Cardiff Research and Engagement Centre

Participation Strategy Consultation Report

Cardiff Council
November 2023

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BACKGROUND

Public participation is essential to ensuring that the voices of citizens are at the heart of decision-making. It provides an opportunity for the needs and aspirations of communities to be heard and allows public service providers to respond.

The purpose of the Participation Strategy is to establish a relationship with communities based on trust, a commitment to listen to all voices and that those voices are heard as we work together to address local priorities.

The Participation Strategy sets out Cardiff Council's commitment to strengthening participation and engagement. It includes a series of actions to ensure that every voice in the city can be heard and improve public awareness of its existing democratic participation arrangements.

METHODOLOGY

A survey was launched, with the aim of understanding people's level of engagement with the council, how people want to engage, what makes it difficult for them to do so, and what can be done to make it easier. The survey also gathered information on understanding awareness of local democracy, and accessing information on the council and the services it provides.

This survey was made available online and in paper format, in English, and Welsh, as well as Arabic, Polish and Bengali. These are the most commonly spoken community languages across the city, as identified by the 2021 Census.

Whilst the draft Participation Strategy was being developed, the Cardiff Research & Engagement Centre undertook an analysis of responses to three major surveys – Ask Cardiff, the Budget consultation and the Waste Strategy survey – to understand the profile of responses, and compare this profile against that of the population of Cardiff according to the 2021 Census. This allowed identification of groups typically less likely to engage in traditional consultation and engagement methodologies, primarily people who:

- are aged under 35

- are aged 75 or over

- are from Black, Asian and other minority ethnicity groups

- identify as disabled

- live in the poorer areas of the city

Efforts were made to promote the survey to these groups, and to encourage participation. Levels of responses were monitored during the consultation period, and methods to engage with these groups adapted to ensure their views were gathered.

The online survey was sent to members of the Citizen's Panel, and hosted on the council's website, both on the list of current consultations and on the home page.

Links to the survey were emailed to stakeholders (see list below), along with an invitation to request paper copies of the surveys in their choice of the languages available.

Many community organisations digitally promoted the survey via organisational newsletters, emails and WhatsApp messages to staff and members.

Paper copies of the survey and freepost envelopes were delivered to venues and organisations across the city (see list in Appendix 1).

Targeted face-to-face engagement was also undertaken both with organisations acting on behalf of groups typically under-represented in consultations, and with individuals from under-represented communities (see list in Appendix 1).

The consultation went live on Monday 24th July, and was intended to stay open for six weeks. It was noted that responses from some demographic groups were under-represented, and so the window of consultation was extended to Sunday 8th October, to allow time for targeted engagement with these groups.

Once the consultation had closed, responses to the online survey were cleaned and validated to remove blanks and duplicate responses, after which a total of 1,381 were received.

Qualitative face-to-face engagement was undertaken with over 200 individuals from, or representing, groups typically under-represented in responses to Cardiff Council's corporate surveys.

Those that did not provide a postcode are included in overall figures but are excluded from spatial analysis. Similarly, those that did not provide demographic information are included in the overall figures but excluded from subgroup analysis.

The response has been broken down by age, gender, ethnic background, Welsh Speakers, those with a disability, those identifying as LGBTQ+, and respondents that have a child living in their household.

In addition, the analysis includes the response from those living in the 'Southern Arc' of Cardiff which comprises the following electoral divisions: Adamsdown, Butetown, Caerau, Canton, Ely, Grangetown, Llanrumney, Riverside, Rumney, Splott, Trowbridge. (see map at Appendix 2).

RESEARCH FINDINGS

Summary of Findings

Overall, over 1,300 people took part in the Participation Strategy consultation survey. Three in five respondents (61.2%) to the survey were already a member of the council's Citizen's Panel. A fifth (19.4%) had *never* shared their views with the council before.

Amongst respondents taking part in the survey, there was a strong consensus that getting involved in shaping the delivery of services was important (99.2%). Those who had engaged with the Council previously had typically done so via *surveys* (69.5%) or *speaking to their local councillor* (29.5%).

Just over half (54.9%) knew *who their local councillors are*, with 69.6% confident they would *know where to find information about their local councillor and the work they do*. A fifth (21.5%) were aware of the council's Scrutiny committees, and 13.0% of the Council Petition scheme.

Almost three-quarters of respondents (73.0%) felt a *Democracy Portal* would be useful, with 52.8% likely to use it. Most felt they would not be likely to use social media accounts for Democratic Services; amongst those who would, twice as many would use Facebook as Twitter/X.

Amongst those indicating they had experience barriers to participation, the biggest barriers were the thought that people's *views are not taken into account* (34.1%) and a lack of awareness of *how to get involved* (20.7%). Respondents would be encouraged to share their views by *knowing the results are taken into account* (63.5%), engagement on *a topic that is of particular interest to me* (51.7%) or *better promotion of opportunities to get involved* (50.1%).

The Council's website was seen by respondents as the main source for:

- *information about the council* (80.1%),
- *information on local councillors and the work they do* (79.0%),
- *information on decisions made by the council* (77.2%)
- *promotion of consultation and engagement opportunities* (82.8%).

Of those surveyed, 85.9% had used the Council's website (giving a satisfaction rating of 61.8%); 33.4% had used council social media (giving a satisfaction rating of 43.5%). A number of respondents commented that the website was hard to navigate, and things on it were difficult to find. More than half (53.3%) did not follow the council or their local councillors on social media, with a further 18.0% not using any form of social media.

In addition, the consultation and engagement team spoke to over 200 people from typically under-represented groups. They did this by working with local organisations, community groups, and front-facing council staff to find effective routes, and opportunities to interact.   Amongst those interviewed face-to-face, rather than completing the survey, the biggest barriers to participation were a *lack of awareness of opportunities to have their say*, a *lack of time to get involved*, and a *lack of belief that their doing so would have an impact*.

For those typically under-represented in engagement with the Council, face-to-face engagement (a "*boots on the ground*" approach, with engagement staff actively going out to spend time in communities speaking to people) was the only successful approach. Those who participated in this way commented that they were appreciative that efforts had been made to gather their views, and that they had been included in this way.

Without exception all groups spoken to – individuals or those representing community groups – highlighted the lack of feedback from consultations and engagement, and the negative impact this had. People felt things are done _to_ them rather than done _with_ them, and they were disinclined to participate in future if they do not see evidence that their views are taken into account in council decision-making. Critically, it is as important that the Council goes into communities to share the findings and outcomes, as it is to ask for those views, to develop a two-way conversation, build trust and develop lasting links with the communities.

How Did You Hear About This Survey?

The majority of those responding to the survey were already members of the Council's Citizen's Panel (61.2%); one in eleven respondents picked up a hard copy of the survey in their local Hub/Library (including those encouraged to participate via face-to-face engagement undertaken by the CREC team)

How did you hear about this survey? (Base: 1,365)

Source	Percentage
Email to members of the Citizen's Panel	61.2
Hard copy in my local Hub/library	8.9
Cardiff council social media	4.8
Cardiff council website	4.6
Via a community group	3.3
Via my employer	2.7
Other social media	1.8
Hard copy in another community building	1.8
Word of mouth	1.5
Other website	0.7
Via my local councillor	0.4
Other	8.3

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Those answering 'Other' were asked for more detail on how they became aware of the consultation; 104 responses were received, and grouped into themes:

Theme	No	%	Example comments
Email	44	*42.3*	– *Received an email from Cardiff Research Centre* – *Email from Community Cohesion Team* – *Email to me as an allotment holder*
Tenants Conference	30	*28.8*	– *Tenants event at City Hall* – *Participation Tenancy event*
Church	9	*8.7*	– *My church* – *Church newsletter*
Council employee	4	*3.8*	– *Employee* – *Digigov*
Word of mouth	4	*3.8*	– *A friend* – *Dumped in friends porch*
Hub/Library	3	*2.9*	– *Member of staff at Llanrumney hub*
Face-to-face engagement	3	*2.9*	– *Lady passed me in the street*
Miscellaneous	8	*7.7*	– *Delivered to my house* – *Through the disability network*

CITIZEN VOICE

We know from our Ask Cardiff Residents survey that less than a quarter of residents agree that they are able to have a say on local issues or how council services are run in their community.

Do you think it's important that residents get involved in shaping how the council delivers services?

Over 99% of respondents felt it was 'fairly' or 'very' important that residents get involved in shaping how the council delivers services.

Do you think it's important that residents get involved in shaping how the council delivers services? (Base: 1324)

83.9	15.3

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very important ■ Fairly important
□ Not very important ■ Not important at all
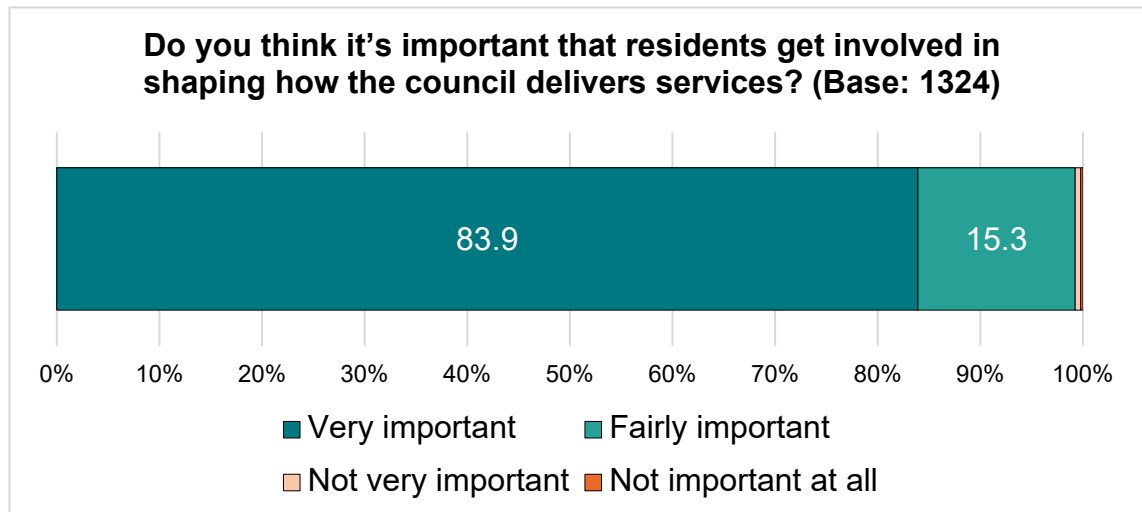
Looking at results by demographic group, there was consistency in opinion, with at least 98% of every group feeling it was important to get involved – all respondents identifying as disabled rated this as 'very' or 'fairly' important. Those not currently a member of the Citizen's Panel, and therefore potentially engaging with the council less regularly, showed the lowest level of importance, but this was still high at 98.3%.

Do you think it's important that residents get involved in shaping how the council delivers services?

Group	Very important	Fairly important
Identify as Disabled (Base: 228)	88.2	11.8
Panel Member (Base: 804)	85.8	14.1
Children in Household (Base: 254)	87.0	12.6
Male (Base: 602)	81.4	18.1
55+ (Base: 774)	84.0	15.5
Southern Arc (Base: 372)	83.3	16.1
Under 35 (Base: 141)	79.4	19.9
Female (Base: 664)	87.0	12.2
All respondents (Base: 1324)	83.9	15.3
LGBTQ+ (Base: 128)	85.2	14.1
Minority Ethnicity (Base: 177)	83.6	15.3
Welsh Speaker (Base: 133)	83.5	15.0
Not a Panel Member (Base: 504)	81.0	17.3

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very important   ■ Fairly important
■ Not very important   ■ Not important at all

How would you find information about the council?

Respondents were given a list of methods that could be used to find out information about the council, and asked to indicate which they would use (multiple responses could be given, including a 'Something else' option, with which respondents could tell us of a different way they got information).

Four fifths (80.1%) of respondents used the council website to find information, by far the most common response.

Two fifths (39.6%) used an internet search engine, whilst just under a third (32.2%) got information from the council's social media accounts.

Overall, 2.5% of respondents said they wouldn't know where to find this information, and 1.2% wouldn't look for information about the council.
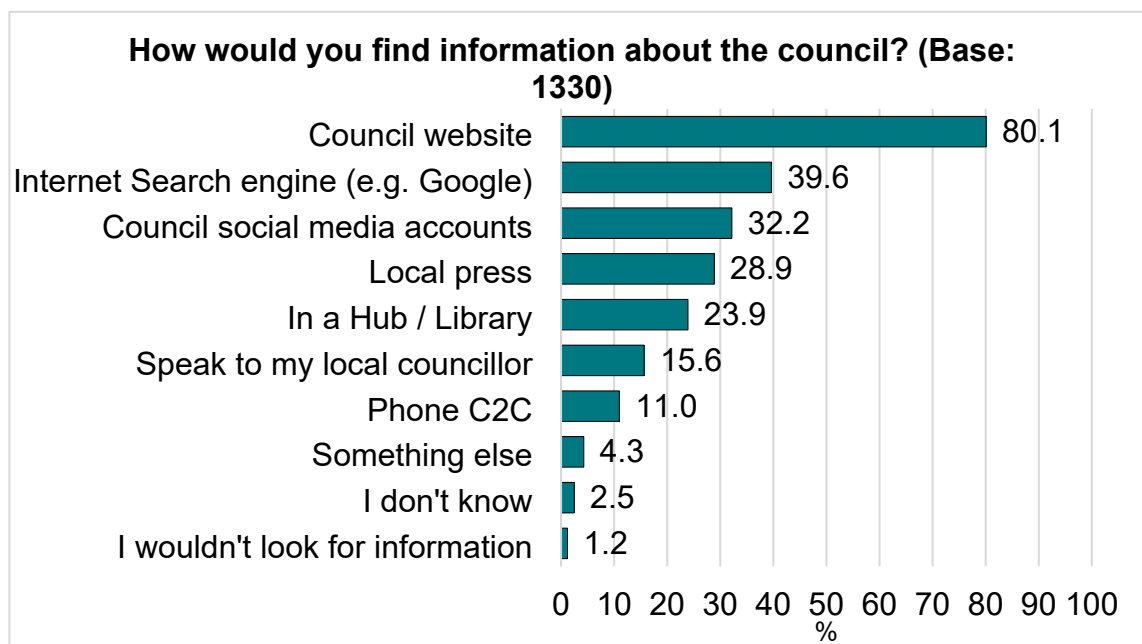
How would you find information about the council? (Base: 1330)

Method	%
Council website	80.1
Internet Search engine (e.g. Google)	39.6
Council social media accounts	32.2
Local press	28.9
In a Hub / Library	23.9
Speak to my local councillor	15.6
Phone C2C	11.0
Something else	4.3
I don't know	2.5
I wouldn't look for information	1.2

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Other' were asked for more detail on how they would find information about the Council; 50 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 3:

Theme	No	%	Example comments
Talking to friends or family	11	*22.0*	– *Talking to friends* – *Conversations with friends & neighbours*
Council App	10	*20.0*	– *The Cardiff Council App* – *Council App - only information I need*
Social Media	6	*12.0*	– *Adverts on social media platforms* – *Social media comments from other Cardiff residents*

Respondents from a minority ethnicity (3.9%) and those under 35 (2.8%) were most likely to say they wouldn't look for information on the council.

Under 35s (5.0%), men (3.3%) and Welsh speakers (3.0%) were most likely to say they wouldn't know where to look for information.

Members of the Citizen's Panel were most likely to look for information on the council website (83.7%, ten percentage points higher than those who were not a member of the Panel, 73.8%). Those not a member of the Panel were more likely to find information in a Hub or Library (32.7% compared with 18.9% of Panel members).

Respondents under the age of 35 were more likely than those aged 55 or over to find information via an internet search (45.4% compared with 36.2% respectively), or from council social media accounts (36.9% compared with 25.0%). Older respondents, aged 55 or over, were more likely to look in the local press (31.9% compared with 18.4% of under 35s) or to speak with their local councillor (18.1% compared with 7.8% of younger respondents).

A full breakdown of results by demographic group is available in Appendix 4.

Do you know who your local councillors are?

Just over half (54.9%) of those surveyed knew who their local councillors are, compared to around a third (32.7%) who didn't know; one in eight (12.4%) were uncertain.

Do you know who your local councillors are? (Base: 1318)

	Yes	No	Not sure
	54.9	32.7	12.4

■ Yes ■ No ▢ Not sure
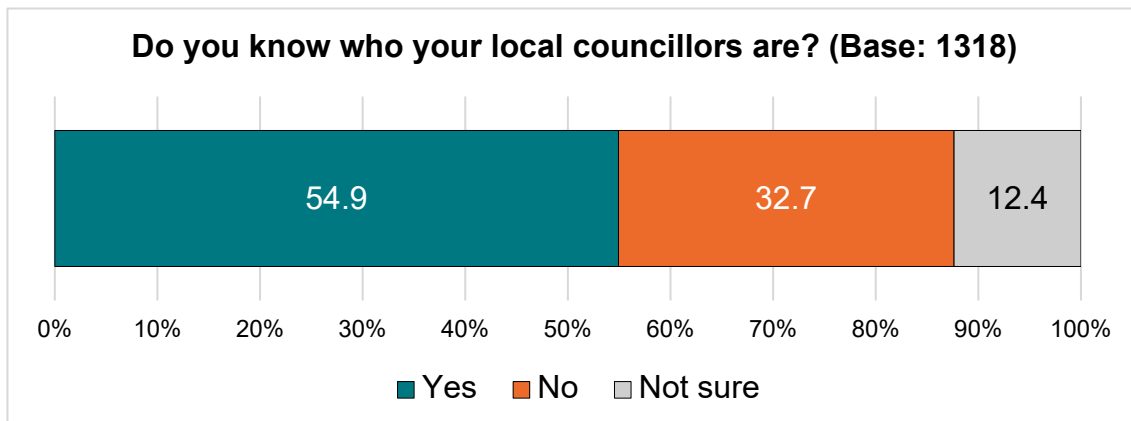
Awareness was highest amongst those aged 55 or over (62.0%); it was notably lower amongst those under the age of 35 (23.6%).

Do you know who your local councillors are?

	Yes	No	Not sure
55+ (Base: 773)	62.0	26.6	11.4
Panel Member (Base: 838)	59.5	29.5	11.0
Male (Base: 598)	55.4	33.9	10.7
All respondents (Base: 1318)	54.9	32.7	12.4
Female (Base: 663)	54.9	31.5	13.6
Southern Arc (Base: 369)	54.7	31.4	13.8
Identify as Disabled (Base: 230)	53.5	34.3	12.2
Welsh Speaker (Base: 132)	53.0	34.1	12.9
Children in Household (Base: 254)	50.8	34.6	14.6
Not a Panel Member (Base: 473)	46.5	38.7	14.8
LGBTQ+ (Base: 127)	44.9	40.9	14.2
Minority Ethnicity (Base: 176)	40.3	42.0	17.6
Under 35 (Base: 140)	23.6	58.6	17.9

■ Yes ■ No ▢ Not sure

Would you know where to find information about your local councillors, and the work they do?

Seven in ten respondents (69.6%) reported they would know where to find information about their local councillor, and the work they do.

Would you know where to find information about your local councillors, and the work they do? (Base: 1315)

Yes	No	Not sure
69.6	17.3	13.1
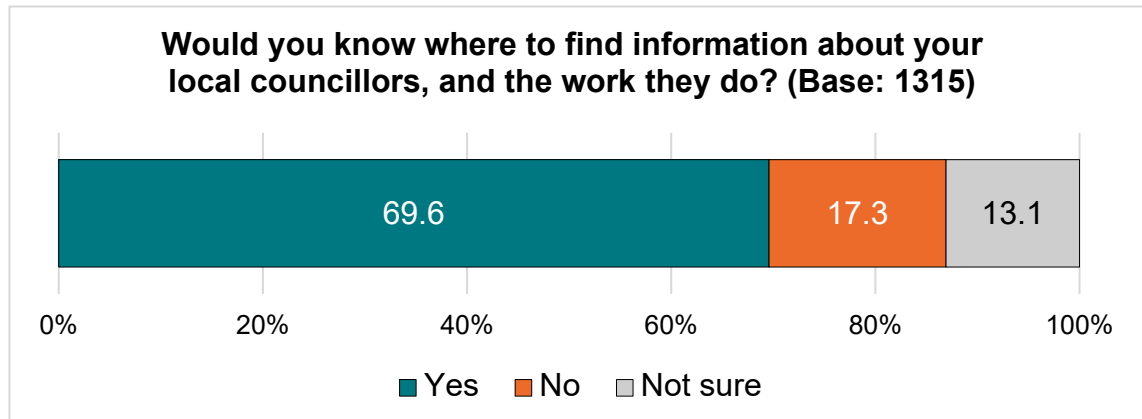
Older people were most likely to know where to find this information, contrasting with those under 35 (74.3% compared with 55.0% respectively).

Respondents under the age of 35 and those identifying as disabled were most likely to state they did not know where to find information about their local councillors (24.3% and 22.9% respectively).

Would you know where to find information about your local councillors, and the work they do?

Group	Yes	No	Not sure
55+ (Base: 770)	74.3	14.2	11.6
Panel Member (Base: 837)	71.4	17.0	11.6
Female (Base: 663)	70.6	16.4	13.0
All respondents (Base: 1315)	69.6	17.3	13.1
Male (Base: 595)	69.2	18.2	12.6
Southern Arc (Base: 370)	69.2	18.6	12.2
Welsh Speaker (Base: 132)	68.9	17.4	13.6
Identify as Disabled (Base: 227)	67.0	22.9	10.1
Not a Panel Member (Base: 471)	66.0	18.3	15.7
Children in Household (Base: 253)	64.4	19.8	15.8
LGBTQ+ (Base: 128)	63.3	14.8	21.9
Minority Ethnicity (Base: 177)	58.8	22.6	18.6
Under 35 (Base: 140)	55.0	24.3	20.7

■ Yes   ■ No   ☐ Not sure

Respondents who said that they knew where to find information about their local councillors, and the work they do, were asked where they would look for this.

Again, the most common response was the council's website (79.0%), followed by an internet search engine (39.4%) or their local councillor's newsletter (32.3%).
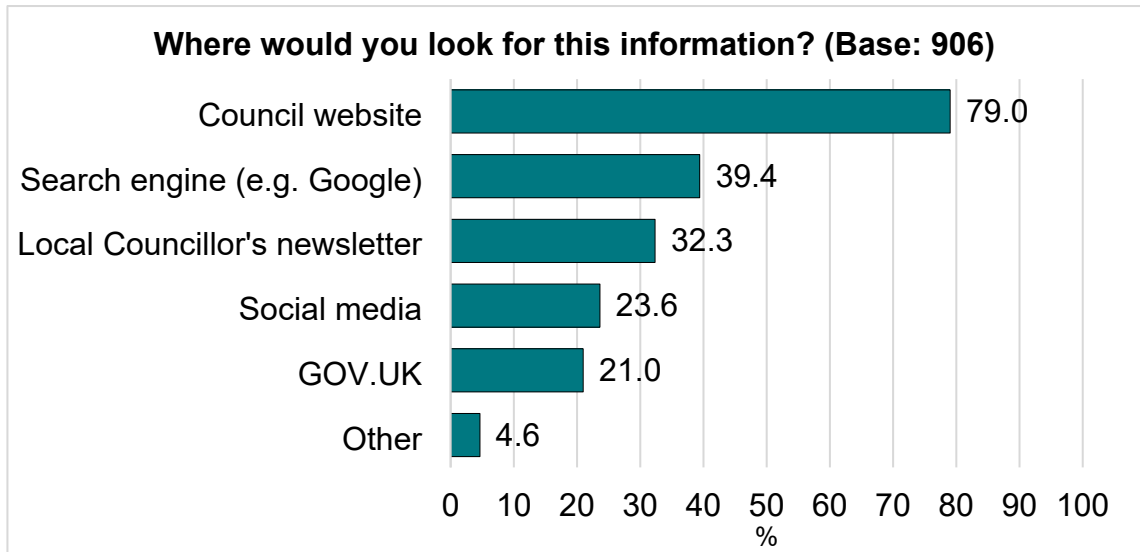
Where would you look for this information? (Base: 906)

Source	%
Council website	79.0
Search engine (e.g. Google)	39.4
Local Councillor's newsletter	32.3
Social media	23.6
GOV.UK	21.0
Other	4.6

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Other' were asked for more detail on where they would look for information about local councillors and the work they do; 38 responses were received, and grouped into themes:

Theme	No	%	Example comments
Hub / Library / Community Building	17	*44.7*	– *Local library* – *Hub* – *Community building*
Contact Councillors Directly	8	*21.1*	– *Direct contact* – *I would talk to them.* – *writetothem.com*
Local Website / Newsletter	7	*18.4*	– *Local newsletter* – *Local freesheet "Radyr Chain"* – *Heath residents' association*
Word of mouth / Talking to friends or family	3	*7.9*	– *Local people* – *Face to face conversations.*
Council Website	2	*5.3*	– *the Cardiff council website*

This pattern was broadly consistent across the demographic groups analysed, with some notable patterns in responses:

– Respondents under 35 were most likely to find information via a search engine (59.7%), and least likely to look at a local councillor's newsletter for information (13.0%)

- Respondents who were a member of the council's Citizen's Panel were more likely to use the council website for this purpose than those who were not a part of the Panel (82.2% compared with 72.6% respectively).

A full breakdown by demographic group is shown in Appendix 5.

Do you follow your local councillors or the council on social media?

In previous questions, between 23-33% of respondents indicated they would use the council's social media accounts to look for information about the council, or their local councillor.

When asked if they followed either the council or their local councillors on social media, more than half (53.3%) followed neither, with 18.0% not using any form of social media.

Of the remaining respondents, a fifth (20.2%) followed the council, whilst around one in seven (15.0%) followed their local councillor(s).

Do you follow your local councillors or the council on social media? (Base: 1303)

Response	%
Yes, the Council	20.2
Yes, local councillor(s)	15.0
No, I don't follow either	53.3
No, I don't use social media	18.0

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Younger respondents were almost twice as likely as their older counterparts to follow the council's corporate accounts on social media (26.6% compared with 14.7%); they were less likely to follow their local councillor(s) (8.6% compared with 14.3%).

A full breakdown by demographic group is shown in Appendix 6.

Are you aware of either of the following?

Overall, almost three-quarters (73.2%) of respondents were unaware of either the Council's Scrutiny committees or the petition scheme. Of those who were aware, a fifth (21.5%) knew of the Scrutiny committees, whilst around one in eight (13.0%) knew of the petition scheme.

Are you aware of either of the following? (Base: 1303)

	%
The Council's Scrutiny committees	21.5
Council Petition scheme	13.0
Neither of these	73.2
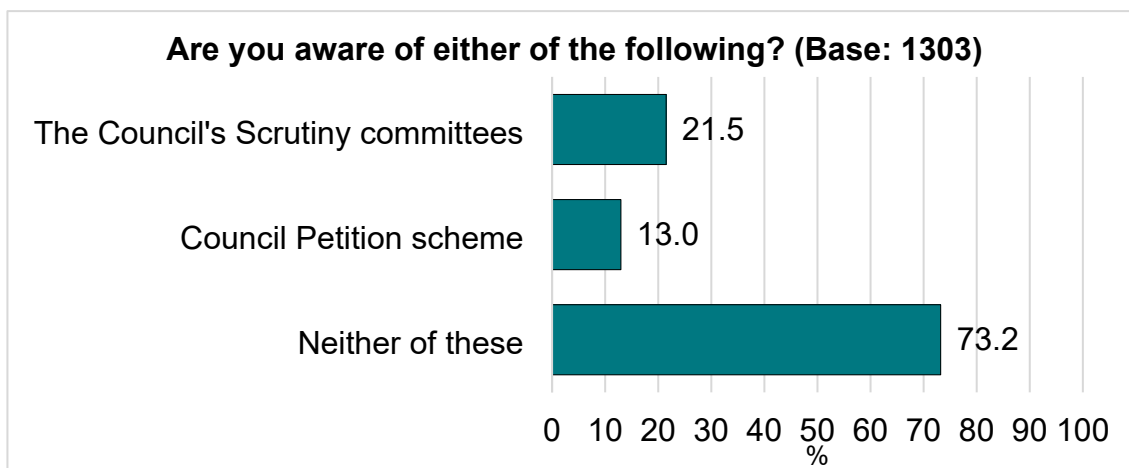
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Awareness of these were lowest amongst respondents under the age of 35 (89.0% were not aware of either compared with 70.1% of those aged 55 or older).

A full breakdown by demographic group is shown in Appendix 7.

Have you ever used any of the following?

Respondents were given a list of services provided by the council, and asked which, if any, they had used.

By far the most common response, used by six out of seven respondents (85.9%), was the council website. This was followed by the council's social media, used by a third of respondents (33.4%).

A tenth (10.2%) of respondents had not used any of the services listed.

Have you ever used any of the following? (Base: 1298)

	%
The Council website	85.9
Council social media (e.g. Twitter, Facebook, Instagram)	33.4
Councillor surgeries	10.1
Webcasting or live streaming of Council meetings	7.9
Asking a question at Council or one of its committees	4.6
Council Petition scheme	3.9
None of these	10.2
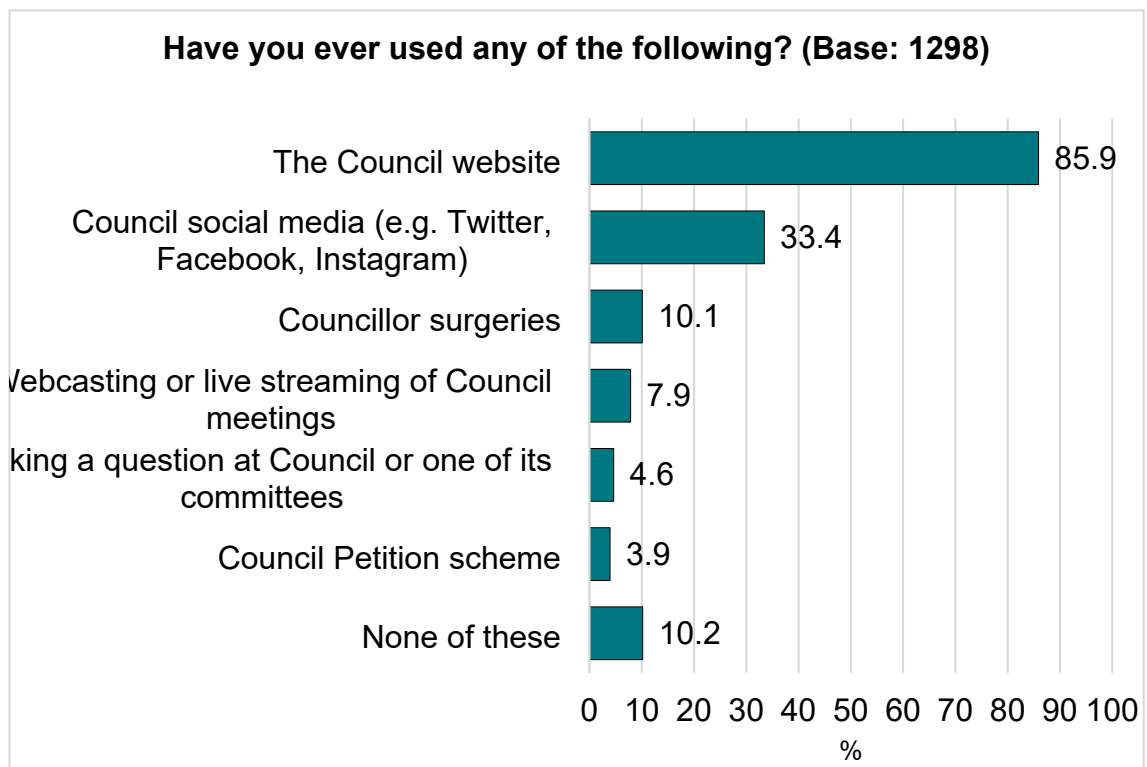
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Groups known to be typically less engaged with the council – respondents who were not members of the Citizen's Panel (19.0%), those aged under 35 (18.0%), and those from a minority ethnicity (17.2%) – were most likely to have used none of the services listed.

Older respondents were more likely to have used councillor surgeries (12.3% compared with 3.6% of those under 35), and less likely to have used the council's social media (24.8% compared with 43.2% of under 35s).

A full breakdown by demographic group is shown in Appendix 8.

How satisfied are you with...?

Respondents using any of the services listed above were asked how satisfied they were with each service.

Satisfaction was highest with the Council website (66.4%) followed by the council's social media (57.5%).

More than half offered no opinion on their satisfaction with 'webcasting or live streaming of Council meetings' (51.1%), 'Asking a question at Council or one of its committees' (52.7%) or the 'Council Petition scheme' (57.2%).

Dissatisfaction was highest for 'Asking a question at Council or one of its committees' (25.5%), followed by the 'Council Petition scheme' (23.2%) - in both cases, dissatisfaction exceeded satisfaction.

How satisfied are you with...?

Service	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The Council website (Base: 1160)	11.6	54.8	23.1	7.3	
Council social media (Base: 624)	9.3	48.2	28.7	7.9	
Webcasting or live streaming of Council meetings (Base: 321)		26.8	51.1	7.8	7.8
Councillor surgeries (Base: 418)		26.8	48.8	7.7	12.0
Asking a question at Council or one of its committees (Base: 330)		17.9	52.7	9.1	16.4
Council Petition scheme (Base: 311)		17.7	57.2	9.0	14.1

For all of these services, women were more satisfied than men (see full breakdown in Appendix 9).

Older respondents were showed higher levels of satisfaction with the council's website and councillor surgeries; younger respondents were more satisfied with the council's social media and webcasting or live streaming of council meetings.

Welsh speakers showed the highest levels of satisfaction with the council's social media (64.5%).

Have you ever shared your views with the council by taking part in engagement or consultations?

Four out of five respondents had shared their views with the council by taking part in engagement or consultations in the past, with most doing so via surveys (69.5%). Three in ten (29.5%) had spoken to their local councillor, and around one in six (15.9%) had spoken to council staff.

A fifth of respondents (19.4%) had never engaged with the council before taking part in this consultation.
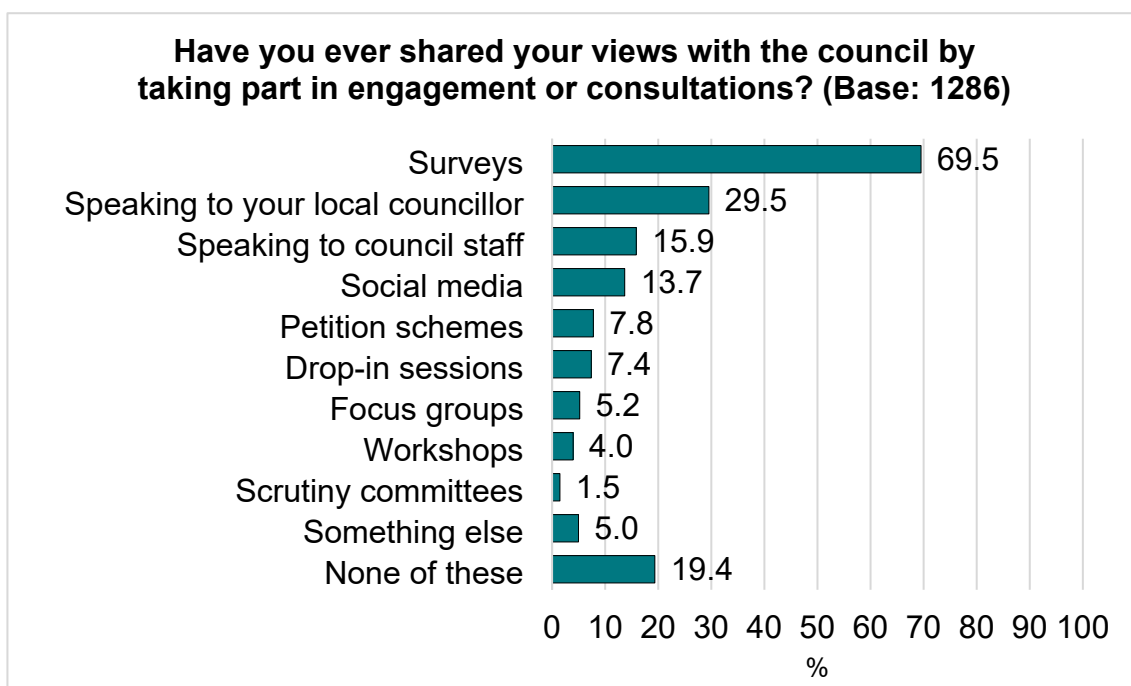
Have you ever shared your views with the council by taking part in engagement or consultations? (Base: 1286)

Category	%
Surveys	69.5
Speaking to your local councillor	29.5
Speaking to council staff	15.9
Social media	13.7
Petition schemes	7.8
Drop-in sessions	7.4
Focus groups	5.2
Workshops	4.0
Scrutiny committees	1.5
Something else	5.0
None of these	19.4

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on how they had shared their views with the council; 58 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 10:

Theme	No	%	Example comments
Emailed	26	*44.8*	– *Email to Council officers and to local councillors* – *Several emails and complaints but don't receive a response* – *I've e-mailed*
Letter	4	*6.9*	– *Writing letters* – *I've written a letter to the council highways team regarding cycling in Cardiff*
Planning Objection	4	*6.9*	– *Objections to planning submissions* – *Submitted comments relating to planning applications*

Perhaps unsurprisingly, members of the Citizen's Panel showed the highest level of previous engagement with the council, with 78.6% having taken part in surveys, compared with 53.4% of respondents who are not members of the Panel.

Younger respondents were most likely to answer 'None of these' (37.8%), followed by respondents from a minority ethnicity (27.2%).

A full breakdown by demographic group is shown in Appendix 11.

Some groups noted they felt reluctant to speak to local councillors, particularly if they felt their views on a particular topic differed:

– *The barriers for [Gypsy & Traveller] families engaging with local Councillors, and this is a general comment not aimed at a specific individual, is that local Councillors are known to oppose sites and planning permission for private sites. This has left a negative view of local Councillors within the G&T community. There are some who are very supportive of general issues, although sadly they can have a 'bad rep' generally.*

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Have you faced any barriers in sharing your views with the council?

Respondents were asked what barriers might have prevented them from sharing their views, and given a list of options, along with the opportunity to put forward any barriers that were not listed.

Two-fifths (40.4%) of respondents had not encountered any barriers to sharing their views with the council.

Around a third of respondents (34.1%) stated 'I don't think people's views are taken into account', whilst a fifth (20.7%) didn't know how to get involved.
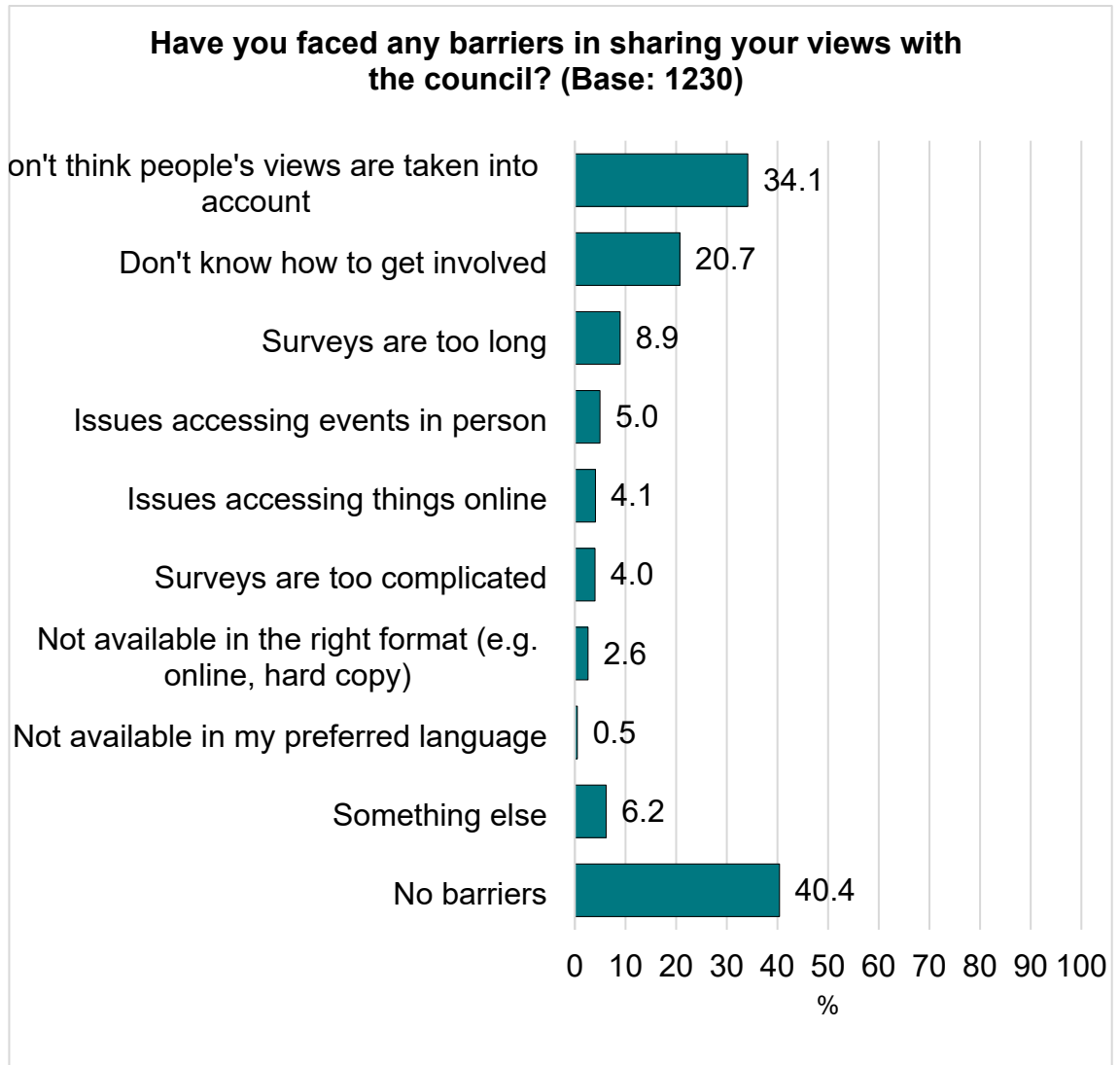
Have you faced any barriers in sharing your views with the council? (Base: 1230)

Response	%
...on't think people's views are taken into account	34.1
Don't know how to get involved	20.7
Surveys are too long	8.9
Issues accessing events in person	5.0
Issues accessing things online	4.1
Surveys are too complicated	4.0
Not available in the right format (e.g. online, hard copy)	2.6
Not available in my preferred language	0.5
Something else	6.2
No barriers	40.4

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on barriers they had faced in sharing their views with the Council; 71 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 12:

Theme	No	%	Example comments
Receiving Feedback / Being heard	21	*29.6*	– *Sometimes the Council only listens to those who shout the loudest, which isn't fair* – *Council lacks public transparency in everything it does.* – *There's no way to share views transparently with permanence when*

			council isn't seeking them, and to track progress. − *I don't feel the council listen as there is NEVER any response / reaction to anything. Communications are not coherent just a random exchange of one way communications. No telephone numbers to talk to departments, no names on emails (just departments) no interactions to resolve issues.*
Fairer process in decision making	18	*25.4*	− *Sometimes consultations of relevance to me e.g. parking charges etc are lost in the detail of wider issues. It is also difficult to see what the criteria are for when the council consults on matters and when it doesn't.* − *The events were advertised as consultation, but in effect they were to say what was going to happen* − *I do not feel that anything is achieved*
Biased questions / decisions already made	16	*22.5*	− *Surveys are often biased to what they want you to say* − *Surveys i have seen ask questions that without detail, just headline use, so asking an opinion is a waste of time!!* − *Convoluted processes which are designed solely to stop you completing them/engaging.*

Welsh speakers (46.3%), males (44.2%) and respondents aged 55 or older (43.6%) were most likely to say they had not encountered any barriers to engaging with the council, contrasting with respondents from a minority ethnicity (32.3%), those identifying as disabled (30.6%) and those under 35 years of age (28.7%).

Respondents identifying as disabled were most likely to feel their views were not taken into account (41.6%).

Respondents under the age of 35 were three times more likely than those aged 55 or older to say they 'don't know how to get involved' (43.4% compared with 15.8% respectively). Similarly, more than a third of those from a minority ethnicity (36.0%) were unaware of how to share their views.

Younger respondents were almost twice as likely as their older counterparts to state 'Surveys are too long' (13.2% compared with 7.6% respectively).

A full breakdown by demographic group is available in Appendix 13.

Face-to-face engagement with people from typically under-represented groups showed that the biggest barriers to engagement were a lack of time, a lack of awareness of opportunities to engage, and a lack of belief that it was worth the effort.

Paper copies of surveys looked long and complicated, and not seen as inviting or interesting:

- *"I don't have time for this!"*.
- *"I think Oh no, it's too long, I'll have to do it, then put it in an envelope, and find a post box, so no. …….. But if it's like a quick add-on to an email, or a text, I'd do it, and feel I'd done my bit. 'Are you happy with the whatever?' Yes or No. Done."*
- *"It's a bit lengthy" (laughed and put the survey down, rejected).*
- *"want to [do the survey] in the least amount of time, so click and you're off"*.
- *"Maybe do separate ones? Split it up?"*.
- *"[It's] overwhelming"*.

People spoken to as part of the face-to-face engagement were generally pleased to have been approached and asked for their views. Personal interaction allowed council officers to explain the engagement, and allow respondents to talk about what was important to them, rather than them having to work through a questionnaire to find the topic they wanted to discuss.

Despite surveys being written in plain language, with a typical reading age of 11 years (so at a level that should be suitable for the final year of primary school), paper surveys appeared at first glance to be too complicated and long-winded to pursue:

- *"What does this mean?".*
- *"Some of the questions are a little bit wordy!"*
- *"The survey is very heavy for people who haven't been to university…. Some people don't like reading".*
- *"One small [A4] paper is ok, but this is a booklet!"*
- *"[It] should take 10 minutes maximum"*
- *"Make surveys less boring! Get young people to help design them so they're better for us to do."*

The need to collect demographic information, to show the Council is working to meet the requirements of the Public Sector Equality Duty, was not made clear to the public, who saw some of the questions as making the questionnaire overly long, potentially intrusive, and culturally insensitive.

- *"I don't think I would have attempted to teach this vocabulary and use the forms in a mixed class" (ESOL teacher).*
- *"So much personal questions!"*

Consultation Fatigue

This was a recurring theme from organisations representing typically under-represented communities, exaggerated by a lack of feedback:

- *There is also a very real issue of consultation fatigue with [Gypsy & Traveller] families. They are constantly asked for their views on every topic under the sun, but nothing ever actually changes for them. To be honest things seem to be getting worse. This then has a negative effect on engagement and participation. Why would families who feel they are not wanted, wish to participate. This is sadly a deep rooted, historical issue which will not be overcome in any short space of time.*

- *"I can tell people [about the survey], but I need to tell you……..People in the area feel over-surveyed and under-represented / listened to" – from a well-connected, highly respected and very active Butetown community leader.*

- *"People around here are asked all the time, and nothing changes. We don't see any changes and nobody tells us if there have been changes."*

What would encourage you to share your views with the council?

Respondents were presented with a list of options that might encourage people to share their views with the council, and asked which they felt would apply to them.

More than three in five (63.5%) would be encouraged to share their views if they knew that those views would be taken into account by decision-makers.

More than half of those surveyed would be encouraged to share their views if the engagement was on a topic of particular interest to them (51.7%), or if there was better promotion of opportunities to get involved (50.1%).

Just 3.8% of respondents stated that 'nothing' would encourage them to share their views with the council.
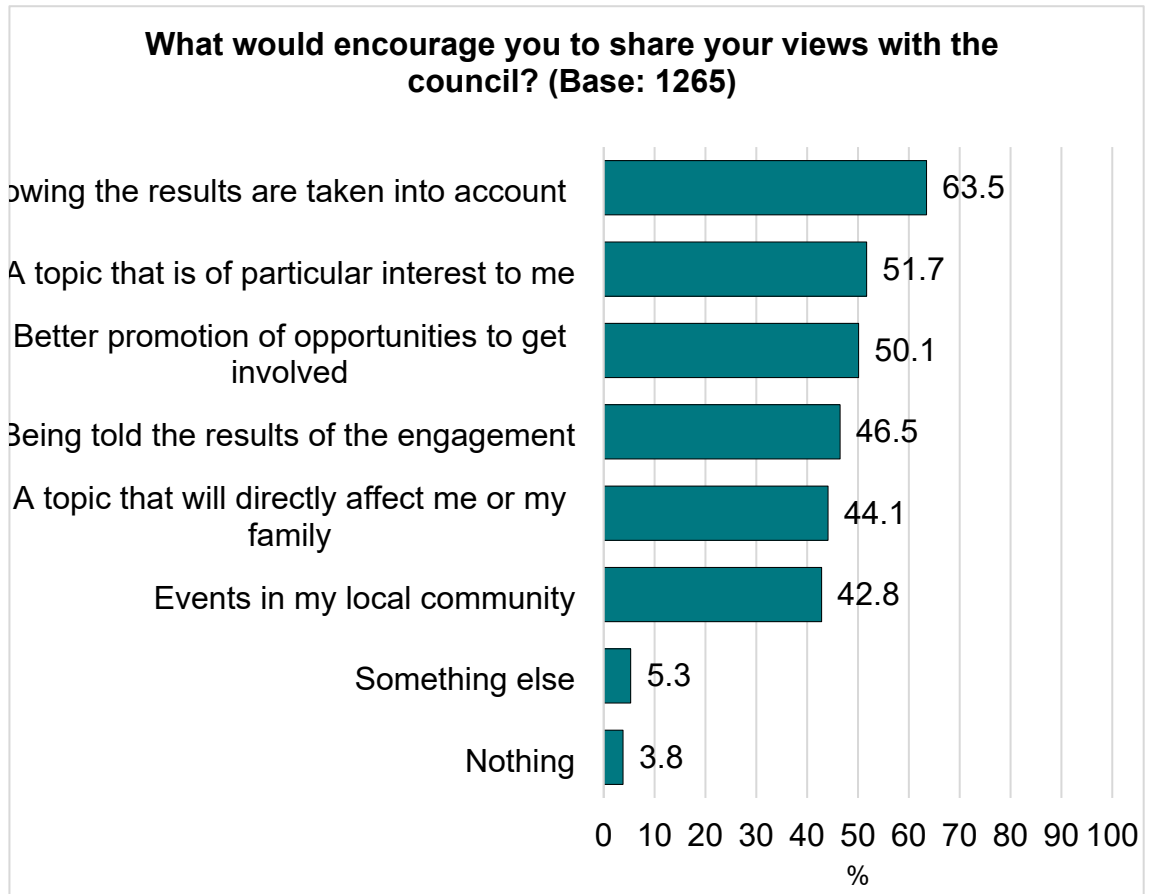
What would encourage you to share your views with the council? (Base: 1265)

Response	%
owing the results are taken into account	63.5
A topic that is of particular interest to me	51.7
Better promotion of opportunities to get involved	50.1
Being told the results of the engagement	46.5
A topic that will directly affect me or my family	44.1
Events in my local community	42.8
Something else	5.3
Nothing	3.8

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on what else could encourage them to share their views with the council; 65 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 14:

Theme	No	%	Example comments
Being heard / having a two way dialogue / Fair process / Survey design	38	*58.5*	– *People will not share views if they continually see evidence of popular issues going unaddressed. The only way to build trust is to regularly consult the public and act in the popular interest, which is not always the same as that of pressure groups/special interest groups etc* – *Would they make any difference?* – *Actually shaping the policy rather than a reactive survey to a decided plan* – *Simpler language and more time to complete. Some departments are pretty good but for example, road consultations are pretty inaccessible and when I tried to raise that the response I got was quite legalistic and defensive, rather than trying to hear what I was saying about the consultation being tokenistic because they'd promoted it so poorly*
Better consultation / engagement process	18	*27.7*	– *Asking people before you do things!* – *The Council being open and transparent on planned changes within Wards e.g. to Parks* – *The belief that the Council genuinely wanted to listen and trusts its partners and the population it serves; the Council clearly has its own agenda - which is often about keeping itself at the centre of everything rather than being genuinely enabling, which means too often doing things in the same way or not increasing opportunities by opening a range of doors, and trusting communities and community groups - by which I mean the voluntary sector - to do things for ourselves. There is far too little in the strategy - for example about how the Council will support local groups to increase participation and engagement. Instead the Council appears to want to take over the roles of existing, trusted groups and organisations rather than think of*

			how to work better with these groups, to acknowledge it can't do everything and reach everyone and that it sometimes needs to get out of the way to let good things happen.

There was a consistency of opinion across the demographic groups analysed, however, younger respondents (61.4%) and those from a minority ethnicity (60.6%) would be more likely than average to share their views if there was better promotion of opportunities to get involved.

These groups were also most likely to state that 'nothing' could encourage them to share their views (6.8% and 5.5% respectively).

A full breakdown by demographic is available in Appendix 15.

Face-to-face engagement highlighted the degree to which accessibility was important. This covered a range of different issues, not simply the format of documents, including literacy levels, digital accessibility (e.g. access to data for those with compatible devices), and conducting engagement in accessible venues.

- *"It's not just about choosing venues that look nice or are cheap – does anyone check if you can get there on a bus?"*
- *"Give out a phone number, older people want to be able to speak to someone"*
- *"It is great that you are doing it in those languages [Arabic, Polish and Bengali], but what about Somali? Around here [Butetown] that's what you need!".* [This was repeated for numerous other languages, including Gujarati, Hindi and Urdu.]
- *"It's great that you've come out to talk to us. I just wouldn't look for surveys."*
- *"Older people don't want to engage via technology, and if you only promote things online, they won't know about it."*
- *"I'm not gonna use my data on a Council Survey!"*

A number of organisations approached to support promotion of engagement wanted a reciprocal arrangement with the Council, rather than what they felt to be 'something for nothing'. This could be financial support (e.g. to cover the cost of hiring a venue for engagement work), or having support from Council Officers.

- *"Can you supply or pay for interpreters? It is a skilled job, and our people should not be asked to do work for free"*
- *"Could you make a contribution towards room hire? We are happy to hold the group for you, but it costs money to keep this [place] going"*

Similarly, individuals felt the Council could do more when running engagement sessions to make participants feel valued

- *"Go where the people are, and make it worth our while – give us tea and biscuits! "*

Closing the feedback loop

Every group spoken to for the face-to-face engagement work with typically under-represented groups reinforced the same message – consultations and engagement were often seen as tick-box exercises to push through decisions that have already been made. No-one was ever told the results of the survey, or the impact the survey results had on policy decisions.

- "*Only people who are socially optimistic will do this – other [people] don't believe anything will change."*
- *"We've been consulted and consulted and [we are] not seeing changes"*
- *"It is not worth doing".*
- *"You don't listen".*
- *"You have to come back and tell us what the results are"*
- *"People don't want to be 'done to', we want to be a part of it"*
- *"Don't make us feel like we're taken for fools, or someone who doesn't matter. Honesty is missing from your engagement – tell us what you can and can't do from the outset."*
- *"I don't know anyone who bothers to fill them in anymore, because they don't think they're listened to"*

Group leaders supporting efforts to engage with seldom heard communities were very clear that this is a key message: they will not give their time to a survey or

member of Council staff unless that expectation of in-person feedback was recognised and addressed. Importantly, it is not enough to have results on a website or in a Hub: the council knows it need to reach out with the surveys, & it needs to be similarly active with sharing the results with participants, including how those results are used. People want to know what changes will be made as a result of the engagement, or reasons why any changes requested won't be put in place.

How would you like to share your views with the council?

Respondents were given a list of methods to share their views with the council, and asked how they would like to do this.

By far the most popular answer was 'online surveys', selected by 81.3% of respondents, followed by 'speaking to my local councillor' (36.1%) and speaking to council staff (28.0%).

Just 2.1% of respondents said they were not interested in any of the options listed.
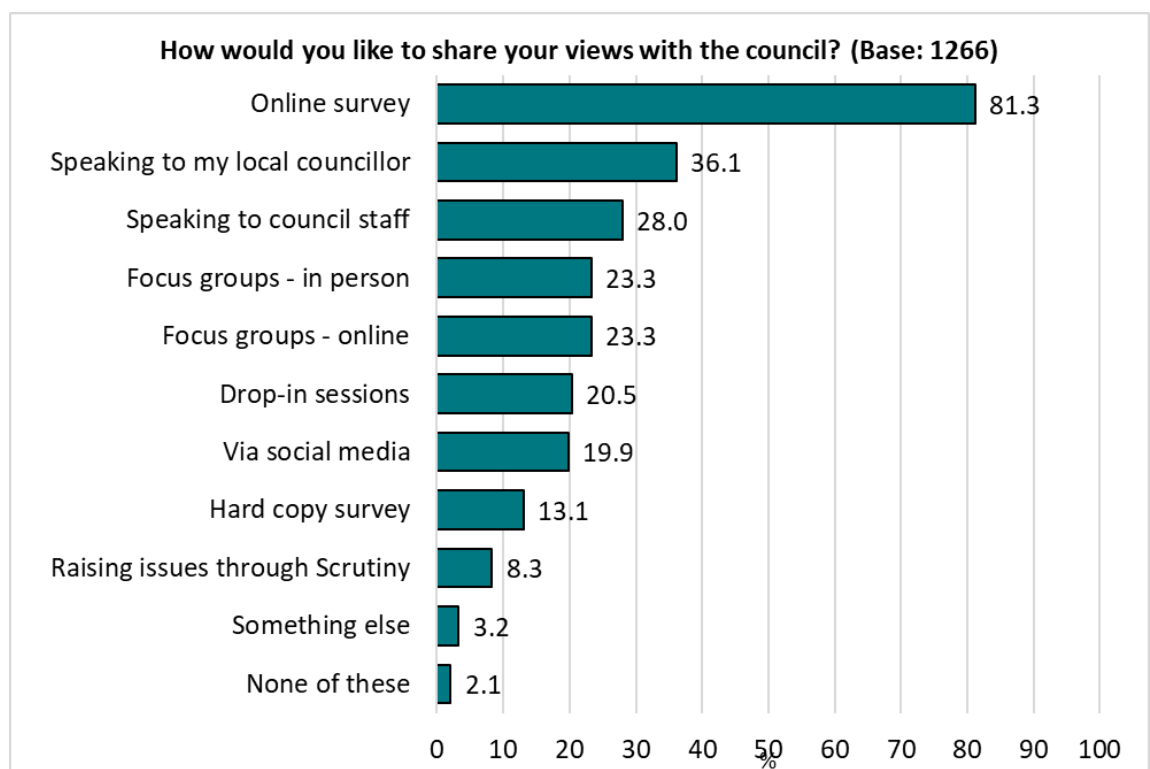
How would you like to share your views with the council? (Base: 1266)

Option	%
Online survey	81.3
Speaking to my local councillor	36.1
Speaking to council staff	28.0
Focus groups - in person	23.3
Focus groups - online	23.3
Drop-in sessions	20.5
Via social media	19.9
Hard copy survey	13.1
Raising issues through Scrutiny	8.3
Something else	3.2
None of these	2.1

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on how they would like to share their views with the council; 36 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 16:

Theme	No	%	Example comments
Email	9	*25.0*	− *Monthly emails* − *A dedicated e-mail address or social media address for sharing all views, which Council can then direct to the correct department. A reply would be provided advising where the views have been passed to.*
Face-to-face	8	*22.2*	− *Face to face the human way what are you frightened of?* − *I'd like to say "speaking to my local councillor", which i do, but don't feel they are listening.*
Negative experience	6	*16.7*	− *To be honest, I had decided not to bother in future. Not worth the effort.* − *I have shared my views and been treated really badly as a result, my issues not considered and my anonymity has been compromised, the council need to be more transparent in its dealing with public who come forward.*

Respondents who were not members of the Citizen's Panel showed the lowest level of interest in online surveys (66.0%).

Respondents under the age of 35, and those with children in their households were most likely to express an interest in sharing their views via social media (30.5% and 27.6% respectively).

A full breakdown by demographic group is available at Appendix 17.

Which social media channels would you like to use?

Those who had expressed an interest in sharing their views via social media were asked which social media channels they would be interested in using.

Facebook was the most popular overall (83.4%), followed by X (formerly Twitter) (44.9%) and Instagram (32.4%).
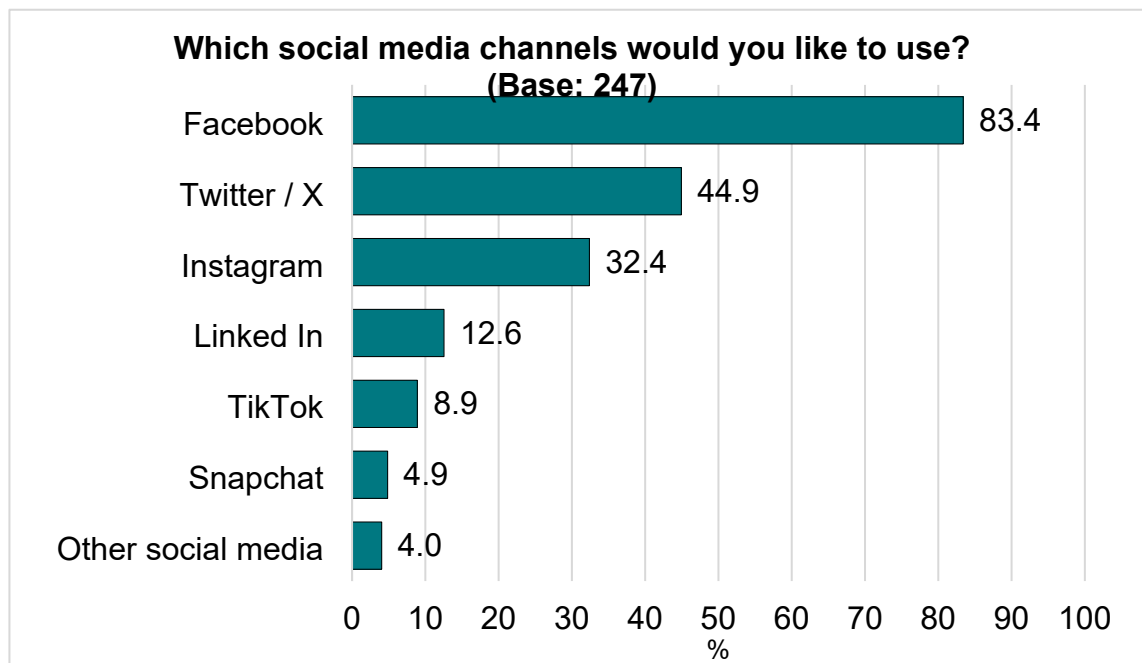
Which social media channels would you like to use? (Base: 247)

Channel	%
Facebook	83.4
Twitter / X	44.9
Instagram	32.4
Linked In	12.6
TikTok	8.9
Snapchat	4.9
Other social media	4.0

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Other social media' were asked for more detail on which social media platforms they would like to use; 6 responses were received:

− Nextdoor (2 responses)

− Once its fully available I'd prefer Bluesky over twitter

− Email

− Google

− All

There were some noticeable differences across the demographic groups analysed.

Welsh speakers and older respondents were most likely to want to use Facebook (90.5% and 89.3% respectively, contrasting with 71.1% of respondents under the age of 35).

Younger respondents (68.4%) and men (52.5%) were most likely to want to use X/Twitter.

Younger respondents and those from a minority ethnicity were most likely to want to share their views via Instagram (55.3% and 53.7% respectively) or TikTok (26.3% and 22.0% respectively).

Welsh speakers (19.0%) and those identifying as disabled (20.0%) were least likely to want to use Instagram.

A full breakdown by demographic group is available in Appendix 18.

Face-to-face engagement reinforced the view that younger people wanted to engage via social media, in particular through Instagram and Tiktok:

– *"I'm not going to go looking on the council website, but I'd probably fill in a survey if an ad popped up on Insta"*
– *"I know other cities use Instagram and social media, it's more likely to reach people that way than in a library or something."*

How should the council promote consultation and engagement opportunities?

Respondents were given a list of methods that could be used to promote opportunities for consultation and engagement, and asked which they felt should be used, including the option to suggest something else.

More than four in five respondents felt that surveys should be promoted via the council's website (82.8%), with more than half wanting promotion via the council's social media accounts (54.1%) or through hard copies available in Hubs and libraries (52.5%).

Just one in six (15.5%) felt the council should pay for adverts to promote consultation and engagement opportunities.
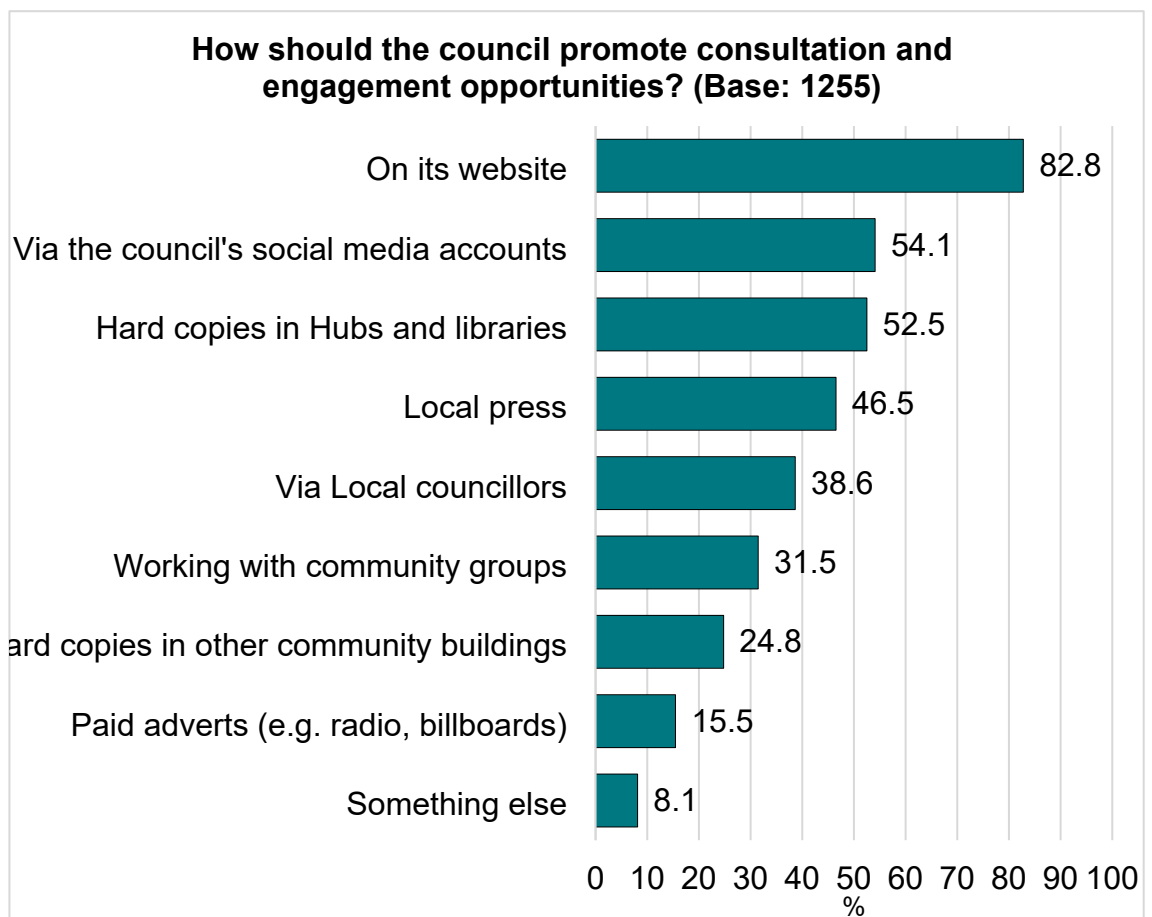
How should the council promote consultation and engagement opportunities? (Base: 1255)

Method	%
On its website	82.8
Via the council's social media accounts	54.1
Hard copies in Hubs and libraries	52.5
Local press	46.5
Via Local councillors	38.6
Working with community groups	31.5
Hard copies in other community buildings	24.8
Paid adverts (e.g. radio, billboards)	15.5
Something else	8.1

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on how the council should promote consultation and engagement; 90 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 19:

Theme	No	%	Example comments
Via Email	23	*25.6*	– *Via email* – *Email works best for me* – *Email mailing list subscribers*
In the post	21	*23.3*	– *Open Invitations via mail* – *Leaflets to households in the affected area explaining exactly what is proposed* – *Send letters to people if it's online people actively have to look for it which won't be many people. Letters how ever give people info regardless of whether they thought to look into it.*
Face-to-Face	14	*15.6*	– *Visit local communities in person* – *Popup stalls at local events.* – *You rely too much on social media and internet - go to your community centres and areas where the local people go - clinics and engagement sessions*

Those answering 'Community Building' were asked for more detail on suggested venues; 170 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 20:

Theme	No	%	Example comments
Hubs/Libraries	49	*28.8*	– *Hubs/Libraries* – *All hybs* – *Libraries and hubs*
Community Centres	47	*27.6*	– *community centres* – *community spaces that may not be council run e.g. Butetown community centre, the old library in Rumney, Cathay's community centre* – *Chapter and Llanover arts centres*
Health settings	38	*22.4*	– *doctors' surgeries, pharmacies* – *hospital foyer/noticeboard*

			– *health centres (GP surgeries, dentists, opticians, etc)*

Those answering 'Community Groups' were asked for more detail on which groups; 150 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 21:

Theme	No	%	Example comments
All groups	22	*14.7*	– *All of them* – *All local groups* – *Any and all*
Locality groups	21	*14.0*	– *Organised local groups* – *Specific groups that are set up to deal with challenges/fears in the local community who don't always understand the full story* – *Local to the area you live in*
Third sector / Charities	17	*11.3*	– *Local charities* – *There are too many to mention! liaise with C3SC/ CAVAMH/ Learning Disability Wales or other networks to find out which groups exist* – *Third Sector*

Respondents under the age of 35 were most likely to suggest promotion via the council's social media accounts (67.7%), or paid adverts (26.9%). They were also more than twice as likely as their older counterparts to want to see paid advertising on radio or billboards (26.9% compared with 11.7% respectively.

Respondents who were not a member of the Citizen's Panel were more likely than average to want hard copies of surveys in Hubs and libraries (54.7%) or other community buildings (29.3%).

Women were notably more likely than men to want engagement to be promoted by the Council working with community groups (38.2% compared with 23.8% respectively). Younger respondents and those living in the Southern Arc were also more likely to suggest this method of promotion (38.5% and 36.0% respectively).

A full breakdown by demographic is available in Appendix 22

Members of the Youth Council were keen that this should be done through schools:

- *"Ask teachers in schools to share surveys with us, and remind us to make sure we fill them in."*
- *"The only way I've done surveys before is through school. If it's outside of school, then I don't really know where [I'd look for surveys]."*

Where would you look to find information about decisions made by the council?

Respondents were asked where they would look to find information about decisions made by the council, with a list of options to choose from, or to suggest something else that hadn't been put forward.

Once again, the most common response was 'the Council website' (77.2%), followed by 'Local press' (40.3%), an internet search (39.5%) or social media (36.2%).

One in sixteen respondents (6.2%) said they wouldn't know where to look for information on decisions made by the council.

Just 2.6% of respondents stated they wouldn't look for this information.

Where would you look to find information about decisions made by the council? (Base: 1261)
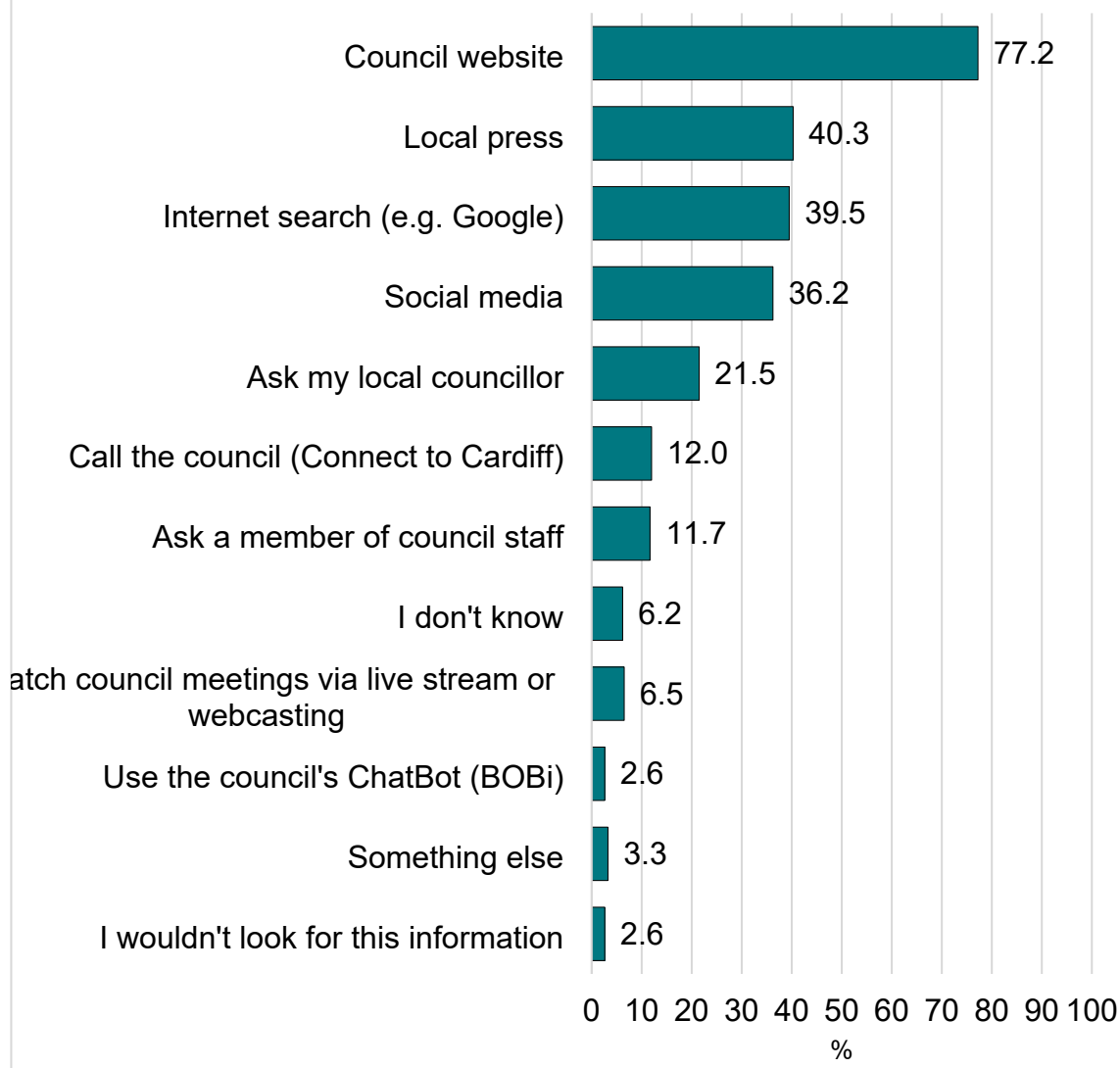
Option	%
Council website	77.2
Local press	40.3
Internet search (e.g. Google)	39.5
Social media	36.2
Ask my local councillor	21.5
Call the council (Connect to Cardiff)	12.0
Ask a member of council staff	11.7
I don't know	6.2
Watch council meetings via live stream or webcasting	6.5
Use the council's ChatBot (BOBi)	2.6
Something else	3.3
I wouldn't look for this information	2.6

Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those answering 'Something else' were asked for more detail on where they would look; 38 responses were received, and grouped into themes:

Theme	No	%	Example comments
Email	9	23.7	– E-mail updates? – Would like to be advised by email re any outcomes – Where I am part of a consultation/survey etc on a topic, I'd very much appreciate a follow-up email with the outcome
Word of mouth	5	13.2	– Ask neighbours – A friend who knows the local councillors
Local Community Group	4	10.5	– Local community groups which are relevant to the issue – Community newsletter
Local media	2	5.3	– Wales online
Miscellaneous	20	52.6	– Cardiff council app – FOI request, and/or Ombudsman – https://www.peoplepowered.org/platform-ratings – Through internet - therefore it should be updated frequently

There was a broad consensus of opinions on where to look for information on decisions made by the council, with a small number of notable exceptions:

Members of the Citizen's Panel were more likely to use the Council website than respondents who were not a member of the Panel (81.5% compared with 69.8% respectively). Those who are not Panel members were almost twice as likely to get this information by speaking to council staff (16.3% compared with 8.9% of Panel members).

Respondents under the age of 35 were more likely than any other group to look for information on social media (52.3%). Older respondents were least likely to use this method (29.0%).

Just 6.3% of younger respondents would call C2C, compared with 14.7% of those aged 55 or older.

Welsh speakers were most likely to state they would not know where to find information on council decisions (15.0%).

Respondents from a minority ethnicity (5.5%) and those who were not members of the Citizen's Panel (4.3%) were most likely to indicate they would not look for information on Council decisions.

A full breakdown of results by demographic group is available in Appendix 23.

The council is looking to build a directory of community groups and organisations who work with residents to help us engage with all members of the community, but particularly those typically under-represented in responses to the Council's consultation and engagement.

Can you suggest any groups you think should be added to this directory?

Respondents were invited to suggest community groups or organisations who could work with the council to promote and encourage engagement with all parts of the community, with a focus on under-represented groups. Overall, 155 respondents made suggestions, with 135 organisations put forward.

These have been passed to the Project Team, who will contact these organisations in due course.

The council has a Citizen's Panel, made up of residents who have expressed an interest in taking part in consultation and engagement on a range of council services, plus a Youth Panel specifically for children and young people.

Are you interested in joining the council's Citizen's Panel?

Of those responding to this question, 71.2% indicated they were already a member of the Citizen's Panel, a quarter (24.4%) were not interested in joining, and just over one in ten were interested in joining the Citizen's Panel (10.6%) or the Youth Panel for residents under the age of 25 (1.0%)

Are you interested in joining the council's Citizen's Panel? (Base: 1217)

Category	%
Yes	10.6
Yes, the Youth Panel	1.0
No	24.4
I'm already a member	71.2
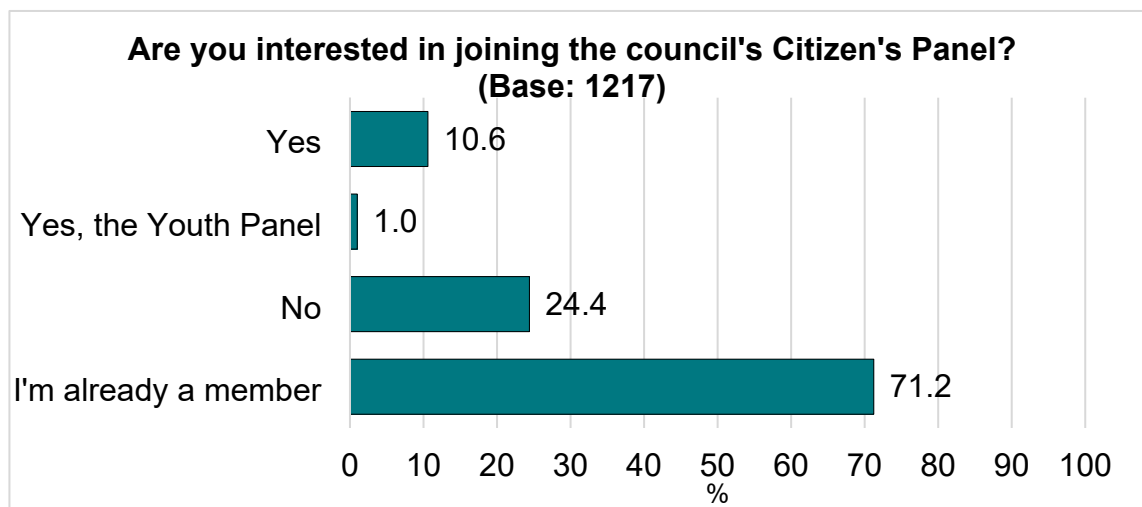
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Those expressing an interest in joining the Citizen or Youth Panels were invited to provide contact details for more information to be provided – in total, 110 people provided this information, which has been passed to the Project Team.

Would you be interested in taking part in focus groups about how the council can improve engagement?

Respondents were also invited to put themselves forward to take part in focus groups to better understand how the council can improve engagement with citizens.

Just under half (45.0%) were interested in taking part, with 542 people providing contact information. These details have been passed to the Project Team, who will invite those who are typically under-represented in engagement to take part in focus groups to understand barriers to engagement and how engagement can be improved.

Would you be interested in taking part in focus groups about how the council can improve engagement? (Base: 1204)

45.0	55.0

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Yes ■ No
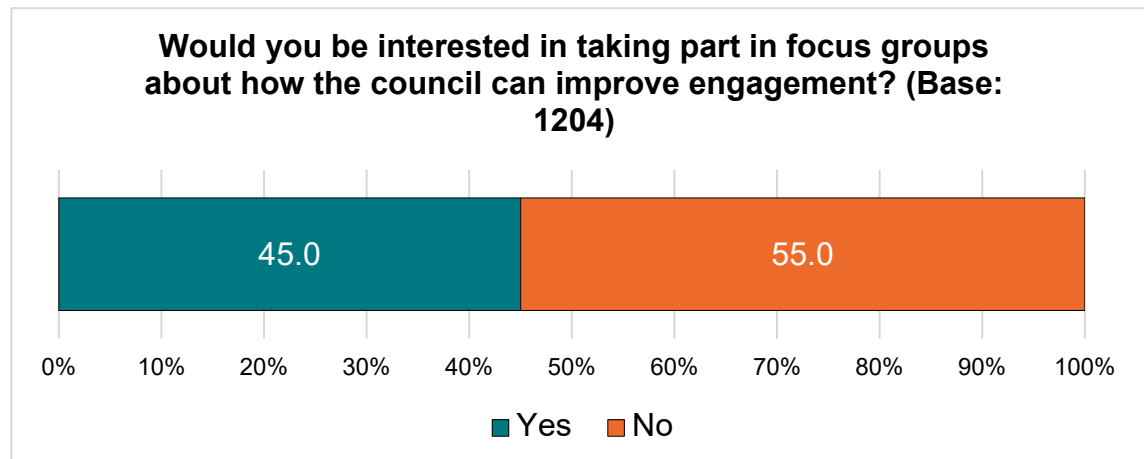
IMPROVING ACCESS TO INFORMATION

It is proposed that a 'Democracy Portal' be created to provide a focal point and easy access to information relating to Councillors, Elections, Scrutiny and how you can engage with the Council's decision-making processes.

Do you think this would be useful?

Almost three-quarters of respondents (73.0%) felt that the proposed Democracy Portal would be useful, compared with just 6.7% saying it would not be useful. A fifth (20.3%) were unsure.
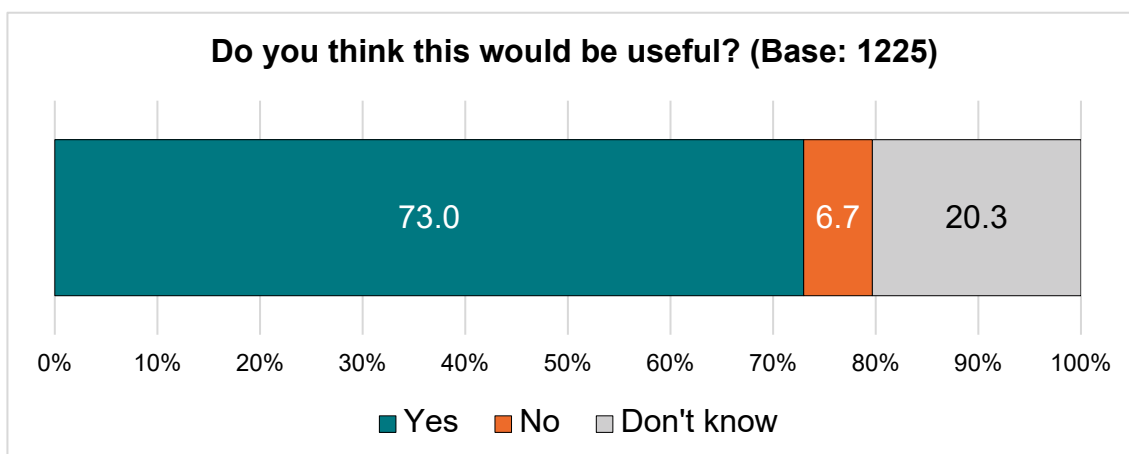
Do you think this would be useful? (Base: 1225)

Yes	No	Don't know
73.0	6.7	20.3

These findings were consistent across the demographic groups analysed.

A full breakdown by demographic is available in Appendix 24.

Would you be likely to use this Portal?

The proportion of respondents indicating they would use such a portal fell to 52.8%, with a third (34.9%) unsure if they would use it. Just over one in ten (12.2%) said they would be unlikely to use it.

Would you be likely to use this Portal? (Base: 1211)

52.8	12.2	34.9

■ Yes   ■ No   □ Don't know
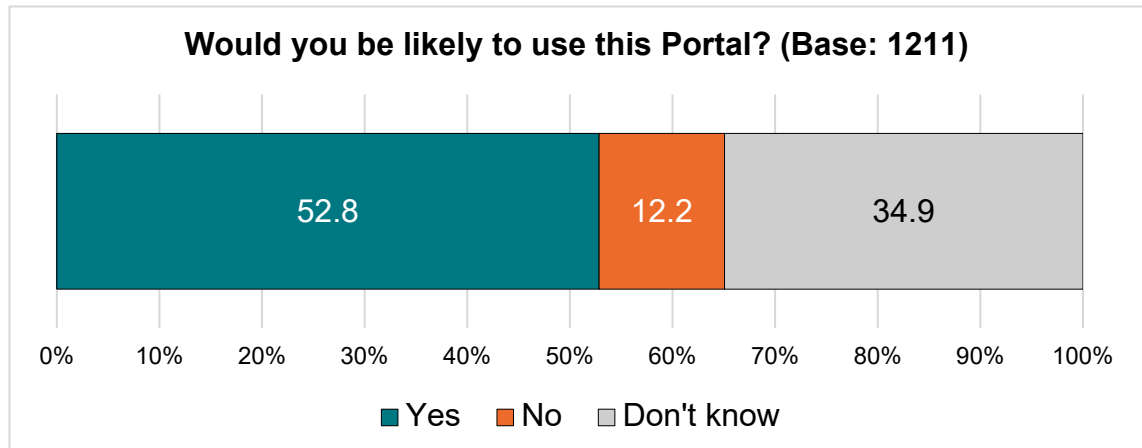
Again, these findings were consistent across the demographic groups analysed.

A full breakdown by demographic is available in Appendix 25.

Those answering 'Yes' were what information should be included in the Portal; 362 responses were received, and grouped into themes. The top three are shown below, with a full list in Appendix 26:

Theme	No	%	Example comments
Decision-making	122	*33.7*	– *All major policy decisions* – *Easy to see decisions taken, the steps to get to this decision and all the relevant documents, and links to view the meetings say on YouTube* – *How money is spent* – *Updates, decisions & reasonings*
Consultation links / results / evidence of listening	53	*14.6*	– *Detailed information regarding responses to consultations accompanied by a statement as to how the results of individual consultations impact upon the Council's final decision.* – *Reasons for disregarding public objections to council policies.*

			– *Council Decisions, proposed council activity, proof that they actually listen to what residents say.*
Topic -related info (e.g. Transport). And channel to report issues e.g. potholes	52	*14.4*	– *Repairs/ activity within areas where work is scheduled and better information given.* – *Parks initiatives* – *Local and ward issues, ticketed problem reporting (potholes, pavement etc.), links to recycling information etc.*

The council is considering setting up social media accounts run by its Democratic Services team, which will provide information and opportunities to get involved in the Council's decision-making, democratic and election processes.

Would you be likely to use any of the following?

Respondents were given a list of options for social media accounts that would provide information and opportunities to get involved in the Council's decision-making, democratic and election processes, and asked which they might be likely to use.

Just under two in five (38.4%) expressed an interest in a Facebook account, more than double the level of interest in a similar account on X (formerly Twitter), at 18.0%).

Just over a third (35.9%) expressed an interest in news and updates from local councillors on unspecified social media platforms.

Two in five (40.7%) were not interested in any of the options presented.

Would you be likely to use any of the following? (Base: 1204)

Category	%
Democratic Services Facebook account	38.4
Democratic Services Twitter/X account	18.0
News and updates from your local councillor on social media	35.9
None of these	40.7
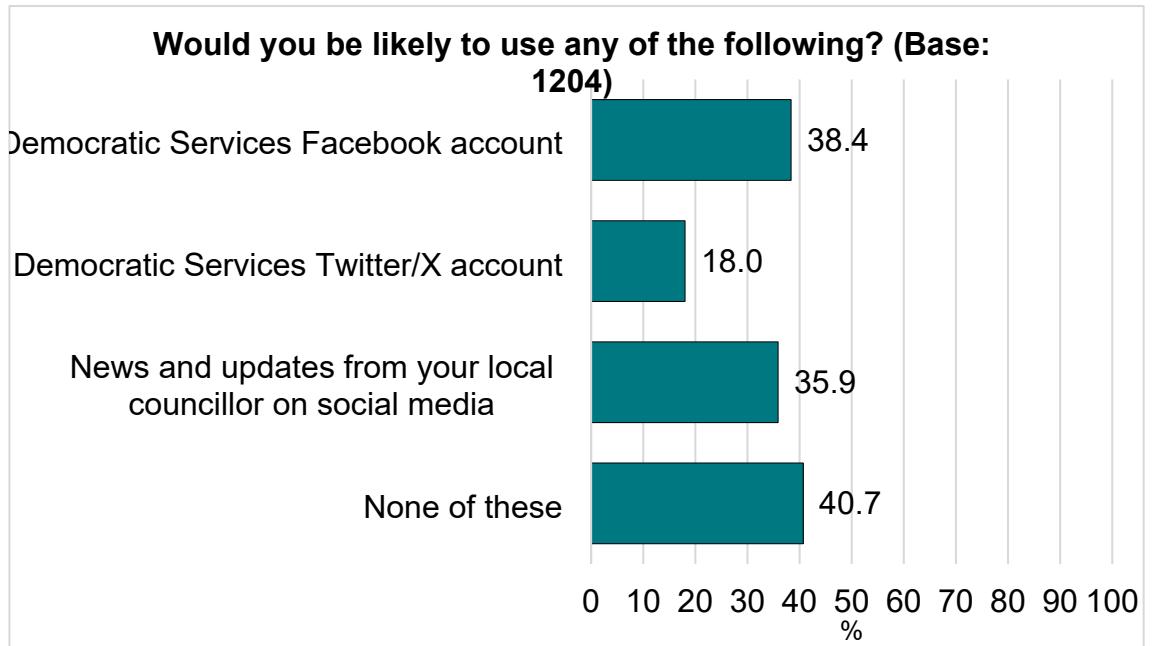
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Interest in social media accounts was highest amongst respondents with children in their household (73.0% were interested in at least one of the options listed, with almost half, 49.3%, interested in a Facebook account for Democratic Services).

Older respondents were three times more likely to express an interest in a Facebook account (33.6%) than in a Twitter/X account (11.6%).

A full breakdown by demographic is available in Appendix 27.

Guide to the Council's Constitution

During the face-to-face engagement, respondents were asked if they were aware of the guide to the Council's constitution, if they were interested in accessing, and in what formats it should be made available.

Awareness of the document was low, and there was little interest in accessing it – the common view was that the Council *"should just work, I'm not really interested in the details"*.

– *"I can't say I've ever thought about it, never mind try to look for it!"*

If pushed, people would expect to find the Guide on the Council website, or available at council offices, Hubs and Libraries. Younger people would look for it via an internet search – *"If I had to, I'd just Google it"*.

In terms of formats for the Guide, as well as other published documents, those who were interested in getting a copy of the guide felt it should be available in a range of formats to make it fully accessible. "A choice is always preferred".

– *"Videos with subtitles and BSL"*
– *"Electronic documents on your website"*
– *"Audio files for people who are visually impaired"*
– *"Easy read documents are best for listening to"*
– *"Make sure they are easy to understand, pilot them with lay people before they get published"*

DEMOGRAPHIC PROFILE

Please provide your full postcode below (e.g. CF10 4UW).
This allows us to more accurately pinpoint respondents' views and needs by area,

and to make sure we've heard from people in all parts of the city:

A total of 1,083 respondents provided a full postcode, which are shown on the

map below:

**Participation Strategy Consultation -
Location of Respondents by Postcode**

- 1 - 2 Respondents
- 3 - 4 Respondents
- 5 Respondents

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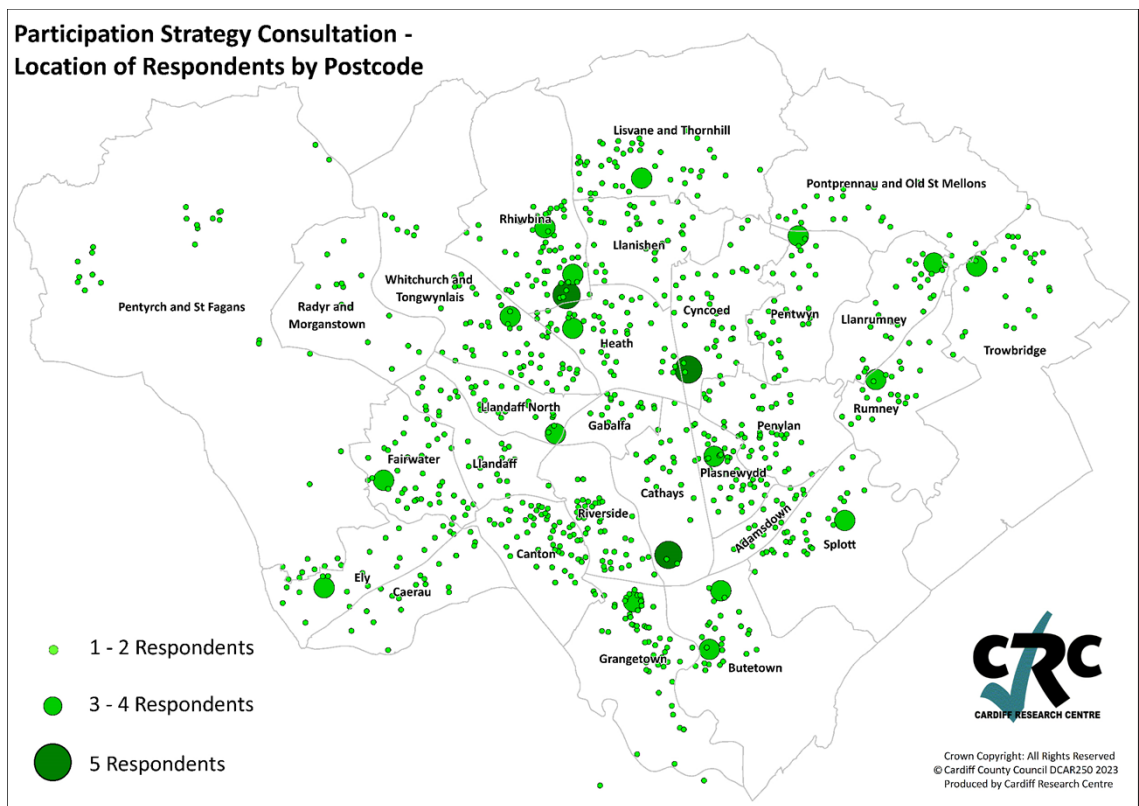
The map below shows population representation at ward level for Cardiff residents.
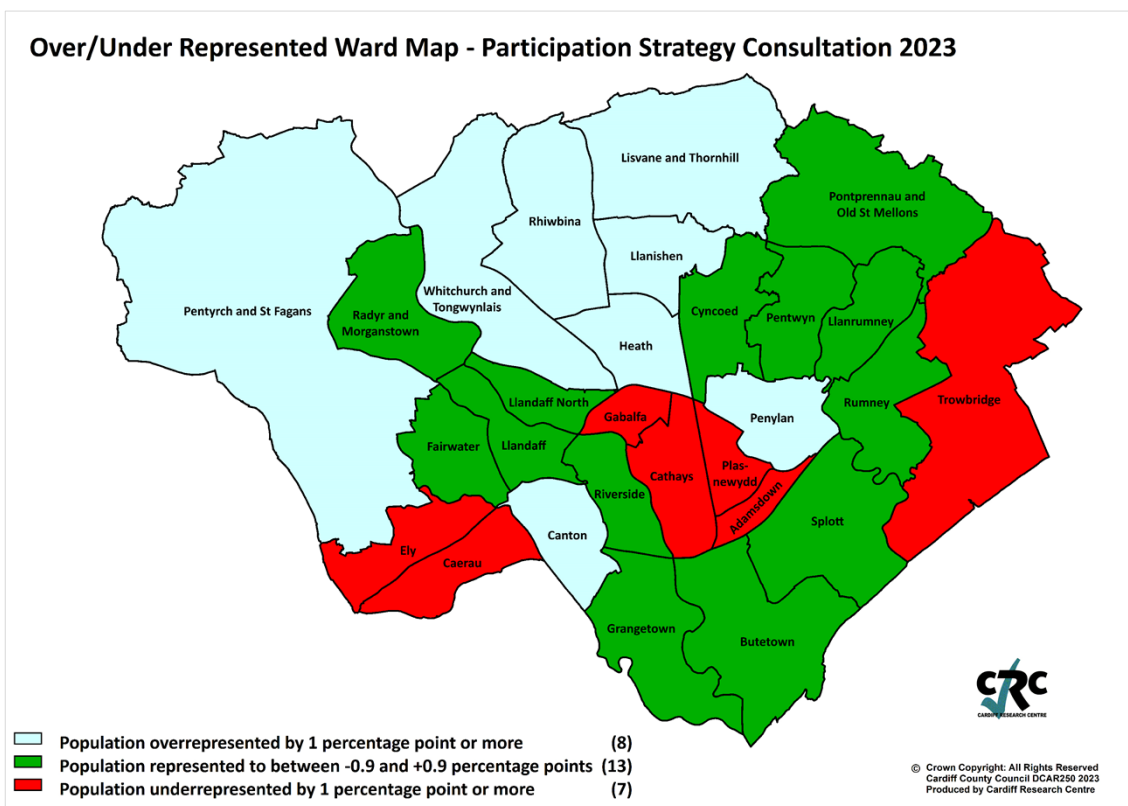
What was your age on your last birthday?

	No	%
Under 16	5	0.4
16-24	33	2.4
25-34	113	8.4
35-44	178	13.2
45-54	212	15.7
55-64	314	23.2
65-74	330	24.4
75+	148	10.9
Prefer not to say	20	1.5
	1353	**100.0**

Are you?

	No	%
Female	680	*50.7*
Male	621	*46.3*
Non-binary	7	*0.5*
Other	3	*0.2*
Prefer not to say	30	*2.2*
	1341	***100.0***

Do you identify as Trans?

	No	%
Yes	13	*1.0*
No	1246	*95.3*
Prefer to self-describe	7	*0.5*
Prefer not to say	42	*3.2*
	1308	***100.0***

Do any children live in your household?

	No	%
No children	1057	*80.1*
Yes, under 5 years old (pre-school)	79	*6.0*
Yes, aged 5 - 11 (primary school)	112	*8.5*
Yes, aged 11 - 16 (secondary school)	93	*7.0*
Yes, aged 16 - 18 in full-time education, or working	62	*4.7*
Yes, aged 16 - 18 but not in full time education or working	6	*0.5*
	1320	*-*

Are you pregnant, or have you given birth within the last 26 weeks?

	No	%
Yes, I'm pregnant	8	*0.6*
Yes, I've given birth	3	*0.2*
No	1266	*96.7*
Prefer not to say	32	*2.4*
	1309	***100.0***

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

	No	%
Yes	226	*17.1*
No	1051	*79.6*
Prefer not to say	43	*3.3*
	1320	***100.0***

Do you identify as a disabled person?

	No	%
Yes	234	*17.9*
No	1023	*78.3*
Prefer not to say	49	*3.8*
	1306	***100.0***

Please tick any of the following that apply to you:

	No	%
Deaf/ Deafened/ Hard of hearing	144	*11.0*
Mental health difficulties	145	*11.1*
Learning impairment/ difficulties	28	*2.1*
Visual impairment	46	*3.5*
Wheelchair user	12	*0.9*
Mobility impairment	161	*12.3*
Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)	280	*21.4*
Prefer not to say	68	*5.2*
Other	41	*3.1*
	1306	*-*

Do you regard yourself as belonging to any particular religion?

	No	%
No, no religion	613	*46.1*
Buddhist	6	*0.5*
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	578	*43.4*
Hindu	4	*0.3*
Jewish	6	*0.5*
Muslim	43	*3.2*
Prefer not to answer	57	*4.3*
Other	24	*1.8*
	1331	***100.0***

How would you describe your sexual orientation?

	No	%
Bisexual	49	*3.8*
Gay Man	44	*3.4*
Gay Woman/ Lesbian	14	*1.1*
Heterosexual/ Straight	1088	*83.3*
Other	16	*1.2*
Prefer not to answer	95	*7.3*
	1306	***100.0***

Are you:

	No	%
Single	276	*21.1*
Married	671	*51.2*
Separated/divorced or legally separated if formerly in a same-sex Civil Partnership	76	*5.8*
In a same-sex Civil Partnership	8	*0.6*
Living together/Co-habiting	169	*12.9*
Widowed	87	*6.6*
Other	24	*1.8*
	1311	***100.0***

How would you describe your Welsh language skills?

	No	%
Fluent	71	5.4
Moderate	63	4.8
Basic	277	21.0
Learner	240	18.2
None	669	50.7
	1320	**100.0**

Do you consider yourself to be Welsh?

	No	%
Yes	877	67.4
No	425	32.6
	1302	**100.0**

What is your ethnic group?

	No	%
White - Welsh/English/Scottish/Northern Irish/British	1103	83.8
White - Irish	17	1.3
White - Any other white background	54	4.1
Mixed/Multiple Ethnic Groups - White & Asian Welsh / British / Other	15	1.1
Mixed/Multiple Ethnic Groups - White and Black African Welsh / British / Other	7	0.5
Mixed/Multiple Ethnic Groups - White and Black Caribbean Welsh / British / Other	9	0.7
Mixed/Multiple Ethnic Groups - Any other	13	1.0
Asian/Asian Welsh/British - Bangladeshi	3	0.2
Asian/Asian Welsh/British - Chinese	6	0.5
Asian/Asian Welsh/British - Indian	7	0.5
Asian/Asian Welsh/British – Pakistani	5	0.4
Asian/Asian Welsh/British - Any other	6	0.5
Black/African/Caribbean/Black Welsh/British - African	6	0.5
Black/African/Caribbean/Black Welsh/British – Caribbean	6	0.5
Black/African/Caribbean/Black Welsh/British - Any other	1	0.1
Arab	12	0.9
Any other ethnic group (please specify)	17	1.3
Prefer not to say	30	2.3
	1317	**100.0**

APPENDIX 1

Organisations Approached to Promote the Consultation

• Stonewall • Public Health Wales • Menter Caerdydd • Cardiff Metropolitan University • Welsh Language Commissioner • BAWSO • Cardiff Women's Aid • Chwarae Teg • Cardiff Women's Centre • Henna Foundation • Pride Cymru • Diverse Cymru • Glitter Cymru • Terence Higgins Trust • Trans Aid Cymru • Safer Wales • Age Connects Cardiff • The Dyn Project • 'RISE' Cardiff • The Sprout • Welsh Refugee Council • Cardiff Youth Council	• Cardiff & Vale Scouts • Grange Pavilion • Innovate Trust • YMCA Cardiff • There and Back Again Wales (Gypsy Traveller) • Cardiff Mind • Cardiff u3a (University of the Third Age) • The FAN Charity • Children's Commissioner for Wales • Older People's Commissioner for Wales • Cardiff & Vale College • Race Equality First • Cardiff Third Sector Council • Race Council Cymru • FOR Cardiff • Disability Arts Cymru • Show Racism the Red Card • HOPE St.Mellons
Council Networks & Forums	
• Black Asian & Minority Employee Ethnic Network • Carers Employee Network • Disability Employee Network	• LGBT+ Employee Network • Women's Employee Network • Access & Equality Forum • 50+ Forum
Faith Groups	
• Ararat Baptist Church • Albany Road Baptist Church • All Saints Llandaff North • All Saints Rhiwbina • Al-Manar Centre Trust • Belmont Tremorfa Family Church • Bethel Baptist Church	• St. Catherine's Church Hall • Tabernacle Cardiff • The Church of the Resurrection • Thornhill Church • Tredegarville Baptist Church • University Catholic Chaplaincy • Wesley Methodist Church Cardiff

- Bethesda Church
- Bethesda United Reformed Church
- Beulah United Reformed Church Rhiwbina
- Blessed Sacrament Rumney
- Canton Uniting Church
- Cardiff Chinese Christian Church
- Cardiff Metropolitan Cathedral of St David city centre
- Cardiff Reform Synagogue
- Cardiff United Synagogue
- Cathays Methodist Church
- Cathedral Road Pontcanna
- Christ Church Radyr
- Christ the King Llanishen
- Christchurch United Church
- Church of the Resurrection Ely
- City Church Cardiff
- Conway Road Methodist Church
- Cyncoed Methodist Church
- Dar-ul-Isra Mosque
- Dewi Sant city centre
- Emmanuel Baptist Church
- Gabalfa Baptist Church
- Garden of the Lord Tremorfa
- Glenwood Church Centre & Wellbeing Space
- Greek Orthodox Church of St Nicholas
- Heath Evangelical Church
- Highfields Church
- Hindu Cultural Association of Wales India Centre Cardiff
- Holy Family Fairwater and St Mary of the Angels Canton
- Jalalia Mosque & Islamic Education Centre
- Kagyu Samye Dzong
- Lisvane Memorial Hall
- Llandaff Cathedral
- Llandaff North Christian Centre
- Llanishen Baptist Church
- Llanishen Evangelical Church
- Mackintosh Evangelical Church

- Whitchurch Methodist Church
- Pontprennau Community Church Centre
- Quaker Meeting House
- Rhiwbina Baptist Church
- Rumney Gospel Chapel
- Shiloh Pentecostal Fellowship
- Shree Swaminarayan Temple Cardiff
- Sikh Gurdwara Temple Roath
- Siloam Baptist Church
- St Alban-on-the-Moors Splott
- St Augustine's Church Rumney
- St Brigid's Llanishen
- St Cadoc's Church Llanrumney
- St David's Evangelical Lutheran Church
- St Dyfrig and St Samson Grangetown
- St Edeyrn's Old St Mellons
- St Edward the Confessor Roath
- St Faith's Llanishen
- St Francis & St Clare's Parish Ely
- St Isan's Llanishen
- St John the Baptist Danescourt
- St John the Evangelist Canton
- St Joseph's Gabalfa
- St Luke's Canton
- St Margarets Church Roath
- St Mark's Gabalfa
- St Martin's Roath
- St Mary the Virgin Butetown
- St Mary's Whitchurch
- St Mellons Baptist Church
- St Michael and All Angels Cathays
- St Patrick's Grangetown
- St Paul's Cyncoed
- St Paul's Grangetown
- St Philip Tremorfa
- St Saviour's Splott
- St Thomas's Birchgrove
- St. Andrew's United Reformed Church and Church of St Andrew & St Teilo Cathays

• Masjid Umar Mosque • Park End Presbyterian Church Of Wales • Pentyrch Street Baptist Church	

Venues hosting paper copies of the survey

• Members Services • Cardiff Quakers - 43 Charles St • Cardiff Allotment site offices (Posters) • Craft In The Bay • Cardiff Indoor Market (Posters) • Central Library Hub • Canton Library • Chapter Arts Centre (Posters) • Canton Uniting Church - 4 The Lindens, Romilly Crescent, CF11 9FF • Ely and Caerau Hub • Dusty Forge • The Resurrection - Grand Avenue • Fairwater Hub • Pentrebane Community Centre • Radyr Hub • Llandaff North and Gabalfa Hub • Whitchurch Hub • Whitchurch Community Centre • Ararat Baptist Church – Whitchurch • The Roundabout Cafe, Penlline Road, Whitchurch, Cardiff. CF14 1AA • Rhiwbina Hub • Thornhill Church Centre • Maes Y Coed Community Centre (Poster) • GP Surgeries (Posters) • Llanishen Hub	• Rhydypennau Hub • Cathays Branch and Heritage Library • Heath Christian Bookshop - 122 Whitchurch Road - CF14 3LZ • St Edward's Church - 8 Newminster Road, CF23 5AP • St Michael's - 6 Newminster Road, CF23 5AP • Penylan Library and Community Centre • Albany Rd Baptist Church • Llanedeyrn Powerhouse Hub • Glenwood Church Centre • Pontprennau Community Church Centre • St Mellons Hub • CCHA (Trowbridge Community Centre) • Rumney Hub • Llanrumney Hub • STAR Hub • Tremorfa Community Hall • Grangetown Hub • Grange Gardens • Butetown Hub • Butetown Community Centre • Butetown Pavilion – Youth Hub • Other CC teams: other front-facing Council staff working on projects engaging with seldom-heard communities, including volunteer managers, Into Work advisors and Digital Inclusion officers. • Mobile Library

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Face-to-Face Engagement

• Central Library Hub, • Butetown Hub and local shops, • Butetown Community Centre, • Butetown Pavilion and shop, • Canton Library, • Capel Y Bawb, • Ely & Caerau Hub, • Fairwater Hub • Grange Pavilion, • Llandaff North & Gabalfa Hub,	• LLanedeyrn Powerhouse and local shops, • Penylan Library and Community Centre, • Rhiwbina Hub, • STAR Hub, • St Mellons Hub, • Tremorfa food bank. • NuLife (Cadwyn Housing Association, Butetown) • Riverside streets and park.
Face-to-Face: Younger People	
• Cardiff Council Youth Engagement teams • ProMo Cymru (youth, particularly via social media) • National Minority Ethnic Youth Forum (focusing on Grangetown and Butetown) • Grange Pavilion Youth Forum	• Attendees from across Cardiff who attended a youth job fair held at Central Library • Cardiff University School of Journalism • Into Work Care Academy pre-training induction group
Face to Face: Older People (75+)	
• Cymru Older People Alliance • Elder-specific groups in Hubs and community spaces (mixed groups)	• Day Opportunities team elder inclusion project • Elder outreach work via Community Volunteers team
Face to Face: Minority Ethnicity Groups	
• Cardiff and Vale College (largest provider of ESOL classes in Wales; mixed group) • Independent ESOL teacher (feedback from mixed group and women only group)	• Women Connect First (women's group) • Race Equality First (women's group)
Face to Face: People Who Identify As Disabled	
• RNIB • SightLife	• British Deaf Association* • Deaf Hub Cymru* *Dialogue is ongoing with the Deaf community to co-ordinate direct engagement.*

Locations of Face to Face Engagement Work

Lisvane and Thornhill

Pontprennau and Old St Mellons

Rhiwbina

Llanishen

Whitchurch and Tongwynlais

Pentyrch and St Fagans

Radyr and Morganstown

Cyncoed

Pentwyn

Llanrumney

Trowbridge

Heath

Rumney

Llandaff North

Penylan

Fairwater

Llandaff

Cathays

Riverside

Adamsdown

Ely

Canton

Caerau

Grangetown

Butetown

1. Butetown Community Centre
2. Butetown Hub
3. Canton Library
4. Capel Y Bawb,
5. Cardiff and Vale College
(largest provider of ESOL classes in Wales)
6. Cardiff Council Youth Engagement teams
7. Cardiff University School of Journalism
8. Central Library Hub /
Youth job fair
/ Into Work Care Academy pre-training induction group
9. Cymru Older People Alliance
10. Ely and Caerau Hub
11. Fairwater Hub
12. Grange Pavilion / Grange Pavilion Youth Forum
13. Independent ESOL teacher
(feedback from mixed group and women only group)
14. Llandaff North and Gabalfa Hub
15. Llanedeyrn Powerhouse Hub
16. NuLife (Cadwyn Housing Association, Butetown)
17. Penylan Library and Community Centre
18. ProMo Cymru (youth, particularly via social media)
19. Race Equality First (women's group)
20. Rhiwbina Hub
21. Riverside streets and park.
22. SightLife
23. St Mellons Hub
24. STAR Hub
25. Tremorfa food bank.
26. Women Connect First (women's group)
27. Butetown Pavilion
28. Llanrumney Hub
29. Rumney Hub

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APPENDIX 2

Map of the Southern Arc

Southern Arc of Cardiff
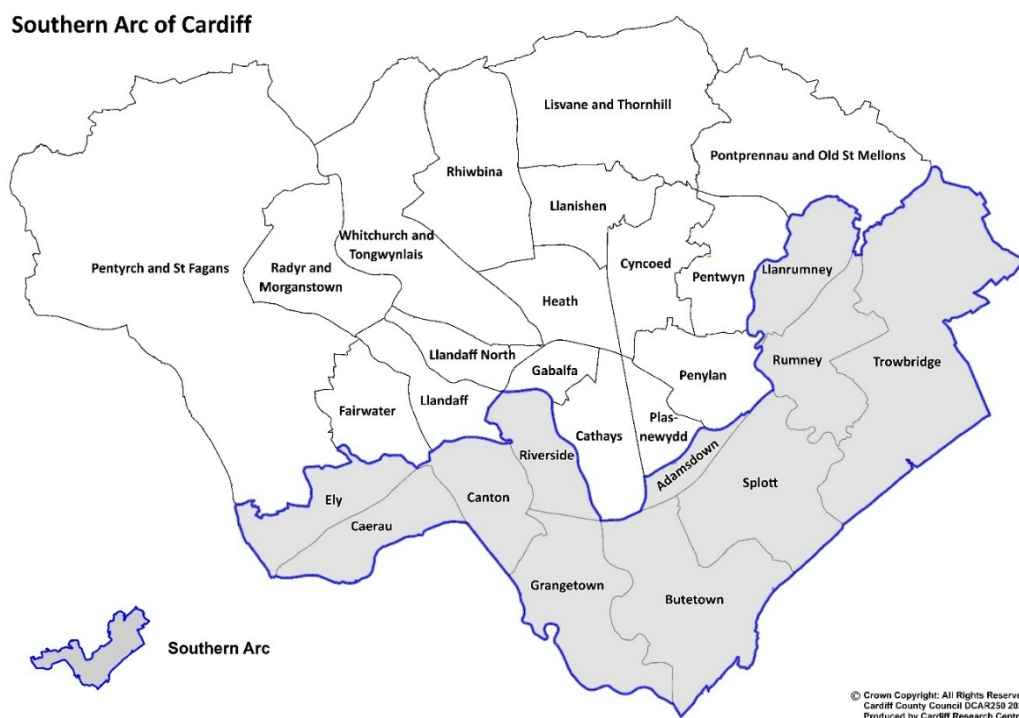
APPENDIX 3

How would you find information about the council? - Other

Theme	No	%	Example comments
Talking to friends or family	11	22.0	– Talking to friends – Conversations with friends & neighbours
Council App	10	20.0	– The Cardiff Council App – Council App - only information I need
Social Media	6	12.0	– Adverts on social media platforms – Social media comments from other Cardiff residents
Employer	3	6.0	– Staff Information e-mails
Residents Association	2	4.0	– Residents Association
Chatbot	2	4.0	– Chatbot
External Website	2	4.0	– News website i.e. BBC News For Wales
Street Signs / Posters	2	4.0	– Signage in the streets
Housing Manager / Tenants Groups	2	4.0	– I would talk to my Housing manager
Local Councillors	2	4.0	– Speak to local councillors
Third Sector / Charity	2	4.0	– Oasis
Miscellaneous	11	22.0	– Local area resident's FaceBook page – Cardiff paper – Cardiff Youth Council

APPENDIX 4

How would you find information about the council? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1330	668	603	141	792
Council website	80.1	80.1	80.8	75.9	78.7
Council social media accounts	39.6	33.4	30.8	36.9	25.0
Internet Search engine (e.g. Google)	32.2	38.2	42.0	45.4	36.2
Local press	28.9	25.4	33.0	18.4	31.9
In a Hub / Library	23.9	28.1	19.7	27.7	23.5
Phone C2C	15.6	14.7	8.6	8.5	11.0
Speak to my local councillor	11.0	16.5	14.4	7.8	18.1
Something else	4.3	4.8	3.8	4.3	3.5
I don't know	2.5	1.6	3.3	5.0	2.3
I wouldn't look for information	1.2	0.9	1.3	2.8	0.8

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1330	374	255	231	128
Council website	80.1	82.1	80.8	78.4	82.0
Council social media accounts	39.6	34.5	44.3	24.7	32.8
Internet Search engine (e.g. Google)	32.2	37.4	41.2	35.9	39.1
Local press	28.9	28.3	23.5	23.8	25.8
In a Hub / Library	23.9	28.3	23.9	27.7	26.6
Phone C2C	15.6	14.4	7.8	13.9	12.5
Speak to my local councillor	11.0	18.2	9.0	18.6	15.6
Something else	4.3	3.7	5.5	4.8	5.5
I don't know	2.5	2.7	2.0	1.7	2.3
I wouldn't look for information	1.2	0.8	2.0	0.9	2.3

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1330	133	180	842	480
Council website	*80.1*	*79.7*	*68.3*	*83.7*	*73.8*
Council social media accounts	*39.6*	*33.1*	*35.6*	*35.0*	*27.5*
Internet Search engine (e.g. Google)	*32.2*	*34.6*	*41.1*	*42.3*	*35.0*
Local press	*28.9*	*26.3*	*20.0*	*31.0*	*25.2*
In a Hub / Library	*23.9*	*24.8*	*31.1*	*18.9*	*32.7*
Phone C2C	*15.6*	*14.3*	*8.3*	*10.5*	*11.5*
Speak to my local councillor	*11.0*	*12.0*	*13.9*	*16.4*	*14.6*
Something else	*4.3*	*4.5*	*5.0*	*3.2*	*6.3*
I don't know	*2.5*	*3.0*	*2.2*	*2.6*	*2.3*
I wouldn't look for information	*1.2*	*1.5*	*3.9*	*0.8*	*1.7*

APPENDIX 5

Where would you look for this information? By Demographic

	All respondents	Female	Male	Under 35	55+
Base	906	462	411	77	563
Council website	79.0	75.8	83.5	76.6	79.2
Search engine (e.g. Google)	39.4	41.3	38.0	59.7	33.7
Local Councillor's newsletter	32.3	35.9	29.9	13.0	37.1
Social media	23.6	27.9	20.0	20.8	19.4
GOV.UK	21.0	21.0	21.7	24.7	20.6
Other	4.6	5.0	3.4	1.3	5.7

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	906	521	162	147	78
Council website	79.0	85.7	80.2	73.5	74.4
Search engine (e.g. Google)	39.4	43.8	46.9	39.5	42.3
Local Councillor's newsletter	32.3	22.3	27.2	28.6	28.2
Social media	23.6	25.5	29.0	25.9	24.4
GOV.UK	21.0	26.3	19.8	26.5	25.6
Other	4.6	3.6	2.5	7.5	3.8

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	906	89	103	597	303
Council website	79.0	80.9	78.6	82.2	72.6
Search engine (e.g. Google)	39.4	41.6	56.3	38.5	40.9
Local Councillor's newsletter	32.3	22.5	26.2	33.5	30.4
Social media	23.6	22.5	26.2	23.5	24.1
GOV.UK	21.0	12.4	31.1	20.8	21.5
Other	4.6	3.4	4.9	2.7	8.3

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APPENDIX 6

Do you follow your local councillors or the council on social media? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1303	653	593	139	762
Yes, local councillor(s)	15.0	15.6	14.5	8.6	14.3
Yes, the Council	20.2	23.1	17.4	26.6	14.7
No, I don't follow either	53.3	51.8	54.3	56.8	55.0
No, I don't use social media	18.0	16.1	20.2	12.9	21.1

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1303	367	252	228	126
Yes, local councillor(s)	15.0	15.3	17.5	16.7	15.9
Yes, the Council	20.2	23.2	27.4	16.7	28.6
No, I don't follow either	53.3	54.5	53.6	56.1	47.6
No, I don't use social media	18.0	14.7	10.7	18.0	18.3

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1303	132	172	830	467
Yes, local councillor(s)	15.0	12.9	13.4	16.7	12.0
Yes, the Council	20.2	16.7	24.4	22.9	15.4
No, I don't follow either	53.3	58.3	57.6	51.0	57.2
No, I don't use social media	18.0	17.4	12.2	17.1	19.7

APPENDIX 7

Are you aware of either of the following? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1303	657	589	136	763
Council Petition scheme	13.0	11.7	14.4	5.9	15.5
The Council's Scrutiny committees	21.5	22.4	20.7	8.1	23.9
Neither of these	73.2	72.1	74.2	89.0	70.1

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1303	366	252	227	124
Council Petition scheme	13.0	12.0	12.3	14.1	8.9
The Council's Scrutiny committees	21.5	22.7	18.7	21.6	16.9
Neither of these	73.2	72.4	75.0	73.6	79.0

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1303	131	170	830	467
Council Petition scheme	13.0	11.5	11.8	14.1	10.7
The Council's Scrutiny committees	21.5	23.7	14.1	22.9	18.6
Neither of these	73.2	73.3	78.2	71.4	76.7

APPENDIX 8

Have you ever used any of the following? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1298	649	591	139	758
The Council website	85.9	83.2	89.2	79.1	84.4
Council social media (e.g. Twitter, Facebook, Instagram)	33.4	34.7	31.6	43.2	24.8
Councillor surgeries	10.1	10.6	9.1	3.6	12.3
Webcasting or live streaming of Council meetings	7.9	7.7	7.3	7.2	6.5
Asking a question at Council or one of its committees	4.6	5.4	4.1	2.2	5.5
Council Petition scheme	3.9	3.1	5.1	1.4	4.7
None of these	10.2	11.7	7.8	18.0	11.2

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1298	364	250	227	123
The Council website	85.9	85.7	86.8	84.1	83.7
Council social media (e.g. Twitter, Facebook, Instagram)	33.4	34.6	45.6	26.0	43.9
Councillor surgeries	10.1	11.5	6.8	15.0	4.1
Webcasting or live streaming of Council meetings	7.9	8.5	9.6	7.5	6.5
Asking a question at Council or one of its committees	4.6	4.4	2.8	8.8	2.4
Council Petition scheme	3.9	3.3	5.2	4.4	2.4
None of these	10.2	10.7	10.0	11.9	11.4

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1298	129	174	832	459
The Council website	85.9	89.1	78.2	91.8	75.2
Council social media (e.g. Twitter, Facebook, Instagram)	33.4	36.4	36.8	36.4	28.1
Councillor surgeries	10.1	7.0	7.5	9.4	11.1
Webcasting or live streaming of Council meetings	7.9	6.2	5.2	7.8	7.8
Asking a question at Council or one of its committees	4.6	4.7	5.2	4.7	4.6
Council Petition scheme	3.9	4.7	2.3	4.0	3.9
None of these	10.2	8.5	17.2	5.4	19.0

APPENDIX 9

How satisfied are you with... the Council website? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1160	569	542	118	671
Very satisfied	11.6	11.8	11.3	10.2	11.3
Fairly satisfied	54.8	59.9	50.6	55.1	55.7
Neither	23.1	19.2	26.9	23.7	23.8
Fairly dissatisfied	7.3	6.9	7.6	9.3	6.0
Very dissatisfied	3.2	2.3	3.7	1.7	3.1
Satisfied	66.4	71.7	61.8	65.3	67.1
Dissatisfied	10.5	9.1	11.3	11.0	9.1

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1160	328	227	197	113
Very satisfied	11.6	11.6	14.1	10.7	13.3
Fairly satisfied	54.8	52.4	52.9	51.8	50.4
Neither	23.1	24.7	26.0	23.9	24.8
Fairly dissatisfied	7.3	8.5	5.3	10.7	8.8
Very dissatisfied	3.2	2.7	1.8	3.0	2.7
Satisfied	66.4	64.0	67.0	62.4	63.7
Dissatisfied	10.5	11.3	7.0	13.7	11.5

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1160	120	145	771	383
Very satisfied	11.6	14.2	12.4	10.8	12.5
Fairly satisfied	54.8	56.7	51.0	55.8	53.5
Neither	23.1	17.5	25.5	22.0	25.6
Fairly dissatisfied	7.3	6.7	9.0	7.9	5.7
Very dissatisfied	3.2	5.0	2.1	3.5	2.6
Satisfied	66.4	70.8	63.4	66.5	66.1
Dissatisfied	10.5	11.7	11.0	11.4	8.4

How satisfied are you with... Council social media (e.g. Twitter, Facebook, Instagram)? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	624	320	272	84	301
Very satisfied	9.3	10.0	9.2	8.3	8.6
Fairly satisfied	48.2	53.8	44.1	52.4	46.5
Neither	28.7	25.0	32.7	31.0	31.6
Fairly dissatisfied	7.9	6.9	7.4	4.8	7.0
Very dissatisfied	5.9	4.4	6.6	3.6	6.3
Satisfied	57.5	63.8	53.3	60.7	55.1
Dissatisfied	13.8	11.3	14.0	8.3	13.3

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	624	189	154	108	68
Very satisfied	9.3	7.9	14.3	4.6	4.4
Fairly satisfied	48.2	49.2	45.5	38.9	57.4
Neither	28.7	27.5	27.3	36.1	27.9
Fairly dissatisfied	7.9	10.1	9.1	11.1	8.8
Very dissatisfied	5.9	5.3	3.9	9.3	1.5
Satisfied	57.5	57.1	59.7	43.5	61.8
Dissatisfied	13.8	15.3	13.0	20.4	10.3

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	624	62	94	411	211
Very satisfied	9.3	12.9	10.6	8.5	10.4
Fairly satisfied	48.2	51.6	40.4	52.1	41.2
Neither	28.7	21.0	38.3	24.1	37.9
Fairly dissatisfied	7.9	9.7	6.4	9.0	5.2
Very dissatisfied	5.9	4.8	4.3	6.3	5.2
Satisfied	57.5	64.5	51.1	60.6	51.7
Dissatisfied	13.8	14.5	10.6	15.3	10.4

How satisfied are you with... Webcasting or live streaming of Council meetings? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	321	146	156	38	162
Very satisfied	6.5	7.5	5.1	0.0	5.6
Fairly satisfied	26.8	29.5	24.4	36.8	25.3
Neither	51.1	50.0	53.8	55.3	52.5
Fairly dissatisfied	7.8	8.9	7.7	2.6	8.6
Very dissatisfied	7.8	4.1	9.0	5.3	8.0
Satisfied	33.3	37.0	29.5	36.8	30.9
Dissatisfied	15.6	13.0	16.7	7.9	16.7

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	321	97	87	64	24
Very satisfied	6.5	6.2	9.2	6.3	4.2
Fairly satisfied	26.8	28.9	33.3	23.4	25.0
Neither	51.1	49.5	50.6	46.9	50.0
Fairly dissatisfied	7.8	8.2	2.3	10.9	16.7
Very dissatisfied	7.8	7.2	4.6	12.5	4.2
Satisfied	33.3	35.1	42.5	29.7	29.2
Dissatisfied	15.6	15.5	6.9	23.4	20.8

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	321	28	51	184	136
Very satisfied	6.5	0.0	9.8	5.4	8.1
Fairly satisfied	26.8	32.1	21.6	27.2	25.7
Neither	51.1	50.0	52.9	51.1	51.5
Fairly dissatisfied	7.8	3.6	7.8	8.2	7.4
Very dissatisfied	7.8	14.3	7.8	8.2	7.4
Satisfied	33.3	32.1	31.4	32.6	33.8
Dissatisfied	15.6	17.9	15.7	16.3	14.7

How satisfied are you with... Councillor surgeries? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	418	201	199	39	264
Very satisfied	4.8	5.5	4.0	0.0	4.9
Fairly satisfied	26.8	31.8	23.1	17.9	30.3
Neither	48.8	46.3	51.3	61.5	45.8
Fairly dissatisfied	7.7	9.5	6.5	12.8	6.4
Very dissatisfied	12.0	7.0	15.1	7.7	12.5
Satisfied	31.6	37.3	27.1	17.9	35.2
Dissatisfied	19.6	16.4	21.6	20.5	18.9

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	418	109	81	100	29
Very satisfied	4.8	6.4	7.4	7.0	3.4
Fairly satisfied	26.8	24.8	23.5	22.0	27.6
Neither	48.8	48.6	56.8	44.0	44.8
Fairly dissatisfied	7.7	6.4	7.4	13.0	13.8
Very dissatisfied	12.0	13.8	4.9	14.0	10.3
Satisfied	31.6	31.2	30.9	29.0	31.0
Dissatisfied	19.6	20.2	12.3	27.0	24.1

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	418	34	61	254	163
Very satisfied	4.8	0.0	1.6	5.5	3.7
Fairly satisfied	26.8	29.4	18.0	28.7	23.3
Neither	48.8	44.1	65.6	44.9	55.2
Fairly dissatisfied	7.7	5.9	9.8	7.5	8.0
Very dissatisfied	12.0	20.6	4.9	13.4	9.8
Satisfied	31.6	29.4	19.7	34.3	27.0
Dissatisfied	19.6	26.5	14.8	20.9	17.8

How satisfied are you with... Asking a question at Council or one of its committees? - By Demographic

	All respondents	Female	Male	Under 35	55+
Base	330	155	156	38	194
Very satisfied	3.9	4.5	2.6	2.6	3.6
Fairly satisfied	17.9	23.9	12.2	18.4	20.6
Neither	52.7	53.5	55.1	52.6	48.5
Fairly dissatisfied	9.1	10.3	8.3	10.5	8.2
Very dissatisfied	16.4	7.7	21.8	15.8	19.1
Satisfied	21.8	28.4	14.7	21.1	24.2
Dissatisfied	25.5	18.1	30.1	26.3	27.3

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	330	89	67	85	21
Very satisfied	3.9	4.5	4.5	3.5	4.8
Fairly satisfied	17.9	15.7	11.9	24.7	14.3
Neither	52.7	56.2	65.7	44.7	57.1
Fairly dissatisfied	9.1	9.0	4.5	9.4	9.5
Very dissatisfied	16.4	14.6	13.4	17.6	14.3
Satisfied	21.8	20.2	16.4	28.2	19.0
Dissatisfied	25.5	23.6	17.9	27.1	23.8

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	330	24	58	189	140
Very satisfied	3.9	4.2	6.9	1.6	7.1
Fairly satisfied	17.9	12.5	15.5	16.4	19.3
Neither	52.7	54.2	55.2	52.9	52.9
Fairly dissatisfied	9.1	4.2	10.3	9.5	8.6
Very dissatisfied	16.4	25.0	12.1	19.6	12.1
Satisfied	21.8	16.7	22.4	18.0	26.4
Dissatisfied	25.5	29.2	22.4	29.1	20.7

How satisfied are you with... the Council Petition scheme? - By Demographic

	All respondents	Female	Male	Under 35	55+	LGBTQ+
Base	311	135	160	33	181	22
Very satisfied	1.9	1.5	2.5	0.0	1.1	0.0
Fairly satisfied	17.7	20.7	16.3	21.2	18.8	9.1
Neither	57.2	61.5	54.4	54.5	54.7	54.5
Fairly dissatisfied	9.0	8.9	10.0	12.1	9.4	18.2
Very dissatisfied	14.1	7.4	16.9	12.1	16.0	18.2
Satisfied	19.6	22.2	18.8	21.2	19.9	9.1
Dissatisfied	23.2	16.3	26.9	24.2	25.4	36.4

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	311	83	72	70	22
Very satisfied	1.9	1.2	1.4	4.3	0.0
Fairly satisfied	17.7	15.7	22.2	18.6	9.1
Neither	57.2	57.8	56.9	52.9	54.5
Fairly dissatisfied	9.0	10.8	11.1	7.1	18.2
Very dissatisfied	14.1	14.5	8.3	17.1	18.2
Satisfied	19.6	16.9	23.6	22.9	9.1
Dissatisfied	23.2	25.3	19.4	24.3	36.4

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	311	25	48	190	119
Very satisfied	1.9	0.0	4.2	1.6	2.5
Fairly satisfied	17.7	12.0	20.8	20.0	14.3
Neither	57.2	60.0	56.3	55.3	59.7
Fairly dissatisfied	9.0	8.0	10.4	7.4	11.8
Very dissatisfied	14.1	20.0	8.3	15.8	11.8
Satisfied	19.6	12.0	25.0	21.6	16.8
Dissatisfied	23.2	28.0	18.8	23.2	23.5

APPENDIX 10

Have you ever shared your views with the council by taking part in engagement or consultations? - Something else

Theme	No	%	Example comments
Emailed	26	*44.8*	− *Email to Council officers and to local councillors* − *Several emails and complaints but don't receive a response* − *I've e-mailed*
Letter	4	*6.9*	− *Writing letters* − *I've written a letter to the council highways team regarding cycling in Cardiff*
Planning Objection	4	*6.9*	− *Objections to planning submissions* − *Submitted comments relating to planning applications*
PACT Meetings	3	*5.2*	− *PACT meetings*
Attended a Protest	2	*3.4*	− *Protests*
Previously employed by Council	2	*3.4*	− *Used to work for the Council*
Miscellaneous	19	*32.8*	− *Local drop in regarding permit parking and crime* − *Telephone* − *Speaking to Leader and Cabinet Members.* − *Discussion with ward councillors*

APPENDIX 11

Have you ever shared your views with the council by taking part in engagement or consultations? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1286	644	587	135	757
Surveys	69.5	69.7	69.5	52.6	71.2
Speaking to your local councillor	29.5	29.3	29.8	8.9	35.5
Speaking to council staff	15.9	16.5	15.3	8.1	17.0
Social media	13.7	13.0	13.8	10.4	12.0
Petition schemes	7.8	7.5	8.5	3.7	8.5
Drop-in sessions	7.4	7.9	7.3	3.7	9.0
Focus groups	5.2	6.2	4.4	3.0	4.9
Something else	5.0	4.8	4.8	2.2	5.0
Workshops	4.0	4.8	3.2	1.5	4.0
Scrutiny committees	1.5	1.9	1.0	0.7	2.0

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1286	358	246	225	122
Surveys	69.5	67.9	66.3	68.0	66.4
Speaking to your local councillor	29.5	28.2	22.8	29.8	20.5
Speaking to council staff	15.9	15.9	11.8	20.0	12.3
Social media	13.7	12.8	15.0	15.1	9.8
Petition schemes	7.8	4.5	7.3	9.3	4.9
Drop-in sessions	7.4	9.2	3.7	10.7	5.7
Focus groups	5.2	7.0	6.1	7.6	2.5
Something else	5.0	5.9	3.7	6.7	3.3
Workshops	4.0	5.3	5.3	6.2	1.6
Scrutiny committees	1.5	1.7	0.4	1.3	0.8

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1286	128	169	818	461
Surveys	69.5	70.3	60.9	78.6	53.4
Speaking to your local councillor	29.5	29.7	18.9	33.4	22.8
Speaking to council staff	15.9	14.8	13.6	14.9	17.4
Social media	13.7	10.9	13.6	15.2	11.1
Petition schemes	7.8	4.7	5.3	8.6	6.5
Drop-in sessions	7.4	3.9	5.3	7.6	6.9
Focus groups	5.2	2.3	7.1	5.3	5.0
Something else	5.0	5.5	4.7	5.1	4.8
Workshops	4.0	2.3	4.7	4.3	3.5
Scrutiny committees	1.5	1.6	1.2	1.0	2.4

APPENDIX 12

Have you faced any barriers in sharing your views with the council? – Something else

Theme	No	%	Example comments
Receiving Feedback / Being heard	21	*29.6*	− *Sometimes the Council only listens to those who shout the loudest, which isn't fair* − *Council lacks public transparency in everything it does.* − *There's no way to share views transparently with permanence when council isn't seeking them, and to track progress.* − *I don't feel the council listen as there is NEVER any response / reaction to anything. Communications are not coherent just a random exchange of one way communications. No telephone numbers to talk to departments, no names on emails (just departments) no interactions to resolve issues.*
Fairer process in decision making	18	*25.4*	− *Sometimes consultations of relevance to me e.g. parking charges etc are lost in the detail of wider issues. It is also difficult to see what the criteria are for when the council consults on matters and when it doesn't.* − *The events were advertised as consultation, but in effect they were to say what was going to happen* − *I do not feel that anything is achieved*
Biased questions / decisions already made	16	*22.5*	− *Surveys are often biased to what they want you to say* − *Surveys i have seen ask questions that without detail, just headline use, so asking an opinion is a waste of time!!* − *Convoluted processes which are designed solely to stop you completing them/engaging.*
Time	8	*11.3*	− *Everything takes a very long time*

			– *Missed the deadline for surveys, as I seem to fall over them close to end date or past the date* – *Working full time and timing of events*
Local councillors	5	*7.0*	– *Councillors don't respond* – *It's difficult to speak to my local councillor via social media since contact seems to be favoured / funnelled in the direction of their personal social media accounts which are incredibly biased towards their own political dogma*
Should include open questions	4	*5.6*	– *Surveys ask "loaded" questions to get the answers wanted rather than open questions for comment* – *Surveys aren't open questions - they are designed to make you answer the way the council wants you to. It's very difficult to feel your views are important.*
Don't like meetings	3	*4.2*	– *My mental health makes face-to-face meetings very difficult* – *Inhibitions because I'm under 18*
Staff don't make it easy	3	*4.2*	– *Council workers insist on calling me even though my disability makes phone calls difficult for me* – *Your hubs mean you have to go through other staff rather than get straight to the right department*
Not sure	2	*2.8*	– *I don't think people (myself included) are generally aware of processes that are available to have a say.*
Miscellaneous	8	*11.3*	– *Sometimes not completed survey if questions feel too intrusive/detailed* – *Not online* – *All in Welsh*

APPENDIX 13

Have you faced any barriers in sharing your views with the council? – By Demographic Group

	All respondents	Female	Male	Under 35	55+
Base	1230	616	563	129	721
I don't think people's views are taken into account	34.1	37.3	30.4	26.4	36.2
Don't know how to get involved	20.7	20.8	21.1	43.4	15.8
Surveys are too long	8.9	8.9	8.9	13.2	7.6
Issues accessing events in person	5.0	6.3	3.6	6.2	3.7
Issues accessing things online	4.1	4.4	4.1	7.8	3.9
Surveys are too complicated	4.0	3.7	3.6	5.4	2.9
Not available in the right format (e.g. online, hard copy)	2.6	3.1	1.6	3.9	2.5
Not available in my preferred language	0.5	0.2	0.9	1.6	0.1
Something else	6.2	6.0	5.7	3.9	5.0
No barriers	40.4	37.8	44.2	28.7	43.6

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1230	347	233	219	118
I don't think people's views are taken into account	34.1	34.9	28.3	41.6	30.5
Don't know how to get involved	20.7	23.3	25.8	24.2	28.8
Surveys are too long	8.9	7.2	9.4	8.7	9.3
Issues accessing events in person	5.0	5.8	4.3	11.4	5.1
Issues accessing things online	4.1	3.7	3.0	7.3	1.7
Surveys are too complicated	4.0	4.0	4.7	4.1	7.6
Not available in the right format (e.g. online, hard copy)	2.6	2.3	0.9	3.2	4.2
Not available in my preferred language	0.5	0.9	0.4	1.4	0.8
Something else	6.2	8.1	6.0	6.8	7.6
No barriers	40.4	38.0	41.6	30.6	36.4

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1230	121	164	784	439
I don't think people's views are taken into account	34.1	28.1	25.6	35.3	31.9
Don't know how to get involved	20.7	27.3	36.0	17.3	27.1
Surveys are too long	8.9	10.7	12.8	8.7	9.3
Issues accessing events in person	5.0	5.8	6.7	5.4	4.3
Issues accessing things online	4.1	4.1	3.0	4.0	4.3
Surveys are too complicated	4.0	8.3	6.7	3.7	4.6
Not available in the right format (e.g. online, hard copy)	2.6	1.7	2.4	1.4	4.1
Not available in my preferred language	0.5	0.8	1.8	0.4	0.7
Something else	6.2	4.1	10.4	5.1	8.2
No barriers	40.4	46.3	32.3	43.5	35.1

APPENDIX 14

What would encourage you to share your views with the council? – Something else

Theme	No	%	Example comments
Being heard / having a two way dialogue / Fair process / Survey design	38	*58.5*	− *People will not share views if they continually see evidence of popular issues going unaddressed. The only way to build trust is to regularly consult the public and act in the popular interest, which is not always the same as that of pressure groups/special interest groups etc* − *Would they make any difference?* − *Actually shaping the policy rather than a reactive survey to a decided plan* − *Simpler language and more time to complete. Some departments are pretty good but for example, road consultations are pretty inaccessible and when I tried to raise that the response I got was quite legalistic and defensive, rather than trying to hear what I was saying about the consultation being tokenistic because they'd promoted it so poorly*
Better consultation / engagement process	18	*27.7*	− *Asking people before you do things!* − *The Council being open and transparent on planned changes within Wards e.g. to Parks* − *The belief that the Council genuinely wanted to listen and trusts its partners and the population it serves; the Council clearly has its own agenda - which is often about keeping itself at the centre of everything rather than being genuinely enabling, which means too often doing things in the same way or not increasing opportunities by opening a range of doors, and trusting communities and community groups - by which I mean the voluntary sector - to do things for ourselves. There is far too*

			little in the strategy - for example about how the Council will support local groups to increase participation and engagement. Instead the Council appears to want to take over the roles of existing, trusted groups and organisations rather than think of how to work better with these groups, to acknowledge it can't do everything and reach everyone and that it sometimes needs to get out of the way to let good things happen.
Consultation / Engagement Suggestions	12	*18.5*	— *A dedicated web service and/or email address which is staffed and can respond to queries, suggestions etc. from the public directly in a non-forum setting* — *Surveys and outreach worded in ways that make sense to people, reflect people's needs and priorities, and don't feel like they are just designed to give the research team the answers they want*
Councillor Comments	6	*9.2*	— *for Cllrs to be identifiable at public events - wear a badge, baseball cap saying "I'm paid to represent you."* — *having councillors who care*
Easier process	5	*7.7*	— *Must be easier* — *Concern for people who are not online or have smartphones, and elderly. We are not robots.*
Miscellaneous	8	*12.3*	— *The council showing some kind of human empathy* — *not having to rely on social media* — *How about a national vote on the 20pmh speed restriction ?*

APPENDIX 15

What would encourage you to share your views with the council? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1265	636	575	132	746
Knowing the results are taken into account	63.5	65.4	61.6	59.1	63.8
A topic that is of particular interest to me	51.7	52.0	53.0	52.3	54.4
Better promotion of opportunities to get involved	50.1	52.4	48.7	61.4	46.9
Being told the results of the engagement	46.5	47.0	47.1	52.3	44.1
A topic that will directly affect me or my family	44.1	45.3	44.0	50.0	43.6
Events in my local community	42.8	48.9	37.7	39.4	45.2
Something else	5.3	4.7	4.7	6.1	4.2
Nothing	3.8	3.6	3.3	6.8	3.5

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1265	352	237	224	121
Knowing the results are taken into account	63.5	61.6	63.3	65.6	67.8
A topic that is of particular interest to me	51.7	50.9	48.1	46.0	54.5
Better promotion of opportunities to get involved	50.1	52.3	55.3	51.3	56.2
Being told the results of the engagement	46.5	48.6	48.1	45.5	47.9
A topic that will directly affect me or my family	44.1	46.6	47.7	40.6	46.3
Events in my local community	42.8	43.5	39.2	40.2	41.3
Something else	5.3	6.0	4.6	8.5	8.3
Nothing	3.8	4.3	4.2	4.5	3.3

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1265	126	165	804	453
Knowing the results are taken into account	63.5	62.7	55.2	66.7	58.3
A topic that is of particular interest to me	51.7	51.6	43.0	51.7	51.4
Better promotion of opportunities to get involved	50.1	43.7	60.6	50.9	49.2
Being told the results of the engagement	46.5	54.0	45.5	49.5	41.5
A topic that will directly affect me or my family	44.1	35.7	45.5	43.8	44.6
Events in my local community	42.8	40.5	46.1	41.5	45.3
Something else	5.3	6.3	6.7	5.2	5.3
Nothing	3.8	4.8	5.5	3.1	4.6

APPENDIX 16

How would you like to share your views with the council? – Something else

Theme	No	%	Example comments
Email	9	*25.0*	− *Monthly emails* − *A dedicated e-mail address or social media address for sharing all views, which Council can then direct to the correct department. A reply would be provided advising where the views have been passed to.*
Face-to-face	8	*22.2*	− *Face to face the human way what are you frightened of?* − *I'd like to say "speaking to my local councillor", which i do, but don't feel they are listening.*
Negative experience	6	*16.7*	− *To be honest, I had decided not to bother in future. Not worth the effort.* − *I have shared my views and been treated really badly as a result, my issues not considered and my anonymity has been compromised, the council need to be more transparent in its dealing with public who come forward.*
Post	4	*11.1*	− *Writing to the council - but most importantly, receiving a response acknowledging it has been heard.* − *By post*
Digitally	4	*11.1*	− *Mobile App* − *Contact form on website*
Citizen Assemblies	3	*8.3*	− *Citizens Assemblies*
Miscellaneous	6	*16.7*	− *Where you can ask questions and get answers that cannot be misconstrued* − *Through continuous dialog* − *Councillors actually listening and responding*

APPENDIX 17

How would you like to share your views with the council? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1266	636	574	131	792
Online survey	81.3	78.5	86.1	80.9	74.7
Speaking to my local councillor	36.1	36.5	36.8	27.5	35.6
Speaking to council staff	28.0	29.2	26.7	21.4	27.3
Focus groups - in person	23.3	26.1	20.7	20.6	21.5
Focus groups - online	23.3	25.9	20.6	28.2	17.4
Drop-in sessions	20.5	24.8	15.5	18.3	18.6
Via social media	19.9	21.7	17.9	30.5	14.4
Hard copy survey	13.1	15.4	11.0	13.0	13.4
Raising issues through Scrutiny	8.3	7.4	8.9	9.2	7.2
Something else	3.2	3.0	3.1	1.5	3.0
None of these	2.1	1.4	1.9	3.1	1.6

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1266	356	239	223	123
Online survey	81.3	80.3	83.3	79.8	84.6
Speaking to my local councillor	36.1	35.7	28.9	38.1	30.9
Speaking to council staff	28.0	29.8	25.1	30.5	23.6
Focus groups - in person	23.3	26.4	24.7	21.5	25.2
Focus groups - online	23.3	24.2	32.2	25.6	29.3
Drop-in sessions	20.5	22.2	20.5	22.0	19.5
Via social media	19.9	21.6	27.6	22.4	21.1
Hard copy survey	13.1	14.0	10.0	16.6	16.3
Raising issues through Scrutiny	8.3	9.0	6.3	8.1	7.3
Something else	3.2	3.7	2.5	5.4	2.4
None of these	2.1	2.0	2.9	2.2	1.6

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1266	126	167	809	450
Online survey	81.3	82.5	71.9	90.1	66.0
Speaking to my local councillor	36.1	38.9	33.5	37.5	33.8
Speaking to council staff	28.0	26.2	28.7	26.3	31.3
Focus groups - in person	23.3	20.6	32.3	23.4	23.3
Focus groups - online	23.3	20.6	32.3	25.8	19.1
Drop-in sessions	20.5	18.3	19.8	19.4	22.4
Via social media	19.9	17.5	25.1	19.0	21.8
Hard copy survey	13.1	11.9	12.0	7.5	23.3
Raising issues through Scrutiny	8.3	11.1	11.4	8.3	8.4
Something else	3.2	4.8	4.2	2.5	4.7
None of these	2.1	3.2	3.6	1.4	3.1

APPENDIX 18

Which social media channels would you like to use? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	247	136	101	38	112
Facebook	83.4	83.8	83.2	71.1	89.3
Twitter / X	44.9	38.2	52.5	68.4	32.1
Instagram	32.4	39.0	24.8	55.3	25.0
Linked In	12.6	13.2	11.9	21.1	8.9
TikTok	8.9	10.3	6.9	26.3	3.6
Snapchat	4.9	5.1	5.0	18.4	2.7
Other social media	4.0	2.9	5.0	5.3	3.6

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	247	76	66	50	26
Facebook	83.4	81.6	81.8	84.0	88.5
Twitter / X	44.9	44.7	51.5	44.0	42.3
Instagram	32.4	39.5	34.8	20.0	30.8
Linked In	12.6	15.8	12.1	8.0	11.5
TikTok	8.9	15.8	12.1	10.0	15.4
Snapchat	4.9	5.3	9.1	10.0	0.0
Other social media	4.0	2.6	4.5	6.0	7.7

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	247	21	41	152	95
Facebook	83.4	90.5	73.2	82.2	85.3
Twitter / X	44.9	42.9	46.3	47.4	41.1
Instagram	32.4	19.0	53.7	30.3	35.8
Linked In	12.6	4.8	17.1	11.2	14.7
TikTok	8.9	9.5	22.0	5.3	14.7
Snapchat	4.9	4.8	9.8	0.7	11.6
Other social media	4.0	0.0	7.3	2.6	6.3

APPENDIX 19

How should the council promote consultation and engagement opportunities? – Something else

Theme	No	%	Example comments
Via Email	23	*25.6*	– *Via email* – *Email works best for me* – *Email mailing list subscribers*
In the post	21	*23.3*	– *Open Invitations via mail* – *Leaflets to households in the affected area explaining exactly what is proposed* – *Send letters to people if it's online people actively have to look for it which won't be many people. Letters how ever give people info regardless of whether they thought to look into it.*
Face-to-Face	14	*15.6*	– *Visit local communities in person* – *Popup stalls at local events.* – *You rely too much on social media and internet - go to your community centres and areas where the local people go - clinics and engagement sessions*
Mobile Phone - Text / App	7	*7.8*	– *Notifications via Cardiff app* – *On the council app*
Newsletters	6	*6.7*	– *Local newsletters - area based and demographic based* – *Newsletter*
Social Media	6	*6.7*	– *Social media adverts* – *Instagram promotion*
Posters / Flyers	5	*5.6*	– *Adverts in non-council buildings like local shops or other places where people have to wait and therefore have time to read (e.g. station)* – *Leaflet drop*
Local Communtiy Buildings	4	*4.4*	– *GP surgeries, leisure centres, mother and toddler groups, youth clubs, over 50s friendship groups/coffee mornings* – *In local shops, pubs, leisure centres, where people go.*
Radio / TV	4	*4.4*	– *local tv news* – *Radio, TV*

Community groups	4	*4.4*	–	*housing associations*
			–	*Via scheme managers in assisted living*
Comments re local councillors	3	*3.3*	–	*How can a councillor represent a community without taking a consensus from that community? Party politics should have no place in local affairs, it should be a case of 'what's best for this community!'*
Citizen's Panel	3	*3.3*	–	*Citizens panel for all council consultations, not just some. We can always opt out*
Education Settings	2	*2.2*	–	*through schools - eg: in the primary times or email directly to families through schools.*
Miscellaneous	8	*8.9*	–	*Not everyone is online and those that are online don't see everything*
			–	*Accessible for everyone and enough time to feedback*
			–	*Don't bother - waste of money*

APPENDIX 20

How should the council promote consultation and engagement opportunities? – Community Buildings

Theme	No	%	Example comments
Hubs/Libraries	49	*28.8*	− *Hubs/Libraries* − *All hybs* − *Libraries and hubs*
Community Centres	47	*27.6*	− *community centres* − *community spaces that may not be council run e.g. Butetown community centre, the old library in Rumney, Cathay's community centre* − *Chapter and Llanover arts centres*
Health settings	38	*22.4*	− *doctors' surgeries, pharmacies* − *hospital foyer/noticeboard* − *health centres (GP surgeries, dentists, opticians, etc)*
Churches / Mosques / Temples etc	38	*22.4*	− *Churches/ mosques etc.* − *church halls* − *places of worship*
Leisure Centres	36	*21.2*	− *Leisure centres* − *STAR Centre* − *Channel View*
Shops	26	*15.3*	− *local stores* − *SUPERMARKETS* − *markets*
Education settings	23	*13.5*	− *Schools* − *education settings (schools and adult education venues)* − *schools, colleges, universities*
All	14	*8.2*	− *In order to make the people feel heard the council need to find as many different avenues to reach out across as broader spectrum of its demographic as possible, keep communication simple and make the people aware that they have a voice, how and where to use it. Then if the information is sensitive to regain trust in the community, this must be respected.* − *Everywhere*

			− all council buildings
Gyms / Sports clubs	12	*7.1*	− *Non-council gyms* − *sports facilities* − *gyms/leisure centres/swimming pools*
Pubs	9	*5.3*	− *Pubs* − *Bars / restaurants*
Go where people are	5	*2.9*	− *anywhere people go* − *There's no one size fits all answer as it depends on the community! Basically just go where the people are!*
Door-to-door	4	*2.4*	− *May be a good idea to knock on doors. It would be good to see a local community leader asking for your opinion other than at election time .* − *The community's houses - leaflets.*
Outside	4	*2.4*	− *have notices in places outside where people are - on park noticeboards, outside shops,* − *playing fields*
Youth Clubs	4	*2.4*	− *Butetown Youth Pavilion* − *Eastmoors Youth Centre*
Miscellaneous	32	*18.8*	− *Local housing bulletin boards send out to Hafod and other housing landlords* − *whichever ones have space* − *In order to make the people feel heard the council need to find as many different avenues to reach out across as broader spectrum of its demographic as possible, keep communication simple and make the people aware that they have a voice, how and where to use it. Then if the information is sensitive to regain trust in the community, this must be respected.*

APPENDIX 21

How should the council promote consultation and engagement opportunities? – Community Groups

Theme	No	%	Example comments
All groups	22	*14.7*	– *All of them* – *All local groups* – *Any and all*
Locality groups	21	*14.0*	– *Organised local groups* – *Specific groups that are set up to deal with challenges/fears in the local community who don't always understand the full story* – *local to the area you live in*
Third sector / Charities	17	*11.3*	– *Local charities* – *there are too many to mention! liaise with C3SC/ CAVAMH/ Learning Disability Wales or other networks to find out which groups exist* – *Third Sector*
Environment / Allotments	14	*9.3*	– *Environmental groups such as Greenpeace and Friends of the Earth* – *Eg Reservoir groups* – *Allotments*
Minority communities / Special interest groups	15	*10.0*	– *Rise, Oasis, Welsh Refugee Council, Local food banks and breakfast clubs* – *Glitter Cymru, Cardiff Foxes, Pride Cymru* – *Different community groups eg MCW, Bawso and more*
Groups related to the topic	13	*8.7*	– *Appropriate groups for the subject* – *I did not have a specific group in mind. It is just the right thing to consult relevant community groups* – *Whatever groups exist and that may have an interest in a particular consultation topic.*
Religious groups	12	*8.0*	– *Places of religion* – *Churches and other religious groups.*
Sports Groups	12	*8.0*	– *Sports clubs who are trusted in communities*

			– Specific interest groups such as sports clubs
Youth Groups	12	*8.0*	– *through events and pamphlet distribution at schools and pre schools* – *Youth Groups, Secondary Schools*
Hobby Groups	10	*6.7*	– *Coffee mornings* – *Orchestras, Choirs etc*
Education settings	8	*5.3*	– *Adult education* – *Students, school pupils*
Groups using community buildings	7	*4.7*	– *Groups attending hubs* – *Groups that use local community centres*
Community Councils	7	*4.7*	– *Community councils* – *Community councils and established groups which meet regularly not just nimby reactions*
Disability groups	7	*4.7*	– *British Deaf Association Cymru* – *Local Blind Society - Sight Life*
Older people's groups	7	*4.7*	– *Cardiff 50+* – *Age Connects*
Social Housing / Residents Associations	5	*3.3*	– *Residents associations* – *Housing associations*
Volunteering groups	5	*3.3*	– *Voluntary groups* – *The CVC and other community groups*
Don't know	3	*2.0*	– *I don't actually know of any community groups*
PACT	2	*1.3*	– *PACT meetings*
Miscellaneous	13	*8.7*	– *All Neighbourhood Watch Groups* – *I really can't , there are too many.* – *Because not all people access to computer/internet*

APPENDIX 22

How should the council promote consultation and engagement opportunities? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1255	629	571	130	744
On its website	82.8	80.9	85.6	78.5	82.8
Via the council's social media accounts	54.1	56.6	51.5	67.7	45.6
Hard copies in Hubs and libraries	52.5	59.6	45.5	51.5	53.6
Local press	46.5	46.1	48.2	46.9	47.0
Via Local councillors	38.6	37.0	41.3	26.9	41.0
Working with community groups	31.5	38.2	23.8	38.5	29.8
Hard copies in other community buildings	24.8	29.3	20.1	27.7	25.0
Paid adverts (e.g. radio, billboards)	15.5	16.5	14.4	26.9	11.7
Something else	8.1	7.9	8.1	11.5	6.7

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1255	350	239	221	119
On its website	82.8	82.0	84.1	76.5	83.2
Via the council's social media accounts	54.1	57.4	63.6	49.3	60.5
Hard copies in Hubs and libraries	52.5	52.0	48.5	53.4	50.4
Local press	46.5	50.0	39.7	44.8	41.2
Via Local councillors	38.6	35.1	33.5	39.8	31.9
Working with community groups	31.5	36.0	34.3	31.2	27.7
Hard copies in other community buildings	24.8	25.7	22.2	24.0	28.6
Paid adverts (e.g. radio, billboards)	15.5	16.3	18.8	13.6	19.3
Something else	8.1	8.9	9.6	5.9	13.4

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1255	126	165	803	444
On its website	82.8	81.0	75.2	86.4	76.4
Via the council's social media accounts	54.1	57.9	53.9	59.5	44.8
Hard copies in Hubs and libraries	52.5	57.1	46.1	51.4	54.7
Local press	46.5	46.0	41.2	48.6	43.0
Via Local councillors	38.6	40.5	32.1	42.3	32.2
Working with community groups	31.5	31.7	33.3	29.8	34.5
Hard copies in other community buildings	24.8	26.2	22.4	22.3	29.3
Paid adverts (e.g. radio, billboards)	15.5	15.9	20.0	16.2	14.4
Something else	8.1	11.1	11.5	8.0	8.1

APPENDIX 23

Where would you look to find information about decisions made by the council? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1261	632	573	128	748
Council website	77.2	75.5	80.1	71.9	77.1
Local press	40.3	37.7	44.2	34.4	41.3
Internet search (e.g. Google)	39.5	39.9	40.0	46.1	38.2
Social media	36.2	36.7	36.0	52.3	29.0
Ask my local councillor	21.5	21.2	22.9	10.2	25.3
Call the council (Connect to Cardiff)	12.0	13.3	11.2	6.3	14.7
Ask a member of council staff	11.7	12.0	11.0	13.3	12.7
Watch council meetings via live stream or webcasting	6.5	6.6	6.1	6.3	5.6
Use the council's ChatBot (BOBi)	2.6	2.4	2.8	5.5	1.3
Something else	3.3	3.0	3.1	3.1	2.5
I don't know	6.2	5.4	6.6	7.8	6.1
I wouldn't look for this information	2.6	3.2	1.4	3.9	2.7

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1261	350	240	223	121
Council website	77.2	77.1	78.3	72.2	76.0
Local press	40.3	37.7	36.7	35.0	33.1
Internet search (e.g. Google)	39.5	41.7	42.5	35.0	32.2
Social media	36.2	38.9	45.4	33.6	38.8
Ask my local councillor	21.5	21.7	17.5	25.6	13.2
Call the council (Connect to Cardiff)	12.0	15.7	8.3	14.3	10.7
Ask a member of council staff	11.7	14.9	8.3	14.8	10.7
Watch council meetings via live stream or webcasting	6.5	8.6	6.7	7.2	6.6
Use the council's ChatBot (BOBi)	2.6	4.3	3.8	2.2	2.5
Something else	3.3	4.6	2.5	3.6	3.3
I don't know	6.2	5.4	7.1	6.3	9.1
I wouldn't look for this information	2.6	3.1	2.5	4.5	1.7

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1261	127	163	806	447
Council website	77.2	75.6	67.5	81.5	69.8
Local press	40.3	31.5	33.7	40.3	40.5
Internet search (e.g. Google)	39.5	33.9	41.1	41.2	36.7
Social media	36.2	32.3	41.1	37.6	34.2
Ask my local councillor	21.5	16.5	20.9	21.6	21.5
Call the council (Connect to Cardiff)	12.0	14.2	8.6	11.7	12.1
Ask a member of council staff	11.7	11.0	11.7	8.9	16.3
Watch council meetings via live stream or webcasting	6.5	4.7	6.7	6.8	5.8
Use the council's ChatBot (BOBi)	2.6	2.4	4.3	2.7	2.5
Something else	3.3	1.6	6.1	2.1	5.1
I don't know	6.2	15.0	6.1	6.2	6.0
I wouldn't look for this information	2.6	1.6	5.5	1.6	4.3

APPENDIX 24

Do you think a Democracy Portal would be useful? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1225	613	559	123	731
Yes	73.0	72.8	74.2	72.4	72.2
No	6.7	5.7	7.5	7.3	6.0
Don't know	20.3	21.5	18.2	20.3	21.8

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1225	343	224	220	119
Yes	73.0	71.7	75.0	73.2	82.4
No	6.7	6.7	5.4	9.1	6.7
Don't know	20.3	21.6	19.6	17.7	10.9

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1225	124	153	786	431
Yes	73.0	73.4	71.9	76.1	67.7
No	6.7	5.6	7.2	5.9	7.7
Don't know	20.3	21.0	20.9	18.1	24.6

APPENDIX 25

Would you be likely to use this Portal? – By Demographic

	All respondents	Female	Male	Under 35	55+
Base	1211	601	560	123	720
Yes	52.8	51.9	54.8	48.8	51.9
No	12.2	10.6	13.9	16.3	12.5
Don't know	34.9	37.4	31.3	35.0	35.6

	All respondents	Southern Arc	Children in Household	Identify as Disabled	LGBTQ+
Base	1211	336	222	216	117
Yes	52.8	53.0	55.4	49.1	59.0
No	12.2	10.4	9.5	12.0	9.4
Don't know	34.9	36.6	35.1	38.9	31.6

	All respondents	Welsh Speaker	Minority Ethnicity	Panel Member	Not a Panel Member
Base	1211	124	153	785	419
Yes	52.8	58.1	51.0	56.6	45.8
No	12.2	10.5	12.4	10.2	15.8
Don't know	34.9	31.5	36.6	33.2	38.4

APPENDIX 26

What information should be included in the Portal?

Theme	No	%	Example comments
Decision-making	122	*33.7*	− *All major policy decisions* − *Easy to see decisions taken, the steps to get to this decision and all the relevant documents, and links to view the meetings say on YouTube* − *How money is spent* − *Updates, decisions & reasonings*
Consultation links / results / evidence of listening	53	*14.6*	− *Detailed information regarding responses to consultations accompanied by a statement as to how the results of individual consultations impact upon the Council's final decision.* − *Reasons for disregarding public objections to council policies.* − *Council Decisions, proposed council activity, proof that they actually listen to what residents say.*
Topic -related info (eg Transport). And channel to report issues e.g. potholes	52	*14.4*	− *Repairs/ activity within areas where work is scheduled and better information given.* − *Parks initiatives* − *Local and ward issues, ticketed problem reporting (potholes, pavement etc.), links to recycling information etc.*
Everything the public needs to know / everything that effects residents	50	*13.8*	− *Everything that affects Cardiff people* − *Anything to do with the Council!* − *Everything - what's planned - what's active - what's under consideration, our views, surveys, results reasons/options, forums meetings etc list is endless*
Democratic process e.g. upcoming meetings, items, minutes, votes, elections, definitions of roles	49	*13.5*	− *Scrutiny and Cabinet meeting outcomes and updates* − *Council Minutes, decisions made, events taking place, details of councillors* − *Be useful to understand the governance processes particularly with reference to how our council tax is distributed and how decisions are made on allocation.*
Information about Councillors	48	*13.3*	− *Councillor interests*

			– A means of verifying actions taken by elected members as currently they rarely respond to emails or phone calls – Contact details, biographies, key issues in council, voting record, register of interests
Two-way comms channel i.e. channel to ask questions, give views and opinions	42	*11.6*	– *Ability to ask questions and share concerns* – *Reasoned responses to misinformation perpetrated by right wing groups.* – *Avoid it being all about elections. Opportunities to feed into day-to-day decision making would be great.*
Planning	36	*9.9*	– *Planning proposals* – *Forthcoming planning schemes* – *Town planning and services*
Accessibility comments: simple language, searchable	36	*9.9*	– *Easily accessible info on definition of political roles and responsibilities across Wales. E Voting system/Welsh Gov and UK government. Responsibilities of the council and how you can change things as an individual.* – *Not waffle plain truths* – *Clear and concise index and search option*
Ward area info	35	*9.7*	– *Anything connected with my community, and decisions made by the councillors who represent me* – *Applicable to the area* – *Information on local issues and what is being done to address them*
Transport	21	*5.8*	– *The anti-car proposals* – *Proposed changes e.g. bus routes, comments, issues with services, but NOT just a whinge shop. Need to be monitored.* – *Transport*
Council staff Names and contact info	12	*3.3*	– *Sub sections for every part of the council services and roles.* – *direct contact details for people in departments responsible for making decisions and that will respond personally to* – *Useful contact numbers and details. Emergency contact details.*
Survey impact	3	2	– *A tracker of when citizens are asked for their views on things and whether this changed proposals/decisions - there is a lot*

			of cynicism that spending time giving views makes very little difference – you said / we did function	
Not sure	*0.8*	*0.6*	–	*Not sure until i try such a portal to see what it might need.*

APPENDIX 27

Would you be likely to use any of the following? – By Demographic

	All respondents	Female	Male
Base	1204	603	549
Democratic Services Facebook account	*38.4*	*41.8*	*34.4*
Democratic Services Twitter account	*18.0*	*16.9*	*19.5*
News and updates from your local councillor on social media	*35.9*	*40.0*	*31.3*
None of these	*40.7*	*37.3*	*44.4*

	All respondents	Under 35	55+
Base	1204	122	792
Democratic Services Facebook account	*38.4*	*28.7*	*33.6*
Democratic Services Twitter account	*18.0*	*29.5*	*11.6*
News and updates from your local councillor on social media	*35.9*	*36.1*	*32.2*
None of these	*40.7*	*40.2*	*39.5*

	All respondents	Southern Arc	Children in Household
Base	1204	337	215
Democratic Services Facebook account	*38.4*	*40.1*	*49.3*
Democratic Services Twitter account	*18.0*	*17.5*	*27.0*
News and updates from your local councillor on social media	*35.9*	*35.9*	*38.6*
None of these	*40.7*	*39.8*	*27.0*

	All respondents	Identify as Disabled	LGBTQ+

Base	1204	217	117
Democratic Services Facebook account	38.4	40.6	38.5
Democratic Services Twitter account	18.0	17.1	18.8
News and updates from your local councillor on social media	35.9	31.8	39.3
None of these	40.7	40.1	39.3

	All respondents	Welsh Speaker	Minority Ethnicity
Base	1204	121	148
Democratic Services Facebook account	38.4	39.7	39.2
Democratic Services Twitter account	18.0	21.5	18.9
News and updates from your local councillor on social media	35.9	33.1	37.2
None of these	40.7	41.3	35.1

	All respondents	Panel Member	Not a Panel Member
Base	1204	772	425
Democratic Services Facebook account	38.4	39.9	35.8
Democratic Services Twitter account	18.0	19.9	14.6
News and updates from your local councillor on social media	35.9	38.1	32.0
None of these	40.7	39.6	42.4