

# Participation Strategy Consultation

**Public participation** is essential to ensuring that the voices of citizens are at the heart of decision-making. It provides an opportunity for the needs and aspirations of communities to be heard and allows public service providers to respond.

The purpose of the Participation Strategy is to establish a relationship with communities based on trust, a commitment to listen to all voices and that those voices are heard as we work together to address local priorities.

The participation Strategy sets out Cardiff Council's commitment to strengthening participation and engagement. It includes a series of actions to ensure that every voice in the city can be heard and improve public awareness of its existing democratic participation arrangements.

Your views are important to us and will help shape the actions and strategy.

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

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

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

## About You

### 1. How did you hear about this survey?

- |  |  |
|--|--|
| <input type="checkbox"/> Email to members of the Citizen's Panel | <input type="checkbox"/> Hard copy in another community building |
| <input type="checkbox"/> Cardiff council social media            | <input type="checkbox"/> Via my local councillor                 |
| <input type="checkbox"/> Other social media                      | <input type="checkbox"/> Via a community group                   |
| <input type="checkbox"/> Cardiff council website                 | <input type="checkbox"/> Via my employer                         |
| <input type="checkbox"/> Other website                           | <input type="checkbox"/> Word of mouth                           |
| <input type="checkbox"/> Hard copy in my local Hub/library       | <input type="checkbox"/> Other – Please specify                  |

Please specify community building

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Please specify community group

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Please specify employer

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If 'Other' please specify

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

Postcode \_\_\_\_\_

3. What was your age on your last birthday?

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

4. Do you identify as Trans?

Yes       No       Prefer to self-describe       Prefer not to say

If you prefer to self-describe, please specify

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

No children       Yes, aged 11 - 16 (secondary school)  
 Yes, under 5 years old (pre-school)       Yes, aged 16 - 18 in full-time education, or working  
 Yes, aged 5 - 11 (primary school)       Yes, aged 16 - 18 but not in full time education or working

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

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

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

Yes

No

Prefer not to say

8. Do you identify as a disabled person?

Yes

No

Prefer not to say

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

Deaf/ Deafened/ Hard of hearing

Mental health difficulties

Learning impairment/ difficulties

Visual impairment

Wheelchair user

Mobility impairment

Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)

Prefer not to say

Other

Please specify

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10. Do you regard yourself as belonging to any particular religion?

No, no religion

Buddhist

Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)

Hindu

Jewish

Muslim

Sikh

Other

Prefer not to answer

11. How would you describe your sexual orientation?

Bisexual

Gay Woman/ Lesbian

Gay Man

Heterosexual/ Straight

Other

Prefer not to answer

12. Are you:

Single

In a same-sex Civil Partnership

Married

Living together/Co-habiting

Separated/divorced or legally separated if formerly in a same-sex Civil Partnership

Widowed

Other

13. How would you describe your Welsh language skills?

- Fluent
- Moderate
- Basic

- Learner
- None

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

- Yes
- No

15. What is your ethnic group?

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

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

Please specify

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## Citizen Voice

We know from our Ask Cardiff Residents survey that less than a quarter of residents agree that they are able to have a say on local issues or how council services are run in their community.

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

- Very important
- Fairly important
- Not very important
- Not important at all

17. How would you find information about the council? *(Tick all that apply)*

- Council website
- Council social media accounts
- Internet Search engine (e.g. Google)
- Local press
- In a Hub / Library
- Phone C2C
- Speak to my local councillor
- Something else
- I don't know
- I wouldn't look for information

18. Do you know who your local councillors are?

- Yes
- No
- Not sure

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

Yes

No

Not sure

[If yes] Where would you look for this information? *(Tick all that apply)*

Council website

Social media

GOV.UK

Local Councillor's newsletter

Search engine (e.g. Google)

Other

If 'Other' please specify

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20. Do you follow your local councillors or the council on social media?

Yes, local councillor(s)

No, I don't follow either

Yes, the Council

No, I don't use social media

21. Are you aware of either of the following?

Council Petition scheme

Neither of these

The Council's Scrutiny committees

22. Have you ever used any of the following? *(Tick all that apply)*

The Council website

Asking a question at Council or one of its committees

Council social media (e.g. Twitter, Facebook, Instagram)

Council Petition scheme

Webcasting or live streaming of Council meetings

None of these

Councillor surgeries

23. How satisfied are you with...?

Very satisfied

Fairly satisfied

Neither

Fairly  
dissatisfied

Very  
dissatisfied

Not applicable

The Council website

Council social media (e.g. Twitter, Facebook, Instagram)

Webcasting or live streaming of Council meetings

Councillor surgeries

Asking a question at Council or one of its committees

Council Petition scheme

24. Have you ever shared your views with the council by taking part in engagement or consultations? *(Tick all that apply)*

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Surveys                   | <input type="checkbox"/> Speaking to your local councillor | <input type="checkbox"/> Social media                    |
| <input type="checkbox"/> Drop-in sessions          | <input type="checkbox"/> Focus groups                      | <input type="checkbox"/> Something else - Please specify |
| <input type="checkbox"/> Workshops                 | <input type="checkbox"/> Petition schemes                  | <input type="checkbox"/> None of these                   |
| <input type="checkbox"/> Speaking to council staff | <input type="checkbox"/> Scrutiny committees               |  |

If 'Something else' please tell us

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25. Have you faced any barriers in sharing your views with the council? *(Tick all that apply)*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Don't know how to get involved         | <input type="checkbox"/> Not available in the right format (e.g. online, hard copy) | <input type="checkbox"/> Something else – Please specify |
| <input type="checkbox"/> Not available in my preferred language | <input type="checkbox"/> Issues accessing things online                             | <input type="checkbox"/> No barriers                     |
| <input type="checkbox"/> Surveys are too complicated            | <input type="checkbox"/> Issues accessing events in person                          |  |
| <input type="checkbox"/> Surveys are too long                   | <input type="checkbox"/> I don't think people's views are taken into account        |  |

Please specify preferred language

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If 'Something else' what stopped you taking part?

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26. What would encourage you to share your views with the council? *(Tick all that apply)*

- |  |   |
|--|---|
| <input type="checkbox"/> Better promotion of opportunities to get involved | <input type="checkbox"/> Being told the results of the engagement   |
| <input type="checkbox"/> A topic that is of particular interest to me      | <input type="checkbox"/> Knowing the results are taken into account |
| <input type="checkbox"/> A topic that will directly affect me or my family | <input type="checkbox"/> Something else – Please specify            |
| <input type="checkbox"/> Events in my local community                      | <input type="checkbox"/> Nothing                                    |

If 'Something else' please tell us

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27. How would you like to share your views with the council? *(Tick all that apply)*

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Online survey             | <input type="checkbox"/> Focus groups - in person          | <input type="checkbox"/> Raising issues through Scrutiny |
| <input type="checkbox"/> Hard copy survey          | <input type="checkbox"/> Focus groups - online             | <input type="checkbox"/> Something else – Please specify |
| <input type="checkbox"/> Drop-in sessions          | <input type="checkbox"/> Speaking to my local councillor   | <input type="checkbox"/> None of these                   |
| <input type="checkbox"/> Speaking to council staff | <input type="checkbox"/> Via social media – Please specify |  |

Which social media channels would you like to use? *(Tick all that apply)*

- |                                   |                                    |                                   |  |
|-----------------------------------|------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Instagram | <input type="checkbox"/> TikTok   | <input type="checkbox"/> Other social media – please specify |
| <input type="checkbox"/> Twitter  | <input type="checkbox"/> Linked In | <input type="checkbox"/> Snapchat |  |

Please tell us what other social media channels you like to use

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If 'Something else' please tell us how you'd like to share your views with the council

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28. How should the council promote consultation and engagement opportunities? *(Tick all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> On its website                           | <input type="checkbox"/> Local press                           |
| <input type="checkbox"/> Via the council's social media accounts  | <input type="checkbox"/> Paid adverts (e.g. radio, billboards) |
| <input type="checkbox"/> Hard copies in Hubs and libraries        | <input type="checkbox"/> Via Local councillors                 |
| <input type="checkbox"/> Hard copies in other community buildings | <input type="checkbox"/> Something else                        |
| <input type="checkbox"/> Working with community groups            |  |

Please specify community buildings

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Please specify community groups

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How else should projects be promoted?

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29. Where would you look to find information about decisions made by the council? *(Tick all that apply)*

- |  |   |
|--|---|
| <input type="checkbox"/> Council website                       | <input type="checkbox"/> Ask a member of council staff                        |
| <input type="checkbox"/> Social media                          | <input type="checkbox"/> Ask my local councillor                              |
| <input type="checkbox"/> Local press                           | <input type="checkbox"/> Watch council meetings via live stream or webcasting |
| <input type="checkbox"/> Internet search (e.g. Google)         | <input type="checkbox"/> Something else – please specify                      |
| <input type="checkbox"/> Call the council (Connect to Cardiff) | <input type="checkbox"/> I don't know   |
| <input type="checkbox"/> Use the council's ChatBot (BOBi)      | <input type="checkbox"/> I wouldn't look for this information                 |

If 'Something else' please tell us

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We have looked at the profile of people who respond to the council's surveys and consultations compared to the profile of the city as a whole, and from that, we know that we are less likely to hear from people who:

- are aged under 35
- are aged 75 or over
- are from black, Asian and other minority ethnicity groups
- identify as disabled
- live in the poorer areas of the city

30. The council is looking to build a directory of community groups and organisations who work with residents to help us engage with all members of the community, but particularly those listed above.

Can you suggest any groups you think should be added to this directory?

- Yes  No – Go to Q31

Please provide details (if you don't have all the information, please provide what you can):

Name of the group / organisation \_\_\_\_\_

Contact name \_\_\_\_\_

Contact phone number \_\_\_\_\_

Contact email address \_\_\_\_\_

What is the nature of the group? \_\_\_\_\_

Which of the following does this group work with? (Tick all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Children and young people | <input type="checkbox"/> People from minority ethnicity groups                           |
| <input type="checkbox"/> People aged under 35      | <input type="checkbox"/> People living in a particular area of the city – Please specify |
| <input type="checkbox"/> People aged over 50       | <input type="checkbox"/> City-wide   |
| <input type="checkbox"/> People aged over 75       | <input type="checkbox"/> Faith groups  |
| <input type="checkbox"/> All age groups            | <input type="checkbox"/> Other groups – Please specify                                   |
| <input type="checkbox"/> People with a disability  |  |



Please specify area

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Please specify other groups

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31. The council has a Citizen's Panel, made up of residents who have expressed an interest in taking part in consultation and engagement on a range of council services, plus a Youth Panel specifically for children and young people.

Are you interested in joining the council's Citizen's Panel.

- Yes                       Yes, the Youth Panel                       No                       I'm already a member

32. Would you be interested in taking part in focus groups about how the council can improve engagement?

- Yes                       No – Go to Q34

33. Please provide your contact details below.

Name:

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Email:

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Phone number:

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## Improving access to information

34. It is proposed that a 'Democracy Portal' be created to provide a focal point and easy access to information relating to Councillors, Elections, Scrutiny and how you can engage with the Council's decision-making processes.

Do you think this would be useful?

- Yes                       No                       Don't know

35. Would you be likely to use this Portal?

- Yes                       No – Go to Q36                       Don't know

If yes, what information do you think it should include?

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36. The council is considering setting up social media accounts run by its Democratic Services team, which will provide information and opportunities to get involved in the Council's decision-making, democratic and election processes.

Would you be likely to use any of the following? *(Tick all that apply)*

- |   |  |
|---|--|
| <input type="checkbox"/> Democratic Services Facebook account | <input type="checkbox"/> News and updates from your local councillor on social media |
| <input type="checkbox"/> Democratic Services Twitter account  | <input type="checkbox"/> None of these   |

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