-Amber to Green.
- **SLC11 Closure of public conveniences**
  Risk Update Residual risk reduced from Amber-Green to Green.
- **SLC15 Full Year closure of Eastern Leisure Centre for development**
  Risk Update Residual risk revised from Red-Amber to Green.
- **SLC18 Leisure Centres**
  Risk Update Achievability risk revised from Green to Amber-Green.
- **SLC19 Cardiff Riding School**
  Risk Update Achievability risk revised from Amber-Green to Green.
- **SLC24 Bute Park Horticultural Nursery**
  Risk Update Residual and achievability risk revised from Red to Green.

- **Appendix G: Budget 2015/16 - 2018/19 – Capital Programme** – The extract from the draft Capital Programme provides an analysis of the Directorate's capital projects proposed over the next five years. To enable Members to identify those capital projects falling within the terms of reference of this Committee, the following lines have been identified:
  - Annual Sums Expenditure – Line 24
    Heritage Enhancement Programme.
  - Ongoing Schemes – Lines 28, 31, 45, 46, 47 and 48
    Pentwyn Community Centre, Eastern Leisure Centre, Insole Court, Bishops Palace, Hywel Dda and Parc Cefn Onn.
  - New Capital Schemes – Lines 52, 57, 59, 60 and 61
    Leisure Centres, Water Play at Victoria Park, Community Asset Transfer, New Theatre and St David's Hall.
  - Grant funded schemes – Lines 75 and 79
    Harbour Authority Grant (Welsh Government)
    Insole Court (Heritage Lottery Fund, CADW, Welsh Government, Trust).

Budget Proposals under Environmental Scrutiny Committee Terms of Reference

46. It has been agreed that the Economy & Culture Scrutiny Committee will scrutinise two savings proposals from the Sport, Leisure & Culture Directorate that fall under the Environmental Scrutiny Committee terms of reference. These are highlighted in **Appendix C2** shaded **purple.**

    - Closure of Public Conveniences – Line 155 - £53,000
    - Increase in Bereavement and Registration Fees – Line 167 - £200,000

47. Members of the Environmental Scrutiny Committee have been given the opportunity to submit their questions on these proposals to the Chair of the Economy & Culture Scrutiny Committee, and Members of this Committee will also be able to question the relevant Cabinet Members and officers on them.

Economic Development Directorate

Corporate Plan 2015-17

48. Cllr Phil Bale (Leader, Economic Development & Partnerships) will be in attendance and will be invited to give a short statement on the sections of the *Corporate Plan* relevant to his Cabinet Portfolio, the Budget proposals for Consultation, and any key information raised through the Cardiff Debate consultation exercise. He will be joined by Director of Economic Development Neil Hanratty who will provide a presentation on the Corporate Plan, Budget Proposals and Consultation Results for the Sport, Leisure & Culture Directorate relevant to the Committee's terms of reference.

Priority 3 – Sustainable Economic Development as the Engine for Jobs and Growth

49. The *Corporate Plan's* third priority is "Sustainable Economic Development as the Engine for Jobs and Growth". The Plan states;

Increasing the number and quality of jobs is essential to improving the quality of life for people in the city and wider region. The Council is therefore committed to helping create the conditions that will enable businesses to succeed, for attracting high quality investment and for more and better jobs to be created in the city.

This Council priority will help contribute to the What Matters outcome "Cardiff has a thriving and prosperous economy". Working closely with the business community and other public and third sector organisations – in the city, across the wider city-region, nationally and internationally - will be essential in creating the right environment to deliver sustainable economic development.

Economic success in the knowledge economy is dependent on growing, attracting and keeping talented people, and so quality of life is becoming as important as the quality of job opportunity on offer. As Cardiff grows its development will need to be managed in a sustainable, resilient and inclusive way if the city is to retain its high quality of life, with a particular focus on achieving a modal shift towards sustainable travel.

50. This Priority has two outcomes that the Council wishes to achieve:

- Cardiff has more employment opportunities and higher value employment.
- Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure.

Outcome - Cardiff has more employment opportunities and higher value employment

51. In relation to this outcome, the Draft Corporate Plan 2015-17 states (on **page 24 of Appendix A**):

The Council will work with partners in the public and private sector to create an environment which is attractive to investment, and one where businesses succeed. This will require investment in infrastructure to support business; continued support to start-ups and existing businesses as well as a proactive

approach to securing inward investment and attracting visitors. Doing so will increase the number and quality of the jobs available for people in the city and across the city-region.

52. In order to achieve this outcome, the Draft Corporate Plan 2015-17 states that the Council will:
    - *Deliver, with partners, 200,000 square feet of Grade A office as part of a new business district in the vicinity of central station between March 2014 and March 2016;*
    - *Deliver with partners a proposal to Central Government for a City Deal for Cardiff by March 2017, along with a subsequent programme for delivery;*
    - *Implement a delivery strategy to progress a Multi-Purpose Arena by March 2016;*
    - *Develop a heritage quarter proposal for the Civic Centre, including a plan for the refurbishment of City Hall by March 2016;*
    - *Establish a new Tourism Development Strategy by June 2015 with a view to doubling the value of overnight tourism in the city-region by 2020.*

53. Members have the opportunity to scrutinise the above Projects and initiatives and the outcome measures contained within the draft *Plan*, to test their synergy with Budgetary proposals.

Draft Budget Consultation Proposals and Capital Programme

54. This report provides the Committee with an opportunity to consider the draft Cabinet consultation proposals and their alignment to the *Corporate Plan* 2015 - 2017, for the Economic Development Directorate which relate to this Committee's terms of reference. The proposals contain five key documents which are appended to this report:

    - **Appendix D1: Controllable Budget Analysis 2014/15** - The financial information sheet provides the relationship between the 2014/15 controllable budget lines and budget proposals for the 2015/16 budget consultation. The

Budget relevant to this Committee's terms of reference have been shaded **pink**.

- **Appendix D2: Cabinet Consultation Proposals Summary** –This table provides a detailed analysis of the budget savings proposed for the Economic Development Directorate, as well as showing the employees cost and the external spend element of the savings. The proposals falling within the terms of reference of this Committee are shaded **pink**.

  The savings proposals within this Committee's terms of reference total to £571,000, and cover the following areas:

  - Economic Development Management Structure Review – Line 52 - £87,000.
  - Major Projects, Capitalisation of posts – Line 53 - £163,000.
  - Events Park and Ride budget – Line 54 - £13,000.
  - Economic Development service review – Line 55 - £28,000.
  - Cardiff Business Council reduced budget – Line 56 - £160,000.
  - Tourist Information Centre – Line 63 - £120,000.

- **Appendix F: Employee Implications** – This table provides a summary of the impact on posts across the Council. The employee implications of savings proposals within Communities, Housing & Customer Services are highlighted **pink.**

- **Appendix E: Changes since Consultation Proposals** – This table provides a list of those proposals that have been amended since proposals were released in November, following a recent officer due diligence exercise. The following proposals have been amended;

  - **ECD2 Capitalisation of Posts in Major Projects**
    Amended subjective profile from Employees to Income.

- **Appendix G: Budget 2015/16 - 2018/19 – Capital Programme** – The extract from the draft Capital Programme provides an analysis of the Directorate's capital projects proposed over the next five years. To enable

Members to identify those capital projects falling within the terms of reference of this Committee, the following lines have been identified:

- Ongoing Schemes – Lines 32, 35 and 36
  Economic Development Infrastructure, Cardiff Capital Fun, Cardiff Social Innovation Fund.
- Grant funded schemes – Lines 73 and 79
  Vibrant and Viable Places (Tackling Poverty) - Grangetown (Welsh Government)
  Urban Broadband (Department for Culture, Media, Sport & Leisure).

55. **Appendix H** – Directorate Financial Pressures 2015/16 is also of relevance to this Committee's scrutiny of the Draft Corporate Plan 2015-17 and Budget Proposals 2015/16. A Financial Pressures bid was made in relation to the Dr Who naming rights and running costs. This bid for £80,000 was rejected.

Consultation and Engagement

56. The Cabinet report setting out the 2015/16 Budget Proposals – For Consultation, was approved on 20 November 2014, included details of the consultation and engagement used in the development and consideration of the budget proposals.

57. In consultation with both the public and partners a range of ideas have been explored as to how savings and income can be maximised, although the scale of cuts required means that consideration must be given to the level of services provided, and in some instances whether the resources remain to enable them to continue. The reality of this is that to maintain or improve some services, reductions will need to be made in other areas.

58. To aid in these difficult decisions the Council undertook the first phase of the Cardiff Debate. As part of this a total of 37 events were undertaken between the middle of June and the end of September. These events included on-street engagement and drop-in workshops as well as on-line consultation and leaving postcards and drop boxes at hubs, libraries and leisure centres across the City.

59. An on-line consultation document was launched on the 21 November and hard copies were distributed to hubs, libraries and leisure centres. In addition a series

of drop-in consultation events was arranged in each of the Neighbourhood Partnership Areas as well as the City centre during November and December, alongside specific engagement sessions with young people, the Cardiff Access Focus Group and the 50+ Forums.

60. The timetable for the budget consultation process ran from the 21 November 2014 until mid-day on the 12 January 2015. Results have now been analysed and a full copy of the consultation document is attached at **Appendix I** (to follow). A separate consultation report has been compiled as an appendix to the Libraries Consultation on Future Options, as this generated significant amounts of public interest – this is attached at **Appendix J.**

Way Forward

61. Officers will make a presentation on the budget position, consultation proposals, financial pressures and capital items falling within the terms of reference of this Committee. The Cabinet Members and Officers will also be available to answer questions arising from their presentations and the attached papers.

62. Following consideration of the budget proposals, presentations and answers to Member questions, the Committee may wish to provide its comments, concerns and recommendations for the Cabinet at its business meeting on 19 February 2015.

Legal Implications

63. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person

exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

64. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to give consideration to the information received at this meeting, and to submit any recommendations or comments to the Cabinet prior to its consideration of the final budget proposals.

MARIE ROSENTHAL
County Clerk and Monitoring Officer
28 January 2015

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The City of Cardiff Council Corporate Plan 2015-17

Version: January 23rd, 2015, Cabinet

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Corporate Plan 2015-17

This Corporate Plan sets out what the Council will do, and how we will work with partners from the public, private and third sector – and, crucially, with the residents of Cardiff - to deliver our **vision of becoming Europe's most liveable capital city.**

The most successful cities are those which can offer excellent job opportunities and a great quality of life for their citizens. For Cardiff, this will mean improving our credentials as a place to work and invest, and continuing to develop as a great place to live, with a focus on delivering excellent public services, high quality schools and learning opportunities, attractive public spaces, supporting sport and culture alongside a commitment to protect the most vulnerable.

Cardiff is well placed. We are one of the fastest growing and most highly skilled cities in the UK, and were recently named as the' Best City for Young People in Britain' as well as the 'UK's most liveable city.' The European Commission's Urban Audit also placed Cardiff as the highest ranking UK city and the 5th most liveable capital city in Europe. We can be number one.

Delivering our vision will not be easy. Cardiff's growing population is a sign of our success – that so many people want to live in our city is perhaps the greatest compliment it could receive. But population growth can put pressure on public services and infrastructures, and so we must plan our city, and our public services, for the future to ensure that we protect the very thing which makes our city great – **the quality of life of our residents.**

This growth coincides with a financial landscape for public service delivery that has changed dramatically. The Council alone has had to make over £85m savings during the last three years. Over the next 3 years the figure will be around £124m, including around £48m in the next financial year.

Reducing budgets mean that we will have to be absolutely clear about the areas that are most important to, and make the biggest difference for, the people of Cardiff. This plan sets out our **4 priorities:**

- Education and skills for people of all ages;
- Supporting vulnerable people;
- Sustainable economic development;
- Working with people and partners to design, deliver and improve services.

These priorities reflect the findings of the Cardiff Debate, which has visited all parts of the city to talk with the people of Cardiff about the future of public services. Cardiff Debate results have made clear that citizens care deeply about the quality and availability of public services. That's why in reforming the Council we've done our best to protect front line services, with the majority of budget savings in the next financial year coming from driving efficiencies from the way we do business.

Our approach to change will be based as much upon values – of openness, fairness and a commitment to working with residents and partners – as on structures and models of service delivery. These values will also underpin our 3 year Organisational Development programme through which we will be challenging ourselves to be more efficient, to drive up performance, and to reshape the Council to meet the long term challenges we face.

In doing so, we will not become inward looking. The Council will place a premium on openness and on delivering through relationships. This will mean being connected to the people and communities of Cardiff; to public sector bodies and major employers in the city; through working closely with our partners in the Capital City Region. Our recent membership of the UK Core Cities network is a statement of intent for the city as we look to raise our profile on a national and international stage.

This is a time of great challenges. But it can also be a time of opportunity. Cardiff is well placed to build on its success and become Europe's most liveable capital city – a great place to work and do business; which attracts and retains the best talent; a place where people love to live; and a city of opportunity for everyone, regardless of background.

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Cllr Phil Bale | Leader, City of Cardiff Council

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Our Vision for **Cardiff**:

'To be Europe's **most liveable** Capital City'

Being a liveable capital city means achieving 7 shared outcomes

- People in Cardiff are Safe and Feel Safe
- People Achieve their Full Potential
- Cardiff has a Prosperous Economy
- Cardiff is Fair, Just and Inclusive
- People in Cardiff are Healthy
- Cardiff is Clean and Sustainable
- Cardiff is a Great Place to Live Work and Play

Co-operative Values: We Are Cardiff

Open
We are open and honest about the difficult choices we face, and allow people to have their say on what's important to them and their communities

Fair
We champion fairness, recognising that with less resource we need to prioritise services for those who need them most.

Together
We work with our communities and partners across the city to deliver the best outcomes for the people of Cardiff

Our Priorities:

- Education and skills for people of all ages
- Supporting people in vulnerable situations
- Sustainable economic development as the engine for growth and jobs
- Working with people and partners to design, deliver and improve services

Delivering Our Vision

The Cabinet has established a new vision for Cardiff to be **"Europe's most liveable capital city."**

This vision will be achieved by delivering seven outcomes which have been jointly agreed by public service and third sector partners in the city. These are captured in Cardiff's Single Integrated Plan - **"What Matters"**:

- People in Cardiff are safe and feel safe
- Cardiff has a thriving and prosperous economy
- People in Cardiff achieve their full potential
- Cardiff is a great place to live, work and play
- People in Cardiff have a clean, attractive and sustainable environment
- People in Cardiff are healthy
- Cardiff is a fair, just and inclusive society

A 'Liveable City Report' which captures how the city is performing against a range of high level indicators associated with each outcome will be published annually.

The Corporate Plan captures the Council's contribution to delivering Cardiff's seven outcomes, setting out the organisation's priorities and what will be done to deliver against these priorities. It should be remembered that **other city partners have an important contribution to make**, and whilst the Council works with many of them on range of issues, this plan focuses on the Council's contribution to the city.

It is not an expression of everything the Council does, but a statement on the strategic priorities of the organisation. Directorate Delivery Plans will provide greater detail on how objectives contained within this plan will be delivered, and will also contain details of Council activity which is not included in this Plan. Each individual employee's contribution to Corporate & Directorate plans will be captured through the Personal Performance and Development Review process.

Statutory Requirements

The Corporate Plan and the Council's corporate planning process enables the Council to meets its duties in key areas. Important responsibilities such as responding to the Wales Programme for Improvement, delivering against the Outcome Agreement with the Welsh Government and being well positioned to deliver against the requirements of emerging legislation such as the Well-being of Future Generations Bill are all accounted for as part of our corporate planning process.

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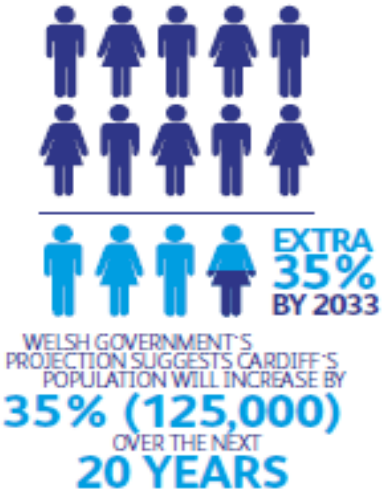
Deliver the vision: Europe's Most Liveable Capital City

Corporate and Partnership Planning

Pressures facing the city: Austerity and Growth

The organisation's vision will need to be delivered against a backdrop of pronounced financial pressures and increasing demand for public services.

The level of the budget shortfall for Cardiff is an **estimated £124 million over the next 3 years**. This year alone, the Council has had to bridge a £48.3 million budget gap in order to bring the amount spent in line with the total amount received in funding.



Between 2011 and 2026 Cardiff's population is also expected to increase dramatically, with the city experiencing the biggest percentage increase in population of any major British city. This growth is a sign of success – people want to live in Cardiff. However, it will also put additional demand pressure on public services. It will mean, for example, a big increase in the number of school age children and the number of older people, which in turn will put greater pressures on a number of important council services such as schools and adult social care.

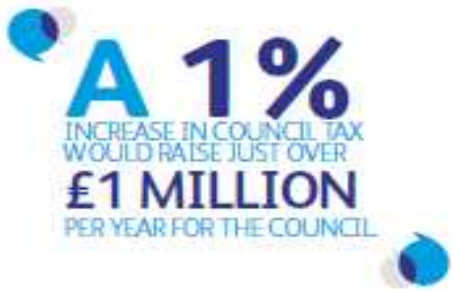
Less money means that providing the support and services people need will become more difficult. These pressures are faced by other public and third sector organisations in the city as well – and it is important to be aware that costs and pressures are not unintentionally pushed onto other organisations or providers.

This means that a number of difficult choices will need to be made about which services are delivered - and how they are delivered - in the future.

Our Workforce

Our staff are responsible for delivering services across of the city and its communities, every day. In delivering this plan, the contribution of staff will be crucial.

This plan therefore recognises that the Council's workforce is its most valuable asset. To ensure that the organisation understands the challenges front-line staff experience in delivering service priorities and fully considers the opportunities that they identify to improve performance, a programme of staff engagement is underway which will continue for the duration of the plan.



Recognising also the need to ensure staff interests are fully understood during a period of organisational changes, the Council and the Trade Unions have agreed to work in partnership on a programme of reform. The agreement will see the Council's Leader, Cabinet and Trade Unions work together to reform the delivery of council services. Key principles will include working together to provide a level of certainty for staff on major issues, to protect jobs wherever possible and reforming council services in a cost-effective manner.

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Shaping the Corporate Plan

A number of factors help shape the Corporate Plan, including local priorities and the views of the citizens of Cardiff, national priorities as set by the Welsh Government, and the recommendations of inspectorates and audit bodies in relation to the Council's performance and areas for improvement.

The Council is committed to openness and engagement and so has initiated the **Cardiff Debate-** an extensive programme of citizen engagement- to provide an ongoing conversation with citizens, communities and partners. This helps ensure services are responsive to local need and the outcomes of the Cardiff Debate have been considered in the development of the Plan.

For the first phase of the Cardiff Debate a total of 37 events have been undertaken, covering every neighbourhood partnership area. The graphic below illustrates how the Council is responding to some of the feedback and themes emerging from the responses received so far:

Cardiff Debate Feedback	Responding to Community Voices
Which services are a priority for you and your family? • Health Services (12.9%) • Education & Skills (9.8%) and • Keeping Children Safe (9.5%)	**Education** and **Supporting Vulnerable People** are clear priorities for the Corporate Plan. Equally there are specific objectives about integrating health and social care and promoting independent living which is known to have an impact on health and quality of life.
Which services do you and your family use? • Parks and Green Spaces (24.3%) • Sports, Leisure & Cultural Facilities (16.6%), • City Travel (13.7%) • Libraries, Community Centres & Hubs (13.0%)	The **Sustainable Economic Development** Priority includes a number of objectives to improve transport in the city. Equally, this plan's 4th priority (**Working with people and partners to design, deliver and improve services**) has specific objectives on ensuring sustainable long term provision of non-statutory but highly valued services such as cultural and leisure centres, libraries and community services.
What matters most to you in the delivery of that service? Strong emphasis on ***service quality*** as opposed to other factors such as cost, proximity of services to home and who delivers the service.	This is addressed in this plan's 4th Priority: **Working with people and partners to design, deliver and improve services.** A three year **Organisational Development Programme (ODP)** has been established to ensure that Council services can change to meet the challenges of growth and austerity.

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The Need to Prioritise

The City of Cardiff Council can no longer do all the things it has done in the past. With reducing funding and increasing demand, the Council must be clear about its priorities.

Three tightly focused priorities have been maintained and a fourth priority introduced which recognises the need to change the way services are delivered.

Our priorities:

- Education and skills for people of all ages;
- Supporting vulnerable people;
- Sustainable economic development as the engine for growth and jobs;
- Working with people and partners to design, deliver and improve services.

For each priority, a limited number of high-level outcomes have been established; and for each outcome a number of objectives and performance indicators identified to measure progress.

The Council also remains committed to all is statutory obligations.

Measuring Progress

To ensure there is a clear accountability for delivering each objective a Lead Member, or in some instances Members, are identified.

The delivery of the Corporate Plan will be monitored through the Council's strengthened Performance Management Framework, including:

- Performance Challenge sessions of the Council's Senior Management Team;
- Joint Cabinet and Senior Management Team Performance Challenge meetings;
- A Challenge Forum involving Members; Senior Officers and external peer support to challenge the Council's progress against its improvement journey and delivery of the Corporate Plan.

Aligned monitoring and reporting cycles for finance and service performance information will further support this and afford far greater visibility of the Council's overall performance position – against which progress will be monitored on an ongoing basis.

Key Terms

City Wide Outcomes

- Seven high level outcomes which have been agreed with partners, and are contained in Cardiff's Single Integrated Plan – "What Matters".
- Achieving these outcomes require action across a range of organisations**.**

Council Priorities

- The Council's priorities recognise the most important areas that need to be addressed in the short to medium term.

Improvement Objectives

- For each priority 2-3 Improvement Objectives have been identified. These reflect specific areas where the Council wishes to see improvement.
- Improvement Objectives are expressed clearly and simply, to explain the future condition we want to achieve.

Commitments

- Commitments are specific initiatives that the Council will undertake to deliver the Improvement Objectives and contribute to City Wide Outcomes

Measuring Progress

- Progress will be measured by a basket of indicators.
- These will include nationally set indicators (known as NSIs and PAMs), service improvement data which is collected by local authorities across Wales, and local indicators chosen by the Council.

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Delivering for Cardiff: Our Core Business

Everyone in Cardiff uses public services and many of them are provided by the Council. It is sometimes easy to forget about all the important services that the Council delivers- every day- to people across the city.

Each year the Council will **deliver over 700 services to 352,000 residents in 151,000 households**, helping to support local communities and improve the lives of local people. Many will be aware that the Council is responsible for collecting bins, cutting the grass and cleaning streets, but it also provides support for older people and people with disabilities, it runs schools and manages a high quality housing stock, as well as looking after children who are in care.

The Council also ensures delivery of **leisure facilities across the city** which makes a positive impact on the health and well-being of communities. **Parks and green spaces** - which are a huge part of the city's appeal - are maintained by the Council to allow access to high quality outdoor space. Increasingly, the Council is working with "friends groups" to make the best use of important natural assets and vital recreational spaces. This is in addition to working with partners to improve community engagement and local management of green spaces and community facilities as part of a co-operative approach.

Supporting the city's **leisure and recreational offer** not only ensures that people in Cardiff have a wide choice of physical activities, but it also helps keep people healthy and reduces the likelihood of long term health problems.

Cardiff has a long and successful track record of delivering **major sporting and cultural events**. Hosting **Rugby World Cup matches and the first Test match in the Ashes Cricket series in 2015,** will again demonstrate the city's capacity to deliver globally recognised events.

Cardiff's reputation as a sporting capital is being matched by our **cultural offer**. Important events such as Cardiff Contemporary – a city wide festival of visual arts- points to how things can be done in the future. By working with artists and communities, art and culture is being taken out of museums and galleries and into the communities of Cardiff. It is an exciting agenda and a real demonstration of how the Council can continue to support the Arts in the future.

As well as those living in the city, around 80,000 people commute into Cardiff every day from across the city-region. Indeed, this represents over 1/3rd of the city's workforce.

Keep the city (and the city-region) moving is therefore a top priority. The Council plays a crucial role in this as it **maintains roads and highways** as part of a wider strategy for dealing with traffic and congestion. Other important issues, like fixing potholes, are also addressed whilst a joined up transport strategy to keep the city moving during peak traffic is taken forward by the Council. This includes encouraging a shift towards more sustainable modes of travel, enabling people to get around Cardiff in a convenient, safe and sustainable way.

While Council staff continue to work every day to keep Cardiff's streets clean, the Council also **monitors air quality and noise** and ensures that **public and consumer safety** is upheld to the highest standards.

While the financial pressures facing the Council are undoubtedly challenging, the Council will continue to deliver and support a wide range of public services on behalf of citizens and communities across the city. Doing so will be fundamental to delivering the vision of becoming Europe's most liveable capital city.

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Our Priorities and the outcomes we want to achieve

Priority 1: Education and Skills for People of All Ages

- Every Cardiff school is a good school where learners achieve well
- Looked after children in Cardiff achieve their full potential
- Adult learners achieve their potential

Priority 2: Supporting Vulnerable People

- People at risk in Cardiff are safeguarded
- People in Cardiff have access to good quality housing
- People in Cardiff are supported to live independently

Priority 3: Sustainable Economic Development

- Cardiff has more employment opportunities and higher value employment
- Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure

Priority 4: Working with people and partners to design, deliver and improve services

- Communities and partners are actively involved in the design, delivery and improvement of highly valued services
- The City of Cardiff Council has effective governance arrangements and improves performance in key areas
- The City of Cardiff Council makes use of fewer, but better, buildings

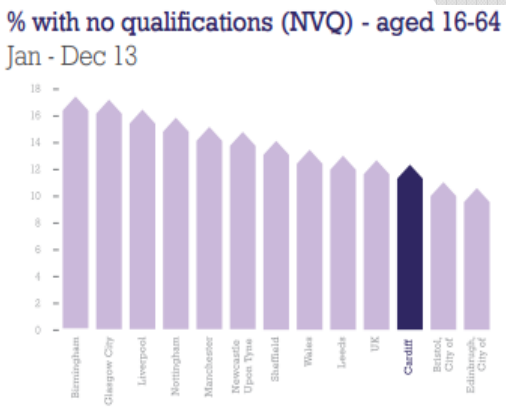
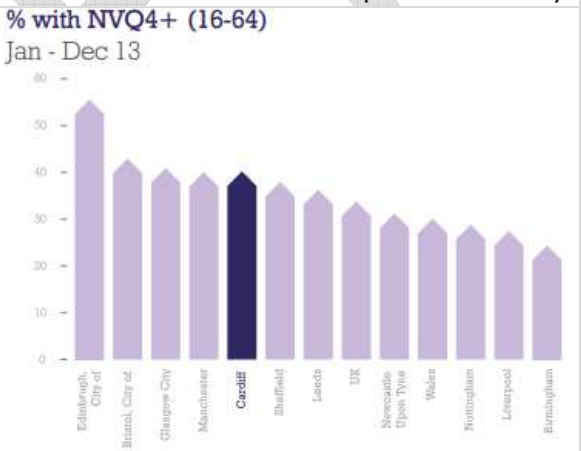
Priority 1: Education and Skills for People of All Ages

The Council is committed to helping all citizens and communities achieve their full potential, and to developing a well-educated workforce that the city's growing economy requires. Creating an excellent and inclusive school system and high quality opportunities for adult learning are therefore amongst the Council's highest priorities.

Because education doesn't begin and end at the school gate, meaningful collaboration with partners in the public, private and third sectors, and with parents and citizens across Cardiff will be essential to delivering the improvement required, and to making sure the this outcome is achieved.

City Performance

Relative to the UK core cities, Cardiff has a high number of adults educated to degree level or equivalent, as well as a low number of people with no qualification. This suggests that the city has a highly skilled workforce.

% of adults (aged 16-64) with no qualifications Source: Annual Population Survey	**% of adults (aged 16-64) Educated to Degree Level or equivalent** Source: Annual Population Survey
	

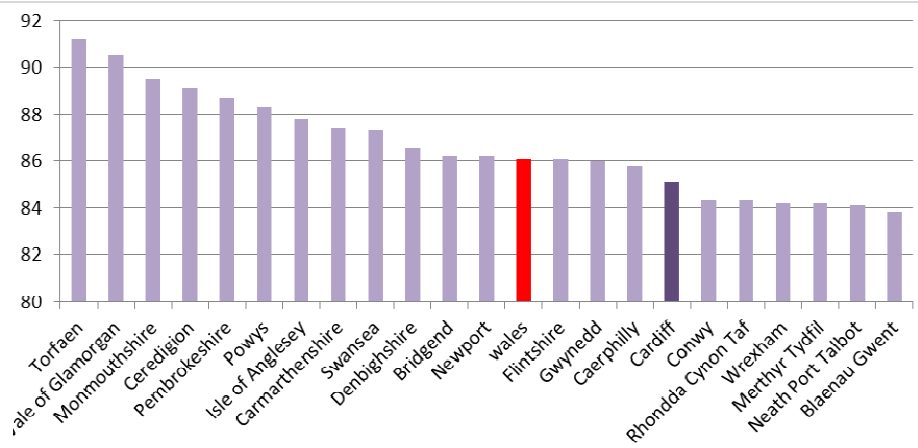
From the Council's perspective, the organisation is more directly accountable for the achievements of pupils within compulsory education. The results for the 2013-14 school year suggests that improvement work underway is beginning to have an impact, with Cardiff's performance relative to Welsh Authorities having been maintained or improved in most indicators.

Attendance at both primary and secondary school has continued to improve with Cardiff now ranked 7th (for primary school attendance) and 10th (for secondary school attendance) out of the 22 Wales local authorities, compared to 17 and 18 three years ago.

In 2013-14 for Key Stage 2 (primary school) in the core subject indicator, Cardiff attained 85.1% compared with 86.1% across Wales and exceeded the target set of 84.5%.

The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment

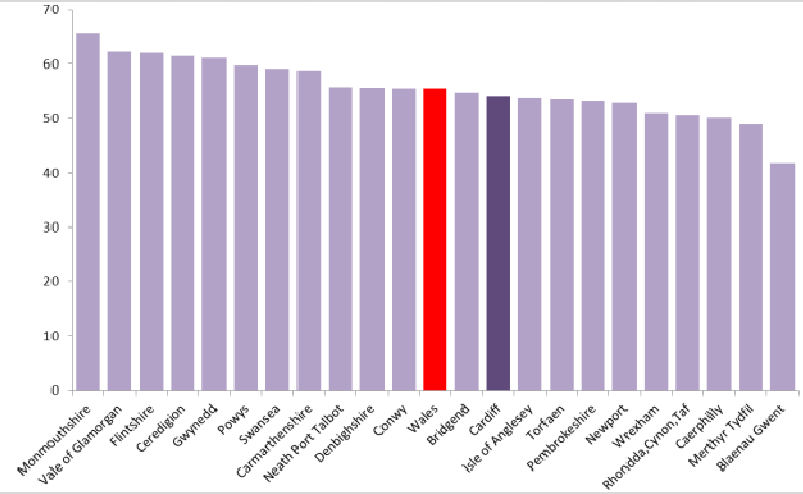
Source: Stats Wales (2014)



After five or more years of modest improvement in attainment at age 16, the rise of 3.9% in 2014 was a significant step up. For Key Stage 4 however, while there has been an improvement in headline performance measures, Cardiff continues to perform below the Welsh average for all the main indicators and the outcomes achieved were below the targets set. Encouragingly, 12 out of 19 secondary schools did improve their performance at the level 2+ threshold in 2014, and in the seven schools where performance declined, the average decrease was 3 percentage points.

The percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics

Source: Stats Wales (2014)



Whilst school results across the city are improving, it remains the case that too often Cardiff's education performance is positioned in the bottom quartile in Wales. Progress must also be made to bring attainment for **all** Cardiff learners to the aspired standard. The Council has therefore put in place a programme of accelerated performance measures to drive forward the necessary improvement.

Outcome:

Every Cardiff school is a good school where learners achieve well

Every child in Cardiff should be able to attend a good school. This will mean providing high quality school places throughout the city to meet the demands of the city's growing population, balancing supply and demand in English-medium, Welsh-medium, faith and specialist schools.

The Council aims to significantly improve attainment and rates of progress for children and young people in Cardiff schools. The Education Development Plan provides a clear focus for activity. This includes close collaboration with schools, the Central South Consortium and other partners in the city, including universities, business, arts and sports bodies.

In order to reduce the number of school leavers not in education, employment or training targeted work will be undertaken to address barriers to learning and to ensure progression routes for all learners. This work will focus on learners with the greatest need for support, such as looked after children, those eligible for free school meals and those with additional learning needs.

In order to achieve the above the Council will:	Lead Member
Identify young people most at risk of disengagement (Early Identification) by embedding the Vulnerability Assessment Profiling (VAP) tool across all Cardiff Schools by 2015.	Cllr Julia Magill
Implement the Welsh Government Youth Guarantee to ensure appropriate progression routes for all learners by 2016.	Cllr Julia Magill
Deliver the Challenge Cymru Programme in six secondary schools by the end of 2015-16 academic year.	Cllr Julia Magill
Further increase the role of Cardiff schools in leading school to school working across the Central South Wales region.	Cllr Julia Magill
Where schools do not make expected progress over time use LA intervention powers and bring about improvement on an annual basis.	Cllr Julia Magill
Fill all LA governance vacancies on school governing bodies in a timely manner by June 2015.	Cllr Julia Magill

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Measuring Progress

- Reduce the number of local authority maintained schools who are placed in a formal category, either “Special Measures” or “Requiring Significant Improvement”, following an Estyn Inspection to 0 in 2015-16

- Increase percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment from 85.11% in 2014-15 to 86.% in 2015-16

- Increase the percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics from 53.9% in 2014-15 to 60% in 2015-16

- Increase the percentage of pupils achieving level 1 qualification at KS4 from 93% in 2014-15 to 94.5% in 2015-16

- Increase the % of pupils entering a volume equivalent to 2 A Levels who achieved the level 3 threshold from 97% in 2014-15 to 97.5% in 2015-16

- Reduce the % of year 11 leavers not in education, employment or training from 4.26% in 2014-15 to 2.5% in 2015-16

- Reduce the % year 13/14 leavers not in education, employment or training 4.71% in 2014-15 to 3% in 2015-16

- Increase the attendance at secondary school from 93.6% in 2014-15 to 94.1% in 2015-16

- Increase the attendance at primary school from 94.4% in 2014-15 to 94.6% in 2015-16

- Increase the average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority from 477 in 2014-15 to 497 in 2015-16

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Outcome:

Looked after children in Cardiff achieve their full potential

The Council is committed to providing high quality care and support for looked after children to help them achieve their potential. Closer working across Council Directorates, Cardiff schools and partner organisations will be crucial, and this will be supported by a new Corporate Parenting Advisory Committee.

The commitment and quality of support provided by the Looked After Children (LAC) Education Team was commended in feedback from the Care and Social Services Inspectorate Wales, following an inspection in May 2013. More young people are now being supported at university and, though challenges remain, the average educational attainment of looked after children at key stages two and three has improved. A new scheme was launched in May 2013 to provide care leavers with opportunities to secure work placements in Council departments and those already placed have acquired new work related skills. This supports wider efforts to ensure positive progression routes for all care leavers.

In order to achieve the above the Council will:	**Lead Member**
Prepare a Joint Looked After Children Education Delivery Plan, by July 2015, with a specific focus on: • Significantly improving the timeliness and quality of Personal Education Plans • Developing a system to capture and evidence the progress of every looked after child • Developing an early flagging system that enables timely additional support to be provided to LAC learners to enable achievement • Developing a methodology for capturing the non-academic achievements of LAC as a performance measure for the future • Improving learning outcomes for children with additional needs	Cllr Sue Lent Cllr Julia Magill

Measuring Progress:

- Increase the percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment to 68% in 2015-16

- maintain the percentage of care leavers aged 16+ who obtained 5 or more GCSEs at grade A* to C at 12% in 2015-16

- Increase the average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting to 220 in 2015-16

- Increase the percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19 to 58% in 2015-16

Outcome:

Adult learners achieve their potential

Adult Community Learning (ACL) is delivered through the Cardiff and Vale Community Learning Partnership, and offers a broad range of adult education courses that help support local people to meet their learning aspirations. The Council's contribution to ACL in Cardiff focuses on two key areas:

- **Learning for Work:** This focuses provision on priority learners as defined by the Welsh Government, and these learners include those currently not in Education, Training or Employment and those aged 50+ who are currently unemployed. Key learning categories include English for Speakers of Other Languages and Basic Skills, Digital Literacy and Welsh medium provision.

- **Learning for Life:** This element provides opportunities for recreational lifelong learning courses on a cost recovery basis. These courses are available to all community members.

The Cardiff and Vale Community Learning Partnership had an Estyn Inspection in January 2013 which highlighted areas of improvement required in the delivery of the service. The Council is now addressing these issues through the Post Inspection Action Plan, and will look to demonstrate improvement via further monitoring visits.

By increasing the number of accredited courses delivered to priority learners and improving levels of enrolment, the Council will support adult learners to achieve their full potential.

In order to achieve the above the Council will:	Lead Member
• Increase the number of accredited courses delivered to priority learners by March 2016. • Increase the number courses for priority learners held in Communities First areas by March 2016. • Increase enrolments for priority learners on a year by year basis by March 2016.	Cllr Julia Magill

Measuring Progress:

- Increase the success rate at or above the Adult Community Learning National Comparator (Overall Partnership Return) from 84% in 2014-15 to 87% in 2015-16
- Increase he success rate at or above the Adult Community Learning National Comparator (Cardiff specific return) from 72% in 2014-15 to 83% in 2015-16
- Increase the number of Learners within the city's most deprived area (deciles one and two in the WIMD) to 87% in 2015-16 to achieve a success rate at or above the overall Partnership success rate

*Verified results to be published in February 2015, these will impact on 2015-16 target

Priority 2: Supporting Vulnerable People

The Council is committed to prioritising services that support those who are most vulnerable, particularly children and older people. Difficult times mean that more people need access to support and the Council has taken a number of actions to help those in need, for instance the work with partners to minimise the impact on those affected by welfare reform is a case in point.

Supporting vulnerable people in most need is also hugely important if Cardiff is to effectively manage the growing demand pressures on services, promote social justice within the city and help address inequality.

Developing a better understanding of the needs of individual service users and communities, and reshaping services will be crucial, as will placing an increased focus on preventative action.

Doing this will require joined up working between different organisations in the public, private and third sector. Partners such as South Wales Police, Cardiff and Vale University Health Board, the Probation Service as well as a number of third sector organisations commit much of their resources to helping vulnerable people. Often their work will compliment Council activity, and at other times the Council will collaborate directly with partners to support people and help ensure that **"Cardiff is fair, just and inclusive"** and that **"People are Safe and Feel Safe".**

City Performance

Whilst Cardiff makes the greatest contribution to the national economy; the local authority is 4th highest when it comes to having the percentage of areas[1] that are amongst the most deprived in Wales. This means that there are unacceptable levels of inequality within the city. For instance, over a quarter (28.6%) of households in Cardiff were deemed to be living in poverty[2], meaning that 41,256 households were classified as below the poverty line, with many of these being in the south of the city.

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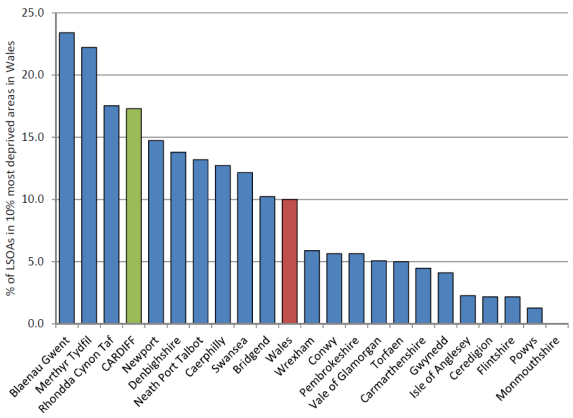
[1] Percentage of Lower Super Output Areas in the 10% most deprived areas of Wales
[2] 60% of National Median Income- Source: PayCheck, CACI)

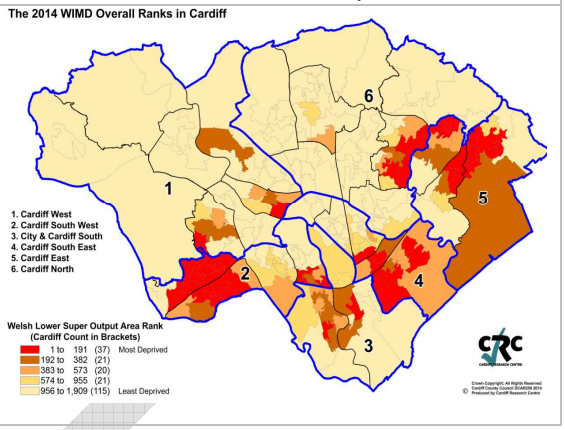
Percentage of Lower Super Output Areas in the 10% most deprived areas of Wales

Source: Wales Index of Multiple Deprivation 2014



Overall Welsh Index of Multiple Deprivation Map of Cardiff

Source: Welsh Index of Multiple Deprivation 2014

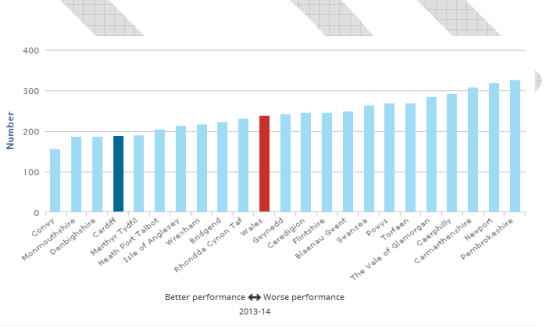


Whilst social and economic disadvantage can often place people in vulnerable situations and increase the likelihood of support being needed, the Council deliver services to **all** in need, particularly the most vulnerable, and **supports people wherever they live**.

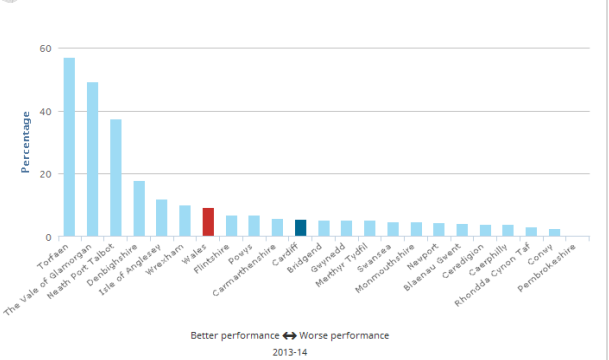
This includes older people in need of support, children in care, and those that require safeguarding from issues such as sexual exploitation, abuse and human trafficking. It will also include supporting those who are homeless, or need access to high quality housing.

During a time of great financial pressure, the **Council will prioritise funding for services that support the vulnerable**. There is no doubt that the quality of services such as housing in Cardiff is amongst the best in Wales but in other areas, such as children's services, the Council is committed to improving performance against some key national indicators and to make sure that the level and quality of service in Cardiff is in line with, or above the Welsh average.

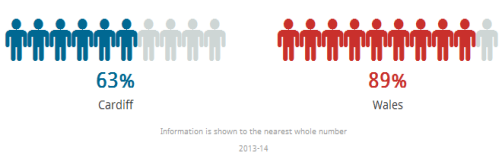
Days taken to get a Disable Facilities Grant



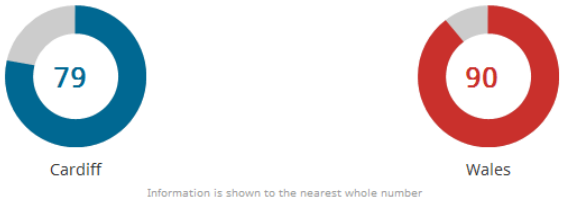
Number of Vacant Private Homes brought back into use



Children in Care Approaching 18 who have a Plan of Support when they leave care

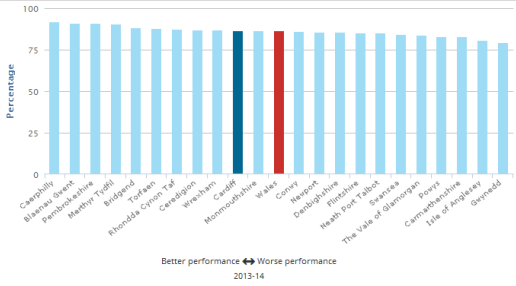


Reviews of Vulnerable Children Completed on Time

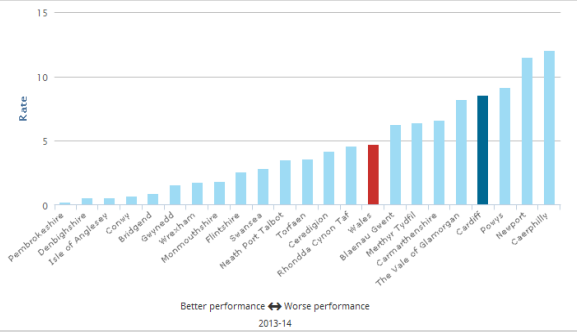


Adults Helped to Live at Home

Rate of people staying in hospital waiting for



Social Care



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Outcome:

People at risk in Cardiff are safeguarded

The Council is committed to supporting children, young people and adults who may be unable to take care of themselves and empowering individuals to protect themselves from significant harm or from exploitation.

Vulnerable people are often not able to voice their fears or tell people when they are being abused. The Council will continue to play a lead role with partners in protecting these people.

In order to achieve the above the Council will:	**Lead Member**
By July 2016, develop a coordinated programme of training and awareness raising for all front line staff in relation to Vulnerable People, which will include: • Child Sexual Exploitation • Human Trafficking • Vulnerable Adults • Vulnerable Children	Cllr Lent, Cllr De'Ath
Establish a multi-agency methodology for gathering data and intelligence concerning child sexual exploitation by March 2016	Cllr Lent, Cllr De'Ath
Establish a multi-agency methodology for gathering data and intelligence concerning human trafficking by March 2016	Cllr Lent, Cllr De'Ath
Implement the Accelerated Improvement Agenda for Children's Services, including: • Improving the system for protecting children from significant harm by implementing new inter-agency arrangements for managing referrals by March 2016 • Improving the recruitment and retention of children's social workers, ensuring the Council achieves and maintains a vacancy rate below 15% by March 2016	Cllr Sue Lent
Implement a fully re-commissioned domestic violence support service- to meet the requirements of new legislation whilst offering more integrated provision- by March 2016	Cllr Daniel De'Ath
By September 2015, develop a robust multi-agency Prevent Delivery Plan that: • Responds to the challenges of terrorism and extremism • Prevents people from being drawn into terrorism with advice and support • Addresses the threat of radicalisation	Cllr Daniel De'Ath

Measuring Progress

- Reduce the percentage of Children's Services social work vacancies across the service to 15% in 2015-16
- Reduce the percentage of referrals that are re-referrals within 12 months to 24% in 2015-16
- Increase the percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion to 92% in 2015-16
- Maintain the percentage of child protection reviews carried out within statutory timescales during the year at 100% in 2015-16
- The percentage of adult protection referrals completed where the risk has been managed

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Outcome:

People in Cardiff have access to good quality housing

Housing is at the heart of well-being, and so the Council is committed to delivering high quality, sustainable and affordable homes, particularly for those in most need.

Demand for housing of all tenure in Cardiff is high, particularly for social housing. The Council will therefore prioritise work to increase the level of housing available for Council tenants, as well as delivering an allocation policy that supports those in most need to access high quality homes.

Achieving 100% compliance with the Welsh Housing Quality Standard demonstrates that the housing offer for Council tenants is of a high quality. Further to this, work is ongoing to help ensure that private sector accommodation is fit for purpose and meets the need of Cardiff's residents and communities.

In order to achieve the above the Council will:	Lead Member
Deliver circa 1600 new homes for Cardiff through the Housing Partnering Scheme, as part of a phased approach by 2024, 40% of which will be affordable housing.	Cllr Susan Elsmore
Implement the Housing Allocation Policy to manage the demand for housing and ensure provision is allocated to those with the highest need.	Cllr Susan Elsmore
Deliver the accreditation scheme for private landlords to help ensure that housing in the private rented sector is fit for purpose, ongoing until March 2017.	Cllr Susan Elsmore

Measuring Progress

- An additional 20% of affordable housing units provided during 2015-16 as a percentage of all additional housing units provided during the year

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Outcome:

People in Cardiff are supported to live independently

Helping people to live independently will mean enabling potentially vulnerable people to develop the skills they need to live on their own, supporting them with reasonable adaptation to their homes and providing services in a way that meets their needs. Doing so provides people with dignity and independence whilst reducing the demand for institutionalised care. Increasing help at home therefore represents a much more cost effective way of supporting people. Involving people that require support in determining for themselves the type of support that best meets their needs will be a key part of this agenda.

Many young adults leaving the care system remain highly vulnerable and need additional support from a range of agencies to enable them to live independently. This is particularly marked for those with some level of learning disability. The Council will therefore ensure effective transitional support is in place.

In order to achieve the above the Council will:	Lead Member
Deliver better integrated housing support and social care with health services to improve outcomes for those who need support to live independently, including: • Increasing the number of people who are able to remain at home, living independently and safely, with the minimal intervention to promote their dignity by 2017	Cllr Susan Elsmore
Work with our health partners to reduce the total number of Cardiff residents who experience a delayed transfer of care from hospital	Cllr Susan Elsmore
Increase the uptake of direct payments as an alternative to direct provision of care for Cardiff residents every month	Cllr Susan Elsmore
Support carers by increasing the number of care assessments undertaken and after care assessments by 2016	Cllr Susan Elsmore
Improve the effectiveness of transitional support for disabled and vulnerable children approaching adulthood	Cllr Sue Lent
Expand the range of supported accommodation options for vulnerable young adults	Cllr Sue Lent

Measuring Progress:

- Increase the rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March to 47 per 1,000 in 2015-16
- Increase the rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March to 18 per 1,000 in 2015/16
- Increase the percentage of adult clients who are supported in the community during the year to 86.8% in 2015-16
- Reduce the rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over to 5.92 per 1000 in 2015-16
- 700 adults using direct payment scheme at the end of the quarter in 2015-16
- Increase the percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year to 93 by 2015-16

Priority 3: Sustainable Economic Development as the Engine for Jobs and Growth

Increasing the number and quality of jobs is essential to improving the quality of life for people in the city and wider region. The Council is therefore committed to helping create the conditions that will enable businesses to succeed, for attracting high quality investment and for more and better jobs to be created in the city.

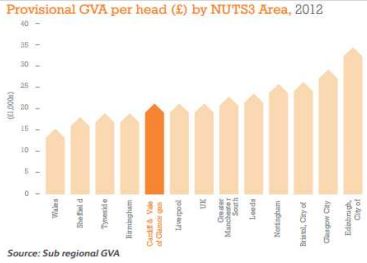
This Council priority will help contribute to the What Matters outcome **"Cardiff has a thriving and prosperous economy".** Working closely with the business community and other public and third sector organisations – in the city, across the wider city-region, nationally and internationally - will be essential in creating the right environment to deliver sustainable economic development.

City Performance

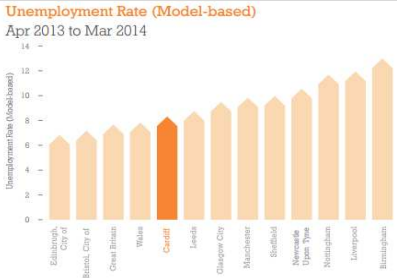
Cardiff's economic performance is substantially stronger than any other area of Wales, and the city plays a vital role in creating jobs for the city-region. Cardiff has also demonstrated strength in comparison with UK Core Cities, with faster jobs growth over the last 10 years, and more recently, faster rising average wages and lower unemployment rates, which are at the lowest levels since February 2009. Other indicators, such as Cardiff's high skills levels and fast growing population, point to a strong period for the city economy. That said, compared to the core cities Cardiff has relatively low levels of business density, low levels of business birth and low numbers of listed businesses. These are fundamental issues that the Council will work with the private sector to address.

Economic success in the knowledge economy is dependent on growing, attracting and keeping talented people, and so quality of life is becoming as important as the quality of job opportunity on offer. As Cardiff grows its development will need to be managed in a sustainable, resilient and inclusive way if the city is to retain its high quality of life, with a particular focus on achieving a modal shift towards sustainable travel.

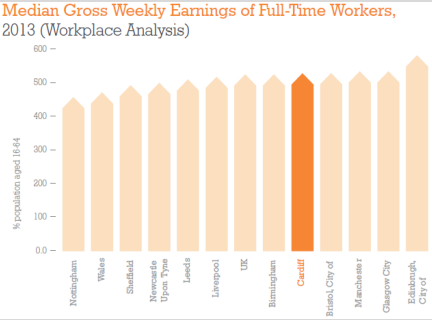
GVA



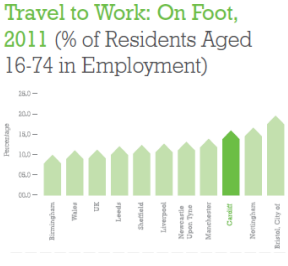
Unemployment

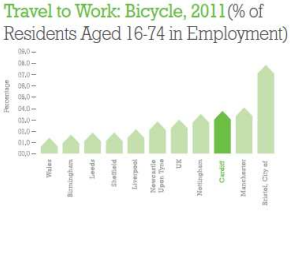


Median Gross Earnings



Sustainable Travel





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Outcome:

Cardiff has more employment opportunities and higher value employment.

The Council will work with partners in the public and private sector to create an environment which is attractive to investment, and one where businesses succeed. This will require investment in infrastructure to support business; continued support to start-ups and existing businesses as well as a proactive approach to securing inward investment and attracting visitors. Doing so will increase the number and quality of the jobs available for people in the city and across the city-region.

In order to achieve the above the Council will:	Lead Member
Deliver, with partners, 200,000 square feet of Grade A office as part of a new business district in the vicinity of central station between March 2014 and March 2016	Cllr Phil Bale
Deliver with partners a proposal to Central Government for a City Deal for Cardiff by March 2017, along with a subsequent programme for delivery	Cllr Phil Bale
Implement a delivery strategy to progress a Multi-Purpose Arena by March 2016	Cllr Phil Bale
Develop a heritage quarter proposal for the Civic Centre, including a plan for the refurbishment of City Hall by March 2016	Cllr Phil Bale
Establish a new Tourism Development Strategy by June 2015 with a view to doubling the value of overnight tourism in the city-region by 2020	Cllr Phil Bale

Measuring Progress:

- 100,000sqft of 'Grade A' office space committed for Development in Cardiff in 2015-16
- 50 businesses supported financially or otherwise by the Council in 2015-16
- 1000 new and safeguarded jobs in businesses supported by the Council, financially or otherwise

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Outcome:

Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure

Economic success will be reliant upon much more than delivering major urban regeneration schemes. It will demand a much broader approach to ensure that the city's develops in a sustainable, resilient and inclusive manner.

Creating sustainable communities, with high quality housing, great parks and open spaces and excellent transport links, will be a priority. This will mean securing investment in to Cardiff's transport infrastructure and services allowing people to travel around the city – and the city-region - in a convenient and clean way. A new transport interchange and gateway to the city created at the heart of the transport network is a key priority.

In order to achieve the above the Council will:	Lead Member
Design and deliver a new transport interchange- including a new bus station- as part of a high quality gateway into the city by December 2017	Cllr Ramesh Patel
Develop, with partners, a phased programme of delivery for strategic transport projects by December 2015, including components of the City Region Metro such as: • Phase 1 of North West Cardiff rapid transit corridor • Tram-Train link between the City Centre & Cardiff Bay	Cllr Ramesh Patel
Adopt a new Master Plan for the City Centre and Cardiff Bay Area by July 2015	Cllr Ramesh Patel
Adopt the Local Development Plan by October 2015	Cllr Ramesh Patel
Establish an Energy Prospectus by August 2015, recommending the investment vehicle and delivery opportunities to generate clean, locally generated energy for the City and potentially the region	Cllr Ramesh Patel
Establish a new strategy for highways and transport asset maintenance & renewal by October 2015	Cllr Ramesh Patel
Cycling Objective TBC by 27th/1/2015	Cllr Ramesh Patel

Measuring Progress:

- 90% of highways inspected of a high or acceptable standard of cleanliness in 2015-16
- No more that 5% of A roads in poor condition in 2015-16
- No more that 8% of B roads in poor condition in 2015-16
- No more that 8% C roads in poor condition in 2015-16
- 45% of all travel to work trips on the transport network to be made by sustainable modes in 2015-16
- Maintain the status of 9 green flag parks and open spaces in 2015/16
- Increase the % of people cycling to work by 1% per annum and the % of children who cycle to school by 1% per annum- TBC.
- Generate an additional Renewable energy generation of 5.4MW on the council's portfolio (land and assets) by 2017

Priority 4: Working with people and partners to design, deliver and improve services

The Council recognises that there is an urgent need to change the way it delivers many services to ensure that their long term sustainability is secured and that underperformance in some statutory services is addressed. In order to do so, a three year **Organisational Development Programme (ODP)** has been established which will:

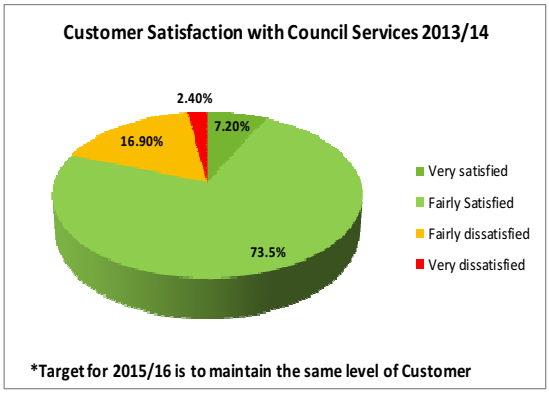
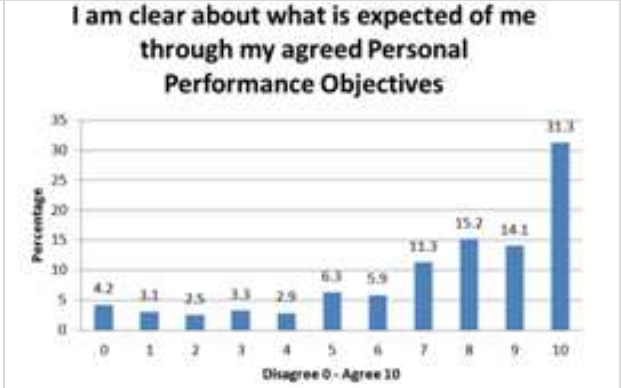
- review the shape and scope of the organisation and the way in which services are currently delivered to meet demand;
- enhance citizen engagement and widen opportunities for people and communities to shape services around their needs;
- identify delivery models that may be established to meet demand pressures and reflect budgetary realities;
- significantly strengthen performance management, workforce development and staff engagement arrangements;
- identify opportunities for further efficiency savings through better internal and external collaboration, integration of service delivery and better use of assets and infrastructures.

This chapter of the **Corporate Plan captures the work being undertaken under the Organisational Development Programme.**

Organisation's Performance

Within Cardiff, the level of citizen satisfaction with Council Services in 2014 was 88.7%, according to the Ask Cardiff Citizen Satisfaction Survey. This was higher than the reported satisfaction with the way the local councils in England are run, with 67 per cent of respondents very or fairly satisfied. Whilst there are obvious issues around comparing two separate surveys, there were similarities in the nature of the questions asked, which suggests Cardiff is performing well in terms of citizen satisfaction. The challenge will be to maintain this level of satisfaction at a time of sever budgetary challenge.

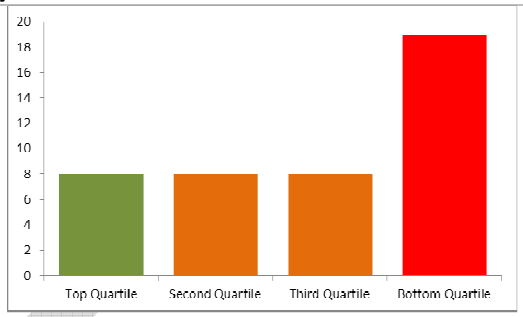
The Council has achieved a marked improvement in the number of permanent staff completing their development reviews, a crucial component of an organisation where performance management is central to delivery and staff are clear about their contribution to the organisation's priorities.

Customer Satisfaction with Council Services	Delivering our Objectives
	

In terms of Council performance, there is a clear need to improve. When Cardiff's performance is set against that of other Welsh local authorities[3], over 44% of the Council's statutory performance measures are in the bottom quartile.

City of Cardiff Council Performance against statutory indicators

Position	Cardiff attainment
Top Quartile	8 Statutory Indicators (18.6%)
Second Quartile	8 Statutory Indicators (18.6%)
Third Quartile	8 Statutory Indicators (18.6%)
Bottom Quartile	19 Statutory Indicators (44.2%)



The challenge for the Council is to work with communities and partners to improve performance in key areas, involve them in delivering highly valued service and reducing the cost of service delivery wherever possible.

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[3] This information is based on 2013/14 WG statistics, including only 43 National indicators as 1 indicator was deemed to be not comparable against the rest of Wales and was therefore not assigned a quartile position.

Outcome:

Communities and partners are actively involved in the design, delivery and improvement of highly valued services

Responding to the budget and demand pressures that the Council and its public sector partners face will mean thinking differently about how many services are designed, delivered and commissioned in the future. This is particular true for those services which, though non-statutory, are highly valued by the residents of Cardiff.

This will mean increased partnership working, with other local authorities and public services, including co-locating services within community facilities or 'Hubs,' sharing assets or buildings, pooling budgets, or introducing multi-agency teams to work with residents and communities to provide more integrated services. It will also mean being more focused about when and where services are delivered. Internally, a 'One Council' approach will enable more joined-up working between departments and make services easier to access for residents - with a focus on increased use of digital channels where appropriate.

It will also mean developing and implementing alternative models for delivering services. Traditionally, the Council has been a direct provider of many services. Through the ODP the Council will explore other approaches, such as commissioning and working with community groups, to see if cost of delivery can be reduced and the quality of service maintained. This approach aligns with feedback from the Cardiff Debate, which suggests that residents value the quality of the services itself, not necessarily, who is responsible for delivery. Identifying how some services can effectively, and fairly, be commercialised and engaging people more meaningfully in designing services are also components of this agenda.

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In order to achieve the above the Council will:	Lead Member
Introduce new models of service provision for youth and play services in the city by September 2015	Cllr Julia Magill Cllr Sue Lent
Establish the future cultural and leisure needs of the city and ensure the sustainable delivery of cultural and leisure infrastructure and services at less cost through new operating models, by June 2016	Cllr Peter Bradbury
Commence implementation of a new approach to infrastructure services (which includes waste, cleansing, Parks, Highways, Design, Fleet and Facilities Management services) to improve effectiveness whilst reducing costs from 2016	Cllr Bob Derbyshire
Implement service changes for Cardiff to enable the Council to meet its statutory recycling target (58%) by March 2016 and continue to develop the future waste and recycling strategy for Cardiff in partnership with Welsh Government	Cllr Bob Derbyshire
Develop a commercial opportunities strategy and establish a commercial trading company by September 2015	Cllr Graham Hinchey
Progress the agreed Community Hubs Strategy by opening a Grangetown Hub (September 2015), developing a new STAR Hub (March 2016) and bringing forward for consideration opportunities for future hub development in: • Llandaf North • fairwater • Llanishen • St Mellons	Cllr Peter Bradbury
Deliver a new Customer Relationship Management (CRM) model that improves customer services and drives down costs, implementing the first phase by December 2015	Cllr Graham Hinchey
Implement the regional service for regulatory Services with the Vale of Glamorgan and Bridgend Councils to deliver efficiencies and build resilience within public health protection, trading standards, landlords and licencing services	Cllr Dan De'Ath

Measuring Progress:

- Medium Term Financial Plan Gap
- Maintain customer / citizen satisfaction with Council services at 88.7% in 2015/16
- 58% of municipal waste collected by local authorities and prepared for reuse and/or recycled (including source segregated biowastes that are composted or treated biologically in another way) in 2015-16

Outcome:

The City of Cardiff Council has effective governance arrangements and improves performance in key areas

The Corporate Assessment undertaken by the Wales Audit Office in 2014 identified areas where governance arrangements could be strengthened and emphasised the importance of effective performance management in ensuring that the Council's priorities are delivered.

Significant improvements have already been made to the Council's performance management arrangements in the last year. These will continue to be strengthened, working in partnership with the Wales Audit Office and other external partners, with a particular focus on driving improvement in priority areas including Education and Children's Services.

In order to achieve the above the Council will:	Lead Member
Implement performance management tools consistently across the Council to ensure performance improvement in key areas by 2017	Cllr Graham Hinchey
Increase monitoring, compliance and support for staff and managers to reduce the levels of sickness absence by March 2016	Cllr Graham Hinchey
Improve support for staff and managers to maximise the impact of personal performance & development reviews in improving Council performance by March 2016	Cllr Graham Hinchey
Ensure Delivery of Outcome Agreement by March 2016	Cllr Graham Hinchey

Measuring Progress:

- Increase the % of National Strategic Indicators and Public Accountability Measures that are in the top two quarters nationally from 65% in 2014-15 to 70% in 2015-16
- Increase the % of National Strategic Indicators and Public Accountability Measures that meet set target from 75% in 2014-15 to 85% in 2015-16
- Increase the % of National Strategic Indicators and Public Accountability measures that show an improving trend from 80% in 2014-15 to 85% in 2015-16
- Reduce the levels of sickness absence to 9 (full time equivalent days)in 2015-16
- Increase the % of personal performance & development reviews completed for permanent staff to 90% in 2015-16
- 90% of middle managers complete the Cardiff Managers course in 2015-16
- 100% of Outcome Agreement Grant Achieved by 2015-16

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Outcome:

The City of Cardiff Council makes use of fewer, but better, buildings

The Council owns or has an interest in a large property estate with a current use value of around £1bn. This includes over 500 operational buildings used to deliver Council services and around 500 properties retained for investment purposes.

The current cost of operating the property estate is the second largest call on the Council's budget, after staff, at circa £50m per annum, including planned maintenance. There is also a growing maintenance backlog in excess of £100m.

The Council will focus on reducing the cost of ownership of the operational property estate by rationalising the estate and by improving the quality of buildings that are retained. An important part of this agenda will involve improving co-operation around property with partners.

In order to achieve the above the Council will:	**Lead Member**
Deliver the approved Property Strategy, including: - Implementing an annual Corporate Asset Management Plan for approval by Cabinet by April 2015 - Introducing new Neighbourhood Area Asset Plans by December 2015. - Introducing new Service Area Property Plans by April 2015 - Implementing a programme of Fitness For Purpose Assessments of all operation property by April 2016	Cllr Graham Hinchey
Delivery of an Office Rationalisation programme to deliver £1m of revenue savings and £6m of capital receipts by December 2017	Cllr Graham Hinchey
Deliver the Schools Organisation Programme including the completion of Band A investment projects by 31st March 2019	Cllr Julia Magill

Measuring Progress:

- Reduced the Gross Internal Area (GIA) of buildings in operational use- 3.5% in 2015-16
- Reduced average running cost of occupied operational buildings- 4.5% in 2015-16
- 50% prioritised Fitness for Purpose Assessments completed by 2015-16
- 55% reduction in the proportion of operational buildings rated as in 'poor or bad condition' by 2015-16
- Reduce the maintenance backlog- £4.3m in 2015-16

Appendix A- Measuring Progress

Provided below are all the National Strategic Indicators, Public Accountability Measures and locally selected measures that the Council will use to measure performance. The NSI & PAMS are included as they are statutory indicators which the Council must report against, however local indicators have also been included for their particular relevance.

A basket of these indicators have been included in the main body of the plan to help demonstrate direction of travel against the outcomes which we want to achieve.

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Measuring Progress Priority 1: Education and Skills for People of All Ages

Outcome: Every Cardiff school is a good school where learners achieve well

Key: AY= Academic year | NSI= National Strategic Indicator | PAM= Public Accountability Measure | OA = Outcome Agreement | EAP= Estyn Action Plan

Measure	Type	2013-2014 Result (Acad-emic yr 2012/13)	2014-2015 Result (Acad-emic yr 2013/14)	2015-2016 Target (Acad-emic yr 2014/15)	2016-2017 Target (Academic yr 2015/16)	Wales Av.	Rank	Current Direction of Travel	Lead Member
The number of local authority maintained schools who are placed in a formal category, either "Special Measures" or "Requiring Significant Improvement", following an Estyn Inspection	OA	3	1	0	-	-	-	N/A	Cllr Julia Magill
The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	NSI/ PAM/ OA	82.61%	85.11%	86.5%	88%	84.6%	17	↑	Cllr Julia Magill
The percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics	NSI/PAM OA	49.9%	53.9%	60%	65%	52.5%	17	↑	Cllr Julia Magill
The % of pupils to achieve level 1 qualification at KS4	Local	91.74%	93.0%	94.5%	96%	-	-	↑	Cllr Julia Magill
The % of pupils entering a volume equivalent to 2 A Levels who achieved the level 3 threshold.	Local	96.0%	97.0%	97.5%	98.0%	97.0%	-	-	Cllr Julia Magill
the % of year 11 leavers not in education, employment or training (NEET)	Local / EAP	4.9%	4.26%	2.5%	2.3%	-	-	↑	Cllr Julia Magill
the % year 13/14 leavers not in education, employment or training (NEET)	Local / EAP	9%	4.71%	3%	2.5%	-	-	↑	Cllr Julia Magill
attendance at secondary school	PAM OA	92.9%	93.6%	94.1%	95%	92.6%	9	↑	Cllr Julia Magill
attendance at primary school	PAM OA	94%	94.4%	94.6%	95.4%	93.7%	11	↑	Cllr Julia Magill
The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	NSI/P AM	457.0	477	497	525	505.3	19	↑	Cllr Julia Magill

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Measure	Type	2013-2014 Result (Acad-emic yr 2012/13)	2014-2015 Result (Acad-emic yr 2013/14)	2015-2016 Target (Acad-emic yr 2014/15)	2016-2017 Target (Academic yr 2015/16)	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of all pupils (including those in LA care) in any LA maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification	NSI/PAM / EAP	0.7%	Target Academic Year 2013/14 0.5%	0.3%	0.25%	0.3%	20	↑	Cllr Julia Magill
The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3	NSI	11.4%	11.4%	11.3%	11.9%	17.0%	12	↑	Cllr Julia Magill
The percentage of final statements of special education need issued within 26 weeks including exceptions	NSI	70.5%	70.5%	72%	73%	69.6%	14	↓	Cllr Julia Magill
The percentage of final statements of special education need issued within 26 weeks excluding exceptions	NSI	100.0%	100%	100%	100%	96.6%	1	↑	Cllr Julia Magill
The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	PAMOA	77.8%	78.4%	79.3%	82.0	77.2%	12	↑	Cllr Julia Magill

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Outcome:

Looked after children in Cardiff achieve their full potential

Measure	Type	2013-2014 Result (Academic year 12/13)	2014-2015 Result (Academic year 13/14)	2015-2016 Target (Academic year 14/15)	2016-2017 Target (Academic year 15/16)	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	SID	65%	65% Target	68%	68%	52%	6	-	Cllr Sue Lent
The percentage of care leavers aged 16+ who obtained 5 or more GCSEs at grade A* to C	Data Return	8%	12% target	12%	12%	12%	-	-	Cllr Sue Lent / Julia MaGill
The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting	NSI	216	180 target	220	240	262	18	↑	Cllr Sue Lent
The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19	NSI	53.2%	55% target	58%	60%	54.8%	12	↑	Cllr Sue Lent
The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification	NSI	8.9%	2.0% target	2.0%	2.0%	2.0%	22	↑	Cllr Sue Lent

Outcome:

Adult learners achieve their potential

Measure	Type	2013-2014 Result (AY 2012/13)	2014-2015 Result (AY 2013/14	2015-2016 Target (AY 2014/15)	2016-2017 Target (AY 2015/16)	Wales Av.	Rank	Current Direction of Travel	Lead Member
Progress against partnership performance data: The success rate at or above the ACL National Comparator (Overall Partnership Return)	Local	80%	84%*	87%*	90%	84%	-	↑	Cllr Julia Magill
The success rate at or above the ACL National Comparator (Cardiff specific return)	Local	60%	72%*	83%*	84%	84%	-	↑	
Learners within deprivation deciles one and two to achieve a success rate at or above the overall Partnership success rate	Local	D1 – 76.3% D2 – 78.4%	D1 – 84.1% D2 – 84.2%	87%* 87%*	90% 90%	D1 84% D2 84%	-	↑	

*Verified results to be published in February 2015, these will impact on next years target

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Measuring Progress Priority 2: **Supporting Vulnerable People**

Outcome:
People in Cardiff are safe and those at risk are safeguarded

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of Children's Services social work vacancies across the service	Local	20.8 %	Target 17% Green	15%	15%	N/A	N/A-	↑	Cllr Sue Lent
The percentage of referrals that are re-referrals within 12 months	SID	25.6 %	Target 25% Green	24%	23%	22.2 %	17	-	Cllr Sue Lent
The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion	SID	83.8 %	Target 90.6% Green	92%	94%	89.9 %	18	↑	Cllr Sue Lent
The percentage of child protection reviews carried out within statutory timescales during the year	SID	98.5 %	100% Green / Amber	100%	100%	98.1 %	12	↑	Cllr Sue Lent
The percentage of adult protection referrals completed where the risk has been managed	NSI/PAM OA	91.98%	N/A	N/A	N/A	94.45%	17	-	Cllr Susan Elsmore
The percentage of children looked after at 31 March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March	NSI	13.3 %	9% target	11%	10%	13.8 %	11	↓	Cllr Sue Lent
The percentage of children looked after on 31 March who have had three or more placements during the year	NSI/PAM	8.3%	9% target	8%	8%	8.3%	11	↑	Cllr Sue Lent
The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker	NSI	31.4 %	N/A	N/A	N/A	42.9 %	20	↑	Cllr Sue Lent
The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	NSI	94.0 %	96% target	96%	96%	93.45%	13	↑	Cllr Sue Lent

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19	NSI	91.5%	96% target	96%	96%	92.75%	16	↓	Cllr Sue Lent
The percentage of eligible, relevant and former relevant children that have pathway plans as required	NSI	63.2%	90% target	90%	90%	89.2%	22	↑	Cllr Sue Lent
The percentage of first placements of looked after children during the year that began with a care plan in place	PAM	62.5%	Target 90% Red	100%	100%	90.95%	21	↓	Cllr Sue Lent
The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker	PAM	67.1%	Target 80% Red	80%	80%	78.9%	22	↑	Cllr Sue Lent
The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable	PAM	79.2%	90% target	90%	90%	89.6%	22	↑	Cllr Sue Lent
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	PAM	87.7%	Target 90% Amber	95%	95%	85.3%	12	↓	Cllr Sue Lent
The percentage of young carers known to Social Services who were assessed	PAM	100.0%	100% target	100%	100%	85.9%	1	↑	Cllr Sue Lent

Outcome:

People in Cardiff have access to good quality housing

Measuring Progress

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	NSI	23%	Target20%	20%	20%	37%	2	↑	Cllr Ramesh Patel
The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	NSI/PAM	49.5%	51.02%	55%	55%	66.4%	19	↑	Cllr Susan Elsmore
The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority	NSI	5.49%	6.60% Amber	6.6%	6.6%	9.23%	10	↑	Cllr Bob Derbyshire

Outcome:

People in Cardiff are supported to live independently

Measuring Progress:

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	NSI	46.42	Target47 Amber/Red	47	50	74.48	21	↑	Cllr Susan Elsmore
The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	NSI	17.98	Target18.4 Amber / Green	18	17.5	19.84	7	↑	Cllr Susan Elsmore
The percentage of adult clients who are supported in the community during the year	PAM OA	86.41%	Target86.5%	86.8%	87.5%	86.33%	10	↑	Cllr Susan Elsmore
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	NSI	8.56	Target6.52 Red	5.92	5.2	4.68	19	↑	Cllr Susan Elsmore
Total number of adults using direct payment scheme at the end of the quarter	Local	501	Target800 Red	700	800	-	-	-	Cllr Susan Elsmore
The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	PAM	50.2%	Target90 Red	93	96	85.8%	22	↓	Cllr Susan Elsmore
The percentage of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year	PAM OA	85.6%	Target85 80.16%	90	92	81.1%	7	↑	Cllr Susan Elsmore
The average number of calendar days taken to deliver a Disabled Facilities Grant	NSI/PAM	188	Target192 Green	200	200	239	4	↓	Cllr Susan Elsmore

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Priority 3: Sustainable Economic Development as the Engine for Jobs and Growth

Outcome:

Cardiff has more employment opportunities and higher value employment.

Measuring Progress:

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
Amount of 'Grade A' office space committed for Development in Cardiff	OA	278,182 sqft	Target: 100,000 Green	100,000	100,000	N/A	N/A	↓	Cllr Phil Bale
Number of businesses supported financially or otherwise by the Council	OA	239	Target: 50 Green	50	50	N/A	N/A	↑	Cllr Phil Bale
Number of new and safeguarded jobs in businesses supported by the Council, financially or otherwise	OA	1,036	Target: 1,000 Green	1,000	1,000	N/A	N/A	↑	Cllr Phil Bale
The percentage of new and safeguarded jobs which attract a salary of 10% above the average salary for Wales	OA	33%	Target: 20% Green	20%	20%	N/A	N/A	↓	Cllr Phil Bale
The amount of grant aid and private sector finance attracted by companies assisted by the Council	OA	£3,111,740	Target: £1m Red	£3m	£3m	N/A	N/A	↓	Cllr Phil Bale
The total number of people employed in Cardiff	OA	211,700	3.8%	+/-1%	+/-1%	2.6%	N/A	↑	Cllr Phil Bale
Number of new jobs created in social enterprises	Local	N/A	N/A	2.5 per business supported	2.5 per business supported	N/A	N/A	-	Cllr Phil Bale

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Outcome:

Cardiff has a high quality city environment that includes attractive public space and good supporting transport infrastructure

Measuring Progress:

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of highways inspected of a high or acceptable standard of cleanliness	PAM	93.8%	Target: 90% Amber	90%	90%	96.8%	16	↓	Cllr Bob Derbyshire
The percentage of A roads in poor condition	SID	4%	5%	5%	5%	4.5%	10	↑	Cllr Ramesh Patel
The percentage of B roads in poor condition	SID	8.2%	8%	8%	8%	6.1%	18	↑	Cllr Ramesh Patel
The percentage of C roads in poor condition	SID	10.1%	8%	8%	8%	18.9	6	-	Cllr Ramesh Patel
Percentage of all travel to work trips on the transport network to be made by sustainable modes	Local	Result: 44% Target: 44%	Result: 43% Target: 46%	44%	Target: 45%	-	-	-	Cllr Ramesh Patel
Cycling Indicator TBC									
Green Flag Parks and Open Spaces	Local	-	9	9	-	3	1		Cllr Bob Derbyshire
Renewable energy generation on the council's portfolio (land and assets) measured in MW of capacity	Local	-	-	-	5.4MW	-	-		Cllr Ramesh Patel

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Measuring Progress Priority 4: Working with people and partners to design, deliver and improve services

Outcome:

Communities and partners are actively involved in the design, delivery and improvement of highly valued services

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
Address Medium Term Financial Plan Gap	Local	-	-	-	-	-	-	-	Cllr Graham Hinchey
The level of customer / citizen satisfaction with Council services	Local-Ask Cardiff	92.3%	88.7%	88.7%	88.7%	N/A	N/A	↑	Cllr Graham Hinchey
The percentage of municipal waste collected by local authorities sent to landfill	NSI/PAM	46.85%	Target: 48%	30%	25%	37.72%	21	↓	Cllr Bob Derbyshire
The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	NSI/PAM	49.67%	Target: 52%	58%	60%	54.33%	20	↓	Cllr Bob Derbyshire
The percentage of reported fly tipping incidents cleared within 5 working days	NSI	92.60%	Target: 90% Red	90%	90%	95.03%	19	↑	Cllr Bob Derbyshire
The number of visits to Public Libraries during the year, per 1,000 population	NSI	8326	YTD figure 4106	6000	7000	5851	1	↓	Cllr Peter Bradbury
The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	NSI	9990	Target: 9945	9647	9647	8954	6	-	Cllr Peter Bradbury
The percentage of food establishments which are 'broadly compliant' with food hygiene standards	PAM	87.27%	Target: 75% Green	Target: 92%	92%	90.33%	18	↑	Cllr Bob Derbyshire

Outcome:

The City of Cardiff Council has effective governance arrangements and improves performance in key areas

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
% of National Strategic Indicators and Public Accountability Measures that are in the top two quarters nationally	Aggregation NSI / PAMS	62	65 (T)	70	75	-	-	↑	Cllr Graham Hinchey
% National Strategic Indicators and Public Accountability Measures meet set target	Aggregation NSI / PAMS	65%	75%	85%	90%	-	-	↑	Cllr Graham Hinchey
% National Strategic Indicators and Public Accountability measures show an improving trend	Aggregation NSI / PAMS	75%	80%	85%	90%	-	-	↑	Cllr Graham Hinchey
The levels of sickness absence full time equivalent days	local	10.18	9	9	8	n/a	n/a	↑	Cllr Graham Hinchey
% completion of personal performance & development for permanent staff	local	82%	Half year compliance 85%	90%	95%	n/a	n/a	↑	Cllr Graham Hinchey
% of middle managers completing the Cardiff Managers course	local	n/a	n/a	90%	95%	n/a	n/a	No benchmark	Cllr Graham Hinchey
% of Outcome Agreement Grant Achieved	Locally agreed	100%	100%	100%	100%	Not relevant	Not relevant	Consistent	Cllr Graham Hinchey

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Outcome:
The City of Cardiff Council makes use of fewer, but better, buildings

Measuring Progress:

Measure	Type	2013 2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
Reduced the Gross Internal Area (GIA) of buildings in operational use	Local (Assets Strategy)	N/A	2.5%	3.5%	4%	N/A	N/A	-	Cllr Graham Hinchey
Reduced average running cost of occupied operational buildings	Local (Assets Strategy)	N/A	2.5%	4.5%	3%	N/A	N/A	-	Cllr Graham Hinchey
% of prioritised Fitness for Purpose Assessments completed	Local (Assets Strategy)	N/A	N/A	50%	50%	N/A	N/A	-	Cllr Graham Hinchey
Percentage reduction in the proportion of operational buildings rated as in 'poor or bad condition'	Local (Assets Strategy)	N/A	N/A	55%	50%	N/A	N/A	-	Cllr Graham Hinchey
Reduce the maintenance backlog	Local (Assets Strategy)	N/A	£900k	£4.3m	£5.7m	N/A	N/A	-	Cllr Graham Hinchey

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National Strategic Indicator and Public Accountability Measures which do not in the main body as part of the Plan

Measure	Type	2013-2014 Result	2014-2015 Result	2015-2016 Target	2016-2017 Target	Wales Av.	Rank	Current Direction of Travel	Lead Member
The percentage of adults aged 60+ who hold a concessionary bus pass	NSI	95.3%	Target 94% Green	Target94%		84.3%	2	↑	Cllr Ramesh Patel

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Communities, Housing and Customer Services - Controllable Budgetary Analysis 2014/15

		Expenditure					Income			Net	2015/16 Budget Proposals	
X Ref	Sub Division of Service	Employees £	External Spend £	Other Expenditure £	Internal Income £	Gross Expenditure £	Grant Income £	Other Income £	Total Income £	Net Expenditure £	Directorate Reference	2015/16 Proposals £
A	**Service Management and Support**	**708,760**	**38,430**	**1,450**	**0**	**748,640**	0	(376,950)	**(376,950)**	***371,690***		**0**
	Benefits, Finance & Tenancy Services											
	Total Benefits, Finance & Tenancy Services	**6,311,330**	**2,078,090**	**156,142,970**	**(1,359,280)**	**163,173,110**	**(155,570,330)**	**(5,400,970)**	**(160,971,300)**	**2,201,810**		**137,000**
	Housing Strategy, Support and Lettings											
	Total Housing Strategy, Support and Lettings	**1,878,970**	**1,095,970**	**315,520**	**(137,420)**	**3,153,040**	**(385,860)**	**(231,590)**	**(617,450)**	**2,535,590**		**88,000**
L	**Disabled Facilities & Targeted Elderly**	**867,070**	**36,480**	**27,170**	**0**	**930,720**	**0**	**(1,166,230)**	**(1,166,230)**	***(235,510)***		**0**
M	**Gypsy Sites**	**148,920**	**33,730**	**224,540**	**0**	**407,190**	**0**	**(495,000)**	**(495,000)**	***(87,810)***		**0**
N	**Anti Social Behaviour and Alley Gating**	**0**	**0**	**15,000**	**0**	**15,000**	**0**	**0**	**0**	***15,000***		**0**
	Customer Services											
	Total Customer Services	**2,853,110**	**180,830**	**38,740**	**(469,850)**	**2,602,830**	**0**	**(1,738,080)**	**(1,738,080)**	**864,750**		**490,000**
	Supporting People Services											
	Total Supporting People Services	**221,470**	**12,487,500**	**536,630**	**0**	**13,245,600**	**(12,916,550)**	**(80,450)**	**(12,997,000)**	**248,600**		**55,000**
	Policy, Partnerships & Citizen Focus											
	Total Policy, Partnerships & Citizen Focus	**1,122,790**	**14,566,924**	**119,190**	**(64,480)**	**15,744,424**	**(13,744,580)**	**(446,564)**	**(14,191,144)**	**1,553,280**		**458,000**
	Neighbourhood Regeneration											
	Total Neighbourhood Regeneration	**728,050**	**62,390**	**382,640**	**(40,000)**	**1,133,080**	**(201,310)**	**(356,400)**	**(557,710)**	**575,370**		**319,000**
	Libraries and Into Work Services											
AD	Libraries	2,803,980	922,840	998,590	(10,000)	**4,715,410**	(19,000)	(562,930)	**(581,930)**	**4,133,480**	CHC14-16	732,000
AE	Into Works Services	429,910	66,090	9,550	0	**505,550**	(20,000)	(51,560)	**(71,560)**	**433,990**	CHC17	35,000
	Total Libraries and Local Training & Enterprise	**3,233,890**	**988,930**	**1,008,140**	**(10,000)**	**5,220,960**	**(39,000)**	**(614,490)**	**(653,490)**	**4,567,470**		**767,000**
AF	**Adult and Community Learning**	**1,010,370**	**400,070**	**217,700**	**(53,550)**	**1,574,590**	**(1,125,640)**	**(497,090)**	**(1,622,730)**	**(48,140)**		**0**
	Communities, Housing & Customer Services	**19,084,730**	**31,969,344**	**159,029,690**	**(2,134,580)**	**207,949,184**	**(183,983,270)**	**(11,403,814)**	**(195,387,084)**	**12,562,100**		**2,314,000**

Please note that on the Savings Proposals Document, the External Expenditure and Other Expenditure budgets shown above have been combined.

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Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence

					2014/15 Controllable Budget	Saving					Risk Analysis			
						Employee Costs	Other	Income	2015/16					
No	Directorate	Directorate Ref	Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence	Budgetary Analysis Reference	£000	£000	£000	£000	£000	Planning Status	Residual	Achievability	EIA	Cabinet Portfolio
25	Communities, Housing & Customer Services	CHC1	**Reduction in spend on Benefit Service** - the savings will be realised through a reduction in benefit officers and restructuring the Quality and Support Team.	D	4,245	137	0	0	137	Detailed Planning	Amber-Green	Amber-Green	Red-Amber	Health, Housing & Wellbeing
26	Communities, Housing & Customer Services	CHC2	**Advice Contingency** - To manage the increased demands placed on the service due to the Welfare Reform changes a contingency fund was created. As a result of the proactive way that the authority manages those affected this can now be reduced.	H	242	0	5	0	5	Realised	Green	Green	Amber-Green	Health, Housing & Wellbeing
27	Communities, Housing & Customer Services	CHC3	**Reduction in Spend on Homelessness Service** - to achieve this saving, a reduction of one post will be required within the Homelessness service, along with the removal of the Homelessness spend to save budget which in the past has funded schemes to prevent and alleviate homelessness. The service is expecting a major change in legislation in the coming year, however it is anticipated that grant funding will be received to offset this additional work and therefore the loss of one post should not impact unduly on service delivery.	H	1,295	26	57	0	83	Realised	Amber-Green	Amber-Green	Red-Amber	Health, Housing & Wellbeing
28	Communities, Housing & Customer Services	CHC4	**Cardiff Connect (Review of Community Alarm)** - Community Alarm Service prices have remained static for a number of years. Current pricing levels have been reviewed against other local authorities (South East Wales Improvement Collaborative (SEWIC) members) and against the cost to deliver the service. Proposals are to increase the cost for the mobile response aspect of the service by £1 per week and to source additional clients.	P	(1,193)	0	0	240	240	Detailed Planning	Red-Amber	Red-Amber	Red-Amber	Health, Housing & Wellbeing
29	Communities, Housing & Customer Services	CHC5	**Alarm Receiving Centre Income** - additional income through the creation of an Alarm Receiving Centre	P	(1,193)	0	0	250	250	Detailed Planning	Red-Amber	Red-Amber	Green	Health, Housing & Wellbeing
30	Communities, Housing & Customer Services	CHC6	**Reduction in Supporting People Administration** - to achieve this saving a review of the administration within Supporting People will be undertaken.	Q	221	55	0	0	55	Realised	Green	Amber-Green	Amber-Green	Health, Housing & Wellbeing
31	Communities, Housing & Customer Services	CHC7	**Restructure the way in which Cardiff manages its partnership working** - we are working with our partners (particularly the Cardiff University Health Board) to join up our partnership support arrangements more effectively. The saving includes staff reductions however, partnership activity will also continue to be mainstreamed within Council services so that the activity is correctly funded as business as usual.	V	736	110	0	0	110	Detailed Planning	Green	Green	Amber-Green	Community Development, Co-operatives & Social Enterprise
32	Communities, Housing & Customer Services	CHC8	**Re-profile Neighbourhood Partnerships Fund to support community groups** - this proposes to remove the Neighbourhood Partnership Fund and retain £55k to create a Community Co-ordination function. This will provide a one stop route in for Community Groups to access support in potential Community Asset Transfers, grant applications and in the co-production of services.	V	540	0	155	0	155	Detailed Planning	Red-Amber	Red-Amber	Red-Amber	Community Development, Co-operatives & Social Enterprise
33	Communities, Housing & Customer Services	CHC9	**Community Safety** - this is a review of the Community Safety fund. Major projects such as Operation Mistletoe will continue to be funded but a review of other projects will take place to ensure value for money.	V	540	0	50	0	50	Detailed Planning	Red-Amber	Green	Green	Safety, Engagement & Democracy
34	Communities, Housing & Customer Services	CHC10	**Deletion of Grants Transition Fund** - this fund was set up to assist partners to manage the reduction in Council support for a temporary transition period.	V	540	0	50	0	50	Detailed Planning	Green	Green	Amber-Green	Community Development, Co-operatives & Social Enterprise
35	Communities, Housing & Customer Services	CHC11	**Review of the Infrastructure Grants given to External Agencies** - to reduce the level of grant funding infrastructure support to external agencies.	Z	294	0	93	0	93	Detailed Planning	Green	Amber-Green	Red	Community Development, Co-operatives & Social Enterprise
36	Communities, Housing & Customer Services	CHC12	**Neighbourhood Regeneration** - this relates to the proposed re-profiling of the Neighbourhood Renewal Scheme (NRS) funding together with identification of capital as the funding source, rather than revenue. Approximately £1m in total will be required over the next three years in the proposed capital programme if schemes in the current NRS programme are completed.	AB	370	0	300	0	300	Detailed Planning	Green	Green	Green	Community Development, Co-operatives & Social Enterprise

					2014/15 Controllable Budget	Saving					Risk Analysis			
No	Directorate	Directorate Ref	Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence	Budgetary Analysis Reference	£000	Employee Costs £000	Other £000	Income £000	2015/16 £000	Planning Status	Residual	Achievability	EIA	Cabinet Portfolio
37	Communities, Housing & Customer Services	CHC13	**Reduction in spend on post within Regeneration** - reduction of staffing budget within Regeneration and Development.	AA	589	19	0	0	19	Realised	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
38	Communities, Housing & Customer Services	CHC14	**Implementation of the Library and Community Hub Strategies -** Saving is associated with the implementation of the Libraries Strategy and Hub programme. The Library Strategy addresses the need for change including financial pressures and changing demand through a range of themes. These themes include co-delivering services through Community Hubs, Mobilisation of the Service (expansion of Housebound, Neighbourhood Development Librarian), greater community involvement, alternative delivery models, commercialisation and use of technology.	AD	3,727	76	24	0	100	Detailed Planning	Red-Amber	Red-Amber	Red-Amber	Community Development, Co-operatives & Social Enterprise
39	Communities, Housing & Customer Services	CHC15	**Review of Libraries Services -** restructure of Library Services with a view to making £2 million savings over three years. This saving relates to the changes to stand alone branch library provision.	AD	3,145	240	58	(15)	283	Detailed Planning	Red-Amber	Red-Amber	Red-Amber	Community Development, Co-operatives & Social Enterprise
40	Communities, Housing & Customer Services	CHC16	**Development of a City Centre Superhub -** Central Library currently accounts for a significant amount of the overall Libraries' budget. In order to achieve the savings and safeguard Central Library, it is necessary to review the delivery options and/or the potential to bring services together.	AD	923	0	349	0	349	Detailed Planning	Green	Red-Amber	Amber-Green	Community Development, Co-operatives & Social Enterprise
41	Communities, Housing & Customer Services	CHC17	**Into Work Services - Adult Community Learning funded trainer** - this is a realignment of budgets to reflect the courses that are delivered by Into Work trainers through Adult Community Learning.	AE	430	35	0	0	35	Detailed Planning	Green	Green	Green	Education & Skills
COMMUNITIES, HOUSING & CUSTOMER SERVICES TOTAL						**698**	**1,141**	**475**	**2,314**					
COUNCIL DIRECTORATE TOTAL						**14,394**	**14,812**	**1,304**	**30,509**					

Sport, Leisure & Culture - Controllable Budgetary Analysis 2014/15

		Expenditure					Income			Net	Budget Proposals	
X Ref	Sub Division of Service	Employees £	External Spend £	Other Expenditure £	Internal Income £	Gross Expenditure £	Grant Income £	Other Income £	Total Income £	Net Expenditure £	Directorate Reference	2015/16 £
A	**Management & Support**	**294,440**	**18,920**	**3,750**	**0**	**317,110**	**(166,650)**	**(38,000)**	**(204,650)**	***112,460***		**0**
	Culture, Tourism & Events											
D	CTE Support Services	165,310	7,000	0	0	**172,310**	0	0	**0**	***172,310***		**0**
E	Arts Management	129,150	525,650	0	(57,000)	**597,800**	(100,000)	(10,000)	**(110,000)**	***487,800***	SLC1	**80,000**
F	St. David's Hall	1,711,370	3,342,850	505,640	0	**5,559,860**	(68,460)	(4,392,760)	**(4,461,220)**	***1,098,640***		**0**
G	New Theatre	1,282,110	2,825,990	255,730	0	**4,363,830**	0	(3,581,530)	**(3,581,530)**	***782,300***		**0**
H	Events	713,400	1,090,470	33,000	(67,000)	**1,769,870**	0	(1,606,140)	**(1,606,140)**	***163,730***	SLC2	**159,000**
J	Venues	2,613,290	1,919,770	42,720	(10,660)	**4,565,120**	0	(6,227,300)	**(6,227,300)**	***(1,662,180)***	SLC3	**50,000**
	Total Culture, Tourism & Events	**6,614,630**	**9,711,730**	**837,090**	**(134,660)**	**17,028,790**	**(168,460)**	**(15,817,730)**	**(15,986,190)**	**1,042,600**		**289,000**
	Parks and Sport:-											
L	Parks Management & Support	419,620	59,150	2,190	0	**480,960**	0	0	**0**	***480,960***		**0**
M	Parks Management	4,402,660	685,770	1,616,290	(485,980)	**6,218,740**	0	(1,571,190)	**(1,571,190)**	***4,647,550***	SLC5-6, 24	**362,000**
N	Parks Development	920,900	181,390	250,770	(234,750)	**1,118,310**	0	(515,380)	**(515,380)**	***602,930***	SLC7-9	**62,000**
	Outdoor Leisure	464,210	70,510	7,690	0	**542,410**	0	(239,440)	**(239,440)**	***302,970***	SLC10-11	**103,000**
	Sports Development	162,700	660,330	0	(20,930)	**802,100**	(629,010)	(20,000)	**(649,010)**	***153,090***	SLC12	**40,000**
	Flatholm	94,990	0	9,380	0	**104,370**	0	(32,380)	**(32,380)**	***71,990***	SLC13	**20,000**
	Total Parks and Sport	**6,465,080**	**1,657,150**	**1,886,320**	**(741,660)**	**9,266,890**	**(629,010)**	**(2,378,390)**	**(3,007,400)**	**6,259,490**		**587,000**
	Leisure & Play Services:-											
	Community Halls	389,340	29,370	61,600	(20,000)	**460,310**	0	(274,660)	**(274,660)**	***185,650***	SLC14	**53,000**
S	Leisure Centres	6,902,660	1,022,210	1,826,400	(155,380)	**9,595,890**	(275,030)	(5,944,850)	**(6,219,880)**	***3,376,010***	SLC15-18	**1,280,000**
T	Specialist Facilities	450,600	75,920	67,960	(35,660)	**558,820**	0	(412,280)	**(412,280)**	***146,540***	SLC19	**40,000**
U	Leisure Support	439,860	88,010	14,160	0	**542,030**	(317,320)	(55,000)	**(372,320)**	***169,710***		**0**
V	Leisure & Play Management	165,560	(18,090)	6,080	0	**153,550**	0	0	**0**	***153,550***		**0**
W	Play Centres	822,820	170,420	81,050	(60,000)	**1,014,290**	0	0	**0**	***1,014,290***	SLC20	**750,000**
X	Other Play Facilities	322,880	270,370	10,480	(50,000)	**553,730**	(531,610)	0	**(531,610)**	***22,120***		**0**
	Total Leisure & Play Services	**9,493,720**	**1,638,210**	**2,067,730**	**(321,040)**	**12,878,620**	**(1,123,960)**	**(6,686,790)**	**(7,810,750)**	***5,067,870***		**2,123,000**
	Activities Managed by Harbour Authority:-											
Y	Sailing Centre	69,120	7,850	1,830	0	**78,800**	0	(78,940)	**(78,940)**	***(140)***	SLC21	**5,000**
Z	Cardiff International White Water	684,360	154,130	71,770	(210,000)	**700,260**	0	(964,500)	**(964,500)**	***(264,240)***	SLC22	**30,000**
	Total Activities Managed by Harbour Authority	**753,480**	**161,980**	**73,600**	**(210,000)**	**779,060**	**0**	**(1,043,440)**	**(1,043,440)**	**(264,380)**		**35,000**
AA	**Bereavement & Registration**	**1,838,970**	**301,620**	**418,410**	**(500)**	**2,558,500**	**0**	**(2,923,500)**	**(2,923,500)**	***(365,000)***	SLC23	**200,000**
	Sport, Leisure & Culture	**25,460,320**	**13,489,610**	**5,286,900**	**(1,407,860)**	**42,828,970**	**(2,088,080)**	**(28,887,850)**	**(30,975,930)**	**11,853,040**		**3,234,000**

Proposals split across multiple budget lines

L,M,U	SLC4	329,000
Directorate Total		**3,563,000**

Please note that on the savings proposals document, the External Expenditure and Other Expenditure budgets shown above have been combined.

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Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence

					2014/15 Controllable Budget	Saving					Risk Analysis			
No	Directorate	Directorate Ref	Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence	Budgetary Analysis Reference	£000	Employee Costs £000	Other £000	Income £000	2015/16 £000	Planning Status	Residual	Achievability	EIA	Cabinet Portfolio
145	Sport, Leisure & Culture	SLC1	**Arts Funding** - end of one year grant to Sherman Theatre. End of tapering funding as previously determined by Council.	E	526	0	80	0	80	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
146	Sport, Leisure & Culture	SLC2	**Cessation of Events** - cessation of Council funding for Callennig, St David's Day and Cardiff Country Fair.	H	1,770	0	268	(109)	159	General Planning	Red	Green	Green	Community Development, Co-operatives & Social Enterprise
147	Sport, Leisure & Culture	SLC3	**Transfer of Cardiff Story Museum Ownership** -Transfer of ownership of Museum to an appropriate body.	J	4,565	216	69	(235)	50	General Planning	Red-Amber	Red-Amber	Red-Amber	Community Development, Co-operatives & Social Enterprise
148	Sport, Leisure & Culture	SLC4	**Reduction in sport, leisure and culture staffing** - Deletion of 13 posts including vacant and VS in Parks (11) and Leisure (1) with the impact mitigated via flexible deployment of staff.	L,M & U	5,262	329	0	0	329	Detailed Planning	Red-Amber	Green	Green	Environment
149	Sport, Leisure & Culture	SLC5	**Remodelling of the Park Ranger Service -** Remodelling of the Park Ranger Service resulting in reduced staffing and expenditure on supplies / services. The Council would discharge basic responsibilities for the management of its 2 Country Parks, 7 Sites of Special Scientific Interest , 4 Local Nature Reserves , 58 Sites of Importance for Nature Conservation , Special Area of Conservation (European Designation), 236 hectares of Woodland and delivery of service level agreements linked to Cardiff Harbour Authority. The proposal would result in reduced community engagement / outreach work and park based community events, removal of site based staff in key parks e.g. Victoria, Bute, Thompsons and Roath. The impact on anti-social behaviour and byelaw enforcement e.g. dog fouling and cycling; and reduced cleansing standards in addition to a corresponding overall increase in complaints and requests for service would be monitored.	M	5,088	200	50	0	250	General Planning	Red-Amber	Green	Red	Environment
150	Sport, Leisure & Culture	SLC6	**Parks Apprenticeship Scheme -** restructure of the scheme.	M	4,403	72	0	0	72	Detailed Planning	Green	Green	Green	Environment
151	Sport, Leisure & Culture	SLC7	**Cessation of Cardiff in Bloom and Provision of Christmas Trees -** unless sponsorship / alternative funding is secured.	N	181	0	26	0	26	Detailed Planning	Amber-Green	Green	Green	Environment
152	Sport, Leisure & Culture	SLC8	**Reduced subsidy for allotments -** through increased fees and charges and increased occupancy as part of the ongoing Council strategy to make the allotment service self sufficient.	N	(515)	0	0	8	8	Detailed Planning	Green	Green	Green	Environment
153	Sport, Leisure & Culture	SLC9	**Heath Park Car Park Charges** - increasing charges. Parking for up to 2 hours is free. The proposal involves increasing charges from £1.00 to £1.50 for up to 3 hours and from £3 to £4 for over 3 hours.	N	(515)	0	0	28	28	Detailed Planning	Green	Green	Green	Environment
154	Sport, Leisure & Culture	SLC10	**Removal of Bowls Subsidy** - in line with the decision taken as part of the 2014/15 budget.	O	535	10	40	0	50	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
155	Sport, Leisure & Culture	SLC11	**Closure of public conveniences** - permanent closure of toilets which are currently temporarily closed - Cowbridge Road East and Whitchurch Rd / Cathays Terrace. Closure of Llandaff High Street toilets.	O	78	0	53	0	53	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
156	Sport, Leisure & Culture	SLC12	**Outdoor Sport -** reduction in support	P	660	0	40	0	40	Realised	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
157	Sport, Leisure & Culture	SLC13	**Flatholm Island** - reduction in net budget	Q	95	20	0	0	20	Detailed Planning	Green	Green	Green	Environment
158	Sport, Leisure & Culture	SLC14	**Canton Community Centre** - new management operator for Canton Community Centre to be operational by September 2015.	R	206	76	23	(46)	53	Detailed Planning	Amber-Green	Amber-Green	Red-Amber	Community Development, Co-operatives & Social Enterprise

					2014/15 Controllable Budget	Saving					Risk Analysis			
No	Directorate	Directorate Ref	Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence	Budgetary Analysis Reference	£000	Employee Costs £000	Other £000	Income £000	2015/16 £000	Planning Status	Residual	Achievability	EIA	Cabinet Portfolio
159	Sport, Leisure & Culture	SLC15	**Full year closure of Eastern Leisure Centre for Redevelopment** - Eastern Leisure Centre is to close for refurbishment from late 2014, re-opening during 2016. Decision previously made by Council.	S	3,531	530	215	(545)	200	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
160	Sport, Leisure & Culture	SLC16	**Alternative Delivery Model for Cardiff International Sports Stadium** - Alternative Delivery Model for Cardiff International Sports Stadium. It is proposed that the saving would be a full year saving from 31 March 2015, minus the contractual costs and Council contribution for a sinking fund for track replacement.	S	3,531	254	240	(189)	305	Detailed Planning	Amber-Green	Red-Amber	Red-Amber	Community Development, Co-operatives & Social Enterprise
161	Sport, Leisure & Culture	SLC17	**New Operating Model for Leisure Centres** - the Council has agreed to progress with a procurement process to determine a new operating model for its leisure centres which will be tested against the current in-house provision. Saving to be generated for the first quarter of 2016. The level of saving is dependent on the procurement process that is being run in respect of leisure centre management throughout the first half of 2015. At this stage the level of savings to be achieved can only be estimated until the outcome of the procurement process in Autumn 2015.	S	3,531	1,442	376	(1,383)	435	Detailed Planning	Red	Red	Red-Amber	Community Development, Co-operatives & Social Enterprise
162	Sport, Leisure & Culture	SLC18	**Leisure Centres -** reduced subsidy to be achieved through a combination of expenditure efficiencies and additional income generation.	S	3,531	110	80	150	340	Detailed Planning	Red	Amber-Green	Amber-Green	Community Development, Co-operatives & Social Enterprise
163	Sport, Leisure & Culture	SLC19	**Cardiff Riding School** - current performance indicates that this facility is now able to operate without subsidy from the Council.	T	(412)	0	0	40	40	Detailed Planning	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
164	Sport, Leisure & Culture	SLC20	**New Model for Children's Play** - a new model for children's play is envisaged which would entail more targeted provision with play being provided by other organisations on various sites. Communities would be able to operate play centres should they wish. Disability, Welsh medium and holiday play schemes would be protected. The Council would neither operate nor manage play centres.	W	1,074	636	114	0	750	Detailed Planning	Red	Red-Amber	Red	Early Years, Children & Families
165	Sport, Leisure & Culture	SLC21	**Sailing Centre** - increase income.	Y	(79)	0	0	5	5	Detailed Planning	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
166	Sport, Leisure & Culture	SLC22	**Cardiff International White Water** - increase income.	Z	(965)	0	0	30	30	Detailed Planning	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
167	Sport, Leisure & Culture	SLC23	**Increase in Bereavement and Registration Fees** - including burial and cremation fees	AA	(2,924)	0	0	200	200	Detailed Planning	Red-Amber	Green	Green	Environment
168	Sport, Leisure & Culture	SLC24	**Bute Park Horticultural Nursery** - increase income from the nursery by selling hardy stock and bedding plants throughout the city.	M	(1,572)	0	0	40	40	Detailed Planning	Green	Green	Amber-Green	Environment
SPORT, LEISURE & CULTURE TOTAL						**3,895**	**1,674**	**(2,006)**	**3,563**					
COUNCIL DIRECTORATE TOTAL						**14,394**	**14,812**	**1,304**	**30,509**					

Economic Development - Controllable Budgetary Analysis 2014/15

X Ref	Sub Division of Service	Expenditure: Employees £	Expenditure: External Spend £	Expenditure: Other Expenditure £	Expenditure: Internal Income £	Expenditure: Gross Expenditure £	Income: Grant Income £	Income: Other Income £	Income: Total Income £	Net: Net Expenditure £	2015/16 Budget Proposals: Directorate Reference	2015/16 Budget Proposals: 2015/16 Proposals £
A	**Service Management & Support**	**369,550**	**22,680**	**0**	**0**	**392,230**	**0**	**0**	**0**	***392,230***	ECD1	87,000
	Major Projects											
B	Regeneration Support	340,530	19,990	2,840	(49,120)	**314,240**	0	0	0	***314,240***	ECD2	163,000
C	International Sports Village	0	0	155,000	0	**155,000**	0	0	0	***155,000***		0
D	Cardiff International Pool	0	0	0	0	**0**	0	0	0	***0***		0
E	Ice Rink	0	0	75,000	(75,000)	**0**	0	0	0	***0***		0
F	Doctor Who Experience	0	0	414,650	0	**414,650**	0	(444,850)	(444,850)	***(30,200)***		0
	Total Major Projects	**340,530**	**19,990**	**647,490**	**(124,120)**	**883,890**	**0**	**(444,850)**	**(444,850)**	***439,040***		**163,000**
G	**Events Park & Ride**	**34,780**	**95,170**	**0**	**0**	**129,950**	**0**	**(117,000)**	**(117,000)**	***12,950***	ECD3	**13,000**
	Business & Investment											
H	Regeneration Initiatives	663,890	170,710	7,360	0	**841,960**	0	(36,000)	(36,000)	***805,960***	ECD4	28,000
I	European Funding & Investments	20,630	62,170	9,970	0	**92,770**	(92,540)	0	(92,540)	***230***		0
J	SME Support	0	98,840	0	0	**98,840**	0	(48,220)	(48,220)	***50,620***		0
	International Policy	0	23,500	120	0	**23,620**	0	0	0	***23,620***		0
	Innovation & Technology Centres	0	52,860	124,990	0	**177,850**	0	(839,260)	(839,260)	***(661,410)***	ECD13	20,000
	Cardiff Business Council	0	500,000	0	0	**500,000**	0	0	0	***500,000***	ECD5	160,000
	Total Business & Investment	**684,520**	**908,080**	**142,440**	**0**	**1,735,040**	**(92,540)**	**(923,480)**	**(1,016,020)**	***719,020***		**208,000**
	Construction and Design	**1,791,970**	**123,330**	**21,400**	**(2,015,660)**	**(78,960)**	**0**	**0**	**0**	***(78,960)***		**0**
	Property											
O	Strategic Estates	776,520	16,540	279,330	(138,320)	**934,070**	0	(109,500)	(109,500)	***824,570***	ECD6-8, 14	140,000
P	Valuation & Land Strategy	0	10,840	146,110	0	**156,950**	0	(43,760)	(43,760)	***113,190***		0
Q	Markets	158,740	17,790	99,960	0	**276,490**	0	(460,650)	(460,650)	***(184,160)***		0
	Total Property	**935,260**	**45,170**	**525,400**	**(138,320)**	**1,367,510**	**0**	**(613,910)**	**(613,910)**	***753,600***		**140,000**
R	**City Centre Management**	**207,300**	**232,030**	**11,550**	**(50,000)**	**400,880**	**0**	**(213,500)**	**(213,500)**	***187,380***	ECD10-11	**30,000**
S	**Tourism, Development & Visitor Services**	**519,510**	**326,400**	**43,580**	**(106,080)**	**783,410**	**0**	**(503,000)**	**(503,000)**	***280,410***	ECD12	**120,000**
	Economic Development	**4,883,420**	**1,772,850**	**1,391,860**	**(2,434,180)**	**5,613,950**	**(92,540)**	**(2,815,740)**	**(2,908,280)**	***2,705,670***		**761,000**
	Memorandum											
T	**Land & Buildings Account**	**0**	**0**	**0**	**0**	**0**	**0**	**(3,585,570)**	**(3,585,570)**	***(3,585,570)***	ECD9	**120,000**
										Directorate Total		**881,000**

Please note that on the savings proposals document, the External Expenditure and Other Expenditure budgets shown above have been combined.

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Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence

No	Directorate	Directorate Ref	Cabinet Budget Proposals for Consultation 2015/16 as amended for due diligence	Budgetary Analysis Reference	2014/15 Controllable Budget	Saving				Planning Status	Risk Analysis			Cabinet Portfolio
						Employee Costs	Other	Income	2015/16		Residual	Achievability	EIA	
					£000	£000	£000	£000	£000					
52	Economic Development	ECD1	**Review management structure in the Economic Development Service** - restructure of the management of the Economic Development team to release one operational manager post.	A	370	87	0	0	87	Detailed Planning	Green	Green	Green	Economic Development & Partnerships
53	Economic Development	ECD2	**Capitalisation of posts in Major Projects** - two part-time posts and one full time post in Major Projects to be funded via capital rather than revenue.	B	0	0	0	163	163	Detailed Planning	Green	Amber-Green	Green	Economic Development & Partnerships
54	Economic Development	ECD3	**Remove budget for Events Park & Ride** - the Park & Ride arrangements put in place for major events will continue to be delivered but on a self-funding basis.	G	35	13	0	0	13	Detailed Planning	Green	Green	Green	Community Development, Co-operatives & Social Enterprise
55	Economic Development	ECD4	**Review service in Economic Development** - restructure of the Economic Development service to release one post.	H	667	28	0	0	28	Detailed Planning	Green	Green	Green	Economic Development & Partnerships
56	Economic Development	ECD5	**Reduced revenue budget for the Cardiff Business Council** - increase the private sector contribution towards the cost of the Cardiff Business Council.	M	500	0	160	0	160	Detailed Planning	Amber-Green	Amber-Green	Amber-Green	Economic Development & Partnerships
57	Economic Development	ECD6	**Budget reduction in Strategic Estates** - reduction in operational budgets.	O	279	0	6	0	6	Detailed Planning	Green	Green	Green	Corporate Services & Performance
58	Economic Development	ECD7	**Increase charges for services provided by Strategic Estates** - increase the Service Level Agreement charges made by Strategic Estates to the Harbour Authority and Housing Revenue Account based on the service undertaken.	O	(110)	0	0	18	18	Detailed Planning	Green	Green	Green	Corporate Services & Performance
59	Economic Development	ECD8	**Capitalisation of Posts in Strategic Estates** - two full-time posts in Strategic Estates that work on the disposal of Council properties generating capital receipts to be funded through capital rather than revenue.	O	(110)	0	0	96	96	Detailed Planning	Amber-Green	Amber-Green	Green	Corporate Services & Performance
60	Economic Development	ECD9	**Rent review income** - generate additional income as result of future rent reviews that need to be negotiated in 2015/16.	T	(3,585)	0	0	120	120	Detailed Planning	Amber-Green	Amber-Green	Green	Corporate Services & Performance
61	Economic Development	ECD10	**Removal of subsidy for mobility buggies in the city centre**- introduce a charging mechanism to recover costs to enable the city centre buggies service to be maintained.	R	(213)	0	0	17	17	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
62	Economic Development	ECD11	**Review service in the management of the City Centre Night Time Economy** - retain existing patterns of Taxi Marshall service but start the service at 10pm rather than 8pm.	R	207	13	0	0	13	Detailed Planning	Green	Green	Red-Amber	Community Development, Co-operatives & Social Enterprise
63	Economic Development	ECD12	**Review Tourism Information Centre Offer** - implement a partnership approach to the provision of Tourism Information Centre services across the city centre through the provision of a series of small satellite information points, including one at the existing city centre site and retain the centre in the bay.	S	520	120	0	0	120	Detailed Planning	Green	Amber-Green	Amber-Green	Economic Development & Partnerships
64	Economic Development	ECD13	**Fee income from management of workshop estate** - additional income identified from the Workshop Estate as a consequence of undertaking a rent review exercise and increasing the occupancy level.	L	(839)	0	0	20	20	General Planning	Green	Green	Green	Economic Development & Partnerships
65	Economic Development	ECD14	**Professional fee income from property disposals** - implementation of the property strategy generating additional fee income.	O	(110)	0	0	20	20	Detailed Planning	Amber-Green	Amber-Green	Amber-Green	Corporate Services & Performance
ECONOMIC DEVELOPMENT TOTAL						**261**	**166**	**454**	**881**					
COUNCIL DIRECTORATE TOTAL						**14,394**	**14,812**	**1,304**	**30,509**					

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Log of Changes to Savings Document since Consultation Version

Ref	Saving Title	Change in Value £000	Nature of Change	Detail of other changes
CHD4	Recommissioning of the supervised Contact Service	20	Due Diligence	Increase to original proposal. The increase is attributed to the size of the contract and the expectation that the winning provider will be able to make some economies in scale that exceed the conservative amount of savings initially put forward.
CHD 10	Business Support Review	(34)	Due Diligence	Reduction in proposal and revision of risks from Red-Amber to Amber-Green (residual and EIA) and Green (achievability)
CHD 17	Lean Review	(657)	Due Diligence	Reduction in proposal and revision of achievability risk from Red to Red-Amber
CHD19	Block Purchase of residential beds	65	Due Diligence	New proposal
CHD20	Partnership Review	100	Due Diligence	New proposal
CHD21	Leaving Care Support	120	Due Diligence	New proposal
CHD22	Cost Review Residential Care	200	Due Diligence	New proposal
CHD23	Youth Offending Services	100	Due Diligence	New proposal
CHD24	Market Supplement for Social Workers	86	Due Diligence	New proposal
CLK 1	Mini restructure to reduce administrative, legal and protocol support to County Clerk & Monitoring Officer	40	Due Diligence	Increase to proposal
CLK 3	Savings from Members ICT projects deleted	(40)	Due Diligence	Delete proposal
EDU 1	Inter Authority Recoupment	(250)	Due Diligence	Reduced in line with due diligence discussion and risks revised to red-amber from red.
EDU 5	Title change to "Staffing Realignments and Restructures within Education"	0	Due Diligence	Title changed from "Management and Support" and risks reduced to Red/Amber from red. Subjective Anlaysis and Budget Amended
EDU 10	School Effectiveness Grant	(151)	Due Diligence	Reduced in line with due diligence discussions and risks revised from red to green
EDU 11	Travellers Education	(41)	Due Diligence	Reduced in line with due diligence discussions and risks revised from red to green
HSC 2	Recommission Day Services for Older People	(400)	Due Diligence	Reduced in line with due diligence discussions
HSC9	Review of Care Management across HSC	(87)	Due Diligence	Reduced in line with due diligence discussions
HSC10	Improve efficiencies in strategic commissioning across all services	(650)	Due Diligence	Reduced in line with due diligence discussions
HSC11	Review External Supported Living services for people with Learning Disabilities	(569)	Due Diligence	Reduced in line with due diligence discussions
SLC24	Bute Park Horticultural Nursery	(80)	Due Diligence	Reduced in line with due diligence discussions and subjective category revised to income.
Total Due Diligence Review		**(2,228)**		
CHC3	Reduction in Spend on Benefit Service	0	Subjective Analysis	Amended to £26k Employees, and £57k other (from £83k employees.)
CLK 2	Reduce Member Expenses and Support Services	0	Subjective Analysis	Amended to £23k employees and £14k other
ECD2	Capitalisation of Posts in Major Projects	0	Subjective Analysis	Amended subjective profile from Employees to Income
ECD8	Capitalisation of Posts in Strategic Estates	0	Subjective Analysis	Amended subjective profile from Employees to Income
ECD10	Removal of subsidy for mobility buggies	0	Subjective Analysis	Amdended from employees to income
RES29	Organisational Development Restructure	0	Subjective Analysis	Amended subjective profile from employees and other to income and reflect in narrative.
SLC 10	Removal of Bowls Subsidy	0	Subjective Analysis	Amended subjective analysis of saving to £10k employees and £40k other (previously £50k employees)
CMT1	Review of management support budgets	0	Narrative	Narrative Update
HSC3	Re-shape the Internal Day Opportunity Service for people with learning disabilities	0	Narrative	Narrative Update
RES 4	Post reduction in Internal Audit	0	Narrative	Narrative Update
RES5	Reduction in posts to Service Accountancy	0	Narrative	Narrative Update
EDU8	Catering	0	BA sheet x ref	Amend Cross Reference to Budgetary Analysis Sheet
ENV1	Full Year Effect of 2014/15 actions includes efficiencies taken with collections/cleansing and enforcement where they were part completed in 2014/15 and the benefits roll into 2015/16	0	BA sheet x ref	Amend Cross Reference to Budgetary Analysis Sheet
ENV12	Management / Support / Performance Restructure	0	BA sheet x ref	Amend Cross Reference from P to A and budget figure.
SLC19	Cardiff Riding School	0	BA sheet x ref	Amend Cross Reference to Budgetary Analysis Sheet

Ref	Saving Title	Change in Value £000	Nature of Change	Detail of other changes
CHC3	Reduction in Spend on Benefit Service	0	Risk Update	EIA Changed to red-amber (from amber-green)
ENV2	In House Improvements (council wide) and Neighbourhood Services (council wide)	0	Risk Update	Residual and achievabiility risk changed from Red to Amber-Green
ENV4	Redesign of cleansing as part of Neighbourhood Services (Environment only)	0	Risk Update	Residual and achievabiility risk changed from Red to Amber-Green
ENV8	Wheeled bin and reusable garden sack	0	Risk Update	Achievability risk changed from Red to Amber Green
ENV10	Waste Disposal Stop Post Sort	0	Risk Update	Achievability risk changed from Red to Amber Green
ENV11	Remaining two Household Waste Recycling Centres (HWRC) with reduced operating days and hours	0	Risk Update	Residual and achievability risk changed from Red to Green
ENV13	Regulatory Collaboration	0	Risk Update	Residual risk changed from Red-Amber to Amber-Green
HSC12	"Closer to Home" service for people with learning disabilities	0	Risk Update	Change EIA rating to red-amber (from red)
HSC15	Making changes to the Community Alcohol & Drug Team Counselling Service	0	Risk Update	EIA amended from Green to Red-Amber
SLC2	Cessation of Events	0	Risk Update	Achievability revised from Amber-Green to Green
SLC9	Heath Park Car Park Charges	0	Risk Update	Residual risk revised from Red-Amber to Green
SLC11	Closure of public conveniences	0	Risk Update	Residual risk reduced from Amber-Green to Green
SLC15	Full Year closure of Eastern Leisure Centre for development	0	Risk Update	Residual risk revised from Red-Amber to Green
SLC18	Leisure Centres	0	Risk Update	Achievability risk revised from Green to Amber-Green
SLC19	Cardiff Riding School	0	Risk Update	Achievability risk revised from Amber-Green to Green
SLC24	Bute Park Horticultural Nursery	0	Risk Update	Residual and achievability risk revised from Red to Green
TCE	Precepts, levies and contributions	0	Risk Update	Achievability risk dropped from Red-Amber to Amber-Green as fire levy has now been confirmed.

Matched to Cabinet Budget Proposals for Consultation 2015/16 as amended for Due Diligence

EMPLOYEE IMPLICATIONS OF BUDGET

				All figures are expressed in terms of full time equivalent posts						
Ref	Impact on posts	Saving / Pressure	Savings Title	Voluntary Severance	Vacant	Redeploy	TBC	TUPE	New Post	Total FTE
Children's Services										
Children's Services Net Position				**(7.00)**	**(14.98)**	**0.00**	**(12.00)**	**0.00**	**0.00**	**(33.98)**
Communities, Housing and Customer Service										
14	Delete	CHC 1	Reduction in spend on Benefit Service x5	(1.00)			(4.00)			**(5.00)**
15	Delete	CHC 3	Reduction in Spend on Homelessness Service		(1.00)					**(1.00)**
16	Delete	CHC 6	Reduction in Supporting People Administration		(1.00)					**(1.00)**
17	Create	CHC 8	Re-profile Neighbourhood Partnerships Fund to support community groups						1.00	**1.00**
18	Delete	CHC 13	Reduction in spend on post within Regeneration		(1.00)					**(1.00)**
19	Delete	CHC 14	Implementation of the Library and Community Hub Strategies	(1.50)	(1.00)	(1.00)				**(3.50)**
20	Delete/Create	CHC 15	Review of Libraries Services				(19.00)		2.00	**(17.00)**
Communities , Housing and Customer Services Net Position				**(2.50)**	**(4.00)**	**(1.00)**	**(23.00)**	**0.00**	**3.00**	**(27.50)**
County Clerk and Monitoring Officer										
County Clerk and Monitoring Officer Net position				**(3.00)**	**(1.50)**	**(2.00)**	**0.00**	**0.00**	**1.00**	**(5.50)**
Economic Development										
23	Delete	ECD 1	Review management structure in the Economic Development Service				(1.00)			**(1.00)**
24	Delete	ECD 4	Review service in Economic Development				(1.00)			**(1.00)**
25	Delete	ECD 11	Review service in the management of the City Centre Night Time Economy		(.77)					**(.77)**
26	Delete	ECD 12	Review Tourism Information Centre Offer	(4.20)	(1.00)					**(5.20)**
Economic Development Net Position				**(4.20)**	**(1.77)**	**0.00**	**(2.00)**	**0.00**	**0.00**	**(7.97)**
Education										
Education Net Position				**(6.00)**	**(1.00)**	**0.00**	**(55.00)**	**(6.00)**	**0.00**	**(68.00)**

Ref	Impact on posts	Saving / Pressure	Savings Title	Voluntary Severance	Vacant	Redeploy	TBC	TUPE	New Post	Total FTE
Environment										
Environment Net Position				**(14.50)**	**(3.00)**	**0.00**	**(12.50)**	**0.00**	**0.00**	**(30.00)**
Health and Social Care										
Health and Social Care Net Position				**(10.50)**	**(27.00)**	**(1.20)**	**(96.30)**	**0.00**	**0.00**	**(135.00)**
Resources										
Resources Net Position				**(15.60)**	**(10.20)**	**0.00**	**(2.00)**	**0.00**	**0.00**	**(27.80)**
Sport , Leisure and Culture										
59	Delete	SLC 4	Reduction in sport, leisure and culture staffing	(5.60)	(3.00)	(.80)	(2.60)			**(12.00)**
60	Delete	SLC 5	Remodelling of the Park Ranger Service	(3.00)	(5.00)					**(8.00)**
61	Delete	SLC 6	Parks Apprenticeship Scheme		(4.00)					**(4.00)**
62	Delete	SLC 10	Removal of Bowls Subsidy		(.50)					**(.50)**
63	Delete	SLC 14	Canton Community Centre					(3.43)		**(3.43)**
64	Delete	**SLC 17	New Operating Model for Leisure Centres					(212.80)		**(212.80)**
65	Delete	SLC 20	New Model for Children's Play	(1.00)			(31.00)			**(32.00)**
Sport , Leisure and Culture Net Position				**(9.60)**	**(12.50)**	**(.80)**	**(33.60)**	**(216.23)**	**0.00**	**(272.73)**
Strategic Planning , Highways, Traffic and Transport										
Strategic Planning , Highways, Traffic and Transport Net position				**0.00**	**0.00**	**0.00**	**(2.00)**	**0.00**	**0.00**	**(2.00)**
Totals				**(72.90)**	**(75.95)**	**(5.00)**	**(238.40)**	**(222.23)**	**4**	**(610.48)**

* This project envisages a reduction from 214 FTE to 178 FTE across the three councils. It is unclear where those reductions will come from, all, some, or none might come from Cardiff.

** This proposal is a quarter of year effect

Draft Capital Programme 2015/16 - 2019/20

General Fund Capital Programme

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
	Annual Sums Expenditure							
1	Disabled Facilities Service (see also Public Housing)	To provide adaptations such as showers, stair lifts and internal modifications to allow the recipient to live independently within their own home	2,800	2,800	2,800	2,800	2,800	**14,000**
2	Financial Assistance for Older People (Targeted Elderly)	A financial assistance package of grants to repair the city's oldest and worst condition private sector housing stock. Options to be considered for alternative provision in conjunction with Welsh Government	270	270	0	0	0	**540**
3	Private Housing Group Repair	A rolling programme with a coordinated approach to improving the City's oldest and worst condition housing stock focusing on energy efficiency	130	130	130	130	130	**650**
4	Neighbourhood Renewal Schemes	City wide local generation schemes based on ward Member priorities. Schemes to be reviewed in 2017/18 subject to affordability.	685	595	280	0	0	**1,560**
5	Community Shopping Centre Regeneration	To implement improvements to local shopping centres and the associated public realm, including accessibility improvements, with the aim of providing an enhanced retail environment and improved business activity	571	360	360	360	360	**2,011**
6	Alleygating	To prevent anti-social behaviour with other benefits such as reduced street cleansing and highway maintenance costs	145	155	50	50	50	**450**
7	Housing Regeneration Schemes - Owner Occupier Costs	To fund owner occupier costs of improvements to housing and boundary walls	150	150	150	150	150	**750**
8	Materials Recycling Facility	To establish a planned regime for upgrades to minimise downtime at the Materials Recycling Facility	45	45	45	45	45	**225**
9	Property Asset Renewal - All Council Buildings	To address the condition of the property stock within the Council in accordance with Directorate Asset Management plans and priority works	4,000	4,000	4,000	4,000	4,000	**20,000**
10	Asset Renewal Facilities Management Fee	Facilities Management additional fee on property asset renewal schemes - funded from revenue	210	210	210	210	210	**1,050**
11	Legionella Works	Capital works arising from legionnaires surveys	60	0	0	0	0	**60**
12	ICT Refresh/SAP Landscapes	A phased programme to deliver a refresh of IT across the Council. The scope of the IT refresh programme covers the server / storage replacement, Data centre upgrades, resilience, improvements to wireless networking and hardware replacement to ensure compatibility with latest software	400	400	400	400	400	**2,000**
13	Vehicle Replacement	Annual sum for vehicle replacement	250	250	250	250	250	**1,250**
14	Parks Infrastructure	To improve existing parks infrastructure (Drainage, footpaths etc)	140	140	140	140	140	**700**
15	Play Equipment	Replacement of existing play equipment in parks	90	90	90	90	90	**450**
16	Bereavement Strategy	Improvement of facilities at Thornhill Crematorium and other bereavement infrastructure funded by reserves	145	140	140	140	140	**705**
17	Highway Resurfacing	Allocation for highways resurfacing	1,350	1,350	1,350	1,350	1,350	**6,750**

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
18	Footway Resurfacing	Allocation for footway resurfacing including addressing the condition of tree roots and tree pits on footways and implementation of dropped kerbs	595	595	595	595	595	**2,975**
19	Highway Structures	The strengthening or replacement of sub standard bridges, culverts and other highways structures as part of the Highway Infrastructure Asset Management plan	924	500	750	750	750	**3,674**
20	Street Lighting Renewals	To replace structurally unsound and install new street lighting columns	270	270	270	270	270	**1,350**
21	Traffic Management and Public Transport	Strategic and local network improvements including junction and pedestrian safety improvements, with a focus on securing matchfunding	670	670	670	670	670	**3,350**
22	Telematics / Butetown Tunnel	To undertake a long term programme of infrastructure replacements required for the ongoing operation of the tunnel and transportation infrastructure	330	330	330	330	330	**1,650**
23	Strategic Cycle Network Development	Implementation and matchfunding of the cycling strategy	250	400	400	400	400	**1,850**
24	Heritage Enhancement Programme	Schemes arising from conservation area appraisals and historic buildings	90	90	90	90	90	**450**
	TOTAL ANNUAL SUMS		**14,570**	**13,940**	**13,500**	**13,220**	**13,220**	**68,450**
	Ongoing Schemes / Amendments to Ongoing Schemes							
25	Children's Services Accommodation Strategy	Capital receipt from disposal of 150 Thornhill Road funds to be ring fenced for the direct benefit of children	0	560	0	0	0	**560**
26	Maelfa Centre	Enabling works for the regeneration Maelfa Centre and Council contribution towards the development of a viable local shopping centre scheme	293	1,100	0	0	0	**1,393**
27	Citizens Hubs	Development of Citizen Hubs approved as part of Hub Strategy	1,490	1,146	0	0	0	**2,636**
28	Pentwyn Community Facilities	Works to include accessibility improvements to Pentwyn Leisure Centre and improvements at the Powerhouse as part of Hub proposals	315	0	0	0	0	**315**
29	STAR Hub	A new multipurpose hub replacing STAR centre and Pool, providing community services such as housing, advice, leisure and library services, with a further £1.24 million being funded by HRA	3,552	1,000	0	0	0	**4,552**
30	Subway Renewal	To commence a cost effective programme of subway closures, footpath realignment and alternative crossing provisions	0	0	0	0	250	**250**
31	Eastern Leisure Centre	The redevelopment of Eastern Leisure Centre	4,794	1,500	0	0	0	**6,294**
32	Economic Development Infrastructure including Economic Development Schemes linked to the Cardiff Enterprise Zone	Scheme development and balance of purchase price for Wood Street car park	9,036	0	0	0	0	**9,036**
33	Central Square - Public Realm	Public realm improvements as part of the Council's Central Square regeneration	180	1,000	4,250	0	0	**5,430**
34	Central Square - Bus Station	Delivery of a new bus interchange	0	0	0	5,000	9,000	**14,000**

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
35	Cardiff Capital Fund (Subject to Matchfunding Approval)	Support for Small Medium Enterprises in the form of equity and loans	150	300	300	300	150	**1,200**
36	Cardiff Social Innovation Fund	Grants to support social enterprises	70	0	0	0	0	**70**
37	Household Waste Recycling Centres	Enable two large sites to be completed and upgraded as needed.	1,562	0	0	0	0	**1,562**
38	Carbon Reduction Schemes	Carbon reduction and energy efficiency measures across Council buildings including schools	200	0	0	0	0	**200**
39	Greener Grangetown Matchfunding	A partnership project with Dwr Cymru, WG, Natural Resources Wales and Cardiff Council to retrofit sustainable drainage systems in order to reduce the amount of surface water entering the drainage system and to undertake a comprehensive regeneration scheme	570	130	0	0	0	**700**
40	Schools Organisation Plan	This represents the Councils capital programme contribution to the SOP and 21st century schools financial model. It includes capital receipts to support the costs of the Schools Organisation Plan and is in addition to the contributions from revenue release savings from schools (Invest to Save) and grants which are shown elsewhere in the programme	2,025	5,201	10,383	10,000	0	**27,609**
41	Penarth Learning Community	Contribution to the Vale of Glamorgan Council in return for the Council gaining access to special education needs and residential respite places at the new facility	1,330	0	0	0	0	**1,330**
42	Office Accommodation Rationalisation Contribution	Strategic property and accommodation rationalisation to allow efficient use of properties	441	0	0	0	274	**715**
43	CCTV at Council Sites	CCTV cameras at Council sites	50	0	0	0	0	**50**
44	Modernising ICT to Improve Business Processes	Investment in technology projects including : Electronic Document Management System, Customer Relationship Management (CRM) and Mobile Scheduling, Projections for Asset Management and Webcasting Project, allowing the Council to make business process improvements and so improve directorate service delivery.	1,066	1,585	944	1,047	0	**4,642**
45	Insole Court	Balance of Council capital contribution to facilitate community asset transfer of Insole Court and matchfunding towards renovation costs	145	0	0	0	0	**145**
46	Bishops Palace and Llandaff Bell Tower	Conservation of Bishops Palace and Llandaff Bell tower, in order to reduce further damage to these Scheduled ancient monuments and remove them from the 'at risk' register (Subject to grant approval)	90	0	0	0	0	**90**
47	Public Open Space, Hywel Dda	Completion of safe, accessible public open space on a disused site which is to be dedicated to the 'Fields in Trust'	30	0	0	0	0	**30**
48	Parc Cefn Onn	Council matchfunding contribution to Heritage Lottery Fund bid subject to successful award	0	30	100	0	0	**130**
49	Flood Risk Prevention	A phased programme of works at various locations where water flows from parks and open spaces onto adjacent land causing flooding	180	100	0	0	0	**280**
50	Contingency	To address unforeseen pressures in the capital programme that arise in year to be reported in budget monitoring reports	400	250	250	250	250	**1,400**
	TOTAL ONGOING SCHEMES		**27,969**	**13,902**	**16,227**	**16,597**	**9,924**	**84,619**

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
	New Capital Schemes (Exc Invest to Save)							
51	Community Hubs Programme	Further funding required to implement the full programme of planned Hub developments	0	985	0	0	0	**985**
52	Leisure Centres	Priority works identified subject to the outcome of the competitive dialogue procurement on the future management of leisure centre facilities	750	0	0	0	0	**750**
53	Whitchurch High School	Further phase of accessibility works at Whitchurch High Upper School site	200	2,000	0	0	0	**2,200**
54	Schools Suitability and Sufficiency	To cater for increasing accessibility issues in schools and make provision for pupils with accessibility needs and to address rising pupil numbers and works required to improve facilities in schools that are not part of the 21st Century Schools programme	500	500	500	500	500	**2,500**
55	Regionalising Regulatory Services	Contribution towards new regional service ICT platform and mobile and scheduling.	216	0	0	0	0	**216**
56	Household Wheeled Bin and Reusable Garden Sack Expansion	Replacement of existing bins and provision of wheeled bins and kerbside food caddies in areas which currently do not have wheeled bins	395	0	0	0	0	**395**
57	Water Play Park at Victoria Park	Replacing the existing paddling pool at Victoria Park with an interactive wet play park	185	0	0	0	0	**185**
58	Restricting Residual Waste Changing the Current 240L Bins to 140L	Exchanging the current 240L wheeled bin stock with smaller 140L bins for general waste	2,400	0	0	0	0	**2,400**
59	Community Asset Transfer	To pump prime essential capital improvement works to buildings which local community groups are looking to take over from the Council	100	100	0	0	0	**200**
60	New Theatre	Priority works identified subject to the outcome of the competitive dialogue procurement on the future management of New Theatre	295	0	0	0	0	**295**
61	St David's Hall	Priority works identified subject to the outcome of the competitive dialogue procurement on the future management of St David's Hall	350	0	0	0	0	**350**
62	Transport Grant Matchfunding	Additional matchfunding for Council bids to Welsh Government for transport schemes. Confirmation of grant award required before release of funding.	375	375	375	375	375	**1,875**
	TOTAL NEW SCHEMES		**5,766**	**3,960**	**875**	**875**	**875**	**12,351**
	Schemes funded by Grants and Contributions (subject to approval of bids)							
63	Regional Transport Plan (Welsh Government)	Bus Corridors	5,850	1,400	2,500	2,000	2,000	**13,750**
64	Regional Transport Plan (Welsh Government)	Strategic Cycle Network	755	510	370	390	260	**2,285**
65	Regional Transport Plan (Welsh Government)	Walkable Neighbourhoods	490	460	450	350	370	**2,120**
66	Regional Transport Plan (Welsh Government)	Highway Junction Improvements	50	1,500	2,500	3,000	9,435	**16,485**
67	Regional Transport Plan (Welsh Government)	Infrastructure Plan	0	300	450	2,550	30,800	**34,100**
68	Regional Transport Plan (Welsh Government)	Local railway station improvements	30	30	90	70	20	**240**
69	Regional Transport Plan (Welsh Government)	To support the achievement of targets for road safety casualty reduction	100	500	500	500	500	**2,100**
70	Transport Grant (Welsh Government)	Safe routes in communities	540	400	400	400	400	**2,140**

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
71	Greener Grangetown (Dwr Cymru, Welsh Government, Landfill Tax & Natural Resources Wales)	Rainwater recycled through new drainage systems, producing environmental and economic benefits	790	760	0	0	0	**1,550**
72	Vibrant and Viable Places (Tackling Poverty) - Grangetown (Welsh Government)	Community Hub	165	0	0	0	0	**165**
73	Vibrant and Viable Places (Tackling Poverty) - Grangetown (Welsh Government)	District Centre and Commercial Business Improvements	465	138	0	0	0	**603**
74	Cymru Museum Archives and Libraries (CYMAL)	Bid for improvements to libraries as part of Citizen Hubs programme	100	100	100	100	100	**500**
75	Harbour Authority Grant (Welsh Government)	Approved asset renewal programme	323	346	350	350	350	**1,719**
76	21st Century Schools (Welsh Government)	Welsh Government Band A grant funding for a variety of schemes to improve school facilities and infrastructure in Cardiff - Subject to approval of individual business cases	9,918	25,660	6,847	0	0	**42,425**
77	Flying Start (Welsh Government)	Support for early years education facilities across Cardiff	149	297	446	0	0	**892**
78	Planning Gain (S106) and other contributions	Various schemes such as improvements to open space, transportation, public realm and community facilities	2,441	2,322	2,356	0	0	**7,119**
79	Insole Court (Heritage Lottery Fund, CADW, Welsh Government, Trust)	Renovation of Insole Court to facilitate community asset transfer	1,562	0	0	0	0	**1,562**
80	Urban Broadband (Department for Culture, Media, Sport & Leisure)	Allowance for completion of broadband connectivity vouchers scheme from 2014/15 programme with potential to bid for further grants in 2015/16	312	0	0	0	0	**312**
	TOTAL SCHEMES FUNDED BY GRANTS AND CONTRIBUTIONS (SUBJECT TO APPROVAL OF BIDS)		**24,040**	**34,723**	**17,359**	**9,710**	**44,235**	**130,067**
	Additional borrowing undertaken by the Council to be repaid from specific resources (Invest to Save - Subject to Business Case)							
	Existing Schemes							
81	Energy Retrofit of Buildings	Retrofit of suitable Council buildings for energy efficiency measures to provide revenue energy reduction savings and carbon reduction savings	590	0	0	0	0	**590**
82	Hydro Power (Radyr Weir)	Radyr Weir facility where income would be generated from feed in tariff	2,150	0	0	0	0	**2,150**
83	Street Lighting Energy Use Reduction	The installation of dimmer units onto circa 24,000 lamp units in residential areas, in order to facilitate dimming at off peak hours and thereby reduce energy usage	1,175	0	0	0	0	**1,175**
84	Invest to Save - Annual Bid Allocation	Capital schemes developed during the year that can pay back the original investment of the scheme either through income generation or savings within a short period of time	500	500	500	500	500	**2,500**
85	Cardiff Enterprise Zone	A range of property, economic development, transport and public realm schemes aiming to bring growth and new jobs to the City and region as well as other benefits to citizens, business and visitors	0	0	7,500	7,500	0	**15,000**

			2015/16 Including Slippage £000	Indicative 2016/17 £000	Indicative 2017/18 £000	Indicative 2018/19 £000	Indicative 2019/20 £000	Total £000
86	School Organisation Plan & 21st Century Schools including Schools Local Government Borrowing Initiative	Strategic investment programme to be paid back from revenue release savings and WG grant	7,588	27,908	14,251	(1,303)	4,367	**52,811**
	New Bids							
87	LED Lighting on Principal Roads	Replacement of street lighting on strategic routes to LED lights subject to business case approval, option appraisal in respect of preferred technology and consideration of a phased approach	2,000	5,000	0	0	0	**7,000**
88	Maelfa Regeneration - Commercial Properties	Council investment in commercial units to achieve a positive commercial rate of return to the Council by investing in a revenue generating asset	0	1,000	0	0	0	**1,000**
89	Salix Loans	Energy efficiency measures in schools and Council buildings funded by Salix loans subject to approval by Salix and Council Energy Management team	160	340	0	0	0	**500**
	TOTAL INVEST TO SAVE		**14,163**	**34,748**	**22,251**	**6,697**	**4,867**	**82,726**
	TOTAL GENERAL FUND		**86,508**	**101,273**	**70,212**	**47,099**	**73,121**	**378,213**

Public Housing Capital Programme (HRA)

90	**Regeneration and Area Improvement Strategies**	Environmental works including defensible space, demolition, conversion and road/footpath realignment; Energy efficiency schemes; Improvements to flats, garages, gullies and open spaces	4,750	4,500	4,500	4,500	4,500	**22,750**
91	**External and Internal Improvements to Buildings**	Improvements include central heating, fencing, roofing, high rise cladding, door entry systems, kitchens and bathrooms, CCTV and improvements to Sheltered Housing	11,550	10,000	7,800	8,150	8,550	**46,050**
	Housing Partnerships Project (HPP)							
92	New Build Council Housing - HPP 1	Delivery of new build housing as part of the Housing Partnership project	1,700	2,400	2,600	2,600	3,200	**12,500**
93	New Build Council Housing - HPP 2		0	5,000	5,000	5,500	6,000	**21,500**
94	**Hub Developments**	Public housing contribution to Hub Schemes including STAR, St Mellons, Llandaff North, Pentwyn and Grangetown	150	1,770	650	0	0	**2,570**
95	**Disabled Facilities Service**	To provide adaptations and associated improvements to the homes of disabled persons	1,800	1,800	1,800	1,800	1,800	**9,000**
96	**Housing Finance Reform Settlement Payment to WG**	Estimated settlement obligation to Welsh Government in order to buy out from the Housing Revenue Account Subsidy system on 2 April 2015. As payment required will be subject to interest as at 31 March 2015. The payment amount will be subject to change	222,000	0	0	0	0	**222,000**
97	**Modernising ICT to Improve Business Processes**	Contribution towards investment in technology to improve business processes	0	250	250	250	250	**1,000**
	TOTAL PUBLIC HOUSING		**241,950**	**25,720**	**22,600**	**22,800**	**24,300**	**337,370**
	TOTAL CAPITAL PROGRAMME EXPENDITURE		**328,458**	**126,993**	**92,812**	**69,899**	**97,421**	**715,583**

DIRECTORATE FINANCIAL PRESSURES 2015/16

No	Pressure	Value of Pressure 2015/16 £000	Accept/ Reject	Risk Assessment Mitigated	Risk Assessment EIA	Mitigating Actions as not supported as part of 2015/16 Budget
1	**Special Guardianship and Residential Orders** - the number of allowances has increased by 32 since January 2013. This bid is to fund the growth in the number of orders in place.	200	Accept	Red	Red	
TOTAL CHILDREN'S SERVICES		**200**				
2	**Doctor Who (naming rights and running costs)** - it was anticipated that the operational and running costs of the Dr Who building (including ongoing maintenance) would be covered by the sponsorship of the naming rights of the building which has since not materialised.	80	Reject	Red	Green	Ongoing discussions will be held with the operator regarding options to address these costs.
TOTAL ECONOMIC DEVELOPMENT		**80**				
3	**Sustainable Waste Management Grant (SWMG) Cuts** - the SWMG that has previously been protected by Welsh Government is now expected to reduce each year. This grant is used to support recycling processing and initiatives to drive recycling and avoid fiscal fines. The original pressure was based on a £375k grant reduction. However, following further updates on grant reductions, this was reduced to £175k.	175	Accept	Red	Green	
4	**Waste Strategy & Collection Changes -** Additional financial support will be required to support the waste strategy changes for 2015/16. Due to large scale service changes to the residual household kerbside collections support is need to ensure robust city wide communications, C2C support as well as on the ground education and enforcement actives to minimise the impact of change and maximise recycling and customer buy-in. The council must drive out more recyclables and food waste from the householder's residual waste in order to avoid failure and fiscal fines. The need for increasing recycling is growing as the statutory target increases from 52% to 58% (15/16).	500	Accept	Red	Amber-Green	
5	**Waste Collections Demographic Changes -** Cardiff's Local Development Plan (LDP) highlights that the number of households are projected to increase by 26,443 households between 2014 and 2026. Based on current collection arrangements, with each household receiving a collection of three separate waste streams per week, collection costs will increase by over £1.3 million by 2026. The costs in the pressure bid have been calculated using the projected annual increases in property numbers as contained within the LDP, and if anything are a conservative estimate, taking into account delivering other efficiencies in the service (i.e. rebalancing the rounds across collection days). Failure to obtain this funding will result in a requirement to significantly reduce waste collection services, thus impacting upon our ability to meet recycling and landfill diversion targets, not to mention compliance with the requirement to segregate materials at the point of collection.	91	Accept	Red	Green	
6	**Recycling Materials -** To support the required processing of non kerbside recyclable materials in order to achieve the Statutory Local Authority Recycling Targets (LART) of 58% in 15/16. The council must support both the existing and new recycling streams in order to avoid fiscal fines. The need for increasing recycling is growing as the statutory target increases from 52% to 58% (15/16). The recycling of materials from the HWRC and new sources such as sweepings, wood, rubble, hard plastics, plasterboard, mattresses have been identified as critical to support the Council in meeting the statutory targets in 15/16 and beyond.	890	Accept	Red	Green	
TOTAL ENVIRONMENT		**1,656**				
7	**Deprivation of Liberty Safeguards (DoLS)** - new legal requirements in relation to the Deprivation of Liberty and the Mental Health Act & Mental Capacity Act. This will impact across the directorate in three ways - (1) increased applications to the Court of Protection for people in supported Living (345 individuals likely costs) and therefore increased cost; (2) increased applications for those who live in care homes for DoLS Assessments and Best Interest Assessments (predicted numbers of 700); (3) increased payments to the NHS for S.12 (Mental Health Act) Assessment by Doctors - estimate based on 700 cost = £127k. If 20% of the DoLS assessments are contested in the Court of Protection a significant additional cost of defence is needed.	500	Accept	Red	Red	
8	**Continuing Health Care funding transfers** - this is where service users have (often large) packages of care funded by the NHS and where upon re-assessment a determination is made that the funding needs to be picked up wholly or partly by social care. There has been specific identification of a potential 20 users of mental health services in year in 2014/15 with the potential for more service users to be identified in 2015/16.	350	Accept	Red	Red	
9	**Impact of cut in Supporting People Grant** - this will impact on increased support costs for people living in supported living where the deficit in Supporting People part of the care package funding will need to be met solely from social care budgets.	190	Accept	Red	Red	
10	**Independent Living Fund -** there is a UK Government decision to close Independent Living Fund (ILF) at 30th June 2015. Officers are robustly following through with Welsh Government the funding decisions which are still awaited as to whether there is to be a transfer of ILF funding to Local Authorities and, if so, if this is to be ring fenced or part of the general financial settlement.	1,500	Reject	Red	Red	The Welsh Government budget included a recurrent UK Government transfer of £27m to take account of the closure of the Independent Living Fund (ILF). The ILF will close on 30/6/15 with devolved administrations taking over responsibility from 1/7/15. This is a revised start date and the funding transfer has been pro-rated to £20.4m accordingly for 2015/16. Advice from WG is that funding of the scheme beyond that period is subject to the Spending Review round for 2016 onwards. How the £20.4m will be used to support ILF recipients in Wales in 2015/16 will depend on the outcomes of public consultation which include four options, some including local authorities and some not. Those involving local authorities include transferring the funding to them via the Revenue Support Grant or by way of a specific grant which "ring fences" the money to be spent on ILF recipients. This response from Welsh Government suggests that any responsibilities in this area will be funded.
11	**Sleep in Advice** - change of regulations governing the rates paid for staff covering "sleep-in" duties.	500	Accept	Red	Red	
TOTAL HEALTH AND SOCIAL CARE		**3,040**				

DIRECTORATE FINANCIAL PRESSURES 2015/16

No	Pressure	Value of Pressure 2015/16	Accept/ Reject	Risk Assessment Mitigated	Risk Assessment EIA	Mitigating Actions as not supported as part of 2015/16 Budget
12	**Secondary School Transport (for pupils living more than 3 miles from the school)** - due to a number of changes to the Schools Re-organisation proposals the schools listed below are increasing in pupil numbers who will qualify for statutory school transport (pupils living 3 miles or more from school) and therefore additional transport is required to meet the Councils Home to School Transport policies requirements. 1) Llanishen HS - extra buses from Sept 2014 & non funded service from Sept 2013 - £99k 2) Bro Edern - Reorganisation - 1 extra bus from Sept 2014 - £27k 3) St Teilos & Corpus Christi - 1 extra bus each from Sept 2014 - £35k 4) Ysgol Glantaf - Higher Pupil Intake- one extra bus from Sept 2014 to cover Grangetown area- £35k.	231	Accept	Red	Red-Amber	
13	**Primary School Transport (for pupils living more than 2 miles from the school)** - due to catchment area capacity problems across Cardiff there is an increase in primary pupil numbers requiring taxi transport as they are unable to attend their local school and the nearest school with a vacancy is more than the statutory qualifying distance for free home to school transport (pupils living 2 miles or more from their nearest appropriate school).	160	Accept	Red	Red	
14	**Special Educational Needs school transport (pupils with Statements of SEN)** - increase in SEN pupil numbers. A number of schools and new units/provision resources have opened during the last 18 months and more pupils are attending the bases, as a result additional funding is required in-order to transport the pupils to these bases.	370	Accept	Red	Red	
15	**Sixth form aged 16 to 19 school transport - Passport to Travel Scheme** - Cardiff Education Trust Fund currently funds the majority of this scheme and from September 2014 the income generated from the scheme will be unable to continue to fund the passport to travel scheme. The Council are unable to withdraw this non statutory school transport scheme until Sept 2016 at the earliest. The Council is required to undertake consultation before any changes can be made to change its home to school transport policy in line with the Learner Travel Wales Measure and these changes must be available on the Council's web site before 1 October ready for pupils starting 6th form in the following September. Therefore the additional funding is required to cover the shortfall for this non statutory service from April 2015 until March 2016.	354	Reject	Red	Red	Cardiff Education Trust have agreed to provide a contribution in respect of the Passport to Travel Scheme in 2015/16.
16	**Route diversion due to bridge closures (electrification)** - disruption to approx 30 routes due to long term railway electrification resulting in several bridge closures. The increase in costs reflects the increase in daily rates due to the diversion £57k, plus £43k from increase in number of pupils qualifying for free transport.	100	Reject	Red	Amber-Green	As this pressure is a result of bridge closures relating to the electrification of the rail network, discussions are ongoing between the directorate and Network Rail in respect of these costs.
17	**Reduction in Welsh Government (WG) fee for administering Concessionary Fare passes -** the Council receives £3 per concessionary fare pass from WG, WG are proposing to reduce the payment to £1. There is an income target of £196k within the directorate therefore if the price paid reduces to £1 the income will reduce to an estimated £70k resulting in a shortfall of £126k.	126	Accept	Red	Green	
TOTAL STRATEGIC PLANNING, HIGHWAYS & TRANSPORT		**1,341**				

COUNCIL WIDE - TOTAL ACCEPTED	**4,283**				
COUNCIL WIDE - TOTAL REJECTED	**2,034**				
TOTAL COUNCIL WIDE	**6,317**				

Changes for Cardiff

Executive Summary of the Consultation Results and Feedback Report on the City of Cardiff Council's 2015/16 Budget Proposals

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Executive Summary

This Executive Summary provides an overview of the Budget Consultation exercise. It is not a detailed summary of the full report, but an articulation of some of the key findings. For a full understanding of the responses received as part of the consultation, links to the appropriate sections of the report are provided.

1.1 Background

The consultation on the *Changes for Cardiff* Budget Proposals ran from 21st November 2014 until 12th January 2015. It was the City of Cardiff Council's most far reaching consultation on budget proposals to date. The consultation was communicated and shared through a range of channels, whilst face to face engagement activities were undertaken in locations across the city.

The consultation took three forms:

- **City-wide public consultation** on issues of general interest (set out in the *"Changes for Cardiff"* document) – these elements represented **£6.8m** of the total proposed savings.
- **Service-specific consultation** with identified service users/groups or organisations – these elements amounted to **£5.533m** of the total proposed savings.
- **General consultation** – this included all of the Council's other savings that have been released for consultation, including internal changes within the Council such as; back office efficiencies, staff changes and process improvements – these components represented **£22.899m** of the total proposed savings.

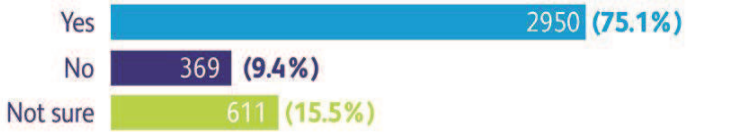
1.2 Headline Figures

4,191 people took the time to complete the *Changes for Cardiff* questionnaire, over **five hundred people** attended engagement events and a large number of the public gave views via petitions, calls for community polls and through correspondence.

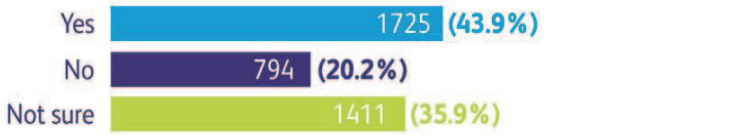
From those completing the survey in response to the 2015/16 budget proposals, the following headline figures can be seen:

Do you recognise that a budget gap of a potential £48.3m for 2015/16 means that difficult budget choices are required?

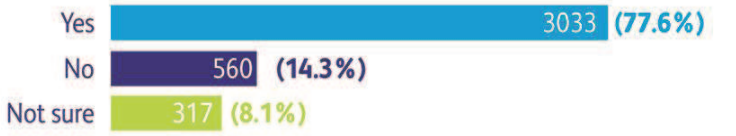
Do you support the Council in exploring new ways of working with other organisations to delivers its services?



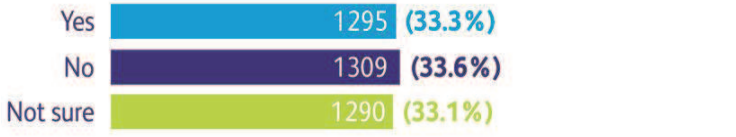
Would you support the Council charging more for some services if it meant that they could be continued?



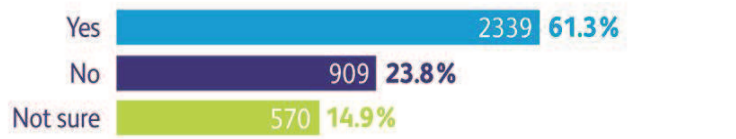
Would you support the Council in the greater implementation of fines for non-compliance e.g. littering, parking, failing to adhere to recycling rules etc.?



Do you think that community groups and the third sector organisations should be asked to run more local services and facilities e.g. running local community buildings, maintaining local open spaces etc.?

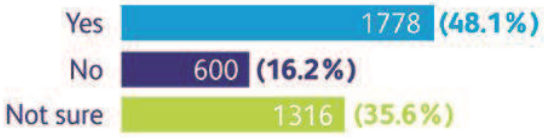


Services should be brought together into a Hub based approach that includes a full library service

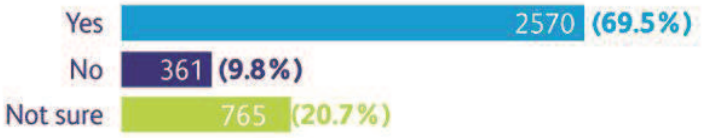


Whilst keeping the core library service free at point of access additional income streams should be explored – including the sale of e-readers, stationery, room hire, rental of space and coffee machines?

Do you agree a phased approach should be taken to disinvest from traditional day centre models of provision to ensure that the Council can re-invest in more community based opportunities?



Do you agree the existing community meals service should develop away from solely home delivery provision at set times of day and work to link up service users with a range of luncheon clubs and other resources in their neighbourhood?



Are you in favour of the proposal to cease Council funding for the following:

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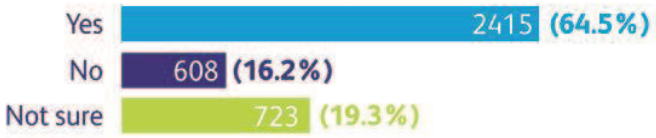
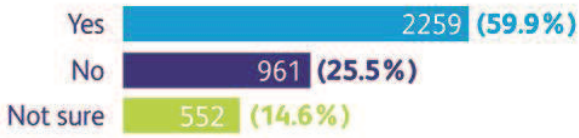
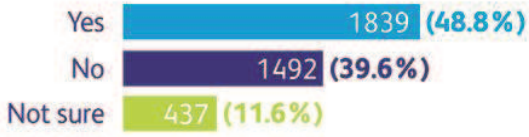


Cardiff in Bloom

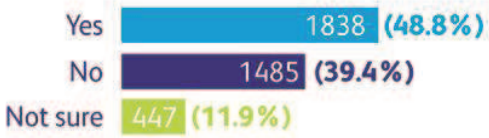


Cardiff Country Fair

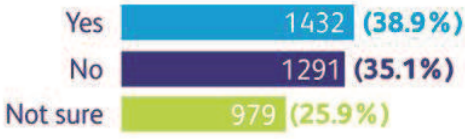
St David's Day Celebrations



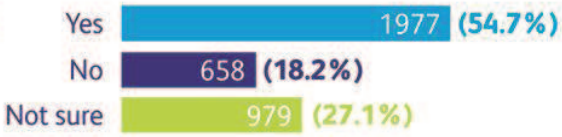
Christmas Tree Provision in the City and Bay



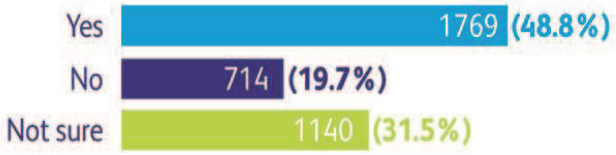
Do you agree with the remodelling of the Park Ranger Service?



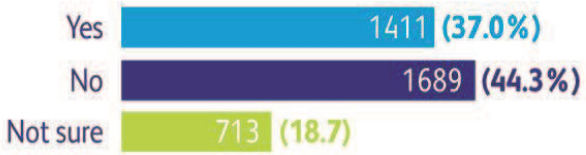
Under the new proposals we plan to focus youth work delivery on six well resourced, high quality Youth Activity Centres delivering activities for young people and access to tailored support. Do you agree with the proposal?



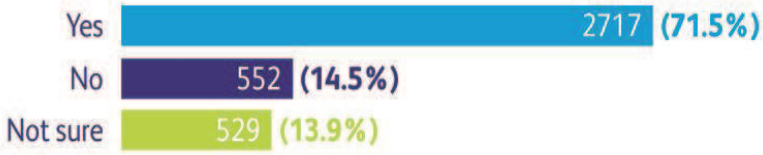
In addition to Youth Activity Centres and community led delivery, young people's access to youth work in their communities should be supported by a mobile provision, specifically a Youth Bus? Do you agree with this proposal?



Do you agree that some funding should be available for Welsh language provision play services?

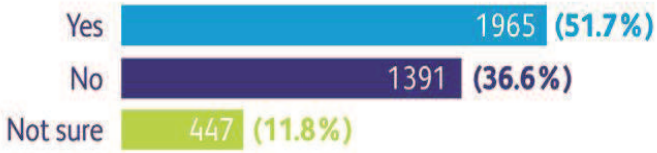


Do you agree that some funding should be available for holiday play provision?

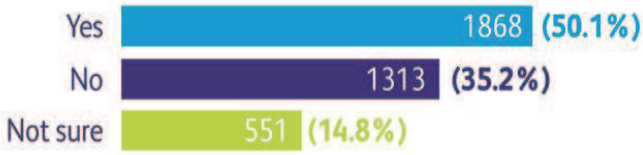


Do you agree that some funding should be available for children with a disability to access play?

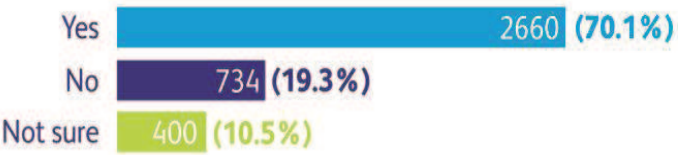
Do you agree to withdraw the free entitlement to bulky item collections?



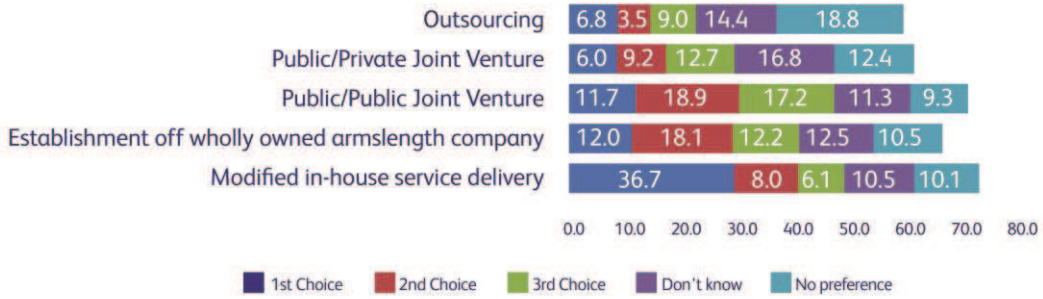
Do you agree to an increase in existing charges for bulky item collections?



Do you agree that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable?

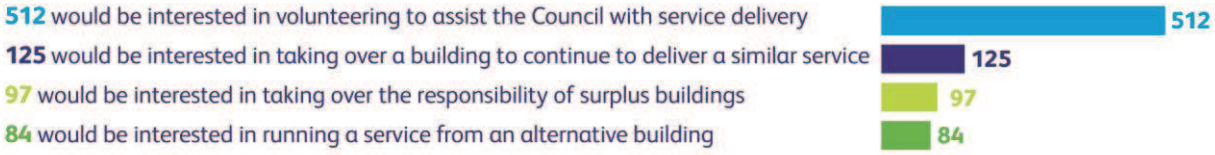


Of the five Infrastructure delivery models shortlisted, do you have a preferred option?



Do you agree with the removal of the Automated Public Conveniences?

654 respondents to the Changes for Cardiff Budget Proposals Consultation would be interested in becoming involved in volunteering to help guide the delivery of services in their neighbourhood. Of these:



1.3 Overarching Themes:

It is clear that respondents to *Changes for Cardiff* recognise that the financial challenge, alongside other service demand pressures, means that difficult budget choices are required. This understanding is reflected throughout the response to the Council's budget consultation, with broad support for many of the proposals, and notably for the Council to explore new ways of working.

- **The financial reality:** An overwhelming **88.7%** (3,498) of respondents recognised that a £48.3m budget gap for 2015/16 meant that **difficult budget choices** are required.
- **Support for new ways of working: 75.1%** (2,950) **support** the Council in **exploring new ways of working** to deliver its services.
- **Greater charging**: There is mixed levels of support for the Council **charging more for some services** if it meant they could be continued with **43.9%** (1,725) supporting the proposal but 35.9% (1,411) 'not sure'.
- **Fines for non-compliance:** Over **3,000** respondents **(77.6%)** supported the Council in the **greater implementation of fines for non-compliance** such as, littering or illegal parking.
- **Quality and cost of service:** Throughout the *Changes for Cardiff* consultation and previously as part of the Cardiff Debate, residents have told the Council that **'quality of service'** and **'cost of service'** are the **most important factors** in service delivery. In comparison, **'who'** delivers the service is not considered an important factor.
- **Community involvement: 33.3%** (1,295) of respondents agreed that **community groups** and the **3rd sector** should be asked **to run more local services** - 33.6% (1,309) said 'No'; 33.1% (1,290) said 'Not sure'.
- Whilst some practical concerns were expressed about community groups and third sector organisations being asked to run more local services and facilities, there is a **clear support (74.6%)** for **volunteers assisting** in a new approach to **library services.**
- **Community interest: 654** individuals (19.2%) or groups expressed an interest in becoming more involved in the delivery of services. Many were interested in volunteering to assist in delivering a Council service.
- **Use of buildings:** Respondents felt the Council should **encourage alternative uses for buildings** proposed for closure, rather than selling or permanently closing assets, and

seek to transfer assets to community groups where appropriate. Also, a significant number were interested in taking over the responsibility of surplus facilities (97) or taking over a building to continue to deliver a similar service (125).

- **Local insights:** The nature of the feedback received from area to area on similar issues varied. This has provided the Council with a **valuable insight into what different areas consider appropriate solutions** to identified issues and is further explored and supported in **Appendix 1.**

- **Valued public services:** Overall, the results of *Changes for Cardiff* consultation emphasise the importance people place on their local public services, but also demonstrate a growing understanding of the tough choices that need to be made. In most instances there is support for the Council's approach to meeting its budget challenge, although it must be stressed that many respondents expressed concern about what this budget shortfall means for their communities and for their services. For comments given as part of the consultation, please see **Appendix 2** and **3**.

1.4 City-wide Budget Proposals

The section below highlights the main issues arising from the responses received for some of the specific proposals in the *Changes for Cardiff* Consultation Document.

Community Centres

The City of Cardiff Council pledged to continue its commitment to join up local services within Community Hubs, with a focus on meeting local needs, making services more accessible and reducing the overall number of buildings used.

- Approximately **two thirds (64.7% / 2,476)** of respondents were **in favour of the Council working to join up existing services** offered in community centres with the Hub strategy.

- 62.7% (2,367) felt that proposals for **alternative use or building transfer of these facilities should be explored.**

Where respondents had indicated that they were not in favour of proposals they were invited to express their reasoning.

- The most frequently expressed concern related to the **locality of proposed hubs** and the resulting issues that individuals or group may have in accessing the facilities. These concerns were mentioned in 22% of comments.

- A fifth (20.3%) of comments referenced fears over the **capabilities of volunteer groups** to take over services and the longevity of this approach.

Others concerns related to:

- Service provision being biased towards the more socially deprived areas.
- Transfer of buildings to community groups or private companies having a negative impact on the services provided.

Library Services

Library services have a key role to play in communities but the way in which people use libraries is changing. The 2015/16 Budget Consultation included a range of proposals with the aim of providing more joined up and accessible services with reduced funding.

- **Four in five** (80.8% / 3,157) respondents reported to be **library card holders.**
- **57.9%** (2,237) stated that they visit a Cardiff library facility **at least once month.**

- **Almost ninety percent** (88.9% / 3,401) of those completing the survey were **in** favour of **additional income streams being explored.**
- **Three quarters** (74.6% / 2,821) wanted to see the City of Cardiff Council **encourage and support volunteers** in the outlined new approach for library services.

The consultation document also outlined the Council's preferred options for individual library sites and asked the public if they agreed with the proposals.

- The **highest level of agreement** was found regarding the Council's proposal to **transform Central Library into a Community Hub** (74.1% / 2,794).
- The public expressed **less agreement** in instances where it was proposed that the Council withdraw funding from specific facilities with high numbers opposingi.e. (i.e *Whitchurch 49.1%, Rhiwbina 49%, Cathays 46.4%, Rhydypennau 44.4%, Roath 44.1%, Radyr 41.8%, Rumney 39.2%)*

Where respondents indicated "no" to any of the proposals outlined by the Council they were provided with an opportunity to express their reasons for this.

- The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many fearing a '**geographic**al **gap'** in service provision in some communities.
- Respondents were keen to see library services explore a wide range of cost savings and **income generation** options, such as; making use of volunteers, changing opening hours, introducing charges where possible, and adding cafés rather than losing the community service.

Different views emerged from different areas of Cardiff in terms of what local people considered appropriate solutions.

- Opinion was mixed regarding the **introduction of services such as café/coffee shops**, fears were expressed about the possibility of influence from the any 'business' aspect detracting from core services. One particular exception to this however was in the case of **Whitchurch library** whereby a number of comments expressed support for the introduction of such a facility.
- The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible.

The recent budget consultation saw a number of individuals and organisations (367) express an interest in becoming involved with library services on a volunteer basis.

- Comments reveal, however, public concerns regarding a move to this means for service delivery. It was feared that an **overreliance on volunteers** and their good will could affect quality of provision and undermine the professional skills demonstrated by existing libraries staff.

Day Services for Older and Disabled People

Social isolation amongst older people is a serious concern and something that the City of Cardiff Council, working with its partners, aims to safeguard against. However expectations of older and disabled people are changing, with people wanting more choice and control over the support they receive.

This demand, coupled with an increasing demand on existing services and a growing emphasis on prevention from Welsh Government, is driving forward a new model of community based services.

- Those responding were largely **in favour of the general principles**, however the proposals to disinvest in traditional day centres and remodel community meals received **lower levels of agreement** (48.1% / 1,778 and 69.5% / 2,570 respectively).
- For those disagreeing, **the main concern was the proposals may result in a decline** in what was otherwise considered to be an essential and vital service providing support for many service users.

Leisure Centres and Arts Venues

The consultation document explained that the Council is currently exploring the management of leisure centres and arts venues (including St David's Hall, New Theatre and The Cardiff Museum Story) by different organisations. This could enhance the quality of the provision and also make savings.

- Half **(51.9% / 1956)** of those responding were **in** favour of the Council looking at **different management models** for **leisure centres** whilst a slightly higher proportion **(57.4% / 2118)** agreed that this was also appropriate for **arts venues**. The preference was that these should be managed by a **Trust** or **Social Enterprise** as opposed to a commercial management company.
- The **most important** factors in the future management of leisure centres and art venues were: **'the cost to use the service'**, a **'varied programme of activities'** and '**provision for all age groups**'. **'Who'** delivers the service was deemed to be one of the least important factors.

Events and Celebrations

Financial challenges mean that the Council no longer has the resources to support a number of events and celebrations that the Council has traditionally helped to fund.

- Respondents **broadly supported proposals to cease** Council funding for **Calennig** (64.5% / 2415), **Cardiff in Bloom** (59.9%) and **Cardiff Country Fair** (70%).
- There was **less support for ceasing** funding for **St David's Day Celebrations** (48.8%) and **Christmas tree** provision (48.8%).

Park Ranger Service

Budget proposals for 2015/16 identify a continued emphasis to maintain the parks and green spaces, but also suggest a remodelling of the existing Park Ranger service which would reduce the current number of Park Rangers whilst making efforts to ensure that negative impacts are mitigated.

- Opinion was **mixed** as to whether the **proposed remodelling of the Parks Services** was an agreeable option with **less than two fifths (38.9%) in favour of the proposal**
- Concerns from those opposing the proposal were largely in relation to **reduction in quality of parks** and **support to Friends Groups**

Respondents were also asked to identify which activities of the park ranger service they would like to see **prioritised for continuation** should a reduced service be implemented in the future. The most important were seen to be:

- Tackling of **anti-social behaviour** and **youth annoyance** - **64.6%** (2,355) respondents
- **Enforcement issues** (e.g. dog fouling) - **64.1%** (2,336) ; and
- Maintaining **site presence** at key parks - **54.5%** (1,987)

Youth Services

The Council is proposing to deliver Youth Services from six well-resourced Neighbourhood Youth Activity Centres. Outreach services and mobile provision via a Youth Bus were also proposed as a means of providing additional flexible options for engaging young people. The results show that:

- **Just over half of respondents agreed (54.7% /** (1,977) with the proposal to focus youth work delivery on **six well resourced, high quality Youth Activity Centres**.
- There is support (**70.9%** / 2,574) for the proposal to engage young people, community groups and third sector organisations in **designing** and **delivering youth services**.
- **Mobile provision**, specifically via a Youth Bus, was **less well supported** with **48.8%** agreeing with this proposal and 19.7% expressing disagreement.
- There was **broad support** (76.4% / 2,761) for the Council's commitment to the active **involvement of young people in shaping youth support provision**.

Children's Play

Under the Council's proposed model for Children's Play it would no longer manage or operate play centres from the beginning of April 2015, instead supporting other organisations to run activities. Key findings on the response to these proposals were:

- **60.8%** (2,328) of respondents agreed that in the future the Council should **support other organisations to run children's play activities** rather than manage them itself.
- There was stronger support for funding being made available for **children with a disability** to access play (**88.5%)** and for **holiday play** provision (71.5%), with less support (37%) for funding being made available for **Welsh language** provision play services.
- Respondents agreed (72.4%) with the proposal for the Council to **encourage proposals from community groups** for alternative uses or building transfer where appropriate.

Supported School Transport for 16-19 Year Olds

- Over half of respondents (54.6% / 2,033) were **not aware the Council subsidised school transport for 16-19** years and 53.5% felt it **shouldn't be continued** if it impacts on other services (with respect to savings being found elsewhere).

- A small number of respondents (61 comments) did stress that removing this subsidy would put **additional pressure on the financial position of their family**.

Supported Public Transport

- Less than half (46.3% / 1,755) of those responding to the questionnaire were **unaware that the Council subsidises bus services** when passenger numbers are too low to make it commercially viable. Public opinion was however **mixed** as to whether the Council should continue to support these services.

- The 37.2% of respondents who were opposed to the Council ceasing support of these services were asked to outline their reasons and a total of 836 responses were received. More than **one in five comments** (22.4% / 187) were from respondents who were in favour of a **reduction to the Bay car service**.

Parking

Participants in the consultation were asked their opinion regarding proposed increases to the parking charges in the city centre and at Heath Park.

- Three quarters of those responding (75.2% / 2,837) were **in favour of increased charges** at the **Heath Park** site compared to **55.7% (2,118) regarding changes to long stay parking** in the **city centre.**

- Where opposition was expressed regarding the proposals, a number of respondents were **concerned that this would deter shoppers and visitors** from coming into the city centre. Many also felt that **public transport needed to improve and become more affordable** before the proposals were introduced.

LED Lighting

- Residents **strongly support (89.6% / 3,431)** the proposal to deliver **new LED** lighting to our strategic road network.

- Reasons for opposing the proposal were provided by just 72 respondents with the most common reasons found to be **either concern that the cost savings would not be substantial enough** or that the proposed LED lighting would provide an **inferior quality of light** leading to concerns regarding safety.

Neighbourhood Partnership Support

- There is **support (63.1% / 2,355) for the proposal** to create a community co-ordination function within the Council to support community groups, and just 6.9% expressed any opposition to the plans.

- Of the comments opposing this proposal, over a quarter (27.9 or 41 comments) called for the **complete withdrawal of the fund** as opposed to the proposed 're-profiling'.

Waste

Bulky Waste

The *Changes for Cardiff* document outlined the City of Cardiff Council plans to review its approach to bulky waste services. Proposals were put forward for public consultation that outlined plans to a) withdraw the free entitlement to collections and b) increase the existing charges for bulky item collections.

- Approximately **half** of the respondents (50.1%) were **in favour of increasing the charges** for collections whilst **51.7%** of respondents were **in favour of withdrawing the free entitlement**.
- When asked if they were aware of existing alternatives to the bulky collection service seven in eight respondents (86.6% / 2,807) specified **Household Waste Recycling Centres** and 80.2% (2,600) **charities.**

Green bags & food liners

The consultation also outlined proposals for changing the way in which the Council provides green bags and food liners.

- **Two thirds (67.1% / 2,552) of respondents were in agreement** that the current approach of bag provision was **in need of review**.

Neighbourhood Cleansing

The consultation recognised that different areas of Cardiff have different characteristics and explained plans to pilot a new way of dealing with cleansing at a neighbourhood scale. The new plans involve the pooling of resources and targeting response to the needs of local communities.

- The **new proposals were supported by 70.1% of respondents** whilst one in five (19.3%) were against the changes.

Infrastructure

The Council will be considering the merits of delivering its Infrastructure Services in different ways in the future that would both enhance services and reduce costs. This might involve different private sector, community or public sector organisations delivering services to Cardiff citizens either with, or on behalf of the Council.

- **Two thirds (65.7% / 2,353)** of respondents **agreed** that the Council should consider **alternative ways of delivering these services**.

Participants in the consultation were provided with a brief description of five potential delivery models.

- Delivery via the model of a **modified in-house service was the most popular of the options** with the public with over a third (36.7% / 1,539) specifying this option as their **first choice**.
- Also notable was that a significant proportion of respondents who either '**did not know'** or had **'no preference'** regarding the adoption of a new model.
- The public were also asked to choose (by picking up to three) factors they believed to be most important in the delivery of service and should be taken into account in choosing a preferred delivery model for the services detailed.
- **Quality of Service** was by far the most important factor (90.3% / 3,105) followed by Cost (49% / 1,685) and **Frequency** (48.2% / 1,657). **'Who'** provides the services was the 5th most important factor with 24.8%.

Public Conveniences

- 79.1% (2,968) respondents **agreed** with the proposed **closure** of automated PC's and (68.2% / 2.548) for closure of the non-automated public conveniences
- A total of 432 respondents provided details of their opposition to these proposals, with around one-fifth commenting on the essential nature of these facilities to older people, young children, pregnant women and those with specific medical conditions.

Next Steps

The results of the consultation, along with updated Equality Impact Assessments, will now be considered by the City of Cardiff Council's Scrutiny Committees and Cabinet and be used to inform the final budget proposals for 2015/16. The final budget proposals will be agreed by the Cabinet on Thursday 19th February and at Full Council on Thursday 26th February 2015.

Changes for Cardiff

Consultation Results and Feedback Report on the City of Cardiff Council's 2015/16 Budget Proposals

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1. Executive Summary

This Executive Summary provides an overview of the Budget Consultation exercise. It is not a detailed summary of the full report, but an articulation of some of the key findings. For a full understanding of the responses received as part of the consultation, links to the appropriate sections of the report are provided.

1.1 Background

The consultation on the *Changes for Cardiff* Budget Proposals ran from 21st November 2014 until 12th January 2015. It was the City of Cardiff Council's most far reaching consultation on budget proposals to date. The consultation was communicated and shared through a range of channels, whilst face to face engagement activities were undertaken in locations across the city.

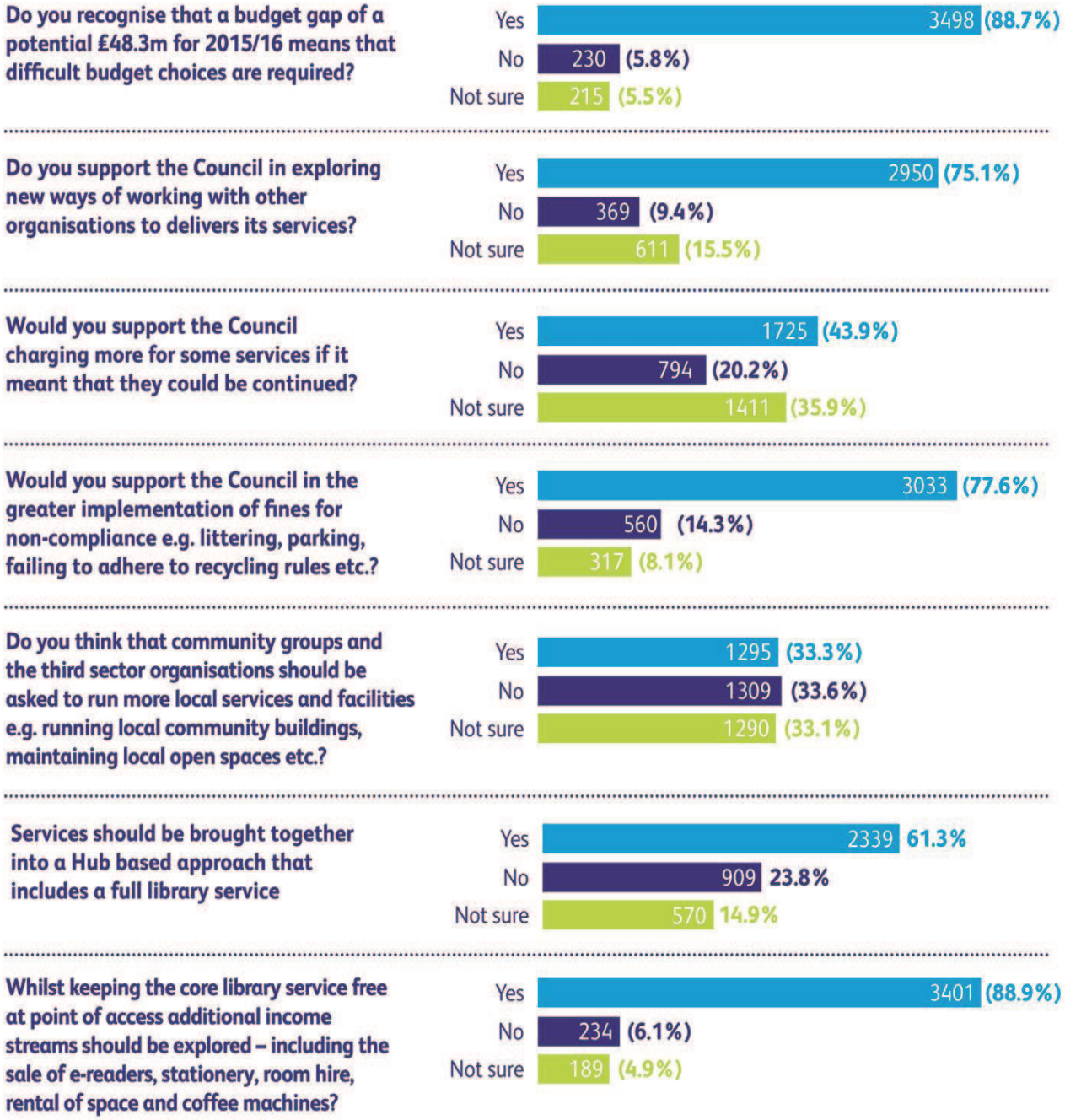
The consultation took three forms:

- **City-wide public consultation** on issues of general interest (set out in the *"Changes for Cardiff"* document) – these elements represented **£6.8m** of the total proposed savings.
- **Service-specific consultation** with identified service users/groups or organisations – these elements amounted to **£5.533m** of the total proposed savings.
- **General consultation** – this included all of the Council's other savings that have been released for consultation, including internal changes within the Council such as; back office efficiencies, staff changes and process improvements – these components represented **£22.899m** of the total proposed savings.

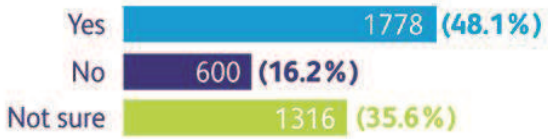
1.2 Headline Figures

4,191 people took the time to complete the *Changes for Cardiff* questionnaire, over **five hundred people** attended engagement events and a large number of the public gave views via petitions, calls for community polls and through correspondence.

From those completing the survey in response to the 2015/16 budget proposals, the following headline figures can be seen:



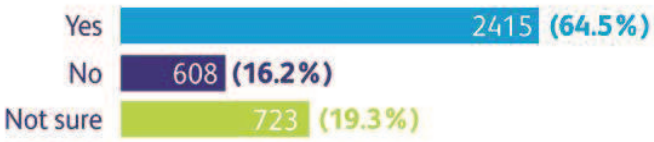
Do you agree a phased approach should be taken to disinvest from traditional day centre models of provision to ensure that the Council can re-invest in more community based opportunities?



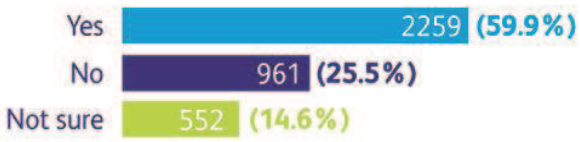
Do you agree the existing community meals service should develop away from solely home delivery provision at set times of day and work to link up service users with a range of luncheon clubs and other resources in their neighbourhood?

Are you in favour of the proposal to cease Council funding for the following:

Calennig

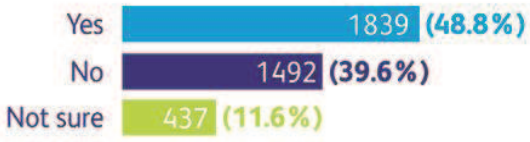


Cardiff in Bloom

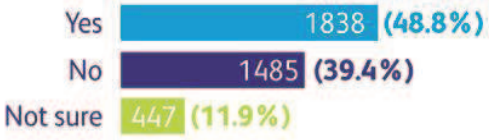


Cardiff Country Fair

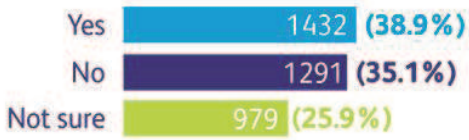
St David's Day Celebrations



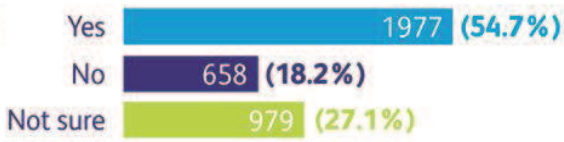
Christmas Tree Provision in the City and Bay



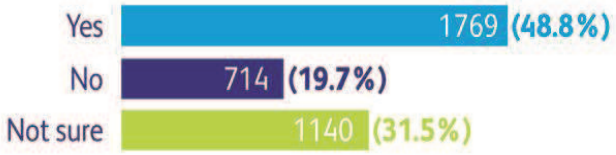
Do you agree with the remodelling of the Park Ranger Service?



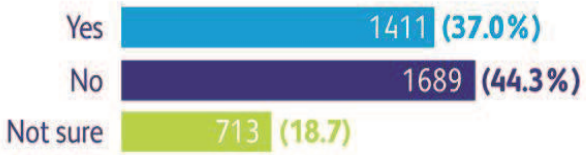
Under the new proposals we plan to focus youth work delivery on six well resourced, high quality Youth Activity Centres delivering activities for young people and access to tailored support. Do you agree with the proposal?



In addition to Youth Activity Centres and community led delivery, young people's access to youth work in their communities should be supported by a mobile provision, specifically a Youth Bus? Do you agree with this proposal?



Do you agree that some funding should be available for Welsh language provision play services?



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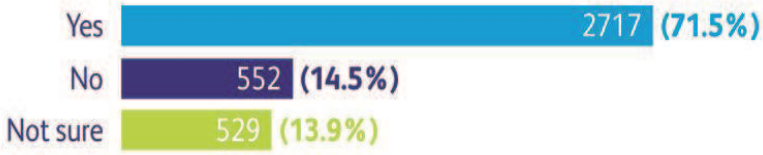
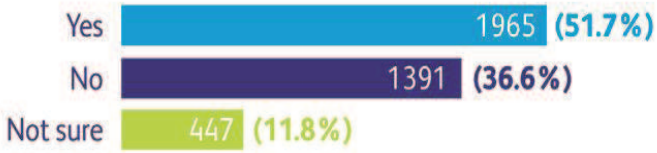
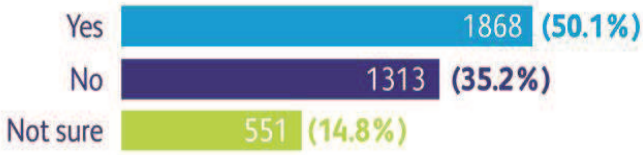


Do you agree that some funding should be available for children with a disability to access play?

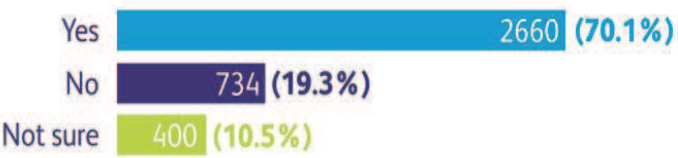
Do you agree to withdraw the free entitlement to bulky item collections?



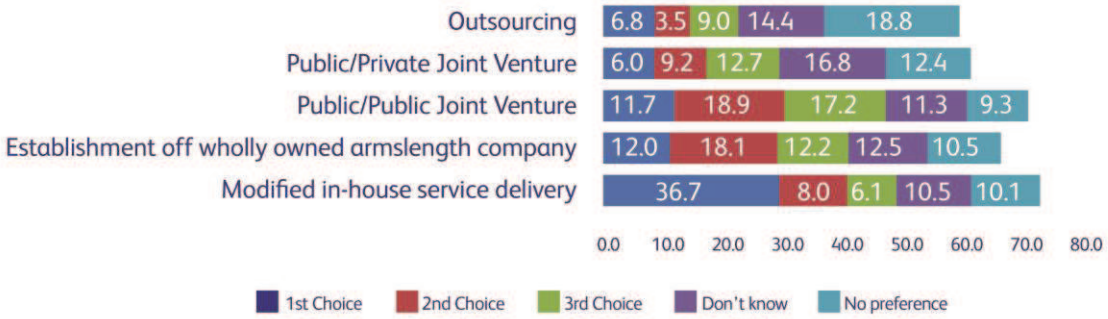
Do you agree to an increase in existing charges for bulky item collections?



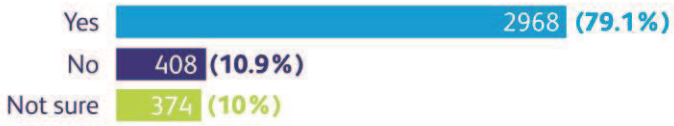
Do you agree that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable?



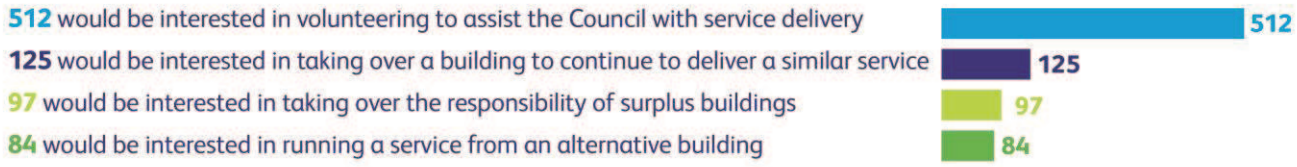
Of the five Infrastructure delivery models shortlisted, do you have a preferred option?



Do you agree with the removal of the Automated Public Conveniences?



654 respondents to the Changes for Cardiff Budget Proposals Consultation would be interested in becoming involved in volunteering to help guide the delivery of services in their neighbourhood. Of these:



1.3 Overarching Themes:

It is clear that respondents to *Changes for Cardiff* recognise that the financial challenge, alongside other service demand pressures, means that difficult budget choices are required. This understanding is reflected throughout the response to the Council's budget consultation, with broad support for many of the proposals, and notably for the Council to explore new ways of working.

- **The financial reality:** An overwhelming **88.7%** (3,498) of respondents recognised that a £48.3m budget gap for 2015/16 meant that **difficult budget choices** are required.
- **Support for new ways of working: 75.1%** (2,950) **support** the Council in **exploring new ways of working** to deliver its services.
- **Greater charging**: There is mixed levels of support for the Council **charging more for some services** if it meant they could be continued with **43.9%** (1,725) supporting the proposal but 35.9% (1,411) 'not sure'.
- **Fines for non-compliance:** Over **3,000** respondents **(77.6%)** supported the Council in the **greater implementation of fines for non-compliance** such as, littering or illegal parking.
- **Quality and cost of service:** Throughout the *Changes for Cardiff* consultation and previously as part of the Cardiff Debate, residents have told the Council that **'quality of service'** and **'cost of service'** are the **most important factors** in service delivery. In comparison, **'who'** delivers the service is not considered an important factor.
- **Community involvement: 33.3%** (1,295) of respondents agreed that **community groups** and the **3rd sector** should be asked **to run more local services** - 33.6% (1,309) said 'No'; 33.1% (1,290) said 'Not sure'.
- Whilst some practical concerns were expressed about community groups and third sector organisations being asked to run more local services and facilities, there is a **clear support (74.6%)** for **volunteers assisting** in a new approach to **library services.**
- **Community interest: 654** individuals (19.2%) or groups expressed an interest in becoming more involved in the delivery of services. Many were interested in volunteering to assist in delivering a Council service.
- **Use of buildings:** Respondents felt the Council should **encourage alternative uses for buildings** proposed for closure, rather than selling or permanently closing assets, and **seek to transfer assets to community groups** where appropriate. Also, a significant

number were interested in taking over the responsibility of surplus facilities (97) or taking over a building to continue to deliver a similar service (125).

- **Local insights:** The nature of the feedback received from area to area on similar issues varied. This has provided the Council with a **valuable insight into what different areas consider appropriate solutions** to identified issues and is further explored and supported in **Appendix 1.**

- **Valued public services:** Overall, the results of the *Changes for Cardiff* consultation emphasises the importance people place on their local public services, but also demonstrate a growing understanding of the tough choices that need to be made. In most instances there is support for the Council's approach to meeting its budget challenge, although it must be stressed that many respondents expressed concern about what this budget shortfall means for their communities and for their services. For comments given as part of the consultation, please see **Appendix 2** and **3**.

1.4 City-wide Budget Proposals

The section below highlights the main issues arising from the responses received for some of the specific proposals in the *Changes for Cardiff* Consultation Document.

Community Centres

The City of Cardiff Council pledged to continue its commitment to join up local services within Community Hubs, with a focus on meeting local needs, making services more accessible and reducing the overall number of buildings used.

- Approximately **two thirds (64.7% / 2,476)** of respondents were **in favour of the Council working to join up existing services** offered in community centres with the Hub strategy

- 62.7% (2,367) felt that proposals for **alternative use or building transfer of these facilities should be explored.**

Where respondents had indicated that they were not in favour of proposals they were invited to express their reasoning.

- The most frequently expressed concern related to the **locality of proposed hubs** and the resulting issues that individuals or group may have in accessing the facilities. These concerns were mentioned in 22% of comments.

- A fifth (20.3%) of comments referenced fears over the **capabilities of volunteer groups** to take over services and the longevity of this approach.

Others concerns related to:

- Service provision being biased towards the more socially deprived areas.
- Transfer of buildings to community groups or private companies having a negative impact on the services provided.

Library Services

Library services have a key role to play in communities but the way in which people use libraries is changing. The 2015/16 Budget Consultation included a range of proposals with the aim of providing more joined up and accessible services with reduced funding.

- **Four in five** (80.8% / 3,157) respondents reported to be **library card holders.**
- **57.9%** (2,237) stated that they visit a Cardiff library facility **at least once month.**

- **Almost ninety percent** (88.9% / 3,401) of those completing the survey were **in** favour of **additional income streams being explored.**
- **Three quarters** (74.6% / 2,821) wanted to see the City of Cardiff Council **encourage and support volunteers** in the outlined new approach for library services.

The consultation document also outlined the Council's preferred options for individual library sites and asked the public if they agreed with the proposals.

- The **highest level of agreement** was found regarding the Council's proposal to **transform Central Library into a Community Hub** (74.1% / 2,794).
- The public expressed **less agreement** in instances where it was proposed that the Council withdraw funding from specific facilities with high numbers opposing (i.e *Whitchurch 49.1%, Rhiwbina 49%, Cathays 46.4%, Rhydypennau 44.4%, Roath 44.1%, Radyr 41.8%, Rumney 39.2%)*

Where respondents indicated "no" to any of the proposals outlined by the Council they were provided with an opportunity to express their reasons for this.

- The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many fearing a '**geographical gap'** in service provision in some communities.
- Respondents were keen to see library services explore a wide range of cost savings and **income generation** options, such as; making use of volunteers, changing opening hours, introducing charges where possible, and adding cafés rather than losing the community service.

Different views emerged from different areas of Cardiff in terms of what local people considered appropriate solutions.

- Opinion was mixed regarding the **introduction of services such as café/coffee shops**, fears were expressed about the possibility of influence from the any 'business' aspect detracting from core services. One particular exception to this however was in the case of **Whitchurch library** whereby a number of comments expressed support for the introduction of such a facility.
- The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible.

The recent budget consultation saw a number of individuals and organisations (367) express an interest in becoming involved with library services on a volunteer basis.

- Comments reveal, however, public concerns regarding a move to this means for service delivery. It was feared that an **overreliance on volunteers** and their good will could affect quality of provision and undermine the professional skills demonstrated by existing libraries staff.

Day Services for Older and Disabled People

Social isolation amongst older people is a serious concern and something that the City of Cardiff Council, working with its partners, aims to safeguard against. However, expectations of older and disabled people are changing, with people wanting more choice and control over the support they receive.

This demand, coupled with an increasing demand on existing services and a growing emphasis on prevention from Welsh Government, is driving forward a new model of community based services.

- Those responding were largely **in favour of the general principles**, however the proposals to disinvest in traditional day centres and remodel community meals received **lower levels of agreement** (48.1% / 1,778 and 69.5% / 2,570 respectively).
- For those disagreeing, **the main concern was the proposals may result in a decline** in what was otherwise considered to be an essential and vital service providing support for many service users.

Leisure Centres and Arts Venues

The consultation document explained that the Council is currently exploring the management of leisure centres and arts venues (including St David's Hall, New Theatre and The Cardiff Museum Story) by different organisations. This could enhance the quality of the provision and also make savings.

- Half **(51.9% / 1956)** of those responding were **in** favour of the Council looking at **different management models** for **leisure centres** whilst a slightly higher proportion **(57.4% / 2118)** agreed that this was also appropriate for **arts venues**. The preference was that these should be managed by a **Trust** or **Social Enterprise** as opposed to a commercial management company.
- The **most important** factors in the future management of leisure centres and art venues were: **'the cost to use the service'**, a **'varied programme of activities'** and '**provision for all age groups**'. **'Who'** delivers the service was deemed to be one of the least important factors.

Events and Celebrations

Financial challenges mean that the Council no longer has the resources to support a number of events and celebrations that the Council has traditionally helped to fund.

- Respondents **broadly supported proposals to cease** Council funding for **Calennig** (64.5% / 2415), **Cardiff in Bloom** (59.9%) and **Cardiff Country Fair** (70%).
- There was **less support for ceasing** funding for **St David's Day Celebrations** (48.8%) and **Christmas tree** provision (48.8%).

Park Ranger Service

Budget proposals for 2015/16 identify a continued emphasis to maintain the parks and green spaces, but also suggest a remodelling of the existing Park Ranger service which would reduce the current number of Park Rangers whilst making efforts to ensure that negative impacts are mitigated.

- Opinion was **mixed** as to whether the **proposed remodelling of the Parks Services** was an agreeable option with **less than two fifths (38.9%) in favour of the proposal**
- Concerns from those opposing the proposal were largely in relation to **reduction in quality of parks** and **support to Friends Groups**

Respondents were also asked to identify which activities of the park ranger service they would like to see **prioritised for continuation** should a reduced service be implemented in the future. The most important were seen to be:

- Tackling of **anti-social behaviour** and **youth annoyance - 64.6%** (2,355) respondents
- **Enforcement issues** (e.g. dog fouling) - **64.1%** (2,336) ; and
- Maintaining **site presence** at key parks - **54.5%** (1,987)

Youth Services

The Council is proposing to deliver Youth Services from six well-resourced Neighbourhood **Youth Activity Centres**. Outreach services and mobile provision via a **Youth Bus** were also proposed as a means of providing additional flexible options for engaging young people. The results show that:

- **Just over half of respondents agreed (54.7% /** (1,977**)** with the proposal to focus youth work delivery on **six well resourced, high quality Youth Activity Centres**.
- There is support (**70.9%** / 2,574) for the proposal to engage young people, community groups and third sector organisations in **designing** and **delivering youth services**.
- **Mobile provision**, specifically via a Youth Bus, was **less well supported** with **48.8%** agreeing with this proposal and 19.7% expressing disagreement.
- There was **broad support** (76.4% / 2,761) for the Council's commitment to the active **involvement of young people in shaping youth support provision**.

Children's Play

Under the Council's proposed model for Children's Play it would no longer manage or operate play centres from the beginning of April 2015, instead supporting other organisations to run activities. Key findings on the response to these proposals were:

- **60.8%** (2,328) of respondents agreed that in the future the Council should **support other organisations to run children's play activities** rather than manage them itself.
- There was stronger support for funding being made available for **children with a disability** to access play (**88.5%)** and for **holiday play** provision (71.5%), with less support (37%) for funding being made available for **Welsh language** provision play services.
- Respondents agreed (72.4%) with the proposal for the Council to **encourage proposals from community groups** for alternative uses or building transfer where appropriate.

Supported School Transport for 16-19 Year Olds

- Over half of respondents (54.6% / 2,033) were **not aware the Council subsidised school transport for 16-19** years and 53.5% felt it **shouldn't be continued** if it impacts on other services (with respect to savings being found elsewhere).

- A small number of respondents (61 comments) did stress that removing this subsidy would put **additional pressure on the financial position of their family**.

Supported Public Transport

- Less than half (46.3% / 1,755) of those responding to the questionnaire were **unaware that the Council subsidises bus services** when passenger numbers are too low to make it commercially viable. Public opinion was however **mixed** as to whether the Council should continue to support these services.

- The 37.2% of respondents who were opposed to the Council ceasing support of these services were asked to outline their reasons and a total of 836 responses were received. More than **one in five comments** (22.4% / 187) were from respondents who were in favour of a **reduction to the Bay car service**.

Parking

Participants in the consultation were asked their opinion regarding proposed increases to the parking charges in the city centre and at Heath Park.

- Three quarters of those responding (75.2% / 2,837) were **in favour of increased charges** at the **Heath Park** site compared to **55.7% (2,118) regarding changes to long stay parking** in the **city centre.**

- Where opposition was expressed regarding the proposals, a number of respondents were **concerned that this would deter shoppers and visitors** from coming into the city centre. Many also felt that **public transport needed to improve and become more affordable** before the proposals were introduced.

LED Lighting

- Residents **strongly support (89.6% / 3,431)** the proposal to deliver **new LED** lighting to our strategic road network.

- Reasons for opposing the proposal were provided by just 72 respondents with the most common reasons found to be **either concern that the cost savings would not be substantial enough** or that the proposed LED lighting would provide an **inferior quality of light** leading to concerns regarding safety.

Neighbourhood Partnership Support

- There is **support** (**63.1% / 2,355) for the proposal** to create a community co-ordination function within the Council to support community groups, and just 6.9% expressed any opposition to the plans.

- Of the comments opposing this proposal, over a quarter (27.9 or 41 comments) called for the **complete withdrawal of the fund** as opposed to the proposed 're-profiling'.

Waste

Bulky Waste

The *Changes for Cardiff* document outlined the City of Cardiff Council plans to review its approach to bulky waste services. Proposals were put forward for public consultation that outlined plans to a) withdraw the free entitlement to collections and b) increase the existing charges for bulky item collections.

- Approximately **half** of the respondents (50.1%) were **in favour of increasing the charges** for collections whilst **51.7%** of respondents were **in favour of withdrawing the free entitlement**.
- When asked if they were aware of existing alternatives to the bulky collection service seven in eight respondents (86.6% / 2,807) specified **Household Waste Recycling Centres** and 80.2% (2,600) **charities.**

Green bags & food liners

The consultation also outlined proposals for changing the way in which the Council provides green bags and food liners.

- **Two thirds (67.1% / 2,552) of respondents were in agreement** that the current approach of bag provision was **in need of review**.

Neighbourhood Cleansing

The consultation recognised that different areas of Cardiff have different characteristics and explained plans to pilot a new way of dealing with cleansing at a neighbourhood scale. The new plans involve the pooling of resources and targeting response to the needs of local communities.

- The **new proposals were supported by 70.1% of respondents** whilst one in five (19.3%) were against the changes.

Infrastructure

The Council will be considering the merits of delivering its Infrastructure Services in different ways in the future that would both enhance services and reduce costs. This might involve different private sector, community or public sector organisations delivering services to Cardiff citizens either with, or on behalf of the Council.

- **Two thirds (65.7% / 2,353)** of respondents **agreed** that the Council should consider **alternative ways of delivering these services**.

Participants in the consultation were provided with a brief description of five potential delivery models.

- Delivery via the model of a **modified in-house service was the most popular of the options** with the public with over a third (36.7% / 1,539) specifying this option as their **first choice**.
- Also notable was that a significant proportion of respondents who either **'did not know'** or had **'no preference'** regarding the adoption of a new model.

The public were also asked to choose (by picking up to three) factors they believed to be most important in the delivery of service and should be taken into account in choosing a preferred delivery model for the services detailed.

- **Quality of Service** was by far the most important factor (90.3% / 3,105) followed by Cost (49% / 1,685) and **Frequency** (48.2% / 1,657). **'Who'** provides the services was the 5th most important factor with 24.8%.

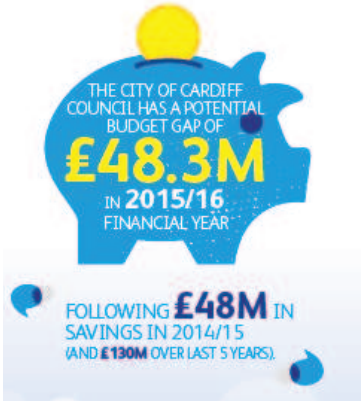
Public Conveniences

- 79.1% (2,968) respondents **agreed** with the proposed **closure** of automated PC's and (68.2% / 2.548) for closure of the non-automated public conveniences

- A total of 432 respondents provided details of their opposition to these proposals, with around one-fifth commenting on the essential nature of these facilities to older people, young children, pregnant women and those with specific medical conditions.

2. Background

In the City of Cardiff Council's Budget Strategy for 2015/16 and the "Changes for Cardiff" Consultation document, we set out that in 2015/16 the Council will need to bridge a **£48.3 million** budget gap in order to bring the amount we spend in line with the total amount that we receive in funding. This is due to the combination of a funding reduction and increased demand pressures on services. A number of services we provide are a statutory requirement (that means we have a legal duty to deliver them) – so we have to do these. Several other services, such as the money given to schools, are protected by the Welsh Government.



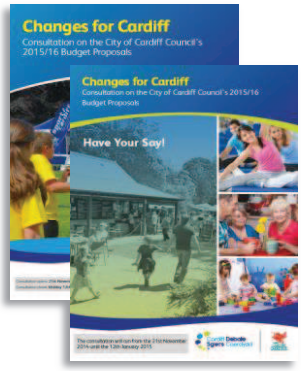
Last year we had to make £48.63 million savings and over the past five years the level of savings identified as part of the City of Cardiff Council's budget setting process has amounted to over £130 million. However the pressure on services and the level of saving which is now required, places the Council in an unprecedented position. We will need to bridge an estimated **£124 million funding gap over the next 3 years.**

Cardiff is not alone. All Councils across the UK are facing difficult choices and the financial reality is that tough decisions will have to be made – it is important that everyone has a voice in helping us to decide.

3. Budget Proposals 2015/16

Following approval by the City of Cardiff Council's Cabinet on Thursday 20th November 2014, the budget proposals were published for consultation from Friday 21st November 2014 – Monday 12th January 2015. The consultation took three forms:

- **City-wide public consultation** on issues of general interest (set out in the "Changes for Cardiff" document) – these elements represented **£6.8m** of the total proposed savings.
- **Service-specific consultation** with identified service users/groups or organisations – these elements amounted to **£5.533m** of the total proposed savings.
- **General consultation –** this included all our other savings that have been released for consultation, including internal changes within the Council such as; back office efficiencies, staff changes and process improvements – these components represented **£22.899m** of the total proposed savings.



The saving proposals for consultation as outlined above total £35.232m of the total £48.3m budget gap. In addition the Council aims to find a further £13.1m from other sources and our budget strategy includes assumptions in relation to Council Tax increases of £5.294m and employee savings of £5.7m.

Whilst the consultation focussed on proposed budget savings for 2015/16, a number of the proposals put forward included saving assumptions over a longer time period as part of the City of Cardiff Council's overall Budget Strategy.

Feedback on each of the city wide, service specific and general budget proposals will be considered and used to update Equality Impact Assessments and inform decision making as part of the final budget to be agreed by the City of Cardiff Council's Cabinet on 19th February 2015 and Full Council on 26th February 2015.

4. City-wide Public Consultation - Methodology

The city-wide public consultation focused on the issues of general interest set out in the *Changes for Cardiff* document but also gave people an opportunity to give their views on any budget related issues. The consultation was undertaken via the following mechanisms:

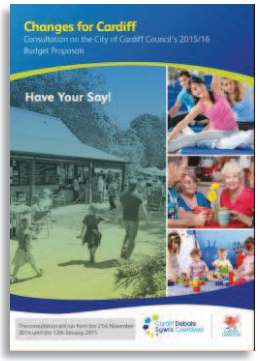
- Questionnaire survey – available on-line and via 6,500 hard copies distributed through libraries, leisure centres and hubs
- 7 Public Engagement events across the city
- 3 Engagement Fora with the Cardiff Youth Council, Cardiff 50+ Forum and Cardiff Access Forum
- Consultation information and questionnaire made available online via the Council's dedicated budget pages www.cardiff.gov.uk/budget as well as on the websites www.askcardiff.com and www.cardiffdebate.co.uk
- Production of a short video on the '£124m' budget challenge to raise awareness amongst the public
- Promotion through social media via @cardiffcouncil, @cardiffdebate and using #cdfbudget
- Opportunity for people to email comments via budget@cardiff.gov.uk
- Signposting via articles included within the Capital Times, the South Wales Echo and Wales Online
- Consultation promoted via email to 150 stakeholders including partner organisations, MPs and AMs, Neighbourhood Partnerships and members of the public who expressed an interest via the Cardiff Debate summer events.
- Consultation promoted via email to users of Libraries, Council Tax online account holders, Castle Key holders, Active Card Users, members of the Cardiff Citizens' Panel and Library Card Holders (58,102 unique email addresses)
- Consultation promoted to 7,000 people via the Police Community Messaging Service
- Separate meetings with stakeholders by relevant Directorates such as Youth Services, Play, Libraries and Parks.
- Communicated to 14,500 staff within the City of Cardiff Council and 7,000 staff within Cardiff & Vale University Health Board (UHB).
- Production of a Stepping Up Toolkit to support community groups who may be considering opportunities to develop and manage services and assets
- Expression of Interest Form for people to record their potential interest in managing assets and services outlined in the *Changes for Cardiff* document

- Hosting a number of Stepping Up Introductory Workshops in January 2015 to work with community members and representatives of community groups to raise awareness of opportunities and benefits of managing services and assets.

4.1 Questionnaire Survey

Questionnaire Design

The Questionnaire survey on the *Changes for Cardiff* proposals was developed in response to a series of meetings between Research & Consultation officers and the Council's Senior Management Team. Particular focus was given to those proposals which would result in a direct change to the delivery of public facing services. Additional lines of questioning were introduced around some overarching themes such as charges and fees for some services, the implementation of fines and increasing involvement from community and volunteer groups. The resulting questionnaire contained over one hundred individual questions (excluding demographic information) and covered a range of topics:



- Overarching themes
- Community Centres
- Library services
- Day services for older and disabled people
- Leisure Centres/Arts Venues
- Events and celebrations
- Health & Social Care
- Park Ranger Service
- Youth Services
- Children's Play Services
- Proposed changes to school transport for 16-19 year olds
- Supported public transport
- Parking
- Light Emitting Diode (LED) Lighting
- Neighbourhood Partnership Support
- Waste
- Infrastructure
- Public Conveniences
- Community Involvement
- About You

Questionnaire Distribution

In order to maximise the accessibility of the document versions were created both electronically and in hard copy format, in English and Welsh (including alternative formats such as braille and large print).

Hard Copies

6,500 hard copies of the questionnaire alongside the accompanying *Changes for Cardiff* document were distributed to a range of public buildings across the city including:

- Libraries (4,200 copies across 15 locations)
- Hubs (620 copies across 5 locations)
- Leisure Centres (1,115 copies across 8 locations)
- Community Centres (230 copies across 2 location)
- County Hall (70 copies)

- Communities First (100 copies)
- Provided to the Cardiff Partnership Board to be distributed to partner networks / venues
- Public engagement events

Ballot boxes were also provided at these locations for the public to drop off their completed questionnaires; alternatively they could be posted back to the Policy, Partnerships & Community Engagement Team at County Hall.

Electronic Version

To maximise the level of responses and also minimise the associated costs of printing and data inputting the public were encouraged as much as possible to complete the questionnaire online. The electronic versions of the *Changes for Cardiff* document and the accompanying questionnaire were widely distributed via a variety of existing mechanisms:

- Made available online via the Councils dedicated budget pages www.cardiff.gov.uk/budget as well as on the websites www.askcardiff.com and www.cardiffdebate.co.uk
- Via email to users of Libraries, Council Tax online account holders, Castle Key holders, Active Card Users, members of the Cardiff Citizens' Panel and Library Card Holders (58,102 unique email addresses)
- Via email to 7,000 people on the Police Community Messaging Services
- To 14,500 City of Cardiff Council employees via the 'Your Inbox' electronic newsletter and promoting on the intranet and to 7,000 Cardiff & Vale UHB staff via their staff notices and intranet screensaver.
- All of the information provided electronically to the Cardiff Partnership's mailing list which includes South Wales Police, Cardiff & Vale UHB, Wales Probation Service and the Community Rehabilitation Company, Natural Resources Wales, Third Sector organisations including C3SC, Welsh Government, Housing Associations, Communities First, Cardiff and Vale College, Universities, Cardiff Bus and the South Wales Fire and Rescue Service.
- Links to the survey were also sent out from the City of Cardiff Council and the Cardiff Debate twitter accounts at regular intervals throughout the consultation period.
- Signposting to the budget proposals and questionnaire was also undertaken via articles included within the Capital Times, South Wales Echo and on Wales Online.

4.2 Community Engagement Events

A series of ten Community Engagement events were held across the city during the course of the consultation period (**Table 1**), involving over 500 members of the public. These included a session held in each of the six Neighbourhood Partnership Areas, a city centre event and targeted workshops with the Cardiff Youth Council, 50+ Forum and the Cardiff Access Forum. The objectives of the events were to:

- Provide an opportunity for the public to receive information regarding the current challenges being faced by the City of Cardiff Council.
- Present findings and feedback from the previous 37 Cardiff Debate neighbourhood/ward events held over the summer 2014.
- Provide information surrounding the proposals put forward for the 2015/16 budget.
- Provide an opportunity for any concerns regarding the impact of the proposed changes to be recorded and ideas for possible solutions to be explored with representatives from the appropriate directorates.
- Provide information on how local people can become more involved in service delivery.
- Provide an opportunity to complete the consultation document relating to the early budget proposals.

Table 1 – Community Engagement Events

Venue	Date	Time	Attendance
Butetown Hub	Tuesday 25th November	4-7pm	60
Youth Council at Grassroots	Wednesday 26th November	5-7.30pm	39
Llanrumney Hub	Friday 28th November	4-7pm	46
Whitchurch Community Centre	Tuesday 2nd December	4-7pm	87
Plasnewydd Community Hall	Thursday 4th December	4-7pm	89
Old Library, City Centre	Saturday 6th December	1-4pm	42
50+ Forum, County Hall	Monday 8th December	1-4pm	31
Thornhill Community Centre	Wednesday 10th December	4-7pm	45
Western Leisure Centre - Ely	Thursday 11th December	4-7pm	47
Cardiff Access Forum, County Hall	Monday 15th December	1-4pm	20
		TOTAL	**506**

4.2.1 Format of the Events

The Community Engagement Events typically took the format of a 2-3 hour drop in session incorporating information sharing and open discussion for the public to find out more information about the proposals. A number of information points relating to specific services included with *Changes for Cardiff* were made available, along with a number of participatory engagement exercises designed to encourage discussion and debate.

Each activity was hosted by experienced facilitators whilst the information points were manned by officers with specialist experience and knowledge in that area. The different 'stations' at the event centred on the following:

1.	**Current challenges and the Cardiff Debate so far**

- Provision of background information and results relating to the 37 Cardiff Debate events held in summer 2014.
- An opportunity to 'vote' on public services which matter most to people.
- Opportunity to view the recorded vox-pops filmed as part of the Cardiff Debate
- Opportunity to view the City of Cardiff Council's £124m budget challenge video.
- Opportunity to complete the Cardiff Debate postcards on service priorities and ideas for doing things differently.

PUBLIC SERVICES IN CARDIFF WILL HAVE LESS MONEY, MORE PEOPLE NEEDING SUPPORT, AND THE FASTEST GROWING POPULATION IN THE UK

***Information displayed at the Community Engagement Events**:*

2. Directorate Proposal

A number of Directorate Information Points were laid out with a specific focus on:

- **Libraries and Hubs**
- **Youth & Play**
- **Leisure, Parks & Culture**
- **Transport & Waste**
- **Health & Social Care**

Officers based at these stations fulfilled a number of roles including:

- The provision of further explanation to the public regarding any proposed changes to service delivery. This took a variety of forms including visual materials, background documents and face to face discussion.
- Recording of any comments or ideas provided by members of the public
- Encouragement of participants to:
    - Complete the online or hard copy consultation questionnaire available at the session
    - Complete the grid exercise "What matters to you most in the delivery of service?"
    - Participate in the service delivery mapping exercise
    - Record any interest that they may have in volunteering or community asset transfer

Members of the Public taking part in the Community Engagement Events:

3. Participatory Exercises

Mapping of Services

The current budget proposals require a number of changes to be made to existing service delivery with a focus away from static building based services and a move towards mobile and flexible provision. This means that in future services may be able to be delivered in a wider range of settings i.e. Schools, Hubs, Council buildings, Doctor surgeries, mobile delivery or on-street outreach etc.

Some of the services that may be delivered in alternative settings include:

- Youth Services
- Play Services
- Public conveniences
- Library Services
- Day Services

Using local area maps members of the public were asked to:

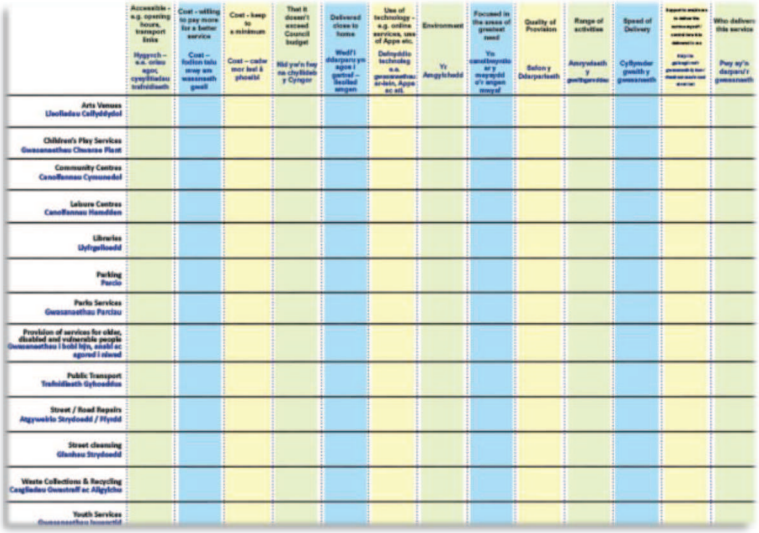
- Identify alternative locations for the provision of existing services
- Identify existing groups/organisations that may be able to provide a service
- Identify areas that may benefit from mobile service delivery e.g. youth bus/mobile library service etc.

Mapping of service provision as part of the Community Engagement Events:

Service Delivery Priorities

Participants were invited to complete a grid exercise which focused on what were their priorities in terms of delivery against a range of different services. This exercise was a useful tool in identifying what really mattered most about the services provided by the Council and included:

- Accessible - e.g. opening hours, transport links
- Cost - willing to pay more for a better service
- That the service doesn't exceed Council budget
- Service delivered close to home
- Use of technology - e.g. online services, use of Apps etc.
- Impact on environment
- Service is focused in the areas of greatest need
- Quality of Provision
- Range of activities
- Speed of Delivery
- There is support to enable me to deliver the service myself / control how it is delivered to me
- Who delivers the service



4. Community Involvement

Each Community Engagement Event included an area dedicated to providing information on how people can get involved in volunteering or managing services and assets in their local community. The Stepping Up Toolkit was made available to interested individuals or groups, along with opportunities for people to record their interest in increasing their involvement in a range of services.

5. Discussion Area

- Views on which services mattered most, doing things differently and how people could get more involved were captured on Cardiff Debate 'post cards' which were then displayed publically at the events so people could read other people's views.
- An opportunity was provided for attendees to have refreshments and discuss some of their ideas 1-2-1 with officers and elected members.
- Consultation documents were available for completion both in hard copy and electronic formats.

Discussions at the Community Engagement Events:

4.3 On-line Engagement

Promotion of the budget consultation was done through utilisation of social media and signposting people to the City of Cardiff Council's website – www.cardiff.gov.uk/budget. During the 7 week consultation period (21st November 2014-12th January 2015), there were the following visits to the Council's website:

- **91,418** total page views for the budget section - the highest page views on one day was on 6th January with 3,477 page views
- **78,943** Page views for the budget 'landing page' – the highest page views on one day was on 6th January with 2,790 page views
- **768** Page views for the "Get Involved" section – the highest page view on one day was on 21st November with 126 page views.
- The shortcut www.cardiff.gov.uk/budget was used **6535** times in total.

4.3.1 Budget Video

A short animated video on the City of Cardiff Council's £124m budget challenge was produced and promoted via social media. The aim of the video was to explain some of the challenges which the city is facing regarding the budget shortfall, to raise awareness of some of the population growth pressures and also to encourage working together to save money or do things differently.

During the consultation period there were **2,605** plays of the video – the highest views on one day was on the launch of the consultation, 21st November 2014, with 253 views and on 6th January 2015 with 250 views.

4.3.2 Social Media

Information on the budget consultation was regularly tweeted by the @cardiffcouncil / @cyngorcaerdydd (35,754 followers) and @CardiffDebate / @sgwrscaerdydd (784 followers) and people were encouraged to use #cdfbudget for discussions and tweets relating to the budget proposals.

A number of @cardiffcouncil tweets on the budget consultation were retweeted and had a potential reach of over 70,000 people.

4.4 Stakeholder Engagement

To encourage a greater awareness of the budget consultation across Cardiff, the Council has used its networks, media contacts and distribution lists to potentially reach approximately **510,736 stakeholders**. An overview of the stakeholder mechanisms used is provided in **Table 2.**

Table 2 – Stakeholder Engagement Mechanisms

Distribution Mechanism	Number of People
City of Cardiff Council Elected Members	75
City of Cardiff Council Staff via 'In Box' and Intranet	14,500
Cardiff & Vale UHB Staff via Intranet/Staff notices	7,000
Capital Times (distributed to all households)	155,000
South Wales Echo articles (Readership Figures)	60,220
Wales Online articles (Readership Figures)	55,301
Citizens Panel	6,076
Castle Key Holders	9,983
Council Tax Online Account Holders	1,060
Leisure Active Card Holders	9,542
Library Card Users	31,441
Stakeholders including Partner Organisations, AMs and MPs, Neighbourhood Partnerships etc	150
Cardiff Council Twitter Accounts	35,754 followers (English and Welsh)
Cardiff Debate Twitter Accounts	784 followers (English and Welsh)
Cardiff & Vale UHB Twitter Account	3,416 followers
South Wales Police East Twitter Account	9,229 followers
Cardiff Youth Council Twitter Account	997 followers
Cardiff Third Sector Council Twitter Account	2,500 followers
Cardiff Third Sector Council Newsletter	1,229 member organisations/individuals
Cardiff Council Web Visits	91,418 visits
South Wales Police Community Messaging	7,000
Attendees at Events	506
Youth Council Consultation	1,075
Hard Copies of Questionnaires Distributed	6,500
Potential Total Reach*	**510,736**

**Please note there may be some duplication /cross posting of information*

4.5 Consultation Logger and Correspondence

In addition to responses to the questionnaire, people have had the opportunity to engage in the budget consultation via email, letter, telephone, petitions or by Community Polls. **Table 3** below sets out the number of different correspondence received during the consultation period. A summary of the comments made via these mechanisms can be seen in **Appendix 2** and **3**.

Table 3 – Communications received during budget consultation

Communication received	Number
Email	137
Letter	28
'Love Letters' on Libraries	6
In person at Public Engagement Event	10
Petitions Received	16
On-line Petitions (not formally received)	1
Telephone Enquiries via C2C	543
Telephone Enquiries via Directorate	4
Other (Including communications forwarded by Councillors, Directorates, letters received at events)	21
Total	**766**

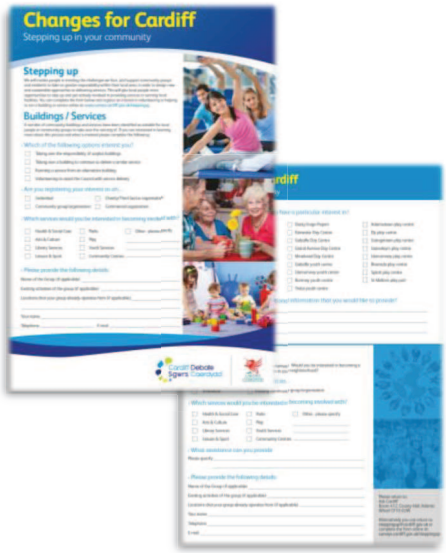
Petitions received	Number of signatories
Cathays Library - 'Closure of Cathays Library'	127
Radyr Library Petition – 'Strongly urge Cardiff Council to reconsider its proposal to withdraw public funding from Radyr Library'	1,414
Rhiwbina Library - 'Petition against the funding being withdrawn from Rhiwbina library'	1,894
Rhiwbina – 'Save Rhiwbina Library'	1,845
Rhiwbina and Whitchurch - 'Closure of Rhiwbina and Whitchurch Libraries'	552
Rhydypennau Library - 'Save Rhydypennau Library'	1,617
Rhydypennau Library - 'Help Jenny Willott save Rhydypennau Library'	469
Roath Library - 'Keep Roath Library Open'	29
Runney Library - 'Save Rumney Library Petition' – Hard Copy	1,390
Rumney Library - 'Retain Rumney Library' – On-line Petition	757
Whitchurch Library - 'Keep Our Library Open'	517
Closure of Canton Community Hall	1,510
Save Grangetown Adventure Play Centre	112
Closure of the Howardian Music Studio – Studio 22	1,171
Closure of Whitchurch Youth Centre	400
Withdrawal of school transport funding	750
Total	**14,554 Signatories**

On-Line Petitions (not formally submitted to the Council at time of writing)	Number of signatories
Save Cardiff Alcohol & Drug Team	4,801
Total	**4,801**

Community Polls	Number of Electors
Rhiwbina - Should Cardiff Council continue full funding for Rhiwbina Library? *(Community meeting held on 08/01/15 –Poll scheduled for 05/02/15*	363 (+) at Community Meeting
Fairwater – Community meeting to consider the future of the Waugron Road Recycling Centre scheduled for 9th February 2015: 150 electors required	TBC
Cyncoed – Community meeting to propose a Community Poll for Rhydypenau Library scheduled for 11th February 2015 : 150 electors required	TBC

Queries relating to	
Libraries	115
Parks	22
Health and Social Care	17
Council Management	16
Transport	15
Waste Management	14
Community Centres	12
Youth Services	12
Community Asset Transfer	9
Play Services	8
Leisure Centres	6
Hubs	4
Public Conveniences	4
Arts and Culture	3
Volunteering	2
Elected Members	1
Other (Including Stepping Up Toolkit, General queries relating to proposals, Tourism, Economic Development)	36
TOTAL	**296**

4.6 Stepping Up



In order to assist potential community groups and organisations to consider the challenges and opportunities associated with potentially managing and delivering services and assets, a 'Stepping Up Toolkit was produced to signpost people to useful sources of information and advice. Two Stepping Up Introductory Workshops were also held for Elected Members in November 2014 with a further six workshops arranged for community groups and organisations from 9th January – 3rd February 2015.

As part of the consultation process, property details of all the community buildings contained within the *Changes for Cardiff* which may be considered for an alternative use were made available on the Council's website, along with an 'expression of interest' form for people to register interest in running buildings and/or services, particular buildings and volunteering.

5. Key Findings

Introduction

The 2015/16 budget consultation received a total of 4,191 completed returns. Of these, 805 were received as hard copy and a further 3,386 were submitted online.

The survey included **140 questions specific to the budget proposals** plus demographic monitoring information. Of these, **39 were qualitative questions** allowing the public the opportunity to describe any specific reasons for their opposition to proposed changes or provide additional commentary regarding local services.

Each of the questions has also been analysed by geography (Neighbourhood Partnership areas) and demographics to determine whether there are any differences seen in responses in relation to where people live, their age, gender, ethnic group, whether people consider themselves to have a disability and employment status. The results can be seen in **Appendix 1.**

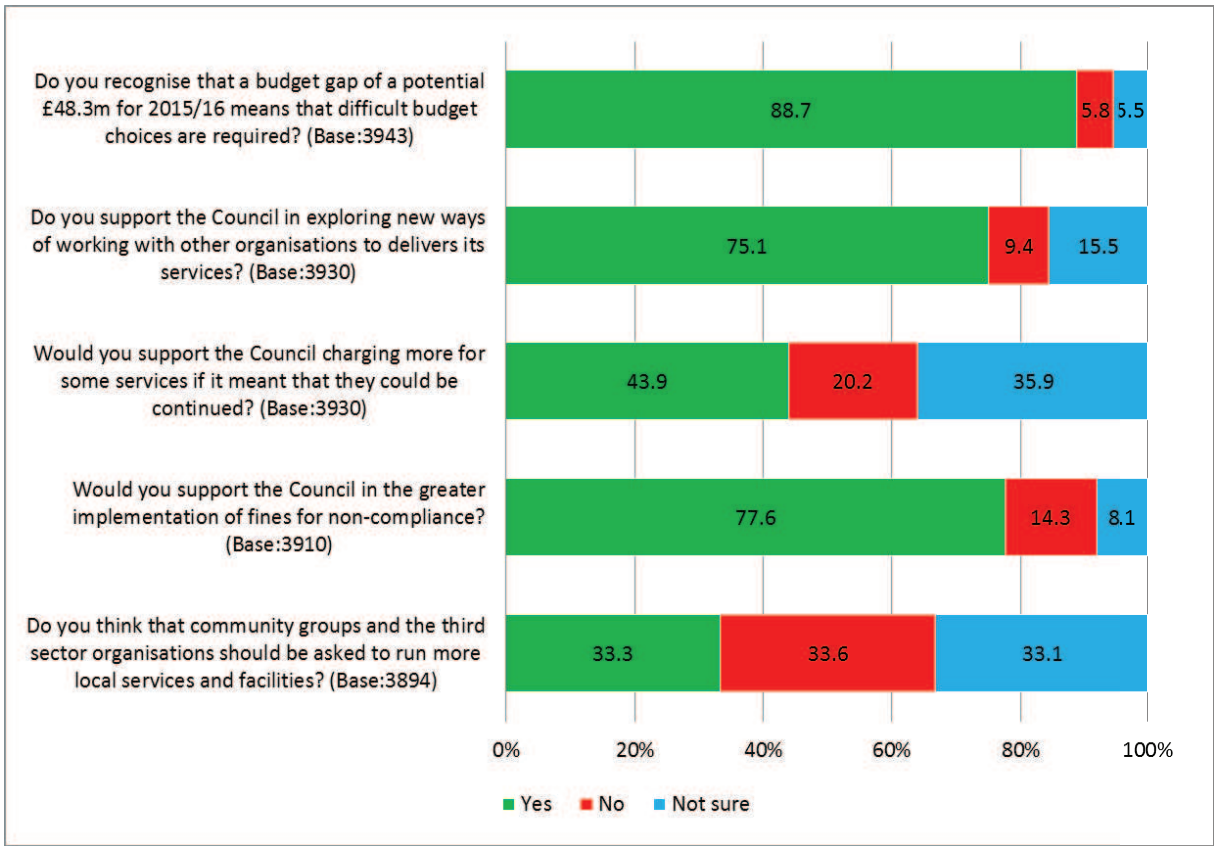
Typically between 25%-50% of participants responded to each of the open ended questions. This resulted in the collation, coding and analysis of **28,925 separate comments** as part of the reporting process. The textual information was transposed into quantitative data through a process of categorization or 'coding' and counting.

The qualitative information provided in this report represents the results of this coding exercise with responses grouped under themes which outline the key points expressed by respondents. Summary tables of these themes including examples of the verbatim comments received are provided through the document as well as in **Appendix 2** and **3**.

5.1 Questionnaire Results

Section 1 - Overarching Themes

As a Co-operative Council we remain committed to understanding and supporting the services that are most important to people, whilst making sure we help those in most need. However, reductions in funding and increased demand for our services mean that difficult choices, including increased fees and charges, remain options for consideration. A number of questions were posed to the public relating to this theme.



Almost nine in ten respondents **(88.7% / 3,498) recognised the difficult choices that are required** given a potential budget gap of £48.3m for the coming financial year

However, there appears to be lower levels of recognition within our ethnic minority communities, with 10% of ethnic minority respondents not recognising that the budget gap means that difficult choices are required, compared to the overall responses received (5.8%). This suggests that communication mechanisms may need to be reviewed. *(Graph 1.2, Appendix 1)*

Three quarters (75.1% / 2,950) were broadly in support of the Councils' approach of exploring new ways of working with other organisations to deliver services. Interestingly, there are some variations across the city regarding views about new approaches with respondents from the City & Cardiff South neighbourhood (80.8%) showing higher levels of support, when compared to other areas such as Cardiff South West (72.8%). *(Graph 1.3, Appendix 1)*

Approximately two fifths (**43.9%**) or respondents were **supportive of the Council charging more** for some services if it meant that they could be continued – with respondents from Cardiff West and Cardiff North more supportive (46.9% / 46%) compared to other area respondents such as Cardiff East (35%). *(Graph 1.5, Appendix 1)*

A total of 1,365 respondents went on to specify services that they would be supportive of charges being introduced for. Those services that were considered **most appropriate for the introduction of charges were library services, leisure activities and waste management.**

The high proportion of respondents proposing that charges be introduced for library services (32.4% / 442) must be considered to be a direct response to this being one of the services perceived to be impacted greatest as a result of the budget proposals.

Examples of Services where charges could be introduced:

Service	No.	%	Example comments
Library Services	442	32.4%	• *"Libraries - explore ways of charging for internet cafe type services, including Wi-Fi etc. Also, why not charge for providing search facilities?"* • *"Charging when books are requested from other sites"*
Leisure Centres / Sports	396	29.0%	• *"Swimming pool entrance fees and less free swimming sessions in the summer holiday"* • *"Charge for sports pitch hire"*
Waste	247	18.1%	• *"Green waste collection - Cheltenham BC charges circa. £40 per year per household for provision of a green bin and collections, which is means tested"* • *"Charges for bulky waste collections"* • *"Charge residents for larger wheelie bins or additional rubbish bags"*
Health & Social Care	179	13.1%	• *"Help for elderly and vulnerable"* • *"Meals on wheels"*
Bus passes	106	7.8%	• *"Make travel concessionary for OAPs rather than free"* • *"Nominal charge for Bus Passes"*

There was also strong support (**3,033** respondents/77.6%) for the Council in greater implementation of fines for non-compliance such as, littering or illegal parking. However, when considered by geography, there was **less support** was seen in the **Cardiff City & South** neighbourhood with **19.6%** opposing this proposal compared to **11.3%** in **Cardiff West.** *(Graph 1.7, Appendix 1)*

Opinion was mixed regarding the **reliability and feasibility of involving community groups** and third sector organisations in the operation of existing Council services and facilities. **A third of respondents** (33.3% / 1,295) felt that this would be a good idea but a large number of respondents said they 'weren't sure' (33.1% / 1,290). Looking across the city, **greatest levels of support** were seen in the **Cardiff City & South neighbourhood** (39.9%) compared to 28.9% in **Cardiff West**. *(Graph 1.9, Appendix 1)*

Of those specifying specific services that they felt would be appropriate to be delivered in such a way (954 comments), most frequently suggested for community or third sector management were the **maintenance of parks and open spaces (317), assistance with library services (242) and the management of community centres and halls**.

A tenth (97 respondents) also referenced their concerns regarding the **capabilities** of community and third sector organisations, specifying that responsibility for building and services should only be handed over to these groups with sufficient training and support provided from the Council.

Services which community groups and the third sector could be asked to run:

Service	No.	%
Parks & open spaces - maintenance of footpaths and cycle-ways, community gardens, allotments, playgrounds etc.	317	33.2%
Libraries – stacking, book checking, deliveries etc.	242	25.4%
Community buildings including. community or village halls	222	23.3%
Leisure centres/sports pitches/outdoor activities like football and recreational grounds/	175	18.3%
Community and third sector organisations should only be involved in running local services and buildings with appropriate training and support provided from the Council	97	10.2%
Maintaining local spaces (Including. Street cleansing, litter picking, graffiti cleaning, grass verges/weeding, grass cutting, personal responsibility for cleaning lanes, roads etc / Street wardens re littering	73	7.7%

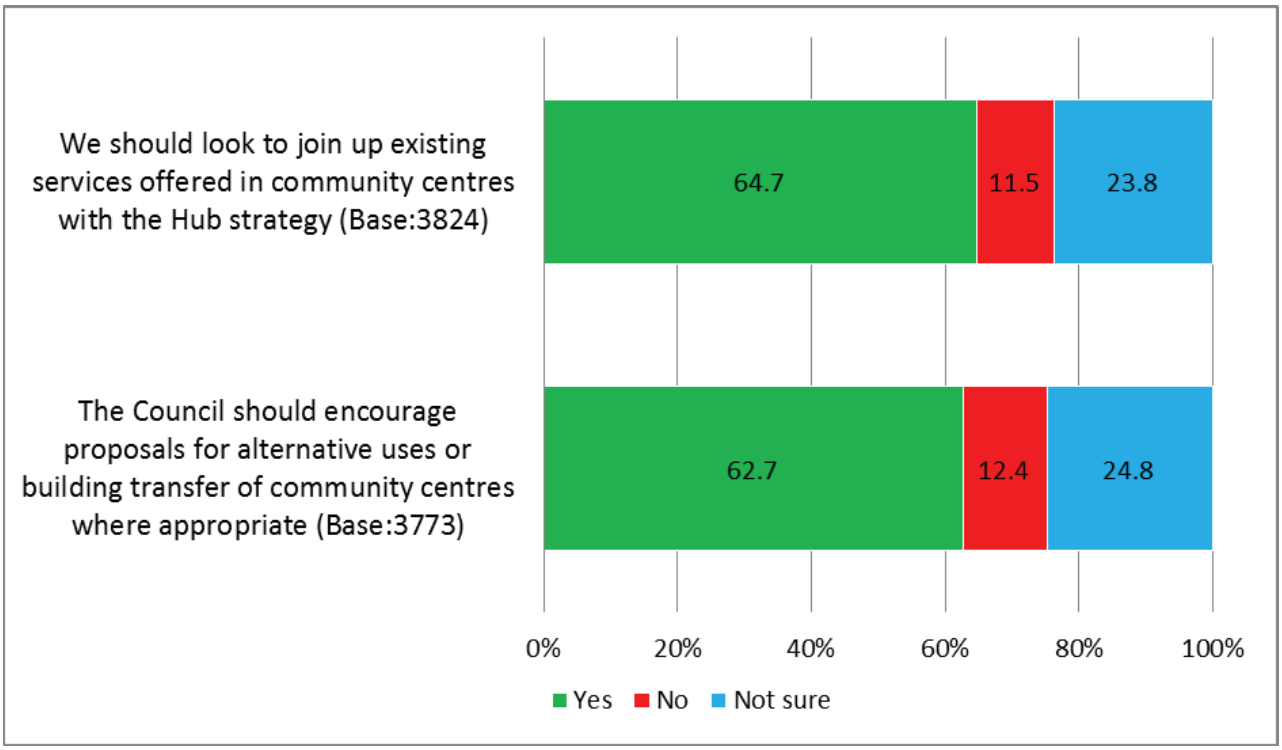
Section 2 - City-wide Budget Proposals

2.1 Community Centres

The City of Cardiff Council pledged to continue its commitment to join up local services within Community Hubs, with a focus on meeting local needs, making services more accessible and reducing the overall number of buildings used.

Approximately two thirds **(64.7% /2,476)** of respondents were in favour of the Council working to join up existing services offered in community centres with the Hub strategy, with the highest levels seen in **City & South** (**75.1%)** compared to **59.8%** in **Cardiff West**. *(Graph 2.1, Appendix 1)*

A similar proportion **(62.7% / 2,367)** also felt that proposals for **alternative use or building transfer** of these facilities should be explored. However, levels of support varied depending on the Neighbourhood Partnership area with **greatest agreement** seen in **City & Cardiff South** (**70.2%),** compared to **58.5%** in **Cardiff South East**. It should be noted that there were also large numbers of people responding as 'not sure' i.e. 31.0% in South East. *(Graph 2.3, Appendix 1)*



Where respondents had indicated they were not in favour of proposals they were invited to express their reasoning. A total of **340 respondents** provided reasons why they were opposed to the Council looking to join up the existing services offered in community centres with the Hub strategy. The most frequently expressed concern related the locality of proposed hubs and the resulting issues that individuals or group may have in **accessing the facilities** which was mentioned in over a **fifth** (22.1%) **of comments.**

Also of concern to those opposed to the proposal was the **utilisation of volunteers** to assist in the management of community facilities. A **fifth** (20.3%) **of** comments referenced **fears over the capabilities of volunteer groups** to take over services and the longevity of projects should this come to fruition. Others felt that the 'lumping together' of services under the banner of the Hub strategy would ultimately lead to a **weakening of individual services** and a reduction in the range of services offered within communities, service provision would be heavily biased towards the more socially deprived areas with residents to the north of the city being particularly penalised.

Top 3 themes emerging from the 340 comments received for not joining up existing services offered in community centres with the Hub Strategy:

Top 3 themes	No.	%	Example comments
The locality of hubs Inc. access issues (i.e. bus rides/cost incurred/mobility issues)	75	22.1%	• *"Because our travel network in this city is too expensive and poorly connected, if you centralise everything into hubs, those who need them the most may not be able to get to them or afford the transport needed."* • *"Having a hub is great if it is in your area…It would take an hour to walk to Llandaff North from Rhiwbina, or take 2 buses each way."* • *"They are not local to many residents of the city."* • *"People need to be able to walk to their local community centres otherwise those that find it hard to access them will become increasingly alienated from society."* • *"Having a lot of services at one location 'hubs' restricts the number of people the services are available to. If you have one locally/walking distance you won't mind however how are the elderly and families meant to get to use these services if not in walking distance and not on a local bus route?? Not everyone has the use of cars."*
Statutory duty/Should be Council run/Shouldn't be run by volunteers	69	20.3%	• *"Public services and buildings already belong to the community via Council ownership. Our public services were built up from nothing, via philanthropy and self-help, to services that are owned by us all, for us all; employ people decently; and are run in an accountable manner. Going back to self-help turns this progress into reverse."* • *"I don't believe that third parties are sufficiently accountable and may be driven by profit."* • *"There is the danger of buildings being poorly looked after with staff who may or may not turn up or provide proper provision."* • *"Community centres should be Council run to ensure accessibility to all sections of society and the prevention on one group or another taking over with its own agenda."*
Weakens library services	53	15.6%	• *"The hub strategy particularly weakens the library offer. It is not a full library service. Why do you keep saying hubs are great? They would be if the library was in a separate room and fully staffed by library staff. The housing staff do not shelve and are unable to answer library queries."*

			• *"A library that is a hub will always feel like a Department of Social Security office."* • *"Libraries are too important to be marginalised and seated with other services. They are a lynchpin in educational services."* • *"Having to cross train housing staff to handle library queries and vice versa is not conducive to an efficient service."*

A further **336 respondents** commented on their reasons for being opposed to the proposal for the Council to encourage alternative uses or building transfer of community centres.

Of greatest concern to those sharing their views was that building transfer of the community services may ultimately lead to a **negative impact on the delivery of the services** provided from the venues. Should a private company take control it was feared that service provision would become **solely profit driven** whereas **volunteer groups may be ill equipped** to take on the necessary management responsibilities. Generally those opposed to the proposals were of the opinion that community centres should **remain in Council control** to maximise their accessibility and benefit to communities.

Top 3 themes emerging from the 336 comments received for being opposed to the proposal for the Council to encourage alternative uses or building transfer of Community Centres:

Top 3 themes	No.	%	Example comments
Will result in a reduction to the range/level/reliability of services and facilities	50	14.9%	• *"If community centres are transferred from the Council to community groups it may be difficult to ensure consistency and continuation of service. Professional expertise would be lost."* • *"To leave the property in the hands of the "community" could leave it open to an individual party not taking pride/responsibility for its maintenance, ensuring best and most efficient use of the building and therefore leading to the eventual closure and potential to being run down."* • *"Alternative uses and transfer leaves the services open to dilution, facilities to be misused and run down then closed. Keep them open and under control, well maintained and offering the services they were designed for in the first place."* • *"My concern is that community centres could become expensive and become unavailable for those who need them."*
Council should be providing these services/This is what Council Tax is for	50	14.9%	• *"The Council should take responsibility here rather than offloading it onto already overstretched people within the community."* • *"We pay our Council tax, the Council should run it and look after their staff and not make them redundant. It is wrong to replace paid workers with volunteers."* • *"Community centres were paid for by taxpayers, by the community and should be kept in public hands. Local citizens will not be able to afford to keep them open, and privatisation of these centres will only raise the prices, excluding and isolating the poorest from these services."*
Opposed to principle of library/ community centre closure	49	14.6%	• *"Community centres are the hub of a community providing facilities for people that are increasingly more expensive elsewhere. By closing these centres you are taking away the opportunity to communities that have nothing else."*

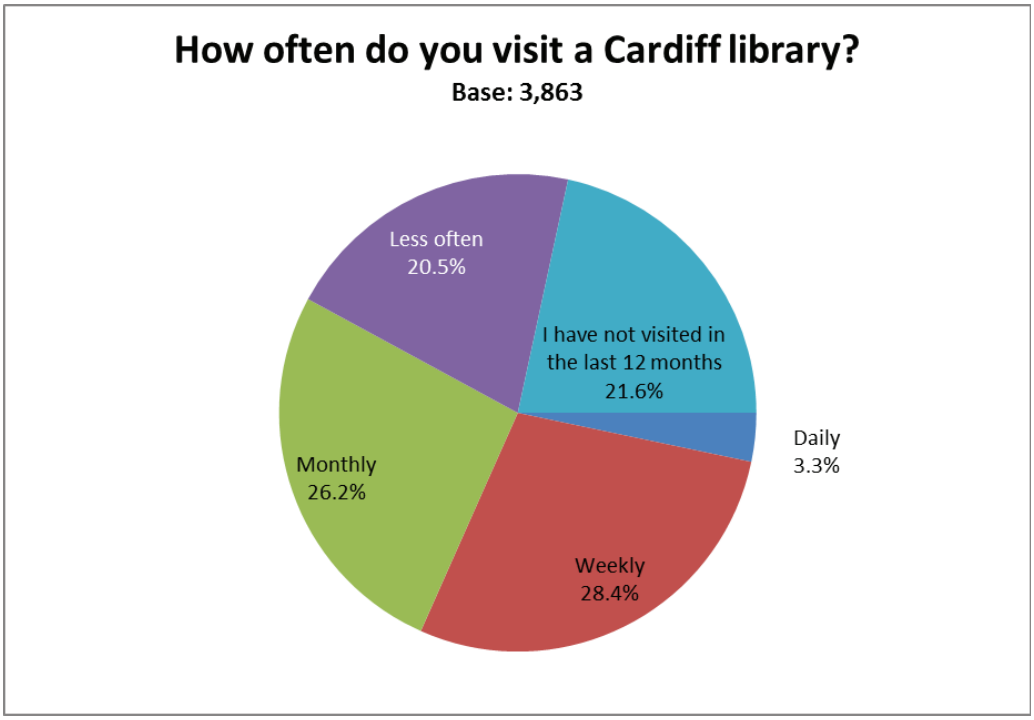
			• *"The Council has a responsibility to retain ownership of community centres and ensure they are operated to the greatest level of community benefit."* • *"Community centres are exactly what they say they are & should remain available for the use of groups within the community."*

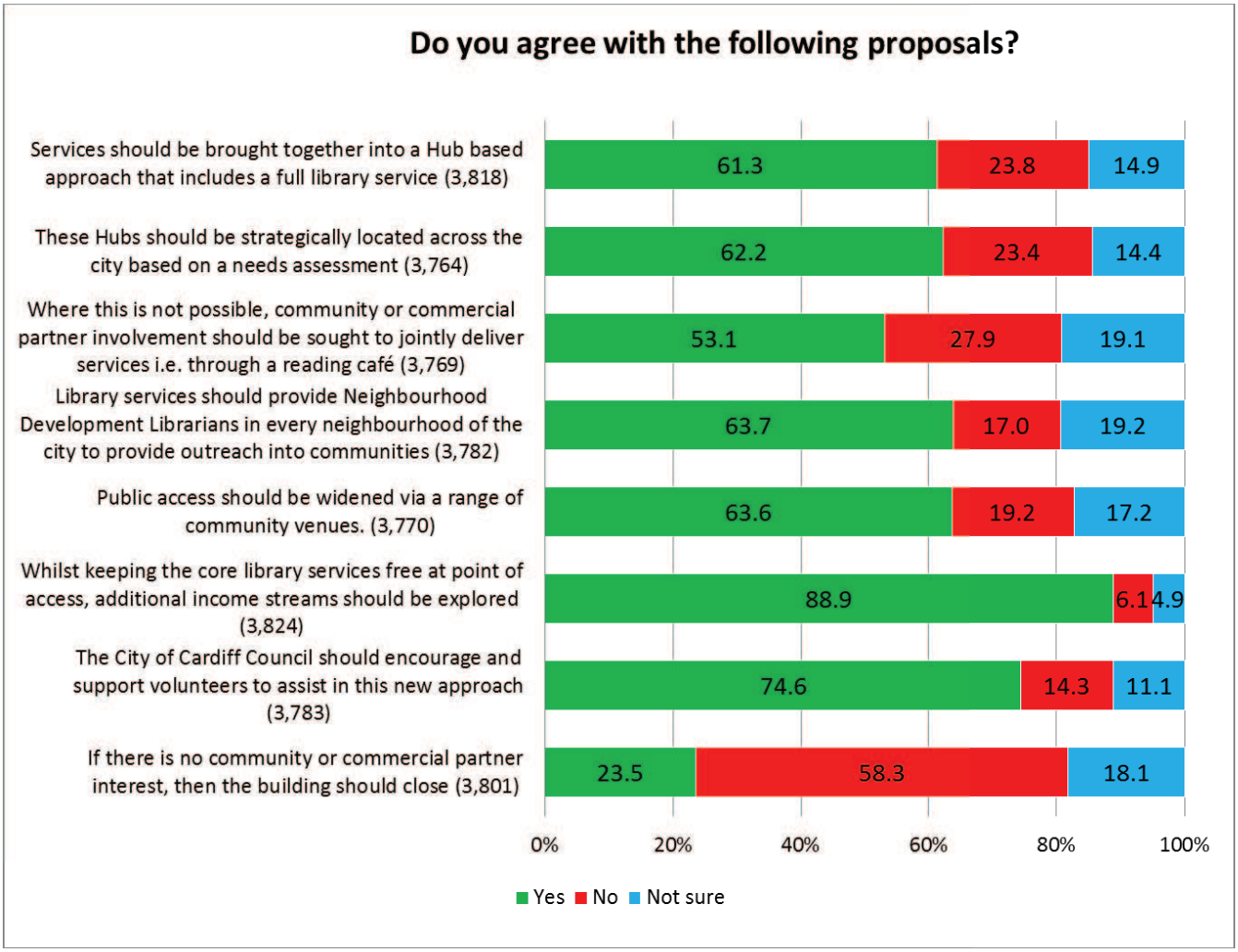
2.2 Library Services

Library services have a key role to play in communities but the way in which people use libraries is changing. New technology such as e-readers along with a rising demand for WiFi and PC access means that library services need to adapt if they are going to be able to remain as relevant and important to future generations as they have in the past.

The types of services that people expect to access are also changing with increasing demand for access to advice, training opportunities and into work assistance, as well as reading activities for children, book groups and family researching also increasing in popularity. The 2015/16 Budget Consultation included a range of proposals put forward by Library Services with the aim of providing more joined up services and more accessible services with reduced funding. (**Appendix 3** provides additional details of the comments received as part of the consultation).

Four in five (**80.8% / 3,157**) respondents reported to be library card holders whist **57.9%** (2,237) stated that they visit a Cardiff library facility at least once month. **Cardiff West** had the highest number of weekly users of libraries (**34.3%),** followed by **Cardiff North (30.3%). Cardiff City & South** had fewest frequent visits with **39.3%** not having visited in the last 12 months. *(Graph 2.7, Appendix 1)*



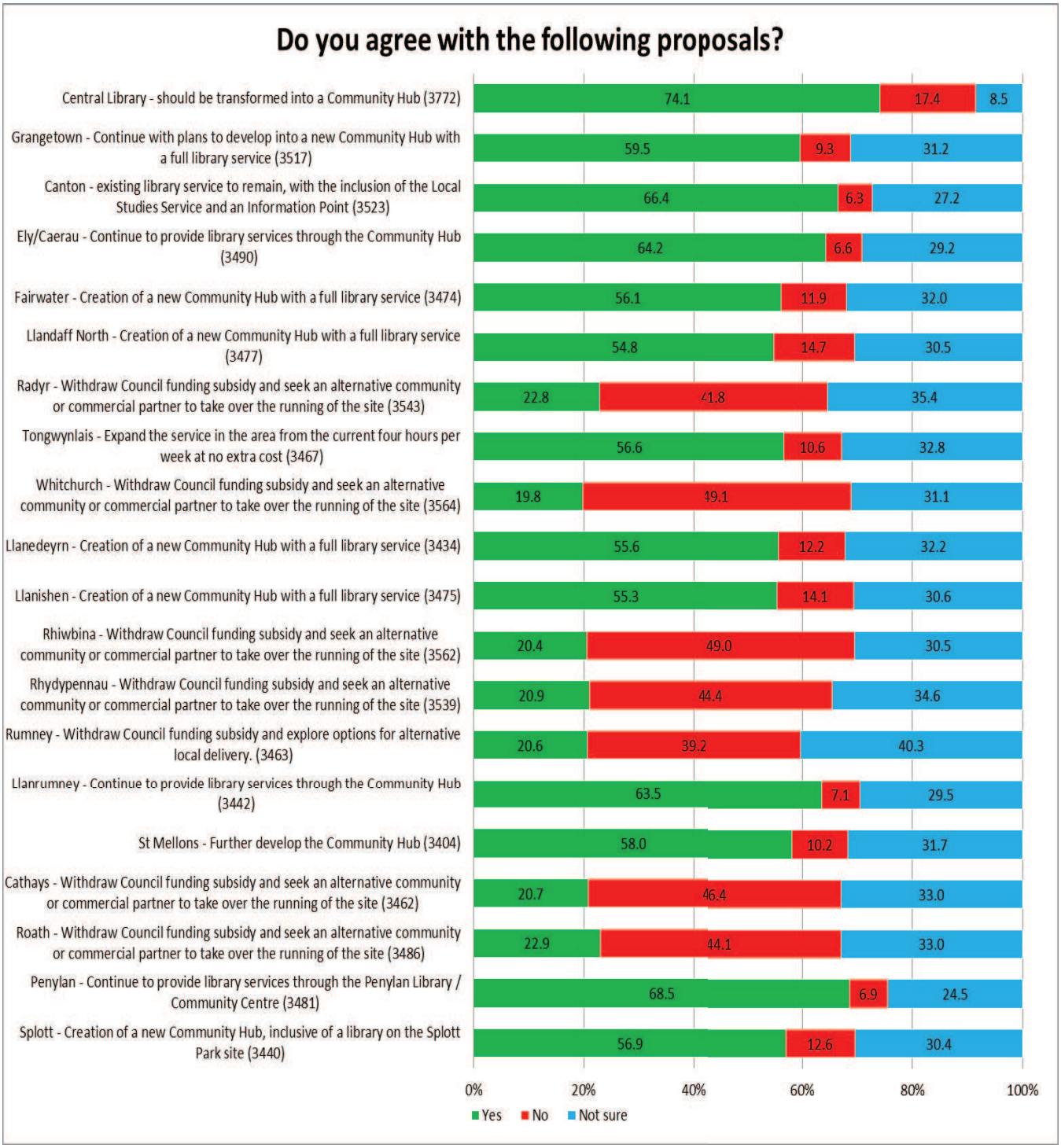


Participants in the consultation were presented with a range of proposals regarding the future delivery of library services across the city. Almost ninety percent (88.9% / 3,401) of those completing the survey were in favour of additional income streams being explored whilst three quarters (74.6% / 2,821) wanted to see the City of Cardiff encourage and support volunteers in the outlined new approach for library services.

Lower levels of agreement were received where proposals had been made to close buildings if no commercial or community interest can be found (**23.5%**).

The consultation document also outlined the Council's preferred options for individual library sites and asked the public if they agreed with the proposals.

The highest level of agreement was found regarding the Council's proposal to **transform Central Library into a Community Hub (74.1% / 2,794).** The public expressed **far less agreement in instances where it was proposed that the Council withdraw funding from specific facilities** with high numbers not supporting the proposal (i.e *Whitchurch 49.1%, Rhiwbina 49%, Cathays 46.4%, Rhydypennau 44.4%, Roath 44.1%, Radyr 41.8%, Rumney 39.2%).*



Where respondents indicated "no" to any of the proposals outlined by the Council they were provided with an opportunity to express their reasons for this.

Approximately half (**2,056 in total**) of all respondents made additional remarks in relation to the proposals put forward by library services. Of these, **1,325** referred to library services in general, however a large proportion also referenced individual library facilities within their comments which can be found in **Appendix 3.**

Those facilities most frequently specified were those where the Council proposes to withdraw funding and seek an alternative community or commercial partner to take over the running of the site, namely: Radyr (154), Whitchurch (235), Rhiwbina (288), Rhydypennau (130), Rumney (56), Cathays (126) and Roath (68).

Clear from the comments received was the **high regard** in which the city's library services are held by the public (523 comments). The facilities were frequently described as ***'essential'*** to the communities that they serve and a ***'lifeline'*** for a wide range of people including those with **disabilities, older people, people with young children, lower income families and those without access to the internet**.

The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many feeling that the proposals leave a **'geographical gap'** in service provision in the north of the city. The impact of the withdrawal of library services from locations in the north it was felt would be deepened due to both the higher proportion of elderly residents in these communities and a lack of public transport routes to connect citizens to the proposed Hub sites.

Respondents were keen to see library services explore a wide range of **cost savings and income generation** options. With both a reduction in opening hours, and the introduction of charges suggested as preferable to some over the closure of facilities. Opinion was mixed regarding the introduction of services such as **café/coffee shops** to buildings as some feared that this would detract from the original purpose of the facility or see library services become over commercialised. One particular exception to this however was in the case of **Whitchurch library** which received particular support for the introduction of such a facility. Respondents reported similar facilities in the village to already be a commercial success with an additional café/coffee shop at this location likely to attract not only library users but also visitors to the local park, dog walkers and residents.

The recent budget consultation has seen a number of individuals and organisations express an interest in becoming involved with library services on a **volunteer basis** (367 people). Despite this the consultation did also reveal a significant number of public concerns regarding a move to this means of service delivery. It was feared that an **overreliance on volunteers** and the good will of the community could result in '*watered down'* and '*chaotic'* services that '*lack day to day continuity'*. Whilst it was felt that some roles within the service may be suitable for volunteers their involvement should "*be minimal and they should not be exploited or take the jobs of professional librarians*". General concerns were raised by 71 respondents (5.4% of comments), with additional comments being received about specific sites.

The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible. A move to Canton it was felt would deter a number of people from accessing this information whilst the space available at Canton library was also called into question, these responses accounted for 57.1% (12) of the comments relating specifically to Canton.

Many respondents made reference to **recent refurbishments** that had been undertaken at some of the facilities and the financial waste incurred should the Council now choose to withdraw from these buildings. The refurbishments at **Cathays** (25.4% of comments) were amongst those most frequently mentioned with a range of options put forward to ensure the continuation of service from this 'Carnegie building' including café, community space and wedding venue.

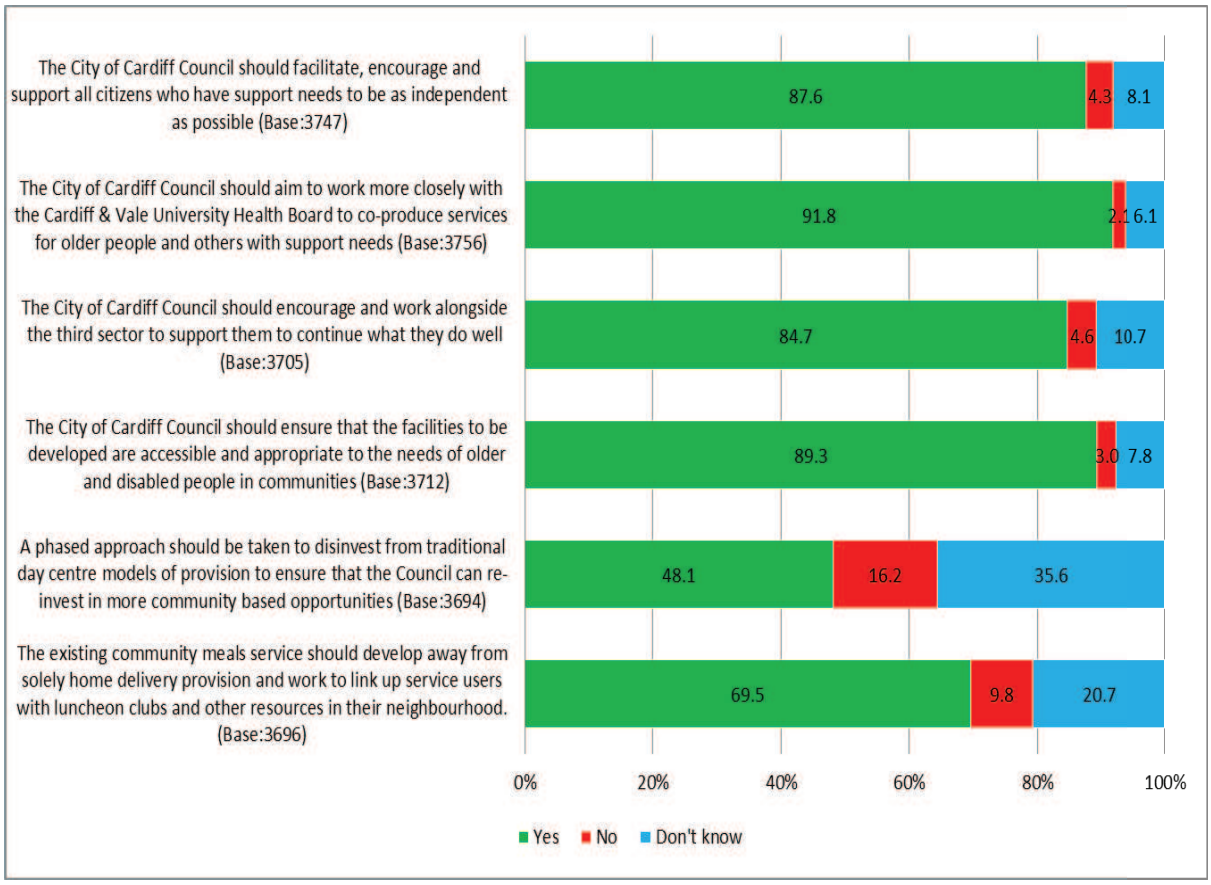
Top three comments for each library / hub location*:

	Top three commnets for each location highlighted																				
	GENERAL (1325)	Central (139)	Grangetown (7)	Canton (21)	Ely/Caerau (7)	Fairwater (5)	Llandaff North (12)	Radyr (154)	Tongwynlais (19)	Whitchurch (235)	Llanedeyrn (3)	Llanishen (42)	Rhiwbina (288)	Rhydypennau (130)	Rumney (56)	Llanrumney (1)	St. Mellons (3)	Cathays (126)	Roath (68)	Penylan (12)	Splott (36)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Libraries are essential/ highly valued/must be retained	39.9	23.0	14.3	0.0	0.0	0.0	8.3	39.6	5.3	43.8	0.0	9.5	44.8	44.6	39.3	100.0	0.0	36.5	33.8	8.3	19.4
Income generation incl. cafés, shops, community spaces, charges etc.	6.6	2.2	0.0	0.0	0.0	0.0	0.0	5.8	0.0	5.5	0.0	0.0	4.9	3.1	3.6	0.0	0.0	10.3	2.9	0.0	5.6
Ideas for other funding sources i.e. savings in other areas/opening hours	7.5	8.6	0.0	0.0	0.0	0.0	16.7	4.5	15.8	6.8	0.0	2.4	6.6	4.6	1.8	0.0	0.0	10.3	8.8	8.3	0.0
Comments/suggestions re. Community Asset Transfer	2.5	0.7	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.9	0.0	0.0	0.0	0.8	5.4	0.0	0.0	1.6	0.0	0.0	0.0
Ideas for alternative provision of services	3.0	2.9	0.0	0.0	0.0	0.0	0.0	2.6	10.5	2.6	0.0	0.0	1.4	3.1	3.6	0.0	0.0	4.8	8.8	8.3	5.6
Generally against the proposals	27.4	27.3	85.7	61.9	14.3	40.0	33.3	42.9	26.3	44.3	100.0	57.1	44.8	44.6	66.1	100.0	100.0	36.5	29.4	16.7	80.6
In favour of the proposals	2.5	6.5	14.3	0.0	14.3	0.0	0.0	1.3	0.0	0.4	0.0	2.4	1.0	0.8	1.8	0.0	0.0	0.8	2.9	8.3	0.0
Council accused of 'not listening'	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.3	0.8	1.8	0.0	0.0	0.0	0.0	0.0	2.8
Focus needs to be on library services rather than 'Hubs'	3.4	25.9	14.3	0.0	0.0	0.0	0.0	0.6	0.0	0.4	0.0	0.0	1.4	2.3	0.0	0.0	0.0	0.8	0.0	0.0	0.0
Geographic discrimination	16.2	0.7	0.0	0.0	0.0	0.0	16.7	13.0	5.3	15.7	0.0	9.5	15.3	12.3	3.6	0.0	0.0	4.8	8.8	0.0	2.8
Negative image of Hubs	8.3	2.9	0.0	0.0	42.9	0.0	0.0	0.6	0.0	0.9	0.0	0.0	1.0	0.0	1.8	0.0	0.0	0.8	0.0	0.0	2.8
Current usage levels - Don't cut services that are well used, look at take up of services	4.5	4.3	0.0	4.8	14.3	0.0	8.3	40.9	26.3	22.1	0.0	7.1	42.4	26.9	7.1	100.0	0.0	15.1	13.2	16.7	8.3
Access to Hubs/barriers to use i.e. travel costs/distance	13.7	15.1	0.0	28.6	0.0	0.0	58.3	22.7	15.8	19.6	0.0	14.3	23.6	19.2	25.0	0.0	0.0	10.3	16.2	0.0	19.4
Discrimination against or impact on the elderly/youth & low income families	13.4	3.6	0.0	0.0	0.0	0.0	8.3	20.1	0.0	23.0	66.7	0.0	28.5	23.1	26.8	0.0	0.0	12.7	17.6	8.3	8.3
Negative & long term impacts on the community/society	21.9	2.9	0.0	0.0	14.3	0.0	0.0	27.9	0.0	26.0	0.0	0.0	26.0	31.5	33.9	0.0	0.0	21.4	26.5	16.7	16.7
Listed/historic buildings - must be protected	0.5	1.4	0.0	4.8	0.0	0.0	0.0	0.6	0.0	7.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.3	2.9	0.0	0.0
Improved promotion/advertising required	0.6	0.7	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.4	0.0	0.0	0.3	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.8
Local History Studies	0.1	8.6	14.3	57.1	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Concern over job losses/loss of expertise	5.2	1.4	0.0	0.0	14.3	0.0	0.0	2.6	0.0	3.0	0.0	0.0	3.1	3.1	1.8	0.0	0.0	1.6	1.5	0.0	0.0
More information needed	2.5	1.4	0.0	0.0	0.0	0.0	0.0	0.0	10.5	0.4	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0
In favour of volunteers	2.3	0.7	0.0	4.8	0.0	0.0	0.0	3.2	0.0	4.3	0.0	0.0	3.8	2.3	0.0	0.0	0.0	1.6	1.5	8.3	0.0
Concerns regarding volunteers	5.4	0.7	0.0	4.8	0.0	0.0	0.0	4.5	5.3	2.1	0.0	0.0	0.3	2.3	1.8	0.0	0.0	1.6	1.5	0.0	0.0
Wastage e.g. financial management, recent refurbishments	3.5	10.8	0.0	0.0	0.0	0.0	0.0	22.1	5.3	1.7	33.3	7.1	2.4	4.6	1.8	0.0	0.0	25.4	0.0	0.0	19.4
Costs/savings minimal	2.8	0.7	0.0	0.0	0.0	0.0	0.0	3.2	10.5	2.1	0.0	2.4	2.4	1.5	1.8	0.0	0.0	1.6	0.0	0.0	2.8
Misc.	17.4	16.5	0.0	14.3	28.6	60.0	0.0	6.5	10.5	0.4	0.0	31.0	4.5	6.2	8.9	0.0	0.0	7.9	8.8	33.3	5.6

Additional comments received in relation to libraries can be seen in **Appendix 3.*

2.3 Day services for older and disabled people

Social isolation amongst older people is a serious concern and something that the City of Cardiff Council, working with its partners, aims to safeguard against. Day services have been an important element in addressing this issue for a long time; however expectations of older and disabled people are changing with older people as well as other citizens who need support; with people wanting more choice and control over the support they receive. This demand, coupled with an increasing demand on existing services and a growing emphasis on prevention from Welsh Government, is driving forward a new model of community based services.



Participants in the consultation were asked to state their agreement with a variety of proposals which underpin the Council's **new model of the delivery of day services for older and disabled people.** Whilst those responding were generally in favour of the general principles, those proposals relating specifically to **day centres** and **community meals** and received lower levels of agreement (**48.1%** and **69.5%** respectively).

Those disagreeing with the proposals made were invited to elaborate on their reasoning. A total of 299 (7.1% of all respondents) respondents provided details outlining their opposition to the proposal by the Council to taking a phased approach to disinvest from traditional day centre models of provision to ensure the Council can re-invest in more community based opportunities.

Respondents' main concern was the proposals may result in a decline in what was otherwise considered to be an essential and vital service providing a lifeline to many service users.

Top 3 themes emerging from the 299 comments received for opposing a phased approach to disinvestments in transitional day care:

Top 3 themes	No.	%	Example comments
Detrimental impact on service users	89	29.8	• *"Elderly people already rely on the services provided; taking them away will be to their detriment"* • *"The current model works well and a lot of older people depend on them. If it is referring to privatisation, then definitely not"*
Needs to be retained by Council	85	28.4	• *"The care and support of the elderly should remain the concern of statutory services"*
Essential Service	81	27.1	• *"Meeting people at a Day Centre is sometimes the only contact elderly clients have. It encompasses all aspects of their healthy living if they choose and are able to attend"* • *"Traditional day centres are often the lifeline for lonely elderly people - and closures will have a negative effect on their health and well-being"* • *"My father had dementia - we would not have been able to cope without the support of specialised and reliable day centres coordinated through a central support system"*

There were some geographical differences seen in views with **55.6%** of respondents in **Cardiff City & South** agreeing with the proposals compared to **45.1%** in **Cardiff West.** Levels of support also varied by demographic with **26.7%** of those with a disability disagreeing with the proposal compared to **14.1%** of ethnic minority respondents.

A total of **158** (3.8% of all respondents) respondents provided explanation of their opposition to the Councils proposal that the existing community meals service should develop away from solely home delivery provision and work to link up service users with a range of luncheon clubs and other resources in their neighbourhood.

Top 3 themes emerging from the 158 comments received for opposing community meals service developing away from solely home delivery provision:

Theme	No.	%	Example comments
Detrimental impact on service users	47	29.7	• *"A very important part of Council provision…totally unacceptable"*
Access issues e.g. cost, transport, mobility, confidence	46	29.1	• *"Essential that Council maintains investment in these services as they are the most vulnerable group"* • *"Meals on wheels should not be cut back"*
Needs to be retained by Council	28	17.7	• *"Home delivery of community meals is very important and should in no way be diverted to luncheon clubs or similar"* • *"The more you outsource to third parties trying to make a profit the greater the risk for the vulnerable."*

2.4 Leisure Centres/Arts Venues

The *Changes for Cardiff* consultation document explained that the Council is currently exploring the management of leisure centres and arts venues (including St David's Hall, New Theatre and The Cardiff Museum Story) by different organisations that could enhance the quality of the provision and also make savings.

Just over half **(51.9% / 1,956)** of those responding were in favour of the Council looking at different management models for **leisure centres** although agreement varied from **60.8%** in **City & Cardiff South** to **47.2%** in **Cardiff West**. However, it should be noted that 22.1% of all respondents didn't know. *(Graph 2.29, Appendix 1).*

Males supported looking at different management models for leisure centres **(60.5%)** at a higher proportion than other groups such as **females (45.5%)** *(Graph 2.30, Appendix 1)*

In relation to **Arts Venues**, a slightly higher proportion **(57.4% / 2,118)** agreed that looking at different management models was appropriate. Higher levels of agreement were seen in **Cardiff North (59.8%)** compared to **Cardiff South East (53.9%).** *(Graph 2.31, Appendix 1).*

As in the case of leisure centres, there was also more support from **males (64.7%)** when compared to **females (51.5%).** *(Graph 2.32, Appendix 1).*

Do you agree that the Council should be looking at different management models for its:	**Leisure Centres**		**Arts Venues**	
	No.	%	No.	%
Yes	1956	51.9	2118	57.4
No	983	26.1	651	17.7
Don't know	832	22.1	919	24.9
Total	**3771**	**100.0**	**3688**	**100.0**

Those who did not agree that the Council should be looking at different management models for its leisure centres and arts venues were asked to outline their reasons for this. A total of **555 comments** were received in relation to **Leisure Centres**, and **366 r**elating to **Arts venues.**

The most common response in relation to Leisure Centres, given by three in ten (30.1%) respondents, was that these facilities should remain **under Council control** whilst a quarter of those who expressed an opinion raised concern that removing Leisure Centres from Council management would lead to a **negative impact on society**, and potentially create cost issues elsewhere:

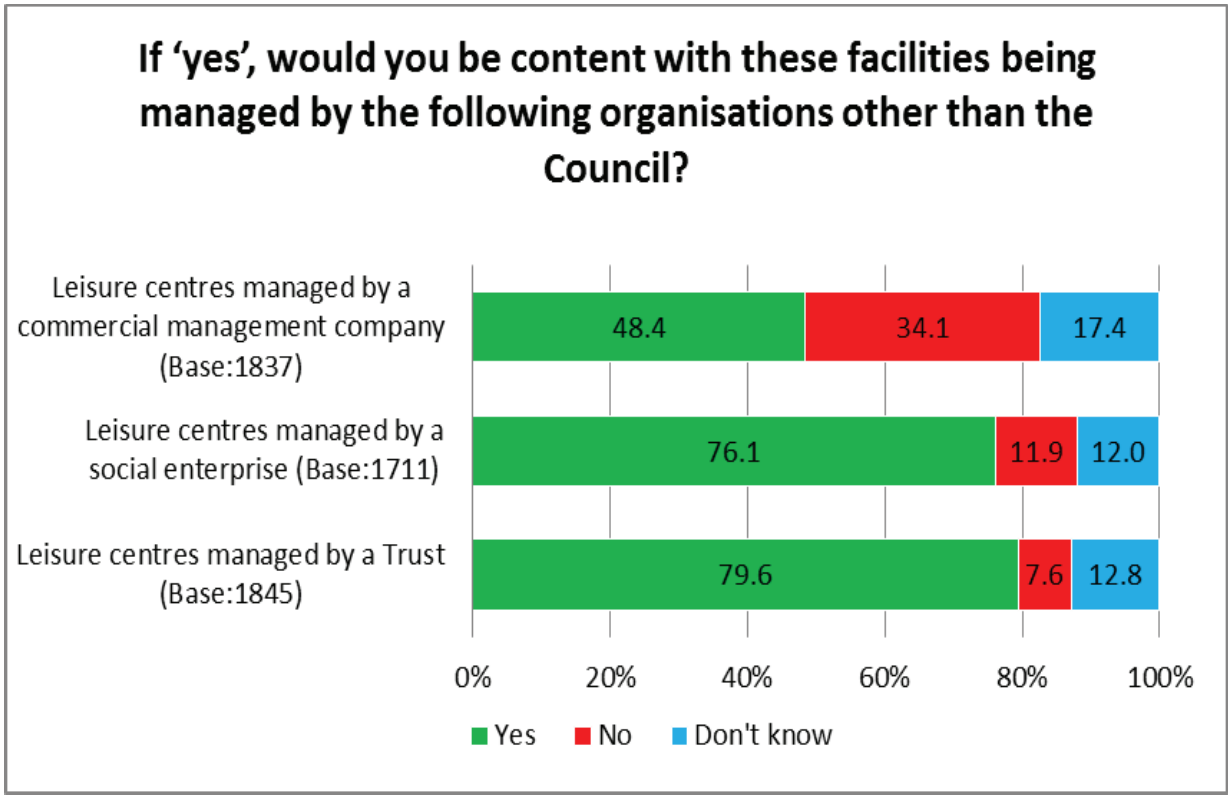
Top 3 themes emerging from the 555 comments received in relation to Leisure

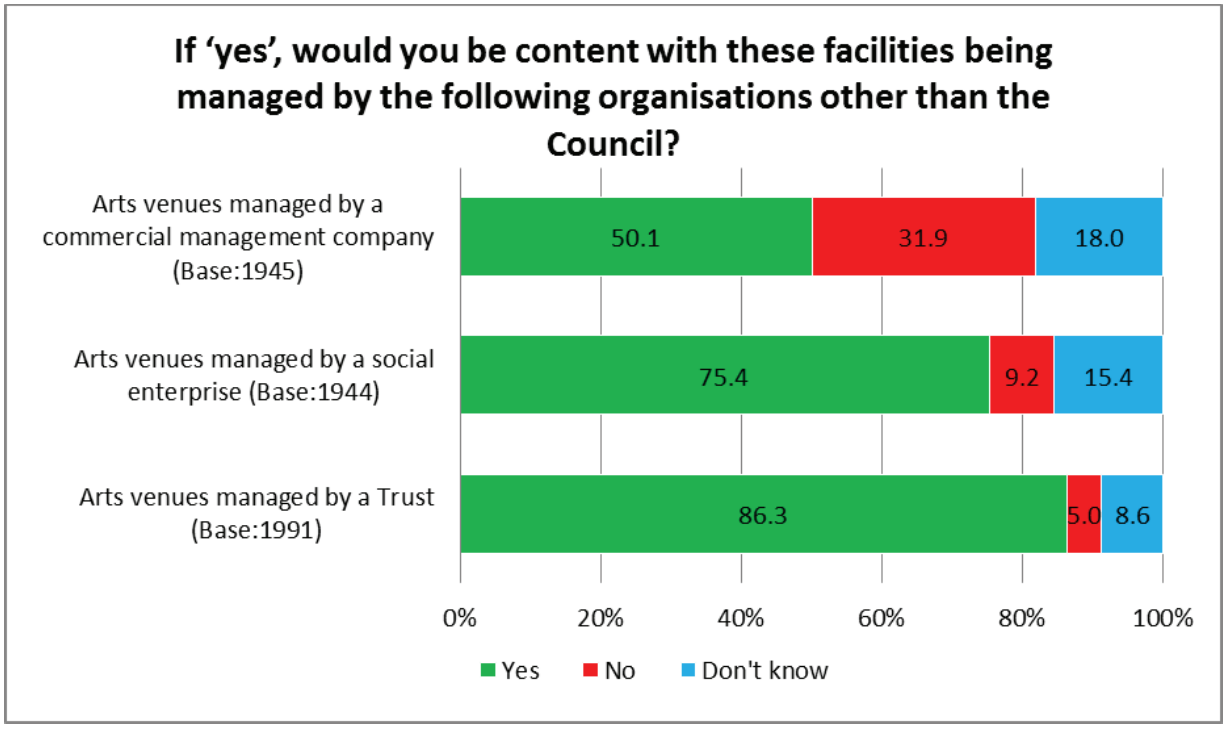
Leisure Centres	No.	%	Example comments
Must be retained by the Council	167	30.1	• *"Leisure centres and arts venues should remain under Council managements to enable residents to make use of the facilities and leisure activities on offer."* • *"Leisure centres are a core business for councils."* • *"Leisure centres are vital - one of the best facilities we have. Protect them."*
Negative community/society impact	133	24.0	• *"Leisure centres perform a service in keeping people healthy and therefore not using care services!"* • *"They will become too costly or even closed. Like Libraries this takes away "quality of life"."* • *"Leisure centres need to be geared towards community need, of the particular communities they are in. I am not sure that a commercial or social enterprise model would be appropriate."*
Concern over increased costs to users	129	23.2	• *"If a management company take over - prices will increase."* • *"If council can't make something work, a private company can only do so by either raising prices or treating staff badly, to make a profit."* • *"The one swimming pool in the city that isn't managed by the council is much more expensive. This is reason enough to not want others to go the same way."*

Top 3 themes emerging from the 366 comments received in relation to Arts Venues

Arts Venues	No.	%	Example comments
Must be retained by the Council	108	29.5	• *"St David's Hall and the New Theatre have worked perfectly well over many years; and provide a strong draw for residents and tourists. Why change?"* • *"Cardiff is capital city it has to support arts facilities which draw people into the city from elsewhere in Wales and England."* • *"Venues like St David's Hall & New Theatre are an asset to any city and should be protected by the Council to ensure that they are able to serve the people of Cardiff & Wales."*
Against private sector commissioning	74	20.2	• *"Better run by Council rather than privately."* • *"These backdoor privatisations increase costs and worsen services. The centres should remain entirely under public control with full public funding."* • *"I completely disagree with what is essentially the privatisation of leisure and art."*
Concern over increased costs to users	68	18.6	• *"I would be concerned with Arts venues being managed by other organisations this could make visiting the arts costly."* • *"It is obvious in the case of leisure centres and arts centres, charges would increase substantially if run by a commercial or profit making organisation."* • *"Commercial companies would put prices up so much people wouldn't use them."*

Where respondents had indicated 'yes' to the proposals to look at different management models they were asked to specify which organisations they would be content to see facilities managed by. In the cases of **both leisure centres and arts venue**s the public were **most in favour** of facilities being managed by either a **Trust** (79.6% and 86.3%) or **social enterprise** (76.1% and 75.4%) as opposed to a commercial management company.


If 'yes', would you be content with these facilities being managed by the following organisations other than the Council?
Leisure centres managed by a commercial management company (Base:1837)
48.4
34.1
17.4
Leisure centres managed by a social enterprise (Base:1711)
76.1
11.9
12.0
Leisure centres managed by a Trust (Base:1845)
79.6
7.6
12.8
0%
20%
40%
60%
80%
100%
Yes
No
Don't know


If 'yes', would you be content with these facilities being managed by the following organisations other than the Council?
Arts venues managed by a commercial management company (Base:1945)
50.1
31.9
18.0
Arts venues managed by a social enterprise (Base:1944)
75.4
9.2
15.4
Arts venues managed by a Trust (Base:1991)
86.3
5.0
8.6
0%
20%
40%
60%
80%
100%
Yes
No
Don't know

If respondents reported that they were opposed to any of these options, they were again asked to outline their reasons why. The number of comments received are provided below:

Leisure Centres	Number of Comments
- managed by a Trust	69
- managed by a social enterprise	90
- by a commercial management company	418
Arts Venues	
- managed by a Trust	51
- managed by a social enterprise	84
- by a commercial management company	407

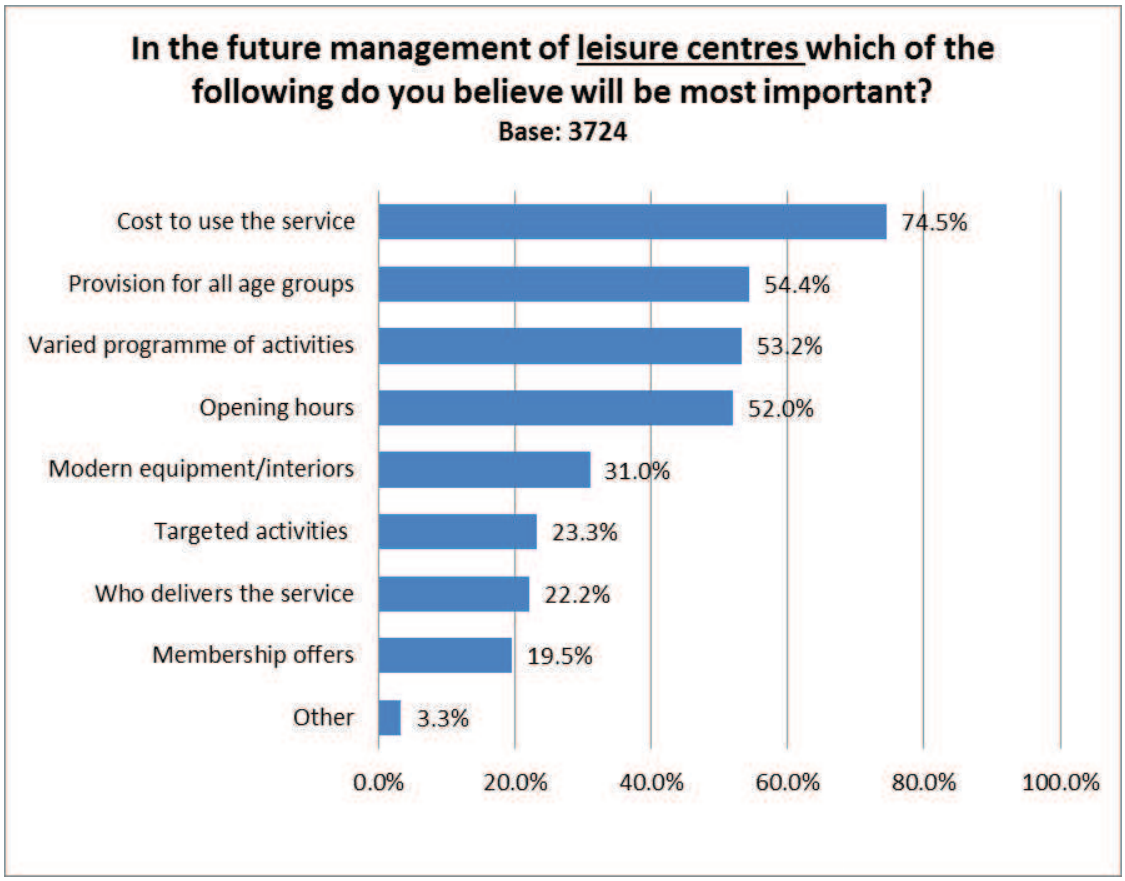
Comments opposed to either of the services being managed by a commercial management company were most likely to centre on **concerns regarding the services becoming profit driven** rather than focusing on quality (35.2% of comments relating to Leisure centres and 36.1% relating to arts venues) and potential '***prohibitive'* cost increases** to service users which would **force services '*out of people's reach*'** (26.3% of comments relating to Leisure centres and 22.6% relating to arts venues).

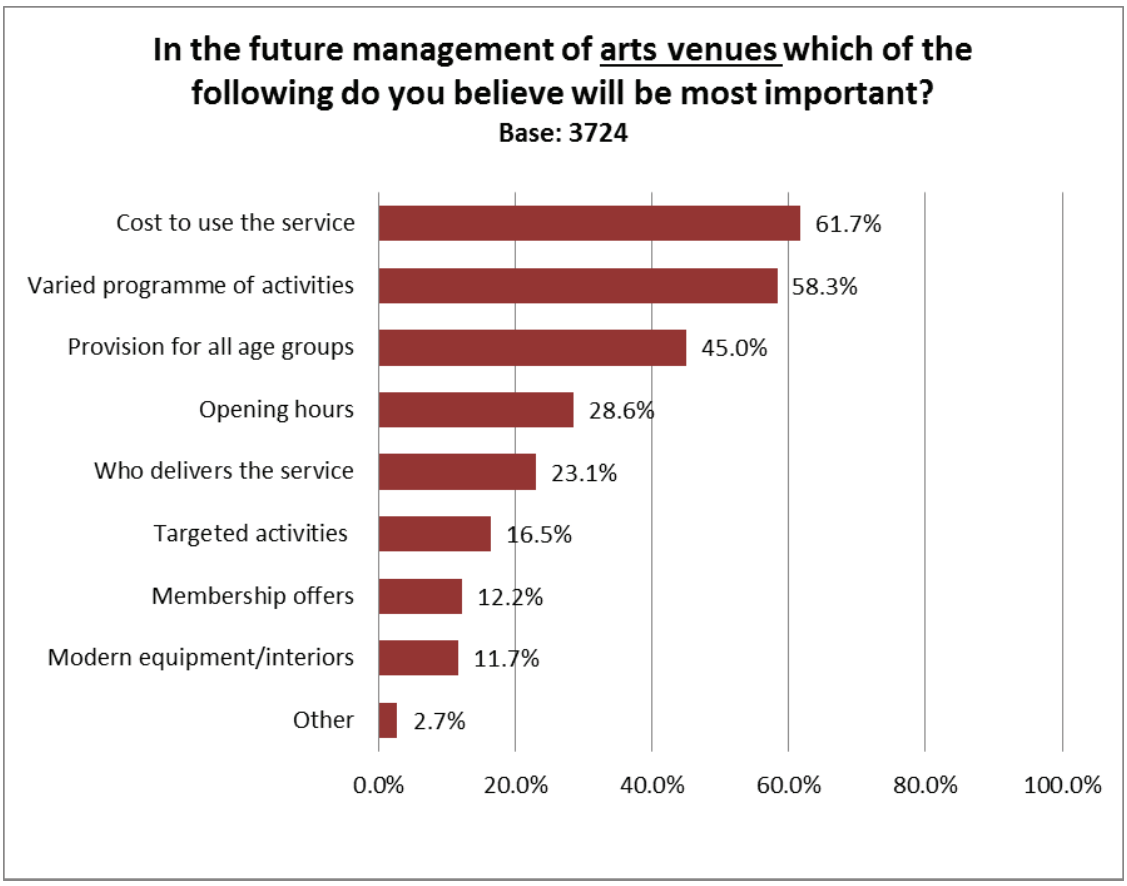
Where opposition was expressed towards management by a Trust or social enterprise the comments demonstrated concerns regarding the **management capabilities** of these groups and the potential negative impact that this may have on the quality or variety of service provision.

"I would be loathed to see Leisure Centres leave Council control, as I would see this as a slippery slope to poorer services at higher cost with less concern for Health and Safety. I would not want to see Art facilities entering the 'profit' arena, as this would soon see venue closures and key individuals getting seriously rich at the same time."

Respondents were invited to choose up to three factors that they considered to be the most important in the **future management** of leisure centres and arts venues. The **cost to use the service** was specified as the most important factor in the delivery of both services (**74.5%** / 2,774 and **61.7%** / 2,296 respectively), followed by **provision for all age groups** (54.4%/58.3%) and a **varied programme of activities** (53.2%/45%).

Opening hours were specified by over half (**52.0%**) of respondents in relation to leisure centres but only **28.6%** regarding arts venues. Just over a fifth of respondents chose to prioritise **'who'** delivers either service in their selection (**22.2**% and **23.1%**).


In the future management of leisure centres which of the following do you believe will be most important?
Base: 3724
Cost to use the service 74.5%
Provision for all age groups 54.4%
Varied programme of activities 53.2%
Opening hours 52.0%
Modern equipment/interiors 31.0%
Targeted activities 23.3%
Who delivers the service 22.2%
Membership offers 19.5%
Other 3.3%
0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

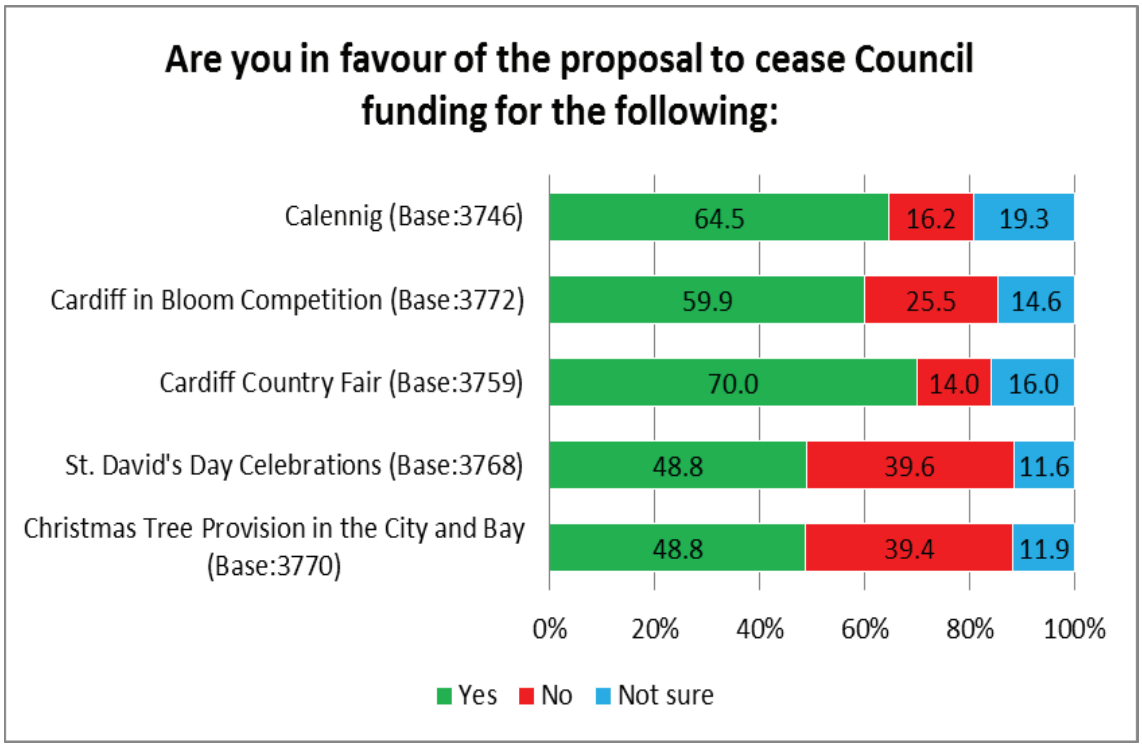

In the future management of arts venues which of the following do you believe will be most important?
Base: 3724
Cost to use the service 61.7%
Varied programme of activities 58.3%
Provision for all age groups 45.0%
Opening hours 28.6%
Who delivers the service 23.1%
Targeted activities 16.5%
Membership offers 12.2%
Modern equipment/interiors 11.7%
Other 2.7%
0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

2.5 Events and Celebrations

There are a number of events and celebrations that the Council has traditionally helped to fund over the year. Financial challenges mean that the Council no longer has the resources to enable this support to continue.

In recent years, ways have been found to ensure that some events still proceed though commercial funding such as Winter Wonderland and the Cardiff Bay Beach. Within the consultation it was outlined that Council funding is proposed to be withdrawn for other events in the city including Calennig, Cardiff Country Fair, St David's Day Celebrations and the Cardiff in Bloom Competition. Additionally there will be no Christmas Trees in the city and the Bay unless sponsorship is secured. Whilst work will continue to help source alternative funding/sponsorship for these events it is likely that without financial support from the Council they could cease.

The findings of the consultation revealed that whilst **70.0% of respondents** were in favour of the Council ceasing funding of the annual **Cardiff Country Fair**, there was a greater opposition to proposals regarding **St David's Day celebrations** (39.6% / 1,492) and **Christmas Tree provision** (39.4% / 1,485).



Where those responding disagreed with the proposals to cease funding of events they were invited to give an explanation of their opposition. The greatest number of additional comments was received in relation to the provision of city centre and Cardiff Bay **Christmas trees** (1,019) and **St. David's Day celebrations** (956). In comparison just 321 (7.7% of the overall number of respondents) provided comments opposed to the cessation of funding for the **Cardiff Country Fair**.

A fifth (20.6%) of those providing comments on Calennig (84 people) referenced the importance of the **Calennig celebrations** to the city's image.

Top 3 themes emerging from the 408 comments received in relation to opposing the cessation of Council funding for Calennig:

Theme	No.	%	Example comments
Importance to Cardiff's image	84	20.6	• *"These are things that bring in visitors to our city and should be celebrated. The capital of Wales without these important Welsh activities would be a lesser place."* • *"As a capital city these events showcase the city to the world"*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	80	19.6	• *"Calennig is very important to Cardiff and people who attend it every year people all over the world the Council have done a great job up to now so perhaps you could look at funding some of the events?"* • *"All of these parts are important to the culture of the people of Cardiff, it is ridiculous to remove any funding, these are council responsibilities."* • *"No to cuts to Calennig as this is a popular celebration in the city, one which tourists also attend so the council should maximise income generating opportunities."*
Importance of events in Cardiff's role as a capital city	65	15.9	• *"Cardiff is the Capital city of wales. At new year England has it's celebrations in London, Scotland has it's Hogmanay and we would be left with nothing"* • *"Cardiff is the capital city of Wales. We should encourage all celebrations that encourage our Welsh identity."* • *"The Calennig is important to the City's attractiveness as a tourist destination and it's City status"*

A total of **586 additional comments** were received relating to **Cardiff in Bloom**. Most frequently these mentioned the importance of this event on **community spirit** as well as the positive impact that the celebrations make to the overall **image** of the city.

Themes emerging from the 586 comments received in relation to opposing the cessation of Council funding for Cardiff in Bloom:

Theme	No.	%	Example comments
Community spirit	163	27.8	• *"Cardiff in bloom encourages residents to take a pride in their city and surrounding environment"* • *"Cardiff in bloom is an example of a good scheme for ensuring the involvement of individuals with pride in their city. Nearly all the others listed do not provide the same function, and if they are not profitable then they should cease."* • *"Cardiff in bloom helps to get some of the citizens of Cardiff to show their gardens to the rest of the city, this rubs off on their neighbours, friends and people passing making it a better place."*
Importance to Cardiff's image	146	24.9	• *"Cardiff in Bloom is a good vehicle for bringing communities together and it is difficult to see how it could be run or co-ordinated outside the council framework.*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	92	15.7	• *"Cardiff in Bloom. Maintains some colour in the City. St David's Day.* • *"Important for the image of the City"* • *its important that the city retains a visual presence"*

70% (2,630 respondents) of those participating in the Consultation expressed agreement with the Council's proposal to cease funding of the **Cardiff Country Fair event**. Of those who were opposed to the plans **321** provided comments outlining their reasoning.

Top 3 themes emerging from the 321 comments received in relation to opposing the cessation of Council funding for Cardiff Country Fair:

Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	66	20.6	• *"The country fair is at a time when there are few other activities and for children raised in an urban environment gives them an opportunity to experience other things."* • *"There's nothing much going on in Cardiff so the fair should stay* • *Cardiff Country Fair - excellent event. Good for getting kids involved in conservation"* • *"We need something to celebrate amongst all this austerity and the country fair seems to be the most interesting of these events"*
Importance to Cardiff's image	59	18.4	• *"These events bring people to the city and help develop a vibrant city"* • *"These are all key celebrations for the City for all inhabitants to use - keep them going."* • *"The draw and attraction of the City is due to the attractiveness and events that take place within it. Removal of the sponsored events will prove a detriment to the city."*
Community spirit	46	14.3	• *"By reducing funding to some of the cultural events above it will reduce community spirt, and the presentation of the city."* • *"I feel the county fair brings in money as well and is a great community event"* • *"Cardiff County fair is a great community gathering* • *"because people need to come together more than they do"*

Proposals to cease the Councils funding of **St. David's Day celebrations** (along with the funding of Christmas trees) received the **highest level of opposition** with two fifths (**39.6%** or 1,492 respondents) of people stating that they disagreed with the plans. Greatest opposition was seen in **Cardiff East** (46.9%) and **City & Cardiff South** (46.3%), compared to 35.7% in **Cardiff North** *(Graph 2.39, Appendix 1)*

A total of 956 respondents also provided details regarding their opposition with over a third (**36.1%)** of these referencing the importance of the celebrations to the **culture and heritage** of the city. It was also considered by many that, as the Capital City of Wales, it is essential that Cardiff make provision to make this celebration in the calendar.

Themes emerging from the 956 comments received in relation to opposing the cessation of Council funding for St David's Day Celebrations:

Theme	No.	%	Example comments
Importance to the city's culture/heritage	345	36.1	• *"St. David's Day should continue to be celebrated as we should celebrate our national day....it should also be a bank holiday...."* • *"I think it is important that the St David's day celebrations continue as it is our national day and Cardiff is the capital city. Xmas tree provision should also continue as it is our main festival of the year and brings happiness and joy to many.* • *"St. David's day celebrations are historic & essential to our culture. How awful to go into the City Centre or the Bay at Christmas & not see a Christmas Tree"* • *"St David's day celebration is an important national event and Cardiff as Wales' capital city should have a St David's Day celebration. Thousands of people turned up to the celebration in 13-14. It would be a shame to lose this"*
Importance of events in Cardiff's role as a capital city	253	26.5	• *"Capital of Wales ceasing St David's Day celebrations and not having Christmas tree would be pretty sad!"* • *"We are the Welsh Capital and as such should mark St David's day - doesn't have to be large scale though. We are a Christian country and Christmas is an important festival which brings huge income to the retailers in the city. People are attracted by such things as Christmas decorations."* • *"Cardiff is the Capital and needs St David's day celebrations and a Xmas tree."* • *"Cardiff as the capital of Wales should support our national Saint's day."*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	174	18.2	• *"If these events were to cease as stated above "without financial support from the Council" then I believe that Council funding should continue. Every citizen deserves the "feel good factor" in their city."* • *"St David's Day is a national event and so should be funded by the council as it's for all. The same for Christmas provisions. The others are "nice to haves" and not essential when funding is tight"* • *"Council should encourage a 'green' city, St David's day should be celebrated in capital city"* • *"St David's day is a must for funding"*

A total of **1,485** respondents (39.4%) expressed their opposition to the Councils proposal to cease funding for **Christmas tree provision** in the city centre and Cardiff Bay. City & Cardiff South respondents were less likely to be in favour of the proposal with **45.6%** against, compared to **36.9%** in Cardiff West. *(Graph 2.41, Appendix 1)*

Over a thousand (**1,019**) of those against the proposal also took the opportunity to detail the reasons for their resistance to the plans.

The annual features of the Christmas trees were described as being extremely important with their provision having significant **positive effect upon the image** of the city, **community spirit** and wellbeing as well as economic activity.

Top 3 themes emerging from the 1,019 comments received in relation to opposing the cessation of Council funding for Christmas Tree provision in the city and Bay:

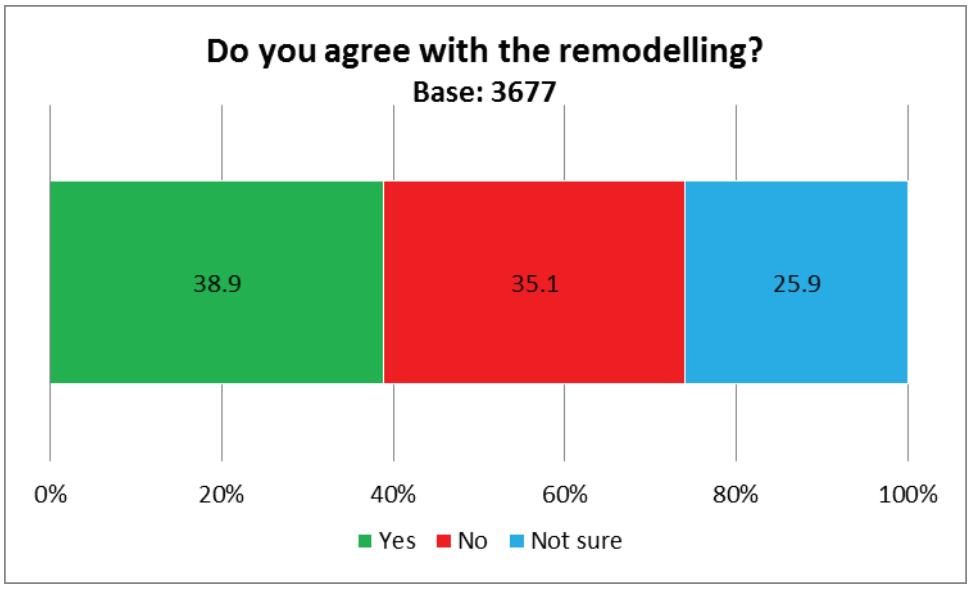
Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	432	42.4	• *"Cardiff as a Capital City should supply the Christmas trees for the city if funding/sponsorship is not sought - You can't have the Capital City of Wales without a tree. Maybe working with an environmental group to donate a ethically sourced trees as part of a partnership"* • *"All events could be self-funding in principle but the St David's Day and the trees are essential to our pride and presentation."* • *"Christmas is a celebration for all and should be funded by the council. The other events are for the minority of people."*
Importance to Cardiff's image	150	14.7	• *"If Cardiff is to encourage visitors to spend money we need attractions not a dull city centre"* • *"St David's day and Christmas are national holidays. Wales' image would be damaged by not celebrating these appropriately at times when the world is watching."* • *"It is important for the image of the City and to help encourage visitors during the Xmas period."* • *"A capital city with no Christmas Tree would look very second rate!!"*
Community spirit	146	14.3	• *"Christmas is a whole family experience and should be supported in order to encourage a feeling of wellbeing in austere times"* • *"We are a Christian based society The tree especially in City Centre is an Important symbol of this, Also bring back Mary Joseph and baby Jesus, and 3 wise men to castle walls. My Muslim friends will not be offended."* • *"Important for Community spirit"* • *"Christmas is a community time, and money should be spent to provide public trees for people who cannot afford their own"*

2.6 Park Ranger Service

Managing our parks and green spaces including our nature reserves, country parks, woodlands and sites of special scientific interest is important for the wellbeing of Cardiff's residents, visitors and to the reputation of the city. The management of green spaces is a priority for the Council; however it is a costly service.

Budget proposals for 2015/16 identify a continued emphasis to maintain the parks and green spaces, but also suggest a remodelling of the existing Park Ranger service which would reduce the current number of Park Rangers whilst making efforts to ensure that negative impacts are mitigated.

Opinion was mixed as to whether the proposed remodelling was an agreeable option with less than two fifths (**38.9% /** (1,430) in favour of the proposal and 25.9% answering 'not sure'. Greatest opposition was seen in **Cardiff South East** (39.8%) and **Cardiff South West** (35.9%) *(Graph 2.43, Appendix 1)*



Where respondents had indicated that they were opposed **(38.9% / 1,219)** to the proposal to reduce the park ranger service they were invited to outline their reasoning.

A total of **699 respondents** to the consultation vocalised their opposition to the proposal with a quarter of these taking the time to express the importance of the city's parks and green spaces to the **wellbeing of residents, visitors and the wider economy**. A fifth **(18.9%)** of the comments made also referenced the excellent work currently undertaken by the park ranger service whilst a similar proportion specified a range of negative impacts that they believed would occur should the proposals go ahead.

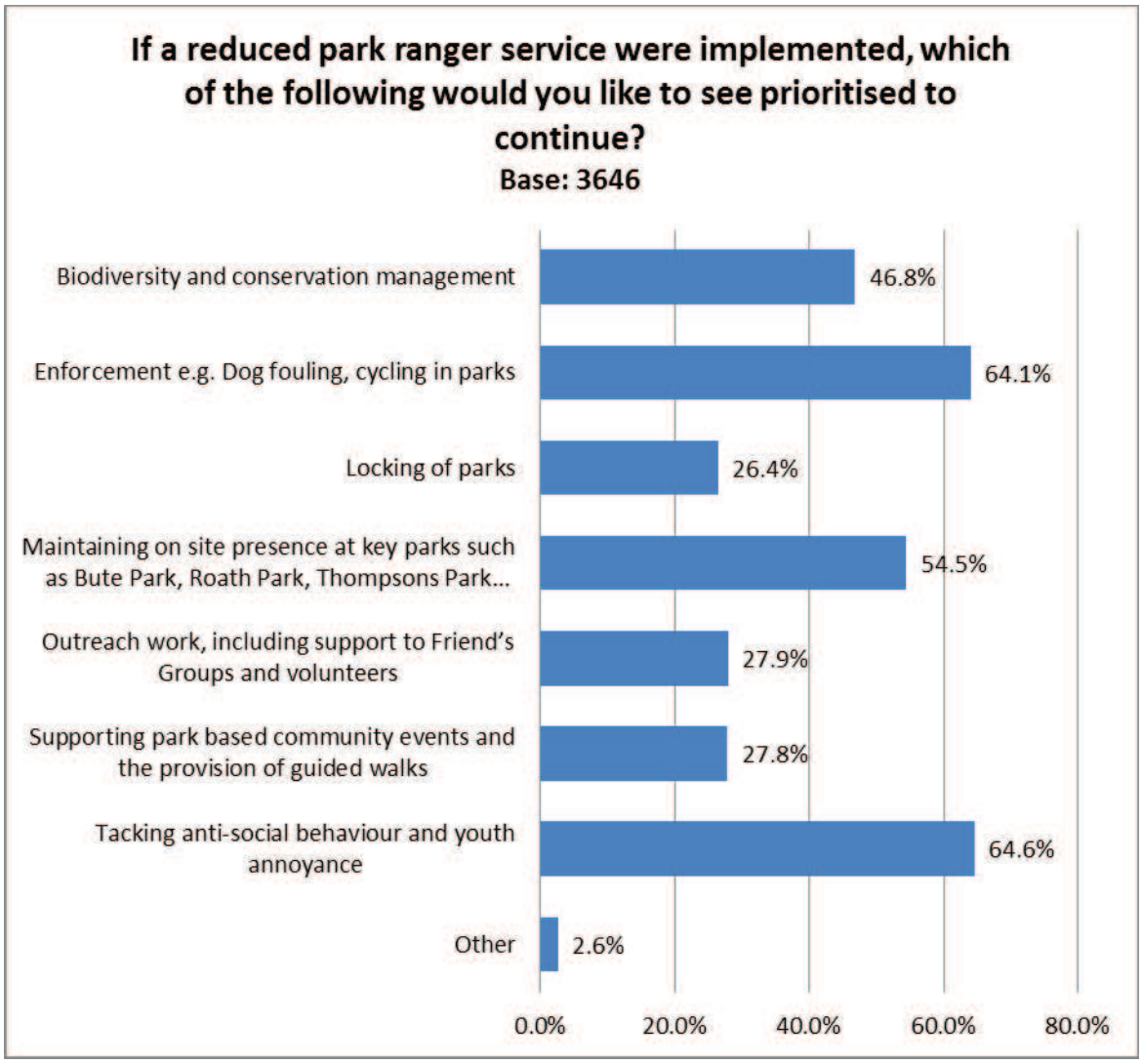
Top 3 themes emerging from the 699 comments received in relation to Park Rangers

Theme	No.	%	Example comments
The importance of parks & open spaces/wider benefits	188	26.9	• *"Parks are an essential element of community life within a city."* • *"Parks are crucial to well-being""* • *Our parks are a real jewel in Cardiff's crown - for a city we have a wealth of parks and we should invest in them."* • *"One of the things that makes Cardiff so different to other cities is the beautiful parks. We should be protecting these."* • *"These are enviable treasures that should be maintained for all residents and visitors. The parks draw tourists and overseas students which are vital for our economy"*
Value of rangers (knowledge, skills, community work)	132	18.9	• *"The Ranger Service is of great value to the city and its residents. Their work has been undervalued."* • *"We need to have park rangers - we need the presence"* • *"The Park Ranger Services does a fantastic job and is one of the new services that offer opportunities for people to be involved, participate and enjoy green areas of Cardiff without having to spend money. They are dedicated workers and the Community*

			Rangers go above and beyond the call of duty" • *"The community park ranger service, in particular, is the key to Cardiff's successful Friends group network. This service should be expanded rather than reduced. For every community park ranger you have many times the equivalent of work through their enablement work with communities."*
Negative impact if cuts are made/service will not be sustainable	128	18.3	• *"I think a reduced Park Ranger service would inevitably lead to an increase in vandalism"* • *"I don't believe a service can be maintained with a reduced number of park rangers, especially when it comes to bye-law enforcement as this will probably be the lowest priority for rangers."* • *"I think this would lead to a massive decline in the parks".* • *"The Parks make Cardiff a great place to live, deterioration of this service would be to the detriment to the city and upset the thousands of residents that use them."* • *"Once the quality & standard of parks fall, which they could with reduced rangers, it will be very hard & highly expensive to return the parks to their current state."*

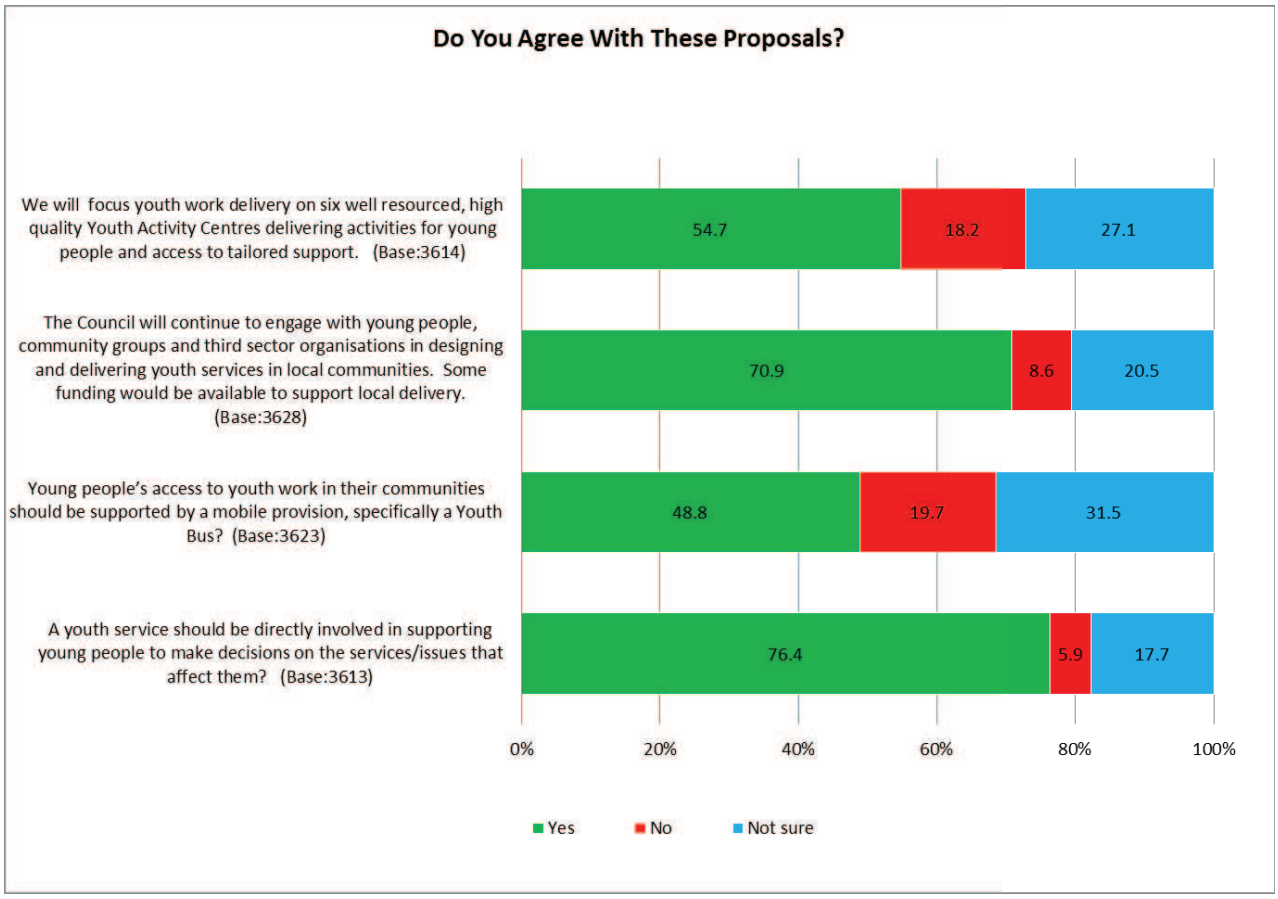
Respondents were also asked to identify which activities of the park ranger service they would like to see prioritised for continuation should a reduced service be implemented in the future.

Of highest priority to respondents was the **tackling of anti-social behaviour and youth annoyance** (64.6% / 2,355) as well as **enforcement issues** (64.1% / 2,336) e.g. dog fouling, followed by maintaining an on-site presence at key parks (54.5% / 1,987).


If a reduced park ranger service were implemented, which of the following would you like to see prioritised to continue?
Base: 3646
Biodiversity and conservation management
46.8%
Enforcement e.g. Dog fouling, cycling in parks
64.1%
Locking of parks
26.4%
Maintaining on site presence at key parks such as Bute Park, Roath Park, Thompsons Park...
54.5%
Outreach work, including support to Friend's Groups and volunteers
27.9%
Supporting park based community events and the provision of guided walks
27.8%
Tacking anti-social behaviour and youth annoyance
64.6%
Other
2.6%
0.0%
20.0%
40.0%
60.0%
80.0%

2.7 Youth Services

Budget proposals relating to Youth Services outlined future delivery from a reduced number of buildings whilst ensuring that the Service works with other organisations to ensure that a range of services remain available from **six Neighbourhood Youth Activity Centres**. The use of outreach and a '**Youth Bus'** were also proposed as a means of providing additional flexible options for engaging young people whilst focus will also be given to supporting young people into education, employment and training.



Respondents in disagreement with any of the proposals outlined were invited to provide their reasoning.

Focus Youth Work on 6 Youth Activity Centres

Overall **54.7%** of respondents (1,977) supported the proposal to focus youth work on six well resourced, high quality Youth Activity Centres. The greatest number in agreement were in **Cardiff South East** (**60.0%),** compared to **48.8%** in **Cardiff West**. Higher numbers in support also came from over 55s (59.3%) and Males (58.2%), compared to 51.9% of under 35s and 51.6% of females. *(Graphs 2.45-46, Appendix 1).*

Those respondents against the proposal (18.2%) were asked to outline their reasons. A total of 418 comments were received with the biggest concern being a 'geographical discrimination' within the plans, with more affluent areas perceived as being discriminated against despite a need for the service in these areas.

The number of proposed centres was considered insufficient for a city the size of Cardiff by 68 respondents to the consultation. The reduction in the number of venues as well as their placement was felt could impact negatively on young peoples' ability to access the service, which would be further exacerbated by poor transport links particularly in the north of the city.

Top 3 themes emerging from the 418 comments received in opposition to the proposal to focus youth work on six well resourced, high quality Youth Activity Centres:

Theme	No.	%	Example comments
Geographical discrimination	171	40.9	• *Again the proposals focus on delivering a service only in poorer areas, this must be avoided. The service is equally important in all areas* • *Once again you're focussing on provision in socially deprived areas which you already get extra funding for. Youths are youths across the city. You're basically ignoring a whole generation because you only want to help certain demographics.* • *What about North Cardiff. Yet again the people who pay the highest percentage of council tax are not getting provided for.* • *These proposals imply that there is no need for youth service provision in the leafy suburbs of Cardiff. I agree that the service may be less important in those areas; however, there are young people with equally important needs across all areas of the city. It would be interesting to have more information about the mobile provision in order to be able to comment fully.*
Access/transport costs/Provision must be local	78	18.7	• *Provision needs to be more localised, youths move around on foot mainly and won't travel to six specific locations.* • *I think that it is important to maintain a presence in the local communities- it is vital that young people have a space that they can meet locally rather than have to travel in to the city centre or journey to another suburb in order to reach these facilities.* • *Young people cannot easily travel to fewer youth centres - and many are already beyond walking distance.*
6 centres is insufficient for the size of the city	68	16.3	• *I don't think youth work provision should be targeted only on 6 youth activity centres. There is a need for more than 6 youth activity centres across Cardiff. Youth work provision should be protected in this time of austerity as the work they do is fundamental to safeguarding children, tackling crime and disorder and empowering young people. These are essential.*

			Cut other areas, such as senior management and massive spend on major projects, before cutting these services. • *The proposals for just 6 youth centres does not make a provision for youth work in North Cardiff. Closure of the Whitchurch youth facility which has close links with the biggest school in Wales is ludicrous. Maintaining a youth centre in North Cardiff and other regions would negate the need for a youth bus.*

Engagement with young people and third sector organisations in designing and delivering youth services in local communities

The proposal to engage with young people, community groups and third sector organisations in designing and delivering youth services was supported by **70.9%** of all respondents. The greatest level of disagreement was seen in **Cardiff East** with **12.2%** not supporting the proposal, compared to **6.3%** in **Cardiff South East**. *(Graph 2.47, Appendix 1)*

A total of 166 comments were received from those opposed to this proposal.

Again, focus was placed on the **perceived geographical discrimination** of the plans in general, particularly by those living in areas not earmarked for provision. Almost one in six of those explaining why they were against this proposal felt that this should not be a priority for the Council at a time of financial hardship whilst there were also concerns regarding the use of **volunteers,** rather than professional staff, in delivering Youth Services.

Top 3 themes emerging from the 166 comments received in opposition to the proposal to continue to engage with young people, community groups and third sector organisations in designing and delivering youth services in local communities:

Theme	No.	%	Example comments
Geographical discrimination	38	22.9	• *Where is the provision for North Cardiff youth? Why do we pay council tax in Rhiwbina? We are not here to be harvested to pay for the rest of the city* • *There seems to be a huge target on the communities first areas and less affluent areas with no or limited resources in any other areas which seems like inequitable and not serving all the young people in Cardiff. You talk of anti-social behaviour and youth difficulties yet still seem to not take into account the needs of all the young people in Cardiff.* • *What about Radyr, Whitchurch, Rhiwbina - these young people deserve a well-equipped, Youth activity centre too, they have some of the highest Duke of Edinburgh's award achievement levels and fantastic participation rates, why scrap their provision? Hardly unbiased.*
In favour of cuts/proposals, not the public's responsibility	36	21.7	• *Withdraw all youth funding and pass on responsibilities to third sector* • *The state is not a surrogate parent. It is the responsibility of parents to nurture, protect, educate and entertain their children. Are we throwing public money at young people lest they rampage through the city? Such an approach seems to presuppose criminality in the young.*
Against use of volunteers e.g. loss of expertise, lack of professionalism,	25	15.1	• *The youth service offers trained & experienced staff who are able to work effectively with young people. Expecting volunteers & community groups to take on such responsibility will lead to greater difficulties for those*

accountability			*more difficult young people.* • *Youth workers are trained and vetted. A vital service for our youth. Community groups may not have the experience or expertise to take over. Volunteers are not the same!* • *I disagree with third sector organisations being responsible for such services.*

Access to youth work in communities supported by mobile provision, specifically a 'Youth Bus'

Approximately half (**48.8%)** of all respondents supported the proposal for a **Youth Bus** to provide mobile provision with this approach being preferred in **Cardiff East** (54.5%) compared to **Cardiff West** and ***City & Cardiff South*** (both 47.4%). However **Cardiff East** also had the highest level disagreeing (23.1%), compared to 15.3% in **Cardiff South East** suggesting there needs to be further discussions regarding the approach. *(Graph 2.49, Appendix 1)*

Those against this proposal were asked to outline their reasons; a total of 386 comments were received. The top three responses are shown below.

Concerns were expressed as to the effectiveness of the Youth Bus and the unequal provision across the city. One in ten respondents did not support the proposal as they felt it should not be the responsibility of the local authority to provide Youth Services.

Top 3 themes emerging from the 386 comments received in opposition to the proposal to access to youth work in communities supported by mobile provision, specifically a Youth Bus:

Theme	No.	%	Example comments
Concern over the effectiveness of the youth bus	144	37.3	• *A youth bus idea is very second rate to a community presence full time* • *A youth bus - this seems tokenistic and is only likely to be used sporadically.*
Geographical discrimination	57	14.8	• *Youth services are geographically patchy. They should be more evenly spread for all youth.* • *What about the rest of Cardiff?*
In favour of cuts/proposals, not the public's responsibility	50	13.0	• *Are Youth services statutory? Are they necessary at all? I believe funding should be diverted from these services and directed to other, more beneficial preventative services, such as Children's Services and Library Services* • *There are enough youth organisations for young people to get involved in already, most of which provide their own funding and resources. I don't see why my council tax should go towards paying for yet another.* • *Youth services should have low/no priority*

Youth Service should be directly involved in supporting young people to make decision on the services/issues that affect them

There was **widespread support** for involving young people in shaping youth support provision, ranging from **73.9%** in **Cardiff East** to **79.0%** in **Cardiff South East**. The high level of agreement was also seen across all demographic groups. *(Graphs 2.51-52, Appendix 1)*

The small minority that were opposed were asked to outline their reasons resulting in a total of 114 comments. Over a third (37.7%) of those comments were from individuals supportive of the cuts to the Youth Service; one in six respondents highlighted the inequality of provision across the city, and one in eight did not feel young people should be involved in decision-making for this service.

Top 3 themes emerging from the 114 comments received in opposition to the proposal that the Youth Service should be directly involved in supporting young people to make decision on the services/issues that affect them:

Theme	No.	%	Example comments
In favour of cuts/proposals, not the public's responsibility	43	37.7	• *This is not the Council's job.* • *Why is this needed - we just made our own fun when we were young!*
Geographical discrimination	22	19.3	• *Youth services should be available throughout Cardiff as all taxpayers should be equally entitled to it* • *Firstly this has to be seen as a luxury and again targets a minority. (Unless you are going to provide for every part of the city.) Your target is what would be recognised as "deprived areas" I doubt that the council even knows how to reach out to the youth in these areas. Spend the money on better policing and on limited activities undertaken with the local community and primarily run by the local communities*
Against the proposals/Young people should not be involved in the decision making process	17	14.9	• *I think it takes a lot of experience to make decisions which affect many people and young people do not have this experience or breadth of knowledge for the task* • *Why waste money asking young people? Ask organisations that have managed to provide cost effective youth services in other regions. Age is irrelevant, success is the only measure that counts.*

2.7.1 Additional consultation undertaken by Cardiff Youth Services

The City of Cardiff Council Youth Services undertook additional consultation relating specifically to their proposals with young people across sixteen different schools and youth centre (YCs) locations across the city. This consultation includes:

- Consultations were led by youth workers via either Personal and Social Education (PSE) lessons or school assemblies at schools in Cardiff, these included: Bryn y Deryn, Cathays High, Eastern High, Glyn Derw High, Michaelston Community College, St Illtyd's RC High, St Teilo's CIW High, Ysgol Plasmawr, Ysgol Glantaf and Ysgol Bro Edern.

- Youth Workers within neighbourhoods and communities also consulted with young people via the local youth centres; these include Butetown Pavilion, Creigiau YC, East Moors YC, Whitchurch YC, Trelai, Ty Celyn and Waterhall YC.

- Cardiff Street Based Youth Workers consulted with young people on the streets of Cardiff, as part of a city-wide approach.

- Youth workers distributed paper questionnaires covering the four questions within the wider consultation relating specifically to Youth Services. These questionnaires were also collected at source by the same workers.

In total over a thousand (**1,075**) young people responded. Youth workers monitored the number of returns that were collected from each location although no personal or demographic information was collected from the young people themselves.

Forms Returned	
Youth Centres	
Butetown	33
Creigiau	20
Eastmoors	31
Trelai & North Ely	74
Llan/TyCel/CFFHS/How	67
Streetbased - Fairwater	33
Waterhall	40
SUB TOTAL	**298**
Schools	
Bryn Y Deryn	18
Cathays High School	14
Eastern High	86
Glyn Derw & Michaelston HS	59
St Illtyd's	7
St Teilo's	199
Radyr Comp	70
Whitchurch	256
Welsh Schools	68
SUB TOTAL	**777**
YCs & Schools TOTAL	**1075**

A significantly **lower level of agreement to** the proposals was recorded from the young people surveyed in this exercise compared to the overall response to the wider consultation.

This exercise found just **14.8%** of young people to be in favour of proposals for future delivery from 6 well resourced, high quality Youth Activity Centres compared to **54.7%** of respondents to the official budget consultation. However, it needs to be highlighted that this exercise was undertaken directly by the Youth Service and which may have had some bearing on the independence of the results.

Overall responses	Yes		No		Not Sure	
	No.	%	No.	%	No.	%
Q1 Do you agree that the Council should focus youth work delivery on 6 well resourced, high quality Youth Activity Centres, delivering activities for young people who will gain access to tailored support? (Base: 1074)	159	14.8	780	72.6	136	12.7
Q2 As well as these 6 Activity Centres the Council is proposing to engage with young people, community groups and third sector organisations to design and deliver youth services in local communities. Funding will be available to support this local delivery. Do you agree with this community based approach to delivering youth services? (Base: 1066)	277	26.0	653	61.3	136	12.8
Q3 In addition to Youth Activity Centres and community led delivery; young people's access to youth work in their communities should be supported by a mobile provision, specifically a Youth Bus? (Base: 1074)	359	33.4	580	54.0	136	12.7
Q4 The Council is committed to the active involvement of young people in shaping youth support provision in communities. Do you agree that a youth service should be directly involved in supporting young people to make decisions on the services/issues that affect them(Base: 1074)	730	67.9	215	20.0	130	12.1

Additional information on the responses of Young People can be found in ***section 7.1 Appendix 2.***

2.8 Children's Play Services

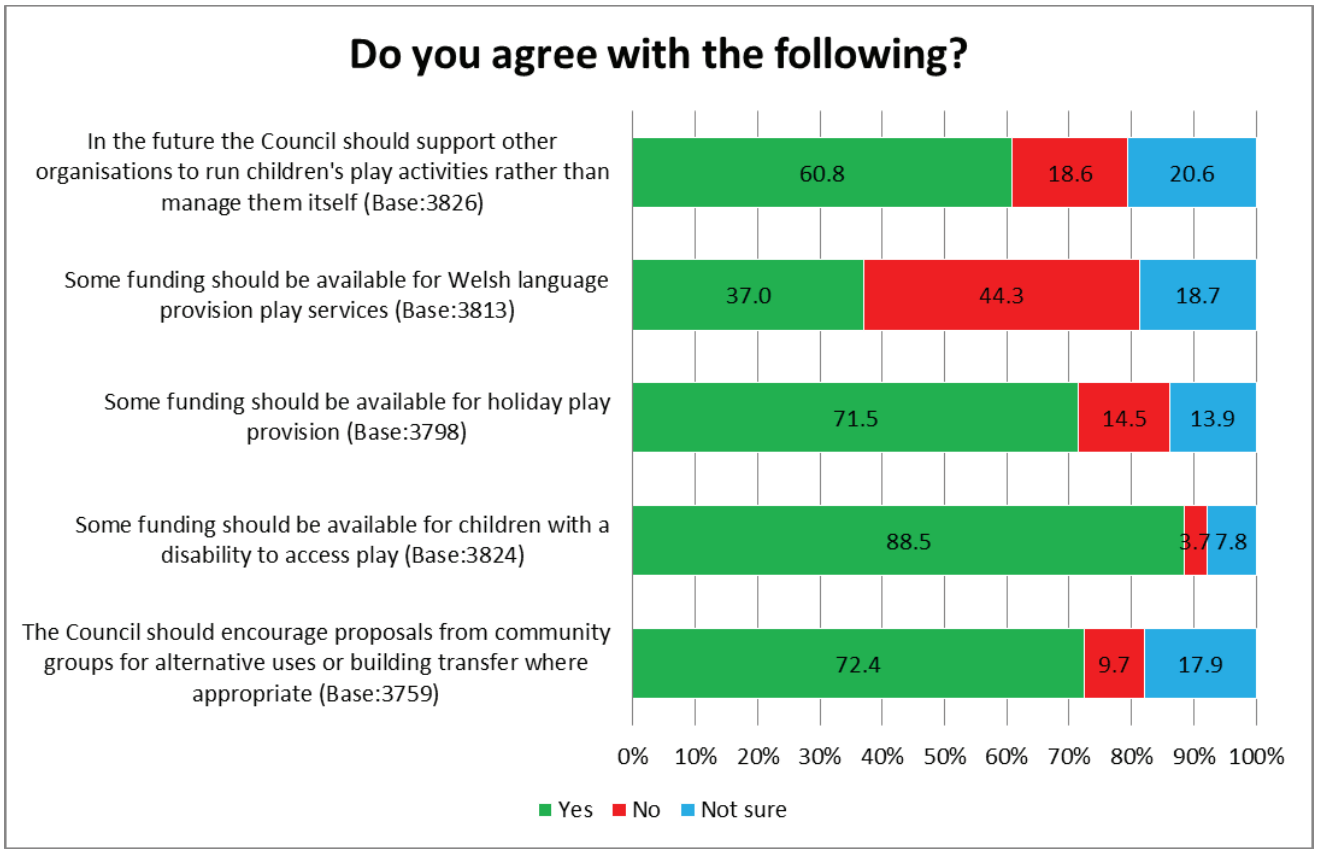
There is a duty on local authorities to assess and secure sufficient play opportunities for children in their area. The Council however is **not obliged** to provide children's play centres itself. Currently the play service is provided by the City of Cardiff Council via seven separate buildings. A number of the play centres have Friends Groups, which support the operation of the centre whilst the City of Cardiff Council also commissions Welsh Medium and specialist disability play provision.

For 2015/16 it is proposed that a new model for Children`s Play is introduced for the city. It is aimed that the new model which will continue to contribute every child's life whilst delivering a greater ability to target play opportunities through not being tied to specific sites. The new model will incorporate best practice from elsewhere and enable greater scope to attract external funding.

The model would ensure the Council's focus will be on ensuring that flexible, targeted provision to the most vulnerable is provided and on funding access to disability play, Welsh Medium play, holiday activities and Flying Start in Cardiff.

Under this model the Council itself would no longer manage or operate play centres from the beginning of April 2015. The Council would however encourage external bodies e.g. Friends Groups, to take on ownership of play centres, if that is what local communities' desire. Any play centres not transferred to communities by the end of March 2015, (with the exception of Adamsdown and Riverside who will remain open for delivery of Flying Start provision) would close.

Participants in the consultation were asked their opinion regarding a number of issues relating to the proposals.



Support for other organisations to run children's play activities

Three in every five (**60.8%** or **2,328**) respondents were in favour of supporting other organisations to run children's play activities in the future. Across the city, agreement ranged from **54.0%** in **Cardiff South East** to **65.4%** in **Cardiff East**. The highest levels of disagreement with this proposal were seen in the Under 35s (22.3%) and ethnic minorities (22.9%). *(Graphs 2.53-54, Appendix 1)*

Of the 711 opposed to this proposal **355** provided an explanation for their feelings with the majority of the responses centring on concerns regarding **accountability** and **safeguarding** should the Council lose control of the service.

Top 3 themes emerging from the 355 comments received in opposition to the proposal for the Council to support other organisations to run children's play activities rather than manage them itself:

Theme	No.	%	Example comments
Against the proposal/s	185	52.4	• *I disagree with council handing over responsibility to third sector organisations for these services.* • *At this rate the Council with loose its premier position as a service provider and its relevance brought into question* • *If "other organisations" is privatisation, then it's a terrible idea.* • *There should be no cut in service provision, other options are available.*
Needs to remain council operated	129	36.5	• *Easier to keep control over a provision if managed from within.* • *Play provision and services are a specialised service which require experienced staff and should be kept in-house* • *Council needs to have involvement to ensure compliance.* • *This is the responsibility of the council.*
Negative impact of proposal/s, impact on families/communities/ society	106	30.0	• *Play is essential in order for our children to experiment and develop in all areas of their lives. The lack of importance shown from Cardiff Council is disappointing and again not recognising the needs of all children to play. Cardiff needs trained play workers who can work well with children and play in a sustainable way.* • *Third party involvement in any council service may degrade its quality - and cost more in the long run* • *Who's controlling these organisations taking up services and who decides which organisation delivers? Open to corruption.* • *Shutting the centre will make a massive impact on the community.*

Approximately nine in ten respondents (**88.5% / 3,384)** were in agreement that some funding should be made available for **children with a disability** to access play and **71.5%** for **holiday play provision** compared to just **37.0%** who similarly felt that some funding should be made available for **Welsh Language** provision in play services.

- **Disability access**

Funding for children with a **disability** to access play received the highest level of support (**88.5%/3,385**) ranging from **87.3%** in **City & South** to **90.5%** in **Cardiff South East**. All demographic groups strongly supported the proposal too (86.9%-90.8%). *(Graphs 2.59-60)*

Of the **118** comments received, a high proportion went on to also show support for the service describing it as '***essential'*** and necessary to remain Council operated. The importance of **integration** was again mentioned with a desire where possible for young people with disabilities to be able to access the same provision as their peers.

Top 3 themes emerging from the 118 comments received in opposition to the proposal that some funding should be available for children with a disability to access play?

Theme	No.	%	Example comments
Against the proposal/s	39	33.1	• *Funding for disabled play - I think this is covered plenty in other areas and they have plenty of provision so perhaps for once we should concentrate on the rest of the children.* • *There is a bias towards welsh speakers and those children with disabilities.. why should there be ?* • *No requirement for these, just a waste of taxpayers' money, close them down.*
Agree with the proposal/s	39	33.1	• *Disabled children need a special place for their needs. Other children's have plenty of choice.* • *Important to support vulnerable groups of children e.g. disabled, socially deprived.* • *Where physical disability prevents parents / children from engaging, help should be provided, but language should not be.*
Essential/valuable service	17	14.4	• *Proposals again affect vulnerable members of society. Learning through play is an important part of a child's development and encourages interaction for young mothers who can feel isolated* • *Those who are disabled and those who are not, together - must be supported. This is absolutely vital and a core responsibility. English-language play opportunities are badly needed in Grangetown. The disabled children's play session has been removed from Channel View's offerings - this is a sad loss and needs to be reinstated.* • *I don't personally see a need for funding welsh language services if English language services are not provided. However, I would agree with making sure provision is available for disadvantaged groups. I don't think language is a particular identifier of disadvantage.*

- **Holiday Play**

71.5% (2,715) respondents agreed that provision should be made for holiday play services with support across the city for holiday play provision ranging from **69.2%** in **Cardiff West** to **76.9%** in **Cardiff South East**. The under 35s were again the largest supporters of the provision with 80.6% in agreement. *(Graphs 2.57-58, Appendix 1)*

198 comments were received from those opposing the proposal and of these 52 stated that childcare to over this time was a parental responsibility and not that of the local authority.

Top 3 themes emerging from the 198 comments received in opposition to the proposal that some funding should be available for holiday play provision:

Theme	No.	%	Example comments
Against the proposal/s	114	57.6	• *Stop mollycoddling the parents over holiday play. They had the kids - why should everybody have to help look after them?* • *Funding for holiday play is not a priority or essential in this economic climate.* • *Not sure that holiday play provision is an essential - think it is more a 'nice to have'.* • *The council shouldn't be paying for holiday provisions at all.*
Parental/school responsibility, not the public responsibility	52	26.3	• *Parents have a responsibility to provide holiday play, they should provide it.* • *Families must take responsibility for their children. It is not the Council's job.* • *Holiday play and entertainment of children should be a parent's*

			responsibility. Only a small number of the community actually use these schemes. • *Holiday play provision is just free childcare which shouldn't have resources diverted to it.*
Pay for service	42	21.2	• *Provision for language groups and holiday child care should be paid for by parents* • *Holiday play services should be funded by the parents* • *To be fair all users should be encouraged to pay private for play, Cardiff is one of very few cities still funding play.* • *It should not be the council responsibility to fund what would effectively be childcare during the holidays, parents have chosen to have children and should take responsibility for their actions, this means that they should pay for their care and upbringing and not me*

- **Welsh language**

Overall **44.3%** of respondents (1,689) were of the view that funding should not be available for Welsh Language provision play services – ranging from 35.6% opposing the proposal in **Cardiff South East** to **49.1%** in **Cardiff North.** The Under 35s group were the most supportive of the proposal (46.3%) compared to 31.9% of over 55s. *(Graphs 2.55-56, Appendix 1)*

Of those opposing the proposal, additional comment to support this stance were made by **922 people**. Many commented that this was simply not a priority given the extent of the cuts being made to the wider service. One in ten (**10.6%** or **98** respondents) respondents commented that integration or **bilingual/multilingual provision** was key in the delivery of play services with young children '*able to speak whatever language they like'*. If welsh medium play was desired then 97 (10.6%) felt that it was parents responsibility to provide that they should be prepared to pay for it.

Top 3 themes emerging from the 922 comments received in opposition to the proposal that some funding should be available for Welsh language provision play services:

Theme	No.	%	Example comments
Against the proposal/s	830	90.0	• *It is play. You don't need to do it in Welsh* • *Welsh language provision is not a priority when you are cutting play for kids.* • *This is a decision that should not have specific language requirements* • *Positive discrimination should be avoided.*
Integration needed, not segregation of groups	98	10.6	• *kids play together regardless of race religion disability or language, why separate into groups* • *Welsh language should not be prioritised; access for all should be the main focus.* • *I don't believe in segregated provision - either language or faith based* • *Play groups should be open to all children, not just Welsh speakers and young children should be able to speak whatever language they like.*
Parental/school responsibility, not the public responsibility	97	10.5	• *Welsh is an optional choice of parents* • *Welsh language schools will provide sufficient language skills once children are school age so there is no requirement for the council to support early years language requirements - parents who wish to can provide their own language play support for very young children or teach at home* • *Enough Welsh language provision already and this is the responsibility of parents/relatives* • *Welsh language only play facilities not necessary. School and home provide this.*

- **Community groups**

Whilst almost three quarters **(72.4%/2,722)** of all respondents were in favour of the Councils plans to encourage proposals from community groups for building transfers those opposed raised a variety of concerns (**232** comments) including those regarding the **reliability, accountability, quality** and **sustainability of future service delivery** should responsibility be handed over to community groups. It was considered by some respondents that a significant amount of **training and support** would need to be provided by the Council in order to adequately enable existing groups to fulfil such a role.

Top 3 themes emerging from the 232 comments received in opposition to the proposal that the Council should encourage proposals from community groups for alternative uses or building transfer where appropriate?

Theme	No.	%	Example comments
Against the proposal/s	99	42.7	• *The council should leave well alone* • *Giving community groups buildings didn't work, they just close down eventually.* • *I feel it important that the Council continues to manage these service in order to safeguard the well-being of the children* • *If other organisations run these centres there is more likelihood that they could close permanently, leading to loss of the service.*
Needs to remain council operated	77	33.2	• *I feel that the council should still run and staff the play centre.* • *can't rely on volunteers, parents should pay for these services* • *I do not support 3rd parties being asked to fund/run activities that should be funded by the council* • *Council responsibility, not community responsibility.*
Negative impact of proposal/s, impact on families/communities/society	66	28.4	• *I don't want private firms involved in my Children's play, unless they're already set up as an independent firm. Also - I could afford these things, but many parents cannot. Also - other organisations? That's a whole bunch of new CRB checks that you'll need to make.* • *I would want to see fail-safe plans in place for the transfer of any services to a third party or community ensuring the longevity of these beyond any initial agreement.* • *It is important that centres are maintained solely for the use of children. To run such requires a high degree of professionalism and experience. The true value of Play in a child's life cannot be underestimated...especially where they can interact with their peers safely with the on-going support of experienced Playworkers. With the development of local community support Play needs outreach as it once historically did. Development of partnerships -yes; forums; match funding - but not "privatising"* • *I have some experience of such groups transferring to other play providers via tendering and the quality of service has diminished.*

2.9 Proposed Changes to School Transport for 16-19 year olds

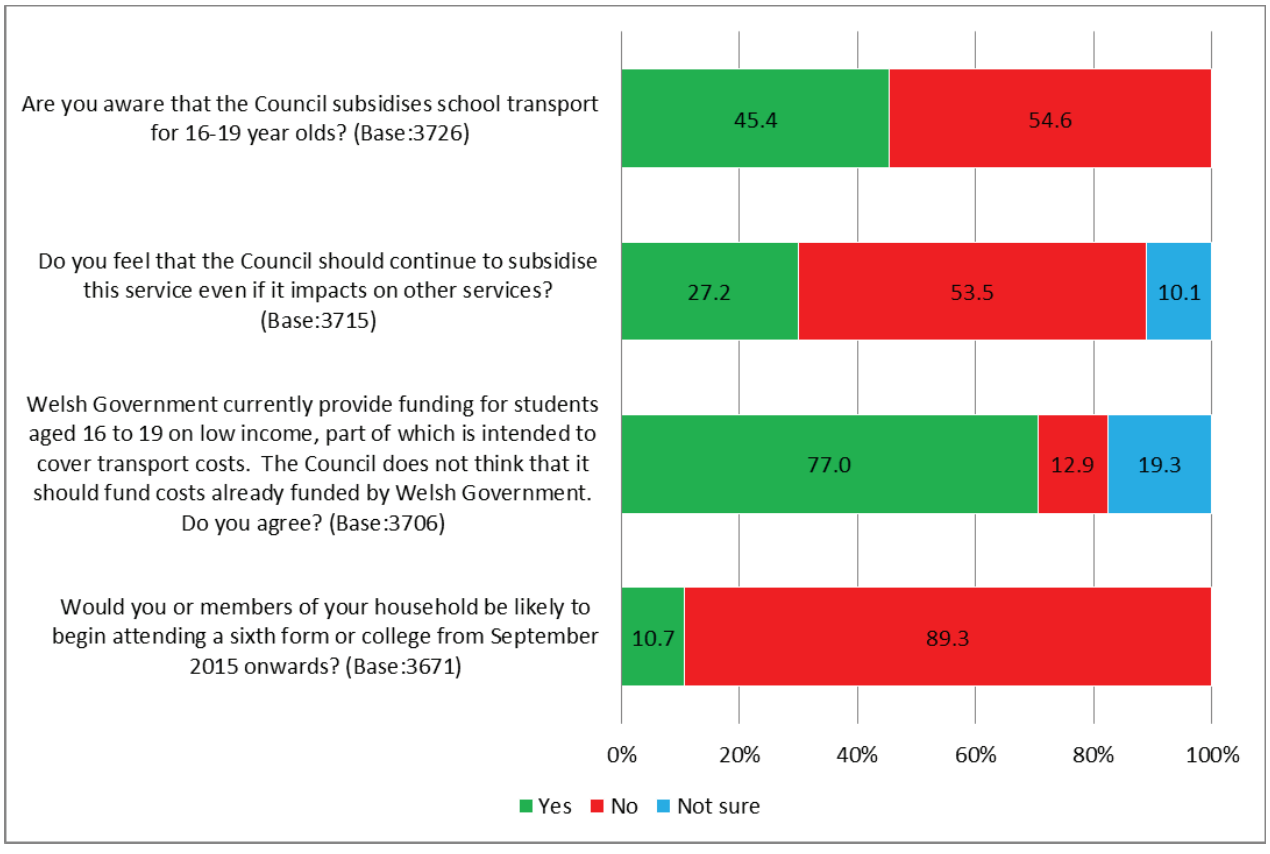
Local authorities have a statutory duty to provide home to school transport for eligible children up to age 16, there is no legal requirement to provide free transport to students over the age of 16. Any financial support for these learners is therefore discretionary.

Previously the majority of funding for this service has come from the Cardiff Intermediate and Technical Education Trust Fund (formerly Cardiff High School Trust Fund). This funding came to an end in August 2014.

In the current economic climate, and to ensure its services and its use of resources is fair and equitable to all its residents, the City of Cardiff Council asked residents views on what they would like to see happen next with regard to the funding of this service.

Less than half (**45.4% /1,692)** of respondents were previously aware that the Council subsidises school transport for 16-19 year olds.

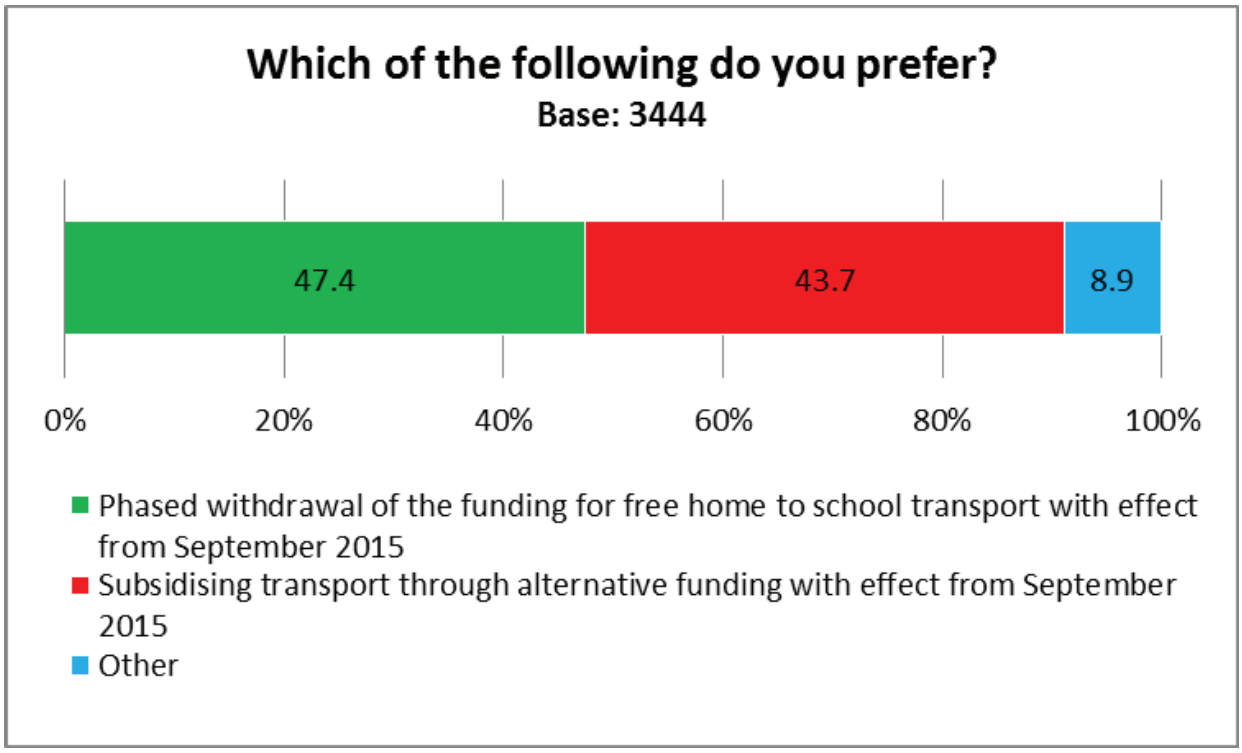
Only **27.2%** agreed that Council should continue to subsidise this service with greatest support in **Cardiff South East (29.9%)** compared to **24.5%** in **Cardiff North**. The groups in strongest agreement for continuing to subsidise the service were ethnic minority communities (**33.9%**) and Under 35s (**32.2%).** *(Graphs 2.65-66, Appendix 1)*



There was strong support (**77.0%)** that the Council should not fund cost already funded by Welsh Government (via the Education Maintenance Allowance). The highest number of supporters for this proposal was in the **55plus group (80.8%)** compared to **64.5%** of **ethnic minority respondents** and **71.2%** of **Under 35s**. *(Graphs 2.67-68, Appendix 1)*

As a result of the changes the City of Cardiff Council is considering two different options for the delivery of post 16 travel to sixth form or college. The options include a phased withdrawal of the service or the subsidising of the transport through alternative funding.

Public opinion as to which was the most appropriate option was split (**47.4%** and **43.7%**) with a further **8.9**% in preference of an 'other' option.



A total of 205 people supplied details of the 'other' funding options that they would prefer to see introduced.

A quarter (**26.3%** or **54**) of people felt that the funding needs to continue in full as it plays a vital role in securing young people access to education whilst similar proportions of respondents felt that the funding needed to be cut either in part or in full.

Top 3 themes emerging from the 205 comments received in relation to suggesting alternative arrangements:

Theme	No.	%	Example comments
Funding needs to continue	54	26.3%	• *"The council needs to continue funding this vital element of helping 16-19 year olds continue with their education"* • *"Leave the current arrangements as they stand"*
Means testing	42	20.5%	• *"Travel to school could be means tested and those in need allocated passes."*

			• *"A need based test for Young People who may be deterred from attending based on transportation costs."*
Funding must be stopped	39	19.0%	• *"Remove all subsidised School Transport. Offer only if it can be self-funding / income generating".* • *"Immediate withdrawal of funding. No one subsidises my costs to travel to work..."*

Respondents were asked to specify any impact that the removal of the service may have on them or their household. A total of **703** respondents provided explanations with a large majority (**68.3%)** stating that the changes would have no impact.

Sixty-one individuals commented that the changes would place some additional financial pressures on them as a family whilst smaller numbers mentioned concerns regarding safety (11), inconvenience i.e. having to drive students to college (7) and may limit the choice of college/courses available to young people in their household.

Other comments regarding the proposed changes to post 16 transport were made by 542 respondents (**12.9%)** and covered concerns over how the changes may impact lower income families and the potential negative impacts of the proposals.

Top 3 themes emerging from the 542 comments received in relation to 'Any other comments' provided by respondents:

Theme	No.	%	Example comments
Low income families hardest hit/need protection	96	17.7%	• *"Families who are on a low income would not be able to cover travel costs"* • *"I strongly believe that pupils from disadvantaged families should continue to have their transport costs provided"*
Introducing barrier to education	90	16.6%	• *"Withdrawing this subsidy may discourage continuing education"* • *"I nearly didn't go to college because my transport in Manchester wasn't funded. I'm now on track for a first in Uni. Why waste welsh talent by stopping them learning?"* • *"Young people are the future of Cardiff, we need them to be educated, qualified, skilled and active citizens - post 16 education is critical to ensure this"*
Means testing	73	13.5%	• *"I think it's important to look at the gap that might be created between who qualifies for EMA and the students who currently benefit from the service and potentially subsidise any gap between the two"*

2.10 Supported Public Transport

Bus services across Cardiff are provided on a commercial basis. This means that appropriately licensed private companies can choose to run bus routes when and where they wish. Local authorities have no responsibilities or powers over these routes. However when a commercial bus company chooses not to provide a bus service in a particular area, local authorities can step in to provide a subsidised service, operated by one of the private bus companies under contract

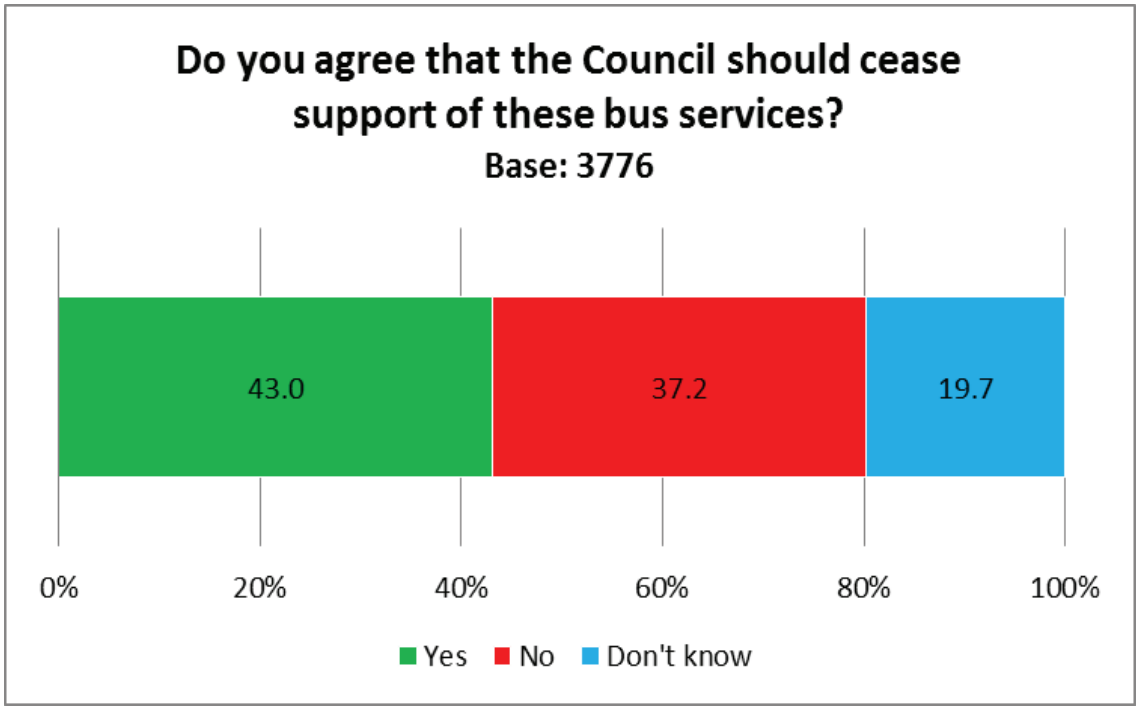
The Council currently spends approximately £236,000 on supported enhanced public bus services through its own revenue budgets. Given the financial pressures the Council is facing, this support needs to be reviewed.

Supported services include:

- Lisvane / Creigiau (Sunday & Bank Holidays) £10,133
- Splott / Lisvane / Pentwyn (services 1, 2, 55 and 86 Sundays and Bank Holidays) £72,612
- Bay Car £138,458

Less than half (**46.3% / 1,755)** of those responding to the questionnaire were previously aware that the Council subsidises bus services when passenger numbers are too low to make it commercially viable.

Public opinion was however **mixed** as to whether the Council should continue to support these services.



The **37.2%** (1,406) of respondents who were opposed to the Council ceasing support of these services were asked to outline their reasons and a total of **836** responses were received.

More than **one in five comments** were from respondents who were in **favour of a reduction to the Bay Car service**. Whilst it was acknowledged as important that workers and visitors have frequent and speedy access to Cardiff Bay it as felt that the other available means i.e. train service and alternative bus routes meant that the size of the bendy bus used on the route and the frequency of its service were for the most part unnecessary.

Top 3 themes emerging from the 836 comments received in relation to ceasing support for specified Public Transport:

Theme	No.	%	Example comments
In favour of reduction to Bayline	187	22.4%	• *"The baycar subsidy is massive and is the only one of the three categories I have ever used. There are other buses people can use in that area or just walk, it isn't really that far."* • *"People in the Bay don't need that many buses! I walk from Splott and regularly see empty bus after empty bus in the Bay. Waste of time".* • *"Bay Car is underused. There are often nearly empty buses. A single length bus would be enough for this route most of the time".*
Agree with proposals in general	146	17.5%	• *"The fact that the service is contracted out rather than run by the council alone makes this a cut that should be made. If it is provided by the council, it should be a source of revenue not cost!"* • *"Unfortunately, the financial reality is that if the numbers are too low to make it commercially viable then this indicates it isn't a service used by enough people to justify continued use of council funds."* • *"Routes should be self-supporting"*
Generally disagree with proposals	130	15.6%	• *"keep them going…they are used. Money well spent."* • *"Support for Public Transport is vital so that all residents of the City have equal access to it."* • *"I think overall it's an excellent and essential service which also reduces the volume of cars, particularly those used by pensioners, such as myself!"*

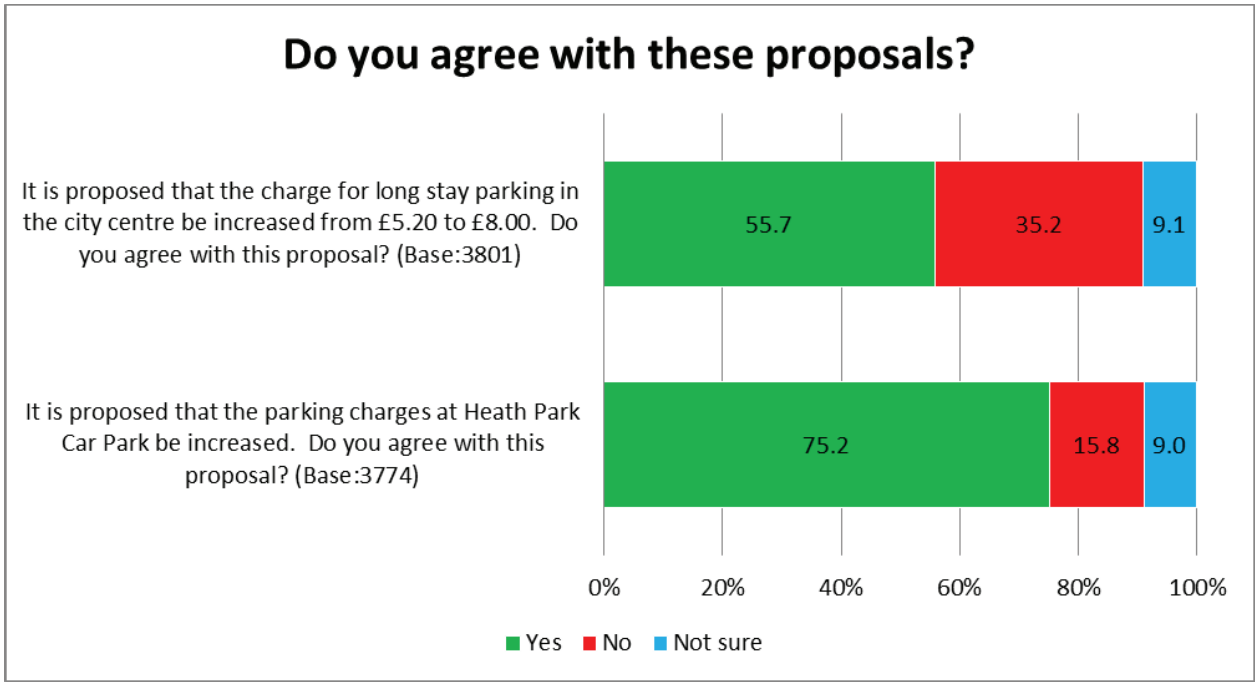
2.11 Parking

The Council wants to change the long stay parking regime in the city centre to encourage and promote the use of more sustainable modes of transport including the use of Park & Ride facilities. Additionally there are areas in the city such as Heath Park where commuter parking is impacting on local communities.

Participants in the consultation were asked their opinion regarding proposed changes to the parking charges at these two locations.

Overall 55.7% **(2,118)** of respondents agreed that the charge for **long stay parking** in the **city centre** should be increased from £5.20 to £8.00. However, support was significantly less in **Cardiff East** (37.0%) compared to **Cardiff South West** (63.2%) and from **Under 35s** (49.7%) and females (51.5%) compared to Males (61.5%) and 55+ (60.8%). *(Graphs 2.77-78, Appendix 1)*

Three quarters **(75.2% / 2,837)** of those responding were **in favour of increased charges** at the **Heath park site**, with lowest support seen in Cardiff East (68.1%) and ethnic minorities (66.0%). *(Graphs 2.79-80, Appendix 1)*



Where disagreement was expressed regarding the proposals respondents were provided with the opportunity to express the reasons for their opposition. A total of **908** respondents provided additional comments relating to parking proposals.

A third (309) of the comments made expressed disagreement with the proposed increased to charges for city centre parking with respondents concerned that this would d**eter shoppers and visitors from coming into the city centre** and ultimately negatively impact small businesses and the local economy.

Many respondents also felt that some **consideration needs to be given for those for whom car use may be a necessity** namely the disabled, families with small children and workers who need access to a vehicle for their role. An **increase and improvement to travel alternatives** including park and ride, frequent and reliable public transport and accessible cycle routes where all seen as necessary improvements that need to be assured alongside the proposals to enable the public to make a significant switch in their mode of transport.

Top 3 themes emerging from the 908 comments received in opposition to the proposal to increase the charge for long stay parking in the city centre from £5.20 to £8.00 and the parking charges at Heath Park Car Park:

Theme	No.	%	Example comments
Disagree with increased city centre charges	309	34.0%	• *"Penalising motorists is not the way to encourage spending in the centre they will just shop elsewhere"* • *"Parking fees are too expensive already. Increasing costs in my opinion will keep me away from the city centre."* • *"I think parking costs enough anyway. It puts me off going into*

			town to shop which means I do more shopping online. This will seriously affect the town centre shops." • *"Parking charges of £8 would be unacceptable for those unable to use the poor public transport provision. It penalises those who cannot or have difficulty using buses such as people with pushchairs, small children, disabled people etc."*
Costs/increases are too high (CC)	273	30.1%	• *"For those who have to pay for long-stay parking on a regular basis, particularly daily, £8 is a lot. A smaller increase may be okay."* • *"I don't agree with charging £8 for long stay parking as this penalises people who have to use a car for work because of their child care commitments. £5.20 is more than enough to pay every day"* • *"Parking in city centre is already too expensive for low paid retail workers and alternative transport is simply not flexible or reliable enough as an alternative".*
Disagree with increased charges in general	198	21.8%	• *"Are you so out of touch with reality? Parking in Cardiff is already daylight robbery."* • *"Parking is too expensive as it is and should not be a way to make money".*

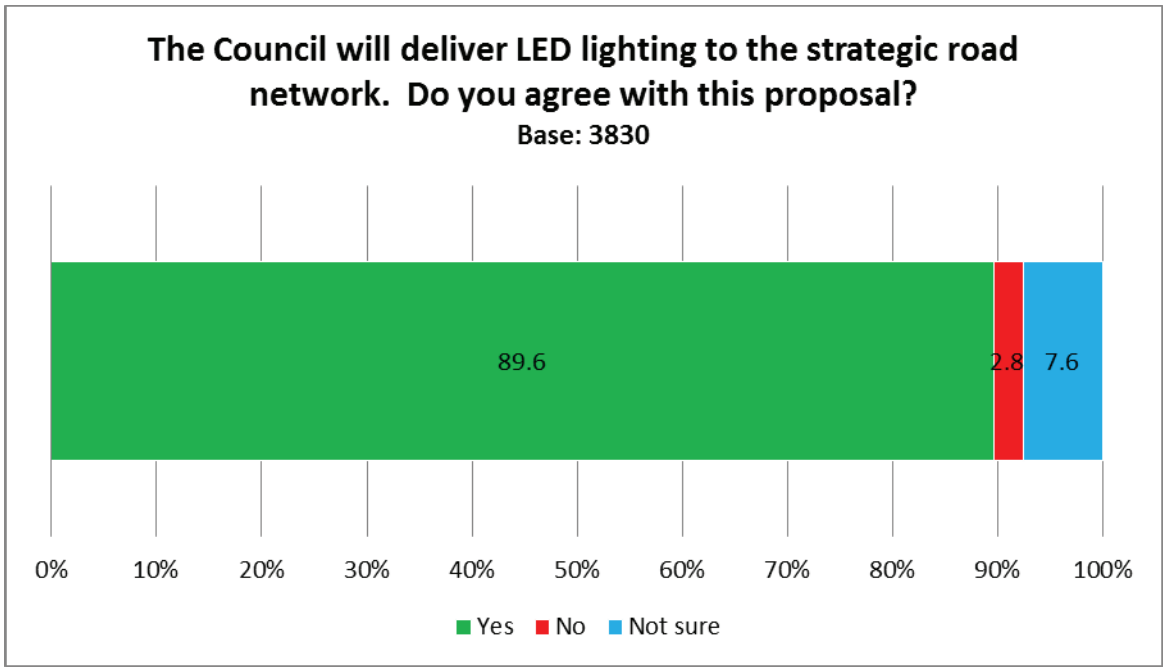
A total of **828** respondents made additional comments relating more generally to parking in the city. Most frequently these comments called improvements to be made to Cardiff's public transport network including frequency, reliability and cost.

Theme	No.	%
Public transport needs to be improved/more reliable/cost effective	191	23.1%
Suggested alternative savings/charges	188	22.7%
Park & Ride	114	13.8%
Enforcement	105	12.7%
Increased charges discourage shoppers	57	6.9%
Parking congestion in neighbourhoods	52	6.3%
Disagree with increased charges in general	51	6.2%
Cycling/walking	51	6.2%
Agree with increased charges in general	38	4.6%
Penalise hospital visitors/patients/workers	35	4.2%
Even greater increases required	31	3.7%
City centre workers – alternative not always possible	25	3.0%
Costs/ increases are too high (General)	19	2.3%
Disagree with increased city centre charges	13	1.6%
Agree with increased Heath Park charges	12	1.4%
Charges discriminate against disabled/those with pushchairs/small children etc.	12	1.4%
Disagree with increased Heath Park charges	10	1.2%
Costs/increases are too high (CC)	7	0.8%
Agree with increased city centre charges	5	0.6%
Misc.	99	12.0%

2.12 Light Emitting Diode (LED) Lighting

The Council is keen to reduce energy costs and our carbon footprint to promote a more sustainable City. The Council wants to work with a public sector organisation that provides interest free funding to deliver new Light Emitting Diode (LED) lighting to our strategic road network or the primary routes into the City. It is envisaged that the Council could save in the region of £250k per annum in terms of the cost of energy whilst there would also be an associated reduction in carbon emissions.

89.6% (3,431) of respondents were **in favour** of the Council delivering LED lighting to the strategic road network. However, **females** (6.5%) and **ethnic minority groups** (5.6%) were in highest levels of disagreement when compared to **2.8% overall**. *(Graphs 2.81-82)*



Reasons for opposing the proposal were provided by just **72** respondents with the most common reasons found to be either **concern that the cost savings would not be substantial** enough or that the proposed LED lighting would provide an **inferior quality of light** leading to concerns regarding safety.

Top 3 themes emerging from the 72 comments received in opposition to the proposal that the Council will deliver LED lighting to the strategic road network:

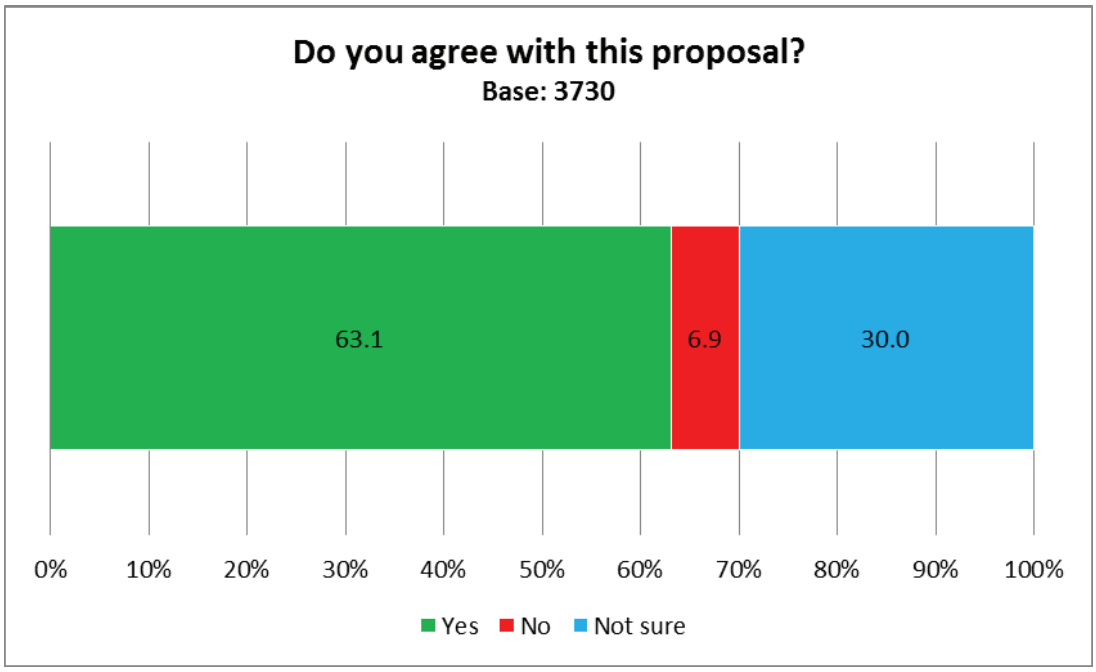
Theme	No.	%	Example comments
Costs i.e. Saving too small to be worthwhile/costs out strip the savings	24	33.3%	• *"Costs are likely to be higher than planned and the savings less. While funds are tight I would not want money spent on such new initiatives without knowing the investment cost and thus how long it will take to recoup the 250k savings."* • *"Major capital spending should be postponed until the financial situation improves, in order to ensure services are protected. There's no point buying a new cooker till you can afford to buy*

			food!" • *"Rather than spend money for the sake of it why not replace on a need basis only – e.g. when they break"*
Gloomy/inadequate lighting	21	29.2%	• *"The problem is that in other towns where this has happened I find the light levels too low, sometimes to the degree of making me feel unsafe.* • *It is horrendous and virtually impossible to see anything on dark winter nights"* • *"It creates sharp differences between dark and light, which your eyes struggle to adjust to when walking. Unless these problems are ironed out, the benefits do not outweigh the costs of an inferior service."* • *"LED light levels are appalling - and take us back to Victorian times - as there is deep gloom between the pools of bright light. This increases danger to pedestrians."*
Safety concerns	18	25.0%	• *"LED lighting is not light enough it is putting people in severe danger.* • *"People in the city if Cardiff needs brighter lighting to feel safe walking on the streets."* • *"It is a fact that LED lights can dazzle and disorient people driving or even walking on certain areas"*

2.13 Neighbourhood Partnership Support

In Cardiff, we co-ordinate resources at a local level across six neighbourhood partnership areas. In order to support this work, we introduced a Neighbourhood Partnership Fund last year which aimed to encourage community participation and ownership in developing innovative projects or services which support community engagement and develop local solutions to local issues.

It is proposed that this fund be re-profiled to support community groups by creating a Community Co-ordination Function. This will provide a one-stop route in for community groups to access support in finding and applying for funding, co-producing services with communities, and in undertaking community asset transfers.



This proposal was supported by **63.1%** of respondents with **6.9%** expressing any opposition to the plans but 30% saying they were 'not sure'.

Just **147** (3.5%) of respondents provided additional comments relating to the neighbourhood management fund. Over a quarter of these comments called for the complete withdrawal of the fund as opposed to the proposed 're-profiling'.

Top 3 Themes emerging from the 147 comments received in opposition to the proposals to reprofile the Neighbourhood Partnership Fund to support community groups by creating a Community Co-ordination Function:

Theme	No.	%	Example comments
Should be withdrawn completely	41	27.9%	• *"I am not sure of the sustainable benefits of the neighbourhood management structure or the current grant fund or proposed fund. Feel there are other priorities for funding and other organisations support people with funding applications".* • *"I don't agree with community projects like this - they rarely engage with the disengaged that they try to target but tend to service those who are already engaged."* • *"Not if it means taking away for services such as libraries, public transport etc."*
Insufficient info/unaware of the projects	38	25.9%	• *"Because the information provided is insufficient to make a reasonable assessment."* • *"If I haven't heard of it - probably not working that well. Spend the money on local libraries."* • *"I can't agree with a proposal this vague - this explanation gives you no idea whatsoever what the council is actually proposing."*
Should be Council not volunteer run	19	12.9%	• *"I am concerned that community asset transfer will take ultimate control away from the council"* • *"I do not agree with community asset transfers assets should be retained by the council for future generations."* • *"Services should be run by the local authority"*

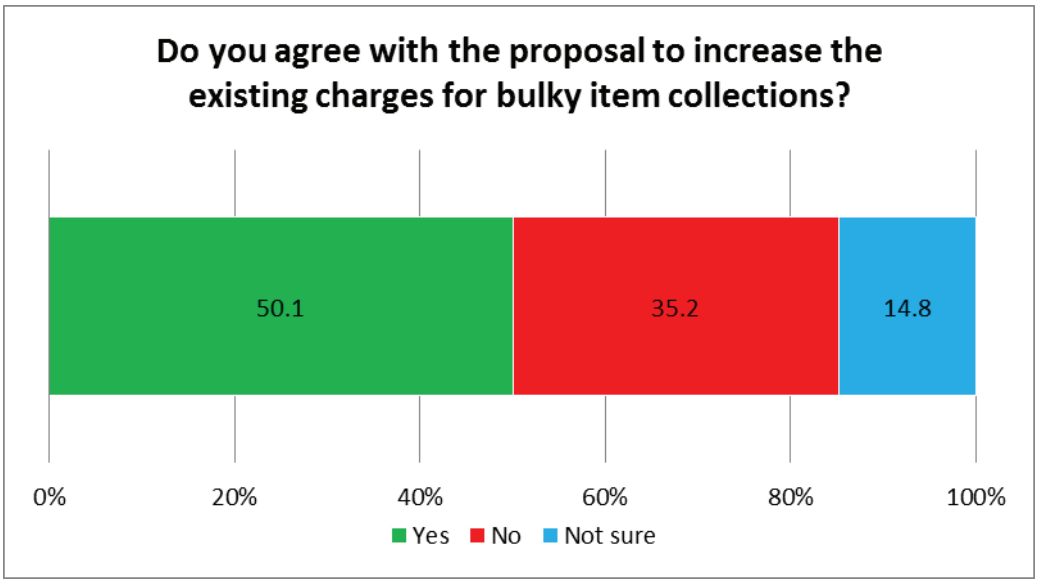
2.14 Waste

Bulky Waste

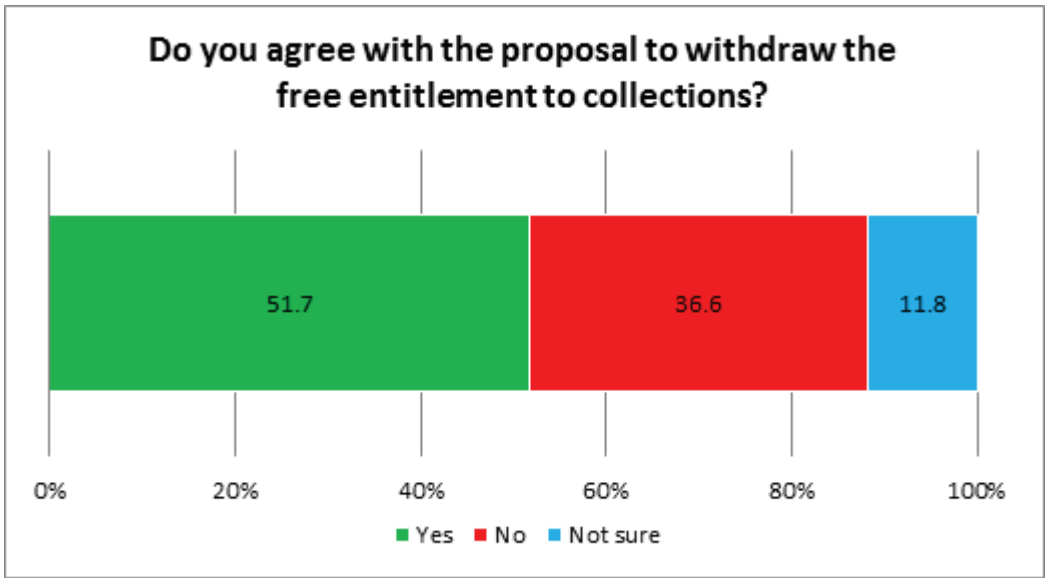
The *Changes for Cardiff* document outlined the City of Cardiff Council plans to review its approach to bulky waste services. Proposals were put forward for public consultation that outlined plans a) to **withdraw the free entitlement to collections** and b) **increase the existing charges for bulky item collections.**

By changing the pricing structure and free entitlement to **one lower flat rate fee** the Council aims to make the service more affordable and fair for all. The Council will continue to subsidise the service so keeping the costs low.

Approximately half of those responding to the consultation **(50.1%/1,868)** were in favour of **increasing existing charges** and a third in opposition **(35.2%).**



Just over half **(51.7%** / 1,965**)** were in **agreement w**ith the proposal to **withdraw the free entitlement to free bulky waste collections**, with greatest support seen in **Cardiff North** (55.2%) compared to 40.8% in **Cardiff South East**. **Males** and the **Under 35s** were in the strongest agreement (53.6% and 53.0%) compared to **ethnic minority groups** (43.1%). *(Graphs 2.85-86, Appendix 1)*



Respondents in disagreement with either of the proposals outlined were asked to provide their reasoning. The proposals to increase the existing charge for bulky items were commented on by 351 respondents and the proposal to end free entitlement to collections eliciting 284 comments.

The main reason given for opposing the proposals were concerns that they would **lead to an increase in the level of fly-tipping**, this was noted by over two thirds **(68.9%)** of respondents for the proposals to increase charging for bulky waste collections.

Respondents were similarly **opposed to the removal of the free entitlement for those on benefits** with over half (65.1%) concerned that the proposal would lead to an increase in fly tipping. It was also remarked that the **elderly may be particularly impacted** by these changes especially as many may be at a time in their lives where they are looking to down-size.

Top 3 themes emerging from the 284 comments received in opposition to the proposal to withdraw the free entitlement to collections:

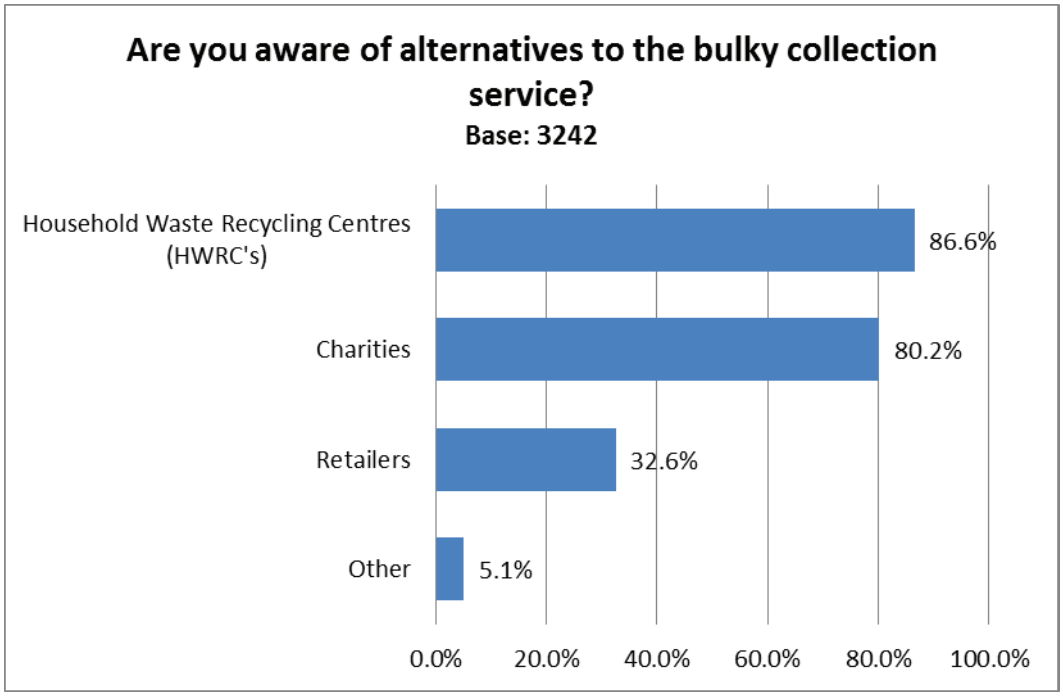
Theme	No.	%	Example comments
Increases to fly tipping/dumping	242	65.1	• *Free collection essential, otherwise fly tipping and dumping in the streets will become a major problem. The cost of policing a bag service will outweigh any savings* • *We should remove the bulky collections service, & allow charities to remove the items free of charge. By imposing a cost on the Bulky items service will lead to an increase in fly tipping as people won't want to pay for the removal of bulky items.* • *Increasing costs to remove items will only lead to higher fly-tipping.. The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority.*
Against this proposal	55	16.6	• *We already pay for waste in our rates so double charging is not on. bulk waste is expensive* • *Costs are already high for picking up bulk waste. I hire a van to take waste to the HWRC at Lamby and was total the vehicle was too big. I think the rules should be review for this if you are going to have higher charges*
Negative impact on low income families/elderly	35	4.23	• *People on benefits barely have enough to live, so I can't see how they would afford these charges, also it's all well and good having recycling centres when you have transport but most people on benefits do not.* • *What are poor and vulnerable people with bulky items that charities and retailers don't want and no access or transport supposed to do? Why are there no figures to put this "We can't afford it" in context?* • *items collections are necessary for people without a car, who cannot get to HWRCs. An increase in price would harm the most vulnerable*

Top 3 themes emerging from the 351 comments received in opposition to the proposal that there should be an increase to existing charges for bulky item collections:

Theme	No.	%	Example comments
Increases to fly tipping/dumping	185	68.9	• *I don't think those on means tested benefits should be charged for bulky waste collections - the money they receive is not meant for this type of spend and the money they receive is inadequate to meet essentials. Also, it will be counter- productive, leading to fly tipping etc. which will cost more to deal with.* • *Increasing costs to remove items will only lead to higher fly-tipping.. The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority.* • *Withdraw of free entitlement -- Take this away and there will be an increase in fly tipping. Increase charges for bulky items will also result in more fly tipping.*

Generally against this proposal	47	15.7	• *If you withdraw free entitlement you will have people just dumping rubbish, this leading to health hazards and more expense. As far increases in charging for bulky items. this has already been done and I have seen an increase in items such as fridges and sofas that are dumped in woods and rivers. People for some weird reason would rather carry a heavy item miles to dump than pay and in the end you have to collect it anyway.* • *To charge for household picks up (i.e. bulky items) means people will dump even more rubbish.*
Negative impact on low income families/elderly	35	10.0	• *"People on benefits barely have enough to live, so I can't see how they would afford these charges, also its all well and good having recycling centres when you have transport but most people on benefits do not."* • *"What are poor and vulnerable people with bulky items that charities and retailers don't want and no access or transport supposed to do? Why are there no figures to put this "We can't afford it" in context?"* • *"Items collections are necessary for people without a car, who cannot get to HWRCs. An increase in price would harm the most vulnerable"* • *"Bulky Collection Service - Removal of this free service discriminates against that who are not fortunate enough the be able to run a car and so are not able to access the HWRC'S facilities"* • *People on benefits should retain the entitlement to free collection of bulky waste"*

When asked if they were aware of existing alternatives to the bulky collection service seven in eight respondents **(86.6%)** specified **Household Waste Recycling Centres** and **80.2%** said **charities.**



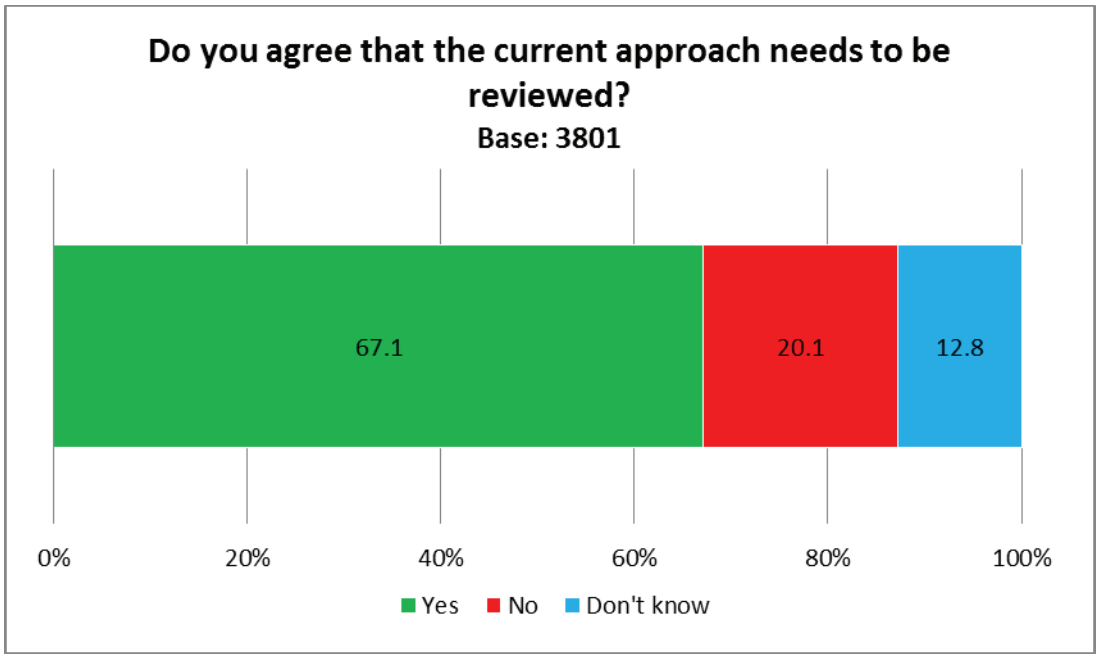
'Other' alternatives accounted for **117 responses** with almost three fifths of these relating to the internet.

Alternatives 'other'	No	%
Internet i.e. eBay, gumtree, freecycle etc.	68	58.1%
'Rag and bone man'	18	15.4%
Dumping/fly tipping	8	6.8%
Commercial collectors e.g. dumpawaste	6	5.1%
Social Enterprises e.g. Track 2000, Too Good to Waste	6	5.1%
Misc.	11	9.4%
Total	**117**	**100.0%**

Green bags and food liners

The consultation also outlined proposals for changing the way in which the Council provides green bags and food liners in order to reduce the large scale abuse of free provision which is a cause of increasing cost to the Council.

Two thirds (**67.1%/2,550**) of respondents were in **agreement** that the current approach of bag provision was in need of review, with **Cardiff East** most supportive (71.5%) compared to 65.4% in **Cardiff South East**. (Graph 2.89, Appendix 1)



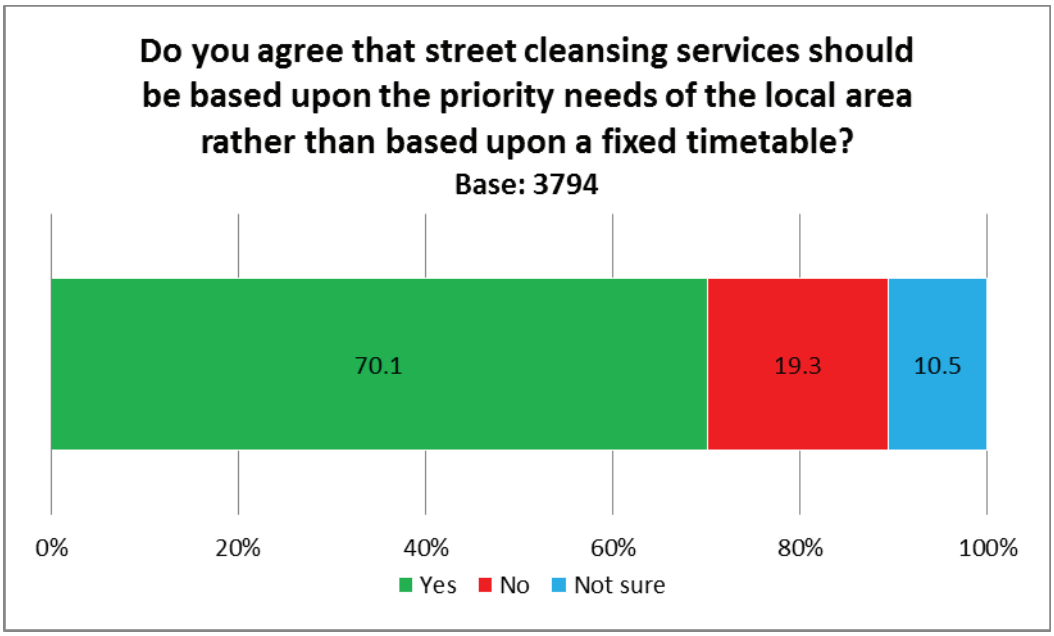
Those indicating opposition to the plans were invited to outline their objections with a total of 225 open comments received. The main focus was placed on the **availability** of Green bags to the community, with over one in four of those identifying this element as a concern (28.0%). Additionally, a fifth of the comments (**20.4%)** made were concerned the proposals would have a **negative impact on recycling.**

Top 3 themes emerging from the 225 comments received in relation to the proposal to review the way in which we provide green bags and food liners:

Theme	No.	%	Example comments
Green bags need to be widely available in the community	63	28.0	• *Green bags MUST be providing to everyone everywhere or else the services will further be abused. Recycling must come with incentives whereby it is a free service and people do not have to pay in order to use green bags for recycling collections.* • *I hope we won't have to pay for them.* • *As bin collection are less frequent the access to green bags should be increased* • *Green bags are necessary to encourage the recycling. Will removal / charging for green bags have a negative long term effect on how much people are willing to recycle. Reduction in amount of street cleaning in certain areas is acceptable as long as standards do not decline.*
Against this proposal	49	21.8	• *If you make it difficult for people to get green bags and food liners or charge for them people will just use black bags and everything will go to landfill. You will undo all your good work in increasing community participation in the recycling and food waste collection schemes and miss your targets of relating to how much waste is recycled.* • *The abuse of bags is problem but it sounds more costly to police than to ignore.* • *Waste collection is the most basic and most important service - please do not reduce it or make it more expensive which will only lead to unhealthy unhygienic streets and fly tipping.*
Reduction in recycling	31	20.4	• *False economy with the recycling bags. People will just not bother. You will fail to meet recycling targets thus incurring fines more proportionate to the free bag outlay. Not rocket science.* • *Recycling etc is a necessity - charging will stop people doing it and encourage dumping.* • *Loss of the provision of free waste bags will lead to a reduction in recycling. If bulk waste is not removed free of charge there is a danger of an increase in fly tipping with its knock on environmental and other costs*

Neighbourhood Cleansing

The consultation also recognised that different areas of Cardiff have different characteristics and explained plans to pilot a new way of dealing with cleansing at a neighbourhood scale. The new plans involve the pooling of resources and targeting response to the needs of local communities rather than relying on frequency of cleansing as a measure of quality.



The new proposals were supported by **70.1%/2,660** of respondents whilst one in five (**19.3%)** were against the changes. Highest support was seen in **Cardiff East** (75.7%) compared to **Cardiff West** (66.2%) and in the Under 35s (76.7%) compared to those with a disability (66.4%) *(Graphs 2.91-2.92, Appendix 1)*

Of the respondents who were against the proposals over a third (36.2%) commented that they were concerned that a fixed time table approach would **cater to 'those who shout loudest'**. **Geographical discrimination** was also a concern for respondents with just over a fifth (20.9%) worried that cleaner areas would be neglected as a result of the proposal.

Top 4 themes emerging from the 450 comments received in relation to the proposal that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable:

Theme	No.	%	Example comments
Fixed time table needed, not who shouts loudest	163	36.2	• *You risk creating hot spots which get all the attention and other areas will never see a sweeper again* • *All areas should be treated the same – anything else is not fair.* • *A fixed timetable means everybody knows what is meant to happen and makes accountability easy to monitor* • *Not sure a he who shouts loudest approach is best*
Against this proposal	97	21.6	• *The abuses need addressing, not the timetables.* • *The Council should stop adding burden to existing services via the current proposals for 40,000 new homes in the Cardiff area before considering cutting existing services. You can't on one hand complain that you need to cut services because of the budget shortfall and on the other hand add more demand for services via adding 100,000 more people to the area. It's absurd and hypocritical* • *As we are already paying for street cleansing, we should still get regular street cleansing, especially around Birch Road, where it is never done* • *Strongly disagree as there are some roads in the Penylan*

			area of Cardiff e.g. Kimberley Road that are now very rarely swept. The Adamsdown area of Cardiff is swept on a regular basis as some residents are continually putting black bags out on the wrong week - hence - creating rubbish when bare split open this seems. Rather unfair, the problem needs to be tackled and regular street cleaning of all areas of Cardiff be re-instated. • *this seems like a smokescreen to reduce the level of cleansing to an area which I do not approve of*
Geographical discrimination, cleaner areas neglected	94	20.9	• *Do that and recycling will not be done and refuse will be dumped. Simply, the present 'cleaner' areas will then obviously suffer in favour of resources shifted to 'dirtier' ones. Why should they?* • *Because Lisvane area will lose out Why should people that abuse their own community have greater cleaning services It is a vicious circle- no matter how much cleaning g council does it will never be enough you are not fixing the cause- the Council needs to address the problem*
Criticism of existing services	73	16.2	• *I moved to Cardiff 16 months ago from the Midlands. The City centre is always (nights post matches excepted) smart. Many of the outlying areas are a disgrace. I've never witnessed so much litter in a City and have watched the "transit" collection vans fail to pickup all the litter in an area. There also seems a reluctance of shops and offices to tidy up litter from outside their frontage, something that should be encouraged. The procedure for removing bulk items isn't efficient. It takes 3 - 4 weeks from making a call to having the items removed - why? No wonder less responsible people fly tip. Whilst C2C is useful to report, some items still don't get taken away or tidied. Take a look at the website fixmystreet.com, randomly choose some reports and see how many are still current. Graffiti is also prevalent. There are a few different "tags" displayed throughout the City, these are a blight on the area. Surely it isn't beyond the capability of the Council and Police to track down those responsible? Waste & graffiti on the streets affects everyone, it leads to a general decline in standards. The Council doesn't seem to give this the priority it deserves.* • *Since the removal of individual road sweepers the state of the city's pavements and gutters are atrocious* • *Ridiculous to increase the charge of collection of bulky items. I have not been able to find food bags for weeks, I think the council has already made up their mind on this proposal.* • *Why are there 3 men on a small truck to collect from street litter bins? Consider a major overhaul of the service or move to a private contractor* • *You need to sort your work force out, they are lazy and overpaid for lack of work they do. You must pay them £100 a hour because they don't do more than a hours work!!!*

Alongside the proposals outlined here Waste Services are also considering the introduction of wheeled bins into more areas of Cardiff to maximise recycling and reduce the quantities of waste on the streets. Additional consultation on these aspects of the service delivery was conducted via the **'Waste Strategy Consultation 2015-2018'.**

2.15 Infrastructure

The Council will be considering the merits of delivering its Infrastructure Services in different ways in the future that would both enhance services and reduce costs. This might involve different private sector, community or public sector organisations delivering services to Cardiff citizens either with, or on behalf of the Council.

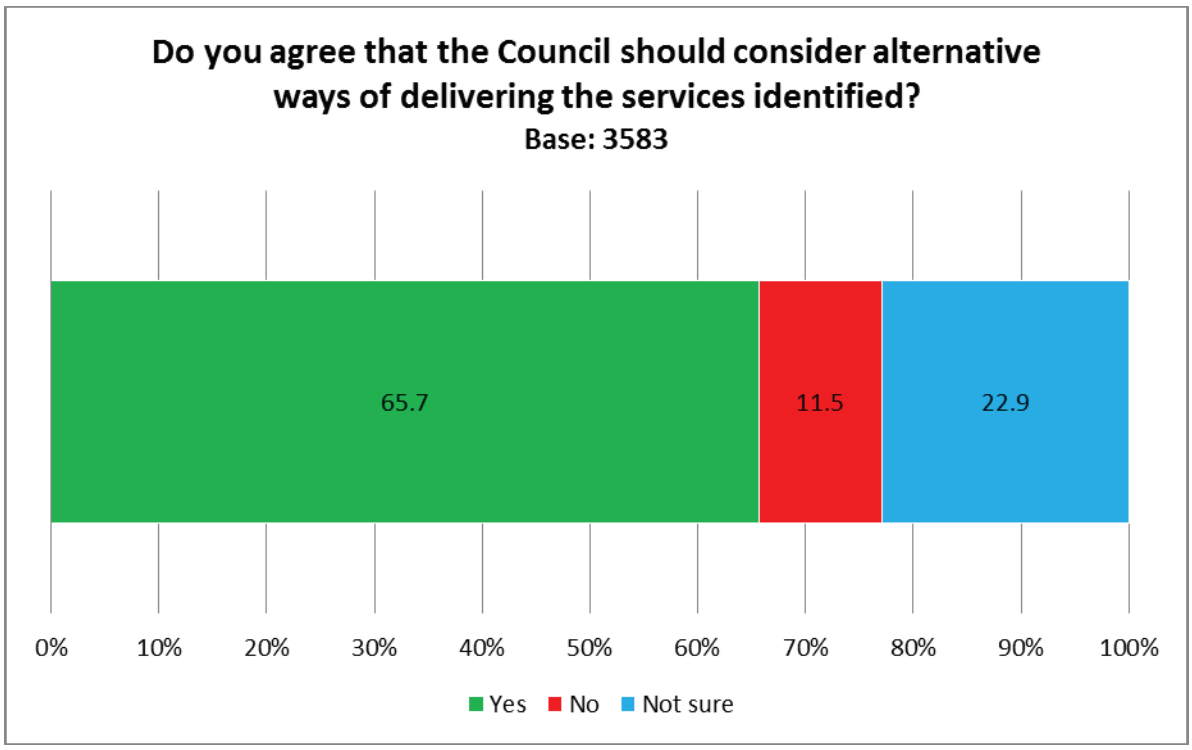
A range of services are being considered for a different means of delivery and these include:

- Domestic waste collections
- Commercial waste collections
- Street Cleansing
- Waste Education and Enforcement
- Household Waste Recycling Centres
- Materials Recycling Facility
- Waste Transfer Station
- Lamby Way Depot Management
- Pest Control
- Highways Operations
- Highways Asset Management
- Projects Design and Development
- Telematics
- Parks Management and Parks Development
- Facilities Management (Building Maintenance, Cleaning and Security)
- Central Transport Service

Participants in the consultation were provided with a brief description of the five models that have been shortlisted, namely:

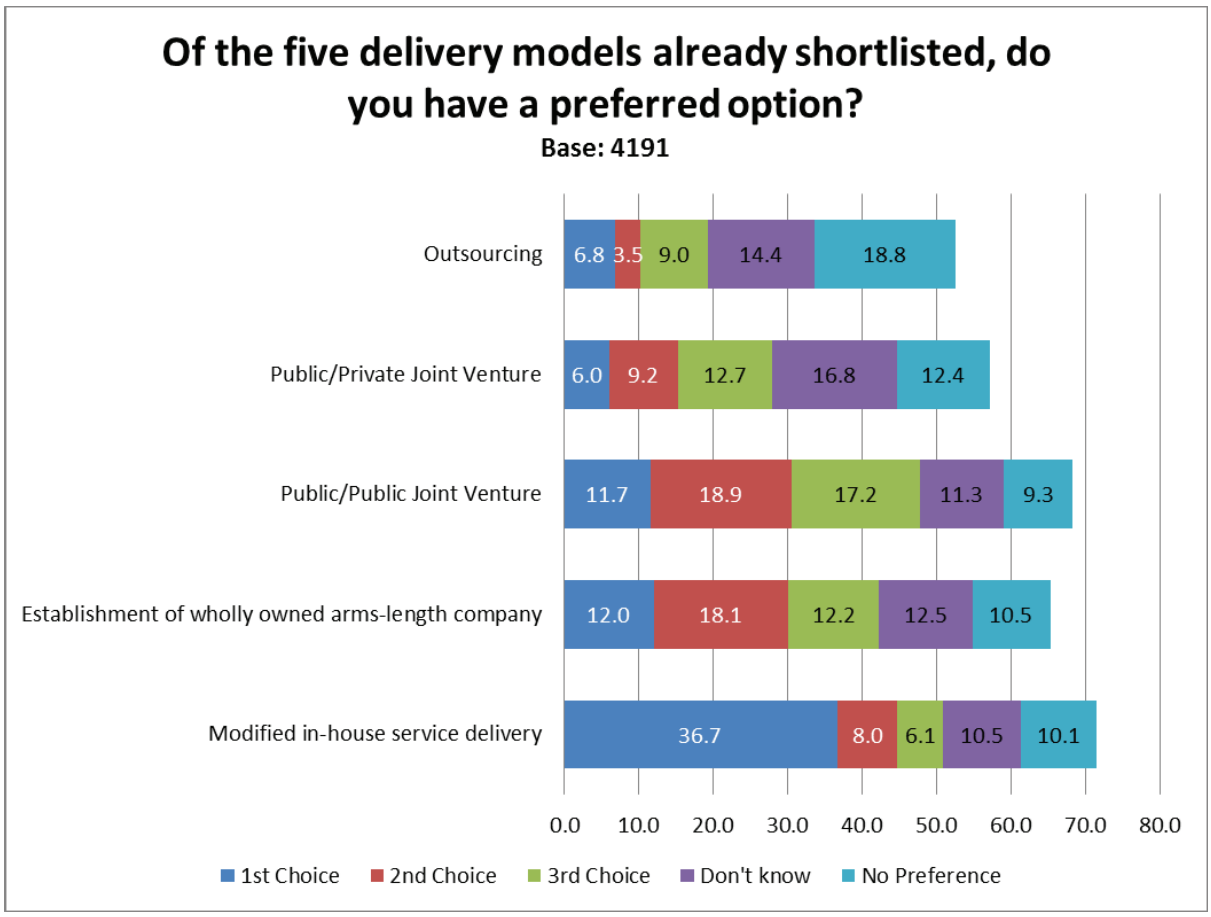
- **Modified in-house service delivery** - this would involve the Council continuing to deliver the services directly using in-house resources but modifying the roles and organisation of resources used to deliver the services
- **Establishment of wholly owned arms-length company** - this would involve the Council setting up a separate trading company, owned by the Council, to deliver its services and have the potential to earn more income
- **Public/Public Joint Venture** - under this model, the Council would form a joint venture with another public organisation to deliver services and have the potential to earn more income
- **Public/Private Joint Venture** - this would involve the Council forming a joint venture with a private sector organisation to deliver services and have the potential to earn more income
- **Outsourcing** - this would involve the Council contracting the delivery of the services to another (usually private) organisation whilst retaining overall ownership and ultimate responsibility for the delivery of the services

Of those responding, **65.7%** (2,354) agreed the Council should consider **alternative ways of delivering services.** This ranged from 72.1% in City & Cardiff South to 58.5% in Cardiff South East. **Males** were also stronger supporters of the proposal (71.6%) compared to females (61.5%). *(Graphs 2.93-2.94, Appendix 1)*



A total of **258** open comments were received with 102 (39.5%) of these stating an opposition to private sector involvement and fears that this may **lead to the service provision becoming primarily profit driven**. Similarly a further third (32.2%) of the comments received voices concerns regarding **negative implications to both cost and quality of service** should the delivery be moved beyond Council control. One in ten (11.6%) commented on the need to improve the existing Council management and move toward the employment of a business model whilst retaining overall control.

Delivery via the model of **a modified in-house service** was the most popular of the options with the public with over a third (**36.7%)** specifying this option as their **first choice**. Also notable was that a significant proportion of respondents either did not know or had no preference regarding the adoption of a new model.



The reasons most frequently provided by the **1,539** respondents for this were so that the **values, interests** and **quality assurance** of the Council could be retained (227 or **23.1%**) and to **ensure against the involvement of the private sector** leading to service delivering increasingly driven by profit (**19.5%**).

Similarly where respondents voted in favour of **joint ventures** (both public/public and public/private) or the **establishment of an arm's length company** this was again to ensure that the **Council continued to exert some control and accountability** over the delivery of services.

Just **285** respondents overall voted for **outsourcing** as their first choice in the future delivery of Infrastructure services with a belief that this may lead to savings and/or increased performance provided as the main reasons for this.

Example comments of the 1,351 comments received in relation to the options of alternative delivery models provided:

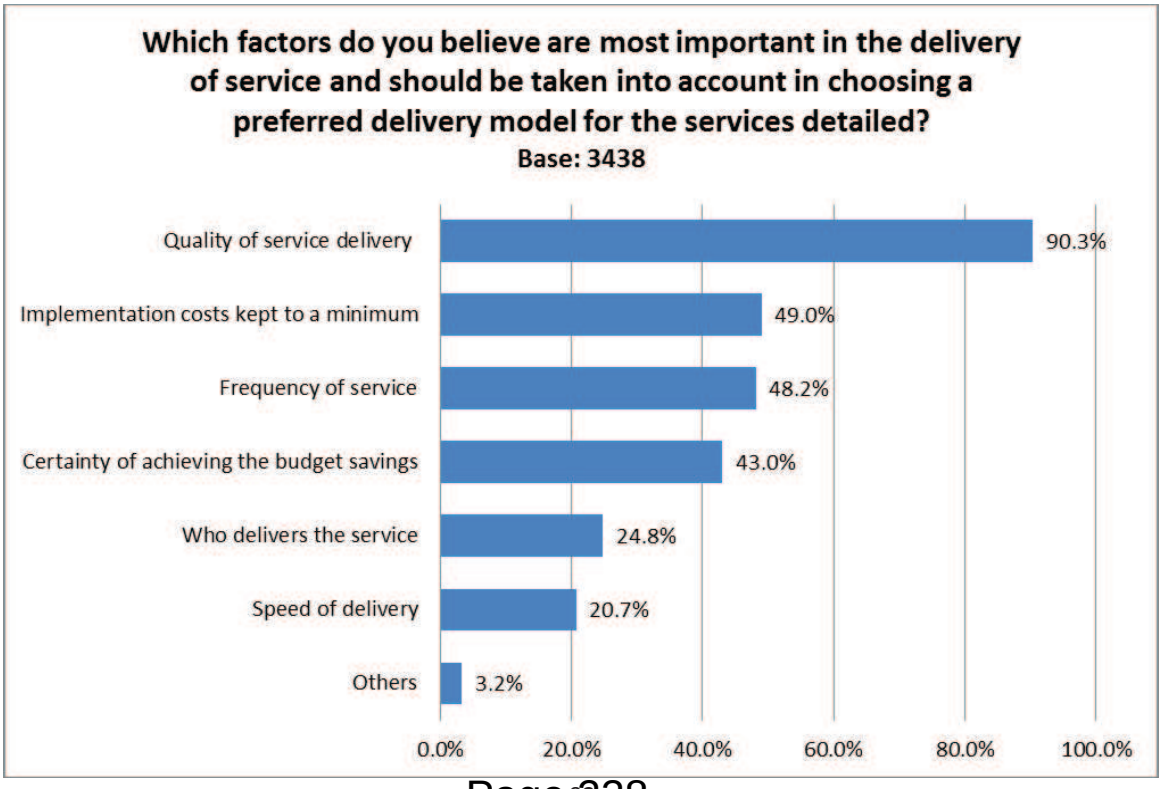
Option	No. Choosing this as their 1st Option	Example comments
Modified in-house service delivery - this would involve the Council continuing to	1,539	• *"Any increase in the cost of services will be passed onto the user. I really think a clean city is essential; especially when*

deliver the services directly using in-house resources but modifying the roles and organisation of resources used to deliver the services		*people are depressed by low wages. People won't pay extra for services when they are already struggling to fund their lives."* • *"The council should retain direct ownership and control of our services."* • *"I am concerned that a commercial company would prioritise profit over delivery of services."* • *"Any business taking on this task will be focused on making as much profit as possible, which over time will be to the detriment of the service."* • *"I would prefer the Council to remain as it is but it would need a complete restructuring - which wouldn't be popular. I find the Council is not well run, is very inefficient and wasteful."* • *"Provision must be kept in house. There is no accountability when others are involved and profit making by them is the only consideration. The word "Service" will become a joke. We could then individually negotiate our own service level with providers and pay them directly. We just need some smart lawyer..."*
Establishment of wholly owned arms-length company - this would involve the Council setting up a separate trading company, owned by the Council, to deliver its services and have the potential to earn more income	504	• *"I want to have a cleaner city, and a much better service, and it must be user friendly, and customer focused, and not all about profit, because people will be encouraged to play an active role in keeping our city clean."* • *"More efficient, cost effective service"* • *"Establish a separate council trading body to increase revenue but make sure it's efficiently run and not subject to continuous political interference."* • *"Earn some income to help make up the deficit....no brainer!"* • *"Total in house provision tends to be the least cost effective way of delivering these types of services. Private organisations tend to provide the poorest serves. Somewhere in between should provide the best balance."* • *"These services are vital and everyone needs to use them. Therefore I think the council should keep control/ownership of them so that private companies cannot just take over and raise costs whenever they wish."*
Public/Public Joint Venture - under this model, the Council would form a joint venture with another public organisation to deliver services and have the potential to earn more income	490	• *"Outsourcing in not an option. Joint collaboration would make sense."* • *"An opportunity to earn more income is good - but it needs to be properly structured"* • *"A public joint venture sounds an excellent idea to keep services in the public sector whilst also raising income to further fund the service"* • *"Public joint venture is a good step to reducing the number of councils"* • *"Potential for greater efficiency, lower cost whilst maintaining standards"* • *"A joint venture may bring in new ideas and use a business model which has been successful in generating money rather than managing a budget that only spends money. Partnerships can bring new ideas and opportunities to develop."*
Public/Private Joint Venture - this would involve the Council forming a joint venture with a private sector organisation to deliver services and have the potential to earn more income	253	• *"Joint venture public / private could be more cost effective but with overall council control"* • *"The most efficient method should be used. A joint venture would be best able to deliver"* • *"Hopefully the experts in the private sector will be able to save us money and show us how they operate more effectively"* • *"The council needs to take advantage of private service*

		organisations, that can deliver services more cost effectively, providing these are fairly tendered against current council costs." • *"A public/private joint venture is my preferred choice. I believe this would provide the best business options in terms of sharing the costs, and the rewards. I would not trust the Council to establish an owned company; I would expect that to lead to a very profitable few years for the few in charge, but not for everyone. I have similar reservations with outsourcing. Once a company has been selected to provide the services to the council, I can see the price rise steadily. The private company would do this, because they know they can get away with it, resulting in a few very rich top men, paid for by the council, and therefore, paid for by us."*
Outsourcing - this would involve the Council contracting the delivery of the services to another (usually private) organisation whilst retaining overall ownership and ultimate responsibility for the delivery of the services	285	• *"These services are important and I would rather them be outsourced and reliable than a scaled back council service that doesn't meet needs"* • *"IF OUTSOURCING OPTIONS ARE PURSUED, THEY MUST BE MANAGED EFFECTIVELY AND MONITORED CLOSELY TO ENSURE QUALITY OF SERVICE DELIVERY IS NOT COMPROMISED AND IS ENHANCED."* • *"Everything can be done better, faster and cheaper. outsource a bit of everything first"* • *"Outsourcing could reduce the 'staff bill' saving cash but council ensuring delivering of services. Clearly workers in the private sector do not cost the same as workers in the public sector and should be rationalised."*

The public were also asked to choose (by picking up to three) which factors they believed to be most important in the delivery of service and should be taken into account in choosing a preferred delivery model for the services detailed.

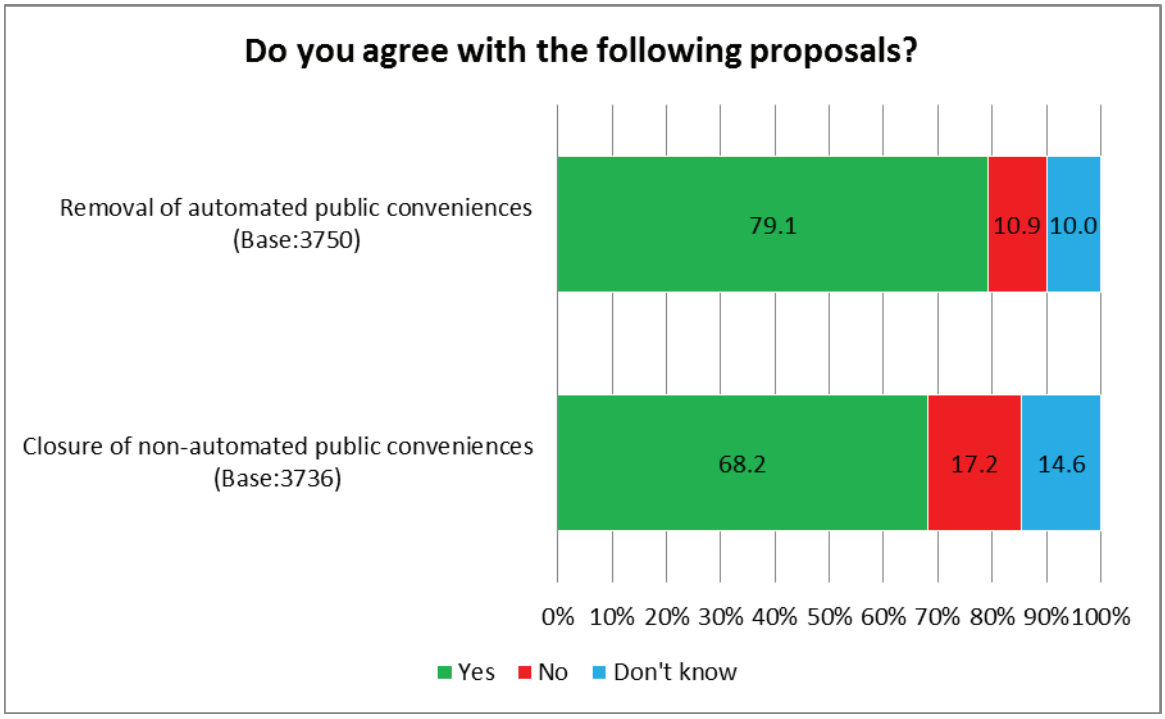
The **quality of the service delivery** was by far the most important factor to the public with **90.3%** of respondents specifying this option.



2.16 Public Conveniences

There are currently a total of seven Automated Public Conveniences (APC's) located in the city at an annual cost of £213,000. The current usage of the APC facilities is very low. In 2013, the seven units were used approximately 13,100 times; an average of just over five times per day per unit. Currently this equates to a cost of approximately £16 every time one is used.

Additionally the Council owns non-automated public conveniences which are currently temporarily closed at locations on Cowbridge Road East and the junction of Whitchurch Road/Cathays Terrace. It is proposed that these sites be permanently closed along with a third site on Llandaff High Street as well as the seven APC's.



Four in five respondents **(79.1% / 2,968)** of respondents were in favour of the removal of the APC's from the city. **Males** demonstrated the most agreement (81.6%) compared to those considered to have a **disability** (67.1%) and the **ethnic minority group** (67.7%). *(Graphs 2.95-96, Appendix 1)*

The proportion in favour of the closure of the non-automated facilities was slightly lower at **68.2%.** Support ranged from **64.4%** in **Cardiff South East** to **72.4%** in **City & Cardiff South**. Most opposition was seen by those considered to have a **disability** (29.7%) and the **55 Plus** group (20.5%) *(Graphs 2.97-2.98, Appendix 1)*

A total of **432** (10.3%) of respondents provided details explaining their opposition to the proposed closures. Most frequently respondents expressed concerned for the minority numbers within the public for whom these services are an essential with the elderly, those

with medical conditions, pregnant women and people with young children all identified as being in particular need of public conveniences.

Respondents were **most opposed to the removal of the non-automated facilities**. These were considered at preferable to the APC's which several individuals referred to being afraid to use or frequently out of order.

Significant concern was expressed that should the removal of conveniences go ahead that **public urination** would become commonplace ultimately impacting negatively upon the health and safety of the city as well as its visitor image and tourist economy. It was felt that prior to any removal of the facilities go ahead that the Council had in place a **clear plan for alternative and adequate provision** with many people reporting shops and retailers to currently be unwilling to allow the general public access to their facilities.

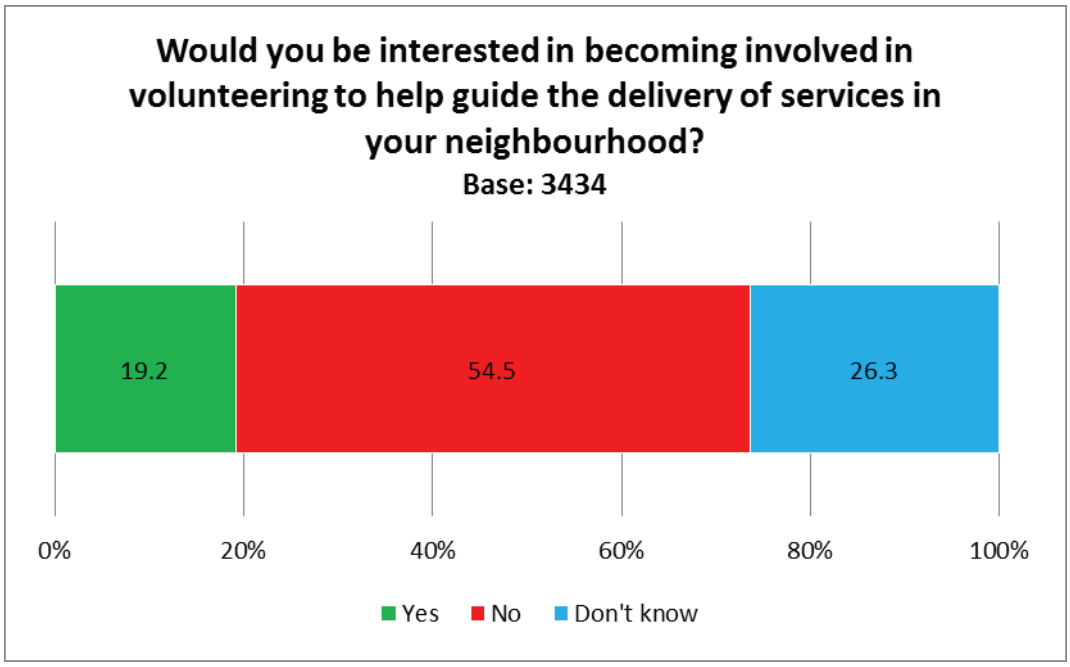
Top 3 themes emerging from the 432 comments in opposition to the proposal to remove Automated Public Conveniences and to permanently close 3 Non-automated public conveniences:

Theme	No.	%	Example Comments
Equality issues/Discriminates against groups i.e. elderly, people with kids, those with medical conditions	88	20.4%	• *Older people rely on public toilets and are often more reluctant to leave the house if they will be too far from a toilet.* • *By shutting pc's you are effectively excluding those with disabilities from areas. Tell me a disabled person who needs the toilet on Albany road, can get to Penylan community centre in a hurry! It will stop those with disabilities going out.* • *No public conveniences should be closed...parents with children need these facilities if to be able to use shopping areas etc as do those with bladder and bowel issues... by removing public conveniences you are removing certain people's ability to access public areas* • *This severely limits the freedom of the elderly, women, in particular pregnant women and those suffering from health conditions.*
Specific location mentioned	65	15.0%	• *Llandaff high street toilets are an important resource which supports the Cathedral as a visitor attraction.* • *Whilst shopping on Albany Road there are no other public facilities in the area.* • *With all the pubs and eateries along Cowbridge Road East there is a problem with people using alleyways and building forecourts to relieve themselves at night, so I would favour the reopening of the public convenience here.* • *Landaff High Street is an important toilet for locals and visitors, especially for those using the Taff Trail.*
Disagree with the proposal	40	9.3%	• *This is an awful way of saving a few pounds.* • *Public services are essential these should definitely not be ceased!* • *Public conveniences should not be closed until specific (and genuinely usable) alternatives have been identified for each one: it's not enough to close them and then say the Council will 'try' to find alternatives. The fact that they are not used very often does not mean they aren't essential.*

Section 3: Community Involvement

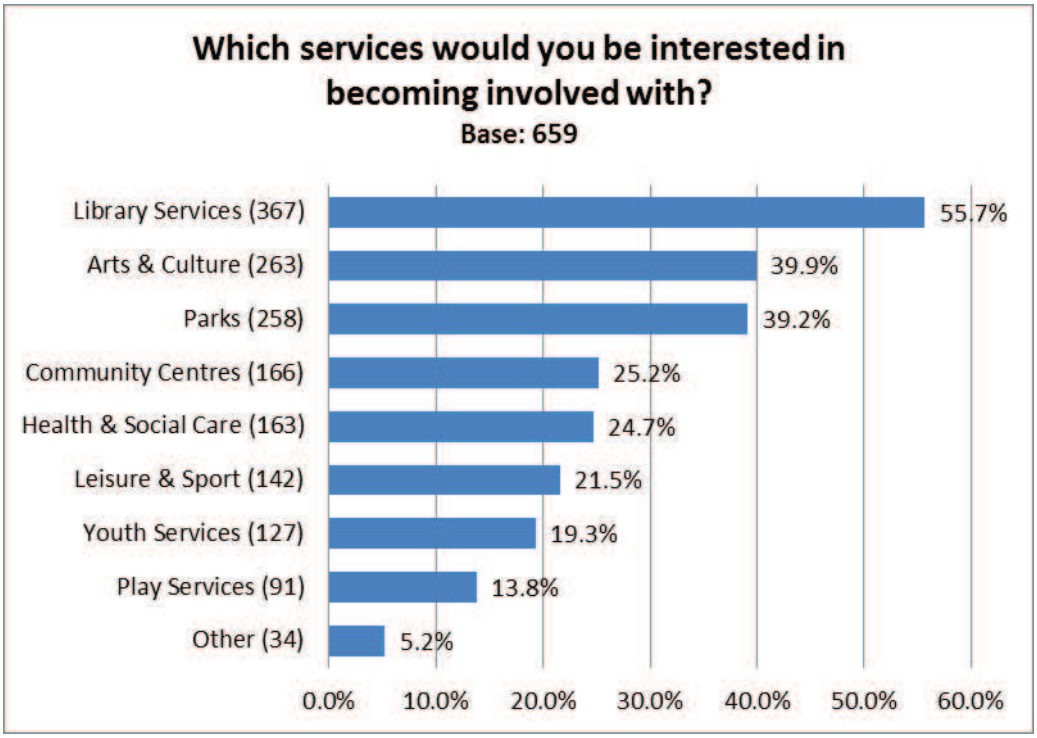
As outlined in the budget proposals there have already been a number of community buildings identified that may be suitable for local people or communities to take over the running of. Similarly there are a wide range of opportunities for individuals and community groups to volunteer and become more involved in the shaping of local services.

The Council wants to encourage and support volunteers and therefore asked the public if they would be interested in becoming involved in volunteering to help guide the delivery of services in their neighbourhood.

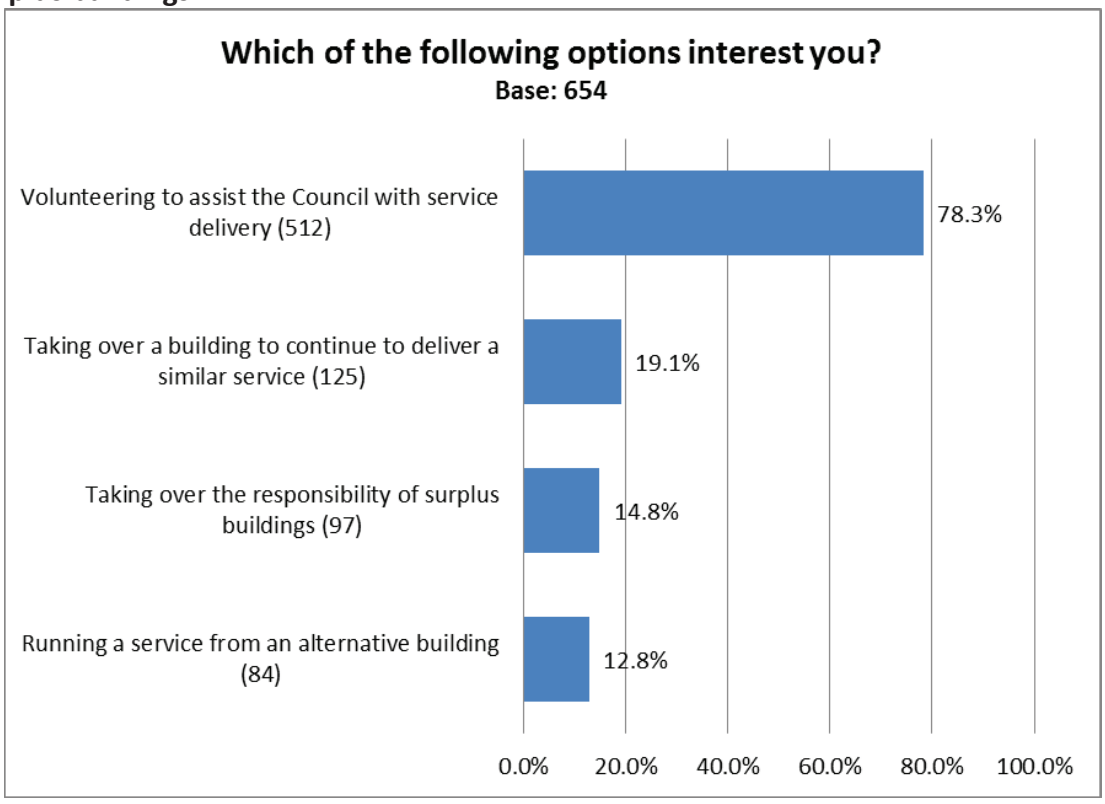


Approximately one in five **(19.2%)** respondents expressed some interest in increasing their involvement through **volunteering**.

More than half **(55.7%)** of those expressing an interest in becoming involved in **volunteering** specified the delivery of **library services** as an area of particular interest whilst two fifths were interested in both **arts & culture** and **parks services** (**39.9%** and **39.2%** respectively).

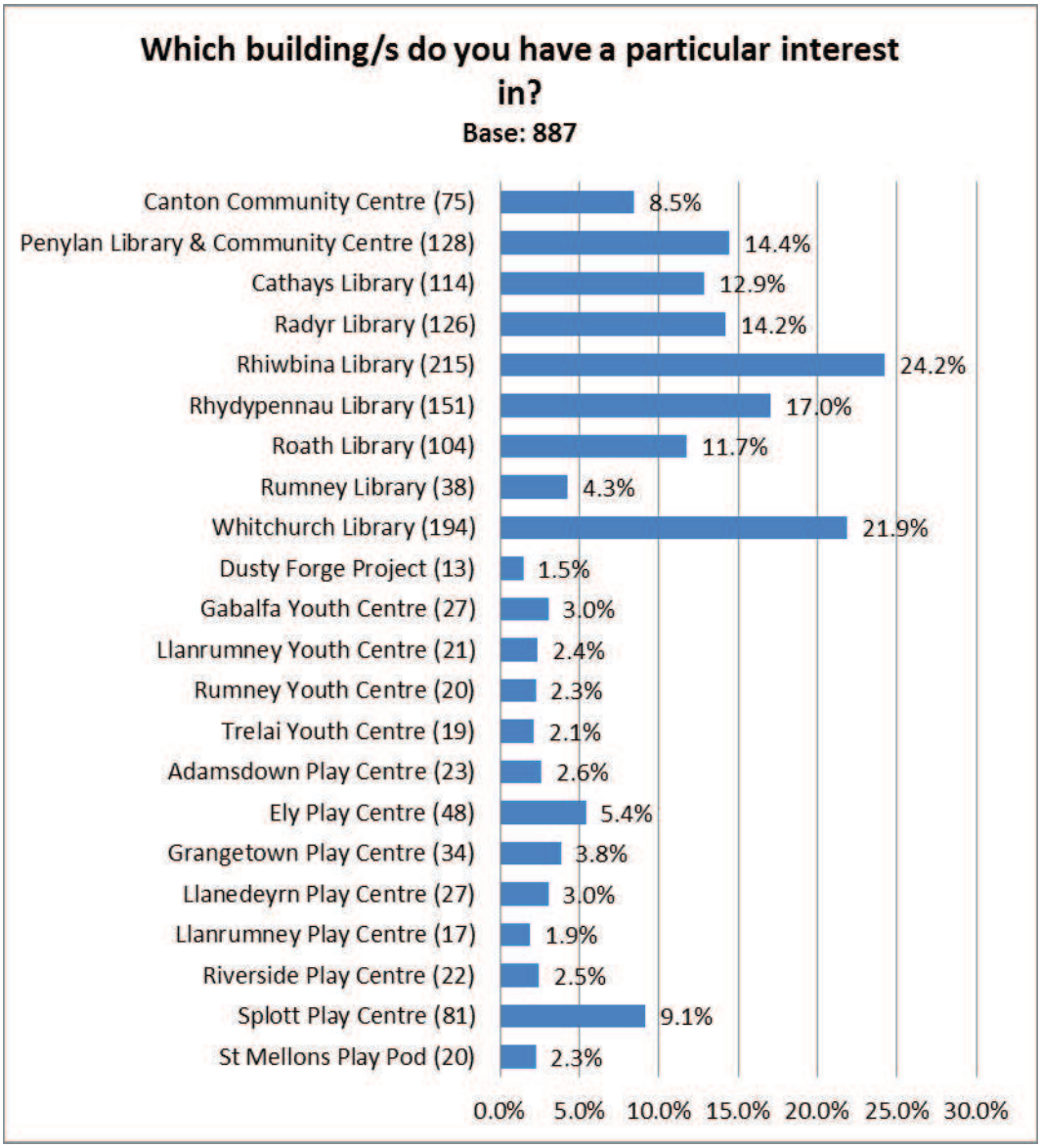


Respondents were also asked to specify the option/s that were of particular interest to them. Four in five (**78.3%)** of those responding to the question were particularly interested in volunteering to assist the Council with **service delivery** however there was smaller but significant interest expressed in a variety of other options. This included expressions of interest from 97 individuals/groups who were interested in taking over the responsibility for **surplus buildings**.



In the majority of cases the survey was completed on behalf of an individual however there were sixty two instances whereby the section was completed on behalf of an existing group or individual.

A total of **887 respondents** to the survey indicated they personally or the group they were representing had an interest in one or more of the buildings identified as surplus. The most significant levels of interest were found in relation to **Rhiwbina** and **Whitchurch libraries**.



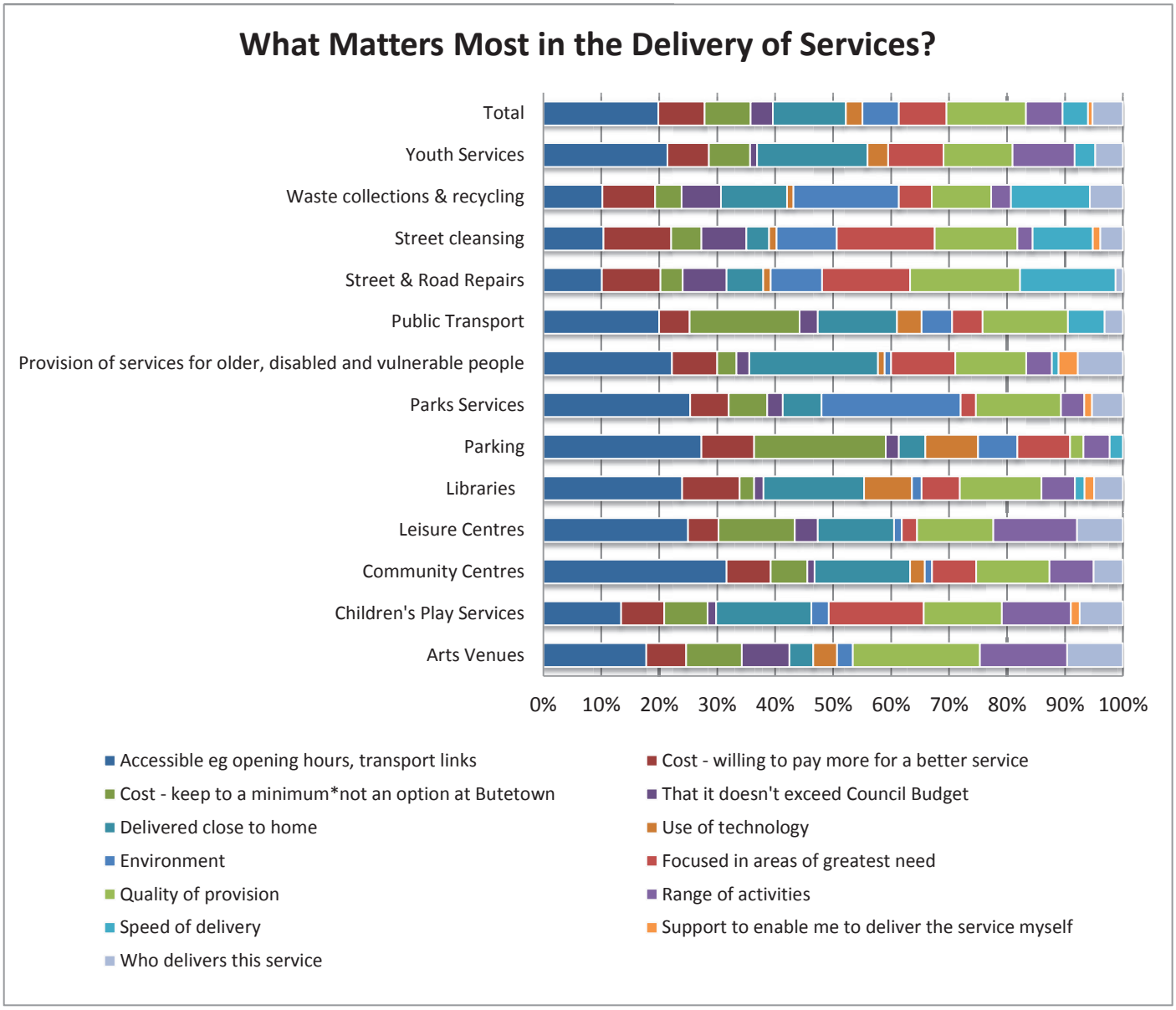
5.2 Community Events

There were **7 community engagement events** held across each of the Neighbourhood Partnership areas and one in the city centre. In addition, events were held with Cardiff Youth Council, Cardiff Access Forum and the Cardiff 50+ Forum.

The events were primarily designed to share information about the City of Cardiff Council's budget proposals. However, there was also an opportunity for attendees to take part in a number of participatory exercises and talk through budget proposals in more detail.

As part of these events, Participants were asked to define what matters most to them in the delivery of public services as shown below. They were able to select three options per service.

Service Delivery Priorities Grid:



Overall results show that respondents cared most about ensuring services were **accessible** (19.8%), that there was **quality of provision** (13.7%), and **delivered close to home** (12.6%). On the other hand, only a small number of respondents felt it mattered most who delivers the service (5.2%), use of technology (2.9%), or having support to enable them to deliver the services themselves (0.8%).

There were some interesting variations between services. Keeping the cost of the service to a minimum was particularly important for parking (22.7%) and public transport (18.9%). Unsurprisingly, the environment (24.0%) was considered the most important factor in the delivery of park services.

A number of Council employees from different departments were present at each event in order to discuss budget proposals with participants. For each event there were representatives from Libraries and Hubs; Youth and Play Services; Leisure, Parks and Culture; Transport and Waste; and Health and Social Care. Staff held a number of discussions with residents about the impact these proposals might have on individuals and their community. Some of the key themes that emerged can be found in **Appendix 2**.

6. Learning and Next Steps

The consultation on the budget proposals followed on from the 37 public engagement events which had taken place as part of the Cardiff Debate in summer 2014. The consultation period represented both a longer and earlier time period than the City of Cardiff Council has previously undertaken in recognition of the scale and significance of the budget savings required and the desire to encourage a wider discussion on the proposals.

The consultation process took a number of forms, using a variety of engagement mechanisms which have provided useful learning points for engagement in future years.

General Awareness

The consultation process has demonstrated that there remains a general lack of awareness amongst the public of the budget challenges which the City of Cardiff Council and other public services are facing, and what this may potentially mean for future service delivery.

The public and stakeholders welcomed the 'simplicity' of messages contained within the budget video, but more needs to be done to continually reach all households across Cardiff on an ongoing basis via other communications used, thereby increasing awareness and reducing the cost of distributing stand-alone communications.

Early Consultation

There was an evident appreciation from both the public and stakeholders regarding the earlier consultation process in terms of people having the opportunity to better understand what was being proposed and to influence decisions made. However, there were still some concerns that going forward there needs to be more time available to develop alternative solutions, particularly in relation to potential community asset transfers of buildings or services.

It was therefore suggested that a timetable for the budget process be set earlier for 2015/16 with the public engagement happening sooner to allow more detailed discussions with relevant Directorates to take place and encourage "co-produced" delivery solutions.

Community Participation

There is a huge amount of enthusiasm and commitment within communities to 'step up' and play a greater role in public service delivery, whether this be through volunteering or community asset transfer. Lots of feedback was given to the Council in relation to making people aware of *how* they could help, and there were many willing community members who would be interested in becoming more involved.

Positive feedback was also given in relation to the transparency of the Council regarding the potential buildings and services which may be opportunities for community asset transfers or alternative models of delivery. The list of buildings/services resulted in a significant number of discussions and ideas being generated regarding new ways of delivering services and these can be developed further as appropriate following the agreement of the budget in February.

Community Support

The 'Stepping Up' Toolkit has been extremely well received by community members and groups, and is recognised to be a useful support for signposting and guidance. The subsequent introductory workshops held in January 2015 have also been well attended and positive, with appreciation for the Council in providing support. However, there have been a number of challenges and barriers voiced by community groups which will need to be considered by the Council including:

- the timescales that previous Asset Transfers have taken and whether the current CAT Policy is fit for purpose
- whether there is capacity in the Council/Third Sector to support groups (e.g. in developing business plans)
- the clarity over Council expectations in relation to evaluation criteria
- the potential need for transition funding to facilitate the change from Council ownership to the community.

Community Hub 'Consultation Points'

The use of libraries, leisure centres and hubs had been extremely valuable in distributing copies of the consultation and questionnaire and providing a 'drop-off' point for completed surveys. This role as community 'consultation points' could be further developed and formalised and actively promoted with the public so they have a greater awareness of consultations taking place.

Social Media

Social media has proven itself to be a useful and cost effective mechanism for sharing information with the public. Partner organisations have contributed to the 'reach' of the messages regarding the budget consultation by sharing information within established networks. Whilst it is acknowledged that not all members of the public have access to social media, there needs to be continuing work done to further develop the Council's social media policy to maximise the engagement of the public in key service delivery issues.

Engagement Events

The engagement events represented one of a number of mechanisms that enabled members of the public the opportunity to engage in the consultation. Feedback from those attending the events found that the format of 'drop-in' sessions worked well and that they found it useful to have the opportunity to speak to relevant officers from different Directorates. However, it was also acknowledged that December is not necessarily the best time of year to encourage the greatest attendance, and this may have had some impact on the number of people attending.

Next Steps

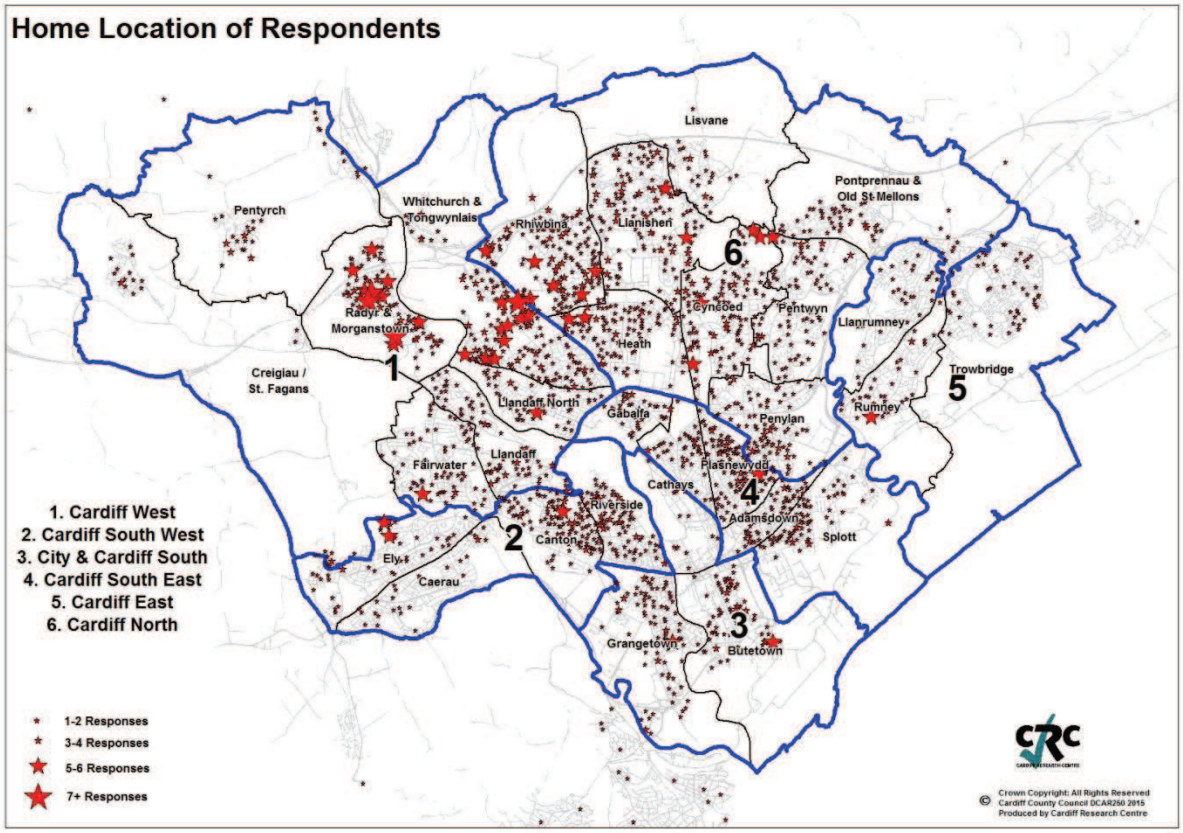
The results of the consultation, along with updated Equality Impact Assessments, will now be considered by the City of Cardiff Council's Scrutiny Committees and Cabinet and be used to inform the final budget proposals for 2015/16. The final budget proposals will be agreed by the Cabinet on Thursday 19th February and at Full Council on Thursday 26th February 2015.

7. Response Profile

After the data had been 'cleaned' and duplicate responses removed, a **total of 4,191 completed questionnaires were received**. This gives a very robust response, with an overall confidence interval of 95% +/- 1.5%.

Distribution of Responses

The maps below show the distribution of respondents by both electoral division and neighbourhood partnership area.



Within the total responses, **3,207 valid responses** were received where it was possible to identify which Neighbourhood Partnership Area (NPA) and Electoral Division (ED) that the respondent lived in. A further **105 respondents** were able to be allocated to based on the information provided although it was not sufficient to pinpoint their precise location by NPA or ED. In addition, a small number were from respondents either living outside Cardiff (**58 people**), for example in locations such as Pontypridd, Merthyr Tydfil, Bridgend and Bristol. There were also a number of responses (**821**) received from an undefined place of residence i.e. missing/ incorrect/ incomplete postcodes.

Statistical Robustness – Confidence Levels and Confidence Intervals

Sample Size

To ensure that the data reported is statistically robust it is important that returns are received from a sufficiently large sample of the population i.e. Cardiff residents (or sub population such as Neighbourhood Partnership Area). The larger the sample size, the more sure you can be that their answers truly reflect the population.

However, the sample size required to provide a robust data set **does not continue to rise in correlation with the size of the overall population** (i.e. doubling the sample size does not halve the confidence interval). Instead the sample size required begins to **level off** as population sizes increases with a **sample of around 400 being statistically robust irrespective** of whether the overall population from which the sample was taken was 10,000 or 100,000.

Confidence Interval

This indicates the **margin of error** that is attached to the sample results; i.e. the range within with you can be 'confident' that the actual figure lies. **The smaller the confidence interval the more reliable the data can be considered, the larger a confidence interval the more caution is required when using the data.**

Confidence Level

This describes **how sure you can be about that the sample responses would match those of the population as a whole**. Typically in social research a 95% Confidence Level is required. This means that we can be 95% certain (i.e. 95 times out of a 100) that the actual figure for the whole of the population falls within the range of values specified by the confidence interval for the sample of responses received.

In social sciences a 95% confidence level with a confidence interval of ±5 would be considered a statistically reliable response. This would mean that 95 times out of 100, the figures for the population as a whole would be within 5 percentage points, plus or minus, of those of the sample being analysed. So if 50% of a sample's respondents said they were satisfied with a particular service, 95 times out of 100 times the actual figure for the population as a whole would be between 45% and 55%.

If the size of the sample of respondents is less than the desired number to achieve a confidence interval of ±5, then the reliability of the results and the ability to compare results across different geographical areas becomes less robust.

Budget Consultation 2015/16 Responses by Neighbourhood Partnership Areas

Table 1, illustrates that a sample size of 4,191 was big enough to provide a Confidence Interval of just **1.50** for the overall response to the Budget Consultation[1]. This is an excellent sample and allows a high level of reliability to be assumed within the reported data[2].

Confidence Intervals of less than ±5 (plus or minus) were also achieved in three of the six NPAs, while Cardiff South West was only marginally above this figure (5.01). This means that we can be statistically confident that the views expressed by respondents from these areas are sufficiently representative of those populations as a whole. Cardiff East and Cardiff City & South NPA's both exceeded Confidence Intervals of ±5. Analysis within these areas remains relevant however the Confidence Interval should be taken into account when considering the results.

Budget Consultation 2015/16 Confidence Intervals For a 95% Confidence Level				
NPA	**Sample Size Achieved[3]**	**Population 16 Plus**	**Sample Size Required for a CI Less Than ±5**	**Confidence Interval Achieved ±**
Cardiff East	139	27,900	379	8.29
Cardiff North	1,209	76,400	382	2.80
Cardiff South East	417	58,600	382	4.78
Cardiff South West	380	43,300	381	5.01
Cardiff West	818	50,100	381	3.40
City & Cardiff South	244	30,800	379	6.25
Other	984	-	-	-
Total	**4,191**	**287,100+**	**384**	**1.50**

NB. 'Other' includes those living outside Cardiff and those whose exact place of residence could not be determined due to missing/incorrect/incomplete postcodes.

Population figures (from 2013 mid-year estimates) have been rounded to the nearest hundred. Sample size required and confidence intervals have been calculated using the unrounded figures.

[1] Confidence Intervals are based on a worst case percentage whereby 50% of respondents give a particular answer. The further the percentage is from 50%, the narrower the confidence intervals will be. For example, if 10% or 90% of respondents give a particular answer, the confidence interval will be smaller than if 50% had given the same response (i.e. the confidence intervals identified in the Table), presuming the sample size is the same.

[2] The confidence interval calculations assume there is a genuine random sample of the total population. Although every effort has been made to create a truly random sample, there may be some bias in the results due to those people adversely affected by the budget proposals being more likely to respond. Therefore, the confidence intervals may be wider than those specified in the Table.

[3] Not all of the respondents completed every question. Consequently, for these questions the sample size will be smaller, and the related confidence intervals potentially wider, than those indicated in the Table.

About You

- Members of the general public accounted for almost ninety percent (**88.9%)** of the overall response to the consultation.

Which best describes you?	No.	%
Member of the general public	3484	88.9
Cardiff Council Employee	278	7.1
Individual business person	39	1.0
Representing a group of businesses	18	0.5
Member of a third sector organisation	9	0.2
Member of a strategic partner organisation	44	1.1
Member of a community group or forum	4	0.1
A Cardiff Councillor	2	0.1
Cardiff Partnership	43	1.1
Other	0	0.0
Total	**3921**	**100.0**

- Males accounted for **53.9%** of the survey returns
- The **under 35** year olds accounted for **18.6%** of responses, **35-54** year olds **41.8%** and **over 55s** providing **39.5%** of responses**.**

Are you?	No.	%
Male	2057	53.9
Female	1749	45.9
Transgender	7	0.2
Total	**3813**	**100.0**

Age?	No.	%
Under 16	59	1.5
16-24	122	3.1
25-34	555	14.0
35-44	877	22.2
45-54	774	19.6
55-64	768	19.4
65-74	610	15.4
75+	186	4.7
Total	**3951**	**100.0**

- Half of respondents **(49.2%)** to the consultation reported to be in full time employment whilst **22.8%** where wholly retired from work.

Which of the following best describes what you are doing at present?	No.	%
Working fulltime (30+ hours per week)	1926	49.2
Working part time (less than 30 hours per week)	590	15.1
On a government training scheme	4	0.1
In full time education	97	2.5
Unemployed - Registered Job Seeker	51	1.3
Unemployed - Unregistered but seeking work	38	1.0
Permanently sick or disabled person	83	2.1
Wholly retired from work	892	22.8
Looking after home	64	1.6
Caring for a child or adult	95	2.4
Other	76	1.9
Total	**3916**	**100.0**

- A total of 302 **(7.9%)** respondents identified themselves as a **disabled person** whilst **7.7%** described themselves as having a **long standing illness** or health condition.

Do you identify as a disabled person?	No.	%
Yes	302	7.9
No	3402	89.0
Prefer not to say	120	3.1
Total	**3824**	**100.0**

Do any of the following apply to you?	No.	%
Deaf/ Deafened/ Hard of hearing	165	3.9
Learning impairment/ difficulties	32	0.8
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	323	7.7
Mental health difficulties	95	2.3
Mobility impairment	198	4.7
Visual impairment	57	1.4
Wheelchair user	20	0.5
Prefer not to say	97	2.3
Other	33	0.8

- Those identifying as White Welsh/British accounted for **88.1%** of the overall response.

Ethnic Group	No.	%
White - Welsh/English/Scottish/Northern Irish/British	3423	88.1
White - Irish	39	1.0
White - Gypsy or Irish Traveller	9	0.2
White - Any other white background	90	2.3
Mixed/Multiple Ethnic Groups - White and Black Caribbean	15	0.4
Mixed/Multiple Ethnic Groups - White and Black African	8	0.2
Mixed/Multiple Ethnic Groups - White & Asian	20	0.5
Mixed/Multiple Ethnic Groups - Any other	10	0.3
Asian/Asian British - Indian	24	0.6
Asian/Asian British - Pakistani	13	0.3
Asian/Asian British - Bangladeshi	3	0.1
Asian/Asian British - Chinese	5	0.1
Asian/Asian British - Any other (please specify)	4	0.1
Black/African/Caribbean/Black British - African	16	0.4
Black/African/Caribbean/Black British - Caribbean	10	0.3
Black/African/Caribbean/Black British - Any other	3	0.1
Arab	5	0.1
Any other ethnic group	12	0.3
Prefer not to say	178	4.6
Total	**3887**	**100.0**

Changes for Cardiff

Appendix 1:
Results by geography and demographics

Appendix 1 – Results by geography and demographics

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Summary of results by geography and demographics

This document provides a breakdown of each of the *Changes for Cardiff* consultation questions, by Neighbourhood Partnership Area (NPA) and demographics to determine whether there are differences in the responses seen.

Overall the results indicated a high degree of consensus across both the geographies and demographics from respondents. However, there are some questions where there is a greater variance in the levels of support/opposition seen.

It should also be highlighted that there was a greater disproportion in terms of the sample size of some of the groups. For example there were a lower number of respondents from the Cardiff East and City & Cardiff South Neighbourhood Partnership Areas and also from ethnic minority groups and those with a disability. Therefore the figures collected from these groups must carry a slightly higher level of caution.

Overarching Themes

- There appears to be lower levels of recognition within **ethnic minority communities** (10% of respondents) that the budget gap means that difficult budget choices are required when compared to the overall responses received (5.8%), suggesting that communication mechanisms may need to be reviewed. *(Graph 1.2)*

- There were a greater number of respondents from **City & Cardiff South** (80.8%) who supported the Council in exploring new ways of working with other organisations to deliver its services when compared to other areas such as **Cardiff South West** (72.8%). *(Graph 1.3)*

- Respondents from **Cardiff West** (46.9%) were more supportive of the Council charging more for some services if it meant that they could be continued compared to 35.0% in **Cardiff East**. Regarding demographics, those identifying as having a disability were less supportive with 30.1% not agreeing with the proposal. *(Graph 1.5).*

- Whilst there was overall city-wide support for the greater implementation of fines for non-compliance (77.6%), less agreement was seen in the **City & Cardiff South** Neighbourhood Partnership area with 19.6% not supporting this proposal compared to 11.3% in **Cardiff West**. *(Graph 1.7)*

- There are differing views across the city as to whether community groups and the third sector should be asked to run more local services and facilities with a large number of respondents saying they weren't sure (33.1%). However, greatest levels

of support were seen in **City & Cardiff South** area (39.9%) compared to 28.9% in **Cardiff West** *(Graph 1.9)*

Community Centres

- Support for joining up existing services offered in community centres with the Hub Strategy was seen across the city with the highest levels seen in **City & Cardiff South** (75.1%) compared to 59.8% in **Cardiff West**. *(Graph 2.1)*
- The levels of support for the Council encouraging proposals for alternative uses or building transfer of community centres where appropriate varied depending on the Neighbourhood Partnership area. Highest levels of support were seen in **City & Cardiff South** (70.2%), compared to 58.5% in **Cardiff South East.** It should be noted that there were also large numbers of people responding as 'not sure' i.e. 31.0% in South East. *(Graph 2.3)*

Library Services

- The greatest number of Cardiff Library card holders were found in **Cardiff West** with 86.1% of respondents and **Cardiff North** with 82.8%. The lowest was in **City & Cardiff South** with 63.0% *(Graph 2.5)*
- Those **without full time employment** (86%), **females** (85.5%) and **ethnic minorities** (83.3%) made up the highest proportions of library card holders. *(Graph 2.6)*
- **Cardiff West** had the highest number of weekly users of libraries (34.3%), followed by **Cardiff North** (30.3%). **Cardiff City & South** had fewest frequent visits with 39.3% not having visited in the last 12 months. *(Graph 2.7)*
- The highest level of agreement was found regarding the Council's proposal to transform **Central Library** into a Community Hub (74.1% / 2,794). (*Graph 2.15)*
- The public expressed far less agreement in instances where it was proposed that the Council withdraw funding from specific facilities with high numbers not supporting the proposal (i.e *Whitchurch 49.1%, Rhiwbina 49%, Cathays 46.4%, Rhydypennau 44.4%, Roath 44.1%, Radyr 41.8%, Rumney 39.2%) (Graph 2.16)*

Day Services for older and disabled people

- Higher levels of opposition to proposals from those who considered themselves to have a **disability** were seen in relation to **all** of the proposals relating to Day Services for older and disabled people. The highest levels of opposition was seen regarding **disinvesting in traditional day care** (26.7%) *(Graph 2.26)* and **community meals** (14%) *(Graph 2.28)*

Leisure Centre & Arts Venues

- Levels of support for the Council looking at different management models for its leisure centres varied from 60.8% in **City & Cardiff South** to 47.2% in **Cardiff West**. However, overall 22.1% of all respondents didn't know. *(Graph 2.29)*
- **Males** supported looking at different management models for leisure centres (60.5%) at a higher proportion than other groups such as **females** (45.5%) *(Graph 2.30)*

- There were very similar levels of support across the city for the Council looking at different management models for its arts centres. Responses ranged from 59.8% in **Cardiff North** to 53.9% in Cardiff **South East**. *(Graph 2.31)*
- As in the case of leisure centres, there was also more support from **males** (64.7%) when compared to **females** (51.5%). *(Graph 2.32).*

Events and Celebrations

- Whilst there were high levels of support for the proposal to cease funding to **Calennig**, as may be expected, the highest level of opposition against was seen in **City & Cardiff South** (22.7%), compared to 13.1% in **Cardiff East**. *(Graph 2.33)*
- Support for ceasing funding for **Cardiff In Bloom** varied from 63% in agreement in City & Cardiff South to 53.8% in Cardiff East. *(Graph 2.35)*
- Regarding support for the **Cardiff Country Fair**, this had the highest numbers of responses in favour of ceasing funding but there were greater levels against the proposal seen in **Cardiff South East** (19.4%) and **City & Cardiff South** (18.0%), compared to 10.3% in **Cardiff East**. In addition stronger opposition to the proposal was seen from those considered to have a **disability** (22.3%), the **under 35** age group (19.3%) and **ethnic minority** communities (19.3%). *(Graphs 2.37-38)*
- Response supporting the proposal to cease funding for **St David's Day** celebrations ranged from 42.3%-52.2% with the greatest opposition seen in **Cardiff East** (46.9%) and **City & Cardiff South** (46.3%), compared to 35.7% in **Cardiff North**. When demography was considered those considered to have a **disability** (46.5%), the **Under 35s** (45.0%) and **females** (42.0%) showed the greatest levels of disagreement. *(Graphs 2.39-40)*
- Less than half the respondents overall supported the proposal to cease funding **Christmas Trees** but **City & Cardiff South** respondents were less likely to be in favour of the proposal with 45.6%% against, compared to 36.9% in **Cardiff West.** Higher levels of opposition were also seen by those considered to have a **disability** (41.9%) and the **under 35s** group (41.6%) (*Graphs 2.41-42)*

Park Ranger Service

- Overall support for remodelling the Park Ranger Service was 38.9% agreeing to the proposal, although 25.9% answered as 'not sure'. Greatest opposition was seen in **Cardiff South East** (39.8%) and **Cardiff South West** (35.9%) *(Graph 2.43)*

Youth Services

- 54.7% of all respondents supported the proposal to focus youth work on six well-resourced high quality Youth Activity Centres. The greatest number in agreement were in **Cardiff South East** (60.0%), compared to 48.8% in **Cardiff West**. Higher numbers in support also came from **over 55s** (59.3%) and **Males** (58.2%), compared to 51.9% of **under 35s** and 51.6% of **females**. *(Graphs 2.45-56)*
- The proposal to engage with young people, community groups and third sector organisations in designing and delivering youth services was supported by 70.9% of all respondents. The greatest level of disagreement was seen in **Cardiff East** with

12.2% not supporting the proposal, compared to 6.3% in **Cardiff South East**. *(Graph 2.47)*

- Approximately half (48.8%) of all respondents supported the proposal for a Youth Bus to provide mobile provision with this approach being preferred in **Cardiff East** (54.5%) compared to **Cardiff West** and **City & Cardiff South** (both 47.4%). However **Cardiff East** also had the highest level disagreeing (23.1%), compared to 15.3% in **Cardiff South East** suggesting there needs to be further discussions regarding the approach. *(Graph 2.49)*
- There was widespread support for involving young people in shaping youth support provision, ranging from 73.9% in **Cardiff East** to 79.0% in **Cardiff South East.** The high level of agreement was also seen across all demographic groups. *(Graphs 2.51-52)*

Children's Play Services

- Agreement for the Council supporting other organisations to run children's play activities rather than manage them itself ranged from 54.0% in **Cardiff South East** to 65.4% in **Cardiff East**. The highest levels of disagreement with this proposal were seen in the **Under 35s** (22.3%) and **ethnic minorities** (22.9%). *(Graphs 2.53-54)*
- Overall 44.3% of respondents were of the view that funding should not be available for **Welsh Language** provision play services – ranging from 35.6% opposing the proposal in **Cardiff South East** to 49.1% in **Cardiff North.** The **Under 35s** group were the most supportive of the proposal (46.3%) compared to 31.9% of **over 55s**. *(Graphs 2.55-56)*
- There was widespread support across the city for **holiday play** provision ranging from 69.2% in **Cardiff West** to 76.9% in **Cardiff South East**. The **under 35s** were again the largest supporters of the provision with 80.6% in agreement. *(Graphs 2.57-58)*
- Funding for children with a **disability** to access play received the highest level of support ranging from 87.3% in **City & Cardiff South** to 90.5% in **Cardiff South East**. All demographic groups strongly supported the proposal too (86.9%-90.8%). *(Graphs 2.59-60)*
- The majority of all respondents (72.4%) supported that the Council should encourage proposals from community groups for alternative uses or building transfer where appropriate with highest support in **Cardiff East** (77.3%). *(Graphs 2.61)*

School Transport for 16-19 Year Olds

- Overall less than half of all respondents (45.4%) were aware that the Council subsidises school transport for 16-19 year olds, with the greatest lack of awareness seen in the **Under 35s** group (58.3%) *(Graphs 2.63-64)*
- Only 27.2% agreed that Council should continue to subsidise this service with greatest support in **Cardiff South East** (29.9%) compared to 24.5% in **Cardiff North**. The groups in strongest agreement for continuing to subsidise the service were **ethnic minority** communities (33.9%) and **Under 35s** (32.2%). *(Graphs 2.65-66)*
- There was strong support (77.0%) that the Council should not fund costs already funded by Welsh Government. The highest number of supporters for this proposal

was in the **55 plus** group (80.8%) compared to 64.5% of **ethnic minority** respondents and 71.2% of **Under 35s**. *(Graphs2.67-68)*

- The highest number of people likely to begin attending a sixth form or colleges from September 2015 was seen in **Cardiff East** (13.7%), compared to 8.1% in **City & Cardiff South**. 19% of **ethnic minority** respondents also indicated they would begin attending compared to the overall response rate of 10.7%. *(Graphs 2.69-2.70)*
- When asked about the different options for the delivery of post 16 travel to sixth form or college, most respondents (47.4%) preferred a phased withdrawal compared to 43.7% securing alternative funding and 8.9% stating 'other'. **Cardiff East** was more supportive (53.1%) of the phased withdrawal compared to only 43.5% in **Cardiff South West.** *(Graph 2.71)*
- Higher levels of support for alternative funding were seen in **females** (49.6%) and those **without full time employment** (45.6%). *(Graph 2.72)*

Supported Public Transport

- Less than half of the respondents (46.3%) overall were aware that the Council subsidises bus services when passenger numbers are too low. *(Graph 2.73)*
- Highest agreement for ceasing support for subsidised bus services was seen in **Cardiff East** (51.1%) compared to 37.7% in **Cardiff South East. Males** also showed greater support for the proposal (49.3%) compared to the **ethnic minority** group (36.1%) and those considered to have a **disability** (37.5%). *(Graphs 2.75-76)*

Parking

- Overall 55.7% of respondents agreed that the charge for long stay parking in the city centre should be increased from £5.20 to £8.00. However, support was significantly less in **Cardiff East** (37.0%) compared to **Cardiff South West** (63.2%) and from **Under 35s** (49.7%) and **females** (51.5%) compared to **Males** (61.5%) and **55 plus** (60.8%). *(Graphs 2.77-78)*
- The majority (75.2%) supported the proposal to increase charges at Heath Park Car Park, with lowest support seen in Cardiff East (68.1%) and ethnic minorities (66.0%). *(Graphs 2.79-80)*

LED Lighting

- There was significant support for LED Lighting with 89.6% respondents supporting the proposal. However, **females** (6.5%) and **ethnic minority** groups (5.6%) were in highest levels of disagreement. *(Graphs 2.81-82)*

Neighbourhood Partnership Support

- There was general agreement (63.1%) overall to reprofile the Neighbourhood Partnership Fund although 30% answered 'not sure', rising to 31.6% in **Cardiff East.** *(Graph 2.83)*

Waste

- Just over half (51.7%) were in agreement with the proposal to withdraw the free entitlement to free bulky waste collections, with greatest support seen **in Cardiff North** (55.2%) compared to 40.8% in **Cardiff South East**. **Males** and the **Under 35s** were in the strongest agreement (53.6% and 53.0%) compared to **ethnic minority** groups (43.1%). *(Graphs 2.85-86)*
- Approximately half (50.1%) of all respondents agreed to increasing existing charges for bulky waste, compared to 45.2% in **Cardiff South East**. *(Graph 2.87)*
- There was overall support (67.1%) for reviewing the approach in providing green bags and food liners with **Cardiff East** most supportive (71.5%) compared to 65.4% in **Cardiff South East**. *(Graph 2.89)*
- Respondents strongly agreed (70.1%) that street cleansing services should be based on priority needs of the local area rather than based upon a fixed timetable, with **Cardiff East** showing greater support (75.7%) compared to **Cardiff West** (66.2%) and **Under 35s** (76.7%) compared to those with a **disability** (66.4%) *(Graphs 2.91-2.92)*

Infrastructure

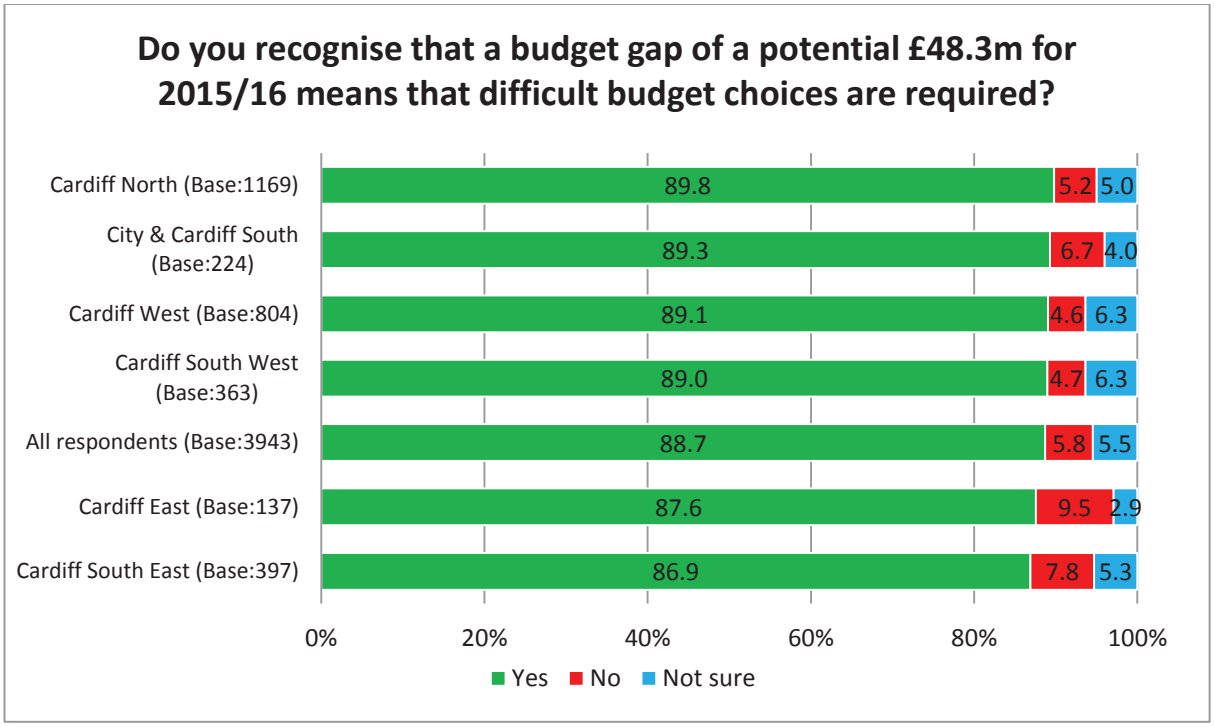
- In relation to whether the Council should consider alternative ways of delivering services identified within *Changes for Cardiff* consultation, 65.7% agreed – rising to 72.1% in **City & Cardiff South**. **Males** were also stronger supporters of the proposal (71.6%) compared to **females** (61.5%). *(Graphs 2.93-2.94)*

Public Conveniences

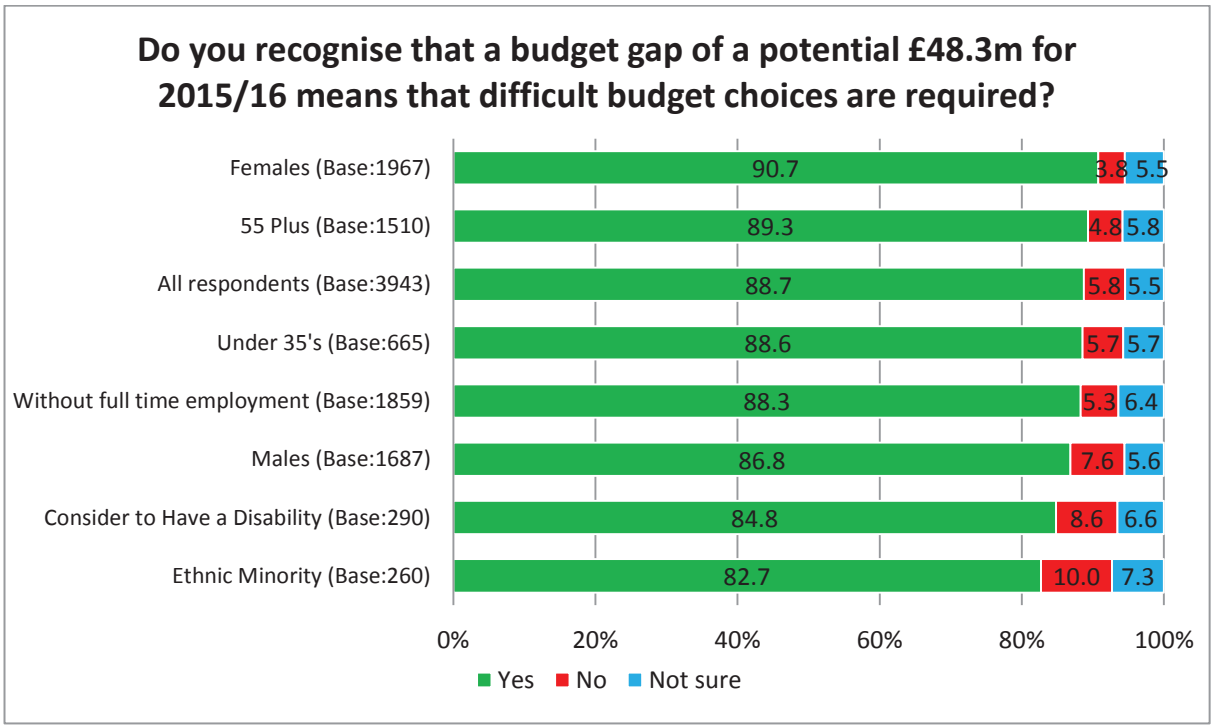
- There was strong support with the proposal to remove the Automated Public Conveniences ranging from 73.1% in **Cardiff South East** to 82.8% in **Cardiff South West. Males** demonstrated the most agreement (81.6%) compared to those considered to have a **disability** (67.1%) and the **ethnic minority group** (67.7%). *(Graphs 2.95-96)*
- Support for the proposal to close non automated public conveniences ranged from 64.4% in **Cardiff South East** to 72.4% in **City & Cardiff South**. Most opposition was seen by those considered to have a **disability** (29.7%) and the **55 Plus group** (20.5%) *(Graphs 2.97-2.98)*

1. Overarching Themes

1.1 By geography

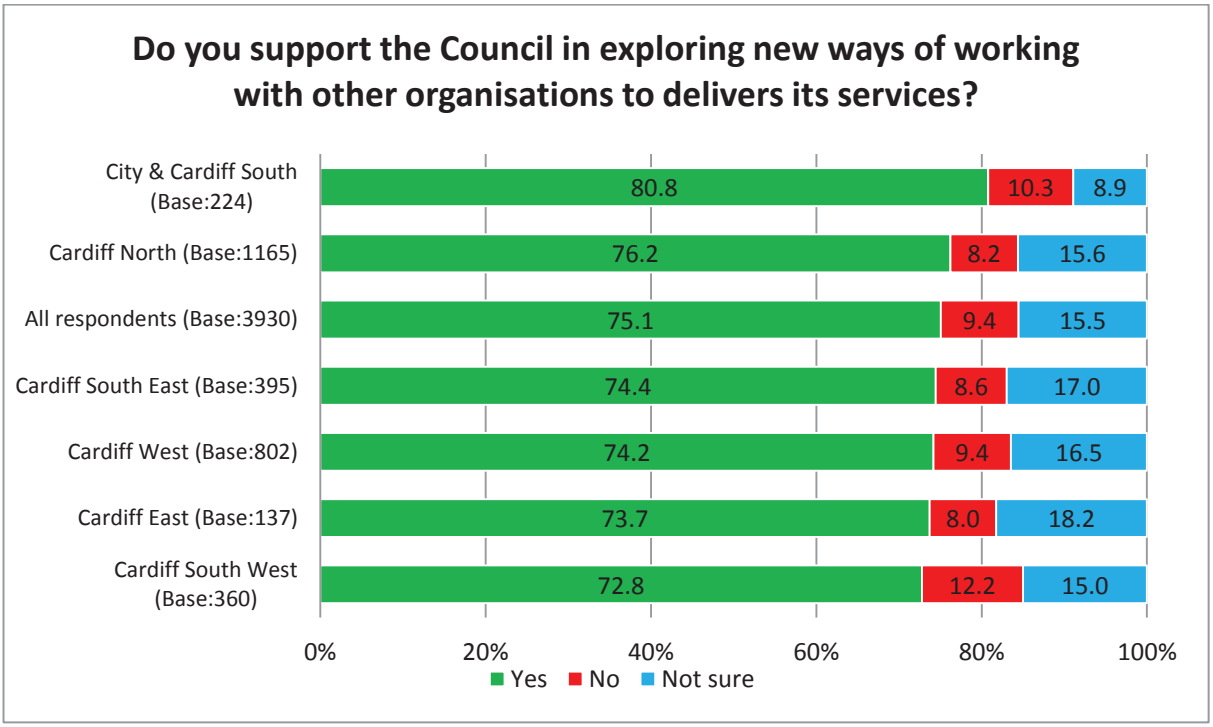


1.2 By demographics

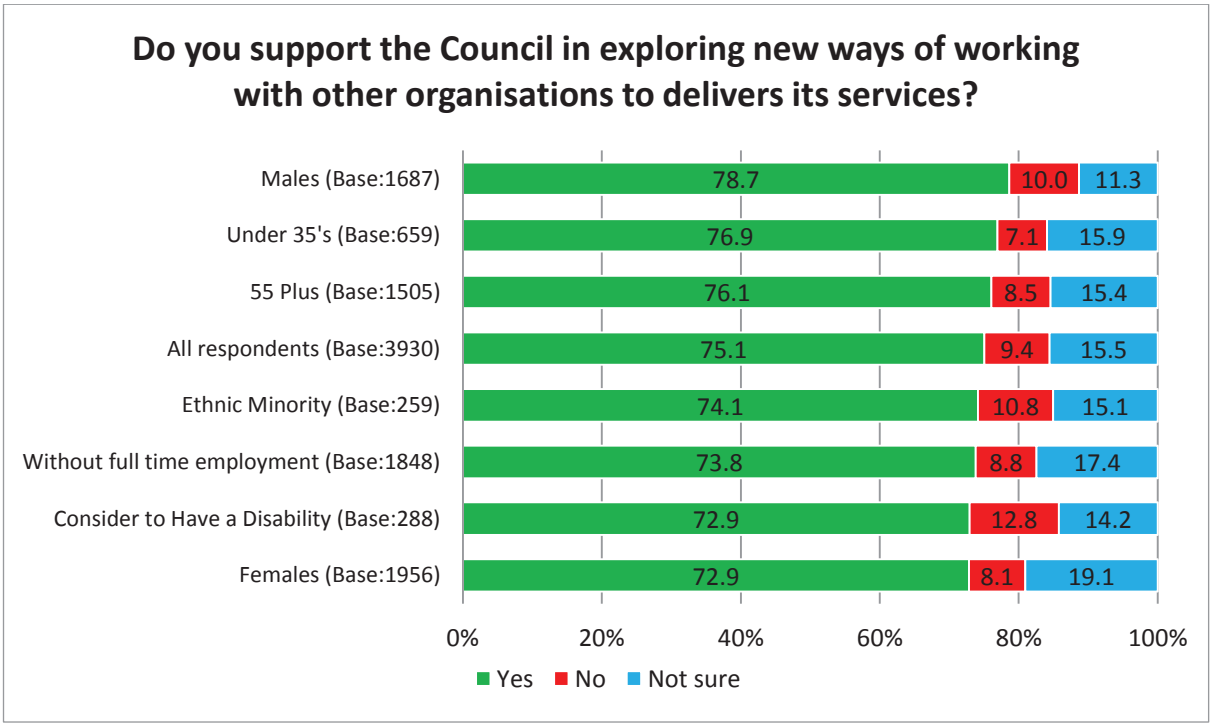


Overarching Themes

1.3 By geography

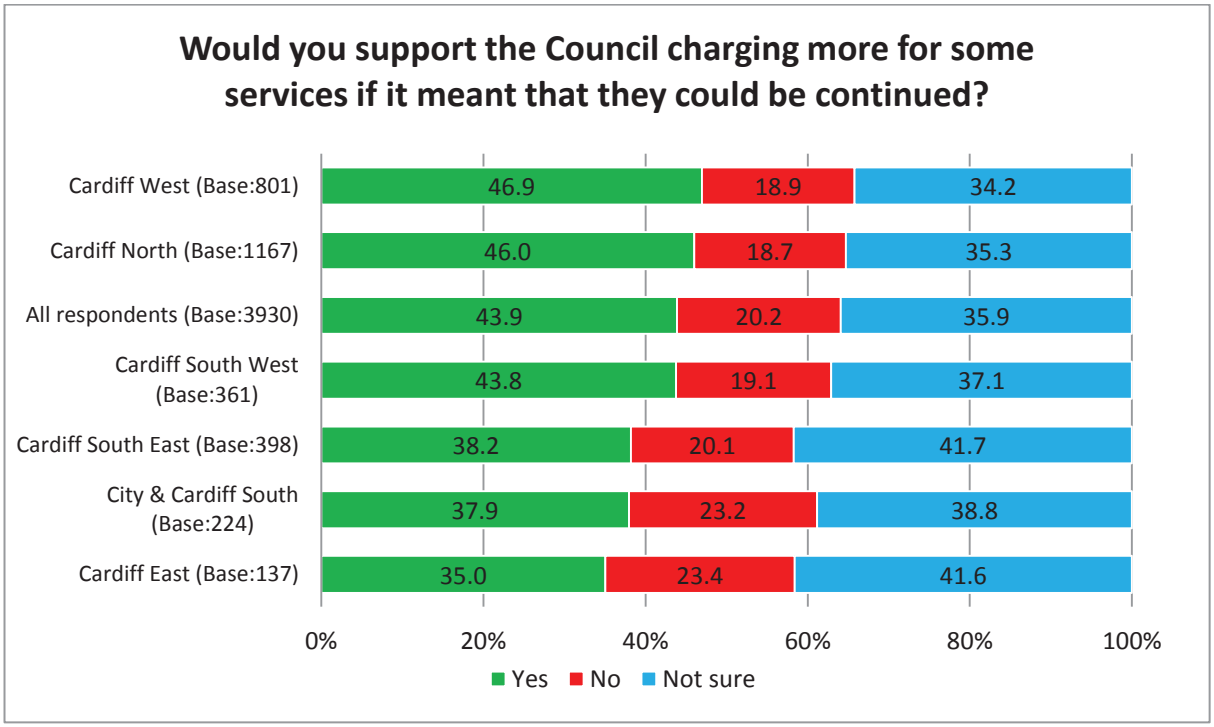


1.4 By demographics

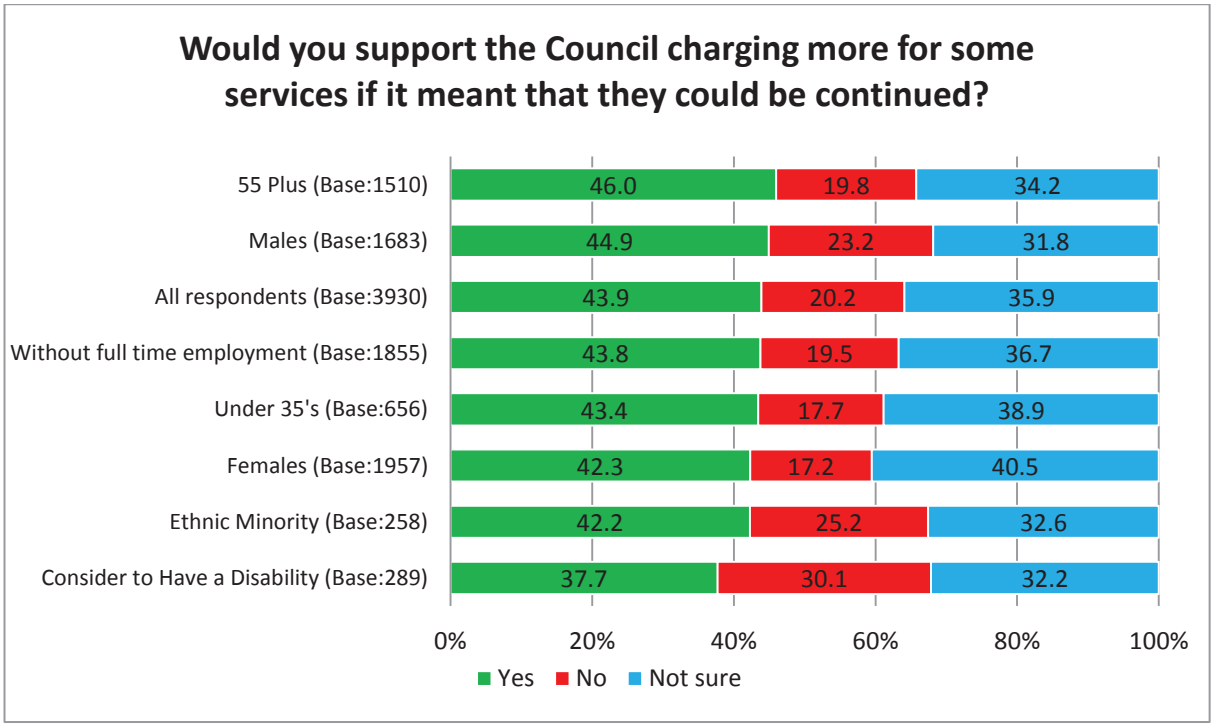


Overarching Themes

1.5 By geography

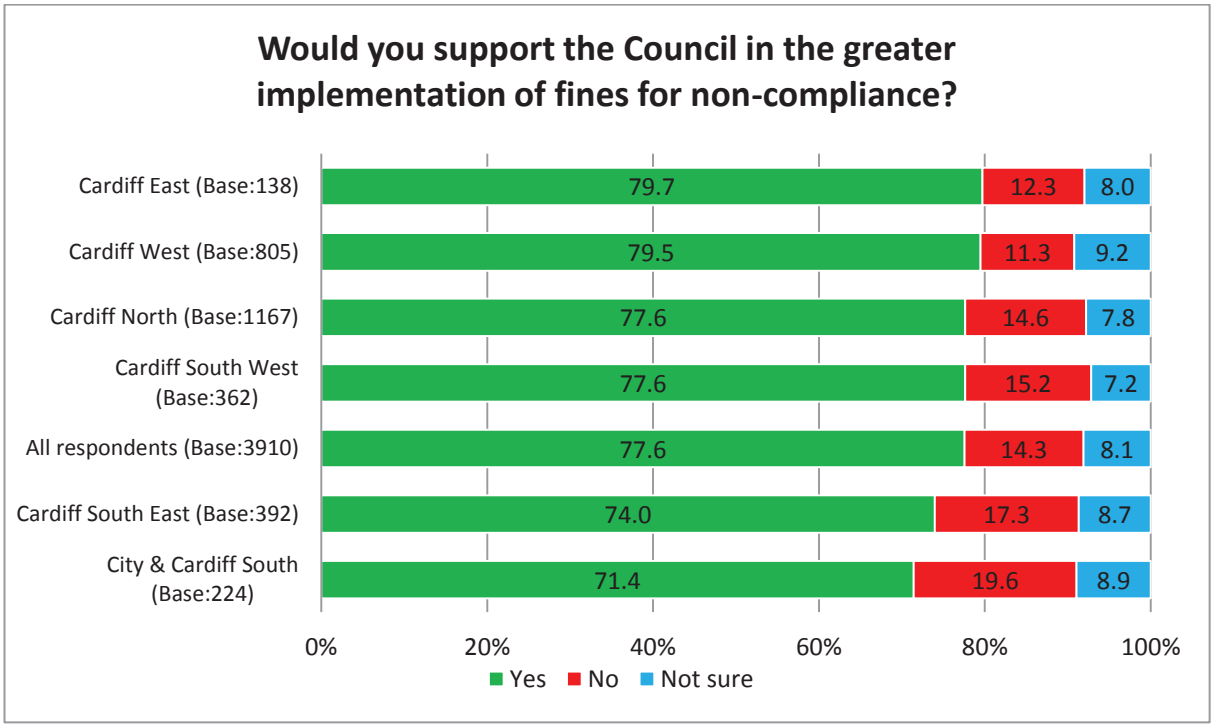


1.6 By demographics

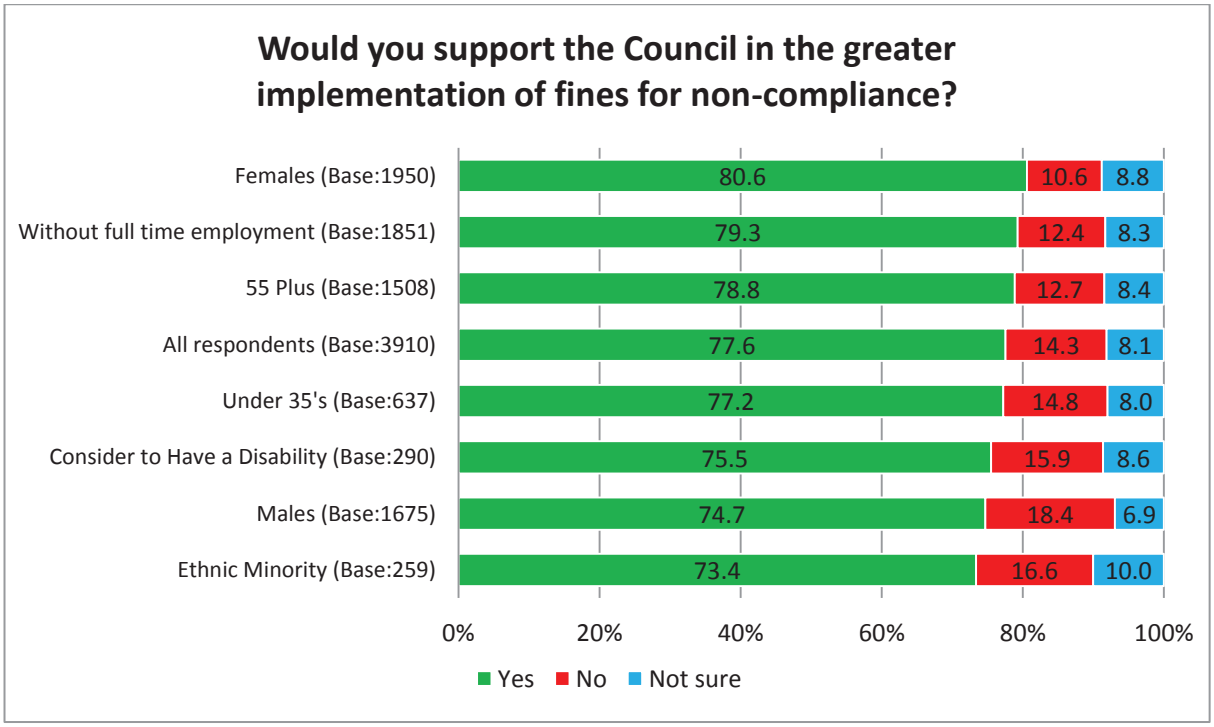


Overarching Themes

1.7 By geography

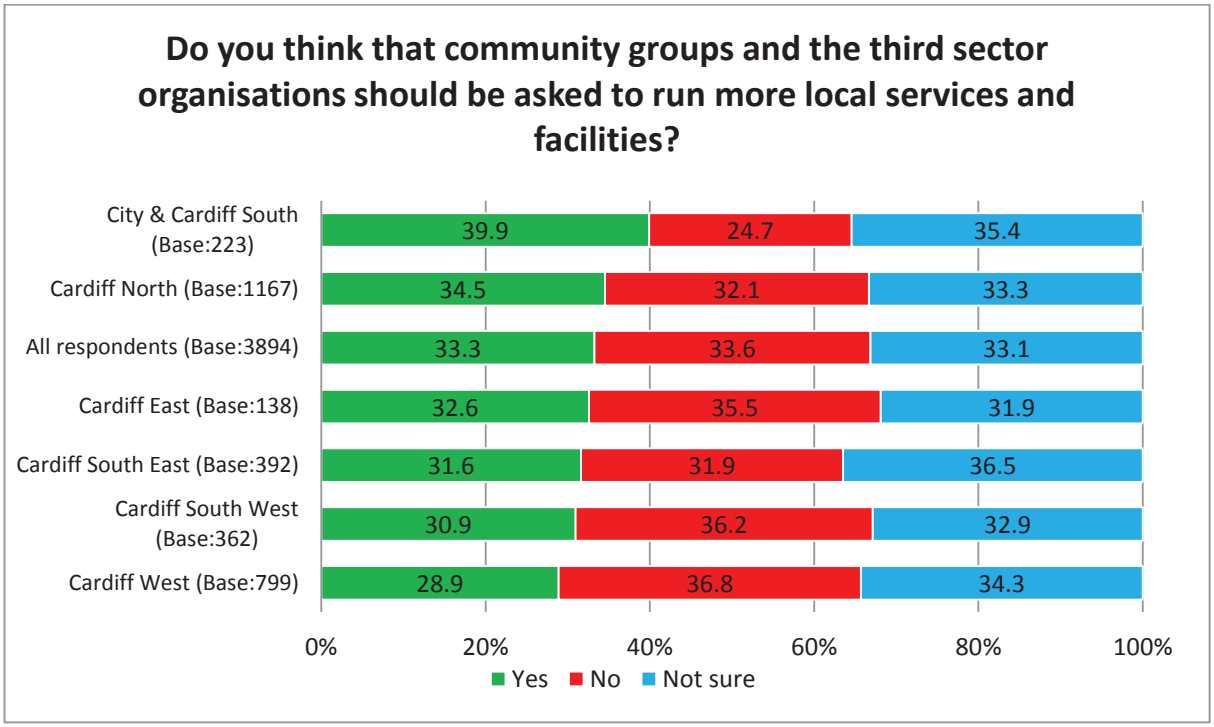


1.8 By demographics

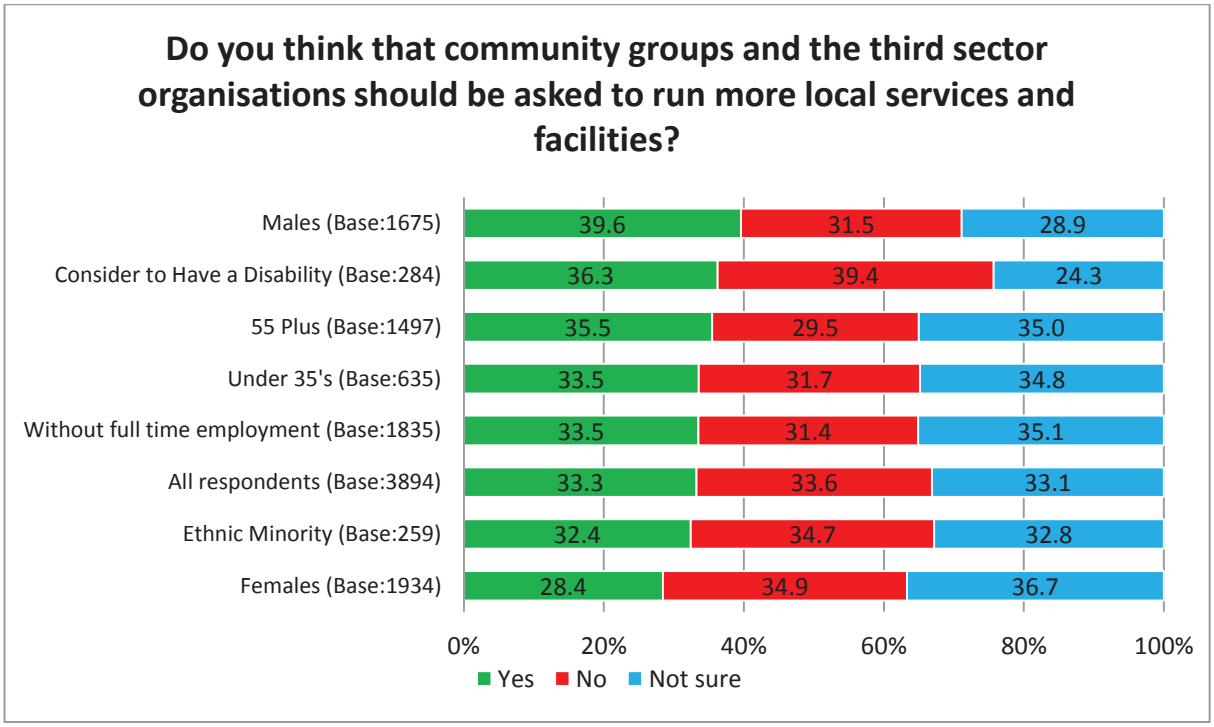


Overarching Themes

1.9 By geography



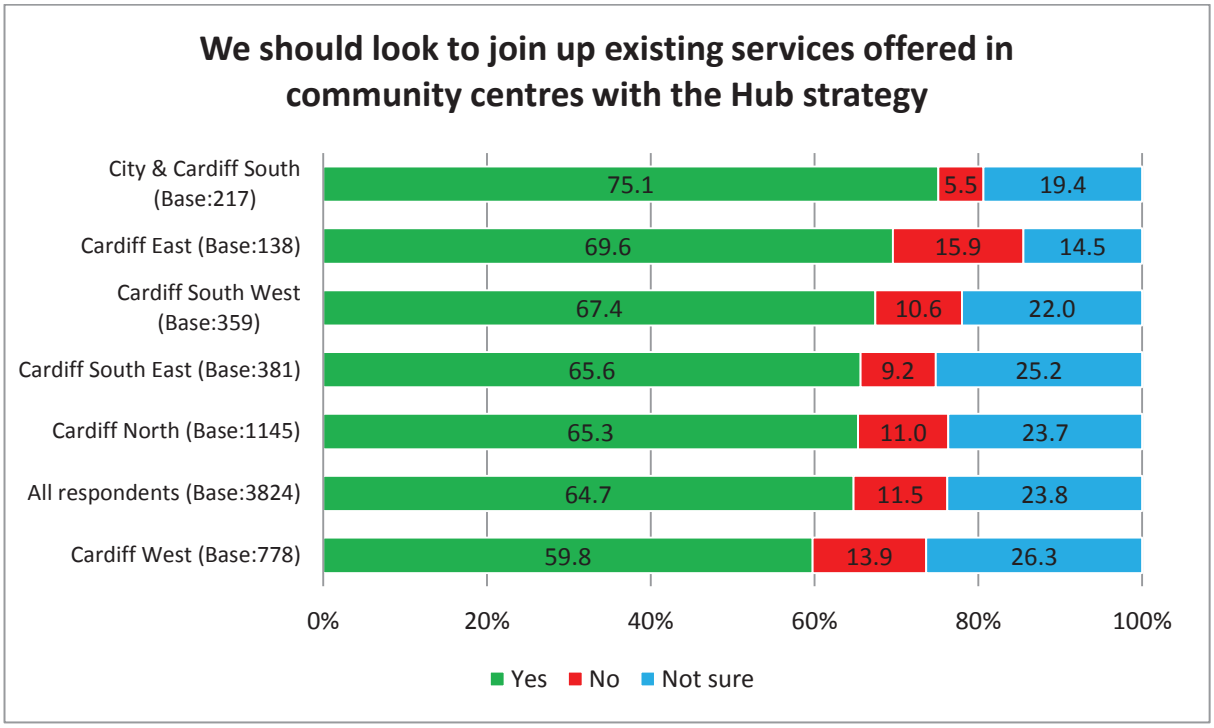
1.10 By demographics



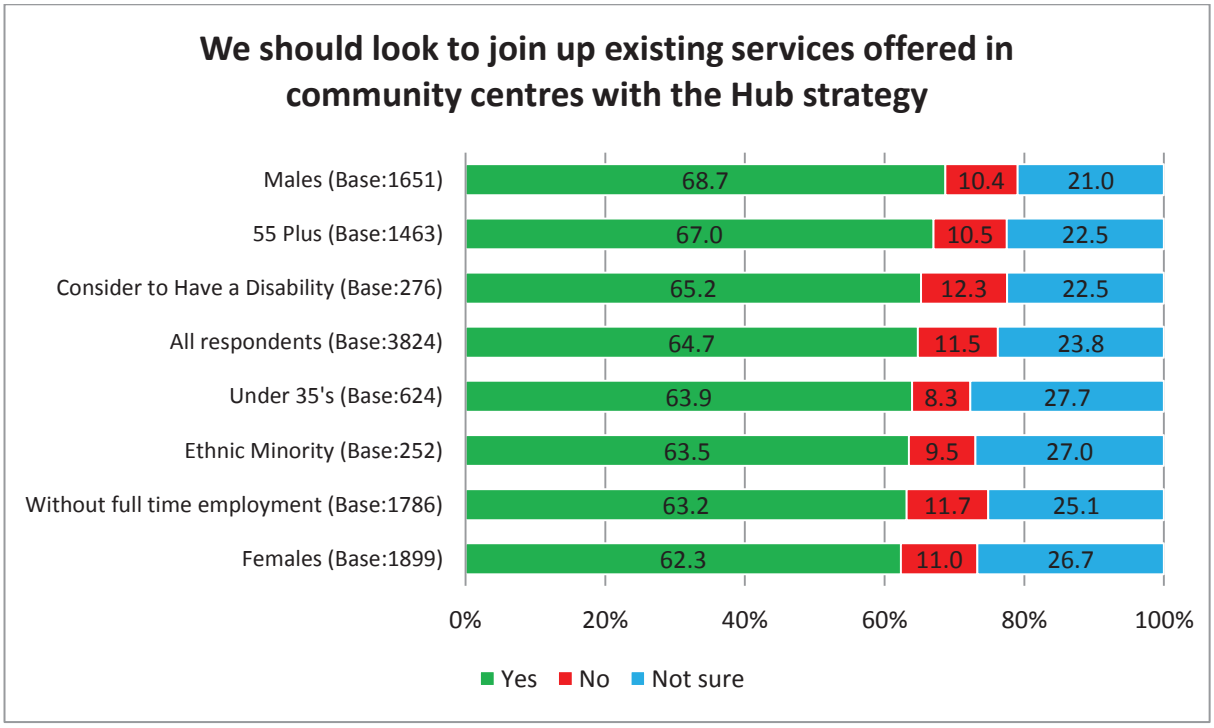
2. City-wide budget proposals

Community Centres

2.1 By geography

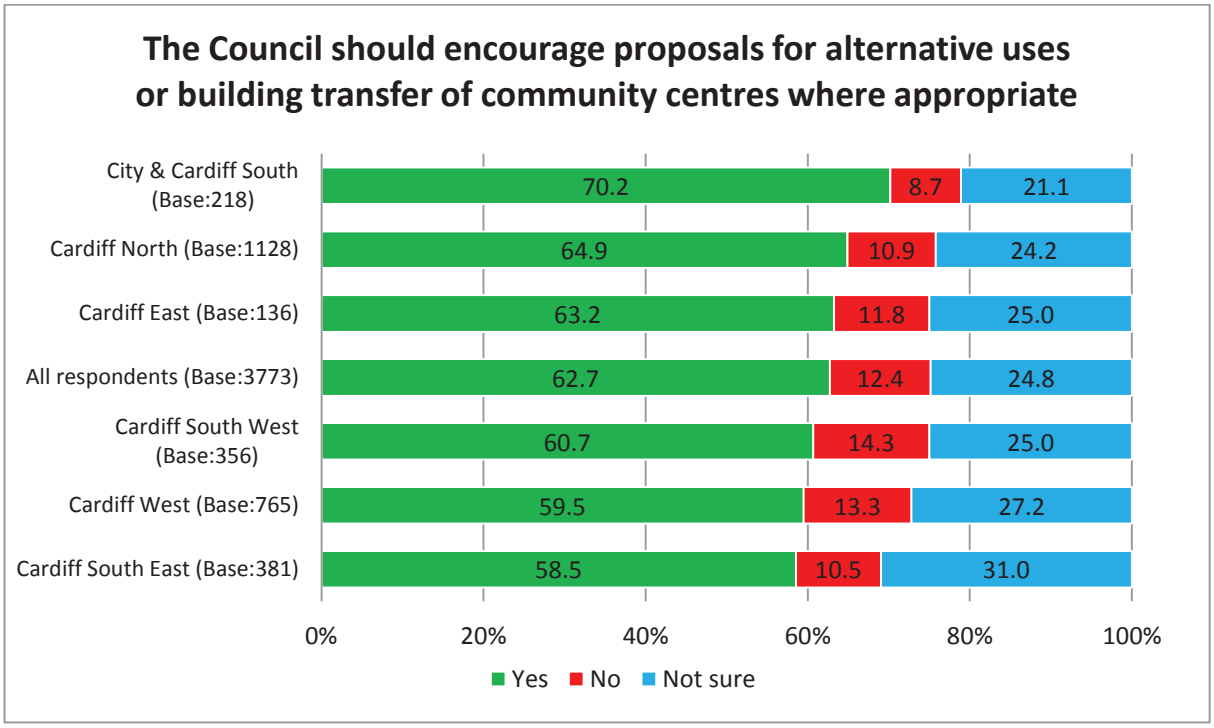


2.2 By demographics

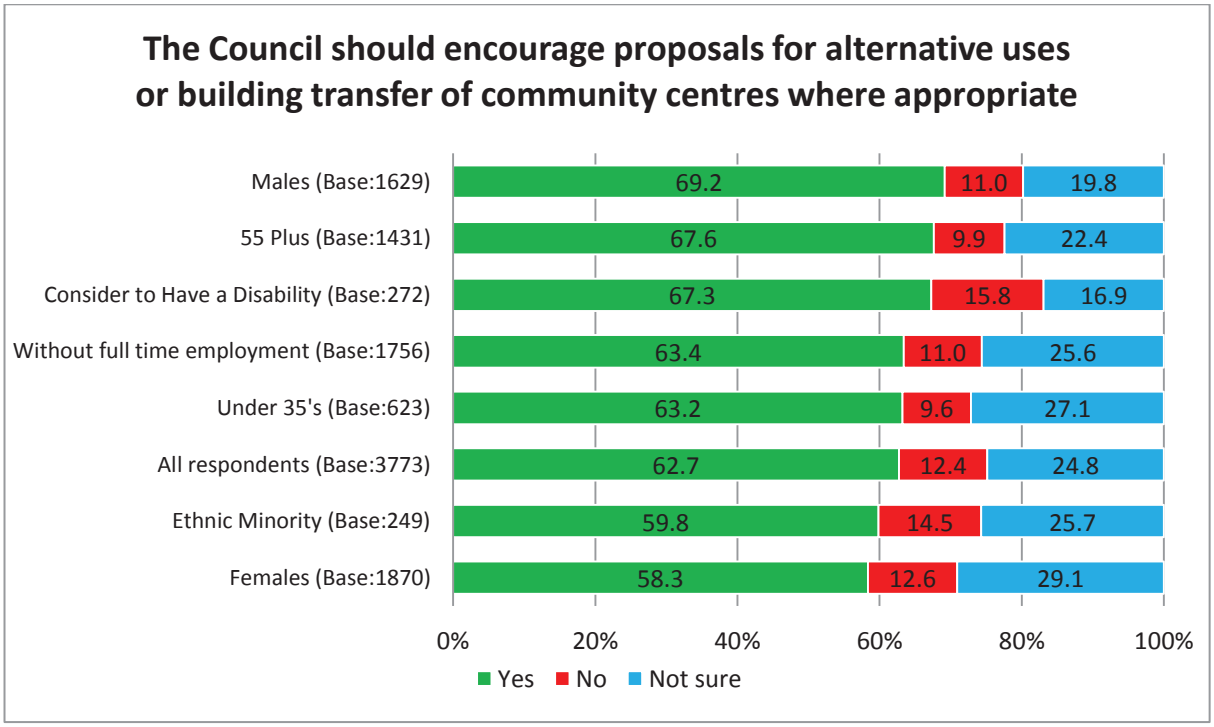


Community Centres

2.3 By geography

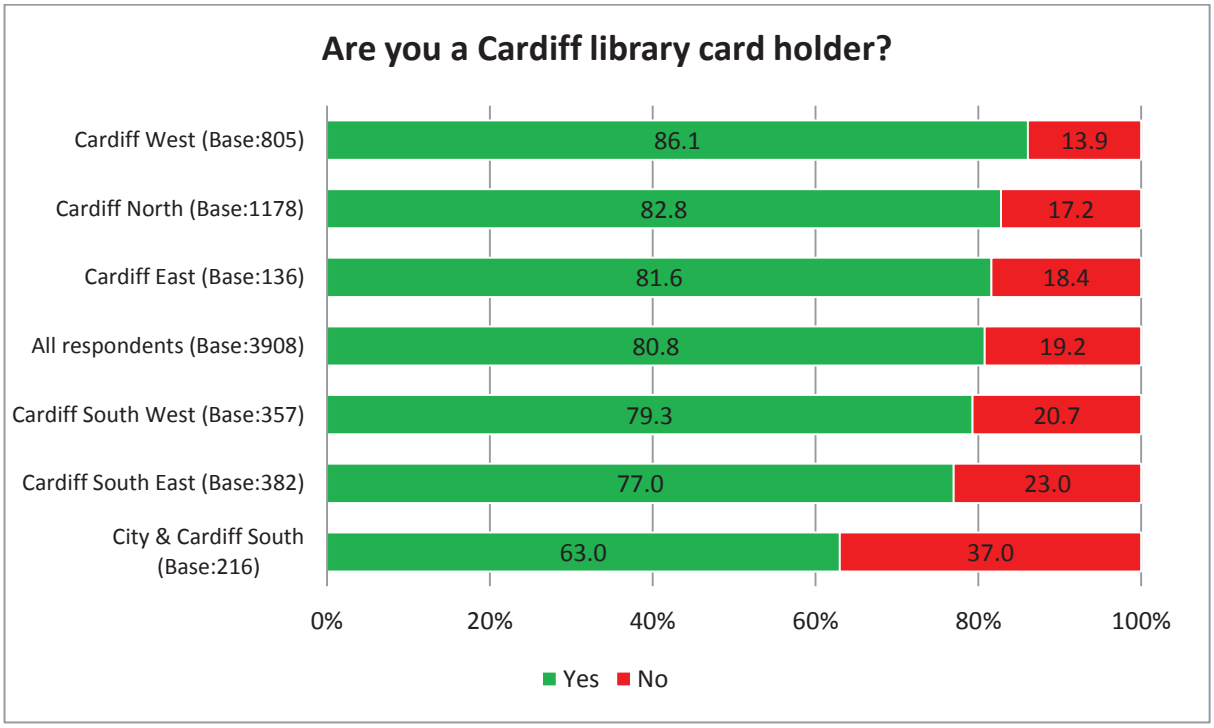


2.4 By demographics

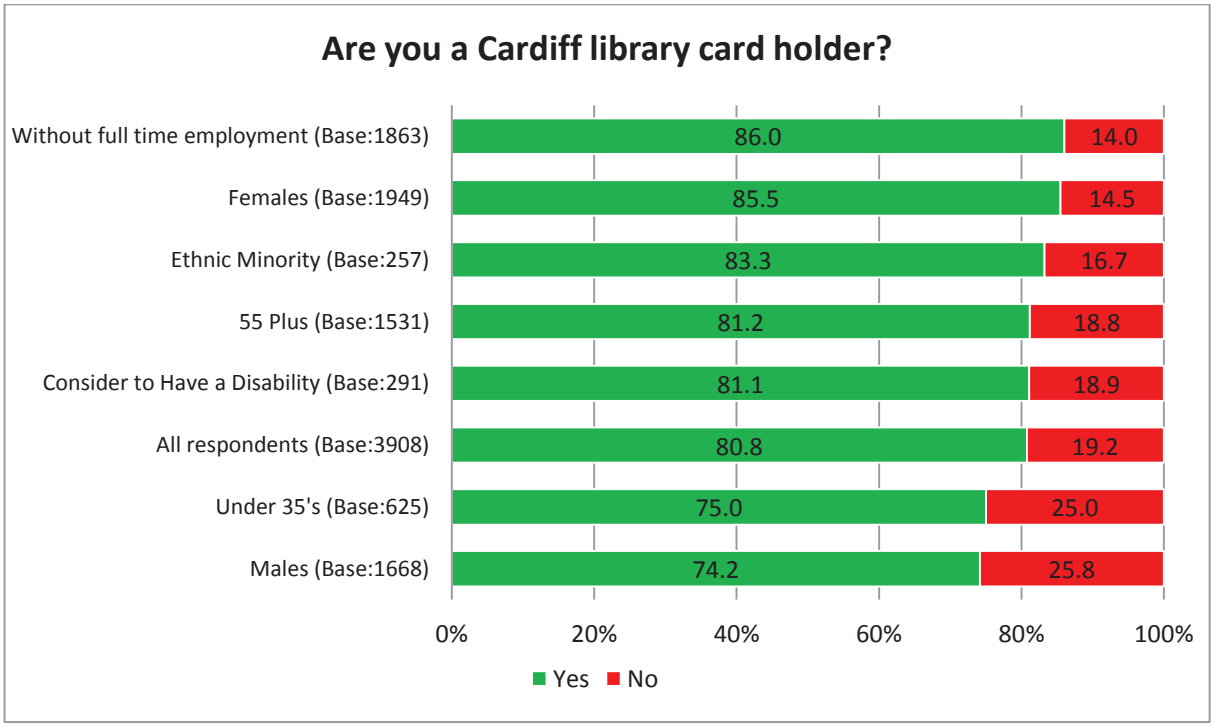


Library Services

2.5 By geography

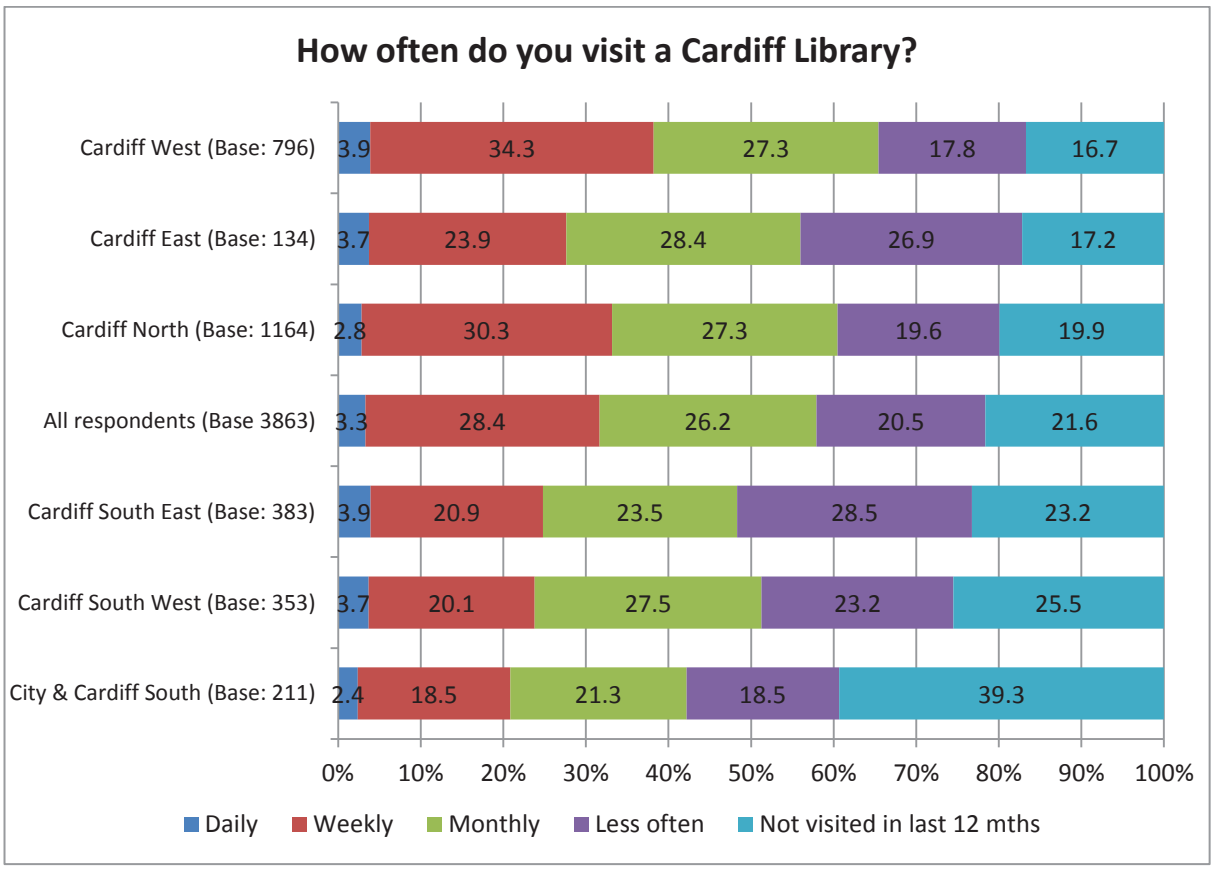


2.6 By demographics



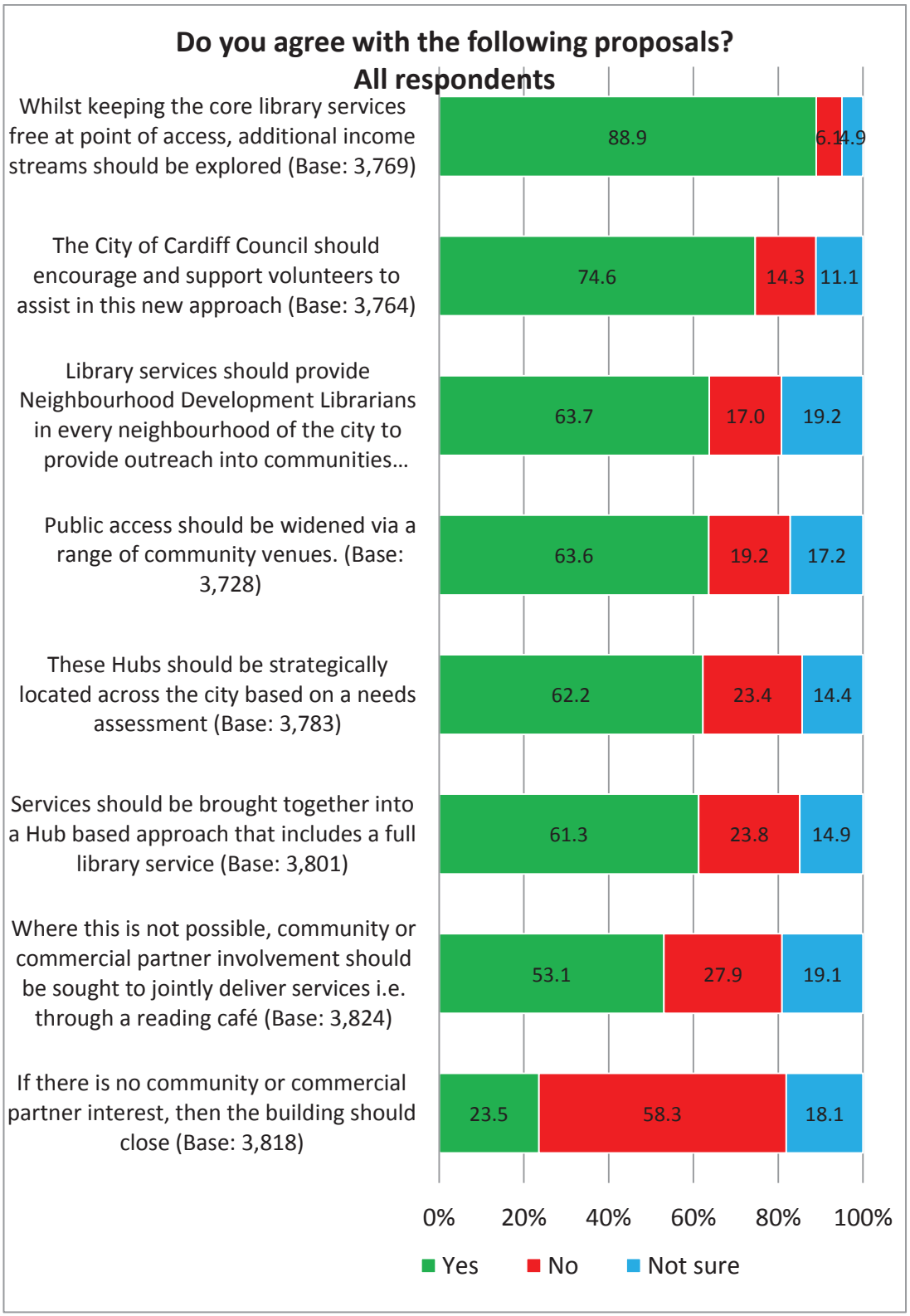
Library Services

2.7 By geography



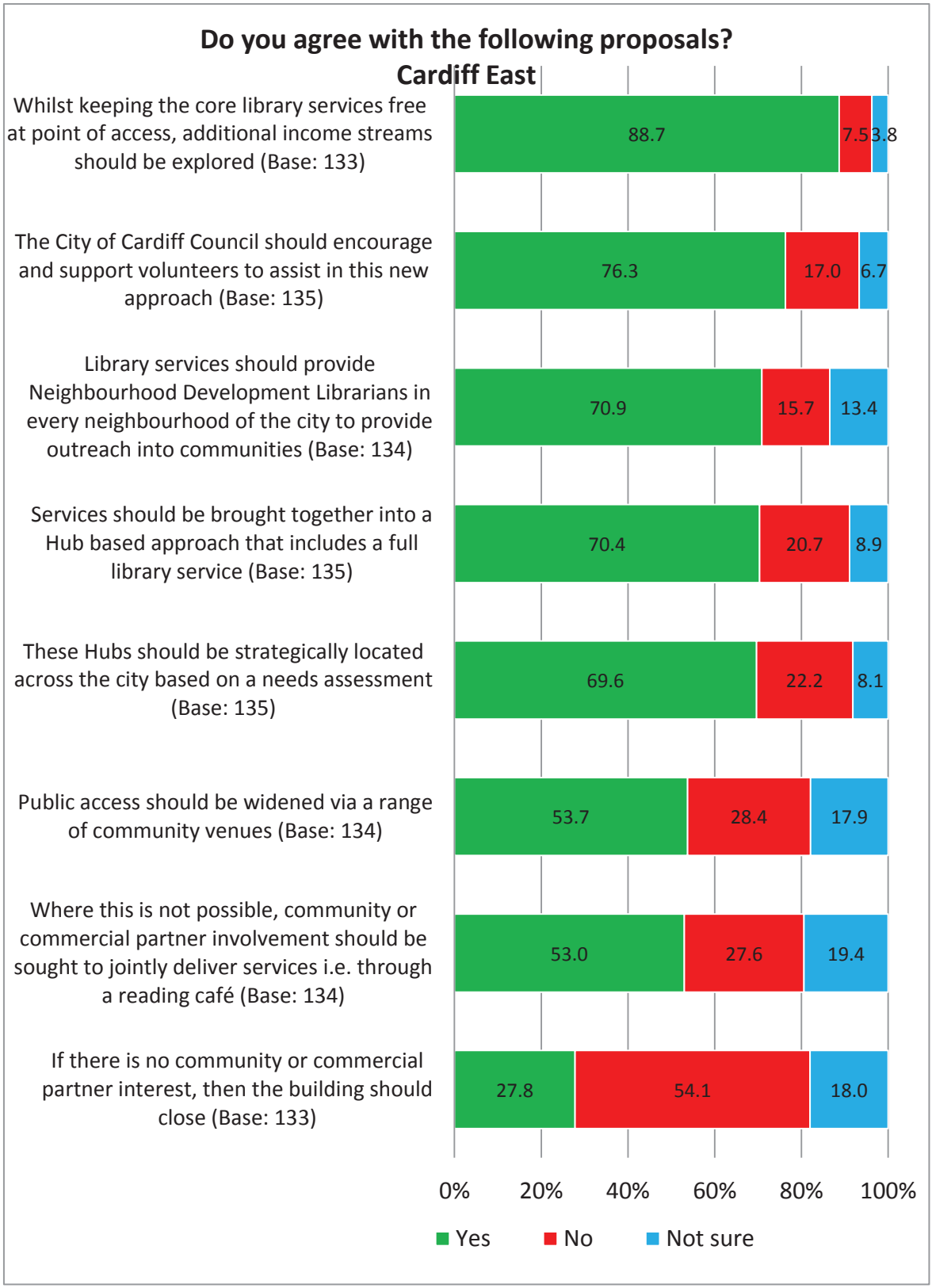
Library Services

2.8 By geography – all respondents



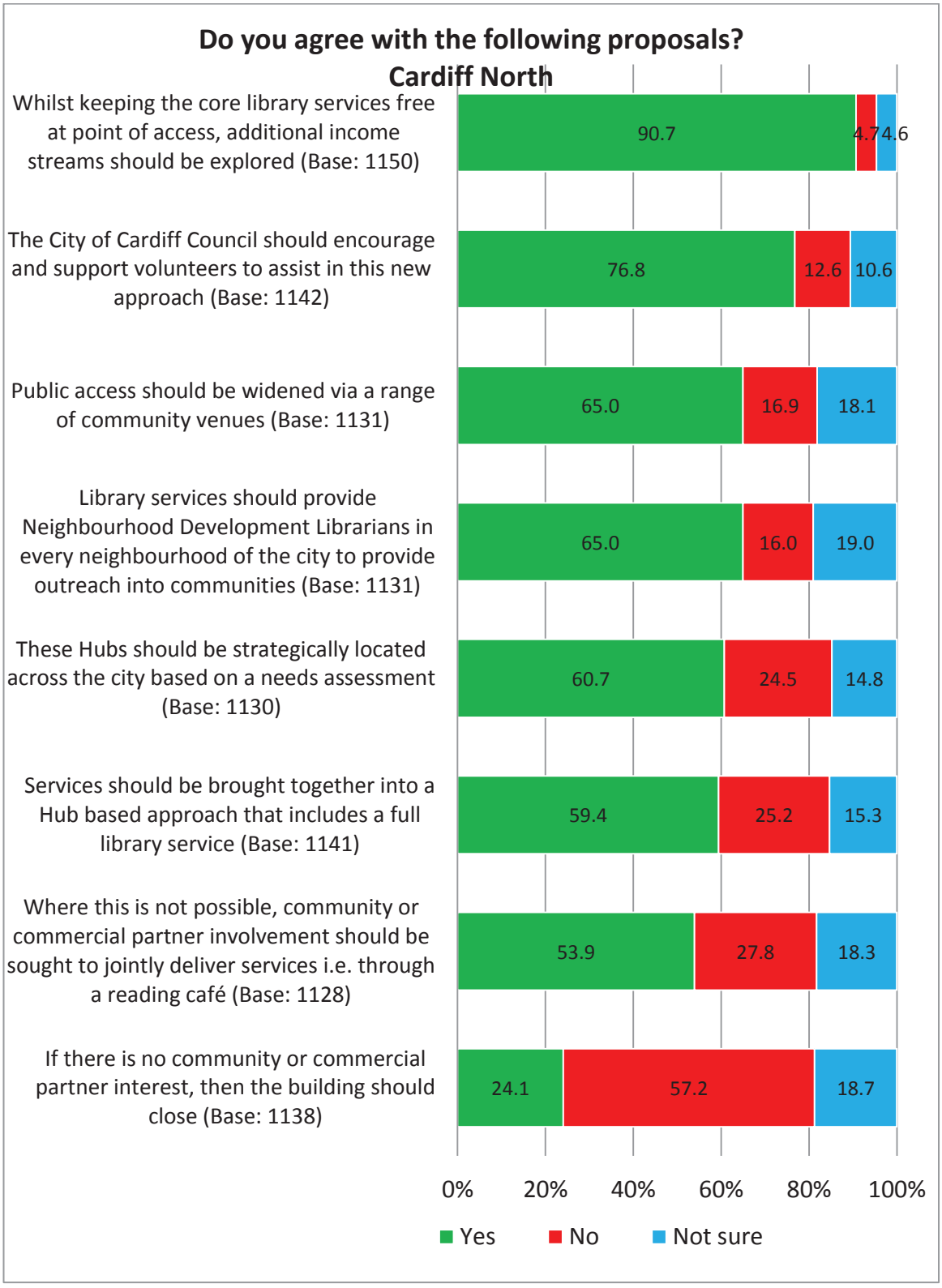
Library Services

2.9 By geography – Cardiff East



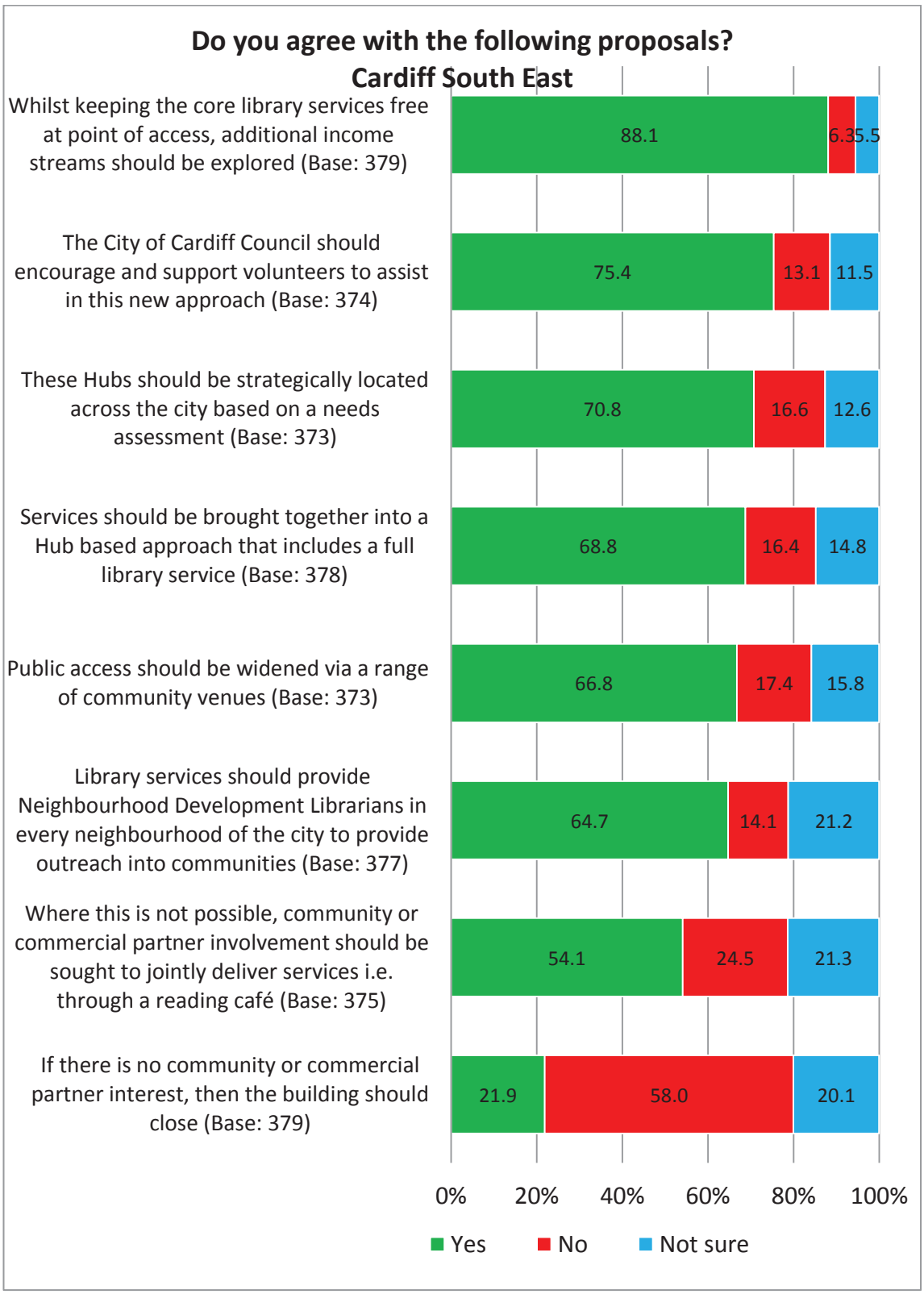
Library Services

2.10 By geography – Cardiff North



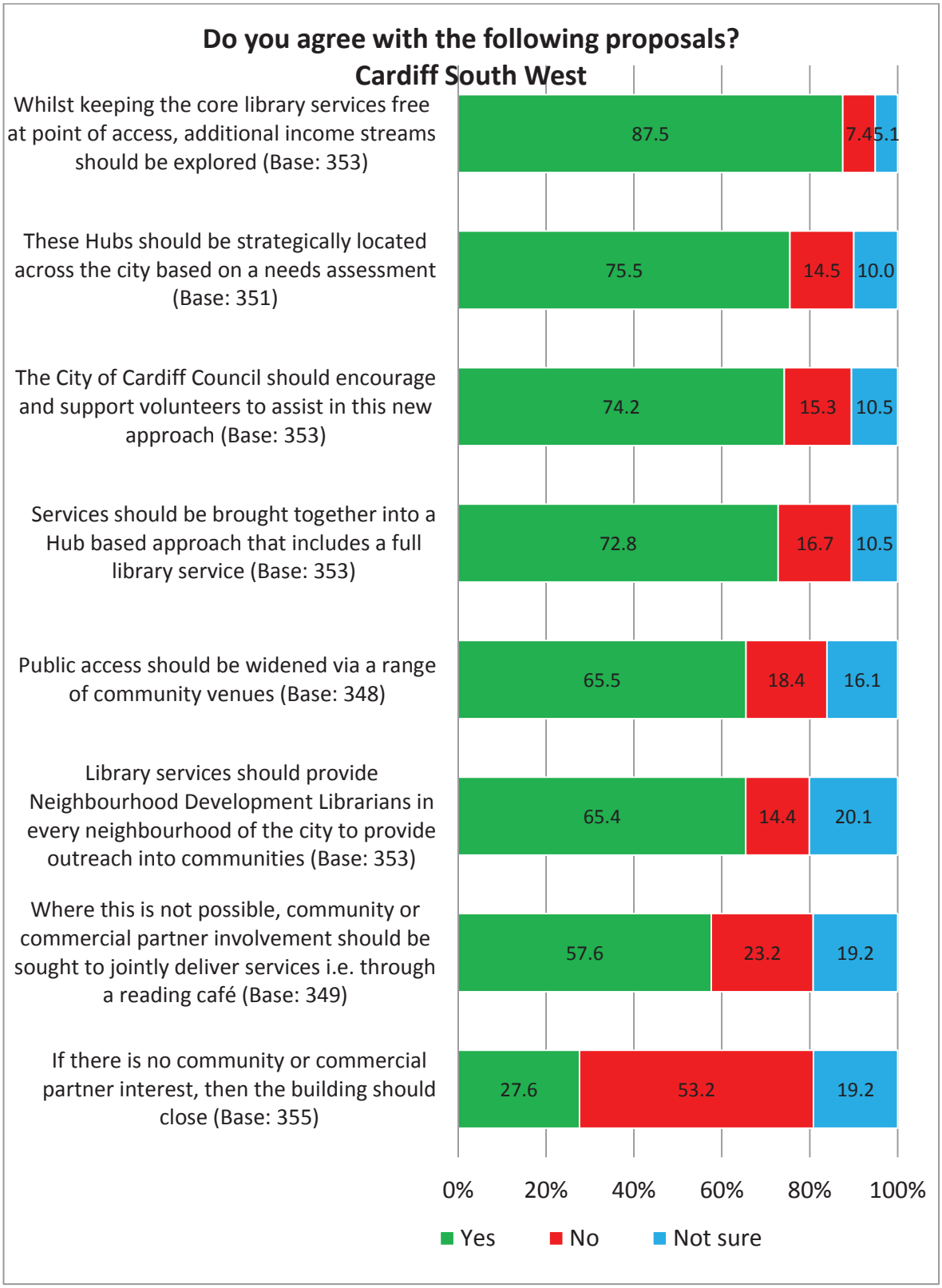
Library Services

2.11 By geography – Cardiff South East



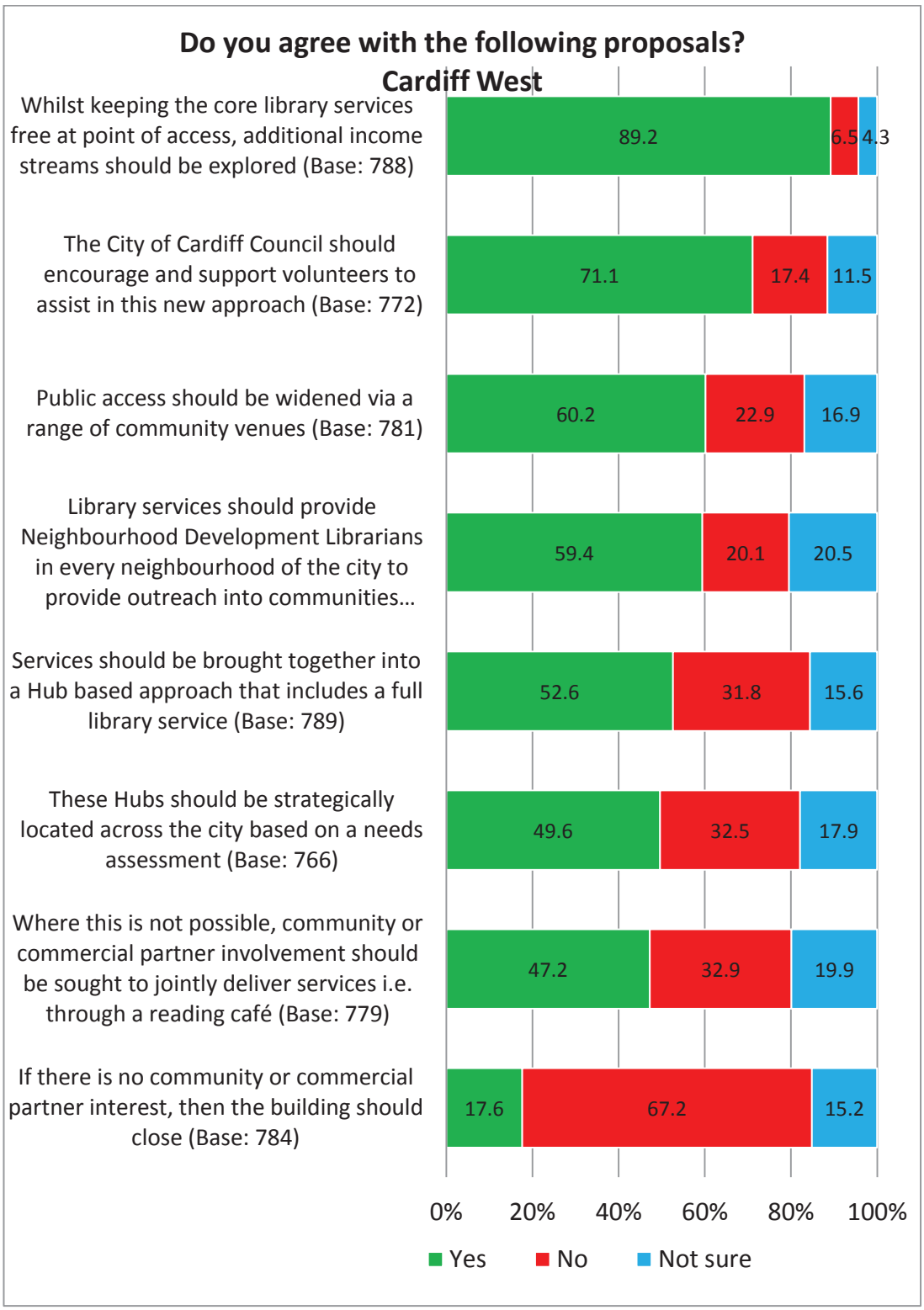
Library Services

2.12 By geography – Cardiff South West



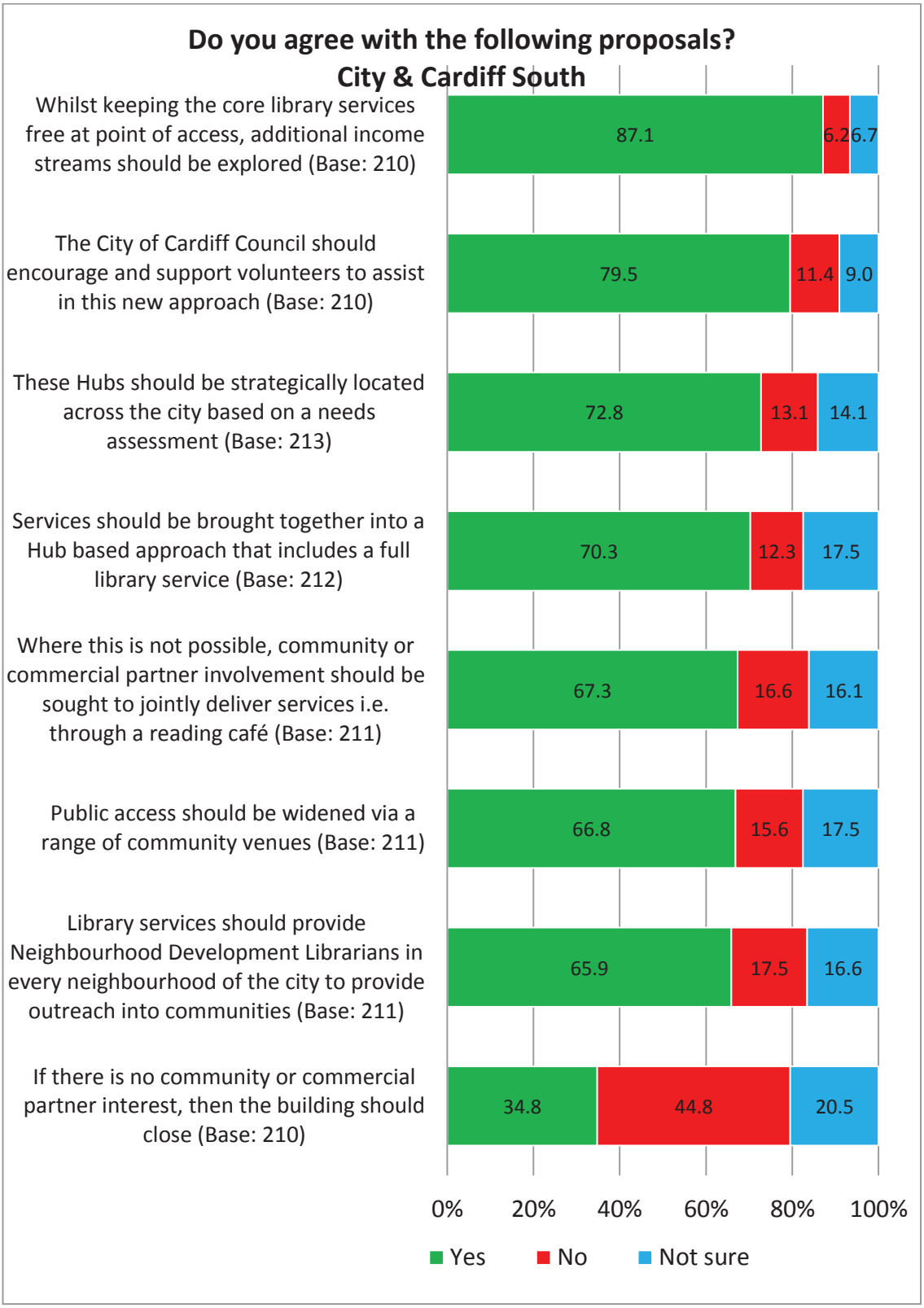
Library Services

2.13 By geography – Cardiff West



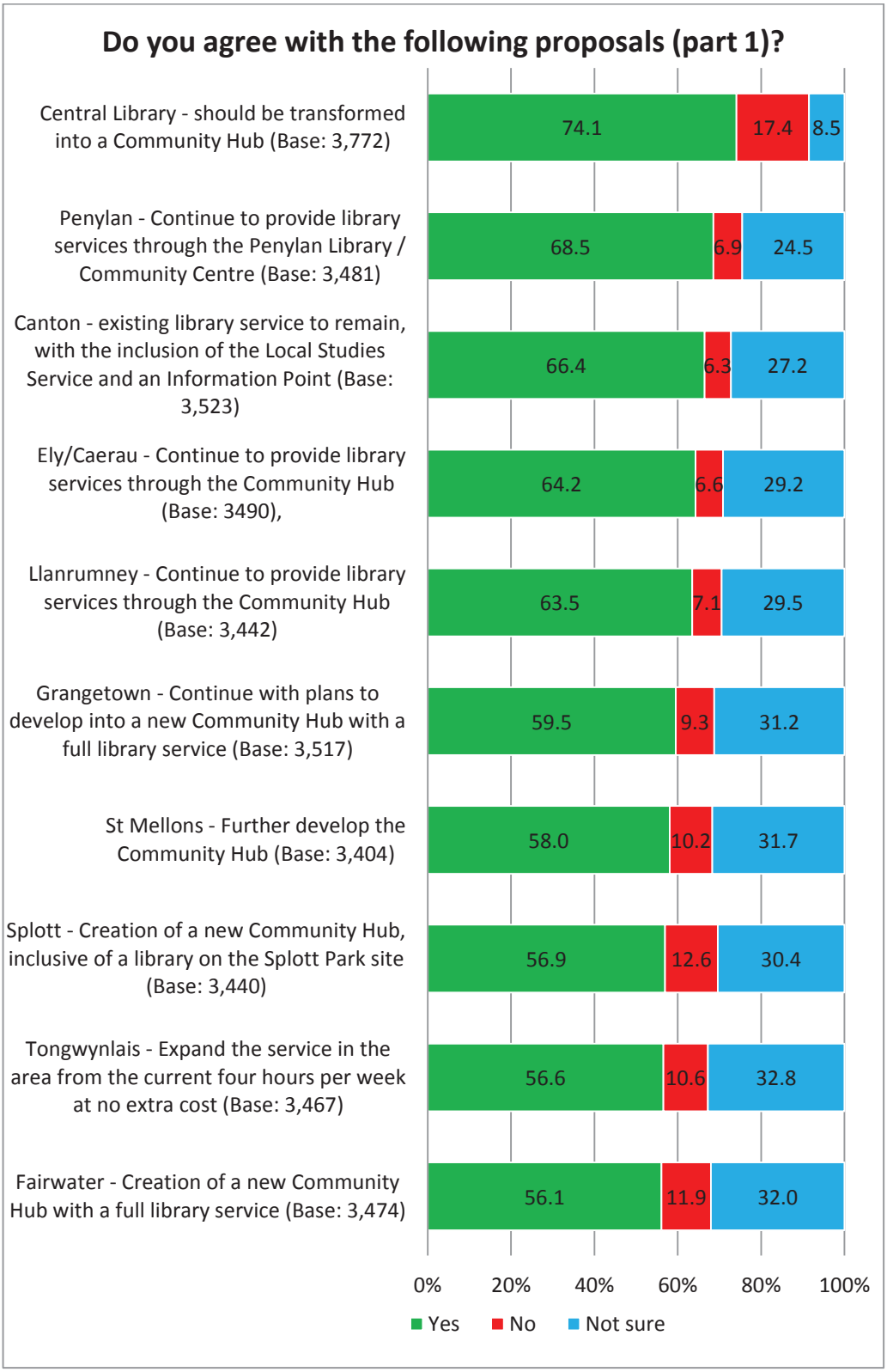
Library Services

2.14 By geography – Cardiff City & South



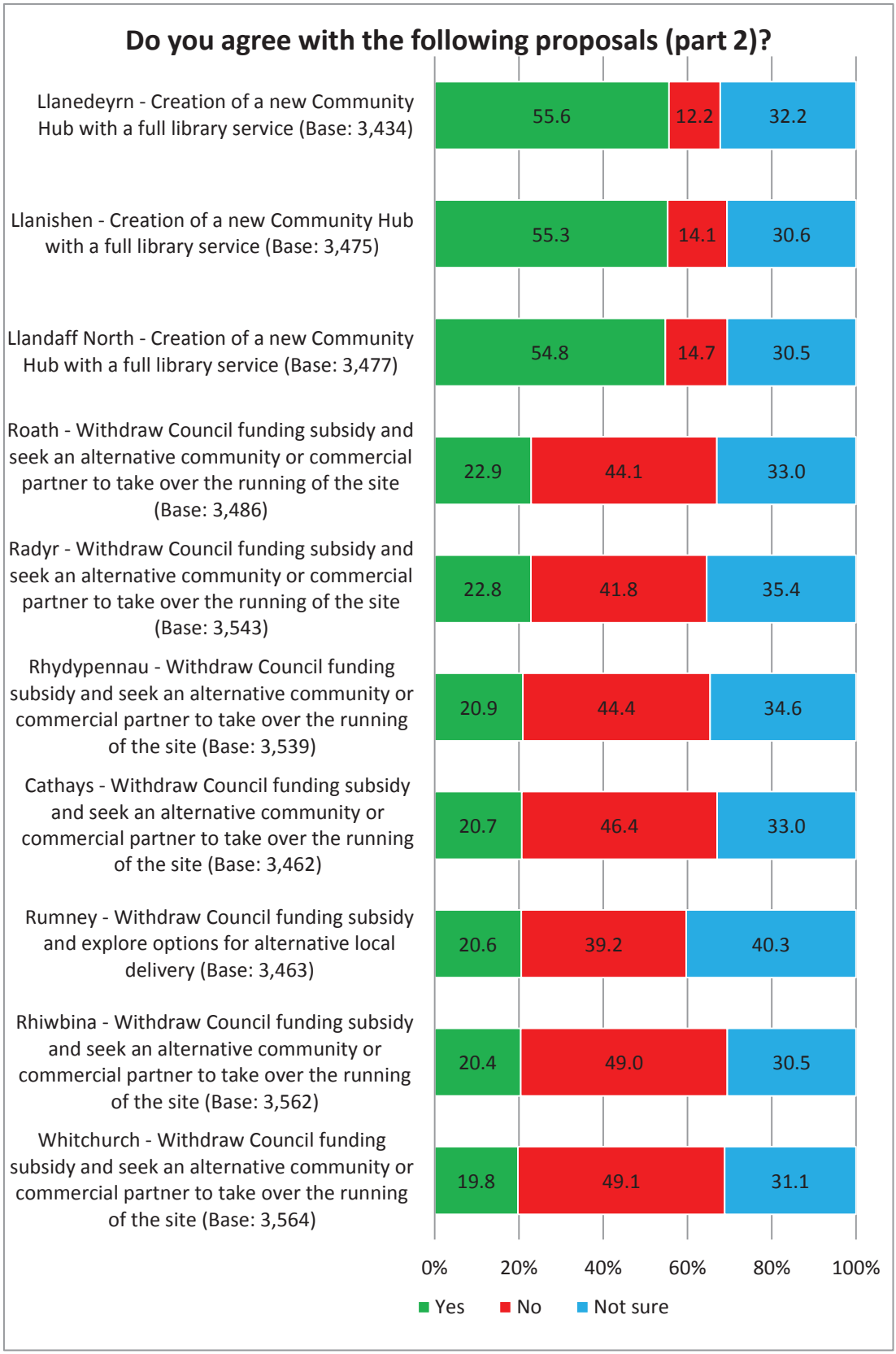
Library Services

2.15 By Library



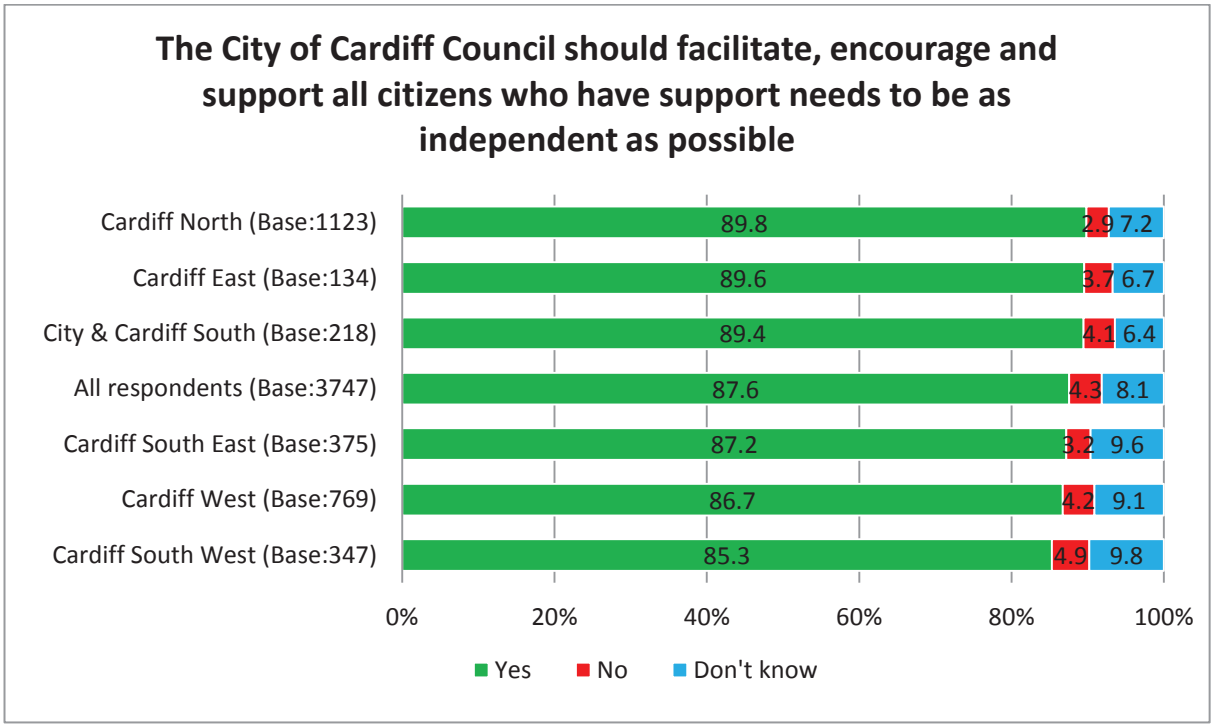
Library Services

2.16 By Library

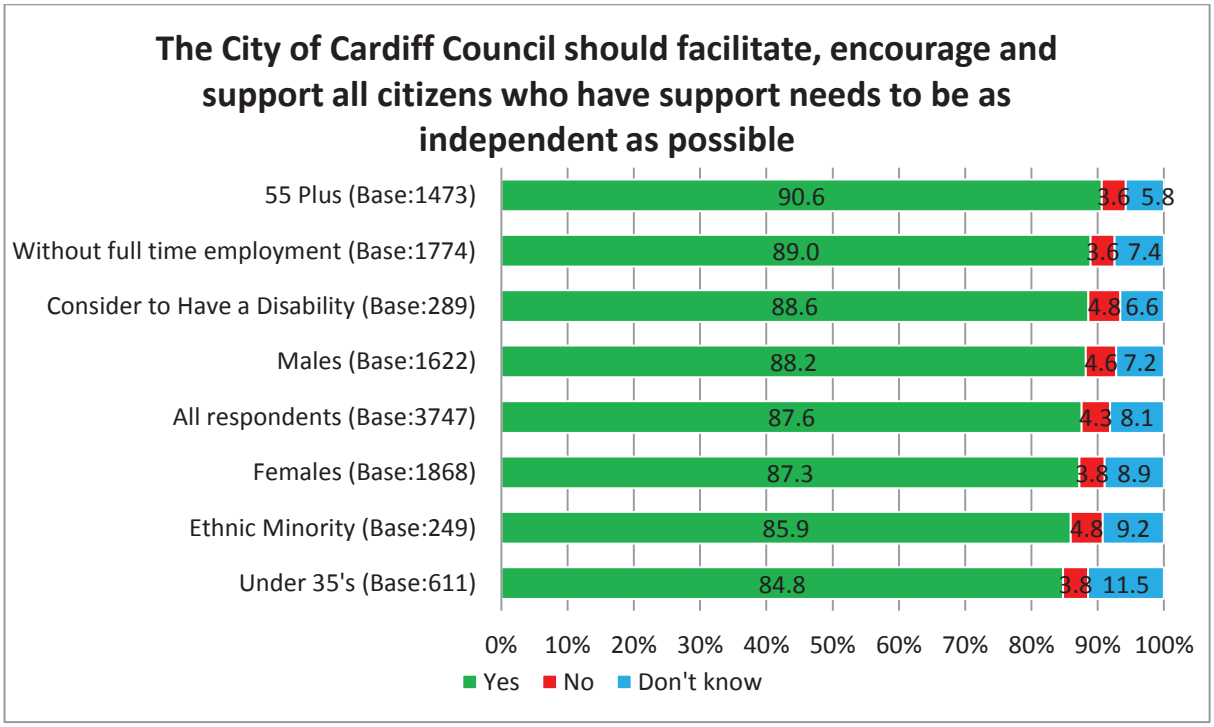


Day Services for older and disabled people

2.17 By geography

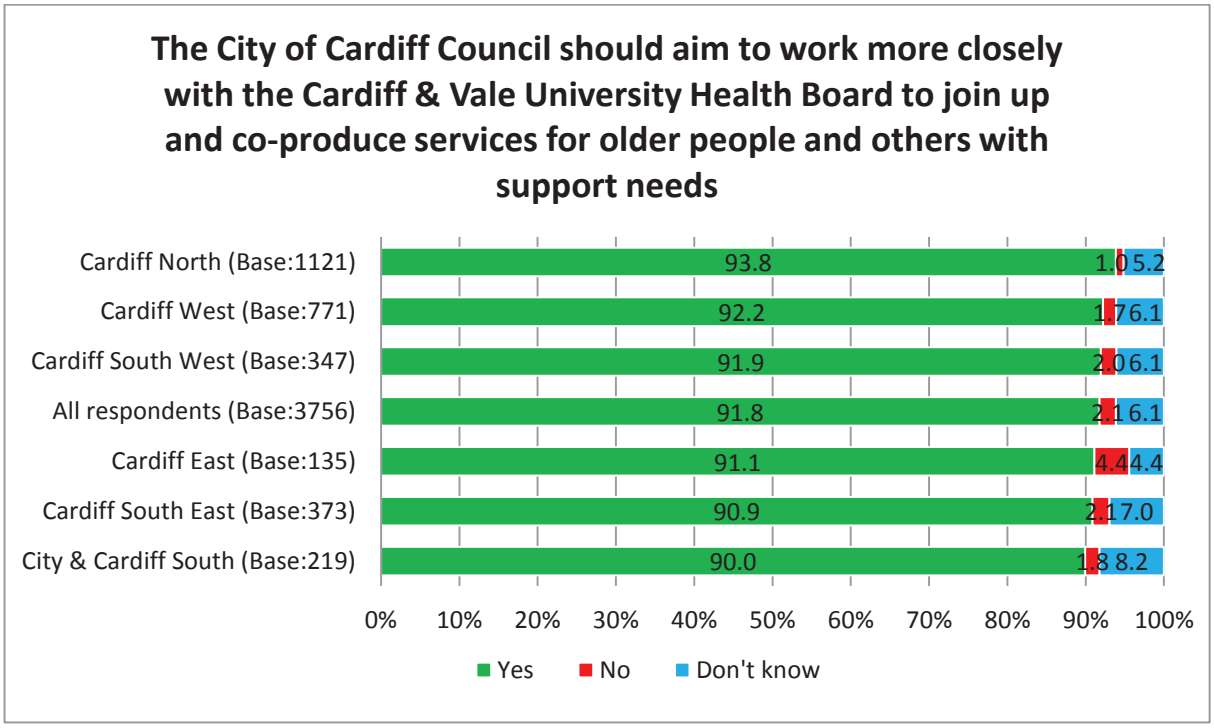


2.18 By demographics

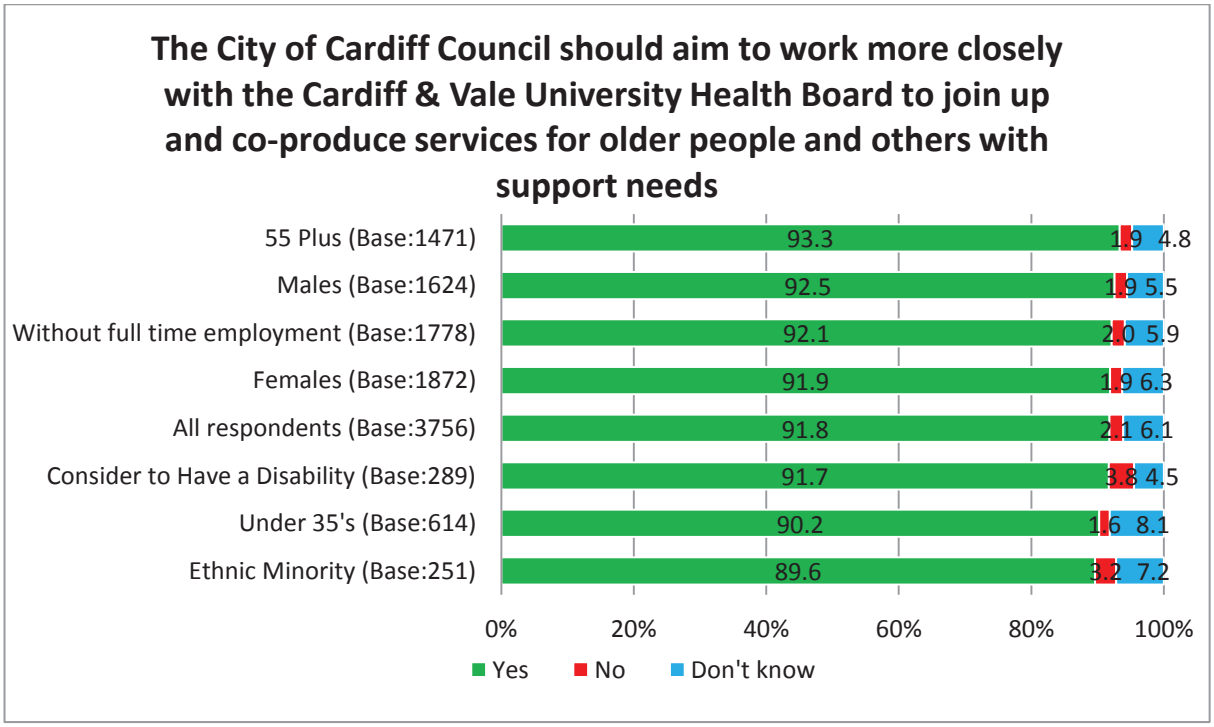


Day Services for older and disabled people

2.19 By geography

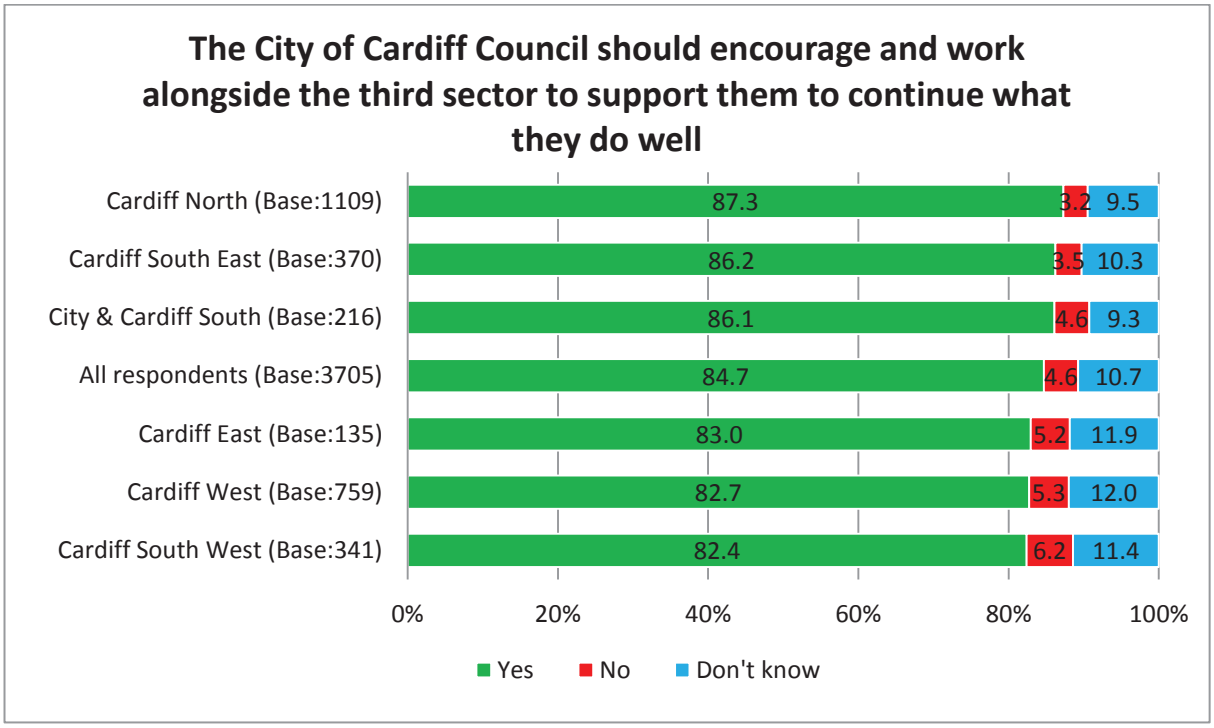


2.20 By demographics

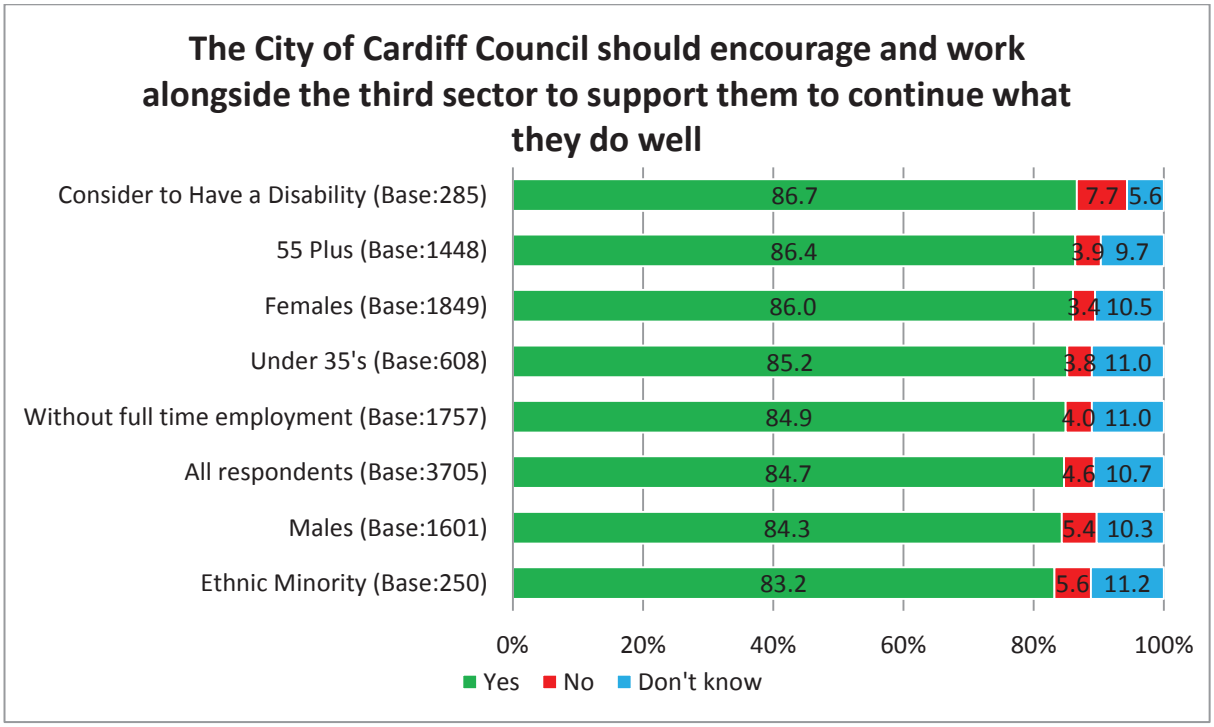


Day Services for older and disabled people

2.21 By geography

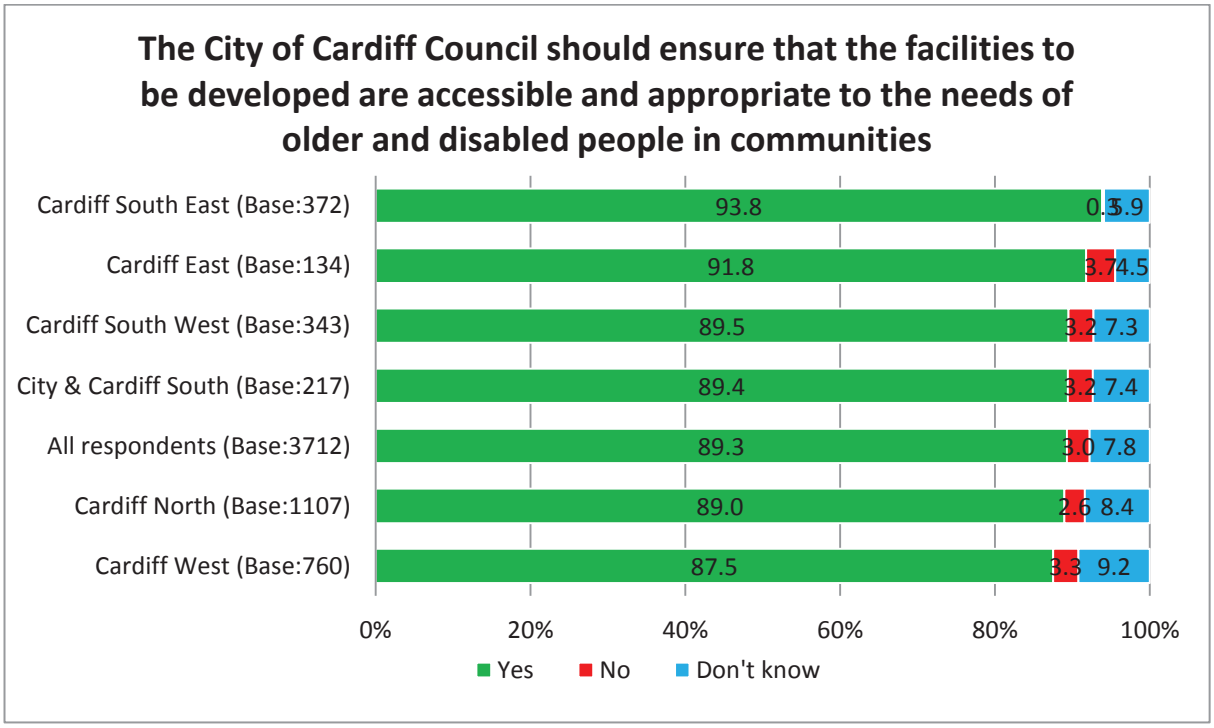


2.22 By demographics



Day Services for older and disabled people

2.23 By geography



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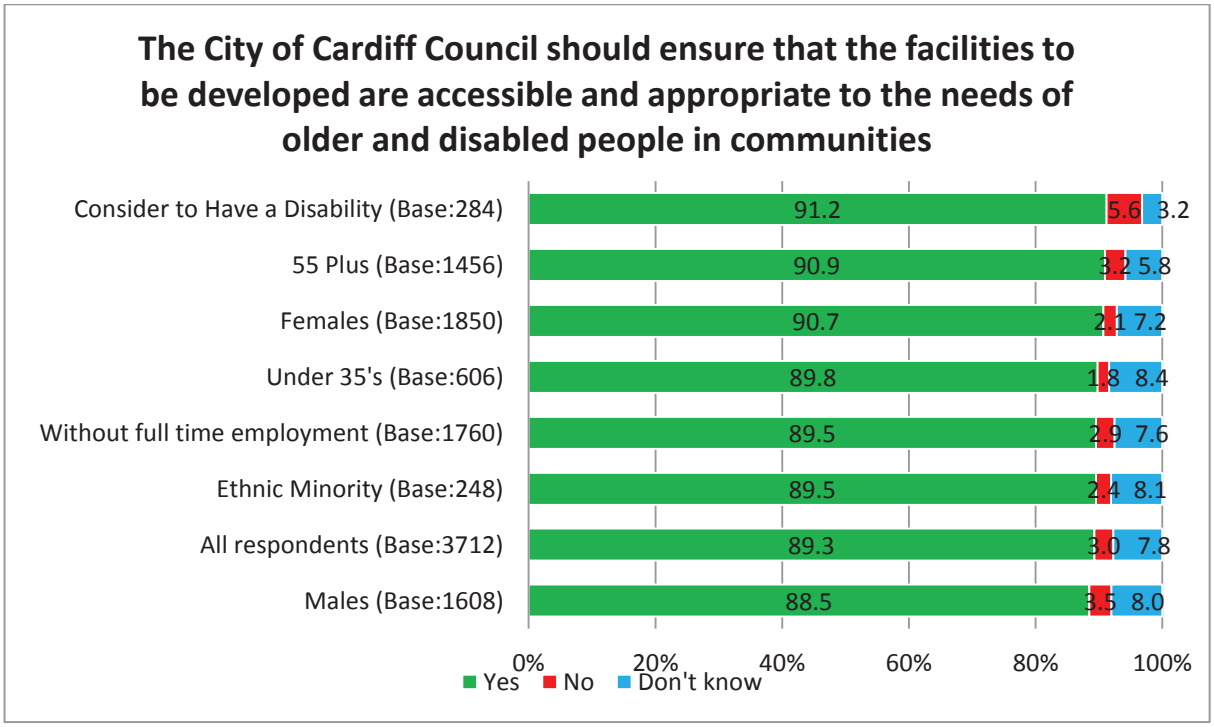
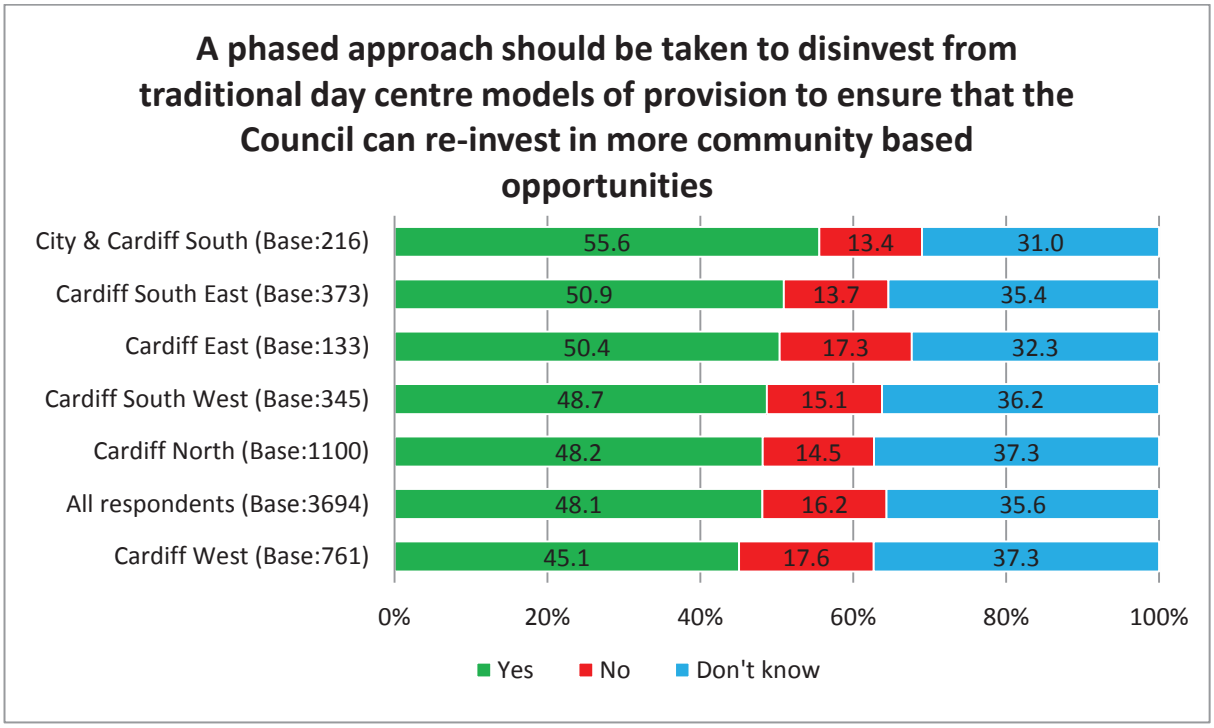


Day Services for older and disabled people

2.25 By geography



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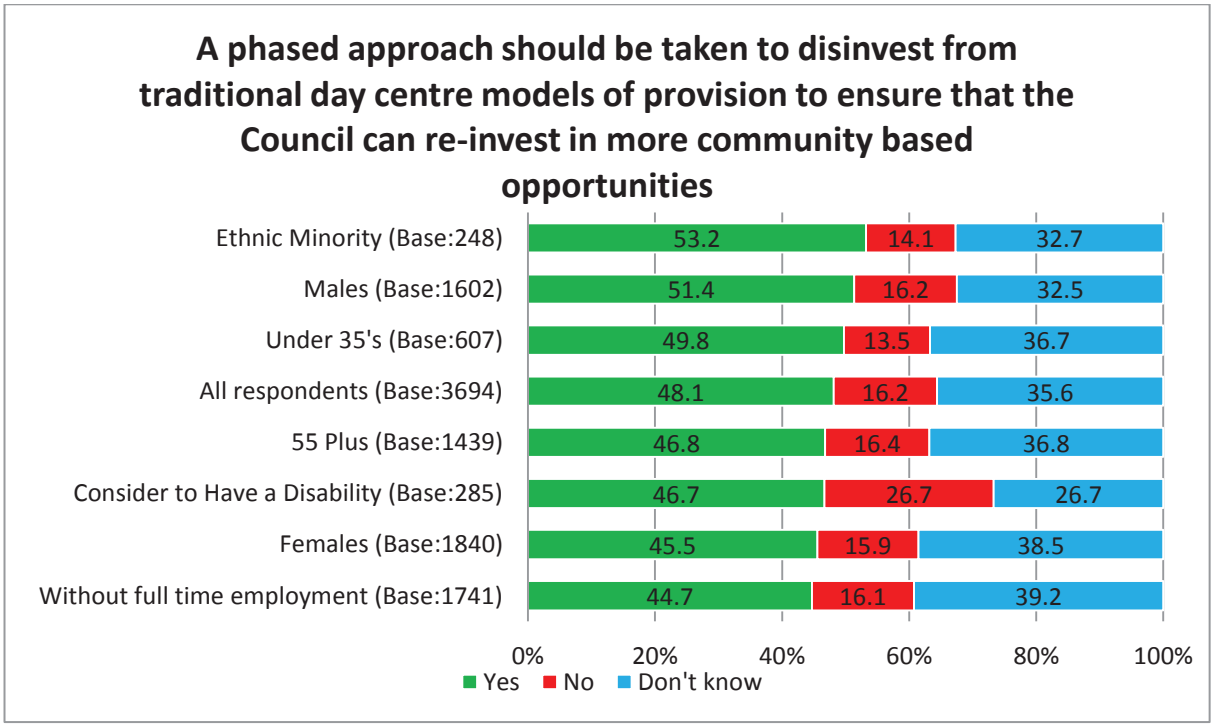
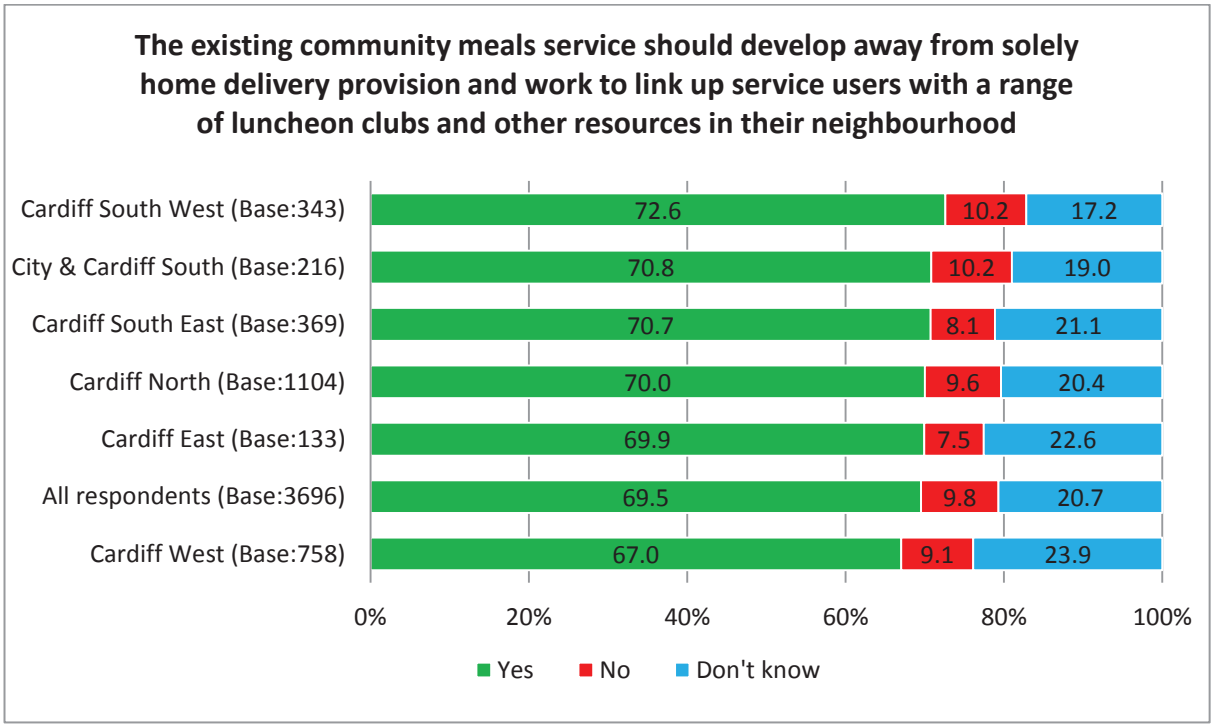


Day Services for older and disabled people

2.27 By geography



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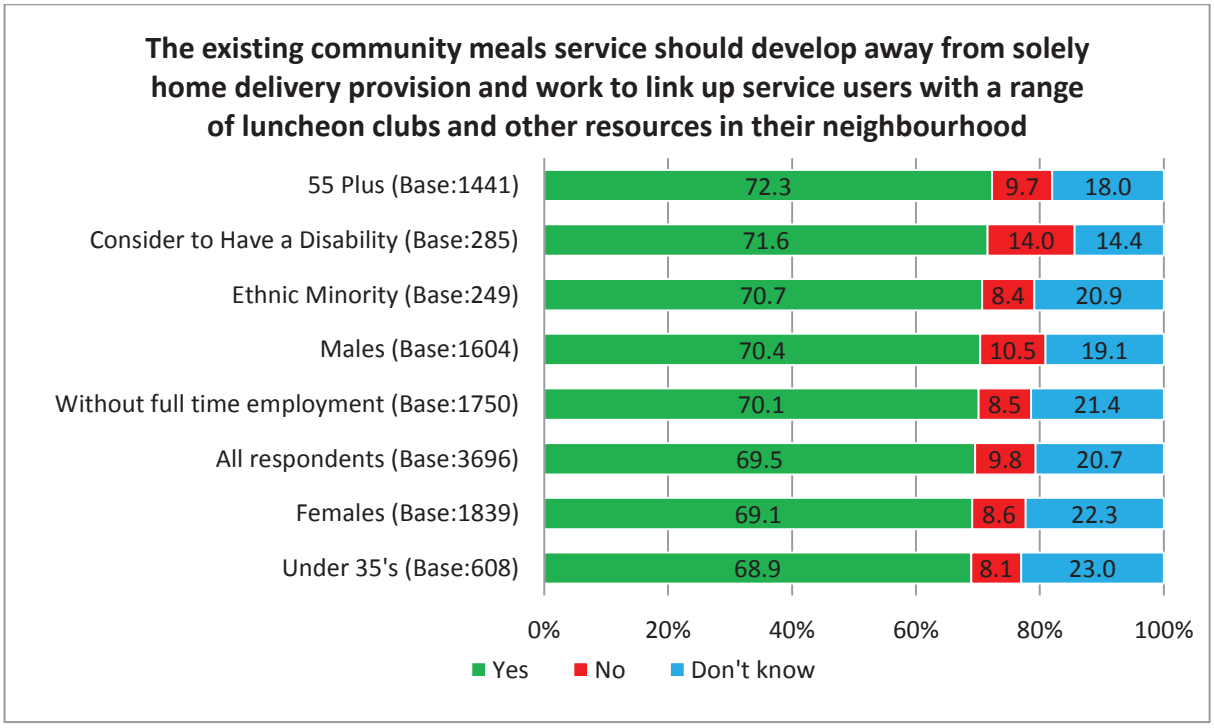
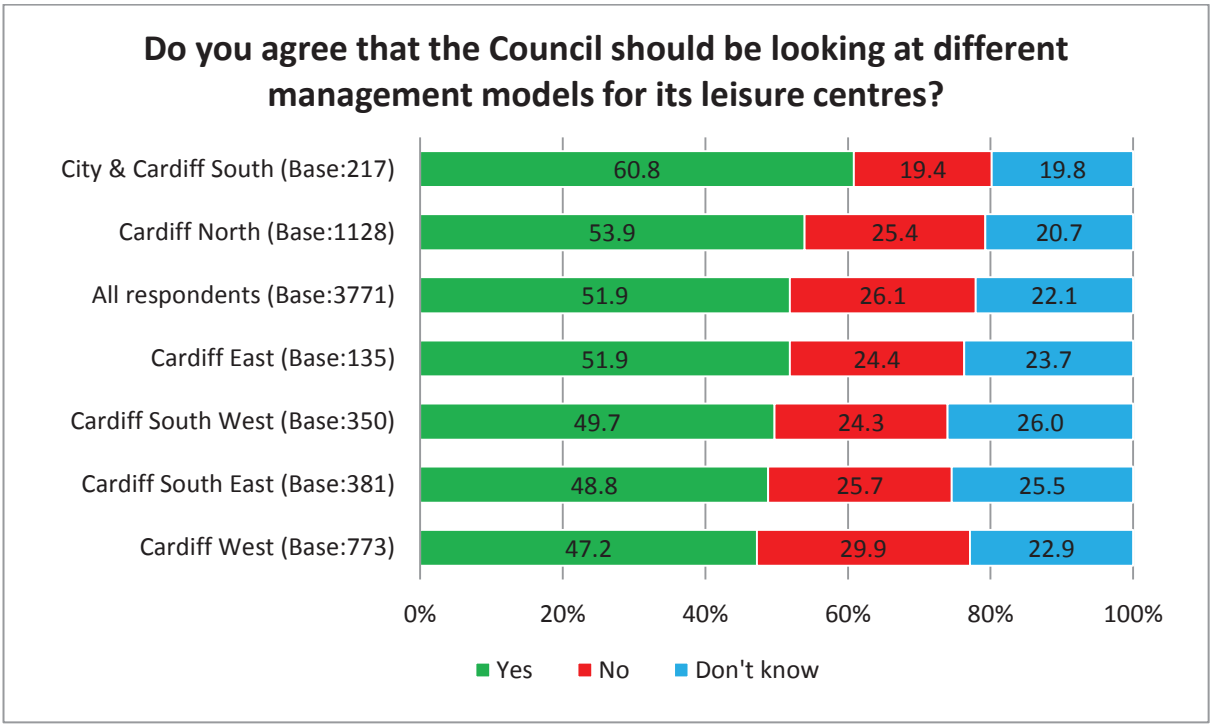
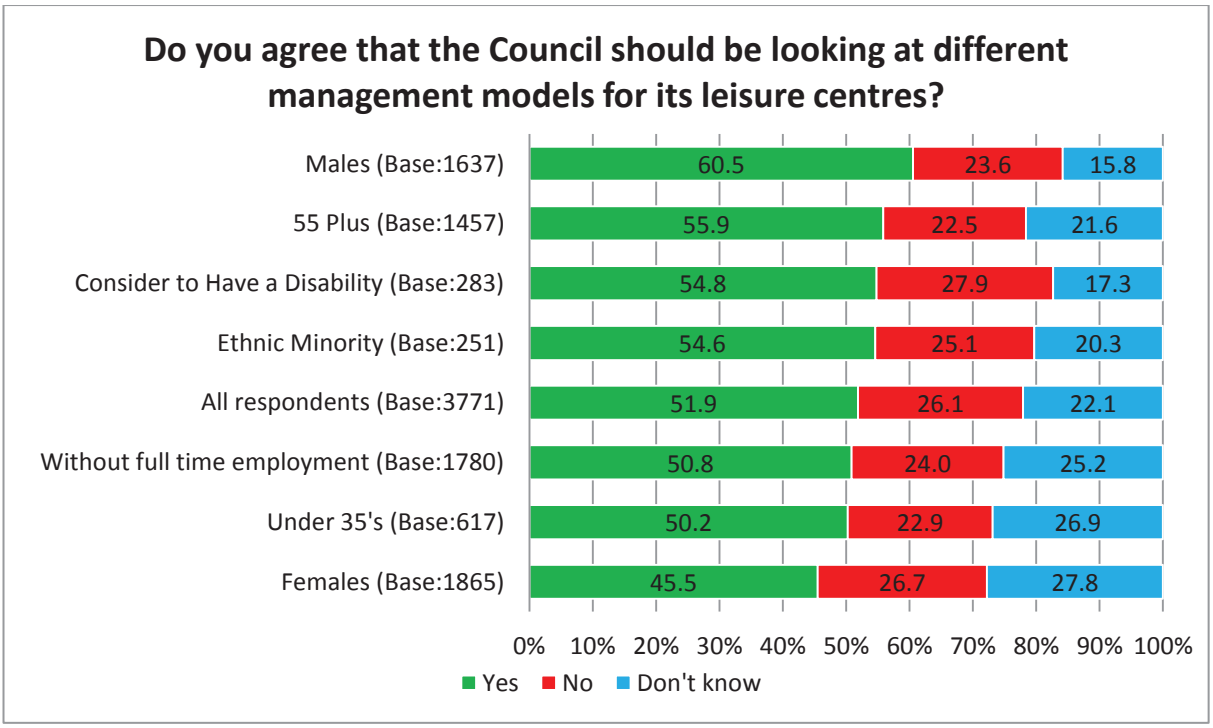


Leisure Centres & Arts Venues

2.29 By geography

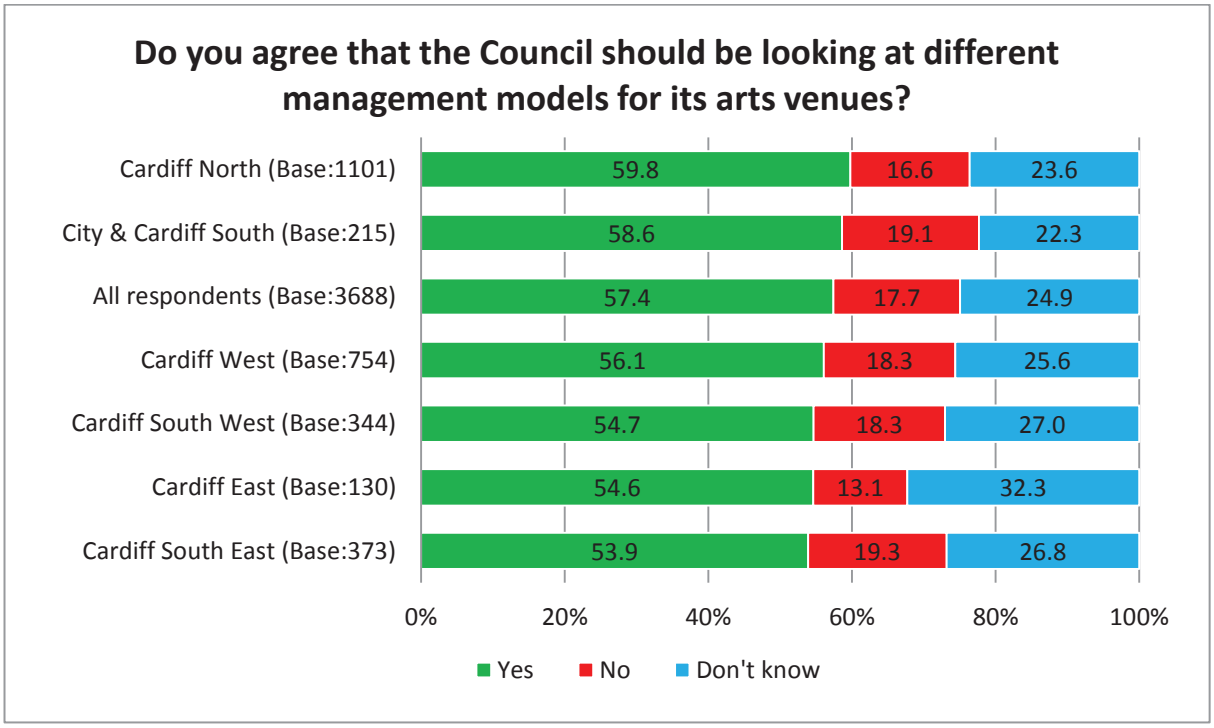


2.30 By demographics

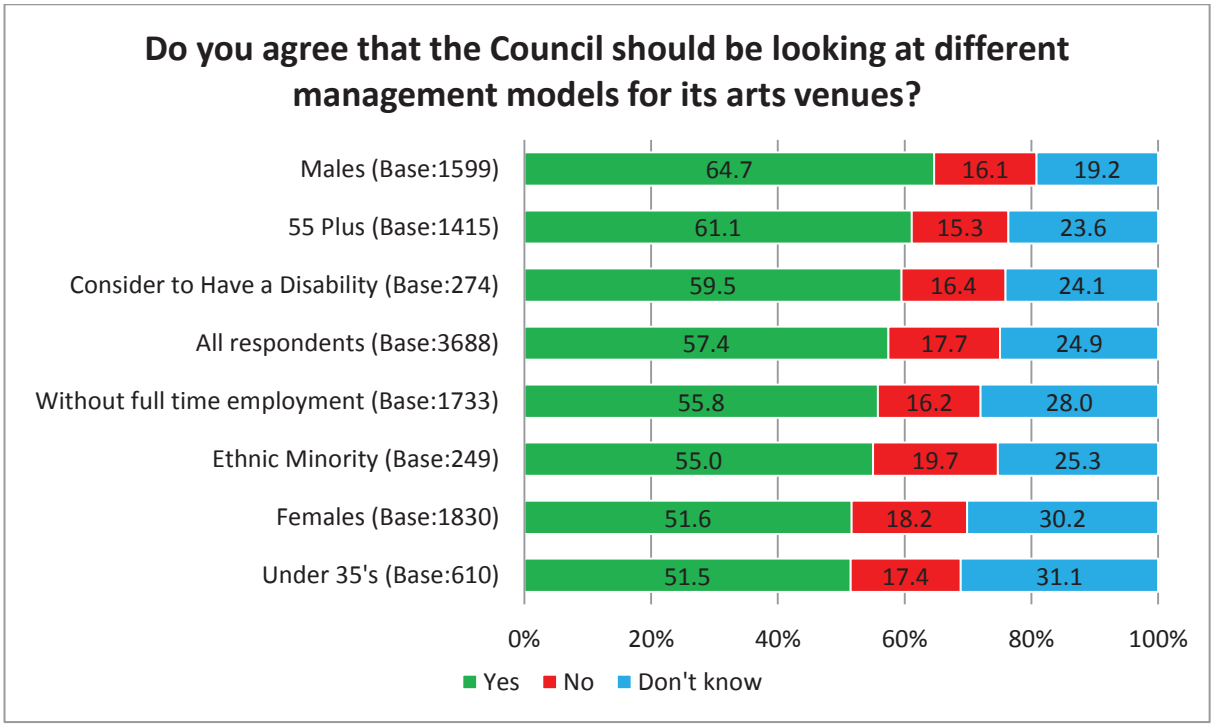


Leisure Centres & Arts Venues

2.31 By geography

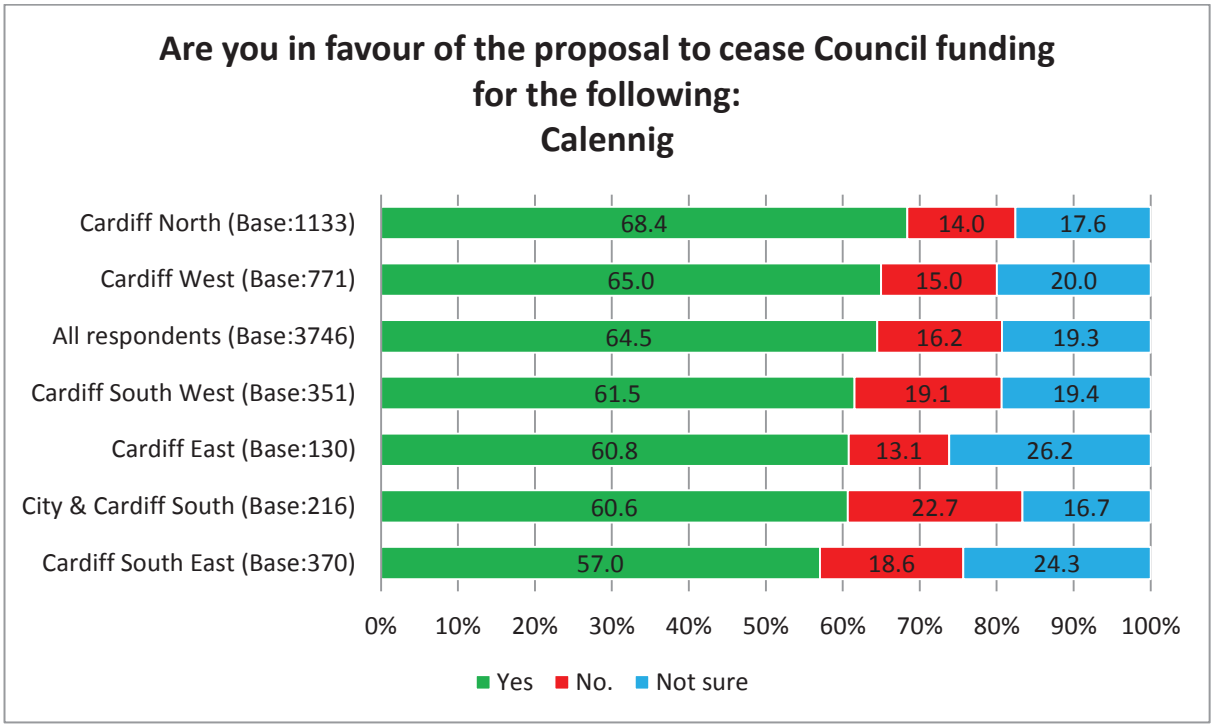


2.32 By demographics

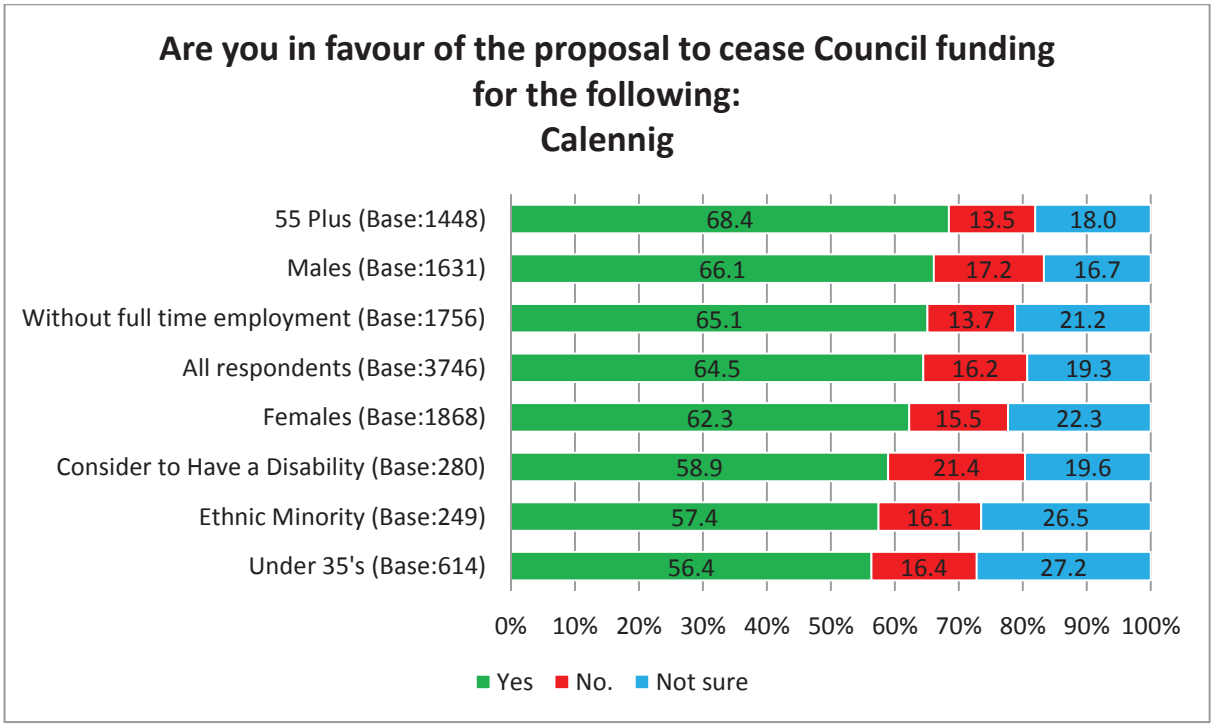


Events & Celebrations

2.33 By geography

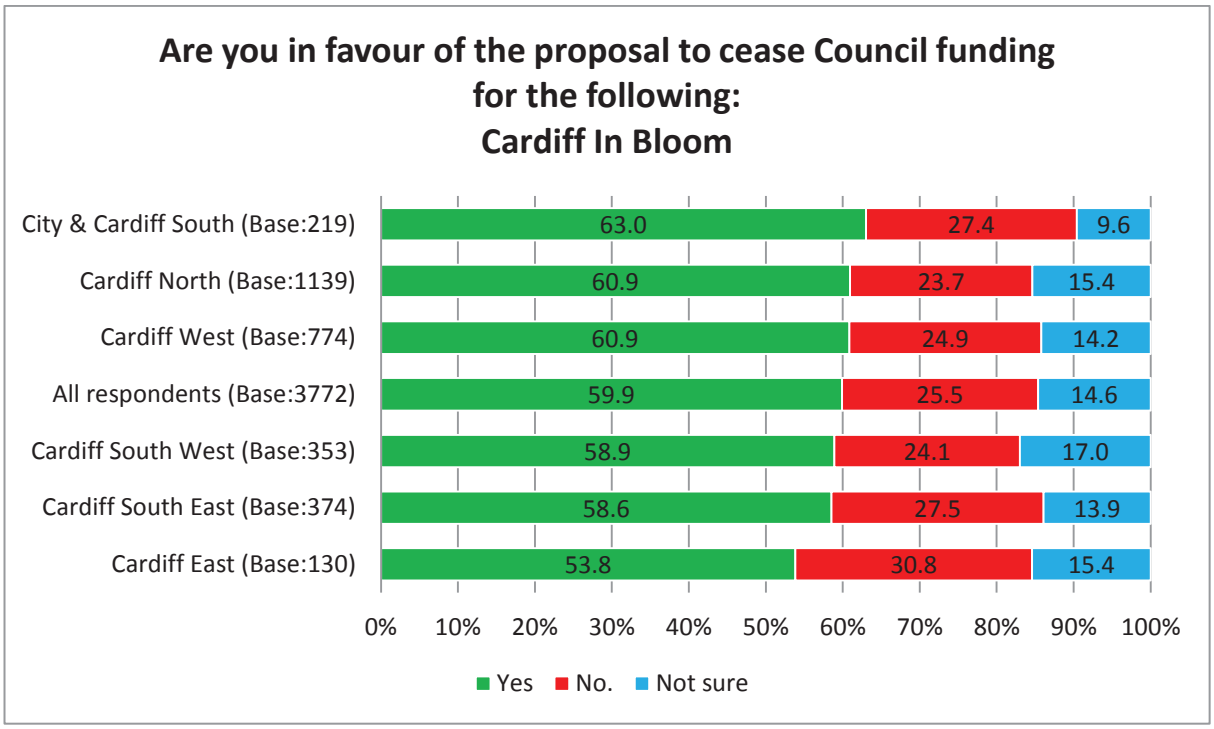


2.34 By demographics

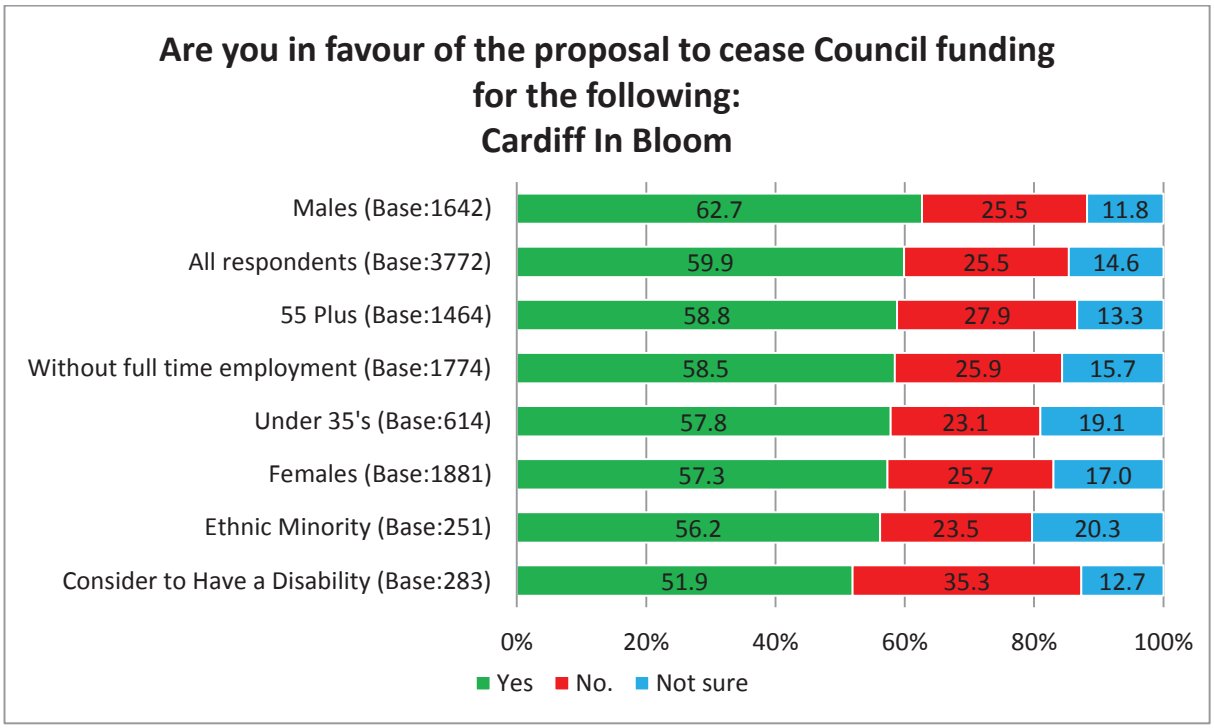


Events & Celebrations

2.35 By geography

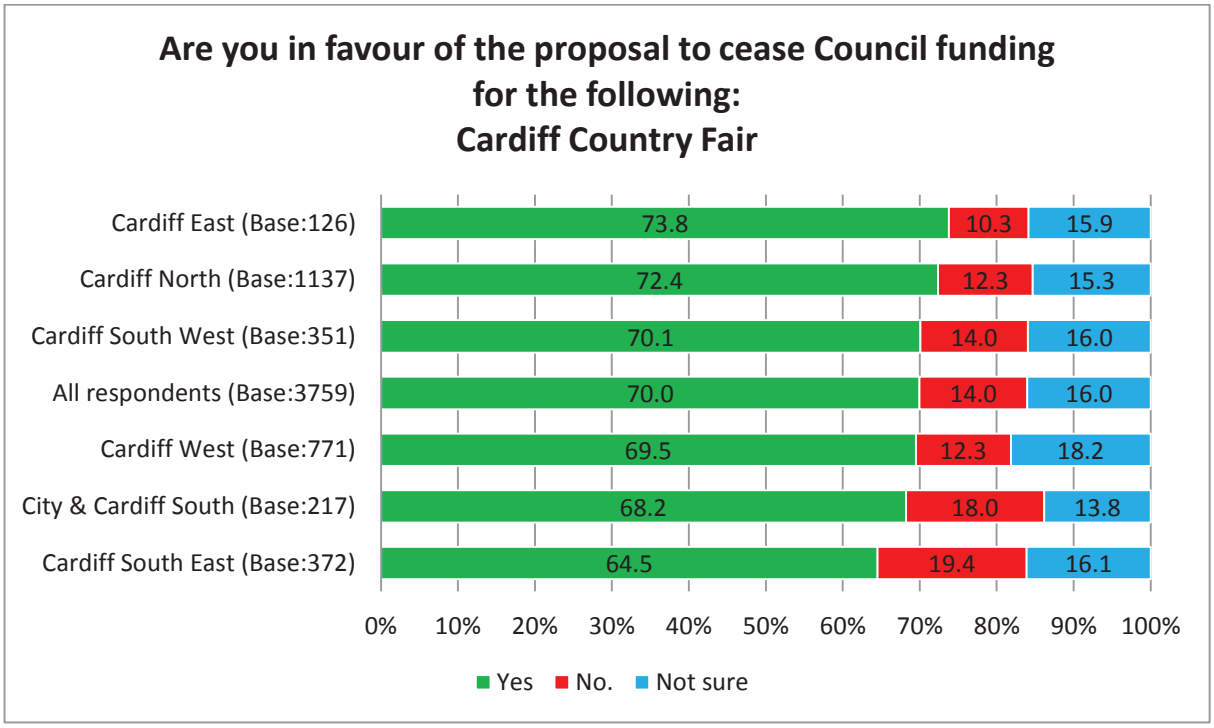


2.36 By demographics

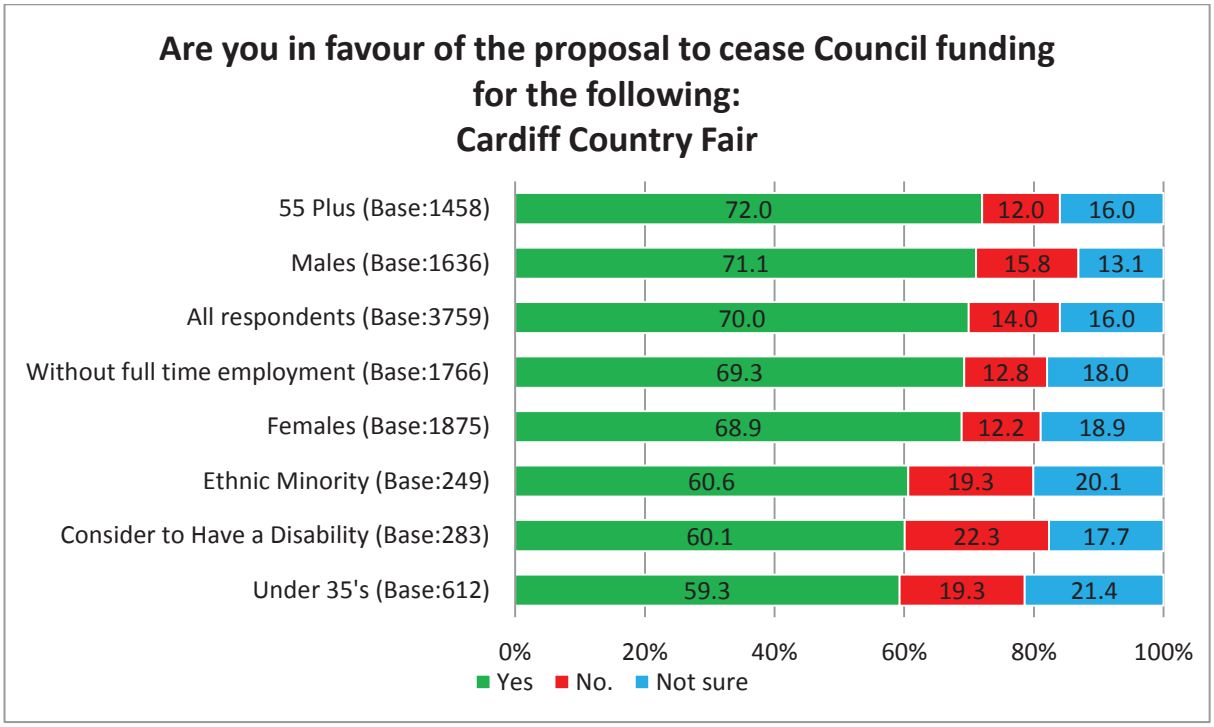


Events & Celebrations

2.37 By geography

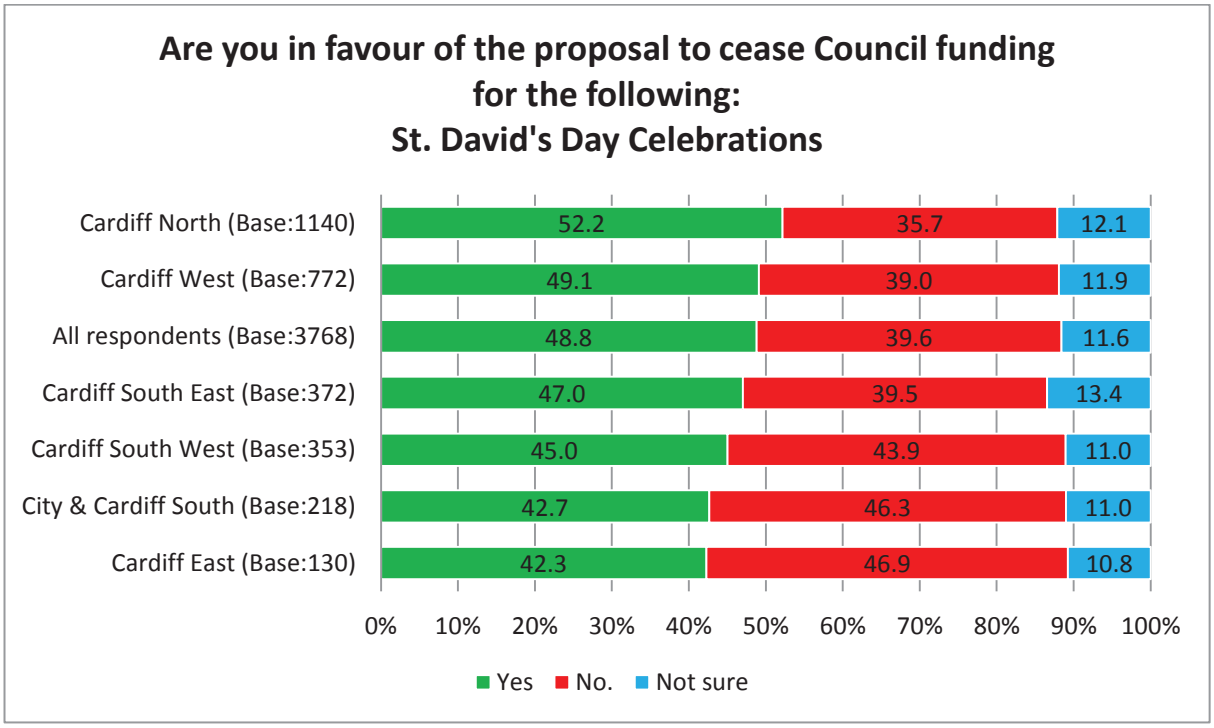


2.38 By demographics

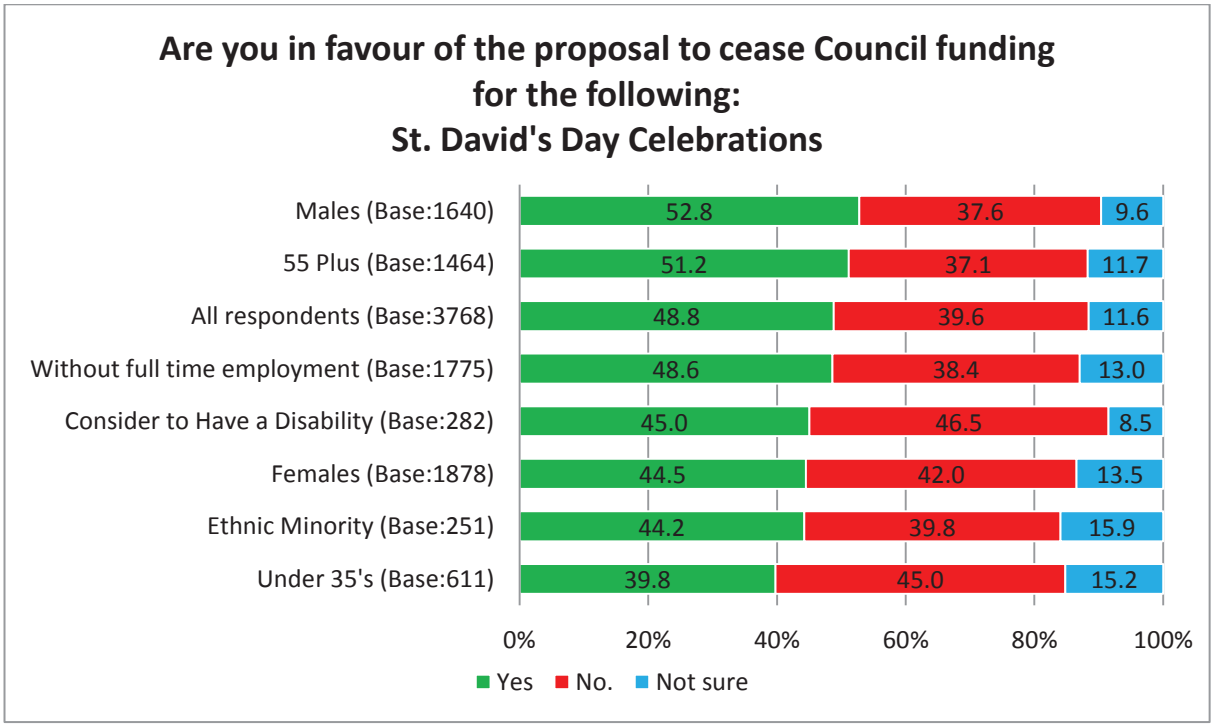


Events & Celebrations

2.39 By geography

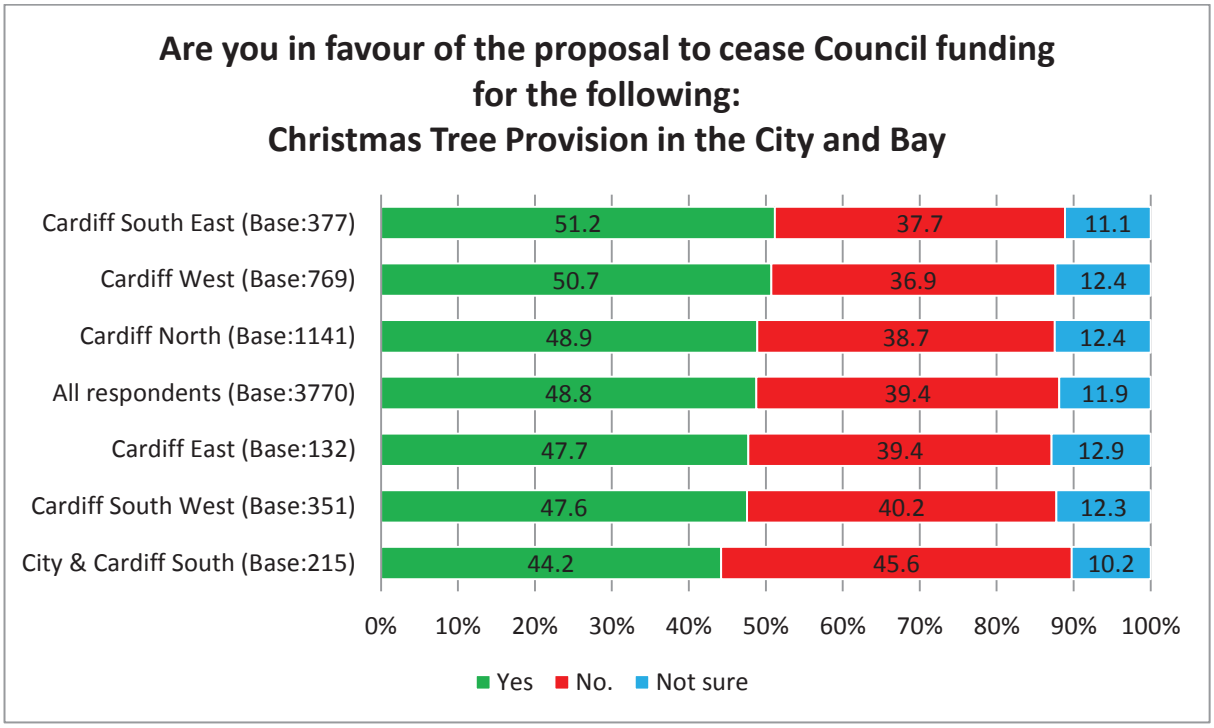


2.40 By demographics

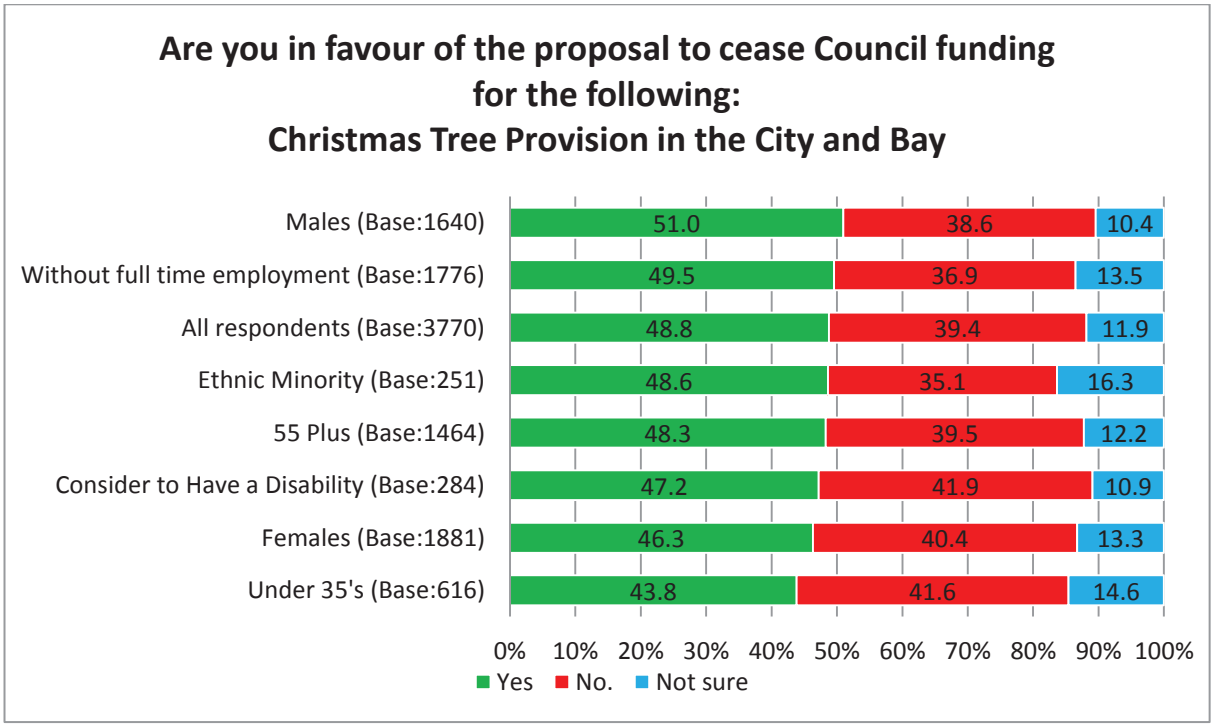


Events & Celebrations

2.41 By geography

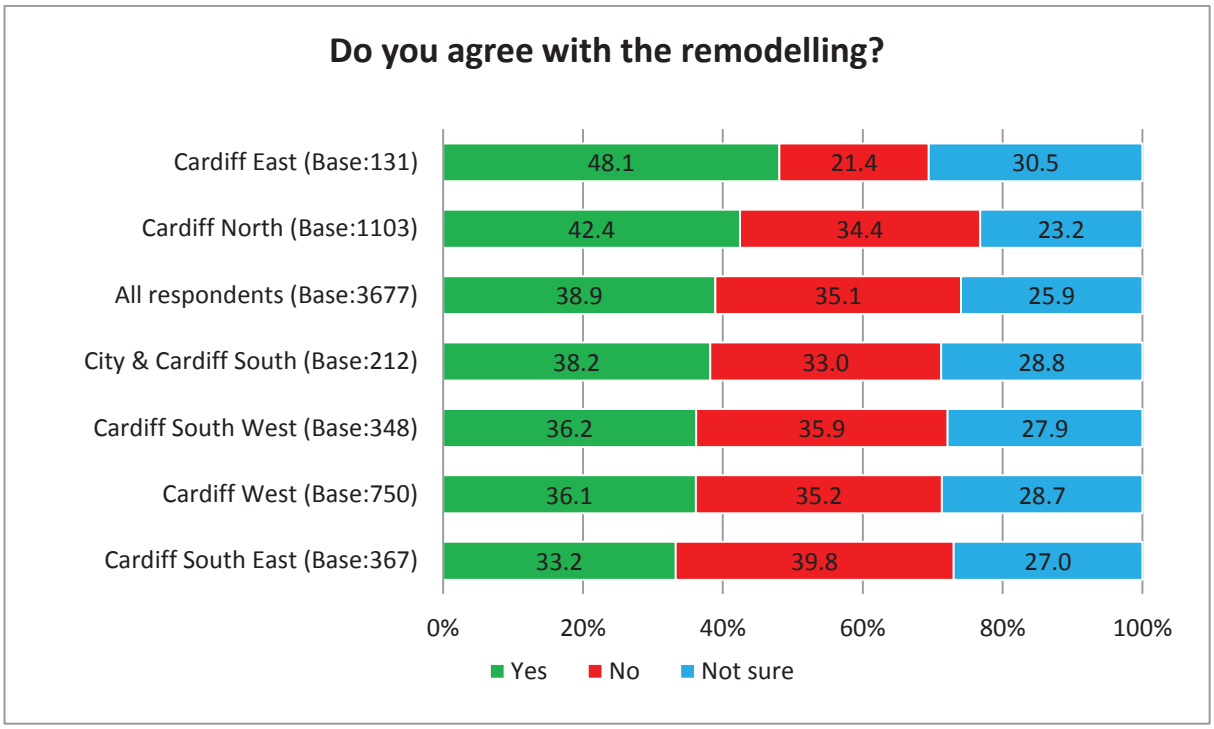


2.42 By demographics

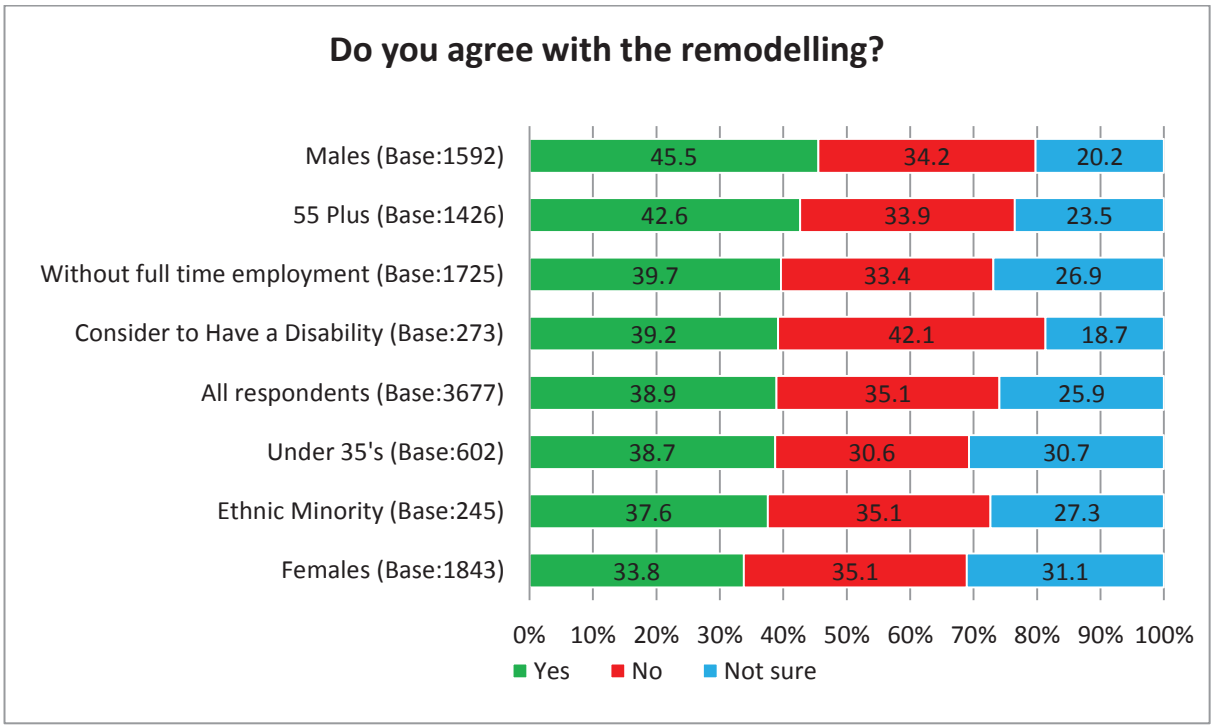


Park Ranger Service

2.43 By geography

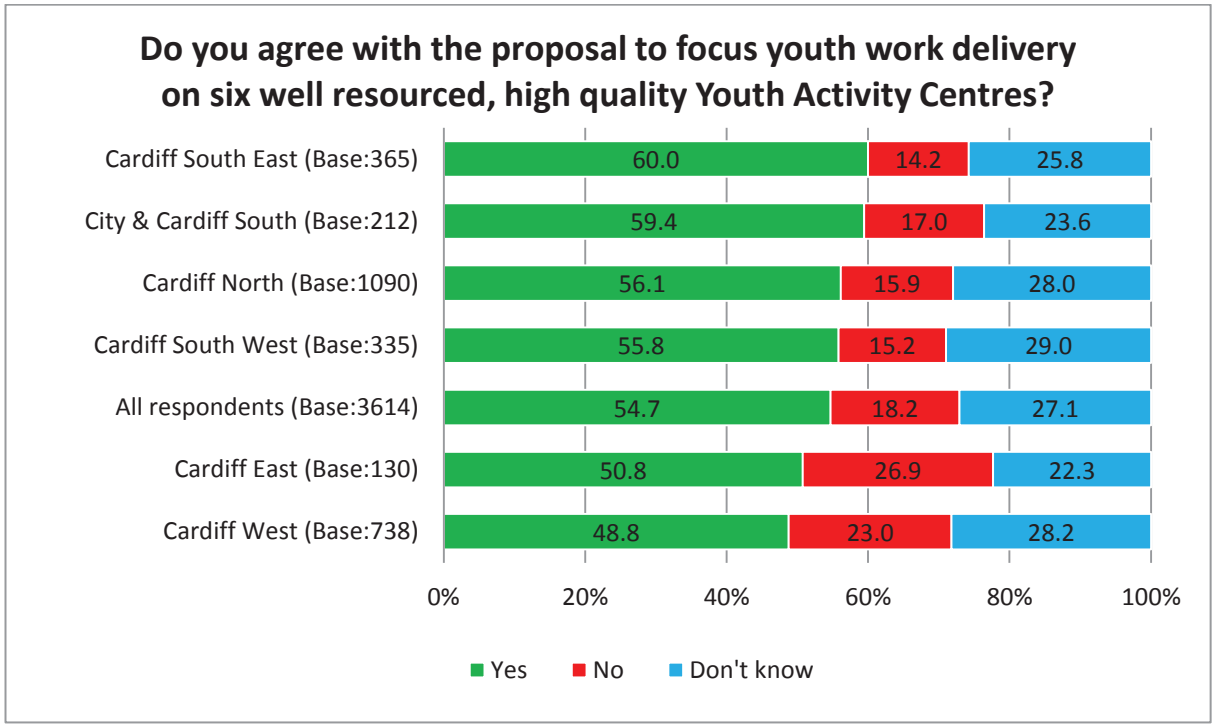


2.44 By demographics

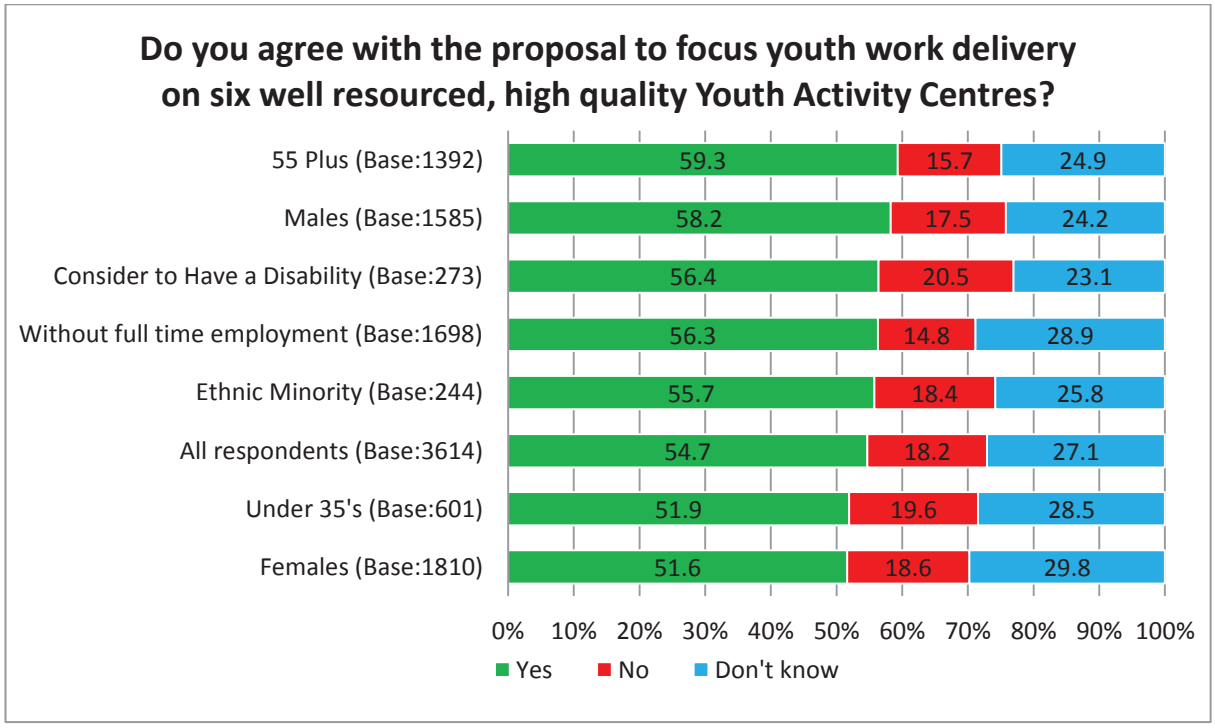


Youth Services

2.45 By geography

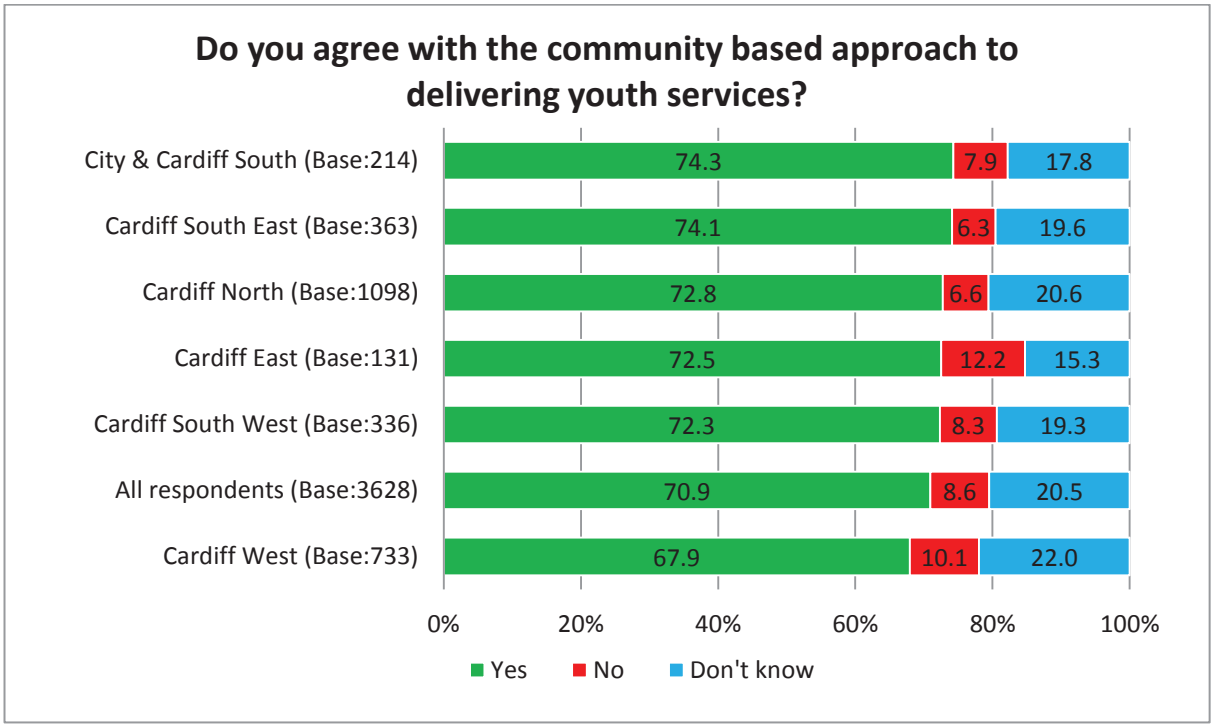


2.46 By demographics

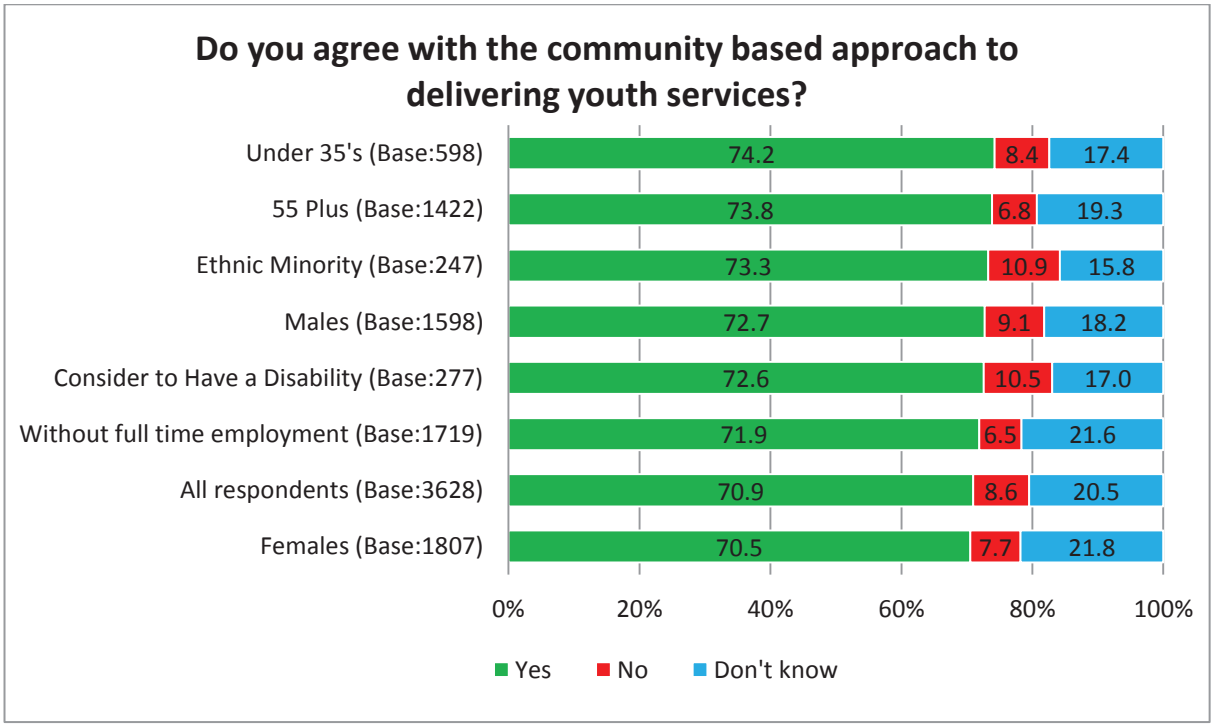


Youth Services

2.47 By geography

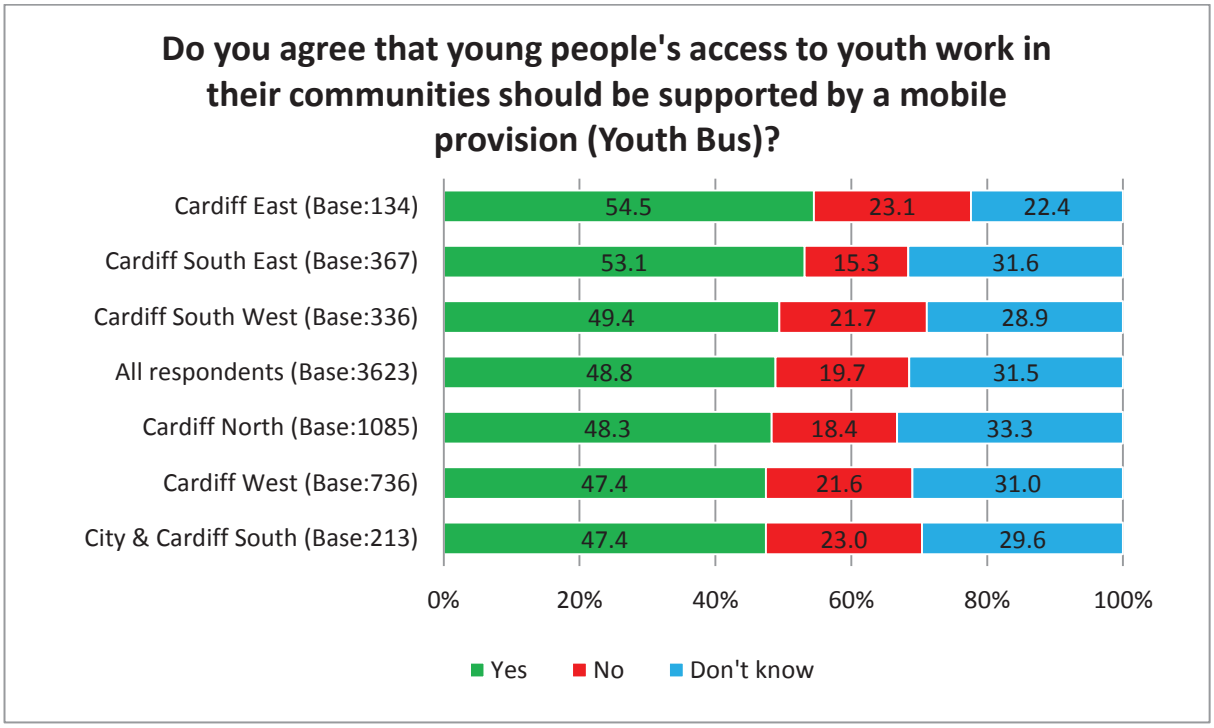


2.48 By demographics

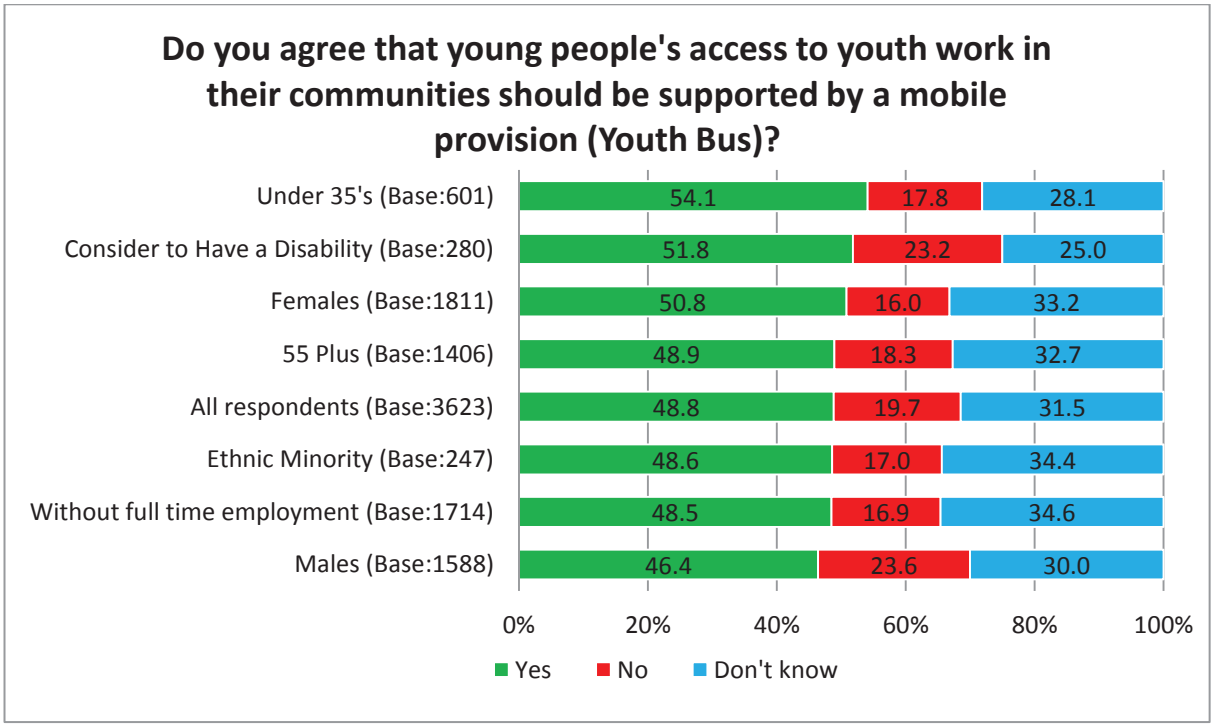


Youth Services

2.49 By geography

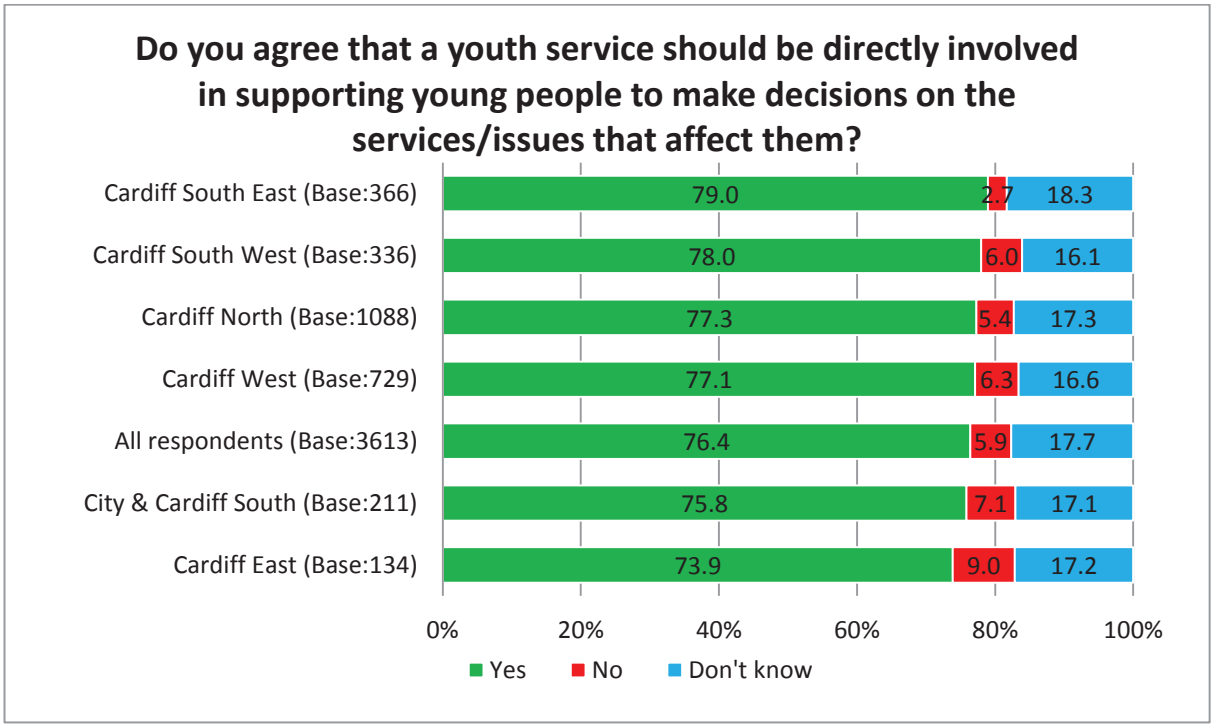


2.50 By demographics

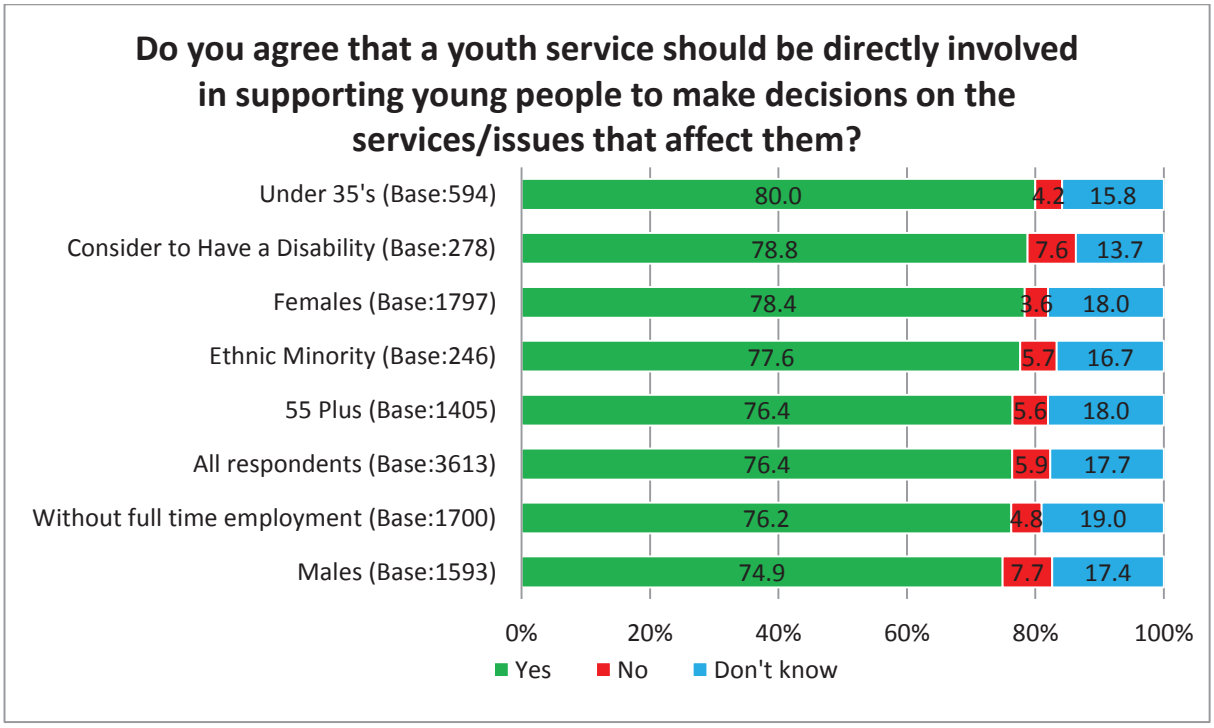


Youth Services

2.51 By geography

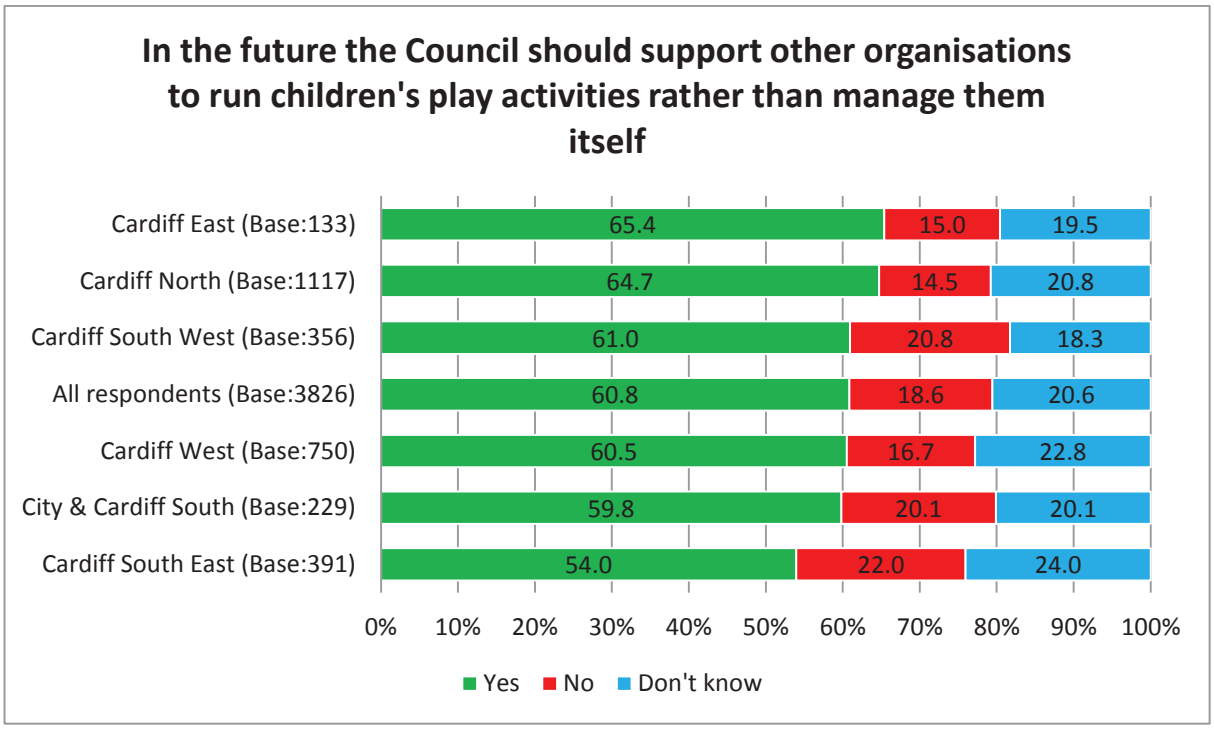


2.52 By demographics

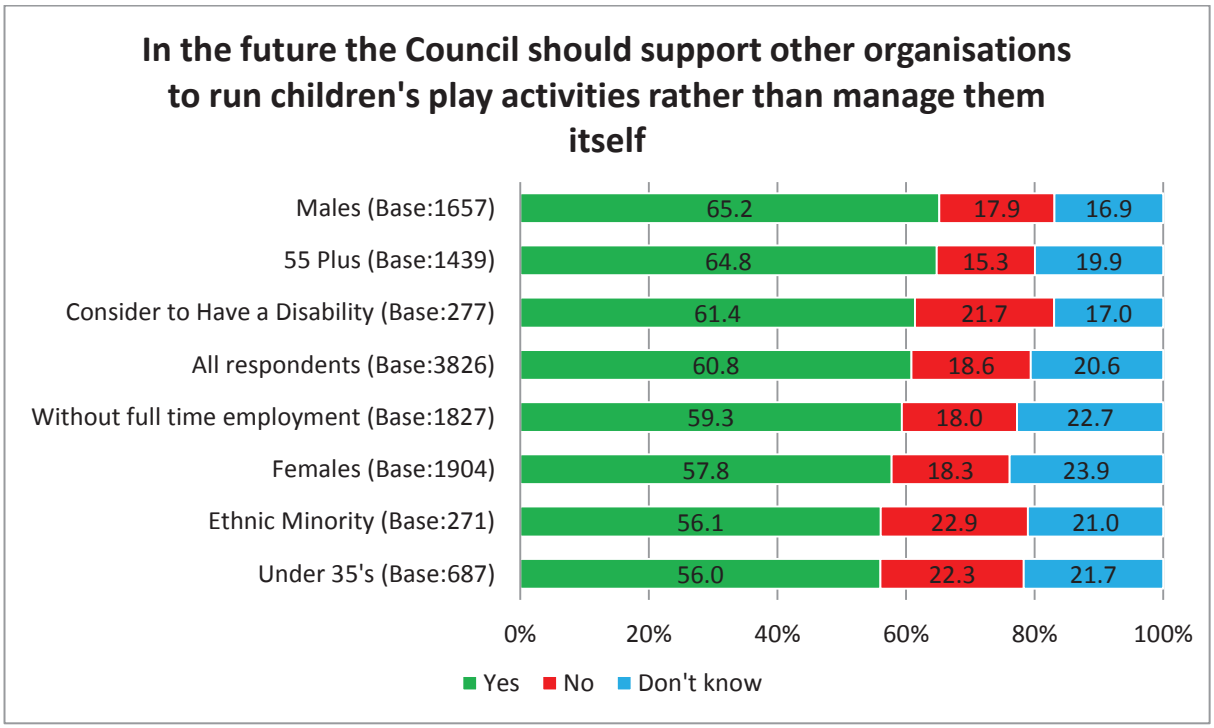


Children's Play Services

2.53 By geography

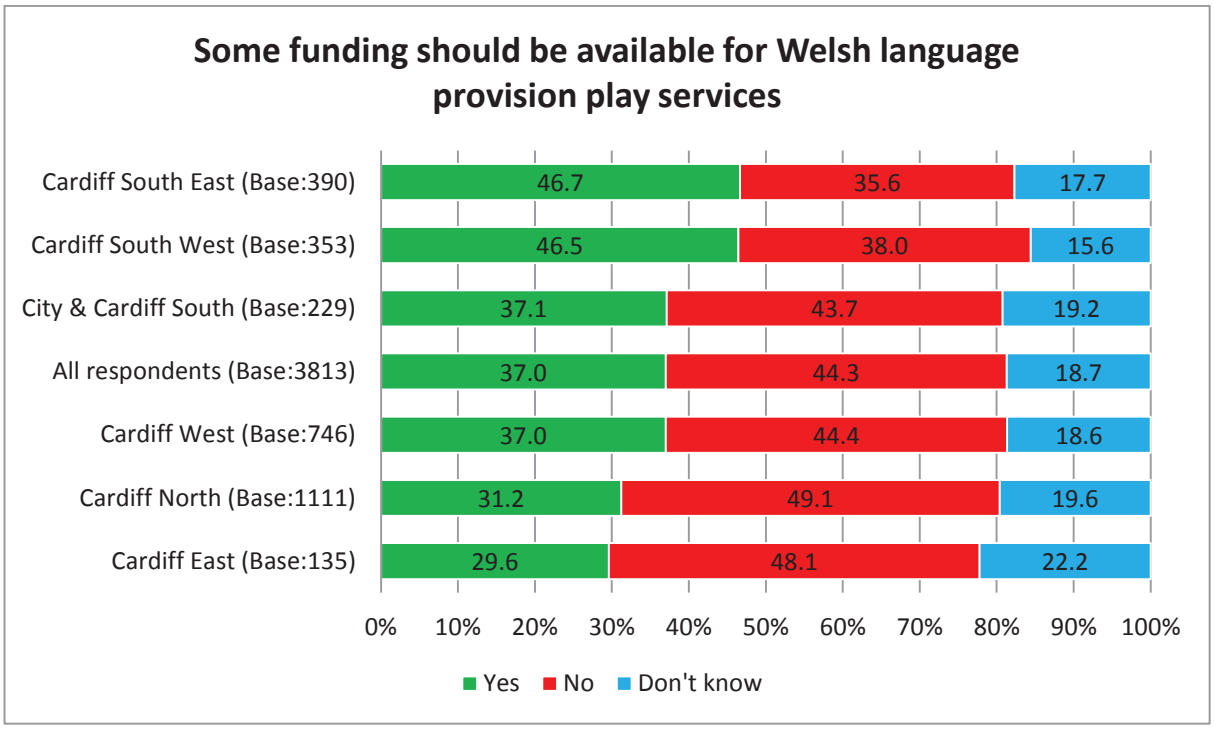


2.54 By demographics

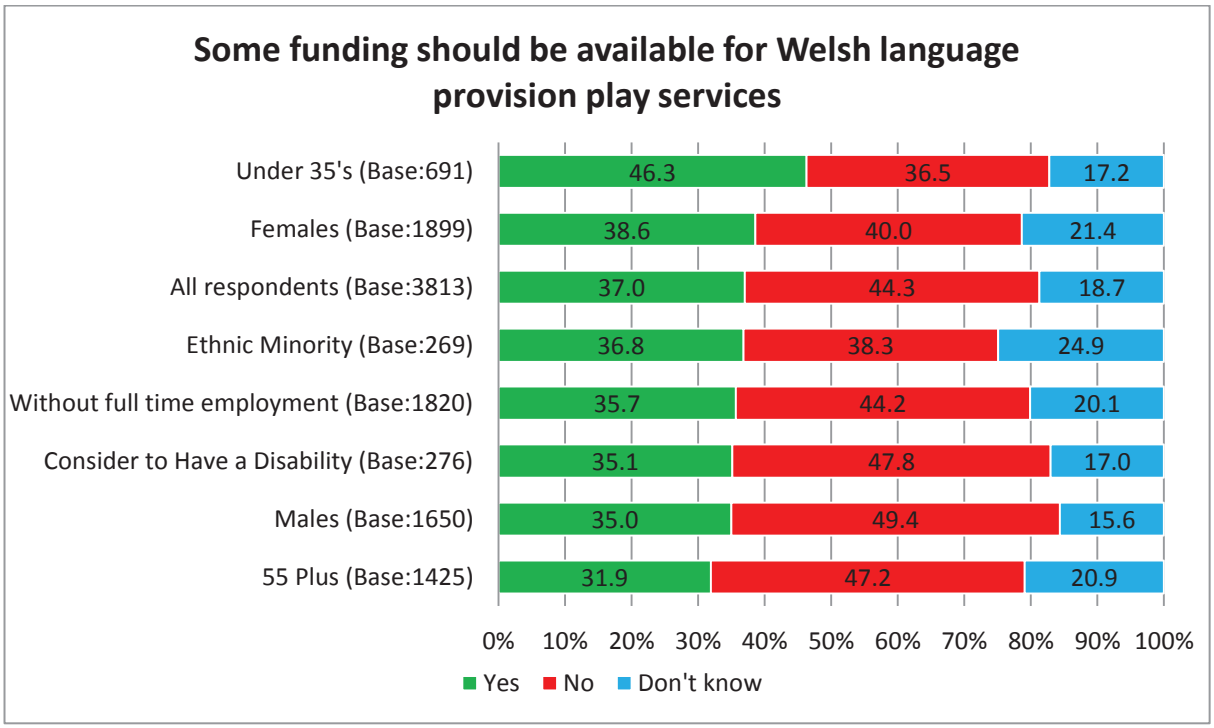


Children's Play Services

2.55 By geography

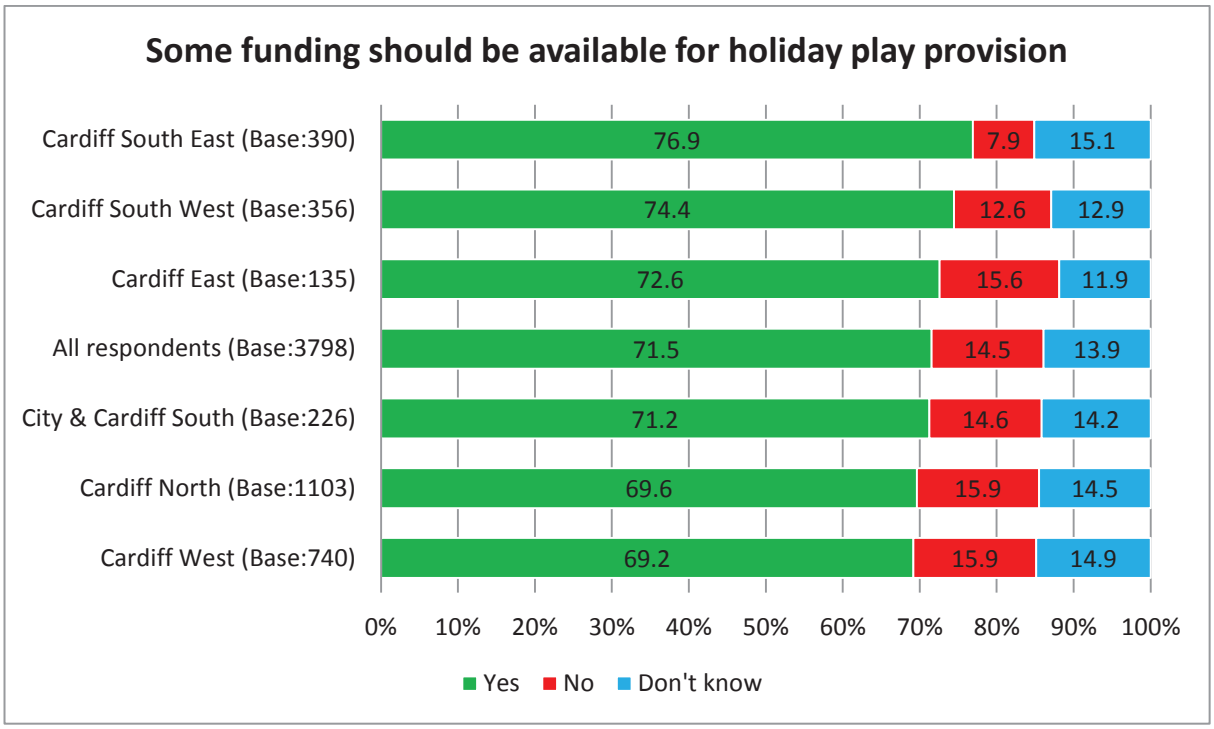


2.56 By demographics

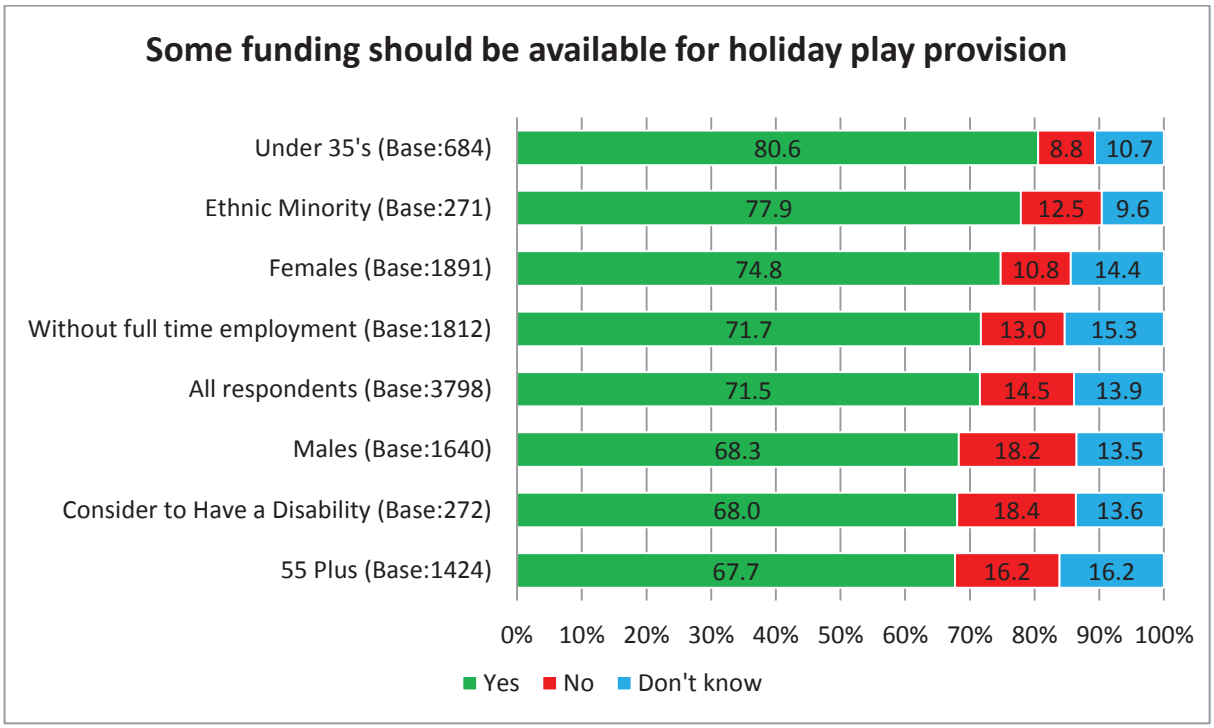


Children's Play Services

2.57 By geography

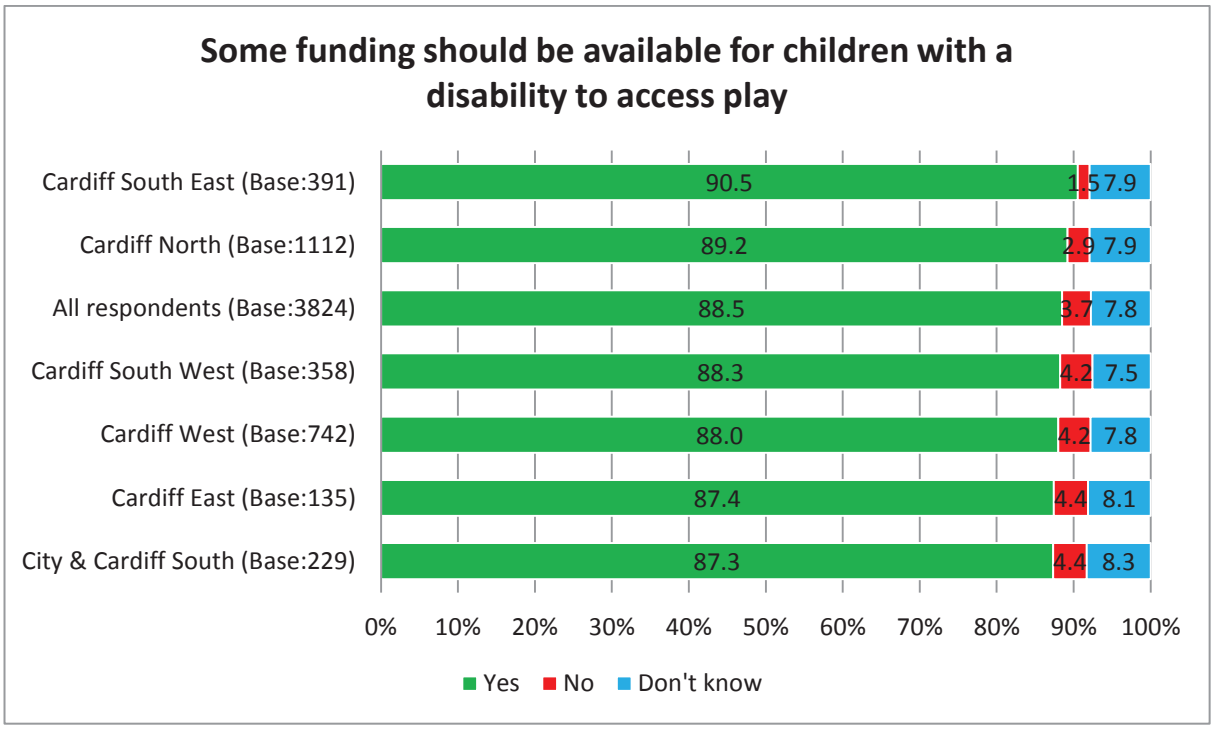


2.58 By demographics

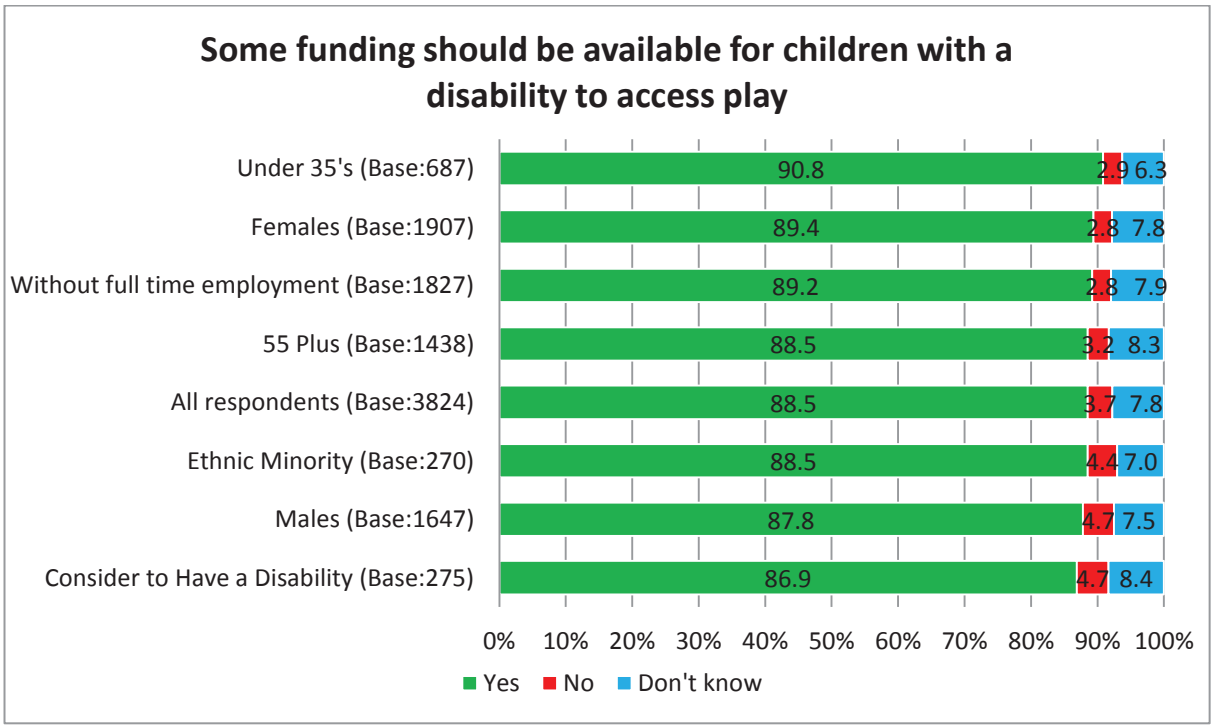


Children's Play Services

2.59 By geography

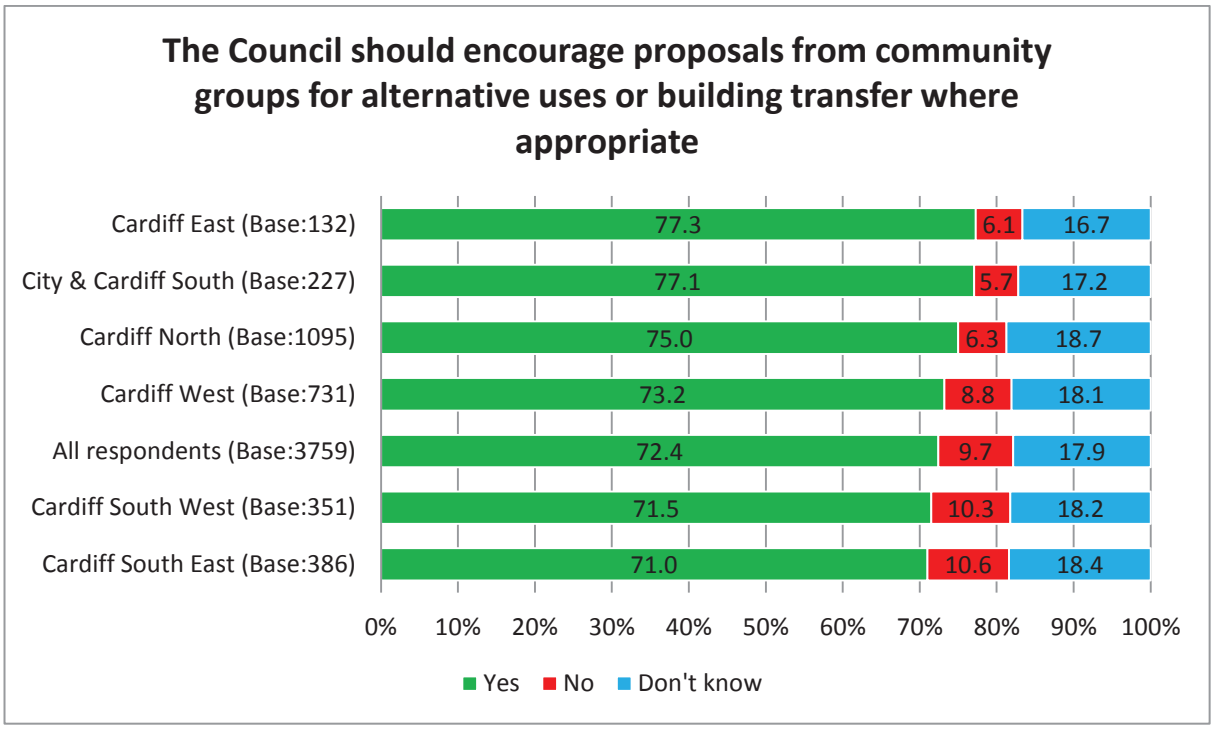


2.60 By demographics

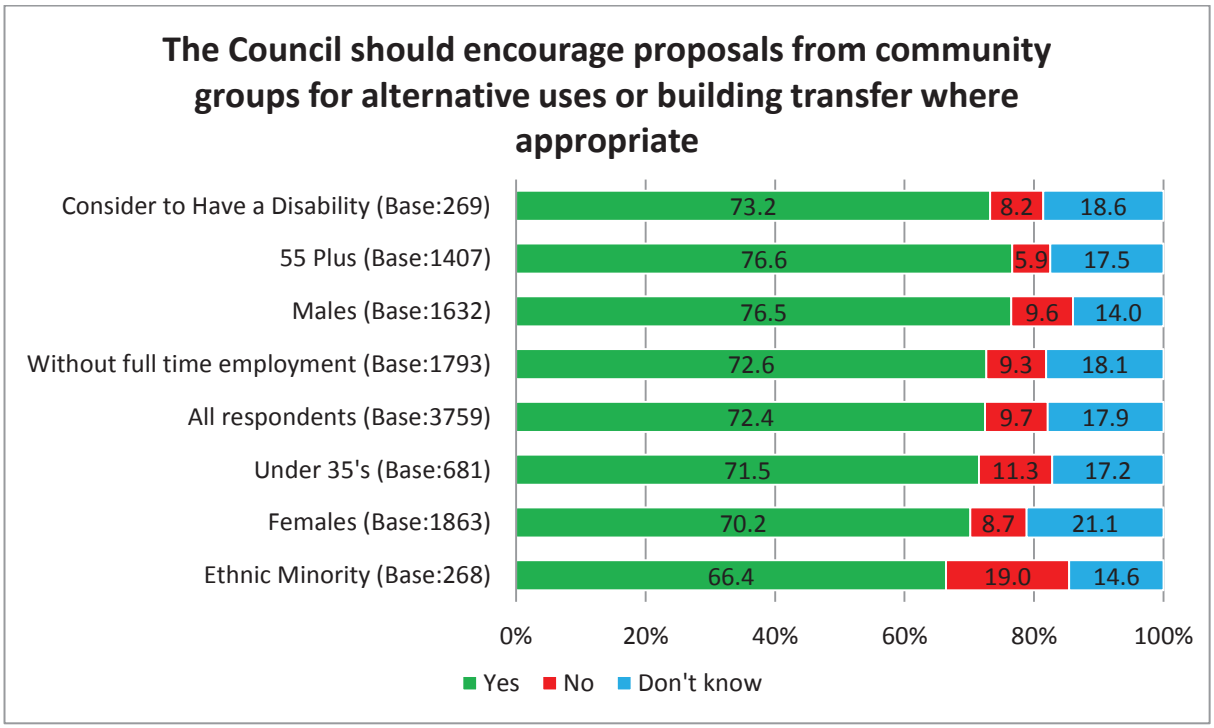


Children's Play Services

2.61 By geography

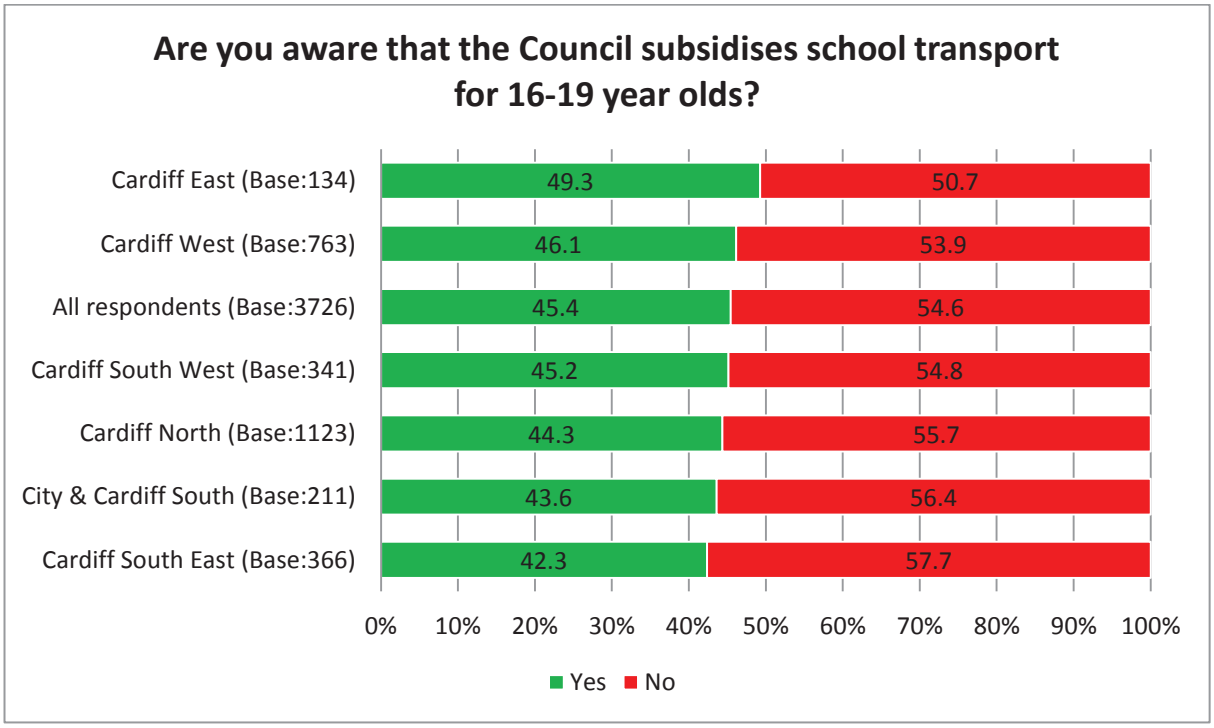


2.62 By demographics

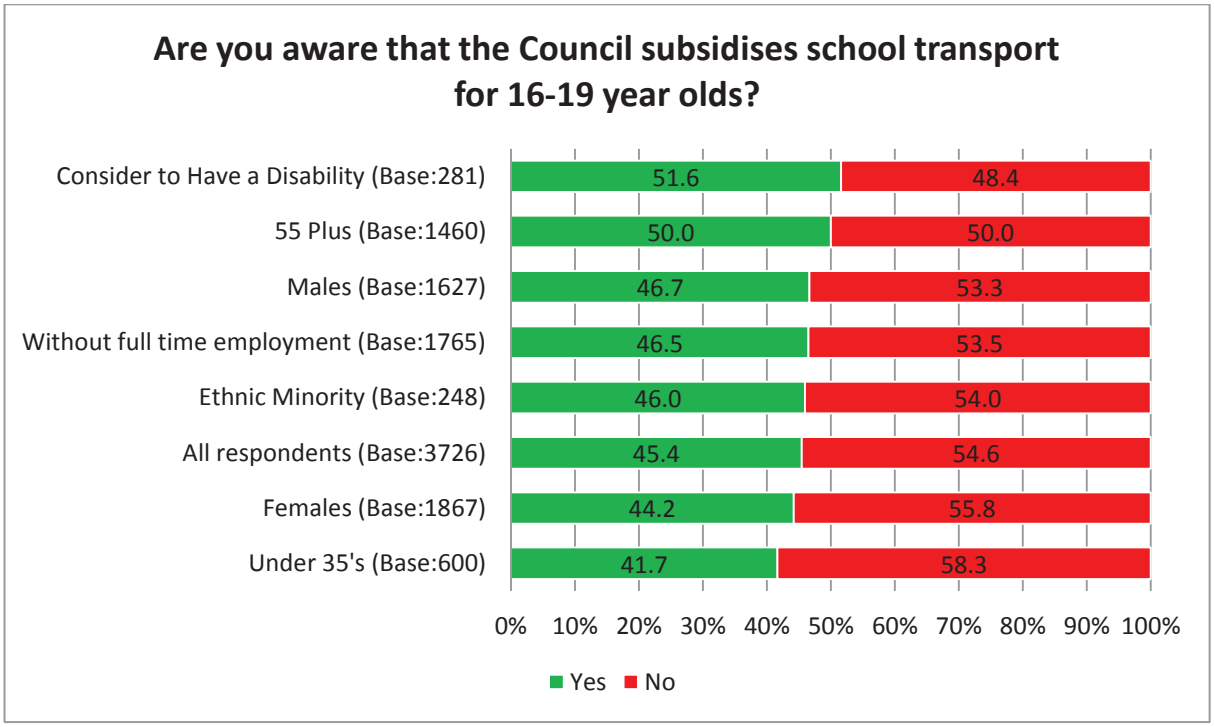


School Transport for 16-19 Year Olds

2.63 By geography

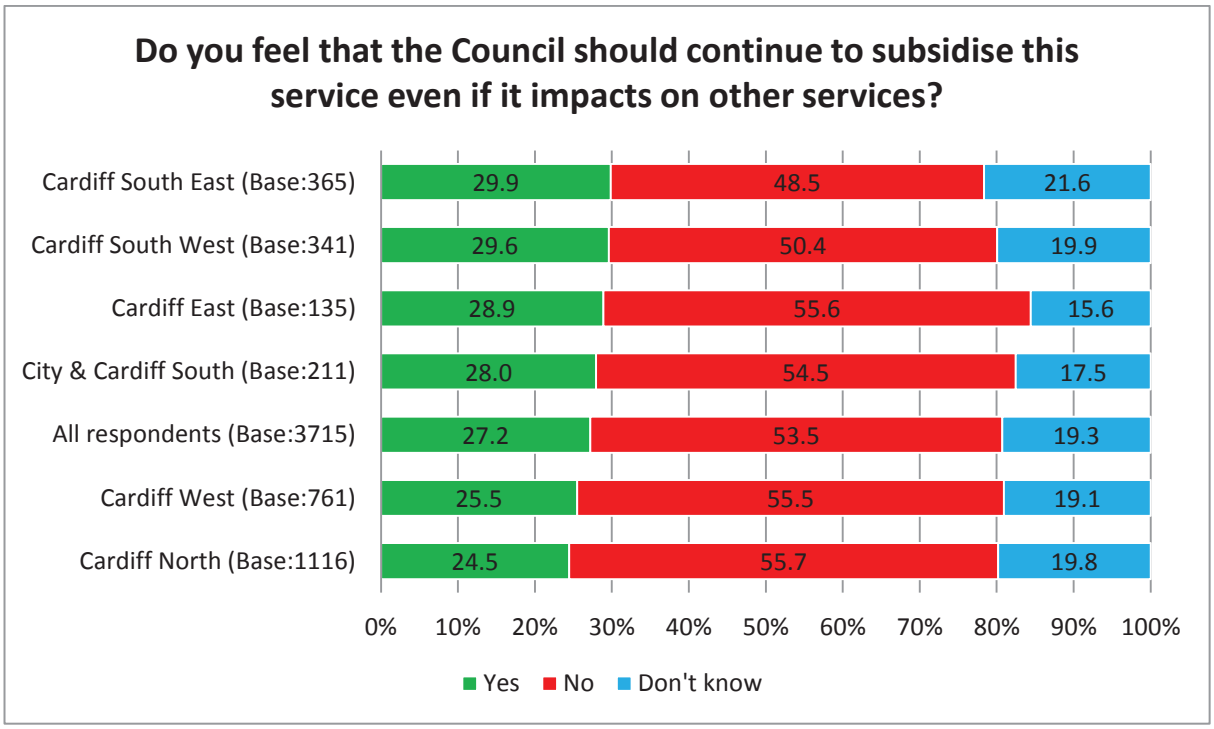


2.64 By demographics

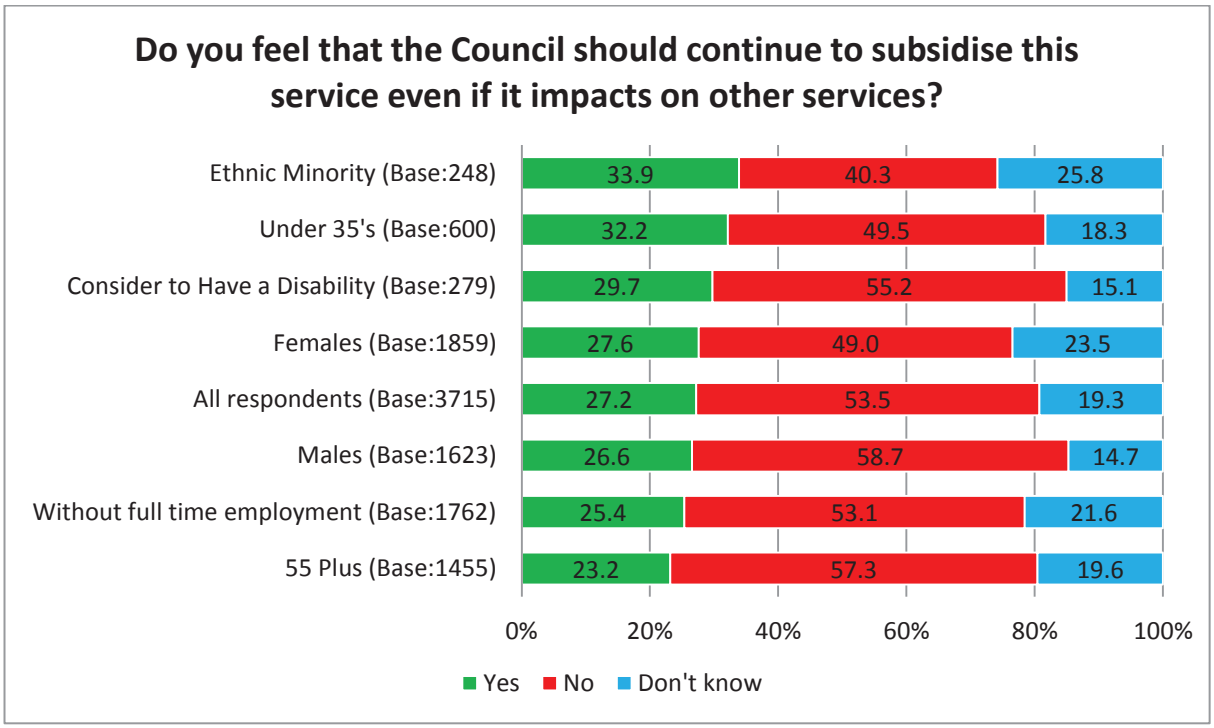


School Transport for 16-19 Year Olds

2.65 By geography

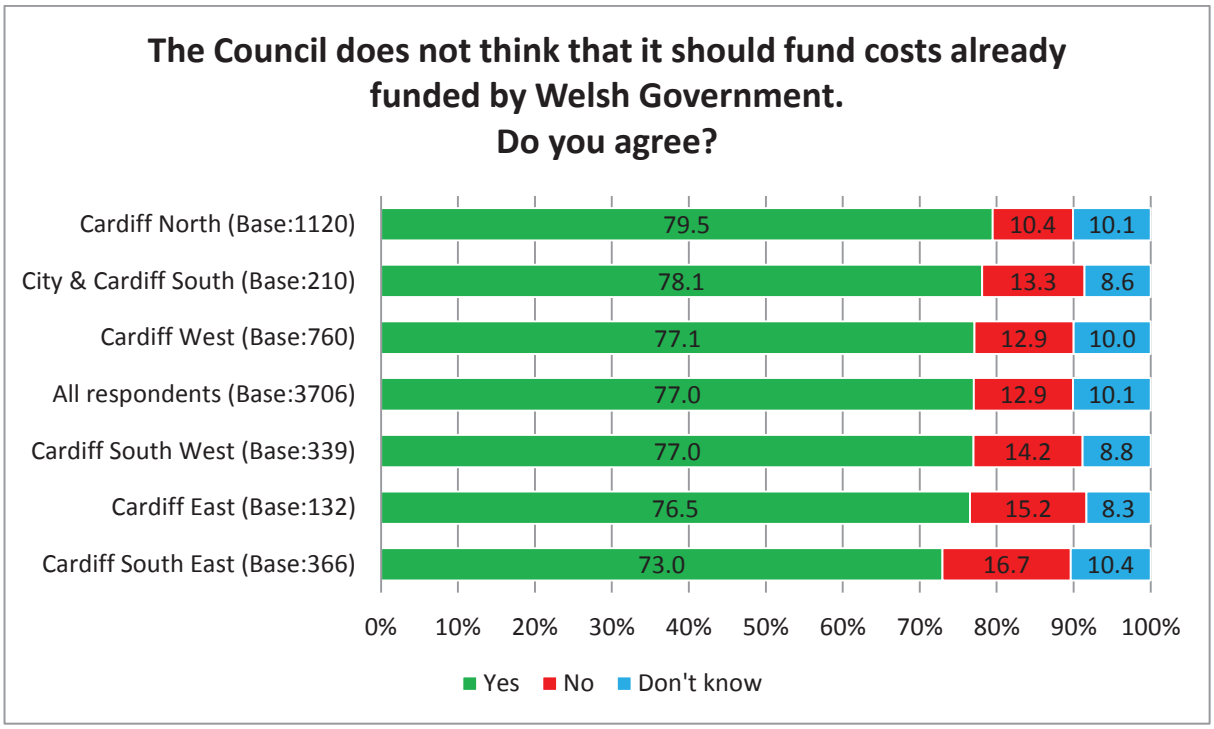


2.66 By demographics

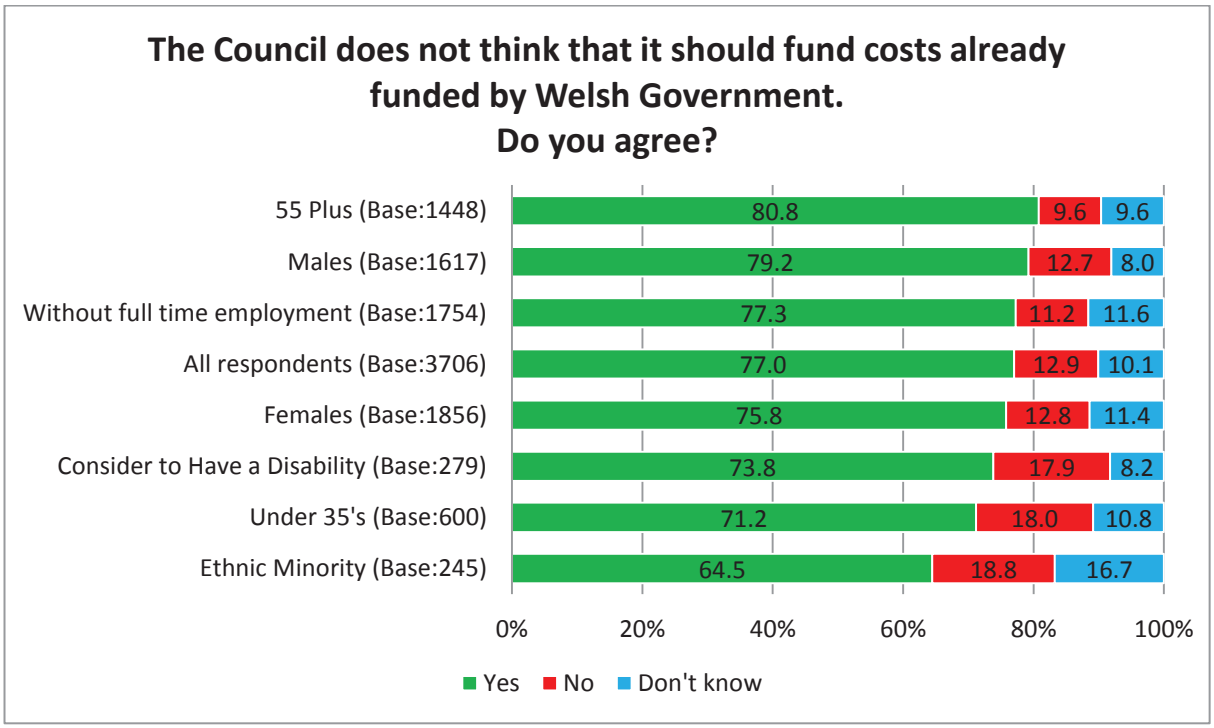


School Transport for 16-19 Year Olds

2.67 By geography

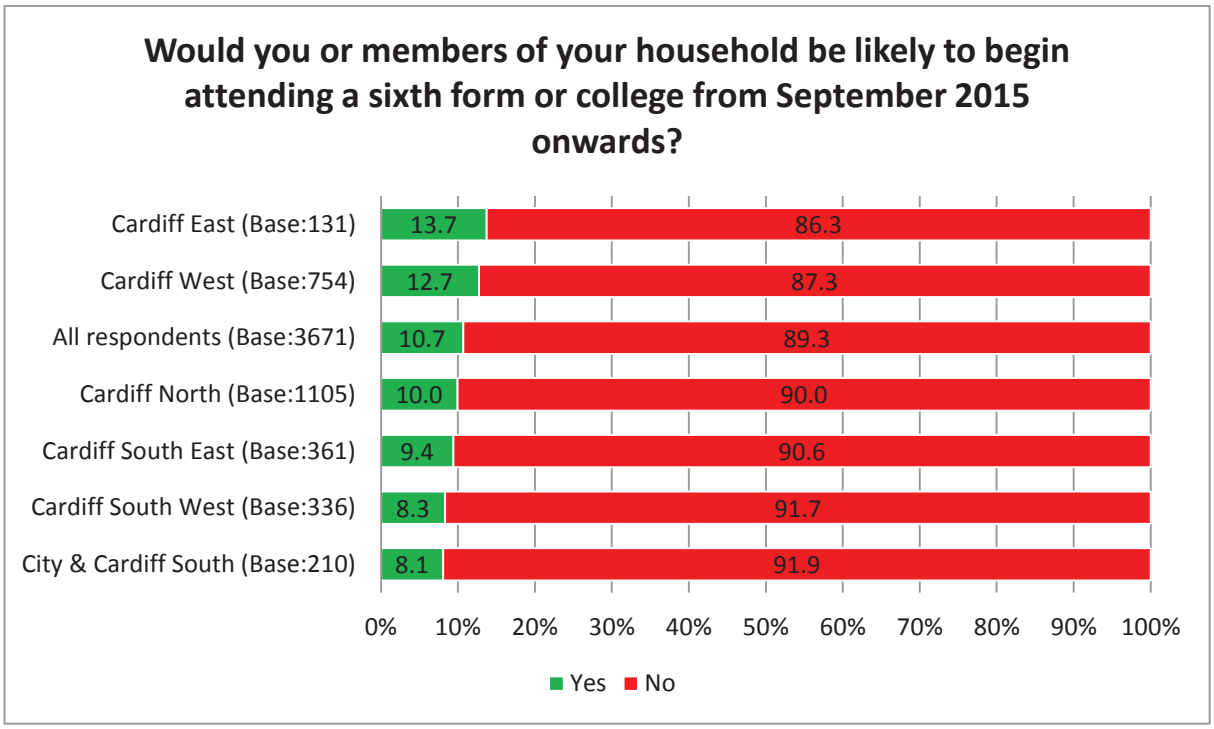


2.68 By demographics

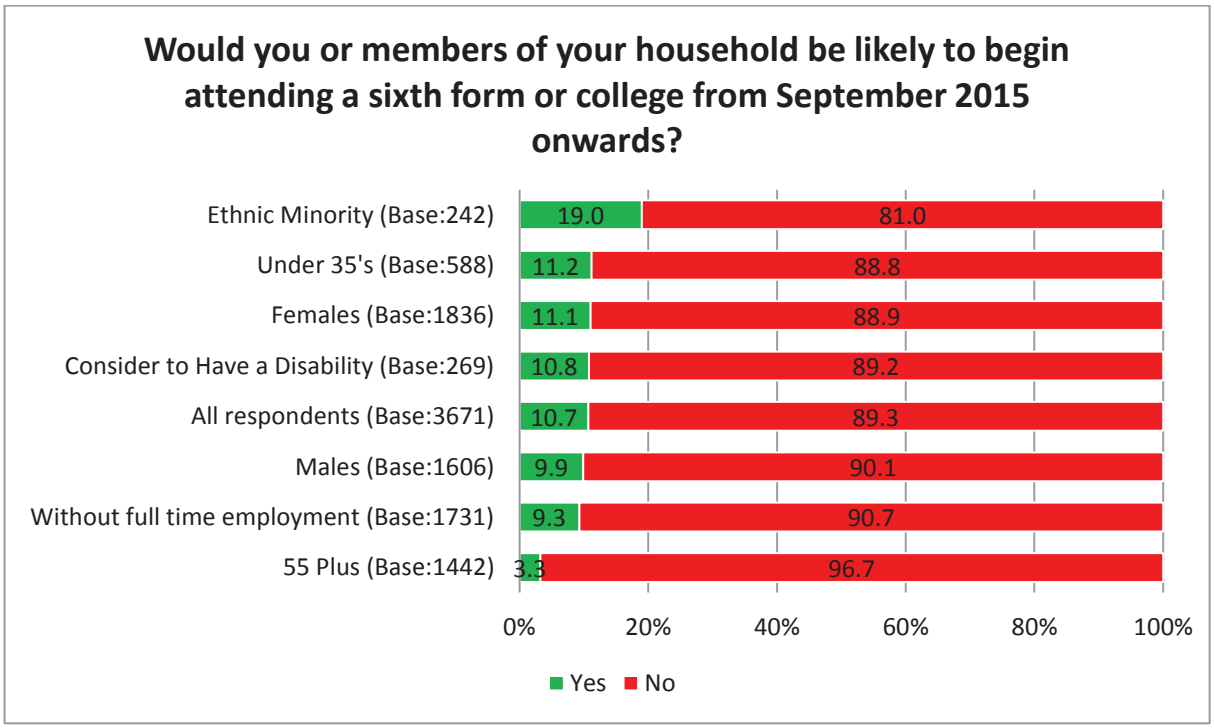


School Transport for 16-19 Year Olds

2.69 By geography

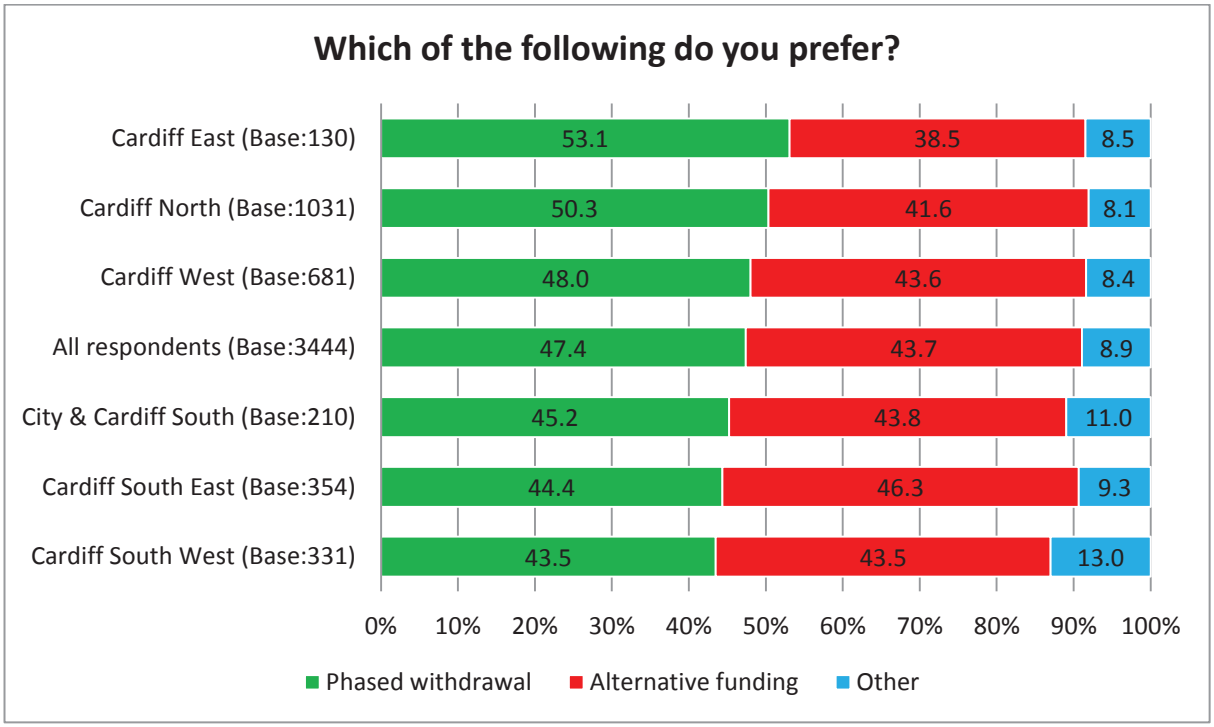


2.70 By demographics

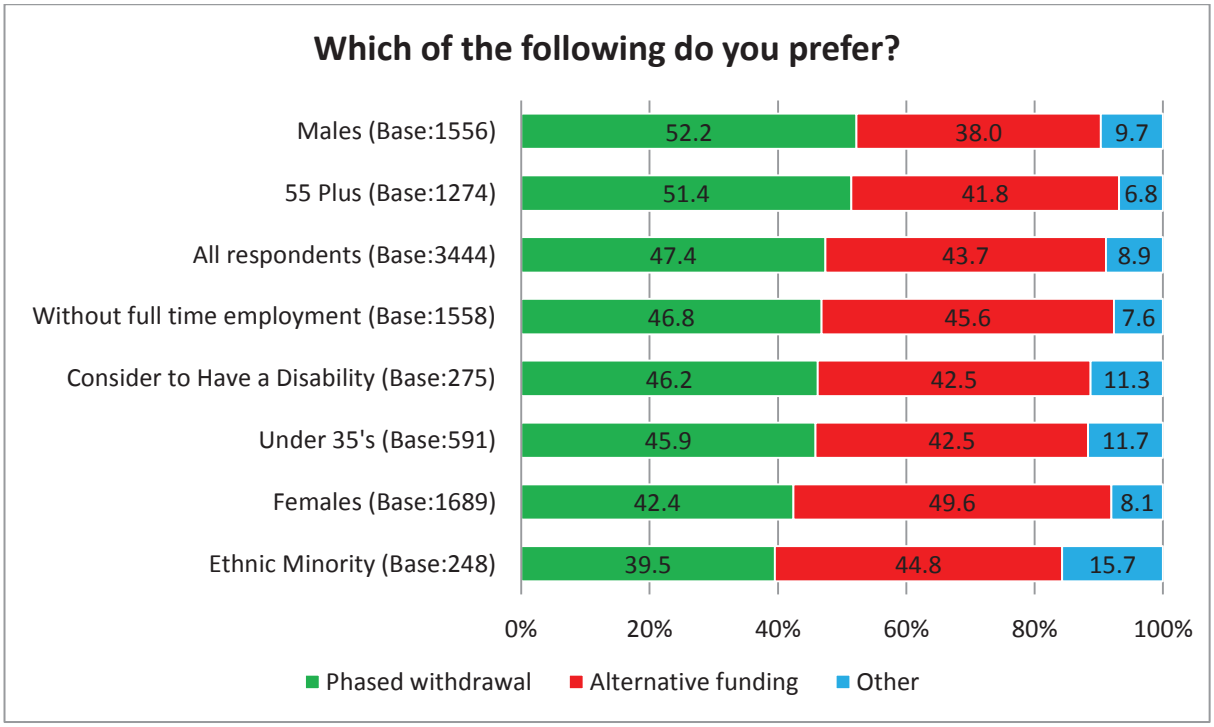


School Transport for 16-19 Year Olds

2.71 By geography

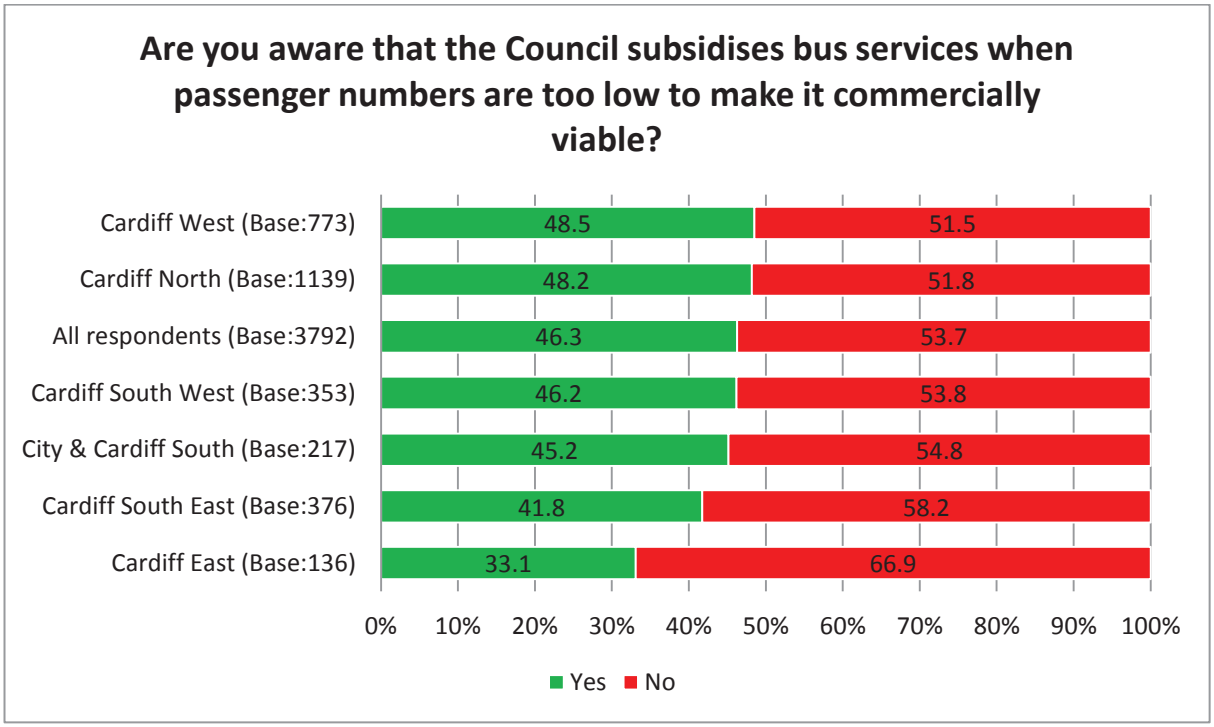


2.72 By demographics

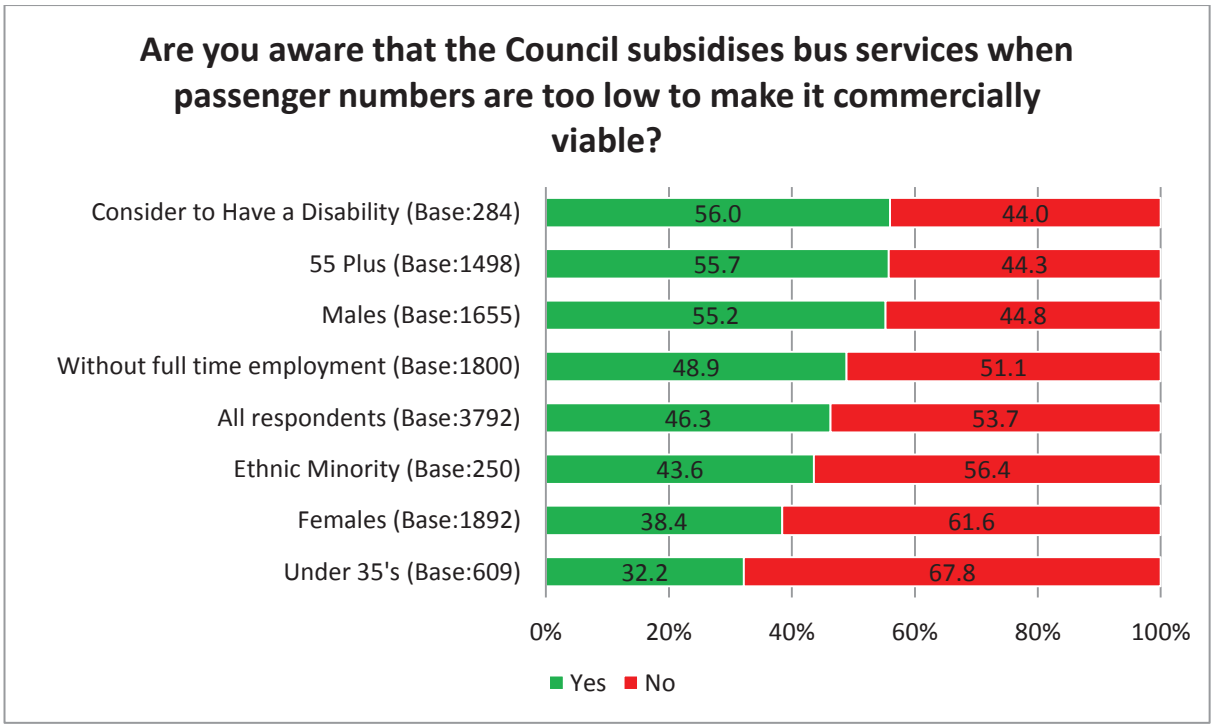


Supported Public Transport

2.73 By geography

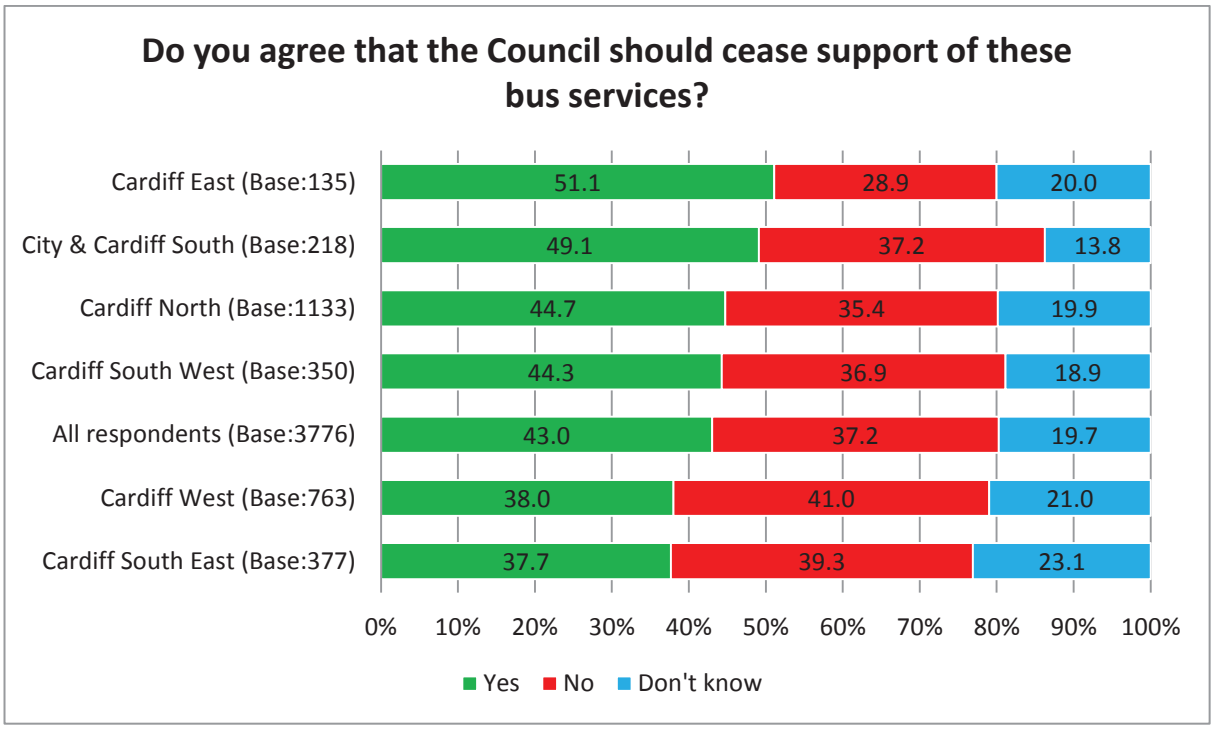


2.74 By demographics

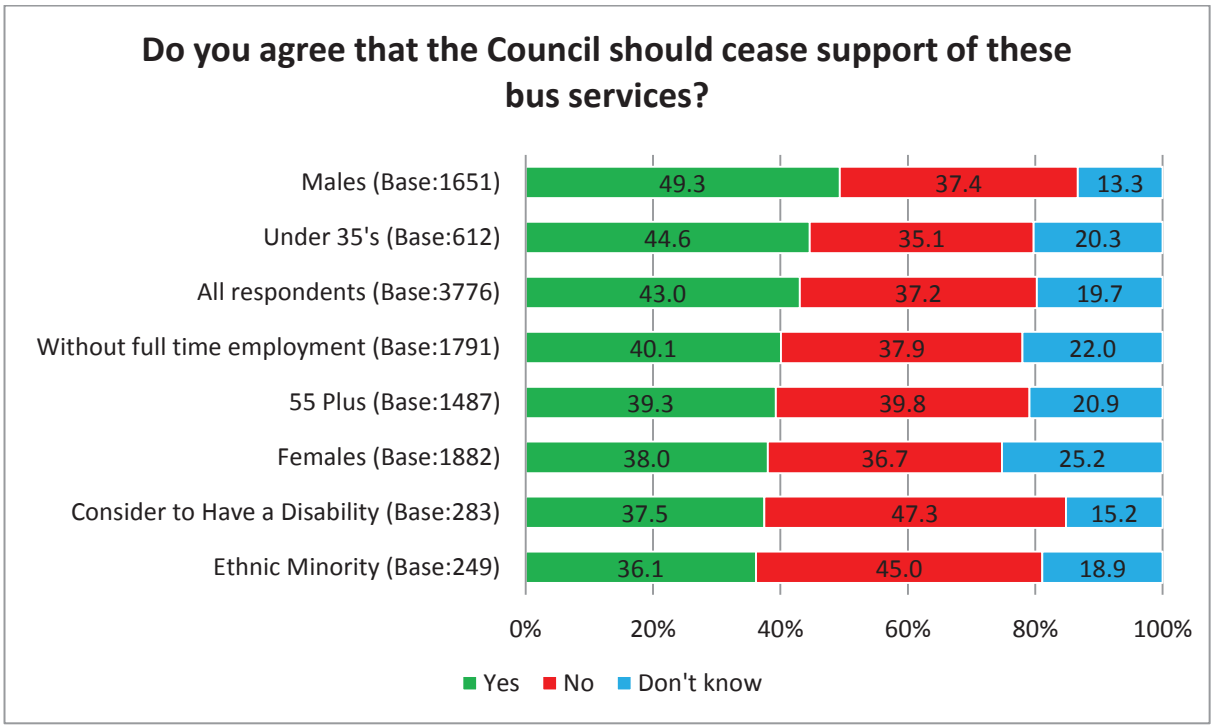


Supported Public Transport

2.75 By geography

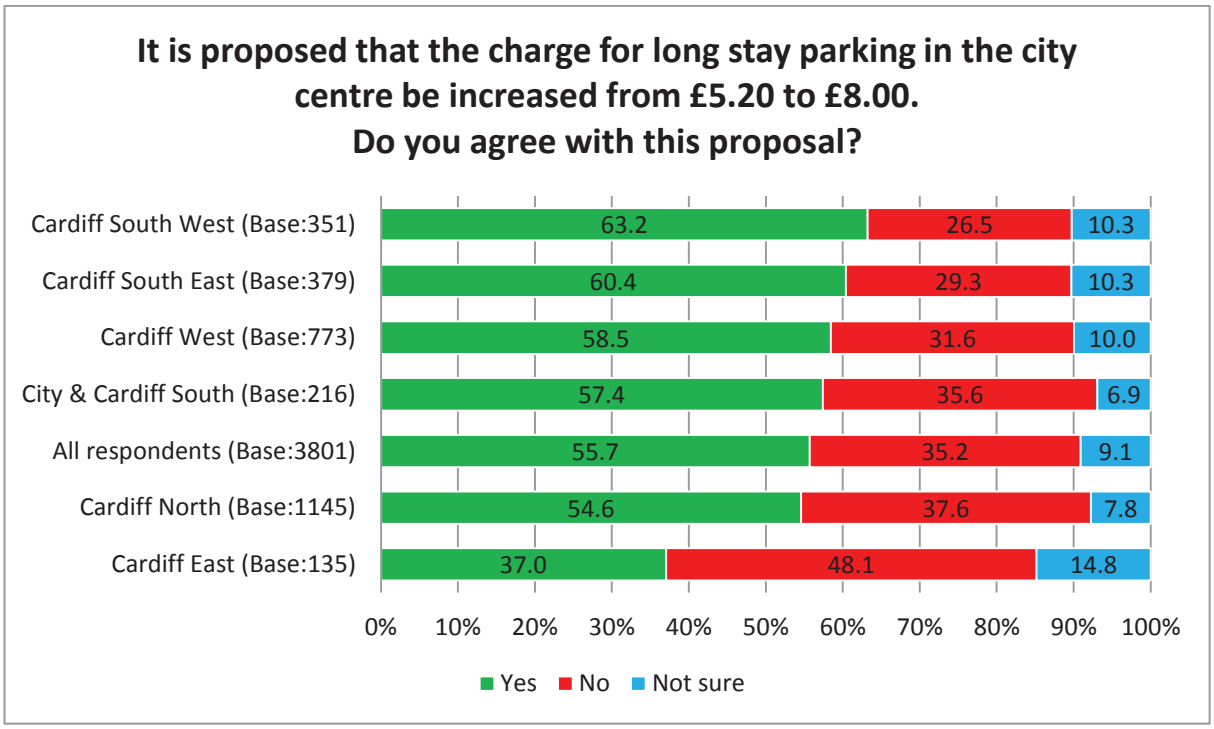


2.76 By demographics

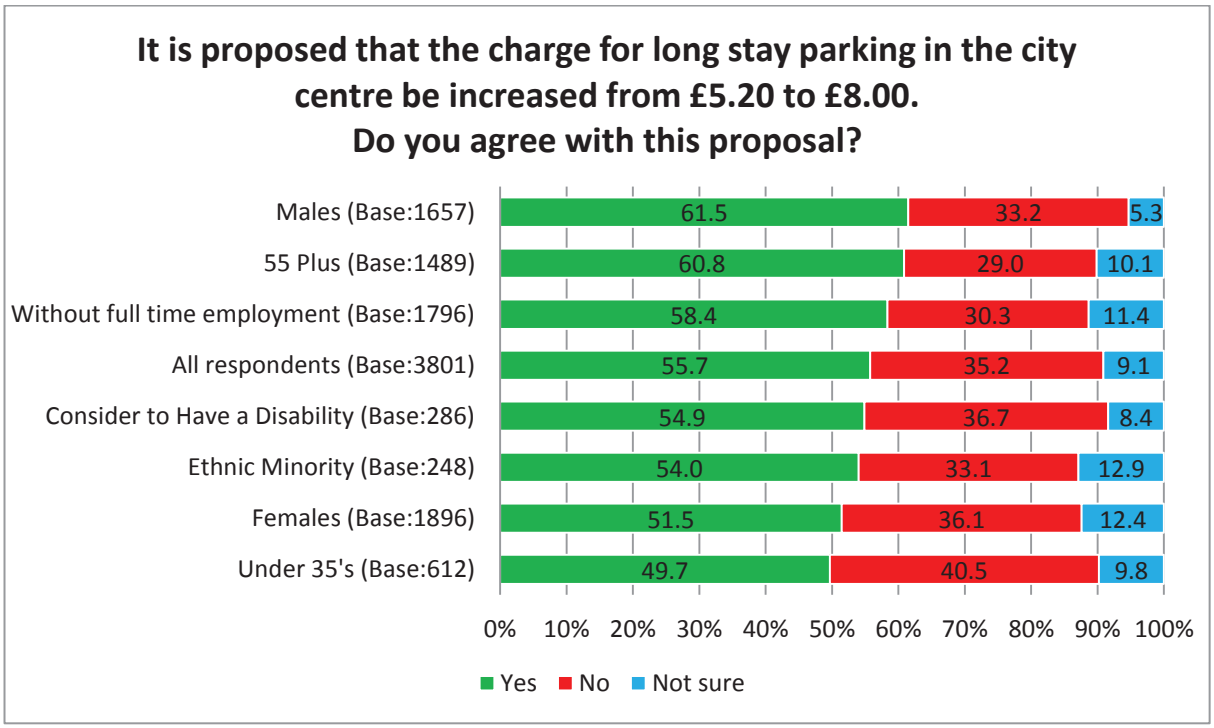


Parking

2.77 By geography

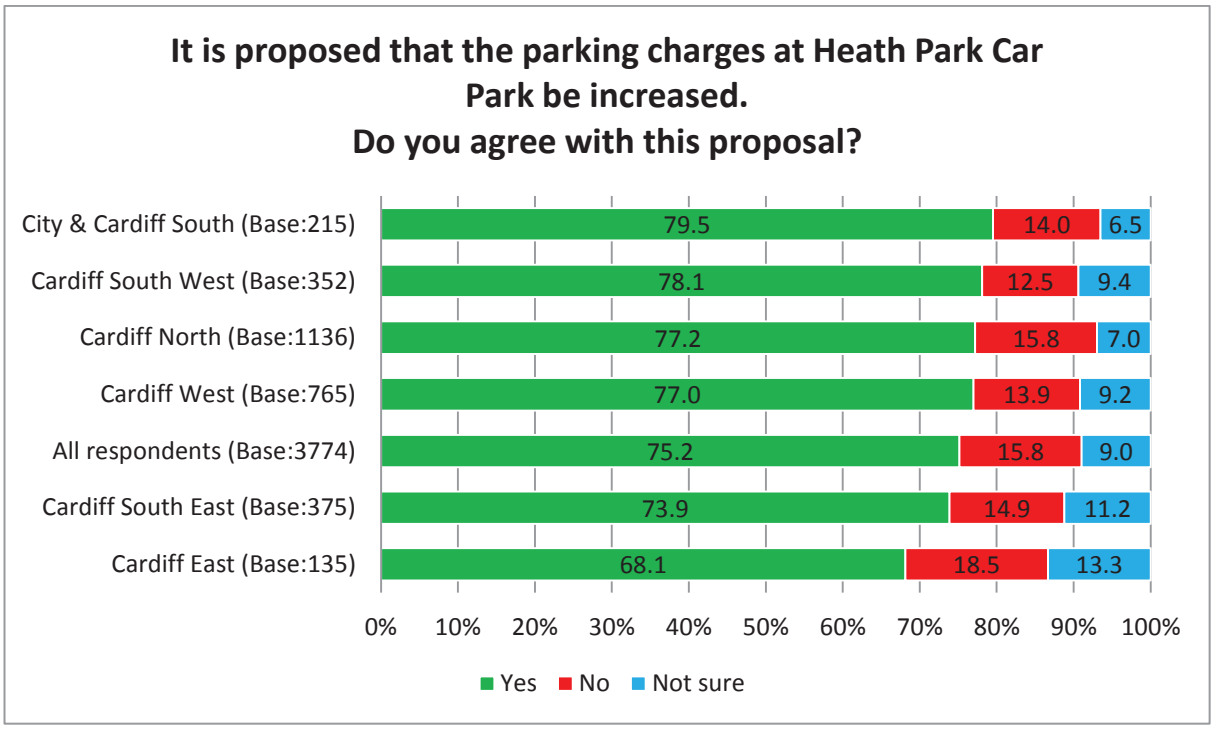


2.78 By demographics

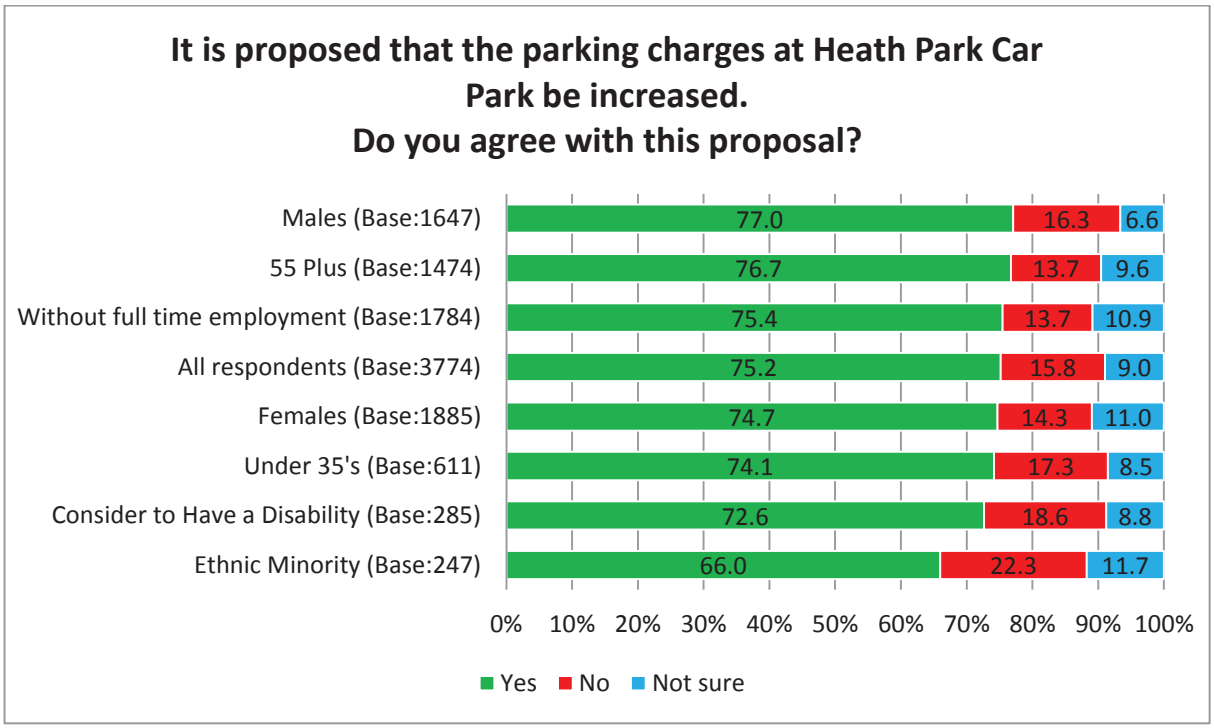


Parking

2.79 By geography

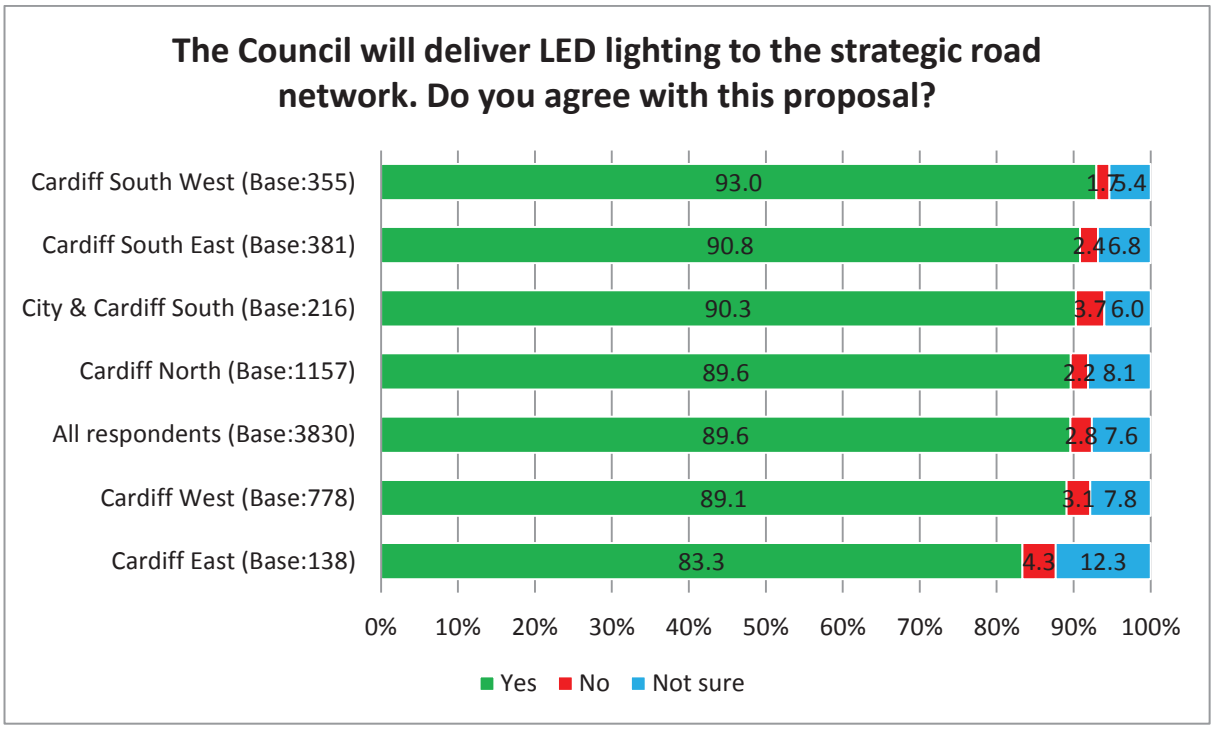


2.80 By demographics

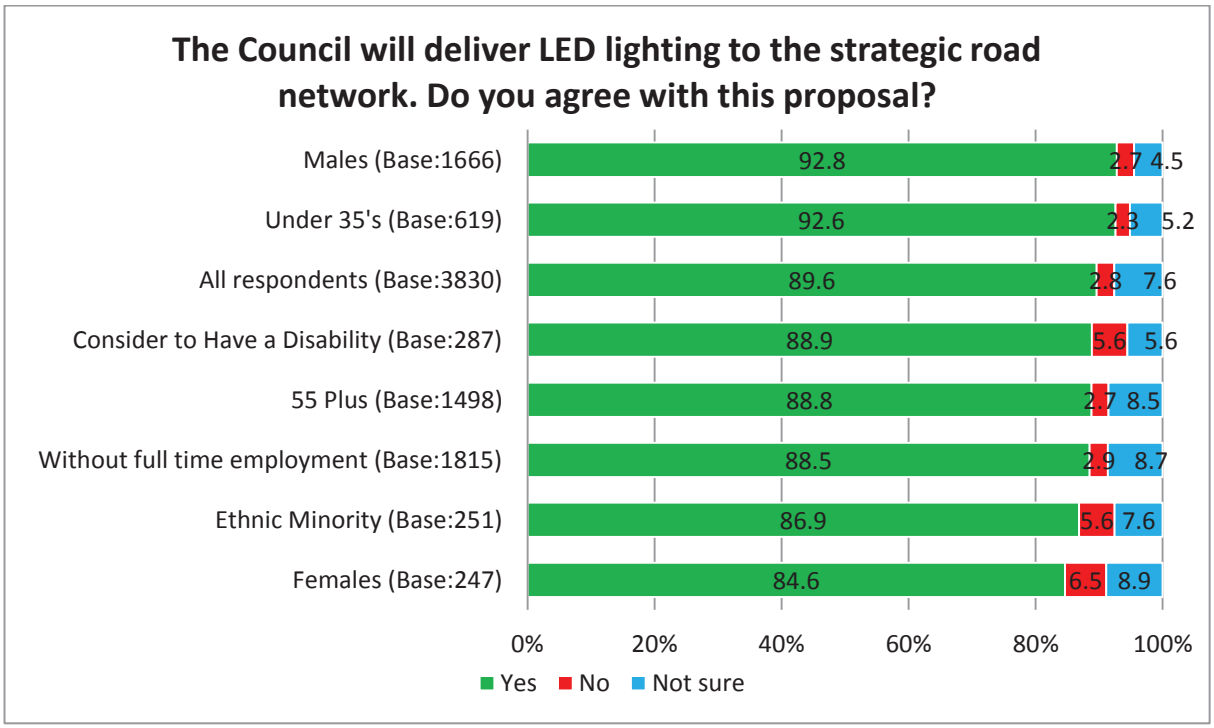


LED Lighting

2.81 By geography

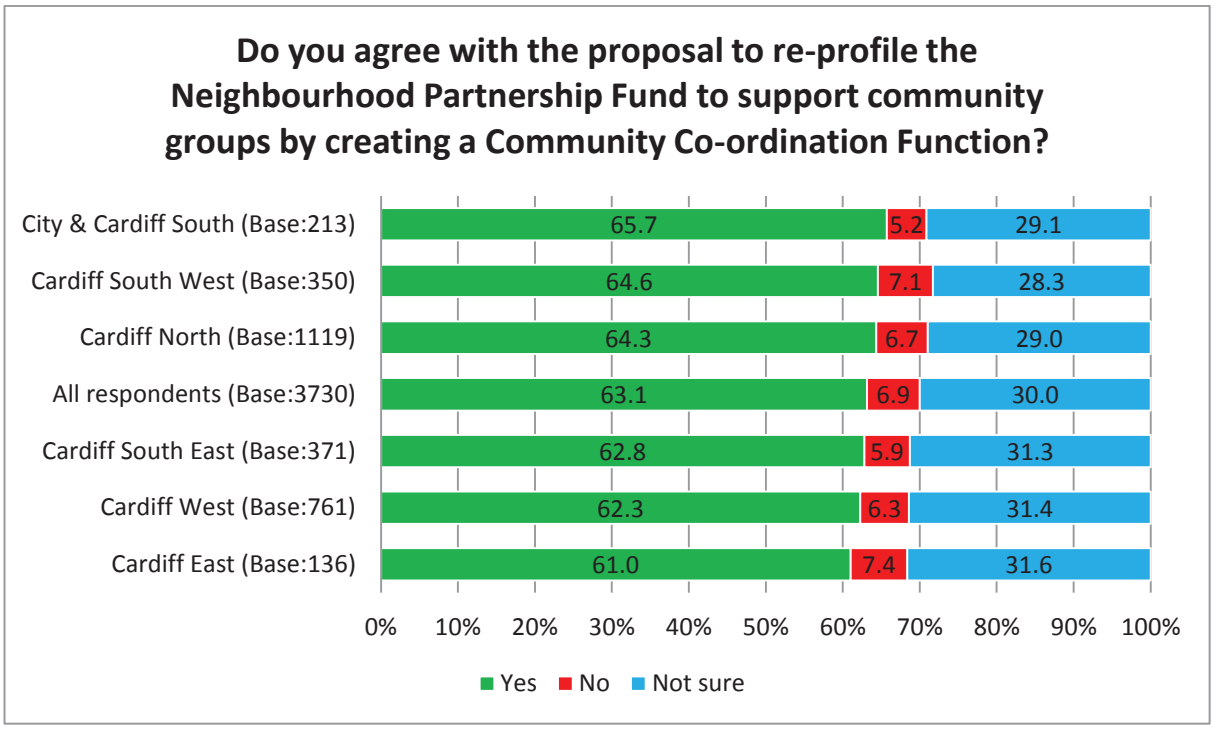


2.82 By demographics

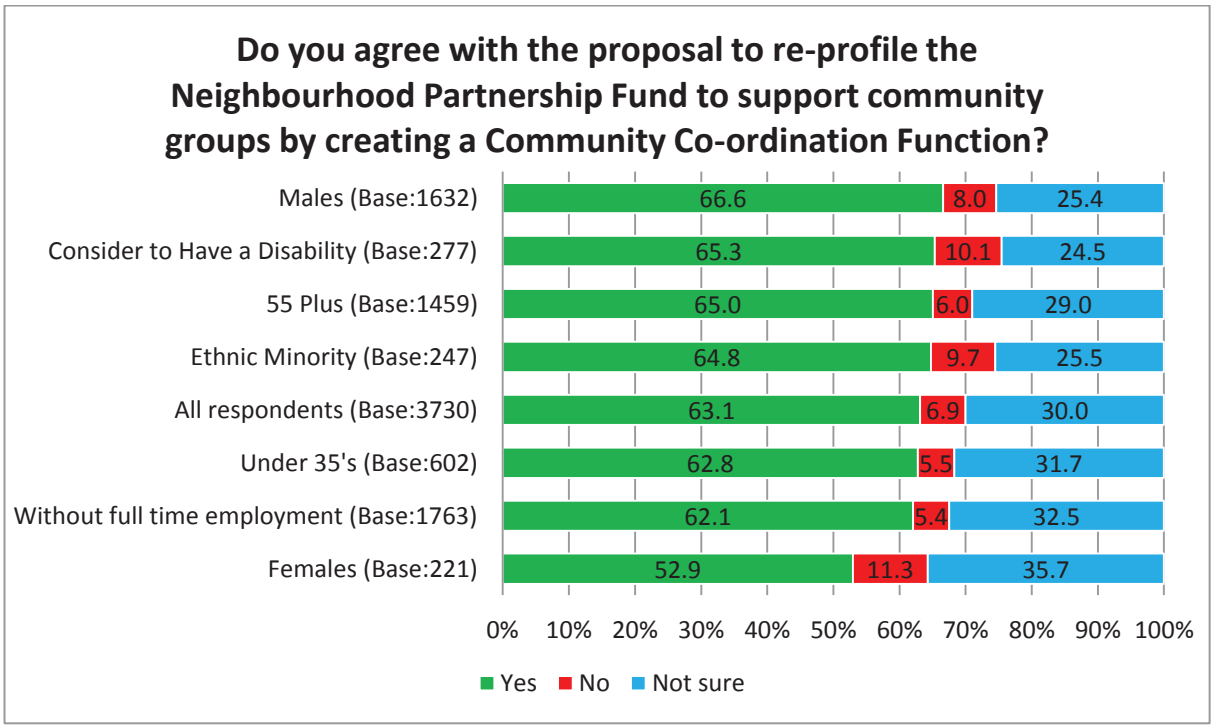


Neighbourhood Partnership Support

2.83 By geography

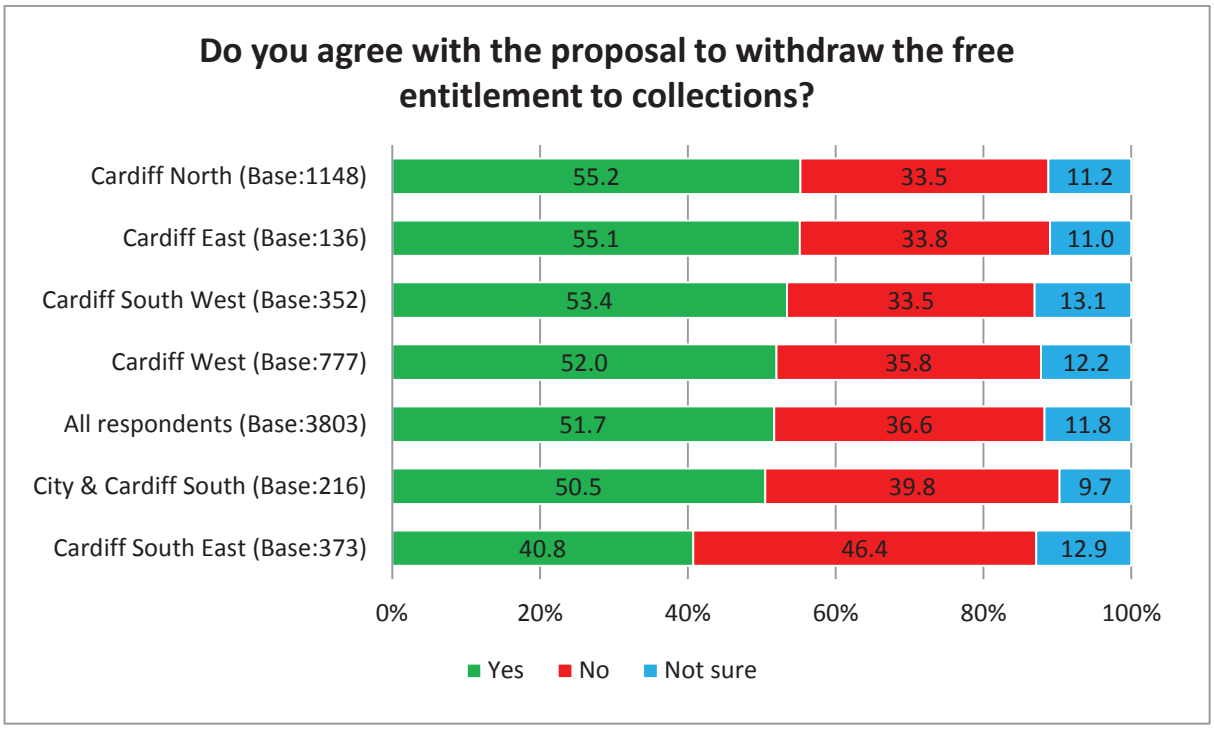


2.84 By demographics

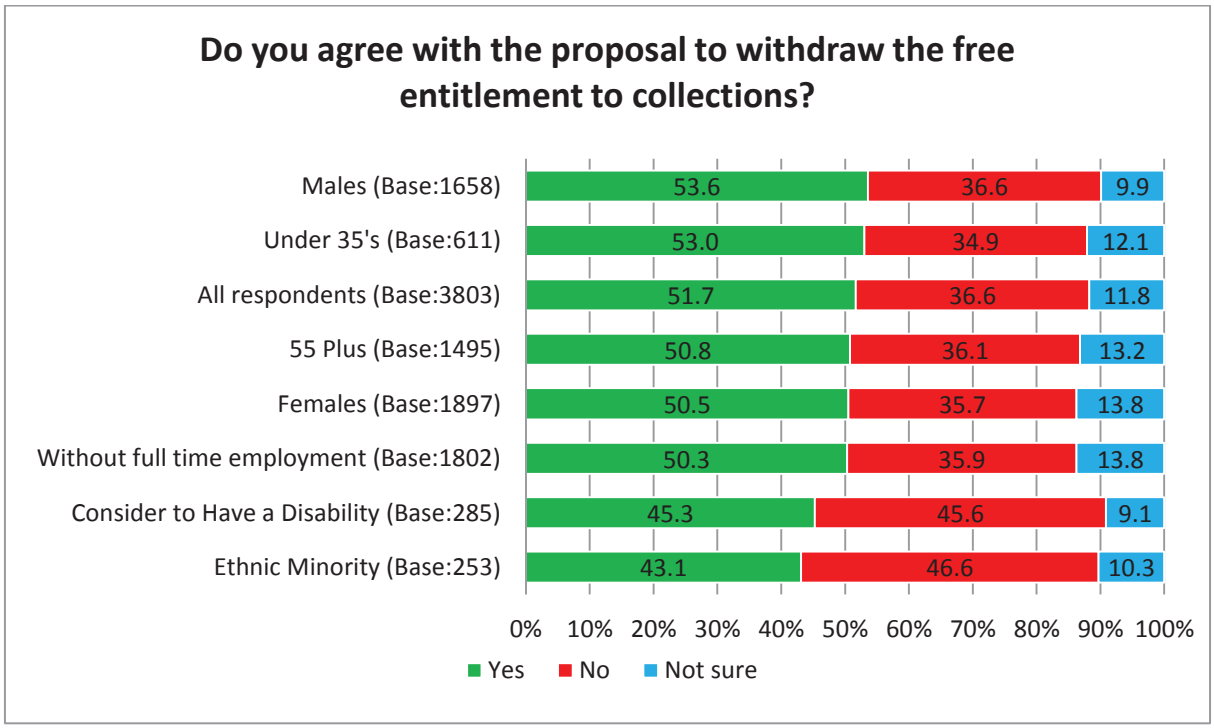


Waste

2.85 By geography

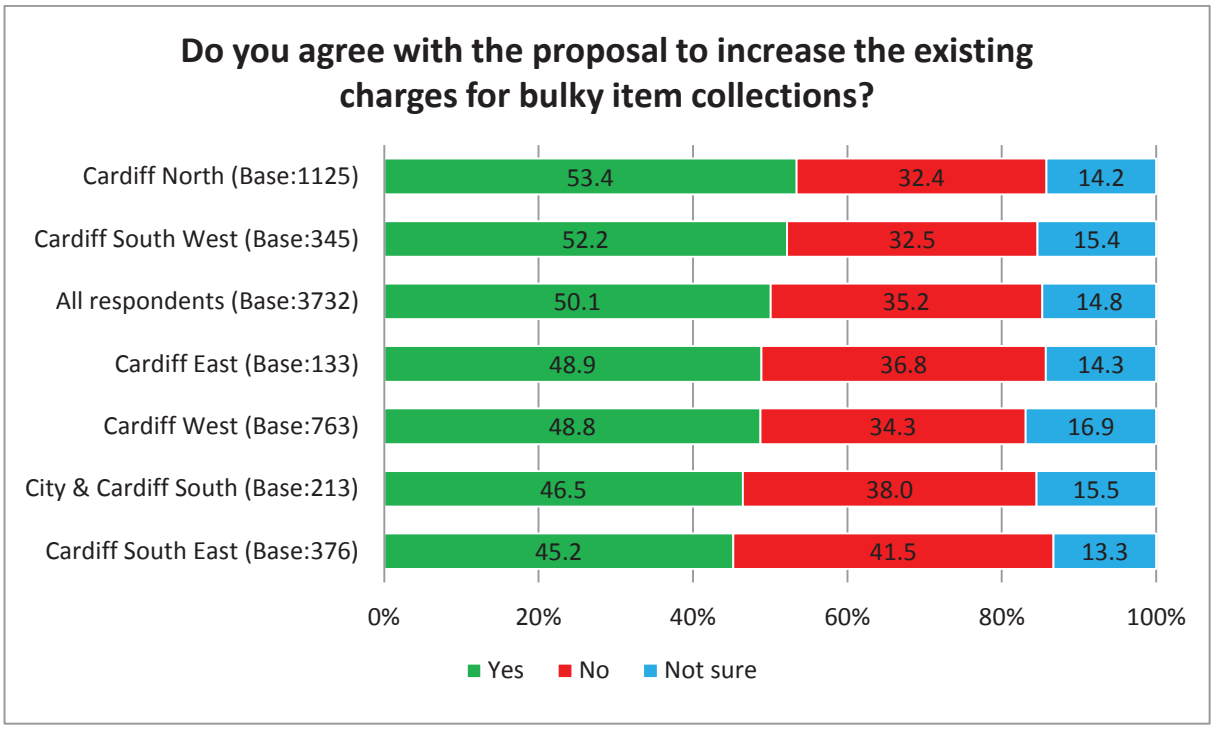


2.86 By demographics



Waste

2.87 By geography



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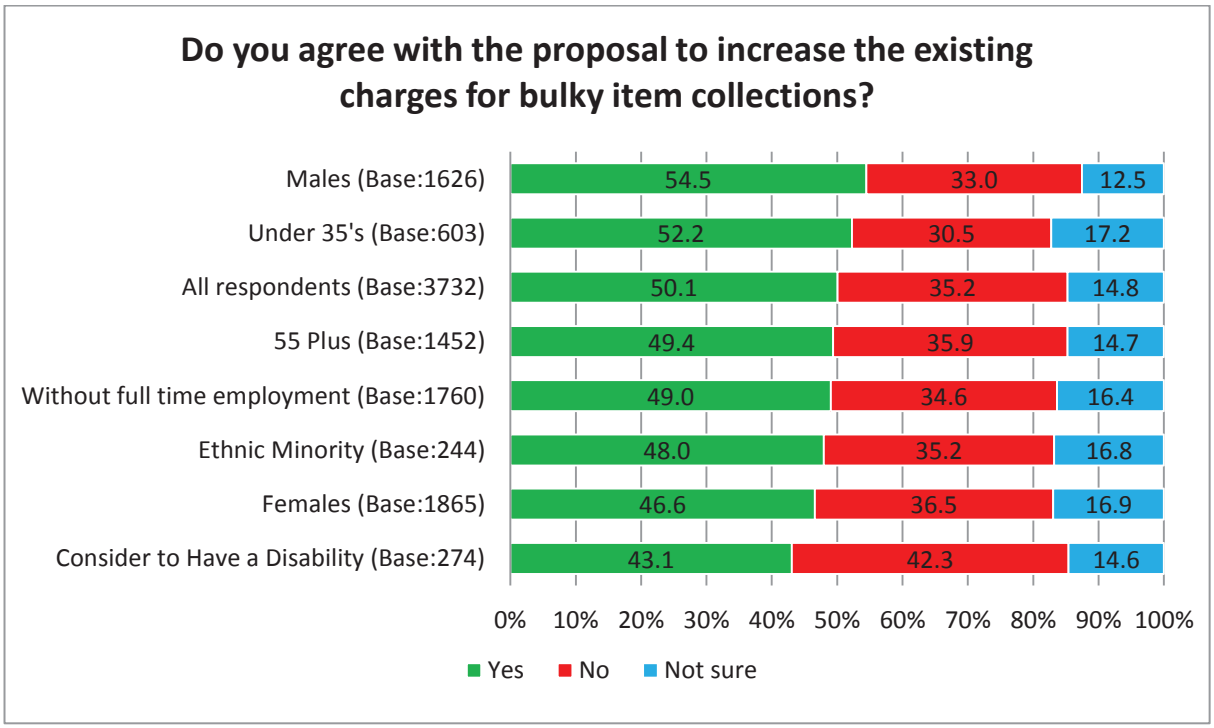

Waste

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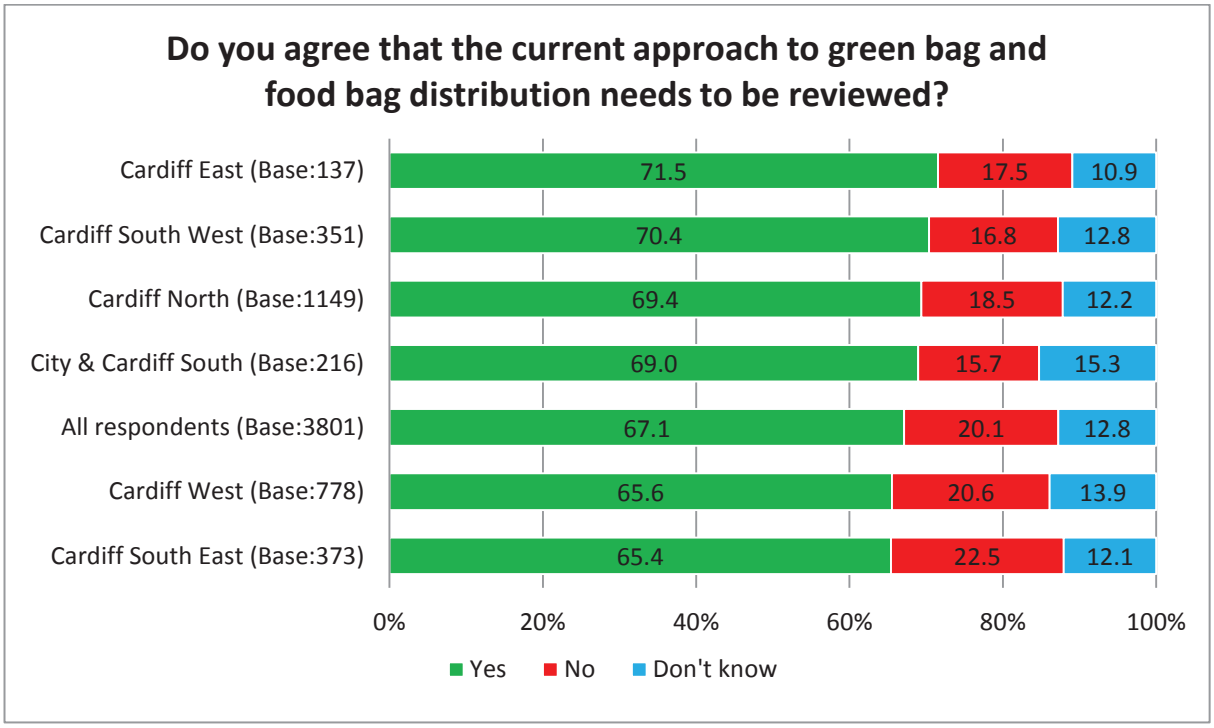

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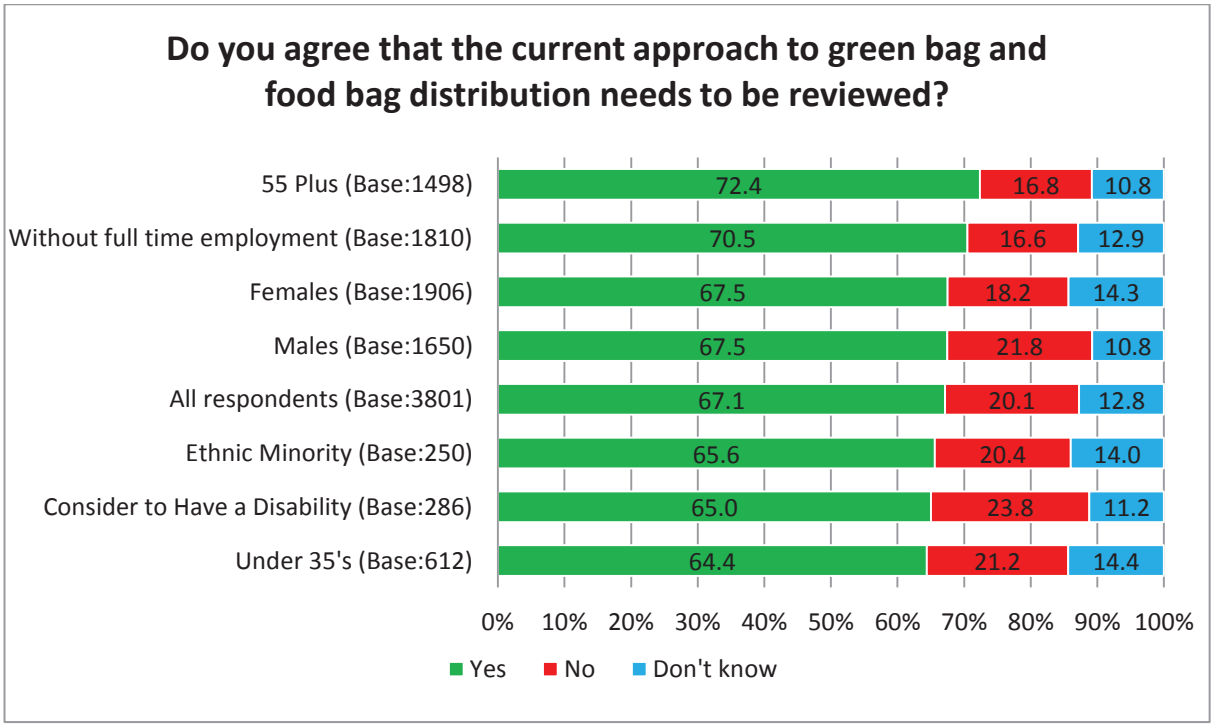

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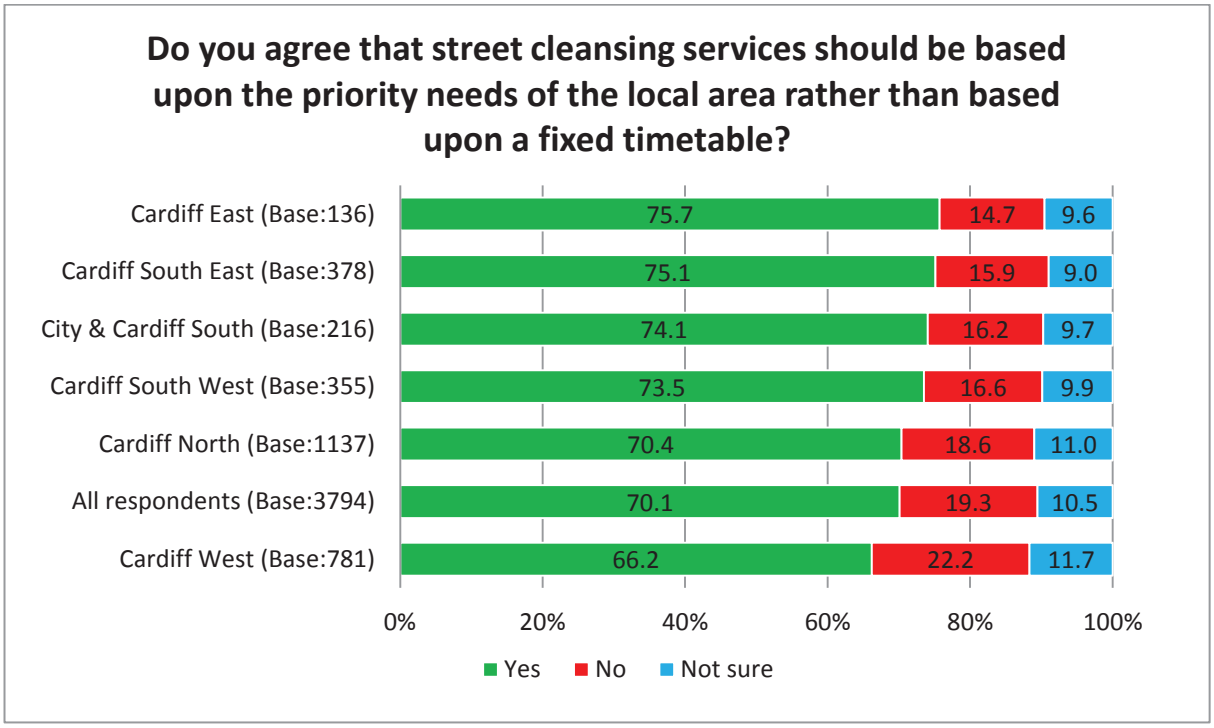

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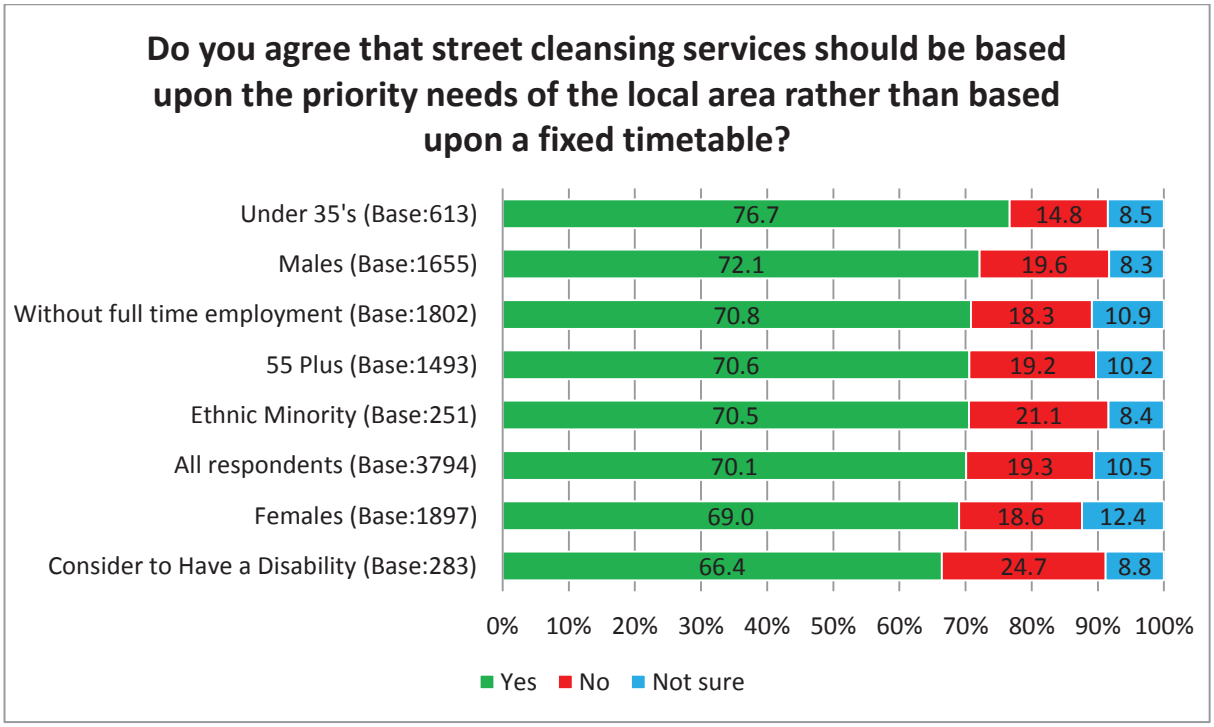

Infrastructure

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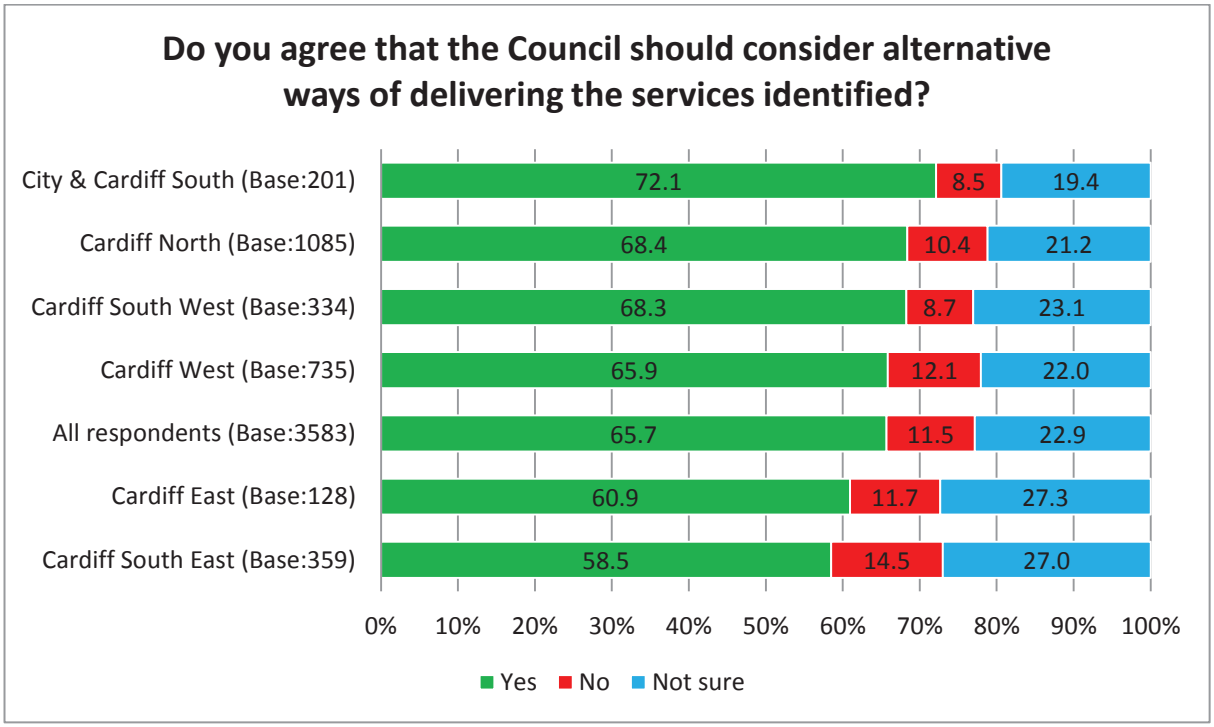

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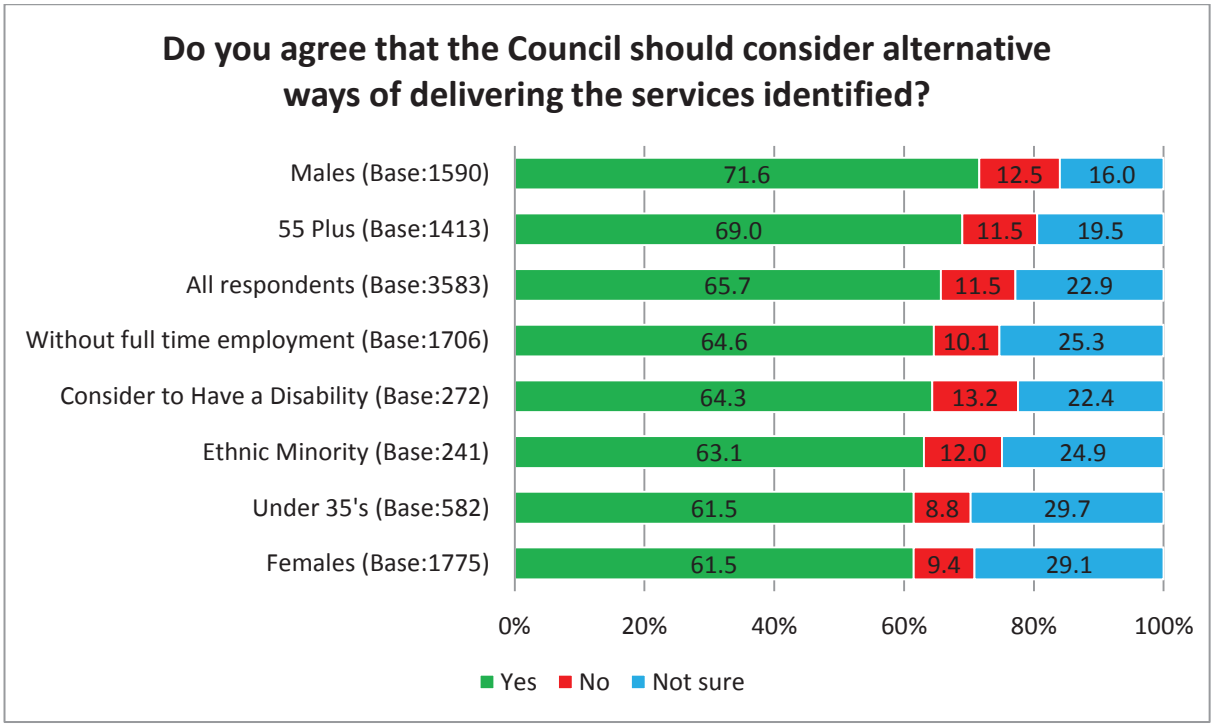

Public Conveniences

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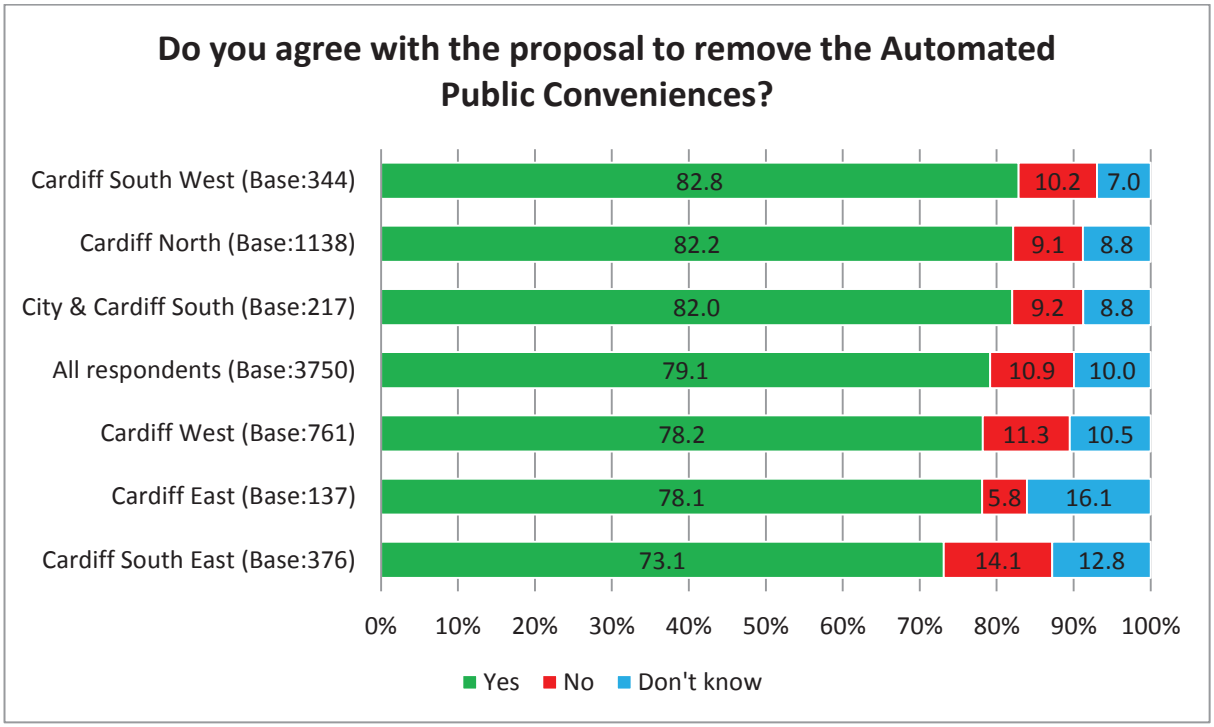

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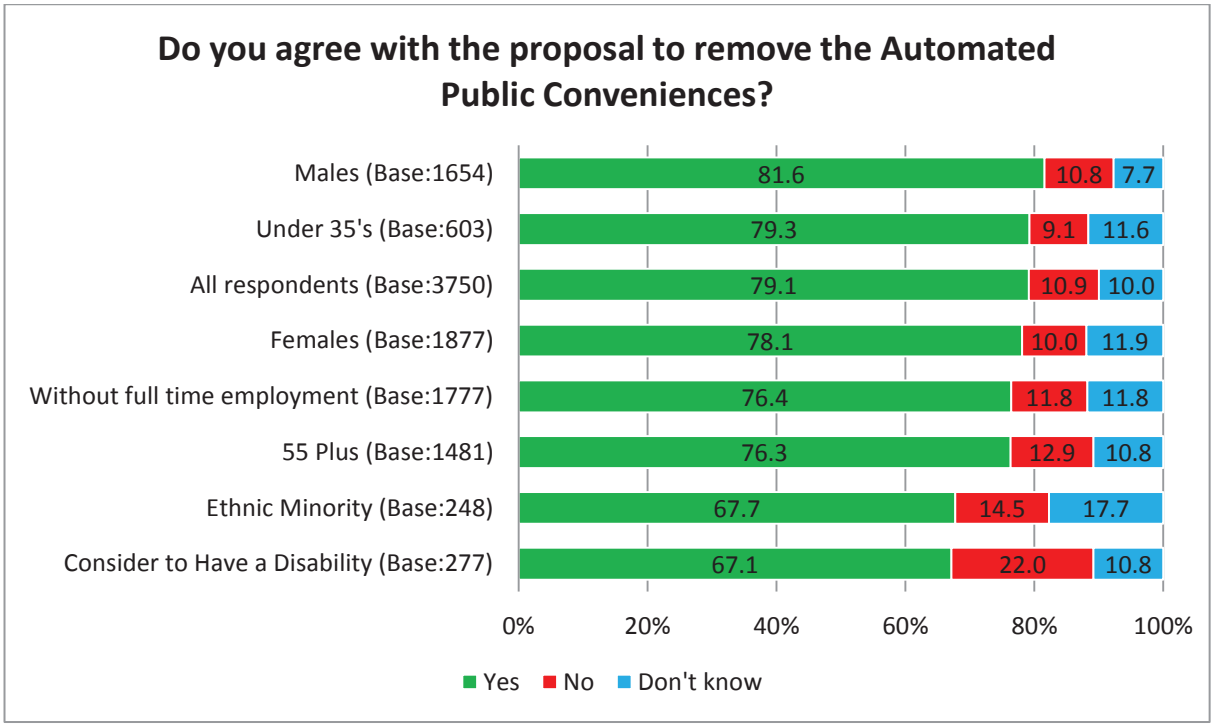

Public Conveniences

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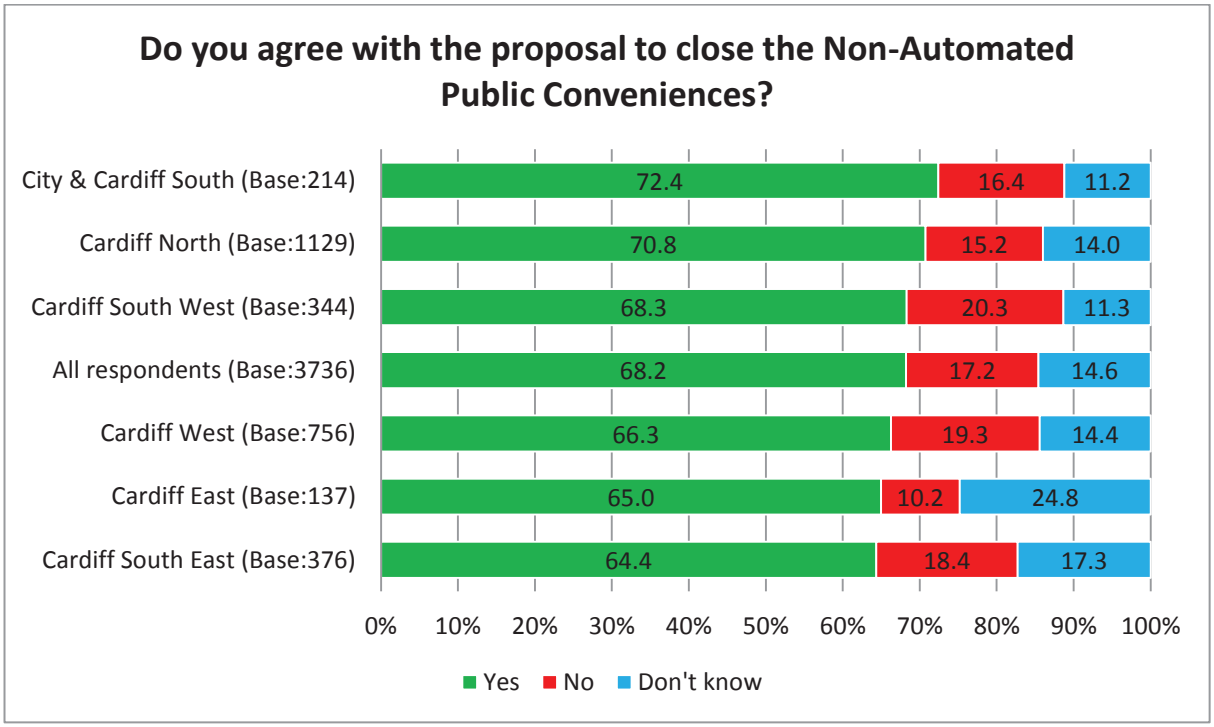

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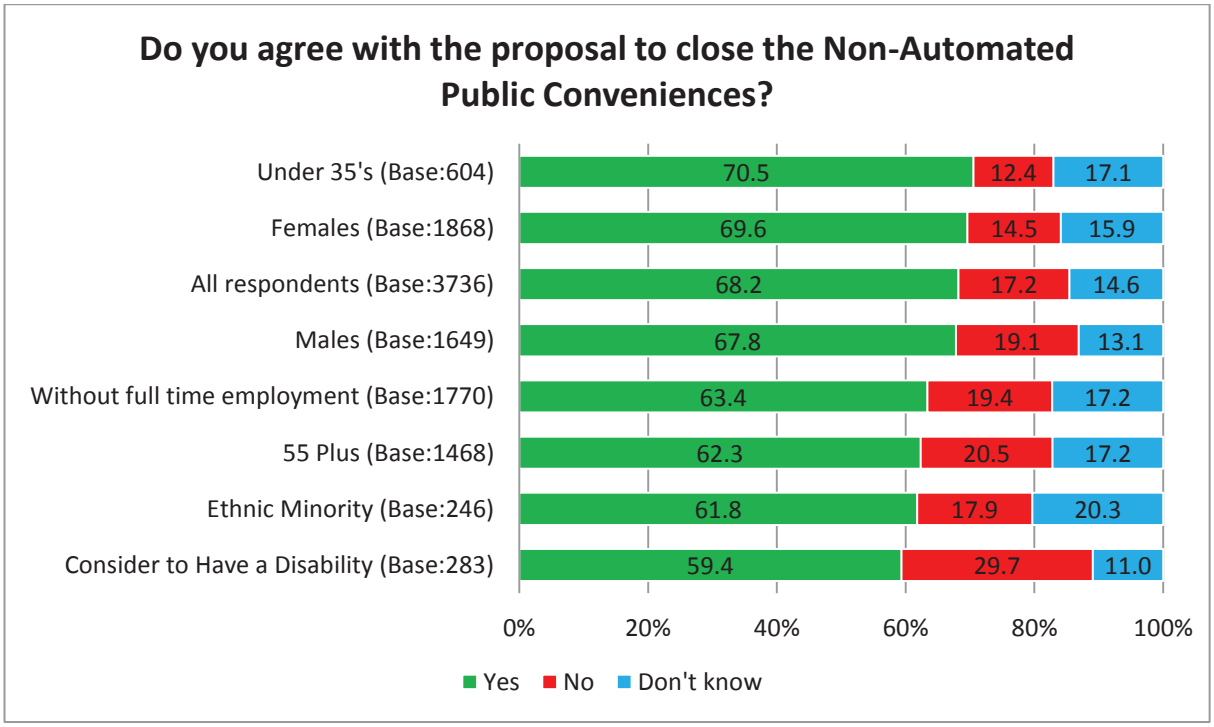

Changes for Cardiff

Appendix 2:
Additional comments on budget proposals

Appendix 2 - Additional comments on budget proposals

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Appendix 2 - Additional comments on budget proposals

The following tables reflect the comments received as part of the consultation in relation to the city-wide budget proposals. Please note that the comments are largely explanations in response to questions whereby people have answered 'no' in disagreement to the proposals so by their nature will tend to be more negative.

1. Community Centres / Hubs Strategy

Themes emerging from the 340 comments received for not joining up existing services offered in community centres with the Hub Strategy:

Theme	No.	%	Example comments
The locality of hub – including access issues (i.e. bus rides/cost incurred/mobility issues)	75	22.1%	• *"Because our travel network in this city is too expensive and poorly connected, if you centralise everything into hubs, those who need them the most may not be able to get to them or afford the transport needed."* • *"Having a hub is great if it is in your area…It would take an hour to walk to Llandaff North from Rhiwbina, or take 2 buses each way."* • *"They are not local to many residents of the city."* • *"People need to be able to walk to their local community centres otherwise those that find it hard to access them will become increasingly alienated from society."* • *"Having a lot of services at one location 'hubs' restricts the number of people the services are available to. If you have one locally/walking distance you won't mind however how are the elderly and families meant to get to use these services if not in walking distance and not on a local bus route? Not everyone has the use of cars."*
Statutory duty / Should be Council run/Shouldn't be run by volunteers	56	20.3%	• *"Public services and buildings already belong to the community via council ownership. Our public services were built up from nothing, via philanthropy and self-help, to services that are owned by us all, for us all; employ people decently; and are run in an accountable manner. Going back to self-help turns this progress into reverse."* • *"I don't believe that third parties are sufficiently accountable and may be driven by profit."* • *"There is the danger of buildings being poorly looked after with staff who may or may not turn up or provide proper provision."* • *"Community centres should be Council run to ensure accessibility to all sections of society and the prevention on one group or another taking over with its own agenda."*
Weakens library services	53	15.6%	• *"The hub strategy particularly weakens the library offer. It is not a full library service. Why do you keep saying hubs are great? They would be if the library was in a separate room and fully staffed by library staff. The housing staff do not shelve and are unable to answer library queries."* • *"A library that is a hub will always feel like a Department of Social Security office."* • *"Libraries are too important to be marginalised and seated with other services. They are a lynchpin in educational*

			services." • "Having to cross train housing staff to handle library queries and vice versa is not conducive to an efficient service."
Will result in limited services / a reduction in the range of provision within communities	47	14.4%	• "Putting several services in a hub will lead to a reduction in quality of all those services." • "The range of services offered will decrease and the buildings will fall into disrepair." • "The Hub idea sounds good but it seems too many things in too small an area - The old adage of jack of all trades - master of none!"
Don't close libraries/Community Centres	42	14.4%	• "If by Community halls etc. you are including libraries then closing them is a disservice to the community for the local activities that are undertaken there. Also in this area it will be another blow for the local shops." • "I would like to see all libraries and communities remain open. • Getting rid of Council buildings mean they are gone, gone forever and reducing assets is a short term solution that invariably leads to regret." • "The Community Centres are so important for many people, they must be maintained."
Not community focused i.e. what is right for the individual areas rather than a city wide Hub approach	31	9.1%	• "The Community Centres are so important for many people, they must be maintained." • "By saying "join up to a central hub" you are ignoring the needs of certain residents from certain areas." • "I do not feel the 'Hub strategy' should be rolled out in every area taking into account the different needs in different areas of the City."
Unequal service across the city	30	9.4%	• "Often community hubs are too far away from some of the areas they serve, e.g. close Rhiwbina Library and Whitchurch and have a new "Hub" in Llandaff North - that just doesn't work." • "Funding for 'hubs' seems to have traditionally focused on 'deprived' areas. The areas that generate Council tax revenue should benefit from an equal or greater level of Council services."
Lacks identity/cohesion/takes away from communities	26	7.6%	• "It (Central Library) is impersonal; everyone can hear what you are talking about." • "Creating hubs will lose community spirit"
Don't like Hubs	18	5.3%	• "I am STRONGLY OPPOSED to this shrinking of service provision, known as the 'Community Hub' strategy." • "The hub strategy is being used to undermine the concept of libraries accessible to all, so I will not support it."
Not sustainable long-term	16	5.3%	• "Incredibly short sighted. These are essential services." • "Once they are closed that is it. They won't be opened again. Down the line when we have future cuts and the hub is closed we could be left with nothing."
Find savings elsewhere	16	5.3%	• "The provision of public services is the main charge of the Council. You must not target easy options such as libraries and community centres but instead look to your management costs and how money is actually spent. I see a lot of waste. Please work smarter."
Waste of finances	13	4.1%	• "We should not be wasting money on providing community hubs: face-to-face is the MOST EXPENSIVE way of serving customers, yet the Council seems to wish to INCREASE the amount of face-to-face interaction in times of budget pressures - this is hugely contradictory!" • "There is no fiscal justification for this attempt at stealth privatisation of Community Centres. The community paid for

			and built those centres, and they should remain in the hands of the community."
Service specific environments are preferred	12	3.5%	• *"It is much preferable not to pool a library and other facilities in one - different purposes and different locations/staff lead to better service and specialised staff."* • *"Ideally purpose built buildings for single services is best it does not dilute the offer and ensures the integrity of the service."*
Not enough information to comment	11	3.2%	• *"The Hub strategy is so ephemeral it's difficult to actually understand what it is or means."*
Evaluation needed prior to further roll out	6	1.8%	• *"I do not believe that the case for the hub strategy has been successfully proven."*
Miscellaneous Comments	61	19.7%	• *"The 'focus on meeting local needs, making services more accessible' conflicts with "reducing the overall number of buildings used"."* • *"It is about time that the public sector learned to manage its income and expenditure professionally, just like the successful elements of the private sector."*

Themes emerging from the 336 comments received for being opposed to the proposal for the Council to encourage alternative uses or building transfer of Community Centres:

Theme	No.	%	Example comments
Will result in a reduction to the range / level / reliability of services and facilities	50	14.9%	• *"If Community Centres are transferred from the Council to community groups it may be difficult to ensure consistency and continuation of service. Professional expertise would be lost."* • *"To leave the property in the hands of the "community" could leave it open to an individual party not taking pride/responsibility for its maintenance, ensuring best and most efficient use of the building and therefore leading to the eventual closure and potential to being run down."* • *"Alternative uses and transfer leaves the services open to dilution, facilities to be misused and run down then closed. Keep them open and under control, well maintained and offering the services they were designed for in the first place."* • *"My concern is that community centres could become expensive and become unavailable for those who need them."*
Council should be providing these services / This is what Council Tax is for	50	14.9%	• *"The Council should take responsibility here rather than off-loading it on to already overstretched people within the community."* • *"We pay our Council tax, the Council should run it and look after their staff and not make them redundant. It is wrong to replace paid workers with volunteers."* • *"Community Centres were paid for by taxpayers, by the community and should be kept in public hands. Local citizens will not be able to afford to keep them open, and privatisation of these centres will only raise the prices, excluding and isolating the poorest from these services."* • *"The Council has a responsibility to retain ownership of community centres and ensure they are operated to the greatest level of community benefit*
Opposed to principle of library / Community Centre closure	49	14.6%	• *"Community Centres are the hub of a community providing facilities for people that are increasingly more expensive elsewhere. By closing these centres you are taking away the*

			opportunity to communities that have nothing else." • "Community Centres are exactly what they say they are & should remain available for the use of groups within the community."
Geographically unfair (priority given to the south)	33	9.8%	• "I think the idea of transfer of ownership for Community Centres is a poor one and will result in some communities having no local areas for meetings." • "Hubs are only located in areas on the southern arc and there are no hubs presently or planned for the north. Closing would mean inequality for the communities in the north."
Elderly / young / vulnerable will be most heavily impacted by changes	29	8.6%	• "For many children/teens in areas like Riverside & Grangetown - places like The Riverside Warehouse are places of refuge and safety. Closing these - and having no alternative is ludicrous." • "Any loss of these services would hit young people and the elderly hardest." • "Privatisation of these centres will only raise the prices, excluding and isolating the poorest from these services." • "Community Centres are important to keep the community together, the elderly will become lonely and the youngsters will just be wondering the streets."
Lack of clarity or detail to the proposals or leading questions	27	8.0%	• "Proposals are too vague" • "No guarantees about future funding or continued existence of the service - no justification of diminished accountability." • "Who would be in overall control of these buildings? It would depend on the alternative uses for the community centres. I would want more information before agreeing with this."
Savings need to be found elsewhere	24	7.1%	• "This not where you should be saving money." • "Try getting more commercial use of these premises" • "It is about time that the public sector learned to manage its income and expenditure professionally"
Too complex to hand over to charities / communities	18	5.4%	• "It is not fair to ask communities or charities to take on the complex legal obligations of running these premises." • "It would not be practical or sustainable for local Community Centres to be run by community volunteers." • "Volunteer run services are not a viable option where vital community services are required."
Will result in increases to the costs of service delivery	13	3.9%	• "Transfer to the private sector it will mean charges will be unreliable and most people in this area want to make as much profit as possible." • "This would make it unaffordable for many people." • "The Community Centres were built with public cash, and shouldn't be handed over to private companies to make profit while excluding the less well off."
Pro Community / Council partnership or supervision	13	3.9%	• "They could be leased out to other charitable users on a "costs + maintenance" basis to keep continual service, but on a fixed 1year lease maximum, with regular usage reviews." • "community partners need the Council infrastructure including buildings to help these initiatives to work"
Threat to community spirit or cohesion	13	3.9%	• "Community centres are vital parts of "COMMUNITIES", by transferring services away from them you will introduce many social problems which will cost far more than the money saved." • "Community buildings are invaluable for protecting community spirit if you take them away or give them up to asset transfer there is no assurance that they will offer similar key services or the people in charge are capable of delivering key services."

This is a short term solution/ concern over the longer term impact	8	2.4%	• *"Getting rid of Council buildings mean they are gone, gone forever and reducing assets is a short term solution that invariably leads to regret."*
Job losses	3	0.9%	• *"The Council will be making hard working staff redundant."*
Miscellaneous Comments	49	14.6%	• *"I worry that building transfer means selling up public resources/buildings to the private sector."* • *"I have no issue with exploring alternative uses for buildings, charging to use the venue for private use but they must not be transferred to private ownership."* • *"The Council should only transfer responsibility for running Community Centre facilities to the community if this is a long term sustainable option with realistic funding in place to ensure this option is tenable."*

2. Library Services

The below table reflects some of the comments, grouped by theme, received in response to the proposals that have been made for each individual library, respondents were asked to comment if they answered 'No' to one or more or the proposals. More information and a breakdown by library will be available in ***Appendix 3.***

Themes emerging from the 2056 comments received for being opposed to the proposal for the changes to the Libraries Service:	
Themes	**Example comments**
Libraries are essential/highly valued/must be retained	• *"Why would you ever consider closing libraries? These are the only remaining places in our country that can inspire and educate every single person. The idea of closing libraries or making them into 'Hubs' (I still don't know what this means) makes me feel really sad. Knowledge can give me confidence and libraries are the key to this. Do no close libraries please, please don't."* • *"Once you close a library you'll never get it back. Free local access to knowledge and information are vital, especially if we want to grow our country and improve the quality of life."* • *"Libraries are at the heart of communities and should be maintained at all costs."* • *"Libraries are essential. Schools are under pressure for results and libraries are very important for children getting into books and absolutely essential for older community who can't easily travel and carry books. To me it is unbelievable to even consider shutting library services."* • *"Smaller libraries like Radyr are an essential service and are already community hubs (not hubs as the council defines them but true community centres where people meet and talk). They must be kept open at all costs."* • *"Library Services are very important to all Cardiff Residents and this service MUST continue to be available on a Local basis."*
Geographical discrimination of the proposals	• *"It seems the funding goes to the less affluent areas and is going to be withdrawn in those considered more affluent. Everyone has the right to an available service, not just the poor."* • *"Rhiwbina in particular is a very busy well used Library, just because it is in a slightly better off area, does not mean that all residents are able to travel to other areas for library services, or want to spend money on purchasing books themselves."* • *"I am concerned that the more affluent parts of Cardiff's libraries are having the funding withdrawn whilst the less affluent parts of Cardiff are having a hub service provided."* • *"Access shouldn't be based postcode."* • *"Too much concentration in the south of the city."* • *"It is very obvious that you are proposing to exclusively withdraw library services from well off areas whilst continuing to provide libraries in poor areas. This is really unfair for those of us who live in the better off areas. The withdrawal of services should be fairly applied across*

	the City - including the poor areas." • *"I think your proposals are geographically very unfair, leaving a huge swathe of north Cardiff without publicly funded library facilities and particularly hitting the elderly, many of whom are on low fixed incomes and cannot afford internet access at home."*
Access to Hubs	• *"Rhiwbina residents are pensioners who are using the library very frequently not only to borrow books, but to sit and read and just meet other people during the day. Many of these will not be able to travel easily to the new community hub/ libraries as the bus services to other areas of Cardiff are poor from Rhiwbina."* • *"Not everyone can travel to a limited number of hubs."* • *"You have to concentrate your so-called "Hub with library service" in areas with public transport - it is no good placing them in the middle of nowhere with no buses."*
Negative impact of proposals	• *"These areas have a large aging population, and will restrict even further any human contact that they get by moving them further away."* • *"I am saying NO to all of your proposals to close libraries. Your own current Corporate Plan states: "Education and skills for people of all ages to fulfil their potential and be well prepared for employment in the Cardiff economy and beyond" yet you're proposing to close a vital service allowing children, young people and adults access to information, literature and research facilities along with PCs and printers. How do you propose to raise education standards in schools without libraries in communities. Many of these libraries were built by communities for the benefit of the communities and you have no right to take us back to pre-Victorian times by depriving us of these facilities. You should be investing and improving libraries so that they contribute to your educational priority as quoted above."* • *"Withdrawal of council funding for all the sites referred to is an extreme measure-while accepting that there is a need for budget reductions more creative solutions and partnerships could be found. I attended a presentation by Maria Battle of the Health Board recently where she advocated the use of libraries in playing a part in health and well-being particularly in avoiding isolation and promoting healthy living-the development and use of facilities with pooled budgets etc. should be explored."*
Income generation/potential savings	• *"If part of the library (Whitchurch) was turned into a café, dog walkers, residents, families and children would utilise it as there is no cafe at that end of the village that is open on a daily basis. I think if a commercial organisation opened here the council would really lose out on generating a lot of income."* • *"I agree that the council should explore ways of getting more volunteers to help reduce the costs of running libraries. It should also explore getting partners to run coffee shops/cafes in library buildings to reduce costs and make them more attractive places to visit."* • *"You have not fully explored raising revenue by using libraries for fee paying classes in IT. As a former adult centre principal, I can assure you this would work."* • *"Libraries were set up for free reading for everyone. They are the centre of the community. By all means expend to get income by coffee shops etc. but don't close them."*
Concerns regarding the use of volunteers	• *"If you decide that certain libraries can be run by volunteers etc., how can you ensure that they are run professionally and to the same standards as today? Librarianship is a professional career and not everyone would fully understand or appreciate the skills required to run a library."* • *"There is a real danger of a watered down service with volunteers who are not library trained and so provide a mediocre service."* • *"Communities will struggle to run libraries long-term without input from professional librarians, expertise and reliable funding support. It just isn't sustainable. I totally disagree with cutting these or leaving them in the hands of a few well intending people in the local community who don't realize how much effort is needed to keep these life lines running long-term."* • *"Volunteer-run libraries are a huge risk with no evidence that they are sustainable in the longer term. They rest on an assumption of a large cohort of people available (and able) to contribute to the volunteering. They assume that there is no skills base to the work of professional library staff, they are an attempt of councils to evade their legal responsibilities and they underestimate the contribution that the library service makes to a range of other council objectives."*
Disagree with the proposals re Local Studies	• *"The contents of the local collection will not fit inside the canton branch."* • *"I do not agree with the proposal to transfer the Local Studies collection to Canton. This collection represents the history and culture of Cardiff. A city of Cardiff's stature should*

	promote and make accessible the resources for its people (and visitors) to research its rich history. Therefore this collection should be in the Central library." • *"Moving local studies to Canton is a downgrading of the Cardiff Central Library and makes this vital resource, used by local people and visitors, less accessible. In other towns and cities, this is an area which is being expanded. Cardiff will have a piecemeal service."* • *"I am totally opposed to the removal of the Local Studies Collection from the Central Library. Cardiff Central Library should house its most important collection which is of interest not only to its citizens but also to researchers from all over the country. Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision to move the well-used collection and replace it with an auditorium which is effectively an empty void for the majority of the time. Utter folly!!"* • *"Canton Library has only recently been refurbished where would all the stock go? There is no room. It is ludicrous to suggest such an ill informed and planned option. It should remain in CENTRAL library or the Glamorgan Archives."*
Wastage/poor financial management	• *"Cathays library has just had massive reinvestment, and its closure would be viewed as exceptionally negatively for members of the public who will have seen the council spend a "fortune" on refurbishment, only to close it a short time later. Members of the public have longer memories than the council give us credit for!"* • *"Cathays library and Radyr library have recently been modernized so to close these after spending money on them would be a waste of resources."* • *"Cathays: this library was refurbished recently and it seems like a waste of money to close it now. It's a Carnegie Library and you should have a duty to keep it open and not leave the building to rot."*
Concerns of the Hub model	• *"The Hub strategy has not proven itself. We pay you to keep these libraries open, stop asset-stripping and invest in what is already there."* • *"Hubs are not a generic fix for everyone."* • *"Hubs do not have full library services, poor selection, are noisy and staff know nothing about and care nothing about books."* • *"A full Library service in the hubs cannot be provided by staff from other service areas who have no experience of, interest in, providing a full range of Library services. The existing hubs have run down the important extras that Libraries provide such as Book Clubs and Storytimes. Libraries are much more than books on shelves and are highly valued by people who use them."* • *"The library service run from community hubs seems to be an afterthought. The hubs have a terrible atmosphere."* • *"Areas with a higher level of deprivation need the facilities offered by hubs. North Cardiff doesn't want or need hub facilities, it simply wants to keep most of its current, massively used libraries."* • *"I believe from my observations at Ely that libraries do not function well when part of a "community hub" the areas are not clearly defined as to what space belongs to whom and often overlaps as is the case at the Jasmine Centre."*

Additional Comments – Library Services

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Instead of closing libraries, Cardiff should be boosting the ones they have, making them more attractive, more child-orientated places to visit."*
• *"Once a library stock has been depleted, it can never be replaced. Once an experienced trained librarian has been made redundant or replaced by a volunteer, the skills brought to the job are lost forever."*
• *"Once a library has been closed or significantly reduced in size, the community it serves has lost one of its most precious and vital resources."*
• *"Rhiwbina library issues more books every month than any other branch library – it is the only Council resource we have other than the school."*
• *"The suggestion that Llandaff North can cover Rhiwbina is unreasonable – it is too far away for easy usage."*
• *"I believe you should reconsider because of the vulnerable folk who depend on the library as a community centre are not able to communicate their views."*

• *"We regard the proposal to transfer the local studies library as an impractical and unnecessary action. It is conceivable that the local studies collection could be co-located with the Cardiff Story Museum."*
• *"Rhydypennau Library is one of the most used of all of the small libraries in Cardiff – please support the local people."*
• *"Why is Central library being safeguarded at the expense of branch libraries?"*
• *"Whitchurch library plays a vital role in the wider community and is a cherished and valued all age community facility."*
• *"Look at other Council examples e.g. Worcester's Hive – there must be many examples from which we can learn."*
• *"Community Hubs should provide services for those people for whom English is not their first language and assist them with a range of activities including form filling and support them to find jobs."*
• *"There were positive comments about the Hub approach – with agreement that the way people are using libraries is changing and that they need to be updated to provide more access to computers, e-books, online services and a range of other services. It was also recognised that for young people they are not just about reading books but for revising, completing homework and tutoring."*
• *"Concerns were raised about how people on low incomes, especially young and older people, would get to the new Hubs being set up. Others raised that Hubs lack the atmosphere of a library and due to the other services could be noisy, for young people it would be important for Hubs to incorporate quiet rooms during exam periods."*
• *"Introduce reading cafes and use Central Library to provide more learning courses."*

3. Day services for older and disabled people

Themes emerging from the 340 comments received for opposing a phased approach to disinvestments in transitional day care:

Theme	No.	%	Example comments
Detrimental impact on service users	89	29.8%	• *"Elderly people already rely on the services provided; taking them away will be to their detriment."* • *"The current model works well and a lot of older people depend on them. If it is referring to privatisation, then definitely not."*
Needs to be retained by Council	85	28.4%	• *"The care and support of the elderly should remain the concern of statutory services."*
Essential Service	81	27.1%	• *"Meeting people at a Day Centre is sometimes the only contact elderly clients have. It encompasses all aspects of their healthy living if they choose and are able to attend."* • *"Traditional day centres are often the lifeline for lonely elderly people - and closures will have a negative effect on their health and well-being."* • *"My father had dementia - we would not have been able to cope without the support of specialised and reliable day centres coordinated through a central support system."*
Vague proposals/use of jargon/unclear	30	10.1%	• *"Too many vague proposals. It is usually not clear what the status quo is and whether charges would mean a poorer service or a reduction on the service provision currently offered."*
Access issues e.g. cost, transport, mobility, confidence	28	9.4%	• *"With public transport being so poor, people are more likely to be able to access the traditional day centres."*
Long term concerns/impacts	27	9.1%	• *"Day centres give older and disadvantaged people a chance to get together and see other faces. Loneliness is a huge problem and you will make it worse. The 3rd sector has a huge role to play, but many of them are funded by state grants, how are you going to pay for them?"*
Don't lump service users together, older and disabled are discrete groups / one size does not fit all	22	7.4%	• *"It is not appropriate to look for a one size fits all approach and by limiting options & availability more people will lose a valuable service."* • *"The proposals show little understanding of the grey areas in what people can and cannot do in terms of*

			travelling to access services, in terms of their physical and mental wellbeing, which can fluctuate."
Insufficient alternatives available e.g. luncheon clubs	13	4.4%	• *"Day centres are a useful and often the only opportunity for people to meet other during the day as a social support."*
Savings need to be found elsewhere	12	4.0%	• *"Local day centres for local people. Funded by users, subsidised by social service, government, and lottery."*
Council is 'passing the buck' / neglecting responsibilities	11	3.7%	• *"It is no good assuming that community services can just take over. Community groups will need time and resources to achieve these aims. The Council needs to work with groups not just threaten them."*
Reservations regarding the Hub model	9	3.0%	• *"Not all elderly people will cope with the noise in the hubs. No space for them to have their own room. Don't want to go to a place full of children."*
Not Cost Effective (Waste of Money)	9	3.0%	• *"The Council are always reinvesting why? Use what you have. You have £5m to erect a piece of art outside every new building in Cardiff yet you don't have money to give a child a bed for the night so he has to back on the street! The Council are wasting money you need to invest in the people not throwing money away at what they don't need or want."*
Concern over 3rd sector provision including delivery / quality / costs / long term security	8	2.7%	• *"I am doubtful of the capacity of the third sector to take on service delivery from the Council, particularly given the cuts to grants which the Council has implemented in previous years e.g. luncheon clubs. The proposed cuts risk service discontinuation to some of Cardiff's most vulnerable - in direct contradiction of the Administration's priorities."*
Geographic discrimination	7	2.3%	• *"Where are you supposed to go if you do not have these services within your neighbourhood? Not everyone can travel far distances and with bus services being reduced and people having to walk further to get to bus stops it is unrealistic. We don't all drive, parking is expensive. Not all areas have facilities as it is and you want to reduce them even more. But again I suppose the less well-off areas will be ok."*
Miscellaneous Comments	94	1.0%	• *"The Council should stop adding burden to existing services via the current proposals for 40,000 new homes in the Cardiff area before considering cutting existing services. You can't on one hand complain that you need to cut services because of the budget shortfall and on the other hand add more demand for services via adding 100,000 more people to the area. It's absurd and hypocritical."* • *"We should be thankful to the elderly for our upbringing not take away services and try to give them hope they 'may' return."* • *"Day centre provision has been developed over years and years to ensure it suits the needs and requirements of our older citizens who require it. You cannot simply re name a building a Hub, and offer all council services from there and expect them to be of the same standard as specialist provision."* • *"The day centre system provides respite for carers as well as a possibility for those providing care to work part time to boost income, removal even in part could leave a much bigger problem for the community in the near future."*

			• *"There is too much emphasis placed on the disabled and elderly, where are their children?"*

Themes emerging from the 158 comments received for opposing community meals service developing away from solely home delivery provision:

Theme	No.	%	Example comments
Detrimental impact on service users	47	29.9%	• *"A very important part of council provision…totally unacceptable."*
Access issues e.g. cost, transport, mobility, confidence	46	29.3%	• *"Essential that council maintains investment in these services as they are the most vulnerable group* • *Meals on wheels should not be cut back."*
Needs to be retained by Council	28	17.8%	• *"Home delivery of community meals is very important and should in no way be diverted to luncheon clubs or similar."* • *"The more you outsource to third parties trying to make a profit the greater the risk for the vulnerable."*
Essential Service	27	17.2%	• *"Meals on wheels is an important service we can't afford to lose."* • *"Essential that council maintains investment in these services as they are the most vulnerable group."* • *"Also the meals are vital to many who are not able to go out but are otherwise able to get about their house."*
Vague proposals/use of jargon/unclear	20	12.7%	• *"What does "for those whom require the service" for home meals mean? I am concerned this is too subjective and will be used against those in need in "borderline assessments".* • *"The proposals are ill-defined and unclear."* • *"The alternatives are not clear & could result in less provision."*
Don't lump service users together, older and disabled are discrete groups/one size does not fit all	13	8.3%	• *"To some of the older people meals on wheels are a vital service, and it may only be the only time they see or speak to another person if they are alone or housebound, not everyone can get to a centre for meals, and that's not saying we don't need centres we do, it's about time councils and government stop looking at older people as a financial problem and treat them with the respect they deserve and have paid for over their lifetime ....."* • *"Vulnerable people in Cardiff are having too many things taken away from them. It is already a travesty the way older people are treated therefore meal services and day centres should be kept open to those in need providing information on other services."* • *"Home delivery of hot meals at predictable times is essential for people who may otherwise fail to take care of their own nutritional needs, so the service should not 'develop away' from this approach."*
Savings need to be found elsewhere including suggestions	7	4.5%	• *"Provision for services to the infirm those who have difficulty in looking after themselves should be taken care of through the NHS. The NHS would have the staff trained in social health care to assess and deliver appropriate services. This alone would save a lot of money."* • *"Removal of day centres, they should not be used just for the day run group sessions at other times for younger groups e.g. dance clubs, karate clubs, could part of these centre have the internet access if libraries are removed."*
Need for respect	6	3.8%	• *"We should be thankful to the elderly for our upbringing not take away services and try to give them hope they 'may' return."*

			• *"The eating of food is a personal thing, therefore should take place at home. Consider froze meals for microwave reheating!!!"*
Not Cost Effective (Waste of Money)	6	3.8%	• *"There is no requirement to work with third sector where that entails monies this can be just an extra level of bureaucracy which is not cost or time efficient and in my opinion wasted."* • *"Provision of special needs care is very expensive, 3 carers to one client - costs of this need to be looked at - cheaper contracts for private provisions."*
Council is 'passing the buck' /neglecting responsibilities	5	3.2%	• *"The options provided are in reality a removal of the council from actually providing a service and passing the buck to the local community or privatising services. This is a real disgrace and should not be permitted."* • *"The council should not avoid its responsibilities by "encouraging" voluntary organisations they must ensure that these services are provided and monitored to ensure quality."*
Long term concerns/impacts	5	3.2%	• *"I am doubtful of the capacity of the third sector to take on service delivery from the Council, particularly given the cuts to grants which the Council has implemented in previous years e.g. luncheon clubs. The proposed cuts risk service discontinuation to some of Cardiff's most vulnerable - in direct contradiction of the Administration's priorities. It also make reduce service for those at a lower level of need, which will in turn mean an increase in service demand at the more severe end of the spectrum, where the Council will have no choice but to act, and therefore overspend. I am not convinced by the content of the Equality Impact Assessment of these proposals - they are sloppily done to tick a box."* • *"Whilst I would of course support encouraging people to remain as independent as possible and use community facilities rather than day centres, it is important to remember that day centres often provide respite for carers. If this was taken away, carers would feel far less inclined to continue to care for their relative at home due to the added pressure. I fear that is it likely that people will be entering residential care early to due the absence of this valuable respite facility."*
Insufficient alternatives available e.g. luncheon clubs	4	2.5%	• *"Lunch clubs do not exist in all areas of Cardiff so service users in these areas would continue to be at a disadvantage. There is also the issue of transport - not all service users are mobile enough to travel to a lunch club even if they use a voluntary service such as VEST transport."*
In favour of the proposal	3	1.9%	• "I am sure frozen microwave meals which many people say are excellent quality could replace some meals on wheels." • "People need to take more ownership and not expect the council to provide so much when the local health board and charities can step in."
Concern over 3rd sector provision incl. delivery/quality/costs/long term security	2	1.3%	• "Community based opportunities - what is meant by that? Who will fund the community based opportunities? Will the funding be sufficient? Will the community based opportunities have the people with the specialist skills needed to provide proper care and help? How will care be co-ordinated? My father had dementia - we would not have been able to cope without the support of specialised and reliable day centres coordinated through a central support system." • "Some of these suggestions sound sensible but caution must

			be used in relation to use of voluntary groups for work with vulnerable individuals. With no regulation or accountability people's lives could be at risk."
Geographic discrimination	2	1.3%	• "The move to community hubs for will increase user difficulty in NW Cardiff as travel distances are increased for elderly and disabled. There is a massive area with the nearest hub being proposed in Llandaff North. This is not central to the communities of NW Cardiff."
Proposed closure of libraries etc. in contradiction with plans re social care	2	1.3%	• *"You have stated in this document that 'social isolation is a serious concern' and yet you intend to remove universal services from area of the city. The library for example is a place to meet and interact with others; this is especially true for older people. Greater isolation of the elderly and young mothers creates other problems which would be far more expensive for the authorities that keeping the library open."*
Miscellaneous Comments	49	31.2%	• *"I'm a little apprehensive about luncheon clubs. After all, people all have very individual needs and who would run these clubs? We don't want elderly or disabled people to feel demoralised and some really can't get out just for lunch. At the end of the day, meals on wheels doesn't deliver on Christmas day as it is - well, they certainly didn't for one of my neighbours. Bearing in mind that if I was disabled as a 40 year old, there is no way that I would want to go to a luncheon club. If there was a mixture of people and it was in effect a cafe that anybody could eat in, it would feel fairer but stigmatising people for having a disability is wrong and their viewpoints need to be heard."*

Additional Comments – Day services for older and disabled people

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Closure of public conveniences could have a negative impact on elderly residents – although there was agreement that automated public conveniences should be removed given the cost and usage levels."*
• *"Concerns were raised about parents/siblings of the disabled and how many of these proposals will have a negative impact on disabled people on the city who may find it difficult getting to existing facilities."*

4. Leisure Centres and Arts Venues

Top 3 themes emerging from the 555 comments received in relation to Leisure:

Theme	No.	%	Example comments
Must be retained by the Council	167	30.1%	• *"Leisure centres and arts venues should remain under Council managements to enable residents to make use of the facilities and leisure activities on offer"* • *"Leisure centres are a core business for Councils"* • *"Leisure centres are vital - one of the best facilities we have - protect them"*
Negative community/ society impact	133	24.0%	• *"Leisure centres perform a service in keeping people healthy and therefore not using care services!"* • *"They will become too costly or even closed. Like Libraries this takes away "quality of life"* • *"Leisure centres need to be geared towards community need, of the particular communities they are in. I am not sure that a commercial or social enterprise model would be*

			appropriate."
Concern over increased costs to users	129	23.2%	• *"If a management company take over - prices will increase* • *"If Council can't make something work, a private company can only do so by either raising prices or treating staff badly, to make a profit".* • *"The one swimming pool in the city that isn't managed by the Council is much more expensive. This is reason enough to not want others to go the same way."*
Discrimination against low income families / Elitist	90	16.2%	• *"Out-sourcing facilities excludes families who cannot afford the fees charged by these companies."* • *"There are currently reductions or free use for certain groups and this may not be continued by a commercial organisation. So the people most in need could be priced out of leisure centre use."* • *"I am not sure services would be available to all sections of the community if not provided in house"*
Reduction in the quality / variety of service provision	79	14.2%	• *"I would be very unhappy at handing over management to anything other than a "not for profit" body, as experience shows that service levels decline to or below contractual minimum"* • *"As a 64 year old I make good use of the free swimming that is available and also the over 50's gym and bowls facilities. If management were privatised then would these facilities still be available?"* • *"I have had bad experiences in other parts of the country where privately managed leisure centres became smarter but provided significantly worse services"*
Against private sector commissioning	76	13.7%	• *"Shouldn't be privatised should be run by the Council for profit to be reinvested!"* • *"I would be reluctant to see the Council privatise and therefore no longer have any control over these facilities"* • *"The Council is the best body to run services like these, unless a competent trust or CIC can be found. Under no circumstances should you allow the private sector to get involved as you'll end up with the mess that's the UK's energy and transport systems."*
Should not be profit driven	45	8.1%	• *"Outsourcing means shareholders. Shareholders mean profit first. Leisure centres are expensive to use as it is"* • *"Public services have to be managed publicly. As soon as you let private companies to manage them, they will look only for profit and not for the best of the citizens"* • *"Leisure centres and arts venues should not be run by commercial companies because their only agenda is to make money. Anything that doesn't make money will be side-lined."*
Long term concerns	37	6.7%	• *"For both systems, commercial operation is dependent on profit and not service. This will mean that many of the services would not be viable long-term and would naturally close."* • *"There is also the issue of long term development and up-keep of the facilities."* • *"I would like to see the Council invest more in leisure/fitness centres as long term this will take pressure off NHS."*
Improved management required	28	5.0%	• *"The issue here is the mismanagement of Council assets by senior management. Where is the business sense of this Council? If some services make money they can be reinvested in other services."*

			• *"I don't understand why it is a "different organisation" could run a leisure centre at a profit without subsidy when council management cannot? Is Cardiff Council lacking the right people with the right skills?"* • *"Improved management of leisure centres is required, not dis-investment"*
Lack of detail relating to the proposals	22	4.0%	• *"What is the evidence that different models will either continue to provide and maintain existing provision or improve these services in a sustainable way into the longer term? Equally how much evidence is there to understand the current needs of the users of these services?"* • *"Not enough information has been given about what a trust/social enterprise or commercial man company to make an informed decision."* • *"WHAT "different management models"?"*
Proposals for alternative/increased revenue	11	2.0%	• *"Raise taxes and keep in house"* • *"I think charges of the leisure centre could be increased but not to commercial rates which any other organisation will inevitably want to charge"* • *"Please, can we target illegal residency, dangerous drivers, illegal parking, etc. as mines of resource, rather than the essential services that we enjoy happily as Welsh families"?*
Proposals for alternative savings	9	1.6%	• *"Better to look at more innovative ways of running existing, including across city region to provide a long term plan which helps meets city region wider objectives including health outcomes."* • *"Why focus improving Fairwater - would it not be more financial sense to close Fairwater and redirect users to Western so it is being used at full capacity."* • *"Cut some of the councillors' salaries, and expenses that run up a mint."*
Job losses	6	1.1%	• *"Jobs for the staff of the leisure centre - of vital importance."* • *"For what I can understand, different management models is an euphemism for make Council's employees redundant and replace them with volunteers. It is not a solution."*
Would result in a loss of a revenue stream to the Council	4	0.7%	• *"Facilities should be profitable and should be run by the Council to generate income. If they are taken over by another organisation they will have to make a profit or will fail as a business venture."*
Trusts/social enterprises	4	0.7%	• *"I can't see a trust or social enterprise running them successfully."*
Promotion/advertising	4	0.7%	• *"Being a regular user of a leisure centre a paying card holder, I feel not enough has being given to advertising its services ,also the excellent work done by the teams who help heart ,medical cases sent by doctor and hospitals."*
Volunteers	2	0.4%	• *"Trusts, perhaps. Community volunteers, maybe. Giving away services to be run for profit should not happen."*
Miscellaneous Comments	45	8.1%	• *"The residents of Cardiff have paid for these facilities through bills and council tax...if you have blown the money on other things that's your fault!"* • *"More leisure centres should be opening not closing existing ones"* • *"The leisure centres are great they just need improving they need an upgrade"*

***Top 3 themes emerging from the 366 comments received in relation to Arts Venues*:**			
Theme	**No.**	**%**	**Example comments**
Must be retained by the Council	108	29.5%	• *"St David's Hall and the New Theatre have worked perfectly well over many years; and provide a strong draw for residents and tourists. Why change?"* • *"Cardiff is capital city it has to support arts facilities which draw people into the city from elsewhere in Wales and England."* • *"Venues like St David's Hall & New Theatre are an asset to any city and should be protected by the Council to ensure that they are able to serve the people of Cardiff & Wales."*
Against private sector commissioning	74	20.2%	• *"Better run by Council rather than privately"* • *"These backdoor privatisations increase costs and worsen services. The centres should remain entirely under public control with full public funding."* • *"I completely disagree with what is essentially the privatisation of leisure and art."*
Concern over increased costs to users	68	18.6%	• *"I would be concerned with Arts venues being managed by other organisations this could make visiting the arts costly."* • *"It is obvious in the case of leisure centres and arts centres, charges would increase substantially if run by a commercial or profit making organisation."* • *"Commercial companies would put prices up so much people wouldn't use them."*
Reduction in the quality/variety of service provision	63	17.2%	• *"The outside concerns running the arts will provide events and artists that are mainstream and profitable.""* • *"When management is ceded the decisions will be made on an economic and not service basis"* • *"I work within the arts industry and would question the quality and content of performances should arts venues be sold off, also I would have a concern as to the upkeep, appearance and branding of the buildings, in particular The New Theatre"*
Negative community/society impact	40	10.9%	• *"Privatisation of the formerly public will erode social cohesion and mobility"* • *"As for arts centres, I believe that they deserve the full support of the community, as the arts provide an essential forum for the discussion of social questions in an enjoyable way."* • *"Leisure and arts are vital services to a community, as vital as waste collection or other services."*
Discrimination against low income families / Elitist	39	10.7%	• *"Ultimately new management models will be looking to make a profit and most likely put them out of reach for many residents.* • *"Leisure and Arts are vital social goods hiving or selling them off will put them beyond the means of many people (e.g. Wales Millennium Centre)."* • *"They need to stay as community and Council run projects, so the people most at need can access them."*
Should not be profit driven	33	9.0%	• *"Only profitable venues and events will continue, endangering existence of important arts venues.""* • *"My concern is they will be run simply to make a profit for whoever takes them over."* • *"Such facilities should be free and non-profit making. Introducing a commercial management company would inevitably lead to a culture of attempting to profit from such services."*
Long term concerns	29	7.9%	• *"It's easier to get rid of things than to get them back again at a later date."* • *"When the assets have been stripped, the vultures will leave and*

			the services will be gone." • *"The chances of an outside organisations going bankrupt and selling/closing an arts venue is too high to risk it."*
Lack of detail relating to the proposals	22	6.0%	• *"You have to say what these management models are"* • *"The question is loaded and it is not clear what the council intends - e.g. using unpaid volunteers is not good"* • *"It's unclear to me how changing the management will make savings and at the same time enhance the quality. You need to outline how this would be achieved, and why it can't be done within existing management structures"*
Improved management required	22	6.0%	• *"The Council should be managing these better and looking at them as an income and investment. For example the Millennium Centre is producing a high profit. St David's Hall and the New Theatre should also be doing so."* • *"More efficient public sector management could produce savings"* • *"Surely you can run them in a more efficient manner without potentially giving our community assets to private companies to run to make money for them"*
Proposals for alternative savings	8	2.2%	• *"Suggest cut down on Councillor's expenses, freebies + travel costs- would save a fortune!"* • *"Perhaps those events that are not financial should not be booked into them."* • *"Arts venues should have more corporate funding, not all from the public purse"*
Job losses	7	1.9%	• *"Cutting jobs and provision in the arts and the library service is so wrong on all kinds of levels."* • *"Privatising arts centres such as St David's Hall and the New Theatre could put them at risk and a private company would seek to make a profit which would come either from increased prices or reduced staff pay and conditions"* • *"Arts venues are the lifeblood of the city, and draw in hundreds of thousands of visitors and support hundreds of jobs."*
Proposals for alternative/ increased revenue	5	1.4%	• *"Could review pricing and increase income generation through hosting events/parties etc."* • *"Cardiff needs to develop a greater breadth of cultural opportunity to attract money which in turn will support commercial development and enterprise."*
Would result in a loss of a revenue stream to the Council	5	1.4%	• *"I gather that St David's Hall brings in people, and therefore money, into Cardiff City Centre. It is a great asset to the city that should not be compromised."* • *"By not running the venues, the Council may lose out on revenue. These facilitates could be re-invested in (a re-fit of St Davies Hall for example), and then be used as an income stream."*
Promotion/advertising	5	1.4%	• *"If commercial companies wish to sponsor events that's fine as long as we don't lose serious theatre for more 'pop culture' events."* • *"I think venues e.g. such as St David's Hall are not marketed well enough. Events that are not selling well should be discounted as they once were."*
Trusts / social enterprises	3	0.8%	• *"Trusts, perhaps. Community volunteers, maybe. Giving away services to be run for profit should not happen."*
Volunteers	3	0.8%	• *"Better to review pricing, seek sponsorship and make appropriate use of volunteers."*
Miscellaneous Comments	30	8.2%	• *"Find more money - do not expect the public to accept downgrading as an improvement"* • *"The management track record of potential partners is unproven and the key element is not management but the failure to have a*

			fair tax system so that money that exists in society serves the many and not the few" • *"Only if they are managed properly & we don't lose any of them or even notice they are being run by a different body"*

Additional Comments – Leisure Centres / Arts Centres

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Concerns were raised about the potential loss of free or council-run sporting facilities and the affordability of these facilities in future."*

5. Events and Celebrations

Themes emerging from the 408 comments received in relation to opposing the cessation of Council funding for Calennig:

Theme	No.	%	Example comments
Importance to Cardiff's image	84	20.6	• *"These are things that bring in visitors to our city and should be celebrated. The capital of Wales without these important Welsh activities would be a lesser place."* • *"As a capitol city these events showcase the city to the world."*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	80	19.6	• *"Calennig is very important to Cardiff and people who attend it every year people all over the world the Council have done a great job up to now so perhaps you could look at funding some of the events?"* • *"All of these parts are important to the culture of the people of Cardiff, it is ridiculous to remove any funding, these are Council responsibilities."* • *"No to cuts to Calennig as this is a popular celebration in the city, one which tourists also attend so the Council should maximise income generating opportunities."*
Importance of events in Cardiff's role as a capital city	65	15.9	• *"Cardiff is the Capital city of wales. At new year England has it's celebrations in London, Scotland has its Hogmanay and we would be left with nothing."* • *"Cardiff is the capital city of Wales. We should encourage all celebrations that encourage our Welsh identity."* • *"The Calennig is important to the City's attractiveness as a tourist destination and its City status."*
Community spirit	62	15.2	• *"Calennig - it is a good provision for families, St. David's Day - it is an important day in Welsh Heritage, Christmas tree provision - brings cheer during the dreary winter season."* • *"Cardiff is the capital and as such they are an essential part of the enjoyment of the festivities to the residents."* • *"These events bring the community together and shod be available for all to enjoy."*
Importance to the city's culture/heritage	59	14.5	• *"We need to emphasise the Welshness of our capital city."* • *"Calennig and S David's Day celebrations are important parts of our heritage."* • *"Calennig is ancient custom which must be protected."*
Loss of a potential revenue stream to the Council	46	11.3	• *"There are some celebrations the Council should continue to support in terms of the economic benefits they are likely to bring to Cardiff. In addition to this the events provide an opportunity for local resident to display their pride in their city."* • *"These events draw people into the city and generate income. These*

			proposals would make Cardiff, the capital city of Wales, look like Scrooge"

Themes emerging from the 586 comments received in relation to opposing the cessation of Council funding for Cardiff in Bloom:

Theme	No.	%	Example comments
Community spirit	163	27.8	• *"Cardiff in Bloom encourages residents to take a pride in their city and surrounding environment."* • *"Cardiff in Bloom is an example of a good scheme for ensuring the involvement of individuals with pride in their city. Nearly all the others listed do not provide the same function, and if they are not profitable then they should cease."*
Importance to Cardiff's image	146	24.9	• *"Cardiff in Bloom helps to get some of the citizens of Cardiff to show their gardens to the rest of the city, this rubs off on their neighbours, friends and people passing making it a better place."* • *"Cardiff in Bloom is a good vehicle for bringing communities together and it is difficult to see how it could be run or co-ordinated outside the Council framework. If we are to preserve one festival then it should St David's Day."* • *As Cardiff is the capital of Wales, I think it is important for the St David's celebration to be funded by the council also Cardiff in Bloom enhances the look of the city in summer and is a good showcase for Cardiff with Tourism etc."*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	92	15.7	• *"I feel the Cardiff in Bloom Competition should be funded as it is entered by individuals and organisations. Its effect is to enhance the city."* • *"Cardiff in Bloom brings so much joy to so many that it should still be maintained."* • *"Cardiff in Bloom is a good vehicle for bringing communities together and it is difficult to see how it could be run or co-ordinated outside the council framework. If we are to preserve one festival then it should St David's Day."* • *"As Cardiff is the capital of Wales, I think it is important for the St David's celebration to be funded by the council also Cardiff in Bloom enhances the look of the city in summer and is a good showcase for Cardiff with Tourism etc."*
Wider economic impact	78	13.3	• *"If these events were to cease as stated above without financial support from the Council then I believe that Council funding should continue. Every citizen deserves the "feel good factor" in their city."* • *"I think it's lovely to see these events in Cardiff withdrawing the funding would mean we would lose out."* • *"Cut funding to any of these events and they will not continue, preposterous proposal."* • *"I think cutting funding to these events will discourage tourists and visitors spending money in the city."*
Importance of events in Cardiff's role as a capital city	67	11.4	• *"The Parks Department do a good job and floral displays are important in encouraging visitors."* • *"This is an all-encompassing economic development."* • *"Cardiff in bloom enhances the appearance of the city and makes it a more attractive place to visit which is good for the economy and local business, funding should only be withdrawn if an alternative company was found to provide funding. We don't want an unattractive city that begins to look unkempt and run down!"* • *"These draw huge crowds and tourists and we are the Capital of Wales and internationally known for that."*
Importance to the city's	49	8.4	• *"We need to ensure Cardiff continues to be a beautiful place for*

culture/heritage			*visitors. The areas of natural beauty are our biggest asset and the Cardiff in Bloom Competition enforces this."* • *"We have a city to be proud of, Cardiff in Bloom and xmas trees enhance the aesthetics of the city, for longer periods of time."*

Themes emerging from the 321 comments received in relation to opposing the cessation of Council funding for Cardiff Country Fair:

Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	66	20.6	• *"The country fair is at a time when there are few other activities and for children raised in an urban environment gives them an opportunity to experience other things."* • *"There's nothing much going on in Cardiff so the fair should stay."* • *"Cardiff Country Fair - excellent event. Good for getting kids involved in conservation."* • *"We need something to celebrate amongst all this austerity and the country fair seems to be the most interesting of these events."*
Importance to Cardiff's image	59	18.4	• *"These events bring people to the city and help develop a vibrant city."* • *"These are all key celebrations for the City for all inhabitants to use - keep them going."* • *"The draw and attraction of the City is due to the attractiveness and events that take place within it. Removal of the sponsored events will prove a detriment to the city."*
Community spirit	46	14.3	• *"By reducing funding to some of the cultural events above it will reduce community spirt, and the presentation of the city."* • *"I feel the county fair brings in money as well and is a great community event."* • *"Cardiff County fair is a great community gathering Christmas tree provision should be continued as it is important for the festive feeling in & around Cardiff."* • *"Because people need to come together more than they do."*
Importance to the city's culture/heritage	37	11.5	• *"Cardiff in Bloom and the Country Fair brings a lift to the city and highlights important aspects of rural production. The other festivals are far less important and Xmas lights are a total waste of resources."* • *"Tradition."* • *"I think the country fair is an important opportunity to show the richness of welsh traditional culture to the public."*
Importance of events in Cardiff's role as a capital city	36	11.2	• *"Cardiff being a capital city in Wales all the above are important for the city's reputation."* • *"These events celebrate Cardiff, there is a chance for families and all generations to come together to celebrate and make us proud to be a part of Cardiff. They boost morale."* • *"We are a CAPITAL city - should provide certain visual/activities."*
Wider economic impact	36	11.2	• *"Country Fair & Calennig are both great events that have a wider socio-economic impact on the city."* • *"You have to be careful not to affect tourism by reducing the above which in turn will affect jobs and business rate."* • *"Its beneficial to the tourist industry, stopping these services which is what I believe the council should be encouraging people to our city."* • *"These activities are Cardiff's 'window onto the world' and showcase the City."* • *"I am categorically opposed to any reduction in the number and or funding of any of these events. These events bring a huge number of people into Cardiff who spend a large amount of money here and it greatly raises Cardiff's profile. It is easy to be a 'bean counter' and say x event loses y money but the fact is by running the event and bringing people into Cardiff and you are helping out many MANY local*

			businesses that will never show up in your profit and loss spreadsheet. Please reconsider cutting back on the events budget the more we grow Cardiff the more jobs will be created for local people and the Cardiff Ents department is a big part of it..”

Themes emerging from the 956 comments received in relation to opposing the cessation of Council funding for St David’s Day Celebrations:

Theme	No.	%	Example comments
Importance to the city’s culture/heritage	345	36.1	• *“St. David’s Day should continue to be celebrated as we should celebrate our national day....it should also be a bank holiday.”* • *“I think it is important that the St David’s day celebrations continue as it is our national day and Cardiff is the capital city.* • *“St. David’s day celebrations are historic & essential to our culture.* • *“St David's day celebration is an important national event and Cardiff as Wales' capital city should have a St David Day celebration. Thousands of people turned up to the celebration in 13-14. It would be a shame to lose this.”*
Importance of events in Cardiff’s role as a capital city	253	26.5	• *“Capital of Wales ceasing St David’s Day celebrations and not having Christmas tree would be pretty sad!”* • *“We are the Welsh Capital and as such should mark St David’s day - doesn’t have to be large scale though. We are a Christian country and Christmas is an important festival which brings huge income to the retailers in the city. People are attracted by such things as Christmas decorations.”* • *“Cardiff is the Capital and needs St David’s day celebrations and a Xmas tree.”* • *“Cardiff as the capital of Wales should support our national Saint's day”.*
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	174	18.2	• *“If these events were to cease as stated above "without financial support from the Council" then I believe that Council funding should continue. Every citizen deserves the "feel good factor" in their city.”* • *“St David's Day is a national event and so should be funded by the council as it's for all. The same for Christmas provisions. The others are "nice to haves" and not essential when funding is tight.”* • *St David’s day should be celebrated in capital city.”* • *“St David’s day is a must for funding.”*
Community spirit	123	12.9	• *“St. David’s Day - Cardiff is the capital city of Wales!* • *“St David's Day is hugely important to people in Wales and is a day on which the positive vibe across the City can really be felt. This means so much for community cohesion etc.”* • *“St David’s Day is an event that the community can celebrate. It is not a primary festival that attracts visitors to Cardiff.”* • *“Celebrations (religious and cultural) bring individuals & communities together as well as enhancing the environment. Whilst they may not be considered essential services, I think it is important to consider such celebrations in the context of enhancing well-being and unifying all the communities that make up the City of Cardiff.”*
Importance to Cardiff’s image	110	11.5	• *“If Cardiff is to encourage visitors to spend money we need attractions not a dull city centre.”* • *“These are major and traditional celebrations in Cardiff and Wales.”* • *“St. David's Day is the very fabric of our history traditions and who we are today! Important for identity of city / country.”*
Wider economic impact	84	8.8	• *“St David is a unifying figurehead that brings Welsh people together regardless of religion, background or wealth. We are famous*

			throughout the UK for our veneration of our Patron saint. Perhaps we should enhance our spending on our celebrations and attract visitors to come to the city to join us in our festivities. The aim would be to make it so good that eventually enterprise will take over the burden." • *"Cuts are extremely important, however having a Fair, St David's Celebration and a Christmas Trees not only attract tourists to the city, but also improve our mood and the sites that are being prepared for those events."* • *"Tourism for Cardiff is a big earner for local business and these extra activities and decoration attract visitors to Cardiff."* • *"Cardiff has long been a city to be proud of. This is rapidly disappearing. We should be keeping things like this as they attract tourists. I know so many people who have visited and they keep coming back, because it is beautiful, because it has these special occasions, you are killing our city. Killing its attraction."*

Themes emerging from the 1,019 comments received in relation to opposing the cessation of Council funding for Christmas Tree provision in the city and Bay:

Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	432	42.4	• *"Cardiff as a Capital City should supply the Christmas trees for the city if funding/sponsorship is not sought - You can't have the Capital City of Wales without a tree. Maybe working with an environmental group to donate an ethically sourced trees as part of a partnership."* • *"All events could be self-funding in principle but the St David's and the trees are essential to our pride and presentation."* • *"Christmas is a celebration for all and should be funded by the council. The other events are for the minority of people."*
Importance to Cardiff's image	150	14.7	• *"If Cardiff is to encourage visitors to spend money we need attractions not a dull city centre."* • *"St David's day and Christmas are national holidays. Wales' image would be damaged by not celebrating these appropriately at times when the world is watching."* • *"It is important for the image of the City and to help encourage visitors during the Xmas period."* • *"A capital city with no Christmas tree would look very second rate!!"*
Community spirit	146	14.3	• *"Christmas is a whole family experience and should be supported in order to encourage a feeling of wellbeing in austere times."* • *"We are a Christian based society the tree especially in City Centre is an important symbol of this, also bring back Mary Joseph and baby Jesus, and 3 wise men to castle walls. My Muslim friends will not be offended.* • *"Community spirit."* • *"Christmas is a community time, and money should be spent to provide public trees for people who cannot afford their own."*
Importance of events in Cardiff's role as a capital city	123	12.1	• *"As a capital centre with aspirations to become a major business and visitor centre, provision of a Christmas tree, either outside the Castle or on City Hall lawn, should be continued. To withdraw this completely would leave a stark city centre and would encourage Christmas shopping tourists to go elsewhere - a small amount of atmosphere is necessary for people to enjoy their visit to the city. However, provision of a Christmas tree in the Bay could be provided by local business and the WMC."* • *"I think we are the capital city and it would be sad not to have a Christmas tree up in the centre also we should be supporting our welsh customs like celebrating St David's day. It is very important."* • *"The way the city looks encourages visitors to come to the city centre."* • *"I feel these items are crucial to Cardiff's' standing as a Capital City."*

Wider economic impact	100	9.8	• *"Christmas generates key high street trade removing Christmas decorations is a false economy and drives more sales online."* • *"Surely a Christmas tree once a year is not that expensive....???? Having decorations up arguably encourages people to go into town and shop, often using public transport as a means to go in thus generating more money???!!!!"* • *"Christmas tree provision promotes a positive image and brings wider economic benefits. Get businesses to contribute more."* • *"Cardiff is a blossoming city; I don't think we should take Christmas provision away from a city where tourists and shoppers flock to at peak times of the year. We would be shooting ourselves in the foot!"*
Importance to the city's culture/heritage	93	9.1	• *"As a capital city what impact does this have on tourism? Expect cultural events in a capital city."* • *"Christmas Tree Provision in the City and Bay - in an increasing commercialisation of Christmas the Council should promote traditional Christmas values. If the tree was removed from the city centre (signifies family Christmas tradition) all that would be left would be commercial Christmas signs centred around buying."* • *"I would prioritise having the Christmas tree as Wales is still predominantly a Christian nation. Lifts spirits in winter, reminder of good."* • *"As a Christian nation we should keep Christmas as a celebration including all lights, trees, nativity scenes etc. New Year the same with Winter Wonderland. They add to the ethos of the city and people visiting should feel we celebrate national traditions."*

6. Park Ranger Service

Themes emerging from the 699 comments received in relation to Park Rangers:

Theme	No.	%	Example comments
The importance of parks & open spaces / wider benefits	188	26.9	• *"Parks are an essential element of community life within a city."* • *"Parks crucial to well-being."* • *"Our parks are a real jewel in Cardiff's crown - for a city we have a wealth of parks and we should invest in them."* • *"One of the things that makes Cardiff so different to other cities is the beautiful parks. We should be protecting these."* • *"These are enviable treasures that should be maintained for all residents and visitors. The parks draw tourists and overseas students which are vital for our economy."*
Value of rangers (knowledge, skills, community work)	132	18.9	• *"The Ranger Service is of great value to the city and its residents. Their work has been undervalued."* • *"We need to have park rangers - we need the presence "* • *"The Park Ranger Services does a fantastic job and is one of the new services that offer opportunities for people to be involved, participate and enjoy green areas of Cardiff without having to spend money. They are dedicated workers and the Community Rangers go above and beyond the call of duty."* • *"The community park ranger service, in particular, is the key to Cardiff's successful Friends group network. This service should be expanded rather than reduced. For every community park ranger you have many times the equivalent of work through their enablement work with communities."*
Negative impact if cuts are made/service will not be sustainable	128	18.3	• *"I think a reduced Park Ranger service would inevitably lead to an increase in vandalism."* • *"I don't believe a service can be maintained with a reduced number of park rangers, especially when it comes to bye-law enforcement as this*

			will probably be the lowest priority for rangers." • *"I think this would lead to a massive decline in the parks."* • *"The Parks make Cardiff a great place to live, deterioration of this service would be to the detriment to the city and upset the thousands of residents that use them."* • *"Once the quality & standard of parks fall, which they could with reduced rangers, it will be very hard & highly expensive to return the parks to their current state."*
Already too few rangers/under resourced/need investment not cuts in this area	89	12.7	• *"The service is already over-stretched, and too important to suffer further cuts, as the population of the city increases."* • *"The park ranger service is already a skeleton one and the parks offer every citizen of Cardiff enhanced health."* • *"The park ranger service already seems to be struggling to cope with the demands put upon it."* • *"I feel that this service is depleted enough with barely enough Rangers and Gardeners to maintain the parks. Any cut backs will have a detrimental effect and will result in the parks going downhill. Cardiff is lucky to have such a beautiful city centre with so many green spaces around the city and we should look to keep them."*
Concern over increased ASB/crime/safety	63	9.0	• *"I think a reduced Park Ranger service would inevitably lead to an increase in vandalism."* • *"Having a presence means there is less anti-social behaviour and also provides a safety net for parents with young children."* • *"At present most of the parks are outstanding if you take away the supervision and security you will end up with vandalism, crime and unsocial behaviour at all times of the day."*
Disagree with the proposal/find savings elsewhere	42	6.0	• *"I think that this service should be maintained at all costs."* • *"I strongly object to volunteers being used to replace proper paid jobs."* • *"A remodelling to reduce the number of Park Rangers is a mistake. Think about an alternative cost reduction."*
Suggestions for increased revenue (grants / fines / charge s/ sponsorship / business etc.)	26	3.7	• *"Improving services or offering services at a charge could bring in revenue."* • *"I think you could impose large fines for fouling of parks and for litter dropping instead of reducing park rangers."* • *"I would prefer to see less highly paid council officials than reduced park rangers."*
In favour of increased volunteer & community involvement / unemployed / community service	24	3.4	• *"There is an opportunity to utilise this service to train those unemployed and give them new skills and abilities to re-engage with their communities."* • *"I do think there are opportunities to work with groups to help with maintaining these areas but that would still need a park ranger service."* • *"A partnership approach with local communities should be explored to ensure consistency."*
Suggestions for savings	8	1.1	• *"Rather than cut services, why not merge Park Services with the Vale of Glamorgan to avoid duplication."* • *"Reduce spending on …anything rather than cutting the excellent service offered by experienced and well-informed rangers."*
In favour of unlocking parks	2	0.3	• *"Locking parks is unnecessary. Antisocial behaviour and youth annoyance needs to be tackled jointly be the police and council."*
Miscellaneous Comments	165	23.6	• *"Even the Victorians cared about parks and open spaces and could afford to properly maintain them."* • *"People should treat the facilities with respect, there may be grounds for enforcement, it doesn't have to be 24/7, just make an example of someone occasionally."* • *"Another important profession being decimated."* • *"Again, the responsibility for maintaining PUBLIC parts of Cardiff is YOUR responsibility. That is what you are paid for."*

Additional Comments – Park Ranger Service

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"The impact on ASB could potentially be exaggerated with the proposed remodelling of Park Ranger Services who historically have lead on environmental ASB in public open spaces."*
• *"Forest Farm Nature Reserve/ Friends of Nant Fawr Community Woodlands/Friends of Parc Cefn Onn/Llandaff North Residents Association/Cardiff Friends Forum/Friends of Pentre Gardens/Friends of Roath Park/Friends of Hailey Park – impacts will be on reduced biodiversity, no educational visits, increased risk of flooding, deterioration in environment and footpaths, less volunteering, increased ASB, less grant funding."*
• *"Friends of Coed-y-Felin – If the Ranger Service was cut or reduced and not able to provide supervision, tools and insurance, our workdays would not take place and there would be little point in the Friends continuing."*
• *"Friends of Bute Park - the community rangers are already working to the limit of the time allotted to them and any depletion in their numbers or increase in their duties would imping on the excellent job they do with education and conservation."*

7. Youth Services

Themes emerging from the 418 comments received in opposition to the proposal to focus youth work on six well resourced, high quality Youth Activity Centres:

Theme	No.	%	Example comments
Geographical discrimination	171	40.9	• *"Again the proposals focus on delivering a service only in poorer areas, this must be avoided. The service is equally important in all areas."* • *"Once again you're focussing on provision in socially deprived areas which you already get extra funding for. Youths are youths across the city. You're basically ignoring a whole generation because you only want to help certain demographics."* • *"What about North Cardiff. Yet again the people who pay the highest percentage of council tax are not getting provided for."* • *"These proposals imply that there is no need for youth service provision in the leafy suburbs of Cardiff. I agree that the service may be less important in those areas; however, there are young people with equally important needs across all areas of the city. It would be interesting to have more information about the mobile provision in order to be able to comment fully."*
Access/transport costs/Provision must be local	78	18.7	• *"Provision needs to be more localised, youths move around on foot mainly and won't travel to six specific locations."* • *"I think that it is important to maintain a presence in the local communities- it is vital that young people have a space that they can meet locally rather than have to travel in to the city centre or journey to another suburb in order to reach these facilities."* • *"Young people cannot easily travel to fewer youth centres - and many are already beyond walking distance."*
6 centres is insufficient for the size of the city	68	16.3	• *"I don't think youth work provision should be targeted only on 6 youth activity centres. There is a need for more than 6 youth activity centres across Cardiff. Youth work provision should be protected in this time of austerity as the work they do is fundamental to safeguarding children, tackling crime and disorder and empowering young people. These are essential. Cut other areas, such as senior management and massive spend on major projects, before cutting these services."* • *"The proposals for just 6 youth centres does not make a provision for youth work in North Cardiff. Closure of the Whitchurch youth facility which has close links with the biggest school in Wales is ludicrous. Maintaining a youth centre in North Cardiff and other regions would*

			negate the need for a youth bus."
Specific centres mentioned	47	11.2	• *"I certainly feel that more than six centres should be retained by the council. Llanover Hall Arts Centre should definitely be kept running. The amazing work done with Czech Roma youth, the outstanding Youth Theatre there and stunning art and fashion education there makes this centre stand out. Llanover Hall isn't about playing table tennis and xbox all day. It's about actual education for youth, involving the youth in worthwhile projects that will benefit them in the future. All of this is on top of the obvious reasons of keeping the youth safe and 'off the streets'. The work done at Llanover Hall is substantial. I am aware that the Youth Theatre just did a national tour of Wales, 6 theatres and 3 festivals. Llanover Hall gives an experience above and beyond your typical youth centre."* • *"Closing Dusty Forge Youth Centre in Ely, Gabalfa Youth Centre, Llanover Hall, Llanrumney Youth Centre, Rumney Youth Centre and Trelai Youth Centre - these are known to have large numbers of young people. Do we forget all these?"* • *"These 6 centres again focus on the more deprived areas of the city, whilst making no mention of other facilities like Ty Celyn. These areas need some sort of support as well and I don't see how the very limited facilities you could deliver out of a "Youth Bus" could do this. Where would it park for a start?"*
Concerns re. anti-social behaviour	38	9.1	• *"Youth have to feel supported and youth services have to be available if anti-social behaviour is to remain low."* • *"Youth services are essential to keeping the kids of today occupied with profitable things. With so many coming from broken homes, or parents that don't care about them, it is important to channel their energies in the right direction. Otherwise, they will turn to crime."* • *"Taking away youth centres may increase antisocial behaviour of youths hanging around the parks and open spaces. Places to go should be made available and youths engaged."*
In favour of cuts/proposals, not the public's responsibility	37	8.9	• *"Far too much time effort and money wasted on youth. They will engage with themselves. Spend more on taxpayers and pensioners."* • *"These services (that appear to target only the less affluent areas of the City) are an unaffordable luxury when budget cuts need to be made. The council should stick to its primary remit of providing essential services e.g. keeping the roads in a good state of repair."* • *"We have playing fields which were enough in days gone by so why additional services needed. Leisure centres and swimming baths are plentiful also."*
Against the proposals	31	7.4	• *"I think the planned closures and job losses here is a big mistake in this age of austerity. Although Cardiff is an affluent city with a good economy in comparison to other Welsh urban centres poverty and child poverty in particular is a massive problem. Youth workers do an amazing job in supporting our young people and we should hold on to this service."* • *"I disagree with the removal of funding to youth centres and in particular Llanover Hall because of the positive effect they have on young people in Cardiff."* • *"Closing youth centres or giving them away is not the answer and this will mean a loss of staff not matter how it is presented."*
Essential/valuable service	23	5.5	• *"Youth activity is of Primary importance to keep young people busy otherwise they will start vandalism and unlawful activities. The youth services MUST BE MAINTAINED & if possible further developed."* • *"Youth services are essential to keeping the kids of today occupied with profitable things. With so many coming from broken homes, or parents that don't care about them, it is important to channel their energies in the right direction. Otherwise, they will turn to crime."* • *"Some problems youth experience in the community come from lack of facilities or venues with programmes that allow them to be involved in*

			something where they can use up their energy in positive ways. I would rather see more for the youth even if it means curtailing other programmes - even for the elderly. I am a pensioner and I would not be too keen to see things wound down for the elderly but if it means there is more to support the youth then I would happily forgo some things. They youth are the leaders of the future and need to be encouraged and supported in positive ways as much as possible."
Negative impact of the proposals	23	5.5	• *"Any reduction in services for youth would have a negative impact. There is not enough for them to do anyway, and services keep them out of trouble."* • *"These savings risk further alienating vulnerable children and undermine preventative work. Have you done any work to scenario plan for increased levels of anti-social behaviour resulting from these cuts?"* • *"Withdrawing funding from youth services is short termism and will fail the local population - and increase antisocial behaviour. Places where such behaviour is common (e.g. Rumney/Llanrumney) are not included in the list to be saved. Llanover Hall has provided the children of Cardiff with magical activities for many years and the loss of this facility would be a blow."*
Concern over the effectiveness of the youth bus	23	5.5	• *"I don't think the bus can occupy young people for any length of time and could be seen as un-cool."* • *"The youth bus would become a place teenagers wouldn't want to be seen at so no advantage to having one."* • *"One bus is not enough to cover the neglected areas, I doubt whether ten buses would be enough."*
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	17	4.1	• *"Youth work doesn't take place in centres; it takes place on the street, in the chip shop, in the soon to be unlocked parks. If the centres aren't well used then there is no need for them."* • *"Could Cardiff & the Vale College not be the provider for this? Along with sixth forms and schools in the city? DoE funding? Lottery investment?"* • *"Discount rates for leisure centres."*
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	16	3.8	• *"Young people need specialist workers. Community groups can be infiltrated by volunteers who want access to young people for perhaps dubious reasons! We must put young people's safety at the heart of these decisions. Young people want to hang out with their friends in a safe environment not necessarily to do activities."* • *"A place in their local community is essential for all young people to meet and develop their potential with trained youth workers."* • *"Every young person in every area should have safe and easy access to facilities and centres for young people – with access to qualified staff and confidential advice."*
Role of schools	11	2.6	• *"The schools need to up their game and provide all of these."* • *"More use can be made of school buildings that are underused in evening."* • *"I think these services exist through education system and careers Wales."*
Service is already under funded/resourced and of poor quality	9	2.2	• *"Currently the youth centres mentioned (bar Butetown) are not well resourced or high quality - the buildings are in a state of disrepair, the IT facilities are something that is out of the Dark Age. I suggest the corporate team take a look at these centres in order to understand the level of investment that would be required to bring them up to an acceptable level. Butetown received 2.2 million of investment from Welsh Government and European funding and a similar amount would be needed. Unless there is a commitment to do this then the centres would not be utilised or acceptable for young people."* • *"The youth service in Cardiff was one of the best and it has slowly been run down over the years."* • *"The provision is so poor anyway, it should not suffer any further cuts."*

In favour of increase community/volunteer support	7	1.7	• *"Youth services should be totally community based and run by independent community groups, churches, mosques, etc. This would increase local ownership of services and local decision making and local accountability."* • *"Withdraw all youth funding and pass on responsibilities to third sector."* • *"I think all centres should be closed and youth services should be provided in local areas by local groups / third parties with funding and help from the city council. Those funds would come via the monies saved by closing the centres and there running costs plus the salaries of the staff no longer needed to run them."*
This is the responsibility of the Council, don't pass the buck	5	1.2	• *"It is yet another example of the council trying to wriggle out of its duty to provide a service. Disgusting."* • *"Funding should be provided by the council and should not be expected to be supplied by the community persons/organisations."* • *"Just as the council has a duty to provide for the elderly, it also needs to provide for its future population ALL over the city in a consistent way."*
Misunderstanding of the purpose of Youth Bus	4	1.0	• *"What is wrong with youths catching a normal bus?"* • *"A youth bus taking them to an out of area community centre won't work."*
Long term concerns/impact on communities/society	2	0.5	• *"Less youth centres will mean more youth crime and disturbances meaning you will end up paying additional money to stop this e.g. cleaning up graffiti, increased need for park rangers etc. It's a false economy."*
Welsh medium	1	0.2	• *"The delivery of this service via the Welsh medium in those areas highlighted would, in my opinion, be a waste of resources."*
Disproportionate funding cuts to youth services	1	0.2	• *"It's not good enough to see young people as an easy target for cuts. We need MORE youth centres and facilities, not less."*
Misc.	24	5.7	• *"The Council should stop adding burden to existing services via the current proposals for 40,000 new homes in the Cardiff area before considering cutting existing services. You can't on one hand complain that you need to cut services because of the budget shortfall and on the other hand add more demand for services via adding 100,000 more people to the area. It's absurd and hypocritical."* • *"The service is admirable although not mandatory under legislation."* • *"Replace all managers in the council with volunteers instead of hitting the vulnerable."*

Themes emerging from the 166 comments received in opposition to the proposal to continue to engage with young people, community groups and third sector organisations in designing and delivering youth services in local communities:

Theme	No.	%	Example comments
Geographical discrimination	38	22.9	• *"Where is the provision for North Cardiff youth? Why do we pay council tax in Rhiwbina? We are not here to be harvested to pay for the rest of the city."* • *"There seems to be a huge target on the communities first areas and less affluent areas with no or limited resources in any other areas which seems like inequitable and not serving all the young people in Cardiff. You talk of anti-social behaviour and youth difficulties yet still seem to not take into account the needs of all the young people in Cardiff."* • *"What about Radyr, Whitchurch, Rhiwbina - these young people deserve a well-equipped, Youth activity centre too, they have some of the highest Duke of Edinburgh's award achievement levels and fantastic participation rates, why scrap their provision? Hardly unbiased."*

In favour of cuts/proposals, not the public's responsibility	36	21.7	• *"Withdraw all youth funding and pass on responsibilities to third sector."* • *"The state is not a surrogate parent. It is the responsibility of parents to nurture, protect, educate and entertain their children. Are we throwing public money at young people lest they rampage through the city? Such an approach seems to presuppose criminality in the young."*
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	25	15.1	• *"The youth service offers trained & experienced staff who are able to work effectively with young people. Expecting volunteers & community groups to take on such responsibility will lead to greater difficulties for those more difficult young people."* • *"Youth workers are trained and vetted. A vital service for our youth. Community groups may not have the experience or expertise to take over. VOLUNTEERS ARE NOT THE SAME."* • *"I disagree with third sector organisations being responsible for such services."*
Access/transport costs/Provision must be local	21	12.7	• *"Proposal may result in many young people being unable to access activities near home."* • *"Worked in youth work part time for 22 years. I do not think youth will travel to various parts of the city."* • *"Young people have the right to access supportive youth workers in the area of the city in which they live."*
Against the proposals	13	7.8	• *"Once you start cutting these services that will be the end of them...a Youth bus is just an excuse for cuts...you know that and so do we!"* • *"I do not agree that these centres should be closed nor should a street based/detached youth worker team be closed. YP are the future and cutting these services will only build resentment, increase anti-social behaviour and leave young people open to child exploitation and radicalisation."* • *"Don't close them. Sack managers in country hall instead."* • *"There is no justification for a reduction in the number of youth centres, all stealth privatisations should be opposed."*
Negative impact of the proposals	11	6.6	• *"Targeted open access is an oxymoron!! Open access should mean open access! We are setting our young people up to fail by refusing them access to support and safe places to be themselves during a difficult and emotional time for many young people in the city."* • *"I think by withdrawing youth services in areas of Cardiff you will be seeing more bored youths on the streets, hanging around shops and generally being a nuisance. Bored teens could arise to more burglaries, violence and vandalism. Do you want the older aged residents in Cardiff to be frightened to leave their homes of an evening?"* • *"This looks as if you intend to discriminate against the youth in certain parts of the city. Withdraw the service and the youth, with nowhere to go will meet up, off site and become a problem further down the road. Our youth are not the cause of the financial crisis. The Council and their highly paid team of Executive leaders have to put up a fight for greater funding and use skills to develop not cease services. I'm beginning to believe this consultation process is a box ticking exercise and is being used to hood wink the citizens of Cardiff so you can slash and burn OUR services."* • *"This proposal completely penalises young people in the north of the city there are no hubs planned there which is both unfair and unjust. A community bus will not cut it. Youth work is a degree based profession just like teaching. You can't just ask random unqualified inexperienced community members to fill the gap the eradication of current provision would create. You would not ask members of the general public to run schools or ask pupils to teach themselves. It's not realistic or reasonable. There is only as I understand minimum pots of money for community groups to apply for, again this will not come close to filling the void that would be created. The council undervalues the work of the youth Service. As soon as there is youth annoyance or more young*

			people pushed to the point of social exclusion with inadequate support from key youth workers. The ramifications would be huge and cost the council way greater than the current funding given to provide youth services. Young people are our future we must invest in them!!!"
Concerns re. anti-social behaviour	11	6.6	• *"The youth centres provide a good service. This will just mean more kids hanging about street corners and open spaces getting into trouble."* • *"The Local centres contribute to avoiding ASB and nuisance behaviours in the community and support for young people at difficult times in their lives regardless of whether they live in a socio-economic deprived area or not. It is disgusting that the street based youth provision will not exist under the new proposals as this will have a damaging and long term effect on hard to reach young people who are vulnerable and at risk in Cardiff."* • *"WHY OH WHY is the NORTH of Cardiff, i.e. the so called affluent areas losing the service? This is not equality this is discrimination. Why should young people be expected to travel out of area into areas that they may perceive hostile to access service, there is one bus which unless you plan to clone it can only be in one place at once and only provide services to a small number of people inside it. Anti-social behaviour will increase and youth involvement decrease, faith in the council to provide services to young people is at an all-time low and the voice of a cross section ACROSS THE WHOLE of the city will disappear as the southern arc will be the only voice heard."*
Essential/valuable service	10	6.0	• *"Youth should continue as the current delivery model - they are the future."* • *"Youth Services play an important part in the lives of vulnerable young people throughout the county and those in need are not of an age when they can easily seek such support elsewhere in the city. I would prefer to see a reduction in services with additional community support so that local needs can continue to be met."* • *"Because it's a good services and needs to be funded."*
6 centres is insufficient for the size of the city	9	5.4	• *"Use the proposed funding to keep all the centres open and ticking over rather than just using it to upgrade only 6 venues (that is 6 venues for Youth in a Capital City!)."* • *"Would like to see more Youth Activity Centres remain often albeit for fewer days per week. Youth needs to see itself as part of a larger society; funding youth specific engagement would appear to be counterproductive."* • *"Only having 6 youth centres for the whole of the City is unacceptable. There are areas where young people will not have any centre to attend or facility to meet their friends. This will attract groups of young people to meet outside local areas where community members will feel unsafe and the possibility of 'trouble' due to boredom. It will be unsafe for young people to be out in the community, i.e. walking in parks, etc… at night by themselves. Community based staff will, I doubt, be able to provide qualified and experienced youth workers who know issues and concerns being faced by young people, and how to inform them of how to be positive members of their community."* • *"Focussing on just 6 Youth Activity Centres means that an awful lot of young people will not have access to them. How are they supposed to get there? Even if there is public transport (a big if) then many parents will not be happy with their children travelling across town in the evenings. It is a recipe for disaster. Youth Services must be provided where the youth can easily access them - not by using the "Mum & Dad taxi service" that adds to congestion and pollution. A youth bus is too unstable."*
Concern over the effectiveness of the youth bus	9	5.4	• *"Youth services are needed everywhere not a certain hit list. Centre of town is not a residential area and therefore services no community. A youth bus is a bizarre way of communicating with the group and appears to be more suited to the traditional Play bus provision for*

			under 5's." • *"A great many "bus" projects have been tried and tend to attract the same few participants at each service point. Buses do not always reach groups in most need. We need to learn from the many "mobile" projects that have existed. They are better in theory than in practice."* • *"This service is already working with third sector and voluntary groups to provide services across the city. Again why are we making trained workers redundant to be replaced by less trained people? Secondly mobile bus provision is not a replacement for current services but should be used for targeted use across the city and thirdly this fragmentation of delivery will cause problems due to the self-interest of those organisations bidding for grants".* • *"Community based approach to delivery; Young people need a youth activity centre within walking distance. Fairwater is a deprived area and an outreach bus etc... will not plug the gap if the youth centres are closed."* • *"Shut down centres and buy a bus? *eye roll*"*
This is the responsibility of the Council, don't pass the buck	8	4.8	• *"Just as council has a duty to provide for the elderly, it also needs to provide for its future population ALL over the city in a consistent way."* • *"It is yet another example of the council trying to wriggle out of its duty to provide a service. Disgusting."* • *"Funding should be provided by the council and should not be expected to be supplied by the community persons/organisations."* • *"Third sector is way of passing financial problems onto others."*
Specific centres mentioned	8	4.8	• *"Services for youth are at an all-time low and however you like to word it - these plans do not offer anything better or new. I would like to see Llanover Hall Arts Centre continue its Art courses, and hope that it doesn't become a 'generalist' youth centre."* • *"I disagree with the withdrawal of Youth Services from Llanover Hall. This venue provides unique, high quality arts opportunities for children and I think it is very important this this is retained as the Llanover Hall offering is different from that of general Youth Services."* • *"Withdrawal of the Youth centre in Radyr would leave the majority of youths in that area without the opportunity to mix with friends in safe environment during winter months, the bus service into the city centre is virtually non-existent in the evenings."*
Role of schools	7	4.2	• *"Work more closely with parents and schools to positively encourage the youth."* • *"All youth activities should be managed by education/schools."* • *"There are sufficient facilities available in schools, libraries and leisure centres. Encourage the youth to use these."*
Service is already under funded/resourced and of poor quality	6	3.6	• *"I don't believe these services will be adequately funded by the council and they will ultimately fail."* • *"Find more money. Do not expect the public to accept downgrading as an improvement."*
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	5	3.0	• *"Youth service should be outreach - led, as well as centres to engage with hard to reach youth."*
In favour of increase community/volunteer support	4	2.4	• *"There are charities which support and provide provisions to youths; collaboration should be made with them to reduce costs. A youth bus is not required, they should utilise the Cardiff busses and as they are youths they have concessions already. Money could be better spent elsewhere."* • *"Youth services should be totally community based and run by independent community groups, churches, mosques etc... This would*

			increase local ownership of services and local decision making and local accountability."
Misunderstanding of the purpose of Youth Bus	2	1.2	• *"A youth bus taking them to an out of area community centre won't work."*
Long term concerns/impact on communities/society	1	0.6	• "The reality is this is half the story; you want to reduce the number of professional interventions and allow others that might not be qualified to undertake these interventions. We have significant issues with engaging young people and reducing the opportunities to do this will have a detrimental effect of the life choices of young people."
Welsh medium	1	0.6	• *"Volunteers? Big Society? If it is of value to the community then the community should pay for it. Welsh is of no value; the language of heaven - no earthly use! And yet I'm paying for it to be protected and subsidised in Adult Education."*
Disproportionate funding cuts to youth services	1	0.6	• *"It's not good enough to see young people as an easy target for cuts. We need MORE youth centres and facilities, not less. Every young person in every area should have safe and easy access to facilities and centres for young people – with access to qualified staff and confidential advice. This is a city for young and older people too, not just for tax paying working age adults!!!"*
Misc.	12	7.2	• *"There seems to be no provision within these proposals for young people in so called "well off" areas. Also, will these youth services be used to encourage respect for areas and the people living within them or just be another "target" for vandals?"* • *"Does this provide value for money against results of those who attend, is this throwing money at a limited number of younger people or funding those who think they are helping?"* • *"You haven't proposed anything - you have a page full of nice buzzwords. What will you actually provide? Apart from increased 'capacity'?!! "Targeted open access activities and co-ordinate support for young people" What does that actually mean?! "..Additional flexible options for engaging young people" what are they? "..Becoming partners in the co-production of activities with a focus on developing the skills required to commission and deliver provision" Terrible sentence!!!! Doesn't mean anything!!!!! "....young people in shaping youth support provision..." Explain!!!"*

Themes emerging from the 386 comments received in opposition to the proposal to access to youth work in communities supported by mobile provision, specifically a Youth Bus:

Theme	No.	%	Example comments
Concern over the effectiveness of the youth bus	144	37.3	• *"A youth bus idea is very second rate to a community presence full time."* • *"A youth bus - this seems tokenistic and is only likely to be used sporadically."*
Geographical discrimination	57	14.8	• *"Youth services are geographically patchy. They should be more evenly spread for all youth."* • *"What about the rest of Cardiff?"*
In favour of cuts/proposals, not the public's responsibility	50	13.0	• *"Are Youth services statutory? Are they necessary at all? I believe funding should be diverted from these services and directed to other, more beneficial preventative services, such as Children's Services and Library Services."* • *"There are enough youth organisations for young people to get involved in already, most of which provide their own funding and resources. I don't see why my council tax should go towards paying for yet another."* • *"Youth services should have low/no priority."*
Against the proposals	46	11.9	• *"Youth Bus? Seriously? No."*

			• *"Limited outcome for an expensive provision in mobile outreach work."* • *"Waste of funds, there are more ongoing costs to be considered & then weighed up to the benefit & appreciation of those you are trying to support."*
Access/transport costs/Provision must be local	26	6.7	• *"Yet again children are required to travel to different areas, lone children wouldn't bother attending, gang culture within different areas exists - therefore visiting children wouldn't feel comfortable or welcome."* • *"Youth Centres need to be in the centre of a community without requiring people to travel to different locations across the city."*
Misunderstanding of the purpose of Youth Bus	24	6.2	• *"Subsidised bus travel to centres would be a better approach."* • *"What is wrong with youths catching a normal bus?"* • *"Why a specific youth bus - would the new centres not be located on public transport networks?"*
Concerns re. anti-social behaviour	20	5.2	• *"Young people won't travel. You are turfing them out of their space and encouraging anti-social behaviour."* • *"I feel a mobile facility is open to vandalism and ongoing rising costs."* • *"Not sure about the bus-too much potential for crime/safety fears or associated costs of prevention."*
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	20	5.2	• *"More use can be made of school buildings that are underused in evening."* • *"Having been a youth leader in Cardiff for many years, I would give priority to centre based activities rather than mobile ones."* • *"More sports based activities Support scouts/guides rather than new organisations."*
Specific centres mentioned	18	4.7	• *"Why should Llanrumney youth centre go? You will find young people won't travel the 3 to 4 miles at night to get to St Mellons youth club."* • *"Youth provision at Howardian has specialist music equipment and staff and should be supported. Provision of this service at an alternative venue in Cardiff should be looked at if venue has to close e.g. leisure centres/libraries."* • *"I disagree with the removal of funding to youth centres, in particular Llanover Hall because of the positive effect it has on young people in Cardiff. By placing support in central places you proposed, you make no provision for how young people are supposed to get to these centres. I don't think a Youth bus is going to provide the same level of service as the existing centres it seems a poor substitute. Llanover Hall I believe is particularly successful with regard to youth work though from your proposals the vagueness of what could happen after your withdrawal of funding leads me to believe it is merely a ploy to have a large building/plot of land in an area where property is very expensive to sell off."*
6 centres is insufficient for the size of the city	16	4.1	• *"6 youth centres is not enough, there should be more provision to keep young people off the street personally I don't think the bus can occupy young people for any length of time and could be seen as un-cool."* • *"What happens if the youth bus is out of action? Will the drivers want to drive into the more disadvantaged areas? Young people need services throughout the city as they are unlikely to be able to afford to travel to the six centres if they are not in their area."* • *"The proposal for just 6 youth centres does not make a provision for youth work in North Cardiff. Closure of the Whitchurch youth facility which has close links with the biggest school in Wales is ludicrous. Maintaining a youth centre in North Cardiff and other regions would negate the need for a youth bus."*
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	14	3.6	• *"Youth services should be for all young people in Cardiff not just in specific areas. A place in their local community is essential for all young people to meet and develop their potential with trained youth workers."*

			• *"It seems this would ignore professionals and reinvent the wheel with bitty projects that tick boxes rather than a strategic approach."* • *"Youth work is a profession and should be offered regularly to all young people in Cardiff by professionally qualified workers who are DBS checked etc… - not volunteers."*
Role of schools	14	3.6	• *"Cardiff North is ignored. Gabalfa withdrawn. Nothing for Whitchurch, Llanishen ... A bus is old hat; it's nothing more than a gimmick. Youth centres should be strategically linked with main schools and seek to use school facility's sports halls fields etc."* • *"Better to utilise temporarily a school room or village hall if possible."* • *"More use should be made of local schools as a means to provide services to youth. While it is understandable that the Council wants to target areas which are perceived to have the greatest need - this ignores the fact that younger people in other areas of town may not have a wider range of activities."*
Essential/valuable service	12	3.1	• *"Youth centres are a priority and should all be fully supported."* • *"I think the planned closures and job losses here is a big mistake in this age of austerity. Although Cardiff is an affluent city with a good economy in comparison to other Welsh urban centres, poverty and child poverty in particular is a massive problem. Youth workers do an amazing job in supporting our young people and we should hold on to this service."* • *"Limiting these services so drastically is a recipe for disaster. These are the citizens of tomorrow, we must support them. Outreach services just don't cut the mustard. VITAL TO SUPPORT THESE YOUNGSTERS NOW."*
Negative impact of the proposals	12	3.1	• *"Withdrawing funding from youth services is short termism and will fail the local population and increase anti-social behaviour. Places where such behaviour is common (e.g. Rumney/Llanrumney) are not included in the list to be saved. Llanover Hall has provided the children of Cardiff with magical activities for many years and the loss of this facility would be a blow."* • *"I don't want more kids hanging around Clearwater Way area with nothing to do."*
Service is already under funded/resourced and of poor quality	7	1.8	• *"The provision is so poor anyway, it should not suffer any further cuts."*
In favour of increase community/volunteer support	6	1.6	• *"I would prefer a church or scout type organisations to run youth services rather than council."* • *"Youth services should be tendered by Cardiff Council and the third sector should run them."*
This is the responsibility of the Council, don't pass the buck	3	0.8	• *"Third sector is way of passing financial problems onto others."*
Long term concerns/impact on communities/society	1	0.3	• *"We have lost LLANISHEN, now we lose all other centre based statutory provision in the area, why should young people be expected to travel out of their area and into other areas that they may perceive hostile to access services. Anti-social behaviour will increase and youth involvement decrease, faith in the council to provide services to young people is at an all-time low and the voice of a cross section ACROSS THE WHOLE of the city will disappear as the southern arc will be the only voice heard".*
Disproportionate funding cuts to youth services	1	0.3	• *"It's not good enough to see young people as an easy target for cuts. We need MORE youth centres and facilities, not less. Every young person in every area should have safe and easy access to facilities and centres for young people – with access to qualified staff and confidential advice. This is a city for young and older people too, not just for tax paying working age adults!!!"*
Misc.	29	7.5	• *"I feel these are gimmicks."*

			• *"Young people today, and I apologise for tarring them all with the same brush, tend to be overweight, inactive, etc… surely walking to their venues, within reason can only be good for them, providing any handicapped people are catered for."* • *"You talk about working with young people to design services but have already predetermined the way in which they are to be delivered."*

Themes emerging from the 114 comments received in opposition to the proposal that the Youth Service should be directly involved in supporting young people to make decision on the services/issues that affect them:

Theme	No.	%	Example comments
In favour of cuts/proposals, not the public's responsibility	43	37.7	• *"This is not the Council's job."* • *"Why is this needed - we just made our own fun when we were young!"*
Geographical discrimination	22	19.3	• *"Youth services should be available throughout Cardiff as all taxpayers should be equally entitled to it."* • *"Firstly this has to be seen as a luxury and again targets a minority. (Unless you are going to provide for every part of the city.) Your target is what would be recognised as "deprived areas" I doubt that the council even knows how to reach out to the youth in these areas. Spend the money on better policing and on limited activities undertaken with the local community and primarily run by the local communities."*
Against the proposals	17	14.9	• *"I think it takes a lot of experience to make decisions which affect many people and young people do not have this experience or breadth of knowledge for the task."* • *"Why waste money asking young people? Ask organisations that have managed to provide cost effective youth services in other regions. Age is irrelevant, success is the only measure that counts."*
Role of schools	10	8.8	• *"A youth bus - is an expensive 'gimmick' - supporting youth in making a decision etc… is an education therefore school responsibility."*
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	6	5.3	• *"There are many ways young people can be involved in community activities via charities/leisure and arts facilities. A website based encyclopaedic information service would be better."*
Access/transport costs/Provision must be local	5	4.4	• *"Now that Bus services have been cut, how on earth are prospective users going to get to these proposed hubs."*
In favour of increase community/volunteer support	4	3.5	• *"Youth services should be totally community based and run by independent community groups, churches, mosques etc… This would increase local ownership of services and local decision making and local accountability."*
Essential/valuable service	3	2.6	• *"Youth centres play an important part."* • *"Because it's a good services and needs to be funded."* • *"Youth should continue as the current delivery model - they are the future."*
Service is already under funded/resourced and of poor quality	2	1.8	• *"There is not enough money to develop new specific Youth Services locations."*
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	2	1.8	• *"You are closing down services in areas which really need them. Also proposing to cut funding. With no community halls how is the community going to support this."*

Negative impact of the proposals	1	0.9	• *"This looks as if you intend to discriminate against the youth in certain parts of the city. The Council and their highly paid team of Executive leaders have to put up a fight for greater funding and use skills to develop not cease services. I'm beginning to believe this consultation process is a box ticking exercise and is being used to hood wink the citizens of Cardiff so you can slash and burn OUR services."*
Concerns re. anti-social behaviour	1	0.9	• *"The reason Youth centres were provided was to engage with the youth and to provide them with the opportunity to gather, meet with others and to take part in youth activities. Withdraw the service and the youth, with nowhere to go will meet up, off site and become a problem further down the road."*
This is the responsibility of the Council, don't pass the buck	1	0.9	• *"It is yet another example of the council trying to wriggle out of its duty to provide a service. Disgusting."*
Misc.	16	14.0	• *"Agree with consulting with youth and demonstrating that you're listening with a 'you said, we did' style of feedback but not allowing them to be directly responsible. Adults still make mistakes so how can we expect the youth to get it right."* • *"Youth input should be consultative only not a required part of the final decision making."*

Additional Comments – Youth Services

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"It is anticipated there may be an increase in Anti-Social Behaviour experienced within communities as a result of closure of certain buildings and facilities that offer services."*
• *"The absence of certain youth services in key communities will increase young people's vulnerability to a variety of forms of criminality and risk taking. Additionally it is understood that the reduction in Youth Workers will severely reduce the ability to support to schemes such as stay safe."*
• *"I support the concentration of youth provision in the most deprived parts of the city."*
• *"The Closure of Waterhall Youth Centre will lead to an increase in ASB and vandalism and reduced quality of life for all."*
• *"The Council should support people who want to volunteer / become youth workers themselves."*
• *"There is a need to have somewhere for young people to go for group activities / group gaming sessions – young people should be involved in determining the shape of services."*
• *"Concerns were raised about how young people will travel to new facilities, if their local centre closes, and the need for young people to have somewhere to go after school."*

7.1 Additional consultation undertaken by Cardiff Youth Services

The City of Cardiff Council Youth Services undertook additional consultation relating specifically to their proposals with young people across sixteen different schools and youth centres (YCs) locations across the city, below are summaries against the themes of the comments received by the young people who took part.

	Butetown	Creigiau	Eastmoors	Trelai & North Ely	Llan / TyCel / Chigh /How	Street based - Fairwater	Waterhall
No. of Respondents	**33**	**20**	**31**	**74**	**67**	**33**	**40**
Essential/valuable service	17	20	12	29	2	9	28
Service is already under funded/resourced and of poor quality	0	0	0	4	0	0	0
6 centres is insufficient for the size of the city	3	0	0	3	14	5	0
Geographical discrimination	1	0	1	5	0	0	0
Against the proposals	35	16	8	13	13	23	17
In favour of cuts/proposals, not the public's responsibility	0	0	0	0	7	0	0
Negative impact of the proposals	23	0	2	14	3	5	12
Concerns re. anti-social behaviour	9	0	1	9	1	11	13
Access/transport costs/Provision must be local	4	0	0	2	6	1	0
Long term concerns/impact on communities/society	2	0	2	3	1	0	0
In favour of increase community/volunteer support	7	0	0	0	0	1	0
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	9	0	0	1	0	1	0
This is the responsibility of the Council, don't pass the buck	0	0	0	0	0	0	0
Specific centres mentioned	0	4	0	0	0	0	10
Role of schools	0	0	0	0	0	0	0
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	0	0	0	0	0	0	0
Welsh medium	0	0	0	0	0	0	0
Concern over the effectiveness of the youth bus	20	0	2	0	3	0	0
Disproportionate funding cuts to youth services	0	0	0	0	0	0	0
Misc	0	0	0	0	0	9	0
No. of comments:	**130**	**40**	**29**	**83**	**50**	**75**	**80**
						Total comments:	**487**

	Bryn y Deryn	Cathays High	Eastern High	Glyn Derw & Michaelston	St Illtyd's	St Teilo's	Radyr	Whitchurch	Welsh Schools
No. of Respondents	**18**	**14**	**86**	**59**	**7**	**199**	**70**	**256**	**68**
Essential/valuable service	0	1	10	32	1	43	11	61	31
Service is already under funded/resourced and of poor quality	0	0	0	0	0	0	0	0	0
6 centres is insufficient for the size of the city	0	1	0	0	0	6	0	9	5
Geographical discrimination	0	3	0	0	3	3	0	22	3
Against the proposals	3	0	44	26	1	53	18	38	12
In favour of cuts/proposals, not the public's responsibility	0	8	0	0	3	2	0	7	0
Negative impact of the proposals	0	1	20	12	3	35	0	49	5
Concerns re. anti-social behaviour	3	0	29	2	0	30	0	5	8
Access/transport costs/Provision must be local	0	0	22	1	4	11	2	11	1
Long term concerns/impact on communities/society	0	0	0	0	0	0	0	0	1
In favour of increase community/volunteer support	0	0	0	0	3	0	0	0	0
Against use of volunteers e.g. loss of expertise, lack of professionalism, accountability	0	0	0	0	0	2	0	2	0
This is the responsibility of the Council, don't pass the buck	0	0	0	0	0	0	0	1	0
Specific centres mentioned	0	0	0	11	0	6	13	27	8
Role of schools	0	0	0	0	0	0	0	0	0
Ideas for alternate provision i.e. community halls, leisure centres, libraries, co-production with other groups and organisations	0	0	0	0	0	0	0	0	0
Welsh medium	0	0	0	0	0	0	0	0	10
Concern over the effectiveness of the youth bus	0	0	0	0	0	5	1	8	0
Disproportionate funding cuts to youth services	0	4	0	0	0	0	0	0	0
Misc	0	0	0	0	4	0	0	12	0
No. of comments:	**6**	**18**	**125**	**84**	**22**	**196**	**45**	**252**	**84**
								Total comments:	**832**

8. Children's Play Services

Themes emerging from the 355 comments received in opposition to the proposal for the Council to support other organisations to run children's play activities rather than manage them itself:

Theme	No	%	Example comments
Against the proposal/s	185	52.4	• *"I disagree with council handing over responsibility to third sector organisations for these services."* • *"A basic level of play provision should be provided. Anyone insisting on a more specialist provision e.g. different languages should be willing to contribute."* • *"If "other organisations" is privatisation, then it's a terrible idea."* • *"There should be no cut in service provision, other options are available."*
Needs to remain council operated	129	36.5	• *"Easier to keep control over a provision if managed from within."* • *"Play provision and services are a specialised service which require experienced staff and should be kept in-house."* • *"Council needs to have involvement to ensure compliance."* • *"This is the responsibility of the council."*
Negative impact of proposal/s, impact on families/communities/ society	106	30.0	• *"Play is essential in order for our children to experiment and develop in all areas of their lives. The lack of importance shown from Cardiff Council is disappointing and again not recognising the needs of all children to play. Cardiff needs trained play workers who can work well with children and play in a sustainable way."* • *"Third party involvement in any council service may degrade its quality - and cost more in the long run."* • *"Who's controlling these organisations taking up services and who decides which organisation delivers? Open to corruption."* • *"Shutting the centre will make a massive impact on the community."*
Concern over accountability, sustainability, quality etc. if managed by volunteer/community groups	96	27.2	• *"My question would be how much more expensive would it be to outsource and monitor regulation as well."* • *"There are risks involved with other organisations running play activities, and it would be costly to the council to monitor these and ensure all necessary safeguards are in place."* • *"With regard to the outsourcing of play activities, I am concerned about the sustainability of this being done by private organisations at a cost that is acceptable to service users. I would also have concerns about statutory compliance in areas such as health and safety and CRB checks."* • *"Child services are too important to risk in private management."*
Essential/valuable service	61	17.3	• *"Disgraceful to even suggest closing 1 play centre never mind all. Words fail."* • *"Children's play services are essential and funding should be obtained. This is a specialist professional area and should be maintained."* • *"Only the council can provide these specialist services. The first five years of a child's life are the most important. How can you outsource something as important as this?"*
Agree with the proposal/s	39	11	• *"The council should not be funding play at all."* • *"External provision is available - no need for Council to provide this service."* • *"If we don't have money this should not be a priority."* • *"Children's play services shouldn't be a core Council service, funding should be concentrated on areas of greatest need."*
In favour of community	22	6.2	• *"Not needed if community organisations take over."*

ownership/CAT			• *"The Council can support other organisations to run children's play activities providing the support has no element of financial support."* • *"ALL play activities could be run by other organisations."* • *"The council should support other organisations and if only if that works then stop running them themselves."*
Pay for service	16	4.5	• *"CCC do not charge these kids to use the service, why?? Charge and you make money, all other clubs charge, why don't you? Makes no sense!!!"* • *"If you have children you should be prepared to pay for their upbringing yourself, not rely on taxes from others."* • *"If they want to use play centres then they should pay."*
Specific centres mentioned	14	4	• *"Here we go again Adamstown and Riverside special treatment."* • *"The play centre is a big part of the Splott community it if shuts it will have a huge impact* • *"NO - Save Ely P.C. nowhere to go and play."* • *"My grandchildren use Grangetown play centre it is a great resource it keeps them off the streets they meet and make new friends learn new skills something which my son would not be able to pay for as we have a large family and value the service."*
Ideas for alternative provision e.g. schools, libraries etc.	11	3.1	• *"Children start nursery at 3 years. Playgroups for 2+ should be in the areas of most need. There are many retired teachers who may be willing to help out in their local playgroups??"* • *"Both "no's" should be self-funded by the participants. Church holiday clubs are successful on such a basis."* • *"I am unclear as to what would replace the current centres and feel that it might descend into badly organised/ advertised intermittent events. I do not feel that centres should close totally unless the provision can shift to other predictable locations and times (local sports centres for instance or maybe even libraries if there is space)."* • *"If you have a child then you should be able to entertain them yourself without expecting society to do that job for you. Use the existing facilities open to all of us, libraries, leisure centres.... and if you want more specific things then work with your neighbours to build your own entertainment"*
This is a statutory duty	9	2.5	• *"Council have a duty."* • *"If you have a duty to provide sufficient play services you cannot get out of this by passing responsibility to the communities."* • *"The council should run a service as its neglect of the children's rights and consistency!"* • *"It is the duty of the council to provide 'services here."*
Parental/school responsibility, not the public responsibility	7	2	• *"This is a parental or school responsibility."* • *"Make it parent funded."* • *"More responsibility/funding from parents should be sought."*
Vulnerable children	7	2	• *"Again you are targeting vulnerable groups and the people who use the facilities the most rather than cutting the fat out of your budget."* • *"Council should provide this service until another professional organisation is found that will run as consistently and as professionally as it does today. Children are vulnerable and have a duty of care and rights of children for a safe place to play."*
Support required from the council/upskilling etc.	7	2	• *"Although I agree with transferring to councils, the timing is not ideal for groups to mobilise. A lot of these groups need support to be upskilled to take on such a service."*
Need to be managed self sufficiently	5	1.4	• *"Why are these schemes not self-funding - or entirely provided by the private sector? If Welsh language services need funding, this suggests a lack of demand. In which case, those that choose it should pay for it."* • *"Let a charity run it to make money for the charity."*

Integration needed, not segregation of groups	5	1.4	• *"1 facility/service to offer Play to integrate, rather than segregate. Encouraging equality and not isolation, to specific groups."* • *"What is left of play services after the review should be applicable to as many as possible."*
Existing service is of poor quality/underused	2	0.6	• *"In the past when the Council has provided holiday play provision it has been pretty useless for the average working person as the provision is only for a few hours a day. Any provision needs to be from 7am to 6pm to allow working parents to work a whole day. If the council uses funds to provide a few hours a day the only people who can use it are the non-working parents so there is no point."* • *"Play area in Maindy stadium is a waste of space being that there is very few children in the area."*
Misc.	60	17	• *"Play is a right that should be adhered to. These young people don't have a voice so they won't be heard it's a disgrace."* • *"Save our Play Centre where we are going to play."* • *"I can pay for private childcare and play. Council services provide excellent and needed opportunities for those who can't afford cafe junior."* • *"Not enough information given! Is organisation already in place or is Cardiff city council lying insufficient time frame to set up by end of March."*

Themes emerging from the 922 comments received in opposition to the proposal that some funding should be available for Welsh language provision play services:

Theme	No	%	Example comments
Against the proposal/s	830	90.0	• *"It is play. You don't need to do it in Welsh."* • *"Welsh language provision is not a priority when you are cutting play for kids."* • *"This is a decision that should not have specific language requirements."* • *"Positive discrimination should be avoided."*
Integration needed, not segregation of groups	98	10.6	• *"Kids play together regardless of race religion disability or language, why separate into groups."* • *"Welsh language should not be prioritised; access for all should be the main focus."* • *"I don't believe in segregated provision - either language or faith based."* • *"Play groups should be open to all children, not just Welsh speakers and young children should be able to speak whatever language they like."*
Parental/school responsibility, not the public responsibility	97	10.5	• *"Welsh is an optional choice of parents."* • *"Welsh language schools will provide sufficient language skills once children are school age so there is no requirement for the council to support early years language requirements - parents who wish to can provide their own language play support for very young children or teach at home."* • *"Enough Welsh language provision already and this is the responsibility of parents/relatives."* • *"Welsh language only play facilities not necessary. School and home provide this."*
Pay for service	76	8.2	• *"If people want Welsh language provision they should pay for it themselves. Funding for anything welsh language is funding wasted."* • *"If families want the luxury of Welsh language provision, they should pay for it."* • *"Please do not waste any more money on welsh language projects. If*

			welsh speakers want it then let them pay for it." • *"In these days of austerity it's mad that money is spent on Welsh language provision. Anyone who wants their kids to learn Welsh should pay for it privately, not at the tax payer's expense."*
Need to be managed self sufficiently	29	3.1	• *"These should be self-supporting."* • *"This could be provided by other organisations such as Meithrin rather than the authority providing funding for Welsh language play services."* • *"This could become a for profit area. There is already an imbalance of welsh language funding."* • *"It should be more self-sufficient."*
Ideas for alternative provision e.g. schools, libraries etc.	27	2.9	• *"Why should there be Welsh language play provision? This would be an obvious area where a Welsh language organisation such as the Urdd could support, not spend funding on something that would not be applicable to 95% of the children in the city."* • *"Welsh language provision - could this be provided through Menter Caerdydd?"* • *"I believe strongly in Welsh-medium education. (Dw i'n siarad Cymraeg a mae fy mhlant yn mynd i'r ysgol Gymraeg.) However, Welsh speaking children do not seem to be the ones most at risk socially, and thus most in need of council support. Also, it seems like programmes like Menter Caerdydd do a good job of providing Welsh-language play opportunities for children."* • *"The Council should approach Welsh language organisations to support Welsh language provision play."*
Agree with the proposal/s	25	2.7	• *"As Welsh capital we have no alternative but to be seen to be encouraging the heritage of the language."* • *"Welsh language should be encouraged but at minimum cost."* • *"I agree that the Welsh language should be supported"* • *"If people want their kids to play they should pay for it in English or Welsh medium."*
Other language provision	25	2.7	• *"There are many more languages spoken in Cardiff than just English and Welsh."* • *"If there is special provision for Welsh speakers, then there should be special provision for other languages."* • *"Welsh language is just one of several more dominant languages in the city thanks to the city allowing a massive increase in immigrants."* • *"Why Welsh language play? Why not Polish or French or Urdu?"*
Needs to remain council operated	14	1.5	• *"The council should run a service as its neglect of the children's rights!"* • *"The council has a duty to our young people."* • *"It is YOUR responsibility to provide services for the community."*
Essential/valuable service	11	1.2	• *"Council should run theses services."* • *"Proposals again affect vulnerable members of society. Learning through play is an important part of a child's development and encourages interaction for young mothers who can feel isolated."*
Negative impact of proposal/s, impact on families/communities/society	8	0.9	• *"To fund Welsh language play separately would be wasteful, as all children in Cardiff can speak English and only a tiny minority of parents would prefer Welsh provisions over English ones for their children."* • *"I believe that library services are more important than Welsh language provision play etc. there are plenty of Welsh language play groups etc. in Cardiff."*
This is a statutory duty	8	0.9	• *"Under the Language Act, not doing this would be illegal."* • *"All play provision should allow bilingual access."*
In favour of community ownership/CAT	8	0.9	• *"If funding is being dropped in favour of other organisations to run activities, they also can provide the extra funding activities suggested above."* • *"No funding for any of the above should be made as if the parents want*

			these specialised services then they should either fund them themselves via full payments to third party providers or set up local voluntary groups with other local people that want the same and the group either funds itself or finds funding from some other sources."
Specific centres mentioned	7	0.8	• *"Everyone is welcome at Grangetown."* • *"Children have the right to play, this should be a free activity provided by the council, Llanrumney in particular had very few areas for the children to play safely, to take away their free play is taking away their rights."*
Concern over accountability, sustainability, quality etc. if managed by volunteer/community groups	5	0.5	• *"I am uncertain that the cost: benefit ratio of welsh language provision is sustainable given current cost restraints."*
Vulnerable children	2	0.2	• *"Not necessary to fund Welsh language play services. More important to support vulnerable groups of children e.g. disabled, socially deprived."*
Misc.	76	8.2	• *"The funding for Welsh language provision should be funded by WAG"* • *"Separate "Nice to do" from "Essential to do..."."* • *"1 place for all to play best option, save money too."*

Themes emerging from the 198 comments received in opposition to the proposal that some funding should be available for holiday play provision:

Theme	No	%	Example comments
Against the proposal/s	114	57.6	• *"Stop mollycoddling the parents over holiday play. They had the kids - why should everybody have to help look after them?"* • *"Funding for holiday play is not a priority or essential in this economic climate."* • *"Not sure that holiday play provision is an essential - think it is more a 'nice to have'."* • *"The council shouldn't be paying for holiday provisions at all."*
Parental/school responsibility, not the public responsibility	52	26.3	• *"Parents have a responsibility to provide holiday play, they should provide it."* • *"Families must take responsibility for their children. It is not the Council's job."* • *"Holiday play and entertainment of children should be a parent's responsibility. Only a small number of the community actually use these schemes."* • *"Holiday play provision is just free childcare which shouldn't have resources diverted to it."*
Pay for service	42	21.2	• *"Provision for language groups and holiday child care should be paid for by parents."* • *"Holiday play services should be funded by the parents."* • *"To be fair all users should be encouraged to pay private for play, Cardiff is one of very few cities still funding play."* • *"It should not be the council responsibility to fund what would effectively be childcare during the holidays, parents have chosen to have children and should take responsibility for their actions, this means that they should pay for their care and upbringing and not me."*
Agree with the proposal/s	23	11.6	• *"Important for Council to support."* • *"I think holiday play provision should be maintained to help those on low income, and play areas for those with a disability is essential to support*

			their quality of life, but welsh language play areas are not essential if resources are being cut." • *"Children's play services including holiday clubs are essential for the wellbeing of children and their families."*
Needs to remain council operated	14	7.1	• *"Play is essential in order for our children to experiment and develop in all areas of their lives. The lack of importance shown from Cardiff Council is disappointing and again no recognising the needs of all children to play. Cardiff needs trained play workers who can work well with children and play in a sustainable way."* • *"Children have the right to play, this should be a free activity provided by the council."* • *"I believe the council has a greater responsibility to ensure these are run for children. Invest in them while they are young to help them develop."*
Essential/valuable service	13	6.6	• *"Children's play services including holiday clubs are essential for the wellbeing of children and their families."* • *"The council should make play for children as an important issue."*
Need to be managed self sufficiently	11	5.6	• *"I don't think there is a real need for point 2 in South Wales and point 3 should be privately funded."* • *"Why are these schemes not self-funding - or entirely provided by the private sector?"* • *"Holiday can be offered by independent groups if council make premises available."*
Ideas for alternative provision e.g. schools, libraries etc.	8	4.0	• *"There is no need for the council to fund play services. There are many free, open spaces for children to play in, without funding expensive options."* • *"Most of the groups are operated by friends groups. This is where the councils facilitating hubs comes in. They change the groups for using let's say libraries and youth centres."*
In favour of community ownership/CAT	6	3.0	• *"Holiday provision could be run by outside organisations."* • *"Holiday can be offered by independent groups if council make premises available."*
Integration needed, not segregation of groups	5	2.5	• *"Unnecessary to single out Welsh/Holiday/Disabled - equal rights for all."* • *"No preferential treatments for any group -- if you provide additional funding for one group, then another group with argue it also deserves funding."*
Negative impact of proposal/s, impact on families/communities/ society	4	2.0	• *"As soon as you take responsibility away from the council you run the risk of patchy delivery. Short sightedness."*
This is a statutory duty	3	1.5	• *"According to the United Nations Convention on the Rights of the Child states that all children have the right to play...under the proposals the Council deems that they do not have that right..."*
Specific centres mentioned	2	1.0	• *"Holiday play provision for all children - those who are disabled and those who are not, together - must be supported. This is absolutely vital and a core responsibility. English-language play opportunities are badly needed in Grangetown. The disabled children's play session has been removed from Channel View's offerings - this is a sad loss and needs to be reinstated."*
Existing service is of poor quality/underused	1	0.5	• *"Holiday provision provided by the council isn't very useful for working parents as it is, if in place it needs to be better than it is."*
Misc.	15	7.6	• *"Perhaps the council should sell off the play services."* • *"Tax benefits cover costs of children."* • *"Use what you have already and stop making new ways to waste money."*

Themes emerging from the 118 comments received in opposition to the proposal that some funding should be available for children with a disability to access play?			
Theme	**No**	**%**	**Example comments**
Against the proposal/s	39	33.1	• *"Funding for disabled play - I think this is covered plenty in other areas and they have plenty of provision so perhaps for once we should concentrate on the rest of the children."* • *"There is a bias towards welsh speakers and those children with disabilities.. Why should there be?"* • *"No requirement for these, just a waste of taxpayers' money, close them down."*
Agree with the proposal/s	39	33.1	• *"Disabled children need a special place for their needs. Other children's have plenty of choice."* • *"Important to support vulnerable groups of children e.g. disabled, socially deprived."* • *"Where physical disability prevents parents / children from engaging, help should be provided, but language should not be."*
Essential/valuable service	17	14.4	• *"Proposals again affect vulnerable members of society. Learning through play is an important part of a child's development and encourages interaction for young mothers who can feel isolated."* • *"Those who are disabled and those who are not, together - must be supported. This is absolutely vital and a core responsibility. English-language play opportunities are badly needed in Grangetown. The disabled children's play session has been removed from Channel View's offerings - this is a sad loss and needs to be reinstated."* • *"I don't personally see a need for funding welsh language services if English language services are not provided. However, I would agree with making sure provision is available for disadvantaged groups. I don't think language is a particular identifier of disadvantage."*
Needs to remain council operated	13	11.0	• *"This could be dangerous if control of people and resources are given to others."*
Parental/school responsibility, not the public responsibility	13	11.0	• *"We focus too much on providing care for children, I feel if parents want this they should take more responsibility for it as it was in the past."* • *"I am a great believer in..... if you have children you should look after them not expect someone else to look after them for you!"* • *"Parents have responsibilities. Why should the council look after everybody who is at a loose end?"*
Pay for service	13	11.0	• *"People should be responsible for their costs of care."* • *"ALL play activities could be run by other organisations INCLUDING Welsh language and disabled activities. I would not agree to these two categories getting extra funding. If parents want their children to have Welsh language play activities they can organised it themselves with the same support of the Council and non-Welsh play activities."*
Integration needed, not segregation of groups	8	6.8	• *"Just choosing sections of children - "disabled" "welsh speakers" shouldn't be an issue. All children should be equally treated."* • *"With shortage of funds whatever is available should be provided for all not directed to minority groups which already receive a disproportionate share of available funds."*
This is a statutory duty	6	5.1	• *"Private provision must be cost effective and self-sufficient. Disabled access is already covered in statutory law. People pay thousands a year for nursery provisions, so there is a market that is already succeeding."* • *"Again why are you asking stupid questions -you have a statutory*

			responsibility to deliver play to disabled children. You should fund play in the most deprived areas."
Ideas for alternative provision e.g. schools, libraries etc.	6	5.1	• *"There is no need for the council to fund play services. There are many free, open spaces for children to play in, without funding expensive options."*
Negative impact of proposal's, impact on families / communities / society	5	4.2	• *"Welsh language should not be a priority in a time of austerity - I would prefer if more effort went into services for those with fewer choices, e.g. disabled children. These cuts also threaten parents' ability to hold down employment. So many of the proposed cuts will hit the preventative agenda."*
Concern over accountability, sustainability, quality etc. if managed by volunteer/community groups	4	3.4	• *"When other organisations tender to provide a service, it never works, then a few years down the line, the project usually gets sold off, and is lost forever, all children should be encouraged to share the service being offered , it's all about sharing and engaging together , this is what brings a community together."*
Need to be managed self sufficiently	3	2.5	• *"Why are these schemes not self-funding - or entirely provided by the private sector?"*
Vulnerable children	2	1.7	• *"Access to play areas for children with disabilities should still be funded. I would imagine that this provides vital respite and meeting/ social opportunities for vulnerable parents and social opportunities for the children. Caring for children with various needs can often be a very isolating and depressing for parents."*
In favour of community ownership/CAT	2	1.7	• *"If proposals to let other organisations run play activities, it is up to those organisations to fund Welsh and Holiday provision."*
Specific centres mentioned	1	0.8	• *"Children have the right to play, this should be a free activity provided by the council, Llanrumney in particular had very few areas for the children to play safely, to take away their free play is taking away their rights."*
Misc.	10	8.5	• *"The areas I've said no to are I believe subject to other types of funding, e.g. DLA money paid to children who are disabled can be used to provide access to play."* • *"If there's no money available and social enterprises etc. are running play activities, then they should allow for these provisions."*

Themes emerging from the 232 comments received in opposition to the proposal that the Council should encourage proposals from community groups for alternative uses or building transfer where appropriate?

Theme	No	%	Example comments
Against the proposal/s	99	42.7	• *"The council should leave well alone."* • *"Giving community groups buildings didn't work, they just close down eventually."* • *"I feel it important that the Council continues to manage these service in order to safeguard the well-being of the children."* • *"If other organisations run these centres there is more likelihood that they could close permanently, leading to loss of the service."*
Needs to remain council operated	77	33.2	• *"I feel that the council should still run and staff the play centre."* • *"Can't rely on volunteers, parents should pay for these services."* • *"I do not support 3rd parties being asked to fund/run activities that should be funded by the council."* • *"Council responsibility, not community responsibility."*
Negative impact of proposal/s, impact on families/communities/society	66	28.4	• *"I don't want private firms involved in my Children's play, unless they're already set up as an independent firm. Also - I could afford these things, but many parents cannot. Also - other*

			organisations? That's a whole bunch of new CRB checks that you'll need to make." • *"I would want to see fail-safe plans in place for the transfer of any services to a third party or community ensuring the longevity of these beyond any initial agreement."* • *"It is important that centres are maintained solely for the use of children. To run such requires a high degree of professionalism and experience. The true value of Play in a child's life cannot be underestimated...especially where they can interact with their peers safely with the on-going support of experienced Playworkers. With the development of local community support Play needs outreach as it once historically did. Development of partnerships -yes; forums; match funding - but not "privatising"."* • *"I have some experience of such groups transferring to other play providers via tendering and the quality of service has diminished."*
Concern over accountability, sustainability, quality etc. if managed by volunteer/community groups	61	26.3	• *"I believe that other organisations would charge more money and the potential for them to be less well run."* • *"Play activities shouldn't be run for profit by private companies."* • *"Play is so essential to the development of the child that it is not right to outsource it. Loss of control could mean that the service is not well delivered. It would be like outsourcing the City's Schools."* • *"Again a decimated service and I fail to see how you can meet your duty via other groups. How will you operate this? Via a tendering process and all that entails or what? How will you guarantee a quality service?"*
Essential/valuable service	31	13.4	• *"Children's play services are vital for communities allowing children to exercise. Friends groups will not have the resources to run these themselves. If the Council set up a leisure centre trust the provision of children's play services should be included in that."* • *"Play is so essential to the development of the child that it is not right to outsource it. Loss of control could mean that the service is not well delivered. It would be like outsourcing the City's Schools."* • *"The Council should not withdraw funding from play and carry on the excellent service that it provides which is vital for the community."* • *"To cease direct involvement with these services is to abrogate responsibility. All educational evidence points to the importance of this crucial stage in a child' development."*
Agree with the proposal/s	27	11.6	• *"Again, if a service is of value to the community then the community should pay for it."* • *"The council has experience and knowledge of running these centres - consider a paring down to assist volunteers groups who are unlikely to succeed without this."* • *"I think the play centres need to continue but that we should work really hard to adopt community management models."* • *"The Council can support other organisations to run children's play activities providing the support has no element of financial support."*
In favour of community ownership/CAT	27	11.6	• *"Children's play services are vital for communities allowing children to exercise. Friends groups will not have the resources to run these themselves. If the Council set up a leisure centre trust the provision of children's play services should be included in that."* • *"If funding is limited it should be used for supporting the 3rd sector to deliver."* • *"The council should encourage organisations, e.g. private sponsors, community groups, to fund the play services."*

			• *"Not needed if community organisations take over."*
Support required from the council/upskilling etc.	13	5.6	• *"I feel that it is a lot to expect communities to take on the responsibility without proper support as you are setting them up to fail. The play centre has been a solid part of communities for more than 30 plus years and is even more so needed in this current climate where money in our households is limited please rethink. Why do we need separate Welsh play surely makes more sense to put a Welsh speaker in existing play centre and in doing so encourage non Welsh speakers to learn some Welsh welcoming all children."* • *"Again volunteers will not have expertise or training. Trained play workers are needed."*
Specific centres mentioned	9	3.9	• *"Splott play centre should not shut, the children will have nowhere to play, being left to play on the streets which is not safe."* • *"Tremorfa is a deprived area with lots of vulnerable children."*
Ideas for alternative provision e.g. schools, libraries etc.	7	3.0	• *"Children start nursery at 3 years. Playgroups for 2+ should be in the areas of most need. There are many retired teachers who may be willing to help out in their local playgroups??"* • *"The council should encourage organisations, e.g. private sponsors, community groups, to fund the play services."*
This is a statutory duty	6	2.6	• *"Council have a duty."* • *"'There is a duty on local authorities to assess and SECURE SUFFICIENT play opportunities for children in their area' - Not sure how the council will be able to ensure that 'sufficient' play opportunities are SECURE under these proposals."*
Need to be managed self sufficiently	5	2.2	• *"Definitely no and I think the council should continue and be funded for children's play. The community should have to fund this."*
Integration needed, not segregation of groups	4	1.7	• *"What is left of play services after the review should be applicable to as many as possible."*
Parental/school responsibility, not the public responsibility	4	1.7	• *"Make it parent funded."*
Vulnerable children	3	1.3	• *"Although I agree with transferring to councils, the timing is not ideal for groups to mobilise. A lot of these groups need support to be upskilled to take on such a service. Open access provision is needed, it is the first port of call for a number of vulnerable families and it is an opportunity for play professionals to make referrals and offer support through other initiatives such as families first, CAB etc. Without this access many families may fall under the radar."*
Pay for service	3	1.3	• *"Again, if a service is of value to the community then the community should pay for it."*
Misc.	44	19.0	• *"If the council keep transferring buildings it won't have any left* • *"Find more money. do not expect the public to accept downgrading as an improvement"* • *"Need to be very careful about out sourcing services not enough information given to answer these questions."* • *"Over the years Cardiff council has trained professional workers to deliver this service, these people should be given the chance to continue to offer this service."*

Additional Comments – Children's Play Services

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Adamsdown Play Centre – I go there every day, please keep it open, they help me to behave and they make me food."*
• *"Adamsdown Play Centre – A great many pupils in Tredegarville Church in Wales Primary School attend the Hut on a regular basis – for many it ensures they can play safely and not unsupervised on the street. … Many children access a hot meal in the hut, without this service some of children will go hungry."*
• *"Both Howard Gardens Hut and Llanedeyrn Adventure Playground offer a place of safety and nurture for vulnerable children who would otherwise be at risk on the streets."*
• *"There is a lack of detail on the suggested transfer of play centres – what financial contribution would the Council consider making to enable a successful transition?"*
• *"Play Wales – we strongly advise that the Council opts for the mix of options (a) and (C) and that it provides sufficient funding to ensure that any proposed or existing play associations are sufficiently professionally supported."*

9. Proposed Changes to School Transport for 16 – 19 year olds

Themes emerging from the 205 comments received in relation to suggesting alternative arrangements:

Theme	No.	%	Example comments
Funding needs to continue	54	26.3%	• *"The council needs to continue funding this vital element of helping 16-19 year olds continue with their education."* • *"Leave the current arrangements as they stand."*
Means testing	42	20.5%	• *"Travel to school could be means tested and those in need allocated passes."* • *"A need based test for young people who may be deterred from attending based on transportation costs."*
Funding must be stopped	39	19.0%	• *"Remove all subsidised School Transport. Offer only if it can be self-funding / income generating."* • *"Immediate withdrawal of funding. No one subsidises my costs to travel to work..."*
Insufficient / misinformation	29	14.1%	• *"There is not enough information on the above options to enable an informed decision to be made."*
Alternative Funding	19	9.3%	• *"Reduce cost of travel at source e.g. through the bus companies- Cardiff bus takes a heck of a lot of profit and should use this to fund transport for school kids, as should other bus companies."* • *"Isn't it possible for Cardiff bus to charge child fares for 6th form students and the Council could help parents buy a discounted termly bus pass with parents paying regular monthly contributions."*
Reduce Funding	14	6.8%	• *"The cost should be subsidised somehow, but there should be some direct cost to students over 16."* • *"Reduce amount of money given in Education Maintenance Allowance, and thoroughly check what students are spending the money on."*
Walk/ Cycle	12	5.9%	• *"Encourage more young people to cycle to sixth form or college."*
Parental responsibility	10	4.9%	• *"No funding, make the parents pay."*
Miscellaneous Comments	13	6.3%	• *"A college bus running a few times a day which cost £2.00 return only has one or two stops in each area."* • *"School Transport is a mess; School Busses for under 16s already cost more than a normal service bus."*

Themes emerging from the 542 comments received in relation to 'Any other comments' provided by respondents:

Theme	No.	%	Example comments
Low income families hardest hit / need protection	96	17.7%	• *"Families who are on a low income would not be able to cover travel costs."* • *"I strongly believe that pupils from disadvantaged families should continue to have their transport costs provided."*
Introducing barrier to education	90	16.6%	• *"Withdrawing this subsidy may discourage continuing education."* • *"I nearly didn't go to college because my transport in Manchester wasn't funded. I'm now on track for a first in University. Why waste welsh talent by stopping them learning?"* • *"Young people are the future of Cardiff; we need them to be educated, qualified, skilled and active citizens - post 16 education is critical to ensure this."*
Means testing	73	13.5%	• *"I think it's important to look at the gap that might be created between who qualifies for Education Maintenance Allowance and the students who currently benefit from the service and potentially subsidise any gap between the two."*
Encourage cycling / walking / car sharing	70	12.9%	• *"More emphasis should be placed on sustainable transportation such as cycling."* • *"16 year olds are mature enough to travel on their own - and solo travel is but one step towards their eventual adult independence. Walking or cycling more may help to combat youth obesity."*
Funding must be stopped / Education Maintenance Allowance sufficient already	62	11.4%	• *"Completely agree that local authority should not further subsidise transport which Education Maintenance Allowance is designed for. £30 is far more than I ever spent at college and I bussed in and back every day, brought lunch and stationary and still had Education Maintenance Allowance left over."* • *"Why are tax payers paying for something twice?"*
Funding needs to continue	96	17.7%	• *"Education is crucial for future success of young people in Cardiff and transport costs should not prevent them from attending the school. Cardiff Council should continue to subsidise this cost."*
Education Maintenance Allowance is insufficient (need to also cover books, stationary etc.)	90	16.6%	• *"£30 weekly allowance provided by the Welsh Government is not enough to cover transport, food and essentials for young people accessing education. Therefore the Council should continue to provide transport support to ensure fair access to education for all 16-19 year olds."* • *"The Education Maintenance Allowance is not enough to cover all the costs it is meant to."*
Parental responsibility	73	13.5%	• *"If parents want to send their children to schools further away than their local school then they should pay the travelling costs (even to Welsh language schools)."*
Youth responsibility	70	12.9%	• *"When I was 16, I had a part time job to fund my bus fare to college. Youths need to start to learn about supporting themselves rather than relying on other people."*
Importance of education	25	4.6%	• *"Education is of great importance and it is unfair to penalise students keen to go onto further education."*
Financial impact on family	25	4.6%	• *"If people in education have to WORRY about the cost of the education then they will not get educated as if there is a choice of the family eating or being educated which option is going to be chosen. Another way to keep the poor poorer."*
Long term impacts	24	4.4%	• *"If funding is removed it might result in fewer children continuing their education. This will result in reduced levels of employment and increase crime rates."*
Insufficient / misinformation	15	2.8%	• *"My choice was decided because it was not clear where 'alternative funding' might be sourced."*
Increased road traffic	15	2.8%	• *"Reduction of provision will result in greater car and road use. This is at odds with providing sustainable transport."*

Safety concerns	9	1.7%	• *"The worry is the scenario of pupils walking to and from school especially in the winter with the dark nights and mornings."*
No impact/agree with the proposals	7	1.3%	• *"At 16 pupils should be able to use public transport without any special funding."*
Limiting choice of colleges / course to pupils	5	0.9%	• *"Sixth form subjects are spread across school sites and removing transport subsidy would prevent pupils from the many households from accessing these subjects."*
Miscellaneous Comments	80	14.8%	• *"The government, not the council, should find ways to increase employment opportunities for young people."*

Additional Comments – School Transport for 16 – 19 year olds

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"The removal of transport provision to and from education or training, increases our concerns of heightened truancy, and levels of young people that remain in school. As a result it is anticipated that young people may be exposed to greater risk taking, and have reduced opportunities presented to them. It is anticipated that this reduction will disproportionately affect those communities without a secondary school"*

10. Supported Public Transport

Themes emerging from the 836 comments received in opposition to ceasing support of the subsidised bus services:

Theme	No.	%	Example comments
In favour of reduction to Bay Car	187	22.4%	• *"The baycar subsidy is massive and is the only one of the three categories I have ever used. There are other buses people can use in that area or just walk, it isn't really that far."* • *"People in the Bay don't need that many buses! I walk from Splott and regularly see empty bus after empty bus in the Bay. Waste of time."* • *"Bay Car is underused. There are often nearly empty buses. A single length bus would be enough for this route most of the time."*
Agree with proposals in general	146	17.5%	• *"The fact that the service is contracted out rather than run by the Council alone makes this a cut that should be made. If it is provided by the Council, it should be a source of revenue not cost!"* • *"Unfortunately, the financial reality is that if the numbers are too low to make it commercially viable then this indicates it isn't a service used by enough people to justify continued use of Council funds."* • *"Routes should be self-supporting."*
Generally disagree with proposals	130	15.6%	• *"Keep them going...they are used. Money well spent."* • *"Support for Public Transport is vital so that all residents of the City have equal access to it."* • *"I think overall it's an excellent and essential service which also reduces the volume of cars, particularly those used by pensioners, such as myself!"*
Suggested alternative solutions / cuts / savings	112	13.4%	• *"Perhaps modern technology could help with pre booking at certain times and using smaller (cheaper) vehicles or contracted taxis."* • *"Perhaps involve communities to ensure the service is used of find alternative, cheaper transport for those in need."* • *"Restructure bus services so they still run but less frequently."*
Bus services in the city need to be expanded / improved / made cost effective	93	11.1%	• *"Public transport is a priority for the city and the economy. Improvements need to be made in how frequent and reliable the services are."* • *"The whole transport system in and around the city needs to be*

			reviewed. Public transport arrangements within the city should be integrated with other providers and railways." • *"We need top quality transport to enable people to use it instead of cars. Over the past 10 years it has got worse and is a poor alternative to car travel."*
Reduce or remove underused services	80	9.6%	• *"An unaffordable luxury. If there are insufficient passenger numbers then the bus services is not sustainable."* • *"Very simple -use it or lose it!"*
Social isolation	62	7.4%	• *"Buses are essential for households like mine who are not car owners. Evening and Sunday bus services are already impossible keeping me housebound at these times."*
Impact on the elderly/disabled/youth	62	7.4%	• *"By withdrawing support and in doing so ceasing the service the Council are at risk of isolating a lot of vulnerable/elderly adults from access the city centre/ other district centres."* • *"There needs to be transport for disabled people e.g. visually impaired that cannot drive and therefore become totally isolated unable to get out."*
Bus Services are vital to the city / communities	55	6.6%	• *"Public transport is a lifeline to those who cannot or do not drive."*
Improve rail network and/transport integration	50	6.0%	• *"More work should be done to integrate tickets/passes which can be used on bus or trains."*
In favour of reduction to Lisvane / Creigau service	46	5.5%	• *"Lisvane and Creigiau are two very well off areas that is why people don't take the bus. Should stop subsidising the bus and maybe help the actual not so well people of those areas in different ways."*
Reduce support rather than cease	45	5.4%	• *"Could services be reduced slightly to save money without complete withdrawal?"*
Means testing of bus passes	35	4.2%	• *"Bus passes for pensioners should be means tested - or free/reduced price travel only available off peak and weekends."*
Lower income areas	32	3.8%	• *"Transport to and from areas with less economically wealthy households should be maintained."*
In favour of reduction to Splott / Lisvane /Pentwyn service	26	3.1%	• *"If they're unsustainable in terms of finance, they should be left to die. Ultimately if there is a need for a service, someone will make it work as a business."*
Review tendering arrangements	22	2.6%	• *"The provision of services should be franchised every five years on a whole city every day basis like the railways."*
Against reduction to Bay Car	20	2.4%	• *"The Bay Car service should continue to be subsidised. The income from tourism associated with this service would take a direct hit if it were to be ended."*
Many people have no car and rely on the bus	20	2.4%	• *"We would be COMPLETELY ISOLATED without our buses - unable even to get to work. DON'T ASSUME EVERYONE HAS A CAR."*
Against reduction to Splott / Lisvane /Pentwyn / Creigau services	18	2.2%	• *"Places like Lisvane already have an extremely poor bus service. It should be improved, not cut."*
Subsidise less used routes with higher fares / subscription	18	2.2%	• *"Supported public transport is vital to any community. Why not raise a little revenue by charging bus pass holders a nominal charge of 50p per journey - I am a bus pass holder!"*
Lack of information provided	17	2.0%	• *"I don't know enough about the impact of withdrawing this funding to make an informed comment."*
Proposals will increase car use on the roads/contradict plans to reduce car use and produce an integrated	12	1.4%	• *"Essential for the future of Cardiff that the public use buses as opposed to cars, to avoid gridlock."*

transport system			
Remove funding from airport bus	7	0.8%	• *"Review Cardiff to Airport services - generally empty or a sole traveller on-board. People who can generally afford to fly can usually find the money for taxis."*
Proposed savings are tiny in relation to the overall requirements	1	0.1%	• *"£236,000 per year on subsidised buses is a tiny proportion of the Council Budget, the Bay Car service (6) encourages people to visit Cardiff Bay, and perhaps the frequency of the buses could be reduced."*
Miscellaneous Comments	35	4.2%	• *"It appears that you give subsidies with one hand then get a dividend paid from Cardiff Bus into the other hand. Stop the passing around of money."* • *"Better advertising and timetable accessibility wold mean people using it."*

Additional Comments – Supported Public Transport

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *Both the cost and availability of public transport was raised as a concern if local facilities closed*

11. Parking

Themes emerging from the 908 comments received in opposition to the proposal to increase the charge for long stay parking in the city centre from £5.20 to £8.00 and the parking charges at Heath Park Car Park:

Theme	No.	%	Example comments
Disagree with increased city centre charges	309	34.0%	• *"Penalising motorists is not the way to encourage spending in the centre they will just shop elsewhere."* • *"Parking fees are too expensive already. Increasing costs in my opinion will keep me away from the city centre."* • *"I think parking costs enough anyway. It puts me off going into town to shop which means I do more shopping online. This will seriously affect the town centre shops."* • *"Parking charges of £8 would be unacceptable for those unable to use the poor public transport provision. It penalises those who cannot or have difficulty using buses such as people with pushchairs, small children, disabled people etc."*
Costs/increases are too high (CC)	273	30.1%	• *"For those who have to pay for long-stay parking on a regular basis, particularly daily, £8 is a lot. A smaller increase may be okay."* • *"I don't agree with charging £8 for long stay parking as this penalises people who have to use a car for work because of their child care commitments. £5.20 is more than enough to pay every day."* • *"Parking in city centre is already too expensive for low paid retail workers and alternative transport is simply not flexible or reliable enough as an alternative."*
Disagree with increased charges in general	198	21.8%	• *"Are you so out of touch with reality? Parking in Cardiff is already daylight robbery."* • *"Parking is too expensive as it is and should not be a way to make money."*
Increased charges discourage shoppers	196	21.6%	• *"It would deter shoppers and encourage them to visit out of town shopping centres or they will use the private car parks therefore losing the Council revenue."* • *"Car Parking is very expensive in Cardiff and we want to promote people coming into the centre to spend in what is fast becoming 1 of the best*

			shopping centres in the UK outside of London. Car parking should be as low as possible to sustain the economy." • *"If it is too expensive I would be likely to shop at out of town retail parks or online instead. A benefit of having your car nearby is that you can return to your car to leave shopping in it instead of carrying heavy bags around. This is not possible with park and ride."*
Public transport needs to be improved/more reliable/cost effective	184	20.3%	• *"First local public transport needs to be improved. These proposals will impact those people who are working hours which mean they are unable to use public transport - cleaners (for example)."* • *"I would be more sympathetic if there was a bus service and train service reliably running but particularly with the trains half the time they are too full to get on."* • *"Public transport for rural areas of the city need to be greatly improved before residents use public transport as a matter of course."*
Costs/ increases are too high (General)	154	17.0%	• *"Charges should only increase in line with inflation. Drivers are already highly taxed."* • *"People are struggling to pay now."*
Suggested alternative savings/charges	97	10.7%	• *"I would support an £8 charge if long stay were classed as >5 hours - with the £5.20 charge remaining for 2-5 hours parking."* • *"It's not fair to up the parking charge so much before providing and promoting a suitable, quality alternative such as park and ride."* • *"2 hours is not long enough for shoppers 5 hours is too long so something in-between - 3 hours for £4 – maybe."*
City centre workers – alternative not always possible	86	9.5%	• *"I could not carry out my work using public transport the routes were not often enough nor did they intersect to get to certain areas. At the moment you are foolish if you believe people will opt for public transport."* • *"For people who work in the city the price increase would be crippling. Offer better alternatives before you increase."* • *"I have no option but to park in Cathays Park all day for work and would find £8 far too expensive. This will have an impact on people's ability to work in Cardiff. How about offering a week/month pass or something?"*
Disagree with increased Heath Park charges	60	6.6%	• *"Increasing car park charges at Heath Park will mean an increase in on-street parking, which is at saturation point already."* • *"Heath car park charges should only be increased for more than three hours use as it is an important sporting venue for young people."* • *"Car Parking Charges should be minimal for patients and visitors to hospitals."*
Parking congestion in neighbourhoods	51	5.6%	• *"Anything that puts up the price of parking in town will encourage more NUISANCE PARK AND RIDERS around the railway stations such as the Heath."* • *"Basically because people will park their cars in other places where it's not so expensive which will quite candidly cause a nuisance in another community."* • *"It is simply not dealing with the issues a lack of affordable parking, raising costs will only force people to park in residential areas not currently overwhelmed."*
Park & Ride	48	5.3%	• *"The park and ride whilst a good option is not capable of meeting the demands of people working within the city centre."* • *"Park and ride is not a solution for residents."*
Charges discriminate against disabled/those with pushchairs/small children etc.	30	3.3%	• *"A trip into the city centre can be several hours. Public transport with several small children is incredibly hard."* • *"Disabled people rely on their car to get around, it is not a choice. There are now so few parking spaces for this group in the city centre that parking is already a huge financial burden. This proposal could effectively give message to disabled people that they are not welcome in city centre."*
Penalise hospital	30	3.3%	• *"No to the Heath car park charges, mainly because the reason for this is people need to visit the hospital and there is not enough car parking*

visitors/patients/workers			*there. Charging people who are ill or going to see people who are ill is an awful strategy."* • *"Low paid medical staff use this car park as well as medical students who often live quite far up the valleys and they could not afford the increase at Heath Park."*
Costs/ increases are too high (HP)	24	2.6%	• *"As I work in the hospital as a midwife and I am not allowed an onsite parking permit as I live to close (canton) this increase would cost me an extra £15 per week which is £660 a year."* • *"Surely there must be a compromise to £2."*
Agree with increased charges in general	5	0.6%	• *"Increase parking charges at all levels!"*
Enforcement	5	0.6%	• *"The parking charges are already too high, wardens should be ticketing people who park on double yellow lines or in disabled parking spots"*
Even greater increases required	5	0.6%	• *"The city centre parking charge increases still appear modest and I think there is scope to go further. Short stay parking charges should also be increased."*
Miscellaneous Comments	37	4.1%	• *"Car use is becoming the preserve of better off."* • *"I think a more phased approach is needed to allow people to research alternatives."* • *"If you want more people to cycle you need to provide adequate cycle routes in and out of the city within a five mile radius."*

12. Light Emitting Diode (LED) Lighting

Themes emerging from the 72 comments received in opposition to the proposal that the Council will deliver LED lighting to the strategic road network:

Theme	No.	%	Example comments
Costs i.e. Saving too small to be worthwhile/costs out strip the savings	24	33.3%	• *"Costs are likely to be higher than planned and the savings less. While funds are tight I would not want money spent on such new initiatives without knowing the investment cost and thus how long it will take to recoup the 250k savings."* • *"Major capital spending should be postponed until the financial situation improves, in order to ensure services are protected. There's no point buying a new cooker till you can afford to buy food!"* • *"The technology is not sufficiently advanced yet. Save the money on conversion until the technology improves and the costs reduce."*
Gloomy/inadequate lighting	21	29.2%	• *"The problem is that in other towns where this has happened I find the light levels too low, sometimes to the degree of making me feel unsafe."* • *"It is horrendous and virtually impossible to see anything on dark winter nights."* • *"It creates sharp differences between dark and light, which your eyes struggle to adjust to when walking. Unless these problems are ironed out, the benefits do not outweigh the costs of an inferior service."* • *"LED light levels are appalling - and take us back to Victorian times - as there is deep gloom between the pools of bright light. This increases danger to pedestrians."*
Safety concerns	18	25.0%	• *"LED lighting is not light enough it is putting people in sever danger.* • *"People in the city if Cardiff need brighter lighting to feel safe walking on the streets."* • *"It is a fact that LED lights can dazzle and disorient people driving or even walking on certain areas."*
Insufficient info	9	12.5%	• *"The information relating to trials in other areas were not available to the public on Council website. Although it is envisaged there will be little change, what has not been taken account of is Commercial vehicles parked on estates obscuring the light available."* • *"There is no indication of the cost of installation. "*

Questions over the technology	8	11.1%	• *"The technology is not sufficiently advanced yet. Save the money on conversion until the technology improves and the costs reduce."* • *"This is a relatively new technology and costs may be coming down. Even with the interest free option it may be cheaper to wait a year or so."*
Alternative suggestions e.g. solar power, motion sensors, switch off etc.	4	5.6%	• *"Switch lights off in Council buildings."* • *"Switch to solar powered lighting."*
Miscellaneous Comments	17	23.6%	• *"Why can't the council cope with doing this without outside help? You have good Engineers and Electricians who are capable of doing this change over and you keep it in house!"* • *"Keep private sector out."*

13. Neighbourhood Partnership Support

Themes emerging from the 147 comments received in opposition to the proposals to reprofile the Neighbourhood Partnership Fund to support community groups by creating a Community Co-ordination Function:

Theme	No.	%	Example comments
Should be withdrawn completely	41	27.9%	• *"I am not sure of the sustainable benefits of the neighbourhood management structure or the current grant fund or proposed fund. Feel there are other priorities for funding and other organisations support people with funding applications."* • *"I don't agree with community projects like this - they rarely engage with the disengaged that they try to target but tend to service those who are already engaged."* • *"Not if it means taking away for services such as libraries, public transport etc."*
Insufficient info/unaware of the projects	38	25.9%	• *"Because the information provided is insufficient to make a reasonable assessment."* • *"If I haven't heard of it - probably not working that well. Spend the money on local libraries."* • *"I can't agree with a proposal this vague - this explanation gives you no idea whatsoever what the council is actually proposing."*
Should be Council not volunteer run	19	12.9%	• *"I am concerned that community asset transfer will take ultimate control away from the council."* • *"I do not agree with community asset transfers assets should be retained by the council for future generations."* • *"Services should be run by the local authority."*
Waste of money and difficult to apply	17	11.6%	• *"This service is available through other organisations and it would be better to review the sources and work together with the local CVC to provide this."* • *"More paperwork and red tape."* • *"It sounds like a new and unnecessary layer of bureaucracy. And does the term 'Community Coordination Function' really make sense to anyone who is not au fait with local government jargon? It doesn't sound very engaging to me!"*
Council should not create another job to fund - will they have the correct skills?	11	7.5%	• *"Cut this budget and use to fund other services."* • *"Why would we fund a new role of this kind when we cannot fund existing aspects of council services which are regarded as priorities by local communities?"*
'Re-profiling' actually represents cuts	8	5.4%	• *"Re-profiling is another word for cutting."*
Duplication of resources (C3SC)	6	4.1%	• *"Why are you duplicating a service funded by Welsh Government and run by Cardiff Third Sector Council?"*

Grant funding should still be provided	6	4.1%	• *"The fund should continue as it is - Providing funding to directly fund community activities and projects."*
Could lead to loss of services	6	4.1%	• *"These groups will fail and the services collapse (as a result)."*
Miscellaneous Comments	15	10.9%	• *"Only the most active mainly middle class will be confident enough and determined to participate."* • *"Less cohesive communities will effectively lose out. In these situations, usually only the more affluent communities with very vocal and articulate members will benefit."*

14. Waste

Themes emerging from the 284 comments received in opposition to the proposal to withdraw the free entitlement to collections:

Theme	No.	%	Example comments
Increases to fly tipping / dumping	185	65.1	• *"I don't think those on means tested benefits should be charged for bulky waste collections - the money they receive is not meant for this type of spend and the money they receive is inadequate to meet essentials. Also, it will be counter- productive, leading to fly tipping etc. which will cost more to deal with."* • *"Increasing costs to remove items will only lead to higher fly-tipping. The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority."* • *"Withdraw of free entitlement -- Take this away and there will be an increase in fly tipping. "* • *"A modest charge is OK but the costs involved in clearing up an increase in "fly tipping" should be taken into account. Also Rate Payers should expect a reasonable service as we are already paying for it through our Rates."*
Against this proposal	47	16.6	• *"If you withdraw free entitlement you will have people just dumping rubbish, this leading to health hazards and more expense. As far increases in charging for bulky items. This has already been done and I have seen an increase in items such as fridges and sofas that are dumped in woods and rivers. People for some weird reason would rather carry a heavy item miles to dump than pay and in the end you have to collect it anyway."* • *"To charge for household picks up (i.e. bulky items) means people will dump even more rubbish"* • *"Withdrawal of free collections - I am concerned about elderly people on benefits, it is a service that they may well require as they downsize houses in the future"* • *"Litter strewn about roads and on pavements lowers standards and affects the area considerably. I wish you to maintain standards we pay for in our rates. Do not cut street cleansing. Do not close any more HWRCs. You have already cut to the bone."*
Questioning the level of 'wide spread abuse'	12	4.23	• *"How has there been an abuse in green bags? Surly the more recycling we do the better for the environment?"* • *"I can't see how "green bag abuse" is a thing. I'd really like to know how."*
Closures of HWRC's	4	1.4	• *"I would be very concerned that a removal of the facility of collections would lead to an increase in fly tipping. The HWRC's rely on people being able to drive there and the charities will only take certain furniture i.e. with fire retardant/in good quality etc. I have been in the position of having furniture to dispose of where this proved the only option."*

In favour of this proposal	4	1.4	• *"Waste Collection is often seen as the main Council function so charging will make many ask what is the Council spending money on. Also would expect more fly tipping if charged."*
Criticism of existing services	2	0.7	• *"In my area the waste is rarely collected on the day specified and it is often 2 days late before the waste is collected. This means the area is usually looking untidy. If it was based on the priority needs of the area, then it would mean confusion in the collection of waste and the potential for a lot more litter on the streets".*
Praise for existing services	2	0.7	• *"Am pleased with the existing arrangement - mainly reliable and is suited to a sensible approach"*
Geographical discrimination, cleaner areas neglected	1	0.4	• *"We all pay the same Council tax and should receive the same services."*
Fixed time table needed, not he who shouts loudest	1	0.4	• *"All areas need regulated waste collection"*
Enforcement/fines	1	0.4	• *"How much does it cost the council to clean the city centre on the weekend or after a major rugby match"*
Miscellaneous Comments	37	13.0	• *"This is a deeply depressing questionnaire in its entirety. The Council is in a race to the bottom. "* • *"We contribute to this free service by paying Council Tax. I appreciate that Council Tax also supports other community provisions; if you are taking this free service away then reduce the "cost of Council Tax."* • *"Free entitlement: charge for collection slots, add a premium for 17:00 - 22:00 collections. but allow free"*

Themes emerging from the 351 comments received in opposition to the proposal that there should be an increase to existing charges for bulky item collections:

Theme	No.	%	Example comments
Increases to fly tipping/dumping	242	68.9	• *"Free collection essential, otherwise fly tipping and dumping in the streets will become a major problem. The cost of policing a bag service will outweigh any savings"* • *"We should remove the bulky collections service, & allow charities to remove the items free of charge. By imposing a cost on the Bulky items service will lead to an increase in fly tipping as people won't want to pay for the removal of bulky items."* • *"Increasing costs to remove items will only lead to higher fly-tipping... The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority."* • *"This is a false economy if you charge fly tipping will increase"*
Against this proposal	55	15.7	• *"We already pay for waste in our rates so double charging is not on - bulk waste is expensive"* • *"Costs are already high for picking up bulk waste. I hire a van to take waste to the HWRC at Lamby and was told the vehicle was too big. I think the rules should be review for this if you are going to have higher charges"* • *"How can people get rid of bulky waste if they have no car? Or not enough money to use a private company?"* • *"It is not clear what you are proposing for bulky waste collections. The words say a reduced flat fee and the question refers to an increase in existing charges for bulky item collection. I am not in favour of an increase in charges which could potentially lead to more fly-tipping and additional costs elsewhere."*

Negative impact on low income families/elderly	35	10.0	• *"People on benefits barely have enough to live, so I can't see how they would afford these charges, also its all well and good having recycling centres when you have transport but most people on benefits do not."* • *"What are poor and vulnerable people with bulky items that charities and retailers don't want and no access or transport supposed to do? Why are there no figures to put this "We can't afford it" in context?"* • *"Items collections are necessary for people without a car, who cannot get to HWRCs. An increase in price would harm the most vulnerable"* • *"Bulky Collection Service - Removal of this free service discriminates against that who are not fortunate enough the be able to run a car and so are not able to access the HWRC'S facilities"* • *People on benefits should retain the entitlement to free collection of bulky waste"*
In favour of this proposal	9	2.6	• *"I agree to withdrawing the free entitlement to collect bulky waste items and believe there should be a standard charge for everyone, but do not think an increase in the charge should be made yet as I feel the Council may see more fly tipping around the city. I think the impact of the removal of the free entitlement to collections should be closely monitored in the first instance."*
Criticism of existing services	9	2.6	• *"Too much rubbish on the streets already and the existing collection service is still unreliable. The impact on health & wellbeing is too great to reduce collections further. Also a huge reputational risk to the city in terms of encouraging visitors and boosting the economy"*
Closures of HWRC's	8	2.3	• *"We recently have had to use the bulky item collection £15 is fair for 3 items but it should be lower for 1, & as we have to wait 6 weeks for collection this encourages fly tipping especially since the closure of Waungron Rd. A fixed timetable works very well for us."*
Reduction in recycling	4	1.1	• *"If you withdraw the bulky waste collection will this reduce your recycling targets and increase fly tipping?"*
Enforcement/fines	4	1.1	• *"However, equal deployment across all city areas needs to be considered, where residents purposefully foul footways with household waste, fines should be imposed."*
Praise for existing services	3	0.9	• *"Our waste collection here in Cardiff is excellent-if it ain't broke don't fix it. Our refuse collectors are the best!!!"*
Geographical discrimination, cleaner areas neglected	2	0.6	• *"We all pay the same council tax and should receive the same services".*
Green bags need to be widely available in the community	1	0.3	• *"Making the bags difficult to get hold of will result in less recycling over all, this seems a false cost-saving bearing in mind the overall objective to get people to generate less non-recyclable waste."*
Fixed time table needed, not he who shouts loudest	1	0.3	• *"All areas should have the same facilities"*
Miscellaneous Comments	40	11.4	• *"In agreeing to change of current use this opens the way for charges to be increased that are at present required in law by each council Street cleaning can be extended by time if need be."* • *"I just get the feeling your focus is on ways to raise more money and not on ways to be more efficient. There are obviously some problems with these services (ok, that's life.) But fix the services don't just start trying to raise more money. (And I bet you're now saying to yourselves that you have already made all the cuts you can .... Efficiency is not about cuts - but about good management.)"* • *"Cardiff Council should maintain a database of those who have already taken advantage of the free bulky waste disposal scheme, and only allow*

			those who have not, to have free access to this in the future. For a person living on their own, it is difficult to dispose of a bulky item and that person should not be discriminated against."

Themes emerging from the 225 comments received in relation to the proposal to review the way in which we provide green bags and food liners:

Theme	No.	%	Example comments
Green bags need to be widely available in the community	63	28	• *"Green bags MUST be provided to everyone everywhere or else the services will further be abused. Recycling must come with incentives whereby it is a free service and people do not have to pay in order to use green bags for recycling collections".* • *"Green bags and food bags need to be widely available and in local amenities such as schools. Bin operators never deliver bags even when asked."* • *"I am concerned that making green bags harder to get hold of means that fewer people will recycle"* • *"Green bags need to be as freely available as possible I would be supportive of prosecuting those who abuse it but they need to be available to all easily."*
Against this proposal	49	21.8	• *"Withdraw of free entitlement -- Take this away and there will be an increase in fly tipping. Increase charges for bulky items will also result in more fly tipping. The system of free green bags and liners delivered to local shops works well in my locality and should continue Street cleaning on priority needs would result in some areas never being cleaned."* • *"I am strongly against any proposals to further cuts to waste management. Year by year Cardiff is getting dirtier and dirtier, we have increasing rat and rodent problems, people dumping rubbish left right and centre. To charge for household picks up (i.e. bulky items) means people will dump even more rubbish. I actually laughed at your statement of cleaning the streets to a timetable. When does this happen? Rubbish lies where it falls, the only movement that happens is by the wind! "* • *"Clive ST lane is a prime example, constant dog fouling and fly tipping. The council NEVER clean it up until they're shamed on Twitter! The waste centres are a good idea, but Cardiff Council need to realise that not everybody drives or has access to a vehicle to use these. By keeping the streets clean Cardiff Council would save by not having to do deep cleans, not having so many issues and call outs for rodents. We would be a cleaner and more attractive city. Waste is the last thing the council should consider cutting funding to"* • *"Green Bags - if people are known to be abusing the system, please tackle them directly. I work full time and find the current system workable, where I can collect bags when needed from my local library. Please do not make things more difficult."* • *"If you make it difficult for people to get green bags and food liners or charge for them people will just use black bags and everything will go to landfill. You will undo all your good work in increasing community participation in the recycling and food waste collection schemes and miss your targets of relating to how much waste is recycled."*
Reduction in recycling	31	20.4	• *"Changes to the green gag /food bag free availability will result in fewer people recycling."* • *"This will possibly encourage residents in certain areas to be even dirtier and less responsible than they already are"* • *"Make it in any way more difficult to recycle will only result in less recycling."*
Questioning the level of 'wide spread abuse'	24	10.7	• *"What large scale abuse? I use them for dog poo, which is great, so hopefully others will do too."*

			• *"What is "abuse" of the free provision?!"* • *"I have seen no evidence of the misuse of green bags or food liners"*
Increases to fly tipping/dumping	20	8.9	• *"Charging for waste will mean more waste dumping, which will mean more rubbish everywhere."* • *"This will possibly encourage residents in certain areas to be even dirtier and less responsible than they already are"* • *"You will get more fly tipping that will cost more to fix than the current alternative"*
Criticism of existing services	10	4.4	• *"I moved to Cardiff 16 months ago from the Midlands. The City centre is always (nights post matches accepted) smart. Many of the outlying areas are a disgrace. I've never witnessed so much litter in a City and have watched the "transit" collection vans fail to pick up all the litter in an area. There also seems a reluctance of shops and offices to tidy up litter from outside their frontage, something that should be encouraged. The procedure for removing bulk items isn't efficient. It takes 3 - 4 weeks from making a call to having the items removed - why? No wonder less responsible people fly tip. Whilst C2C is useful to report, some items still don't get taken away or tidied. Take a look at the website fixmystreet.com, randomly choose some reports and see how many are still current. Graffiti is also prevalent. There are a few different "tags" displayed throughout the City, these are blight on the area. Surely it isn't beyond the capability of the Council and Police to track down those responsible? Waste & graffiti on the streets affects everyone, it leads to a general decline in standards. The Council doesn't seem to give this the priority it deserves."* • *"Sometimes it is already difficult to get recycling bags - this causes problems."*
In favour of this proposal	9	4.0	• *"Areas with lots of commercial premises, especially takeaways and those with a high population per sq km must be part of the priority group"* • *"Need should be taken into account but not to such an extent that there is a significant effect on the cleanliness of areas where the provision is reduced."*
Enforcement/fines	8	3.6	• *"People like fixed timetables and work to them. Abuse of the system should result in fines."* • *"Streets need to be cleaned, better to spend the money on the dropping of litter prevention with greater emphasis of fines."*
Geographical discrimination, cleaner areas neglected	4	1.8	• *"We pay a lot of council tax and I think that street cleansing and rubbish collection should be ring fenced as existing. If you take away other things, this should not be one of them! I also expect my area to be cleaned regularly, regardless of whether other areas don't keep their areas clean."*
Negative impact on low income families/elderly (esp. if downsizing)	1	0.4	• *"There needs to be a fairer strategy e.g. regular, thorough cleaning of leaves in all appropriate areas to avoid risk of falls. Would appear some areas are better serviced than others. When you have mobility issues you should not be limited to accessing certain areas because of fear of falling."*
Miscellaneous Comments	46	20.4	• *"Everyone should be encouraged not to drop litter, pile rubbish in their drives, etc. (not easy). Everyone should be treated the same."* • *"The city centre and the bay will always get priority over other areas"* • *"The rubbish will build up and therefore the job will take twice as long so if the Council kept on top of thing then it will be better."* • *"Street trees in autumn are causing surface water drains to be blocked, but no-one is collecting the leaves!!"*

Themes emerging from the 450 comments received in relation to the proposal that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable:

Theme	No.	%	Example comments
Fixed time table needed, not he who shouts loudest	163	36.2	• *"Why should neighbourhoods that make an effort be penalised when people who can't be bothered will just get a more frequent service. This would hardly send out the right message for personal responsibility."* • *"Without a fixed timetable, I believe North Cardiff would be neglected with focus on larger estates."* • *"ALL AREAS SHOULD BE TREATED THE SAME. ANYTHING ELSE IS NOT FAIR."* • *"We pay a lot of money for Council tax, why should some areas that pay a lower rate have more time spent on their area than mine."*
Against this proposal	97	21.6	• *"We pay a lot of Council tax and I think that street cleansing and rubbish collection should be ring fences as existing. If you take away other things, this should not be one of them! I also expect my area to be cleaned regularly, regardless of whether other areas don't keep their areas clean."* • *"Surely this would encourage abuse: If a 'messy' area received more street cleaning, that is not a great incentive to reduce littering. There should be more fines, and retail/food outlets should take a greater responsibility in covering the cost of cleaning and litter collection."* • *"Because those that make the most mess and litter will continue to do so whilst those who are already vigilant will need to be more so as the service would be lessened."* • *"It will mean that an area will have to look a mess before anything is done. Surely it is better to keep on top of cleanliness (As in the house) than to let it become a problem."*
Geographical discrimination, cleaner areas neglected	94	20.9	• *"This would create a difference in service provided to individuals across Cardiff."* • *"Why should people in nicer areas suffer because others can't look after the communities they live in!!"* • *"Effectively the streets where cleanliness is not maintained by the residents would receive a higher standard of service than those where the residents pay greater interest"*
Criticism of existing services	73	16.2	• *"Cathays is an absolute mess at times, so clearly there are already problems here. Reducing this service only means more parts of the city will also become as bad as Cathays."* • *"Since the removal of individual road sweepers the state of the city's pavements and gutters are atrocious."* • *"Cardiff is the dirtiest, messiest city I have ever lived in. Cutting funding will worsen this."*
Enforcement/fines	11	2.4	• *"People like fixed timetables and work to them. Abuse of the system should result in fines."* • *"Streets need to be cleaned, better to spend the money on the dropping of litter prevention with greater emphasis of fines."*
Increases to fly tipping/dumping	10	2.2	• *"Charging for waste will mean more waste dumping, which will mean more rubbish everywhere".* • *"This will possibly encourage residents in certain areas to be even dirtier and less responsible than they already are"* • *"You will get more fly tipping that will cost more to fix than the current alternative"*
In favour of this proposal	5	1.1	• *"Areas with lots of commercial premises, especially takeaways and those with a high population per sq km must be part of the priority group"*

			• *"Need should be taken into account but not to such an extent that there is a significant effect on the cleanliness of areas where the provision is reduced."*
Praise for existing services	3	0.7	• *"Our waste collection here in Cardiff is excellent-if it ain't broke don't fix it. Our refuse collectors are the best!!!"* • *"I am happy with the service provided and know that my street and other cleansing measures are don't on a regular basis. I am all for if the street is clean and tidy you go elsewhere to clean."*
Negative impact on low income families/elderly (esp. if downsizing)	2	0.4	• *"There needs to be a fairer strategy e.g. regular, thorough cleaning of leaves in all appropriate areas to avoid risk of falls. Would appear some areas are better serviced than others. When you have mobility issues you should not be limited to accessing certain areas because of fear of falling."*
Council Tax should cover this	1	0.2	• *"If you want an area to have less cleansing facilities this should reflect in the council tax charges."*
Reduction in recycling	1	0.2	• *"This will possibly encourage residents in certain areas to be even dirtier and less responsible than they already are"*
Miscellaneous Comments	87	19.3	• *"Risk of flooding"* • *"I would imagine the costs of policing the changes to the current approach may cost more than the bags"* • *"Every street should be cleaned the day after the bins are collected"* • *"You are missing a huge opportunity by failing to involve the Justice system. Neighbourhood cleaning should be done by offenders."*

Additional Comments – Waste

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Concerns that changes to waste management and funding arrangements may impact on the successful delivery of a joint approach to delivering a safe and vibrant night time economy."*
• *"Changes to the operating model with street cleansing and refuse collection in general will need to change community attitudes. South Wales Police has experienced in areas that chose to charge householders for disposal of large items, there is an increase in fly tipping that becomes a hazard and eye sore in communities. Longer term issues and perceptions of safety are then affected by the increase in fly tipping in certain localities."*
• *"Reduce waste collection by adopting European approach – deposit containers on designated streets."*
• *"If local facilities are no longer open – there were concerns about difficulty getting green bags for recycling and how this might discourage something we need to try and get more people to do."*

15. Infrastructure

Example comments of the 1,351 comments received in relation to the options of alternative delivery models provided:

Theme	No. Choosing this as their 1st Option	Example comments
Modified in-house service delivery - this would involve the Council continuing to deliver the services directly using in-house resources but modifying the roles and organisation of resources used to deliver the services	1,539	• *"Any increase in the cost of services will be passed onto the user. I really think a clean city is essential; especially when people are depressed by low wages. People won't pay extra for services when they are already struggling to fund their lives."* • *"The council should retain direct ownership and control of our services."* • *"I am concerned that a commercial company would prioritise*

		profit over delivery of services." • *"Any business taking on this task will be focused on making as much profit as possible, which over time will be to the detriment of the service."* • *"I would prefer the Council to remain as it is but it would need a complete restructuring - which wouldn't be popular. I find the Council is not well run, is very inefficient and wasteful."* • *"Provision must be kept in house. There is no accountability when others are involved and profit making by them is the only consideration. The word "Service" will become a joke. We could then individually negotiate our own service level with providers and pay them directly. We just need some smart lawyer..."*
Establishment of wholly owned arms-length company - this would involve the Council setting up a separate trading company, owned by the Council, to deliver its services and have the potential to earn more income	504	• *"I want to have a cleaner city, and a much better service, and it must be user friendly, and customer focused, and not all about profit, because people will be encouraged to play an active role in keeping our city clean."* • *"More efficient, cost effective service."* • *"Establish a separate council trading body to increase revenue but make sure it's efficiently run and not subject to continuous political interference."* • *"Earn some income to help make up the deficit....no brainer!"* • *"Total in house provision tends to be the least cost effective way of delivering these types of services. Private organisations tend to provide the poorest serves. Somewhere in between should provide the best balance."* • *"These services are vital and everyone needs to use them. Therefore I think the council should keep control/ownership of them so that private companies cannot just take over and raise costs whenever they wish."*
Public/Public Joint Venture - under this model, the Council would form a joint venture with another public organisation to deliver services and have the potential to earn more income	490	• *"Outsourcing in not an option. Joint collaboration would make sense."* • *"An opportunity to earn more income is good - but it needs to be properly structured."* • *"A public joint venture sounds an excellent idea to keep services in the public sector whilst also raising income to further fund the service."* • *"Public joint venture is a good step to reducing the number of councils."* • *"Potential for greater efficiency, lower cost whilst maintaining standards."* • *"A joint venture may bring in new ideas and use a business model which has been successful in generating money rather than managing a budget that only spends money. Partnerships can bring new ideas and opportunities to develop."*
Public/Private Joint Venture - this would involve the Council forming a joint venture with a private sector organisation to deliver services and have the potential to earn more income	253	• *"Joint venture public / private could be more cost effective but with overall council control."* • *"The most efficient method should be used. A joint venture would be best able to deliver."* • *"Hopefully the experts in the private sector will be able to save us money and show us how they operate more effectively."* • *"The council needs to take advantage of private service organisations, that can deliver services more cost effectively, providing these are fairly tendered against current council costs."* • *"A public/private joint venture is my preferred choice. I believe this would provide the best business options in terms*

		of sharing the costs, and the rewards. I would not trust the Council to establish an owned company; I would expect that to lead to a very profitable few years for the few in charge, but not for everyone. I have similar reservations with outsourcing. Once a company has been selected to provide the services to the council, I can see the price rise steadily. The private company would do this, because they know they can get away with it, resulting in a few very rich top men, paid for by the council, and therefore, paid for by us."
Outsourcing - this would involve the Council contracting the delivery of the services to another (usually private) organisation whilst retaining overall ownership and ultimate responsibility for the delivery of the services	285	• *"These services are important and I would rather them be outsourced and reliable than a scaled back council service that doesn't meet needs."* • *"IF OUTSOURCING OPTIONS ARE PURSUED, THEY MUST BE MANAGED EFFECTIVELY AND MONITORED CLOSELY TO ENSURE QUALITY OF SERVICE DELIVERY IS NOT COMPROMISED AND IS ENHANCED."* • *"Everything can be done better, faster and cheaper. Outsource a bit of everything first."* • *"Outsourcing could reduce the 'staff bill' saving cash but council ensuring delivering of services. Clearly workers in the private sector do not cost the same as workers in the public sector and should be rationalised."*

16. Public Conveniences

Themes emerging from the 432 comments in opposition to the proposal to remove Automated Public Conveniences and to permanently close 3 Non-automated public conveniences:

Theme	No.	%	Example comments
Equality issues/Discriminates against groups i.e. elderly, people with kids, those with medical conditions	88	20.4%	• *"Older people rely on public toilets and are often more reluctant to leave the house if they will be too far from a toilet."* • *"By shutting public conveniences you are effectively excluding those with disabilities from areas. Tell me a disabled person who needs the toilet on Albany road, can get to Penylan Community Centre in a hurry! It will stop those with disabilities going out."* • *"No public conveniences should be closed...parents with children need these facilities if to be able to use shopping areas etc. as do those with bladder and bowel issues... by removing public conveniences you are removing certain people's ability to access public areas."* • *"This severely limits the freedom of the elderly, women, in particular pregnant women and those suffering from health conditions."*
Specific location mentioned	65	15.0%	• *"Llandaff high street toilets are an important resource which supports the Cathedral as a visitor attraction."* • *"Whilst shopping on Albany Road there are no other public facilities in the area."* • *"With all the pubs and eateries along Cowbridge Road East there is a problem with people using alleyways and building forecourts to relieve themselves at night, so I would favour the reopening of the public convenience here."* • *"Llandaff High Street is an important toilet for locals and visitors, especially for those using the Taff Trail."*
Disagree with the proposal	40	9.3%	• *"This is an awful way of saving a few pounds."* • *"Public services are essential these should definitely not be ceased!"* • *"Public conveniences should not be closed until specific (and genuinely usable) alternatives have been identified for each one: it's not enough to close them and then say the Council will 'try' to find alternatives. The fact that they are not used very often does not*

			mean they aren't essential."
People will urinate in the street	36	8.3%	• *"If you remove public toilets people will urinate in the street and create filth and more Council problems & costs."* • *"If there are no public conveniences you will have people urinating on the streets especially at night. This can then lead to health risks. The provision of Public Conveniences should be a priority."* • *"While it is illegal to urinate in the street the council must provide facilities for this."*
Already too few, we need more not less	35	8.1%	• *"There are not enough places to relieve yourself at the best of times. People need more not less."* • *"The city is very poorly provided with public conveniences at present."* • *"With an aging population we need more loos"*
Poor council management of spend	24	5.6%	• *"I find it amazing an APC can cost £30,000 per annum to run"* • *"You spent thousand relocating the toilet in Albany Road a few meters and now want to close it!! This is a total abuse of spending within the council!"* • *"Why wasn't a full cost study undertaken before building these APC's?"*
Involvement of businesses/promotion of the community toilet scheme	19	4.4%	• *"It's embarrassing to seek help from traders. Often a trader will refuse."* • *"Pubs and cafes do not take kindly to people using their facilities without being paying customers".*
Prefer non-automated, concern over opening doors/getting locked in/out of use etc.	16	3.7%	• *"People are more likely to use non-automated conveniences than the automated ones."* • *"I NEVER use Automated Services - I know of people who have been locked in, some with water running and steadily getting deeper."* • *"Non-automated public conveniences should be located everywhere. No one wants to use automated ones."*
Criticism of existing facilities i.e. Cleanliness, run down etc./improvements needed	14	3.2%	• *"The conveniences have low usage because they are not clean and are not well-maintained."*
Wider impacts e.g. visitors to the city	13	3.0%	• *"For many people, the non-availability of toilet facilities may discourage them from visiting areas."* • *"I think this would be a backward step when we ate trying to promote tourism in our capital city."*
Sufficient/better alternatives exist in pubs, department stores etc.	11	2.5%	• *"Provision in St David's centre is easy because they are part of the development."*
Hayes toilets	8	1.2%	• *"How the council got away with closing the toilets in the Hayes which were the cleanest and a pleasure to use is beyond me".*
Introduction of charges	6	1.4%	• *"I think everyone should pay at least 20p for the privilege of using these facilities."* • *"Removal seems extreme. Don't the automated services charge? Isn't there a profit to be made?"*
Provision outside of business hours	6	1.4%	• *"There is a shortage of public toilets available outside shopping hours in many locations."*
Miscellaneous Comments	48	11.1%	• *"The current remaining ones are probably so underused because people have had to get used to having so few public toilets that they just assume there aren't any."* • *"Once closed, never reopened."* • *"More research should be done to address this rather than just a blanket closure."*

17. General Comments

Additional Comments - General

Additional example comments received at events, through correspondence, partners responses to proposals, etc.
• *"Is there a limit on how much Council Tax Cardiff Council can charge – is the Council charging its maximum?"*
• *"What changes are being made in wages etc. of Councillors and Managers?"*
• *"How is waste being avoided?"*
• *"What structures are being put in place to increase cooperation with volunteers and community groups?"*
• *"The consultation document focuses largely on neighbourhoods. Some of this focus makes sense but unless it's part of a wider strategy it is likely to produce insular ghettos as much as healthy communities."*
• *"Two elements that can assist all parts of the city to benefit from best services are enabling residents to support/and or work voluntarily with facilities and improvements in transport arrangements."*
• *"I am aware that all Councils are being starved of cash by central government and therefore cannot provide the level of public service they should and would wish to provide."*
• *"Introduce the Cardiff £."*
• *"There was a strong sense that services should be tailored to the specific needs / requirements of a particular area in Cardiff, rather than a 'one size fits all' approach."*
• *"Participants at the Youth Council event felt the Council should think about educating people from a young age to live their lives differently / be mindful about how their actions affect everyone else in the communities in which they live. This should help manage future demand."*
• *"Ideas raised include: utilising retired tutors and their skills, use supermarket facilities where appropriate, encourage schools to open their doors to community groups outside of core hours, utilise the city's student population on a volunteer / career development basis."*
• *"Attendees at the 50+ Forum event felt it was extremely important that following this consultation and what people tell the Council that a list of changes and actions taken as a result are published. If people cannot see that they are being listened to, and action is being taken as a result, then people will be less inclined to support the Council through this difficult period."*

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Changes for Cardiff

Appendix 3:
Supplementary information on Libraries and Hubs

Appendix 3 - Supplementary information received on Libraries and Hubs

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1. Introduction

Library services have a key role to play in communities but the way in which people use libraries is changing. New technology such as e-readers along with a rising demand for WiFi and PC access means that library services need to adapt if they are going to be able to remain as relevant and important to future generations as they have in the past.

The types of services that people expect to access are also changing with increasing demand for access to advice, training opportunities and into work assistance, as well as reading activities for children, book groups and family researching also increasing in popularity.

The 2015/16 Budget Consultation included a range of proposals put forward by Library Services with the aim of providing more joined up services and more accessible services with reduced funding.

This report provides supplementary information to that included in the ***'Consultation Results and Feedback Report on the City of Cardiff Council's 2015/16 Budget Proposals'.***

Information provided in this document is broken down by Neighbourhood Partnership Area (NPA) and provides details of the data collected in reference to each of the specific proposals for existing library sites.

The following tables within the following sections reflect the comments received as part of the consultation in relation to the city-wide budget proposals. Please note that the comments are largely explanations in response to questions whereby people have answered 'no' in disagreement to the proposals so by their nature will tend to be more negative

2. Key Themes

Approximately half (**2,056 in total**) of all respondents to the *Changes for Cardiff* Questionnaire made additional remarks in relation to the proposals put forward by library services. Of these, **1,326** referred to library services in general however a large proportion also referenced individual library facilities within their comments (these are referred to later in the document).

Those facilities most frequently specified were those where the Council proposes to withdraw funding and seek an alternative community or commercial partner to take over the running of the site, namely: Radyr (154), Whitchurch (235), Rhiwbina (288), Rhydypennau (130), Rumney (56), Cathays (126) and Roath (68).

Where respondents indicated "no" to any of the proposals outlined by the Council they were provided with an opportunity to express their reasons for this. Many of the comments received

were non-specific regarding the library location. These comments are summarised as part of the main document with the key themes arising including:

Key themes

- There was significant **high regard** felt by the public towards library services in the city.

- There is a perceived feeling of **a geographical gap** in relation to the proposals with some areas (particularly North Cardiff) of the view that services are being targeted elsewhere in Cardiff.

- There is a high degree of interest in the exploration of options for **cost saving** and **income generation** to aid the retention of services.

- There is both **support and concern** regarding the use of **volunteers** to support library services.

Clear from the comments received was the **high regard** in which the city's library services are held by the public. The facilities were frequently described as '*essential*' to the communities that they serve and a 'lifeline' for a wide range of people including those with disabilities, older people, people with young children, lower income families and those without access to the internet.

The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many feeling that the proposals leave a '**geographical gap**' in service provision in the north of the city. It was felt that the impact the withdrawal of library services from locations in the north would be deepened due to both the higher proportion of elderly residents in these communities and a lack of public transport routes to connect citizens to the proposed Hub sites.

Respondents were keen to see library services explore a wide range of **cost savings and income generation** options. With both a reduction in opening hours and the introduction of charges found as preferable to many over closure. Opinion was mixed regarding the introduction of services such as **café/coffee shops** to buildings as some feared that this would detract from the original purpose of the facility or see library service become over commercialised.

One particular exception to this however was in the case of **Whitchurch library** which received particular support for the introduction of such a facility. Respondents reported similar families in the village to already be commercial successes with an additional facility at this location likely to attract not only library users but also visitors to the local park, dog walkers and residents.

The recent budget consultation has seen a number of individuals and organisations express an interest in becoming involved with library services on a **volunteer basis** (367 people).

Despite this the consultation did also reveal a significant number of public concerns regarding a move to this means of service delivery. It was feared that a reliance on **volunteers** and the good will of the community could result in "*watered down"* and "*chaotic"* services that "*lack day to day continuity"*. Whilst it was felt that some roles within the service may be suitable for volunteers there involvement should "*be minimal and they should not be exploited or take the jobs of professional librarians*".

The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible. A move to Canton it was felt would deter a number of people from accessing this information whilst the space available at Canton library was also called into question.

Many respondents made reference to recent **refurbishments** that had been undertaken at some of the facilities and the financial waste incurred should the Council now choose to withdraw from these buildings. The refurbishments at Cathays were amongst those most frequently mentioned with a range of options put forward to ensure the continuation of service from this 'Carnegie building' including café, community space and wedding venue.

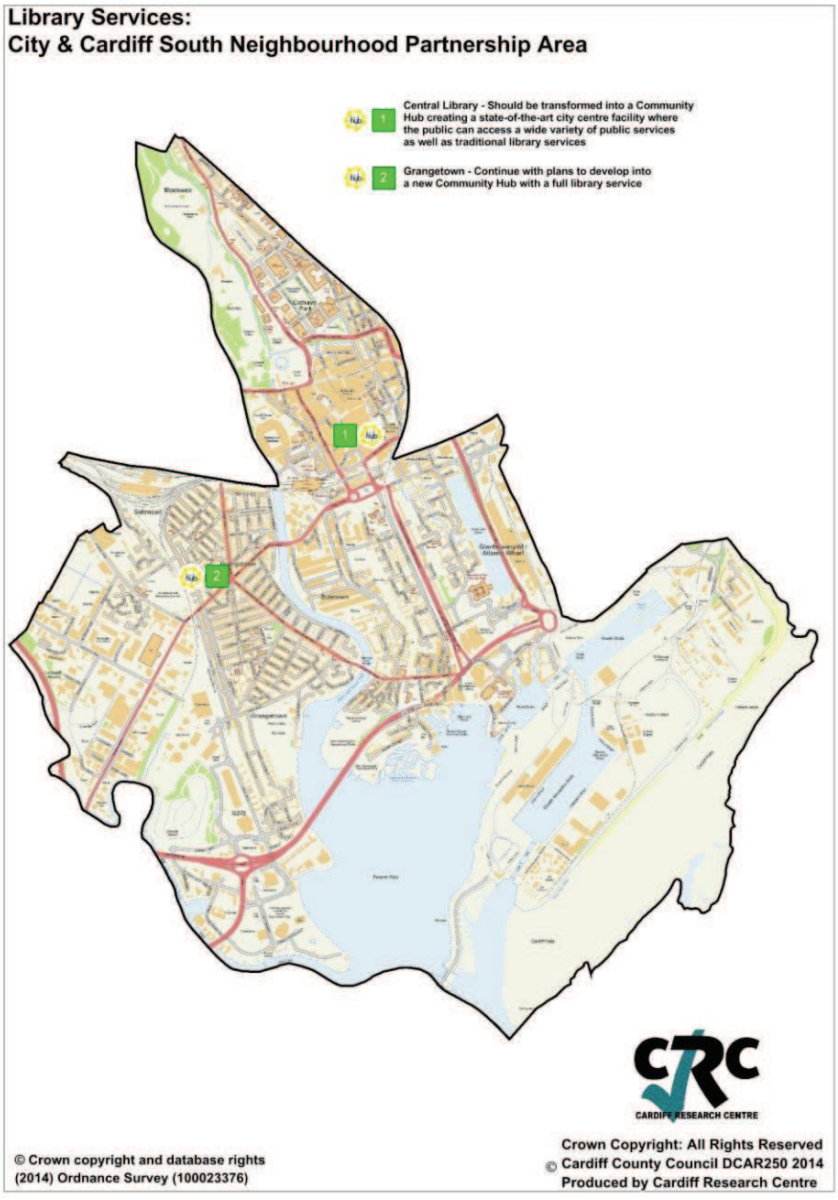
3. Neighbourhood Feedback

3.1 City & Cardiff South

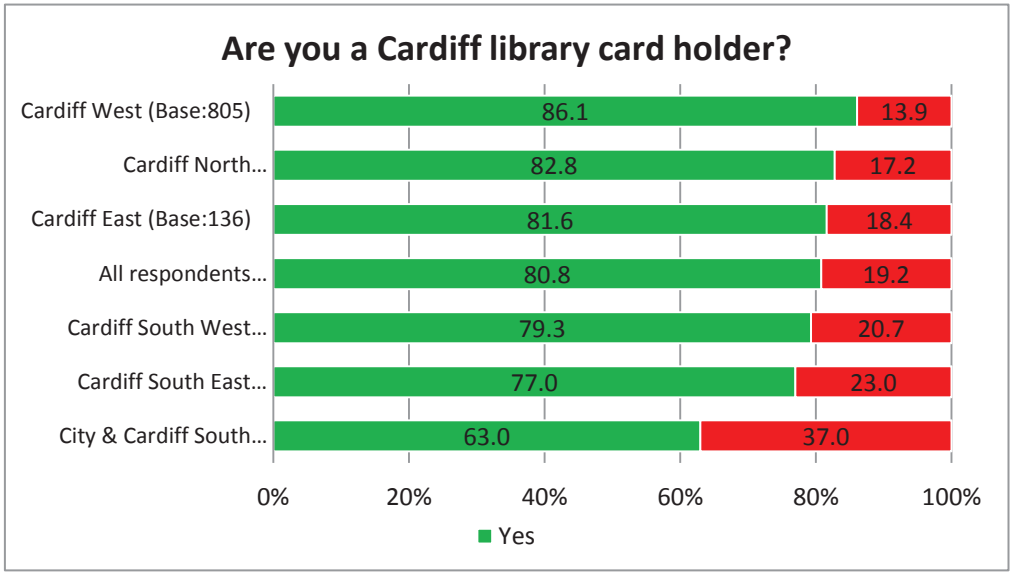
There are two library facilities contained within the Neighbourhood Partnership Area of City & Cardiff South namely **Central Library** and **Grangetown Library/Hub**.

Proposals:

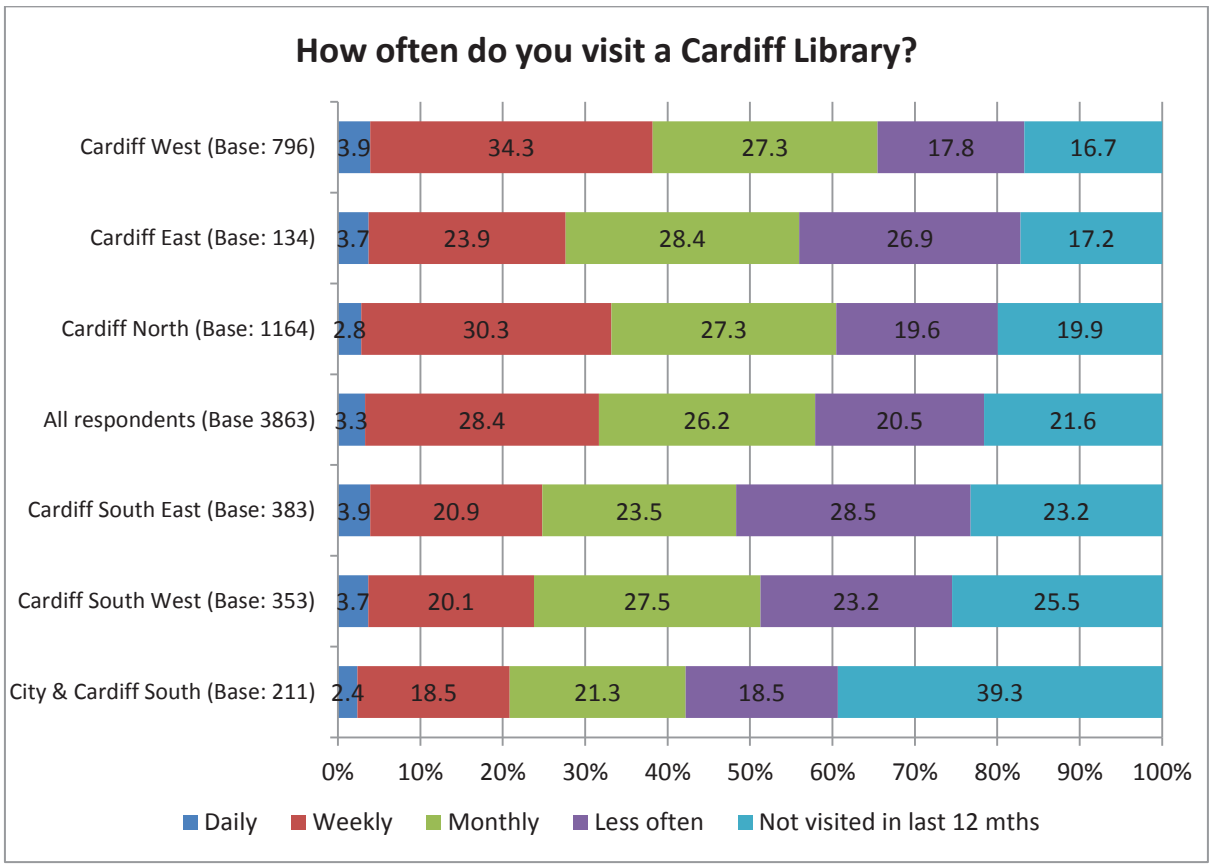
- **Central Library** - should be transformed into a Community Hub creating a state-of-the-art city centre facility where the public can access a wide variety of public services as well as traditional library services.
- **Grangetown** - Continue with plans to develop into a new Community Hub with a full library service.



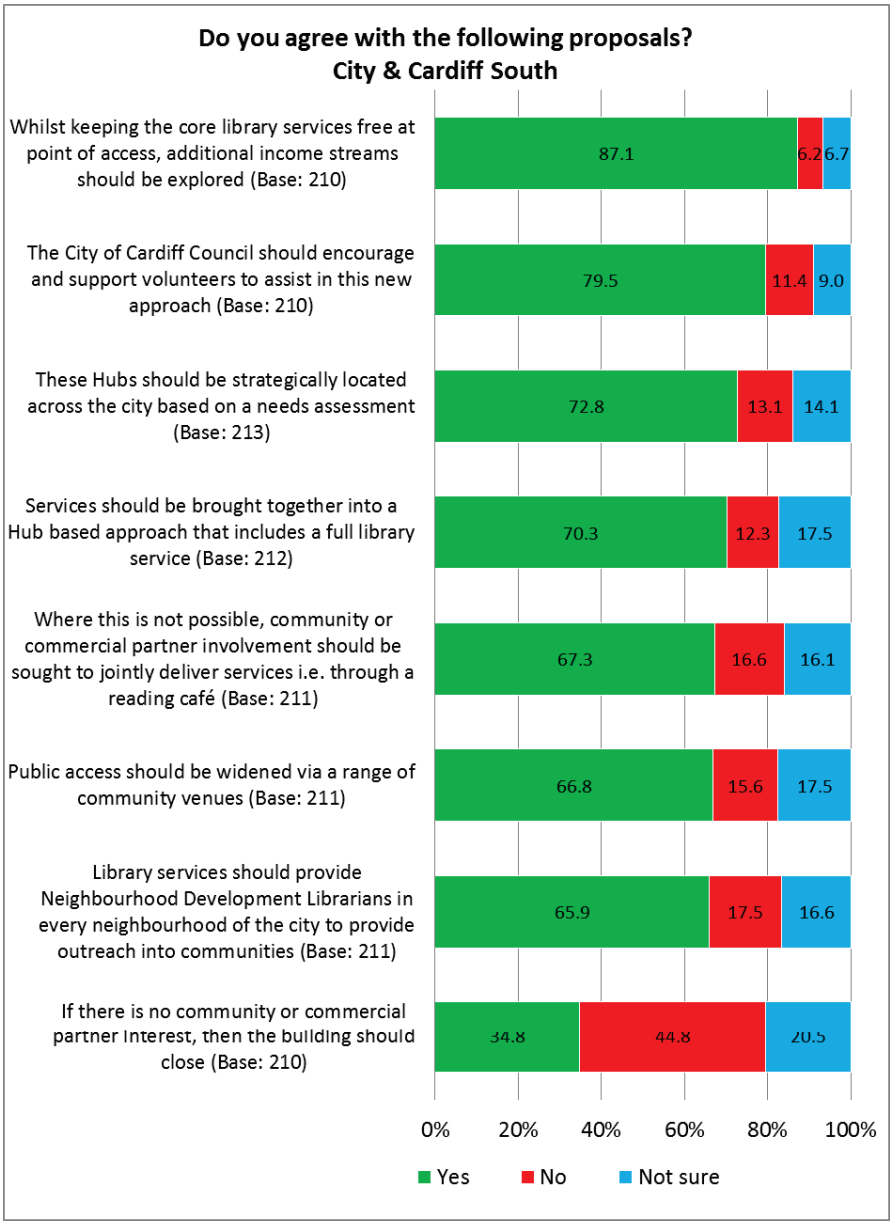
There were less reported library card holders in **City & Cardiff South** (**63.0%**) when compared to overall respondents (**80.8%**).



Of those responding, **39.3%** in **City & Cardiff South** had not visited a library in the last 12 months, compared to **21.6%** overall.



Respondents in **City & Cardiff South** expressed **stronger agreements** with some of the overarching proposals put forward by Library Services than respondents overall.



Three fifths (**61.3%)** of respondents overall agreed that *'services should be brought together into a Hub based approach that includes a full library service'* however amongst respondents from within **City & Cardiff South** this figure rose to **70.3%.**

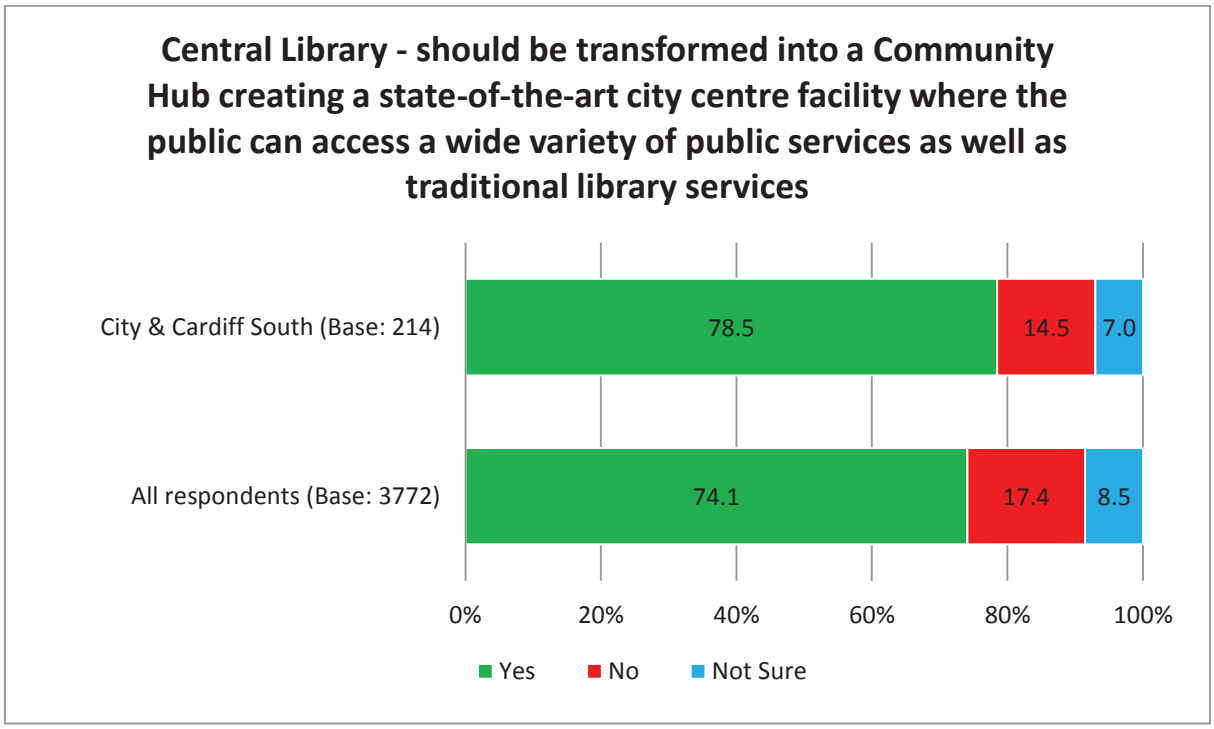
A total of **62.2%** of all respondents agreed that *'these Hubs should be strategically located across the city based on a needs assessment'* compared to **72.8%** of respondents from within **City & Cardiff South.**

In circumstances where a Hub is not possible over two thirds (**67.3%**) of respondents in **City & Cardiff South** were keen to see community or commercial partner involvement sought to jointly deliver services i.e. through a reading café compared to just **53.1%** of respondents overall.

Over a third (**34.8%**) of respondents in **City & Cardiff South** agreed that if no community or commercial partner interest can be found then buildings should close compared to less than a quarter (**23.5%)** of respondents overall.

City & Cardiff South - Central Library / Hub

Three quarters (**74.1%**) of respondents overall expressed agreement with proposals to transform Central Library into a Community Hub creating a state-of-the-art city centre facility where the public can access a wide variety of public services as well as traditional library services. Amongst respondents from City & Cardiff South this proportion rose slightly to **78.5%.**



A total of **139 comments** (6.8% of all library comments) were received that specifically referenced Central library.

Key Themes

- Central Library should be a cultural landmark
- There should be a focus at this location on library services rather than the Hub model
- There is significant importance placed on 'local' provision of services
- The Local Studies Library should be centrally located for easy access

A main theme of the comments received were desire to see Central Library upheld as a ***'cultural landmark'*** within the city serving as an attraction to be residents and visitors alike. For this to happen some of those commenting considered it essential that the focus of the building remain on library related services rather than becoming '*chopped up and squashed'* with other services under the 'Hub' model (*36 comments*).

In a similar vein respondents commented on the **essential service** provided by Central Library and stressed the importance of the continuation of library services from this building (*32 comments*).

The comments provided that specifically reference **Central library** were somewhat split in terms of whether they approved of the proposals with approximately equal numbers either feeling that council resources should be concentrated in one central building whilst others favoured community based service provision going so far as to suggest that Central Library by closed completely in order to fund this.

A number of comments were also made concerning the proposed move of the **Local Studies Library** to Canton with concerns expressed around accessibility and space in Canton:

- *"Moving local studies to Canton is a downgrading of the Cardiff Central Library and makes this vital resource, used by local people and visitors, less accessible."*

Central Library – 139 comments received			
Theme	**No.**	**%**	**Example of comments***
Generally against the proposals	38	27.3	• *"Fully disagree with budget cuts"* • *"The way that the Central library has been carved up, reduced hours, given over to commercial interest is a disgrace. More residents benefit from keeping the library (and its various services may be some new and enhanced services) within the LOCAL areas of Cardiff i.e. Whitchurch, Rhiwbina, Canton etc."* • *"I would close Central library to keep all the branches open, or keep central open and close all the hubs closest to the city centre and keep the outlying branches open"* • *"If many of the other libraries, in areas that are more residential, are becoming community hubs, I do not see the need or the advantage of also creating a community hub in the centre of the shopping district".*
Focus needs to be on	36	25.9	• *"Cardiff Central Library should be a centre for excellence in Wales and should focus only on library-related services. I hate the way*

library services rather than 'Hubs'			*they've chopped it up and squashed other services in there. It's a disgrace"* • *"In my opinion, turning Central Library, cultural hallmark of the city, into a hub would be the biggest defeat of Cardiff Council. It is the busiest library and joining the services with Marland House, another busy service, will definitely confuse users on services the building will (hopefully not) provide".* • *"Too often as a library user I had to listen to very private conversations between housing staff and their customers such as disputes with neighbours, debts, details of benefits one receives".* • *"A central library should stand as a monument to education and literacy in a city. To turn it into an outlet for city services would devalue the 'statement' a central library makes about the importance of literacy and education. It would also detract from the ability of the library to serve these ends".* • *"Central library should remain as a library"*
Libraries are essential/ highly valued/must be retained	32	23.0	• *"Cardiff Central Library is a unique case and should be restored to a full library service. The building is great and the facilities have always been exceptional".* • *"The impression given to visitors to Cardiff without its beacon of culture is of an impoverished city void of a cultural vibrancy. This facility should be restored to its former glory"* • *"I think that it important that there is a central library in Cardiff providing a full range of services totally funded by local government. This should be a flagship site showcasing the services and showing what can be done at library site"* • *"Libraries are one of our most impressive achievements and we should have a library network that is focused on the free availability of knowledge and literature to all"* • *"Central Library is a wonderful asset to Cardiff"*
Access to Hubs i.e. travel costs/distance	21	15.1	• *"In this day and age a central Hub in the city centre with easy access from all areas of Cardiff would suffice".* • *"Central Library is not the place for a Hub, they should be in the community where the demand comes from".* • *"The Central Library is not a sensible place to serve communities effectively given that it's in a prime commercial location. The value of the building could be realised and distributed to local communities".*
Wastage	15	10.8	• *"Central Library is something of a disaster in terms of wasted space, far too noisy etc. Needs a complete rethink".* • *"Unnecessary asset of a city centre building which can serve just as well in various locations throughout the city"* • *"Central has already had millions invested no library service should be withdrawn"* • *"Close the central library and do not waste money on adding more services there"*
Ideas for other funding sources i.e. savings in other areas/opening hours	12	8.6	• *"Close the "iconic" Central Library saving £1.2million, leaving only £500,000 to be trimmed from the budgets of Branch libraries.* • *"Cut budgets elsewhere but leave our libraries be".* • *"It would be preferable to close the city centre library rather than lose the branch libraries".* • *"Central Library - State of the Art building in the city centre on prime retail / commercial land therefore the Council should close the library and offer this building for commercial let. This will generate revenue for the Council to subsidise more important services".*
Local History Studies	12	8.6	• *"I am totally opposed to the removal of the Local Studies Collection from the Central Library. Cardiff Central Library should house its most important collection which is of interest not only to its citizens but also to researchers from all over the country".* • *"I do not agree with the proposal to transfer the Local Studies*

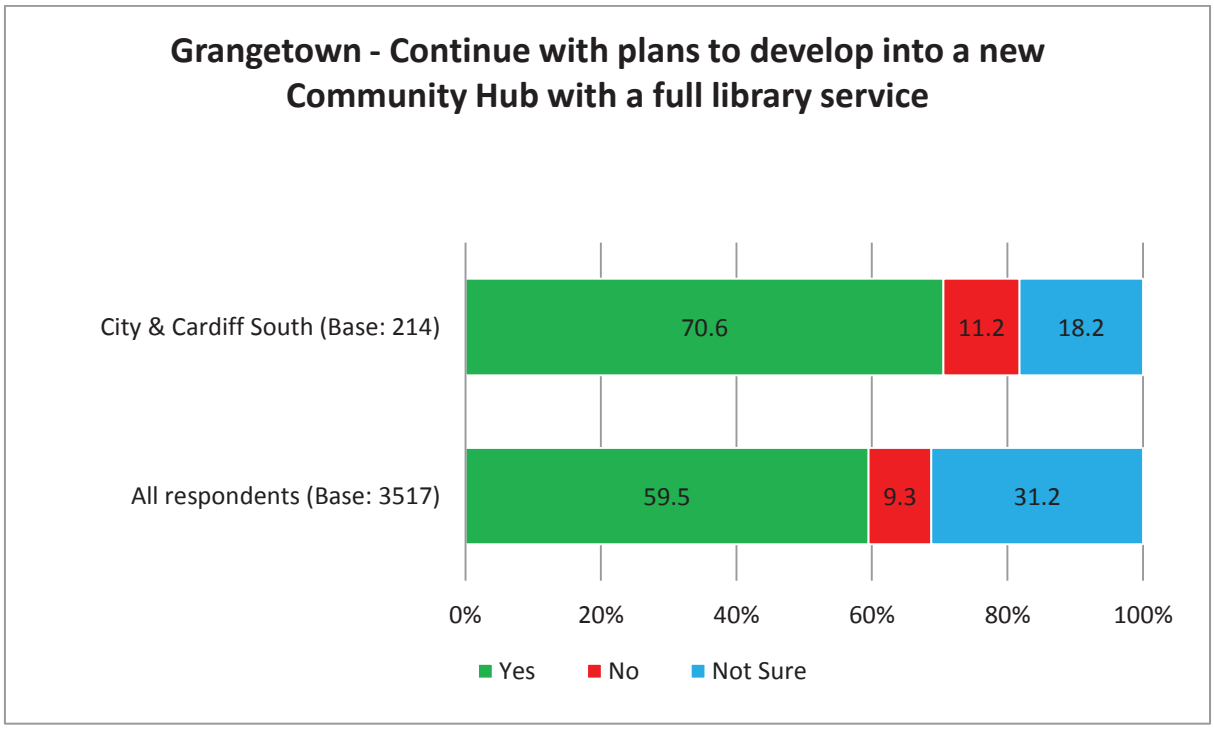
			collection to Canton. This collection represents the history and culture of Cardiff. A city of Cardiff's stature should promote and make accessible the resources for its people (and visitors) to research its rich history. Therefore this collection should be in the Central library".
In favour of the proposals	9	6.5	• *"All library facilities with the exception of a 'central' library should be closed unless a 'social' partner to the local authority can be found. Continued operation should be at no cost to the local authority".* • *"The central library needs to stay council funded as a main centre point for Cardiff services".* • *"Concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries".*
Current usage levels	6	4.3	• *"Central library is fully used by student's pre-exams. I would not use central library hub if local libraries are closed".*
Discrimination against the elderly/youth/low income families	5	3.6	• *"Libraries are essential. It has been stated that our schools are allegedly failing????????????? Children need to be encouraged."* • *"These are shameful proposals! This proposal would remove library service provision in North Cardiff to the point where access would not be viable. Libraries are key community foci- removing provision would be very damaging to many people who use them. Your proposal would effectively bring libraries-free at point of access-to an end in Cardiff."*
Other ideas for alternative provision	4	2.9	• *"Concentrate all library services in town. People have bus passes. Concentrate all other services in as few buildings as possible to achieve economies of scale".*
Negative image of Hubs	4	2.9	• *"I would possibly use the library less if it was used for benefits/get into work type things as well. I go to the library to relax and would be put off by feeling it was also a place for 'chores'. Would be concerned about people queuing for other services/loitering. I'm not explaining myself well here: my own experiences of briefly having to sign on for benefits (in Bristol) was extremely negative and I would be very put off using the library if the services were too connected."*
Negative impacts on the community/society/long term impacts	4	2.9	• *"Central library was designed and purpose built as a major library - it would only be diminished by sharing its space."* • *"Libraries are key community foci- removing provision would be very damaging to many people who use them".*
Income generation incl. cafés, shops, community spaces, charges etc.	3	2.2	• *"Rent out central library to e.g. John Lewis"* • *"All potential means of income generation through libraries should be explored, including charging for some services, renting out rooms, introducing cafe franchises, running events etc."*
Listed buildings	2	1.4	• *"As a capital city Cardiff should promote its heritage in the existing central iconic building"*
Job losses/loss of expertise	2	1.4	• *"The Central library should not function as a 'hub' in the same way as suburban libraries. It should have the staff and resources to support the hubs with book rotation and access to information"*
Lack of Info	2	1.4	• *"Community Hub" - What does this mean? Unclear.* • *"I offer no alternative, because I don't exactly know what is being proposed"*
Community Asset Transfer	1	0.7	• *"Council should seek to work with organisation to continue services without removing support all together"*
Geographic discrimination	1	0.7	• *"Cardiff central library, why should this be the main hub, its a long way for the majority of people to be able to get there and as the people who usually use the libraries are elderly they can't walk that far"*
Promotion/advertising	1	0.7	• *"You should concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries".*

Concerns regarding volunteers	1	0.7	• *"Volunteers do not provide the level of expertise needed"*
Misc.	23	16.5	• *"Using Central Library is already an unpleasant experience, full of students eating, chatting and using their mobile phones while sat at computer terminals"* • *"There should be a central library in the capital city if this means difficult choices then they have to be made"* • *"Please do not close/ reduce the children's library in Central Library - it is a wonderful facility with classes such as Story time that help young people explore books and reading."*

**N.B. Comments may have been coded against more than one theme*

City & Cardiff South - Grangetown Library / Hub

Plans to develop Grangetown library into a Community Hub were supported by **70.7%** of residents in **City & Cardiff South** compared to just **59.5%** of respondents overall.



The **9.3%** of respondents expressing opposition to the proposals represented a total of **326** individuals however only a very small number of comments (7) were made that specified Grangetown library and provided explanation to the opposition.

- *"Very shocked to see how much the Grangetown Hub is proposed to cost …how can one extra room cost £500,000? "*

- *"Only a certain number of hubs are needed but not over saturation... a hub in Grangetown is not essential being so close to town"*

Grangetown Library – 7 comments received			
Theme	**No.**	**%**	**Example of comments***
Generally against the proposals	6	85.7	• *"Grangetown is very close to all city centre services and is easily accessible. I don't feel there is a need for a community hub facility".* • *"If Central is being developed; Grangetown is within easy reach of the city centre so don't think further investment required there now".* • *"No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central Library."* • *"Very shocked to see how much the Grangetown hub is proposed to cost and that all the things I cared about that were mooted in the consultation about that are not happening now. How can one extra room cost £500,000??? Local builders would do it for less!! We want the library to be a library, not some useless hub that brings nothing at all for children and nothing at all for carers and disabled children in particular".* • *"Only a certain number of hubs are needed but not over saturation... a hub in Grangetown is not essential being so close to town".*
Libraries are essential/ highly valued/must be retained	1	14.3	• *"All Cardiff residents pay council tax and they should have equal access to community services accordingly, especially as many of these areas have large aging populations who may find it difficult to travel outside their local area."*
In favour of the proposals	1	14.3	• *"In favour of Grangetown proposals only if the full library service is also retained."*

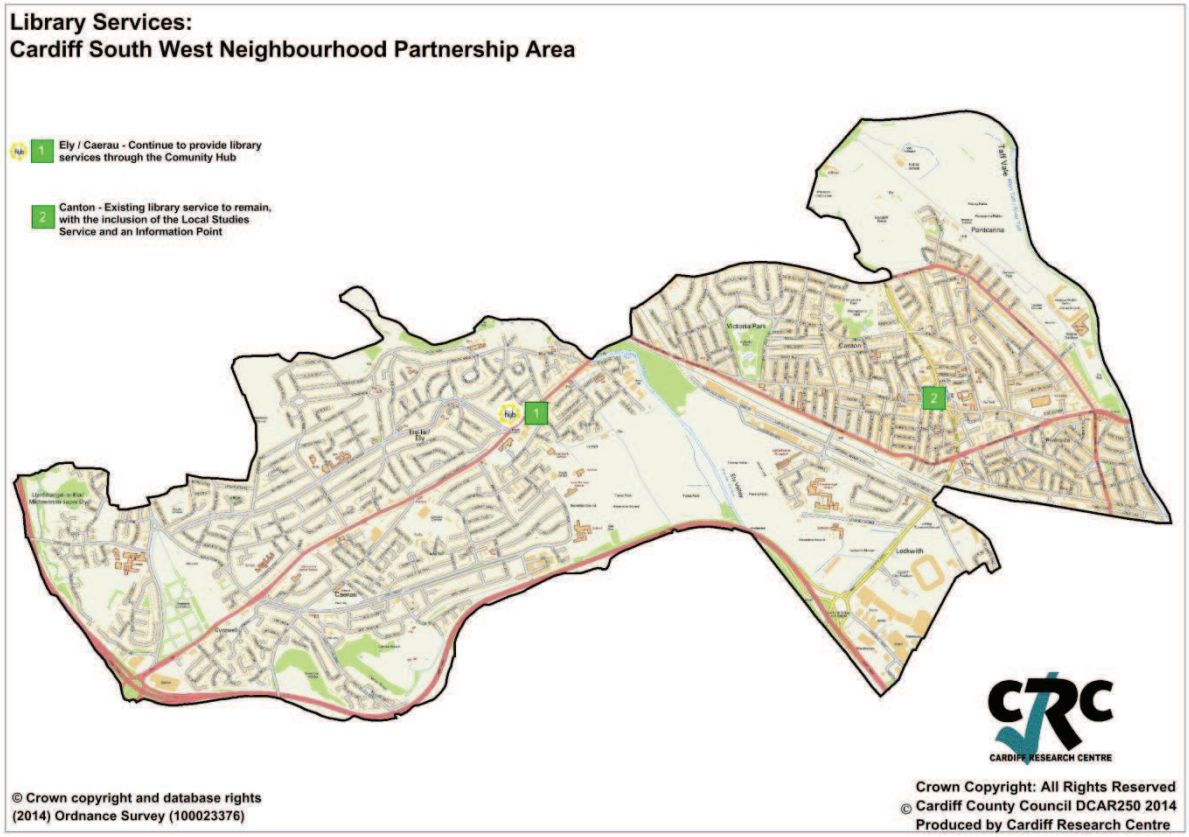
**N.B. Comments may have been coded against more than one theme*

3.2 Cardiff South West

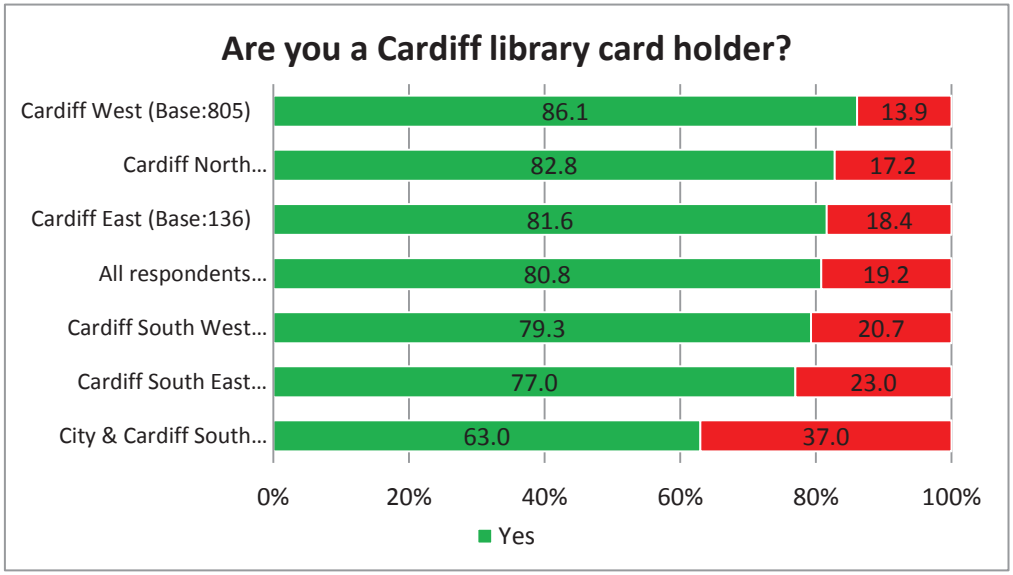
There are two library facilities contained within the Neighbourhood Partnership Area of Cardiff South West namely **Canton Library** and **Ely/Caerau Hub**.

Proposals:

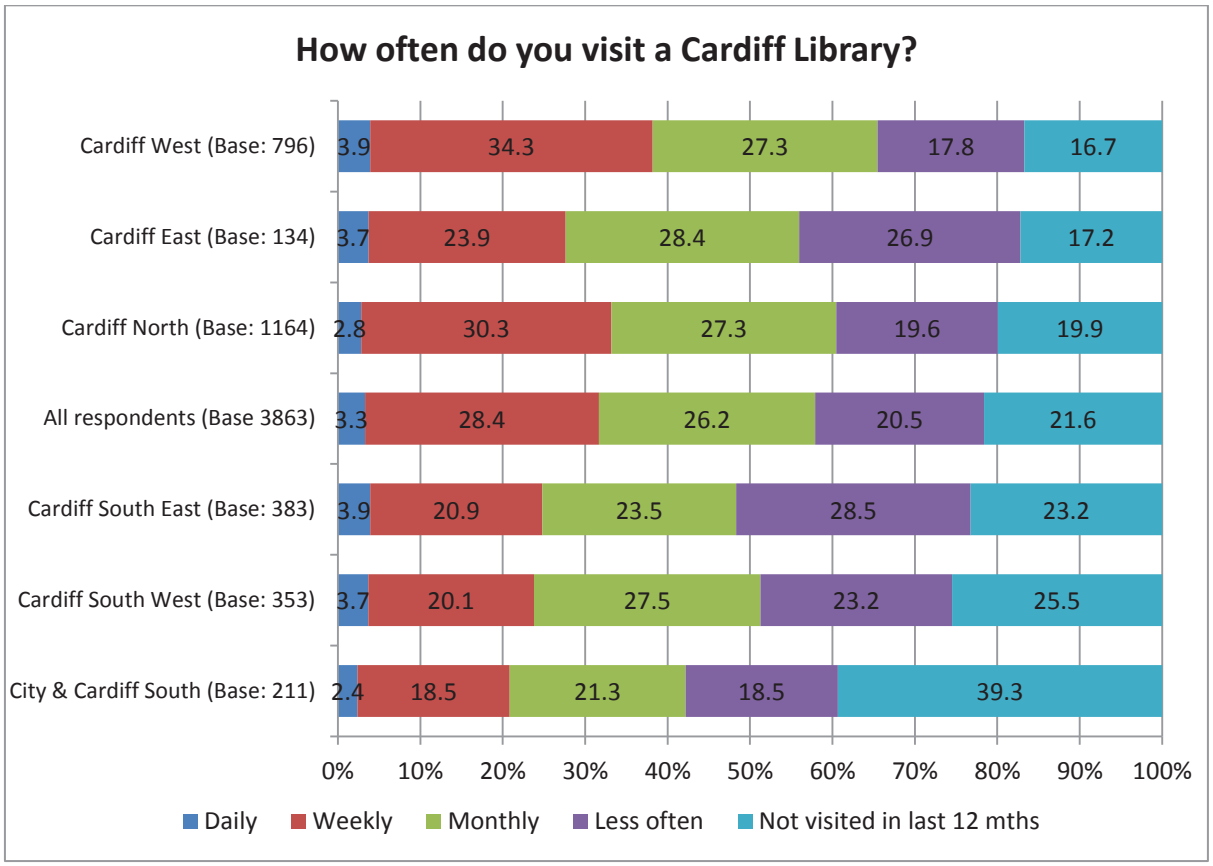
- **Canton Library** - existing library service to remain, with the inclusion of the Local Studies Service and an Information Point.
- **Ely/Caerau Hub** - Continue to provide library services through the Community Hub.



There were **79.3%** reported library card holders in **Cardiff South West**, compared to **80.8%** overall.



Of those responding, **51.3% in Cardiff South West** reported to visit their library at least monthly, compared to **57.9%** overall.



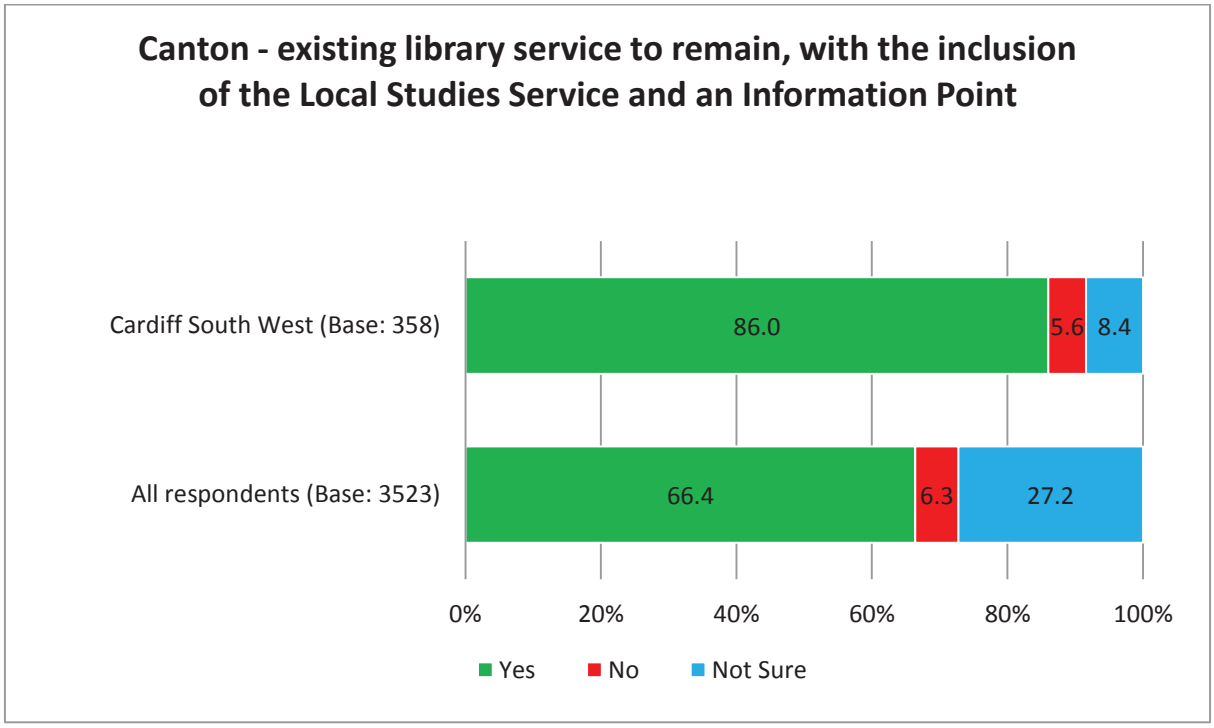
The opinions expressed by residents in **Cardiff South West** to the proposals presented largely mirrored those of the wider population with a couple of exceptions.

Instances where differences were identified were firstly that *'services should be brought together into a Hub based approach that includes a full library service';* a view which was agreed with by **72.8%** of residents in **Cardiff South West** compared to just **61.3%** of respondents **overall.**

Similarly three quarters (**75.5%**) of respondents in **Cardiff South West** agreed that '*Hubs should be strategically located across the city based on a needs assessment'* compared to just **62.2%** of respondents overall.

Cardiff South West - Canton Library

More than five in every six respondents (**86.0%)** from **Cardiff South West** were in favour of the plans outlined for Canton Library compared to just two thirds (**66.4%**) of respondents overall.



Those opposed to the proposal accounted for a total of **223 individuals** however just **21** comments were received that specifically referenced **Canton Library** and provided an explanation of any opposition.

Those comments received focused primarily upon the specific proposal to include the Local Studies Service within the existing facility with several feeling that the building is unsuitable both in terms of location and size to accommodate this resource.[1]

- *"Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision"*

- *"Moving local studies to Canton is a downgrading of the Cardiff Central Library and makes this vital resource, used by local people and visitors, less accessible."*

[1] This issue was identified further within comments made relating specially to Central Library where the materials are currently housed.

Canton Library – 21 comments received			
Theme	**No.**	**%**	**Example of comments***
Generally against the proposals	13	61.9	• *"Canton Library not required due to Ely/Caerau Hub being close-by within neighbourhood management area".* • *"If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents".* • *"Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision"*
Local History Studies	12	57.1	• *"Canton library: Yes to retain existing library/no to include local studies".* • *"I strongly disagree with moving Local Studies from the city entre to Canton as this would make it hard to access for people living in much of the city".* • *"I do not agree with the proposal to transfer the Local Studies collection to Canton. This collection represents the history and culture of Cardiff. A city of Cardiff's stature should promote and make accessible the resources for its people (and visitors) to research its rich history. Therefore this collection should be in the Central library".* • *"If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents".* • *"Canton Library does not have sufficient space to house this great collection. It seems to be an extremely misguided ill-judged decision"*
Access to Hubs i.e. travel costs/distance	6	28.6	• *"If I understand it right there is some proposal that local studies should move to Canton. If that is correct I am very much opposed as this would make accessibility difficult for many (the majority?) of Cardiff residents."* • *"Canton should be full hub"* • *"Canton can be downgraded to a community hub*
Current usage levels	1	4.8	• *"As a Canton library user and seeing how busy and well used the library is now, I think that other communities need to have the same style facilities".*
Listed buildings	1	4.8	• *"I am not familiar with many of the libraries across Cardiff but Cathays and Canton are unique historic buildings, purpose built libraries and once they closed and are sold off for redevelopment, public will never have access to them again in the same way".*
In favour of volunteers	1	4.8	• *"(Canton) already has strong community groups who may be able/willing to run libraries as volunteers".*
Misc	3	14.3	• *"Canton should be full hub"* • *"Canton can be downgraded to a community hub"*

**N.B. Comments may have been coded against more than one theme*

Cardiff South West - Ely/Caerau Hub

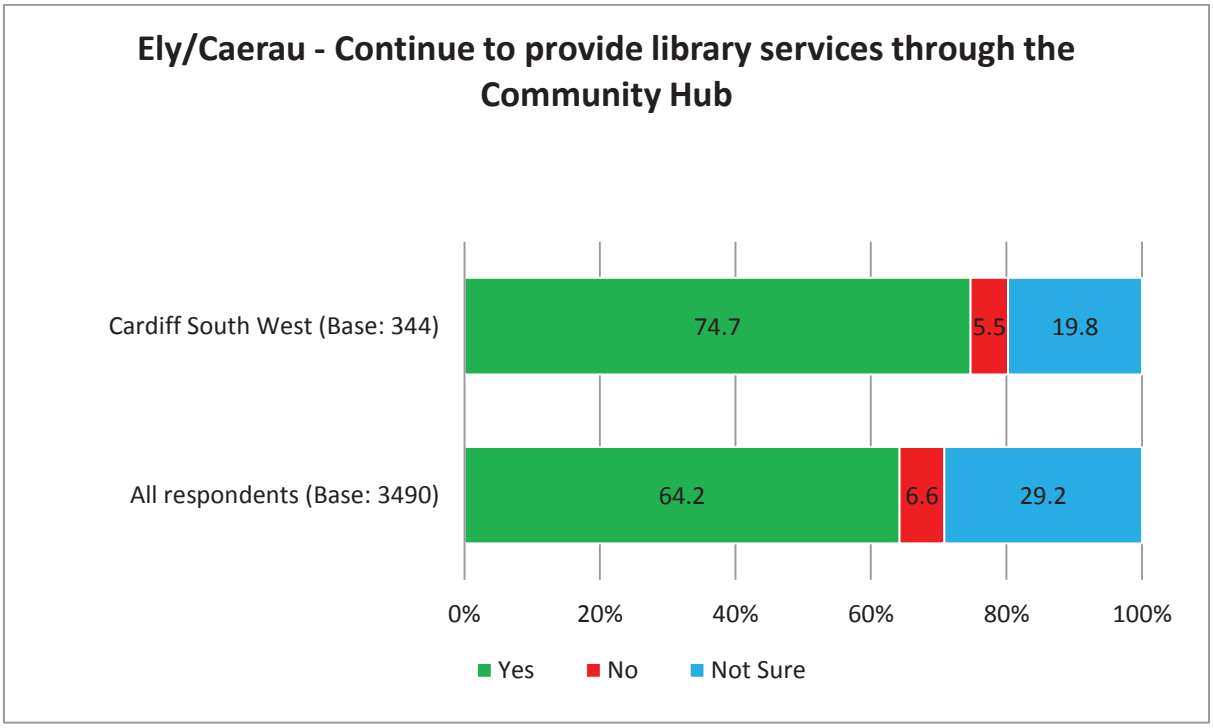
Three quarters (**74.7%)** of respondents from **Cardiff South West** were in agreement with proposals to see the continuation of library services via the Ely/Caerau Hub compared to just **64.2%** of respondents overall.

Those opposing the proposal represented a total of **230** individuals however just a small handful of comments (7) were received that specifically referenced the Hub or outlined the source of any objections relating to the plans.

- *"I believe from my observations at Ely that libraries do not function well when part of a "community hub. The areas are not clearly defined as to what space belongs to whom and often overlaps as is the case at the Jasmine Centre."*

- *"As Ely and Fairwater are so close together, reduce the facility to just one"*

- *"Look at the example of the Caerau project in Ely where local people have engaged with a University archaeology project - services should work with and inspire the local community, and then there will be take-up of services."*



Ely/Caerau Hub – 7 comments received			
Theme	**No.**	**%**	**Examples of comments***
Negative image of Hubs	3	42.9	• *"I believe from my observations at Ely that libraries do not function well when part of a "community hub" the areas are not clearly defined as to what space belongs to whom and often overlaps as is the case at the Jasmine Centre"*
Current usage levels - Don't cut services that are well used, look at take up of services	1	14.3	• *"Many existing libraries are well used, e.g. Whitchurch and Ely, the latter offering a social service as well as library services.* • *"We shouldn't withdraw library and community services in the less affluent areas and increase them in more affluent areas. This is not only regressive, and against traditional role of the council in providing infrastructure for the many; it will also lead to increased crime which will reduce the quality of life and lead to increased spending elsewhere. If usage is lower at some areas, the reasons for this should be explored e.g. are the book collections relevant, do they obtain relevant magazines to the catchment area, can the services be modified to incorporate a social hub rather than closing it? Look at the example of the Caerau project in Ely where local people have engaged with a University archaeology project -*

			services should work with and inspire the local community, and then there will be take-up of services".
Generally against the proposals	1	14.3	• *"I don't think the creation of a library outreach worker is worth investing in."*
In favour of the proposals	1	14.3	• *"The Ely and Caerau Hub is lovely and demonstrates what can be done for underprivileged areas"*
Negative & long term impacts on the community/society	1	14.3	• *"We have to think about the wider impact on our communities".*
Misc	2	28.6	• *"As Ely and Fairwater are so close together reduce the facility to just one."*

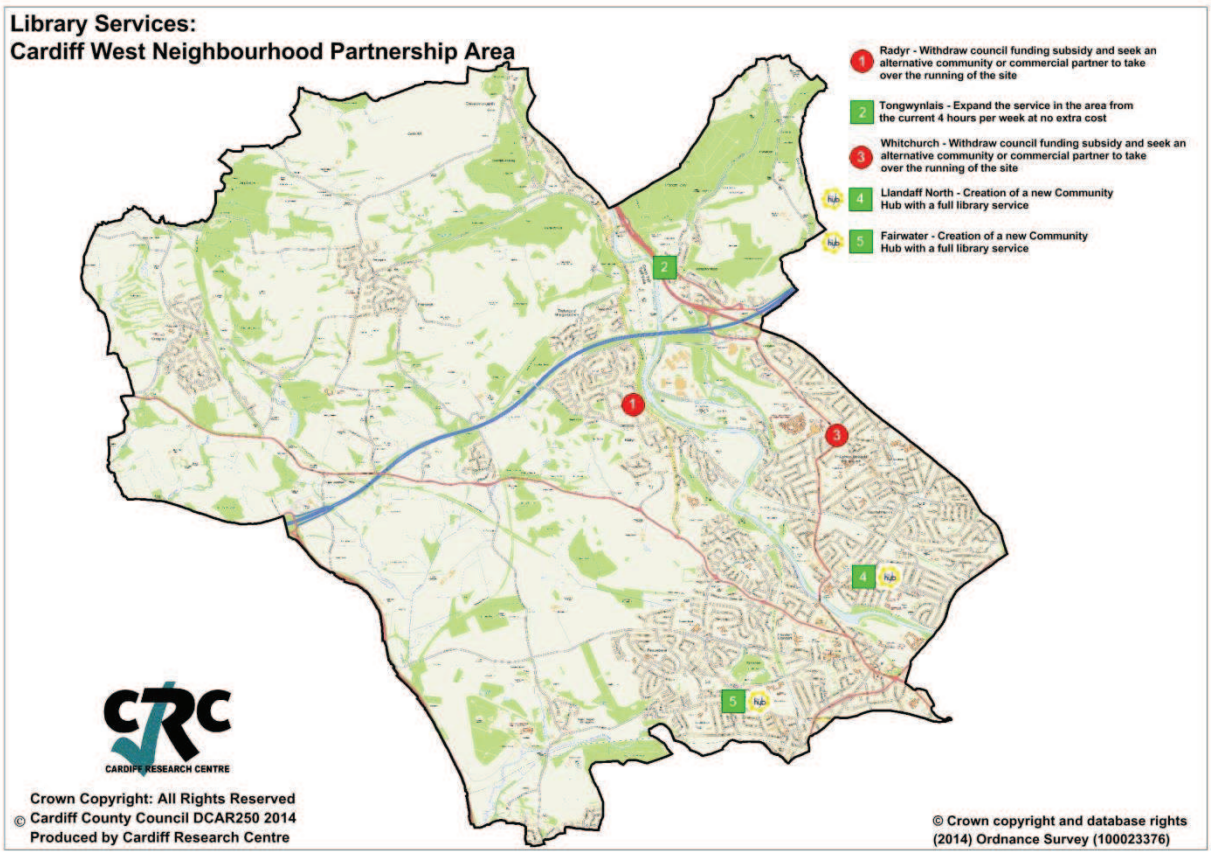
**N.B. Comments may have been coded against more than one theme*

3.3 Cardiff West

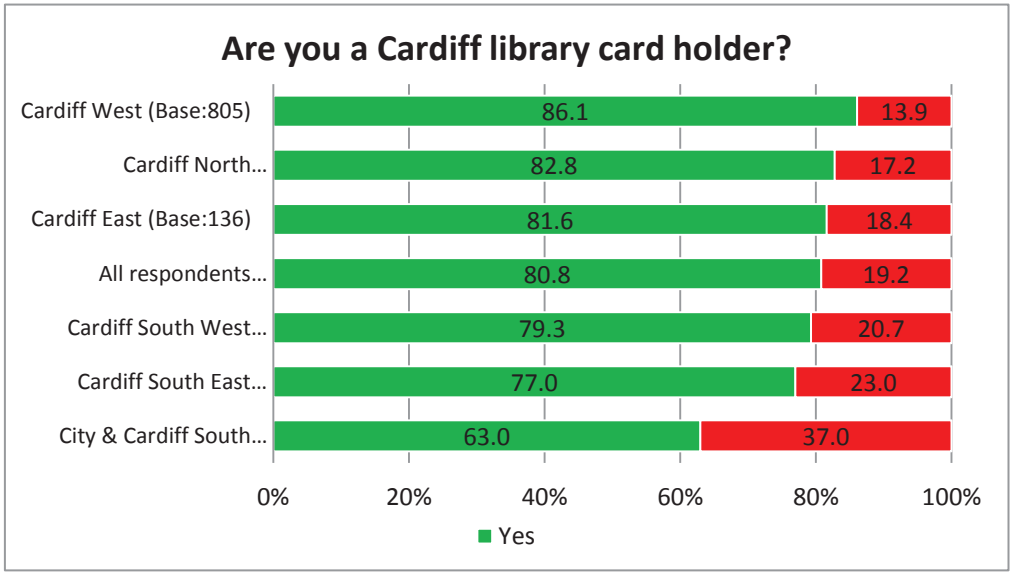
There are five library facilities contained within the Neighbourhood Partnership Area of Cardiff West namely **Fairwater Library**, **Llandaff North Library**, **Radyr Library**, **Tongwynlais Library** and **Whitchurch Library**. Plans for this area include the transformation of two of the existing sites into Community Hubs whilst it is proposed that Council funding will be withdrawn from a further two.

Proposals:

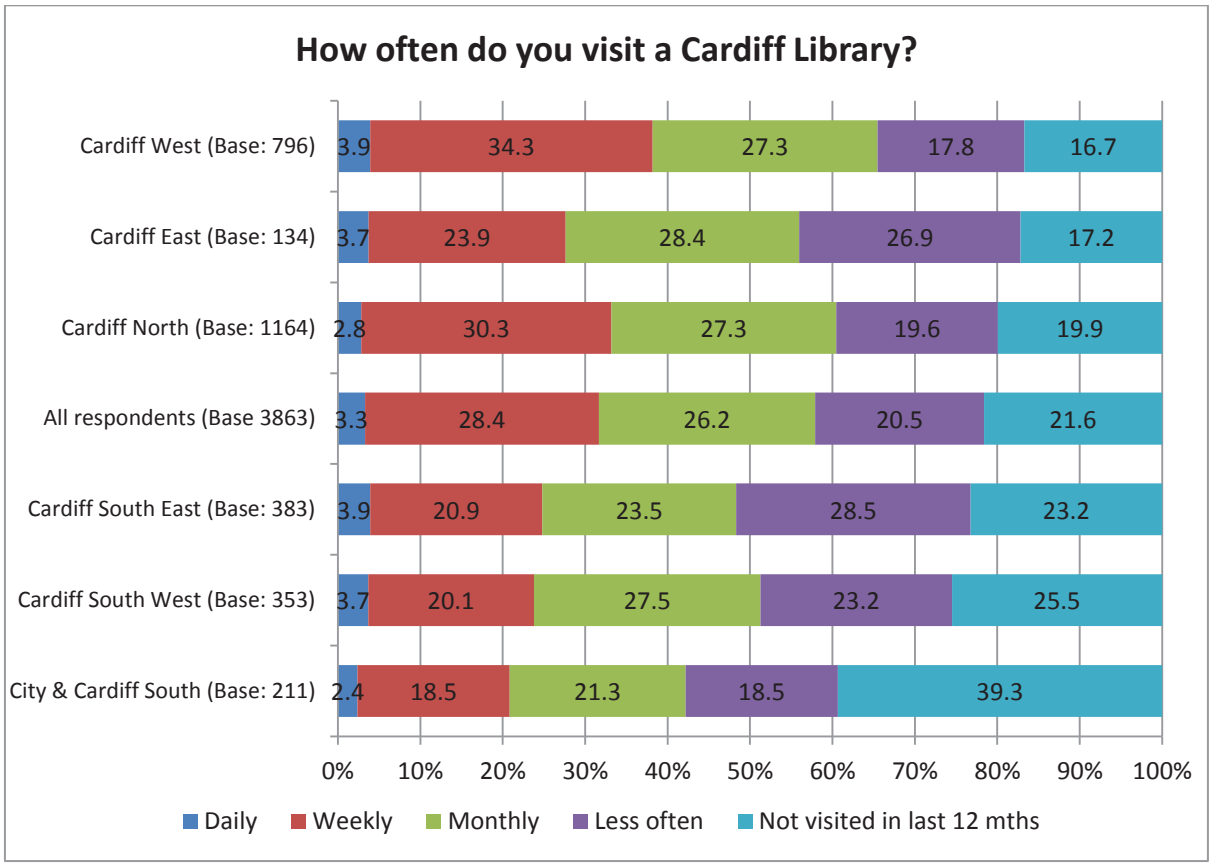
- **Fairwater Library/Hub** - Creation of a new Community Hub with a full library service.
- **Llandaff North Library/Hub**- Creation of a new Community Hub with a full library service.
- **Radyr Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site
- **Tongwynlais Library** - Expand the service in the area from the current four hours per week at no extra cost
- **Whitchurch Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site



Cardiff West respondents reported to have the largest proportion of library card holders **(86.1%)**, compared to **80.8%** overall.



Of those responding, **34.3%** in Cardiff West visited on a weekly basis, with **65.9%** visiting monthly (compared to **57.9%** overall).



The opinions expressed by residents in **Cardiff West** to the proposals presented largely mirrored those of the wider population with a few exceptions.

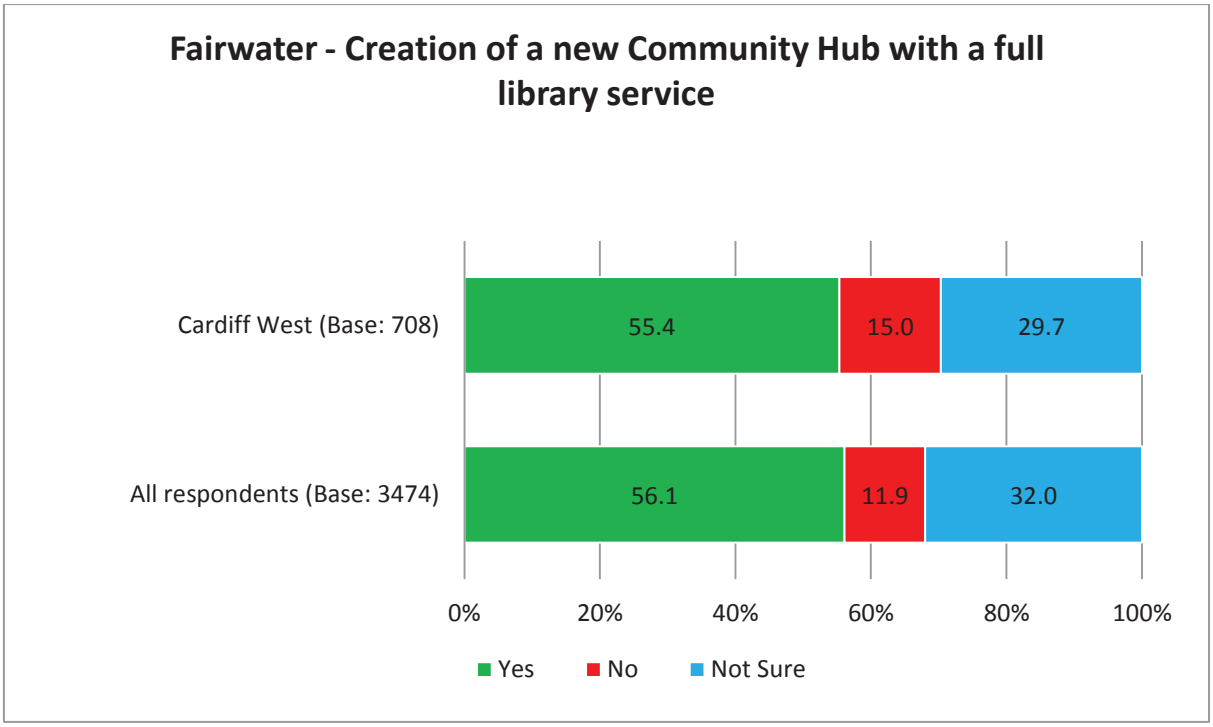
Respondents in **Cardiff West** were **less likely** to agree *'services should be brought together into a Hub based approach that includes a full library service'* (**52.6%** compared to **61.3%** overall)

Similarly just half (**49.6%**) of respondents in **Cardiff West** agreed that '*Hubs should be strategically located across the city based on a needs assessment'* compared to **62.2%** of respondents overall.

Respondents in **Cardiff West** were also less likely to agree that buildings should close in instances where no commercial or partner interest could be found – **17.6%** compared to **23.5%** overall.

Cardiff West - Fairwater Library / Hub

Support from residents in Cardiff West (**55.4%**) for the creation of a new Community Hub with full library service at Fairwater closely mirrored closely that of the wider population (**56.1%**).



Those opposing the proposal represented a total of **413** individuals however just a small number of comments (**5**) were received that outlined any specific objections relating to the plans for **Fairwate**r.

- *"No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central."*
- *"Llandaff North could use Fairwater library."*
- *"Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?"*
- *"As Ely and Fairwater are so close together reduce the facility to just one."*

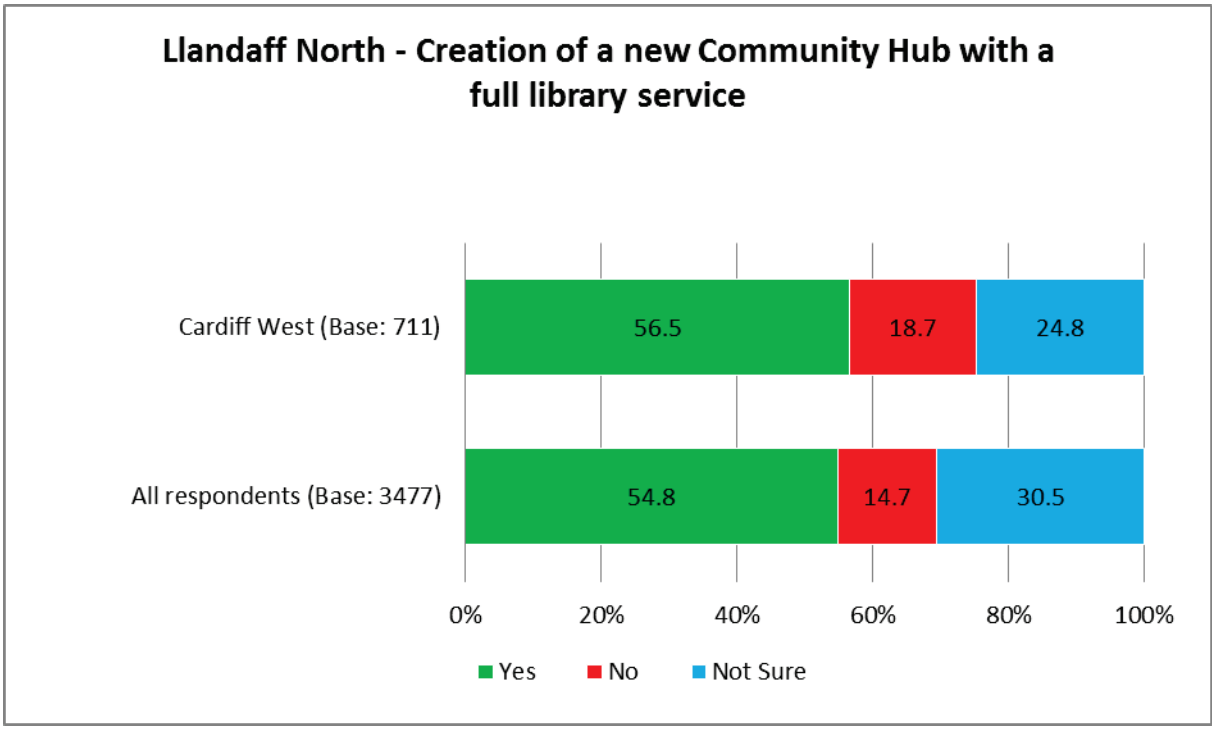
Also of significance were the **1,112** respondents who expressed their uncertainty regarding the proposals indicating more information is required from the public regarding the specifics of the plans.

Fairwater Library – 5 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	2	40	• *"No need for community hubs in Splott, Grangetown, Llandaff North, Fairwater, Canton - these places are accessible to Central".* • *"Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?"*
Misc	3	60	• *"Llandaff North could use Fairwater library".* • *"As Ely and Fairwater are so close together reduce the facility to just one".*

**N.B. Comments may have been coded against more than one theme*

Cardiff West - Llandaff North Library /Hub

There was support from **56.5%** of respondents in Cardiff West for the creation of a new Community Hub with full library service at Llandaff North, which mirrored that of the wider population (**54.8%).**



Those opposing the proposal represented a total of **511** individuals however just a small number of comments (**12**) were received that outlined any specific objections relating to the plans, the majority of which focused on accessibility issues relating to the proposed Hub.

Examples of those received are provided below:

- *"I have said no to Llandaff North library as a hub as the public transport access is poor"*
- *"The library at Llandaff North is just not practical to get to and I feel the local community will lose out."*

- *"The proposed geographical catchment area for the hub is far too large to allow all citizens to be able to access the facility. Where is the equality in this?"*

- *"The Llandaff North hub would be of no use for many elderly citizens in Whitchurch and Rhiwbina."*

Again of some significance were the **1,061** respondents who expressed their uncertainty relating to the proposal indicating that more information is required from the public regarding details of the plans.

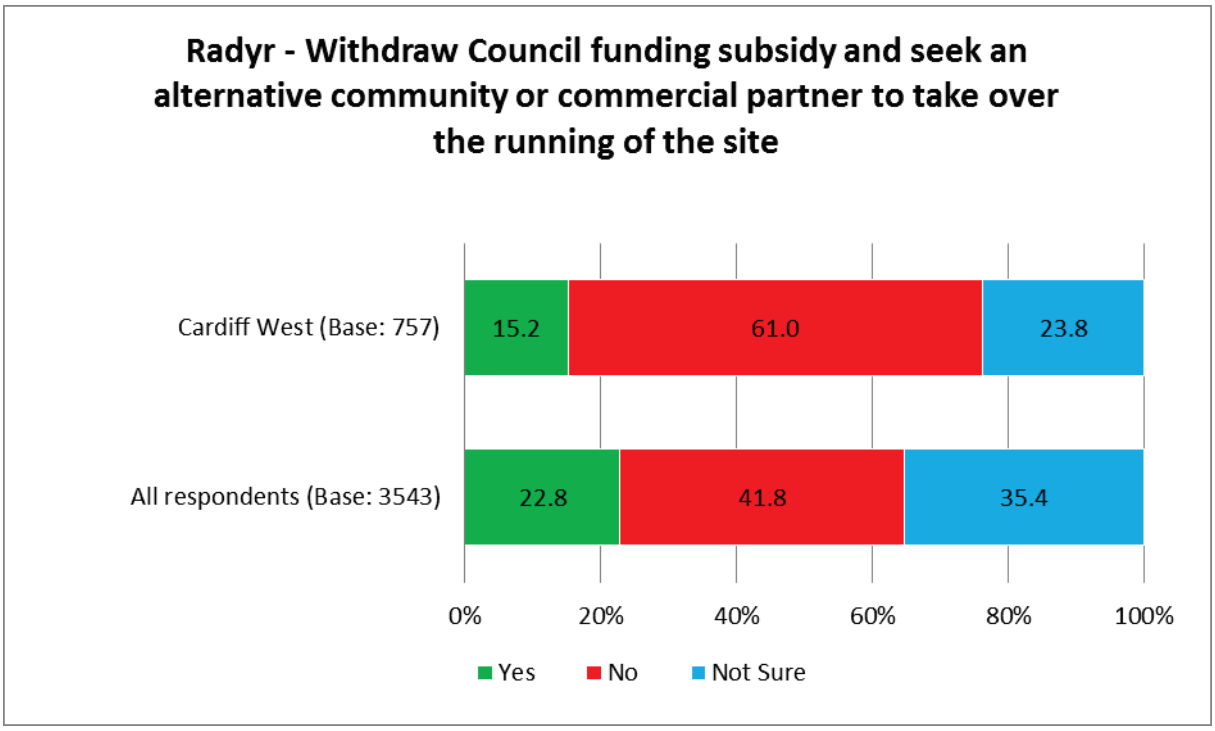
Llandaff North Library – 12 comments received			
Theme	**No.**	**%**	**Examples of comments***
Access to Hubs/barriers to use i.e. travel costs/distance	7	58.3	• *"I have said no to Llandaff North library as a Hub as the public transport access is poor"* • *"Llandaff North as a Hub -access too difficult - Whitchurch is the heart of the village community in a beautiful Georgian building set in the library gardens with good transport links & access and would possibly be a better location for Hub "* • *"The library at Llandaff North is just not practical to get to and I feel the local community will lose out"* • *"A hub in Llandaff North as an alternative to the library in Whitchurch is ludicrous!"*
Generally against the proposals	4	33.3	• *"Closing Whitchurch / Rhiwbina libraries and replacing with Llandaff North hub is not rational. If only 1 is to stay, then Whitchurch is the most efficient library in terms of cost compared to use. It is a bigger building in a community park, and is equidistant from the other two and on a direct bus route between the two".*
Ideas for other funding sources i.e. savings in other areas/opening hours	2	16.7	• *"Every community needs its own library/hub - call it what you like - why can't Cardiff Council provide a reading cafe at the current Whitchurch Library? This will not only provide a greater footfall but also generate an income to allow it to be partially self-financing? I would certainly take my children there after school as a preferred cafe for tea knowing we could also use the library at the same time".*
Geographic discrimination	2	16.7	• *"The proposed geographical catchment area for the hub is far too large to allow all citizens to be able to access the facility. Where is the equality in this?"*
Libraries are essential/ highly valued/must be retained	1	8.3	• *"The withdrawal of library services should be looked at more in the round."*
Current usage levels	1	8.3	• *"Whitchurch and Rhiwbina libraries are used much more that Llandaff North."*
Discrimination against the elderly/youth/low income families	1	8.3	• *"Instead of withdrawing funding, the funding could be reduced and complemented with local initiatives. The Llandaff North hub would be of no use for many elderly citizens in Whitchurch and Rhiwbina".*

**N.B. Comments may have been coded against more than one theme*

Cardiff West - Radyr Library

Plans to withdraw council funding from Radyr Library and seek an alternative community or commercial partner to take over the running of the site were met with considerably more opposition from residents in Cardiff West than the rest of the population (**61.0%** opposition from Cardiff West compared to **41.8%** overall).

Local residents also instigated a petition relating to the proposals entitled: ***Radyr Library Petition – 'Strongly urge Cardiff Council to reconsider its proposal to withdraw public funding from Radyr Library'*** which received a total of **1,414 signatories.**



Those indicating their opposition to the proposals represented a total of **1,480** respondents to the consultation document. Additionally a total of **154** comments (**7.5%** of all comments received regarding libraries) were received that made specific reference to Radyr Library and outlined the reasons for respondent's opposition to the proposal.

Key themes

- There are currently high levels of usage
- The Library plays an essential role within the community
- There are difficulties in accessing an alternative site
- There are some views that that community has the skills to take over the running of the Library

63 of the **comments** received made reference to the current **high usage levels** of the existing Library services at Radyr reporting the building to be well used by all sectors of the community including the elderly, families with young children and the local primary schools. Respondents also referenced plans contained with the **Local Development Plan (LDP)** which would potentially see the residential population of this area increase significantly thereby increasing the need for library services in this area further still.

Several respondents took the opportunity to share personal stories of the **important role** that the current service at Radyr plays in their lives and the negative impacts that would be felt by its closure:

- *"This service has assisted my 6 year old son to become a confident self-reader, achieving reading to a standard above his age milestone."*

- *"The loss of the Radyr library would remove this source of enjoyment from my life and leave me feeling more isolated in my local community."*

- *"It is a key facility within Radyr and Morganstown, drawing together people from all ages and abilities to strengthen community relations and cohesion. It provides one central meeting place for people to gather and a co-ordinated service to the community. It has a new building specifically built for the service and is a living dynamic hub. Please do not take the heart out of the Radyr and Morganstown community."*

35 comments were made regarding the difficulties that residents in the area would experience in trying to **access** the newly proposed Hub sites of either Llandaff North, Fairwater or Llanishen, should Radyr Library be forced to close. Concern was raised over the ability of the significant elderly population of the area as well as that of young families to travel to an alternative site, a problem compounded by the reportedly **poor public transport** network in the local area.

The recent refurbishment of Radyr library was referenced by **34 respondents**, a move which was cited as wasteful given the most recent proposals outlined:

- *"Radyr library was renovated costing £500,000 two years ago; anyone in their right mind would not consider wasting this excellent resource used by thousands of people."*

- *"Radyr library has only recently had a revamp. It seems silly to close it and thus waste the money that went into this."*

Where support was expressed towards the proposals (**25 comments**) this was centred predominantly on the belief that the local community contains within it the **necessary skills and drive** to successfully **take over the running of the site**:

- *"I have ticked yes for Radyr because it has a Community Council which could support a community library."*

- *"The option to continue the service through volunteers seems eminently viable, especially given the strong community organisations and many retired local residents"*

Equally however concerns were raised both in relation to Radyr library but also in the wider context of the proposals regarding the **viability of using volunteers** and community groups to deliver library services:

- *"Volunteers alone could not run the service - in my view it needs a paid librarian in charge."*

- *"Getting local volunteers is extremely difficult. Even if you find them initially after a time the interest wanes."*

Radyr Library – 154 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	66	42.9	• *"Radyr library should not be closed."* • *"Radyr library should be kept open. It is a key facility within Radyr and Morganstown, drawing together people from all ages and abilities to strengthen community relations and cohesion. It provides one central meeting place for people to gather and a co-ordinated service to the community. It has a new building specifically built for the service and is a living dynamic hub. Please do not take the heart out of the Radyr and Morganstown community."* • *"Radyr Library is very busy and used heavily by the local community. Its usage is among the highest per local capita, and closing does not make sense."* • *"A mobile library would not provide the community services that the site currently do."*
Current usage levels	63	40.9	• *"Radyr library well used by community"* • *"Radyr library is used by many in the area. It would be a step back to history if this were to be handed over to a commercial partner"* • *"Maintain subsidy for Radyr library which is used by many organisations including schools and other groups: many extra events are well supported and could be enlarged".* • *"Radyr library is well used. It was recently refurbished to include a room used by a variety of groups. There are book groups, toddler story times in Welsh and English and good links with the local schools"* • *"I have always been a library user and Radyr library in my opinion has been one of the busiest I have experienced."*
Libraries are essential/ highly valued/must be retained	61	39.6	• *"Radyr Library is important!"* • *"Radyr library provides a valuable user to me and my family who love to read paper based books. This service has assisted my 6 year old son to become a confident self-reader, achieving reading to a standard above his age milestone".* • *"Radyr library is essential to the community - it has many participants - in particular school children in the school opposite".* • *"Radyr library is an excellent and modern facility, which would potentially service a number of neighbourhoods in North West Cardiff. As well as Radyr it potentially covers Danescourt, St Fagans, Morganstown, Gwaelod - y - Garth, Pentyrch and Creigiau. In addition people might travel from Taff's Well, Groes-faen and Tongwynlais."*
Negative impacts on the community/society/long	43	27.9	• *"Closing Radyr library will have a detrimental effect on the community. I use the library weekly as do lots of elderly people in the*

term impacts			*village. The two primary schools in the area also use the library to promote pupils interest in reading and books-----a key part of the new LNF framework".* • *"Taking that service away from our community will be a tremendous loss. Its unique location opposite a primary school encourages all children to grab a book and improve their reading skills. Working closely with our local school by providing a wealth of books has definitely encouraged children to read more and utilise its services. Please do not take that away!"* • *"I do not think that Radyr Library should be closed - it is used constantly not only by borrowers but by groups and is a vital part of the community. Radyr is being expanded in the next few years and the library will be used more and more - it may even need to be enlarged!!"* • *"The loss of the Radyr library would remove this source of enjoyment from my life and leave me feeling more isolated in my local community. "*
Access to Hubs i.e. travel costs/distance	35	22.7	• *"Specifically with regards to the Radyr site. Cardiff Council have recently reduced transport links to Radyr anyway so now closing the library will remove another community facility that has only just received significant funds to renovate and modernise the library."* • *"Radyr is located out of the city centre and public transport is not good."* • *"Areas such as Radyr and Whitchurch would be left with no close libraries for local people to use. Traveling to Cardiff from these areas isn't easy and we pay more council tax than many of the areas having improved services"*
Wastage	34	22.1	• *"Many of the libraries earmarked for closure (such as Cathays and Radyr) have recently been redeveloped at significant cost to the council, which will be wasted if they close".* • *"Radyr library was renovated costing £500,000 two years ago; anyone in their right mind would not consider wasting this excellent resource used by thousands of people."* • *"Radyr library has only recently had a revamp. It seems silly to close it and thus waste the money that went into this"*
Discrimination against the elderly/youth/low income families	31	20.1	• *"It appears in areas that are considered more 'wealthy' e.g. Rhiwbina, Radyr, Whitchurch, etc. you want to remove the service, these areas have a lot of elderly and young families. These areas also contribute more through property tax. It is not an equitable proposal and overly socialist approach"* • *"Whitchurch/Rhiwbina/Radyr is isolated and therefore should not lose its provision just because it is what is deemed an affluent area, many residents of these areas rely on the service as they are elderly and need to keep up to date/in touch and involved".* • *"Radyr does not have many nearby facilities and for school age children and older people the library is really important. It would be a shame to see it close. I know it is a relatively well-off area but there are still people who need that service."*
Geographic discrimination	20	13.0	• *"The neighbourhoods indicated i.e. Radyr, Whitchurch, and Rhiwbina are more or less adjacent to each other. By closing all 3 libraries it is creating a huge "gap" in the North of Cardiff. Would it not be better to keep one of these centres open as a "Hub" whilst maintaining full library services? Or are the Council of the opinion that these areas are some of the more "affluent" areas of Cardiff and therefore these communities do not need the services?"* • *"Why is north Cardiff carrying a heavy burden of likely library closures when other areas are less affected?"* • *"The library services in Radyr, Whitchurch and Rhiwbina although serve affluent areas also have many older people who do not drive, or would want to drive to alternative sites. A mobile library would*

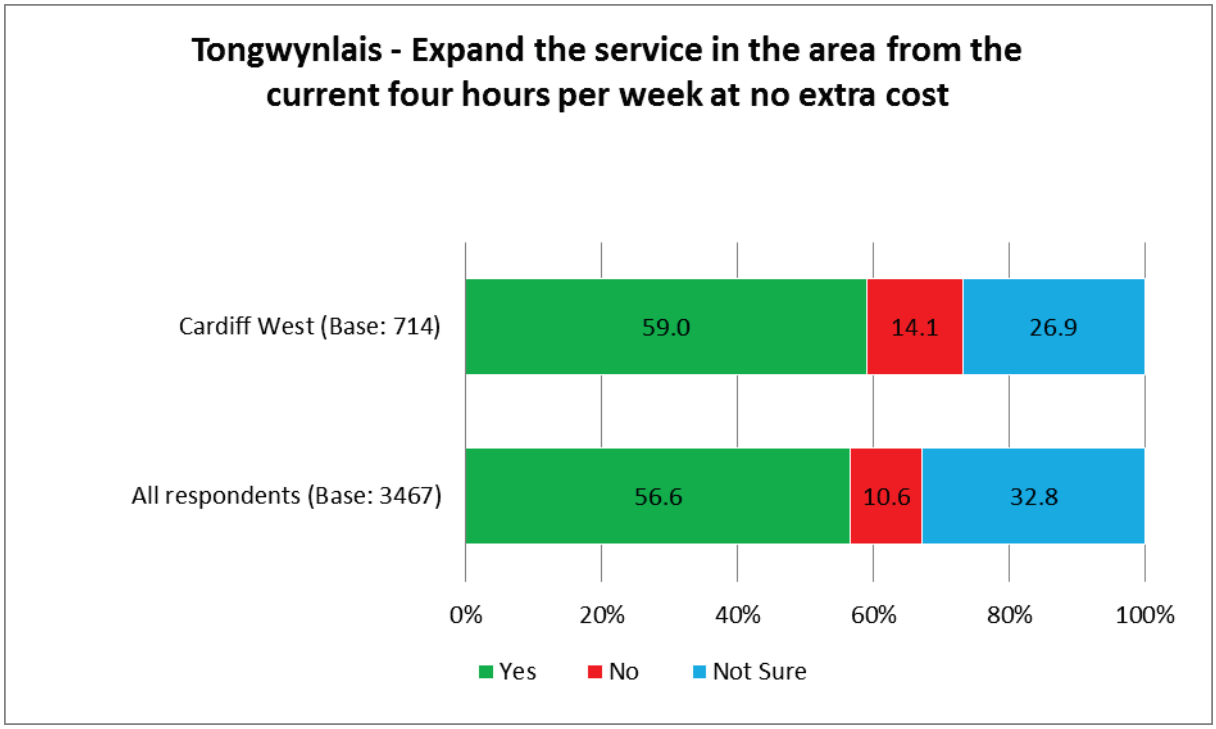
			not provide the community services that the site currently do. It's unfair to "punish" the affluent areas by withdrawing services to them"
Income generation incl. cafés, shops, community spaces, charges etc.	9	5.8	• *"Why did we just refurbish Radyr library only to look at closing it a year later. Reduce opening hours if necessary but to close it and force the ever expanding Radyr community to travel to Fairwater/Ely is unacceptable. Paying a monthly fee of £1.00 per member would be a way of raising funds."* • *"I would hate to see it becoming a shop/cafe rather than a library".*
Ideas for other funding sources i.e. savings in other areas/opening hours	7	4.5	• *"The Council should keep either Radyr or Whitchurch libraries open, one could close but closing both leaving a large area without provision"* • *"Keep Radyr / Whitchurch and Rhiwbina libraries open but consider reduced hours / days open"* •
Concerns regarding volunteers	7	4.5	• *"Volunteers alone could not run the service - in my view it needs a paid librarian in charge".* • *"Taking a library in local ownership is not a trivial proposition".*
In favour of volunteers	5	3.2	• *"I am sure volunteers in the Community would step up to further support the service and thereby make some staff cost savings but it would need a trained librarian on site to oversee this"*
Costs/savings minimal	5	3.2	• *"Local libraries - and notably the Radyr library (which was only recently significantly upgraded at considerable expense) - should simply not be closed. The amount being saved in total is small compared to the overall deficit and they provide much needed outreach to all parts of the local communities".*
Other ideas for alternative provision	4	2.6	• *"A mobile library would not provide the community services that the site currently do."* • *"The building at the rear of Radyr library is soon to be vacated by the District Nursing and Health Visitor teams which currently occupy it. This would be an excellent opportunity to expand the space the library has available and allow a greater variety of uses and services to be provided out of the building."*
Job losses/loss of expertise	4	2.6	• *"The library staff in Radyr are wonderful- so helpful and unfailingly pleasant. I know how hard the cuts have been for Councils but I do believe that library services should be sacrosanct."*
Promotion/advertising	3	1.9	• *"Radyr has a beautiful new building which must have involved a large investment. It would be better to promote the services available rather than close it down. It is also directly opposite a primary school could there be some partner arrangement there?"*
Community Asset Transfer	2	1.3	• *"Libraries need to remain council responsibility. If taken over they may close altogether. Reading is a valuable education."*
In favour of the proposals	2	1.3	• *"I have ticked yes for Radyr because it has a Community Council which could support a community library. The other areas do not and are significantly disadvantaged in trying to set up and fund such a service."* • *"Radyr library: the option to continue the service through volunteers seems eminently viable, especially given the strong community organisations and many retired local residents"*
Focus needs to be on library services rather than 'Hubs'	1	0.6	• *"I don't see why Rhydypennau and Radyr should be earmarked for closure - It always seems to be the 'nice' areas that suffer - couldn't there be an alternative to closure - Form a 'hub' with other services in their areas".*
Negative image of Hubs	1	0.6	• *"Whitchurch, Rhiwbina and Radyr libraries are popular and well used facilities that are important to the community. The primary school catchments served by the libraries areas is vast and community hubs in Llanishen/Llandaff North are completely unsuitable replacements given the distances involved, the fact that these libraries are usually*

			visited on foot and lack of viable public transport options. The proposals would greatly affect North Cardiff, which has already suffered from cutbacks in transport services. Mobile services and Neighbourhood development officers cannot replace the services offered such as rhyme time/story time for children, important tools for the development of the next generation".
Listed buildings	1	0.6	• *"I have most experience of using Radyr Library. It is used by many members of the community - old and young alike, and provides a very important focus for the community. There is precious little else in Radyr- poor shops, no pub. It has recently been refurbished at a cost of £250k - if you close it, that money has been wasted. It provides many people with access to the Internet - not everyone has their own computer at home. Please examine the running costs and identify areas where savings can be made - do NOT close it. Promote the services - extend the opening times! Similarly Cathays Library has recently been refurbished. It looks magnificent and is an important historical building. Cardiff needs to protect such buildings - it is always very keen on knocking down and putting up something cheap-looking instead".*
Misc.	10	6.5	• *"Radyr is a district that is out on its own on the edge of the city. Whitchurch library will serve Tongwynlais and part of Rhiwbina if the action for those two libraries goes ahead. Cathays has a large student population that uses the library in term time".* • *"You are stopping funding for all library services in the outer areas of Cardiff, Radyr, Rhiwbina etc. where library services are well used. These areas provide high council tax revenues and should have some council funded services".* • *"Closing Radyr library is a very short sighted move, as the nearby area of Cardiff around Pentrebane farm, could soon be subject to the biggest housing development proposed under the Cardiff Local Development plan."*

**N.B. Comments may have been coded against more than one theme*

Cardiff West - Tongwynlais Library

Support from residents in **Cardiff West** (**59.0%)** regarding the proposals for Tongwynlais Library mirrored that of the wider population (**56.6%).**



Those opposing the proposal represented a total of **369 individuals** however just a small number of comments (**19**) were received that outlined any specific objections relating to the plans. Comments provided in relation to the proposals relating to Tongwynlais focused primarily on whether the expansion of services at this location are in the best interests of the wider community when closures were being proposed at neighbouring sites with higher usage levels.

- *"Although I live in Tongwynlais, it seems strange to increase hours there when it is not very well used from what I have seen. Would be better to keep Whitchurch which is easily accessible by bus from Tongwynlais and many other areas and is better used."*

- *"It looks as if the Council is trying to remove all library facilities from North Cardiff (Radyr, Whitchurch, Rhiwbina) and bizarrely wishes to increase the facilities at Tongwynlais which are not easily accessible from any of these areas."*

Representing a greater proportion of respondents were the **1,137** individuals who expressed their uncertainty relating to the proposal indicating that the public require more information regarding the details of plans for this area.

Tongwynlais - 19 comments received			
Theme	**No.**	**%**	**Examples of comments***
Current usage levels	5	26.3	• *"Why should a non-statutory service be provided - what is the usage of Tongwynlais?"* • *"I don't agree with expanding provision is Tongwynlais. This is a very limited offering in place. It should fall in with the hub proposal".* • *"Seems very unfair to withdraw funding from Whitchurch, Radyr and Rhiwbina -cuts should be more fairly spread through the city, instead of cutting neighbouring libraries. Especially as these always seem well used where I go to them. At least one of these 3 should remain. Although I live in Tongwynlais, it seems strange to increase hours there when it is not very well used from what I have seen. Would be better to keep Whitchurch which is easily accessible by bus from Tongwynlais and many other areas and is better used"*
Generally against the proposals	5	26.3	• *"Why is the only option for Whitchurch library to close what is a popular library near to old people's home and Velindre hospital? It looks as if the Council is trying to remove all library facilities from North Cardiff (Radyr, Whitchurch, Rhiwbina) and bizarrely wishes to increase the facilities at Tongwynlais which are not easily accessible from any of these areas."* • *"Libraries are not just used for reading books. They are used to assist the children in their studies, accessing the internet as not everyone has internet access at home or a smart phone, meeting place and part of the community. Closing Radyr library leaves a very large area without a library from Radyr to Pentyrch and Creigiau. Tonygwynlais is a library that is open only on a Friday afternoon for a very short period of time"* • *"No to Tongwynlais, should be part of Radyr"*
Ideas for other funding sources i.e. savings in other areas/opening hours	3	15.8	• *"Tongwynlais- I do not believe that the service can be expanded at no extra cost. Also I believe that the Tanyard should be sold thus saving money and generating funds from sale. Whitchurch and Rhiwbina should remain open as is. They are both valuable community resources."* • *"In some areas I don't think there is a need to 'further develop' existing hubs, they would have had an exhausting amount of expenditure spend on them already so don't see the need to spend more money on them - however if you mean develop as in include more services at no extra cost to the running of hub then I agree they should be 'developed'. Happy to see any library with less than favourable opening hours/ low footfall and cost e.g. Rhydypennau/Tongwnlais/Llanishen to go as they serve no purpose other than a big saving".*
Access to Hubs i.e. travel costs/distance	3	15.8	• *"Closing Radyr library leaves a very large area without a library from Radyr to Pentyrch and Creigiau. Tonygwynlais is a library that is open only on a Friday afternoon for a very short period of time"* • *"Radyr - the nearest local provision seems to be Tongwynlais which does not seem practical. Radyr seems to be isolated - can't some provision be provided through the schools?"*
Other ideas for alternative provision	2	10.5	• *"Tongwynlais should look for a community solution too"*
Lack of Info	2	10.5	• *"Why are you able to expand the service in Tongwynlais at no extra cost, but are looking to close other libraries?"*
Costs/savings minimal	2	10.5	• *"Expanding Tongwynlais at no cost to the public/community would cost Council funding - Closing Whitchurch library would be a bad move"*
Geographic discrimination	1	5.3	• *"It looks as if the council is trying to remove all library facilities from North Cardiff"*
Concerns regarding volunteers	1	5.3	• *"Tongwynlais - "no extra cost", is that voluntary workers?"*
Wastage	1	5.3	• *"Expanding Tongwynlais at no cost to the public/community would cost council funding - more deficit."*

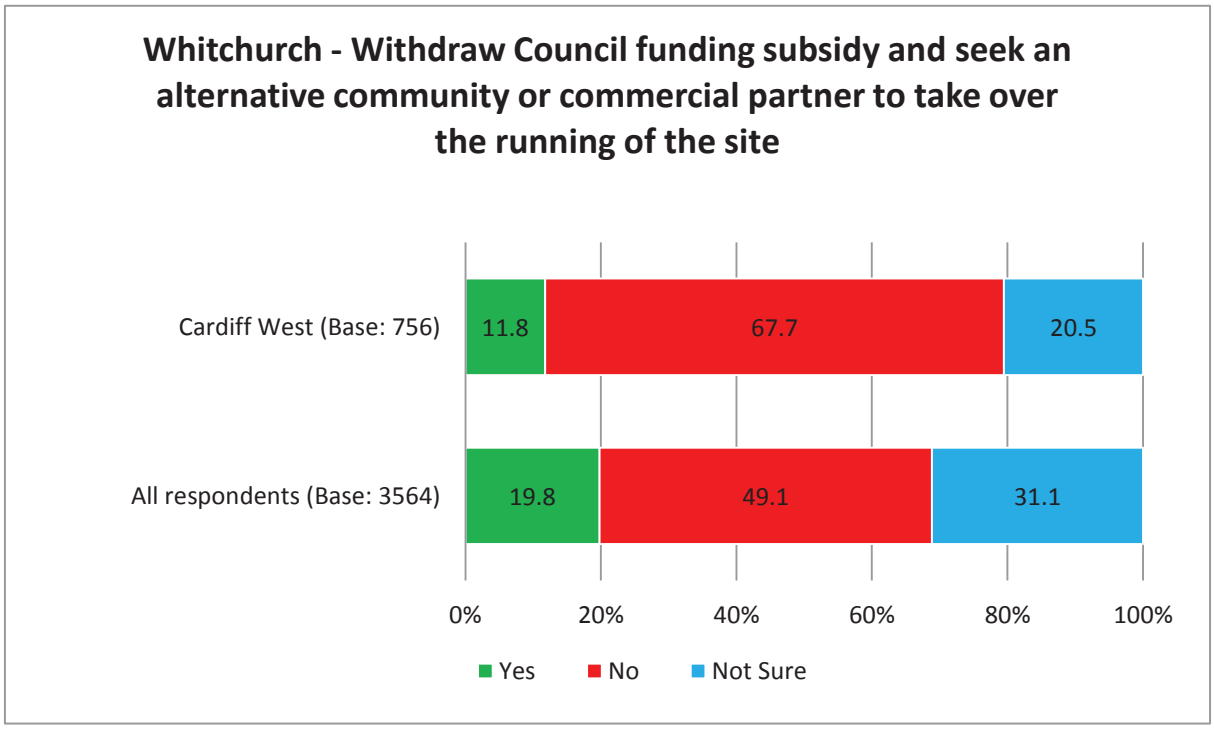
Misc.	2	10.5	• *"Radyr library has recently been refurbished. Fairwater & Tongwynlais can use the Radyr one, so why build more and not just use the facilities we already have?"*

**N.B. Comments may have been coded against more than one theme*

Cardiff West – Whitchurch Library

Plans to withdraw council funding from **Whitchurch Library** and seek an alternative community or commercial partner to take over the running of the site were met with considerably more opposition from residents in Cardiff West than the rest of the population (**67.7%** opposition from Cardiff West compared to **49.1%** overall).

Local residents also instigated petitions relating to the proposals entitled: '***Keep Our Library Open – Whitchurch***' which received a total of **517** signatories and '***Closure of Rhiwbina and Whitchurch Libraries***' which had **552 signatories.**



Those indicating their opposition to the proposals represented a total of **1,749 respondents** to the consultation document. Additionally a total of **235 comments** (**11.4%** of all comments received regarding libraries) were received that made specific reference to Whitchurch Library and outlined the reasons for respondents' opposition to the proposal.

Key Themes

- The existing library provision plays an essential role
- There would be negative impacts on the community as a result of any closure
- There is a perceived geographic discrimination of the proposals

Most prominent from the comments received was the **high regard** felt by respondents to the consultation for Whitchurch Library (**103** comments). Many outlined the important role that the service plays describing it as '*integral*' to the local community with the library's involvement in a wide range of community activities beyond book lending made clear.

- *"The Whitchurch library is an integral part of our community."*
- *"So many elderly people use the library, it's not just the books, it's the community aspect of going, choosing, socialising."*
- *"Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation."*

A number of **negative impacts** were envisaged should the closure of the site become necessary with the elderly and young families highlighted as likely to be particularly impacted by the loss.

- *"We would greatly miss the library and would not visit a "Hub" in Llandaff North as frequently. The library is a cornerstone of our community and we would miss it greatly. Please, please do not cut funding here."*
- *"I fundamentally disagree with closing Radyr and Whitchurch libraries. I have a toddler and the children's sessions are invaluable for introducing her to books and meeting children her age."*
- *"Older people do not have the means to travel as easily and will be badly let down."*
- *"Whitchurch library provides a service to an area where there is a high proportion of retired people who under the new proposals will be forced to travel to a benefit office/library to change their books."*
- *"The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library or withdrawal of funding to support it would be highly detrimental to the community as a whole."*

37 comments were made that referenced the '***geographical discrimination***' of the proposals with respondents commenting that the more affluent areas of the city appear to be those most adversely affected by the plans.

Respondents were keen to explore possibilities for **additional income generation** which would help to sustain the library service with the suggestion of a **café or coffee shop** added to the site gaining some significant support. The introduction of such a facility at this location was thought to be particularly viable as it would be reportedly used by local residents, park users and dog walkers as well at visitors to the library itself. Whereas the idea of income generation from the introduction of commercial enterprises drew mixed responses from other areas, those responses relating to Whitchurch were unique in that they were all supportive of such a move.

Whitchurch – 235 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	104	44.3	• *"It is absolutely not acceptable to withdraw libraries from both Rhiwbina and Whitchurch without offering a local equivalent or replacement."* • *"Losing Whitchurch library would be a huge loss to the community".* • *"I do not agree with taking funding away from the Rhiwbina and Whitchurch libraries that provide such a fundamental community resource in these areas. I also do not agree that funding is put into new facilities, instead it should be put into improving existing facilities".* • *"Don't close any libraries, especially Whitchurch and Rhiwbina, don't make them hubs".* • *"Whitchurch library should not close. It is an important part of the community and very well supported. It would be a huge loss to the village."* • *"Don't believe any community should have the service withdrawn or expect community or commercial partner to run them - Cardiff could possible end up with a two tier library system. There could possibly be room to merge a number of the library facilities particularly in relation to Whitchurch, Rhiwbina and Rhydypennau but this would of course depend on its location".*
Libraries are essential/ highly valued/must be retained	103	43.8	• *"The Whitchurch library is an integral part of our community".* • *"Whitchurch library should not close. It is an important part of the community and very well supported. It would be a huge loss to the village".* • *"Absolutely vehemently opposed to Whitchurch library closure (indeed any local library closure). The library is instrumental in in free education and computer access. Many people (myself included) on low incomes, with young children and no car will not be able to access libraries in the same way."* • *"The library was where I felt part of a community again after returning from 10 years away with a new baby, and the baby groups/story times there were instrumental for me and my children to socialise and for the children to learn. So many elderly people use the library, it's not just the books, it's the community aspect of going, choosing, socialising. Any council that chooses to limit its resident's access to free education and self-improvement and community (which closing local libraries most definitely would) is not looking to the future".*
Negative impacts on the	61	26.0	• *"Whitchurch library provides an essential service to the local*

community/society/long term impacts			*community. The library is always busy. If it were to close children and the poor in particular would be disadvantaged. Alternative is to provide funding to maintain the excellent service currently provided".* • *"Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation. The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library or withdrawal of funding to support it would be highly detrimental to the community as a whole".* • *"I am currently a patient of Whitchurch Hospital - Whitchurch library is my only access to books and computers - there is no Wi-Fi at the hospital. Please keep it open."*
Discrimination against the elderly/youth/low income families	54	23.0	• *"Please do not reduce the services / close the library in Whitchurch - there is a large population of mums with children who use the library frequently. I visit the library very often with my 2.5 year old daughter and I have a new baby son who I hope to also take there when he is old enough - the library should form part of the foundation of our children's education and development. My daughter loves going there to choose books to read - there is a fantastic selection. We would greatly miss the library and would not visit a "Hub" in Llandaff North as frequently. The library is a cornerstone of our community and we would miss it greatly. Please, please do not cut funding here".* • *"I fundamentally disagree with closing Radyr and Whitchurch libraries. I have a toddler and the children's sessions are invaluable for introducing her to books and meeting children her age. It seems as usual facilities are being taken away just because it is considered an affluent area. Older people do not have the means to travel as easily and will be badly let down".* • *"Whitchurch library provides a service to an area where there is a high proportion of retired people who under the new proposals will be forced to travel to a benefit office/library to change their books. Are you saying people have stopped reading books or are it solely about saving money with the view of closing the library service altogether."* • *"Whitchurch library is a core facility and focal point for the village. It is a place where senior citizens can go and feel integrated within the local community. Its loss would seriously undermine social inclusion and increase isolation. The location of the library is also important. It is set in the park grounds, which means that a range of community activities are available on one site; and people of all ages can enjoy being part of a single community. Closure of the library, or withdrawal of funding to support it would be highly detrimental to the community as a whole."*
Current usage levels	52	22.1	• *"Rhiwbina and Whitchurch libraries have high footfall."* • *"Whitchurch library a crucial part of the area, iconic building well-integrated with local part, convenient for those at Velindre hospital, and always appears well-used when I visit."* • *"Closing Whitchurch library would be a crime; it is widely used by all".* • *I have visited the Whitchurch library on several occasions and it seems to be a local meeting place for social groups like the elderly or parents with children. There is also a strong support for the library amongst the local citizens".*
Access to Hubs i.e. travel costs/distance	46	19.6	• *"The council are legally obliged to provide free library service which is accessible geographically to all, not to travel from*

			Whitchurch to Gabalfa to get a book". • *"Closure would impact the local community, Used by families (many of whom walk or cycle) to the location to encourage children to read more, often combined with a visit to the Park (due to its location) Closure would also impact local trade with shops benefiting from people using the facilities. The proposed new location hub would discourage people & families from visiting due to its location, people just wouldn't travel. The thinking behind the closure & new hub location is so short sighted it beggars belief. Whoever proposed this option should have a job performance review....quickly (Start listening to communities.....you work for the tax payer)"* • *"Don't close Whitchurch library. The area has a large number of elderly residents who would find it difficult access services in Llandaf North".*
Geographic discrimination	37	15.7	• *"The library services in Radyr, Whitchurch and Rhiwbina although serve affluent areas also have many older people who do not drive, or would want to drive to alternative sites. A mobile library would not provide the community services that the site currently do. It's unfair to "punish" the affluent areas by withdrawing services to them."* • *"Whitchurch/Rhiwbina/Radyr is isolated and therefore should not "lose its provision just because it is what is deemed an affluent area, many residents of these areas rely on the service as they are elderly and need to keep up to date/in touch and involved."* • *"Whitchurch has a lovely library which is very well used, particularly by young families as it is sited in the park. These proposals seem to be targeting the more 'affluent' areas of Cardiff, yet these areas are those where the Council tax is the highest."* • *"I don't think the hub strategy should be the only option as it will leave a large area of the city where there is low demand for key hub services with no other services. This will result in a 'library desert' in the area."*
Listed buildings	17	7.2	• *"Whitchurch library a crucial part of the area, iconic building well-integrated with local part, convenient for those at Velindre hospital, and always appears well-used when I visit".* • *"I don't see the present library position in Whitchurch would be any more central. The building is historic and I can't see how else it could be used. It could be extended on the present site."*
Ideas for other funding sources i.e. savings in other areas/opening hours	16	6.8	• *"Llandaf North and Whitchurch could operate on a combined facility."* • *"Llandaff North, Rhiwbina and Tonwgynlais costs transfer to keep Whitchurch library. Cathays absorb in central."*
Income generation incl. cafés, shops, community spaces, charges etc.	13	5.5	• *"The Council could provide a cafe/Library with a focus on children's play/learning etc. in Whitchurch library. It is ideally situated for local families and children and young people and the service that Penylan deliver could easily be replicated here and would in most all likelihood generate income".* • *"A café or community hub added to this building as this is a great location"* • *"Could you allow a business to provide a cafe in these libraries and part of the profits be used to fund the library- even if open for fewer hours? This would especially be successful in Whitchurch where a cafe would also be well used by park goers".*
In favour of volunteers	10	4.3	• *"No to withdrawing funding at Whitchurch or any other ward, but involve third parties from businesses in the area to have more of an input, and taking part with ideas and views, then maybe they will not then need funding Forest Farm was an excellent way for children to learn our past trades as, wood turning, carpentry, but*

			that's all gone". • *Building in need of some significant modification or maintenance and this may be too much of a burden for a community group. Recognise a Hub would not work here, but surely some additional revenues or volunteer staffing would achieve enough of a saving."* • *"Both Rhiwbina and Whitchurch are successful libraries fulfilling important community functions The Council should continue to financially support these perhaps looking for community support to help their viability They are both very long established libraries and provide an essential service for many residents To lose them would have very considerable long term consequences".*
Job losses/loss of expertise	7	3.0	• *"I feel that in North Cardiff, the busiest community libraries in Rhiwbina, Whitchurch and Rhydypennau should not have funding removed and be offered to other partners to finance. There is a real danger of a watered down service with volunteers who are not library trained and so provide a mediocre service".* • *"Rhiwbina and Whitchurch libraries are amongst the most popular in Cardiff. The young, old and most vulnerable in society would lose most by closure. As stand-alone libraries they are not becoming hubs and therefore cannot stay open without qualified librarians".*
Other ideas for alternative provision	6	2.6	• *"Neighbouring areas where the proposal is to withdraw Council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest."*
Concerns regarding volunteers	5	2.1	• *"Whitchurch Library: I do not think any community group would be able to take on running a library service. Possibly having an internet cafe style search could work. Could make small charges for some services eg requesting books from other libraries and maybe reduce opening hours rather than closing."*
Costs/savings minimal	5	2.1	• *"I am concerned about the costs that would be incurred, with increasing mobile and satellite units."*
Wastage	4	1.7	• *"The Council, consistently, over decades, refuses to put any significant investment into Whitchurch, Rhiwbina or other areas considered more affluent - presumably because it cannot count on votes from these areas. No leisure centre, no pools, no well-equipped parks, only bad transport planning and unwanted speed humps. Now you're trying to reduce access to learning. The council could support libraries if it chose to, e.g. By stopping wasting money on forcing the welsh language on people who do not want it and didn't vote for it, bilingual capital times, dangerously mixed language road signs. Also, the northern avenue bus lanes are unused by buses and a utter waste of money"*
Community Asset Transfer	2	0.9	• *"To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise"*
Council accused of 'not listening'	2	0.9	• *"Whitchurch library is a vital part of the community and should be treated as such. It is well used and serves the community we'll. The proposals appear to be closing services in north Cardiff with no regard to the needs of the community. There are areas of need in this area which you seem to ignore. The council cannot ignore whole parts of the city"*
Negative image of Hubs	2	0.9	• *"Keeping services local should be prioritised over creating 'hubs'"*

In favour of proposals	1	0.4	• *"Libraries have been on the way out for years and this will continue as more and more people read books on tablets and do their research on the internet*
Focus needs to be on library services rather than 'Hubs'	1	0.4	• *"Whitchurch library should not be closed. Keeping services local should be prioritised over creating 'hubs'"*
Promotion/advertising	1	0.4	• *"Work needs to be undertaken to work with local schools and businesses on changing the use and increasing the demand of these valued and important library services."*
Lack of Info	1	0.4	• *"There is not enough information provided to offer an informed opinion. Whitchurch library should NOT be closed."*
Misc.	1	0.4	• *"Whitchurch/Llanishen - the other areas are on route to the city centre so it should encourage people into town and improve cohesion"*

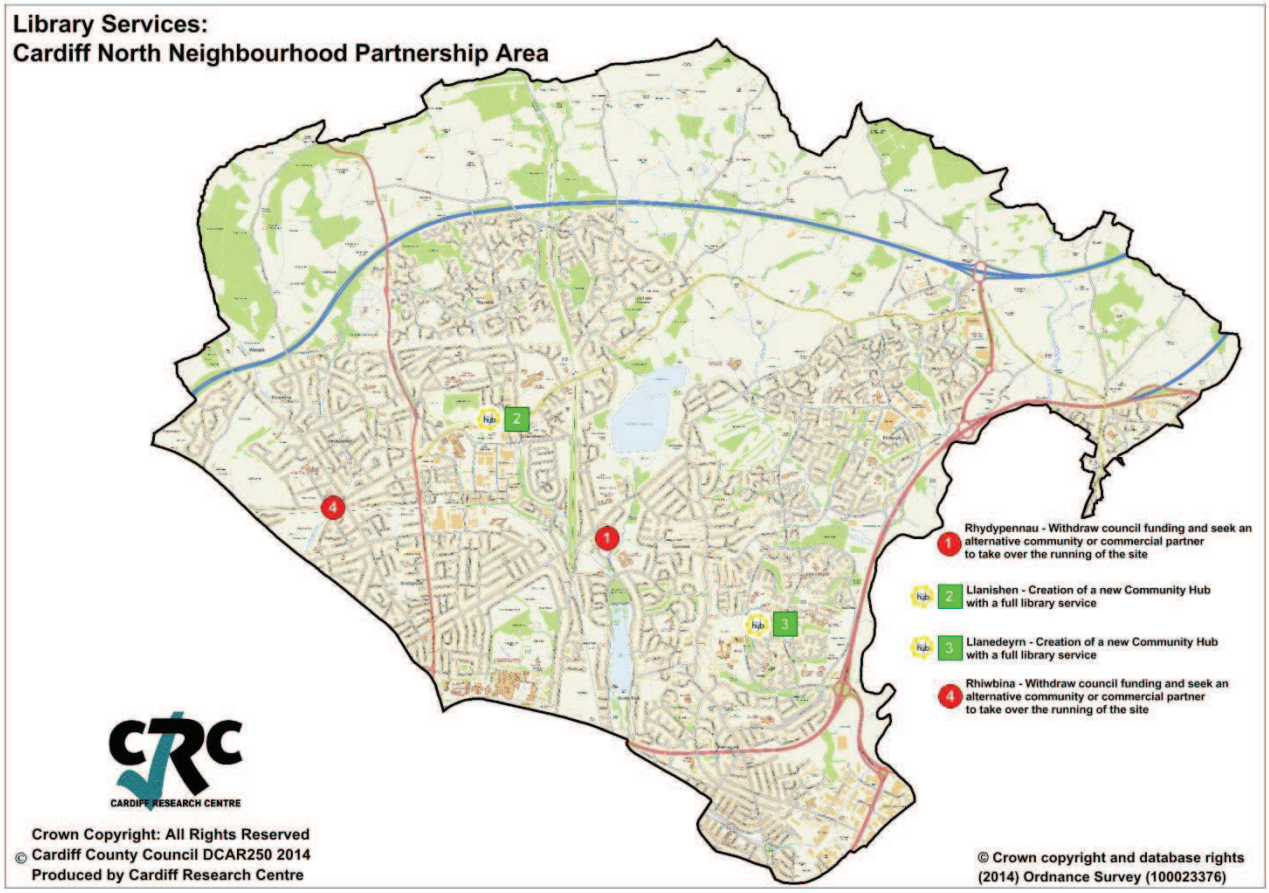
**N.B. Comments may have been coded against more than one theme*

3.4 Cardiff North

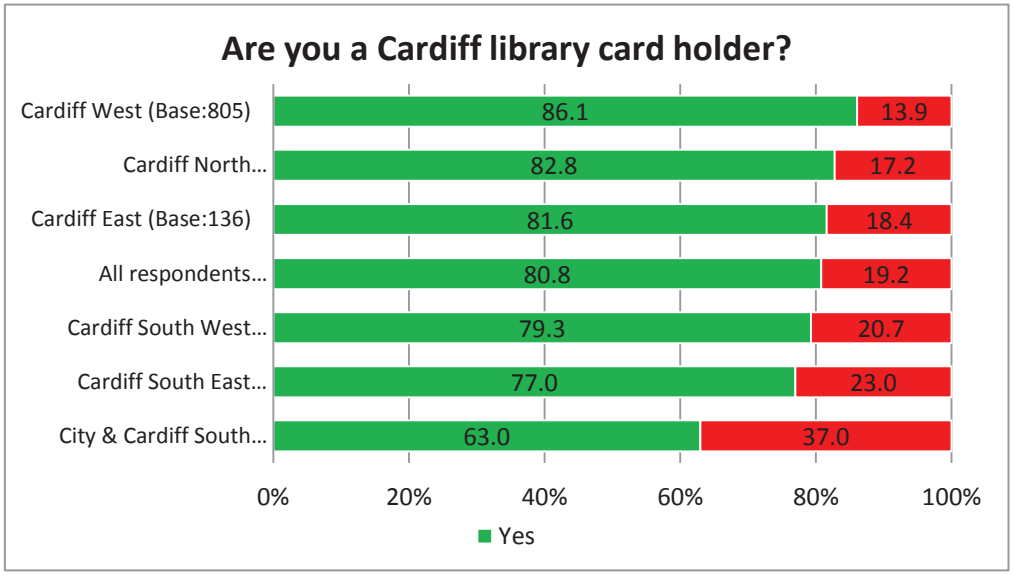
There are four library facilities contained within the Neighbourhood Partnership Area of Cardiff North namely **Llanedeyrn Library**, **Llanishen Library**, **Rhiwbina Library** and **Rhydypennau Library**. Plans for this area include the creation of two new Community Hubs with full library service whilst it is proposed that Council funding will be withdrawn from the remaining two sites.

Proposals:

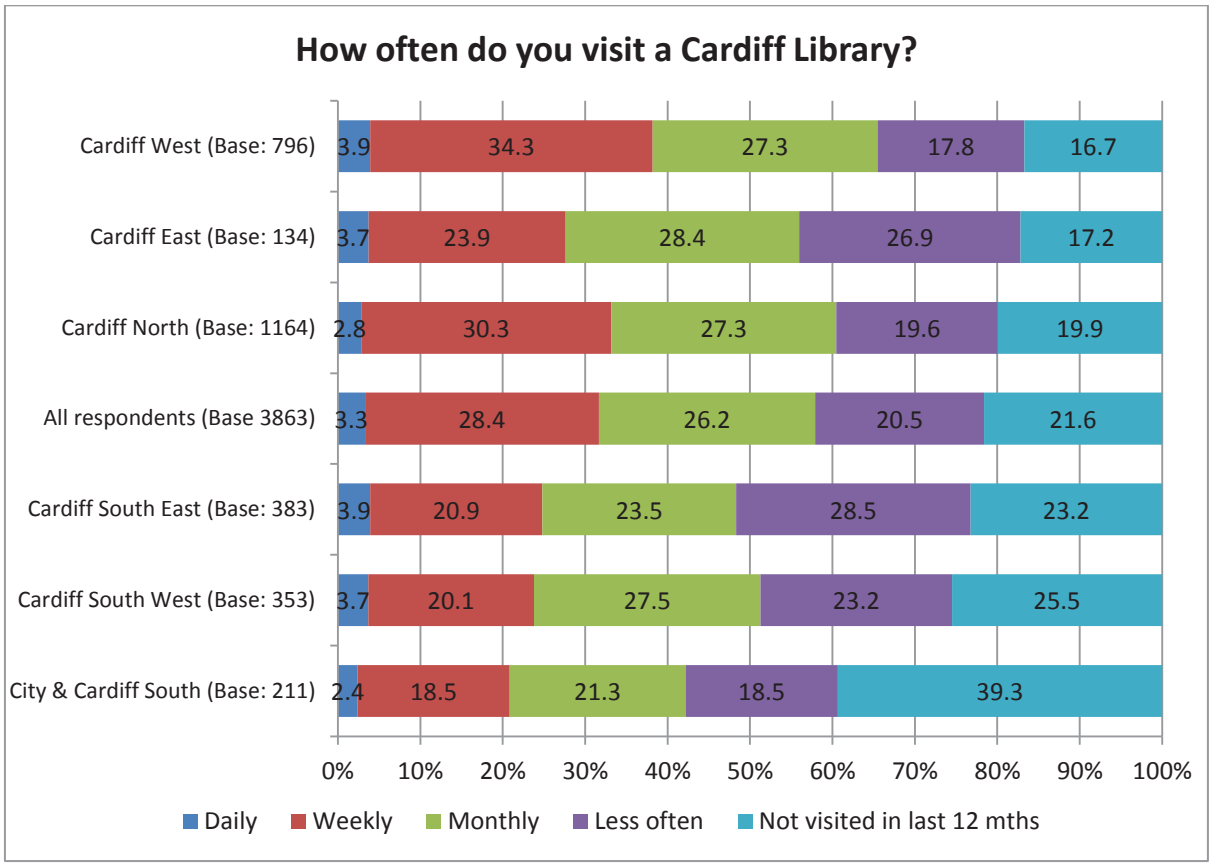
- **Llanedeyrn Library / Hub**- Creation of a new Community Hub with a full library service.
- **Llanishen Library / Hub** - Creation of a new Community Hub with a full library service.
- **Rhiwbina Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site
- **Rhydypennau Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.



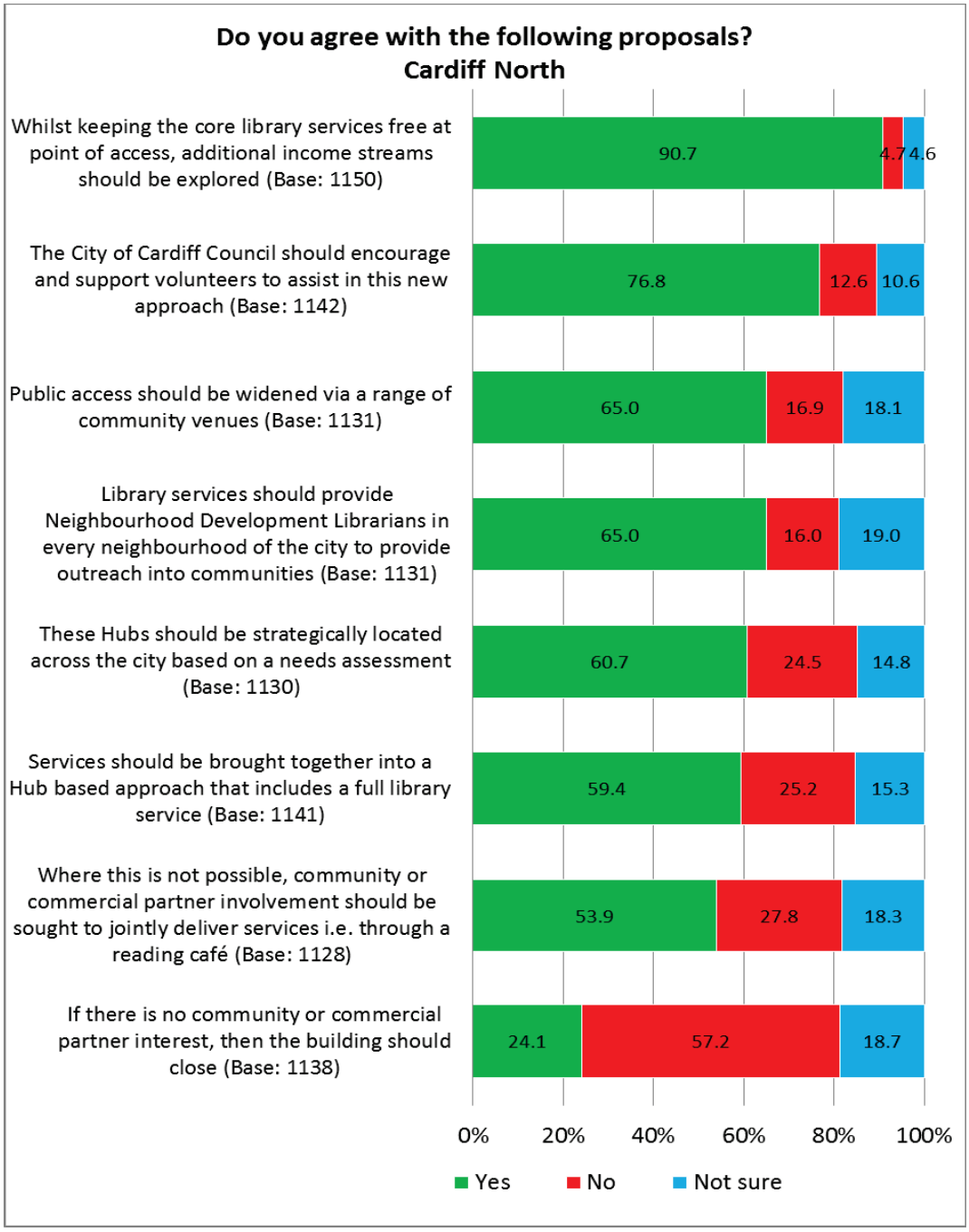
There were **82.8%** reported library card holders in **Cardiff North**, compared to **80.8%** overall.



Of those responding, **60.4% in Cardiff North** reported to visit their library at least monthly, compared to **57.9%** overall.



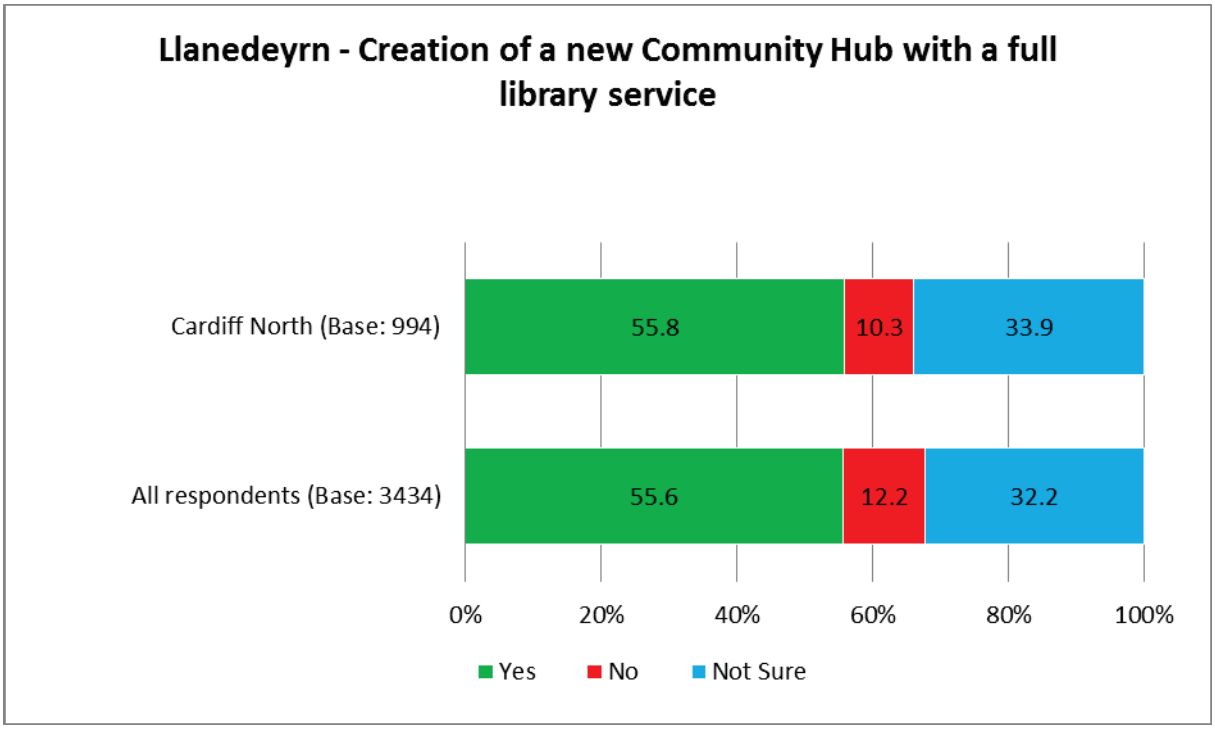
The opinions expressed by residents in **Cardiff North** to the proposals closely mirrored those of the wider population with the responses from this group typically only differing by a couple of percent +/-[2].



[2] Respondents from Cardiff North also accounted for the largest number of returns meaning that views from this group hold influence over the overall response.

Cardiff North – Llanedeyrn Library / Hub

Support from residents in Cardiff North (**55.8%**) regarding the proposals for Llanederyn Library mirrored that of the wider population (**55.6%**).



Those indicating their opposition to the proposals represented a total of **418** respondents to the consultation document. Despite this there were barely any comments (**3**) made that provided specific reference to Llanedeyrn Library or provided explanation for any opposition expressed.

Those comments that were received included:

- *"You are talking of opening new hubs with full library services in Llanishen and Llanedeyrn while there is a perfectly good library building at Rhydypennau which is virtually equidistant between the two."*

- *"I have opposed to the closing of the Whitchurch, Llanedeyrn, Rhydypenau and Rumney libraries as these are further out of town and will make accessing a library service for these residents more difficult, especially those who are vulnerable."*

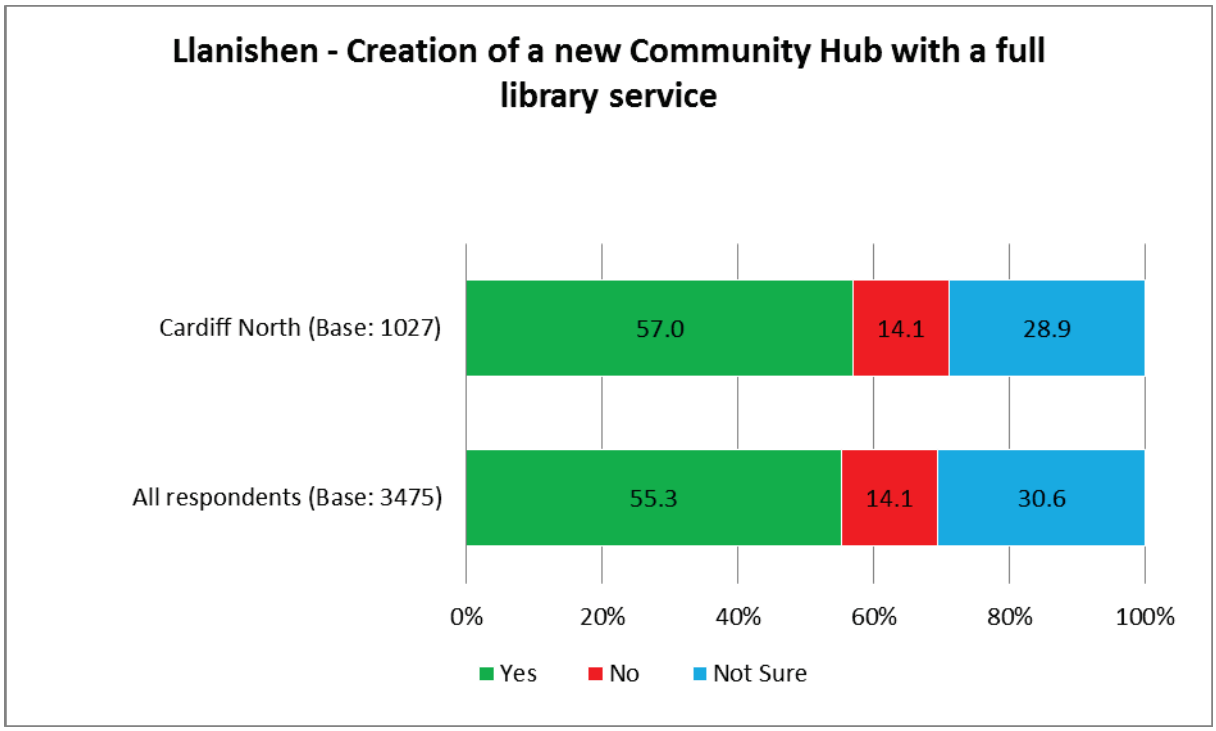
- *"Surely keeping the Rhydypennau building (expanded as necessary) would be cheaper than building new ones in LLanedeyrn and LLanishen."*

Llanedeyrn – 3 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	3	100.0	• *"You are talking of opening new hubs with full library services in Llanishen and Llanedeyrn while there is a perfectly good library building at Rhydypennau which is virtually equidistant between the two".* • *"I believe there are enough alternative venues to mean that the creation of new venues isn't required"*
Access to Hubs i.e. travel costs/distance/facilities need to be local	2	66.7	• *"I have opposed to the closing of the Whitchurch, Llanedeyrn, Rhydypenau and Rumney libraries as these are further out of town and will make accessing a library service for these residents more difficult, especially those who are vulnerable"*
Wastage	1	33.3	• *"Surely keeping the Rhydypennau building (expanded as necessary) would be cheaper than building new ones in Llanedeyrn and Llanishen."*

**N.B. Comments may have been coded against more than one theme*

Cardiff North – Llanishen Library / Hub

Support from residents in Cardiff North (**57.0%**) regarding the proposals for Llanishen Library closely mirrored that of the wider population (**55.3%**) with opposition to the plans expressed by approximately one in seven of the population (**14.1%**).



Those indicating their opposition to the proposals represented a total of **490 respondents** to the consultation. Despite this a total of just **42 comments** (2.0% of all comments made regarding library services) were made that provided specific reference to Llanishen Library or provided explanation for any opposition felt.

Key Themes

- The existing library site is viewed to be unsuitable for the development of a Community Hub
- There are concerns regarding accessibility to the site for residents in the wider catchment
- There is a perceived geographic discrimination of the proposals

Several of the comments made questioned the suitability of site at Llanishen for the development of a Hub which was described as less suitable than either Whitchurch, Rhydypennau or Rhiwbina libraries, with both poorer attendance and inadequate parking.

- *"Llanishen will need to be improved substantially to compensate for the loss of libraries in North Cardiff."*
- *"(Llanishen) is the least suited library with poor attendance and facilities. The Rhiwbina and Whitchurch sites are the most used in Cardiff outside Central Library and have better potential to supply a potential hub."*
- *"Why, when you have Rhydepanau library which is bigger and near more schools, are you planning to close that and make the smaller Llanishen library a Hub."*
- *"The building at Llanishen is tiny - it could not possibly cope"*
- *"Llanishen library is small and rarely open. The site is inadequate with poor parking. Better to establish the hub in Whitchurch which is a better building."*

Similar to comments made regarding other library facilities across the city issues relating to accessibility and the perceived geographic discrimination of the proposals to the North of the city were also raised within the comments made.

- *"Withdrawing funding from all North / east Cardiff libraries to condense into Llanishen hub seems a big area for it to cover and would reduce access to libraries for a lot of people."*
- *"I feel that the proposals for the closures seem to be grouped in certain areas."*
- *"There are a lot of hubs proposed for west and east Cardiff, but very little provision for north Cardiff - essentially Llanishen only."*

Llanishen – 42 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	24	57.1	• *"The proposal to provide a new community hub and library to cover the whole of North Cardiff – (Whitchurch, Rhiwbina, Llanishen and Rhydypennau)is inadequate given the level of usage currently experienced at these libraries."* • *"The community hub pattern is not feasible for north Cardiff. The Rhiwbina and Whitchurch sites are the most used in Cardiff outside central library and have better potential to supply a potential hub if this proposal is forced through. The Rhiwbina facility is the public facility within this area and has the strongest local use in Cardiff".* • *"It doesn't make sense to close Rhiwbina and Whitchurch library and create a new one in Llanishen. Rather than closing these libraries new ways should be explored how to run them more cost effective"* • *"Established libraries are much more than a place to borrow a book. You will be taking away a central meeting point for the population of Rhiwbina and Whitchurch. These are the busiest libraries in town!"*
Access to Hubs i.e. travel costs/distance	6	14.3	• *"If it means taking the library service away from the location it is currently I would not support the idea. It is has been mentioned that the service would be moved to a site in Llanishen. This is too far for some to travel. If people have to visit a library this distance away from Rhiwbina it would necessitation driving. That would mean a large area for parking would be required, parking by our local library at present is difficult enough with the classes and groups that operate there now".* • *"A 'hub' at Llanishen will not be within walking distance."*
Libraries are essential/ highly valued/must be retained	4	9.5	• *"Libraries are sources of information which should be available to all. The budget proposal is heavily biased against better of areas of Cardiff, which are generally the higher users of library facilities"*
Geographic discrimination	4	9.5	• *"It also seems that there is likely to be a whole swathe of North Cardiff (Llanishen, Llandaff, Whitchurch and Rhiwbina) without a hub or library service"*
Current usage levels	3	7.1	• *"Libraries are sources of information which should be available to all. The budget proposal is heavily biased against better of areas of Cardiff, which are generally the higher users of library facilities. Rhiwbina in particular is the second busiest library, is the second cheapest service based on cost per loan and is the only council run facility in the area."*
Wastage	3	7.1	• *"Surely keeping the Rhydypennau building (expanded as necessary) would be cheaper than building new ones in Llanedeyrn and Llanishen."*
In favour of the proposals	1	2.4	• *"In more affluent areas such as Llanishen and Rhiwbina I agree that less services may be an unfortunate but necessary option"*
Ideas for other funding sources i.e. savings in other areas/opening hours	1	2.4	• *"My alternative would be to offer more restricted hours to enable the sites to continue."*
Costs/savings minimal	1	2.4	• *"In some areas I don't think there is a need to 'further develop' existing hubs, they would have had an exhausting amount of expenditure spend on them already so don't see the need to spend more money on them."*
Misc.	13	31.0	• *"Although I live in Llanishen, I have no personal need for the library or a community hub."*

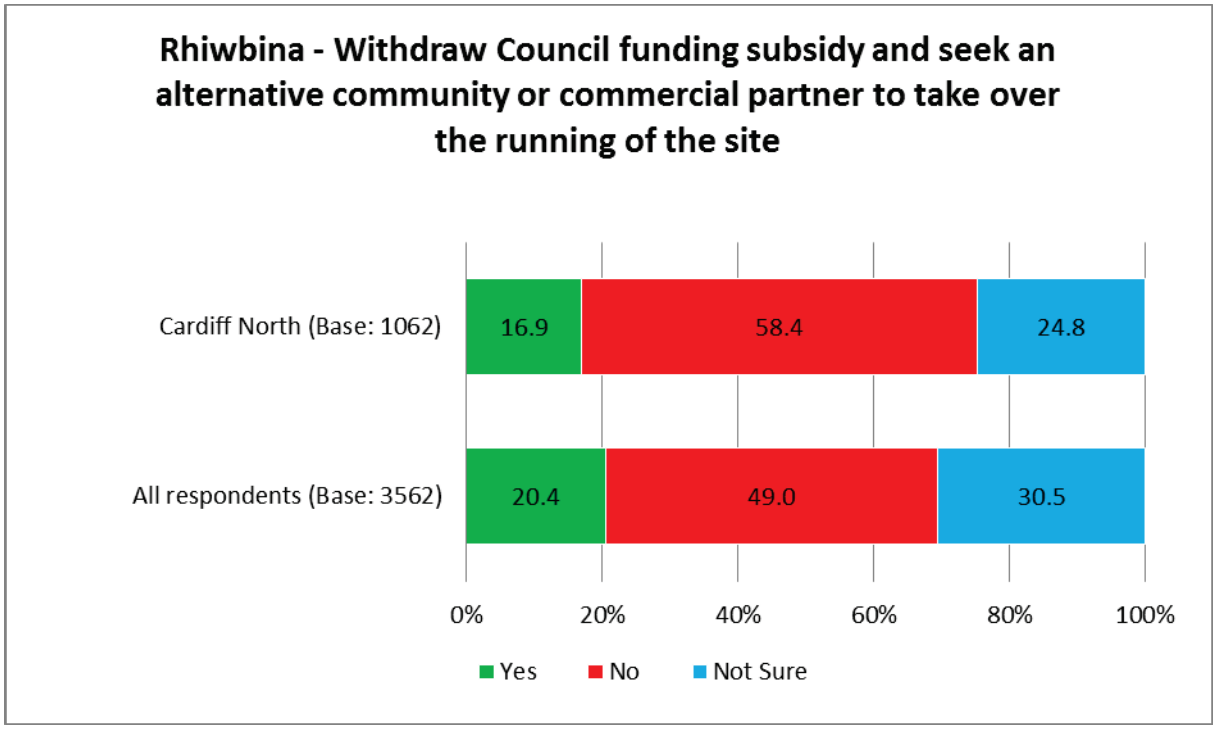
**N.B. Comments may have been coded against more than one theme*

Cardiff North – Rhiwbina Library

Plans to withdraw Council funding from Rhiwbina Library and seek an alternative community or commercial partner to take over the running of the site were met with greater opposition from residents in Cardiff North than the rest of the population (**58.4%** opposition from Cardiff North compared to **49.0%** overall).

Local residents instigated a number of petitions relating to the proposals which included the '***Petition against the funding being withdrawn from Rhiwbina library***' which received a total of **1,894 signatories**; '***Save Rhiwbina Library***' which received **1,845 signatories**; and '***Closure of Rhiwbina and Whitchurch Libraries'*** which received **552 signatories**.

Additionally plans are also in place for a Community Poll to be held in Rhiwbina on 5th February 2015 relating to the proposals- ***Should Cardiff Council continue full funding for Rhiwbina Library?***



A total of **1,474 respondents** indicated their opposition to the proposal relating to Rhiwbina Library. Additionally **288** of the comments made (**14.0%** of all comments made regarding library services) specifically referenced Rhiwbina Library and provided explanation for any opposition felt. This was the largest number of comments received relating to a specific library location.

Key Themes

- There are currently high usage levels at the Library
- There are concerns regarding the negative impacts on the community if the Library closed
- There are difficulties in accessing alternative sites – particularly for the elderly and young families
- There is a perceived geographic discrimination of the proposals

The current **high usage levels** (122 comments), the **high regard** felt for the existing service (129 comments) and the **negative impact of any closure** to the community were common themes within the comments received.

Respondents were particularly emphatic in their defence of the existing library describing it as '*integral*' to the community providing a '*vibrant*', '*much loved*' and '*well run*' service. One respondent commented:

- *"To deprive the community of a much-used and much-loved resource which would quite simply destroy a vital part of that community."*

Similarly to the comments received in relation to the proposals for Radyr and Whitchurch libraries, respondents here cited the high proportion of **elderly residents** in Rhiwbina that are '*high volume*' library users and whom along with young families would be hardest hit by the closure of the site (82 comments).

Mobility issues related to this group alongside further reports of **inadequate public transport** links in the north of the city that would provide regular and affordable transport to the proposed Hub at Llanishen were used to suggest that many, services would simply become inaccessible.

- *"Rhiwbina library serves a community that has a higher percentage of older people. Older people are much less able to travel further afield to use an alternative library due to lack of car ownership, health and mobility issues. Car use amongst retired people is lower than the rest of the population and this makes travel difficult."*

- *"As a senior citizen now, I feel the life blood is being drained from my community. These services are so important as they keep us active and able, preventing us from wasting away."*

- *"Proposal to withdraw subsidy from Rhiwbina library takes no account of the demography of the area, needs of users and the difficulty of using public transport to reach other facilities."*

Again respondents referenced the **geographical distribution** of the proposals with a clear theme (44 comments) being the severity of the impact of the plans on the north of the city. In several instances those responding expressed particular anger in reference to the point

that areas to the North typically provide higher **Council Tax** revenues and as such should not see their services from the Council depleted.

- *"It appears that libraries in the north of Cardiff are being severely hit by these proposals"*
- *"These areas provide high council tax revenues and should have some council funded services."*
- *"It is not fair to propose this withdrawal while putting additional funding in less affluent areas. I agree that less affluent areas should have excellent libraries and Council services, but so should we in Cardiff North, after all, we pay significant council taxes (which I am happy to pay so long as I am receiving services)."*

Rhiwbina – 288 comments received			
Theme	**No.**	**%**	**Examples of comments***
Libraries are essential/ highly valued/must be retained	129	44.8	• *"We pay our council tax in Rhiwbina, the library is very well used especially by children and old people who cannot travel to other areas. Do NOT take the resources away from children who should be encouraged to use books"* • *"To close the Rhiwbina library would be to deprive the community of a much-used and much-loved resource which would quite simply destroy a vital part of that community. We are led to believe that current political philosophy is to strengthen community spirit. Speaking personally our family would find it an almost intolerable loss - something which applies to the vast majority of users who are appalled and angered by these proposals. It wouldn't be exaggerating to say that economising on any other service would be preferable"* • *"Rhiwbina library is a significant part of the library and is an integral part to the local primary school. This is a well-run and very vibrant engaging part of the community. It would be criminal to close this big and important part of the community"* • *"Rhiwbina library should be retained and funded by the local authority as it is a central point for the village."*
Generally against the proposals	129	44.8	• *"It is absolutely not acceptable to withdraw libraries from both Rhiwbina and Whitchurch without offering a local equivalent or replacement. It is not fair to propose this withdrawal while putting additional funding in less affluent areas. I agree that less affluent areas should have excellent libraries and council services, but so should we in Cardiff North, after all, we pay significant council taxes (which I am happy to pay so long as I am receiving services). Putting a replacement in Llanishen and Llandaff north is not an acceptable proposal. That leaves a massive geographical gap in Cardiff North".* • *"Don't close any libraries, especially Whitchurch and Rhiwbina, don't make them hubs"* • *"I feel strongly that council funding for libraries should not be withdrawn, especially in libraries which are well used, such as Rhiwbina"* • *"Rhiwbina library is very well used and does not seem a good choice for one of the centres to be closed."*
Current usage levels	122	42.4	• *"Libraries need to be kept local to promotion the use. Heavy usage libraries such as Whitchurch and Rhiwbina should not be sacrificed in areas which do not use many of a community hub's facilities."* • *"I'm told that Rhiwbina has 2nd highest footfall and is used for community classes - why not build on that? Whitchurch is a mix of*

			extremes - elderly and young families - how do the elderly get to nearest hub?" • *"Rhiwbina library is one of the busiest libraries in Cardiff and removal of it would have a significant impact on the community and also the shops"* • *"Rhiwbina library is the busiest library after Central. With no other council buildings in the area and North Cardiff I truly believe it would be a travesty to close this service".*
Discrimination against the elderly/youth/low income families	82	28.5	• *"Rhiwbina - I use this library and it is an essential service to what it is a somewhat elderly community".* • *"Rhiwbina library serves a community that has a higher percentage of older people. Older people are much less able to travel further afield to use an alternative library due to lack of car ownership, health and mobility issues. Car use amongst retired people is lower than the rest of the population and this makes travel difficult. If a hub is created in Llanishen how are non-car owning people from Rhiwbina supposed to visit? There is no bus service that connects Rhiwbina with Llanishen. Rhiwbina is located on the northern periphery of Cardiff; hence the city centre (and alternative library) is physically and psychologically miles away. Currently my children and I can walk to a library - take away Rhiwbina library and my family (and many others) will simply not be able to go. The bus fare is too much. I feel Rhiwbina residents are being penalised for living outside of the city centre."*
Negative impacts on the community/society/long term impacts	75	26.0	• *"I have only commented on Radyr and Rhiwbina as I have only ever used these but once effectively sold off to a third party there is no control over whether the library closes in the future and we end up with an unused building or being sold off for more housing with a private developer profiting and the council losing out. It's far better to combine local services in one building than dissolve them slowly over time".* • *"I am a person who has been a member of both Rhiwbina library and Whitchurch library; I find it sad that these two libraries are being targeted. As a Senior Citizen now, I feel the life blood is being drained from my community. These services are so important as they keep us active and able, preventing us from wasting away. The schools also nearby are going to miss out on the services offered. If other people take over, we will gradually find that there will be further cuts. We won't always be able to get to these planned hubs. These are some of the most popular libraries. What a disgrace to change this wonderful service".* • *"Proposal to withdraw subsidy from Rhiwbina library takes no account of the demography of the area, needs of users and the difficulty of using public transport to reach other facilities".*
Access to Hubs i.e. travel costs/distance	68	23.6	• *"All North Cardiff will be left with are Llanishen & Tongwynlais for which you appear to have no sensible or viable plans. Rhiwbina Library at least should be retained, since it issues more books than any other Branch Library, supports 25% of Cardiff's Reading Groups & whose catchment comprises the highest proportion of elderly in Cardiff".* • *"Rhiwbina and Whitchurch libraries are often used resources for older people unable to travel to other areas etc. They should remain open as they are"* • *"I regularly use Rhiwbina library with my young son. I don't drive and it would be difficult to visit another library. I feel the closure of Rhiwbina library would mean that he would not be able to visit or enjoy the library, particular rhyme and story time which he loves. In addition I feel the decision to shut Rhiwbina library is very confusing considering after central library the library in Rhiwbina is the most accessed in the whole of Cardiff when you look at the*

			figures relating to the number of books loaned out" • *"Rhiwbina has a largely elderly population who would be isolated without the library".*
Geographic discrimination	44	15.3	• *"It appears that libraries in the north of Cardiff are being severely hit by these proposals with Rhiwbina, Whitchurch and Rhydypenau libraries bearing earmarked for closure if no community or commercial partner is found to take over the running of the sites. It would be particularly sad to see Rhiwbina and Whitchurch close as these provide an excellent community service for those that live in the area."* • *"You are stopping funding for all library services in the outer areas of Cardiff, Radyr, Rhiwbina etc. where library services are well used. These areas provide high council tax revenues and should have some council funded services."* • *"Withdrawal of council funding for Whitchurch, Rhiwbina and Radyr libraries. I'm against this because it will effectively severely limit library services in north Cardiff."* • *"It is interesting that the council have decided to keep open libraries in so called "poorer regions" of the city but the supposedly "richer areas" will lose their libraries. Very interesting..."*
Ideas for other funding sources i.e. savings in other areas/opening hours	19	6.6	• *"Rhiwbina Library is a hugely valuable local facility. I would have no objection if it opened on a reduced basis (say 2 days a week) to reduce staffing costs. I fail to see any sensible alternative use for the facility in view of its location in the Garden Village".* • *"Rhiwbina library is the most used library particularly by the older generation. If a community group does not come forward to run it, it cannot close; it is a lifeline to many. I would prefer restricted hours to closure"* • *"Keep Radyr / Whitchurch and Rhiwbina libraries open but consider reduced hours / days open".* • *"I accept that more use should be made of community volunteers, but every avenue of income generation should be explored such as vending machines, room rentals".*
Income generation incl. cafés, shops, community spaces, charges etc.	14	4.9	• *"Rhiwbina library must be kept open - using volunteer support - with the freedom to fund-raise. Rhiwbina residents are mostly young families and retired people who would have difficulty accessing other sites. There is no other community centre in the area. It is heavily used."* • *"I think the Council should look to make better commercial use of the building, particularly the upstairs rooms (commercial hire, music groups, art classes, evening classes etc.)."*
In favour of volunteers	11	3.8	• *"Both Rhiwbina and Whitchurch are successful libraries fulfilling important community functions The Council should continue to financially support these perhaps looking for community support to help their viability They are both very long established libraries and provide an essential service for many residents To lose them would have very considerable long term consequences".* • *"Rhiwbina and Whitchurch both contain ageing populations and see these facilities as an important point of contact. Community run might work if no other solution."*
Job losses/loss of expertise	9	3.1	• *"Rhiwbina Library - High proportion of elderly residents in this area require professional librarian assistants."* • *"As stand-alone libraries they are not becoming hubs and therefore cannot stay open without qualified librarians."*
Wastage	7	2.4	• *"Do not create new hubs/libraries, support existing facilities where the footfall is high. Why close Rhiwbina library when it has one of the highest readership/customer base? Where is the business model in this? High costs will be incurred in creating new hubs and libraries in areas where readership/customers are*

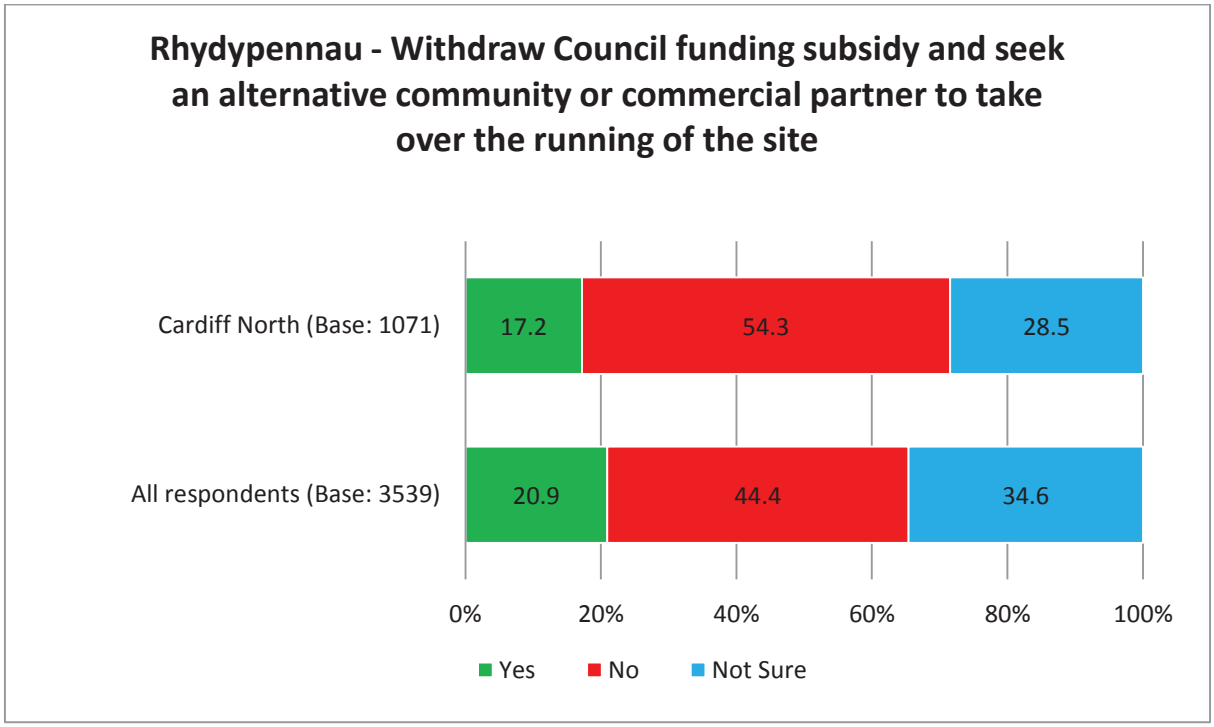
			already low."
Costs/savings minimal	7	2.4	• *"I am against closing Rhiwbina Library. This is the busiest local library in Cardiff. The cost of keeping it open is small."*
Other ideas for alternative provision	4	1.4	• *"Neighbouring areas where the proposal is to withdraw council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest".*
Focus needs to be on library services rather than 'Hubs'	4	1.4	• *"It is obvious from the proposals that you are seeking to amalgamate housing and community services with libraries. That is very unfair for the areas of Cardiff where there are not many Council dwellings particularly North Cardiff where I live. By all means increase revenue by incorporating a cafe and shop within the premises, let out space for clubs and groups but do not deprive citizens of their local libraries"*
Negative image of Hubs	3	1.0	• *"Do not create new hubs/libraries, support existing facilities where the footfall is high. Why close Rhiwbina library when it has one of the highest readership/customer base? Where is the business model in this? High costs will be incurred in creating new hubs and libraries in areas where readership/customers are already low."*
In favour of the proposals	3	1.0	• *"I think as long as there are free bus passes for people to get easily to other services closures could be considered".* • *"In more affluent areas such as Llanishen and Rhiwbina I agree that less services may be an unfortunate but necessary option. These residents will be more likely to have access to private transport and to be able to reach alternative libraries".*
Council accused of 'not listening'	1	0.3	• *"Rhydypenau and Rhiwbina libraries are supported by the local residents. There have been campaigns for both these libraries to remain. It seems to me (in the absence of raw data) that there is a Nanny State attitude to which libraries stay and which go."*
Promotion/advertising	1	0.3	• *"Work needs to be undertaken to work with local schools and businesses on changing the use and increasing the demand of these valued and important library services"*
Concerns regarding volunteers	1	0.3	• *"I feel that if all funding is withdrawn from Rhiwbina, it would be difficult for a community group to run the library on a full time basis so the service would have to be greatly reduced."*
Misc.	13	4.5	• *"Rhiwbina - At the meeting with Councillors on 16th December 2014 well informed speakers advised that Rhiwbina Ward receives relatively small financial support from the Council compared to other Wards, despite contributing proportionately more per capita to Council revenues. Maintaining the subsidy for Rhiwbina Library would redress some of this imbalance. If necessary the Council could draw on its significant reserves to which Rhiwbina residents have contributed significantly over the last many years. After all, reserves are built to alleviate difficult financial times; which is what we are currently experiencing."* • *"Need to retain physical provision as much as possible. What about a community hub for Whitchurch, Rhiwbina and Radyr joining the three together?"*

**N.B. Comments may have been coded against more than one theme*

Cardiff North – Rhydypennau Library

Plans to withdraw council funding from Rhydypennau Library and seek an alternative community or commercial partner to take over the running of the site were met with greater opposition from residents in Cardiff North than the rest of the population (54.3% opposition from Cardiff North compared to 44.4% overall).

Local residents also instigated a petition relating to the proposals entitled: *'**Save Rhydypennau Library**'* which received a total of **1,617 signatories**. In addition the '***Help Jenny Willot save Rhydypennau Library***' petition received **469 signatories**.



A total of **1,573** respondents indicated their opposition to the proposal relating to Rhydypennau Library. Additionally **130** of the comments made (6.3% of all comments made regarding library services) specifically referenced Rhydypennau Library and provided explanation for any opposition felt.

Key Themes

- The Library was viewed to be an essential service to the local community

- There were concerns regarding the negative impact on the community of any closure

Most strongly expressed by respondents was the **high regard** held for the existing service at Rhydypennau and the desire to see the library continue (58 comments).

- *"Rhydypennau library is an important and well used facility"*

- *"NO to removal of Council Funding subsidy of Rhydypenau Library - this is an important part of local life, which should not be changed"*

- *"It provides many community activities as well as lending books and its closure would be a HUGE loss to the area."*

The **negative impact of closures on the community** (41 comments) and the currently **high levels of usage** (35 comments) of the library were provided as reasons for the Council to reconsider its proposal to withdraw funding from the site.

- *"Rhydypenau Library is an important community resource, and we do not want it taken away from us."*

- *"We have used the Rhydypennau library and would not wish to see it closed. Mothers and their children enjoy the facilities offered on a local basis."*

- *"Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost."*

The location of the site between two schools was seen as particularly relevant with any withdrawal of funding likely to have a significant impact on young children in the area. Again, respondents centred in on the combined impact of the proposals to the north of the city (16 comments) with access to proposed Hub sites, public transport and mobility continuing to be cited as areas of concern.

Rhydypennau – 130 comments received			
Theme	**No.**	**%**	**Examples of comments***
Libraries are essential/ highly valued/must be retained	58	44.6	• *"I feel that as a resident if an area with a high proportion of council tax payers it is unfair to withdraw services whilst areas with less tax payers get services to continue. Rhydypennau library is an important and well used facility and I think funding should continue"* • *"Rhydypenau Library is a well-supported library locally and is a place of great social as well as intellectual importance to all the local peoples. It provides many community activities as well as lending books and its closure would be a HUGE loss to the area".* • *"Rhydypennau is a good, spacious library close to 2 schools with on-road parking available. There are toilets, baby change facilities and plenty of space to sit with your child while they explore the books. It would be good to see a decent library in Llanishen, but the current building is far too small and opening hours are restrictive. Whenever I have spent time there with my daughter, I have felt like I am in everyone's way all the time"*
Generally against the proposals	58	44.6	• *"I use Rhydypenau library daily. It would be terrible for the whole area to lose the local library."* • *"Rhydepennau is a library that my wife and daughter use often for rhyme time and story time. Rhiwbina is our next closest and this is due to close as well."* • *"NO to removal of Council Funding subsidy of Rhydypenau Library - this is an important part of local life, which should not be changed"*

Negative impacts on the community/society/long term impacts	41	31.5	• *"I live in Thornhill and use Rhiwbina and Rhydypennau library as we do not have a library in Thornhill and Llanishen has limited opening and limited facilities. These libraries are important parts of the local community".* • *"Rhydypennau library is one of the busiest libraries in Cardiff. It would be detrimental to the area. The library is part of the life of the community. Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost."* • *"Rhydypenau Library is an important community resource, and we do not want it taken away from us".* • *"We have used the Rhydypennau library and would not wish to see it closed. Mothers and their children enjoy the facilities offered on a local basis."*
Current usage levels	35	26.9	• *"I know that the Rhydypennau library is well used and so don't understand why this is singled out for withdrawal of funding. That being the case I distrust the judgement in the cases of the other libraries as well. The idea of seeking alternative community or commercial partners is too vague and no guarantees of minimum service levels indicated. I particularly dislike the idea of commercial organisations profiting from public services. This maybe the government agenda but it makes no financial sense."* • *"Rhydypennau library is one of the busiest libraries in Cardiff. It would be detrimental to the area. The library is part of the life of the community. Also a huge proportion of the children who use the library regularly will lose the books and the summer reading challenges, story times will be lost."* • *"Rhydypennau library is between two popular schools, one primary and one secondary. There is little in this community besides coffee shops and no other free venue or community space save the church. It is well attended (the 2nd busiest standalone library in the county) and has a large elderly demographic too, making it convenient for locals to visit. It also holds more events than any other community or branch library in the county and offers many different age and life stage events."*
Discrimination against the elderly/youth/low income families	30	23.1	• *"These are my local libraries - Rhydypenau in particular is a part of Cardiff where there are lots of children and older people."* • *"In relation to Rhydypenau, closure of the library (which is what would be most likely to happen if funding was withdrawn, regardless of intentions to find a commercial or community partner) would leave a large area without access to library facilities. Those with restricted mobility or many families with young children would be likely to find it difficult to go to a library and may be discouraged from even trying to do. The obvious alternative is to maintain funding of the library".*
Access to Hubs i.e. travel costs/distance	25	19.2	• *"For each of the above, the libraries are an essential community asset. Personally I use Rhydypenau library multiple times per week, and its closure would be awful for myself and the local residents. Our next nearest library would not be within walking distance, and mobile services can't bring Rhyme time and Story time to my house for my children.* • *"A lot of especially elderly live near Rhydypennau library and as for myself I am dependant on this library which gives an excellent service. With the bus service it would prove virtually impossible to go anywhere else".* • *"Rhydypenau library is a valued asset to the area and well used. There are no other facilities within walking distance".*
Geographic discrimination	16	12.3	• *"I think it's grossly unfair that the 2 libraries my family use in north Cardiff - Rhydypenau and Rhiwbina are both going to have funding withdrawn. Yet Penylan, a relatively wealthy area, stays*

			as it is. Why penalise the users in North Cardiff? It is unfair to provide Library services in some area of the city and not others - we all pay our council tax and all should have the same access to library services." • *"The planned closure of Rhiwbina, Whitchurch, Rhydypenau and Radyr feels like you're destroying a service in a large part of North Cardiff. Llanishen will need to be improved substantially to compensate for the loss of libraries in North Cardiff. Having lived in Lisvavne, I recognise that community run libraries can be very effective but it feels like North Cardiff is being cut severely".* • *"I don't see why Rhydypennau and Radyr should be earmarked for closure - It always seems to be the 'nice' areas that suffer - couldn't there be an alternative to closure - Form a 'hub' with other services in their areas".* • *"CLOSING RHYDYPENNAU WOULD RESULT IN WITHDRAWING FROM CYNCOED & LAKESIDE IN ENTIRETY - NOT ACCEPTABLE."*
Ideas for other funding sources i.e. savings in other areas/opening hours	6	4.6	• *"I have been a user of Rhydypennau library for nearly 50 years. I would like it to continue as now. It's an excellent "community facility" serving an area between Llanishen and Roath Park Library. If financial cuts need to be made, maybe shorter hours and opening fewer days and fewer staff".*
Wastage	6	4.6	• *"Rhydypennau - This library has been around for years and provides excellent service to young and old! You have spent so much refurbishing it in recent years only to now possibly close it."*
Income generation incl. cafés, shops, community spaces, charges etc.	4	3.1	• *"Please consider the creation of a community hub - where are the local community supposed to go without Rhydypennau library??"* • *"The proposed closing of 3 sub-libraries all within walking distance makes no sense - if Cathays closes then please keep Rhydypennau. The latter could be built up to provide much better services (Library club for the over 60s could be greatly improved; the children's area could be made into a more multi-purpose meeting room, for instance providing a base for Nant Fawr Community Group)."*
Other ideas for alternative provision	4	3.1	• *"Rhydypenau Library is an important asset for a diverse age range of local local communities. It is used by pre-school, school age right through to older people and should remain open. Perhaps a partner could be found to share some of the costs, maybe even one of the local schools."*
Job losses/loss of expertise	4	3.1	• *"I feel that in North Cardiff, the busiest community libraries in Rhiwbina, Whitchurch and Rhydypennau should not have funding removed and be offered to other partners to finance. There is a real danger of a watered down service with volunteers who are not library trained and so provide a mediocre service."*
Focus needs to be on library services rather than 'Hubs'	3	2.3	• *"Keep it as library - it could act as the Lead for Llanishen and Lisvane - bear in mind you do not have one in Pontprennau - its use and ease of parking could be promoted. "*
In favour of volunteers	3	2.3	• *"Rhydypennau Library is a superb facility with toilets and caters for all ages. This is just the sort of establishment that should be supported through the hub initiative and voluntary support."*
Concerns regarding volunteers	3	2.3	• *"Rhydypennau library is used by people of all ages. Whenever I visit there are always people there seeking advice, also children's reading groups. It is convenient and central and if closed would be a great loss to the residents. Have doubts about community groups, they usually start well then fade through lack of interest."*
Costs/savings minimal	2	1.5	• *"It seems wrong to spend lots of money creating new library services whilst closing excellent and well used existing facilities, in particular Rhydypennau library where there are no alternative community facilities or buildings".*
In favour of the proposals	1	0.8	• *"We do not need so many branch libraries."*

Community Asset Transfer	1	0.8	• *"To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise."*
Council accused of 'not listening'	1	0.8	• *"Rhydypenau and Rhiwbina libraries are supported by the local residents. There have been campaigns for both these libraries to remain. It seems to me (in the absence of raw data) that there is a Nanny State attitude to which libraries stay and which go"*
Lack of Info	1	0.8	• *"No options have been provided as to what would happen if you are unsuccessful in finding an alternative partner to take over the running of the site"*
Misc.	8	6.2	• *"Penylan could double up with Roath. Llanishen to double up with Rhydypennau."* • *"My family use Rhydypennau library"*

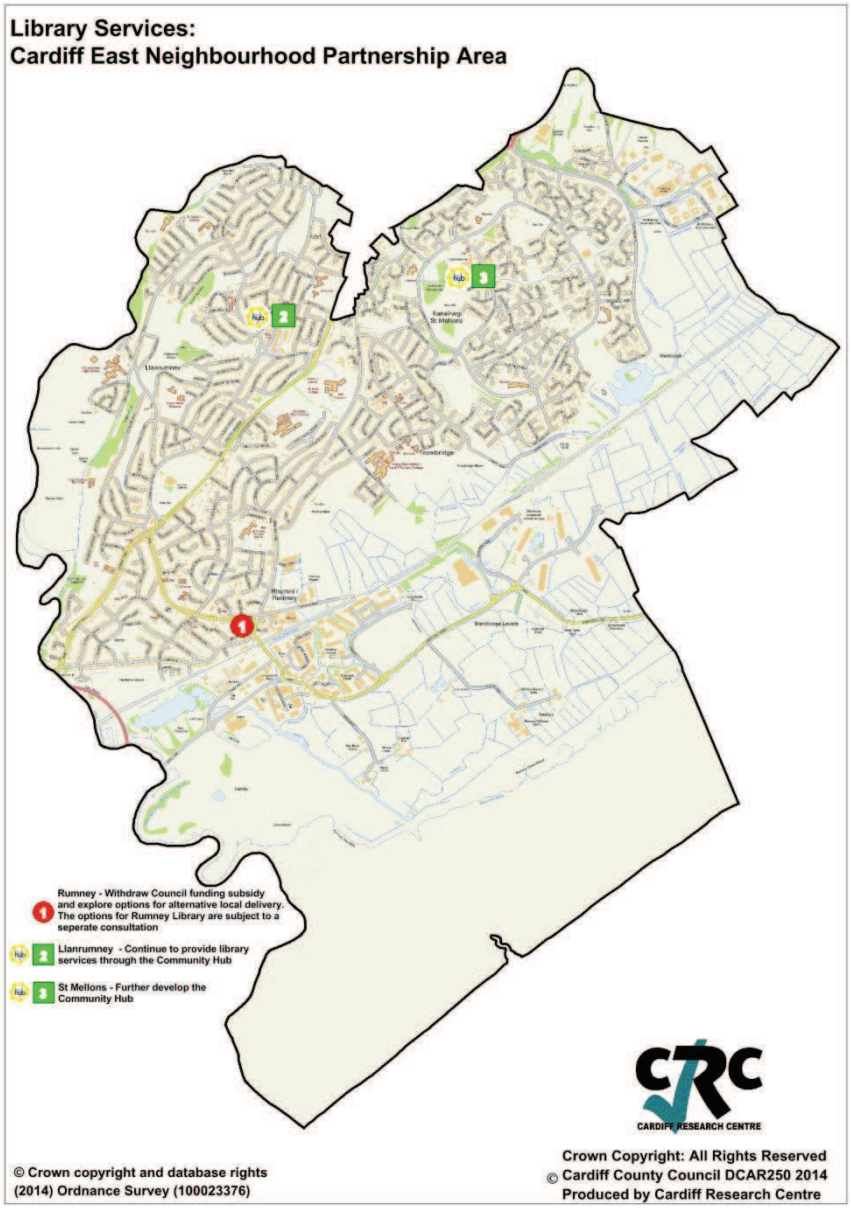
**N.B. Comments may have been coded against more than one theme*

3.5 Cardiff East

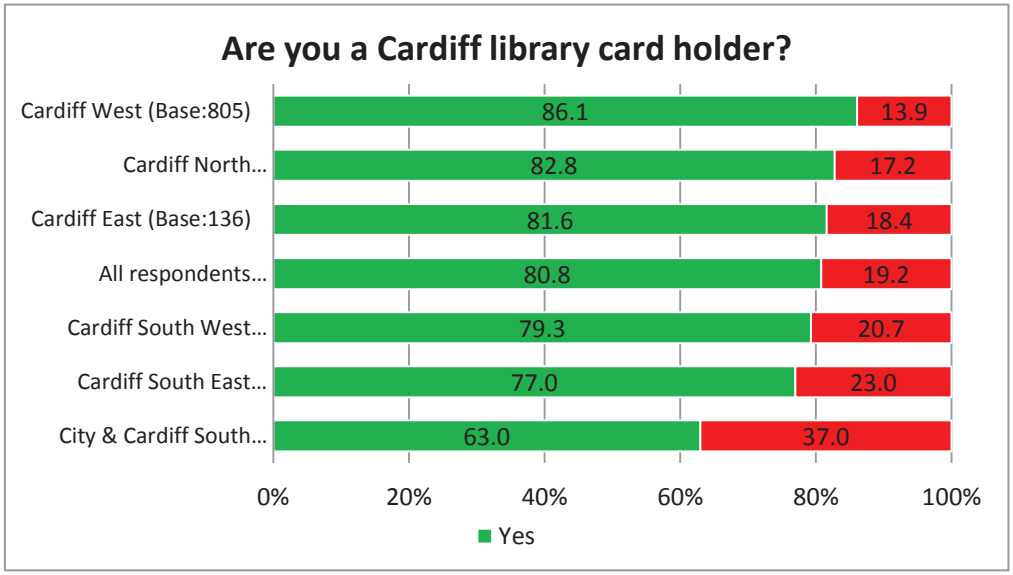
There are three library facilities contained within the Neighbourhood Partnership Area of Cardiff East namely **Rumney Library**, **Llanrumney Hub** and **St. Mellons Hub**.

Proposals:

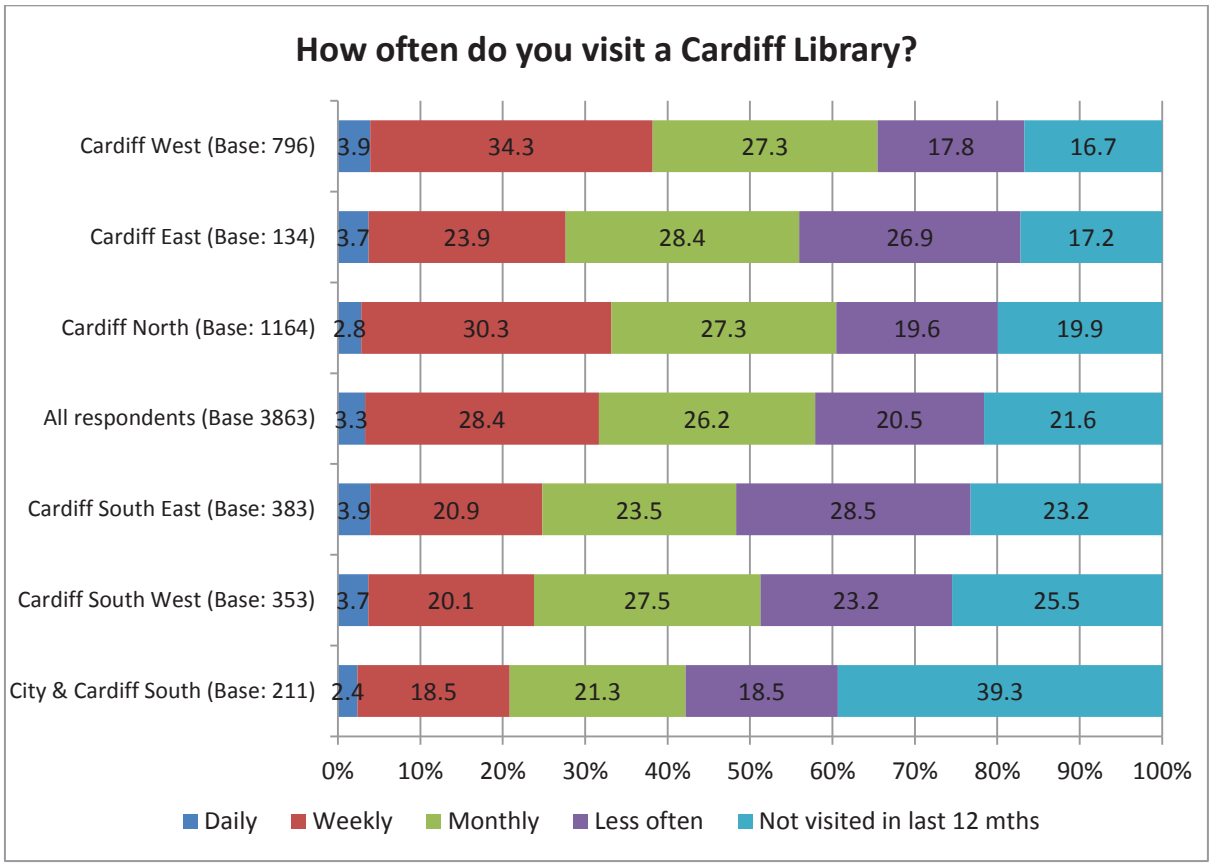
- **Rumney Library** - Withdraw Council funding subsidy and explore options for alternative local delivery. The options for Rumney Library are subject to a separate consultation.
- **Llanrumney Hub** – Continue to provide library services through the Community Hub.
- **St. Mellons Hub** – Further develop the Community Hub.



There were **81.6%** reported library card holders in **Cardiff East**, compared to **80.8%** overall.



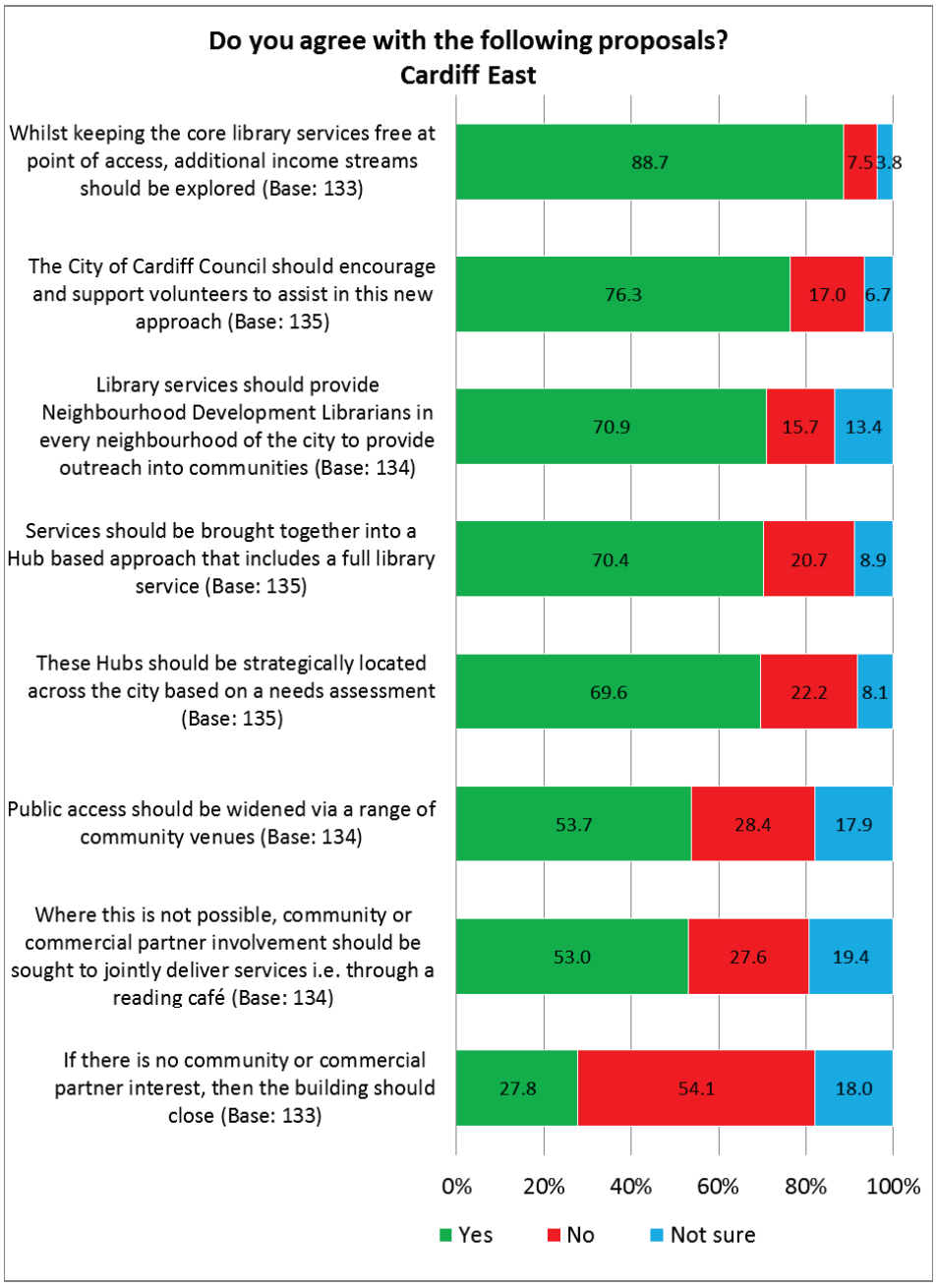
Of those responding, **56.0% in Cardiff East** reported to visit their library at least monthly, compared to **57.9%** overall.



The opinions expressed by residents in **Cardiff East** differed slightly from the wider group in several areas *(however, it should also be noted that there was a lower number of people responding which may impact on the results).*

Respondents in **Cardiff East** were more likely to agree *'services should be brought together into a Hub based approach that includes a full library service'* (**70.4%** compared to **61.3% overall)**

Similarly **69.6%** of respondents in **Cardiff East** agreed that '*Hubs should be strategically located across the city based on a needs assessment*' compared to the slightly lower **62.2%** overall.



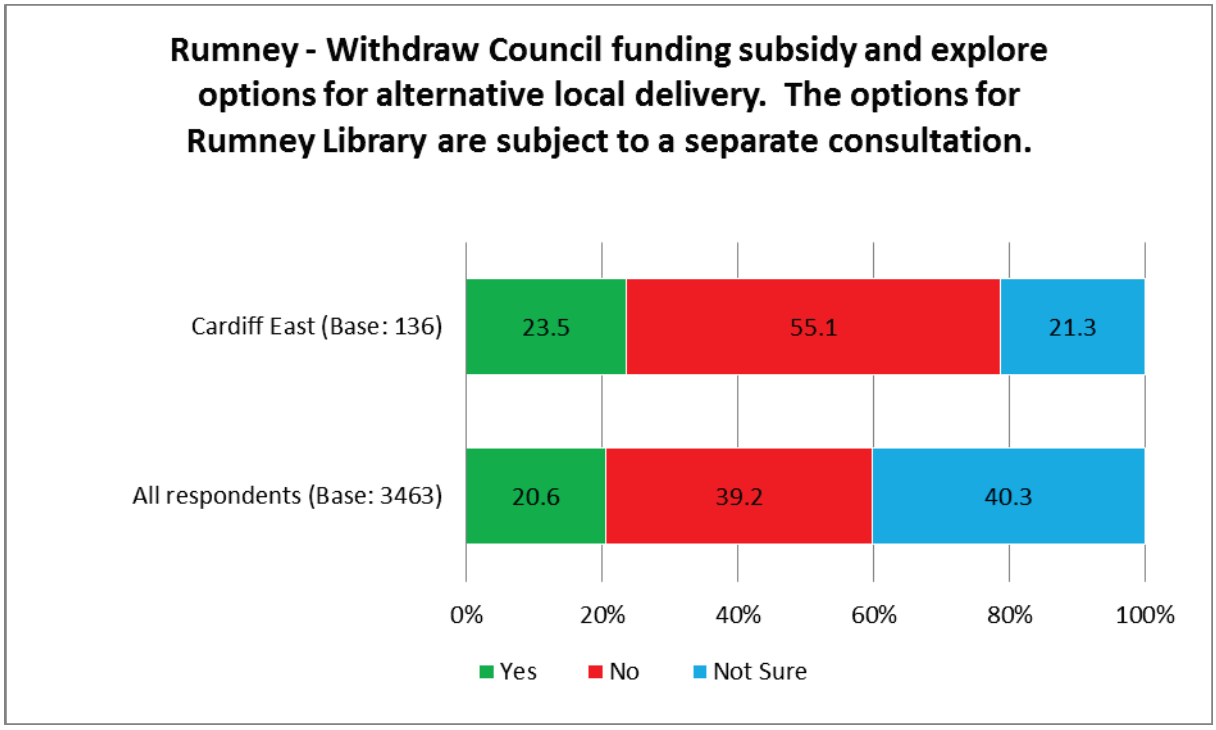
Respondents in Cardiff East showed greater support for the proposal that '*Library services should provide Neighbourhood Development Librarians in every neighbourhood of the city*' (**70.9%** compared to **63.7%** overall).

Almost two thirds (**63.6%**) of all respondents agreed that '*Public access should be widened via both a mobile library service and automatic book checking-in systems in a range of community venues*' however this opinion was shared by just **53.7%** of respondents in Cardiff East.

Cardiff East - Rumney Library

Plans to withdraw Council funding from Rumney Library and explore options for alternative local delivery were met with greater opposition from residents in Cardiff East than the rest of the population (**55.1%** opposition from **Cardiff East** compared to **39.2%** overall).

Local residents also instigated two separate petitions relating to the proposals including ***'Save Rumney Library Petition'*** which received a total of **1,390 signatories**; and ***'Retain Rumney Library'*** which received a total of **757 signatories**.



A total of **1,395 respondents** indicated their opposition to the proposal relating to Rumney Library. A total of **56 comments** (2.7% of all comments made regarding library services) specifically referenced Rumney Library and provided explanation for any opposition felt.

Those objecting to the proposal described the library as the 'lifeblood' of the area with its retention viewed as a priority. The existing facility was described as being located in one of 'the poorer parts of the city' and as such services the needs of a great number of people who may be without other means to access books, IT services etc. i.e. elderly, unemployed, low income families.

N.B. Proposals regarding Rumney Library are subject to a separate consultation exercise.

Rumney -56 comments received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	37	66.1	• *"I feel very strongly particularly for Rumney library. If only the Council could see for themselves the impact that library has on the community then they wouldn't consider closing it - it is the lifeblood of Rumney, particularly for older residents"* • *"Rumney area needs a full library provision in a designated building not on an ad hoc basis. It is the heart of the community."* • *"Rumney Library should not close because the community of Rumney need this facility for all age groups and especially those who do not have access to a car and for the pensioners.* • *Rumney library should remain and be expanded to offer further services to keep it open"*
Libraries are essential/ highly valued/must be retained	22	39.3	• *"Rumney is a deprived area of Cardiff so it is important to retain the library even if a support partner cannot be found."* • *"Rumney should be kept in its present form to meet the needs of the community."* • *"Rumney is a remote, low-income area of the city, where access to alternative library facilities is difficult. Its retention should be a priority".*
Negative impacts on the community/society/long term impacts	19	33.9	• *"I am concerned that funding will be withdrawn from Rumney, which is one of the poorer parts of the city and residents may not be able to access services in any other way. I presume service is not well used at the moment and feel that an exploration of this should precede any withdrawal of funding".* • *"The closure of Rumney library would mean a great number of people would have no access to books and IT facilities and leave them worse off."* • *"The existing Rumney library delivers excellent value for money to a wide range of ages, employed, unemployed & retired people. It also serves as a convenient venue for many local groups. The proposed changes would in my view result in a significant reduction in the quality of life of many of its users."*
Discrimination against the elderly/youth/low income families	15	26.8	• *"I live in Rumney and know that many of the residents who use the library here are elderly, or are children from the nearby school; they would not be able to access the Hubs at Llanrumney or St Mellons easily. There are very few community facilities in Rumney and I feel that losing the local library would have a detrimental effect on the community. Although I mainly use the library to borrow books, many of my neighbours use the facility to use the computers and meet with the neighbourhood police officers".* • *"Rumney is a neighbourhood with many elderly people so the library should remain open."* • *"There are a lot of elderly people in my area of Rumney and they cannot get to other library locations. - children should also have the Rumney library open for their reading sessions held there. Residents can also get bin bags in Rumney library which I also*

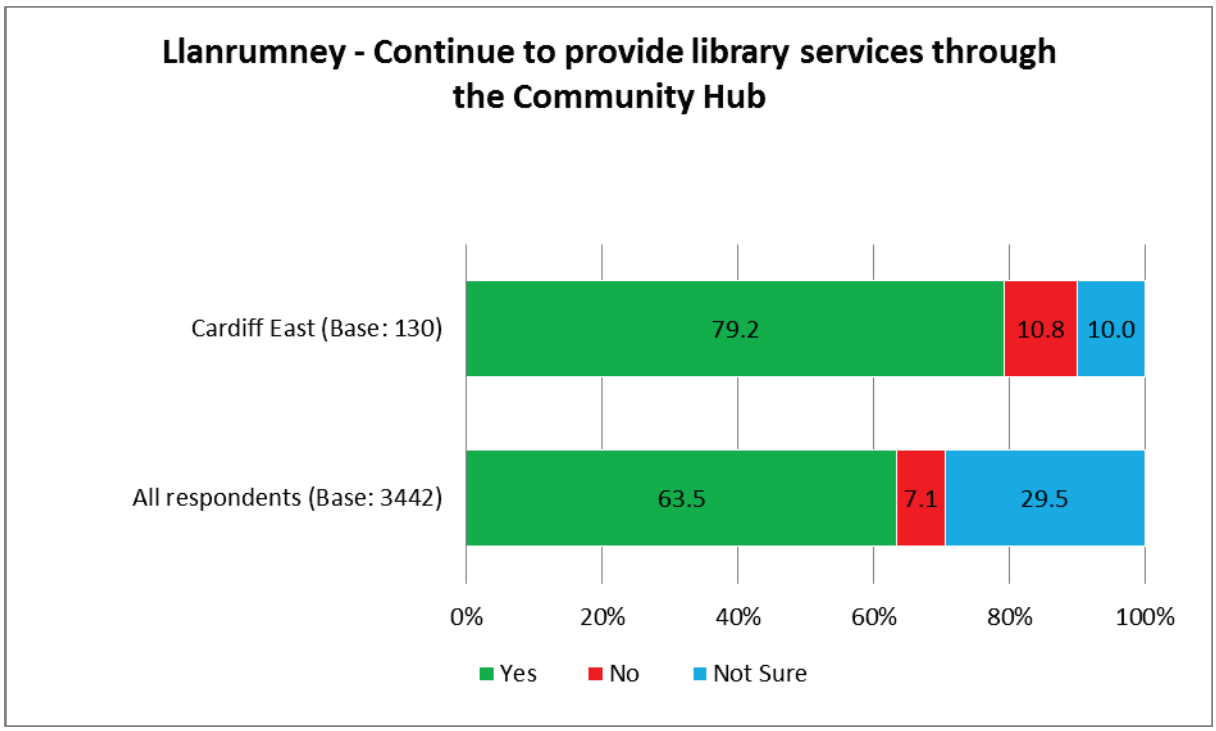
			find really useful as when we put the sticky labels on the bin bags for new ones to be left when we run out the bin men never leave them."
Access to Hubs i.e. travel costs/distance	14	25.0	• *"To lose libraries in these areas, Roath, Cathays and Rumney would be a sad loss as they are position in the centre of their communities making them accessible to the people that need them."* • *"People living in Rumney would find it difficult to travel to the St Mellons hub without a car. Unless a local alternative is found services provided by a library should remain close to Rumney itself."*
Current usage levels	4	7.1	• *"I have said no to "Rumney - Withdraw Council funding subsidy and explore options for alternative local delivery. The options for Rumney Library are subject to a separate consultation." as a resident of Rumney who uses the library regularly, I wish to visit my library for local services and books"*
Community Asset Transfer	3	5.4	• *"Rumney should also be given the option of Community Asset transfer. If money is being withdrawn completely from some areas, rather than use it to further develop a hub that already has had investment (in the case of St Mellons hub) it should be spent on one of the areas that has/is being proposed to receive no funding".*
Income generation incl. cafés, shops, community spaces, charges etc.	2	3.6	• *"Rumney Library - options should be the same as in other areas - with option to explore community / commercial partner - not just selling off and using land".*
Other ideas for alternative provision	2	3.6	• *"I am not convinced about the blanket withdrawing of funding - Rumney and Rhydypenau - maybe a joint strategy to enable a commercial partner to have financial support for at least the first few years."*
Geographic discrimination	2	3.6	• *"Closure of Radyr, Whitchurch and Rumney libraries would leave these areas with no library provision available in the local area, and no Hub which could incorporate a library service. These libraries should continue to operate, and could be used to incorporate other services where possible".*
Ideas for other funding sources i.e. savings in other areas/opening hours	1	1.8	• *"Rumney cross funding by the local churches and the school to use it for study".*
In favour of the proposals	1	1.8	• *"Transport links in Cardiff are such that almost all residents could access Central Library. All other peripheral libraries are an expensive service to run that is only accessed by a small minority of very vocal residents. Rumney library, in particular needs to close."*
Council accused of 'not listening'	1	1.8	• *"The Rumney Library is used by the local schools in the area, the elderly and the unemployed and also is a community resource. Why is it that the local community in the areas that are closing have to pay the same rate of council tax even though their services are being eroded by every council that takes over? Why aren't the council looking for maybe sponsorship funding to help keep the libraries open and used in the local communities."*
Negative image of Hubs	1	1.8	• *"I do not agree to the 'Community hub@ approach as I believe this is not a community option, it is just the closure of certain libraries and then calling the one that remains a hub. "*
Job losses/loss of expertise	1	1.8	• *"To turn these public building over to commercial interests would be a great shame and my overriding concern with the Community Asset Transfer of these buildings and the libraries is that when volunteer run they might offer a diminished service with a lack of professional expertise"*
Concerns regarding volunteers	1	1.8	
Wastage	1	1.8	• *"Why is it that the local community in the areas that are closing*

Costs/savings minimal	1	1.8	*have to pay the same rate of council tax even though their services are being eroded by every council that takes over? Why aren't the council looking for maybe sponsorship funding to help keep the libraries open and used in the local communities. Once these buildings have gone and been sold off like most of the other buildings in Cardiff by the council, they will never be replaced."*
Misc.	5	8.9	• *"Rumney is probably one of the areas in Cardiff that would benefit most from a Council-run Hub, yet it's looking like one of the first targets for the cull. Cathays library is based in a wonderful building, which has only just had restoration work completed on it."* • *"Why is Rumney have a separate consultation and no one else? Is it because you want to sell the land? If so, why don't you sell the land in other places e.g. Rhydypennau"*

**N.B. Comments may have been coded against more than one theme*

Cardiff East - Llanrumney Library

Proposals for Llanrumney Library received greater levels of support from respondents in **Cardiff East** than from the wider population. (**79.2%** in Cardiff East compared to **63.5%** overall).



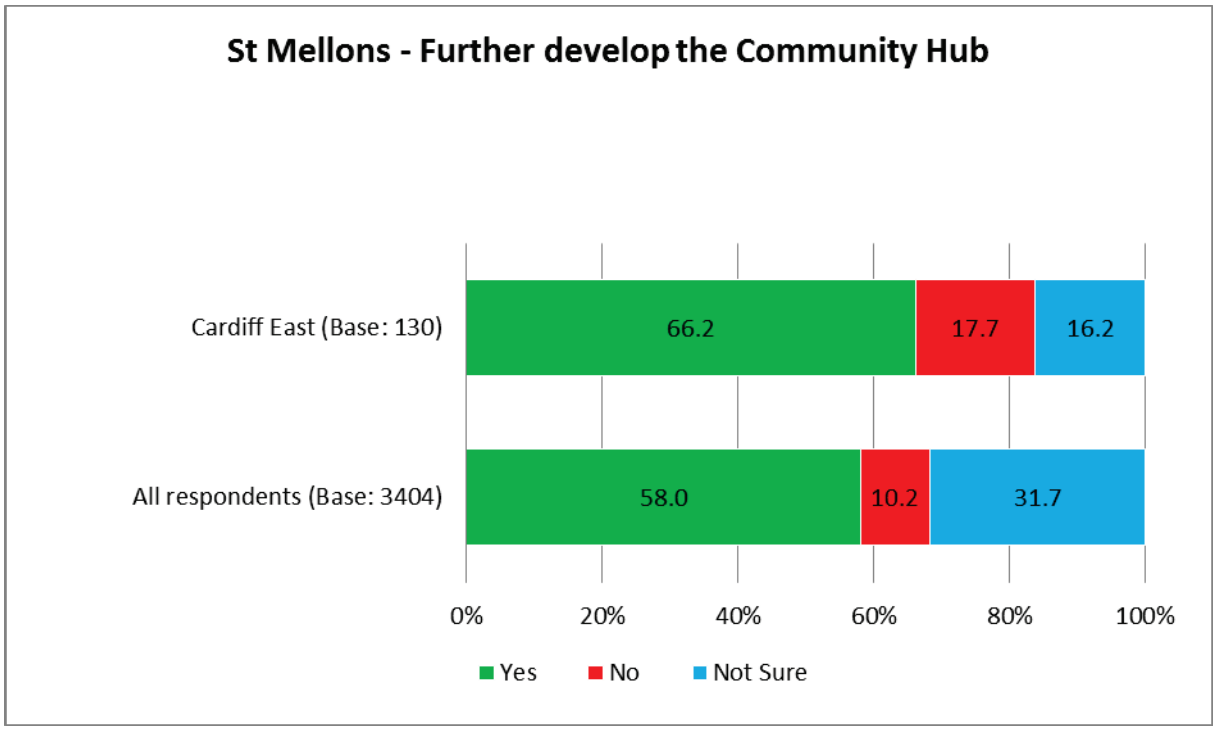
The 7.1% of respondents opposing the proposal represented a total of 243 individuals. Despite this, specific reference to Llanrumney Hub or explanation of the opposition felt was referenced in **only one of the comments** received.

The only specific reference to service provision from this location was:

- *"Library services are very important. Having used Llanrumney Hub, library services have been placed on a back burner, and are not deemed 'important' anymore".*

Cardiff East - St Mellons Hub

Proposals for Llanrumney Library received slightly higher levels of support from respondents in **Cardiff East** than from the wider population. (**66.2%** in Cardiff East compared to **58.0%** overall).



The **10.2%** of respondents opposing the proposal represented a total of **348** individuals. Despite this, specific reference to St Mellons Hub that provided any explanation of the opposition expressed was referenced in barely any of the comments received (**3**).

The only specific references to service provision from this location were:

- *"You're planning to spend even more money on areas where you already spend too much as St Mellons at the expense of Rumney that's far more deprived."*

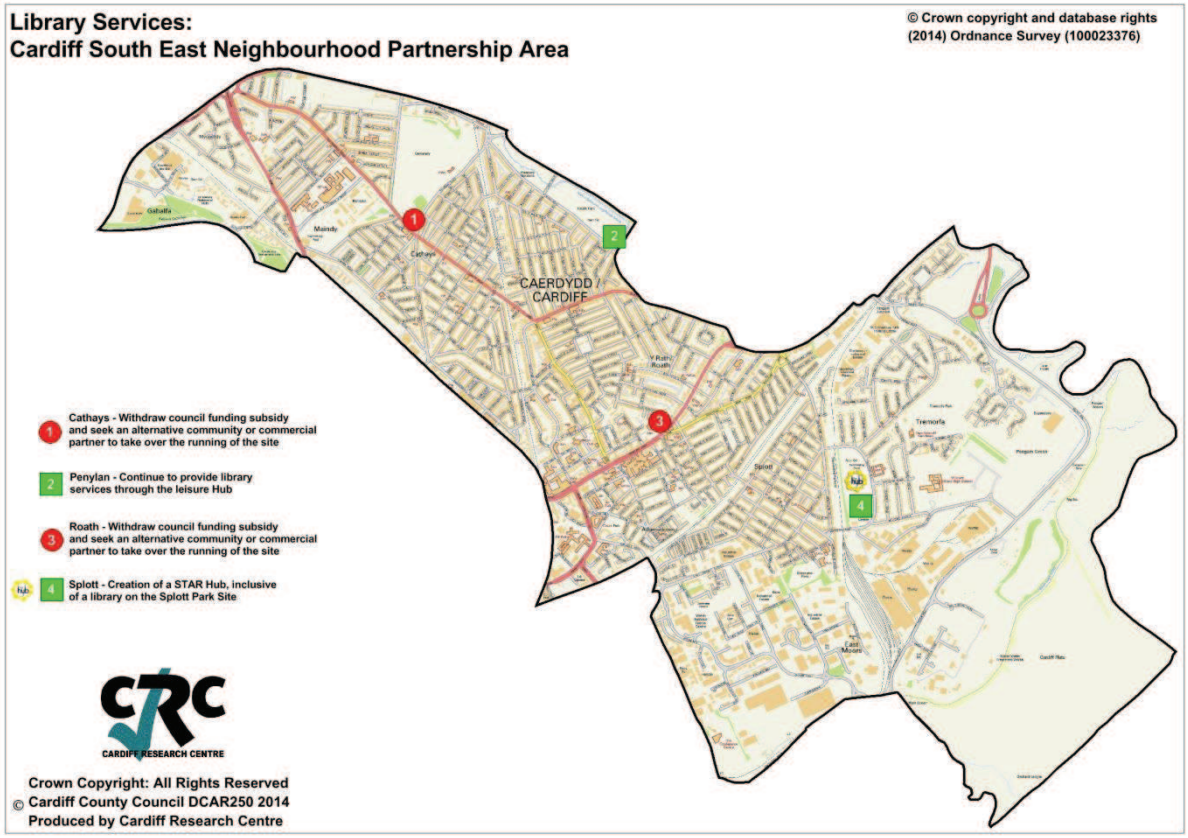
- *"If you must continue with the hub strategy then build one in Rumney and close the one in St Mellons an area that you squander far too much money on already."*

3.6 Cardiff South East

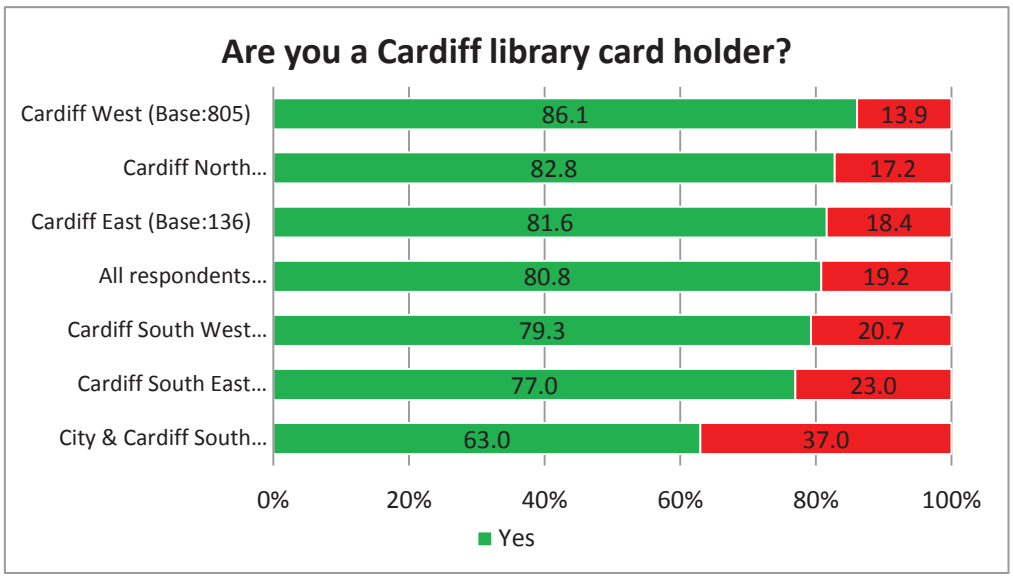
There are four library facilities contained within the Neighbourhood Partnership Area of Cardiff South East namely: **Cathays Library**, **Roath Library**, **Penylan Library/Community Centre** and **Splott Library at STAR Centre**.

Proposals:

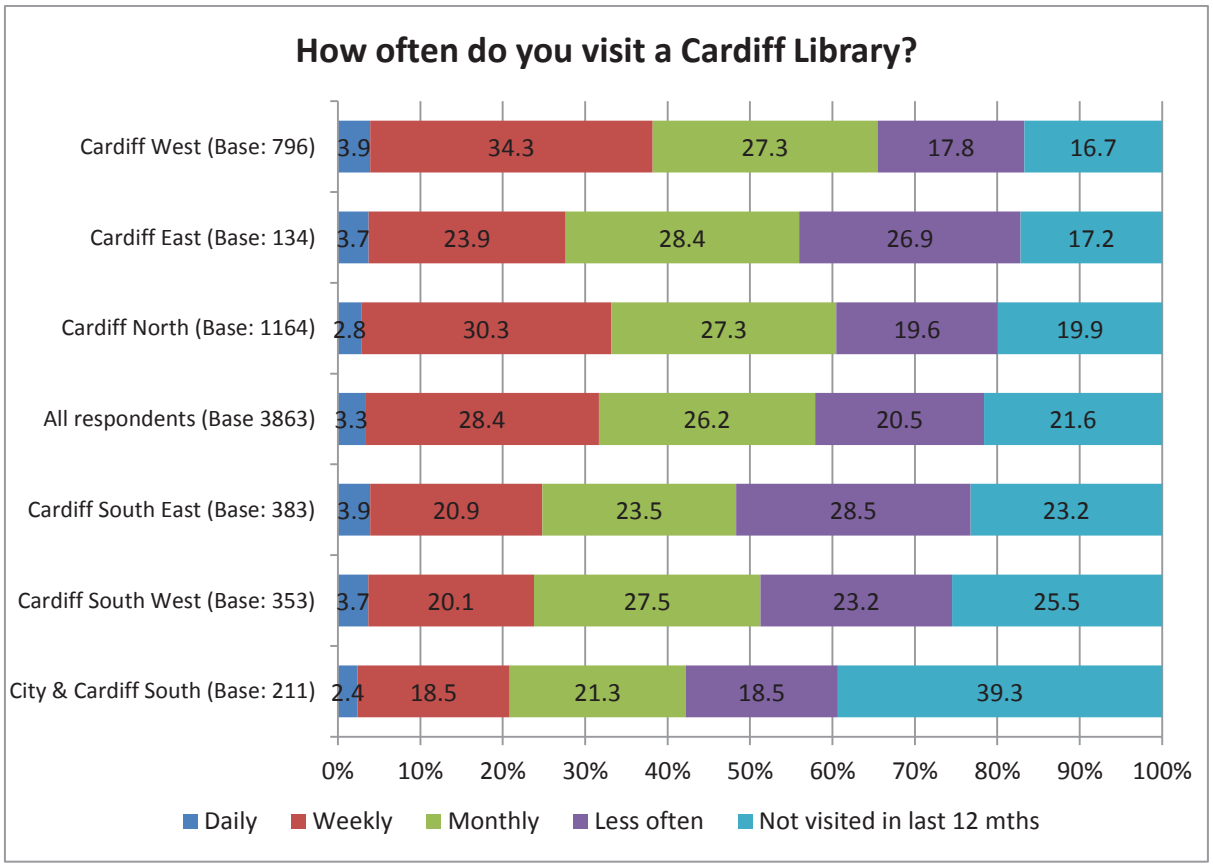
- **Cathays Library** - Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.
- **Roath Library** – Withdraw Council funding subsidy and seek an alternative community or commercial partner to take over the running of the site.
- **Penylan Library/Community Centre** – Continue to provide library services through the Penylan leisure Hub
- **Splott Library / Hub** - Creation of a STAR Hub, inclusive of a library on the Splott Park site.



There were **77.0%** reported library card holders in **Cardiff South East**, compared to **80.8%** overall.



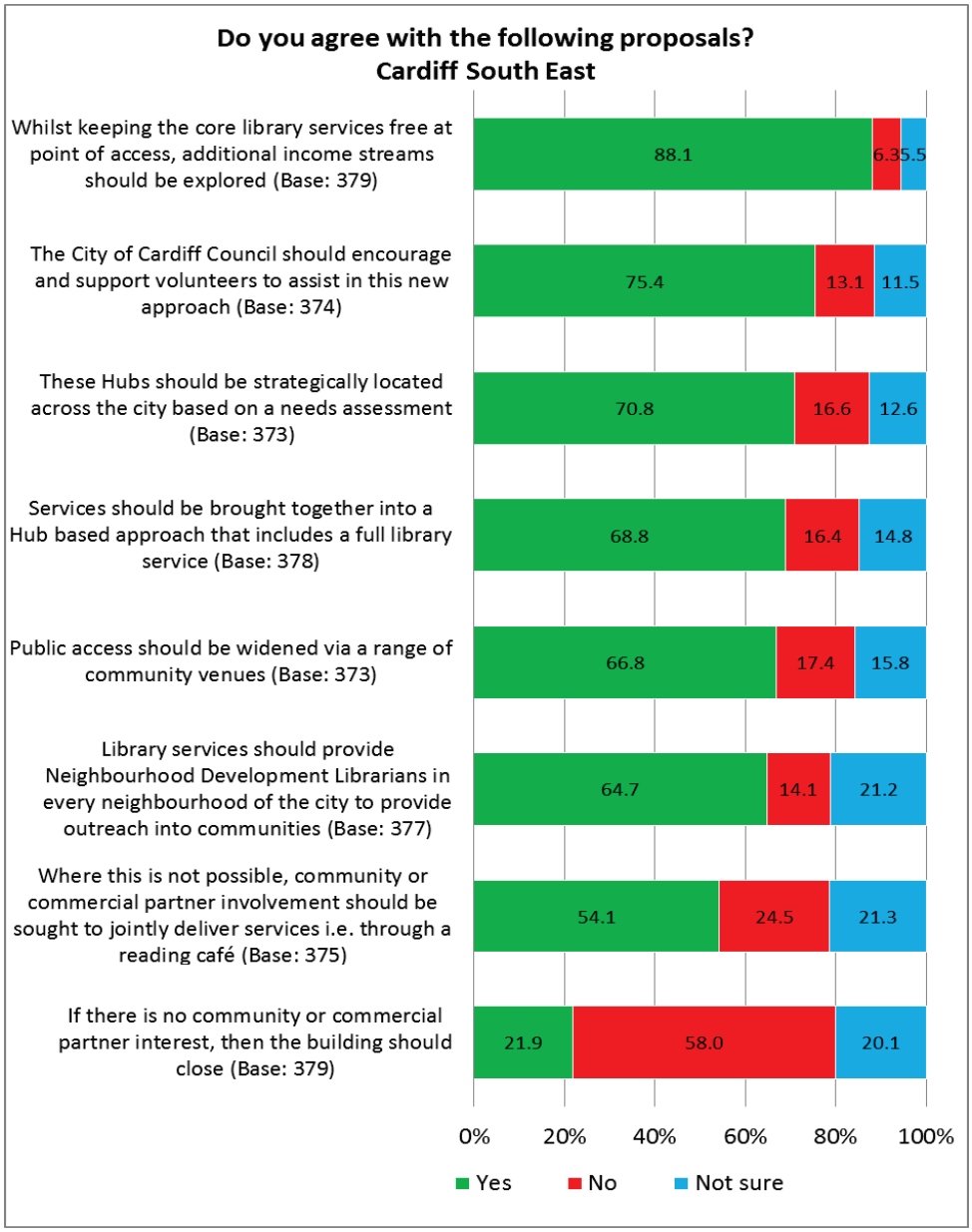
Of those responding, **48.3% in Cardiff South East** reported to visit their library at least monthly, compared to **57.9%** overall.



The opinions expressed by residents in **Cardiff South East** to the proposals presented largely mirrored those of the wider population with a couple of exceptions.

Instances where differences were identified were firstly that *'services should be brought together into a Hub based approach that includes a full library service';* a view which was agreed with by **68.8%** of residents in **Cardiff South East** compared to **61.3%** of respondents overall

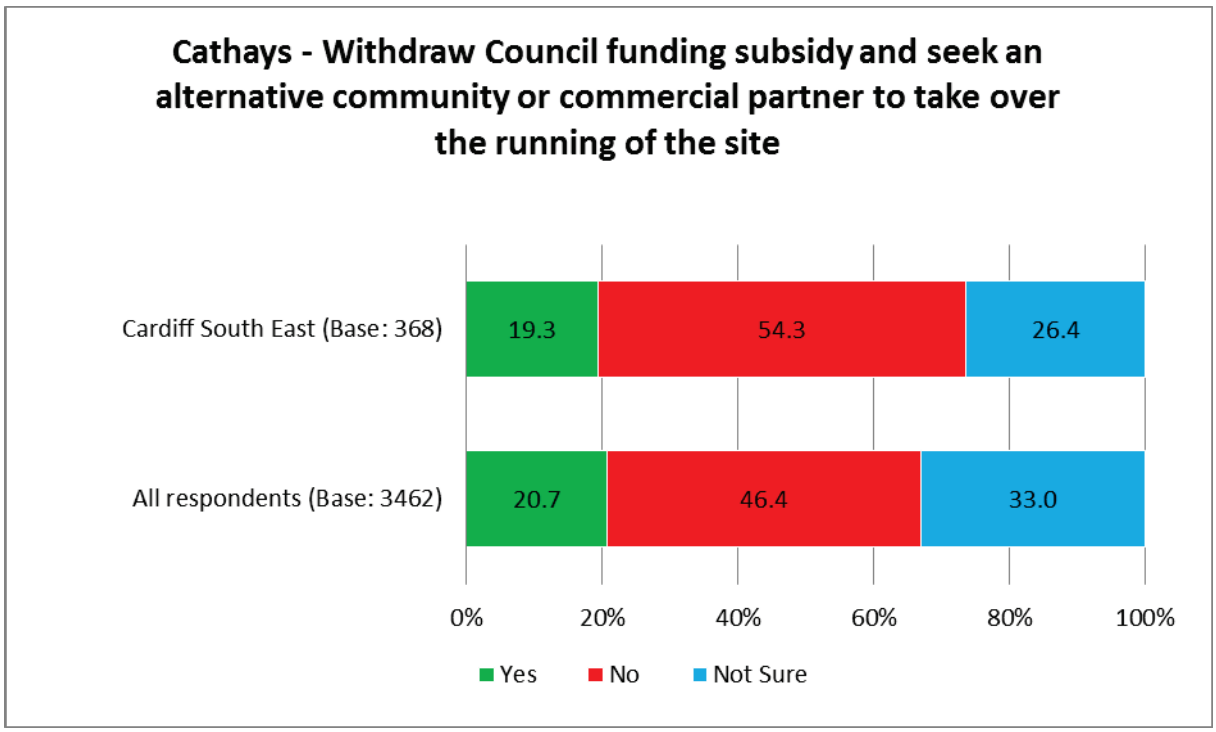
Similarly **70.8%** of respondents in **Cardiff South East** agreed that '*Hubs should be strategically located across the city based on a needs assessment*' compared to **62.2%** of respondents overall.



Cardiff South East - Cathays Library

Proposals for the withdrawal of Council funding from Cathays Library received higher levels of opposition from respondents in Cardiff South East than from the wider population. (**54.3%** in **Cardiff East** opposed the plans compared to **46.4%** overall).

Local residents also instigated a petition relating to the proposals entitled: ***'Closure of Cathays Library'*** which received a total of **127 signatories**.



The **46.4%** of respondents opposing the proposal represented a total of **1,605** individuals. Additionally a total of **126** comments were made that specifically referenced Cathays library and outlined the reasons for the opposition felt. These comments represented **6.1%** of the total number of comments made regarding library services.

Key Themes

- There was a strong view that 'essential services' were currently provided from the site
- There were concerns about the negative impacts of closure on the community
- It was felt that the Library is a 'unique' and 'historic' building which should remain under Council control
- Opposition was expressed regarding the waste of resources spent on the recent library refurbishment

A high proportion of the comments made focused on the **essential service** currently provided to the community from the Cathays site (45 comments). The location was described as popular with a wide range of groups including local students and the elderly.

- *"Cathays library is used mainly by students and the elderly."*
- *"Many conscientious students use the library as a study space and would pay for tea, coffee or other amenities there."*
- *"Cathays library is used regularly by students from local schools with no access at home to computers or reading material."*
- *"Large numbers of older people living there (Cathays) who use the libraries regularly and indeed many rely on them not only for books and IT access but also as a purpose in getting out of the house and to maintain links with the community."*

Recent refurbishment work undertaken by the Council at the library was the source of **32** comments with the majority of these citing the spend as a waste of public money in light of the most recent plans to withdraw funding.

The building itself in which the library is situated was described as both '***unique'*** **and** **'*historic'*** and was referred to by **23** respondents. Generally the feeling was that such a building should not be permitted to either fall into disrepair or be passed on to a commercial business and should instead remain firmly under Council control.

- *"Cathays and Canton are unique historic buildings, purpose built libraries and once they close and are sold off for redevelopment, public will never have access to them again in the same way."*
- *"If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?"*
- *"Also considerable money was spent on modernising Cathays Library it does not make sense for the council to withdraw the subsidy and potentially lose the building."*

Cathays – 126 comments received			
Theme	**No.**	**%**	**Examples of comments***
Libraries are essential/ highly valued/must be retained	46	36.5	• *"Cathays is in an important area of the city to need community services as well as being a special building"* • *"Cathays Library has had a high profile redevelopment in recent years and provides an excellent service for the Cardiff residents who still live in the area. If it is handed over to a commercial partnership it will probably end up being redeveloped with more of an emphasis towards students which would not be fair on the local community."* • *"Cathays library is used mainly by students and the elderly. I*

			used to go there regularly with my children when they were small to catch up with other people and have a break". • *"Cathays Library is a very special building historically and aesthetically, and has already received a massive amount of funding for the building's renovation. If there is interest from a community group or suitable commercial enterprise (café) that would work alongside the library services that is fair enough but the building should not be put in jeopardy. Many others living in this area feel the same as I do about it."*
Generally against the proposals	46	36.5	• *"Libraries should be left at Radyr - Pontprennau, Rumney, Whitchurch and Cathays."* • *"You want to close my local library (Cathays). It is the easiest scanning facility in a ten minute walking distance from my house. I need it for work".* • *"Cathays is a student area and as such should be funded by the council."*
Wastage	32	25.4	• *"Many residents who rely on their local library for services including recycling bags will be left with nothing. Many of the libraries earmarked for closure (such as Cathays and Radyr) have recently been redeveloped at significant cost to the council, which will be wasted if they close."* • *"Withdraw council funding in a city with very few commercial or voluntary partners with the capacity to take on the management of a library, and with the likely loss of Council IT services, amounts to closure. Why is this being done in deprived wards such as Rumney, Roath and Cathays? Bearing in mind the extensive cost of refurbishing the latter, why is it being effectively earmarked for closure?"* • *"Council has just invested heavily in improving Cathays site. Should therefore be prepared to continue commitment to Council run Library service. Lots of Primary schools in the area (Gladstone, St Monica's, Allensbank, Ysgol Mynydd Bychan, St Joseph's) use this site to encourage children to access Library Services. Handing over to third party and out of Council control risks erosion of service and potentially eventual closure. Roath/Splott: both districts are small and share a wide area boundary. It would be more logical to create the new "Splott" Community Hub on the Roath library premises."*
Negative impacts on the community/society/long term impacts	27	21.4	• *"Rhiwbina, Rhydypennau and Cathays are in areas where there is a lack of other community facilities, and I would prefer to enhance services in these buildings, rather than put them at risk."* • *"Re Cathays library. I am very concerned about this proposal. A community centre already exists at the bottom of Cathays Terrace. What impact will the proposal have on that? What thought has been given to bringing the new development at Cathays cemetery with the library? This library is always full of young people from BME communities. How are you reaching out SPECIFICALLY to these communities? The Council has spent £1m renovating Cathays library, how can you possibly talk about closure?"* • *"Spend one day in Cathays community library and you will understand how essential it is to the community; unemployed people, especially older unemployed people and immigrants using the computers to look for work, teenagers who do not learn well in a school environment work well in the library, teenagers and children meet in the library after school and play games on the computers or talk (yes, quietly!), mothers (or fathers, grandparents) with small children, a homeless person reading the paper. Community libraries are one of the*

			few places where people of different ages and walks of life spend time together, peacefully. They are essential for community cohesion. This is very important at a time when economic pressures are creating tensions within communities."
Listed buildings	23	18.3	• *"Cathays - It would be a shame as it is a historical library building"* • *"Funding should not be removed from Cathays and Roath sites, these areas still have a lot of families living in them who should be able to access library services. The Cathays Library is also a listed beautiful building which should be looked after by the Council as an historical asset"* • *"I am not familiar with many of the libraries across Cardiff but Cathays and Canton are unique historic buildings, purpose built libraries and once they close and are sold off for redevelopment, public will never have access to them again in the same way."*
Current usage levels	19	15.1	• *"Whitchurch and Rhiwbina and Cathays libraries are well used and are in areas with less other council facilities than other areas. These should definitely not be closed or have the council funding withdrawn."* • *"Cathays Library is a busy Library, which is used by a number of people from the very young to the older generation. Students use it the most, especially the Internet as not everyone has a computer."* • *"Cathays library is used regularly by students from local schools with no access at home to computers or reading material. Money has been spent restoring the building it should not be wasted going into private hands."*
Discrimination against the elderly/youth/low income families	16	12.7	• *"Cathays Library is a busy Library, which is used by a number of people from the very young to the older generation. Students use it the most, especially the Internet as not everyone has a computer."* • *I regularly use the Cathays library which is within easy reach on foot, by car or by bus. This branch and all the other branches within easy reach of my home are under threat. In view of my age I can see a time in the future when I will be unable to make use of the library service as all the branches will be out of my reach."*
Income generation incl. cafés, shops, community spaces, charges etc.	13	10.3	• *"Cathays - this facility has only just been renovated. 'If' no community/commercial partner is found and this closes it would be an incredible waste of such a wonderful building. I do believe the space could be used for other things, maybe a cafe with profits going back into the service?"* • *"Cathays has just received major investment. Could the council not considering renting it out to make money? Good wedding venue if closed books away?"*
Ideas for other funding sources i.e. savings in other areas/opening hours	13	10.3	• *"Llandaff north, Rhiwbina and Tonwgynlais costs transfer to keep Whitchurch library. Cathays absorb in central* • *"Roath, Cathays, Rhwibina and Whitchurch- Create a Community Hub with new full-service library. Don't withdraw subsidy"*
Access to Hubs i.e. travel costs/distance	13	10.3	• *"Roath & Cathays areas are less affluent areas than other areas and residents are more likely to need a library within walking distance"* • *"Cathays - I use/used a lot (especially when I was a student) and would be a shame to shut because it is quite far to get to another library from there. The range of books was never great and some of the staff not very friendly, but it was quite far to get to another library so I used it".* • *"Not quite sure what a 'community hub' is. I would possibly*

			use the library less if it was used for benefits/get into work type things as well. I go to the library to relax and would be put off by feeling it was also a place for 'chores'. Would be concerned about people queuing for other services/loitering".
Other ideas for alternative provision	6	4.8	• *"Cathays has recently been refurbished and is a beautiful old building. Better to possibly reduce staff or cut hours rather than handing over to commercial partner so soon, community partner or Cathays H.S./ Gladstone schools would be better option."* • *"To eliminate Cathays and Roath leaves a considerable geographical area of Cardiff without a service. One should remain and developed as a hub."* • *"Reduction in hours would be preferable: e.g. Monday, Wednesday, Saturday for shorter hours (e.g. morning/afternoon) as it didn't tend to be very busy when I went in. Could run on shorter hours potentially. More things could go on here - computer courses for example as inside it's a nice building."*
Geographic discrimination	6	4.8	• *"Based on the council proposals it would seem that North Cardiff would not have library services if Whitchurch, Rhiwbina, Cathays, Roath and Rhydypennau were to have their funding withdrawn. Hubs might be a good idea for some areas but consideration needs to be given to how much it cost to create a new community Hub and is there really demand for one in nearly every ward. Also considerable money was spent on modernising Cathays Library it does not make sense for the council to withdraw the subsidy and potentially lose the building".* • *"You can't close Cathays AND Roath!! Where do we go locally for books? Moreover, didn't you just spend £700k doing up the Cathays library opposite a school???"*
Community Asset Transfer	2	1.6	• *"I'm not sure if the transient population (students) in Cathays would be able to create the ability to manage a community asset transfer - but I may be wrong."*
Promotion/advertising	2	1.6	• *"Rebrand the library and perhaps alter opening hours to encourage community activity, but don't withdraw the service."*
Job losses/loss of expertise	2	1.6	• *"Libraries support literacy, which is the most important skill for any person to have; closing libraries will cost more in the long run with children and adults with very low literacy skills because they cannot access free books."*
In favour of volunteers	2	1.6	• *"Why not ask volunteers to see to the libraries, there are a lot of students in Roath and Cathays. There are a lot of older people in Rumney, how could they reach Llanrumney, that is most times old people meet up."*
Concerns regarding volunteers	2	1.6	• *"Roath and Cathays Library serve a massive population in a fairly deprived area and it's unlikely to have the kind of community support that more affluent areas like Radyr are attracting which means it's likely to be shut and stay shut. I cannot see any commercial backing being found or enough volunteers to be able to sustain."*
Costs/savings minimal	2	1.6	• *"It appears that the services being withdrawn are almost entirely in the North Cardiff areas which are continually subject to cuts and withdrawal of council services where residents pay higher council tax than most other areas of the city. Greater effort should be made by the council to attract commercial partnerships or tenancies within the library buildings in order to underpin the library provision in those areas but this should not be the sole source of financial support - the council has an obligation to support every area of the city in equal measure.*

			In the case of Cathay's library in particular it would be a travesty to allow Cathay's library to close should it not prove possible to attract community or commercial partners when a huge amount of money has so recently been spent restoring a beautiful listed building - what a waste of money!"
In favour of the proposals	1	0.8	• *"You should concentrate limited resources at the Central library and publicise more widely the availability of e books. You should save money by closing or transferring to community ownership all other libraries."*
Focus needs to be on library services rather than 'Hubs'	1	0.8	• *"Cathays is a Carnegie library that can only be council run. Any attempt to change its focus will result in the trust taking back its building. Central library should be a library worthy of a capital city. The withdrawal of the local history floor with all its unique resources as well as its knowledgeable staff is a great loss. Rhydypennau and Rhiwbina are both well used, busy branches well regarded in the areas they serve. I use the three branches mentioned so I am familiar with all their services. There is no room in the present Llanishen branch to expand any service."*
Negative image of Hubs	1	0.8	• *"The closure of Cathays Library (a Carnegie Library) would be an absolute disgrace. Most "Hubs" I have seen in Cardiff are derelict, scruffy buildings with inconvenient opening hours and an uninviting, claustrophobic atmosphere. I've never dared to set foot in one, nor do I know anyone who has. Few people know what they are, what they offer"*
Misc.	10	7.9	• *"Roath and Cathays are largely student areas who will use Uni library services. Radyr and Llanishen are wealthier areas. I would be wary of commercial enterprises in case of exploitation"* • *"Cathays is a relatively deprived area of Cardiff and I believe that the residents would benefit from a library. I believe that this needs to be overseen by the council as opposed to hold on to another private, money making company. I do accept that the current building is large, expensive to heat and light and is not ideal (although it is absolutely beautiful!)"*

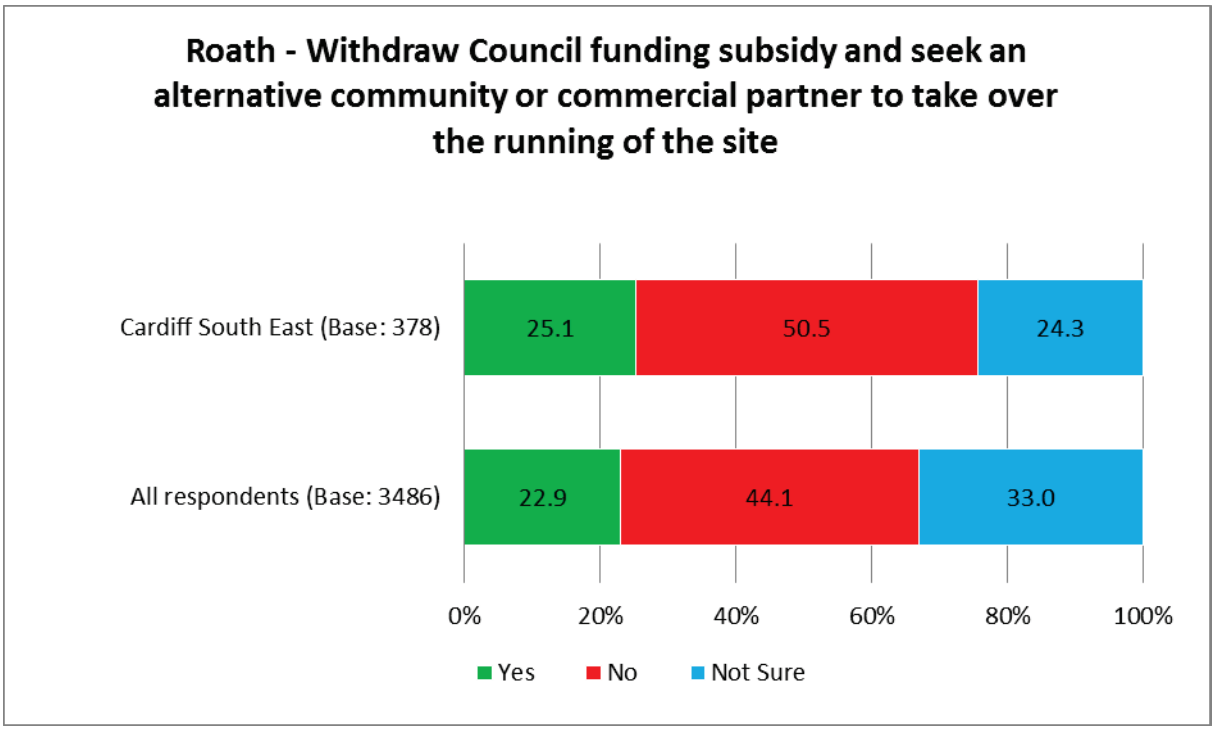
**N.B. Comments may have been coded against more than one theme*

Cardiff South East - Roath Library

Proposals for the withdrawal of Council funding from Roath Library[3] received slightly higher levels of opposition from respondents in Cardiff South East than from the wider population. (**50.5%** in Cardiff South East opposed the plans compared to **44.1%** overall).

Local residents also instigated a petition relating to the proposals entitled: ***'Keep Roath Library Open'*** which received a total of **29 signatories**.

[3] Temporary closure of Roath Library meant that hard copies of the consultation document were not able to be distributed at this location.



The **44.1%** of respondents opposing the proposal represented a total of **1,536 individuals**. Additionally a total of **68** comments were made that specifically referenced Roath library and outlined the reasons for the opposition felt. These comments represented **3.3%** of the total number of comments made regarding library services.

Key Themes

- There library is seen to provide an essential service which supports the needs of a large ethnic minority population
- There are concerns regarding the negative impacts on the community if the Library closes
- There are difficulties in accessing alternative facilities

The role of the library as an ***'important community resource'*** was again cited as the main reason that plans to withdraw funding should be reconsidered (23 comments).

The location of the facility close to Adamsdown was reported to mean that it services a large population of the city's **ethnic minorities** for whom the library was described as '*critical*'. For some Roath library was reported to provide their only access to IT facilities, whilst others use the library to learn the English language.

- *"The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource."*

Those responding to the consultation expressed some acceptance towards service cuts in the area but found the **closure of both Roath and Cathays to be unworkable** with the proposed STAR Hub located at Splott Park viewed as too far away and inaccessible.

- *"I can understand the problems of the cost of Roath library building, but the location of it is excellent, easily accessible on bus routes and on the way into or from town. This is not the case with the Splott building."*

- *"Closure of Roath library and moving Star hub to Splott park involves no library service within walking distance for me."*

- *"By getting rid of both Cathays and Roath libraries you would be completely removing the library services in the areas inhabited by the majority of university students in Cardiff."*

- *"Roath and Cathays are diverse areas with a range of communities - they need local, Council run buildings to access services and create an inclusive and unified community feeling otherwise they will become splintered and inward looking."*

Roath – 68 comments received			
Theme	**No.**	**%**	**Examples of comments***
Libraries are essential/ highly valued/must be retained	23	33.8	• *"Roath is a busy library and should not be closed."* • *"Roath library is an important community resource located next to Adamsdowm which is a severely neglected area".* • *"Roath - while I no longer live in this area, while I did, I often frequented the Roath library. It always appeared to be busy, given the size of the library. The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource"*
Generally against the proposals	20	29.4	• *"Cathays and Roath are both Listed Buildings. Roath in particular needs a large cash injection as the building is not for purpose and money has not been spent on maintaining it whilst I have been using it over the last 15 years. Cathays has recently had a large sum of public money spent on it. Both are buildings with limited commercial development potential due to their Listing but serve economically disadvantaged communities in Cathays and Adamsdown. Why can't the council recognise that in some areas a publicly funded facility needs to be maintained and enhanced? If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?"* • *"You can't close Cathays AND Roath!! Where do we go locally for books? Moreover, didn't you just spend £700k doing up the Cathays library opposite a school???"* • *"It is very difficult to accept the closure of your local library (Roath), when so many others are remaining open or being increased. Whilst there is the possibility of the creation of a new community hub in Splott inclusive of a library, this is not local and the location is not great. However I can understand the problems of the cost of Roath library building, but the location of*

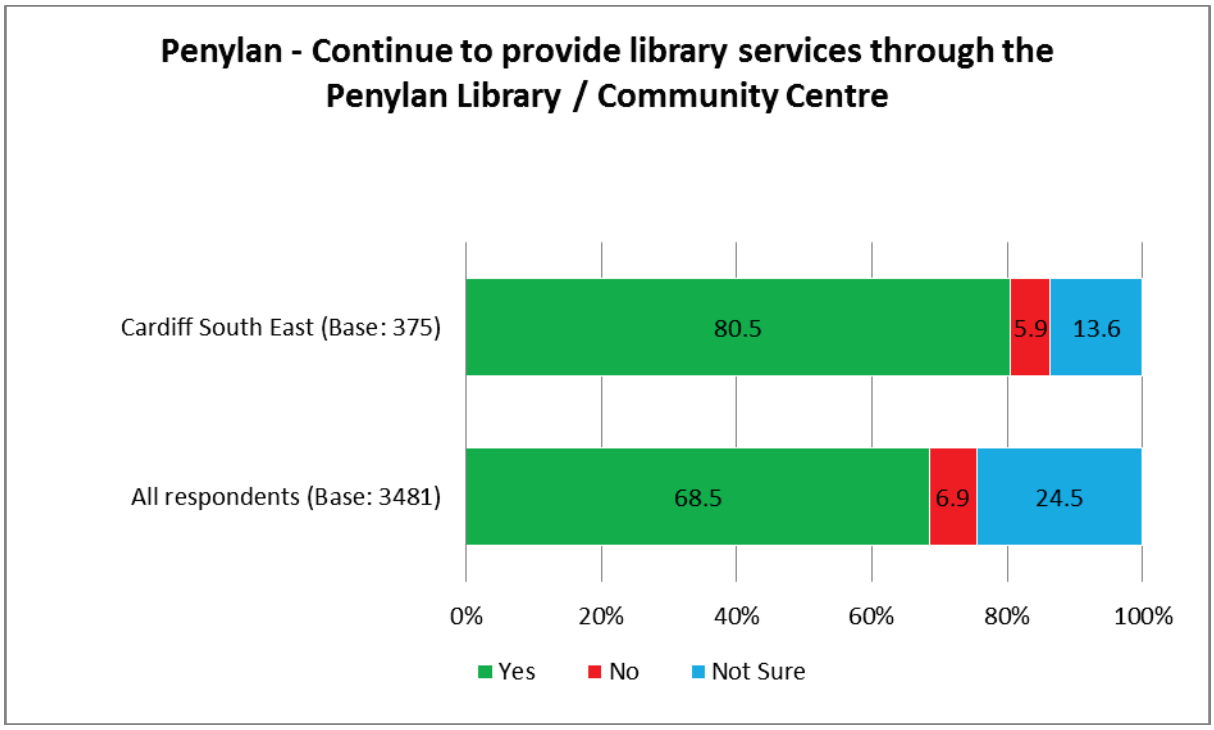
			it is excellent, easily accessible on bus routes and on the way into or from town. This is not the case with the Splott building. It is clear from the re-development of the CRI that a fabulous old building can be re-developed to create a modern facility. I would suggest that the re-development of the existing Roath library in a similar way to the CRI would be a better way to spend the money rather than a new build on a different site."
Negative impacts on the community/society/long term impacts	18	26.5	• *"Cathays and Roath are high in Private Rented accommodations. Families will rely on library services for children to do homework for example."* • *"Roath and Cathays are diverse areas with a range of communities - they need local, council run buildings to access services and create an inclusive and unified community feeling otherwise they will become splintered and inward looking. There are lots of older residents who rely on local services and families who use the park. Crwys road and Wellfield road are rare, thriving shopping and socialising areas but with the cost of living set to rise the fate of these areas hangs in the balance and withdrawing council services will definitely threaten their survival."* • *"I don't believe that the Roath branch should be closed as I know from my own experience that it is a valuable addition to the community. As I work at the university I don't have much of a need for library services as other members of the community (as shown by my very infrequent use of these facilities) but I do believe that they should be available and I have found them to be a great source of information when needed."*
Discrimination against the elderly/youth/low income families	12	17.6	• *"Roath Library would seem to be in an area with considerable existing challenges and disadvantages and I think having a library should be supported for the benefit of children in the local community."* • *"Roath is a very busy area with lots of students and families. I think it's essential that council funding continues to support its services."* • *"I believe that Roath library provides a very valuable resource for some of the more deprived residents in Cardiff and I am saddened by the suggestion that it will close, probably with the result "that some children and adults will have no access to books.*
Access to Hubs i.e. travel costs/distance	11	16.2	• *"Closure of Roath library and moving Star hub to Splott park involves no library service within walking distance for me."* • *"Roath library needs further support as for some it's necessary in the community in particular those that live in that area and have limited mobility and can't afford it if it was taken over by private companies or make the journey to other library sites."*
Current usage levels	9	13.2	• *"Roath library as well as being a purpose built library serves a wide community. The popular children's' reading hours, internet facility and space for art classes etc. should be reinforced with a stationery shop, cafe and different opening hours."* • *"Roath - while I no longer live in this area, while I did, I often frequented the Roath library. It always appeared to be busy, given the size of the library. The area consists of a large population of ethnic minorities who may have limited access to computers. The library was often busy with individuals using the computers and learning the English language. This library appears to be a critical service for this community and it would be a shame for these individuals to be without this resource".*
Ideas for other funding sources i.e. savings in other areas/opening hours	6	8.8	• *"Roath, Cathays, Rhwibina and Whitchurch- Create a Community Hub with new full-service library. Don't withdraw subsidy"* • *"Penylan & Roath should be combined. They are also nearer*

			town so would have access to Central library."
Other ideas for alternative provision	6	8.8	• *"Neighbouring areas where the proposal is to withdraw Council funding should be given a 'merger' option; e.g. a Hub centre for Cathays & Roath, or Whitchurch & Rhiwbina, could be more financially viable, attract greater investment, and provide a wider range of services than two centres competing across relatively small, neighbouring areas for funding, volunteers and public interest".* • *"To eliminate Cathays and Roath leaves a considerable geographical area of Cardiff without a service. One should remain and developed as a hub."*
Geographic discrimination	6	8.8	• *"I use Rhydypennau, Cathays, Rhiwbina and Roath libraries and you are proposing to put them all at risk. I will not have a full and proper library to go to!"*
Income generation incl. cafés, shops, community spaces, charges etc.	2	2.9	• *"Roath library as well as being a purpose built library serves a wide community. The popular children's' reading hours, internet facility and space for art classes etc. should be reinforced with a stationery shop, cafe and different opening hours."*
Listed buildings	2	2.9	• *"Cathays and Roath are both Listed Buildings. Roath in particular needs a large cash injection as the building is not for purpose and money has not been spent on maintaining it whilst I have been using it over the last 15 years. Cathays has recently had a large sum of public money spent on it. Both are buildings with limited commercial development potential due to their Listing but serve economically disadvantaged communities in Cathays and Adamsdown. Why can't the council recognise that in some areas a publicly funded facility needs to be maintained and enhanced? If a commercial partner is not found for these sites will they just close? What becomes of these landmark buildings?"*
In favour of the proposals	2	2.9	• *"Roath is an old building not worth keeping."*
Job losses/loss of expertise	1	1.5	• *"A local library requires to permanent building i.e. Rhiwbina, Roath rather than an occasional visiting development librarian. A local library is essential to encouraging children to read and engage with books at an early age and will improve their academic achievements."*
In favour of volunteers	1	1.5	• *"Why not ask volunteers to see to the libraries, there are a lot of students in Roath and Cathays. There are a lot of older people in Rumney, how could they reach Llanrumney, that is most times old people meet up."*
Concerns regarding volunteers	1	1.5	• *"Roath and Cathays Library serve a massive population in a fairly deprived area and it's unlikely to have the kind of community support that more affluent areas like Radyr are attracting which means it's likely to be shut and stay shut. I cannot see any commercial backing being found or enough volunteers to be able to sustain."*
Misc.	6	8.8	• *"Roath library has been allowed to decline to a state where it was not possible to keep it open. Funding should not have been withdrawn in this way from an existing facility. I feel it is well used and should be kept open, but perhaps with different services to suit needs of local community. it is located within a poor area, and use of computers is high. Children's section is much better than Pen y Lan, which has not dedicated enough space to children's books. I would have to travel much further to a worse facility."* • *"Roath and Cathays are largely student areas who will use Uni library services. Radyr and Llanishen are wealthier areas. I would be wary of commercial enterprises in case of exploitation."*

**N.B. Comments may have been coded against more than one theme*

Cardiff South East- Penylan Library / Community Centre

Proposals for the withdrawal of Council funding from Penylan Library received slightly higher levels of agreement from respondents in Cardiff South East than from the wider population. (**80.5%** in **Cardiff South East** approved of the plans compared to **68.1%** overall).



The **6.9%** of respondents opposing the proposal represented a total of **241** individuals. Just a small number (**12**) of the comments that were made relating to the proposals from library services made specific reference to Penylan Library or outlined the reasons for any opposition felt. Several of these comments suggested alternative proposals to merge the existing services at Penylan with other local facilities.

A selection of the comments made included:

- *"Some of the libraries and facilities are close together so should be merged like Roath and Penylan."*
- *"Penylan looks underused - merge it with Cathays or Roath"*

- *"You have proposed shutting both Cathays and Roath libraries, leaving only Penylan in the area. Penylan is a relatively small library and Cathays has only recently been refurbished. The plan for the area should be reconsidered"*

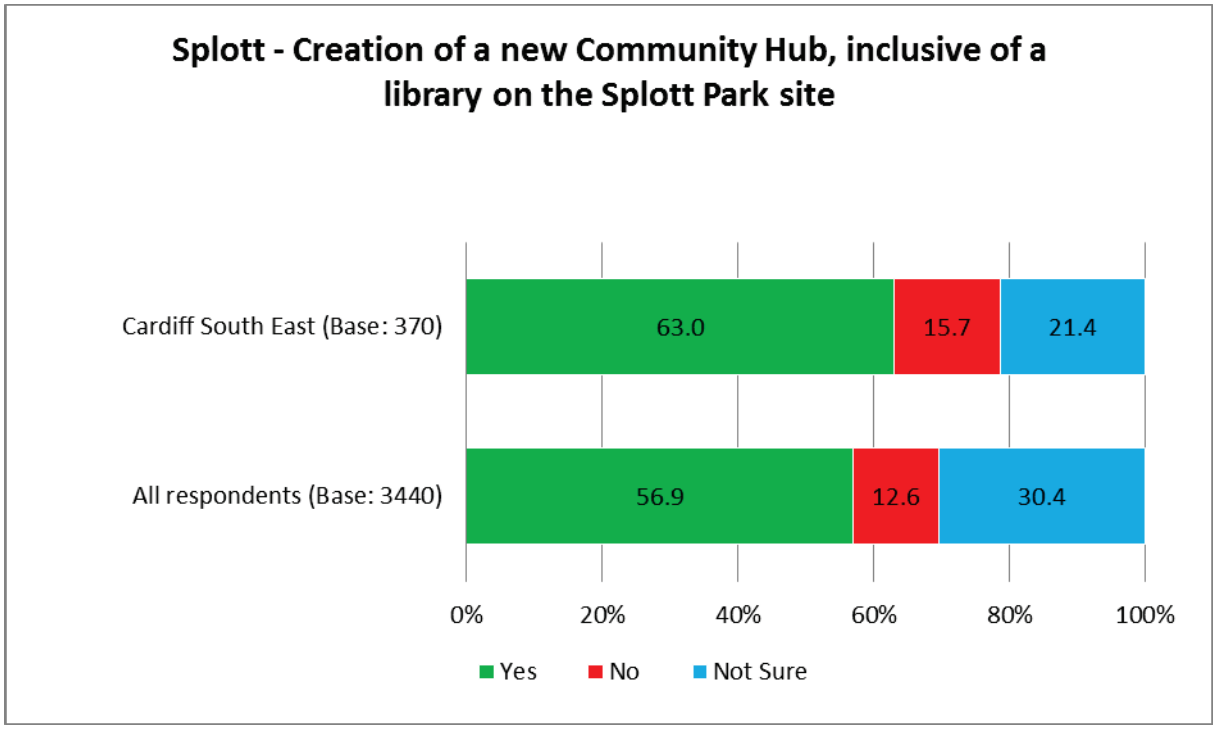
Penylan – 12 received			
Theme	**No.**	**%**	**Examples of comments***
Generally against the proposals	2	16.7	• *"You have proposed shutting both Cathays and Roath libraries, leaving only Penylan in the area. Penylan is a relatively small library and Cathays has only recently been refurbished. The plan for the area*

			should be reconsidered. Ditto for North Cardiff as well."
Current usage levels	2	16.7	• *"Penylan looks underused merge it with Cathays or Roath. Close the community centre, better served as a new site for Primary School proposed for Howardian"*
Negative impacts on the community/society/long term impacts	2	16.7	• *"Central Library does not provide a neighbourhood facility and is an expensive luxury, which is not required Cathays, Library provides a much needed and used facility within ready access to a number of schools and students - additional facilities should be available, i.e. coffee, classes etc. The availability of quiet rooms/computers etc. is vital for educational use and for those who do not have access to internet at home, but wish to have access at a LOCAL facility. Penylan is regularly used in addition to the leisure centre, meeting rooms etc. Rhydypennau provides a focal point for a large elderly population who may not get the opportunity to meet other people on a regular basis were it not for this facility"*
In favour of the proposals	1	8.3	• *"Some of the libraries and facilities are close together so should be merged like Roath and Penylan. Also why focus on a city centre expansion when the outskirts of the city are suffering."*
Libraries are essential/ highly valued/must be retained	1	8.3	• *"Keep all libraries open. I expect you think Penylan, Rhiwbina and Cyncoed are prosperous areas but all have high numbers of elderly residents who use the library."*
Ideas for other funding sources i.e. savings in other areas/opening hours	1	8.3	• *"Penylan & Roath should be combined. They are also nearer town so would have access to Central library".*
Other ideas for alternative provision	1	8.3	• *"Some of the libraries and facilities are close together so should be merged like Roath and Penylan. Also why focus on a city centre expansion when the outskirts of the city are suffering."*
Discrimination against the elderly/youth/low income families	1	8.3	• *"Keep all libraries open. I expect you think Penylan, Rhiwbina and Cyncoed are prosperous areas but all have high numbers of elderly residents who use the library."*
In favour of volunteers	1	8.3	• *"Canton library and Penylan libraries are very close to town and on a main bus route in to town. If libraries need to close then those in areas where people could easily access another library should go first. I think it is reasonable for those libraries close to town and on major bus routes to close. In addition these are areas where people are often more affluent than other areas so may be more likely to be able to access services easily. In addition, both areas already have strong community groups who may be able / willing to run libraries as volunteers. "*
Misc	4	33.3	• *"Central library is a brand new facility which should not need any more spending on it and the central location is not actually very user friendly for young family members. Rhyd y penau actually is ideally located to provide easy access to all age group as it is walking distance from a junior and secondary school and serves the more elderly community very effectively. Penylan is not well stocked, not pleasant to spend time in and the site is constantly flooded."* • *"Penylan provides a very poor service. Staff, lack of books and not user-friendly since development of the site."*

**N.B. Comments may have been coded against more than one theme*

Cardiff South East - Splott Library / Hub

Proposals for the withdrawal of Council funding from Splott Library received slightly higher levels of agreement from respondents in Cardiff South East than from the wider population. (**63.0%** in Cardiff South East agreed with the plans compared to **56.9%** overall).



The **12.6%** of respondents opposing the proposal represented a total of **435** individuals. A total of **36** comments that were made relating to the proposals from library services made specific reference to Splott Library and outlined the reasons for any opposition felt. These comments represented just **1.8%** of the total number of comments submitted.

Splott Library / Hub – 36 comments received			
Theme	**No.**	**%**	**Example of comments***
Generally against the proposals	29	80.6	• *"The STAR centre in Splott already has a busy library, its central to the community. There is no need to build a multi-million pound Hub when the building that is already in the heart of Splott meets the needs of the community. As always the richer areas of the city get the better deals and services."* • *"New Splott site is too far away from the shops and passing members of the public smaller part time libraries should close to fund larger ones."* • *"The STAR Centre in Splott should remain and further services developed in Tremorfa to serve that community."*
Libraries are essential/ highly valued/must be retained	7	19.4	• *"Splott library is great already."* • *"The STAR Centre in Splott should remain and further services developed in Tremorfa to serve that community."*
Wastage	7	19.4	• *"I don't think Splott should have a new hub the star centre is fine I*

			can't see any reason to spend millions on a new hub whilst there is that fantastic star centre there." • *"Central library should be maintained as it is. Waste of money shutting STAR only to rebuild in Splott. Just maintain the STAR!"*
Access to Hubs i.e. travel costs/distance	7	19.4	• *"New Splott site is too far away from the shops and passing members of the public smaller part time libraries should close to fund larger ones."* • *"The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local "riff raff" outside who will make it even more difficult for the elderly / vulnerable to use."*
Negative impacts on the community/society/long term impacts	6	16.7	• *"Keep the library in the STAR centre in Splott the building is already there and can be used more effectively, it's in the heart of the community! Building a new building is a waste of money and also a bad location, the park area is very open and dark at night and I think old people will not visit. The Star centre is already a building providing the STAR community with what they want; a pool can also be added as there is enough land on the site. Use the funds to change the STAR not knock it down and build new!"* • *"Hubs are not the same as libraries and do not provide the same level of service. The proposal to close the STAR library in Splott is ridiculous as the Tremorfa site is too far away. As a teacher, I know many families who rely on the STAR library. Local primary schools have very good relationships with libraries and their staff."*
Discrimination against the elderly/youth/low income families	3	8.3	• *"The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local "riff raff" outside who will make it even more difficult for the elderly / vulnerable to use."*
Current usage levels	3	8.3	• *"The STAR centre in Splott already has a busy library, its central to the community. There is no need to build a multi-million pound Hub when the building that is already in the heart of Splott meets the needs of the community. As always the richer areas of the city get the better deals and services."*
Income generation incl. cafés, shops, community spaces, charges etc.	2	5.6	• *"There is no need to invest in new hubs, but to make sure the existing ones are more efficient and effective. For example, both Star leisure centre and the one in Splott should be open, but the council should use its group spaces to rent to private businesses and generate revenue. The Star Leisure Centre can stay where it is but develop further to generate revenue by partnering with third party. Doing everything from scratch would cost money which can be better spent in developing existing facilities. In long term, there is no guarantee than the social behaviour, lifestyle and needs will stay the same and as a result it is important to develop existing facilities rather than taking an approach to completely developing a new one."* • *"I feel that no library should have council funding withdrawn, it is unfair to expect the community to volunteer, when many people within communities may not have the time or resources to do so and I feel that commercial partnership may warrant further issues, i.e. if a cafe is opened on site, what happens if that cafe doesn't make the required amount of money? I feel it should be considered as to why other libraries are doing better than others and consider how to improve upon the services, such as room rental and community projects. Splott for example has already had its pool knocked down for a better hub facility to be built, so why can this not be considered in other areas as well?"*

Ideas for alternative provision of services	2	5.6	• *" Roath/Splott: both districts are small and share a wide area boundary. It would be more logical to create the new "Splott" Community Hub on the Roath library premises."* • *"There is no need to invest in new hubs, but to make sure the existing ones are more efficient and effective. For example, both Star leisure centre and the one in Splott should be open, but the council should use its group spaces to rent to private businesses and generate revenue. The Star Leisure Centre can stay where it is but develop further to generate revenue by partnering with third party. Doing everything from scratch would cost money which can be better spent in developing existing facilities. In long term, there is no guarantee than the social behaviour, lifestyle and needs will stay the same and as a result it is important to develop existing facilities rather than taking an approach to completely developing a new one."*
Misc.	2	5.6	• *"I am very keen to keep all existing libraries as I feel they are a very important cultural and community centre for people of all backgrounds and ages. I feel very strongly that Splott Library and the Star centre should remain at the existing site and community hub facilities increased within the library to encourage more users. The plans for the new library and sports centre seem very limited and do not seem to be set to replace the previously existing facilities adequately enough.."*
Council accused of 'not listening'	1	2.8	• *"Splott hub is a disgrace - an example of the council not listening to a community and a politicised process where elected members have ridden rough shod over community members wishes and community workers thoughts. Whoever is responsible for signing this off should be dismissed."*
Geographic discrimination	1	2.8	• *"I think closing the STAR, Roath Library and Cathays is a big hit for south east Cardiff. If people haven't got a car, particularly in Adamsdown are they really going to walk to Penylan or Splott? I doubt it."*
Negative image of Hubs	1	2.8	• *"The Splott Park site is in Tremorfa not Splott. If you withdraw the star and Roath library you will isolate a lot of people including the elderly who will have difficulty reaching the new library. Also as it is a one stop shop so to speak it will no doubt have the local "riff raff" outside who will make it even more difficult for the elderly / vulnerable to use.*
Promotion/advertising	1	2.8	• *"I feel very strongly that Splott Library and the Star centre should remain at the existing site and community hub facilities increased within the library to encourage more users."*
Costs/savings minimal	1	2.8	• *"The Star Centre was only refurbished a few years ago. It seems a waste if money to already be thinking of a new building to replace one that is only 5-6 years old!"*

**N.B. Comments may have been coded against more than one theme*