Cardiff Caerdydd

Well-Being In Cardiff

Feedback Report
February 2018

This document is available in Welsh
Mae'r ddogfen hon ar gael yn Gymraeg

Contents

Prepared by Cardiff Research Centre

1. INTRODUCTION

This report has been produced by the Cardiff Research Centre on behalf of the Cardiff Public Services Board.

It summarises the results of a range of consultation and engagement activity with the citizens of Cardiff which took place in Summer/Autumn of 2017, bringing together findings from:

- The Ask Cardiff Residents and Visitor Survey
- Engagement on the Draft Well-being Plan
- Cardiff Annual Transport Survey
- Consultation on the Cardiff and Vale of Glamorgan Area Plan

Considered together these findings will help the PSB to better understand how the people of Cardiff experience the city and our public services, and ensure that the city's Well-being Plan is appropriately addressing the most important issues and concerns of residents.

2. METHODOLOGY

The results contained within this report have been drawn from a range of engagement activities that took place in late 2017. These included online survey work, locality based events and focus groups with 'seldom heard' population groups.

2.1 Ask Cardiff

Ask Cardiff is the annual citizen survey undertaken by Cardiff Council on resident satisfaction with life in Cardiff and public services.

Ask Cardiff 2017 included 50 questions on life in Cardiff, the quality of public services, and for the first time a series of Well-being questions. It was an online only survey and ran from 9th August 2017 until 25th September.

Response

Ask Cardiff 2017 received 5598 responses, exceeding the previous record of 4,431 achieved in 2015 by 1,167.

Table 1 - Ask Cardiff Response

	Ask Cardiff 2014	Ask Cardiff 2015	Ask Cardiff 2016	Ask Cardiff 2017
Total responses	2972	4431	4024	5598

Sample size

The significant increase in the overall number of responses across all groups has enabled a far more robust analysis to be undertaken when looking at specific groups in isolation.

Results have been disaggregated by spatial area, using the city's 6 Neighbourhood Partnership Areas, and by sub-population grouping, including 'deprivation' to indicate the results received from those living in the 20% most deprived areas of the city.

Table 2 below indicates that a sample size big enough to give Confidence Intervals less than 5% plus or minus, was achieved in five of the six Neighbourhood Partnership Areas, matching that of the 2016 Ask Cardiff survey.

The response from City & Cardiff South has been traditionally low but was significantly higher for the 2016 and 2017, potentially due to the additional dissemination and promotion carried out by Cardiff Research Centre.

The traditionally low response rate from residents in Cardiff East has continued, although the number of responses shows a marked increase compared to earlier surveys. The Confidence Interval achieved remains above 5%, so whilst analysis within this area remains relevant, the Confidence Interval should be taken into account when considering the results.

Table 2 - Ask Cardiff 2017: Confidence Intervals for a 95% Confidence Level

NMA	Sample Size Achieved	Population 16 Plus (2015 MYE)	Sample Size Required For A CI Less Than 5% +/-	Confidence Interval Achieved +/-
Cardiff East	333	36,700	379	5.35
Cardiff North	1,780	95,100	382	2.30
Cardiff South East	699	68,500	382	3.69
Cardiff South West	789	55,900	381	3.46
Cardiff West	1,219	61,600	381	2.78
Cardiff City & South	459	39,300	380	4.55
Cardiff Total	**5,598**	**357,200**	**384**	**1.30**

Weighted Data

Weighted Data refers to when the data collected from survey respondents are adjusted to represent the population from which the sample was drawn. In the case of the data collected as part of the Ask Cardiff survey for 2017, the overall data was weighted for some of the questions to ensure its representativeness in terms of age, gender and neighbourhood partnership area.

Within this report reference is made at times to the 'weighted' i.e. adjusted response and the 'observed' data i.e. the actual response received.

The difference within these figures is typically no more than one or two percentage points, something that could be explained by standard deviation and should not be cause for concern. **The strong similarity between the observed and the weighted data indicated a high level of robustness in the data collection.**

2.2 Focus Groups and Community Engagement

To ensure consultation invited views from across the city, the opportunity was taken to engage with residents at a series of community engagement events that had been planned across the city. 20 'locality' events were held during November and December 2017.

Focus group work was also undertaken with the following groups:

- Race Equality First, Black Asian Minority Ethnic (BAME) women's group
- Members of the Deaf community
- 50+ Forum
- Diverse Cymru young person's BAME group
- Cardiff and Vale Action for Mental Health
- Grand Council Event of the Youth Council
- Friends and Neighbours Group (Butetown)

119 people took part in these focus group sessions.

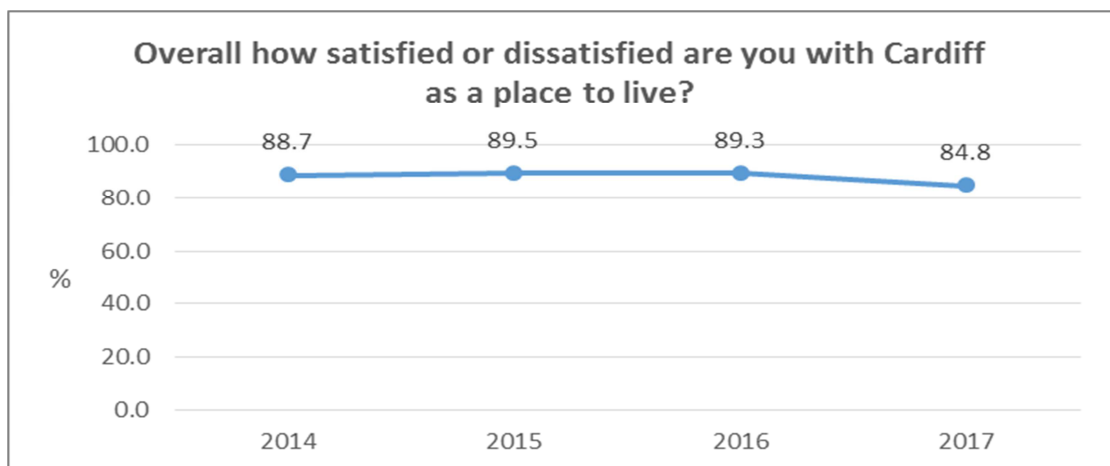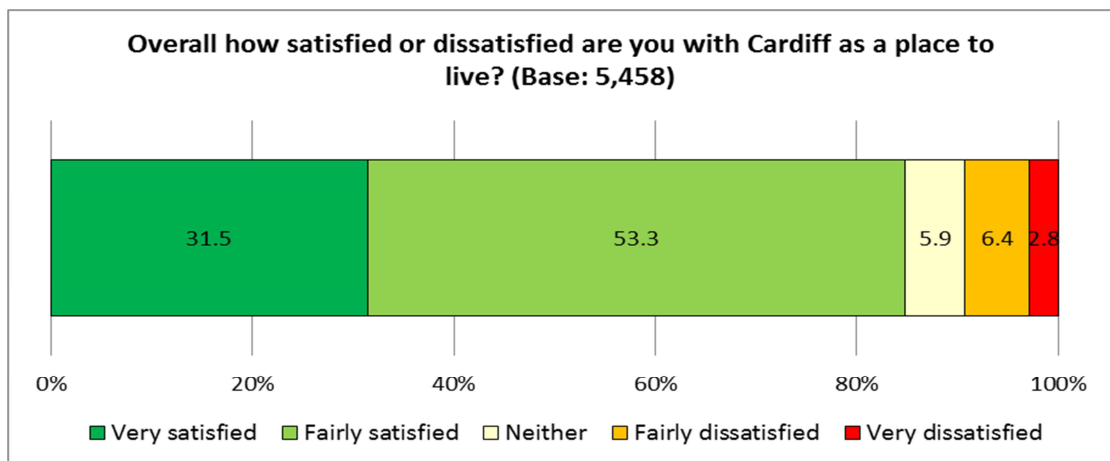## 2.3 Cardiff's Well-being Plan Online Survey

The online survey asked for views on Cardiff PSB's proposed priorities or Well-Being Objectives (WBOs) for addressing the main challenges the city is facing now and in the future (i.e. meeting the needs of a rapidly growing population, making sure the city's public infrastructure and services are resilient to this growth and reducing inequality).

116 survey responses were received.

SECTION 3: CITY LIFE AND PUBLIC SERVICES

3.1 Overall how satisfied or dissatisfied are you with Cardiff as a place to live?

Approximately six out of seven respondents (84.8%) were satisfied with Cardiff as a place to live. This shows a slight decline of 4.9% from data collected in 2016.
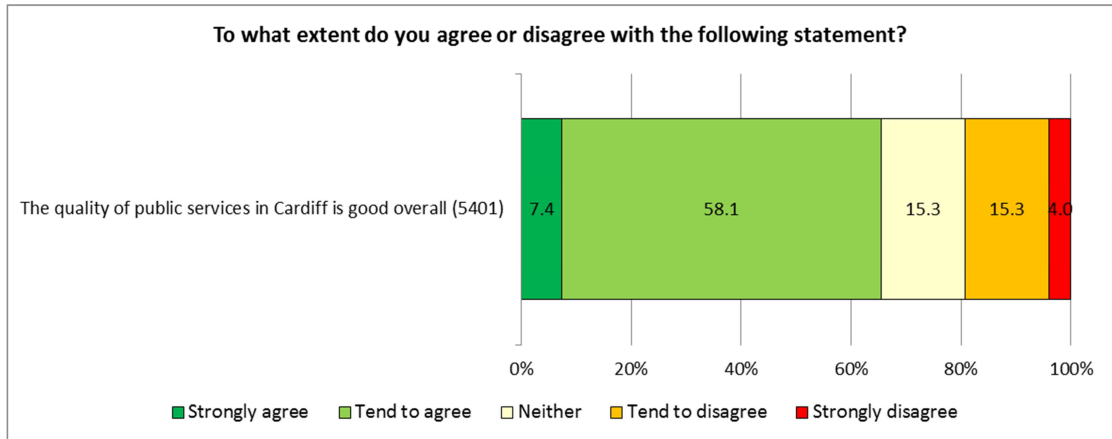

This closely correlates with the National Survey for Wales's results, undertaken in 2016, which reported satisfaction with Cardiff as a place to live at 88%, 8th highest in Wales and the highest urban area in Wales.

Overall satisfaction was lowest amongst respondents identifying as disabled (75.9%) and those living in the most deprived areas of the city (79.4%).
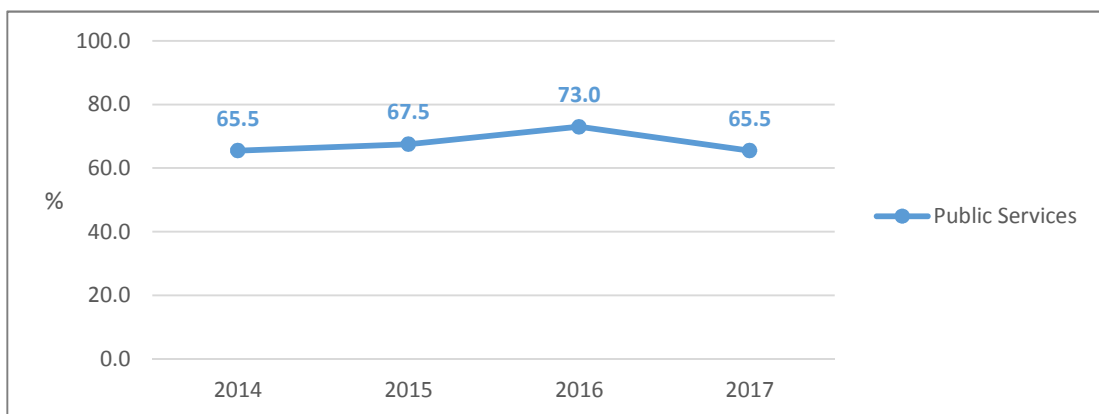
Focus group work typically found the things that people like most about the city are its parks and green spaces, access to culture, leisure and shopping and its size i.e. large enough to provide all of the benefits of a major city but small enough that you do not feel lost amongst it. Recurring themes in what caused the most dissatisfaction to people were transport and litter, particularly in their local neighbourhood.

3.2   The Quality of Public Services

Two-thirds (65.5%) agreed that the quality of public services in Cardiff is good overall. This is a slight reduction compared to 73% in the 2016 survey.

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Respondents identifying as disabled, and those living in the most deprived areas of the city were least likely to rate the quality of public services as good overall (48.2% and 50.9% respectively).

3.3   Priorities for the city

Consultation on Cardiff's Draft Well-being Plan asked residents whether they agreed with its 7 well-being objectives and steps for improving quality of life and addressing the main challenges facing the city's public services.

Respondents were asked to identify their top three priorities for the city and for themselves and their family. The table below shows that the top three objectives identified for the city differ from those which were priorities for people individually:

Well-being Objective	Face to Face		Online		Combined	
	City priority	Personal priority	City priority	Personal priority	City priority	Personal priority
1. A Capital that works for Wales	5	6	4	7	4	7
2. Cardiff's population growth is managed in a resilient way	5	7	3	5	5	6
3. Safe, confident and empowered communities	2	1	1	1	2	1
4. Cardiff is a great place to grow up	4	2	6	3	6	3
5. Supporting people out of poverty	1	4	2	5	1	5
6. Cardiff is a great place to grow older	7	3	7	2	7	2
7. Modernising and Integrating Our Public Services	3	5	5	4	3	4

SECTION 4: WELL-BEING

4.1   How do you feel about yourself?

Respondents were given four statements, and asked to indicate using a 0-10 scale how satisfied they felt with their life, how happy and anxious they felt the day before completing the survey and the extent to which they felt the things they did in their life are worthwhile.
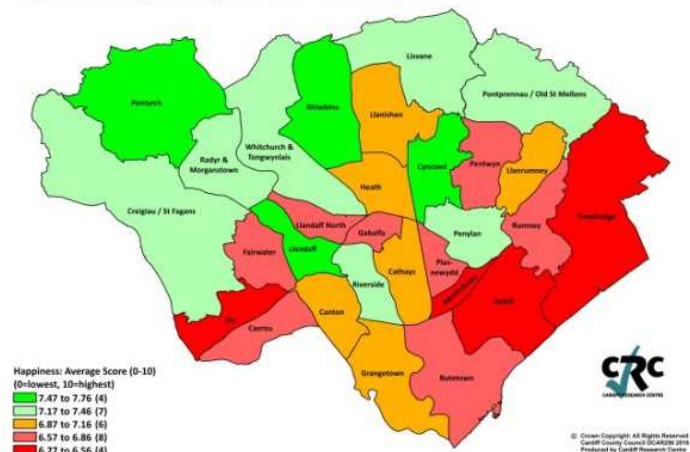
Mean scores were calculated for each of the questions posed. Where scores are better than the mean by more than 0.2 (higher for satisfaction, happiness and feeling worthwhile, and lower for anxiety) cells are highlighted in green; those which are worse by 0.2 or more are in red. Those scoring up to 0.2+/- of the mean are marked as amber.

Respondents aged 55+ and living in Cardiff North scored above average against each of the measures. Under 35s, those from a minority ethnicity, people living in the most deprived areas of the city, and respondents who identify as disabled, all scored below the average against the well-being indicators.

	Satisfied	Happy	Anxious	Worthwhile
All respondents	7.1	7.0	3.6	7.0
Under 35	6.9	6.7	3.9	6.6
55+	7.4	7.4	3.4	7.3
Female	7.1	7.0	3.7	7.1
Male	7.2	7.1	3.5	7.0
Minority ethnicity	6.8	6.8	4.0	6.9
Deprivation	6.5	6.5	3.9	6.5
Identify as disabled	5.8	5.8	4.0	5.7
Welsh speaker	7.3	7.3	3.9	7.3

At ward level, the following maps show a north/south divide with lower levels of happiness, feeling worthwhile and life satisfaction and higher levels of anxiety, more likely to be found in the south of the city.
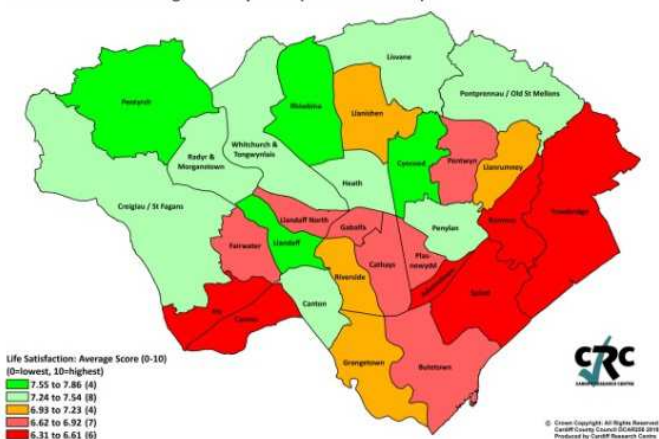

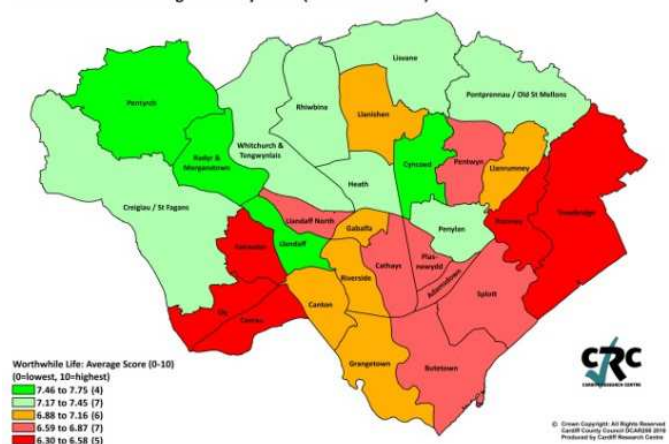Happiness: Average Score by Ward (Ask Cardiff 2017)

Happiness: Average Score (0-10)
(0=lowest, 10=highest)
- 7.47 to 7.76 (4)
- 7.17 to 7.46 (7)
- 6.87 to 7.16 (6)
- 6.57 to 6.86 (8)
- 6.27 to 6.56 (4)

Anxiety: Average Score by Ward (Ask Cardiff 2017)

Anxiety: Average Score (0-10)
(0=lowest, 10=highest)
- 4.00 to 4.35 (4)
- 3.63 to 3.99 (11)
- 3.26 to 3.62 (10)
- 2.89 to 3.25 (3)
- 2.52 to 2.88 (1)

Life Satisfaction: Average Score by Ward (Ask Cardiff 2017)

Life Satisfaction: Average Score (0-10)
(0=lowest, 10=highest)
- 7.55 to 7.86 (4)
- 7.24 to 7.54 (8)
- 6.93 to 7.23 (4)
- 6.62 to 6.92 (7)
- 6.31 to 6.61 (6)

Worthwhile Life: Average Score by Ward (Ask Cardiff 2017)

Worthwhile Life: Average Score (0-10)
(0=lowest, 10=highest)
- 7.46 to 7.75 (4)
- 7.17 to 7.45 (7)
- 6.88 to 7.16 (6)
- 6.59 to 6.87 (7)
- 6.30 to 6.58 (5)

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4.2 Over the last seven days how would you describe your sense of well-being?

Just under three-quarters of respondents (72.9%) felt their sense of well-being had been 'good' or 'very good' over the preceding week.
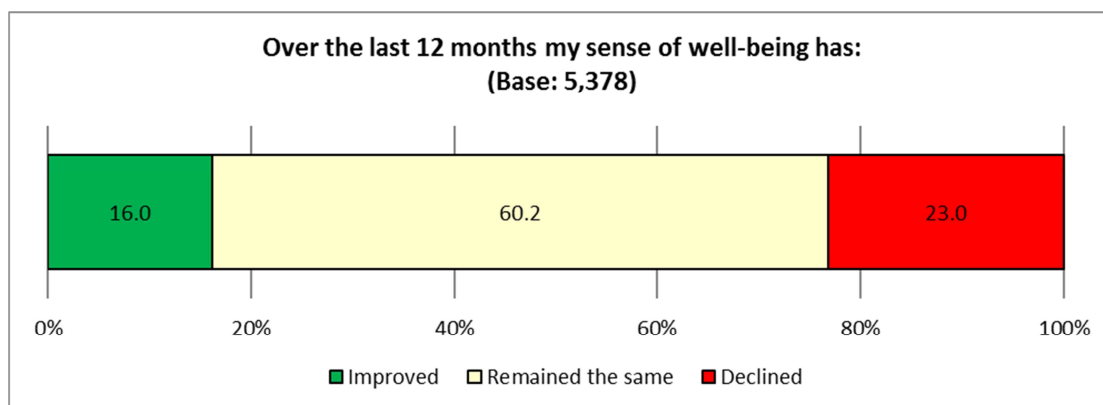
Over the last seven days would you describe your sense of Well-Being as:
(Base: 5,378)

Very good	Good	Neither	Poor	Very poor
20.8	52.1	15.2	10.5	1.4

Base size excludes 'Don't Know' responses.

The sense of well-being was lowest amongst respondents who identified as disabled (45.0%) and those living in the most deprived areas of the city (62.4%).

4.3 Over the last 12 months my sense of well-being has:

Three out of five respondents (60.2%) stated that their sense of well-being had remained unchanged over the past year; almost a quarter (23.0%) felt it had declined.
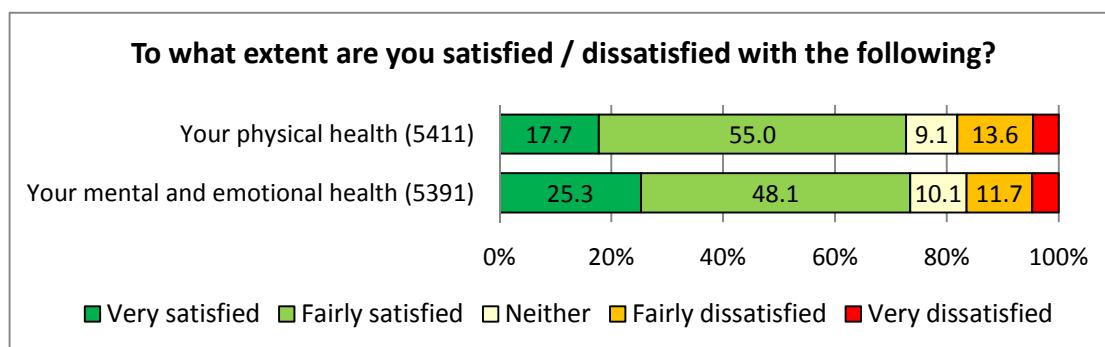
Over the last 12 months my sense of well-being has:
(Base: 5,378)

Improved	Remained the same	Declined
16.0	60.2	23.0

Base sizes shown in brackets excludes 'Don't Know' responses

Almost half (46.7%) of those who identify as disabled and 30.1% of those living in the most deprived areas of the city reported their sense of well-being had declined over the last 12 months.

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4.4 To what extent are you satisfied / dissatisfied with your physical and mental health?

Around three quarters of respondents were satisfied with both their physical and their mental and emotional health (72.7% & 73.4% respectively).

To what extent are you satisfied / dissatisfied with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Your physical health (5411)	17.7	55.0	9.1	13.6	
Your mental and emotional health (5391)	25.3	48.1	10.1	11.7	

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Satisfaction with physical health for those living in deprived communities dips to 63%, and for those who identify as disabled to 37% (with 50% dissatisfied).

Similar patterns are seen with respect to mental health, with 62% of those living in deprived communities expressing satisfaction, and only 48% of those who identify as disabled (against a city average of 73%).

4.5 Access to Mental Health Services

Focus group research with current users of mental health services in the city highlighted the importance of having 'somewhere to go' in the management of mental health.

The 4 Winds open access centre is the only resource of its kind in the city with users calling for similar resources to be provided in other parts of the city and naming it as '*invaluable in offering support*' particularly when the process of diagnosis via a GP '*may take several months*'.

Social isolation was identified as a significant issue for those battling mental health problems, comments provided included:

"People left on their own trying deal with things end up drinking, taking drugs, self-medicating. These are the people that then end up homeless, on the streets and it may be too late to bring them back."

"I worry that when I'm older I'm going to be isolated."

"For 25 years I lived alone in a bedsit, I had to get physically unwell before I got help for my mental health."

Service users highlighted the benefit of community groups in combating both mental health and social isolation:

"Any time you actually get groups of people together, ideas start to flow, that's how answers to problems are found."

"I've started going to 'Eating Well for Life' – it was nice to meet people with different problems."

Concern regarding mental health services and adequate provision was a recurring theme in conversations and engagement with younger people.

4.6 Access to GP's & Health Services

The time taken to access GP appointments was raised as a concern across all focus group discussions with up to four weeks reported as a waiting time. Difficulties were reported even in instances when pre-existing conditions such as diabetes were listed.

A number of knock-on effects were recounted in discussions arising from difficulties in accessing timely GP appointments, these included:

- Incidents of wrongful or ineffectual self-medication;
- Reliance on out of hours service;
- Non-emergency trips to A&E;
- Cases where serious symptoms had not been identified leading to greater health problems.

The current telephone system was not felt to work well with callers experiencing busy lines, too few appointments, a lack of consistency in the doctor seen and gate-keeping from reception staff leaving patients feeling '*fobbed off*'. Some respondents including younger people suggested an online booking process for GP appointments as a way to free up some time and make the process easier.

Both Black, Asian, Minority Ethnic (BAME) and deaf participants of focus groups expressed concern over the availability and quality of interpretation services both in GP surgeries and hospital settings.

4.7 Access to physical activity

The importance of exercise in relation to improving both physical and mental health was raised across all focus group activities.

However, BAME women highlighted the need for more gender specific exercise sessions with many reporting to feel unable or uncomfortable participating in mixed male/female activities.

Simple exercise was considered to help with a wide range of issues e.g. weight control, diabetes, mental health, social cohesion.

"Everything works hand in hand, if you exercise then you are more likely to eat well, feel well and look better."

Young people were keen to see a greater emphasis placed on exercise and sport in school. Young BAME males commented that there are lots of opportunities to play sports but they are sometimes inaccessible due to demand and are offered to those who pay first so good times are all taken.

4.8   Food and Diet

Conversations with younger people in particular raised concern with regard to healthy diets. Menu choices in schools and colleges were considered generally poor with options typically consisting of fast food such as burgers, pizza and chips with healthier option more difficult to find.

"School food is good but it isn't healthy – every day is pizza day, there is salad but it is covered in mayo which kind of defeats the object."

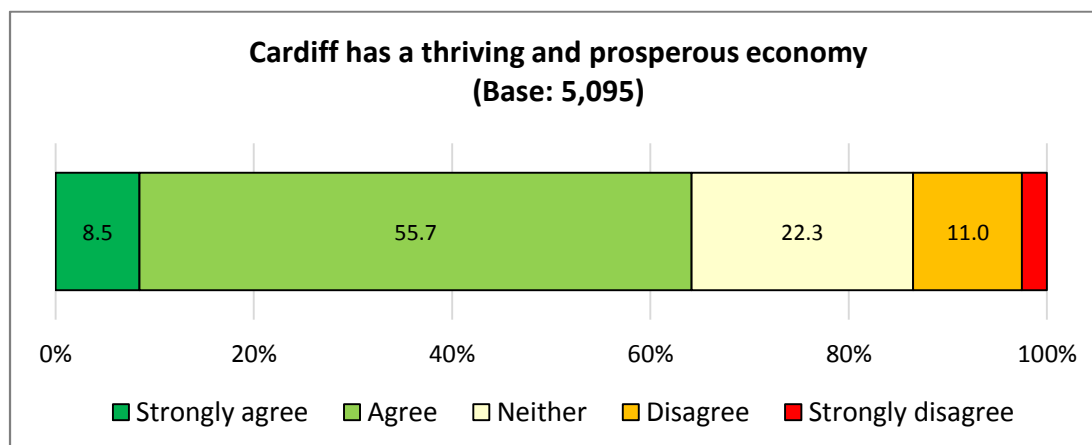*"Good food can affect your mood and health."*

The popularity of caffeine drinks in school and colleges was also highlighted as a concern. Whilst some schools were reported to have banned the sale of such drinks on-site, consumption continues with the effects "*making people hyper"* and "*messing with their brains*". Many of the young people consulted with felt that stronger restrictions on these types of drinks in school would be appropriate.

Participants considered that the ability to eat healthily might also be influenced by location and income. To eat healthily was widely considered to be more expensive. The disappearance of grocers, butchers etc. from local communities means that those without the ability to travel to superstores are increasingly restricted in the produce they are able to purchase locally. Low-income families, BAME, and the elderly were identified as most likely to be affected in finding it increasingly difficult to shop healthily locally.

SECTION 5: A CAPITAL CITY THAT WORKS FOR WALES

5.1 Cardiff's economy

Almost two-thirds of respondents (64.2%) agreed that *"Cardiff has a thriving and prosperous economy"*, compared to 13.5% disagreeing with this statement.

**Cardiff has a thriving and prosperous economy
(Base: 5,095)**

8.5	55.7	22.3	11.0	

■ Strongly agree ■ Agree □ Neither □ Disagree ■ Strongly disagree
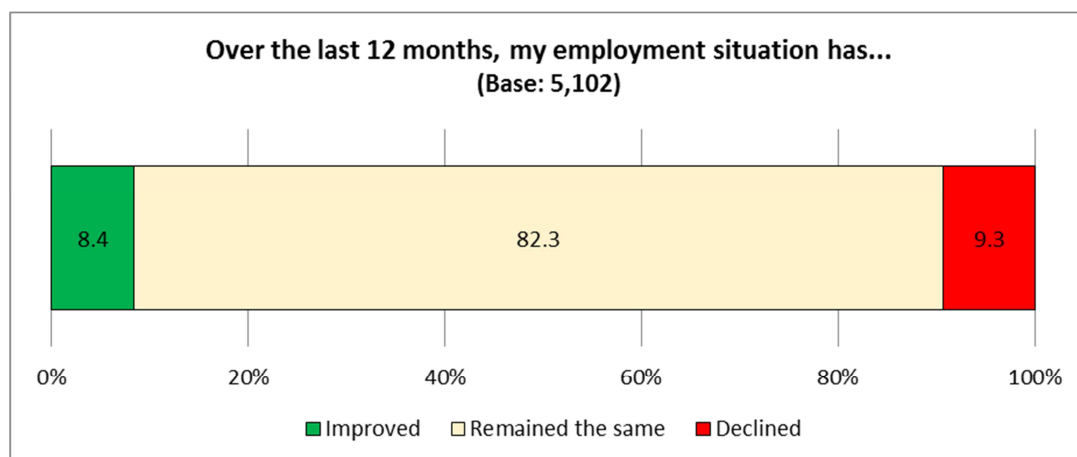
Base: 5,095. Excludes 'Don't Know' responses.

Respondents identifying as disabled (19.3%), those living in the most deprived areas of the city (17.0%) and those from a minority ethnicity (16.7%) were most likely to disagree that *"Cardiff has a thriving and prosperous economy"*.

Respondents living in Cardiff North were far more likely to agree with this statement (88.2%) with agreement in other areas of the city ranging from 57.5% in Cardiff South East and 66.8% in Cardiff West.

5.2 My employment situation

Most respondents (82.3%) reported that their employment situation had not changed over the past year. Slightly more felt their situation had declined compared to those who felt it had improved (9.3% and 8.4% respectively).
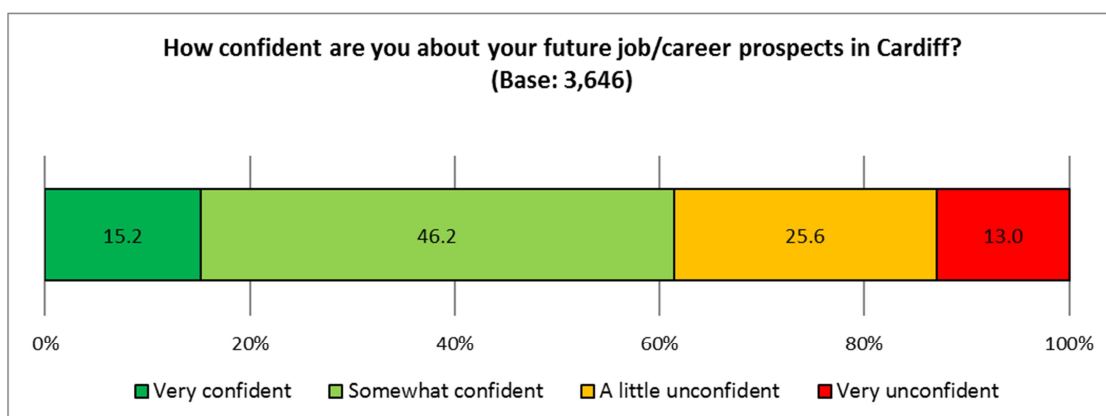
**Over the last 12 months, my employment situation has...
(Base: 5,102)**

8.4	82.3	9.3

■ Improved □ Remained the same ■ Declined

Base:5,102. Excludes 'Don't Know' responses.

Respondents under the age of 35 were most likely to have seen an improvement in their employment situation (24.1%), followed by those from a minority ethnicity (13.9%) and those living in the most deprived areas of the city (13.6%).

Respondents who identify as disabled (17.4%) and those from a minority ethnicity (16.6%) were most likely to report a decline. Those residents in Cardiff East, Cardiff South West and Cardiff West were more likely to report a decline than an improvement in their employment situation.

5.3   Future job/career prospects in Cardiff

Around three in five respondents (61.4%) described themselves as 'very' or 'somewhat' confident about their future job/career prospects in Cardiff.
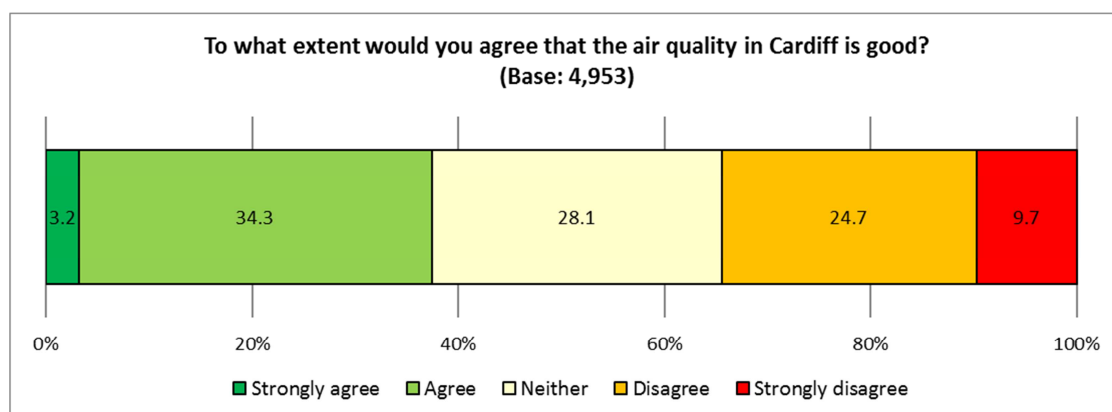

Base: 3646. Excludes 'Don't Know' responses.

People aged under 35 (67.8%), Welsh speakers (65.0%) and women (63.5%) were most confident regarding future job/career prospects. By contrast, those identifying as disabled (37.5%) and people from an ethnic minority background (51.3%) were amongst the least confident.

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SECTION 6: CARDIFF GROWS IN A RESILIENT WAY

6.1 Air Quality

Opinion was divided amongst respondents overall, regarding the quality of the air in Cardiff with 37.5% agreeing that the quality is good, compared to 34.4% who disagree.

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Respondents from a minority ethnicity (44.9%) those aged under 35 (41.7%) and residents in Cardiff North (41.7%) or Cardiff West (39.4%) were most likely to agree that the quality of the air in Cardiff is good.

Welsh speakers (41.5%), those living in the most deprived areas of the city (37.7%), respondents identifying as disabled (37.3%) and those resident in Southern areas of the city were most likely to disagree that air quality in the city is good.

Engagement with young BAME citizens revealed some concerns amongst the group with regard to air quality and the fear that this may present a disproportionate impact on communities, particularly in Cardiff City & South which has a high proportion of ethnic minority residents.
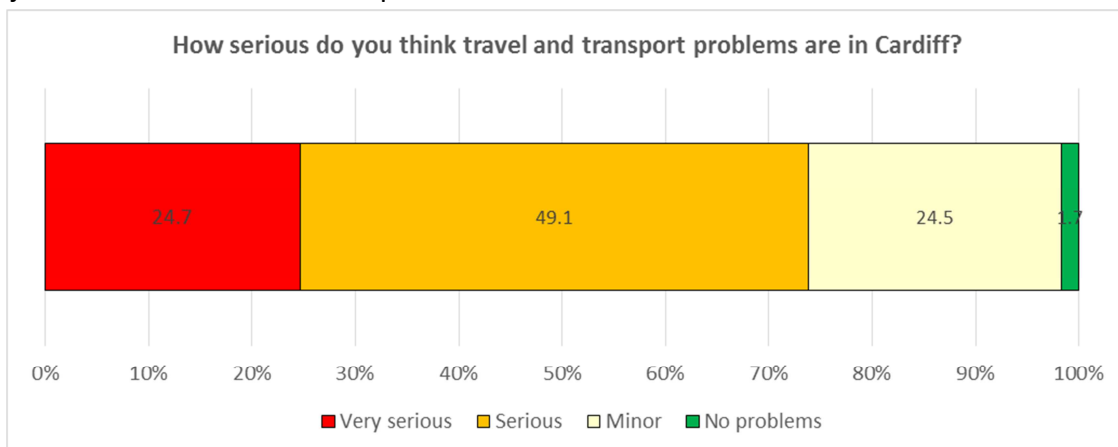
6.2 TRANSPORT AND GETTING AROUND

This year, a separate survey to understand usage of and satisfaction with, travel and transport in Cardiff was launched.

A total of 4,802 responses were received – 88.7% were Cardiff residents, 10.2% living elsewhere in Wales, and the remainder either living elsewhere or not specifying their home location.

A full report on this survey will be available on www.cardiff.gov.uk/haveyoursay.

6.3 How serious do you think travel and transport problems are in Cardiff?

Almost three-quarters (73.8%) of respondents deemed travel and transport problems in Cardiff to be either serious (49.1%) or very serious (24.7%). In contrast, just 1.7% felt there were no problems.
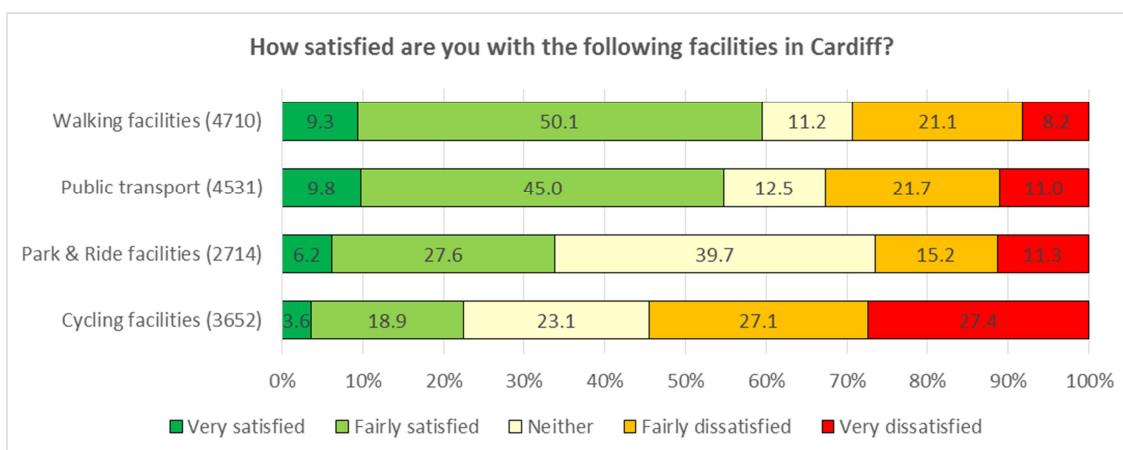
How serious do you think travel and transport problems are in Cardiff?

Very serious	Serious	Minor	No problems
24.7	49.1	24.5	1.7

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Two-thirds of respondents in employment reported they travelled to work alone in their car/van at least once a week – this figure fell to 15.8% for a driver with passengers, and 9.8% as a passenger.

Respondents to the well-being plan survey emphasised the need to look at Cardiff's transport infrastructure as a whole (cycling, car, bus and train routes), the cost of public transport, and to invest in the wider region to increase use of sustainable modes of travel and reduce road congestion.

6.4 How satisfied are you with the following facilities in Cardiff?

Three in five respondents (59.4%) were 'satisfied' with walking facilities and around half (54.8%) with public transport in the city. Just one in five (22.5%) were satisfied with cycling facilities in Cardiff.
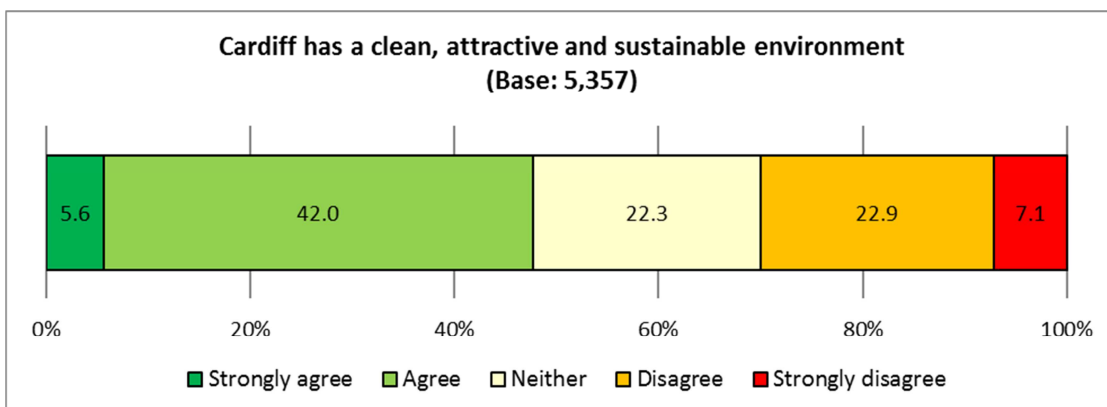
How satisfied are you with the following facilities in Cardiff?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Walking facilities (4710)	9.3	50.1	11.2	21.1	8.2
Public transport (4531)	9.8	45.0	12.5	21.7	11.0
Park & Ride facilities (2714)	6.2	27.6	39.7	15.2	11.3
Cycling facilities (3652)	3.6	18.9	23.1	27.1	27.4

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Cycling provision was thought to be good in the centre but described as 'patchy' the further out you go. Additional complaints were made of existing cycle lanes often coming to an abrupt stop which can make re-joining the flow of traffic dangerous.

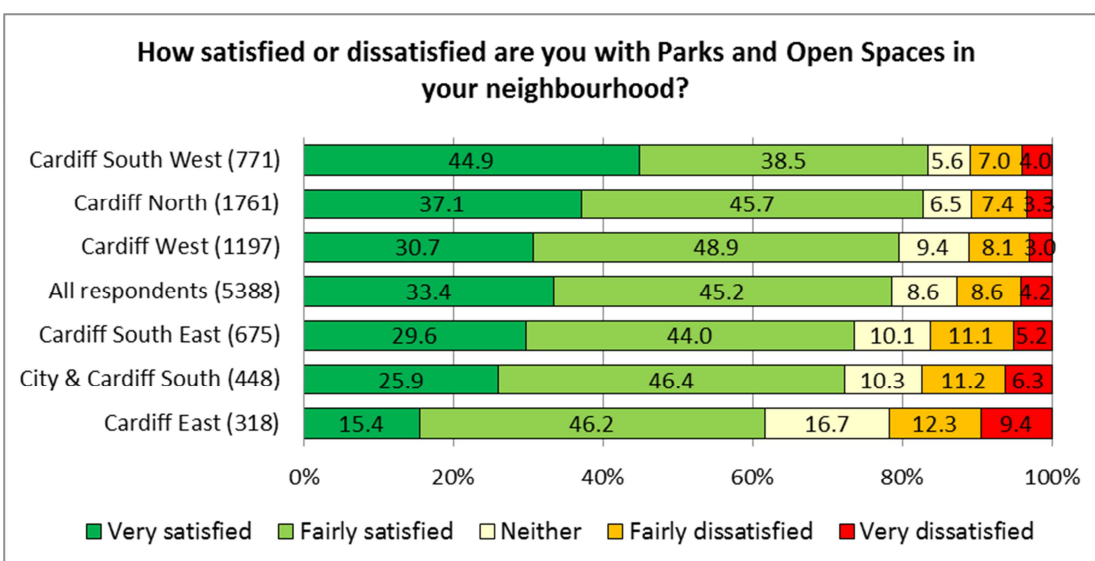## 6.5   Cardiff has a clean and attractive environment

Almost half of those surveyed (47.6%, down from 53.3% in 2016) agreed that Cardiff has a clean, attractive and sustainable environment, while 30.0% disagreed.

Cardiff has a clean, attractive and sustainable environment (Base: 5,357)

Strongly agree	Agree	Neither	Disagree	Strongly disagree
5.6	42.0	22.3	22.9	7.1

Base: 5357. Excludes 'Don't Know' responses.

Respondents living in the most deprived areas of the city and those identifying as disabled were least likely to agree with this statement (38.7% and 39.6% respectively). Geographically, agreement with the statement was lowest amongst residents of Cardiff South East (39.8%).

The parks and green spaces of the city were one of the most highly regarded aspects of the city with Bute Park viewed as the *'jewel in the crown'*. However, levels of satisfaction with parks and green spaces varied across the city, with a gap of 22% between Cardiff North and Cardiff East.

How satisfied or dissatisfied are you with Parks and Open Spaces in your neighbourhood?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Cardiff South West (771)	44.9	38.5	5.6	7.0	4.0
Cardiff North (1761)	37.1	45.7	6.5	7.4	3.3
Cardiff West (1197)	30.7	48.9	9.4	8.1	3.0
All respondents (5388)	33.4	45.2	8.6	8.6	4.2
Cardiff South East (675)	29.6	44.0	10.1	11.1	5.2
City & Cardiff South (448)	25.9	46.4	10.3	11.2	6.3
Cardiff East (318)	15.4	46.2	16.7	12.3	9.4

Participants were clear that they want to see the city's green spaces preserved.
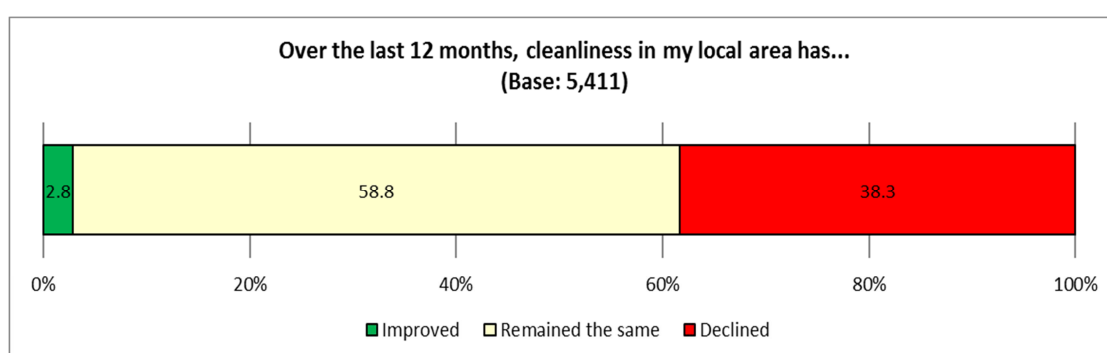
"We don't want to see all of the city's green spaces turned over to buildings"

Some concern was raised over the management of some green spaces with paths and parkland around Colchester Ave and Forest Fawr reported to have become inaccessible due to lack of maintenance - *"there's a difference between managing it for wildlife and letting it become overrun and rotting,"*

Generally Cardiff was described as having many *'lovely walks'* although these are not well promoted or sign posted. Rumney wetlands was given as a specific example of an area that could benefit from more people knowing about it.

6.6   Cleanliness in my local area

Almost two out of five respondents (38.3%) felt that cleanliness in their local area had declined over the previous 12 months.

Over the last 12 months, cleanliness in my local area has...
(Base: 5,411)

Improved	2.8
Remained the same	58.8
Declined	38.3

Base size: 5411 Excludes 'Don't Know' responses.

Amongst respondents living in the 20% most deprived areas of Cardiff this figure rose to almost half (47.6%). Similarly, 48.7% of respondents living in City & Cardiff South believed cleanliness in their local area to have declined over the last twelve months.

Waste collection services were generally reported to be good with collections coming regularly and on time. However, respondents believed some residents in their local areas lacked knowledge about how to dispose of waste and separate it correctly leading to problems with cleanliness in the area. Additional support and education was suggested, to include migrants that may be new to the city and vulnerable adults who may have mental health issues.

Private landlords, specifically in the Riverside/Canton areas were identified as contributing to untidiness in the area with participants commenting:
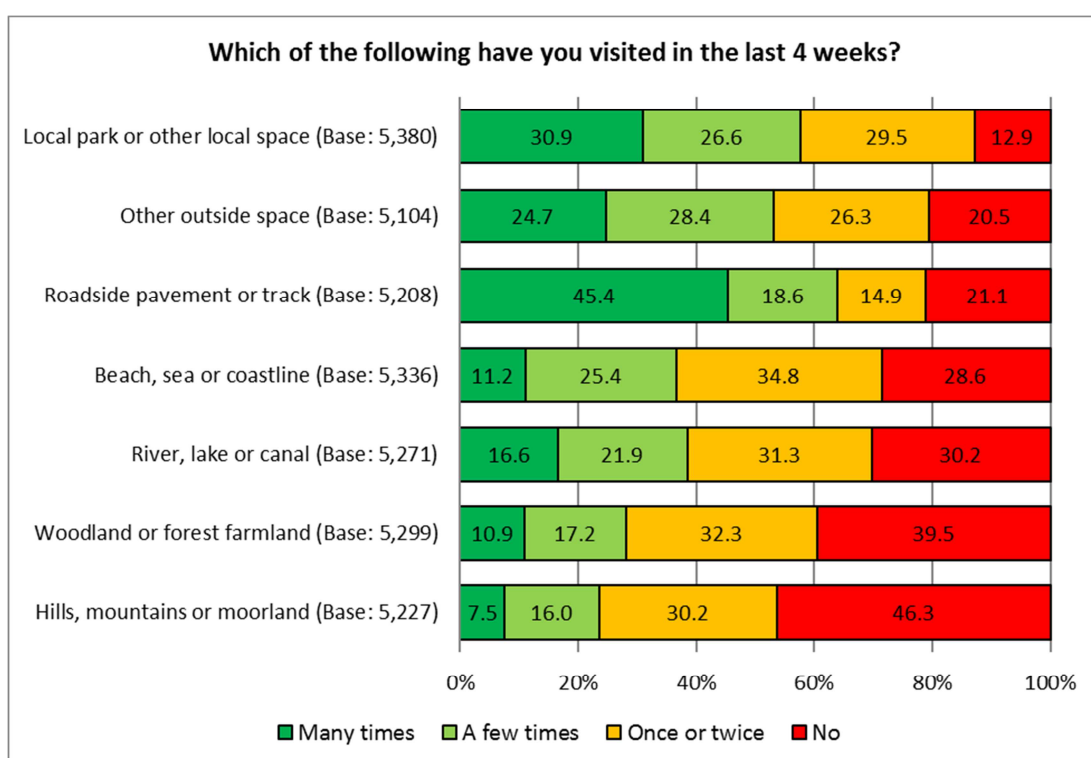
"When the properties are being emptied ready for the next tenant they are really careless throwing things out… there is always broken glass left lying around for weeks.

Leaf mulch was also identified as a problem, blocking drains and resulting in serious falls particularly amongst the elderly with Pontcanna highlighted as a particular problem area.

21

The introduction of alley gating measures were viewed as a significant success. Garages situated at the back of Home Bargains in Canton were described as once being a frequent target for arson attacks and fly tipping, something that the measures had resolved.

Dog fouling was identified as a problem in several areas with Claude Road in Roath specified as having a serious problem. Respondents were in favour of prosecuting dog owners but recognised that it was difficult to catch a perpetrator.

6.7 Accessing Nature

Base sizes shown in brackets. Excludes 'Don't Know' responses.

Analysis by demographic and geographic groups revealed:

- Respondents who identify as disabled and those from the most deprived areas of Cardiff were the least likely to have visited any of the places listed.

- With the exception of 'local parks', those living in Cardiff West were most likely to have visited all of the outside spaces listed. Conversely, respondents in Cardiff East were least likely to have visited all outside spaces with the exception of Woodland/Forest Farmland.

- Almost 9 in 10 (87.0%) of all respondents had visited a park or other local space in the previous four weeks compared to just three quarters (76.9%) of residents in Cardiff East.

6.8   How concerned are you about Climate Change, which is sometimes referred to as 'Global Warming'?

More than three-quarters of those surveyed (77.1%) were either 'fairly' or 'very concerned' about Climate Change.

Base: 5,355 . Excludes 'Don't Know' responses.

Under 35's (82.8%) expressed greater concern for Climate Change than those aged 55+ (73.2%), Females (82.3%) more so than Males (71.7%) and those living in the southern half of the city compared to those living in the north.
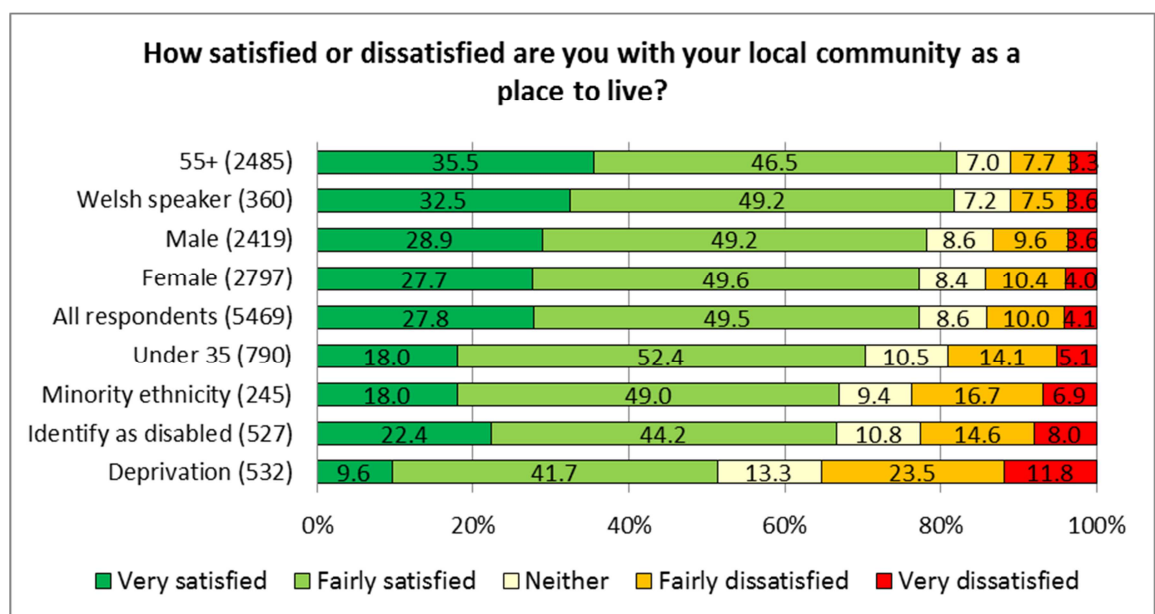
SECTION 7: SAFE, CONFIDENT AND EMPOWERED COMMUNITIES

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

Over three quarters (77.3%) of respondents described themselves as 'satisfied' with their local community as a place to live.[1]

Respondents living in Cardiff North (86.5%) and Cardiff West (85.2%) were most satisfied with their local community, contrasting with residents of Cardiff South East (60.9%), City & Cardiff South (63.5%) and Cardiff East (65.2%).

Those living in the most deprived areas of Cardiff were notably less satisfied (35.3%) with their local community as a place to live.

Base sizes shown in brackets excludes 'Don't Know' responses.

The things that people liked and disliked about their local community differed significantly across the city. Areas in the north of the city residents liked the attractiveness and peacefulness of the area but bemoaned its isolation and lack of amenities. In comparison, residents in City & Cardiff South enjoyed the access to shops, transport and local amenities but disliked the litter and prevalence of fly tipping.

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[1] There is no trend data for this question. Previous surveys asked "Overall, how satisfied or dissatisfied are you with Cardiff as a place to live?" rather than specifically "Your local community". No significant difference was found between the weighted and the observed data.
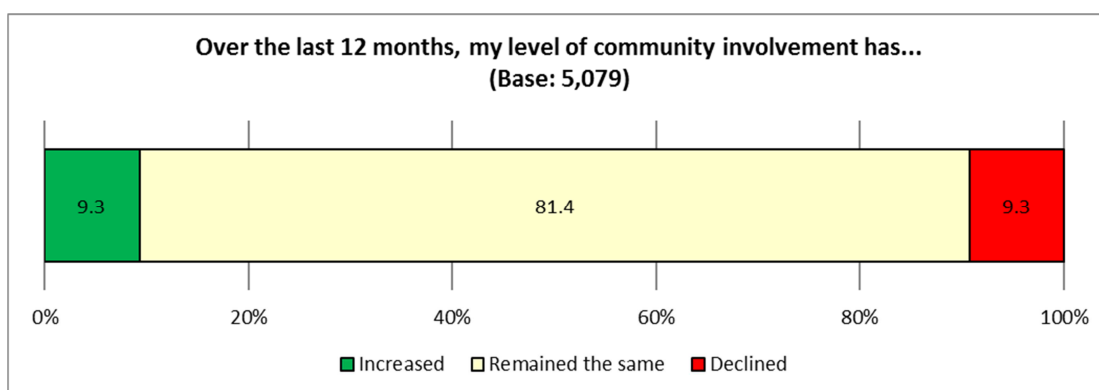
Prepared by Cardiff Research Centre

Issues relating to drugs and drug dealing were received from residents in both the east and the south of the city. A resident in Grangetown commented:

"You see them doing their exchanges even on a morning taking the kids to school, they zoom in, in their cars to do their deals and zoom off again, we know what they are doing."

In the east of the city, numerous comments were made regarding the increased use of laughing gas on the streets of the neighbourhood. Young people were reported to be the primary users of the drug with empty gas canisters often seen littering the streets.

7.2   Over the last 12 months my level of community involvement has:

Approximately four in five respondents (81.4%) stated their level of community involvement had not changed over the last 12 months. Equal proportions reported either an increase or a decline in community involvement over that time.

Base size: 5079. Excludes 'Don't Know' responses.

Respondents from a minority ethnicity were most likely to report a change in the level of their involvement - one in six (16.7%) reported their involvement had increased, whilst around one in seven (14.8%) stated it had declined.

Almost a fifth of respondents identifying as disabled (18.4%) had reportedly reduced their level of community involvement over the last twelve months.

Participants that were also mental health service users were particularly enthusiastic about opportunities for volunteering. It was felt that there are many people in the community who would benefit from getting involved and accepted that the *"traditional image of the relationship between the Council and the public as them and us needs to change".*
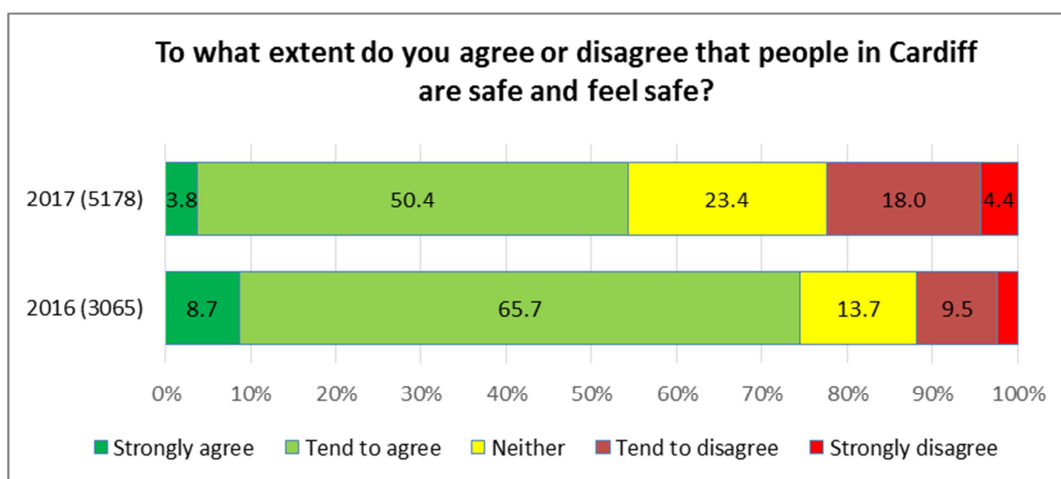
Difficulties however were explained in the way that mental health illness 'fluctuates' meaning that some days volunteers might be able to do something but another day

maybe not. This can lead to problems making long-term commitments to a project whilst more drop in/out projects may work better.

There was also concern raised over the relationship between volunteering and benefit claims. Whilst volunteering is non-paid and therefore should not impact on payments, the group gave examples of where volunteering had impacted on their assessment – i.e. ability to work. The related stress involved in trying to resolve issues had meant that some service users were cautious of volunteering in the future. Participants described a lack of education amongst those in the benefits agency surrounding mental health and volunteering.

7.3 To what extent do you agree or disagree that people in Cardiff are safe and feel safe?

Just over half of all respondents, 54.2%, agreed that People in Cardiff are safe and feel safe - a notable decline from the 74.4% who agreed with this statement in the 2016 Ask Cardiff survey.

To what extent do you agree or disagree that people in Cardiff are safe and feel safe?

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree
2017 (5178)	3.8	50.4	23.4	18.0	4.4
2016 (3065)	8.7	65.7	13.7	9.5	

Base sizes shown in brackets

Respondents under the age of 35 were most likely to agree that 'People in Cardiff are safe and feel safe' (61.8%).
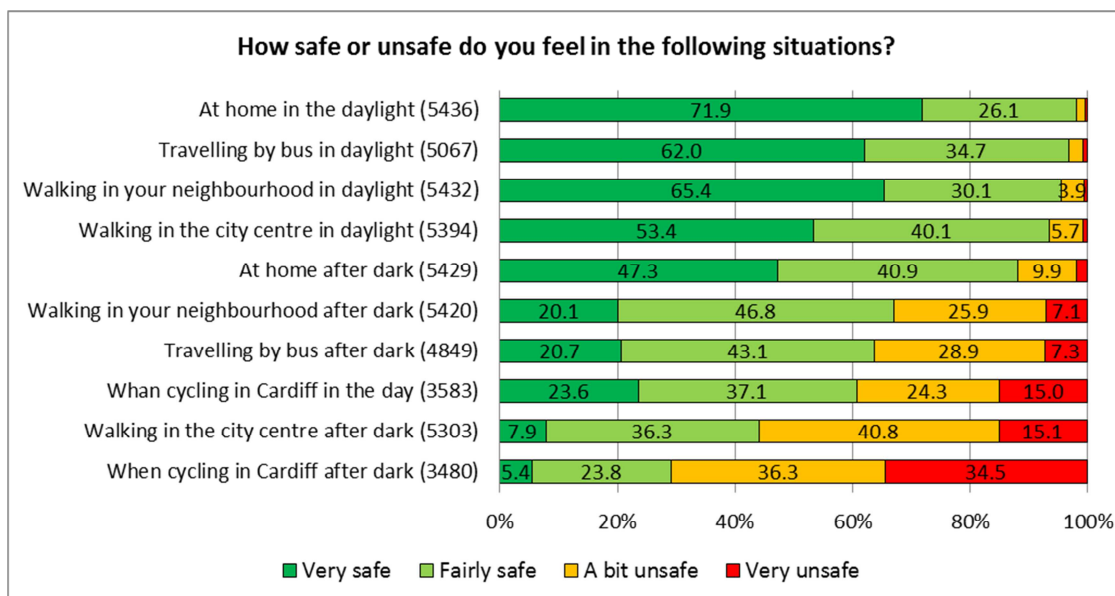
However, there has been a decline in the percentage of respondents agreeing the 'People in Cardiff are safe and feel safe' across each of the comparable demographic groups, and each of the six Neighbourhood Partnership Areas.

Disagreement with the statement was highest amongst residents in Cardiff East (36.5%), those identifying as disabled (38.5%), and those from the 20% most deprived areas of the city (37.7%).

Further research is required to fully understand the story behind the data. Possible influencing factors may go beyond the actual risk of crime and include perceived fears, possibly fuelled by major incidents or reporting within the wider media.

7.4 How safe or unsafe do you feel in the following situations?

Respondents to the latest Ask Cardiff Survey were found to feel less safe in <u>all situations</u> listed than was reported in 2016.

Base sizes shown in brackets.

The most significant declines were found in the following areas:

- Walking in the city centre after dark – A fall of 11.8%
- Cycling in the day – A fall of 13.0%
- Cycling after dark – A fall of 10.6%

Respondent's feelings of safety in their own neighbourhoods after dark also fell by 7.4% from the 2016 figures.

Analysis by local area and demographic group reveals that:

- People in Cardiff East, feel less safe than those in other areas of the city, in a variety of scenarios.

- In Cardiff West 83.9% of respondents reported feeling either 'very' or 'fairly safe' when walking in their neighbourhood after dark compared to just 55.6% of those from Cardiff East. Additionally, just over one in ten respondents (11.1%) in Cardiff East reported that they would feel 'very unsafe' in this circumstance.

- Almost half (45.8%) of those resident in Cardiff East felt unsafe travelling by bus after dark compared to just over a third of respondents from all other areas (between 33.7% and 35.9%), and for the sample overall (36.2%).

- Over half (52.6%) of respondents living in Cardiff East reported feeling 'unsafe' when walking in the city centre after dark compared to around a third (34.1%) of respondents from City & Cardiff South.

- More than half of respondents in each of the Neighbourhood Partnership Areas felt unsafe when cycling after dark (ranging from 52.4% of residents in City & Cardiff South, rising to 63.1% of residents in Cardiff North).

- Almost all respondents felt safe in their home during the day. After dark, this figure drops slightly ranging from 90.0% in Cardiff South East to 96.6% in Cardiff West.

- In the scenarios presented, those identifying as disabled typically reported feeling less safe than other demographic groups whilst women generally felt less safe than men.

A third (33.2%) of all respondents believed anti-social behaviour to have increased in their local area in the past twelve months compared to just 4.5% who believed it to have decreased. Amongst respondents living in the 20% most deprived areas in Cardiff the proportion believing anti-social behaviour in their local area had increased over the past year rose to half (50.5%).

Many of the specific problems detailed related to groups of young people 'hanging out' in neighbourhoods, particularly after dark, causing people to feel unsafe.
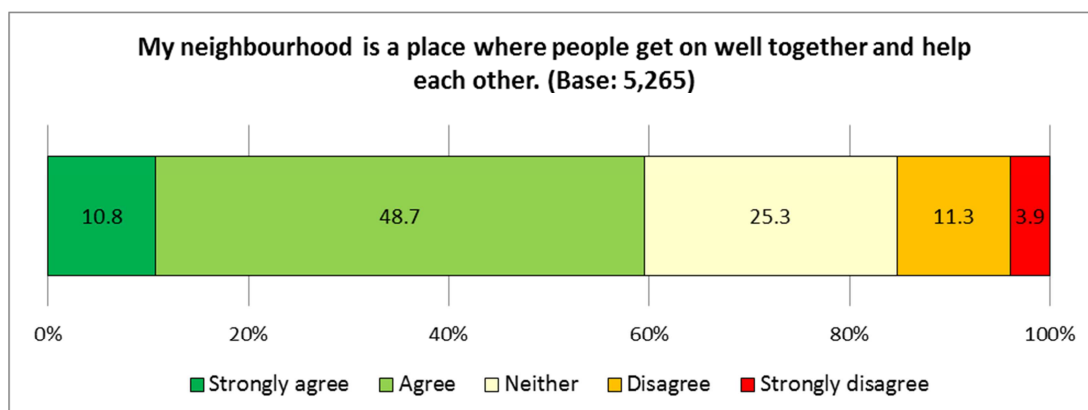
"Where I live (Fairwater) overlooks school playing fields, I love it. It almost feels like the country with the stream and trees. In the night-time it is different, there are a lot of teenagers in gangs of about 10-15. They make the place feel unsafe and eerie so that is not so good at all."

"Sometimes around the area (Gabalfa) there are groups of teenagers who come and smash everything up, garage doors, shops and cars. Nobody stops them, people are afraid of them, I don't think that they are from the area, they come as a group and sometimes smell of drugs."

"In the school holidays especially we have problems with groups of youths on the streets which can be quite intimidating on times." (Tremorfa)

7.5 My neighbourhood is a place where people get on well together and help each other.

In 2017 three in five respondents (59.5%) agreed that their neighbourhood is a place where people get on well together and help each other. This shows a slight decline from 2016 when 64.5% agreed with this statement, no significant difference was found between the observed and the weighted data.

My neighbourhood is a place where people get on well together and help each other. (Base: 5,265)

Strongly agree	Agree	Neither	Disagree	Strongly disagree
10.8	48.7	25.3	11.3	3.9

Base sizes shown in brackets.

Welsh speakers (68.4%) and respondents aged 55+ (65.2%) were most likely to agree that their neighbourhoods are places where people get on well together and help one another. Disagreement with this statement was strongest amongst respondents classified as living in the 20% most deprived areas of the city (29.9%) and those identifying as disabled (23.6%).

Geographically, agreement with this statement was shown to be lowest in Southern and Eastern areas of the city.

Interviews and discussions revealed a handful of examples of both very good and very poor relationships with neighbours. Most striking however was the number of people who had no discernible relationship at all with their neighbours. Numerous participants referred to knowing their neighbours "*by face but not by name*."

"*My neighbours don't really mix, everyone is just living their own lives*".

"*I know my neighbours by faces but not names, we just say hi/hello*".

Where neighbour relations were better, people reported sharing chores such as grass cutting, exchanging food (particularly where neighbours were of different ethnicities) and showing general consideration for one another. Communication and education were described as 'key' to good neighbourly relationships:

"*It all starts with communication and talking, then you realise that you have so much in common. Education in all aspects is the name of the game.*"

The importance of education in schools and in families with regard to religion was also stressed to increase understanding and community cohesion.

SECTION 8: CARDIFF IS A GREAT PLACE TO GROW UP

Response rates from young people (under 18) are very low to the online survey work. The priorities below are drawn from the focus group work undertaken, including:

- A day long 'Grand Council' of the Cardiff Youth Council to consider the Well-being Plan
- Focus group with BAME young people

8.1   Routes into employment

Engagement with young people in the city highlighted their concerns with regard to leaving education and joining the workforce. Pupils widely reported feeling insufficiently supported in finding work with the focus in school firmly placed on exam results as opposed to preparation for the world of work.

There was widespread demand from young people for more work experience opportunities. Existing opportunities were said to be poor, with the responsibility of arranging placements lying with pupils and their families rather than through an official schools system. As such, opportunities are biased by a range of factors including family support, personal connections and the school you come from, with some employers unwilling to take pupils from schools with a poorer reputation.

It was felt that an increase in real work opportunities prior to leaving full time education would better prepare young people for the world of work and enable them to better understand the requirements of potential employers when making applications.

Young people considered that at present their time in the education system is primarily driven by academic results rather than preparing them for the next steps in life. Participants in the Youth Grand Council delivered a clear message for an increased focus on Personal, social, health and economic (PSHE) lessons delivered by specifically trained teaching staff. Pupils were keen for these lessons to be utilised to prepare them for life i.e. practical guidance on things like paying bills, looking for work, opening bank accounts and teaching values such as equality and diversity.

Young Black Asian Minority Ethnic (BAME) participants raised concern over the GCSE attainment gap between BAME and white pupils and questioned what was being done to address the divide. Participants reported making use of the 'Into Work' team and receiving help with cover letters, CV's etc. Despite the assistance, it was reportedly still difficult to find a part time job, leading to feelings of possible discrimination.

8.2   Mental Health and Young People

Mental health services for young people were identified as one of the top priorities for change. Poor mental health amongst young people was described as a *"health epidemic that is being ignored"*. Current services were deemed difficult to access, with a crisis needing to be reached before a referral is made. Excessive waiting times, lack of early interventions and support systems were believed to exacerbate problems, including stress in preparing for exams, social pressures including those arising from social media and home life pressures.

As well as providing different routes into the world of work (e.g. non-academic options, apprenticeships and opportunities to work with voluntary organisations), a stronger focus on building the confidence of young people was emphasised. In particular, investment in extra-curricular provision and cultural experiences at weekends and school holidays would help to re-engage children and give them the interpersonal skills needed to lead happy and successful lives.

8.3   Youth Facilities / Services in the Community

The need for more youth facilities was also highlighted. The Ask Cardiff Survey revealed that levels of satisfaction for youth services are relatively low across the city, particularly in the most deprived 20% of communities. Direct engagement with young people (under 18) frequently raised the problem of a lack of places to *"hang out and meet with friends".*

8.4   Transport

Particularly amongst younger people, the cost of Cardiff Bus services was reported as '*too expensive'*. Rival local firms were described as cheaper, but less reliable. The cost of travel from the valleys and surrounding areas into Cardiff to access culture and jobs was thought to be prohibitive to many people. To help combat the problems raised young people suggest a scheme that would allow tickets to be used across services.

The cost of journeys by bus, especially when weighed against convenience and comparative costs for taking a car made this an unviable option for many of the people spoken to.

"It only costs £3 to park for 2 hrs in town".

It was felt that either bus routes need to be faster and more direct to justify costs, or prices reduced considerably as compensation with one participant explaining:

"You don't mind travelling on Megabus and it taking ages because it's only £1!" Right now a short journey from Butetown to Canton takes 45mins making it an unattractive option."

The 'iff' card, available to 16-18 year olds for discounted travel, was used by many of the young people spoken to. Whilst they were in favour of the scheme they also reported significant delays in the application process and difficulties in using the online application system, with several reports made of failed applications.

Over-crowding on services, particularly at peak times was also rated as a significant cause of dissatisfaction. Services were described as 'packed' and 'rammed' with services frequently missed due to a lack of space available. Additional services were suggested on specific routes e.g. school routes at times of known peak demand. Pupils at St. David's relayed how they had successfully campaigned to get a larger capacity bus provided for their school, something that others were keen to replicate.
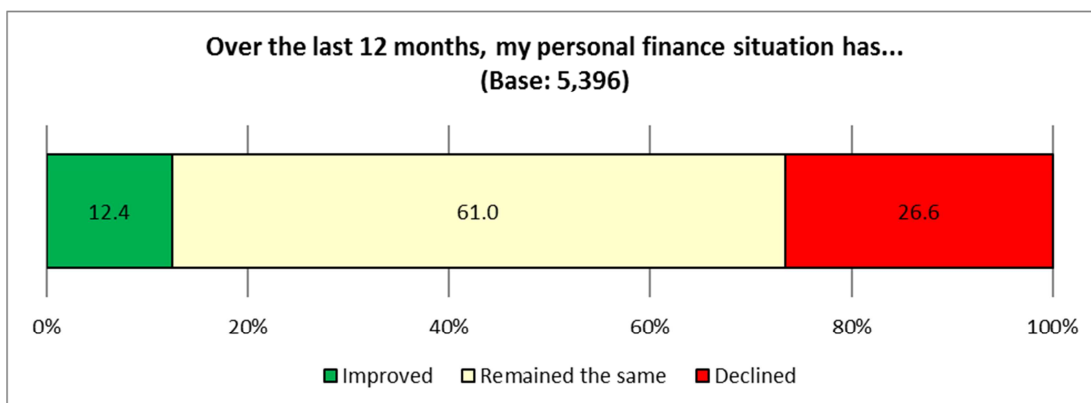
Young people reported that whilst they had received encouragement from teachers to walk and cycle whilst in primary school this backing had dissipated since joining high school. Pupils shared a reluctance to wearing protective headwear, labelling this as 'geeky'. Further deterrents included a lack of suitable storage space available at the school and an unwillingness to use the available bike sheds, an area which tended to be frequented by older male pupils, something younger girls felt intimidated by.

It was generally felt that a more active role could be played by schools in encouraging the take up of cycling. The provision of a free cycle helmet as part of your school uniform was suggested as a step that would send a clear message in support of this as a means of travel to and from school.

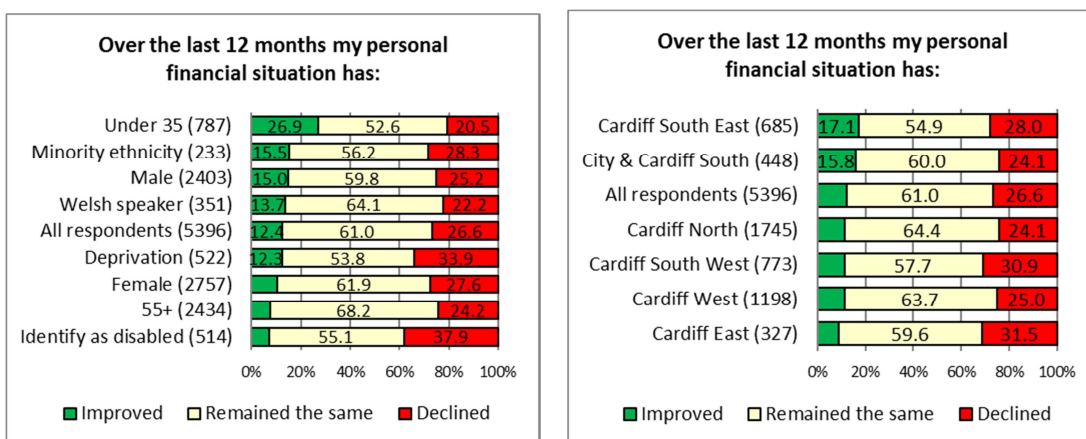# SECTION 9: SUPPORTING PEOPLE OUT OF POVERTY

9.1 Over the last 12 months my personal financial situation has…

Approximately one in four (26.6%) reported their personal financial situation has declined over the past year.

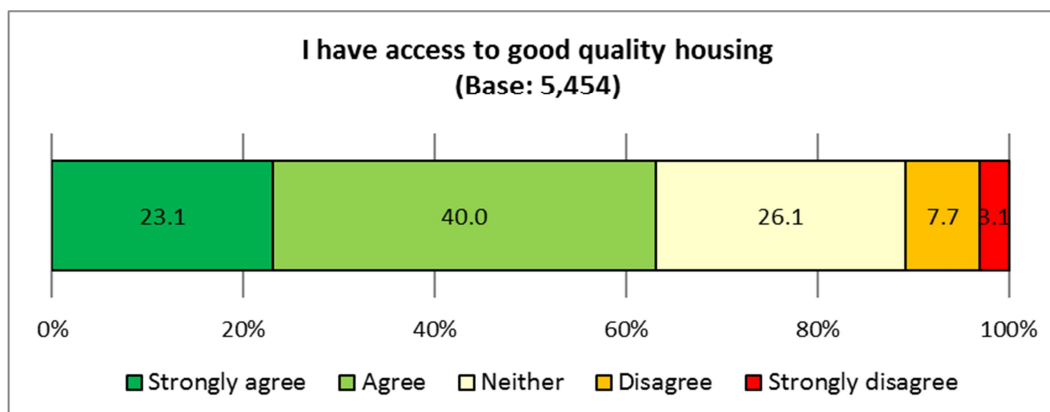*Base size: 5396. Excludes 'Don't Know' responses.*

This rose to one in three (33.9%) of those living in Cardiff's 20% most deprived areas and almost two in five (37.9%) of those identifying as disabled.

Base sizes shown in brackets. Excludes 'Don't Know' responses.

9.2 Access to good quality housing

Overall 63.1% of respondents agreed they have access to good quality housing.

I have access to good quality housing
(Base: 5,454)

| 23.1 | 40.0 | 26.1 | 7.7 | 3.1 |

■ Strongly agree ■ Agree □ Neither ■ Disagree ■ Strongly disagree

Respondents living in the 20% most deprived areas of the city were least likely to agree with the statement (45.1%). Geographically the level of agreement was lowest in the East of the city i.e. Trowbridge, Llanrumney and Rumney (51.5%).

Access to good quality housing was widely regarded as one of the most important criteria in addressing well-being.

All focus groups were conscious of a visible rise of homelessness on the city's streets. There was some frustration that buildings in the city lie empty whilst there are people without a home on the streets. Developers, it was felt, should be prevented from allowing this to happen, furthermore it was suggested that empty buildings could be acquired and changed to hostel accommodation, to look after both the homeless and their dogs.
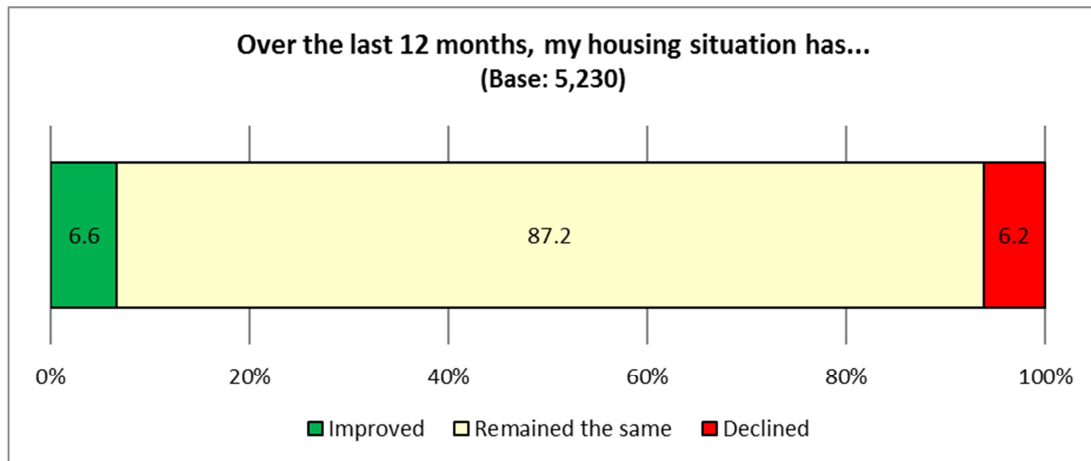
Members of the 50+ Forum suggested that when building new developments the properties within should be 'adaptable' i.e. partitions able to be added and removed to change the purpose of the building depending on need e.g. families, one room accommodation.

More than once focus group participants highlighted instances of makeshift and potentially illegal migrant accommodation springing up in local areas. Participants questioned the safety and legality of this accommodation and probed whether public services were aware of the situation.

As well as providing affordable housing, the need to help people at risk of poverty manage their finances and take the steps to be ready to find work was highlighted. Peer mentoring and participation in cultural, physical and social activities to help raise confidence were also seen as important as well as providing those on benefits more temporary job placement opportunities to gain work experience.

9.3   Over the last 12 months my housing situation has:

Most respondents (87.2%) stated their housing situation was unchanged over the last 12 months, with almost equal proportions reporting it to have improved (6.6%) or declined (6.2%).

Respondents under the age of 35, and those living in City & Cardiff South were most likely to report an improvement in their housing situation (17.7% and 11.5% respectively).

Focus group participants raised concerns about private sector housing standards with comments including:

"I have been in 4 rental properties in 3 years and do not feel that private landlords are adhering to the rules. I don't think that they have even heard of Rent Smart Wales, many of the properties are over-priced and nasty."

"Where flats are being let above commercial properties and houses are being split there seems to be zero implementation of planning permission."

"On what basis is a home allowed to be let. Many are overcrowded, damp, no sound proofing or ventilation, who is checking on this? This all makes me feel very unsafe."

Prepared by Cardiff Research Centre

SECTION 10: CARDIFF IS A GREAT PLACE TO GROW OLDER

The majority of older people who responded to the Ask Cardiff survey were satisfied with Cardiff as a place to live (85.6%) and reported their sense of well-being remaining good or very good in the previous 12 months.

The following issues were emphasised throughout the engagement work:

10.1 Living at home, in their community

The need to value and respect the older generation by involving them in the future of their communities was raised, as was the need for improved support and facilities in the home to enable older people to live independently in their own homes for longer.

"You have a better recovery following a hospital stay if you are in your own environment; you also prevent bed blocking and have a speedier turnover."

On providing appropriate support: "…10 minutes a day, what can someone really do in that time?"

Specific proposal include providing access to befriending services, the arts and physical and social activities to tackle social isolation and ward off chronic illnesses such as dementia; and that plans for all new houses should be required to have a toilet both upstairs and downstairs to help make homes suitable 'for a lifetime'.

10.2 Accessing Services

Information on the full range of services for older people needs to be embedded into the health care system so that older people can make informed decisions.

It is perceived by some that opportunities for accessing services and improved facilities in the home are a postcode lottery, with perceived lack of equality in the costs that the elderly are expected to cover for services. Many elderly in the city were described as 'asset rich but financially poor' and it was felt they were unfairly discriminated against for owning their own home.

"Not fair that some people have to pay but others don't".

"Better off being poor – if you have money, you won't get anything from the Council."

Frustration was expressed with the apparent lack of communication between services when having to provide the same information to different agencies.

The increasing need to use electronic means of communication to access and interact with services is also of significant concern for older people and their well-being. Reasons for not being able to and not wanting to use technology included lack of knowledge, IT literacy, security concerns and loss of social interaction.

"To have money or a cheque in my hand and visit a post-office – that to me feels safer.''

"Perhaps a weekly trip to the post office or bank is the main outing for an elderly person on their own. A natter in the queue actually has a huge impact on their well-being."

It was felt that the means in which the public communicate with services needs to remain a matter of choice and the ability to access local community services for face to face interaction should be maintained.

10.3 Getting Around

Although there was general support for the pedestrianisation of the city centre it has made it more difficult for the more elderly or infirm to get around and could present a barrier to some. The reintroduction of the hop on hop off bus that could circle the city centre was suggested.

The importance of safe environments and access to services when walking in the local community and the city centre are also key issues for older people, especially in terms of tackling social isolation. Poor maintenance of pavements and street lighting, blocked drains and speeding cyclists were all mentioned as particular safety hazards. A lack of public toilets was also raised as a potential barrier to older people being able to leave the house to access services, meet up with friends or go shopping.

Safety at night time in the city centre is also a particular concern for older people. It is felt that the night time economy is not 'for their generation' and aimed instead at younger age groups, particularly at weekends. The fear of being knocked over or falling was sufficient to deter many elderly from venturing into the city centre at night. It was felt that older people had to make the most of mid-week opportunities to enjoy the city centre i.e. theatre, restaurants etc.