



# Ask Cardiff Residents Survey 2019





# Ask Cardiff

**Ask Cardiff is an annual survey undertaken by Cardiff Council. The survey gives people living and working in Cardiff and those visiting the city the chance to share their experiences of public services: the good experiences and where things could be improved.**

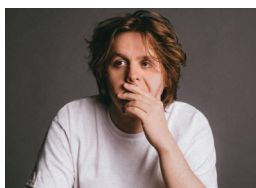
By taking around 10 minutes to complete this survey, you will help us to:

- better understand how people experience the city and our public services.
- understand what is important to you and your local community.
- make changes and improvements to our city's public services.

Last year over 4,500 people shared their views with us.

You can enter the Prize Draw to win

- Two tickets to Lewis Capaldi's sold-out concert at the Motorpoint Arena in March 2020
- £30 Love2Shop Vouchers
- £20 Love2Shop Vouchers



The survey is open until

**Sunday 24th November 2019**

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

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

If you wish to withdraw consent at any time, please email [consultation@cardiff.gov.uk](mailto:consultation@cardiff.gov.uk) For further information on how we process your personal data please refer to our Privacy Policy- or contact the Data Protection Officer, Room 357, County Hall, CF10 4UW, email: [dataprotection@cardiff.gov.uk](mailto:dataprotection@cardiff.gov.uk)

1. Please provide your postcode below to allow us to more accurately pinpoint respondents' views and needs by area:-

\_\_\_\_\_

## CITY LIFE AND PUBLIC SERVICES

2. Overall, how satisfied or dissatisfied are you with Cardiff as a place to live?

- Very satisfied                       Fairly satisfied                       Neither  
 Fairly dissatisfied                       Very dissatisfied                       Don't know/Not Applicable

3. To what extent do you agree or disagree with the following statements? *Please tick one box for each statement.*

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
The quality of <b>public services</b> in Cardiff is good overall						
The quality of <b>Council services</b> in Cardiff is good overall						
The Council gives residents good value for money						

4. Overall how satisfied are you with the services the Council provides?

- Very satisfied                       Fairly satisfied                       Neither  
 Fairly dissatisfied                       Very dissatisfied                       Don't know

## YOUR NEIGHBOURHOOD

5. How satisfied or dissatisfied are you with your local community as a place to live?

- Very satisfied                       Fairly satisfied                       Neither  
 Fairly dissatisfied                       Very dissatisfied                       Don't know/Not Applicable

6. Have you visited a library or Hub in the last 12 months?                       Yes                       No

7. How satisfied or dissatisfied are you with the following in your neighbourhood? *Please tick one box for each*

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know/ Not Applicable
Adult education						
Anti-social behaviour						
Care for the elderly						
Children's play areas						
Frequency of dog fouling						
Frequency of vandalism and graffiti						

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know/ Not Applicable
Libraries/Hubs						
Parks & open spaces						
Pavement maintenance						
Public transport						
Road maintenance						
Services for the disabled						
Street lighting						
Street cleansing						
Youth services and clubs/ activities for young people						

8. To what extent do you agree that you are able to have a say on local issues or how Council services are run in your community?

- Strongly agree       Agree       Neither  
 Disagree       Strongly disagree       Don't know/Not Applicable

9. Do you currently volunteer?  Yes  No

10. Listed below are a number of ways that you could contribute to the wellbeing of your community. Please tell us if you are, or would like to be, involved in each of the following:

	I am already involved	I would like to be involved	Not interested
Community Volunteering e.g. litter picking/ community gardening			
Act as a school governor			
Helping others in my neighbourhood e.g. shopping or visiting elderly or vulnerable people			
Increasing use of sustainable travel i.e. public transport/cycling/walking			
Learning more about how to reduce your carbon footprint			
Supporting vulnerable young people by becoming a foster carer			
Formal volunteering for an organisation or public service such as in a Hub or in a Hospital			
Become a member of a group delivering a project or activity in my community by sharing skills such as sewing, woodwork or baking			
Member of a social support group with similar interests e.g. lunch club, reading group or mother and toddler meetings			
Fundraising for local causes			
Offering apprenticeships or work experience opportunities as a business owner			
Improving community safety as part of a Neighbourhood Watch			

## HOUSING

11. To what extent do you agree or disagree with this statement: I have access to good quality housing?

- Strongly agree       Agree       Neither  
 Disagree       Strongly disagree       Don't know

12. Over the last 12 months would you say your housing situation has:

- Improved       Remained the same       Declined       Don't know

## JOBS AND THE ECONOMY

13. To what extent do you agree or disagree with this statement: Cardiff has a thriving and prosperous economy?

- Strongly agree       Agree       Neither  
 Disagree       Strongly disagree       Don't know

14. Over the last 12 months would you say your employment situation has:

- Improved       Remained the same       Declined       Don't know

15. How confident are you about your future job/career prospects in Cardiff?

- Very confident       Somewhat confident       A little unconfident  
 Very unconfident       Don't know       N/A

16. Over the last 12 months would you say your personal financial situation has:

- Improved       Remained the same       Declined       Don't know

## LOCAL ENVIRONMENT

17. To what extent do you agree or disagree with this statement: Cardiff has a clean environment:

- Strongly agree       Agree       Neither  
 Disagree       Strongly disagree       Don't know

18. Over the last 12 months would you say cleanliness in your local area has:

- Improved       Remained the same       Declined       Don't know / Not Applicable

19. To what extent would you agree that the air quality in Cardiff is good?

- Strongly agree       Agree       Neither  
 Disagree       Strongly disagree       Don't know

## CLIMATE EMERGENCY

20. How concerned are you about Climate Emergency?

- Very concerned     
  Fairly concerned     
  Don't know  
 Not very concerned     
  Not concerned at all

21. Do you feel that the Council is doing enough to respond to the challenge of Climate Emergency?

- Yes     
  No     
  Don't Know

## COMMUNITY SAFETY

22. To what extent would you agree or disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime in your local area?

- Strongly agree     
  Agree     
  Neither  
 Disagree     
  Strongly disagree     
  Don't know

23. How safe or unsafe do you feel in the following situations? (If any option does not apply to you e.g. public transport, cycling, please leave this blank)

	Very safe	Fairly safe	A bit unsafe	Very unsafe
At home in the daylight				
At home after dark				
Walking in your neighbourhood in daylight				
Walking in your neighbourhood after dark				
Walking in the city centre in daylight				
Walking in the city centre after dark				
Travelling by bus in daylight				
Travelling by bus after dark				
When cycling in Cardiff in the day				
When cycling in Cardiff after dark				

If you feel unsafe at home - please tell us why: \_\_\_\_\_

- I prefer not to say why I feel unsafe at home

If you feel unsafe when walking in your neighbourhood - please tell us why: \_\_\_\_\_

- I prefer not to say why I feel unsafe when walking in my neighbourhood

If you feel unsafe when walking in the city centre - please tell us why: \_\_\_\_\_

I prefer not to say why I feel unsafe when walking in the city centre

If you feel unsafe when travelling by bus - please tell us why: \_\_\_\_\_

I prefer not to say why I feel unsafe when travelling by bus

If you feel unsafe when cycling - please tell us why: \_\_\_\_\_

I prefer not to say why I feel unsafe when cycling

24. To what extent do you agree or disagree with this statement: My neighbourhood is a place where people get on well together and help each other?

Strongly agree

Agree

Neither

Disagree

Strongly disagree

Don't know/Not Applicable

25. To what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
Migration has enriched Cardiff's economy						
Migration has enriched Cardiff's communities						

## HEALTH & WELL-BEING

26. How would you describe your...?

	Very good	Good	Neither	Poor	Very poor
Physical health					
Mental health					

27. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (This includes problems related to old age).

Yes, limited a lot

Yes, limited a little

No

28. Below are some questions about feelings.

Please give a score of 0 to 10 where 0 represents the lowest and 10 the highest.

	0	1	2	3	4	5	6	7	8	9	10
Overall, how satisfied are you with your life nowadays?											
Overall, how happy did you feel yesterday?											
Overall, how anxious did you feel yesterday?											
Overall, to what extent do you feel the things you do in your life are worthwhile?											

29. Over the last seven days would you describe your sense of well-being as having:

- Improved
  Remained the same
  Declined
  Don't know

30. Over the last twelve months would you describe your sense of well-being as having:

- Improved
  Remained the same
  Declined
  Don't know

31. In the last 12 months have you been to any of the following in Cardiff?

	No	Once or twice	A few times	Many times
Theatre				
Live music or concert				
Museum				
Art Gallery				
Cinema				
Other cultural activity				

32. Which of the following have you visited in the last 4 weeks?

	No	Once or twice	A few times	Many times
Woodland or forest farmland				
Hills, mountains or moorland				
Local park or other local space				
River, lake or canal				
Beach, sea or coastline				
Other outside space				



33. Have you heard of Dewis Cymru?  Yes  No
34. Have you used Dewis Cymru?  Yes  No
35. Do you care unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support?
- Yes  No  Prefer not to say

## ABOUT YOU

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

- Under 16  16-24  25-34  35-44  45-54  55-64
- 65-74  75+  Prefer not to say

What best describes your gender? *Please tick one box only*

- Female  Male  Other  Prefer not to say

If 'Other' please specify \_\_\_\_\_

Do you identify as Trans?

- Yes  No  Prefer to self-describe  Prefer not to say

If you prefer to self-describe, please specify \_\_\_\_\_

How many children live in your household? *Please tick one box for each row.*

- |             | 0                     | 1                     | 2                     | 3                     | 4                     | 5+                    |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Age under 4 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Aged 4-18   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

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

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

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

If 'Other' please specify \_\_\_\_\_

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

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

If 'Other' please specify \_\_\_\_\_

Are you or a member of your household: *Please tick all that apply*

	You	A member of your household
Currently serving in the armed forces		
An armed forces service leaver (veteran)		

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

- Yes
  No
  Prefer not to say

Please tick any of the following that apply to you:

- Deaf/ Deafened/ Hard of hearing
  Mobility impairment  
 Mental health difficulties
  Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)  
 Learning impairment/ difficulties
  Prefer not to say  
 Visual impairment
  Wheelchair user  
 Other, please specify \_\_\_\_\_

Do you regard yourself as belonging to any particular religion?  Yes  No, no religion

If yes, please specify \_\_\_\_\_

- Buddhist
  Muslim
  Sikh  
 Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)
  Hindu
  Jewish  
 Prefer not to answer  
 Other, please specify \_\_\_\_\_

How would you describe your sexual orientation?

- Bisexual
  Gay Woman/ Lesbian
  Gay Man  
 Heterosexual/ Straight
  Prefer not to answer  
 Other, please specify \_\_\_\_\_

**Are you:**

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

**How would you describe your Welsh language skills**

- Fluent                       Moderate                       Basic                       Learner                       None

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

- Yes                       No

**What is your ethnic group? *Please tick one box only***

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

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

**How did you hear about this survey?**

- Direct email to my address from Cardiff Council
- Direct email to my address from another organisation
- At a public event
- Social media (Twitter, Facebook, etc.)
- Saw promotion in a public building (Hub, Library, etc.)
- Family and friends
- Other, please specify \_\_\_\_\_

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

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

**Would you like to be entered into the Prize Draw?**       Yes       No

If you are interested in taking part in further consultations from Cardiff Council or you'd like to be entered into the prize draw, please leave your details below:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Thank you for your time.**

The results of this survey will be published on [www.cardiff.gov.uk/askcardiff](http://www.cardiff.gov.uk/askcardiff) in due course.

Please return this questionnaire to  
Room 401,  
County Hall,  
Atlantic Wharf,  
Cardiff  
CF10 4UW

Alternatively you can drop off at your local library or Hub or complete online at [www.cardiff.gov.uk/askcardiff2019](http://www.cardiff.gov.uk/askcardiff2019)

Please return by 24th November 2019