

# Consultation Overview Report 2025

*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 2024:** Ask Cardiff is Cardiff Council's annual residents' survey, running between October and December each year. In 2024, the survey had 2,620 responses. The report can be found [here](#)\*.
- **Big Play Survey 2024:** The survey was run by Cardiff Council from 14 October to 10 November 2024. The survey was undertaken to provide a snapshot of what time and space children have for playing or hanging out in their local area, and informed Cardiff's Play Sufficiency Assessment 2025. 743 responses were received. The report can be found [here](#).
- **Cardiff Third Sector Council (C3SC) Consultations 2024/25:** C3SC, the city's umbrella charity for voluntary activity, gathers insights from its members through a series of internal and external consultation opportunities. Key themes from these engagements are summarised in this report.
- **Cardiff Bay 999 Day:** On 7 September 2025, South Wales Fire and Rescue Service connected with the community to raise awareness about home fire safety. During the event, 187 attendees shared feedback.
- **Cardiff Council Budget Consultation 2025/26 - Main Survey:** The main survey ran from 9 January to 5 February 2025, to seek residents' views of proposals put forward to close the Council's budget gap. The survey had a total of 3,011 responses. Face-to-face engagement was also undertaken across the city. The report can be found [here](#)\*.
- **Cardiff Council Budget Consultation 2025/26 – Youth Survey:** A modified, youth version of the Budget Consultation 2025/26 survey ran from 9 January to 5 February 2025 and had a total of 134 responses. The report can be found [here](#).
- **Cardiff Council Draft Strategic Equality Plan 2024-28 Consultation Survey:** The survey ran from 3 June to 14 July 2024 to seek views on the Council's draft Strategic Equality Plan (2024-28) and equality objectives. The survey had a total of 801 responses. Face-to-face engagement was also undertaken across the city. The report can be found [here](#)\*\*.
- **Cardiff Council Flood Risk Strategy Survey 2025:** The survey ran from 17 February to 30 March 2025 to seek views on the Council's Local Flood Risk Management Strategy. They survey had a total of 181 responses. Two drop-in session were also held at Central Library Hub. The report can be found [here](#).
- **Cardiff Visitor Survey 2024-25:** The Cardiff Visitor Survey, run by South Wales Police in Cardiff City Centre, looked at the feelings of safety and crime types experienced or witnessed. It was conducted in person by Police Community Support Officers (PCSOs) when available across the dates between September 2024 and January 2025 and received 568 responses.
- **City-wide Food Strategy Consultation 2024:** The survey was commissioned by Food Cardiff in the summer of 2024, to monitor progress on the City-wide Food Strategy so far. There were 1,140 responses. The survey report can be found [here](#)\*\*\*.

# Consultation & Engagement: Sources (contd)

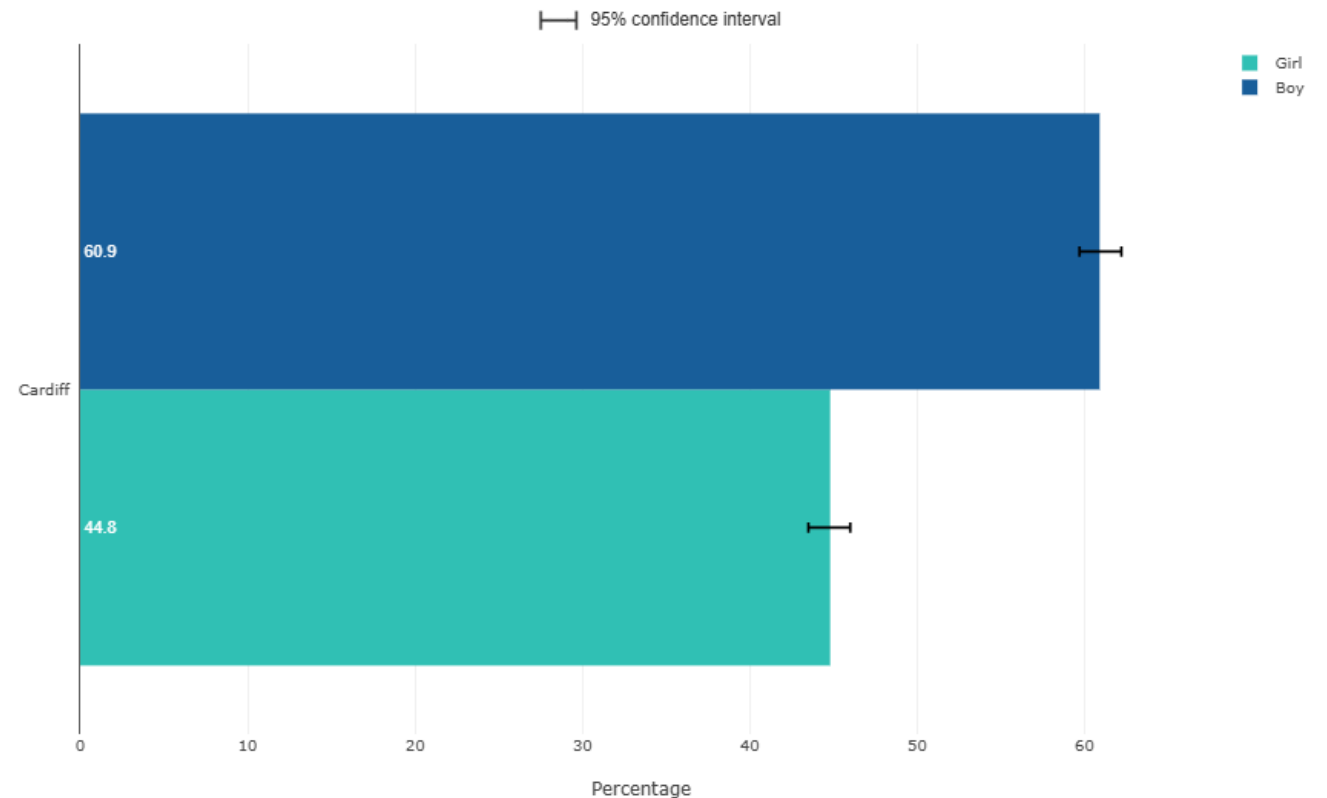
- **Gwent Levels Resilient Ecological Network (REN) Mapping - Public Engagement 2024:** As part of the strategic planning for the Gwent Levels, three workshops were undertaken by Natural Resources Wales (NRW) in autumn 2024, focused on collaboratively developing maps to identify core zones and nature recovery areas.
- **Homelessness Consultation 2024:** Cardiff Council undertook a consultation from 17 July to 9 September 2024 to seek views on proposals to address the immediate housing pressures facing the city. There were 2,892 responses to the consultation. The report can be found [here](#)\*.
- **Nant Y Wedal River Restoration Citizen's Survey 2024 :** NRW undertook a Citizen's Survey in December 2024 in order to gather perspectives on the Nant Y Wedal project, which is part of a wider programme of work to restore the urban rivers of South Central Wales.
- **School Health Research Network's (SHRN's) Students' Health and Wellbeing (SHW) Survey (2023/24):** The School Health Research Network (SHRN) administers a Student Health & Well-being Survey within secondary schools (with students aged 11 to 16) in Wales every two years. 15 schools participated in the 2023/24 survey. The data is available on a Dashboard [here](#).
- **Secure Bike Parking Survey 2025:** Cardiff Council ran the survey between 17 February and 3 March 2025 to seek views on a proposal aimed at improving cycle parking facilities. A total of 1,433 responses were received. Face-to-face engagement was also undertaken across the city. The report can be found [here](#)\*\*.
- **Shaping out Future Wellbeing - Babies, Children and Young People - Engagement 2024:** Cardiff and Vale University Health Board ran a 16-week engagement period from 13 May to 31 August 2024 which was extended by 4-weeks to specifically focus on increasing feedback from children and young people. The engagement aimed to gather perspectives on Clinical Services for Babies, Children and Young People. Engagement included a survey, face-to-face sessions and sessions with schools. In total, 1,610 individuals participated.
- **South Wales Fire and Rescue Service Annual Improvement Plan Consultation 2024-25:** South Wales Fire and Rescue Service ran a consultation between 31 October 2024 and 24 January 2025 in order to gain feedback on the Annual Improvement Plan and priorities for 2025-2026. 125 people responded. The findings can be viewed [here](#).
- **South Wales Police, Crime and Justice Plan 2025-29 Consultation:** A comprehensive consultation, running from June to November 2024, was launched by the South Wales Police and Crime Commissioner to ensure the priorities within the Police, Crime and Justice Plan reflect the needs and views of local people, victims, and communities in South Wales. Over 5,000 people shared their feedback. A summary of the findings can be found [here](#).
- **South Wales Police Precept Consultation 2024-25:** The South Wales Police and Crime Commissioner has a responsibility under the 'Police Reform and Social Responsibility Act' to obtain the views of the public on matters relating to policing. This includes consulting with residents about the amount residents contribute towards policing as part of their Council Tax, in advance of setting the police precept level and allocating the police budget. A public consultation ran for an eight-week period, between 25 November 2024 and 13 January 2025. This involved the launch of a public survey and a series of pop up stalls across the South Wales Police force area. 1,567 people completed the survey. A summary of the findings can be found [here](#).

# WBO 1 – Cardiff is a Great Place to Grow Up

## School Life

- The results of the 2023/24 Student Health and Wellbeing (SHW) survey showed that:
  - 40.1% of students feel that pupil ideas are taken seriously in their school. This ranged from 36.9% of girls to 44.2% of boys.
  - 32.2% said that their own ideas are taken seriously in their school. This ranged from 29.6% of girls to 35.4% of boys.
  - 58.6% of students reported that there is support at school for students who feel unhappy, worried or unable to cope. This ranged from 55.3% of girls to 62.9% of boys.
  - 52.1% of students reported that they feel they belong at their school. This varied from 44.8% of girls to 60.9% of boys.

Students reporting to feel they belong at their school, percentage, boys and girls, aged 11-16, Cardiff, Wales, 2023  
Produced by Public Health Wales, using SHRN data



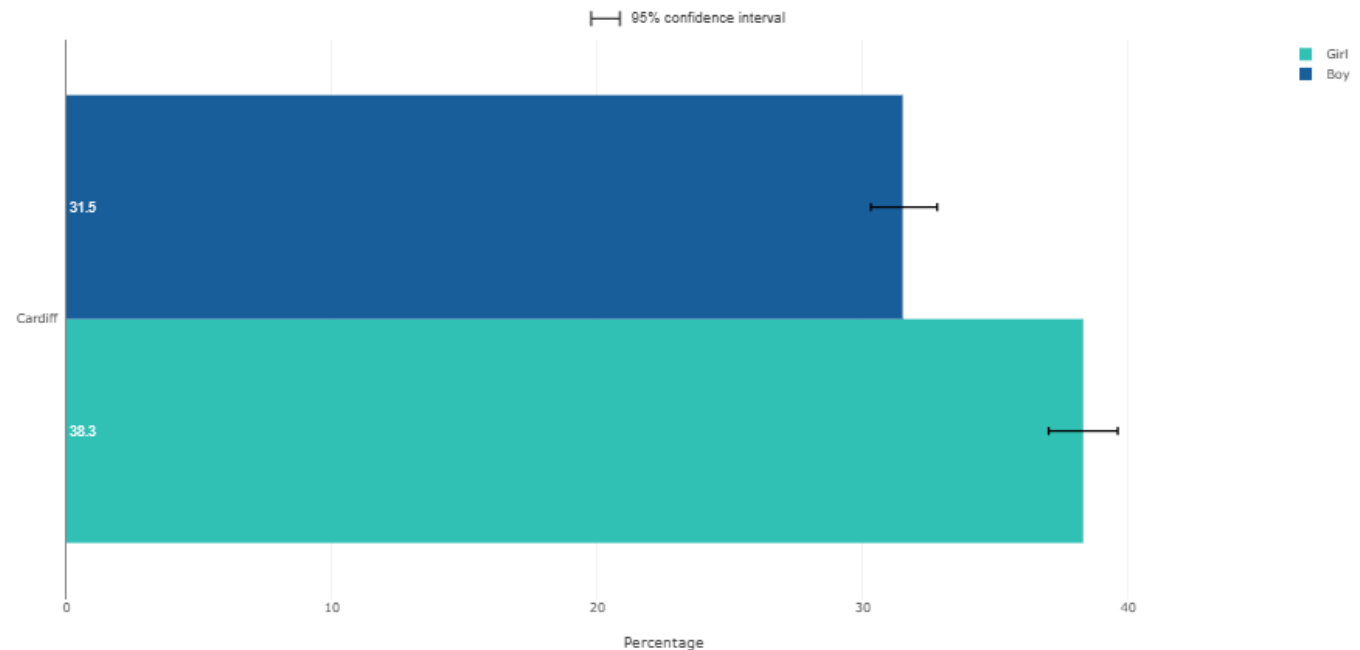
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## Friendship and Bullying

- 61.4% of students said they could count on friends when things go wrong. This included 59.6% of boys and 63.4% of girls.
- 19.2% reported bullying another student at school in the past couple of months. This included 21.0% of boys and 16.8% of girls.
- 35.5% reported having been bullied during the same period. This varied from 31.5% of boys to 38.3% of girls.
- 15.6% admitted to cyberbullying others in the past couple of months. This included 16.6% of boys and 14.0% of girls.
- 20.3% reported being cyberbullied in the same period. This included 17.1% of boys and 22.4% of girls.

Reported having been bullied in the past couple of months, percentage, boys and girls, aged 11-16, Cardiff, Wales, 2023

Produced by Public Health Wales, using SHRN data



Source: SHRN's SHW Survey (2023/24)

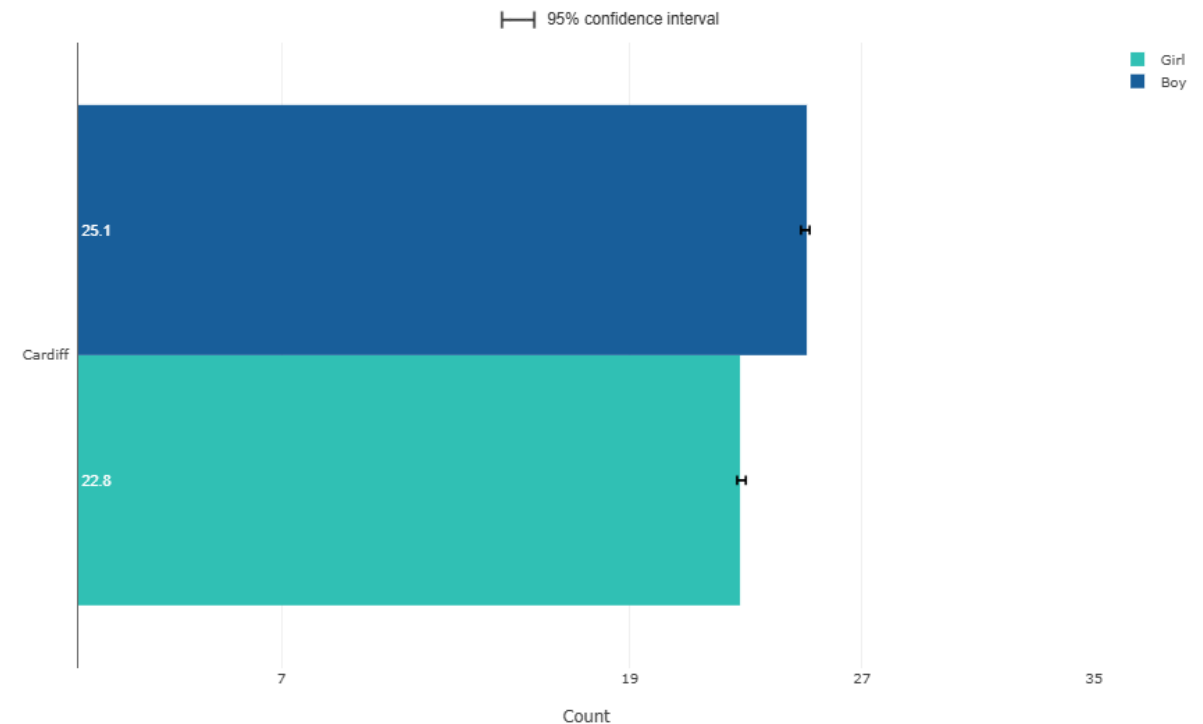
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## Mental Health and Wellbeing

- 81.3% of students reported being satisfied with their life. This varied from 77.0% of girls to 86.7% of boys.
- The Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)\* was used to assess overall wellbeing, with a maximum possible score of 35. In 2023/24, the average score among Cardiff students was 23.8. Average scores varied by gender, with 22.8% for girls and 25.1% for boys.
- When grouped by score bands:
  - 19.4% of students fell into the low wellbeing range (7–19)
  - 55.3% into the mid-range (20–27)
  - 25.3% into the high wellbeing range (28–35)

Mean mental well-being scores out of a total of 35, boys and girls, aged 11–16, Cardiff, Wales, 2023

Produced by Public Health Wales, using SHRN data



\*Axis adjusted to start from 7.

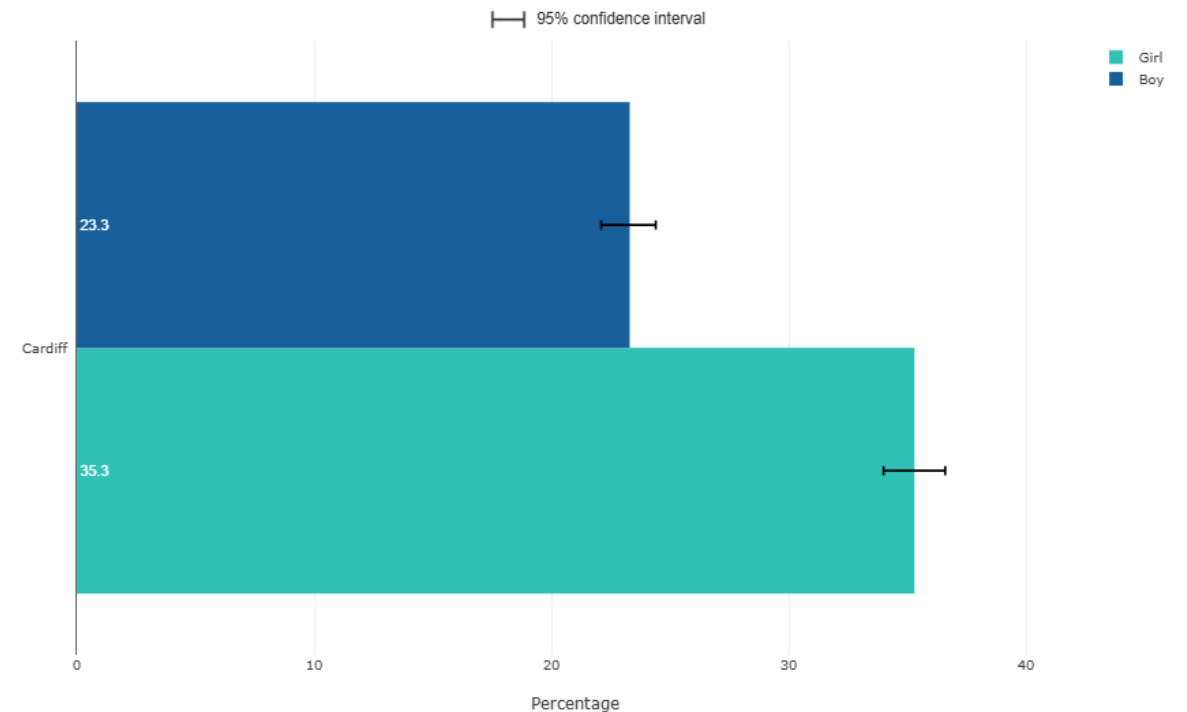
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## Mental Health and Wellbeing (contd)

- The SHW 2023/24 survey combined responses to four distinct questions relating to: emotional problems, conduct problems, hyperactivity/inattention, and peer relationship problems.
- Overall, 30.1% of students recorded a high or very high total difficulties score. This varied by gender, with 23.3% of boys and 35.3% of girls falling into this category.

Students who score high or very high in the total combined score for problems with peers, hyperactivity, emotions and conduct, percentage, boys and girls, aged 11-16, Cardiff, Wales, 2023

Produced by Public Health Wales, using SHRN data





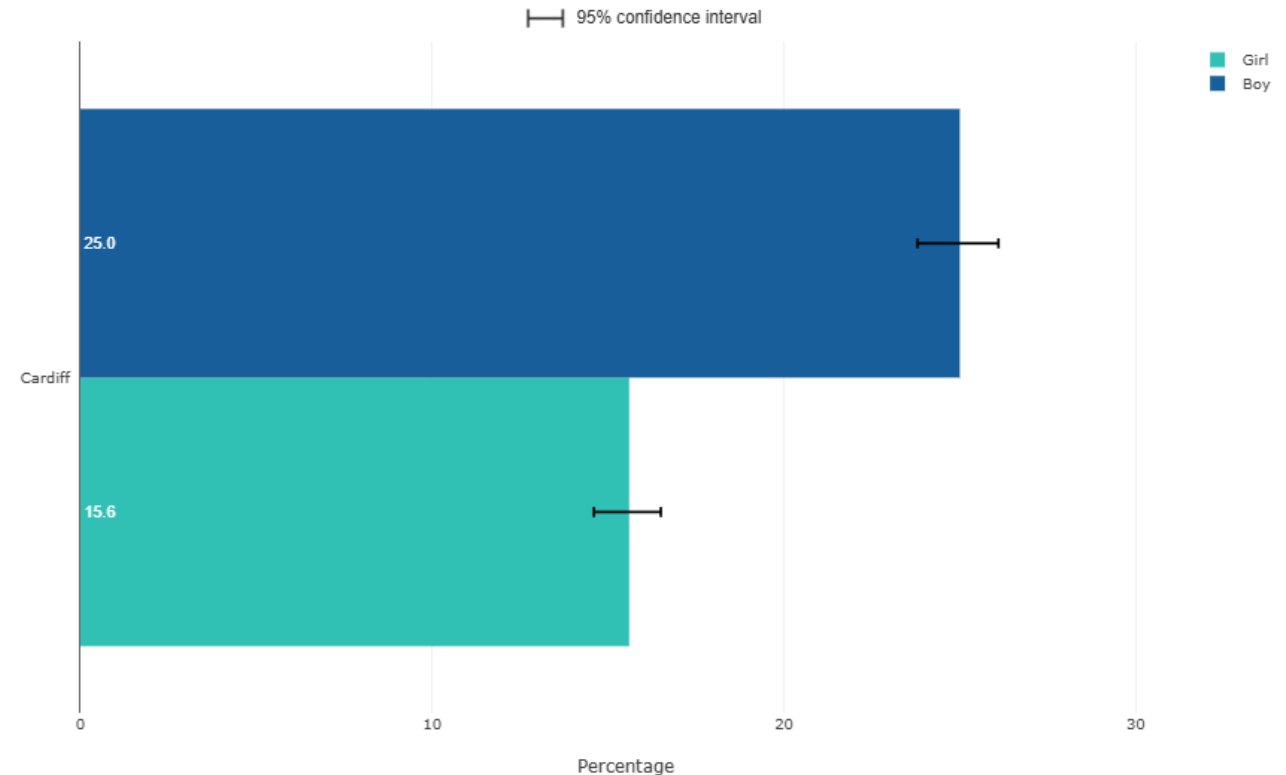
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## Physical Activity and Diet

- 20.3% of students reported at least 60 minutes of physical activity every day for the last seven days. This varied by gender, from 15.6% of girls to 25.0% of boys.
- 49.2% reported that they active travel (walk or cycle) to school. This also varied by gender, from 45.8% of girls to 52.9% of boys.
- 55.1% of students reported eating at least one portion of fruit or veg per day. This included 54.0% of boys and 56.4% of girls.

Reported at least 60mins of physical activity every day for the last seven days, percentage, boys and girls, aged 11-16, Cardiff, Wales, 2023

Produced by Public Health Wales, using SHRN data



Source: SHRN's SHW Survey (2023/24)

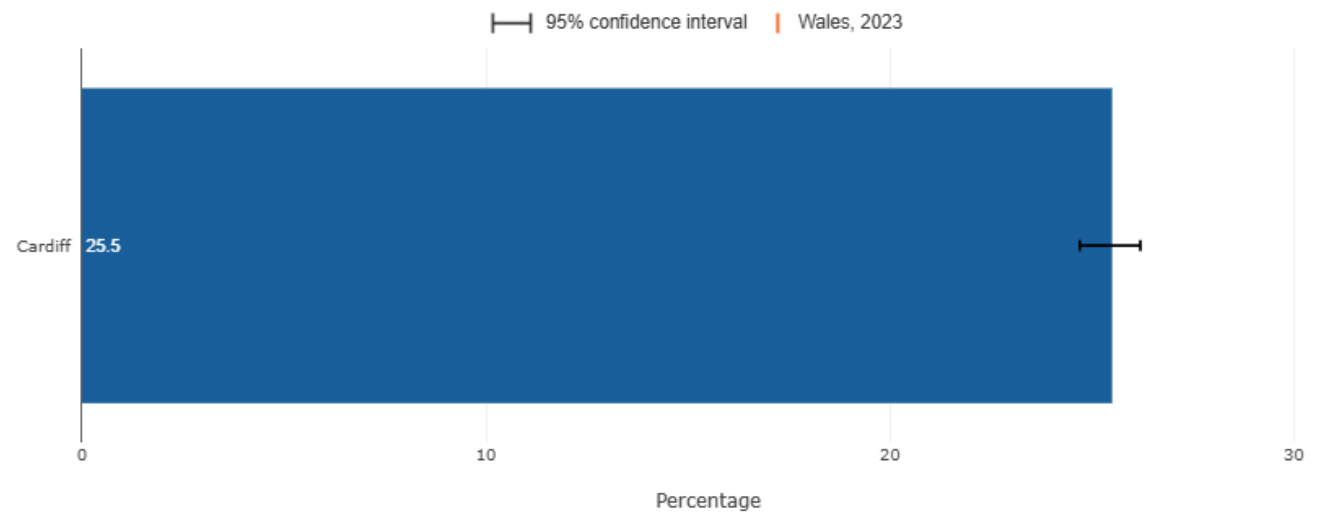
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## Substance Use

- 2.1% of students reported smoking at least once a week. This included 2.4% of boys and 1.3% of girls.
- 19.7% reported having tried e-cigarettes/vapes. 4.1% reported using e-cigarettes/vapes at least weekly. This included 3.2% of boys and 4.8% of girls.
- 25.5% of students reported drinking alcohol. This included 23.6% of boys and 26.7% of girls.
- 13.9% reported being offered cannabis in the last 12 months, while 3.6% reported having taken cannabis in the last 30 days. This included 3.9% of boys and 2.9% of girls.

Reported drinking alcohol, percentage, persons, aged 11-16, Cardiff, Wales, 2023

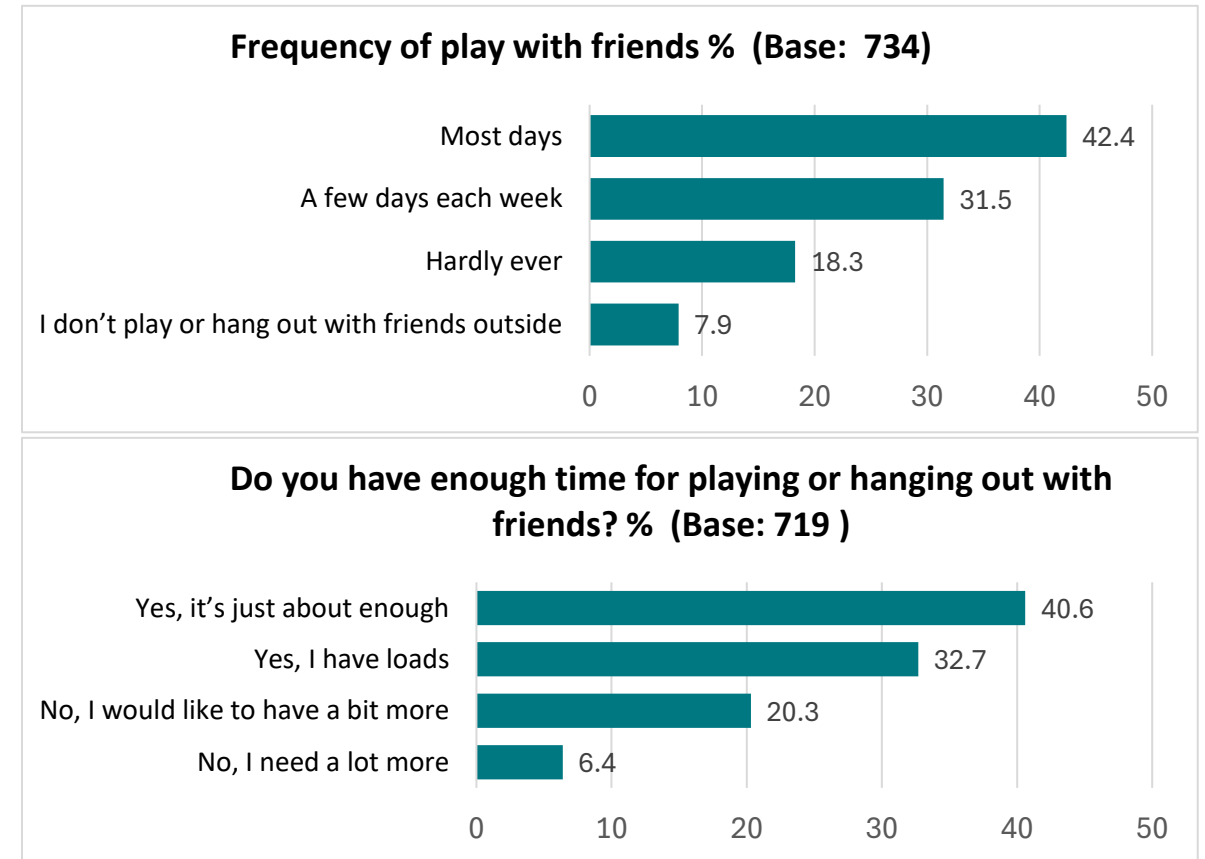
Produced by Public Health Wales, using SHRN data



# WBO 1 – Cardiff is a Great Place to Grow Up

## Time for Play

- As part of Cardiff Council's Big Play Survey, children and young people were asked how often they go out to play or hang out with friends. Nearly three-quarters (73.8%) reported that they do so on most or a few days each week, while just over a quarter (26.2%) said they hardly ever - or never - engage in these activities.
- When asked about the time available for play and socialising, almost three-quarters (73.3%) felt they had plenty - or just enough - time for these activities, compared to about one-quarter (26.7%) who expressed a desire for more time to play or hang out.

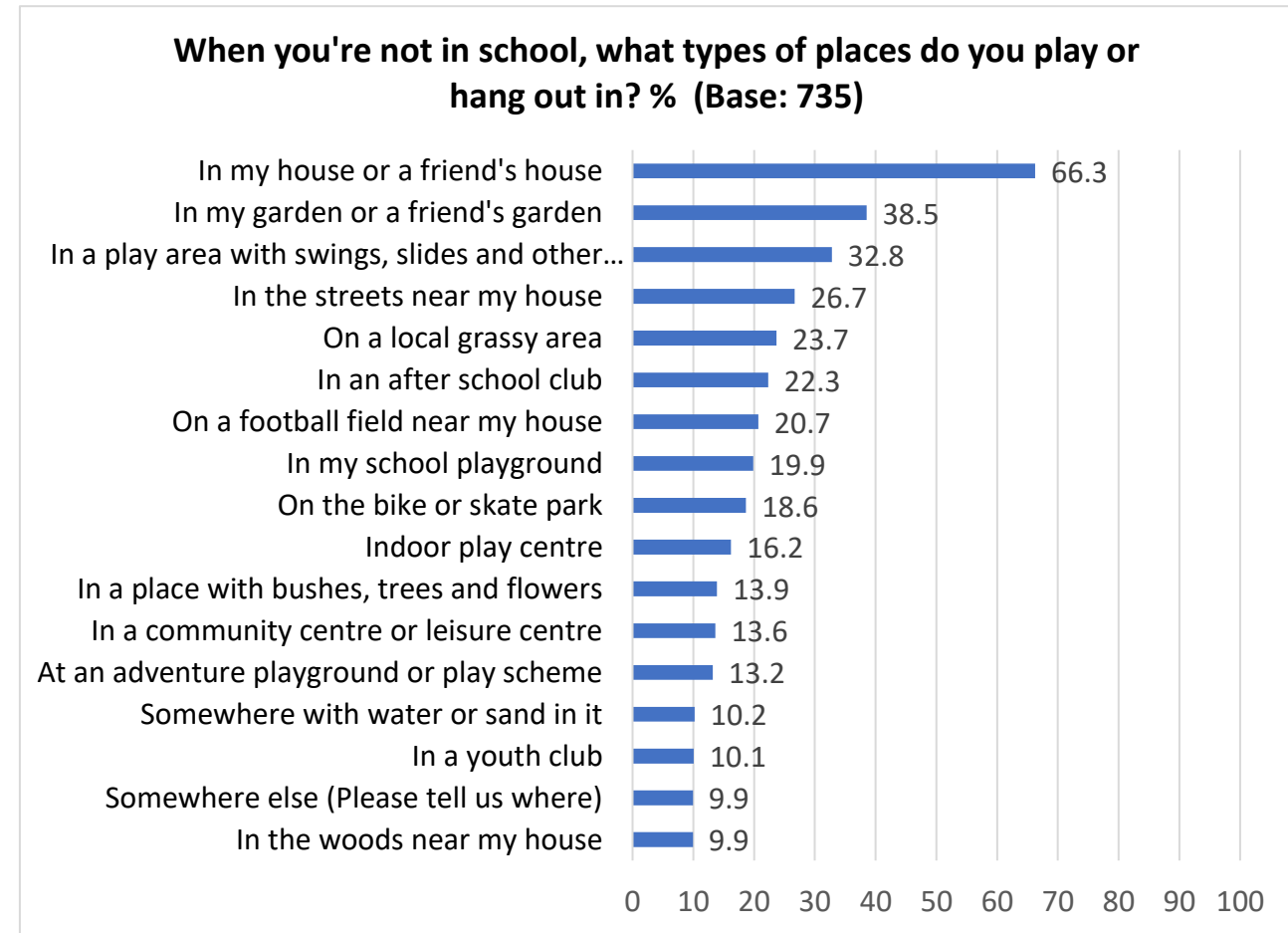


Note: X axis of charts is 0-50%.

# WBO 1 – Cardiff is a Great Place to Grow Up

## Where do Children and Young People Play?

- Children and young people were asked where they play or hang out when not at school. The three most popular responses were:
  - At home or a friend's house (66.3%)
  - In a garden or a friend's garden (38.5%)
  - In a play area with swings, slides, and other equipment (32.8%)
- Conversely, the least-chosen responses were 'Somewhere with water or sand in it' (10.2%), 'In a youth club' (10.1%), 'In the woods near my house' (9.9%), and 'Somewhere else' (9.9%).
- Among those who selected "Somewhere else," 68 respondents provided additional information. Their comments mainly fell into three themes: In a park or green space (16 responses); sports spaces (13 responses); and the city centre (8 responses).



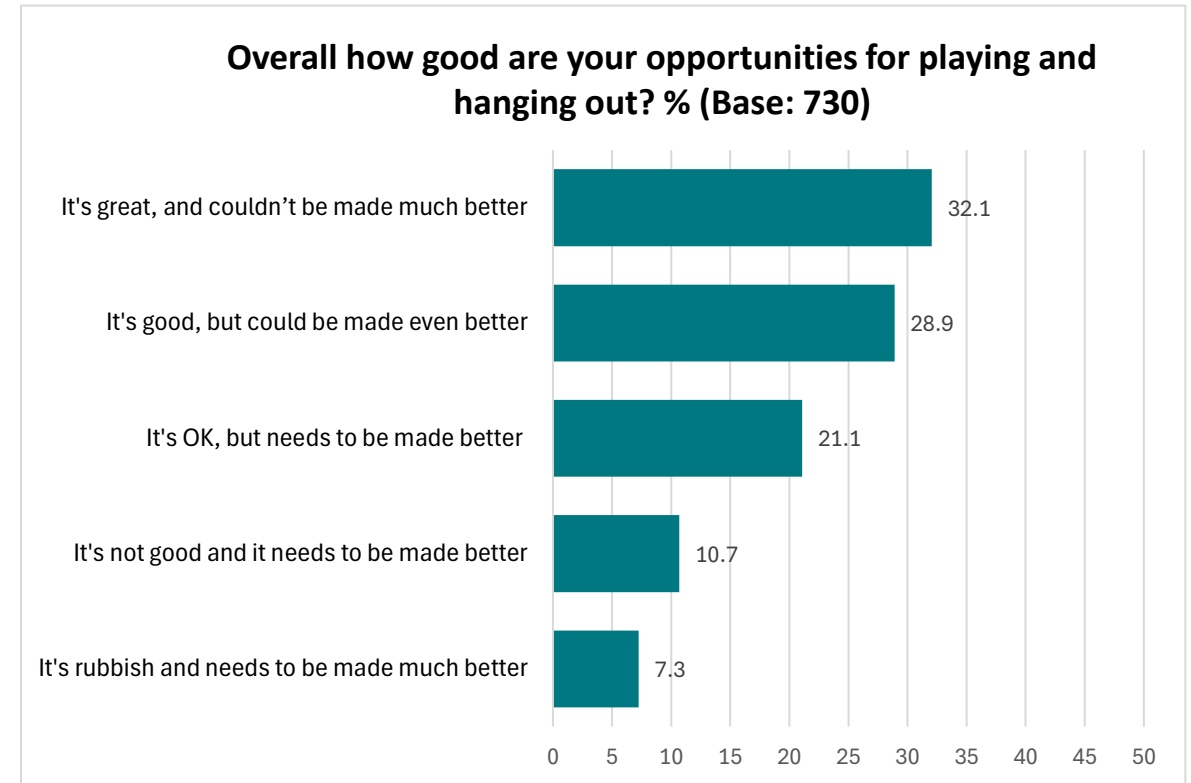
*Note: Respondents could leave multiple comments, therefore total may exceed 100%*

*Source: Big Play Survey (2024), Cardiff Council*

# WBO 1 – Cardiff is a Great Place to Grow Up

## Play Quality and Opportunities

- When asked about the quality of their play areas, 83.4% of children and young people described them as “great” or “OK.” In contrast, 16.6% expressed dissatisfaction, stating that the spaces were either “not good, I can’t do many of the things I like” or “rubbish, I can’t do any of the things I like.”
- Responses regarding play opportunities were varied:
  - 32.1% said, “It’s great, and couldn’t be made much better.”
  - 28.9% replied, “It’s good, but could be made even better.”
  - 21.1% felt it was “OK, but needs to be made better.”
  - Meanwhile, 10.7% thought the opportunities were “not good and need to be improved,” and 7.3% described them as “rubbish” and in need of improvement.
- 569 children and young people highlighted what is good about their area for playing, with key themes including access to outdoor spaces (e.g., parks and natural areas), availability of activities and equipment, opportunities to meet friends, and simply that it’s fun.
- Conversely, 624 respondents noted areas for improvement. The top concerns were a lack of variety (in equipment, clubs, and activities), safety or anti-social behaviour issues, and problems with litter (rubbish, broken glass, dog waste).

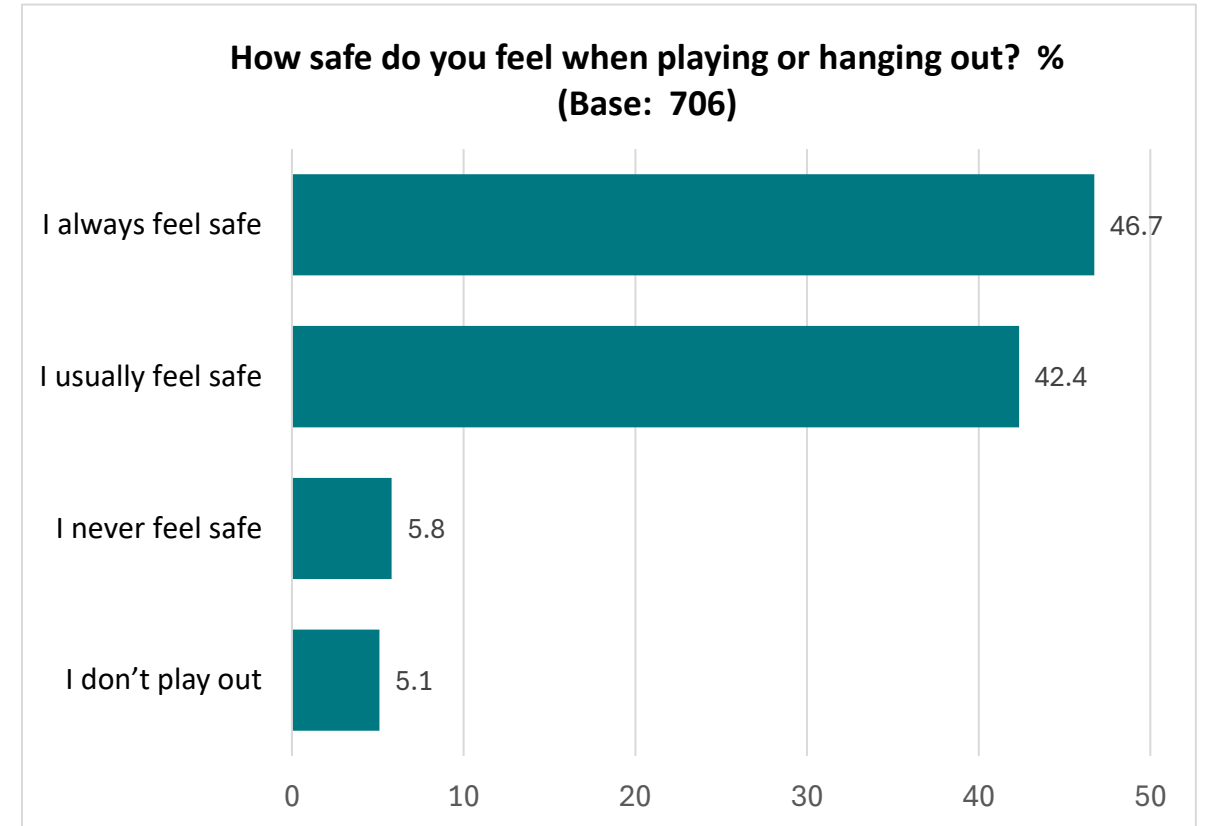


*Note: X axis of charts is 0-50%.*

# WBO 1 – Cardiff is a Great Place to Grow Up

## Feelings of Safety when Playing

- Regarding safety, 89.1% of children and young people reported that they usually or always feel safe while playing or hanging out. In contrast, 5.8% said they never feel safe, and another 5.1% indicated that they do not play out.

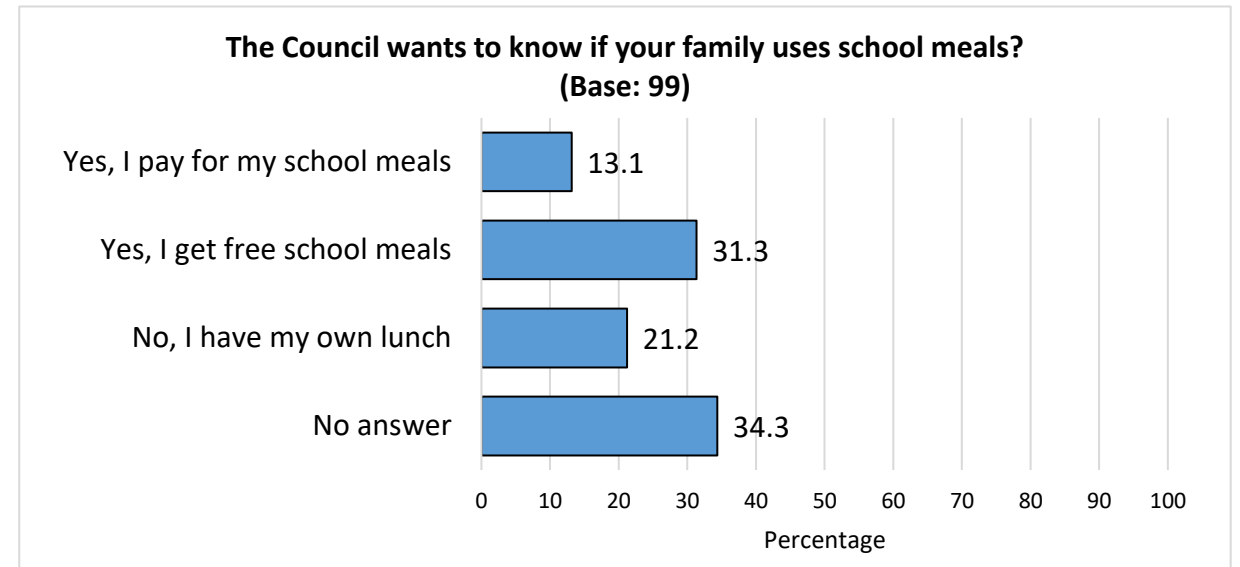


Note: X axis of charts is 0-50%.

# WBO 1 – Cardiff is a Great Place to Grow Up

## School Meal Use

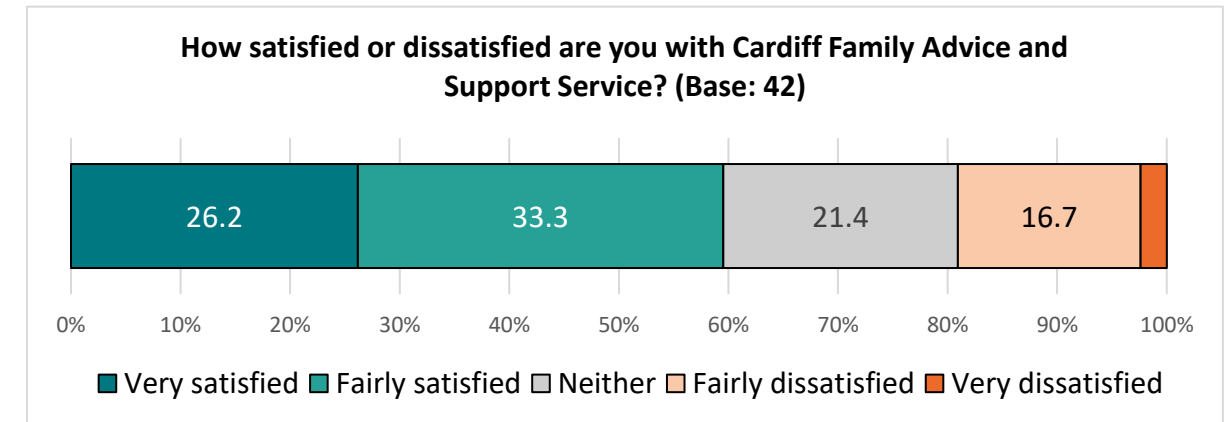
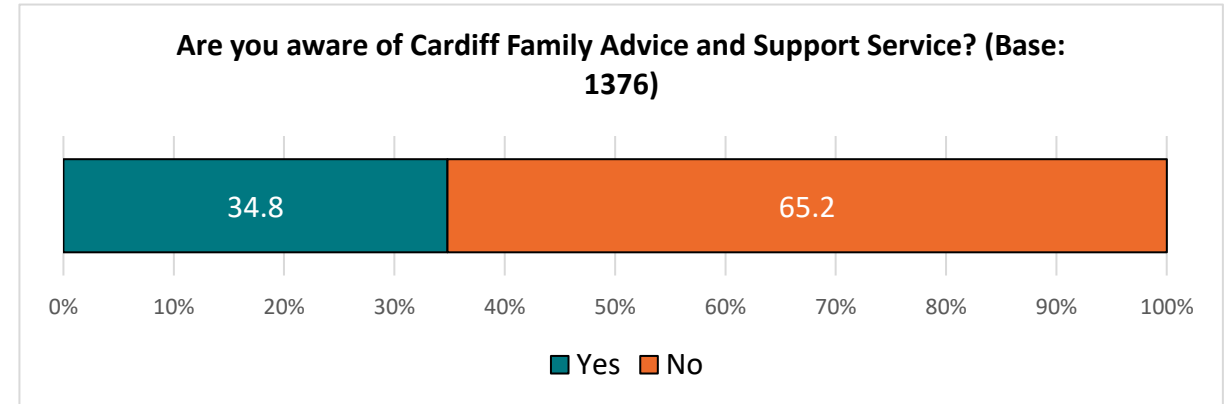
- Cardiff Council conducted a consultation on its budget proposals for 2025/26 between January and February 2025, including a modified youth version of the survey to engage younger respondents.
- As part of the youth survey, respondents were asked if their family uses school meals. Two-fifths (44.4%) of those responding to this question said that they, or someone in their family, used school meals. A third (31.3%) were eligible for free school meals (20.9% of respondents were of primary school age, and so entitled to Universal Primary Free School Meals), a fifth (21.2%) took a packed lunch, and around one in seven (13.1%) paid for school meals.



# WBO 1 – Cardiff is a Great Place to Grow Up

## Cardiff Family Advice and Support Services

- 34.8% of respondents to the 2024 Ask Cardiff Survey noted that they are aware of the Cardiff Family Advice and Support Service, an increase from 25.5% in 2023.
- Of those aware of the Service, one in eight (13.6%) stated that they had used it, an increase from 8.6% in 2023.
- Respondents who had used the service were then asked how satisfied or dissatisfied they were with it. Of the 42 respondents answering this question, three in five (59.5%) were satisfied, with one in five (19.0%) dissatisfied. The proportion who felt 'very dissatisfied' fell from 12.0% in 2023 to 2.4% in 2024.



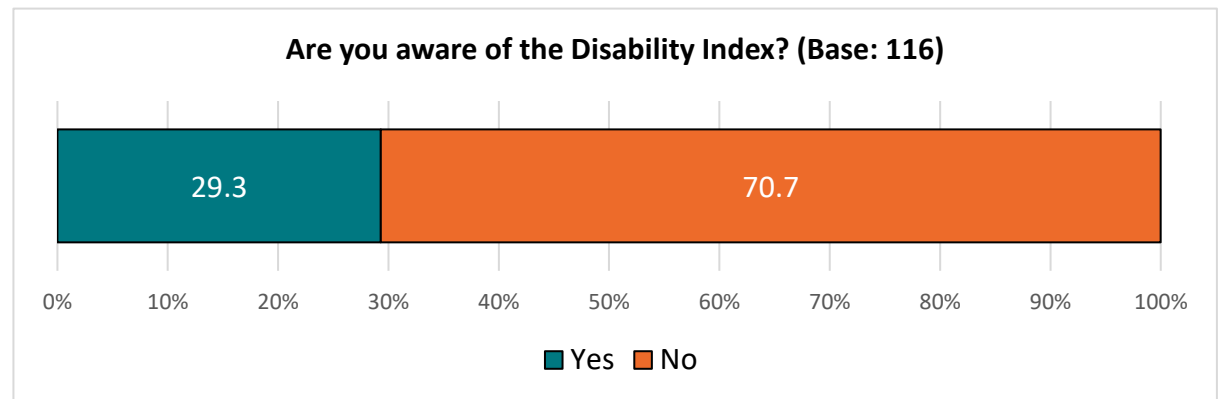
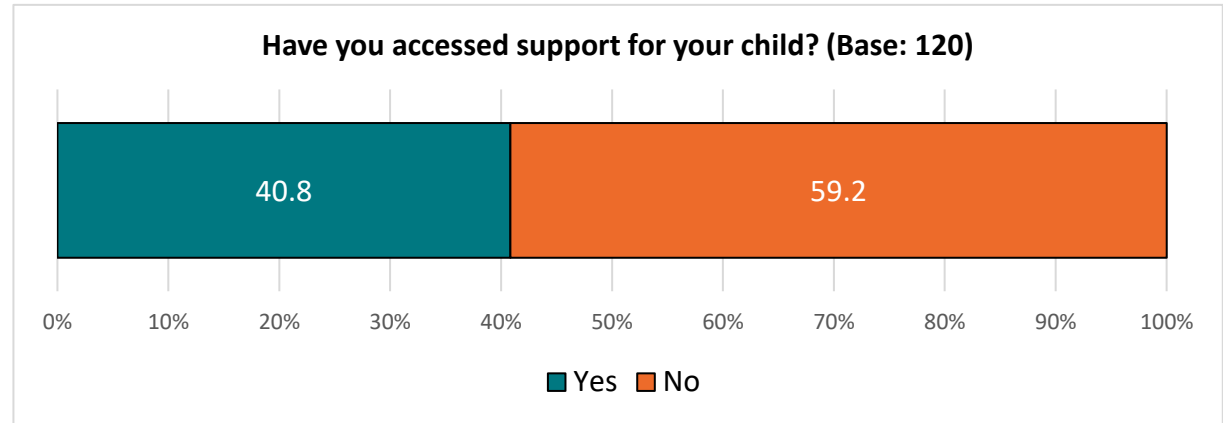
*Caution should be taken with low base sizes.*



# WBO 1 – Cardiff is a Great Place to Grow Up

## Support for Children with Additional Needs

- Whilst 6.8% respondents to the 2024 Ask Cardiff Survey stated that they were the parent of somebody aged under 25 with additional needs, 40.8% had accessed support.
- Just over half (55.8%) of those accessing support were satisfied with the services they had received, with almost two in five (37.2%) stating they were dissatisfied.
- Reasons for not accessing support included not being aware of the support available, not being able to get the support needed, and awaiting assessment.
- 29.3% of these respondents were aware of the Disability Index.



Caution should be taken with low base sizes.

# WBO 1 – Cardiff is a Great Place to Grow Up

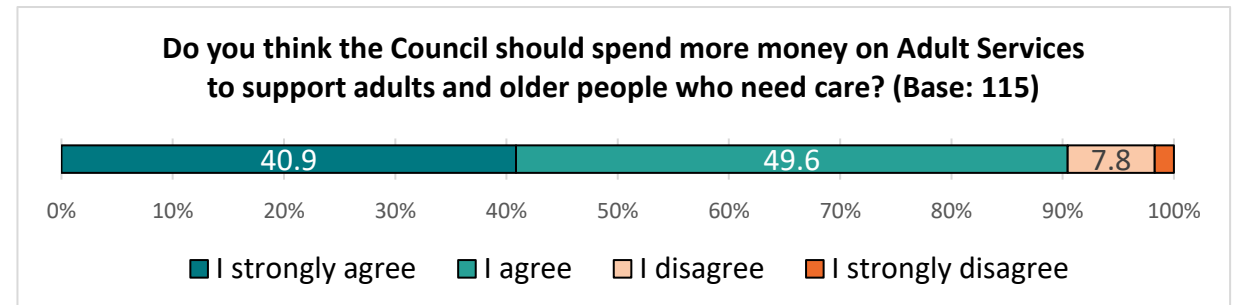
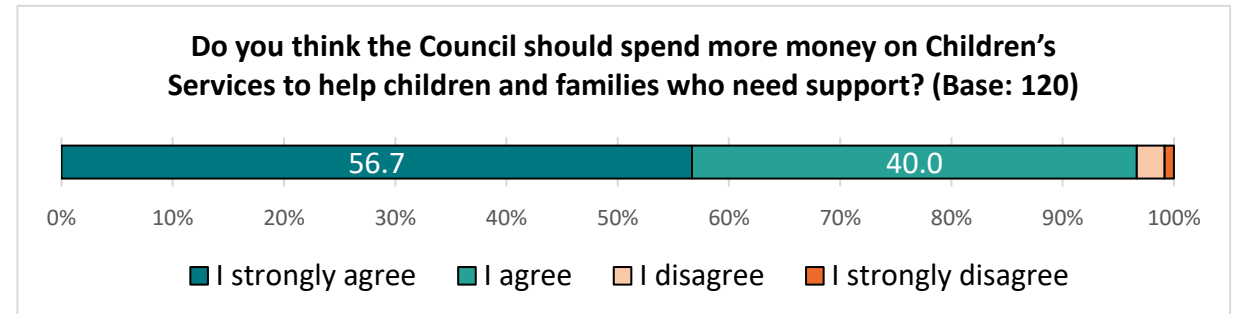
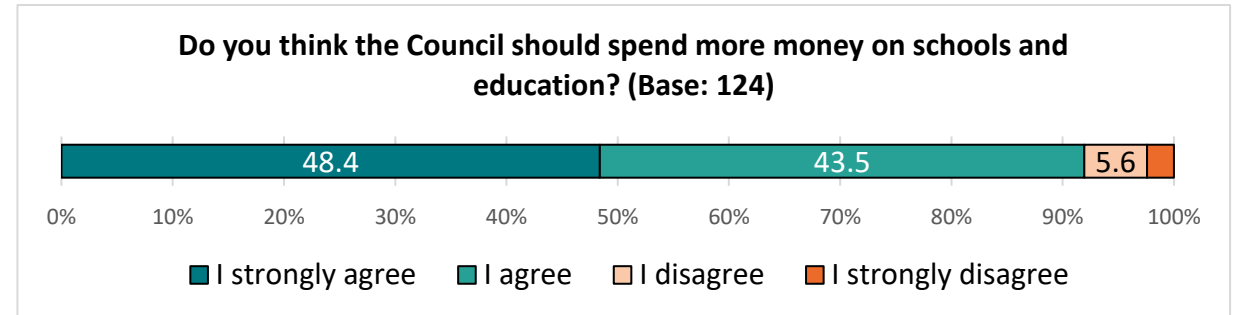
## Clinical Services for Babies, Children and Young People

- Following the recent refresh of its Shaping Our Future Wellbeing Strategy, Cardiff and Vale University Health Board is developing its Clinical Services Plans, commencing with strategic plans for Babies, Children, and Young People. To shape these plans effectively, the Health Board conducted an extensive period of engagement in 2024. Feedback revealed several common themes:
  - **Waiting Times and Access to Services:** Delays in receiving timely healthcare, including specialist services and neurodiversity assessments, are a major concern. Both patients and staff emphasised the need for quicker access to services to reduce stress and improve outcomes.
  - **Transition to Adult Services:** There are significant challenges during the transition from paediatric to adult services. This includes anxiety among young people and families, as well as inconsistent transition pathways and lack of adequate support.
  - **Staffing and Training:** A common theme was the need for more staff, better training, and specialised paediatric care. This includes addressing shortages and providing trauma-informed and neurodiversity-specific training.
  - **Child-Friendly and Age-Appropriate Environments:** The need for creating child-friendly, safe, and age-appropriate healthcare environments was highlighted, particularly in emergency settings, hospitals, and outpatient services.
  - **Emotional and Psychological Support:** Providing emotional and mental health support to both children and their families was emphasised, with calls for integrated mental health services and early interventions.
  - **Communication and Coordination:** Improved communication between healthcare providers, families, and across services was seen as essential. There were frequent calls for better coordination of care pathways and ensuring clear, timely information for patients.
  - **Equitable Access and Inclusivity:** There was a focus on ensuring equitable access to healthcare, particularly for vulnerable groups, neurodiverse individuals, and those in rural areas. The importance of culturally sensitive services was also emphasised.
  - **Virtual and Home-Based Support:** Virtual consultations and home-based care were highlighted as practical ways to reduce waiting times, ease travel burdens, and manage ongoing health conditions.

# WBO 1 – Cardiff is a Great Place to Grow Up

## Budget Priorities of Children and Young People: Council Services

- As part of Cardiff Council's 2025/26 Budget Consultation (youth survey), respondents were asked about their budget priorities. There was agreement amongst children and young people for the Council to spend more money on schools and education (91.9%), Children's Services (96.7%) and Adult Services (91.5%).
- Overall, 42 respondents put forward suggestions for services they thought should have more money, which were put into themes. The top three themes were:
  - Youth Services
  - Open Spaces
  - Sports

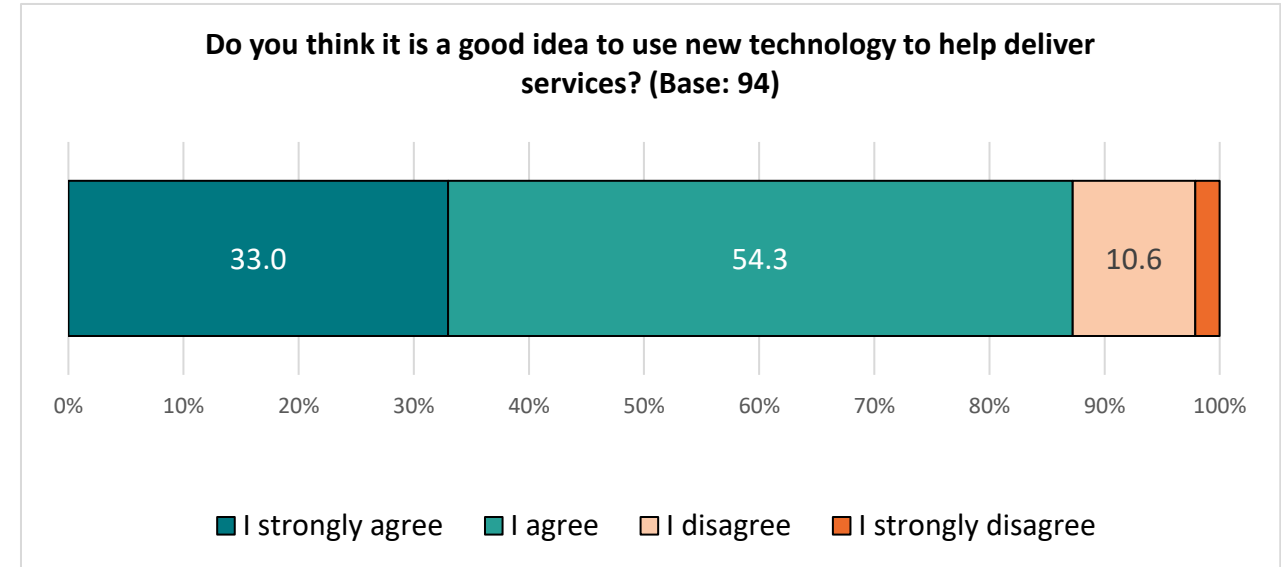


Excludes 'Don't know' responses

# WBO 1 – Cardiff is a Great Place to Grow Up

## Using Technology to Deliver Services

- As part of Cardiff Council's 2025/26 Budget Consultation (youth survey), children and young people were asked if they support the increased use of technology for delivering services. There was strong support for the proposal, with 87.3% agreeing that this was a good idea, including 33.0% who 'strongly agreed.'



*Excludes 'Don't know/ No opinion' responses*

# WBO 2 – Cardiff is a Great Place to Grow Older

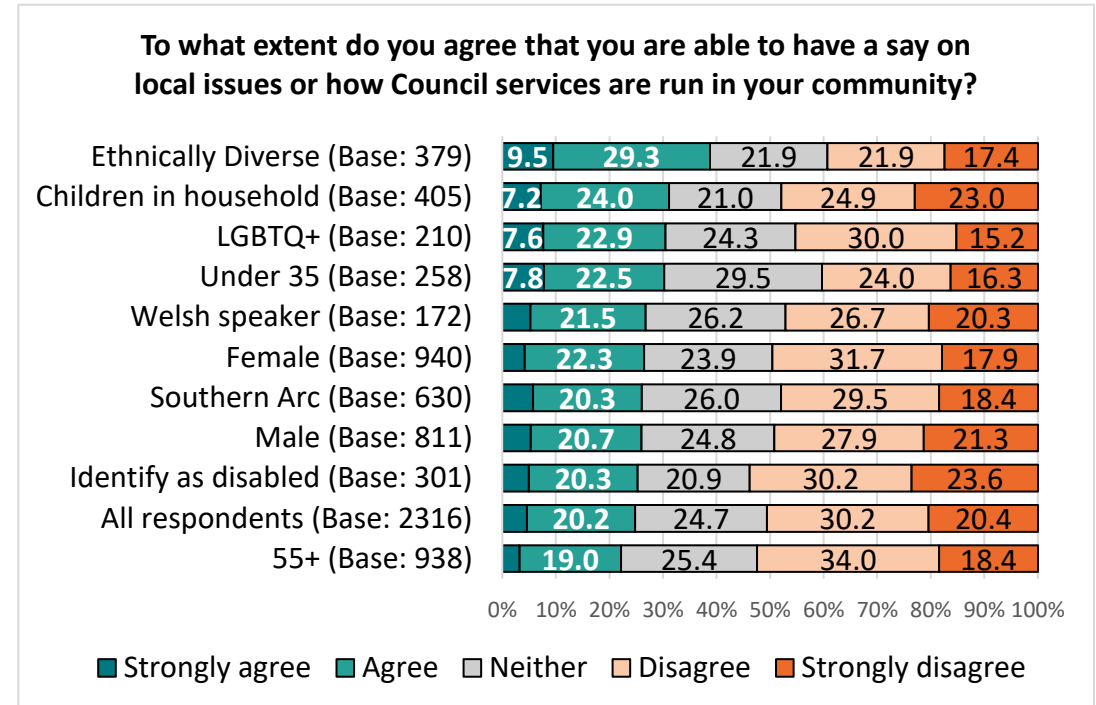
## City Life and Public Services

- After those identifying as disabled, respondents aged 55 and over – to the 2024 Ask Cardiff Survey - were least likely to be satisfied with the quality of public services in Cardiff, agree that Cardiff Council gives residents good value for money, and feel that the Council keeps residents well-informed about the services and benefits it provides.
- Those aged 55 or older (36.9%) were also least likely to report that Cardiff city centre feels welcoming and inclusive.

# WBO 2 – Cardiff is a Great Place to Grow Older

## Neighbourhood

- Respondents aged 55+ were least likely to agree that they are able to have a say on local issues or how Council services are run in their community, while more than half (52.5%) disagreed.
- After Welsh Speakers, those aged 55+ were most likely to volunteer in their community.



Base sizes shown in brackets

Source: Ask Cardiff Survey (2024)

# WBO 2 – Cardiff is a Great Place to Grow Older

## Housing

- Welsh speakers, and those aged 55 or over were most likely to agree that they had access to good quality housing (77.1% and 76.9% respectively).
- Those aged 55 or over were least likely to report a change in their housing situation over the previous 12 months (91.6%).

## Jobs and The Economy

- The employment situation of those aged 55+ was most likely to have remained the same in the last year.
- Respondents aged 55+ were least likely to report an improvement in their personal financial situation over the previous 12 months.

# WBO 2 – Cardiff is a Great Place to Grow Older

## Cost of Living

- Respondents aged 55+ (2.9%) were least likely to have missed a rent or mortgage payment in the previous 6 months.
- Those aged 55 and over (86.6%) were most likely to report that they had undertaken 'none' of the food insecurity options listed as part of the 2024 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 previous years, 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 and over were notably more likely than those under the age of 35 to say they can 'afford the increase in energy cost' (45.6% compared with 29.0% respectively); the older group were less likely than their younger counterparts to 'not use the heating (11.5% compared with 24.5% respectively), or 'borrow money or pay on a credit card' (1.9% compared with 13.5% respectively).



# WBO 2 – Cardiff is a Great Place to Grow Older

## Cost of Living (contd)

- Excluding responses from those indicating they were not of State Pension age, one in fourteen (7.4%) stated they currently claimed Pension Credit.
- Those who did not currently claim Pension Credit were asked why they did not claim, selecting options from a provided list, or giving their own reasons. Three in five (60.7%) did not think they were eligible, a fifth (20.9%) felt they didn't need the extra financial help, and around one in six (12.5%) applied, but were not eligible.
- Overall, one in 16 respondents (6.8%) stated they, or someone in their household, needed support to claim Pension Credit. Those from an ethnically diverse background (19.7%) were most likely to need support, followed by those identifying as disabled (10.7%).

# WBO 2 – Cardiff is a Great Place to Grow Older

## Food

Food Cardiff's City Wide Food Strategy Survey (2024) revealed the following:

### Food Shop:

- Under 35's were twice as likely as their 55+ counterparts to shop at an independent supermarket (12.4% and 6.8% respectively).

### Food Activities:

- Almost two in five (38.1%) of those aged 55+ were confident 'growing their own food', more than double that of their counterparts aged under 35 (18.2%).
- Less than three in five (56.7%) under 35's were confident at 'preventing food waste', this is 20.3 percentage points lower than that of the overall findings (77.0%) and 27.6 percentage points lower than the findings from those aged 55+ (84.3%).
- Compared to a year ago, more than one in five (21.6%) under 35's feel more confident 'growing your own food', three times that of those aged 55+ (6.8%). Over one in four (27.5%) under 35's feel more confident, 'eating healthy food', almost double that of their 55+ counterparts (15.2%).

# WBO 2 – Cardiff is a Great Place to Grow Older

## Food (contd)

### Fruit Consumption:

- Respondents aged 55+ (14.4%) were the group most likely to eat at least five portions of fruit a day, this is almost double that of those aged under 35 (7.8%).

### Meat Consumption:

- Respondents aged under 35 (15.2%) were identified as the group most likely to eat meat several times a day, this is three times that of the findings from those aged 55+ (4.7%).
- Three in ten respondents that identify as disabled and those aged 55 stated that they eat less meat than a year ago (30.4% and 30.3% respectively).

### Participation:

- Less than half of ethnically diverse respondents and those aged under 35 (both 47.3%) have participated in 'Food growing at home', this is 11.8 percentage points lower than that of the overall findings (59.1%) and 16.3 percentage points lower than the results for respondents aged 55+ (63.6%).
- Respondents aged under 35 (67.2%) were proportionally more than twice as likely to have participated in a 'Street food event' when compared with those aged 55+ or those that identify as disabled (29.0% and 30.1% respectively).

# WBO 2 – Cardiff is a Great Place to Grow Older

## Access to Services

- After those identifying as disabled, respondents aged 55 and over were most likely to access services by phone (31.7%). Older respondents were least likely to access services in person (15.5%)
- Respondents identifying as disabled were least likely to agree that 'contacting the Council is simple' (39.0%), followed by those aged 55 or over (42.6%).
- Respondents identifying as disabled and those aged 55 or over were also least likely to agree that 'Accessing up to date information about Council services is easy' (37.5% and 40.3% respectively).

# WBO 2 – Cardiff is a Great Place to Grow Older

## Hubs and Libraries

- With the exception of book loans, respondents under the age of 35 were more likely to find library services helpful than their older counterparts.
- Respondents were given a new list of services, and asked to indicate which they would like to see in their local Hub or Library. Men (29.7%) and respondents aged 55 or over (26.3%) were most likely to indicate they were not interested in any of the services listed.

What services delivered within your local Hub/Library do you find most helpful to you?

	All respondents	Under 35	55+
%			
Base	2011	249	891
Book loan	43.0	39.8	43.9
Childrens activities including Story & Rhyme Time	14.0	20.9	7.1
Coffee mornings	8.4	13.3	6.8
E Books loan	9.8	16.9	6.6
ESOL classes	4.6	10.8	2.2
Exercise classes	12.6	18.1	10.8
Health & wellbeing materials (including books on Prescription / information leaflets)	9.9	17.7	9.1
Housing & Benefit Advice	14.4	23.3	10.2
Into Work Services	8.7	19.3	3.7
Job clubs	7.2	17.7	2.9
Money Advice	10.7	18.5	6.2
PC use & digital assistance	14.4	21.7	12.5
Volunteer opportunities	9.7	20.5	6.8

*The table highlights the highest scores amongst the demographic groups analysed in teal, and the lowest score in orange*

# WBO 2 – Cardiff is a Great Place to Grow Older

## Health and Wellbeing

When considering the Ask Cardiff 2024 survey results by demographic group:

- **Physical Health:** Almost half of those aged 55 or older (47.9%) 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 (68.8% compared with 52.8% respectively). Seven in ten respondents aged 55 or older (68.4%) felt there had been no change in their mental health over the past year.
- **Lifestyle:** Welsh speakers (3.5 portions a day), females and those aged 55 or over (each averaging 3.2 portions) reported the highest consumption of fruit and vegetables.
- Welsh speakers and those aged 55 or older reported the highest levels of physical activity, with a minimum of 93.7 and 92.1 minutes per week respectively.
- **Screening:** Older respondents (72.5%) were most likely to take up invitations for screening.
- **Vaccination:** Eight in ten of those aged 55 or over accepted this invitation (80.1% down from 87.9% in 2023, and 95.3% in 2022), with 9.3% of this group declining to do so.
- **Personal Wellbeing:** Respondents aged 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.
- Younger respondents were almost three times as likely as those aged 55 or over to report an improved sense of wellbeing over the previous 12 months (28.4% compared with 10.2%).

# 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.
- However, they feel less safe when walking in the city centre and when cycling in Cardiff, particularly after dark.
- Respondents aged 55+ felt safer than their younger counterparts (under 35) when walking in their local neighbourhood after dark; they felt less safe when walking in the city centre after dark, and when cycling both during the day and after dark.

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

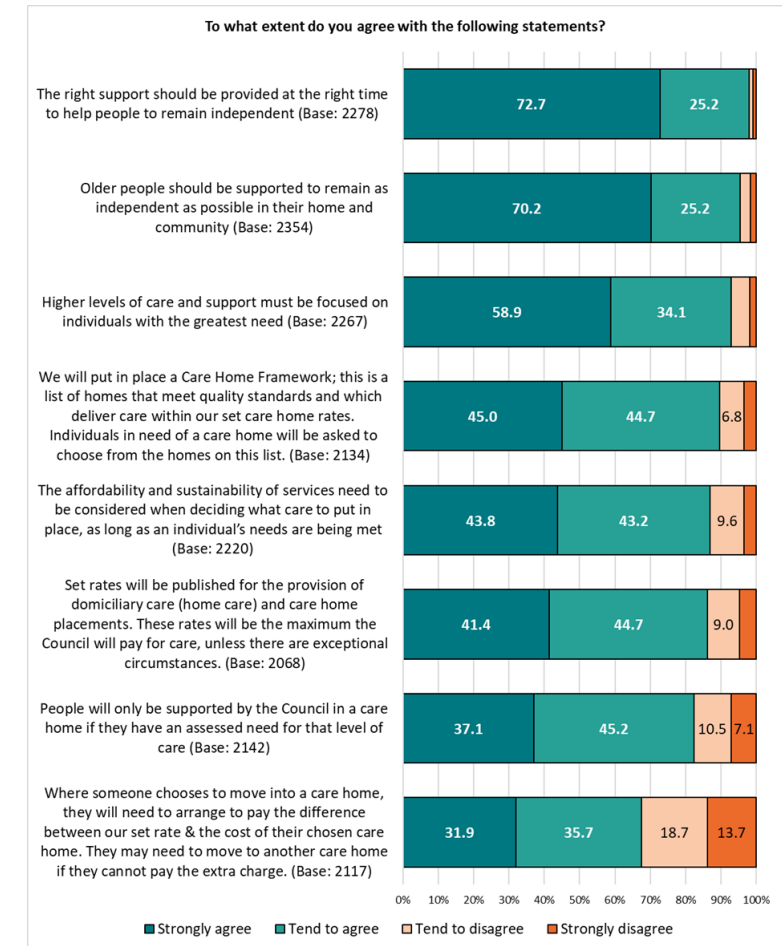
% Feeling Safe	At home		Walking in your neighbourhood		Walking in the city centre		Travelling by bus		When cycling in Cardiff	
	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark
Overall	97.1	86.9	92.8	58.0	81.9	33.2	93.0	58.0	65.8	30.8
Under 35	98.4	88.3	93.0	55.6	86.2	39.5	90.2	62.5	76.9	41.0
55+	97.4	89.7	93.8	61.9	84.1	32.4	94.9	60.4	59.9	26.9
Female	97.4	85.6	92.4	53.1	84.0	29.0	94.0	53.3	65.1	27.0
Male	96.8	90.2	93.4	66.7	81.3	40.2	93.1	67.5	67.5	35.6
Ethnically Diverse	98.0	86.5	93.6	56.5	87.5	43.4	93.3	63.1	77.8	41.5
Southern Arc	96.3	82.3	89.3	45.1	80.4	36.9	91.6	56.9	67.1	34.7
Disability	93.4	77.4	85.9	44.5	74.2	21.1	86.4	45.5	56.2	25.1
Welsh speaker	98.9	87.2	97.2	63.3	82.8	40.1	96.0	65.1	65.7	33.8
Children in household	96.8	84.5	92.2	58.3	79.4	34.2	92.2	57.6	69.7	31.7
LGBTQ+	97.2	85.8	92.1	56.5	87.0	37.4	90.7	61.8	73.1	39.9

Source: Ask Cardiff Survey (2024)

# WBO 2 – Cardiff is a Great Place to Grow Older

## Care of Older Residents

- As part of Cardiff Councils Budget Consultation Survey 2025/26, respondents were given eight statements, listing the principles the Council will use to inform decisions around the care of older residents, and asked to indicate how much they agreed with each.
- There was generally a high level of support for each of the principles, with seven of these receiving agreement from at least four out of five respondents (a minimum of 82.4%).
- One principle, “Where someone chooses to move into a care home, they will need to arrange to pay the difference between our set rate & the cost of their chosen care home. They may need to move to another care home if they cannot pay the extra charge”, received a lower level of support, with 67.6% of respondents in agreement.
- Support for “People will only be supported by the Council in a care home if they have an assessed need for that level of care” was slightly lower amongst respondents identifying as disabled (75.1%), with around one in ten (9.7%) of this group ‘strongly disagreeing’.



Excludes 'Don't know/No opinion' responses



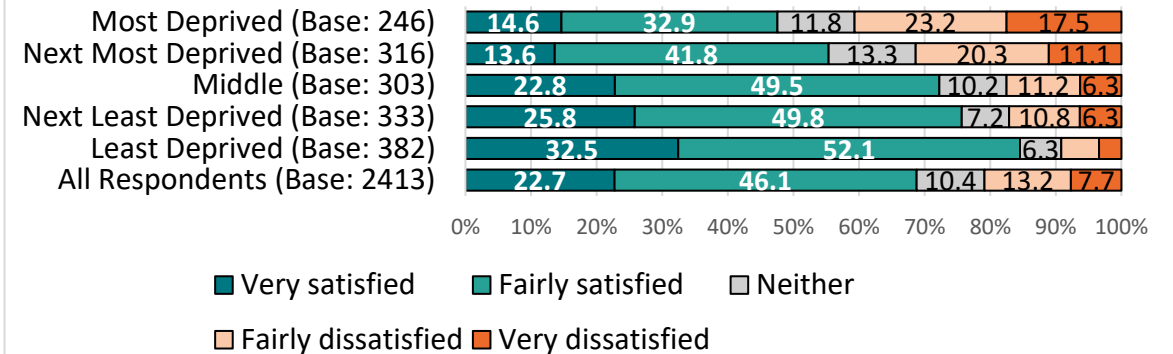
# WBO 3 – Supporting People out of Poverty

## Neighbourhood

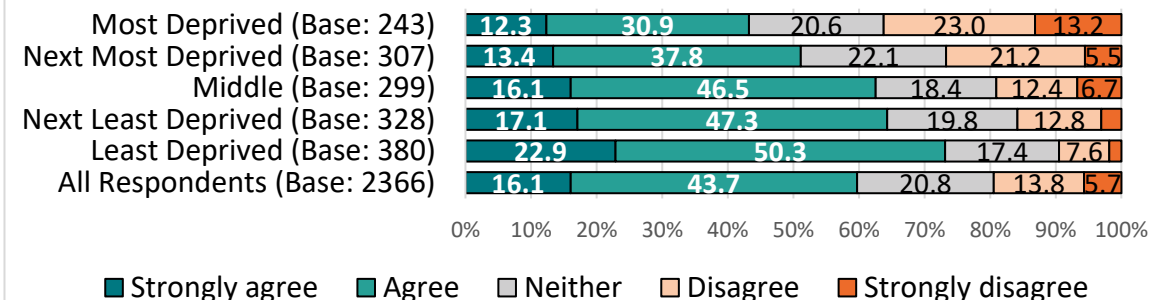
- Residents in the least deprived areas reported nearly twice the level of satisfaction with their local community (84.6%) compared to those in the most deprived areas (47.6%). Similarly, dissatisfaction was four times higher in the most deprived areas (40.7% vs. 9.2%). Satisfaction was also notably lower amongst respondents living the Southern Arc (57.3%, eight percentage points lower than any of the other sub-groups analysed). These trends align with the findings from previous surveys.
- In addition, residents in the least deprived areas were more likely (73.2%) to agree that their neighbourhood is a place where people get on well together and help each other, compared to those in the most deprived areas (43.2%). Those living in the Southern Arc were least likely to agree (52.6%), with trends again aligning with the findings from previous surveys.
- These findings reinforce ongoing disparities in residents' experiences across different parts of the city.
- Furthermore, respondents were given a list of neighbourhood services and asked their level of satisfaction with each\*. Two of the services listed showed a correlation between satisfaction and level of deprivation, repeating the findings of the 2022 and 2023 surveys:

% Satisfied	Most Deprived	Least Deprived	Difference
Anti-social behaviour	23.4	66.2	42.8
Frequency of vandalism and graffiti	24.6	60.9	36.4

How satisfied or dissatisfied are you with your local community as a place to live? Cardiff Residents by Deprivation Fifth



To what extent do you agree or disagree with this statement: My neighbourhood is a place where people get on well together and help each other? Cardiff Residents by Deprivation Fifth



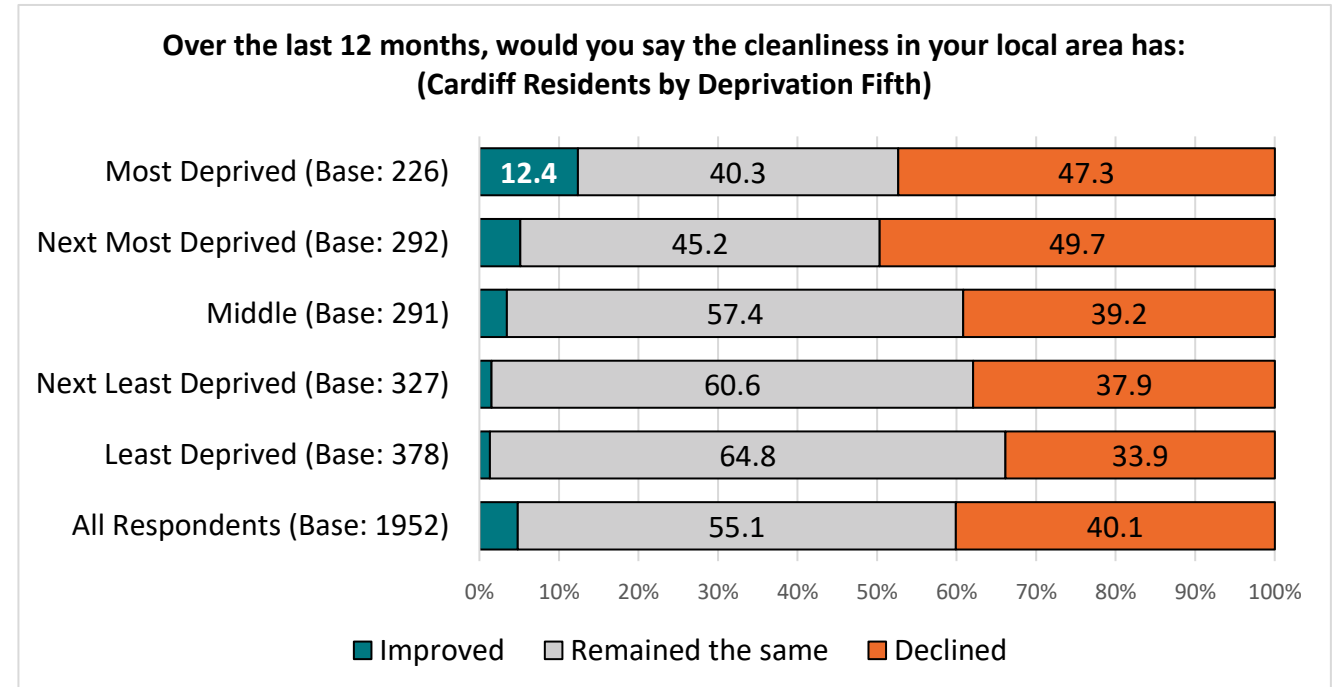
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2024)

# WBO 3 – Supporting People out of Poverty

## Local Area: Cleanliness

- Respondents living in the most deprived areas were less likely to report a decline in cleanliness compared to the 2023 Ask Cardiff survey, with the percentage falling from 64.1% to 47.3%. Additionally, one in six (12.4%) noted an improvement in the cleanliness of their local area.
- Those living in the most affluent areas were the least likely to report a decline in cleanliness, with only 33.9% expressing concerns.

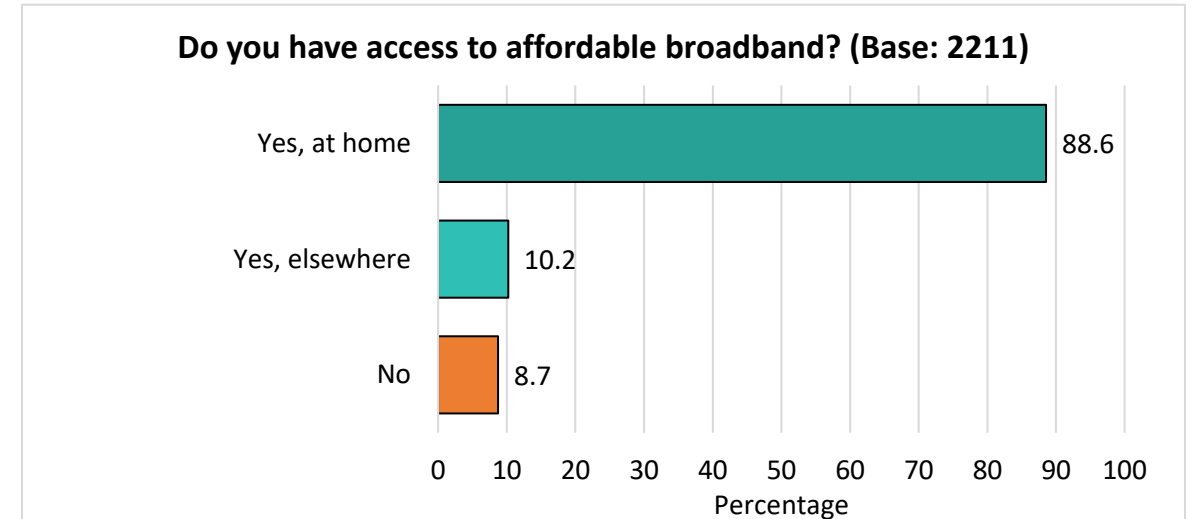


Base sizes shown in brackets; excludes 'Don't Know' responses.

# WBO 3 – Supporting People out of Poverty

## Access to Affordable Broadband

- Nearly nine out of ten respondents (88.6%) reported having access to affordable broadband at home, while 10.2% accessed it elsewhere. However, almost one in ten (8.7%) had no access to affordable broadband, an increase from 5.4% in 2023. This trend remained consistent across all demographic groups analysed.
- Examining the results by level of deprivation revealed a notable difference: only 5.0% of respondents in the most affluent areas lacked access to affordable broadband, compared to 14.7% in the most deprived areas - nearly three times higher.

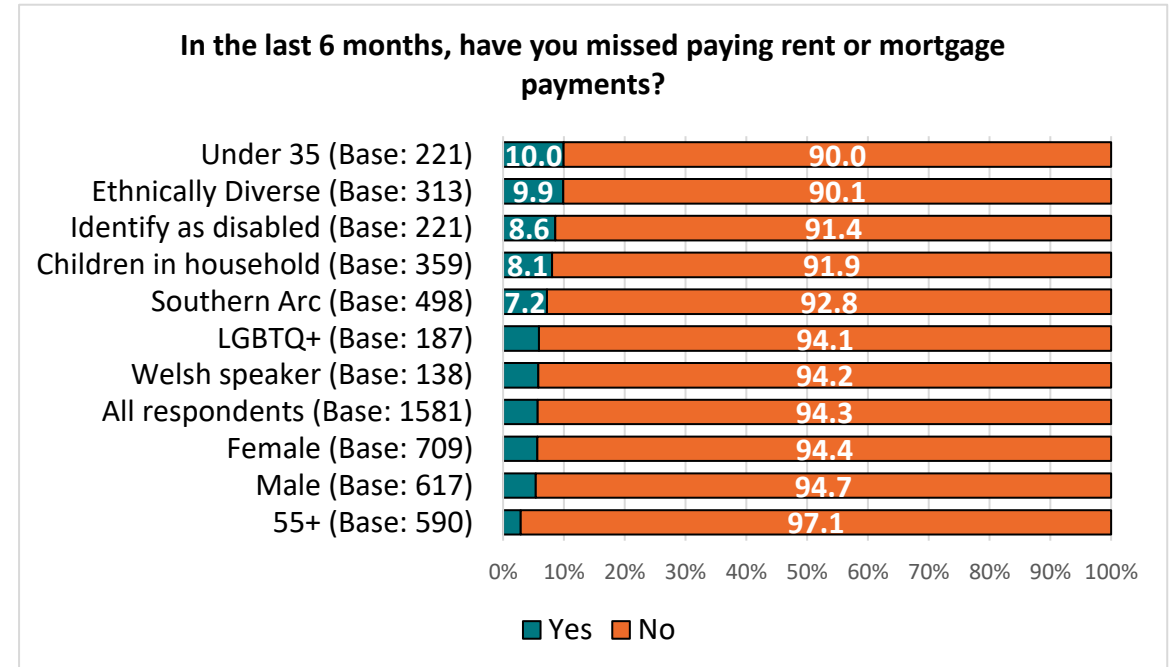


	All Respondents	Least Deprived	Next Least Deprived	Middle	Next Most Deprived	Most Deprived
Base	2,211	378	331	289	307	232
Yes, at home	88.6	93.7	88.5	89.6	85.0	80.6
Yes, elsewhere	10.2	8.7	10.6	12.5	12.1	9.1
No	8.7	5.0	8.8	6.9	11.7	14.7

# WBO 3 – Supporting People out of Poverty

## Cost of Living

- 5.7% of respondents reported missing rent or mortgage payments over the past 6 months, slightly higher than the 3.7% recorded in 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 (10.8% compared to 0.7% respectively).
  - Of the demographic groups analysed, respondents under the age of 35 were most likely to report missing a payment (10.0%), followed by respondents from an ethnically diverse background (9.9%), those identifying as disabled (8.6%) and households with children (8.1%).



# WBO 3 – Supporting People out of Poverty

## Food Poverty

- Around one in six (15.9%) respondents reported ‘eating smaller meals, or skipping meals’ due to financial constraints. Additionally, one in twelve (8.6%) had ‘missed meals to be able to pay bills.’ These figures remain consistent with findings from the 2023 survey. The proportion of individuals ‘receiving food from a food bank or charity’, however, increased, doubling from 2.5% in 2023 to 4.4% in 2024.
  - Respondents under 35 were most likely to have undertaken at least one of the options listed (38.5%), followed by those identifying as disabled (31.0%), and residents of the Southern Arc (30.3%).
  - Residents in the city’s most deprived areas were more likely to report higher levels of food insecurity, with nearly a third (29.3%) reporting eating smaller meals or skipping them entirely, while a fifth (20.0%) reported missing meals to afford bills. Additionally, 12.9% reported experiencing hunger without eating, and the share of those who had gone without food for a full day rose to 9.8% from 6.3% in 2023. Meanwhile, reliance on food banks or charity support increased to 12.0%, up from 4.5% the previous year.

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

	2024		2023	
	Most deprived	Least deprived	Most deprived	Least deprived
Had smaller meals than usual, or skipped meals	29.3	6.6	29.7	8.1
Missed meals to afford to pay your bills	20.0	2.6	17.5	2.0
Been hungry but not eaten	12.9	2.9	14.5	2.7
Not eaten for a whole day	9.8	0.3	6.3	0.7
Received food from a food bank or charity	12.0	1.1	4.5	0.5

At least one of the actions listed	Most Deprived	Next Most Deprived	Middle	Next Least Deprived	Least Deprived	All Respondents
2024	41.3	29.1	17.8	18.2	8.7	21.1
2023	36.8	21.8	18.1	15.3	9.0	20.1

# WBO 3 – Supporting People out of Poverty

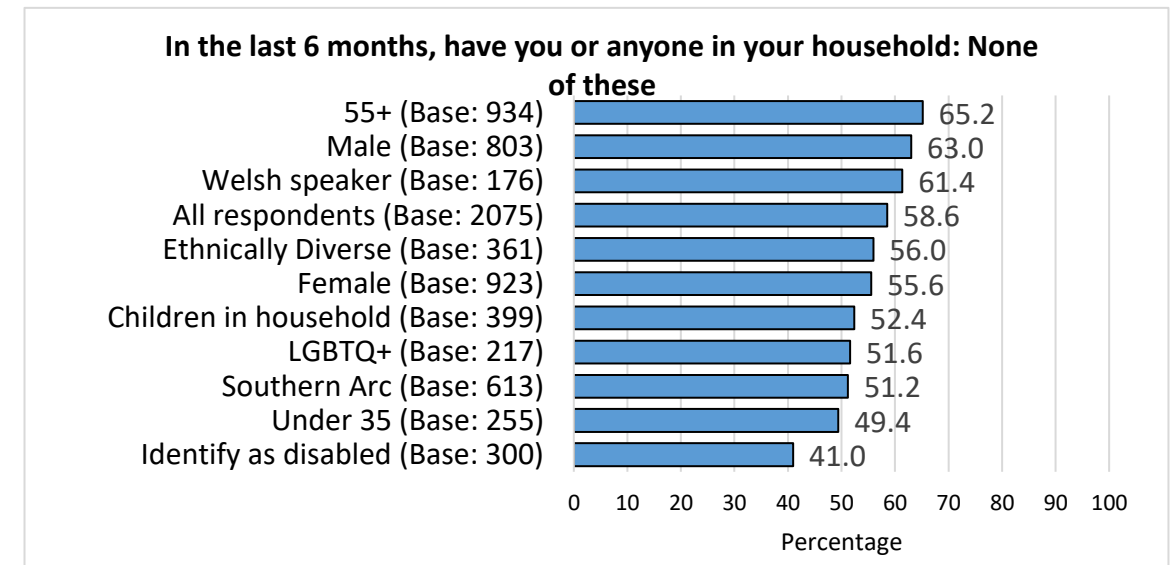
## Fuel Poverty

- More than half of respondents (58.6%) reported they had not taken any steps to deal with increasing energy costs, up slightly from 52.9% in 2023. More than a third (37.3%) had 'purposely not put the heating on because of the cost', and one in seven respondents (14.3%) had 'struggled to pay gas and/or electric bills'.
- There was a clear correlation with level of deprivation - 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.
- More than half of respondents identifying as disabled and younger respondents stated 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	774	37.3
Struggled to pay gas/electric bills	297	14.3
Applied for support to pay for gas/electric	71	3.4
Been cut off from the electricity/gas supply	29	1.4
Received fuel vouchers from a charity	19	0.9
None of these	1215	58.6
<b>Total Respondents</b>	<b>2,075</b>	<b>-</b>

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

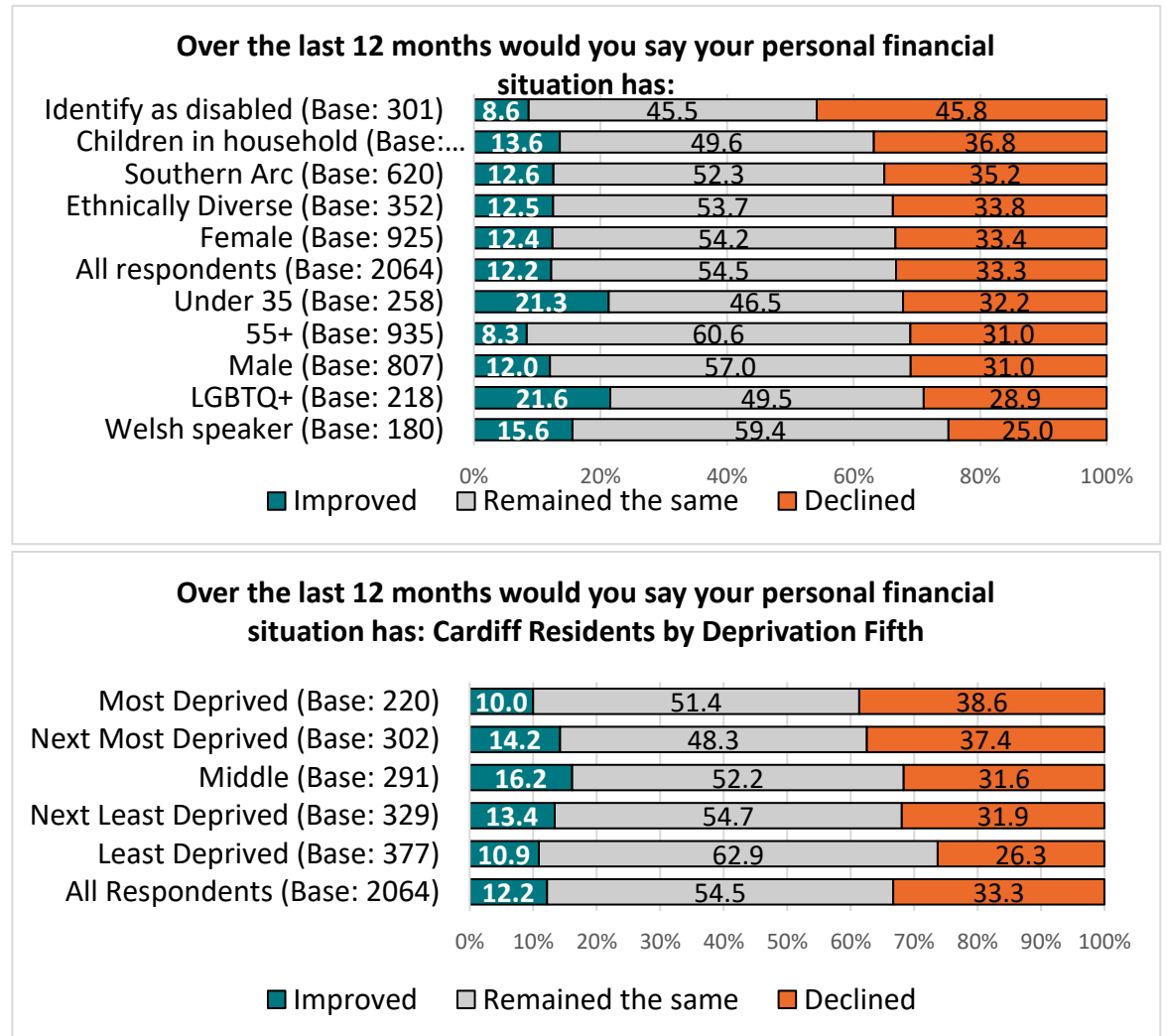


Source: Ask Cardiff Survey (2024)

# WBO 3 – Supporting People out of Poverty

## Personal Finance

- A third of respondents (33.3%) reported a decline in their personal financial situation, almost three times the proportion of those stating their situation had improved. Over half (54.5%) saw no change.
- All groups analysed were more likely to report a decline in their personal financial situation than an improvement.
- Respondents identifying as disabled were again most likely to report a decline in their financial situation (45.8%, reflecting the findings of the 2023 survey).
- Change in personal financial situation correlated with level of deprivation, with those living in the most deprived areas most likely to report a decline (38.6% in the most deprived areas compared with 26.3% in the least deprived areas).



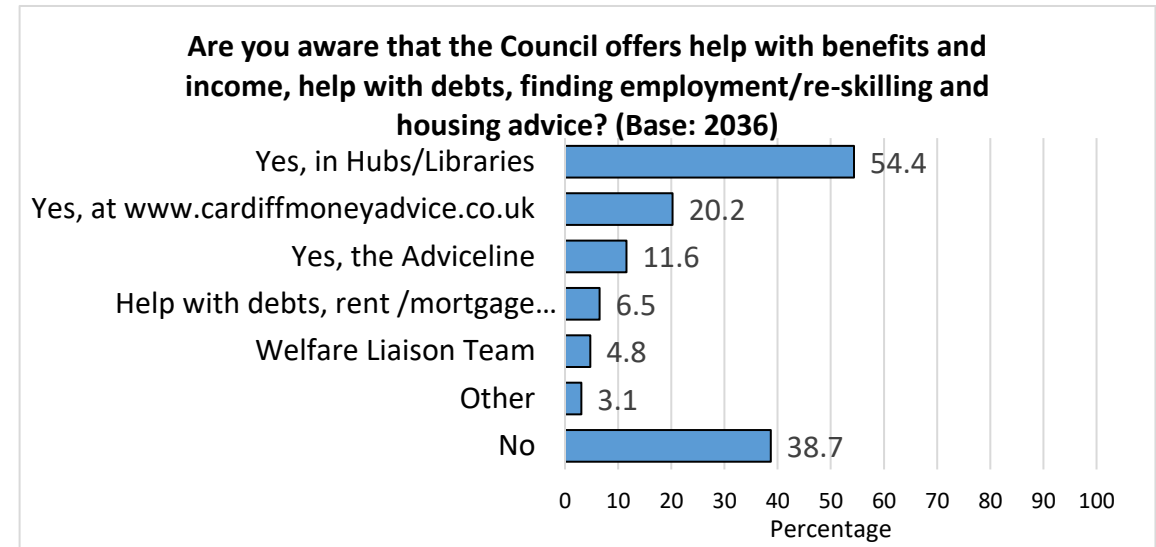
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2024)

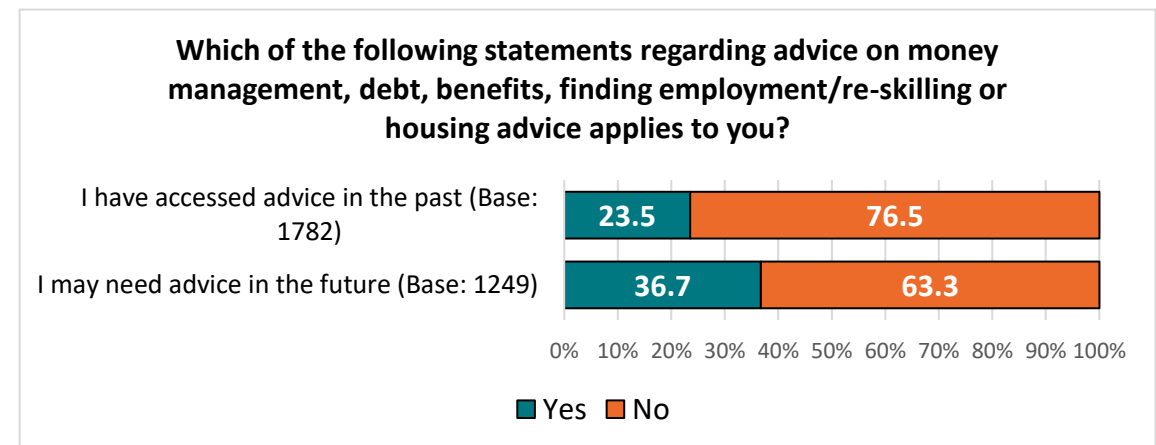
# WBO 3 – Supporting People out of Poverty

## Benefits and Advice

- Awareness of support services was broadly similar to that seen in 2023, with 61.3% of respondents aware of at least one of the options listed.
  - Awareness was broadly consistent across the demographic groups analysed, but higher amongst those living in the more deprived areas of the city.
- The proportion of respondents who reported having accessed advice in the past has continued to rise, increasing from 15.7% in 2022 and 17.0% in 2023 to 23.5% in 2024. Additionally, the demand for future advice has grown significantly, with over a third (36.7%) anticipating they may need support - a sharp increase from 18.1% in the previous year.
  - Respondents identifying as disabled and those from an ethnically diverse background were most likely to seek advice, either having done so in the past (38.7% and 35.6% respectively), or expected to do so in the future (59.7% and 57.1% respectively).
  - Respondents living in the most deprived areas were almost four times more likely than those in the least deprived areas to have sought advice on money management, debt, benefits, Into Work or housing advice (39.8% compared with 10.9% respectively), and more than twice as likely to expect to seek advice in the future (59.1% compared with 23.5% respectively).



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



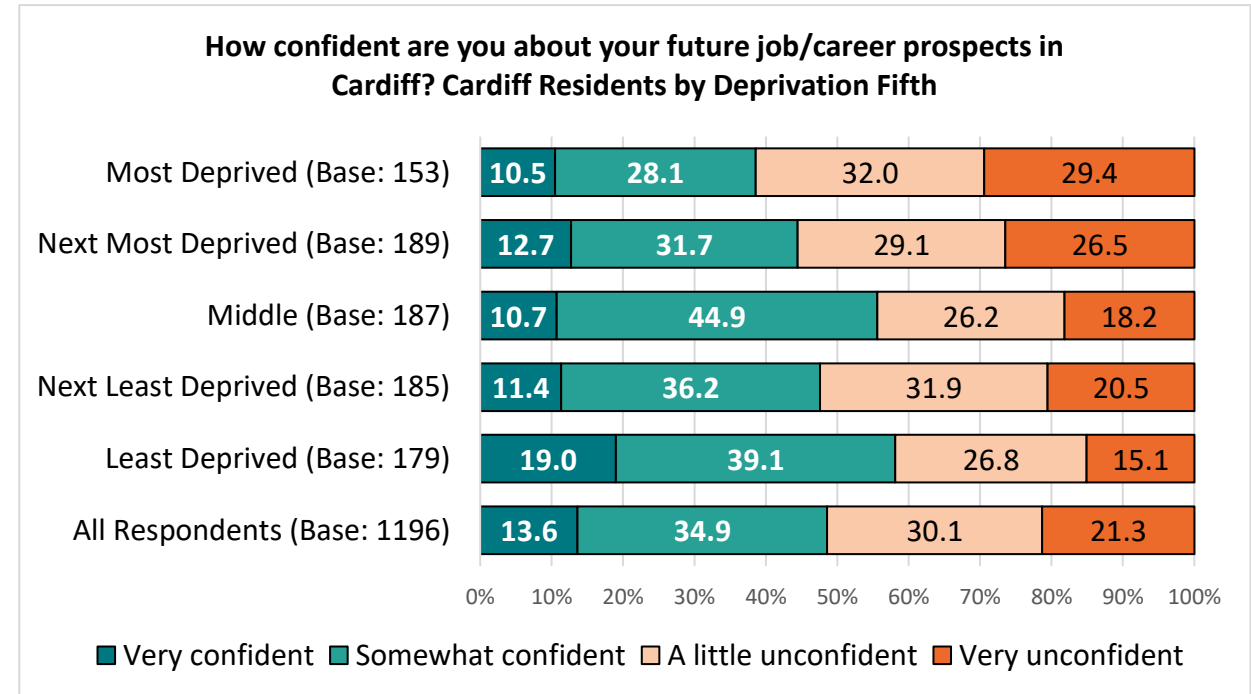
*Source: Ask Cardiff Survey (2024)*



# WBO 3 – Supporting People out of Poverty

## Employment and Jobs

- Whilst there was no correlation with level of deprivation, those living in the most deprived areas were twice as likely as those in the most affluent areas to feel 'very unconfident' about future job/career prospects in Cardiff (29.4% compared with 15.1%).

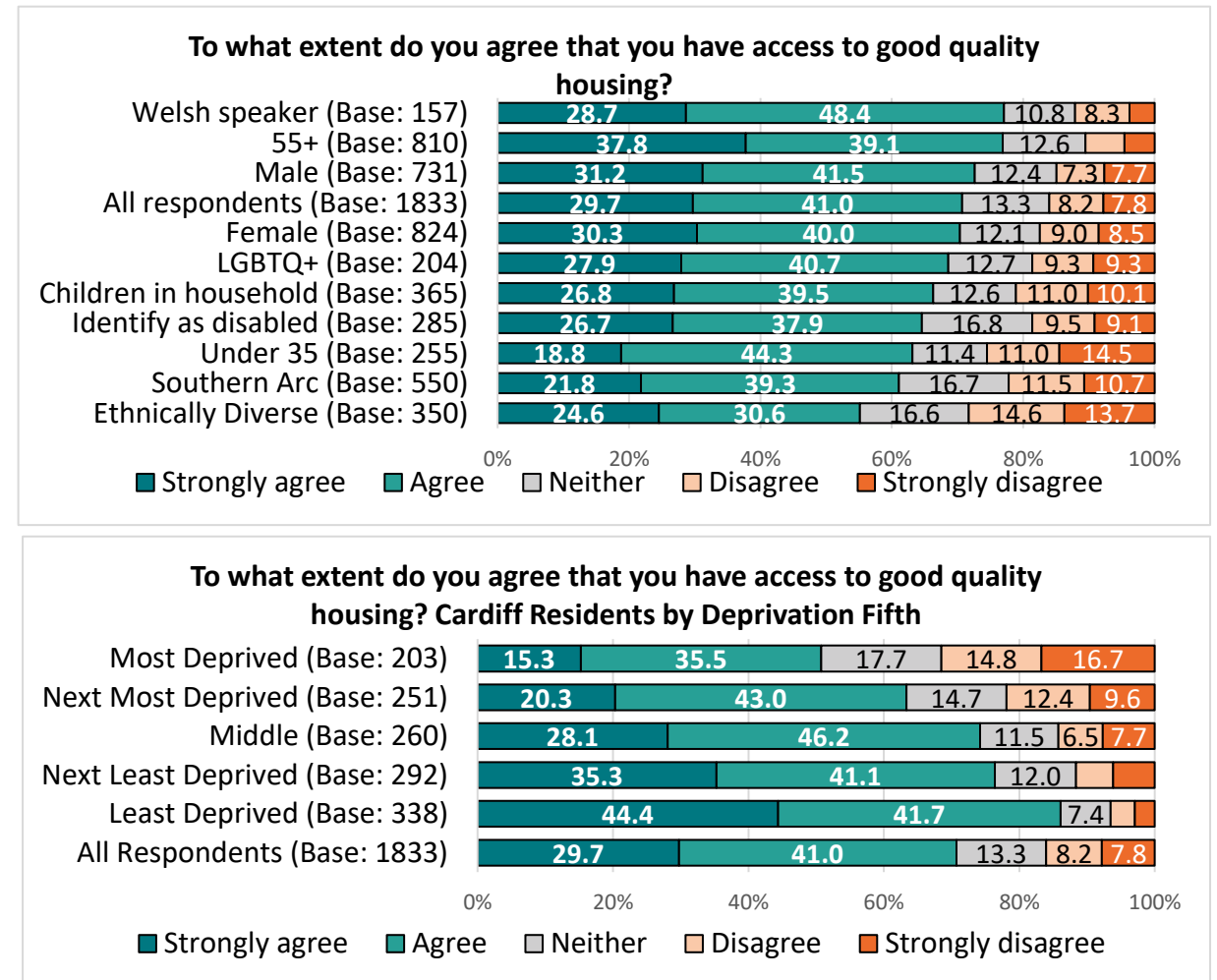


Base sizes shown in brackets; excludes 'Don't Know' and 'Not applicable' responses.

# WBO 3 – Supporting People out of Poverty

## Housing

- Seven in ten respondents (70.7%) agreed they had access to good quality housing, broadly similar to findings of previous years.
  - Welsh speakers, and those aged 55 or over were most likely to agree (77.1% and 76.9% respectively), whilst respondents from ethnically diverse backgrounds were least likely to agree (55.1%).
- As in previous years, agreement with this statement was correlated with level of deprivation, with those living in the most deprived areas least likely to agree. One in seven (16.7%) of those living in the most deprived areas ‘strongly disagreed’, more than five times the proportion of those in the least deprived areas (3.0%).



# WBO 3 – Supporting People out of Poverty

## Homelessness: Key Contributors

- As part of Cardiff Council's Homelessness Consultation, respondents who were currently homeless, had experienced homelessness in the past, or were at risk of becoming homeless were asked to identify the factors that contributed to their situation.
- The most commonly cited reason was 'Parents or relatives no longer willing or able to accommodate you', highlighted by approximately 31.2% of respondents. This was followed by 'Difficulties in paying your rent' (24.6%) and 'Landlord wanted property back' (24.0%).
- Respondents who selected "Other" were invited to provide additional detail. A total of 311 comments were received, which were grouped into key themes. The top three themes were Safety Concerns, Refugee/ Asylum Seeker Status, and Relationship Breakdown.

If you are or were homeless or at risk of homelessness what has contributed to this?

	No.	%
Parents or relatives no longer willing or able to accommodate you	351	31.2
Difficulties in paying your rent	277	24.6
Landlord wanted property back	270	24.0
Friends no longer willing or able to accommodate you	155	13.8
Benefit problems	110	9.8
Disrepair issues	60	5.3
Difficulties in paying your mortgage	55	4.9
Lost accommodation tied to job	45	4.0
Leaving care	34	3.0
Discharge from custody	31	2.8
Discharge from hospital	26	2.3
Other	338	30.0
Total Respondents	1,125	-

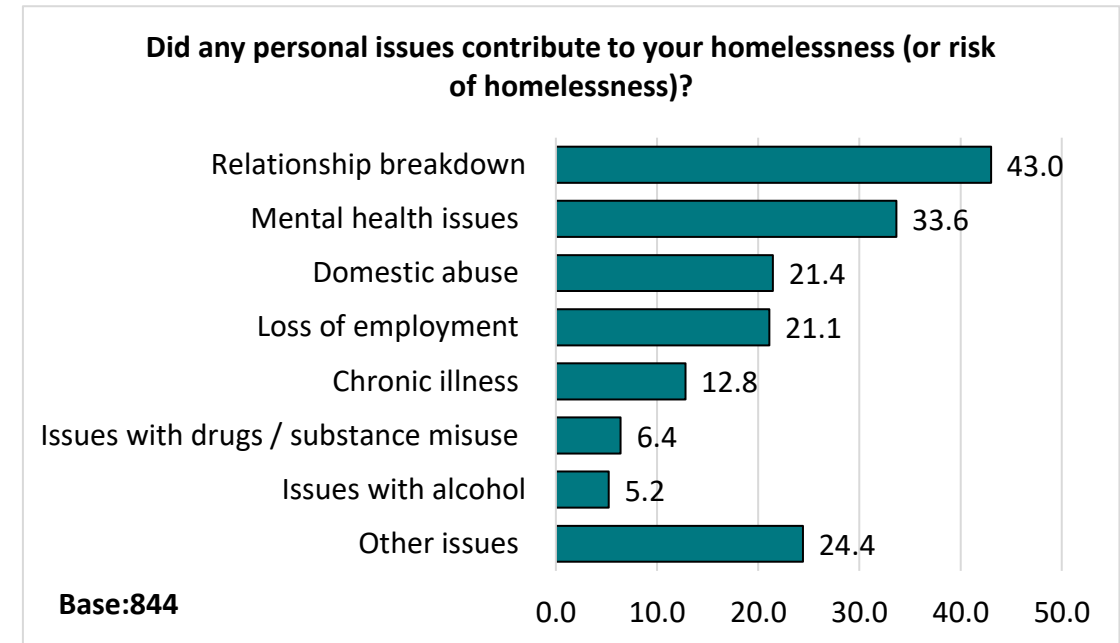
*N.B. Percentages total more than 100% as respondents could select more than one option.*

*Source: Homelessness Consultation (2024), Cardiff Council*

# WBO 3 – Supporting People out of Poverty

## Homelessness: Key Contributors (contd)

- Respondents who were currently homeless or at risk of homelessness were asked to identify any personal issues that had contributed to their situation.
- Relationship breakdown emerged as the most commonly cited personal factor, reported by 43.0% of respondents. Around one in nine (11.6%) mentioned issues with drugs or substance misuse and/or alcohol-related issues.
- Those who selected "Other" were invited to specify additional contributing factors. A total of 171 comments were received and grouped into key themes. The top three themes identified were Personal/Family Circumstances, Financial Issues, and Refugee/Asylum Seeker status.



*N.B. Percentages total more than 100% as respondents could select more than one option.*

# WBO 3 – Supporting People out of Poverty

## Homelessness: Barriers to Seeking Support

- Respondents who were homeless when they most recently contacted Cardiff Council were asked what had prevented them from seeking help sooner. The most common reason was “I became homeless very quickly and there was no time” (45.6%), followed by “I was not aware of the services available” (25.3%) and “I did not know who to contact” (24.9%).
- Among those who selected “Other,” 45 comments were submitted and grouped into key themes. The most common were: concerns about previous or current support from the Council, personal circumstances, and asylum or immigration status.
- One in twelve respondents (8.3%) currently homeless or in temporary accommodation withdrew their application. The most cited reason was lack of support to participate in the process (19 responses).
- Of those who continued with their application, 44.4% were offered temporary accommodation. Around 41.9% have been living in temporary accommodation for over a year, while one in three (33.2%) currently reside in a house or flat in the community

## What stopped you from contacting Cardiff Council earlier?

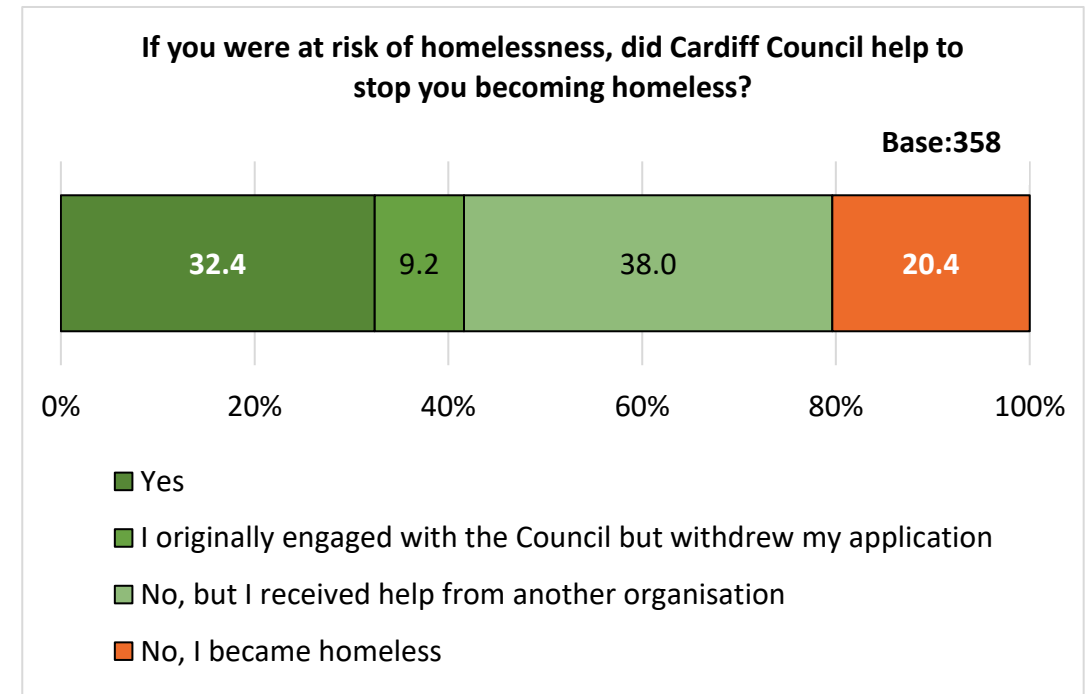
	No.	%
I became homeless very quickly and there was no time	119	45.6
I was not aware of the services available	66	25.3
I did not know who to contact	65	24.9
I live outside of Cardiff	24	9.2
I was in custody	17	6.5
I was in hospital	15	5.7
Other	50	19.2
<b>Total Respondents</b>	<b>261</b>	<b>-</b>

*N.B. Percentages total more than 100% as respondents could select more than one option.*

# WBO 3 – Supporting People out of Poverty

## Homelessness: Impact of Interventions

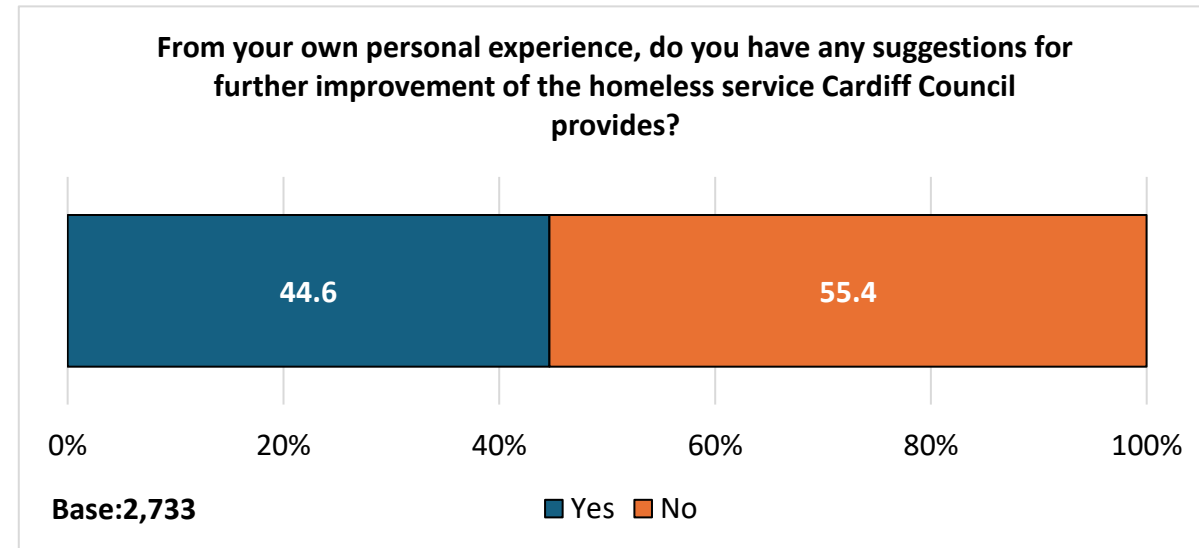
- Almost one in three respondents (32.4%) reported receiving support from the Council that prevented them from becoming homeless, while around two in five (38.0%) were helped by another organisation. However, one in five (20.4%) indicated that they did become homeless.
- Among the 33 respondents who had previously engaged with the Council but later withdrew their application, all provided reasons for doing so. The most commonly cited reason was a lack of support to participate in the process (11 responses).
- Respondents who did receive assistance from the Council were asked whether this helped them remain in their current home or find alternative accommodation. Over three in four (78.6%) said they were supported in finding new accommodation, while one in ten (9.8%) were able to remain in their own home.
- Each of the 11 respondents who remained in their home with Council support outlined how this was achieved. The two most commonly cited forms of assistance were mediation with their landlord and debt and financial help - each mentioned by seven respondents.



# WBO 3 – Supporting People out of Poverty

## Homelessness Services: Suggestions for Improvement

- As part of Cardiff Council's Homelessness Consultation, respondents were asked if they have any suggestions for further improvement of the homeless service the Council provides.
- Over two-fifths (44.6%) of respondents felt they had ideas for further improvement of the homeless service provided by Cardiff Council. 1,161 comments were received. These comments were then grouped into themes. The top 3 themes were as follows:
  - System, staffing, communication, and support - concerns and suggestions for change
  - Housing market concerns, including people in properties too big for their needs.
  - Lack of housing, and the need to build more social housing.



# WBO 3 – Supporting People out of Poverty

## Health and Wellbeing

When considering the Ask Cardiff 2024 survey results by deprivation fifth:

- **Physical Health:** As in 2023, respondents living in the most deprived areas were least likely to describe their physical health as 'good' or 'very good'.
- **Mental Health:** Whilst there was not a correlation between mental health and level of deprivation, respondents living in the most deprived areas of the city reported the lowest proportion of 'good' mental health (46.3%, compared with 72.6% amongst those living in the least deprived areas). More than one in ten respondents living in the most deprived areas of the city (11.1%) felt their mental health was 'very poor', up from 8.7% in 2023.
- **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 0.7 portion per day than those in the most deprived areas. Residents in the most deprived areas were almost three times as likely as those in the most affluent areas to state they didn't eat any fruit or vegetables (8.7% compared with 3.1% respectively, a difference of 5.6 percentage points).
- There was also a correlation between exercise undertaken per week and the level of deprivation, with those living in the most deprived areas doing around 20 minutes less exercise per week than those in the least deprived areas (a minimum of 73.3 minutes compared with a minimum of 93.0 minutes, on average).
- **Screening:** There was an increase in the proportion of respondents living in the most deprived areas of the city reporting they had taken up their invitations for screening, rising from 47.8% in 2023 to 62.3% in 2024. This was, however, still less than the 71.6% amongst residents in the most affluent areas.
- **Vaccination:** Take up of invitations for vaccination were not correlated with level of deprivation, although the highest level was seen amongst those living in the most affluent areas of the city
- **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.
- **Nature/ Green Space:** There was a correlation with level of deprivation, with those living in the most deprived areas of the city almost twice as likely as those in the most affluent areas to state they did not regularly spend time in nature / green space (22.4% compared with 41.8% respectively).

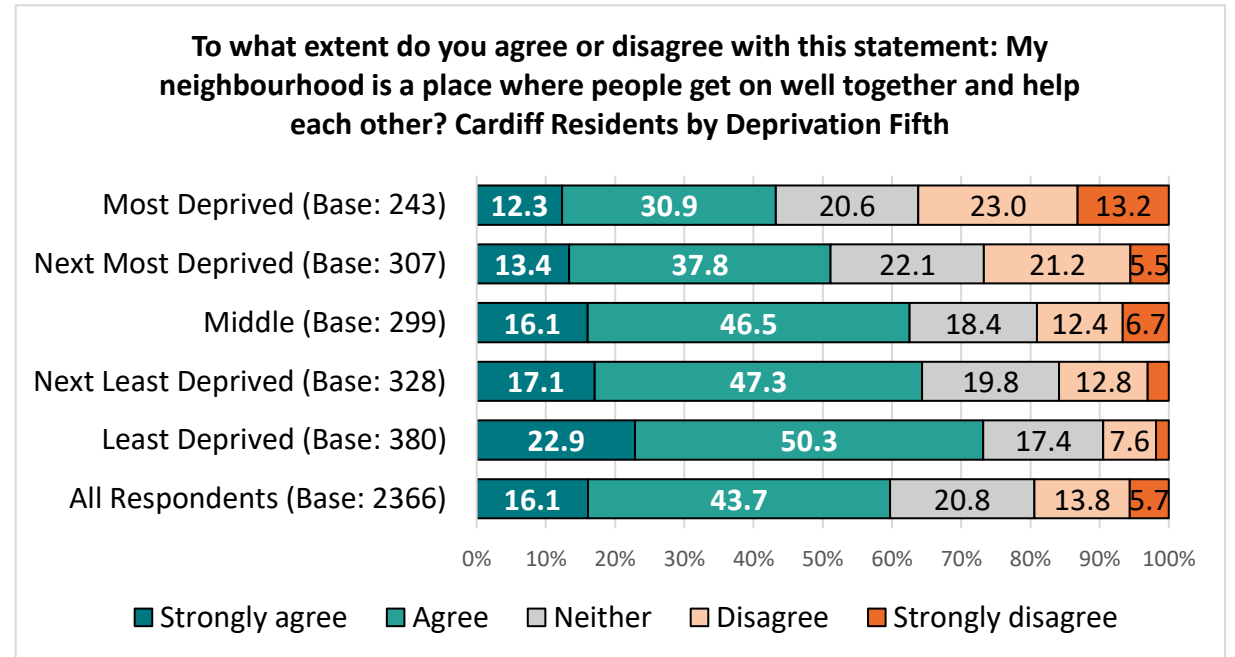
*Source: Ask Cardiff Survey (2024)*



# WBO 3 – Supporting People out of Poverty

## Community Cohesion

- Responses to the statement, “To what extent do you agree or disagree that your neighbourhood is a place where people get on well together and help each other?” showed a clear correlation with levels of deprivation. Agreement ranged from 43.2% among those in the most deprived areas to 73.2% in the least deprived areas. The gap between the most and least deprived areas remains consistent post-pandemic.

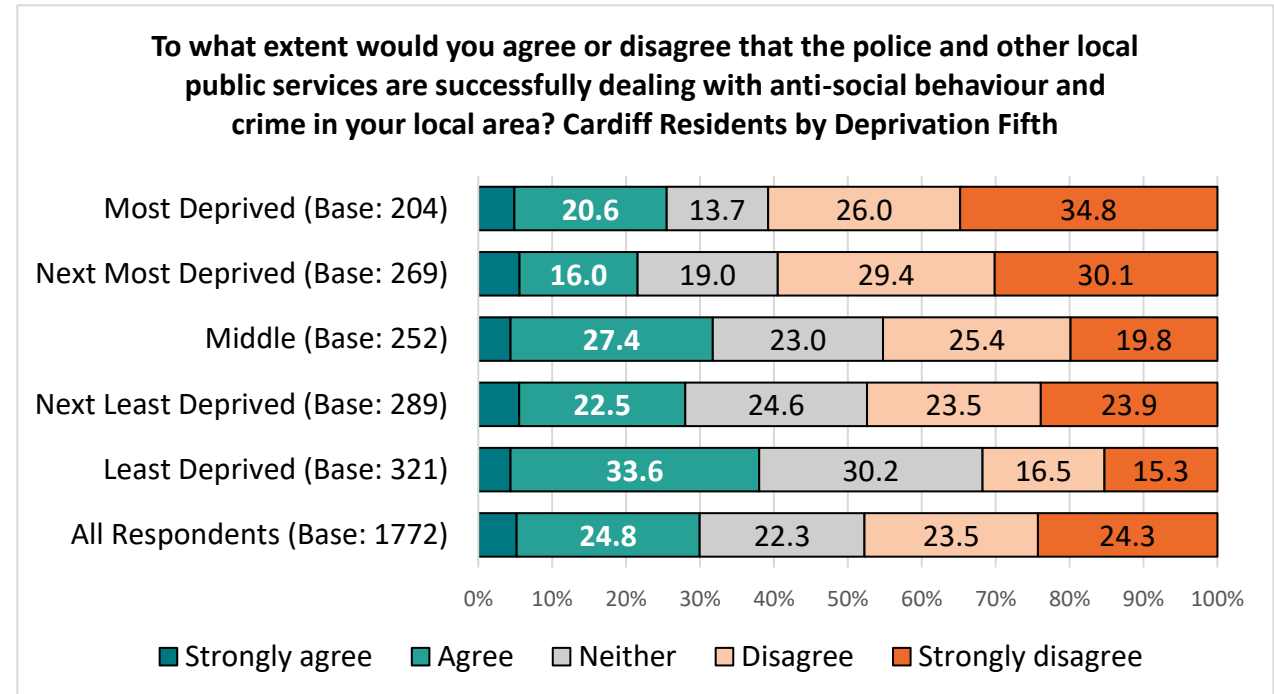


*Base sizes shown in brackets; excludes 'Don't Know' responses.*

# 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 almost twice as likely to disagree compared with those in the least deprived areas (60.8% and 31.8% respectively).
- The gap in disagreement between the most and least deprived areas has remained broadly consistent over the past three years.



*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 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)

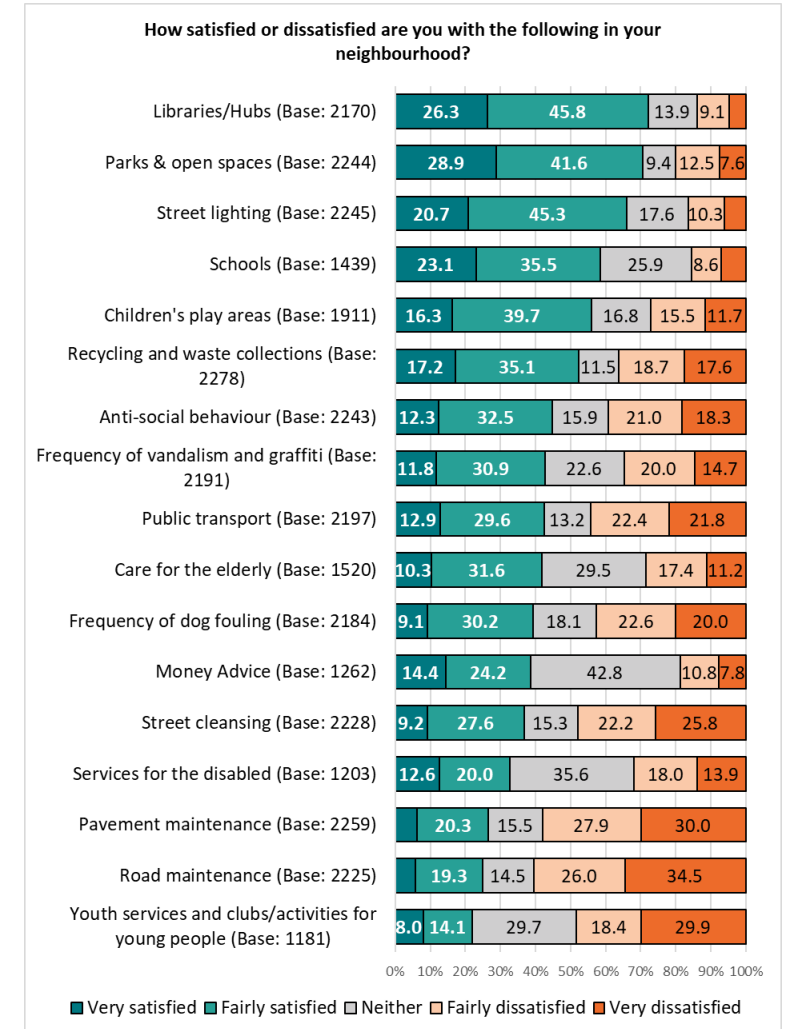
How safe or unsafe do you feel in the following situations?

% 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	95.1	74.2	85.1	36.0	79.7	32.9	89.4	53.5	68.0	33.9
Next Most Deprived	96.2	84.7	90.8	43.3	78.6	32.6	92.4	55.4	64.5	31.0
Middle	95.9	87.5	92.8	60.0	85.0	37.5	93.3	63.8	68.4	32.6
Next Least Deprived	99.1	92.6	94.5	62.4	83.3	31.9	94.6	59.7	64.4	26.4
Least Deprived	98.7	95.1	97.9	76.8	85.4	34.9	95.8	61.6	64.5	29.8
Overall	97.1	86.9	92.8	58.0	81.9	33.2	93.0	58.0	65.8	30.8

# WBO 4 – Safe, Confident and Empowered Communities

## Neighbourhood

- Respondents were given a list of services and asked their level of satisfaction with each.
- Satisfaction was highest for Libraries/Hubs (72.1%), parks and open spaces (70.5%) and street lighting (66.0%). Dissatisfaction was highest for road maintenance (60.5%, down from 65.7% in 2023), pavement maintenance (57.9%, down from 62.5% in 2023), and Youth services and clubs / activities for young people (48.3%).
- Where trend data is available, the top three services were unchanged from the previous year, although satisfaction with Libraries and Hubs was highest for the first time, just overtaking parks and open spaces.
- Compared with the previous year, there was an increase in satisfaction across all of the services listed, with the exception of parks and open spaces, street lighting and dealing with anti-social behaviour, each of which were broadly unchanged.



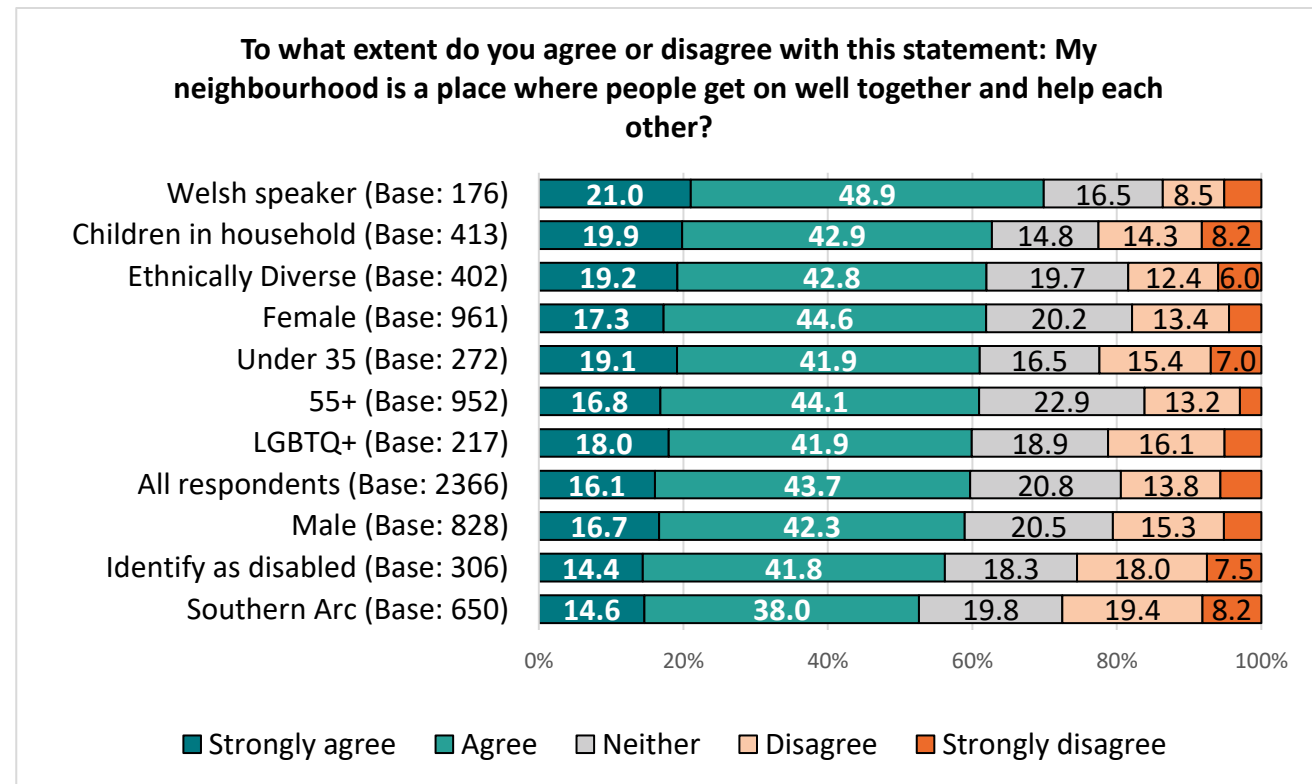
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2024)

# WBO 4 – Safe, Confident and Empowered Communities

## Community Cohesion

- Three in five (59.7%) of those surveyed agreed that their “neighbourhood is a place where people get on well together and help each other”, broadly reflecting the findings of previous surveys.
- Welsh speakers (69.9%) were most likely to agree with this statement, those living in the Southern Arc of the city were least likely to agree (52.6%), reflecting previous surveys.

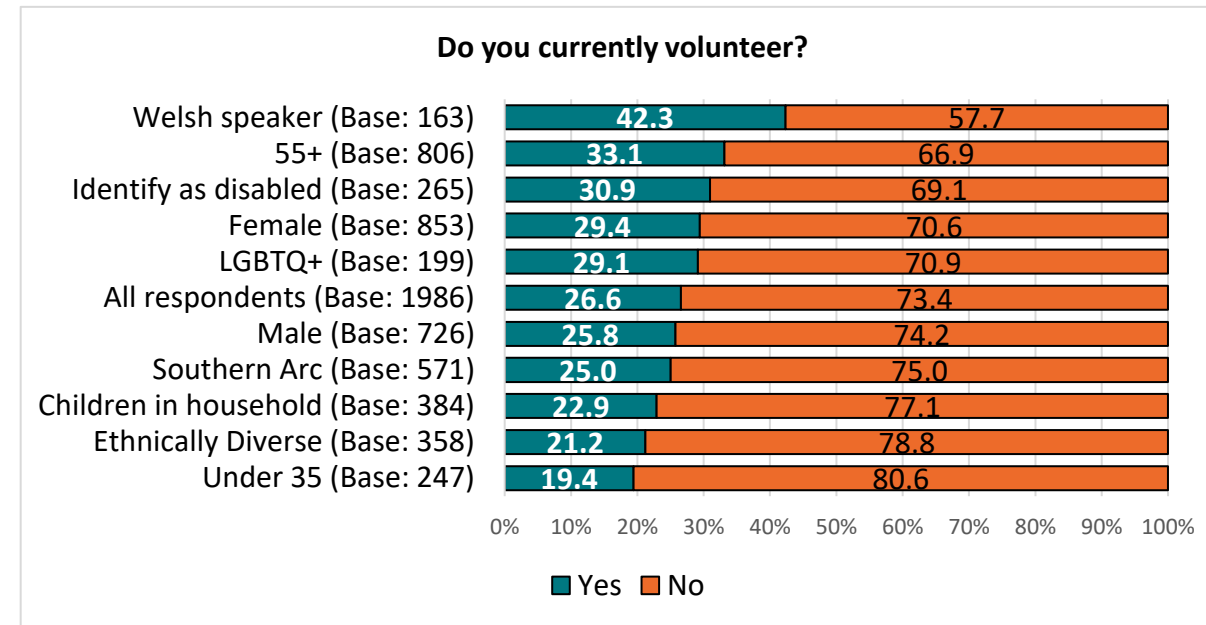


Base sizes shown in brackets; excludes 'Don't Know' responses.

# WBO 4 – Safe, Confident and Empowered Communities

## Volunteering

- Overall, around a quarter (26.6%) of respondents said they currently volunteer, on a par with previous findings – this rose to 42.3% amongst Welsh speakers, and fell to 19.4% of under 35s.
- Respondents were most likely to already be involved ‘learning more about how to reduce your carbon footprint’ (22.6%) and Community Volunteering (16.2%), repeating the findings of the 2023 survey.
- Of the volunteering opportunities listed, those generating the most interest for future volunteering opportunities were:
  - Improving community safety as part of Neighbourhood Watch (21.5%)
  - Learning more about how to reduce your carbon footprint (18.0%)
  - Community Volunteering (17.4%)



Base sizes shown in brackets

# WBO 4 – Safe, Confident and Empowered Communities

## Cardiff Third Sector Council (C3SC)

C3SC is the city's umbrella charity for voluntary activity, supporting, developing and representing voluntary groups, organisations, volunteers and communities. To gather and share sector and community views, C3SC holds one-to-one conversations, runs surveys, and organises seven regular network meetings. C3SC also gains insights from its member through internal consultation opportunities, which help shape its services and third sector influence, and through coordinating responses to external consultation opportunities, to ensure third sector and underserved communities' input.

Over the past year, C3SC's member consultations ranged from a Cardiff Community Engagement Platform -where 14 organisations mapped pathways to funding, volunteers and networks to inform the 2025-26 work plan - to Health and Social Care Priorities workshops with nearly 30 organisations shaping the RPB Area Plan, and a Starting Well Network meeting with 14 groups pinpointing youth mental-health service gaps. An AGM-based 'Stronger Partnerships, Stronger Communities' workshop used digital tools to gather feedback from over 40 members for C3SC's emerging Community Development Strategy, while the inaugural 'Finding the Good' commissioning event (20+ attendees) surfaced small-charity commissioning insights.

Key themes from C3SC member consultations include:

- Full recognition of third sector expertise and opportunities to deliver preventative services, engage underserved communities and work alongside grassroots groups to meet community needs.
- Equal partner status for the third sector at key strategic meetings, using Third Sector Scheme mechanisms to enable wider, meaningful involvement
- Clear, timely communication of plans and priorities in simple, inclusive (jargon-free) language
- Genuine co-production of major plans (notably the Cardiff & Vale Regional Partnership Board's Area Plan), embedding voluntary sector and lived-experience input from the start with a bottom-up approach.
- A defined strategy for third sector involvement, underpinned by ongoing, open communication and feedback on how sector input is making a difference.
- A review of resource access to encourage partnership working, reduce duplication, avoid siloed competition and ensure long-term, accessible funding for organisations of all sizes.
- Utilisation of existing voluntary-sector structures (C3SC, GVS and Community Anchor Organisations) to co-ordinate place-based support and broader sector engagement.

# WBO 4 – Safe, Confident and Empowered Communities

## Health and 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\*\*.
- Three of the demographic groups analysed were notably below average for all four of the measures:
  - Those identifying as disabled (as in previous years, this group reported the lowest scores for satisfaction with their life, happiness and feeling the things they do are worthwhile.)
  - Respondents living in the Southern Arc
  - Those under the age of 35.

How do you feel about yourself?\*\*\*

Group	Satisfied	Happy	Anxious	Worthwhile
All respondents	6.3	6.2	4.0	6.5
Under 35	6.0	5.8	4.7	6.1
55+	6.6	6.6	3.6	6.7
Female	6.4	6.3	4.2	6.7
Male	6.3	6.3	3.8	6.3
Ethnically Diverse	5.8	5.8	4.5	6.3
Identify as disabled	5.4	5.3	4.6	5.6
Welsh speaker	6.9	6.7	4.0	6.9
Southern Arc	6.0	5.8	4.3	6.2
Children in household	6.3	6.0	4.5	6.6
LGBTQ+	6.1	5.9	4.5	6.3
Most Deprived	5.6	5.4	4.7	5.9
Next Most Deprived	6.0	5.9	4.2	6.4
Middle	6.6	6.5	3.9	6.6
Next Least Deprived	6.6	6.5	4.0	6.7
Least Deprived	6.8	6.7	3.6	6.9

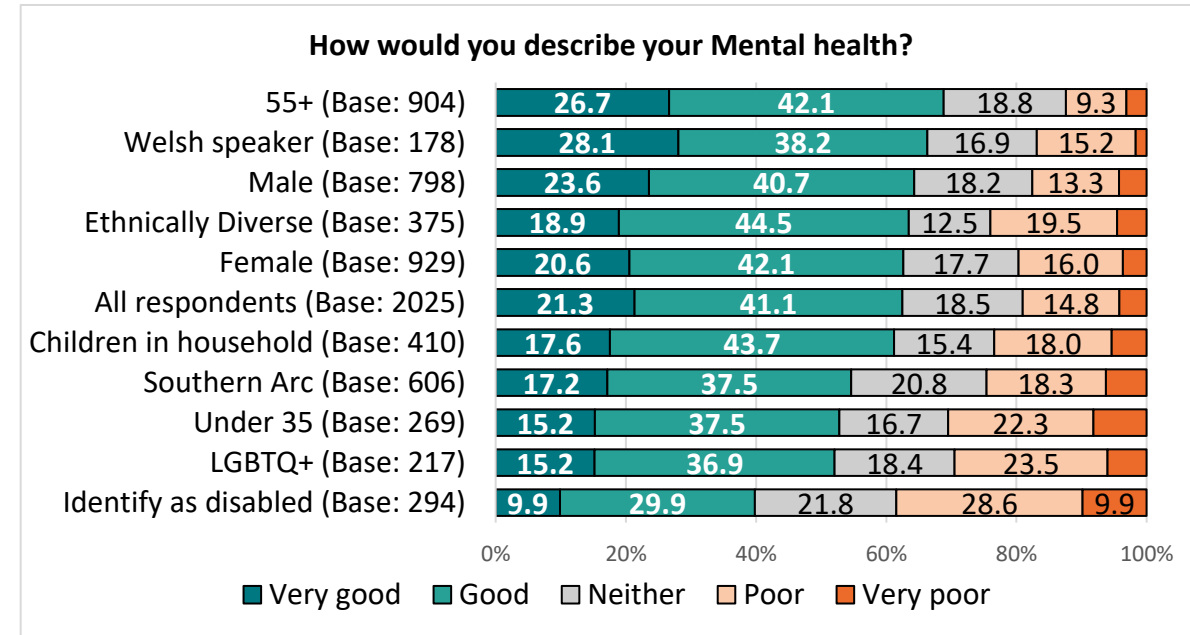
*If an apparent difference of +/- 0.2 is not highlighted, this is due to figures being rounded up/down.*



# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Mental Health

- The proportion of respondents describing their mental health as 'good' or 'very good', remained broadly unchanged from the previous year, at 66.4%.
- Respondents identifying as disabled reported the lowest levels of mental health, repeating the findings of previous surveys, with around two in five (39.8%) 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 (68.8% compared with 52.8% respectively).

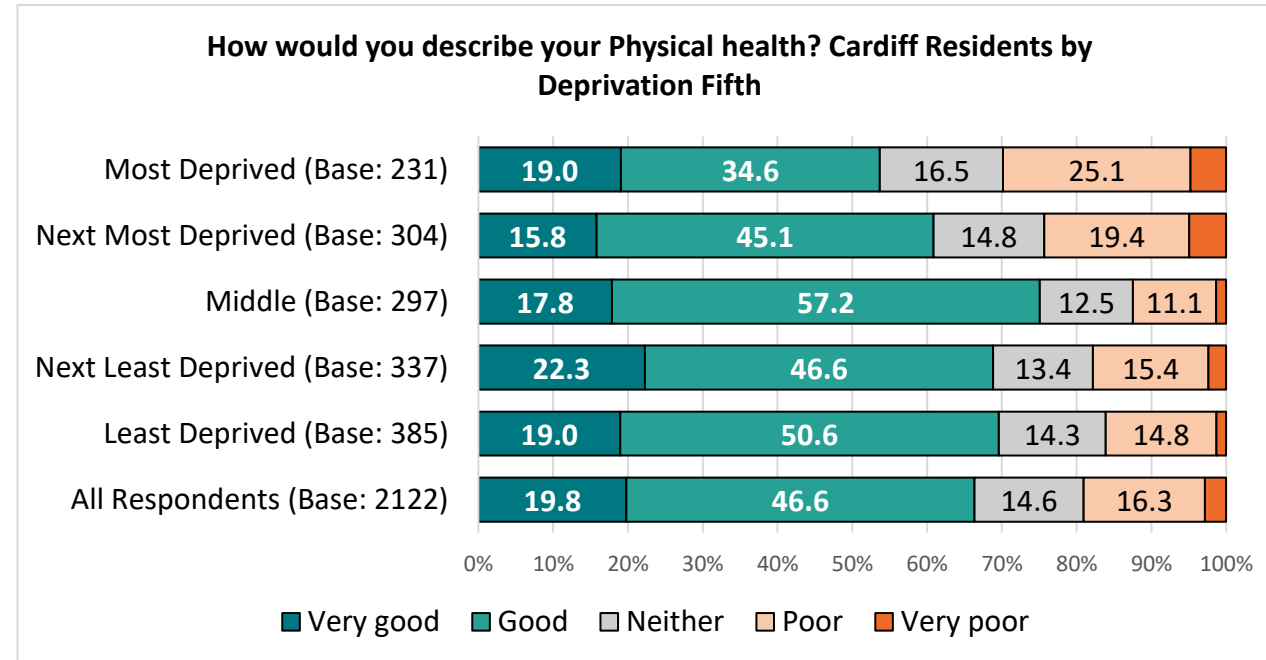


Base sizes shown in brackets; excludes 'Don't Know' responses.

# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Physical Health

- Two-thirds of respondents (66.4%) described their physical health as 'good' or 'very good', stabilising a downward trend over the previous five years.
- 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 26.8% of this group described their physical health as 'good' or 'very good'; one in ten (11.3%) described their physical health as 'very poor'.

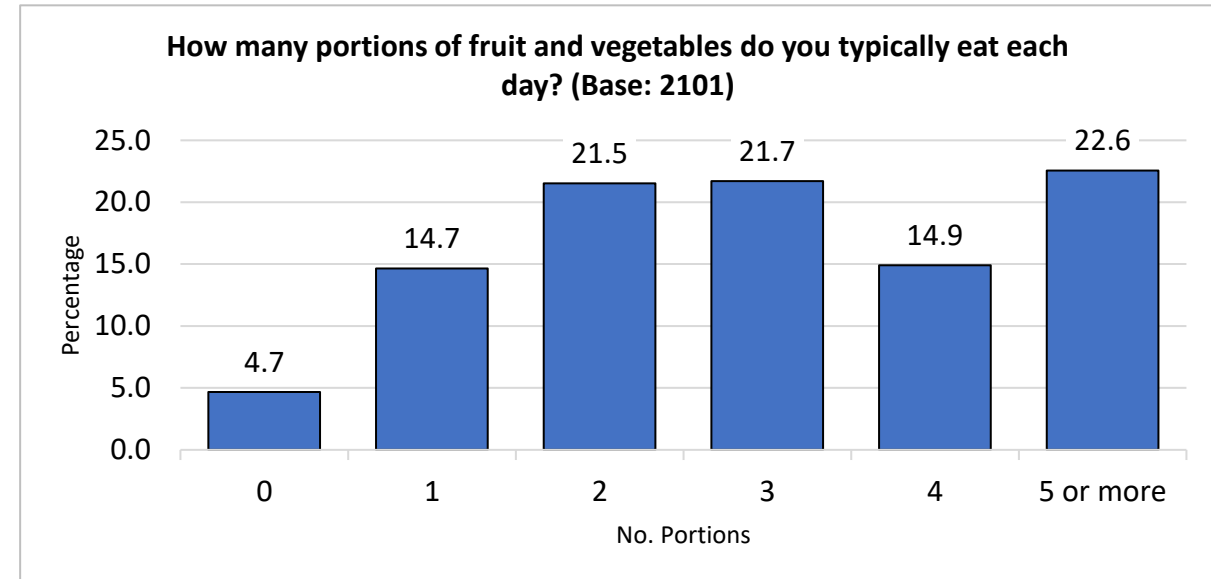


*Base sizes shown in brackets; excludes 'Don't Know' responses.*

# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Lifestyle

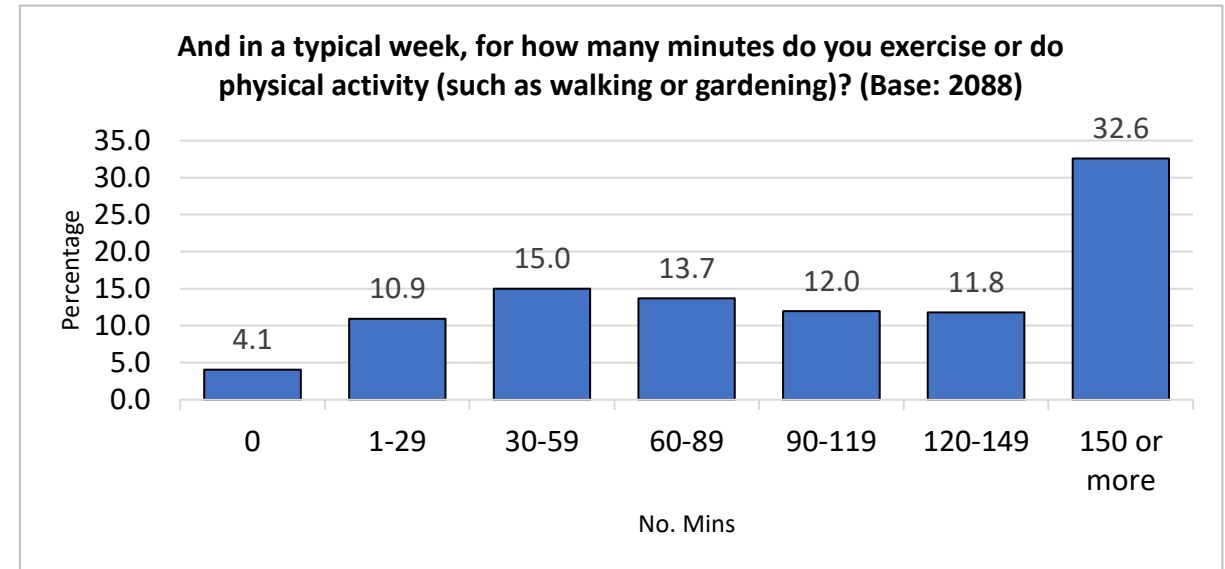
- Just under a quarter of respondents (22.6%) reported they typically ate at least five portions of fruit and vegetables each day; just under one in twenty (4.7%) said they didn't eat any fruit or vegetables in a typical day. Both of these findings reflect the results of previous surveys. The average respondent ate 3.0 portions of fruit and vegetables each day.
- Welsh speakers (3.5 portions a day), females and those aged 55 or over (each averaging 3.2 portions) reported the highest consumption of fruit and vegetables.
- Respondents identifying as disabled and those from ethnically diverse backgrounds ate the fewest, with respective averages of 2.5 and 2.6 portions per day.



# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Lifestyle (contd)

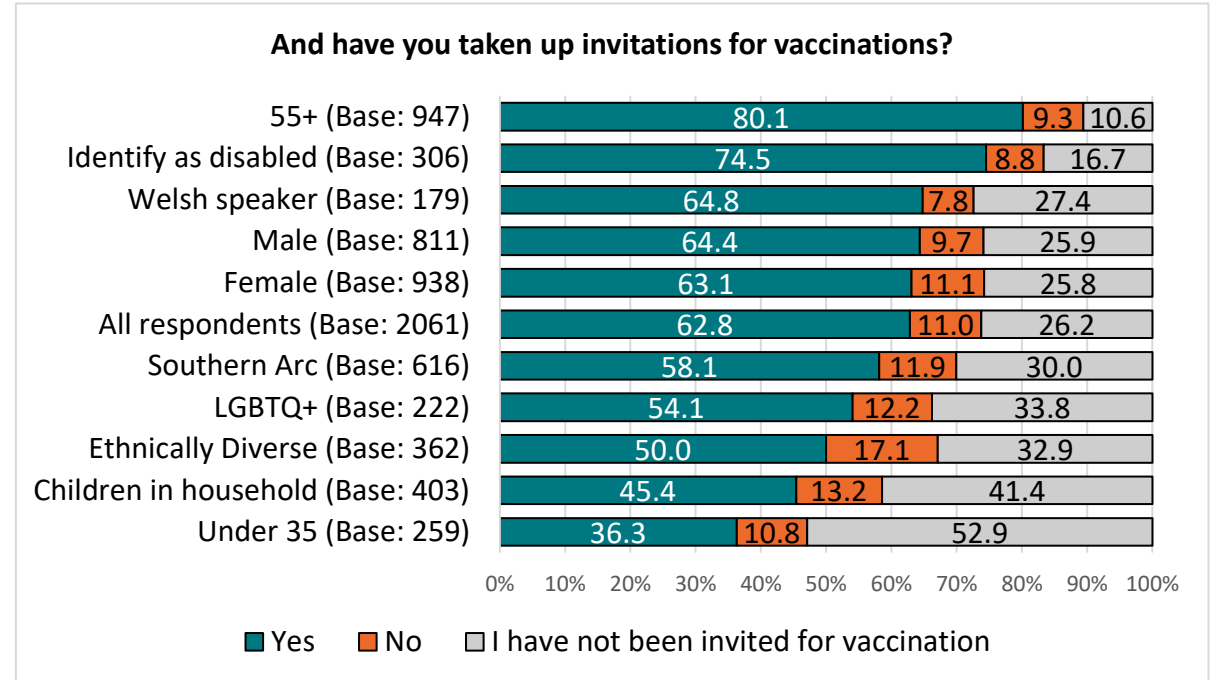
- A third of those (32.6%) surveyed reported undertaking at least 150 minutes of exercise or physical activity in a typical week. Just 4.1% said they didn't do any exercise or physical activity, reflecting the findings of the 2023 Ask Cardiff survey. The average respondent did a minimum of 86.6 minutes of exercise per week.
- Welsh speakers and those aged 55 or older reported the highest levels of physical activity, with a minimum of 93.7 and 92.1 minutes per week respectively. Those identifying as disabled had the lowest levels of activity, with an average of a minimum 64.1 minutes per week.



# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Vaccination

- Overall, 62.8% of respondents reported taking up their invitation for vaccination (down from 73.7% in 2023, and 88.4% in 2022), with 11.0% declining this offer, and more than a quarter (26.2%) stating they had not received an invitation.
- Eight in ten of those aged 55 or over accepted this invitation (80.1% down from 87.9% in 2023, and 95.3% in 2022), with 9.3% of this group declining to do so.
- More than half of those under the age of 35 (52.9%) had not been invited for vaccination.

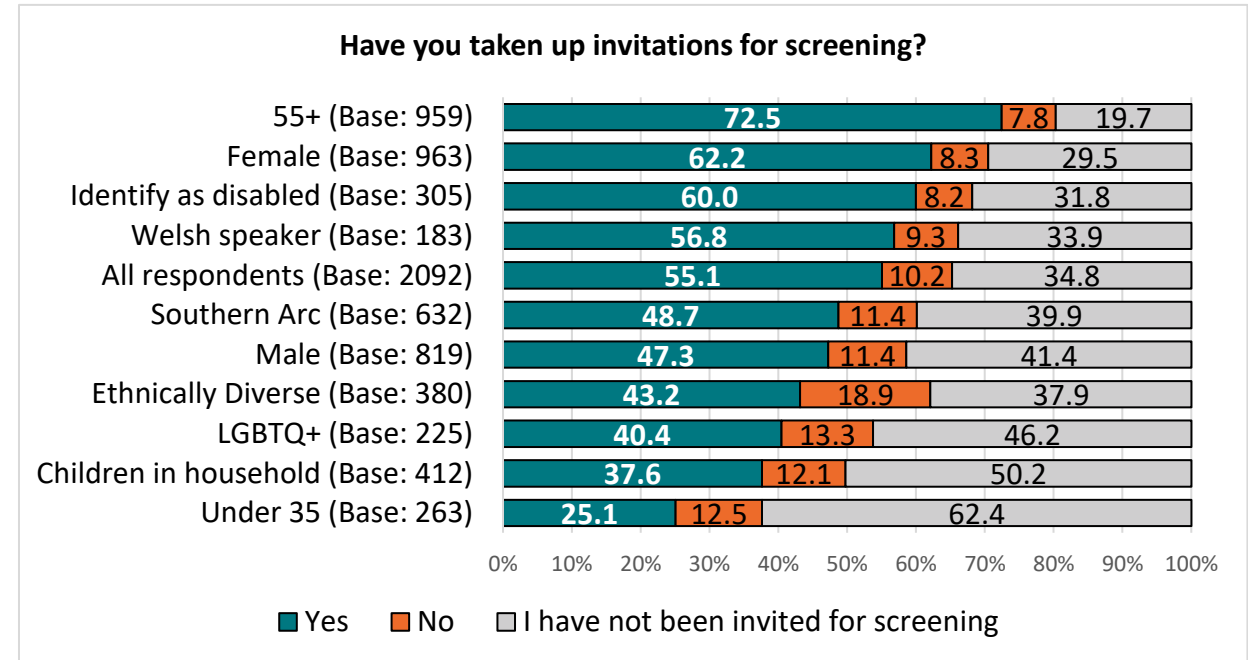


Base sizes shown in brackets.

# WBO 4 – Safe, Confident and Empowered Communities

## Health and 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 2024 Ask Cardiff survey, respondents were asked 'have you taken up invitations for screening?'
  - Overall, 55.1% of those responding to this question had taken up invitations for screening, on a par with previous surveys.
  - Older respondents (72.5%) and women (62.2%) were most likely to take up their invitations.
  - Respondents under the age of 35 (62.4%) and those with children in their household (50.2%) were most likely to report they had not been invited for screening.
  - Almost one in five of those from an ethnically diverse background were most likely to report they had declined invitations for screening (18.9%).

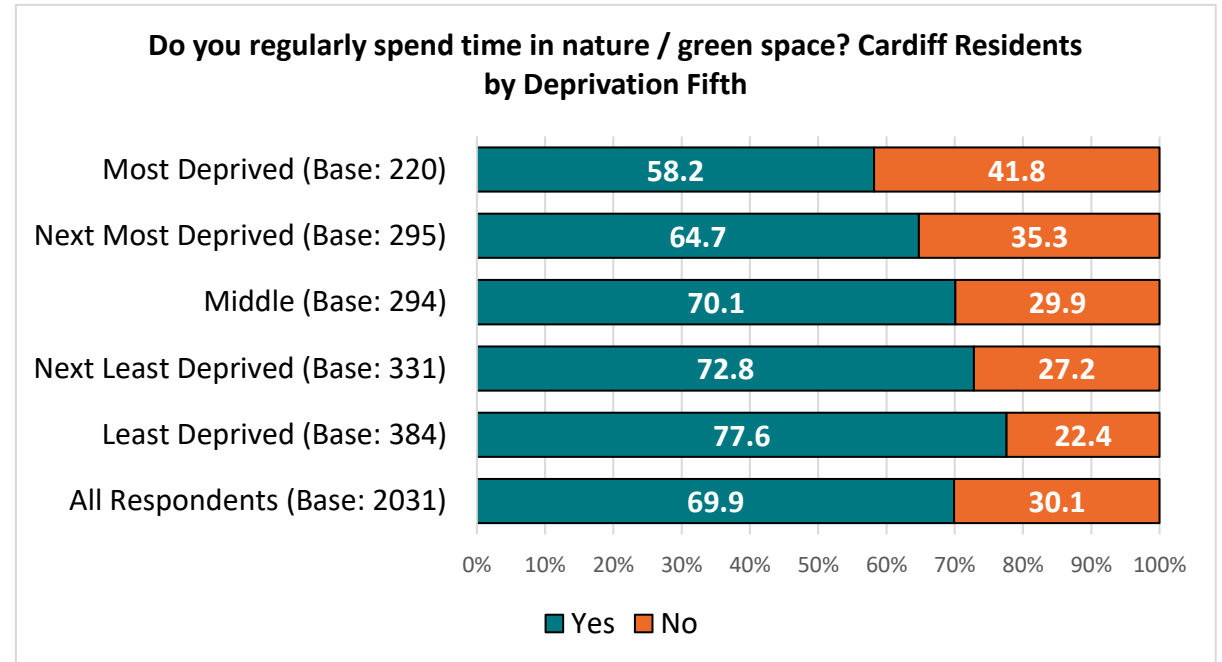


Base sizes shown in brackets.

# WBO 4 – Safe, Confident and Empowered Communities

## Health and Wellbeing: Nature/ Green Space

- Seven in ten respondents (69.9%) reported that they regularly spend time in nature / green space.
- Results were broadly consistent across the demographic groups analysed, with the exception of those identifying as disabled, for which this proportion dropped to 51.6%.

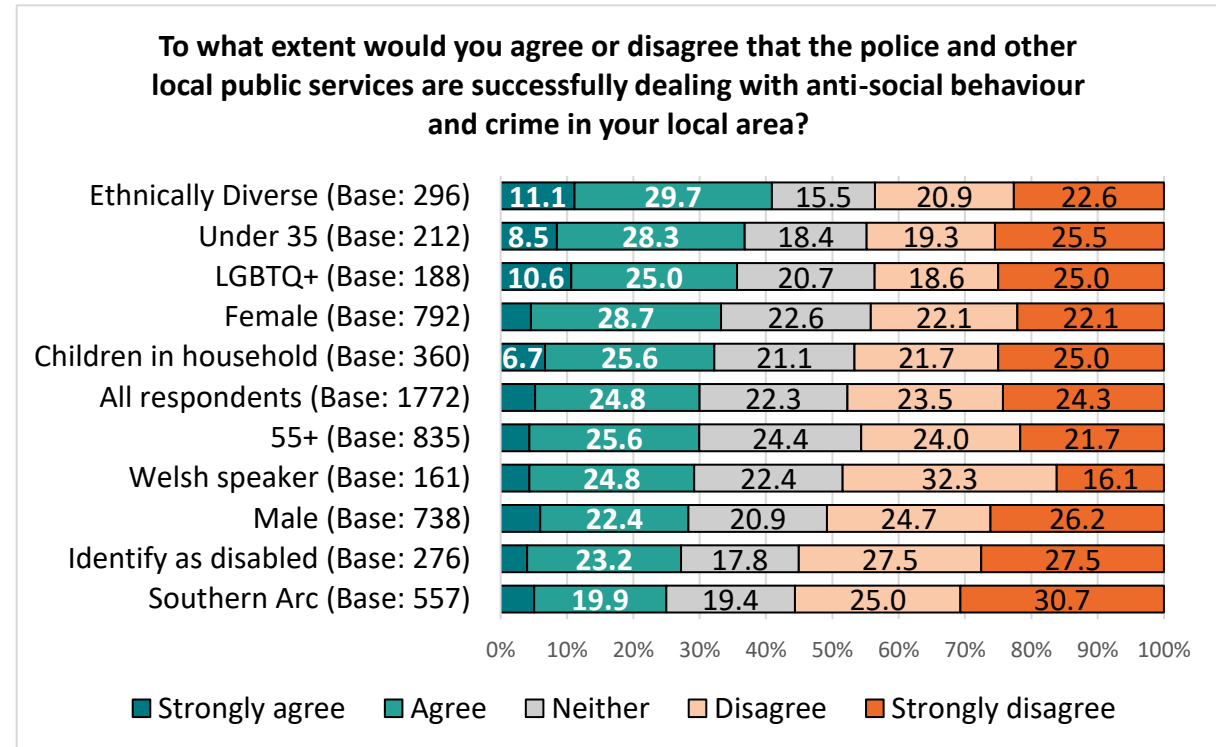


*Base sizes shown in brackets; excludes 'Don't Know' responses.*

# WBO 4 – Safe, Confident and Empowered Communities

## Anti-Social Behaviour/ Crime

- Three in ten (30.0%) respondents agreed that enough was being done to tackle anti-social behaviour and crime in their local area; half (47.7%) disagreed, 24.3% disagreeing strongly.
- The proportion agreeing with this statement shows a year-on-year increase since 2021.
- Respondents from ethnically diverse backgrounds were most likely to agree with this statement (40.9%); those identifying as disabled or residing in the Southern Arc of the city were most likely to disagree (55.7% and 55.1% respectively).



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

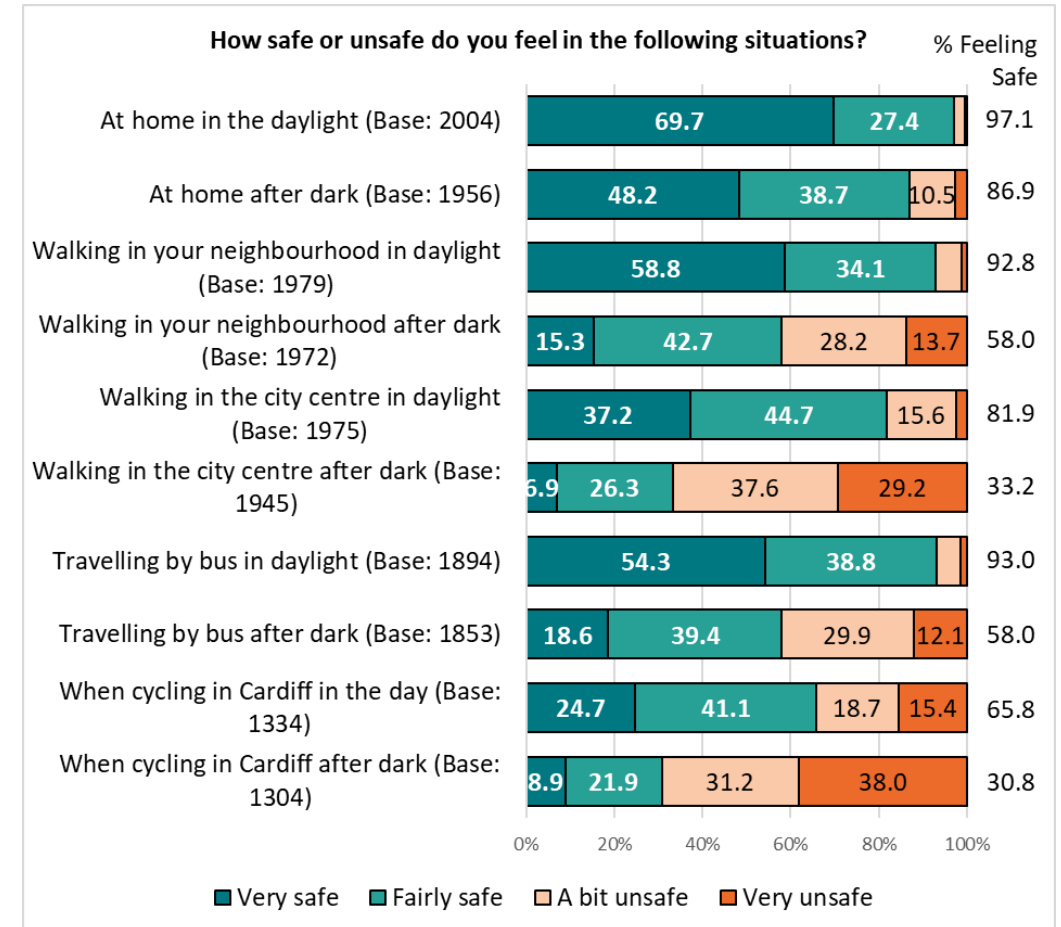
Source: Ask Cardiff Survey (2024)



# WBO 4 – Safe, Confident and Empowered Communities

## Feeling Safe

- Overall, Cardiff residents felt most safe when:
  - At home in the daylight (97.1%)
  - Travelling by bus in daylight (93.0%)
  - Walking in their neighbourhood in the daylight (92.8%)
- They felt least safe when:
  - Cycling in Cardiff after dark (30.8%)
  - Walking in the city centre after dark (33.2%)
  - Walking in their neighbourhood after dark or travelling by bus after dark (each 58.0%)
- Compared with the previous year, respondents felt a little safer when at cycling (both after dark and during the day), when travelling by bus after dark and when walking in their neighbourhood after dark. They felt less safe when walking in the city centre in the daylight, and at home after dark.
- As seen in previous surveys, women felt less safe than men in all situations after dark, levels were broadly similar for each situation during daylight. Younger respondents felt less safe than their older counterparts when walking in their local neighbourhood after dark; they felt safer when walking in the city centre after dark, and when cycling both during the day and after dark.



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

Source: Ask Cardiff Survey (2024)

# WBO 4 – Safe, Confident and Empowered Communities

## South Wales Police, Crime and Justice Plan

A comprehensive consultation, running from June to November 2024, was launched by the South Wales Police and Crime Commissioner to ensure the priorities within the Police, Crime and Justice Plan reflect the needs and views of local people, victims, and communities in South Wales. The approach focused on inclusivity and a wider ranging reach, with representation from ethnic minority communities in line with National Census data. It was the largest engagement exercise undertaken to date and highlighted the following priorities for Cardiff:

### Community Policing:

- Visible neighbourhood police officers
- Involving the local community in identifying and addressing local safety issues
- Focusing police resources to engage with children and young people in schools and colleges

### Protecting the Vulnerable:

- Combating knife crime and criminal gangs
- Tackling violence against women and girls
- Improve the response to, and support available for, victims of hate crime

### Delivering Justice:

- Developing targeted interventions to reduce offending and reoffending
- Improving support for victims, helping to increase prosecutions
- Increasing the use of programmes to keep children and young people out of the criminal justice system

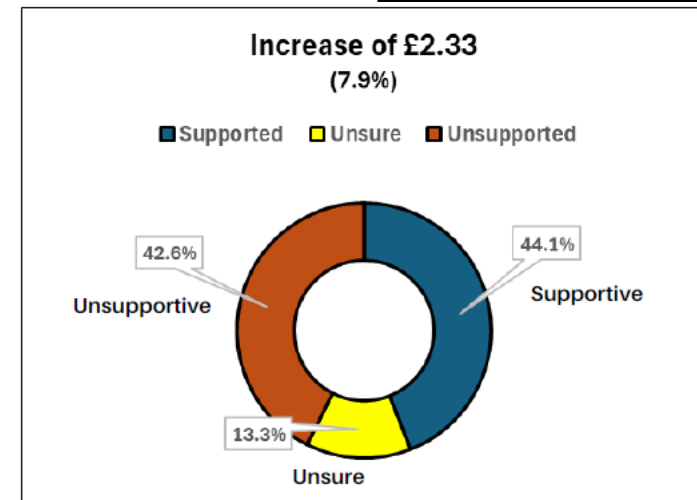
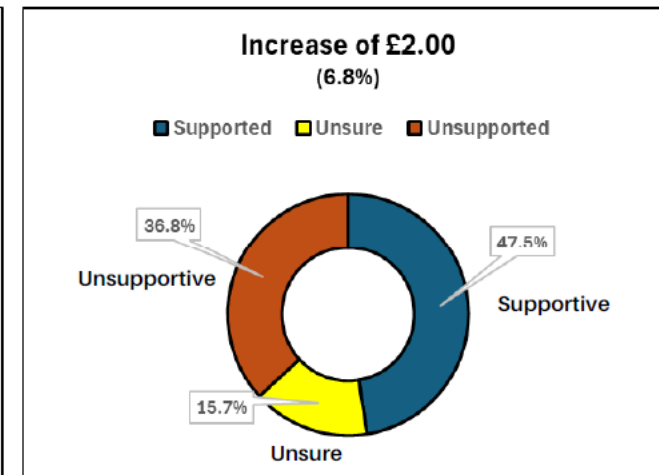
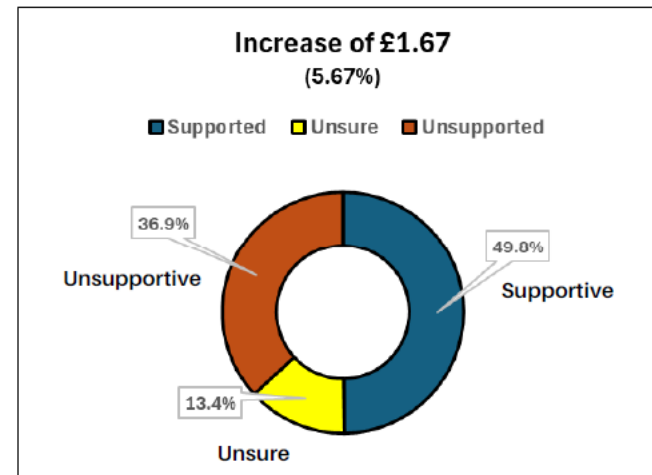
### Policing for the Future:

- Improve ability to respond to new crimes
- Holding the police accountable and increasing transparency
- Harnessing new technology and innovation

# WBO 4 – Safe, Confident and Empowered Communities

## Police Precept Consultation

- To assist the Police and Crime Commissioner's decision in advance of setting the police budget for 2025/26, residents were asked how supportive they were of each of the potential increases to the policing element of Council Tax.
- Nearly half of respondents supported an increase, with levels of support slightly decreasing as the precept amounts increased.

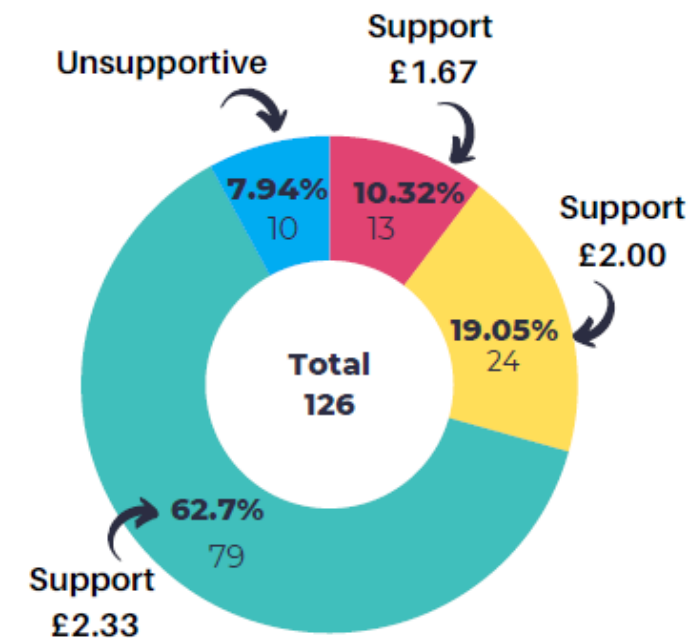


Source: South Wales Police Precept Consultation (2025), South Wales Police and Crime Commissioner

# WBO 4 – Safe, Confident and Empowered Communities

## Police Precept Consultation (contd)

- As an alternative to the survey, members of the public who engaged with the Commissioner's team at pop up stall events were given the opportunity to share their feedback on the proposed increases by voting.
- From a total of 126 voters, 62% were supportive the higher increase of £2.33. 19% supported an increase of £2.00, 10% supported an increase of £1.67, and 8% were not supportive of any the proposed increases.



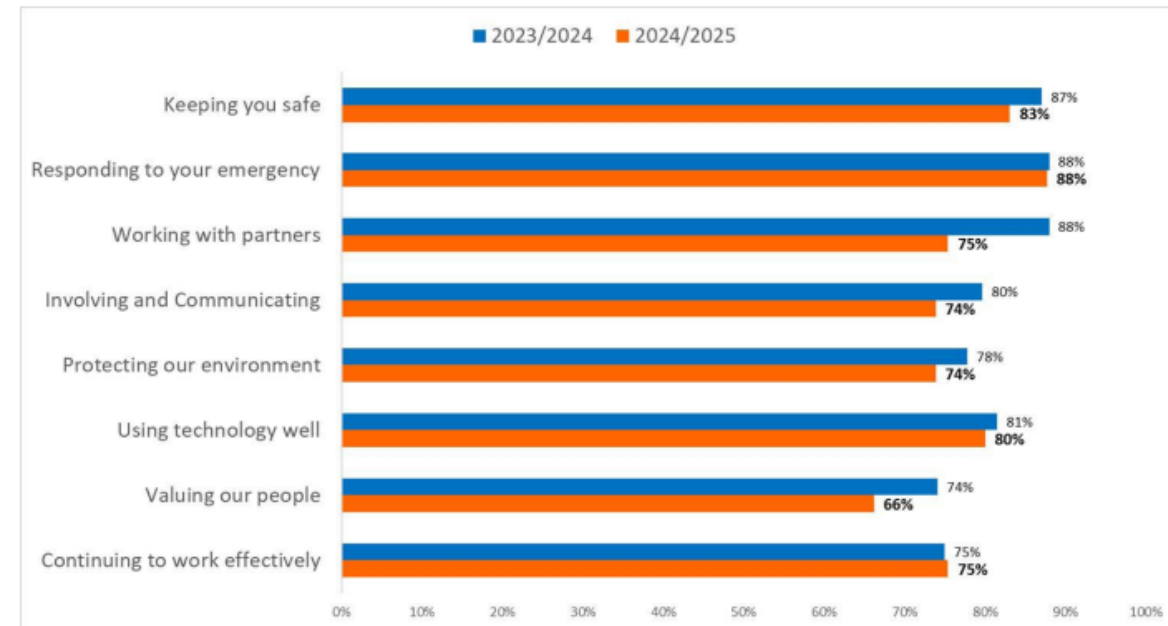
# WBO 4 – Safe, Confident and Empowered Communities

## South Wales Fire and Rescue Service (contd)

### Annual Improvement Plan Consultation

- Overall, there was broad agreement with the strategic objectives with 77% of responses indicating they ‘strongly’ or ‘somewhat agree’.
- Core areas of service delivery (‘Keeping you safe’ and ‘Responding to your emergency’) saw the highest levels of agreement.
- Lowest levels of agreement were for ‘Valuing our people.’

Agreement with Strategic Themes and Objectives – Annual comparison of consultation responses



# WBO 4 – Safe, Confident and Empowered Communities

South Wales Fire and Rescue Service

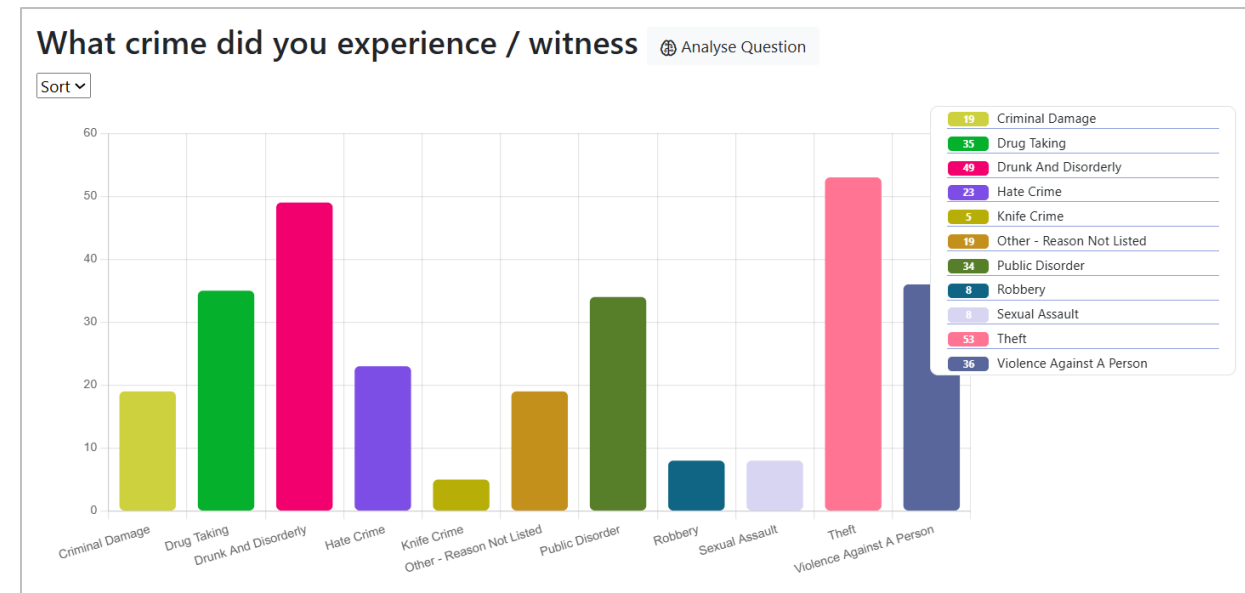
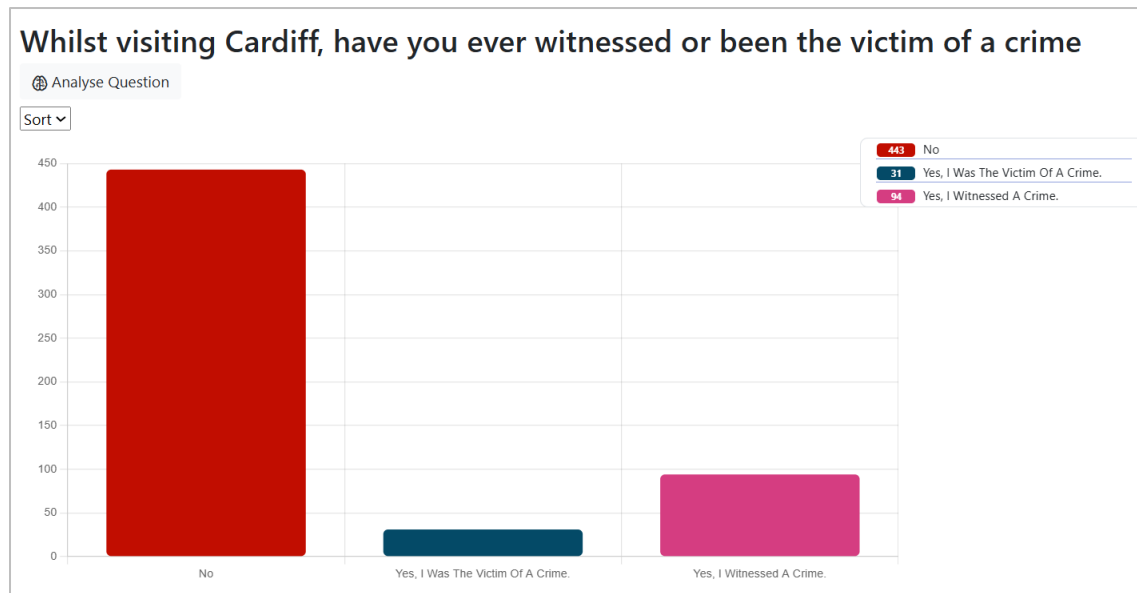
Cardiff Bay 999 Day (7 September 2024):

- Members of SWFRS's Media, Communications and Performance teams were on hand to ask visitors about the event and about fire safety in their homes. 187 people provided feedback, 181 of whom said that they had a working smoke alarm in their house. 97 of the 187 live in the Cardiff area, 95 of whom said that they had a working smoke alarm in their house.

# WBO 4 – Safe, Confident and Empowered Communities

## Cardiff Visitor Survey

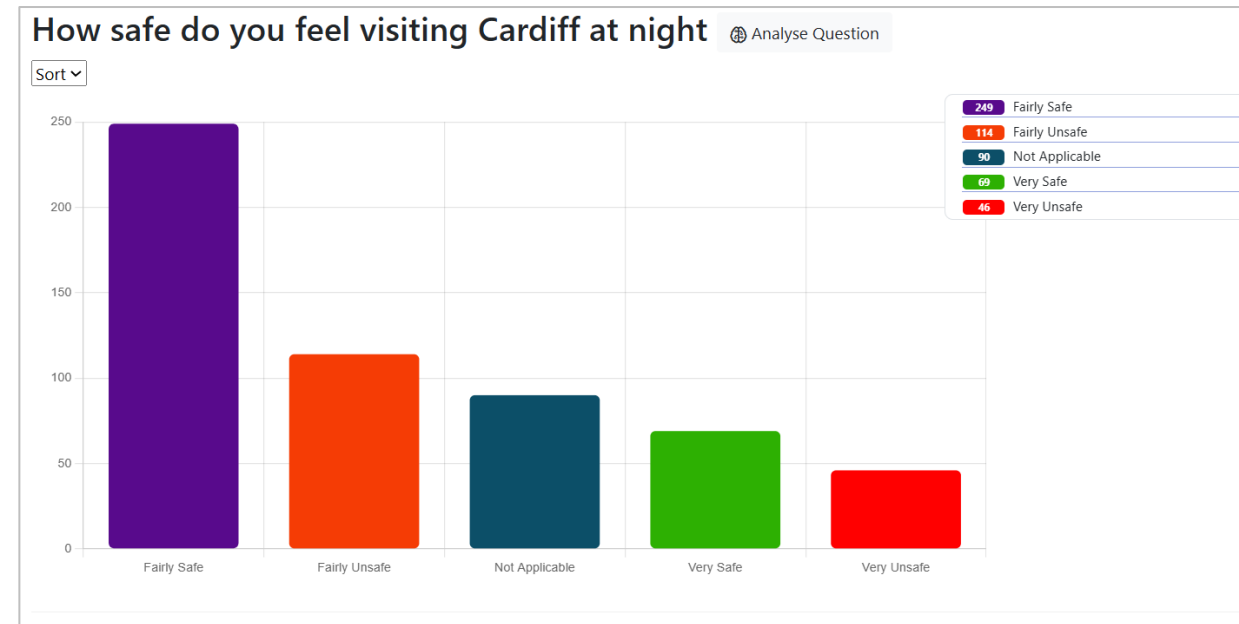
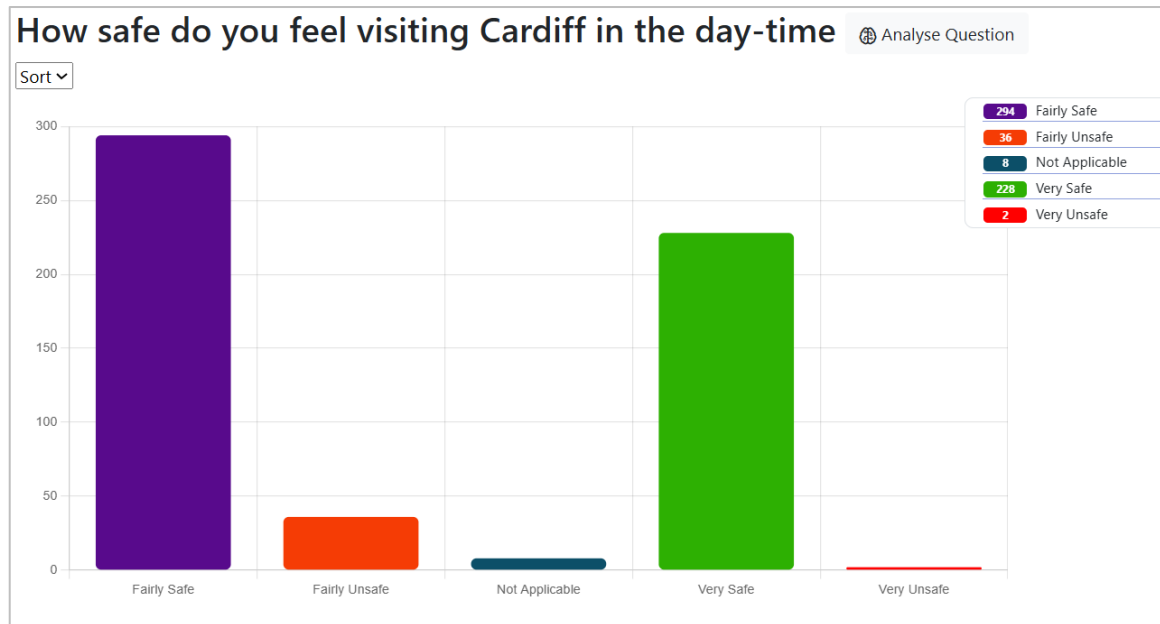
The Cardiff Visitor Survey, run by South Wales Police in Cardiff City Centre, looked at the feelings of safety and crime types experienced or witnessed. It was conducted in person by Police Community Support Officers (PCSOs) when available across the dates between September 2024 and January 2025 and received 568 responses.



Source: Cardiff Visitor Survey (2024-25), South Wales Police

# WBO 4 – Safe, Confident and Empowered Communities

## Cardiff Visitor Survey (contd)

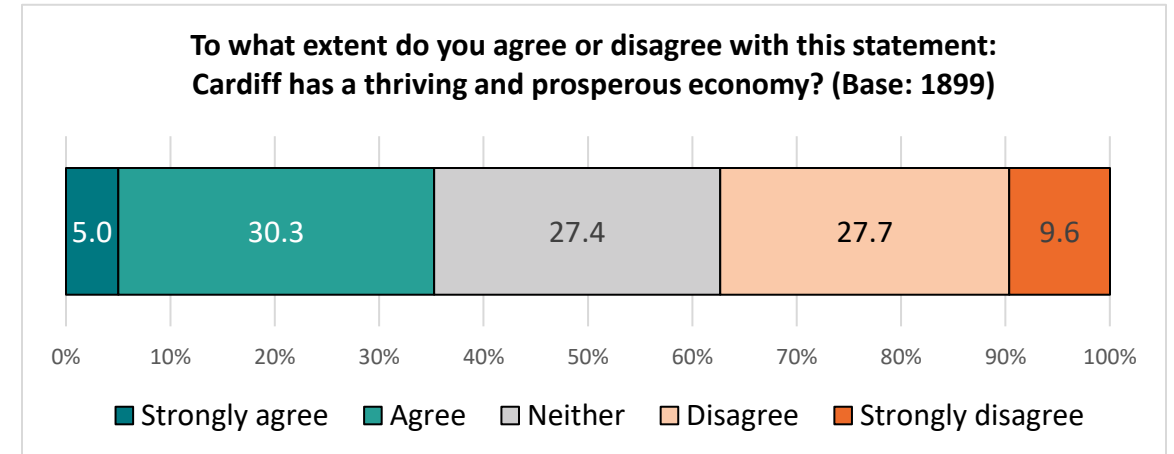




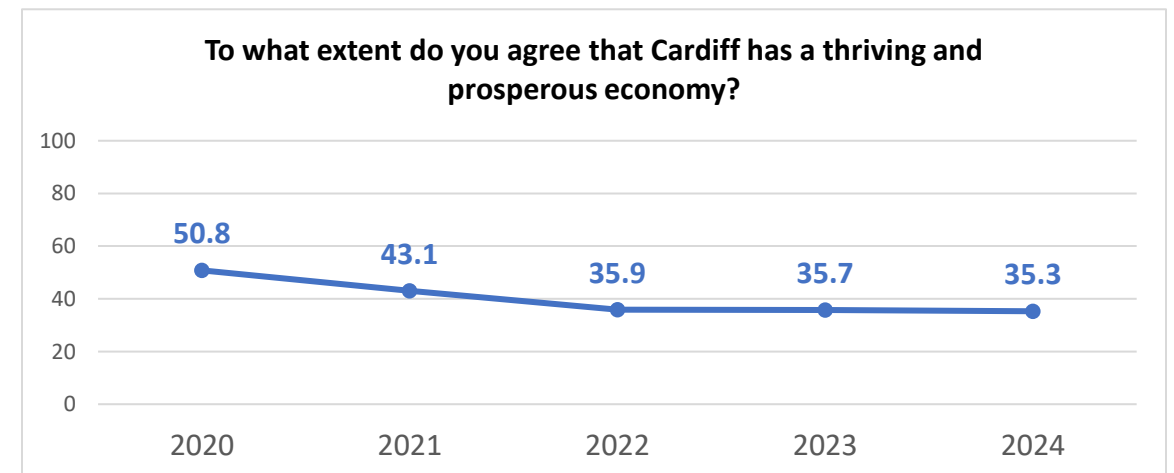
# WBO 5 – A Capital City that Works for Wales

## Cardiff's Economy

- The proportion of respondents agreeing that Cardiff has a thriving and prosperous economy has stabilised following a decline post-pandemic. Just over a third of respondents (35.3%) agreed with this statement, slightly less than the proportion who disagreed (37.3%).
- Responses were broadly consistent across the demographic and geographic groups analysed.



Excludes 'Don't Know' responses.

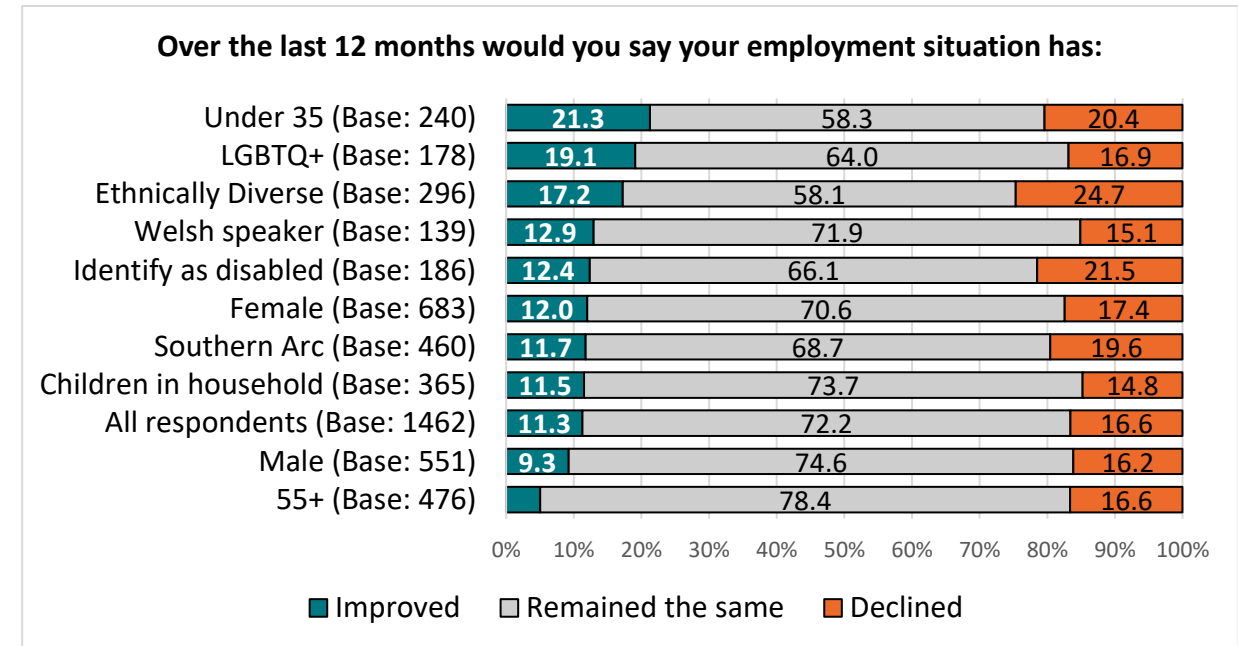


Source: Ask Cardiff Survey (2024)

# WBO 5 – A Capital City that Works for Wales

## Employment and Jobs

- Since 2021, respondents' employment situation has remained largely unchanged; over the past 12 months, 72.2% stated that their circumstances had stayed the same. However, there is a continuing upward trend in the proportion of respondents reporting a decline in their employment situation, rising from 11.0% in 2022 and 12.8% in 2023 to 16.6% in 2024.
- Respondents under 35 were the most likely to report an improvement in their employment situation over the past year (21.3%). Meanwhile, those aged 55 or older were more likely to state that their employment circumstances remained unchanged (78.4%). Respondents from ethnically diverse backgrounds were most likely to report a decline in their employment situation (24.7%).

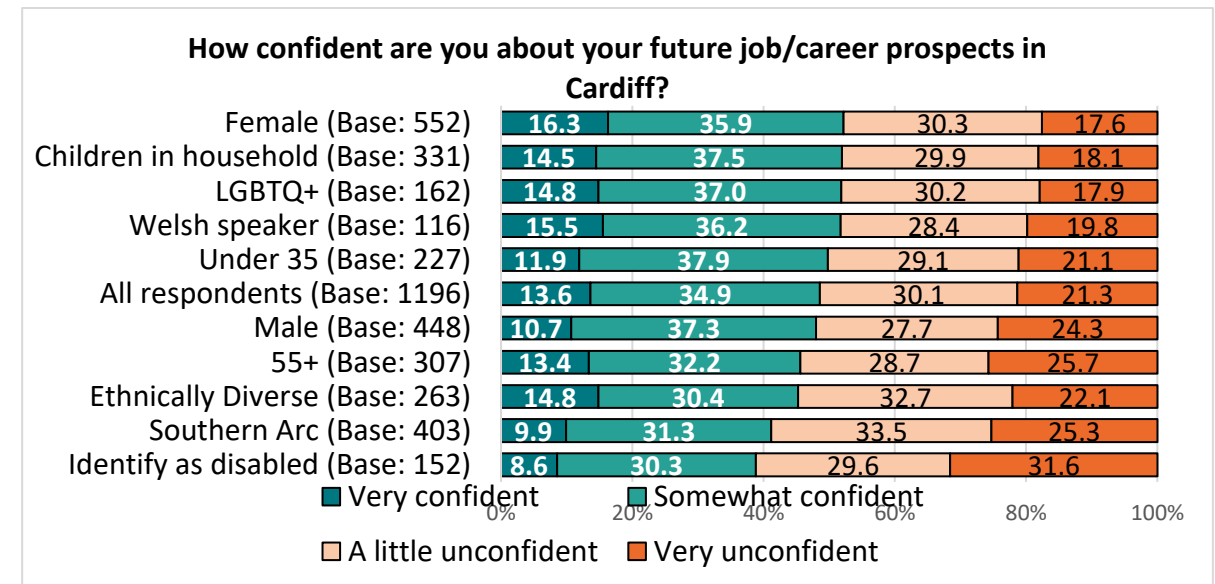


Base sizes shown in brackets; excludes 'Don't Know' and 'Not applicable' responses.

# WBO 5 – A Capital City that Works for Wales

## Employment and Jobs (contd)

- Confidence in future job and career prospects in Cardiff declined by ten percentage points, dropping from 58.8% in 2023 to 48.6% in 2024. This marks the lowest level recorded in the past six years, including the pandemic period.
  - Among the demographic groups analysed, four reported feeling more confident than unconfident about their job and career prospects: females (52.2%), individuals with children in their household (52.0%), those identifying as LGBTQ+ (51.9%), and Welsh speakers (51.7%).
  - As in previous years, confidence was lowest among respondents identifying as disabled, with only 38.8% expressing optimism about their job and career prospects- a decline from 45.9% in 2023.

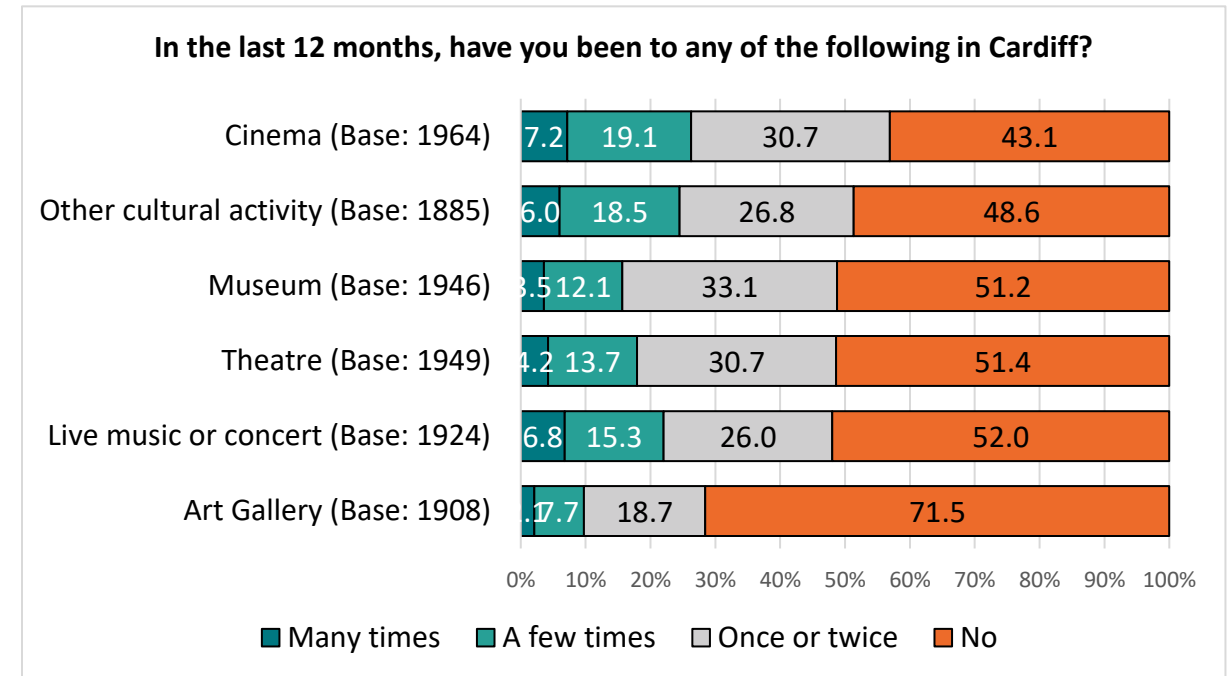


Base sizes shown in brackets; excludes 'Don't Know' and 'Not applicable' responses.

# 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 56.9% having been at least once in the previous year.
  - The proportion of respondents attending at least one cultural activity over the last 12 months remained stable (82.9%), but this is still below pre-pandemic levels.
  - As seen in previous surveys, 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. The proportion of residents from the most deprived areas of the city dropped by more than 10 percentage points, from 78.6% in 2023 to 66.5%.

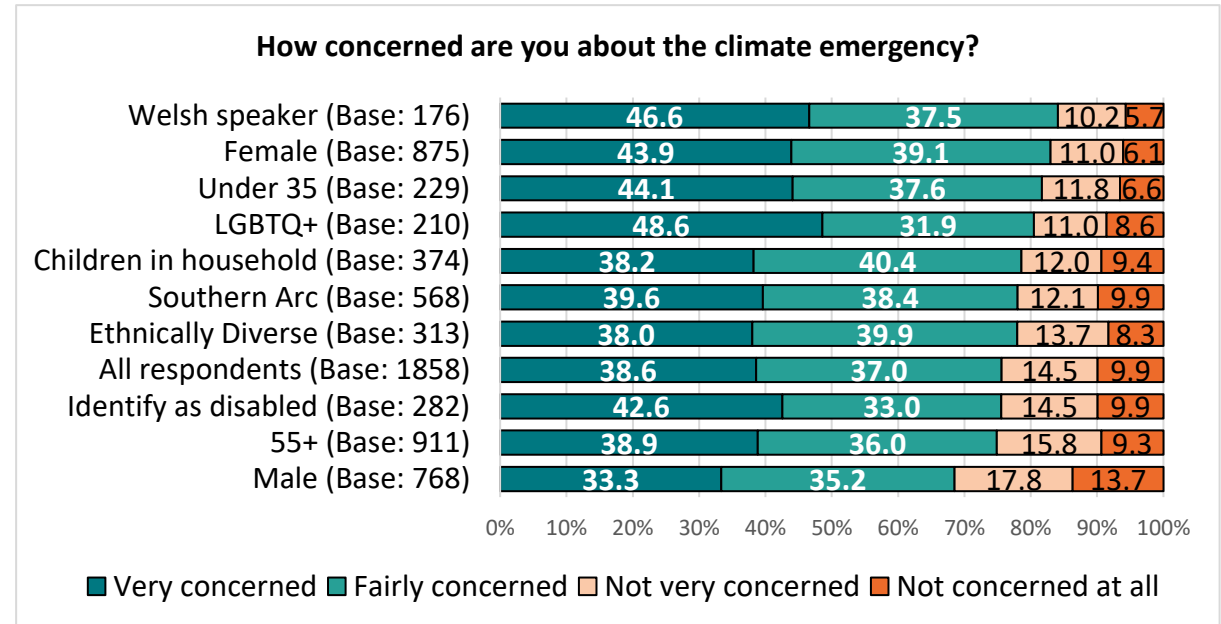


Base sizes shown in brackets; excludes 'Don't Know' responses.

# WBO 6 – One Planet Cardiff

## Climate Emergency

- Three quarters of respondents (75.6%) expressed concern about Climate Emergency, reflecting the findings of previous surveys.
- Levels of concern ranged from 84.1% amongst Welsh speakers to 68.5% amongst men.

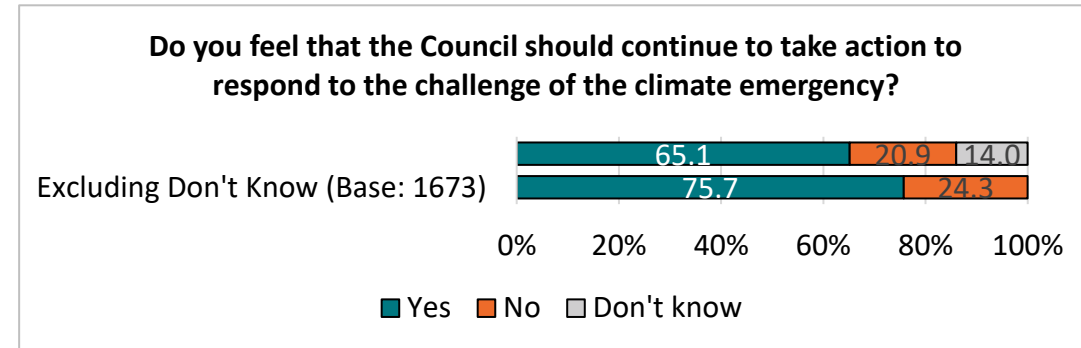


Base sizes shown in brackets; excludes 'Don't Know' responses.

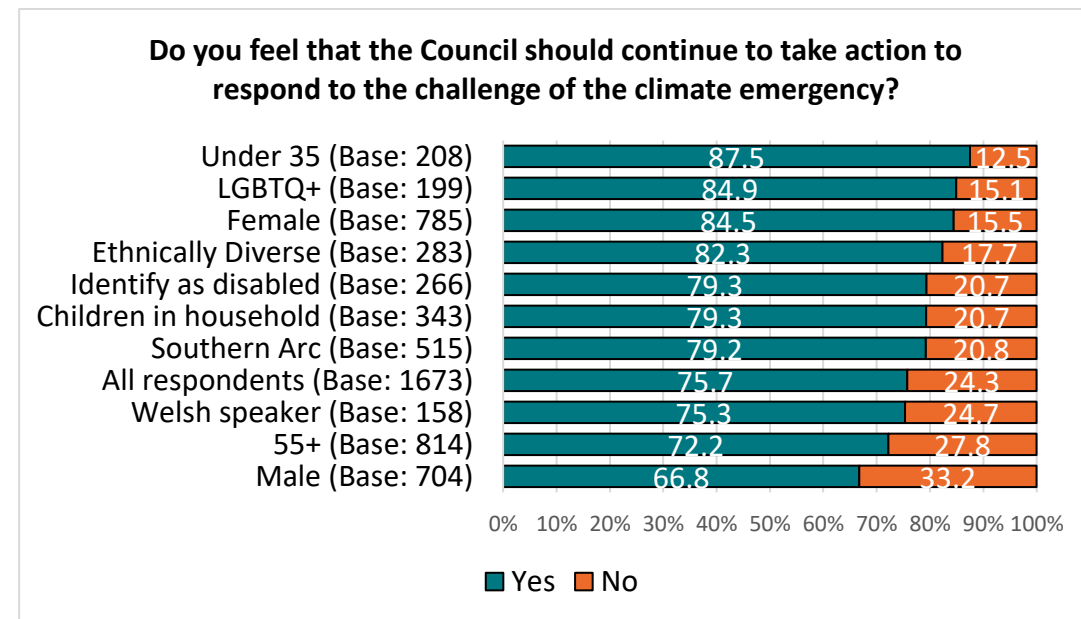
# WBO 6 – One Planet Cardiff

## Climate Emergency Response

- Looking at all responses, two-thirds (65.1%) felt Cardiff Council should continue to take action to respond to the challenge of the climate emergency, with a fifth (20.9%) feeling action is not needed; around one in seven (14.0%) were unsure. When excluding those answering, 'Don't know', three-quarters (75.7%) supported continued action, compared with 24.3% who did not.
- At least two-thirds of each demographic group analysed felt the Council should continue to take action to respond to the challenge of the climate emergency.



Base sizes shown in brackets.



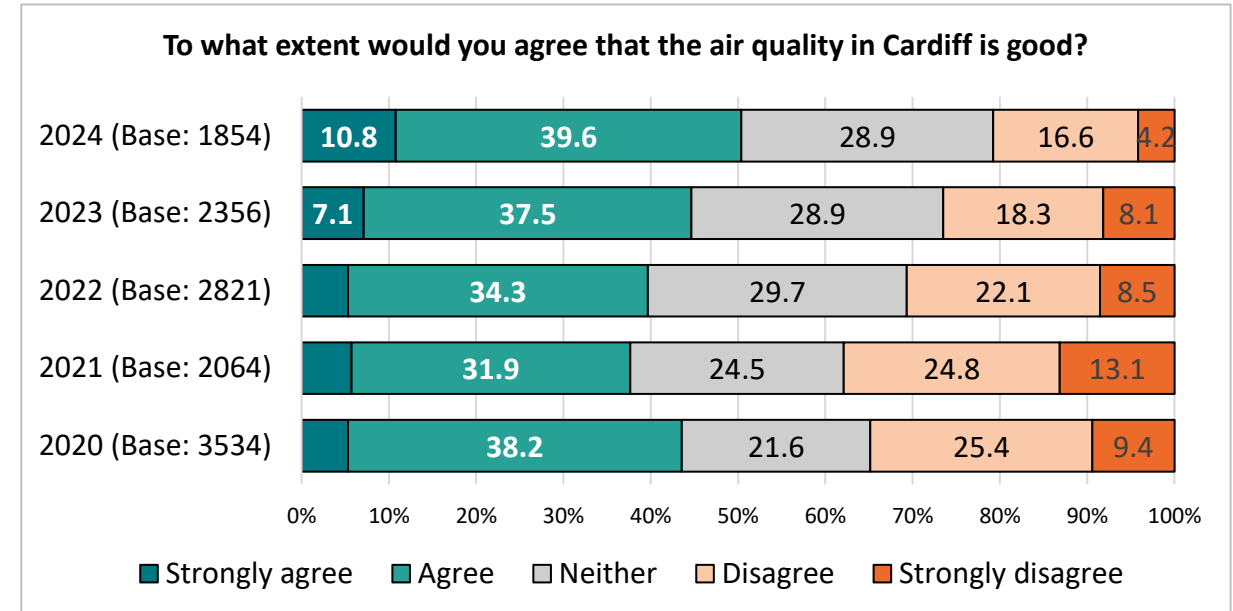
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2024)

# WBO 6 – One Planet Cardiff

## Air Quality

- Half of respondents rated air quality in Cardiff as good (50.4%), the highest proportion in the last five years (including in 2020 when lockdowns during the pandemic restricted the use of vehicles). One in ten (10.8%) ‘strongly agreed’ that the air quality in the city is good.
- More than three in five respondents from an ethnically diverse background (63.0%) rated air quality as good, contrasting with those identifying as disabled and women (47.1% from each).

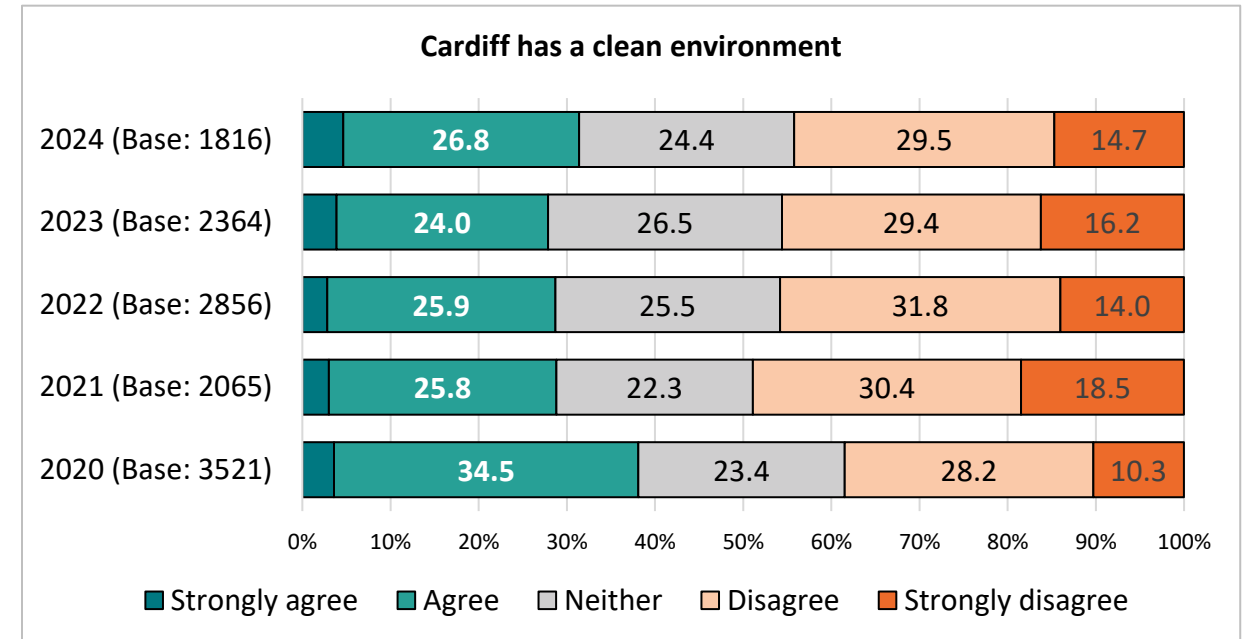


*Base sizes shown in brackets; excludes 'Don't Know' responses.*

# WBO 6 – One Planet Cardiff

## Clean Environment

- Three in ten respondents (31.4%) agreed that Cardiff has a clean environment, a slight increase from recent surveys, but below levels seen during and before the pandemic.
- Respondents from an ethnically diverse background were most likely to agree that 'Cardiff has a clean environment' (47.4%). Those identifying as disabled were least likely to agree (29.5%).



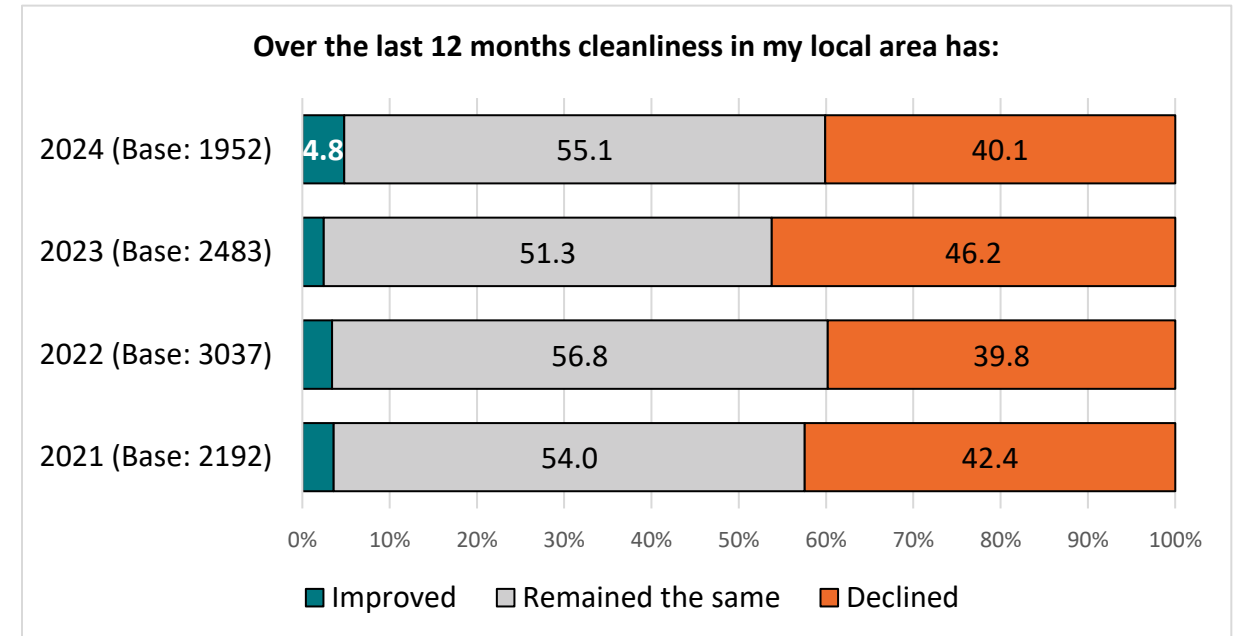
Base sizes shown in brackets; excludes 'Don't Know' responses.



# WBO 6 – One Planet Cardiff

## Clean Environment (contd)

- Most of those responding (55.1%) felt levels of cleanliness in their area had not changed over the previous year. Two in five (40.1%) felt cleanliness had declined, compared with one in twenty (4.8%) who felt it had improved.
- The proportion of those stating cleanliness in their local area had declined ranged from 26.7% of those aged under 35 to 44.7% of respondents living in the Southern Arc, reflecting the findings of previous surveys.



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

# WBO 6 – One Planet Cardiff

## Parks and Open Spaces

- As part of the Ask Cardiff 2024 survey, respondents were given a list of neighbourhood services and asked their level of satisfaction with each. Satisfaction with parks and open spaces (70.5%) was the second highest across the services (behind libraries/hub), although this was down from previous years when it had the highest satisfaction levels.

## Public Transport

- There was a notable increase in satisfaction with public transport compared with the previous year, rising 10.6 percentage points from 32.0% in 2023 to 42.6% in 2024. However, this figure dropped to 35.5% for those identifying as disabled.

## Recycling & Waste Collections

- 52.2% of respondents were satisfied with recycling & waste collections in 2024. This was up 20.4 percentage points from 31.8% in 2023 (during a time of industrial action) – the highest percentage point increase across the services included in the question.
- Respondents identifying as disabled showed the lowest level of satisfaction (45.4%).

# WBO 6 – One Planet Cardiff

## Secure Bike Parking

- Over four-fifths (83.8%) of respondents – to Cardiff Council Secure Bike Parking Survey – noted that they currently cycle in Cardiff, this included 81.0% who own their own bike. Respondents were far more likely to use a push bike over an Electric bike (79.3% and 19.0% respectively).
- Over half (55.4%) of respondent's cycle into the City Centre at least once a week, this includes one in six (16.0%) that cycle in daily. Over three in ten (31.3%) Rarely or Never cycle into the City Centre. Over three in four Ethnically Diverse respondents and those aged under 35 stated that they cycle into the City Centre at least once a week (77.3% and 76.5% respectively). Three in five (60.5%) males said they cycle in at least once a week; this is 13.6 percentage points higher than that of female respondents (46.9%).
- Almost three in five (57.0%) respondents cited 'Socialising / Meeting people' as the main reason for travelling into the City Centre by bike. This was followed by 'Shopping' (49.3%) and 'Work / Business' (48.9%). LGBTQ+ respondents were proportionally more likely than any other group to cycle in for 'Events' and/or 'Socialising/Meeting people' (43.4% and 73.6% respectively). Over three in four (77.4%) ethnically diverse respondents travel into the City Centre by bike for 'Work / business purposes', this is a rise of 28.5 percentage points when compared with the overall findings (48.9%). Three in five (59.4%) females cycle in for 'Shopping', this compares with 43.1% of male respondents.

# WBO 6 – One Planet Cardiff

## Secure Bike Parking (contd)

- Overwhelmingly, 'Safe storage of my bike' (76.4%) was the main issue that stops respondents using their bike to travel to the City Centre more often. Around three in ten cited 'Cycling on roads where there are no cycle lanes' and/or 'Weather' (29.4% and 28.1% respectively). One in ten (10.8%) allude to 'Width of Cycle paths / Cycle lanes'.
- Respondents identified 'Lock to bike stand' (55.8%) as the place where they'd most typically park their bike when in the city centre. This was followed by 'Take into office / shop / workplace' (35.1%) and 'Lock to street railings' (19.5%).
- Over three in four (76.8%) respondents disagreed with the statement 'I feel my bike is secure when I use the current facilities within the City Centre', including 46.7% who strongly disagreed.
- Around one in four (27.2%) respondents have had their bike stolen from Cardiff City Centre, whilst roughly one in five (22.6%) have had their bike damaged.
- One in four (25.4%) respondents are satisfied with cycling facilities in Cardiff.
- The vast majority (89.1%) of respondents would like to see new secure bicycle parking within the city centre.

# WBO 6 – One Planet Cardiff

## Secure Bike Parking (contd)

- When asked 'On a scale of 0 to 10, where 10 is 'Very likely' and 0 is 'Will never use', how likely would you use secure open-air cycle stands?', over half (53.5%) of respondents provided a score of at least 7 out of 10, including 23.7% who provided the maximum score of 10 out of 10. However, over one in four (27.9%) returned a score of 3 or less, including 18.5% who gave the lowest score of zero. The average score for this question was 5.9. Under 35's and those from an Ethnically Diverse background were the two groups most likely to use secure open-air cycle stands.
- Using the same scale for the use of secure enclosed cycle lockers, around two in three (65.0%) respondents provided a score of at least 7 out of 10, including 32.0% who provided the maximum score of 10 out of 10. One in five (20.1%) returned a score of 3 or less, including 14.2% who give the lowest score of zero. The average score for this question was 6.8. Under 35's and those that currently own a bike were the two groups most likely to use secure enclosed cycle lockers.
- Seven in ten (69.5%) respondents would like the option to pre-book a City Centre bike parking space online. For females, this figure was 79.9%.
- Four in five (79.2%) respondents would be happy to make a small payment to book a secure place in the City Centre.
- Two in three (67.0%) users of electric bikes would like the option to recharge their battery whilst it's parked.

# WBO 6 – One Planet Cardiff

## Flood Risk Strategy Consultation (Cardiff Council)

- Over three in five (64.0%) respondents agree that Cardiff Council is utilising a good method (i.e. using the catchments of the 3 main rivers in Cardiff so there is an ease of comparison and collaborative working between the Council and NRW). However, when 'No comment' responses are excluded from the analysis this sees agreement rise to almost nine in ten (88.4%).
- Two in three (66.1%) respondents feel that the council's objectives are reasonable and deliverable. However, when 'No comment' responses are excluded from the analysis this sees agreement rise to over three in four (78.0%).
- Almost three in five (58.0%) respondents feel that the measures deliver the Council's strategic objectives. However, when 'No comment' responses are excluded from the analysis this sees agreement rise to over three in four (77.6%).
- Two in three (67.2%) respondents agree with the Council's approach of using The Welsh Governments Community at Risk Register to prioritise its actions. However, when 'No comment' responses are excluded from the analysis this sees agreement rise to almost nine in ten (88.6%).

# WBO 6 – One Planet Cardiff

## Nant Y Wedal River Restoration at Heath Park

- **Challenge:** Urban restoration, high public interest, budget, community buy in.
- **Issues:** Smell, aesthetics and fly tipping (motor bike) of the place. Poor environmental quality and Water Framework Directive failure.
- **Aim:** Improve the blue space for people and nature in Heath Park; and the quality and function of the water course of environment through the park, whilst delivering multiple benefits for community and people's wellbeing and amenity. When completed, this work will contribute towards Water Framework Directive improvements and urban ecological resilience.
- **Drop-In Session:** The public drop-in session had good attendance from the public who showed a keen interest in plans for the park and the Nant y Wedal. Overall, the public showed a positive view towards the project and agreed with the ideas put forward, although they were keen to see all bridges retained. Some members of the public discussed their involvement with the Friends of Heath Park group and tree planting along the stream. Their main concern was a loss of tree cover at the site. The public also discussed concerns with water quality and pollution in the Nant y Wedal. Several people mentioned that the stream is often 'cloudy'. Several people attended the event with their dogs, highlighting that Heath Park is an important area for dog walkers.
- **Survey:** Respondents were asked to share their opinion on the restoration ideas presented for Heath Park and the Nant y Wedal. They were asked whether they think the ideas would help to improve the stream and park. Of the respondents who answered, 71% said 'Yes', 22% said 'Unsure, more information needed' and 7% said 'No'. This shows that most of the respondents thought that the restoration ideas would improve the park.

# WBO 6 – One Planet Cardiff

## Gwent Levels

### Top 5 Priority Themes for the Gwent Levels:

As part of the strategic planning for the Gwent Levels, five key priority themes have been identified. These themes are crucial for enhancing the resilience and sustainability of the Gwent Levels' ecological networks, ecosystem services, and overall landscape.

- Semi-Natural Grassland Restoration
- Sustainable Farming Practices
- Fragmentation and Development Pressures
- Data and Mapping
- Restoring the Reen and Wetland Network

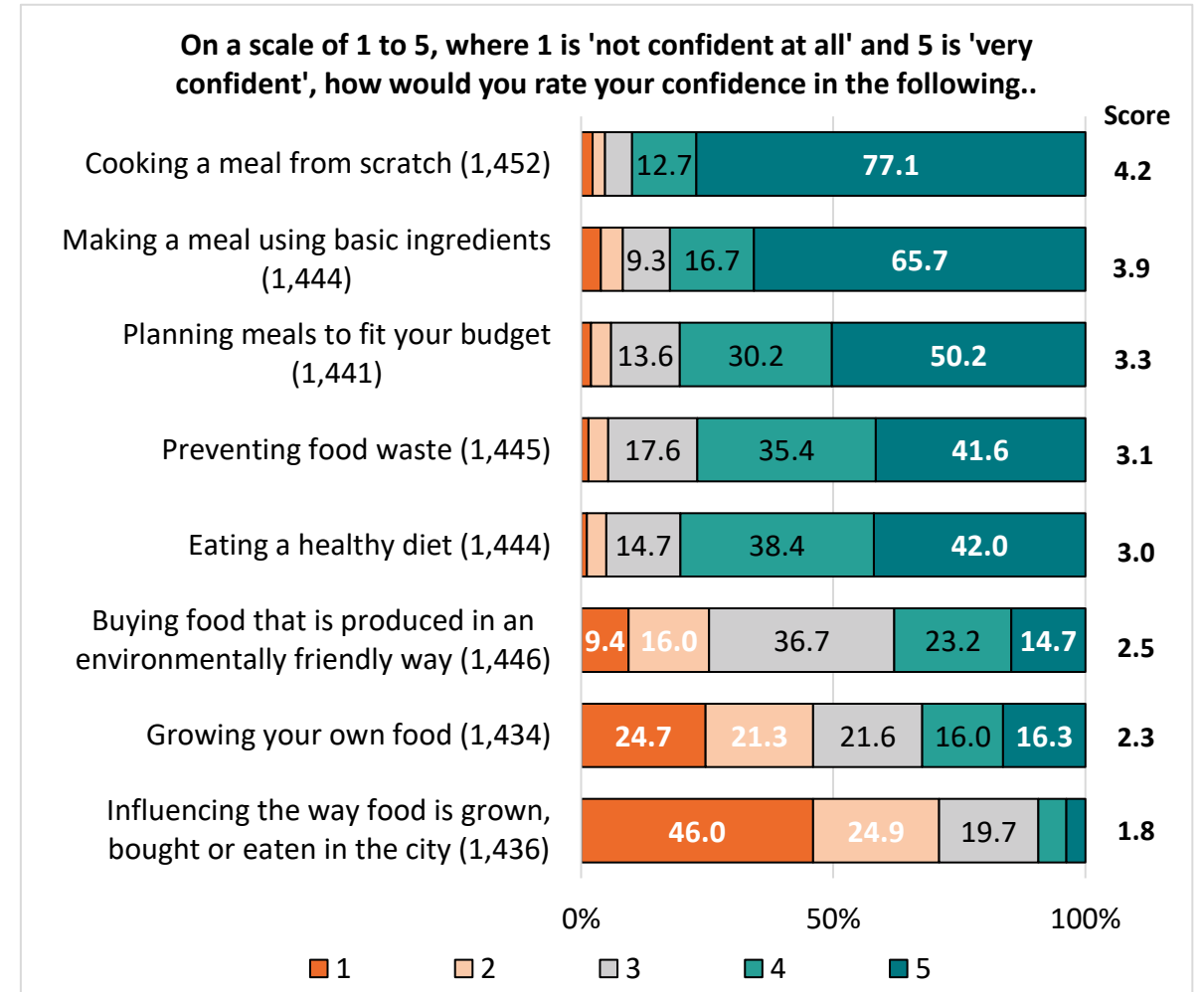
These priority themes represent a comprehensive approach to enhancing the resilience and sustainability of the Gwent Levels. By focusing on these key areas, we can ensure the long-term protection and enhancement of this unique and valuable landscape.



# WBO 6 – One Planet Cardiff

## Food Provision, Confidence and Buying Priorities

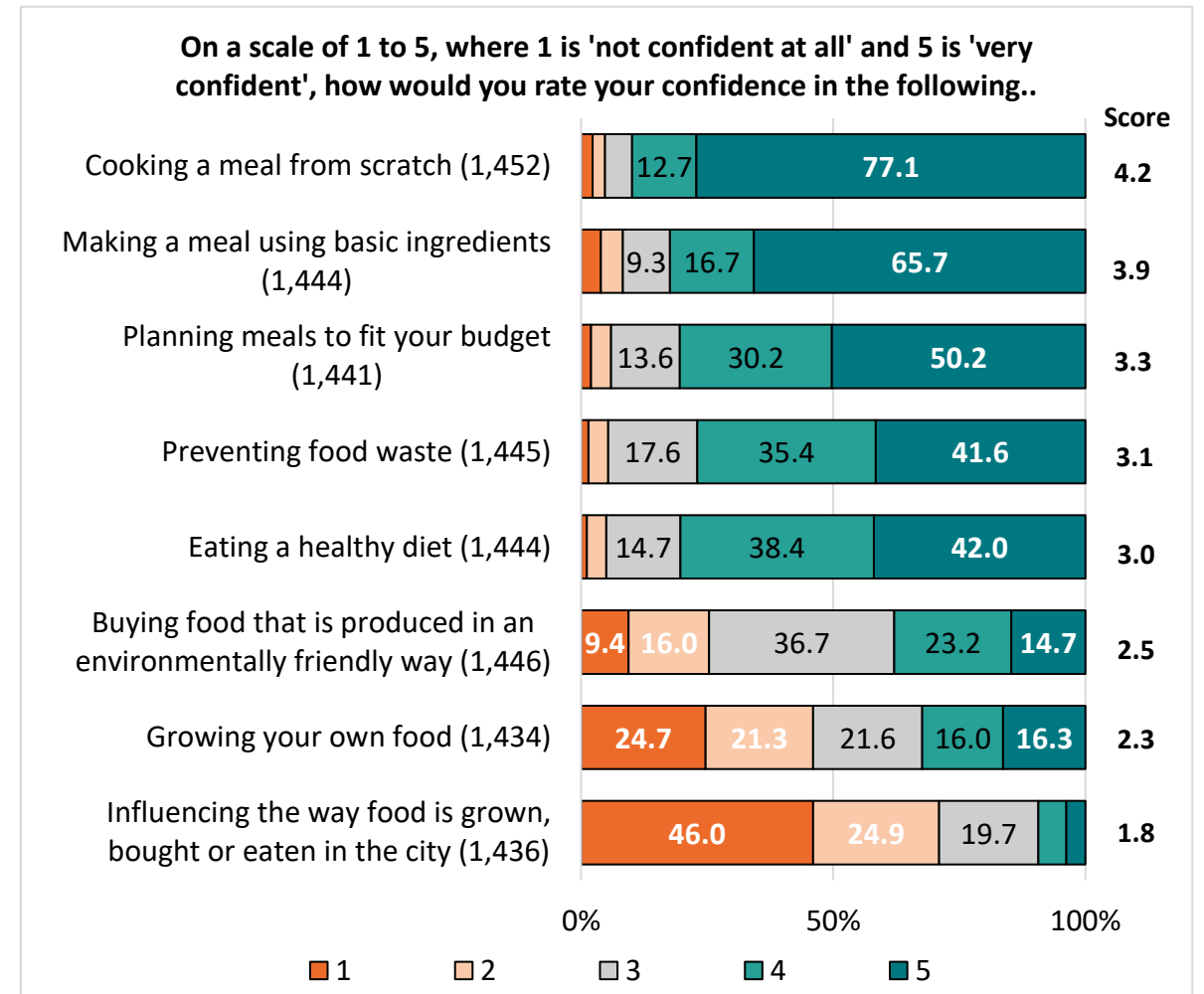
- Results from the City Wide Food Strategy Survey 2024 show that a large majority of respondents rely on supermarkets for their food needs. 82.9% identified large supermarkets as one of their top three food sources in the past 12 months, followed by budget supermarkets (57.6%) and small supermarkets (43.3%)\*.
- Respondents also rated their confidence in food-related activities on a scale of 1 to 5. Cooking a meal from scratch scored the highest, with 89.9% feeling very or fairly confident (4.2/5). Over 80% of those surveyed felt similarly confident in making meals with basic ingredients, planning meals to fit a budget, and eating a healthy diet. In contrast, only 9.3% felt confident about influencing how food is grown, bought, or eaten in the city, which generated a score of 1.8.
- Respondents were also asked to prioritise key factors when buying food. Points were assigned based on the order in which each priority was ranked, with a maximum of 9 points available per item - the higher the score, the more important the priority. 'Health / Nutrition' emerged as the top priority with a score of 6.9, as 27.8% ranked it first, and 66.5% placed it in their top three. This was closely followed by 'Cost' (scoring 6.6, with 29.3% naming it their top priority) and 'Taste' (scoring 6.4, with 20.1% awarding it first place).



# WBO 6 – One Planet Cardiff

## Local Awareness and Perceptions of a Good Food Movement

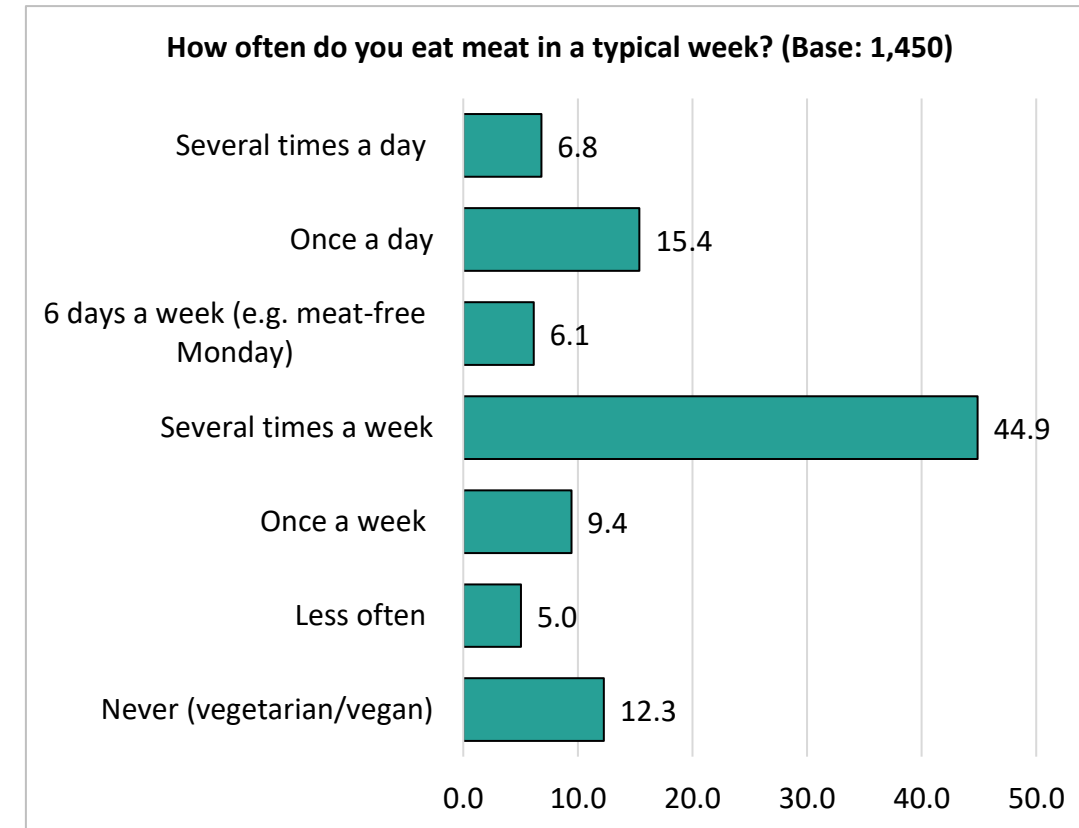
- Local awareness appears limited, as 68.3% of respondents were unaware of food-related activities in their area, and another 14.3% were aware but not interested in participating. The most common barrier cited for participation was a lack of time.
- Overall, 34.6% of respondents believe there is a movement for good food in Cardiff - a slight decrease from the previous survey's 36.6%. Notably, support for this notion varied by demographic group: 43.0% of ethnic minority respondents expressed belief in the movement, and there was a distinct gender split with 40.3% of females, compared to 27.8% of males, endorsing the idea.



# WBO 6 – One Planet Cardiff

## Meat Eating

- Over one in five (22.2%) respondents eat meat at least once a day, this includes 6.8% that eat meat several times a day in a typical week. Respondents eating meat several times a day has risen slightly on the previous survey (5.4%).
- The proportion of respondents eating meat at least once a day has risen by 1.9 percentage points when compared with the previous survey (20.3%).
- One in eight (12.3%) respondents indicated that they never eat meat. This is a fall of 3.7 percentage points when compared with the findings from the previous survey (16.0%).
- Although those aged under 35 recorded the highest proportion of respondents that eat meat several times a day across each of the demographics, this group also noted the largest proportion of respondents that never eat meat in a typical week (19.3%).

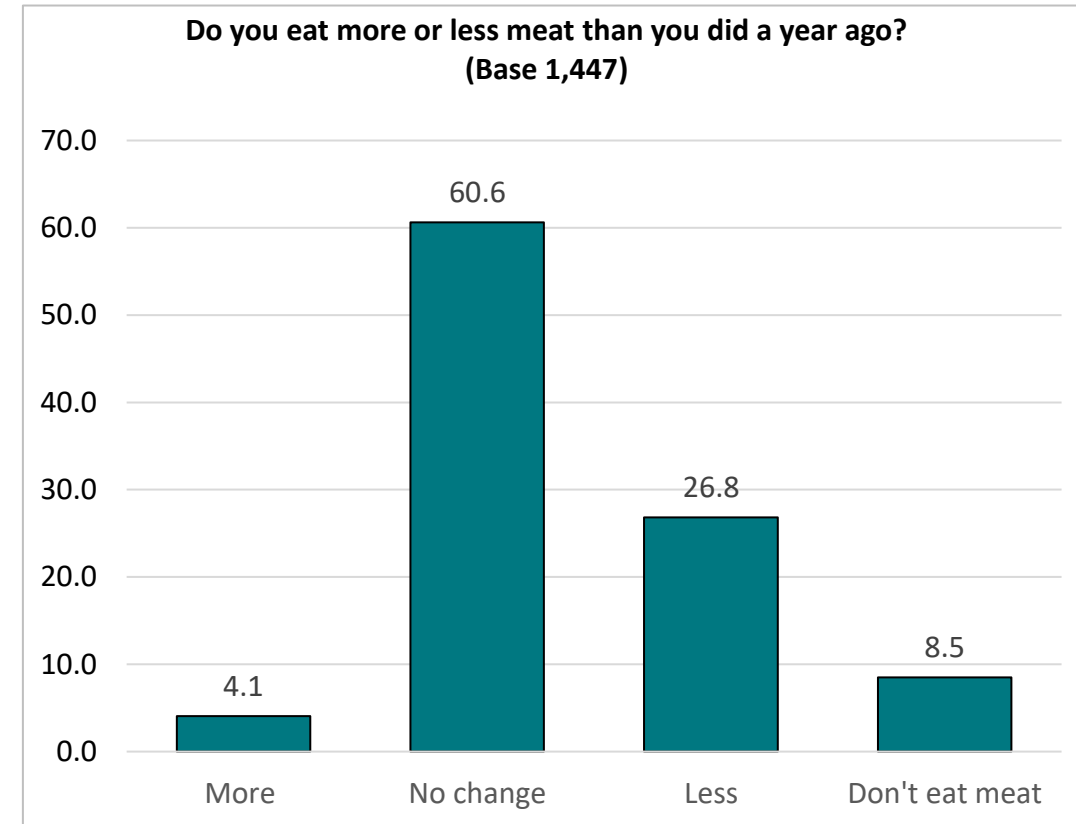


*Source: City Wide Food Strategy Survey (2024), Food Cardiff*

# WBO 6 – One Planet Cardiff

## Meat Eating (contd)

- Three in five (60.6%) respondents reported no change in their meat consumption compared with a year ago. Around one in four (26.8%) stated that they eat less, whilst 4.1% stated that they're currently eating more meat than they did a year ago.
- Respondents that indicated they eat less meat than they did a year ago were presented with a list of pre coded options and asked to identify the reasons why they're currently eating less meat. 'Health reasons' (50.1%) was seen as the main reason why respondents had decided to eat less meat. This was followed by 'Cost' (34.4%) and 'Environmental reasons' (33.6%). Around one in four (23.5%) cited 'Animal welfare'.
- Respondents aged under 35 and those from an Ethnic Minority were the two groups most likely to eat meat more than they did a year ago (13.5% and 10.1% respectively).
- Three in ten respondents that identify as disabled and those aged 55 stated that they eat less meat than a year ago (30.4% and 30.3% respectively).

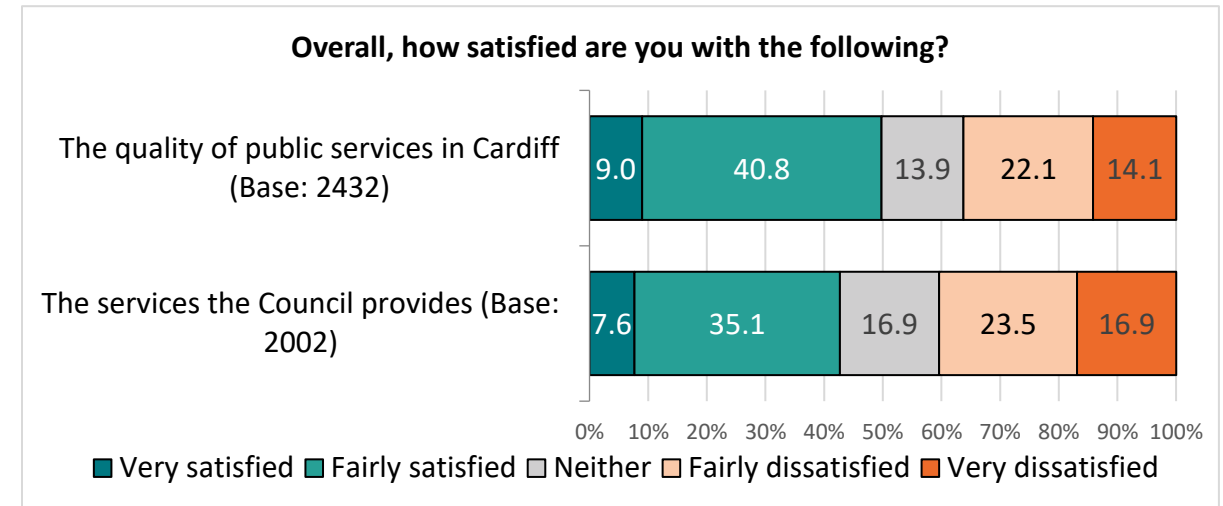


Source: City Wide Food Strategy Survey (2024), Food Cardiff

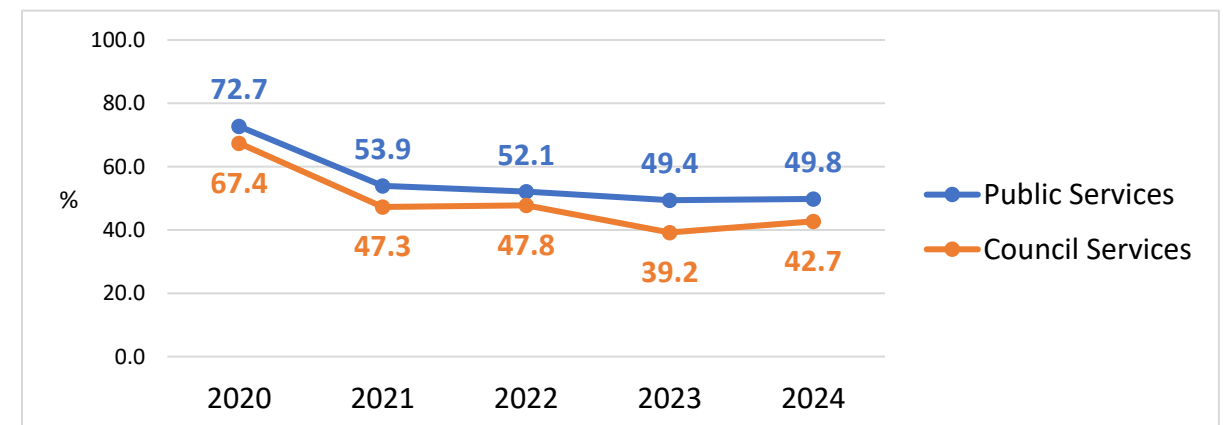
# WBO 7 – Modernising and Integrating our Public Services

## Satisfaction with Public Services

- Satisfaction with the quality of public services in Cardiff was similar to the results of the 2023 Ask Cardiff survey, with 49.8% rating themselves as 'satisfied' with public services. When asked specifically about the services Cardiff Council provides, satisfaction rose slightly, with 42.7% of respondents declaring themselves to be satisfied, up from 39.2% in 2023.
- There was a variation in satisfaction levels with the quality of public services across the different demographic groups analysed. Respondents from ethnically diverse backgrounds reported the highest satisfaction with public services in Cardiff (58.4%), while satisfaction was lowest among those who identified as disabled (44.8%).
- Similarly, respondents from ethnically diverse backgrounds also showed the highest levels of satisfaction with the services provided by the Council (52.1%), whereas satisfaction was again lowest among those identifying as disabled (36.7%), with a fifth of this group (20.1%) describing themselves as 'very dissatisfied.'



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

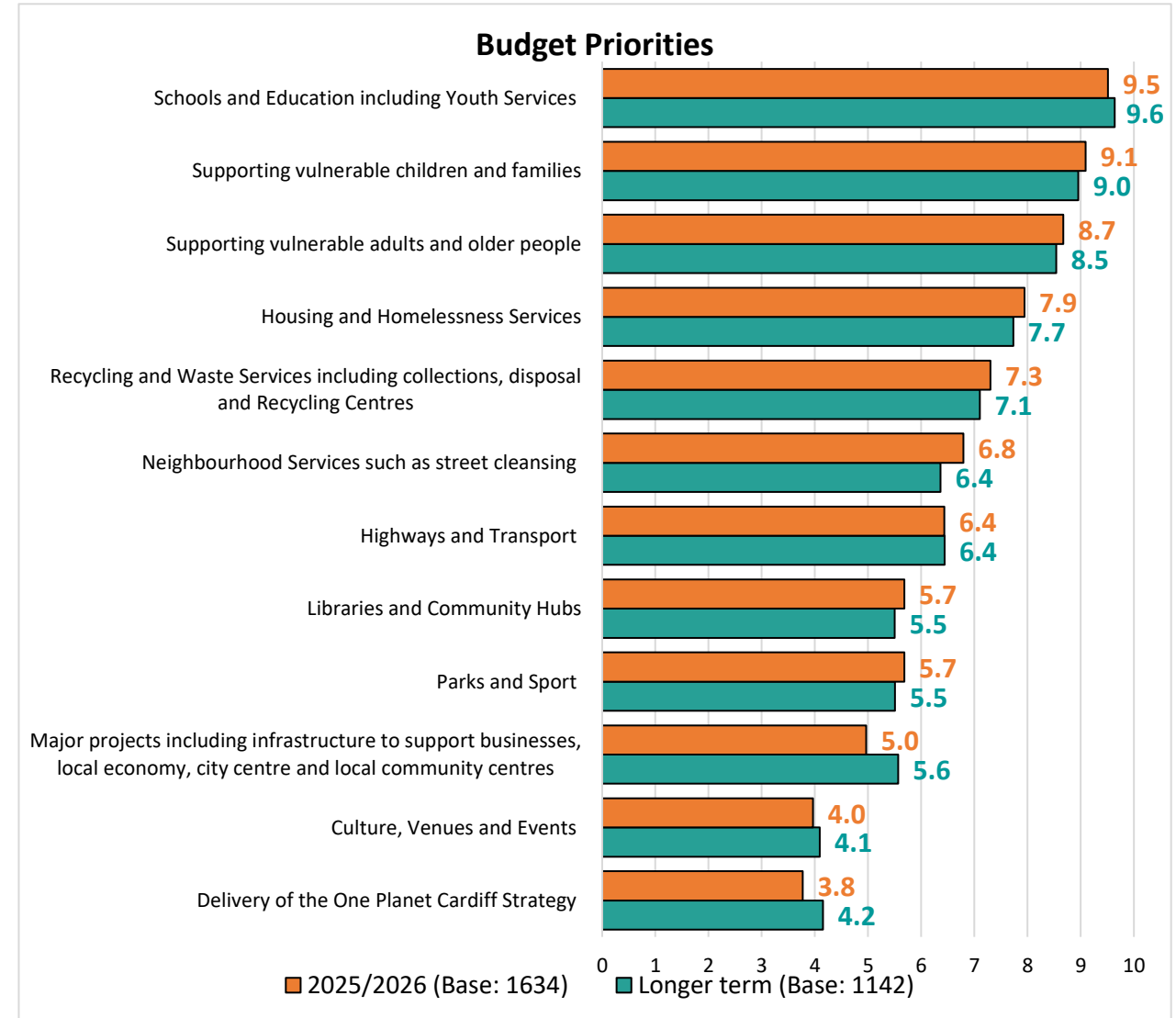


Source: Ask Cardiff Survey (2024)

# WBO 7 – Modernising and Integrating our Public Services

## Budget Priorities: Council Services

- As part of the 2024 Ask Cardiff survey, respondents were given a list of services\* provided by Cardiff Council and asked to prioritise available resources both for the next financial year, and in the longer term. Schools, Education and supporting vulnerable children and families were identified as the top three priorities.
- Cardiff Council subsequently conducted a consultation on its budget proposals for 2025/26 between January and February 2025. At least four in five respondents to the main survey agreed with proposals to increase funding for Children's Services (86.0%), Education and Schools (82.1%) and Adult Services (81.0%).
- As part of the Budget Consultation (main survey), respondents were given an opportunity to note other areas where they think the Council should increase spending. 947 comments were received, which were grouped into themes. The top three themes were:
  - Waste/ Environmental/ Street Cleansing
  - Highways/ Transport/ Pavements
  - Health



Source: Ask Cardiff Survey (2024); Cardiff Council Budget Consultation 2025/26: Main Survey

# WBO 7 – Modernising and Integrating our Public Services

## Accessing Council Services

- Most respondents (83.5%) currently access Council services online. Just over a quarter (27.4%) access services by phone, and almost one in five (18.3%) in person.
- The pattern of response was broadly similar across the demographic and geographic groups analysed, however, with some notable variations. All groups were most likely to access services online, but:
  - Respondents under the age of 35 were least likely to access services by phone (21.3%), but most likely to do so in person (30.9%).
  - Those identifying as disabled were most likely to access services by phone (36.1%), followed by respondents aged 55 or over (31.7%) and those living in the Southern Arc of the city (30.8%).
  - Older respondents were least likely to access services in person (15.5%).

### How do you currently access Council Services?

%	Base	Online	By phone	In person	Other
<b>All respondents</b>	<b>2224</b>	83.5	27.4	18.3	3.1
<b>Under 35</b>	<b>249</b>	78.7	21.3	30.9	4.0
<b>55+</b>	<b>922</b>	83.9	31.7	15.5	2.0
<b>Female</b>	<b>958</b>	84.3	28.8	18.7	2.5
<b>Male</b>	<b>827</b>	82.5	26.8	20.1	2.8
<b>Ethnically Diverse</b>	<b>384</b>	71.6	26.8	27.9	6.3
<b>Identify as disabled</b>	<b>305</b>	82.3	36.1	19.7	1.6
<b>Welsh speaker</b>	<b>181</b>	88.4	26.5	16.0	2.2
<b>Southern Arc</b>	<b>643</b>	77.8	30.8	23.6	3.1
<b>Children in household</b>	<b>418</b>	80.9	24.6	18.9	4.1
<b>LGBTQ+</b>	<b>217</b>	86.2	24.9	19.8	2.8

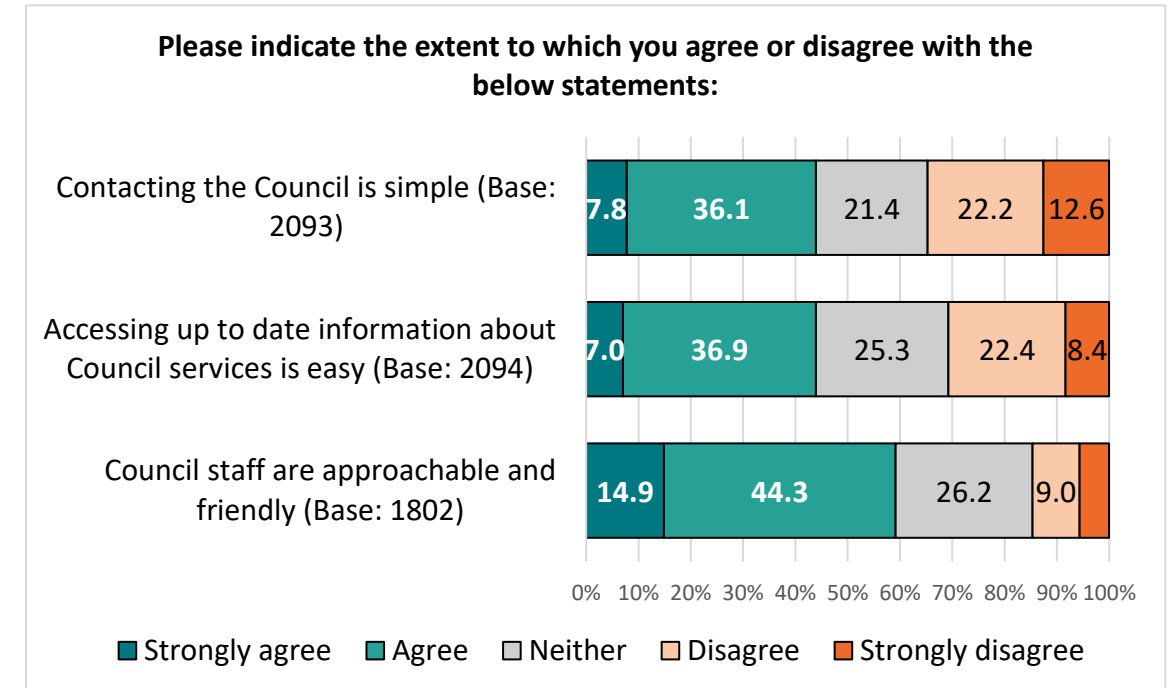
*Respondents could select multiple options so the total will exceed 100%.*



# WBO 7 – Modernising and Integrating our Public Services

## Experiences of Contacting Cardiff Council

- Three in five respondents (59.2%) agreed that “Council staff are approachable and friendly.” Two in five felt that “Contacting the Council is simple” and “Accessing up-to-date information about Council services is easy” (43.9% for each).
- Those who disagreed that “Contacting the Council is simple” were asked to explain their reasoning, resulting in 435 comments categorised into key themes:
  - Issues with C2C and contacting the Council by phone
  - Poor digital channels
  - Delays in responses or resolution times
- Respondents identifying as disabled were the least likely to agree that “Contacting the Council is simple” (39.0%), followed by those aged 55 or over (42.6%). These two groups also reported the lowest agreement levels on “Accessing up-to-date information about Council services is easy” (37.5% and 40.3%, respectively)

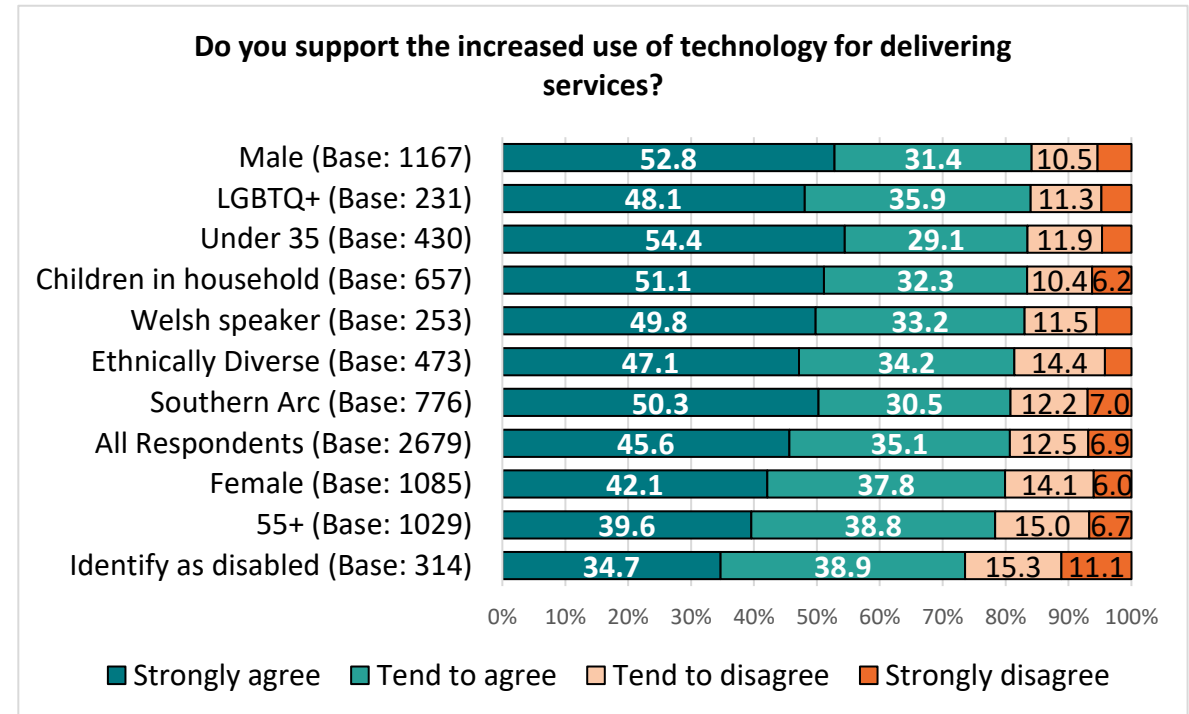




# WBO 7 – Modernising and Integrating our Public Services

## Using Technology to Deliver Services

- As part of Cardiff Council's 2025/26 Budget Consultation (main survey), respondents were asked if they support the increased use of technology for delivering services. Four-fifths of respondents (80.7%) agreed with this proposal.
  - Support for this proposal was highest amongst males (84.1%), members of the LGBTQ+ community (84.0%) and respondents under the age of 35 (83.5%). It was lowest amongst respondents identifying as disabled (73.6%), those aged 55 or over (78.3%) and females (79.9%).
- Respondents who disagreed with the proposal were asked to give further details; 402 comments were received, which were grouped into themes. The top three themes were:
  - Digital Literacy and Accessibility Concerns
  - Impact on Service Quality / Issues with Reliability and Efficiency of Current Technology / Services
  - Preference for Human Interaction

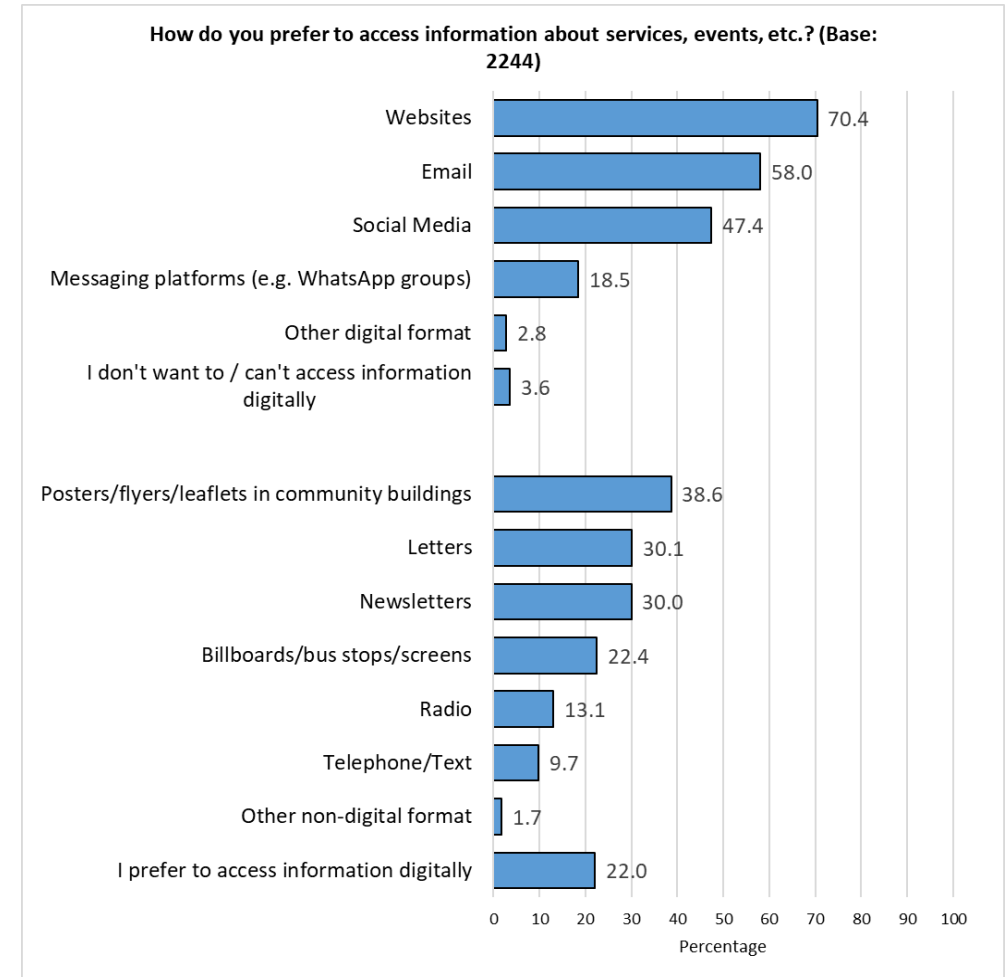


*Excludes 'Don't know/ No opinion' responses*

# WBO 7 – Modernising and Integrating our Public Services

## Preferred Ways to Access Information

- When asked about their preferred methods for accessing information - whether digital or non-digital - most respondents favoured online communication channels. The top three preferred sources remained consistent with 2023 results: websites (70.4%), email (58.0%), and social media (47.4%). Only a small percentage (3.6%) indicated that they 'don't want to / can't access information digitally.'\*
- Preferences also differed across demographic groups:
  - Welsh speakers reported the highest website usage (78.0%), while respondents from ethnically diverse backgrounds had a lower rate (63.7%).
  - Those with children in the household were more likely to use social media (58.0%), while older respondents aged 55 or over were the least likely to do so (41.6%).
  - Email was the preferred method among older respondents (64.1%), whereas younger respondents under 35 were less likely to use it (52.2%).
  - Newsletters remained more popular among older individuals (35.4%) compared to younger respondents (22.7%).

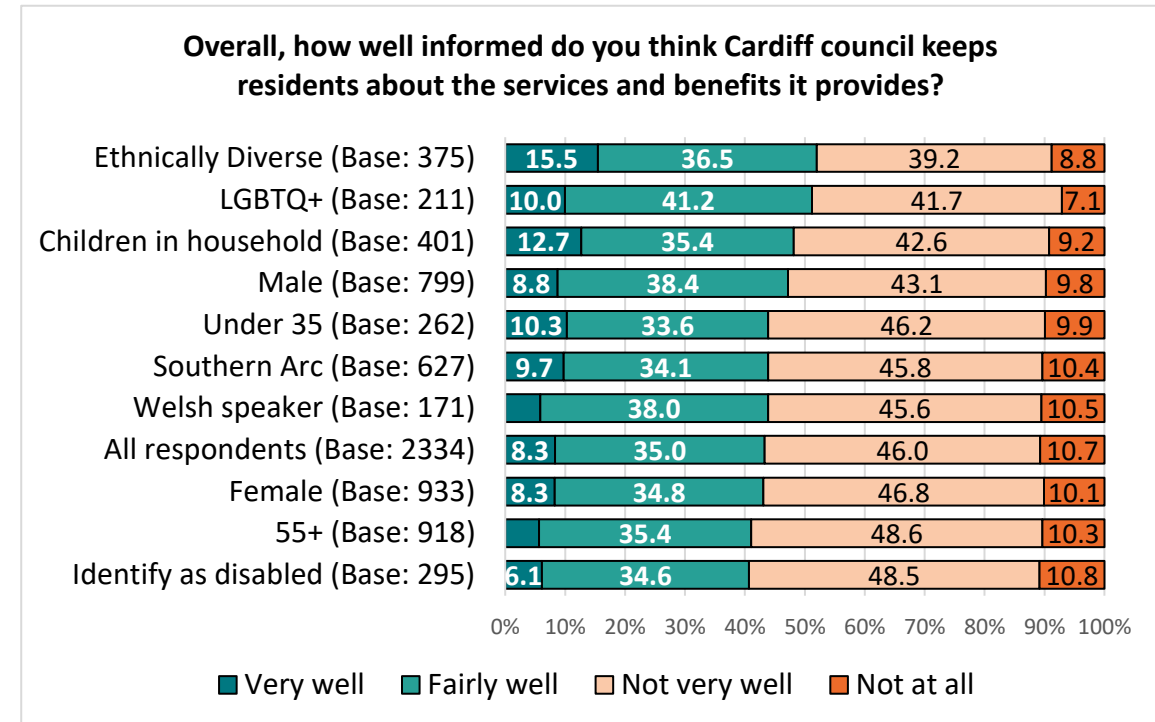


*Respondents could select multiple options so the total will exceed 100%.*

# WBO 7 – Modernising and Integrating our Public Services

## Keeping Residents Informed

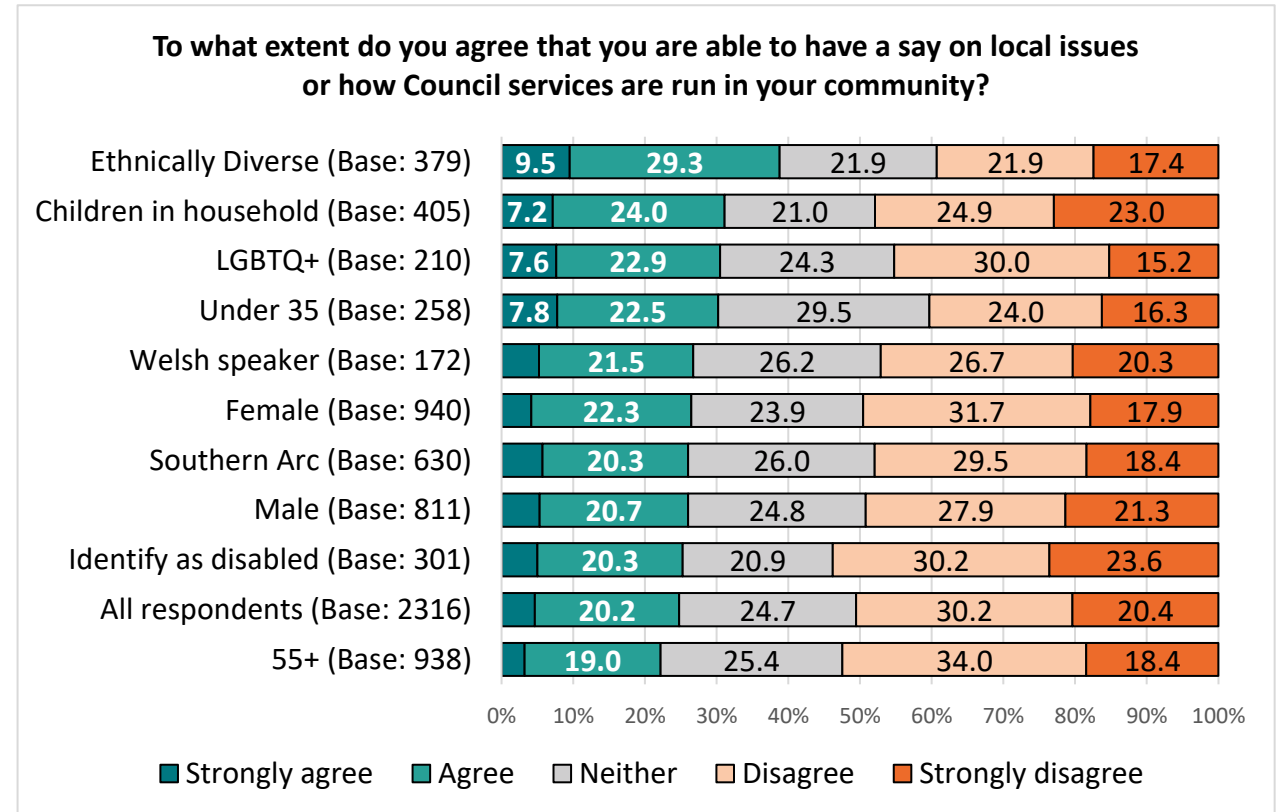
- A significant portion of respondents (43.3%) felt that Cardiff Council keeps residents informed about the services and benefits it provides 'very' or 'fairly' well. However, more than half (56.7%) believed that communication could be improved.
  - Perceptions varied across different demographic groups. Respondents from ethnically diverse backgrounds (52.0%) and those identifying as LGBTQ+ (51.2%) were more likely to feel well-informed by the Council. In contrast, individuals identifying as disabled (40.7%) and older respondents aged 55 or over (41.1%) reported lower levels of satisfaction with the information provided.



# WBO 7 – Modernising and Integrating our Public Services

## Having a Say on Local Issues

- Around a quarter of respondents (24.8%) 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 previous surveys.
  - Respondents from ethnically diverse backgrounds were most likely to agree with this statement (38.8%).
  - More than half of respondents who identified as disabled (53.8%), or those aged 55 or older (52.5%) disagreed.



# WBO 7 – Modernising and Integrating our Public Services

## Improving Equality, Diversity and Inclusion

- Between June and July 2024, Cardiff Council conducted a consultation on its new Strategic Equality Plan, gathering feedback through a survey and targeted face-to-face engagement. These discussions involved organisations acting on behalf of groups typically under-represented in consultations, and with individuals from under-represented communities.
- As part of the consultation, respondents were asked about the areas that Cardiff Council should focus on to improve equality, diversity and inclusion\*. The highest agreement figures were:
  - Safety (88.5%)
  - Education (83.7%)
  - Access to Services (80.6%)
  - Transport (80.2%).
- During stakeholder meetings, Access to Services emerged as a priority, particularly for Disabled and Older groups. For Women and Ethnically Diverse stakeholders, Employment & Progression was the most significant focus
- Respondents were also asked to choose the three priority areas most important to them personally and for Cardiff as a whole\*\*. In both cases, the overall top three concerns were, in order: Health, Education, and Housing.

**Priorities to Improve Equality, Diversity and Inclusion in Rank Order, from Highest Proportion to Lowest**

-	<u>for YOU</u>	<u>for CARDIFF</u>
<u>1</u>	<u>Health</u>	<u>Health</u>
<u>2</u>	<u>Education</u>	<u>Education</u>
<u>3</u>	<u>Housing</u>	<u>Housing</u>
<u>4</u>	<u>Safety</u>	<u>Transport</u>
<u>5</u>	<u>Transport</u>	<u>Safety</u>
<u>6</u>	<u>Employment &amp; Progression</u>	<u>Employment &amp; Progression</u>
<u>7</u>	<u>Access to services</u>	<u>Community Cohesion</u>
<u>8</u>	<u>Community Cohesion</u>	<u>Access to services</u>
<u>9</u>	<u>Physical Environment</u>	<u>Physical Environment</u>
<u>10</u>	<u>Other (please specify)</u>	<u>Other (please specify)</u>