

Consultation Overview Report 2024

*An overview of consultations that have taken place in Cardiff and the
key issues identified by citizens*

Background and Purpose

- To inform the development of the Cardiff PSB's Local Wellbeing Plan (2023-28), a Consultation Overview Report was developed to summarise the main findings of the public consultation on the Plan, as well as the key findings from a number of consultation and engagement exercises undertaken over the past year. It was subsequently agreed by the Cardiff PSB that this report would be produced on an annual basis.
- This report pack therefore:
 - Summarises the key findings from a number of consultation and engagement exercises undertaken over the course of the past year.
 - Presents the headline results by Well-being Objective.
 - Highlights any specific issues raised by key demographic groups based on an analysis of the results by demography, where available.

Consultation & Engagement: Sources

The results of the following consultation and engagement exercises have been considered:

Ask Cardiff Survey: The survey runs between October and November each year. In 2023, the survey had 3,187 responses. The report can be found [here](#)*.

Cardiff Parenting Survey: The survey ran between November and December 2023, with 971 responses received. The survey was run to seek the views of parents and carers and identify where parents find information to support all aspects of their parenting.

Cardiff's Council's Child Friendly Cities (CFC) Survey (2022): The survey last ran in the spring of 2022, with 7,660 pupils (across Primary and Secondary) taking part. The survey report can be found [here](#).

Consultation on Cardiff Council's Participation Strategy 2023-27: The consultation ran for an 11-week period between July and October 2023. Over 1,300 responses were received, and the report can be found [here](#).

Consultation on South Wales Fire and Rescue Service's Proposed Objectives for 2024-25: Each year, a 3-week 'pre-consultation' exercise is undertaken with staff, stakeholders and other partners. The results of this is then fed into planning discussions/ informs strategic themes and improvement objectives, which is then consulted on formally (and publicly) for 12 weeks. The public consultation ran between October 2023 and January 2024. 212 people engaged with the survey**.

Consultation on the Voluntary, Community and Social Enterprise (VCSE) Strategy: To inform Cardiff Third Sector Council's (C3SC's) VCSE Strategy, a wide-ranging consultation was undertaken across 2022 and 2023 with C3SC members. The consultation included open access focus groups, structured conversations on a one-to-one basis, as well as a digital survey.

Engagement on Cardiff and Vale University Health Board's (CAVUHB's) Strategy Refresh: The Health Board undertook a period of engagement between October 2022 and June 2023 to inform a refresh of its existing 'Shaping Our Future Wellbeing Survey'. Phase 1 engagement*** took place between January and March 2023, with a survey launched which gathered 1,004 responses.

Engagement on the Local Nature Recovery Action Plan: Cardiff's Local Nature Partnership (LNP) ran a series of workshops and engagement events on the NRAP, which is currently under development, between November 2024 and January 2024. This included a survey, which received 353 responses.

River Ely Natural Capital Assessment: Local Priorities Survey: A high-level survey was developed to gather information on local priorities to inform the development of potential natural capital opportunities. The survey ran for three-weeks in September 2022 and had 63 responses.

School Health Research Network's (SHRN's) Students' Health and Wellbeing (SHW) Survey (2021/22) – Cardiff Report: The survey ran from September to December 2021, with 11,887 students taking part across Years 7 to 11 in Cardiff. This is the latest survey report available for Cardiff. ****

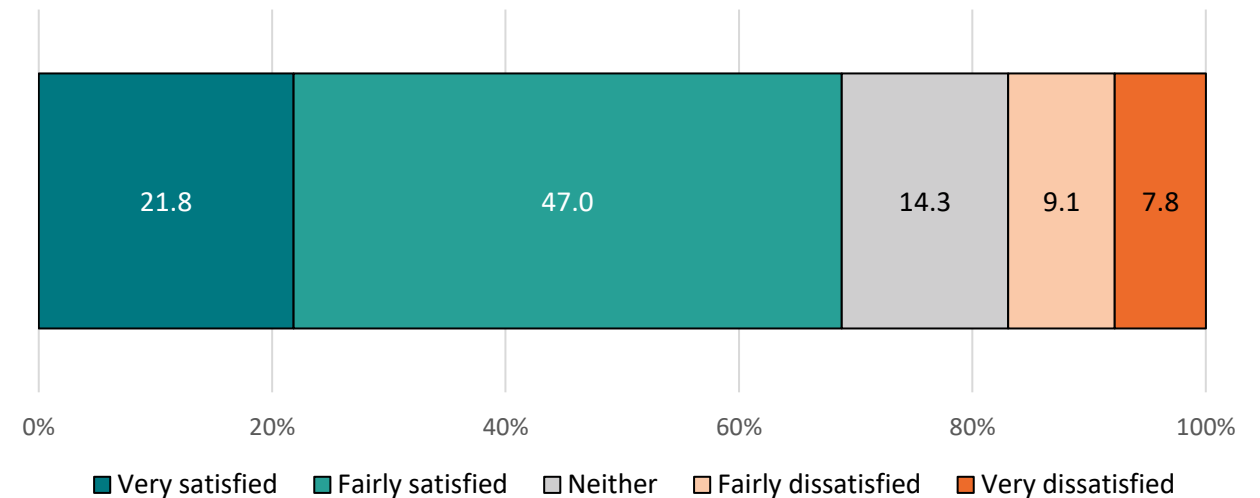
The South Wales Police & Crime Commissioner's Annual Community Survey: The survey launched in November 2023 and ran for a six-week period. 1,599 people complete the survey. The survey report can be found [here](#).

WBO 1 – Cardiff is a Great Place to Grow Up

Satisfaction with Schools

- As part of the 2023 Ask Cardiff survey, respondents were asked how satisfied or dissatisfied they are with schools in their neighbourhood.
- 68.8% of respondents - with children in the household - noted themselves as 'satisfied' with schools in their neighbourhood, with 16.9% stating that they were dissatisfied.

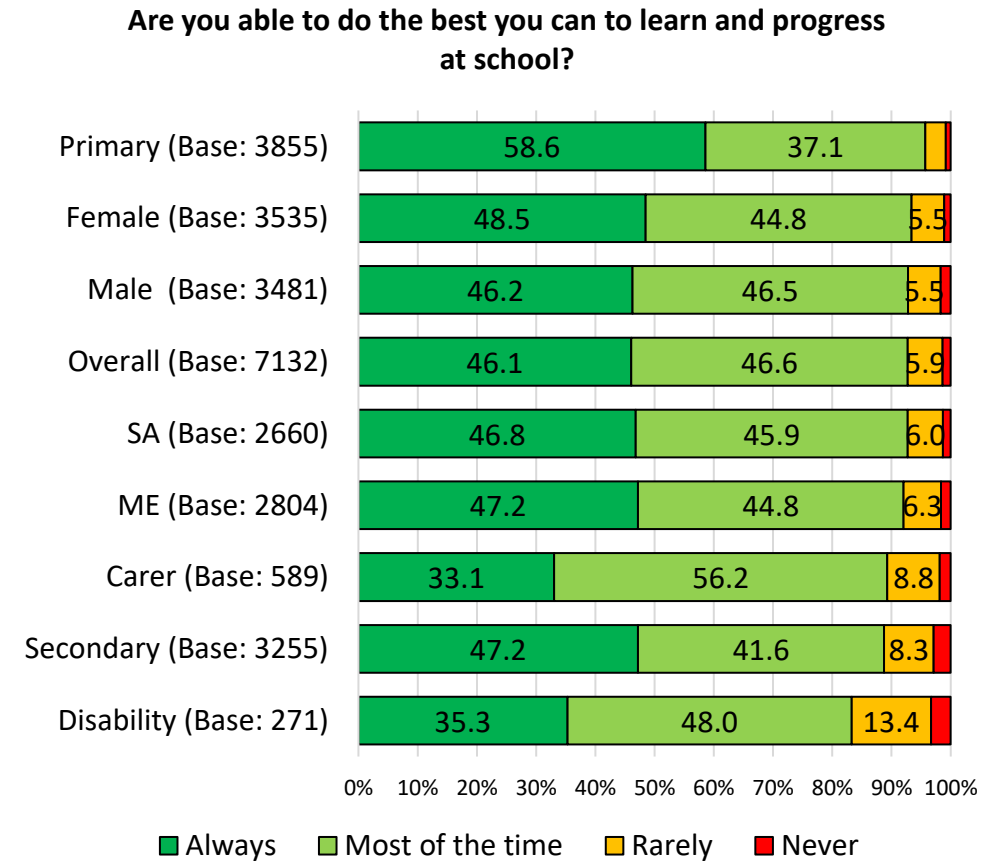
How satisfied or dissatisfied are you with schools in your neighbourhood?
Respondents with Children in the Household
(Base: 449)



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Education & Skills

- Just under half of children (46.8%) stated that they are able to do the best they can at school 'all of the time'.
 - Primary school pupils were most likely to feel able to do the best they can to learn and progress at least most of the time (95.7%). Around one in seven pupils (16.7%) with a disability felt they were 'rarely' or 'never' able to do their best at school.
- Of those who struggled with feeling able to do their best to learn, stress was selected as the most common issue (50.5%).
 - Secondary school pupils were most likely to find school 'too stressful' (58.8%), whilst females were more likely to find it 'too stressful' than males (58.7% compared with 41.1% respectively).
 - Respondents with a disability were most likely to report that they were not confident and need help (29.9%), that they had fallen too far behind during the COVID-19 pandemic (25.3%), or that no-one encourages them to do well (16.1%).
 - Carers were most likely to state that they found the work 'too difficult' (31.3%), or that 'problems at home are making it difficult to concentrate' (26.1%).

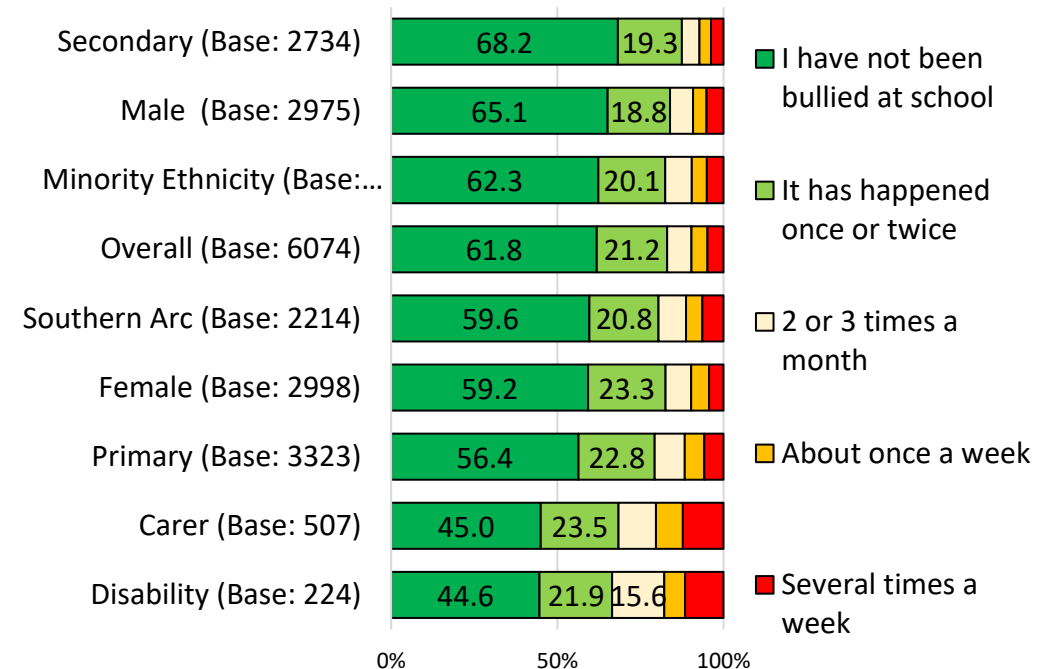


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Bullying

- Around two-fifths of respondents (38.2%) to the 2022 CFC survey reported that they had been bullied in school – a fifth (21.2%) said this had happened once or twice, 7.4% that this happened ‘2 or 3 times a month’, 4.7% that it happened about once a week, and 4.9% said they were bullied at school several times a week.
 - Secondary pupils were least likely to be bullied in school (68.2% reported that they had not been bullied).
 - Respondents with Caring responsibilities and those with a disability were most likely to be bullied, with 20.3% of Carers and 17.9% of those identifying as disabled stating this happened at least once a week.
- Cyberbullying was less prevalent, with 26.3% of respondents to the 2022 CFC survey stating this had happened to them in the past couple of months.
 - Again, Carers and those identifying as disabled were most likely to have been the victims of cyberbullying, with almost half reporting this had happened in the past couple of months (45.3% and 44.4% respectively).
- The most common reasons for bullying were: “because of their weight” (39.7%); “because of who their friends are” (27.1%) or “because of their sexual orientation” (21.3%).
- The results of the 2021/22 SHW survey correspond with the results of the 2022 CFC survey: here, 32% reported that they had been bullied at school in the past couple of months, whilst 17% reported that they had been cyberbullied in the past couple of months.

How often have you been bullied at school in the past couple of months?



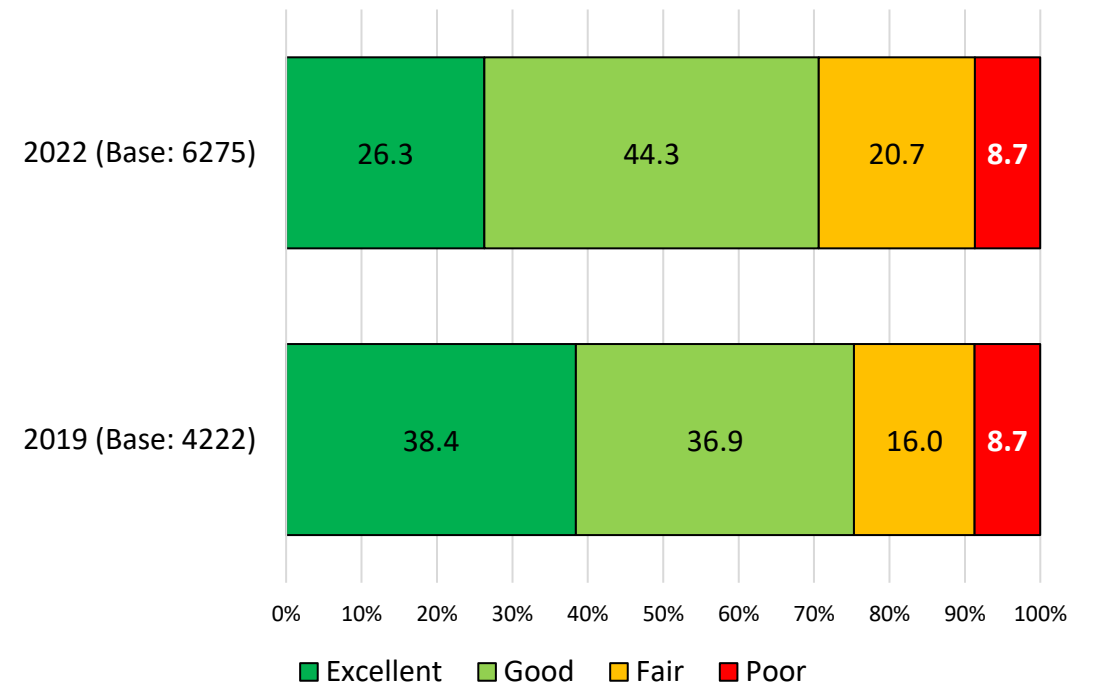
Source: CFC Survey (2022) and SHW Survey (2021/22)

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Mental and Emotional Wellbeing

- According to the 2022 CFC survey results, the reported mental health of children and young people declined between 2019 and 2022. This corresponds with evidence that the pandemic has had a significant negative impact in Wales on mental health and wellbeing.
- Fewer pupils who responded to the survey reported their mental health as 'excellent' (38.4%) and more reported it as being only 'good' (44.3%) or 'fair' (20.7%) (though the proportion reporting it as poor remained the same (8.7%)).
 - A fifth of those with a disability (20.8%) and more than one in ten (11.5%) Carers felt their mental and emotional health was 'Poor'.
 - One in seven (14.0%) Secondary pupils described their mental and emotional health as 'Poor', compared with 4.2% of Primary pupils.
 - Females were almost twice as likely as males to report 'Poor' mental and emotional health (10.4% compared with 6.0% respectively).
- The 2021/22 SHW survey used the Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)* to identify the mean mental wellbeing score of students in Cardiff; the mean score was 23 in 2021/22, meeting the national average. Scores were similar across year groups.

And how would you describe your mental and emotional health?

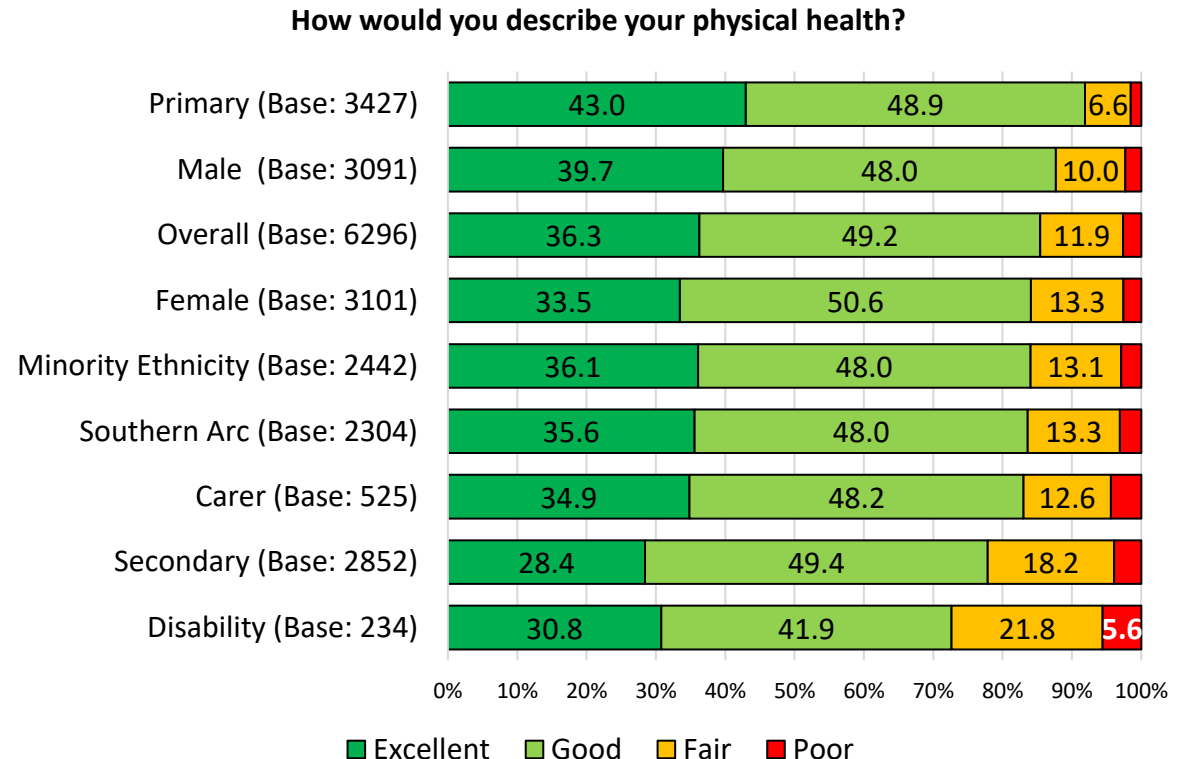


Source: CFC Survey (2022) and SHW Survey (2021/22)

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Physical Health

- As part of the 2022 CFC survey, children and young people were asked to describe their physical health. Six out of seven respondents (85.5%) described their physical health as ‘Good’ or ‘Excellent’, a slight increase from 83.1% reported in 2019.
 - Those with a disability were least likely to describe their physical health as ‘Good’ or ‘Excellent’ (72.6%), with a fifth stating it was ‘Fair’, and 5.6% that it was ‘Poor’. Additionally, primary pupils were most likely to report their physical health was ‘Good’ or ‘Excellent’ (91.9%, compared with 77.8% of Secondary pupils).

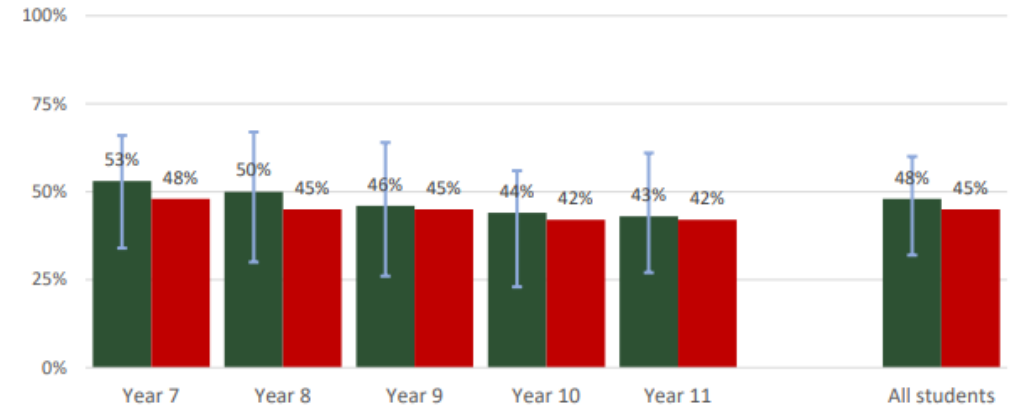


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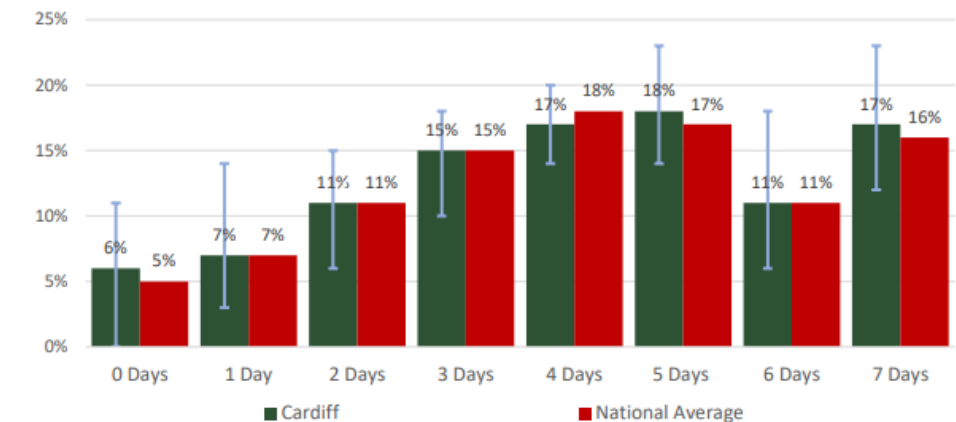
Healthy Behaviours

- 48% of students in Cardiff usually eat one or more portions of fruit or vegetables a day. This compares to the national average of 45%.
 - The results vary between years groups, with the percentage stating that they usually eat one or more portions of fruit or vegetables a day generally decreasing with age (for example, 53% of Year 7 pupils reported this compared to 42% of Year 11 pupils).
- As part of the survey, students were asked how many days in the week before the survey were they physically active for more than 60 minutes. 17% were active each day (7 days) for more than 60 minutes in the previous week. This compares to the national average of 16%.
- 48% of students reported that the main part of their journey to school is walking or cycling, with results similar across year groups.

Students who usually eat one or more portions of fruit or vegetables a day



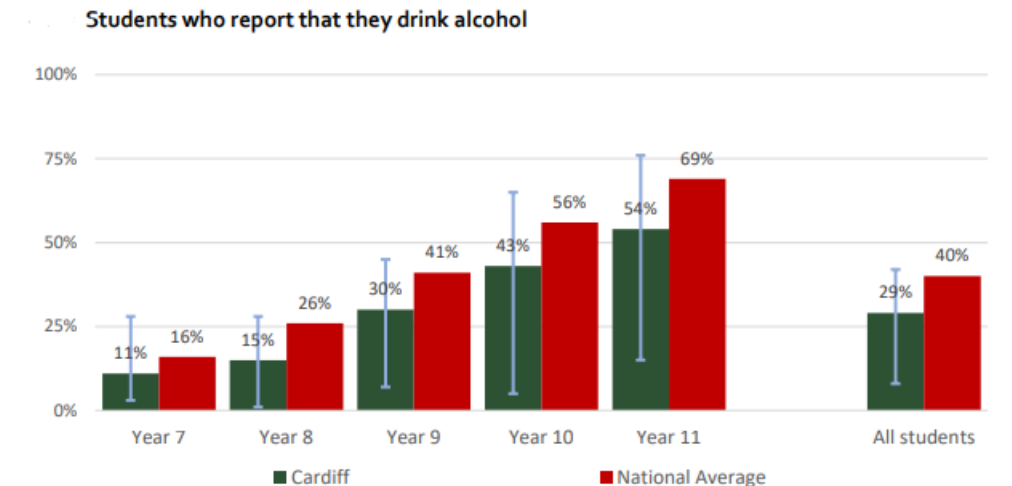
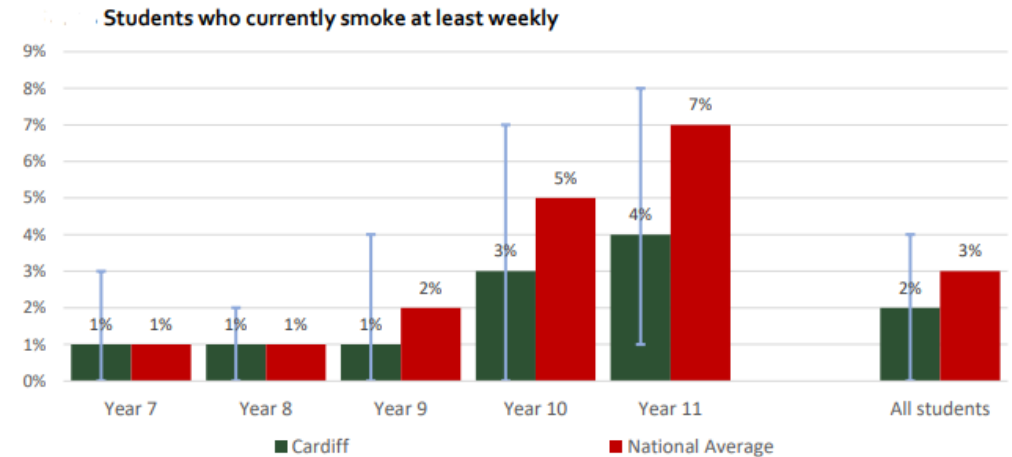
Number of days in the week before the survey students were physically active for more than 60 minutes



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Substance Use and Misuse

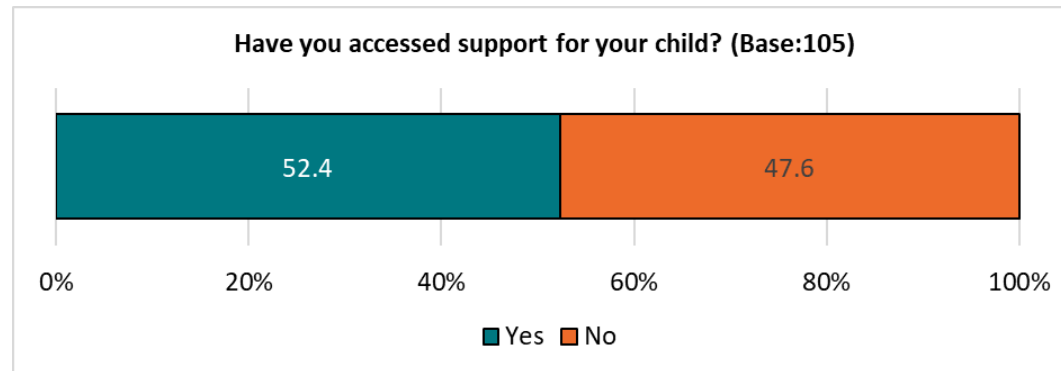
- 2% of students currently smoke at least weekly. This compares to the national average of 3%.
- 29% of students reported that they drink alcohol. This compares to the national average of 40%.
- 14% of students had been offered cannabis in the last 12 months. This compares to the national average of 16%. 3% of students had taken cannabis in the last 30 days (compared to the national average of 30 days).
- The results vary between year groups, with use of substances generally increasing with age.



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Children and Young People with Additional Needs

- Whilst 4.8% respondents to the 2023 Ask Cardiff Survey stated that they were the parent of somebody aged under 25 with additional needs, just over half (52.4%) had accessed support.

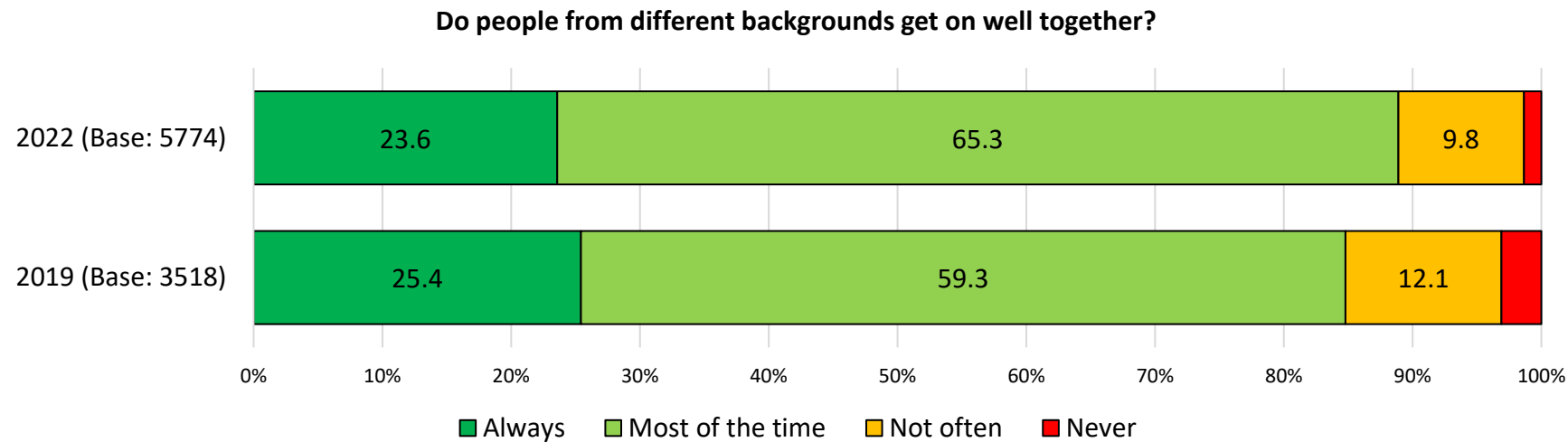


- Reasons for not accessing support included not being aware of the support available, not being able to get the support needed, and the support not being needed.
- 31.8% of these respondents were aware of the Disability Index.

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Community Cohesion

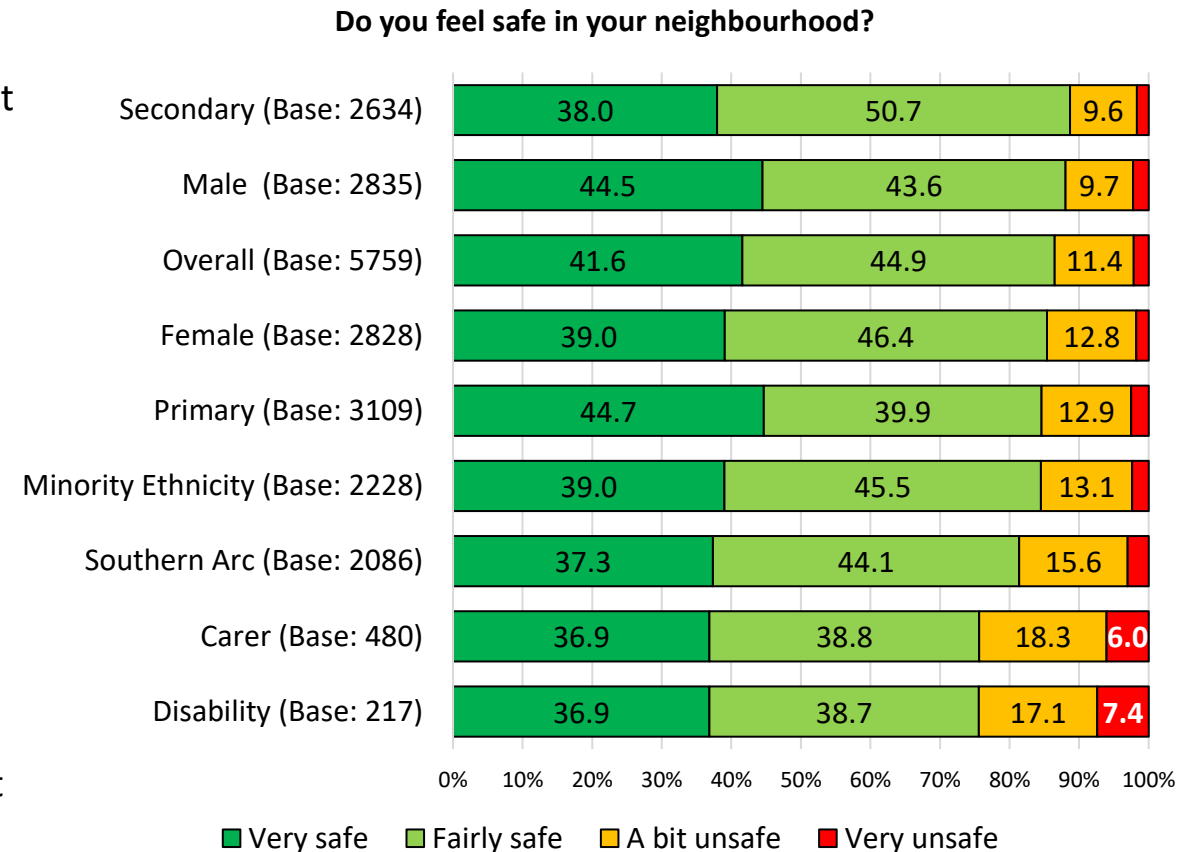
- Almost nine in every ten children and young people (88.9%) felt that people from different backgrounds get on well together at least most of the time, reflecting the findings of the 2019 survey.
 - These results were consistent across the demographic and geographic groups analysed.



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Community Safety

- Two fifths of children and young people (41.6%) said that they felt ‘very safe’ in their neighbourhood, with a similar proportion (44.9%) reporting they felt ‘fairly safe’. This broadly reflects the findings of the previous survey.
 - Primary school pupils (44.7%) and males (44.5%) were most likely to state that they felt ‘very safe’.
 - A quarter of Carers and those identifying as disabled reported feeling ‘a bit’ or ‘very’ unsafe (both 24.4%).
- The primary reason children and young people gave for feeling unsafe in their neighbourhood was ‘gangs/groups of people’ (33.4%). These options were asked separately in 2019, scoring 38.2% and 37.7% respectively.
- Overall, three-quarters of children and young people (76.6%) felt that the police and other public services were doing enough to deal with crime and antisocial behaviour at least most of the time, on a par with the 2019 survey.

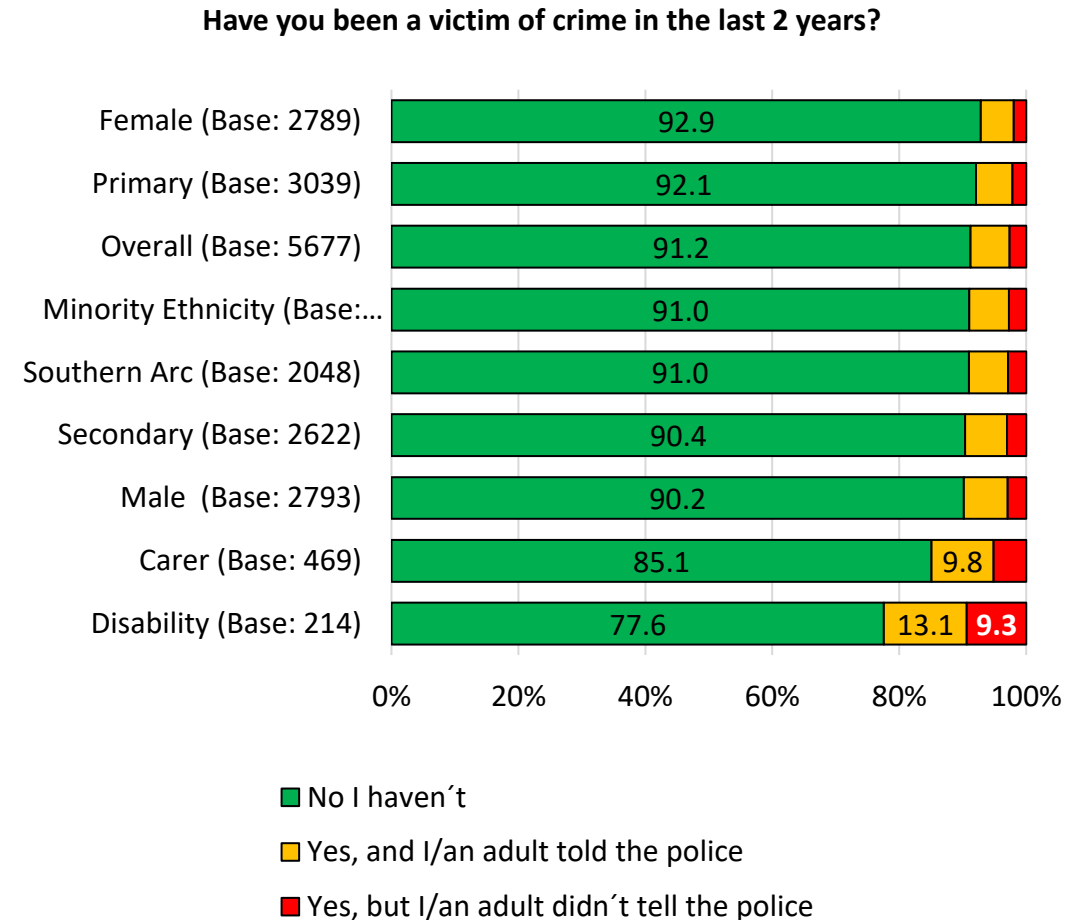


Source: CFC Survey (2022)

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Community Safety (contd.)

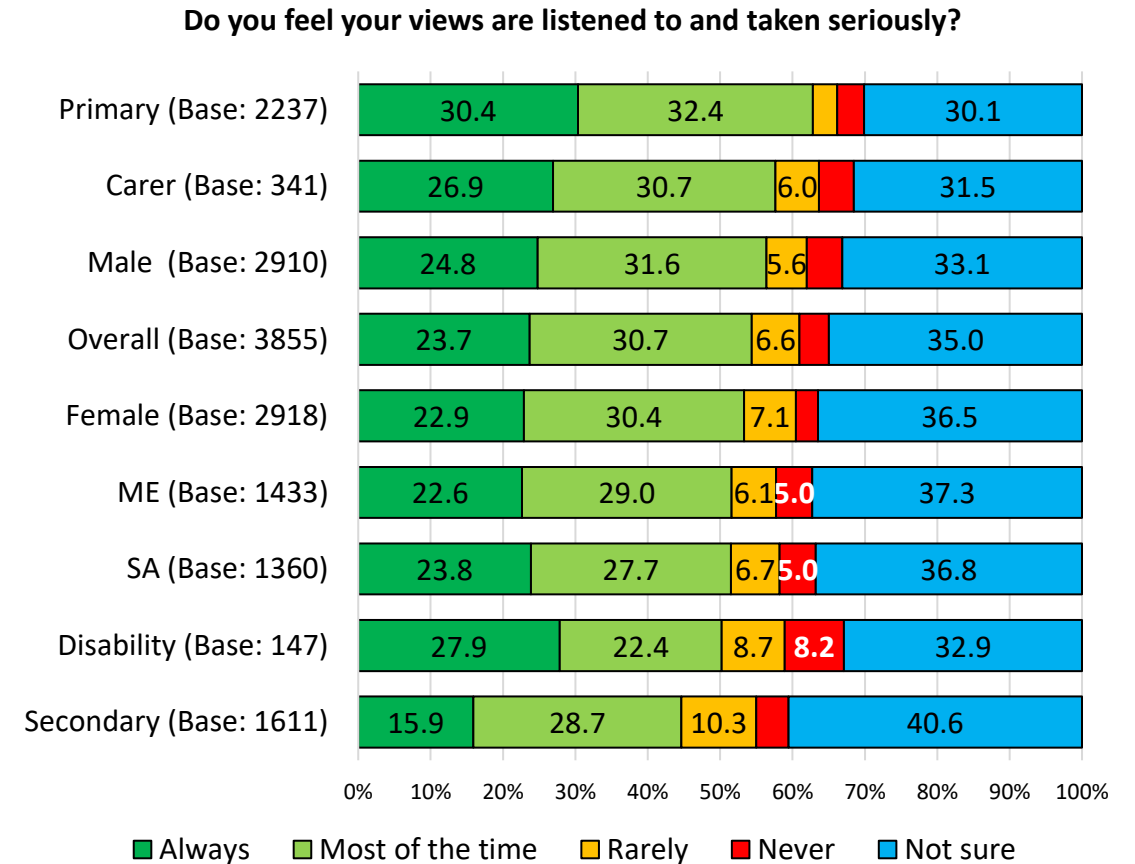
- Nine in ten children and young people (91.2%) had not been a victim of crime in the last two years, up from 86.8% in 2019; 6.2% had, and told the police, whilst 2.6% did not report the crime to the police.
 - Respondents with a disability were most likely to have been a victim of crime (22.4%), with 9.3% not telling the police.
 - One in seven (14.9%) of Carers had been a victim of crime, with 5.1% not reporting this to the police.
- Children and young people who had been a victim of crime, but neither they nor an adult had told the police about it, were asked why they had not reported the incident. Three in ten (30.6%) noted that they “dealt with it myself.” Around a quarter (26.5%) felt that the “police would not be interested” or “feared revenge attacks” (22.4%).



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The Voice of Children and Young People

- Almost a quarter (23.7%) of children and young people felt that their views are ‘always’ listened to and taken seriously, up from 15.9% in the 2019 CFC survey.
- More than a third (35.0%) were not sure if their views are taken seriously, compared to a fifth (20.5%) in the previous survey.
 - Primary pupils were most likely to feel that they were listened to, and their views taken seriously at least most of the time (62.8%, compared with 44.6% of Secondary pupils).
 - Two in five Secondary pupils weren’t sure if their views were listened to (40.6%).
 - Respondents with a disability were most likely to state their views were ‘rarely’ or ‘never’ listened to and taken seriously.

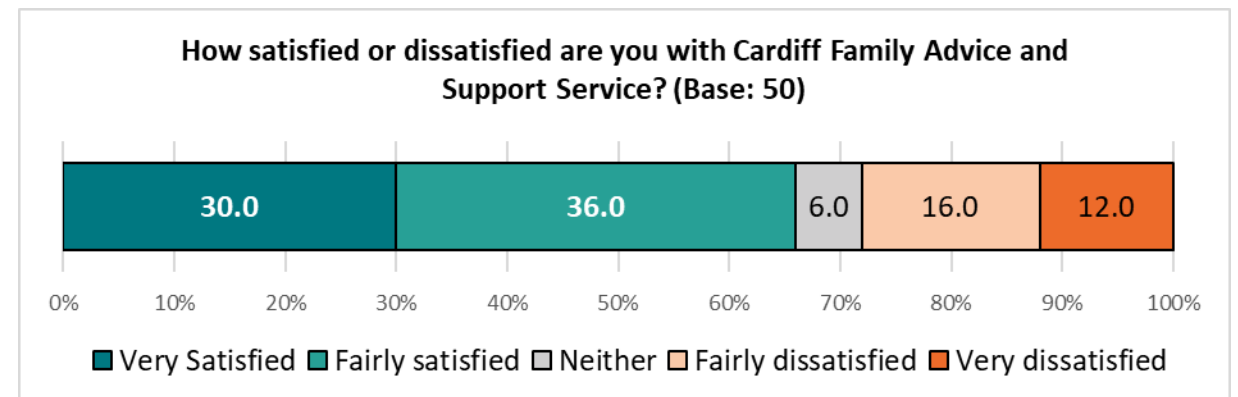
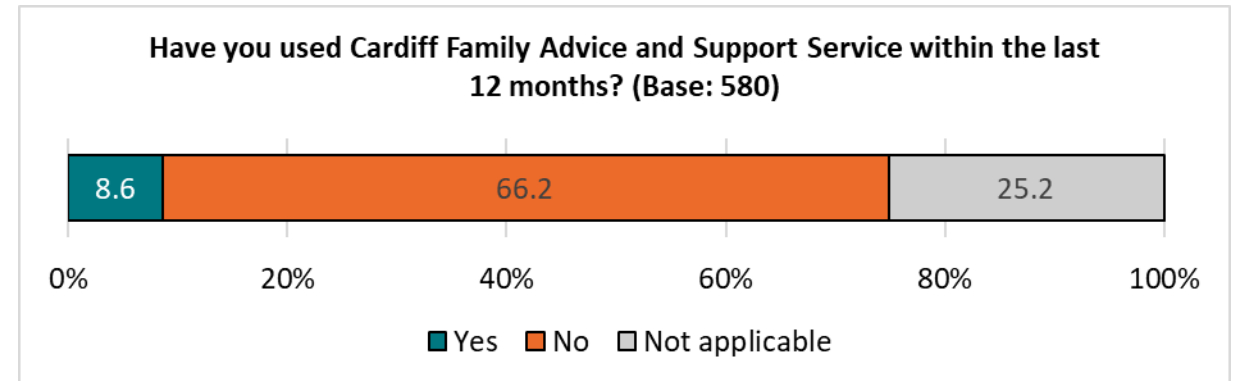


Source: CFC Survey (2022)

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Cardiff Family Advice and Support Services

- 25.5% of respondents to the 2023 Ask Cardiff Survey noted that they are aware of the Cardiff Family Advice and Support Service.
- Of those aware of the Service, one in twelve (8.6%) stated that they had used it.
- Respondents who had used the service were then asked how satisfied or dissatisfied they were with it. Of the 50 respondents who answered this question, two-thirds (66.0%) were satisfied, with a quarter (28.0%) stating they were dissatisfied.

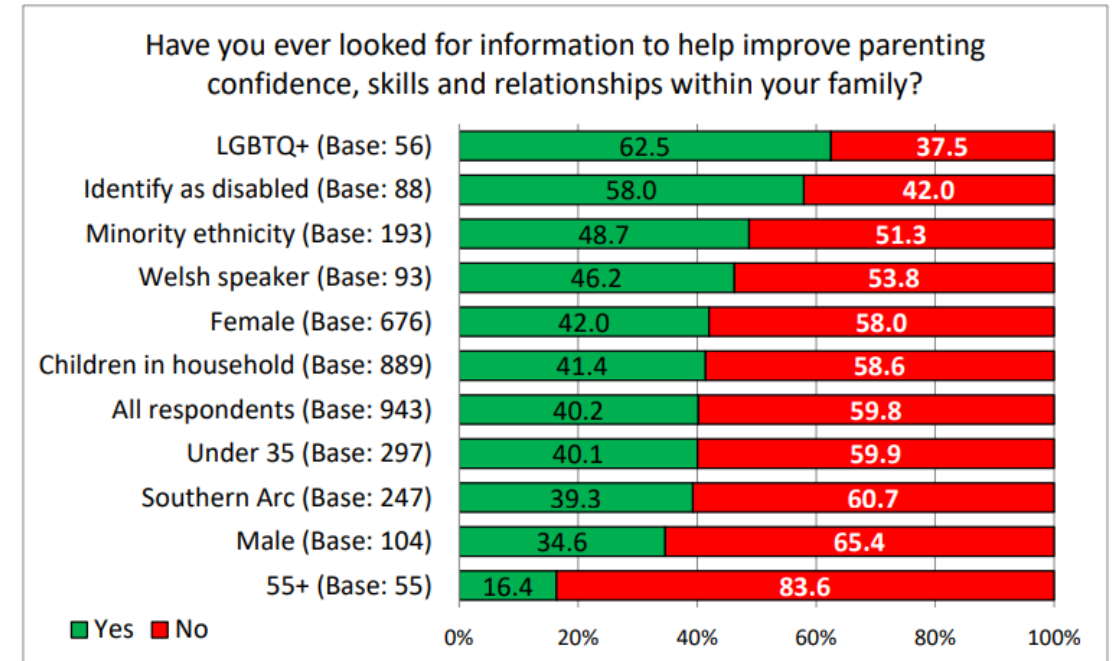


Caution should be taken with low base sizes.

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Accessing Information - Parenting

- Two fifths (40.2%) of respondents to the Cardiff Parenting Survey had looked for information to help improve parenting confidence, skills and relationships within their family.
 - Respondents identifying as disabled and LGBTQ+ were the two groups most likely to have looked for this information (62.5% and 58.0% respectively).
 - Just over a third (34.6%) of males had searched for such information - this is twice as many as those over 55+ (16.4%).
- Seven in ten (69.8%) of those looking for information regarding 'Parenting', noted that they were interested in factors that 'Support [their] child's development'.
- 5% of respondents noted that they had faced a barrier when trying to access parental/ relationship information.
 - Respondents identifying as disabled were twice as likely, compared to overall respondents, to have encountered a barrier (10.8% and 5.0% respectively).
- Barriers identified included being unaware of help/ lack of knowledge; lack of support; commitments (for example, work commitments); and location.

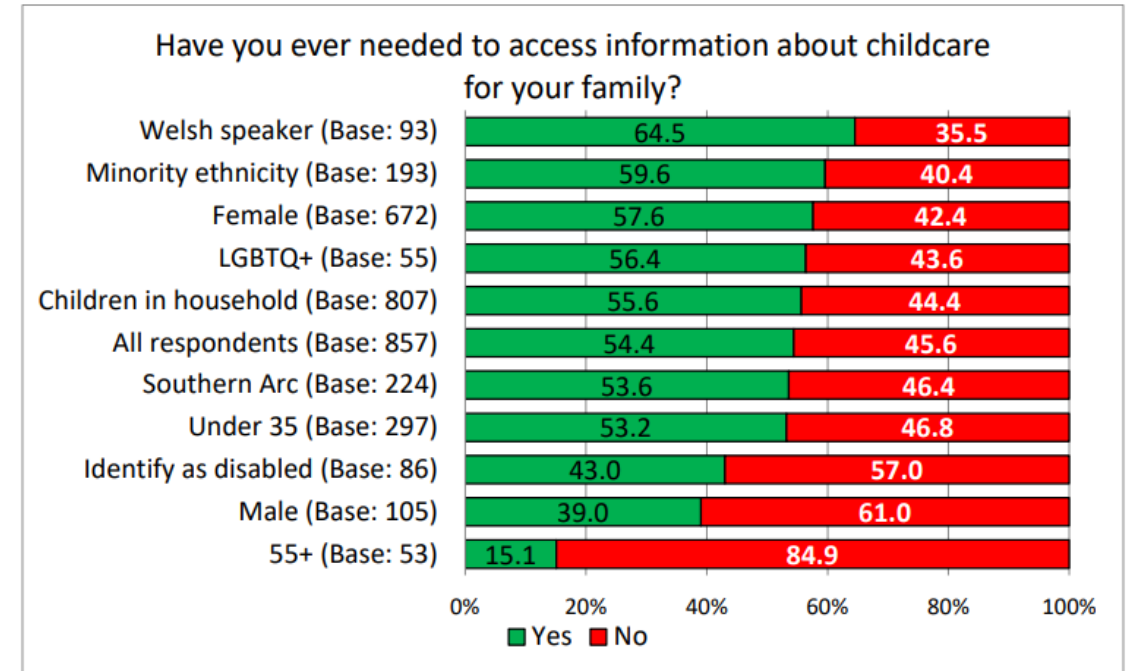


NB: - Caution should be taken with low base sizes.

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Accessing Information - Childcare

- Over half (54.4%) of respondents had enquired about childcare for their family.
 - Welsh speakers (64.5%) and those from a minority ethnicity (59.6%) were the groups most likely to have needed information about childcare for their family. Least likely were those aged 55+ (15.1%) and males (39.0%).
- ‘Finding childcare’ (80.7%) was viewed as the most common information subject that respondents were looking for, followed by ‘help with childcare costs’ (64.7%). Almost three in ten (28.4%) required details on ‘what to look for in a childcare setting’.
- The top three sources used to find information were ‘Online’, ‘Google’ and ‘Government Website.’

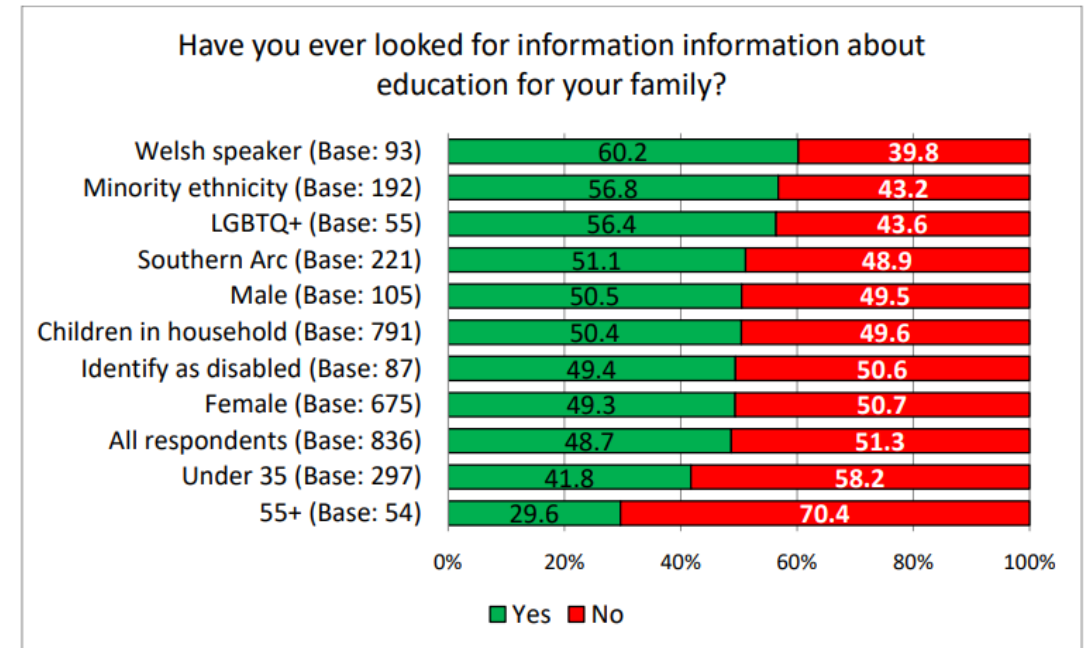


NB: - Caution should be taken with low base sizes.

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Accessing Information - Education

- There was a relatively even split by respondents that had enquired into information regarding education as opposed to those that had not.
 - Around three-fifths of Welsh speakers (60.2%), those from a minority ethnicity (56.8%) and those identifying as LGBTQ+ (56.4%) had investigated educational information for their respective families, this was around twice as many as those aged 55+ (29.6%).
- ‘School/Nursery application process’ (86.5%) was the most popular subject matter respondents had enquired about, followed by ‘school catchment areas’ (61.1%) and ‘Welsh medium education’ (28.6%). Over one in five respondents held an interest in ‘adult learning’ (22.9%).

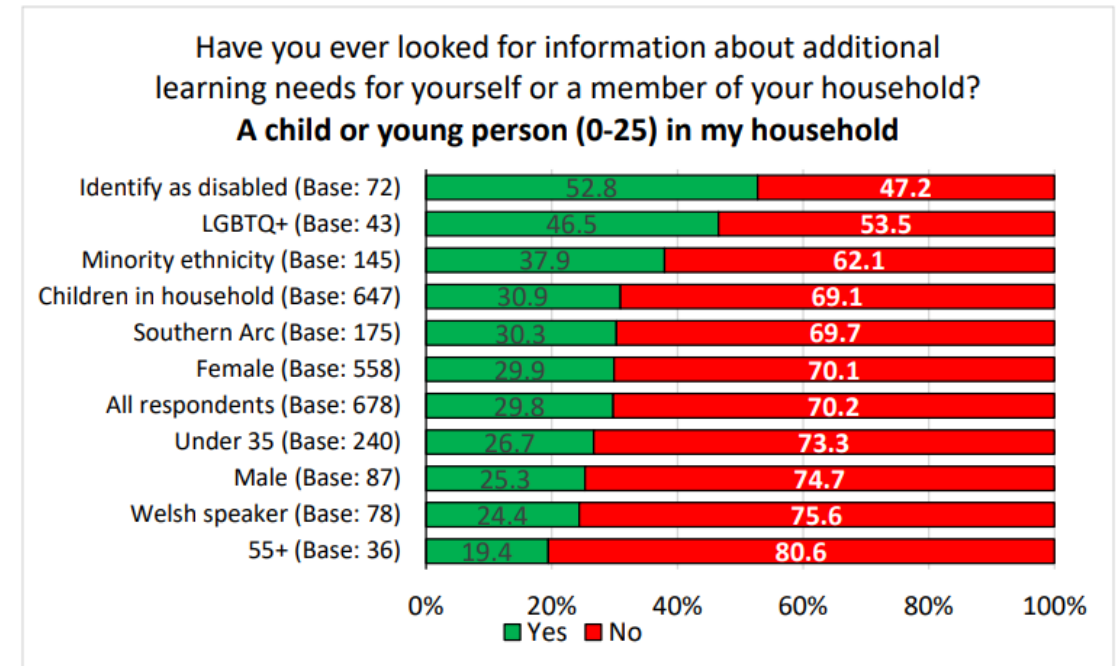


NB: - Caution should be taken with low base sizes.

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Accessing Information – Disability and Additional Learning Needs

- Three in ten (29.8%) respondents to the Cardiff Parenting Survey had enquired about information for a child or young person in relation to additional learning needs.
 - Respondents that identified as disabled and LGBTQ+ were the two groups most likely to have looked for this information (52.8% and 46.5% respectively).
- ‘Where to access such information and advice’ was the most popular subject respondents were looking for (70.9%), followed by ‘support for [their] family’ (55.8%), whilst around one in four (25.6%) had sought ‘finding the right school or nursery setting.’

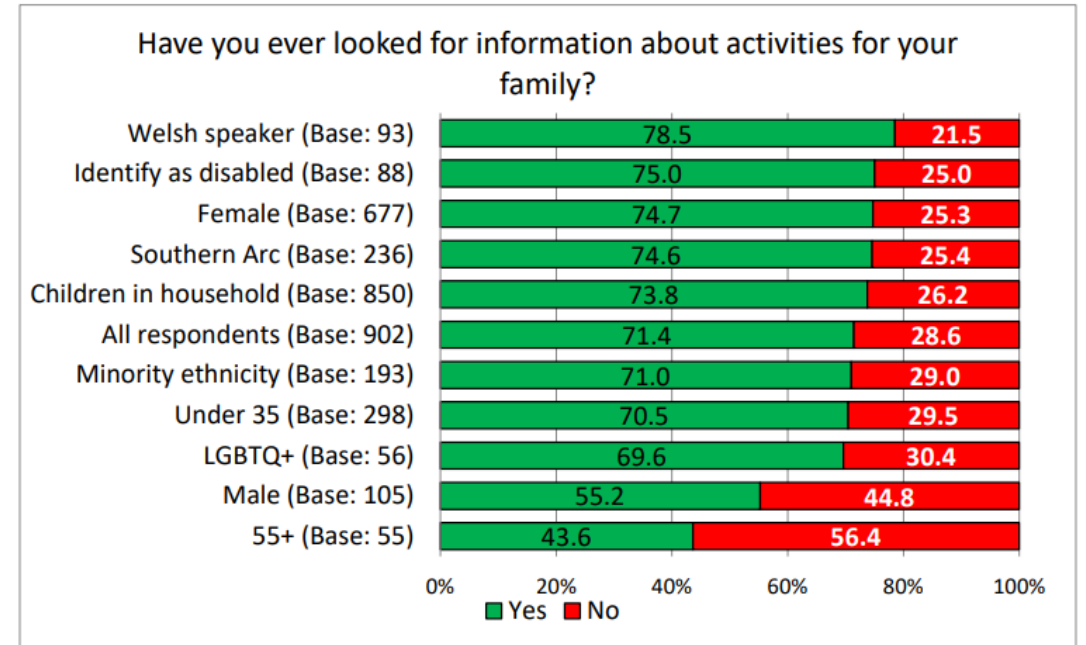


NB: - Caution should be taken with low base sizes.

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Accessing Information - Family Activities

- Over seven in ten (71.4%) respondents had sought out information about activities for their families.
 - With the exception of both males (55.2%) and older (43.6%) respondents, around seven in ten of the remaining groups had searched for information regarding family activities.
- Almost all (97.9%) of those searching for activities looked for those that were ‘low cost’ in nature, around half (54.1%) looked for ‘activities at home’, whilst around one in four (26.9%) were interested in ‘meeting other parents and carers.’
- The top three sources used to find information were ‘Online’, ‘Google’ and ‘Facebook.’

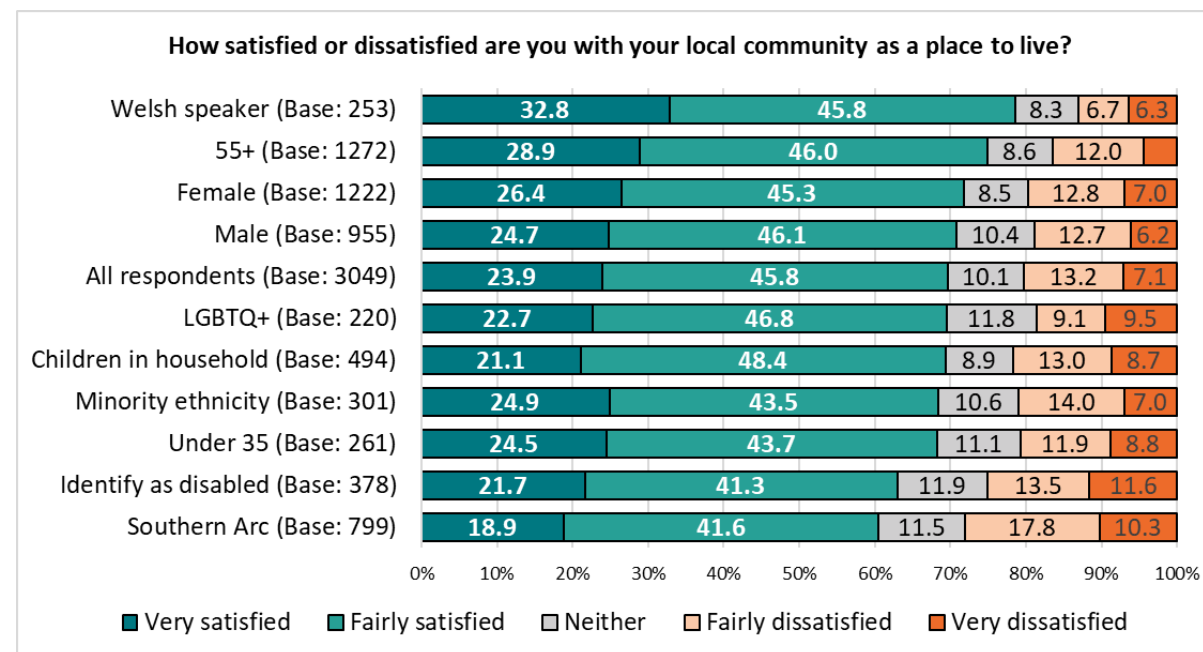


NB: - Caution should be taken with low base sizes

WBO 2 – Cardiff is a Great Place to Grow Older

Neighbourhood

- Satisfaction with the local community as a place to live was second highest amongst older respondents (74.9%).
- Older respondents were more likely to agree with the statement “*my neighbourhood is a place where people get on well together and help each other*” (65.2%).
- Those aged 55+ are most likely to volunteer in their community.
- In terms of ‘social clauses’ for the benefit of the local community - that the Council could include as part of tenders for large-scale projects - older respondents were most likely to prioritise ‘Providing support to initiatives that support an Age Friendly City’ (31.4%).



Base sizes shown in brackets; excludes ‘Don’t Know’ responses

Source: Ask Cardiff Survey (2023)

WBO 2 – Cardiff is a Great Place to Grow Older

Cost of Living

- Respondents over the age of 55 (86.9%) were most likely to report that they had undertaken ‘none’ of the food insecurity options listed as part of the 2023 Ask Cardiff Survey (i.e. had smaller meals than usual or skipped meals; missed meals to afford to pay bills; been hungry but not eaten; not eaten for a whole day; received food from a food bank or charity).
- As in 2022, older respondents (55+) and men were most likely to report they had not taken any steps to cope with rising energy prices.
- Respondents aged 55 or over were notably more likely than those under the age of 35 to say they can ‘afford the increase in energy cost’ (42.7% compared with 27.7% respectively).

WBO 2 – Cardiff is a Great Place to Grow Older

Housing

- Those aged 55 or over (81.7%) were most likely to agree that they had access to good quality housing.

Jobs & The Economy

- Respondents under the age of 35 were most likely to agree that Cardiff has a thriving and prosperous economy (43.3%), around eight percentage points higher than for those aged 55 or older (34.9%).
- The employment situation of those aged 55+ was most likely to have remained the same in the last year.
- The financial situation of those aged 55+ was also most likely to have remained the same in the last year.

WBO 2 – Cardiff is a Great Place to Grow Older

Health & Wellbeing

When considering the Ask Cardiff 2023 survey results by demographic group:

- **Physical Health:** Half of those aged 55 or older (50.4%) reported no change in their physical health compared to a year ago.
- **Mental Health:** Older respondents were notably more likely than their younger counterparts to describe their mental health as good (72.9% compared with 52.9% respectively). Seven in ten respondents aged 55 or older (70.5%) felt there had been no change in their mental health over the past year.
- **Lifestyle:** Welsh speakers and those aged 55 or over reported the highest consumption of fruit and vegetables, each with an average of 3.3 portions per day.
- Men and those aged 55 or older reported the highest levels of physical activity, with a minimum of 92.3 and 92.0 minutes per week respectively.
- **Screening:** Older respondents (73.8%) were most likely to take up invitations for screening.
- **Vaccination:** Nine in ten of those aged 55 or over accepted invitations for vaccinations (87.9%, down from 95.3% in 2022), with just 6.5% of this group declining to do so.
- **Personal Wellbeing:** Respondents over the age of 55 were more satisfied, more happy, less anxious, and more likely to feel the things they do in their life are worthwhile compared to the average respondent, contrasting with those under the age of 35.

WBO 2 – Cardiff is a Great Place to Grow Older

Community Safety

- Older residents feel mostly safe – in the daylight – in their homes, walking in their neighbourhood and travelling by bus. The percentage feeling safe in these areas does fall, however, when considering safety after dark.
- Older residents feel less safe when walking in the city centre and when cycling in Cardiff, particularly after dark.

% Feeling Safe	At home		Walking in your neighbourhood		Walking in the city centre		Travelling by bus		When cycling in Cardiff	
	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark
Overall	96.7	87.5	92.9	56.6	83.9	31.4	93.4	54.8	61.0	25.1
Under 35	96.6	86.9	91.6	54.4	87.4	40.2	92.5	62.1	74.5	36.4
55+	97.3	90.6	94.2	61.9	85.2	32.8	94.8	58.6	57.6	23.9
Female	97.2	86.8	92.9	50.1	84.6	25.9	93.8	48.2	59.7	20.6
Male	96.7	90.6	94.4	70.4	85.3	42.3	94.8	68.1	66.1	34.0
ME	95.7	88.9	91.9	55.7	88.0	42.8	94.4	58.3	69.9	35.4
Southern Arc	95.6	84.6	89.5	47.5	83.6	34.2	91.2	52.7	61.9	26.8
Disability	91.5	78.3	86.7	44.0	76.1	20.6	86.6	43.7	48.6	21.7
Welsh speaker	98.4	89.9	94.8	64.3	85.2	38.1	96.7	60.7	64.3	26.7
Children in household	97.2	85.5	92.7	54.4	82.2	32.6	92.0	53.3	67.5	27.5
LGBT	95.0	83.9	89.4	57.3	82.1	34.0	93.8	57.7	59.8	26.2

WBO 2 – Cardiff is a Great Place to Grow Older

Participation

Consultation on Cardiff Council's Participation Strategy 2023-27 revealed the following:

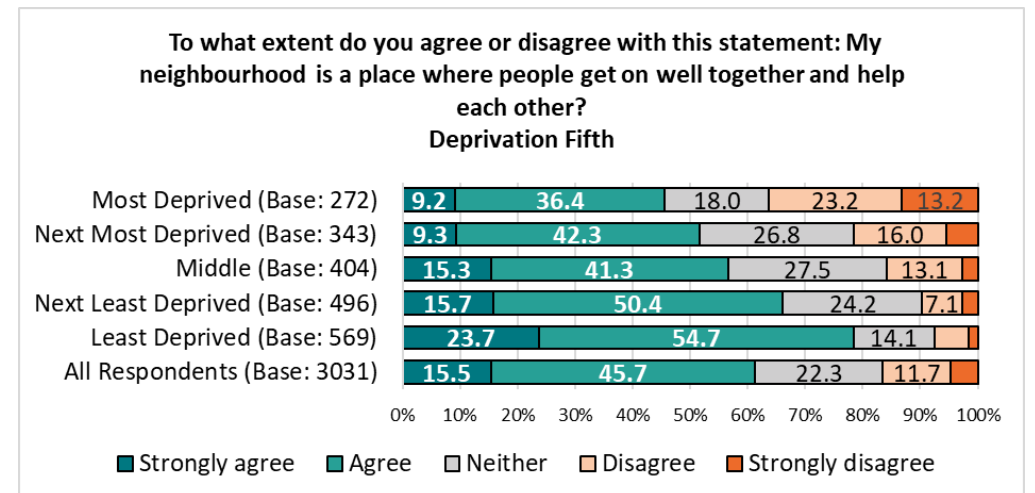
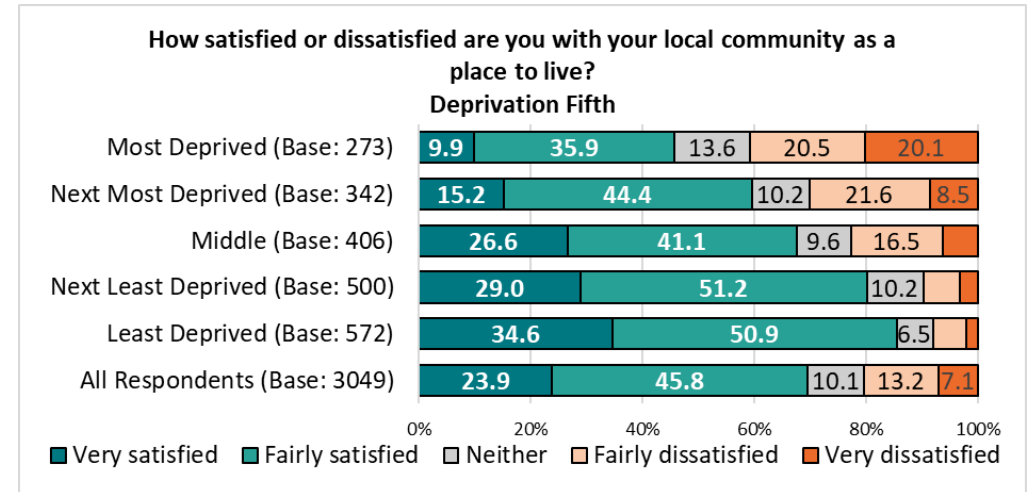
- **Finding Information:** Older respondents, aged 55 or over, were more likely to look in the local press (31.9% compared with 18.4% of under 35s) or to speak with their local councillor (18.1% compared with 7.8% of younger respondents).
- **Participation-related Services:** Older respondents showed higher levels of satisfaction with the council's website and councillor surgeries; younger respondents were more satisfied with the council's social media and webcasting or live streaming of council meetings. Older respondents were less likely to have used the Council's social media (24.8% compared with 43.2% of under 35s).
- **Barriers to Engagement:** Welsh speakers (46.3%), males (44.2%) and respondents aged 55 or older (43.6%) were most likely to say they had not encountered any barriers to engaging with the Council. Respondents under the age of 35 were three times more likely than those aged 55 or older to say they 'don't know how to get involved' (43.4% compared with 15.8% respectively).

WBO 3 – Supporting People out of Poverty

Neighbourhood

- Respondents living in the least deprived areas of the city were notably more satisfied with their local community as a place to live than those in the most deprived areas - with the former more than three times more likely to describe themselves as 'very satisfied' than the latter (34.6% compared with 9.9% respectively). The gap in satisfaction between the most and least deprived areas is the widest it has been since the pandemic (39.7 percentage point difference).
- Respondents living in the least deprived areas of the city (78.4%) were also more likely to agree that their neighbourhood is a place where people get on well together and help each other, compared to respondents living in the most deprived areas of the city (45.6%).
- Furthermore, respondents were given a list of neighbourhood services and asked their level of satisfaction with each*. Four of the services listed showed a correlation between satisfaction and level of deprivation, repeating the findings of the 2022 survey:

% Satisfied	Most	Least	Difference
	Deprived	Deprived	
Anti-social behaviour	16.9	64.9	48.1
Frequency of vandalism and graffiti	19.7	61.1	41.4
Frequency of dog fouling	21.7	44.5	22.7
Street cleansing	28.1	41.8	13.7



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

Source: Ask Cardiff Survey (2023)

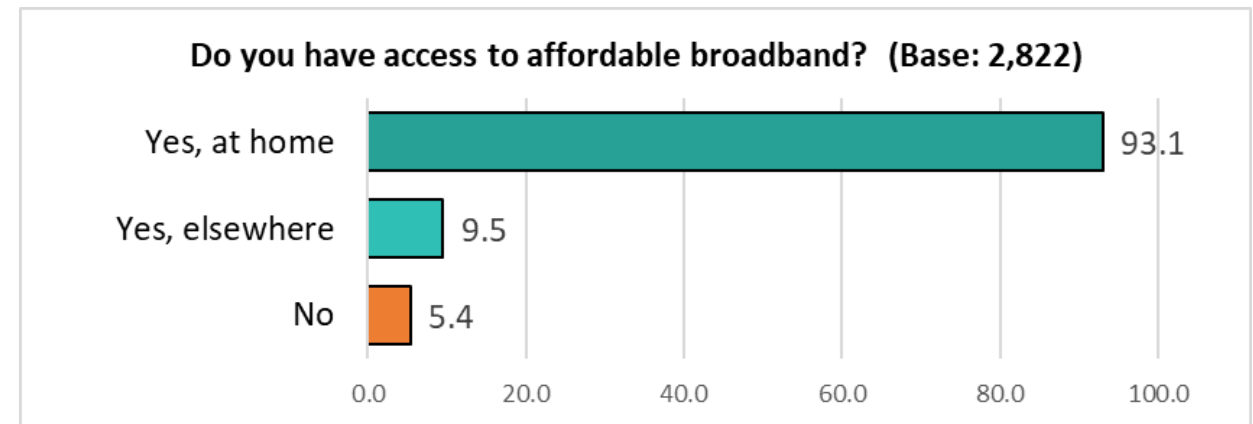
WBO 3 – Supporting People out of Poverty

Accessing Information

- Respondents were presented with a range of methods, both digital and non-digital, related to accessing information about services, events etc. and asked which they preferred to use. Two of the means of accessing the information listed correlated with level of deprivation - social media and letters - with those living in the most deprived areas most likely to select these options. This group was also least likely to state that they prefer to access information digitally (12.9%).

Affordable Broadband

- When asked 'do you have access to affordable broadband?', almost all respondents (93.1%) reported having access to affordable broadband at home, with 9.5% accessing it elsewhere. One in twenty (5.4%) reported having no access to affordable broadband.
 - Looking at results by level of deprivation, just 1.9% of respondents living in the least deprived areas of the city had no access to affordable broadband, compared to 6.7% in the most deprived areas of the city.

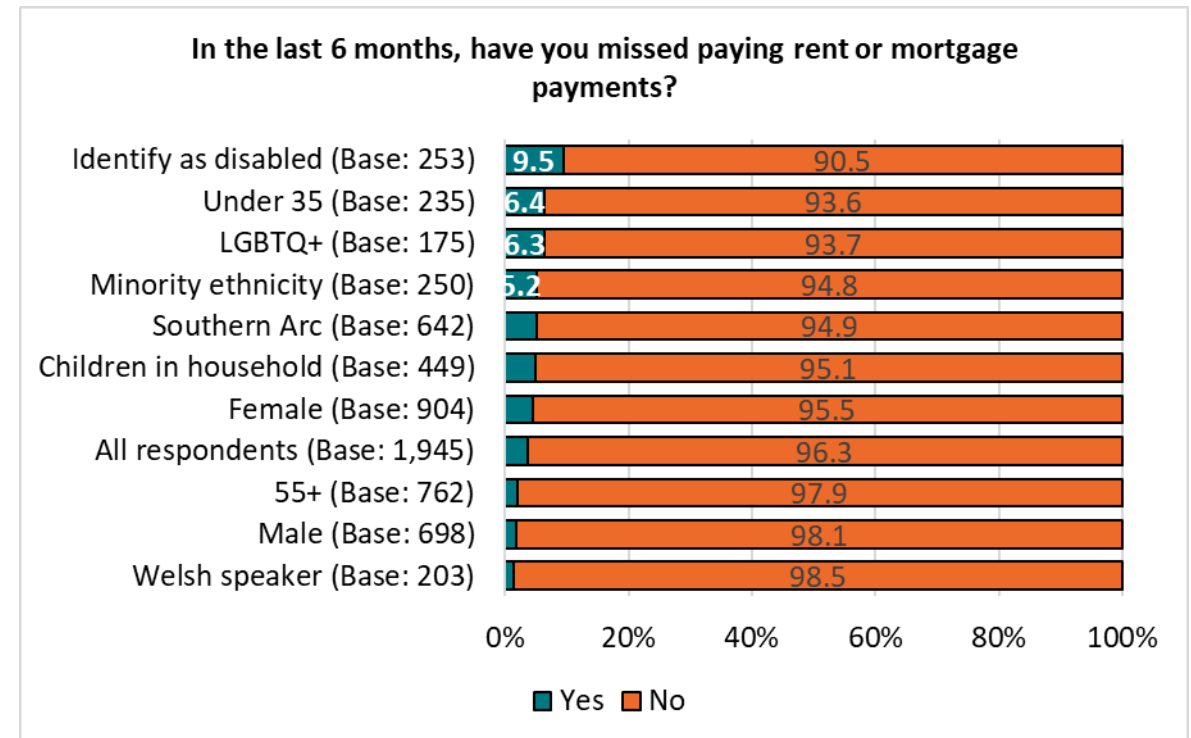


Respondents could select multiple options so the total will exceed 100%.

WBO 3 – Supporting People out of Poverty

Cost of Living

- 3.7% of respondents reported missing rent or mortgage payments over the past 6 months, reflecting the findings of the previous year:
 - Those living in the most deprived areas were almost ten times more likely to answer ‘Yes’ than those in the least deprived areas (9.3% compared to 1.1% respectively). The proportion of those in the most deprived areas who had missed payments almost doubled between 2022 and 2023 - from 5.3% to 9.3%.
 - Respondents identifying as disabled were most likely to report missing rent or mortgage payments (9.5%), followed by those aged under 35 (6.4%).



WBO 3 – Supporting People out of Poverty

Food Poverty

- Compared to 2022 Ask Cardiff survey results, there was a slight increase in the proportion of respondents ‘eating smaller meals than usual, or skipping meals’ (to 16.2%), as well as ‘missing meals to afford to pay [their] bills’ (to 7.5%).
 - There was a correlation between those unable to afford food and the level of deprivation, with those living in the most deprived areas four times more likely to have undertaken at least one of the actions listed.
 - Furthermore, around a third of respondents who identified as disabled (34.7%) or were under the age of 35 (32.6%) reported at least one of the options listed.

In the last six months, have you or anyone else in your household done any of the following because you couldn’t afford food:

	2023		2022	
	Most deprived	Least deprived	Most deprived	Least deprived
Had smaller meals than usual, or skipped meals	29.7	8.1	28.4	6.5
Missed meals to afford to pay your bills	17.5	2.0	15.5	1.0
Been hungry but not eaten	14.5	2.7	14.0	1.3
Not eaten for a whole day	6.3	0.7	10.2	0.2
Received food from a food bank or charity	4.5	0.5	7.2	0.3

	Most Deprived	Next Most Deprived	Middle	Next Least Deprived	Least Deprived	All Respondents
At least one of the actions listed	36.8	21.5	18.3	15.3	9.5	20.0

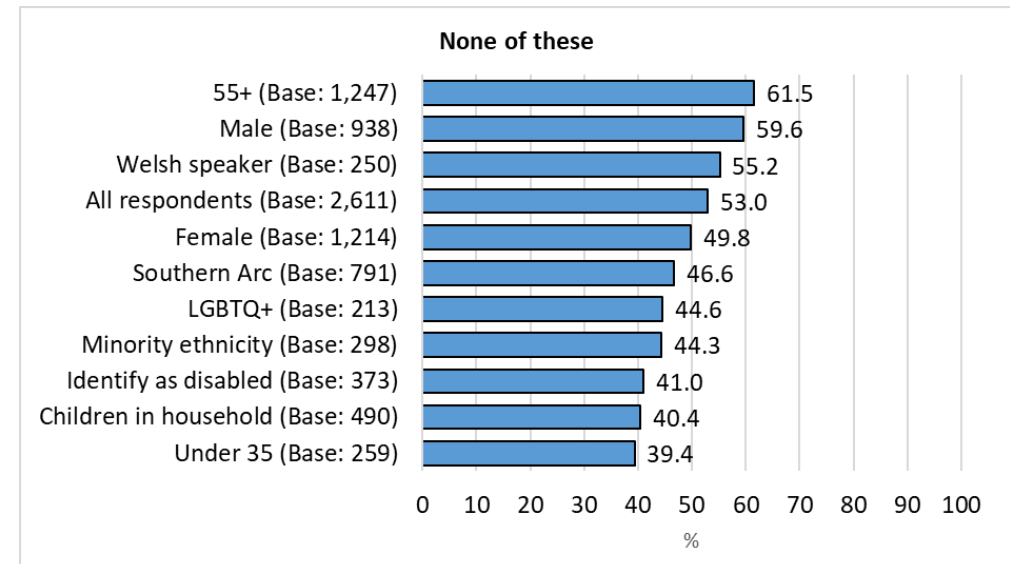
WBO 3 – Supporting People out of Poverty

Fuel Poverty

- Just over half of respondents (53.0%) reported they had not taken any steps to deal with increasing energy costs, up from 48.8% in 2022. More than two in five (43.9%) had ‘purposely not put the heating on because of the cost’, and almost one in seven respondents (13.7%) had ‘struggled to pay gas and/or electric bills.’
 - Those living in the most deprived areas were least likely to state they had done none of the options listed, with those in the least deprived areas most likely to do so.
 - Furthermore, younger respondents (under 35), those with children in the household, those from a minority ethnicity and respondents identifying as disabled were most likely to state they had done at least one of the options listed in response to rising energy costs.

In the last 6 months, have you or anyone in your household...?

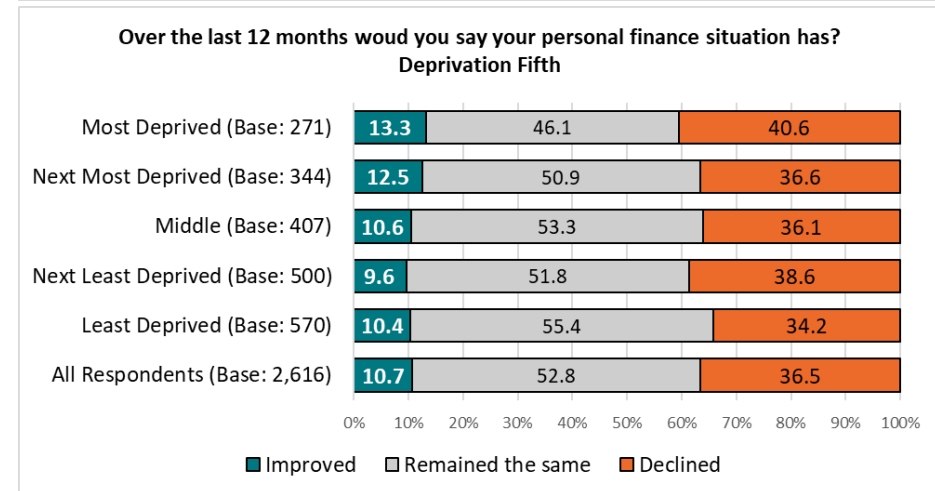
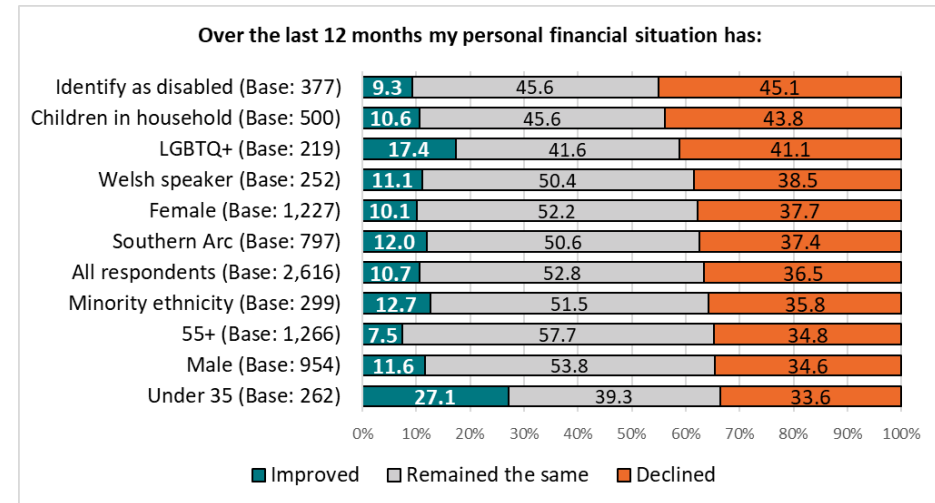
	No.	%
Purposely not put the heating on because of the cost	1,146	43.9
Struggled to pay gas/electric bills	358	13.7
Applied for support to pay for gas/electric	56	2.1
Been cut off from the electricity/gas supply	14	0.5
Received fuel vouchers from a charity	14	0.5
None of these	1,383	53.0
Total Respondents	2,611	-



WBO 3 – Supporting People out of Poverty

Personal Finance

- Just over a third of respondents (36.5%) reported a decline in their personal financial situation, down from 44.1% in 2022, but higher than before the ‘cost of living crisis’ in 2021.
 - All groups analysed were more likely to report a decline in their personal financial situation than an improvement, although this decline was smaller than that seen in the 2022 survey.
 - As in 2022, those under the age of 35 were most likely to report an improvement in their financial situation (27.1%).
 - Respondents identifying as disabled were again most likely to report a decline in their financial situation (45.1%, down from 52.0% in 2022).
 - Those living in the most deprived areas of the city were most likely to report an improvement in their financial situation over the last 12 months. However, at least a third of respondents in each of the quintiles reported a decline.



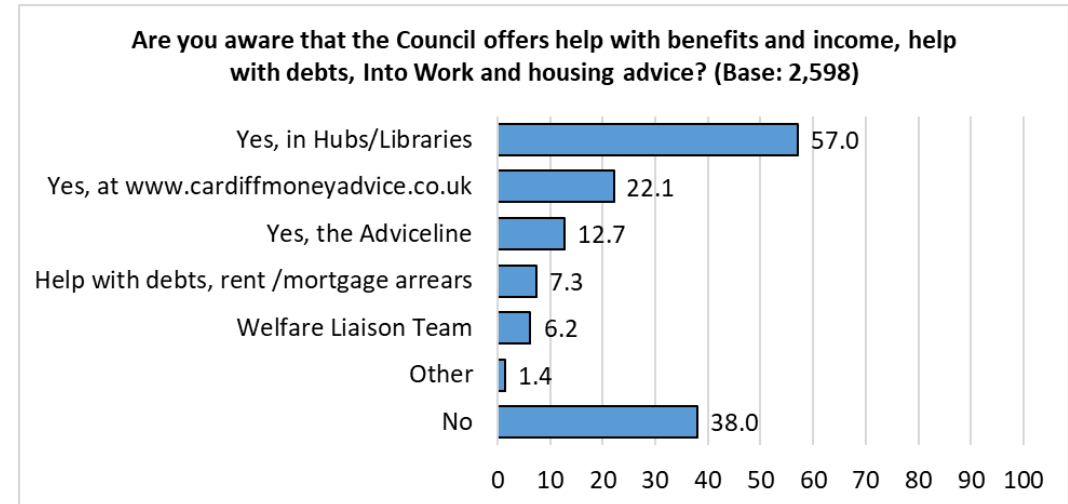
Base sizes shown in brackets; excludes ‘Don’t Know’ responses.

Source: Ask Cardiff Survey (2023)

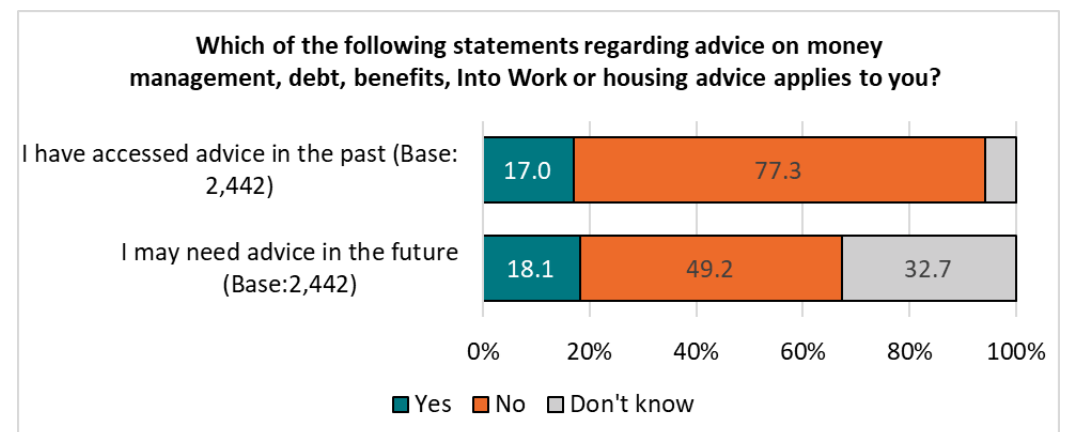
WBO 3 – Supporting People out of Poverty

Benefits and Advice

- Awareness of support services was higher than in 2022, with 62.0% of respondents aware of at least one of the options listed.
 - Awareness was highest amongst females (69.1%) and under 35s (68.6%); it was lowest amongst males (57.3%).
 - Awareness was higher amongst those living in the more deprived areas of the city.
- More than one in six respondents (17.0%) reported they had sought advice from these services in the past, whilst almost a fifth (18.1%) felt they may need advice in the future.
 - Respondents identifying as disabled were most likely to have sought advice in the past (31.5%, up slightly from 30.7% in 2022).
 - Respondents from a minority ethnicity were most likely to expect to seek advice in the future (33.2%).
 - Respondents living in the most deprived areas were over three times more likely than those in the least deprived areas to have sought advice on money management, debt, benefits, Into Work or housing advice, and were five percentage points more likely to report having done so than in 2022; they were also more likely to indicate they may seek advice in the future.



Respondents could select multiple options so the total will exceed 100%.

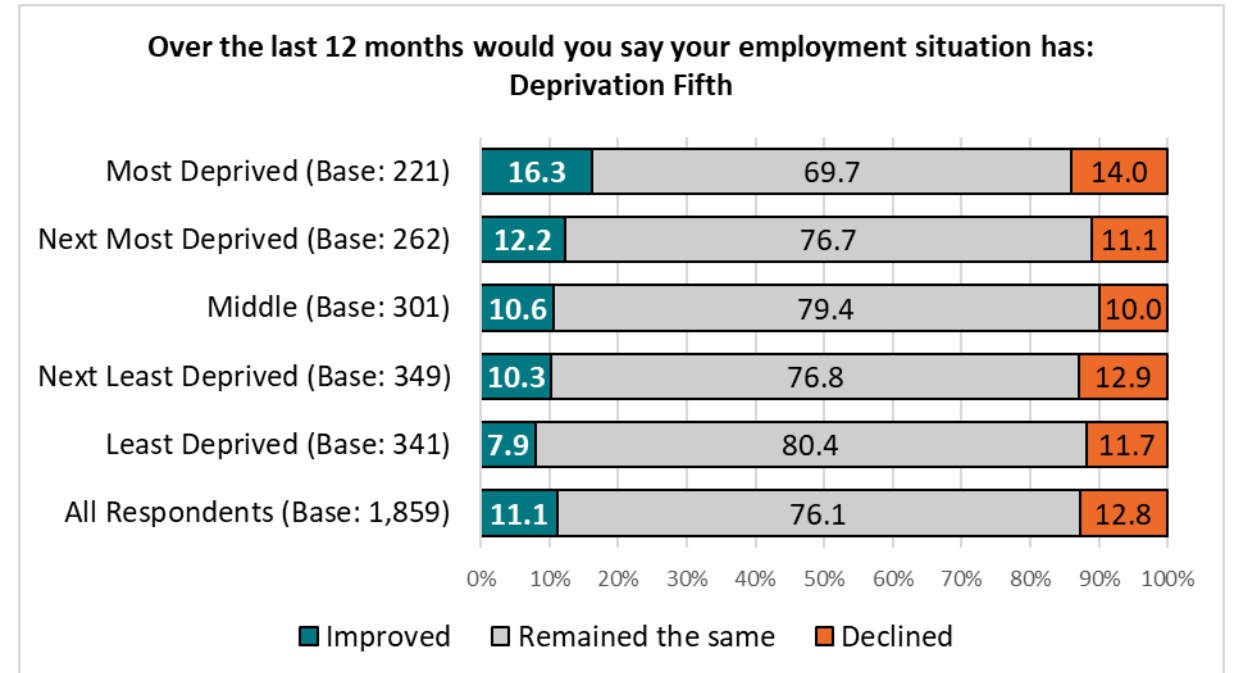


Source: Ask Cardiff Survey (2023)

WBO 3 – Supporting People out of Poverty

Employment & Jobs

- The Ask Cardiff 2023 survey results highlighted a correlation between level of deprivation and the proportion of respondents reporting an improvement in their employment situation, with those living in the most deprived areas most likely to report an improvement.



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

WBO 3 – Supporting People out of Poverty

Health & Wellbeing

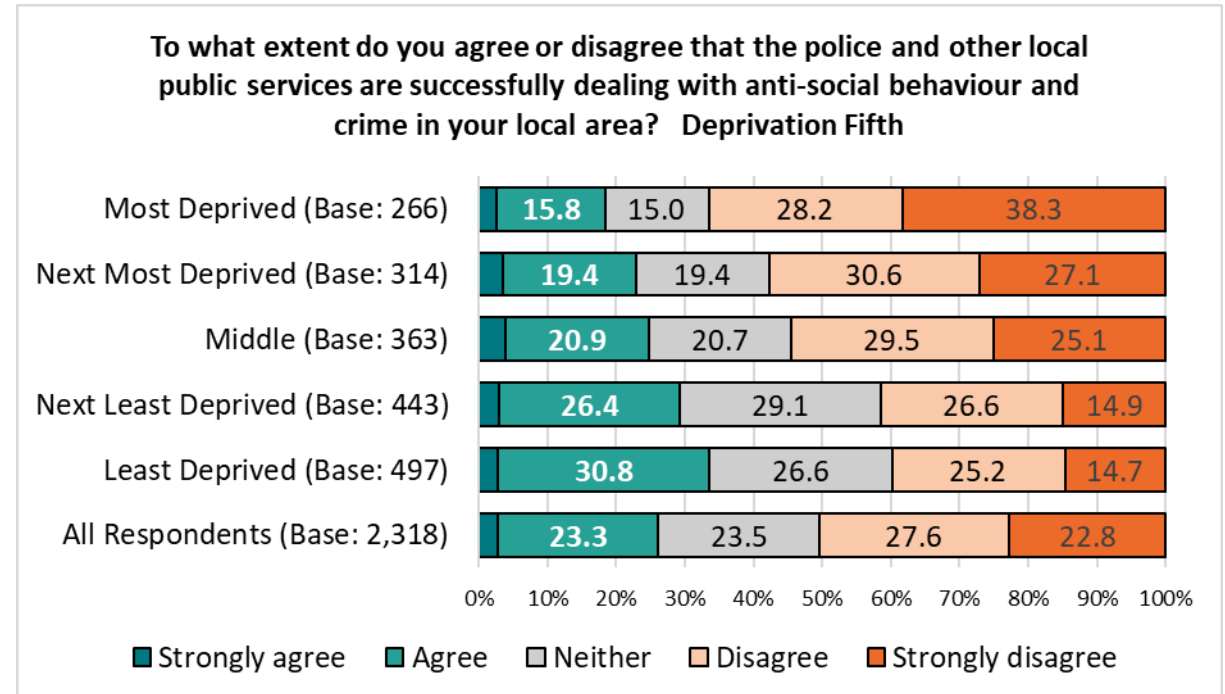
When considering the Ask Cardiff 2023 survey results by deprivation fifth:

- **Physical Health:** Respondents living in the most deprived areas were least likely to describe their physical health as ‘good’ or ‘very good’.
- **Mental Health:** As in 2022, there was a correlation between mental health and level of deprivation, with those living in the most deprived areas of the city reporting the lowest proportion of ‘good’ mental health (50.8%, compared with 77.5% amongst those living in the least deprived areas). The difference in the proportion of respondents from the most and least deprived areas of the city with good mental health was 26.8 percentage points, the biggest gap seen in the last five years.
- **Lifestyle:** There was a correlation between the amount of fruit and vegetables eaten each day and the level of deprivation, with those in the least deprived areas typically eating an extra portion per day than those in the most deprived areas. One in eight (12.5%) of those in the most deprived areas stated they did not typically eat any fruit or vegetables, compared with 1.1% of those in the least deprived areas.
- There was also a correlation between exercise undertaken per week and the level of deprivation, with those living in the most deprived areas doing less exercise per week than those in the least deprived areas (a minimum of 72.3 minutes compared with a minimum of 98.5 minutes, on average).
- **Screening:** Respondents living in the least deprived areas of the city were most likely to take up their invitations for screening, with just 3.7% reporting they had declined any such invitations. Those living in the most deprived areas were also more likely to report they had not been invited for screening (45.2%).
- **Vaccination:** Take up of invitations for vaccination was correlated with level of deprivation, with those living in the least deprived areas most likely to accept.
- **Personal Wellbeing:** There was a correlation with level of deprivation and levels of satisfaction, happiness and feeling the things done in life are worthwhile, with those in the least deprived areas of the city showing the highest levels for these attributes.

WBO 3 – Supporting People out of Poverty

Community Safety

- There was a clear correlation for disagreement that the Police and other local public services are successfully dealing with anti-social behaviour and crime with level of deprivation, with those living in the most deprived areas most likely to disagree.
- The gap in agreement between the most and least deprived areas narrowed slightly compared with 2022.



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

WBO 3 – Supporting People out of Poverty

Community Safety (contd.)

- Those living in the more deprived areas of the city reported feeling less safe than those in the least deprived areas when:
 - At home, both during the day and particularly after dark
 - Walking in their neighbourhood, both during the day and particularly after dark (respondents living in the least deprived areas felt twice as safe when walking in their neighbourhood after dark as those living in the most deprived areas)
- Trend data shows levels of safety in these situations are largely unchanged since 2019.

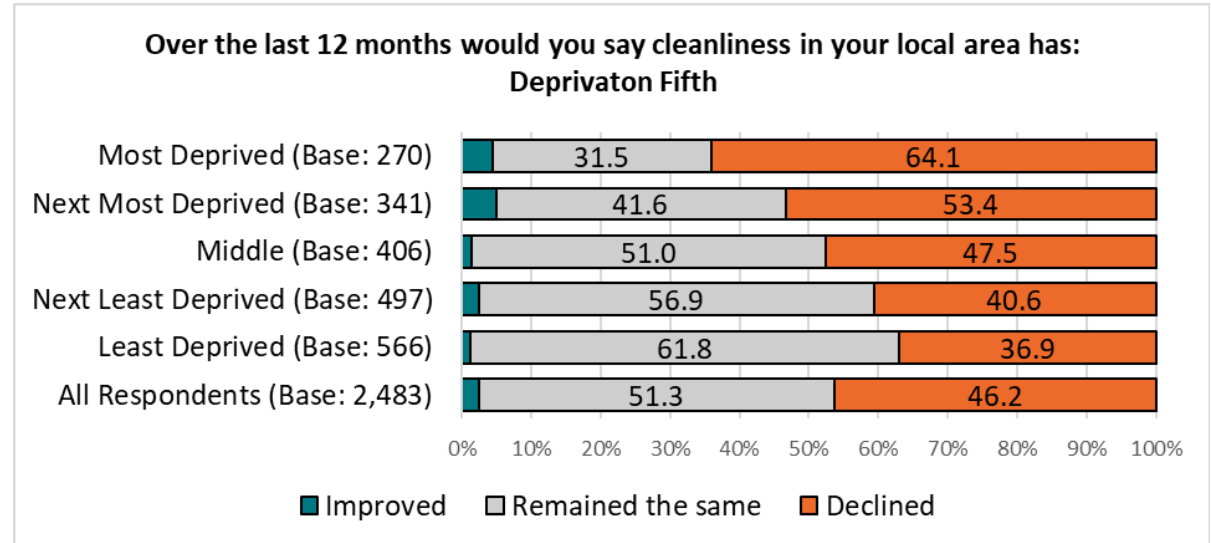
How safe or unsafe do you feel in the following situations?

% Feeling Safe	At home		Walking in your neighbourhood		Walking in the city centre		Travelling by bus		When cycling in Cardiff	
	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark
Most Deprived	93.0	74.8	82.5	34.0	82.6	31.8	90.0	48.4	65.2	30.6
Next Most Deprived	94.2	80.8	89.4	45.9	81.3	30.1	92.4	51.8	59.9	25.9
Middle	97.8	89.7	93.3	55.4	86.4	37.8	94.5	59.8	61.6	27.1
Next Least Deprived	99.2	94.0	97.0	62.9	83.9	31.9	95.0	59.6	64.3	25.8
Least Deprived	98.1	94.2	98.4	74.8	85.6	30.5	95.6	58.9	62.5	24.6
Overall	96.7	87.5	92.9	56.6	83.9	31.4	93.4	54.8	61.0	25.1

WBO 3 – Supporting People out of Poverty

Local Area - Cleanliness

- There was a clear correlation between level of deprivation and the proportion of respondents reporting a decline in the cleanliness of their local area, with almost two-thirds of those in the most deprived areas reporting a decline in cleanliness compared with 36.9% of those in the least deprived areas.



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

WBO 4 – Safe, Confident and Empowered Communities

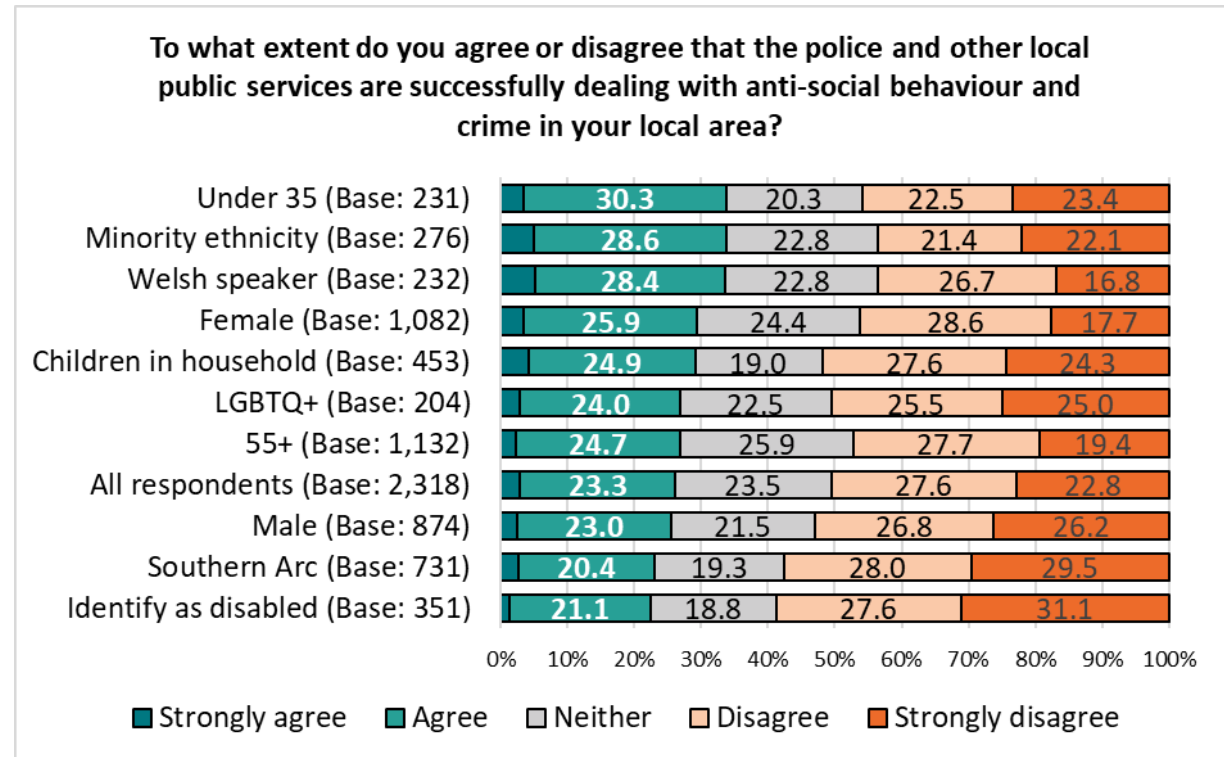
Community Safety: Views of Policing

- South Wales Police received 1,599 responses to their Annual Survey, 385 (24.5%) of which came from Cardiff.
- Across South Wales:
 - 52% agreed that their local police treated people fairly
 - 59% agreed that their local police were friendly and approachable
 - 71% agreed that they had respect for their local police
 - 52% agreed that they had trust in their local police
 - 35% agreed that their local police were doing a good job in their area
 - 35% agreed that their local police understood local concerns
- Nearly half of all respondents (46%) did not support any of the proposed precept increases being considered by the Commissioner. In Cardiff, 52% of respondents supported a £2 a month increase, 36% supported a £2.25 a month increase, and 36% supported a £2.75 a month increase.

WBO 4 – Safe, Confident and Empowered Communities

Anti-Social Behaviour/Crime

- A quarter (26.1%) of respondents agreed that enough was being done to tackle anti-social behaviour and crime in their local area; half (50.4%) disagreed, 22.8% disagreed strongly.
- The proportion agreeing with this statement shows a year-on-year increase since 2021, but is still below pre-pandemic levels
- Respondents aged under 35 were most likely to agree (33.8%); those identifying as disabled or residing in the Southern Arc of the city were most likely to disagree (58.7% and 57.6% respectively).



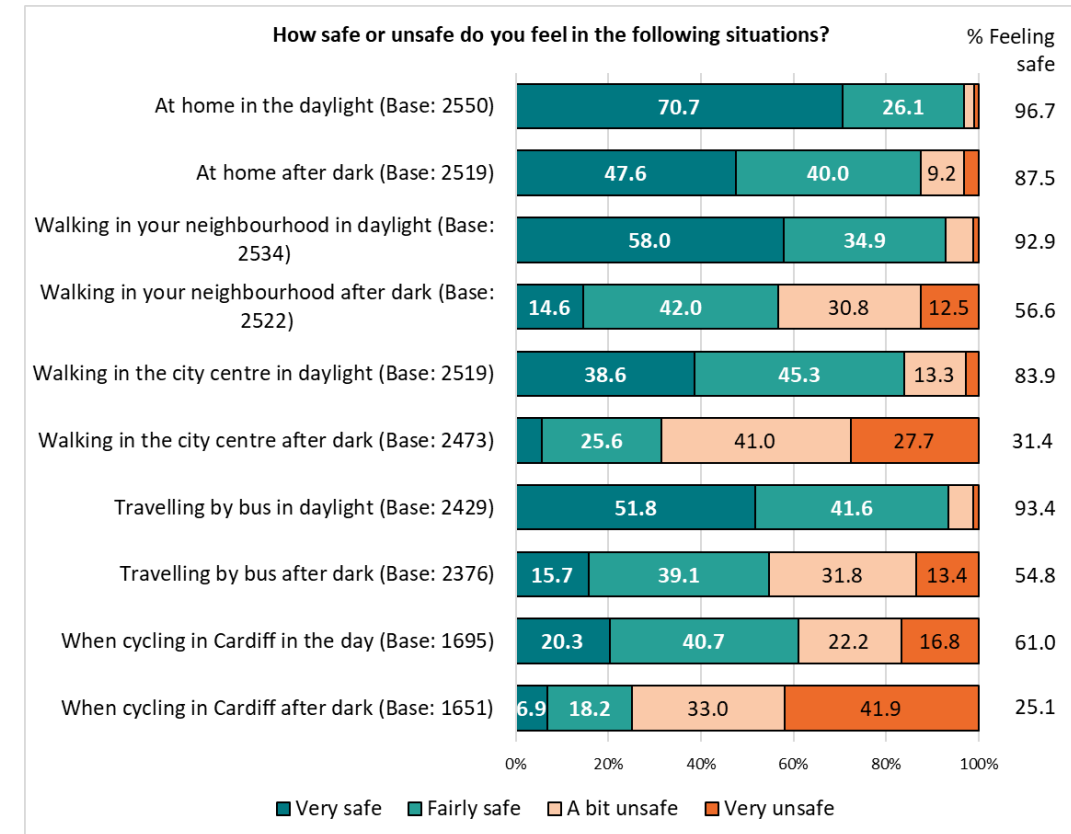
Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 4 – Safe, Confident and Empowered Communities

Feeling Safe

- Overall, Cardiff residents felt most safe when:
 - At home in the daylight (96.7%)
 - Travelling by bus in daylight (93.4%)
 - Walking in their neighbourhood in the daylight (92.9%)
- They felt least safe when:
 - Cycling in Cardiff after dark (25.1%)
 - Walking in the city centre after dark (31.4%)
 - Travelling by bus after dark (54.8%)
- Respondents felt a little safer when at home after dark, when walking in their neighbourhood after dark, when walking in the city centre, both in the daylight and after dark, and when cycling after dark than in the 2022 Ask Cardiff survey. They felt less safe when travelling by bus in daylight than in the previous year.
- As seen in previous Ask Cardiff surveys, women felt less safe than men in all situations, with the exception of when they were at home during the day.
- Younger respondents felt less safe than their older counterparts, particularly after dark, when at home, or when walking in their local neighbourhood; they felt safer when walking in the city centre and when cycling in Cardiff, both during the day and after dark, and when traveling by bus after dark.



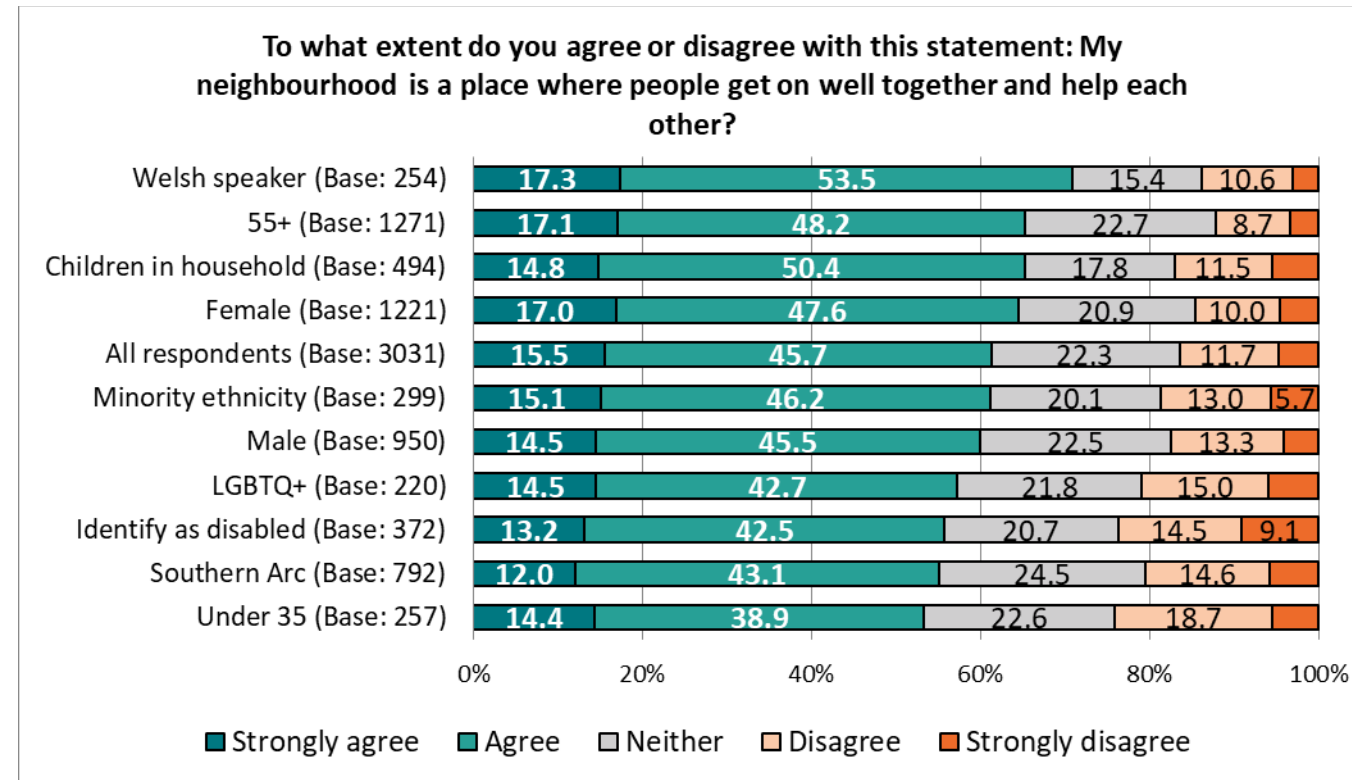
Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 4 – Safe, Confident and Empowered Communities

Community Cohesion

- Three in five (61.2%) of those surveyed agreed that their “neighbourhood is a place where people get on well together and help each other”, up from 49.8% in 2022 but reflecting the findings of previous Ask Cardiff surveys.
- Welsh speakers (70.9%) were most likely to agree with this statement, those aged under 35 were least likely to agree (53.3%).



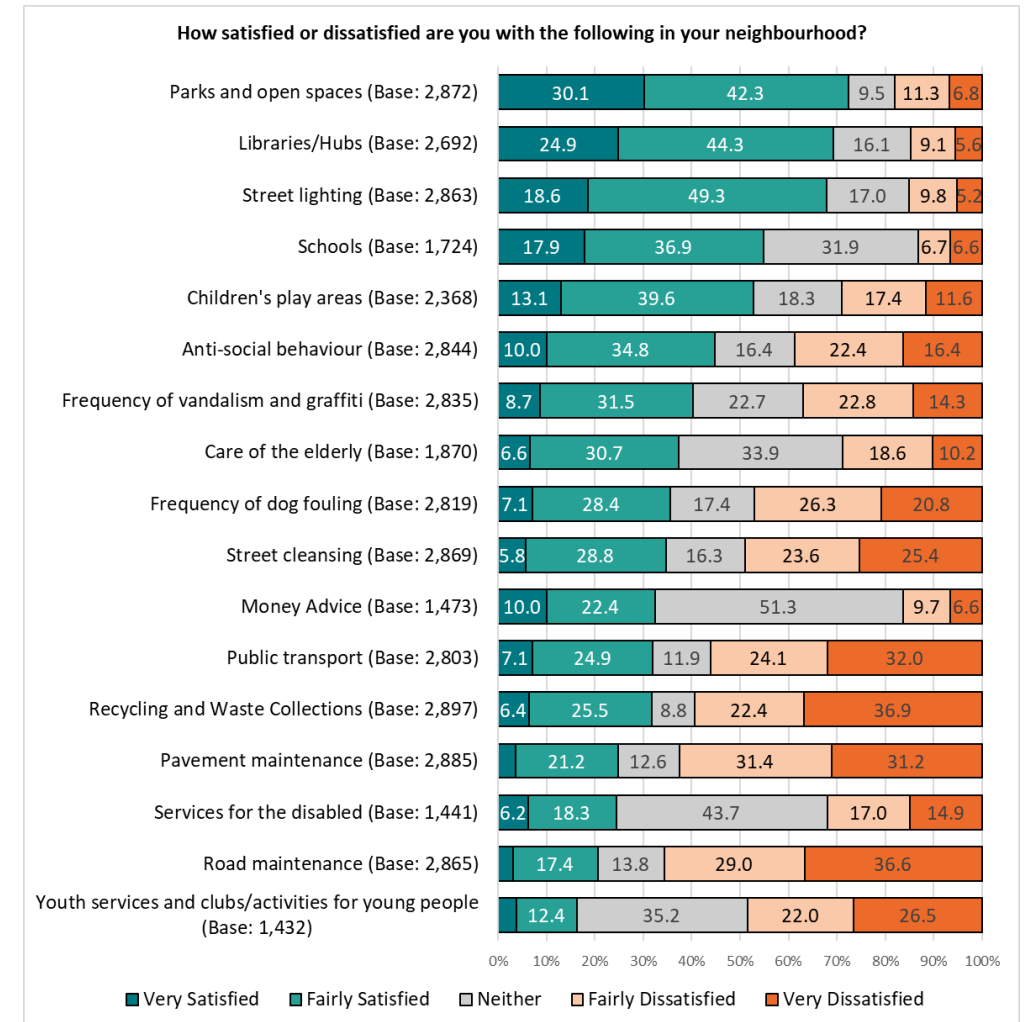
Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 4 – Safe, Confident and Empowered Communities

Neighbourhood

- Respondents were given a list of services and asked their level of satisfaction with each.
- Reflecting previous Ask Cardiff survey findings, satisfaction was highest for parks and open spaces (72.5%), Libraries/Hubs (69.2%) and street lighting (67.9%). Dissatisfaction was highest for road maintenance (65.7%), pavement maintenance (62.5%), and recycling & waste collections (59.3%, up from 30.4% in 2022, perhaps reflecting the industrial action happening whilst the survey was live).
- Compared with the previous year, there was an increase in satisfaction with libraries/Hubs, street lighting, dealing with anti-social behaviour, the frequency of vandalism and graffiti, and dog fouling, care of the elderly, services for the disabled and youth services.
- There were notable declines in satisfaction with public transport, road maintenance and recycling and waste collections.



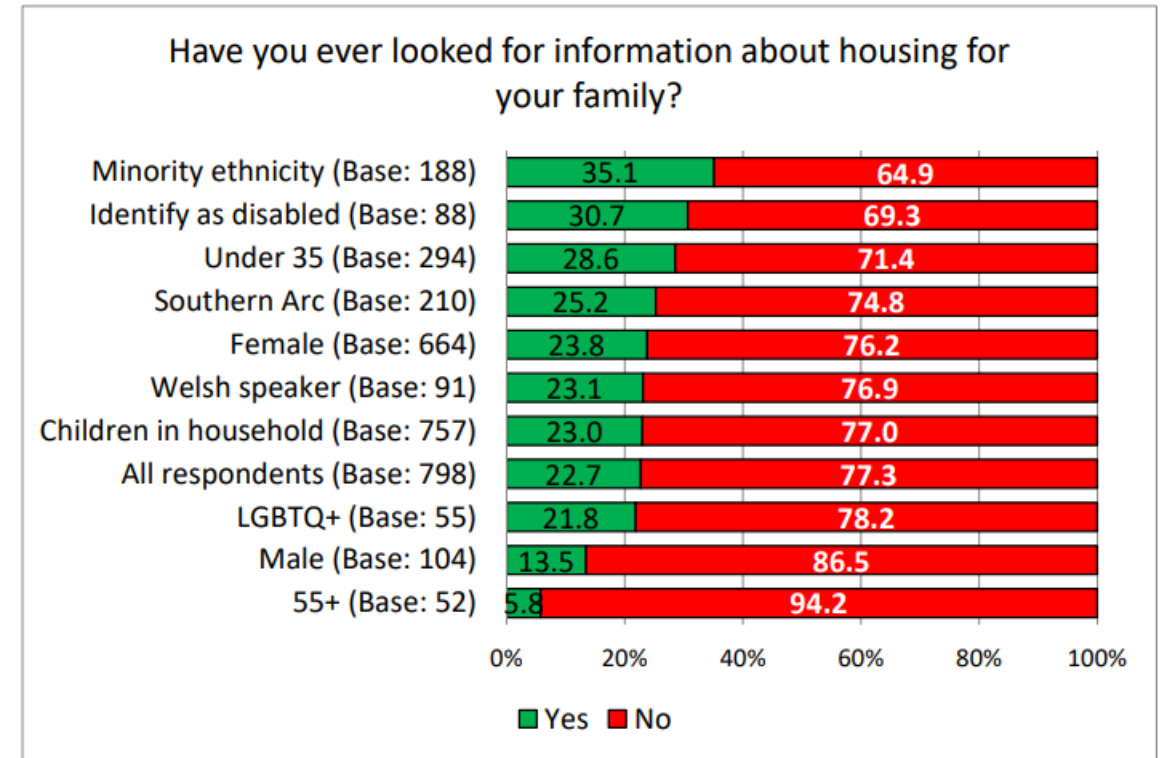
Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 4 – Safe, Confident and Empowered Communities

Housing

- As part of the Cardiff Parenting Survey, respondents were asked if they have ever looked for information about housing for their family.
 - Over one third (35.1%) of respondents that identify from an ethnic minority had enquired into 'housing' information, this falls by 29.3 percentage points when compared against those aged 55+ (5.8%).
 - Around twice as many females had looked into housing than male respondents (23.8% and 13.5% respectively).
- Information regarding waiting lists/banding was the most popular subject matter explored with around two-thirds (65.0%) citing this option. This was followed by help with costs (42.8%), whilst three in ten (30.6%) needed support to raise concerns with their housing conditions.

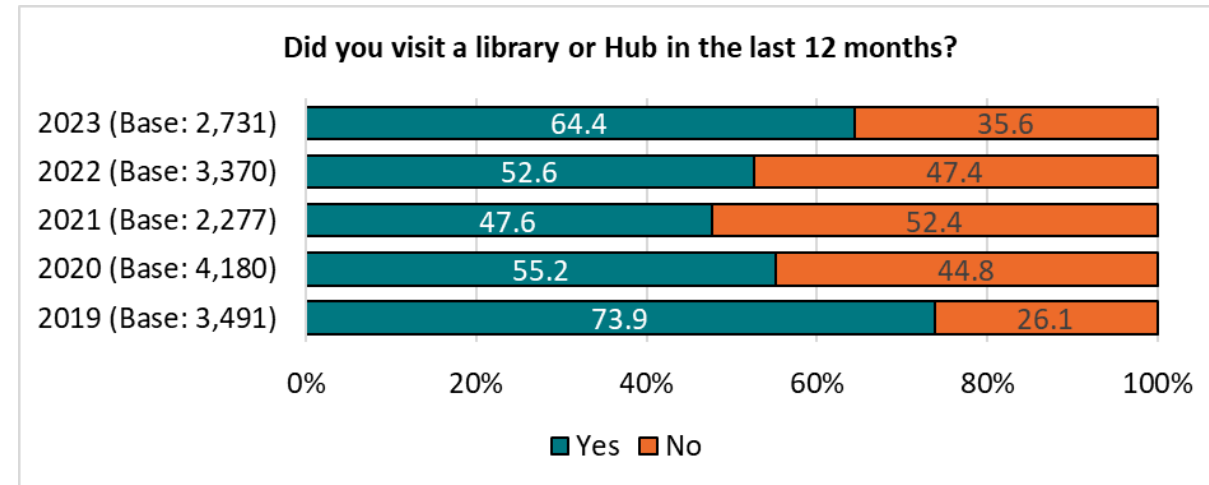


NB: - Caution should be taken with low base sizes.

WBO 4 – Safe, Confident and Empowered Communities

Hubs & Libraries

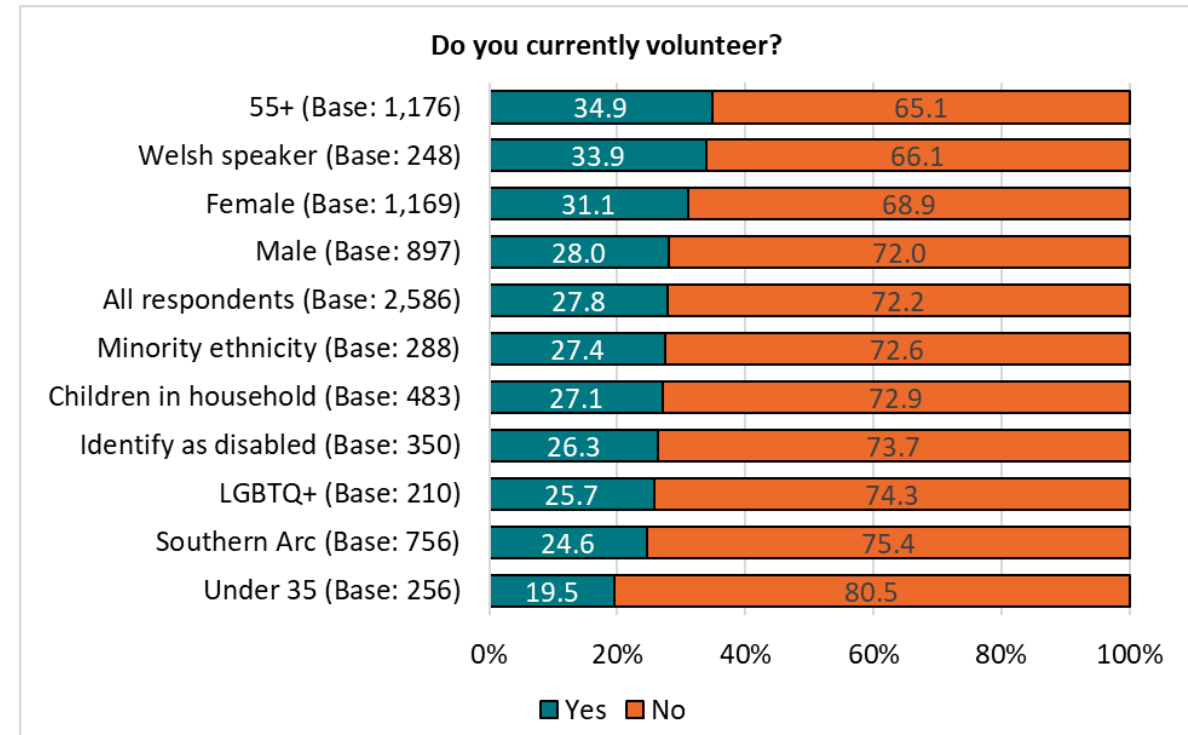
- Almost two-thirds of respondents (64.4%) reported that they had visited a library or Hub in the last 12 months, a rise of 12 percentage points compared with 2022, but still ten percentage points below the pre-pandemic level.
- Respondents with children in their household were most likely to have visited a library or Hub (73.4%, up by ten percentage points from the figure seen in 2022).



WBO 4 – Safe, Confident and Empowered Communities

Volunteering

- Overall, around a quarter (27.8%) of respondents said they currently volunteer, on a par with the Ask Cardiff Survey 2022 findings – this rose to 34.9% respondents aged 55 or older and fell to 19.5% of under 35s.
- Respondents were most likely to already be involved ‘learning more about how to reduce your carbon footprint’ (16.5%) and Community Volunteering (15.2%).
- Of the volunteering opportunities listed, those generating the most interest for future volunteering opportunities were:
 - Community Volunteering (20.2%)
 - Improving community safety as part of Neighbourhood Watch (19.9%)
 - Learning more about how to reduce your carbon footprint (18.5%)



Source: Ask Cardiff Survey (2023)

WBO 4 – Safe, Confident and Empowered Communities

The Voluntary, Community and Social Enterprise (VCSE) Sector

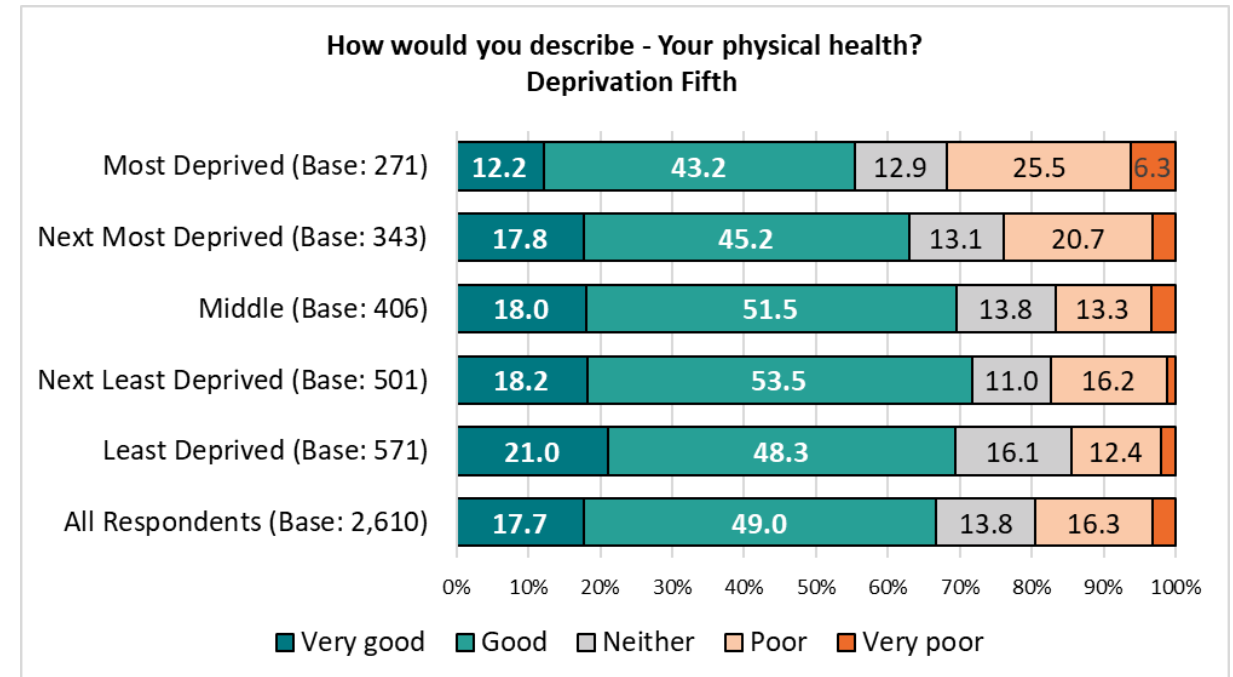
- The findings from the consultation on the VCSE strategy identified four high level impact areas for taking forward the vision for *“an independent, strong and values driven Voluntary, Community and Social Enterprise (VCSE) sector in Cardiff that grows sustainably, engages constructively and positively with peers and the Statutory Sector, and provides effective influence”*:
 1. **Sustainable finances and resources:** Developing a more sustainable approach to income generation and response to statutory budget constraints.
 2. **Integration into service planning:** Integrating the VCSE Sector and the communities they represent into services planning and planned responses to issues to increase the effectiveness of service delivery and responses to needs.
 3. **Understanding of the VCSE sector as a critical partner:** Ensuring that the VCSE sector’s position as a critical partner for the statutory sector is recognised and reinforced.
 4. **Communicating the VCSE sector’s values:** Ensuring that the collective value of the VCSE sector in Cardiff is clearly communicated to increase understanding and recognition, as well as support it to be properly valued.

Source: Consultation on the VCSE Strategy (2023)

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Physical Health

- Two-thirds of respondents (66.7%) described their physical health as ‘good’ or ‘very good’, continuing a downward trend for the fifth year in a row.
 - Analysis of the different demographic groups showed a broad consistency of those describing themselves as being in good physical health, with the exception of those identifying as disabled – just 23.1% of this group described their physical health as ‘good’ or ‘very good’; one in seven (15.2%) described their physical health as ‘very poor’, replicating the 2022 survey
 - Respondents living in the most deprived areas were least likely to describe their physical health as ‘good’ or ‘very good’.

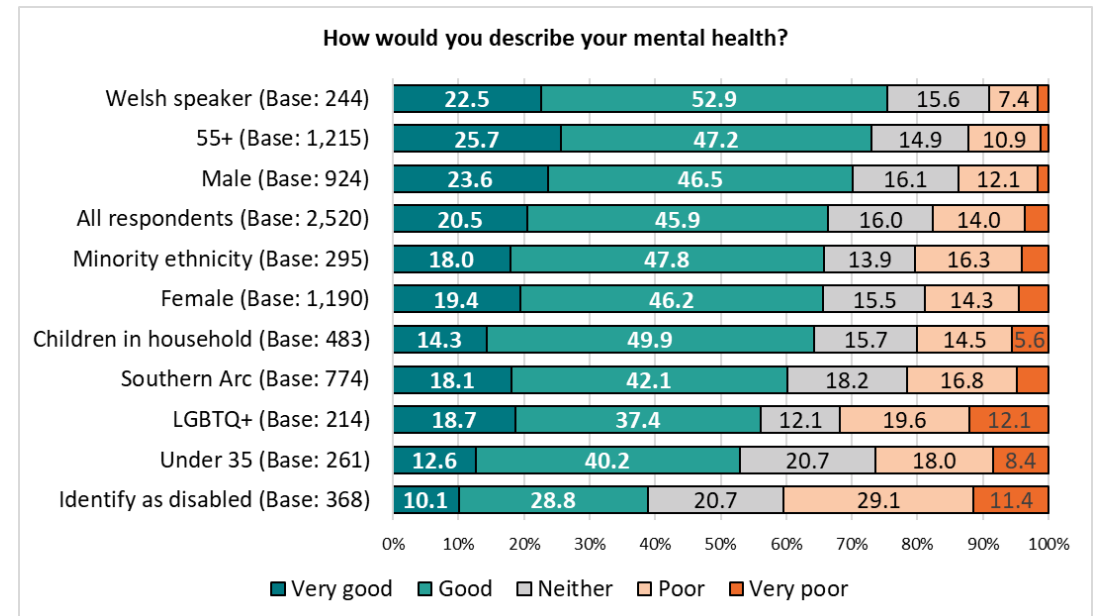


Base sizes shown in brackets; excludes 'Don't Know' responses.

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Mental Health

- The proportion of respondents describing their mental health as ‘good’ or ‘very good’, remained broadly unchanged from the previous year, at 66.3%.
 - Respondents identifying as disabled reported the lowest levels of mental health, repeating the findings of previous Ask Cardiff surveys, with fewer than two in five (38.9%) describing their mental health as ‘good’ or ‘very good’.
 - Older respondents were notably more likely than their younger counterparts to describe their mental health as good (72.9% compared with 52.9% respectively).

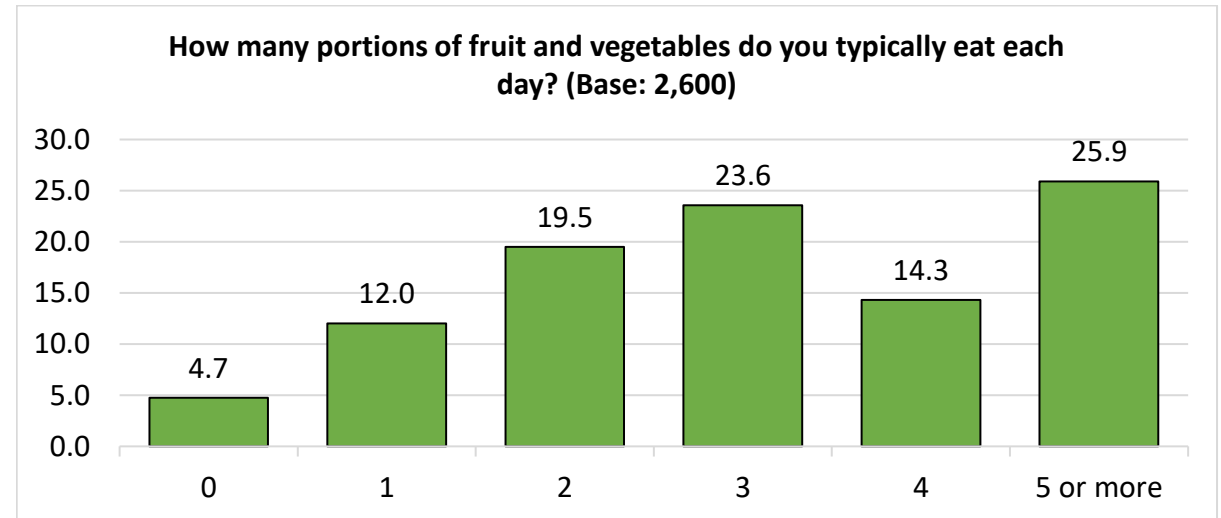


Base sizes shown in brackets; excludes ‘Don’t Know’ responses.

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Lifestyle

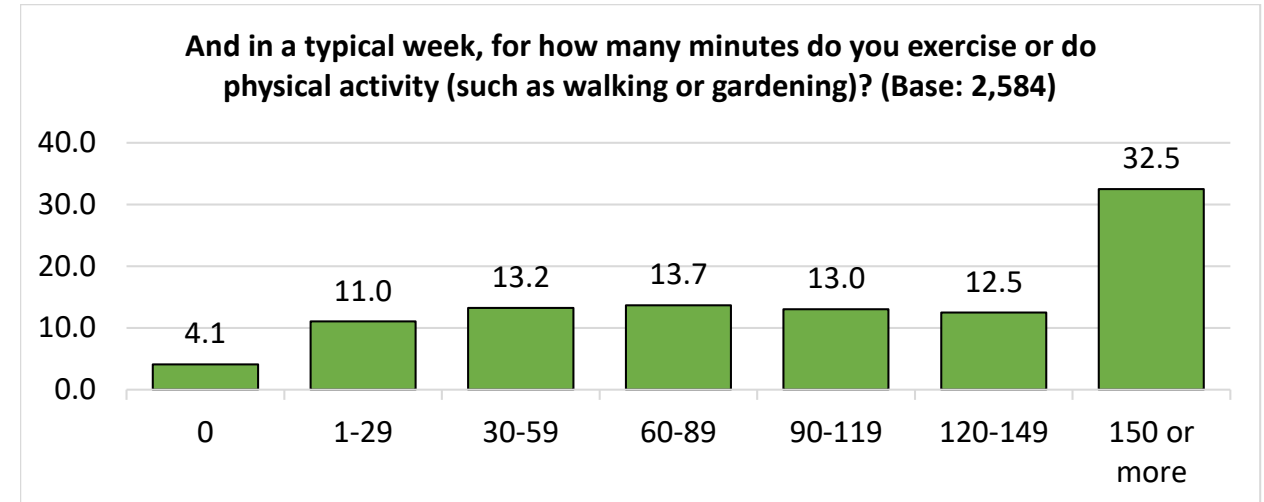
- Just over a quarter of respondents (25.9%) reported that they typically eat at least five portions of fruit and vegetables each day; just under one in twenty (4.7%) said they don't eat any fruit or vegetables in a typical day. Both of these findings reflect the results of the 2022 survey. The average respondent noted that they eat at least 3.1 portions of fruit and vegetables each day.
 - Welsh speakers and those aged 55 or over reported the highest consumption of fruit and vegetables, each with an average of at least 3.3 portions per day.
 - Respondents identifying as disabled and those under 35 ate the fewest (with an average of at least 2.6 and 2.7 portions per day respectively).



WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Lifestyle (contd.)

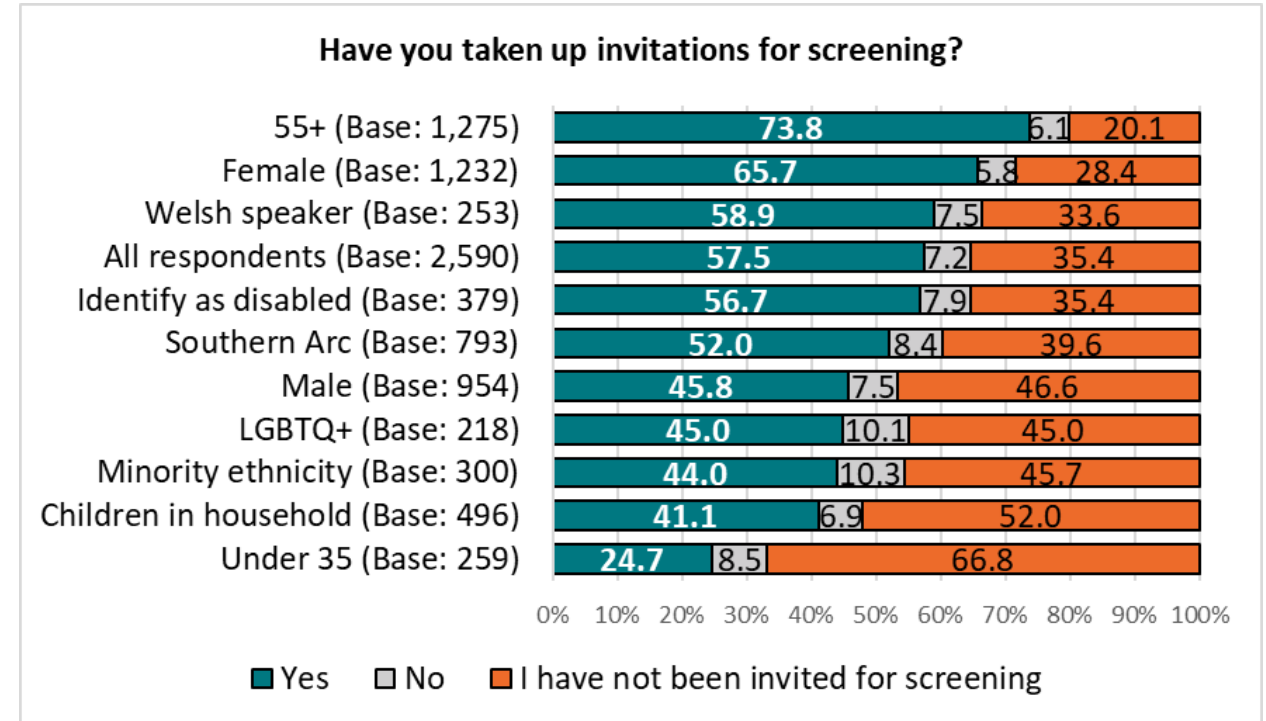
- A third of those (32.5%) surveyed reported undertaking at least 150 minutes of exercise or physical activity in a typical week. Just 4.1% said they do not do any exercise or physical activity, up slightly from 3.4% in 2022. The average respondent did a minimum of 87.7 minutes of exercise per week.
- Men and those aged 55 or older reported the highest levels of physical activity, with a minimum of 92.3 and 92.0 minutes per week respectively. Those identifying as disabled had the lowest levels of activity, with an average of a minimum 62.3 minutes per week.



WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Screening

- The NHS invites people for screening to identify those at higher risk of some diseases, such as bowel, breast or cervical cancers, and for vaccinations to protect against infectious diseases such as measles, flu, Covid-19 and meningitis.
- As part of the 2023 Ask Cardiff survey, respondents were asked ‘have you taken up invitations for screening?’
 - Overall, 57.5% of those responding to this question had taken up invitations for screening, up slightly from 53.7% in 2022.
 - Older respondents (73.8%) and women (65.7%) were most likely to take up their invitations.
 - Respondents under the age of 35 (66.8%) and those with children in their household (52.0%) were most likely to report they had not been invited for screening.
 - One in ten of those from a minority ethnicity (10.3%) or identifying as LGBTQ+ (10.1%) reported they had declined invitations for screening.

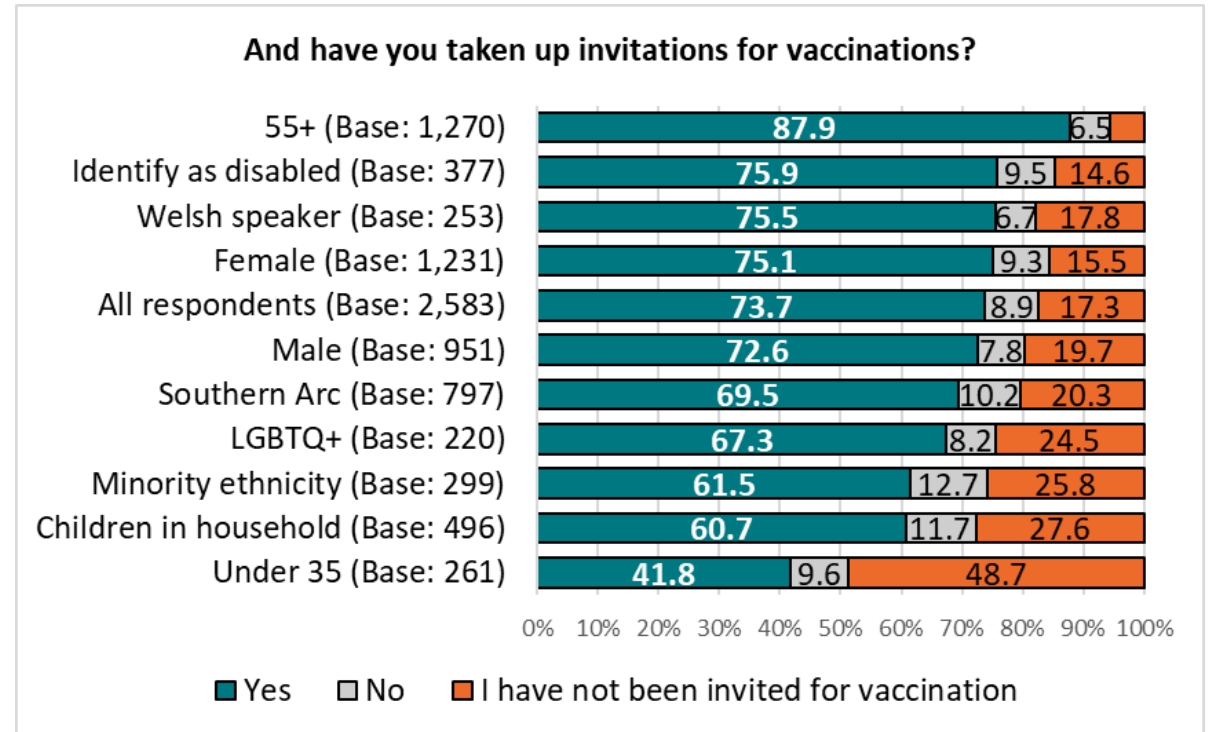


Base sizes shown in brackets; excludes ‘Don’t Know’ responses.

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Vaccination

- Overall, 73.7% of respondents reported taking up an invitation for vaccination (down from 88.4% in 2022), with 8.9% declining this offer, and more than one in six (17.3%) not receiving an invitation.
 - Nine in ten of those aged 55 or over accepted this invitation (87.9%, down from 95.3% in 2022), with just 6.5% of this group declining to do so.
 - Almost half of those under the age of 35 (48.7%) had not been invited for vaccination.



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

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Personal Wellbeing

- Respondents were given four statements* and asked to indicate how they feel in relation to each, using a 0 to 10 scale**.
- As in previous years, respondents identifying as disabled reported the lowest scores for satisfaction with their life, happiness and feeling the things they do are worthwhile.
- Respondents under the age of 35 were less satisfied, less happy, more anxious, and less likely to feel the things they do in their life are worthwhile compared to the average respondent, contrasting with those aged 55 or over.
- Those identifying as LGBTQ+ were also less satisfied, less happy, more anxious and less likely to feel the thing they do in life are worthwhile compared to the average respondent.

How do you feel about yourself?***

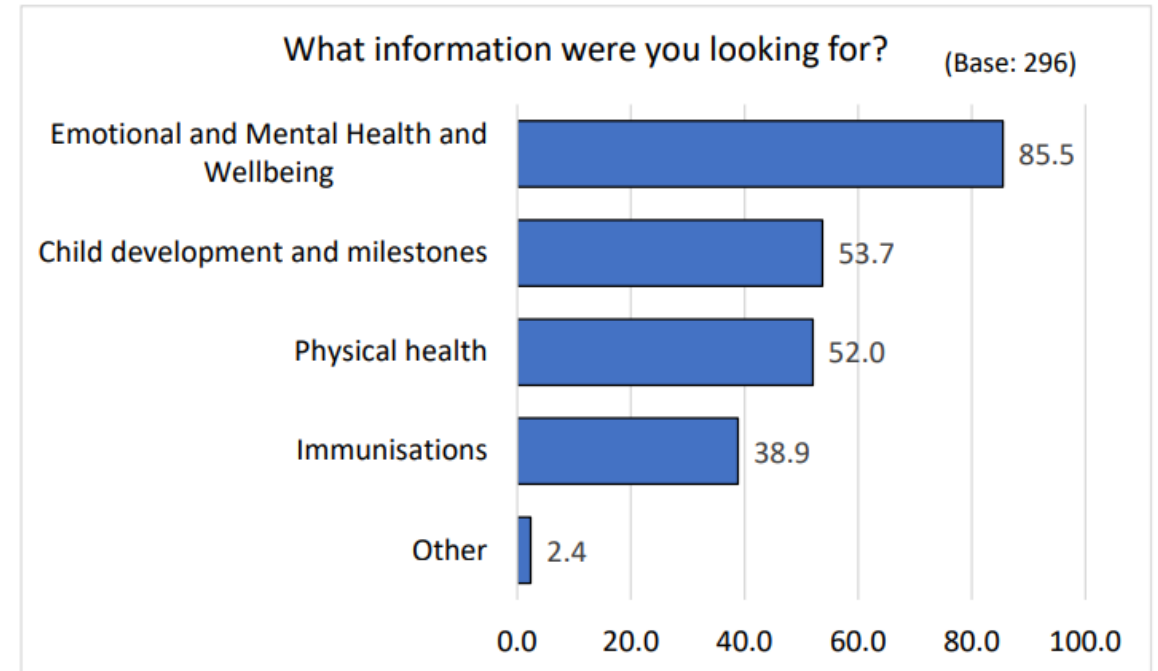
Group	Satisfied	Happy	Anxious	Worthwhile
All respondents	6.4	6.3	4.0	6.6
Under 35	6.2	5.9	4.9	6.2
55+	6.7	6.7	3.6	6.8
Female	6.5	6.4	4.1	6.7
Male	6.6	6.5	3.7	6.6
Minority Ethnicity	6.1	5.9	4.4	6.6
Southern Arc	6.3	6.1	4.2	6.4
Identify as Disabled	5.2	5.2	4.7	5.3
Welsh Speaker	6.8	6.7	3.8	6.7
LGBTQ+	5.8	5.7	4.7	5.9
Children in household	6.4	6.1	4.3	6.7

If an apparent difference of +/- 0.2 is not highlighted, this is due to figures being rounded up/down.

WBO 4 – Safe, Confident and Empowered Communities

Health & Wellbeing – Accessing Information for Wellbeing

- As part of the Cardiff Parenting Survey, respondents were asked if they have ever looked for information about their wellbeing, or their family's wellbeing.
 - Respondents that identify as disabled and LGBTQ+ were the two groups most likely to have looked for this information, for both themselves (65.4% and 60.9% respectively) and a member of their household (60.9% and 53.7% respectively).
- Almost nine-in-ten (85.5%) of those responding had looked for information on 'emotional and mental health and wellbeing,' whilst around half looked for 'child's development and milestones' and 'physical health' (53.7% and 52.0% respectively).



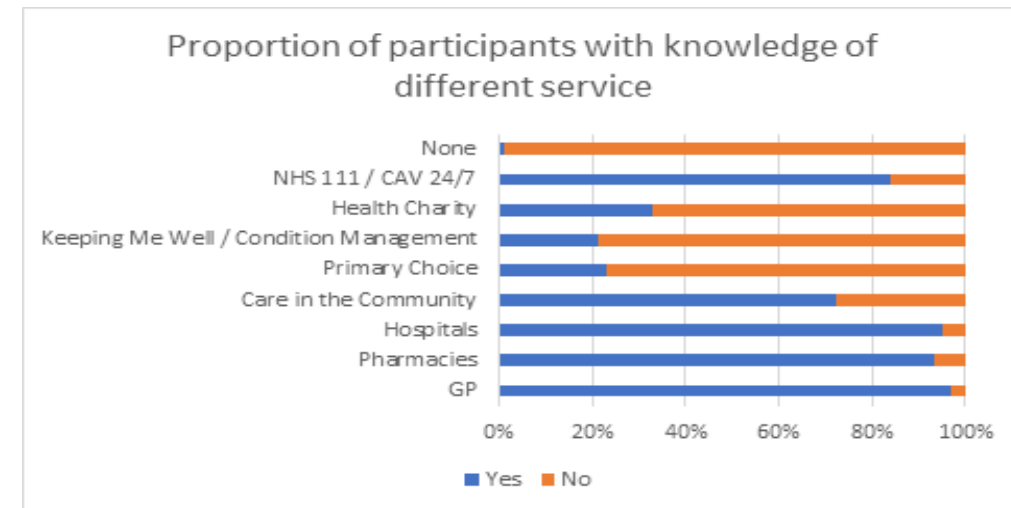
Respondents were able to give multiple responses so the total may exceed 100%.

WBO 4 – Safe, Confident and Empowered Communities

Health and Wellbeing - Patient Care & Knowledge of Services

- As part of the CAVUHB's survey on its Strategy Refresh, the public were asked for their experience in terms of their last contact with the Health Board.
- The experience of respondents was mixed – there was approximately equal quantity of negative (43%) and positive (41%) experiences, and some mixed experiences (16%). Key themes included:
 - Quality of care: there was often high praise for staff and provision of excellent care, with some responses indicating good organisation, efficient services and being seen quickly.
 - Access to care: long waiting time for treatment and poor access were frequently cited as reasons for negative experience.
- The public were also asked about their knowledge of different services available within the community. The most well known was the GP service (96.9%) and the least well known was the Keeping Me Well / Condition Management service (21.2%). Only 1.2% of participants reported not to know of any.

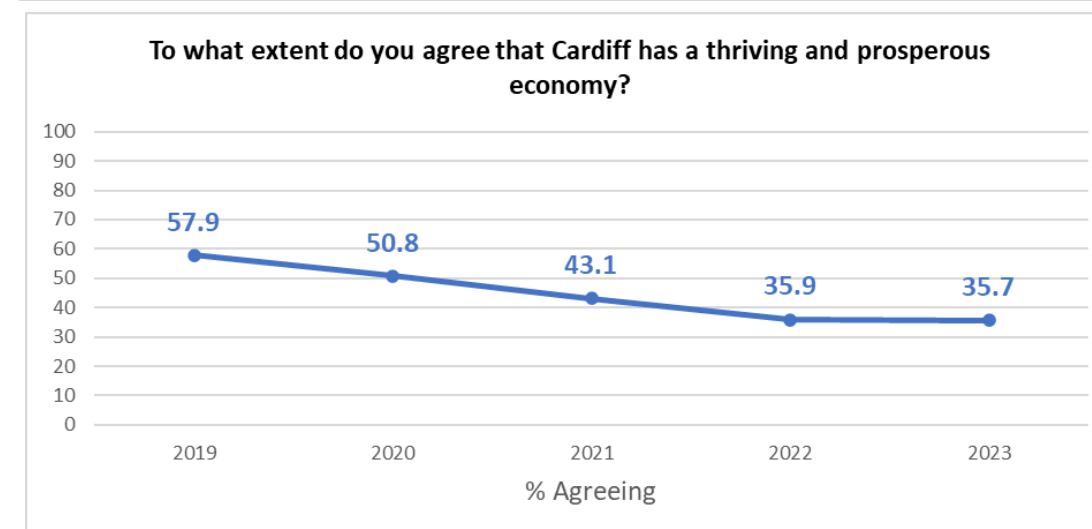
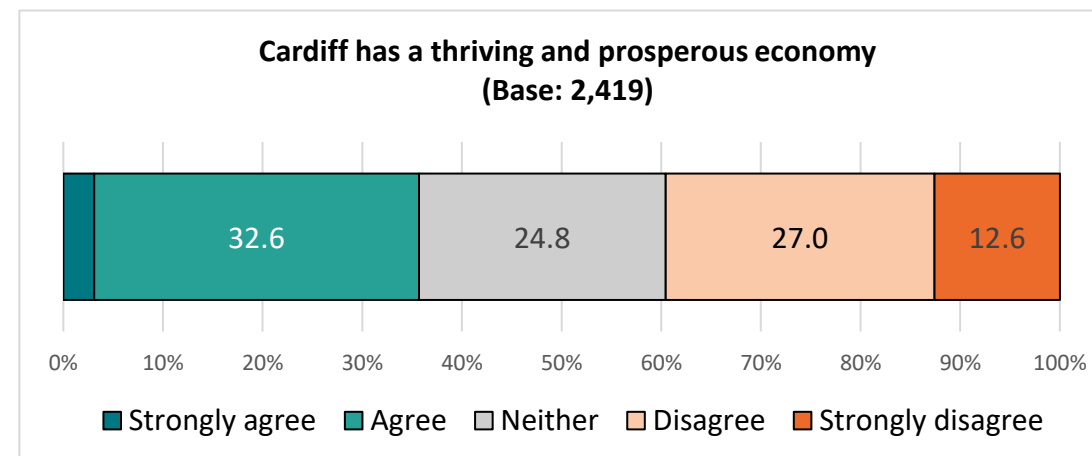
What is your experience of patient care?



WBO 5 – A Capital City that Works for Wales

Cardiff's Economy

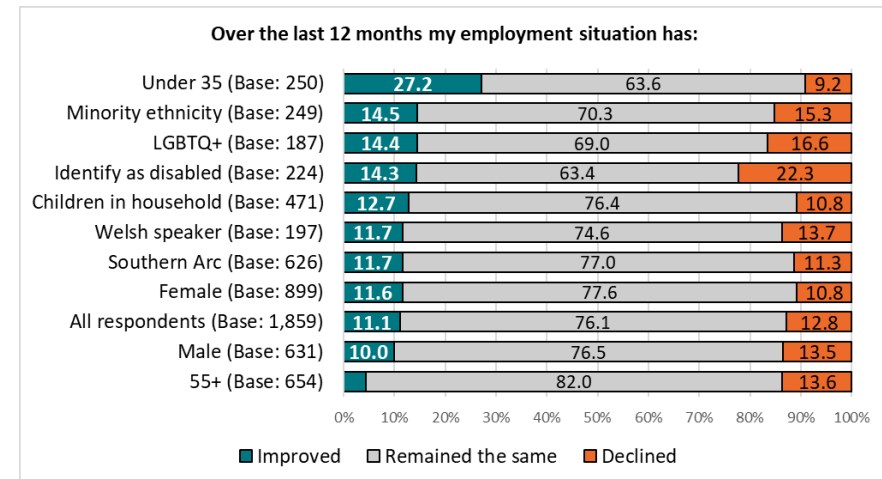
- The proportion of respondents agreeing that Cardiff has a thriving and prosperous economy has stabilised after a consistent decline for over 5 years. Just over a third of respondents (35.7%) agreed with this statement, slightly less than the proportion who disagreed (39.6%).
 - Respondents under the age of 35 were most likely to agree with this statement (43.3%), around eight percentage points higher than for those aged 55 or older (34.9%).
 - Respondents identifying as disabled were least likely to agree with this statement (31.4%).
 - There was no correlation with level of deprivation.



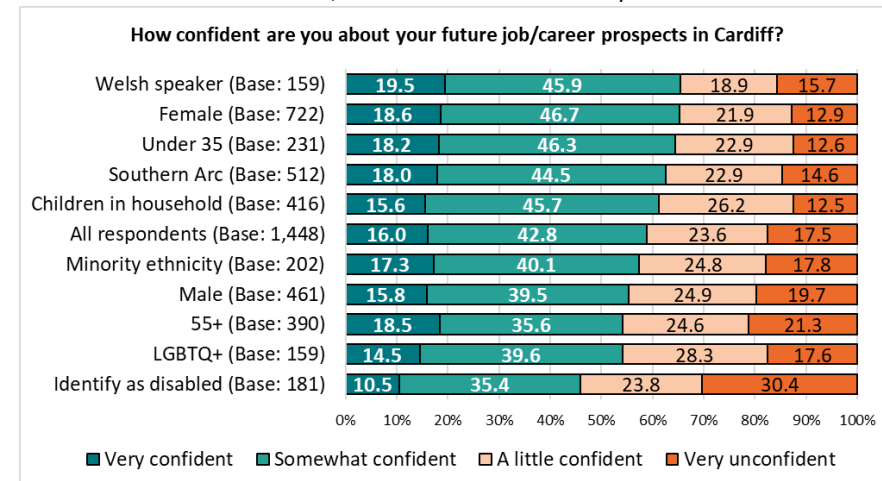
WBO 5 – A Capital City that Works for Wales

Employment & Jobs

- 76.1% of respondents to the 2023 Ask Cardiff reported their employment circumstance have remained the same over the last 12 months.
 - There was a correlation between level of deprivation and the proportion of respondents reporting an improvement in their employment situation, with those living in the most deprived areas most likely to report an improvement.
 - A quarter of respondents aged under 35 (27.2%) reported their employment situation had improved over the past year, more than ten percentage points higher than any other demographic group analysed.
- 58.8% of respondents felt confident about future job or career prospects in Cardiff.
 - Confidence in future job/career prospects was highest amongst Welsh speakers (65.4%), women (65.2%) and under 35s (64.5%); it was lowest amongst those identifying as disabled (45.9%), with three in ten of this group (30.4%) feeling 'very unconfident' about their future prospects.



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

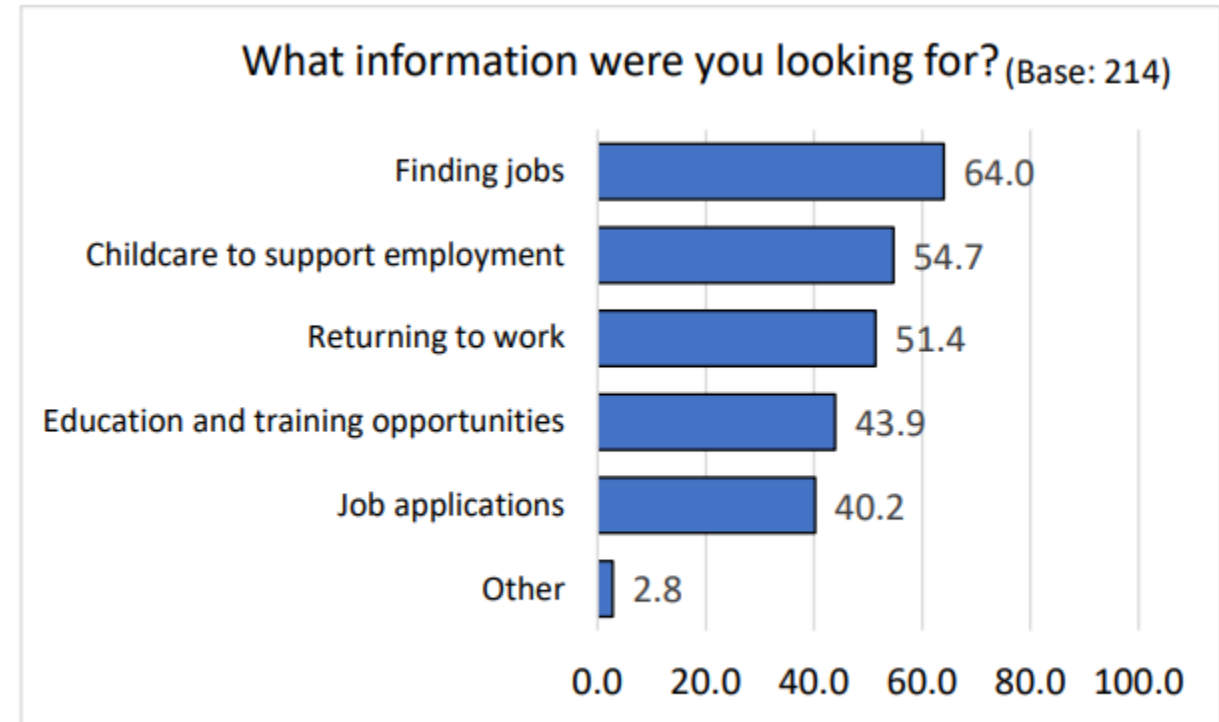


Base sizes shown in brackets; excludes 'Don't Know' and 'Not applicable' responses.

WBO 5 – A Capital City that Works for Wales

Employment & Jobs (contd.)

- As part of the Cardiff Parenting Survey, respondents were asked if they have ever looked for information pertaining to employment for their families.
 - Almost half (46.6%) that identified as of minority ethnicity had sought out employment information, more than twenty percentage points greater than those residing in the southern arc and male respondents (26.1% and 20.0% respectively).
- ‘Finding jobs’ was the most common subject matter sought by respondents, with around two in three (64.0%) indicating doing so. Over half of respondents were interested in either ‘Childcare to support employment’ or ‘Returning to work’ (54.7% and 51.4% respectively).

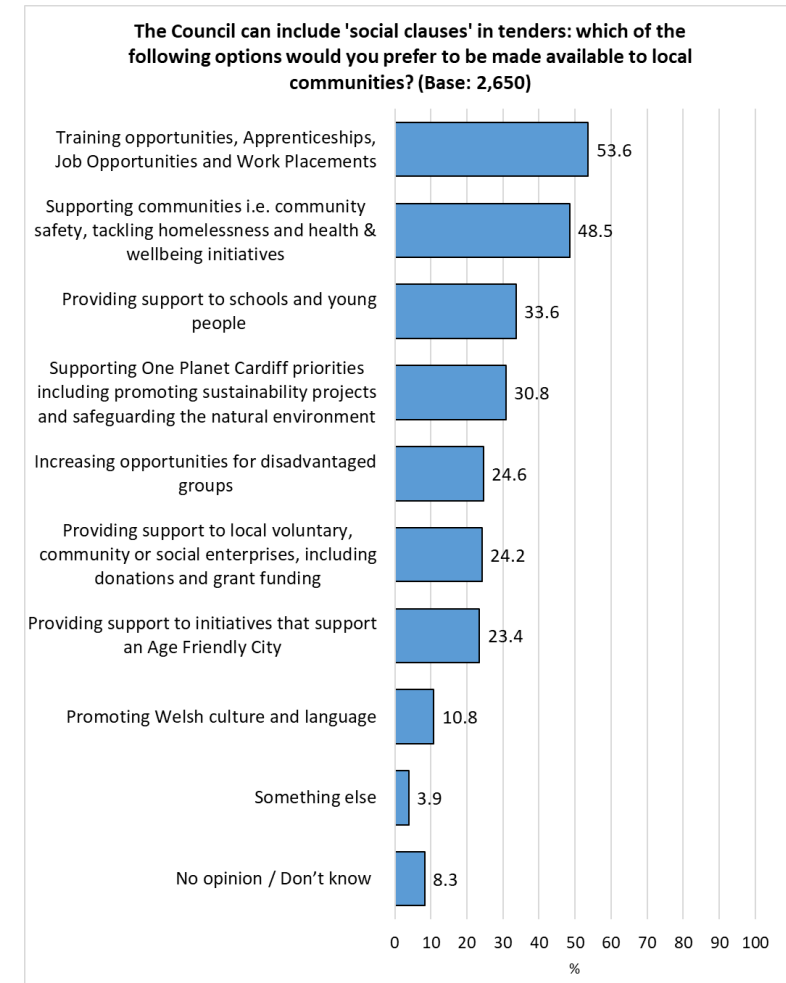


Respondents were able to give multiple responses so the total may exceed 100%.

WBO 5 – A Capital City that Works for Wales

Delivering Social Value through Council Contracts

- As part of Welsh Government’s Social Partnership & Procurement Act, the Council is able to include ‘social clauses’ in tenders. This means that companies bidding for work valued at £250,000 or more (such as building new schools) are required to make opportunities available for local communities. These can be considered when choosing who to appoint to do the work.
- Respondents were given a list of options for ‘social clauses’ for the benefit of the local community that the Council could include as part of tenders for large-scale projects, and asked to select the three that they would like to prioritise.
- The top three options were as follows:
 1. Training opportunities, Apprenticeships, Job Opportunities and Work Placements (53.6%)
 2. Supporting communities i.e. community safety, tackling homelessness and health & wellbeing initiatives (48.5%).
 3. Providing support to schools and young people (33.6%).
- Of the options listed, ‘Promoting Welsh culture and language’ received the least support, with 10.8% of respondents rating this as one of their top three priorities.

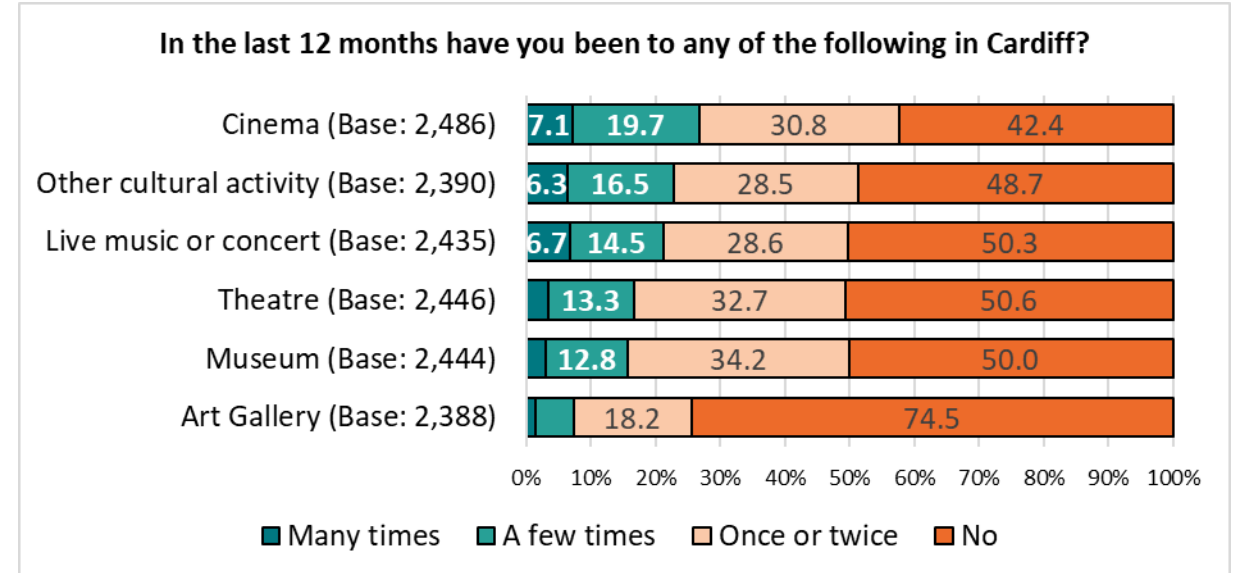


Source: Ask Cardiff Survey (2023)

WBO 5 – A Capital City that Works for Wales

Cultural Activities

- As seen in previous Ask Cardiff surveys, respondents were most likely to have been to the cinema, with 57.6% having been at least once in the previous year.
 - The proportion of respondents attending at least one cultural activity over the last 12 months rose to 83.1%, but this is still below pre-pandemic levels.
 - Respondents who identified as disabled and those living in the most deprived areas of the city were less likely to attend an event than the average respondent.

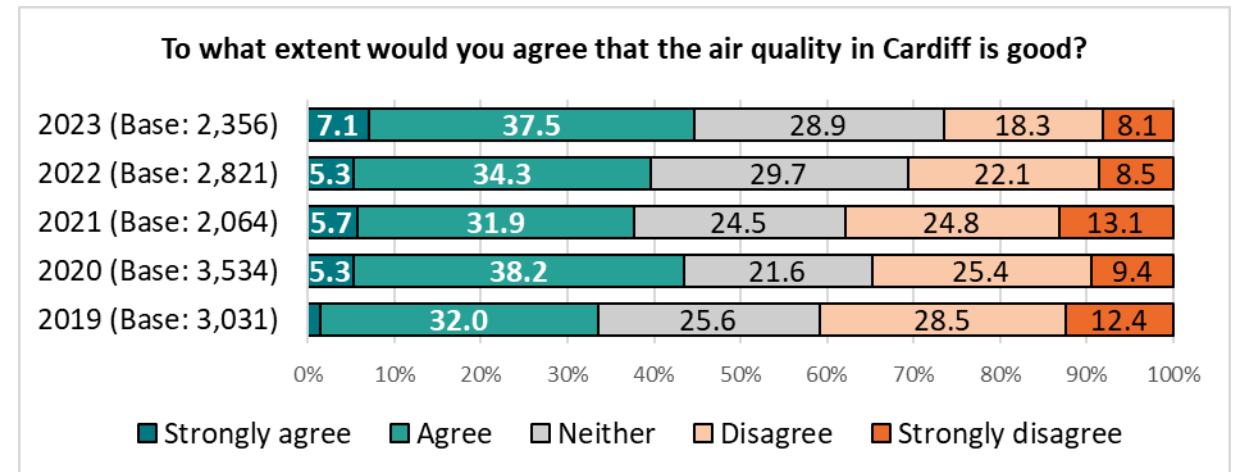


Base sizes shown in brackets; excludes 'Don't Know' responses.

WBO 6 – One Planet Cardiff

Air Quality

- More than two-fifths of respondents rated air quality in Cardiff as good (44.7%), the highest proportion in the last five years (including in 2020 when lockdowns during the pandemic restricted the use of vehicles).
- More than half of males (51.3%), minority ethnic groups (51.2%), and those under 35 (50.6%) rated air quality as good, contrasting with those identifying as disabled (36.6%) and females (40.9%).

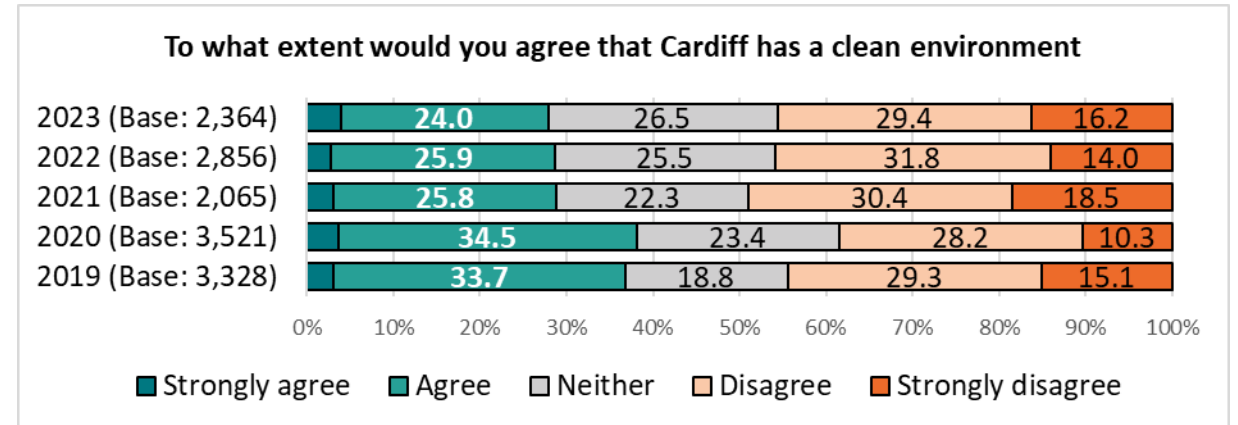


Excludes 'Don't Know' responses.

WBO 6 – One Planet Cardiff

Clean Environment

- Just over a quarter of respondents (27.9%) agreed that Cardiff has a clean environment, reflecting the findings of the 2022 and 2021 surveys, but below levels seen during and before the pandemic.
- Younger respondents and those from a minority ethnicity were most likely to agree that ‘Cardiff has a clean environment’ (35.5% and 36.0% respectively, reflecting the findings of the 2022 survey, albeit at a slightly lower level). Those identifying as disabled, or living in the Southern Arc were least likely to agree (23.0% and 24.9% respectively).

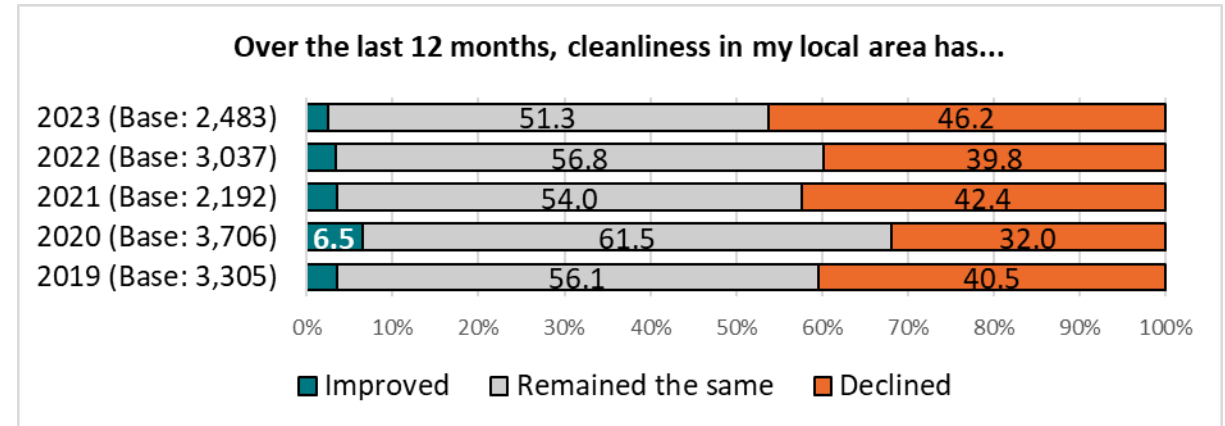


Excludes 'Don't Know' responses.

WBO 6 – One Planet Cardiff

Clean Environment

- Almost half of respondents (46.2%) reported that the cleanliness in their local area had declined over the last year, the largest proportion in the last five years. Just 2.5% of respondents felt the level of cleanliness in their local area had improved. *[Note: Waste operatives were involved in industrial action whilst the survey was live, potentially impacting these results.]*
- The proportion of those stating cleanliness in their local area had declined ranged from 36.3% of those aged under 35 to 53.2% of respondents living in the Southern Arc.

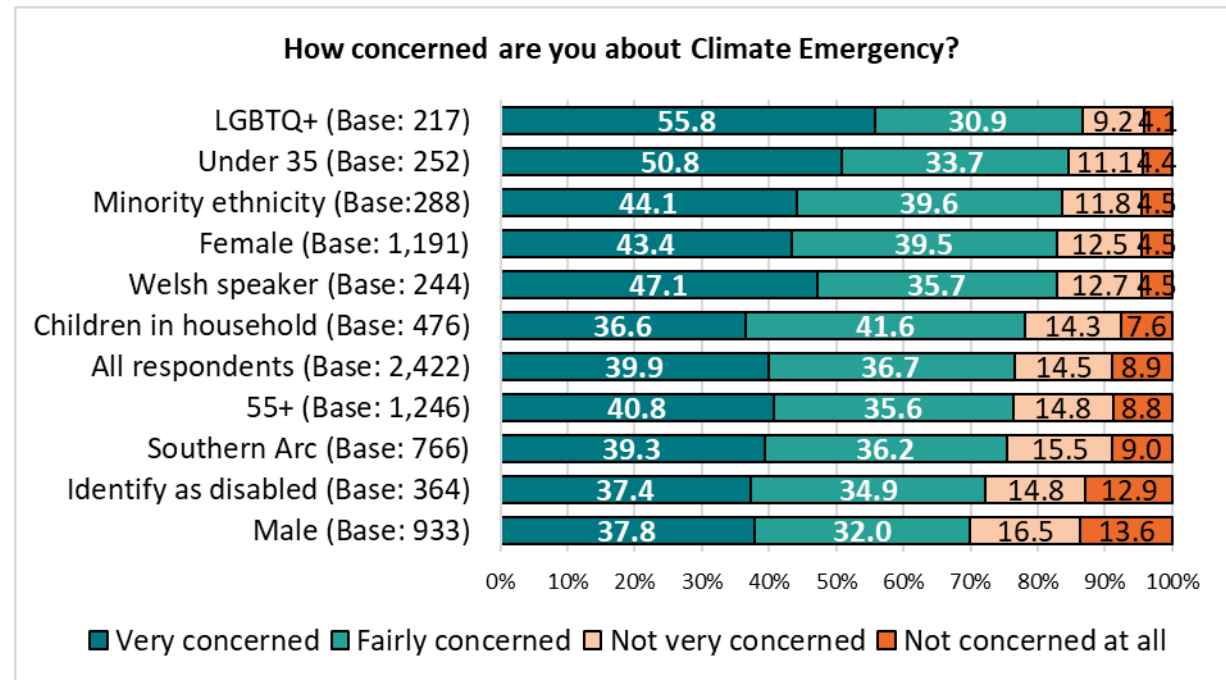


Excludes 'Don't Know' responses.

WBO 6 – One Planet Cardiff

Climate Emergency

- The majority of respondents expressed concern about Climate Emergency, reflecting the findings of previous Ask Cardiff surveys, although the number reporting concern fell from 84.1% in 2022 to 76.5%.
- Levels of concern ranged from 86.6% amongst those identifying as LGBTQ+ to 69.9% amongst men, with more than half of the former group, and under 35s stating they were ‘very concerned’.



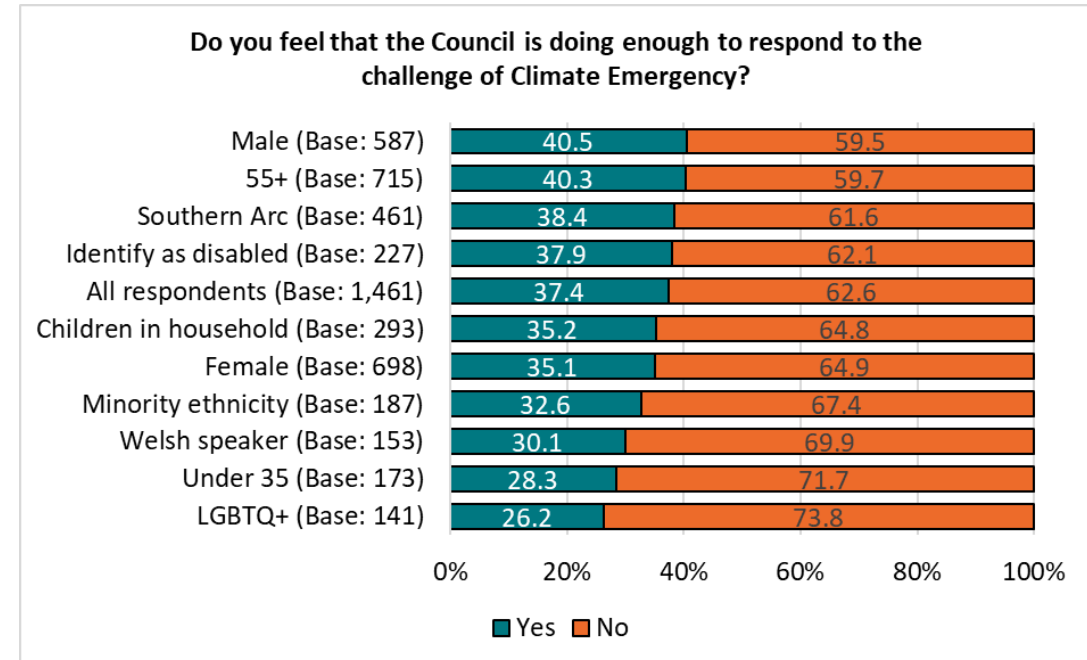
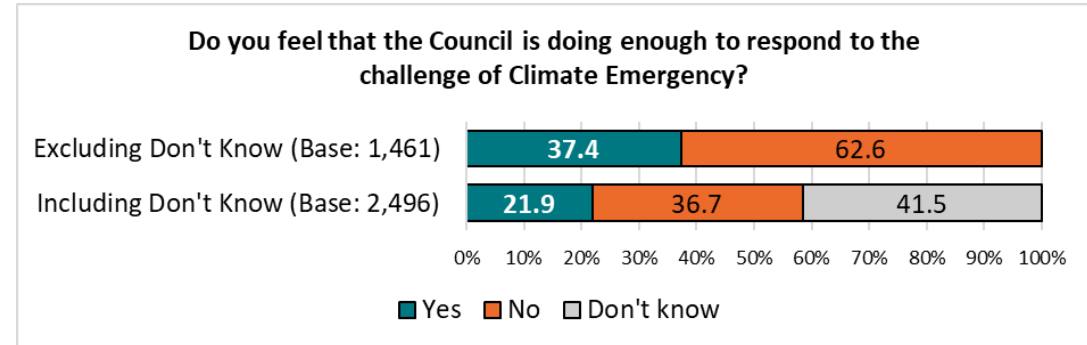
Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 6 – One Planet Cardiff

Climate Emergency Response

- Looking at all responses, around two in five (41.5%) were unsure if the Council was doing enough to respond to the challenges of Climate Emergency. When excluding those answering, 'Don't know', almost two-thirds (62.6%) felt the Council was not doing enough to respond to the Climate Emergency, reflecting the findings of the 2022 Ask Cardiff survey.
- Perhaps reflecting the pattern of concern about the Climate Emergency, those identifying as LGBTQ+ were least likely to feel the Council was doing enough, contrasting with men (26.2% compared with 40.5% respectively).



Excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2023)

WBO 6 – One Planet Cardiff

Parks & Open Spaces

- As part of the Ask Cardiff 2023 survey, respondents were given a list of neighbourhood services and asked their level of satisfaction with each. Reflecting previous Ask Cardiff survey findings, satisfaction was highest for parks and open spaces (72.5%).
- Respondents identifying as disabled showed the lowest level of satisfaction (66.9%).

Public Transport

- There was a notable decline in satisfaction with public transport compared with the previous year, falling 16.0 percentage points from 48.0% in 2022 to 32.0% in 2023.
- Respondents identifying as disabled showed the lowest level of satisfaction (28.1%).

Recycling & Waste Collections

- 59.3% of respondents were dissatisfied with recycling & waste collections (up from 30.4% in 2022, perhaps reflecting the industrial action happening whilst the survey was live).
- The proportion satisfied fell by 26.8 percentage points from 58.6% in 2022 to 31.8% in 2023 - the biggest drop in satisfaction across the services included in the question.
- Respondents identifying as disabled showed the lowest level of satisfaction (25.1%).

WBO 6 – One Planet Cardiff

Nature Friendly Cardiff: Challenges/Concerns

- As part of the engagement on the Cardiff Local Nature Recovery Action Plan (NRAP), people were asked what they felt the main challenges were and what needed to change to make Cardiff more nature friendly. Overwhelmingly, there was greatest concern about loss of nature / greenspace to development, with many people directly attributing Cardiff Council as being responsible for such loss. Following this, a more general concern about loss of nature was expressed, alongside a need for better management of greenspace and sites in general.

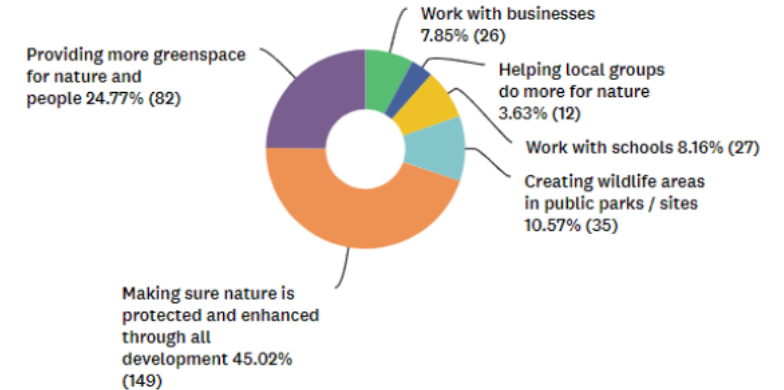
What do you feel are the main challenges facing nature in Cardiff? (open ended question) and what needs to change to make Cardiff more nature friendly?	Number of Comments	Percentage of total people
Physical Loss of Nature - Planning (general) / Loss of Green Space to Development	123	34.5
Physical Loss of Nature – Planning Policy / Better Design / Urban and Green Infrastructure	53	15
Governance and Leadership / General Comments Cardiff Council or Welsh Government	18	5
General Need to Protect Nature	39	11
Better Management of Space / Enhancement of Nature	38	10.7
Litter / Vandalism / Dog issues	32	4.5
People's attitudes / Apathy	16	9
Need for Awareness Raising / Education	24	4.5
Climate Change / Pollution / General	26	6.8
Resources / Staffing	16	5

WBO 6 – One Planet Cardiff

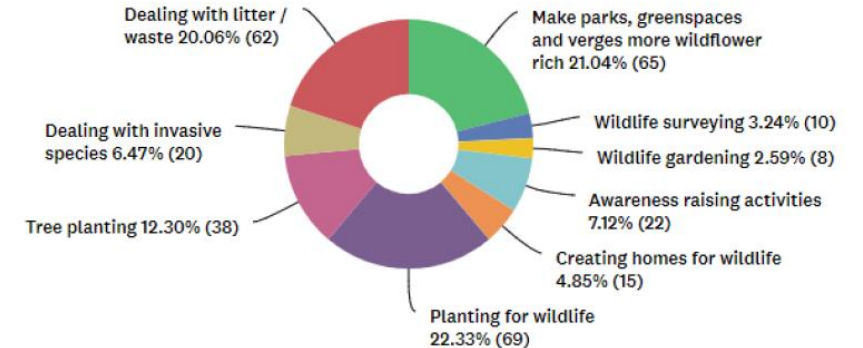
Nature Friendly Cardiff: Actions

- In terms of actions for the Local Nature Partnership, protection of nature through development was seen as most important, followed by provision of greenspace for nature and people. Interestingly, provision of greenspace was valued more highly than creation of wildlife areas in parks, indicating the value that people place on parks for nature AND people.
- Suggestions for actions that could be delivered by the public were much broader, with people generally indicating that action required a suite of activities to address nature decline. Increasing diversity in parks, greenspace and verges and planting for wildlife were the most popular responses, followed closely by dealing with issues of litter and waste.

Graph 2: Q5. What can the LNP do to help nature?



Graph 3: Q6. What can be done locally to help nature?



WBO 6 – One Planet Cardiff

River Ely Catchment: Local Priorities (Natural Assets)

- As part of the River Ely Natural Capital Assessment, a Local Priorities survey was undertaken to inform the development of potential natural capital opportunities. Inland water bodies and woodland were the assets of highest importance to respondents in the local area. These were generally valued for their great diversity, provision of habitat and for accessible spaces allowing different recreational activities.
- Findings highlighted a local desire to increase the extent of many natural assets within the catchment, notably wetlands, woodlands and greenspace.
- Respondents also highlighted the need to enhance the quality of these natural assets in order to increase the benefits obtained from them for people and nature, particularly through improved management.

WBO 6 – One Planet Cardiff

River Ely Catchment: Local Priorities (Benefits)

- Carbon reduction and biodiversity benefits were scored highest by respondents and thought to be the greatest benefits obtained from natural assets in the Ely catchment.
- Water quality and aesthetics scored lowest, indicating that improving the provision of these benefits would be welcomed in the local area.

Table F 1 Average scores for each benefit, with 5 being the greatest benefit obtained from the natural assets in the Ely catchment and 1 being the least.

Benefit	Average Rank
Carbon reduction	4.10
Biodiversity and habitat	4.02
Noise reduction	4.00
Timber	3.88
Food	3.88
Mental well-being	3.85
Temperature regulation	3.78
Flood regulation	3.69
Recreation	3.66
Education	3.61
Physical health	3.26
Air quality	3.24
Cultural heritage	3.09
Aesthetics	2.76
Water quality	2.58

Source: River Ely Natural Capital Assessment: Potential Opportunities (2023)

WBO 6 – One Planet Cardiff

River Ely Catchment: Local Priorities (Pressures)

- Pollution and development were considered to be the greatest pressures on natural assets in the Ely catchment. Many responses described current challenges around water quality issues, Water Framework Directive (WFD) failure, sewage discharge and litter, as well as the increasing pressure which development is placing on natural assets. Responses throughout the survey indicated a desire to better manage these pressures on natural assets within the catchment.

Table F 2 Average rank of pressures

Pressure	Average Rank
Pollution	2.56
Development	2.67
Inappropriate land management	3.22
Lack of management	4.67
Climate change	4.94
Funding limitations	4.97
Invasive non-native species	4.98

Source: River Ely Natural Capital Assessment: Potential Opportunities (2023)

WBO 6 – One Planet Cardiff

River Ely Catchment: Local Priorities (Natural Capital Opportunities)

- Improving water quality, restoring rivers, restoring sites for biodiversity and linking greenspaces were the top priorities locally. Peat restoration and Natural Flood Management also scored highly.
- The least favourable opportunity was restoration of mining heritage sites with respondents generally feeling there was not a great need to enhance these areas.
- A key area discussed within survey responses was the importance of implementing opportunities which complement each other to offer multiple benefits for multiple receptors. Respondents called for improvements which link together well and help both the community and local wildlife simultaneously.

Table F 3 Average scoring of natural capital opportunities by survey respondents (1 being the least effective way to improve natural capital in the Ely catchment and 5 the most effective).

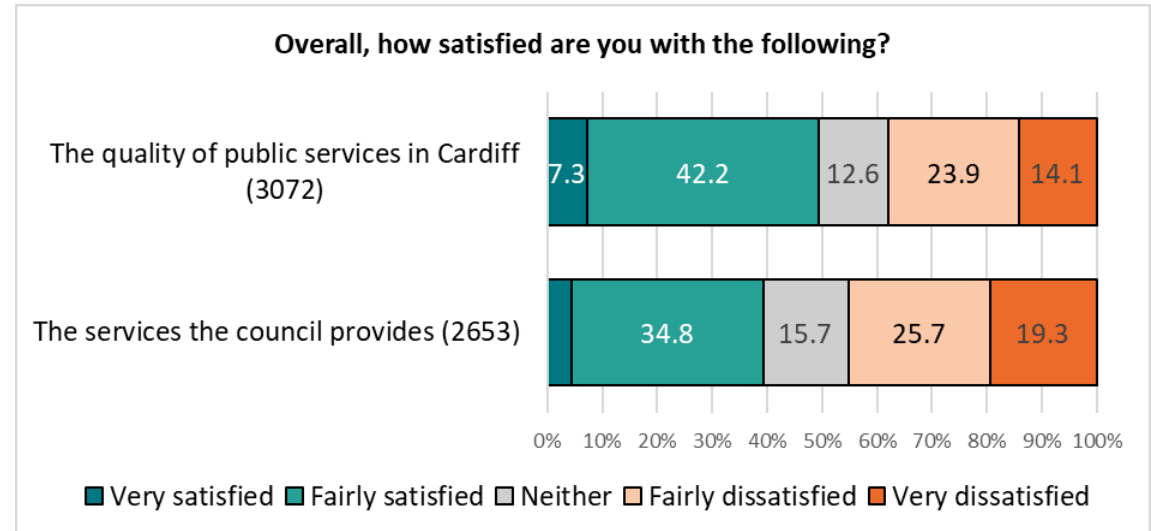
Opportunity	Average score
Improving water quality	4.37
Restoring rivers to their natural form	4.28
Restoring sites for biodiversity	4.28
Linking greenspaces	4.25
Peat restoration	4.19
Natural Flood Management	4.13
Creating active travel routes	4.08
Greening (urban) riverbanks	4.05
Woodland creation for carbon storage	4.02
Provision of green spaces in new developments	4.00
Enhancing woodland sites for improved recreation	3.97
Tree/hedge planting for noise reduction	3.73
Provision of greenspace in existing urban areas	3.72
Improving riverside access	3.67
Renewable energy generation	3.64
Restoration of mining heritage sites	2.89

Source: River Ely Natural Capital Assessment: Potential Opportunities (2023)

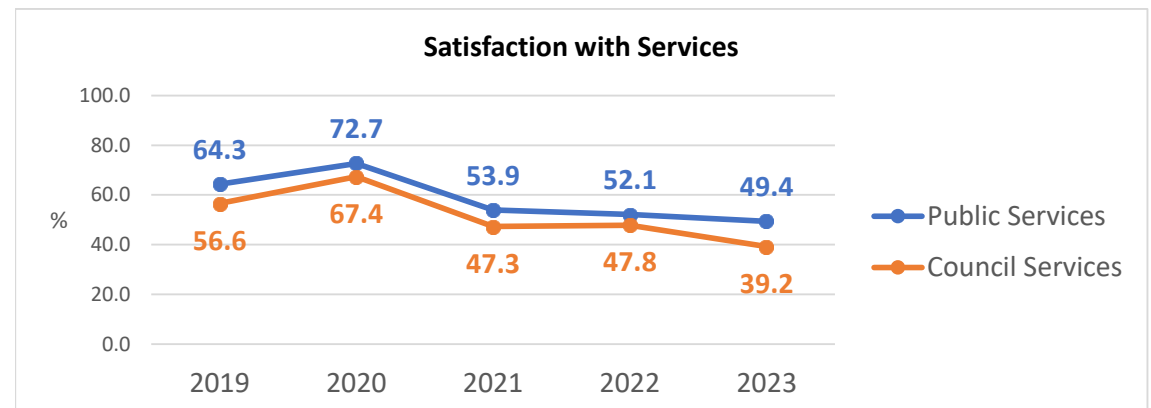
WBO 7 – Modernising and Integrating our Public Services

Satisfaction with Public Services

- Satisfaction with the quality of public services in Cardiff continues to fall, with less than half of those answering this question rating themselves as ‘satisfied’ (49.4%). There was also a decrease in those satisfied with the services the Council provides (39.2%). Similar trends can be seen across other UK Local Authorities.
 - Satisfaction with the quality of public services in Cardiff was lowest amongst those who identified as disabled (44.0%). This reflects the findings of previous Ask Cardiff surveys.
 - Satisfaction with the quality of services the Council provides was also lowest amongst those identifying as disabled (34.7%).



Base sizes shown in brackets; excludes ‘Don’t Know’ responses.



Source: Ask Cardiff Survey (2023)

WBO 7 – Modernising and Integrating our Public Services

Cardiff & Vale University Health Board (CAVUHB) - Purpose

- As part of the CAVUHB's survey on its Strategy Refresh, the public were asked if they agree with the Health Board's existing purpose; 86.6% of public respondents agreed with the current purpose of the Health Board. An analysis of the feedback received revealed the following key themes:
- **Importance of access** - reducing waiting times, timely care.
- **Reducing bureaucracy** – top-heavy management system.
- **Enabling people to keep well** – by supporting healthy behaviours and providing holistic approach to encourage lifestyle changes.
- **Inclusivity** – ensuring that we encompass our workforce, residents, patients, carers and families.

WBO 7 – Modernising and Integrating our Public Services

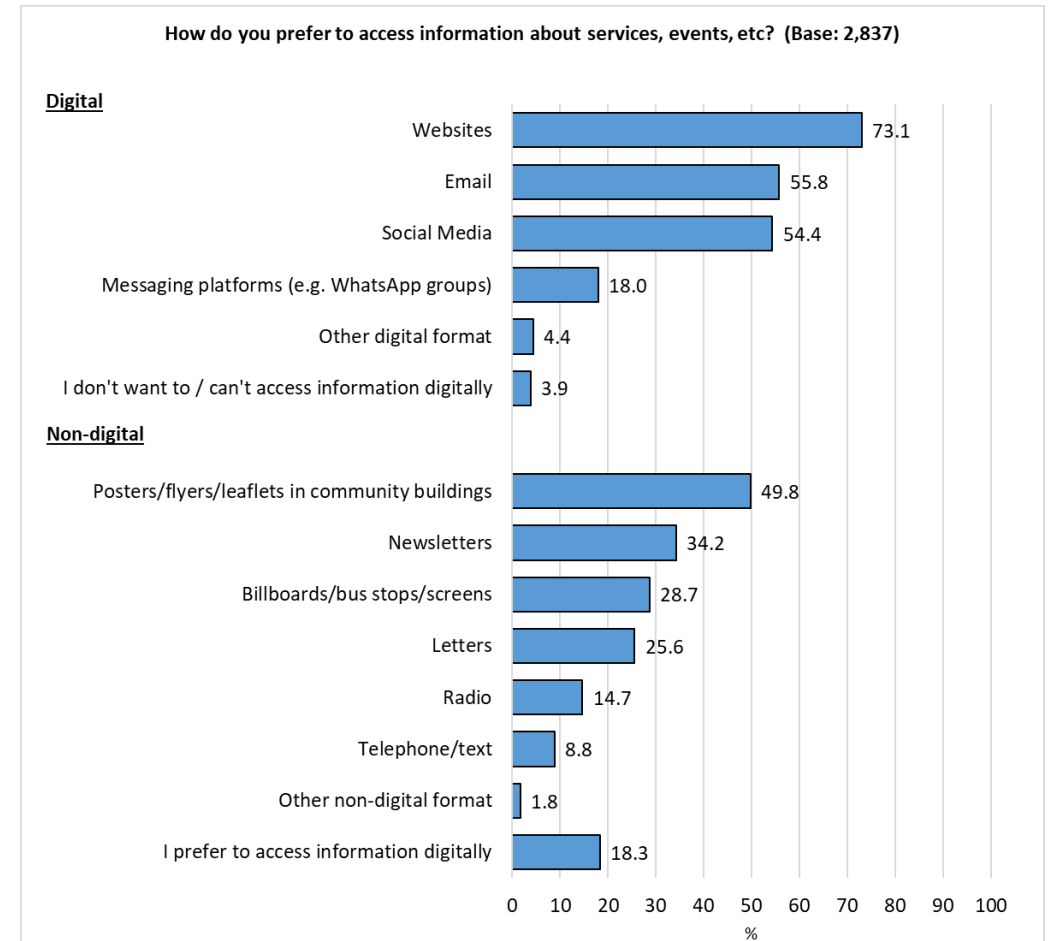
South Wales Fire and Rescue Service (SWFRS) - Objectives

- SWFRS consults annually on its objectives and plans. In response to the 2023-2024 public consultation, 81% either strongly agreed or somewhat agreed with the objectives* proposed for 2024-2025.
- Comments received were grouped into the following themes:
 - *Review of the On Call system needed*
 - *Prioritise areas highlighted in the Independent Culture Review and use it as an opportunity to improve*
 - *Valuing staff is critical*
 - *Equality, Diversity & Inclusion – the Service should become more inclusive*
 - *Focus on prevention work to reduce risk in our communities*
 - *Communication, particularly to stations, should be improved, and feedback should be provided wherever possible*
 - *Raise awareness of our services and communicate more effectively, both internally and externally, including better targeted communication to those most at risk in our communities*
 - *Explore more collaboration opportunities with other organisations*
 - *ICT should be improved, and the Service should stay innovative by providing all staff cohorts with the best technology available*
 - *Provide value for money – the Service should be more effective and accountable*
 - *More efficient use of vehicles to improve sustainability and reduce cost*

WBO 7 – Modernising and Integrating our Public Services

Accessing Information

- As part of the 2023 Ask Cardiff survey, respondents were asked how they prefer to access information about services, events etc. The top three preferred means of accessing information – websites (73.1%), email (55.8%) and social media (54.4%) – were all digital, with just 3.9% of respondents indicating they ‘don’t want to/ can’t access information digitally’. [Note: most respondents completed the survey digitally.]
- Results were generally consistent across the demographic and geographic groups analysed, although there were some notable differences:
 - Websites were the main source of information for all groups analysed, with the exception of under 35s, who were most likely to use social media (73.0%, compared with 69.6% of this group stating websites)
 - Younger respondents were half as likely as those over 55 to state that they choose not to - or are unable to - access information digitally (2.3% compared with 4.6% respectively); just 0.4% of under 35s wanted information via another non-digital format.

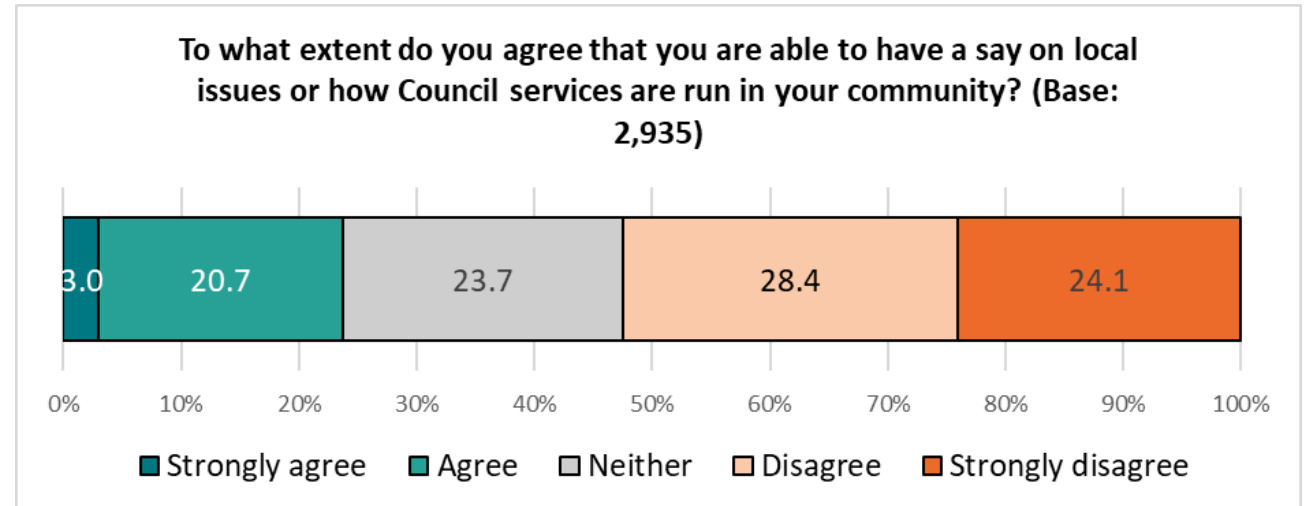


Source: Ask Cardiff Survey (2023)

WBO 7 – Modernising and Integrating our Public Services

Having a Say on Local Issues

- Almost a quarter of respondents (23.7%) agreed that they are able to have their say on local issues or how Council services are run in their community, reflecting the findings of the 2022 survey.
- These results were broadly consistent across the different demographic and geographic groups analysed.



WBO 7 – Modernising and Integrating our Public Services

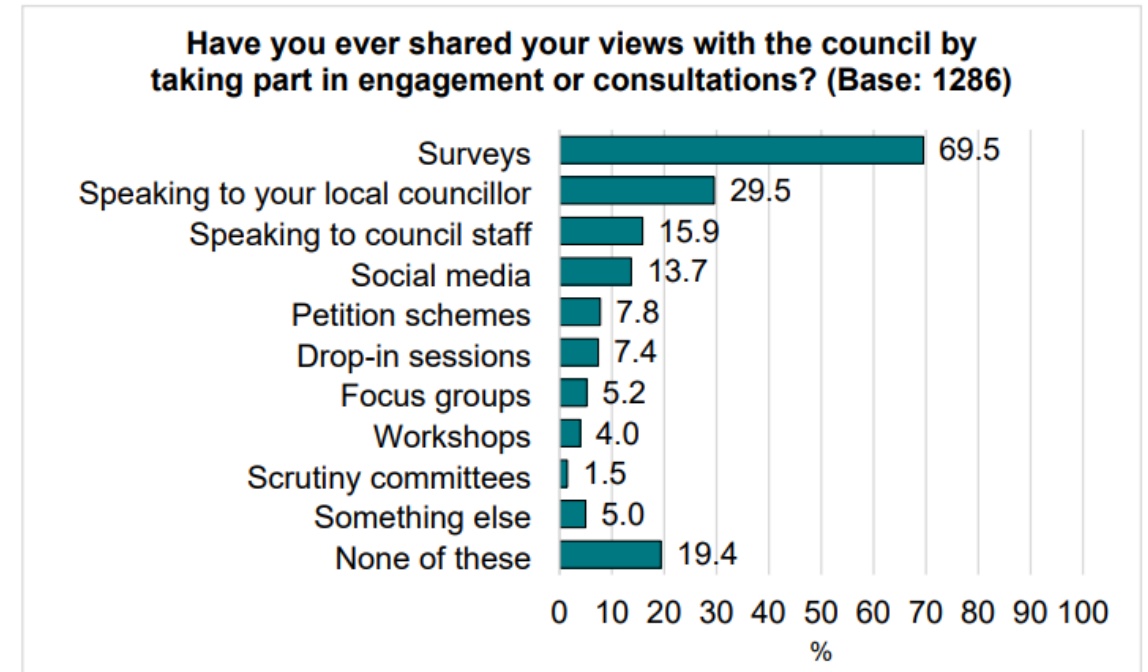
Participation in Engagement or Consultation

- Whilst Cardiff Council's draft Participation Strategy was being developed, the Cardiff Research & Engagement Centre* undertook an analysis of responses to three major surveys – Ask Cardiff, the Budget consultation and the Waste Strategy survey – to understand the profile of responses and compare this profile against that of the population of Cardiff according to the 2021 Census. This allowed identification of groups typically less likely to engage in traditional consultation and engagement methodologies, primarily 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**
- Efforts were made to promote the survey to these groups, and to encourage participation.

WBO 7 – Modernising and Integrating our Public Services

Participation in Engagement or Consultation (contd.)

- When asked, ‘have you ever shared your views with the Council by taking part in engagement or consultations?’, four out of five respondents had shared their views in the past, with most doing so via surveys (69.5%). Three in ten (29.5%) had spoken to their local councillor, and around one in six (15.9%) had spoken to council staff. A fifth of respondents (19.4%) had never engaged with the Council before taking part in the Participation Strategy consultation.
 - Younger respondents were most likely to answer, ‘None of these’ (37.8%), followed by respondents from a minority ethnicity (27.2%).

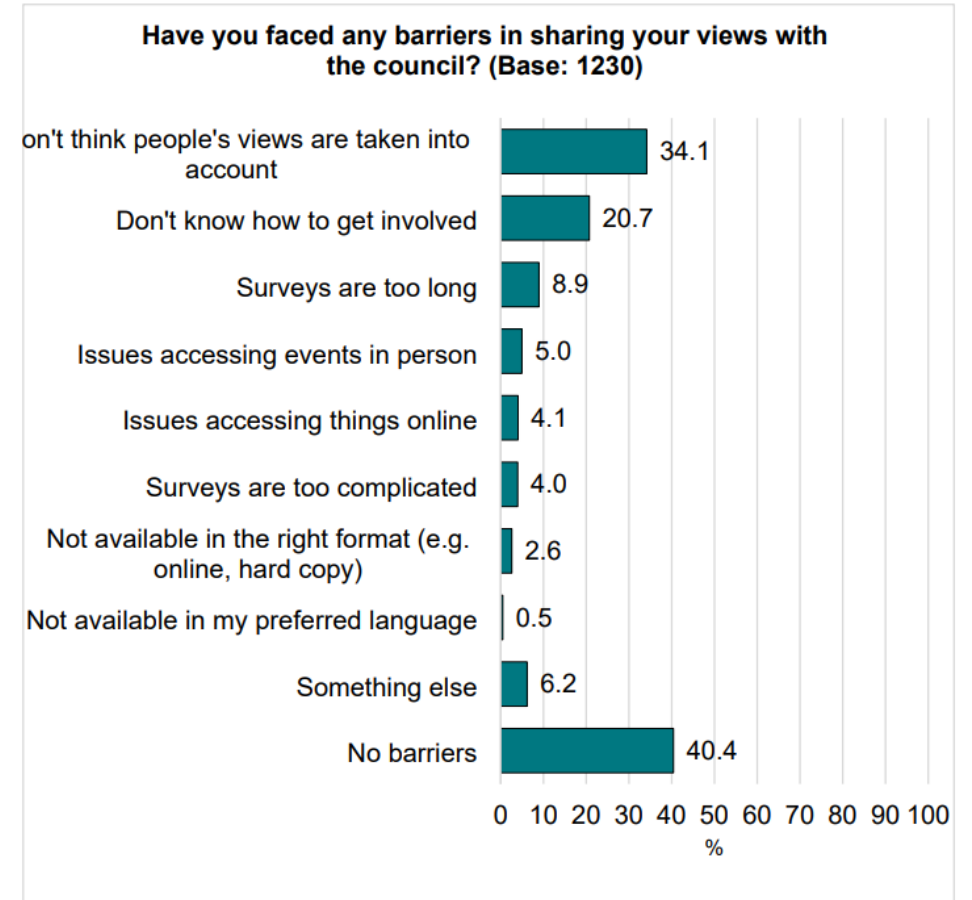


Respondents were able to give multiple answers, therefore the total exceeds 100.0%

WBO 7 – Modernising and Integrating our Public Services

Barriers to Participation in Engagement or Consultation

- Whilst 40.4% noted that they face no barriers in sharing views with the Council, the top three barriers were noted as:
 - Don't think people's views are taken into account (34.1%)
 - Don't know how to get involved (20.7%)
 - Surveys are too long (8.9%)
- Face-to-face engagement with people from typically under-represented groups showed that the biggest barriers to engagement were a lack of time, a lack of awareness of opportunities to engage, and a lack of belief that it was worth the effort.



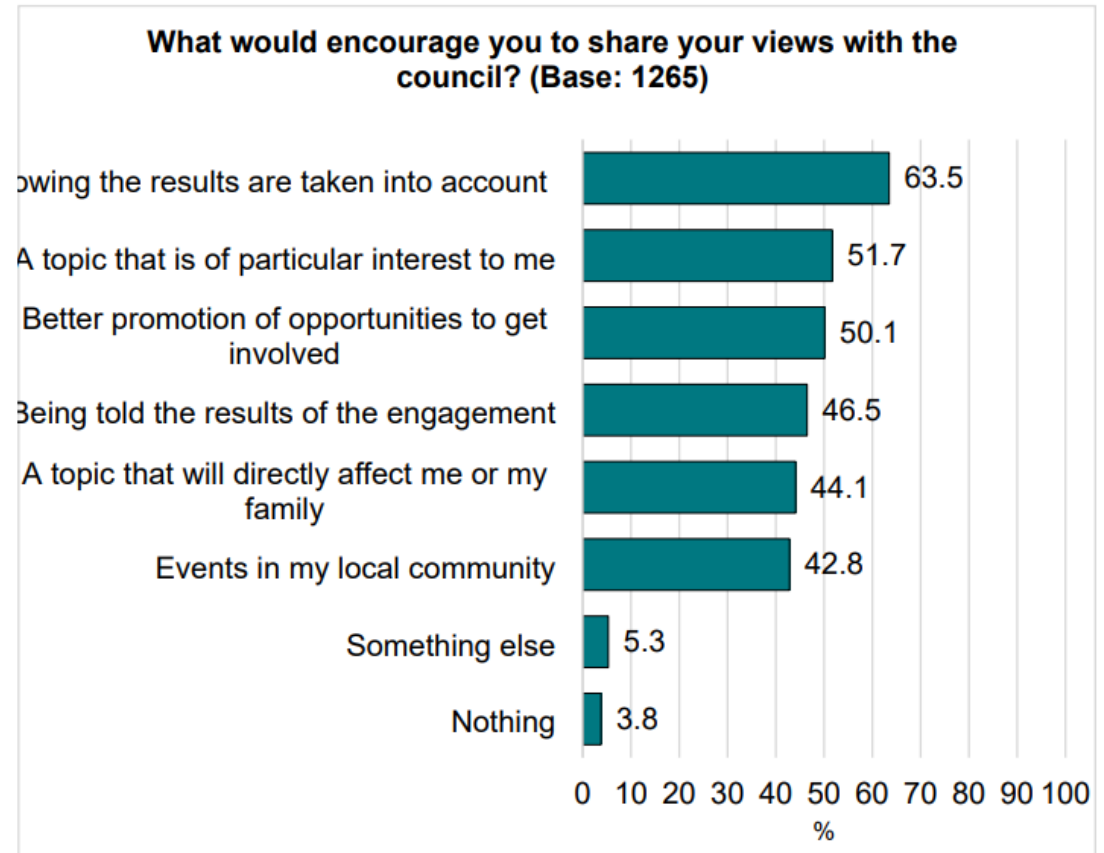
Respondents were able to give multiple answers, therefore the total exceeds 100.0%

Source: Consultation on Cardiff Council's Participation Strategy 2023-27 (2024)

WBO 7 – Modernising and Integrating our Public Services

Encouraging Participation in Engagement or Consultation

- Respondents were presented with a list of options that might encourage people to share their views with the Council, and asked which they felt would apply to them. The top three results were:
 - Showing the results are taken into account (63.5%)
 - A topic that is of particular interest to me (51.7%)
 - Better promotion of opportunities to get involved (50.1%)
- Face-to-face engagement highlighted the degree to which accessibility is important, with issues raised including the format of documents, literacy levels, digital accessibility (e.g. access to data for those with compatible devices) and conducting engagement in accessible venues.
- Face-to-face engagement also highlighted the importance of communicating, to respondents, the results of surveys/ the impact on policy decision ('closing the feedback loop').
- In terms of how respondents would like to share their views, the most popular answer was 'online surveys', selected by 81.3%, followed by 'speaking to my local councillor' (36.1%) and speaking to council staff (28.0%).

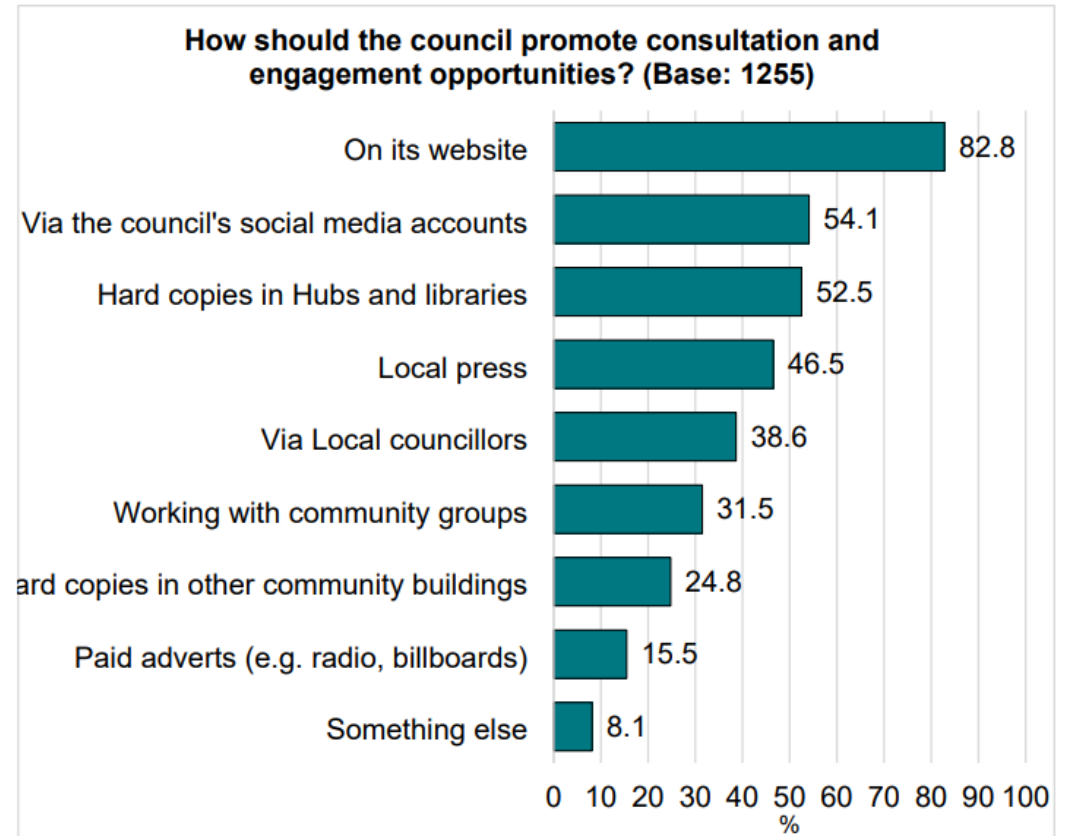


Respondents were able to give multiple answers, therefore the total exceeds 100.0%

WBO 7 – Modernising and Integrating our Public Services

Encouraging Participation in Engagement or Consultation (contd.)

- Respondents were given a list of methods that could be used to promote opportunities for consultation and engagement, and asked which they felt should be used, including the option to suggest something else. The top three results were:
 - On its website (82.8%)
 - Via the Council's social media accounts (54.1%)
 - Hard copies in Hubs and libraries
- Respondents under the age of 35 were most likely to suggest promotion via the council's social media accounts (67.7%).
- Women were notably more likely than men to want engagement to be promoted by the Council working with community groups (38.2% compared with 23.8% respectively). Younger respondents and those living in the Southern Arc were also more likely to suggest this method of promotion (38.5% and 36.0% respectively).



Respondents were able to give multiple answers, therefore the total exceeds 100.0%

WBO 7 – Modernising and Integrating our Public Services

Local Councillors

- Just over half (54.9%) of those surveyed knew who their local councillors are, compared to around a third (32.7%) who didn't know; one in eight (12.4%) were uncertain.
 - Awareness was highest amongst those aged 55 or over (62.0%); it was notably lower amongst those under the age of 35 (23.6%).
- Seven in ten respondents (69.6%) reported they would know where to find information about their local councillor, and the work they do.
 - Older people were most likely to know where to find this information (74.3%)
 - Respondents under the age of 35 and those identifying as disabled were most likely to state they did not know where to find information about their local councillors (24.3% and 22.9% respectively).

