



# Changes for Cardiff

## Consultation on Cardiff Council's 2020/21 Budget Proposals

Research Findings  
February 2020



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



#gweithiogydangilydd  
#workingtogether





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## **1. Background**

In its Capital Ambition vision, Cardiff Council set out how it wants to make Cardiff a greener, fairer city.

Delivering these ambitions will rely on great local public services. Everyone in Cardiff uses or benefits from a council service every day. Schools, roads, recycling, bin collections, social care, maintaining parks, libraries and street lighting are just some of the many services the Council provides to meet people's daily needs.

With a fast growing population and some of the highest levels of poverty in Wales, the pressure on these services is increasing each and every year. Over the past decade of austerity, which saw the council save over £220m as the pressure on services increases, the Council has done all it can to protect front line services while balancing the books.

## **2. Consultation methodology**

Consultation on the Council's budget proposals for 2020/21 was undertaken by the Cardiff Research Centre. The consultation ran from 19 December 2019 to 31 January 2020, later than usual due to the date of the budget announcement from the Welsh Government (pushed back from November to mid-December), leading to a shorter window of engagement on the Council's proposals. Whilst the consultation went live online on the 19<sup>th</sup> December, the programme of engagement started on 6<sup>th</sup> January, to avoid a clash with the Christmas period.

The engagement programme used a variety of online and face to face engagement methods:

### **a) Email**

The survey was promoted via email to:

- The Citizens' Panel (approximately 6,000 residents)
- Councillors, Senior Management Team and Cardiff Public Services Board members
- Community Councils
- Third sector organisations working with target groups including Minority Ethnic, younger people and those with a disability.

Teams across the Council were encouraged to promote the survey (where GDPR<sup>1</sup> rules allowed) by emailing customers through existing email lists, particularly where budget proposals may affect specific groups.

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<sup>1</sup> GDPR: General Data Protection Regulations

Communications were sent to Council supported networks, including:

- Cardiff 50+ Forum
- Cardiff Access Forum
- Employee Black Minority Ethnic Network
- Cardiff Youth Council

A separate shorter survey was distributed to secondary school's Sixth Forms across Cardiff, offering entrance into a Prize Draw to win a £10 shopping voucher. This asked pupils to highlight the priorities for investment from a list of Council services.

Any enquiries from the public were directed to [consultation@cardiff.gov.uk](mailto:consultation@cardiff.gov.uk) where they were picked up by Cardiff Research Centre staff, and directed to relevant officers across the Council.

#### **b) Internet/Intranet**

The consultation was given dedicated pages on the Council's website and promoted to Council employees via DigiGov, the Staff App and the Council's computer screen saver.

#### **c) Social Media**

The survey was promoted to almost 90,000 followers via Facebook and Twitter by the Corporate Communications Team throughout the consultation period. The Facebook campaign reached approximately 50,100 users, and on Twitter, 2,500,000 users.

Targeted promotion was facilitated via stakeholder's social media accounts and Facebook boosts aimed at those less frequently heard i.e. under 25's, Minority Ethnic groups and those living in the 'Southern Arc'<sup>2</sup> of the city. This reached around 24,000 users, with 639 clicks through to the survey itself.

#### **b) Face to Face and Hard Copies**

Posters and 2,500 hard copies of the consultation document (plus 500 Welsh) were distributed to libraries, Hubs and core council buildings. Drop boxes were provided in Hubs and libraries for the public to deposit their returns.

Council Officers were on hand at Hubs, Libraries including those in the 'Southern Arc' of the city to promote the survey to traditionally hard to reach communities.

A facilitated focus group session was held with Diverse Cymru at Chapter Arts Centre in Canton, Cardiff, on 30<sup>th</sup> January 2020.

A full list of venues, events and organisations involved in promoting the consultation is available in Appendix 5.

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<sup>2</sup> See Appendix 4 for map of 'Southern Arc'

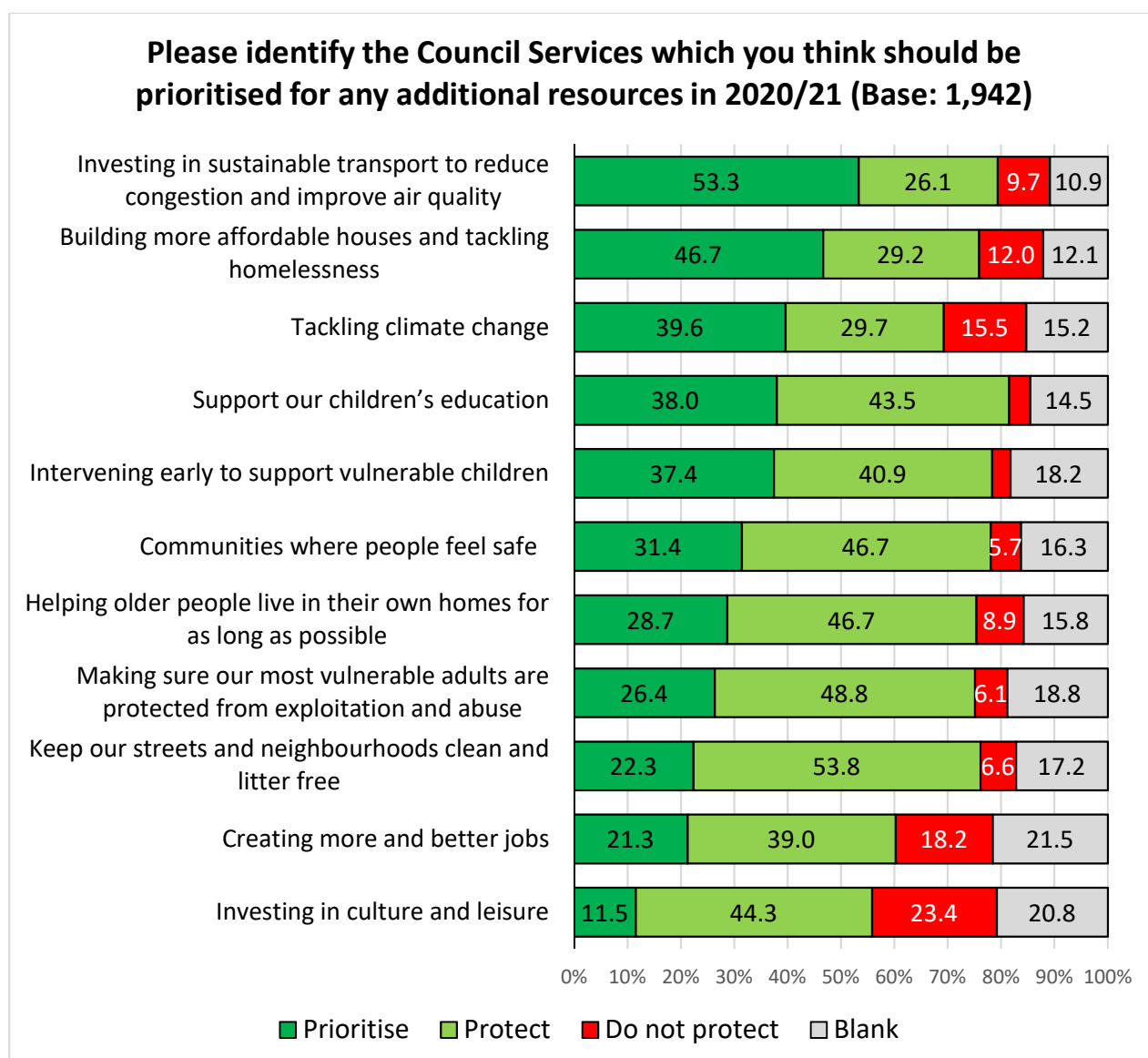
### 3. Results

#### Council Service Priorities

**Q1. We have listed some of the services the Council provides. Please identify the Council Services which you think should be prioritised for any additional resources in 2020/21, or have their current funding protected.**

*1,942 respondents gave an answer to this question, giving a response rate of 94.7%*

Respondents were given a list of 11 Council Services, and asked to identify which they would prioritise for additional investment, which should have their current level of funding protected, and which services should not be protected. A number of respondents chose to leave their preference for some services blank; this is shown in the chart below:



The top three areas identified for prioritising for investment were:

1. Investing in sustainable transport to reduce congestion and improve air quality (53.3%)
2. Building more and affordable houses and tackling homelessness (46.7%)
3. Tackling climate change (39.6%)

All demographic groups analysed ranked investing in sustainable transport as the top priority for investment. A full breakdown of priorities by demographic is provided in Appendix 2.

Areas to have their current levels of funding protected were:

1. Keep our street and neighbourhoods clean and litter free (53.8%)
2. Making sure our most vulnerable adults are protected from exploitation and abuse (48.8%)
- 3=. Helping older people live in their own homes for as long as possible (46.7%)
- 3=. Communities where people feel safe (46.7%)

Areas that had least support for prioritisation/protection for funding were:

1. Investing in culture and leisure (23.4% of respondents did not want to protect this area)
2. Creating more and better jobs (18.2%)
3. Tackling climate change (15.5%)

Services prioritising children – ‘Support our children’s education’, and ‘Intervening early to support vulnerable children’ – both received low scores in this category (4.0% and 3.5% respectively). While neither made the top three services for prioritising or protecting, overall, around 80% of respondents felt funding for these services should continue at its current level, if not higher.

## Engagement Events

In addition to the main survey, a series of engagement events were run, where members of the public were invited to select their top three priorities for investment (these respondents were not asked to identify which services they would like to protect, or those they did not feel should be protected).



Demographic data was not captured for these individuals, due to reluctance to give this information, or time constraints, however, those attending events in Hubs and Libraries were a mix of ages, ethnicities and included respondents identifying as disabled; the Youth Group respondents were all aged under 25, with a range of ethnicities attending the Youth Cohesion event (no demographic other than age were recorded for the Sixth Form online survey).

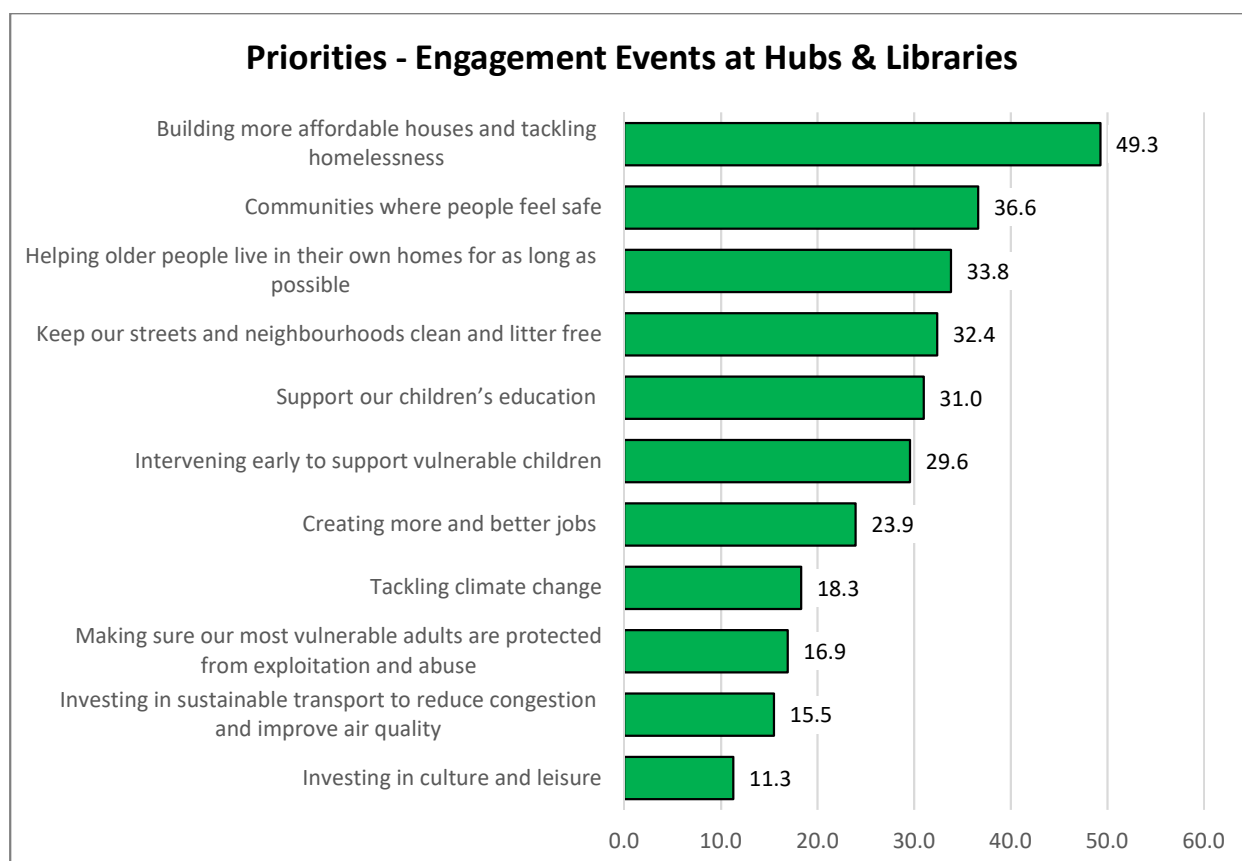
Respondents were also asked to give reasons for their selections, shown below.



The 71 respondents taking part in the events at Hubs and Libraries (all of which were in the Southern Arc) prioritised

1. Building more affordable houses and tackling homelessness (49.3%)
  - *People can't get housed now. You know just a bunk up, it's not to mean they are going to stay there, just a bunk up until they get married or get a girlfriend or a boyfriend or something and then decide to go and buy. I think that needs to be tackled as there is a lot of sofa surfing and stuff like that for ordinary people.*
  - *A lot of the homeless, there is a lot of drink and drug problems around, so there I'm thinking a lot of them would not be capable of running their own flat. I think we should build like an office unit with somebody there to let them in because I don't think they should run free in their own flats because they will be living in squalor, that issue there is massive in my book, it's massive, but we do need more*
2. Communities where people feel safe (36.6%)
  - *Most important thing is protecting people, so everyone can live in a safe community.*
3. Helping older people live in their own homes for as long as possible (33.8%)
  - *There's not enough resources there so I'd like a bit more money spent on that.*

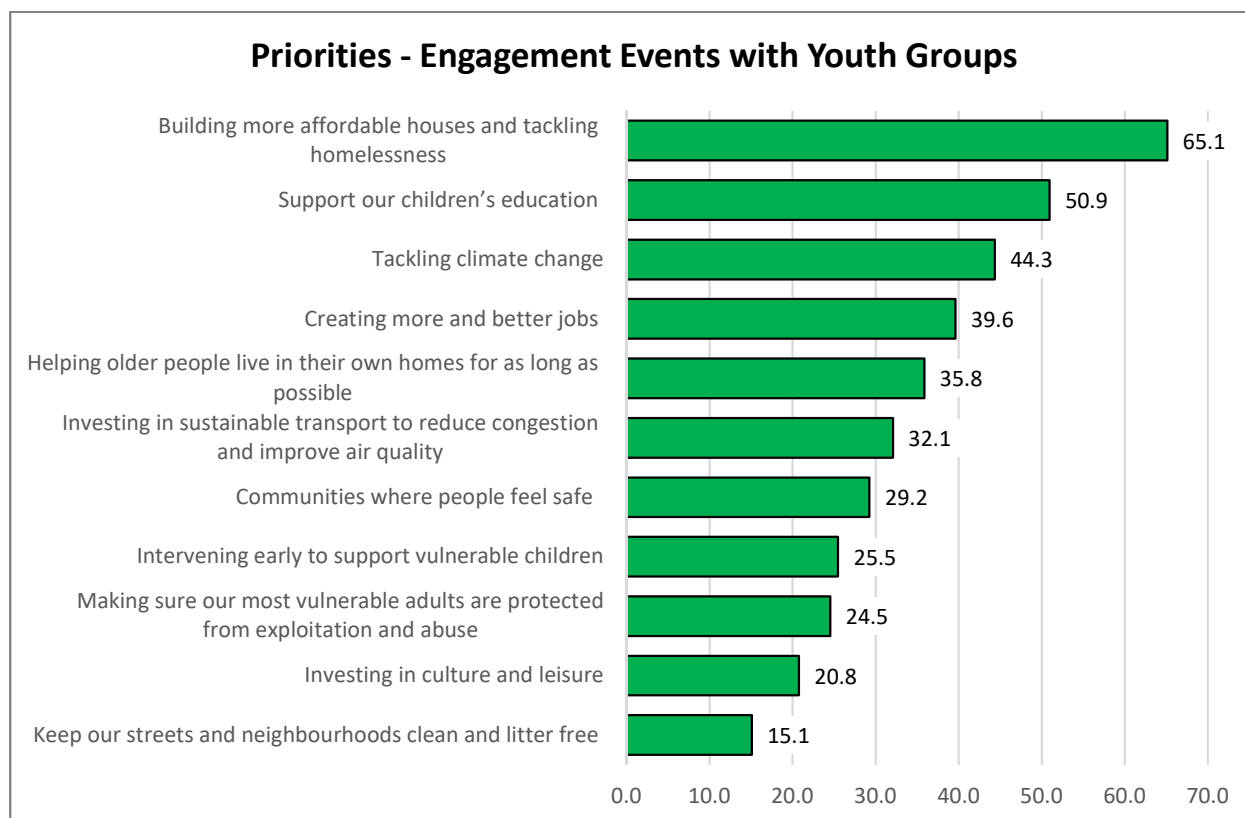
As with the main survey, 'Investing in culture and leisure' was seen as the lowest priority of the options presented, with 11.3% of the vote.



Amongst those attending the Youth Cohesion event, and Sixth Formers completing the tailored online survey (106 respondents in total), priorities for investment were:

1. Building more affordable houses and tackling homelessness (65.1%)
  - *“Affordable housing will encourage students and young adults to become independent and get on the property ladder”.*
  - *“Homelessness is a major issue in Cardiff at the moment. I think tackling homelessness should be prioritised.”*
2. Support our children’s education (50.9%)
  - *“I think focusing on educating the younger generation is essential as they are our future.”*
3. Tackling climate change (44.3%)
  - *“Climate change is the biggest issue right now and will have long lasting consequences that will overshadow other priorities. It’s important it’s addressed now.”*
  - *“Tackling climate change is important because it will enable us to actually have a future to improve.”*

For this group, the lowest priority, with 15.1% of the votes, was ‘Keep our streets and neighbourhoods clean and litter free’.



A separate survey, Child Friendly Cities, was run with primary and secondary schools across Cardiff between September and November 2019, with over 6,000 pupils taking part. While specifics of the Council's Budget consultation were not included in this, pupils were given the opportunity to highlight their priorities.

Respondents were asked to identify their most important issue for the UK as a whole, and for Wales in particular, to be promoted by the appropriate Youth Parliaments. These were:

1. Protecting the environment (42.1%)
2. Put an end to knife crime (39.2%)
3. Tackling hate crime (28.6%)

Concerns were raised around community safety, with fear of knife crime (40.5%), gangs (38.2%) and groups of people (37.7%) as issues which made them feel unsafe in their neighbourhood.

Overall, 90.9% of pupils were able to do their best to learn and progress in school. Amongst pupils aged over 15, 86.9% were studying the subjects of their choice, but just 54.9% thought that their course would help them with their future career.

## The Council's Budget Strategy

The Council focuses on three key areas to maximise resources and deliver improved services.

**Area 1: Efficiency Savings**

**Area 2: Income Generation**

**Area 3: Service change**

### Area 1 – Efficiency Savings

This means challenging our ongoing service delivery and driving out further efficiencies.

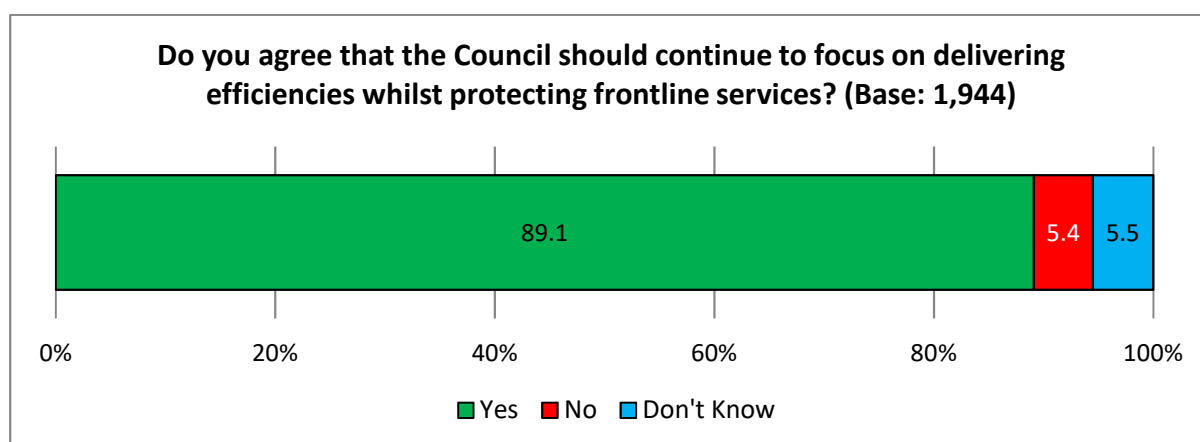
We're asking our managers to make our services more efficient, without impacting on the quality of our front line services. For example, Hubs in Cardiff provide a range of public services under one roof. This saves the council money by reducing running costs for multiple buildings, but does not reduce the level of service offered to the public. Similarly, through using digital technologies we can save money and improve our services without reducing the quality of the service.

This year the council intends to save £5.373 million through efficiencies.

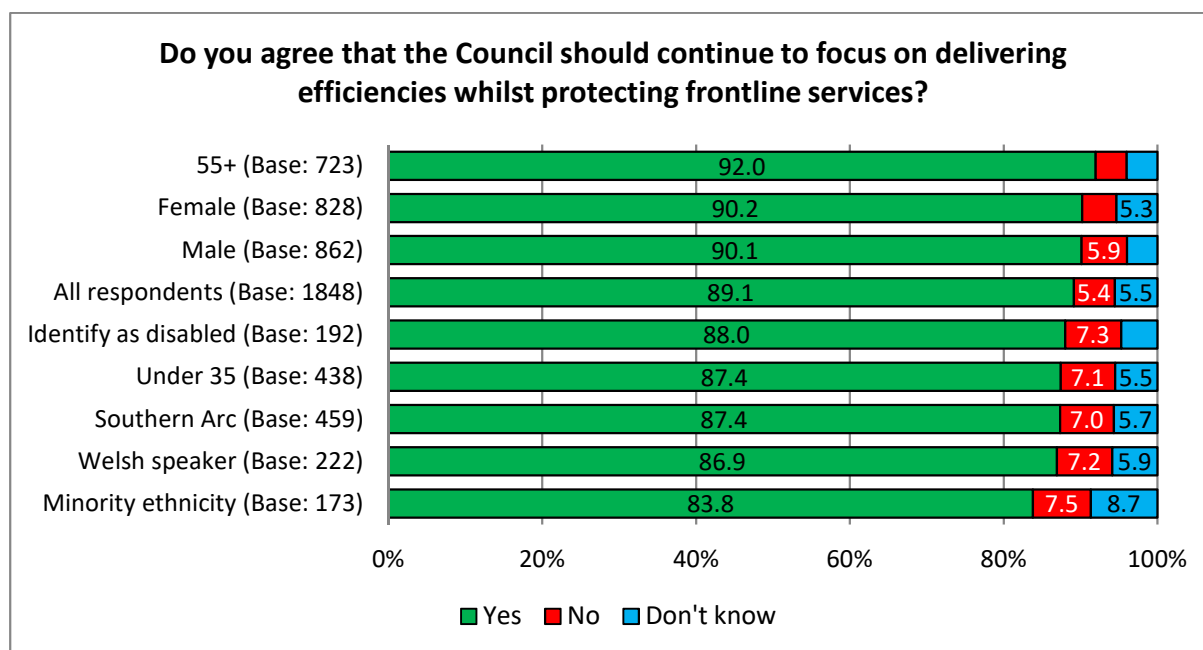
### Q2. Do you agree that the council should continue to focus on delivering efficiencies whilst protecting frontline services?

1,944 respondents gave an answer to this question, giving a response rate of 94.8%

Almost nine out of ten respondents (89.1%) agreed that the Council should continue to focus on delivering efficiencies whilst protecting frontline services, compared to just 5.4% who disagreed, and a similar proportion (5.5%) who didn't know.



These findings were broadly consistent across all of the demographic groups analysed, with agreement ranging from 92.0% amongst respondents aged 55 or over to 83.8% amongst minority ethnicities.



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 89 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Adversely affect frontline services</b>	38	42.7	<ul style="list-style-type: none"> <li>– Some efficiencies have meant reductions in front line services in health and social care, exclusions of older or less able people from public services due to removal of human element and the centralisation of resources.</li> <li>– My concern is that efficiency savings will affect frontline services. Hubs risk taking services away from some areas of the community and forcing people to travel further to access services.</li> <li>– I'm concerned that the service levels offered by the council will be affected by this policy.</li> </ul>
<b>Too many cuts previously</b>	16	18.0	<ul style="list-style-type: none"> <li>– After a decade of cuts I don't think there are any efficiency savings left to make.</li> <li>– Too many services have been cut back resulting in dirty streets, poor bus services, long waits at Hubs.</li> <li>– Too many cuts are being made to vital services.</li> </ul>
<b>Support efficiencies</b>	8	9.0	<ul style="list-style-type: none"> <li>– I fully support efficient ways of working, and reliance on strong tech platforms but not at the expense of jobs. The focus should be fully on income generation to cover all costs.</li> <li>– All services should be examined for cost savings and efficiencies.</li> </ul>

## Schools Budgets

Around £240million (just under 40% of the Council’s total budget) is allocated to schools to manage.

Despite extremely challenging circumstances, over recent years, the Council has consistently provided annual increases for Schools’ Budgets. This is in contrast with most other services, which have seen budget reductions.

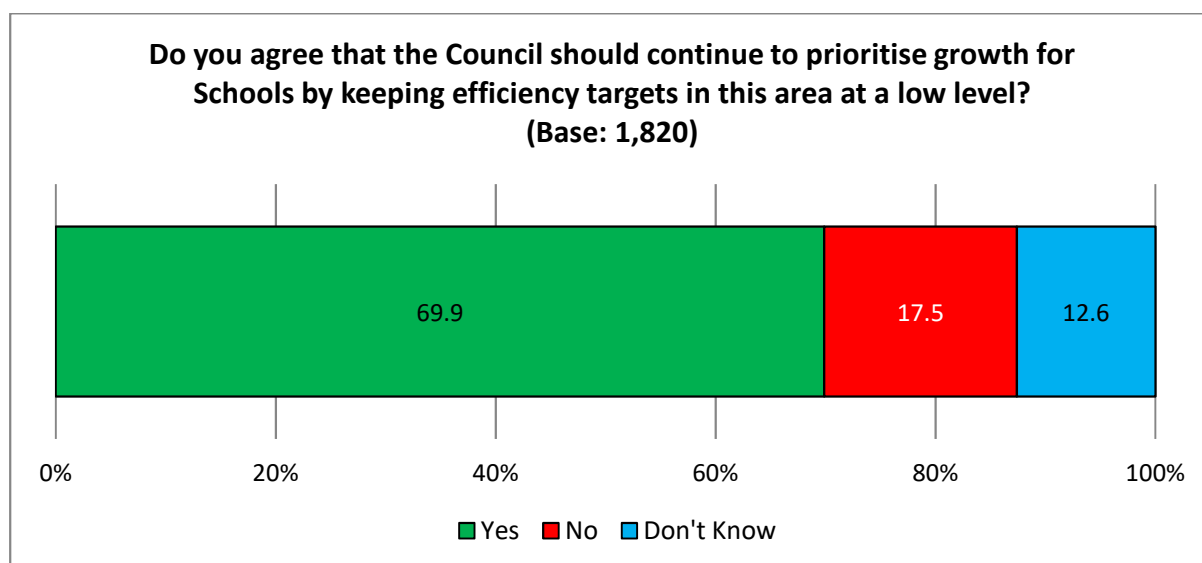
In 2020/21, we will be asking schools to contribute a 0.5% efficiency saving – this is lower than for other services.

Under draft budget plans, after contributing a 0.5% saving, Schools will still receive a budget increase of £10.4 million (+4.3%) next year.

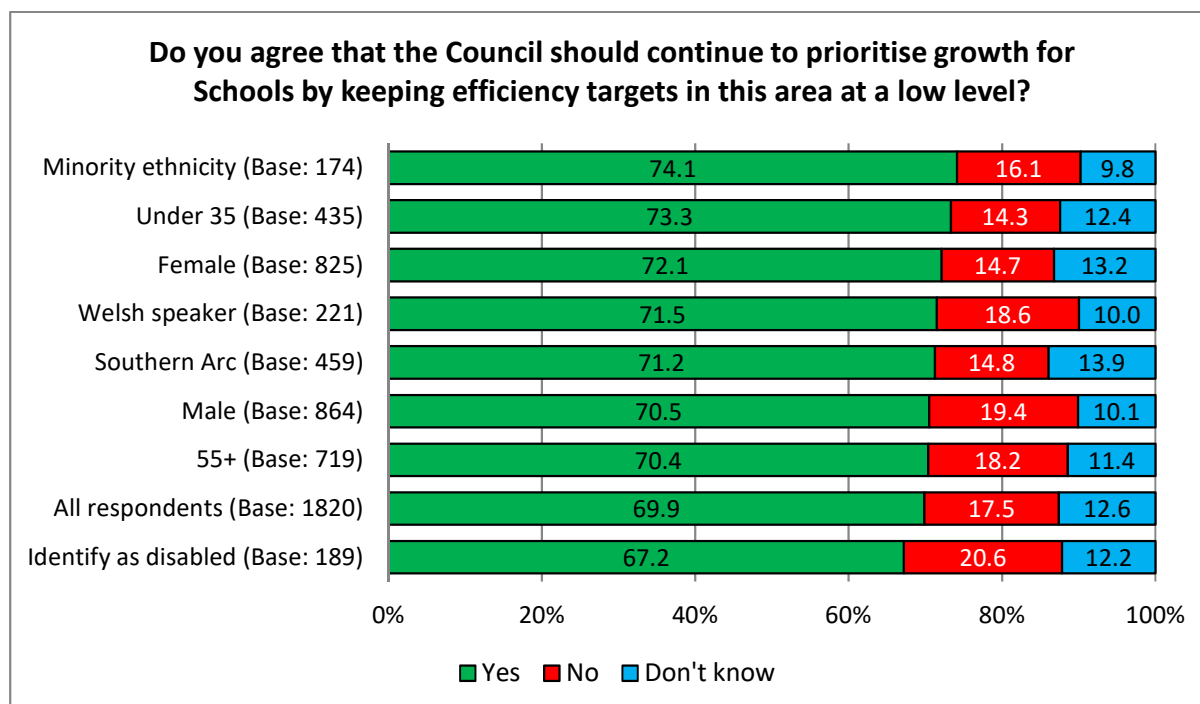
### Q3. Do you agree that the Council should continue to prioritise growth for Schools by keeping efficiency targets in this area at a low level?

1,820 respondents gave an answer to this question, giving a response rate of 88.7%

Just over two-thirds of respondents (69.9%) agreed with the Council’s proposal to prioritise growth for Schools by keeping efficiency targets at a low level, with more than one in six (17.5%) disagreeing with this, whilst one in eight (12.6%) didn’t know.



Respondents from a minority ethnicity were most likely to agree with this proposal (74.1%), those identifying as disabled were least likely to agree (67.2%)



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 257 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>School should contribute</b>	122	47.5	<ul style="list-style-type: none"> <li>– I think efficiency targets could be higher. Other council services are being cut and stretched and schools have to also contribute to these savings too.</li> <li>– All council areas need to contribute. By over protecting schools other services will suffer disproportionately.</li> <li>– You've been ploughing money into inefficiently run schools for years to the detriment of all other services and not challenging schools to operate more effectively.</li> <li>– Why should educators have less ability to be efficient than others?</li> <li>– Schools should not be given preferential treatment above other services that benefits everyone and not just families with children.</li> </ul>

<b>Waste needs to be eliminated</b>	81	31.5	<ul style="list-style-type: none"> <li>– <i>Wastage in schools.</i></li> <li>– <i>Inefficiencies and waste in schools. Exorbitant Head teacher salaries and highly paid, underperforming teaching staff. Productivity &amp; raising standards needs to be measured more closely &amp; allied to teaching pay before distributing additional council monies.</i></li> <li>– <i>Whilst you ask schools to make efficiencies you increase reporting and school requirements, a good start would be to tighten your own school policy centrally to facilitate savings, for example teachers under disciplinary still being paid more than 12 months after they stopped working due to lax policy.</i></li> <li>– <i>Schools waste money.</i></li> </ul>
<b>Schools should be ring-fenced</b>	24	9.3	<ul style="list-style-type: none"> <li>– <i>Schools should not have to contribute towards the saving at all. Education is the most important public service.</i></li> <li>– <i>You should not be cutting schools budget at all. They are chronically underfunded and have to rely on regular fundraising to survive.</i></li> <li>– <i>Schools should not face any efficiency targets. Prioritising education needs full investment enabling schools to raise standards and prepare for curriculum changes.</i></li> </ul>

NB. Percentages don't total 100% as comments could fall into multiple themes



## Area 2 – Income Opportunities

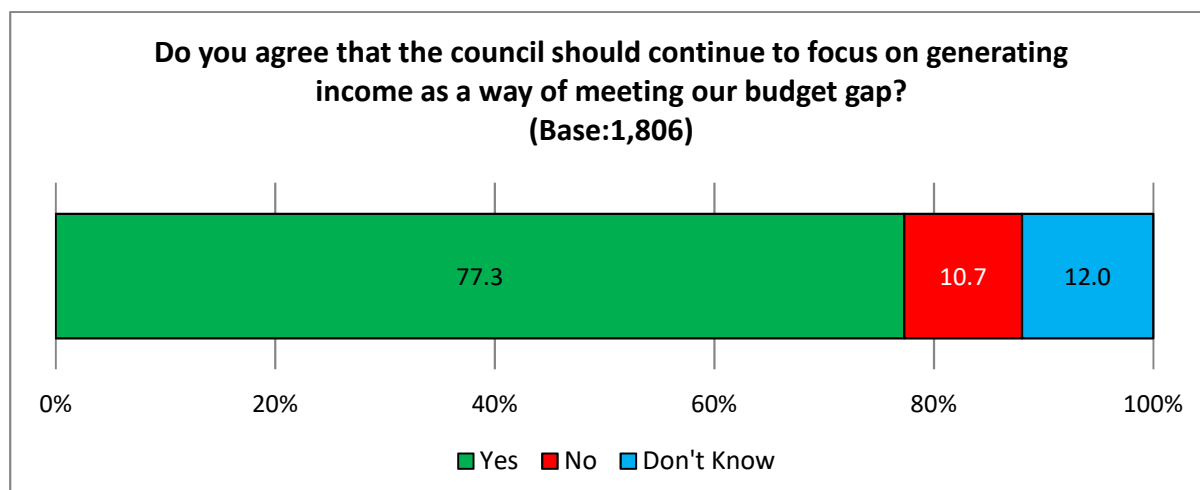
We can utilise our scale and expertise to deliver services for other organisations and customers and thereby generate income, whilst continuing to deliver our frontline services for residents. As part of our strategy, this also includes reviewing the level of charges for particular services, to ensure they reflect the actual cost of delivery.

In a recent survey, more than two thirds of respondents agreed with proposals for the council to undertake commercial activities and that we should carry out additional work for external clients to generate income.

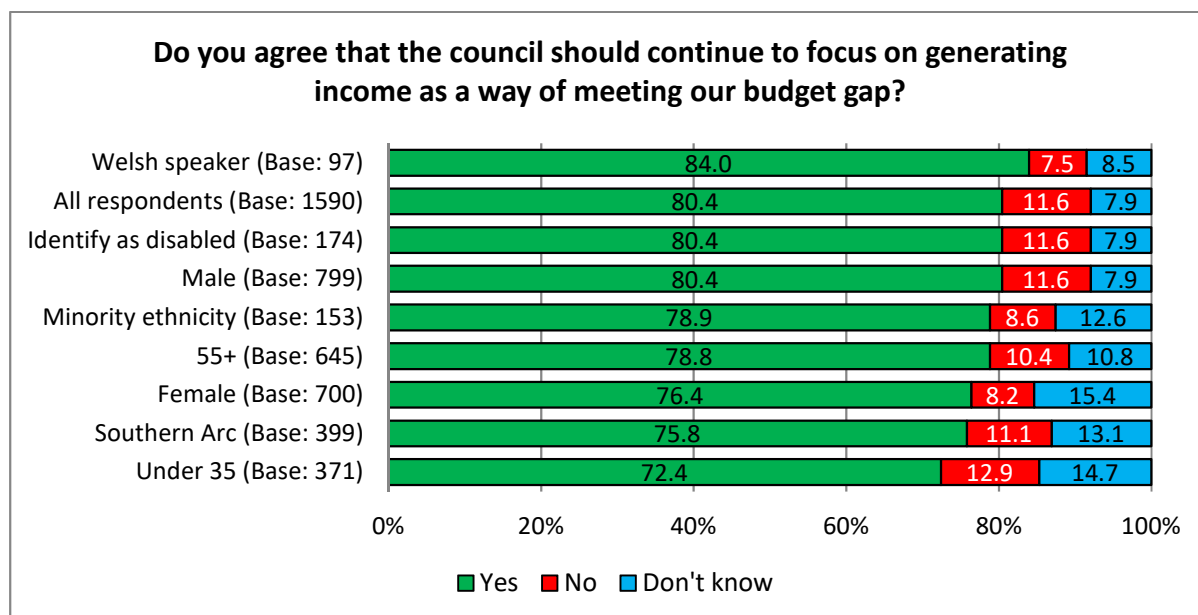
### Q4. Do you agree that the Council should continue to focus on generating income as a way of meeting our budget gap?

1,806 respondents gave an answer to this question, giving a response rate of 88.1%

Just over three-quarters (77.3%) of respondents supported the focus on income generation to help meet the budget gap.



This finding was broadly consistent across the demographic groups analysed, with Welsh speakers most likely to support this (84.0%), and under 35s least likely (72.4%).



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 174 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Council not a commercial entity / conflict of interest</b>	62	35.6	<ul style="list-style-type: none"> <li>– <i>The Council does not have a good track record of meeting income targets from "commercial" activities and does not have the commercial experience and ability to deliver at management level.</i></li> <li>– <i>The Council is not a business, and we are not customers. This sort of corporate rubbish is part of the problem with the whole ethos of the Council.</i></li> <li>– <i>In my opinion income generation is not something the Council should be doing - adequate funding should be in place from either government funding or council tax (increased if necessary).</i></li> <li>– <i>If this reduces council tax, then great, but that never happens so leave it to the private sector please.</i></li> </ul>
<b>Focus on core services</b>	62	35.6	<ul style="list-style-type: none"> <li>– <i>Not at the detriment of quality front line services.</i></li> <li>– <i>Frontline services have already received cut backs by carrying out work for external clients. Residents will be further deprived of essential services.</i></li> <li>– <i>The purpose of a council is to provide public services, not to make a profit.</i></li> </ul>

			<ul style="list-style-type: none"><li>– <i>I do not think the council should be forced to do this at all. The function of the council is to provide services not to sell them to other people. It could lead to a lack of focus on core priorities.</i></li></ul>
<b>Costs will increase</b>	26	14.9	<ul style="list-style-type: none"><li>– <i>Charging for services has unintended consequences that cost more such as fly tipping.</i></li><li>– <i>Increase in charging for the services provided by council.</i></li><li>– <i>Making sports participation beyond the means of ordinary folk.</i></li></ul>

## Proposals: Increasing Our Income

Each year the council is faced with rising cost pressures and increased demand for services. Fees and Charges provide income which can help the Council to continue to provide these important services.

In light of this review, we are proposing an increase to the following fees and charges.

### Increase in Registration Fees

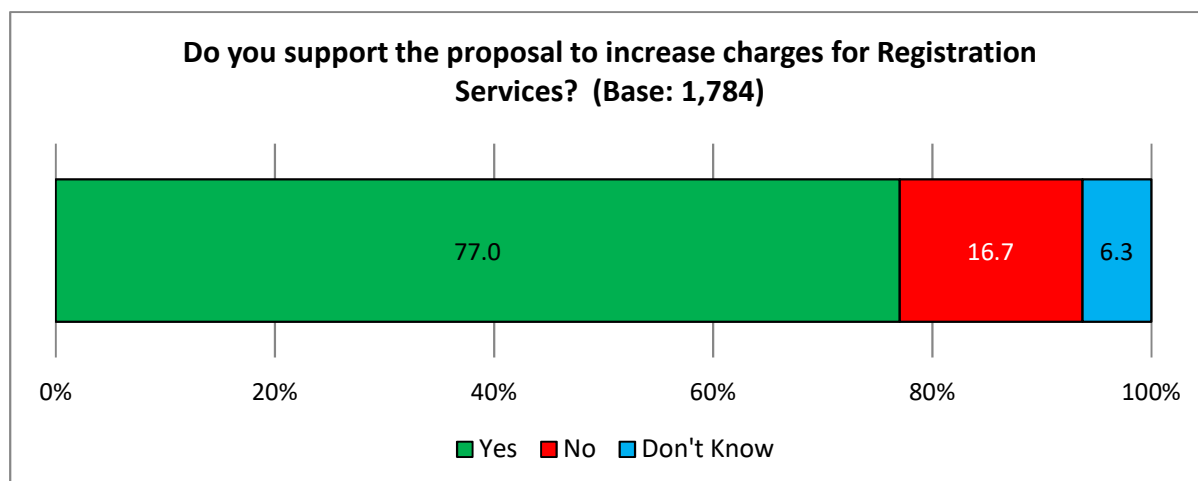
Cardiff's Register Office is responsible for registrations of births, marriages and deaths, as well as officiating weddings, naming and citizenship ceremonies.

We propose increasing the cost of a Registration Ceremony by up to £20 for ceremonies taking place in City Hall, and by £25 for ceremonies taking place in other approved premises. This would mean the cost of registration ceremonies ranging from £160 to £575, depending upon the day and venue chosen.

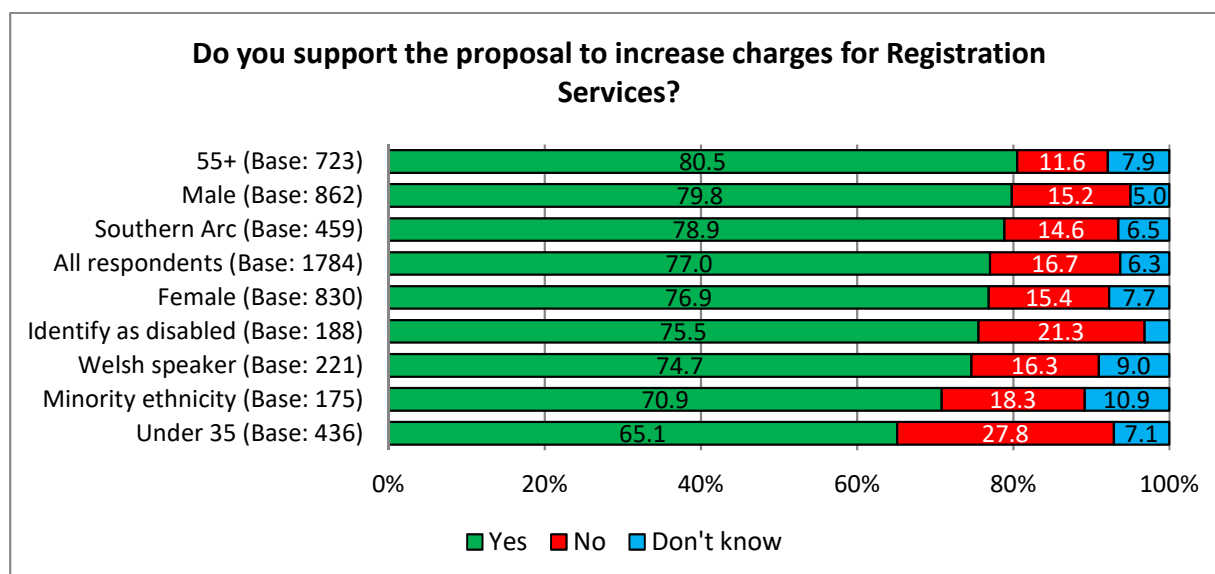
### Q5. Do you support the proposal to increase charges for Registration Services?

1,784 respondents gave an answer to this question, giving a response rate of 87.0%

Reflecting the response to the previous question, 77.0% of all respondents supported the proposal to increase charges for Registration Services, contrasting with 16.7% who disagreed.



Respondents over the age of 55 were most likely to support this (80.5%), those under the age of 35 were least likely to support this (65.1%), with over a quarter of this group (27.8%) actively disagreeing with this proposal.



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 210 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>May become a barrier</b>	93	44.1	<ul style="list-style-type: none"> <li>– People on low incomes would struggle.</li> <li>– Pricing out lower-income members of society.</li> <li>– It could prevent some people from being able to register their marriage and put people off doing it.</li> <li>– This might put people off using these services. Some of them are already expensive enough as they are. I believe the price payed for this services should be symbolic, and not geared towards generating income.</li> </ul>
<b>Very Expensive</b>	52	24.6	<ul style="list-style-type: none"> <li>– Registration costs are high enough.</li> <li>– This is a stealth tax and making relationships, particular marriage unaffordable, a death is dear enough.</li> </ul>
<b>Save money elsewhere</b>	23	10.9	<ul style="list-style-type: none"> <li>– You need to cut costs elsewhere not charge more for services.</li> <li>– It seems unfair to charge more for things like this; do people really need to be charged more money to register the death of a loved one when they're dealing with grief? Instead you could generate more income by being stricter with things like littering/fly tipping/traffic fines. Many of these are reported but not enforced leaving hundreds if not thousands of missed opportunities to not only make money but to reinforce good practices.</li> </ul>

## Bereavement

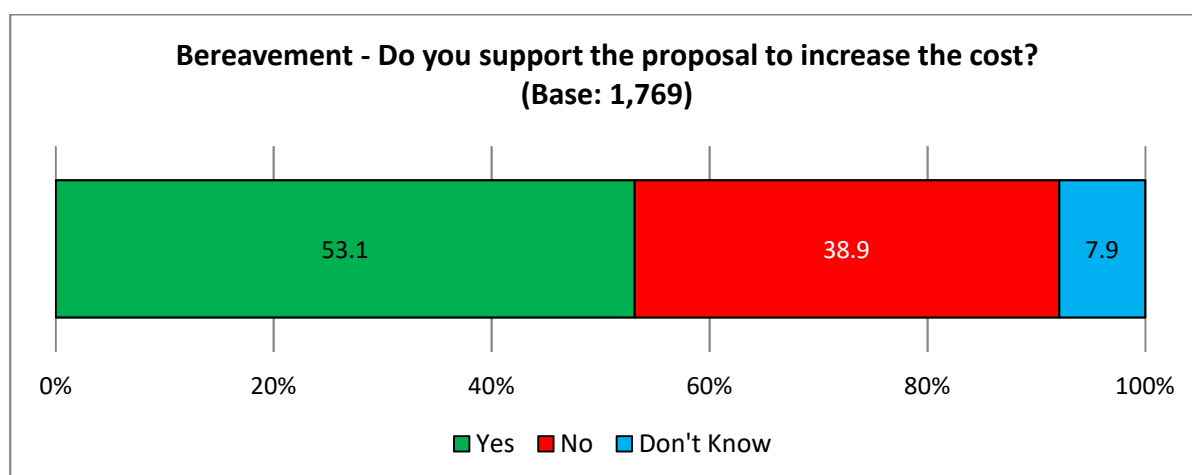
Cardiff Council is responsible for bereavement services including the administration of over 4,000 funerals a year, as well as the upkeep and maintenance of seven cemeteries. Fees for the burial or cremation of a child were removed in 2017.

Income from crematoria and burials has been consistently reinvested to maintain the quality of the service. It is proposed that the price of a cremation of an adult be increased from £640 to £700, and the price of a burial of an adult be increased from £760 to £810. In reviewing these charges we have ensured that we remain comparative to other local authority bereavement services.

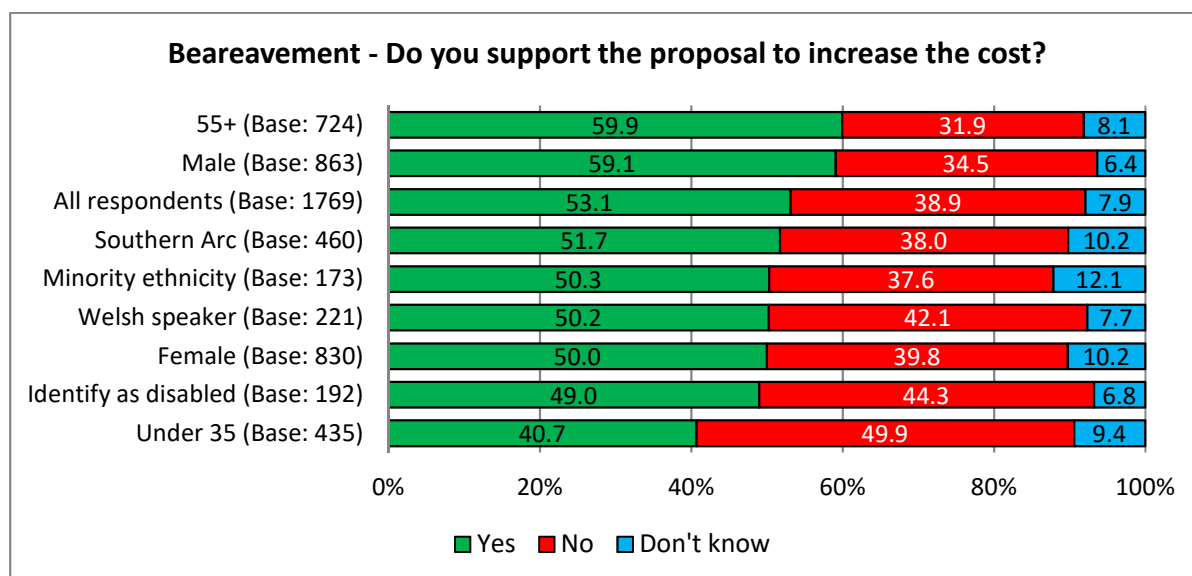
### Q6. Do support the proposal to increase the cost?

1,769 respondents gave an answer to this question, giving a response rate of 86.3%

Just over half of all those responding to this question agreed with the proposal to increase the cost of bereavement services (53.1%); almost two-fifths (38.9%) disagreed.



Almost three in five respondents aged 55 or over (59.9%), and males (59.1%) agreed. Support was lowest amongst under 35's who were more likely to disagree than agree to this proposal (49.9% compared with 40.7% respectively).



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 533 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Too Expensive / Too big an increase</b>	243	45.6	<ul style="list-style-type: none"> <li>- <i>Would agree to 59 pound increase ....this feels too much.</i></li> <li>- <i>The cost of an average funeral is now over £5000 so any increase in any charges will be unwelcome.</i></li> <li>- <i>Too big an increase over something the bereaved have no control over.</i></li> <li>- <i>These seem like very big jumps to costs, much higher than the increase of wedding costs.</i></li> <li>- <i>A 9%+ increase in the cost of a cremation, which is obviously the more cost efficient service, is unacceptable for people going through the bereavement process. This is especially so compared to the 6.5% increase in the burial charges. I fell that these increases should be capped to 5%.</i></li> </ul>
<b>Wrong to penalise in these circumstances</b>	189	35.5	<ul style="list-style-type: none"> <li>- <i>Funerals are difficult enough for bereaved families, without having to worry about how they pay for them.</i></li> <li>- <i>Stop taking advantage of the grieving!</i></li> <li>- <i>It's already a terrible burden at a very difficult time.</i></li> <li>- <i>Tax the dead and the grieving, great idea... Not!</i></li> <li>- <i>Families should not be exploited when they are grieving.</i></li> </ul>

<b>May become a barrier/burden</b>	183	34.3	<ul style="list-style-type: none"><li>– People are struggling to afford the current prices.</li><li>– That people will be precluded from a dignified send off, with more financial burden placed on families. This will disproportionately affect the poorest. Having a baby or getting married is a choice, dying is not.</li><li>– Many low income families would find the increase too difficult to pay.</li><li>– It costs over £3000 to bury a relative not everyone can afford it most people are just above the welfare line so increasing it will still cause issues.</li></ul>
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This topic was raised in the focus group run by Diverse Cymru:

- *I don't think [fees should be increased] for bereavement because people are spending enough money and they are distressed so I don't think that area you should really look to add more on. Because people are distressed. They've lost somebody, it's a big package and a lot of money..., I think that is very stressful for people.*

The idea of an insurance scheme, allowing residents to put in a weekly payment to spread the cost of the funeral, was put forward:

- *I think they should give ... every person an opportunity to take out an insurance with them, you know burial or whatever. That insurance, even if it's a £1 a week or something like that, that will help towards their funeral. The council would save that way because it is done by the council.*

Difficulties with such a scheme were noted:

- *What do you do about people moving though? I mean people move from Cardiff to Newport or Cardiff to London.*



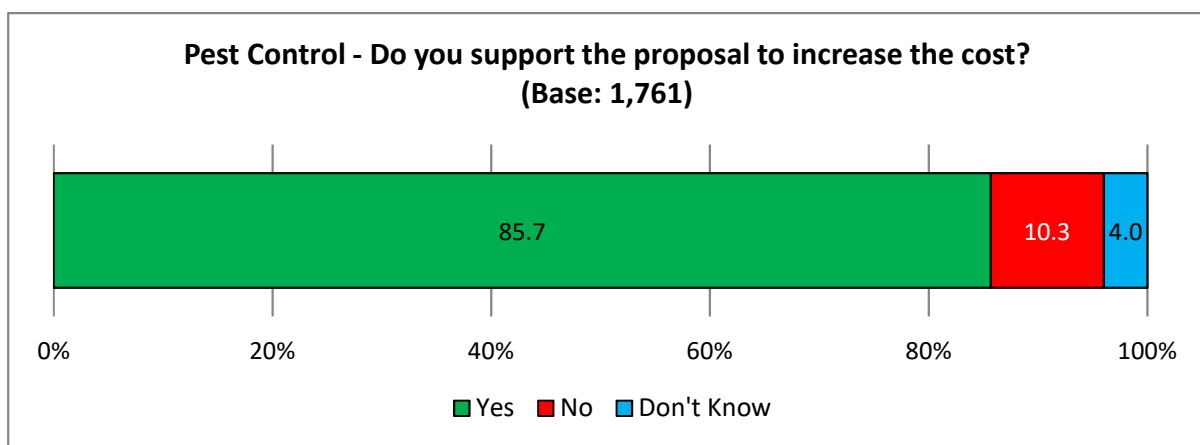
## Pest Control

Cardiff Council provides a subsidised pest control service to domestic properties. We are proposing an increase of £5.00, bringing the total charge for this service to £55.00, including VAT. This includes resolving infestations, such as mice, rats and wasps, with up to four visits from a pest control officer, who will provide a professional and high-quality service to help resolve the issue.

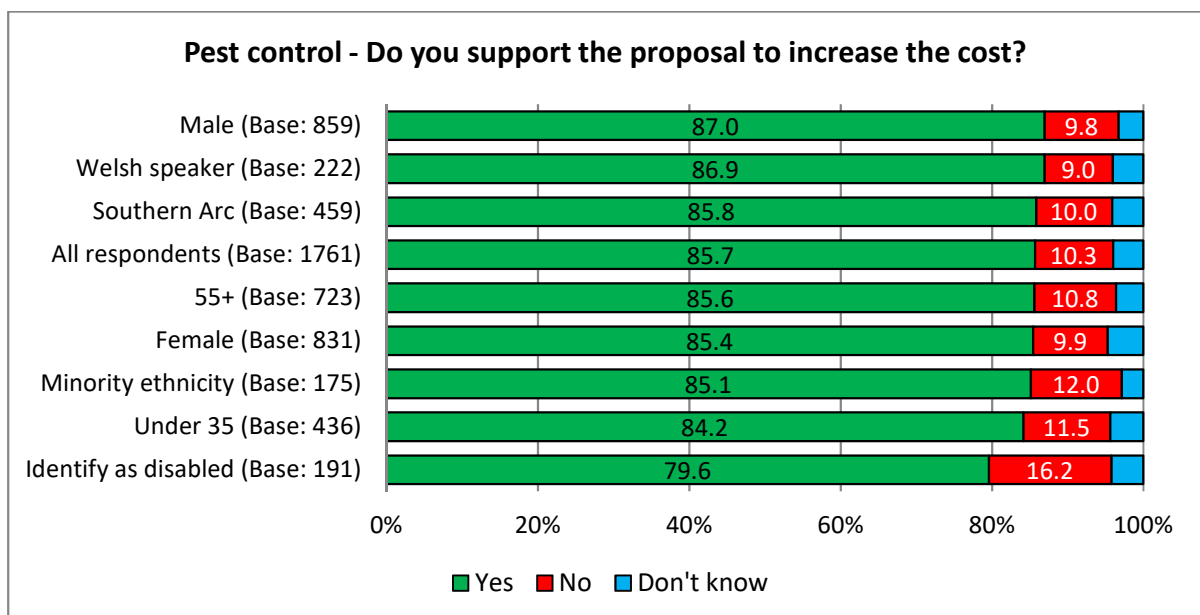
### Q7. Do you support the proposal to increase the cost?

1,761 respondents gave an answer to this question, giving a response rate of 85.9%

Six out of seven respondents (85.7%) agreed with the proposal to increase the cost of Pest Control services



Findings were broadly consistent across the demographic groups analysed.



## If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 132 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Affordability / May become a barrier</b>	43	32.6	<ul style="list-style-type: none"> <li>– Many could not afford to pay which could lead to an increase in infestation of pests.</li> <li>– If this is unaffordable to some people, then this will permit the infestation to 'spill over' into adjoining properties. If we can nip the cause in the bud, then it will be cheaper in the long run.</li> <li>– This could people off using pest control and as a result create larger issue.</li> <li>– Taking care of pests is a basic necessity if required in a household and a hike in price for this basic feature might make people opt out of it.</li> </ul>
<b>Very Expensive / Too big an increase</b>	18	13.6	<ul style="list-style-type: none"> <li>– The cost is already too high and many people will find it even more difficult to meet the additional costs and that could create public health issues for themselves and their neighbours.</li> <li>– That increase is ridiculous! How can people be expected to afford this! It will adversely affect the poor more than the rich as poorer people usually have poorer conditions of living, which are more liable to pests and other issues.</li> <li>– Another 10% increase when pay and pensions are only increasing by 3%.</li> </ul>
<b>Issue more prevalent to those on low incomes</b>	14	10.6	<ul style="list-style-type: none"> <li>– I feel this would be an issue that would affect those in potentially unsuitable housing or those who are mostly in poverty, my concern would be the impact on the increase to them. But this is not based on much information on the subject.</li> <li>– Those that are less well-off are likely to be more effected by these issues!</li> <li>– This is 'pest poverty'! The most disadvantaged people in our city should not have to worry about the cost of infestation. This should be means tested or free.</li> </ul>

## School Meal Provision

Cardiff Council's School Meals service provides meals to every primary school and the majority of secondary schools in Cardiff.

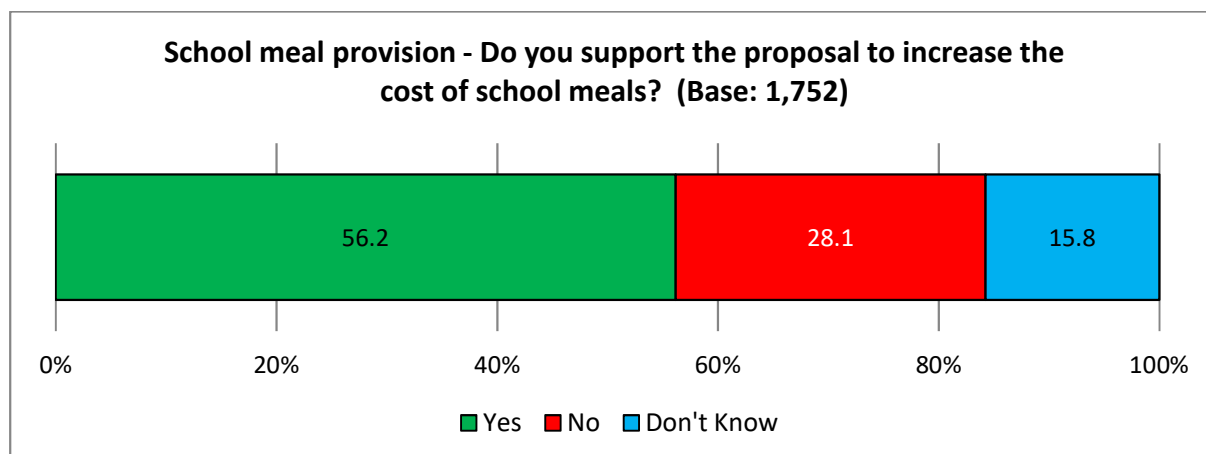
Cardiff Council froze the price of school dinners in the last financial year. Due to rising costs incurred by the service, we are proposing to increase the cost of school meals by 10p. The increase reflects the rising costs met by the council, we do not make a profit from this service. This increase is necessary in order for the provision of school meals to be cost neutral to the council, and therefore sustainable in the long term.

From 1st April 2020, we propose that the price of a primary school meal will be £2.60 and a set meal in a secondary school will be £3.05.

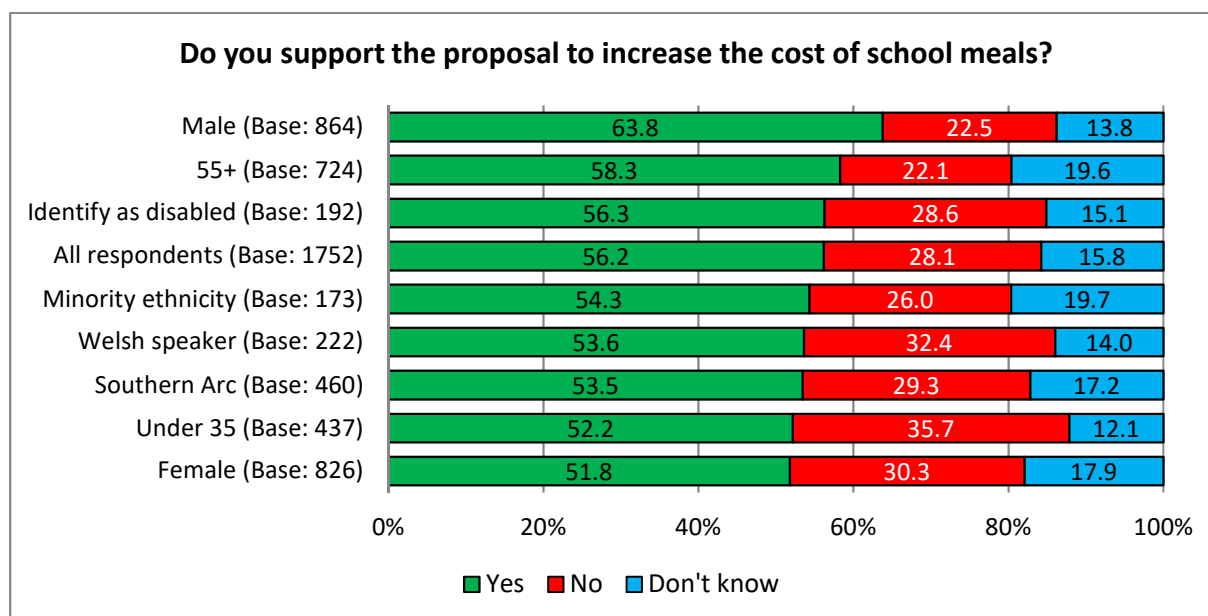
### Q8. Do you support the proposal to increase the cost of school meals?

1,752 respondents gave an answer to this question, giving a response rate of 85.4%

Overall, just over half of those responding to this question (56.2%) supported this proposal, with 28.1% against.

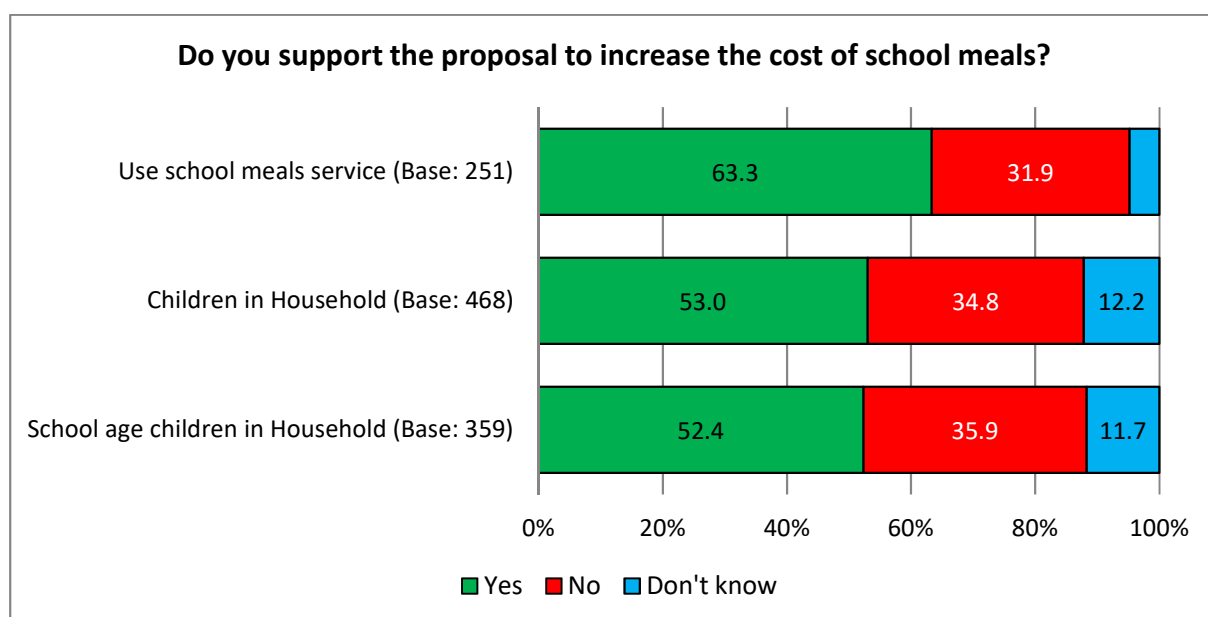


There were some differences of opinion across the demographic groups analysed, with men (63.8%) and older respondents (6.3%) most likely to support the proposal, contrasting with women (51.8%) and younger respondents (52.2%).



Additional analysis was undertaken, looking at respondents with children in their household, children of school age in their household, and users of the school meals service.

Respondents with children in their household were less likely than average to support this proposal, at around 53%. However, amongst current users of the service, support rose to 63.3%



## If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 394 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Affordability</b>	199	50.5	<ul style="list-style-type: none"> <li>– Unaffordable for lower class families</li> <li>– I worry this will increase the number of hungry children as families can't afford an increase</li> <li>– Daylight robbery. Either every child should pay, or should be free to all children. Just because some families do not qualify for free meals does not mean that they can afford them either.</li> <li>– Children could go hungry due to unaffordability</li> <li>– Some families especially with multiple children will struggle to afford this.</li> </ul>
<b>Issue more prevalent to those on low incomes</b>	90	22.8	<ul style="list-style-type: none"> <li>– That the most poorest children will not get enough money to eat.</li> <li>– Again, it will only affect those on a lower income</li> <li>– That low income families will experience financial hardship</li> <li>– Will disproportionately disadvantage children already living in poverty in Cardiff</li> <li>– Because parents on lower incomes who do not qualify for free meals are the ones who are hit. Perhaps try reducing the number of non-payers. ParentPay isn't working for this.</li> </ul>
<b>Children could potentially go without a warm meal all day</b>	52	13.2	<ul style="list-style-type: none"> <li>– It may be the only good meal a child has that day and I wouldn't want a family priced out</li> <li>– That some children will go without a decent quality meal that they do not get at home.</li> <li>– It is important to make sure children have proper balanced meals which some household cannot support.</li> </ul>

### Area 3 – Service Change

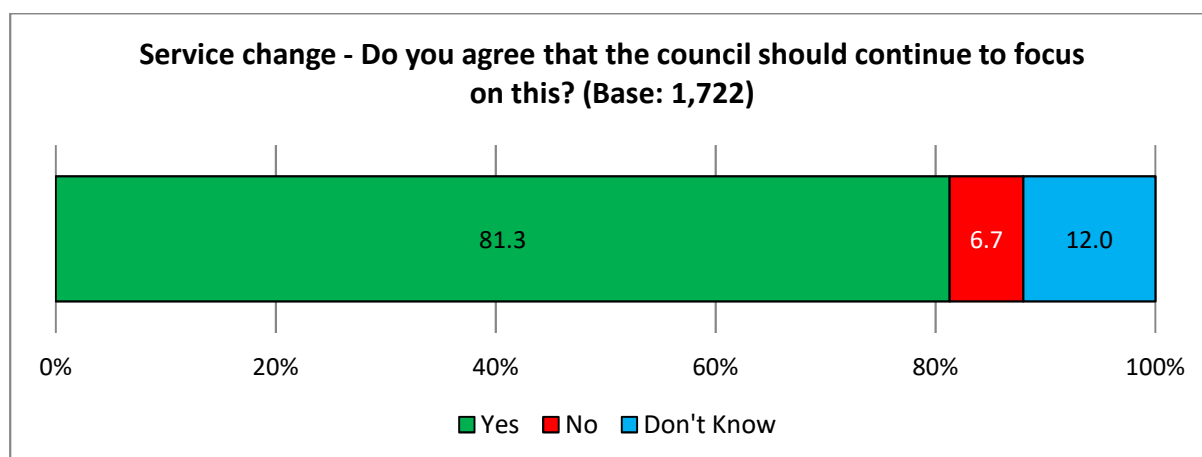
This includes measures such as investing in preventative services to catch problems early and stop them getting worse and costing more in the long term. For example, we are reshaping our services for vulnerable residents to ensure that we promote independence and deliver first class care services.

This also means using technology to deliver better services for residents, visitors and businesses. We are changing how we operate as an organisation to make the best use of technology and provide better value for money.

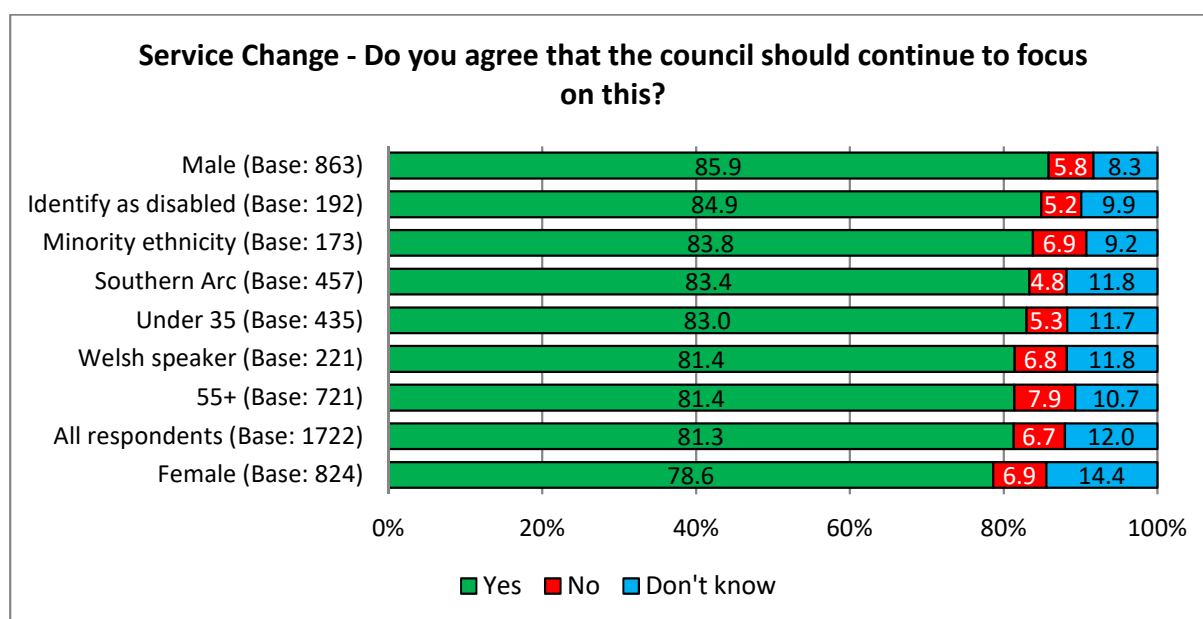
#### Q9. Do you agree the Council should continue to focus on this?

1,722 respondents gave an answer to this question, giving a response rate of 84.0%

Four fifths of respondents (81.3%) agreed the Council should focus on service change, including preventative services and making the best use of technology.



These findings were broadly consistent across the demographic groups analysed.



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 106 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Not enough information provided</b>	26	24.5	<ul style="list-style-type: none"> <li>– Don't understand what you are proposing and would need more info on it, very vague.</li> <li>– IT is seen too often as some sort of panacea and implementing IT always ends up costing more. It is not clear what the council proposes and how technology will help - vague statements about better services do not indicate that the benefits have been identified.</li> </ul>
<b>Some people don't have access to technology</b>	19	17.9	<ul style="list-style-type: none"> <li>– The people who most need this do not have access to the required technology.</li> <li>– Technology is not always available to everyone.</li> </ul>
<b>Not everyone understands technology</b>	18	17.0	<ul style="list-style-type: none"> <li>– Elderly and vulnerable people of all ages don't necessary use or understand technology.</li> <li>– Old and vulnerable certainly do not respond well to technology.</li> </ul>

## Use of Technology in The Provision of Care And Support Packages

The council already uses technology in the provision of care through schemes such as Telecare.

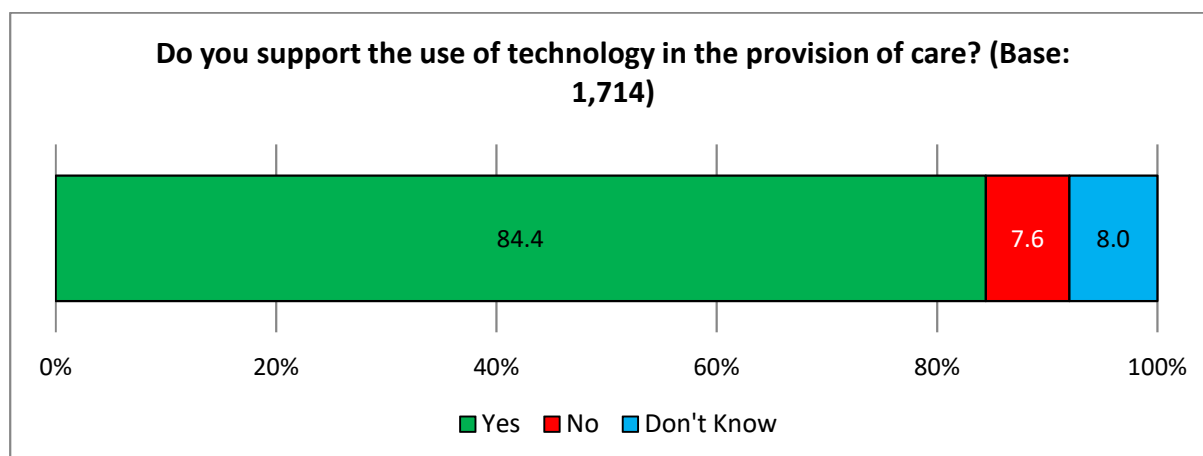
Telecare helps people to stay safe in their home. It is designed for people with any form of dementia, a mobility or sensory impairment, or mental health or learning disability. A Telecare system is made up of sensors around the home which send an alert to the emergency response service when a sensor is triggered, for example, if someone falls over or leaves the gas on.

More than two thirds of you have told us that you support investment in IT to increase opportunities for self-service. The council is now exploring further opportunities with a focus on preventative services that could reduce the reliance on commissioned care. The aim of this being to mainstream the use of technology in care provision to enable people to stay in their own homes, whilst saving the council £100,000 in the next financial year.

### Q10. Do you support the use of technology in the provision of care?

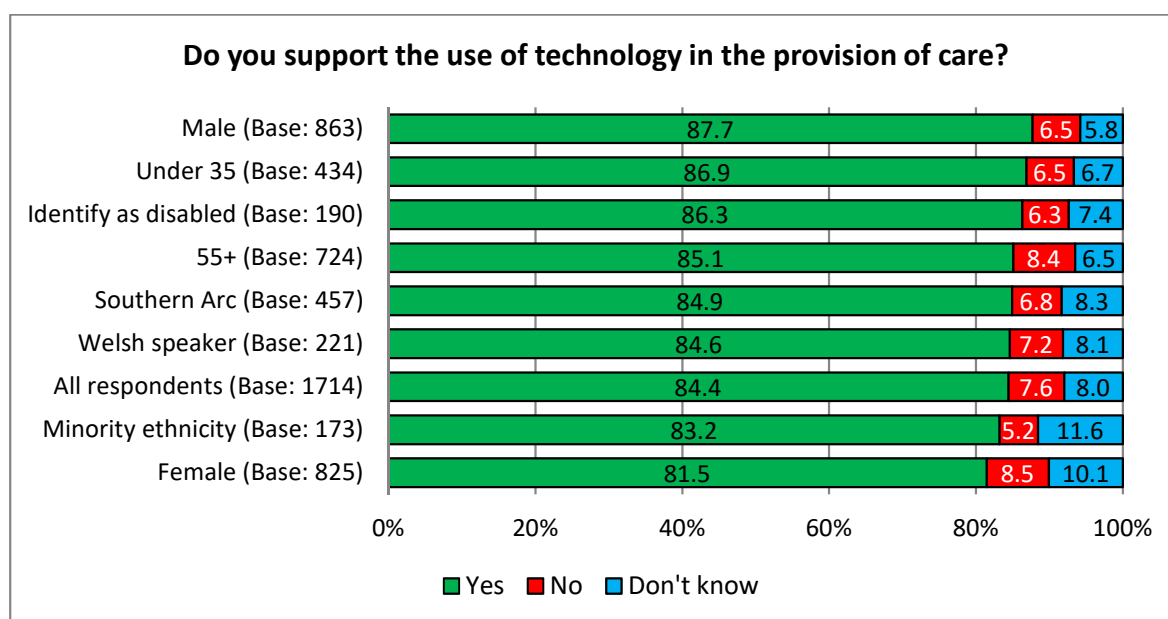
1,714 respondents gave an answer to this question, giving a response rate of 83.6%

Around six out of seven respondents (84.4%) supported the use of technology in the provision of care.





This was consistent for all of the demographic groups analysed.



### If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 79 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Social Isolation</b>	49	62.0%	<ul style="list-style-type: none"> <li>- A vulnerable lonely adult needs care contact and reducing this by tech will lead to a diminishing human contact</li> <li>- As much as that's a good idea I still think that having human contact would be better</li> <li>- Technology is not 100% reliable and lack of personal service may increase loneliness and isolation.</li> <li>- This may make some people socially isolated. A visit from a carer may be their only human contact</li> </ul>
<b>Digital Exclusion</b>	17	21.5%	<ul style="list-style-type: none"> <li>- Some elderly people are not comfortable with IT.</li> <li>- A lot of these vulnerable people can't use technology</li> <li>- Elderly people, especially those with dementia will not understand this technology - I experienced this with my mother and father who became isolated from support services when this barrier to human support was introduced.</li> </ul>
<b>Use only to aid care workers</b>	12	15.2%	<ul style="list-style-type: none"> <li>- Technology should be used as an aid to improve services, not as a substitute for human contact or people's jobs.</li> <li>- I agree with utilising technology. But not if this affects support workers visiting those with support needs. By all means add technology that makes life easier for those who are vulnerable in the care system but do not cut funding or care services</li> </ul>

## Mowing Regimes

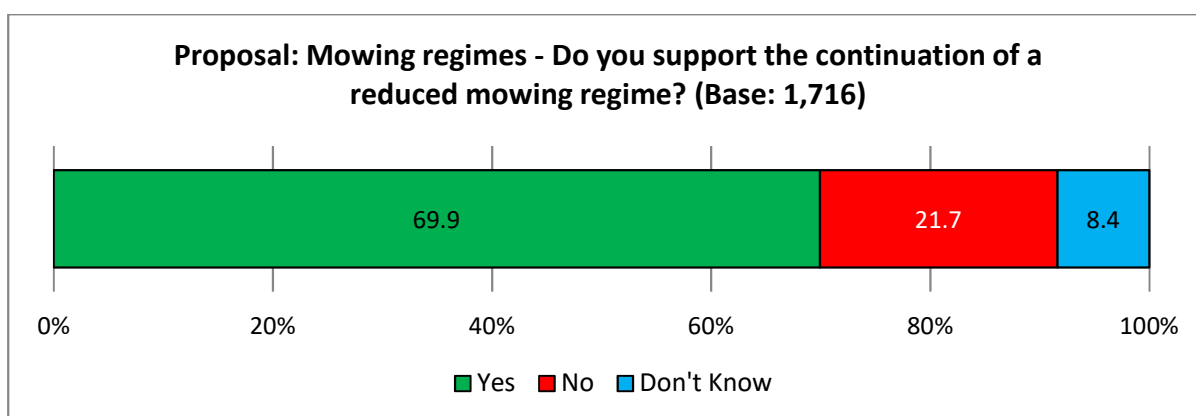
Cardiff has some outstanding parks and green spaces and it is crucial that their character and quality is maintained.

In previous years, decisions have been made to amend the maintenance regimes in some parts of the city to reduce the frequency of mowing in some areas of parks, excluding sport pitches. Different mowing regimes have been adopted while maintaining the required quality and safety levels for parks, playing fields, recreation grounds, open spaces and highway verges.

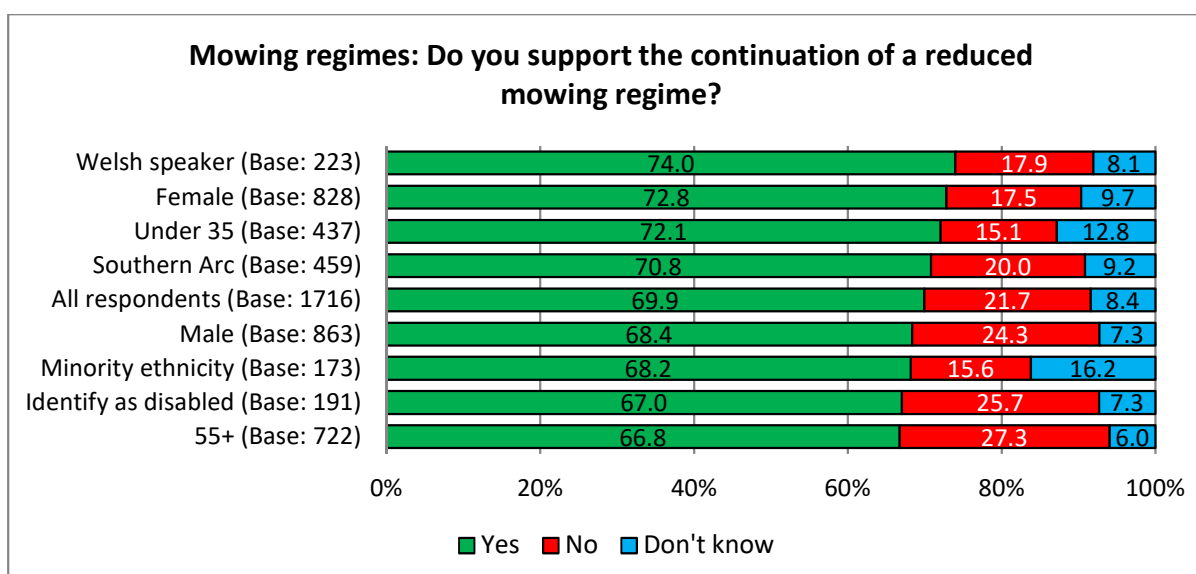
### Q11. Do you support the continuation of a reduced mowing regime?

1,716 respondents gave an answer to this question, giving a response rate of 83.7%

More than two-thirds of respondents (69.9%) supported the continuation of a reduced mowing regime.



Support for this was highest amongst Welsh speakers (74.0%) and women (72.8%), and lowest amongst those aged 55 or over (66.8%) of respondents identifying as disabled (67.0%).



## If no, what are your concerns?

Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 310 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Areas will look untidy / uncared for</b>	77	24.8	<ul style="list-style-type: none"> <li>– <i>Some places are beginning to look uncared for, very scruffy.</i></li> <li>– <i>Cardiff is starting to look tatty and worn out.</i></li> <li>– <i>Some areas look unsightly.</i></li> <li>– <i>It depends on how neglected the unmowed areas begin to look. If public spaces are maintained to a high standard, the knock on effect is that people respect them more.</i></li> <li>– <i>Likely deterioration in the appearance of grassed areas.</i></li> </ul>
<b>Current service is not adequate</b>	75	24.2	<ul style="list-style-type: none"> <li>– <i>Parks look untidy and the sports pitches are not looked after as it is.</i></li> <li>– <i>Our city is already a filthy, unkempt embarrassment.</i></li> <li>– <i>The parks already look a mess and this can only make it worse.</i></li> <li>– <i>Some areas appear to be missed on the present plan.</i></li> <li>– <i>The grass is not cut often in St Mellons and Trowbridge, posh areas are cut often.</i></li> </ul>
<b>Health &amp; Safety issues</b>	66	21.3	<ul style="list-style-type: none"> <li>– <i>Facilities need to be safe and well maintained in order to encourage a healthier lifestyle.</i></li> <li>– <i>Parks and green spaces are a vital element in a good lifestyle.</i></li> <li>– <i>Some areas where children play are overgrown, making it harder to identify where there may be hazards (i.e. dog waste/ broken bottles) &amp; not all dog owners take care to look for waste in long grass.</i></li> <li>– <i>The green spaces of Cardiff are an important part of Cardiff's identity and the health of the people</i></li> <li>– <i>There are considerable safety issues regarding visibility (sight of oncoming traffic) on some major road grass verges typically A470 Whitchurch area. Decisions should be made on an educated case-by-case basis. 'Wild' areas in parks have been converted to dog toilets.</i></li> </ul>

## Council Reserves

Unlike some other public services, councils have a legal duty to produce a balanced budget each year. In balancing the budget for 2020/21, draft budget plans include the use of £750,000 from reserves.

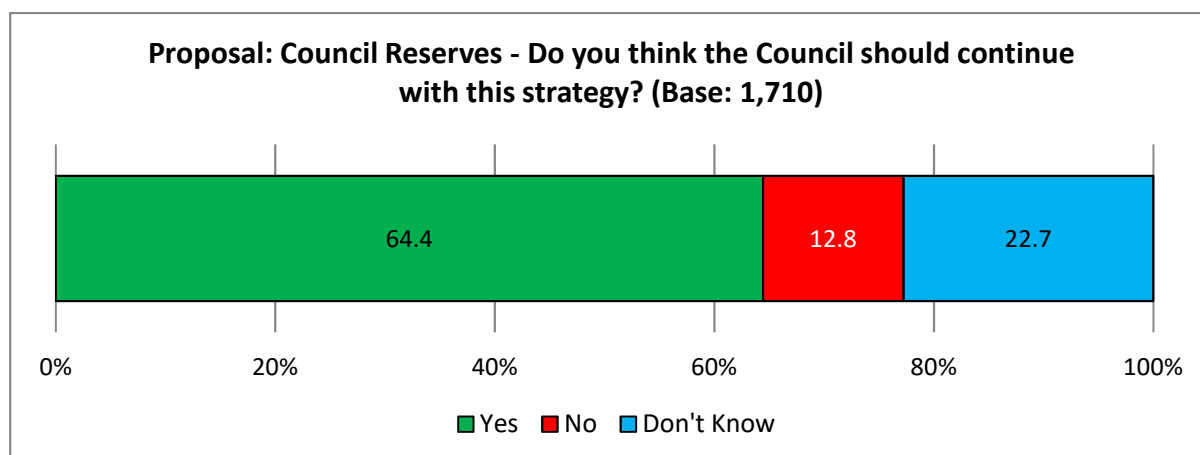
Over-reliance on reserves as a source of budget funding should be avoided as they are a finite resource.

The £750,000 use of reserves included in draft budget plans is considered to strike an appropriate balance between supporting services in 2020/21, and the Council's continued ability to set balanced budgets in the longer term.

### Q12. Do you think the Council should continue with this strategy?

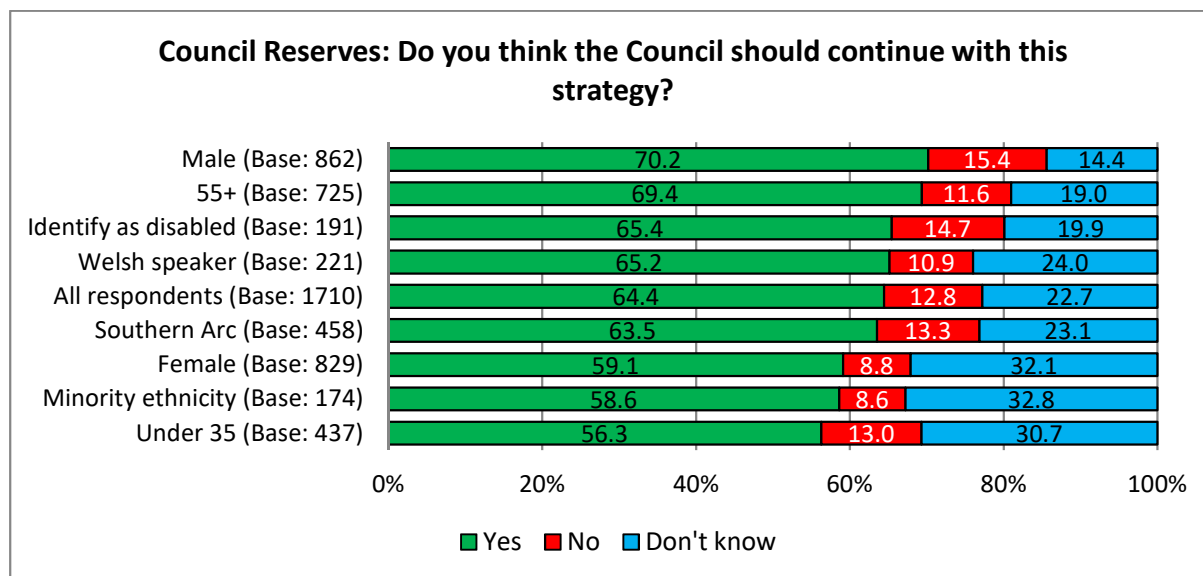
1,710 respondents gave an answer to this question, giving a response rate of 83.4%

Just under two-thirds of respondents (64.4%) agreed the Council should strike a balance between using reserves to support services in the 2020/21 financial year, and setting balanced budgets in the longer term. More than a fifth (22.7%) felt they did not know the answer to this question.



Men (70.2%) and older respondents (69.4%) were most likely to support this proposal, contrasting with respondents under the age of 35 (56.3%) and those of a minority ethnicity (58.6%).

The proportion of those answering 'Don't Know' ranged from 14.4% to 32.8%, suggesting a lack of awareness or understanding of the Council's reserves, and how they are used.



### If no, what are your concerns?

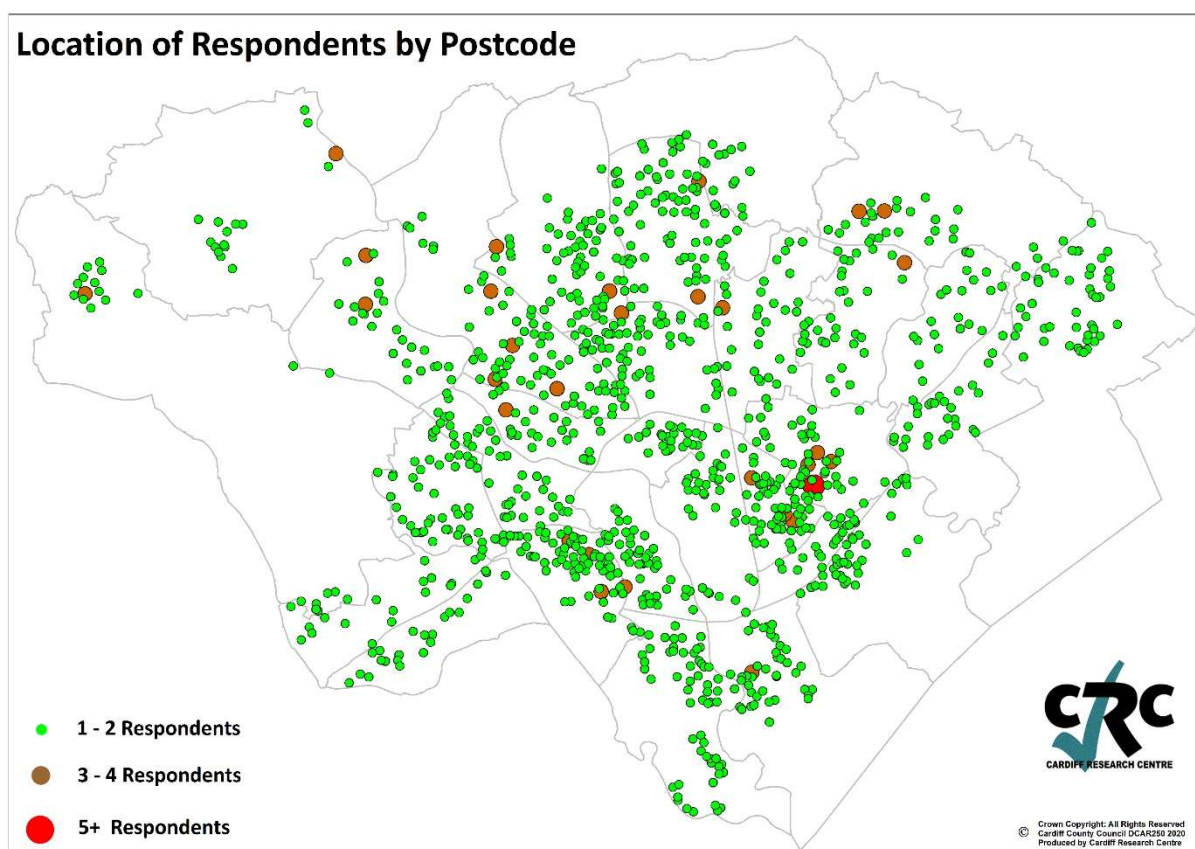
Respondents answering 'No' to the question above were asked to explain their concerns. For this question, 186 comments were received, which have been grouped into themes. The top three themes are shown below, with a full list available in Appendix 3

Theme	No.	%	Example Comments
<b>Reserves are finite and should be preserved for contingencies</b>	83	44.6	<ul style="list-style-type: none"> <li>- <i>If this is a year where the budget settlement from the Welsh government is likely to be more generous, then reserves should be preserved for other years when additional resources are more limited.</i></li> <li>- <i>Reserves are a finite resource and unlikely to be replaced. Consolidating the Council's premises - for example, selling off County Hall - would generate income.</i></li> <li>- <i>Given the precarious state, our economic climate is going to be in after Brexit I would hold on to the reserves as much as you can.</i></li> <li>- <i>Should not use reserves unless necessary.</i></li> <li>- <i>This is the thin end of what could be a very broad wedge - annually reducing the reserve can lead to decades of 'catch up' - and potential huge increases in domestic and commercial rates.</i></li> </ul>
<b>Balance your books / Bad planning</b>	53	28.5	<ul style="list-style-type: none"> <li>- <i>Operate within your means.</i></li> <li>- <i>The council should balance its books. How often does tap it is reserves how much has gone from previous years.</i></li> </ul>

			<ul style="list-style-type: none"> <li>– <i>Balance the books and invest the reserves in infrastructure to benefit the city longer term.</i></li> <li>– <i>You are dodging issues and ultimately you need to balance the books. While excessive reserves are clearly not desirable, one should not simply raid reserves on a regular basis.</i></li> <li>– <i>Don't feel reserves should be used for budget balancing.</i></li> </ul>
<b>Need more information/ Transparency</b>	35	18.8	<ul style="list-style-type: none"> <li>– <i>Impossible to answer without knowing what reserves the council has but nobody should run at a deficit particularly the council.</i></li> <li>– <i>You do not say how much you have in the reserve fund, so how can we judge whether £750k is the right sum. Reserves should be retained to cover emergencies during the year, not to spend on routine services.</i></li> <li>– <i>I have no information on how much money is in the reserves so can't judge if this is a good strategy or not, how often has the reserves been used in previous years? Is there plans to produce a surplus in future to increase the reserves?</i></li> </ul>

## 4. Appendix 1 - About You

Please provide your postcode:



### What was your age last birthday?

There was an under-representation of respondents under the age of 35 (28.9% compared with 41.1% for the population as a whole), whilst the 55 and over group was over-represented (41.8% compared with 29.8% for the overall population).

This table includes the 63 16-18 year olds who took part in the Sixth Former's survey (no other demographic data was collected for this group).

	No.	%
<b>Under 16</b>	1	0.1
<b>16-24</b>	145	7.9
<b>25-34</b>	357	19.4
<b>35-44</b>	292	15.8
<b>45-54</b>	280	15.2
<b>55-64</b>	338	18.3
<b>65-74</b>	302	16.4
<b>75+</b>	87	4.7
<b>Prefer not to say</b>	42	2.3
	<b>1844</b>	<b>100.0</b>

	No.	%	MYE 2018
<b>16-34</b>	502	28.9	<b>41.1</b>
<b>35-54</b>	572	32.9	<b>29.2</b>
<b>55+</b>	727	41.8	<b>29.8</b>
	<b>1801</b>	<b>100.0</b>	

### Are you...?

	No.	%
Female	833	46.9
Male	867	48.8
Prefer not to say	73	4.1
Other	4	0.2
	<b>1777</b>	<b>100.0</b>

### Do you identify as Trans?

	No.	%
Yes	9	0.5
No	1590	93.5
Prefer to self-describe	10	0.6
Prefer not to say	91	5.4
	<b>1700</b>	<b>100.0</b>

### How many children live in your household?

	No.	%
Children in Household	469	27.5
No children in Household	1238	72.5
	<b>1700</b>	<b>100.0</b>

	No.	%
Aged under 4	174	10.2
Aged 4-18	360	21.1
	<b>1700</b>	<b>100.0</b>

*Note: Households could have children in both categories, so the total exceeds the overall percentage of Households including children*

	Under 4		4-18	
	No.	%	No.	%
<b>0</b>	1533	89.8	1347	78.9
<b>1</b>	138	8.1	193	11.3
<b>2</b>	35	2.1	130	7.6
<b>3</b>	1	0.1	31	1.8
<b>4</b>	0	0.0	3	0.2
<b>5+</b>	0	0.0	3	0.2
	1707	100.0	1707	100.0



**Which of the following best describes what you are doing at present?**

	No.	%
Working full time (30+ hours per week)	921	52.1
Working part time (less than 30 hours per week)	200	11.3
On a zero hour contract	19	1.1
Unemployed - Registered Job Seeker	9	0.5
Unemployed - Unregistered but seeking work	18	1.0
On a government training scheme	0	0.0
In full time education	37	2.1
Permanently sick or disabled person	53	3.0
Wholly retired from work	412	23.3
Looking after home	17	1.0
Caring for a child or adult	35	2.0
Other	48	2.7
	<b>1769</b>	<b>100.0</b>

**Which best describes your housing tenure?**

	No.	%
Owned outright	692	39.3
Owned with a mortgage	676	38.4
Rented from the Local Authority	36	2.0
Rented from a Housing Association	52	3.0
Private rented	260	14.8
Other	46	2.6
	<b>1762</b>	<b>100.0</b>

**Do you identify as a disabled person?**

	No.	%
Yes	193	11.0
No	1479	84.5
Prefer not to say	78	4.5
	<b>1750</b>	<b>100.0</b>

	No.	%
Deaf/ Deafened/ Hard of hearing	122	20.6
Mental health difficulties	136	23.0
Learning impairment/ difficulties	17	2.9
Visual impairment	40	6.8
Wheelchair user	13	2.2
Mobility impairment	118	20.0
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	241	40.8
Prefer not to say	98	16.6
Other	29	4.9
	<b>591</b>	

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

	No.	%
Yes	246	14.1
No	1504	85.9
	<b>1750</b>	<b>100.0</b>

**Do you regard yourself as belonging to a particular religion?**

	No.	%
Yes	658	37.5
No, no religion	1095	62.5
	<b>1753</b>	<b>100.0</b>

	No.	%
Buddhist	8	1.2
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	565	87.1
Hindu	7	1.1
Jewish	4	0.6
Muslim	17	2.6
Sikh	1	0.2
Prefer not to answer	31	4.8
Other	16	2.5
	<b>649</b>	<b>100.0</b>

**How would you describe your sexual orientation?**

	No.	%
Bisexual	68	3.9
Gay Man	76	4.4
Gay Woman/ Lesbian	21	1.2
Heterosexual/ Straight	1350	77.9
Other	23	1.3
Prefer not to answer	195	11.3
	<b>1733</b>	<b>100.0</b>

**Are you...?**

	No.	%
Single	368	21.2
In a same-sex Civil Partnership	16	0.9
Married	873	50.3
Living together/Co-habiting	287	16.5
Separated/divorced or legally separated if formerly in a same-sex Civil Partnership	74	4.3
Widowed	66	3.8
Other	53	3.1
	<b>1737</b>	<b>100.0</b>

### How would you describe your Welsh language skills?

Where analysed as a demographic group in this report, Welsh speakers are those with either fluent or moderate Welsh language skills (12.8% of those responding to this question).

	No.	%
<b>Fluent</b>	107	6.1
<b>Moderate</b>	116	6.6
<b>Basic</b>	339	19.4
<b>Learner</b>	277	15.8
<b>None</b>	909	52.0
	<b>1748</b>	<b>100.0</b>

### What effect do you think these consultation proposals would have on the Welsh language?

Almost nine out of ten respondents (87.5%) felt that the proposals included in this consultation would have no effect on the Welsh language; 8.4% felt its effects would be positive, double the proportion who felt they would have a negative effect (4.1%).

	No.	%
<b>Very positive effect</b>	53	3.1
<b>Fairly positive effect</b>	91	5.3
<b>No Effect or Not Applicable</b>	1502	87.5
<b>Fairly negative effect</b>	37	2.2
<b>Very negative effect</b>	33	1.9
	<b>1716</b>	<b>100.0</b>

### Do you consider yourself to be Welsh?

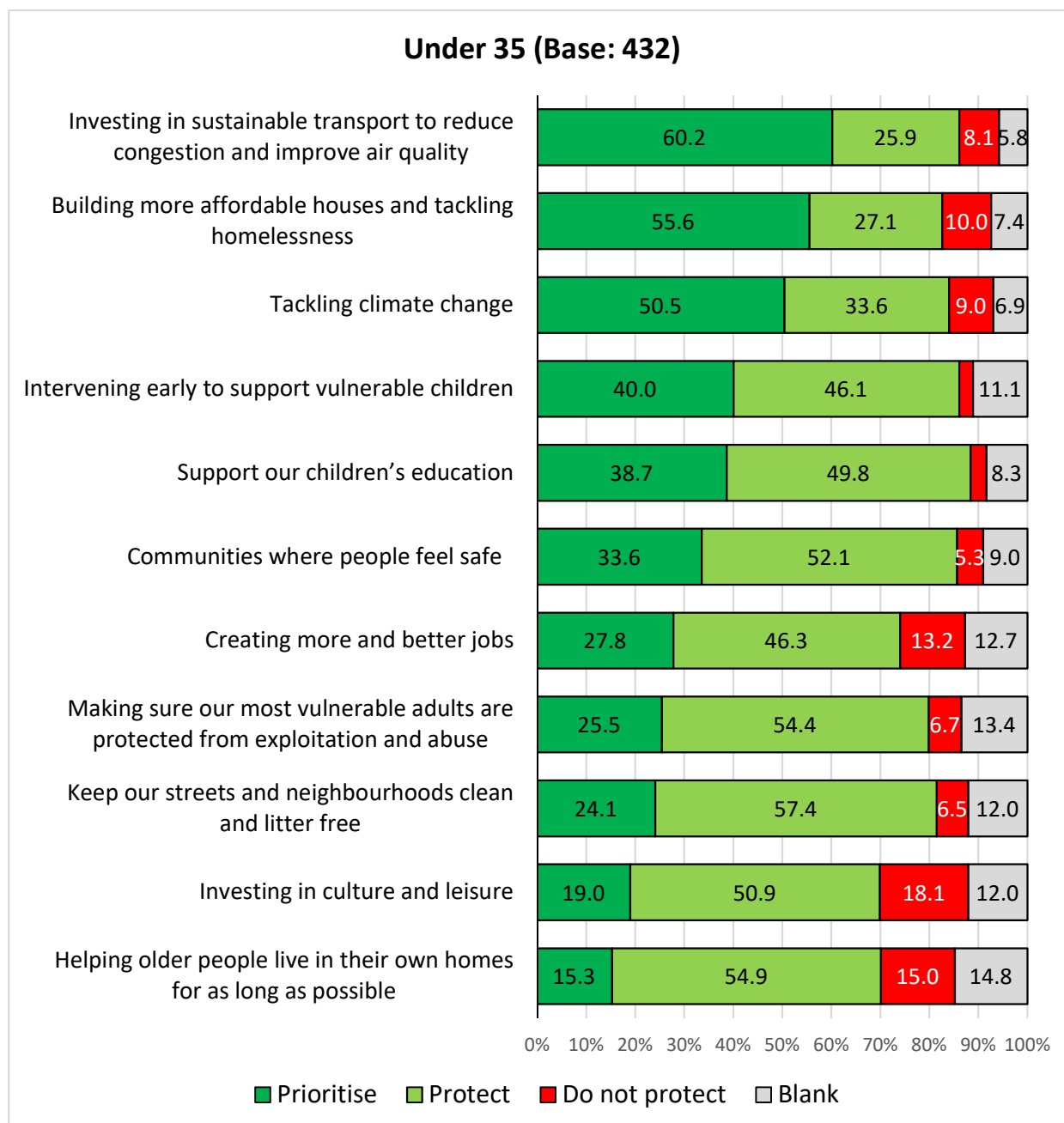
	No.	%
<b>Yes</b>	1127	65.7
<b>No</b>	588	34.3
	<b>1715</b>	<b>100.0</b>

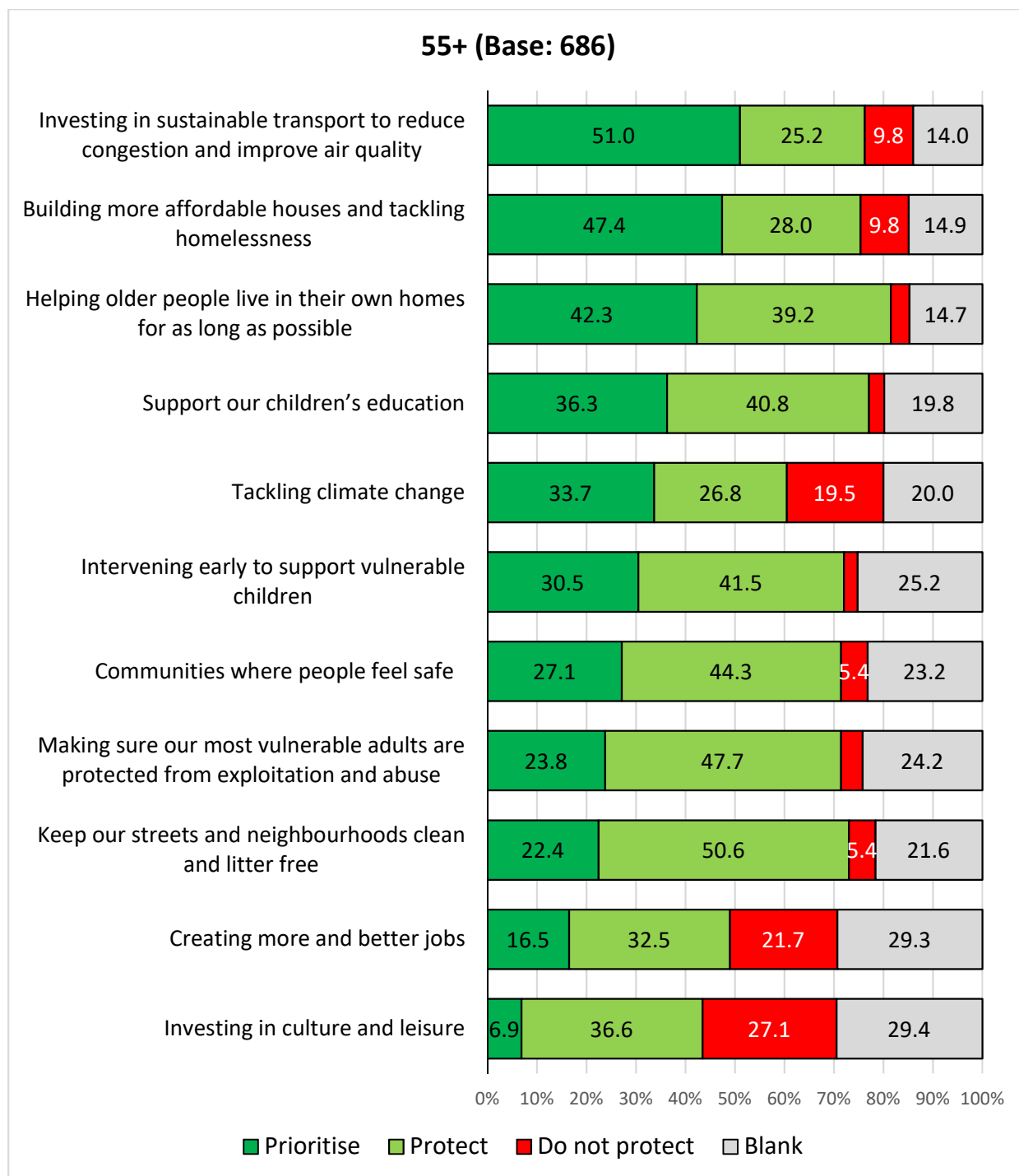
### What is your ethnic group?

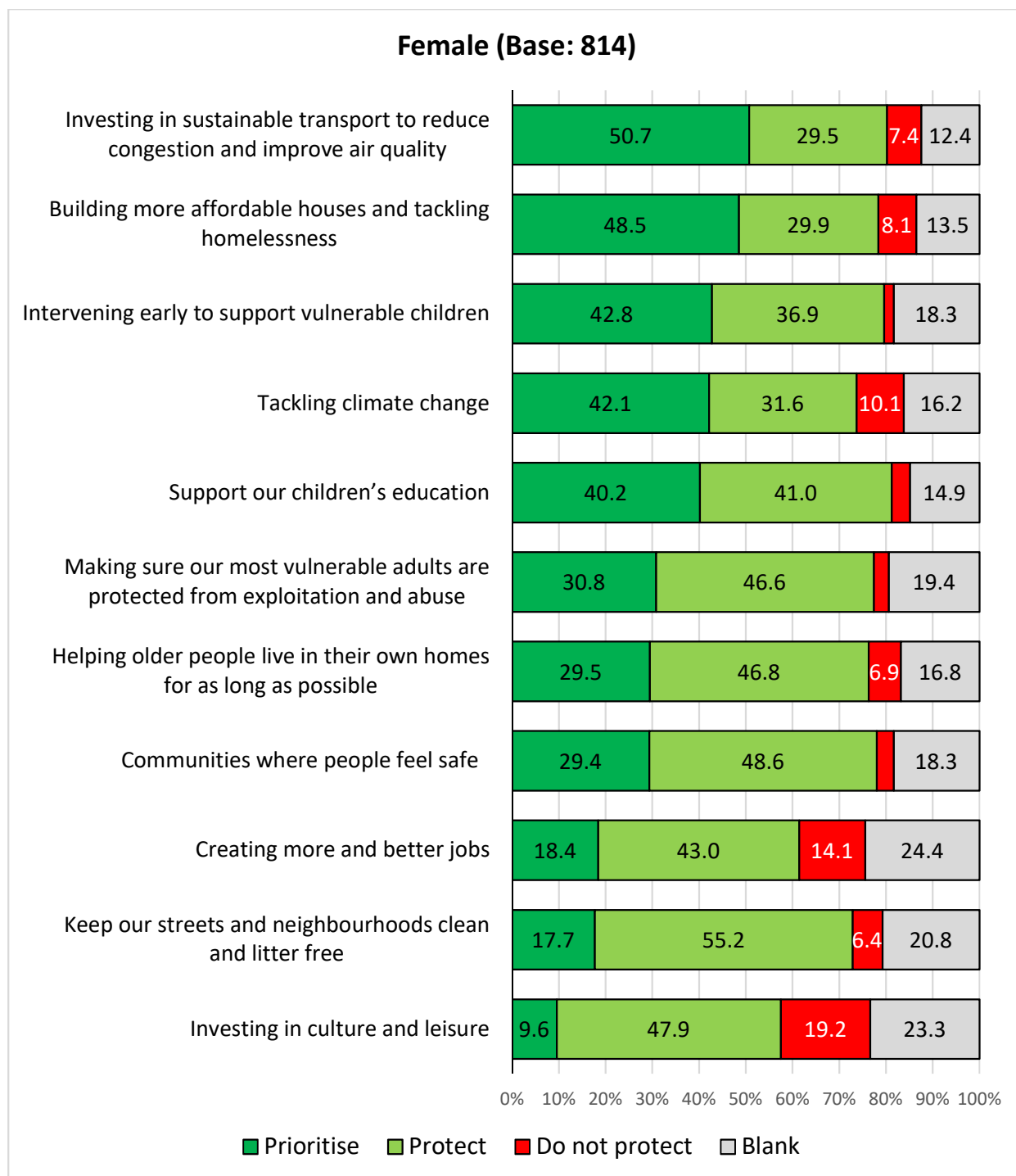
Overall, 91.0% of those giving their ethnicity were of a white background, higher than that of the population of Cardiff as a whole (84.7%), according to the 2011 Census.

	No.	%
<b>White - Welsh/English/Scottish/Northern Irish/British</b>	1479	85.4
<b>White – Irish</b>	29	1.7
<b>White - Any other white background</b>	68	3.9
<b>Mixed/Multiple Ethnic Groups - White and Black African</b>	5	0.3
<b>Mixed/Multiple Ethnic Groups - White and Black Caribbean</b>	8	0.5
<b>Mixed/Multiple Ethnic Groups - White &amp; Asian</b>	11	0.6
<b>Mixed/Multiple Ethnic Groups - Any other</b>	7	0.4
<b>Asian/Asian British - Bangladeshi</b>	3	0.2
<b>Asian/Asian British – Chinese</b>	3	0.2
<b>Asian/Asian British – Indian</b>	15	0.9
<b>Asian/Asian British – Pakistani</b>	3	0.2
<b>Asian/Asian British - Any other</b>	2	0.1
<b>Black/African/Caribbean/Black British - African</b>	2	0.1
<b>Black/African/Caribbean/Black British – Caribbean</b>	5	0.3
<b>Arab</b>	4	0.2
<b>Any other ethnic group</b>	10	0.6
<b>Prefer not to say</b>	78	4.5
	<b>1732</b>	<b>100.0</b>

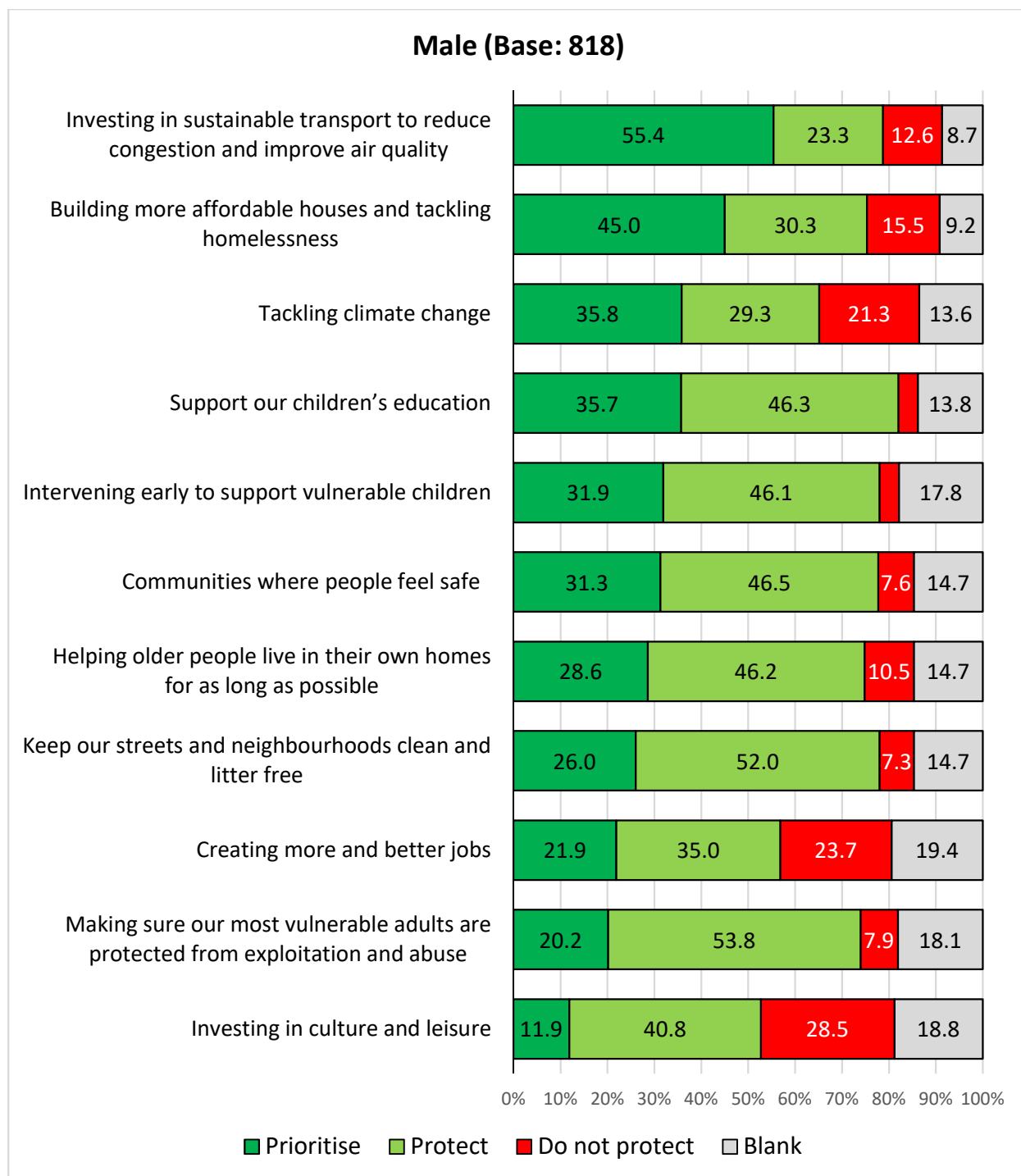
## 5. Appendix 2 – Priorities by Demographic

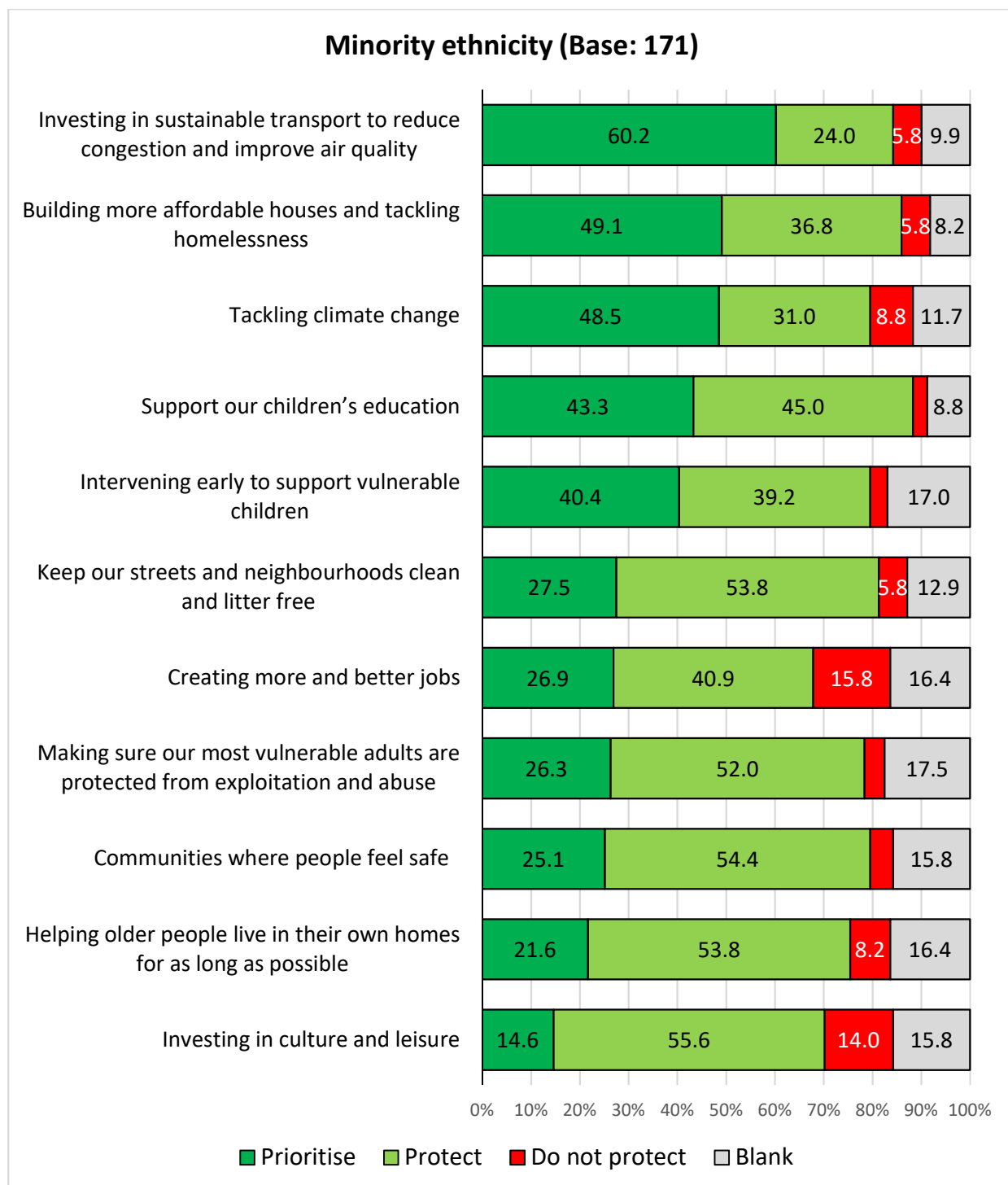


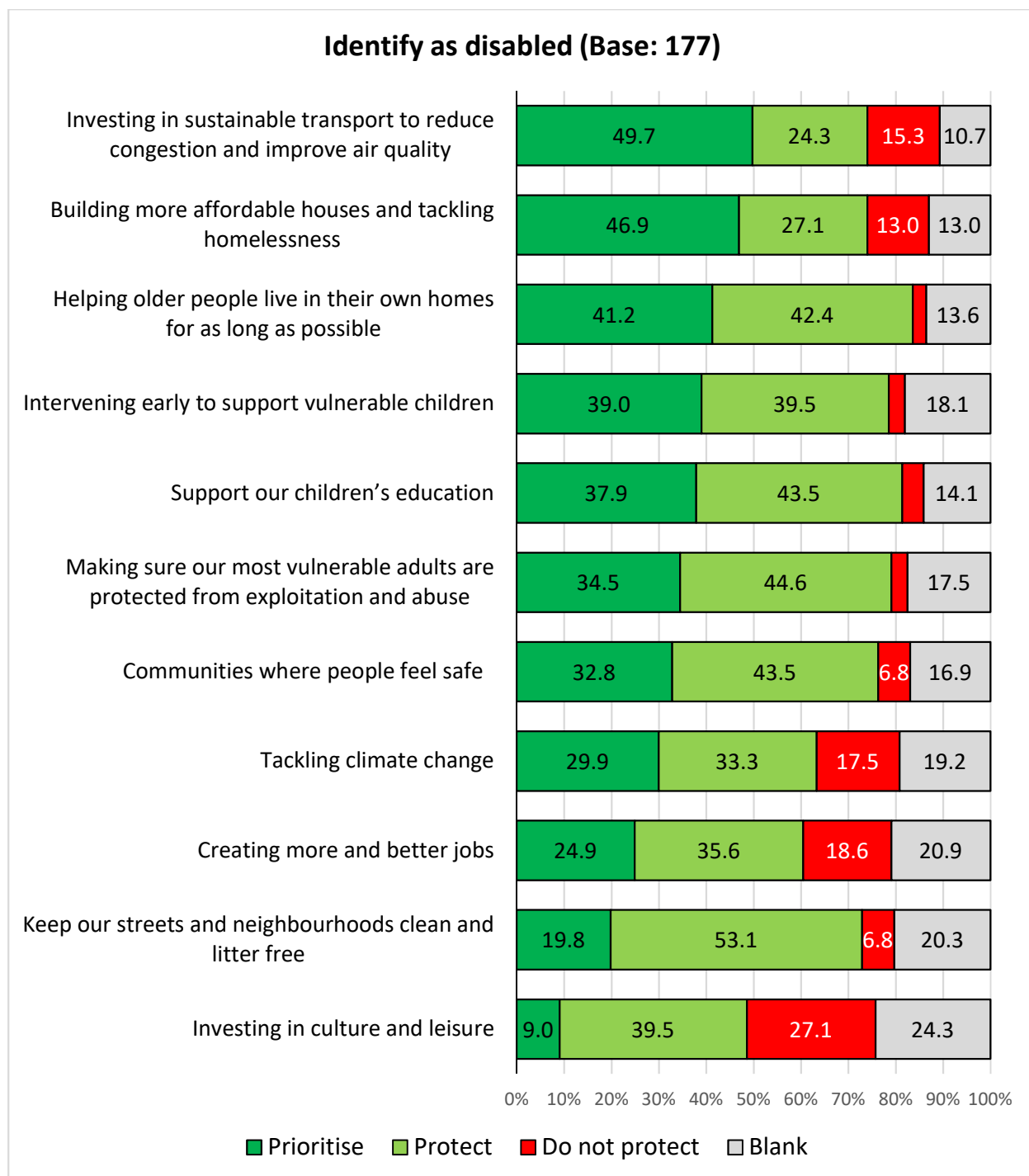


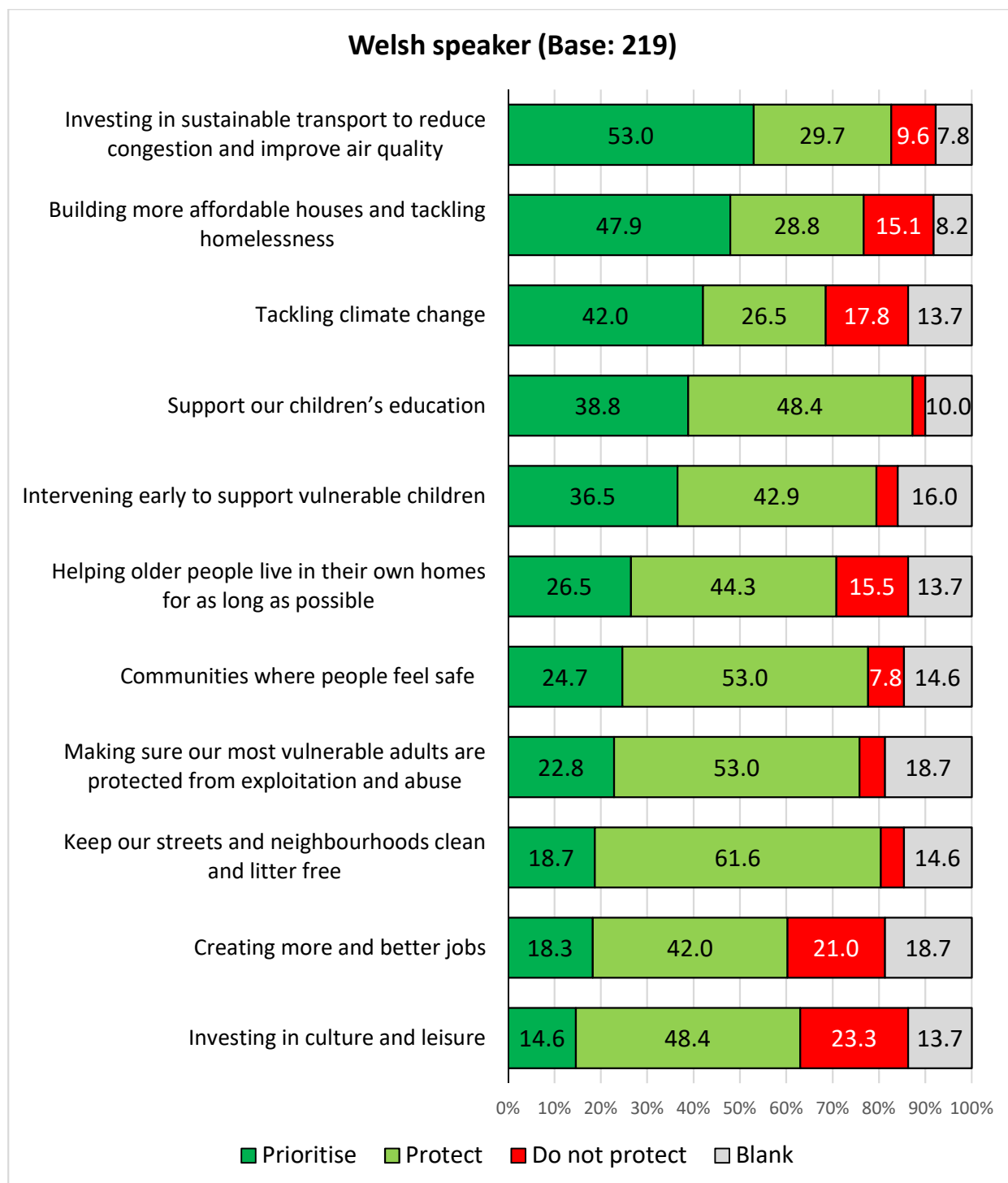


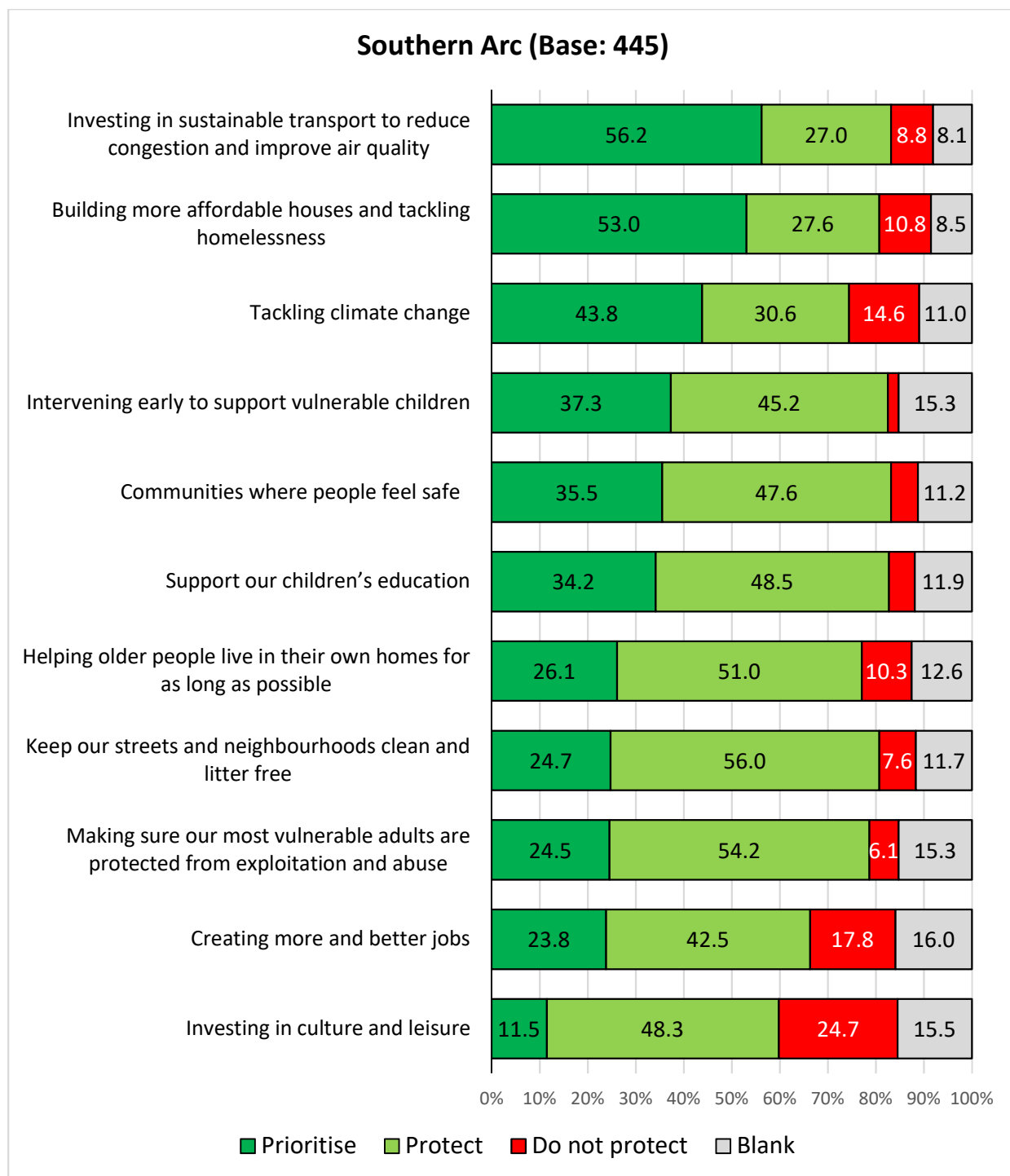












## 6. Appendix 3 - Full list of Concerns Raised for Each Proposal

**Q2. Do you agree that the council should continue to focus on delivering efficiencies whilst protecting frontline services? (89 responses)**

Theme	No.	%	Example Comments
<b>Adversely affect frontline services</b>	38	42.7	<ul style="list-style-type: none"> <li>– Up to a point efficiencies can be realised, at some point though austerity will result in the withdrawal of front line services.</li> <li>– Some efficiencies have meant: reductions in front line services in health and social care, exclusions of older or less able people from public services due to removal of human element and the centralisation of resources.</li> <li>– My concern is that efficiency savings will affect frontline services. Hubs risk taking services away from some areas of the community and forcing people to travel further to access services.</li> <li>– I'm concerned that the service levels offered by the council will be affected by this policy.</li> </ul>
<b>Too many cuts previously</b>	16	18.0	<ul style="list-style-type: none"> <li>– After a decade of cuts I don't think there are any efficiency savings left to make.</li> <li>– Too many services have been cut back resulting in dirty streets, poor bus services, long waits at Hubs.</li> <li>– Too many cuts are being made to vital services.</li> </ul>
<b>Support efficiencies</b>	8	9.0	<ul style="list-style-type: none"> <li>– I fully support efficient ways of working, and reliance on strong tech platforms but not at the expense of jobs. The focus should be fully on income generation to cover all costs.</li> <li>– All services should be examined for cost savings and efficiencies.</li> </ul>
<b>Added pressure on staff</b>	7	7.9	<ul style="list-style-type: none"> <li>– The pressures on the "behind the scenes" staff.</li> <li>– Staff becoming overworked - this just leads to more sickness absence and high staff turnover.</li> </ul>
<b>Protect Jobs</b>	6	6.7	<ul style="list-style-type: none"> <li>– Efficiencies sounds like a posh word for job cuts and worse working conditions for those that are left. We need to protect both jobs and working conditions.</li> <li>– More money is needed in the hubs, to get rid of the majority of staff is absurd because they're Cardiff works.</li> </ul>
<b>Income Generation</b>	4	4.5	<ul style="list-style-type: none"> <li>– Charge higher business rates for rented accommodation in the city. This will get more income to cover the drop in central government support.</li> </ul>
<b>Challenge Central Government</b>	2	2.2	<ul style="list-style-type: none"> <li>– More should be done to challenge central government on continual reduction budgets.</li> </ul>
<b>Miscellaneous</b>	32	36.0	<ul style="list-style-type: none"> <li>– Efficiency savings means cuts - that means whilst saying money is going to services such as education you are then cutting their income.</li> <li>– The council, especially a Labour led Council, should be more creative and ambitious rather than accept austerity.</li> </ul>

- Not everyone is computer savvy so people do need help across the table.
- Are the hubs really needed? To me they are not needed and have needless running costs I have never needed to visit a hub just pointless and a drain of council budgets.

**Q3. Do you agree that the Council should continue to prioritise growth for Schools by keeping efficiency targets in this area at a low level? (257 responses)**

Theme	No.	%	Example Comments
<b>School should contribute</b>	122	47.5	<ul style="list-style-type: none"> <li>– I think efficiency targets could be higher. Other council services are being cut and stretched and schools have to also contribute to these savings too.</li> <li>– All council areas need to contribute. By over protecting schools other services will suffer disproportionately.</li> <li>– You've been ploughing money into inefficiently run schools for years to the detriment of all other services and not challenging schools to operate more effectively.</li> <li>– Why should educators have less ability to be efficient than others?</li> <li>– Schools should not be given preferential treatment above other services that benefits everyone and not just families with children.</li> </ul>
<b>Waste needs to be eliminated</b>	81	31.5	<ul style="list-style-type: none"> <li>– Wastage in schools.</li> <li>– Inefficiencies and waste in schools. Exorbitant Head teacher salaries and highly paid, underperforming teaching staff. Productivity &amp; raising standards needs to be measured more closely &amp; allied to teaching pay before distributing additional council monies.</li> <li>– Whilst you ask schools to make efficiencies you increase reporting and school requirements, a good start would be to tighten your own school policy centrally to facilitate savings, for example teachers under disciplinary still being paid more than 12 months after they stopped working due to lax policy.</li> <li>– Schools waste money.</li> </ul>
<b>Schools should be ring-fenced</b>	24	9.3	<ul style="list-style-type: none"> <li>– Schools should not have to contribute towards the saving at all. Education is the most important public service.</li> <li>– You should not be cutting schools budget at all. They are chronically underfunded and have to rely on regular fundraising to survive.</li> <li>– Schools should not face any efficiency targets. Prioritising education needs full investment enabling schools to raise standards and prepare for curriculum changes.</li> </ul>
<b>Schools needed auditing</b>	23	8.9	<ul style="list-style-type: none"> <li>– The schools need to be properly audited and waste eliminated.</li> <li>– Empty school places - we need to reorganise more schools and close non-viable ones.</li> <li>– Reorganise schools to get rid of empty places and don't give in to emotional blackmail.</li> </ul>

<b>Schools need more funding</b>	23	8.9	<ul style="list-style-type: none"> <li>– As a teacher I have seen the detrimental impact of reduced school funding- schools should be given more funding- not be challenged to reduce further.</li> <li>– They shouldn't be made to be more efficient. They need more investment.</li> <li>– I am a teacher and the school budgets are very very tight especially considering the pressures of the new curriculum. Cardiff Council needs to do more to increase school budgets substantially. As a school we have suffered greatly this year.</li> </ul>
<b>Income generation</b>	5	1.9	<ul style="list-style-type: none"> <li>– Schools should look to maximise the use of their facilities, renting space, fields to public groups - currently a wasted resource.</li> <li>– Schools must become just as efficient as other areas of the council. They need to look at income generation, possibly by renting out premises for non-school activities in the evenings and during holidays.</li> </ul>
<b>need more detail</b>	2	0.8	<ul style="list-style-type: none"> <li>– Need to balance supply &amp; demand. What are projected numbers for future ... no detail.</li> </ul>
<b>Miscellaneous</b>	58	22.6	<ul style="list-style-type: none"> <li>– I'm bored of paying more for other people to irresponsibly have endless numbers of children. It's not my problem.</li> <li>– Parents also have a joint responsibility to help their child's school.</li> <li>– Most of the money is wasted on the Head teacher and staff and IT equipment and not on the students' education.</li> <li>– Reduce the number of schools if they do not have pupil numbers.</li> </ul>

**Q4. Do you agree that the council should continue to focus on generating income as a way of meeting our budget gap? (174 responses)**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Council not a commercial entity / conflict of interest</b>	62	35.6	<ul style="list-style-type: none"> <li>– The Council does not have a good track record of meeting income targets from "commercial" activities and does not have the commercial experience and ability to deliver at management level.</li> <li>– The Council is not a business, and we are not customers. This sort of corporate rubbish is part of the problem with the whole ethos of the Council.</li> <li>– In my opinion income generation is not something the Council should be doing - adequate funding should be in place from either government funding or council tax (increased if necessary).</li> <li>– If this reduces council tax, then great, but that never happens so leave it to the private sector please.</li> </ul>
<b>Focus on core services</b>	62	35.6	<ul style="list-style-type: none"> <li>– Not at the detriment of quality front line services.</li> <li>– Frontline services have already received cut backs by carrying out work for external clients. Residents will be further deprived of essential services.</li> </ul>



			<ul style="list-style-type: none"> <li>– The purpose of a council is to provide public services, not to make a profit.</li> <li>– I do not think the council should be forced to do this at all. The function of the council is to provide services not to sell them to other people. It could lead to a lack of focus on core priorities.</li> </ul>
<b>Costs will increase</b>	26	14.9	<ul style="list-style-type: none"> <li>– Charging for services has unintended consequences that cost more such as fly tipping.</li> <li>– Increase in charging for the services provided by council.</li> <li>– Making sports participation beyond the means of ordinary folk.</li> </ul>
<b>Would not work</b>	17	9.8	<ul style="list-style-type: none"> <li>– It rarely works. Targets are missed.</li> <li>– I don't see that the Council can do things as efficiently as private sector.</li> <li>– Money may be spent that doesn't get recouped.</li> </ul>
<b>Too much waste - cut pay / Staff</b>	10	5.7	<ul style="list-style-type: none"> <li>– The Council wastes so much money on unnecessary salaries and project that are not worthy.</li> <li>– Residents already pay far too much in council tax. All services should be free at point of delivery. Any cost savings must be found through reduction in council workforce, which always seems to be massively over staffed in many areas.</li> </ul>
<b>Agree in principle</b>	10	5.7	<ul style="list-style-type: none"> <li>– I agree with generating income but I don't know if I agree with raising level of charges as customers may not be able to afford them.</li> <li>– Actually I do believe that the Council should focus on maximising income opportunities but not to the exclusion of other ways of saving money. Generating income should be a separate objective and not seen as an alternative to saving money through efficiency improvements.</li> </ul>
<b>Miscellaneous</b>	40	23.0	<ul style="list-style-type: none"> <li>– People pay enough in taxes.</li> <li>– If commercial activities means adding more speed &amp; traffic cameras and other means of taxing road users without fixing the roads then – no</li> <li>– Sounds like an odd step for a public body. Who would be being asked to pay? And for what services? Question lacks clarity.</li> <li>– Generating income basically means fining people more for less important infractions of stupid laws, or selling our data to advertisers.</li> </ul>

**Q5. Do you support the proposal to increase charges for Registration Services? (210 responses)**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>May become a barrier</b>	93	44.1	<ul style="list-style-type: none"> <li>– It may act as a barrier to lower income groups.</li> <li>– People on low incomes would struggle.</li> <li>– Pricing out lower-income members of society.</li> <li>– It could prevent some people from being able to register their marriage and put people off doing it.</li> <li>– This might put people off using these services. Some of them are already expensive enough as they are. I believe the price paid</li> </ul>

				<i>for this services should be symbolic, and not geared towards generating income.</i>
<b>Very Expensive</b>	52	24.6	–	<ul style="list-style-type: none"> <li><i>Registration costs are high enough.</i></li> <li><i>This is a stealth tax and making relationships, particular marriage unaffordable, a death is dear enough.</i></li> <li><i>Too expensive for low income families.</i></li> </ul>
<b>Save money elsewhere</b>	23	10.9	–	<ul style="list-style-type: none"> <li><i>You need to cut costs elsewhere not charge more for services.</i></li> <li><i>It seems unfair to charge more for things like this; do people really need to be charged more money to register the death of a loved one when they're dealing with grief? Instead you could generate more income by being stricter with things like littering/fly tipping/traffic fines. Many of these are reported but not enforced leaving hundreds if not thousands of missed opportunities to not only make money but to reinforce good practices.</i></li> </ul>
<b>Too big an increase</b>	22	10.4	–	<ul style="list-style-type: none"> <li><i>That is a large increase. It's too much.</i></li> <li><i>It's too high a % rise in tough times which will hit people disproportionately highly! Raise the charges but perhaps say 5-8%.</i></li> </ul>
<b>Increase weddings only</b>	12	5.7	–	<ul style="list-style-type: none"> <li><i>The question is misleading. Weddings should be increased as necessary, births and deaths should not be increased or charged for.</i></li> <li><i>You don't have a real choice on birth or death and the requirement to notify, marriage ceremonies are a lifestyle choice and the costs should increase.</i></li> </ul>
<b>Not high enough</b>	4	1.9	–	<ul style="list-style-type: none"> <li><i>You should increase the charges by more than you are proposing.</i></li> </ul>
<b>Miscellaneous</b>	46	21.8	–	<ul style="list-style-type: none"> <li><i>Has any analysis been undertaken to determine the actual unit cost (i.e. how much it actually costs the organisation to deliver this service, all overheads considered)? Or, as I suspect, is the value of this increase completely arbitrary? Charges should be based on the "true" delivery costs.</i></li> <li><i>Just have the council IT department make the provision available online. Once set up the cost of providing the "service" would be trivial so any "fee" charged would be nearly all profit to the taxpayers. Reducing the number of staff involved would produce further savings.</i></li> <li><i>Increase in cost doesn't reflect an increase in work. What extra is being provided for the additional cost?</i></li> <li><i>You can make it cheaper if you wish, there is choice in value.</i></li> </ul>

**Q6. Bereavement Services - Do you support the proposal to increase the cost? (533 responses)**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Too Expensive / Too big an increase</b>	243	45.6	<ul style="list-style-type: none"> <li>- <i>Would agree to 59 pound increase ....this feels too much.</i></li> <li>- <i>The cost of an average funeral is now over £5000 so any increase in any charges will be unwelcome.</i></li> <li>- <i>Too big an increase over something the bereaved have no control over.</i></li> <li>- <i>These seem like very big jumps to costs, much higher than the increase of wedding costs.</i></li> <li>- <i>A 9%+ increase in the cost of a cremation, which is obviously the more cost efficient service, is unacceptable for people going through the bereavement process. This is especially so compared to the 6.5% increase in the burial charges. I fell that these increases should be capped to 5%.</i></li> </ul>
<b>Wrong to penalise in these circumstances</b>	189	35.5	<ul style="list-style-type: none"> <li>- <i>Funerals are difficult enough for bereaved families, without having to worry about how they pay for them.</i></li> <li>- <i>Stop taking advantage of the grieving!</i></li> <li>- <i>It's already a terrible burden at a very difficult time.</i></li> <li>- <i>Tax the dead and the grieving, great idea... Not!</i></li> <li>- <i>Families should not be exploited when they are grieving.</i></li> </ul>
<b>May become a barrier/burden</b>	183	34.3	<ul style="list-style-type: none"> <li>- <i>People are struggling to afford the current prices.</i></li> <li>- <i>That people will be precluded from a dignified send off, with more financial burden placed on families. This will disproportionately affect the poorest. Having a baby or getting married is a choice, dying is not.</i></li> <li>- <i>Many low income families would find the increase too difficult to pay.</i></li> <li>- <i>It costs over £3000 to bury a relative not everyone can afford it most people are just above the welfare line so increasing it will still cause issues.</i></li> </ul>
<b>Save / Generate money elsewhere</b>	25	4.7	<ul style="list-style-type: none"> <li>- <i>Find monies from somewhere else. Bereavement and funerals shouldn't be a subject in the scope for such cost changes - unless it is to decrease them.</i></li> <li>- <i>As most struggle to bury their loved ones... possible savings could be found elsewhere. By looking at the crematoriums themselves and how grounds are maintained. This should be done first.</i></li> <li>- <i>This is not planning properly. Simply raising costs to astronomical heights is criminal. Today's costs of burial is already thousands of pounds. Introduce efficiency methods and proper cost cutting instead.</i></li> </ul>
<b>There should be no increase</b>	21	3.9	<ul style="list-style-type: none"> <li>- <i>Necessary services should not increase.</i></li> <li>- <i>Simply shouldn't be increasing cost of bereavements.</i></li> <li>- <i>At a difficult time, it is adding further financial burdens and associate stress. Show some compassion at peoples most desperate times and reduce it. You would be unanimously applauded across the city for doing so.</i></li> </ul>

<b>Increase Burial but reduce cremation costs</b>	19	3.6	<ul style="list-style-type: none"> <li>– I would have expected a greater difference in cost between cremation and burial. Prices should be a lot higher for burial, this could deter burials in favour of cremation. Though this may have a detrimental impact on some BME groups.</li> <li>– I believe that cremation and scattering of ashes should be minimal, but with burial costs increased due to land use.</li> </ul>
<b>Should be means tested</b>	18	3.4	<ul style="list-style-type: none"> <li>– Has any analysis been undertaken to determine the actual unit cost (i.e. how much it actually costs the organisation to deliver this service, all overheads considered)? Or, as I suspect, is the value of this increase completely arbitrary? Charges should be based on the "true" delivery costs.</li> <li>– Means tested. Low income families should pay less.</li> </ul>
<b>Year on year increases</b>	9	1.7	<ul style="list-style-type: none"> <li>– You have raised the prices consistently for a number of years haven't you?</li> <li>– With the cost of funerals increasing each year, it's wrong to charge more at a time that is already difficult.</li> </ul>
<b>Not enough Information Provided</b>	6	1.1	<ul style="list-style-type: none"> <li>– Why the rise? What has become so much more expensive for you to deliver per event?</li> <li>– A further breakdown of costs would be good to evaluate the cost and profit to check if there is room for efficient to prevent rising costs.</li> </ul>
<b>Miscellaneous</b>	28	5.3	<ul style="list-style-type: none"> <li>– Again it's the same service as before so what are we paying for.</li> <li>– There should be resident's discounts for burial/cremations.</li> <li>– We'll all be homeless under your proposal.</li> </ul>

**Q7. Pest Control Services - Do you support the proposal to increase the cost? (132 responses)**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Affordability / May become a barrier</b>	43	32.6	<ul style="list-style-type: none"> <li>– Many could not afford to pay which could lead to an increase in infestation of pests.</li> <li>– If this is unaffordable to some people, then this will permit the infestation to 'spill over' into adjoining properties. If we can nip the cause in the bud, then it will be cheaper in the long run.</li> <li>– This could people off using pest control and as a result create larger issue.</li> <li>– Taking care of pests is a basic necessity if required in a household and a hike in price for this basic feature might make people opt out of it.</li> </ul>
<b>Very Expensive / Too big an increase</b>	18	13.6	<ul style="list-style-type: none"> <li>– The cost is already too high and many people will find it even more difficult to meet the additional costs and that could create public health issues for themselves and their neighbours.</li> <li>– That increase is ridiculous! How can people be expected to afford this! It will adversely affect the poor more than the rich as poorer people usually have poorer conditions of living, which are more liable to pests and other issues.</li> </ul>

			<ul style="list-style-type: none"> <li>- Another 10% increase when pay and pensions are only increasing by 3%.</li> </ul>
<b>Issue more prevalent to those on low incomes</b>	14	10.6	<ul style="list-style-type: none"> <li>- I feel this would be an issue that would affect those in potentially unsuitable housing or those who are mostly in poverty, my concern would be the impact on the increase to them. But this is not based on much information on the subject.</li> <li>- Those that are less well-off are likely to be more effected by these issues!</li> <li>- This is 'pest poverty'! The most disadvantaged people in our city should not have to worry about the cost of infestation. This should be means tested or free.</li> </ul>
<b>Council / Private landlords should pay the bill</b>	13	9.8	<ul style="list-style-type: none"> <li>- Pest control should be the services of the COUNCIL.</li> <li>- Yes increase but only for private housing, council and private landlords should cover their property themselves.</li> </ul>
<b>Subsidy needed</b>	12	9.1	<ul style="list-style-type: none"> <li>- Again, this needs to be subsidised where necessary. Allowing infestations to grow and spread is a false economy for the Council in the long run.</li> <li>- This is extremely expensive for people on very low incomes - often in poor housing. They should not have to put up with rats etc., which may sometimes be caused by the behaviour of neighbours (such as leaving food out). There should be a scale of charges.</li> </ul>
<b>Not high enough</b>	11	8.3	<ul style="list-style-type: none"> <li>- Proposed increases are too low; commercial organisations charge at least £60 for a call-out. Four visits could command over £100.</li> <li>- I do support the increase but not as little as £5 you could get at least £10-£15 increase on this service £55 is very reasonable personally for that service I would expect to pay around £65-£70.</li> </ul>
<b>Problem due to cuts in services</b>	7	5.3	<ul style="list-style-type: none"> <li>- Pest control of vermin such as rats and mice is increasing due to the lack of funding and reduction in of council refuse collection, and resources to deal with fly tipping. If more money was invested in these services, it may decrease the need for services to domestic properties, therefore reducing the amount the council need to subsidise.</li> </ul>
<b>Should be means tested</b>	7	5.3	<ul style="list-style-type: none"> <li>- Needs to be means tested. Some people are so poor cannot afford £55 spare income.</li> </ul>
<b>Current Service is poor</b>	6	4.5	<ul style="list-style-type: none"> <li>- The service offered is not good and does not warrant the price increase. We had to call another company to sort the problem as council didn't.</li> </ul>
<b>Save / generate money elsewhere</b>	5	3.8	<ul style="list-style-type: none"> <li>- This is a service which the poorest may need to use and could lead to hygiene and health problems. Cost should not be a blocker to this. To offset, I'd propose charging the landlords of rented</li> </ul>

				<i>properties a higher, unsubsidised, price where they fail to deal with pests.</i>
<b>Miscellaneous</b>	24	18.2	–	<ul style="list-style-type: none"> <li><i>I don't believe in killing things.</i></li> <li><i>I think this should not be subsidised unless there are children or elderly in the home/ vulnerable people.</i></li> <li><i>What if the problem with pests is not my fault, I have experience of this, if my neighbour doesn't control pests and the problem spills over to my residence.</i></li> </ul>

**Q8. School Meal Provision - Do you support the proposal to increase the cost? (394 responses)**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Affordability</b>	199	50.5	<ul style="list-style-type: none"> <li><i>Unaffordable for lower class families</i></li> <li><i>I worry this will increase the number of hungry children as families can't afford an increase</i></li> <li><i>Daylight robbery. Either every child should pay, or should be free to all children. Just because some families do not qualify for free meals does not mean that they can afford them either.</i></li> <li><i>Children could go hungry due to unaffordability</i></li> <li><i>Some families especially with multiple children will struggle to afford this.</i></li> </ul>
<b>Issue more prevalent to those on low incomes</b>	90	22.8	<ul style="list-style-type: none"> <li><i>That the most poorest children will not get enough money to eat.</i></li> <li><i>Again, it will only affect those on a lower income</i></li> <li><i>That low income families will experience financial hardship</i></li> <li><i>Will disproportionately disadvantage children already living in poverty in Cardiff</i></li> <li><i>Because parents on lower incomes who do not qualify for free meals are the ones who are hit. Perhaps try reducing the number of non-payers. ParentPay isn't working for this.</i></li> </ul>
<b>Children could potentially go without a warm meal all day</b>	52	13.2	<ul style="list-style-type: none"> <li><i>It may be the only good meal a child has that day and I wouldn't want a family priced out</i></li> <li><i>That some children will go without a decent quality meal that they do not get at home.</i></li> <li><i>It is important to make sure children have proper balanced meals which some household cannot support.</i></li> </ul>
<b>Very Expensive</b>	43	10.9	<ul style="list-style-type: none"> <li><i>Too much as it is.</i></li> <li><i>Over 3 pound for a school meal is disgusting.</i></li> <li><i>Daylight robbery.</i></li> </ul>
<b>Current service isn't value for money</b>	36	9.1	<ul style="list-style-type: none"> <li><i>You can get cheaper meal of the days from your local supermarket or Greggs, families already struggling will be impacted by this increase. I think it should be frozen.</i></li> <li><i>My wife works in schools and the meals are very poor for amount charged. Try out sourcing.</i></li> <li><i>The meals do not represent value for money as it is.</i></li> </ul>



<b>Current offer not nutritional / could affect children's nutrition</b>	33	8.4	<ul style="list-style-type: none"> <li>– That children will seek cheaper alternatives elsewhere such as unhealthy fast food.</li> <li>– Quality of food is low, that's why we stopped using it. Not healthy, not balanced, not much meals, no taste, too much carbs. Providers make profit for low quality food.</li> <li>– Prisons can do a decent menu for £2.50 a day that is healthy and appetising, why can't councils.</li> </ul>
<b>Save money elsewhere / find further funding for school meals</b>	29	7.4	<ul style="list-style-type: none"> <li>– Further funding required. Cost increased need to be subsidised. Children will suffer for low income, funds should be found elsewhere i.e. charge increases for other services.</li> <li>– School meals should be subsidised, if not free to all pupils. Ensuring children get at least one balanced, healthy, meal a day is essential.</li> </ul>
<b>Too big an increase</b>	23	5.8	<ul style="list-style-type: none"> <li>– Increase is too great.</li> <li>– £3.05 for secondary meals is a higher price than a supermarket meal deal that contains more food. £3+ is ridiculous for a small school dinner. - coming from a secondary school teacher.</li> </ul>
<b>Health implications</b>	15	3.8	<ul style="list-style-type: none"> <li>– This will compromise not only the nutritional wellbeing of the child but also hinder their ability to concentrate if affordable and appropriate food is not readily available.</li> </ul>
<b>Should be means tested</b>	10	2.5	<ul style="list-style-type: none"> <li>– It should be properly means tested.</li> </ul>
<b>Miscellaneous</b>	35	8.9	<ul style="list-style-type: none"> <li>– The increase is far too small! Should be 3 pounds and 350.</li> <li>– The education budget is slashed to provide school buses and school meals. These are parental responsibilities and should not be paid for!</li> </ul>

**Q9. Service Change - Do you agree that the council should continue to focus on this?**  
(106 responses)

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Not enough information provided</b>	26	24.5	<ul style="list-style-type: none"> <li>– Don't understand what you are proposing and would need more info on it, very vague.</li> <li>– IT is seen too often as some sort of panacea and implementing IT always ends up costing more. It is not clear what the council proposes and how technology will help - vague statements about better services do not indicate that the benefits have been identified.</li> </ul>
<b>Some people don't have access to technology</b>	19	17.9	<ul style="list-style-type: none"> <li>– The people who most need this do not have access to the required technology.</li> <li>– Technology is not always available to everyone.</li> </ul>
<b>Not everyone understands technology</b>	18	17.0	<ul style="list-style-type: none"> <li>– Elderly and vulnerable people of all ages don't necessary use or understand technology.</li> <li>– Old and vulnerable certainly do not respond well to technology.</li> </ul>

<b>Some residents prefer the human touch</b>	17	16.0	<ul style="list-style-type: none"> <li>– Technology does not have the human touch, removes compassion and understanding and technology increases red tape and invariably are poorly planned and implemented by public bodies.</li> <li>– People are needed, not technology. Human contact is crucial.</li> </ul>
<b>Money should be spent elsewhere</b>	6	5.7	<ul style="list-style-type: none"> <li>– Huge amounts of money spent on IT systems, which could be better spent on front line services.</li> </ul>
<b>Technology can fail</b>	5	4.7	<ul style="list-style-type: none"> <li>– Technology cannot replace human contact for older, frail lonely residents. Technology can also fail.</li> </ul>
<b>Lack of faith in council delivery</b>	3	2.8	<ul style="list-style-type: none"> <li>– You couldn't deliver effective technological change in a million years. Your digital director doesn't even have a technical background. You'd be better off overpaying consultants to deliver it for you. You probably couldn't even define VFM properly never mind deliver it.</li> </ul>
<b>Service should be privatised</b>	2	1.9	<ul style="list-style-type: none"> <li>– This should be privatised. We do not need technology we need someone to talk to and listen and make a decision.</li> </ul>
<b>Miscellaneous</b>	25	23.6	<ul style="list-style-type: none"> <li>– I oppose any council tax rise. The survey does not ask me about this.</li> <li>– No one wants things like facial recognition tech implemented anywhere in this country.</li> </ul>

#### Q10. Do you support the use of technology in the provision of care? (79 responses)

Theme	No.	%	Example Comments
<b>Social Isolation</b>	49	62.0%	<ul style="list-style-type: none"> <li>– A vulnerable lonely adult needs care contact and reducing this by tech will lead to a diminishing human contact</li> <li>– As much as that's a good idea I still think that having human contact would be better</li> <li>– Technology is not 100% reliable and lack of personal service may increase loneliness and isolation.</li> <li>– This may make some people socially isolated. A visit from a carer may be their only human contact</li> </ul>
<b>Digital Exclusion</b>	17	21.5%	<ul style="list-style-type: none"> <li>– Some elderly people are not comfortable with IT.</li> <li>– A lot of these vulnerable people can't use technology</li> <li>– Elderly people, especially those with dementia will not understand this technology - I experienced this with my mother and father who became isolated from support services when this barrier to human support was introduced.</li> </ul>
<b>Use only to aid care workers</b>	12	15.2%	<ul style="list-style-type: none"> <li>– Technology should be used as an aid to improve services, not as a substitute for human contact or people's jobs.</li> <li>– I agree with utilising technology. But not if this affects support workers visiting those with support needs. By all means add technology that makes life easier for those who are vulnerable in the care system but do not cut funding or care services</li> </ul>
<b>Financial cost</b>	8	10.1%	<ul style="list-style-type: none"> <li>– How much are you going to charge the elderly for this service?</li> </ul>



<b>Technology should not replace jobs</b>	7	8.9%	– A sensor to detect a fall or gas is not a care package - does it detect if someone has remembered to eat? Is ill? Requires medical attention?
<b>Miscellaneous</b>	7	8.9%	– Reliance on technology is dangerous practice and just provides for a tick box provision of service rather than a meaningful and wholly appropriate service

#### Q11. Do you support the continuation of a reduced mowing regime? (310 responses)

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example Comments</b>
<b>Areas will look untidy / uncared for</b>	77	24.8	<ul style="list-style-type: none"> <li>– Some places are beginning to look uncared for, very scruffy.</li> <li>– Cardiff is starting to look tatty and worn out.</li> <li>– Some areas look unsightly.</li> <li>– It depends on how neglected the unmowed areas begin to look. If public spaces are maintained to a high standard, the knock on effect is that people respect them more.</li> <li>– Likely deterioration in the appearance of grassed areas.</li> </ul>
<b>Current service is not adequate</b>	75	24.2	<ul style="list-style-type: none"> <li>– Parks look untidy and the sports pitches are not looked after as it is.</li> <li>– Our city is already a filthy, unkempt embarrassment.</li> <li>– The parks already look a mess and this can only make it worse.</li> <li>– Some areas appear to be missed on the present plan.</li> <li>– The grass is not cut often in St Mellons and Trowbridge, posh areas are cut often.</li> </ul>
<b>Health &amp; Safety issues</b>	66	21.3	<ul style="list-style-type: none"> <li>– Facilities need to be safe and well maintained in order to encourage a healthier lifestyle.</li> <li>– Parks and green spaces are a vital element in a good lifestyle.</li> <li>– Some areas where children play are overgrown, making it harder to identify where there may be hazards (i.e. dog waste/ broken bottles) &amp; not all dog owners take care to look for waste in long grass.</li> <li>– The green spaces of Cardiff are an important part of Cardiff's identity and the health of the people</li> <li>– There are considerable safety issues regarding visibility (sight of oncoming traffic) on some major road grass verges typically A470 Whitchurch area. Decisions should be made on an educated case-by-case basis. 'Wild' areas in parks have been converted to dog toilets.</li> </ul>
<b>Will give a bad impression of the City</b>	53	17.1	<ul style="list-style-type: none"> <li>– Cardiff's parks are important in creating a good impression of the city for visitors etc. Untidy parks suggest a poorly run city in my mind.</li> <li>– Poor quality environment, creates a bad image for a Capital City</li> <li>– Absolutely not. Cardiff is a beautiful city. Does a visitor to our city want to see grass uncut or plant pots empty?</li> <li>– Cardiff is the Capital City, an important tourist attraction, keep the city looking fantastic!</li> </ul>

			<ul style="list-style-type: none"> <li>– Cardiff is a tourist location - do we really want to damage the impression people have of the city.</li> </ul>
<b>Will encourage fly tipping / ASB</b>	33	10.6	<ul style="list-style-type: none"> <li>– Areas which look scruffy attract litter and vandalism as they don't look "cared for"</li> <li>– If environment is not maintained then less socially aware may just increase litter nuisance and more deterioration would occur.</li> <li>– It is well known when areas become unkempt they become targets for vandalism and ASB. Broken window syndrome.</li> </ul>
<b>Find alternative resources via third sector / DWP / Probation</b>	9	2.9	<ul style="list-style-type: none"> <li>– There are opportunities here where the work could be undertaken by volunteers or prison inmates on a work scheme.</li> </ul>
<b>Deprived areas will be most effected</b>	7	2.3	<ul style="list-style-type: none"> <li>– I suspect that parks and green spaces in more affluent areas will be unaffected leaving poorer areas bearing the brunt of austerity.</li> </ul>
<b>Money should be spent elsewhere</b>	2	0.6	<ul style="list-style-type: none"> <li>– It appears to be a waste of money, which could be better spent on front line services.</li> </ul>
<b>More funding required</b>	1	0.3	<ul style="list-style-type: none"> <li>– The parks department needs more funding not less. They do a remarkable job but they need more funds. Mowing is pretty basic.</li> </ul>
<b>Miscellaneous</b>	43	13.9	<ul style="list-style-type: none"> <li>– I oppose any council tax rise. The survey does not ask me about this.</li> <li>– It causes more problems - why don't you use sheep or another grazing animal. I'm sure you could utilise animals providing there is proper supervision.</li> <li>– Pest control.</li> </ul>

NB. Percentages don't total 100% as comments could fall into multiple themes

**Q12. Council Reserves - Do you think the Council should continue with this strategy?**  
(186 responses)

Theme	No.	%	Example Comments
<b>Reserves are finite and should be preserved for contingencies</b>	83	44.6	<ul style="list-style-type: none"> <li>– If this is a year where the budget settlement from the Welsh government is likely to be more generous, then reserves should be preserved for other years when additional resources are more limited.</li> <li>– Reserves are a finite resource and unlikely to be replaced. Consolidating the Council's premises - for example, selling off County Hall - would generate income.</li> <li>– Given the precarious state, our economic climate is going to be in after brexit I would hold on to the reserves as much as you can.</li> <li>– Should not use reserves unless necessary.</li> </ul>

			<ul style="list-style-type: none"> <li>- This is the thin end of what could be a very broad wedge - annually reducing the reserve can lead to decades of 'catch up' - and potential huge increases in domestic and commercial rates.</li> </ul>
<b>Balance your books / Bad planning</b>	53	28.5	<ul style="list-style-type: none"> <li>- Operate within your means.</li> <li>- The council should balance its books. How often does tap it is reserves how much has gone from previous years.</li> <li>- Balance the books and invest the reserves in infrastructure to benefit the city longer term.</li> <li>- You are dodging issues and ultimately you need to balance the books. While excessive reserves are clearly not desirable, one should not simply raid reserves on a regular basis.</li> <li>- Don't feel reserves should be used for budget balancing.</li> </ul>
<b>Need more information/ Transparency</b>	35	18.8	<ul style="list-style-type: none"> <li>- Impossible to answer without knowing what reserves the council has but nobody should run at a deficit particularly the council.</li> <li>- You do not say how much you have in the reserve fund, so how can we judge whether £750k is the right sum. Reserves should be retained to cover emergencies during the year, not to spend on routine services.</li> <li>- I have no information on how much money is in the reserves so can't judge if this is a good strategy or not, how often has the reserves been used in previous years? Is there plans to produce a surplus in future to increase the reserves?</li> </ul>
<b>Use more reserves / Don't sit on high reserves</b>	31	16.7	<ul style="list-style-type: none"> <li>- I don't understand why you need to sit on this amount of money when it could be used for improving services. Plus, if it is shown that you can provide a decent level of service without using this money, it will be taken off you &amp; in reality, you do need to use this money.</li> <li>- Increase use of reserves!!!!</li> <li>- I can't believe you have reserves use them.</li> </ul>
<b>Save/ generate money elsewhere</b>	23	12.4	<ul style="list-style-type: none"> <li>- I think back room jobs - with unidentified job outcomes should be looked into and cut - before using reserves - need to keep for emergency.</li> <li>- These will run out too quickly if we keep using them. Cuts can be easily made in other areas to fund this type of money, or one camera on a yellow box junction will give you this money in less than a year and will help keep Cardiff moving, so therefore not needed.</li> </ul>
<b>Reserves can run out</b>	1	0.5	<ul style="list-style-type: none"> <li>- Reserves are finite, there needs to be a more appropriate measure to achieve fiscal goals.</li> </ul>
<b>Miscellaneous</b>	19	10.2	<ul style="list-style-type: none"> <li>- I oppose any council tax rise. The survey does not ask me about this.</li> <li>- Your state it is part of the council's duty to not go into reserves so you have already provided the answer to this.</li> </ul>

## 7. Appendix 4 – Southern Arc Map

Southern Arc of Cardiff



## **8. Appendix 5 – Promotion of the Consultation**

### **Hubs & Libraries**

Butetown Hub  
Central Library Hub  
Ely and Caerau Library and Community Hub  
Fairwater Library and Hub  
Grangetown Library and Hub  
STAR Library and Hub  
Llandaff North and Gabalfa Hub  
Llanishen Library Hub  
Llanrumney Library and Hub  
Rumney Library and Partnership Hub  
Llanedeyrn Library and Hub  
St. Mellons Library and Hub  
Canton Library  
Cathays Branch and Heritage Library  
Penylan Library  
Radyr Library  
Rhiwbina Library  
Mobile Library

### **Council Core Buildings**

City Hall  
Coleridge Road  
County Hall  
Lamby Way  
Willcox House

### **Community Centres**

Butetown Community Centre  
Canton Community Centre  
Cathays Community Centre  
Dusty Forge  
Pentrebane Community Centre  
Pontprennau Community Church Centre  
Thornhill Church Community Centre  
Tremorfa Community Centre  
Whitchurch Community Centre

### **Community Councils**

Lisvane  
Old St. Mellons  
Pentyrch  
Radyr & Morganstown  
St Fagans  
Tongwynlais

### **C3SC Cardiff Third Sector Councils**

Cardiff City & South  
Cardiff East  
Cardiff North  
Cardiff South East  
Cardiff South West  
Cardiff West

### **Events**

Attended all Hubs / Libraries for drop in sessions to discuss the survey with the public  
'Priority' engagement activity undertaken in Grangetown, Ely, Llandaff North and St Mellons  
Hubs, and Central Library  
Tenants Coffee Morning engagement activity and audio recordings  
Focus group run by Diverse Cymru ("Your Money, Your Council")

### **Additional Promotion - Digital**

Youth survey sent to all 6th form schools  
Council Screen savers  
Advert displayed on big screen – central library  
Emailed to members of the 50+ forum  
Emailed to the Citizens Panel  
Members of the Cardiff Public Services Board  
All Allotments and Plot holders received an email of the poster and link to the survey

### **Additional Promotion – Social Media**

Cardiff Council corporate accounts  
Cardiff Research Centre / Cardiff Debate accounts

### **Additional Promotion – Non-Digital**

Flyers / Posters were displayed in the indoor market  
Flyer / Posters displayed in GP surgeries across the City  
Youth Council  
Flying Start