Consultation on Cardiff Council's 2022/23 Budget

Research Findings
February 2022

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Working for Cardiff, working together

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Cardiff Research Centre

Cardiff Research Centre is part of the City of Cardiff Council's
Policy, Partnerships & Community Engagement service.
We strive to deliver research, information and consultation
services for the City of Cardiff Council and its partner organisations.

Services include:

- Collection, analysis and interpretation of primary survey data;
- Analysis and interpretation of a wide range of secondary demographic
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- Specialised studies on a wide range of topics including social, economic
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- Quantitative and qualitative research and consultation projects;
- Supporting the Cardiff Debate Community Engagement exercise with
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- Management of the Cardiff Citizens' Panel;
- Focus Group facilitation;
- Advice and support on all aspects of research including survey &
  questionnaire design, &
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1. <u>Background</u>

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

The 2021 Ask Cardiff survey asked respondents to identify how they would prioritise the Council's available resources both for the next financial year and in the longer term by selecting the overarching services they considered to be the most important. This Budget Consultation looked at the priority areas identified in greater detail.

2. <u>Consultation methodology</u>

Consultation on the Council's budget proposals for 2022/23 was undertaken by the Cardiff Research Centre.   The bilingual consultation ran from 14th January to 6th February 2022, following the budget announcement from the Welsh Government on 21st December 2021.

Throughout 2020 and 2021, the COVID-19 pandemic had a major impact on both the delivery of Council services, and on the lives of residents. Lockdown restrictions were introduced, eased and re-introduced at various points, both locally and nationally, in response to the spread of the virus. At the time of consultation, the whole of Wales was under Alert Level 2, in response to the predicted wave due to the Omicron variant, which required residents to wear face coverings in all indoor public places, limited organised indoor events to a maximum of 30 people and advised people to work from home where possible.

These restrictions made the traditional methods of engagement impossible. In previous years, paper copies of the survey would be made available to residents in public buildings such as Hubs, libraries and community centres across the city. The 2022-23 Budget Consultation was therefore delivered solely online.

Other methods used to promote the survey, such as emails to schools, and flyers and posters in GP surgeries were also not available this year, given the additional demands on these services.

The Cardiff Research Centre worked closely with partnership organisations to ensure as representative a response as possible. In a bid to ensure the survey was promoted as widely as possible, the survey was promoted via:

a) Email

- Organisations known to work with less frequently heard groups (see Appendix 6)
- Cardiff Youth Council
- Cardiff's Citizen's Panel

b) Internet/intranet

The survey was hosted on the Council website, at www.cardiff.gov.uk/budget, on the Have Your Say page, and the scrolls on the homepage, with pop-ups promoting the consultation appearing on busy pages of the website. It was also promoted to Council employees via DigiGov, Intranet and Staff Information.

A separate link to an accessible version of the survey (for use with screen readers) was made available alongside the link to the main survey.

 c) Social media

The survey was promoted on the Council's corporate Facebook, Twitter, Instagram and Linked In accounts by the Corporate Communications Team throughout the consultation period (to a combined audience of 175,266 followers).

Looking at unpaid messaging on these accounts, the Facebook campaign achieved 70,176 impressions and 256 clicks through to the Budget Consultation page; on Twitter, there were 27,369 impressions and 256 link clicks, Instagram saw 20,472 impressions, and 422 were achieved through Linked In.

Targeted promotion was facilitated via stakeholder's social media accounts and Facebook 'boosts' of paid advertising aimed at those less frequently heard i.e. under 25's, Minority Ethnic groups and those living in the 'Southern Arc'[1] of the city. This was viewed 178,988 times, with 2,509 clicks through to the Budget Consultation page.
A separate survey was distributed to secondary schools across Cardiff and to the Youth Council.

After data cleansing to remove blank and duplicated responses, a total of 1,547 responses were received from the three surveys.
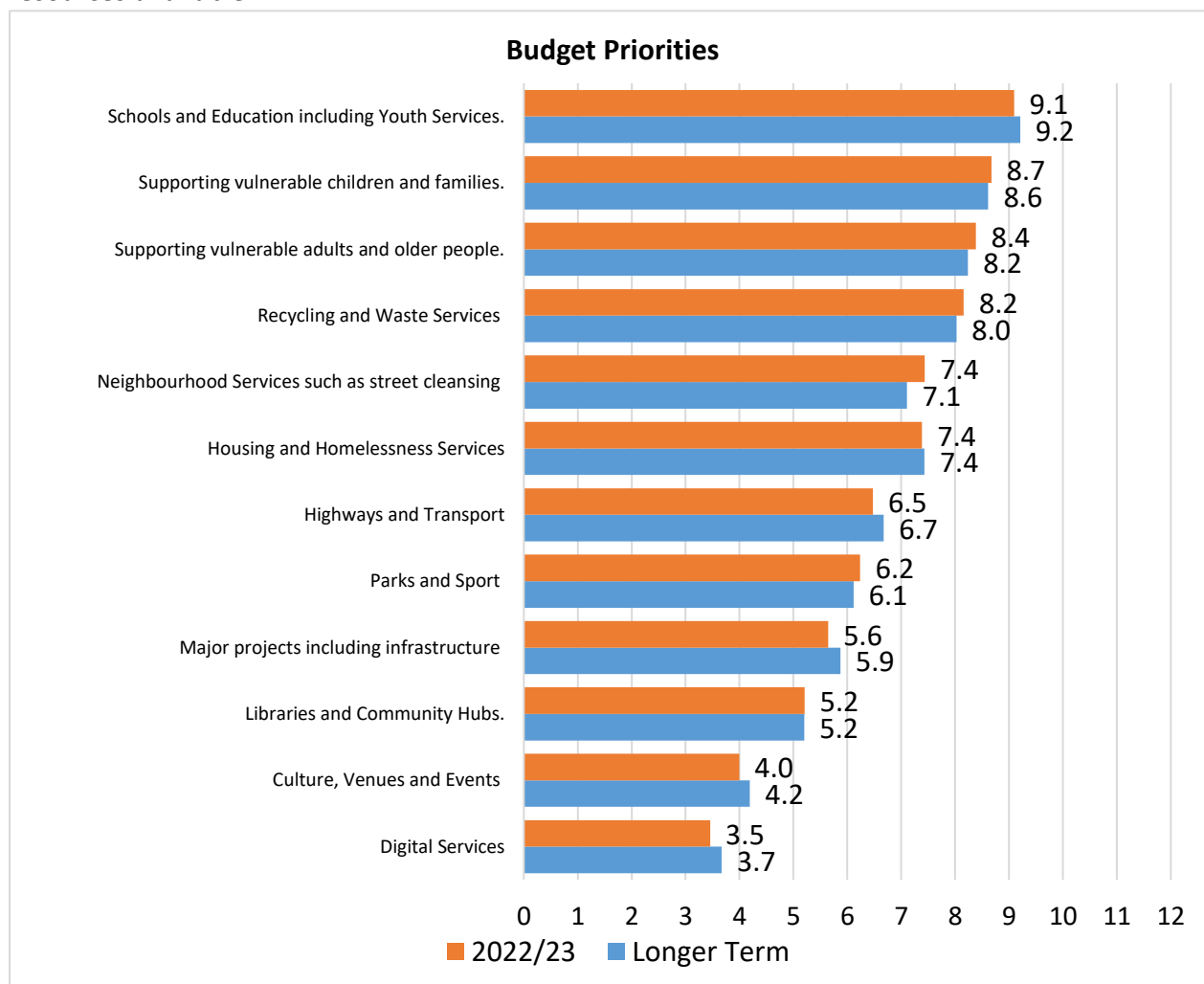
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[1] See Appendix 5 for map of 'Southern Arc'

3. <u>Results / Council Service Priorities</u>

The 2021 Ask Cardiff survey (Oct-Dec 2021) asked respondents to identify how they would prioritise the Council's available resources both for the next financial year and in the longer term by selecting the overarching services they considered to be the most important.

Scores were generated based on the number of votes for first place, second place and so on, giving each service a total score out of 12 – the higher the score, the more important the service. The results can be found in Table 1 below.

Table 1: Budget Priorities (Ask Cardiff 2021)

Q. The Council is facing a budget gap of £21.3 million next year and £80.9 million over the medium term. Each year the Council must set a balanced budget that reflects the priorities of residents and ensures statutory services can continue to be provided within the limited resources available.

Budget Priorities

Service	2022/23	Longer Term
Schools and Education including Youth Services.	9.1	9.2
Supporting vulnerable children and families.	8.7	8.6
Supporting vulnerable adults and older people.	8.4	8.2
Recycling and Waste Services	8.2	8.0
Neighbourhood Services such as street cleansing	7.4	7.1
Housing and Homelessness Services	7.4	7.4
Highways and Transport	6.5	6.7
Parks and Sport	6.2	6.1
Major projects including infrastructure	5.6	5.9
Libraries and Community Hubs.	5.2	5.2
Culture, Venues and Events	4.0	4.2
Digital Services	3.5	3.7

The Ask Cardiff 2021 survey therefore identified top service priorities to be:

1. Education and Youth Services
2. Supporting vulnerable children and families
3. Supporting vulnerable adults and older people
4. Recycling and Waste Services
5. Neighbourhood services such as street cleansing
6. Homelessness and housing

This Budget Consultation looked at the priority areas identified in greater detail.

Responses to the ranking questions were validated to exclude non-responses, therefore including only those giving at least one exclusive ranking score per priority.
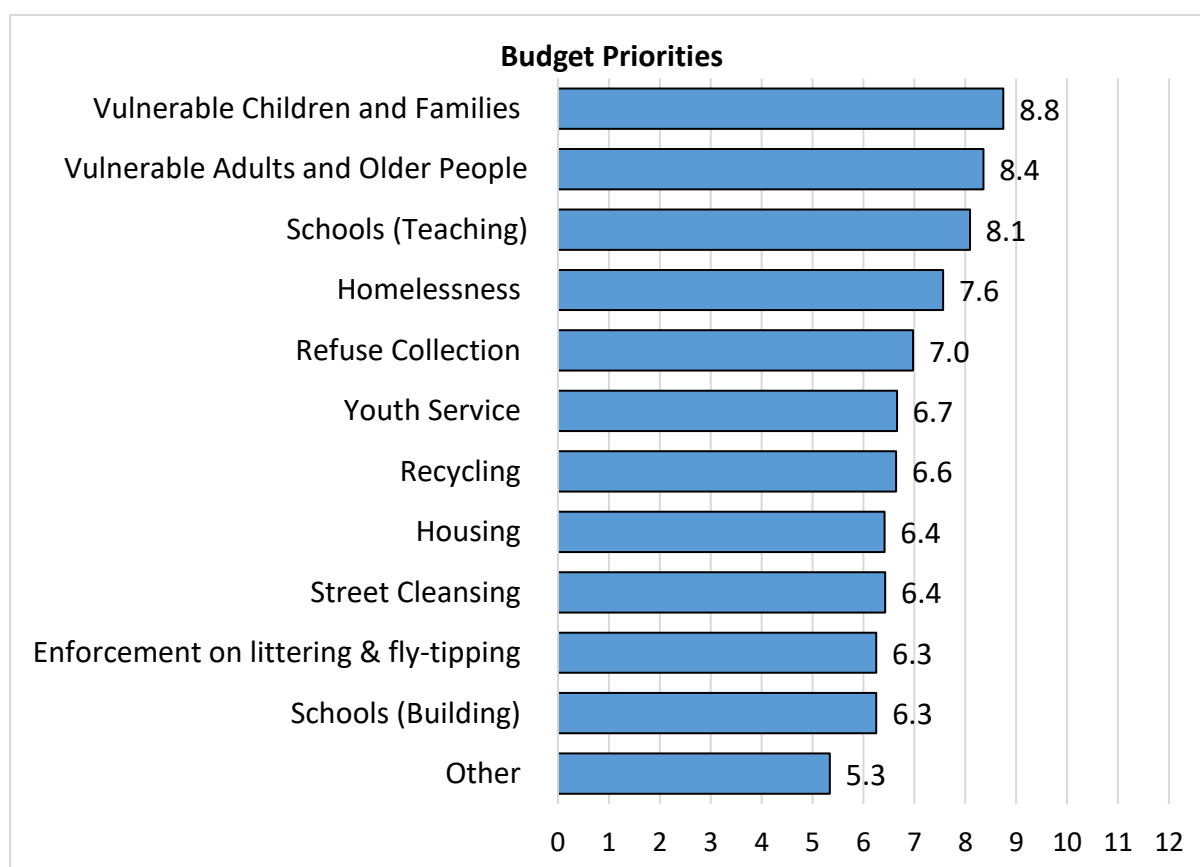
Scores were calculated by assigning twelve points for each first place ranking, eleven points for each second place ranking and so on, down to one point for twelfth place; this combined figure was then divided by the overall number of respondents answering this question, to give a final score for each option.

Budget Consultation: Results

Q1. **Within each of the broad headlines identified above, we would like you to tell us if there are more specific services in which you would like to see investment? We have given some examples below, but please feel free to include any other related services you feel may not be listed.**

Overall results:

Respondents were given a list of 11 Council Services, and asked to rank these in order of importance, along with an option to identify a different service they felt to be important.

Budget Priorities

Service	Score
Vulnerable Children and Families	8.8
Vulnerable Adults and Older People	8.4
Schools (Teaching)	8.1
Homelessness	7.6
Refuse Collection	7.0
Youth Service	6.7
Recycling	6.6
Housing	6.4
Street Cleansing	6.4
Enforcement on littering & fly-tipping	6.3
Schools (Building)	6.3
Other	5.3

Scores were calculated by assigning 12 points for each 1st place ranking, 11 points for each 2nd place ranking and so on, to 1 point for each 12th place ranking; this combined figure was then divided by the overall number of respondents giving an answer for each option, to give a final score.

'Supporting vulnerable children and families' and 'Supporting vulnerable adults and older people' were ranked as the most important services for investment, scoring 8.8 out of 12 and 8.4 out of 12 respectively. These were followed by investment in teaching in schools (8.1 out of 12).

All of the services listed achieved a score of at least 6.3 out of 12.

Analysis by demographic group

These results were analysed by demographic groups, and by Deprivation Fifths, looking at areas of differing levels of deprivation.

- Teaching was considered to be most important by respondents with children in their household, who gave a score of 9.6 (the highest score for any service across all of the demographic groups analysed), and men, with a score of 8.5.
- Women placed the greatest importance on 'supporting vulnerable children and families, generating a score of 9.4 out of 12.
- Respondents identifying as disabled rated 'supporting vulnerable adults and older people' as most important, with a score of 9.0.
- Respondents living in the most deprived areas of the city were more likely to place importance on Youth Services (7.0), Housing (7.0), Street Cleaning (6.8) and Enforcement on littering & fly-tipping (6.7).
- Those living in the least deprived areas were more likely to place importance on Schools (Teaching) (9.1, a full point higher than the average score) and Schools (Building) (7.2).

A full breakdown of priorities by demographic and deprivation is available in Appendix 2.

Additional analysis

'Other' services identified as the most important priorities included:

Theme	No.	%	Example Comments
Roads / Pavements / Pot holes	35	*36.1*	− *Road repairs to key roads* − *Road repairs* − *Road building and repair to accommodate the increase in traffic due to the amount of new housing.* − *Potholes in the roads and fixing broken pavements*
Climate Change / Environment	22	*22.7*	− *Climate change* − *Cycling and walking infrastructure, green transport* − *Environment*
Public Transport	9	*9.3*	− *adequate public transport* − *improved public transport, to enable and empower young people to travel around the city safely and independently.*
Total	**97**	-	

The top three areas ranked as important, regardless of ranking, were:

Theme	No.	%	Example Comments
Roads / Pavements / Pot holes	106	*27.0*	− *The improvement of road surfaces (i.e. removal of pot holes)* − *Roads and pavements repairs* − *Road surface improvement in the district centres i.e. Roath, Cathays, etc.* − *Improving road infrastructure* − *Roads. Our roads are in poor state of repair with potholes and drains causing damage to council tax payers' vehicles.*
Climate Change / Pollution / Green Space Protection / Parks	93	*23.7*	− *Ecology, green infrastructure* − *Green spaces, especially in housing developments, both private and council* − *More environmental protection given to the city's wildlife.* − *Nature and climate emergencies* − *Net zero progress*
Public Transport	51	*13.0*	− *adequate public transport* − *Cheap, regular public transportation* − *Public transport improved.* − *Metro*
Total	**393**		

A full list of most important, and all other priorities, is available in Appendix 3.

Q2.   Do you have any other comments?

Respondents were given the opportunity to leave any additional comments they had in relation to the survey. A total of 623 comments were received, which have been grouped in to themes, with the top three shown below. A full list of themes is available in Appendix 4.

Theme	No.	%	Example Comments
Street cleaning / Litter / Fly-tipping	80	*16.0*	− *Cardiff is a dirty city, more street and public areas cleaning needed* − *Clean up the litter* − *We need to make the most of our environment and encourage people to be responsible for keeping it clean and tidy. Need to take more actions against people who don't recycle and leave waste for others to tidy up. Need to provide more bins and recycling facilities in public areas. Look at initiatives to financially reward people for the collection of plastic and tin cans at recycling hubs.* − *So many areas of the city look like dumping ground because waste, recycling, bulky waste, recycling centres and enforcement against fly tipping just don't join up* − *The streets of Cardiff are an embarrassment to the city and need cleaning up*
Don't Waste Money / Poor Value for Money	70	*14.0*	− *Cut back on spending cut your cloth to match your funds* − *Stop wasting money on worthless projects that are barely used, and vanity projects to pander to a minority like bilingual road signs* − *Money seems to be spent on cycle lanes and the Bay. How about putting some resources into other areas of Cardiff?* − *Too much money is spent on schools* − *Stop wasting money whilst telling poor people to budget better on thin air.*
Roads / Pavements / Infrastructure	65	*13.0*	− *Fix the roads* − *Being disabled with mobility issues, i am fed up of not being able to walk up my street without tripping over broken and uneven slabs.* − *Roads are a disgrace it makes me wonder if this is why the slowing of traffic is to compensate for this.* − *Seriously, the roads around the vast majority of Cardiff are in a dreadful state of repair.* − *Spend more money on making conditions better for motorists not cyclists.*
Total	**501**	**-**	

Appendix 1 - About You

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

Overall, 1,044 respondents provided their postcode:
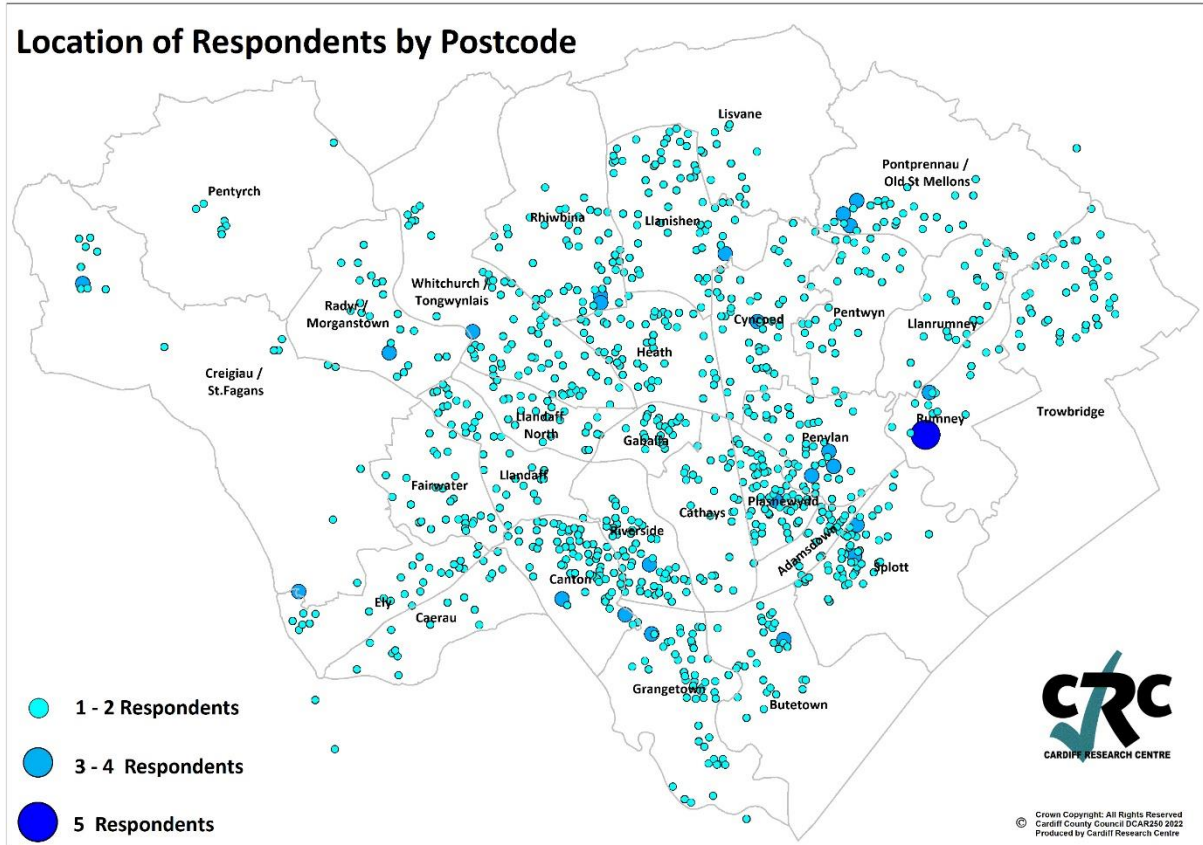
What was your age on your last birthday?

There was an under-representation of respondents aged 16 - 34 (18.8% compared with 41.1% for the 2020 Mid-Year Estimate for the population as a whole, down from 26.8% in last year's consultation despite schools being asked to promote the survey). There was an over-representation of those aged 55 and over of 8.0 percentage points, up from 4.5 in the 2021-22 consultation.

	No.	%
Under 16	2	*0.1*
16-24	38	*2.7*
25-34	230	*16.1*
35-44	320	*22.4*
45-54	250	*17.5*
55-64	272	*19.0*
65-74	205	*14.4*
75+	68	*4.8*
Prefer not to say	43	*3.0*
Total	**1428**	***100.0***

	%	MYE 2020
16-34	*18.8*	***41.1***
35-54	*39.9*	***28.7***
55+	*38.2*	***30.2***

Are you…?

	No.	%
Female	685	*48.1*
Male	668	*46.9*
Other	5	*0.4*
Prefer not to say	65	*4.6*
Total	**1423**	***100.0***

Do you identify as Trans?

	No.	%
Yes	3	*0.2*
No	1317	*92.2*
Prefer to self-describe	12	*0.8*
Prefer not to say	97	*6.8*
Total	**1429**	***100.0***

How many children live in your household?

	No.	%
No children	992	*71.1*
Yes, under 5 years old (pre-school)	146	*10.5*
Yes, aged 5 - 11 (primary school)	168	*12.0*
Yes, aged 11 - 16 (secondary school)	142	*10.2*
Yes, aged 16 - 18 in full-time education, or working	69	*4.9*
Yes, aged 16 - 18 but not in full time education or working	11	*0.8*
Total	**1396**	*-*

NB. Percentages do not total 100% as respondent could have children in more than one age group

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	236	*17.6*
No	1103	*82.4*
Total	**1339**	***100.0***

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

	No.	%
Working full-time (30+ hours per week)	798	*56.2*
Working part-time (less than 30 hours per week)	170	*12.0*
On a zero-hour contract	5	0.4
In full time education	31	*2.2*
Unemployed - Registered Job Seeker	7	*0.5*
Unemployed - Unregistered but seeking work	9	*0.6*
Permanently sick or disabled person	42	*3.0*
Wholly retired from work	295	*20.8*
Looking after home	10	*0.7*
Caring for a child or adult	27	*1.9*
Other	27	*1.9*
Total	**1421**	***100.0***

Which best describes your housing tenure?

	No.	%
Owned outright	512	*36.7*
Owned with a mortgage	631	*45.3*
Rented from the Local Authority	29	*2.1*
Rented from a Housing Association	31	*2.2*
Private rented	164	*11.8*
Other	27	*1.9*
Total	**1394**	***100.0***

Are you or a member of your household…?

	You		A member of your household	
	No.	%	No.	%
Currently serving	11	*0.7*	8	0.5
An armed forces service leaver (Veteran)	33	*2.1*	22	1.4

Do you identify as a disabled person?

	No.	%
Yes	182	*13.1*
No	1124	*80.7*
Prefer not to say	86	*6.2*
Total	**1306**	***100.0***

Please tick any of the following that apply to you:

	No.	%
Deaf/Deafened/Hard of Hearing	95	*6.8*
Learning impairment/difficulties	36	*2.6*
Wheelchair user	11	*0.8*
Long-standing illness or health condition (e.g. cancer, HIV, diabetes or asthma)	242	*17.4*
Mental health difficulties	129	*9.3*
Visual impairment	31	*2.2*
Mobility impairment	103	*7.4*
Prefer not to say	122	*8.8*
Other	22	*1.6*
Total	**1392**	*-*

NB. Percentages do not total 100% as respondent could answer more than one option

Do you regard yourself as belonging to a particular religion?

	No.	%
No, no religion	703	*50.9*
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	530	*38.4*
Muslim	14	*1.0*
Buddhist	9	*0.7*
Hindu	2	*0.1*
Jewish	2	*0.1*
Sikh	0	*0.0*
Other	20	*1.4*
Prefer not to answer	102	*7.4*
Total	**1382**	***100.0***

How would you describe your sexual orientation?

	No.	%
Bisexual	71	*5.2*
Gay Woman/Lesbian	16	*1.2*
Gay Man	67	*4.9*
Heterosexual/Straight	1030	*75.3*
Other	18	*1.3*
Prefer not to answer	166	*12.1*
Total	**1368**	***100.0***

Do you consider yourself to be Welsh?

	No.	%
Yes	930	*67.9*
No	440	*32.1*
Total	**1370**	***100.0***

How would you describe your Welsh language skills?

	No.	%
Fluent	80	*5.8*
Moderate	78	*5.7*
Basic	327	*23.7*
Learner	235	*17.0*
None	659	*47.8*
Total	**1379**	***100.0***

What is your ethnic group?

Overall, 82.6% of those giving their ethnicity were of a white background, broadly reflecting that of the population of Cardiff as a whole (84.7%), according to the 2011 Census.

	No.	%
White - Welsh/English/Scottish/Northern Irish/British	1148	*82.6*
White - Any other white background	68	*4.9*
White - Irish	16	*1.2*
Any other ethnic group	11	*0.8*
Mixed/Multiple Ethnic Groups - Any other	10	*0.7*
Mixed/Multiple Ethnic Groups - White & Asian	10	*0.7*
Asian/Asian British - Indian	8	*0.6*
Mixed/Multiple Ethnic Groups - White and Black	7	*0.5*
Asian/Asian British – Chinese	6	*0.4*
Arab	6	*0.4*
Black/African/Caribbean/Black British - African	4	*0.3*
Black/African/Caribbean/Black British – Caribbean	4	*0.3*
Asian/Asian British – Bangladeshi	2	*0.1*
Asian/Asian British – Pakistani	2	*0.1*
Asian/Asian British - Any other	2	*0.1*
Prefer not to say	85	*6.1*
Total	**1389**	***100.0***

Appendix 2 – Priorities by Demographic

Respondents under the age of 35 prioritised:

1. *Supporting vulnerable children and families, scoring* **8.8**
2. *Schools (Teaching) and Homelessness, both scoring* **8.1**
3. *Supporting vulnerable adults and older people, scoring* **8.0**

The lowest priority from the suggested options was *Enforcement on littering & fly-tipping, scoring* **5.7**

Budget Priorities: Under 35

Priority	Under 35 (Base: 270)	All respondents (Base: 1554)
Supporting Vulnerable Children and Families	8.8	8.8
Supporting Vulnerable Adults and Older People	8.0	8.4
Schools (Teaching)	8.1	8.1
Homelessness	8.1	7.6
Refuse Collection	6.1	7.0
Youth Service	6.9	6.7
Recycling	6.6	6.6
Housing	7.0	6.4
Street Cleansing	6.3	6.4
Enforcement on littering & fly-tipping	5.7	6.3
Schools (Building)	5.9	6.3
Other	4.2	5.3

◼ Under 35 (Base: 270) ◼ All respondents (Base: 1554)

Respondents aged 55 and over prioritised:

1. *Supporting vulnerable children and families, scoring* **9.0**
2. *Supporting vulnerable adults and older people, scoring* **8.8**
3. *Schools (Teaching), scoring* **8.3**

The lowest priority from the suggested options was *Schools (Building), scoring* **6.3**

Budget Priorities: 55+

Priority	55+ (Base: 545)	All respondents (Base: 1554)
Supporting Vulnerable Children and Families	9.0	8.8
Supporting Vulnerable Adults and Older People	8.8	8.4
Schools (Teaching)	8.3	8.1
Homelessness	7.7	7.6
Refuse Collection	7.2	7.0
Youth Service	6.3	6.7
Recycling	6.5	6.6
Housing	6.8	6.4
Street Cleansing	6.3	6.4
Enforcement on littering & fly-tipping	6.5	6.3
Schools (Building)	6.3	6.3
Other	5.7	5.3

Female respondents prioritised:

1. *Supporting vulnerable children and families, scoring* **9.4**
2. *Supporting vulnerable adults and older people, scoring* **8.9**
3. *Schools (Teaching), scoring* **8.2**
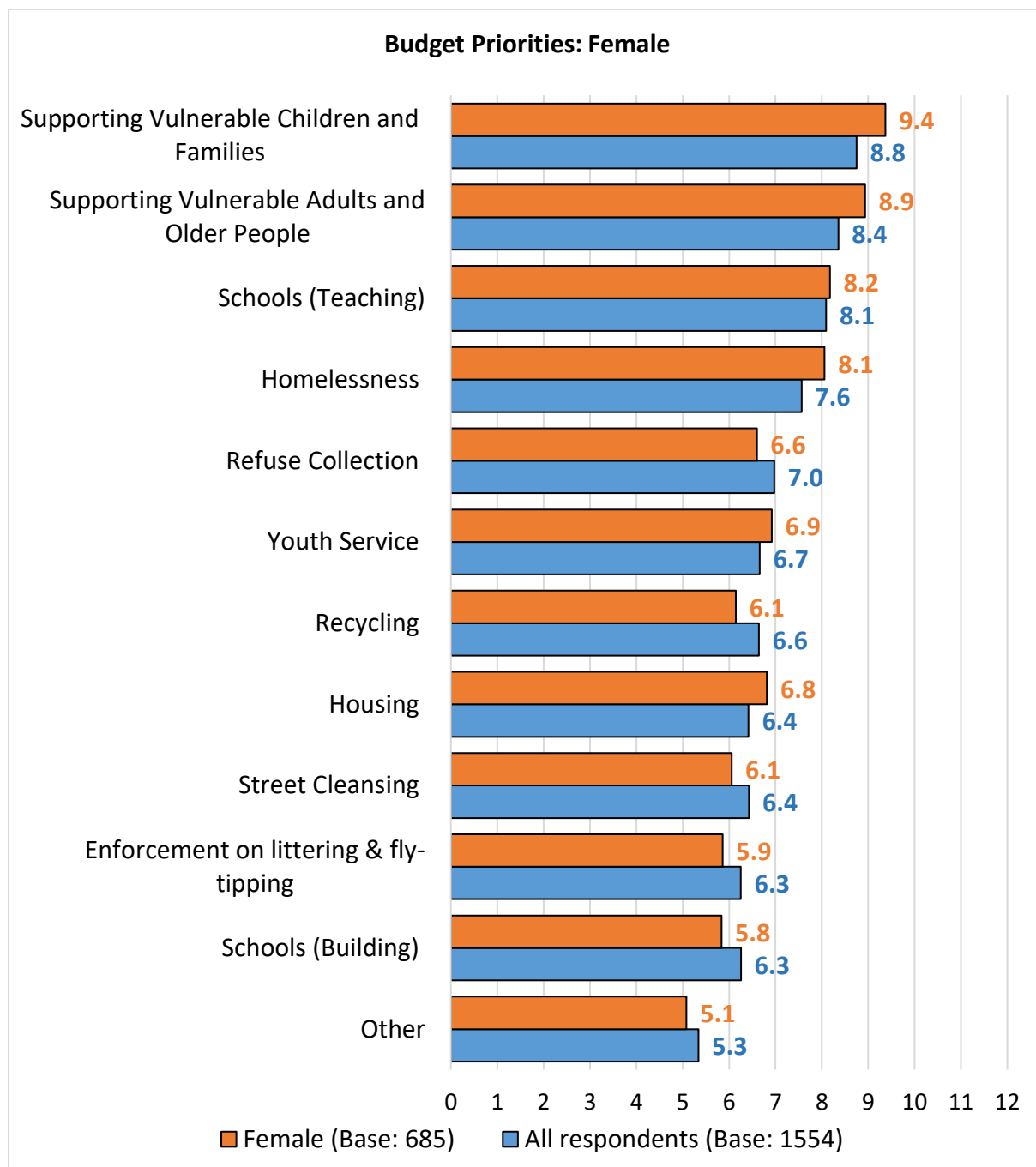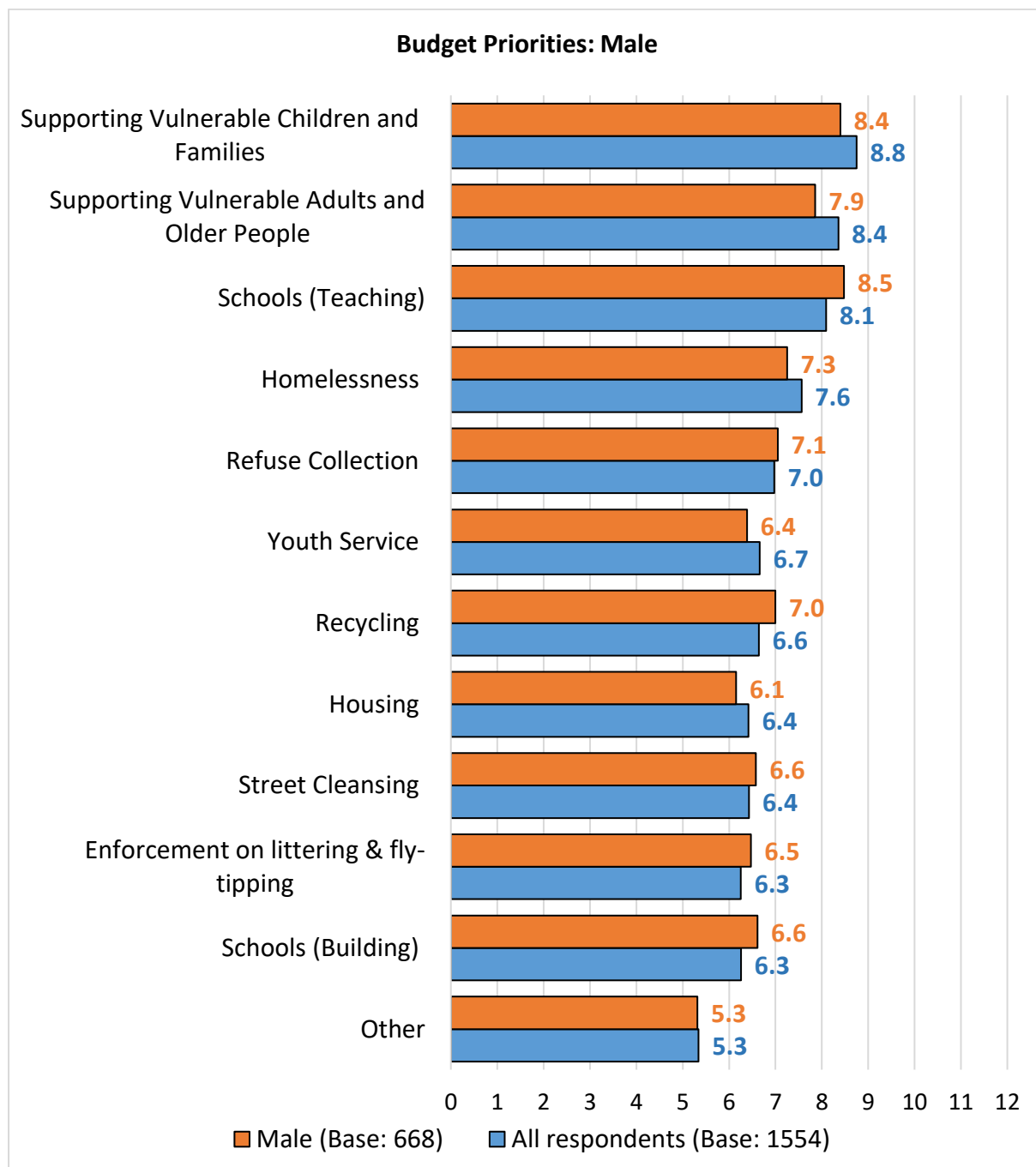
The lowest priority from the suggested options was *Schools (Building), scoring* **5.8**

Budget Priorities: Female

Category	Female	All respondents
Supporting Vulnerable Children and Families	9.4	8.8
Supporting Vulnerable Adults and Older People	8.9	8.4
Schools (Teaching)	8.2	8.1
Homelessness	8.1	7.6
Refuse Collection	6.6	7.0
Youth Service	6.9	6.7
Recycling	6.1	6.6
Housing	6.8	6.4
Street Cleansing	6.1	6.4
Enforcement on littering & fly-tipping	5.9	6.3
Schools (Building)	5.8	6.3
Other	5.1	5.3

■ Female (Base: 685)   ■ All respondents (Base: 1554)

Male respondents prioritised:

1. *Schools (Teaching), scoring* **8.5**
2. *Supporting vulnerable children and families, scoring* **8.4**
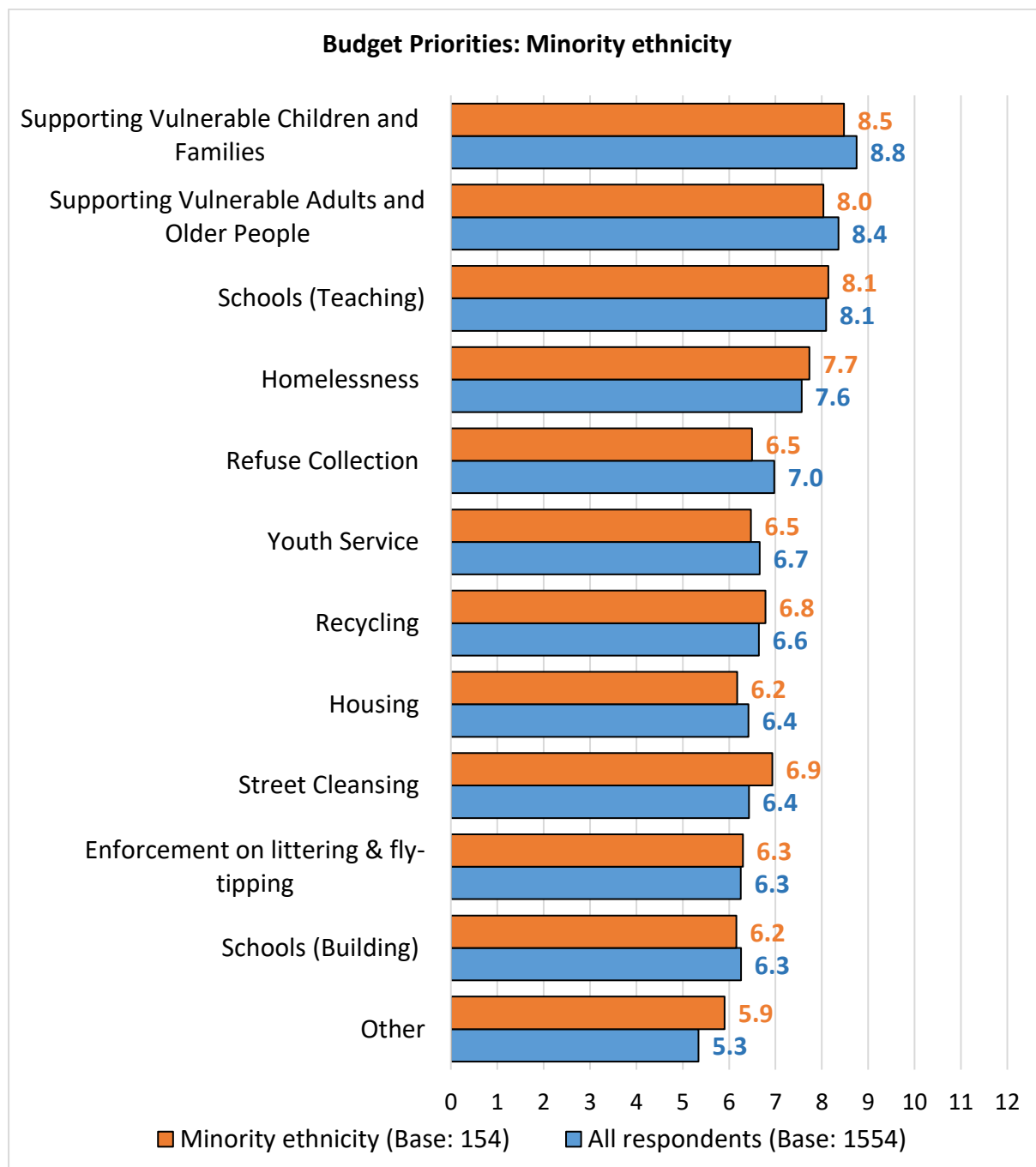3. *Supporting vulnerable adults and older people, scoring* **7.9**

The lowest priority from the suggested options was *Housing, scoring* **6.1**

Budget Priorities: Male

Category	Male (Base: 668)	All respondents (Base: 1554)
Supporting Vulnerable Children and Families	8.4	8.8
Supporting Vulnerable Adults and Older People	7.9	8.4
Schools (Teaching)	8.5	8.1
Homelessness	7.3	7.6
Refuse Collection	7.1	7.0
Youth Service	6.4	6.7
Recycling	7.0	6.6
Housing	6.1	6.4
Street Cleansing	6.6	6.4
Enforcement on littering & fly-tipping	6.5	6.3
Schools (Building)	6.6	6.3
Other	5.3	5.3

Respondents from a minority ethnicity prioritised:

1. *Supporting vulnerable children and families, scoring* **8.5**
2. *Schools (Teaching), scoring* **8.1**
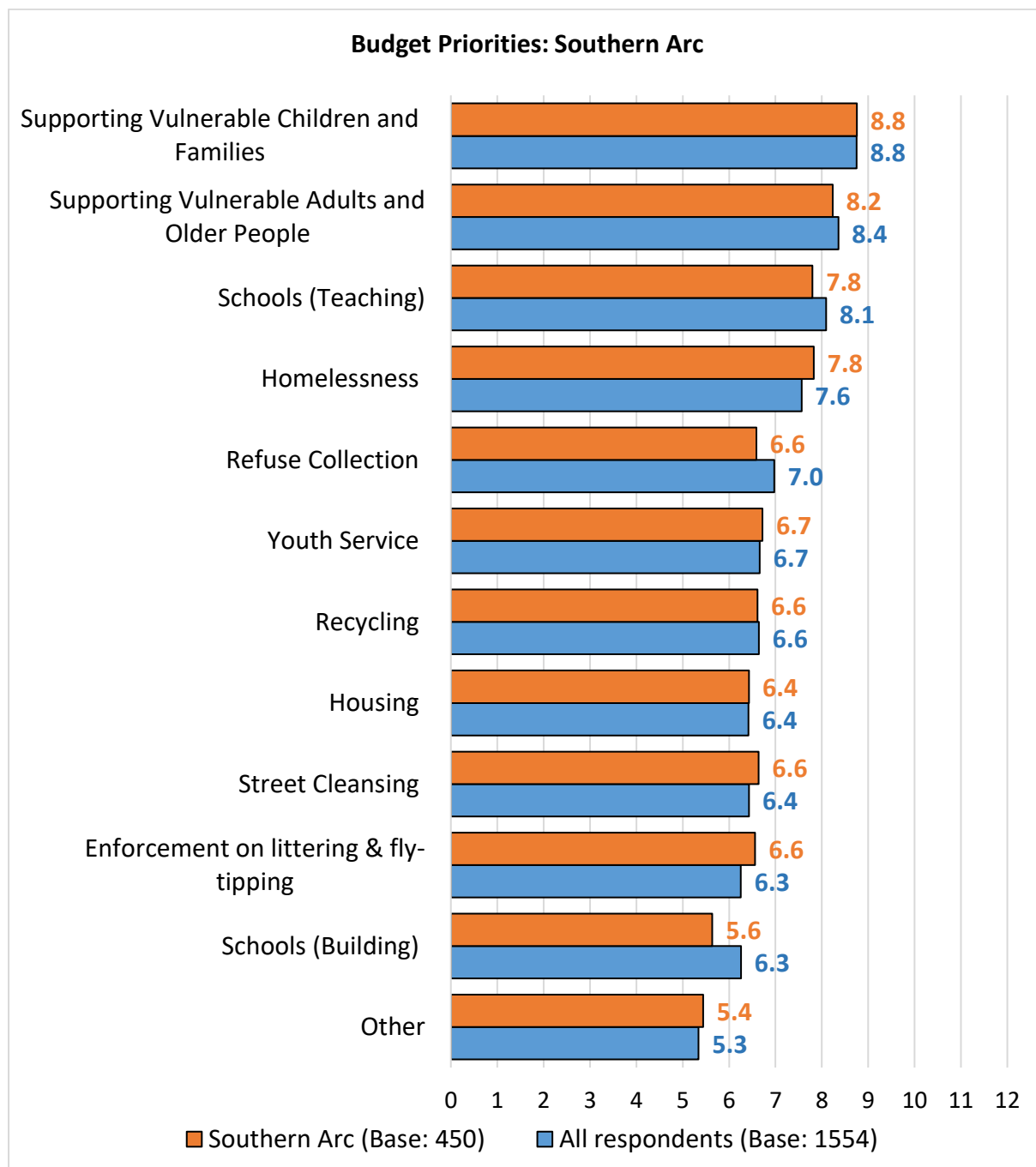3. *Supporting vulnerable adults and older people, scoring* **8.0**

The lowest priority from the suggested options was *Schools (Building), scoring* **6.2**

Budget Priorities: Minority ethnicity

Category	Minority ethnicity	All respondents
Supporting Vulnerable Children and Families	8.5	8.8
Supporting Vulnerable Adults and Older People	8.0	8.4
Schools (Teaching)	8.1	8.1
Homelessness	7.7	7.6
Refuse Collection	6.5	7.0
Youth Service	6.5	6.7
Recycling	6.8	6.6
Housing	6.2	6.4
Street Cleansing	6.9	6.4
Enforcement on littering & fly-tipping	6.3	6.3
Schools (Building)	6.2	6.3
Other	5.9	5.3

■ Minority ethnicity (Base: 154)   ■ All respondents (Base: 1554)

Respondents living in the Southern Arc prioritised:

1. *Supporting vulnerable children and families, scoring* **8.8**
2. *Supporting vulnerable adults and older people, scoring* **8.2**
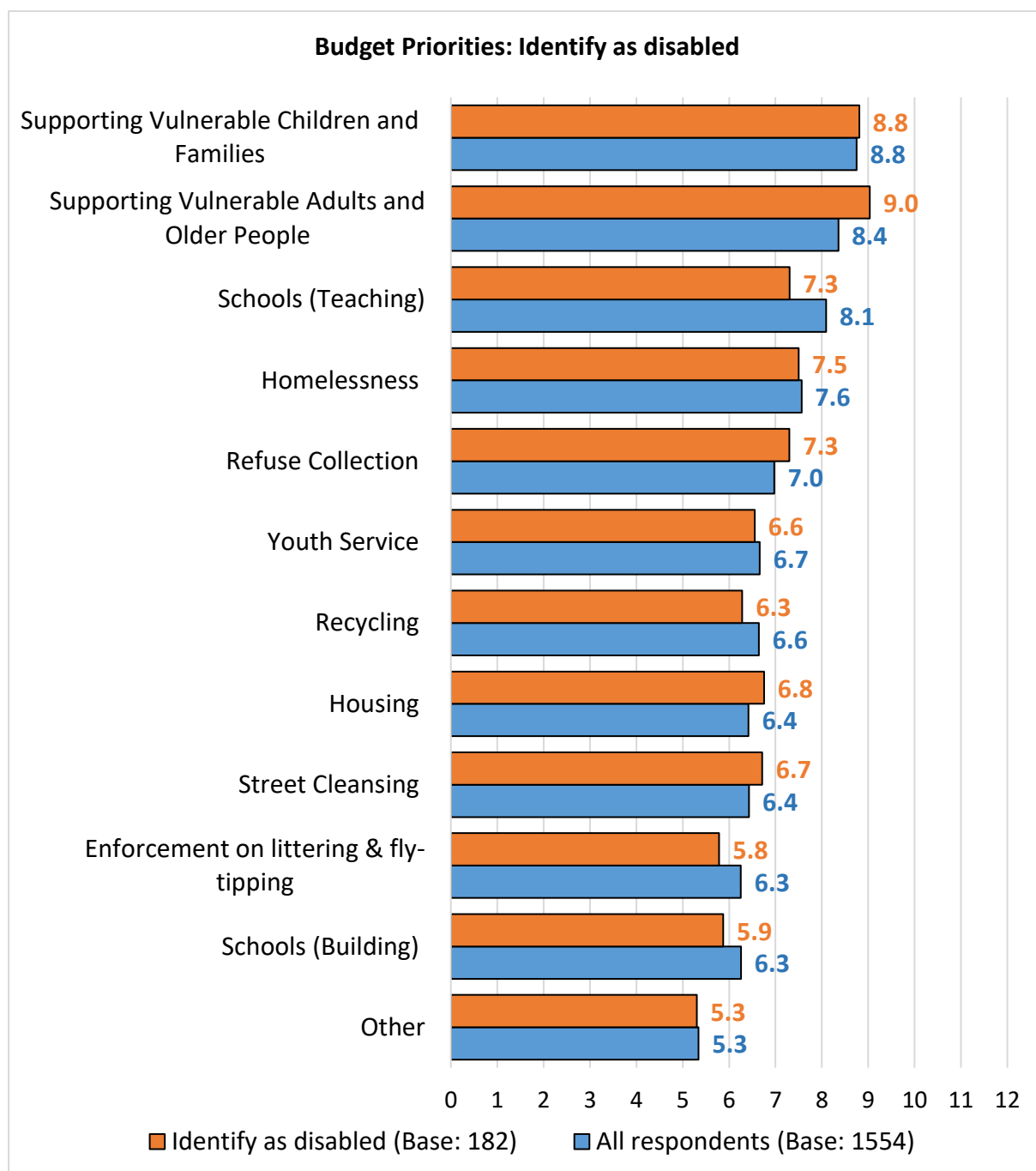3. *Homelessness and Schools (Teaching), both scoring* **7.8**

The lowest priority from the suggested options was *Schools (Building), scoring* **5.6**

Budget Priorities: Southern Arc

Category	Southern Arc (Base: 450)	All respondents (Base: 1554)
Supporting Vulnerable Children and Families	8.8	8.8
Supporting Vulnerable Adults and Older People	8.2	8.4
Schools (Teaching)	7.8	8.1
Homelessness	7.8	7.6
Refuse Collection	6.6	7.0
Youth Service	6.7	6.7
Recycling	6.6	6.6
Housing	6.4	6.4
Street Cleansing	6.6	6.4
Enforcement on littering & fly-tipping	6.6	6.3
Schools (Building)	5.6	6.3
Other	5.4	5.3

Respondents identifying as disabled prioritised:

1. *Supporting vulnerable adults and older people, scoring* **9.0**
2. *Supporting vulnerable children and families, scoring* **8.8**
3. *Homelessness, scoring* **7.5**

The lowest priority from the suggested options was *Enforcement on littering & fly-tipping, scoring* **5.8**
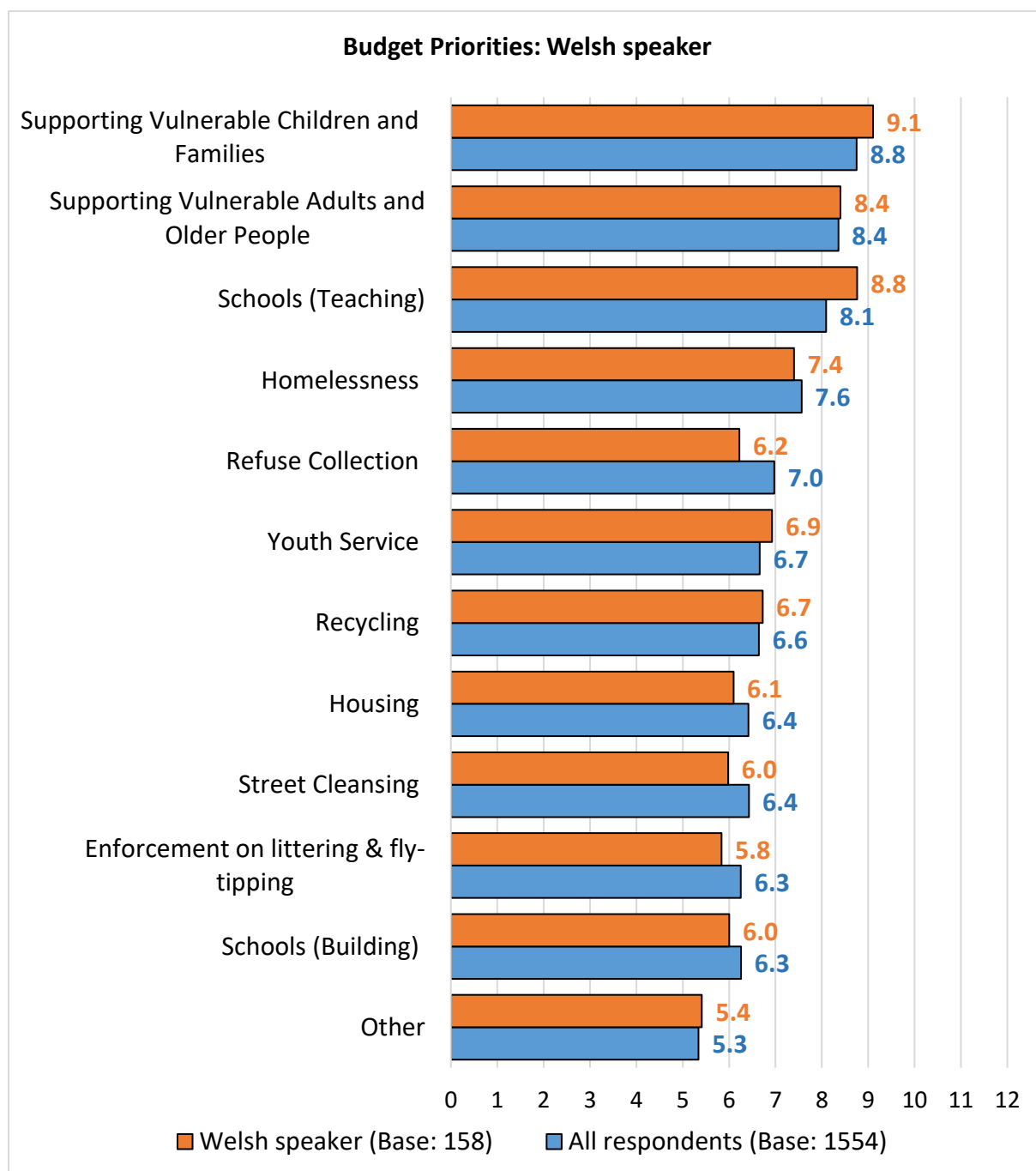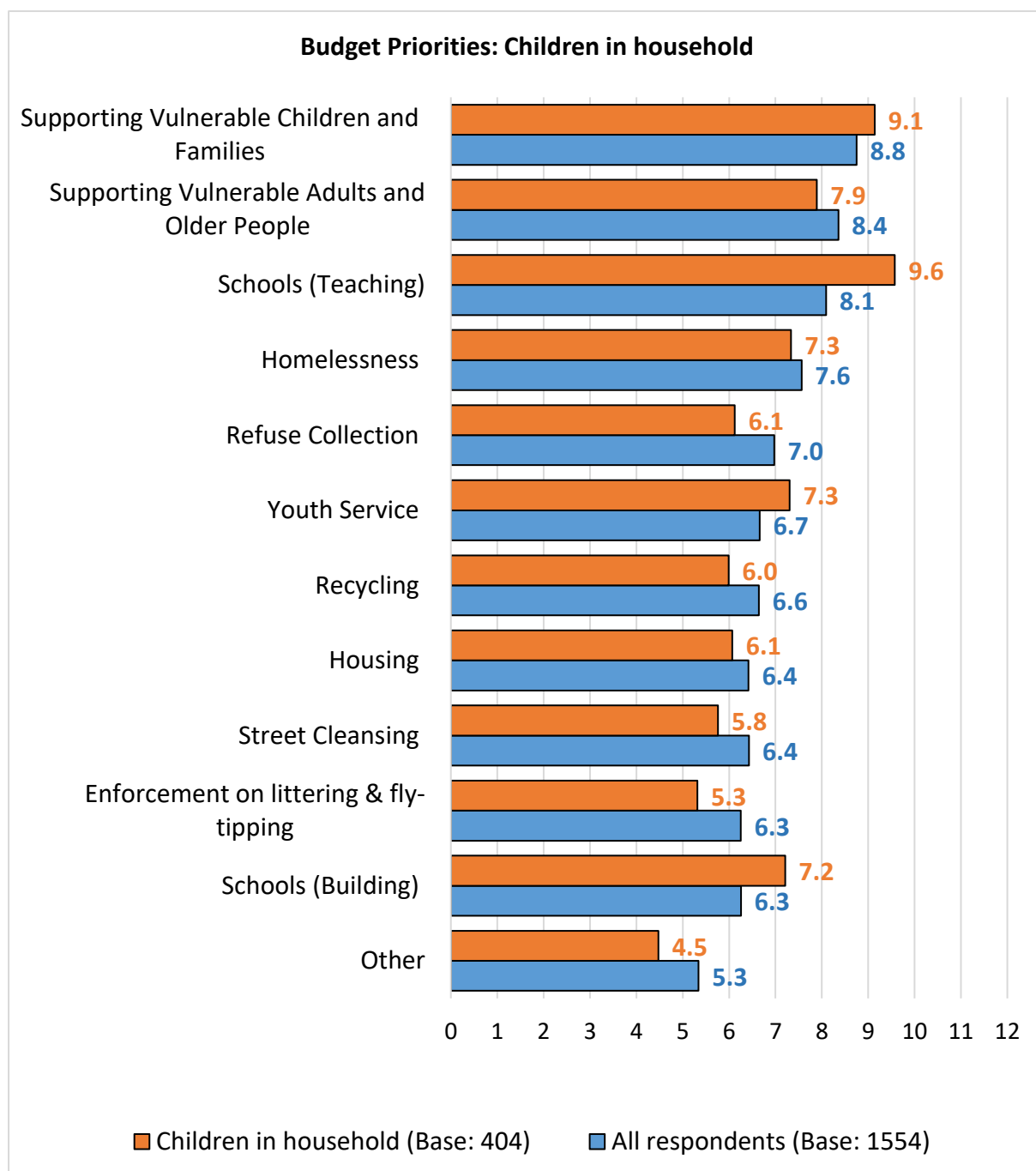
Budget Priorities: Identify as disabled

Category	Identify as disabled	All respondents
Supporting Vulnerable Children and Families	8.8	8.8
Supporting Vulnerable Adults and Older People	9.0	8.4
Schools (Teaching)	7.3	8.1
Homelessness	7.5	7.6
Refuse Collection	7.3	7.0
Youth Service	6.6	6.7
Recycling	6.3	6.6
Housing	6.8	6.4
Street Cleansing	6.7	6.4
Enforcement on littering & fly-tipping	5.8	6.3
Schools (Building)	5.9	6.3
Other	5.3	5.3

■ Identify as disabled (Base: 182) ■ All respondents (Base: 1554)

Welsh speaking respondents prioritised:

1. *Supporting vulnerable children and families, scoring* **9.1**
2. *Schools (Teaching), scoring* **8.8**
3. *Supporting vulnerable adults and older people, scoring* **8.4**

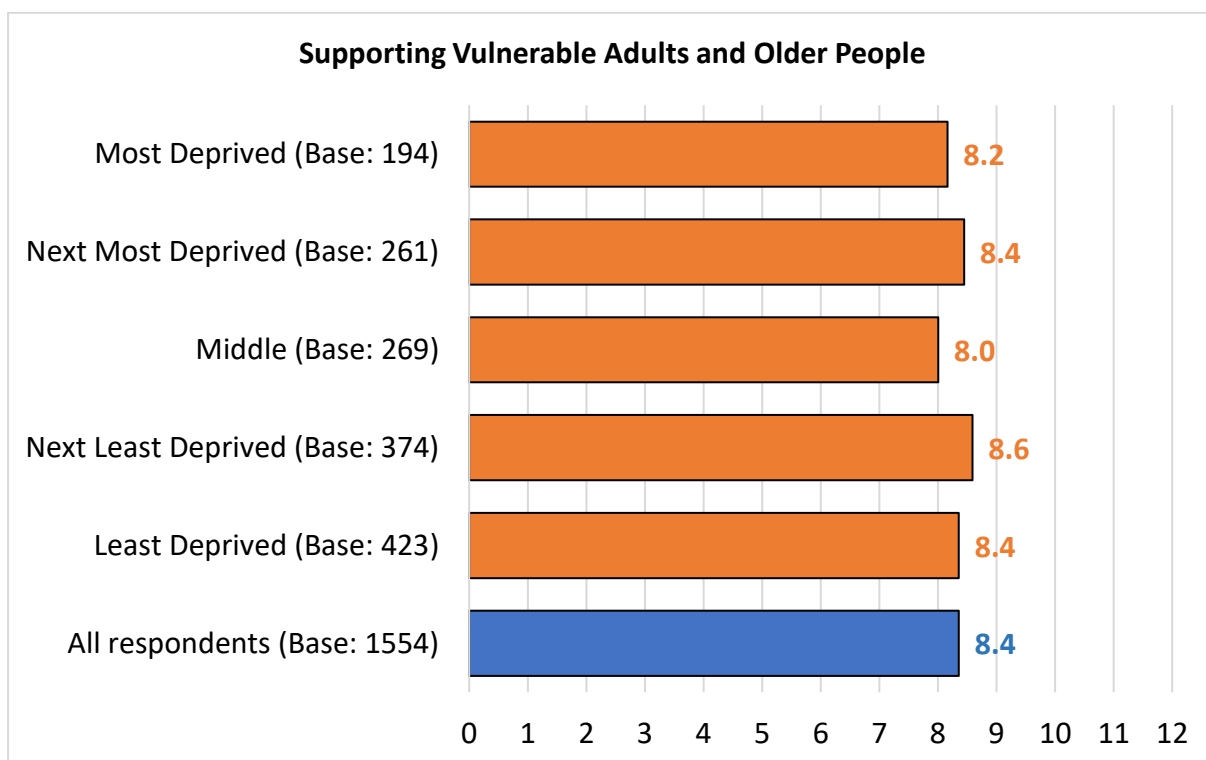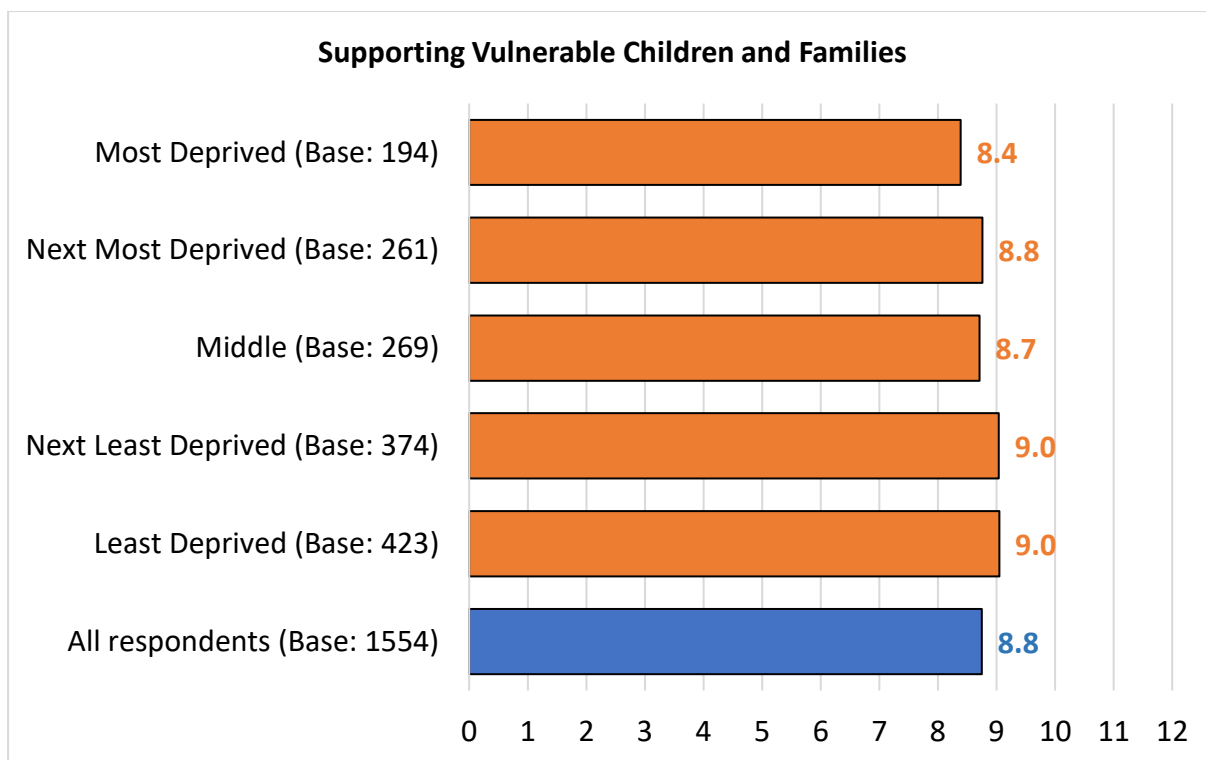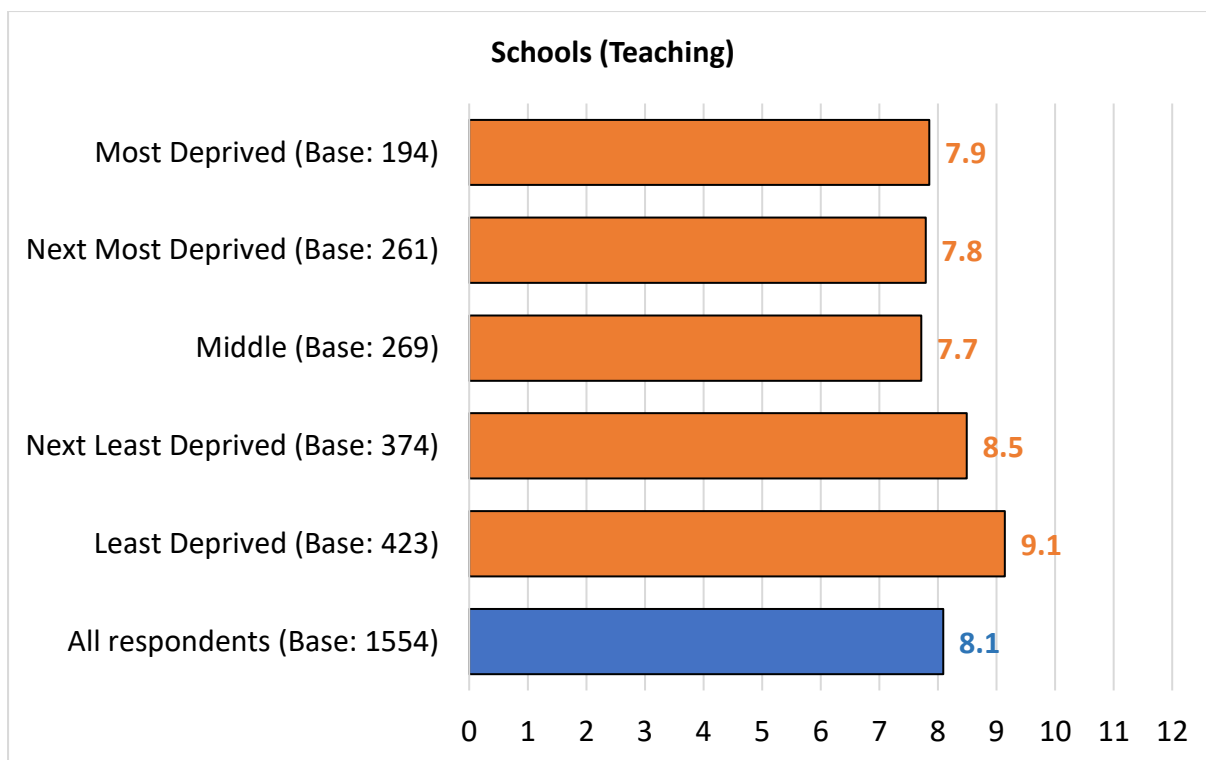The lowest priority from the suggested options was *Enforcement on littering & fly-tipping, scoring* **5.8**

Budget Priorities: Welsh speaker

Category	Welsh speaker	All respondents
Supporting Vulnerable Children and Families	9.1	8.8
Supporting Vulnerable Adults and Older People	8.4	8.4
Schools (Teaching)	8.8	8.1
Homelessness	7.4	7.6
Refuse Collection	6.2	7.0
Youth Service	6.9	6.7
Recycling	6.7	6.6
Housing	6.1	6.4
Street Cleansing	6.0	6.4
Enforcement on littering & fly-tipping	5.8	6.3
Schools (Building)	6.0	6.3
Other	5.4	5.3

■ Welsh speaker (Base: 158)   ■ All respondents (Base: 1554)

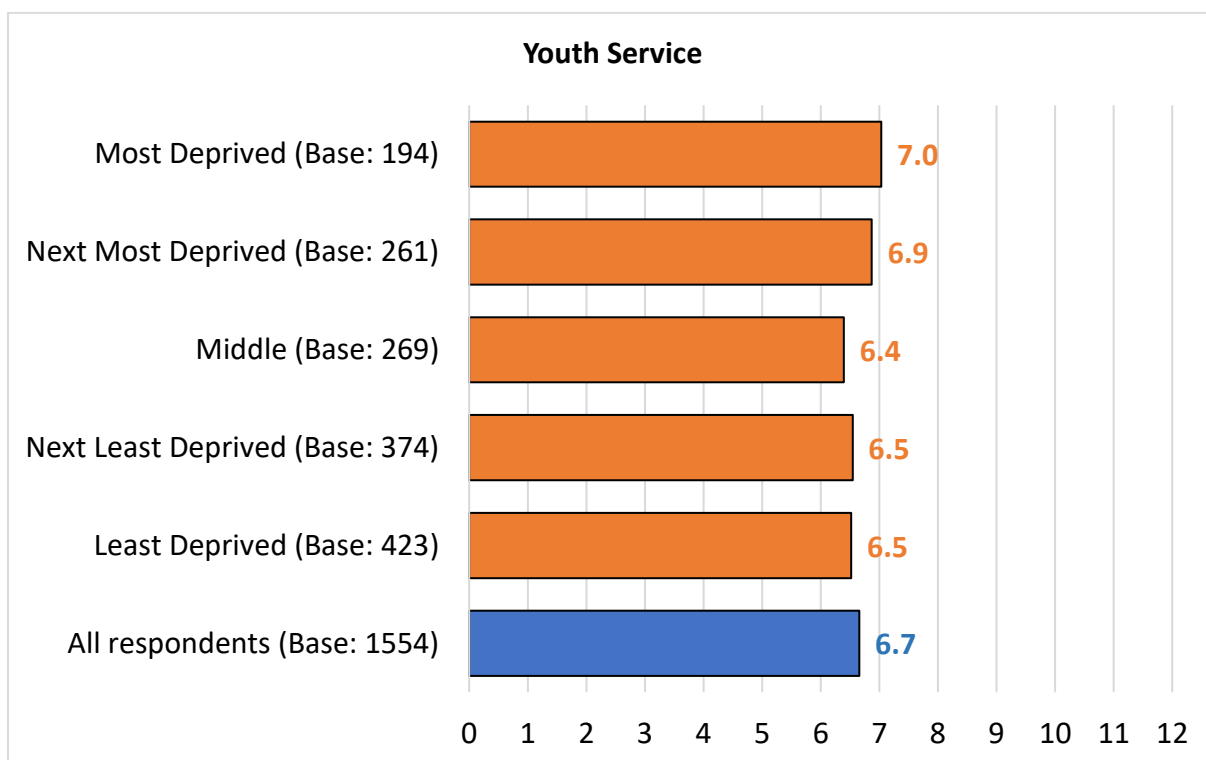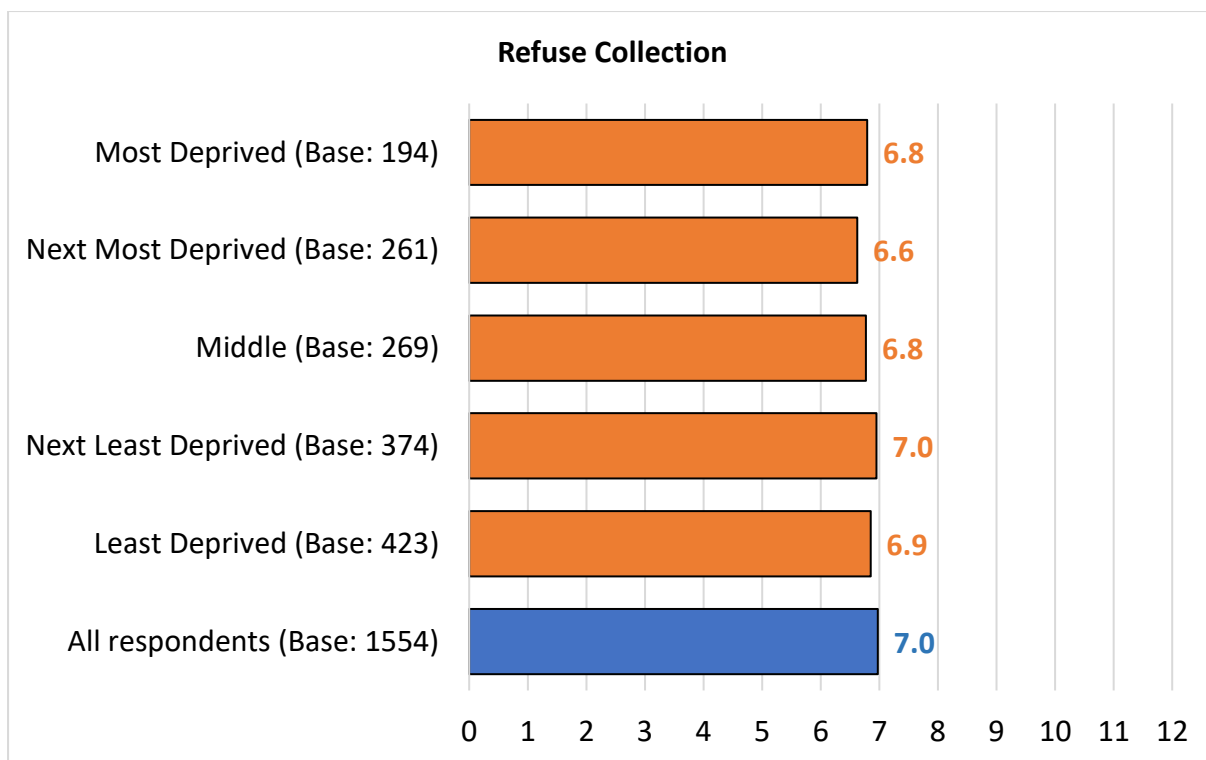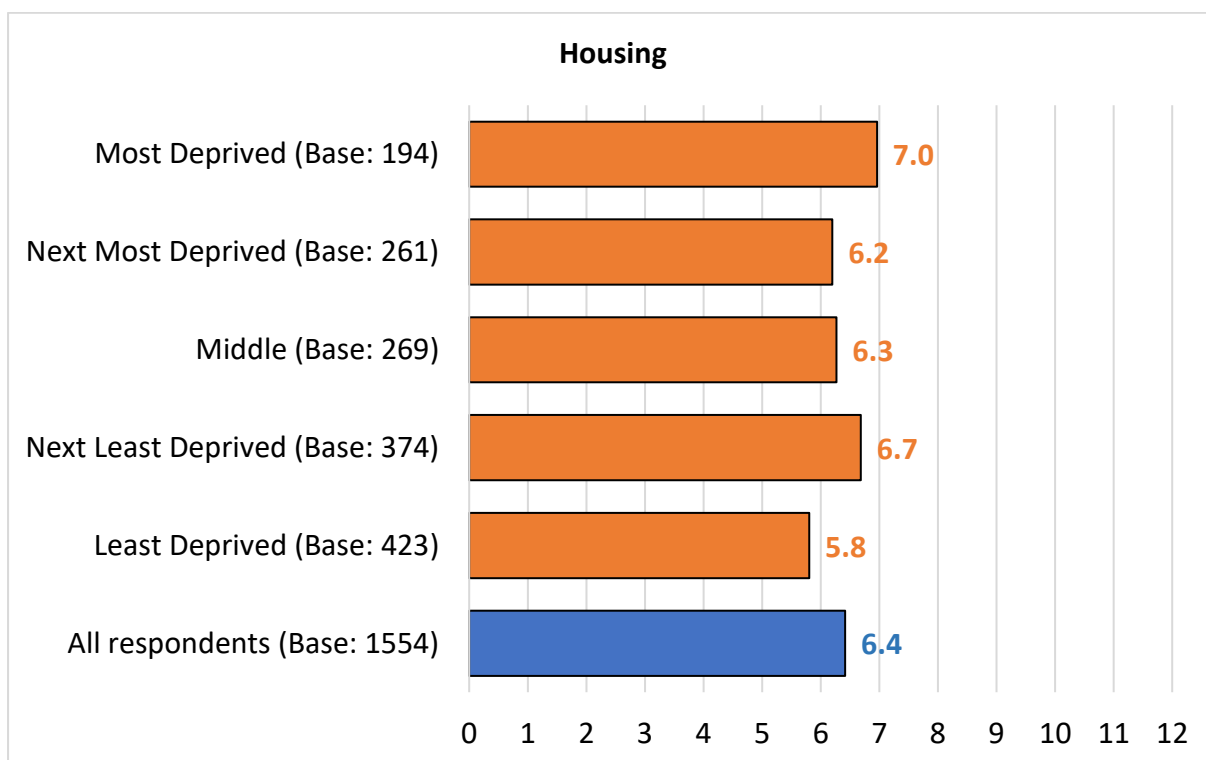Respondents with children in their household prioritised:

1. *Schools (Teaching), scoring* **9.6**
2. *Supporting vulnerable children and families, scoring* **9.1**
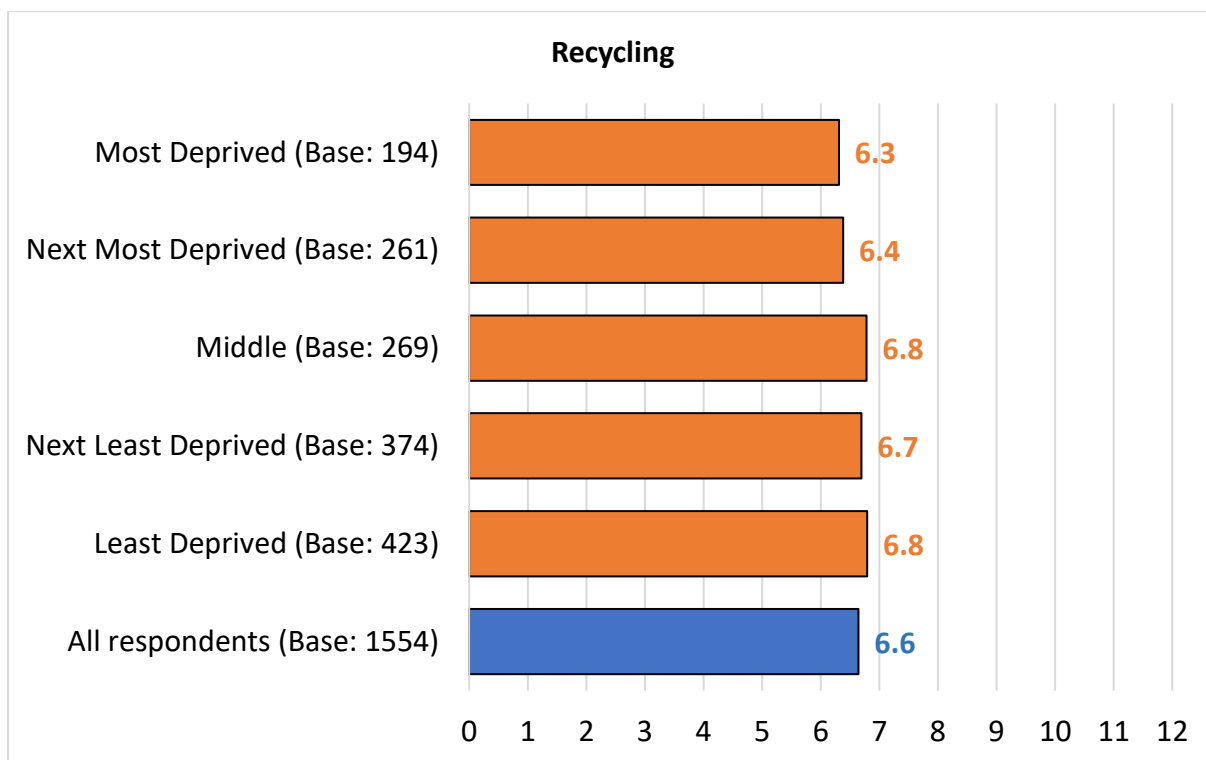3. *Supporting vulnerable adults and older people, scoring* **7.9**

The lowest priority from the suggested options was *Enforcement on littering & fly-tipping, scoring* **5.3**
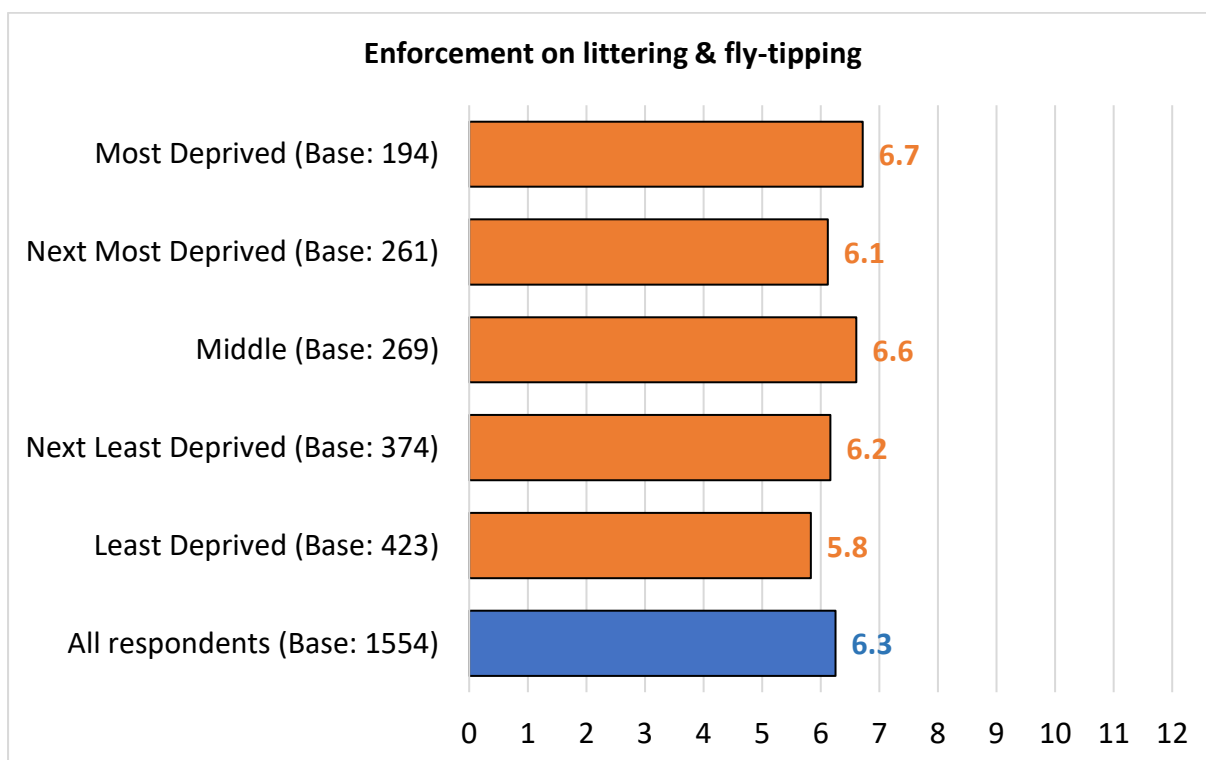
Budget Priorities: Children in household

Category	Children in household (Base: 404)	All respondents (Base: 1554)
Supporting Vulnerable Children and Families	9.1	8.8
Supporting Vulnerable Adults and Older People	7.9	8.4
Schools (Teaching)	9.6	8.1
Homelessness	7.3	7.6
Refuse Collection	6.1	7.0
Youth Service	7.3	6.7
Recycling	6.0	6.6
Housing	6.1	6.4
Street Cleansing	5.8	6.4
Enforcement on littering & fly-tipping	5.3	6.3
Schools (Building)	7.2	6.3
Other	4.5	5.3

Supporting Vulnerable Children and Families

Most Deprived (Base: 194)	8.4
Next Most Deprived (Base: 261)	8.8
Middle (Base: 269)	8.7
Next Least Deprived (Base: 374)	9.0
Least Deprived (Base: 423)	9.0
All respondents (Base: 1554)	8.8

Supporting Vulnerable Adults and Older People

Most Deprived (Base: 194)	8.2
Next Most Deprived (Base: 261)	8.4
Middle (Base: 269)	8.0
Next Least Deprived (Base: 374)	8.6
Least Deprived (Base: 423)	8.4
All respondents (Base: 1554)	8.4

Schools (Teaching)

Most Deprived (Base: 194)	7.9
Next Most Deprived (Base: 261)	7.8
Middle (Base: 269)	7.7
Next Least Deprived (Base: 374)	8.5
Least Deprived (Base: 423)	9.1
All respondents (Base: 1554)	8.1

Homelessness

Most Deprived (Base: 194)	7.5
Next Most Deprived (Base: 261)	7.8
Middle (Base: 269)	7.8
Next Least Deprived (Base: 374)	7.8
Least Deprived (Base: 423)	7.3
All respondents (Base: 1554)	7.6

Refuse Collection

Category	Value
Most Deprived (Base: 194)	6.8
Next Most Deprived (Base: 261)	6.6
Middle (Base: 269)	6.8
Next Least Deprived (Base: 374)	7.0
Least Deprived (Base: 423)	6.9
All respondents (Base: 1554)	7.0

Youth Service

Category	Value
Most Deprived (Base: 194)	7.0
Next Most Deprived (Base: 261)	6.9
Middle (Base: 269)	6.4
Next Least Deprived (Base: 374)	6.5
Least Deprived (Base: 423)	6.5
All respondents (Base: 1554)	6.7

Recycling

Most Deprived (Base: 194)	6.3
Next Most Deprived (Base: 261)	6.4
Middle (Base: 269)	6.8
Next Least Deprived (Base: 374)	6.7
Least Deprived (Base: 423)	6.8
All respondents (Base: 1554)	6.6

0 1 2 3 4 5 6 7 8 9 10 11 12

Housing

Most Deprived (Base: 194)	7.0
Next Most Deprived (Base: 261)	6.2
Middle (Base: 269)	6.3
Next Least Deprived (Base: 374)	6.7
Least Deprived (Base: 423)	5.8
All respondents (Base: 1554)	6.4

0 1 2 3 4 5 6 7 8 9 10 11 12

Street Cleansing

Category	Value
Most Deprived (Base: 194)	6.8
Next Most Deprived (Base: 261)	6.6
Middle (Base: 269)	6.7
Next Least Deprived (Base: 374)	6.3
Least Deprived (Base: 423)	5.8
All respondents (Base: 1554)	6.4

Enforcement on littering & fly-tipping

Category	Value
Most Deprived (Base: 194)	6.7
Next Most Deprived (Base: 261)	6.1
Middle (Base: 269)	6.6
Next Least Deprived (Base: 374)	6.2
Least Deprived (Base: 423)	5.8
All respondents (Base: 1554)	6.3

Schools (Building)

Category	Value
Most Deprived (Base: 194)	5.6
Next Most Deprived (Base: 261)	5.7
Middle (Base: 269)	6.2
Next Least Deprived (Base: 374)	6.0
Least Deprived (Base: 423)	7.2
All respondents (Base: 1554)	6.3

0 1 2 3 4 5 6 7 8 9 10 11 12

Appendix 3 – Please specify Other Services

Issues ranked as most important were:

Theme	No.	%	Example Comments
Roads / Pavements / Pot holes	35	*36.1*	− *Road repairs to key roads* − *Road repairs* − *Road building and repair to accommodate the increase in traffic due to the amount of new housing.* − *Potholes in the roads and fixing broken pavements*
Climate Change / Environment	22	*22.7*	− *Climate change* − *Cycling and walking infrastructure, green transport* − *Environment*
Public Transport	9	*9.3*	− *adequate public transport* − *improved public transport, to enable and empower young people to travel around the city safely and independently.*
Active Travel	8	*8.2*	− *Active travel as part of decarbonisation but also health* − *Cycling and walking infrastructure, green transport*
Anti-Social Behaviour / Crime	6	*6.2*	− *Policing* − *Law enforcement re. Speeding and cycling/e-scootering on pavements (my child was knocked down by one, on a pavement where they should have been safe!)*
Children's Services / Child care	4	*4.1*	− *Seeing 2 year olds get free child care for at least 2 hours a day. Something like this would really help children's development especially my son who turned two in October he has missed out on so much* − *Services for vulnerable children*
Don't waste resources	4	*4.1*	− *Reduce Council waste of resources, particularly financial resources, on poorly thought through/short term schemes and schemes determined by political dogma.* − *Stop wasting money on cycle lanes and speed limit signs* − *reduction in council tax* − *Council tax*
Leisure Facilities	3	*3.1*	− *Leisure facilities specifically swimming pools & recruitment of lifeguards. The International pool is chronically short of lifeguards which is limiting provision of services.* − *Leisure services*
Misc.	13	*13.4*	− *Health Projects* − *Museums and heritage.* − *Adult learning services* − *Welsh Language*

	–	*I think there is a gap in support/ resources for the elderly if they are in hospital and need support to be sent home. People are not aware of what is available and the present system where you have to tell the hospital/nurse that your relative needs support is inadequate. They don't put anything in place if you don't ask*
	–	*Making Landlords in Cathays responsible for the mess ppl create in their properties.*
	–	*Allotment site new and old*
	–	*Bring inward investment into the city focused on creating skilled jobs*
	–	*People with cladding issues, losing their homes and paying extortionate service charge and insurance premiums on their property through no fault of their own.*
	–	*Planning and enforcing s106 payments*
	–	*Please stop choking traffic with ridiculous speed enforcement*
	–	*Support for ex-offenders*
	–	*Veteran welfare*
Total	97	-

NB. Percentages do not total 100% as respondent comments could fall into multiple themes

All 'Other' Services, regardless of ranking were:

Theme	No.	*%*	Example Comments
Roads / Pavements / Pot holes	106	*27.0*	– *The improvement of road surfaces (i.e. removal of pot holes)* – *Roads and pavements repairs* – *Road surface improvement in the district centres i.e. Roath, Cathays, etc.* – *Improving road infrastructure* – *Roads. Our roads are in poor state of repair with potholes and drains causing damage to council tax payers' vehicles.*
Climate Change / Pollution / Green Space Protection / Parks	93	*23.7*	– *Ecology, green infrastructure* – *Green spaces, especially in housing developments, both private and council* – *More environmental protection given to the city's wildlife.* – *Nature and climate emergencies* – *Net zero progress*
Public Transport	51	*13.0*	– *adequate public transport* – *Cheap, regular public transportation* – *Public transport improved.*

			–	*Metro*
Anti-Social Behaviour / Crime / Drugs	29	*7.4*	–	*Crime prevention, community safety*
			–	*Crime Prevention - too many gangs and stabbings*
			–	*Proper, and with due diligence by proactive council employees, enforcement of local by-laws.*
Active Travel	28	*7.1*	–	*The expansion of the cycle network to all parts of Cardiff*
			–	*Preventing bicycle theft. Secure bicycle lockers in the city centre.*
			–	*Active travel*
Community Groups	13	*3.3*	–	*Community projects*
			–	*More inclusive community events*
			–	*Community involvement to help Foster respectful co-existing communities*
Housing	12	*3.1*	–	*Landlord's tax evasion on student HMO housing*
			–	*Stop allowing houses to be converted into flats*
			–	*You should be increasing council tax on second homes and rental properties*
Children's Services / Fostering / Child care / Schools	11	*2.8*	–	*Childcare funding for 2yr olds as per Welsh Government proposals*
			–	*disabled children support*
			–	*Playgrounds (too little investment in making these areas sustainable and fit for our children and young people)*
Arts / Culture / Events	10	*2.5*	–	*Arts and Culture*
			–	*Bringing more events to Cardiff*
			–	*Cardiff's Built heritage*
Libraries	8	*2.0*	–	*Libraries. LIBRARIES LIBRARIES LIBRARIES.*
			–	*Libraries: knowledge access and self-education irrespective of age, class, faith and ethnicity.*
Heath / Wellness	8	*2.0*	–	*Healthy food projects – teaching people how to cook from scratch – food education – ensure vegetables and fruit in takeaways not junk all the time*
			–	*Mental health in schools*
Don't waste resources	5	*1.3*	–	*Get rid of bicycle lanes, complete waste of money*
			–	*Focus on supporting core service cleaning streets and roads and stop wasting money on cycle lanes*
Leisure Facilities	5	*1.3*	–	*Development of free sports and exercise for all*
			–	*Make more areas for people to go skating or places for young people to hang out*

Recycling & Bin Collections	5	*1.3*	–	*Making recycling facilities accessible for people without cars*
			–	*If you changed back the recycling centres to taking black bin waste and made access easier there would be less fly tipping. The increase in fly tipping correlates with changes to refuse collection and disposal.*
Welsh Language	3	*0.8*	–	*Welsh Language*
			–	*Ceasing the onslaught of the Welsh language in signage, literature and sites like this*
Adult Education	2	*0.5*	–	*Adult learning services*
Council Tax	2	*0.5*	–	*Reduction in council tax*
Elderly / Care Homes	2	*0.5*	–	*I think there is a gap in support/ resources for the elderly if they are in hospital and need support to be sent home. People are not aware of what is available and the present system where you have to tell the hospital/nurse that your relative needs support is inadequate. They don't put anything in place if you don't ask*
Misc.	21	*5.3*	–	*Concentrate on the basics*
			–	*Net zero progress*
			–	*Better communication with Cardiff residents*
			–	*Public toilets*
			–	*Veteran welfare*
Total	393	-		

NB. Percentages do not total 100% as respondent comments could fall into multiple themes

Appendix 4 – Do you have any other comments?

Theme	No.	%	Example Comments
Street cleaning / Litter / Fly-tipping	80	*16.0*	– *Cardiff is a dirty city, more street and public areas cleaning needed* – *Clean up the litter* – *We need to make the most of our environment and encourage people to be responsible for keeping it clean and tidy. Need to take more actions against people who don't recycle and leave waste for others to tidy up. Need to provide more bins and recycling facilities in public areas. Look at initiatives to financially reward people for the collection of plastic and tin cans at recycling hubs.* – *So many areas of the city look like dumping ground because waste, recycling, bulky waste, recycling centres and enforcement against fly tipping just don't join up* – *The streets of Cardiff are an embarrassment to the city and need cleaning up*
Don't Waste Money / Poor Value for Money	70	*14.0*	– *Cut back on spending cut your cloth to match your funds* – *Stop wasting money on worthless projects that are barely used, and vanity projects to pander to a minority like bilingual road signs* – *Money seems to be spent on cycle lanes and the Bay. How about putting some resources into other areas of Cardiff?* – *Too much money is spent on schools* – *Stop wasting money whilst telling poor people to budget better on thin air.*
Roads / Pavements / Infrastructure	65	*13.0*	– *Fix the roads* – *Being disabled with mobility issues, i am fed up of not being able to walk up my street without tripping over broken and uneven slabs.* – *Roads are a disgrace it makes me wonder if this is why the slowing of traffic is to compensate for this.* – *Seriously, the roads around the vast majority of Cardiff are in a dreadful state of repair.* – *Spend more money on making conditions better for motorists not cyclists.*

Sustainability / protect environment / reduce pollution	41	*8.2*	–	*the council is destroying the environment, please consider our children in planning policies*
			–	*You say decarbonization is your aim yet you plan to transport yet more pupils across cardiff to Cathays High by expanding it. the pupils do not come from the Maindy area they are from the other side of the city, Grangetown and Bay. So you are adding to congestion and pollution*
			–	*Green Belt/Buffer areas should be preserved & expanded to help climate change & for future generations. Your concreting over of green fields and the destruction of trees much stop immediately! Housing developments should be restricted to Brown field sites!*
			–	*Focus on net zero and sustainable developments.*
Invest in/ Protect Green Spaces	37	*7.4*	–	*Not allowing destruction of hedges woodlands & the northern meadowz*
			–	*I am fed up of seeing Cardiff Council destroy what should have been protected green spaces and green belt!*
			–	*Need investment to achieve the goals set out in Cardiff's One Planet strategy*
Cycle Lanes	36	*7.2*	–	*Stop trying to fit cycle Lanes where there is no room for them.*
			–	*I really like the new cycle lanes in Cardiff. And thoroughly support creation of new ones. More infrastructure in supporting people cycling to reduce traffic is greats*
			–	*It's all very well having good cycle tracks but if the side roads from their homes are full of wheel buckling potholes that take cause painful accidents the car is still a safer option. I think all councillors should spend a day in a wheelchair again in the side streets because again it's easier, and less bone shakingly painful, to go by car!*
Tackle Crime/ Antisocial behaviour / Community Safety / More Police	36	*7.2*	–	*New housing estates seem to be hit hard with crime something needs to be done on these new estates to make residents feel safe*
			–	*CCTV for inner city streets such as Broadway, to reduce drink and drug related crimes*
			–	*Crime is going through the roof*
Education / Youth Services / Learning Support	36	*7.2*	–	*There are not enough high schools in Cardiff. Please prioritise expanding existing high schools*

			— *and building new schools where demand is greatest.* — *Education remains a key area of concern, especially with the impact of the pandemic. The current catchment areas for secondary schools just don't function effectively with many people 'playing the system' to get children in and then moving out of catchment. Either more enforcement is needed or the system needs a re-think.* — *the failure to provide youth services is leading to anti-social behaviour and knife crime*
Don't raise Council Tax	31	*6.2*	— *No more increases to council tax we can't afford it!* — *Council tax keeps increasing but their services decreasing,* — *A 4% hike in council tax is not value for money in this city, services are getting less and less and the city feels less safe than at any other time in last 15 years. A 4% increase feels like a slap in the face.*
Help homeless/ More Houses Needed / Use empty properties	27	*5.4*	— *Really need to help homeless there is too many in my opinion around cardiff! Housing is a joke tbh you have empty houses everywhere and I can't even get a council house and it's impossible for me to save for a deposit for a mortgage!* — *We're in a housing emergency and there are hundreds of people trapped in temporary accommodation who require homes to move on into. Home is everything. Build 1 bed units and clear the TA backlog. Everything else comes second.* — *Housing should be absolute priority. Rent controls until it is solved.*
Improve Project Planning / Infrastructure	27	*5.4*	— *More facilities to balance with the number of houses built (more GPs, pharmacies, school etc.)* — *Stop approving every building project - the city is swamped with low quality housing that's super expensive* — *Please give some thought to the infrastructure of the city before granting permission for huge building projects.*
Negative Comments	25	*5.0*	— *Stop spending on the Welsh language.* — *Like all of your surveys this will be ignored because you think you know better*

			−	*Current service level is below standard.*
Support the most Vulnerable	23	*4.6*	−	*Within the vulnerable families section, preventative messages and support for women's charities and families fleeing domestics violence should be a priority. Covid has meant we have seen a huge rise in violence against women and girls. We need to think of ways we can educate men and stop putting the emphasis on women changing their behaviour.*
			−	*We need to be addressing Substance Misuse and Alcohol issues!!*
			−	*Need to ensure most vulnerable are cared for first, but ensure other services running smoothly and facilities remain open*
Health & Well-being	18	*3.6*	−	*Our health service is lagging behind most of the UK and needs urgent help*
			−	*Mental health services need desperate improvement, it plays a huge part in homelessness and vulnerability in young people.*
			−	*Inactivity and unhealthy lifestyle cost NHS millions every year. Make movement and exercise more accessible for all*
Active Travel / Transport	15	*3.0*	−	*reduction of traffic and movement towards green and active travel infrastructure*
			−	*Improving cycling and walking routes*
			−	*Please finish the bike lanes and provide secure bike lock up shelters.*
Improve public transport	13	*2.6*	−	*I think Public transport is really important.*
			−	*Public transport in cardiff is atrocious they are dirty inside and out.*
			−	*Insane prices and public transport that barely turns up. Unacceptable and focusing on bikes isn't good enough for people with disabilities or small children*
Need more community provision / Community Involvement / Empowerment	13	*2.6*	−	*Need to further develop and fund projects and community initiatives*
			−	*Communities getting together*
			−	*promote safe volunteering especially for local communities*
All services are important	9	*1.8*	−	*It's very hard to put a level of importance on things that are very important.*
			−	*A difficult choice to prioritise as most are equally important*

Positive Comments	6	*1.2*	− *All public services are important.* − *Refuse collection is brilliant in Cardiff.*
More public Consultations for council matters	6	*1.2*	− *The council should focus on what the people of Cardiff are asking for & not some tin pot ideas from some of the councillors & council management.* − *Far more communication face to face with represents of the general public*
Support Small Businesses / Lower Business Rates	5	*1.0*	− *Killing small businesses by businesses rates* − *Help businesses by reducing rates for a set period to enable small businesses to recover from Covid and Brexit issues*
Misc.	28	*5.6*	− *All important - perhaps prioritise 5 this year and 5 next year* − *Stop Covid passports spend the money on services* − *I have damp all you did is paint the walls, still have damp* − *Train the refuse operatives to put the bins back where they got them from instead of blocking peoples drives* − *Could you ask bars and restaurants to remove their outdoor loudspeakers especially in streets where people live above commercial properties. Thank you*
Total	501	-	

NB. Percentages do not total 100% as respondent comments could fall into multiple themes

Appendix 5 – Southern Arc Map

Southern Arc of Cardiff

Appendix 6 – Promotion of the Consultation

- Cardiff Citizen's Panel (5,500 members)
- Community Councils
- C3SC
- Schools via Education & Lifelong Learning
- Youth Council
- PSB Members
- Tenants Website
- Partnership Team (to pass to Faith Groups, PCC, Disability groups including the Deaf Hub and RNIB)
- Members
- Cardiff Council website
- Ask Cardiff Live Consultations Page
- Staff Intranet
- DigiGov
- Email to all staff from Staff Information

Social Media Presence
- Cardiff Council's corporate accounts on Facebook, Twitter and Instagram
- Caerau (Cardiff) Residents
- Caerau and Ely MATTERS
- Residents of Canton & Riverside, Cardiff
- Victoria Park Matters
- Connect Cathays
- Keep Cathays Tidy
- Fairwater Community Group
- Gabalfa/Llandaff - Community Page
- Gwaelod y Garth villagers
- Heath & Birchgrove (Cardiff) Community Information Group
- Llandaff North & Whitchurch Daily Life Cardiff
- Llanishen and Thornhill Community Page
- Llanishen Residents' Group
- Llanishen & Rhiwbina Past And Present
- I love Llanishen and north Cardiff
- Llanishen Parks Group
- Llanrumney News
- Pentyrch Community Group
- Friends of Roath Brook. Protecting Penylan's parks
- Pengam Green residents
- Rhiwbina Community News

- Roath Living Streets Group
- Rumney Community
- Rumney and Cardiff East News
- Rumney News
- People of Splott
- Westfield Park Residents, St Fagans Cardiff
- St Mellons News And Info
- Trowbridge, Cardiff News and Events
- MyWhitchurch
- Friends of Whitchurch Library Park
- Tongwynlais Village

- Cardiff Covid-19 Mutual Aid Network
- Riverside Covid-19 Mutual Aid Group
- Canton Covid-19 mutual aid group
- Llanishen Covid -19 Mutual Aid Group
- Llandaff North COVID-19 Assistance
- Grangetown & Leckwith Covid Mutual Aid
- Cyncoed Covid-19 Mutual Aid Group
- Whitchurch COVID-19 Assistance Group
- Roath / Cathays / Gabalfa / Heath Mutual Aid Group
- Splott/Adamsdown Community Noticeboard
- Pontprennau Coronavirus Community Support
- Fairwater & Pentrebane Mutual Aid for Covid-19 Coronavirus
- Ely and Caerau Covid-19 Support
- Thornhill Covid-19 - Mutual Aid
- Covid-19 Support and Positivity Cardiff
- Penylan Covid-19 Community Support
- Rumney Coronavirus Support Group
- Cardiff Coronavirus Support
- Cardiff North Coronavirus Response
- Llanrumney Coronavirus Support Group
- Pentwyn & Llanedeyrn Coronavirus Community Help

- Gwaelod y Garth Villagers
- Creigiau Hub
- Pentyrch & Creigiau Hub
- Pentyrch Community Group
- Pentyrch Community Council FB Page