

Consultation Overview Report 2026

*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:

- **999 Day Cardiff Feedback (2025):** Feedback was collected at South Wales Fire and Rescue Service's Cardiff 999 Day event in September 2025, including a short survey with 108 responses and a children's survey with 25 responses.
- **ALN Provision Consultation (2026):** A consultation was undertaken in 2026 to gather views on proposals to increase specialist provision for children and young people with Additional Learning Needs (ALN) in Cardiff, focusing on Autism / Social Communication Needs, Complex Learning Needs and Emotional Health and Wellbeing Needs. Engagement included online surveys, written responses and stakeholder participation.
- **Annual Tenants Survey (2025):** The Annual Tenants Survey gathered feedback from 1,041 council tenants and leaseholders on their experiences of housing services.
- **Annual Transport Survey (2025):** The annual online survey, undertaken between July and August 2025, gathered 1,974 responses from Cardiff resident and others on travel behaviours, satisfaction with transport services and priorities for future investment.
- **Ask Cardiff Survey (2025):** 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](#).
- **Blackweir Live Survey (2025):** Blackweir Live was a new addition to Cardiff's programme of major concerts in summer 2025. A survey was undertaken between August and September 2025 to gather residents' views on the events. The online survey received 1,716 responses.
- **Cardiff Council Budget Consultation (2025/26):** The 2026 consultation on budget proposals for 2026/27 was undertaken between January and February 2026, using online surveys, face-to-face engagement and targeted outreach to residents and stakeholders. The report can be viewed [here](#).
- **Cardiff Regeneration Strategy Consultation (2026):** A consultation on the draft strategy gathered 780 responses from residents and stakeholders. The report can be viewed [here](#).
- **Cardiff Replacement LDP - Vision and Objectives Consultation (2025):** The Final Consultation Report (2025) draws on earlier (2021) engagement, including an 8-week consultation with over 800 survey responses, to inform the LDP vision and objectives for Cardiff to 2036. The report can be viewed [here](#).
- **Cardiff Youth Council - LDP Engagement with Young People (2025):** As part of the development of Cardiff's Replacement Local Development Plan (LDP), engagement with young people took place between March and April 2025. The work was delivered by the Child Friendly Cardiff team in partnership with schools and Cardiff Youth Council, using workshops, surveys and creative activities to gather views. Around 50 young people took part. More information can be found [here](#).

Consultation & Engagement: Sources (contd)

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

- **Child Friendly Cardiff - City Centre Engagement (2025):** A pop-up engagement event was held in Cardiff City Centre in April 2025 to understand the experiences of children, young people and families. Around 150 participants shared their views through informal discussions and written responses.
- **Child Friendly Cardiff Youth Summary Report (2023-2026):** The report draws on engagement with young people aged 11-18 through the Committee of Experts, who evaluated Cardiff's progress as a Child Friendly City across four priorities: children's rights, participation, place, and inclusion. Engagement was undertaken through discussions, group activities and evaluation sessions, incorporating lived experience and wider participation work. The report can be found [here](#).
- **Children & Young People Participation Survey (2025):** A co-produced survey designed with young people gathered 122 responses to understand how they want to be involved in Children and Youth Services.
- **Climate Matters to All Engagement (2025):** A community-led engagement project was delivered in 2025 by Cardiff Third Sector Council (C3SC), and Natural Resources Wales (NRW), working with grassroots organisations to engage marginalised groups across Cardiff in conversations and collect evidence to support partners' consideration of climate policy development and delivery. The project used flexible, person-centred approaches to gather views on climate change actions and issues. The report can be found [here](#).
- **Clinical Services Plan Engagement (2026):** The 2026 Public Engagement Report draws on a 20-week engagement programme in 2025, involving over 3,500 participants, to shape a ten-year clinical services plan for the Cardiff & Vale University Health Board.
- **Community Matters: Living and Coping with Dementia Project (2025):** C3SC, working with seven community organisations, engaged 187 people affected by dementia between April and October 2025, including people with dementia, carers, families and friends. Through focus groups and one-to-one conversations, the project explored experiences of dementia support services, barriers to access, support needs and opportunities to improve dementia care across Cardiff, with particular focus on carers and minority ethnic communities. The report can be found [here](#).
- **Community Matters: Neurodiversity Pathways Project (2025):** C3SC, working with Cardiff and Vale University Health Board and community organisations, engaged with parents and carers of neurodivergent children to better understand their experiences of accessing support and diagnosis pathways, through focus groups and one-to-one conversation. As this is an interim report, findings are emerging and will inform the next stages of the project. The report can be found [here](#).
- **Community Pathways: Substance Misuse Project (2025):** C3SC, working with six community organisations, delivered a programme of engagement between February and May 2025 to understand how people experience substance misuse services across Cardiff. The project engaged 169 individuals with lived or living experience of substance misuse, alongside families, carers and community members, through focus groups and one-to-one conversations. The report can be found [here](#).
- **Corporate Parenting Consultation (2025):** A consultation with care-experienced young people was undertaken in March 2025 to inform the development of the Corporate Parenting Strategy. Engagement was delivered through supported sessions with young people, capturing their lived experiences and views. The report can be found [here](#).

Consultation & Engagement: Sources (contd)

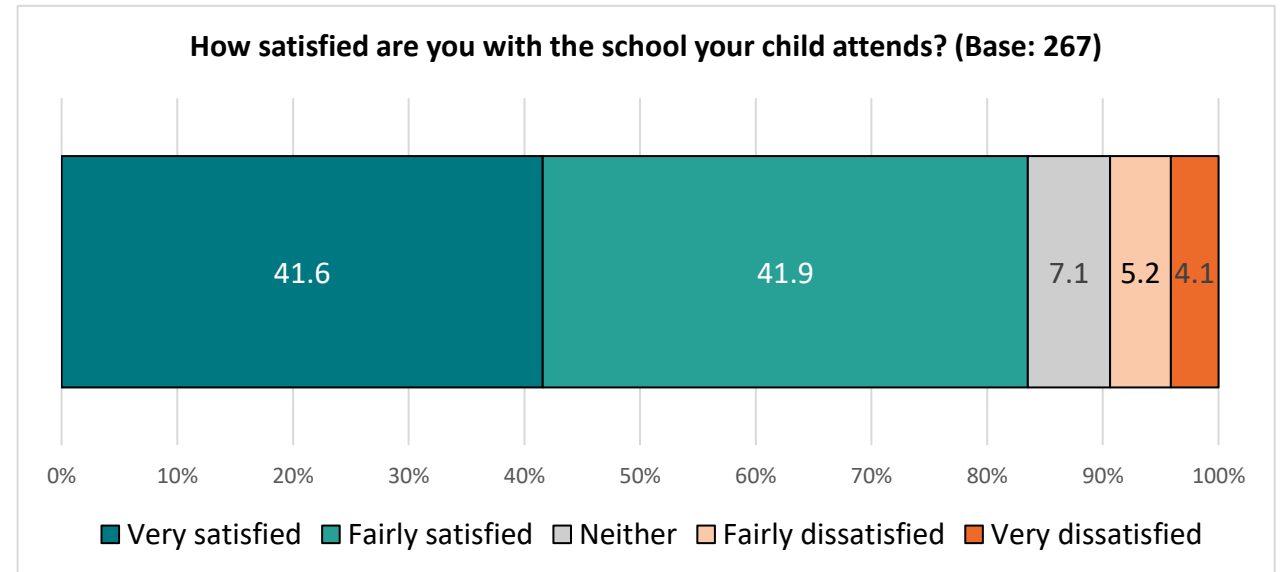
The results of the following consultation and engagement exercises have been considered:

- **Food Cardiff Conversations (2025):** A series of workshops were held in March 2025 with around 90 participants from diverse communities across Cardiff. The engagement explored what people value about food, what is not working, and what needs to change to create a healthier, fairer and more sustainable food system. The report can be viewed [here](#).
- **Have Your Say: Consultation and Engagement Opportunities (2025/26):** Produced by C3SC, this report provides an overview of consultation responses, engagement activities and community-led research undertaken with third sector organisations and seldom-heard communities across Cardiff during 2025/26. It highlights how community and voluntary sector voices have informed local strategies, policies and service development. The report can be found [here](#).
- **Inclusion in Schools Engagement (2025):** Engagement on inclusion in Cardiff schools was undertaken in 2025, combining an online survey of 332 parents and carers with wider engagement with children and young people to understand their experiences of school
- **Neurodivergent Friendly Cardiff Strategy Consultation (2025):** A consultation was undertaken on the draft strategy to gather views and help shape future ambitions. The consultation included a main survey (683 responses), a youth survey (95 responses), and an easy-read survey (25 responses). The report can be found [here](#).
- **Parks Volunteering Survey (2025):** A survey was undertaken between October and November 2025 to understand volunteering with Cardiff Parks, with 222 responses from current, past and potential volunteers.
- **Population Needs Assessment: Babies, Children and Young People Engagement (2026):** C3SC was commissioned to undertake engagement to inform the Babies, Children and Young People chapter of the Cardiff and Vale Population Needs Assessment. Working with partner organisations, C3SC engaged children, young people, volunteers and professionals to explore factors affecting health and wellbeing, the challenges facing young people, gaps in support services and priorities for improving outcomes. The report can be found [here](#).
- **Short Breaks Fund for Unpaid Carers Report (2025/26):** C3SC administered the Cardiff and Vale Short Breaks Fund on behalf of the Regional Unpaid Carers Board, providing grants to voluntary and community organisations to deliver respite and wellbeing activities for unpaid carers. The programme supported 2,179 carers and gathered feedback from participants and providers on the impact of short breaks, carers' experiences, barriers to participation and lessons for future service development. The report can be found [here](#).
- **Visitor Levy Consultation (2025-2026):** A statutory consultation was undertaken between December 2025 and March 2026 to inform proposals for introducing a visitor levy in Cardiff, generating 1,908 survey responses alongside wider engagement including stakeholder interviews, public drop-in sessions, workshops and written submissions.
- **Youth Service Strategy Consultation (2025):** A consultation was undertaken between October and December 2025 to inform the Draft Youth Service Strategy 2026-2030, with 75 responses from stakeholders across sectors. The process also drew on engagement with young people to capture their experiences and priorities.

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Satisfaction with Schools

- Ask Cardiff is an annual survey of people living, working and visiting Cardiff, providing feedback on public services.
- As part of the 2025 survey, respondents with a child in their household who attends school were asked whether they were satisfied with the school their child attends.
- The majority of respondents (83.5%) reported that they were satisfied with their child's school.



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School Inclusion: What do Children and Young People Say?

In developing Cardiff's Education Inclusion Strategy, children and young people were engaged to understand how it feels to be a learner in Cardiff.

- Children and young people shared their positive experiences in school, for example:
 - Their culture, language and religion is respected
 - That there are adults in their school that they trust
 - They feel included in group work or activities
- They also shared aspects of school life which were less positive, for example:
 - Getting told off in front of the whole class
 - Teachers giving more attention to the 'loud' Pupils
 - School rules not always being fair for everyone
 - Seeing posters and signs which don't reflect people 'like me'

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School Inclusion: What do Children and Young People Say?

- Learners were also asked what was important to them and what made them feel included. Children and young people felt that:
 - Everyone, including those who are shy, anxious or feel different should be welcome, safe and treated equally
 - Choice, participation and being taken seriously makes them feel respected, improves their confidence and leads to a better school for everyone
 - They want adults in schools to notice when they are struggling, and they want someone to check in on them so that they feel safe and valued
 - Their opinions and ideas should be sought especially if they are not confident or 'popular'

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School Inclusion: What do Parents and Carers Say?

Feedback was also gathered from parents and carers from across Cardiff in relation to school inclusion. Respondents were asked to indicate their level of agreement with a range of statements covering different themes.

- In relation to school experience, the three statements with the highest levels of agreement (Strongly Agree + Tend to Agree), each with around four in five respondents agreeing, were:
 - 'My child has friends in school' (85.0% agreed)
 - 'My child feels safe in school' (84.4% agreed)
 - 'My child is happy in school' (79.7% agreed).
- The statements with the highest levels of disagreement (Strongly Disagree and Tend to Disagree) were:
 - 'My child is able to cope with the level of teaching - not too challenging or too boring' (17.4% disagreed).
 - 'My child has opportunities to take part in extracurricular activities e.g. after-school clubs, lunchtime activities' (16.9% disagreed).
 - 'The school takes action to address issues raised' (15.4% disagreed).

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School Inclusion: What do Parents and Carers Say?

- In relation to school ethos, support and engagement, the three statements with the highest agreement (Strongly Agree + Tend to Agree), each with around four in five respondents agreeing, were:
 - 'My child's teacher cares about the pupils' (83.8% agreed)
 - 'My child's school has a clear set of values' (81.0% agreed)
 - 'My child's school provides a welcoming environment to parents and responds positively to parental comments/feedback' (77.8% agreed).
- The statements with the highest levels of disagreement (Strongly Disagree and Tend to Disagree), with around one in five respondents disagreeing, were:
 - 'My child's school provides lots of help and support with transitioning from one school to another, within a school year' (21.7% disagreed).
 - 'My child's school provides opportunities for my child to contribute their views to their school' (19.4% disagreed).
 - 'The school's communication with parents and carers is accessible, using various formats to support families with diverse needs and languages' (18.4% disagreed).

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School Inclusion: What do Parents and Carers Say?

- In relation to additional support, the three statements with the highest levels of agreement (Strongly Agree + Tend to Agree) were:
 - 'I know how to make the school aware of any concerns I have that my child is not making progress' (85.6% agreed)'.
 - 'I know how to make the school aware of any concerns I have that my child may need extra help or have additional learning needs' (81.8% agreed).
 - 'The school gives me good feedback on the progress my child is making' (69.6% agreed).
- The statements with the highest levels of disagreement (Strongly Disagree and Tend to Disagree) were:
 - 'The additional learning provision my child gets is helping them progress' (38.1% disagreed)
 - 'The school is able to work with a wide range of support services beyond their own school staff to meet children's needs' (29.4% disagreed).
 - 'Children who have a particular aptitude are given encouragement and opportunities for more challenging work and to excel' (28.2% disagreed).

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School Inclusion: What do Parents and Carers Say?

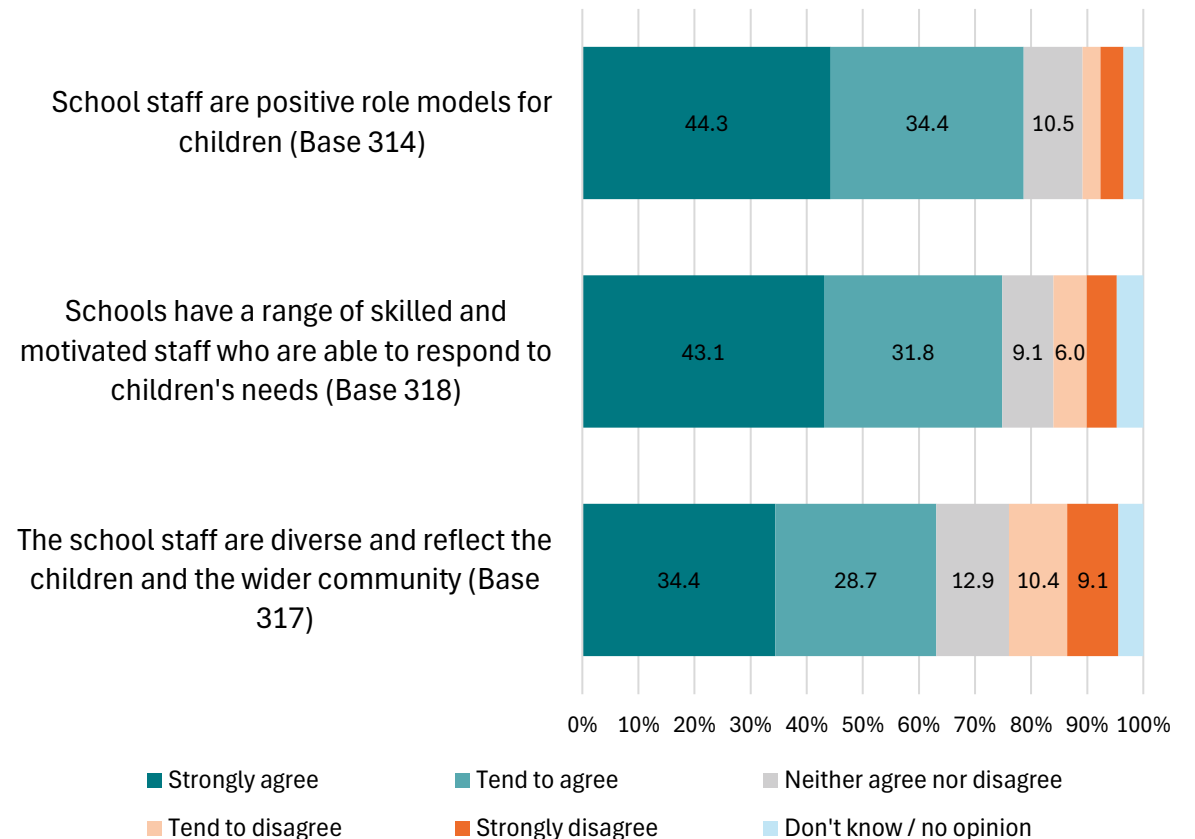
- In relation to attendance, behaviour and curriculum, the three statements with the highest levels of agreement (Strongly Agree + Tend to Agree), with over seven in ten, rising to nearly nine in ten agreeing, were:
 - The school highlights the importance of good attendance (87.9% agreed)
 - Positive achievements (such as good behaviour or attendance) of children are celebrated and rewarded (76.2% agreed).
 - The school has a clear policy on children's behaviour (74.4% agreed).
- The statements with the highest levels of disagreement (Strongly Disagree and Tend to Disagree), with around one in five respondents disagreeing, were:
 - The curriculum can respond to my child's needs and interests (21.4% disagreed)
 - The school tackles poor behaviour effectively (20.8% disagreed)
 - There is a clear and effective response to bullying (19.0% disagreed).

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School Inclusion: What do Parents and Carers Say?

- In relation to school staff, respondents were asked to indicate their level of agreement with the following statements:
 - Schools have a range of skilled and motivated staff who are able to respond to children's needs (78.7% agreed, 11.3% disagreed).
 - The school staff are diverse and reflect the children and the wider community (74.8% agreed, but around one in five - 19.6% - disagreed).
 - School staff are positive role models for children (63.1% agreed, 7.3% disagreed).

How much do you agree with the following statements?



Source: Inclusion in Schools Engagement (2025)

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Provision for Children and Young People with Additional Learning Needs (ALN)

A consultation gathered feedback on proposals to increase specialist provision for children and young people with Additional Learning Needs in Cardiff. Proposals focused on provision for Autism/ Social Communication Needs, Complex Learning Needs, and Emotional Health and Wellbeing Needs.

Complex Learning Needs

- 86.7% of respondents supported proposals for new specialist resource bases (13.3% disagreed).
- Pupils were broadly supportive, recognising the importance of tailored support and inclusion, while raising concerns around space, traffic, and maintaining calm learning environments.

Autism / Social Communication Needs

- 83.9% of respondents supported proposals, with 10.7% opposed and 5.4% neutral.
- Pupils were largely supportive, highlighting improved inclusion and access to education, though awareness of provision was initially low and some concerns were raised around space and traffic.

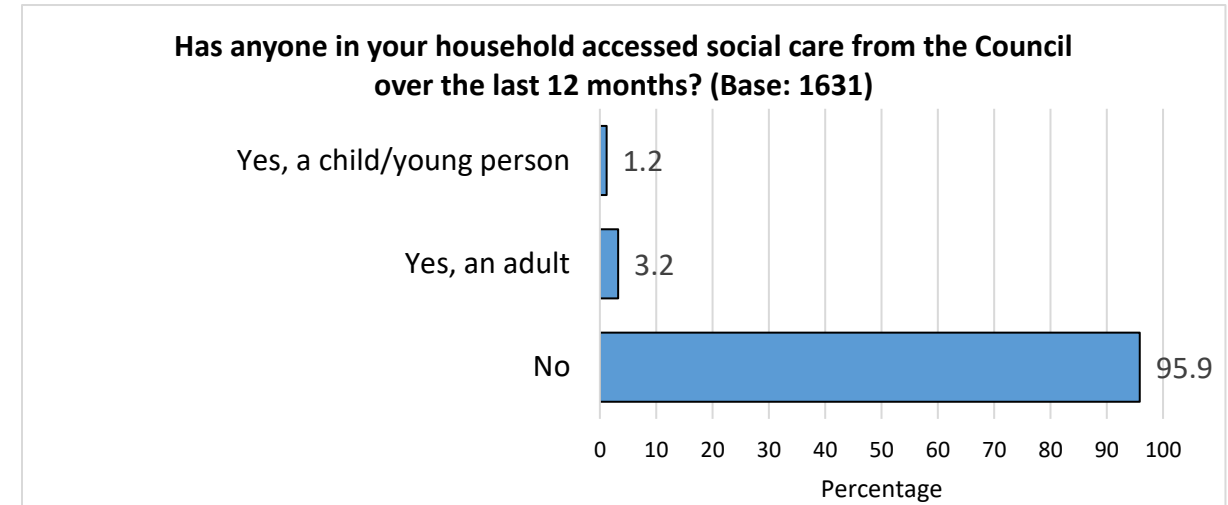
Emotional Health and Wellbeing Needs

- 80.0% of respondents supported proposals, with 17.5% opposed and 2.5% neutral.
- Pupils were generally supportive, recognising the importance of safe, supportive environments, while raising concerns around behaviour, noise, and integration with mainstream pupils.

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Satisfaction with Social Care

- As part of the 2025 Ask Cardiff Survey, respondents were asked if they had accessed social care from the Council over the last 12 months. Amongst those responding to this question, 1.2% said yes for a child.
- Just under half (44.7%) of those accessing this service for a child were satisfied, broadly unchanged from the previous year.



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

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Corporate Parenting: Care-Experienced Young People's Views

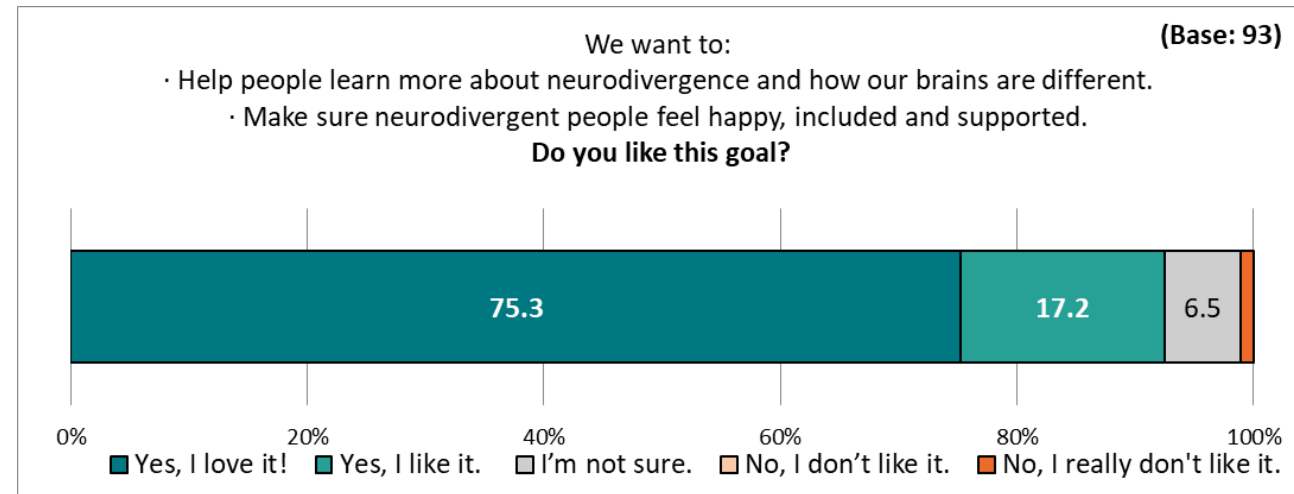
A consultation with care-experienced young people was undertaken to inform the Corporate Parenting Strategy. Key messages from young people:

- **Being listened to:** Young people want their views to be heard and acted on, with clear evidence of change.
- **Relationships & trust:** Importance of stable, trusting relationships with adults who understand them.
- **Stability & home:** Concerns about placement moves and lack of a secure, consistent home.
- **Education & independence:** Mixed experiences of school; need for life skills and support at the right time to prepare for independence.
- **Wellbeing & stigma:** Ongoing mental health challenges and experiences of stigma and discrimination.
- **Access to support:** Need for clear, accessible information on rights, support and entitlements, and opportunities to advocate for themselves.

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Neurodivergent Friendly Cardiff: Children and Young People's Views

- A children and young people's survey was undertaken on the draft Neurodivergent Friendly Cardiff Strategy to understand views on the proposed approach and help shape future ambitions.
- The proposed Big Goal: "We want to help people learn about neurodivergence and how our brains are different, and make sure neurodivergent people feel happy, included and supported."
- More than nine in ten respondents (94.1%) either liked or loved the goal for a Neurodivergent Friendly Cardiff, with just 1.1% not liking the goal.



Source: Neurodivergent Friendly Cardiff
Strategy Consultation (2025)

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Youth Service: What do Young People Say?

Cardiff Youth Service undertook a dedicated consultation with young people to inform the development of the new Youth Service Strategy. Key findings include:

- **Trusted support:** Young people said they want someone to talk to and seek advice from outside of family and school.
- **Safety and bullying:** Concerns were raised about bullying in schools, communities, and online. While youth centres were seen as safe, some local areas were not.
- **Emotional wellbeing:** Young people discussed their mental health and said they sometimes struggle to access the support they need.
- **Awareness of opportunities:** Many were unaware of what activities and opportunities are available or how to get involved.
- **Social connection:** Some young people reported feeling lonely or isolated, particularly when unable to meet friends who live further away.
- **Confidence and participation:** Trying new activities was seen as important for building confidence and meeting new people.
- **Substance misuse:** Identified as an issue affecting both young people and their communities.

*Source: Youth Service Strategy Consultation
(2026)*

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Youth Service: What do Wider Stakeholders Say?

Cardiff Youth Service also undertook a survey with staff across Cardiff organisations to inform its Strategy.

Key findings include:

- **Barriers & Needs:** Respondents identified a range of barriers affecting young people's access to services, including caring and parental responsibilities, migration and trauma, and linguistic challenges. Particular groups highlighted included young carers, young parents, refugees, asylum seekers, and those educated at home.
- **Core Values:** Inclusivity (84.0%), education (78.7%) and empowerment (76.0%) were the most valued aspects of the service, with sustainability identified less frequently (38.7%).
- **Approach:** There was strong support for culturally safe, inclusive and intersectional approaches, with an emphasis on youth-led, values-driven practice over "tick-box" delivery.
- **Partnerships:** Most respondents had previously worked with the Youth Service and were aware of its offer, though fewer understood referral pathways or received feedback.
- **Delivery:** Respondents strongly supported accessible, community-based youth work delivered in all areas of the city, including schools and after school hours, with a focus on early intervention and prevention.

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Youth Service: What do Wider Stakeholders Say? (contd)

- **Stronger Partnerships:** Respondents called for clearer partnership frameworks and stronger collaboration with third sector and Ethnically Diverse-led organisations.
- **Increase Capacity:** There was a clear need for more youth workers, enhanced training (particularly in cultural competence and anti-racist practice), and increased resources.
- **Reduce Barriers:** Services should be more flexible and responsive to address barriers such as anxiety, language differences, and cultural pressures.
- **Curriculum:** Respondents supported a co-produced, informal curriculum, including digital skills, financial literacy, cultural inclusion, anti-racism, and healthy relationships.
- **Transitions:** Strong support was identified for youth workers supporting young people through key life transitions, including self-referral options and personalised transition plans.
- **Youth City Vision:** Respondents supported positioning Cardiff as a “Youth City”, with flexible, place-based youth work addressing local needs and inequalities.

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Participation: What Matters to Young People

A Participation Survey was undertaken to understand how young people would like to be more involved in Children and Youth Services. The survey was co-produced with young people, who designed the questions and provided responses.

- When asked “What things are most important to you?”, 122 respondents identified:
 - Family (90 mentions)
 - Friends (65 mentions)
 - Hobbies (46 mentions)
 - School or college (20 mentions)
 - Pets or animals (18 mentions)
 - Foster carers or carers (11 mentions)
- Responses highlight the importance of relationships and connections, alongside hobbies and education.

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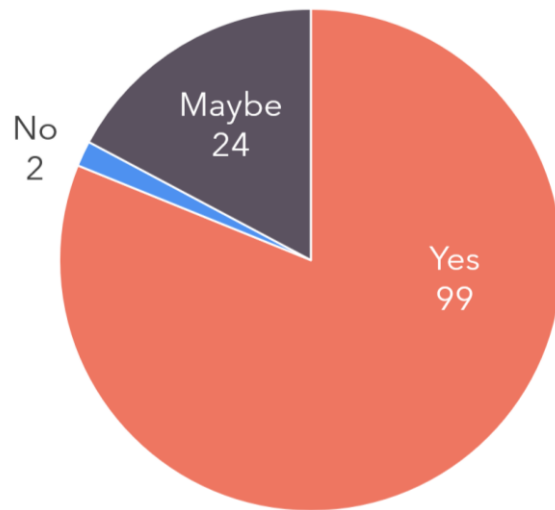
Participation: What Would Make the Biggest Difference

- When asked “What is it that you don’t have that would make the biggest difference?”, responses included:
 - Financial support or a personal item (29 mentions)
 - Emotional support (17 mentions)
 - Outdoor spaces and play facilities (10 mentions)
 - Contact or family time (10 mentions)
- Responses highlighted a need for financial and emotional support, as well as access to spaces and opportunities.
- For some young people, particularly those who are looked after, contact with family and time spent with family members was identified as something that would make a significant difference.

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Participation: Involvement in Decision-Making

- When asked whether it is important to be involved in decisions that may affect their future:
 - 99 said yes
 - 24 said maybe
 - 2 said no



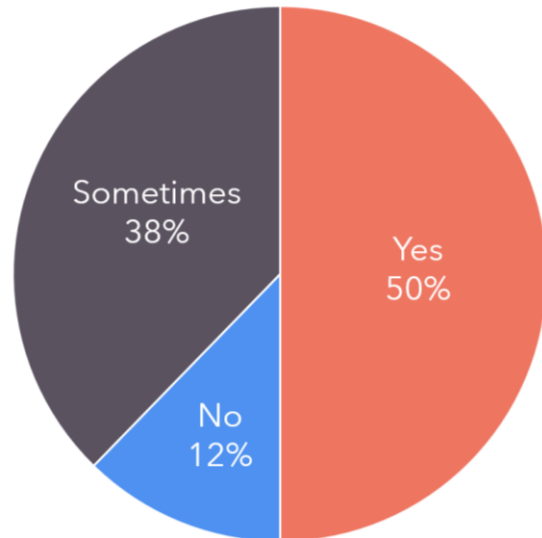
- Young people who said it was important highlighted a number of reasons, including:
 - To take ownership (23 mentions)
 - To have a better future (15 mentions)
 - To be in control (13 mentions)
 - To have their voices heard (8 mentions)
 - To improve understanding (7 mentions)
 - To help others (6 mentions)
 - To avoid negative outcomes (5 mentions)
- Young people also identified factors that would help them to get involved:
 - Opportunities to talk to people they can relate to
 - Safe and supportive spaces
 - Knowing their involvement helps others
 - Different ways to express their views
 - Opportunities to take part in fun activities

*Source: Children & Young People
Participation Survey (2025)*

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Participation: Involvement in Decision-Making (contd)

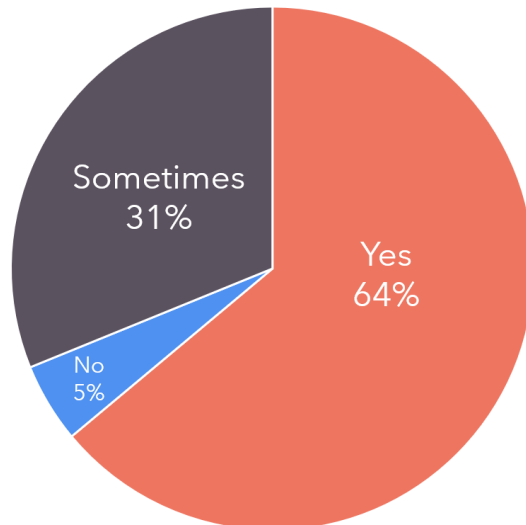
- When asked whether they feel they have a voice in decisions about their future:
 - 50% of young people said yes
 - 12% said no
 - 38% said maybe
- In terms of support to help young people have their voice heard:
 - 20 respondents said they felt fully supported
 - 13 respondents said they were not sure
 - Advocacy support (31 mentions)
 - Family support (20 mentions)
 - Group support (20 mentions)
- Young people also identified barriers to participation, including:
 - Not feeling heard
 - Not wanting to upset others
 - Not feeling supported
 - Actions not being taken forward
 - Feeling shy
 - Lack of feedback
 - Not knowing how to get involved
 - Not enough time



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Participation: Understanding and Engagement

- When asked whether they understand the information given to them by professionals in children's and youth services:
 - 64% of young people said yes
 - 31% said maybe
 - 5% said no



- Young people identified a number of ways to support greater involvement in discussions about youth services, including:
 - Providing activities and fun opportunities (23 mentions)
 - Ensuring professionals are approachable and respectful
 - Improved communication and awareness (e.g. advertising and education)
- A recurring theme was the role of schools in supporting engagement and helping young people to get involved in discussions about youth services.

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Child Friendly Cardiff: Young People's Views

The Child Friendly Cardiff Youth Summary Report (2023-2026) draws on engagement with young people through the Committee of Experts, a group of 11-18 year olds who shared their lived experiences through discussions, activities and evaluation sessions, as part of Cardiff's submission for UNICEF UK re-recognition.

Key messages include:

- Young people felt Cardiff is becoming more child-friendly, with improvements in participation, rights awareness, and inclusion
- However, experiences were not consistent, varying by school, area, and background
- Awareness of initiatives and support was often low
- Some young people reported experiences of discrimination or exclusion
- Young people emphasised the need for greater consistency, visibility, and fairness across the city

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Young People's Vision for Cardiff's Future (LDP Engagement)

- As part of Cardiff's Replacement Local Development Plan (LDP), engagement between March and April 2025 involved young people through workshops, surveys and creative activities to help shape the city's future to 2036.
- Young people identified key priorities for Cardiff's future, including:
 - More affordable housing and tackling homelessness
 - Better and more affordable public transport
 - More training, employment and opportunities
 - Stronger mental health support
- There was a strong focus on:
 - More green spaces and youth-friendly areas
 - Protecting green land and addressing climate change
 - Creating a city that feels inclusive, safe and accessible
- While many supported the vision of a "greener, fairer, stronger" Cardiff, young people highlighted gaps:
 - Need for greater focus on youth safety and wellbeing
 - More meaningful involvement in decision-making

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Babies, Children and Young People: Emerging Priorities

C3SC undertook engagement with children, young people, volunteers and professionals to inform the Babies, Children and Young People chapter of the Cardiff and Vale Population Needs Assessment. The engagement highlighted a number of issues affecting children and young people across Cardiff and the Vale:

- **Connection and belonging:** Relationships, community activities, youth groups and opportunities to socialise were consistently identified as important to wellbeing and happiness.
- **Mental health and emotional wellbeing:** Young people and professionals highlighted growing concerns about mental health, alongside difficulties accessing timely and effective support.
- **Pressures affecting young people:** Cost of living challenges, education and employment pressures, housing concerns and uncertainty about the future were identified as affecting wellbeing.
- **Access to support and services:** Participants highlighted gaps in support, including mental health services, neurodiversity provision and support for young people with complex needs.
- **Value of community-based support:** Professionals highlighted the importance of early intervention, trusted relationships and sustainable investment in grassroots and youth provision.
- **Young people want to be heard:** Participants emphasised the importance of listening to young people's experiences and ensuring their views contribute to meaningful change.

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Food Priorities for Children and Young People

In March 2025, Food Cardiff hosted a series of 'Food Conversations' to explore what people value about food, what isn't working, and what needs to change.

- Children and young people identified their top three priorities as:
 1. Plastic packaging ban
 2. Battery farm ban
 3. Food education for all.
- Animal welfare was a key concern. Children and young people also highlighted the importance of taste, noting that while they are aware of healthy choices, they still value fast food and enjoyment of food.

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Cardiff City Centre: Children and Young People's Views

- A Child Friendly Cardiff engagement event was held in April 2025 with children, young people and families at The Hayes to understand their experiences of the city centre.
- Children and young people value the city centre for shopping, food, cultural attractions and green spaces, seeing it as a place to spend time and socialise.
- Positive aspects included the mix of venues, accessibility, and opportunities to spend time together
- However, key concerns were raised around:
 - Anti-social behaviour and safety
 - Cleanliness and litter
 - Transport cost and accessibility
 - Lack of seating and public toilets
- Children and young people would like:
 - More green and open spaces
 - More free or low-cost activities
 - Safe spaces for teenagers
 - More inclusive, child-friendly design and facilities

Source: Child Friendly Cardiff - City Centre Engagement (2025)

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Cardiff Bay 999 Day Event

- The South Wales Fire and Rescue Service held a 999 Day event in Cardiff in September 2025.
- A total of 25 children completed a short survey on their experience of the day:
 - 96% reported a positive experience ('happy face')
 - 4% reported a neutral experience ('average face')
- Attendees were asked why they attended the event. The most common reasons included:
 - To keep children entertained (19%)
 - As a free family day out (15%)
- Children were also asked what they most liked about the fire service. The most common response was: "The big shiny red fire engine" (55 mentions)

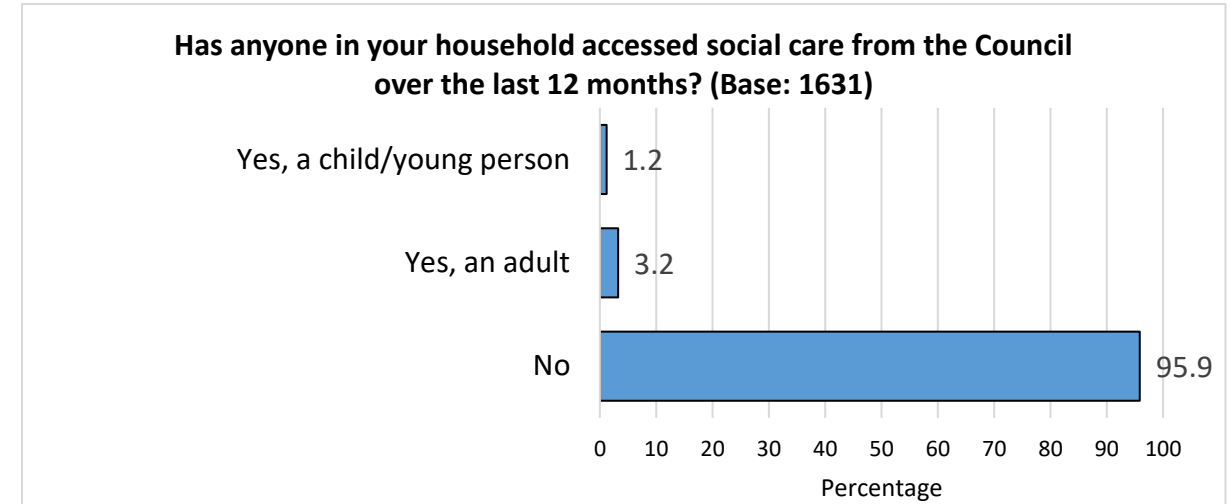
What do you like most about the Fire Service?

Option	Votes
The big shiny red fire engine	55
Firefighters helping people and animals	49
Cool equipment that Firefighters use	24
Educating young people to stay safe	37

WBO 2 - Cardiff is a Great Place to Grow Older

Satisfaction with Social Care

- As part of the 2025 Ask Cardiff Survey, respondents were asked if they had accessed social care from the Council over the last 12 months. Amongst those responding to this question, 3.2%% said yes for an adult.
- Just over half (54.0%) of those who had accessed social care for an adult were satisfied with this service (down from 62.5% in 2024).



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

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Dementia Services: Key Findings of Community Matters Project

The Community Matters: Living and Coping with Dementia project was delivered by C3SC between April and October 2025. Working with seven community organisations, the project engaged people affected by dementia, including people with dementia, carers, families and friends, to understand local needs, identify service gaps and explore opportunities for improving support across Cardiff.

- **What matters to people:** People with dementia wanted to be seen as individuals rather than defined by their condition, to engage in meaningful activities aligned with their interests and to access support in familiar settings. Carers reported feeling overlooked and exhausted, highlighting a need for recognition, respite, emotional support and guidance through complex systems. Minority ethnic communities raised concerns about stigma, language barriers and services that do not always reflect cultural, religious and family care needs.
- **Service gaps:** Participants highlighted access barriers including difficulties securing GP appointments, transport challenges, geographic gaps in provision and limited support outside normal working hours. Limited awareness of available services, fragmented care systems, poor communication between providers and a lack of culturally appropriate support were also identified.
- **Community-identified solutions:** Participants proposed practical improvements including awareness campaigns in community languages, volunteer champion programmes, proactive outreach, transport coordination, support groups in underserved areas, respite provision, peer support and stronger partnership working.
- **Community organisations' capability:** Community organisations were seen as well placed to deliver many of these solutions through their trusted relationships, cultural competence, flexibility and person-centred approaches.
- **Barriers preventing scale:** Short-term funding, fragmented systems, limited recognition within care pathways, training and capacity gaps, and reliance on volunteers were identified as barriers preventing community organisations from delivering support at greater scale

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Dementia Services: Priorities for Improvement

Participants identified a number of priorities for strengthening dementia support across Cardiff.

- **Increase awareness and early intervention** through community-based awareness campaigns, information in community languages and targeted outreach.
- **Improve access to support** by addressing transport barriers, expanding local provision and improving service availability outside normal working hours.
- **Provide more culturally responsive services**, including bilingual staff, culturally competent care and services designed with diverse communities.
- **Strengthen support for carers** through respite opportunities, peer support networks, practical guidance and ongoing emotional support.
- **Improve coordination between services** through stronger partnership working, shared approaches and clearer pathways for people living with dementia and their families.
- **Support community organisations** to play a greater role through sustainable funding, training, capacity building and greater recognition as partners in dementia care.

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Health and Wellbeing

The Ask Cardiff Survey (2025) showed that:

- **Physical health:** 63.5% of respondents aged 55+ reported good or very good physical health (similar to 64.9% overall).
- **Mental health:** Older respondents were more likely to report good mental health than younger respondents (70.4% vs 51.4%). In addition, 67.8% of those aged 55+ said their mental health had not changed over the past year, consistent with previous years.
- **Wellbeing stability:** Most respondents aged 55+ reported no change in wellbeing over the past 12 months (57.3%) and past 7 days (84.4%).
- **Declining wellbeing:** 31.9% reported a decline over the past 12 months and 12.1% over the past 7 days, similar to findings for all respondents.

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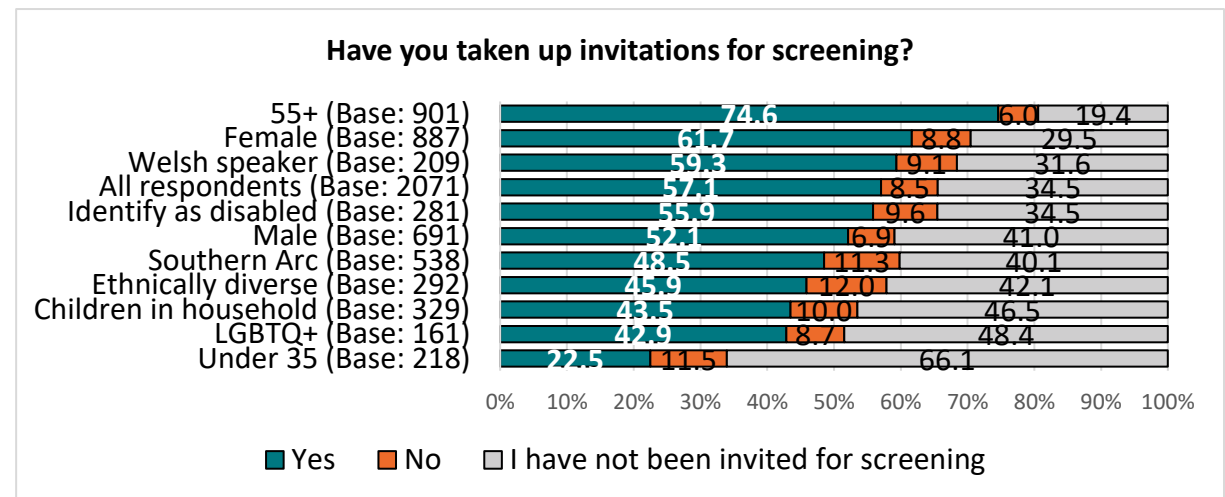
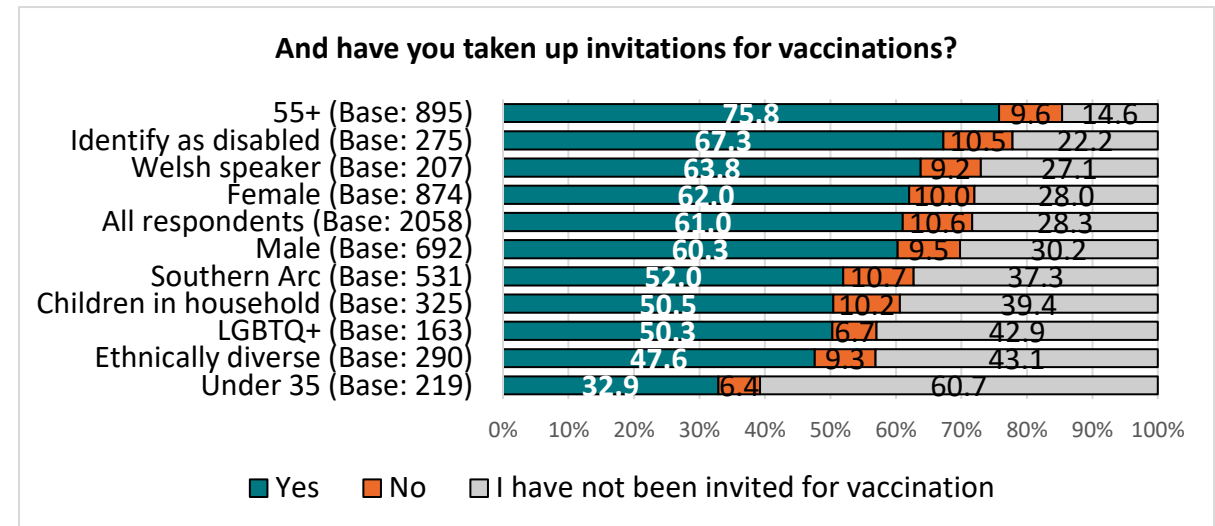
Health and Wellbeing (contd)

- **Fruit and vegetable intake:** Welsh speakers (3.5 portions per day), those aged 55+ (3.3 portions), and females (3.2 portions) reported the highest consumption.
- **Physical activity:** Welsh speakers and those aged 55+ reported the highest levels of activity (100.9 and 96.1 minutes per week respectively), both up slightly on previous figures.
- **Limiting conditions:** 47.4% of those aged 55+ reported that a long-term health condition or disability limited their day-to-day activities, higher than most other groups.

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Health and Wellbeing (contd)

- **Vaccinations:** Older respondents were most likely to take up invitations (75.8%), consistent with previous findings; however, uptake has continued to decline.
- **Screening:** Older respondents (74.6%) and females (61.7%) were most likely to take up screening offers, again reflecting previous patterns.



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Service User Feedback and Evaluation Findings: Short Breaks for Unpaid Carers

Feedback gathered by C3SC through the Short Breaks Fund highlighted the positive impact of community-based respite and wellbeing activities for unpaid carers.

- **Improved wellbeing:** Carers reported reduced stress, improved emotional wellbeing and feeling better able to manage their caring responsibilities following participation in activities and short breaks.
- **Small interventions can make a big difference:** Simple activities such as group lunches, coffee mornings, peer support sessions and days out were reported as having a significant positive impact on wellbeing and confidence.
- **Peer support reduces isolation:** Participants valued spending time with others who understood the challenges of caring, helping to build friendships, confidence and a sense of belonging.
- **Flexible support is important:** Feedback highlighted that there is no one-size-fits-all approach to respite. Some carers preferred opportunities to get away from daily routines, while others valued activities delivered locally and opportunities to attend alongside the person they care for.
- **Barriers to participation remain:** Poverty, transport difficulties, accessibility issues, lack of alternative care arrangements and language barriers can prevent carers from accessing support.
- **Some people do not identify as carers:** Providers reported that many individuals providing substantial support do not recognise themselves as carers, which can limit engagement with available services and support

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Local Community

- 76.3% of respondents aged 55+ were satisfied with their local community as a place to live. After Welsh speakers, those aged 55+ were most likely to report that they were satisfied with their local community.
- In addition, 64.3% of respondents aged 55+ felt their neighbourhood was a place where people get on well together, the second highest out of all groups identified.

City Centre

- 40.9% of respondents aged 55+ disagreed or strongly disagreed that Cardiff City Centre feels welcoming and inclusive.
- After disabled respondents, those aged 55+ were the most likely group to report not visiting the city centre.

Accessing Services

- When asked how they would like to access information about services, older respondents were most likely to want newsletters (35.6%) but showed the lowest levels of interest in letters (23.9%), or in social media (38.8%).
- Older respondents (15.6%) and men (15.7%) were least likely to access services in person.

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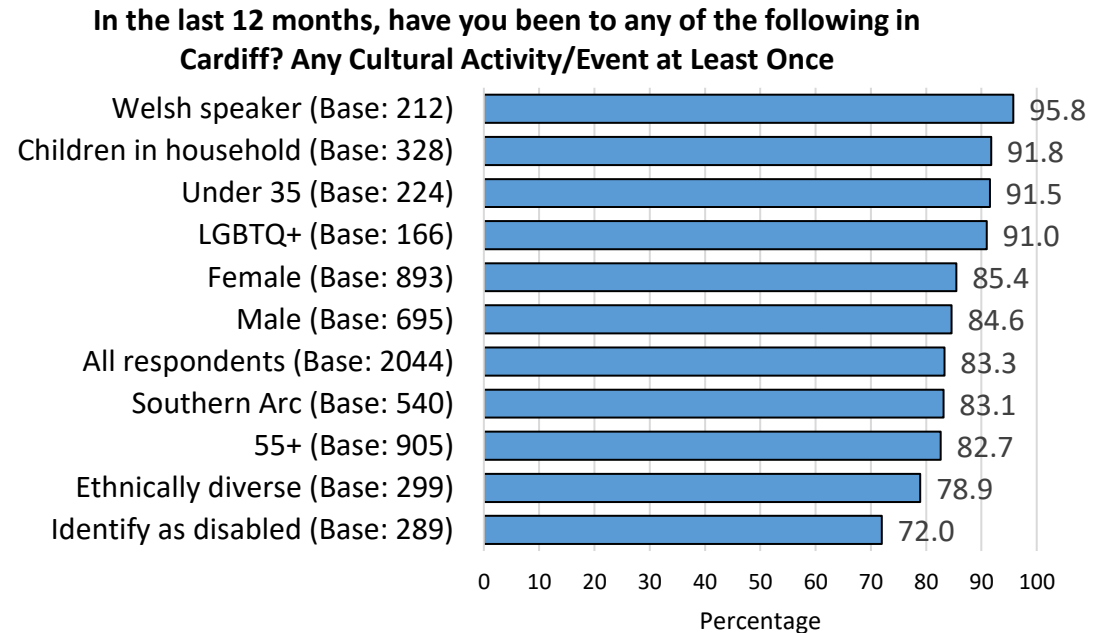
Cost of Living

- **Food security:** 87.6% of respondents aged 55+ reported not experiencing food insecurity (e.g. skipping meals, going hungry, or using food banks). Welsh speakers (88.9%) and those aged 55+ (87.6%) were most likely not to report these issues.
- **Fuel security:** 69.7% of respondents aged 55+ reported not experiencing fuel-related hardship (e.g. not heating their home, struggling to pay bills, or needing support).
- **Affordability:** Respondents aged 55+ were more likely than those under 35 to say they could afford increases in energy costs (49.3% vs 31.6%).
- **Financial coping:** Older respondents were less likely to report cutting back on heating (9.6% vs 22.8%) or using credit/borrowing money (1.6% vs 13.6%).

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Culture

- 82.7% of respondents aged 55+ had attended a cultural activity or event in the last 12 months.
- This is lower than the overall proportion for all respondents.



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Safety

- Respondents aged 55+ reported relatively high levels of feeling safe across most settings, including at home, in their neighbourhood, and when travelling by bus.
- They reported some of the highest perceptions of safety compared with other groups, although levels remained lower after dark and when cycling.

% Feeling Safe	At home		Walking in your neighbourhood		Walking in the city centre		Travelling by bus		When cycling in Cardiff	
	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark	Daylight	After Dark
Overall	96.0	87.1	91.0	53.8	79.1	30.6	92.0	55.6	63.7	27.4
Under 35	95.8	86.0	90.2	48.6	83.3	38.6	90.6	59.0	68.1	31.3
55+	98.0	90.3	93.4	58.6	81.1	28.6	94.2	58.8	61.4	23.3
Female	96.7	86.7	91.9	49.6	80.2	27.4	92.0	51.7	61.3	22.0
Male	97.2	90.7	93.4	65.8	82.2	39.8	93.2	67.9	67.2	35.0
Ethnically Diverse	94.9	85.0	91.8	59.4	89.3	48.5	91.1	66.1	72.3	33.3
Southern Arc	94.1	83.2	86.8	48.2	80.8	38.2	89.7	55.9	66.4	31.7
Disability	95.4	79.6	88.4	43.3	68.8	24.9	85.3	46.5	48.1	23.0
Welsh speaker	95.8	89.9	92.0	55.6	76.3	30.8	93.4	56.5	61.7	28.0
Children in household	96.3	83.8	90.5	57.6	75.3	31.8	89.7	54.0	67.1	26.5
LGBTQ+	95.2	85.3	90.7	52.2	77.8	34.6	90.1	62.3	65.9	32.1

WBO 2 - Cardiff is a Great Place to Grow Older

Housing

- Respondents aged 55+ were most likely to agree that they have access to good quality housing (81.2%).
- They were also most likely to report that their housing situation had remained unchanged (91.2%).

Jobs/Economy

- Respondents aged 55+ were most likely to report that their employment situation had remained unchanged in the last year (80.1%).
- They were also most likely to report that their personal financial situation had remained the same (57.9%), although only 9.2% said it had improved - the second lowest proportion across groups.

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Transport

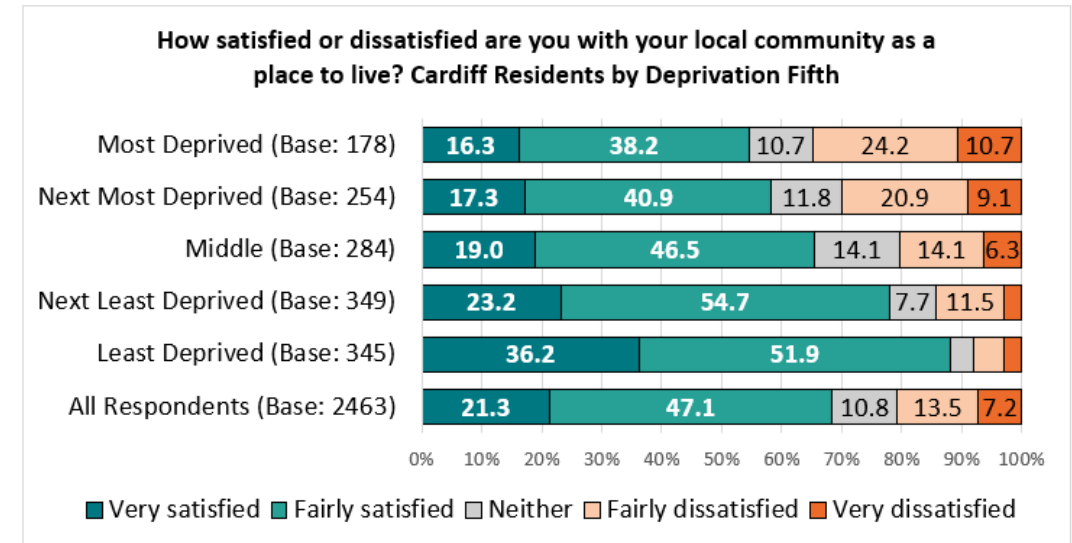
A Transport Survey is undertaken annually to understand how people travel and the reasons behind their choices. The 2025 survey found that:

- **Bus use and perception:** Respondents aged 55+ were the most satisfied with bus services (51.9%) and most likely to view them as a cheaper option (46.9%), with 74.2% holding a bus pass.
- **Barriers to use:** Despite this, the most common reason for not using the bus was a preference to travel by car (62.6%).
- **Public transport:** The 55+ age group were also the second most satisfied with rail services (53.1%).
- **Active travel:** Satisfaction with walking facilities was highest among those aged 55+ (65.3%), while cycling satisfaction (37.4%) was slightly above the overall average.
- **Other transport:** Those aged 55+ reported slightly higher satisfaction with park and ride services and were the third most satisfied group with taxi services (49.7%).

WBO 3 - Supporting People out of Poverty

Neighbourhood

- The Ask Cardiff Survey (2025) highlighted a clear correlation between level of deprivation and satisfaction with their local community as a place to live - respondents living in the least deprived areas of the city were notably more satisfied with their local community as a place to live than those in the most deprived areas, with satisfaction levels for the former over 33 percentage points higher than the latter (88.1% compared with 54.5% respectively), reflecting the results of previous surveys.
- Less than one in ten respondents from the least deprived areas described themselves as 'dissatisfied' with their local community, four times less likely than those in the most deprived areas (8.1% compared with 34.8%), again reflecting previous findings.
- The proportion of those living in the most deprived areas who were satisfied with their neighbourhood rose from 47.6% in 2024 to 54.5%, narrowing the gap between the most and least deprived areas from 37.0 percentage points in 2024 to 33.6, the smallest gap since the pandemic.
- The proportion of residents from the most deprived areas of the city describing themselves as 'very dissatisfied' fell from 17.5% to 10.7%.



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

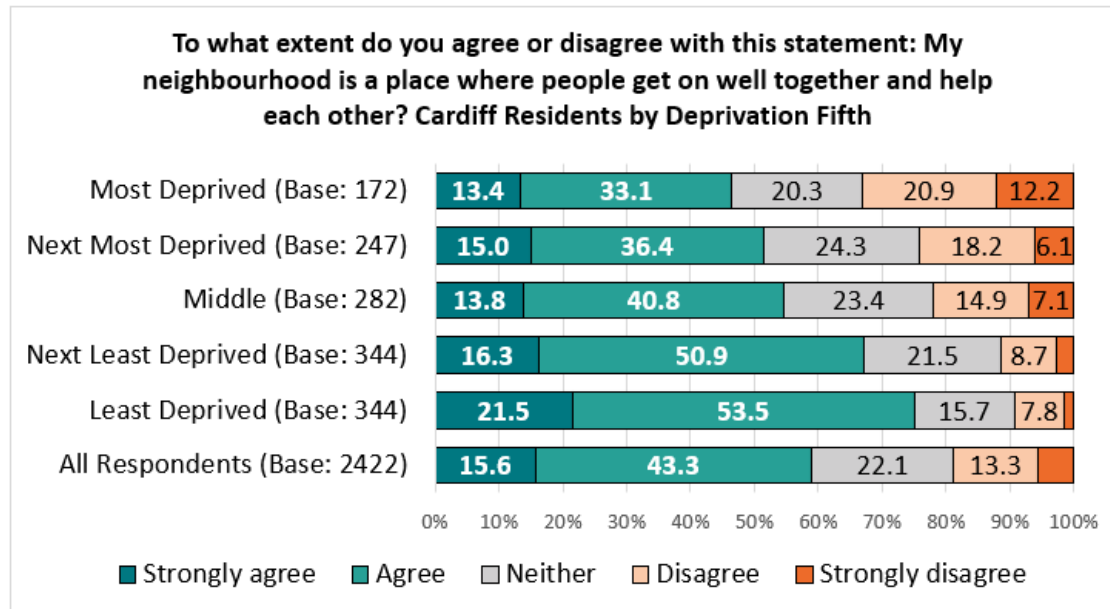
% Satisfaction with local community	Most deprived	Least deprived	Difference
2025	54.5	88.1	33.6
2024	47.6	84.6	37.0
2023	45.8	85.4	39.6
2022	50.0	85.2	35.2
2021	56.5	89.3	32.8

Source: Ask Cardiff Survey (2025)

WBO 3 - Supporting People out of Poverty

Neighbourhood (contd)

- Respondents were asked if they agreed that their neighbourhood is a place where people get on well together and help each other. There was a correlation between agreement and the level of deprivation, ranging from 46.5% amongst those living in the most deprived areas to 75.0% amongst those in the least deprived areas.
- When given a list of services* and asked their level of satisfaction with each, three of the services listed showed a correlation between satisfaction and level of deprivation, with the least deprived areas showing the highest levels of satisfaction



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

% Satisfied	Most Deprived	Least Deprived	Difference
Anti-social behaviour	26.2	62.6	36.4
Frequency of vandalism and graffiti	30.5	59.9	29.4
Recycling & Waste collections	50.0	65.1	15.1

WBO 3 - Supporting People out of Poverty

Access to Affordable Broadband

- Just 2.6% of respondents living in the least deprived areas of the city had no access to affordable broadband (down from 5.0% in 2024), compared with 14.1% seen in the most deprived areas (unchanged from last year).

	All Respondents	Least Deprived	Next Least Deprived	Middle	Next Most Deprived	Most Deprived
Base	2,274	340	348	279	252	170
Yes, at home	90.9	96.2	96.3	91.0	90.9	83.5
Yes, elsewhere	8.9	9.4	8.3	7.5	10.3	6.3
No	7.1	2.6	3.2	7.9	7.1	14.1

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Hubs and Libraries Services

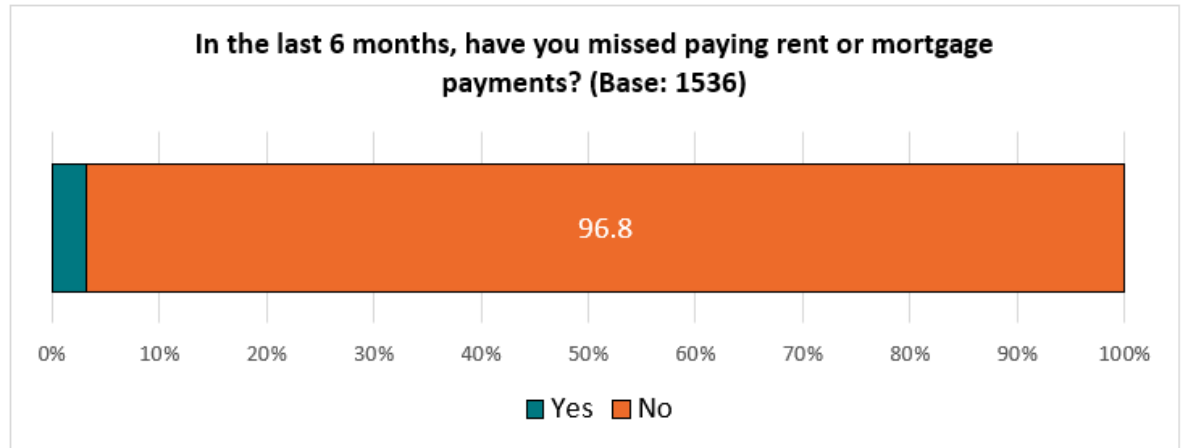
- Respondents were given a list of services delivered within their local Hub/library and asked to indicate which they found most helpful. The following services correlated with level of deprivation, with those living in the most deprived areas finding them to be more helpful:

	Most Deprived	Least Deprived
Base	160	331
Housing & Benefit Advice	24.4	4.8
PC use & digital assistance	20.0	10.6
Café provision	18.1	9.7
Money Advice	16.3	4.2
Into Work Services	13.1	2.4
Exercise classes	15.6	9.7
ESOL classes	10.0	1.5

WBO 3 - Supporting People out of Poverty

Cost of Living: Rent/Mortgage Payments

- Overall, 3.2% of respondents reported missing rent or mortgage payments over the past 6 months, down from the 5.7% recorded in the previous year.
- The proportion of respondents living in the most deprived areas who reported missing rent or mortgage payments fell by 60%, from 10.8% in 2024 to 4.3% in 2025.
- There was consistency across the demographic groups analysed, with at least 93% of each group analysed reporting no missed payments.



Missed Payments	2025	2024	2023	2022
Most deprived	4.3	10.8	9.3	5.3
Next most deprived	5.1	6.4	4.3	3.4
Middle	2.0	4.6	2.9	3.2
Next least deprived	2.8	4.1	3.0	2.3
Least deprived	0.9	0.7	1.1	0.5
All respondents	3.2	5.7	3.7	3.1

WBO 3 - Supporting People out of Poverty

Cost of Living: Food Poverty

- The proportion of respondents reporting having undertaken each of the actions fell slightly compared with the previous year.
- Around three in ten respondents identifying as disabled (33.5%) or under the age of 35 (31.0%) had undertaken at least one of the actions listed because they could not afford food.
- One in ten respondents under the age of 35 (11.1%) stated they had 'not eaten for a whole day'. Respondents identifying as disabled were around twice as likely as average to receive food from a food bank (6.8% compared with 3.6% respectively).
- There was a correlation with those unable to afford food and the level of deprivation, although the proportion of respondents living in the most deprived areas taking action because they were unable to afford food was at the lowest level for several years.

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

%	2025	2024	2023	2022	2021
Had smaller meals than usual, or skipped meals	13.7	15.9	16.2	15.6	9.6
Missed meals to afford to pay your bills	5.9	8.6	7.5	5.9	-
Been hungry but not eaten	6.6	7.1	6.2	5.8	5.2
Not eaten for a whole day	3.2	4.2	3.4	3.5	2.5
Received food from a food bank or charity	3.6	4.4	2.5	2.6	1.8

At least one of the actions listed	Most Deprived	Next Most Deprived	Middle	Next Least Deprived	Least Deprived	All Respondents
2025	29.6	22.7	18.4	13.3	9.0	18.7
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

	2025		2024	
	Most deprived	Least deprived	Most deprived	Least deprived
Had smaller meals than usual, or skipped meals	16.6	7.2	29.3	6.6
Missed meals to afford to pay your bills	12.4	3.3	20.0	2.6
Been hungry but not eaten	9.5	3.0	12.9	2.9
Not eaten for a whole day	5.3	0.9	9.8	0.3
Received food from a food bank or charity	8.3	0.6	12.0	1.1

WBO 3 - Supporting People out of Poverty

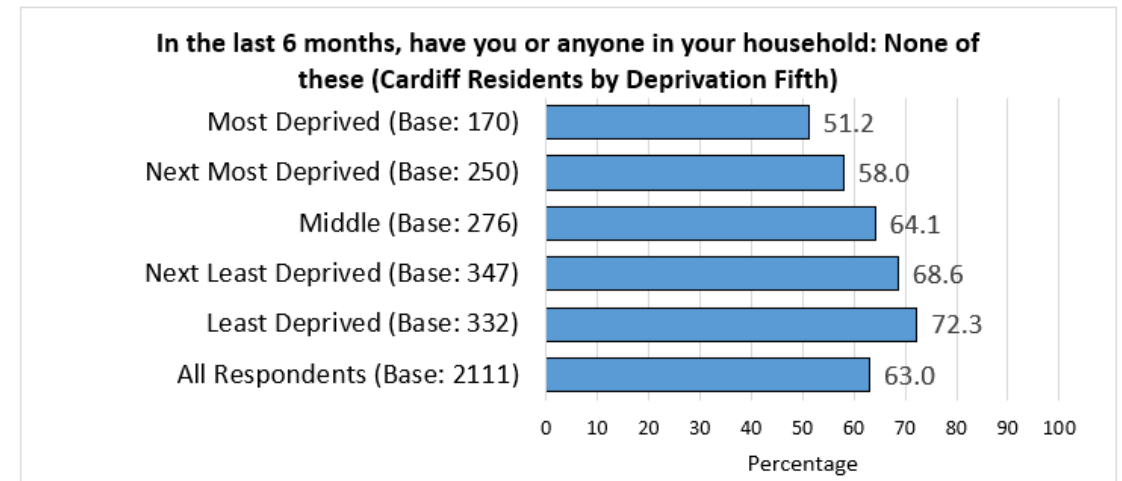
Cost of Living: Fuel Poverty

- Almost two-thirds of respondents (63.0%, up slightly from 58.6% in 2024) reported they had not taken any steps to deal with increasing energy costs. A third (33.5%) had 'purposely not put the heating on because of the cost', and around one in ten respondents (11.6%) had 'struggled to pay gas and/or electric bills'.
- Amongst the demographic groups analysed, those most impacted by increasing energy costs were respondents identifying as disabled (45.4%) and those under the age of 35 (50.5%).
- 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, reflecting previous findings.

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

	No.	%
Purposely not put the heating on because of the cost	707	33.5
Struggled to pay gas/electric bills	244	11.6
Applied for support to pay for gas/electric	47	2.2
Been cut off from the electricity/gas supply	11	0.5
Received fuel vouchers from a charity	10	0.5
None of these	1330	63.0
Total Respondents	1,330	-

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



WBO 3 - Supporting People out of Poverty

Cost of Living: Fuel Poverty (contd)

- Respondents were given a list of options, and asked how they planned to cope with the expected increase in energy costs. Two in five respondents (40.4%) reported they 'can afford the increase in energy cost', broadly reflecting the findings of the previous year.
- The proportion of respondents stating they would 'significantly cut down on heating' continued to fall.
- Respondents identifying as disabled were most likely to report they would 'significantly cut down on heating' (51.3%), and were least likely to feel they 'can afford the increase in energy cost' (26.5%), repeating previous findings.
- Respondents aged 55 or over were notably more likely than those under the age of 35 to say they can 'afford the increase in energy cost' (49.3% compared with 31.6% respectively); the older group were less likely than their younger counterparts to 'not use the heating (9.6% compared with 22.8% respectively), or 'borrow money or pay on a credit card' (1.6% compared with 13.6% respectively).

How will you/your household cope with the expected increase in energy costs this winter?

	No.	%
Significantly cut down on heating	904	43.8
I can afford the increase in energy cost	835	40.4
Not use the heating	294	14.2
Cut out other essentials such as food	182	8.8
Borrow money/pay on credit card	92	4.5
Other	138	6.7
Total Respondents	2,065	-

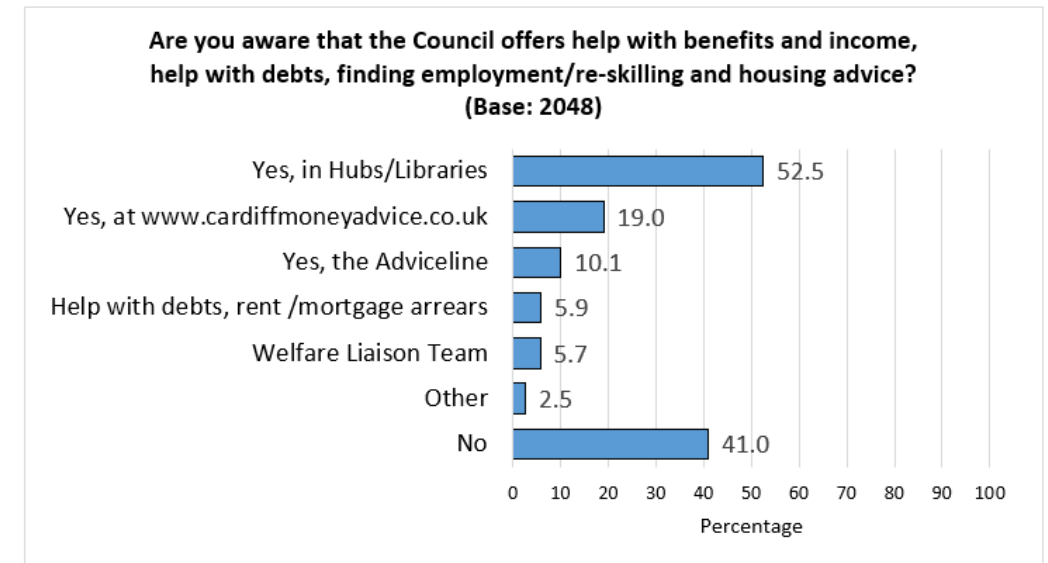
Respondents could select multiple options so the total will exceed 100%.

- There were correlations between respondents stating they would take action to cope with the expected increase in energy costs and level of deprivation, with those living in the most deprived areas of the city most likely to not use or cut down use of the heating, or cut out other essentials; they were less likely to feel they could afford the increase

WBO 3 - Supporting People out of Poverty

Cost of Living: Benefits & Advice

- Awareness of this service was broadly similar to that seen in 2023, with 59.0% of respondents aware of at least one of the options listed.
- Awareness of support in Hubs/libraries was highest (52.5%), followed by the Cardiff Money Advice website (19.0%), and Adviceline (10.1%), reflecting the pattern seen in previous years.
- Awareness of this Advice Service was broadly consistent across the demographic groups analysed, with those living in the Southern Arc of the city showing the highest level of awareness.
- Awareness of the advice service was higher amongst those living in deprived areas of the city.



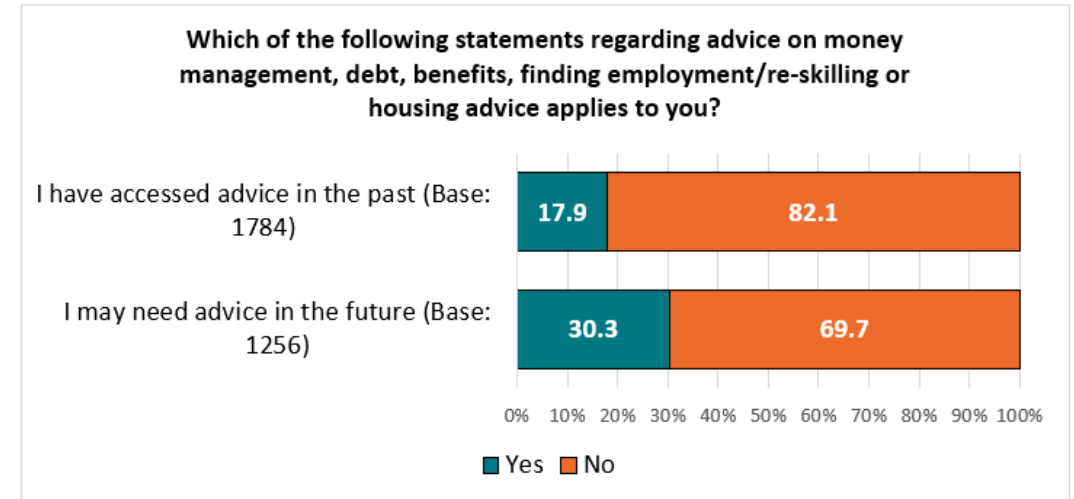
Respondents could select multiple options so the total will exceed 100%.

	Base	Yes, in Hubs / Libraries	Yes, at the website	Yes, the Adviceline	Welfare Liaison Team	Help with debts	Other	No
Most deprived	165	66.7	29.1	15.8	11.5	5.5	1.8	29.1
Next most deprived	241	61.0	25.3	13.3	10.4	10.8	2.5	32.0
Middle	267	52.8	19.9	10.1	6.0	6.0	2.6	40.1
Next least deprived	341	48.4	15.2	8.5	3.8	4.7	2.3	44.3
Least deprived	331	50.5	18.1	10.3	5.1	5.1	2.1	44.1
All respondents	2048	52.5	19.0	10.1	5.7	5.9	2.5	41.0

WBO 3 - Supporting People out of Poverty

Cost of Living: Benefits & Advice (contd)

- The proportion of respondents stating they have accessed advice in the past fell from 23.5% in 2024 to 17.9%.
- Three in ten (30.3%) felt they may need advice in the future, down slightly from 36.7% in last year's survey.
- Respondents identifying as disabled and those from an ethnically diverse background were most likely to have sought advice in the past (36.7% and 28.4% respectively). Along with under 35s, they were also most likely to expect to do so in the future.
- 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 (35.2% compared with 10.4% respectively), and more than twice as likely to expect to seek advice in the future (48.9% compared with 19.0% respectively).



Base sizes shown in brackets.

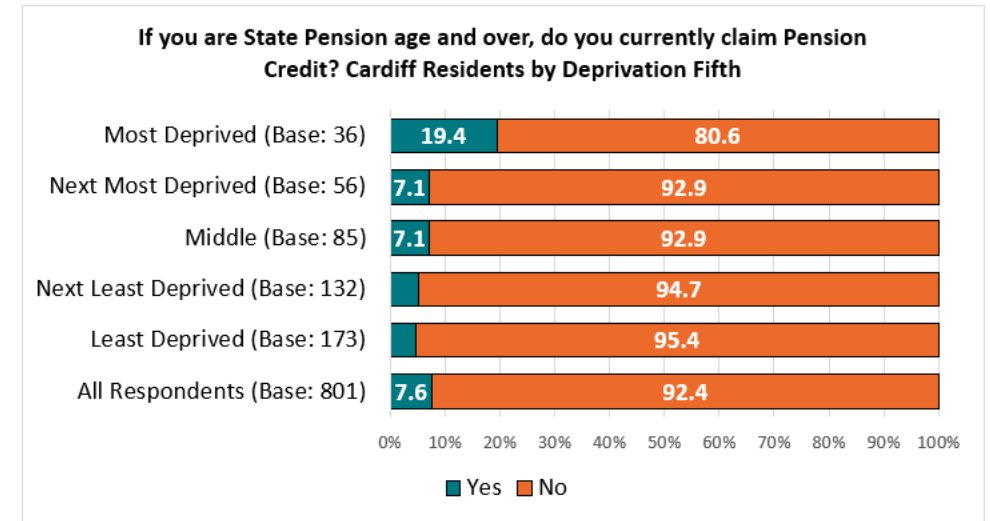
	Have sought advice in the past			May seek advice in the future		
	2025	2024	2023	2025	2024	2023
Most deprived	35.2	39.8	32.5	48.9	59.1	31.3
Least deprived	10.4	10.9	8.9	19.0	23.5	10.6
Difference	24.8	28.9	23.6	30.0	35.6	20.7

Note – Rounding errors account for any apparent miscalculations

WBO 3 - Supporting People out of Poverty

Cost of Living: Pension Credit

- Excluding responses from those indicating they were not of State Pension age, one in fourteen (7.6%) stated they currently claimed Pension Credit, reflecting previous findings.
- Amongst respondents of State Pension age, those identifying as disabled were most likely to claim Pension Credit (14.8%), followed by those from an ethnically diverse background (10.1%).
- Whilst there was not a direct correlation with level of deprivation, residents in the most deprived areas of the city were around four times more likely to claim Pension Credit than those in the least deprived areas (19.4% compared with 4.6% respectively).
- Three in five (59.2%) of those not claiming Pension Credit did not think they were eligible, almost a quarter (23.9%) felt they didn't need the extra financial help, and just under one in ten (9.1%) applied, but were not eligible.



Caution should be taken with small base sizes

- Overall, one in 20 respondents (4.8%) stated they, or someone in their household, needed support to claim Pension Credit (down from 6.8% in 2024).
- Those identifying as disabled were most likely to need support (10.7%).
- Those living in the most deprived areas of the city were most likely to need support to claim Pension Credit (15.0%), compared with 5.1% of those in the least deprived areas.

WBO 3 - Supporting People out of Poverty

Cost of Living: Local Authority Tenants

- Every year, a survey is undertaken to gather the views of Local Authority Tenants on the current services they receive.
- In 2025, around one in seven (13.8%) respondents said they are having difficulties paying their rent.
- Almost one in three (32.5%) tenants stated they're having difficulties paying their Utility Bills.
- Two in five (41.4%) respondents are having difficulties heating their homes.
- Around one in three (34.8%) tenants are having difficulties buying food or any other essential items.
- The majority (54.8%) of respondents are not having any difficulties paying for each of the four options. However, almost one in five (18.9%) are having difficulties with at least three.
- Over the past 12 months, 'Money Advice' was the most common type of assistance sought by respondents, with around two in three (69.2%) indicating they had used it.

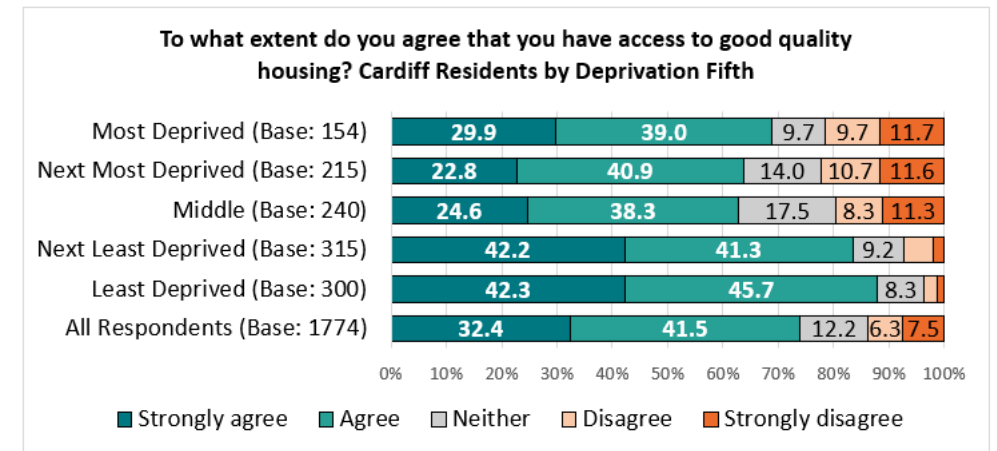
Are you having difficulties paying for rent, utility bills, heating your home, buying food or any other essential items?

Number of difficulties identified	No.	%
0	570	54.8
1	139	13.4
2	135	13.0
3	123	11.8
4	74	7.1
Total Respondents	1,041	100.0

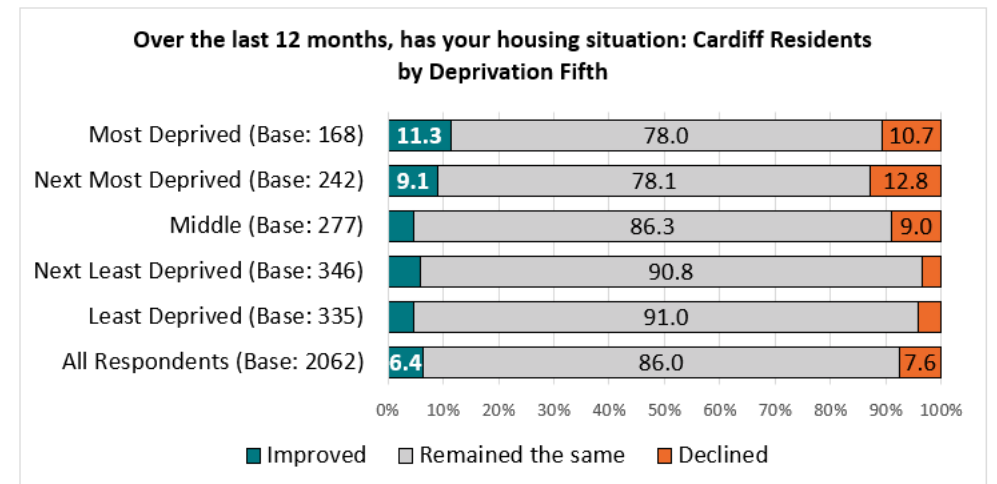
WBO 3 - Supporting People out of Poverty

Housing

- Whilst those living in the least deprived areas of the city were most likely to agree they had access to good quality housing, the proportion of those living in the most deprived areas agreeing rose from 50.8% in 2024 to 68.8%; the proportion disagreeing fell from 16.7% to 11.7%.
- Respondents living in the two most deprived quintiles were most likely to report a change in their housing situation over the last 12 months - 10.7% reported a decline, whilst 11.3% stated this had improved.



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

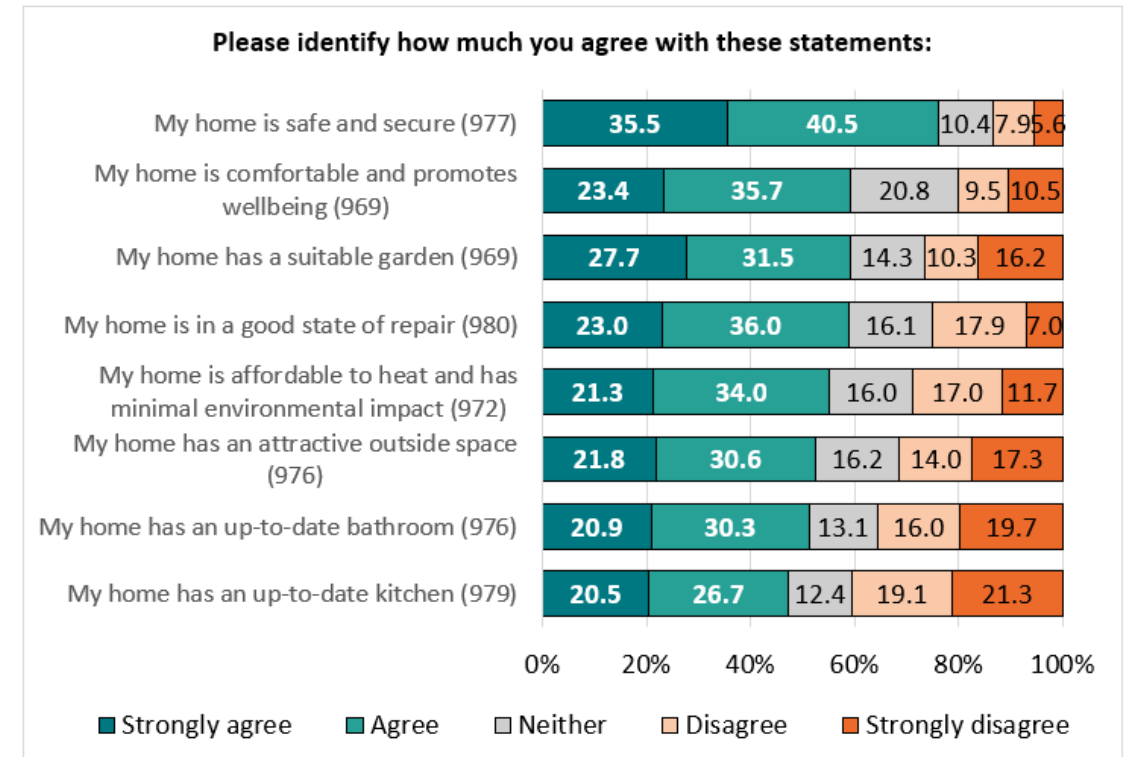


Base sizes shown in brackets; excludes 'Don't Know' responses.

WBO 3 - Supporting People out of Poverty

Housing: Local Authority Tenants

- As part of the Annual Tenants Survey (2025), tenants were presented with a list of eight statements in relation to their home and asked to how much they agreed with each of them.
- 'My home is safe and secure' (76.0%) recorded the highest level of agreement. This was followed by 'My home is comfortable and promotes wellbeing' and 'My home has a suitable garden' (Both 59.1%).
- Although viewed as the statement with the lowest agreement / highest disagreement, almost half (47.2%) of respondents agreed that 'My home has an up-to date kitchen'.
- 'Windows' and 'Kitchens' repairs were viewed as the most crucial home improvement needed, with over two in five respondents classing these as very important (46.4% and 45.3% respectively).
- Almost three in five (57.7%) tenants are satisfied with the energy efficiency of their property, this includes 22.6% who are very satisfied.

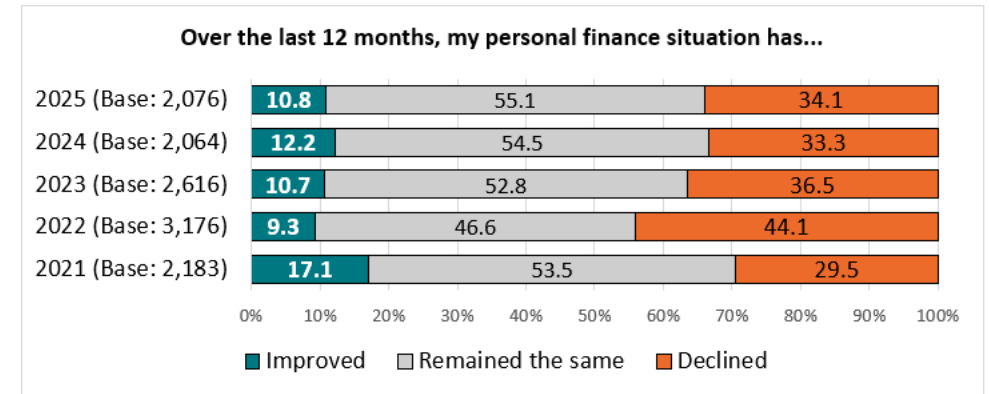


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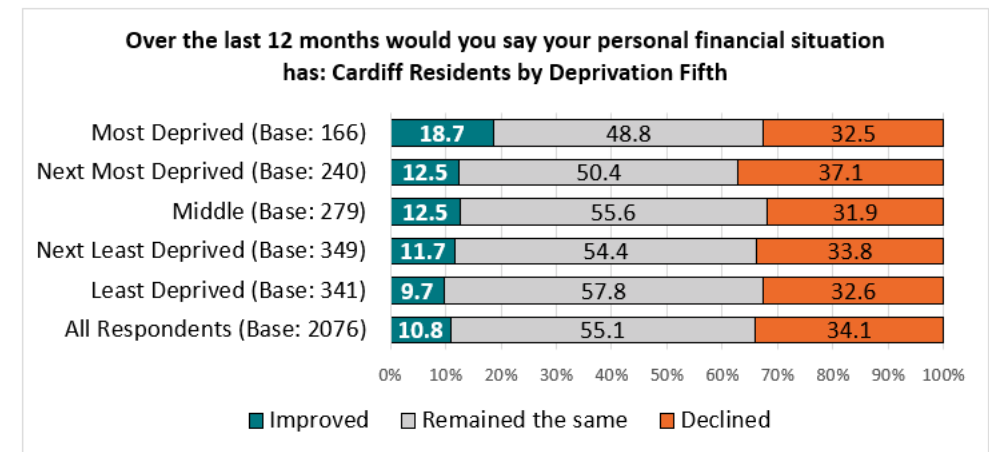
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Personal Finance

- A third of respondents (34.1%) reported a decline in their personal financial situation, three times the proportion of those stating their situation had improved. Over half (55.1%) saw no change. This reflects the findings of the 2024 survey.
- 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 (49.3%, up slightly from 45.8% in the 2024 survey). This group was least likely to report an improvement in finances (8.9%).
- Those living in the most deprived areas were almost twice as likely as those in the least deprived areas to report an improvement (18.7% compared with 9.7% respectively).



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



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

WBO 3 - Supporting People out of Poverty

Health and Wellbeing

When considering the Ask Cardiff 2025 survey results by deprivation fifth:

- **Physical Health:** As in previous years, respondents living in the most deprived areas were least likely to describe their physical health as 'good' or 'very good'.
- Whilst results did not directly correlate with level of deprivation, respondents living in the most deprived areas of the city were most likely to report a change in their physical health over the last year, with almost three in ten (29.6%) reporting their physical health was better, but two in five (37.3%) stating it was worse.
- **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 reporting the lowest proportion of 'good' mental health (53.0%, compared with 71.7% amongst those living in the least deprived areas). One in ten of this group (9.5%) felt their mental health was 'very poor', broadly consistent with previous years, however, the proportion reporting their mental health to be 'very good' rose from 13.0% in 2024 to 19.6% in 2025. The difference in the proportion of respondents from the most and least deprived areas of the city with good mental health was 18.7 percentage points, the lowest gap seen since the pandemic in 2021.
- There was a correlation between deprivation quintile and change in mental health, with those living in the most deprived areas most likely to report a change in their mental health (52.7% compared with 33.9% of respondents in the least deprived areas). All quintiles were more likely to report a decline rather than an improvement.
- **Lifestyle:** As in previous years, 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 1.1 portion per day than those in the most deprived areas.
- Residents in the most deprived areas were ten times as likely as those in the least deprived areas to state they didn't eat any fruit or vegetables (11.6% compared with 1.2%, with this gap widening from 8.7% and 3.1% respectively in 2024).
- There was a correlation with level of deprivation, with those living in the most deprived areas doing almost 30 minutes less exercise per week than those in the least deprived areas (a minimum of 72.8 minutes compared with a minimum of 101.3 minutes, on average).

WBO 3 - Supporting People out of Poverty

Health and Wellbeing (contd)

When considering the Ask Cardiff 2025 survey results by deprivation fifth:

- **Screening:** There was a correlation between take-up of screening invitations and level of deprivation, with those in the least deprived areas around 50% more likely to go for screening than those in the most deprived areas (65.6% compared with 43.5% respectively).
- **Vaccination:** Take up of invitations for vaccination broadly correlated with level of deprivation, with the highest level was seen amongst those living in the least deprived areas of the city (74.0%) compared with 48.5% in the most deprived areas.
- **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, reflecting previous surveys.
- **Health Problem/Disability:** There was a correlation with level of

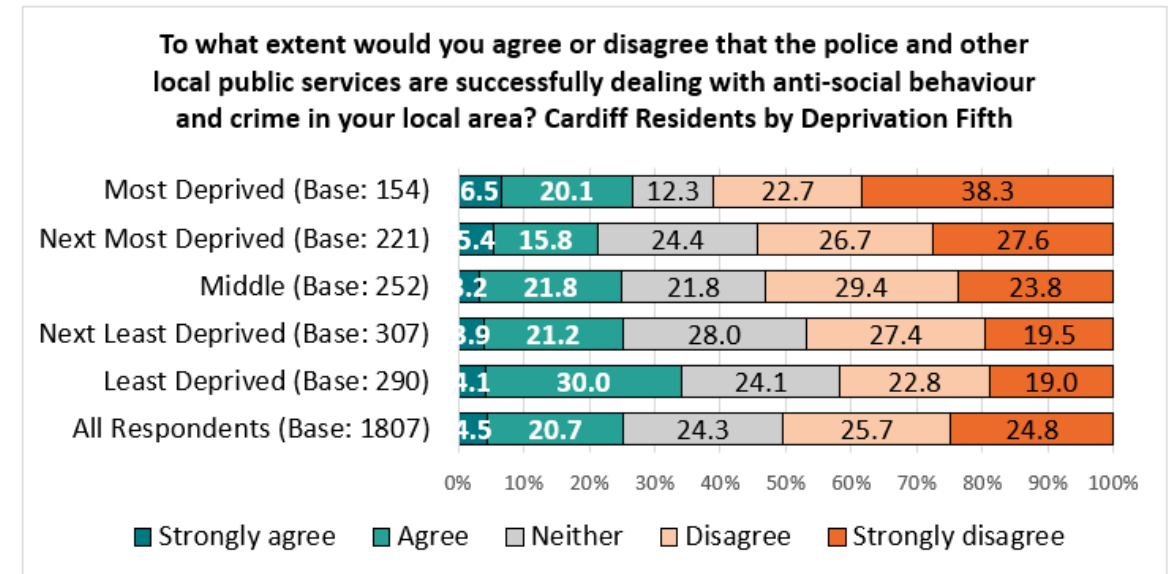
deprivation, with respondents in the most deprived areas most likely to report their activities were limited by a health problem. This was particularly apparent for those reporting their activities were 'limited a lot', with those in the most deprived areas almost three times as likely to report this (22.8%, compared with 8.2% amongst those in the least deprived areas).

- **Sense of Wellbeing:** A decline in well-being over the last 12 months did not directly correlate with level of deprivation, but respondents living in the most deprived areas were twice as likely to report an improvement as those in the least deprived areas (22.3% compared with 11.0% respectively).

WBO 3 - Supporting People out of Poverty

Community Safety

- As in previous years, there was a broad correlation between disagreement that the Police and other local public services are successfully dealing with anti-social behaviour and crime and level of deprivation, with those in the most deprived areas fifty percent more likely to disagree compared with those in the least deprived areas (61.0% and 41.7% respectively).



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 felt 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

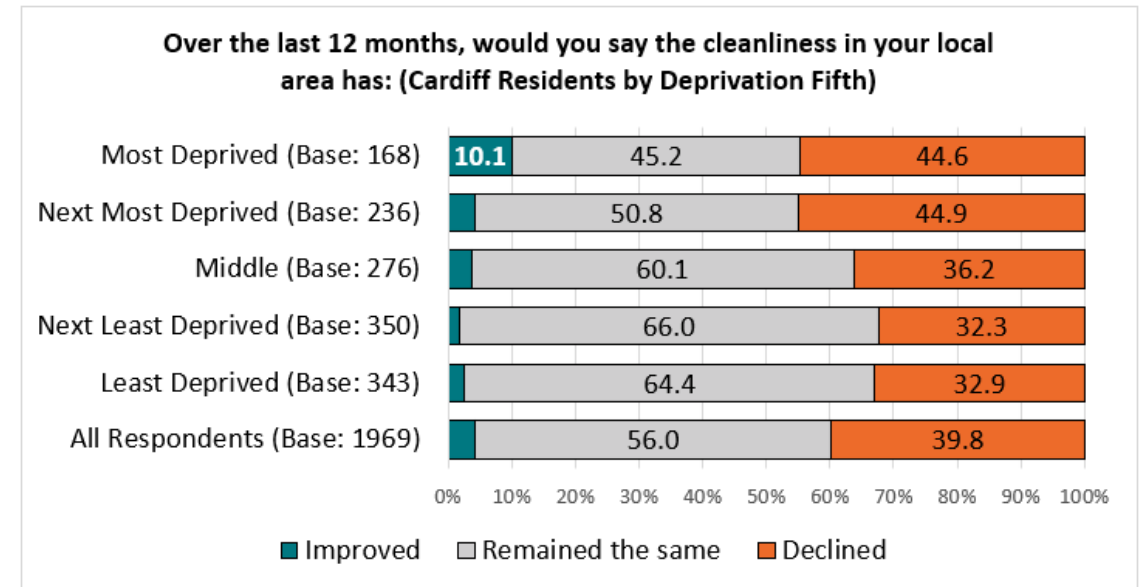
How safe or unsafe do you feel in the following situations?

% 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	91.8	77.1	83.7	44.3	80.4	40.3	86.4	61.8	71.3	36.8
Next Most Deprived	94.8	85.8	88.0	44.1	79.3	34.3	91.2	56.1	60.4	30.4
Middle	96.1	88.0	90.7	54.6	84.0	37.8	94.4	57.2	62.2	27.9
Next Least Deprived	99.4	90.9	94.8	62.2	80.5	31.9	93.4	58.3	70.5	30.5
Least Deprived	98.2	94.3	96.8	69.1	79.7	27.9	95.6	62.6	61.9	27.8
Overall	96.0	87.1	91.0	53.8	79.1	30.6	92.0	55.6	63.8	27.4

WBO 3 - Supporting People out of Poverty

Local Area: Cleanliness

- As seen in previous surveys, respondents living in the most deprived areas were most likely to report an improvement in cleanliness in their local area (10.1%, down slightly from 12.4% seen in 2024). However, four times as many residents in this deprivation quintile (44.6%) reported a decline in cleanliness.
- Those living in the more affluent areas were least likely to report a decline in cleanliness in their local area.

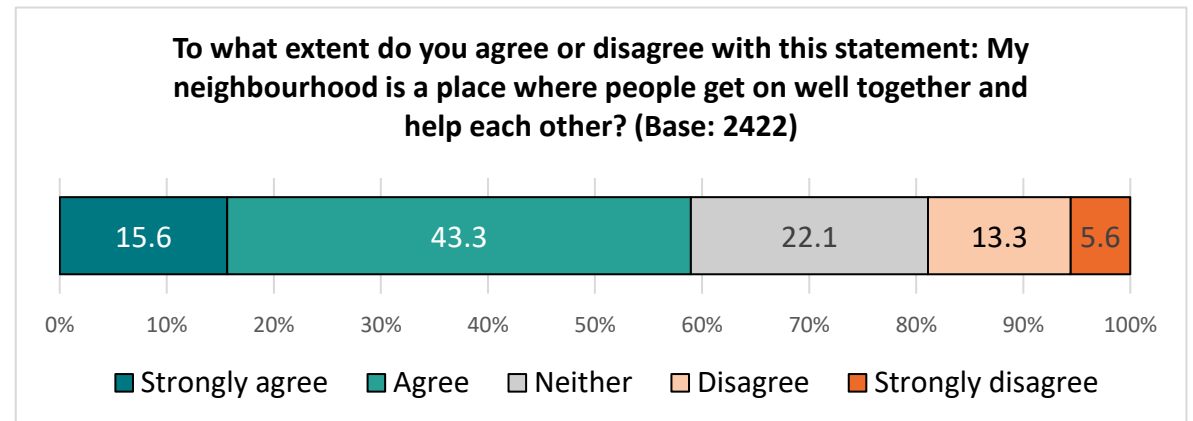
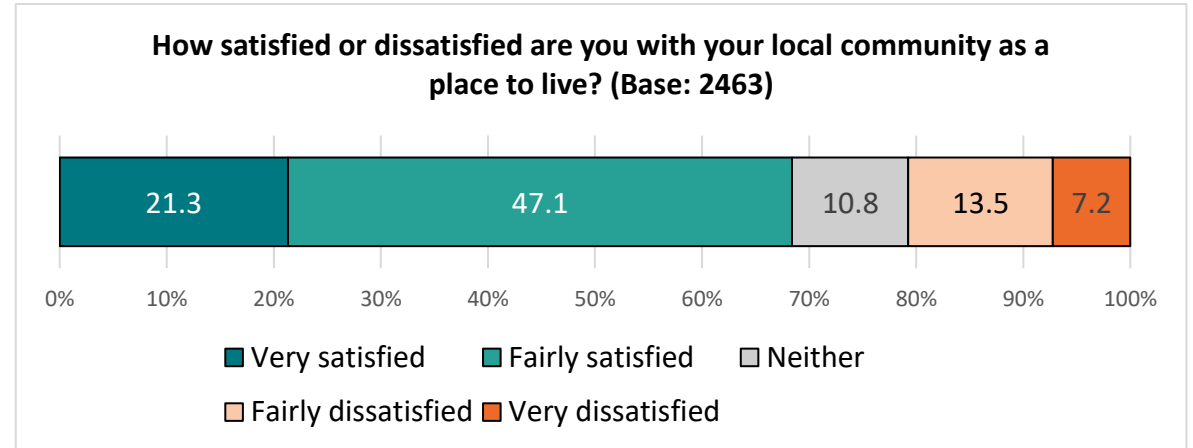


Base sizes shown in brackets; excludes 'Don't Know' responses.

WBO 4 - Safe, Confident and Empowered Communities

Neighbourhood

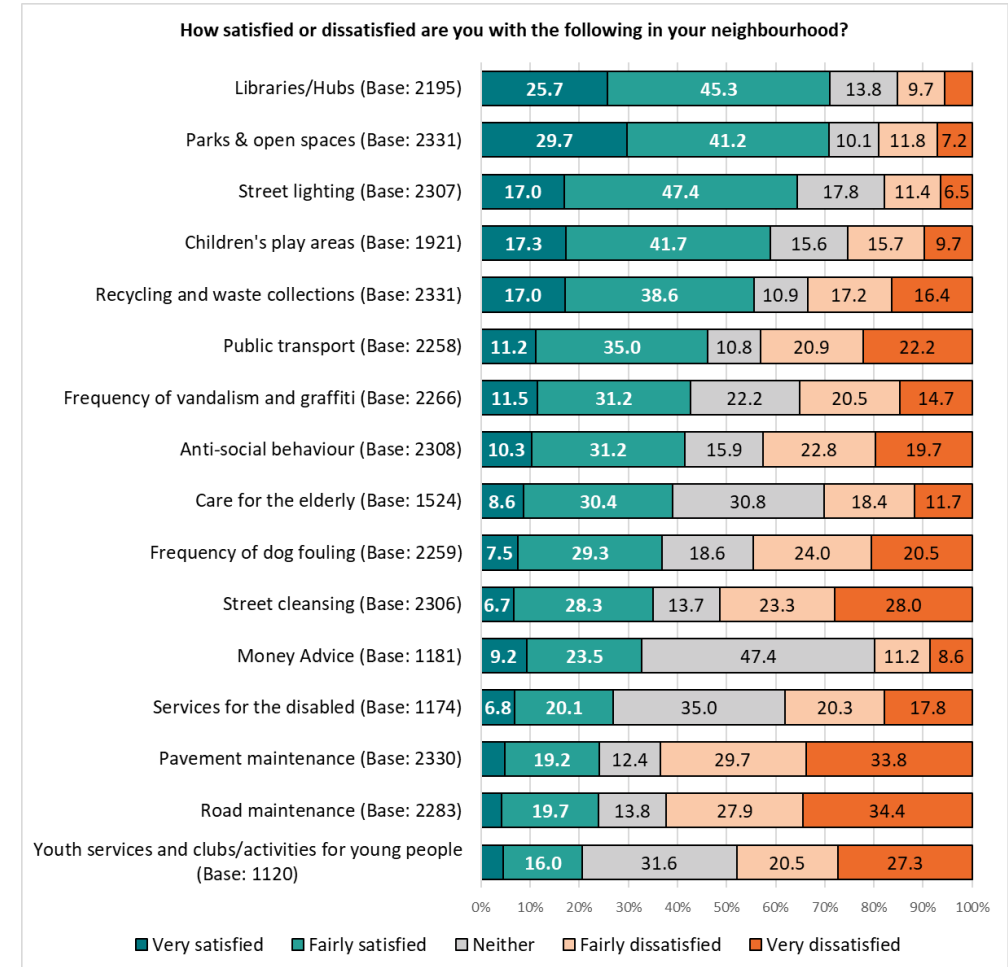
- As part of the 2025 Ask Cardiff Survey, respondents were asked how satisfied or dissatisfied they are with their local community as a place to live.
- Almost seven in ten respondents (68.4%) were satisfied with their local community as a place to live, reflecting the findings of previous Ask Cardiff surveys.
- In addition, three in five (59.0%) 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.
 - As seen in 2024, Welsh speakers (69.8%) were most likely to agree with this statement, those living in the Southern Arc of the city were least likely to agree (51.2%).



WBO 4 - Safe, Confident and Empowered Communities

Neighbourhood (contd)

- Respondents were given a list of services and asked their level of satisfaction with each.
- Satisfaction was highest for Libraries/Hubs (71.0%), parks and open spaces (70.9%) and street lighting (64.4%). Dissatisfaction was highest for pavement maintenance (63.6%), road maintenance (62.3%), and street cleansing (51.3%).
- Where trend data is available, the top three services were unchanged from the previous year.
- Compared with the previous year, there was an increase in satisfaction for Children's Play Areas (rising to 59.0%), Recycling & Waste collections (rising to 55.6%) and Public Transport (rising to 46.1%).
- There was a drop in satisfaction with Care for the Elderly (39.0%), Frequency of dog fouling (36.9%), Money Advice (32.8%), Services for the Disabled (26.9%) and Pavement Maintenance (24.1%)



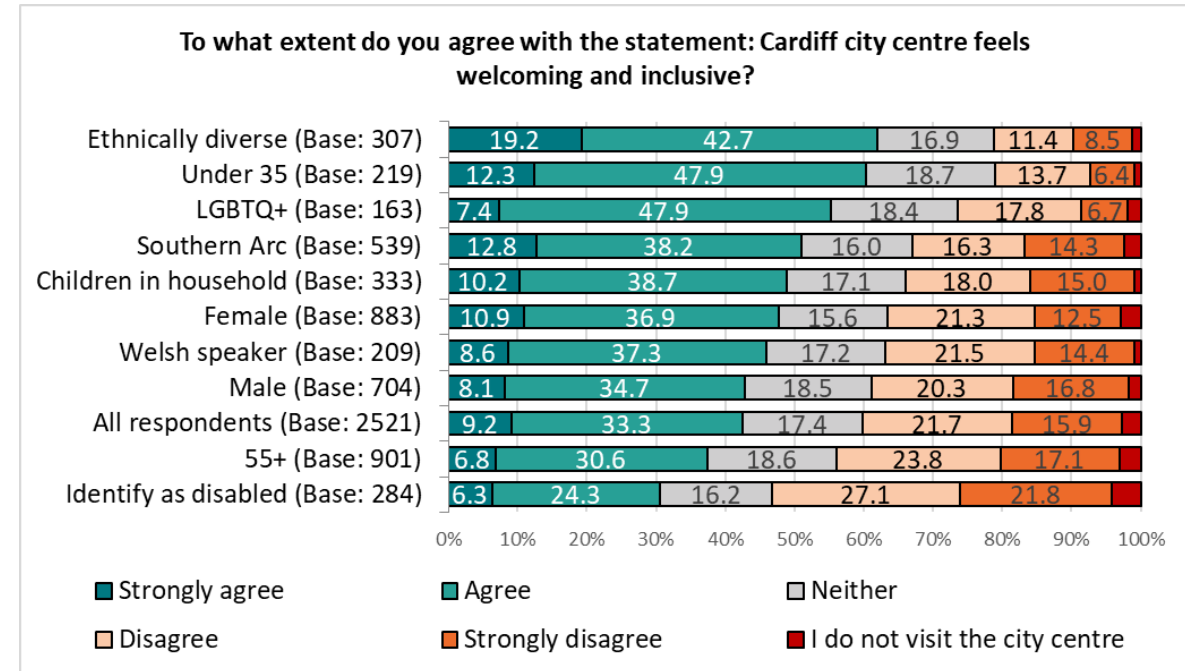
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2025)

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City Centre: Welcoming and Inclusive

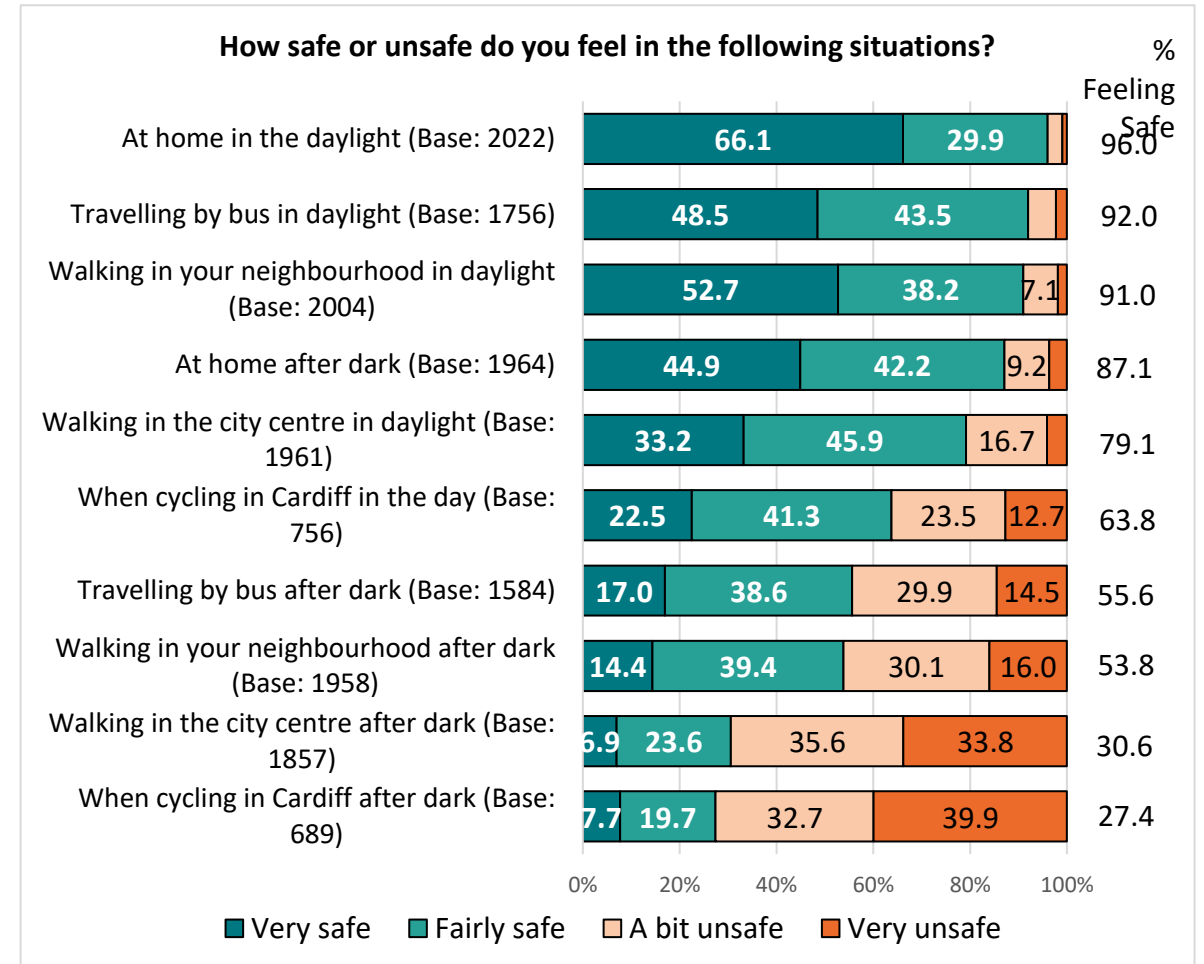
- Two in five respondents (42.4%) agreed that Cardiff city centre feels welcoming and inclusive, compared with 37.5% who disagreed. As in 2024, very few respondents (2.7%) reported that they do not visit the city centre.
 - There was variation in perceptions across the different demographic groups analysed. Respondents from ethnically diverse backgrounds (61.9%) and those aged under 35 (60.3%) were most likely to agree that the city centre feels welcoming and inclusive. In contrast, agreement was lowest among those identifying as disabled (30.6%) and those aged 55 or over (37.4%), who were also more likely to report that they do not visit the city centre.
 - Respondents living in more deprived areas of the city were slightly more likely to agree that the city centre feels welcoming and inclusive compared with those living in the least deprived areas.



WBO 4 - Safe, Confident and Empowered Communities

Feeling Safe

- Overall, Cardiff residents felt most safe when:
 - At home in the daylight (96.0%)
 - Travelling by bus in daylight (92.0%)
 - Walking in their neighbourhood in the daylight (91.0%)
- They felt least safe when:
 - Cycling in Cardiff after dark (27.4%)
 - Walking in the city centre after dark (30.6%)
 - Walking in their neighbourhood after dark (53.8%)
- Compared with the previous year, respondents felt a little less safe when walking in their neighbourhood after dark, down 4.2 percentage points. The proportion feeling safe fell marginally for most scenarios.
- 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 and when cycling, both after dark.



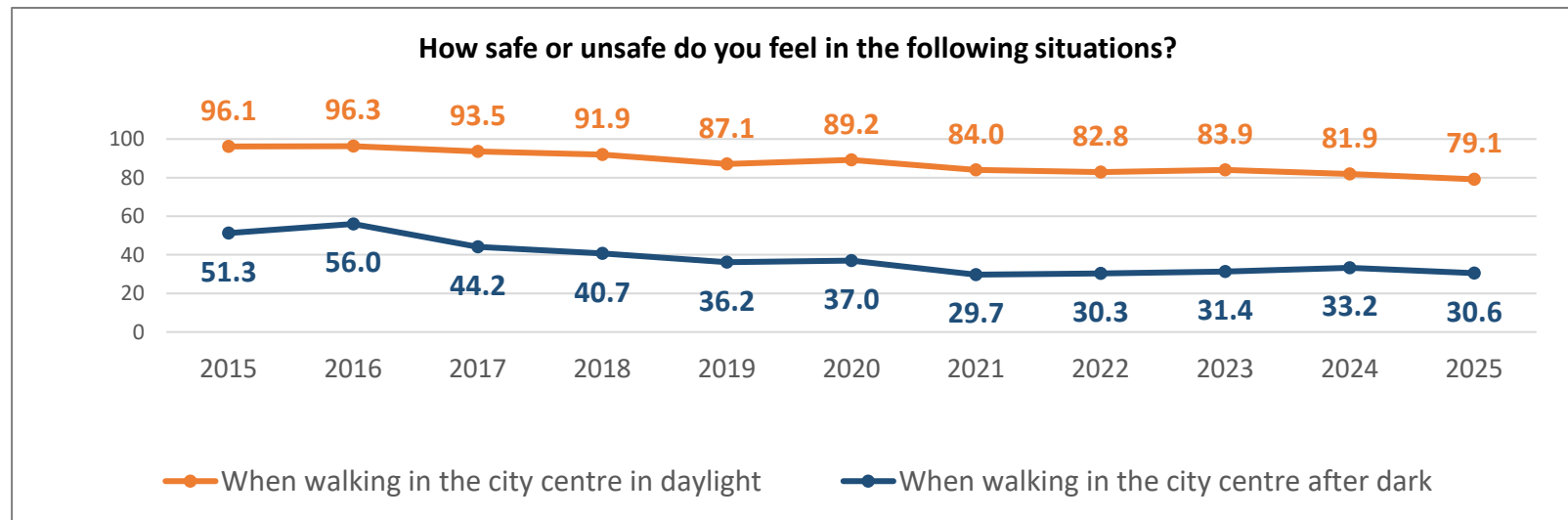
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2025)

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Feeling Safe: Trend Data

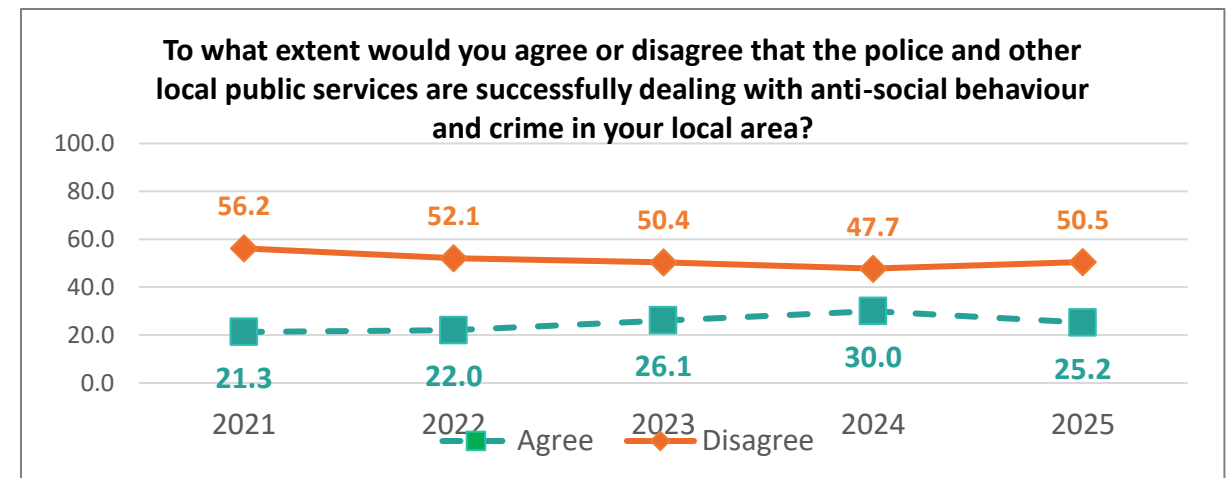
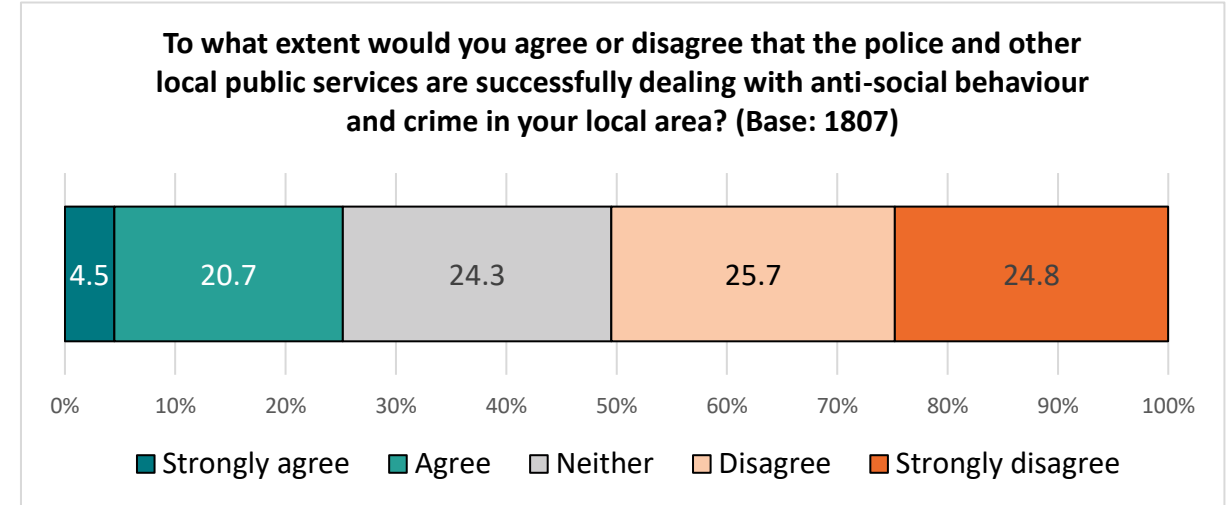
- Trend data shows levels of safety in these situations are largely unchanged since 2020, although levels of feeling safe when walking in the city centre are notably lower than they were ten years ago.



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Anti-Social Behaviour/ Crime

- A quarter of respondents (25.2%) agreed that enough was being done to tackle anti-social behaviour and crime in their local area (down five percentage points from 30.0% in 2024; half (50.5%) disagreed, 24.8% disagreeing strongly).
- This halts a year-on-year increase in the proportion agreeing since 2021.
- Respondents from ethnically diverse backgrounds were most likely to agree with this statement (33.2%, down from 40.9% in 2024); those living in the Southern Arc and respondents identifying as disabled were most likely to disagree (56.8% and 56.3% respectively).

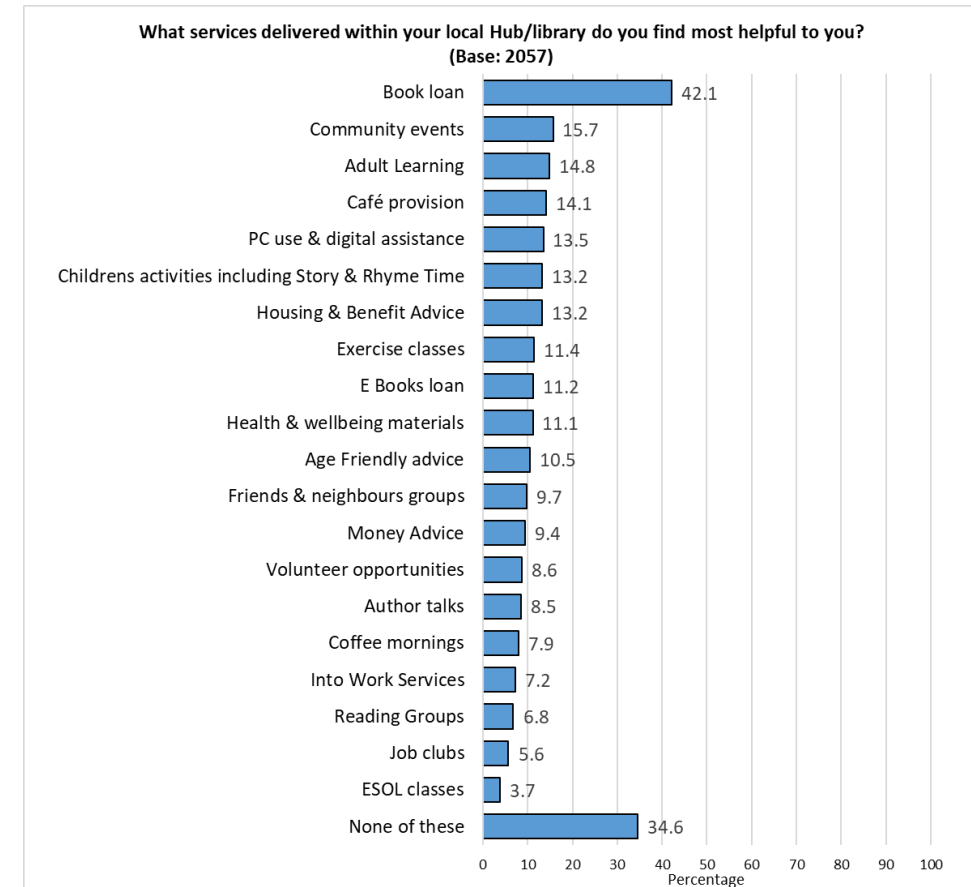


Source: Ask Cardiff Survey (2025)

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Hubs and Libraries

- Respondents were asked which services in their local Hub or library they found most helpful. As in 2024, the top two remained unchanged, with 'book loan' selected by 42.1% of respondents, followed by 'community events' (15.7%). 'Adult learning' was third (14.8%).
- Respondents were also asked which services they would like to see in their local Hub or library*. The most popular options were fitness activities (e.g. walking groups) (26.9%) and hobby and interest groups (26.5%).
- When asked how they would like to receive information about events, almost two-thirds (62.9%) preferred email, nearly double the proportion selecting Facebook (38.7%), while just over a third (37.1%) preferred posters in Hubs or libraries. Around one in ten (9.6%) did not want information from any of the options listed**.



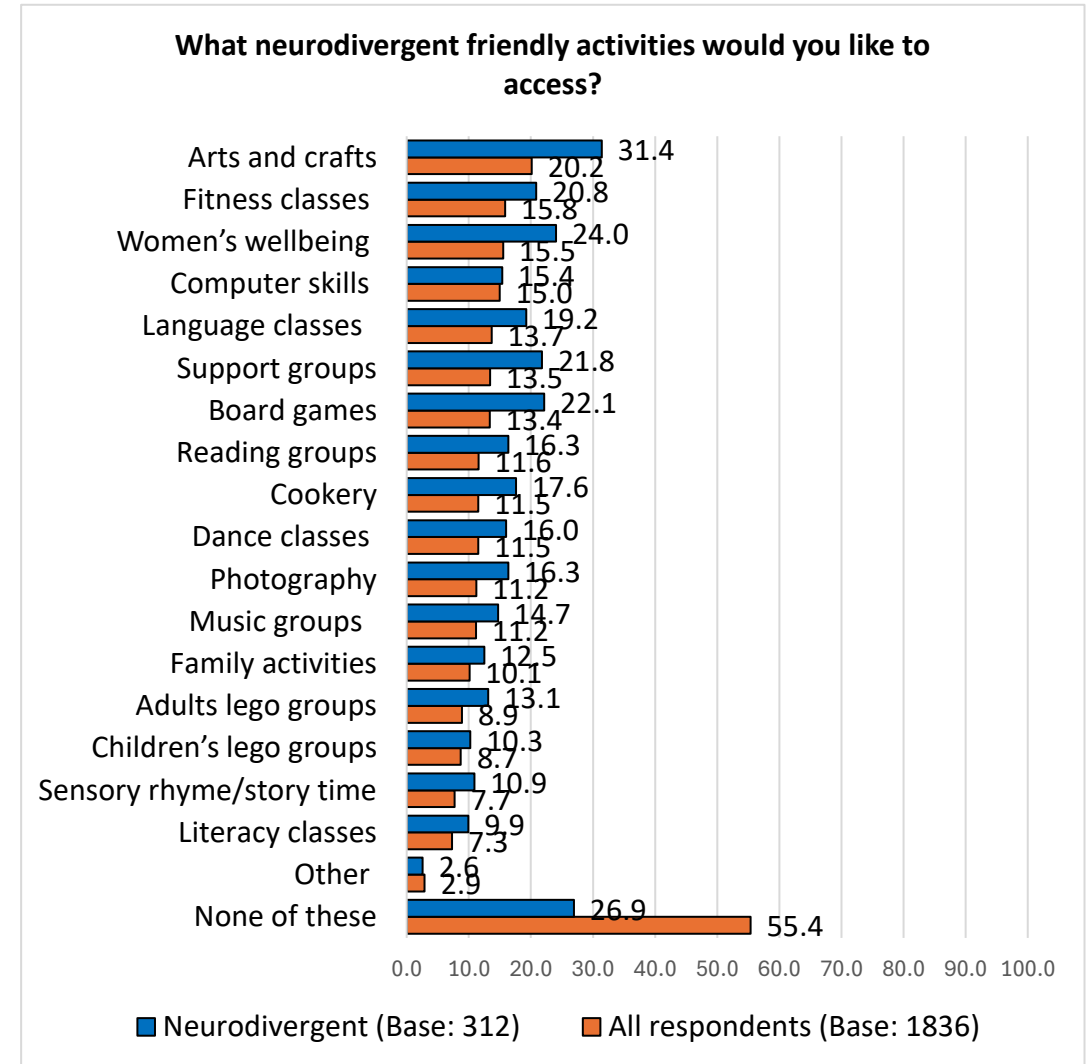
Respondents could select multiple options so the total will exceed 100%.

Source: Ask Cardiff Survey (2025)

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Hubs and Libraries: Neurodivergent Friendly Activities

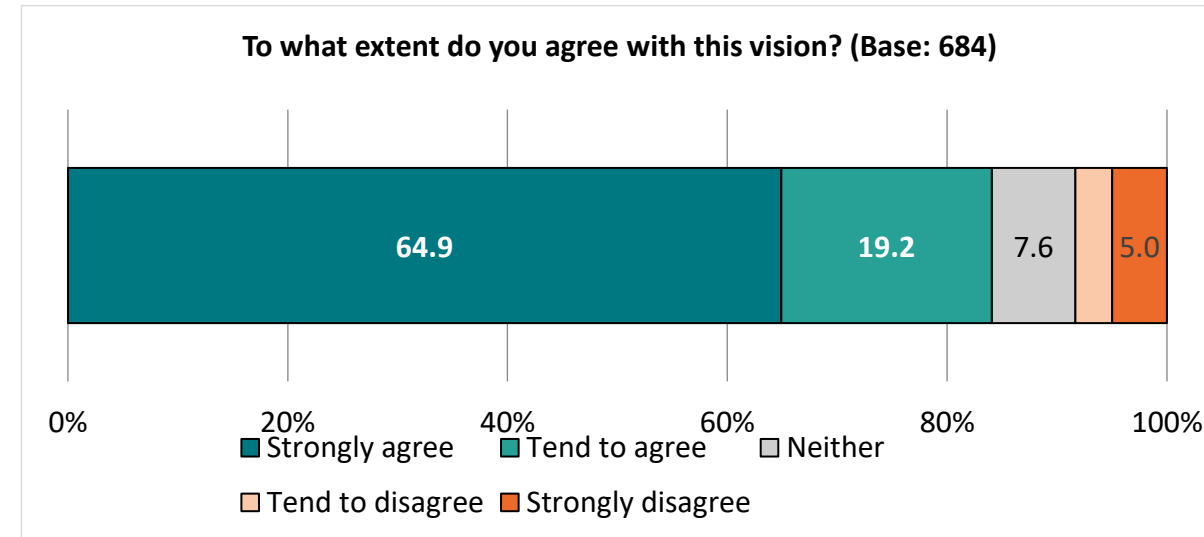
- Respondents were asked what neurodivergent friendly activities they would like to access in Hubs and Libraries.
- Of the activities listed, the most popular were Arts & Crafts (20.2%), fitness classes (15.8%) and women's wellbeing (15.5%).
- Respondents who identify as neurodivergent, or had a member of their household who did, showed higher levels of interest in each of the activities listed, although the pattern of interest in activities did not change. The proportion of this group stating they were not interested in any of the activities was less than half for the total sample (26.9% compared with 55.4%).



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Neurodivergent Friendly Cardiff: Consultation Findings

- A survey was undertaken on the draft Neurodivergent Friendly Cardiff Strategy to understand views on the proposed approach and help shape future ambitions.
- The proposed vision: “Increase awareness and understanding of neurodivergence and make Cardiff a place where neurodivergent people are supported to live well.”
- 84.1% of respondents agreed with the vision, while 8.3% disagreed.
- There was strong support across all groups, with agreement ranging from:
 - 74.9% among those aged 55+
 - 94.0% among those under 35
- Comments were grouped into key themes, including:
 - Support for the vision
 - General observations and reflections
 - Personal experiences and lived experience



*Source: Neurodivergent Friendly Cardiff
Strategy Consultation (2025)*

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Neurodiversity Pathways: Interim Findings of Community Matters Project

The Neurodiversity Pathways project, established by C3SC, is exploring the experiences of parents and carers of neurodivergent children, with a particular focus on barriers to accessing support and the role of community organisations in providing early help.

Initial findings highlight a number of challenges for children and families:

- **Diagnosis is often seen as the gateway to support:** Many parents and carers reported that support is frequently linked to diagnosis or referral, with access to some services and additional support in schools dependent on this. As a result, families may feel diagnosis is the only way to secure support for their child.
- **Long waits leave families without support:** Participants highlighted that waiting for assessment and diagnosis can be an extremely challenging period for children and their families, with limited support available while they wait.
- **Support can reduce after diagnosis:** Some families reported that receiving a diagnosis can feel like reaching a "cliff edge", with limited ongoing support available once diagnostic processes have been completed.
- **Information is not always accessible:** Participants highlighted difficulties finding clear information about available support, how to access services and what support pathways are available.
- **Additional barriers affect underrepresented communities:** Accessibility and language barriers were identified as particular challenges for some marginalised communities and families where English is not their first language. Participants reported difficulties understanding what support exists, where to go for help and how to access services.
- **Awareness of neurodiversity varies across communities:** The report highlights that in some communities there is limited awareness and understanding of neurodivergence, creating additional barriers to accessing support and information.

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Substance Misuse Services: Key Findings of Community Pathways Project

The 'Community Pathways: Substance Misuse' Project was delivered by C3SC. The project engaged individuals with lived or living experience of substance misuse, alongside families, carers and community members, to better understand experiences of accessing support services across Cardiff.

The project identified a disconnect between service provision and user needs:

- **Low awareness of support:** Most participants knew only 1-2 organisations and often only became aware of services during a crisis rather than through prevention or early intervention. Healthcare professionals were also reported to have limited knowledge of referral pathways.
- **Barriers to access:** Common barriers included transport costs, inflexible appointments, stigmatising environments and culturally inappropriate service design. GP services were frequently identified as limiting access, particularly for marginalised communities.
- **Fragmented support:** Services often operate in silos, with limited integration between mental health and substance misuse services. Participants reported concerns being dismissed as substance-related rather than appropriately addressed.
- **Insufficient family support:** Families were described as significantly affected by addiction but often received little support, with some programmes poorly advertised or no longer available.
- **One-size-fits-all approaches:** Participants felt services often failed to reflect individual circumstances, while short-term interventions were viewed as inadequate for addressing trauma and complex needs.

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Substance Misuse Services: What People Said Was Needed

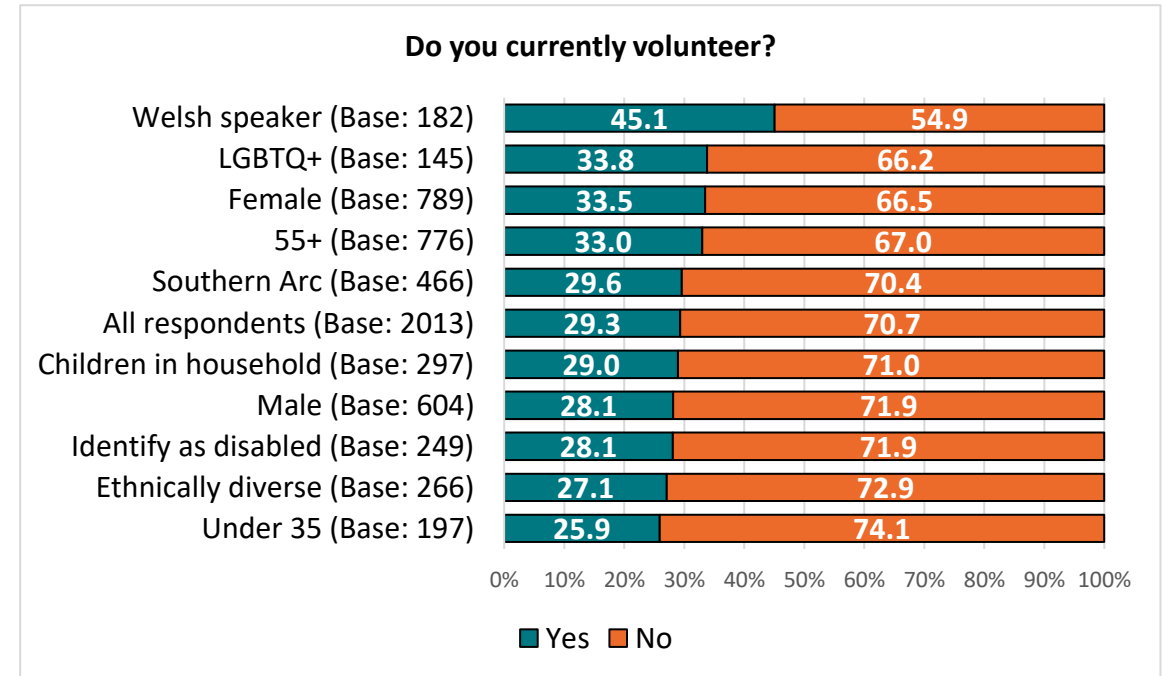
Despite these challenges, participants identified clear priorities for improving support across Cardiff.

- **Holistic, person-centred support:** Services should address underlying issues such as mental health, trauma, housing and social isolation, rather than focusing solely on substance use.
- **Accessible and flexible services:** Participants highlighted the need for earlier intervention, clearer information, reduced barriers to access and support available when and where it is needed.
- **Respect, dignity and cultural sensitivity:** Non-judgemental approaches and services that reflect the needs of diverse communities were seen as essential.
- **Stronger support for families and carers:** Families were viewed as critical to recovery but often excluded from services and support pathways.
- **Improved partnership working:** Participants called for more joined-up services, better coordination between organisations and stronger integration between statutory and third-sector provision.
- **Building on third-sector strengths:** Community organisations were praised for their flexible, peer-led and recovery-focused support, with participants highlighting their important role within the wider system.

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Volunteering

- Overall, around three in ten respondents (29.3%) said they currently volunteer, on a par with previous findings - this rose to 45.1% amongst Welsh speakers and fell to 25.9% of under 35s.
- Respondents were most likely to already be involved 'learning more about how to reduce your carbon footprint' (21.5%) and Community Volunteering (16.4%), repeating the findings of previous surveys.
- Of the volunteering opportunities listed, the top three preferred options for future involvement were:
 - Learning more about how to reduce carbon footprints or use sustainable travel (e.g. public transport, cycling, walking)
 - Community volunteering (e.g. litter picking, community gardening)
 - Providing or supporting an activity or social group in the community (e.g. coffee mornings, Tai Chi, craft clubs)



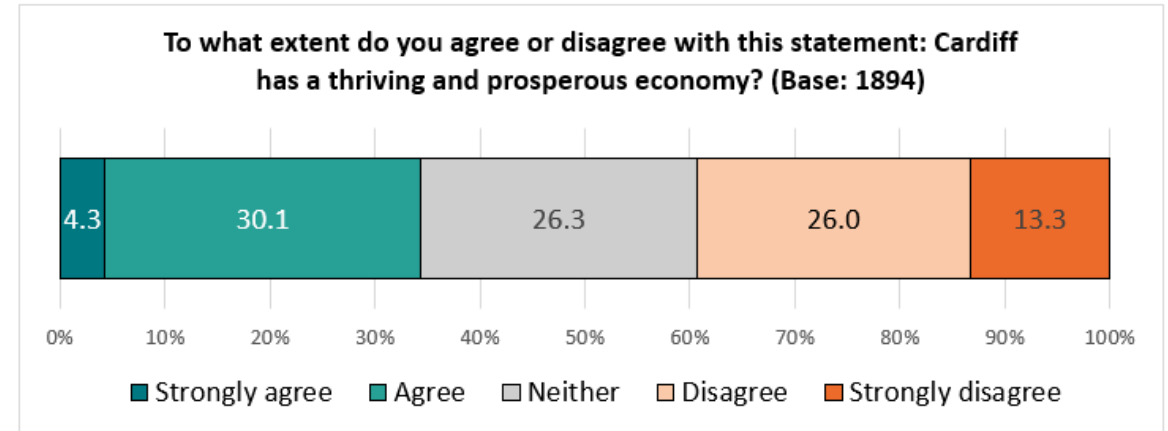
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Source: Ask Cardiff Survey (2025)

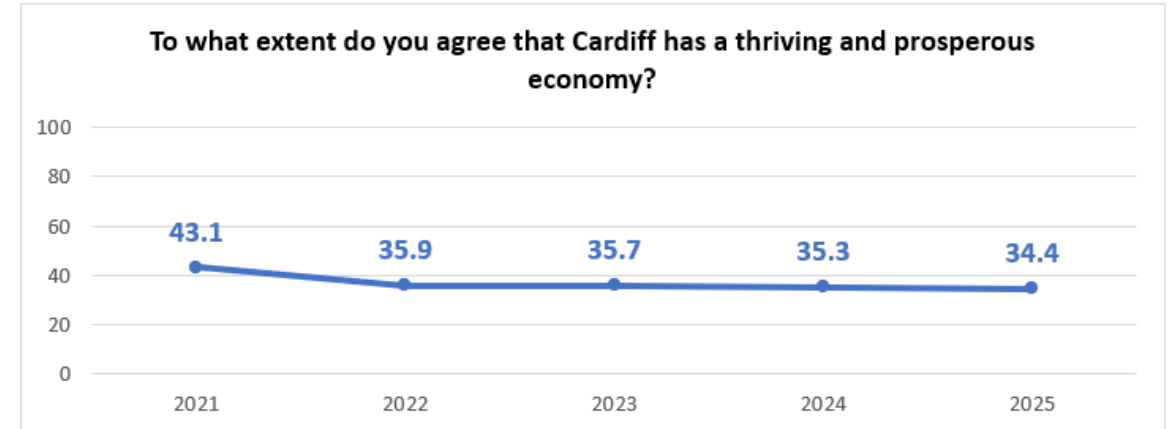
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Cardiff's Economy

- The Ask Cardiff Survey (2025) showed that the proportion of respondents who felt Cardiff has a thriving and prosperous economy has stabilised following a decline after the pandemic. Just over a third of respondents (34.4%) agreed with this statement, slightly less than the proportion who disagreed (39.3%).
- Responses were broadly consistent across the demographic and geographic groups analysed, apart from respondents identifying as disabled (25.3%).



Excludes 'Don't Know' responses.

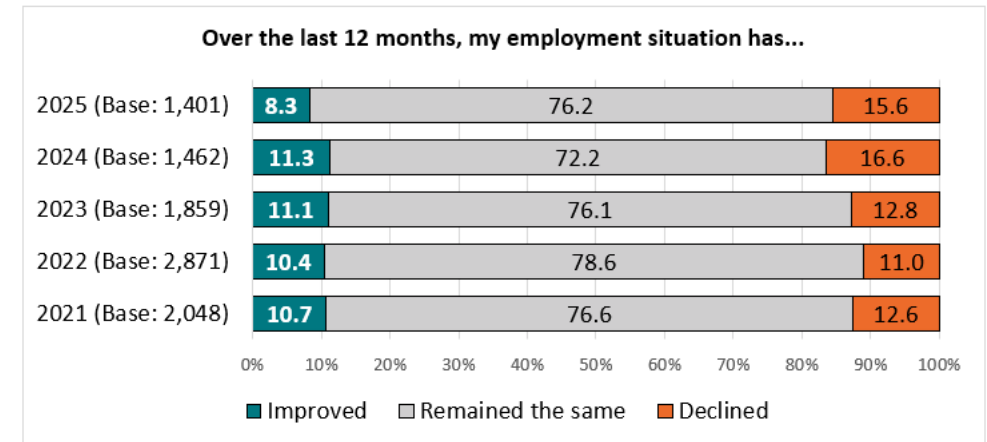


Source: Ask Cardiff Survey (2025)

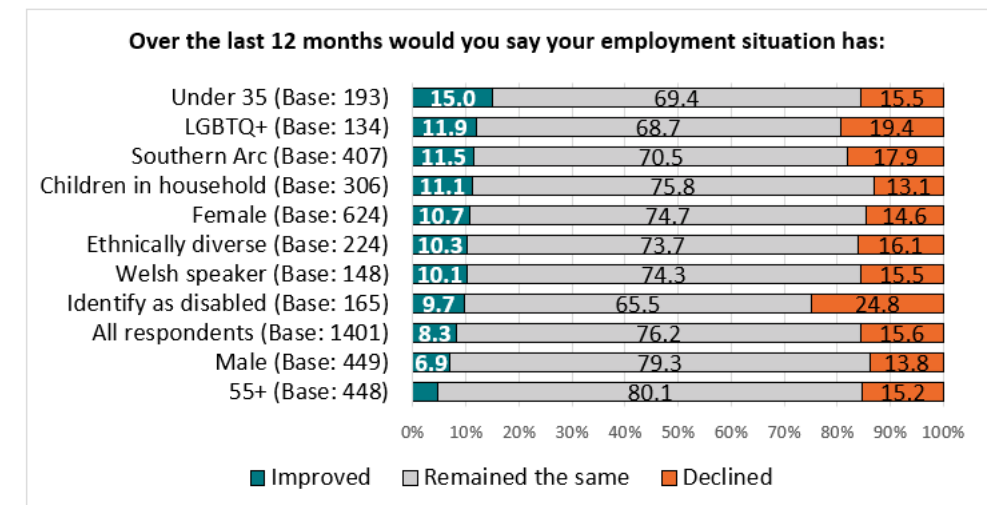
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Employment and Jobs

- Respondents' employment situation was broadly unchanged since 2021, following higher levels of decline reported during the pandemic, with around three-quarters reporting their circumstances had remained the same over the last 12 months.
- As seen in previous surveys, respondents aged under 35 were most likely to report their employment situation had improved over the past year (15.0%), with the proportion of this group reporting a decline falling from 20.4% to 15.5%. Those aged 55 or older were more likely to report their employment situation was unchanged (80.1%).
- Respondents identifying as disabled were most likely to report a decline in their employment situation (24.8%).



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

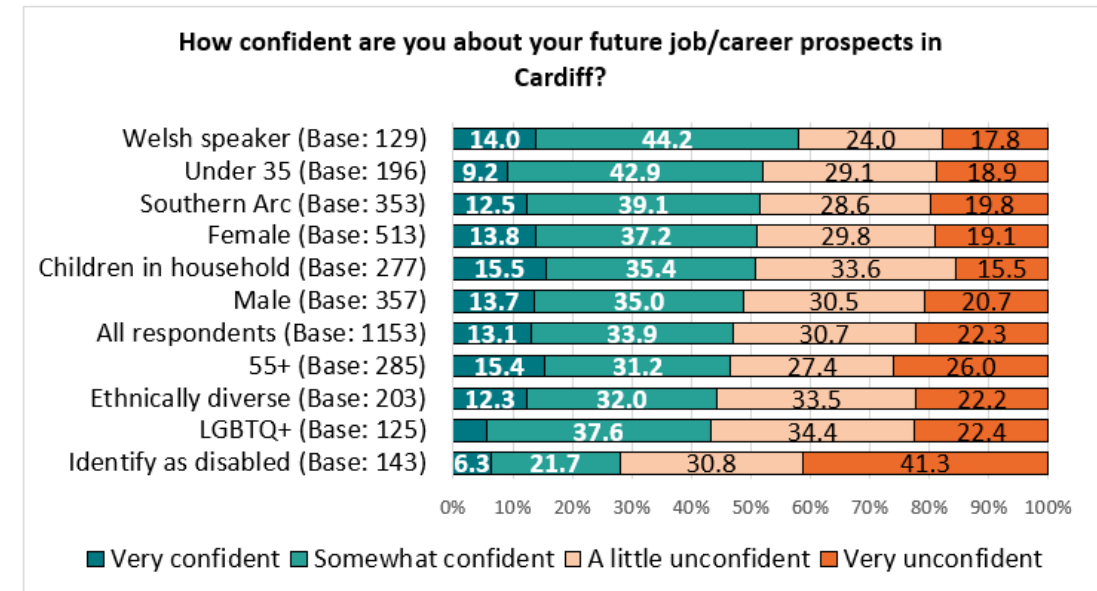


Base sizes shown in brackets; excludes 'Don't Know' responses.

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Employment and Jobs (contd)

- The proportion of respondents stating they felt confident about future job/career prospects in Cardiff remained unchanged at 47.0%. This is the lowest level of confidence since before the pandemic.
- Welsh speakers (58.1%) showed the highest level of confidence in the future job/career prospects.
- Four of the remaining demographic groups analysed felt more marginally more confident than unconfident about their future job/career prospects - those with children in their household (50.9%), females (51.1%), those living in the Southern Arc (51.6%) and Under 35s (52.0%).
- As in previous years, confidence in future job/career prospects was lowest amongst those identifying as disabled at 28.0% (down from 38.8% seen in 2024).

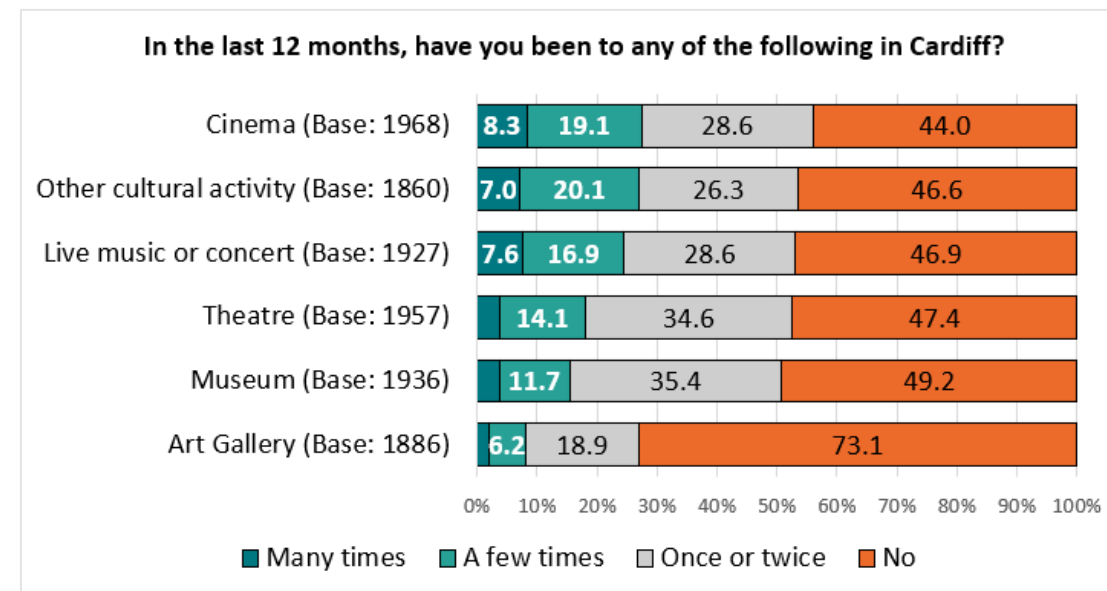


Base sizes shown in brackets; excludes 'Don't Know' and 'Not applicable' responses

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Cultural Activities

- As seen in previous surveys, respondents were most likely to have been to the cinema, with 56.0% 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 (83.3%), 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.



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

	2025	2024	2023	2022	2021	2020	2019
At least one activity	83.3	82.9	84.7	81.9	64.4	68.8	92.1
Cinema	56.0	56.9	57.6	53.9	37.7	59.7	74.0
Other cultural activity	53.4	51.4	51.3	50.3	28.1	47.3	66.0
Live music or concert	53.1	48.0	49.7	46.2	24.2	43.1	60.1
Theatre	52.6	48.6	49.4	43.7	21.0	43.3	57.1
Museum	50.8	48.8	50.0	42.6	25.0	50.9	64.0
Art Gallery	26.9	28.5	25.5	22.7	12.0	25.9	36.3

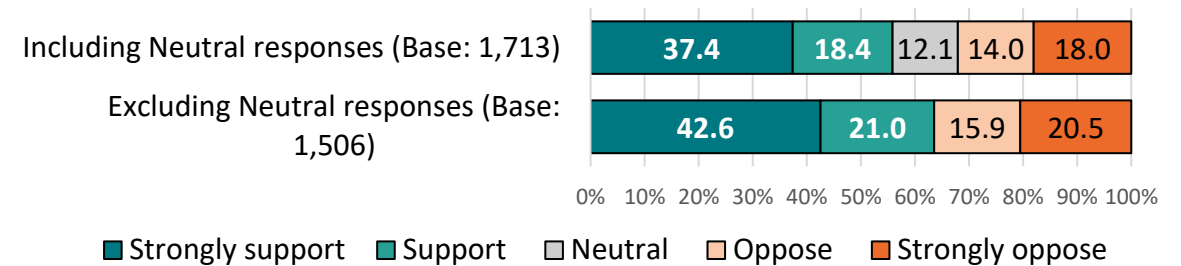
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Blackweir Concerts

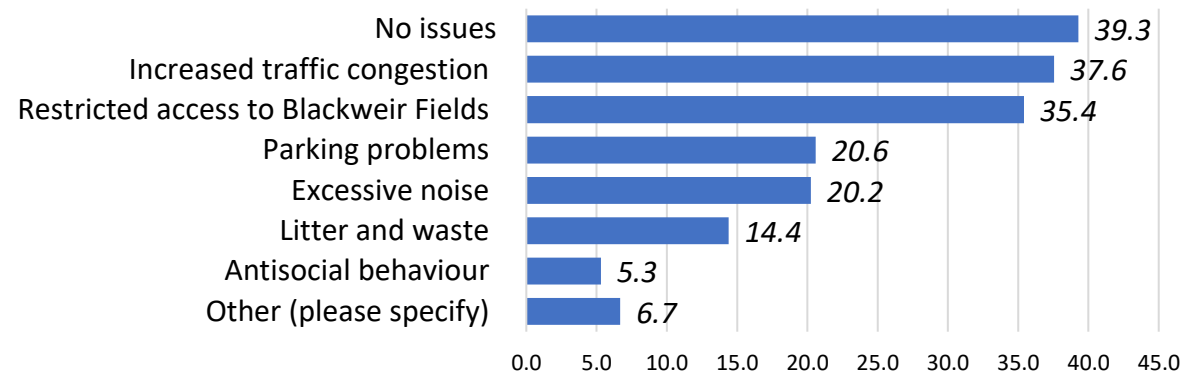
Blackweir Live was introduced to the city's concert programme in 2025, with a survey undertaken to capture residents' views.

- 55.9% of respondents supported large concerts at Blackweir Fields, with 32.0% opposed.
- Two in five (39.3%) reported no issues.
- The most common issues were increased traffic congestion (37.6%) and restricted access (35.4%).
- Parking problems (20.6%), excessive noise (20.2%), and litter/waste (14.4%) were also reported.

Overall, how did you feel about large concerts being held at Blackweir Fields this summer?



What specific issues, if any, did you experience because of the concerts? (Tick all that apply) (Base: 1675)

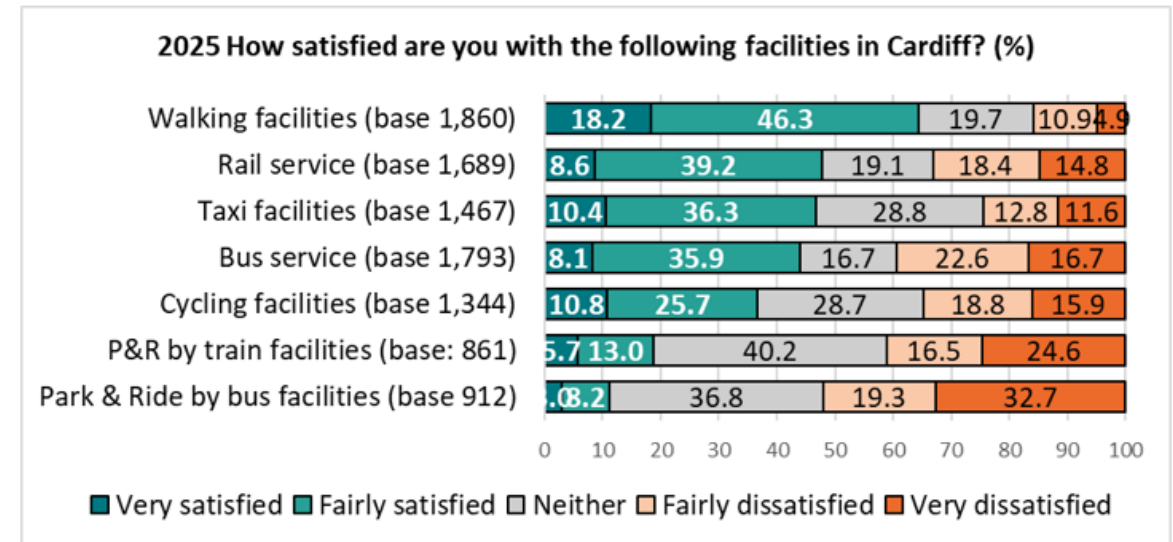


Source: Blackweir Live Survey (2025)

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Transport Facilities

- The Annual Transport Survey (2025) showed that highest satisfaction was with walking facilities in Cardiff, with around six in ten (64.5%) respondents satisfied. This was followed by rail services, which around five in ten respondents (47.8%) rated positively.
- A similar proportion was satisfied with the Taxi Service, (46.8%) and Bus services (44.0%)
- Around one third of respondents (36.5%) were satisfied with Cycling facilities.
- Park and Ride options received lower satisfaction ratings, with only one in ten (11.2%) respondents satisfied with Park & Ride by bus facilities, and 18.7% satisfied by Park & Ride by train.



Source: Annual Transport Survey (2025)

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Cardiff Visitor Levy

- A consultation was undertaken as part of the development of a proposal for a levy on overnight stays in visitor accommodation within Cardiff.
- Respondents were presented with the vision and objectives of the proposed visitor levy and asked to indicate their level of agreement. In total, 65% of respondents either strongly agreed (37%) or fairly agreed (28%) with the vision and objectives. 7% neither agreed nor disagreed, while 8% expressed disagreement.
- Despite the high majority expressing agreement with the vision, 37% of respondents said they would make changes to the vision.

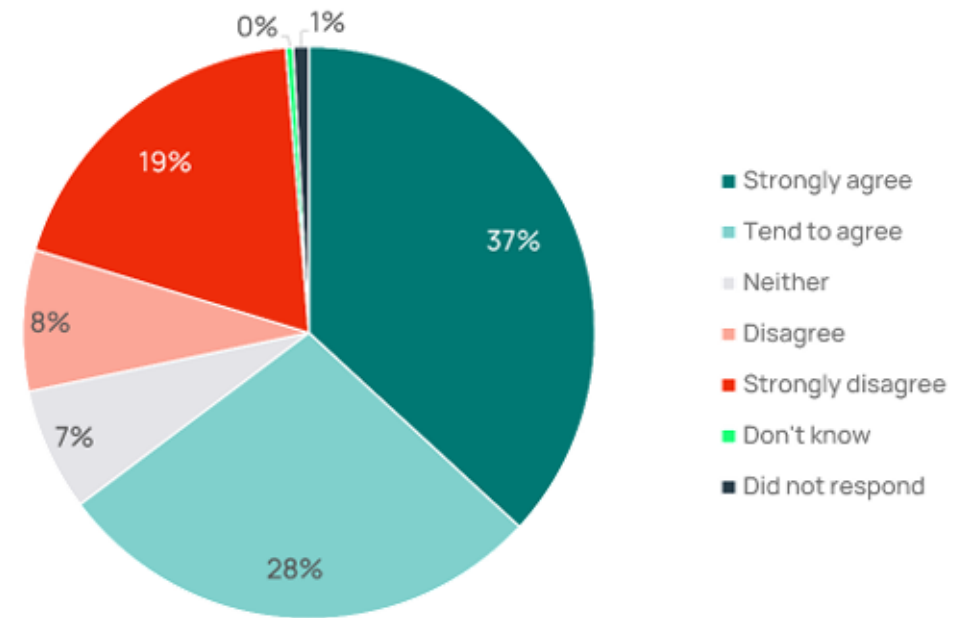


Figure 2: Level of agreement with Levy Vision and Objectives

Source: Stakeholder consultation for the proposed introduction of a visitor levy for Cardiff (2026)

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Cardiff Visitor Levy (contd)

- Respondents were asked to rate their overall level of support for introducing a visitor levy on a scale from 0 (strongly opposed) to 10 (strongly in favour). Responses were generally polarised between strong support and strong opposition - with a majority of participants (62%) indicating general support for the concept.
- 52% of respondents selected scores between 8-10 (strong support)
- 29% of respondents selected scores between 0-2 (strong opposition)
- 19% of respondents selected scores between 3-7 (moderate/mixed views)

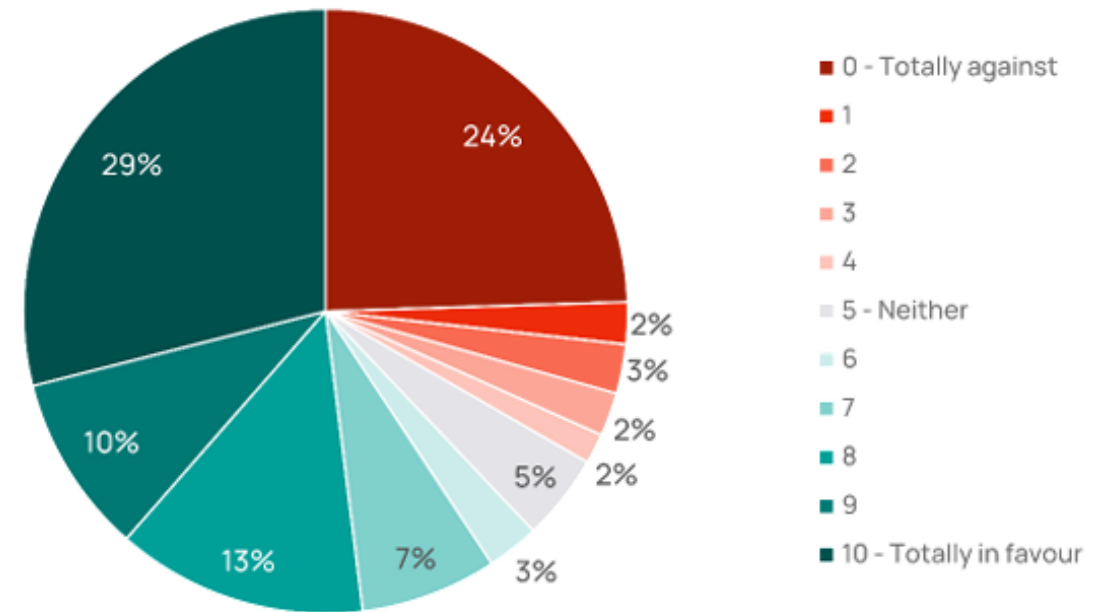


Figure 5: Level of support for the Visitor Levy concept

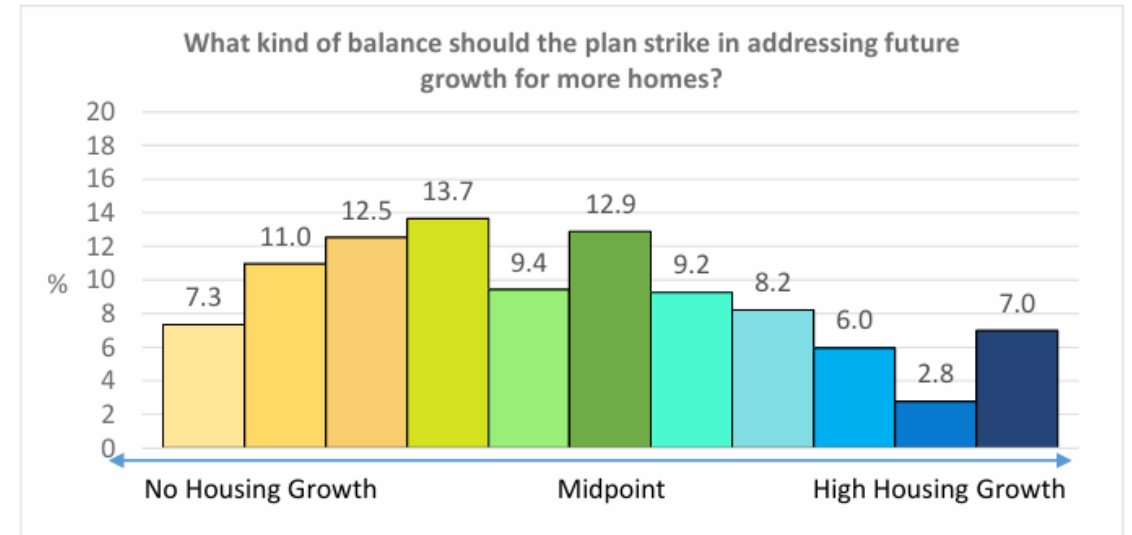
Source: Stakeholder consultation for the proposed introduction of a visitor levy for Cardiff (2026)

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Future Housing Growth:

What kind of balance should the plan strike in addressing future growth for more homes?

- A consultation was developed to gather feedback on the Replacement Local Development Plan, which will help shape Cardiff for the next 15 years.
- Respondents were asked to indicate the level of housing growth the plan should consider, rating from a score of zero for no housing growth, fifty for the midpoint, and one hundred for high housing growth. The resulting scores were used to calculate an overall score to indicate how much housing growth was preferred – a lower score signifies no growth, while a higher score indicates high housing growth.
- Overall, 7.3% of respondents wanted to see no housing growth in the Replacement Local Development Plan, 12.9% wanted mid-level growth, and 7.0% high housing growth. Almost half (46.6%) indicated a lower level of growth (scoring 10 to 40) compared with a quarter (26.2%) who suggested a higher level (scoring 60 to 90). The overall score was 43.5, suggesting a moderate level of housing growth is optimal.
- Respondents who identified as disabled, and those under the age of 35 wanted higher levels of housing growth, scoring 55.4 and 50.4 respectively. Women, and those with children in their household indicated the lowest levels of housing growth (39.8 and 41.7 respectively).



- While there was no clear correlation with level of deprivation, respondents living in the least deprived areas of the city wanted the lowest level of housing growth (35.9).

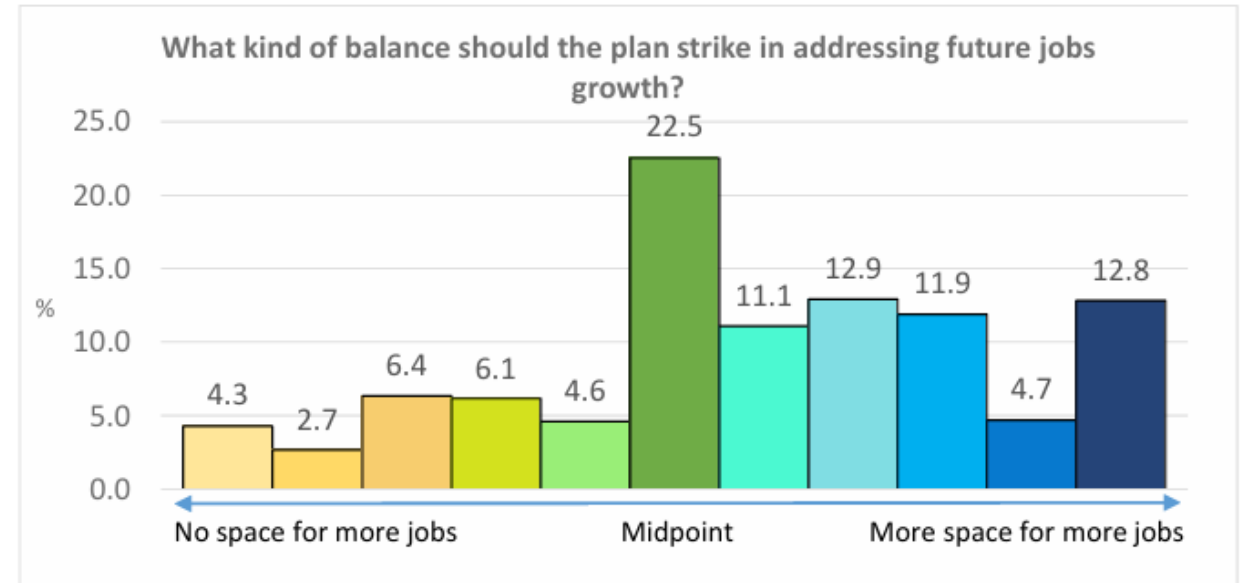
Source: Cardiff Replacement LDP, Final Consultation Report (Appendix 3) (2025)*

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Future Jobs Growth:

What kind of balance should the plan strike in addressing future jobs growth?

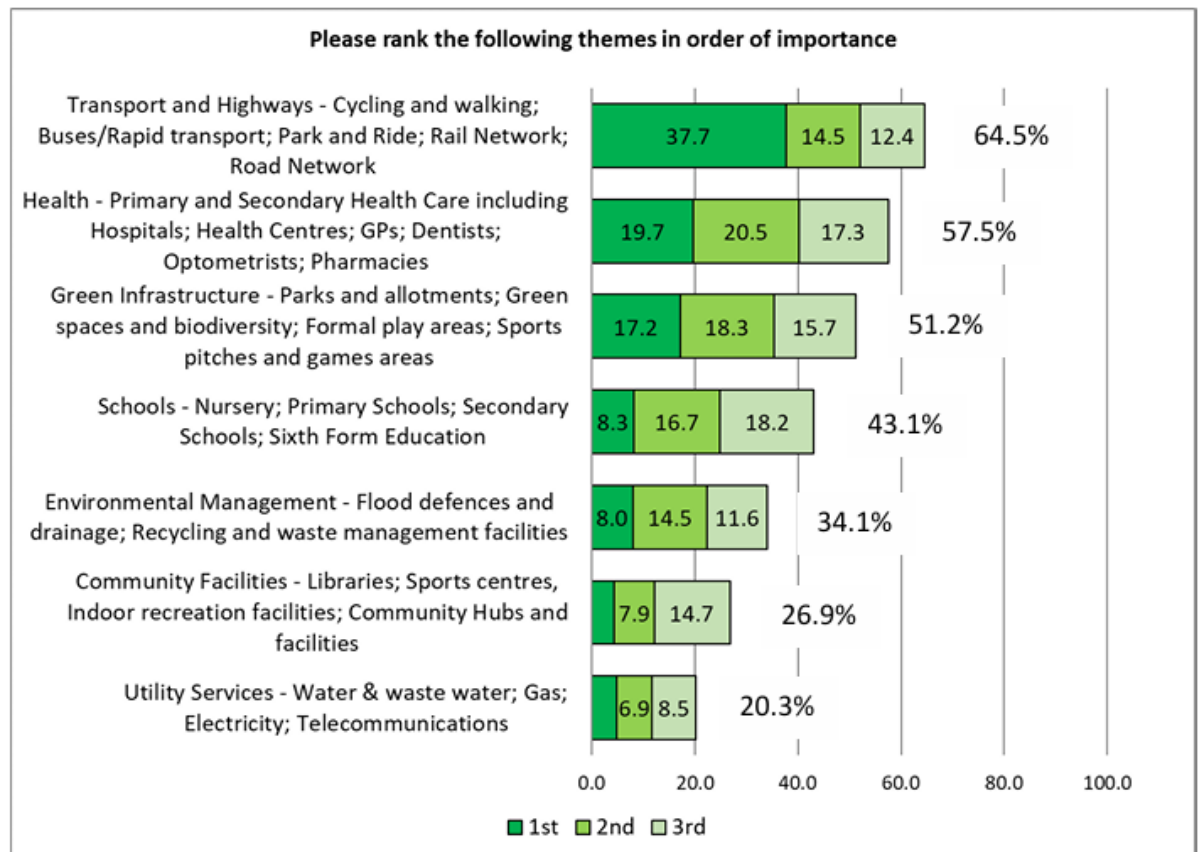
- Almost a quarter of respondents (22.5%) indicated the Plan should look for a middle ground in terms of the amount of space made available for employment; 12.8% wanted to see the maximum space made available, whilst 4.3% suggested no space should be made available for jobs.
- The scoring system was applied, generating a total score of 58.7 out of 100, confirming the strength of opinion for a middle ground.



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Priorities for New Infrastructure:

- Transport and Highways were seen as the most important priority for infrastructure, with around two-thirds of respondents (64.5%) ranking this in their top three, with 37.7% rating this as the most important priority. This was followed by Health, placed in the top three by 57.5% of respondents, and ranked first by 19.7%, then by Green Infrastructure, in the top three of 51.2% of respondents overall, with 17.2% ranking this as most important.



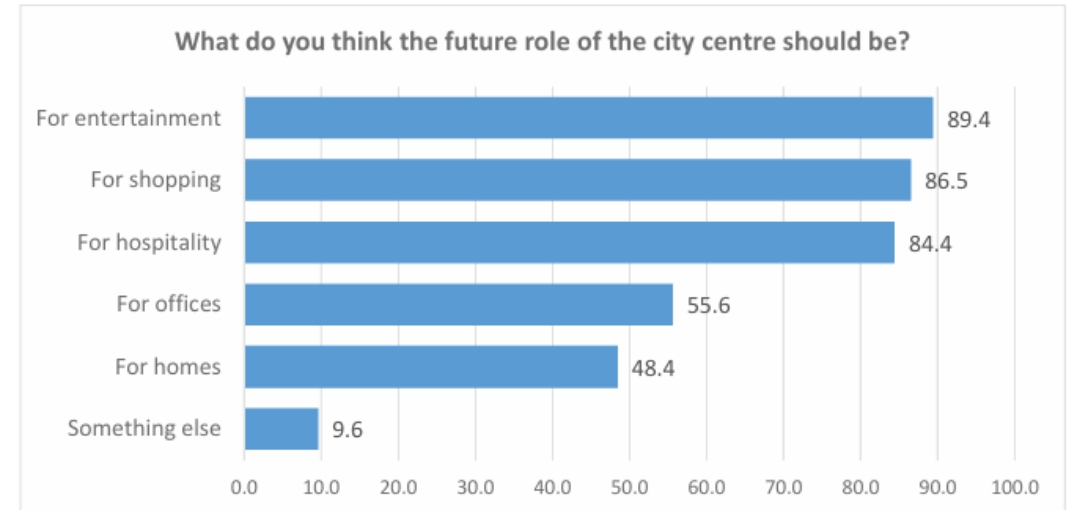
Source: Cardiff Replacement LDP, Final Consultation Report (Appendix 3) (2025)*

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Future Role of City Centre:

What do you think the future role of the city centre should be?

- More than four in five respondents felt the future role of the city centre should be For Entertainment (89.4%), For Shopping (86.5%) and For Hospitality (84.4%). Just over half (55.6%) felt it should be For Offices, and just under half (48.4%), For Homes.
- Younger respondents, and those from a Minority Ethnicity were most likely to indicate the city centre should be used for Entertainment or Hospitality, contrasting with respondents who identify as disabled, and those aged 55 or over. There was a correlation seen between level of deprivation and those thinking the city centre should be used for Hospitality, with more deprived areas more likely to see a role for Hospitality for the city centre in the future.



Percentages do not total 100% as respondent were able to select multiple responses

- Respondents living in more deprived areas were more likely to see Homes as a future role for the city centre. Older respondents were more likely to suggest Homes as a future for the city centre than respondents aged under 35.

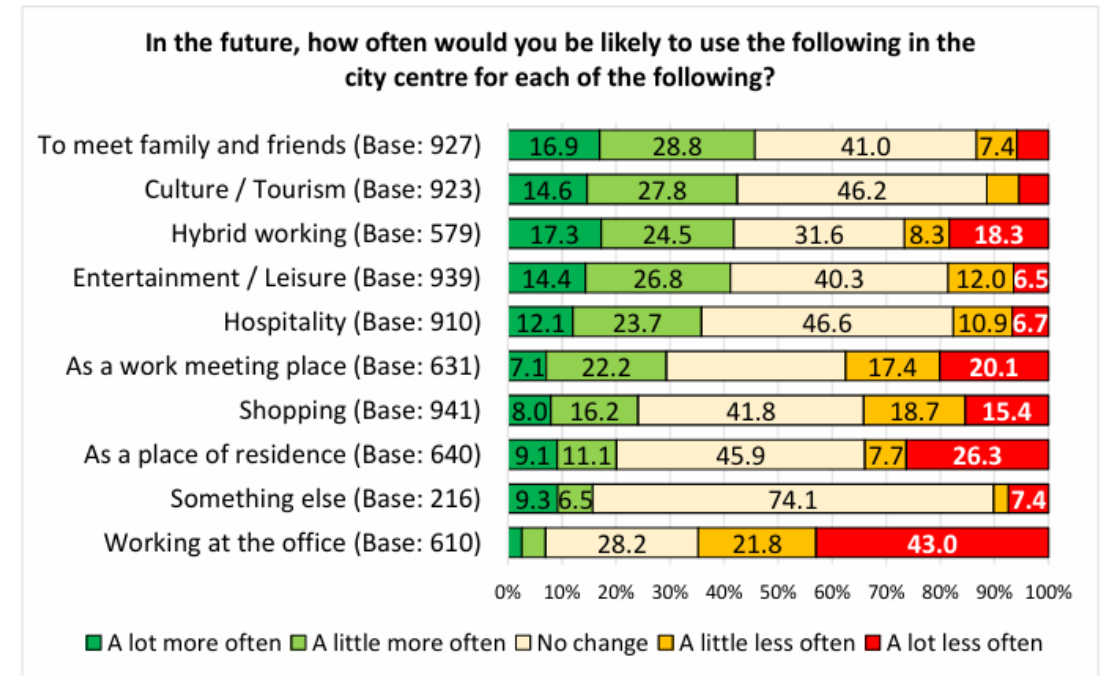
Source: Cardiff Replacement LDP, Final Consultation Report (Appendix 3) (2025)*

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Future Role of City Centre:

In the future, how often would you be likely to use the following in the city centre for each of the following?

- Respondents were more likely to use the city centre in the future as a venue to meet family and friends (45.7%), followed by Culture/Tourism (42.5%), Hybrid Working (41.8%) and Entertainment/Leisure (41.2%).
- Just 24.1% of respondents indicated they would be likely to use the city centre for shopping in future compared with 34.1% stating they would be less likely to go shopping in the city centre in the future.
- Almost two-thirds (64.8%) suggested they would be less likely to be working at an office in the city centre in future, compared with just 7.0% who felt this was more likely.

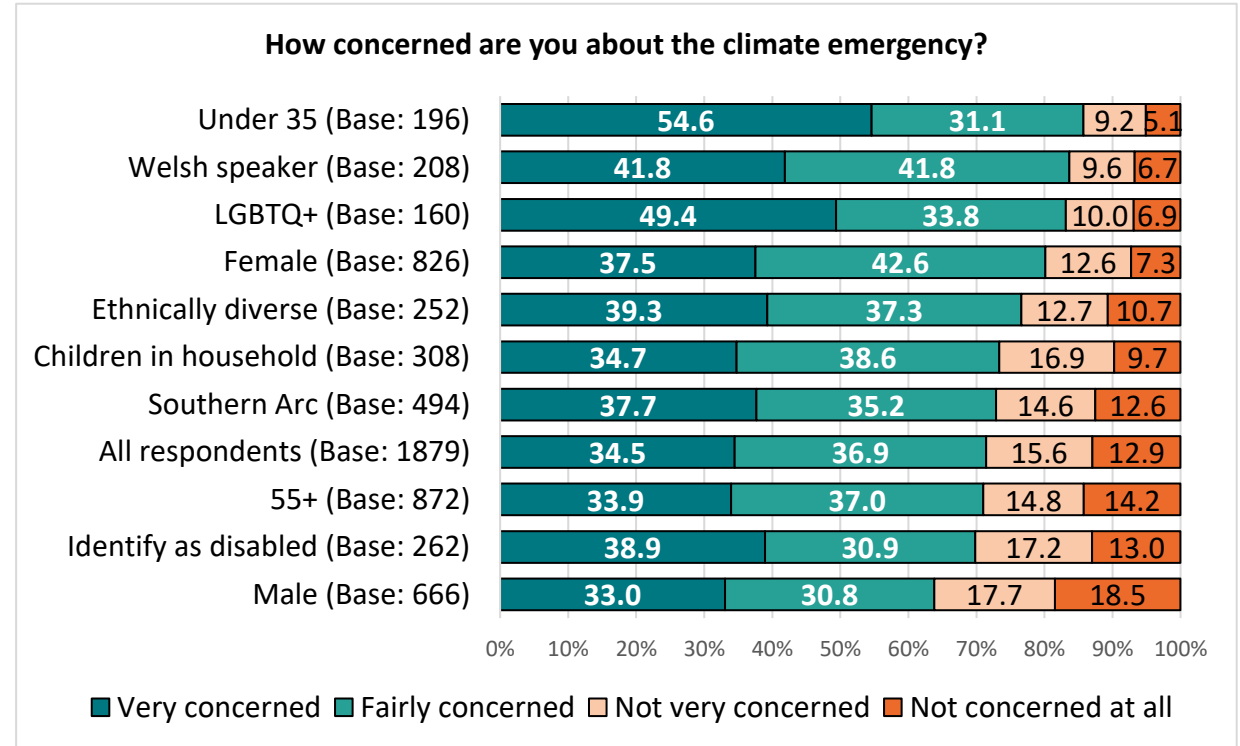


Base sizes shown in brackets – caution should be taken with lower base sizes

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Climate Emergency: Levels of Concern

- In response to the Ask Cardiff Survey (2025), seven in ten respondents (71.4%) expressed concern about the Climate Emergency, reflecting the findings of previous surveys.
- Levels of concern ranged from 85.7% amongst under 35s to 63.8% amongst men.



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

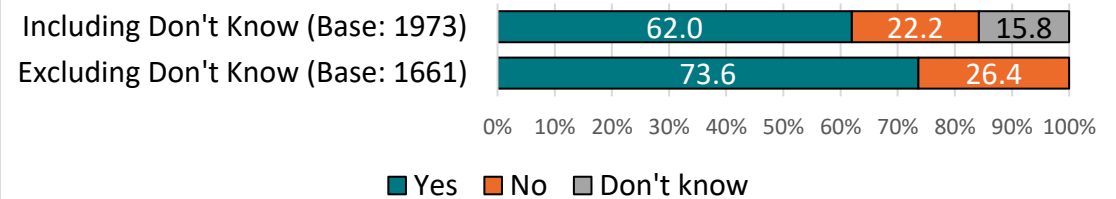
Source: Ask Cardiff Survey (2025)

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Climate Emergency Response

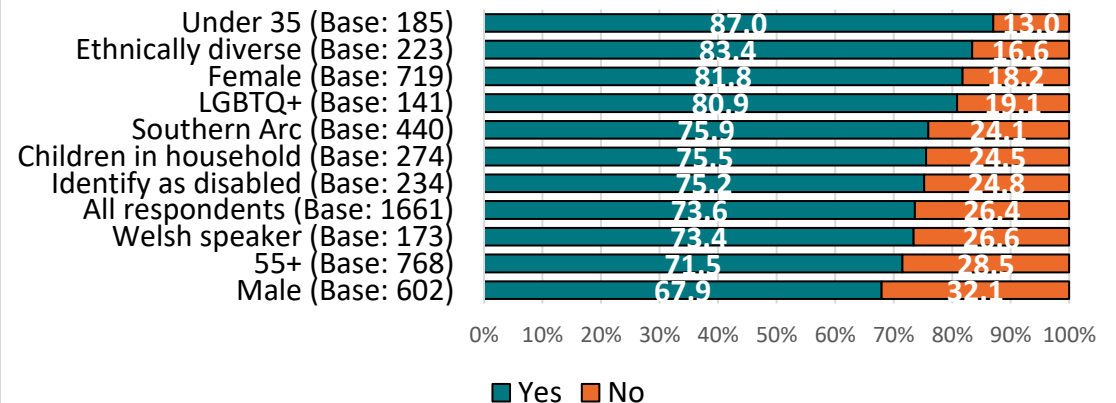
- Overall, almost two-thirds of respondents (62.0%) felt the Council should continue to take action on the climate emergency, with 22.2% disagreeing and 15.8% unsure.
- At least two-thirds of respondents across all demographic groups supported continued action, consistent with previous findings.

Do you feel that the Council should continue to take action to respond to the challenge of the climate emergency?



Base sizes shown in brackets.

Do you feel that the Council should continue to take action to respond to the challenge of the climate emergency?



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

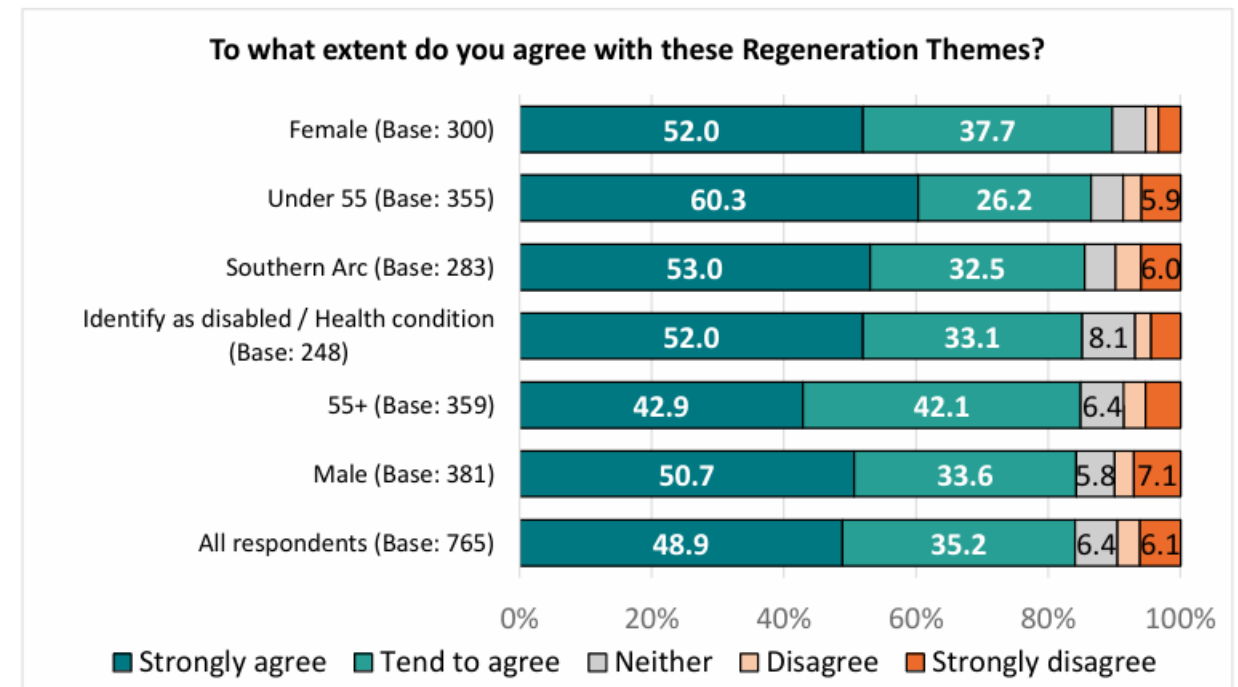
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Regeneration in Cardiff: Consultation Findings

- A survey was undertaken on the draft Cardiff Regeneration Strategy to gather views on the proposed regeneration themes (Green City; Fair & Inclusive; Thriving Neighbourhoods; Strong & Prosperous Centres; Connected City; Climate Resilience; and City of Culture, Heritage & Sport). There was strong overall support, with 85.1% of respondents in agreement (48.9% strongly agree).
- This was reinforced by high levels of support for the eight placemaking principles.

Placemaking Principle	Level of agreement
Diverse Green & Blue Networks	93.3%
Vibrant Public Life	92.9%
Attractive Built Environment	89.4%
Thriving Neighbourhoods	86.2%
Prosperous Centres	88.6%
Connected & Accessible	80.8%
Distinct Identity	76.3%
Engaged & Empowered	85.4%

- Agreement was broadly consistent across demographic groups.

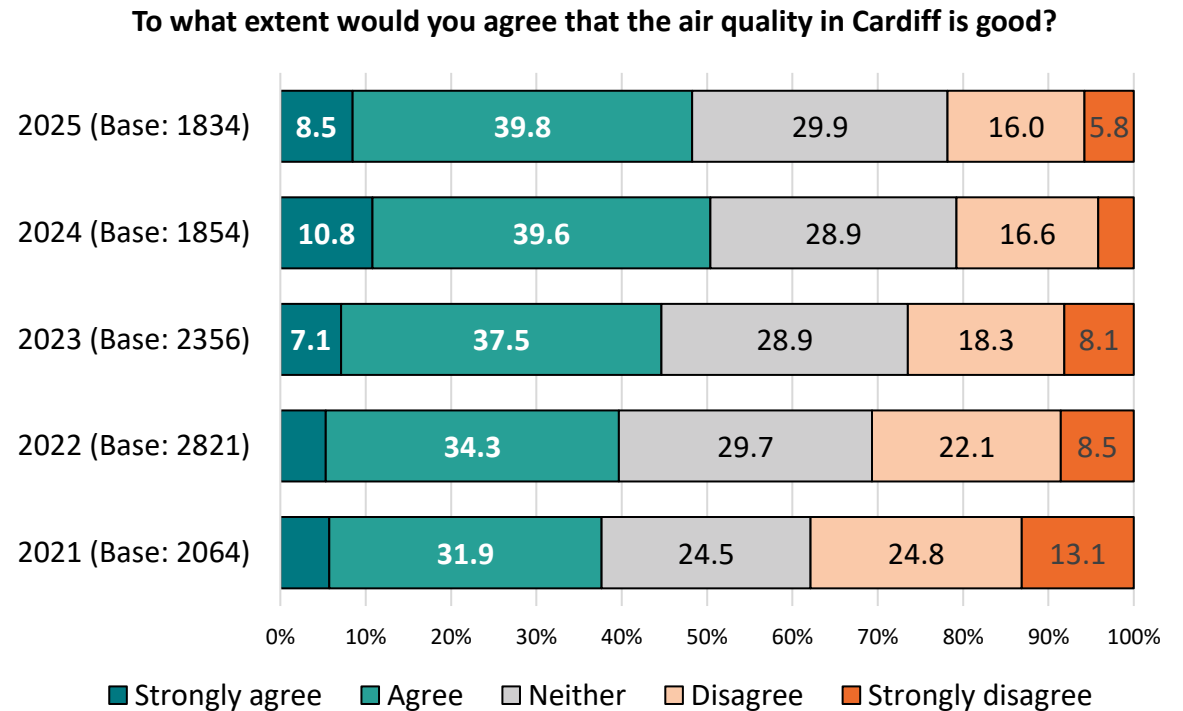


Source: Draft Cardiff Regeneration Strategy Consultation (2025)

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Air Quality

- Nearly half of respondents rated air quality in Cardiff as good (48.3%), slightly lower than last year but higher than in previous years. 8.5% of respondents strongly agreed that air quality in the city is good.
- Nearly six in ten respondents from an ethnically diverse background (59.5%) rated air quality as good, compared with lower proportions among those identifying as female (46.2%), LGBTQ+ (44.1%) and disabled (41.2%).

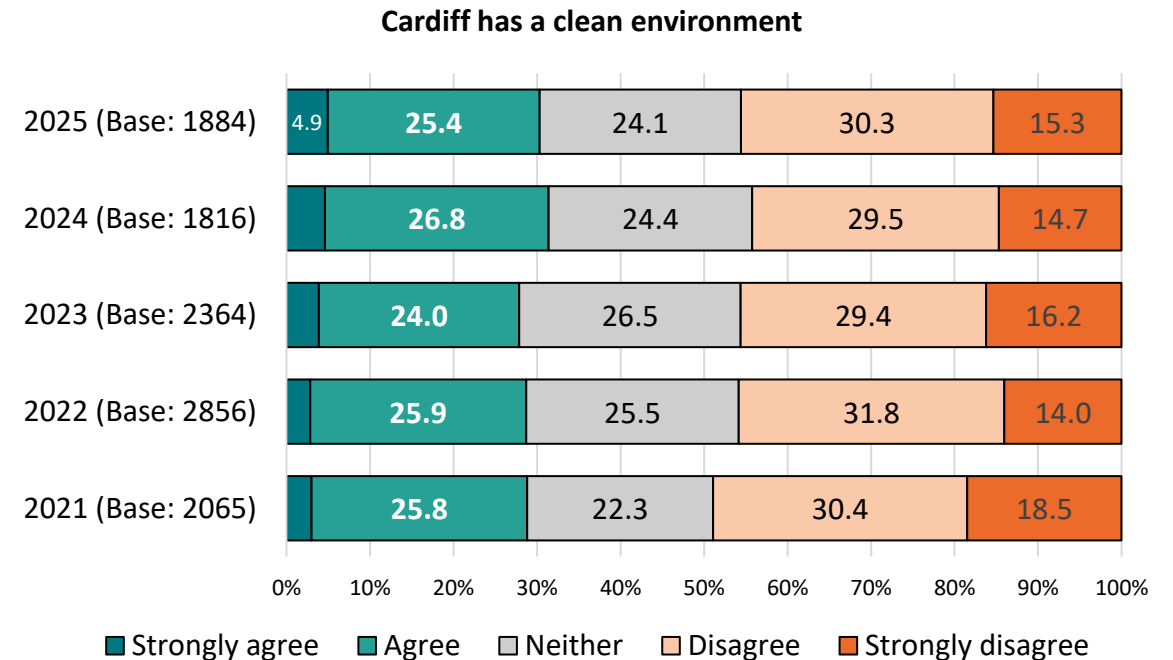


Base sizes shown in brackets; excludes 'Don't Know' responses.

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Clean Environment

- Three in ten respondents (30.3%) agreed that Cardiff has a clean environment, broadly in line with previous years.
- Respondents from an ethnically diverse background were most likely to agree (43.5%), while those identifying as LGBTQ+ were least likely (25.8%).



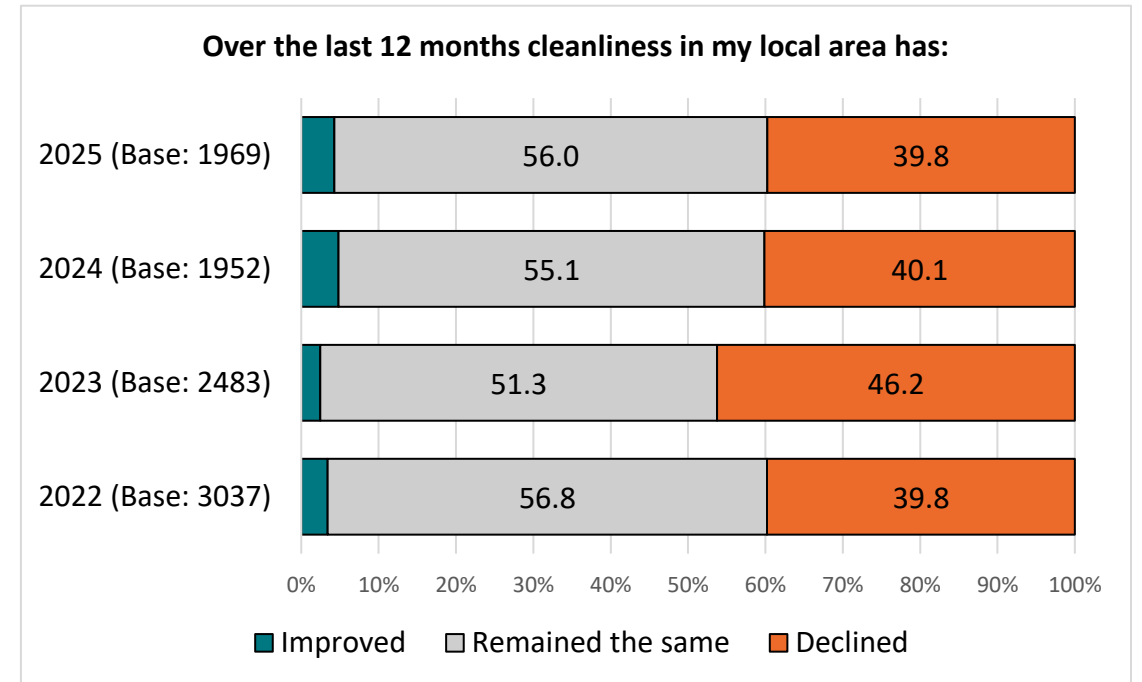
Base sizes shown in brackets; excludes 'Don't Know' responses.

Source: Ask Cardiff Survey (2025)

WBO 6 - One Planet Cardiff

Clean Environment (contd)

- Over half of respondents (56.0%) felt cleanliness in their area had not changed over the past year, consistent with previous findings.
- Two in five (39.8%) felt cleanliness had declined, compared with 4.3% who felt it had improved.
- While most demographic groups reported no change, higher proportions of those identifying as disabled (44.4%), living in the Southern Arc (40.2%), and females (40.0%) reported a decline.



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

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Satisfaction with Neighbourhood Services

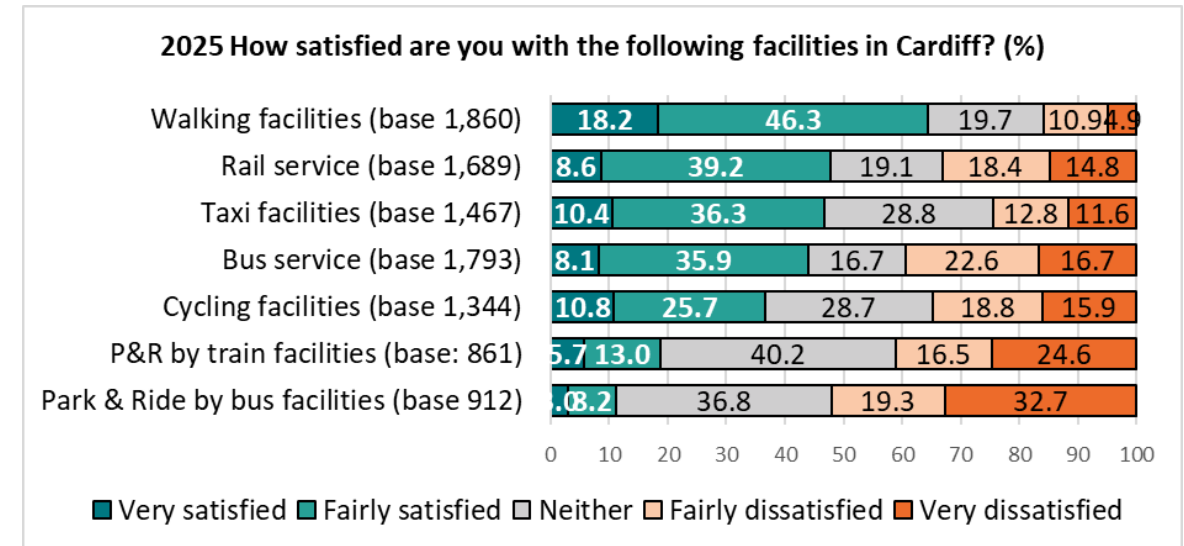
As part of the Ask Cardiff 2025 survey, respondents were given a list of neighbourhood services* and asked their level of satisfaction with each.

- **Parks and Open Spaces:** 70.9% of respondents were satisfied with parks and open spaces, the second highest of all services listed and consistent with previous years.
- **Public Transport:** There has been a continued notable increase in satisfaction with public transport compared with previous years, rising from 32.0% in 2023 to 42.6% in 2024 to 46.1% in 2025. However, this figure dropped to 35.1% for those identifying as disabled.
- **Recycling and Waste Collections:** 55.6% of respondents were satisfied with recycling & waste collections in 2025. This was up 23.8 percentage points from 31.8% in 2023 (during a time of industrial action) and up 3.4 percentage points from 2024.

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Transport: Satisfaction with Facilities

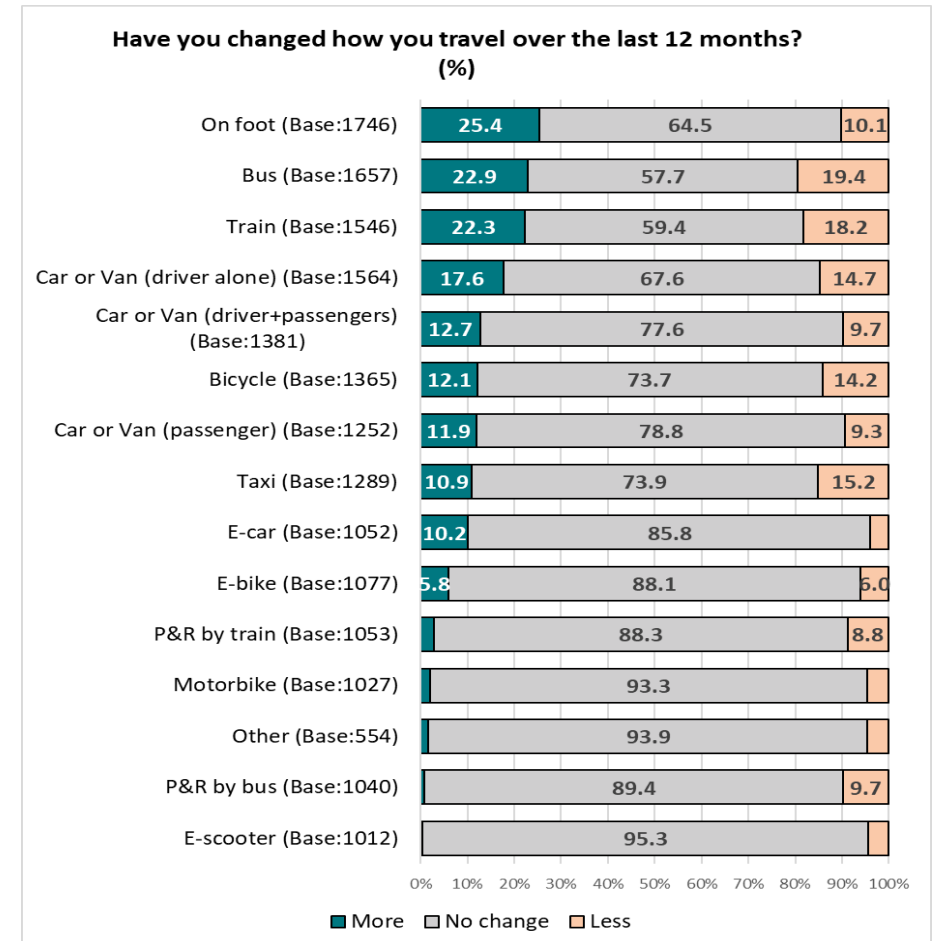
- The Annual Transport Survey (2025) shows that, every year except 2016, walking has had the highest satisfaction levels. In 2025, 64.5% were satisfied (18.2% very satisfied; 46.3% fairly satisfied).
- Public transport satisfaction declined from 66.9% in 2016 to just over 30% in 2023, but has since improved to 44.0% for bus and 47.8% for rail in 2025.
- Satisfaction with cycling facilities has increased from a low of 22.5% in 2017 to 36.5% in 2025.



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Transport: Changes in Travel Behaviour

- When respondents were asked if they have changed how they travel over the last 12 months, overall, the most common response across all modes was 'no change', ranging from 95.3% for e-scooter use to 64.5% for walking.
- Active travel:** A quarter (25.4%) reported walking more, compared with 10.1% walking less. For cycling, 12.1% reported cycling more, while slightly more (14.2%) reported cycling less.
- Public transport:** Around one in five reported increased use of the bus (22.9%) and train (22.3%), with slightly fewer reporting decreased use (bus 19.4%, train 18.2%).



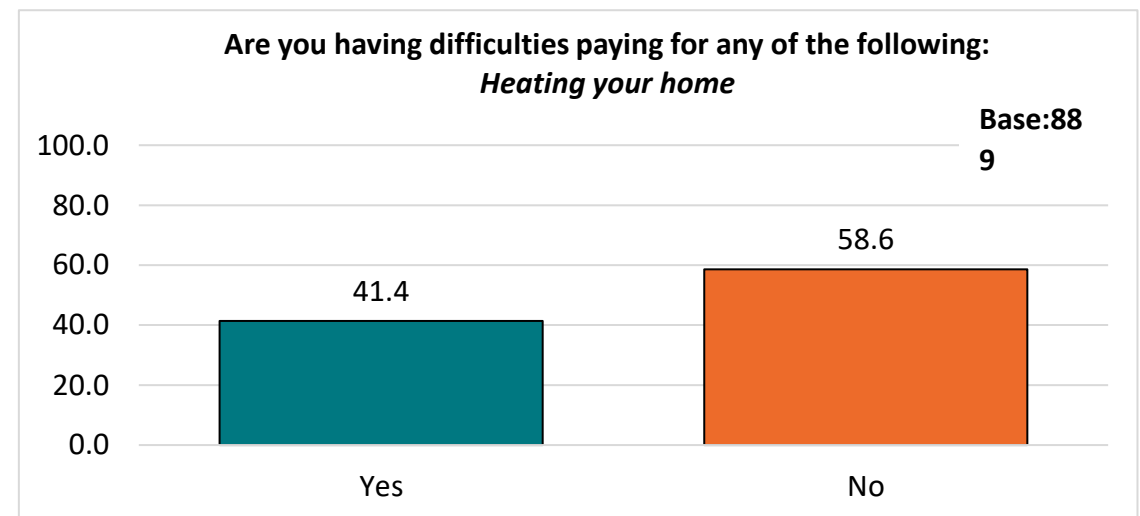
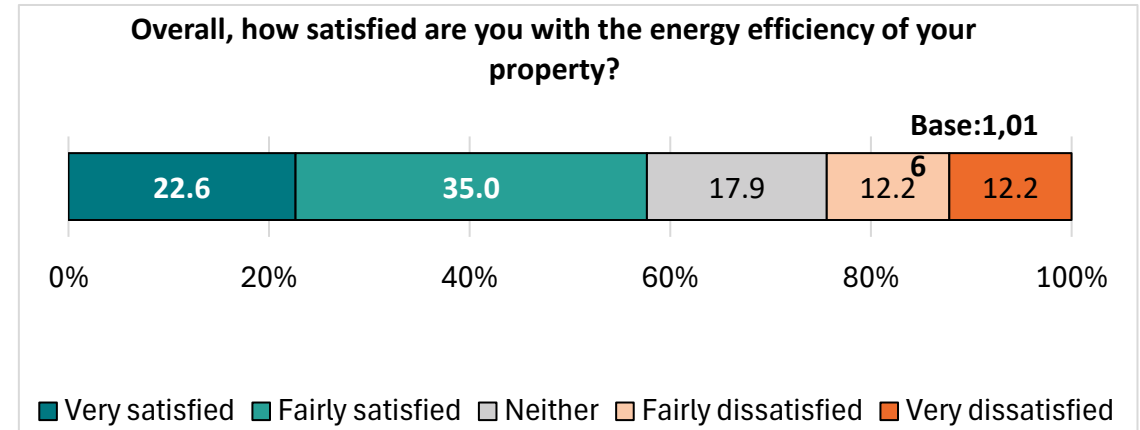
Source: Annual Transport Survey (2025)

WBO 6 - One Planet Cardiff

Social Housing: Energy Efficiency

The Annual Tenants Survey (2025) showed that:

- **Energy efficiency:** 57.7% of tenants were satisfied with the energy efficiency of their property, including 22.6% who were very satisfied.
- **Preferred improvements:** The most commonly identified measures were solar panels (48.3%) and external wall insulation (42.1%).
- **Other options:** Air source heat pumps were selected less frequently, but still by one in five respondents (21.1%).
- **Affordability challenge:** 41.4% of respondents reported difficulties heating their home.



Source: Annual Tenants Survey (2025)

WBO 6 - One Planet Cardiff

Food Priorities

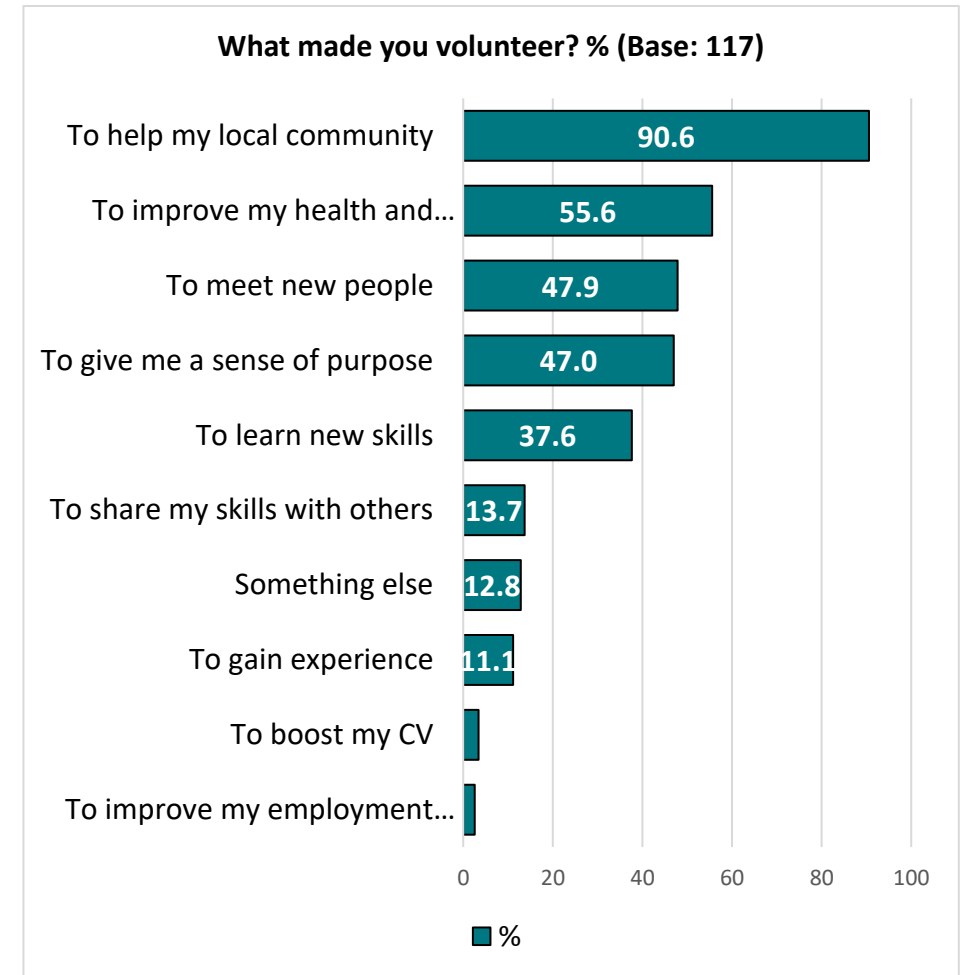
- In March 2025, Food Cardiff hosted a series of 'Food Conversations' to explore what people value about food, what isn't working, and what needs to change.
- Participants voted for their top three food solutions, with the top five identified as:
 1. Embed food literacy for all - participant want lifelong inclusive food education.
 2. Reduce food packaging and waste
 3. Support local and sustainable food supply chains
 4. Stronger government leadership - citizens want government to coordinate national strategies tied to health climate and fairness.
 5. Make healthy food affordable and accessible

WBO 6 - One Planet Cardiff

Volunteering in Parks

A survey was undertaken to understand motivations, benefits, and improvements for parks and green space volunteers.

- **Where people volunteer:** The largest share of volunteers were based in Whitchurch & Tongwynlais (24.8%), followed by Penylan, Trowbridge, Llandaff North and Heath.
- **Key motivations:** The main reason for volunteering was helping the local community (90.6%), followed by improving health and wellbeing (55.6%), meeting people (47.9%), and gaining a sense of purpose (47.0%).
- **Key benefits:** Volunteers most valued making a difference (80.3%), working with others (69.2%), and improved wellbeing (55.6%).
- **Improvements:** 40.4% felt nothing needed to change. However, suggested areas included better council support (21.9%), communication (18.4%), and training opportunities (16.7%).



Source: Parks Volunteering Survey (2025)

WBO 6 - One Planet Cardiff

Climate Emergency: Impacts on Marginalised Communities

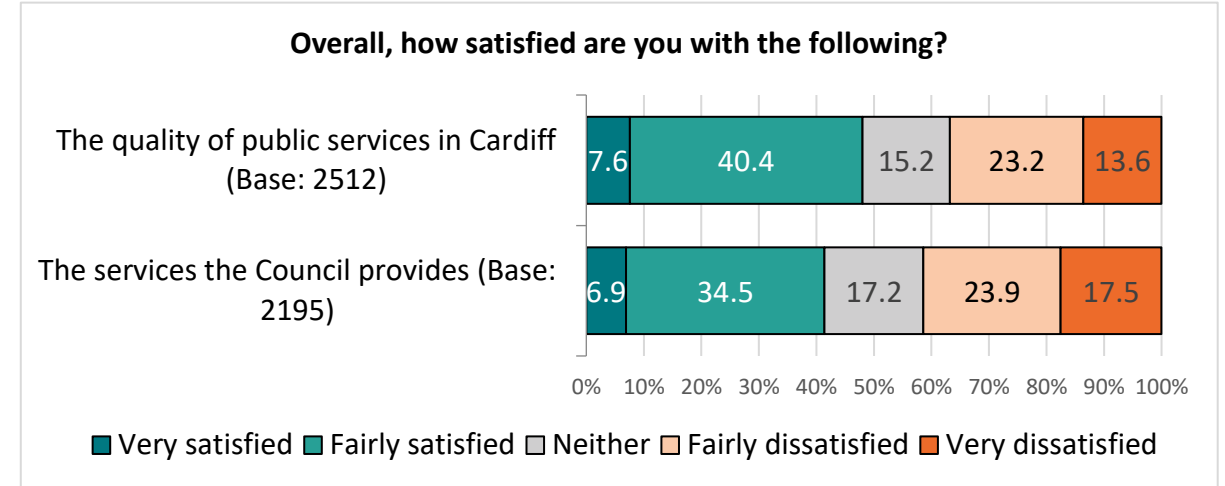
The Climate Matters to All project, led by C3SC and supported by NRW, engaged marginalised communities across Cardiff to understand the impacts of climate change on those often missing from consultation. Key concerns raised:

- **Housing & cost of living:** Retrofitting was seen as unaffordable, with social housing tenants highlighting restrictions that limit their ability to act, alongside a lack of accessible information on support, funding and tenant rights
- **Transport:** Cost was the main barrier, alongside concerns about reliability, safety and accessibility, particularly for disabled people and vulnerable groups, as well as poor walking and cycling infrastructure.
- **Flooding & extreme weather:** Concerns about lack of preparedness and unsuitable housing, with calls for community-based warning systems and practical support (e.g. drainage improvements, flood defences, sandbags).
- **Air quality:** Ongoing health impacts from pollution (especially diesel emissions), with insufficient protection for pedestrians and cyclists and recognition of the benefits of reducing car use.
- **Wellbeing:** Strong links between climate challenges and mental health (particularly housing insecurity), with concerns that repeated consultations without visible outcomes undermine trust and wellbeing.

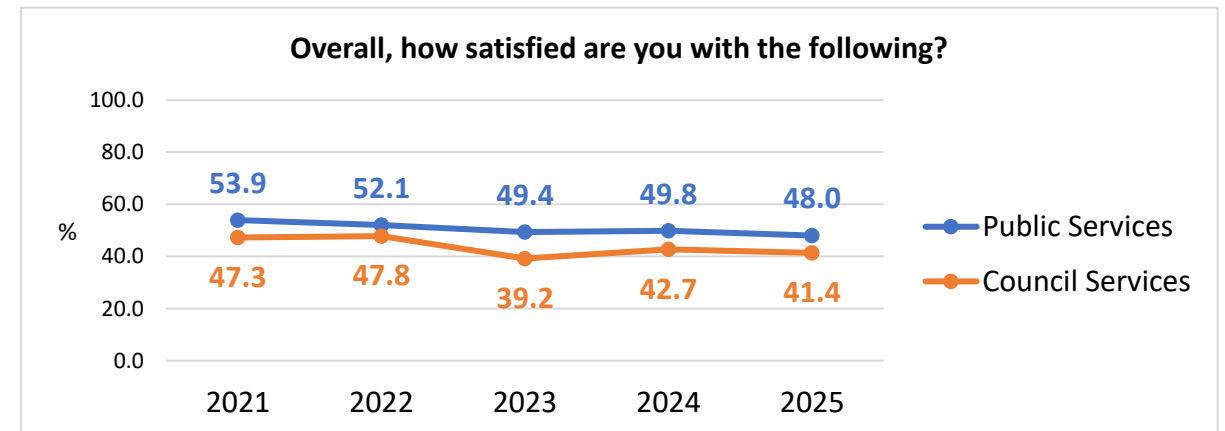
WBO 7 - Modernising and Integrating our Public Services

Satisfaction with Public Services

- 2025 Ask Cardiff Survey results showed that satisfaction with the quality of public services in Cardiff was on a par with previous findings, with 48.0% rating themselves as 'satisfied' with public services. When asked specifically about the services Cardiff Council provides, satisfaction was lower, with 41.4% of respondents declaring themselves to be satisfied.
- There was a variation in satisfaction levels across the different demographic groups analysed. Respondents from ethnically diverse backgrounds reported the highest satisfaction with public services in Cardiff (55.7%), while satisfaction was lowest among those who identified as disabled (40.3%). This pattern is consistent with previous survey findings, and there was also a slight trend of higher satisfaction among those living in more deprived areas.
- Similarly, respondents from ethnically diverse backgrounds showed the highest levels of satisfaction with the services provided by the Council (49.8%), whereas satisfaction was again lowest among those identifying as disabled (32.4%), with almost a quarter of this group (23.4%) describing themselves as 'very dissatisfied', an increase from 20.1% in 2024.



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



Source: Ask Cardiff Survey (2025)

WBO 7 - Modernising and Integrating our Public Services

Accessing Council Services

- Reflecting the findings of the 2024 survey, most respondents (85.7%) currently accessed council services online. Three in ten (29.6%) accessed services by phone, and almost one in five (17.3%) in person.
- This pattern of response was broadly similar across the demographic and geographic groups analysed, with some notable variations. All groups were most likely to access services online, but:
 - Respondents from ethnically diverse backgrounds were least likely to access services online (77.9%)
 - Those identifying as disabled were most likely to access services by phone (35.2%), followed by respondents aged 55 or over (33.3%) and women (30.4%).
 - Older respondents (15.6%) and men (15.7%) were least likely to access services in person.
 - Respondents living in the more deprived areas were twice as likely as those in the most affluent areas to access services in person.

How do you currently access Council Services?

%	Base	Online	By phone	In person	Other
All respondents	2,272	85.7	29.6	17.3	2.6
Under 35	214	80.8	23.8	26.6	3.7
55+	902	87.5	33.3	15.6	2.4
Female	882	84.0	30.4	20.2	2.8
Male	690	91.7	25.9	15.7	1.3
Ethnically Diverse	299	77.9	28.8	27.4	2.0
Identify as disabled	281	83.6	35.2	20.6	3.2
Welsh speaker	208	89.9	27.4	17.3	1.0
Southern Arc	538	83.5	27.9	23.2	2.6
Children in household	330	87.9	25.8	19.4	1.5
LGBTQ+	160	88.1	24.4	25.0	4.4

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

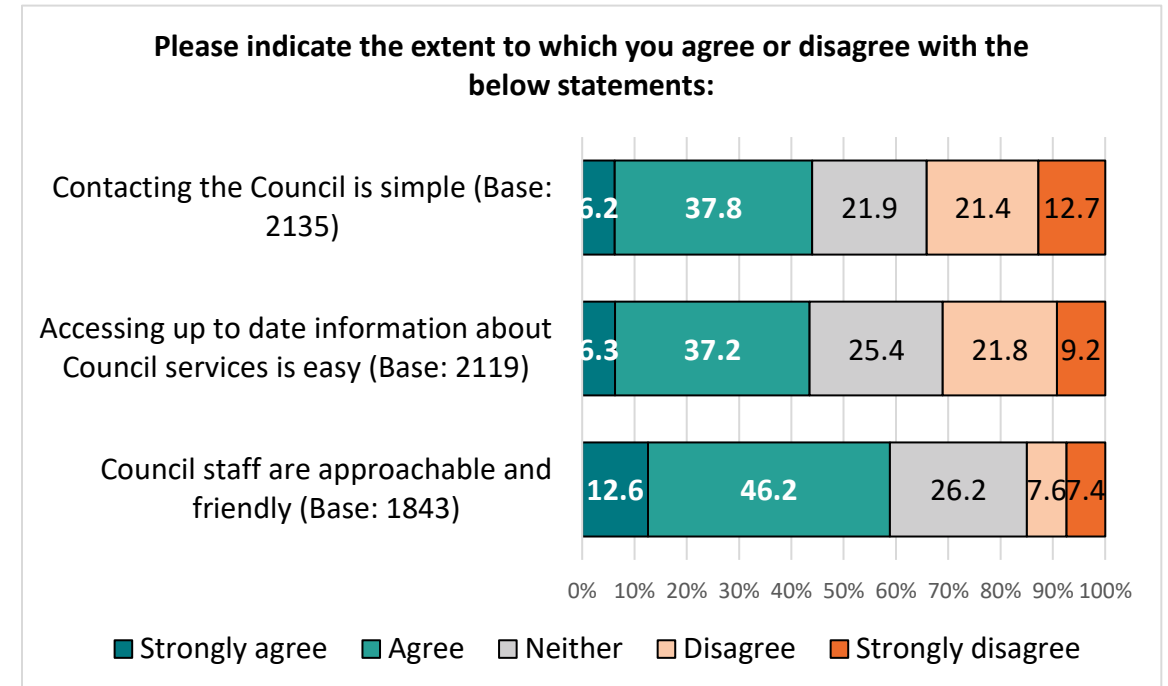
Respondents could select multiple options so the total will exceed 100%.

Source: Ask Cardiff Survey (2024)

WBO 7 - Modernising and Integrating our Public Services

Experiences of Contacting the Council

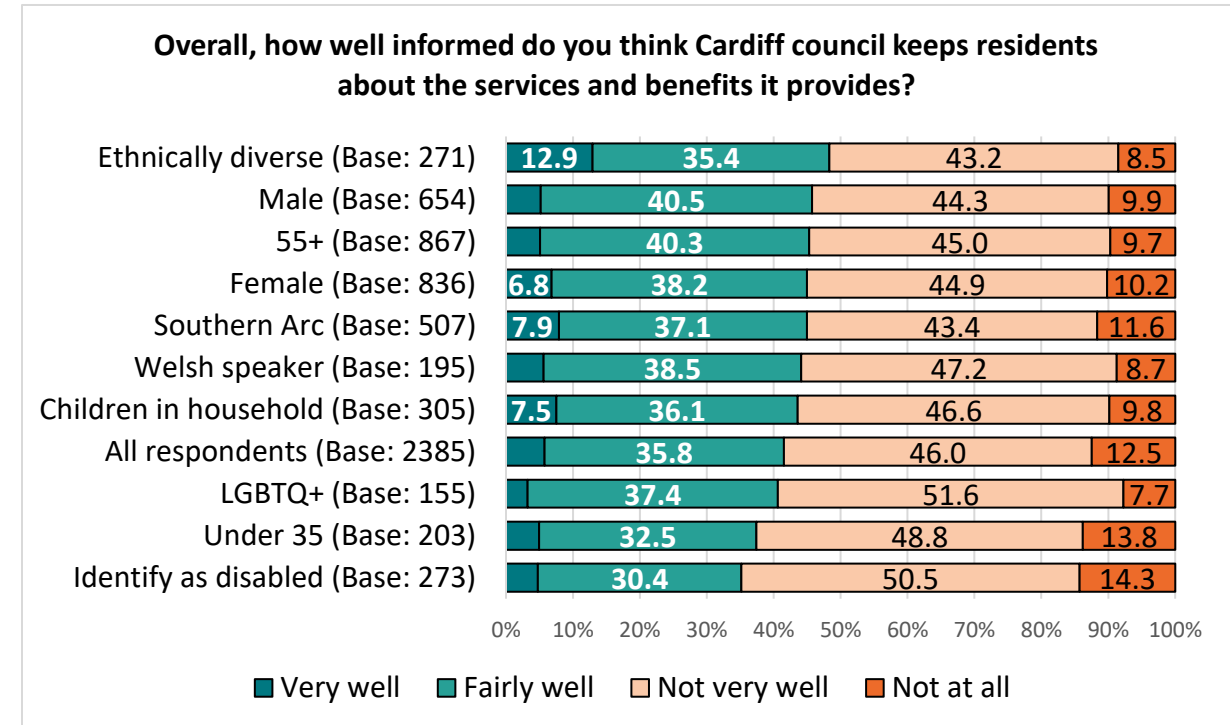
- Three in five respondents (58.8%) agreed that “Council staff are approachable and friendly”; two in five agreed that “Contacting the Council is simple” and “Accessing up to date information about Council services is easy” (44.0% and 43.5% respectively). This reflects the findings from the 2024 survey.
- Those who disagreed that “Contacting the Council is simple” were asked to explain their reasoning, resulting in 456 comments categorised into key themes:
 - Telephone wait times/ calls not answered
 - Difficulty reaching correct department/ being passed around
 - Website difficult to navigate/ hard to find information
- Respondents identifying as disabled were least likely to agree that ‘Contacting the Council is simple’ (36.2%); ‘Accessing up to date information about Council services is easy’ (28.8%); and ‘Council staff are approachable and friendly’ (54.4%).



WBO 7 - Modernising and Integrating our Public Services

Keeping Residents Informed

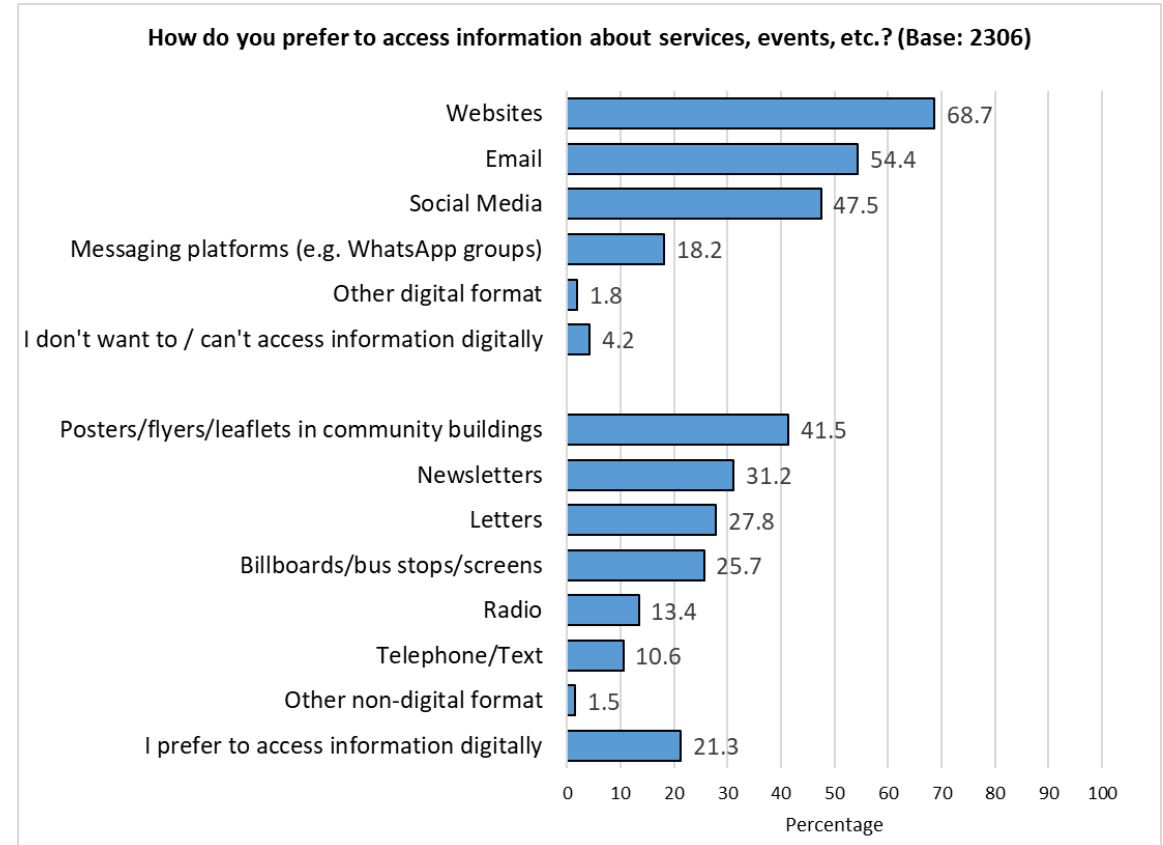
- Two in five (41.5%) felt the Council keeps residents informed about the services and benefits it provides 'very' or 'fairly' well, whilst 58.5% felt this is not done well. This is consistent with the 2024 results.
 - Respondents from ethnically diverse backgrounds were most likely to feel well informed by the Council (48.3%), contrasting with those identifying as disabled (35.2%) and respondents under the age of 35 (37.4%).



WBO 7 - Modernising and Integrating our Public Services

Preferred Ways to Access Information

- Respondents showed a clear preference for digital methods of accessing information, with websites (68.7%), email (54.4%) and social media (47.5%) being the most commonly selected options*. However, a significant proportion also preferred non-digital methods, with two in five (41.5%) favouring posters, flyers or leaflets in community buildings.
- Preferences were broadly consistent across demographic groups, though some differences were evident. Younger respondents were more likely to favour social media, messaging platforms and digital screens, while older respondents showed greater interest in newsletters. Those identifying as disabled were more likely to report that they do not want to or cannot access information digitally.
- There were also differences by deprivation, with those in less deprived areas more likely to prefer websites, while those in more deprived areas showed higher interest in social media, letters and telephone or text communication.

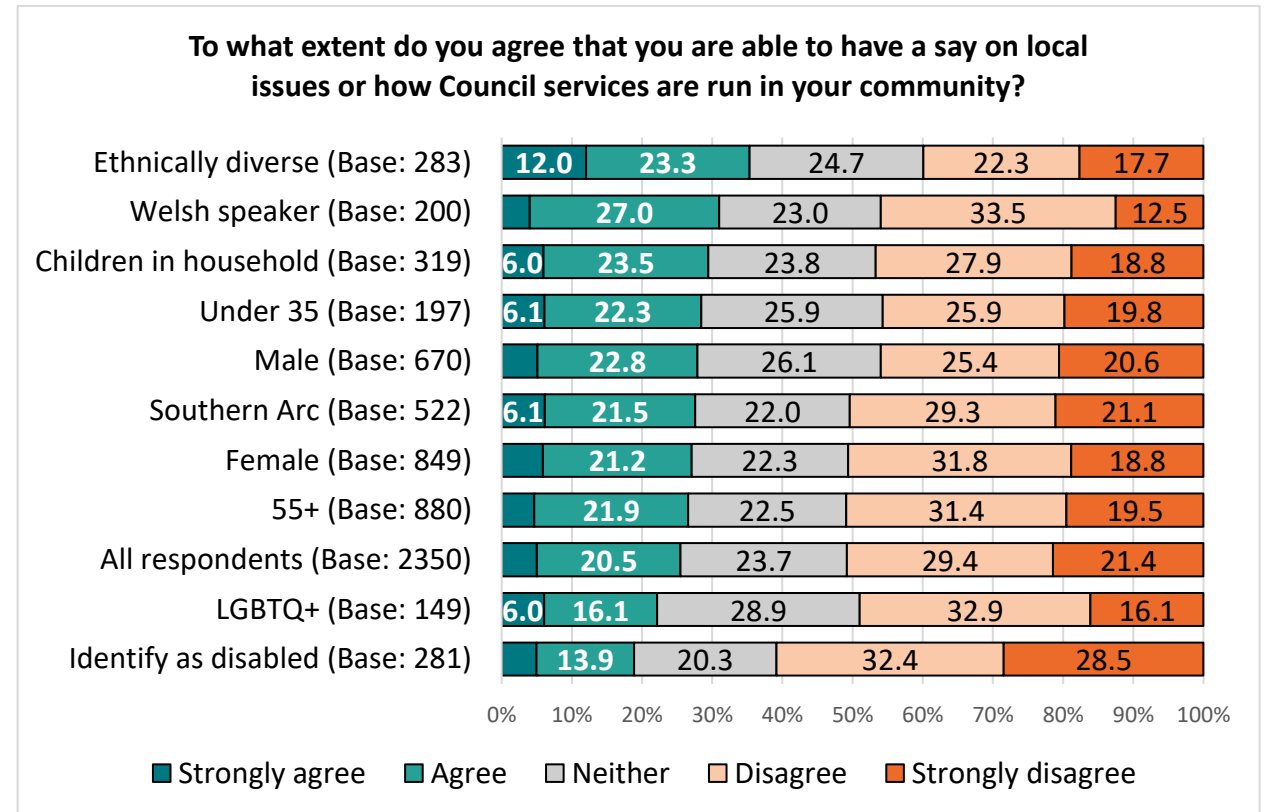


Respondents could select multiple options so the total will exceed 100%.

WBO 7 - Modernising and Integrating our Public Services

Having a Say on Local Issues

- Around a quarter of respondents (25.5%) 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 (35.3%).
 - Three in five respondents who identified as disabled (60.9%) disagreed, including 28.5% who 'strongly' disagreed.



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Clinical Services: Overall Feedback

- Cardiff and Vale University Health Board undertook a 20-week engagement (Summer-Autumn 2025) to inform a 10-year Clinical Services Plan.
- Engagement feedback identified four key domains of care: Starting Well; Enabling Health & Wellbeing; Scheduled Care; and High Acuity & Time Critical Care.
- Overall, feedback identified the following cross-cutting themes:
 - **Access:** GP access is viewed as the biggest system pressure and a key driver of A&E attendance.
 - **Communication:** People want clearer pathways, regular updates, and transparency about waiting times.
 - **Community-based care:** Strong appetite for care closer to home, especially diagnostics, physiotherapy, mental health, menopause and minor injuries.
 - **Waiting times:** Perception that staffing shortages drive delays, variable quality and reduced compassion.
 - **Trust and experience:** Many women and neurodivergent people feel not believed or dismissed. Positive experiences often linked to feeling listened to, respected and kept informed.

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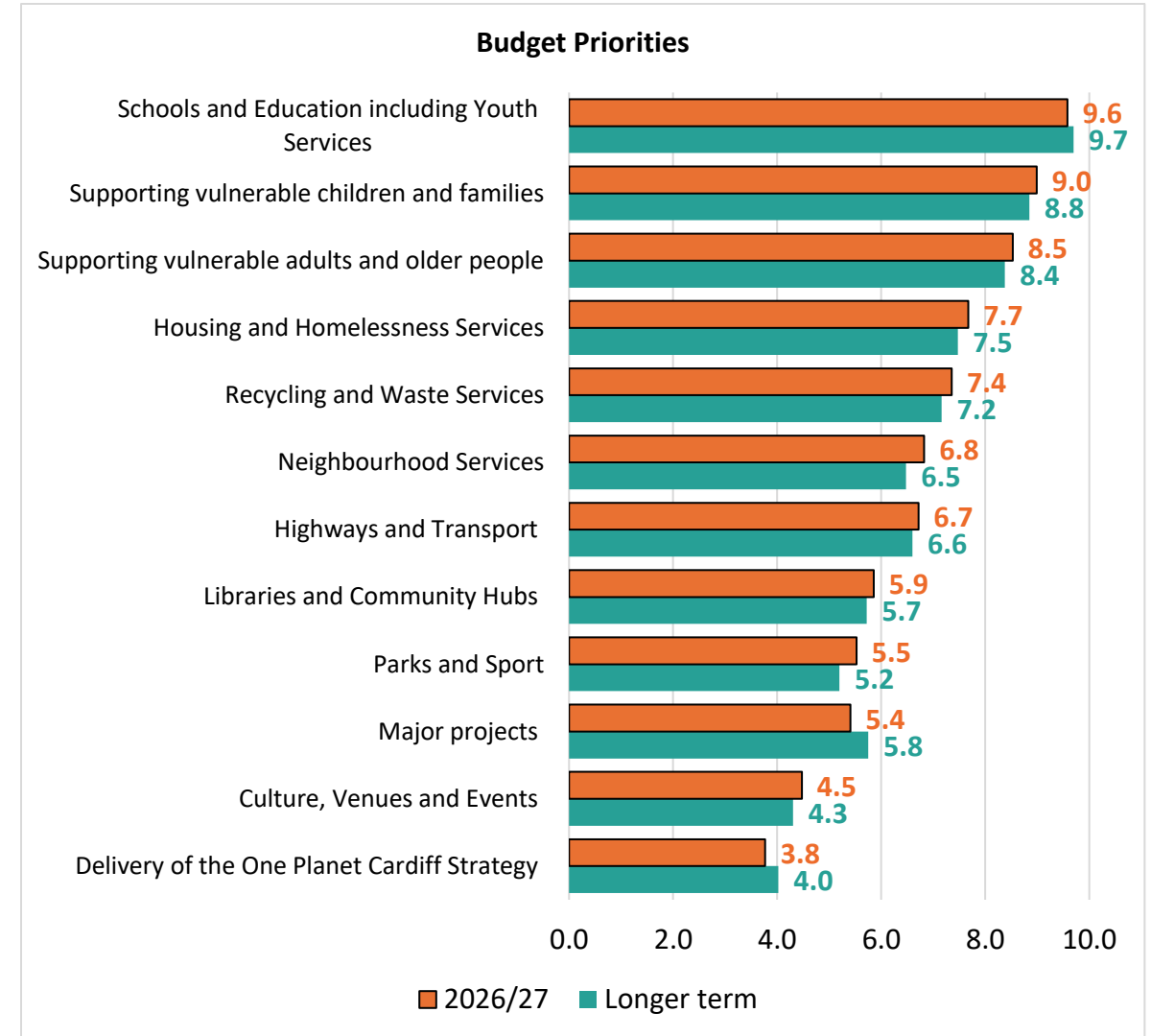
Clinical Services: What People Want

- In terms of what people want moving forward, several common themes emerged:
 - **Care closer to home:** Community hubs for diagnostics, treatment, and wellbeing
 - **Better access:** Flexible appointments (evenings/weekends) and improved GP access
 - **Clear communication:** Updates on referrals and waiting lists (e.g. digital tracking)
 - **Integrated care:** Joined-up services and continuity with clinicians
 - **Prevention and wellbeing:** Early intervention and community support

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Budget Priorities for Council Services

- As part of the 2025 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 and Education (including Youth Services), Supporting vulnerable children and families; and Supporting vulnerable adults and older people were identified as the top three priorities in 2026/27. These three services have consistently been identified as being the highest priorities since the 2021 A Cardiff survey.
- The pattern of priorities for the longer term broadly matched those for the next financial year; two services were considered to be a higher priority for the longer term than for the next financial year:
 - 'Major projects including infrastructure to support businesses, local economy, city centre and local community centres'
 - 'Delivery of the One Planet Cardiff strategy'



Source: Ask Cardiff Survey (2025)

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Budget Consultation: Spending Priorities for Council Services

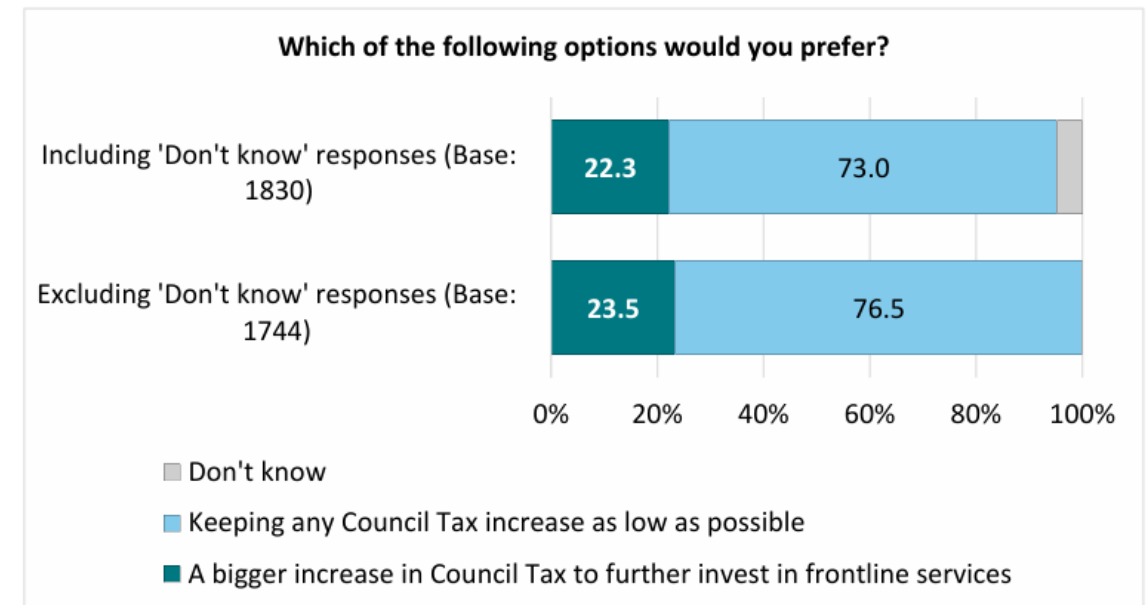
- As part of Cardiff Council's 2026/27 Budget Consultation, respondents were asked whether they supported additional funding for key services:
 - Central Education Services: 65.3% agreed
 - Schools: 84.6% agreed
 - Children's Services: 87.2% agreed
 - Adult Services: 82.5% agreed
- Respondents were also asked where else the Council should increase spending. The top priorities identified were:
 - Road and pavement condition
 - Street cleansing
 - Health and adult/social services

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Budget Consultation: Funding Council Services

- Most respondents preferred to keep any increase in Council Tax as low as possible, with 73.0% selecting this option, rising to 76.5% when 'don't know' responses were excluded.
- This was the most popular option across all demographic and geographic groups.
- Higher levels of support were seen among respondents from ethnically diverse backgrounds (84.6%), households with children (81.5%), and those living in the most deprived areas (83.8%).
- Lower levels of support were recorded among Welsh speakers (61.2%) and those living in the least deprived areas (70.7%), although this remained the majority view.

	No.	%	% Excl. Don't know
A bigger increase in Council Tax to further invest in frontline services	409	22.3	23.5
Keeping any Council Tax increase as low as possible	1,335	73.0	76.5
Don't know	86	4.7	-
Total	1,830	100.0	100.0



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Budget Consultation: Reducing the Budget Gap

- Respondents were invited to provide comments and suggestions on how the Council could reduce its budget gap. Responses were grouped into themes, with the top three being:
 - Reducing spending on non-essential projects and focusing on core services
 - Reviewing the roles and costs of Council staff and Councillors
 - Identifying efficiency savings