

Changes for Cardiff

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



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Changes for Cardiff

Results and Feedback Report

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1. Executive Summary

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

1.1 Background

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

The consultation took three forms:

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

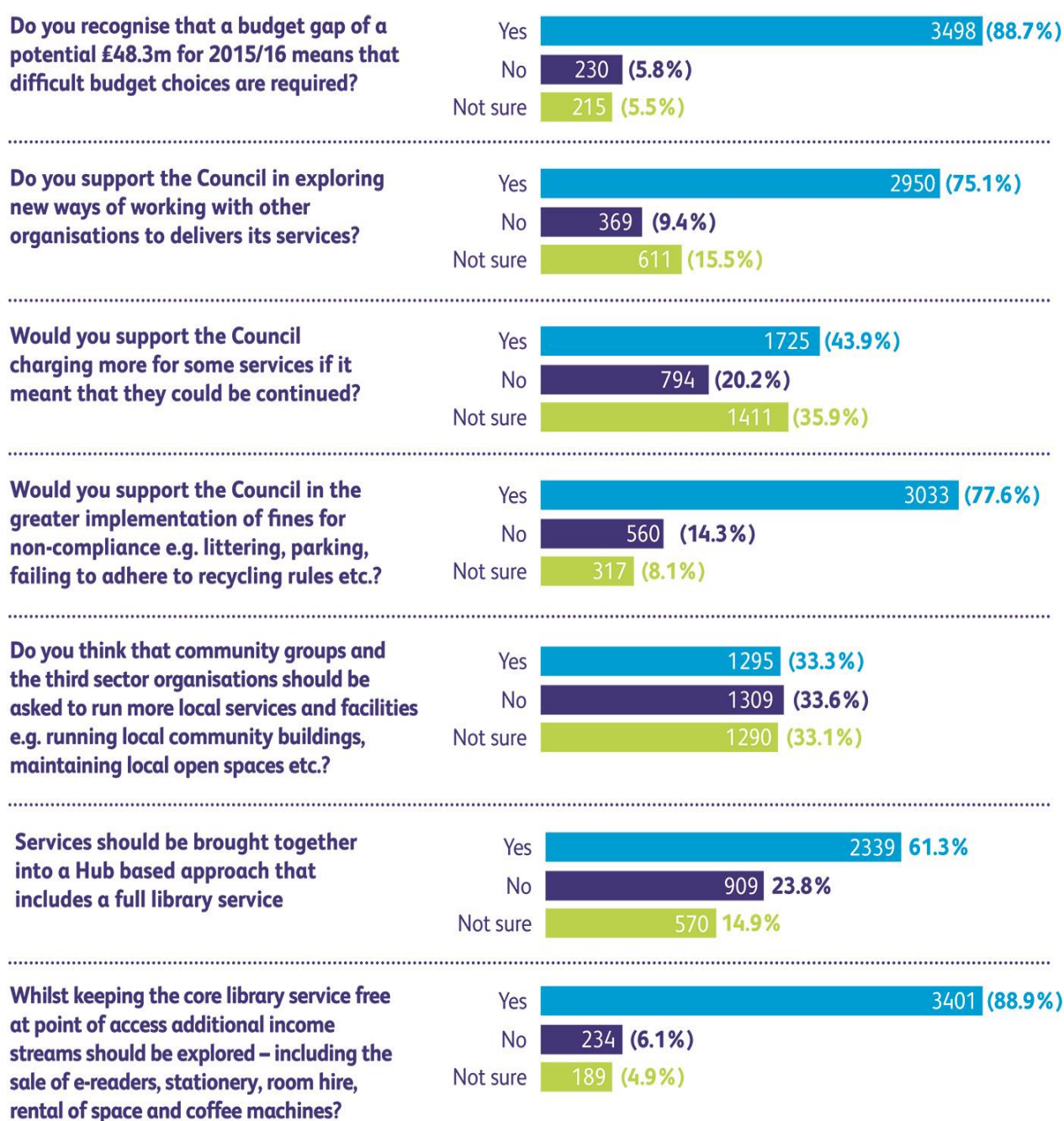
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1.2 Headline Figures

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

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



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



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

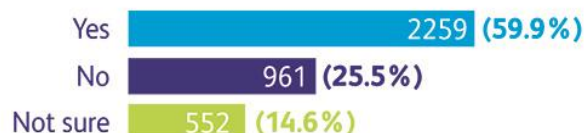


Are you in favour of the proposal to cease Council funding for the following:

Calennig



Cardiff in Bloom



Cardiff Country Fair



St David's Day Celebrations



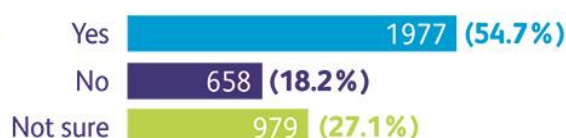
Christmas Tree Provision in the City and Bay



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



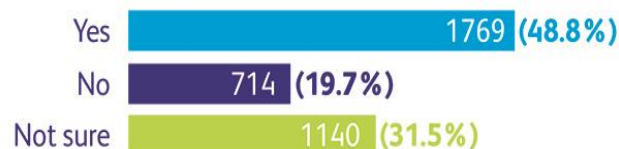
Under the new proposals we plan to focus youth work delivery on six well resourced, high quality Youth Activity Centres delivering activities for young people and access to tailored support. Do you agree with the proposal?



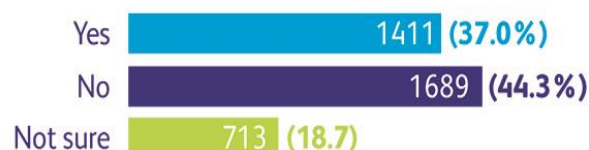
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In addition to Youth Activity Centres and community led delivery, young people's access to youth work in their communities should be supported by a mobile provision, specifically a Youth Bus? Do you agree with this proposal?



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



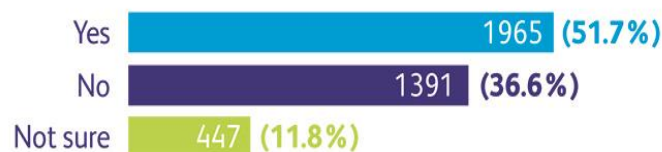
Do you agree that some funding should be available for holiday play provision?



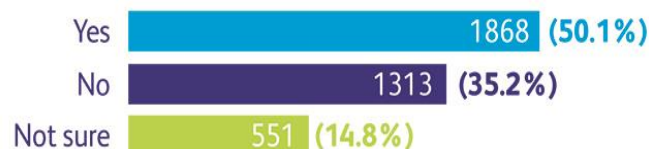
Do you agree that some funding should be available for children with a disability to access play?



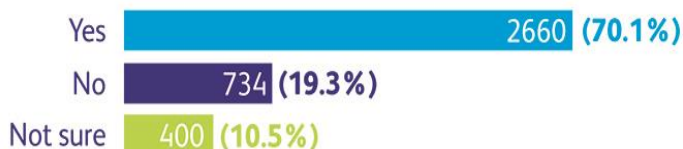
Do you agree to withdraw the free entitlement to bulky item collections?



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



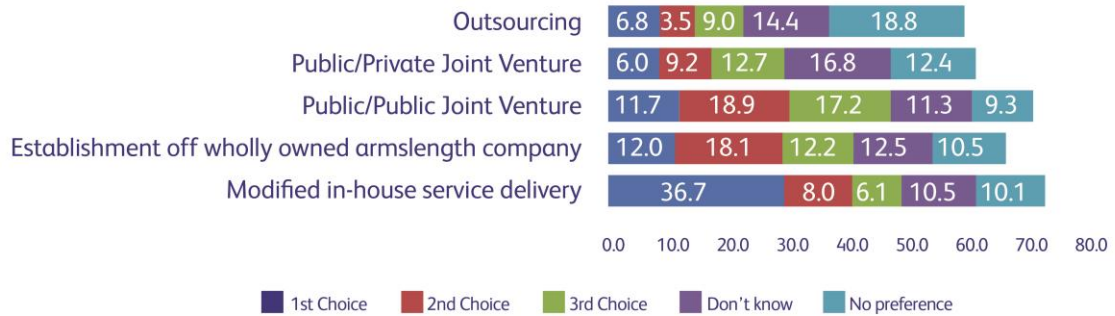
Do you agree that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable?



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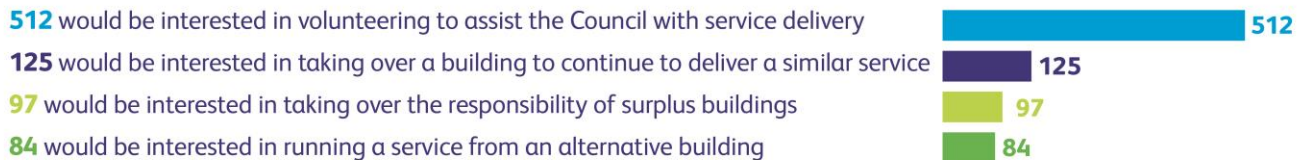
Of the five Infrastructure delivery models shortlisted, do you have a preferred option?



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



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



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1.3 Overarching Themes:

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

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

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

- **Local insights:** The nature of the feedback received from area to area on similar issues varied. This has provided the Council with a **valuable insight into what different areas consider appropriate solutions** to identified issues and is further explored and supported in **Appendix 1**.
- **Valued public services:** Overall, the results of the *Changes for Cardiff* consultation emphasises the importance people place on their local public services, but also demonstrate a growing understanding of the tough choices that need to be made. In most instances there is support for the Council's approach to meeting its budget challenge, although it must be stressed that many respondents expressed concern about what this budget shortfall means for their communities and for their services. For comments given as part of the consultation, please see **Appendix 2** and **3**.

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1.4 City-wide Budget Proposals

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

Community Centres

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

- Approximately **two thirds (64.7% / 2,476)** of respondents were **in favour of the Council working to join up existing services** offered in community centres with the Hub strategy
- 62.7% (2,367) felt that proposals for **alternative use or building transfer of these facilities should be explored.**

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

- The most frequently expressed concern related to the **locality of proposed hubs** and the resulting issues that individuals or group may have in accessing the facilities. These concerns were mentioned in 22% of comments.
- A fifth (20.3%) of comments referenced fears over the **capabilities of volunteer groups** to take over services and the longevity of this approach.

Others concerns related to:

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

Library Services

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

- **Four in five (80.8% / 3,157)** respondents reported to be **library card holders.**
- **57.9% (2,237)** stated that they visit a Cardiff library facility **at least once month.**
- **Almost ninety percent (88.9% / 3,401)** of those completing the survey were in favour of **additional income streams being explored.**
- **Three quarters (74.6% / 2,821)** wanted to see the City of Cardiff Council **encourage and support volunteers** in the outlined new approach for library services.

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

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

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

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

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

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

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

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

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Day Services for Older and Disabled People

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

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

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

Leisure Centres and Arts Venues

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

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

Events and Celebrations

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

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

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Park Ranger Service

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

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

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

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

Youth Services

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

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

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Children's Play

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

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

Supported School Transport for 16-19 Year Olds

- Over half of respondents (54.6% / 2,033) were **not aware the Council subsidised school transport for 16-19 years** and 53.5% felt it **shouldn't be continued** if it impacts on other services (with respect to savings being found elsewhere).
- A small number of respondents (61 comments) did stress that removing this subsidy would put **additional pressure on the financial position of their family**.

Supported Public Transport

- Less than half (46.3% / 1,755) of those responding to the questionnaire were **unaware that the Council subsidises bus services** when passenger numbers are too low to make it commercially viable. Public opinion was however **mixed** as to whether the Council should continue to support these services.
- The 37.2% of respondents who were opposed to the Council ceasing support of these services were asked to outline their reasons and a total of 836 responses were received. More than **one in five comments** (22.4% / 187) were from respondents who were in favour of a **reduction to the Bay car service**.

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Parking

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

- Three quarters of those responding (75.2% / 2,837) were **in favour of increased charges** at the **Heath Park** site compared to **55.7% (2,118)** regarding changes to **long stay parking** in the **city centre**.
- Where opposition was expressed regarding the proposals, a number of respondents were **concerned that this would deter shoppers and visitors** from coming into the city centre. Many also felt that **public transport needed to improve and become more affordable** before the proposals were introduced.

LED Lighting

- Residents **strongly support (89.6% / 3,431)** the proposal to deliver **new LED** lighting to our strategic road network.
- Reasons for opposing the proposal were provided by just 72 respondents with the most common reasons found to be **either concern that the cost savings would not be substantial enough** or that the proposed LED lighting would provide an **inferior quality of light** leading to concerns regarding safety.

Neighbourhood Partnership Support

- There is **support (63.1% / 2,355)** for the **proposal** to create a community co-ordination function within the Council to support community groups, and just 6.9% expressed any opposition to the plans.
- Of the comments opposing this proposal, over a quarter (27.9 or 41 comments) called for the **complete withdrawal of the fund** as opposed to the proposed 're-profiling'.

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Waste

Bulky Waste

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

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

Green bags & food liners

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

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

Neighbourhood Cleansing

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

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

Infrastructure

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

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

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

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

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

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

Public Conveniences

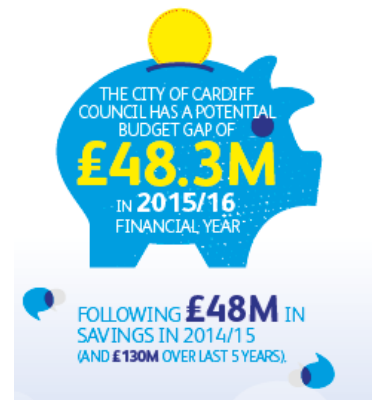
- 79.1% (2,968) respondents **agreed** with the proposed **closure** of automated PC's and (68.2% / 2,548) for closure of the non-automated public conveniences
- A total of 432 respondents provided details of their opposition to these proposals, with around one-fifth commenting on the essential nature of these facilities to older people, young children, pregnant women and those with specific medical conditions.

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2. Background

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



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

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

3. Budget Proposals 2015/16

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

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



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

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

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

4. City-wide Public Consultation - Methodology

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

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

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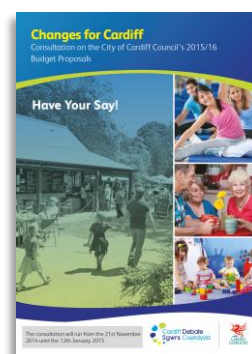
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- Hosting a number of Stepping Up Introductory [Workshops](#) in January 2015 to work with community members and representatives of community groups to raise awareness of opportunities and benefits of managing services and assets.

4.1 Questionnaire Survey

Questionnaire Design

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



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

Questionnaire Distribution

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

Hard Copies

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

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

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

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

Electronic Version

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

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

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4.2 Community Engagement Events

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

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



Table 1 – Community Engagement Events

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

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4.2.1 Format of the Events

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

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

1. Current challenges and the Cardiff Debate so far

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

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

Information displayed at the Community Engagement Events:



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2. Directorate Proposal

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

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

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

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

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



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3. Participatory Exercises

Mapping of Services

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

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

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

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

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

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



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Service Delivery Priorities

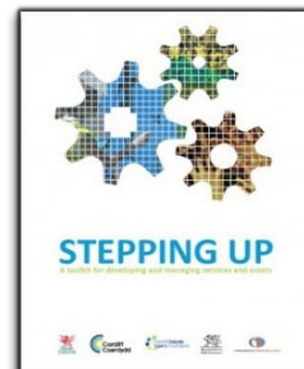
Participants were invited to complete a grid exercise which focused on what were their priorities in terms of delivery against a range of different services. This exercise was a useful tool in identifying what really mattered most about the services provided by the Council and included:

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

	Accessible - e.g. opening hours, transport links Agorffwrth - e.g. oriau, cerbydau, trafwrthodau	Cost - willing to pay more for a better service Cost - hysius hysius mwy am gwasanaeth gwell	Cost - keep to a minimum Cost - cadw'r hysius yn isel i'r hysius	That it doesn't exceed Council budget Hysius sydd yn fwy na'r hysius a'r Cŵn	Delivered close to home Delivered yn agos i'r gartref	Use of technology - e.g. online services, use of Apps etc. Defnyddio technoleg - e.g. gwasanaethau ar-lein, Apps, etc.	Environment Yn Awdurdoddd	Focused in the areas of greatest need Yn canolbwyntio ar y meysydd o'r angen mwyaf	Quality of Provision Seddon y Ddeddf	Range of activities Amrywiaeth y gwasanaethau	Speed of Delivery Cyflymder gwasanaethau	Support to enable me to deliver the service myself / control how it is delivered to me Mwy o gefnogaeth a hysius i hysius gwasanaethau	Who delivers the service Pwy sy'n darparu'r gwasanaethau
Arts Venues Lleoliadau Celfyddydol													
Children's Play Services Gwasanaethau Cwaraeon Plant													
Community Centres Canolfannau Cymunedol													
Leisure Centres Canolfannau Hysbectol													
Libraries Llyfrgellau													
Parking Parcio													
Parks Services Gwasanaethau Parciau													
Provision of services for older, disabled and vulnerable people Gwasanaethau i bobl hŷn, aeddf ac agored i'w hysbectol													
Public Transport Trafwrthodau Cyhoeddus													
Street / Road Repairs Agorffwrthodau Strydoedd / Fforddau													
Street cleaning Glanhau Strydoedd													
Waste Collection & Recycling Cragludo Gwastraff ac Ailgylcho													
Youth Services Gwasanaethau Ieuenctid													

4. Community Involvement

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



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5. Discussion Area

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

Discussions at the Community Engagement Events:



4.3 On-line Engagement

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

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

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4.3.1 Budget Video

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



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

4.3.2 Social Media

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

A number of @cardiffcouncil tweets on the budget consultation were retweeted and had a potential reach of over 70,000 people.

#27

This was the 27th most engaging Tweet from UK Government accounts on January 11, 2015.

The Cardiff Debate @CardiffDebate · Dec 15

Discussions on @cardiffcouncil #cdfbudget proposals are taking place this afternoon with the city's Access Forum...



Within its first day, this tweet received

14 retweets

3 favorites

and reached a potential

70,090 people

City of Cardiff @cardiffcouncil

Have you had your say on the Budget Consultation? Closes tomorrow! bit.ly/1yxiNT7



The Cardiff Debate @CardiffDebate · Dec 6

Thanks to all of the ideas we've today's event...



The Cardiff Debate @CardiffDebate · Dec 11

What ideas do you have for doing things differently? @elycaerau have lots of active community groups #Makingadiff



The Cardiff Debate retweeted **CardiffYouthCouncil** @CardiffYC · Nov 20

@CardiffYC are hosting a young persons consultation event on the £48 million cuts on 26/11 5-6.30pm at Grassroots 58 Charles St. Please RT

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4.4 Stakeholder Engagement

To encourage a greater awareness of the budget consultation across Cardiff, the Council has used its networks, media contacts and distribution lists to potentially reach approximately **510,736 stakeholders**. An overview of the stakeholder mechanisms used is provided in **Table 2**.

Table 2 – Stakeholder Engagement Mechanisms

Distribution Mechanism	Number of People
City of Cardiff Council Elected Members	75
City of Cardiff Council Staff via 'In Box' and Intranet	14,500
Cardiff & Vale UHB Staff via Intranet/Staff notices	7,000
Capital Times (distributed to all households)	155,000
South Wales Echo articles (Readership Figures)	60,220
Wales Online articles (Readership Figures)	55,301
Citizens Panel	6,076
Castle Key Holders	9,983
Council Tax Online Account Holders	1,060
Leisure Active Card Holders	9,542
Library Card Users	31,441
Stakeholders including Partner Organisations, AMs and MPs, Neighbourhood Partnerships etc	150
Cardiff Council Twitter Accounts	35,754 followers (English and Welsh)
Cardiff Debate Twitter Accounts	784 followers (English and Welsh)
Cardiff & Vale UHB Twitter Account	3,416 followers
South Wales Police East Twitter Account	9,229 followers
Cardiff Youth Council Twitter Account	997 followers
Cardiff Third Sector Council Twitter Account	2,500 followers
Cardiff Third Sector Council Newsletter	1,229 member organisations/individuals
Cardiff Council Web Visits	91,418 visits
South Wales Police Community Messaging	7,000
Attendees at Events	506
Youth Council Consultation	1,075
Hard Copies of Questionnaires Distributed	6,500
Potential Total Reach*	510,736

**Please note there may be some duplication /cross posting of information*

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4.5 Consultation Logger and Correspondence

In addition to responses to the questionnaire, people have had the opportunity to engage in the budget consultation via email, letter, telephone, petitions or by Community Polls. **Table 3** below sets out the number of different correspondence received during the consultation period. A summary of the comments made via these mechanisms can be seen in **Appendix 2** and **3**.

Table 3 – Communications received during budget consultation

Communication received	Number
Email	137
Letter	28
'Love Letters' on Libraries	6
In person at Public Engagement Event	10
Petitions Received	16
On-line Petitions (not formally received)	1
Telephone Enquiries via C2C	543
Telephone Enquiries via Directorate	4
Other (Including communications forwarded by Councillors, Directorates, letters received at events)	21
Total	766

Petitions received	Number of signatories
Cathays Library - 'Closure of Cathays Library'	127
Radyr Library Petition – 'Strongly urge Cardiff Council to reconsider its proposal to withdraw public funding from Radyr Library'	1,414
Rhiwbina Library - 'Petition against the funding being withdrawn from Rhiwbina library'	1,894
Rhiwbina – 'Save Rhiwbina Library'	1,845
Rhiwbina and Whitchurch - 'Closure of Rhiwbina and Whitchurch Libraries'	552
Rhydypennau Library - 'Save Rhydypennau Library'	1,617
Rhydypennau Library - 'Help Jenny Willott save Rhydypennau Library'	469
Roath Library - 'Keep Roath Library Open'	29
Runney Library - 'Save Rumney Library Petition' – Hard Copy	1,390
Rumney Library - 'Retain Rumney Library' – On-line Petition	757
Whitchurch Library - 'Keep Our Library Open'	517
Closure of Canton Community Hall	1,510
Save Grangetown Adventure Play Centre	112
Closure of the Howardian Music Studio – Studio 22	1,171
Closure of Whitchurch Youth Centre	400
Withdrawal of school transport funding	750
Total	14,554 Signatories

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On-Line Petitions (not formally submitted to the Council at time of writing)	Number of signatories
Save Cardiff Alcohol & Drug Team	4,801
Total	4,801

Community Polls	Number of Electors
Rhiwbina - Should Cardiff Council continue full funding for Rhiwbina Library? (<i>Community meeting held on 08/01/15 –Poll scheduled for 05/02/15</i>)	363 (+) at Community Meeting
Fairwater – Community meeting to consider the future of the Waugron Road Recycling Centre scheduled for 9 th February 2015: 150 electors required	TBC
Cyncoed – Community meeting to propose a Community Poll for Rhydypenau Library scheduled for 11 th February 2015 : 150 electors required	TBC

Queries relating to	
Libraries	115
Parks	22
Health and Social Care	17
Council Management	16
Transport	15
Waste Management	14
Community Centres	12
Youth Services	12
Community Asset Transfer	9
Play Services	8
Leisure Centres	6
Hubs	4
Public Conveniences	4
Arts and Culture	3
Volunteering	2
Elected Members	1
Other (Including Stepping Up Toolkit, General queries relating to proposals, Tourism, Economic Development)	36
TOTAL	296

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4.6 Stepping Up

In order to assist potential community groups and organisations to consider the challenges and opportunities associated with potentially managing and delivering services and assets, a 'Stepping Up [Toolkit](#) was produced to signpost people to useful sources of information and advice. Two Stepping Up Introductory Workshops were also held for Elected Members in November 2014 with a further six [workshops](#) arranged for community groups and organisations from 9th January – 3rd February 2015.

As part of the consultation process, [property details](#) of all the community buildings contained within the *Changes for Cardiff* which may be considered for an alternative use were made available on the Council's website, along with an '[expression of interest](#)' form for people to register interest in running buildings and/or services, particular buildings and volunteering.



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5. Key Findings

Introduction

The 2015/16 budget consultation received a total of 4,191 completed returns. Of these, 805 were received as hard copy and a further 3,386 were submitted online.

The survey included **140 questions specific to the budget proposals** plus demographic monitoring information. Of these, **39 were qualitative questions** allowing the public the opportunity to describe any specific reasons for their opposition to proposed changes or provide additional commentary regarding local services.

Each of the questions has also been analysed by geography (Neighbourhood Partnership areas) and demographics to determine whether there are any differences seen in responses in relation to where people live, their age, gender, ethnic group, whether people consider themselves to have a disability and employment status. The results can be seen in **Appendix 1**.

Typically between 25%-50% of participants responded to each of the open ended questions. This resulted in the collation, coding and analysis of **28,925 separate comments** as part of the reporting process. The textual information was transposed into quantitative data through a process of categorization or 'coding' and counting.

The qualitative information provided in this report represents the results of this coding exercise with responses grouped under themes which outline the key points expressed by respondents. Summary tables of these themes including examples of the verbatim comments received are provided through the document as well as in **Appendix 2** and **3**.

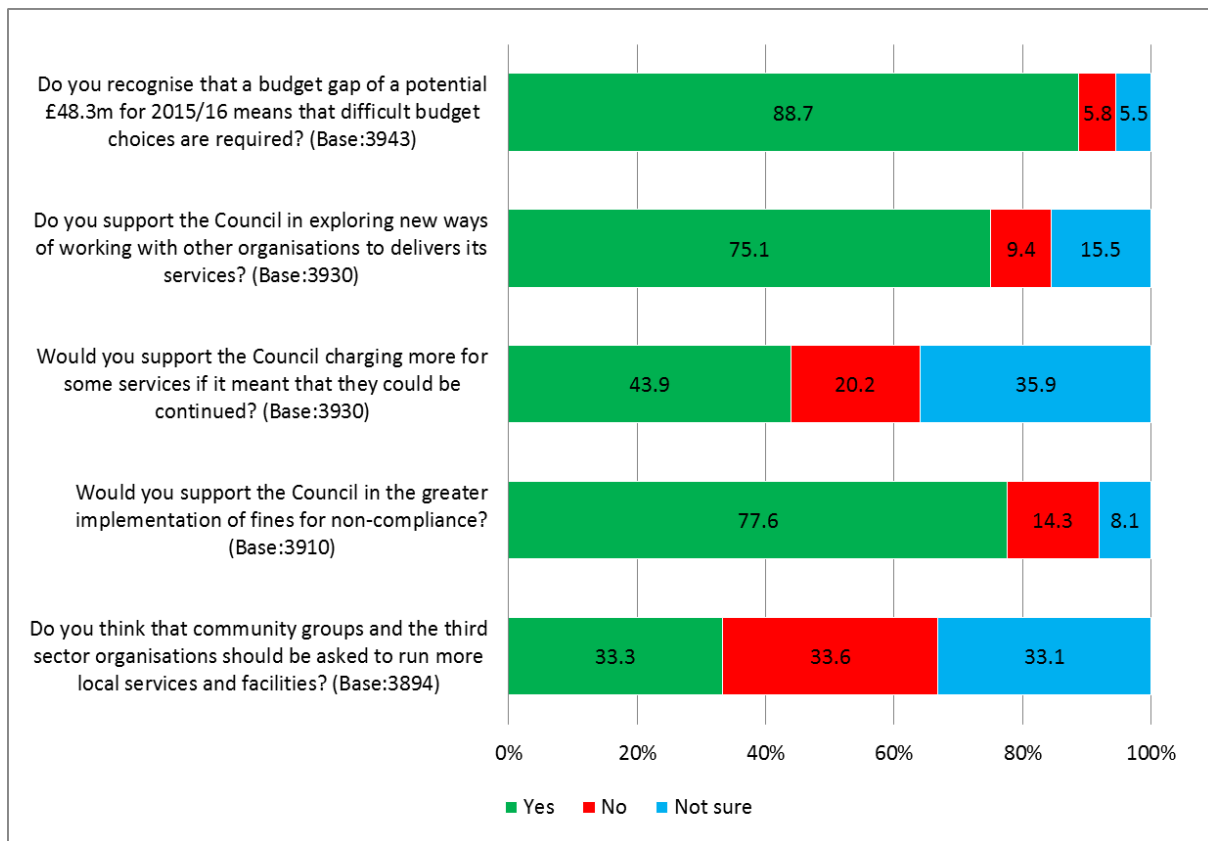
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5.1 Questionnaire Results

Section 1 - Overarching Themes

As a Co-operative Council we remain committed to understanding and supporting the services that are most important to people, whilst making sure we help those in most need. However, reductions in funding and increased demand for our services mean that difficult choices, including increased fees and charges, remain options for consideration. A number of questions were posed to the public relating to this theme.



Almost nine in ten respondents (**88.7% / 3,498**) recognised the difficult choices that are required given a potential budget gap of £48.3m for the coming financial year

However, there appears to be lower levels of recognition within our ethnic minority communities, with 10% of ethnic minority respondents not recognising that the budget gap means that difficult choices are required, compared to the overall responses received (5.8%). This suggests that communication mechanisms may need to be reviewed. (Graph 1.2, Appendix 1)

Three quarters (75.1% / 2,950) were broadly in support of the Councils' approach of exploring new ways of working with other organisations to deliver services. Interestingly, there are some variations across the city regarding views about new approaches with respondents from the City & Cardiff South neighbourhood (80.8%) showing higher levels of support, when compared to other areas such as Cardiff South West (72.8%). (Graph 1.3, Appendix 1)

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Approximately two fifths (**43.9%**) of respondents were **supportive of the Council charging more** for some services if it meant that they could be continued – with respondents from Cardiff West and Cardiff North more supportive (46.9% / 46%) compared to other area respondents such as Cardiff East (35%). (*Graph 1.5, Appendix 1*)

A total of 1,365 respondents went on to specify services that they would be supportive of charges being introduced for. Those services that were considered **most appropriate for the introduction of charges were library services, leisure activities and waste management.**

The high proportion of respondents proposing that charges be introduced for library services (32.4% / 442) must be considered to be a direct response to this being one of the services perceived to be impacted greatest as a result of the budget proposals.

Examples of Services where charges could be introduced:

Service	No.	%	Example comments
Library Services	442	32.4%	<ul style="list-style-type: none"> “Libraries - explore ways of charging for internet cafe type services, including Wi-Fi etc. Also, why not charge for providing search facilities?” “Charging when books are requested from other sites”
Leisure Centres / Sports	396	29.0%	<ul style="list-style-type: none"> “Swimming pool entrance fees and less free swimming sessions in the summer holiday” “Charge for sports pitch hire”
Waste	247	18.1%	<ul style="list-style-type: none"> “Green waste collection - Cheltenham BC charges circa. £40 per year per household for provision of a green bin and collections, which is means tested” “Charges for bulky waste collections” “Charge residents for larger wheelie bins or additional rubbish bags”
Health & Social Care	179	13.1%	<ul style="list-style-type: none"> “Help for elderly and vulnerable” “Meals on wheels”
Bus passes	106	7.8%	<ul style="list-style-type: none"> “Make travel concessionary for OAPs rather than free” “Nominal charge for Bus Passes”

There was also strong support (**3,033** respondents/77.6%) for the Council in greater implementation of fines for non-compliance such as, littering or illegal parking. However, when considered by geography, there was **less support** was seen in the **Cardiff City & South** neighbourhood with **19.6%** opposing this proposal compared to **11.3%** in **Cardiff West.** (*Graph 1.7, Appendix 1*)

Opinion was mixed regarding the **reliability and feasibility of involving community groups** and third sector organisations in the operation of existing Council services and facilities. **A third of respondents** (33.3% / 1,295) felt that this would be a good idea but a large number of respondents said they ‘weren’t sure’ (33.1% / 1,290). Looking across the city, **greatest levels of support** were seen in the **Cardiff City & South neighbourhood** (39.9%) compared to 28.9% in **Cardiff West.** (*Graph 1.9, Appendix 1*)

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Of those specifying specific services that they felt would be appropriate to be delivered in such a way (954 comments), most frequently suggested for community or third sector management were the **maintenance of parks and open spaces (317)**, **assistance with library services (242)** and **the management of community centres and halls**.

A tenth (97 respondents) also referenced their concerns regarding the **capabilities** of community and third sector organisations, specifying that responsibility for building and services should only be handed over to these groups with sufficient training and support provided from the Council.

Services which community groups and the third sector could be asked to run:

Service	No.	%
Parks & open spaces - maintenance of footpaths and cycle-ways, community gardens, allotments, playgrounds etc.	317	33.2%
Libraries – stacking, book checking, deliveries etc.	242	25.4%
Community buildings including. community or village halls	222	23.3%
Leisure centres/sports pitches/outdoor activities like football and recreational grounds/	175	18.3%
Community and third sector organisations should only be involved in running local services and buildings with appropriate training and support provided from the Council	97	10.2%
Maintaining local spaces (Including. Street cleansing, litter picking, graffiti cleaning, grass verges/weeding, grass cutting, personal responsibility for cleaning lanes, roads etc / Street wardens re littering	73	7.7%

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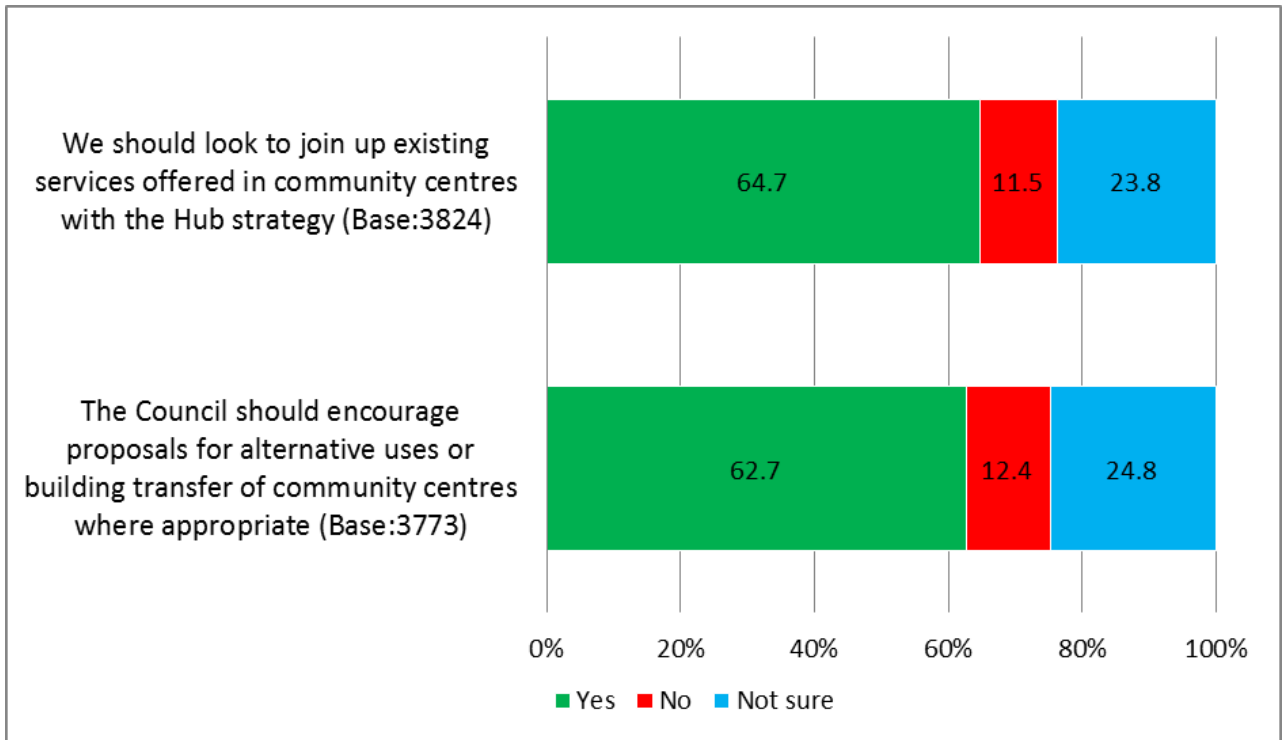
Section 2 - City-wide Budget Proposals

2.1 Community Centres

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

Approximately two thirds (**64.7% / 2,476**) of respondents were in favour of the Council working to join up existing services offered in community centres with the Hub strategy, with the highest levels seen in **City & South (75.1%)** compared to **59.8%** in **Cardiff West**. (*Graph 2.1, Appendix 1*)

A similar proportion (**62.7% / 2,367**) also felt that proposals for **alternative use or building transfer** of these facilities should be explored. However, levels of support varied depending on the Neighbourhood Partnership area with **greatest agreement** seen in **City & Cardiff South (70.2%)**, compared to **58.5%** in **Cardiff South East**. It should be noted that there were also large numbers of people responding as 'not sure' i.e. 31.0% in South East. (*Graph 2.3, Appendix 1*)



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Where respondents had indicated they were not in favour of proposals they were invited to express their reasoning. A total of **340 respondents** provided reasons why they were opposed to the Council looking to join up the existing services offered in community centres with the Hub strategy. The most frequently expressed concern related the locality of proposed hubs and the resulting issues that individuals or group may have in **accessing the facilities** which was mentioned in over a **fifth (22.1%) of comments**.

Also of concern to those opposed to the proposal was the **utilisation of volunteers** to assist in the management of community facilities. A **fifth (20.3%) of comments** referenced **fears over the capabilities of volunteer groups** to take over services and the longevity of projects should this come to fruition. Others felt that the 'lumping together' of services under the banner of the Hub strategy would ultimately lead to a **weakening of individual services** and a reduction in the range of services offered within communities, service provision would be heavily biased towards the more socially deprived areas with residents to the north of the city being particularly penalised.

Top 3 themes emerging from the 340 comments received for not joining up existing services offered in community centres with the Hub Strategy:

Top 3 themes	No.	%	Example comments
The locality of hubs Inc. access issues (i.e. bus rides/cost incurred/mobility issues)	75	22.1%	<ul style="list-style-type: none"> • "Because our travel network in this city is too expensive and poorly connected, if you centralise everything into hubs, those who need them the most may not be able to get to them or afford the transport needed." • "Having a hub is great if it is in your area...It would take an hour to walk to Llandaff North from Rhiwbina, or take 2 buses each way." • "They are not local to many residents of the city." • "People need to be able to walk to their local community centres otherwise those that find it hard to access them will become increasingly alienated from society." • "Having a lot of services at one location 'hubs' restricts the number of people the services are available to. If you have one locally/walking distance you won't mind however how are the elderly and families meant to get to use these services if not in walking distance and not on a local bus route?? Not everyone has the use of cars."
Statutory duty/Should be Council run/Shouldn't be run by volunteers	69	20.3%	<ul style="list-style-type: none"> • "Public services and buildings already belong to the community via Council ownership. Our public services were built up from nothing, via philanthropy and self-help, to services that are owned by us all, for us all; employ people decently; and are run in an accountable manner. Going back to self-help turns this progress into reverse." • "I don't believe that third parties are sufficiently accountable and may be driven by profit." • "There is the danger of buildings being poorly looked after with staff who may or may not turn up or provide proper provision." • "Community centres should be Council run to ensure accessibility to all sections of society and the prevention on one group or another taking over with its own agenda."
Weakens library services	53	15.6%	<ul style="list-style-type: none"> • "The hub strategy particularly weakens the library offer. It is not a full library service. Why do you keep saying hubs are great? They would be if the library was in a separate room and fully staffed by library staff. The housing staff do not shelve and are unable to answer library queries."

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			<ul style="list-style-type: none"> • "A library that is a hub will always feel like a Department of Social Security office." • "Libraries are too important to be marginalised and seated with other services. They are a lynchpin in educational services." • "Having to cross train housing staff to handle library queries and vice versa is not conducive to an efficient service."
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A further **336 respondents** commented on their reasons for being opposed to the proposal for the Council to encourage alternative uses or building transfer of community centres.

Of greatest concern to those sharing their views was that building transfer of the community services may ultimately lead to a **negative impact on the delivery of the services** provided from the venues. Should a private company take control it was feared that service provision would become **solely profit driven** whereas **volunteer groups may be ill equipped** to take on the necessary management responsibilities. Generally those opposed to the proposals were of the opinion that community centres should **remain in Council control** to maximise their accessibility and benefit to communities.

Top 3 themes emerging from the 336 comments received for being opposed to the proposal for the Council to encourage alternative uses or building transfer of Community Centres:

Top 3 themes	No.	%	Example comments
Will result in a reduction to the range/level/reliability of services and facilities	50	14.9%	<ul style="list-style-type: none"> • "If community centres are transferred from the Council to community groups it may be difficult to ensure consistency and continuation of service. Professional expertise would be lost." • "To leave the property in the hands of the "community" could leave it open to an individual party not taking pride/responsibility for its maintenance, ensuring best and most efficient use of the building and therefore leading to the eventual closure and potential to being run down." • "Alternative uses and transfer leaves the services open to dilution, facilities to be misused and run down then closed. Keep them open and under control, well maintained and offering the services they were designed for in the first place." • "My concern is that community centres could become expensive and become unavailable for those who need them."
Council should be providing these services/This is what Council Tax is for	50	14.9%	<ul style="list-style-type: none"> • "The Council should take responsibility here rather than offloading it onto already overstretched people within the community." • "We pay our Council tax, the Council should run it and look after their staff and not make them redundant. It is wrong to replace paid workers with volunteers." • "Community centres were paid for by taxpayers, by the community and should be kept in public hands. Local citizens will not be able to afford to keep them open, and privatisation of these centres will only raise the prices, excluding and isolating the poorest from these services."
Opposed to principle of library/ community centre closure	49	14.6%	<ul style="list-style-type: none"> • "Community centres are the hub of a community providing facilities for people that are increasingly more expensive elsewhere. By closing these centres you are taking away the opportunity to communities that have nothing else."

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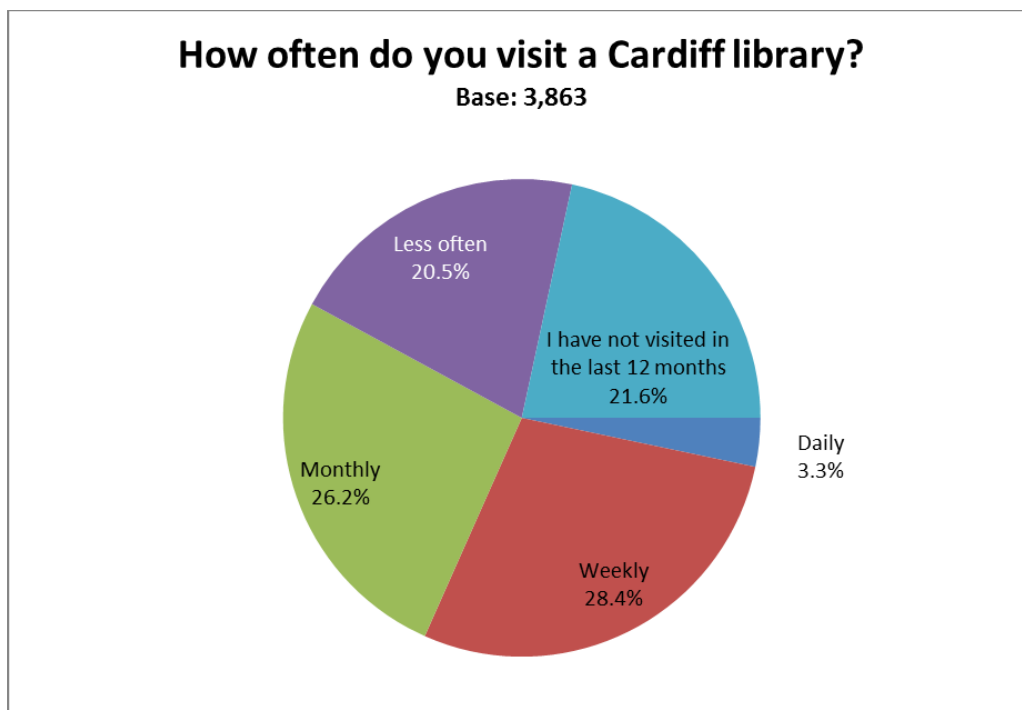
- "The Council has a responsibility to retain ownership of community centres and ensure they are operated to the greatest level of community benefit."
- "Community centres are exactly what they say they are & should remain available for the use of groups within the community."

2.2 Library Services

Library services have a key role to play in communities but the way in which people use libraries is changing. New technology such as e-readers along with a rising demand for WiFi and PC access means that library services need to adapt if they are going to be able to remain as relevant and important to future generations as they have in the past.

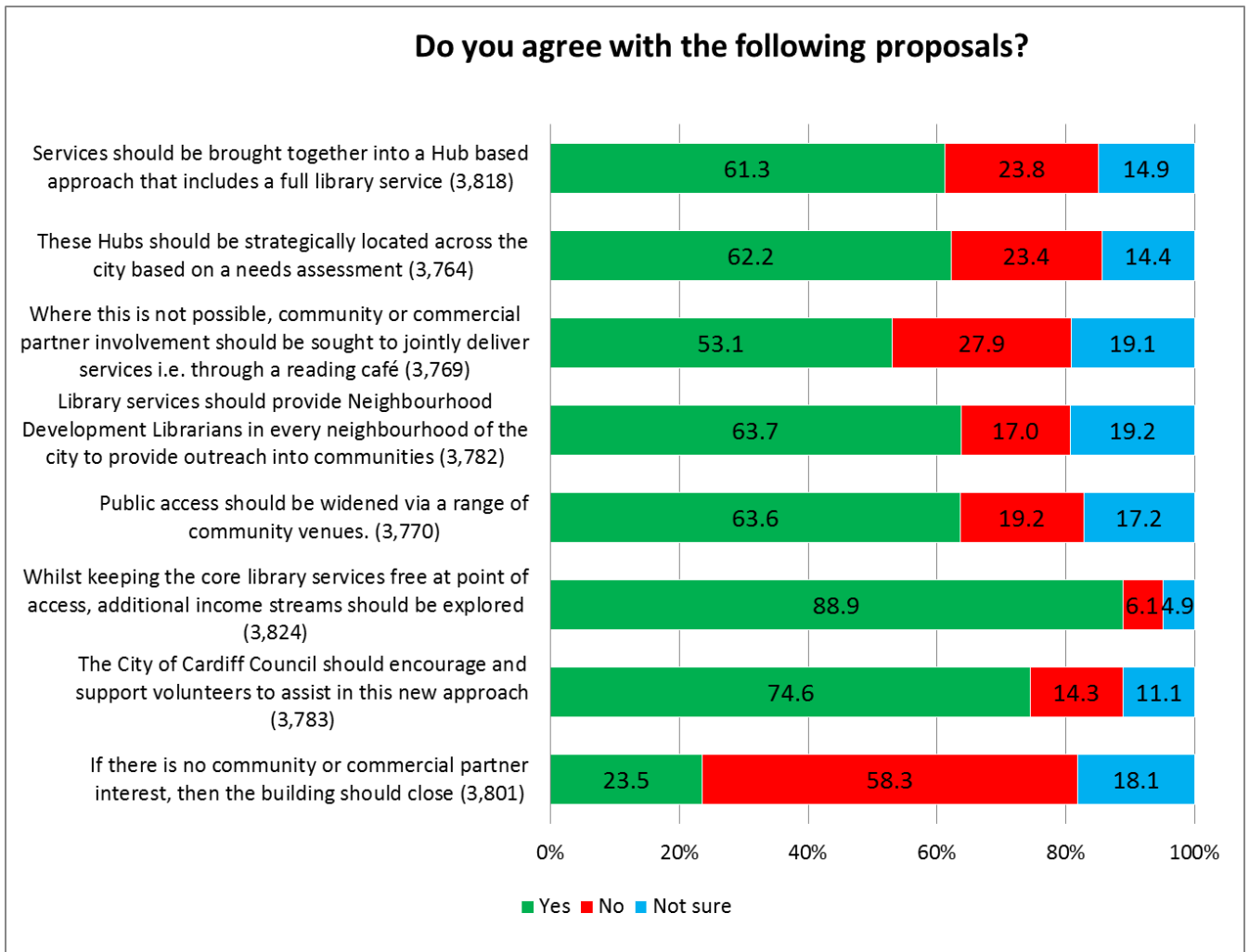
The types of services that people expect to access are also changing with increasing demand for access to advice, training opportunities and into work assistance, as well as reading activities for children, book groups and family researching also increasing in popularity. The 2015/16 Budget Consultation included a range of proposals put forward by Library Services with the aim of providing more joined up services and more accessible services with reduced funding. (**Appendix 3** provides additional details of the comments received as part of the consultation).

Four in five (**80.8% / 3,157**) respondents reported to be library card holders whilst **57.9%** (2,237) stated that they visit a Cardiff library facility at least once month. **Cardiff West** had the highest number of weekly users of libraries (**34.3%**), followed by **Cardiff North (30.3%)**. **Cardiff City & South** had fewest frequent visits with **39.3%** not having visited in the last 12 months. (*Graph 2.7, Appendix 1*)



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Participants in the consultation were presented with a range of proposals regarding the future delivery of library services across the city. Almost ninety percent (88.9% / 3,401) of those completing the survey were in favour of additional income streams being explored whilst three quarters (74.6% / 2,821) wanted to see the City of Cardiff encourage and support volunteers in the outlined new approach for library services.

Lower levels of agreement were received where proposals had been made to close buildings if no commercial or community interest can be found (23.5%).

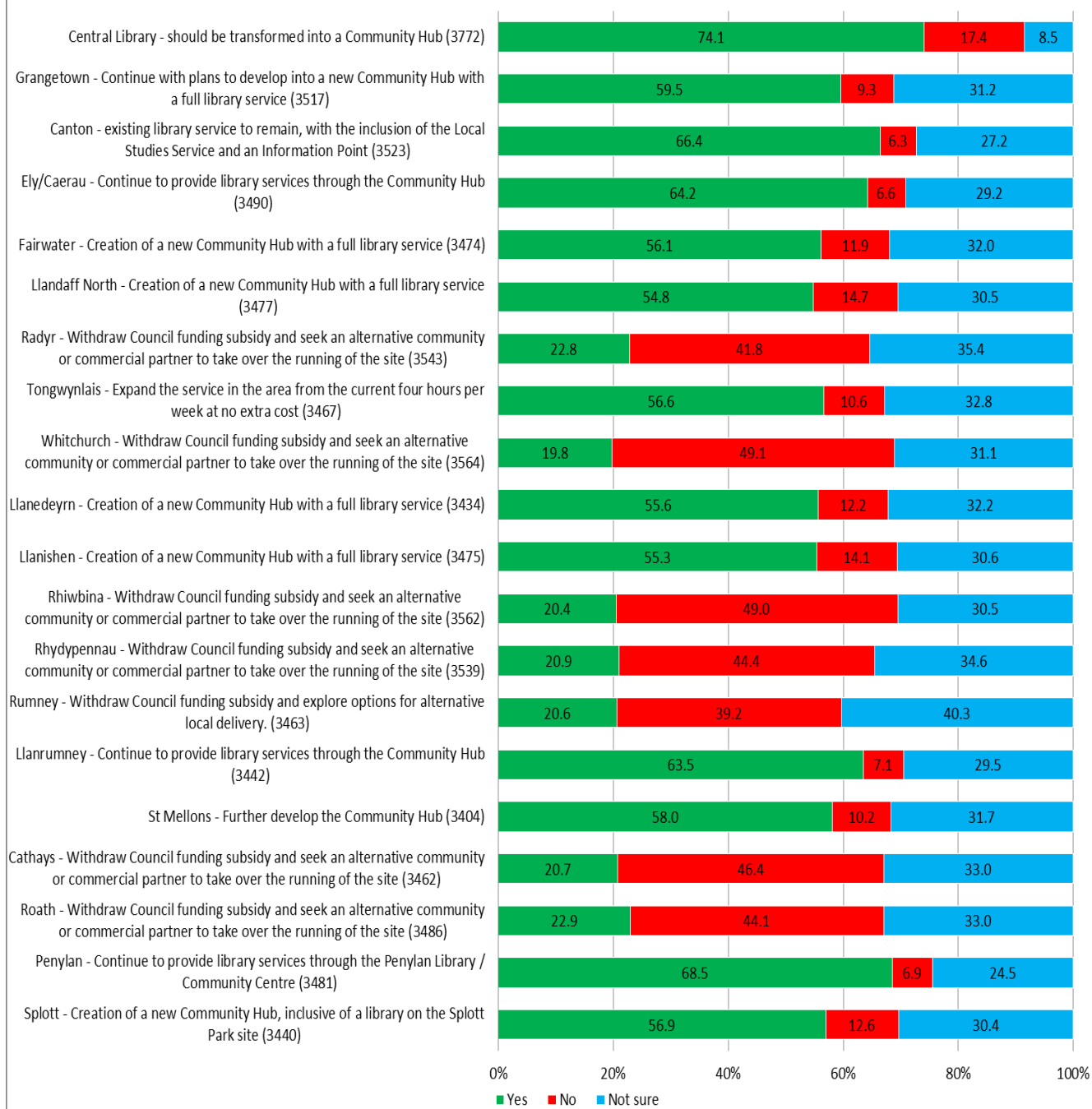
The consultation document also outlined the Council's preferred options for individual library sites and asked the public if they agreed with the proposals.

The highest level of agreement was found regarding the Council's proposal to **transform Central Library into a Community Hub (74.1% / 2,794)**. The public expressed **far less agreement in instances where it was proposed that the Council withdraw funding from specific facilities** with high numbers not supporting the proposal (i.e. *Whitchurch 49.1%, Rhiwbina 49%, Cathays 46.4%, Rhydpennau 44.4%, Roath 44.1%, Radyr 41.8%, Rumney 39.2%*).

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Do you agree with the following proposals?



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

Approximately half (**2,056 in total**) of all respondents made additional remarks in relation to the proposals put forward by library services. Of these, **1,325** referred to library services in general, however a large proportion also referenced individual library facilities within their comments which can be found in **Appendix 3**.

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Those facilities most frequently specified were those where the Council proposes to withdraw funding and seek an alternative community or commercial partner to take over the running of the site, namely: Radyr (154), Whitchurch (235), Rhiwbina (288), Rhydypennau (130), Rumney (56), Cathays (126) and Roath (68).

Clear from the comments received was the **high regard** in which the city's library services are held by the public (523 comments). The facilities were frequently described as **'essential'** to the communities that they serve and a **'lifeline'** for a wide range of people including those with **disabilities, older people, people with young children, lower income families and those without access to the internet.**

The distribution of the sites proposed for the withdrawal of Council funding was a significant source of comments with many feeling that the proposals leave a **'geographical gap'** in service provision in the north of the city. The impact of the withdrawal of library services from locations in the north it was felt would be deepened due to both the higher proportion of elderly residents in these communities and a lack of public transport routes to connect citizens to the proposed Hub sites.

Respondents were keen to see library services explore a wide range of **cost savings and income generation** options. With both a reduction in opening hours, and the introduction of charges suggested as preferable to some over the closure of facilities. Opinion was mixed regarding the introduction of services such as **café/coffee shops** to buildings as some feared that this would detract from the original purpose of the facility or see library services become over commercialised. One particular exception to this however was in the case of **Whitchurch library** which received particular support for the introduction of such a facility. Respondents reported similar facilities in the village to already be a commercial success with an additional café/coffee shop at this location likely to attract not only library users but also visitors to the local park, dog walkers and residents.

The recent budget consultation has seen a number of individuals and organisations express an interest in becoming involved with library services on a **volunteer basis** (367 people). Despite this the consultation did also reveal a significant number of public concerns regarding a move to this means of service delivery. It was feared that an **overreliance on volunteers** and the good will of the community could result in *'watered down'* and *'chaotic'* services that *'lack day to day continuity'*. Whilst it was felt that some roles within the service may be suitable for volunteers their involvement should *"be minimal and they should not be exploited or take the jobs of professional librarians"*. General concerns were raised by 71 respondents (5.4% of comments), with additional comments being received about specific sites.

The proposed transfer of the **Local Studies Service** from Central Library to Canton was met with some opposition. Those against the move generally felt that the collection was most suitably located within Central Library where it was more easily accessible. A move to Canton it was felt would deter a number of people from accessing this information whilst the space available at Canton library was also called into question, these responses accounted for 57.1% (12) of the comments relating specifically to Canton.

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Many respondents made reference to **recent refurbishments** that had been undertaken at some of the facilities and the financial waste incurred should the Council now choose to withdraw from these buildings. The refurbishments at **Cathays** (25.4% of comments) were amongst those most frequently mentioned with a range of options put forward to ensure the continuation of service from this 'Carnegie building' including café, community space and wedding venue.

Top three comments for each library / hub location*:

	Top three comments for each location highlighted																				
	GENERAL (1325)	Central (139)	Grangetown (7)	Canton (21)	Ely/Caerau (7)	Fairwater (5)	Llandaff North (12)	Radyr (154)	Tongwynlais (19)	Whitchurch (235)	Llanedeyrn (3)	Llanishen (42)	Rhiwbina (288)	Rhydyppennau (130)	Rumney (56)	Llanrumney (1)	St. Mellons (3)	Cathays (126)	Roath (68)	Penylan (12)	Splott (36)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Libraries are essential/ highly valued/must be retained	39.9	23.0	14.3	0.0	0.0	0.0	8.3	39.6	5.3	43.8	0.0	9.5	44.8	44.6	39.3	100.0	0.0	36.5	33.8	8.3	19.4
Income generation incl. cafés, shops, community spaces, charges etc.	6.6	2.2	0.0	0.0	0.0	0.0	0.0	5.8	0.0	5.5	0.0	0.0	4.9	3.1	3.6	0.0	0.0	10.3	2.9	0.0	5.6
Ideas for other funding sources i.e. savings in other areas/opening hours	7.5	8.6	0.0	0.0	0.0	0.0	16.7	4.5	15.8	6.8	0.0	2.4	6.6	4.6	1.8	0.0	0.0	10.3	8.8	8.3	0.0
Comments/suggestions re. Community Asset Transfer	2.5	0.7	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.9	0.0	0.0	0.0	0.8	5.4	0.0	0.0	1.6	0.0	0.0	0.0
Ideas for alternative provision of services	3.0	2.9	0.0	0.0	0.0	0.0	0.0	2.6	10.5	2.6	0.0	0.0	1.4	3.1	3.6	0.0	0.0	4.8	8.8	8.3	5.6
Generally against the proposals	27.4	27.3	85.7	61.9	14.3	40.0	33.3	42.9	26.3	44.3	100.0	57.1	44.8	44.6	66.1	100.0	100.0	36.5	29.4	16.7	80.6
In favour of the proposals	2.5	6.5	14.3	0.0	14.3	0.0	0.0	1.3	0.0	0.4	0.0	2.4	1.0	0.8	1.8	0.0	0.0	0.8	2.9	8.3	0.0
Council accused of 'not listening'	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.3	0.8	1.8	0.0	0.0	0.0	0.0	0.0	2.8
Focus needs to be on library services rather than 'Hubs'	3.4	25.9	14.3	0.0	0.0	0.0	0.0	0.6	0.0	0.4	0.0	0.0	1.4	2.3	0.0	0.0	0.0	0.8	0.0	0.0	0.0
Geographic discrimination	16.2	0.7	0.0	0.0	0.0	0.0	16.7	13.0	5.3	15.7	0.0	9.5	15.3	12.3	3.6	0.0	0.0	4.8	8.8	0.0	2.8
Negative image of Hubs	8.3	2.9	0.0	0.0	42.9	0.0	0.0	0.6	0.0	0.9	0.0	0.0	1.0	0.0	1.8	0.0	0.0	0.8	0.0	0.0	2.8
Current usage levels - Don't cut services that are well used, look at take up of services	4.5	4.3	0.0	4.8	14.3	0.0	8.3	40.9	26.3	22.1	0.0	7.1	42.4	26.9	7.1	100.0	0.0	15.1	13.2	16.7	8.3
Access to Hubs/barriers to use i.e. travel costs/distance	13.7	15.1	0.0	28.6	0.0	0.0	58.3	22.7	15.8	19.6	0.0	14.3	23.6	19.2	25.0	0.0	0.0	10.3	16.2	0.0	19.4
Discrimination against or impact on the elderly/youth & low income families	13.4	3.6	0.0	0.0	0.0	0.0	8.3	20.1	0.0	23.0	66.7	0.0	28.5	23.1	26.8	0.0	0.0	12.7	17.6	8.3	8.3
Negative & long term impacts on the community/society	21.9	2.9	0.0	0.0	14.3	0.0	0.0	27.9	0.0	26.0	0.0	0.0	26.0	31.5	33.9	0.0	0.0	21.4	26.5	16.7	16.7
Listed/historic buildings - must be protected	0.5	1.4	0.0	4.8	0.0	0.0	0.0	0.6	0.0	7.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.3	2.9	0.0	0.0
Improved promotion/advertising required	0.6	0.7	0.0	0.0	0.0	0.0	0.0	1.9	0.0	0.4	0.0	0.0	0.3	0.0	0.0	0.0	0.0	1.6	0.0	0.0	2.8
Local History Studies	0.1	8.6	14.3	57.1	0.0	0.0	0.0	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Concern over job losses/loss of expertise	5.2	1.4	0.0	0.0	14.3	0.0	0.0	2.6	0.0	3.0	0.0	0.0	3.1	3.1	1.8	0.0	0.0	1.6	1.5	0.0	0.0
More information needed	2.5	1.4	0.0	0.0	0.0	0.0	0.0	0.0	10.5	0.4	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0
In favour of volunteers	2.3	0.7	0.0	4.8	0.0	0.0	0.0	3.2	0.0	4.3	0.0	0.0	3.8	2.3	0.0	0.0	0.0	1.6	1.5	8.3	0.0
Concerns regarding volunteers	5.4	0.7	0.0	4.8	0.0	0.0	0.0	4.5	5.3	2.1	0.0	0.0	0.3	2.3	1.8	0.0	0.0	1.6	1.5	0.0	0.0
Wastage e.g. financial management, recent refurbishments	3.5	10.8	0.0	0.0	0.0	0.0	0.0	22.1	5.3	1.7	33.3	7.1	2.4	4.6	1.8	0.0	0.0	25.4	0.0	0.0	19.4
Costs/savings minimal	2.8	0.7	0.0	0.0	0.0	0.0	0.0	3.2	10.5	2.1	0.0	2.4	2.4	1.5	1.8	0.0	0.0	1.6	0.0	0.0	2.8
Misc.	17.4	16.5	0.0	14.3	28.6	60.0	0.0	6.5	10.5	0.4	0.0	31.0	4.5	6.2	8.9	0.0	0.0	7.9	8.8	33.3	5.6

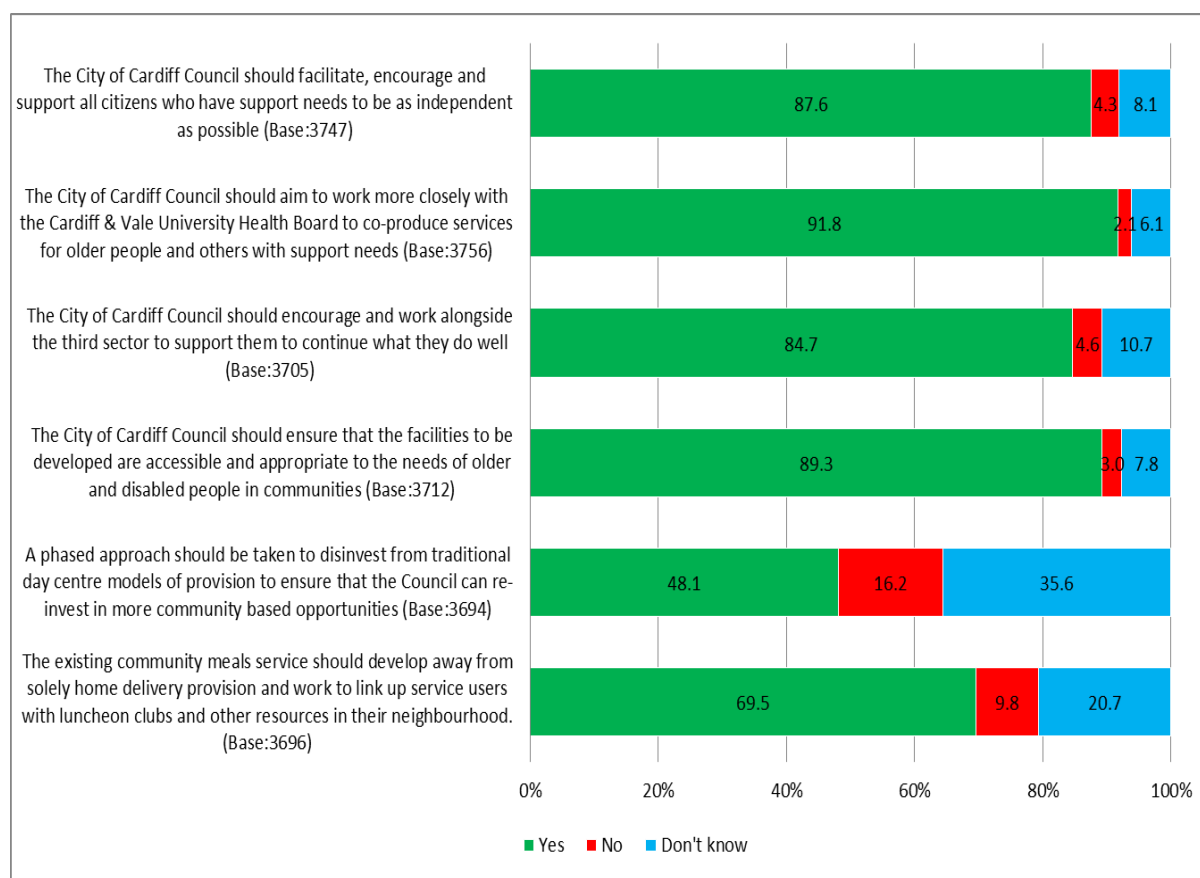
*Additional comments received in relation to libraries can be seen in **Appendix 3**.

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2.3 Day services for older and disabled people

Social isolation amongst older people is a serious concern and something that the City of Cardiff Council, working with its partners, aims to safeguard against. Day services have been an important element in addressing this issue for a long time; however expectations of older and disabled people are changing with older people as well as other citizens who need support; with people wanting more choice and control over the support they receive. This demand, coupled with an increasing demand on existing services and a growing emphasis on prevention from Welsh Government, is driving forward a new model of community based services.



Participants in the consultation were asked to state their agreement with a variety of proposals which underpin the Council's **new model of the delivery of day services for older and disabled people**. Whilst those responding were generally in favour of the general principles, those proposals relating specifically to **day centres** and **community meals** and received lower levels of agreement (**48.1%** and **69.5%** respectively).

Those disagreeing with the proposals made were invited to elaborate on their reasoning. A total of 299 (7.1% of all respondents) respondents provided details outlining their opposition to the proposal by the Council to taking a phased approach to disinvest from traditional day centre models of provision to ensure the Council can re-invest in more community based opportunities.

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Respondents' main concern was the proposals may result in a decline in what was otherwise considered to be an essential and vital service providing a lifeline to many service users.

Top 3 themes emerging from the 299 comments received for opposing a phased approach to disinvestments in transitional day care:

Top 3 themes	No.	%	Example comments
Detrimental impact on service users	89	29.8	<ul style="list-style-type: none"> “Elderly people already rely on the services provided; taking them away will be to their detriment” “The current model works well and a lot of older people depend on them. If it is referring to privatisation, then definitely not”
Needs to be retained by Council	85	28.4	<ul style="list-style-type: none"> “The care and support of the elderly should remain the concern of statutory services”
Essential Service	81	27.1	<ul style="list-style-type: none"> “Meeting people at a Day Centre is sometimes the only contact elderly clients have. It encompasses all aspects of their healthy living if they choose and are able to attend” “Traditional day centres are often the lifeline for lonely elderly people - and closures will have a negative effect on their health and well-being” “My father had dementia - we would not have been able to cope without the support of specialised and reliable day centres coordinated through a central support system”

There were some geographical differences seen in views with **55.6%** of respondents in **Cardiff City & South** agreeing with the proposals compared to **45.1%** in **Cardiff West**. Levels of support also varied by demographic with **26.7%** of those with a disability disagreeing with the proposal compared to **14.1%** of ethnic minority respondents.

A total of **158** (3.8% of all respondents) respondents provided explanation of their opposition to the Councils proposal that the existing community meals service should develop away from solely home delivery provision and work to link up service users with a range of luncheon clubs and other resources in their neighbourhood.

Top 3 themes emerging from the 158 comments received for opposing community meals service developing away from solely home delivery provision:

Theme	No.	%	Example comments
Detrimental impact on service users	47	29.7	<ul style="list-style-type: none"> “A very important part of Council provision...totally unacceptable”
Access issues e.g. cost, transport, mobility, confidence	46	29.1	<ul style="list-style-type: none"> “Essential that Council maintains investment in these services as they are the most vulnerable group” “Meals on wheels should not be cut back”
Needs to be retained by Council	28	17.7	<ul style="list-style-type: none"> “Home delivery of community meals is very important and should in no way be diverted to luncheon clubs or similar” “The more you outsource to third parties trying to make a profit the greater the risk for the vulnerable.”

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2.4 Leisure Centres/Arts Venues

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

Just over half (**51.9% / 1,956**) of those responding were in favour of the Council looking at different management models for **leisure centres** although agreement varied from **60.8%** in **City & Cardiff South** to **47.2%** in **Cardiff West**. However, it should be noted that 22.1% of all respondents didn't know. (*Graph 2.29, Appendix 1*).

Males supported looking at different management models for leisure centres (**60.5%**) at a higher proportion than other groups such as **females (45.5%)** (*Graph 2.30, Appendix 1*)

In relation to **Arts Venues**, a slightly higher proportion (**57.4% / 2,118**) agreed that looking at different management models was appropriate. Higher levels of agreement were seen in **Cardiff North (59.8%)** compared to **Cardiff South East (53.9%)**. (*Graph 2.31, Appendix 1*).

As in the case of leisure centres, there was also more support from **males (64.7%)** when compared to **females (51.5%)**. (*Graph 2.32, Appendix 1*).

Do you agree that the Council should be looking at different management models for its:	Leisure Centres		Arts Venues	
	No.	%	No.	%
Yes	1956	51.9	2118	57.4
No	983	26.1	651	17.7
Don't know	832	22.1	919	24.9
Total	3771	100.0	3688	100.0

Those who did not agree that the Council should be looking at different management models for its leisure centres and arts venues were asked to outline their reasons for this. A total of **555 comments** were received in relation to **Leisure Centres**, and **366** relating to **Arts venues**.

The most common response in relation to Leisure Centres, given by three in ten (30.1%) respondents, was that these facilities should remain **under Council control** whilst a quarter of those who expressed an opinion raised concern that removing Leisure Centres from Council management would lead to a **negative impact on society**, and potentially create cost issues elsewhere:

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Top 3 themes emerging from the 555 comments received in relation to Leisure

Leisure Centres	No.	%	Example comments
Must be retained by the Council	167	30.1	<ul style="list-style-type: none"> “Leisure centres and arts venues should remain under Council managements to enable residents to make use of the facilities and leisure activities on offer.” “Leisure centres are a core business for councils.” “Leisure centres are vital - one of the best facilities we have. Protect them.”
Negative community/society impact	133	24.0	<ul style="list-style-type: none"> “Leisure centres perform a service in keeping people healthy and therefore not using care services!” “They will become too costly or even closed. Like Libraries this takes away “quality of life”.” “Leisure centres need to be geared towards community need, of the particular communities they are in. I am not sure that a commercial or social enterprise model would be appropriate.”
Concern over increased costs to users	129	23.2	<ul style="list-style-type: none"> “If a management company take over - prices will increase.” “If council can't make something work, a private company can only do so by either raising prices or treating staff badly, to make a profit.” “The one swimming pool in the city that isn't managed by the council is much more expensive. This is reason enough to not want others to go the same way.”

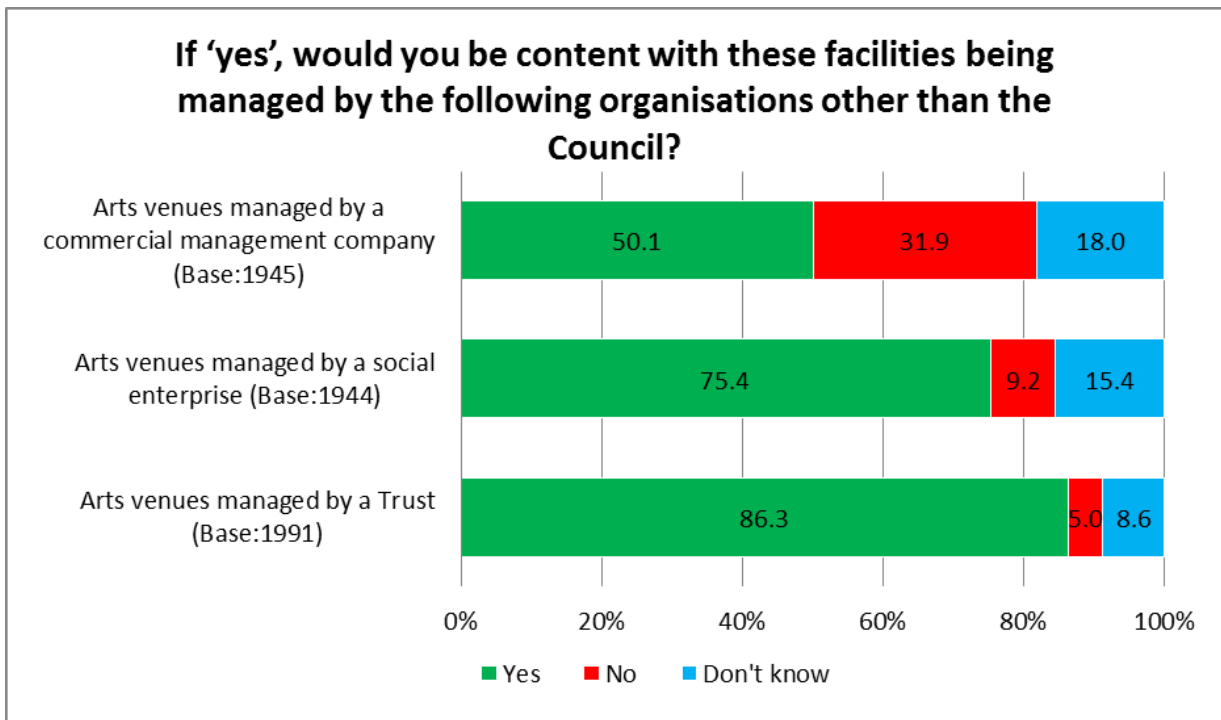
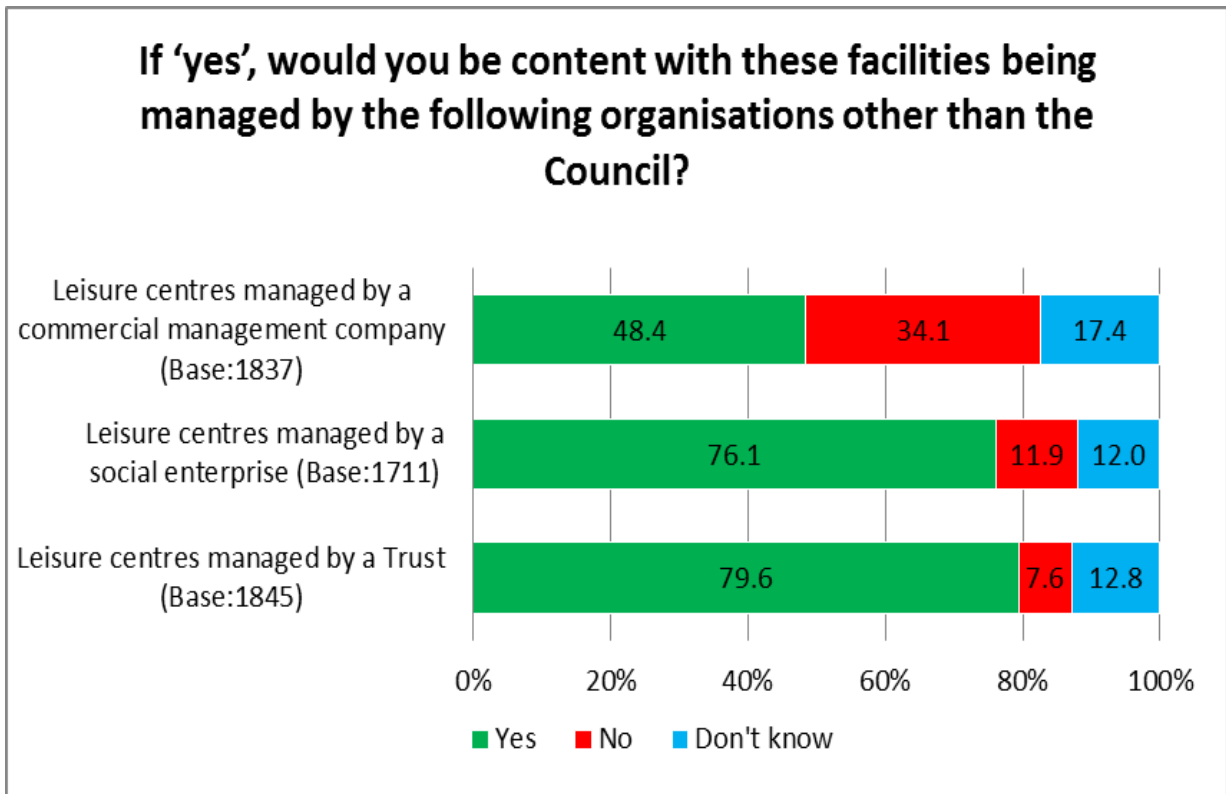
Top 3 themes emerging from the 366 comments received in relation to Arts Venues

Arts Venues	No.	%	Example comments
Must be retained by the Council	108	29.5	<ul style="list-style-type: none"> “St David's Hall and the New Theatre have worked perfectly well over many years; and provide a strong draw for residents and tourists. Why change?” “Cardiff is capital city it has to support arts facilities which draw people into the city from elsewhere in Wales and England.” “Venues like St David's Hall & New Theatre are an asset to any city and should be protected by the Council to ensure that they are able to serve the people of Cardiff & Wales.”
Against private sector commissioning	74	20.2	<ul style="list-style-type: none"> “Better run by Council rather than privately.” “These backdoor privatisations increase costs and worsen services. The centres should remain entirely under public control with full public funding.” “I completely disagree with what is essentially the privatisation of leisure and art.”
Concern over increased costs to users	68	18.6	<ul style="list-style-type: none"> “I would be concerned with Arts venues being managed by other organisations this could make visiting the arts costly.” “It is obvious in the case of leisure centres and arts centres, charges would increase substantially if run by a commercial or profit making organisation.” “Commercial companies would put prices up so much people wouldn't use them.”

Where respondents had indicated ‘yes’ to the proposals to look at different management models they were asked to specify which organisations they would be content to see facilities managed by. In the cases of **both leisure centres and arts venues** the public were **most in favour** of facilities being managed by either a **Trust** (79.6% and 86.3%) or **social enterprise** (76.1% and 75.4%) as opposed to a commercial management company.

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If respondents reported that they were opposed to any of these options, they were again asked to outline their reasons why. The number of comments received are provided below:

Leisure Centres	Number of Comments
- managed by a Trust	69
- managed by a social enterprise	90
- by a commercial management company	418
Arts Venues	
- managed by a Trust	51
- managed by a social enterprise	84
- by a commercial management company	407

Comments opposed to either of the services being managed by a commercial management company were most likely to centre on **concerns regarding the services becoming profit driven** rather than focusing on quality (35.2% of comments relating to Leisure centres and 36.1% relating to arts venues) and potential **'prohibitive' cost increases** to service users which would **force services 'out of people's reach'** (26.3% of comments relating to Leisure centres and 22.6% relating to arts venues).

Where opposition was expressed towards management by a Trust or social enterprise the comments demonstrated concerns regarding the **management capabilities** of these groups and the potential negative impact that this may have on the quality or variety of service provision.

"I would be loathed to see Leisure Centres leave Council control, as I would see this as a slippery slope to poorer services at higher cost with less concern for Health and Safety. I would not want to see Art facilities entering the 'profit' arena, as this would soon see venue closures and key individuals getting seriously rich at the same time."

Respondents were invited to choose up to three factors that they considered to be the most important in the **future management** of leisure centres and arts venues. The **cost to use the service** was specified as the most important factor in the delivery of both services (74.5% / 2,774 and 61.7% / 2,296 respectively), followed by **provision for all age groups** (54.4%/58.3%) and a **varied programme of activities** (53.2%/45%).

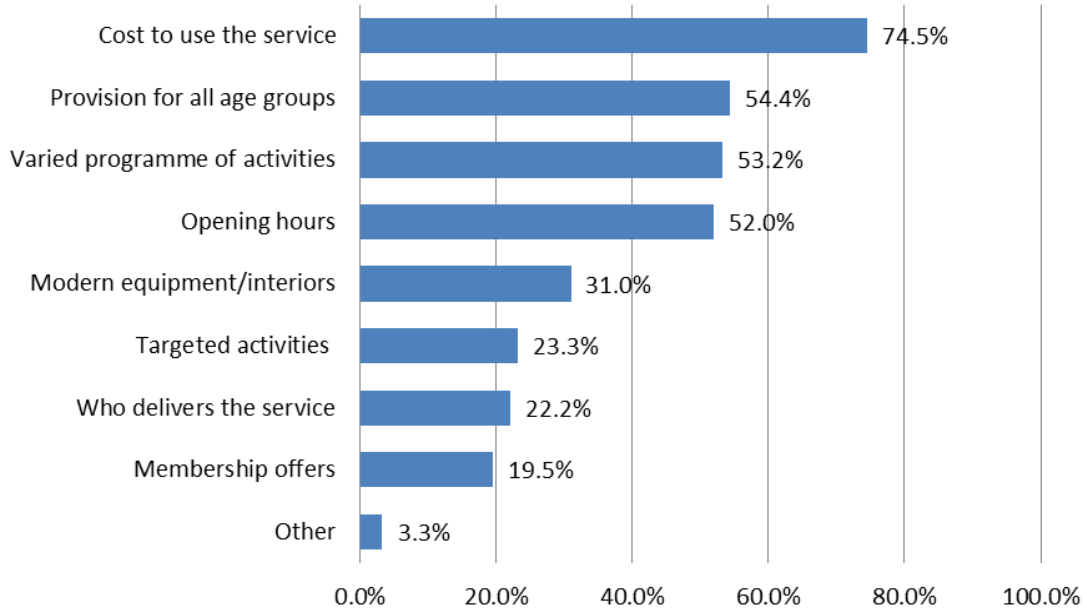
Opening hours were specified by over half (52.0%) of respondents in relation to leisure centres but only 28.6% regarding arts venues. Just over a fifth of respondents chose to prioritise **'who'** delivers either service in their selection (22.2% and 23.1%).

Changes for Cardiff

Results and Feedback Report

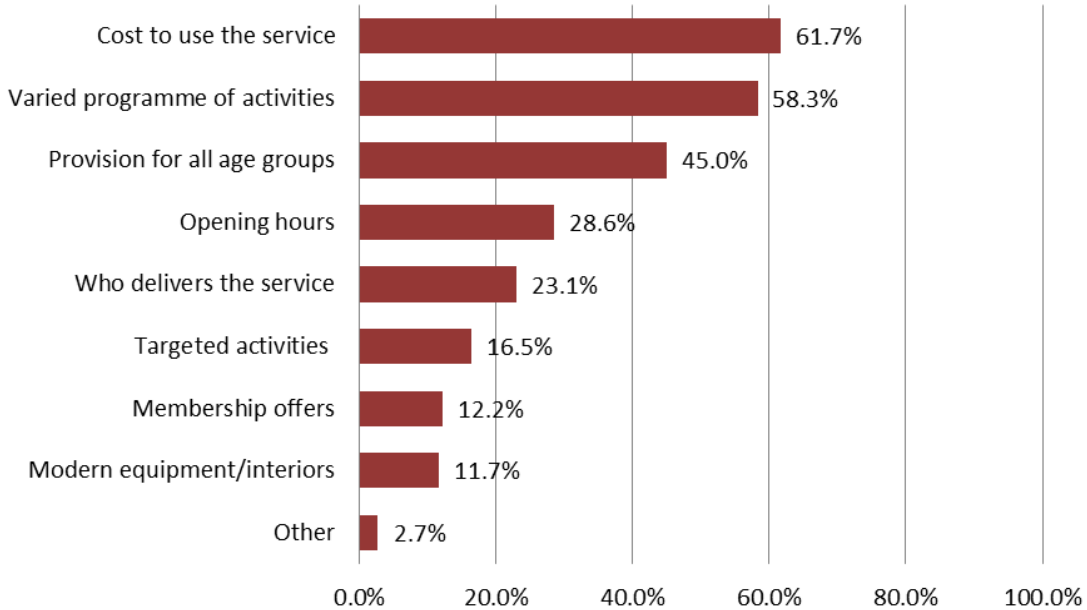
In the future management of leisure centres which of the following do you believe will be most important?

Base: 3724



In the future management of arts venues which of the following do you believe will be most important?

Base: 3724



Changes for Cardiff

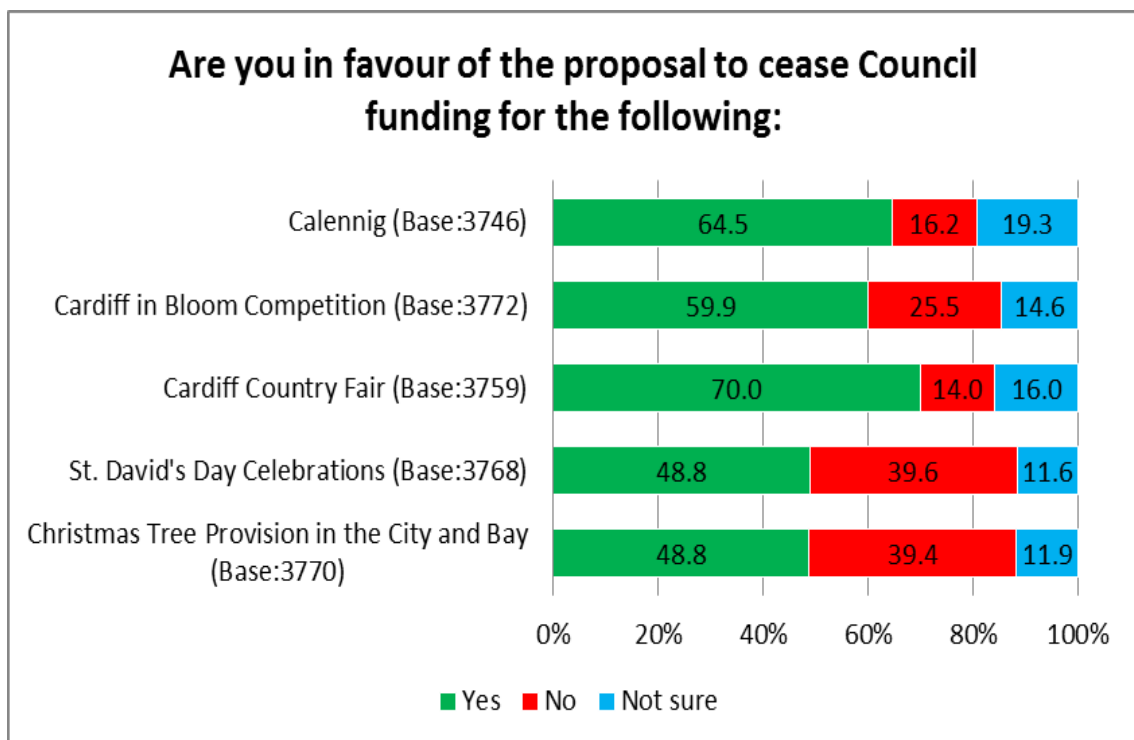
Results and Feedback Report

2.5 Events and Celebrations

There are a number of events and celebrations that the Council has traditionally helped to fund over the year. Financial challenges mean that the Council no longer has the resources to enable this support to continue.

In recent years, ways have been found to ensure that some events still proceed though commercial funding such as Winter Wonderland and the Cardiff Bay Beach. Within the consultation it was outlined that Council funding is proposed to be withdrawn for other events in the city including Calennig, Cardiff Country Fair, St David's Day Celebrations and the Cardiff in Bloom Competition. Additionally there will be no Christmas Trees in the city and the Bay unless sponsorship is secured. Whilst work will continue to help source alternative funding/sponsorship for these events it is likely that without financial support from the Council they could cease.

The findings of the consultation revealed that whilst **70.0% of respondents** were in favour of the Council ceasing funding of the annual **Cardiff Country Fair**, there was a greater opposition to proposals regarding **St David's Day celebrations** (39.6% / 1,492) and **Christmas Tree provision** (39.4% / 1,485).



Where those responding disagreed with the proposals to cease funding of events they were invited to give an explanation of their opposition. The greatest number of additional comments was received in relation to the provision of city centre and Cardiff Bay **Christmas trees** (1,019) and **St. David's Day celebrations** (956). In comparison just 321 (7.7% of the overall number of respondents) provided comments opposed to the cessation of funding for the **Cardiff Country Fair**.

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A fifth (20.6%) of those providing comments on Calennig (84 people) referenced the importance of the **Calennig celebrations** to the city's image.

Top 3 themes emerging from the 408 comments received in relation to opposing the cessation of Council funding for Calennig:

Theme	No.	%	Example comments
Importance to Cardiff's image	84	20.6	<ul style="list-style-type: none"> "These are things that bring in visitors to our city and should be celebrated. The capital of Wales without these important Welsh activities would be a lesser place." "As a capital city these events showcase the city to the world"
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	80	19.6	<ul style="list-style-type: none"> "Calennig is very important to Cardiff and people who attend it every year people all over the world the Council have done a great job up to now so perhaps you could look at funding some of the events?" "All of these parts are important to the culture of the people of Cardiff, it is ridiculous to remove any funding, these are council responsibilities." "No to cuts to Calennig as this is a popular celebration in the city, one which tourists also attend so the council should maximise income generating opportunities."
Importance of events in Cardiff's role as a capital city	65	15.9	<ul style="list-style-type: none"> "Cardiff is the Capital city of wales. At new year England has it's celebrations in London, Scotland has it's Hogmanay and we would be left with nothing" "Cardiff is the capital city of Wales. We should encourage all celebrations that encourage our Welsh identity." "The Calennig is important to the City's attractiveness as a tourist destination and it's City status"

A total of **586 additional comments** were received relating to **Cardiff in Bloom**. Most frequently these mentioned the importance of this event on **community spirit** as well as the positive impact that the celebrations make to the overall **image** of the city.

Themes emerging from the 586 comments received in relation to opposing the cessation of Council funding for Cardiff in Bloom:

Theme	No.	%	Example comments
Community spirit	163	27.8	<ul style="list-style-type: none"> "Cardiff in bloom encourages residents to take a pride in their city and surrounding environment" "Cardiff in bloom is an example of a good scheme for ensuring the involvement of individuals with pride in their city. Nearly all the others listed do not provide the same function, and if they are not profitable then they should cease." "Cardiff in bloom helps to get some of the citizens of Cardiff to show their gardens to the rest of the city, this rubs off on their neighbours, friends and people passing making it a better place."
Importance to Cardiff's image	146	24.9	<ul style="list-style-type: none"> "Cardiff in Bloom is a good vehicle for bringing communities together and it is difficult to see how it could be run or co-ordinated outside the council framework."
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	92	15.7	<ul style="list-style-type: none"> "Cardiff in Bloom. Maintains some colour in the City. St David's Day." "Important for the image of the City" "its important that the city retains a visual presence"

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70% (2,630 respondents) of those participating in the Consultation expressed agreement with the Council's proposal to cease funding of the **Cardiff Country Fair event**. Of those who were opposed to the plans **321** provided comments outlining their reasoning.

Top 3 themes emerging from the 321 comments received in relation to opposing the cessation of Council funding for Cardiff Country Fair:

Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	66	20.6	<ul style="list-style-type: none"> “The country fair is at a time when there are few other activities and for children raised in an urban environment gives them an opportunity to experience other things.” “There's nothing much going on in Cardiff so the fair should stay Cardiff Country Fair - excellent event. Good for getting kids involved in conservation” “We need something to celebrate amongst all this austerity and the country fair seems to be the most interesting of these events”
Importance to Cardiff's image	59	18.4	<ul style="list-style-type: none"> “These events bring people to the city and help develop a vibrant city” “These are all key celebrations for the City for all inhabitants to use - keep them going.” “The draw and attraction of the City is due to the attractiveness and events that take place within it. Removal of the sponsored events will prove a detriment to the city.”
Community spirit	46	14.3	<ul style="list-style-type: none"> “By reducing funding to some of the cultural events above it will reduce community spirit, and the presentation of the city.” “I feel the county fair brings in money as well and is a great community event” “Cardiff County fair is a great community gathering “because people need to come together more than they do”

Proposals to cease the Councils funding of **St. David's Day celebrations** (along with the funding of Christmas trees) received the **highest level of opposition** with two fifths (**39.6%** or 1,492 respondents) of people stating that they disagreed with the plans. Greatest opposition was seen in **Cardiff East** (46.9%) and **City & Cardiff South** (46.3%), compared to 35.7% in **Cardiff North** (*Graph 2.39, Appendix 1*)

A total of 956 respondents also provided details regarding their opposition with over a third (**36.1%**) of these referencing the importance of the celebrations to the **culture and heritage** of the city. It was also considered by many that, as the Capital City of Wales, it is essential that Cardiff make provision to make this celebration in the calendar.

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Themes emerging from the 956 comments received in relation to opposing the cessation of Council funding for St David's Day Celebrations:

Theme	No.	%	Example comments
Importance to the city's culture/heritage	345	36.1	<ul style="list-style-type: none"> • "St. David's Day should continue to be celebrated as we should celebrate our national day....it should also be a bank holiday...." • "I think it is important that the St David's day celebrations continue as it is our national day and Cardiff is the capital city. Xmas tree provision should also continue as it is our main festival of the year and brings happiness and joy to many." • "St. David's day celebrations are historic & essential to our culture. How awful to go into the City Centre or the Bay at Christmas & not see a Christmas Tree" • "St David's day celebration is an important national event and Cardiff as Wales' capital city should have a St David's Day celebration. Thousands of people turned up to the celebration in 13-14. It would be a shame to lose this"
Importance of events in Cardiff's role as a capital city	253	26.5	<ul style="list-style-type: none"> • "Capital of Wales ceasing St David's Day celebrations and not having Christmas tree would be pretty sad!" • "We are the Welsh Capital and as such should mark St David's day - doesn't have to be large scale though. We are a Christian country and Christmas is an important festival which brings huge income to the retailers in the city. People are attracted by such things as Christmas decorations." • "Cardiff is the Capital and needs St David's day celebrations and a Xmas tree." • "Cardiff as the capital of Wales should support our national Saint's day."
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	174	18.2	<ul style="list-style-type: none"> • "If these events were to cease as stated above "without financial support from the Council" then I believe that Council funding should continue. Every citizen deserves the "feel good factor" in their city." • "St David's Day is a national event and so should be funded by the council as it's for all. The same for Christmas provisions. The others are "nice to haves" and not essential when funding is tight" • "Council should encourage a 'green' city, St David's day should be celebrated in capital city" • "St David's day is a must for funding"

A total of **1,485** respondents (39.4%) expressed their opposition to the Councils proposal to cease funding for **Christmas tree provision** in the city centre and Cardiff Bay. City & Cardiff South respondents were less likely to be in favour of the proposal with **45.6%** against, compared to **36.9%** in Cardiff West. (*Graph 2.41, Appendix 1*)

Over a thousand (**1,019**) of those against the proposal also took the opportunity to detail the reasons for their resistance to the plans.

The annual features of the Christmas trees were described as being extremely important with their provision having significant **positive effect upon the image** of the city, **community spirit** and wellbeing as well as economic activity.

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Top 3 themes emerging from the 1,019 comments received in relation to opposing the cessation of Council funding for Christmas Tree provision in the city and Bay:

Theme	No.	%	Example comments
Disagree with the proposal/need to be retained even if sponsorship cannot be secured	432	42.4	<ul style="list-style-type: none"> “Cardiff as a Capital City should supply the Christmas trees for the city if funding/sponsorship is not sought - You can’t have the Capital City of Wales without a tree. Maybe working with an environmental group to donate a ethically sourced trees as part of a partnership” “All events could be self-funding in principle but the St David’s Day and the trees are essential to our pride and presentation.” “Christmas is a celebration for all and should be funded by the council. The other events are for the minority of people.”
Importance to Cardiff’s image	150	14.7	<ul style="list-style-type: none"> “If Cardiff is to encourage visitors to spend money we need attractions not a dull city centre” “St David’s day and Christmas are national holidays. Wales’ image would be damaged by not celebrating these appropriately at times when the world is watching.” “It is important for the image of the City and to help encourage visitors during the Xmas period.” “A capital city with no Christmas Tree would look very second rate!!”
Community spirit	146	14.3	<ul style="list-style-type: none"> “Christmas is a whole family experience and should be supported in order to encourage a feeling of wellbeing in austere times” “We are a Christian based society The tree especially in City Centre is an Important symbol of this, Also bring back Mary Joseph and baby Jesus, and 3 wise men to castle walls. My Muslim friends will not be offended.” “Important for Community spirit” “Christmas is a community time, and money should be spent to provide public trees for people who cannot afford their own”

2.6 Park Ranger Service

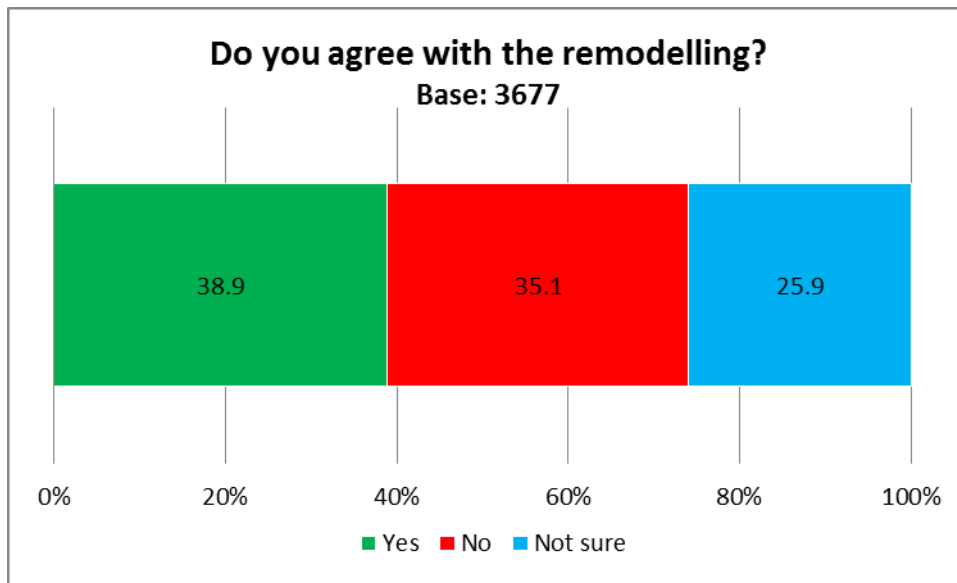
Managing our parks and green spaces including our nature reserves, country parks, woodlands and sites of special scientific interest is important for the wellbeing of Cardiff’s residents, visitors and to the reputation of the city. The management of green spaces is a priority for the Council; however it is a costly service.

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

Opinion was mixed as to whether the proposed remodelling was an agreeable option with less than two fifths (**38.9%** / (1,430) in favour of the proposal and 25.9% answering ‘not sure’. Greatest opposition was seen in **Cardiff South East** (39.8%) and **Cardiff South West** (35.9%) (*Graph 2.43, Appendix 1*)

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Where respondents had indicated that they were opposed (**38.9% / 1,219**) to the proposal to reduce the park ranger service they were invited to outline their reasoning.

A total of **699 respondents** to the consultation vocalised their opposition to the proposal with a quarter of these taking the time to express the importance of the city’s parks and green spaces to the **wellbeing of residents, visitors and the wider economy**. A fifth (**18.9%**) of the comments made also referenced the excellent work currently undertaken by the park ranger service whilst a similar proportion specified a range of negative impacts that they believed would occur should the proposals go ahead.

Top 3 themes emerging from the 699 comments received in relation to Park Rangers

Theme	No.	%	Example comments
The importance of parks & open spaces/wider benefits	188	26.9	<ul style="list-style-type: none"> “Parks are an essential element of community life within a city.” “Parks are crucial to well-being” Our parks are a real jewel in Cardiff's crown - for a city we have a wealth of parks and we should invest in them.” “One of the things that makes Cardiff so different to other cities is the beautiful parks. We should be protecting these.” “These are enviable treasures that should be maintained for all residents and visitors. The parks draw tourists and overseas students which are vital for our economy”
Value of rangers (knowledge, skills, community work)	132	18.9	<ul style="list-style-type: none"> “The Ranger Service is of great value to the city and its residents. Their work has been undervalued.” “We need to have park rangers - we need the presence” “The Park Ranger Services does a fantastic job and is one of the new services that offer opportunities for people to be involved, participate and enjoy green areas of Cardiff without having to spend money. They are dedicated workers and the Community

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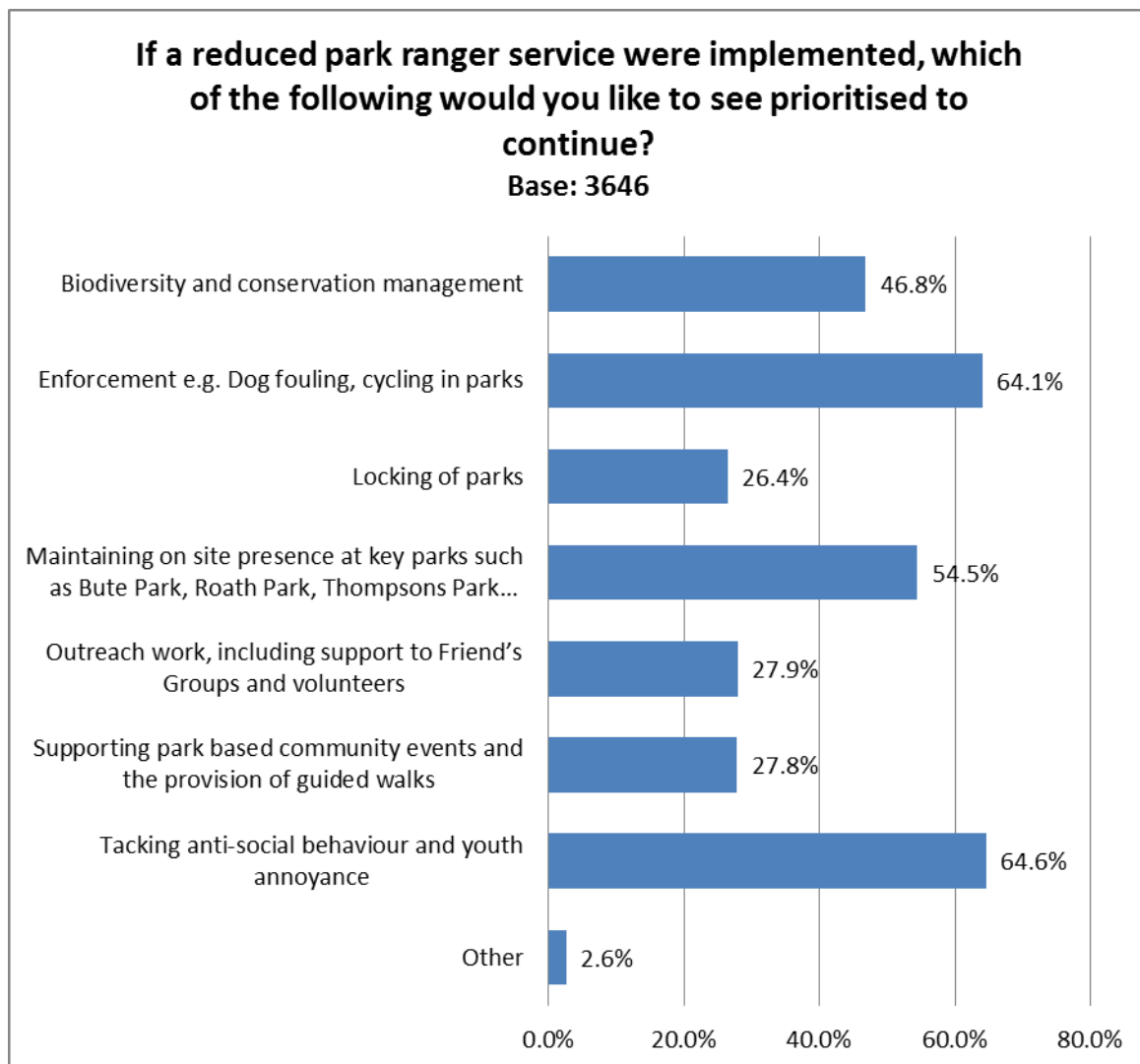
			<p><i>Rangers go above and beyond the call of duty”</i></p> <ul style="list-style-type: none"> <i>“The community park ranger service, in particular, is the key to Cardiff’s successful Friends group network. This service should be expanded rather than reduced. For every community park ranger you have many times the equivalent of work through their enablement work with communities.”</i>
Negative impact if cuts are made/service will not be sustainable	128	18.3	<ul style="list-style-type: none"> <i>“I think a reduced Park Ranger service would inevitably lead to an increase in vandalism”</i> <i>“I don’t believe a service can be maintained with a reduced number of park rangers, especially when it comes to bye-law enforcement as this will probably be the lowest priority for rangers.”</i> <i>“I think this would lead to a massive decline in the parks”.</i> <i>“The Parks make Cardiff a great place to live, deterioration of this service would be to the detriment to the city and upset the thousands of residents that use them.”</i> <i>“Once the quality & standard of parks fall, which they could with reduced rangers, it will be very hard & highly expensive to return the parks to their current state.”</i>

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

Of highest priority to respondents was the **tackling of anti-social behaviour and youth annoyance** (64.6% / 2,355) as well as **enforcement issues** (64.1% / 2,336) e.g. dog fouling, followed by maintaining an on-site presence at key parks (54.5% / 1,987).

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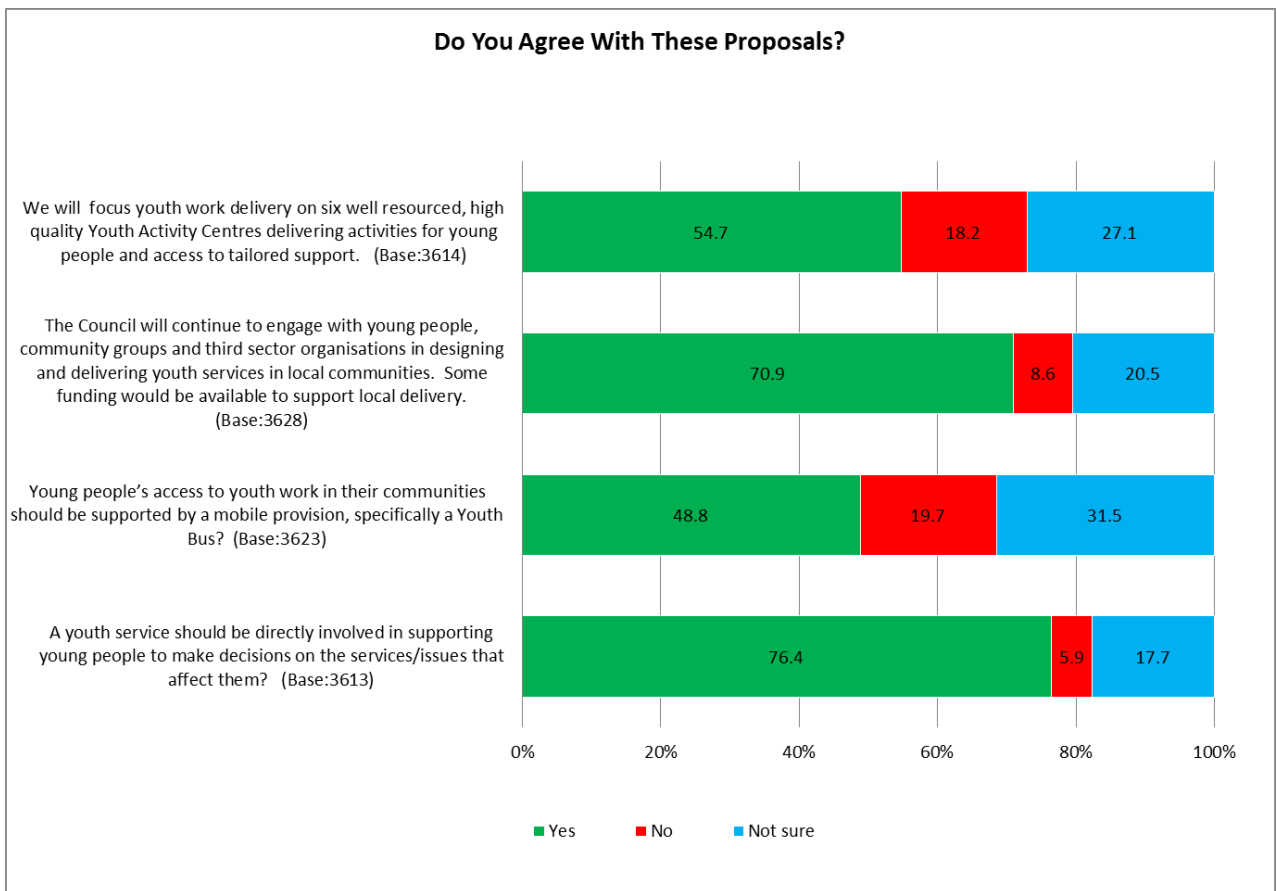


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2.7 Youth Services

Budget proposals relating to Youth Services outlined future delivery from a reduced number of buildings whilst ensuring that the Service works with other organisations to ensure that a range of services remain available from **six Neighbourhood Youth Activity Centres**. The use of outreach and a **'Youth Bus'** were also proposed as a means of providing additional flexible options for engaging young people whilst focus will also be given to supporting young people into education, employment and training.



Respondents in disagreement with any of the proposals outlined were invited to provide their reasoning.

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Focus Youth Work on 6 Youth Activity Centres

Overall **54.7%** of respondents (1,977) supported the proposal to focus youth work on six well resourced, high quality Youth Activity Centres. The greatest number in agreement were in **Cardiff South East (60.0%)**, compared to **48.8%** in **Cardiff West**. Higher numbers in support also came from over 55s (59.3%) and Males (58.2%), compared to 51.9% of under 35s and 51.6% of females. (*Graphs 2.45-46, Appendix 1*).

Those respondents against the proposal (18.2%) were asked to outline their reasons. A total of 418 comments were received with the biggest concern being a 'geographical discrimination' within the plans, with more affluent areas perceived as being discriminated against despite a need for the service in these areas.

The number of proposed centres was considered insufficient for a city the size of Cardiff by 68 respondents to the consultation. The reduction in the number of venues as well as their placement was felt could impact negatively on young peoples' ability to access the service, which would be further exacerbated by poor transport links particularly in the north of the city.

Top 3 themes emerging from the 418 comments received in opposition to the proposal to focus youth work on six well resourced, high quality Youth Activity Centres:

Theme	No.	%	Example comments
Geographical discrimination	171	40.9	<ul style="list-style-type: none"> • <i>Again the proposals focus on delivering a service only in poorer areas, this must be avoided. The service is equally important in all areas</i> • <i>Once again you're focussing on provision in socially deprived areas which you already get extra funding for. Youths are youths across the city. You're basically ignoring a whole generation because you only want to help certain demographics.</i> • <i>What about North Cardiff. Yet again the people who pay the highest percentage of council tax are not getting provided for.</i> • <i>These proposals imply that there is no need for youth service provision in the leafy suburbs of Cardiff. I agree that the service may be less important in those areas; however, there are young people with equally important needs across all areas of the city. It would be interesting to have more information about the mobile provision in order to be able to comment fully.</i>
Access/transport costs/Provision must be local	78	18.7	<ul style="list-style-type: none"> • <i>Provision needs to be more localised, youths move around on foot mainly and won't travel to six specific locations.</i> • <i>I think that it is important to maintain a presence in the local communities- it is vital that young people have a space that they can meet locally rather than have to travel in to the city centre or journey to another suburb in order to reach these facilities.</i> • <i>Young people cannot easily travel to fewer youth centres - and many are already beyond walking distance.</i>
6 centres is insufficient for the size of the city	68	16.3	<ul style="list-style-type: none"> • <i>I don't think youth work provision should be targeted only on 6 youth activity centres. There is a need for more than 6 youth activity centres across Cardiff. Youth work provision should be protected in this time of austerity as the work they do is fundamental to safeguarding children, tackling crime and disorder and empowering young people. These are essential.</i>

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			<p>Cut other areas, such as senior management and massive spend on major projects, before cutting these services.</p> <ul style="list-style-type: none"> The proposals for just 6 youth centres does not make a provision for youth work in North Cardiff. Closure of the Whitchurch youth facility which has close links with the biggest school in Wales is ludicrous. Maintaining a youth centre in North Cardiff and other regions would negate the need for a youth bus.
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Engagement with young people and third sector organisations in designing and delivering youth services in local communities

The proposal to engage with young people, community groups and third sector organisations in designing and delivering youth services was supported by **70.9%** of all respondents. The greatest level of disagreement was seen in **Cardiff East** with **12.2%** not supporting the proposal, compared to **6.3%** in **Cardiff South East**. (*Graph 2.47, Appendix 1*)

A total of 166 comments were received from those opposed to this proposal.

Again, focus was placed on the **perceived geographical discrimination** of the plans in general, particularly by those living in areas not earmarked for provision. Almost one in six of those explaining why they were against this proposal felt that this should not be a priority for the Council at a time of financial hardship whilst there were also concerns regarding the use of **volunteers**, rather than professional staff, in delivering Youth Services.

Top 3 themes emerging from the 166 comments received in opposition to the proposal to continue to engage with young people, community groups and third sector organisations in designing and delivering youth services in local communities:

Theme	No.	%	Example comments
Geographical discrimination	38	22.9	<ul style="list-style-type: none"> Where is the provision for North Cardiff youth? Why do we pay council tax in Rhiwbina? We are not here to be harvested to pay for the rest of the city There seems to be a huge target on the communities first areas and less affluent areas with no or limited resources in any other areas which seems like inequitable and not serving all the young people in Cardiff. You talk of anti-social behaviour and youth difficulties yet still seem to not take into account the needs of all the young people in Cardiff. What about Radyr, Whitchurch, Rhiwbina - these young people deserve a well-equipped, Youth activity centre too, they have some of the highest Duke of Edinburgh's award achievement levels and fantastic participation rates, why scrap their provision? Hardly unbiased.
In favour of cuts/proposals, not the public's responsibility	36	21.7	<ul style="list-style-type: none"> Withdraw all youth funding and pass on responsibilities to third sector The state is not a surrogate parent. It is the responsibility of parents to nurture, protect, educate and entertain their children. Are we throwing public money at young people lest they rampage through the city? Such an approach seems to presuppose criminality in the young.
Against use of volunteers e.g. loss of expertise, lack of professionalism,	25	15.1	<ul style="list-style-type: none"> The youth service offers trained & experienced staff who are able to work effectively with young people. Expecting volunteers & community groups to take on such responsibility will lead to greater difficulties for those

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accountability			<p>more difficult young people.</p> <ul style="list-style-type: none"> Youth workers are trained and vetted. A vital service for our youth. Community groups may not have the experience or expertise to take over. Volunteers are not the same! I disagree with third sector organisations being responsible for such services.
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Access to youth work in communities supported by mobile provision, specifically a 'Youth Bus'

Approximately half (**48.8%**) of all respondents supported the proposal for a **Youth Bus** to provide mobile provision with this approach being preferred in **Cardiff East** (54.5%) compared to **Cardiff West** and **City & Cardiff South** (both 47.4%). However **Cardiff East** also had the highest level disagreeing (23.1%), compared to 15.3% in **Cardiff South East** suggesting there needs to be further discussions regarding the approach. (*Graph 2.49, Appendix 1*)

Those against this proposal were asked to outline their reasons; a total of 386 comments were received. The top three responses are shown below.

Concerns were expressed as to the effectiveness of the Youth Bus and the unequal provision across the city. One in ten respondents did not support the proposal as they felt it should not be the responsibility of the local authority to provide Youth Services.

Top 3 themes emerging from the 386 comments received in opposition to the proposal to access to youth work in communities supported by mobile provision, specifically a Youth Bus:

Theme	No.	%	Example comments
Concern over the effectiveness of the youth bus	144	37.3	<ul style="list-style-type: none"> A youth bus idea is very second rate to a community presence full time A youth bus - this seems tokenistic and is only likely to be used sporadically.
Geographical discrimination	57	14.8	<ul style="list-style-type: none"> Youth services are geographically patchy. They should be more evenly spread for all youth. What about the rest of Cardiff?
In favour of cuts/proposals, not the public's responsibility	50	13.0	<ul style="list-style-type: none"> Are Youth services statutory? Are they necessary at all? I believe funding should be diverted from these services and directed to other, more beneficial preventative services, such as Children's Services and Library Services There are enough youth organisations for young people to get involved in already, most of which provide their own funding and resources. I don't see why my council tax should go towards paying for yet another. Youth services should have low/no priority

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Youth Service should be directly involved in supporting young people to make decision on the services/issues that affect them

There was **widespread support** for involving young people in shaping youth support provision, ranging from **73.9%** in **Cardiff East** to **79.0%** in **Cardiff South East**. The high level of agreement was also seen across all demographic groups. (*Graphs 2.51-52, Appendix 1*)

The small minority that were opposed were asked to outline their reasons resulting in a total of 114 comments. Over a third (37.7%) of those comments were from individuals supportive of the cuts to the Youth Service; one in six respondents highlighted the inequality of provision across the city, and one in eight did not feel young people should be involved in decision-making for this service.

Top 3 themes emerging from the 114 comments received in opposition to the proposal that the Youth Service should be directly involved in supporting young people to make decision on the services/issues that affect them:

Theme	No.	%	Example comments
In favour of cuts/proposals, not the public's responsibility	43	37.7	<ul style="list-style-type: none"> <i>This is not the Council's job.</i> <i>Why is this needed - we just made our own fun when we were young!</i>
Geographical discrimination	22	19.3	<ul style="list-style-type: none"> <i>Youth services should be available throughout Cardiff as all taxpayers should be equally entitled to it</i> <i>Firstly this has to be seen as a luxury and again targets a minority. (Unless you are going to provide for every part of the city.) Your target is what would be recognised as "deprived areas" I doubt that the council even knows how to reach out to the youth in these areas. Spend the money on better policing and on limited activities undertaken with the local community and primarily run by the local communities</i>
Against the proposals/Young people should not be involved in the decision making process	17	14.9	<ul style="list-style-type: none"> <i>I think it takes a lot of experience to make decisions which affect many people and young people do not have this experience or breadth of knowledge for the task</i> <i>Why waste money asking young people? Ask organisations that have managed to provide cost effective youth services in other regions. Age is irrelevant, success is the only measure that counts.</i>

2.7.1 Additional consultation undertaken by Cardiff Youth Services

The City of Cardiff Council Youth Services undertook additional consultation relating specifically to their proposals with young people across sixteen different schools and youth centre (YCs) locations across the city. This consultation includes:

- Consultations were led by youth workers via either Personal and Social Education (PSE) lessons or school assemblies at schools in Cardiff, these included: Bryn y Deryn, Cathays High, Eastern High, Glyn Derw High, Michaelston Community College, St Illtyd's RC High, St Teilo's CIW High, Ysgol Plasmawr, Ysgol Glantaf and Ysgol Bro Edern.

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- Youth Workers within neighbourhoods and communities also consulted with young people via the local youth centres; these include Butetown Pavilion, Creigiau YC, East Moors YC, Whitchurch YC, Trelai, Ty Celyn and Waterhall YC.
- Cardiff Street Based Youth Workers consulted with young people on the streets of Cardiff, as part of a city-wide approach.
- Youth workers distributed paper questionnaires covering the four questions within the wider consultation relating specifically to Youth Services. These questionnaires were also collected at source by the same workers.

In total over a thousand (**1,075**) young people responded. Youth workers monitored the number of returns that were collected from each location although no personal or demographic information was collected from the young people themselves.

Forms Returned	
Youth Centres	
Butetown	33
Creigiau	20
Eastmoors	31
Trelai & North Ely	74
Llan/TyCel/CFHHS/How	67
Streetbased - Fairwater	33
Waterhall	40
SUB TOTAL	298
Schools	
Bryn Y Deryn	18
Cathays High School	14
Eastern High	86
Glyn Derw & Michaelston HS	59
St Illtyd's	7
St Teilo's	199
Radyr Comp	70
Whitchurch	256
Welsh Schools	68
SUB TOTAL	777
YCs & Schools TOTAL	1075

A significantly **lower level of agreement** to the proposals was recorded from the young people surveyed in this exercise compared to the overall response to the wider consultation.

This exercise found just **14.8%** of young people to be in favour of proposals for future delivery from 6 well resourced, high quality Youth Activity Centres compared to **54.7%** of respondents to the official budget consultation. However, it needs to be highlighted that this exercise was undertaken directly by the Youth Service and which may have had some bearing on the independence of the results.

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Overall responses	Yes		No		Not Sure	
	No.	%	No.	%	No.	%
Q1 Do you agree that the Council should focus youth work delivery on 6 well resourced, high quality Youth Activity Centres, delivering activities for young people who will gain access to tailored support? (Base: 1074)	159	14.8	780	72.6	136	12.7
Q2 As well as these 6 Activity Centres the Council is proposing to engage with young people, community groups and third sector organisations to design and deliver youth services in local communities. Funding will be available to support this local delivery. Do you agree with this community based approach to delivering youth services? (Base: 1066)	277	26.0	653	61.3	136	12.8
Q3 In addition to Youth Activity Centres and community led delivery; young people's access to youth work in their communities should be supported by a mobile provision, specifically a Youth Bus? (Base: 1074)	359	33.4	580	54.0	136	12.7
Q4 The Council is committed to the active involvement of young people in shaping youth support provision in communities. Do you agree that a youth service should be directly involved in supporting young people to make decisions on the services/issues that affect them (Base: 1074)	730	67.9	215	20.0	130	12.1

Additional information on the responses of Young People can be found in **section 7.1 Appendix 2**.

2.8 Children's Play Services

There is a duty on local authorities to assess and secure sufficient play opportunities for children in their area. The Council however is **not obliged** to provide children's play centres itself. Currently the play service is provided by the City of Cardiff Council via seven separate buildings. A number of the play centres have Friends Groups, which support the operation of the centre whilst the City of Cardiff Council also commissions Welsh Medium and specialist disability play provision.

For 2015/16 it is proposed that a new model for Children's Play is introduced for the city. It is aimed that the new model which will continue to contribute every child's life whilst delivering a greater ability to target play opportunities through not being tied to specific sites. The new model will incorporate best practice from elsewhere and enable greater scope to attract external funding.

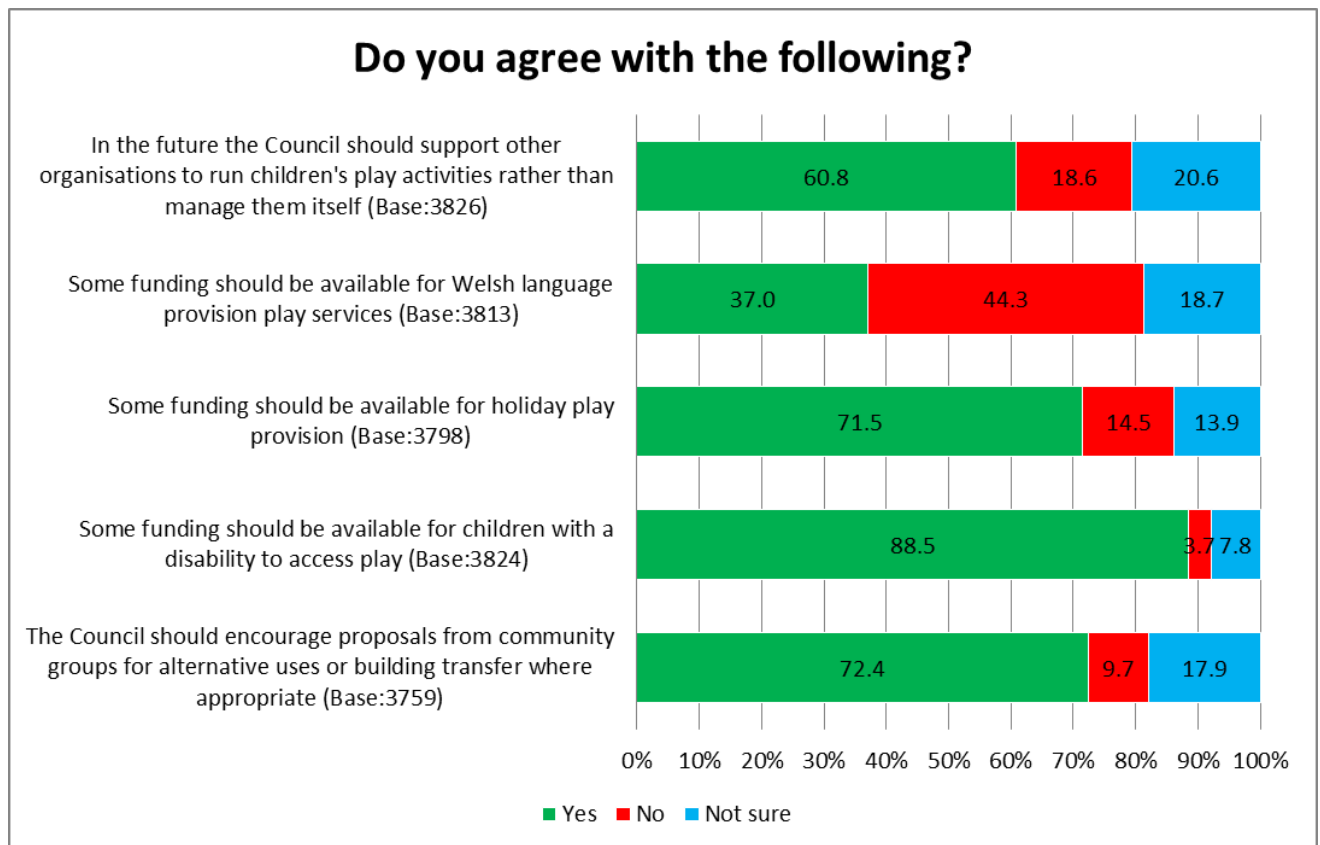
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The model would ensure the Council’s focus will be on ensuring that flexible, targeted provision to the most vulnerable is provided and on funding access to disability play, Welsh Medium play, holiday activities and Flying Start in Cardiff.

Under this model the Council itself would no longer manage or operate play centres from the beginning of April 2015. The Council would however encourage external bodies e.g. Friends Groups, to take on ownership of play centres, if that is what local communities’ desire. Any play centres not transferred to communities by the end of March 2015, (with the exception of Adamsdown and Riverside who will remain open for delivery of Flying Start provision) would close.

Participants in the consultation were asked their opinion regarding a number of issues relating to the proposals.



Support for other organisations to run children’s play activities

Three in every five (**60.8%** or **2,328**) respondents were in favour of supporting other organisations to run children’s play activities in the future. Across the city, agreement ranged from **54.0%** in **Cardiff South East** to **65.4%** in **Cardiff East**. The highest levels of disagreement with this proposal were seen in the Under 35s (22.3%) and ethnic minorities (22.9%). (*Graphs 2.53-54, Appendix 1*)

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Of the 711 opposed to this proposal **355** provided an explanation for their feelings with the majority of the responses centring on concerns regarding **accountability** and **safeguarding** should the Council lose control of the service.

Top 3 themes emerging from the 355 comments received in opposition to the proposal for the Council to support other organisations to run children's play activities rather than manage them itself:

Theme	No.	%	Example comments
Against the proposal/s	185	52.4	<ul style="list-style-type: none"> I disagree with council handing over responsibility to third sector organisations for these services. At this rate the Council will lose its premier position as a service provider and its relevance brought into question If "other organisations" is privatisation, then it's a terrible idea. There should be no cut in service provision, other options are available.
Needs to remain council operated	129	36.5	<ul style="list-style-type: none"> Easier to keep control over a provision if managed from within. Play provision and services are a specialised service which require experienced staff and should be kept in-house Council needs to have involvement to ensure compliance. This is the responsibility of the council.
Negative impact of proposal/s, impact on families/communities/society	106	30.0	<ul style="list-style-type: none"> Play is essential in order for our children to experiment and develop in all areas of their lives. The lack of importance shown from Cardiff Council is disappointing and again not recognising the needs of all children to play. Cardiff needs trained play workers who can work well with children and play in a sustainable way. Third party involvement in any council service may degrade its quality - and cost more in the long run Who's controlling these organisations taking up services and who decides which organisation delivers? Open to corruption. Shutting the centre will make a massive impact on the community.

Approximately nine in ten respondents (**88.5% / 3,384**) were in agreement that some funding should be made available for **children with a disability** to access play and **71.5%** for **holiday play provision** compared to just **37.0%** who similarly felt that some funding should be made available for **Welsh Language** provision in play services.

- Disability access**

Funding for children with a **disability** to access play received the highest level of support (**88.5%/3,385**) ranging from **87.3%** in **City & South** to **90.5%** in **Cardiff South East**. All demographic groups strongly supported the proposal too (86.9%-90.8%). (Graphs 2.59-60)

Of the **118** comments received, a high proportion went on to also show support for the service describing it as '**essential**' and necessary to remain Council operated. The importance of **integration** was again mentioned with a desire where possible for young people with disabilities to be able to access the same provision as their peers.

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Top 3 themes emerging from the 118 comments received in opposition to the proposal that some funding should be available for children with a disability to access play?

Theme	No.	%	Example comments
Against the proposal/s	39	33.1	<ul style="list-style-type: none"> Funding for disabled play - I think this is covered plenty in other areas and they have plenty of provision so perhaps for once we should concentrate on the rest of the children. There is a bias towards welsh speakers and those children with disabilities.. why should there be ? No requirement for these, just a waste of taxpayers' money, close them down.
Agree with the proposal/s	39	33.1	<ul style="list-style-type: none"> Disabled children need a special place for their needs. Other children's have plenty of choice. Important to support vulnerable groups of children e.g. disabled, socially deprived. Where physical disability prevents parents / children from engaging, help should be provided, but language should not be.
Essential/valuable service	17	14.4	<ul style="list-style-type: none"> Proposals again affect vulnerable members of society. Learning through play is an important part of a child's development and encourages interaction for young mothers who can feel isolated Those who are disabled and those who are not, together - must be supported. This is absolutely vital and a core responsibility. English-language play opportunities are badly needed in Grangetown. The disabled children's play session has been removed from Channel View's offerings - this is a sad loss and needs to be reinstated. I don't personally see a need for funding welsh language services if English language services are not provided. However, I would agree with making sure provision is available for disadvantaged groups. I don't think language is a particular identifier of disadvantage.

• **Holiday Play**

71.5% (2,715) respondents agreed that provision should be made for holiday play services with support across the city for holiday play provision ranging from **69.2%** in **Cardiff West** to **76.9%** in **Cardiff South East**. The under 35s were again the largest supporters of the provision with 80.6% in agreement. (*Graphs 2.57-58, Appendix 1*)

198 comments were received from those opposing the proposal and of these 52 stated that childcare to over this time was a parental responsibility and not that of the local authority.

Top 3 themes emerging from the 198 comments received in opposition to the proposal that some funding should be available for holiday play provision:

Theme	No.	%	Example comments
Against the proposal/s	114	57.6	<ul style="list-style-type: none"> Stop mollycoddling the parents over holiday play. They had the kids - why should everybody have to help look after them? Funding for holiday play is not a priority or essential in this economic climate. Not sure that holiday play provision is an essential - think it is more a 'nice to have'. The council shouldn't be paying for holiday provisions at all.
Parental/school responsibility, not the public responsibility	52	26.3	<ul style="list-style-type: none"> Parents have a responsibility to provide holiday play, they should provide it. Families must take responsibility for their children. It is not the Council's job. Holiday play and entertainment of children should be a parent's

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			<ul style="list-style-type: none"> responsibility. Only a small number of the community actually use these schemes. Holiday play provision is just free childcare which shouldn't have resources diverted to it.
Pay for service	42	21.2	<ul style="list-style-type: none"> Provision for language groups and holiday child care should be paid for by parents Holiday play services should be funded by the parents To be fair all users should be encouraged to pay private for play, Cardiff is one of very few cities still funding play. It should not be the council responsibility to fund what would effectively be childcare during the holidays, parents have chosen to have children and should take responsibility for their actions, this means that they should pay for their care and upbringing and not me

• Welsh language

Overall **44.3%** of respondents (1,689) were of the view that funding should not be available for Welsh Language provision play services – ranging from 35.6% opposing the proposal in **Cardiff South East** to **49.1%** in **Cardiff North**. The Under 35s group were the most supportive of the proposal (46.3%) compared to 31.9% of over 55s. (*Graphs 2.55-56, Appendix 1*)

Of those opposing the proposal, additional comment to support this stance were made by **922 people**. Many commented that this was simply not a priority given the extent of the cuts being made to the wider service. One in ten (**10.6%** or **98** respondents) respondents commented that integration or **bilingual/multilingual provision** was key in the delivery of play services with young children '*able to speak whatever language they like*'. If Welsh medium play was desired then 97 (10.6%) felt that it was parents responsibility to provide that they should be prepared to pay for it.

Top 3 themes emerging from the 922 comments received in opposition to the proposal that some funding should be available for Welsh language provision play services:

Theme	No.	%	Example comments
Against the proposal/s	830	90.0	<ul style="list-style-type: none"> It is play. You don't need to do it in Welsh Welsh language provision is not a priority when you are cutting play for kids. This is a decision that should not have specific language requirements Positive discrimination should be avoided.
Integration needed, not segregation of groups	98	10.6	<ul style="list-style-type: none"> kids play together regardless of race religion disability or language, why separate into groups Welsh language should not be prioritised; access for all should be the main focus. I don't believe in segregated provision - either language or faith based Play groups should be open to all children, not just Welsh speakers and young children should be able to speak whatever language they like.
Parental/school responsibility, not the public responsibility	97	10.5	<ul style="list-style-type: none"> Welsh is an optional choice of parents Welsh language schools will provide sufficient language skills once children are school age so there is no requirement for the council to support early years language requirements - parents who wish to can provide their own language play support for very young children or teach at home Enough Welsh language provision already and this is the responsibility of parents/relatives Welsh language only play facilities not necessary. School and home provide this.

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- **Community groups**

Whilst almost three quarters (**72.4%/2,722**) of all respondents were in favour of the Council's plans to encourage proposals from community groups for building transfers those opposed raised a variety of concerns (**232** comments) including those regarding the **reliability, accountability, quality and sustainability of future service delivery** should responsibility be handed over to community groups. It was considered by some respondents that a significant amount of **training and support** would need to be provided by the Council in order to adequately enable existing groups to fulfil such a role.

Top 3 themes emerging from the 232 comments received in opposition to the proposal that the Council should encourage proposals from community groups for alternative uses or building transfer where appropriate?

Theme	No.	%	Example comments
Against the proposal/s	99	42.7	<ul style="list-style-type: none"> • <i>The council should leave well alone</i> • <i>Giving community groups buildings didn't work, they just close down eventually.</i> • <i>I feel it important that the Council continues to manage these service in order to safeguard the well-being of the children</i> • <i>If other organisations run these centres there is more likelihood that they could close permanently, leading to loss of the service.</i>
Needs to remain council operated	77	33.2	<ul style="list-style-type: none"> • <i>I feel that the council should still run and staff the play centre.</i> • <i>can't rely on volunteers, parents should pay for these services</i> • <i>I do not support 3rd parties being asked to fund/run activities that should be funded by the council</i> • <i>Council responsibility, not community responsibility.</i>
Negative impact of proposal/s, impact on families/communities/society	66	28.4	<ul style="list-style-type: none"> • <i>I don't want private firms involved in my Children's play, unless they're already set up as an independent firm. Also - I could afford these things, but many parents cannot. Also - other organisations? That's a whole bunch of new CRB checks that you'll need to make.</i> • <i>I would want to see fail-safe plans in place for the transfer of any services to a third party or community ensuring the longevity of these beyond any initial agreement.</i> • <i>It is important that centres are maintained solely for the use of children. To run such requires a high degree of professionalism and experience. The true value of Play in a child's life cannot be underestimated...especially where they can interact with their peers safely with the on-going support of experienced Playworkers. With the development of local community support Play needs outreach as it once historically did. Development of partnerships -yes; forums; match funding - but not "privatising"</i> • <i>I have some experience of such groups transferring to other play providers via tendering and the quality of service has diminished.</i>

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2.9 Proposed Changes to School Transport for 16-19 year olds

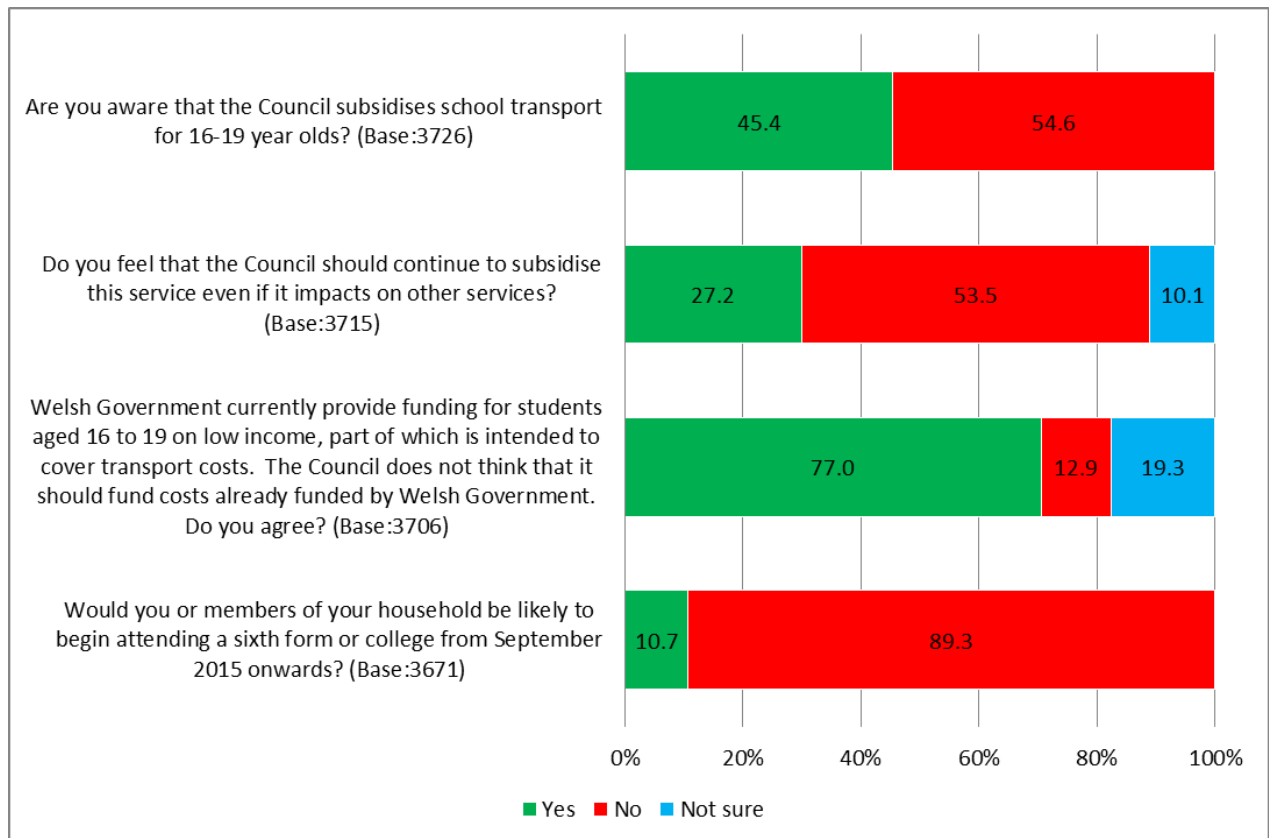
Local authorities have a statutory duty to provide home to school transport for eligible children up to age 16, there is no legal requirement to provide free transport to students over the age of 16. Any financial support for these learners is therefore discretionary.

Previously the majority of funding for this service has come from the Cardiff Intermediate and Technical Education Trust Fund (formerly Cardiff High School Trust Fund). This funding came to an end in August 2014.

In the current economic climate, and to ensure its services and its use of resources is fair and equitable to all its residents, the City of Cardiff Council asked residents views on what they would like to see happen next with regard to the funding of this service.

Less than half (**45.4% /1,692**) of respondents were previously aware that the Council subsidises school transport for 16-19 year olds.

Only **27.2%** agreed that Council should continue to subsidise this service with greatest support in **Cardiff South East (29.9%)** compared to **24.5%** in **Cardiff North**. The groups in strongest agreement for continuing to subsidise the service were ethnic minority communities (**33.9%**) and Under 35s (**32.2%**). (*Graphs 2.65-66, Appendix 1*)



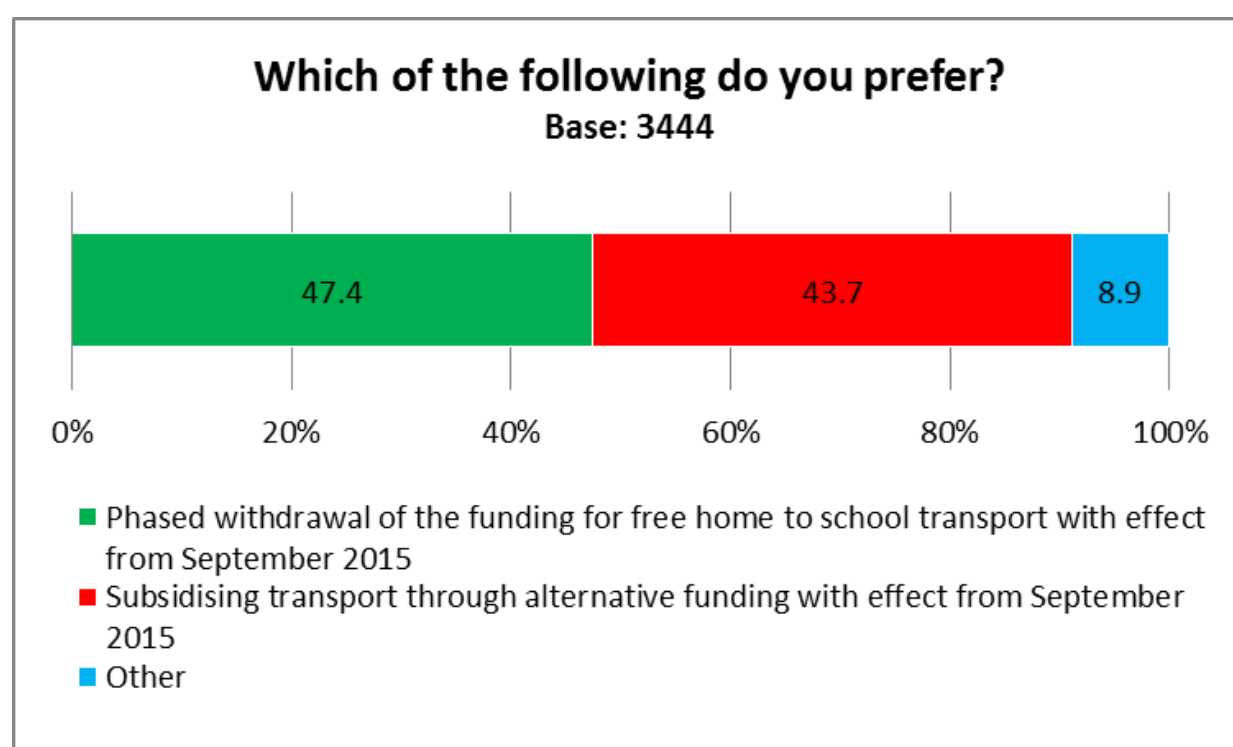
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There was strong support (**77.0%**) that the Council should not fund cost already funded by Welsh Government (via the Education Maintenance Allowance). The highest number of supporters for this proposal was in the **55plus group (80.8%)** compared to **64.5%** of **ethnic minority respondents** and **71.2%** of **Under 35s**. (Graphs 2.67-68, Appendix 1)

As a result of the changes the City of Cardiff Council is considering two different options for the delivery of post 16 travel to sixth form or college. The options include a phased withdrawal of the service or the subsidising of the transport through alternative funding.

Public opinion as to which was the most appropriate option was split (**47.4%** and **43.7%**) with a further **8.9%** in preference of an 'other' option.



A total of 205 people supplied details of the 'other' funding options that they would prefer to see introduced.

A quarter (**26.3%** or **54**) of people felt that the funding needs to continue in full as it plays a vital role in securing young people access to education whilst similar proportions of respondents felt that the funding needed to be cut either in part or in full.

Top 3 themes emerging from the 205 comments received in relation to suggesting alternative arrangements:

Theme	No.	%	Example comments
Funding needs to continue	54	26.3%	<ul style="list-style-type: none"> "The council needs to continue funding this vital element of helping 16-19 year olds continue with their education" "Leave the current arrangements as they stand"
Means testing	42	20.5%	<ul style="list-style-type: none"> "Travel to school could be means tested and those in need allocated passes."

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			<ul style="list-style-type: none"> • <i>"A need based test for Young People who may be deterred from attending based on transportation costs."</i>
Funding must be stopped	39	19.0%	<ul style="list-style-type: none"> • <i>"Remove all subsidised School Transport. Offer only if it can be self-funding / income generating"</i>. • <i>"Immediate withdrawal of funding. No one subsidises my costs to travel to work..."</i>

Respondents were asked to specify any impact that the removal of the service may have on them or their household. A total of **703** respondents provided explanations with a large majority (**68.3%**) stating that the changes would have no impact.

Sixty-one individuals commented that the changes would place some additional financial pressures on them as a family whilst smaller numbers mentioned concerns regarding safety (11), inconvenience i.e. having to drive students to college (7) and may limit the choice of college/courses available to young people in their household.

Other comments regarding the proposed changes to post 16 transport were made by 542 respondents (**12.9%**) and covered concerns over how the changes may impact lower income families and the potential negative impacts of the proposals.

Top 3 themes emerging from the 542 comments received in relation to 'Any other comments' provided by respondents:

Theme	No.	%	Example comments
Low income families hardest hit/need protection	96	17.7%	<ul style="list-style-type: none"> • <i>"Families who are on a low income would not be able to cover travel costs"</i> • <i>"I strongly believe that pupils from disadvantaged families should continue to have their transport costs provided"</i>
Introducing barrier to education	90	16.6%	<ul style="list-style-type: none"> • <i>"Withdrawing this subsidy may discourage continuing education"</i> • <i>"I nearly didn't go to college because my transport in Manchester wasn't funded. I'm now on track for a first in Uni. Why waste welsh talent by stopping them learning?"</i> • <i>"Young people are the future of Cardiff, we need them to be educated, qualified, skilled and active citizens - post 16 education is critical to ensure this"</i>
Means testing	73	13.5%	<ul style="list-style-type: none"> • <i>"I think it's important to look at the gap that might be created between who qualifies for EMA and the students who currently benefit from the service and potentially subsidise any gap between the two"</i>

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2.10 Supported Public Transport

Bus services across Cardiff are provided on a commercial basis. This means that appropriately licensed private companies can choose to run bus routes when and where they wish. Local authorities have no responsibilities or powers over these routes. However when a commercial bus company chooses not to provide a bus service in a particular area, local authorities can step in to provide a subsidised service, operated by one of the private bus companies under contract

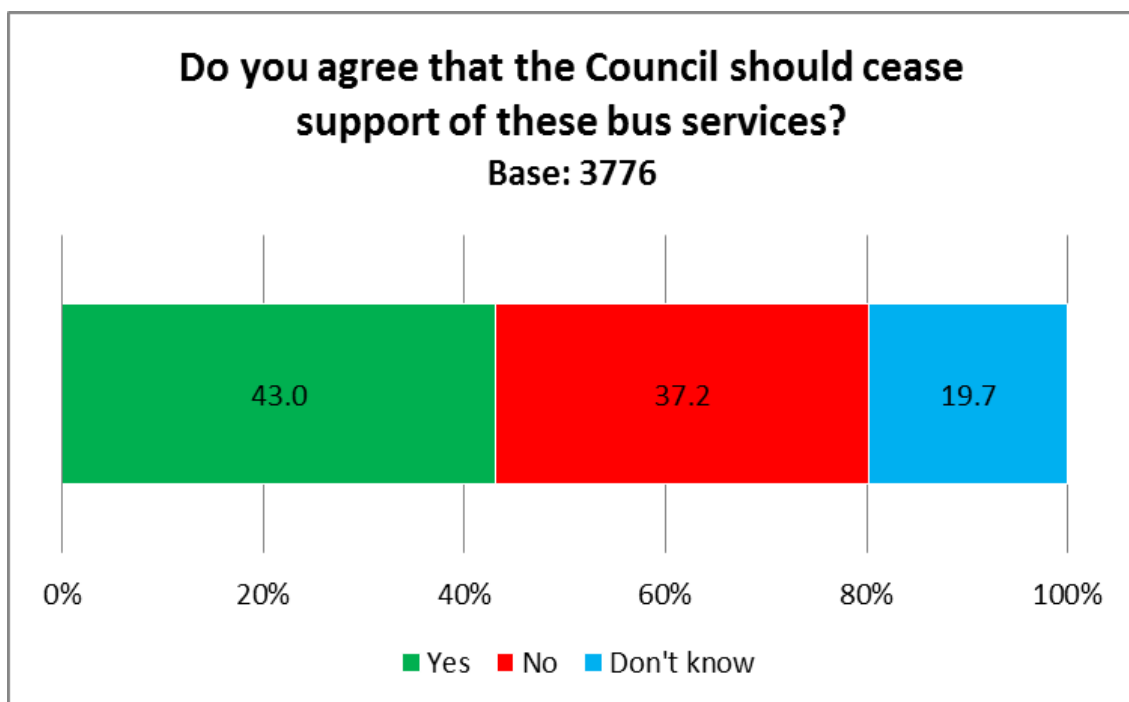
The Council currently spends approximately £236,000 on supported enhanced public bus services through its own revenue budgets. Given the financial pressures the Council is facing, this support needs to be reviewed.

Supported services include:

- Lisvane / Creigiau (Sunday & Bank Holidays) £10,133
- Splott / Lisvane / Pentwyn (services 1, 2, 55 and 86 Sundays and Bank Holidays) £72,612
- Bay Car £138,458

Less than half (**46.3% / 1,755**) of those responding to the questionnaire were previously aware that the Council subsidises bus services when passenger numbers are too low to make it commercially viable.

Public opinion was however **mixed** as to whether the Council should continue to support these services.



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The **37.2%** (1,406) of respondents who were opposed to the Council ceasing support of these services were asked to outline their reasons and a total of **836** responses were received.

More than **one in five comments** were from respondents who were in **favour of a reduction to the Bay Car service**. Whilst it was acknowledged as important that workers and visitors have frequent and speedy access to Cardiff Bay it was felt that the other available means i.e. train service and alternative bus routes meant that the size of the bendy bus used on the route and the frequency of its service were for the most part unnecessary.

Top 3 themes emerging from the 836 comments received in relation to ceasing support for specified Public Transport:

Theme	No.	%	Example comments
In favour of reduction to Bayline	187	22.4%	<ul style="list-style-type: none"> “The baycar subsidy is massive and is the only one of the three categories I have ever used. There are other buses people can use in that area or just walk, it isn't really that far.” “People in the Bay don't need that many buses! I walk from Splott and regularly see empty bus after empty bus in the Bay. Waste of time”. “Bay Car is underused. There are often nearly empty buses. A single length bus would be enough for this route most of the time”.
Agree with proposals in general	146	17.5%	<ul style="list-style-type: none"> “The fact that the service is contracted out rather than run by the council alone makes this a cut that should be made. If it is provided by the council, it should be a source of revenue not cost!” “Unfortunately, the financial reality is that if the numbers are too low to make it commercially viable then this indicates it isn't a service used by enough people to justify continued use of council funds.” “Routes should be self-supporting”
Generally disagree with proposals	130	15.6%	<ul style="list-style-type: none"> “keep them going...they are used. Money well spent.” “Support for Public Transport is vital so that all residents of the City have equal access to it.” “I think overall it's an excellent and essential service which also reduces the volume of cars, particularly those used by pensioners, such as myself!”

2.11 Parking

The Council wants to change the long stay parking regime in the city centre to encourage and promote the use of more sustainable modes of transport including the use of Park & Ride facilities. Additionally there are areas in the city such as Heath Park where commuter parking is impacting on local communities.

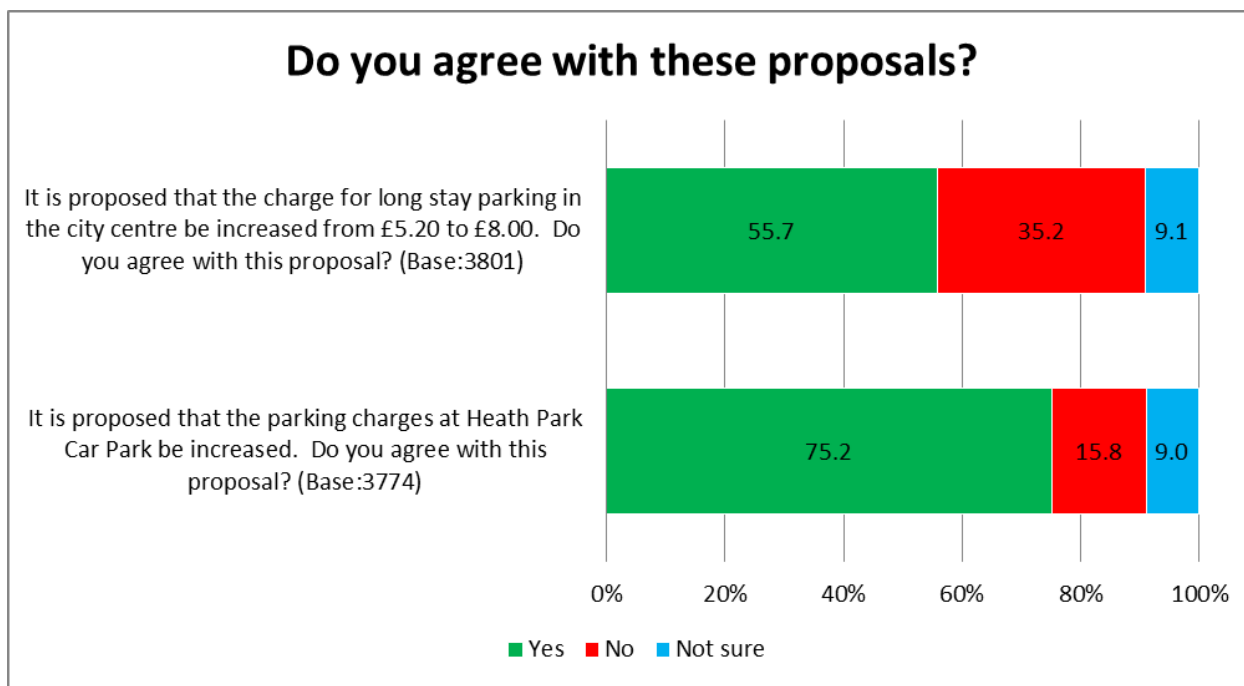
Participants in the consultation were asked their opinion regarding proposed changes to the parking charges at these two locations.

Overall 55.7% (**2,118**) of respondents agreed that the charge for **long stay parking** in the **city centre** should be increased from £5.20 to £8.00. However, support was significantly less in **Cardiff East** (37.0%) compared to **Cardiff South West** (63.2%) and from **Under 35s** (49.7%) and females (51.5%) compared to Males (61.5%) and 55+ (60.8%). (*Graphs 2.77-78, Appendix 1*)

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Three quarters (**75.2% / 2,837**) of those responding were **in favour of increased charges** at the **Heath park site**, with lowest support seen in Cardiff East (68.1%) and ethnic minorities (66.0%). (Graphs 2.79-80, Appendix 1)



Where disagreement was expressed regarding the proposals respondents were provided with the opportunity to express the reasons for their opposition. A total of **908** respondents provided additional comments relating to parking proposals.

A third (309) of the comments made expressed disagreement with the proposed increased to charges for city centre parking with respondents concerned that this would **deter shoppers and visitors from coming into the city centre** and ultimately negatively impact small businesses and the local economy.

Many respondents also felt that some **consideration needs to be given for those for whom car use may be a necessity** namely the disabled, families with small children and workers who need access to a vehicle for their role. An **increase and improvement to travel alternatives** including park and ride, frequent and reliable public transport and accessible cycle routes where all seen as necessary improvements that need to be assured alongside the proposals to enable the public to make a significant switch in their mode of transport.

Top 3 themes emerging from the 908 comments received in opposition to the proposal to increase the charge for long stay parking in the city centre from £5.20 to £8.00 and the parking charges at Heath Park Car Park:

Theme	No.	%	Example comments
Disagree with increased city centre charges	309	34.0%	<ul style="list-style-type: none"> “Penalising motorists is not the way to encourage spending in the centre they will just shop elsewhere” “Parking fees are too expensive already. Increasing costs in my opinion will keep me away from the city centre.” “I think parking costs enough anyway. It puts me off going into

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			<p>town to shop which means I do more shopping online. This will seriously affect the town centre shops.”</p> <ul style="list-style-type: none"> • “Parking charges of £8 would be unacceptable for those unable to use the poor public transport provision. It penalises those who cannot or have difficulty using buses such as people with pushchairs, small children, disabled people etc.”
Costs/increases are too high (CC)	273	30.1%	<ul style="list-style-type: none"> • “For those who have to pay for long-stay parking on a regular basis, particularly daily, £8 is a lot. A smaller increase may be okay.” • “I don't agree with charging £8 for long stay parking as this penalises people who have to use a car for work because of their child care commitments. £5.20 is more than enough to pay every day” • “Parking in city centre is already too expensive for low paid retail workers and alternative transport is simply not flexible or reliable enough as an alternative”.
Disagree with increased charges in general	198	21.8%	<ul style="list-style-type: none"> • “Are you so out of touch with reality? Parking in Cardiff is already daylight robbery.” • “Parking is too expensive as it is and should not be a way to make money”.

A total of **828** respondents made additional comments relating more generally to parking in the city. Most frequently these comments called improvements to be made to Cardiff's public transport network including frequency, reliability and cost.

Theme	No.	%
Public transport needs to be improved/more reliable/cost effective	191	23.1%
Suggested alternative savings/charges	188	22.7%
Park & Ride	114	13.8%
Enforcement	105	12.7%
Increased charges discourage shoppers	57	6.9%
Parking congestion in neighbourhoods	52	6.3%
Disagree with increased charges in general	51	6.2%
Cycling/walking	51	6.2%
Agree with increased charges in general	38	4.6%
Penalise hospital visitors/patients/workers	35	4.2%
Even greater increases required	31	3.7%
City centre workers – alternative not always possible	25	3.0%
Costs/ increases are too high (General)	19	2.3%
Disagree with increased city centre charges	13	1.6%
Agree with increased Heath Park charges	12	1.4%
Charges discriminate against disabled/those with pushchairs/small children etc.	12	1.4%
Disagree with increased Heath Park charges	10	1.2%
Costs/increases are too high (CC)	7	0.8%
Agree with increased city centre charges	5	0.6%
Misc.	99	12.0%

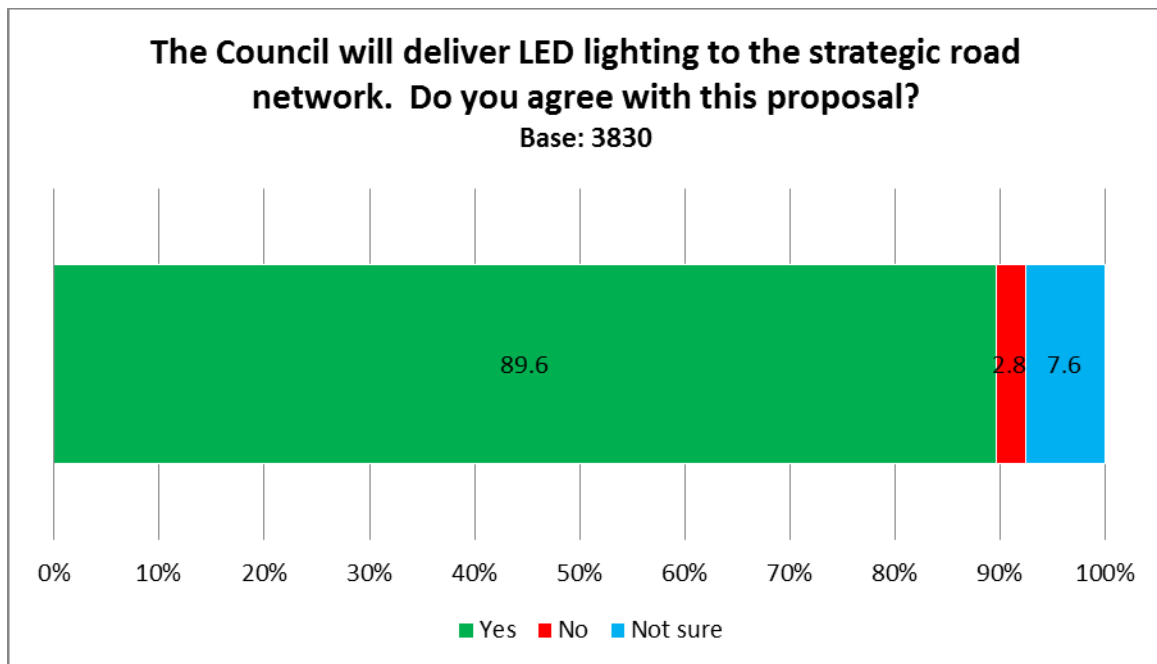
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2.12 Light Emitting Diode (LED) Lighting

The Council is keen to reduce energy costs and our carbon footprint to promote a more sustainable City. The Council wants to work with a public sector organisation that provides interest free funding to deliver new Light Emitting Diode (LED) lighting to our strategic road network or the primary routes into the City. It is envisaged that the Council could save in the region of £250k per annum in terms of the cost of energy whilst there would also be an associated reduction in carbon emissions.

89.6% (3,431) of respondents were **in favour** of the Council delivering LED lighting to the strategic road network. However, **females** (6.5%) and **ethnic minority groups** (5.6%) were in highest levels of disagreement when compared to **2.8% overall**. (Graphs 2.81-82)



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

Top 3 themes emerging from the 72 comments received in opposition to the proposal that the Council will deliver LED lighting to the strategic road network:

Theme	No.	%	Example comments
Costs i.e. Saving too small to be worthwhile/costs out strip the savings	24	33.3%	<ul style="list-style-type: none"> “Costs are likely to be higher than planned and the savings less. While funds are tight I would not want money spent on such new initiatives without knowing the investment cost and thus how long it will take to recoup the 250k savings.” “Major capital spending should be postponed until the financial situation improves, in order to ensure services are protected. There's no point buying a new cooker till you can afford to buy

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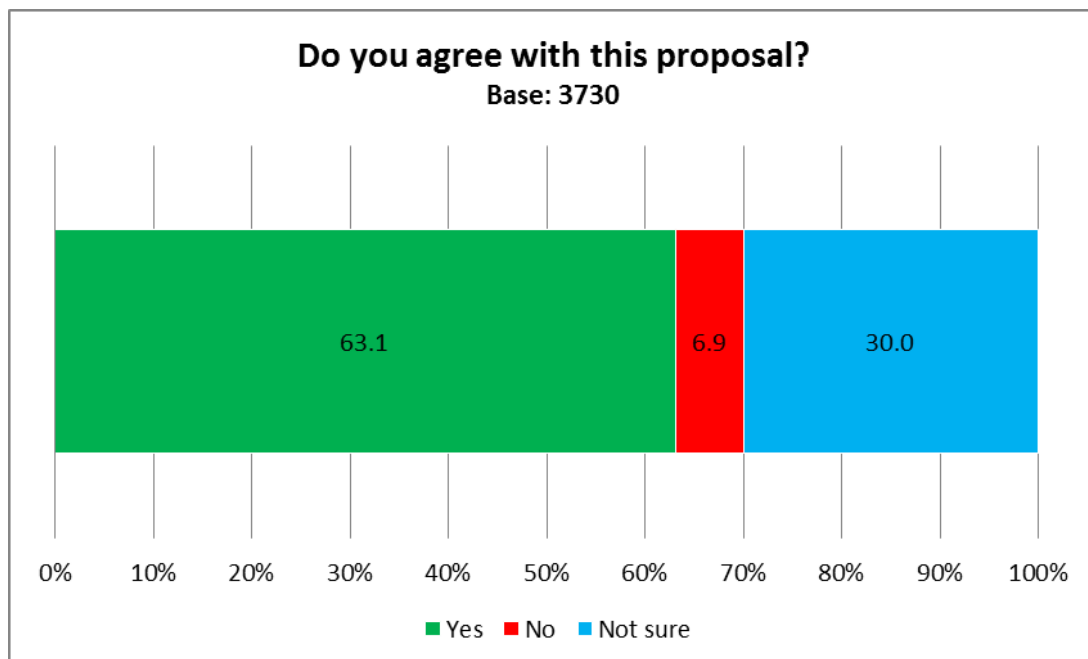
Results and Feedback Report

			<ul style="list-style-type: none"> food!" "Rather than spend money for the sake of it why not replace on a need basis only – e.g. when they break"
Gloomy/inadequate lighting	21	29.2%	<ul style="list-style-type: none"> "The problem is that in other towns where this has happened I find the light levels too low, sometimes to the degree of making me feel unsafe. It is horrendous and virtually impossible to see anything on dark winter nights" "It creates sharp differences between dark and light, which your eyes struggle to adjust to when walking. Unless these problems are ironed out, the benefits do not outweigh the costs of an inferior service." "LED light levels are appalling - and take us back to Victorian times - as there is deep gloom between the pools of bright light. This increases danger to pedestrians."
Safety concerns	18	25.0%	<ul style="list-style-type: none"> "LED lighting is not light enough it is putting people in severe danger. "People in the city of Cardiff needs brighter lighting to feel safe walking on the streets." "It is a fact that LED lights can dazzle and disorient people driving or even walking on certain areas"

2.13 Neighbourhood Partnership Support

In Cardiff, we co-ordinate resources at a local level across six neighbourhood partnership areas. In order to support this work, we introduced a Neighbourhood Partnership Fund last year which aimed to encourage community participation and ownership in developing innovative projects or services which support community engagement and develop local solutions to local issues.

It is proposed that this fund be re-profiled to support community groups by creating a Community Co-ordination Function. This will provide a one-stop route in for community groups to access support in finding and applying for funding, co-producing services with communities, and in undertaking community asset transfers.



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This proposal was supported by **63.1%** of respondents with **6.9%** expressing any opposition to the plans but 30% saying they were 'not sure'.

Just **147** (3.5%) of respondents provided additional comments relating to the neighbourhood management fund. Over a quarter of these comments called for the complete withdrawal of the fund as opposed to the proposed 're-profiling'.

Top 3 Themes emerging from the 147 comments received in opposition to the proposals to reprofile the Neighbourhood Partnership Fund to support community groups by creating a Community Co-ordination Function:

Theme	No.	%	Example comments
Should be withdrawn completely	41	27.9%	<ul style="list-style-type: none"> "I am not sure of the sustainable benefits of the neighbourhood management structure or the current grant fund or proposed fund. Feel there are other priorities for funding and other organisations support people with funding applications". "I don't agree with community projects like this - they rarely engage with the disengaged that they try to target but tend to service those who are already engaged." "Not if it means taking away for services such as libraries, public transport etc."
Insufficient info/unaware of the projects	38	25.9%	<ul style="list-style-type: none"> "Because the information provided is insufficient to make a reasonable assessment." "If I haven't heard of it - probably not working that well. Spend the money on local libraries." "I can't agree with a proposal this vague - this explanation gives you no idea whatsoever what the council is actually proposing."
Should be Council not volunteer run	19	12.9%	<ul style="list-style-type: none"> "I am concerned that community asset transfer will take ultimate control away from the council" "I do not agree with community asset transfers assets should be retained by the council for future generations." "Services should be run by the local authority"

2.14 Waste

Bulky Waste

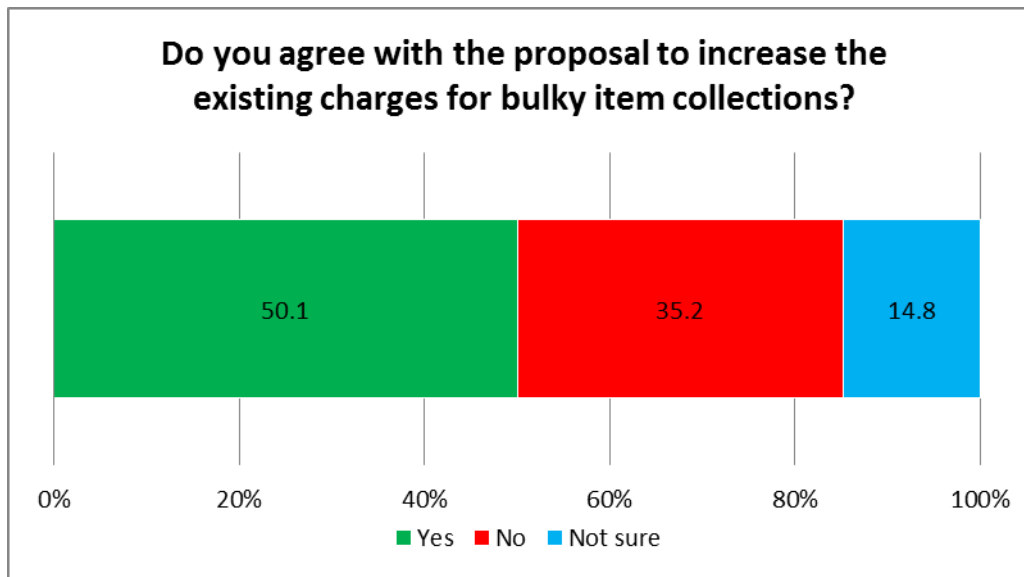
The *Changes for Cardiff* document outlined the City of Cardiff Council plans to review its approach to bulky waste services. Proposals were put forward for public consultation that outlined plans a) to **withdraw the free entitlement to collections** and b) **increase the existing charges for bulky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

By changing the pricing structure and free entitlement to **one lower flat rate fee** the Council aims to make the service more affordable and fair for all. The Council will continue to subsidise the service so keeping the costs low.

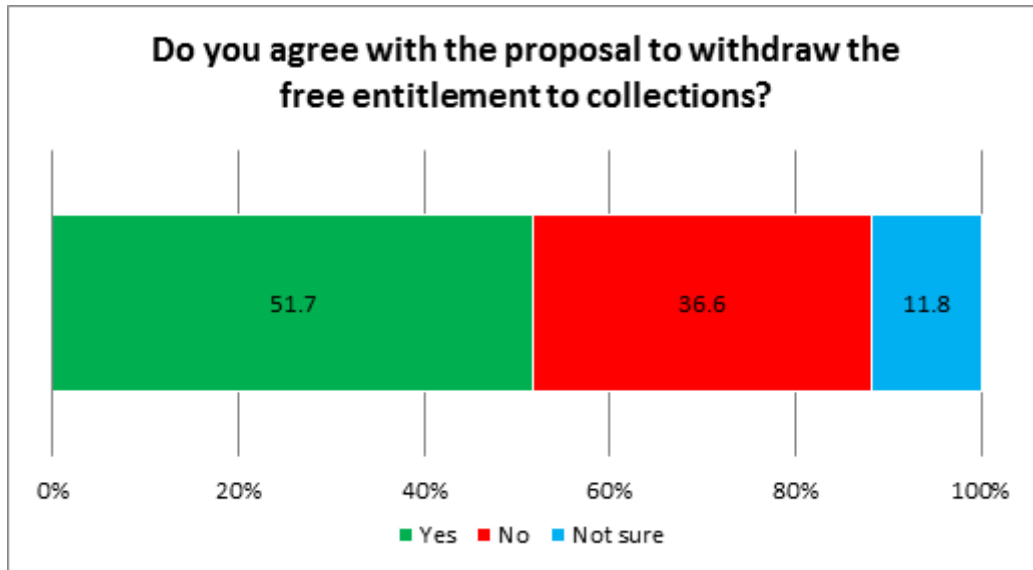
Approximately half of those responding to the consultation (**50.1%/1,868**) were in favour of **increasing existing charges** and a third in opposition (**35.2%**).

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Just over half (**51.7%** / 1,965) were in **agreement** with the proposal to **withdraw the free entitlement to free bulky waste collections**, with greatest support seen in **Cardiff North** (55.2%) compared to 40.8% in **Cardiff South East**. **Males** and the **Under 35s** were in the strongest agreement (53.6% and 53.0%) compared to **ethnic minority groups** (43.1%). (Graphs 2.85-86, Appendix 1)



Respondents in disagreement with either of the proposals outlined were asked to provide their reasoning. The proposals to increase the existing charge for bulky items were commented on by 351 respondents and the proposal to end free entitlement to collections eliciting 284 comments.

The main reason given for opposing the proposals were concerns that they would **lead to an increase in the level of fly-tipping**, this was noted by over two thirds (**68.9%**) of respondents for the proposals to increase charging for bulky waste collections.

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Respondents were similarly **opposed to the removal of the free entitlement for those on benefits** with over half (65.1%) concerned that the proposal would lead to an increase in fly tipping. It was also remarked that the **elderly may be particularly impacted** by these changes especially as many may be at a time in their lives where they are looking to down-size.

Top 3 themes emerging from the 284 comments received in opposition to the proposal to withdraw the free entitlement to collections:

Theme	No.	%	Example comments
Increases to fly tipping/dumping	242	65.1	<ul style="list-style-type: none"> Free collection essential, otherwise fly tipping and dumping in the streets will become a major problem. The cost of policing a bag service will outweigh any savings We should remove the bulky collections service, & allow charities to remove the items free of charge. By imposing a cost on the Bulky items service will lead to an increase in fly tipping as people won't want to pay for the removal of bulky items. Increasing costs to remove items will only lead to higher fly-tipping.. The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority.
Against this proposal	55	16.6	<ul style="list-style-type: none"> We already pay for waste in our rates so double charging is not on. bulk waste is expensive Costs are already high for picking up bulk waste. I hire a van to take waste to the HWRC at Lamby and was total the vehicle was too big. I think the rules should be review for this if you are going to have higher charges
Negative impact on low income families/elderly	35	4.23	<ul style="list-style-type: none"> People on benefits barely have enough to live, so I can't see how they would afford these charges, also it's all well and good having recycling centres when you have transport but most people on benefits do not. What are poor and vulnerable people with bulky items that charities and retailers don't want and no access or transport supposed to do? Why are there no figures to put this "We can't afford it" in context? items collections are necessary for people without a car, who cannot get to HWRCs. An increase in price would harm the most vulnerable

Top 3 themes emerging from the 351 comments received in opposition to the proposal that there should be an increase to existing charges for bulky item collections:

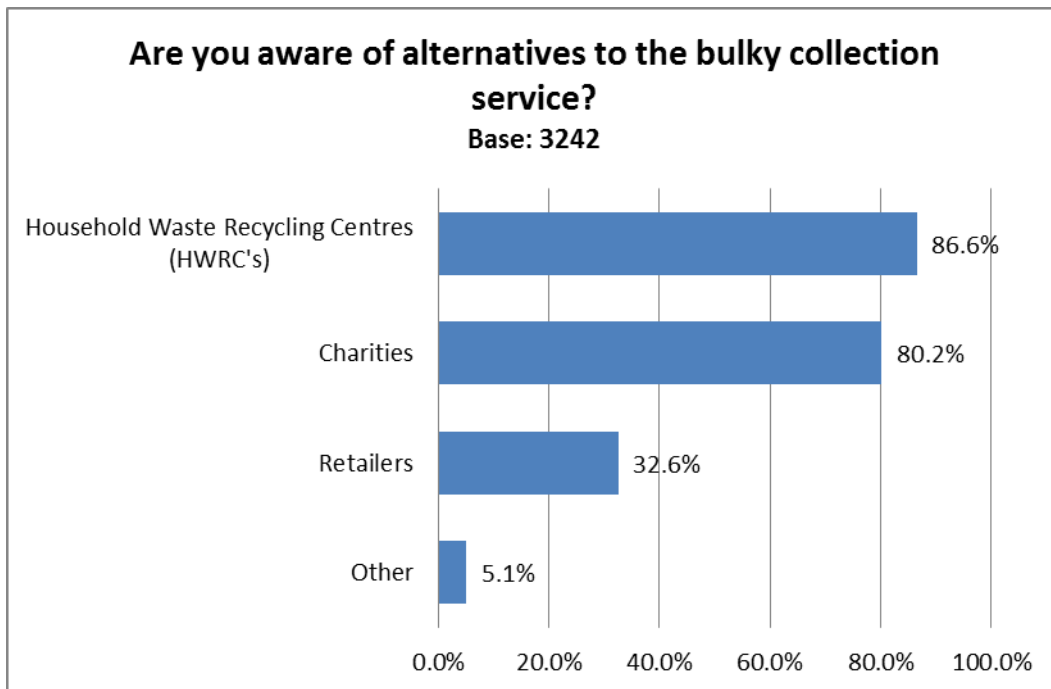
Theme	No.	%	Example comments
Increases to fly tipping/dumping	185	68.9	<ul style="list-style-type: none"> I don't think those on means tested benefits should be charged for bulky waste collections - the money they receive is not meant for this type of spend and the money they receive is inadequate to meet essentials. Also, it will be counter-productive, leading to fly tipping etc. which will cost more to deal with. Increasing costs to remove items will only lead to higher fly-tipping.. The provision of bags should remain as is. We the citizens of Cardiff were forced to adopt and adapt to the recycling process - only further education is required, as for how people use bags should not be policed by the authority. Withdraw of free entitlement -- Take this away and there will be an increase in fly tipping. Increase charges for bulky items will also result in more fly tipping.

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Generally against this proposal	47	15.7	<ul style="list-style-type: none"> If you withdraw free entitlement you will have people just dumping rubbish, this leading to health hazards and more expense. As far increases in charging for bulky items. this has already been done and I have seen an increase in items such as fridges and sofas that are dumped in woods and rivers. People for some weird reason would rather carry a heavy item miles to dump than pay and in the end you have to collect it anyway. To charge for household picks up (i.e. bulky items) means people will dump even more rubbish.
Negative impact on low income families/elderly	35	10.0	<ul style="list-style-type: none"> "People on benefits barely have enough to live, so I can't see how they would afford these charges, also its all well and good having recycling centres when you have transport but most people on benefits do not." "What are poor and vulnerable people with bulky items that charities and retailers don't want and no access or transport supposed to do? Why are there no figures to put this "We can't afford it" in context?" "Items collections are necessary for people without a car, who cannot get to HWRCs. An increase in price would harm the most vulnerable" "Bulky Collection Service - Removal of this free service discriminates against that who are not fortunate enough the be able to run a car and so are not able to access the HWRC'S facilities" People on benefits should retain the entitlement to free collection of bulky waste"

When asked if they were aware of existing alternatives to the bulky collection service seven in eight respondents (**86.6%**) specified **Household Waste Recycling Centres** and **80.2%** said **charities**.



'Other' alternatives accounted for **117 responses** with almost three fifths of these relating to the internet.

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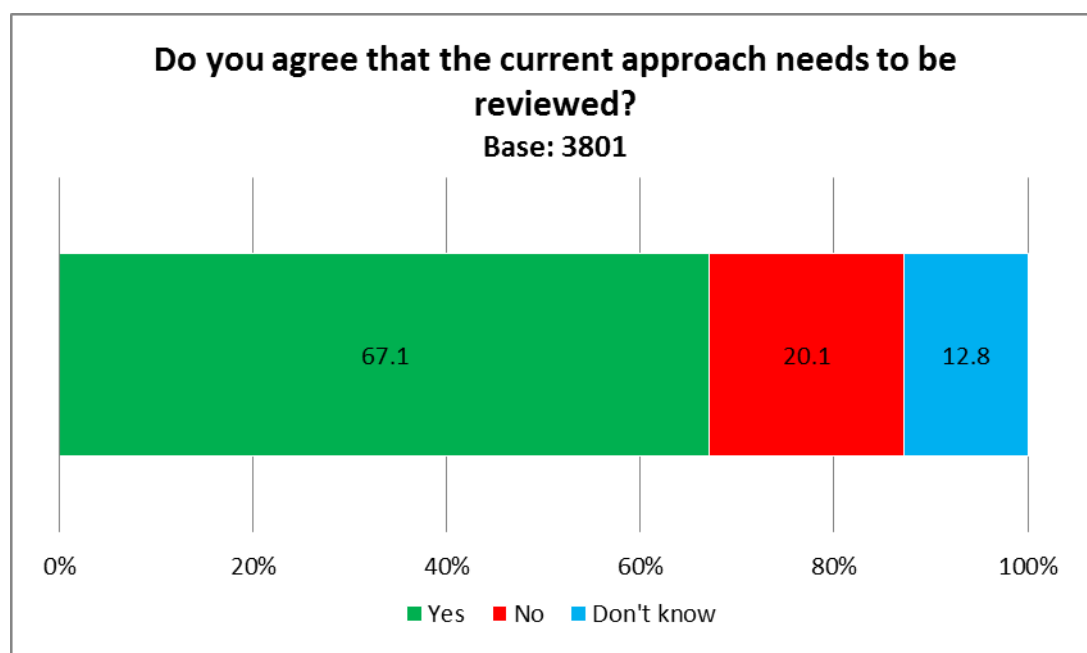
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Alternatives 'other'	No	%
Internet i.e. eBay, gumtree, freecycle etc.	68	58.1%
'Rag and bone man'	18	15.4%
Dumping/fly tipping	8	6.8%
Commercial collectors e.g. dumpawaste	6	5.1%
Social Enterprises e.g. Track 2000, Too Good to Waste	6	5.1%
Misc.	11	9.4%
Total	117	100.0%

Green bags and food liners

The consultation also outlined proposals for changing the way in which the Council provides green bags and food liners in order to reduce the large scale abuse of free provision which is a cause of increasing cost to the Council.

Two thirds (**67.1%/2,550**) of respondents were in **agreement** that the current approach of bag provision was in need of review, with **Cardiff East** most supportive (71.5%) compared to 65.4% in **Cardiff South East**. (Graph 2.89, Appendix 1)



Those indicating opposition to the plans were invited to outline their objections with a total of 225 open comments received. The main focus was placed on the **availability** of Green bags to the community, with over one in four of those identifying this element as a concern (28.0%). Additionally, a fifth of the comments (**20.4%**) made were concerned the proposals would have a **negative impact on recycling**.

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Top 3 themes emerging from the 225 comments received in relation to the proposal to review the way in which we provide green bags and food liners:

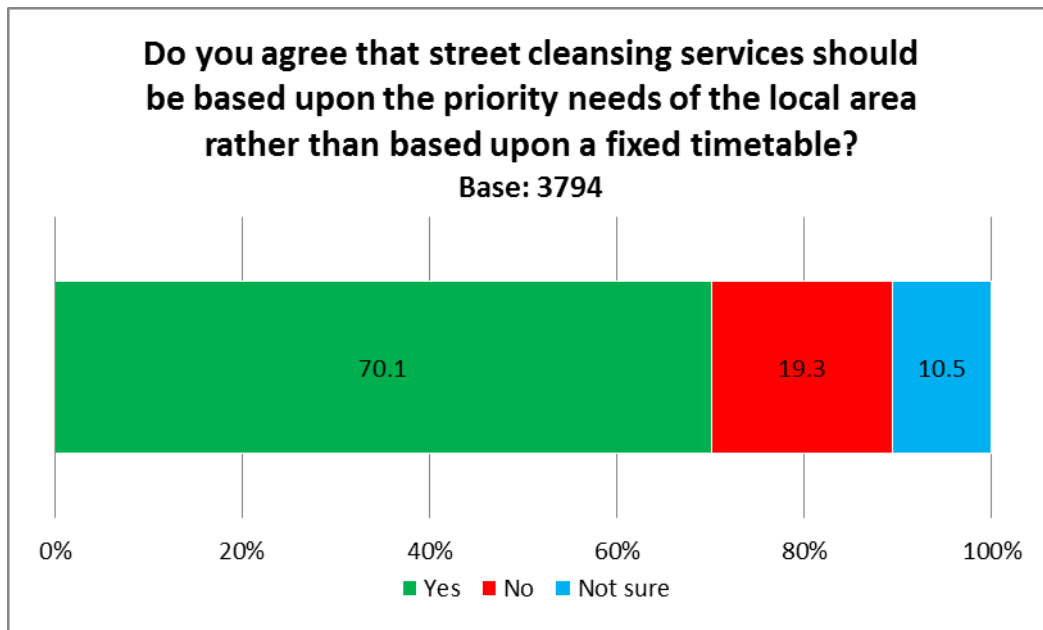
Theme	No.	%	Example comments
Green bags need to be widely available in the community	63	28.0	<ul style="list-style-type: none"> Green bags MUST be providing to everyone everywhere or else the services will further be abused. Recycling must come with incentives whereby it is a free service and people do not have to pay in order to use green bags for recycling collections. I hope we won't have to pay for them. As bin collection are less frequent the access to green bags should be increased Green bags are necessary to encourage the recycling. Will removal / charging for green bags have a negative long term effect on how much people are willing to recycle. Reduction in amount of street cleaning in certain areas is acceptable as long as standards do not decline.
Against this proposal	49	21.8	<ul style="list-style-type: none"> If you make it difficult for people to get green bags and food liners or charge for them people will just use black bags and everything will go to landfill. You will undo all your good work in increasing community participation in the recycling and food waste collection schemes and miss your targets of relating to how much waste is recycled. The abuse of bags is problem but it sounds more costly to police than to ignore. Waste collection is the most basic and most important service - please do not reduce it or make it more expensive which will only lead to unhealthy unhygienic streets and fly tipping.
Reduction in recycling	31	20.4	<ul style="list-style-type: none"> False economy with the recycling bags. People will just not bother. You will fail to meet recycling targets thus incurring fines more proportionate to the free bag outlay. Not rocket science. Recycling etc is a necessity - charging will stop people doing it and encourage dumping. Loss of the provision of free waste bags will lead to a reduction in recycling. If bulk waste is not removed free of charge there is a danger of an increase in fly tipping with its knock on environmental and other costs

Neighbourhood Cleansing

The consultation also recognised that different areas of Cardiff have different characteristics and explained plans to pilot a new way of dealing with cleansing at a neighbourhood scale. The new plans involve the pooling of resources and targeting response to the needs of local communities rather than relying on frequency of cleansing as a measure of quality.

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The new proposals were supported by **70.1%/2,660** of respondents whilst one in five (**19.3%**) were against the changes. Highest support was seen in **Cardiff East** (75.7%) compared to **Cardiff West** (66.2%) and in the Under 35s (76.7%) compared to those with a disability (66.4%) (*Graphs 2.91-2.92, Appendix 1*)

Of the respondents who were against the proposals over a third (36.2%) commented that they were concerned that a fixed time table approach would **cater to ‘those who shout loudest’**. **Geographical discrimination** was also a concern for respondents with just over a fifth (20.9%) worried that cleaner areas would be neglected as a result of the proposal.

Top 4 themes emerging from the 450 comments received in relation to the proposal that street cleansing services should be based upon the priority needs of the local area rather than based upon a fixed timetable:

Theme	No.	%	Example comments
Fixed time table needed, not who shouts loudest	163	36.2	<ul style="list-style-type: none"> You risk creating hot spots which get all the attention and other areas will never see a sweeper again All areas should be treated the same – anything else is not fair. A fixed timetable means everybody knows what is meant to happen and makes accountability easy to monitor Not sure a he who shouts loudest approach is best
Against this proposal	97	21.6	<ul style="list-style-type: none"> The abuses need addressing, not the timetables. The Council should stop adding burden to existing services via the current proposals for 40,000 new homes in the Cardiff area before considering cutting existing services. You can't on one hand complain that you need to cut services because of the budget shortfall and on the other hand add more demand for services via adding 100,000 more people to the area. It's absurd and hypocritical As we are already paying for street cleansing, we should still get regular street cleansing, especially around Birch Road, where it is never done Strongly disagree as there are some roads in the Penylan

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			<p>area of Cardiff e.g. Kimberley Road that are now very rarely swept. The Adamsdown area of Cardiff is swept on a regular basis as some residents are continually putting black bags out on the wrong week - hence - creating rubbish when bare split open this seems. Rather unfair, the problem needs to be tackled and regular street cleaning of all areas of Cardiff be re-instated.</p> <ul style="list-style-type: none"> • this seems like a smokescreen to reduce the level of cleansing to an area which I do not approve of
Geographical discrimination, cleaner areas neglected	94	20.9	<ul style="list-style-type: none"> • Do that and recycling will not be done and refuse will be dumped. Simply, the present 'cleaner' areas will then obviously suffer in favour of resources shifted to 'dirtier' ones. Why should they? • Because Lisvane area will lose out Why should people that abuse their own community have greater cleaning services It is a vicious circle- no matter how much cleaning g council does it will never be enough you are not fixing the cause- the Council needs to address the problem
Criticism of existing services	73	16.2	<ul style="list-style-type: none"> • I moved to Cardiff 16 months ago from the Midlands. The City centre is always (nights post matches excepted) smart. Many of the outlying areas are a disgrace. I've never witnessed so much litter in a City and have watched the "transit" collection vans fail to pickup all the litter in an area. There also seems a reluctance of shops and offices to tidy up litter from outside their frontage, something that should be encouraged. The procedure for removing bulk items isn't efficient. It takes 3 - 4 weeks from making a call to having the items removed - why? No wonder less responsible people fly tip. Whilst C2C is useful to report, some items still don't get taken away or tidied. Take a look at the website fixmystreet.com, randomly choose some reports and see how many are still current. Graffiti is also prevalent. There are a few different "tags" displayed throughout the City, these are a blight on the area. Surely it isn't beyond the capability of the Council and Police to track down those responsible? Waste & graffiti on the streets affects everyone, it leads to a general decline in standards. The Council doesn't seem to give this the priority it deserves. • Since the removal of individual road sweepers the state of the city's pavements and gutters are atrocious • Ridiculous to increase the charge of collection of bulky items. I have not been able to find food bags for weeks, I think the council has already made up their mind on this proposal. • Why are there 3 men on a small truck to collect from street litter bins? Consider a major overhaul of the service or move to a private contractor • You need to sort your work force out, they are lazy and overpaid for lack of work they do. You must pay them £100 a hour because they don't do more than a hours work!!!

Alongside the proposals outlined here Waste Services are also considering the introduction of wheeled bins into more areas of Cardiff to maximise recycling and reduce the quantities of waste on the streets. Additional consultation on these aspects of the service delivery was conducted via the **'Waste Strategy Consultation 2015-2018'**.

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2.15 Infrastructure

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

A range of services are being considered for a different means of delivery and these include:

- Domestic waste collections
- Commercial waste collections
- Street Cleansing
- Waste Education and Enforcement
- Household Waste Recycling Centres
- Materials Recycling Facility
- Waste Transfer Station
- Lamby Way Depot Management
- Pest Control
- Highways Operations
- Highways Asset Management
- Projects Design and Development
- Telematics
- Parks Management and Parks Development
- Facilities Management (Building Maintenance, Cleaning and Security)
- Central Transport Service

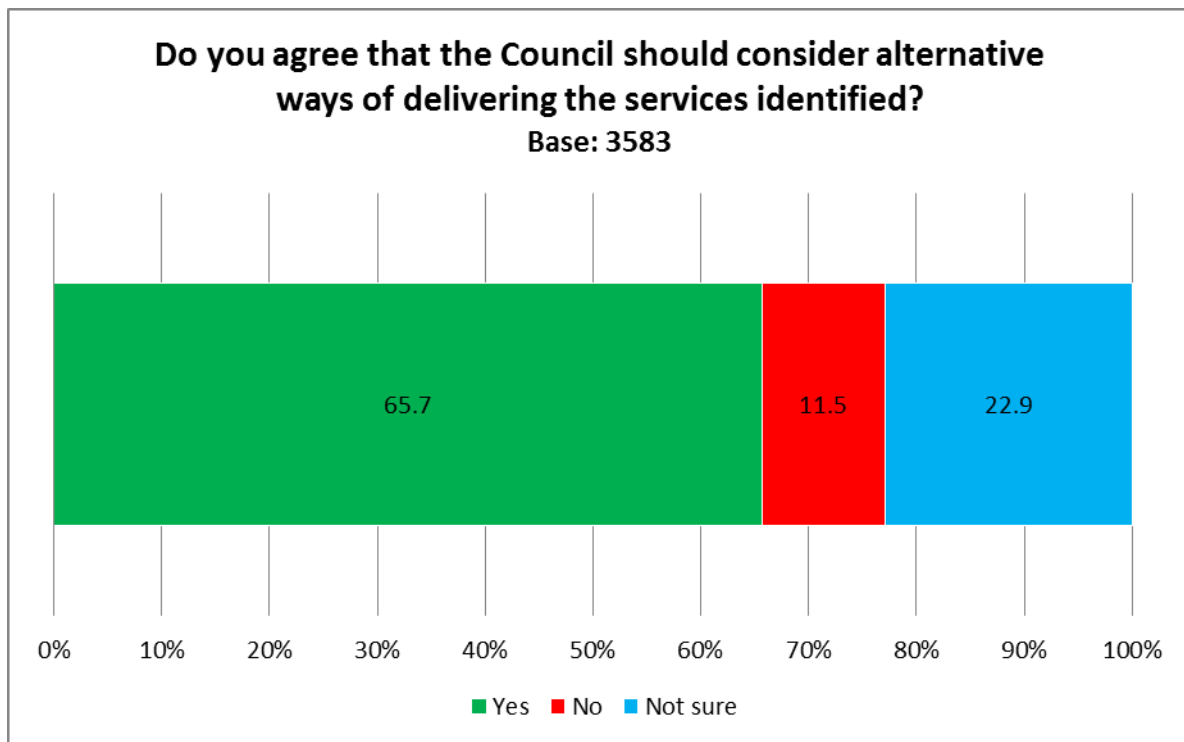
Participants in the consultation were provided with a brief description of the five models that have been shortlisted, namely:

- **Modified in-house service delivery** - this would involve the Council continuing to deliver the services directly using in-house resources but modifying the roles and organisation of resources used to deliver the services
- **Establishment of wholly owned arms-length company** - this would involve the Council setting up a separate trading company, owned by the Council, to deliver its services and have the potential to earn more income
- **Public/Public Joint Venture** - under this model, the Council would form a joint venture with another public organisation to deliver services and have the potential to earn more income
- **Public/Private Joint Venture** - this would involve the Council forming a joint venture with a private sector organisation to deliver services and have the potential to earn more income
- **Outsourcing** - this would involve the Council contracting the delivery of the services to another (usually private) organisation whilst retaining overall ownership and ultimate responsibility for the delivery of the services

Of those responding, **65.7%** (2,354) agreed the Council should consider **alternative ways of delivering services**. This ranged from 72.1% in City & Cardiff South to 58.5% in Cardiff South East. **Males** were also stronger supporters of the proposal (71.6%) compared to females (61.5%). (*Graphs 2.93-2.94, Appendix 1*)

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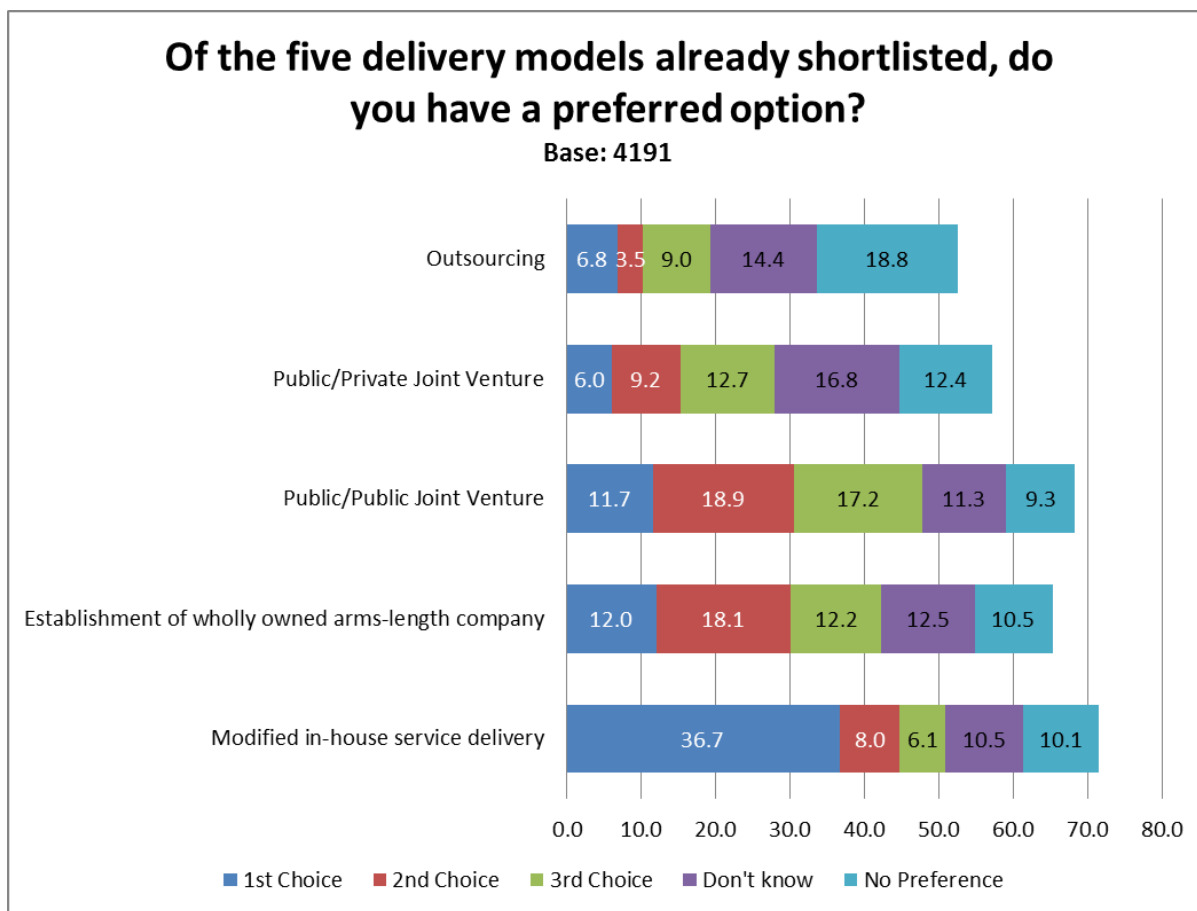


A total of **258** open comments were received with 102 (39.5%) of these stating an opposition to private sector involvement and fears that this may **lead to the service provision becoming primarily profit driven**. Similarly a further third (32.2%) of the comments received voices concerns regarding **negative implications to both cost and quality of service** should the delivery be moved beyond Council control. One in ten (11.6%) commented on the need to improve the existing Council management and move toward the employment of a business model whilst retaining overall control.

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

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The reasons most frequently provided by the **1,539** respondents for this were so that the **values, interests** and **quality assurance** of the Council could be retained (227 or **23.1%**) and to **ensure against the involvement of the private sector** leading to service delivering increasingly driven by profit (**19.5%**).

Similarly where respondents voted in favour of **joint ventures** (both public/public and public/private) or the **establishment of an arm's length company** this was again to ensure that the **Council continued to exert some control and accountability** over the delivery of services.

Just **285** respondents overall voted for **outsourcing** as their first choice in the future delivery of Infrastructure services with a belief that this may lead to savings and/or increased performance provided as the main reasons for this.

Example comments of the 1,351 comments received in relation to the options of alternative delivery models provided:

Option	No. Choosing this as their 1 st Option	Example comments
Modified in-house service delivery - this would involve the Council continuing to	1,539	<ul style="list-style-type: none"> "Any increase in the cost of services will be passed onto the user. I really think a clean city is essential; especially when

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<p>deliver the services directly using in-house resources but modifying the roles and organisation of resources used to deliver the services</p>		<p><i>people are depressed by low wages. People won't pay extra for services when they are already struggling to fund their lives."</i></p> <ul style="list-style-type: none"> • <i>"The council should retain direct ownership and control of our services."</i> • <i>"I am concerned that a commercial company would prioritise profit over delivery of services."</i> • <i>"Any business taking on this task will be focused on making as much profit as possible, which over time will be to the detriment of the service."</i> • <i>"I would prefer the Council to remain as it is but it would need a complete restructuring - which wouldn't be popular. I find the Council is not well run, is very inefficient and wasteful."</i> • <i>"Provision must be kept in house. There is no accountability when others are involved and profit making by them is the only consideration. The word "Service" will become a joke. We could then individually negotiate our own service level with providers and pay them directly. We just need some smart lawyer..."</i>
<p>Establishment of wholly owned arms-length company - this would involve the Council setting up a separate trading company, owned by the Council, to deliver its services and have the potential to earn more income</p>	<p>504</p>	<ul style="list-style-type: none"> • <i>"I want to have a cleaner city, and a much better service, and it must be user friendly, and customer focused, and not all about profit, because people will be encouraged to play an active role in keeping our city clean."</i> • <i>"More efficient, cost effective service"</i> • <i>"Establish a separate council trading body to increase revenue but make sure it's efficiently run and not subject to continuous political interference."</i> • <i>"Earn some income to help make up the deficit....no brainer!"</i> • <i>"Total in house provision tends to be the least cost effective way of delivering these types of services. Private organisations tend to provide the poorest serves. Somewhere in between should provide the best balance."</i> • <i>"These services are vital and everyone needs to use them. Therefore I think the council should keep control/ownership of them so that private companies cannot just take over and raise costs whenever they wish."</i>
<p>Public/Public Joint Venture - under this model, the Council would form a joint venture with another public organisation to deliver services and have the potential to earn more income</p>	<p>490</p>	<ul style="list-style-type: none"> • <i>"Outsourcing in not an option. Joint collaboration would make sense."</i> • <i>"An opportunity to earn more income is good - but it needs to be properly structured"</i> • <i>"A public joint venture sounds an excellent idea to keep services in the public sector whilst also raising income to further fund the service"</i> • <i>"Public joint venture is a good step to reducing the number of councils"</i> • <i>"Potential for greater efficiency, lower cost whilst maintaining standards"</i> • <i>"A joint venture may bring in new ideas and use a business model which has been successful in generating money rather than managing a budget that only spends money. Partnerships can bring new ideas and opportunities to develop."</i>
<p>Public/Private Joint Venture - this would involve the Council forming a joint venture with a private sector organisation to deliver services and have the potential to earn more income</p>	<p>253</p>	<ul style="list-style-type: none"> • <i>"Joint venture public / private could be more cost effective but with overall council control"</i> • <i>"The most efficient method should be used. A joint venture would be best able to deliver"</i> • <i>"Hopefully the experts in the private sector will be able to save us money and show us how they operate more effectively"</i> • <i>"The council needs to take advantage of private service"</i>

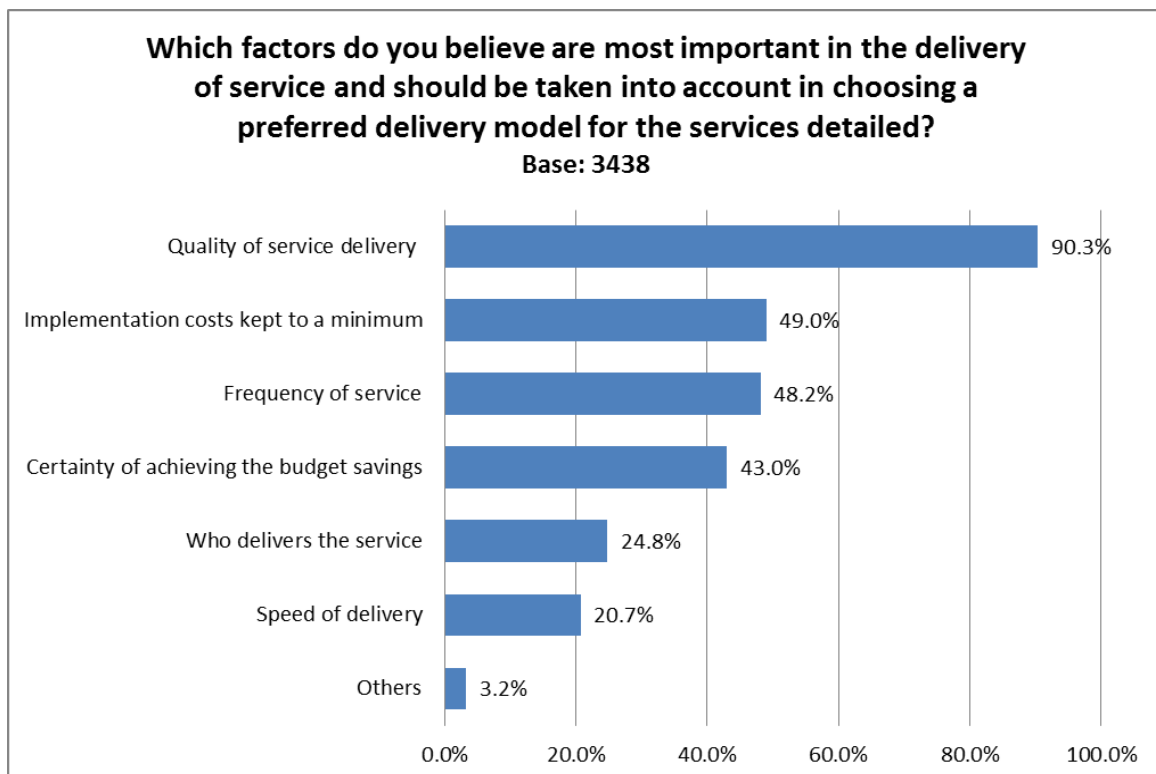
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		<p>organisations, that can deliver services more cost effectively, providing these are fairly tendered against current council costs.”</p> <ul style="list-style-type: none"> • “A public/private joint venture is my preferred choice. I believe this would provide the best business options in terms of sharing the costs, and the rewards. I would not trust the Council to establish an owned company; I would expect that to lead to a very profitable few years for the few in charge, but not for everyone. I have similar reservations with outsourcing. Once a company has been selected to provide the services to the council, I can see the price rise steadily. The private company would do this, because they know they can get away with it, resulting in a few very rich top men, paid for by the council, and therefore, paid for by us.”
<p>Outsourcing - this would involve the Council contracting the delivery of the services to another (usually private) organisation whilst retaining overall ownership and ultimate responsibility for the delivery of the services</p>	285	<ul style="list-style-type: none"> • “These services are important and I would rather them be outsourced and reliable than a scaled back council service that doesn't meet needs” • “IF OUTSOURCING OPTIONS ARE PURSUED, THEY MUST BE MANAGED EFFECTIVELY AND MONITORED CLOSELY TO ENSURE QUALITY OF SERVICE DELIVERY IS NOT COMPROMISED AND IS ENHANCED.” • “Everything can be done better, faster and cheaper. outsource a bit of everything first” • “Outsourcing could reduce the 'staff bill' saving cash but council ensuring delivering of services. Clearly workers in the private sector do not cost the same as workers in the public sector and should be rationalised.”

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

The **quality of the service delivery** was by far the most important factor to the public with **90.3%** of respondents specifying this option.



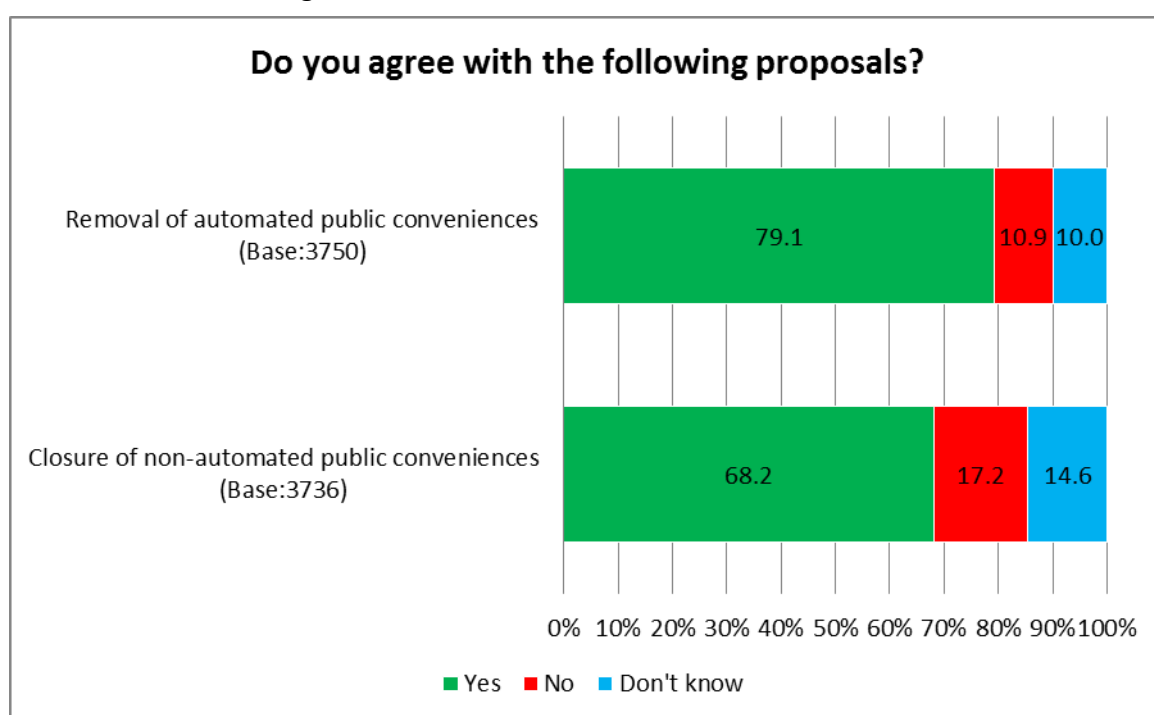
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2.16 Public Conveniences

There are currently a total of seven Automated Public Conveniences (APC's) located in the city at an annual cost of £213,000. The current usage of the APC facilities is very low. In 2013, the seven units were used approximately 13,100 times; an average of just over five times per day per unit. Currently this equates to a cost of approximately £16 every time one is used.

Additionally the Council owns non-automated public conveniences which are currently temporarily closed at locations on Cowbridge Road East and the junction of Whitchurch Road/Cathays Terrace. It is proposed that these sites be permanently closed along with a third site on Llandaff High Street as well as the seven APC's.



Four in five respondents (**79.1% / 2,968**) of respondents were in favour of the removal of the APC's from the city. **Males** demonstrated the most agreement (81.6%) compared to those considered to have a **disability** (67.1%) and the **ethnic minority group** (67.7%). (Graphs 2.95-96, Appendix 1)

The proportion in favour of the closure of the non-automated facilities was slightly lower at **68.2%**. Support ranged from **64.4%** in **Cardiff South East** to **72.4%** in **City & Cardiff South**. Most opposition was seen by those considered to have a **disability** (29.7%) and the **55 Plus** group (20.5%) (Graphs 2.97-2.98, Appendix 1)

A total of **432** (10.3%) of respondents provided details explaining their opposition to the proposed closures. Most frequently respondents expressed concerned for the minority numbers within the public for whom these services are an essential with the elderly, those

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with medical conditions, pregnant women and people with young children all identified as being in particular need of public conveniences.

Respondents were **most opposed to the removal of the non-automated facilities**. These were considered at preferable to the APC's which several individuals referred to being afraid to use or frequently out of order.

Significant concern was expressed that should the removal of conveniences go ahead that **public urination** would become commonplace ultimately impacting negatively upon the health and safety of the city as well as its visitor image and tourist economy. It was felt that prior to any removal of the facilities go ahead that the Council had in place a **clear plan for alternative and adequate provision** with many people reporting shops and retailers to currently be unwilling to allow the general public access to their facilities.

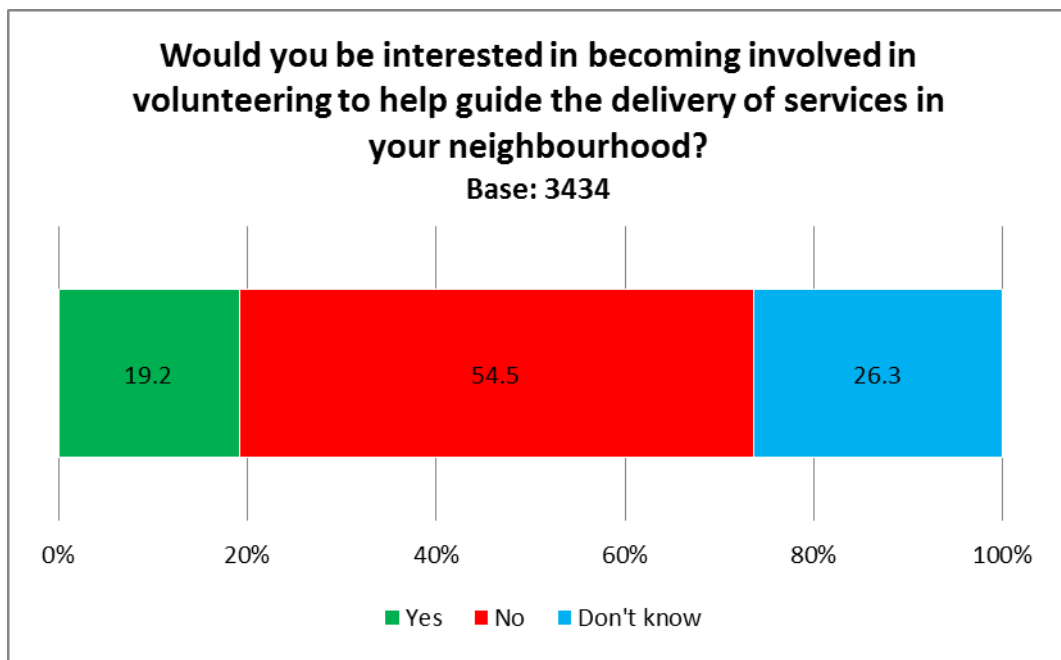
Top 3 themes emerging from the 432 comments in opposition to the proposal to remove Automated Public Conveniences and to permanently close 3 Non-automated public conveniences:

Theme	No.	%	Example Comments
Equality issues/Discriminates against groups i.e. elderly, people with kids, those with medical conditions	88	20.4%	<ul style="list-style-type: none"> • Older people rely on public toilets and are often more reluctant to leave the house if they will be too far from a toilet. • By shutting pc's you are effectively excluding those with disabilities from areas. Tell me a disabled person who needs the toilet on Albany road, can get to Penylan community centre in a hurry! It will stop those with disabilities going out. • No public conveniences should be closed...parents with children need these facilities if to be able to use shopping areas etc as do those with bladder and bowel issues... by removing public conveniences you are removing certain people's ability to access public areas • This severely limits the freedom of the elderly, women, in particular pregnant women and those suffering from health conditions.
Specific location mentioned	65	15.0%	<ul style="list-style-type: none"> • Llandaff high street toilets are an important resource which supports the Cathedral as a visitor attraction. • Whilst shopping on Albany Road there are no other public facilities in the area. • With all the pubs and eateries along Cowbridge Road East there is a problem with people using alleyways and building forecourts to relieve themselves at night, so I would favour the reopening of the public convenience here. • Landaff High Street is an important toilet for locals and visitors, especially for those using the Taff Trail.
Disagree with the proposal	40	9.3%	<ul style="list-style-type: none"> • This is an awful way of saving a few pounds. • Public services are essential these should definitely not be ceased! • Public conveniences should not be closed until specific (and genuinely usable) alternatives have been identified for each one: it's not enough to close them and then say the Council will 'try' to find alternatives. The fact that they are not used very often does not mean they aren't essential.

Section 3: Community Involvement

As outlined in the budget proposals there have already been a number of community buildings identified that may be suitable for local people or communities to take over the running of. Similarly there are a wide range of opportunities for individuals and community groups to volunteer and become more involved in the shaping of local services.

The Council wants to encourage and support volunteers and therefore asked the public if they would be interested in becoming involved in volunteering to help guide the delivery of services in their neighbourhood.

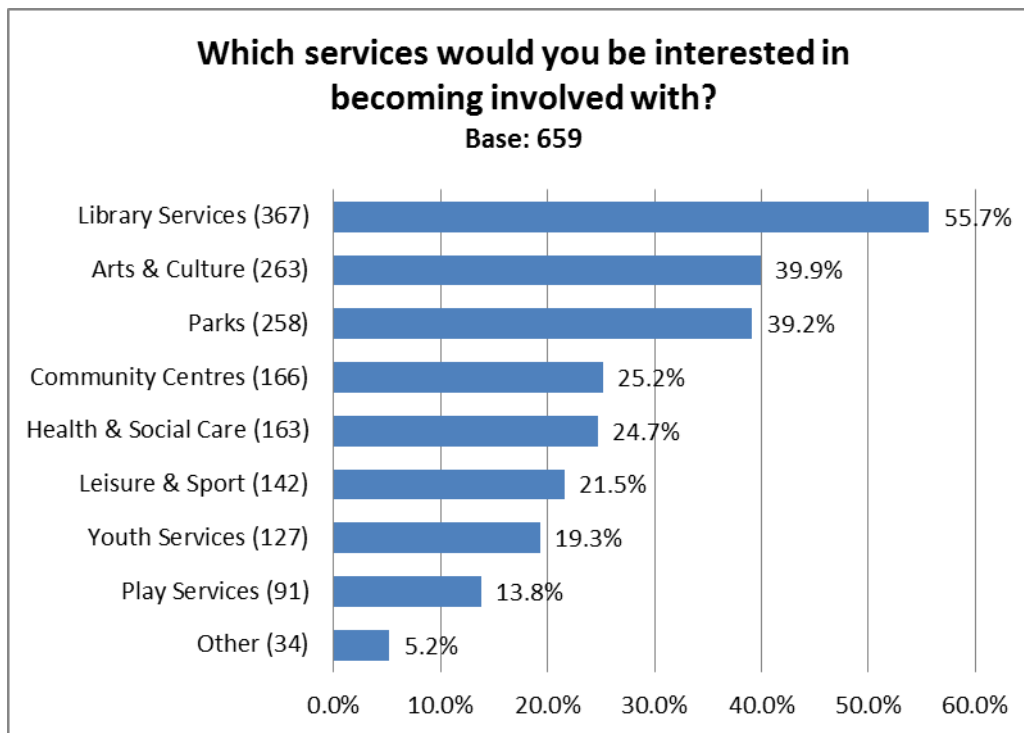


Approximately one in five (**19.2%**) respondents expressed some interest in increasing their involvement through **volunteering**.

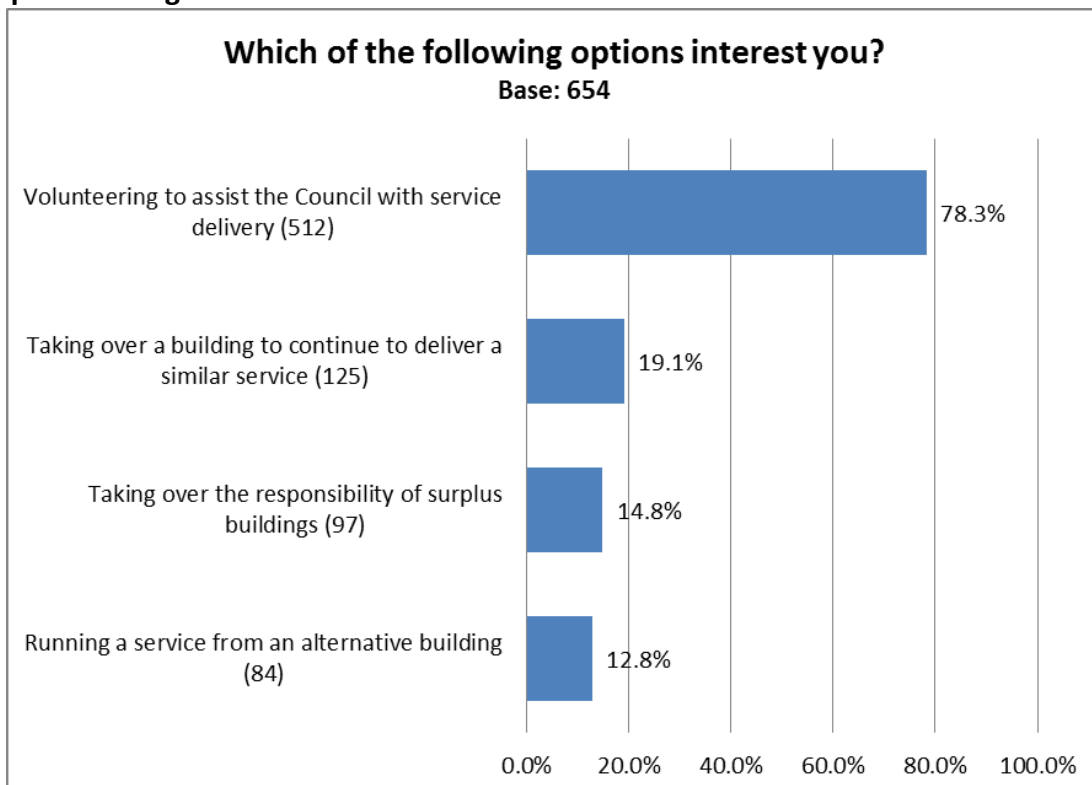
More than half (**55.7%**) of those expressing an interest in becoming involved in **volunteering** specified the delivery of **library services** as an area of particular interest whilst two fifths were interested in both **arts & culture** and **parks services** (**39.9%** and **39.2%** respectively).

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Respondents were also asked to specify the option/s that were of particular interest to them. Four in five (**78.3%**) of those responding to the question were particularly interested in volunteering to assist the Council with **service delivery** however there was smaller but significant interest expressed in a variety of other options. This included expressions of interest from 97 individuals/groups who were interested in taking over the responsibility for **surplus buildings**.

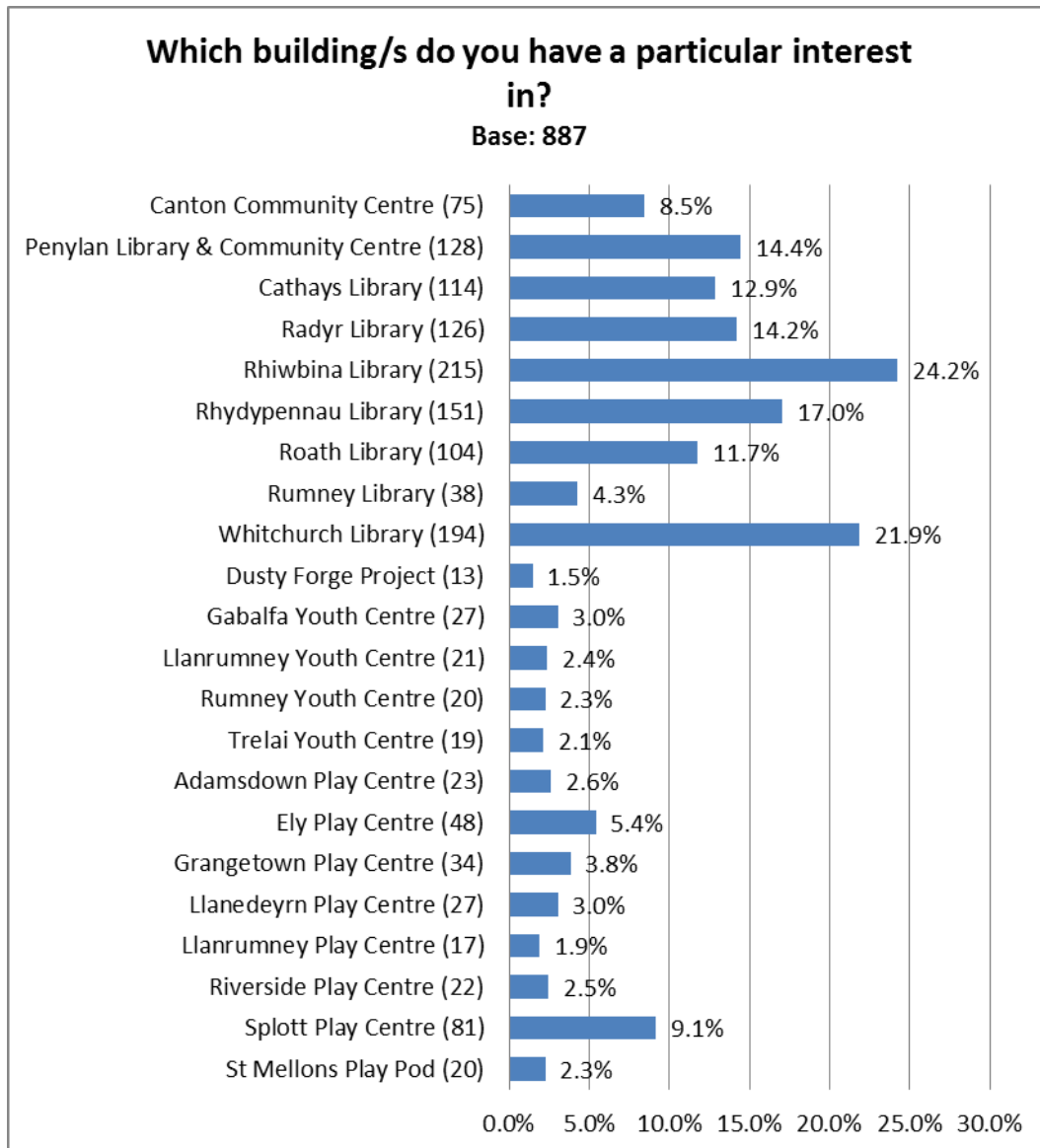


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In the majority of cases the survey was completed on behalf of an individual however there were sixty two instances whereby the section was completed on behalf of an existing group or individual.

A total of **887 respondents** to the survey indicated they personally or the group they were representing had an interest in one or more of the buildings identified as surplus. The most significant levels of interest were found in relation to **Rhiwbina** and **Whitchurch libraries**.



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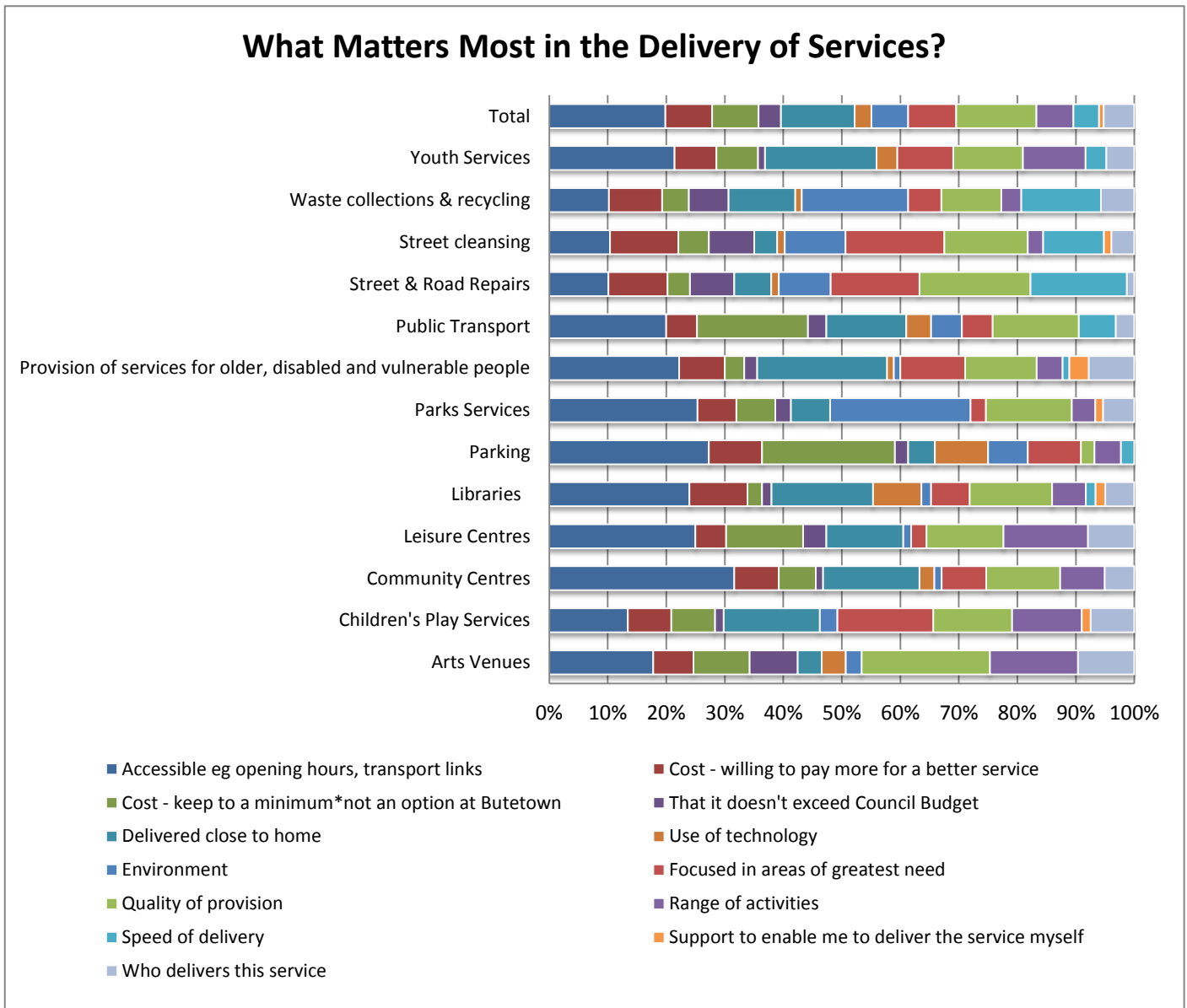
5.2 Community Events

There were **7 community engagement events** held across each of the Neighbourhood Partnership areas and one in the city centre. In addition, events were held with Cardiff Youth Council, Cardiff Access Forum and the Cardiff 50+ Forum.

The events were primarily designed to share information about the City of Cardiff Council's budget proposals. However, there was also an opportunity for attendees to take part in a number of participatory exercises and talk through budget proposals in more detail.

As part of these events, Participants were asked to define what matters most to them in the delivery of public services as shown below. They were able to select three options per service.

Service Delivery Priorities Grid:



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Overall results show that respondents cared most about ensuring services were **accessible** (19.8%), that there was **quality of provision** (13.7%), and **delivered close to home** (12.6%). On the other hand, only a small number of respondents felt it mattered most who delivers the service (5.2%), use of technology (2.9%), or having support to enable them to deliver the services themselves (0.8%).

There were some interesting variations between services. Keeping the cost of the service to a minimum was particularly important for parking (22.7%) and public transport (18.9%). Unsurprisingly, the environment (24.0%) was considered the most important factor in the delivery of park services.

A number of Council employees from different departments were present at each event in order to discuss budget proposals with participants. For each event there were representatives from Libraries and Hubs; Youth and Play Services; Leisure, Parks and Culture; Transport and Waste; and Health and Social Care. Staff held a number of discussions with residents about the impact these proposals might have on individuals and their community. Some of the key themes that emerged can be found in **Appendix 2**.

6. Learning and Next Steps

The consultation on the budget proposals followed on from the 37 public engagement events which had taken place as part of the Cardiff Debate in summer 2014. The consultation period represented both a longer and earlier time period than the City of Cardiff Council has previously undertaken in recognition of the scale and significance of the budget savings required and the desire to encourage a wider discussion on the proposals.

The consultation process took a number of forms, using a variety of engagement mechanisms which have provided useful learning points for engagement in future years.

General Awareness

The consultation process has demonstrated that there remains a general lack of awareness amongst the public of the budget challenges which the City of Cardiff Council and other public services are facing, and what this may potentially mean for future service delivery.

The public and stakeholders welcomed the 'simplicity' of messages contained within the budget video, but more needs to be done to continually reach all households across Cardiff on an ongoing basis via other communications used, thereby increasing awareness and reducing the cost of distributing stand-alone communications.

Early Consultation

There was an evident appreciation from both the public and stakeholders regarding the earlier consultation process in terms of people having the opportunity to better understand what was being proposed and to influence decisions made. However, there were still some concerns that going forward there needs to be more time available to develop alternative solutions, particularly in relation to potential community asset transfers of buildings or services.

It was therefore suggested that a timetable for the budget process be set earlier for 2015/16 with the public engagement happening sooner to allow more detailed discussions with relevant Directorates to take place and encourage "co-produced" delivery solutions.

Community Participation

There is a huge amount of enthusiasm and commitment within communities to 'step up' and play a greater role in public service delivery, whether this be through volunteering or community asset transfer. Lots of feedback was given to the Council in relation to making people aware of *how* they could help, and there were many willing community members who would be interested in becoming more involved.

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Positive feedback was also given in relation to the transparency of the Council regarding the potential buildings and services which may be opportunities for community asset transfers or alternative models of delivery. The list of buildings/services resulted in a significant number of discussions and ideas being generated regarding new ways of delivering services and these can be developed further as appropriate following the agreement of the budget in February.

Community Support

The 'Stepping Up' Toolkit has been extremely well received by community members and groups, and is recognised to be a useful support for signposting and guidance. The subsequent introductory workshops held in January 2015 have also been well attended and positive, with appreciation for the Council in providing support. However, there have been a number of challenges and barriers voiced by community groups which will need to be considered by the Council including:

- the timescales that previous Asset Transfers have taken and whether the current CAT Policy is fit for purpose
- whether there is capacity in the Council/Third Sector to support groups (e.g. in developing business plans)
- the clarity over Council expectations in relation to evaluation criteria
- the potential need for transition funding to facilitate the change from Council ownership to the community.

Community Hub 'Consultation Points'

The use of libraries, leisure centres and hubs had been extremely valuable in distributing copies of the consultation and questionnaire and providing a 'drop-off' point for completed surveys. This role as community 'consultation points' could be further developed and formalised and actively promoted with the public so they have a greater awareness of consultations taking place.

Social Media

Social media has proven itself to be a useful and cost effective mechanism for sharing information with the public. Partner organisations have contributed to the 'reach' of the messages regarding the budget consultation by sharing information within established networks. Whilst it is acknowledged that not all members of the public have access to social media, there needs to be continuing work done to further develop the Council's social media policy to maximise the engagement of the public in key service delivery issues.

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Engagement Events

The engagement events represented one of a number of mechanisms that enabled members of the public the opportunity to engage in the consultation. Feedback from those attending the events found that the format of 'drop-in' sessions worked well and that they found it useful to have the opportunity to speak to relevant officers from different Directorates. However, it was also acknowledged that December is not necessarily the best time of year to encourage the greatest attendance, and this may have had some impact on the number of people attending.

Next Steps

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

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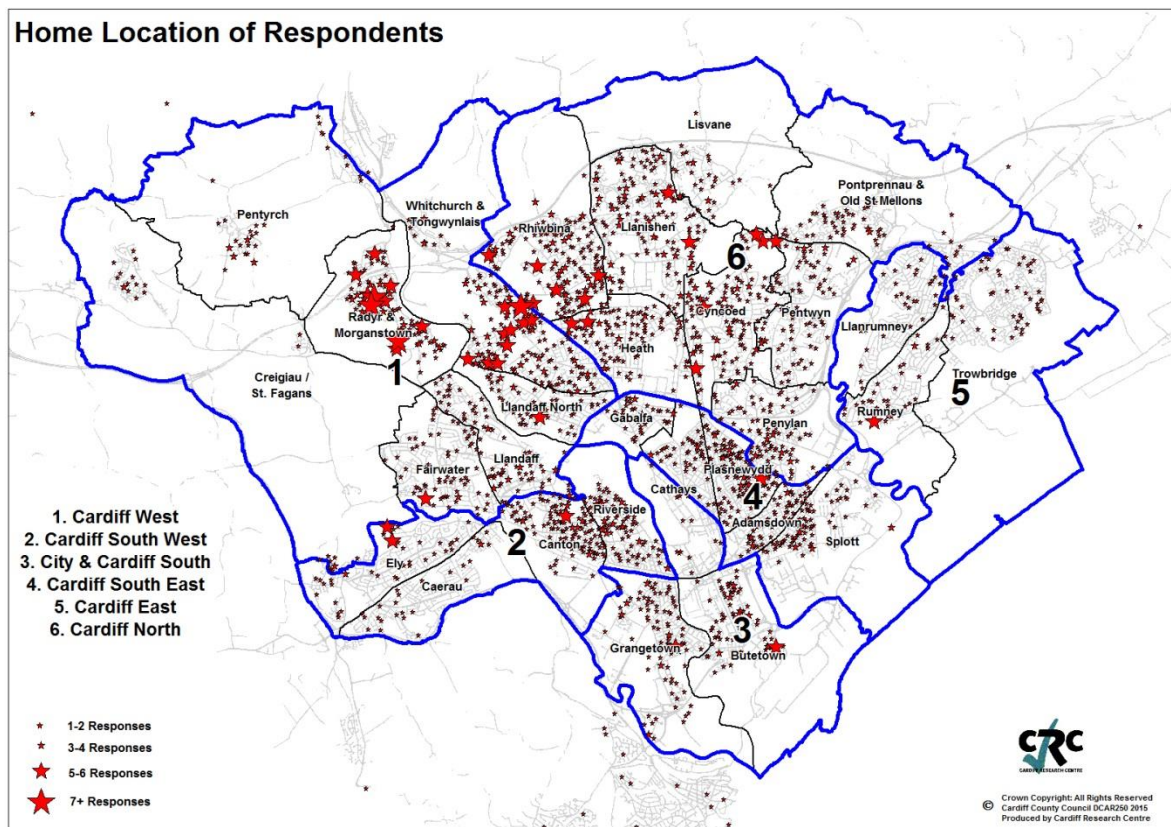
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7. Response Profile

After the data had been 'cleaned' and duplicate responses removed, a **total of 4,191 completed questionnaires were received**. This gives a very robust response, with an overall confidence interval of 95% +/- 1.5%.

Distribution of Responses

The maps below show the distribution of respondents by both electoral division and neighbourhood partnership area.



Within the total responses, **3,207 valid responses** were received where it was possible to identify which Neighbourhood Partnership Area (NPA) and Electoral Division (ED) that the respondent lived in. A further **105 respondents** were able to be allocated to based on the information provided although it was not sufficient to pinpoint their precise location by NPA or ED. In addition, a small number were from respondents either living outside Cardiff (**58 people**), for example in locations such as Pontypridd, Merthyr Tydfil, Bridgend and Bristol. There were also a number of responses (**821**) received from an undefined place of residence i.e. missing/ incorrect/ incomplete postcodes.

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Statistical Robustness – Confidence Levels and Confidence Intervals

Sample Size

To ensure that the data reported is statistically robust it is important that returns are received from a sufficiently large sample of the population i.e. Cardiff residents (or sub population such as Neighbourhood Partnership Area). The larger the sample size, the more sure you can be that their answers truly reflect the population.

However, the sample size required to provide a robust data set **does not continue to rise in correlation with the size of the overall population** (i.e. doubling the sample size does not halve the confidence interval). Instead the sample size required begins to **level off** as population sizes increases with a **sample of around 400 being statistically robust irrespective** of whether the overall population from which the sample was taken was 10,000 or 100,000.

Confidence Interval

This indicates the **margin of error** that is attached to the sample results; i.e. the range within which you can be 'confident' that the actual figure lies. **The smaller the confidence interval the more reliable the data can be considered, the larger a confidence interval the more caution is required when using the data.**

Confidence Level

This describes **how sure you can be about that the sample responses would match those of the population as a whole**. Typically in social research a 95% Confidence Level is required. This means that we can be 95% certain (i.e. 95 times out of a 100) that the actual figure for the whole of the population falls within the range of values specified by the confidence interval for the sample of responses received.

In social sciences a 95% confidence level with a confidence interval of ± 5 would be considered a statistically reliable response. This would mean that 95 times out of 100, the figures for the population as a whole would be within 5 percentage points, plus or minus, of those of the sample being analysed. So if 50% of a sample's respondents said they were satisfied with a particular service, 95 times out of 100 times the actual figure for the population as a whole would be between 45% and 55%.

If the size of the sample of respondents is less than the desired number to achieve a confidence interval of ± 5 , then the reliability of the results and the ability to compare results across different geographical areas becomes less robust.

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Budget Consultation 2015/16 Responses by Neighbourhood Partnership Areas

Table 1, illustrates that a sample size of 4,191 was big enough to provide a Confidence Interval of just **1.50** for the overall response to the Budget Consultation¹. This is an excellent sample and allows a high level of reliability to be assumed within the reported data².

Confidence Intervals of less than ± 5 (plus or minus) were also achieved in three of the six NPAs, while Cardiff South West was only marginally above this figure (5.01). This means that we can be statistically confident that the views expressed by respondents from these areas are sufficiently representative of those populations as a whole. Cardiff East and Cardiff City & South NPA's both exceeded Confidence Intervals of ± 5 . Analysis within these areas remains relevant however the Confidence Interval should be taken into account when considering the results.

Budget Consultation 2015/16 Confidence Intervals For a 95% Confidence Level				
NPA	Sample Size Achieved ³	Population 16 Plus	Sample Size Required for a CI Less Than ± 5	Confidence Interval Achieved \pm
Cardiff East	139	27,900	379	8.29
Cardiff North	1,209	76,400	382	2.80
Cardiff South East	417	58,600	382	4.78
Cardiff South West	380	43,300	381	5.01
Cardiff West	818	50,100	381	3.40
City & Cardiff South	244	30,800	379	6.25
Other	984	-	-	-
Total	4,191	287,100+	384	1.50

NB. 'Other' includes those living outside Cardiff and those whose exact place of residence could not be determined due to missing/incorrect/incomplete postcodes.

Population figures (from 2013 mid-year estimates) have been rounded to the nearest hundred. Sample size required and confidence intervals have been calculated using the unrounded figures.

¹ Confidence Intervals are based on a worst case percentage whereby 50% of respondents give a particular answer. The further the percentage is from 50%, the narrower the confidence intervals will be. For example, if 10% or 90% of respondents give a particular answer, the confidence interval will be smaller than if 50% had given the same response (i.e. the confidence intervals identified in the Table), presuming the sample size is the same.

² The confidence interval calculations assume there is a genuine random sample of the total population. Although every effort has been made to create a truly random sample, there may be some bias in the results due to those people adversely affected by the budget proposals being more likely to respond. Therefore, the confidence intervals may be wider than those specified in the Table.

³ Not all of the respondents completed every question. Consequently, for these questions the sample size will be smaller, and the related confidence intervals potentially wider, than those indicated in the Table.

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About You

- Members of the general public accounted for almost ninety percent (**88.9%**) of the overall response to the consultation.

Which best describes you?	No.	%
Member of the general public	3484	88.9
Cardiff Council Employee	278	7.1
Individual business person	39	1.0
Representing a group of businesses	18	0.5
Member of a third sector organisation	9	0.2
Member of a strategic partner organisation	44	1.1
Member of a community group or forum	4	0.1
A Cardiff Councillor	2	0.1
Cardiff Partnership	43	1.1
Other	0	0.0
Total	3921	100.0

- Males accounted for **53.9%** of the survey returns
- The **under 35** year olds accounted for **18.6%** of responses, **35-54** year olds **41.8%** and **over 55s** providing **39.5%** of responses.

Are you?	No.	%
Male	2057	53.9
Female	1749	45.9
Transgender	7	0.2
Total	3813	100.0

Age?	No.	%
Under 16	59	1.5
16-24	122	3.1
25-34	555	14.0
35-44	877	22.2
45-54	774	19.6
55-64	768	19.4
65-74	610	15.4
75+	186	4.7
Total	3951	100.0

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- Half of respondents (**49.2%**) to the consultation reported to be in full time employment whilst **22.8%** were wholly retired from work.

Which of the following best describes what you are doing at present?	No.	%
Working fulltime (30+ hours per week)	1926	49.2
Working part time (less than 30 hours per week)	590	15.1
On a government training scheme	4	0.1
In full time education	97	2.5
Unemployed - Registered Job Seeker	51	1.3
Unemployed - Unregistered but seeking work	38	1.0
Permanently sick or disabled person	83	2.1
Wholly retired from work	892	22.8
Looking after home	64	1.6
Caring for a child or adult	95	2.4
Other	76	1.9
Total	3916	100.0

- A total of 302 (**7.9%**) respondents identified themselves as a **disabled person** whilst **7.7%** described themselves as having a **long standing illness** or health condition.

Do you identify as a disabled person?	No.	%
Yes	302	7.9
No	3402	89.0
Prefer not to say	120	3.1
Total	3824	100.0

Do any of the following apply to you?	No.	%
Deaf/ Deafened/ Hard of hearing	165	3.9
Learning impairment/ difficulties	32	0.8
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	323	7.7
Mental health difficulties	95	2.3
Mobility impairment	198	4.7
Visual impairment	57	1.4
Wheelchair user	20	0.5
Prefer not to say	97	2.3
Other	33	0.8

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- Those identifying as White Welsh/British accounted for **88.1%** of the overall response.

Ethnic Group	No.	%
White - Welsh/English/Scottish/Northern Irish/British	3423	88.1
White - Irish	39	1.0
White - Gypsy or Irish Traveller	9	0.2
White - Any other white background	90	2.3
Mixed/Multiple Ethnic Groups - White and Black Caribbean	15	0.4
Mixed/Multiple Ethnic Groups - White and Black African	8	0.2
Mixed/Multiple Ethnic Groups - White & Asian	20	0.5
Mixed/Multiple Ethnic Groups - Any other	10	0.3
Asian/Asian British - Indian	24	0.6
Asian/Asian British - Pakistani	13	0.3
Asian/Asian British - Bangladeshi	3	0.1
Asian/Asian British - Chinese	5	0.1
Asian/Asian British - Any other (please specify)	4	0.1
Black/African/Caribbean/Black British - African	16	0.4
Black/African/Caribbean/Black British - Caribbean	10	0.3
Black/African/Caribbean/Black British - Any other	3	0.1
Arab	5	0.1
Any other ethnic group	12	0.3
Prefer not to say	178	4.6
Total	3887	100.0