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AGENDA

Committee POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 10 JANUARY 2024, 4.00 PM

Venue CR 4, COUNTY HALL - MULTI LOCATION MEETING

Membership Councillor Williams (Chair)
Councillors Ash-Edwards, Bowen-Thomson, Carter, Chowdhury,
Henshaw, Hinchey, Hunt and Thomson

*Time
approx.*

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes (Pages 5 - 8)

To approve as a correct record the minutes of the previous meeting.
(13/12/2023)

4 Budget Consultation 2024/25/Ask Cardiff Briefing (Pages 9 - 62) 4.00 pm

Briefing.

5 Participation Strategy 2023/27 (Pages 63 - 320) 4.45 pm

Pre-decision Scrutiny of report to Cabinet.

6 Central Transport Services Review - update (Pages 321 - 338) 5.45 pm

Briefing.

7 **Urgent Items (if any)**

8 **Way Forward**

6.30 pm

9 **Date of next meeting**

28/02/2024, 10.00am.

D Marles

Interim Monitoring Officer

Date: Thursday, 4 January 2024

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

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POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

13 DECEMBER 2023

Present: Councillor Williams(Chairperson)
Councillors Ash-Edwards, Carter, Chowdhury, Henshaw,
Hinchey, Hunt and Thomson

41 : APOLOGIES FOR ABSENCE

Apologies had been received from Sarah McGill for item 4 and Cllr Owen Jones for item 5.

42 : DECLARATIONS OF INTEREST

Cllrs Williams and Henshaw declared personal interests in item 4 as they both have family members that work for the Council.

43 : MINUTES

The minutes of the meeting held on 22/11/23 were agreed as a correct record and signed by the Chairperson.

44 : MID-YEAR PERFORMANCE 2023/24

The Chairperson advised Members that as the Scrutiny Committee with responsibility for oversight of the Council's corporate planning, performance assessment and reporting arrangements, this item provided them with an opportunity for pre-decision scrutiny of the Council's self-assessment as reported in the Mid-year Performance Report for 2023/24.

A key role of the Committee is to consider whether the Council has processes in place to effectively monitor performance and whether it has assessed its performance in the first six months of 2023/24 accurately. By way of background, Members were reminded that the Scrutiny Performance Panel, a sub-committee of PRAP committee, comprising the chairs of all five scrutiny committees, chaired by Cllr Joel Williams, engages in informal discussion with the Cabinet on performance at three key points in the year. The Panel had recently met informally to discuss the Mid-Year position, and as part of the papers at Appendix B Members had been circulated the list of observations made to Cabinet, and Cabinet's response to those recommendations at Appendix C.

For this item, the Chairperson welcomed,

- Cllr Huw Thomas, Leader of Cardiff Council
- Cllr Chris Weaver, Cabinet Member, Finance, Modernisation & Performance
- Paul Orders, Chief Executive
- Chris Lee, Corporate Director, Resources

- Gareth Newell, Head of Performance & Partnerships
- Dylan Owen, Head of Cabinet Office

The Leader and Chief Executive were invited to make opening statements after which Members were provided with a presentation.

The Chairperson invited questions and comments from Members.

Members noted the concerns raised around housing challenges, including rough sleepers, interest rates, and asylum seekers. Members emphasised the importance of early intervention in addressing the housing crisis.

A discussion took place around the improvement in schools and Members asked questions around whether it is due to improved management practices. Members wondered if any learning from this could be shared with other service areas.

Members raised concerns about changes in the education management team, the impact of the pandemic on mental health and behaviour in schools, and the need for greater innovation and a well-being strategy for education.

The Committee highlighted issues related to school attendance, parental work from home, and the suitability of the Education & Lifelong Learning directorate structure.

Members commended the work of the Council's Inclusions Team and the Health and Safety Team in schools.

Members discussed, at length, the Council's understanding of staff pressures and engagement. A review of staff engagement arrangements was recommended to ensure effective corporate service provision.

Committee Members acknowledged the challenges in the Medium-Term Financial Plan (MTFP) and highlighted the importance of innovation, transformation, and early intervention for financial resilience.

Members welcomed the Council's approach to performance assessment through an Equality Impact Assessment (EIA) and the Well-being of Future Generations Act lens and noted the use of sustainability principles in setting Well-being Objectives.

Committee Members emphasised the role of scrutiny committees in performance review, focusing on spotlighting areas with drift in Corporate Plan performance. Members noted that spotlight reviews are an endorsed approach that can be factored into the work programming of scrutiny committees.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

45 : RLDP JOINT SCRUTINY REPORT

The Chairperson reminded Members that over recent months a joint scrutiny inquiry by all five scrutiny committees had been underway. The aim being to inform the *Preferred Strategy*, which would address levels of housing, jobs growth, spatial

strategy, sustainable transport, protecting the environment and delivering quality new development, all of which would inform the preparation of a Deposit Plan.

The final report needed to be submitted to Cabinet for consideration in January 2024. To that end the cross-committee group met in July and agreed the best approach was to prioritise three topics that smaller scrutiny sub-groups would examine. The three priority topics agreed were:

- Securing Planning Obligations/s106 – Chaired by Cllr Joel Williams
- Transport – Chaired by Cllr Owen Jones
- Local and District Centres – Chaired by Cllr Peter Wong.

The findings of the 3 groups had been merged into one scrutiny inquiry report and it was Committee's task to approve the proposed Final Joint RLDP Inquiry report attached at Appendix,1 and authorise the Chair of the Policy Review & Performance Scrutiny Committee to submit the report to the Cabinet on behalf of all five scrutiny committees.

A great deal of evidence gathering had gone into this task, the three groups had spoken to 20 external witnesses, 11 internal witnesses, and received 6 written submissions. The final draft report at Appendix 1 brought together 133 key findings and 17 recommendations to Cabinet.

For this item, the Chairperson welcomed Cllr Rhys Taylor as Chair of Community & Adult Services Scrutiny Committee, Cllr Peter Wong and Erica Painter (Principal Scrutiny Officer for Environment Scrutiny Committee). Apologies had been received from Cllr Owen Jones.

The Chairperson invited witnesses to sum up their findings and recommendations, after which Members were invited to make observations, comments and ask questions.

Members discussed and asked questions around the 'unacceptable harm issues and how they could be addressed. Members noted that an SPG is just guidance in Planning Law, and that a statement of Policy Intent in the RLDP would be helpful in case of an appeal etc.

Members discussed Community Infrastructure Levy's (CIL's) noting that Local Authority's can choose to apply either a CIL or a S106 agreement. The inquiry had heard that Cardiff felt that choosing CIL would mean less money available for affordable housing due to priorities within the CIL, whereas with s106, the Local Authority can often negotiate higher contributions which can be used for affordable housing. Members noted this response but felt that CIL can often provide a better infrastructure for sustainable communities.

RESOLVED to agree that the final report be submitted to Cabinet for consideration in January 2024.

46 : COMMITTEE BUSINESS

Noted.

47 : URGENT ITEMS (IF ANY)

None received.

48 : DATE OF NEXT MEETING

10 January 2023, 4.00pm

The meeting terminated at 6.17 pm

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**POLICY REVIEW & PERFORMANCE
SCRUTINY COMMITTEE**

10 January 2024

Budget Update & Consultation 2024/25

Reason for this Report

1. To update members on the Provisional Local Government Financial Settlement, brief the Committee on the budget consultation approach for 2024/25 and provide an opportunity for Members to contribute to the consultation as key stakeholders in the budget preparations for 2024/25.
2. In addition to provide headline findings of the Ask Cardiff survey that have informed the budget consultation.

Structure of the papers

3. Attached at **Appendix A** is a Cabinet report titled *2024/25 Budget Modelling Update and Consultation Requirements*, to which there are two appendices:
 - Appendix 1** – Provisional Local Government Financial Settlement 2024/25 – Statement and Key Data Table;
 - Appendix 2** – Budget Consultation 2024/25 details.

Background and Context

4. The Committee's Terms of Reference confer responsibility for scrutiny of the Council's citizen engagement and consultation activity. Members have regularly expressed an interest in ensuring that the Council's budget consultation with Cardiff residents comprehensively targets all sectors, particularly minority, seldom heard, underrepresented and hard to reach sectors of the population.

5. Delivering the budget consultation in a timely manner to inform budget decision making is often a challenge because of its dependency on the UK Autumn Statement, in late November this year, and the subsequent announcement of the Local Government Provisional Settlement by Welsh Government. The Provisional Settlement was received on 20th December 2023, it is a critical factor in drafting the budget strategy and can significantly affect the overall position.
6. The Cabinet will hold an additional meeting on 8 January 2024, to agree the proposed approach to Budget Consultation for 2024/25, with a view to the formal budget consultation commencing on 8 January 2024 and running until 4 February 2024. Whilst budget consultation commenced earlier in 2023 as part of the Ask Cardiff Survey, the results of this focussed consultation process will inform Cabinet discussion and debate in preparing their final 2024/25 budget proposals.
7. The Council's five Scrutiny Committees routinely scrutinise budget proposals in February, prior to Cabinet agreeing the final budget and consideration by Full Council in March. Scrutiny Committee's also regularly monitor the Council's financial performance throughout the year. Each year the analysis of the results of the annual budget consultation is presented to Members alongside the budget proposals to inform the internal challenge.
8. The Final Settlement for 2024/25 is expected in the first week of March 2024.

Issues

9. The report attached at **Appendix A** provides:
 - an update on the Council's budget preparations for 2024/25, including the impact of the Provisional Settlement and;
 - details of the public consultation that will take place to inform Cabinet's preparation for the Council setting its 2024/25 budget, allowing Cabinet to lay before March Council, proposals, which if approved, would result in the adoption of a balanced budget for 2024/254.
10. Cardiff Council will receive a 4.1% increase in Aggregate External Finance (AEF) in 2024/25, which equates to £25.353m in cash terms. The increase reflects

population and pupil number data however is less than half of the total gross pressures the Council faces.

11. A number of All-Wales grants will cease or reduce in 2024/25 (see *point 14* of Appendix A), which will be challenging for the Council. These include grants in relation to teachers pay, free school meals holiday provision, childcare, retail leisure & hospitality rates relief, social services workforce, homelessness, and communities for work.
12. The Cabinet report draws attention to funding uncertainty around teachers' pensions (*points 19-20*), with the impact for Cardiff estimated at £7million. This sum is not reflected in the new budget gap because indications are that the UK Government will fund the increase.
13. With the announcement of the Provisional Settlement the Cabinet report updates the Council's budget modelling (*points 25-30*), Costs are estimated to increase by £56.078m for 2024/25 and at this point there is a budget gap between *resources available* (£829,482m) and *resources required* (£859,972m) of £30.490m. The gap will be addressed through service change proposals, finalisation of the position on schools' budgets for 2024/25, further efficiency proposals (currently modelled on £10.354m), and the use of reserves (currently modelled on £500,000).
14. A Council Tax increase of 3% has been used for modelling purposes. The final level of Council Tax increase will only be decided following the consultation process, as part of the final budget proposal.
15. Members are specifically referred to the section of the report headlined **Consultation and Engagement** (*points 40 to 44*). The Budget Consultation (**Appendix 2**) runs from 8th January 2024 to 4th February 2024. The report states that consultation on the 2024/25 budget will build on the findings of the Ask Cardiff survey.
16. Important points to note are that:
 - The consultation document will be available for online completion on

the Council's website.

- Hard copies will be available in Hubs and Libraries.
- Multi-lingual posters in community buildings will carry a QR code linked to the budget pages of the website.
- A co-ordinated social media and press campaign, and partner involvement will seek to ensure citywide engagement:
- Links to the consultation will be made available on the Council's corporate social media accounts, with posts targeting localised community groups across the city, and targeted advertising aimed at groups with a typically lower response rate.
- Links to the survey will also be shared with community groups, such as faith groups, community councils and the Cardiff Youth Council, and partners, including members of the PSB, to be shared with their contacts.
- The survey will be available in English, Welsh, Arabic, Polish, Bengali, and via screen reader for the visually impaired.
- The consultation will also be promoted to Council staff via the intranet and Staff Information alerts, and the Working for Cardiff App.
- The Participation Strategy improved engagement practices will be adopted for seldom heard voices.
- A dedicated team will target seldom heard voices.
- Trade unions have been consulted on the budget projections for 2024/25 and will continue to be consulted on efficiency savings, particularly where posts are at risk of redundancy. The report suggests that given the budget gap outlined there are likely to be redundancies during the financial year 2024/25.

17. At **Appendix 2** to **Appendix A** Members will find the proposed online budget consultation survey. The narrative outlines the Council's budget challenges for 2024/25 and how the Council proposes to close the gap.

18. The 40 questions that make up the consultation focus on Hubs & Libraries; Parks; Waste & Street Cleansing; Parking; Leisure & Sports; Culture & Events;

Bereavement Services; Fees & Charges; and a further 20 questions about the respondent.

Scope of the Scrutiny

19. Members will have an opportunity to ask questions and contribute to the 2024/25 budget consultation.

20. To facilitate the scrutiny in attendance will be Cabinet Member for Finance, Modernisation & Performance, Councillor Chris Weaver; Corporate Director Resources, Christopher Lee; Head of Performance and Partnerships, Gareth Newell and Principal Research & Consultation Officer, Claire Owens.

Legal Implications

21. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

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

RECOMMENDATION

23. The Committee is recommended to:

- i. Note the proposed approach to the 2024/25 budget consultation;
- ii. Consider whether it wishes to relay any comments or observations to inform the consultation findings.

LEANNE WESTON

Interim Deputy Monitoring Officer

4 January 2024

CABINET MEETING: 8 JANUARY 2024

**2024/25 BUDGET MODELLING UPDATE AND CONSULTATION
REQUIREMENTS**

**FINANCE, MODERNISATION AND PERFORMANCE
(COUNCILLOR CHRIS WEAVER)**

AGENDA ITEM: 1

Reason for this Report

1. To provide an update on budget preparation for 2024/25, including the impact of the Provisional Local Government Financial Settlement (Provisional Settlement).
2. To provide details of the consultation that will take place to inform Cabinet's final Budget Proposal for 2024/25.

Background

3. In July 2023, Cabinet received an Update Report on the 2024/25 Budget and the Medium-Term Financial Plan which indicated an estimated 2024/25 budget gap of £36.760 million. The Report highlighted the volatility of the position and noted the absence of agreed pay awards, inflation forecasts and demand pressures as among factors requiring ongoing review. This report provides a further update on the budget gap for 2024/25 and incorporates the impact of the Provisional Settlement, which was received on 20th December 2023, alongside the ongoing updates to the modelled position undertaken over the last six months.
4. Budget consultation commenced earlier in the year as part of the Ask Cardiff Survey. This requested citizens to prioritise areas in which they would like to see resources directed, both in the short and longer term. This report provides an update on Ask Cardiff findings and sets out the arrangements for a more detailed consultation in relation to 2024/25 Budget Proposals.

Issues

5. Cabinet is required, prior to the 11th March each year, to place before the Council proposals, which if approved, would result in the adoption of a balanced budget for the forthcoming financial year. The public consultation

proposed by this report will inform the preparation of Cabinet's final draft budget for consideration by Council in early March 2024.

Timescales

6. Due to the timing of the UK Autumn Statement, which took place in late November, the Provisional Settlement was not received until the 20th December 2023. The Provisional Settlement is a critical factor in drafting the Budget Strategy and can significantly affect the overall position.
7. The timing of the proposed consultation means that the draft budget that underpins it, fully reflects the Provisional Settlement, so that the position being consulted upon is as accurate as possible. Subject to Cabinet approval, consultation on the 2024/25 Budget will commence on 8th January 2024 and run until 4th February 2024.

Provisional Local Government Settlement

8. On the 20th December 2023, the Minister for Finance and Local Government announced the Provisional Settlement for 2024/25. The Minister's statement and key data table is attached at **Appendix 1**.
9. The headlines of the Settlement are:
 - On average, Welsh Local Authorities will receive a 3.1% increase in general revenue funding next financial year.
 - Individual Authority Settlements range from +2.0% to +4.7%.
 - Floor protection is in place, with additional funding of £1.3 million provided to ensure that no Local Authority received a settlement increase of less than 2%.
10. Cardiff will receive a 4.1% increase in Aggregate External Finance (AEF) in 2024/25. In cash terms this equates to £25.353 million after taking into account taxbase adjustments. The above average settlement for Cardiff is linked to data underpinning the settlement, notably distributional increases linked to population and pupil number data. These are partially offset by decreases in Cardiff's distribution for free school meals, tourism, and transport. Whilst the increase is above average for Cardiff, the pressures faced currently are unprecedented and the increase covers less than half the total gross pressures faced (referenced later in this report).
11. There is currently no indicative date for receipt of the Final Settlement, although it is anticipated that this would be no sooner than the publication date of the Welsh Government (WG) final budget which is due on 27th February 2024. This will mean a limited amount of time between the announcement of Final Settlement and the Council's budget-setting meeting (provisionally 7th March 2024). Whilst this has also been the case in recent years, timing may prove more problematic than usual for

2024/25, due to uncertainties regarding specific grants and other funding as outlined below.

12. Several specific grants are expected to transfer into the Revenue Support Grant in 2024/25. This is linked to WG's recent review in this area aimed at reducing administrative burdens on Local Authorities and offering greater funding flexibility. No specific grant transfers have been made at Provisional Settlement. It is understood that this may be to give greater visibility of changes to the level of grant streams before transfers take place. It is assumed that all transfers will now be announced as part of Final Settlement. As there is currently little visibility on the streams that will transfer, this timing is challenging and effectively curtails any funding flexibility for 2024/25.
13. The Provisional Settlement provides some details on specific revenue grants. However, information is at an All-Wales level and incomplete at this stage, with grants totalling more than £25 million yet to be confirmed, including the Sustainable Waste Management Grant (£16 million). Available information indicates significant reductions that will be difficult to manage in several key areas.
14. At an All-Wales level, specific grants (excluding those that are yet to be confirmed) will **decrease by £92.619 million** next financial year. Contributory factors include:

Grants totalling £51.677 million indicated to cease after the current year, including:

- **Teachers Pay (£21.267 million)** – Local Authorities were made aware that WG would not be continuing with this funding in recent months, and the associated pressure is reflected in Cardiff's budget gap for 2024/25.
- **FSM Holiday Provision (£8.958 million)** – this reflects cessation of the scheme that commenced during the Covid-19 pandemic.
- **Childcare Offer (£20 million)** – no longer being administered by Local Authorities.

Significant reductions to grants include:

- **Retail, Leisure and Hospitality Rates Relief Grant (£50.780 million)**, reflecting the decision to reduce the level of relief from 75% to 40% - whilst classed as a Local Government grant stream, this should not have an impact on Council funding. It would be offset by increased NDR from the affected businesses, payable to the All Wales Pool.
- **Social Service Workforce Grant (£10 million / 22%)** from £45 million to £35 million – this will have a significant impact for Cardiff as this is a key funding stream for Social Services. Extrapolating the All-Wales percentage decrease to Cardiff's current allocation suggests an estimated reduction of £1.1 million. This grant reduction will be in addition to the expected tapering of the

Regional Integration Fund, which is another key funding stream for Social Services and therefore a further significant challenge for this area to manage in 2024/25.

- **Homelessness – No One Left Approach (£5 million / 33.33%)** from £15.0 million to £10.0 million. This implies that additional sums allocated for 2023/24 will not be continued next financial year. The £0.850 million estimated impact for Cardiff will be extremely difficult to manage given material demand increases in this area over the past year, in particular.
- **Homelessness – Discretionary Homelessness Prevention (£6.5 million / 52%).** Sums at an All-Wales level, and additional in-year allocations funding 2023/24, make it difficult to discern the impact on this stream, but it is currently envisaged that Cardiff will receive £0.930 million less cash support in this area in 2024/25 compared with the current financial year.
- **Communities for Work+ (£10.454 million / 38%)** – from £27.268 million to £16.834 million. This grant was previously part of Children and Communities Grant before becoming a standalone grant in 2023/24, at which point Cardiff's allocation increased from £1.031 million to £3.129 million. Whilst a level of reduction was anticipated for 2024/25, this was expected to be in the region of 11% (£0.330 million), rather than the potential 38% implied by indicative grant listings.

Increases to Grants

- There are no materially significant *increases* to grants for 2024/25
15. As set out above, the picture in relation to specific grants is challenging, uncertain, complex, and compounded by timing. Additional clarity will be sought in coming weeks, to clarify the Cardiff-specific impact of All Wales reductions and whether affected streams will transfer into the Revenue Support Grant. There will also be a need to determine the scope for affected directorates to manage reductions, and the need for any transitional support as part of the Council's budget-setting for 2024/25 including any costs arising from a reduction in grant funded posts.
 16. General Capital Funding (GCF) at an All-Wales level will be £180m for 2024/25, of which Cardiff's allocation is £18.134m, or just over 10%. GCF can be spent on capital expenditure of a Local Authority's own choosing and is not specific to a project or scheme. The allocation is made up of two elements - £9.188m of Cash Grant and £8.946m of Supported Borrowing approval. The capital financing costs of the latter being re-imbursed as part of future years Revenue Support Grant.
 17. There is no indication of Cardiff's GCF for 2025/26 or beyond. However, the current expectation is that it will fall to circa £15 million, as advised in previous indicative settlements - i.e. the current levels of GCF are assumed to be temporary.
 18. There remains reference to a £20m Local Government De-Carbonisation allocation for 2023/24 and 2024/25. However, details of the allocation and approach for both years remains unclear. A list of specific capital

grants for 2024/25 is identified on an all-Wales basis but as many of these will be on a bid basis, Cardiff allocations are not yet known.

Other Areas of Funding Uncertainty – Teachers’ Pensions

19. The other key area of funding uncertainty for 2024/25 relates to Teachers Pensions. The impact of the latest actuarial review of the Teacher’s Pension Scheme (TPS) will take effect from 1st April 2024, with Employer’s contributions due to increase by 5 percentage points of pensionable pay. This is a 21.1% increase to the level of pension contributions currently paid with a new contribution rate of 28.68% of pensionable pay from 1st April 2024.
20. The estimated impact for Cardiff in respect of Teachers Pensions Costs is approximately £7 million. This is **not** currently reflected in the Council’s budget gap because indications are that UK Government will fund the increase to TPS; it is therefore assumed that there will be consequential funding for Wales. However, the timing of this funding confirmation is currently unknown and the WG minister in her letter indicated she would continue to press UK Treasury for assurances in this matter. Recent announcements on the timing of the Spring Budget could suggest that this may not be confirmed until the date of that announcement i.e. 7th March 2024. Increases to unfunded pension schemes will also affect the level of the Council’s contribution to the South Wales Fire Service – with an estimated impact of £0.3 million purely in relation to this issue. It is assumed that this too, will be funded.

Comparison of Provisional Settlement to Planning Assumptions

21. As part of the 2023/24 Local Government Settlement, an indicative All Wales funding allocation of +3.1% was issued in respect of 2024/25. To date, this indicative allocation has been the basis of the Council’s planning assumptions for 2024/25 funding. As noted at each budget update, there is always a risk that indicative allocations may change.
22. The difference between the indicative allocation of 3.1% and the Provisional Settlement of 4.1% equates to just under £7 million in cash terms, including tax base changes in the formula. The impact of this on budget modelling, along with other updates is set out in paragraphs 25-30. It should be emphasised however, that whilst Cardiff’s non-hypothecated funding stream is higher than anticipated, as outlined above, this is accompanied by material reductions in hypothecated grant streams which support services to vulnerable people. The impact of managing these in the short term, may erode the benefit of the higher-than-average Revenue Support Grant increase.

Council Tax Base

23. On 14th December 2023, Cabinet approved the tax base for 2024/25. Future tax base increases are not reflected in financial planning assumptions until the Provisional Settlement is received. This is because there is the potential for it to have a negative distributional impact through

the Aggregate External Finance (AEF) funding formula. This is not possible to pre-empt as changes are relative to updated tax-base levels of all other Authorities in Wales. For 2024/25, for Cardiff, this was a £1.100m favourable impact which is reflected in the AEF figures outlined above.

24. Setting aside the impact on AEF, which has now been captured, the net increase in Council Tax linked to the new 2024/25 tax base is £1.235 million. This is the additional amount that will be generated before any increase in the rate of council tax. The increase is attributable to changes in the number of chargeable properties, discounts and exemptions. It also reflects the estimated impact of changes applicable in Council Tax Premia from 1st April 2024 in relation to long term empty properties and Second Homes.

Budget Modelling Update

25. The Council’s Medium Term Financial Plan undergoes regular review to ensure it reflects the most up to date and robust information. Updates since the last budget update report in July include the impact of:
- The Provisional Settlement, announced on 20th December 2023.
 - The Council Tax Base for 2024/25 approved by Cabinet on 14th December 2023.
 - Announcements and updates associated with the Autumn Statement, including updated inflation forecasts.
 - The Real Living Wage announcement in October 2023.
 - Review of pay award assumptions in light of most recent inflation forecasts and agreement of the 2023/24 NJC pay award.
 - Most recent pricing information.
 - The need to address base pressures, evident through in year monitoring in some areas.
26. Taking account of the above updates, the current resource requirements modelled for 2024/25 are set out in the table below. They show an estimated cost increase of £56.078 million for 2024/25.

Resources Required	£000	Includes
Base Budget B/F	803,894	
Employee Costs	22,000	<ul style="list-style-type: none"> • Shortfall in funding for previous pay awards including due to grant fall out • Assumed pay award for 2024/25
Price Inflation	11,587	<ul style="list-style-type: none"> • Commissioned Care Costs (inc RLW impact) • Home to School Transport • Levy increase to South Wales Fire Service
Commitments & Realignments	15,278	<ul style="list-style-type: none"> • Risk based realignments linked to Month 6 • Capital Financing
Demographic Pressures	7,213	• Includes Social Services, ALN routes, Pupil numbers
Resources Required	859,972	

27. At Provisional Settlement, resources available are set out below:

	£000	Reflects
Aggregate External Finance	618,958	• Per Provisional Settlement
Council Tax	210,024	• 2024/25 tax base at 2023/24 prices
Earmarked Reserves	500	• This reflects the baseline assumption per the MTFP
Resources Available	829,482	

28. The difference between resources available and resources required is £30.490 million. This is the updated budget gap for 2024/25 which must be addressed in finalising the draft budget for 2024/25. Current modelling is predicated on the following:

	£000	Reflects
Budget Gap	30,490	
Council Tax increase	(5,209)	• Modelled at 3% - subject to further review
Efficiency Proposals & Corporate Savings	(10,354)	• No impact on service delivery
Shortfall still to be addressed	14,927	

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

- Service change proposals to be included post budget consultation, if agreed.
- Finalisation of the position on schools' budgets for 2024/25 – outlined further at paragraph 37.
- Further scope to extend efficiency proposals.
- Further consideration of funding sources that are within the Council's control – including Earmarked Reserves and Council Tax.

30. The position outlined above is a draft position. All assumptions will be kept under close review in finalising the budget for 2024/25 and Cabinet will continue to carefully consider all aspects of the Budget Strategy in finalising their draft budget proposal for Council consideration. As part of this, careful regard will be given to the feedback from consultation.

Aspects of Financial Strategy for Ongoing Review

Use of Reserves

31. Over-reliance on reserves as budget funding should be avoided because they are a finite resource. This means that using reserves to fund ongoing cost pressures immediately creates a gap in the finances of the following year. When determining an appropriate contribution from reserves to the Budget Strategy, there is careful balance to strike between financial resilience and protection of front-line services.

32. Draft modelling currently reflects total reserve use of £0.5 million in support of the 2024/25 Budget. This is in line with assumptions previously included in the Council's MTFP, and the sum can be met from Strategic Budget Reserve. Further use of reserves will be considered as part of finalising the Council's Budget for 2024.25 keeping in mind the following factors:
- The need to conserve an appropriate level of financial resilience - both in terms of mitigating impact on future funding gaps (as referenced above), but also in terms of the risk of eroding cash balances that could otherwise help to manage unexpected financial events.
 - The planned use of reserves over the medium term in line with the purpose for which they were set aside.
 - Additional calls on reserves resulting from the challenging financial situation, including the need to fund redundancy costs and support operational change.
 - The need to be mindful of the collective position on reserves and the Council's Balance Sheet, including for example, the number of schools operating with a deficit balance.

Council Tax

33. The Council will have due regard to the level of the increase in council tax in 2024/25 but must balance this against the need to fund key services. The increase currently modelled as part of the MTFP is 3%. The final level of Council Tax will only be decided following the consultation process, as part of the final budget proposal.
34. A 3% increase would generate net additional income of £5.209 million after associated increases in the Council Tax Reduction Scheme (CTRS).
35. The CTRS will continue to be funded on all Wales basis at the same level provided within the Revenue Support Grant in 2014/15 (£244 million nationally). This means that costs associated with Council Tax uplifts and changing caseloads must be funded by the Council. Whilst a 1% council tax increase generates additional income of £2.100 million for the Council, it also costs £0.364 million in additional CTRS requirements, thus reducing net additional income to £1.736 million. In other words, over 17% of any Council Tax increase is required to support costs associated with the CTRS.

Budget Savings

36. The current position reflects efficiency and corporate saving proposals of £10.354 million. Efficiency savings are defined as achieving the same output (or more) for less resource, with no significant impact on the resident / customer. In line with the Council's July 2023 Budget Strategy Report, in order to improve the deliverability of savings and maximise the chances of securing full year savings in 2024/25, efficiency proposals that do not require a policy decision will be implemented in the current

year wherever possible. The draft position reflects corporate savings proposals of £0.575 million (included within the £10.354 million). This includes £0.375 million savings across supplies and services budgets, and a £0.200 million budget reduction linked to the early repayment (from Earmarked Reserve) of outstanding capital repayments in relation to Invest to Save Schemes.

Schools Budgets

37. Investment in schools remains a high priority for the Council. The Council will need to consider carefully the allocation to schools, mindful of the pressures faced and the volatility of individual school budgets through factors such as pupil numbers and increasing numbers of pupils with additional learning needs.

Allocation of Resources

38. It is important to allocate scarce resources in line with the Council's priorities and with regard to their impact on future generations. Any proposals for savings or opportunities for investment will continue to be framed by the priorities and objectives set out in Stronger, Fairer, Greener and the Council's Corporate Plan, which is being updated alongside the budget.

Medium Term Financial Planning Implications

39. Whilst the focus of this report is the annual budget proposals that are subject to consultation for 2024/25, work is ongoing to revisit the assumptions within the MTFP and the detail of this will be reported along with the Council's other financial strategy documents, as part of the final 2024/25 Budget Report.

Consultation and Engagement

40. Budget consultation is an opportunity to understand what is important to our stakeholders. Consultation on the 2024/25 budget commenced with the 'Ask Cardiff' survey which asked citizens to indicate their budgetary priorities both in the short and long term. 'Ask Cardiff' generated 3,187 responses across the city. Findings from the budget questions that focussed on short term priorities are set out below. Long term priorities were consistent with these apart from the reversal of priorities 9 and 10.

1. Schools and Education including Youth Services.
2. Supporting vulnerable children and families.
3. Supporting vulnerable adults and older people.
4. Recycling and Waste Services including collections, disposal and Recycling Centres
5. Housing and homelessness services
6. Highways and Transport
7. Neighbourhood Services such as street cleansing

8. Major projects including infrastructure to support businesses, local economy, city centre and local community centres
 9. Libraries and Community Hubs
 10. Parks and Sport
 11. Delivery of the One Planet Cardiff Strategy
 12. Culture, Venues and Events
41. Building on the findings from Ask Cardiff, consultation in respect of the 2024/25 Budget, subject to Cabinet approval will begin on the 8th January 2024 and run until 4th February 2024. The results of the consultation will be a key consideration for Cabinet in preparing their final 2024/25 Budget Proposal for consideration by Council in March 2024.
42. The Budget consultation details are attached at **Appendix 2**, and the proposals being consulted upon will form part of the approach to addressing the residual budget gap outlined in paragraph 28. Key points to note in relation to this year's consultation are:
- The consultation document will be available for online completion on the Council's website, and hard copies will be available in community venues including Hubs and Libraries.
 - Multi-lingual posters will be placed in community buildings, with a QR code linking to the Budget page of the Council website.
 - A co-ordinated social media and press campaign, and partner involvement will seek to ensure citywide engagement.
 - Links to the consultation will be made available on the Council's corporate social media accounts, with posts targeting localised community groups across the city, and targeted advertising aimed at groups with typically lower response rates.
 - Links to the survey will also be shared with community groups, such as faith groups and community councils, and partners, including members of the Public Service Board to be shared with their contacts.
 - As well as being available in English and Welsh, the survey will be translated into Arabic, Polish and Bengali, the largest minority languages in Cardiff. A version of the survey designed to work with screen readers will be available for people who are visually impaired.
 - The consultation will be promoted to Council staff via the intranet and Staff Information alerts via email and the Working for Cardiff App. It will also be shared with partner organisations for distribution.
 - The improved engagement practices set out in the draft Participation Strategy will be adopted, with a focus on engaging with organisations who work with seldom heard voices.
 - A dedicated team will undertake face-to-face engagement with seldom heard groups to encourage participation with the consultation process, either by completing the survey, or taking part in qualitative face-to-face interviews.

43. Further opportunities for engagement, including with the Schools Budget Forum and Scrutiny Committees will also take place during the coming months. The need to engage effectively with the Council's own staff, both directly and through their trade unions will remain a high priority throughout the budget setting process. Stakeholder engagement opportunities are a valuable way of informing the budget process and Cabinet's final budget proposal.
44. In addition to public consultation where there are ongoing requirements for internal staff and trade union consultation, specifically in relation to ongoing delivery of efficiency savings, these will continue to be included as part of the ongoing employee engagement process.

Employee Engagement

45. Through the Council's Trade Union Partnership forum, trade unions have been consulted in advance, on the budget projections for 2024/25. In addition, they have been consulted on the savings proposals that form part of public consultation, and their likely impact on employees, particularly where posts are at risk of redundancy. Under the law relating to unfair dismissal, all proposals to make redundancies must involve reasonable consultation with the affected employees and their trade unions. In light of the budget gap outlined, it remains likely that there will be redundancies within the Council's workforce during the financial year commencing 1st April 2024.
46. During the period of the consultation, trade unions and employees will have the opportunity to comment on proposals that may affect them. Once the final budget is approved by Council, any employees affected will be supported. At that point, eligible employees will be given the opportunity to take voluntary redundancy or to access the redeployment process, which provides employees with a period of twelve weeks to look for alternative employment.
47. Whilst the exact number of proposed redundancies is not known at this stage, some as indicated above are likely to occur. In light of this, a Section 188 Notice will be formally issued to the trade unions, related to the budget and potential redundancies.
48. Formal consultation with employees and trade unions will take place as part of the budget preparation work and views and comments about ways of avoiding, reducing and mitigating the consequences of the numbers of staff being made redundant e.g. by redeployment, will be considered.

Reason for Recommendations

49. To issue the 2024/25 Budget Consultation and to provide stakeholders with the opportunity, through a range of mechanisms, to provide feedback to Cabinet. In addition, to note that the consultation will commence on the 8th January 2024 and run until the 4th February 2024.

Financial Implications

50. The financial implications are as described in the detail of the Report.

Legal Implications (including Equality Impact Assessment where appropriate)

51. Specific legal obligations relating to the setting of the budget and consultation are set out within the body of this report.
52. The obligation to consult can arise in some cases from express statutory provisions and in other cases from common law. In all cases, the consultation must be undertaken in such a way as to be meaningful and genuine. The general principles applicable to consultation are outlined in [R v London Borough of Brent, ex p Gunning \[1985\] LGR 168](#) and frequently referred to as "the **Gunning principles**": the consultation must be at a time when proposals are still at a formative stage; the proposer must give sufficient reasons for any proposal to permit of intelligent consideration and response; those consulted should be aware of the criteria that will be applied when considering proposals and which factors will be considered decisive or of substantial importance at the end of the process; adequate time must be given for consideration and response; the product of consultation must be conscientiously taken into account in finalising any statutory proposals. The carrying out of consultation gives rise to a legitimate expectation that the outcome of the consultation will be considered as part of the decision-making process. The results of the consultation must feed into the process for consideration and finalisation of budget decisions.
53. The Council has public sector duties under the Equality Act 2010 which require it, in exercising its functions, to have due regard to the need to (1) eliminate unlawful discrimination (2) advance equality of opportunity and (3) foster good relations between persons with and without protected characteristics. For example, protected characteristics include race, sex, gender, age, religion.
54. The Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers ([WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 \(gov.wales\)](#)) and must be able to demonstrate how it has discharged its duty.
55. In order to be sure that the Council complies with its public sector equality duties, it is essential that Equality Impact Assessments are undertaken where appropriate in relation to specific budget proposals, that these are informed by the results of the consultation, and that any impact is taken into account in the decision-making on the budget.
56. The Well-being of Future Generations (Wales) Act 2015 requires the Council to consider how the proposals will contribute towards meeting its

well-being objectives (set out in the Corporate Plan). Members must also be satisfied that the proposals comply with the sustainable development principle, which requires that the needs of the present are met without compromising the ability of future generations to meet their own needs. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below: <http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

57. The decision maker should also have regard to, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.
58. In respect of any proposals referred to as part of the consultation, further legal advice should be sought if and when any proposal is being developed.

HR Implications

59. The Human Resource implications are as described in paragraphs 45 to 48 inclusive of the Report.

Property Implications

60. There are no direct property implications arising from this report. Full implications will need to form part of any decisions taken following consultation.

RECOMMENDATIONS

Cabinet is recommended to:

- (1) Note the updated Budget Position for 2024/25 at Provisional Settlement Stage.
- (2) Agree the proposed approach to Budget Consultation for 2024/25, and subject to that agreement:
 - Note that the formal budget consultation will commence on the 8 January 2024 and run until 4 February 2024. The results of the consultation process will then be considered by Cabinet in preparing their final 2024/25 budget proposal.
- (3) Note that the Chief Executive as Head of Paid Service will be issuing all necessary statutory and non-statutory employment consultation in respect of the staffing implications of budget preparation.

SENIOR RESPONSIBLE OFFICER	Chris Lee Corporate Director Resources
	2 January 2024

The following appendices are attached:

**Appendix 1 – Provisional Local Government Financial Settlement 2024/25
– Statement and Key Data Table**

Appendix 2 – Budget Consultation 2024/25 Details

The following background papers have been taken into account

- Budget Update Report 2024/25 and the Medium Term
- Equality Impact Assessments (EIAs) of Cardiff Councils 2024/25 Budget Savings Proposals
- WG Provisional Local Government Financial Settlement 2024/25

Rebecca Evans AS/MS
Y Gweinidog Cyllid a Llywodraeth Leol
Minister for Finance and Local Government



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref: MA/RE/3147/23

To:
Leaders of County and County Borough Councils in Wales

Copied to:
Chief Executives and Directors of Finance, County and County Borough Councils in Wales
Chief Executive and Director of Finance, Welsh Local Government Association

20 December 2023

Dear Colleagues,

Today I am announcing details of the Provisional Local Government Revenue and Capital Settlement for 2024-25 (the Settlement) for county and county borough councils (authorities) in Wales through a Cabinet Written Statement. This is attached for your information.

As you know, following the UK Government Autumn Statement, the Welsh Government's resource settlement will reduce by 0.1% in 2024-25 in real terms. As I have set out in our Welsh budget, our overall funding settlement is not sufficient to meet all pressures and allow us to do all the things we want to do. We have re-shaped the indicative spending allocations within our budget to provide extra funding and protection for the services which matter most to people and communities across Wales. We have done so in line with our priorities to:

- Protect core, frontline public services as far as possible.
- Deliver the greatest benefit to households which are hardest hit.
- Prioritise jobs, wherever possible.
- Work in partnership with other public sector bodies to face this financial storm together.
- Re-focus funding away from non-devolved areas, which the UK Government should be funding.

We have taken this approach to ensure we continue to focus funding where it can have the most positive impacts in the circumstances and taking action to ensure we mitigate direct impacts to people and places, as far as possible.

In 2024-25, Welsh local authorities will receive £5.7bn from the Welsh Government Revenue Support Grant (RSG) and non-domestic rates (NDR) to spend on delivering key services. This means the core revenue funding for local government in 2024-25 will increase by 3.1% on a like-for-like basis compared to the current year. I am providing additional funding of £1.3m to ensure no authority will receive less than a 2% increase.

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1SN

Correspondence.Rebecca.Evans@gov.wales
Gohebiaeth.Rebecca.Evans@llyw.cymru

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

We have made the protection of the indicative rise of 3.1% in the local government Settlement announced in the Budget in March a priority in setting our draft budget. In line with our focus on supporting households, this maintenance of our investment in your services protects households and the critical services you deliver to your communities.

In addition to the core Settlement, I am publishing indicative information on specific revenue and capital grants planned for 2024-25, which amount to over £1.3bn for revenue and over £960m for capital at this provisional stage.

As we have discussed, as part of our Programme of Government we are committed to ensuring that your authorities are not hampered by unnecessary bureaucracy. Our programme of work to reduce the number of separate grants paid to local authorities from 2024-25 and to move grants into the de-hypothecated settlement is progressing, working with your officers. Some areas have already been identified for change and the draft budget sets out how we are rationalising and refocusing education specific grants. This work continues and I expect more changes to be presented at part of the final settlement. We are due to consider packages of proposals in the Finance sub-group in January. I am committed to transparency about the movements so you and other partners can clearly see any changes in funding in the round.

Social services continue to be a priority for councils and for Welsh Government. Our joint commitment to the real living wage for care workers reflects this. The costs of enabling authorities to continue to meet the additional costs of introducing the Real Living Wage for care workers were included in the indicative budget increase announced last year.

I have again taken the decision to provide all the available funding up front and not hold back funding for in-year recognition of the 2024/25 teachers' pay deal. Authorities' budget planning must therefore accommodate these costs.

As announced on 19 December, I am providing a package of non-domestic rates support that will benefit every ratepayer in Wales. We will cap the increase to the non-domestic rates multiplier for 2024-25 to 5%, at a recurring annual cost of £18m. This is lower than the 6.7% increase that would otherwise apply.

We also continue to support ratepayers with increased liabilities following the 2023 non-domestic rates revaluation. Our transitional relief scheme continues to phase in changes for eligible ratepayers at a cost of £38m in 2024-25.

Outside of the Settlement, alongside the multiplier cap, we will be investing an additional £78m to provide a fifth successive year of support for retail, leisure and hospitality businesses with their non-domestic rates bills. This builds on the almost £1bn of support provided through our retail, leisure and hospitality rates relief schemes since 2020-21. Eligible ratepayers will receive 40% non-domestic rates relief for the duration of 2024-25. As in previous years, the relief will be capped at £110,000 per business across Wales.

I recognise that while the recent very high rates of inflation are now decreasing, they are still high by the standards of the last 15 years. Baseline costs for staff and services have increased and are not reducing. Demand for services, alongside cost pressures mean that your Authorities will need to make difficult decisions on services, efficiencies, and council tax in setting your budgets. I know you will seek to engage meaningfully with your local communities as you consider priorities for the forthcoming year.

I do not consider that it is appropriate for the Welsh Government to set an arbitrary level of council tax increase irrespective of local circumstances or choices. Your Authorities will need to take account of the full range of funding sources available to them, as well as the pressures they face. I encourage you to continue to carefully balance the impact of increases on household finances with the loss of support and services. I know that across Wales you as Leaders, elected members and officers alike will strive to find ways to make the best use of resources to make the most difference for your communities.

In line with our joint focus on supporting households, we will continue to maintain full entitlements under our Council Tax Reduction Scheme (CTRS) for 2024-25 and are again providing £244m for CTRS in the Settlement in recognition of this.

The Chancellor's Autumn Statement referred to the changes to the SCAPE rate, which has implications for the costs of employers' contributions to teachers and fire-fighter pensions. This in turn has implications for Local Authority budgets. Funding for this is expected to be provided by UK Government but not until 2024-2025. I will be writing to the Chief Secretary to the Treasury to press for assurances on the level and timing of this funding. My officials will keep your officers informed.

I set out the position on capital funding for the Welsh Government as part of my budget statement on Tuesday. With next to no increase in overall capital funding and the Welsh Government capital budget 6% lower in real terms than the current year, I have maintained the general capital funding for local authorities at £180m, the indicative level that was set last year. With soaring inflationary costs in the construction sector, I know this will mean that your authorities will have to look carefully at and prioritise your capital programmes to continue to invest to best effect in the provision of public services. I have also continued to provide £20 million capital in each year to enable authorities to respond to our joint priority of decarbonisation, to continue the focus on contributing to the Net Zero Wales plan. As for this year, I have not considered hypothecating revenue funding to support authorities' response to climate change recognising that all our decisions must consider how to reduce our ongoing emissions and to allow authorities maximum flexibility to do so and to manage their budgets.

The draft *Local Government Finance Report* and additional tables containing details of the Settlement by individual authority are also being published on the [Welsh Government website](#). These tables include the individual authority allocations of Aggregate External Finance (AEF), comprising RSG and redistributed NDR. We are also providing information on revenue and capital grants which are planned for 2024-25. This information will be further updated for the final settlement.

The publication of the Settlement in mid-December has enabled us to draw on the latest tax-base figures for 2024-25, meaning that there should be no change between provisional and final settlements as a result of updates to the tax base. While I cannot guarantee that there will be no other changes between the provisional and final settlements, due to the financial uncertainty that we currently face, I do not intend making any significant changes to the methodology or the data underpinning the distribution of this Settlement.

My announcement today launches a 6-week period of formal consultation on the Settlement for 2024-25. I would be grateful if you could ensure your response arrives no later than **Wednesday, 31 January 2024**. All responses to this consultation should be sent to:

Andrea Melvin: LGFPSettlement@gov.wales

Comments are invited about the effects (whether positive or adverse) the proposed Settlement would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language. In addition, we invite comments on whether the proposed Settlement could be formulated or revised to have positive effects, or decrease adverse effects, on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

The Welsh Government intends to publish a summary of the responses. Normally, the name and address (or part of the address) of each respondent are published along with the response. If you do not wish to be identified as the author of your response, please ensure you state this explicitly in your response.

Copies of responses may be placed in the Welsh Government's library. If you wish your comments to remain confidential, please make this clear in your reply. This will be considered in light of our obligations under the Freedom of Information Act. The Welsh Government will consider all responses received by the due date before the final determination is made and published.

Authorities are reminded of the requirement to comply with the general equality duties set out in the Equality Act 2010, and also the specific equality duties where applicable. The equality impacts of budgetary options should be assessed and inform any final decisions. In addition, we would also expect you to consider the impacts of budgetary options on children and young people.

Authorities also need to take account of their duties under the Well-being of Future Generations (Wales) Act 2015 and the Welsh language standards in preparing plans for 2024-25.

Yours sincerely,

A handwritten signature in black ink that reads "Rebecca Evans". The signature is written in a cursive style.

Rebecca Evans AS/MS

Y Gweinidog Cyllid a Llywodraeth Leol
Minister for Finance and Local Government

Table 1a: Change in Aggregate External Finance (AEF), adjusted for transfers, by Unitary Authority (£000)

This worksheet contains one table. Some cells refer to notes which can be found on the notes worksheet.

Unitary Authority	2023-24 Final Aggregate External Finance [Note 1]	2024-25 Provisional Aggregate External Finance	Percentage difference	Rank
Isle of Anglesey	123,866	126,973	2.5%	17
Gwynedd	227,541	232,092	2.0%	21
Conwy	198,736	202,710	2.0%	21
Denbighshire	187,785	194,743	3.7%	4
Flintshire	251,959	257,555	2.2%	20
Wrexham	224,722	231,963	3.2%	8
Powys	228,558	234,940	2.8%	11
Ceredigion	129,341	132,715	2.6%	14
Pembrokeshire	212,626	217,999	2.5%	16
Carmarthenshire	338,439	349,441	3.3%	7
Swansea	417,588	433,590	3.8%	3
Neath Port Talbot	276,915	284,624	2.8%	12
Bridgend	250,557	257,978	3.0%	10
The Vale of Glamorgan	202,631	208,901	3.1%	9
Rhondda Cynon Taf	471,049	484,111	2.8%	13
Merthyr Tydfil	118,886	122,923	3.4%	5
Caerphilly	340,037	347,726	2.3%	19
Blaenau Gwent	139,809	143,433	2.6%	15
Torfaen	172,265	177,988	3.3%	6
Monmouthshire	122,561	125,355	2.3%	18
Newport	289,306	302,972	4.7%	1
Cardiff	594,712	618,958	4.1%	2
Total unitary authorities	5,519,889	5,689,689	3.1%	

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Tell us your views on the **Council's Budget proposals**

Consultation on
Cardiff Council's
2024/25
Budget Proposals



@CardiffCouncil
#cdfbudget



www.cardiff.gov.uk/budget
consultation@cardiff.gov.uk

CARDIFF
ENGAGEMENT
& RESEARCH CENTRE
CANOLFAN YMCHWIL AC
YMGYSYLLTU
CAERDYDD



**CRYFACH
TECACH
GWYRDDACH**

**STRONGER
FAIRER
GREENER**



CARDIFF
CAERDYDD

Introduction

There's little doubt that councils across Wales and the UK are now facing financial challenges unlike any experienced before.

These challenges have been a long time in the making. A result of a decade of austerity, of Covid-19, of the cost-of-living crisis and now of a return to austerity once more.

Despite this we are committed to making Cardiff a stronger, fairer and greener city, and we are making great strides forward. Education results are now amongst the highest in Wales. We are building more new Council homes than ever before. More people are being paid the real living wage in Cardiff, and a record number of people are being helped into work and to access benefits.

However, like local authorities up and down the country, we have had to deliver services after more than a decade of austerity. This has meant that Cardiff Council has had to close a budget gap of over £350 million since 2010. Over recent years we have also had to respond to the Covid-19 pandemic, a cost-of-living and energy crisis and rising costs and inflation which have hit our communities, our most vulnerable people and families, and our public services hard. More and more the people of Cardiff are looking to the Council and to our public service partners for support, be it for housing, for employment, for care for older relatives or for family support. And yet because of the economic conditions and UK government spending decisions we do not have the funding we need to respond.

We estimate that, because of a combination of rising costs and demand on services, just maintaining the services the city currently benefits from will cost an extra £56 million next year. Welsh Government is facing its own budget pressure, and so, whilst it has provided an extra £25 million to Cardiff Council this falls a long way short of what is required to meet the additional costs the Council is now facing. And so, despite an increase in funding from Welsh Government, that still leaves us with a £30.5m gap which we must close through further efficiency savings, increasing Council Tax or charges for services, or, in some cases by reducing or cutting services altogether. This budget consultation sets out the changes to our services that we are having to consider in order to balance the budget in 2024/25.

We want to know what you think of these proposals. So please, get involved, and respond to the questions contained in this consultation by midnight on the 4 February 2024. Your views matter. Together we can help shape a budget which protects our most vulnerable while striving to build a better future and a better Cardiff for everyone who lives here.



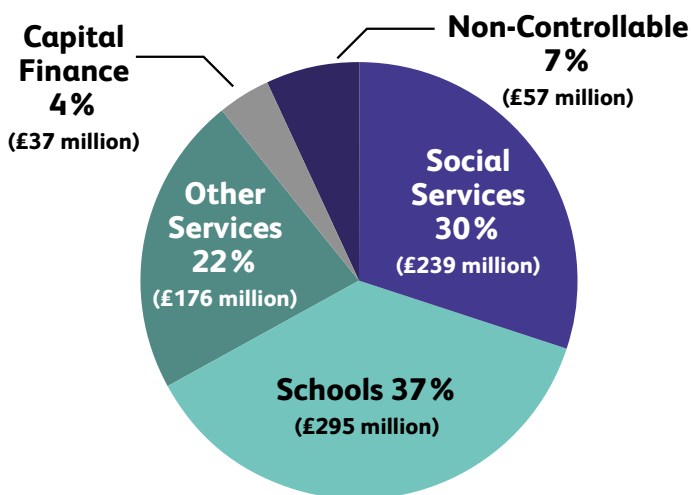
Cllr Huw Thomas
Leader, Cardiff Council



The Council’s Budget Challenge

The Council has an overall net budget of £804 million that it uses to fund local services. How the budget is allocated is set out below.

Council Net Expenditure



In setting the budget for 2024/25 the Council is dealing with one of the hardest budget challenges it has ever faced. We estimate that the cost of delivering the same services next year has increased by around £56 million.

- **The demand for social care, and the cost of delivery, is the biggest driver of the budget gap we are facing.** Services supporting the most vulnerable - such as children needing protection or older people needing care - were already facing huge pressures. These pressures have continued to increase with the cost of delivery having risen sharply across the country. This is at a time when demand is going up and the level of support needed is becoming more complicated.
- **As the cost-of-living crisis deepens, more and more people are turning to the Council for support.** These wider demand pressures facing all Council services are taking their toll.
 - The number of people accessing the Council’s advice services has doubled since before the pandemic.
 - Waiting lists for temporary accommodation are at historically high levels, having increased by 150% over the last two years.
 - The number of rough sleepers has more than tripled since 2022/23.
 - The work done by the Council’s into-work advice team has increased by 75% over the last three years.
 - There has been a significant increase in the number of people seeking support to access Universal Credit.



With more people seeking to access Council services, the cost of delivery is going up.

- **Inflationary Pressures:** High inflation has meant that the cost of all goods and services are more expensive, meaning that everything we need to buy to deliver our services is costing us more.
- **Pay:** We believe public sector employees - who deliver vital services across the city - should be paid fairly. Higher pay awards are being agreed nationally, reflecting the rate of inflation, but this is putting pressure on our budgets.

Even though Cardiff Council is due to receive an increase in Welsh Government support of 4.1 % for next year – roughly £25 million - it is not enough to meet the additional costs the Council is now facing.

This gap between the cost of delivering services and the amount of money available is known as the 'budget gap.' For next year the Council is facing a 'budget gap' of £30.5 million, which we have to close.



How we propose to close the Budget Gap

The budget gap will need to be closed through a combination of:

- **Efficiency Savings:** The Council is committed to protecting frontline services and is therefore looking to generate as much savings as possible through back-office efficiencies. This means driving down the running cost of our buildings, reducing the amount of office space we need, and using new technology where it can save us money. Closing the budget gap will also require the Council to look at a managed reduction in the number of staff employed, through voluntary severance. This can generate savings whilst keeping compulsory redundancies to a minimum.
- **Council Tax:** Council Tax accounts for only 26 % of the Council's budget, with the remainder coming from the Welsh Government. Each increase of 1 % in Council tax only generates around £1.7 million, therefore any increase in Council Tax will not be enough to close the budget gap.
- **Use of Reserves:** The Council has to be very careful when using its financial reserves: there is only a limited amount available and once they're gone, they're gone. The majority of the Council's reserves are earmarked for specific purposes and are therefore already committed in support of delivering services, for example funding one-off community initiatives and supporting Homelessness Prevention Services. The Council does maintain a level of General Balance totalling £14.2 million to cover unforeseen costs and this equates to less than 2 % of the Council's overall net budget.
- **Changes or Reductions to Services:** Taken together, our efficiency savings will make the biggest component of our savings. Unfortunately, they will not be enough to balance the books, and some changes or reductions to services may be necessary, alongside increased charges. That is why we want to know what the people of Cardiff think about some of the potential changes that we could make to save money.

Consultation on Cardiff Council's 2024/25 Budget

Given the size of the budget shortfall for 2024/25, this consultation covers a wide range of proposals to fill this gap. We recognise that the survey is long, and will take about 35 minutes to complete in full.

It has, therefore, been divided into themes, and you can choose to complete the whole survey, or pick the themes of most interest to you.

The themes are:

- **Hubs & Libraries**
- **Parks**
- **Waste & Street Cleansing**
- **Parking**
- **Leisure & Sports**
- **Culture & Events**
- **Bereavement Services**
- **Fees & Charges and Other Comments**

The Council is required by law to set a balanced budget. We are proposing to bridge the budget gap through a mixture of internal efficiencies, use of reserves, reducing or changing the services we provide, increasing fees & charges, and raising Council Tax.

These are difficult choices we will have to make. We want to know what the people of Cardiff think about these proposals to help inform our budget for 2024-25, which will be considered by the Council in February.

The information that you provide in completing this form will be treated as confidential, in line with the requirements of the Data Protection Act 2018 and the General Data Protection Principles.

Any data supplied by you on this form will be processed in accordance with Data Protection Act requirements. In supplying it you consent to the Council processing the data for the purpose for which it is supplied. All personal information provided will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a purpose permitted in law.

If you wish to withdraw consent at any time, please email consultation@cardiff.gov.uk

*For further information on how we process your personal data please refer to our Privacy Policy - or contact the **Data Protection Officer, Room 357, County Hall, CF10 4UW**, email: dataprotection@cardiff.gov.uk.*

The first section covers **Hubs & Libraries**, and will take around 4 minutes to complete.

1. A number of Council venues, including Hubs and the Llanover Hall Arts Centre, have spaces that could be made available for community and local business use. The Council is proposing to review the spaces available to create opportunities for room and space hire. This will help to create additional income.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree
 Tend to disagree
 Don't know / No opinion
 Tend to agree
 Strongly disagree

2. Hubs and Libraries in Cardiff currently provide copies of newspapers, magazines and journals. The library service offers a press reader, which allows people to access these newspapers and magazines electronically, using their tablet, mobile or the PCs in the Hubs and Libraries. Stopping the provision of the hard copies would save £35,000 per year, whilst still allowing access electronically.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree
 Tend to disagree
 Don't know / No opinion
 Tend to agree
 Strongly disagree

3. The Council is considering changes to Hubs and Libraries to help save money. Over 60 volunteers already support our Hubs and Libraries, and we are considering using more volunteers to assist in the Hubs and Libraries. Savings of £84,000 could be made by using more volunteers.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree
 Tend to disagree
 Don't know / No opinion
 Tend to agree
 Strongly disagree

4. Cardiff Council offers a range of library services. In addition to the 21 branches across the city, there is an online service with e-books and magazines readily available. There is also a mobile library service which visits 9 locations across the city on a timetabled basis and provides a home delivery service for our housebound residents.

Due to the increase in Community Hubs across all the city, the demand for the mobile library service has significantly reduced, and now costs an average of £27 per user to provide this service.

It is therefore proposed that the mobile library service would be streamlined to focus on the housebound service only, continuing to provide books to the city's most vulnerable residents, saving £52,000 per year.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree
 Tend to disagree
 Don't know / No opinion
 Tend to agree
 Strongly disagree

5. The Council is considering changes to Hubs and Libraries to help save money, with a number of options being considered. **Which of the following options do you prefer? Please tick one box only**

Option 1: Close Central Library Hub, Whitchurch Hub, Penylan Library, Rhiwbina Hub, Rhydypennau Hub, Canton Library, Cathays Heritage Library and Radyr Hub for one additional day each week, saving £308,000

Option 2 – Change the opening hours for Central Library Hub, Canton Library, Cathays Heritage and Branch Library, Radyr, Rhiwbina, Rhydypennau and Whitchurch Hubs to 9am to 5pm, with all branches staying open throughout lunch times. To allow for late accessibility, Central Library Hub would stay open until 6pm for one evening a week. This proposal would save £120,000.

Option 3 – Close Radyr Hub, Rhiwbina Hub, Whitchurch Hub, Penylan Library and Rhydypennau Hub on Saturdays, saving £33,600

Option 4 – Close Rhiwbina Hub, Whitchurch Hub, Penylan Library and Rhydypennau Hub on a Saturday afternoon, saving £14,000

Option 5 – Keep the Hub & Library service as it is, and find the saving elsewhere.

Do you have any comments on the proposed changes to Hubs & Libraries?

Please continue on a separate page if necessary.

The next section covers **Parks**, and will take around 4 minutes to complete.

6. The Park Ranger Service works to ensure that our parks and green spaces in the city are a safe and enjoyable experience for both residents and visitors to the city. Park Rangers are a visible presence in our parks, and are responsible for the enforcement of park bye-laws and work with partner organisations such as the police to address issues of anti-social behaviour. Our Park Rangers are also responsible for co-ordinating our network of 'Friends of' groups and volunteers.

Over the last 3 years, the Council has increased the number of staff working within the service, with an additional 6 Urban Park Rangers. The Council could run the service with fewer Park Rangers, reduce the number by 4, and save around £168,000 per year. The service would still have more Rangers than it did 3 years ago.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

7. The Council is responsible for managing over 520 individually named parks and green spaces in the city, spending £1.3 million on grounds maintenance which includes mowing, the maintenance of sports pitches, rose gardens, herbaceous borders, wild flower areas, trees, hedges, spring and summer bedding displays and bulb planting. Eighteen of the Council's parks and green spaces hold Green Flag status, an industry award which recognises well-maintained, welcoming and safe spaces.

The Council could save money by making small reductions to the maintenance of parks and green spaces, saving the Council £80,000.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

8. The Council currently offers Apprenticeship / Traineeship Schemes and could save money by making small reductions in the number being offered, saving the Council £87,000.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

9. Bute Park Nursery and the Visitor Centre in Roath Park are currently run by the Council. The Council could transfer this service to another organisation who would be responsible for running them on the Council's behalf, potentially removing or reducing the subsidy of £40,000 currently provided.

We would need to find out if there is another organisation who could take them over, and both would remain open as this process is conducted. We are asking for your views on whether you'd support finding an alternative operator for these buildings, which could remove the Council subsidy.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

10. The Council is responsible for the repair and maintenance of playground equipment, safety surfacing and general playground infrastructure. The Council could spend less money on these activities - returning to the levels we spent in 2020/21. Playgrounds would still be maintained by the Council, with playground equipment continuing to be repaired and replaced as necessary.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

11. The Council currently employs two Playground Inspectors to manage safety inspections across 226 playgrounds and associated sites. Under this proposal this would be reduced to one Playground Inspector, returning to the number we had in 2020/21. The Council would continue to manage safety inspections at playgrounds across the city.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

12. The Council currently employs three Tree Inspectors to manage more than 400,000 trees across the city, carrying out health and safety inspections and engaging with the public. Under this proposal the number of Inspectors would reduce from three to two. This proposal may lead to a reduction in inspection regimes and increased wait times for responses to requests for this service.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree



13. The Council sets aside money to carry out work on ‘hard infrastructure’ such as footpaths, steps and handrails, gates, fences, signage, bollards, seats, lighting, bridges, drains, culverts, walls and embankments. The Council is proposing to reduce this budget by half, saving £60,000, which will reduce the Council’s ability to respond to requests to fix problems and carry out maintenance.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

Do you have any comments on the proposed changes to Parks?

Please continue on a separate page if necessary.

The next section covers **Waste & Street Cleansing**, and will take around 6 minutes to complete.

14. **Do you use the garden waste service?** *Please tick one box only*

- Yes No, I dispose of garden waste myself No, I don't have a garden

The collection of garden waste costs the Council around £1.5 million a year. Unlike the collections of black bins and bags, food waste and recycling, a Local Authority can charge for the collection of garden waste. Given growing financial pressures and the need to maintain the essential waste services we are required to provide by law, the Council is considering recovering costs by charging for the collection of garden waste, in line with most other Local Authorities in Wales. If this were to be introduced, the charge would be similar to what other local authorities are charging (in the region of £35 - £45 per year) which is less than £1 per week.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

15. Cardiff Council offers a Bulky Waste collection service for items that are not collected as part of general waste collections, and that are too big to take to a recycling centre. The collection of Bulky Waste costs the Council around £300,000 per year. A Local Authority can charge for items that weigh over 25kg or cannot fit into bins. Whilst some items already attract a charge, others are currently collected for free, including large electrical appliances, white goods, or items made of metal, wood, MDF or laminate.

Given growing financial pressures and the need to maintain the services we are required to provide by law, the Council is considering charging for all bulky waste collections, in line with most other Local Authorities in Wales. The charge would be £17.50 for up to 2 items, £30 for up to 4 items, £42.50 for up to 6 items and £55 for up to 8 items, including a £5 booking fee. This is similar to what other Local Authorities are charging, and would save the Council £71,000 per year.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree



16. The Welsh Government is increasing its target to recycle, re-use or compost waste collected by Local Authorities from 64% to 70% in 2024/25. Authorities that do not meet this target will be fined by the Welsh Government.

Whilst Cardiff currently performs well, we need to do more to encourage households to recycle and compost more waste, and dispose of less using their black bins or bags. We know that more than 40% of the waste currently put into black bins or bags could be easily recycled at home.

In order to boost recycling rates and meet the higher target, the Council is proposing to reduce the frequency of black bin/bag collections from 2 weeks to 3 weeks, whilst continuing to collect recycling and food waste weekly. This would help to improve Cardiff's carbon footprint, minimise the risk of fines and reduce the cost of collecting and disposing of this waste, saving £244,000 per year on disposal costs.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

17. The Council currently spends £6.25 million on street cleansing. The Council could save up to £880,000 if it were to reduce the amount of work done cleaning streets and parks, emptying litter bins and doing targeted cleansing in some inner city areas. Street cleansing and the targeted work would continue to take place, but the frequency would reduce.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

18. There are approximately 3,000 public bins across the city. A significant number of these in residential streets are not used widely by local residents, but these public bins do attract fly-tipping. The Council could remove public bins from residential streets and focus instead on placing bins in city and district centres, parks, bus stops and dog walking routes. This would save £139,000 per year.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree



19. The Local Action Teams were introduced in 2020, and enhanced in 2022, and work to improve the neighbourhoods in and around 17 of the city's housing estates where there are a high number of council homes. This service is partly funded by the Council's Housing Team, which is responsible for supporting council homes. They work to create cleaner and safer places for residents by proactively removing rubbish and waste from gardens, removing fly tipping, carrying out clearance of open land, cut back trees and hedges and clear overgrown areas. They also carry out street action days, encouraging residents to get involved in improving their environment.

To save money the Council could stop the provision of this service or reduce the capacity of the teams.

Which of the following options do you prefer? Please tick one box only

- Option 1** – Remove the service, saving £854,000
- Option 2** – Reduce the service, prioritising areas by need, saving at least £312,000
- Option 3** – Keep the service as it is and find savings elsewhere

Do you have any comments on the proposed changes to Waste & Street Cleansing?

Please continue on a separate page if necessary.

The next section covers **Parking**, and will take around 2 minutes to complete.

20. Currently the Council has 12 different on-street Pay and Stay tariff bands across the city, operating at different times and on different days. We propose to simplify this by reducing the number of tariffs from 12 to 4. To help manage demand, we propose higher charges for parking locations closer to the city centre, with an average increase of £1 per hour in the city centre, and 50p in districts outside the city centre. The amount of “long-stay” parking available to commuters will also be reduced, to support residents and local businesses, and encourage the use of public transport or active travel.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

21. Some Pay and Stay locations managed by the Council currently provide up to 2 hours of free parking in car parks and on-street, as long as a free ticket is obtained. This subsidises parking and doesn't reflect the costs of maintaining and managing the parking areas. It is proposed that this window of free parking be removed in car parks, with a charge introduced of £1 for the first hour (or £1.50 for the first two hours) in locations within the central parking area and 50p for the first hour (or £1 for the first two hours) for other locations outside the city centre.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

22. **Do you currently have a residential parking permit?**

- Yes No Not sure

The Council offers parking permits as a service to residents in specific areas across the city. There are four levels of permits, which limit parking in particular streets to holders of residential or visitor permits. This service includes administering the relevant type and number of permits to applicants, and monitoring vehicles parking in restricted areas to ensure these areas are only used by permit holders. The cost of parking permits in Cardiff is well below the average amount charged by similar Local Authorities across the UK, who charge an average of £48 for a first permit and £82 for additional permits. It is proposed that the cost of a first permit should increase from £24 to £30, and a second permit increase from £54 to £80.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

Do you have any comments on the proposed changes to Parking?

Please continue on a separate page if necessary.

The next section covers **Leisure & Sports**, and will take around 3 minutes to complete.

23. The Council provides a subsidy of £11,000 each for 4 bowling greens across the city to support the maintenance of the greens, and two of these clubs are not charged for the use of park pavilions. The Council is proposing to increase charges to the clubs to cover the cost of this maintenance, and introduce a charge for the use of each park pavilion to cover the cost of providing this facility.

Do you support increasing the charge to the bowling clubs for the maintenance of the greens by:

- Up to £1,000 £1,001 – £2,000 More than £2,000
 No increase in the charge to bowling clubs

Do you support charging for the use of park pavilions?

- Up to £1,000 £1,001 – £2,000 More than £2,000
 No charge to bowling clubs for the use of park pavilions

24. The Cardiff Riding School, based in Pontcanna Fields, is run and subsidised by the Council. The Council could transfer this service to another organisation who would be responsible for running the Riding School on the Council's behalf, potentially removing or reducing the subsidy needed.

We would need to find out if there is another organisation who could take it over. It would continue to operate whilst this takes place. We are asking for your views on whether you'd support finding an alternative operator which could remove the Council subsidy.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

25. The Council currently spends £240,000 subsidising the cost for adults hiring sports pitches and changing facilities across the city. Fees vary by sport and whether changing rooms are included. The Council is proposing to reduce subsidies for the provision of football, rugby, cricket and baseball pitches. Currently, hire fees range from £50.92 to £76.12, however the Council is considering increasing the fees to help cover costs.

Which of the following levels of increase do you support?

- 10% increase in fees 20% increase in fees 30% increase in fees
 No increase in fees, find the savings elsewhere



26. The Council is currently responsible for running a number of pitches and changing facilities used for community sports across the city, and has arrangements in place with a number of clubs who have taken over responsibility for managing the pitches and facilities they use. The Council is proposing to repeat these arrangements with more clubs, which could save a further £25,000.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

Do you have any comments on the proposed changes to Leisure & Sports?

Please continue on a separate page if necessary.

The next section covers **Culture & Events**, and will take around 3 minutes to complete.

27. The Council currently spends around £36,000 per year subsidising events including Artes Mundi and The Big Gig. The Council proposes removing this funding.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

28. The Mansion House is the former residence of the Lord Mayor of Cardiff, which is now used to host civic and corporate events. The Grade II listed building is in a worsening state of repair, and needs investment over the medium to long term, which cannot be funded by the income it currently generates. The Council is proposing to lease the building to a third party, who would take on the responsibility for repairs and maintenance of the building, saving the Council £31,000 per year.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

29. The Old Library building in the Hayes is in the process of being leased to the Royal Welsh College of Music and Drama for use as a campus. This will deliver new performance spaces, opportunities to promote and protect the Welsh Language, and provide a 'city living room' for public access. The Old Library is also currently home to the Museum of Cardiff (not to be confused with the National Museum of Wales in the Civic Centre).

The Museum of Cardiff is currently costing the Council £525,000 a year to run. The Council is considering finding an alternative location for the Museum of Cardiff to reduce its running costs in the longer term. Whilst this work is on-going, the Council is proposing to reduce the cost of running the Museum by closing it one day a week, probably on Sundays, which would save £24,000 per year.

Do you agree with this proposal? *Please tick one box only*

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

Do you have any comments on the proposed changes to Culture & Events?

Please continue on a separate page if necessary.

The next section covers **Bereavement Services**, and will take around 2 minutes to complete.

30. Thornhill & Western cemetery offices would not be open at weekends. General enquiries will not be available face to face on the weekends, however, a digital portal for all enquiries will be available online. The out of hours service for cultural funerals will continue.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

31. The Council's Bereavement Service is responsible for undertaking over 4,000 funerals per year, as well as the upkeep and maintenance of 9 sites across the city, including Thornhill Cemetery and Crematorium, Western Cemetery and Cathays Cemetery. Cardiff Council charges less than most other UK cities for its cremation and burial services, however inflationary pressures have increased the cost of running this service. The Council is proposing to increase burial and cremation fees in line with the average charge in other UK core cities, with cremation fees to increase by £50 to £870 and burial fees to increase by £100 to £1,040.

Do you agree with this proposal? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

32. There is an additional cost to the Council for providing burial services on bank holidays and weekends. Burial services on weekends and bank holidays are currently subsidised, with the fees charged not reflecting the full cost of providing this service. The Council is proposing to increase the additional fees for the weekend and bank holidays service, but thinks that increasing the fees to reflect the actual cost of delivery - which includes additional staff cost - would be too great a rise.

As a result, it is proposed that the extra fees for weekend and bank holiday burial services would increase from £310, so that they are closer to the true cost of delivery, which is £735.

Do you agree with this proposal? Please tick one box only

- Increasing the fees by 10% to £341 Increasing the fees by 20% to £372
 Increasing the fees by 30% to £403 Increase the fees to £735 and remove all subsidy
 No increase in the cost of Burial Services on weekends and bank holidays

Do you have any comments on the proposed changes to Bereavement Services?

Please continue on a separate page if necessary.

The next section covers **Fees & Charges and Other Comments**, and will take around 5 minutes to complete.

33. **Does your family use the school meals service?** *Please tick one box only*

- Yes, I pay for my child's school meals No, I provide my child with a packed lunch
 Yes, my child is entitled to free school meals Not applicable

The Council currently subsidises the cost of school meals for secondary school pupils. The cost of providing school meals continues to rise with inflation. This means that, without an increase in the costs of meals, the Council would face additional costs to deliver this service.

The Council is therefore considering increasing the cost of secondary school meals to meet the rising cost, but thinks that passing on the increased cost in full would be too great a rise.

The charge for Secondary School Meals is currently £3.20, and the Council is proposing to increase the cost of the meals in secondary schools whilst continuing to provide a subsidy to meet any additional cost for delivering the service. Children eligible for Free School Meals (eFSM) will continue to receive school meals for free.

Which of the following options do you support? *Please tick one box only*

- Increasing the cost by 10p, to £3.30 Increasing the cost by 20p, to £3.40
 Increasing the cost by 30p, to £3.50 No increase in the cost of secondary school meals

34. **With funding support from Welsh Government, the Council is in the process of rolling out universal free school meals to all primary age school children in Cardiff.**

However, some children in years 5 and 6 are still having to pay until all primary age children in all primary and special schools receive their meals for free, which will be from the next school year (starting in September 2024).

The cost of providing school meals continues to rise with inflation. This means that, without an increase in the costs of meals, the Council would face additional costs to deliver this service. The Council is therefore considering increasing the cost of primary school meals for children in year 5 and 6 who are not yet receiving the universal free school meal offer for the rest of this school year.

The charge for Primary School Meals is currently £2.75, and the Council is proposing to increase the price for children in years 5 and 6 who currently pay for school meals. The amount charged still does not reflect the cost of preparing the meals and the Council will continue to subsidise school meals. Children eligible for Free School Meals (eFSM) will continue to receive meals for free.

Which of the following options do you support? *Please tick one box only*

- Increasing the cost by 10p, to £2.85 Increasing the cost by 20p, to £2.95
 Increasing the cost by 30p, to £3.05 No increase in the cost of primary school meals



35. The Council provides home care services (personal care and support) for older and vulnerable people in Cardiff. It is estimated that next year the Council faces an increase of over £15 million in meeting the cost of care for vulnerable people. Cardiff Council currently charges for home care services, however the amount of the hourly charge is much lower than that made by other Welsh councils and meets less than half of the hourly cost of the service.

The Council is considering increasing the charge for home care services to more accurately reflect the cost of the services provided. It is also proposed that the increase in charge is phased in, with half of the increase made in 2024/5 and the remainder in 2025/6.

Each individual's ability to pay the charge will be assessed and they will not be charged more than they can afford to pay, or more than the Welsh Government cap on the amount that an individual has to pay each week (currently £100). Ensuring that the charge better reflects the cost of these services will help the Council to fund sustainable social care services into the future, supporting the needs of the growing older population in the city.

Do you agree the Council should increase the hourly amount charged for home care services, to better reflect the cost of the service? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

If the increase in the hourly amount charged for home care services goes ahead, do you agree with the proposal to phase in the increase? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree

36. The Welsh Government sets a maximum amount (a 'cap') that an individual has to pay each week. Currently this is £100 per week but the level of this cap may be increased by the Welsh Government in 2024/25. The Council can choose whether it increases its charge to the level of the Welsh Government cap.

Again, each individual's ability to pay the charge will be assessed and they will not be charged more than they can afford to pay. Ensuring that the charge better reflects the cost of these services will help the Council to fund sustainable social care services into the future, supporting the needs of the growing older population in the city.

If the Welsh Government were to increase the maximum weekly amount that an individual has to contribute towards their home care, do you agree that the Council should apply this new cap to better reflect the cost of the service? Please tick one box only

- Strongly agree Tend to disagree Don't know / No opinion
 Tend to agree Strongly disagree



37. The Council is facing a budget shortfall of £30.5 million next year because of rising prices and greater demand for our services. The proposals outlined in this consultation document will help to meet the budget gap by changing how services are delivered, by cutting some services completely, or by removing subsidies and increasing income. Another source of funding is Council Tax, which accounts for around 26 % of the Council's budget. Increasing Council Tax by 1 % would generate an additional £1.7 million, which would be used to protect some of the services identified as a way of saving the Council money. The Council is proposing an increase of 3 %. We are aware that there is a cost-of-living crisis, and everyone has been impacted by rising prices, so we want to understand how residents feel about increasing Council Tax to protect services.

Which of the following options would you prefer? Please tick one box only

- Increasing Council Tax a greater amount than currently planned to help protect some services.
- Keeping any Council Tax increase as low as possible, even though this will mean more services will be reduced or stopped.
- Don't know.

38. The Administration continues to consider Education its top priority, alongside Social Services, and we know from the Ask Cardiff survey that these are the public's priorities, too. The Council proposes to continue to prioritise schools.

Do you support this proposal? Please tick one box only

- Yes, continue to prioritise school budgets
- No, schools should make a bigger contribution to bridging the funding gap
- Don't know

Do you have any further comments or suggestions on how the Council can reduce the budget gap?

Please continue on a separate page if necessary.

39. If you access any Council services in Welsh, we want to know if you think the proposed changes will have any impact on how you access these services.

Do you currently access any Council services in Welsh? Tick all that apply

- | | | |
|---|---|--|
| <input type="checkbox"/> Hubs & Libraries | <input type="checkbox"/> Leisure & Sports | <input type="checkbox"/> Domiciliary Care |
| <input type="checkbox"/> Parks | <input type="checkbox"/> Culture & Events | <input type="checkbox"/> School meals |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Bereavement Services | <input type="checkbox"/> None of these, go to Q41. |

40. **Do you feel any of these proposals will impact your ability to access Council services in Welsh?**

- Yes No **Please specify which proposal(s), and outline the impact you think these proposals will have (positive or negative) Please continue on a separate page if necessary.**

About You

The following questions help us to make sure that we hear the views of people from all backgrounds, and from all parts of the city, so that everyone's voice is heard. We'd be really grateful if you could answer the questions in the following section, but it's OK if there's a question you'd rather not answer - just leave it blank and move on to the next. All of the answers you give us will be treated in the strictest confidence, and in accordance with the General Data Protection Regulation (GDPR) - if you give us your contact details, we'll only use it to contact you if you join our Citizen's Panel.

41. Please provide your full postcode below (e.g. CF10 4UW).
This allows us to more accurately understand respondents' views and needs by area, and to make sure we've heard from people in all parts of the city:-

42. **What was your age on your last birthday?** *Please tick one box only*

- | | | |
|--------------------------------|-----------------------------|---|
| <input type="radio"/> Under 16 | <input type="radio"/> 16-24 | <input type="radio"/> 25-34 |
| <input type="radio"/> 35-44 | <input type="radio"/> 45-54 | <input type="radio"/> 55-64 |
| <input type="radio"/> 65-74 | <input type="radio"/> 75+ | <input type="radio"/> Prefer not to say |

43. **Are you...?** *Please tick one box only*

- | | | |
|------------------------------|----------------------------------|---|
| <input type="radio"/> Female | <input type="radio"/> Non-binary | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Male | <input type="radio"/> Other | |

Other - Please specify

44. **Do you identify as Trans?** *Please tick one box only*

- | | | |
|---|--------------------------|---|
| <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Prefer to self-describe | | |

If you prefer to self-describe, please specify

45. **Do any children live in your household?** *Please select all that apply*

- | | |
|---|---|
| <input type="radio"/> No children | <input type="radio"/> Yes, aged 11 - 16 (secondary school) |
| <input type="radio"/> Yes, under 5 years old (pre-school) | <input type="radio"/> Yes, aged 16 - 18 in full-time education, or working |
| <input type="radio"/> Yes, aged 5 - 11 (primary school) | <input type="radio"/> Yes, aged 16 - 18 but not in full time education or working |

46. Are you pregnant, or have you given birth within the last 26 weeks? Please tick one box only

- Yes, I'm pregnant
 Yes, I've given birth
 No
 Prefer not to say

47. 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? Please tick one box only

- Yes
 No
 Prefer not to say

48. Which of the following best describes what you are doing at present? Please tick one box only

- Working full time (30+ hours per week)
 On a zero hour contract
 Working part time (less than 30 hours per week)
 Permanently sick or disabled person
 In full time education
 Wholly retired from work
 On a government training scheme
 Looking after home
 Unemployed - Registered Job Seeker
 Caring for a child or adult
 Unemployed - Unregistered but seeking work
 Other

Other - Please specify

49. Which of the following best describes your housing tenure? Please tick one box only

- Owned outright
 Rented from a Housing Association
 Owned with a mortgage
 Private rented
 Rented from the Local Authority
 Other

Other - Please specify

50. Are you, or a member of your household: Please tick all that apply.

- | | <i>Currently serving (regular or reserve) in the UK Armed Forces</i> | <i>An armed forces service leaver (veteran), regular or reserve</i> | <i>Not applicable</i> |
|----------------------------|--|---|-----------------------|
| You | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A member of your household | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

51. Do you identify as a disabled person? Please tick one box only

- Yes
 No
 Prefer not to say



52. Please tick any of the following that apply to you:

- Deaf/ Deafened/ Hard of hearing
- Mental health difficulties
- Learning impairment/ difficulties
- Visual impairment
- Wheelchair user
- Mobility impairment
- Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)
- Neurodivergent (e.g. Attention Deficit Disorders, Autism, Dyslexia, Dyspraxia, Dyscalculia and Dysgraphia)
- Prefer not to say
- Other
- None of these

Other - Please specify

53. Do you regard yourself as belonging to any particular religion? Please tick one box only

- No, no religion
- Buddhist
- Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to answer

Other - Please specify

54. How would you describe your sexual orientation? Please tick one box only

- Bisexual
- Gay Man
- Other
- Gay Woman/ Lesbian
- Heterosexual/ Straight
- Prefer not to answer

Other - Please specify

55. Are you: Please tick one box only

- Single
- In a same-sex Civil Partnership
- Married
- Living together/Co-habiting
- Separated/divorced or legally separated if formerly in a same-sex Civil Partnership
- Widowed
- Other

Other - Please specify



56. How would you describe your Welsh language skills? Please tick one box only

- Fluent
 Moderate
 Basic
 Learner
 None

57. Do you consider yourself to be Welsh? Please tick one box only

- Yes
 No

58. What is your ethnic group? Please tick one box only

Where the term 'British' is used, this refers to any of the four home nations of Wales, England, Northern Ireland and Scotland, or any combination of these.

- | | |
|---|--|
| <input type="radio"/> White - Welsh/English/Scottish/Northern Irish/
British | <input type="radio"/> Asian/Asian Welsh/British - Chinese |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian/Asian Welsh/British - Indian |
| <input type="radio"/> White - Gypsy or Irish Traveller | <input type="radio"/> Asian/Asian Welsh/British - Pakistani |
| <input type="radio"/> White - Any other white background | <input type="radio"/> Asian/Asian Welsh/British - Any other |
| <input type="radio"/> Mixed/Multiple Ethnic Groups - White & Asian
Welsh / British / Other | <input type="radio"/> Black/African/Caribbean/Black Welsh/British -
African |
| <input type="radio"/> Mixed/Multiple Ethnic Groups - White and
Black Caribbean Welsh / British / Other | <input type="radio"/> Black/African/Caribbean/Black Welsh/British
- Caribbean |
| <input type="radio"/> Mixed/Multiple Ethnic Groups - White and
Black African Welsh / British / Other | <input type="radio"/> Black/African/Caribbean/Black Welsh/British
- Any other |
| <input type="radio"/> Mixed/Multiple Ethnic Groups - Any other | <input type="radio"/> Arab |
| <input type="radio"/> Asian/Asian Welsh/British - Bangladeshi | <input type="radio"/> Any other ethnic group (please specify) |
| | <input type="radio"/> Prefer not to say |

Other - Please specify



59. How did you hear about this survey?

- Cardiff Council social media account (X/Facebook/Instagram)
- Other social media account
- From a local councillor
- I'm a member of the Citizen's Panel
- A paper copy in my local library/Hub
- Staff email where I work
- Other
- Don't know

Other - Please tell us

60. Are you are interested in taking part in further consultations from Cardiff Council?

- Yes, I would like to Join the Citizens' Panel and be contacted about other Cardiff Council consultations
- No

Please leave your contact details below if you would like to join the Citizens Panel:

Name:

Email:

Phone number:

Thank you for taking the time to give us your views.

You can return completed questionnaires by post using the address
FREEPOST CRC (you don't need a stamp for this),
or by posting it in the blue collection box in your local Library or Hub.

The survey closes on Sunday 4th February 2024, and the results will be published on
www.cardiff.gov.uk/askcardiff in due course.

CYNGOR CAERDYDD
CARDIFF COUNCIL

POLICY REVIEW & PERFORMANCE
SCRUTINY COMMITTEE

10 January 2024

Participation Strategy 2023-27

Purpose of report

1. To offer Members an opportunity for pre-decision scrutiny of the draft Participation Strategy 2023-27 prior to consideration by Cabinet on 18 January 2024.

Structure of the Papers

2. To assist Members preparation for this scrutiny the following papers are attached to this cover report:

Appendix 1: Cabinet report titled: Participation Strategy 2023-27

To which the following appendices are attached:

Appendix A: Cardiff Council Participation Strategy 2023-27

Appendix B: Participation Strategy Consultation Report

Appendix C: Single Impact Assessment

Appendix D: Constitution Guide

Background

3. The review of the development, effectiveness and implementation of Council policy to address citizen engagement and consultation falls within the Terms of Reference of this Scrutiny Committee.
4. The Local Government and Elections (Wales) Act 2021 places a duty on principal councils in Wales to encourage local people to participate in their decision making to prepare and publish a public participation strategy specifying how it proposes to comply with the duty

5. The Corporate Plan 2023-26 therefore includes a priority to '*Ensure the Council represents and responds to the diversity of Cardiff's communities*' and commits to: ***Develop a draft of the Participation Strategy for public consultation by June 2023 with a focus on improving engagement with seldom heard voices and amplifying the voices of people who are currently less likely to get involved in the decision-making process.*** This Corporate Plan commitment is led by the Cabinet Member for Public Health and Equality, Cllr Julie Sangani.

6. There are two distinct parts to the Participation Strategy. In addition to increasing citizen participation in decision making processes, the legislation requires the new strategy to encompass ways of promoting participation in the democratic process including how to become a member of the council, and what membership entails. Therefore, in order to address the two parts of the Act, delivery of this draft strategy has been a collaborative policy development exercise by the Performance & Partnerships function together with the Council's Democratic Services function.

7. Councils across Wales are required to develop and publish a public participation strategy that must address:
 - ways of promoting awareness among local people of the council's functions;
 - ways of promoting awareness among local people of how to become a member of the council, and what membership entails;
 - ways of facilitating access for local people to information about decisions made, or to be made, by the council;
 - ways of promoting and facilitating processes by which local people may make representations to the council about a decision before, and after, it is made;
 - arrangements made, or to be made, for the purpose of the council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of scrutiny committees);

- ways of promoting awareness among members of the principal council of the benefits of using social media to communicate with local people.
8. Importantly, the legislation places a duty on the council to consult local people who live, work or study in the council's area, and anyone else it thinks appropriate, when preparing its public participation strategy (*section 41*). The public participation strategy must set out how Council will establish a relationship with its communities built on trust and a commitment to listen. The strategy must also set out the frequency of subsequent reviews.
 9. Draft Welsh Government guidance on public participation states that it is essential to ensure the needs and aspirations of communities are at the heart of local decision making. The policy intent of the strategy is for the council to set out the arrangements it intends to put in place to embed and deliver a culture of partnership with the public.
 10. The draft guidance states that the participation strategy must be developed together with all diverse communities within the council area. Participation should be interpreted as an all-encompassing term for activities or methods which inform, engage, consult, involve or use co-development or co-production between council and the public. It should also be interpreted as participation of everyone no matter their age, protected characteristic or characteristics or socio-economic background.
 11. This Committee embraced the opportunity to shape the development of the proposals contained within the draft Participation Strategy 2023-27 in March 2023, following which Members made 8 formal recommendations to Cabinet. All recommendations made by the Committee were accepted.
 12. On 13 July 2023, the Cabinet approved a draft Participation Strategy 2023-27 for public consultation and agreed that it would be subject to a period of formal consultation. The Consultation report is attached at **Appendix B**.

Participation Strategy 2023-27

13. The Participation Strategy 2023-27 (**Appendix A**) is comprised of two distinct components, both of which include an action plan setting out a range of actions to support the implementation of the strategy.

Part 1 – focuses on the Council’s **Consultation and Engagement** arrangements,

Part 2 – focuses on **Democratic Engagement** and promoting and supporting participation in the democratic process, including council decision making.

14. An 11-week public consultation on the draft Participation Strategy 2023-27 ran from Monday 24 July 2023 to Sunday 8 October 2023. Over this period the Council engaged extensively with a wide range of stakeholders to understand barriers to engagement and develop proposals for improvement, with a focus on understanding how the Council can better reach out to groups who historically have not engaged in consultations. The engagement included two workshops involving all elected members and convened focus groups to engage directly with:

- Children and Young People
- Older People
- Black, Asian and Minority Ethnic Communities
- People who identify as Disabled

15. The Cabinet report at **Appendix 1** clearly sets out in a tabular format the consultation feedback and how the Council has addressed each issue raised. Members are specifically referred to **point 26** for issues raised relating to Part 1 - Consultation and Engagement; and to **point 42** for issues raised relating to Part 2 – Democratic Engagement.

16. In respect of part 2 the Council is required to make and publish a petition scheme, and to produce and publish a guide to its constitution. Of those who responded to the consultation on these democratic engagement matters, 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. In respect of the Council's Constitution the level of awareness was low amongst all stakeholder groups.

17. In addition to approving the Participation Strategy 2023-27 the Cabinet is recommended to approve the final version of the Constitution Guide, which is attached as **Appendix D** to this report.
18. It is proposed that this Strategy will be formally reviewed after each ordinary election (the first review year being 2027) and, as required by the legislation, a consultation exercise on any revisions to the Strategy will be undertaken as part of the review.

Scope of the Scrutiny

19. This report has been brought forward for pre-decision scrutiny following a public consultation. Members are invited to consider the approach taken to the consultation, and to ensuring that seldom heard and difficult to reach stakeholders have a voice; to test whether issues raised in response to the consultation have been fully addressed for both parts of the strategy; and whether the Participation Strategy fully addresses the requirements of the legislation, as listed in point 7 of this report.

Way Forward

20. Councillor Julie Sangani, Cabinet Member Public Health and Equality, Gary Jones, Head of Democratic Services, Gareth Newell, Head of Performance and Partnerships, and Dylan Owen, Operational Manager Policy and Performance have been invited to facilitate Member engagement in the final pre-decision draft of the Council's Participation Strategy, in line with the Corporate Plan commitment.

Legal Implications

21. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct legal implications. However, legal implications may arise if and when the matters under review are

implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

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

Recommendation

The Committee is recommended to:

- i. consider the draft Participation Strategy as presented,
- ii. reflect on discussion at Committee and
- iii. consider whether it wishes to offer its observations and recommendations to Cabinet to inform its consideration of the final Participation Strategy.

LEANNE WESTON

Interim Deputy Monitoring Officer

4 January 2024

BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, PAUL ORDERS (CHIEF EXECUTIVE) AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING: 18 JANUARY 2024

PARTICIPATION STRATEGY 2023-27 (INCLUDING PETITION SCHEME AND CONSTITUTION GUIDE)

**TACKLING POVERTY, EQUALITY & PUBLIC HEALTH
(COUNCILLOR JULIE SANGANI / COUNCILLOR PETER BRADBURY)**

AGENDA ITEM:

Reason for this Report

1. To consider the responses to the consultation on the Council's Participation Strategy; approve the consequential amendments to the draft Participation Strategy 2023-27; note that no changes are proposed to the approved Petition Scheme; and approve the finalised Constitution Guide.

Background

2. The Administration's '[Stronger, Fairer, Greener](#)' policy statement, which was approved by the Council's Cabinet on 14 July 2022, includes the 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."*
3. The Council's [Corporate Plan 2023-26](#) also includes the commitment to: *"Develop a draft of the Participation Strategy for public consultation by June 2023 with a focus on improving engagement with seldom heard voices and amplifying the voices of people who are currently less likely to get involved in the decision-making process."*
4. On 13 July 2023, the Cabinet approved a draft Participation Strategy 2023-27 for public consultation and agreed that a further report on the Participation Strategy 2023-27 be considered for final approval in Autumn 2023.

5. Section 39 of the Local Government and Elections (Wales) Act 2021 ('the 2021 Act') places a duty on principal councils in Wales to encourage local people to participate in their decision making. This includes where decisions are made in partnership with another body, or the decision is delegated to an individual.
6. Section 40 of the 2021 Act requires a principal council to prepare and publish a public participation strategy specifying how it proposes to comply with the duty to encourage local people to participate in its decision making. A public participation strategy must, in particular, address:
 - (a) ways of promoting awareness among local people of the principal council's functions;
 - (b) ways of promoting awareness among local people of how to become a member of the principal council, and what membership entails;
 - (c) ways of facilitating access for local people to information about decisions made, or to be made, by the principal council;
 - (d) ways of promoting and facilitating processes by which local people may make representations to the principal council about a decision before, and after, it is made;
 - (e) arrangements made, or to be made, for the purpose of bringing the views of the public to the attention of the Council's scrutiny committees in accordance with the requirements of Section 62 of the Local Government (Wales) Measure 2011;
 - (f) ways of promoting awareness among members of the principal council of the benefits of using social media to communicate with local people.
7. In preparing a public participation strategy, a principal council must consult local people (i.e. people who live, work or study within the council's area) and such other persons as it considers appropriate. At the Cabinet meeting on 13 July 2023, it was therefore agreed that the draft Participation Strategy 2023-27 would be subject to a period of formal consultation.
8. In accordance with Section 41 of the 2021 Act, a principal council's first public participation strategy must be published as soon as reasonably practicable after 5 May 2022 when the legislative requirements came into force.

Participation Strategy 2023-27

9. In recognition of the distinct requirements of the public participation strategy, as set out in the 2021 Act, the Council's draft Participation Strategy 2023-27 is comprised of two distinct components:
 - **Part 1** – this section focuses on the Council's **Consultation and Engagement** arrangements, which seek to ensure that the citizen voice is at the heart of decision making. This sets out how the Council will provide and promote opportunities for local people to provide their views to the Council through consultation and engagement in a number of different ways, including, for example, questionnaire surveys, focus groups and the Council's Citizens Panel, as well as how

such engagement will be conducted (i.e. online or face-to-face in person). It also makes clear how any such views and representations will be used by the Council to inform decision making and how this is communicated to local people.

- **Part 2** – this section focuses on **Democratic Engagement** and promoting and supporting participation in the democratic process, including council decision making. It also provides information and promotes awareness of how local people can seek to become a councillor and what the role entails, as well as how local people can get involved directly in how decisions are made by the Council – for example, by asking Public Questions at Council meetings, submitting petitions to the Council and making representations to their local councillor(s). It will also link to other requirements of the 2021 Act, including the Council’s Petition Scheme and Constitution Guide.
10. Both parts of the Participation Strategy 2023-27 include an action plan setting out a range of actions to support the implementation of the strategy.

Developing a Draft Participation Strategy

11. As part of the development of the draft Participation Strategy 2023-27 the Council has engaged extensively with a wide range of stakeholders to understand barriers to engagement and develop proposals for improvement, with a focus on understanding how the council can better reach out to groups who historically have not engaged in consultations. Stakeholders engaged with included local ward councillors in areas of low response, community organisations, representative bodies and the Council’s Employee Networks.
12. Two workshops were held involving all elected members on 10 & 16 May 2023. The proposals contained within the draft Participation Strategy 2023-27 were also considered by the Council’s Policy Review and Performance Scrutiny Committee on 22 March 2023, providing committee members with an opportunity to shape the development of the strategy. All recommendations made by the Committee were accepted.
13. The Council’s Policy Review and Performance Scrutiny Committee also had a further opportunity to review the revised draft Participation Strategy 2023-27 at its meeting on 10 January 2024, and the comments and any recommendations made by the Scrutiny Committee will be reported to the Cabinet meeting on 18 January 2024.

Public Consultation and Engagement Methodology

14. An 11-week public consultation on the draft Participation Strategy 2023-27 ran from Monday 24 July 2023 to Sunday 8 October 2023. Information was translated into Welsh, Polish, Arabic and Bengali, and hard copies were printed and made publicly available across the city. The online survey was sent to the over 5,000 members of the Citizens Panel and hosted on the Council’s website. Links to the survey were also emailed to an extensive range of stakeholders, along with an invitation to request paper copies of the surveys in their choice of available languages. A copy of the

Participation Strategy Consultation Report is attached as **Appendix B** to this report.

15. Many community organisations promoted the survey digitally via organisational newsletters, emails and WhatsApp messages to staff and members. Paper copies of the survey, with freepost envelopes, were available across the Council's extensive network of libraries and hubs.
16. Targeted engagement was also undertaken with the stakeholder groups identified in the strategy as being under-represented within the Council's consultation and engagement work. This included direct engagement with advocacy groups and representative organisations and, to support the consultation exercise, focus groups were convened to engage with:
 - Children and Young People
 - Older People
 - Black, Asian and Minority Ethnic Communities
 - People who identify as Disabled

17. Direct engagement was therefore undertaken with the following groups:

Children and Young 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
- Cardiff Cares Academy pre-training induction group

Older People

- 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

Black, Asian and Minority Ethnic Communities

- 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)

People who identify as Disabled

- RNIB
- SightLife
- British Deaf Association*
- Deaf Hub Cymru*

** Dialogue is ongoing with the Deaf community to review and improve engagement.*

Part 1: Consultation and Engagement

Summary of Consultation Responses

18. Over 1,300 responses were received to the Participation Strategy consultation survey. Three in five respondents (60%) were already a member of the Council's Citizens Panel; however, a fifth (19.4%) of respondents had never shared their views with the Council before.
19. 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%). In terms of how residents exert influence, those who had engaged with the Council previously had typically done so via surveys (69.5%) or speaking to their local councillor (29.5%).
20. Amongst those respondents who indicated that they had experienced barriers to participation, the biggest barriers were the thought that people's views were not taken into account (34.1%) and a lack of awareness of how to get involved (20.7%). Respondents would be more likely to share their views if they knew the results were taken into account (63.5%), if the engagement was on a topic that was of particular interest to them (51.7%) or if opportunities to get involved were better promoted (50.1%).
21. Respondents typically said that the Council's website would be their main source of information about the Council (80.1%), about local councillors and the work they do (79.0%), the decisions made by the Council (77.2%) and if they wanted to understand consultation and engagement opportunities (82.8%).
22. Of those surveyed, 85.9% had used the Council's website (providing a satisfaction rating of 61.8%) and 33.4% had used the Council's social media channels (providing a satisfaction rating of 43.5%). A number of respondents commented that the Council's 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.
23. In addition, the Consultation & Engagement team engaged directly with over 200 people from typically under-represented groups. This was done by working with local organisations, community groups, and front-facing council staff to find effective opportunities to interact. 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, and a lack of belief that doing so would have an impact.
24. For those typically under-represented in engagement with the Council, face-to-face engagement was recognised as a critical intervention if seldom heard voices were to feature on a regular basis. Those who were given the opportunity to engage directly also made clear their appreciation of the effort being made to gather their views.

25. A number of organisations noted their commitment to supporting the Council to connect with communities across the city; however, limited resources meant that activity would be limited in the absence of a support budget. All groups engaged with – individuals or those representing community groups – highlighted the lack of feedback from consultations and engagement as being an area of improvement. As a result, many stated that they were disinclined to participate in future if they were not presented with evidence that their views are taken into account in council decision-making.

Responding to the Views of Citizens

26. In response to the key messages emerging from the consultation and engagement, it is proposed that the following amendments are made to the draft Participation Strategy 2023-27:

Consultation Feedback	Council Response
<p><u>Importance of face-to-face engagement with key groups:</u> This was considered to be critical if the Council is to improve engagement with seldom heard voices for all major engagement exercises.</p>	<p>Major consultation and engagement exercises will involve direct engagement with seldom-heard groups, particularly those identified by the Council’s baseline assessment exercise. Where Equality Impact Assessments must be completed, these will be done prior to any consultation and arrangements will be made to involve any groups identified as being disproportionately impacted.</p>
<p><u>Supporting Community Groups & Organisations to Promote Engagement Activity:</u> Community organisations noted their commitment to supporting the Council to connect with communities across the city; however, limited resources meant that activity would be limited in the absence of a support budget.</p>	<p>A pilot Participation Fund will be established to enhance engagement activity with local groups, which will draw on a range of financial sources including external grants and existing budgetary resources.</p>
<p><u>Consultation Fatigue:</u> Stakeholder organisations commented on the volume of consultation and engagement activity that is currently being undertaken across the public sector and that public bodies should be more judicious in targeting engagement work.</p>	<p>Adopt a targeted approach to engagement through the development of a community directory of Cardiff organisations and groups, which includes detailed information about the people they support and work with. We will also work through the Cardiff Public Services Board to align public service consultation and engagement work.</p>

Closing the Feedback Loop:

It is as important that the Council shares the findings and outcomes of consultations with communities as it is to ask for those views.

Improve consultation feedback with respondents and the wider public by:

- Developing a feedback programme to share findings and outcomes with consultees, including:
 - Sharing the Consultation report with the Citizens Panel and those who have completed the survey.
 - Producing a regular consultation feedback newsletter which details the results and impact of recent consultations, which is shared with all stakeholders.
 - Establishing a targeted feedback programme to build trust and links with communities least likely to engage.
- Working with Directorates and providing guidance on how to communicate the findings, outcomes and impact of consultation to close the feedback loop in communities.

Accessibility:

- In undertaking consultation and engagement on specific issues, the Council should be aware of how the accessibility of documents (e.g. easy read versions, audio versions, British Sign Language (BSL), tactile maps, subtitles, screen readers etc.) can support participation.
 - The need for venues to be physically accessible and accessible by active transport and public transport was also raised.
- Develop a regular programme of engagement and consultation with representatives of the D/deaf community and those who are blind or partially sighted.
 - Develop guidance on accessible communication and information.

Plain Language:

The importance of plain language was raised to ensure that the content of consultation and engagement exercises is accessible.

- Cardiff Research Centre will review all consultation and engagement materials to ensure an appropriate reading age.

Part 2: Democratic Engagement

27. The 2021 Act introduced other legislative requirements with the aim of promoting and supporting participation in the democratic process, including council decision making. These include the requirements for principal councils to make and publish a petition scheme, and to produce and publish a guide to their constitution.

Petition Scheme

28. Section 42 of the 2021 Act requires principal councils to make and publish a petition scheme setting out how the council intends to handle and respond to petitions, including electronic petitions.
29. A draft new [Petition Scheme](#) was considered by the Council's Constitution Committee on 28 February 2022, having regard to the draft statutory guidance that was available at that time, which indicated that the Petition Scheme should be linked to the Council's public participation strategy. An amended version of the Petition Scheme was approved subsequently by Council on 17 March 2022 and this was adopted with effect from 5 May 2022.
30. Finalised statutory guidance on Petition Schemes is included within Part 3, section 2 of the: [Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government \(Wales\) Measure 2011 and the Local Government and Elections \(Wales\) Act 2021](#), which was issued in June 2023. The statutory guidance sets out what must be included within the Petition Scheme and how it should be developed within the context of the Council's Participation Strategy.

Constitution Guide

31. Under the 2021 Act, principal councils are required to produce and publish a guide to their constitution. A draft Constitution Guide was considered by the Constitution Committee on 28 February 2022 and reported to Council on 17 March 2022, having regard to the draft statutory guidance that was available at that time. The report to Council in March 2022 also noted that a public engagement and consultation process was to be undertaken to seek feedback on the draft Guide.

32. Finalised statutory guidance on the Constitution Guide is included within Part 4, section 2 of the: [Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government \(Wales\) Measure 2011 and the Local Government and Elections \(Wales\) Act 2021](#), issued in June 2023. The statutory guidance states that preparation of the Constitution Guide should form part of the Council's Participation Strategy and that principal councils should consult with local people to understand what should be put into the Guide, with certain examples of matters to be included. No changes were required to be made to the draft Constitution Guide as a result of publication of the finalised statutory guidance by the Welsh Government.

Summary of Consultation Responses

33. The consultation and engagement process in relation to the draft Participation Strategy 2023-27 included a number of questions relating specifically to Democratic Engagement matters. The number of responses to these questions was generally lower when compared with other elements of the consultation. Of those who responded, 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.

Petition Scheme

34. A fifth (21.5%) of respondents to the consultation were aware of the Council's Scrutiny Committees, and 13.0% of the Council's Petition Scheme. Only 3.9% of respondents had used the Council's Petition Scheme, with less than a quarter of those respondents (23.2%) expressing any dissatisfaction with the existing arrangements.
35. Paragraph 39 of the previous report to Council in March 2022 also included reference to the recommendation of the Constitution Committee that the Petition Scheme should be reviewed after six months of operation, with a public consultation as part of the development of the Council's public participation strategy and take account of finalised statutory guidance to be issued by the Welsh Government. No changes were required to be made to the Petition Scheme as a result of publication of the finalised statutory guidance by the Welsh Government.
36. In addition, no specific comments relating to the Council's existing Petition Scheme were received as part of the consultation process. As a result, no changes are required to be made to the existing scheme; however, it is proposed that the Petition Scheme will be further reviewed during the 2025/26 municipal year in accordance with Part 3, paragraph 2.5 of the statutory guidance, which requires principal councils to review their petition schemes 'from time to time' and make any revisions to the scheme, as appropriate.

Constitution Guide

37. The responses to the consultation showed that the level of awareness of the Council's Constitution was low amongst all groups, which was understandable given the technical and legal nature of the document. Feedback, however, suggested a level of confidence in the system with those engaged with consistently expressing the view that existing arrangements "just work".
38. Few respondents expressed an interest in understanding more about the Constitution, but set out their expectations as to where to find further information. When asked where they would look for the Constitution Guide should they want to see it, most people said they would look on the Council's website. This reflected the findings of the consultation survey in terms of where people would look for information about the Council more generally. The Council could therefore take assurance that the Constitution was accessible through various media, which members of the public would expect.
39. With regard to the formats in which the Constitution Guide should be made available, respondents wanted any documents issued by the Council to be made available in a choice of formats, on request. Specific examples mentioned included electronic documents (suitable for access by screen readers), accessible video files (with BSL and subtitles), easy read versions and audio files (audio files and videos should be based on the easy read version, rather than trying to present an overly technical document in this way).
40. Paragraph 28 of the previous report to Council on 17 March 2022 confirmed that the Constitution Committee had '*authorised the Monitoring Officer, in consultation with the Chair, to make any appropriate changes to the draft Guide to reflect consultation feedback, before recommending it to Cabinet for approval, as part of the Council's public participation strategy.*' The responses to the consultation have not resulted in any changes being made to the content of the draft Constitution Guide by the Council's Monitoring Officer. However, the former Monitoring Officer did recommend a few minor clarificatory amendments to the draft Constitution Guide (to make it clearer that the Constitution sets out decision making processes, rather than service standards). As a result, the Cabinet is recommended to approve the finalised version of the Constitution Guide, which is attached as **Appendix D** to this report.

Democracy Portal

41. Almost three-quarters of respondents (73.0%) felt a Democracy Portal would be useful, with over half (52.8%) likely to use it. A few responses indicated the importance of ensuring that information was easy to find. 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. Just over half (50.1%) identified that better promotion of the opportunities to get involved and share their views with the council would be beneficial.

Responding to the Views of Citizens

42. In response to the key messages emerging from the consultation and engagement process, it is proposed that the following amendments are made to the draft Participation Strategy 2023-27 in relation to Democratic Engagement:

Consultation Feedback	Council Response
<ul style="list-style-type: none"> Almost three-quarters of respondents (73.0%) felt a Democracy Portal would be useful, with over half (52.8%) likely to use it. 	<p>Continue the development for the launch of a Democracy Portal for Cardiff in September 2024.</p>
<ul style="list-style-type: none"> Low levels of awareness of Scrutiny and the Council's Petition Scheme. 	<p>The "Democracy" Communication Plan to be developed to improve awareness of the opportunities to participate in the Council's decision-making processes.</p> <p>Following period of awareness raising, a further review of the Council's Petition Scheme should be undertaken in 2025/26.</p>
<ul style="list-style-type: none"> <u>Accessibility:</u> Participation and engagement related information, including the Council's Constitution Guide, should consider the accessibility of documents (e.g. easy read, audio, subtitles, screen readers etc.) to support awareness of the processes. 	<p>Support the development of guidance on accessible communication and information.</p> <p>Guidance on accessible communication and information to be utilised for the content of the Democracy Portal.</p>
<ul style="list-style-type: none"> Better promotion of the opportunities to get involved and share their views with the Council. 	<p>Utilise the Council's existing social media channels where appropriate to promote opportunities for the public to get involved and share their views with the Council.</p> <p>Develop a Democracy Facebook site to assist in the promotion of these opportunities. This is recognised as a social media channel primarily used by over 35-year-olds</p> <p>Consider the subsequent development of a Democracy Twitter/X social account to engage with younger people.</p>

Reason for Recommendations

43. To enable the Cabinet to note the outcome of the consultation and engagement exercise and approve the updated Participation Strategy 2023-27 in accordance with the requirements of the Local Government and Elections (Wales) Act 2021.

Financial Implications

44. As outlined in paragraph 26, the financial costs of the proposed arrangements will be identified from a range of sources including external grants, the use of existing financial resources and, where needed, the reallocation of existing budgetary resources.

Legal Implications

45. The legal framework is set out in the body of the report. As set out in the report, the Cabinet is asked to approve the Participation Strategy following consultation.
46. In considering its Participation Strategy, the Council must have regard to the statutory guidance issued by the Welsh Government within Part 3, section 1, of the: [Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government \(Wales\) Measure 2011 and the Local Government and Elections \(Wales\) Act 2021](#), 'the Democracy Handbook', issued in June 2023. The statutory guidance includes guidance on the process for preparing the strategy, what it should contain, and the requirements for publication and review of the strategy. Legal Services is instructed that the draft Participation Strategy has been prepared with due regard to the statutory guidance.
47. The Democracy Handbook also includes statutory guidance on the Petition Scheme and Constitution Guide, as referred to in paragraphs 30 and 32 above, and due regard must be given to that guidance.

Equality Duty

48. In considering this matter, the Council must have regard to its public sector equality duties under the Equality Act 2010 (including specific Welsh public sector duties). This means the Council must give due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The protected characteristics are: age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of religion or belief.
49. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh

Ministers ([WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 \(gov.wales\)](#)) and must be able to demonstrate how it has discharged its duty.

50. An Equalities Impact Assessment aims to identify the equalities implications of the proposed decision, including inequalities arising from socio-economic disadvantage, and due regard should be given to the outcomes of the Equalities Impact Assessment, which is included within the Single Impact Assessment and attached as **Appendix C** to this report.

Well-Being of Future Generations (Wales) Act 2015

51. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales – a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
52. In discharging its duties under the Act, the Council has set and published well-being objectives designed to maximise its contribution to achieving the national well-being goals. The well-being objectives are set out in Cardiff's Corporate Plan 2023-26. When exercising its functions, the Council is required to take all reasonable steps to meet its well-being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well-being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
53. The well-being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:
 - Look to the long term
 - Focus on prevention by understanding the root causes of problems
 - Deliver an integrated approach to achieving the 7 national well-being goals
 - Work in collaboration with others to find shared sustainable solutions
 - Involve people from all sections of the community in the decisions which affect them
54. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:
<http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

General

55. Cabinet must be satisfied that the proposal is within the Policy and Budget Framework, if it is not then the matter must be referred to the Council. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Council Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.
56. The decision maker should also have regard to, when making its decision, to the Council's obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards. Case law has established that a conscientious effort must be made to identify the positive, negative and neutral effects of policy decisions and to consider actions to mitigate negative effects and promote positive effects. This assessment is included within the Single Impact Assessment (**Appendix C**).
57. The report also sets out that consultation has been undertaken with the public. The general principles applicable to consultation are outlined in [R v London Borough of Brent, ex p Gunning \[1985\] LGR 168](#) and frequently referred to as "the *Gunning* principles":
- The consultation must be at a time when proposals are still at a formative stage.
 - The proposer must give sufficient reasons for any proposal to permit of intelligent consideration and response. Those consulted should be aware of the criteria that will be applied when considering proposals and which factors will be considered decisive or of substantial importance at the end of the problem.
 - Adequate time must be given for consideration and response.
 - The product of consultation must be conscientiously taken into account in finalising any statutory proposals.
- The carrying out of consultation gives rise to a legitimate expectation that the outcome of the consultation will be considered as part of the decision-making process. The decision maker should therefore take the outcome of the consultation into account when making its decision.
58. Any procurement of services should be carried out in accordance with the contract procedure rules and applicable procurement regulations. Any provision of grant should be carried out in accordance with any applicable council guidance. Legal advice should be sought before proceeding.

HR Implications

59. There are no HR implications directly related to the report.

Property Implications

60. There are no property implications in respect of the Participation Strategy 2023-27 report. Where there are property transactions or valuations required to deliver any proposals, they should be done so in accordance with the Council's relevant Asset Management process and in consultation with appropriate service areas.

RECOMMENDATIONS

Cabinet is recommended to:

1. approve the Participation Strategy 2023-27;
2. note that no changes are to be made to the approved Petition Scheme, which is to be reviewed again in 2025/26;
3. approve the Constitution Guide and authorise the Monitoring Officer to make any minor amendments which may be required from time to time; and
4. delegate authority to the Chief Executive, in consultation with the Cabinet Members for Tackling Poverty, Equality & Public Health, to make any consequential amendments to the draft Participation Strategy 2023-27 following any recommendations made by the Policy Review and Performance Scrutiny Committee, together with any other minor amendments, as necessary, prior to publication.

SENIOR RESPONSIBLE OFFICER	Paul Orders Chief Executive
	January 2024

The following appendices are attached:

- Appendix A:** Participation Strategy 2023-27
- Appendix B:** Participation Strategy Consultation Report
- Appendix C:** Single Impact Assessment
- Appendix D:** Constitution Guide

The following background papers have been taken into account:

- Local Government & Elections (Wales) Act 2021
- [Statutory and Non-Statutory Guidance for Principal Councils in Wales – supporting provisions within the Local Government Act 2000, the Local Government \(Wales\) Measure 2011 and the Local Government and Elections \(Wales\) Act 2021 \(WG23-23\) June 2023](#)

- [Cabinet Report, 13 July 2023: Cardiff Council Participation Strategy 2023-27](#)
- [Council Report, 17 March 2022: Constitution Update](#)
- [Constitution Committee Report, 28 February 2022: Draft Petition Scheme](#)
- [Constitution Committee Report, 28 February 2022: Constitution Guide](#)

DRAFT

Cardiff Council Participation Strategy 2023-27

**Mae'r ddogfen hon ar gael yn Gymraeg hefyd.
This document is also available in Welsh.**

Foreword

Promoting civic participation and giving the people of Cardiff a voice in shaping the decisions that affect their lives represent key priorities for the Council. They are also issues that are close to my heart.

We are therefore committed to doing everything we can to ensure every voice is heard when we are making decisions. This means giving everyone an opportunity to contribute whilst amplifying the voices of those who are currently less likely to get involved in the decision-making process.

Everyone in the city should have opportunities to influence decisions and shape service provision and we, for our part, must be ready to listen and respond. We may not always go forward with the public's preferred option but when we do not, we need to be clear and transparent, and explain why not.

This Participation Strategy will have two distinct components:

- Consultation and engagement to promote citizen voice in decision-making, and;
- Promoting participation in the democratic process.

We want all communities to have a say on the big decisions the Council will be taking and play a key role in local service delivery, whilst ensuring that the diversity of the city is reflected in our work.

This strategy is therefore focused on engaging and collaborating with our communities, empowering citizens to have their say on what matters for their local area and promoting participation in democracy.

Councillor Julie Sangani

Cabinet Member for Tackling Poverty, Equality and Public Health
(Public Health and Equalities)

Cardiff's Participation Strategy will help develop active and inclusive communities where people can influence the services they receive and shape the city they live in. A key part of this will involve engaging with communities and partners but also supporting the people of Cardiff to participate in the democratic process.

This could involve supporting participation in public meetings or taking steps towards becoming an elected representative of the community. I know that there is no more rewarding work than representing my constituents and it is important that, as a Council, we make it as clear as possible how everyone in the city could get involved in local democracy.

Councillor Peter Bradbury

Cabinet Member for Tackling Poverty, Equality and Public Health
(Tackling Poverty and Supporting Young People)

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Background and Purpose

The Importance of Public Participation

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. This Participation Strategy sets out the Council's commitment to strengthening participation and engagement, and a series of actions to ensure that every voice in the city can be heard.

The purpose of this 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.

Meeting our Legislative Requirements

Local Government and Elections (Wales) Act 2021

The Local Government and Elections (Wales) Act 2021 aims to provide local government with new ways to support and serve their communities and to reinvigorate local democracy in Wales. Part 3 of the Act places a duty on local authorities to promote and encourage participation in council decision-making, including the publication of a participation strategy. Part 6 of the Act requires the Council to undertake a review (self-assessment) of the extent that it is exercising its functions effectively, and whether we are using our resources efficiently. Engagement and consultation are an integral part of this self-assessment process.

Equality Act 2010

The Equality Act 2010 brought together and replaced previous anti-discrimination laws and, under the Act, Cardiff Council must involve and engage all those with Protected Characteristics. Protected Characteristics, listed below, are aspects of a person's identity which makes them who they are, and everyone in Cardiff will have a few of these characteristics.

- Age
- Disability
- Gender Re-assignment
- Pregnancy and maternity
- Ethnic Group – including ethnic or national origin, colour or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation
- Marriage and civil partnership (in terms of discrimination in employment)

It is essential that we reach out and engage with everyone across Cardiff, so we understand the views of people with each of these characteristics and can capture their lived experiences. This will inform our understanding of the impact of our actions.

[Welsh Language Measure 2011](#)

In Wales, the Welsh language should not be treated any less favourably than the English language. People in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so. The official languages of the Council are Welsh and English. When carrying out engagement we must work in accordance with the requirements of the Welsh Language Standards. This includes the delivery of engagement bilingually.

[Local Government \(Wales\) Measure 2011 \(Section 62\)](#)

The local government scrutiny role is integral to helping people feel they are able to influence what goes on in their locality. Scrutiny has an important role in stimulating connections between different individuals and groups, and channelling community intelligence into the improvement processes of the council and our partners. Engaging the public more deeply in scrutiny activity may be regarded as a hallmark of healthy democracy. Better communication about local decision-making processes and greater representative participation will help ensure that more direct experiences of community life inform strategic thinking and operational practice. Section 62 of the 2011 Measure places a requirement on local authorities to make arrangements that enable all persons who live or work in the area to bring to the attention of the relevant overview and scrutiny committees their views on any matter under consideration by the committee.

[Well-being of Future Generations \(Wales\) Act 2015](#)

Consultation and engagement are critical components of how Cardiff Council embeds the Well-being of Future Generations in its day-to-day work. Involving people in decision-making and ensuring their views reflect the diversity of the city is a key part of applying the sustainable development principle and making sure that involvement is a key feature of how the Council goes about its business.

The Future Generations Commissioner's Office has produced a range of [tools](#) to support local authorities to engage with diverse communities, and these provide valuable insight when designing consultation and engagement activity.

United Nations Convention on the Rights of the Child (UNCRC)

The UNCRC is an international convention which sets out the civil, political, economic, social and cultural rights of children. In Wales, the commitment to the UNCRC is included in legislation with the [Rights of Children and Young Persons \(Wales\) Measure 2011](#) which places a duty to have due regard to the UNCRC when making decisions.

National Principles and Standards

There is more to consultation and engagement than compiling a list of questions. Engagement should follow the National Principles for Public Engagement in Wales to ensure it is done effectively, whilst consultations are clearly defined by well-established legal requirements.

The Gunning Principles, for example, are four considerations which underpin consultation law. They set out steps which must be taken before and after consultation takes place, which includes ensuring that:

- Proposals being consulted on are still at a formative stage,
- Sufficient supporting information is made available to allow ‘intelligent consideration’ in appropriate formats,
- There is adequate time for consideration and response, and
- ‘Conscientious consideration’ is given to the consultation responses before a decision is made.

Cardiff Council’s Constitution

The Constitution sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people. Some of these processes are required by law, while others are a matter for the Council to choose. The Constitution is divided into 15 Articles which set out the basic rules governing the Authority’s business with more detailed procedures and codes of practice provided in separate rules and protocols at the end of the document.

Legislation allows the discharge of functions by its Executive or “Cabinet” as it is more commonly known. These [Cabinet functions](#) are identified in the Council’s Constitution.

The Council also determines which decision-making part of the Council is responsible for any [local choice functions](#). Those decisions, which are not identified as being a Cabinet function, are considered as [Non-Executive functions](#) which are also detailed in the Constitution.

Delegations can also be made to [Council officers](#) which reflect the level of responsibility and the role of the officer. The delegation includes the obligation on officers to keep Councillors properly informed of activity arising within the scope of these delegations.

Council approves the [Terms of Reference](#) for each of its committees which defines the remit of each Committee and the scope of the activity which can be undertaken when making decisions.

In accordance with the requirements of the Local Government and Elections (Wales) Act 2021, “A Guide to the Constitution” has been developed by the Council, which provides an overview of the Constitution and explains its content in clear and simple language.

Our Approach

Cardiff Council's Participation Strategy has two distinct components: Part One focusing on **consultation and engagement to promote citizen voice in decision-making** and Part Two focusing on **promoting participation in the democratic process**.

Participation Strategy Part One: Consultation and Engagement to promote citizen voice in decision-making

- Providing and promoting opportunities for residents to provide feedback to the Council, including comments and other types of representation
- Engaging regularly on service delivery priorities and understanding satisfaction with services
- Engaging directly with service users receiving or accessing specific services
- Providing opportunities for everyone to engage with service change proposals and the development of new strategies and policies, whilst meeting all statutory consultation requirements
- Ensuring the citizen voice is captured within the Council's decision-making

Participation Strategy Part Two: Promoting Participation in the Democratic Process

- Promoting awareness of the functions the Council undertakes
- Sharing information about how to become a Councillor (Elected Member) and what the role of a Councillor involves
- Providing greater access to information about decisions that have been made, or that will be made, by the Council
- Arrangements made, or to be made, for bringing views of the public to attention of overview and scrutiny committees
- Promoting awareness to Councillors of the benefits of using social media to communicate with residents

Delivery and Monitoring Arrangements

This Strategy will be formally reviewed after each ordinary election (the first review year being 2027) and, as required by the legislation, a consultation exercise on any revisions to the Strategy will be undertaken as part of the review.

As this will be a live document, with the Council continuing to experiment, learn and adapt its approach to engagement in response to what works well and increases engagement levels, the action plan may be reviewed and updated over time.

The supplementary Participation Strategy Action Plans outline actions needed in order to enhance internal control and provide greater assurance in relation to good governance and the overall control environment.

Delivery will be embedded in the Council's Planning and Performance Framework, with an update provided via Directorate Delivery Plans, the Mid-Year Self-Assessment of Performance and End-of-Year Self-Assessment of Performance.

Participation Strategy Part One: Consultation and Engagement to Promote Citizen Voice in Decision-Making

Putting the voice of our citizens at the heart of decision-making

Participation Strategy Part One: Consultation and Engagement to Promote Citizen Voice in Decision-Making

Part One of the Participation Strategy focuses on consultation and engagement to help ensure that citizen voice is at the heart of decision-making.

It sets out the arrangements the Council currently has in place to support engagement with the public and key stakeholder groups. It also details the result of the Council's baseline assessment of its approach to consultation and engagement, which identifies groups of people who are often under-represented. Based on this assessment, Part One of the strategy sets out the improvement actions identified following engagement with key stakeholders.

'THIS IS CARDIFF' LATEST INFOGRAPHICS

Consultation and Engagement: Existing Practice

Cardiff Research Centre

The Council is committed to effective consultation and engagement, and has invested in its capacity and capability to engage with the residents of the city. The Cardiff Research Centre (CRC) is the Council's consultation and engagement team which has established a track record of producing high-quality research. The CRC works with teams across the Council, and external partners, to:

- Develop engagement and consultation projects
- Support effective engagement through:
 - Stakeholder mapping
 - Developing supporting information
 - Ensuring engagement materials are accessible
 - Understanding what equipment may be needed
 - Identifying suitable venues for in-person engagement
- Analyse and interpret data
- Prepare independent and impartial reports that feedback results
- Offer advice and support to teams undertaking consultation and engagement work

The CRC also helps to ensure all consultation and engagement work meets legal requirements and best practice, including the Gunning Principles and the National Principles for Public Engagement.

How we engage

Recognising that there is no 'one size fits all' solution to engagement, the most appropriate method of engagement is identified to seek the views of the people of Cardiff. This could include:

- **Consultation:** This is a formal event or activity with a clearly defined start and end. The Council seeks the opinions of the public when decisions need to be made on important matters that may affect them (like changes to services, new plans or policies). Here, people can influence and change the outcome of a decision.
- **Engagement:** This provides opportunities on an ongoing basis for people and communities to have a conversation to share their views and ideas. It allows the Council to learn about people's lived experience.
- **Sharing Information:** This involves providing people with information about local events, services, policies and decisions which might affect or interest them. The Council does this in various ways, including through our website, social media platform, newsletters, leaflets, groups and forums.
- **Co-Production:** Council services and communities work together, making an equal contribution towards shaping and delivering services, projects and community events.

A range of methods are available to support engagement with the public, including:

- Surveys (online and hard copy)
- Face-to-face interviews
- Focus groups
- In-depth interviews
- Workshops
- Drop-in sessions
- Bespoke activities for children and young people (e.g. incorporating engagement into schools' lesson plans)

Live examples can be seen on the Council's website [Live Consultations \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/live-consultations).

How we promote engagement opportunities

The Council has a robust engagement infrastructure for promoting consultation and engagement opportunities, which includes:

- A mature social media platform with a substantial number of followers:
 - Facebook (57,654 followers)
 - Instagram (16,243 followers)
 - Twitter (106,879 followers)
- Cardiff Gov App – 82,796 people registered
- Active communication arrangements with the Corporate Communications and Media Team, who promote awareness of Council activities via social media and produce press releases which are shared with news outlets
- An extensive network of Community Hubs and Libraries
- Extensive partnership arrangements – such as with Cardiff Third Sector Council (C3SC) – to amplify reach
- Working with local ward councillors to share information and increase our reach into communities
- Community organisations
- Citizens Panel – which brings together over 5,000 residents who support the Council with consultation and engagement
- Working with Public Services Board partners to undertake joint consultation

Languages of Engagement

It is important that everyone can access our engagement materials regardless of their proficiency in Welsh and English. Consideration is therefore given to other languages that are used in Cardiff, particularly when publishing corporate consultations, such as the annual consultation on the Council's budget proposals.

Current Arrangements: Areas of Strength

In developing the Participation Strategy, the Council assessed areas of good practice with regard to consultation and engagement. This includes:

Regular Programme of Engagement on Resident Satisfaction and Service Priorities:

The Council undertakes a series of major consultation exercises with the public on a regular basis. For example:

- **The Ask Cardiff Survey:** *An annual residents survey which captures views on a variety of topics, including gathering trend data on satisfaction with Council and public services, housing, the economy, the environment and community safety, plus topical themes such as the impact of the pandemic or the cost-of-living crisis.*
- **The Budget Consultation:** *An annual consultation on the Council's budget proposals for the forthcoming financial year.*
- **The Child Friendly City Survey:** *A regular programme of work with schools in Cardiff, as well as to children who are educated other than at school, building on the survey and other engagement work being undertaken. Covering topics including Children's Rights, education, health and wellbeing, and local communities.*

Comparator analysis reveals that few other major cities regularly undertake resident satisfaction work of this kind, which has allowed Cardiff to build time series data on a range of issues relating to citizen views.

High Response Rate for City Wide Surveys:

When undertaking consultation, the Council regularly receives a significant response and comparator analysis with other local authorities reveals strong relative performance. For example:

- Over 62,000 responses to consultations and surveys in 2021/22, up 40% since 2019.
- The Ask Cardiff Survey 2022 received almost 4,000 responses.
- 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.

A larger response rate – or “sample size” – is important because it is more likely to be representative of the population and will therefore provide more accurate results. Smaller sample sizes are at greater risk of having the results skewed.

Larger response rates therefore provide stronger and more reliable results because they have smaller margins of error but also allow the results to be broken down by different groups of responders. If the response rate is big enough, it allows the Council to understand what different groups of people think about an issue, such as young people and older people, men and women, or people living in more deprived communities.

Robust response rate relative to other Local Authorities:

The Council's relative performance compared to other Welsh Local Authorities and Core Cities is particularly strong. For example, compared with these authorities, Cardiff received at least three times the number of responses to the Budget Consultation for 2023/24, where results have been published. Whilst, as the biggest local authority in Wales, Cardiff could expect to receive more responses than other authorities, the Council often exceed response rates seen for national surveys. The Cardiff Research Centre is known beyond the Council for the quality of its work, and regularly works with partner organisations to support or manage engagement projects.

A Mixed Approach to Engagement:

The Council recognises that many people struggle to engage online or via electronic surveys and so a range of engagement methods have been developed to encourage participation. Many of these are set out in this Strategy.

A large and active Citizens Panel:

The Citizens Panel is made up of residents from across Cardiff who have agreed to give their views on a number of consultation topics throughout the year. Panel members share their views by completing surveys and occasionally taking part in other activities like focus groups, workshops, or forums. This is a reliable and cost-effective way of finding out what the people of Cardiff think about the services available to them and learning more about the experiences of specific groups or communities. The Panel has over 5,000 active members. Engagement with the Panel in March 2022 revealed that 63% rated their experience as a member of the Panel as 'excellent' or 'good', compared to just 3% who felt it was 'poor' or 'very poor'.

Extensive Statutory Consultation:

Internal controls are in place to ensure statutory consultation requirements are discharged across the Council (e.g. planning and licensing applications, school admission policy etc.).

Service User Engagement across Directorates:

The Council has good practice guidelines across directorates to enable in-depth engagement with service users on service satisfaction and to help shape service delivery. This provides a mechanism for voices that are not traditionally heard in consultation and engagement work. For example:

- Children's Services – Bright Sparks: This is a youth club for care experienced children and young people. Members meet fortnightly to allow young people to meet others in similar situations to informally discuss rights, entitlements and provide feedback to help shape service delivery. Members have supported the development of a new toolkit called 'In Focus' to strengthen the provision of Children's Services in Cardiff. Trained members sit on young person's interview panels for residential children's homes in Cardiff, to provide their perspective when recruiting new members of staff.
- Child Friendly City: Cardiff has been declared a UNICEF Child Friendly City and, as such, children and young people have the opportunity to influence the decisions that will affect

them. This builds on existing good practice such as the Child Friendly City Survey which is conducted every two years, and regular engagement between the Council's political and managerial leadership and the Cardiff Youth Council.

- Neighbourhood Regeneration: The Neighbourhood Regeneration Team regularly undertakes face-to-face community engagement on proposals with businesses and residents. Schemes have included the Grangetown Regeneration programme, Clifton Street, South Riverside Business Corridor and Cowbridge Road East Regeneration. Schemes are fronted by officers dedicated to help answer questions and capture feedback.
- Age Friendly City: The Council works with Carers Wales and care recipients to help shape service delivery, with focus groups to understand views on the assessment process for those applying for care services. A series of newsletters (Age Friendly Cardiff and Health & Wellbeing News Cardiff) are available digitally and in hard copy. These are distributed to all community buildings and GP surgeries across the city.

Identifying Areas of Improvement: Baseline Assessment

To inform the development of the Participation Strategy and identify areas of improvement, a baseline assessment was undertaken. This included an assessment of core processes, a benchmark analysis of respondents to identify any under-represented community groups and an extensive programme of engagement with community stakeholders to understand barriers to engagement and to co-develop new proposals.

Assessment of Corporate Practice

A review of corporate consultation and engagement processes was undertaken across service areas to ensure good practice and governance. As a result, the following key issues were identified:

- Inconsistent survey and consultation methodology was occasionally adopted when service areas undertook engagement work without consulting with the Cardiff Research Centre.
- There is a need to better understand new survey software and engagement technology to support disabled people or those with impairments.
- There is a need to review the colour scheme used to present findings to ensure it is accessible for the 8% of the population who are colour blind.
- Citizen voice needs to feature more consistently across the Council's Planning & Performance Framework.

Closing the Feedback Loop

Feeding back results of consultation and engagement is one of the National Principles for Public Engagement in Wales, which recommends "*Timely feedback is given to participants*

about their contribution, and the decisions or actions taken as a result, using methods and forms of feedback that take account of participants' preferences."

Discussions with stakeholders, including members of the public, Elected Members and community organisations, all commented on the importance of closing the feedback loop, and how this could be improved. This could involve better promoting findings of the engagement and embedding citizen voice within the council's decision-making process.

Baseline Assessment of Responses

An analysis of the core surveys listed on page 14, was undertaken to identify and develop a demographic profile of survey respondents. The data was analysed and compared with demographic data taken from the 2021 Census and Mid-Year Population Estimates. The analysis identified a lower response rate for the following groups:

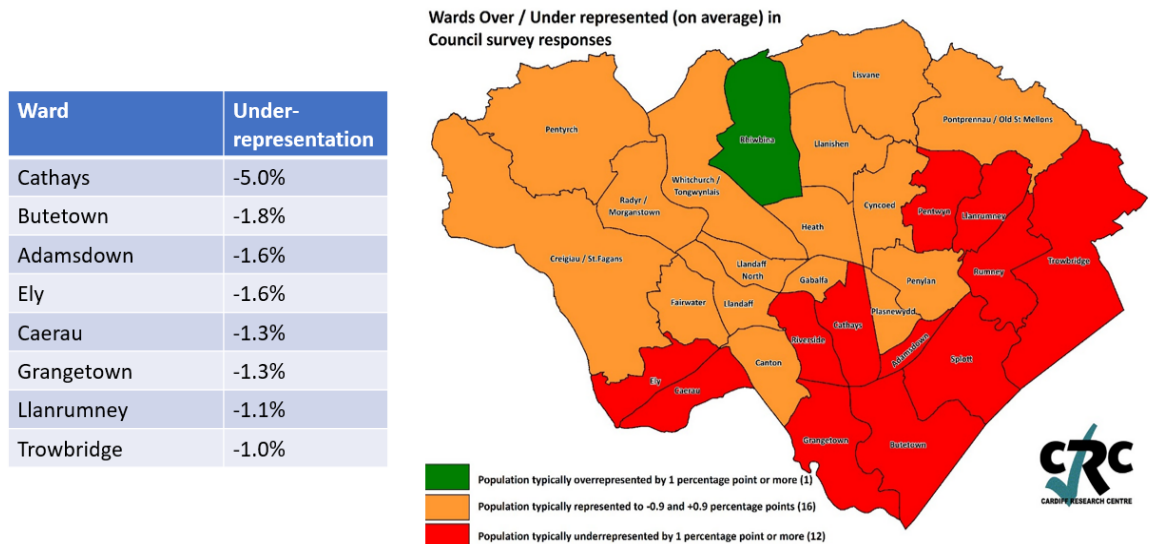
- Lower socio-economic wards – Southern Arc
- Older People (75+ years old)
- Children and Young People
- Black, Asian and Minority Ethnic Communities
- People who identify as Disabled

Respondent Analysis (2021 Census results are based on adults aged 16+ years old)



Ward Analysis

The baseline assessment of responses, where full postcode data had been provided, against the profile of Cardiff as a whole, revealed a number of wards, predominantly in the Southern Arc, were consistently under-represented in corporate engagement projects¹.



Driving Improvement – Developing the Draft Strategy

To understand how consultation and engagement could be improved, the Council engaged extensively with a wide range of stakeholders. A stakeholder mapping exercise was undertaken to identify the community groups, community champions and organisations which could help understand and identify barriers, and improve participation rates for the identified groups. Over 25 hours of engagement was undertaken to understand how the Council can better reach out to groups who historically have not engaged in consultations.

Officers engaged with key stakeholders who were identified through the mapping exercise, through various methods – such as virtual meetings, emails and calls – to discuss key issues and barriers to engagement for groups highlighted in the benchmark analysis. Key stakeholders included:

- [Local Ward Councillors](#)
- Community Organisations
- Representative Bodies
- [Employee Networks](#)
- [Policy Review & Performance Scrutiny Committee](#)

¹ Spatial analysis relies on the provision of a full postcode, which a notable proportion of respondents choose not to provide.

Driving Improvement – Public Consultation and Engagement

The Participation Strategy has been subject to extensive consultation and engagement.

The 11-week public consultation involved translating the strategy into various community languages with hard copies made publicly available and freepost envelopes distributed across the Council's extensive network of libraries and hubs. The online survey was sent to the members of the Citizens Panel and links to the survey were also emailed to an extensive range of stakeholders, along with an invitation to request paper copies of the surveys in the choice of available languages.

Targeted engagement was also undertaken with stakeholder groups identified as being under-represented. This included direct engagement with advocacy groups and representative organisations and, to support the consultation exercise, direct engagement was facilitated with:

- Wards under-represented in Council consultation & engagement exercises;
- Older People (75+ years old);
- Children and Young People;
- Black, Asian and Minority Ethnic Communities;
- People who identify as Disabled.

The engagement work with seldom heard voices involved direct engagement with over 200 people from typically under-represented groups. The final strategy has been updated in response to the key messages emerging from the consultation and engagement.

Cardiff Council Participation Strategy 2023-27: Consultation & Engagement Action Plan

Ensuring Ongoing Engagement with the Public		
Action	Delivery Date	Lead Service Area
Undertake Ask Cardiff – a major citizen survey focused on satisfaction with Cardiff, local communities and public services – on an annual basis.	Annual	Cardiff Research Centre
Consult annually on the Council’s Budget priorities.	Annual	
Undertake a regular programme of work with schools building on the Child Friendly survey and other engagement work being undertaken.	Bi-annual	

Improving Corporate Practice		
Action	Delivery Date	Lead Service Area
<p>Ensure high standards of consultation and engagement across all service areas by:</p> <ul style="list-style-type: none"> - Publishing advice and guidance which sets out the requirements of good consultation practice. - Developing a Consultation Log that details all consultation and engagement activity. - Creating a staff engagement network to provide advice and guidance and share best practice. 	March 2024	Cardiff Research Centre
<p>Improve consultation feedback with respondents and the wider public by:</p> <ul style="list-style-type: none"> - Developing a new design template and brand for the Cardiff Research Centre, focused on improving the presentation of information. - Developing a feedback programme to share findings and outcomes with consultees. Including: <ul style="list-style-type: none"> – Sharing the Consultation report with the Citizens Panel and those who have completed the survey. – Producing a regular consultation feedback newsletter which details the results and impact of recent consultations, which is shared with all stakeholders. 	December 2024	

<ul style="list-style-type: none"> - Establishing a targeted feedback programme to build trust and links with communities least likely to engage. - Working with Directorates and providing guidance on how to communicate the findings, outcomes and impact of consultation to close the feedback loop in communities. 		
<p>Review and improve the use of citizen voice in the Council’s Planning and Performance Framework by:</p> <ul style="list-style-type: none"> - Reviewing survey and engagement data collected by service areas. - Embedding “Citizen Voice” in Directorate Delivery Plans by working with Directorates to identify the most important sources of information relating to the views of residents and service users. - Publishing, alongside the Annual Well-being Report, an annual Citizen Voice report by Well-being Objective. 	December 2023	
<p>Further develop the Council’s consultation and engagement infrastructure by:</p> <ul style="list-style-type: none"> - Identifying all appropriate Council and partner buildings / services where surveys can be promoted. - Developing a Consultation Directory, where all organisations, charities or venues wishing to promote Council surveys can register their interest. - Drafting a script to support appropriate frontline staff to promote surveys. 	December 2024	
<p>Improve the promotion of survey results and enhance the impact of survey intelligence by:</p> <ul style="list-style-type: none"> - Considering how relevant findings can be shared with local stakeholders. - Using interactive dashboards to improve the presentation of survey results. - Promoting ‘good news’ stories from actions taken following key surveys. 	November 2024	
<p>Involve direct engagement on major consultation and engagement exercises including face-to-face with under-represented groups, particularly those identified by the Council’s baseline assessment exercise and groups identified through Impact Assessments as being disproportionately impacted.</p>	April 2024	
<p>Establish a pilot Participation Fund to support community groups and organisations to promote engagement activity and support the Council to connect with communities across the city.</p>	April 2024	
<p>Adopt a targeted approach to engagement through the development of a community directory of Cardiff organisations and groups, which includes detailed information about the people they support and work with to avoid consultation fatigue.</p>	December 2024	

The Cardiff Public Services Board will also be used to align public service consultation and engagement work.	December 2024	
Develop guidance on accessible communication and information.	September 2024	

Improving Engagement with Under-Represented Wards		
Action	Delivery Date	Lead Service Area
<p>Improve engagement rates by ward, with a particular focus on wards with a typically low response rate, by:</p> <ul style="list-style-type: none"> - Supporting Local Ward Councillors to promote engagement opportunities within their ward. - Increasing the use of face-to-face engagement to supplement survey work with under-represented groups. - Encouraging residents to provide their postcode when responding to surveys and continuing to use geo-targeting to reach respondents in certain parts of the city. - Further developing reach into local online community groups. 	April 2024	Cardiff Research Centre
Enhance local community engagement on all major regeneration projects.	December 2024	
Improve engagement with Council tenants by diversifying methods of engagement, such as posting hard copies of surveys directly to tenants.	July 2024	
Explore options to recruit volunteers to promote surveys with certain groups in parts of the city.	January 2024	

Improving Engagement with Older People (75+ years old)		
Action	Delivery Date	Lead Service Area
Distribute hard copies of surveys to care homes and day centres.	January 2024	Cardiff Research Centre
Promote participation in the Cardiff Citizens Panel with those aged over 75.	January 2024	
Use Community Hubs and community groups to promote participation amongst older people.	January 2024	

Improving Engagement with Children and Young People		
Action	Delivery Date	Lead Service Area
Undertake a regular programme of work with schools in Cardiff, building on the Child Friendly survey and other engagement work being undertaken.	December 2025	Cardiff Research Centre
Develop, where appropriate, child-friendly versions of consultations and surveys.	Ongoing	
Establish and promote the new Cardiff Youth Citizen Panel to respond to major Council surveys.	September 2024	
Explore with Cardiff's Universities and Student Unions, options for improving engagement with students.	September 2024	

Improving Engagement with Minority Ethnic Groups		
Action	Delivery Date	Lead Service Area
Work with the Council's Black, Asian & Minority Ethnic Staff Network, as well as external organisations, including Cardiff Third Sector Council (C3SC), to promote surveys and feedback results.	March 2024	Cardiff Research Centre
Increase the use of face-to-face engagement and group engagement to supplement survey work.	January 2024	

Where appropriate, publish Council consultations in community languages, beginning with Arabic, Polish and Bengali, and work with community groups and leaders to promote them.	October 2023	
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Improving Engagement with People who Identify as Disabled		
Action	Delivery Date	Lead Service Area
Review how software and technology could improve access for, and engagement with, disabled people, such as the provision of digital surveys compatible with screen readers or provision of BSL.	September 2024	Cardiff Research Centre
Re-brand Cardiff Research Centre reports to ensure that the colour scheme supports accessibility.	December 2024	
Review the Council's approach to providing accessible versions of documents (e.g. easy read, audio, BSL, tactile map, subtitles, screen readers etc.) to support participation.	May 2024	
Continue to ensure that all consultation and engagement material is plain language and at an appropriate reading age.	May 2024	
Continue to ensure that venues used for engagement and consultation purposes are fully accessible. This will include making sure that venues are physically accessible, that they are accessible by public and active transport, all event and promotional materials are fully accessible and have considered the need for BSL, easy read, and audio loop etc.	December 2023	
Identify barriers and promote opportunities by engaging with representative and advocacy groups, including the Council's Disability Employee Network and Access & Equality Group, and partner organisations.	October 2023	
Develop a regular programme of engagement and consultation with representatives of the D/deaf community and those who are blind or partially sighted.	July 2024	

Cardiff Council Participation Strategy 2023-27: Part Two - Promoting Participation in the Democratic Process.

Participation Strategy Part Two: Promoting Participation in the Democratic Process

Part Two of the Participation Strategy focuses on promoting participation in the democratic process to help ensure everyone feels confident and empowered to take part.

It sets out the arrangements the Council currently has in place to support public participation and the involvement of key stakeholder groups. The Council's baseline assessment identified opportunities to improve public awareness of the Council's existing democratic participation arrangements and the strategy sets out appropriate improvement actions.

Cardiff Councillors Demographic Profile

Following the Local Government Elections in 2022, Elected Members completed a Diversity Survey with the results summarised below.

- **Age**
There is a lower proportion (78%) of Elected Members who are within the working age range – i.e. aged 16 – 65 years old, which compares to 83.3% (of those aged 16+) identified in the 2021 Census data in this age range. There was a 10% reduction in the number of Elected Members over 65 years old.
- **Disability**
The majority of Elected Members (83%) identified that they are not disabled which compares to 78.5% of residents aged 16+ in Cardiff in the 2021 Census. A lower proportion (17%) of Elected Members do identify as disabled.
- **Ethnicity**
Although more than three-quarters of Elected Members (78%) are from a white British background, 16% identified as being from a minority ethnic background group. This compares to the 18.6% (of those aged 16+) who belong to a minority ethnic background identified by the 2021 Census for Cardiff.
- **Gender identity**
This was not fully explored during the Elected Member surveys; however, subsequent surveys will include gender identity questions.
- **Marriage and civil partnership**
More than half of the current Elected Members (58%) are married. The survey also identified an increase to 14% of Elected Members who are co-habiting or living together with their partner. There is also a higher number of Elected Members who declared that they are either single (17%) or separated/divorced (9%). There is a notable difference when compared to the 2021 Census data identifying that 36.8% of residents aged 16+ were married or in a civil partnership, 48.6% who have never married or registered a civil partnership and 7.8% who are divorced.
- **Religion or belief**
The survey identified an increase to 48% in the number of Elected Members who did not regard themselves as belonging to any particular religion. Of those Elected Members who identified themselves with a particular faith, the largest proportion (39%) consider themselves to have Christian beliefs. A lower proportion of Elected Members confirmed that they are Muslim (7%), Jewish (2%) with a further 2% identifying as Hindu, Sikh and other faiths. The 2021 Census found slightly higher levels of residents aged 16+ with faith or religious beliefs, although lower levels of residents identifying as having no religion (this question was voluntary in the 2021 Census, so not all residents chose to answer).

- **Sex**
There was an increase of 10% in female Elected Members which better reflects the female population of Cardiff when compared to the 2021 Census data.
- **Sexual orientation**
When asked about their sexual orientation, the majority of Elected Members (86%) confirmed that they are 'heterosexual or straight'. Around 10% indicated that they are 'Bisexual' with a lower proportion (<3%) identifying that they were 'Gay'. The wider sexual orientation options were not included in the survey – i.e., pansexual, asexual, and queer.
- **Welsh language**
The majority of Elected Members consider themselves as Welsh with their first language as English. It is worth noting that this survey identified that there is a higher number and proportion of Elected Members whose first language is Welsh (10%) and other languages (9%). There are more Elected Members (46%) who have a level of Welsh language skills (basic to fluent skills) and there has been a slight reduction to 32% in the number of Elected Members not able speak any Welsh.

Current Arrangements: Areas of Strength

In developing the Participation Strategy, the Council assessed areas of good practice with regard to consultation and engagement. These include:

Promoting awareness of the functions the Council carries out for residents, businesses and visitors

Council Website

Cardiff Council's [website](#) provides a variety of information to:

- [Residents](#) including housing, schools, libraries, roads and travel, recycling and waste, parks and culture, Social Services.
- [Business](#) including planning, property and building control, environmental health, licensing and permits, tenders and commissioning, business rates, and support and finance for businesses.
- [Visitors](#) including Visit Cardiff, Outdoor Cardiff, public transport and travel advice.
- [Your Council](#) including Council funding, strategies, plans and policies, comments, complaints and compliments, and a section for the public to "have your say".

Ward Councillors

Councillors are able to inform their constituents of the services and duties of the Council during their ward surgeries, in ward newsletters and at meetings with community groups.

Sharing information about how to become a Councillor (Elected Member), and what the role of Councillor involves.

The Council is composed of 79 Councillors who are elected every five years. Councillors are democratically accountable to residents of their electoral ward. The overriding duty of Councillors is to represent the whole community, but they have a special duty to their constituents, including those who did not vote for them.

The next Local Government Elections will be held in May 2027. Information on how to stand for election can be found on the [Voting and Elections](#) pages of the Council website. Links are also available to the Welsh Local Government Association (WLGA) "[Be a Councillor. Be the Change](#)" website which provides a useful guide for prospective candidates.

Diverse Council Declaration

While Cardiff performs better than many Councils in terms of Councillor diversity, people from Black, Asian and Minority Ethnic backgrounds, women, younger people and disabled people are not yet proportionately represented in the Welsh capital's Council chambers.

The Council approved the [Diverse Council Declaration in 2022](#) which identified how the Council intended to:

- Broaden local democratic representation
- Support involvement with local decision-making
- Support Councillors to discharge their responsibilities effectively

This has been demonstrated by:

- Providing flexibility in Council business and activities to support Elected Members and allow them to meet their personal, professional, cultural and caring commitments and responsibilities.
- Providing a duty of care for Elected Members by providing access to counselling services and by having regard for their safety and wellbeing whenever they are performing their role as councillors.
- Ensuring that all Elected Members have the opportunity to take up the allowances and salaries to which they are entitled, particularly any reimbursement for costs of care, so that all Elected Members receive fair remuneration for their work and that the role of an Elected Member is not limited to those who can afford it.
- Continuing to promote the highest standards of behaviour and conduct from Elected Members and those intending to stand for office on the Council.

Other elements of the Declaration will be integrated into the Participation Strategy Action Plan.

Role Descriptions

The Council approved the adoption of [Elected Member Role Descriptions](#) which can be used to inform the public and potential candidates of the various roles that Councillors undertake. It should be noted that these documents do not reflect any roles that Councillors may undertake in respect of their political groups or party. These role descriptions will be used as the basis for the development of Cardiff-based role descriptions during the 2022-27 administration to better reflect the roles of Elected Members in Cardiff.

Remuneration

Councillors receive a salary which is determined annually by the [Independent Remuneration Panel for Wales \(IRPW\)](#). The Council approves the [Members' Schedule of Remuneration](#), which identifies which salaries that are payable, the requirements to claim travel and subsistence costs, contribution to costs of care and personal assistance for Councillors when they carry out their approved duties.

Details of all payments made to Councillors are made publicly available on the Council's [Members Remuneration and Allowances](#) webpage in accordance with the IRPW's Annual Report.

Standards of Conduct

Councillors must observe the provisions of the [Councillors' Code of Conduct](#) which is included in the Council's Constitution when they are undertaking their duties – i.e. when attending meetings.

Providing greater access to information about decisions that have been made, or that will be made, by the Council.

The Council publishes an annual [programme of meetings](#) for the forthcoming year. This programme provides the framework for Cabinet to determine, schedule and publish its [Forward Plan](#) of the decisions that are to be made in the next three months. The five [Scrutiny Committees](#) use the [Forward Plan](#) as the basis for developing their own Work Programmes which are also published on the Council's website every quarter.

Scheduled meetings will give at least three clear working days' notice of any formal meeting by electronically posting the details of the agenda items that are to be considered on the Council's website. The public are able to [subscribe to updates](#) on the website by committee or item of interest. This facility will then automatically send an email to the subscriber when any new information related to their preferences is published.

This information enables the public to determine if they wish to attend the meeting in person or view them by using our webcasting service. The public may be excluded from those parts of a meeting when exempt or confidential information is being discussed.

Members of the public who reside or work in the Cardiff area may ask questions of Cabinet Members or of the Chairpersons of Committees at ordinary meetings of the Council in accordance with the [Council Meeting Procedure Rules](#) in the Council's Constitution. A total of ten public questions were considered at the seven Ordinary Council meetings in 2022-23.

The Council's Petition Scheme

Petitioning is one way that individuals, community groups and organisations can participate in the democratic process, by raising issues of public concern with the Council and allowing Elected Members to consider the need for change. It is acknowledged that petitions can have positive outcomes that lead to change or inform debate. The Council's latest [Petition Scheme](#) was approved in March 2022 and petitions were submitted to each of the ordinary meetings of Council in 2022-23.

Petitions may also be submitted to a Committee and, if there are over 50 signatories of the petition, the lead petitioner will be invited to present the petition at the Committee meeting.

Webcast meetings

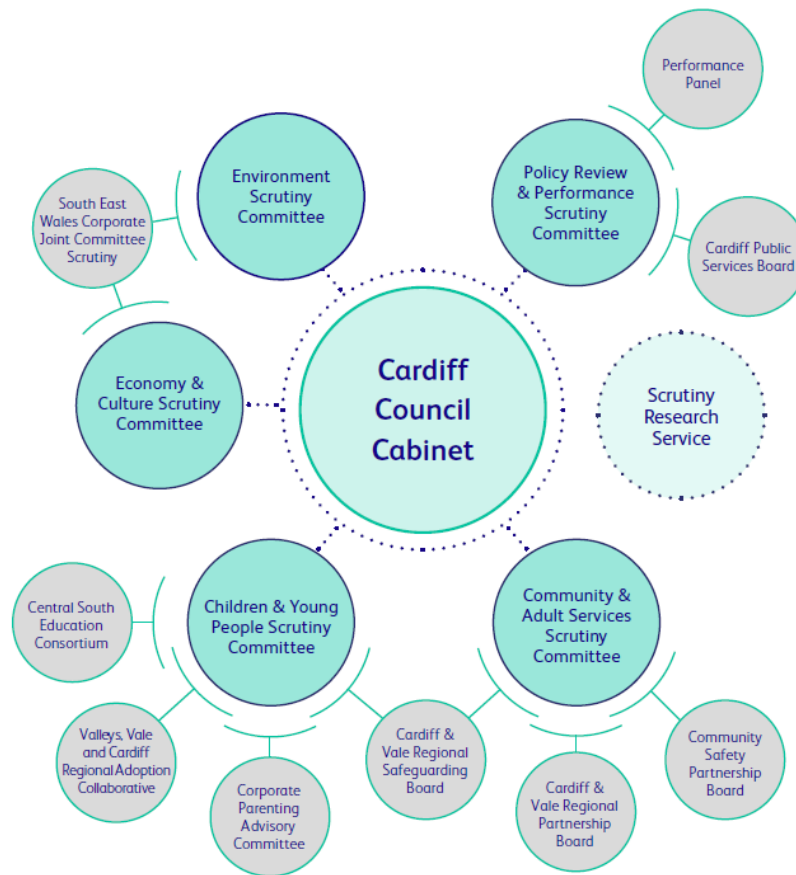
Current legislation only requires Council meetings to be broadcast. However, with the implementation of the Council's Multi-Locations Meeting Policy in May 2022, it was determined that Cabinet, Planning Committee, Scrutiny Committees, Governance & Audit Committee, and Standard & Ethics Committee meetings would also be live streamed or recorded for subsequent viewing on the Council's [Webcasting library](#) for up to 12 months.

Records of Decisions

Following an open meeting the Council will make the minutes of formal Council and Committee meetings or the [record of decisions](#) taken by the Cabinet available on its website for a period of six years after a meeting.

Arrangements made, or to be made, for bringing views of the public to the attention of Scrutiny Committees

Cardiff Council has five Scrutiny Committees which have responsibility for scrutinising different areas of the Council and partnership working. These committees review and scrutinise decisions and actions taken by the Council's Cabinet in relation to the delivery of services or to improve the wellbeing of residents. They also shine a light on the effectiveness of local partnership working in which the Council plays a leading role.



Each Scrutiny Committee is made up of nine Elected Members. Additionally, the Children and Young People Scrutiny Committee has four co-opted members, comprising two parent governor representatives, a Roman Catholic representative, and a Church in Wales representative. The Economy & Culture, Environmental, and the Children & Young People Scrutiny Committees offer a seat to a representative of the Cardiff Youth Council, enabling young voices to add their voices to the decision-making process.

Scrutiny Committees want to ensure their work reflects the needs of Cardiff residents. Its Work Programmes are developed to reflect the challenges faced by Council services and the public are encouraged to contact Scrutiny Services to share their views and highlight any concerns regarding Council policies and services that the Scrutiny Committees are examining. It is important to be aware that the Scrutiny Committees do not deal with individual queries, concerns, or complaints.

Cardiff Council is committed to encouraging greater public participation in its work. Scrutiny Committees welcome contributions from people who live and work in Cardiff. Sharing the views and experiences of the public enables their voice to be heard, helps to strengthen the scrutiny process, and improve the democratic accountability of the Council.

Scrutiny Committees, and Task and Finish Groups, regularly invite and involve internal and external subject matter experts to provide their professional views and insight into the topics being considered to support the Committee to develop its recommendations as part of the decision-making process.

Getting involved in the scrutiny process

Anyone wishing to get involved in the scrutiny process is able to complete and submit the '[Scrutiny Contact](#)' form, available on the Council's website. Alternatively, the completed form can be emailed to: scrutinyviewpoints@cardiff.gov.uk or posted to: Scrutiny Services, County Hall, Atlantic Wharf, Cardiff Bay, Cardiff, CF10 4UW.

Anyone who lives or works in Cardiff is welcome to:

- **Propose the inclusion of a topic for Scrutiny Committees consideration.**
The proposal will be checked and evaluated using agreed criteria. The Scrutiny Committee will use the evaluation to inform their decision as to whether to include the proposed topic in their Forward Work Programme. This decision is entirely at the discretion of the Scrutiny Committee and individuals will be notified of the outcome of their proposal.
- **Submit written evidence to a Scrutiny Committee on a topic they are already considering.**
The Forward Work Programme for each Scrutiny Committee shows the topics due to be considered in the next few months. However, sometimes other items emerge that require scrutiny. The agenda for individual Scrutiny Committee meetings, showing the items being considered, are made available on the Council's website three clear days before the Committee meeting is held.

Written evidence must be submitted by **4pm two working days** before the relevant Scrutiny Committee meeting. *(For example, if the Scrutiny Committee meeting falls on a Monday, written evidence should be received by 4pm on the preceding Thursday. If the Scrutiny Committee meeting falls on a Wednesday, written evidence should be received by 4pm on the Monday.)*

Written evidence will be evaluated using appropriate criteria and the Scrutiny Committee Chair will use this evaluation to inform their decision as to whether to allow the submission of written evidence. The individual will be notified if the evidence has been accepted or provided with clear reasons why it has not.

- **Speak to a Scrutiny Committee on a topic they are already considering.**
A member of the public is able to submit a contact form to request to speak to a Scrutiny Committee on an item they are considering. The form must be received by **4pm two working days** before the relevant Scrutiny Committee meeting. *(For example, if the Scrutiny Committee meeting falls on a Monday, the form should be received by 4pm on the preceding Thursday. If the Scrutiny Committee meeting falls on a Wednesday, the form should be received by 4pm on the Monday.)*

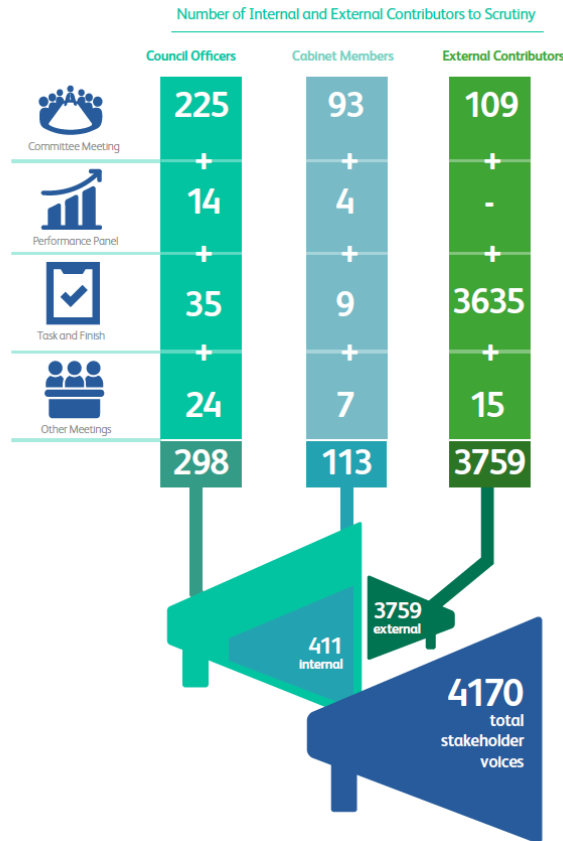
Research and Engagement with Scrutiny

Scrutiny in Council has a dedicated research service that provides original, robust, independent information and evidence to support an effective and impartial Scrutiny function. This often involves the systematic collection and analysis of information and evidence on service users', stakeholders' and residents' perspectives on the impact and effectiveness of current service delivery or proposed policies and strategies. This brings Scrutiny and the Council new information not previously available for consideration in service or operational reviews, policy development and democratic debate.

Research is usually undertaken on topics being considered in detail as part of a Scrutiny Committee meeting and their "Task and Finish Inquiry" work. The engagement and research undertaken for Scrutiny can involve a range of quantitative or qualitative methodologies and/or document reviews including:

- Surveys of residents and service users;
- Focus groups, workshops case studies and in-depth key informant interviews of service users and stakeholder experience;
- Benchmarking analysis and best practice review;
- Document and literature-based evidence reviews.

The latest [Scrutiny Annual Report 2022-23](#) identifies a significant increase in the level of external contributors from the 386 contributors identified in the previous year's [Scrutiny Annual Report](#). There were 3,759 external contributors to Scrutiny in 2022-23. This included individuals and stakeholders completing surveys or sharing their views on a range of topics including Shaping Cardiff's Post Pandemic Economic Recovery. Individuals also attended Scrutiny Committee meetings to provide their views on the Recycling Strategy and street homelessness with 20 submissions from the public being received via the Scrutiny Viewpoints email address. Engagement work has continued with the recent call for evidence request relating to the Replacement Local Development Plan.



Promoting awareness to Councillors of the benefits of using social media to communicate with residents

The Council’s corporate social media accounts on Facebook, Instagram and Twitter are supported by officers. Individual Councillors are not provided with social media accounts. However, some Councillors have their own personal social media accounts which they use to communicate with their communities.

The Welsh Local Government Association has published [guidance for Councillors](#) along with some tips and advice in terms of handling online abuse.

To address some of the concerns of Councillors when using social media, the Council approved the [Members' Social Media Code of Principles](#) which is included in the Council’s Constitution.

Identifying Areas of Improvement

To inform the development of the Participation Strategy and identify areas of improvement, a baseline assessment was undertaken. This included an assessment of core processes, a benchmark analysis of respondents to identify and understand barriers to engagement, and to co-develop new proposals.

Driving Improvement

To understand how consultation and engagement could be improved, Democratic Services engaged with a wide range of stakeholders. Officers engaged through various methods (e.g. virtual, in-person meetings). Key stakeholders included:

- [Councillors](#)
- Diverse 50/50 Campaign including:
 - [Women's Equality Network Wales](#),
 - [Electoral Reform Society Cymru](#),
 - [Race Council Cymru](#), and
 - [EYST Wales \(Ethnic Youth Support Team\)](#).
- [Cardiff Youth Council](#)
- [Youth Parliament Wales](#)
- [Democratic Services Committee](#)
- [Policy Review & Performance Scrutiny Committee](#)

Improving Awareness

Democracy Portal

The Council's website provides a wide range of information which supports public awareness of information about the Council.

The launch of a new "[Local Democracy Portal Wales](#)" provides a focal point for information specifically relating to the democratic process. The portal includes a series of interactive features, such as videos and easy read documents, to enhance public awareness.

The site also hosts a series of short films that seek to help communities understand how local democracy works, how people can get involved and the benefits to the community. These feature Elected Members from across Wales, including a number of Cardiff Councillors, talking about their roles, the support they receive, and the difference Members can make in their communities. The videos also provide information on:

- What the Council can do for you
- The importance of diversity in democracy
- Making the difference as a councillor
- The support provided for Councillors.

Support for Disabled Candidates Standing for Office

The Welsh Government has approved funding for a pilot scheme to fund reasonable adjustments and support for disabled candidates, including those who are neurodivergent, seeking election in the Local Government elections. Further information is available on the access to elected office and may be viewed at <https://www.disabilitywales.org/projects/access-to-elected-office-fund-wales/>.

Promotion of Democratic Activities

Although a significant amount of information to support the democratic processes in Cardiff is available, the level of awareness of residents in the city about this information is limited. The information available to support participation in the democratic process will be promoted through development of a “Democracy Communication Plan”. Promoting the role of the Council’s scrutiny function could also improve the current level of awareness and increase public participation - for example, increasing the number accessing the “Getting Involved with Scrutiny” online contact form.

Use of Social Media

The Council has a large and well established corporate social media footprint. This strategy seeks to identify new opportunities to promote democratic activities and events. For this reason, opportunities to enhance and promote participation in the democratic process will be progressed through a more focussed social media presence.

This would supplement the intention to support Councillors with social media and general media training which would provide technical support for the use of social media and address any practical concerns for using social media to engage with constituents. Wider media training would enhance the confidence of Councillors when engaging with the media and in a public forum.

Improving Engagement

Mentoring and Shadowing

The Council has previously provided mentoring opportunities with organisations, including EYST (Ethnic Youth Support Team) Wales. Following the provision of appropriate training for Councillors, it is planned to develop the opportunities to enhance this type of engagement to support mentoring and shadowing programmes with stakeholders and partners, including the Youth Council and Youth Parliament.

Engagement with under-represented groups and communities (Electoral Services)

The Council's Electoral Services Team will continue to deliver its Registration and Engagement Plan, which will utilise the recently appointed Public Awareness Officer working with a range of stakeholders.

Engagement campaigns include providing a Democracy Ambassador Programme to primary and secondary schools thus supporting the Curriculum for Wales 2022. The programme includes working with other stakeholders to deliver a range of information and workshops with an intent to further involve Councillors to support political literacy within the curriculum.

Electoral Services will improve the engagement with under-represented groups and diverse community groups. Campaigns will be tailored to each group with the Public Awareness Officer identifying suitable support organisations to provide the right level of support and guidance.

Further work is ongoing to progress accessibility for electoral registration and elections, which includes improvements to digital delivery, provision of information in multiple languages and easy read guidance.

The insight and recommendations of stakeholders helped shape the action plan.

Cardiff Council Participation Strategy 2023-27 – Promoting Participation in the Democratic Process Action Plan

Improving Awareness		
Action	Delivery Date	Lead Service Area
We will:		
Approve and publish a Guide to the Constitution of Cardiff Council.	March 2024	Democratic Services
Continue the development for the launch of a Democracy Portal for Cardiff.	September 2024	
Provide “Democracy” videos which would be made available on the Portal and provide information on: <ul style="list-style-type: none"> • Councils in Wales and their differences • The importance of diversity in democracy • Being a Councillor – supporting you to meet the challenge • What the Council can do for you and your local community • Making the difference as a Councillor 	March 2024	
Develop a “Democracy” Communication Plan to improve awareness of the opportunities to participate in the Council’s decision-making processes.	March 2024	
Develop an interactive “Democracy Portal” to provide a focal point for information to support the democratic processes to enhance awareness and engagement.	September 2024	
Utilise the Council’s existing social media channels where appropriate to promote opportunities for the public to get involved and share their views with the Council.	March 2024	
Develop a Democracy Facebook site to assist in the promotion of these opportunities. This is recognised as a social media channel primarily used by over 35- year-olds.	December 2024	
Consider the subsequent development of a Democracy Twitter/X social account to engage with younger people.	December 2024	

Raise awareness through the use of the “Democracy Portal” and social media to enhance the process for engaging with Scrutiny and informing the Council's decision-making and policies.	December 2026	
Raise awareness through the use of the “Democracy Portal” and social media of the Council’s Petition Scheme.	December 2026	
Undertake review of the Council’s Petition Scheme following a period of awareness raising.	March 2026	
Develop decision-making flow charts to explain the decision-making process of the Council and enhance public awareness.	March 2025	
Support the development of guidance on accessible communication and information.	September 2024	
Guidance on accessible communication and information to be utilised for the content of the Democracy Portal.	December 2025	
Develop Democratic “pathway” documents to inform members of the Youth Council and other groups who wish to stand for office as a Councillor.	March 2026	
Raise awareness of the support available for disabled people including those who are neurodivergent, and other under-represented groups to participate and become candidates standing for public office.	December 2026	

Improving Engagement		
Action	Delivery Date	Lead Service Area
We will:		
Provide mentoring and shadowing training for Councillors.	December 2024	Democratic Services
Provide Councillors with social media and general media training to encourage them to use these facilities to inform and engage with their constituents.	December 2024	

<p>Liaise with stakeholders to identify and deliver opportunities for mentoring and shadowing Councillors in their role. Stakeholders to include:</p> <ul style="list-style-type: none"> • Women’s Equality Network Wales • Electoral Reform Society Cymru • Race Council Cymru • EYST Wales (Ethnic Youth Support Team) • Cardiff Youth Council • Youth Parliament Wales 	<p>March 2025</p>	
<p>Liaise with stakeholders to identify measures to assist those residents with protected characteristics to stand for office.</p>	<p>March 2026</p>	

Engagement with Diverse Communities (Electoral Services)		
Action	Delivery Date	Lead Service Area
We will:		
Provide primary and secondary schools in Cardiff a Democracy Ambassador Programme to support the Curriculum for Wales 2022.	Annual – each academic year	Electoral Services
Identify under-represented groups and diverse communities and tailor electoral registration (throughout the year and annual canvass) and voter participation campaigns (election time).	Annually during the canvass prior to elections	
Develop accessible information and guidance for electors.	January 2027	

Diverse Council Declaration		
Action	Delivery Date	Lead Service Area
We will:		
Review the Council Schedule of Remuneration processes and documentation to ensure ease of use.	September 2024	Democratic Services
Identify opportunities to demonstrate high standards of support and development for our Elected Members.	March 2025	
Enhance awareness and understanding of the role and functions of local Councillors and the Council.	December 2025	
Seek support from all Elected Members and political groups on the Council to work with local party associations to encourage recruitment of candidates from under-represented groups.	March 2026	
Encourage and enable people from under-represented groups to stand for office.	March 2027	

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CARDIFF RESEARCH &
ENGAGEMENT
CENTRE

Cardiff Research and
Engagement Centre

Participation Strategy Consultation Report

Cardiff Council
November 2023



www.cardiff.gov.uk/HaveYourSay
consultation@cardiff.gov.uk

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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.

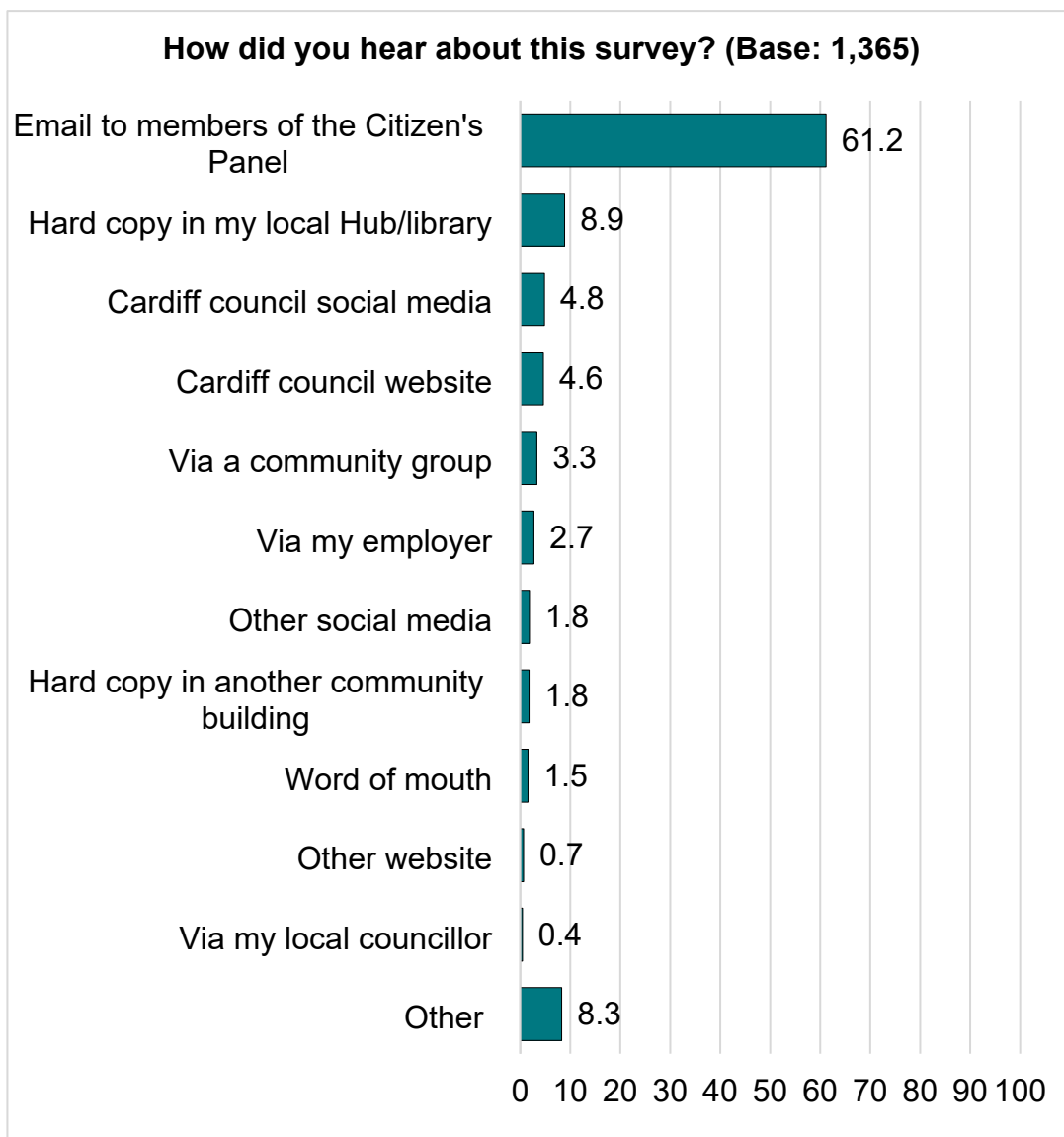
In addition, the consultation and engagement team spoke to over 200 people from typically under-represented groups. They did this by working with local organisations, community groups, and front-facing council staff to find effective routes, and opportunities to interact. Amongst those interviewed face-to-face, 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)



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

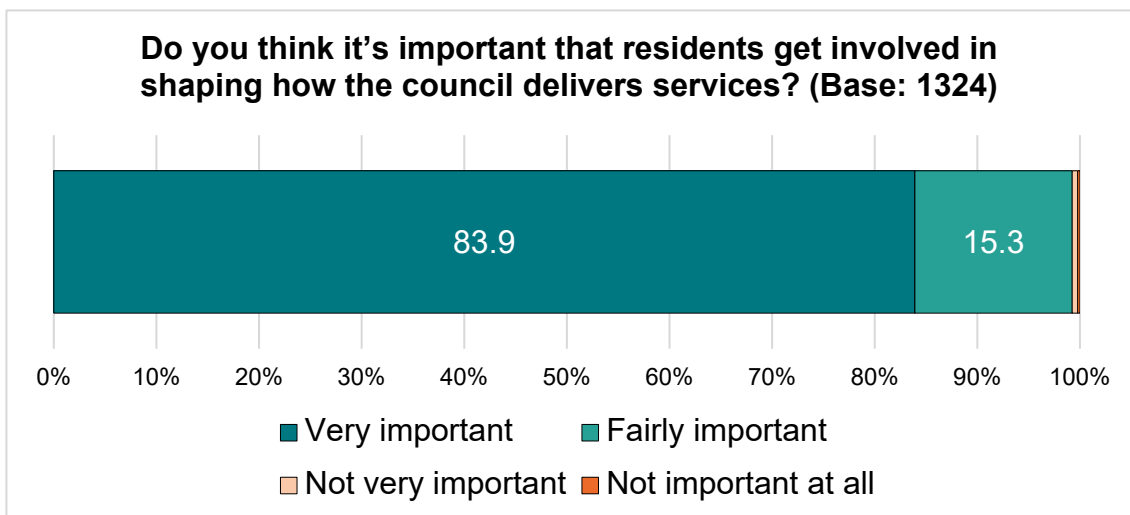
Theme	No	%	Example comments
Email	44	42.3	<ul style="list-style-type: none"> – Received an email from Cardiff Research Centre – Email from Community Cohesion Team – Email to me as an allotment holder
Tenants Conference	30	28.8	<ul style="list-style-type: none"> – Tenants event at City Hall – Participation Tenancy event
Church	9	8.7	<ul style="list-style-type: none"> – My church – Church newsletter
Council employee	4	3.8	<ul style="list-style-type: none"> – Employee – Digigov
Word of mouth	4	3.8	<ul style="list-style-type: none"> – A friend – Dumped in friends porch
Hub/Library	3	2.9	<ul style="list-style-type: none"> – Member of staff at Llanrumney hub
Face-to-face engagement	3	2.9	<ul style="list-style-type: none"> – Lady passed me in the street
Miscellaneous	8	7.7	<ul style="list-style-type: none"> – 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.

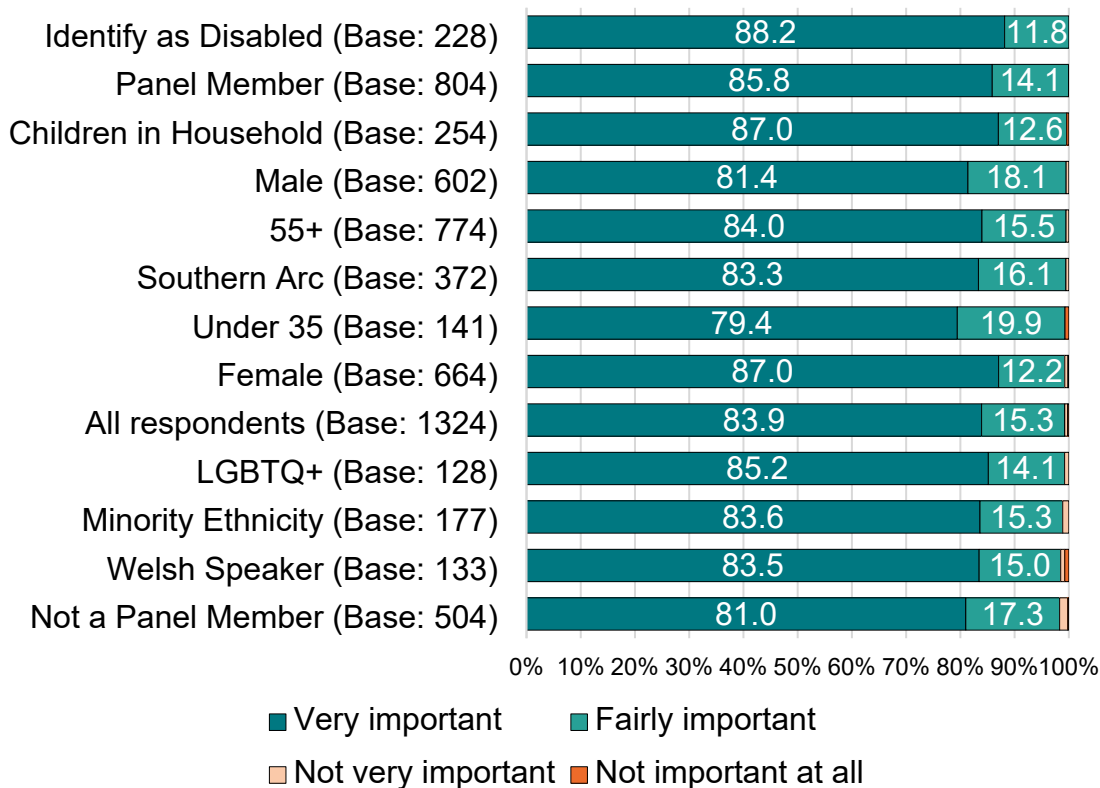
Do you think it’s important that residents get involved in shaping how the council delivers services?

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



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?



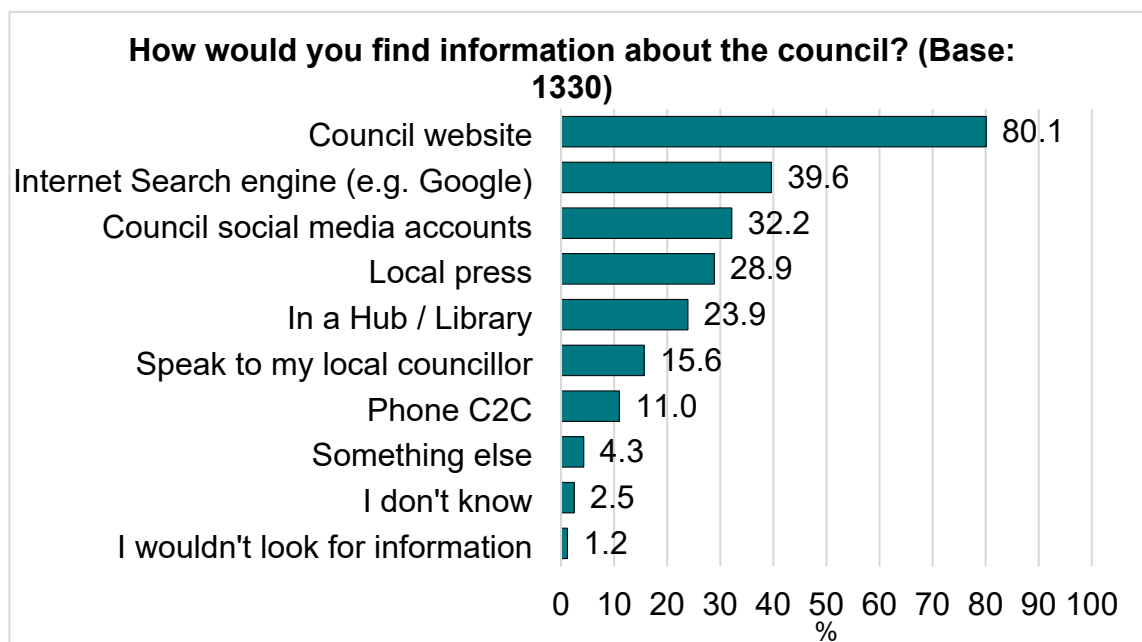
How would you find information about the council?

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.



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	<ul style="list-style-type: none"> – Talking to friends – Conversations with friends & neighbours
Council App	10	20.0	<ul style="list-style-type: none"> – The Cardiff Council App – Council App - only information I need
Social Media	6	12.0	<ul style="list-style-type: none"> – 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.

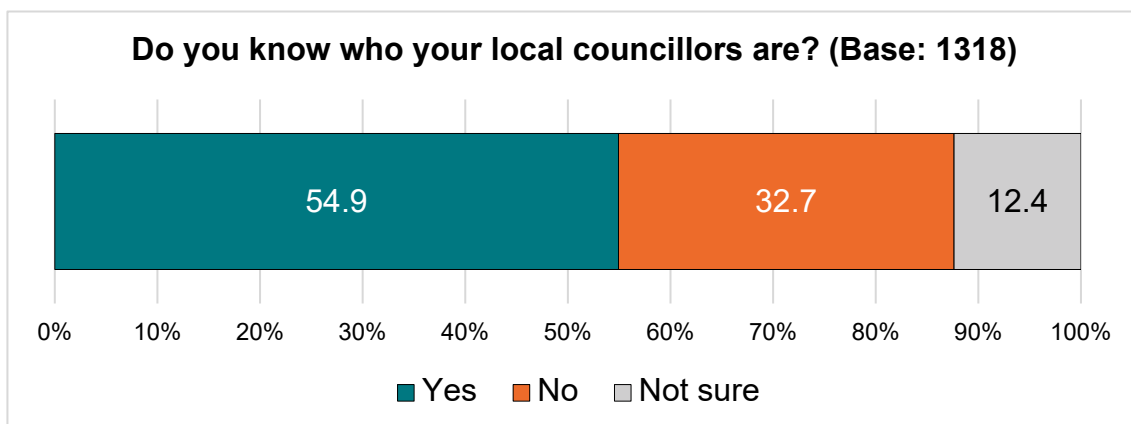
Members of the Citizen’s Panel were most likely to look for information on the council website (83.7%, ten percentage points higher than those who were not a member of the Panel, 73.8%). Those not a member of the Panel were more likely to find information in a Hub or Library (32.7% compared with 18.9%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

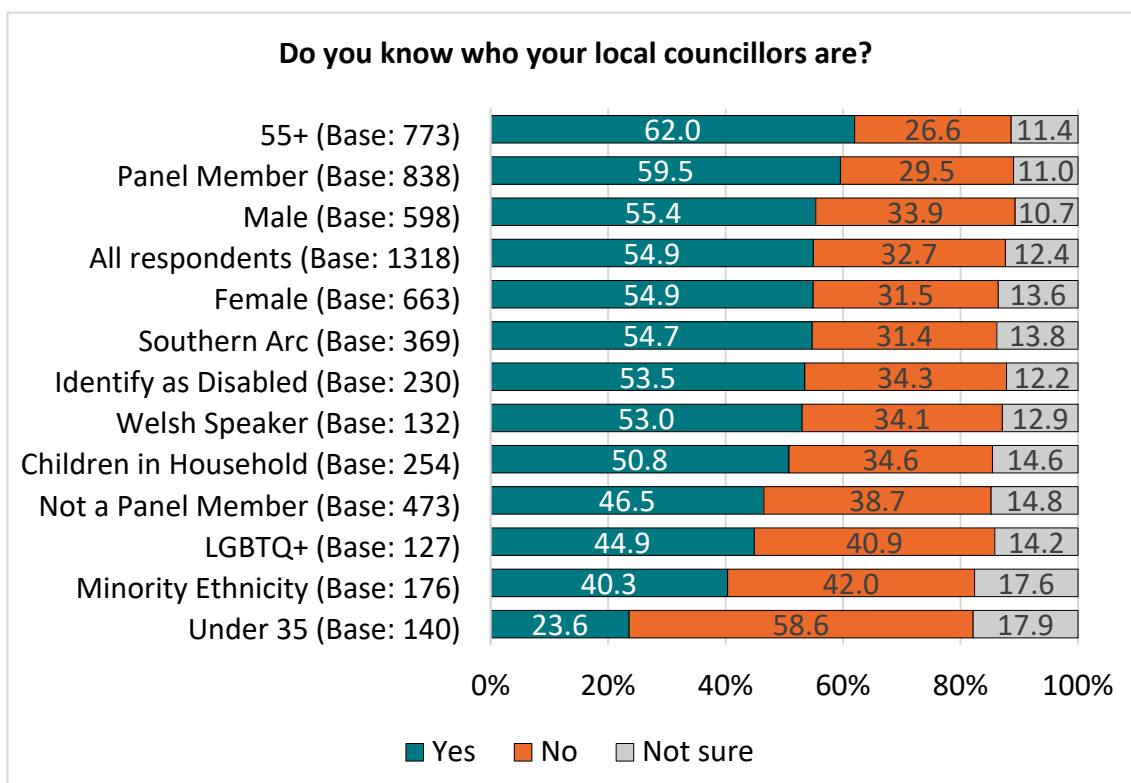
A full breakdown of results by demographic group is available in [Appendix 4](#).

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.

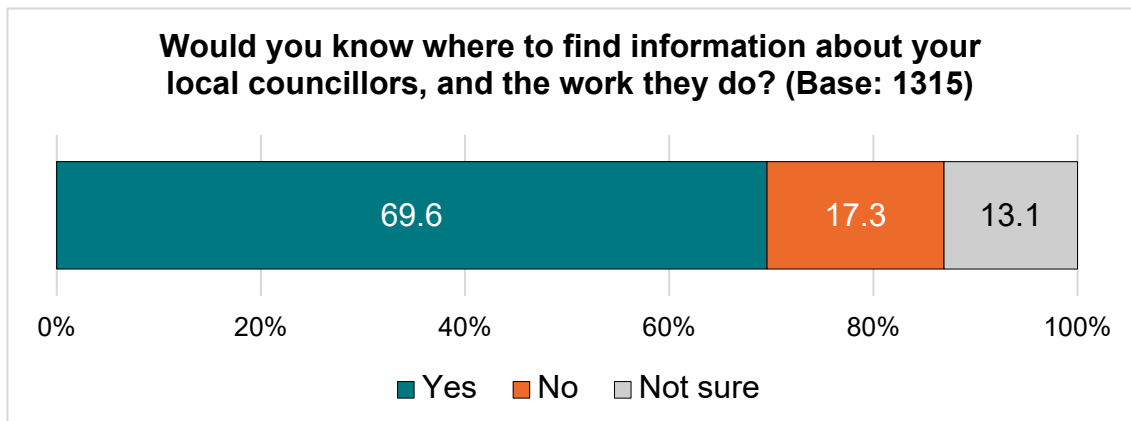


Awareness was highest amongst those aged 55 or over (62.0%); it was notably lower amongst those under the age of 35 (23.6%).



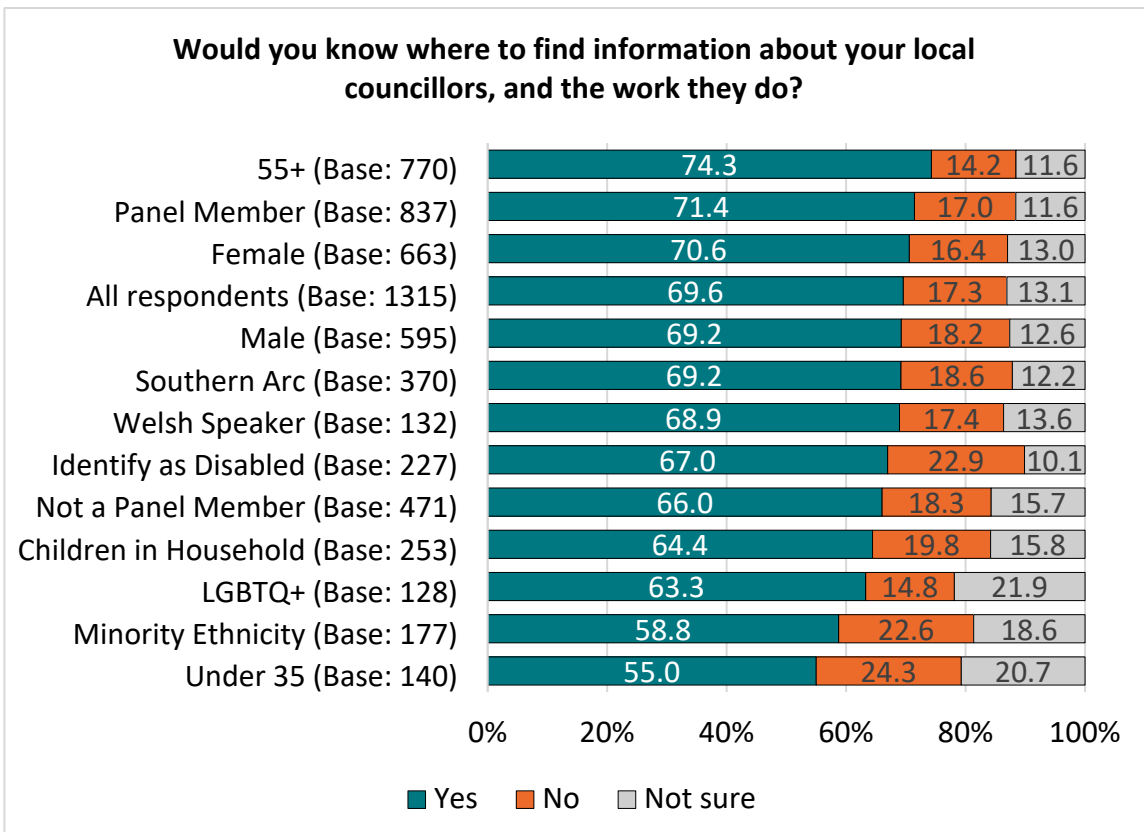
Would you know where to find information about your local councillors, and the work they do?

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



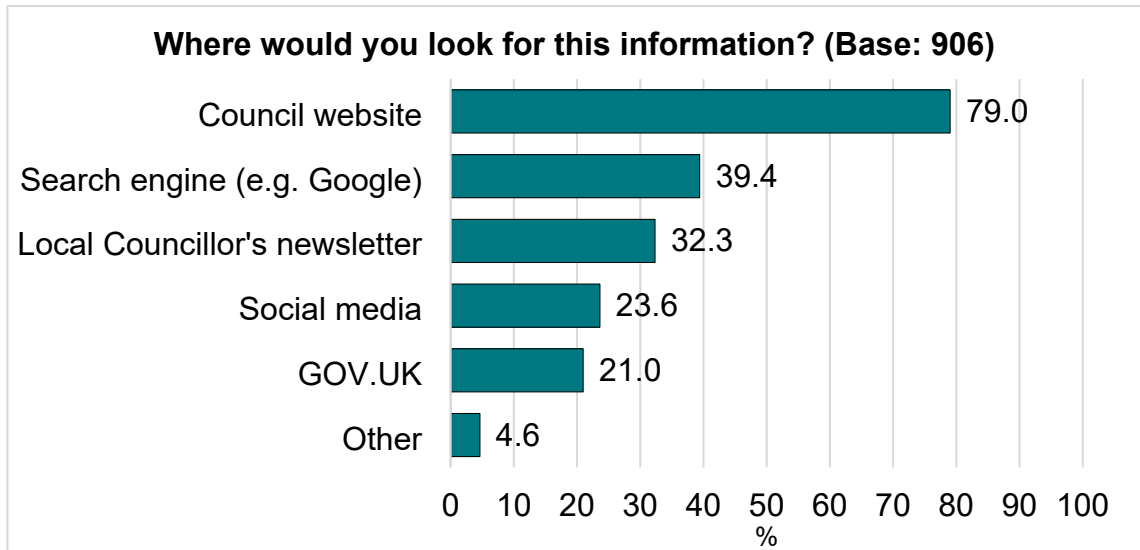
Older people were most likely to know where to find this information, contrasting with those under 35 (74.3% compared with 55.0% respectively).

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).



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%).



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	<ul style="list-style-type: none"> – Local library – Hub – Community building
Contact Councillors Directly	8	21.1	<ul style="list-style-type: none"> – Direct contact – I would talk to them. – writetothem.com
Local Website / Newsletter	7	18.4	<ul style="list-style-type: none"> – Local newsletter – Local freesheet "Radyr Chain" – Heath residents' association
Word of mouth / Talking to friends or family	3	7.9	<ul style="list-style-type: none"> – Local people – Face to face conversations.
Council Website	2	5.3	<ul style="list-style-type: none"> – 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).

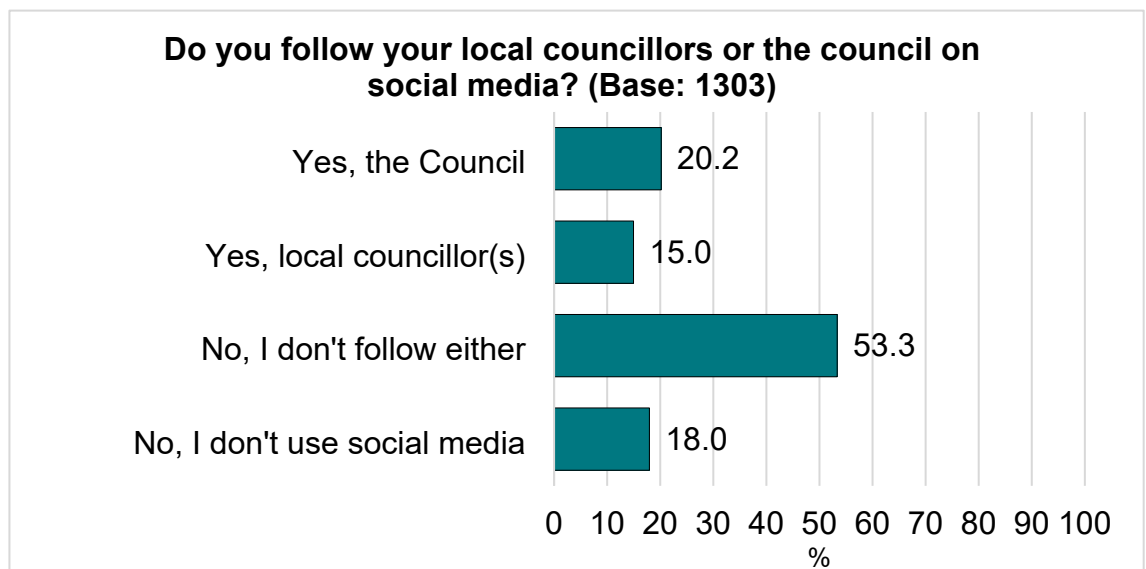
A full breakdown by demographic group is shown in [Appendix 5](#).

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).



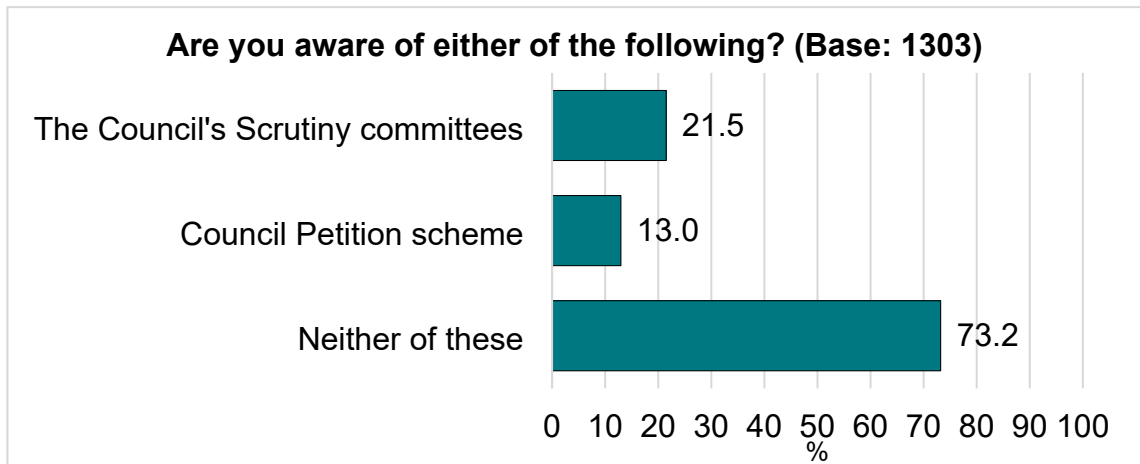
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

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.



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).

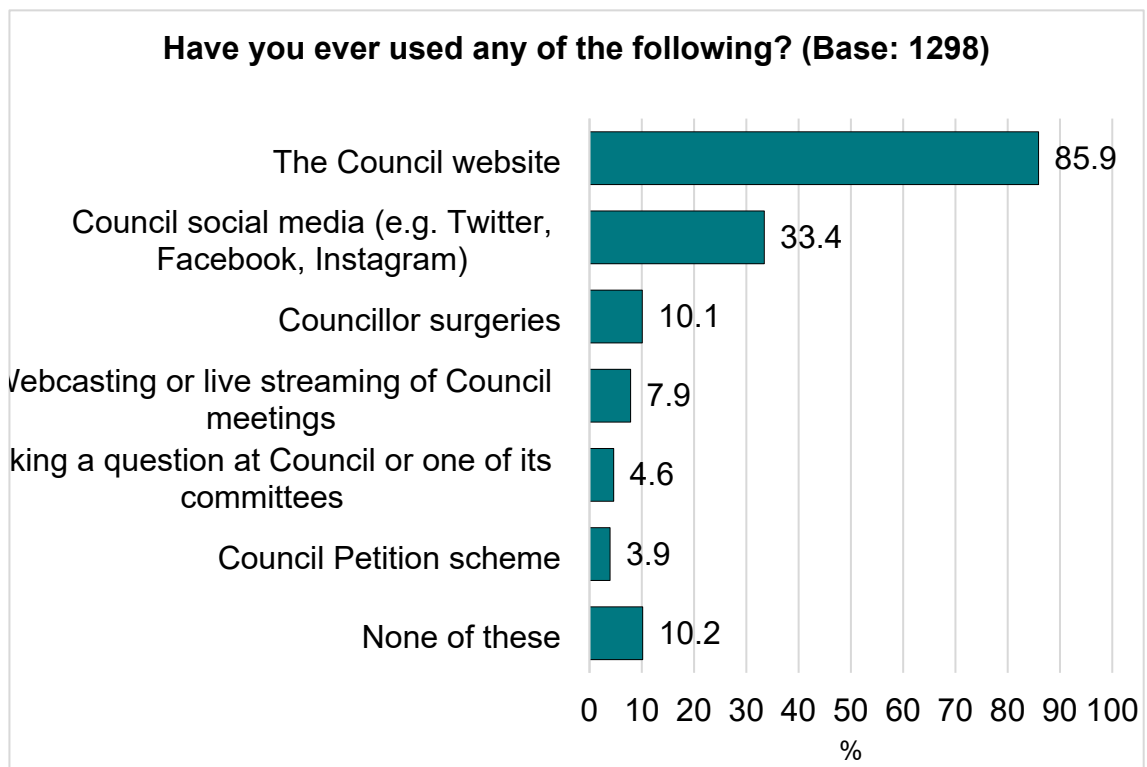
A full breakdown by demographic group is shown in [Appendix 7](#).

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.



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](#).

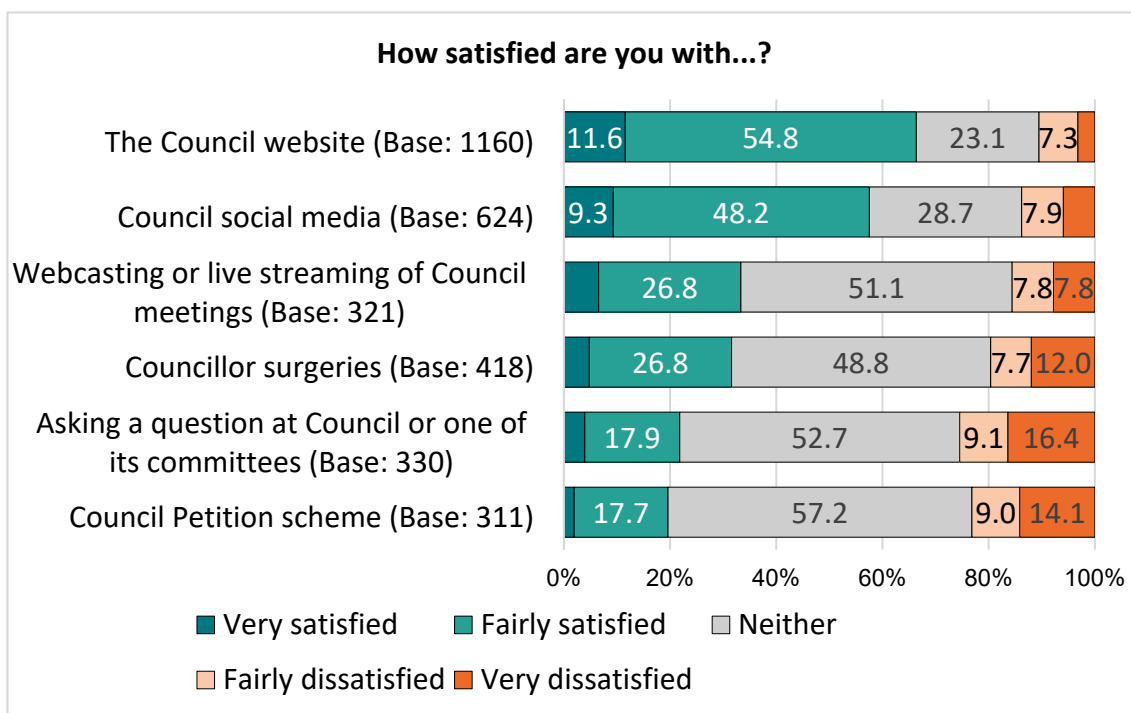
How satisfied are you with...?

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.



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

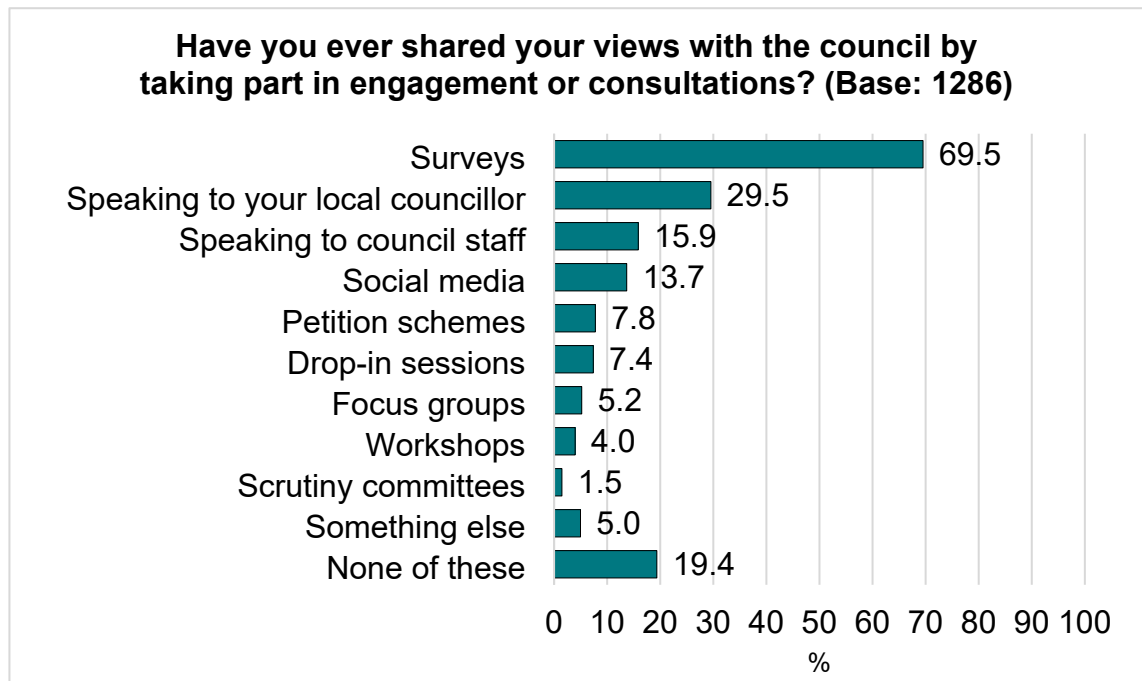
Older respondents were showed higher levels of satisfaction with the council’s website and councillor surgeries; younger respondents were more satisfied with the council’s social media and webcasting or live streaming of council meetings.

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.



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	<ul style="list-style-type: none"> – <i>Email to Council officers and to local councillors</i> – <i>Several emails and complaints but don't receive a response</i> – <i>I've e-mailed</i>
Letter	4	6.9	<ul style="list-style-type: none"> – <i>Writing letters</i> – <i>I've written a letter to the council highways team regarding cycling in Cardiff</i>
Planning Objection	4	6.9	<ul style="list-style-type: none"> – <i>Objections to planning submissions</i> – <i>Submitted comments relating to planning applications</i>

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:

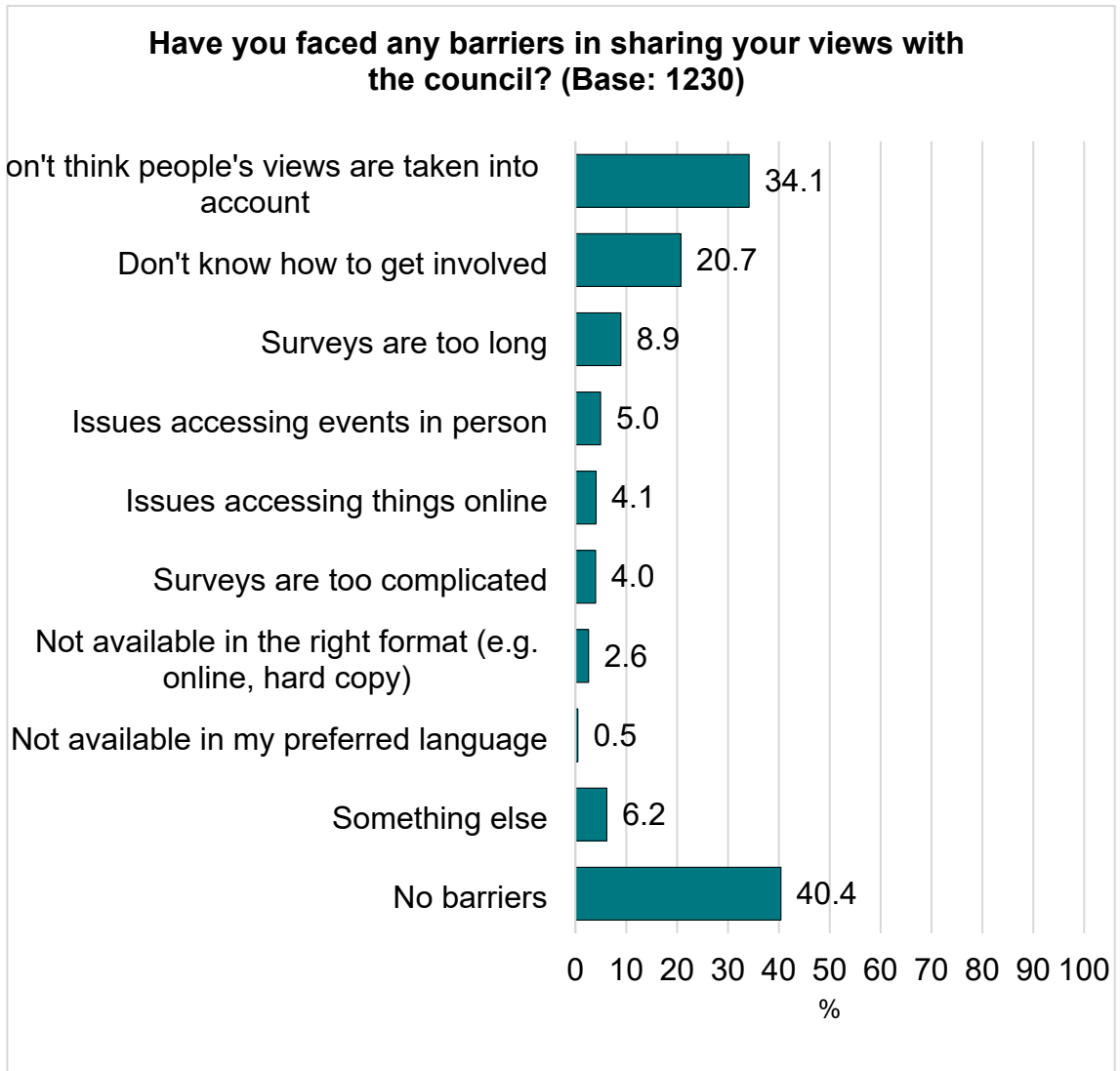
- *The barriers for [Gypsy & Traveller] families engaging with local Councillors, and this is a general comment not aimed at a specific individual, is that local Councillors are known to oppose sites and planning permission for private sites. This has left a negative view of local Councillors within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

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.



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	<ul style="list-style-type: none"> – 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

			<p><i>council isn't seeking them, and to track progress.</i></p> <ul style="list-style-type: none"> – <i>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.</i>
Fairer process in decision making	18	25.4	<ul style="list-style-type: none"> – <i>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.</i> – <i>The events were advertised as consultation, but in effect they were to say what was going to happen</i> – <i>I do not feel that anything is achieved</i>
Biased questions / decisions already made	16	22.5	<ul style="list-style-type: none"> – <i>Surveys are often biased to what they want you to say</i> – <i>Surveys i have seen ask questions that without detail, just headline use, so asking an opinion is a waste of time!!</i> – <i>Convolutd processes which are designed solely to stop you completing them/engaging.</i>

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.”*

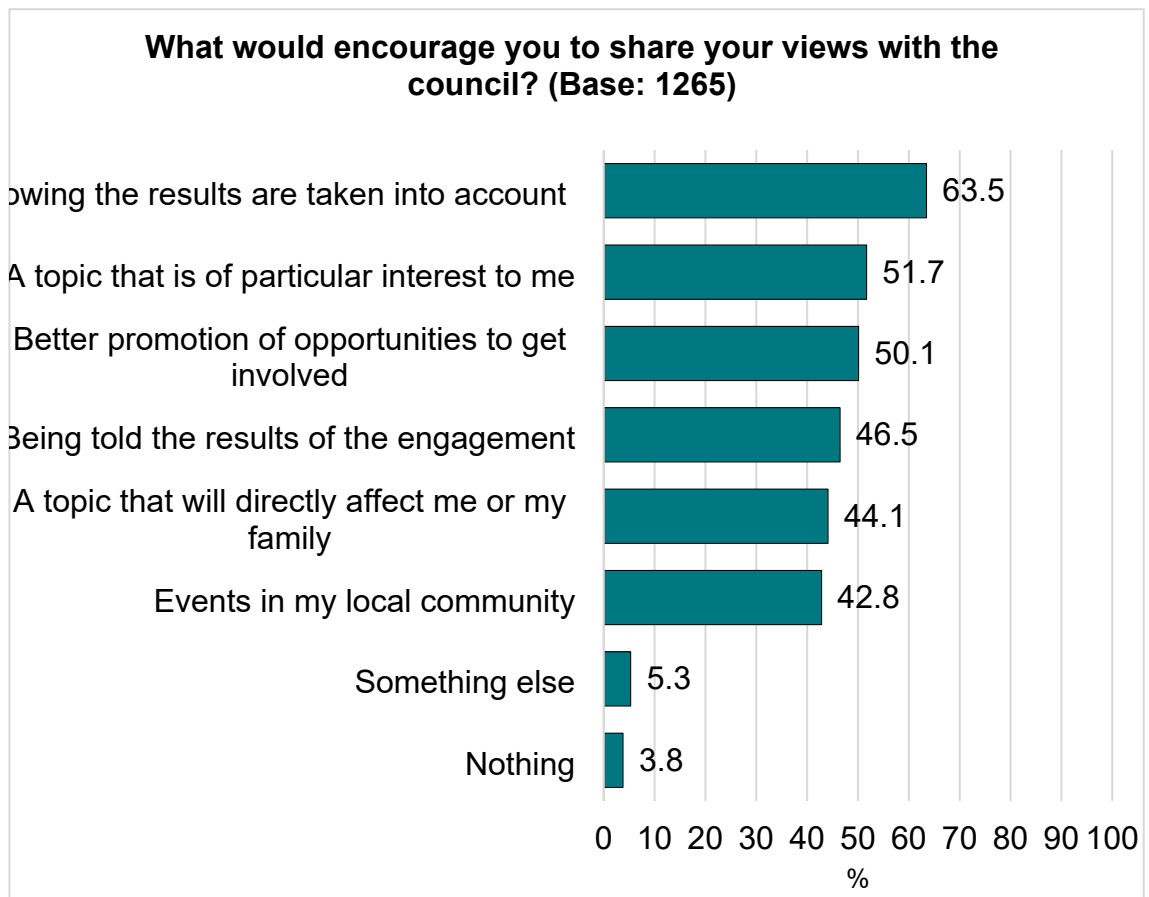
What would encourage you to share your views with the council?

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.



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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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

			<i>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.</i>
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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

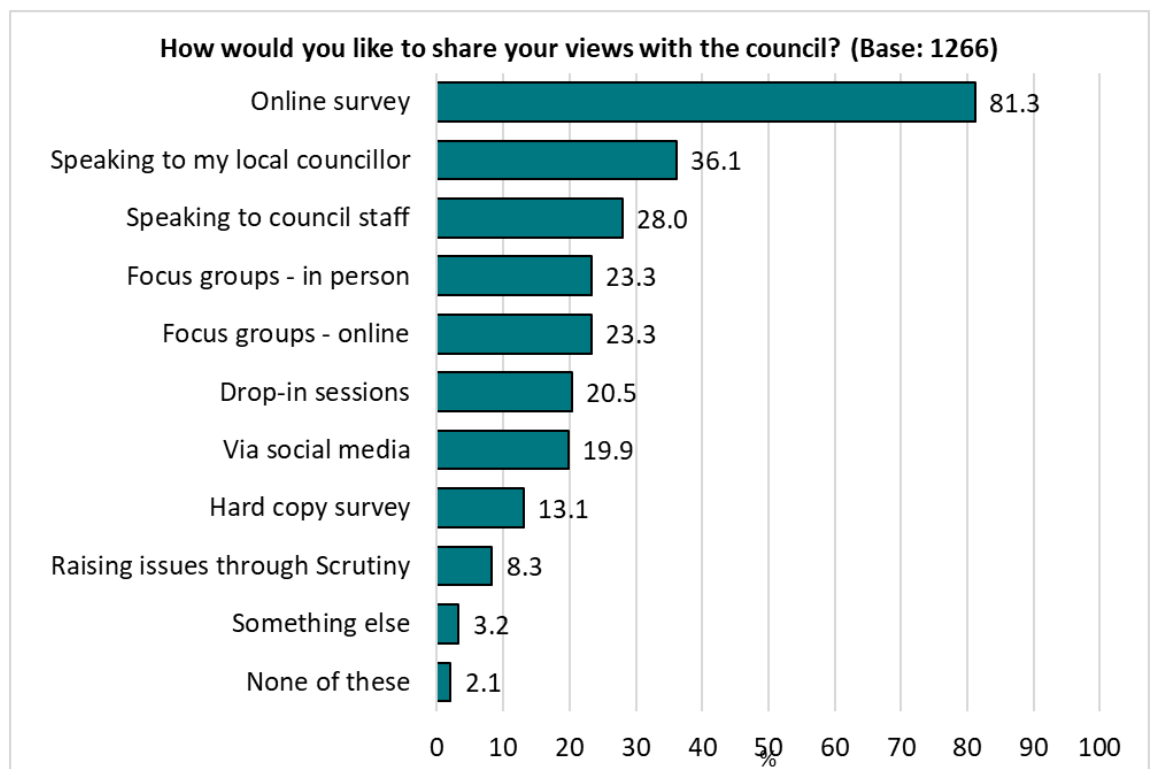
member of Council staff unless that expectation of in-person feedback was recognised and addressed. Importantly, it is not enough to have results on a website or in a Hub: the council knows it need to reach out with the surveys, & it needs to be similarly active with sharing the results with participants, 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.



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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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%).

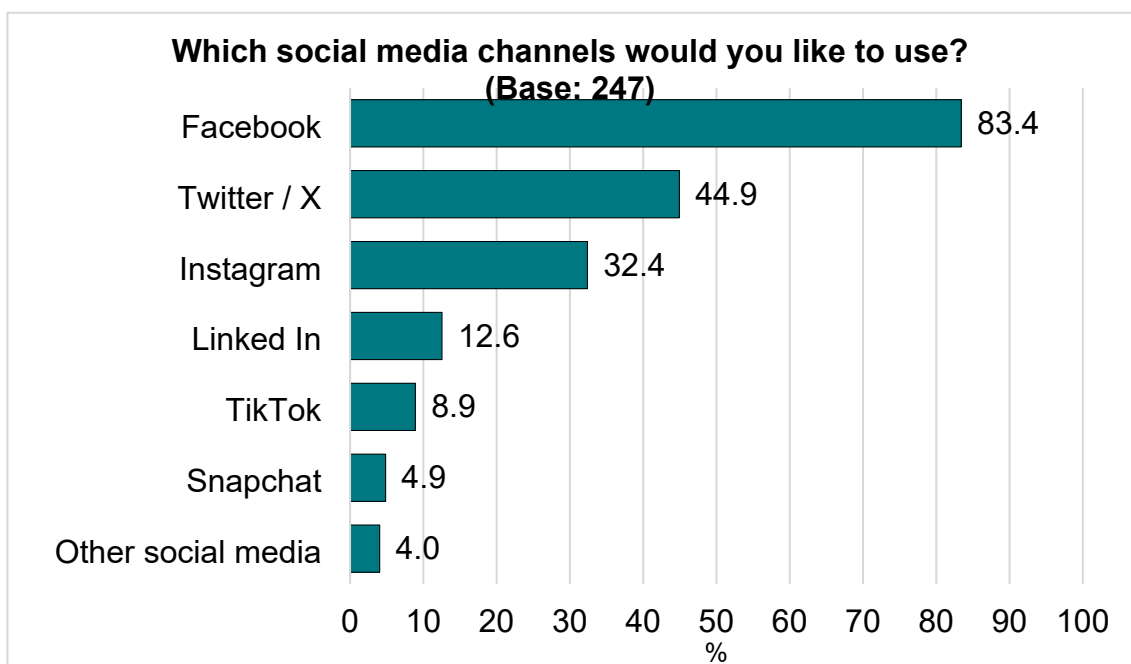
Respondents under the age of 35, and those with children in their households were most likely to express an interest in sharing their views via social media (30.5% and 27.6% respectively).

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%).



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:

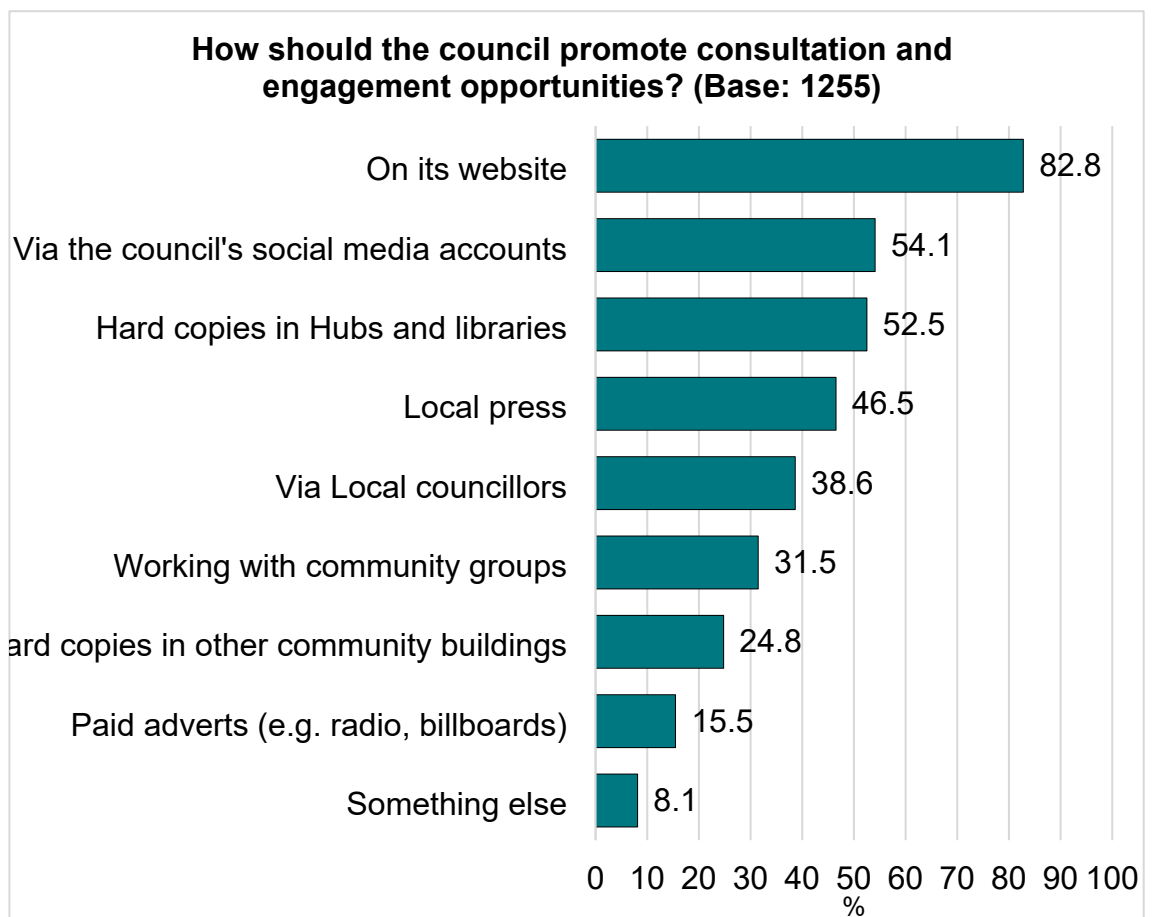
- *“I’m not going to go looking on the council website, but I’d probably fill in a survey if an ad popped up on Insta”*
- *“I know other cities use Instagram and social media, it’s more likely to reach people that way than in a library or something.”*

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.



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	<ul style="list-style-type: none"> – <i>Via email</i> – <i>Email works best for me</i> – <i>Email mailing list subscribers</i>
In the post	21	23.3	<ul style="list-style-type: none"> – <i>Open Invitations via mail</i> – <i>Leaflets to households in the affected area explaining exactly what is proposed</i> – <i>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.</i>
Face-to-Face	14	15.6	<ul style="list-style-type: none"> – <i>Visit local communities in person</i> – <i>Popup stalls at local events.</i> – <i>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</i>

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	<ul style="list-style-type: none"> – <i>Hubs/Libraries</i> – <i>All hybs</i> – <i>Libraries and hubs</i>
Community Centres	47	27.6	<ul style="list-style-type: none"> – <i>community centres</i> – <i>community spaces that may not be council run e.g. Butetown community centre, the old library in Rumney, Cathay's community centre</i> – <i>Chapter and Llanover arts centres</i>
Health settings	38	22.4	<ul style="list-style-type: none"> – <i>doctors' surgeries, pharmacies</i> – <i>hospital foyer/noticeboard</i>

			– health centres (GP surgeries, dentists, opticians, etc)
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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	<ul style="list-style-type: none"> – All of them – All local groups – Any and all
Locality groups	21	14.0	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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?

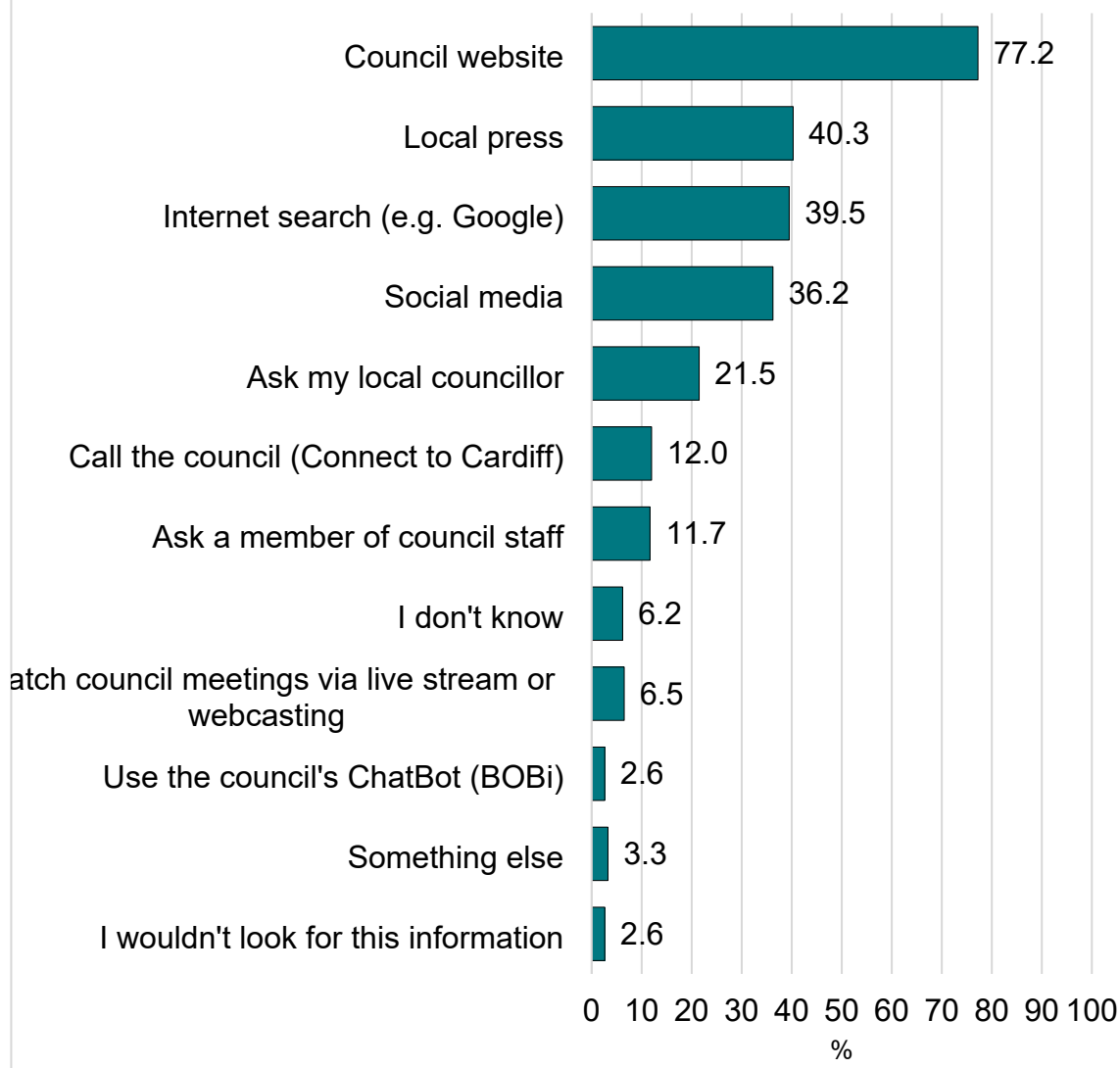
Respondents were asked where they would look to find information about decisions made by the council, with a list of options to choose from, or to suggest something else that hadn’t been put forward.

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)



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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Ask neighbours – A friend who knows the local councillors
Local Community Group	4	10.5	<ul style="list-style-type: none"> – Local community groups which are relevant to the issue – Community newsletter
Local media	2	5.3	<ul style="list-style-type: none"> – Wales online
Miscellaneous	20	52.6	<ul style="list-style-type: none"> – 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?

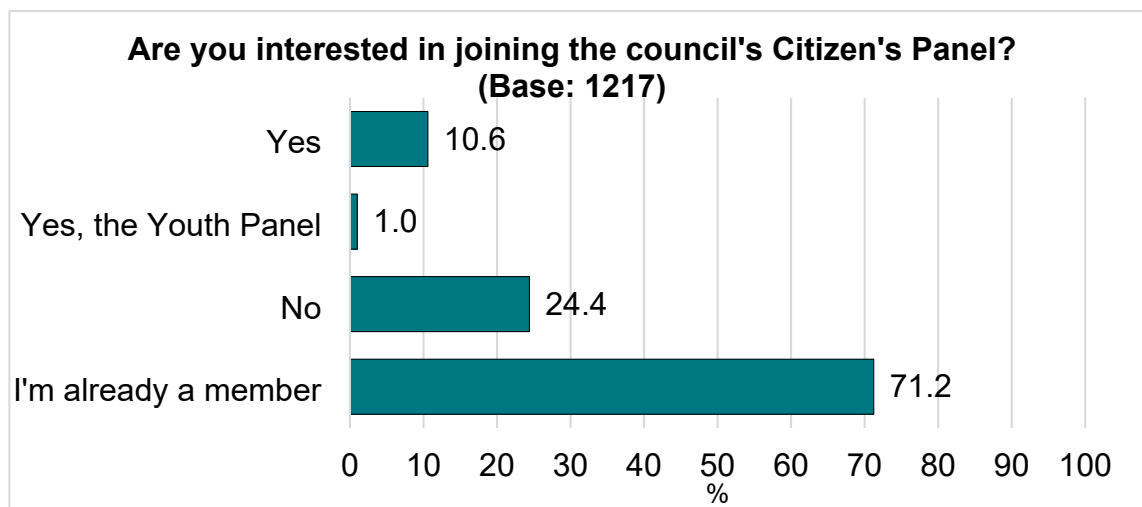
Respondents were invited to suggest community groups or organisations who could work with the council to promote and encourage engagement with all parts of the community, with a focus on under-represented groups. Overall, 155 respondents made suggestions, with 135 organisations put forward.

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%)



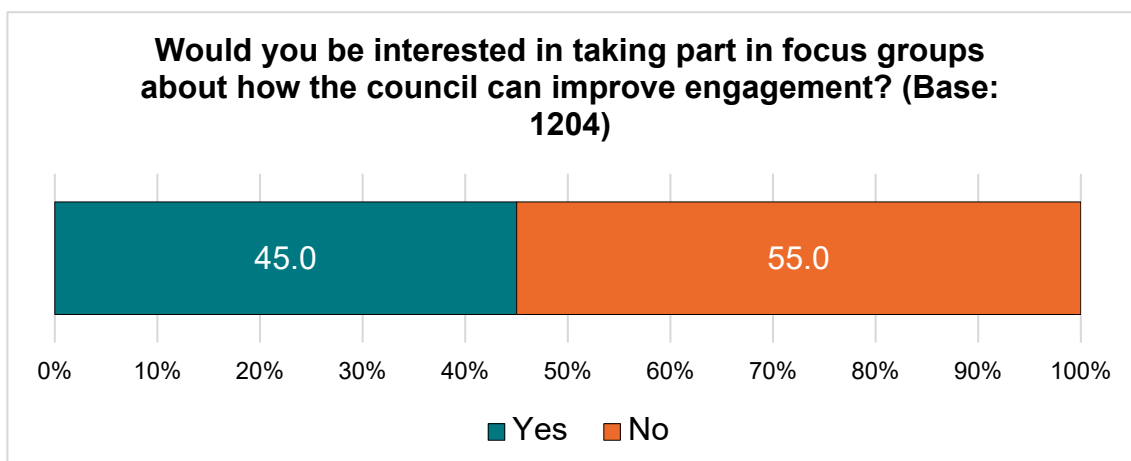
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

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.

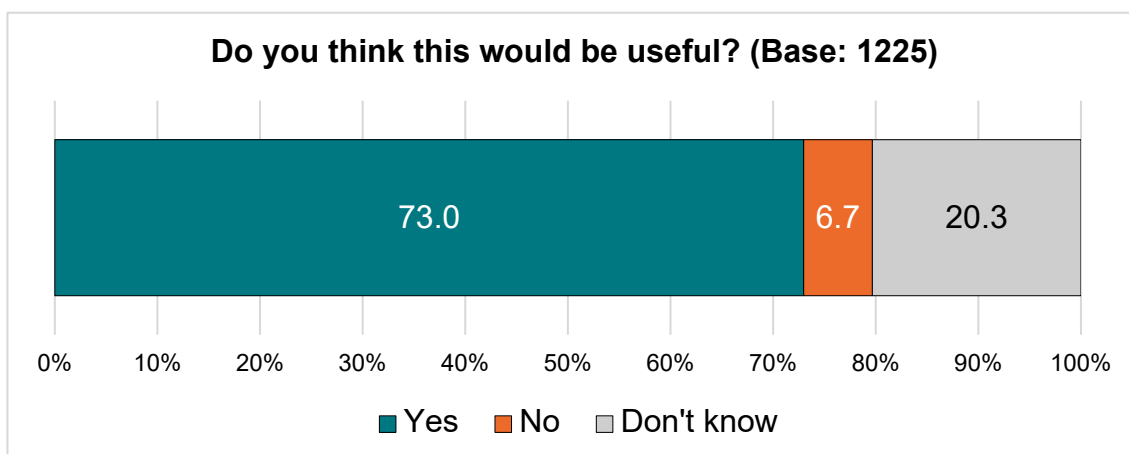


IMPROVING ACCESS TO INFORMATION

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.

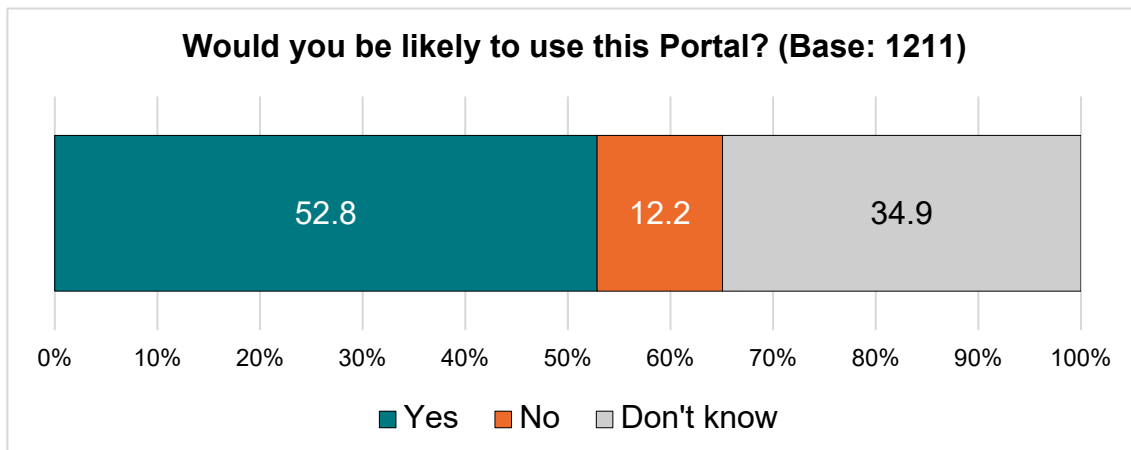


These findings were consistent across the demographic groups analysed.

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.



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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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.

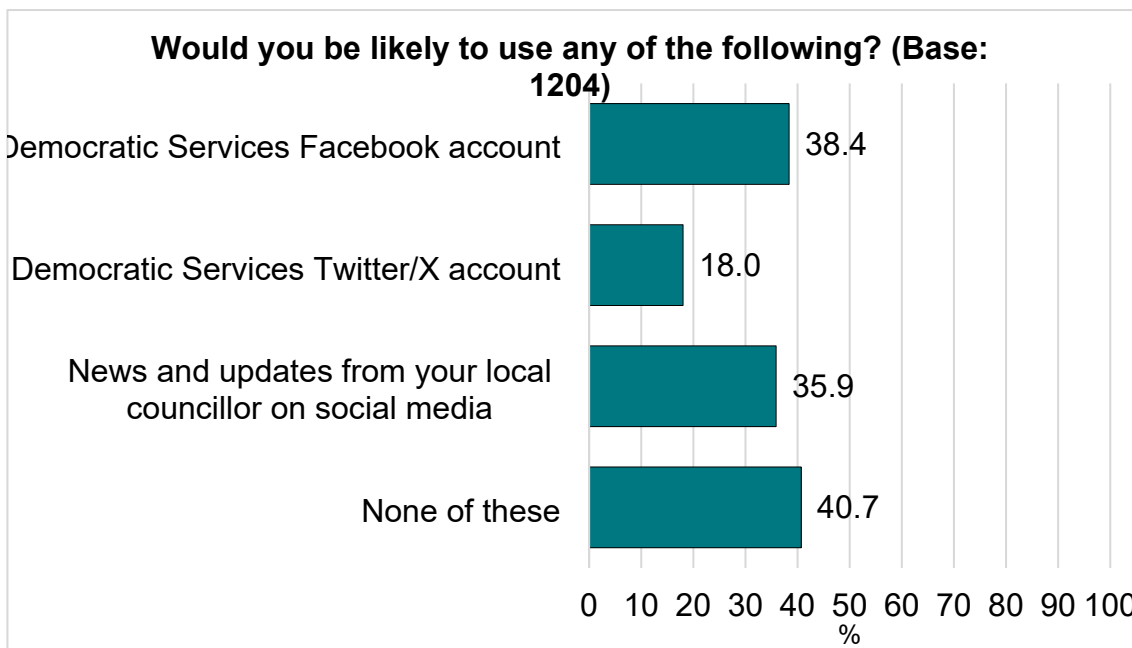
Would you be likely to use any of the following?

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.



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”*.

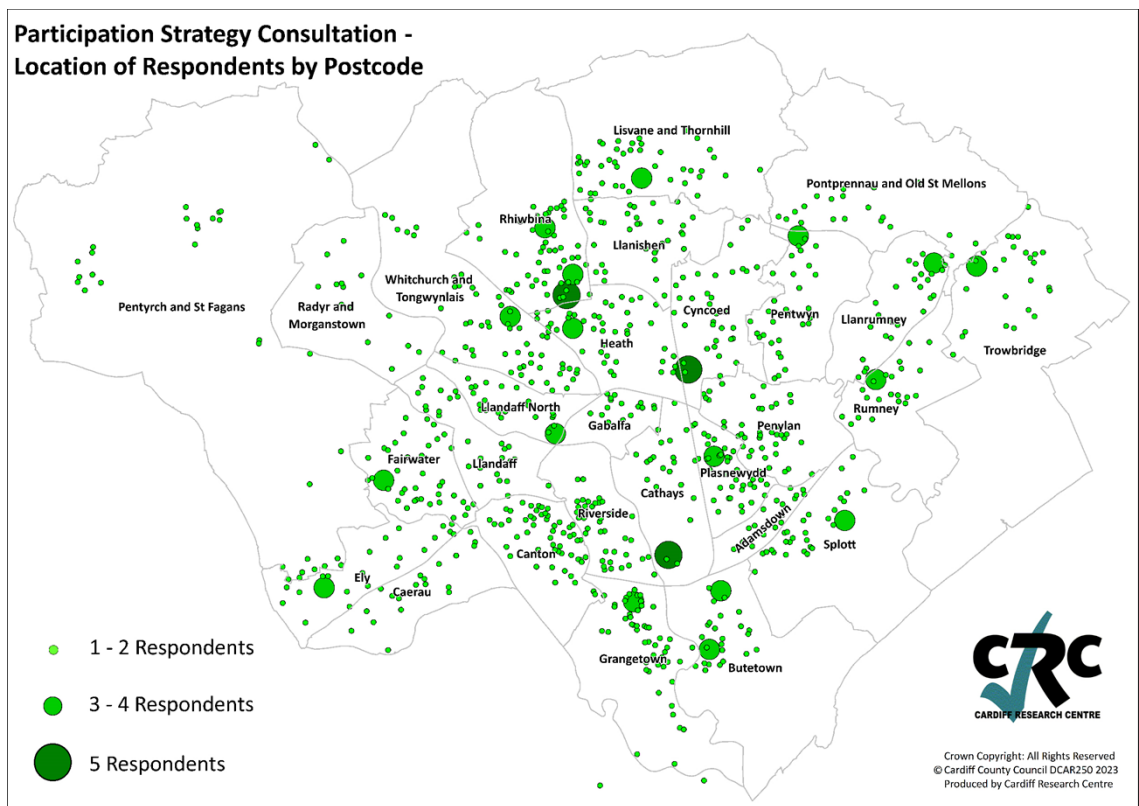
- *“Videos with subtitles and BSL”*
- *“Electronic documents on your website”*
- *“Audio files for people who are visually impaired”*
- *“Easy read documents are best for listening to”*
- *“Make sure they are easy to understand, pilot them with lay people before they get published”*

DEMOGRAPHIC PROFILE

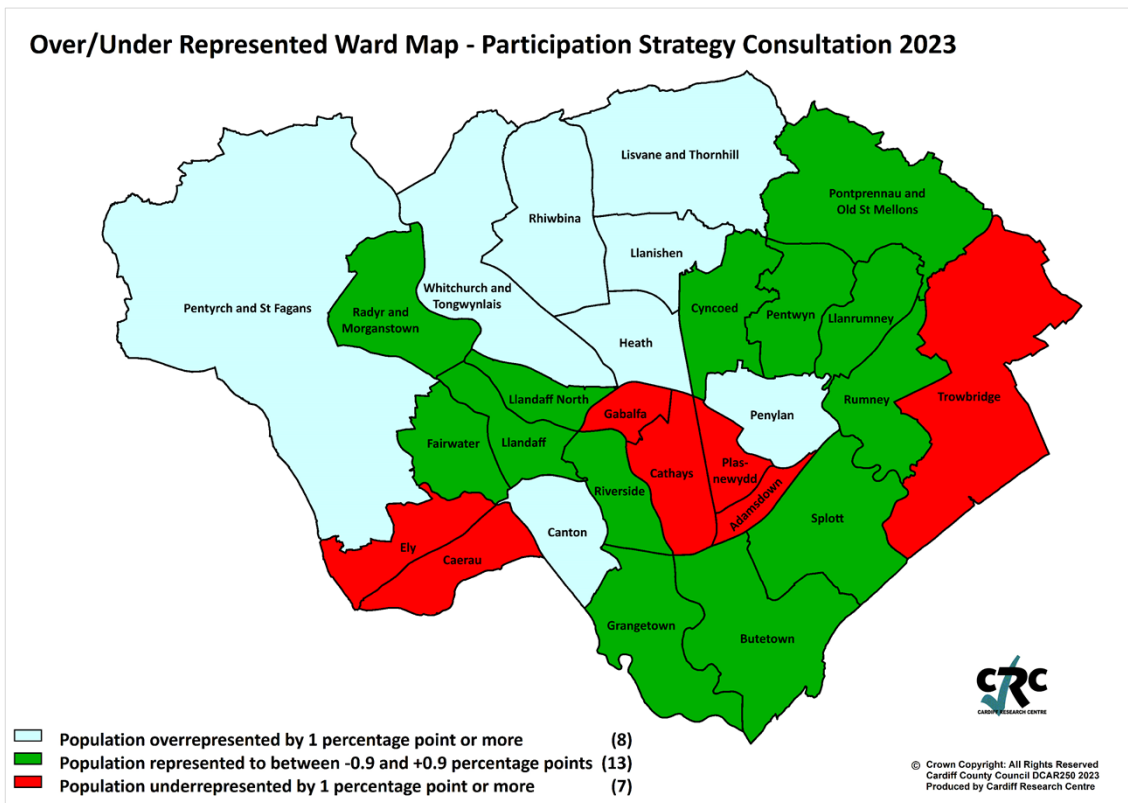
Please provide your full postcode below (e.g. CF10 4UW).

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:



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

<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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
<p>Council Networks & Forums</p>	
<ul style="list-style-type: none"> • Black Asian & Minority Employee Ethnic Network • Carers Employee Network • Disability Employee Network 	<ul style="list-style-type: none"> • LGBT+ Employee Network • Women's Employee Network • Access & Equality Forum • 50+ Forum
<p>Faith Groups</p>	
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • St. Catherine's Church Hall • Tabernacle Cardiff • The Church of the Resurrection • Thornhill Church • Tredegarville Baptist Church • University Catholic Chaplaincy • Wesley Methodist Church Cardiff

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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |
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| <ul style="list-style-type: none"> • Masjid Umar Mosque • Park End Presbyterian Church Of Wales • Pentyrch Street Baptist Church | |
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Venues hosting paper copies of the survey

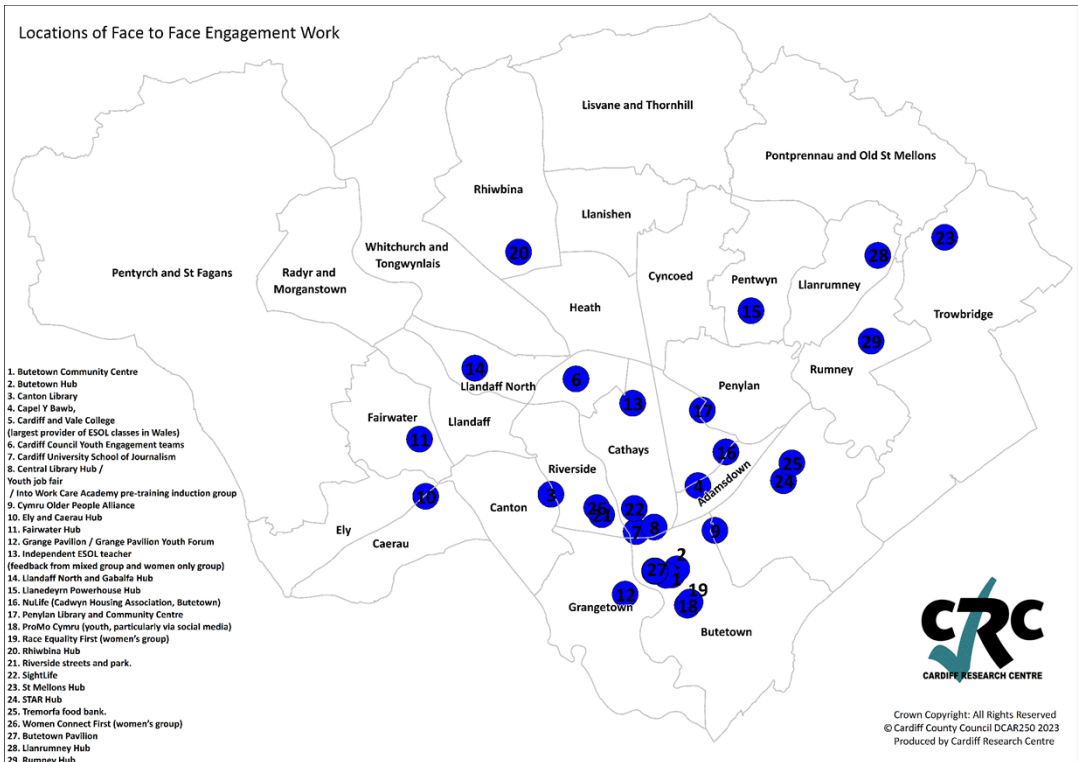
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| <ul style="list-style-type: none"> • Members Services • Cardiff Quakers - 43 Charles St • Cardiff Allotment site offices (Posters) • Craft In The Bay • Cardiff Indoor Market (Posters) • Central Library Hub • Canton Library • Chapter Arts Centre (Posters) • Canton Uniting Church - 4 The Lindens, Romilly Crescent, CF11 9FF • Ely and Caerau Hub • Dusty Forge • The Resurrection - Grand Avenue • Fairwater Hub • Pentrebanne Community Centre • Radyr Hub • Llandaff North and Gabalfa Hub • Whitchurch Hub • Whitchurch Community Centre • Ararat Baptist Church – Whitchurch • The Roundabout Cafe, Penline Road, Whitchurch, Cardiff. CF14 1AA • Rhiwbina Hub • Thornhill Church Centre • Maes Y Coed Community Centre (Poster) • GP Surgeries (Posters) • Llanishen Hub | <ul style="list-style-type: none"> • 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

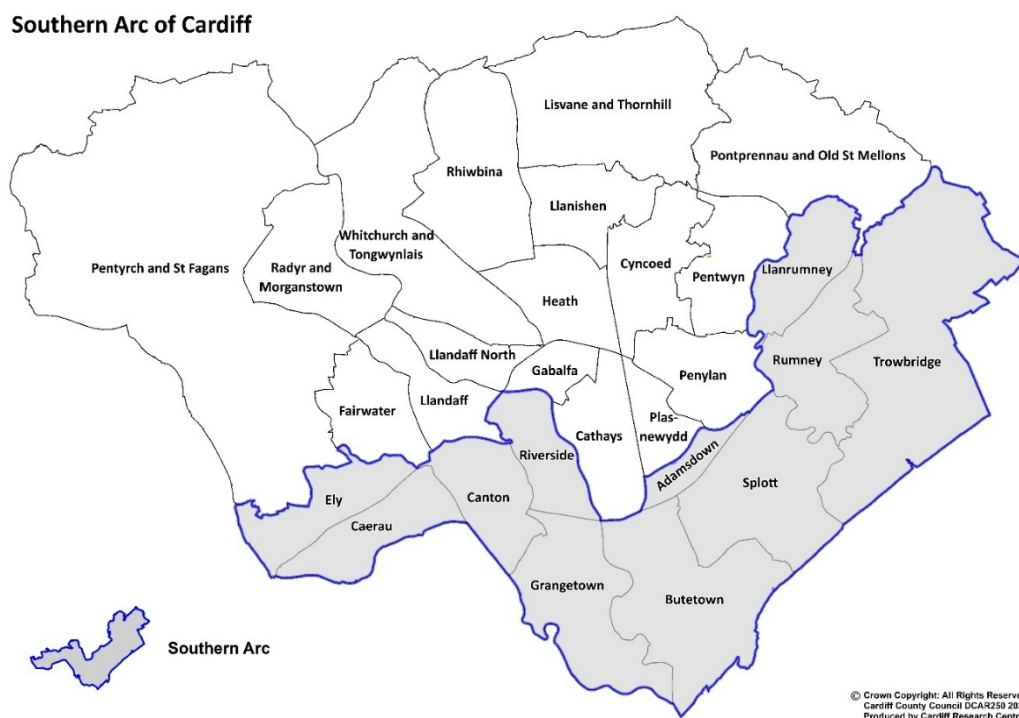
<ul style="list-style-type: none"> • Central Library Hub, • Butetown Hub and local shops, • Butetown Community Centre, • Butetown Pavilion and shop, • Canton Library, • Capel Y Bawb, • Ely & Caerau Hub, • Fairwater Hub • Grange Pavilion, • Llandaff North & Gabalfa Hub, 	<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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+)	
<ul style="list-style-type: none"> • Cymru Older People Alliance • Elder-specific groups in Hubs and community spaces (mixed groups) 	<ul style="list-style-type: none"> • Day Opportunities team elder inclusion project • Elder outreach work via Community Volunteers team
Face to Face: Minority Ethnicity Groups	
<ul style="list-style-type: none"> • Cardiff and Vale College (largest provider of ESOL classes in Wales; mixed group) • Independent ESOL teacher (feedback from mixed group and women only group) 	<ul style="list-style-type: none"> • Women Connect First (women's group) • Race Equality First (women's group)
Face to Face: People Who Identify As Disabled	
<ul style="list-style-type: none"> • RNIB • SightLife 	<ul style="list-style-type: none"> • British Deaf Association* • Deaf Hub Cymru* <p><i>* Dialogue is ongoing with the Deaf community to co-ordinate direct engagement.</i></p>

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APPENDIX 2

Map of the Southern Arc



APPENDIX 3

How would you find information about the council? - Other

Theme	No	%	Example comments
Talking to friends or family	11	22.0	<ul style="list-style-type: none"> – Talking to friends – Conversations with friends & neighbours
Council App	10	20.0	<ul style="list-style-type: none"> – The Cardiff Council App – Council App - only information I need
Social Media	6	12.0	<ul style="list-style-type: none"> – Adverts on social media platforms – Social media comments from other Cardiff residents
Employer	3	6.0	<ul style="list-style-type: none"> – Staff Information e-mails
Residents Association	2	4.0	<ul style="list-style-type: none"> – Residents Association
Chatbot	2	4.0	<ul style="list-style-type: none"> – Chatbot
External Website	2	4.0	<ul style="list-style-type: none"> – News website i.e. BBC News For Wales
Street Signs / Posters	2	4.0	<ul style="list-style-type: none"> – Signage in the streets
Housing Manager / Tenants Groups	2	4.0	<ul style="list-style-type: none"> – I would talk to my Housing manager
Local Councillors	2	4.0	<ul style="list-style-type: none"> – Speak to local councillors
Third Sector / Charity	2	4.0	<ul style="list-style-type: none"> – Oasis
Miscellaneous	11	22.0	<ul style="list-style-type: none"> – 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

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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Writing letters – I've written a letter to the council highways team regarding cycling in Cardiff
Planning Objection	4	6.9	<ul style="list-style-type: none"> – Objections to planning submissions – Submitted comments relating to planning applications
PACT Meetings	3	5.2	<ul style="list-style-type: none"> – PACT meetings
Attended a Protest	2	3.4	<ul style="list-style-type: none"> – Protests
Previously employed by Council	2	3.4	<ul style="list-style-type: none"> – Used to work for the Council
Miscellaneous	19	32.8	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Everything takes a very long time

			<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – I don't think people (myself included) are generally aware of processes that are available to have a say.
Miscellaneous	8	11.3	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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

			<i>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.</i>
Consultation / Engagement Suggestions	12	18.5	<ul style="list-style-type: none"> – <i>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</i> – <i>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</i>
Councillor Comments	6	9.2	<ul style="list-style-type: none"> – <i>for Cllrs to be identifiable at public events - wear a badge, baseball cap saying "I'm paid to represent you."</i> – <i>having councillors who care</i>
Easier process	5	7.7	<ul style="list-style-type: none"> – <i>Must be easier</i> – <i>Concern for people who are not online or have smartphones, and elderly. We are not robots.</i>
Miscellaneous	8	12.3	<ul style="list-style-type: none"> – <i>The council showing some kind of human empathy</i> – <i>not having to rely on social media</i> – <i>How about a national vote on the 20pmh speed restriction ?</i>

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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Writing to the council - but most importantly, receiving a response acknowledging it has been heard. – By post
Digitally	4	11.1	<ul style="list-style-type: none"> – Mobile App – Contact form on website
Citizen Assemblies	3	8.3	<ul style="list-style-type: none"> – Citizens Assemblies
Miscellaneous	6	16.7	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Via email – Email works best for me – Email mailing list subscribers
In the post	21	23.3	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Notifications via Cardiff app – On the council app
Newsletters	6	6.7	<ul style="list-style-type: none"> – Local newsletters - area based and demographic based – Newsletter
Social Media	6	6.7	<ul style="list-style-type: none"> – Social media adverts – Instagram promotion
Posters / Flyers	5	5.6	<ul style="list-style-type: none"> – 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 Communitiy Buildings	4	4.4	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – local tv news – Radio, TV

Community groups	4	4.4	<ul style="list-style-type: none"> – housing associations – Via scheme managers in assisted living
Comments re local councillors	3	3.3	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Citizens panel for all council consultations, not just some. We can always opt out
Education Settings	2	2.2	<ul style="list-style-type: none"> – through schools - eg: in the primary times or email directly to families through schools.
Miscellaneous	8	8.9	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Hubs/Libraries – All hybs – Libraries and hubs
Community Centres	47	27.6	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – doctors' surgeries, pharmacies – hospital foyer/noticeboard – health centres (GP surgeries, dentists, opticians, etc)
Churches / Mosques / Temples etc	38	22.4	<ul style="list-style-type: none"> – Churches/ mosques etc. – church halls – places of worship
Leisure Centres	36	21.2	<ul style="list-style-type: none"> – Leisure centres – STAR Centre – Channel View
Shops	26	15.3	<ul style="list-style-type: none"> – local stores – SUPERMARKETS – markets
Education settings	23	13.5	<ul style="list-style-type: none"> – Schools – education settings (schools and adult education venues) – schools, colleges, universities
All	14	8.2	<ul style="list-style-type: none"> – 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

			<ul style="list-style-type: none"> – all council buildings
Gyms / Sports clubs	12	7.1	<ul style="list-style-type: none"> – Non-council gyms – sports facilities – gyms/leisure centres/swimming pools
Pubs	9	5.3	<ul style="list-style-type: none"> – Pubs – Bars / restaurants
Go where people are	5	2.9	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – have notices in places outside where people are - on park noticeboards, outside shops, – playing fields
Youth Clubs	4	2.4	<ul style="list-style-type: none"> – Butetown Youth Pavilion – Eastmoors Youth Centre
Miscellaneous	32	18.8	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – All of them – All local groups – Any and all
Locality groups	21	14.0	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Environmental groups such as Greenpeace and Friends of the Earth – Eg Reservoir groups – Allotments
Minority communities / Special interest groups	15	10.0	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Places of religion – Churches and other religious groups.
Sports Groups	12	8.0	<ul style="list-style-type: none"> – Sports clubs who are trusted in communities

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

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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Councillor interests

			<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Planning proposals – Forthcoming planning schemes – Town planning and services
Accessibility comments: simple language, searchable	36	9.9	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – A tracker of when citizens are asked for their views on things and whether this changed proposals/decisions - there is a lot

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

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+
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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

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Single Impact Assessment

Cardiff Council



1. Details of the Proposal

What is the proposal?

Title: Participation Strategy

Is this a new proposal or are you amending an existing policy, strategy, project, procedure or service?

New

Existing

Directorate/Service Area:

People and Communities / Performance & Partnerships

Who is developing the proposal?

Name: Gareth Newell

Job Title: Head Of Performance & Partnerships

Responsible Lead Officer (Director or Assistant Director):

Sarah McGill, Corporate Director People & Communities

Cabinet Portfolio:

- Cllr Sangani, Cabinet Member for Public Health and Equalities.
- Cllr Bradbury, Cabinet Member for Tackling Poverty, Equality and Public Health (Tackling Poverty & Supporting Young People)

Authorisation	
Completed By:	Dylan Owen
Job Title:	OM Policy & Improvement
Date:	14 June 2023
Approved By:	Gareth Newell
Job Title:	Head Of Performance & Partnerships

Document History – do not edit

The Single Impact Assessment (SIA) can be strengthened as time progresses, helping shape the proposal. Version control will provide a useful audit trail of how the SIA has developed. Draft versions of the assessment should be retained for completeness, however only the final version will be publicly available. Draft versions may be provided to regulators if appropriate.

Version	Author	Job Title	Date
1	Fiona Gibson	Senior Corporate Policy Officer	12/10/2022
2	Fiona Gibson	Senior Corporate Policy Officer	12/04/2023
3	Babita Parekh	Principle Equalities Officer	July 2023
4	Babita Parekh	Principle Equalities Officer	10 November 2023
5	Caryle Alleyne	Equalities Officer	13 November 2023
6	Gary Jones	Head of Democratic Services	17 November 2023
7	Dai Thomas	Bilingual Cardiff Policy Officer	17 November 2023
8	Babita Parekh	Principle Equalities Officer	16 December 2023

2. Overview of the Proposal

What action is the Council considering and why?

Please provide a detailed outline of the proposal. This information will support your findings in the impact assessments.

Section 39 of the Local Government and Elections (Wales) Act 2021 ('the Act') places a duty on principal councils in Wales to encourage local people to participate in their decision making. This includes where decisions are made in partnership with another body or the decision is delegated to an individual.

Section 40 of the Act requires a principal council to prepare and publish a public participation strategy specifying how it proposes to comply with the duty to encourage local people to participate in its decision making. A public participation strategy must, in particular, address:

- (a) ways of promoting awareness among local people of the principal council's functions;
- (b) ways of promoting awareness among local people of how to become a member of the principal council, and what membership entails;
- (c) ways of facilitating access for local people to information about decisions made, or to be made, by the principal council;
- (d) ways of promoting and facilitating processes by which local people may make representations to the principal council about a decision before, and after, it is made;
- (e) arrangements made, or to be made, for the purpose of bringing the views of the public to the attention of the Council's scrutiny committees in accordance with the requirements of Section 62 of the Local Government (Wales) Measure 2011;
- (f) ways of promoting awareness among members of the principal council of the benefits of using social media to communicate with local people.

In preparing a public participation strategy, a principal council must consult local people (i.e. people who live, work or study within the council's area) and such other persons as it considers appropriate.

The Administration's ['Stronger, Fairer, Greener'](#) policy statement, which was approved by the Council's Cabinet on 14 July 2022, includes the 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 Council's [Corporate Plan 2023-26](#) also includes the commitment to: *"Develop a draft of the Participation Strategy for public consultation by June 2023 with a focus on improving engagement with seldom heard voices and amplifying the voices of people who are currently less likely to get involved in the decision-making process."*

Cardiff Council's Participation Strategy has two distinct components; part one focusing on consultation and engagement to promote citizen voice in decision-making and part two focusing on promoting participation in the democratic process.

The draft Public Participation Strategy for 2023-2027 outlines the Cardiff Council's objectives, approach and mechanisms for encouraging and enabling public participation, together with information on how local people can influence decision-making Cardiff Council's Draft Public Participation Strategy has been developed in line with our commitments and priorities, as well as the legislation set out in the Act.

It supports our values by setting out how we will encourage and enable local people and communities in the city to be actively involved in decisions that affect them. It outlines how people can influence the council's decision-making, the mechanisms already in place to encourage and support local people to participate in our decision making and an action plan to build on these.

Cardiff Council exists to serve and represent the interests of its citizens and communities and is strongly committed to fostering a culture of partnership with local people and communities, encouraging and supporting them to participate in our decision making, and keeping them informed about how their participation has influenced decisions.

The Cardiff Research Centre are committed, and excellent work is continually undertaken as outlined in the main body of the strategy. Baseline assessment of the consultation and engagement work was undertaken to identify and develop a demographic profile of survey respondents. The data was analysed and compared with demographic data taken from the 2021 Census and Mid-Year Population Estimates. The analysis identified a lower response rate evident for the following groups:

- Lower socio-economic wards – Southern Arc
- Older People (+75 years old)
- Children and Young People
- Black, Asian and Minority Ethnic Communities
- People who identify as Disabled

9th November 2023 – Public Consultation and Engagement Update.

- Participation Strategy Consultation – Summary of Findings attached.
- Participation Strategy - Summary of methodology and contacts list attached.

Public Consultation and Engagement Methodology

As part of the development of the Participation strategy the Council Cardiff Research Team engaged extensively with a wide range of stakeholders, including local ward councillors in areas of low response, community organisations, representative bodies and Council Employee Networks.

This was to understand barriers to engagement and develop proposals for improvement, with a focus on understanding how the council can better reach out to groups who historically have not engaged in consultations.

The 11-week public consultation on this strategy, was hosted on the council's website, translated into various community languages and hard copies were printed and made publicly available, with freepost envelopes across the Council's extensive network of libraries and hubs, across the city. The online survey was sent to the members of the Citizen's Panel and links to the survey were also emailed to an extensive range of stakeholders, along with an invitation to request paper copies of the surveys in their choice of available languages.

Targeted engagement was also undertaken with stakeholder groups identified as being under-represented. This included direct engagement with advocacy groups and representative organisations and to support the consultation exercise, focus groups were convened to engage with:

- Older People (+75 years old)
- Children and Young People
- Black, Asian and Minority Ethnic Communities
- People who identify as Disabled

In addition, the Cardiff Research Team engaged directly with over 200 people from typically under-represented groups. This was done by working with local organisations, community groups, and front-facing council staff to find effective opportunities to interact.

Summary of Public Consultation and Engagement Response

Over 1,300 responses were received to the Participation Strategy consultation survey. Three in five respondents (60%) were already a member of the Council's Citizen's Panel; however, a fifth (19.4%) of respondents had never shared their views with the Council before.

Amongst those respondents who indicated that they had experienced barriers to participation, the biggest barriers were the thought that people's views were not taken into account (34.1%) and a lack of awareness of how to get involved (20.7%). Respondents would be more likely to share their views if they knew the results were taken into account (63.5%), if the engagement was on a topic that was of particular interest to them (51.7%) or if opportunities to get involved were better promoted (50.1%).

Respondents typically said that the Council's website would be their main source of information about the Council (80.1%), about local councillors and the work they do (79.0%), the decisions made by the Council (77.2%) and if they wanted to understand consultation and engagement opportunities (82.8%).

Of those surveyed, 85.9% had used the Council's website (providing a satisfaction rating of 61.8%) and 33.4% had used the Council's social media channels (providing a satisfaction rating of 43.5%). A number of respondents commented that the Council's 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.

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, and a lack of belief that doing so would have an impact. It was also made clear their appreciation of the effort being made to gather their views.

A number of organisations noted their commitment to supporting the Council to connect with communities across the city; however, limited resources meant that activity would be limited in the absence of a support budget.

Responding to the Views of Citizens

The final Participation Strategy has been updated, in response to the key messages emerging from the consultation and engagement of which include:

- Importance of face-to-face engagement with key groups
- Supporting community groups and organisations to promote engagement activity
- Consultation fatigue
- Closing the feedback Loop
- Accessibility
- Plain language
- Almost three-quarters of respondents (73.0%) felt a Democracy Portal would be useful, with over half (52.8%) likely to use it.
- Low levels of awareness of Scrutiny and the Council's Petition Scheme.
- Accessibility - Participation and engagement related information, including the Council's Constitution Guide, should consider the accessibility of documents (e.g. easy read, audio, subtitles, screen readers etc.) to support awareness of the processes.
- Better promotion of the opportunities to get involved and share their views with the Council.

Insight from analysis of the core surveys and key messages emerging from the consultation and engagement of respondents and stakeholders helped shape the action plan.

What are the costs and/or savings?

What will the proposal cost and how will it be funded?

How might costs be reduced through involvement and collaboration, across Cardiff Council and/or with external stakeholders?

Are there savings and how will these be realised?

Cost delivered within existing budgets, with citizen engagement an important component of shaping well informed and joined up policy.

3. Impact Assessments

Which impact assessments do you need to complete to support your proposal?

Further information is included about each assessment at the start of the relevant section.

The [Impact Assessment Screening Tool](#) provides advice tailored to your proposed policy, strategy or project regarding which impact assessments may be required and who to contact to find out more.

The screening tool is an online form with mainly multiple-choice questions which should take less than 10 minutes to complete.

Once the answers have been submitted, an automated email will be sent to you with the recommended next steps and details of who to contact for expert advice.

Put Yes or No next to each of the impact assessments listed below to indicate which ones are being carried out. For assessments which are not being carried out, please delete the relevant sections on the subsequent pages.

Impact Assessment	Completed: Y/N
A. Equality Impact Assessment	Y
B. Child Rights Impact Assessment	Y
C. Welsh Language Impact Assessment	Y
D. Habitats Regulations Assessment	N
E. Strategic Environmental Assessment	N
F. Data Protection Impact Assessment	N
G. Health Impact Assessment	N

For further information on all the above impact assessments including who to contact for advice, please visit the [Policy Portal](#).

A: Equality Impact Assessment

Guidance in completing this assessment can be accessed [here](#). Please consult the Equality Team for any further assistance with completing this assessment EqualityTeam@cardiff.gov.uk

Under the Equality Act 2010, “differential impact” means that people of a particular protected characteristic (e.g. people of a particular age) will be significantly more affected by the change than other groups.

Impact on the Protected Characteristics

Age

Will this proposal have a **differential impact [positive/negative]** on different age groups?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, however the evidence provided within the strategy identifies under-representation within this characteristic.

Targeted engagement was undertaken with stakeholder groups identified as being under-represented. This included direct engagement with advocacy groups and representative organisations and to support the consultation exercise, focus groups were convened to engage with Older People (+75 years old) and Children and Young People.

What action(s) can you take to address the differential impact?

The strategy proposes series of actions to encourage participation with younger people these include:

- Commit to undertaking the Child Friendly City Survey on a bi-annual basis.
- Develop, where appropriate, Child Friendly versions of consultations and surveys.
- Establish a new Cardiff Youth Citizen Panel to respond to major Council surveys.
- Explore options, with Cardiff’s Universities and Student Unions, options for improving engagement with students.
- Provide primary and secondary schools in Cardiff with a Democracy Ambassador Programme to support the Curriculum for Wales 2022.

The strategy proposes a series of actions to encourage participation with older people these include:

- Distribute hard copies of surveys to care homes and day centres.
- Promote participation in the Cardiff Citizens’ Panel with those over 75.
- Use community hubs and community groups to promote participation amongst older people.

No changes made to actions detailed above, post public consultation and engagement.

Disability

Will this proposal have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	X		
Learning Disability	X		
Long-Standing Illness or Health Condition	X		
Mental Health	X		
Neurodiversity	X		
Physical Impairment	X		
Substance Misuse	X		
Visual Impairment	X		
Other	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, however the evidence provided within the strategy identifies underrepresentation within this characteristic.

Targeted engagement was undertaken with stakeholder groups identified as being under-represented. This included direct engagement with advocacy groups and representative organisations and to support the consultation exercise, focus groups were convened to engage with people who identify as disabled.

What action(s) can you take to address the differential impact?

- Review how software and technology could improve access for, and engagement with, those with a disability, such as provision of digital surveys compatible with screen readers or provision of BSL.
- Rebrand Cardiff Research Centre reports to ensure that the colour scheme supports accessibility.
- Continue to ensure the Council provides accessible versions of documents e.g Easy Read, Braille, Compatibility with Screen Reader.

- Continue to ensure that all consultation and engagement material is plain language.
- Continue to ensure that the Council fully considers the accessibility of engagement venues, events and materials, including the need for BSL, Easy Read, Braille and Audio Loop etc as well as the physical accessibility of venues.
- Identify barriers and promote opportunities by engaging with representative and advocacy groups, including Council's Disability network, Access Equality Group and partner organisations.

Actions in Participation Strategy amended post public consultation and engagement:

- Review how software and technology could improve access for, and engagement with, those with a disability, such as provision of digital surveys compatible with screen readers or provision of BSL.
- Rebrand Cardiff Research Centre reports to ensure that the colour scheme supports accessibility.
- Continue to ensure the Council provides accessible versions of documents e.g. Easy Read, Audio, BSL, tactile map, subtitle, screen readers etc to support participation.
- Continue to ensure that all consultation and engagement material is plain language and an appropriate reading age.
- Continue to ensure that venues used for engagement and consultation purposes are fully accessible. This will include making sure that venues are physically accessible, that they are accessible by public and active transport, all event and promotional materials are fully accessible and have considered the need for BSL, easy read, and audio loop etc.
- Identify barriers and promote opportunities by engaging with representative and advocacy groups, including the Council's Disability Employee Network and Access Equality Group, and partner organisations.
- Develop a regular programme of engagement and consultation with representatives of the D/deaf community and those who are blind or partially sighted.
- Support the development of guidance on accessible communication and information.
- Guidance on accessible communication and information to be utilised for the content of the Democracy Portal.
- Raise awareness of the support available for disabled people including those who are neurodivergent, and other under-represented groups to participate and become candidates standing for public office.

Gender Reassignment

Will this proposal have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (Transgender people are people whose gender identity or gender expression is different from the gender they were assigned at birth.)	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including Transgender People. The strategy supports our values in encouraging local people and communities to become actively involved in shaping decisions that affect them.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people, and outlines Cardiff Council's approach to encouraging, and enabling public participation for all Cardiff residents.

No changes made post public consultation and engagement.

Marriage and Civil Partnership

Will this proposal have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage	X		
Civil Partnership	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including those who are married or in a civil partnership.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people, and outlines Cardiff Council's approach to encouraging, and enabling public participation for all Cardiff residents.

No changes made post public consultation and engagement.

Pregnancy and Maternity

Will this proposal have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	X		
Maternity	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including those who are pregnant or are in their maternity period.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people, and outlines Cardiff Council's approach to encouraging, and enabling public participation for all Cardiff residents.

No changes made post public consultation and engagement.

Race

Will this proposal have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	X		
Mixed / Multiple Ethnic Groups	X		
Asian / Asian British	X		
Black / African / Caribbean / Black British	X		
Other Ethnic Groups	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all the protected characteristics, regardless of ethnicity, lifestyle or background. However, the evidence provided within the strategy identifies under-representation within this characteristic.

Targeted engagement was undertaken with stakeholder groups identified as being under-represented. This included direct engagement with advocacy groups and representative organisations and to support the consultation exercise, focus groups were convened to engage with Black, Asian and Minority Ethnic Communities

What action(s) can you take to address the differential impact?

- Work with the Council’s Black Asian & Minority Ethnic Staff Network, as well as external organisations, including C3SC etc to promote surveys and feedback results.
- Increase the use of face-to-face engagement and group engagement to supplement survey work.
- Where appropriate, publish Council consultations in community languages, beginning with Arabic, Polish and Bengali, and work with community groups and leaders to promote them.
- Identify under-represented groups and diverse communities and tailor electoral registration (throughout the year and annual canvass) and voter participation campaigns (election time).

Religion, Belief or Non-Belief

Will this proposal have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	X		
Christian	X		
Hindu	X		
Humanist	X		
Jewish	X		
Muslim	X		
Sikh	X		
Other belief	X		
No belief	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including the many religions and faiths that serve our communities.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement with all groups of people, and outlines Cardiff Council’s approach to encouraging, and enabling public participation for all Cardiff residents, including those who identify as having no belief.

No changes made post public consultation and engagement.

Sex

Will this proposal have a **differential impact [positive/negative]** on male, female or non-binary persons?

	Yes	No	N/A
Male persons	X		
Female persons	X		
Non-binary persons	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including Sex.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people, and outlines Cardiff Council's approach to encouraging, and enabling public participation for all Cardiff residents.

No changes made post public consultation and engagement.

Sexual Orientation

Will this proposal have a **differential impact [positive/negative]** on people with different sexual orientations?

	Yes	No	N/A
Bi	X		
Gay	X		
Lesbian	X		
Heterosexual	X		
Other	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including people of different sexual orientations.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people, and outlines Cardiff Council's approach to encouraging, and enabling public participation for all Cardiff residents.

No changes made post public consultation and engagement.

Socio-economic Duty

Is the change anticipated to reduce or contribute to inequality of outcome as a result of socio-economic disadvantage? (e.g. will the change negatively impact on those on low-incomes or those living in deprived areas?)

	Yes	No	N/A
Socio-economic impact	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, the evidence provided within the strategy identifies underrepresentation with groups of people in areas characterised by socio-economic disadvantage.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

- Improve engagement rates by ward, with a particular focus on wards with a typically low response rate, by:
 - Supporting Local Ward Councillors to promote engagement opportunities within their ward.
 - Increasing the use of face-to-face engagement to supplement survey work with under-represented groups.
 - Encouraging residents to provide their postcode when responding to surveys and continuing to use geotargeting to reach respondents in certain parts of the city.
 - Further developing reach into local online community groups
- Enhance local community engagement on all major regeneration projects.
- Improve engagement with Council tenants by diversifying methods of engagement, such as posting hard copies of surveys directly to tenants.
- Explore options to recruit volunteers to promote surveys with certain groups in part of the city.
- **Identify under-represented groups and diverse communities and tailor electoral registration (throughout the year and annual canvass) and voter participation campaigns (election time).**

Welsh Language

Will this proposal have a **differential impact [positive/negative]** on the Welsh language?

	Yes	No	N/A
Welsh language	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The strategy aims to improve participation across all of the protected characteristics, including Welsh Language users.

No changes made post public consultation and engagement.

What action(s) can you take to address the differential impact?

The strategy will promote engagement will all groups of people.

The strategy outlines Cardiff Council’s approach to encouraging, and enabling public participation for all Cardiff residents and will ensure any and all information is provided in both Welsh and English.

No changes made post public consultation and engagement.

Consultation and Engagement

What arrangements have been made to consult/engage with equality/ community organisations, especially those who are representative of those you have identified as being likely to be affected?

Work has been undertaken with the Cardiff Research Centre to develop a programme of public consultation, with a specific focus on the under-represented groups identified in the Strategy and accompanying Cabinet Report.

Initial consultation that was carried out in the development of the strategy also included Ward meetings with Councillors and various stakeholders. Further information can be provided.

The Participation Strategy has been subject to an extensive consultation and engagement, during an 11-week period - detailed findings noted in Section 2 above.

Summary of Actions (Listed in the sections above)

	Actions
Age	<p>Undertake a regular programme of work with schools building on the Child Friendly survey and other engagement work being undertaken.</p> <p>Develop, where appropriate, Child Friendly versions of consultations and surveys.</p> <p>Establish a new Cardiff Youth Citizen Panel to respond to major Council surveys.</p>

	<p>Explore options, with Cardiff's Universities and Student Unions, options for improving engagement with students.</p> <p>The strategy proposes a series of actions to encourage participation with older people these include:</p> <p>Distribute hard copies of surveys to care homes and day centres to ensure accessibility to older people.</p> <p>Promote participation in the Cardiff Citizens' Panel with those over 75.</p> <p>Use community hubs and community groups to promote participation amongst older people.</p> <p>Provide primary and secondary schools in Cardiff with a Democracy Ambassador Programme to support the Curriculum for Wales 2022.</p>
Disability	<p>Review how software and technology could improve access for, and engagement with, those with a disability, such as provision of digital surveys compatible with screen readers or provision of BSL.</p> <p>Rebrand Cardiff Research Centre reports to ensure that the colour scheme supports accessibility.</p> <p>Continue to ensure the Council provides accessible versions of documents e.g Easy Read, Braille, Compatibility with Screen Reader.</p> <p>Continue to ensure that all consultation and engagement material is plain language.</p> <p>Actions in Participation Strategy amended post public consultation and engagement:</p> <ul style="list-style-type: none"> • Review how software and technology could improve access for, and engagement with, those with a disability, such as provision of digital surveys compatible with screen readers or provision of BSL. • Rebrand Cardiff Research Centre reports to ensure that the colour scheme supports accessibility. • Review the Council's approach to providing accessible versions of documents (e.g. easy read,

	<p>audio, BSL, tactile map, subtitles, screen readers etc.) to support participation.</p> <ul style="list-style-type: none"> • Continue to ensure that all consultation and engagement material is plain language and an appropriate reading age. • Continue to ensure that the Council fully considers the need for engagement venues to be physically accessible and accessible by active / public transport, events and materials, including the need for BSL, Easy Read, and Audio Loop etc • Identify barriers and promote opportunities by engaging with representative and advocacy groups, including the Council's Disability Employee Network and Access Equality Group, and partner organisations. • Develop a regular programme of engagement and consultation with representatives of the D/deaf community and those who are blind or partially sighted. • Develop guidance on Accessible Communication and Information. • Raise awareness of the support available for disabled people including those who are neurodivergent, and other under-represented groups to participate and become candidates standing for public office.
Gender Reassignment	<p>Promote engagement will all groups of people. No changes made post public consultation and engagement.</p>
Marriage & Civil Partnership	<p>Promote engagement will all groups of people. No changes made post public consultation and engagement.</p>
Pregnancy & Maternity	<p>Promote engagement will all groups of people. No changes made post public consultation and engagement.</p>
Race	<p>Work with the Council's Black, Asian & Minority Ethnic Staff Network, as well as external organisations, including Cardiff Third Sector Council (C3SC), to promote surveys and feedback results.</p> <p>Increase the use of face-to-face engagement and group engagement to supplement survey work.</p>

	<p>Where appropriate, publish Council consultations in community languages, beginning with Arabic, Polish and Bengali, and work with community groups and leaders to promote them.</p> <p>Provide primary and secondary schools in Cardiff a Democracy Ambassador Programme to support the Curriculum for Wales 2022.</p> <p>Raise awareness of the support available for disabled people including those who are neurodivergent, and other under-represented groups to participate and become candidates standing for public office.</p>
Religion/Belief	<p>Promote engagement will all groups of people.</p> <p>No changes made post public consultation and engagement.</p>
Sex	<p>Promote engagement will all groups of people.</p> <p>No changes made post public consultation and engagement.</p>
Sexual Orientation	<p>Promote engagement will all groups of people.</p> <p>No changes made post public consultation and engagement.</p>
Socio-economic Impact	<p>Improve engagement rates by ward, with a particular focus on wards with a typically low response rate, by:</p> <ul style="list-style-type: none"> - Supporting Local Ward Councillors to promote engagement opportunities within their ward. - Increasing the use of face-to-face engagement to supplement survey work with under-represented groups. - Encouraging residents to provide their postcode when responding to surveys and continuing to use geotargeting to reach respondents in certain parts of the city. - Further developing reach into local online community groups <p>Enhance local community engagement on all major regeneration projects.</p> <p>Improve engagement with Council tenants by diversifying methods of engagement, such as posting hard copies of surveys directly to tenants.</p>

	<p>Explore options to recruit volunteers to promote surveys with certain groups in part of the city.</p> <p>Identify under-represented groups and diverse communities and tailor electoral registration (throughout the year and annual canvass) and voter participation campaigns (election time).</p>
Welsh Language	<p>Promote engagement will all groups of people.</p> <p>No changes made post public consultation and engagement.</p>
Generic / Over-Arching (applicable to all the above groups)	<p>Promote engagement will all groups of people.</p> <p>The following overarching actions have been amended / included in the Participation Strategy post public consultation and engagement:</p> <p>Improve consultation feedback with respondents and the wider public by:</p> <ul style="list-style-type: none"> • Developing a new design template and brand for the Cardiff Research Centre, focused on improving the presentation of information. • Working with Directorates and providing guidance on how to communicate the findings, outcomes and impact of consultation to close the feedback loop in communities. • Develop a feedback programme to share findings and outcomes with consultees. Including: • Producing a regular consultation feedback newsletter which details the results and impact of recent consultations, which is shared with all stakeholders. • Establish a targeted feedback programme to build trust and links with communities least likely to engage. • Major consultation and engagement exercises will involve direct engagement including face-to-face with under-represented groups and anyone with a protected characteristic identified through an Equality Impact Assessment as being disproportionately impacted. • A pilot Participation Fund is established to support community groups and organisations to promote

engagement activity and support the Council to connect with communities across the city.

- Adopt a targeted approach to engagement through the development of a community directory of Cardiff organisations and groups, which includes detailed information about the people they support and work with to avoid consultation fatigue.
- Develop guidance on Accessible Communication and Information.
- Consult annually on the Council's Budget priorities.
- Approve and publish a Guide to the Constitution of Cardiff Council.
- Continue the development for the launch of a Democracy Portal for Cardiff.
- Provide "Democracy" videos which would be made available on the Portal and provide information on:
 - Councils in Wales and their differences
 - The importance of diversity in democracy
 - Being a Councillor – supporting you to meet the challenge
 - What the Council can do for you and your local community
 - Making the difference as a Councillor
- Develop a "Democracy" Communication Plan to promote the information and opportunities that are available to inform the democratic processes.
- Develop an interactive "Democracy Portal" to provide a focal point for information to support the democratic processes to enhance awareness and engagement.
- Utilise the Council's existing social media channels where appropriate to promote opportunities for the public to get involved and share their views with the Council.
- Develop a Democracy Facebook site to assist in the promotion of these opportunities. This is recognised as a social media channel primarily used by over 35- year-olds.
- Consider the subsequent development of a Democracy Twitter/X social account to engage with younger people.

	<ul style="list-style-type: none"> • Consider the creation of Democracy social media accounts on appropriate social media platforms. • Raise awareness through the use of the “Democracy Portal” and social media to enhance the process for engaging with Scrutiny and informing the Council's decision-making and policies. • Raise awareness through the use of the “Democracy Portal” and social media of the Council’s Petition Scheme. • Undertake review of the Council’s Petition Scheme following a period of awareness raising. • Develop decision-making flow charts to explain the decision-making process of the Council and enhance public awareness. • Support the development of guidance on accessible communication and information. • Guidance on accessible communication and information to be utilised for the content of the Democracy Portal. • Develop Democratic “pathway” documents to inform the Youth Council and other groups who wish to stand for office as a Councillor. • Provide mentoring and shadowing training for Councillors. • Provide Councillors with social media and general media training to encourage them to use these facilities to inform and engage with their constituents. • Liaise with stakeholders to identify and deliver opportunities for mentoring and shadowing Councillors in their role. Stakeholders to include: <ul style="list-style-type: none"> – Women’s Equality Network Wales – Electoral Reform Society Cymru – Race Council Cymru, – EYST Wales (Ethnic Youth Support Team) – Cardiff Youth Council – Youth Parliament Wales
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	<ul style="list-style-type: none"> • Liaise with stakeholders to identify measures to assist those residents with protected characteristics to stand for office. • Provide primary and secondary schools in Cardiff a Democracy Ambassador Programme to support the Curriculum for Wales 2022. • Identify under-represented groups and diverse communities and tailor electoral registration (throughout the year and annual canvass) and voter participation campaigns (election time). • Develop accessible information and guidance for electors. <p><u>Diverse Council Declaration:</u></p> <ul style="list-style-type: none"> • Review the Council Schedule of Remuneration processes and documentation to ensure ease of use. • Identify opportunities to demonstrate high standards of support and development for our Elected Members. • Enhance awareness and understanding of the role and functions of local Councillors and the Council. • Seek support from all Elected Members and political groups on the Council to work with local party associations to encourage recruitment of candidates from under-represented groups. • Encourage and enable people from under-represented groups to stand for office.
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Next Steps

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area’s Business Plan to be monitored on a regular basis.

Where the Equality Impact Assessment shows negative impacts, you must append the form to the Cabinet or Officer Decision Report.

On completion of this Assessment, please ensure that the whole form is submitted to the Equality Team mailbox so that there is a record of all assessments undertaken in the Council EqualityTeam@cardiff.gov.uk

B: Child Rights Impact Assessment

The aim of a Child Rights Impact Assessment is to put children and young people at the forefront of decision-making. The assessment helps officers to consider how the rights of children and young people may be affected by a proposed policy or project.

Click [here](#) to start a Child Rights Impact Assessment.

You will receive an automated email containing a link to your Child Rights Impact Assessment template and the Child Friendly Cardiff Team will be in contact to support you.

Guidance for Local Government prepared by Unicef is available here:
[Child Rights Impact Assessment - Child Friendly Cities & Communities \(unicef.org.uk\)](https://www.unicef.org.uk/child-rights-impact-assessment-child-friendly-cities-communities)

For further information or assistance in completing the Child Rights Impact Assessment, please contact the Child Friendly Cardiff Team ChildFriendlyCardiff@cardiff.gov.uk

Next Steps

Where it is considered that a Child Rights Impact Assessment is required, you must append the form to the Cabinet or Officer Decision Report.

July 2023 – CRIA completed online as prescribed above. Liaison Officers allocated – Tom Pughsley, Robin Bonar-Law and Carey Davies and Jamie Scriven. Questions asked and answered via CRIA Support – Participation Strategy Teams Group.

Summary of Public Consultation and Engagement Response above.
No changes made post public consultation and engagement.
EIA to be attached to Cabinet Report.

C: Welsh Language Impact Assessment

Please consult with Bilingual Cardiff for any assistance with completing this assessment by emailing [Materion Polisi Iaith Gymraeg / Welsh Language Policy Matters](#)

Welsh Language Standards 88-97

Standard 88

Will this proposal have a **differential impact [positive/negative]** on:

	Yes	No	N/A
The opportunities for persons to use the Welsh language?	X		
Treating the Welsh language no less favourably than the English language?	X		

Please give details/ consequences of the differential impact, and provide supporting evidence, if any.

Positive impact. The strategy will promote engagement with Welsh Speakers.

When carrying out any form of engagement, we must do so bilingually and work in accordance with the requirements of the Welsh Language Standards. Where consultations are to do with developing or updating policies, strategies or any form of service delivery, those consultations must be done in accordance with Welsh Language Standards 91-93. Cardiff Council's full Welsh Language Standards Compliance Notice can be found [here](#).

Wrth gynnal unrhyw fath o ymgysylltu, rhaid i ni wneud hynny'n ddwyieithog ac yn unol â Safonau'r Gymraeg. Lle bo ymgynghoriadau yn ymwneud â datblygu neu ddiweddarau polisiâu, strategaethau neu unrhyw ddull o gyflenwi gwasanaeth, rhaid cynnal yr ymgynghoriadau hynny yn unol â Safonau'r Gymraeg 91-93. Mae Hysbysiad Cydymffurfio Safonau'r Gymraeg llawn Cyngor Caerdydd i'w weld [yma](#).

Standard 89

Could this proposal be formulated or re-formulated, so that it would have positive effects, or increased positive effects, on:

The opportunities for persons to use the Welsh language?

Promote engagement will all groups of people.

Summary of Public Consultation and Engagement Response above.
No changes made post public consultation and engagement.

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Treating the Welsh language no less favourably than the English language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Standard 90

Could this proposal be formulated or re-formulated to ensure that it does not have adverse effects, or a decreased adverse effect, on:

The opportunities for persons to use the Welsh language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Treating the Welsh language no less favourably than the English language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Standard 91

When consulting on the proposal, were views considered, and sought, on the effects (both positive and negative) that it would have on:

The opportunities for persons to use the Welsh language?
<p>When carrying out any form of engagement, we must do so bilingually and work in accordance with the requirements of the Welsh Language Standards. Where consultations are to do with developing or updating policies, strategies or any form of service delivery, those consultations must be done in accordance with Welsh Language Standards 91-93. Cardiff Council’s full Welsh Language Standards Compliance Notice can be found here.</p> <p>Wrth gynnal unrhyw fath o ymgysylltu, rhaid i ni wneud hynny’n ddwyieithog ac yn unol â Safonau’r Gymraeg. Lle bo ymgynghoriadau yn ymwneud â datblygu neu ddiweddarau polisiau, strategaethau neu unrhyw ddull o gyflenwi gwasanaeth, rhaid cynnal yr ymgynghoriadau hynny yn unol â Safonau’r Gymraeg 91-93. Mae Hysbysiad Cydymffurfio Safonau’r Gymraeg llawn Cyngor Caerdydd i’w weld yma.</p>

Treating the Welsh language no less favourably than the English language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Standard 92

Did the consultation seek and give consideration to views on how the proposal could have positive, or increased positive effects, on:

The opportunities for persons to use the Welsh language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Treating the Welsh language no less favourably than the English language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Standard 93

Did the consultation seek and give consideration to views on how the proposal could have no adverse effects, or decreased adverse effects, on:

The opportunities for persons to use the Welsh language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Treating the Welsh language no less favourably than the English language?
Promote engagement will all groups of people. No changes made post public consultation and engagement.

Standard 94

If the proposal includes the awarding of grants, has consideration been given to the guidance presented in Cardiff Council's Policy on Awarding Grants in Compliance with the Welsh Language Standards with regard to:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?
N/A

Standard 95

If research was undertaken or commissioned to assist with the development of the proposal, did it give consideration to whether it would have a **differential impact [positive/negative]** on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?
N/A

Standard 96

Did the research undertaken or commissioned to assist with the development of the proposal give consideration to how it could have a positive effect, or increased positive effects, on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?
N/A

Standard 97

Did the research undertaken or commissioned to assist with the development of the proposal give consideration to how it could have no adverse effect, or decreased adverse effects, on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?
N/A

Material and Services

In addition to the impact assessment to ensure that the proposal meets the requirements of the Welsh Language Standards, consideration must also be given to the supporting materials and services that may be required.

These include (please click on the hyperlinks to view detailed information about the requirements under the Welsh Language Standards):

- [Correspondence](#) - receiving and replying (emails, letters, online communication).
- [Telephone](#) – receiving and answering calls.
- [Meetings & Public Events](#) – public meetings or events, group meetings, consultation, individual meetings.
- [Public Messages – electronic – video](#)
- [Signs, Notices & Display Material](#)
- [Publicity & Advertising](#)
- [Producing Public Documents](#) - policies, strategies, annual reports, corporate plans, guidelines, notices, codes of practice, consultation papers, licences, certificates, rules, brochures, leaflets, pamphlets or cards, ticket/vouchers.
- [Producing Forms](#)
- [Reception Services](#)
- [Websites, Apps and Online Services](#)
- [Social Media](#)
- [Self Service Machines](#)
- [Education Training Courses](#)
- [Public Address Announcements](#)

Are all supporting materials and services compliant with the requirements of the Welsh language standards?

Yes.

Cardiff Council’s Welsh Language Skills Strategy

This strategy may be viewed here and additional guidance documents have been produced to support its implementation:

- [Assessing Welsh Language Skills and Identifying Welsh Essential Roles](#)
- [Recruitment, Selection, and Interview Procedures and the Welsh Language](#)

Do you have access to sufficient Welsh speaking staff to support the delivery of the proposal in compliance with the requirements of the Welsh language standards?

Yes.

Next Steps

Where it is considered that a Welsh Language Impact Assessment is required, you must append the form to the Cabinet or Officer Decision Report.

A copy must also be emailed to Bilingual Cardiff Bilingualcardiff@cardiff.gov.uk

D: Habitats Regulations Assessment

	Yes	No
Will the proposal affect a European site designated for its nature conservation interest*, or steer development towards an area that includes a European site, or indirectly affect a European site?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

** Only two European sites designated for nature conservation interest lie within Cardiff's boundaries – the Severn Estuary and Cardiff Beech Woods, but be aware if your project affects an area close to a neighbouring authority.*

If the answer is 'Yes', then a screening exercise may need to be conducted to determine if a Habitats Regulations Assessment is required or not.

Contact the [Biodiversity Team](#) who will guide you through the process.

E: Strategic Environmental Assessment

	Yes	No
Does the strategy, policy or activity set the framework for future development consent?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Is the strategy, policy or activity likely to have significant environmental effects (positive or negative)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you have answered 'Yes' to both of the above questions, then a full Strategic Environmental Assessment Screening is needed.

Contact the [Sustainable Development Unit](#) who will guide you through the process.

F: Data Protection Impact Assessment

	Yes	No
Will the proposal involve processing information that could be used to identify individuals?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If the answer is 'Yes', then a Data Protection Impact Assessment may be required.

Click [here](#) to read the guidance and start the Data Protection Impact Assessment process if needed.

For further information, contact the [Data Protection Service](#).

G: Health Impact Assessment

A Health Impact Assessment helps to develop policies and projects that consider the mental, physical and social health and well-being of a population during planning and development. Considering health inequalities and their impacts on local communities is an essential part of any Health Impact Assessment.

Health Impact Assessments will become a statutory requirement for public bodies in specific circumstances in the future. These circumstances have yet to be published by Welsh Government.

For further information and advice, please contact the Wales HIA Support Unit.

Website: [Home - Wales Health Impact Assessment Support Unit \(phwwhocc.co.uk\)](http://phwwhocc.co.uk)

Email: WHIASU.PublicHealthWales@wales.nhs.uk

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Guide to the Constitution

Of Cardiff Council

Produced pursuant to section 45 of the
Local Government and Elections (Wales) Act 2021

Draft: Version 1.a

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Introduction

The Constitution

Cardiff Council consists of 79 elected councillors who make up the full Council meeting. 10 of these form the cabinet which takes key policy decisions. However, some decisions, such as the budget are reserved for all 79 Cllrs at full Council. Other decisions are delegated by Council or Cabinet to committees of Cllrs such as the Planning or Licensing Committee, or to officers, possibly in consultation with the relevant Cabinet member. The Constitution sets out who can take which decisions, how those decisions may be made, and includes Codes of Conduct and Protocols which should be followed.

The constitution is important because:

- It sets out the Council's decision-making process to ensure that decisions made in accordance with it are lawful, transparent and accountable.
- It supports you to participate in decisions that affect you.
- Helps Councillors to represent their constituents effectively; and
- Enables you and other Councillors to hold the Council to account.

The Constitution sets out clearly how you can expect decisions to be made. A copy of the Constitution is available from the Council's offices and or can be viewed on the Council's website.

This guide

This guide is designed to help you to understand how the Council works to deliver services in your area. It provides an overview of the Council's constitution and explains key sections of the constitution in clear and simple language.

It may also be of use to those organisations that work with the Council to deliver services in the Council's area.

The first part of this guide explains why the constitution is important and how it is reviewed and updated.

It aims to answer questions such as: -

- [Why does the Council have a constitution?](#)
- [How can I get a copy of the constitution?](#)

- [Who is responsible for keeping the constitution up to date?](#)

The second part of this guide explains how the Council is structured. It describes the Council's democratic bodies as well as how decisions are made and by whom. It explains the functions of the Council, its Cabinet and its committees, and which body of the Council is responsible for particular policies and decisions.

It aims to answer questions such as:

- [What does my local Councillor do?](#)
- [What does the Council do?](#)
- [What happens at Council meetings?](#)
- [How does the Council make decisions?](#)
- [How can I find out what the Council decided about an issue that affects me?](#)
- [What does the Cabinet do?](#)
- [How does the Cabinet make decisions?](#)
- [What do the Council's committees do?](#)

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- [Who is responsible for governance, audit and risk management?](#)

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- [Who is responsible for upholding local democracy?](#)

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- [What does the licensing committee do?](#)

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- [What does the planning committee do?](#)

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- [How are decisions scrutinised?](#)

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- [Who is responsible for upholding standards and holding Councillors to account for their conduct?](#)

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The third part of this guide explains the roles and responsibilities of elected members and paid officers of the Council. It describes the jobs they do, and how they work together to deliver the Council's functions and priorities. It also explains the codes of conduct that govern councillors' and officers' conduct and the standards of behaviour that you can expect from them.

It aims to answer questions such as: -

- [What does the Lord Mayor and Chair of Council do?](#)
- [What does the Leader do?](#)
- [What happens if the Leader is unable to perform their duties?](#)
- [My Councillor is a member of the Cabinet, what does this mean?](#)
- [How are members of the Cabinet supported?](#)
- [What does the Chief Executive do?](#)

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- [What responsibilities does the Monitoring Officer have?](#)

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- [Who is responsible for ensuring that the Council's democratic policies and procedures are complied with?](#)

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- [How should Councillors behave?](#)

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- [How should Officers behave?](#)

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- [Are there any special requirements when Councillors or Officers decide planning applications?](#)

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- [How can I complain about the behaviour of a Councillor?](#)

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- [How do I report concerns about the conduct of a paid Officer of the Council?](#)

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The fourth part of this guide provides a summary of the key policies and procedures that govern how the Council carries out certain functions.

It aims to answer questions such as: -

- [Where can I find the Council's key plans and strategies?](#)
- [How is the Council's policy framework decided?](#)
- [How does the Council set its budget?](#)

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- [Can decisions be taken that do not comply with the budget or policy framework?](#)
- [Can money be moved from one budget head to another once the budget has been adopted?](#)
- [What other policies and procedures govern how the Council manages its budget?](#)

- [Are there any restrictions on how the Council buys in goods and services?](#)

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- [How does the Council enter into contracts and agreements?](#)

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The final part of this guide explains how you can engage with, and get involved in, your Council and local democracy. It explains how your councillors are elected, how you can contact your councillor, raise questions and speak at meetings, and how you can use petitions to raise issues that are important to you with the Council.

It aims to answer questions such as: -

- [How can I find out when meetings of the Council and its committees and bodies are taking place?](#)
- [How can I find out what will be discussed at a particular meeting?](#)
- [How can I find out when an issue I am concerned about will be decided?](#)

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- [Can I ask a committee or body of the Council to look into a particular issue?](#)
- [Can I attend meetings of the Full Council?](#)
- [Can I attend other meetings?](#)
- [Can I speak at a meeting?](#)

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- [Can I ask a question at a meeting?](#)

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- [How can I find out what the Council decided?](#)
- [Can I view the Council's accounts to understand how my council tax is spent?](#)

Signposts to the most relevant sections of the constitution and to additional resources available on the Council's website are provided throughout this guide to enable you to read more on a particular topic if you wish.

There is also a detailed index on the last page of this guide to allow you to quickly look up specific topics and issues of interest to you.

If there is anything in this guide which is unclear, or anything is missing, please let us know so we can improve it.

You can get in touch by emailing [Democratic Services](#) who will direct your query as necessary

Part 1 The Constitution

The constitution governs the way in which the Council, Councillors and officers working at the Council work together to deliver the Council's functions. It ensures that everyone at the Council acts lawfully, fairly and appropriately and that the Council's functions are performed properly and effectively.

→ Article 1.3 of the constitution explains the purpose of the constitution.

You can obtain a copy of the constitution from the Council's offices and view it on the Council's website. A copy of the constitution must also be provided to each Councillor when they are elected to the Council.

→ You can access the [Council's constitution](#) on the Council's website

→ Article 15.3 of the constitution explains where, when and how the constitution must be published

The Monitoring Officer is responsible for maintaining and reviewing the constitution. The Monitoring Officer is also responsible for deciding how the constitution should be understood and applied. You can read more about the Monitoring Officer's role in Part 4 of this guide.

The Full Council is responsible for agreeing the constitution. The Council has set up a Constitution Committee to review and recommend any changes to the Constitution. The Constitution Committee can make some constitution changes on behalf of the Council, but most changes to the constitution are recommended to the Full Council for approval.

The Monitoring Officer may also make minor changes to the constitution. For example, where there is a change in the law that affects the constitution, or where a minor change is needed to clarify a provision in the constitution that is unclear.

→ Article 14 of the constitution explain how the constitution is agreed and how it can be changed.

→ Appendix 2 to Part 3 of the constitution sets out the constitution changes which can be made by the Constitution Committee

The constitution also governs how meetings of the Council and its committees should be conducted. The person chairing a meeting will be responsible for ensuring that the constitution is followed during that meeting.

→ Key words and phrases are defined and explained in Article 15.2 of the constitution.

Part 2 The Council's democratic structures

The Council is made up of Councillors who are elected every five years to represent people living in different parts of the Council's area (referred to in the constitution as 'electoral divisions' or 'wards').

Councillors are responsible for everyone living in the Council's area, but they have a special duty to people living in their ward.

→ Article 2 of the constitution provides an overview of how individual Councillors work together as the Council.

All Councillors meet together regularly as the Full Council. The Full Council is responsible for setting the Council's budget, policy priorities and overall policy framework.

At the start of every year, the Full Council will elect one Councillor as Lord Mayor. The Lord Mayor is responsible for chairing meetings of the Full Council and ensuring that decisions are taken properly and in accordance with the rules. The Lord Mayor is also a civic position and is responsible for carrying out certain ceremonial functions.

You can read more about these roles in Part 3 of this guide.

The Council appoints a small number of individual councillors, usually from the majority political party to the Cabinet. Members of the Cabinet are responsible for specific policy areas, commonly referred to as portfolios. [Cabinet members' portfolios](#) are not included in the constitution because they may change from time to time, but portfolios are shown on the Council's website.

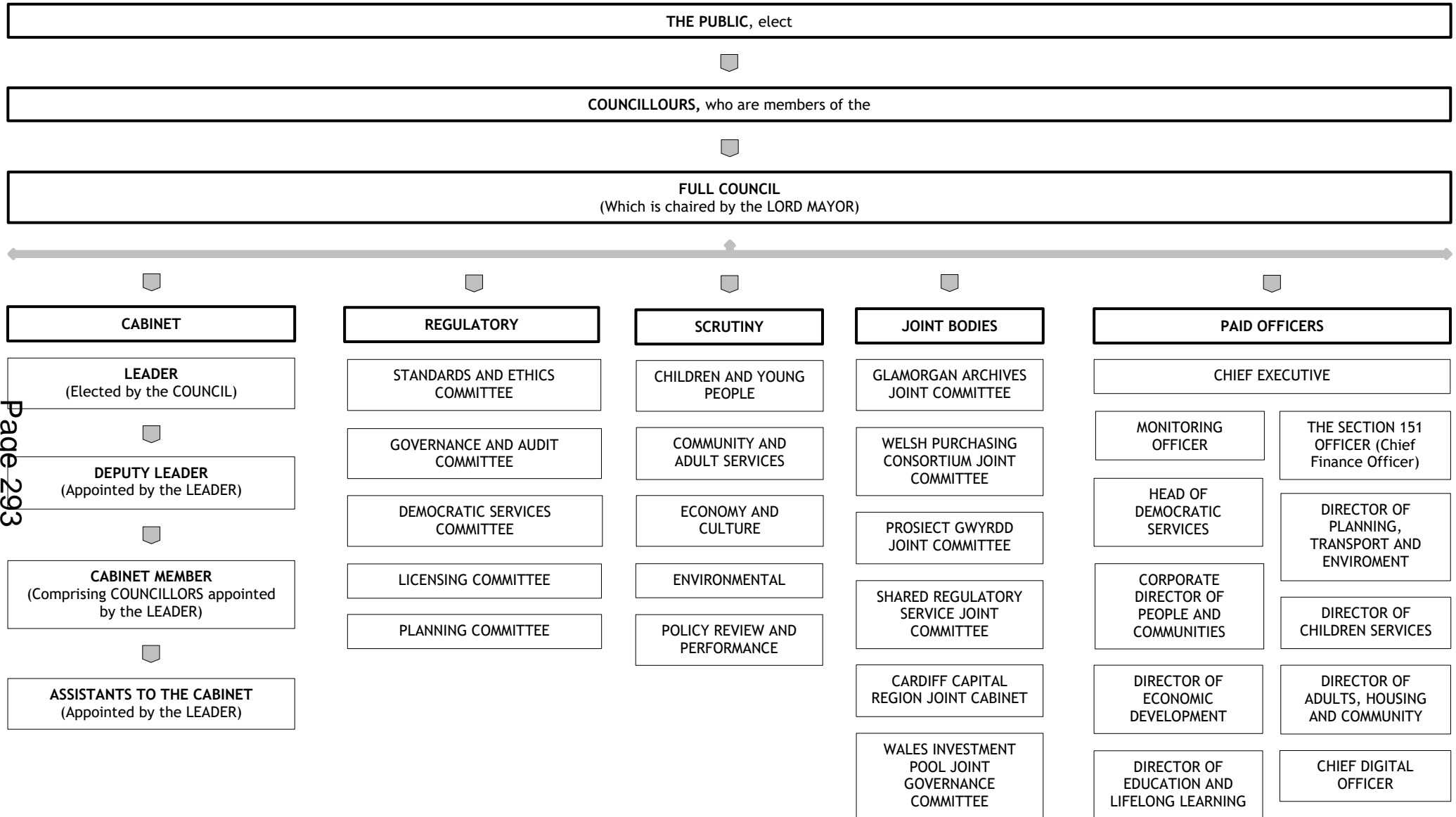
The Cabinet meets regularly to take collective decisions on those aspects of the Council's work which the Cabinet is responsible for.

Some of the Council's functions are carried out by committees. Committees are small groups of Councillors that meet together to carry out certain of the Council's regulatory and scrutiny functions. Committees have a number of members from each political group, in the same proportion as the number of councillors from each political group on the Council overall (referred to as 'political balance' or 'political proportionality'), unless everyone agrees otherwise.

The Council may engage such paid staff (referred to as officers) as it considers necessary. The Cabinet, Full Council and committees may delegate functions to officers. Further information on delegations can be found in the [officers' scheme of delegations](#)

You can read more about all of these structures in the following sections of this Part of the guide.

Structure Chart



Councillors

Councillors are elected by the people living in a particular ward to represent them on the Council. However, Councillors are also accountable to the wider community and must act in the best interests of everyone living in the Council's area.

If you want to raise an issue with the Council and are not sure who to contact, you may wish to contact your Councillor to ask for help.

→ You can find out who [your local Councillor](#) is and their contact details on the Council's website

All Councillors are members of the Full Council, and they may also be members of one or more of the Council's members bodies (such as the Cabinet or a committee). Where Councillors act as a member of a particular Council body, they are referred to in the constitution as 'Members'.

→ This is explained more fully in the list of definitions in Article 15.2 of the constitution.

Councillors have certain rights that are set out in the constitution, which enable them to raise issues and make representations on your behalf.

For example, Councillors may: -

- see any information which they need in order to fulfil their role as a member of the Council;
- attend any meeting of the Council, its committees or the Cabinet;
- speak at any meeting of any Council body which they are a member of;
- with the permission of the chair, speak at any meeting of any Council body (even if they are not a member of that body);
- talk to the Leader, or members of the Cabinet or Council officers about any aspect of Council business; and
- raise complaints.

→ Councillors' rights and duties are set out in Article 2 of the constitution.

→ Councillors' rights to information are set out in Rule 18 of the Access to Information Procedure Rules and the Protocol on Members' Rights of Access to Information and Documents.

Councillors may also raise questions at meetings of the Full Council and the Council's committees and sub-committees, submit motions to the Full Council and call-in decisions.

→ The rules surrounding how these rights are exercised are set out in the procedure rules for each type of meeting: Council Meeting Procedure Rules; Committee Meeting Procedure Rules; Planning Committee Procedure Rules; and Scrutiny Procedure Rules.

Full Council

→ Article 4 of the constitution governs the Full Council.

What does the Full Council do?

The law requires that certain important decisions are taken by all Councillors meeting together as the Full Council. These are referred to in the constitution as functions of the Full Council. The Council may decide that other non-executive functions should be carried out by the Full Council too. These are referred to in the constitution as local choice functions because the Council has a choice about which person or body should carry them out.

→ Part 3 of the constitution explains the different types of functions that are carried out by the Council and which part of the Council is responsible for carrying them out.

The Full Council is responsible for, amongst other things: -

- agreeing the constitution, and any changes to the constitution;
- setting the Council's budget;
- agreeing the Council's Corporate Plan (which explains how the Council will deliver its legal duties in areas such as health and social care, children and young people and community safety);
- agreeing key plans and strategies (referred to in the constitution as the 'policy framework');
- electing the Leader and the Lord Mayor; and
- appointing the Chief Executive and other Chief Officers.

→ The functions of the Full Council are listed in Article 4.1 of the constitution.

Meetings of the Full Council are chaired by the Lord Mayor, who is responsible for ensuring that meetings are conducted in accordance with the constitution and that decisions are made properly, fairly and lawfully.

You can read more about the role of the Lord Mayor in Part 3 of this guide.

What happens at meetings of the Full Council?

The different types of full Council meetings, how they are called, the issues they decide and the rules for how meetings are run are set out in the Council Meeting Procedure Rules found in Part 4 of the constitution.

The Full Council will meet at the start of each financial year to elect Councillors to particular positions on the Council, to appoint Councillors to outside bodies and to establish committees and working groups to carry out the Council's business during the year. This is known as the annual meeting.

→ The timing of the annual meeting and the issues to be decided at that meeting are described in Rule 2 of the Council Meeting Procedure Rules in the constitution.

At the annual meeting, the Council will also decide how often all Councillors should meet together as the Full Council. These regular meetings of the Full Council are known as ordinary meetings.

→ Ordinary meetings will deal with the business set out in Rule 3 of the Council Meeting Procedure Rules in the constitution.

In some circumstances, it may be necessary for the Full Council to meet before its next scheduled meeting to discuss an issue that is particularly urgent or important. This is known as an extraordinary meeting of the Council.

→ The process by which an extraordinary meeting may be called and the issues that may be discussed there are set out in Rule 4 of the Council Meeting Procedure Rules of the constitution.

The full Council decides the dates for its programme of meetings for each year at the annual council meeting.

The Director of Governance and Legal Services is responsible for issuing a summons for each Councillor to attend each Council meeting. He/She is also responsible for ensuring that the public are told about meetings of the Full Council, by publishing a notice in advance of each meeting. The notice must include certain information such

as the date and time of the meeting, where it will be held and how you can access the meeting remotely using video conferencing.

You can read more about participating in meetings of the Council in part 4 of this guide.

→ Rules 5 and 6 of the Council Meeting Procedure Rules govern meeting arrangements and notice requirements.

How does the Full Council make decisions?

Meetings of the Full Council are carried out in accordance with an agreed set of rules that are designed to ensure that debates are conducted fairly and efficiently, and that every Councillor has the ability to raise questions and to make comments on the public's behalf.

→ The rules and procedures for the conduct of meetings and debate are set out in Parts 2 – 4 of the Council Meeting Procedure Rules.

Decisions are made by Councillors casting votes for or against a particular decision (referred to in the constitution as a motion). Councillors may also propose amendments (changes) to a particular motion, which must then be voted on.

Usually, voting will be carried out electronically and the names of those voting for, against or abstaining from voting will be recorded electronically and entered into the minutes.

Decisions will usually require a simple majority of those present voting for a particular motion. In other words, more Councillors must vote for a motion than against it. Where a vote is tied once all Councillors have voted, the Chair (the Lord Mayor) will have a second, casting vote.

If a matter is uncontroversial and no Councillor raises any objection, the Chair may declare the motion or recommendation to be carried (agreed). However, if there are any objections, the Chair will initiate a vote. Councillors may also request that their individual vote on a particular motion is recorded in the minutes.

→ The Council's voting arrangements are set out in Rule 29 of the Council Meeting Procedure Rules.

Does every Councillor need to be present before a decision can be taken?

Not every Councillor needs to vote on every decision. In fact, in some circumstances it may not be appropriate for a Councillor to vote on a particular issue (for example,

where they have a personal interest in a decision). You can read more about this in part three of this guide.

However, in order for the Council to make a lawful decision a minimum number of Councillors must be present at a meeting. The minimum number of Councillors that must be present at a meeting is referred to in the constitution as the quorum for that meeting.

→ Rule 8 of the Council Meeting Procedure Rules sets out the minimum number of Councillors that must be present so the Full Council can make a decision.

Are meetings recorded?

Full Council meetings are webcast as they take place so that members of the public not in attendance at the meeting can see and hear the proceedings. The live webcast can be viewed on the Council's website at the time of the meeting; and remains available for a period of 12 months after the meeting.

Within 7 working days after a meeting, the Council will publish on its website a note recording the names of the Councillors who attended the meeting and the decisions taken at the meeting.

A full record of each meeting is also made in the form of minutes. The minutes will be agreed by the next meeting of the Council and published on the Council's website in accordance with the Council's Access to Information Procedure Rules, for a period of 6 years after the meeting.

If you want to find out what the Council decided about an issue that affects you, you can read the minutes of the meeting where that issue was discussed.

→ Information on the note of decisions taken and minutes of Council meetings can be found in Rule 8 of the Access to Information Procedure Rules.

→ The Access to Information Procedure Rules can be found in Part 4 of the constitution.

→ Minutes of meetings are available on the [Council's website](#).

The Cabinet

The Cabinet is made up of the Leader and individual Councillors appointed to the Cabinet by the Leader.

- Article 7.2 of the constitution explain the composition of the Cabinet and how Councillors are appointed to the Cabinet.

The role of Leader and any role on the Cabinet may be carried out by two or more Councillors on a job-share basis.

What does the Cabinet do?

The law classifies the functions of the Council as 'executive functions' or 'non-executive functions'. The Cabinet is responsible for carrying out the Council's executive functions. However, in practice the Cabinet cannot carry out every one of these functions, so the Council reserves responsibility for certain functions to the Cabinet and delegates responsibility for other functions to officers of the Council or to other bodies like joint committees.

The Council decides which functions to delegate to whom. This is known as the Council's Scheme of Delegations.

- Article 7 of the constitution explains how the responsibility for executive functions is allocated by the Council.
- The Council's Scheme of Delegation can be found in Part 3 of the constitution.

Meetings of the Cabinet

The Cabinet will decide when the Cabinet will meet, and for how long. The Leader will chair meetings of the Cabinet.

The constitution prescribes certain matters that must be considered at every meeting of the Cabinet. Additionally, any member of the Cabinet and certain Chief Officers may require that an item of business is added to the meeting agenda.

Meetings of the Cabinet are carried out in accordance with the Cabinet Procedure Rules in the constitution.

- The Cabinet Procedure Rules, found in Part 4 of the constitution govern how meetings of the Cabinet are conducted.

How does the Cabinet make decisions?

The Cabinet is obliged to consult with stakeholders, including individual Councillors, members of the public and certain committees, before it makes certain decisions on matters that are not urgent. The type and level of consultation will depend on the matter being decided. The outcomes of the consultation will be carefully considered to inform the Cabinet decision.

→ These consultation requirements are explained in Rule 2.4 of the Cabinet Procedure Rules.

All Cabinet decisions are published in the Cabinet Decision Register on the Council's website.

→ Rule 13 of the Access to Information Procedure Rules sets out the requirements for the Cabinet's record of decisions.

→ You can view the [Cabinet's Decision Register](#) on the Council's website here

→ You can read the minutes of meetings of the [Cabinet](#) on the Council's website

Why does the Council have committees and what do they do?

The law requires the Council to establish committees for the purpose of carrying out certain legal functions of the Council. The Council establishes its Committees and appoints Committee members and Chairs for the year at the annual council meeting.

→ A list of the regulatory and other committees established by the Council is set out in Article 8 of the Constitution.

→ The functions of each committee are set out in the committees' approved terms of reference in Appendix 2 to Part 3 of the constitution.

→ The rules and procedures for the conduct of committee meetings are set out in the [Committee Meeting Procedure Rules](#)

The Council may also decide to establish other committees and working groups for the purpose of assisting the Council to conduct its business efficiently and effectively.

What do the Council's regulatory committees do?

Standards and Ethics Committee

The Standards and Ethics Committee is responsible for promoting high standards of conduct by Councillors of Cardiff Council and Community Councils in Cardiff, including by advising and training Councillors on the Members' Code of Conduct and advising the Council on changes to that Code.

The Monitoring Officer is the senior officer responsible for advising and supporting the Standards and Ethics Committee.

→ The functions of the Standards and Ethics Committee are set out in the committee's approved terms of reference in Appendix 2 to Part 3 of the constitution.

The Standards and Ethics Committee is also responsible for considering complaints of alleged breaches of the Members' Code of Conduct. Complaints may be referred to the Committee by the Public Services Ombudsman for Wales or by the Monitoring Officer under the Local Resolution Protocol adopted by Cardiff Council for dealing with lower level complaints made by Cardiff Councillors about the behaviour of other Councillors. A Hearings Panel may be established, made up from members of the Standards and Ethics Committee, to determine conduct complaints referred to the Committee. The Committee has adopted procedures for dealing with any matters referred to the Hearings Panel.

The Standards and Ethics Committee comprises a mixture of Councillors and independent members (who cannot be members or paid officers of the Council or related to members or paid officers of the Council) and includes one community councillor.

The Committee includes one Councillor from each of the 3 largest political groups represented on the Council and seeks to operate in a politically neutral manner, guided by shared ethical principles.

→ You can read more about the Standards Committee in Article 9 of the constitution.

→ Meeting agendas, reports and minutes of the [Standards and Ethics Committee](#) are published on the Council's website.

Governance and Audit Committee

The Governance and Audit Committee advises the Full Council, the Cabinet and their respective committees and members on matters relating to good governance, financial oversight, risk management and complaints.

The Governance and Audit Committee monitors the effectiveness of the Council's rules and procedures for ensuring that the Council acts lawfully, responsibly and that it is accountable to the public (referred to in the constitution as the Council's governance systems and internal controls). The committee is also responsible for ensuring that the Council's decisions and finances are audited in accordance with agreed procedures.

The Governance and Audit Committee comprises a mixture of Councillors and lay members (who are not members of the Council). Councillors are appointed to the Committee in accordance with the political balance rules (which ensure that the political make-up of the committee reflects the political make-up of the Council).

- The functions of the Governance and Audit Committee are set out in the committee's approved terms of reference in Appendix 2 to Part 3 of the constitution.
- Meeting agendas, reports and minutes of the [Governance and Audit Committee](#) are published on the Council's website

Democratic Services Committee

The Democratic Services Committee is responsible for designating an officer of the Council as the Head of Democratic Services, keeping under review the provision of resources to the Head of Democratic Services for discharging the democratic services functions of the Council and reporting annually to the Council on these matters.

The Democratic Services Committee is made up of Councillors appointed to the Committee in accordance with the political balance rules (which ensure that the political make-up of the committee reflects the political make-up of the Council), and includes no more than one Cabinet member or Assistant to the Cabinet, who cannot be the Leader of the Council.

- The functions of the Democratic Services Committee are set out in the committee's approved terms of reference in Appendix 2 to Part 3 of the constitution.
- Meeting agendas, reports and minutes of the [Democratic Services Committee](#) are published on the Council's website

Licensing Committee

The Council is responsible for deciding whether to grant licences for a wide range of different businesses, services and activities in its area. The Council's licensing functions are delegated to the Council's Licensing Committee.

The Council will appoint individual Councillors to the Licensing Committee and agree terms of reference for, and the delegation of powers to, the Licensing Committee to enable it to discharge those functions.

- The functions of the Licensing Committee are set out in the committee's approved terms of reference in Appendix 2 to Part 3 of the constitution.
- Meeting agendas, reports and minutes of the [Licensing Committee](#) are published on the Council's website

Planning Committee

The Council is responsible for operating the planning system in its area. This involves preparing local development plans and local planning policies (which govern development in the Council's area) and managing development (by granting or refusing permission for new development).

The Council will appoint individual Councillors to the Planning Committee and agree terms of reference for, and the delegation of powers to, the Planning Committee to enable it to discharge those functions.

- The functions of the Planning Committee are set out in the committee's approved terms of reference in Appendix 2 to Part 3 of the constitution.
- The planning committee has a separate set of procedure rules governing the proceedings at planning committee meetings, set out in the Planning Committee Procedure Rules.
- The [Members' Planning Code of Good Practice](#) provides information and guidance for Councillors, officers and members of the public about the Council's planning processes.
- Meeting agendas, reports and minutes of the Planning Committee are published on the Council's website [Planning Committee](#)

What do the Council's scrutiny committees do?

The Council has 5 different Scrutiny Committees responsible for holding the Cabinet and other bodies of the Council to account in relation to different aspects of the Council's work:

- (i) [Children and Young People](#)
- (ii) [Community and Adult Services](#)
- (iii) [Economy and Culture](#)
- (iv) [Environmental](#)
- (v) [Policy Review and Performance](#)

Each Scrutiny Committee is comprised of 9 Councillors. Membership of Scrutiny Committees is restricted to those Councillors who are not members of the Cabinet or Assistants to the Cabinet.

The Scrutiny Committees can: -

- review and scrutinise decisions made by the Cabinet and other parts of the Council;
 - make reports and recommendations to the Council or to the Cabinet; and
 - make proposals regarding changes to the Council's policies and procedures.
- The size, membership and general role of the Scrutiny Committees is set out in Article 6 of the Constitution.
- The approved terms of reference for each Scrutiny Committee is set out in Appendix 2 to Part 3 of the constitution.

Members of Scrutiny Committees must be told about meetings of other Council bodies. They have special rights to see Council documents.

Scrutiny Committees may also require any member of the Cabinet or any senior paid officer of the Council to attend a meeting of the committee to explain a decision that they have taken or their performance.

- The rules around membership of Scrutiny Committees, the conduct of committee meetings and the carrying out of the functions of the committee are set out in the Scrutiny Procedure Rules, found in Part 4 of the Constitution.

What are joint committees?

The Council may carry out some of its functions jointly with one or more other local authorities in Wales, and with other public bodies. The Council may decide to do this where, for example, the Council considers that it could better promote the economic, social or environmental wellbeing of people living in its area by coordinating its activities with other local authorities, bodies or people.

The Council can establish a joint committee with other local authorities, bodies or people and delegate decisions and functions to that joint committee. By allowing decisions to be taken by a joint committee, the Council can ensure that decisions can be coordinated between all authorities and bodies represented on the committee.

The Cabinet may also establish joint arrangements with one or more local authorities in Wales for the purpose of jointly exercising executive functions together with those authorities.

The Council and the Cabinet may also delegate or contract out particular functions to another local authority or to another body or organisation.

- Article 10 of the constitution governs the circumstances in which the Council or Cabinet may enter into joint arrangements with other authorities and bodies, delegate functions and contracting out arrangements.
- Section 5 of the Scheme of Delegations (in Part 3 of the Constitution) lists the joint committees established by Cardiff Council with other local authorities:
[Delegations to Joint Committees](#)

Part 3 Roles and responsibilities

What roles do Councillors perform?

The key roles of all Councillors are to:

- (i) collectively set the Policy Framework and carry out a number of strategic functions;
- (ii) represent their communities and bring their views into the Authority's decision-making process, i.e. become the advocate of and for their communities;
- (iii) deal with individual casework and act as an advocate for constituents in resolving particular concerns or grievances;
- (iv) seek to balance different interests identified within the ward and represent the ward as a whole;
- (v) promote and ensure efficiency and effectiveness in the provision of Council services;
- (vi) be involved in decision-making;
- (vii) be available to represent the Authority on other bodies; and
- (viii) maintain the highest standards of conduct and ethics.

Councillors may also be elected or appointed to other specific roles, such as:

- Leader and Deputy Leader;
- Lord Mayor and Deputy Lord Mayor;
- Cabinet Member or Assistant to the Cabinet;
- Chair or Member of a Regulatory or Other Committee;
- Chair or Member of a Scrutiny Committee;
- Leader of the Opposition and Deputy Leader of the Opposition; and
- Member Champion.

What roles do Officers perform?

The Council may engage such employees as necessary to carry out its functions. Officers are politically neutral and serve the whole Council and its Councillors by providing advice, implementing the Council's policies, and delivering services to the local community.

The Council has designated senior staff with specific statutory roles, including:

- the Chief Executive,
- the Monitoring Officer,
- the Chief Finance Officer (referred to as the 'Section 151 Officer'), and
- the Head of Democratic Services.

Article 11 of the constitution sets out information about the roles played by these senior paid officials of the Council

This part of the guide provides more information about these important roles.

Lord Mayor and Deputy Lord Mayor

The Lord Mayor and Deputy Mayor are elected by the Full Council at the annual council meeting every year.

- The Lord Mayor is responsible for: -
- promoting and upholding the constitution;
- presiding over meetings of the Full Council;
- ensuring that meetings of the Full Council are quorate and conducted in accordance with the Council's procedure rules; and
- ensuring that decisions are taken in accordance with the constitution.

The Lord Mayor is also the civil leader of the Council. They are responsible for promoting the interests and reputation of the Council and for carrying out civic, community and ceremonial activities.

The Deputy Lord Mayor performs the Lord Mayor's functions in their absence.

→ You can read more about the role and functions of the Lord Mayor and the Deputy Mayor in Article 5 of the constitution.

Leader and Deputy Leader

The Leader is elected by the Full Council.

The Deputy Leader is appointed by the Council to exercise the Leader's functions in their absence.

The Leader is responsible for appointing members of the Cabinet and allocating specific policy areas and responsibilities (portfolios) to members of the Cabinet.

The Leader chairs meetings of the Cabinet; and is also chair of Cardiff's Public Services Board (a body which brings together the city's public service leadership and decision-makers to strengthen joint working, improving Cardiff's economic, social, environmental and cultural well-being).

→ Please see Article 7 of the constitution for more information.

Member of the Cabinet

Members of the Cabinet are responsible for: -

- ▶ playing an active role in Cabinet meetings and decision making;
- ▶ contributing to the development of the Council's forward work programme and to policies and procedures in their area of responsibility;
- ▶ providing political leadership to the Council's paid officers on matters they are responsible for;
- ▶ reporting to the Full Council, the Leader, the Cabinet and others on the performance of services which they are responsible for; and
- ▶ participating in the Council's scrutiny processes and procedures, including by explaining decisions they have made and the performance of functions within their area to relevant Scrutiny Committees.

→ You can read more about members of the Cabinet in Article 7 of the constitution.

Assistant to the Cabinet

Assistants to the Cabinet support members of the Cabinet by taking on certain tasks and responsibilities on their behalf. They may attend meetings, prepare reports, review papers and draft comments for the member they support.

Assistants to the Cabinet are not members of the Cabinet and cannot vote at Cabinet Meetings or Cabinet Committee Meetings. However, they are entitled to attend and to speak at meetings of the Cabinet and its committees.

→ You can read more about Assistants to the Cabinet in Article 7.5 of the constitution.

What roles do paid officers of the Council perform?

The elected members of the Council are supported by paid officers of the Council, who are accountable to the Council and responsible for delivering services to the public in accordance with the policies and procedures agreed by the Full Council, the Cabinet and their committees and bodies.

The Chief Executive has overall corporate and operational responsibility for the work of the Council and for all paid officers of the Council.

→ The Chief Executive's role and responsibilities are described in Article 11.2 of the constitution.

The Monitoring Officer is responsible for ensuring lawfulness and fairness in the Council's decision making, maintaining and upholding the constitution, receiving reports of alleged breaches of the Council's duties and obligations and conducting investigations into such allegations.

→ The Monitoring Officer's role and responsibilities are described in Article 11.3 of the constitution.

The Section 151 Officer (Chief Finance Officer) is responsible for ensuring that the Council makes lawful and financially prudent decisions. They are also responsible for the administration of the Council's financial affairs and providing advice to Councillors on the Council's budgetary and other financial procedures.

→ The Section 151 Officer's role and responsibilities are described in Article 11.4 of the constitution.

The Head of Democratic Services is responsible for advising the Council, its committees and individual Councillors, on the proper discharge of the Council's democratic functions and responsibilities.

→ The Head of Democratic Services' role and responsibilities are described in Article 11.5 of the constitution.

The Council also employs a number of other Directors / Chief Officers, including: -

- Corporate Director of People and Communities
- Director of Economic Development
- Director of Education and Lifelong Learning
- Director of Planning, Transport and Environment
- Director of Childrens Services
- Director of Adults, Housing and Communities
- Chief Digital Officer

Directors / Chief Officers are each accountable to the Council for the financial management and administration of those services and activities allocated to them in accordance with the Council's policies.

→ The senior management structure of the Council is set out in Part 7 of the constitution.

→ The processes by which officers are recruited, appointed, disciplined and dismissed are set out the Employment Procedure Rules, found in Part 4 of the constitution.

How should Councillors and Officers behave?

Councillors should comply with the Members' Code of Conduct

Councillors are expected to uphold the highest standards of personal and professional conduct. Those standards are described in the Code of Conduct for Members.

The Code of Conduct for Members is intended to help and guide Councillors in maintaining appropriate standards of conduct when serving their community. In turn, it provides reassurance to the public and helps build their trust in, and respect for, their local representatives.

The Code of Conduct for Members is based upon the 7 Principles of Public Life, which were first set out in the 1995 Nolan Report on Standards in Public Life. Three additional principles were added in the local government principles in Wales.

The Code of Conduct for Members is consistent with, and provides for the practical application of, these principles.

➤ Selflessness

Members must act solely in the public interest. They must never use their position as members to improperly confer an advantage on themselves or to improperly confer an advantage or disadvantage on others.

➤ Honesty

Members must declare any private interests relevant to their public duties and take steps to resolve any conflict in a way that protects the public interest.

➤ **Integrity and propriety**

Members must not put themselves in a position where their integrity is called into question by any financial or other obligation to individuals or organisations that might seek to influence them in the performance of their duties. Members must on all occasions avoid the appearance of such behaviour.

➤ **Duty to uphold the law**

Members must act to uphold the law and act on all occasions in accordance with the trust that the public has placed in them.

➤ **Stewardship**

In discharging their duties and responsibilities members must ensure that their authority's resources are used both lawfully and prudently.

➤ **Objectivity in decision-making**

In carrying out their responsibilities including making appointments, awarding contracts, or recommending individuals for rewards and benefits, members must make decisions on merit. Whilst members must have regard to the professional advice of officers and may properly take account of the views of others, including their political groups, it is their responsibility to decide what view to take and, if appropriate, how to vote on any issue.

➤ **Equality and respect**

Members must carry out their duties and responsibilities with due regard to the need to promote equality of opportunity for all people, regardless of their gender, race, disability, sex, sexual orientation, marital status, age or religion, and show respect and consideration for others.

➤ **Openness**

Members must be as open as possible about all their actions and those of their authority. They must seek to ensure that disclosure of information is restricted only in accordance with the law.

➤ **Accountability**

Members are accountable to the electorate and the public generally for their actions and for the way they carry out their responsibilities as a member. They must be prepared to submit themselves to such scrutiny as is appropriate to their responsibilities.

➤ **Leadership**

Members must promote and support these principles by leadership and example so as to promote public confidence in their role and in the authority. They must respect the impartiality and integrity of the authority's statutory officers and its other employees.

→ You can read the Code of Conduct for Members in full in Part 5 of the constitution.

Councillors are expected to ensure that they understand their obligations under the Code and act in a way which shows that they are committed to meeting the high standards of conduct that are expected of them. Councillors are provided with training when they are first appointed, and on a regular basis, to support them to comply with the Code of Conduct for Members.

Special requirements for Councillors who are members of the Council's planning committee

Planning affects people's private and financial interests in land and property and the environment in which communities live, work and play.

The Council's planning committee is responsible for balancing the needs and interests of individuals and the community to make decisions that are open, fair and transparent and decided using sound judgment and for justifiable reasons.

For these reasons, members of the Council's planning committee are expected to abide by an additional Members' Code of Good Practice.

The Members' Code of Good Practice explains, amongst other things: -

- the role of officers in providing impartial and professional advice to members of the committee;
- the factors that should be taken into account when deciding an application for planning permission and the factors that should not be taken into account;
- the legal duties which members of the committee must have regard to, such as the duty to have regard to the need to ensure that development contributes to the economic, social, environmental and cultural well-being of Wales and the duty to have regard to the impact of development on the extent to which the Welsh language is used in the Council's area;
- the action members should take if they have a personal interest in a matter being determined by the committee (e.g. where an application relates to a property which they own); and
- how applications for development proposed by, or to be carried out by, the Council should be decided.

→ You can read the Members' Planning Code of Good Practice in full in Part 5 of the constitution.

Officers should comply with the Employees' Code of Conduct

Paid officers of the Council are responsible for serving the council by providing advice to Councillors, implementing the Council's policies, and delivering services to the local community. In performing their duties, they must act with integrity, honesty, impartiality and objectivity.

The public is entitled to expect the highest standards of conduct from all those who work for the Council. The Employees' Code of Conduct outlines the rules and conditions of service which apply to the Council's employees. It is designed to provide clear guidance to assist them in their day to day work and to allow the public to understand what they can expect when they interact with a Council employee.

→ You can read the Employees' Code of Conduct in full in Part 5 of the constitution.

How should Councillors and Officers work together?

Councillors and Officers have different roles, responsibilities and accountabilities, but it is imperative that they work effectively together to perform the Council's functions and to deliver services to residents living in the Council's area.

The Protocol on Member /Officer Relations is designed to clarify the respective roles and responsibilities of Councillors and Officers and to guide them in their dealings with one another. It explains what Councillors and Officers can reasonably expect from one another and how they should work together to achieve their common purpose.

Councillors are entitled to express political views and to support the policies of the party or group to which they belong. Conversely, officers are expected to carry out the Council's business in a politically impartial way and many are restricted from engaging in political activity. The protocol therefore explains how officers can support the policy deliberations by political groupings, while remaining politically neutral.

→ You can read the Protocol on Member and Officer Relations in full in Part 5 of the constitution.

How can I make a complaint?

Article 3.1 of the constitution explains that you have the right to complain to:

- (i) the authority itself under its Complaints Policy (for any complaints about the Council, its services or officers);
- (ii) the Ombudsman about any injustice you have suffered as a result of maladministration, but you are encouraged to use the Council's own Complaints Policy first; and

- (iii) the Ombudsman if you believe a Councillor or co-opted member of the Council has breached the Member's Code of Conduct.

→ The Council's website provides more information about how to [complain](#)

Part 4 Policies and procedures

The Council's key plans and strategies (the policy framework)

Where can I find the Council's key plans and strategies?

The Full Council is responsible for setting the Council's key plans and strategies, which together form the Council's policy framework.

→ The plans and strategies which form the Council's policy framework are listed in Article 4.2 of the constitution.

→ [Individual plans and strategies](#) are published on the Council's website.

Additionally, the Council's Corporate Plan brings together the Council's plans and strategies for: communities; children and young people; health social care and wellbeing; and community safety.

→ The Council's [Corporate Plan](#) is published on the Council's website.

How is the Council's policy framework decided?

The Cabinet is responsible for consulting with relevant stakeholders, considering any reports or recommendations made by the Council's scrutiny committees and working with the Council's senior officers to develop a draft policy framework.

Once the Cabinet has developed a draft policy framework, it will be considered by a meeting of the Full Council. The Full Council may decide to adopt the policy framework, make changes to it, refer it back to the Cabinet so that further work can be done on it, or substitute its own policy framework for the draft prepared by the Cabinet. If the Full Council decides to adopt the policy framework then it shall take effect immediately. If the Full Council amends the policy framework then the Leader has an opportunity to object to the amendments and to reconvene the Full Council to reconsider the policy framework.

Once adopted, the Cabinet, their committees, individual Councillors and the Council's paid officers are bound to act in accordance with the policy framework.

→ The process by which the Full Council adopts a policy framework is described in the Budget and Policy Framework Procedure Rules, found in Part 4 of the constitution.

Budget setting and financial management

How does the Council set its budget?

The Full Council is responsible for agreeing the Council's budget, and for agreeing changes to the Council's budget once it has been formally adopted.

The Council's budget is in two parts: -

- the revenue budget provides for day to day operating costs and expenditure like staff salaries, rent, and the ongoing costs of providing services.
- the capital budget provides for one-off costs like a major road improvement scheme, or the purchase or construction of a new car park.

The Cabinet, in consultation with the Section 151 Officer (Chief Finance Officer), is responsible for developing initial proposals for the Council's budget and consulting over these.

Once this consultation has been completed, the Cabinet is responsible for preparing a final budget proposal for consideration by the Full Council.

The Full Council may adopt the budget without making any changes, amend the budget, or ask the Cabinet to reconsider it before adopting it.

→ The process by which the Full Council adopts its budget is described in the Budget and Policy Framework Procedure Rules, found in Part 4 of the constitution.

Decisions outside the budget or policy framework

Can decisions be taken that do not comply with the budget or policy framework?

The Full Council may decide to make changes to the policy framework.

Other bodies and individuals may only take decisions that do not comply with the policy framework in a limited number of exceptional circumstances, which are set out in the constitution. For example, where an urgent decision must be taken to safeguard the Council's interests and it is not possible to arrange a meeting of the Full Council in time.

However, the Council's scrutiny committee may decide to refer such decisions to the Full Council for further consideration (this is referred to in the constitution as calling-in the decision).

→ The Council's arrangements for urgent decisions which do not comply with the policy framework are set out in Rule 4 of the Budget and Policy Framework Procedure Rules, found in Part 4 of the constitution.

Can money be moved from one budget head to another once the budget has been adopted?

During the year the Cabinet and Chief Officers may need to transfer budgets from one service area to another to reflect changed service needs or priorities in order to deliver the Council's policy framework within the financial limits set by the Council.

→ The mechanism by which the Cabinet and Chief Officers may move money between budget heads is set out in Rule 5 of the Budget and Policy Framework

Procedure Rules and the Financial Procedure Rules, found in Part 4 of the constitution.

What other policies and procedures govern how the Council manages its budget?

The Council is bound by a number of different financial rules and procedures that govern how the Council's spending is planned, committed, reviewed and audited.

→ The Council's detailed Financial Procedure Rules are set out in Part 4 of the constitution.

Are there any restrictions on how the Council buys in goods and services?

The Council can enter into contracts to purchase goods and services in much the same way as any other person or organisation. However, the Council must comply with the Contract Standing Orders and Procurement Rules (the Contract Procedure Rules) in Part 4 of the constitution when it does so.

The purpose of the Contract Procedure Rules is to ensure that the Council complies with relevant legal requirements, and secures the most economically advantageous (best value) goods and services for taxpayers.

If you regularly sell goods or services to the Council then you may wish to familiarise yourself with these rules and procedures.

→ The Council's Contract Procedure Rules are set out in Part 4 of the constitution.

How does the Council enter into contracts and agreements?

The rules and procedures that govern how agreements, contracts and deeds are authorised and executed on behalf of the Council are set out in Article 13 of the constitution.

Part 5 How can I get involved?

How can I find out when meetings of the Council and its committees and bodies are taking place?

The Council publishes a calendar of meetings, and notice of each meeting is published at least 3 clear working days before the meeting.

→ The Council publishes the [calendar of meetings](#) and notices of meetings on its website.

How can I find out what will be discussed at a particular meeting?

The Council will publish agendas for meetings, together with any reports and background papers at least 3 clear working days in advance of the meeting taking place.

Hard copies of agenda, reports and background papers will also be available at the meeting, if a physical meeting is held, for those members of the public who wish to attend in person.

→ The Council publishes meeting [agendas, reports and supporting documents](#) on its website.

How can I find out when an issue I am concerned about will be decided?

The Council publishes a forward work plan, which sets out what decisions will be taken by the Cabinet and when these matters will be discussed.

→ The Council publishes the [Cabinet's Forward Work Plan](#) on its website.

Can I ask a committee or body of the Council to look into a particular issue?

Yes. You can ask the chair or a member of a particular body to add an item to the agenda for a future meeting, or to raise the issue when the committee is considering items of future business.

You can also submit petitions to the Council, using the Council's petition scheme. The Council is obliged by law to operate a petition scheme, which sets out: -

- how a petition can be submitted to the Council;
- how and when the Council will acknowledge receipt of a petition;
- the steps the Council will take in response to a petition; and
- how and when the Council will make available its response to a petition to the person who submitted the petition and to the public.

→ The Council publishes details of its [petition scheme](#) on its website

Can I attend meetings of the Full Council?

Yes, members of the public can come to meetings of the Full Council as long as they are being held in public.

Meetings of the Full Council are also broadcast live on the Council's website so you can watch them in real time remotely if you wish to do so.

The public must be excluded from meetings when confidential information would otherwise be disclosed. Confidential information means information given to the Council by a Government Department on terms which forbid its public disclosure or information which cannot be publicly disclosed by Court Order.

The Council may also exclude the public from a meeting, or part of a meeting, where exempt information would be disclosed. Exempt information includes information that relates to a particular individual or their financial or business affairs, information that is legally privileged or information relating to the prevention, investigation or prosecution of a crime, or other information specified in the constitution.

If you interrupt a meeting of the Council, then you are likely to be warned by the Lord Mayor about causing a disturbance. If you continue to disturb the meeting, then you may be removed.

- The rules around excluding the public from meetings are set out in the Access to Information Procedure Rules, in Part 4 of the constitution.
- The Council's arrangements for broadcasting meetings of the Council are set out in Rule 32 of the Council Meeting Procedure Rules and the Webcasting Protocol, which is in Part 5 of the constitution.
- The rules around disturbance by members of the public are set out in Rule 15 of the Council Meeting Procedure Rules in the constitution.

Can I attend other meetings?

Yes, members of the public can come to any meeting which the Council has resolved should be held in public.

- Your right to attend meetings of the Council's Cabinet, the council's committees and other bodies are described in Rule 4 of the Access to Information Procedure Rules in the constitution.

Can I speak at a meeting?

Members of the public can speak at any meeting which the Council has resolved should include participation by members of the public.

Can I ask a question at a meeting?

You can ask formal questions of members of the Cabinet or the Chairperson of a committee at meetings of the Full Council.

However, you may only ask a question if you have given the Head of Democratic Services notice in writing (including by email) that you wish to raise a question in advance of the meeting taking place.

You may only ask one question at a meeting, but you may ask one supplementary question relating to the original question or answer given.

Time for questions is limited, and questions are permitted in the order in which they were notified to the Head of Democratic Services. If time for questions runs out before you are able to ask your question, then you will be provided with a written answer to your question instead.

Representations can also be made in specific circumstances, such as objectors to planning applications at planning committee (see section 20.12 of the constitution).

→ You can read more about asking a question at full Council in Rule 18 of the Council Meeting Procedure Rules.

→ The Head of Democratic Services can be contacted via email to [Democratic Services](#)

How can I find out what the Council decided?

The Council publishes the agenda, reports, background papers and the minutes of meetings. These papers are available for inspection by the public for a minimum of six years from the date of the meeting.

The Council also has arrangements in place for publishing written records of decisions taken by the Cabinet and Officers taking executive decisions.

→ You can see the [meeting agendas, reports and minutes](#) on the Council's website here

→ The [Cabinet Decision Register](#) is here

→ The [Officer Decision Register](#) is here

Can I view the Council's accounts to understand how my council tax is spent?

Yes. The Council is required to publish its accounts and to make them available for inspection by the public. You may raise questions of concerns about the Council's accounts with the Council or with the Council's external auditor.

→ You can view the [Council's accounts](#) here

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

**POLICY REVIEW & PERFORMANCE
SCRUTINY COMMITTEE**

10 JANUARY 2024

Central Transport Services – Overview and update

Purpose of Report

1. To offer Members an update on Central Transport Services (CTS) and to identify opportunities for ongoing monitoring and engagement with the service.

Structure of the Papers

2. Attached to this report to support Members preparation are:
Appendix 1: CTS update presentation.

Background

3. The Committee's Terms of Reference confer responsibility for scrutiny of CTS. This is an opportunity for Members to receive an update on the service and to discuss some of the opportunities and challenges facing CTS.
4. CTS is based within the Resources Directorate and the service is responsible for the management and maintenance of the Council's corporate fleet vehicles, ensuring the necessary vehicle support to enable all directorates within the Council to deliver effective and responsive services in a safe and compliant manner.

Context

5. To set the context, the 2023-26 Corporate Plan includes targets, steps and KPI's relevant to the Programme for Improvement for CTS. The plan aims to support the transition to clean vehicles by implementing a Fleet Replacement Strategy prioritising interventions that result in the largest carbon reduction; and to review

the Council's fleet carbon cost per directorate to identify key themes to help reduce the carbon figure. In addition, to set out an electric vehicle infrastructure road map by March 2024 to provide a strategy for public and private sector investment. The KPI for measuring achievement is *the number of Council vehicles which are electric*, with a target of 100.

5. In December 2022, the Council commissioned Logistics UK, one of the biggest trade associations in the UK, to carry out a review of the arrangements in place to ensure compliance with its Operator's License. In March 2023 the same company was commissioned to carry out an audit of workshop arrangements at both Coleridge Road and Lamby Way.
6. In May 2023 an Internal Audit Review of CTS was assessed as 'Unsatisfactory' with recommendations for improvement. Taking the recommendations of the internal audit review, together with the recommendations of the two Logistics UK reviews, a Programme for Improvement was developed for CTS.
7. At the meeting Members will be provided with an update on progress made against the actions contained within the Programme for Improvement.

Scope of the Scrutiny

8. This scrutiny aims to provide members with an overview of CTS, including an update on progress made with the Programme for Improvement. It will also highlight key strategic priorities for the service over the next twelve months.
9. Members may wish to consider whether there are any issues identified as part of the update that should inform the ongoing work programme of this scrutiny committee.

Way Forward

10. To support this scrutiny, in attendance will be Councillor Caro Wild, Cabinet Member for Climate Change; Chris Lee, Corporate Director Resources and Dean Thomas, Operational Manager for CTS & Operational Finance who will take the Committee through a presentation. Members will be invited to ask questions and identify opportunities for ongoing monitoring and engagement with the service.

Legal Implications

11. The Scrutiny Committee is empowered to enquire, consider, review, and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

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

Recommendation

13. The Committee is recommended to:
- i. Note the update provided and progress to date in Central Transport Services.

- ii. Consider whether it wishes to offer comments, observations, or recommendations for the Cabinet Members consideration; and
- iii. Consider whether there are any issues identified as part of the update that should inform the ongoing work programme of this scrutiny committee.

Leanne Weston

Interim Deputy Monitoring Officer

4 January 2024



Central Transport Services PRAP Update

10th January 2024

Dean Thomas – OM – CTS & Operational Finance



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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#GweithioDrosochChi

#WorkingForCardiff
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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



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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Cardiff Council CTS Priority 1 Enabling Cardiff Council's statutory obligations and commitment to service.	Cardiff Council CTS Priority 2 Provide safe, efficient, and reliable vehicles and equipment for use across the city.	Cardiff Council CTS Priority 3 Putting sustainability at the heart of the city's growth to reduce Cardiff Council's vehicle emissions.	Cardiff Council CTS Priority 4 A successfully trained Council workforce able to adequately meet changes in innovation and technology.	Cardiff Council CTS Priority 5 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>



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.



CTS Finances



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

- 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 1st 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.



Electric Fleet

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- 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



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.



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.

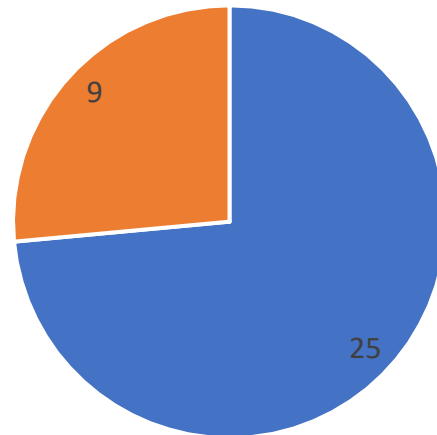


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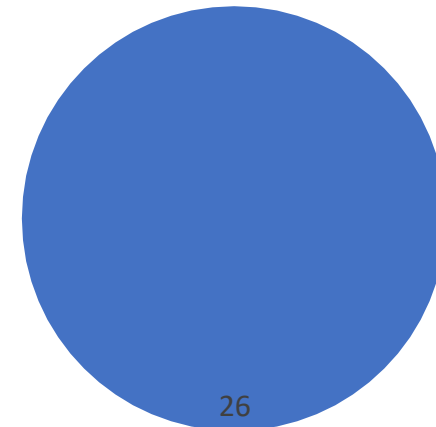


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Current progress



■ 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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