



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## CYFLWYNIADA

**Pwyllgor** PWYLLGOR CRAFFU ADOLYGU POLISI A CHRAFFU PERFFORMIAD

**Dyddiad ac amser y cyfarfod** DYDD MERCHER, 10 IONAWR 2024, 4.00 PM

Os gwelwch yn dda gweler ynghlwm y Cyflwyniad(au) a ddarperir yn y Cyfarfod Pwyllgor

a Cyflwyniadau(*Tudalennau 3 - 54*)

Mae'r dudalen hon yn wag yn fwriadol



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# Budget 2024/25 Update Provisional Settlement & Consultation 10<sup>th</sup> January 2024

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Eitem Agenda 9a

# Contents



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Tudalen 4

- Provisional Settlement Headlines
- Budget Modelling Update
- Consultation
- Next Steps



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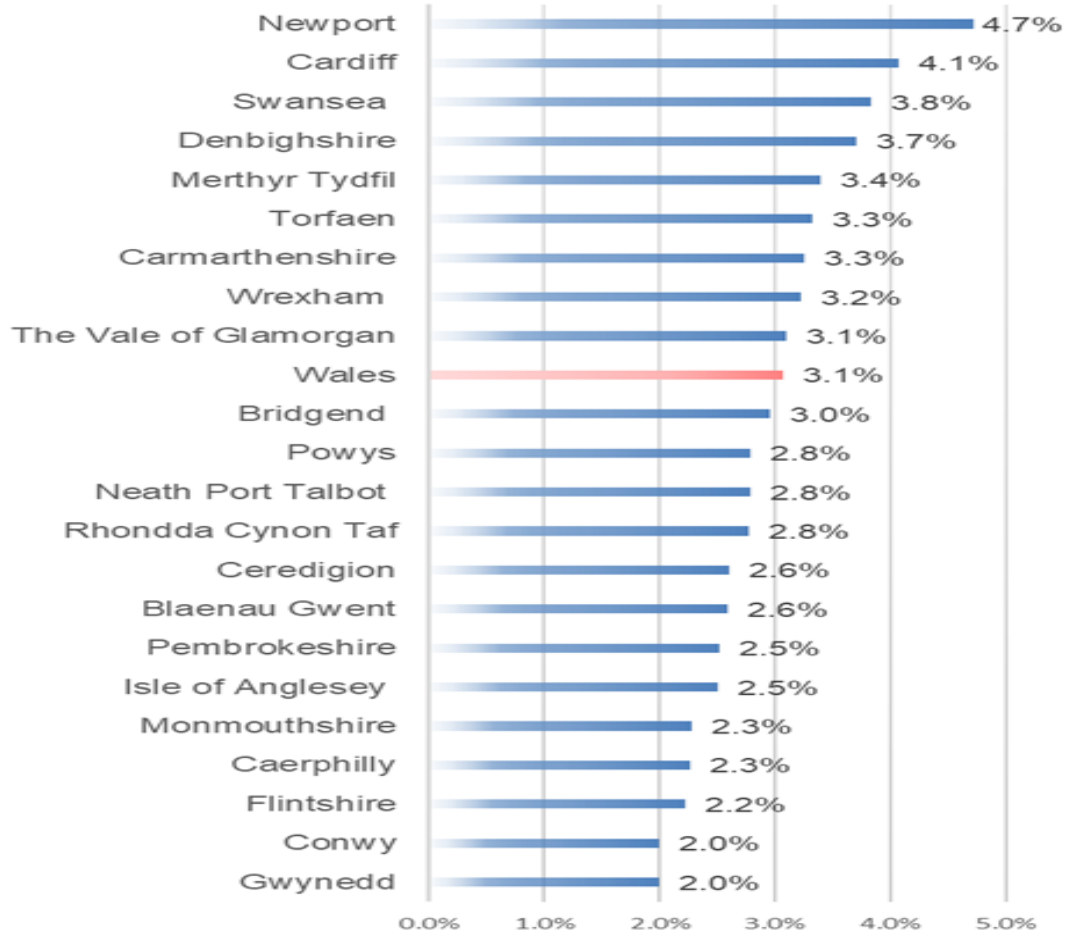
# Provisional Settlement Headlines – Revenue



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**Overview of Non-hypothecated Funding Wales**

- Welsh average increase: 3.1%
- Range: 2.0% (Gwynedd & Conwy) - 4.7% (Newport)
- Floor funding mechanism in place at 2% (cost £1.3M)

**Cardiff**

- Cardiff: 4.1% - second highest in Wales (Cash £24.246m) (last year increase was £48M)
- Positive formula impacts – population and pupil numbers
- Negative formula impacts – FSM , tourism and transport

No further year indicatives included

Some caution / risks – in particular around Specific Grants



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# Budget Gap 2024/25

## (AT Provisional Settlement Announcement)

Elements of the Budget Gap 2024/25		£000
9 uelieon Budget Gap	Employee Related	22,000
	Prices	11,587
	Commitments & Realignments	11,687
	Capital Financing	3,591
	Demographic Pressures	7,213
	<b>Gross Pressures</b>	<b>56,078</b>
	Funding	(25,587)
	<b>Net Budget Gap</b>	<b>30,491</b>
Draft Strategy	Modelled Council Tax (+3%)	5,209
	Savings Required	25,282
	<b>Total</b>	<b>30,491</b>



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- Settlement reflected +4.1% (additional £5.171m including tax base)
- Savings requirement - £25.282 million (assuming 3% modelled Ctax publicly at this stage)

# Budget Modelling Update



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	£000	Reflects
<b>Budget Gap</b>	<b>30,490</b>	Resources required less resource available
Council Tax increase	(5,209)	Draft only - modelled at 3%
Efficiency Proposals & Corporate Savings	(10,354)	No impact on Service Delivery
<b>Shortfall still to be addressed</b>	<b>14,927</b>	

Tudalen 7

The shortfall still to be addressed will be bridged through a combination of factors. Subject to consultation, these may include:

- Service change proposals to be included post budget consultation, if agreed.
- Finalisation of the position on schools’ budgets for 2024/25
- Further scope to extend efficiency proposals.
- Further consideration of funding sources that are within the Council’s control – including Earmarked Reserves and Council Tax.



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# Budget Consultation - Overview



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## Two Stage Approach:

- **Ask Cardiff Survey 2023: *Helped shape budget priorities***
  - Ran from Monday 9<sup>th</sup> October to Sunday 19<sup>th</sup> November 2023
  - Included questions to identify budget priorities for both the 2023/24 financial year and the longer term.
  - 3,187 responses received.
- **Budget Consultation: *Seeking public views on specific proposals***
  - Will run from Monday 8<sup>th</sup> January to Sunday 4<sup>th</sup> February 2024
  - Report on consultation findings to be published 19<sup>th</sup> February 2024.
  - Survey developed in accordance with legal and good practice considerations, including the “Gunning Principles”.

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# Budget Consultation - Methodology



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- Times Series Comparisons:

Year	Response
2023/24	5,932
2022/23	1,547
2021/22	2,870
2020/21	1,661
2019/20	2,078

Tudalen 9

- Summary:
  - Very high response rate compared to other parts of Wales and UK Core Cities, but...
  - Improvements in 2023/24, but still low response rate from certain groups including children and young people, Minority Ethnic Communities, older people (over 75s) and areas with higher deprivation.



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# Budget Consultation: Promoting Participation



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- **Universal Promotion**

- Online and Hard Copies
- Shared on corporate social media accounts
- Shared with Citizen’s Panel
- Hard copies in English, Welsh, Arabic, Polish and Bengali distributed via Hubs, libraries and other community buildings
- Staff Information and the staff intranet and via Public Services Board partners

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# Budget Consultation: Promoting Participation



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- **Targeted Promotion:**

- Targeted online advertising aimed at seldom heard groups
- Online and hard copies of the survey being made available in English, Welsh, Arabic, Polish and Bengali
- Hard copied provided to Councillors representing wards with historically low response rates
- Distributing copies in places of worship, including churches and mosques
- Working with Community Inclusion Officers to identify local events, groups and networks
- Use of established fora and networks to promote the consultation including: Access Forum; Over 50s Forum; Youth Council and Panel
- Child Friendly Version developed with Child Friendly Cardiff Team
- Sharing and promotion with Partner Organisations working with Seldom-heard groups
- Employee Networks supporting through sharing and promoting: LGBTQ+; BAME; Disability Networks.

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# Ask Cardiff: Headline Findings Budget Priorities - Next Financial year



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Budget Priorities for the next financial year (2024/25)	Score in 2023 (out of 12)	Score in 2022 (out of 12)
Schools and Education including Youth Services	9.3 ▼	9.5
Supporting vulnerable children and families	8.7 ▼	9.2
Supporting vulnerable adults and older people	8.4 ▼	8.7
Recycling and Waste Services including collections, disposal and Recycling Centres	7.9 ▲	7.6
Housing and Homelessness Services	7.8	7.8
Highways and Transport	6.9 ▲	6.2
Neighbourhood Services such as street cleansing	6.7 ▲	6.5
Major projects including infrastructure to support businesses, local economy, city centre and local community centres	5.4 ▲	5.1
Libraries and Community Hubs	5.3 ▼	5.4
Parks and Sport	5.3 ▼	5.5
Delivery of the One Planet Cardiff Strategy	4.4 ▼	4.6
Culture, Venues and Events	4.0 ▼	3.8



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# Ask Cardiff: Headline Findings Budget Priorities – Longer term



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Budget Priorities for the longer term	Score in 2023 (out of 12)	Score in 2022 (out of 12)
Schools and Education including Youth Services	9.3 ▼	9.7
Supporting vulnerable children and families	8.6 ▼	9.0
Supporting vulnerable adults and older people	8.3 ▼	8.5
Recycling and Waste Services including collections, disposal and Recycling Centres	7.6 ▲	7.5
Housing and Homelessness Services	7.7 ▲	7.5
Highways and Transport	6.8 ▲	6.2
Neighbourhood Services such as street cleansing	6.3 ▲	6.0
Major projects including infrastructure to support businesses, local economy, city centre and local community centres	5.8	5.8
Parks and Sport	5.1 ▼	5.3
Libraries and Community Hubs	5.2	5.2
Delivery of the One Planet Cardiff Strategy	4.9 ▼	5.2
Culture, Venues and Events	4.1 ▼	3.8



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# Next Steps



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- Ongoing refinement and analysis of base requirements, savings proposals and modelling
- Consultation ends 4<sup>th</sup> February 2024 – Cabinet consider consultation feedback in drafting final budget proposal
- Late Feb / Early March – Budget Scrutiny
- Council consideration of Cabinet’s draft budget proposal – 7<sup>th</sup> March 2024

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# Central Transport Services PRAP Update

## 10<sup>th</sup> January 2024

Dean Thomas – OM – CTS & Operational Finance

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# To Cover



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- Central Transport Services (CTS) at Cardiff
- CTS Strategic Priorities
- Fleet Replacement Programme
- CTS Finances
- Update on Electric Fleet
- Compliance Issues - Operator Licence
- New Opportunities – DVSA Earned Recognition
- CTS Programme for Improvement

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# Central Transport Services (CTS) At Cardiff



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- Central Transport Services (CTS) are part of the Resources Directorate.
- CTS has three workshops based at Coleridge Road, Lamby Way and Wedal Road.
- CTS are responsible for the management and maintenance of the Council's corporate fleet vehicles and provides a maintenance and repair service for Parks and Bereavement services.
- The service employs 43 staff at its three sites.

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# Central Transport Services (CTS) At Cardiff



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## CTS facility, Coleridge Road

- State of the art, fully equipped facility
- DVSA MOT centre
- All aspects of vehicle and plant machinery maintenance & repair
- Fabrication department
- Driver training
- Hire desk
- Vehicle washing facilities



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# Central Transport Services (CTS) At Cardiff



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## Apprenticeship programme

- 4 year programme
- Full training in all aspects of vehicle & plant machinery maintenance and repair
- Electrical training
- Training on the latest electric and hybrid vehicles



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# CTS Strategic Priorities



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<b>Cardiff Council CTS Priority 1</b> Enabling Cardiff Council's statutory obligations and commitment to service.	<b>Cardiff Council CTS Priority 2</b> Provide safe, efficient, and reliable vehicles and equipment for use across the city.	<b>Cardiff Council CTS Priority 3</b> Putting sustainability at the heart of the city's growth to reduce Cardiff Council's vehicle emissions.	<b>Cardiff Council CTS Priority 4</b> A successfully trained Council workforce able to adequately meet changes in innovation and technology.	<b>Cardiff Council CTS Priority 5</b> To comprehensively show best value in activities and procurements undertaken.
What we want to achieve				
<p>Directorates have adequate vehicle and equipment supply to maintain their high standards of service.</p> <p>Directorates have the required vehicles and equipment to remain compliant with the laws and regulations in their areas of service.</p> <p>Directorates must have the required equipment and vehicles to remain safe whilst running their service.</p> <p>Cardiff Council will understand the unique deliverables of each individual service.</p>	<p>All vehicles must be compliant with their relevant transport laws whilst in use and capable of upholding this compliance.</p> <p>Vehicle maintenance will extend a vehicles economic life to its maximum.</p> <p>The safety of employees, contractors and the public will not be compromised by poor vehicle maintenance and reliability.</p>	<p>All newly procured vehicles must be as carbon efficient as reasonably possible.</p> <p>Alternative and innovative ULEV technology must be implemented where possible.</p> <p>Cardiff Council's fleet carbon footprint must be reduced as much as possible.</p> <p>We must act as an enabler to a sustainable regional economy.</p> <p>We must investigate alternative solutions such as the use of E-Cargo bikes.</p>	<p>We must provide adequate EV training to facilitate the transition to a ULEV fleet.</p> <p>EV training must comply with and enforce the Council's obligations to employees, contractors, and public safety.</p> <p>Innovative training must enable Cardiff Council's future vehicle and equipment procurement.</p>	<p>Funding and procurement must enable Cardiff Council to use "best-option" whole life costed purchases.</p> <p>Vehicles must be maintained to prolong their economic life and maximise their utilisation.</p> <p>Analytics and technology will be used to maximise cost, benefit, and prolong economic life.</p> <p>A business case will be required for each vehicle purchase.</p>



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# Fleet Replacement Programme



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- CTS are currently carrying out an extensive review of the Council's fleet that will help inform a Fleet Replacement Programme.
- The benefits of a Fleet Replacement Programme include:
  - Contribute to help reduce the carbon emissions produced by the Council's fleet of vehicles.
  - Savings in fuel and repair costs.
  - Give enhanced residual value of the asset on replacement.
  - Reduced liability and better driver behaviour.

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# CTS Finances



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- CTS has a net expenditure budget of £192,000 across Workshops, Fleet Management and the Fabrication Unit.
- A balanced position is projected for 2023/24, despite the following considerations post-Month 6 which impact on the budget:
  - Staff pay award (backdated to 1<sup>st</sup> April 2023 and impacting on salaries, allowances, overtime and on-costs)
  - Investment in the back-office system (Tranman)
  - Increased costs of fleet replacement and renewal
  - Additional ongoing work in respect of fuel costs and recharges, cost of short-term hires, costs of repairing damage and vehicle utilisation with a view to driving savings.

CTS as at Month 6	£000
Total Expenditure	12,144
Internal Income (Recharges)	(10,862)
<b>Gross Expenditure</b>	<b>1,282</b>
Income	(1,090)
<b>By service area (net exp)</b>	<b>£000</b>
Workshop Account	(235)
Fabrication Unit	(9)
ATF	(57)
Fuel	149
Contribution to Reserves	344
<b>Net Expenditure</b>	<b>192</b>

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# Electric Fleet

- We have 85 electric vehicles in our fleet ranging from small vans to refuse lorries.
- CTS has commissioned and installed 94 electric vehicle charge points across the City (for use for our fleet) with a further 15 due to be installed by the end of March 2024.
- We have been successful in claiming grants from Welsh Government over the past couple of years for both vehicle acquisition and charging infrastructure and have another application pending for charging points.
- Some challenge in maintenance and management of vehicles as Services increase their number

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# Compliance Issues - Operator's License



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- The main purpose of goods vehicle operator licensing is to ensure the safe and proper use of goods vehicles and to protect the environment around operating centres (the place where vehicles are stored overnight).
- The Traffic Commissioner (TC) is the O License regulator, with the Driver and Vehicle Standards Agency (DVSA) providing administrative support to the TC. The DVSA also play a vital role in ensuring that operators of heavy goods and passenger vehicles are compliant with legislation.
- Vehicle operations come into scope of the Goods Vehicle Operator Licensing Regulations if the vehicle has a Gross Plated Weight exceeding 3.5 tonnes and is used to carry goods (or any other burden), in connection with a trade or business (there are exemptions, an example being a Gritter).
- The Council currently has 136 vehicles on our O license and a total authorisation of 155.
- The Operator Compliance Risk Score (OCRS) system was developed by the DVSA as a way of assigning operators a rating that allows enforcement officers to identify those which are most likely to be non-compliant. OCRS is rated primarily on a Green, Amber and Red rating.
- Cardiff Council are rated as a green Operator, and we must ensure we maintain this status.

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# New Opportunities - DVSA Earned Recognition



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- DVSA Earned Recognition is the best way to show that your business meets the highest driver and vehicle standards.
- It is a voluntary scheme that works for businesses of any size.
- The DVSA contacted the Chief Executive in October 2023 about Cardiff Council signing up to the scheme (they are contacting all councils in Wales). There is only one council in Wales (Powys) who are on the scheme.
- Meetings have been held with the DVSA about joining the scheme and it will take us approximately two years to achieve the status.
- The benefits of joining the scheme include:
  - Prove we meet driver and vehicle standards
  - Are less likely to be stopped at the roadside or have our premises visited
  - Get extra data to help improve our operations
  - Can reduce running costs
  - The Council will be up there with the ‘best in the transport sector’

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# CTS Programme for Improvement

- CTS received an 'unsatisfactory' Internal Audit report in May 2023 with 34 recommendations.
- In December 2022 we asked Logistics UK to carry out an external review of our O License arrangements and in March 2023 they conducted a review of our workshop arrangements. These two reviews provided us with 26 recommendations to help us improve the service.

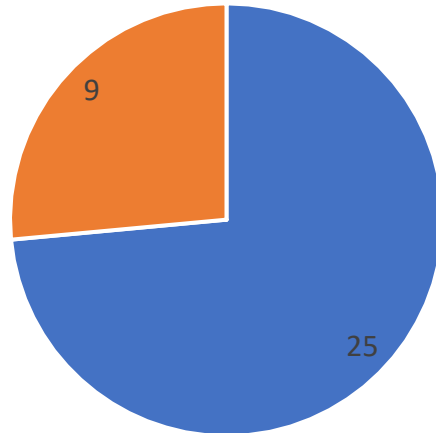


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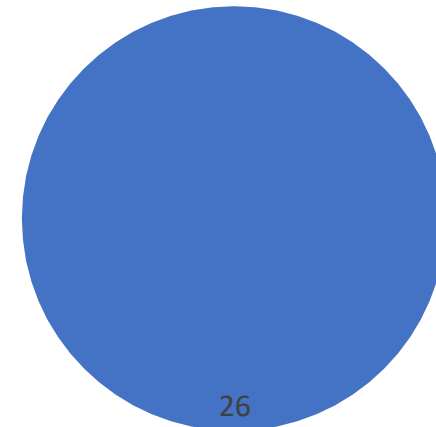


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Current progress



■ Complete ■ In progress



■ Completed ■ In progress



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# CTS Programme for Improvement

- Actions taken include:
  - Complete review of health and safety in the workshops that has resulted in an improved and enhanced inspection regime of all equipment and tools, the creation of a comprehensive asset register and retraining of all workshop staff on the correct use of vehicle inspection sheets.
  - Introduction of the “5S” methodology to improve the health & safety of the workshop.
  - Improved record keeping of vehicle files.
  - Introduced several new processes to address weaknesses highlighted by Internal Audit in areas such as banking procedures, prompt issuing of invoices, fuel delivery, overtime arrangements and use of council vehicles.
  - Procurement governance has been strengthened.
  - Ongoing work includes reviewing recharges, development of a business continuity plan and the development of service level agreements.



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# Thank You



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Cardiff Council

# Participation Strategy

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# Importance of Participation

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Stronger, Fairer, Greener sets out a commitment to

*“Introduce a new **Community Participation Strategy**, amplifying the voices of people who are currently less likely to get involved in the decision-making process.”*

The Local Government and Election Act (Wales) 2022 requires the Council to:

*“**Prepare and publish a public participation strategy** setting out how it will encourage local people to participate in its decision making.”*





# Structure of Participation Strategy

---

- **Part One:** Consultation and Engagement to Promote Citizen Voice in Decision-Making
- **Part Two:** Promoting Participation in the Democratic Process



# Current Arrangements: Areas of Strength

- The **Cardiff Research Centre (CRC)** is the Council's corporate consultation and engagement team, managing projects and offering advice to internal service areas and external partners.
- CRC have an **established track record of high-quality consultation and engagement** work, with all work:
  - Consistent with the Gunning Principles
  - Meeting the National Good Consultation Standards
  - Compliant with all relevant legislation
  - Meeting the Gunning Principles
- **Series of Core Surveys undertaken regularly** such as
  - Ask Cardiff
  - Budget Consultation
  - Child Friendly City Survey
- A Citizens Panel established to support engagement
  - Over **5000 active Members**
  - **63% reporting that the Panel was very good/good** compared to 3% poor/very poor.

# Current Arrangements: Areas of Strength

- **Council Surveys are characterised by high response rate;**
  - The Ask Cardiff Survey 2022 received almost 4,000 responses and over 3,000 in 2023
  - The Budget Consultation 2023/24 received almost 6,000 responses
  - The Child Friendly City Survey received 7,600 responses with good representation across age groups, geography, gender and ethnicity.
  - **Statistically significant sample size important.**
- **Comparator analysis with other major city positions Cardiff well:**
  - For budget consultations, Cardiff received more responses than all other local authorities in Wales (where results have been published): Carmarthenshire received “over 2,000 responses”, followed by Newport, with “just under 1,800”
  - It also received the highest response of core cities across the UK - Leeds was the only core city to publish results, with 468 responses, down from 2,495 the previous year
- **Robust communication and engagement** infrastructure is in place
  - Council Social Media Platform with large number of followers
  - Network of Community Hubs and Libraries
  - Extensive partnership arrangements in place (e.g. with C3SC) to amplify reach
- **Good Practice within service areas:**
  - Tenants survey; Waste Survey; Neighbourhood Regeneration, Bright Sparks, Age Friendly City, Child Friendly City.

# Identifying Areas of Improvement:

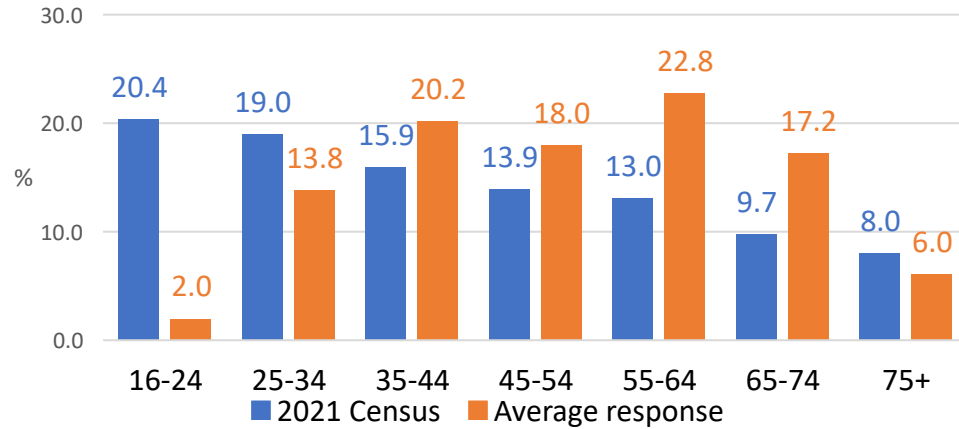
- While corporate practice is good and there are areas of strength across services this was not always a consistent picture
- Citizen Panel feedback identified 'closing the feedback loop' as an area of improvement
- The Council has high quality citizen satisfaction data but the link to the Performance Framework could be strengthened.
- Alignment with public service partners could be improved – a real risk of consultation fatigue
- The Council should work more closely with community groups and leaders to promote and improve engagement
- **Though overall engagement rates were high, they were not representative of the city's diversity. An analysis of major Council surveys was conducted** to develop a profile of survey respondents. The analysis also revealed areas for improvement, with **a lower response rate evident for the following groups:**
  - Children and Young People
  - Older People (+ 75)
  - Black, Asian and Minority Ethnicity Communities
  - Lower socio-economic areas
  - People with a disability



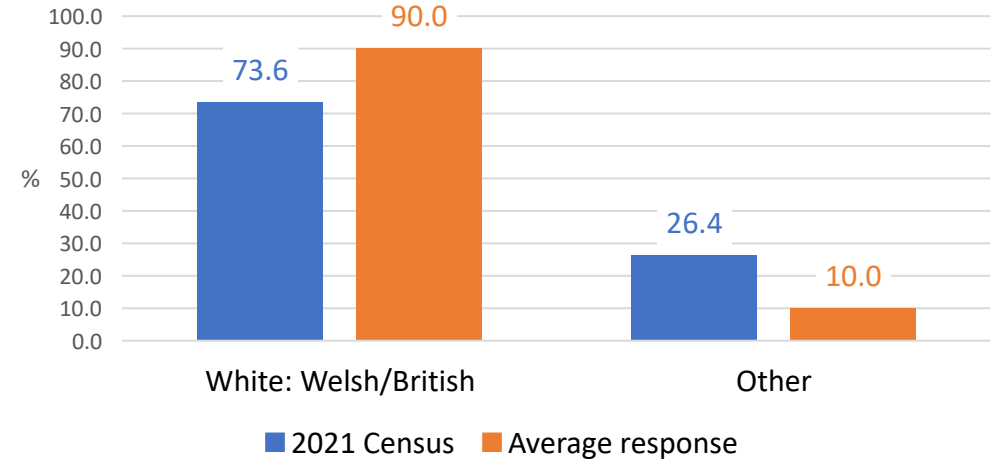
# Identifying Areas of Improvement: Respondent Analysis

Census results are based on adults 16+ unless stated

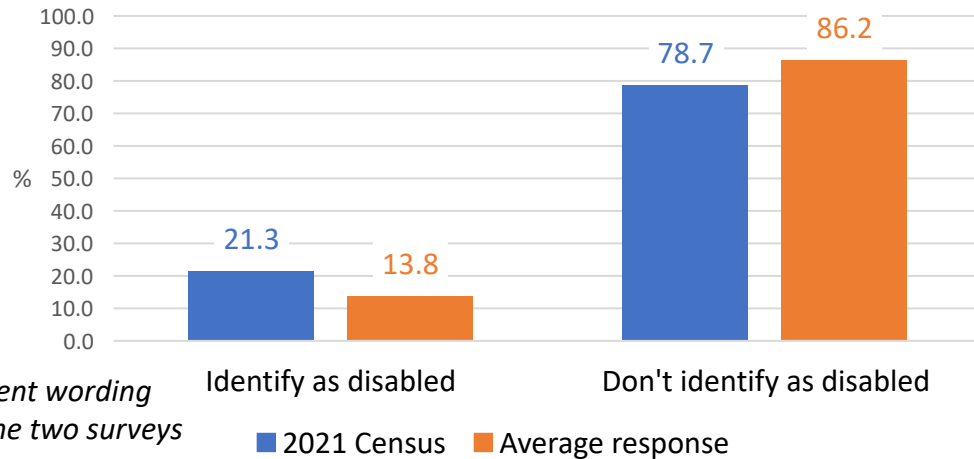
### Representation by age group



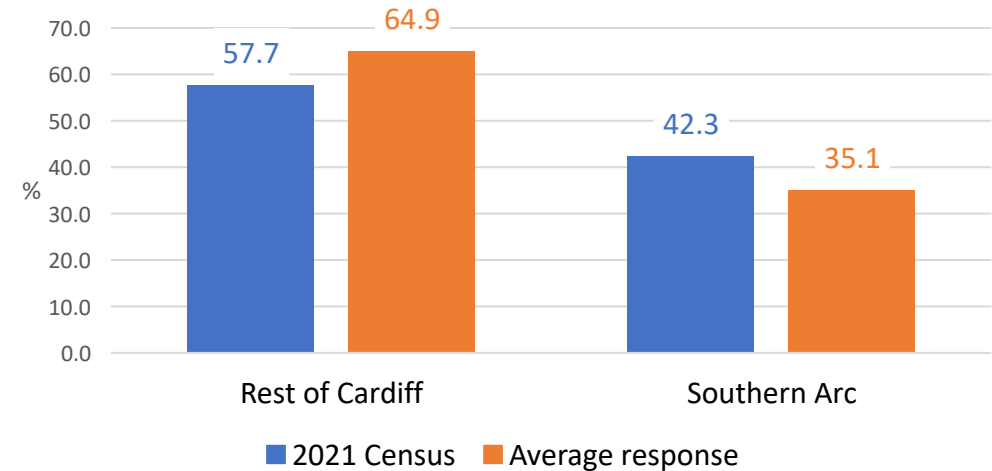
### Representation by Ethnicity



### Representation by Disability



### Representation by Geography

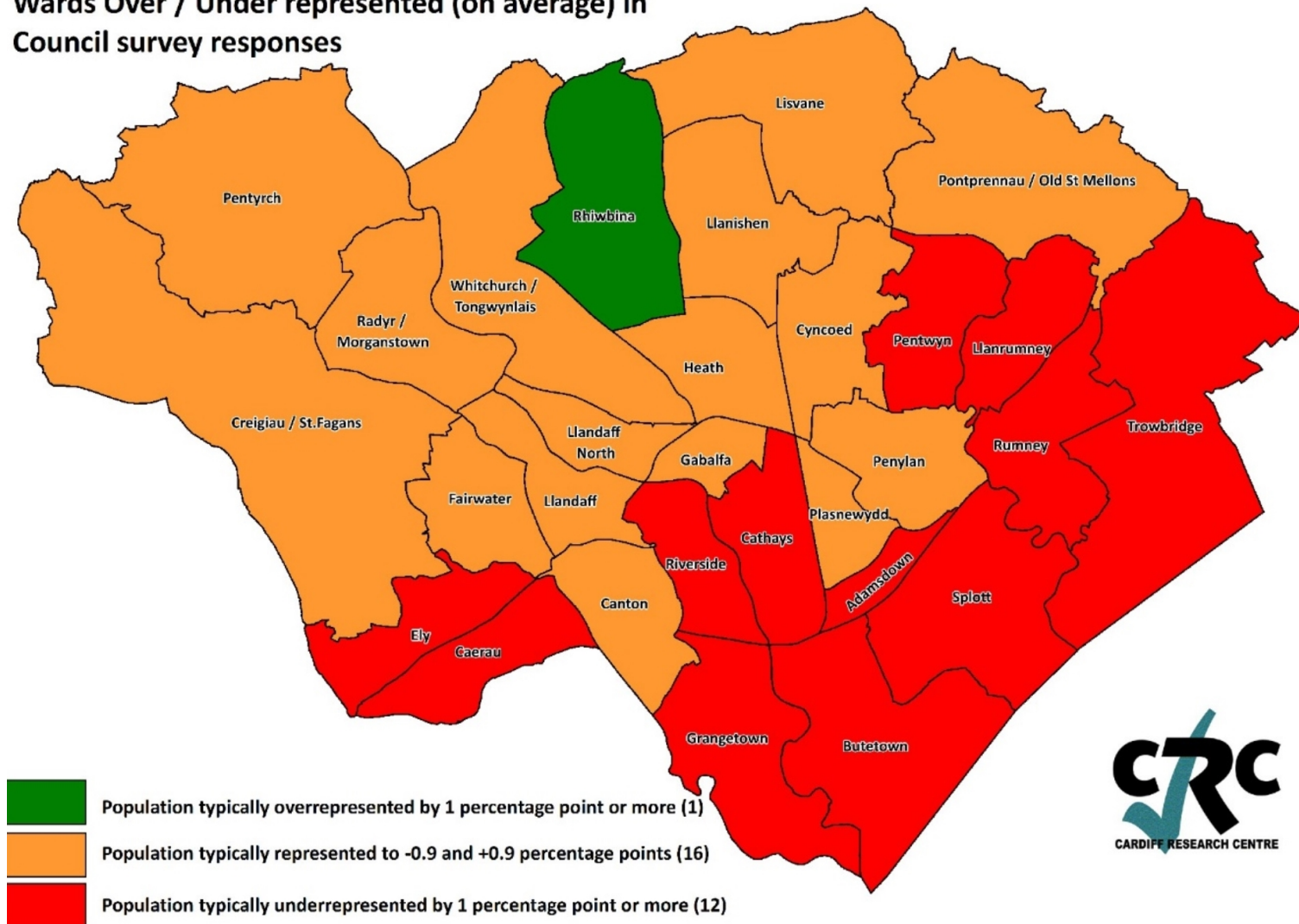


Note: different wording used over the two surveys

# Identifying Areas of Improvement: Ward Analysis

Wards Over / Under represented (on average) in Council survey responses

Ward	Under-representation
Cathays	-5.0%
Butetown	-1.8%
Adamsdown	-1.6%
Ely	-1.6%
Caerau	-1.3%
Grangetown	-1.3%
Llanrumney	-1.1%
Trowbridge	-1.0%



# Stakeholder Engagement Programme

- An **extensive stakeholder mapping exercise was undertaken** to identify the community groups, community champions and organisations which could help identify barriers and improve participation rates for the identified groups.
- Over **29 hours of engagement** undertaken to understand how the council can better reach out to groups who historically have not engaged in consultations.
- **Officers engaged with key stakeholders**- identified through the mapping exercise- in virtual meetings, by email, and calls to discuss key issues and barriers to engagement for groups highlighted in the benchmark analysis.
- **Key Stakeholder** included:
  - Local Ward Councillors
  - Members Engagement Workshop
  - Community Organisations
  - Representative Bodies
  - Staff Networks
  - Policy Review and Performance Scrutiny Committee: Policy Development Session

# Summary of PRAP Recommendations

- Steps to address low response rate from minority groups
- Steps to address low reading skills
- Proposals on communicating results and closing the feedback loop
- Build a broad coalition of stakeholder network
- Face to face Engagement with low-income groups

# Summary of Consultation Activity:

- Eleven-week public consultation which ran from Monday 24 July 2023 to Sunday 8 October 2023
- **Universal :**
  - Targeted online advertising aimed at seldom heard groups
  - Online and hard copies of the survey being made available in English, Welsh, Arabic, Polish and Bengali
  - Distributing copies in places of worship, including churches and mosques
  - Working with Community Inclusion Officers to identify local events, groups and network
  - Use of established fora and networks to promote the consultation including: Access Forum; Over 50s Forum; Youth Council and Panel
- **Targeted engagement:**
  - Hard copied provided to Councillors representing wards with historically low response rates
  - Direct engagement (including focus groups) with advocacy groups and representative organisations
  - The Consultation & Engagement team engaged directly with over 200 people from typically under-represented groups.
  - Sharing and promotion with Partner Organisations working with Seldom-heard groups
  - Employee Networks supporting through sharing and promoting: LGBTQ+; BAME; Disability Networks.

# Summary of Consultation Findings:

**Over 1,300 responses were received to the Participation Strategy consultation survey.**

- 60% were already a member of the Council's Citizens Panel;
- 19.4% - one in five - of respondents had never shared their views with the Council before.
- 99.2% felt that getting involved in shaping the delivery of services was important

## **Barriers to participation:**

- That people's views were not taken into account (34.1%)
- A lack of awareness of how to get involved (20.7%).

**Amongst those interviewed face-to-face, the biggest barriers to participation were**

- A lack of awareness of opportunities to have their say,
- A lack of time to get involved,
- A lack of belief that doing so would have an impact.



# Consultation Findings: Response

**Finding:** Importance of face-to-face engagement with key groups

**Response:** Focus on key groups | Strengthened Links with EIAs

**Finding:** Supporting Community Groups & Organisations to Promote Engagement Activity

**Response:** Pilot Participation Fund

**Finding:** Consultation Fatigue

**Response:** Adopting a more targeted approach, with focus on service user and impacted groups | Join up with PSB

**Finding:** Closing the Feedback Loop

**Response:** Develop a feedback programme to share findings and outcomes with consultees (promoting consultation finding, consultation feedback newsletter)

**Finding:** Accessibility

**Response:** regular programme of engagement with representatives of the D/deaf community & blind or partially sighted | Develop guidance on accessible communication and information

**Finding:** Plain Language

**Response:** Ensuring reading age of 11 (top end o primary school)

# Action Plan: Improved Corporate Practice

- Ensure high standards of consultation and engagement across all service areas by:
  - Sharing Advice and Guidance with all services areas setting out the requirements of good consultation practice.
  - Developing a Consultation Log so that details of all Consultation and Engagement activity can be caught on a corporate register.
- Closing the feedback loop
- Strengthening citizen voice in the Council's Planning and Performance Framework
  - Including intelligence received from surveys, engagement activity, customer feedback, compliments and complaints.
- Identifying all appropriate Council and partners buildings/services where surveys can be promote
- Continued engagement with ward Councillors
- Strengthening the link between Impact Assessments (EIAs, CRIAs, WLIAs) and engagement activity, ensuring a more informed programme of work.

# Action Plan: Improving Engagement with Under-represented People and Communities

## **Children and Young People**

- Commit to undertaking regular Child Friendly City Survey
- Develop the new Youth Citizen Panel to work with the Council to respond to major surveys
- Where appropriate, develop Child Friendly consultations and surveys.
- Discuss with Universities and Students Union options for improved engagement with students.

## **Older People (+ 75)**

- Work closely with the Age-Friendly Cardiff team, encouraging promotion of surveys and consultations to older residents e.g. distributing hard copies to care homes and day centres; increasing participation in citizens' panel; using hubs and community groups for older people.

## **Black, Asian and Minority Ethnicity Communities**

- Work with staff Black Asian & Minority Ethnic Network, and external organisations including C3SC, Diverse Cymru, Race Equality First, Women Connect First to promote surveys and feedback results.
- Increase the use of face to face engagement and group engagement to supplement survey work, for example Women Connect First Wales World Café.
- Publish corporate consultations and others (where appropriate) in community languages (beginning with Arabic, Polish, and Bengali) and work with community groups and leaders to promote these.

## **People with a disability**

- Work through employee network and community/infrastructure groups.
- Review how software and technology could improve access for, and engagement with, those with disability.
- Rebranding of the Cardiff Research & Engagement Centre Reports to ensure that the colour scheme support accessibility.
- Develop specific engagement programme with D/deaf community and those with visual impairments.

# Investment in Face-to-Face Engagement

Tudalen 44

- Feedback demonstrates that interviews and focus groups critical for engaging with seldom heard groups.
- Share Prosperity Funding has therefore been utilised to enhance face to face engagement
- Ability to speak community languages notably useful in increasing take-up of the Ask Cardiff survey in its last few weeks.



# Improvement actions already delivering increases in respondents:

Tudalen 45

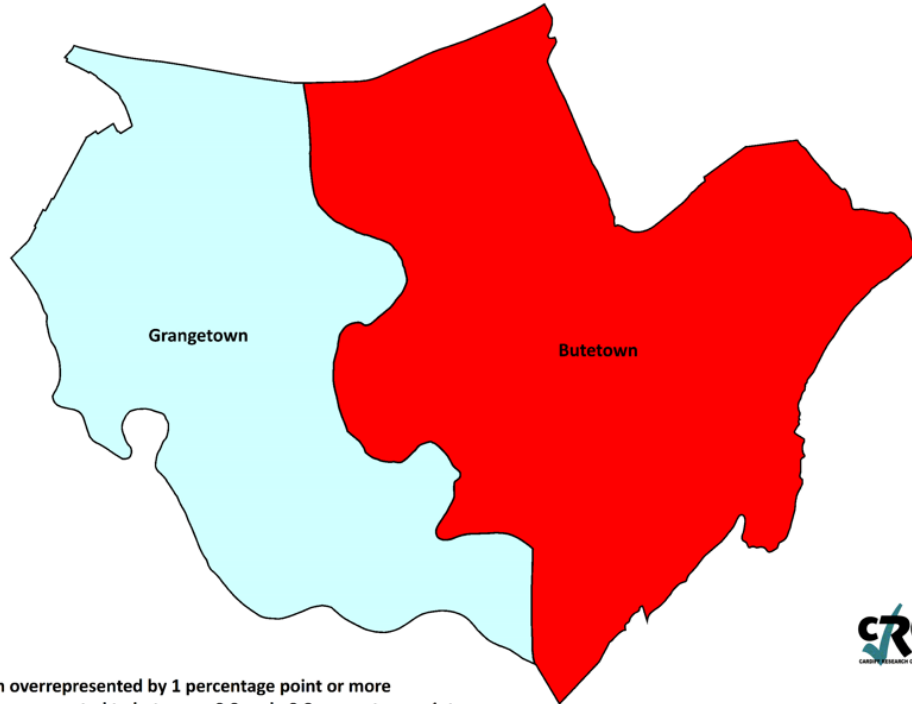
Budget Consultation		
	2022/23	2023/24
<b>Identify as a disabled person</b>	182	522
<b>Over 75s</b>	68	226
<b>LGBTQ+</b>	154	503
<b>Black, Asian and Minority Ethnic</b>	154	540
<b>Most deprived (20%)</b>	194	461

- Statistically significant sample sizes being achieved for each demographic group and income quintile
- Opportunity to embed new practice and enact new improvement actions identified...



# Improvement actions already impacting response rate in pilot areas:

Over/Under Represented Ward Map - Ask Cardiff 2022

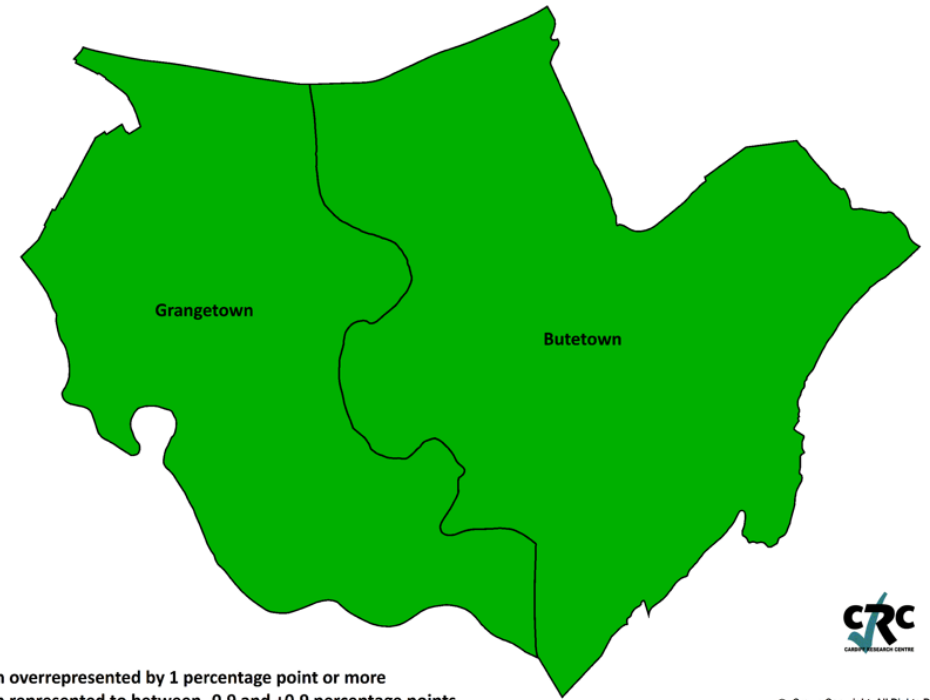


- Population overrepresented by 1 percentage point or more
- Population represented to between -0.9 and +0.9 percentage points
- Population underrepresented by 1 percentage point or more

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Over/Under Represented Ward Map - Participation Strategy Consultation 2023



- Population overrepresented by 1 percentage point or more
- Population represented to between -0.9 and +0.9 percentage points
- Population underrepresented by 1 percentage point or more

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# Improvement actions already impacting response rate with pilot groups:

Ask Cardiff		
	2022	2023
<b>Black, Asian and Minority Ethnic</b>	148	305

# Democratic Engagement - Key Consultation Responses

- Responses to the Democratic Engagement questions was generally lower than responses to other parts of the survey.
- Respondent awareness of:

Councillors	54.9% (with 69.6% knowing where to find relevant information)
Scrutiny committees	21.50%
Petition Scheme	13.00%
Democracy Portal (useful)	73.0% (with 52.8% saying that they were likely to use it use it)
Better promotion of the opportunities to get involved and share their views	50.10%
Social media	Unlikely to use but with Facebook being the preferred initial option.

# Democratic Engagement – Improving Awareness

Developing a communications plan to promote awareness of Democratic arrangements.

- Co-ordinating with Corporate Communications
- Creation of Democracy Facebook page
- Identifying appropriate and accessible content for Democracy Portal.
- [Democratic Awareness Videos](#) online





# Democratic Engagement – Improving Engagement

Tudalen 50

## **Social Media Training for Elected Members**

- Outline of content considered by Democratic Services Committee

## **Mentoring training and opportunities**

- Women's Equality Network Wales
- Electoral Reform Society Cymru
- Race Council Cymru
- EYST Wales (Ethnic Youth Support Team)
- Cardiff Youth Council





# Democratic Engagement – Diverse Communities

## Democracy Ambassador Programme (DAP)

9 schools signed up with more interested in participating

- Pilot Democracy Session held in October with Lord Mayor and local Members

## Under-represented groups and diverse communities

- Engagement plans being developed and progressed in a phased approach





# Democratic Engagement – Diverse Council Declaration

Tudalen 52

## High standards of Support provided to Elected Members

- Draft WLGA self-assessment considered by Democratic Services Committee
- Enhance awareness of roles and functions of Council and Elected Members

## Review Schedule of Remuneration

Encourage and enable people from under-represented groups to stand or office





# Democratic Engagement – Elected Member Support

**Member involvement will be essential to deliver the intended outcomes:**

Member support requested for:

- the Democracy Ambassador Programme (DAP)
- Identifying and providing content for the portal and social media platform (non-political).
- Promotion of portal and social media
- Mentoring and Shadowing





# Questions

Tudalen 54

