



Ask Cardiff 2020 Report

January 2021



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Cardiff Research Centre

Cardiff Research Centre is part of the City of Cardiff Council's Policy, Partnerships & Community Engagement service. We strive to deliver research, information and consultation services for the City of Cardiff Council and its partner organisations.

Services include:

- Collection, analysis and interpretation of primary survey data;
- Analysis and interpretation of a wide range of secondary demographic and socioeconomic data including the Census and all other sources from the wider data environment;
- Specialised studies on a wide range of topics including social, economic and demographic data sources and their uses;
- Quantitative and qualitative research and consultation projects;
- Supporting the Cardiff Debate Community Engagement exercise with other public service partners;
- Management of the Cardiff Citizens' Panel;
- Focus Group facilitation;
- Advice and support on all aspects of research including survey & questionnaire design, &
- GIS thematic & schematic mapping services.

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Ask Cardiff 2020

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Methodology

Ask Cardiff is Cardiff Council's annual resident's survey. The 2020 survey ran from 12th October to 22nd November 2020.

Throughout 2020, the COVID-19 pandemic had a major impact on both the delivery of Council services, and on the lives of residents, and on the Council's approach to citizen engagement. Between, between 23rd October and 9th November, the whole of Wales was placed under a Firebreak lockdown, which required residents to stay at home as much as possible, not to mix with other households, and non-essential shops and community buildings closed. After this, a number of restrictions were lifted, but restrictions on the number of people able to meet, particularly indoors, remained in place.

These restrictions made the traditional methods of engagement impossible - in previous years, paper copies of the survey would be made available to residents in public buildings such as Hubs, libraries and community centres across the city – so the 2020 survey was promoted as a primarily online survey. Other methods used to promote the survey, such as emails to schools, and flyers and posters in GP surgeries were also not available this year, given the additional demands on these services.

Efforts to encourage typically under-represented groups, including younger people (16-24 year olds), minority ethnic groups and those people resident in the south and the east of the city that had been successful in the past (such as offering a prize draw to win concert tickets) were also unavailable.

The Cardiff Research Centre worked closely with partnership organisations to ensure as representative a response as possible. In a bid to ensure the survey was promoted as widely as possible, the survey was promoted via:

a) Email

- Organisations known to work with less frequently heard groups (**see Appendix H**)
- Cardiff Youth Council
- Cardiff's Citizen's Panel

b) Internet/intranet

The survey was hosted on the Council website, and promoted to Council employees via DigiGov, Intranet and Staff Information.

c) Social media

The survey was promoted via Facebook and Twitter throughout the consultation period. Social media 'boosts' were made to selected demographics with a focus on younger people and those in the south of the city.

d) Paper Surveys

Conscious that not all residents would have the ability to access and complete the survey digitally, 4,000 paper copies of the survey were distributed by Outreach Teams to Accommodation Managers of frontline hostels, emergency accommodation, supported accommodation, temporary accommodation and Gypsy Traveller sites, to residents receiving a domiciliary care package, as well as children's and adult's residential homes, and nursing homes in the city.

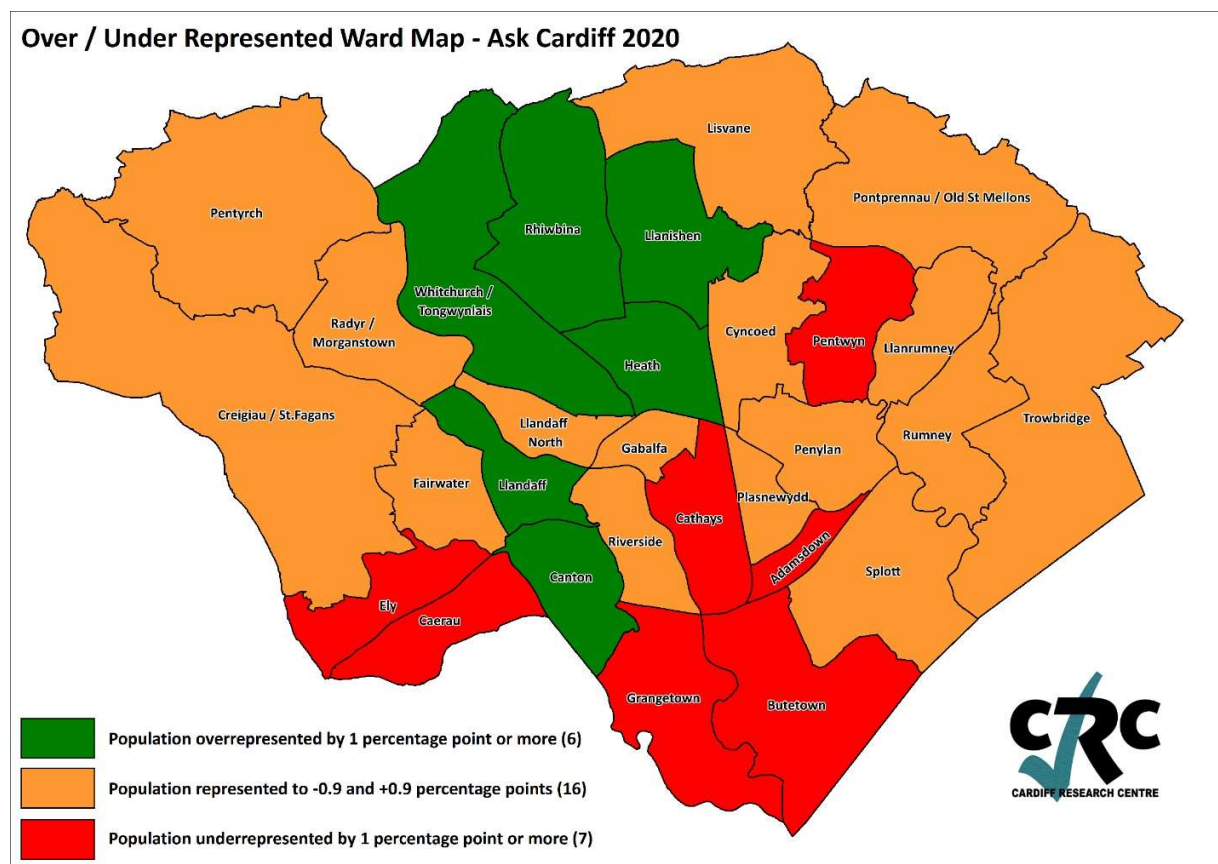
Care was taken to comply with quarantine requirements, allowing 72 hours pause between each point in the chain of distribution (e.g. after receipt of the surveys), and the use of pre-paid return envelopes or enclosed bins to minimise staff interaction when collecting completed surveys.

Response

After data cleansing and validation, there were 4,715 responses to Ask Cardiff 2020.

	Ask Cardiff 2016	Ask Cardiff 2017	Ask Cardiff 2018	Ask Cardiff 2019	Ask Cardiff 2020
Total responses	4,024	5,598	4,587	3,834	4,715

Three in five (60.0%) or 2,828 respondents shared their postcode information. The map below shows population representation at ward level for Cardiff residents.



Those that did not provide a postcode are included in overall figures but are excluded from spatial analysis.

The response has been broken down by age, gender, ethnic background, Welsh Speakers, those with a disability and those living in the least or most deprived areas of the city.

In addition, the analysis includes the response from those living in the 'Southern Arc' of Cardiff which comprises the following electoral divisions: Adamsdown, Butetown, Caerau, Canton, Ely, Grangetown, Llanrumney, Riverside, Rumney, Splott, Trowbridge. **(see map at Appendix I)**

Welsh Index of Multiple Deprivation

To help gain a better understanding of the experiences and views of Cardiff residents an additional level of analysis has been introduced that looks at responses by deprivation fifth.

The Welsh Index of Multiple Deprivation (WIMD) is the official measure of small area deprivation in Wales and is designed to identify those small areas where there are the highest concentrations of several types of deprivation. Each Lower Super Output Area (LSOA) in Wales is ranked in terms of overall deprivation as well as for several separate domains, with a rank of 1 assigned to the most deprived area.

The 216 LSOAs in Cardiff are ranked from highest to lowest by their overall deprivation rank and then split into five equal bands, ranging from least deprived (i.e. least deprived 20% of LSOAs in Cardiff) to most deprived fifth (i.e. most deprived 20%). Respondents are then assigned to a deprivation fifth according to their postcode. As such, respondents from outside Cardiff or those with a missing/incomplete/incorrect postcode will be excluded from this analysis.

Weighted Data

Weighted Data refers to when the data collected from survey respondents are adjusted to represent the population from which the sample was drawn. The overall data for Ask Cardiff survey 2020 was weighted for some of the questions to ensure it was representative in terms of age and gender.

The weighting of the data was found to have no significant impact on the results, with the difference typically no more than one or two percentage points - something that could be explained by standard deviation and should not be cause for concern.

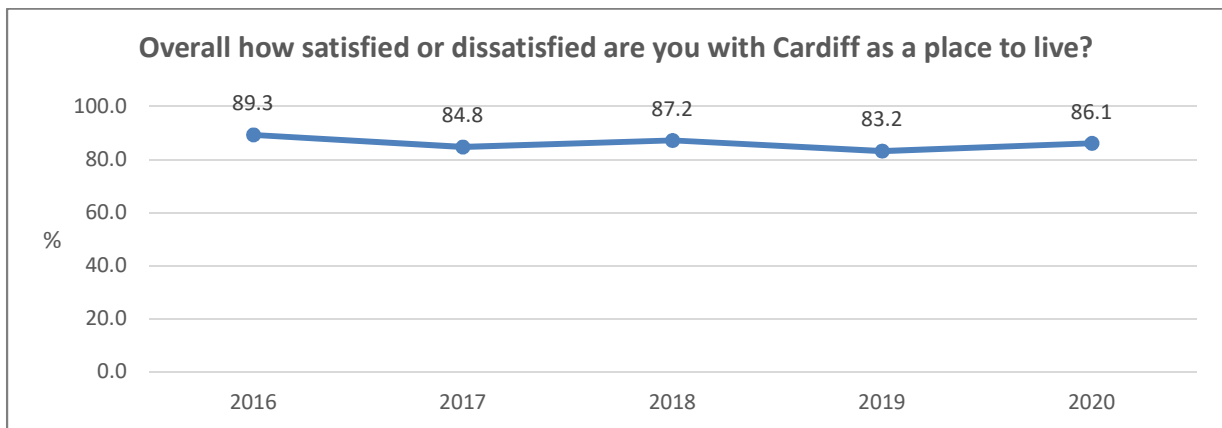
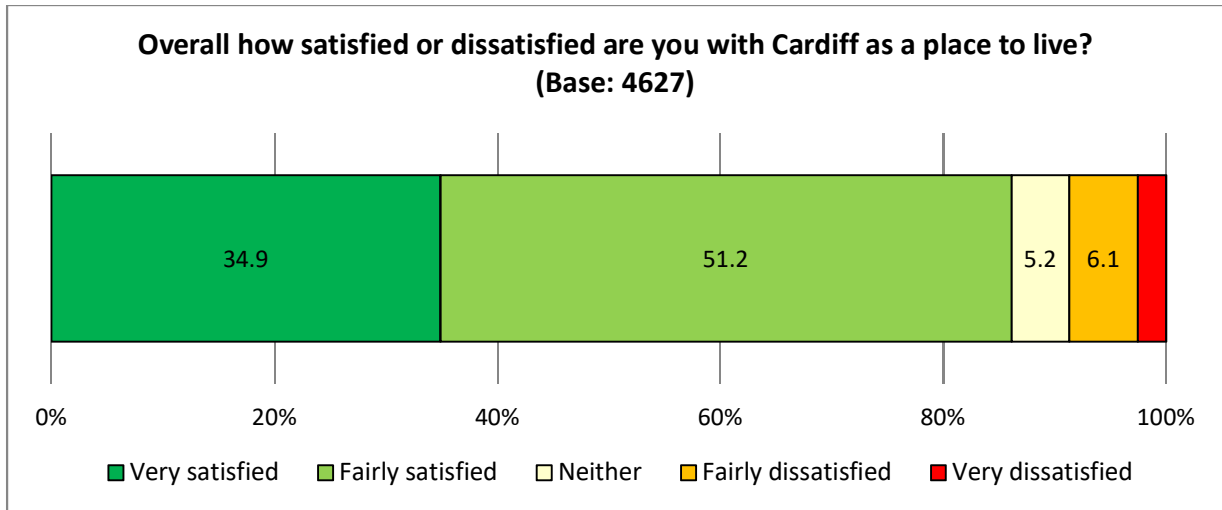
The strong similarity between the observed and the weighted data indicated a high level of robustness in the data collection. As a result we have chosen to report on the 'observed' data i.e. the actual response received.

Section 1:
City Life & Public Services

1. Overall, how satisfied or dissatisfied are you with Cardiff as a place to live?

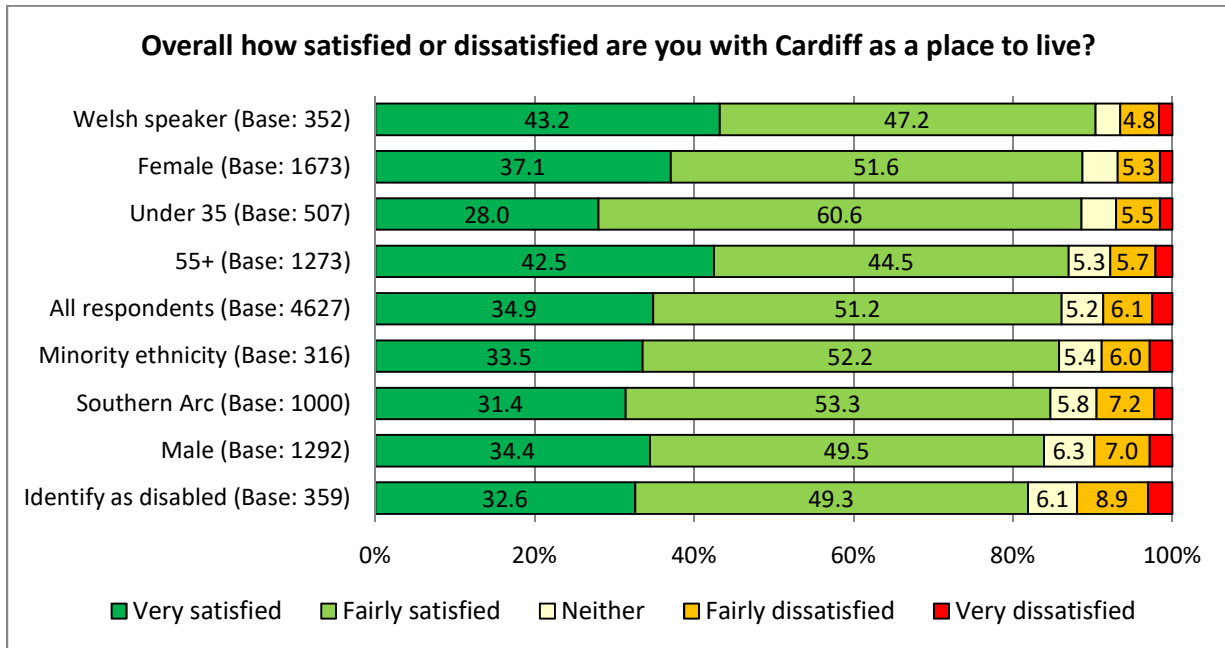
Almost nine out of ten respondents (86.1%) described themselves as satisfied with Cardiff as a place to live, with over a third (34.9%) saying they were “Very satisfied”.

This figure is broadly on a par with the findings of previous years, and shows a slight increase from the 83.2% recorded in the 2019 Ask Cardiff survey.

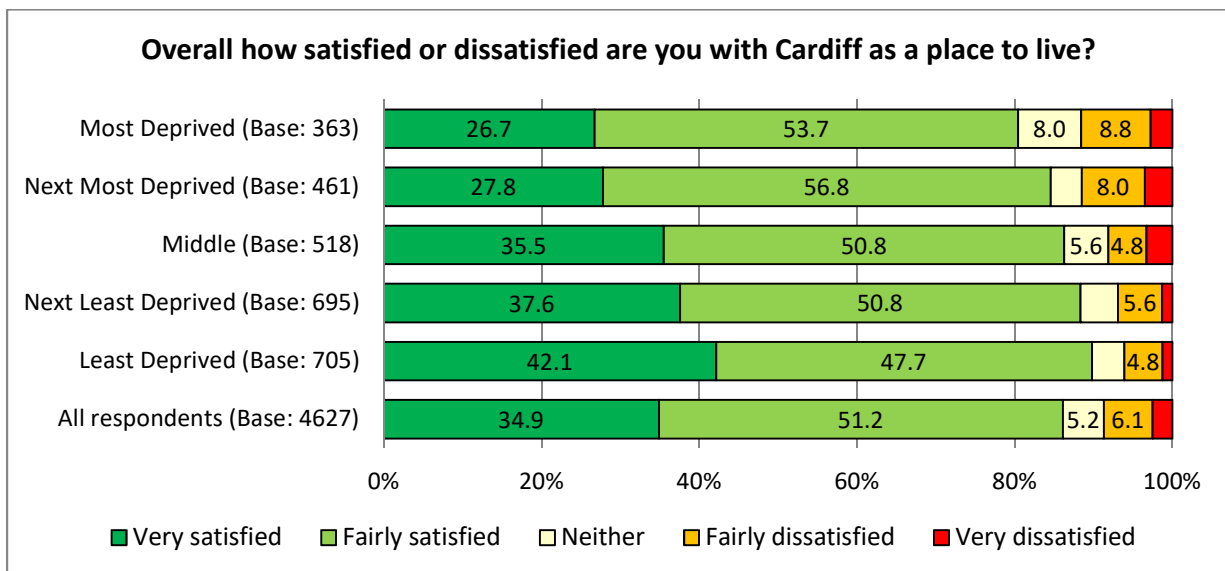


At least 80% of respondents within each demographic and geographic group analysed were satisfied with Cardiff as a place to live.

Satisfaction was highest amongst Welsh speakers (90.3%) and women (88.7%); it was lowest amongst those identifying as disabled (81.9%), and those living in the most deprived areas of the city (80.4%).



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

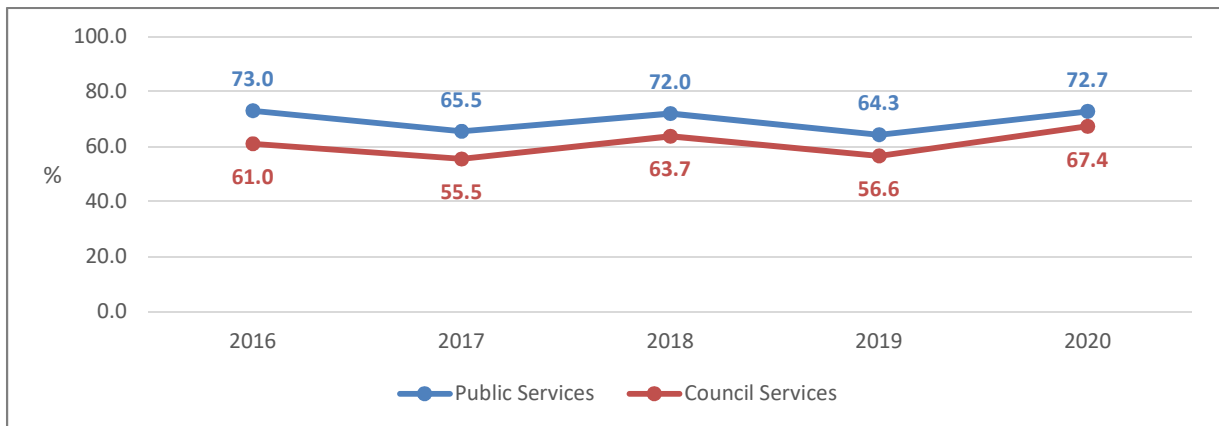
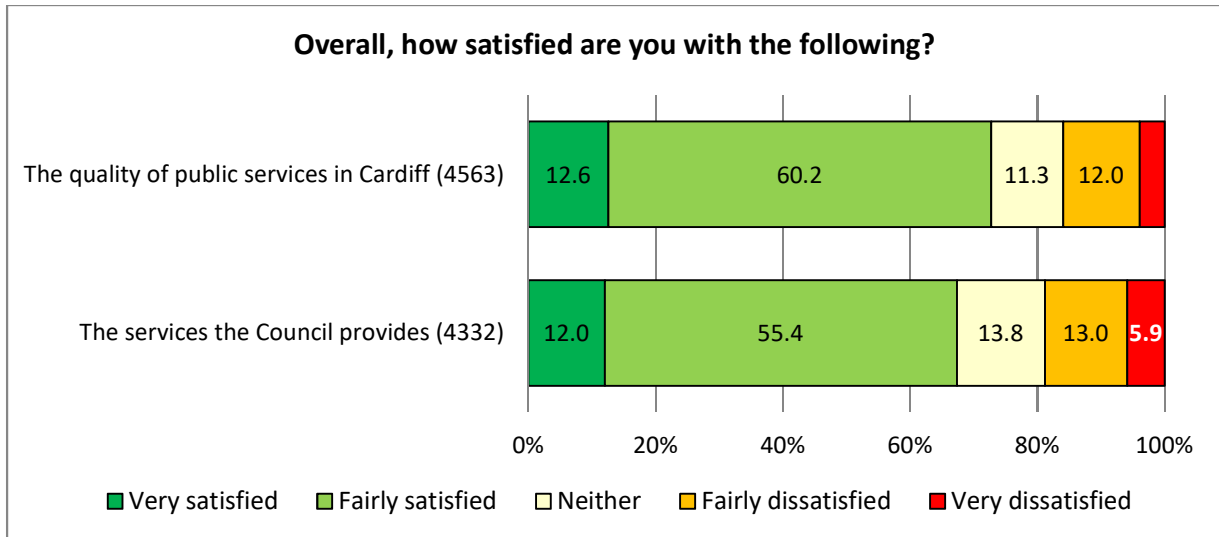


Base sizes shown in brackets; excludes 'Don't Know' responses

2. Overall, how satisfied are you with the following?

Just over seven out of ten respondents (72.7%) were satisfied with the quality of public services in Cardiff – the highest figure recorded since 2016.

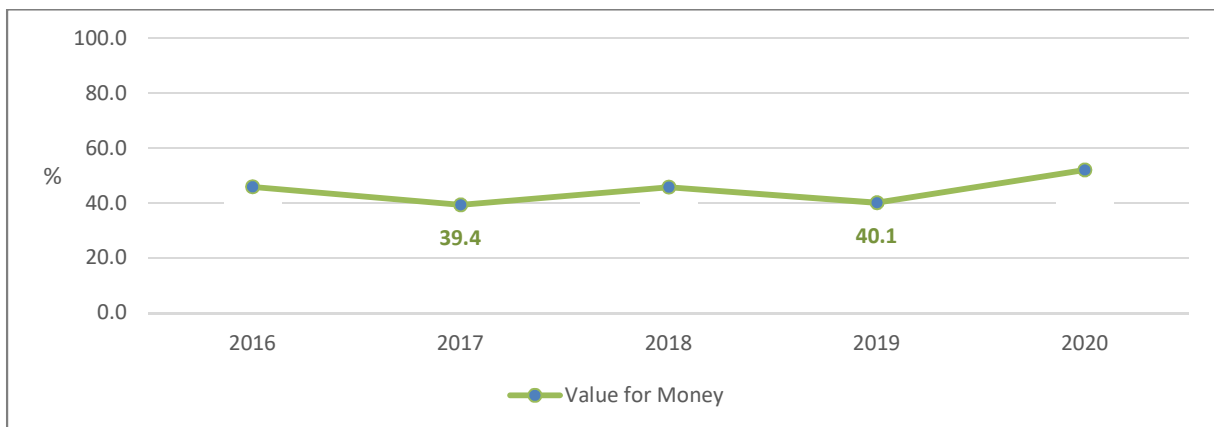
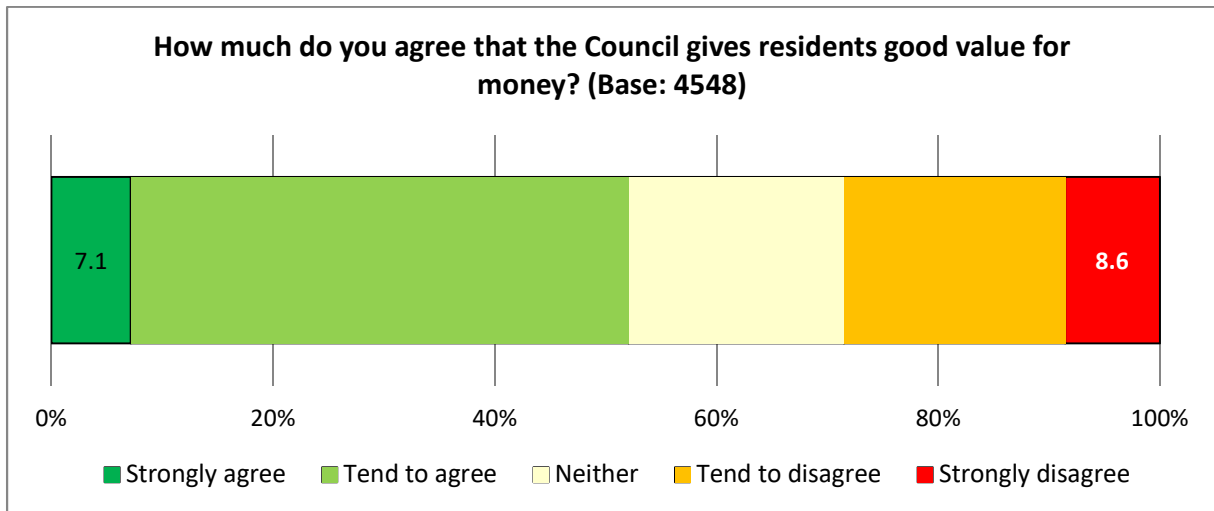
Satisfaction with Council services was at the highest level for five years, with 67.4% of respondents describing themselves as ‘Very’ or ‘Fairly’ satisfied (an increase of 10.8 percentage points from 2019).



Welsh speakers showed the highest level of satisfaction with both public and Council services (82.2% and 73.8% respectively); respondents identifying as disabled showed the lowest level of satisfaction (67.6% and 60.5% respectively). These groups showed the highest and lowest levels of satisfaction in the 2019 Ask Cardiff survey.

3. How much do you agree that the Council gives residents good value for money?

More than half of those surveyed (52.1%) agreed that the Council gives residents good value for money, the highest proportion for five years.



Again, Welsh speakers were most likely to agree with this statement (60.3%), whilst those identifying as disabled were least likely to do so (48.5%), reflecting the pattern seen in last year's results.

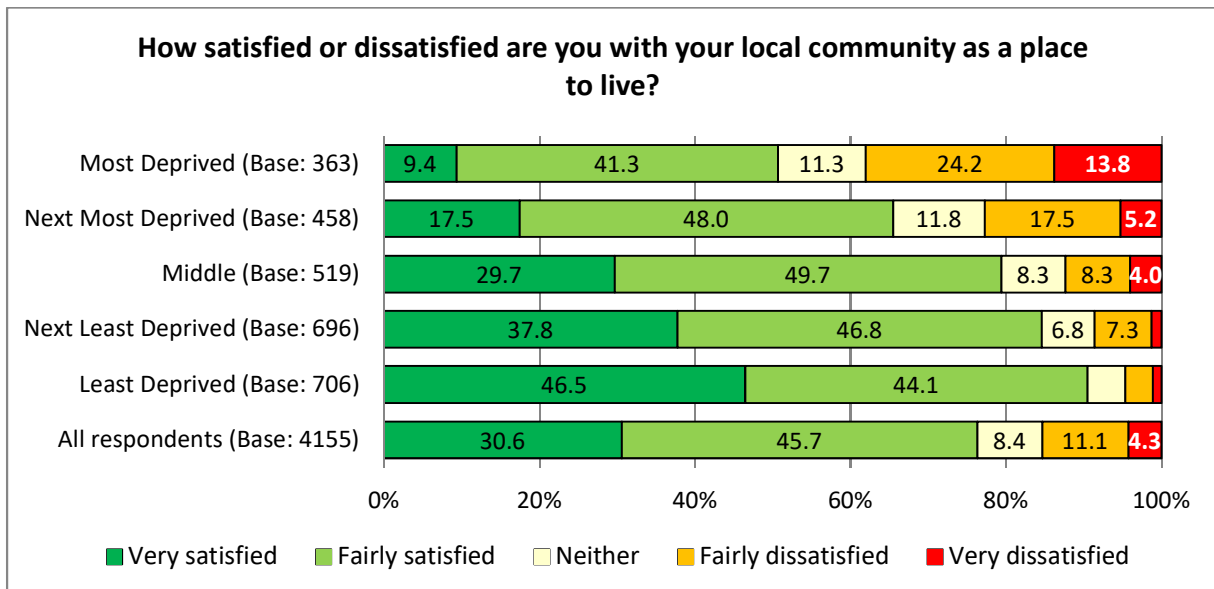
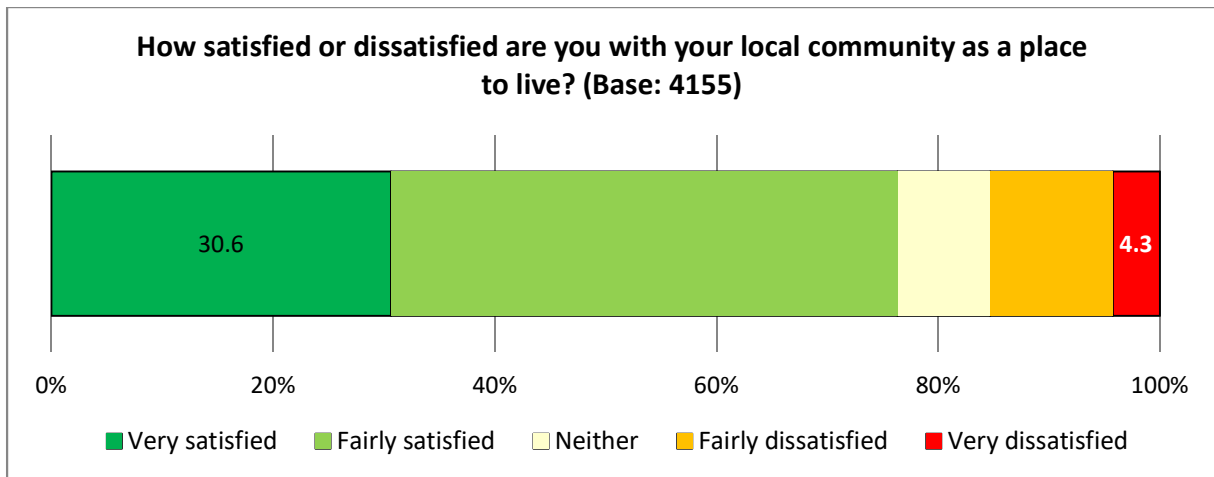
Section 2:

Your Neighbourhood

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

Three quarters of respondents (76.3%) described themselves as satisfied with their local community as a place to live, reflecting the findings of the 2019 survey.

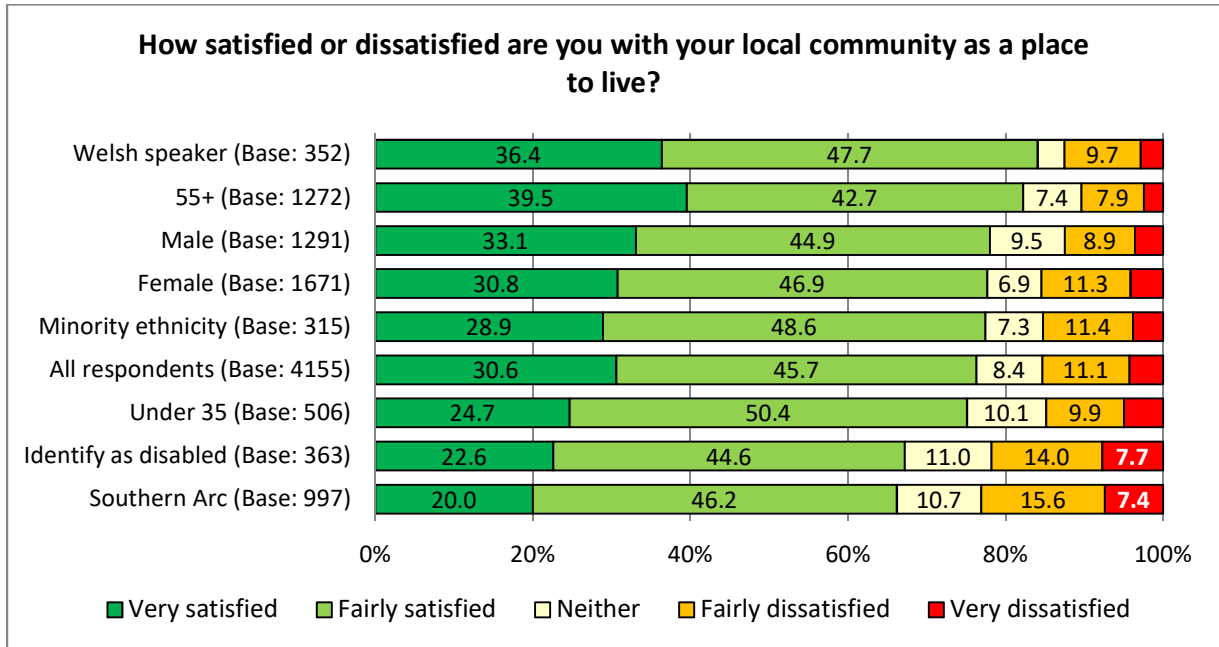
As seen last year, there was a clear correlation between the level of satisfaction and the level of deprivation, with those in the least deprived areas notably more satisfied than those in the most deprived (90.5% compared with 50.7% respectively). This gap has widened over the past year, from a difference of 32.8 percentage points in 2019 to 39.8 percentage points in 2020.



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

Satisfaction with local community	Most deprived	Least deprived	Difference
2019	56.5%	89.3%	32.8
2020	50.7%	90.5%	39.8

Welsh speakers (84.1%) and respondents aged 55 or over (82.2%) showed the highest levels of satisfaction, contrasting with those living in the Southern Arc (66.2%) and those identifying as disabled (67.2%), repeating the pattern seen in the 2019 survey.

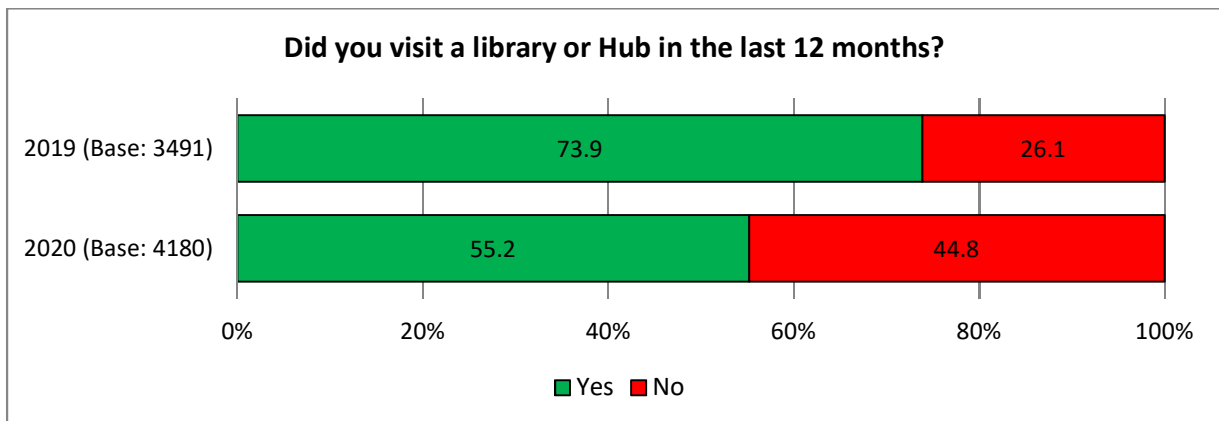


Base sizes shown in brackets; excludes 'Don't Know' responses

5. Did you visit a library or Hub in the last 12 months?

The impact of the pandemic was clear to see in the percentage of respondents who had used a library or Hub in the past year (these had been forced to close in the initial lockdown, with just four branches – Central Library Hub, The Powerhouse, St Mellons Hub and Ely & Caerau Hub - opening after this, with appointments required for people wishing to use these services).

Use of services was broadly consistent across the demographic groups analysed.

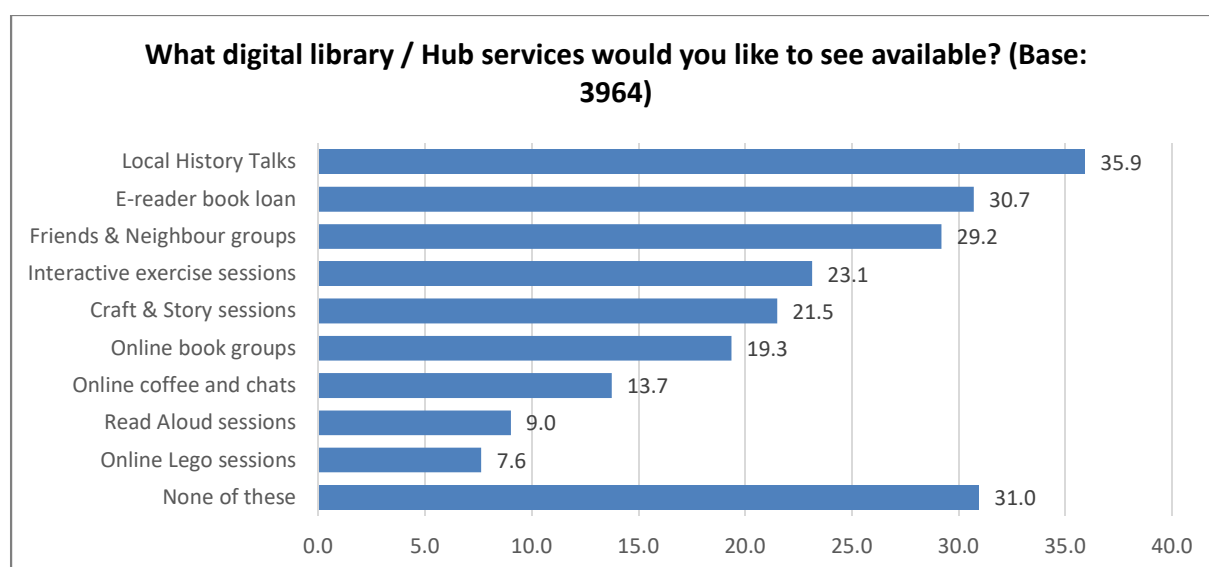


6. What digital library / Hub services would you like to see available?

With access to physical branches restricted, the Hubs and Libraries team were interested to understand levels of interest in a range of online services.

Respondents were given a list of digital services, and asked to indicate which they would like to see.

The most popular, with 35.9% of respondents expressing an interest, was for Local History talks, followed by E-reader book loans (30.7%), and Friends & Neighbour groups (29.2%).



Respondents under the age of 35 showed the highest levels of interest in Craft & Story sessions (29.8%), online coffee and chats (19.4%) and online Lego sessions (11.1%)

Over 55s were particularly interested in Local History talks (44.3%).

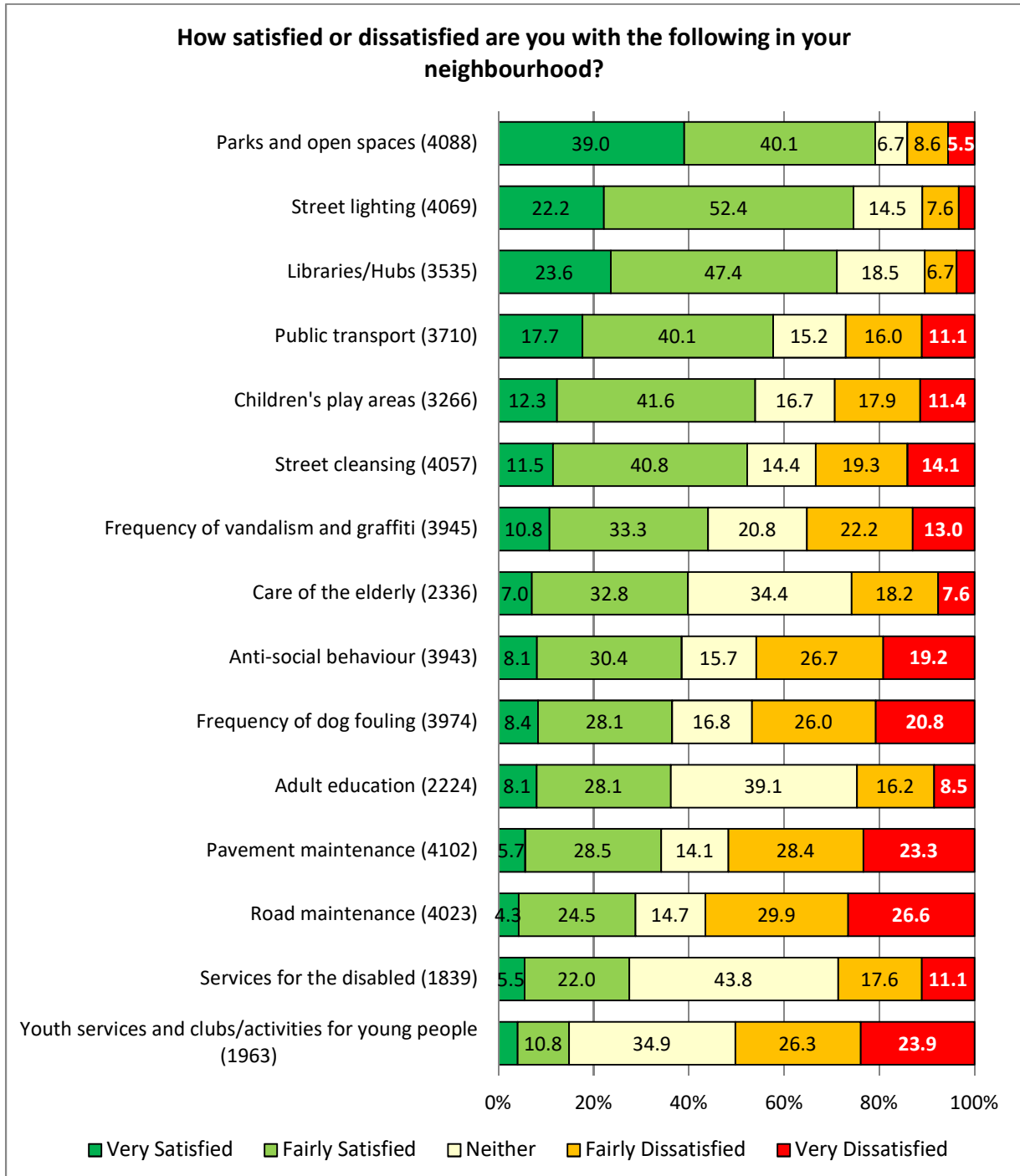
Women expressed an interest in Friends & Neighbourhood groups (34.3%), and online book groups (24.1%); they were also least likely to answer “None of these” (24.2%), contrasting with men, who were most likely to select this option (38.7%).

Respondents from a minority ethnicity were most interested in E-reader book loans (39.7%), interactive exercise sessions (30.3%), and Read Aloud sessions (13.0%).

Respondents who identified as disabled showed a high level of interest in Friends & Neighbour groups (34.4%).

7. How satisfied or dissatisfied are you with the following in your neighbourhood?

Respondents were given a list of services, and asked their level of satisfaction with each:



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

Satisfaction was highest for parks and open spaces (79.1%), street lighting (74.6%) and Libraries/Hubs (71.1%).

It was lowest for Youth services and clubs/activities for young people (14.9%), services for the disabled (27.5%) and road maintenance (28.8%).

Both the top and bottom three services were unchanged from the previous year.

Compared with the figures seen in 2019, the greatest improvement was seen for:

- street cleaning, up 9.0 percentage points from 43.3% to 52.3% satisfied
- public transport, up 5.9 percentage points from 51.8% to 57.7%
- road maintenance, up 4.5 percentage points from 24.3% to 28.8%

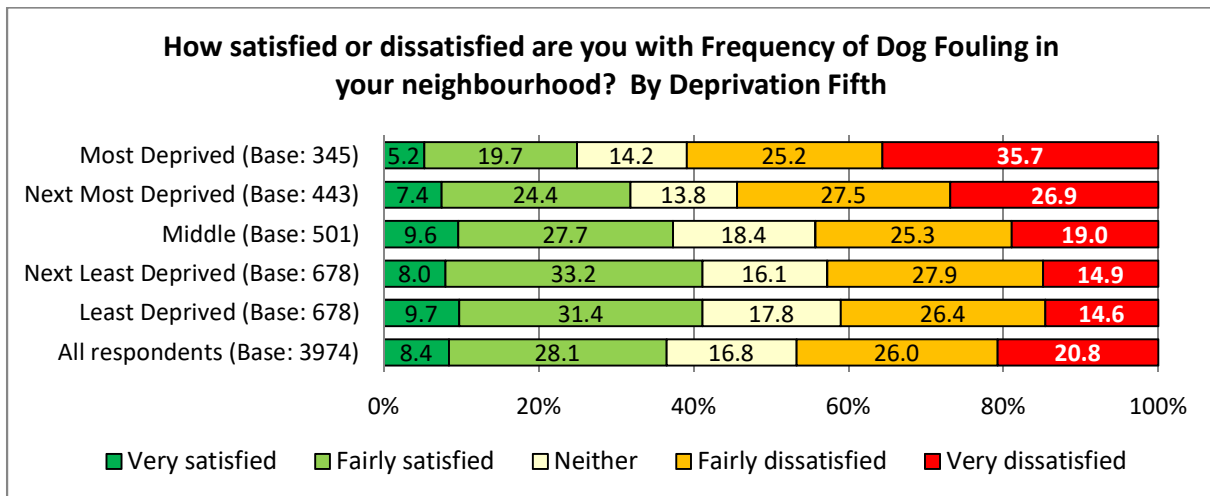
The biggest drop in satisfaction was seen for:

- adult education, falling 5.2 percentage points from 41.45 to 36.2% satisfied
- Youth services and clubs/activities for young people, falling 5.0 percentage points from 19.9% to 14.9%
- Libraries/Hubs, falling 4.8 percentage points from 75.9% to 71.1%

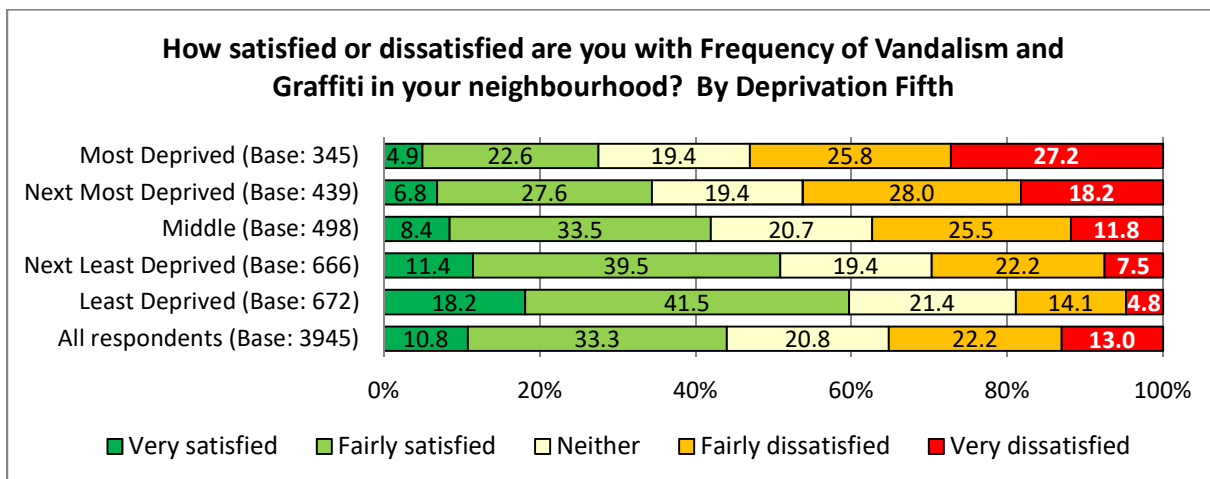
Amongst respondents identifying as disabled, satisfaction with services for the disabled was 24.3%, with just 6.1% describing themselves as 'very satisfied'; almost half (46.4% described themselves as dissatisfied with these services. This group also showed a low level of satisfaction with pavement maintenance (26.7%).

Respondents living in the Southern Arc showed the lowest level of satisfaction with frequency of vandalism and graffiti (35.0%), frequency of dog fouling (30.2%) and anti-social behaviour (26.8%). Satisfaction with all of these was correlated with level of deprivation. The gap in satisfaction with frequency of vandalism and graffiti and anti-social behaviour between the most and least deprived areas has increased since the 2019 survey:

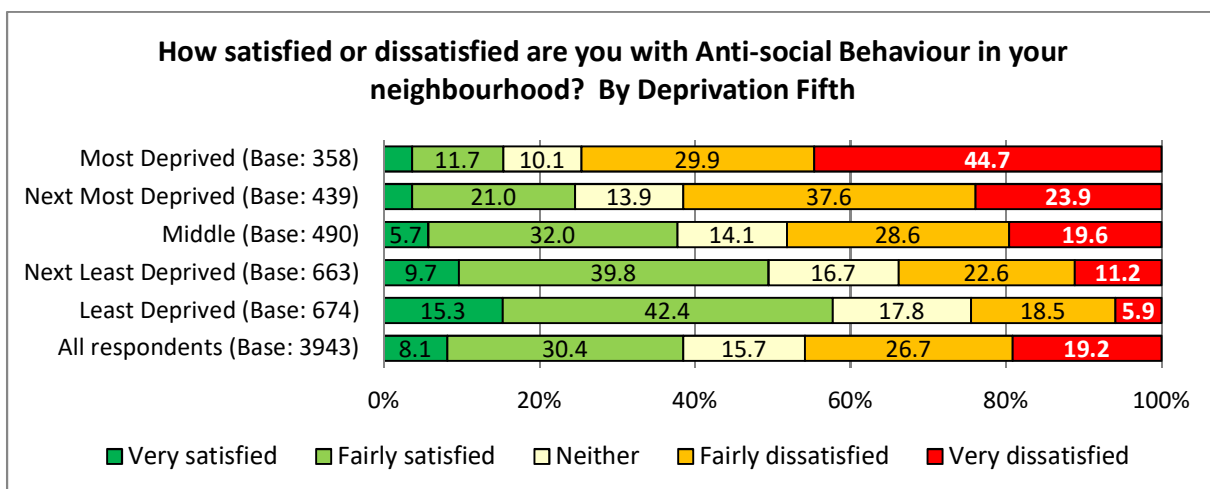
% Satisfied	Most Deprived	Least Deprived	Difference (2020)	Difference (2019)
Frequency of dog fouling	24.9	41.2	16.2	18.3
Frequency of vandalism and graffiti	27.5	59.7	32.1	28.5
Anti-social behaviour	15.4	57.7	42.4	40.0



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



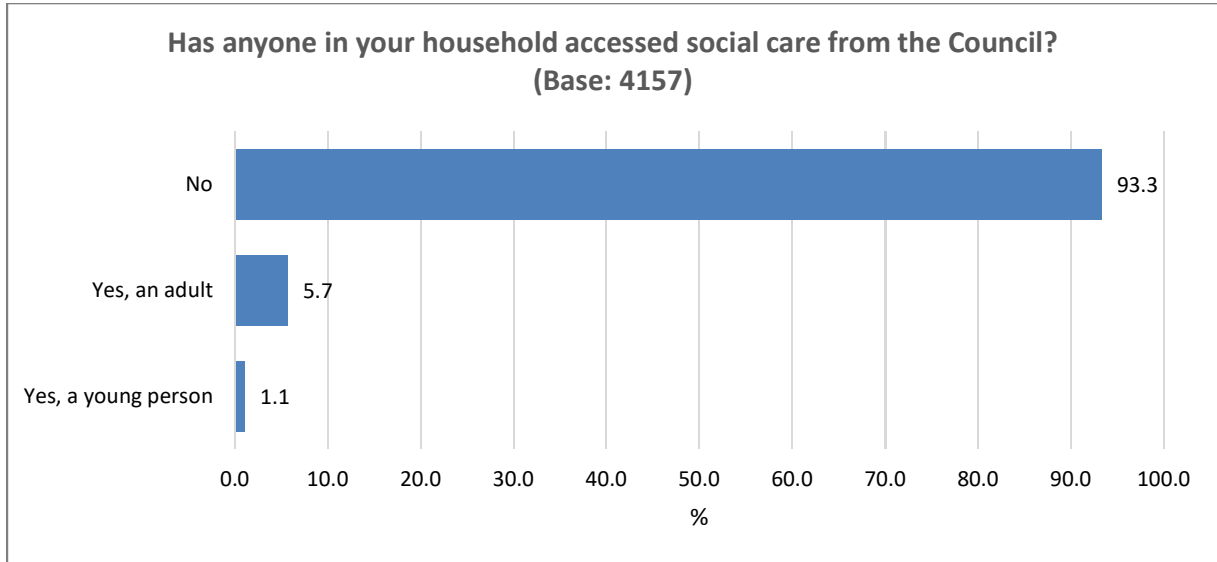
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Base sizes shown in brackets; excludes 'Don't Know' responses

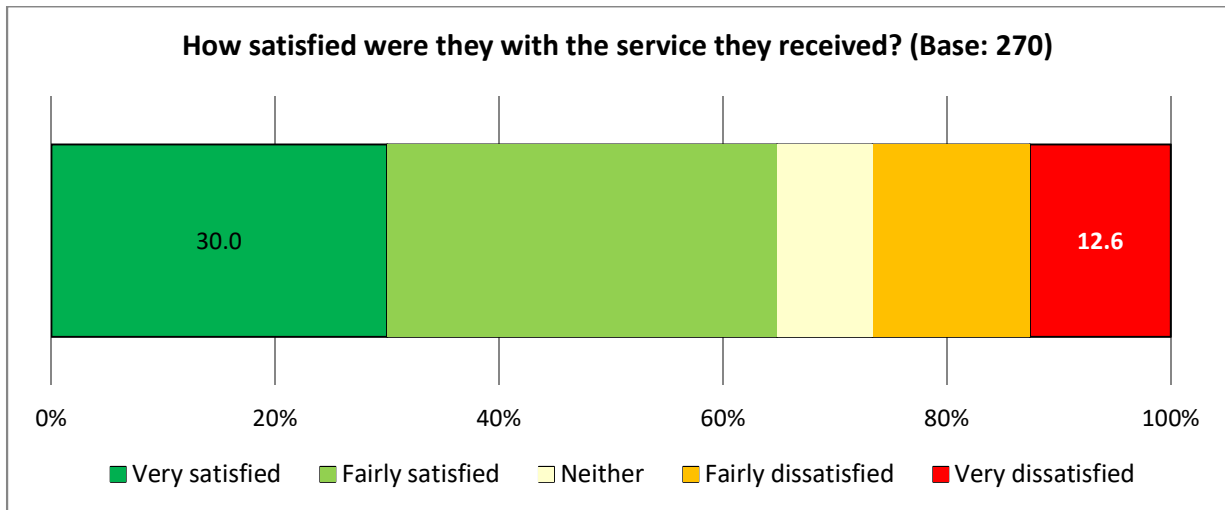
8. Has anyone in your household accessed social care from the Council?

Amongst those responding to this question, 6.7% reported that someone in their household had accessed social care from the Council; 5.7% of these had accessed care for an adult, and 1.1% for a child.



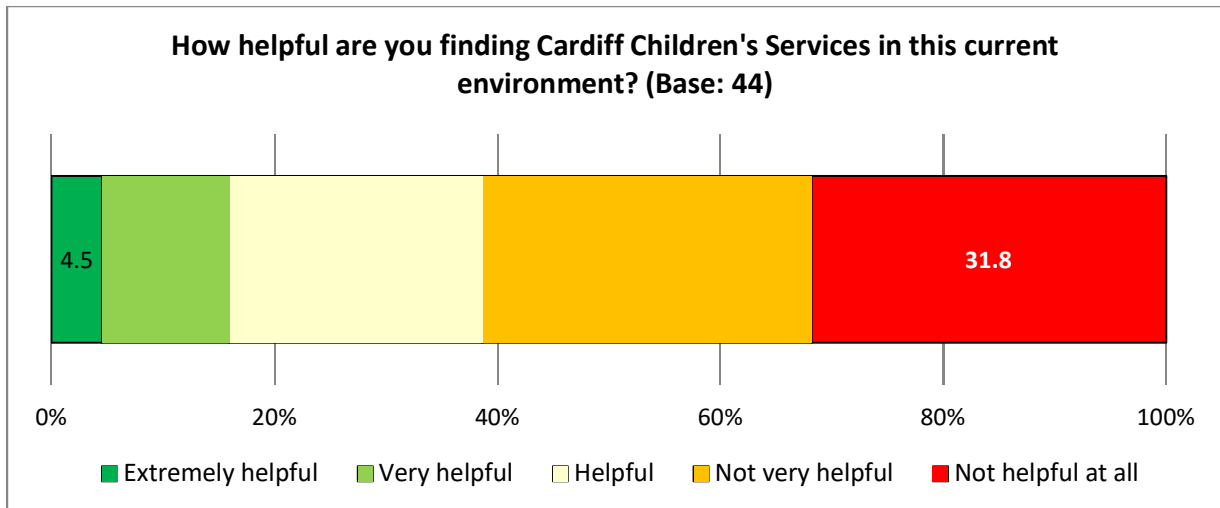
8a. How satisfied were they with the service they received?

Almost two-thirds (64.8%) of those accessing social care, whether for an adult or a child, were satisfied with the care they had received.



8b. How helpful are you finding Cardiff Children's Services in this current environment?

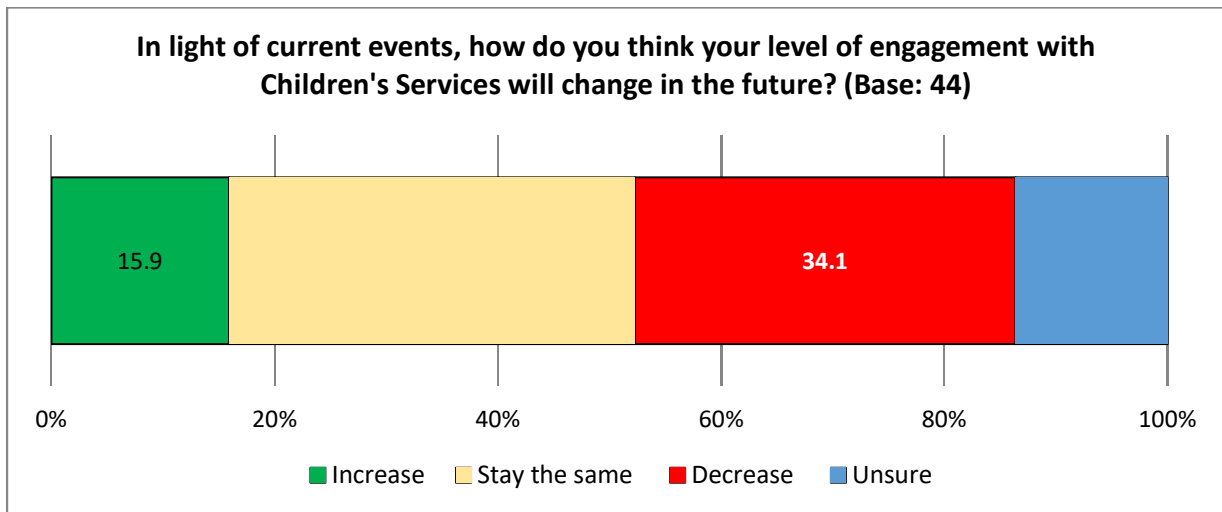
Those who had accessed social care for a child were asked how helpful they found Cardiff Children's Services during the pandemic – just 44 responses were received, of which 38.6% described this as helpful, compared with 61.4% who felt it was not helpful.



Caution – low base size

In light of current events, how do you think your level of engagement with Children's Services will change in the future?

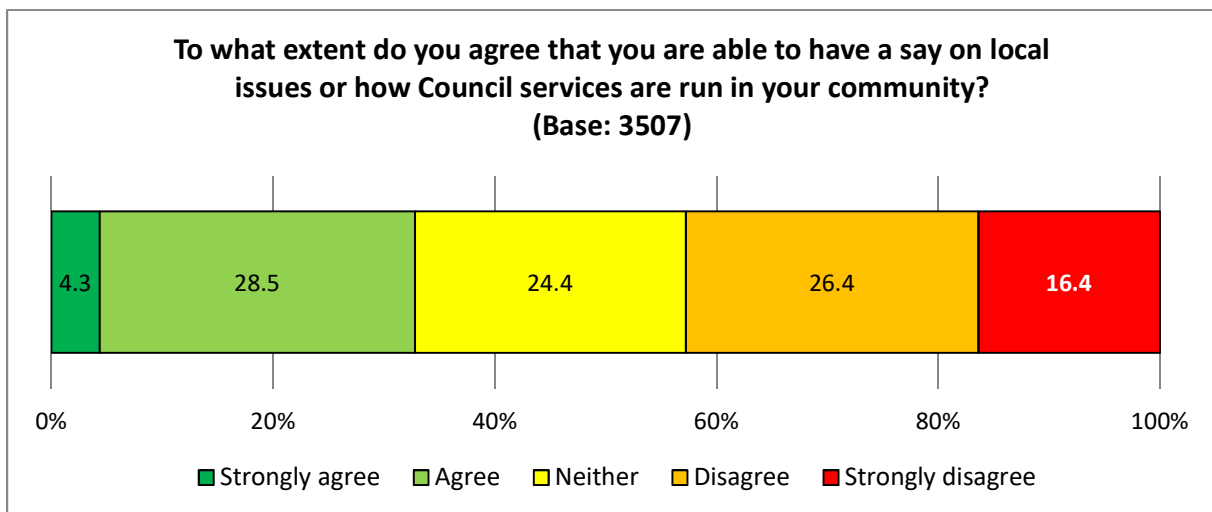
Most respondents (36.4%) did not expect to see a change in their level of engagement with Children's Services, with a similar proportion (34.1%) expecting their level of engagement to decrease, more than double the proportion who expected to see an increase (15.9%).



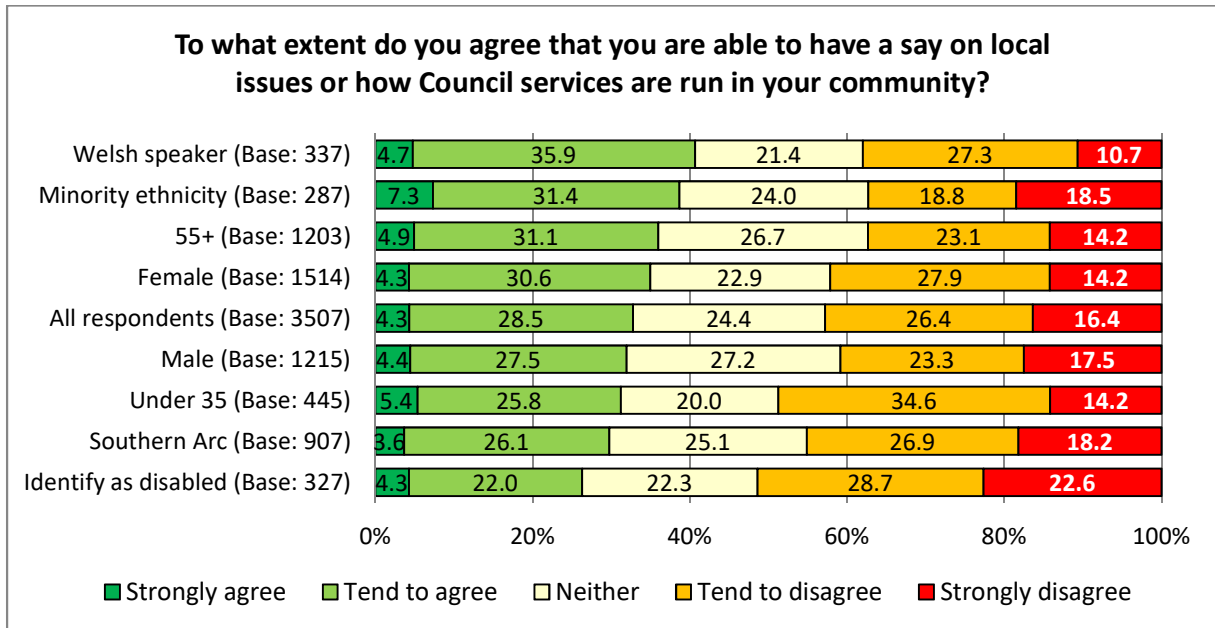
Caution – low base size

9. To what extent do you agree that you are able to have a say on local issues or how Council services are run in your community?

Around a third of respondents (32.8%) felt they were able to have their say on local issues, and how Council services were run in their community, reflecting the findings of previous years.



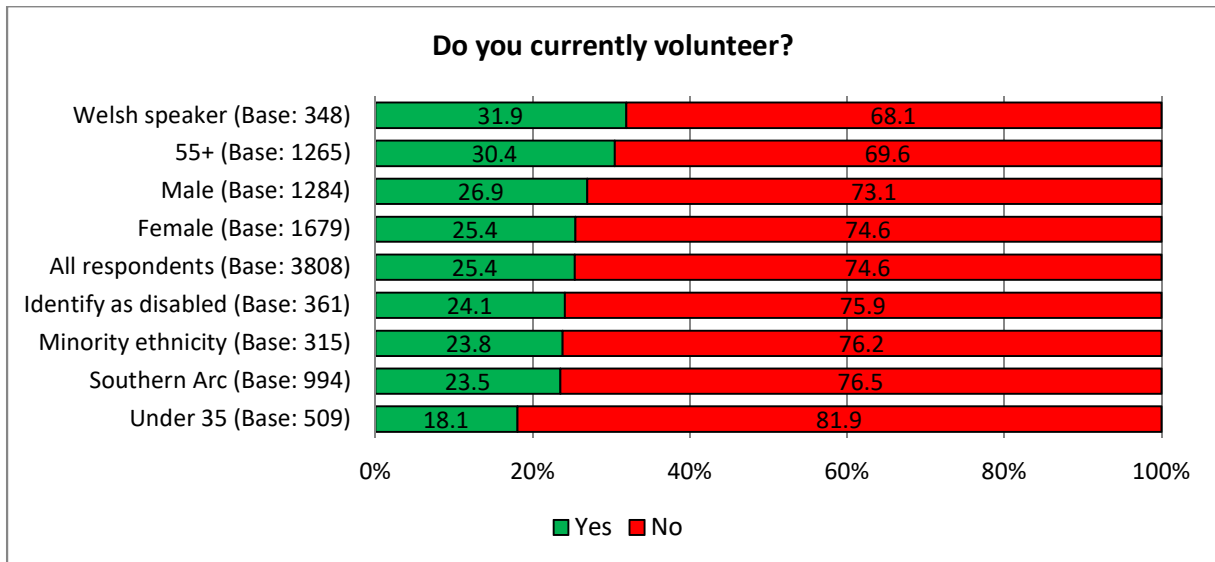
As seen in 2019, Welsh speakers (40.7%), respondents from a minority ethnicity (38.7%) and those aged 55 or over (36.0%) were most likely to agree they were able to have their say, contrasting with those identifying as disabled (26.3%) and those living in the Southern Arc (29.8%).



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

10. Do you currently volunteer?

Overall, a quarter (25.4%) of respondents said they currently volunteer – this rose to 31.9% of Welsh speakers, and fell to 18.1% of under 35s.



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

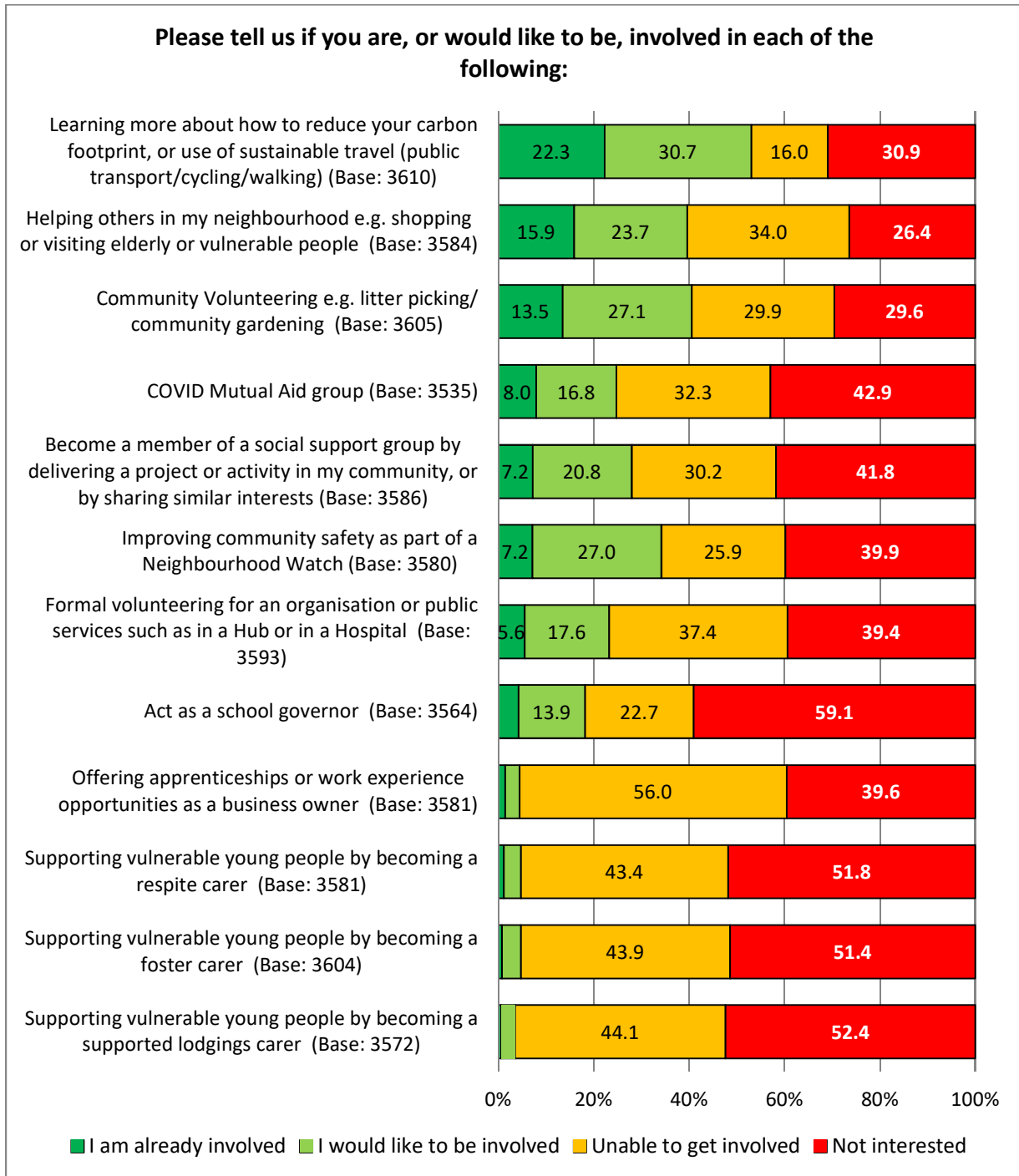
11. Listed below are a number of ways that you could contribute to the wellbeing of your community. Please tell us if you are, or would like to be, involved in each of the following:

Respondents were most likely to already be involved with *Learning more about how to reduce your carbon footprint, or use of sustainable travel* (22.3%) and *Helping others in my neighbourhood* (15.9%).

Those not currently involved in volunteering were most interested in getting involved with:

- *Learning more about how to reduce your carbon footprint, or use of sustainable travel* (30.7%)
- *Community Volunteering* (27.1%)
- *Improving community safety as part of a Neighbourhood Watch* (27.0%)
- *Helping others in my neighbourhood* (23.7%)
- *Become a member of a social support group by delivering a project or activity in my community, or by sharing similar interests* (20.8%)

A total of 1,433 respondents expressed an interest in getting involved in contributing to the wellbeing of their community, and provided contact details for further information to be sent to them. This has been passed to the relevant teams to take further action.



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

Respondents were invited to give details of other volunteering opportunities they would be interested in getting involved with – 205 comments were received, and grouped into themes. The top three themes are shown below, with a full breakdown in Appendix A.

Theme	No.	%	Example Comments
Environment / Parks	33	16.1	<ul style="list-style-type: none">- <i>Parks and open spaces.</i>- <i>Llanishen reservoir development.</i>- <i>Maintaining parks and outdoor spaces.</i>- <i>Environmentally friendly activities.</i>
Already Volunteering	19	9.3	<ul style="list-style-type: none">- <i>I am a Rotarian and involved in community activities.</i>- <i>I am already collecting and distributing food to elderly and homeless Charity.</i>- <i>I volunteer for Samaritans & Cardiff humanists.</i>
Anti-Social Behaviour	12	5.9	<ul style="list-style-type: none">- <i>Anti-social behaviour forum.</i>- <i>Improving student behaviour in Cathays - noise, litter.</i>

Section 3:

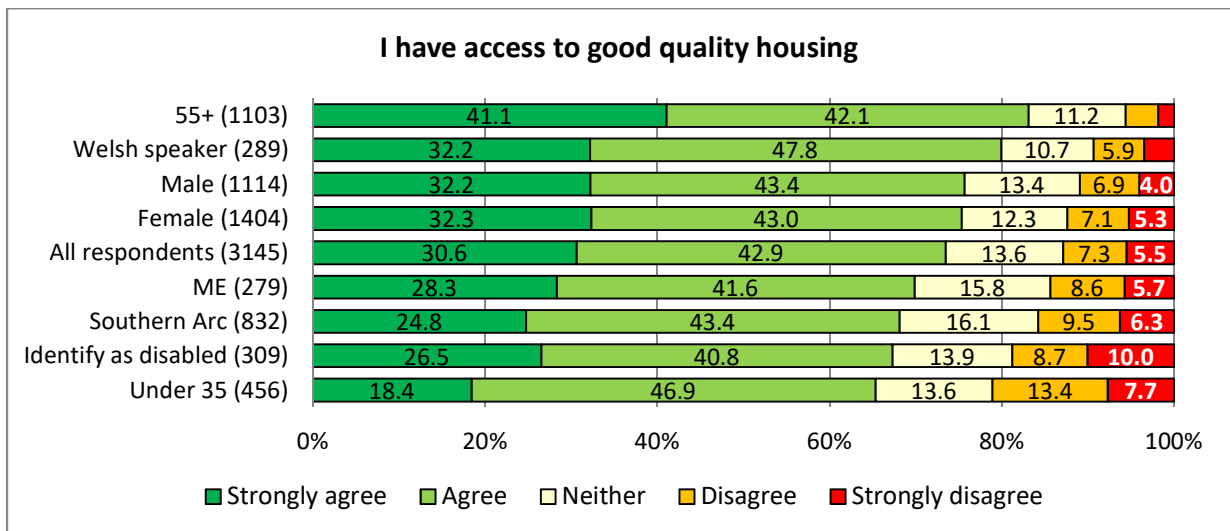
Housing

12. To what extent do you agree that you have access to good quality housing?

Almost three-quarters (73.5%) of those surveyed agreed they had access to good quality housing, reflecting the findings of last year’s survey.

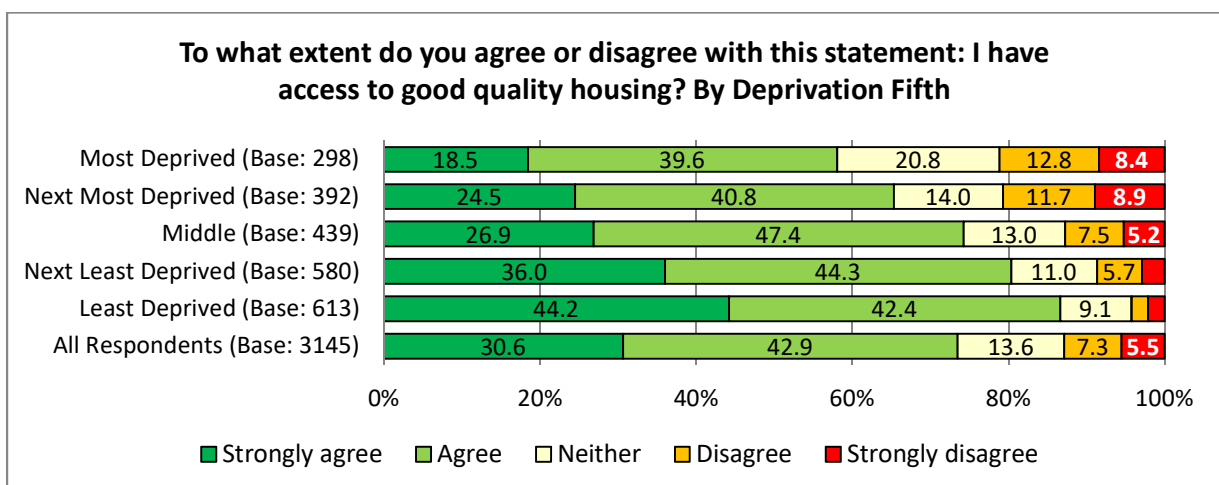
Also reflecting previous findings, those aged 55 or over (83.1%) and Welsh speakers (79.9%) were most likely to agree.

Under 35s were most likely to disagree, with a fifth (21.1%) stating they ‘disagreed’ or ‘strongly disagreed’, dropping below those identifying as disabled (18.8%, compared with 24.2% in 2019).



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

As in 2019, there was a clear correlation between agreement with the statement and level of deprivation – 58.1% of those in the most deprived areas agreed, compared with 86.6% of those in the least deprived areas.

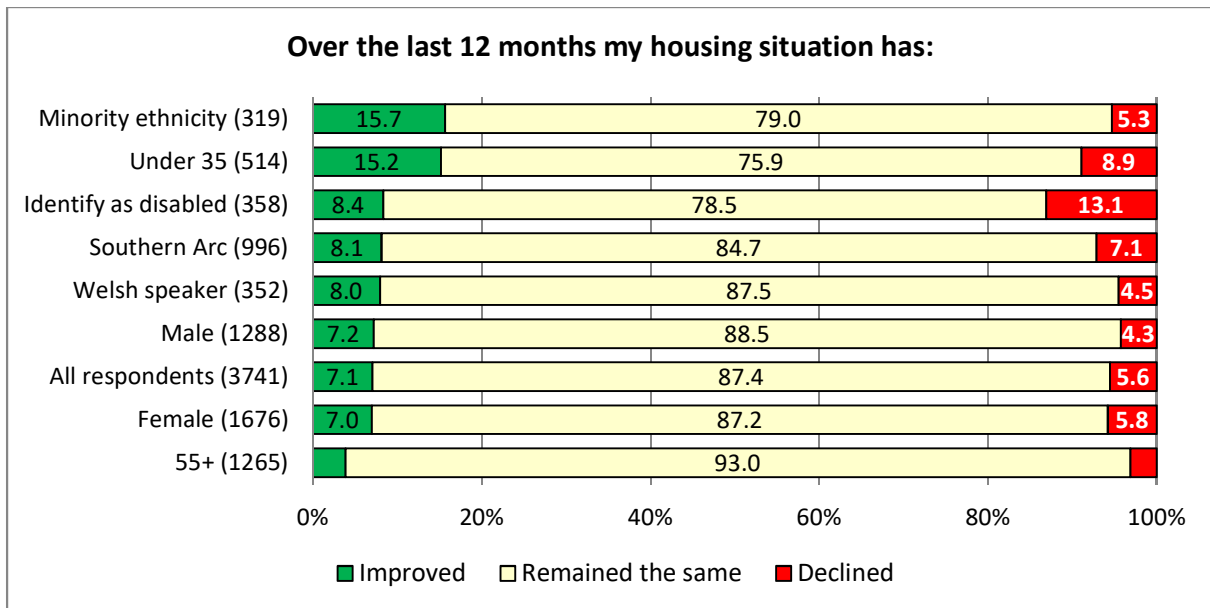


Base sizes shown in brackets; excludes ‘Don’t Know’ responses

13. Over the last 12 months, has your housing situation:

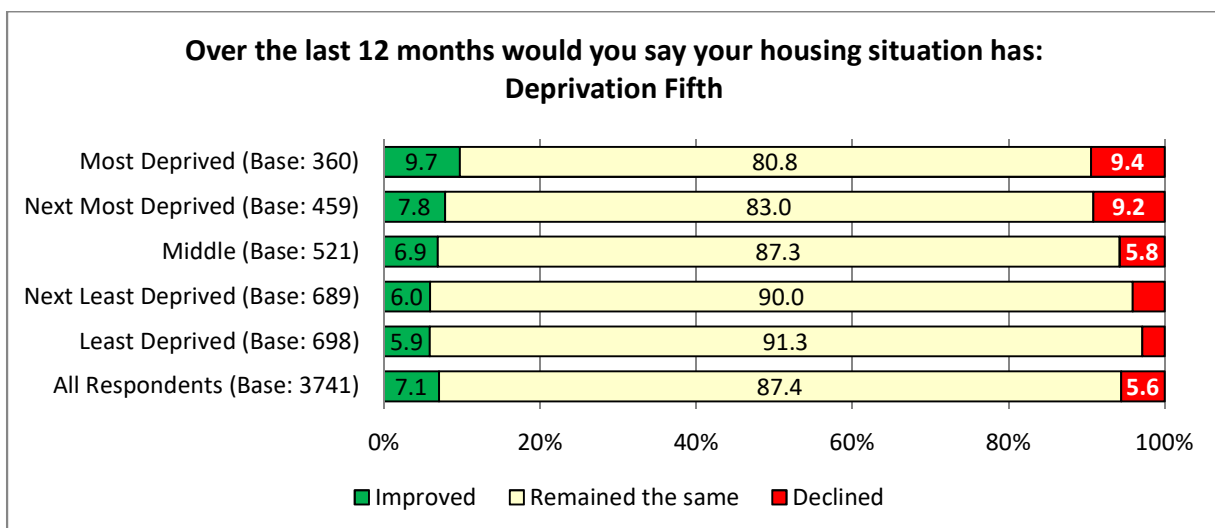
The majority of respondents (87.4%) stated there had not been a change in their housing situation over the past year.

Those from a minority ethnicity (15.7%) and aged under 35 (15.2%) were most likely to report an improvement in their housing situation; those identifying as disabled (13.1%) were most likely to report a decline.



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

There was a correlation between level of deprivation and change in housing situation, although those reporting a change were split as to whether this had improved or declined.

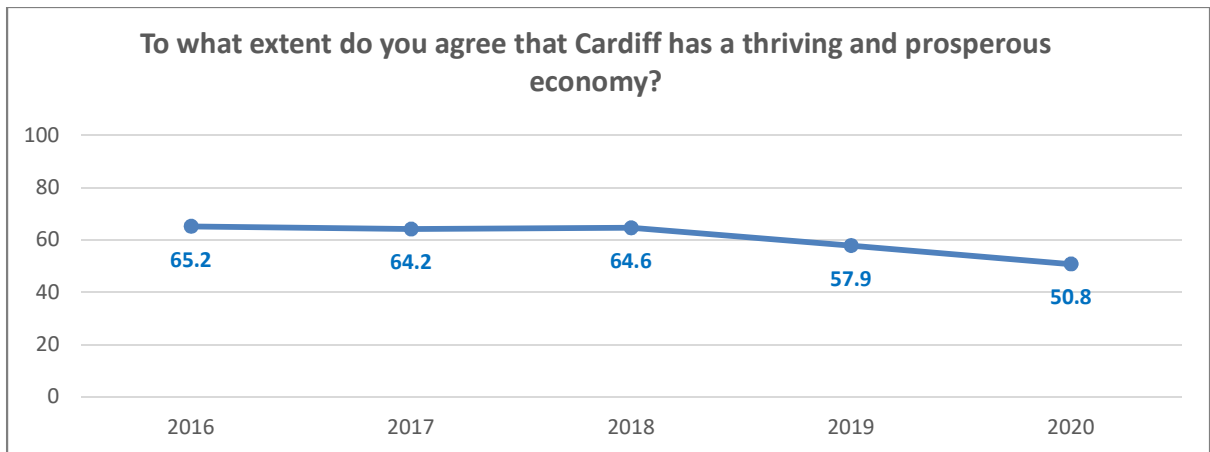
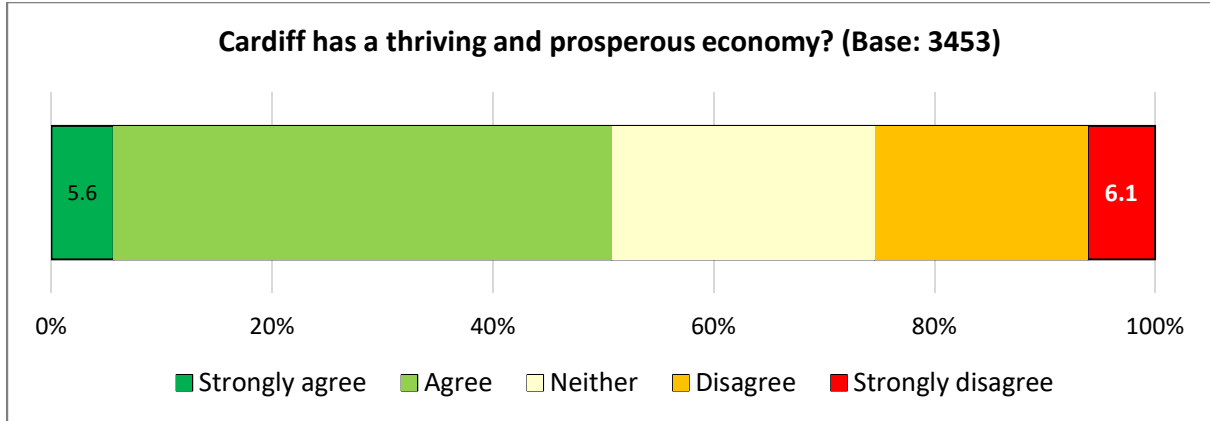


Base sizes shown in brackets; excludes 'Don't Know' responses

Section 4:
Jobs & The Economy

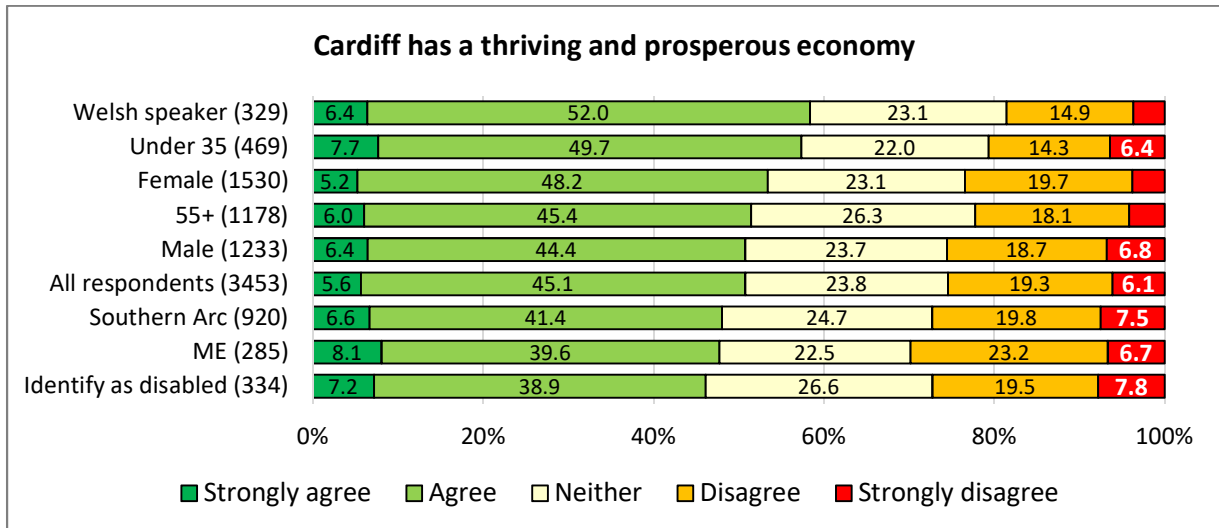
14. To what extent do you agree or disagree with this statement: Cardiff has a thriving and prosperous economy?

The impact of the pandemic on the economy in Cardiff was clear, with the proportion of respondents agreeing that Cardiff has a thriving and prosperous economy dropping to 50.8%.



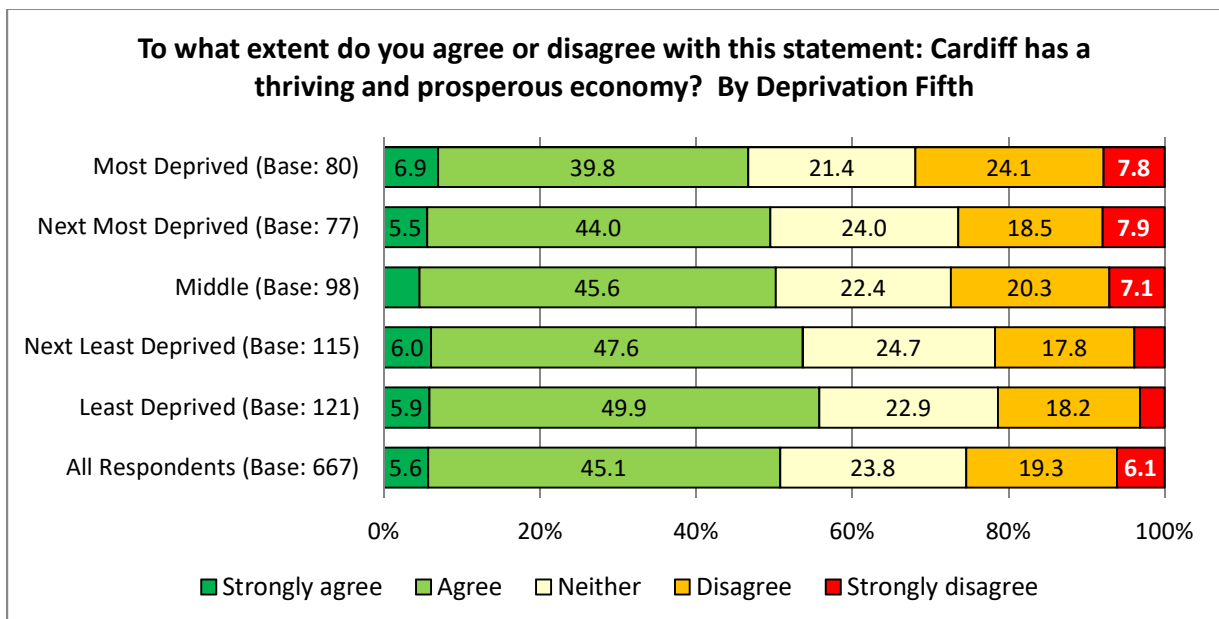
Welsh speakers were most likely to agree with this statement (58.4%), contrasting with those identifying as disabled (46.1%).

Men were most likely to agree with this statement in 2019 – the proportion of those agreeing with this has fallen from 61.2% to 50.8% in 2020.



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

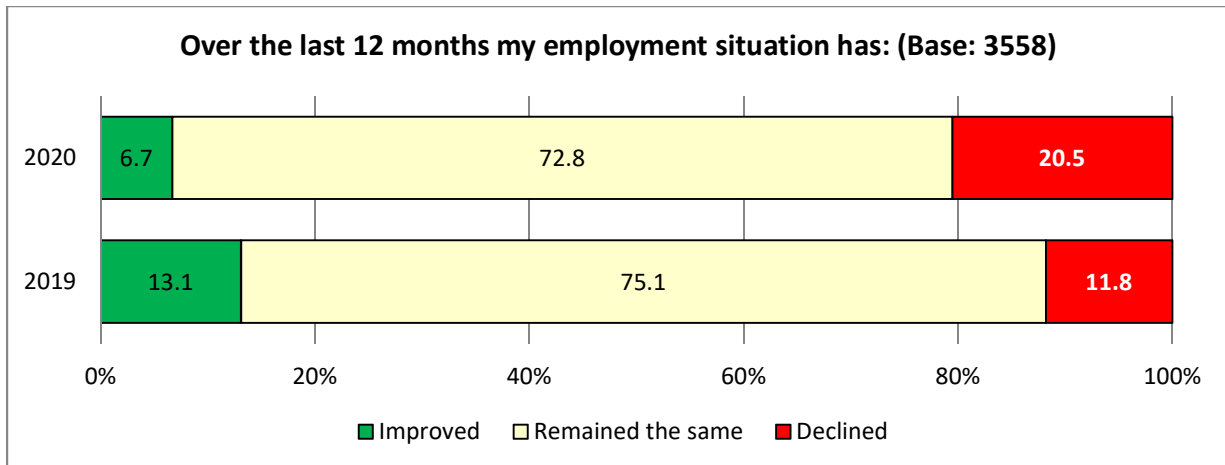
Agreement with this statement correlated with level of deprivation, with those living in the least deprived areas showing a higher level of agreement.



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

15. Over the last 12 months would you say your employment situation has:

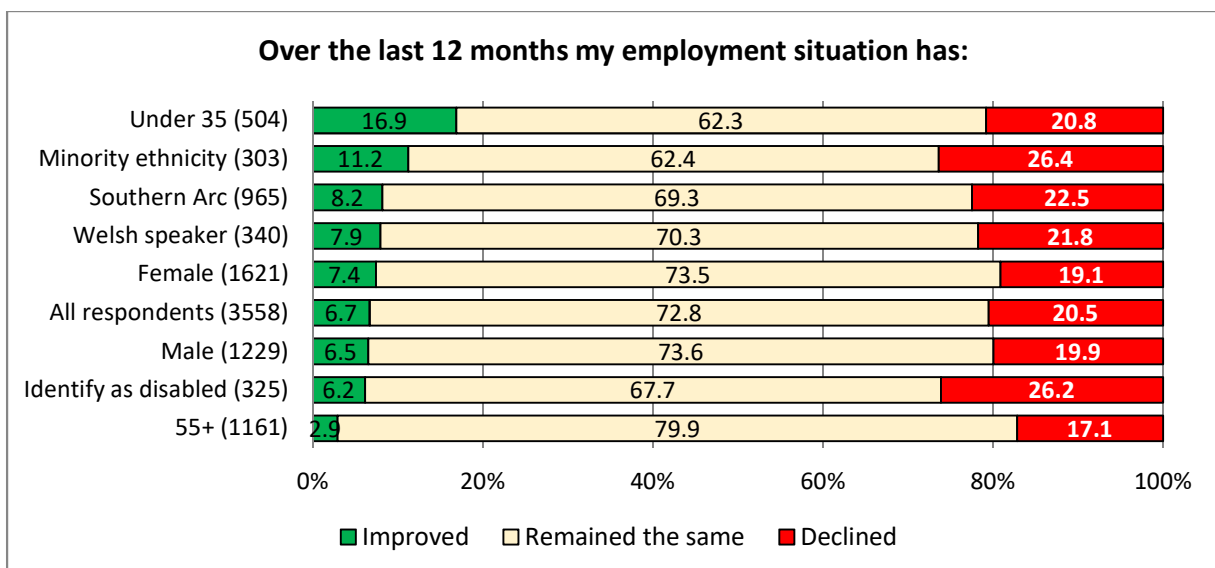
Compared with the results of the 2019 Ask Cardiff survey, the proportion of respondents stating their employment situation had declined almost doubled, going from 11.8% to 20.5%, whilst the proportion feeling this had improved halved from 13.1% to 6.7%.



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

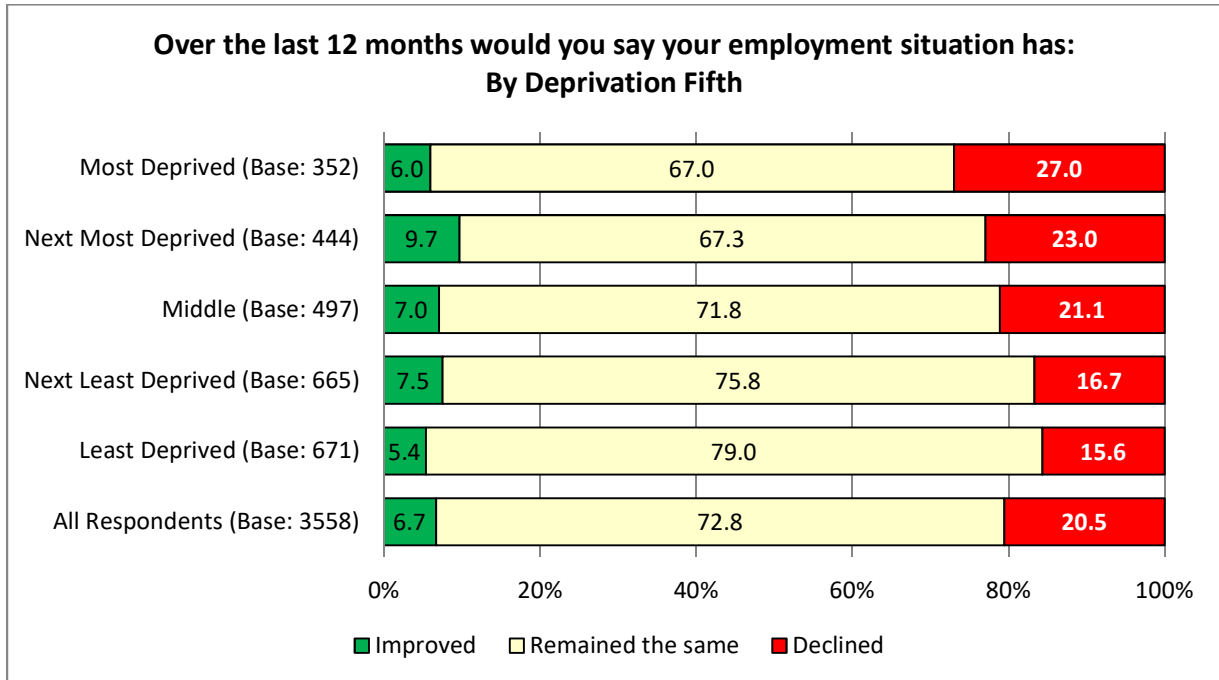
At least a fifth of each of the groups analysed reported a decline in their employment situation over the past year, ranging from 19.1% of women to 26.4% of those from a minority ethnicity.

Under 35s were most likely to report their situation had improved (16.9% compared with 6.7% overall, and 2.9% of those aged 55 or over).



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

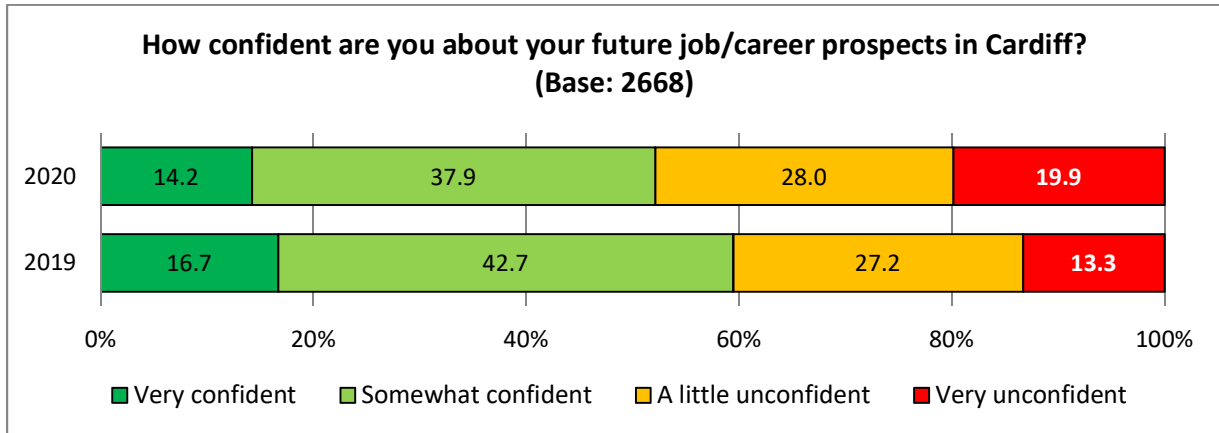
The more deprived the area, the greater the likelihood of the respondent reporting a decline in their employment situation.



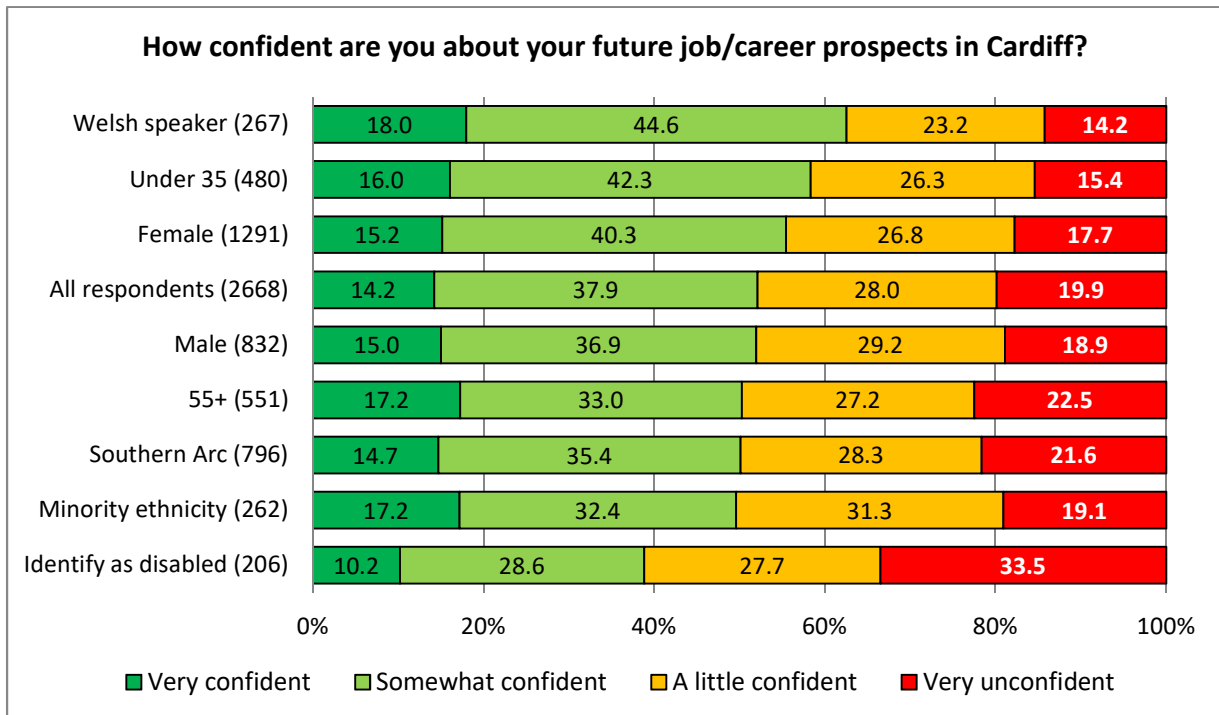
Base sizes shown in brackets; excludes 'Don't Know' responses

16. How confident are you about your future job/career prospects in Cardiff?

Reflecting the above, confidence in future job prospects has also fallen in comparison with the 2019 figures, from 59.4% to 52.1%



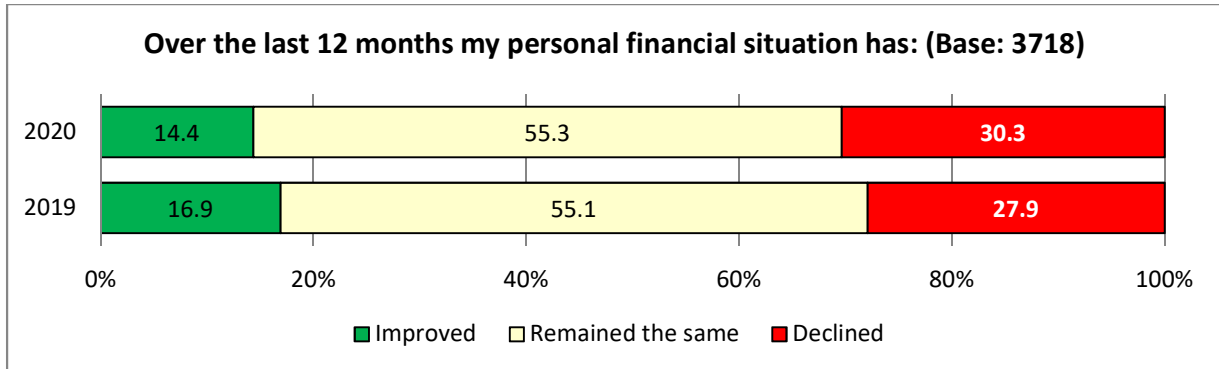
Confidence in future job/career prospects was highest amongst Welsh speakers (62.5%) and under 35s (58.3%); it was lowest amongst those identifying as disabled (38.8%), reflecting pattern of the 2019 results.



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

17. Over the last 12 months would you say your personal financial situation has:

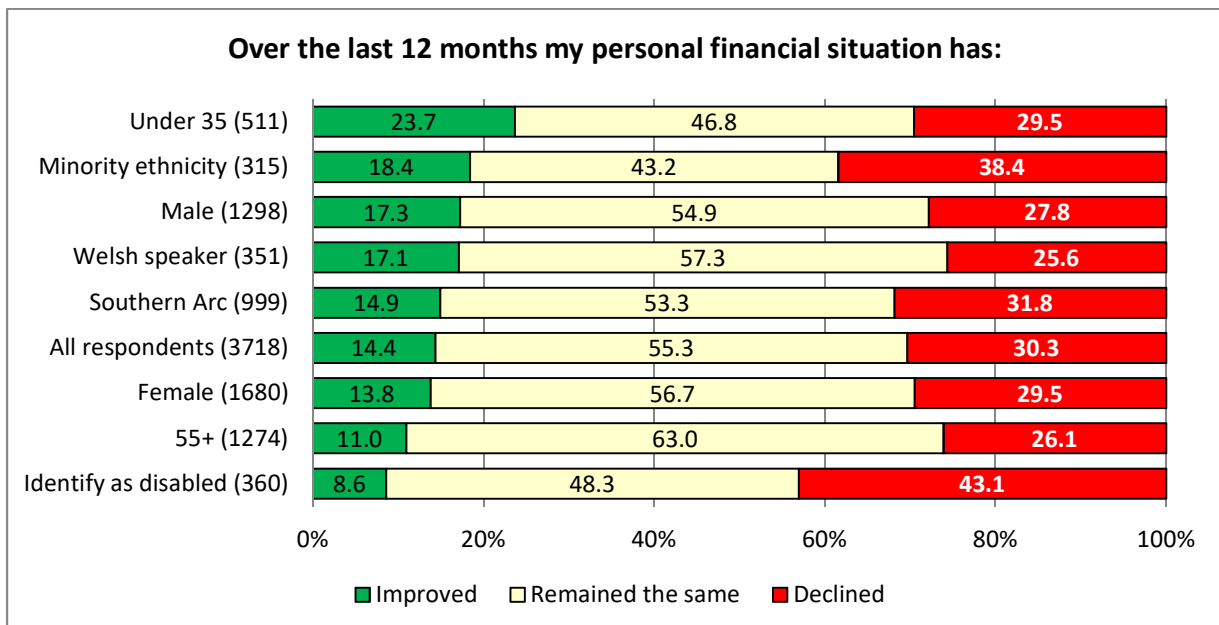
There was a slight drop in the proportion seeing an improvement in their financial situation over the previous year, with respondents twice as likely to report a decline as an improvement (30.3% compared with 14.4% respectively).



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

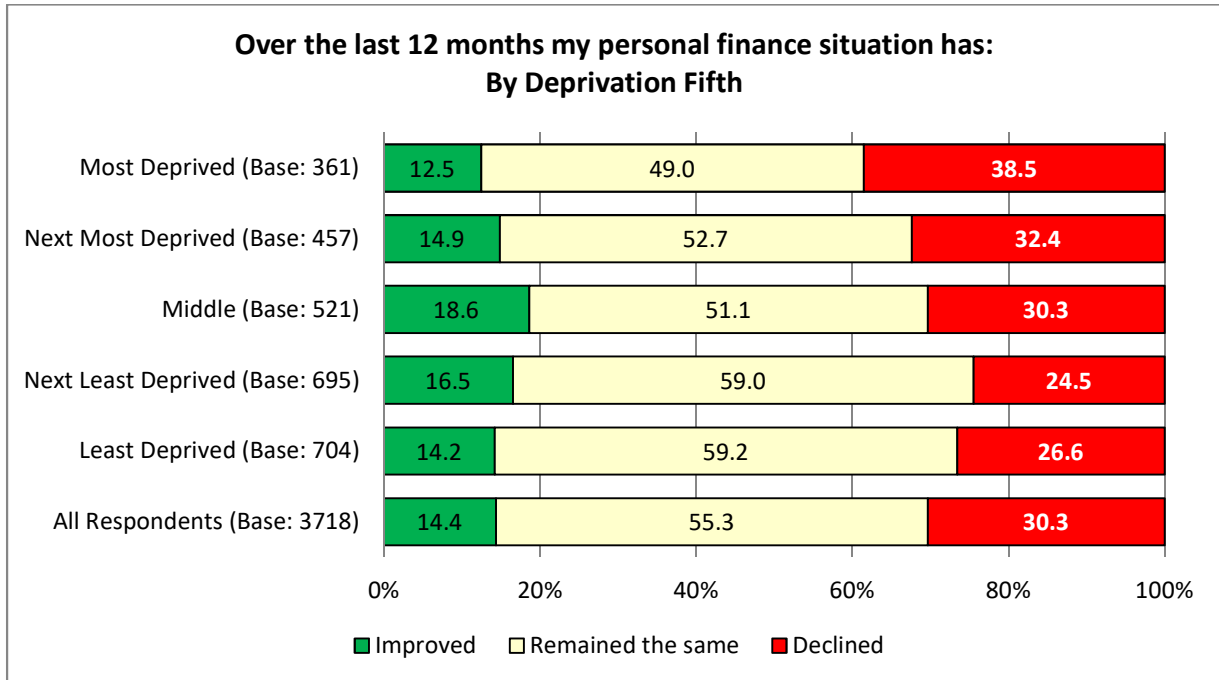
All groups analysed were more likely to report a decline in their personal financial situation than an improvement.

Reports of a decline in their personal financial situation were highest amongst those identifying as disabled (43.1%) and those from a minority ethnicity (38.4%).



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

Broadly speaking, those living in the more deprived areas of the city were more likely to report a decline in their financial situation than those in the less deprived areas.

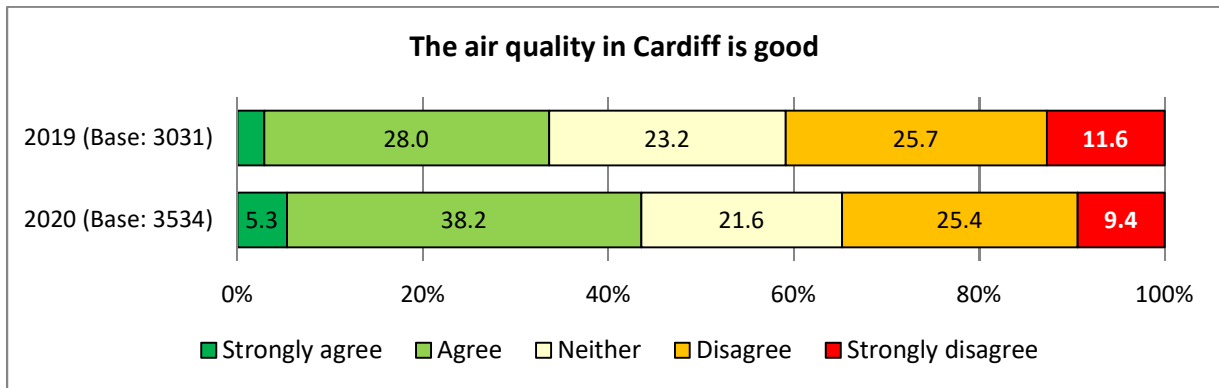


Base sizes shown in brackets; excludes 'Don't Know' responses

Section 5: Environment

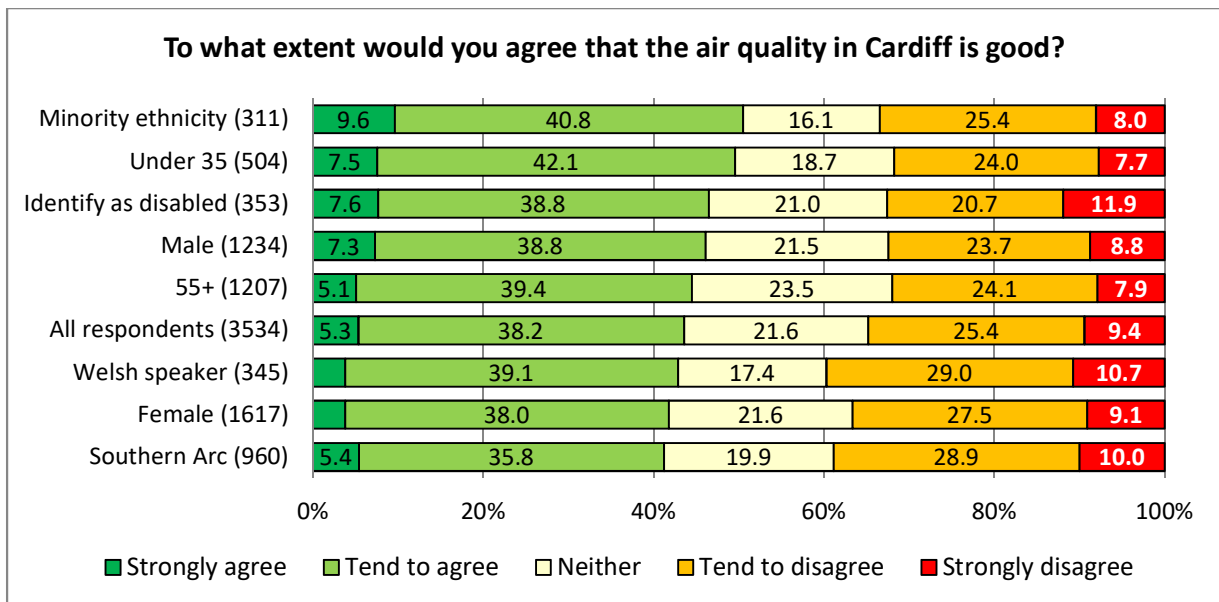
18. To what extent do you agree with the following statements?

The impact of lockdown was seen on the perception of air quality in the city, with 43.6% of respondents agreeing this was good, up from 30.6% in 2019



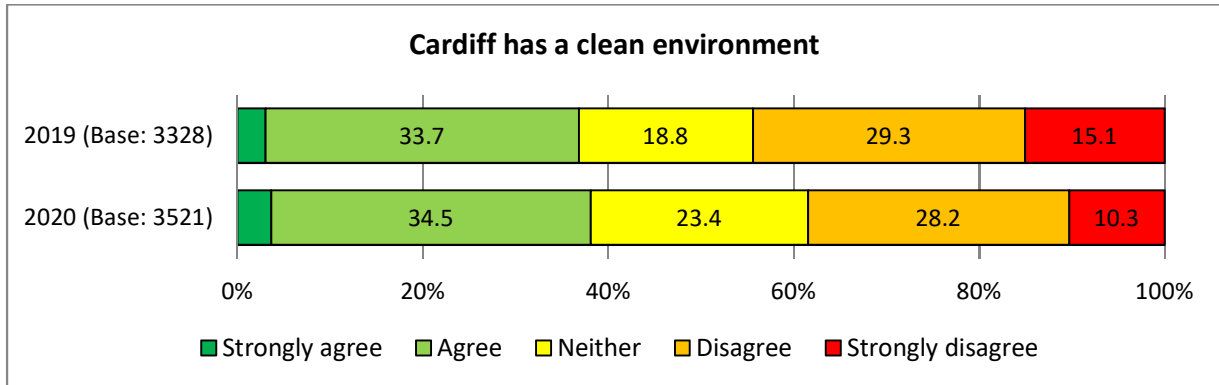
Base sizes shown in brackets; excludes 'Don't Know' responses

Respondents living in the Southern Arc were least likely to rate air quality in Cardiff as good (41.3%), although there was no clear correlation between rating of air quality in the city and the level of deprivation.

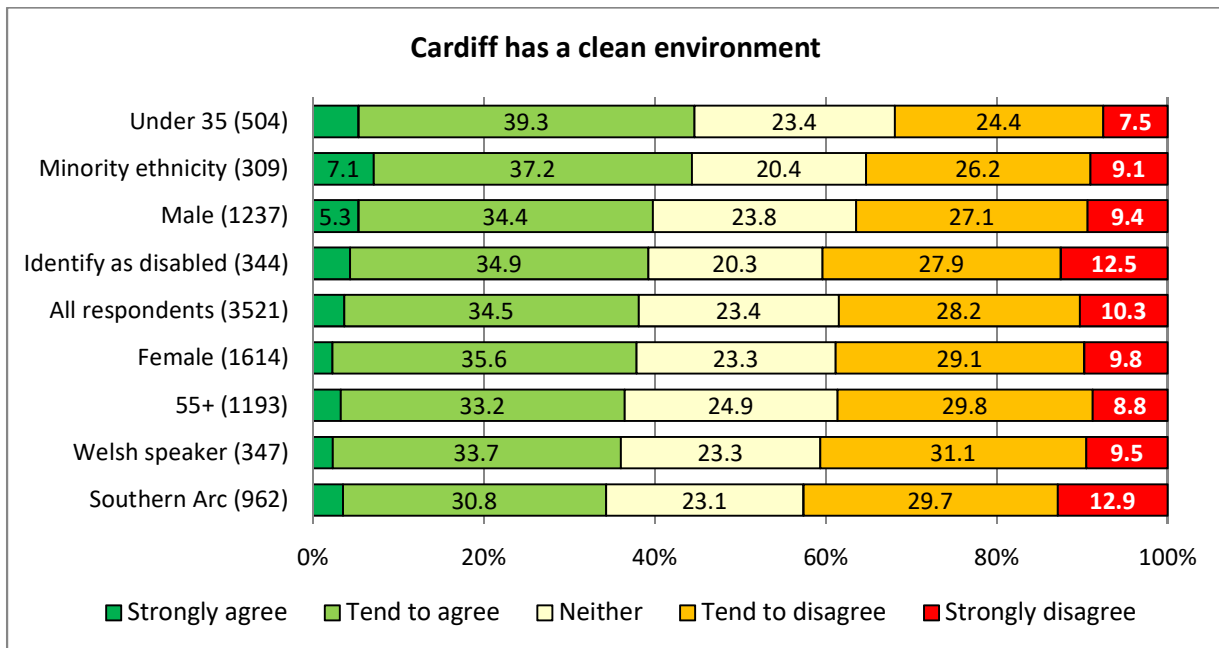


Base sizes shown in brackets; excludes 'Don't Know' responses

There was also a slight improvement in the proportion of respondents agreeing that Cardiff has a clean environment (38.1% in 2020 compared with 36.8% in 2019). The proportion disagreeing fell from 44.4% to 38.5%.



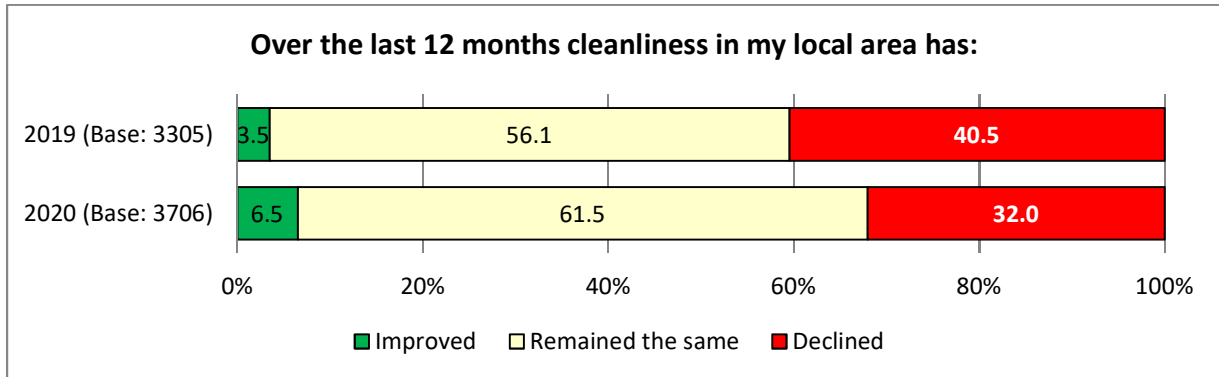
Respondents living in the Southern Arc were again least likely to agree with this statement (34.3%); there was no clear correlation by level of deprivation.



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

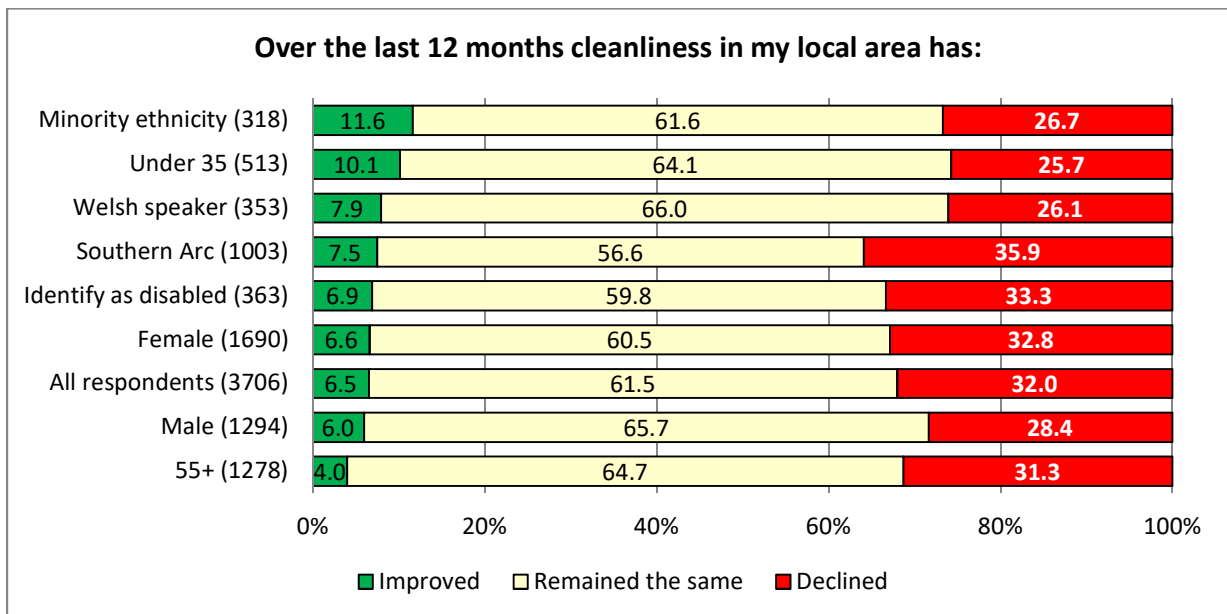
19. Over the last 12 months, would you say the cleanliness in your local area has:

The proportion of respondents reporting the cleanliness in their local area had improved over the last year rose from 3.5% in 2019 to 6.5%, whilst those dating it had declined fell from 40.5% to 32.0%.



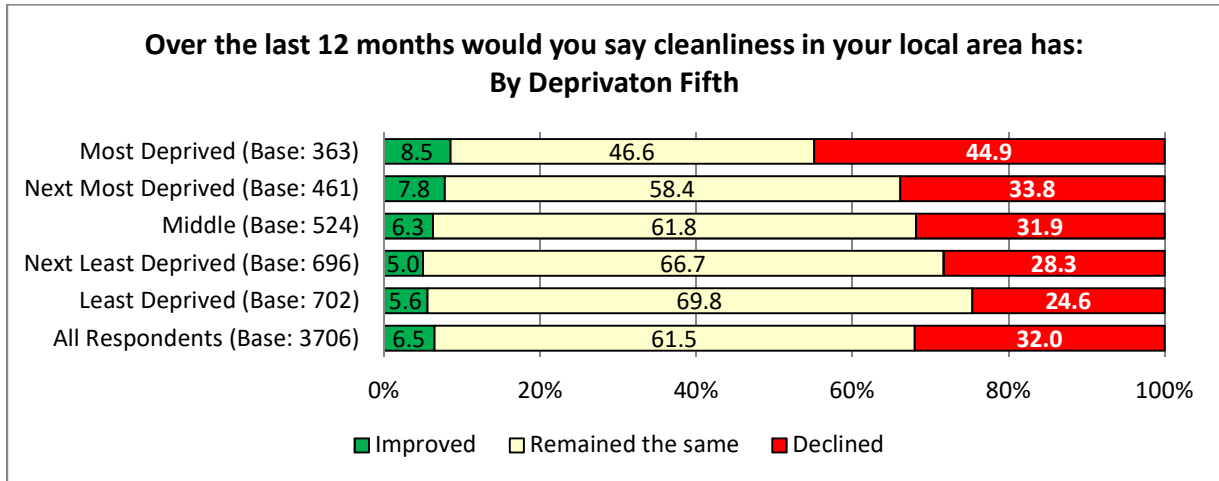
Base sizes shown in brackets; excludes 'Don't Know' responses

At least a quarter of respondents in each demographic group analysed reported a decline in cleanliness in their local area over the past year. Respondents living in the Southern Arc were most likely to report a decline in cleanliness in their area (35.9%, compared with 7.5% stating it had improved)



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

There was a clear correlation between level of deprivation and the proportion of respondents reporting a decline in the cleanliness – from 24.6% in the least deprived area to 44.9% in the most deprived.

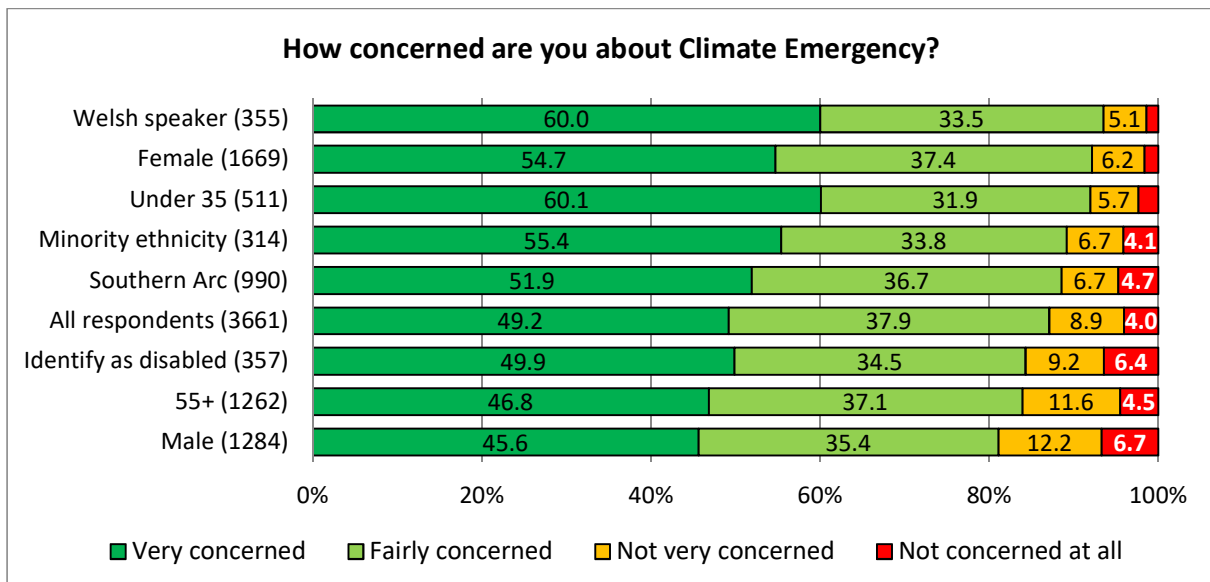


Base sizes shown in brackets; excludes 'Don't Know' responses

20. How concerned are you about Climate Emergency?

The majority of respondents (87.1%) expressed concern about Climate Emergency, up slightly from 83.9% reported in 2019

Reflecting the patterns seen in 2019, women were more concerned than men (92.2% versus 81.1%), and younger respondents more concerned than their older counterparts (82.0% versus 83.9%).



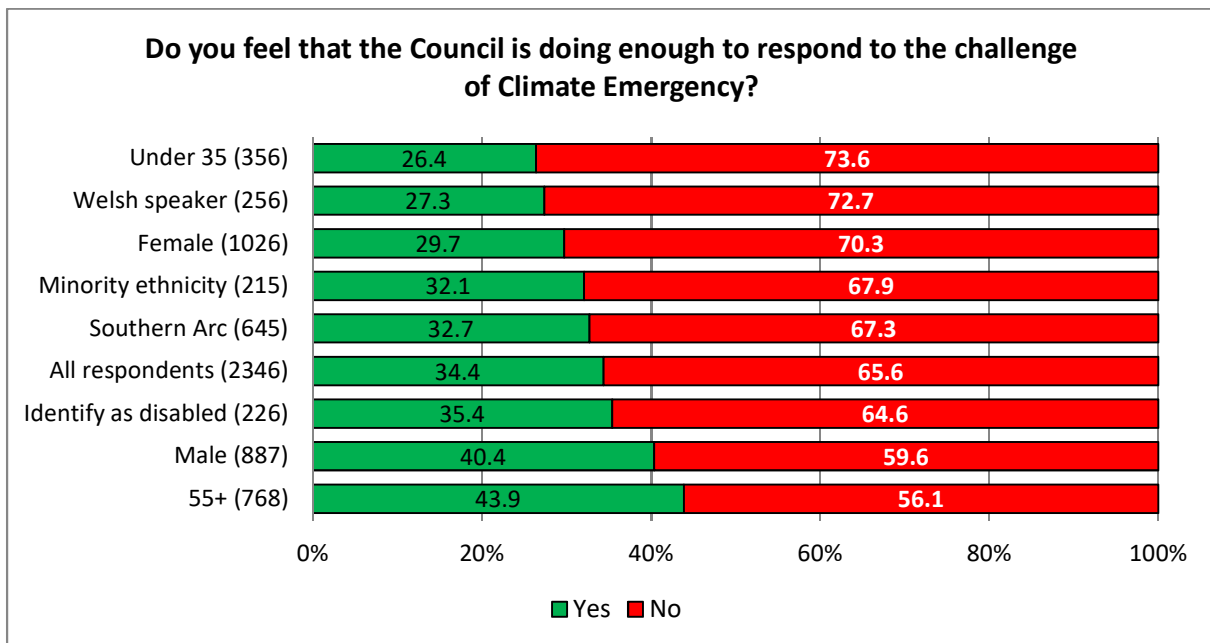
Base sizes shown in brackets; excludes 'Don't Know' responses

21. Do you feel the Council is doing enough to respond to the challenge of Climate Change?

The proportion of respondents agreeing that the Council is doing enough to respond to the challenge of Climate Emergency has risen from 11.5% to 21.7% (including those stating they didn't know), and from 18.9% to 34.4% (excluding don't know responses); this follows the launch of the Council's One Planet Cardiff draft strategy. However, the majority of respondents still felt that the Council was not doing enough.

	Including Don't know		Excluding Don't know	
	2019 (Base: 2066)	2020 (Base: 2346)	2019 (Base: 2066)	2020 (Base: 2346)
Yes	11.5	21.7	18.9	34.4
No	49.6	41.5	81.1	65.6
Don't Know	38.9	36.7		

Reflecting responses to the previous question, and patterns seen last year, women were more likely than men to think the Council could do more (70.3% compared with 59.6%), and younger respondents were more likely than those in the older age category (73.6% compared with 56.1%).

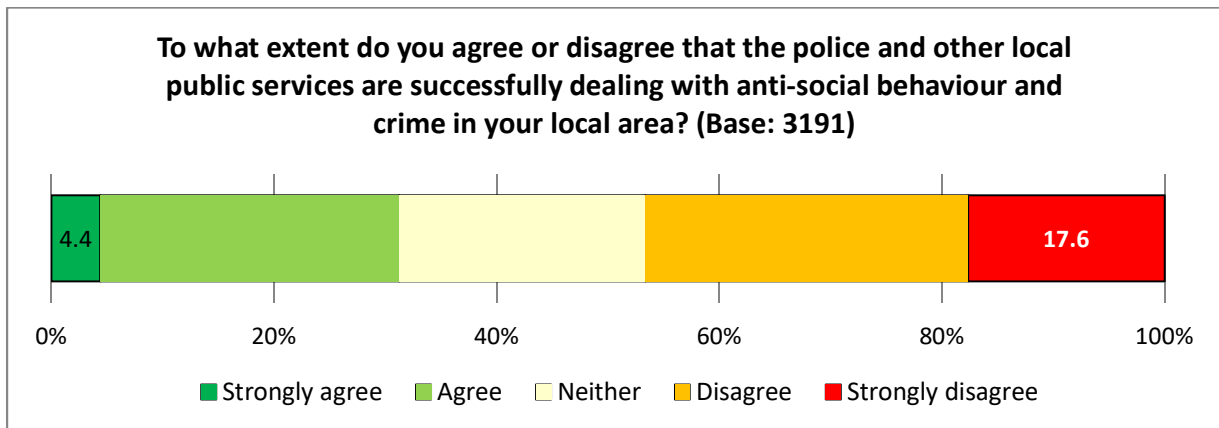


Base sizes shown in brackets; excludes 'Don't Know' responses

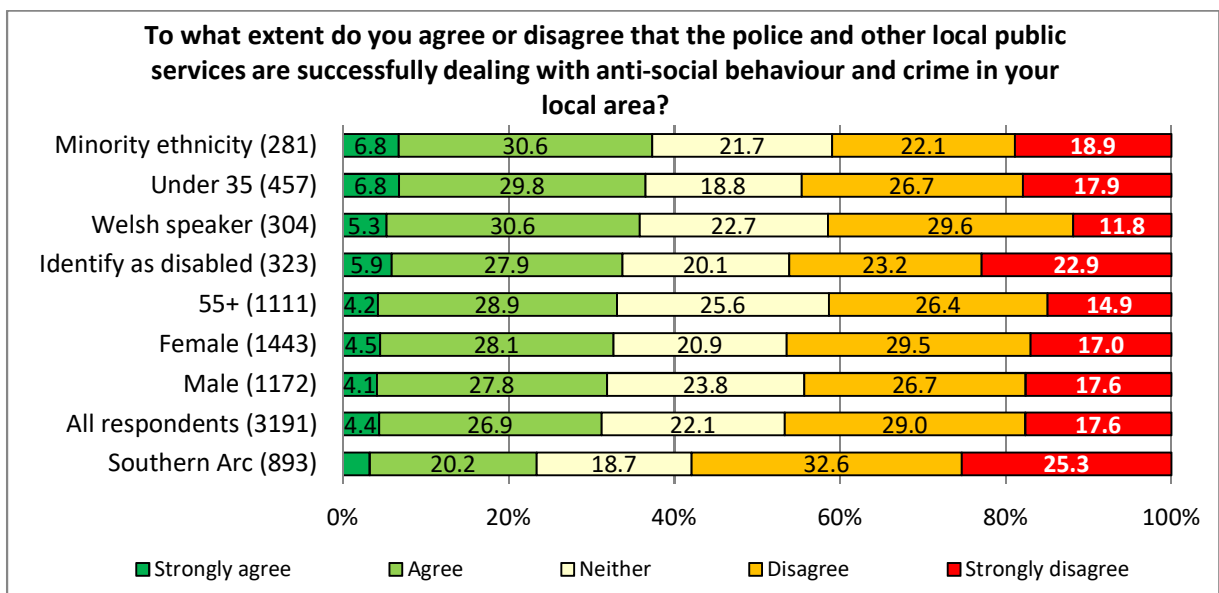
Section 6: Community Safety

22. To what extent would you agree or disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime in your local area?

Three in ten respondents agreed enough was being done to tackle anti-social behaviour and crime in their local area, compared with 46.7% who disagreed. This reflects the findings of the 2019 survey.

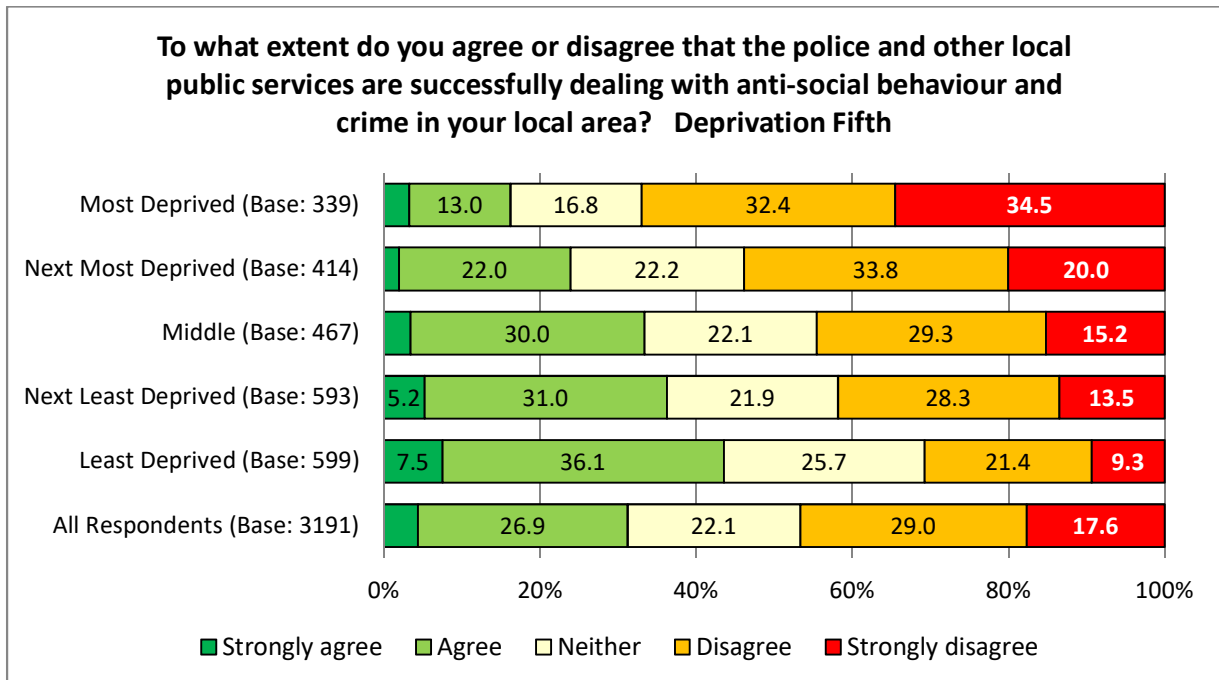


Respondents living in the Southern Arc were least likely to agree with this statement (23.4%, compared with 57.9% who disagreed); these also reflect the findings of the 2019 survey.



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

There was a clear correlation between agreement that anti-social behaviour and crime was successfully dealt with in their local area, and level of deprivation, with the proportion in agreement ranging from 16.2% in the most deprived areas to 43.6% in the least.



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

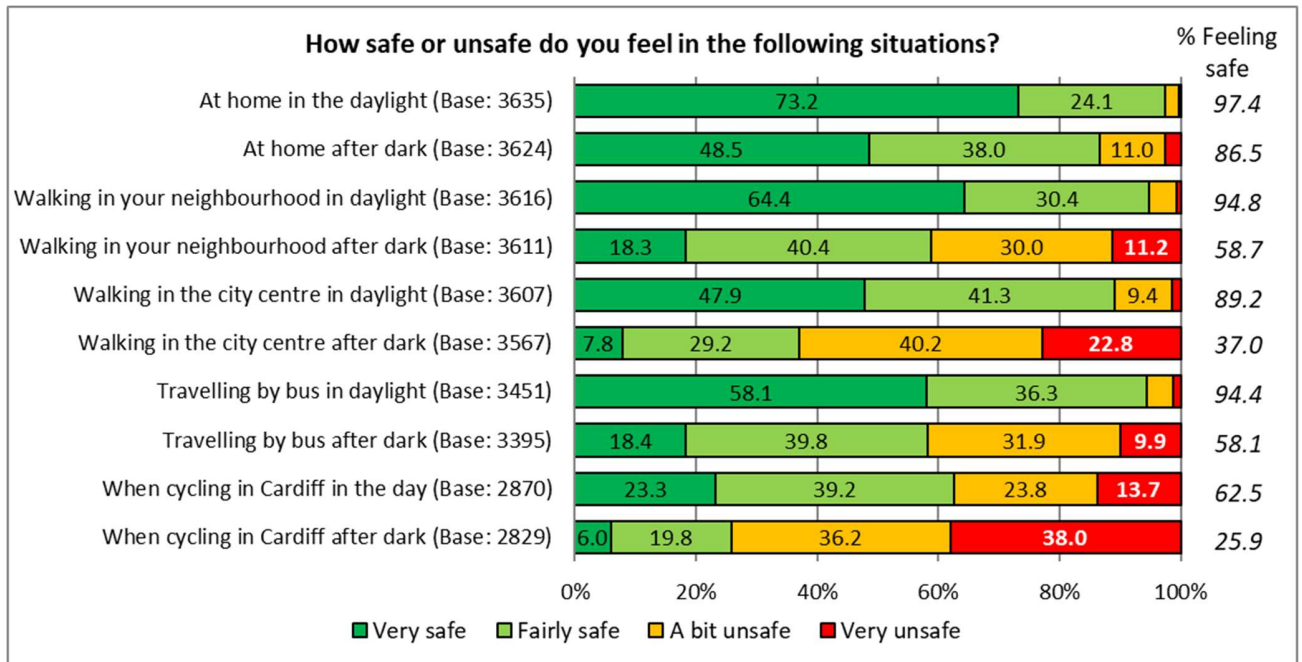
23. How safe or unsafe do you feel in the following situations?

Overall, Cardiff residents felt most safe when:

- At home in the daylight (97.4%)
- Walking in their neighbourhood in the daylight (94.8%)
- Travelling by bus in daylight (94.4%)

They felt least safe when:

- Cycling in Cardiff after dark (25.9%)
- Walking in the city centre after dark (37.0%)
- Travelling by bus after dark (58.1%)



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

As seen in 2019, women felt less safe than men in all situations, with the difference widening after dark.

Younger respondents felt less safe than their older counterparts, particularly after dark, when at home, or when walking in their local neighbourhood or in the city centre; they felt more safe 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	97.4	86.5	94.8	58.7	89.2	37.0	94.4	58.1	62.5	25.9
Under 35	97.5	81.0	93.7	46.2	91.1	37.5	95.9	62.4	69.5	32.1
55+	98.0	90.0	96.4	68.9	91.3	40.3	96.0	62.0	59.1	23.7
Female	97.5	86.0	94.6	51.5	89.1	30.1	94.3	51.2	61.2	19.3
Male	97.9	91.2	96.2	72.9	90.6	48.8	95.7	71.5	64.5	34.4
ME	96.9	89.0	94.3	57.5	90.6	44.5	95.4	65.7	66.9	36.7
Southern Arc	95.4	81.4	91.6	47.5	88.9	39.5	93.4	58.0	60.7	28.9
Disability	92.2	77.3	89.3	46.9	82.0	25.1	88.7	48.2	57.8	23.2
Welsh speaker	99.7	90.1	95.8	65.1	91.1	40.2	96.4	61.7	58.7	22.1

Those living in the more deprived areas of the city felt less safe than those in the least deprived areas when:

- at home, both during the day and particularly after dark
- walking in their neighbourhood, both during the day and particularly after dark (the proportion of respondents feeling safe walking in their neighbourhood after dark fell from 79.0% amongst those living in the least deprived areas to just 33.7% in the most deprived areas)
- walking in the city centre, both during the day and after dark
- travelling by bus, both during the day and after dark

Overall	97.4	86.5	94.8	58.7	89.2	37.0	94.4	58.1	62.5	25.9
Next Most Deprived	95.9	82.6	91.7	43.4	89.1	35.5	94.0	56.0	59.2	25.7
Next Least Deprived	99.0	91.1	98.0	68.1	89.8	41.5	93.8	62.1	64.7	27.6

Trend data shows levels of safety in these situations are largely unchanged since 2019. Trend data by situation is available in Appendix B

Respondents who felt unsafe in these situations were asked to explain why they felt this way; responses for each situation was grouped into themes, with the top three reasons shown below, with full lists of themes provided in Appendix C.

Walking in your neighbourhood	
Gangs / Youths	37.5%
Anti-social behaviour	26.1%
Lighting / In the dark	20.5%

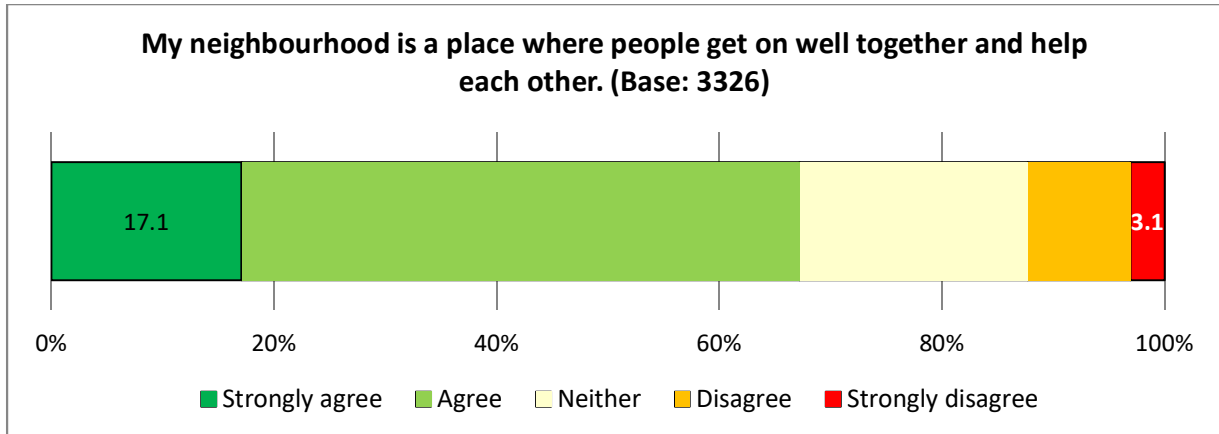
Walking in the city centre	
Homeless / Beggars	37.2%
Drunken behaviour	35.5%
Anti-social behaviour / Intimidation	31.1%

Travelling by bus	
Anti-social behaviour / Intimidation	31.3%
Fear of assault / Feel vulnerable	21.7%
In the Dark / At night	17.8%

Cycling	
Dangerous/Inconsiderate Drivers	47.0%
Lack of dedicated infrastructure	33.6%
Its Unsafe/ Dangerous	14.5%

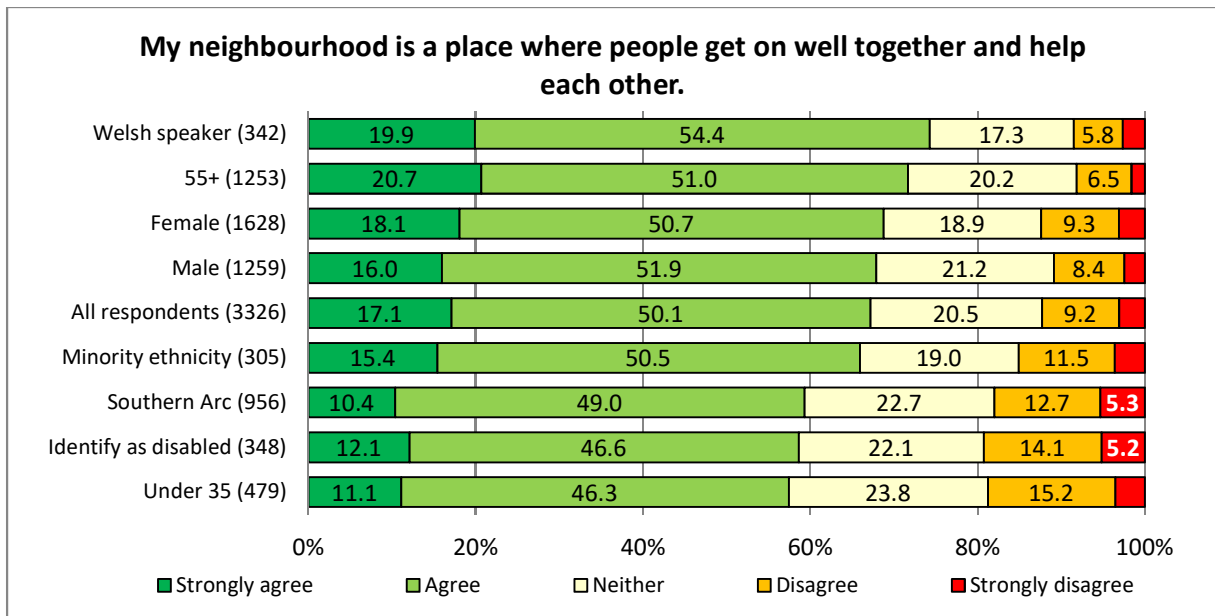
24. To what extent do you agree or disagree with this statement: My neighbourhood is a place where people get on well together and help each other?

Three-quarters (67.2%) of respondents described their neighbourhood as a place where people get on well together and help each other, a slight increase from the figure of 61.2% seen in 2019.



Welsh speakers were most likely to agree with this statement (74.3%) followed by those aged 55 or over (71.7%).

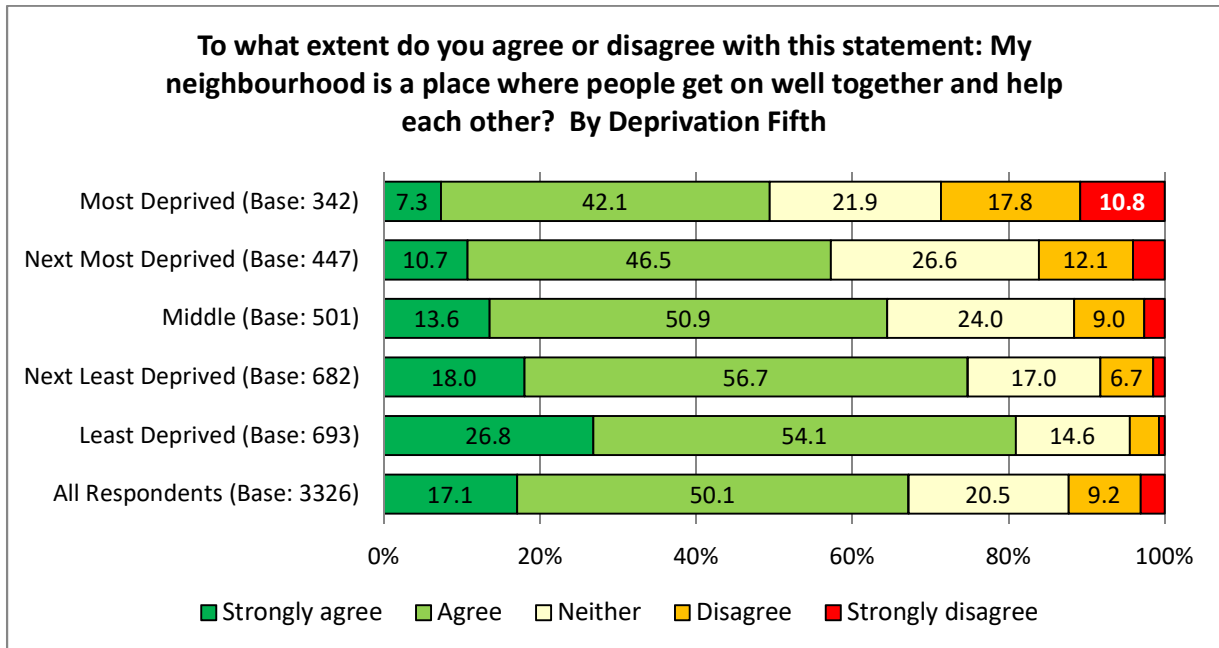
Respondents under the age of 35 were least likely to agree (57.4%), followed by those identifying as disabled (58.6%)



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

There was a clear correlation between agreement with this statement and the level of deprivation, ranging from 49.4% amongst those living in the most deprived areas to 81.0% amongst those in the least deprived areas.

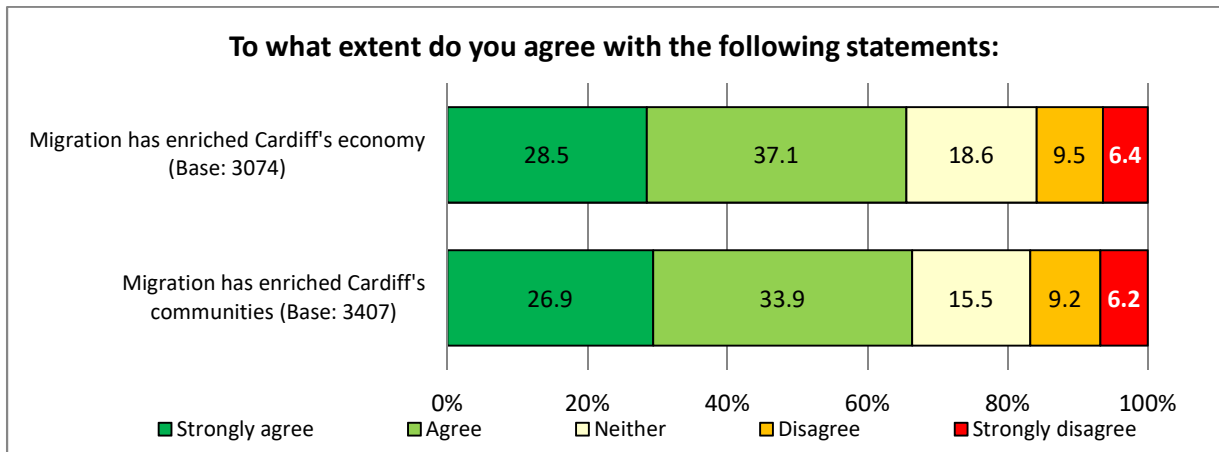
The gap between those disagreeing with this statement in the most and least deprived areas has widened from 20.2 percentage points in 2019 to 24.2 percentage points in 2020.



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

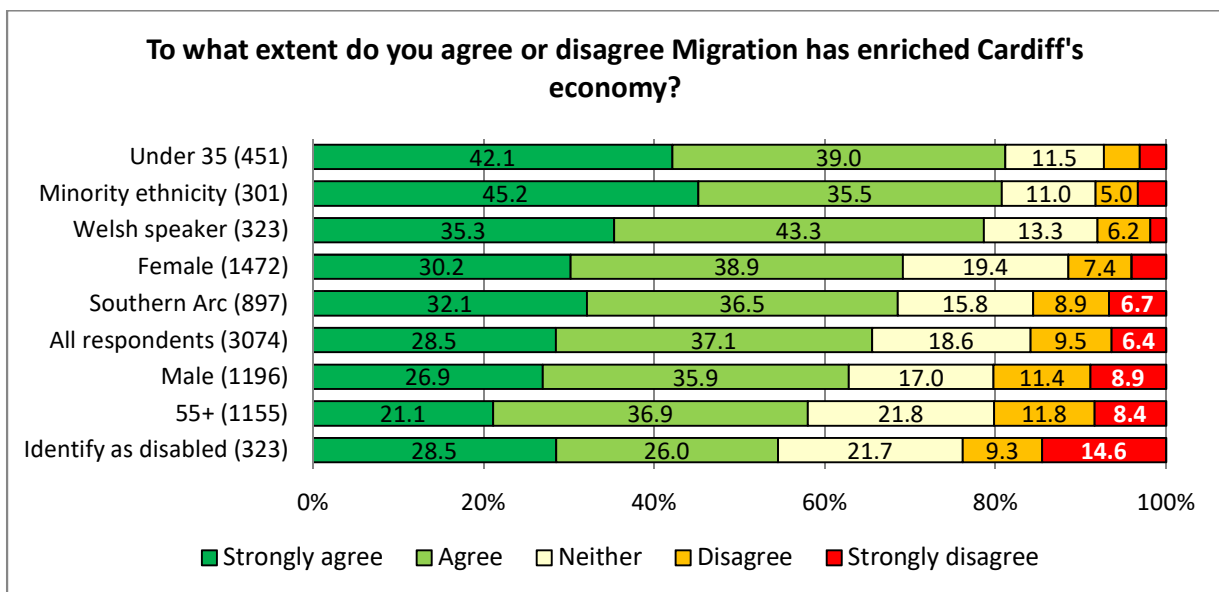
25. To what extent do you agree or disagree with the following statements:

Almost two-thirds of respondents agreed that migration has enriched Cardiff’s economy (65.5%) and its communities (60.8%)

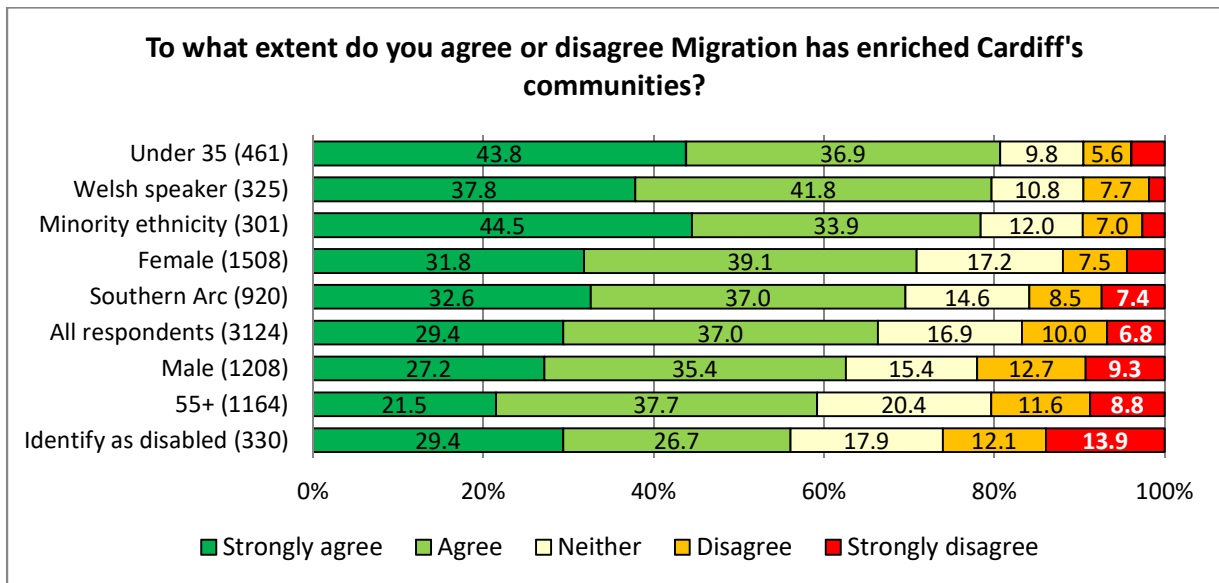


Base sizes shown in brackets; excludes 'Don't Know' responses

Respondents under the age of 35, minority ethnicities and Welsh speakers were most likely to agree with these statements, contrasting with those identifying as disabled, or aged 55 or over, repeating the pattern seen last year.

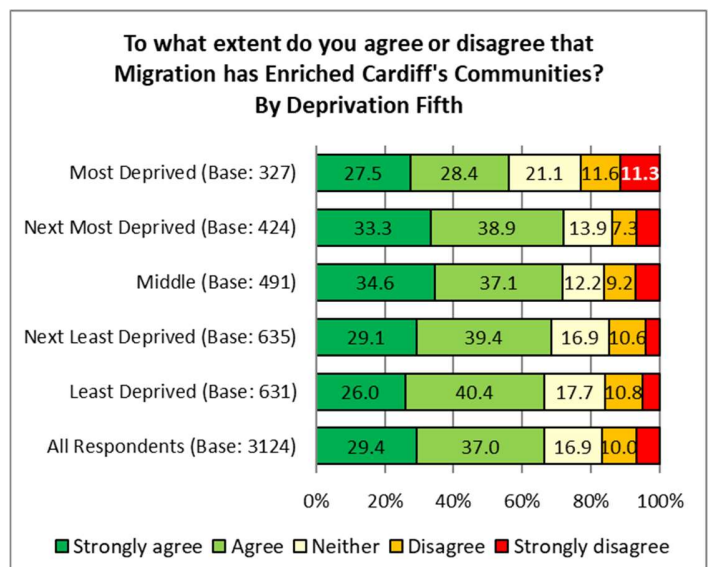
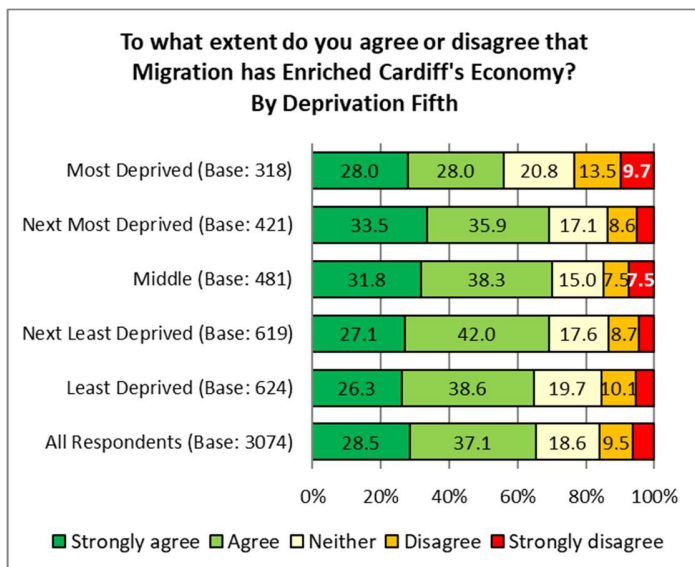


Base sizes shown in brackets; excludes 'Don't Know' responses



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

Respondents living in the most deprived areas were least likely to agree with these statements.

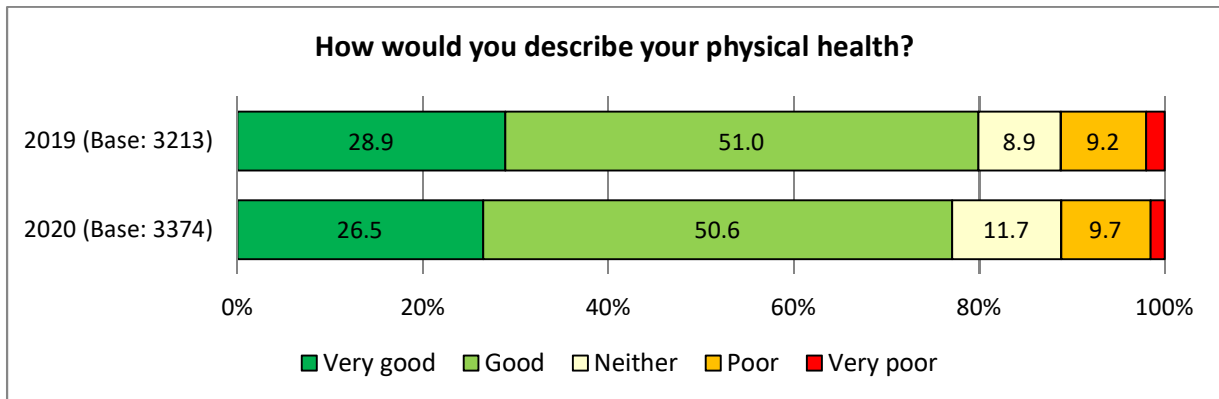


Base sizes shown in brackets; excludes 'Don't Know' responses

Section 7: Health & Well-being

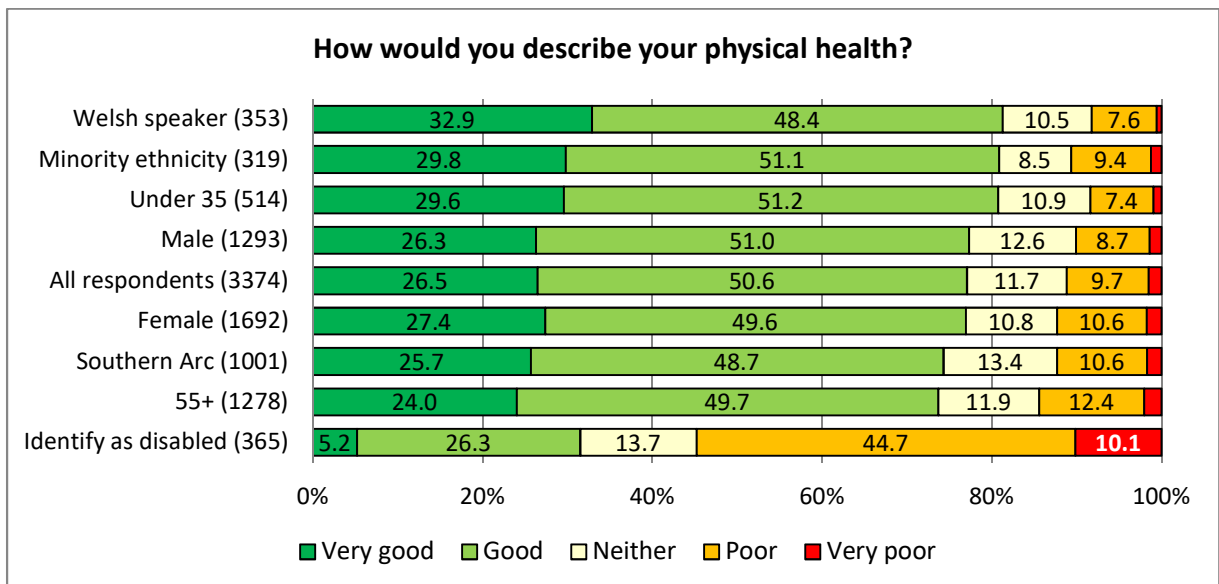
26. How would you describe your...?

Almost four out of five respondents (77.1%) described their physical health as 'good' or 'very good', a slight fall from the 80.0% seen in 2019 before the pandemic and lockdowns.



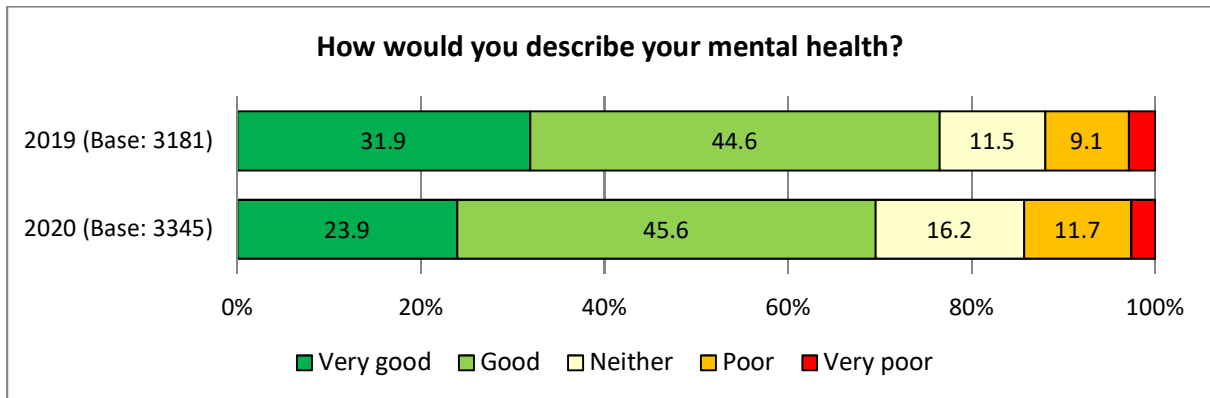
Base sizes shown in brackets; excludes 'Don't Know' responses

Approximately three-quarters of respondents in the different demographic analysed described themselves as being in good physical health, with the exception of those identifying as disabled, for whom this figure dropped to 31.5%.



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

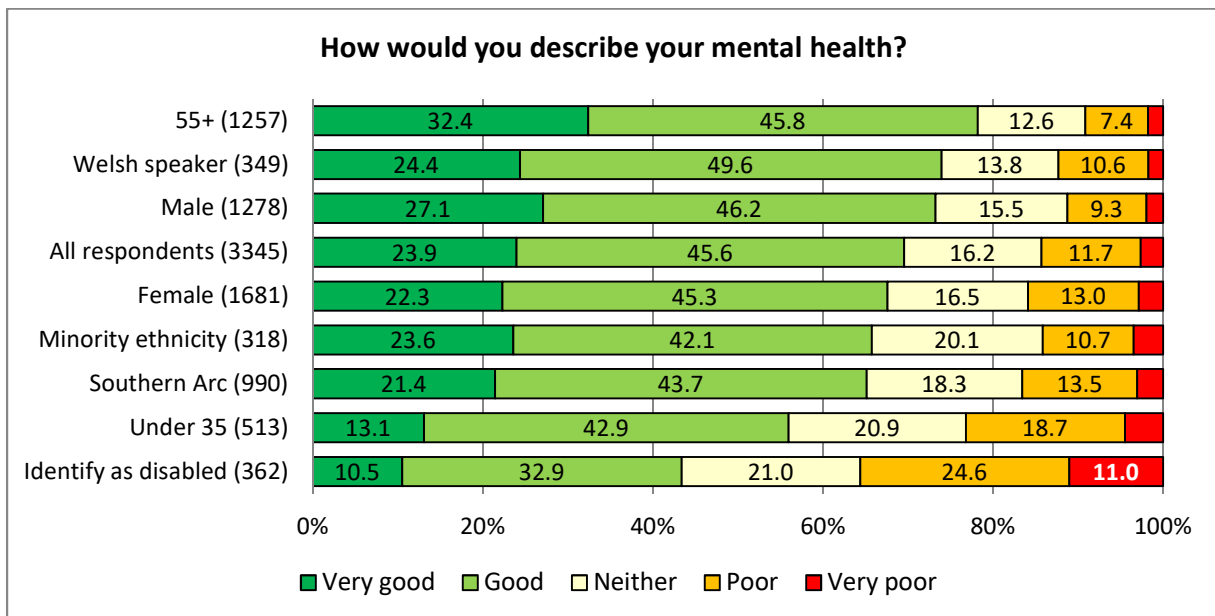
There was a bigger drop in the level of respondent’s mental health, with 69.5% describing this as ‘good’ or ‘very good’, compared with 76.5% in 2019, reflecting the impact of the pandemic, and its associated periods of lockdown during 2020.



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

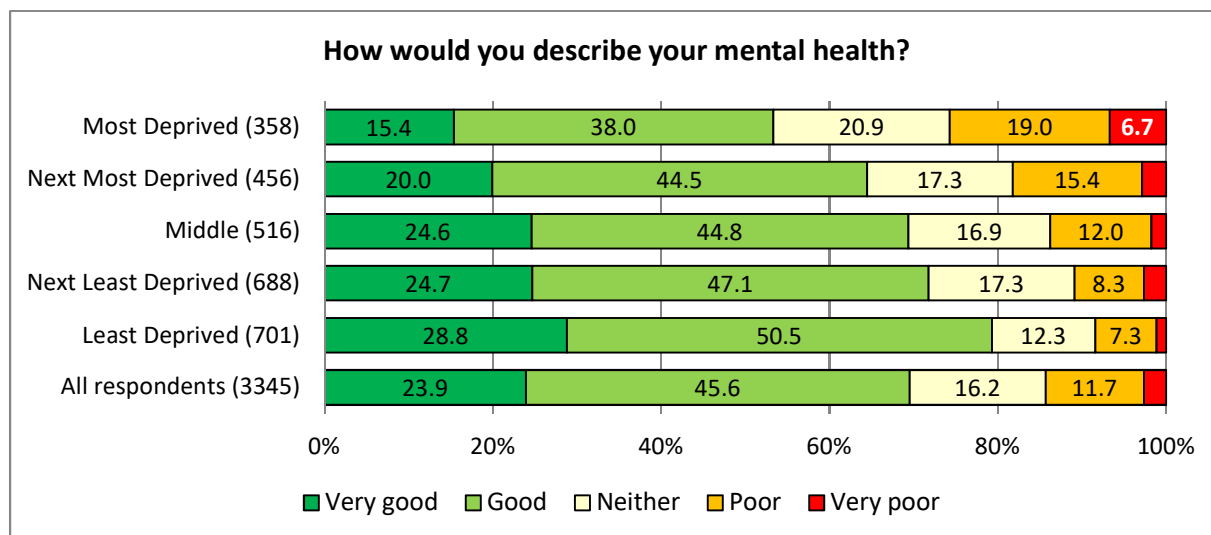
Older respondents were most likely to describe their mental health as good (78.2% compared with 83.2% in 2019), notably higher than respondents under the age of 35 (55.9%, down from 66.8% in 2019).

Respondents identifying as disabled reported the lowest levels of mental health, with less than half (43.4%) describing it as good (down from 50.6% in 2019).



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

There was a clear correlation with mental health and level of deprivation, with a difference of 26.0 percentage points for those describing their mental health as good between the most and least deprived areas (53.4% compared with 79.3%). Respondents in the most deprived areas were three times as likely as those in the least deprived areas to describe their mental health as 'poor' or 'very poor' (25.7% compared with 8.4%).



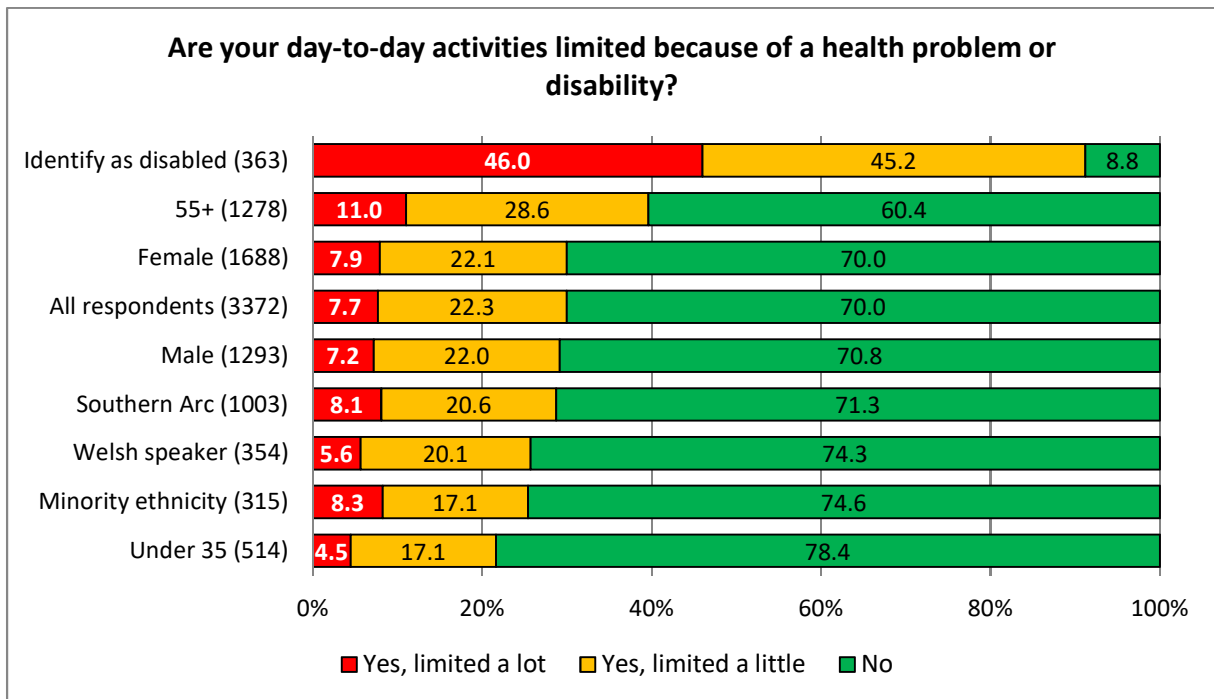
Comparing these results with those from 2019 – before the pandemic – shows a widening of the gap of those in good mental health across the different levels of deprivation:

	Most Deprived	Least Deprived	Difference
2019	62.0	84.0	21.9
2020	53.4	79.3	26.0

27. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (This includes problems related to old age).

Overall, 7.7% of respondents reported their day-to-day activities were limited a lot because of a health problem or disability, with a further 22.3% saying their activities were limited a little.

Perhaps unsurprisingly, those identifying as disabled were most likely to report a limit to their activities, followed by those aged 55 or older.



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

28. How Do You Feel About Yourself?

Respondents were given four statements, and asked to indicate how they felt in relation to each, using a 0 to 10 scale:

- Overall, how satisfied are you with your life nowadays?
- Overall, how happy did you feel yesterday?
- Overall, how anxious did you feel yesterday?
- Overall, to what extent do you feel like the things you do in your life are worthwhile?

Mean scores were calculated for each of the questions posed.

The table below shows the scores, both overall, and for the different demographic groups analysed. Where scores are better than the overall mean by 0.2 (higher for satisfaction, happiness and feeling worthwhile, and lower for anxiety), cells are highlighted in green; those worse by 0.2 are highlighted in red. Those within +/- 0.2 of the overall mean are highlighted in amber.

Respondents aged 55 and over, and those living in the least deprived areas of the city all scored above average against all of the measures, contrasting with younger respondents, those identifying as disabled and the bottom two deprivation fifths

	Satisfied	Happy	Anxious	Worthwhile
All respondents	6.7	6.5	4.2	6.8
Under 35	6.4	6.2	5.0	6.4
55+	7.0	6.9	3.7	7.1
Female	6.6	6.4	4.3	6.8
Male	6.8	6.7	4.0	6.8
Minority Ethnicity	6.5	6.3	4.4	6.9
Southern Arc	6.5	6.4	4.3	6.6
Identify as Disabled	5.6	5.5	5.0	5.6
Welsh Speaker	6.9	6.7	4.4	7.1
Most Deprived	6.1	6.0	4.5	6.2
Next Most Deprived	6.3	6.2	4.5	6.6
Middle	6.8	6.6	4.1	6.8
Next Least Deprived	6.9	6.7	4.0	6.9
Least Deprived	7.0	6.8	3.9	7.0

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

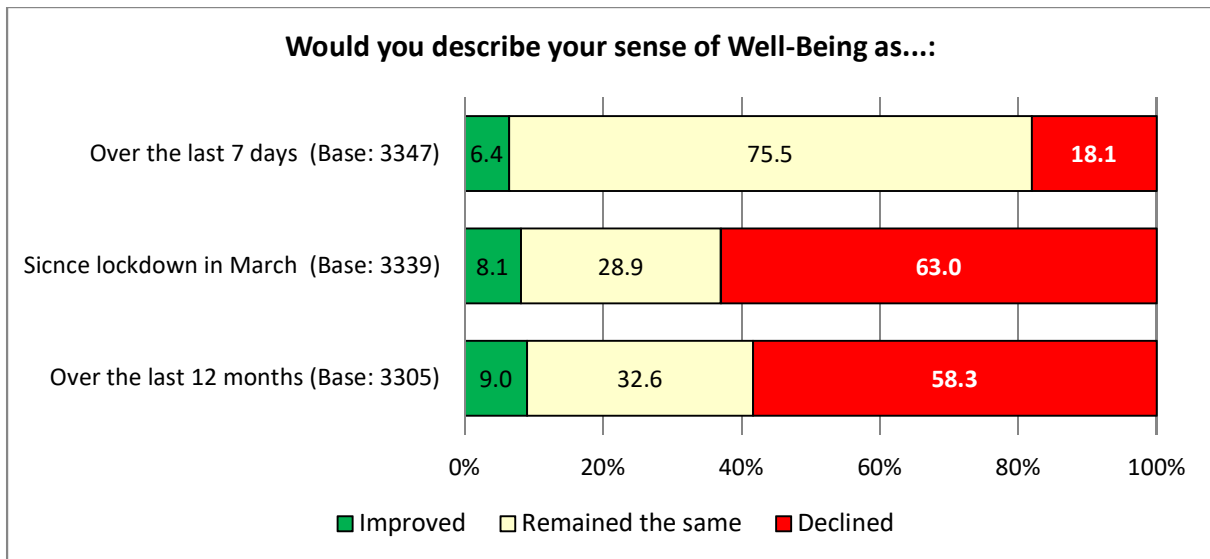
Overall, figures against each of the measures were notably worse than in 2019:

	Satisfied	Happy	Anxious	Worthwhile
All respondents 2019	7.1	7.0	3.8	7.0
All respondents 2020	6.7	6.5	4.2	6.8

29. Over the specified period, would you describe your sense of well-being as having:

The impact of the COVID-19 pandemic, and the lockdown measures imposed to limit the spread of the virus had a notable impact on respondents’ well-being – more than half (58.3%) said their sense of well-being had declined over the previous twelve months, rising to 63.0% since the first lockdown was announced on 23rd March 2020.

The proportion of respondents feeling their sense of well-being had worsened over the previous week (when rules were typically unchanged) was comparatively much lower, at 18.1%

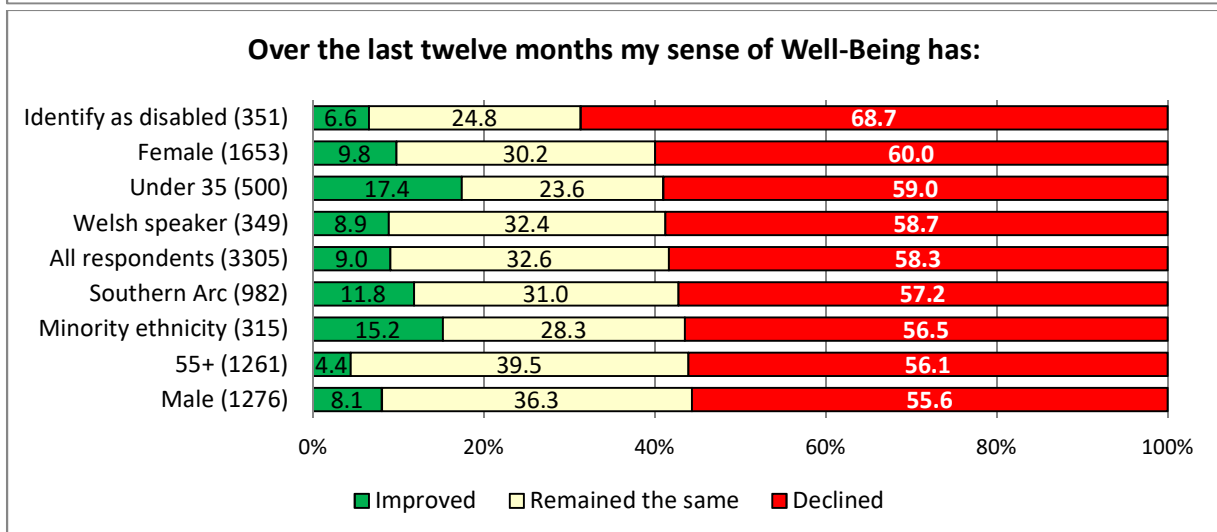
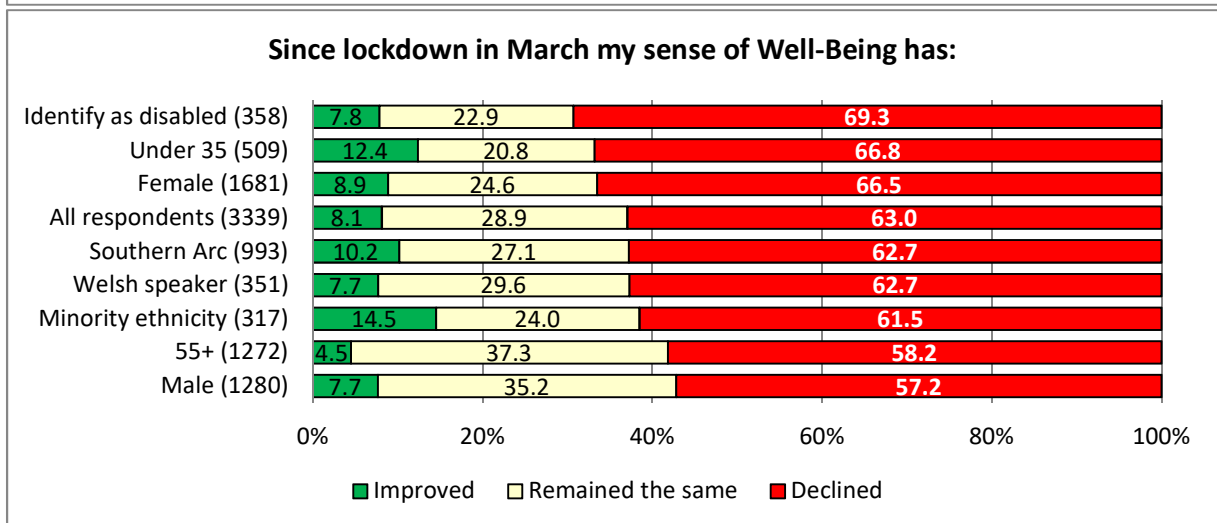
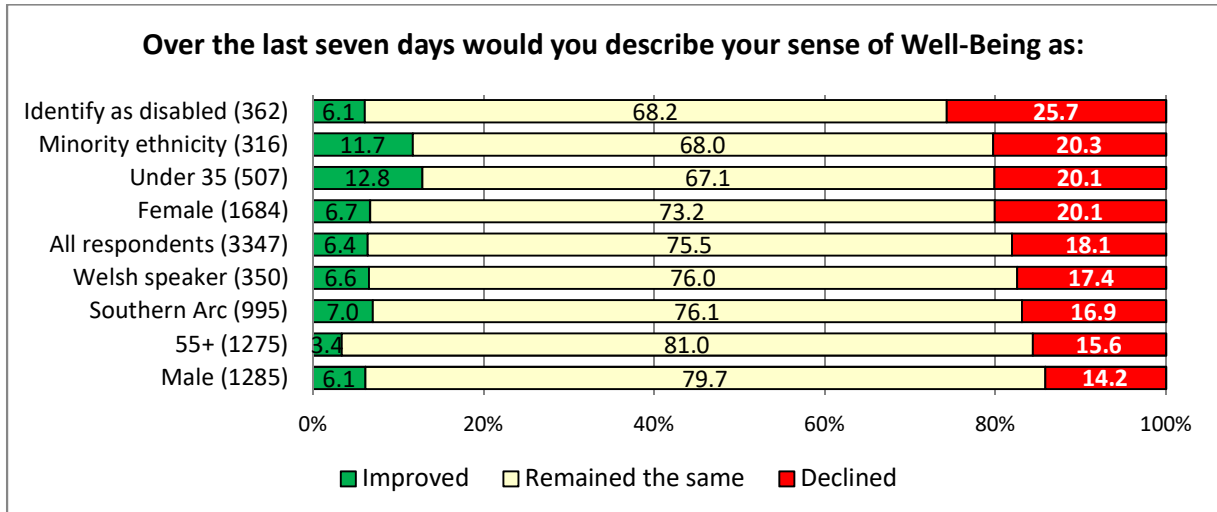


Base sizes shown in brackets; excludes ‘Don’t Know’ responses

Perhaps unsurprisingly, the proportion of respondents indicating their sense of well-being had declined was significantly higher than the figures seen in 2019:

	Over the last 7 days		Over the last 12 months	
	Improved	Declined	Improved	Declined
2019	7.5	11.9	19.0	25.4
2020	6.4	18.1	9.0	58.3

Respondents identifying as disabled were most likely to report a decline in their sense of well-being over each of the three time periods assessed; men, and those aged 55 or over were least likely.

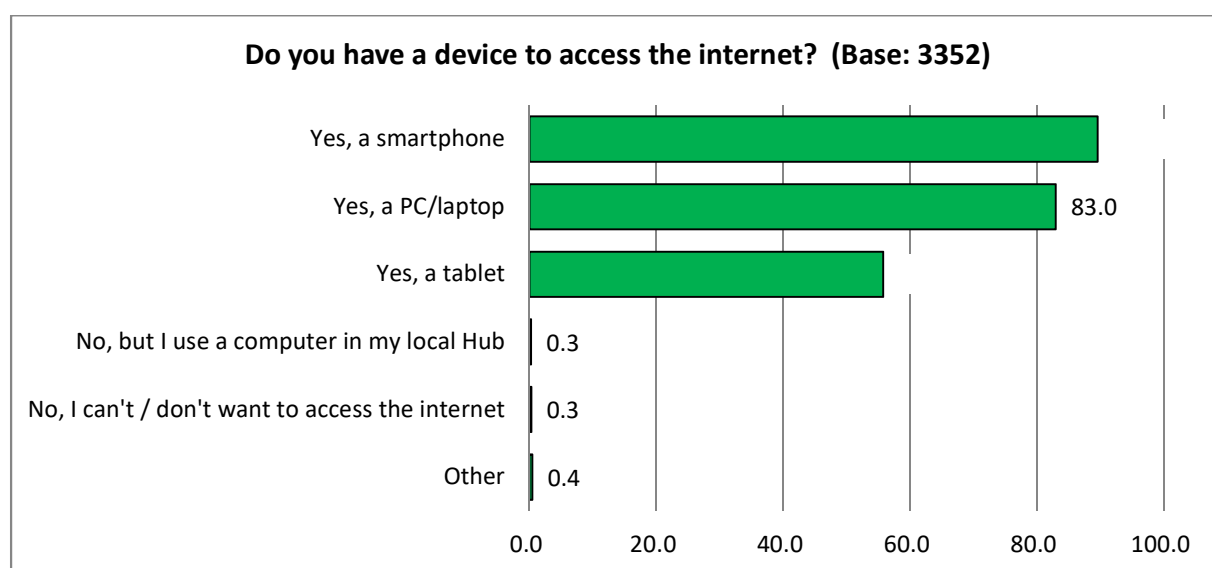


30. Do you have a device to access the internet?

The majority of respondents accessed the internet through their smartphone (89.6%), with 83.0% using a PC or laptop.

Around half of those completing a paper copy of the survey used a smartphone to access the internet, although caution should be taken with this figure as the base size (43) is low.

[Note, the survey was primarily delivered online, so these figures may not be fully representative of the population as a whole]



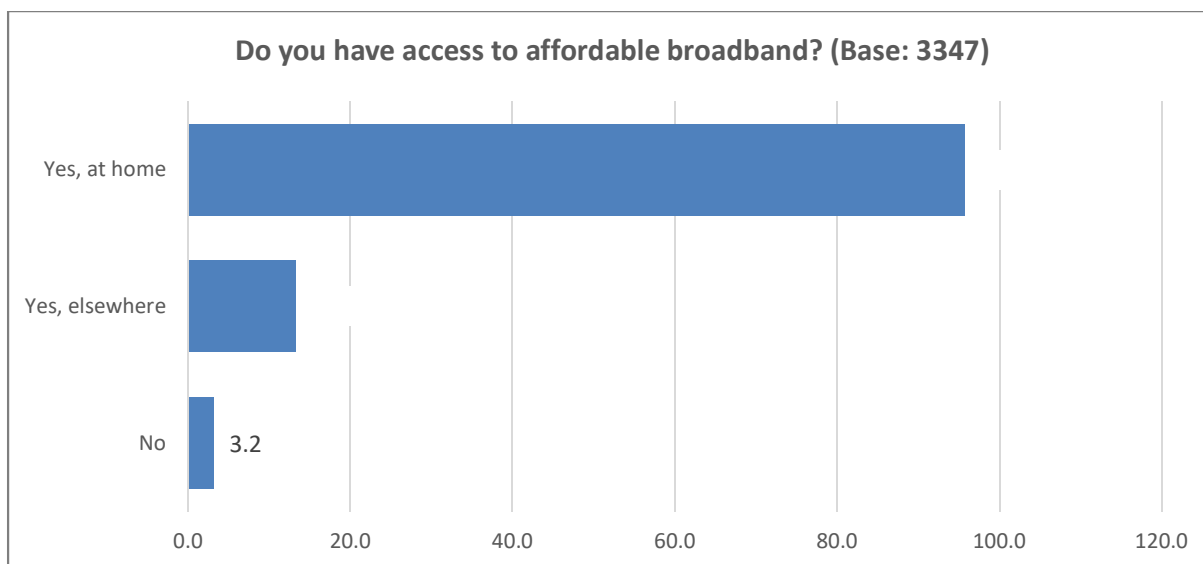
Base sizes shown in brackets; excludes 'Don't Know' responses

This pattern was broadly consistent across the different demographic groups analysed, although those identifying as disabled were more likely to report issues accessing the internet.

	Yes, a smartphone	Yes, a PC/laptop	Yes, a tablet	No, but I use a computer in my local Hub	No, I can't / don't want to access the internet	Other
Under 35 (515)	96.9	84.1	47.4	0.2	0.2	0.2
Welsh speaker (354)	92.7	85.9	57.1	0.0	0.3	0.8
Southern Arc (1003)	91.6	80.8	50.5	0.3	0.2	0.4
Female (1692)	91.4	80.1	55.3	0.2	0.2	0.2
Minority ethnicity (319)	90.0	86.2	50.8	0.3	0.0	0.9
All respondents (3352)	89.6	83.0	55.8	0.3	0.3	0.4
Male (1300)	87.8	88.5	57.8	0.2	0.4	0.8
Identify as disabled (364)	83.0	77.5	46.2	0.3	1.1	0.5
55+ (1284)	81.7	84.0	58.6	0.2	0.3	0.7

31. Do you have access to affordable broadband?

Almost all respondents (95.7%) accessed affordable broadband at home, with around one in eight accessing this away from home. One in thirty respondents (3.2%) reported having no access to affordable broadband



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

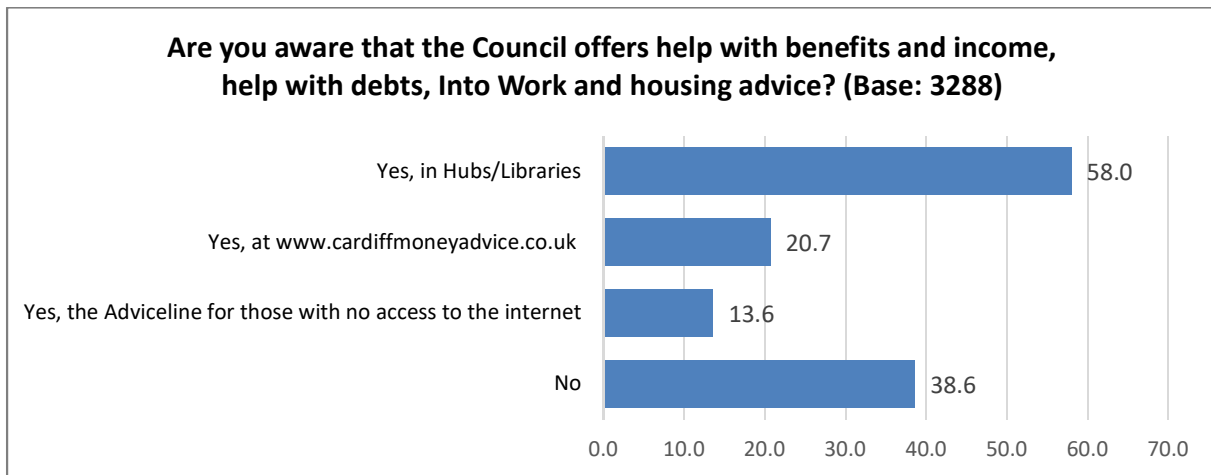
Respondents from a minority ethnicity (7.2%) and those identifying as disabled (6.4%) were at least twice as likely as average to report they could not access affordable broadband.

	Base	Yes, at home	Yes, elsewhere	No
55+	1289	96.0	10.9	2.4
Female	1690	96.3	12.2	2.6
Under 35	516	95.3	13.2	2.9
Welsh speaker	354	95.5	16.4	3.1
Male	1297	95.5	14.6	3.2
All respondents	3347	95.7	13.3	3.2
Southern Arc	1001	94.9	13.7	3.7
Identify as disabled	361	91.7	9.4	6.4
Minority ethnicity	320	90.3	16.3	7.2

32. Are you aware that the Council offers help with benefits and income, help with debts, Into Work and housing advice?

Overall, around three in five respondents (61.4%) were aware that the Council offers help with benefits and income, help with debts, Into Work and housing advice, with most of these familiar with the service available in Hubs and libraries (58.0%).

A fifth (20.7%) were aware of the Cardiff Money Advice website, and around one in seven (13.6%) aware of the Adviceline.



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

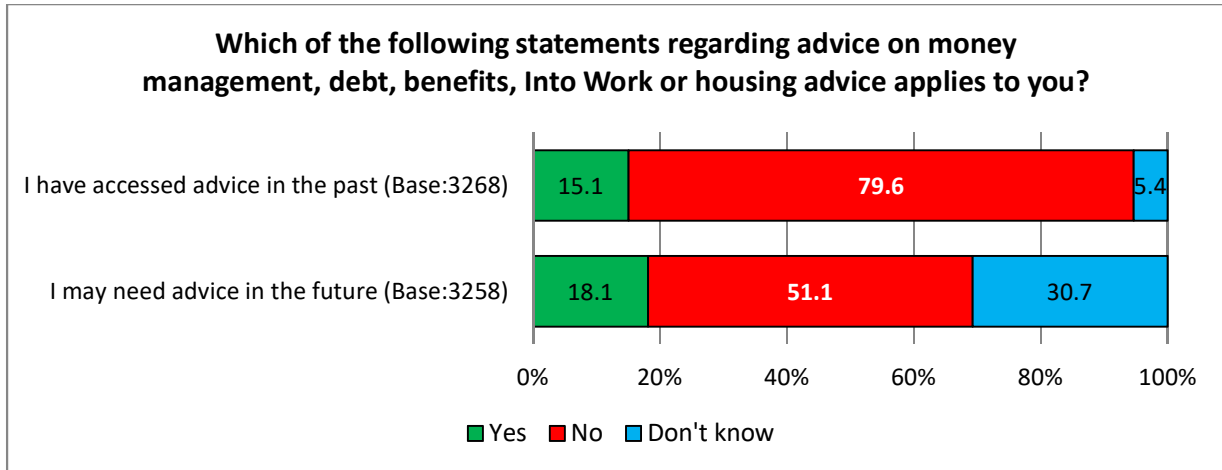
Women were most aware of this support, with 67.3% aware of at this service at Hubs/libraries, the website and/or the Adviceline, compared with 56.4% of men

	Base	Yes, in Hubs / Libraries	Yes, at the website	Yes, the Adviceline	No
Female	1690	63.4	23.4	15.8	32.7
Southern Arc	1001	61.8	21.9	14.8	34.5
Identify as disabled	361	59.6	21.3	14.7	37.1
Welsh speaker	354	59.0	16.7	13.0	38.1
All respondents	3288	58.0	20.7	13.6	38.6
55+	1278	57.6	18.2	12.4	37.2
Minority ethnicity	320	56.3	24.4	14.7	38.8
Under 35	514	55.6	24.3	15.4	38.3
Male	1297	50.7	16.8	11.0	43.6

Awareness of these services was correlated with the level of deprivation, with those living in the more deprived areas showing a greater awareness (69.1%, compares with 57.6% in the least deprived areas).

33. Which of the following statements regarding advice on money management, debt, benefits, Into Work or housing advice applies to you?

More than one in six respondents (15.1%) reported they had sought advice on these services in the past; this rose to 18.1% anticipating they would need to do so in the future



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

All demographic groups analysed indicated they would be more likely to seek advice in the future than they had done in the past – this was particularly true amongst respondents under the age of 35, and those living in the Southern Arc of the city.

	Have sought advice in the past	May seek advice in the future
Under 35	16.7	25.3
Southern Arc	18.9	23.9
Male	11.1	15.1
All respondents	15.1	18.1
Identify as disabled	32.6	35.0
Welsh speaker	11.5	13.9
Minority ethnicity	20.8	22.8
Female	17.6	19.1
55+	12.6	13.0

Likelihood to seek advice was correlated with the level of deprivation:

	Have sought advice in the past	May seek advice in the future
Most deprived	27.9	28.9
Least deprived	8.8	9.9

34. Have you or anyone else in your household done any of the following because you couldn't AFFORD food:

Overall, one in ten respondents (11.5%) reported they had eaten smaller meals, or skipped meals completely because they could not afford food, with 8.0% having done so in the last six months, and 4.5% within the last month.

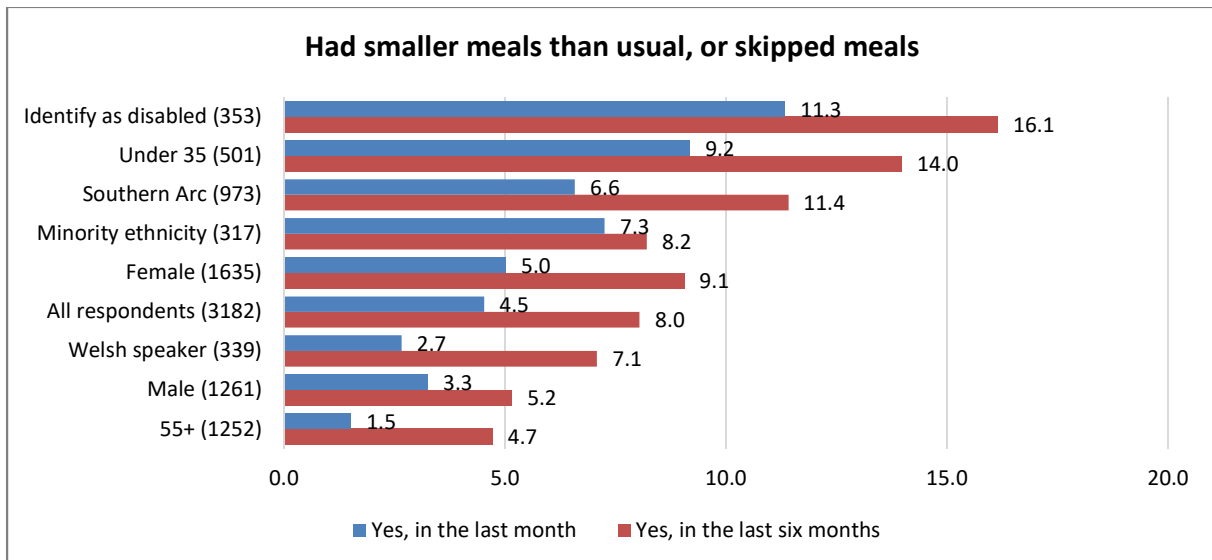
Fewer respondents (8.2%) had been hungry but not eaten – 5.2% within the last six months, and 3.9% in the last month.

One in twenty (5.0%) reported they had not eaten anything for a whole day – 3.4% within the last six months, and 2.2% in the last month.

Just 2.3% of respondents reported they had received food from a food bank or charity – 1.6% in the last six months, and 0.8% in the last month.

	Base	Yes, in the last month	Yes, in the last six months	No
Had smaller meals than usual, or skipped meals	3182	4.5	8.0	88.5
Been hungry but not eaten	3172	3.9	5.2	91.8
Not eaten for a whole day	3164	2.2	3.4	95.0
Received food from a food bank or charity	3158	0.8	1.6	97.7

Respondents who identify as disabled, those under 35, and those living in the Southern Arc were most likely to report they had not been able to afford food.



There was a correlation with those unable to afford food and the level of deprivation.

A full breakdown of these questions broken down by demographics is available in Appendix D.

Have you or anyone else in your household done any of the following because you couldn't GET ACCESS to food (e.g. you couldn't get to the shops because you were shielding or self-isolating):

Around one in ten respondents (9.7%) reported eating smaller meals than usual, or had skipped meals because they couldn't access food, with 7.5% having done so in the previous six months, and 2.8% in the last month.

Around one in twenty (5.7%) had been hungry but not eaten – 4.3% in the past six months, and 1.8% in the last month.

Overall, 3.2% of respondents stated they had gone a whole day without food – 2.2% in the last six months, and 1.2% in the last month.

A similar proportion (2.2%) reported receiving food from a food bank or charity – 1.6% in the last six months, and 0.6% in the last month.

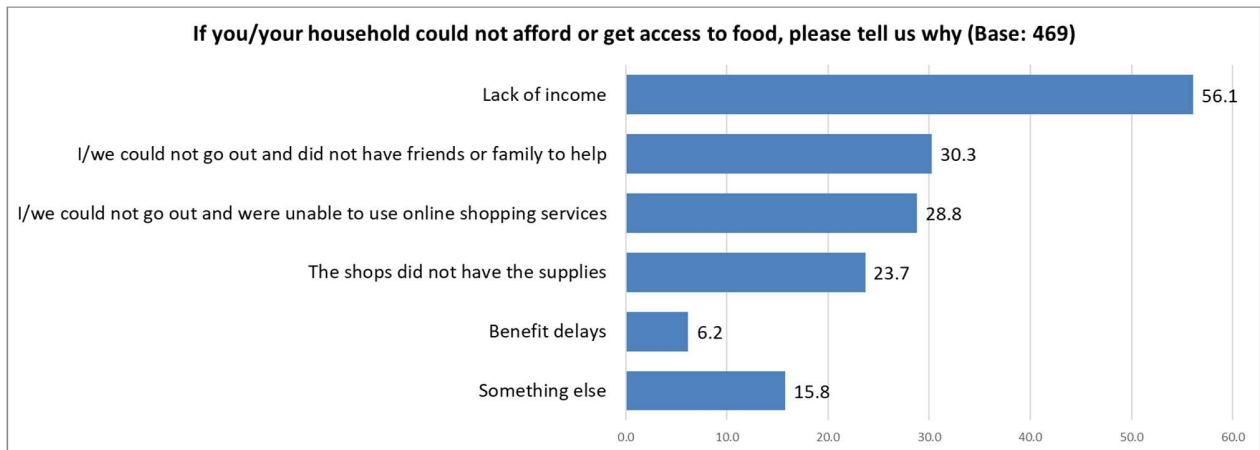
	Base	Yes, in the last month	Yes, in the last six months	No
Had smaller meals than usual, or skipped meals	3140	2.8	7.5	90.3
Been hungry but not eaten	3127	1.8	4.3	94.3
Not eaten for a whole day	3119	1.2	2.2	96.8
Received food from a food bank or charity	3111	0.6	1.6	97.8

Again, those identifying as disabled, and those living in the more deprived areas of the city were most likely to report they had issues accessing food.

If you/your household could not afford or get access to food, please tell us why.

Those reporting they had been unable to afford or get access to food were asked to explain the barriers stopping them from doing so.

More than half (56.1%) cited a lack of income, whilst around three in ten could not get out to the shops and either had no-one to help (30.3%) or were unable to use online shopping services (28.8%).



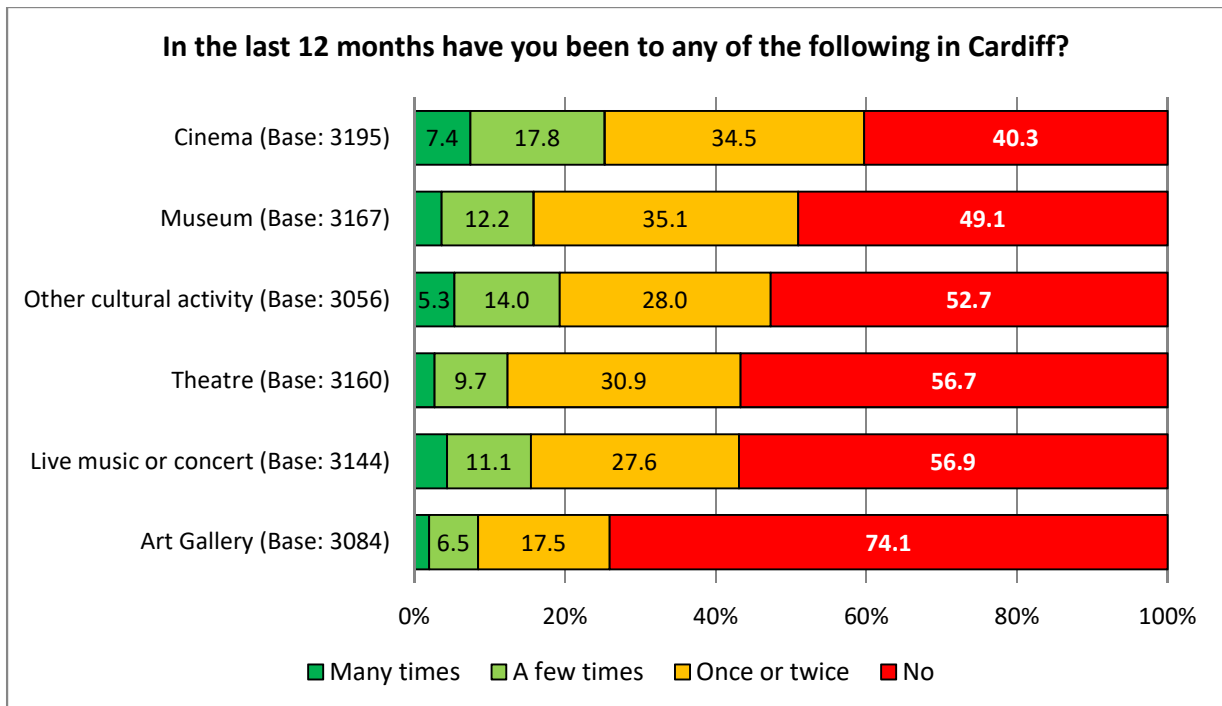
Those answering ‘Something else’ were asked to give details of what this was – 58 respondents left a comment, which have been coded into the following themes:

Theme	No	%	Example Comments
Lack of funds/Work	20	33.9	<ul style="list-style-type: none"> - Paid all bills no money left - Uncertain jobs. Cut hours. Not found other jobs - Income too low. - Living on your own is extremely expensive
Due to ill health	15	25.4	<ul style="list-style-type: none"> - I was too ill to cook - I have had a baby, at the time I had gestational diabetes - My mental health declined resulting in serious resurgence of an eating disorder making me very ill indeed
Shielding	10	16.9	<ul style="list-style-type: none"> - One shielding one working it's been hard! - Self-isolating as awaiting surgery for cancer
Delivery problems / Opening hours	9	15.3	<ul style="list-style-type: none"> - Delays in getting priority shopping delivery slots due to shielding, and frequently no slots available online in a suitable timeframe. - Combination of not being able to get to shop / no online booking available in April
Fear of virus	9	15.3	<ul style="list-style-type: none"> - Bit wary of going out in public places - I have reduced my level of use of the supermarkets due to Covid.

35. In the last 12 months, have you been to any of the following in Cardiff?

Around two-thirds of respondents (68.8%) had been to at least one of the cultural activities or events listed, down from the 2019 figure of 76.7%, demonstrating the impact of lockdowns, and the enforce closure of such venues at times throughout the year.

As seen in previous surveys, respondents were most likely to have been to the cinema, although the proportion doing so had fallen by 14.3 percentage points compared to the previous year:



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

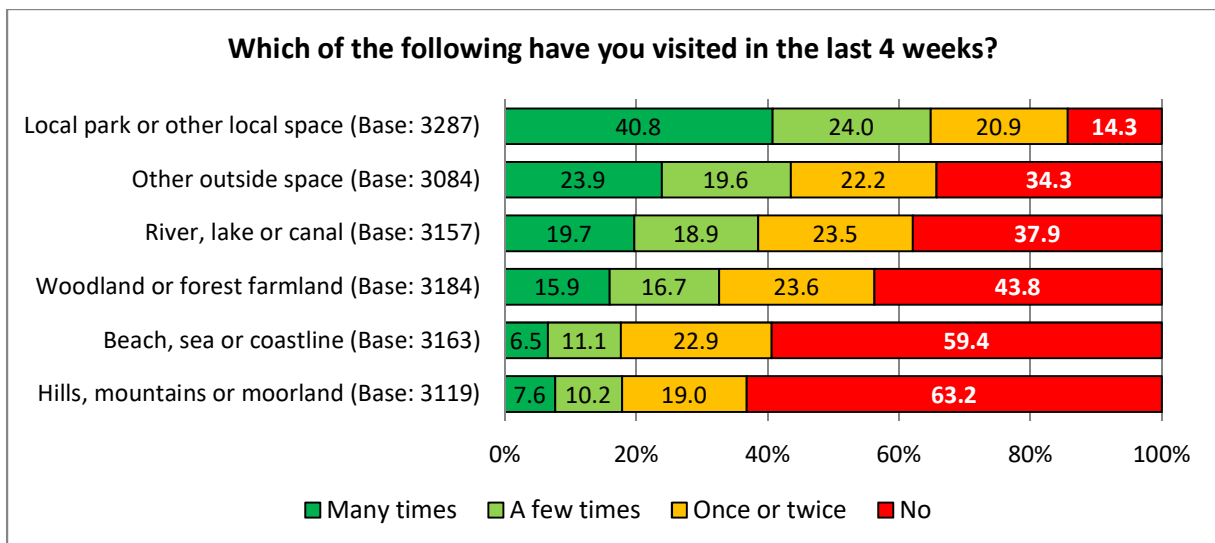
	2020	2019	Difference
Cinema	59.7	74.0	-14.3
Museum	50.9	64.0	-13.1
Other cultural activity	47.3	66.0	-18.7
Theatre	43.3	57.1	-13.8
Live music or concert	43.1	60.1	-17.0
Art Gallery	25.9	36.3	-10.4

Reflecting the pattern seen in previous surveys, Welsh speakers were most likely to have attended a cultural event or activity; those identifying as disabled were least likely to have done so. Those living in more deprived areas were less likely to have attended such events than those living in the least deprived areas.

36. Which of the following have you visited in the last 4 weeks?

Again, the impact of the pandemic, and restrictions placed on travel (including outside the county boundary) and on meeting others, was evident in the numbers of respondents visiting outdoor spaces, with levels down compared to last year for each of the outside spaces listed.

Whilst the proportion of respondents visiting their local park or other local outside space at least once had fallen slightly (from 87.0% in 2019 to 85.7% in 2020), the number visiting ‘many times’ rose from 32.9% to 40.8%.



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

Whilst all outdoor spaces saw a drop in visitor numbers compared to last year, this was particularly pronounced for spaces outside the city, such as hills, mountain or moorland (down 11.9 percentage points) and beach, sea or coastline (down by 22.6 percentage points).

	2020	2019	Difference
Local park or other local space	85.7	87.0	-1.3
Other outside space	65.7	74.8	-9.1
River, lake or canal	62.1	66.8	-4.7
Woodland or forest farmland	56.3	59.4	-3.2
Beach, sea or coastline	40.6	63.2	-22.6
Hills, mountains or moorland	36.8	48.7	-11.9

As seen for the previous question, and in previous surveys, Welsh speakers were most likely to have visited an outside space, whilst those identifying as disabled least likely to have done so (a fifth had not visited any of the spaces listed in the previous four weeks).

Section 8:
What changed during COVID-19?

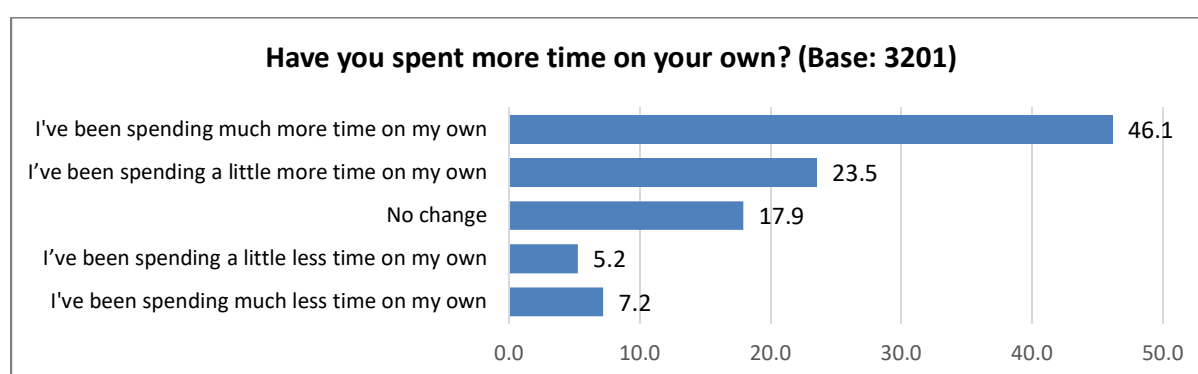
The COVID-19 pandemic has brought a lot of changes to the way we live our lives, affecting how we work, go to school, shop, travel and see friends, family and neighbours. We are interested in hearing what's changed for you, and how you feel about these changes.

37. Community & Social activity

Have you spent more time on your own?

Seven in ten respondents (69.7%) reported spending more time on their own since the start of the pandemic, with almost half (46.1%) saying they had spent **much** more time on their own.

One in eight respondents (12.4%) had spent less time alone over this time period.



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

Respondents under the age of 35 were most likely to have spent more time on their own (80.9% compared with 67.6% of those aged 55 or older).

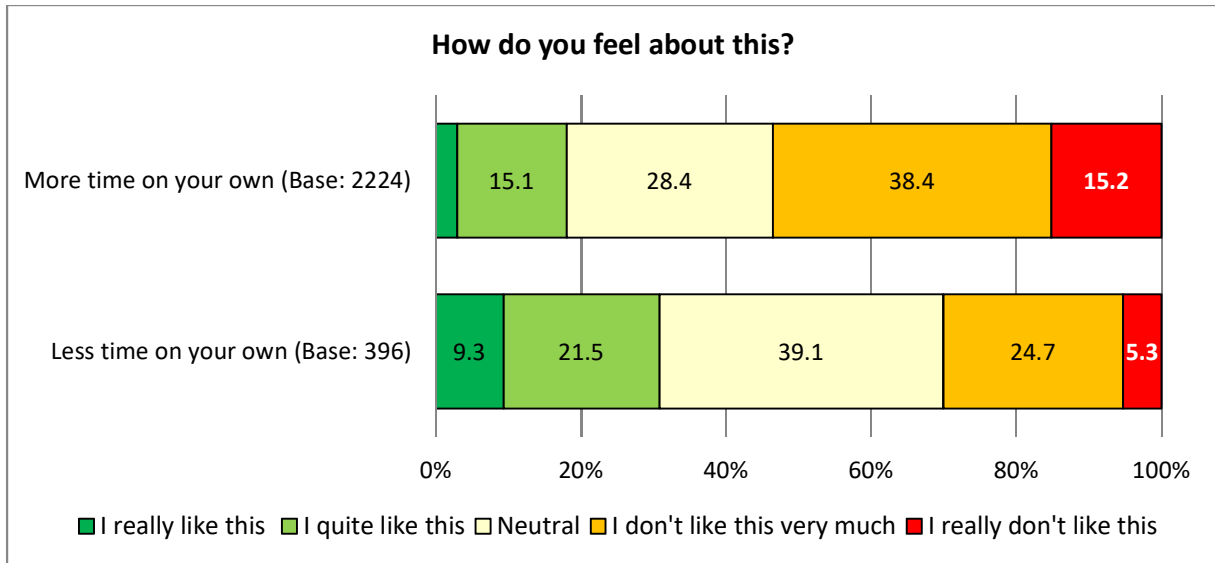
	Base	I've been spending more time on my own	No change	I've been spending less time on my own
Under 35	514	80.9	8.8	10.3
Minority ethnicity	320	75.3	12.5	12.2
Identify as disabled	362	73.8	16.9	9.4
Female	1693	72.5	13.5	14.1
Southern Arc	1003	72.4	15.2	12.5
Welsh speaker	354	72.3	11.6	16.1
All respondents	3201	69.7	17.9	12.4
55+	1279	67.6	25.7	6.6
Male	1297	64.7	24.6	10.7

Respondents living in the more deprived areas of the city were more likely than those in the least deprived areas to have spent more time on their own (75.5% compared with 64.4% respectively)

How do you feel about this?

More than half of those spending more time on their own did not like this (53.6%, compared with 18.0% who did).

Respondents spending less time on their own were equally split as to how they felt, with three in ten reporting they liked this (30.8%), and the same proportion that they did not (30.1%).



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

Those identifying as disabled were most likely to say they did not like the change to their situation (61.8% of those spending more time alone, and 42.4% of those spending less time alone).

How much do you agree with each of the following statements?

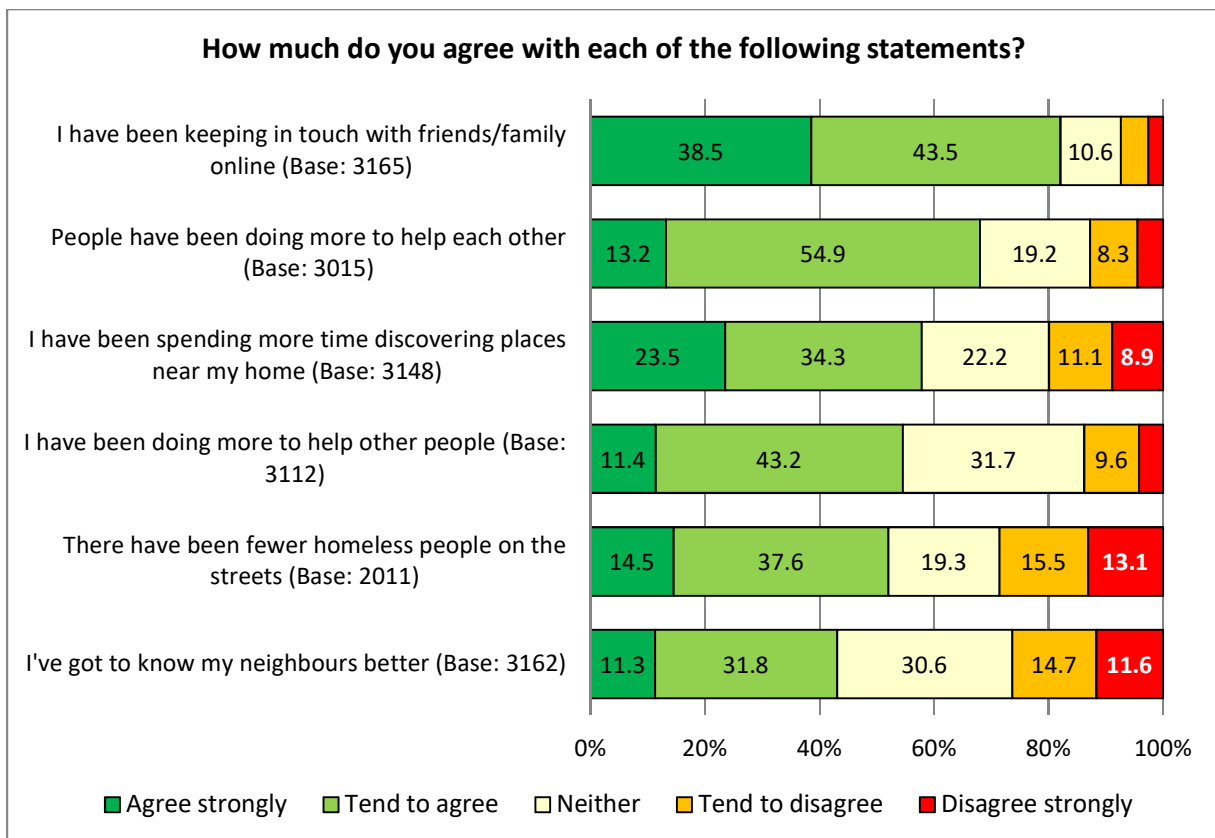
Four out of five respondents (82.1%) had been keeping in touch with family and friends online throughout the pandemic.

Two-thirds (68.1%) agreed people had been doing more to help each other, although just over half (54.5%) said they had done more to help other people.

More than half (57.8%) had spent more time discovering places near their home.

A similar proportion (52.1% agreed that there had been fewer homeless people on the streets.

Two-fifths of respondents (43.1%) reported they had got to know their neighbours better since the start of the pandemic.



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

Welsh speakers were most likely to agree that *People have been doing more to help each other* (75.9%); younger respondents were most likely to disagree (21.2%).

Welsh speakers were also most likely to report that *I have been doing more to help other* (63.5%), contrasting with those identifying as disabled (21.2% and younger respondents (19.7%).

Younger respondents were most likely to state *I have been spending more time discovering places near my home* (69.0%), compared with 32.4% of those identifying as disabled.

Respondents identifying as disabled were less likely to agree *I have been keeping in touch with friends/family online* with 15.3% disagreeing with this statement, more than double the average.

There was a correlation between level of deprivation and the proportion agreeing with the following statements, with those in the least deprived areas more likely to agree in each case:

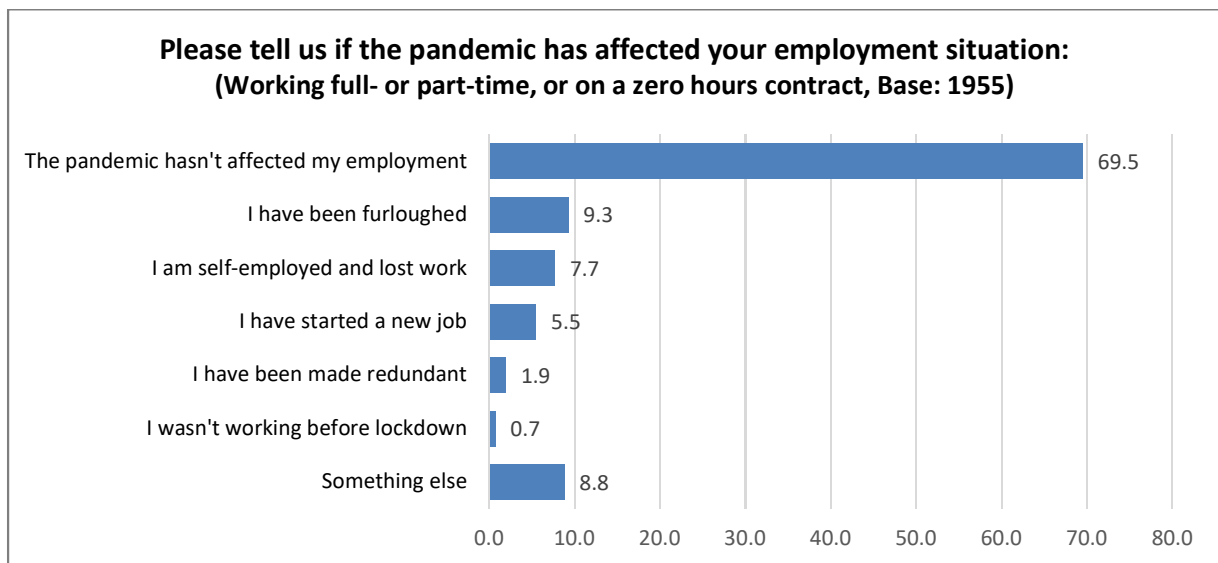
- *I have got to know my neighbours better*
- *People have been doing more to help each other*
- *I have been spending more time discovering places near my home*

38. Work

Please tell us if the pandemic has affected your employment situation:

Looking at response from those stating they were working full-time, part-time, or on a zero hours contract, most (69.5%) stated that the pandemic had not affected their employment situation.

Just under one in ten (9.3%) had been furloughed, one in fourteen (7.7%) were self-employed and had lost work, one in twenty (5.5%) had started a new job, whilst 1.9% had been made redundant.



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

Respondents answering 'Something else' were asked to give further details of how the pandemic had changed their employment situation; 339 comments were received, which have been grouped in to themes. The top three are shown below, with a full list available in Appendix E:

Theme	No	%	Example Comments
No Change	101	29.8	<ul style="list-style-type: none"> - Retired so no change - Self employed and nothing has changed - Key Worker -Worked throughout, adjustments within work to be able to continue to give a public service - Nothing has changed. Still in work. - I was an undergraduate student before and during lockdown, now I have started studying for my PhD
Lost job/job or training cancelled	56	16.5	<ul style="list-style-type: none"> - I got through all of the entry requirements for cabin crew in February. Was about to start training and everything got cancelled this really threw me off as I was hopeful to the future. - I am self-employed and stopped working to protect my partner - My husband has been made redundant - No work available as hotel is closed due to lockdown - Zero hours contract and lost work
Reduced pay/hours	49	14.5	<ul style="list-style-type: none"> - I went through a redundancy process but kept my job but with reduced hours - reduced working hours and wage by 20% - I had a 2nd income from a 2nd job which has stopped - Less hours

Those working part-time were hit harder by the pandemic than those in full-time employment, being twice as likely to state they had been furloughed, four times as likely to have lost work when self-employed, and notably less likely to report the pandemic to state the pandemic had not affected their employment:

	Working full time (Base: 1512)	Working part time (Base: 410)
The pandemic hasn't affected my employment	75.1	52.9
I have been furloughed	7.2	14.6
I am self-employed and lost work	4.6	16.8
I have started a new job	5.5	4.9
I have been made redundant	1.8	2.0
I wasn't working before lockdown	0.3	2.0
Something else	7.9	10.2

Younger respondents were most likely to have been furloughed or made redundant, but also to have started a new job

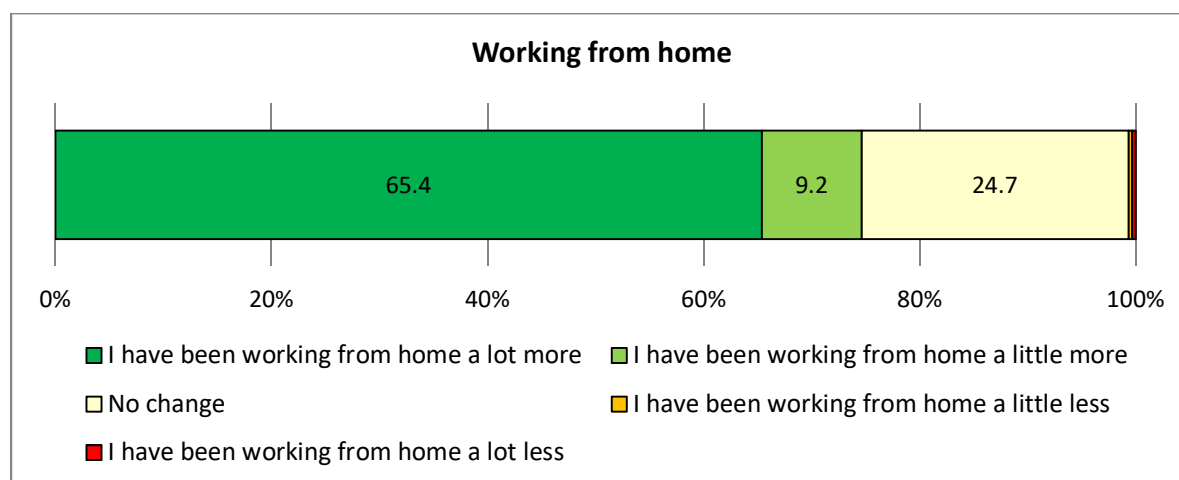
	Base	I wasn't working before lockdown	I am self-employed and lost work	I have been made redundant	I have been furloughed	I have started a new job	The pandemic hasn't affected my employment	Something else
Under 35	512	9.6	4.5	5.9	15.8	11.5	54.9	10.5
55+	1243	46.7	6.8	1.0	3.4	1.0	30.8	12.2
Female	1668	21.1	6.2	3.2	7.6	4.5	51.1	11.4
Male	1266	28.5	8.5	2.5	6.4	2.7	44.6	10.5
Minority ethnicity	317	15.8	11.0	4.7	7.9	4.1	48.9	13.2
Southern Arc	987	19.1	7.8	4.3	8.8	4.4	51.3	10.3
Identify as disabled	356	45.2	4.8	3.4	4.2	3.1	30.1	14.0
Welsh speaker	349	19.2	9.7	3.4	7.7	3.7	49.3	12.3
All respondents	3141	24.2	7.3	3.1	7.4	3.7	47.7	11.6

Please tell us how the following have changed during the pandemic

Respondents who were working through the pandemic were asked if it had affected their working patterns.

Working from home

Three-quarters of respondents (74.6%) reported they were working from home more than before the pandemic, compared with just 0.7% who had been working from home less than before.

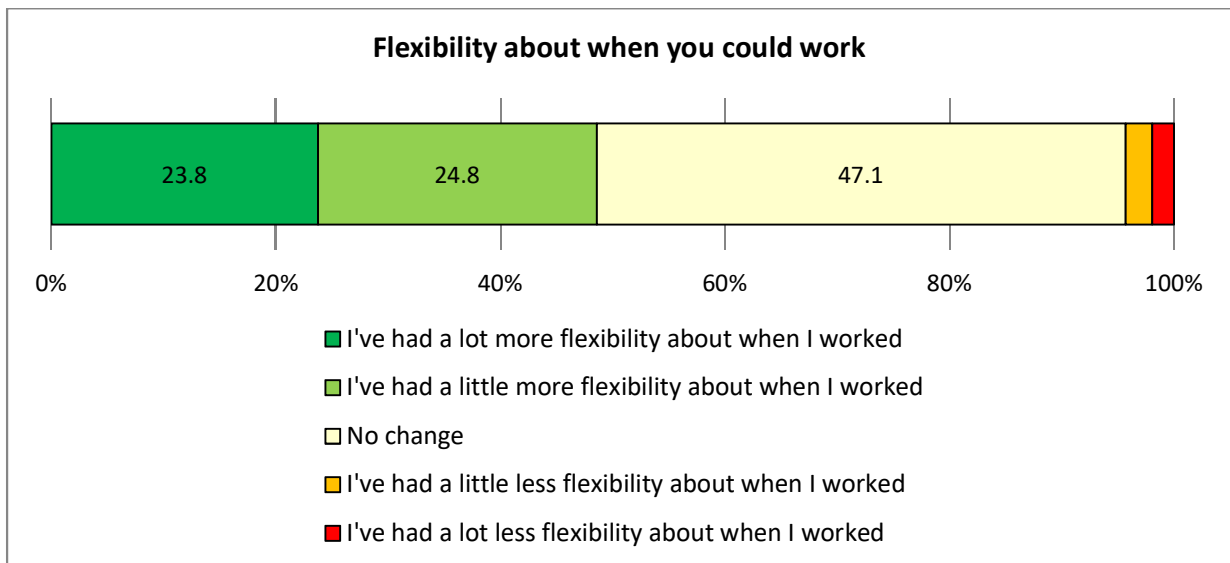


Base sizes shown in brackets; excludes 'Don't Know' responses

Respondents aged 55 or over (63.4%) and those identifying as disabled (63.8%) were less likely to report they had been working from home more, instead stating there had been no change.

Flexibility about when you could work

Respondents were fairly evenly split as to whether they had more flexibility about when they worked, with 48.6% stating they had more flexibility, and 47.1% saying there had been no change; just 4.3% indicated they had less flexibility.

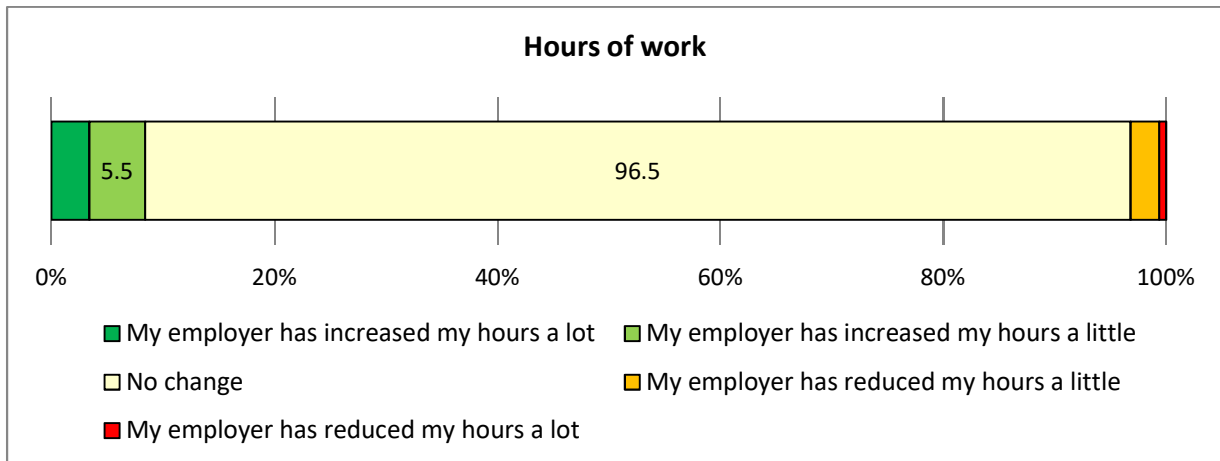


Base sizes shown in brackets; excludes 'Don't Know' responses

This pattern was repeated across the demographic groups analysed.

Hours of work

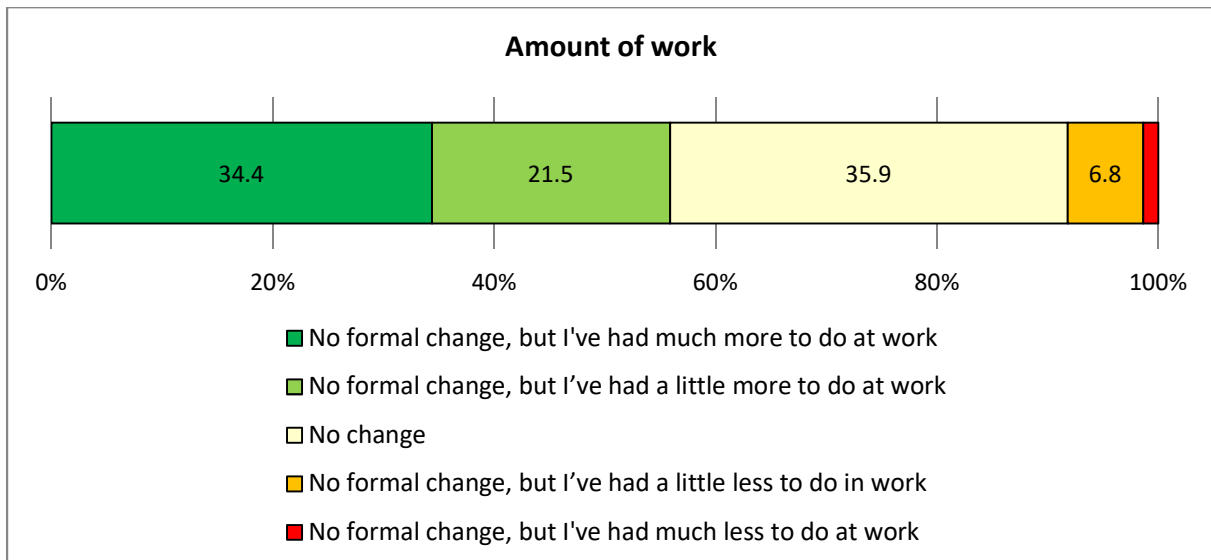
Almost all respondents (96.5%) indicated there had been no change in the hours they were required to work, compared with 8.4% who had their hours increased, and 3.2% who'd had their hours reduced.



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

Amount of work

More than half of those responding to this question (55.9%) had more to do in work, without a formal change, a third (35.9%) saw no change, and 8.2% had less to do in work



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

Those aged 55 and over were most likely to report no change (47.6%); those identifying as disabled were most likely to report an increase in their hours (62.5%)

39. Travel

Please tell us how your usual patterns of travel changed since the start of the COVID-19 pandemic: for each of the following situations

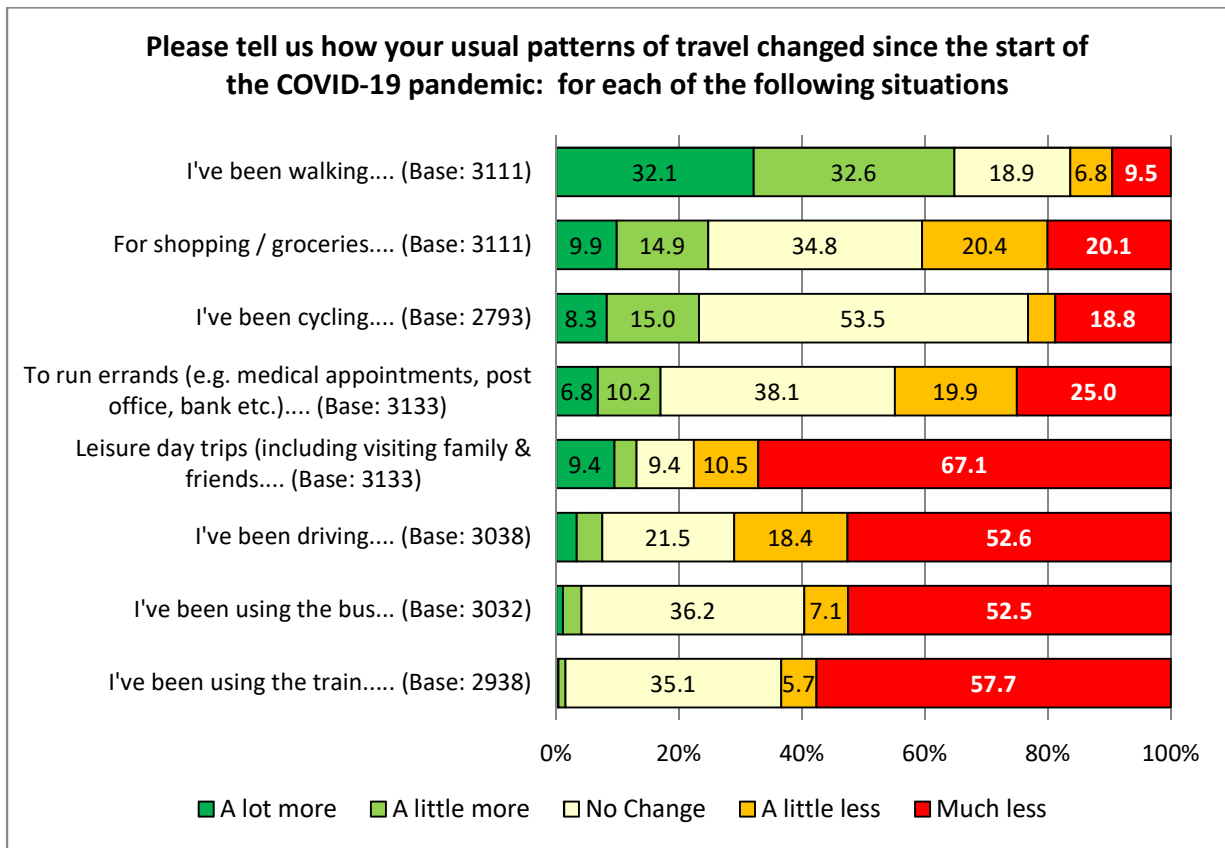
Respondents were given a list of patterns of, and reasons for, travel, and asked to indicate how these had changed since the start of the COVID-19 pandemic.

Reflecting the restrictions of the lockdown, 71.0% of respondents stated they had been driving less (52.6% “much less”)

Almost two-thirds of respondents (64.8%) reported they had been walking more (with 32.1% saying this had been ‘a lot more’; around a quarter (23.2%) had been cycling more.

A third of respondents said there had been no change in the frequency that they had been to the shops/ buying groceries (34.8%), or running errands (38.1%). More than three-quarters stated they travelled less for leisure day trips, including visiting family and friends, again showing the impact of the lockdown restrictions.

Three-fifths of respondents reported they had used public transport less (59.6% for the bus, and 63.3% for the train).



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

Respondents from a minority ethnicity were more likely to report they had been running more errands (21.5%).

Younger respondents (34.1%), those identifying as disabled (32.1%) and those from a minority ethnicity (31.1%) were most likely to report there had been no change in the amount they had driven.

Younger respondents were more likely than other demographic groups analysed to have continued to use public transport as least as frequently as before the pandemic (48.9% using the bus more frequently or seeing no change to their usage, and 39.7% using the train).

Respondents living in the more deprived areas of the city were more likely to have travelled more to go shopping / buy groceries (30.1%), to have driven (41.8% reported driving more, or that there had been no change), and to have used public transport at least as frequently as before (47.7% using the bus, and 42.5% using the train).

Respondents from the least deprived areas were more likely to report that they had been walking more than they were before the start of the pandemic (70.5%).

%		Most deprived	Least deprived
For shopping / groceries....	More	30.1	22.3
	No change	35.8	30.7
	Less	34.1	47.1
I've been driving....	More	10.8	6.8
	No change	31.0	14.4
	Less	58.2	78.9
I've been walking....	More	55.6	70.5
	No change	20.9	17.2
	Less	23.4	12.3
I've been using the bus...	More	6.6	3.3
	No change	41.1	33.1
	Less	52.3	63.6
I've been using the train.....	More	1.5	1.2
	No change	41.0	28.1
	Less	57.5	70.7

40. Health

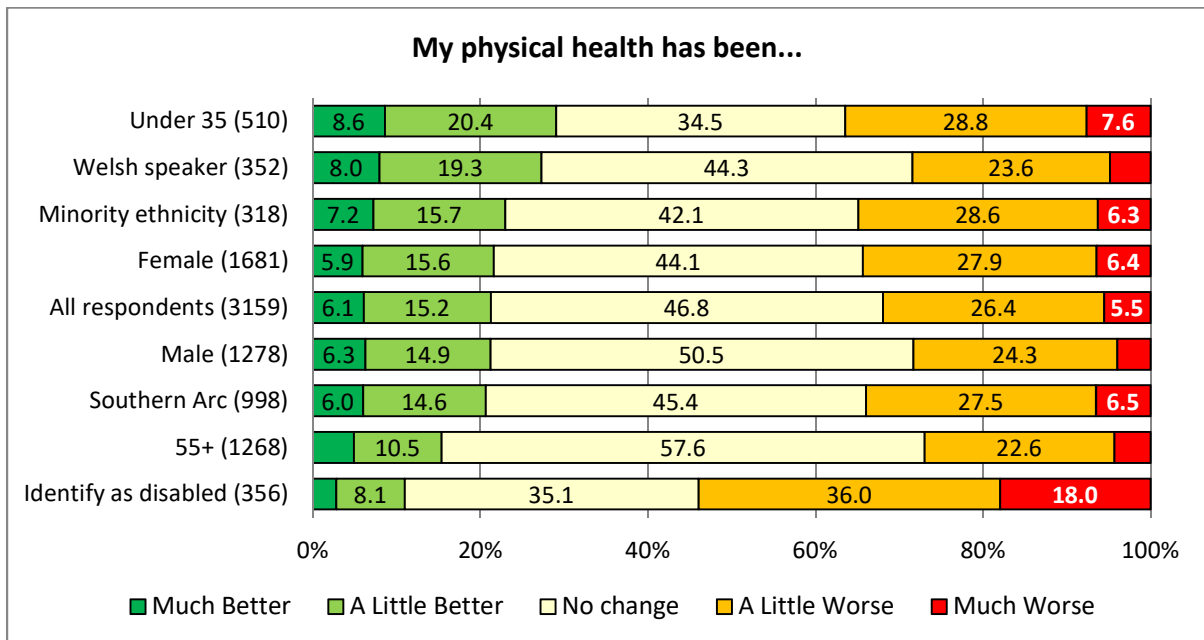
Respondents were asked about how their health compared with before the start of the pandemic.

My physical health has been...

Overall, a fifth of respondents (21.2%) reported their physical health had been better since the start of lockdown, compared with 31.9% who felt it had got worse.

Respondents under the age of 35 were most likely to report an improvement in their physical health (29.0%).

More than half of those identifying as disabled (53.9%) stated their health had got worse in this time, with almost a fifth (18.0%) saying it was now 'much worse'.



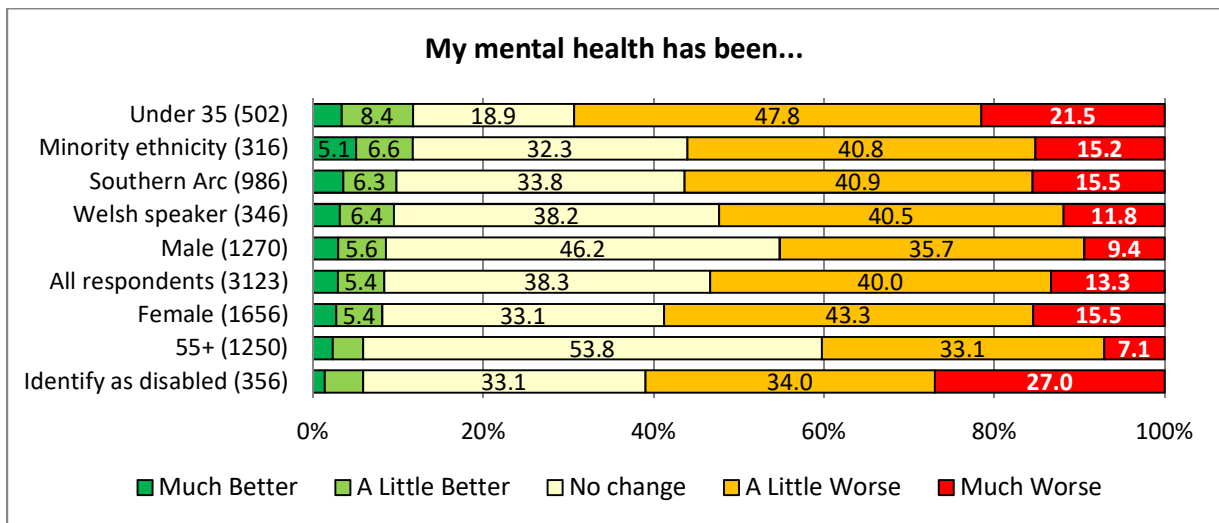
Base sizes shown in brackets; excludes 'Don't Know' responses

My mental health has been...

The impact of the pandemic on respondents' mental health was clear, and more pronounced than the impact on their physical health, with just 8.4% seeing an improvement, but more than half (53.3%) reporting a decline.

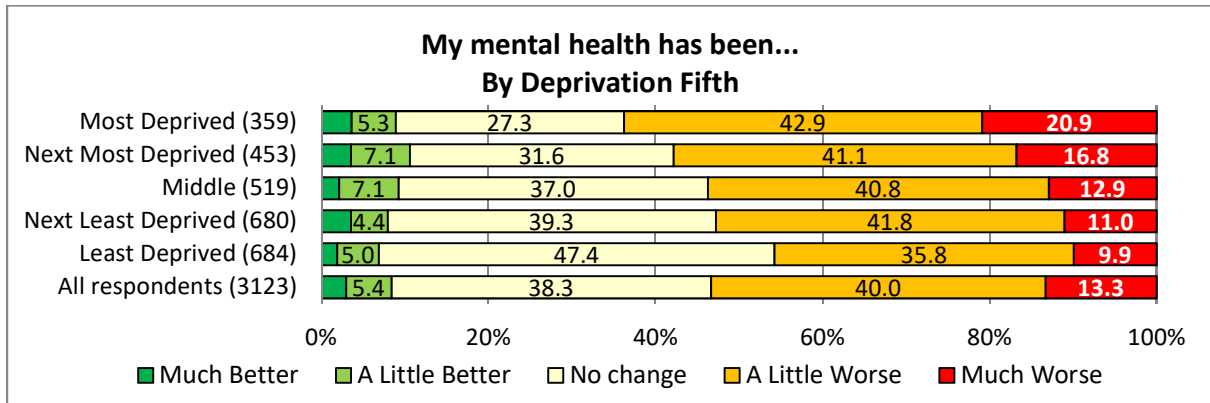
Those under the age of 35 saw the biggest decline, with 47.8% saying their mental health was 'a little worse', and a further 21.5% saying it was 'much worse'. Those identifying as disabled also showed a big decline in their mental health - 34.0% reported it was 'a little worse' and 27.0% that it was 'much worse'.

Around one in ten respondents under the age of 35 (11.8%) or from a minority ethnicity (11.7%) reported their mental health had improved since the start of the pandemic.



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

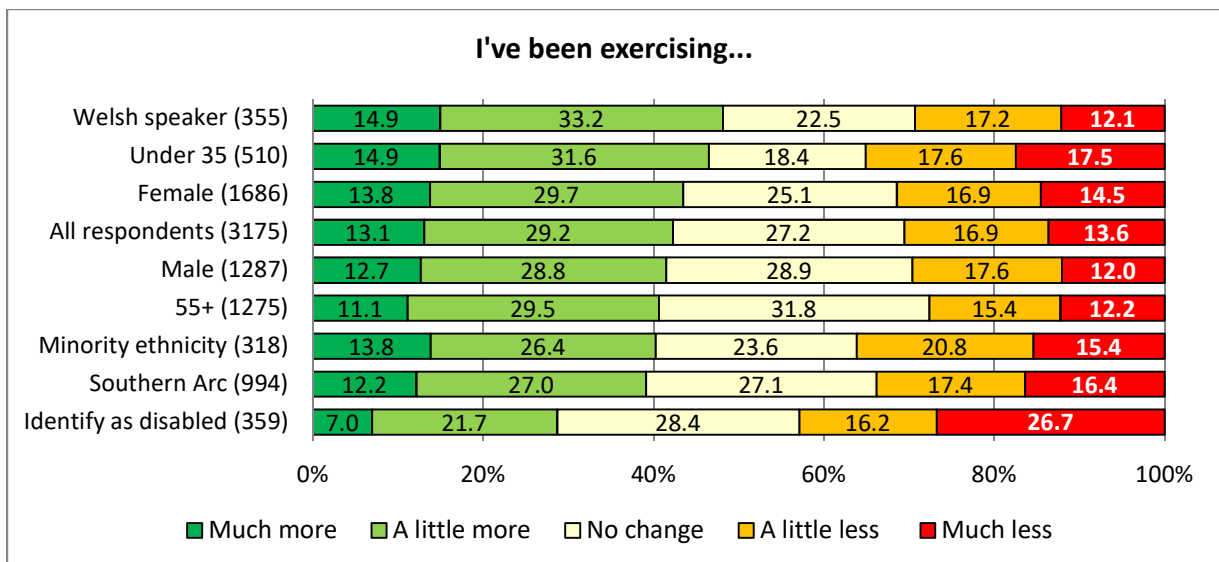
Poor mental health was correlated with the level of deprivation, with the most deprived areas seeing the biggest decline (63.8%); they were twice as likely to state their mental health was much worse than respondents in the least deprived areas.



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

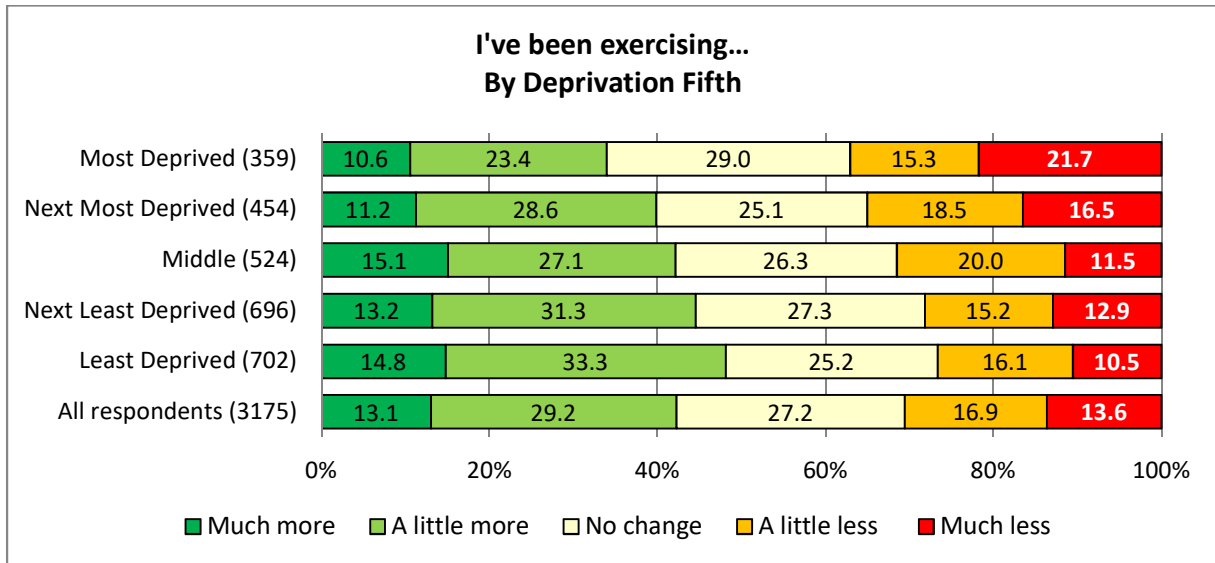
I've been exercising...

Overall, 42.3% of respondents said they had been exercising more since the start of the pandemic. This increased to 48.2% amongst Welsh speakers, and fell to 28.7% amongst those identifying as disabled.



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

The amount of exercise undertaken was correlated with the level of deprivation, with those living in the least deprived areas more likely to say they had been exercising more.



My diet has been...

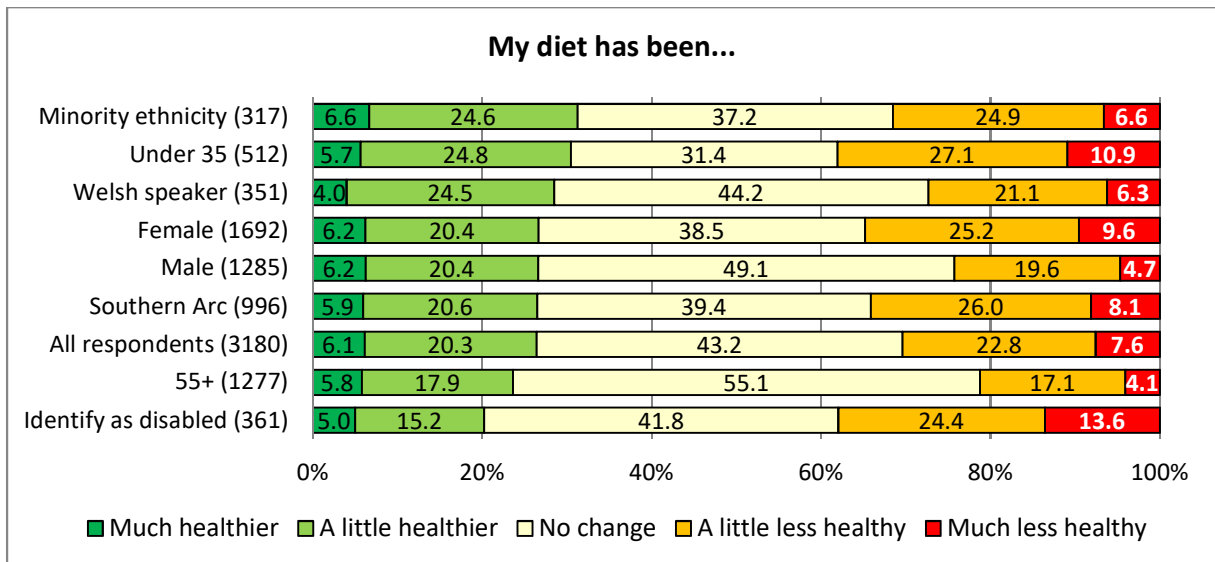
Around a quarter of respondents (26.4%) reported that their diet had been healthier since the start of the pandemic, compared to three in ten (30.4%) who described it as 'less healthy'.

Under 35s were more likely to say that their diet had been less healthy than more healthy (38.1% compared with 30.5% respectively).

Older respondents typically reported no change to their diet (55.1%).

Women were more likely than men to report they were eating less healthily (34.8% compared with 24.3%)

There was no pattern when looking at results by levels of deprivation.

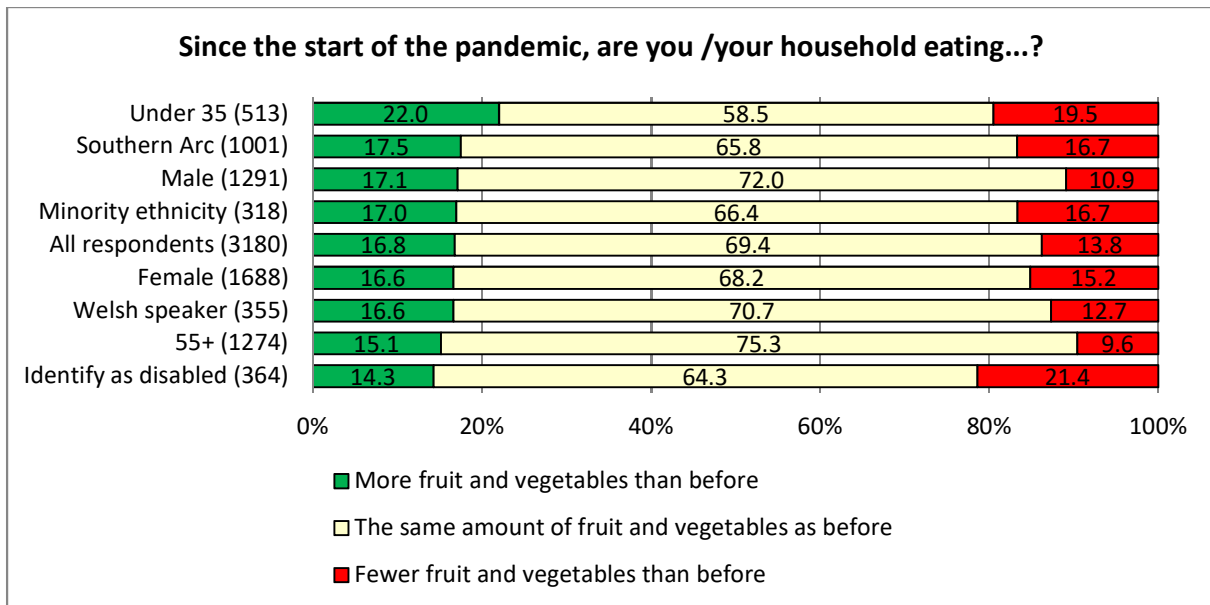


Base sizes shown in brackets; excludes 'Don't Know' responses

Since the start of the pandemic, are you /your household eating...?

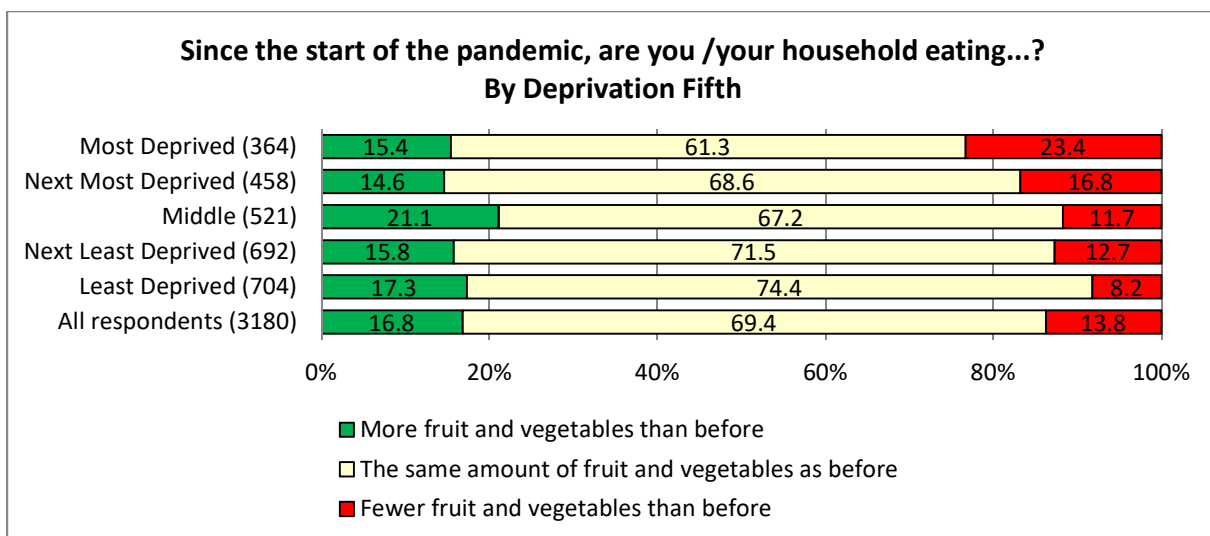
Most respondents stated they were eating the same amount of fruit and vegetables as they were before the pandemic.

Younger respondents were most likely to report they were eating more fruit and vegetables (22.0%); those identifying as disabled were most likely to report that they were eating fewer fruit and vegetables (21.4%).



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

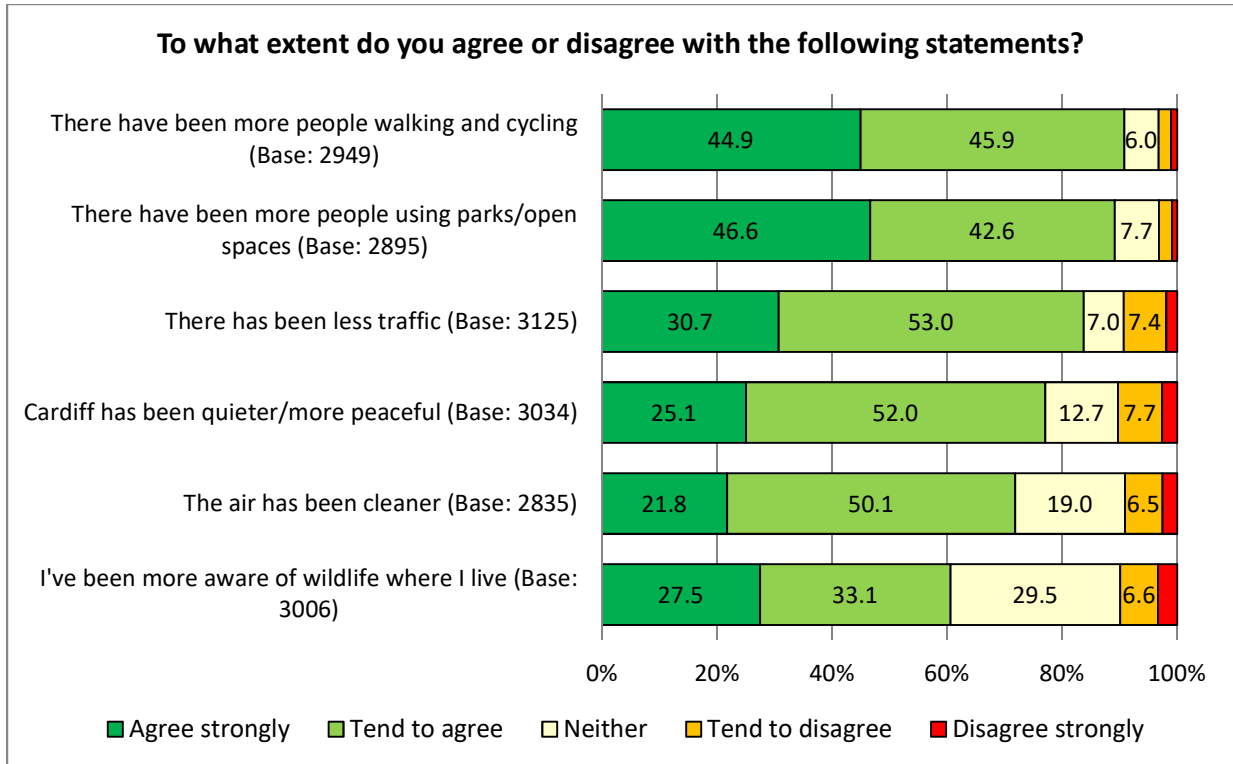
Respondents living in the most deprived areas were more around three times more likely than those in the least deprived areas to state they were eating fewer fruit and vegetables:



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

41. Environment

At least three-fifths of respondent agreed with each of the statements on improvements to the environment, ranging from 60.6% agreeing *I have been more aware of wildlife where I live* to 90.8% agreeing *There have been more people walking and cycling*.



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

These patterns were broadly consistent across the demographic groups analysed.

Respondents living in the most deprived areas of the city were more than twice as likely as those in the least deprived areas to disagree that *The air has been cleaner* (14.3% compared with 6.2% respectively).

42. Any other changes since the start of the pandemic that you would like to tell us about?

Respondents were asked if there had been any other changes brought about by the pandemic, and how they felt about these changes.

Comments have been separated as to whether they were viewed as positive or negative, and grouped into themes. The top three for each are shown below, with a full breakdown in Appendix F.

For changes viewed positively, 318 comments were received:

Theme	No.	%	Example Comments
Appreciating the outdoors / green spaces / Parks / Wildlife	54	17.0	<ul style="list-style-type: none"> - <i>The northern meadows became a haven for me and many others at Hollybush estate.</i> - <i>More wildlife in our garden.</i> - <i>The benefit of sitting in the northern meadows, watching wildlife, watching fungi grow day by day, blending in with the calmness of nature.</i> - <i>I have been able to make much more use of the woodland near my home in Danescourt.</i> - <i>I have started using the castle grounds more as a place to just explore and enjoy for leisure since they've been opened to the public.</i>
Roads / Streets More Quiet / Peaceful	47	14.8	<ul style="list-style-type: none"> - <i>Cowbridge Road East has been quieter and more peaceful.</i> - <i>Roads were quieter and therefore much safer for cycling.</i> - <i>The streets have been safer for my children to play out. They have formed new friendships with children in our street.</i> - <i>Less congested with traffic and people.</i> - <i>For the first few months after March I slept better than I have for years, it was so quiet & peaceful.</i>
Greater sense of community spirit	28	8.8	<ul style="list-style-type: none"> - <i>Sense of local community increased.</i> - <i>Some people have become more community minded and kinder.</i> - <i>Community spirit grew.</i> - <i>It's brought out the best in lots of people - sense of community, friendliness.</i>

For changes seen as negative, 998 comments were received:

Theme	No.	%	Example Comments
Public Services Impacted	145	14.5	<ul style="list-style-type: none"> - <i>Road and pavement maintenance declined.</i> - <i>The maintenance of the local area, i.e. litter, pavement maintenance, emptying bins, has got worse and it was poor before.</i> - <i>Day to day activities like visiting the doctor, dentist and taking stuff to the Council refuse centre has become impossible or take undue time and effort to arrange.</i>

			<ul style="list-style-type: none"> - Council services have become much worse since pandemic. - Loss of access to public computers at libraries.
ASB / Crime Issues / Lack of Police	93	9.3	<ul style="list-style-type: none"> - Increase in fly tipping. - More anti-social behaviour and litter in Splott - Where have the police gone? At a time when public order in regard to disease needs to be good, they have disappeared. - More break-ins to my car and those of my neighbours looking for petty cash, presumably to buy drugs. Three times my car has been entered.
Unable To Spend time with family / loved ones	93	9.3	<ul style="list-style-type: none"> - Ability to support my daughter with her young children in Gloucestershire. - I spend far less time with family members and friends. - Found shielding difficult, missed seeing my granddaughter so much. - The biggest change for me is not being able to freely see family and friends (I live alone) and not to be able to go to the cinema and the theatre. I am retired so these things are a big part of my life.

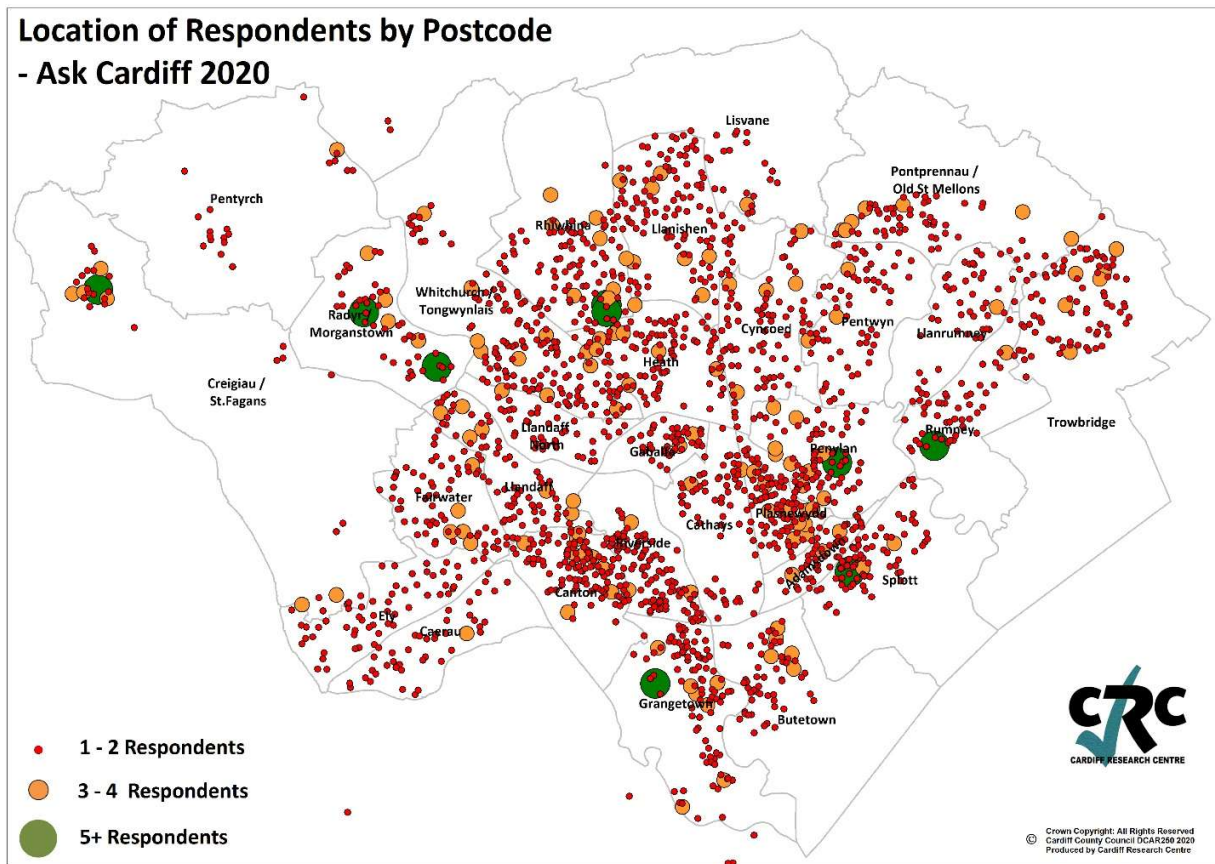
43. Do you have any other feedback for us? This could include comments about Cardiff's recovery from COVID-19, what you'd like to see in the future, or any comments about your experiences of Council services.

Respondents were asked for any other comments they wished the Council to be made aware of; 1316 comments were received, which have been grouped into themes. The top three themes are shown below, with a full breakdown in Appendix G.

Theme	No.	%	Example Comments
Recycling & Waste / Street Cleaning / Refuse Issues / Pollution	172	13.1	<ul style="list-style-type: none"> - We need a new Cardiff North HWRC built in the central north area to improve and encourage recycling and reduce travel to existing south sites. - Slumlords in Splott need to be addressed! Filthy streets. People abusing refuse service. People dumping furniture in forecourts. - I am disappointed in the cancelation of the winter Green bin collection, most leaves would have not fallen by the end of October. - I understand we are trying to be eco-friendly - so why are you possibly allowing another incinerator in Cardiff - Would like to see more bins around and hopefully people would use them.
Improved Active Travel Infrastructure / Reduce use of Cars / Green Energy	135	10.3	<ul style="list-style-type: none"> - One of the very few benefits of Covid is that it has got a lot more people out cycling. The council need to improve cycling facilities. It is shameful when compared with cycling facilities in England and the rest of Europe. - I'd like to see much more provision for cycling and a 20mph speed limit introduced right across Cardiff, not just in residential areas. - Active travel really needs to be taken seriously by Cardiff council, particularly segregated bike routes all-round the city. There are some small signs of improvement but far more work is needed. - More cycling infrastructure. Cars keep parking in the cycle "lane" on Wellington Road as there are no barriers, raised line etc. It's ok to cycle into Cardiff centre because of the Taff Trail and Bute Park, but not easy or safe to get across Cardiff. - I support the efforts to increase cycling and reduce the use of cars to travel around the city.
Against Castle Street Closure / Re-open City Centre Roads	101	7.7	<ul style="list-style-type: none"> - Centre of Cardiff central is a no go area. Open up the streets to traffic. - Castle Street should be re-opened to traffic ASAP. - I can't see much to be optimistic about. I didn't see the sense of what was done in Castle Street. It made life more difficult for non-cyclists. And Well field Road was a nightmare for distancing pedestrians with all the eating and drinking in the street. - I hope the traffic arrangements around the castle return to proper two way traffic for cars and buses very soon. East-west journeys need access to all of Cardiff's bridges.

Section 9:
About You

What is your home postcode?



What was your age on your last birthday?

Age Group	Count	Percentage
16-24	76	2.5
25-34	438	14.1
35-44	593	19.1
45-54	649	20.9
55-64	664	21.4
65-74	482	15.5
75+	143	4.6
Prefer not to say	55	1.8
Total	3102	100.0

Age Group	Count	Percentage
35-54	40.0	28.8

Are you...?

	No	%
Female	1700	55.1
Male	1304	42.2
Other	10	0.3
Prefer not to say	74	2.4
	3088	100.0

Do you identify as Trans?

	No	%
Yes	16	0.5
No	2931	96.3
Prefer to self-describe	7	0.2
Prefer not to say	89	2.9
	3043	100.0

Do any children live in your household?

	No	%
No children	2195	72.1
Yes, under 5 years old (pre-school)	224	7.4
Yes, aged 5 - 11 (primary school)	362	11.9
Yes, aged 11 - 16 (secondary school)	346	11.4
Yes, aged 16 - 18 in full-time education, or working	171	5.6
Yes, aged 16 - 18 but not in full time education or working	18	0.6
	3043	100.0

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

	No.	%
Yes, I'm pregnant	20	0.7
Yes, I've given birth	15	0.5
No	2930	97.0
Prefer not to say	56	1.9
	3021	100.0

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

	No.	%
Yes	456	15.0
No	2457	80.9
Prefer not to say	124	4.1
Total	3037	100.0

Which of the following best describes what you are doing at present?

	No.	%
Working full-time (30+ hours per week)	1512	49.0
Working part-time (less than 30 hours per week)	410	13.3
On a government training scheme	0	0.0
In full time education	49	1.6
Unemployed - Registered Job Seeker	55	1.8
On a zero-hour contract	33	1.1
Permanently sick or disabled person	92	3.0
Wholly retired from work	623	20.2
Looking after home	34	1.1
Caring for a child or adult	70	2.3
Unemployed - Unregistered but seeking work	58	1.9
Other	149	4.8
	3085	100.0

Which of the following best describes your housing tenure?

	No	%
Owned outright	1151	37.6
Owned with a mortgage	1235	40.3
Rented from Local Authority	90	2.9
Rented from a Housing Association	103	3.4
Private rented	406	13.2
Other	80	2.6
	3065	100.0

Are you or a member of your household:

	You		A member of your household	
	No.	%	No.	%
Currently serving	29	0.9	43	1.4
An armed forces service leaver (Veteran)	91	2.9	85	2.7
Total	120	3.8	128	4.1

Do you identify as a disabled person?

	No.	%
Yes	365	12.0
No	2552	84.2
Prefer not to say	114	3.8
	3031	100.0

Please tick any of the following that apply to you:

	No	%
Deaf/Deafened/Hard of Hearing	242	20.5
Learning impairment/difficulties	48	4.1
Wheelchair user	20	1.7
Long-standing illness or health condition (e.g. cancer, HIV, diabetes or asthma)	551	46.7
Mental health difficulties	371	31.5
Visual impairment	72	6.1
Mobility impairment	256	21.7
Prefer not to say	136	11.5
Other (please specify below)	53	4.5
	1179	-

Do you regard yourself as belonging to any particular religion?

	No	%
No, no religion	1565	51.8
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	1183	39.2
Muslim	31	1.0
Buddhist	21	0.7
Hindu	11	0.4
Jewish	10	0.3
Sikh	3	0.1
Other	55	1.8
Prefer not to answer	140	4.6
	3019	100.0

How would you describe your sexual orientation?

	No.	%
Bisexual	112	3.7
Gay Woman/Lesbian	43	1.4
Gay Man	121	4.0
Heterosexual/Straight	2449	81.3
Other	32	1.1
Prefer not to answer	255	8.5
	3012	100.0

Are you:

	No.	%
Single	643	20.8
In a same-sex Civil Partnership	157	5.1
Married	1496	48.4
Living together / Cohabiting	536	17.3
Separated/divorced or legally separated if formerly in a same-sex Civil Partnership	157	5.1
Widowed	103	3.3
	3092	100.0

How would you describe your Welsh language skills?

	No.	%
Fluent	183	6.0
Moderate	633	20.7
Basic	173	5.7
Learner	538	17.6
None	1528	50.0
	3055	100.0

Do you consider yourself to be Welsh?

	No.	%
Yes	2067	68.2
No	963	31.8
	3030	100.0

What is your ethnic group?

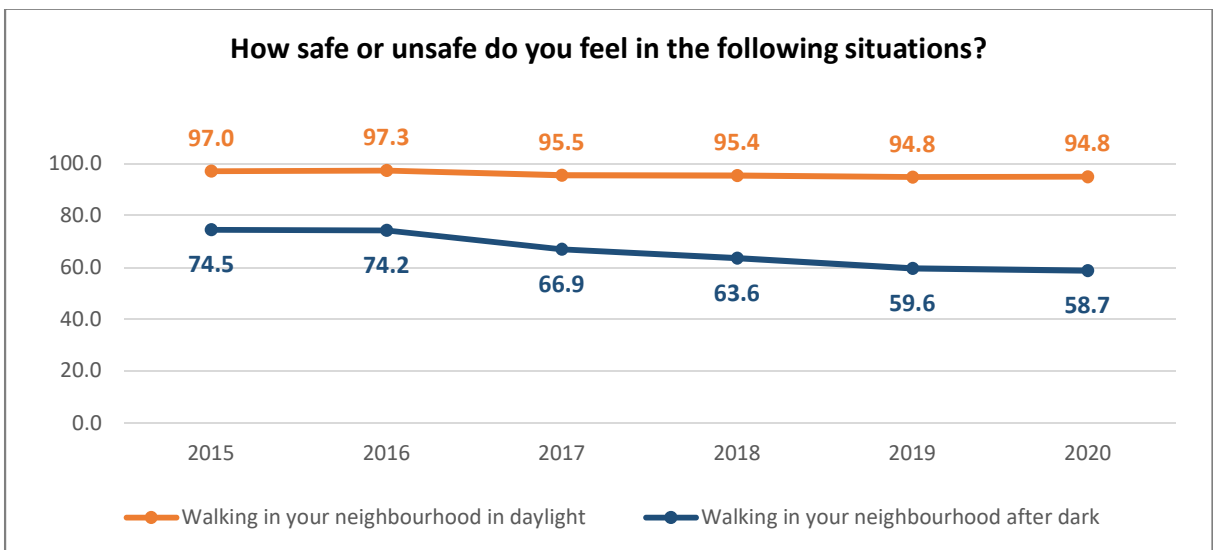
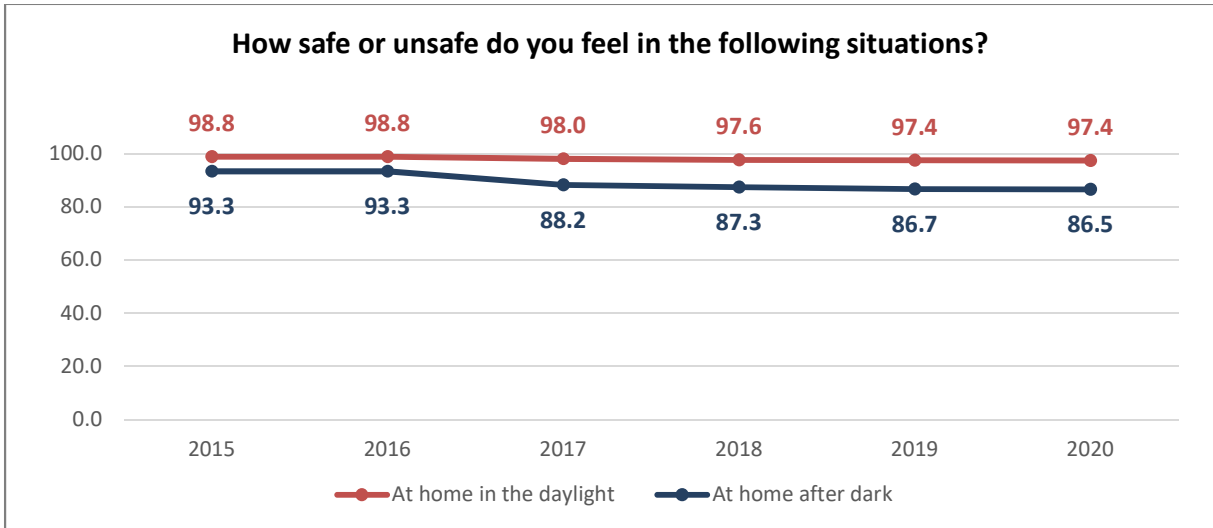
	No.	%
White - Welsh/English/Scottish/Northern Irish/British	2646	86.8
White - Any other white background	135	4.4
White - Irish	42	1.4
Asian/Asian British - Indian	22	0.7
Any other ethnic group	28	0.9
Asian/Asian British - Any other	7	0.2
Mixed/Multiple Ethnic Groups - White and Black Caribbean	7	0.2
Asian/Asian British - Chinese	6	0.2
Mixed/Multiple Ethnic Groups - White & Asian	19	0.6
Black/African/Caribbean/Black British - African	8	0.3
Mixed/Multiple Ethnic Groups - Any other	11	0.4
Asian/Asian British - Pakistani	8	0.3
Black/African/Caribbean/Black British - Caribbean	8	0.3
Arab	4	0.1
Asian/Asian British - Bangladeshi	5	0.2
White - Gypsy or Irish Traveller	0	0.0
Mixed/Multiple Ethnic Groups - White and Black African	5	0.2
Black/African/Caribbean/Black British - Any other	5	0.2
Prefer not to say	84	2.8
	3050	100.0

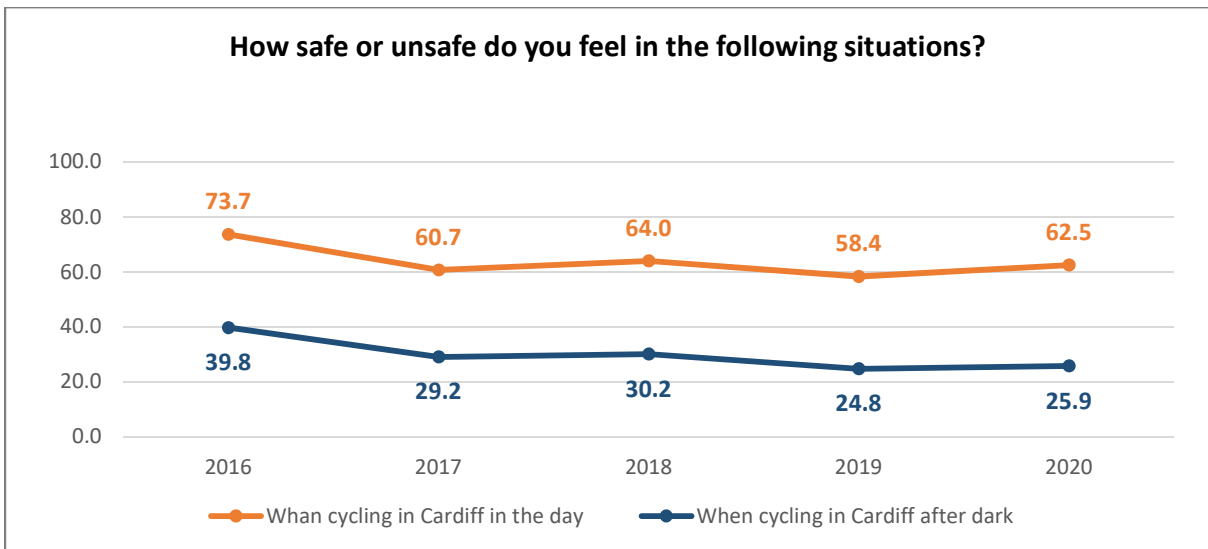
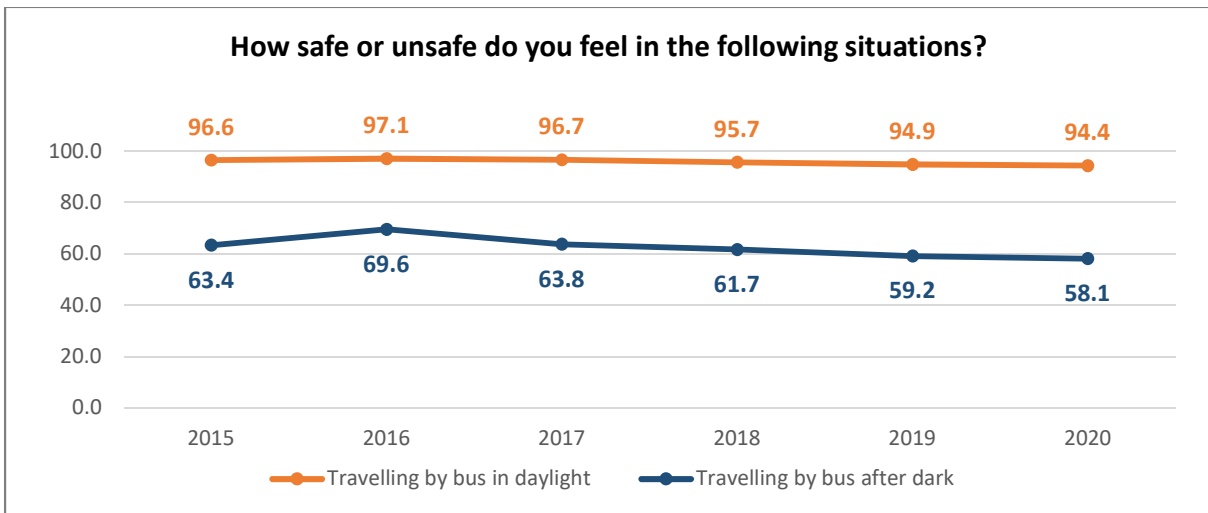
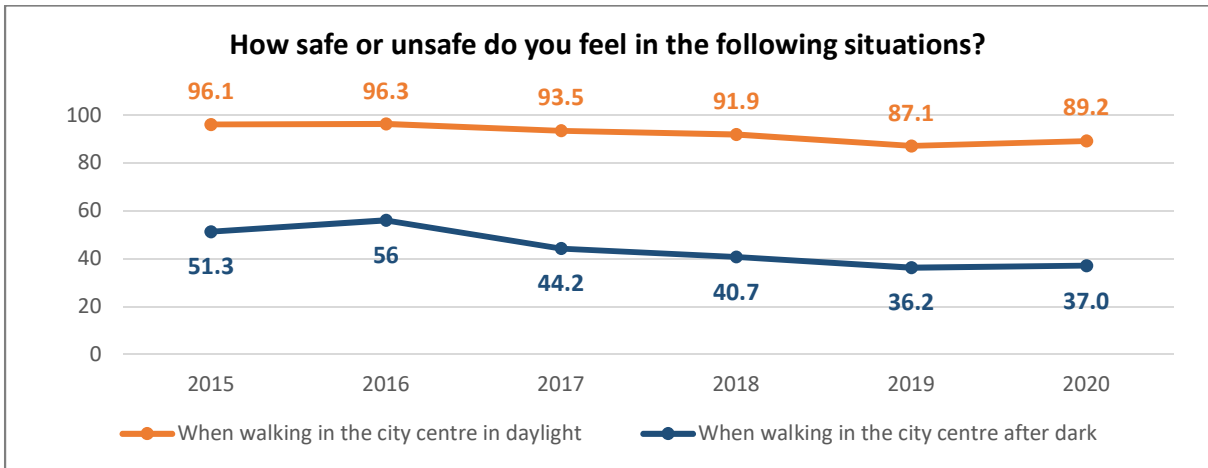
Appendix A - Volunteering

Theme	No.	%	Example Comments
Environment / Parks	33	16.1	<ul style="list-style-type: none"> - Parks and open spaces. - Llanishen reservoir development. - Maintaining parks and outdoor spaces. - Environmentally friendly activities.
Already Volunteering	19	9.3	<ul style="list-style-type: none"> - I am a Rotarian and involved in community activities. - I am already collecting and distributing food to elderly and homeless Charity. - I volunteer for Samaritans & Cardiff humanists.
ASB	12	5.9	<ul style="list-style-type: none"> - Anti-social behaviour forum. - Improving student behaviour in Cathays - noise, litter.
Highways / Roads / Traffic Calming Measures	9	4.4	<ul style="list-style-type: none"> - Traffic calming planning and improvement of cycling access. - I would like to get involved with having a say on speed limits and bike lanes.
Can't commit due to Virus concerns / current health condition	10	4.9	<ul style="list-style-type: none"> - Health issue prevents me. - I wanted to help in charity shop but due to COVID not possible to help.
Planning	10	4.9	<ul style="list-style-type: none"> - Planning applications.
Food	7	3.4	<ul style="list-style-type: none"> - Establishing community food-growing & wellbeing projects.
Council should be providing this service	7	3.4	<ul style="list-style-type: none"> - I pay rates for you to do this.
Animal Welfare	6	2.9	<ul style="list-style-type: none"> - Wildlife support.
Hub / Library	5	2.4	<ul style="list-style-type: none"> - Proposed library in the old CRI chapel, in partnership with UWHB.
Support for the Elderly / Vulnerable	5	2.4	<ul style="list-style-type: none"> - Disadvantaged and vulnerable adult's activities.
Educational Services	4	2.0	<ul style="list-style-type: none"> - Helping adults with English as an additional language - tutoring, supporting learning etc.
Pavement / Road Maintenance	4	2.0	<ul style="list-style-type: none"> - Some kind of tidy up of pathways and areas overgrown with brambles in Grangemoor Park.

Waste / Recycling	4	2.0	- <i>Would like to see structured Keep Tidy groups in each ward.</i>
Sports	3	1.5	- <i>Sports development for socially deprived areas.</i>
Music Services	3	1.5	- <i>Community choir</i>
Housing	3	1.5	- <i>The allocation of social housing to problem families - to have a say over this as a community.</i>
Money	3	1.5	- <i>As I have a lot of financial experience I would like to mentors families on how to match income with expenditure.</i>
Misc.	66	32.2	- <i>I'm moving away from Cardiff in a few weeks.</i> - <i>I might be interested in some of these activities - but you need a box 'would like to know more'</i> - <i>Please consult more fully before changing traffic systems e.g. closing Castle St to cars.</i> - <i>Taking the council to court to force them to stop discriminating against the disabled by closing roads in Cardiff and limiting parking spaces in local shopping areas preventing disabled people from remaking independent in their travel.</i>
Total	205	-	

Appendix B - Community Safety: Trends





Appendix C – Community Safety: Reasons for Feeling Unsafe

When at Home

Theme	No.	%	Example Comments
Anti- Social behaviour	122	36.0	<ul style="list-style-type: none"> - <i>Anti-social behaviour in the immediate vicinity, drug dealing and taking. Large groups of young people collecting at night, all night with no police affirmative action.</i> - <i>Local anti-social behaviour.</i> - <i>Anti-social behaviour and no street patrols.</i> - <i>I live by a shop full of anti-social behaviour.</i> - <i>Anti-social behaviour from children in my street and their parents verbally abuse anyone who ask them to stop trying to get into my garden, knocking the doors and generally making me anxious.</i>
Level / Risk of burglary(s)	85	25.1	<ul style="list-style-type: none"> - <i>Too many burglaries in the neighbourhood.</i> - <i>Been burgled 3 times.</i> - <i>Risk of burglary.</i> - <i>I know that people have been breaking into homes in the area.</i> - <i>There have been a few break-in's around the surrounding areas which make you feel a bit unsafe.</i>
Gangs / Youth	67	19.8	<ul style="list-style-type: none"> - <i>There are gangs of young people that hang around the neighbourhood. At night is when the neighbourhood comes alive as soon as it is dark.</i> - <i>Gangs of youths in street.</i> - <i>A lot of ASB and gangs of youths.</i> - <i>Still lots of groups that gather. Quite intimidating.</i> - <i>Appears to be gangs of young boys hanging around and going into people's gardens, they appear quite intimidating.</i>
Drink / Drug related problems	49	14.5	<ul style="list-style-type: none"> - <i>An influx of cannabis smokers outside my house.</i> - <i>Drug dealers and gangs on streets.</i> - <i>Loads of drunk people, walk up my street.</i> - <i>Drunken people using the pub next door to me have been known to cause trouble in my street and if I ever raise concerns about noise they have turned on me in past.</i>
Crime Rate	47	13.9	<ul style="list-style-type: none"> - <i>Crime rate and lack of police.</i> - <i>I live in an area that has a high crime rate due to its transient population. Opportunist crimes and bogus callers are a concern.</i>

			<ul style="list-style-type: none"> - Crime is on the rise and many homeless and drug users in Cardiff are opportunistic thieves which the council does nothing to address. - Rise in crime and incidents.
Lack of police presence	34	10.0	<ul style="list-style-type: none"> - No <i>VISIBLE</i> policing. - Never see police patrolling only if there has been an incident. - Lack of law in force enforcement.
Car Crime / Bikes / e-scooters	33	9.7	<ul style="list-style-type: none"> - Anti-social behaviour, drug dealers, smashed glass, horse and carts driven fast up and down footpaths, scooters, loud music, fireworks. - I have had my car tyres slashed eggs thrown at property and when complied threatened by parents. - Aware of car crime & burglaries.
Previous incidents	31	9.1	<ul style="list-style-type: none"> - Have had front door kicked open more than once so had extra front door installed - making 2 front doors/much of our property stolen by workmen and women, e.g. cleaners and plumbers etc. - I have had my car and home broken into several times at multiple addresses in Cardiff. - Recent assault on doorstep.
Live on my own / vulnerable	26	7.7	<ul style="list-style-type: none"> - As an elderly couple we do not like to answer the door after dark as we cannot see who is there. - I live alone and on a ground floor apartment. It would be easy to break in but as I rent, there's nothing I can do. - I am a vulnerable person over 70.
Fraudulent cold callers / Intruders	22	6.5	<ul style="list-style-type: none"> - Rogue traders and cold callers. - We often have people knocking on our door, high, asking for money and I worry about the safety of my cars. - There are many reports of people knocking doors demanding money or cold callers and fake cold callers casing for their next job.
Neighbour issues	17	5.0	<ul style="list-style-type: none"> - My neighbour has schizophrenia and I live in fear he might become aggressive towards me. - Anti-social behaviour of neighbour and neighbours visitors.
Lanes / Alleyway Problems	13	3.8	<ul style="list-style-type: none"> - The lane that runs alongside my property has a lot of drug dealing and people hang around.
Serious Crimes	10	2.9	<ul style="list-style-type: none"> - One murder. One very bad stabbing. Drugs.
Problems with Shared property's	10	2.9	<ul style="list-style-type: none"> - I live in flats with my 4 yr. old so have no control over who is in my communal hallway.

Fly Tipping / Littering	7	2.1	<ul style="list-style-type: none"> - Students have no respect - constantly being woken up through the night by abusive and inconsiderate students - peeing on my front door damaging my car/property - Litter/ripped bins are disgusting.
Misc.	41	12.1	<ul style="list-style-type: none"> - Because so many are getting so desperate now. - Not knowing who is in my community, there is no community spirit. - UK media makes me feel that way. - 80 percent of Cardiff is rough.
Total	339		-

When Walking in my Neighbourhood

Theme	No.	%	Example Comments
Gangs / Youths	433	37.5	<ul style="list-style-type: none"> - Youth of today are intimidating. - There are regularly large groups walking around and loitering who make me feel unsafe. - There are often gangs of people. - Big groups of youths, anti-social behaviour on cycles and scooters. - Only when dark, there are young people who congregate around, there is a bit of drug dealing that goes on locally.
Anti-social behaviour	301	26.1	<ul style="list-style-type: none"> - Antisocial behaviour after dark. - Rising levels of anti-social behaviour, combined with 'Covid' binge drinking. - Anti-social behaviour and a complete dis-regard for the law and common sense. - Risk of antisocial behaviour. - Due to lack of police and poor youth behaviour.
Lighting / In the dark	237	20.5	<ul style="list-style-type: none"> - I wouldn't feel comfortable walking on my own in the dark. - I said 'After Dark'. However, age and infirmity precludes leaving the house on foot after dark. - Lighting is not that good. - Street lighting although reasonable does cast long shadows over footways where vehicles are parked. - Only in the dark because the lighting is not great and there are many trees which cast shadows.
Drug related problems	218	18.9	<ul style="list-style-type: none"> - Often people dealing drugs. - Some parts are fine, especially where I live but there are areas where you know drug selling and youths hang out, who are involved in this and can be very intimidating.

			<ul style="list-style-type: none"> - Drug takers and sellers frequent areas after dark. I was once tracked by a helicopter because it thought I was a criminal, all the way from the bus stop to my home and it hung around my house. - Drug deals in the car park behind Cowbridge Road. - Drug dealers and shady characters, my daughters have been followed.
Feel Unsafe / Vulnerable	181	15.7	<ul style="list-style-type: none"> - Areas around Butetown and Cardiff Bay are dark and alley ways so wouldn't feel safe on my own. - I wouldn't feel comfortable walking on my own in the dark. - As a woman I'm conscious of my vulnerability. - It can be dark outside of the main streets. As a gay man I'm always a little conscious of who's around, although I'm probably being paranoid! - As an older person I just feel more vulnerable if people who have been drinking gather together or streets are not well lit.
Level of Crime / Serious Crime / Previous experience	161	13.9	<ul style="list-style-type: none"> - A woman was recently mugged on my street near to my house and threatened with a knife. - There have been incidents of violence around my property in recent years. It seems to have increased. - There have been reports of assaults on young women in the area in the past year. - I am in a number of Cardiff running groups and have heard of robberies in the area - Roath and Taff trail in particular. - Have been attacked before so always nervous.
Fear of assault / Intimidation	158	13.7	<ul style="list-style-type: none"> - In case anyone try's to rob me or unpredictable people on drugs. - Lots of intimidating young men on bikes (I assume dealing drugs). - I worry that I will get mugged as we have experienced vandalism previously. - Gangs of youths displaying anti social and often threatening behaviour. - Feral youths wandering around and intimidating residents.
Neighbourhood	141	12.2	<ul style="list-style-type: none"> - It's south Riverside. Look around you. - Groups of youths congregate outside One Stop shop in Pentwyn - always intimidating. - At night, as I live in Pontcanna, just in front of our flat, sometimes I heard loud noise and shout. Sometimes I fount police car to resolve the situation. - Sections leading to Taff embankment could be better lit as the path runs alongside the river and is very dark.

			<ul style="list-style-type: none"> - I live in Caerau and we are having problems with gangs of teenagers and motorbikes I also live on a busy Rd near 2 pubs.
Inconsiderate drivers / Motorbikes / Cyclists / E-scooters	132	11.4	<ul style="list-style-type: none"> - Motorcycles and bikes on walking paths driving into pedestrians, small scale vandalism, verbal aggression. - Electric scooters on pavement, should be licensed and on road. - Youth on bike scooters etc. anti-social. - Scramble bikes and electric scooters having no regard for pedestrians or drivers. - Too much traffic and a lack of safe pedestrian road crossings in Penylan e.g. the junctions of Penylan Road / Colchester Avenue and Cyncoed Road / Llanedeyrn Road.
Lack of policing / Enforcement	90	7.8	<ul style="list-style-type: none"> - Lack of police presence - never seen them patrolling. - High rate of crime. Lighting poor in certain areas. Lack of visible policing. - Not enough police. - No police presence ever with intruders in gardens.
Drunken behaviour	75	6.5	<ul style="list-style-type: none"> - More people are becoming more drunk, angry & unhappy about their lives. - I have seen many drunks and drug addicts spending time in my street. - Seems to be an issue with large groups drinking outside shops / busy areas.
Unsavory People	62	5.4	<ul style="list-style-type: none"> - Drug dealing in park opposite leading to unsavory characters around. - Too many unsavory characters around. - Unsavory characters roam the streets. These days they tend to carry a knife or two. I would not like to come across these sort of people.
Homeless / Beggars	41	3.5	<ul style="list-style-type: none"> - Too many beggars/homeless wandering about. - Homeless and drug user numbers have increased exponentially. - I live in the city Centre which is full of beggars on drugs. It's getting worse but at least the tents have gone, for now.
Alleyways / Lanes	32	2.8	<ul style="list-style-type: none"> - There are quite a few narrow lanes where which can feel daunting and narrow pavements and speeding cars can also be an issue. - It's full of badly lit paths and subways away from houses. - Gabalfa roundabout underpass is unsafe and there is not enough lighting.

State of surface/pavement/ Overgrown bushes	27	2.3	<ul style="list-style-type: none"> - Poor pavements and afraid of tripping as I cannot see the different levels. - The pavements are in such a condition that I could easily trip and fall. - Not enough lighting, paths where I live very overgrown.
Age / Ability issues	21	1.8	<ul style="list-style-type: none"> - Elderly, unable to cope with what I perceive to be loud and threatening behaviour from people. - I walk with a stick and as such feel vulnerable plus being older now you do become more fearful walking alone at night anyway but I have a Motability car so do not feel trapped in the home.
Knife crime	19	1.6	<ul style="list-style-type: none"> - There have been recent incidents of people being held up at knifepoint in my area.
Litter / Fly tipping	13	1.1	<ul style="list-style-type: none"> - A smashed car left in the street, shrines to dead kids, litter, cars etc. blocking pavements so I have to hobble into traffic etc. etc.
Misc.	66	5.7	<ul style="list-style-type: none"> - Read on next door app of people getting attacked. - The air quality is getting worse. Traffic is increasing. - The only time I walk is with the dog & there is an increase in dog thefts. - Because it's natural during the night. - Too many students that have no respect for property.
Total	1155		-

When Walking in the City Centre

Theme	No.	%	Example Comments
Homeless / Beggars	635	37.2	<ul style="list-style-type: none"> - Too many homeless people harassing me and other people when through Queen Street and St Mary Street. - Homeless harassment for money, open use of illegal substances. - Homeless people everywhere causing hassle to passers-by. - Homeless people begging for money, coming close to you makes you feel very unsafe. - Homeless begging.
Drunken behaviour	607	35.5	<ul style="list-style-type: none"> - Due to drunken behaviour. - Drunk people acting like idiots. - People's behaviour after drinking too much. - Amount of rowdy, intoxicated youngster spilling out onto pavements with disregard of dangers to themselves or others. - After dark there are often gatherings of people outside pubs and clubs who are "worse for wear".
Anti-social behaviour / Intimidation	532	31.1	<ul style="list-style-type: none"> - Lack of Policing, anti-social behaviour, beggars. - Anti-social behaviour. Not helped by the increasingly run down nature of the centre. - People who are drunk/on drugs, anti-social behaviour. - Very often groups of lads can be intimidating. - Intimidated by groups of people at night, especially those who are intoxicated.
Drug related problems	346	20.3	<ul style="list-style-type: none"> - People under the influence of drink and drugs, ignoring COVID19 regs. - There are a lot of drug users hassling for money. - Drunk or high people - threatening behaviour. - Lots of people with drug and mental health issues around. - There has been an increase in anti-social behaviour, particularly drug related, that can be unsettling at night.
Not safe /Fear of assault / Feel vulnerable	345	20.2	<ul style="list-style-type: none"> - After dark I feel vulnerable. - Too many drunks at all times of the day to feel safe at all. - It's my anxiety and paranoia so I don't go there very often and not at all at night. - Bus stop locations mean I have to walk through not well populated areas, which can be un-nerving late in the evening. - I would be concerned there is a higher chance of someone trying to rob from me or attack me in the city centre - though mainly at night.
Lighting / After Dark	246	14.4	<ul style="list-style-type: none"> - Inadequate lighting in places, particularly when parking. - Would not go after dark.

			<ul style="list-style-type: none"> - Atmosphere can be threatening, particularly late at night. - I am uneasy walking in the city at night because when attending a concert or the like, I am usually trying to negotiate the streets at the same time as groups of much younger people are taking ownership of the space around them. - On the odd occasion, I get a coach that drops me off in the centre! There are groups of people hanging around and individuals huddled in doorways, and some areas have dark spots, i.e. little lighting.
Gangs / Youths	209	12.2	<ul style="list-style-type: none"> - Very often groups of lads can be intimidating. - Last time I went into the city centre there were groups of people hanging about and random tents. - Only in dark when groups of youths congregate. - Gangs of adults and young people. Poor lighting. - Lots of gangs hanging around. Increase in the number of homeless people on the streets.
Large volume of people	139	8.1	<ul style="list-style-type: none"> - I don't like crowded places. - Large crowds at night. - I don't feel safe when the streets are especially crowded. In fairness this is a personal feeling and not to do with the actuality of the situation. Cardiff in the main is a friendly city. - Too many people in the centre. - Too many rowdy drinkers.
Lack of policing / Enforcement	130	7.6	<ul style="list-style-type: none"> - Needs more police presence. - Complete lack of police presence, policing by camera is not working. - No police in the area. Need for Marshalls at all taxi ranks in the City centre. - No visible Police presence poor lighting at bus stops no security or police at bus stops. - As with my local area, the police appear to be scarce and ineffective.
Level of Crime / Criminals	97	5.7	<ul style="list-style-type: none"> - Numerous reports of assaults against women - Always hear of trouble in the city centre. - Worried about pickpockets. - Too many people carry weapons these days.
Unpredictable behaviour	74	4.3	<ul style="list-style-type: none"> - The number of drunk people make it an unpredictable environment. - You can not predict how others behave. - People are unpredictable the more there are the higher the level of unpredictability.

Inconsiderate drivers / Motorbikes / Cyclists / E scooters	63	3.7	<ul style="list-style-type: none"> - Zero control in pedestrian areas, with all kinds of vehicles travelling at speed through them, again no police. - Because of the people on bikes/scooters they have no respect for the public and expect you to get out of their way. - Cyclists weaving in and out ditto Taff Trail...they are a dangerous menace.
COVID concerns / Social Distancing	58	3.4	<ul style="list-style-type: none"> - Because of Covid-19. Before that I felt very safe. - Some people not following social distancing and mask wearing rules. - People don't heed Covid social distancing.
Unsavory Characters	57	3.3	<ul style="list-style-type: none"> - There are a lot of unsavory characters hanging around especially in vacant premises. - Too many unsavory characters hanging around. - City centre attracts all sorts of shady characters and in the evening they outnumber regular passer-by's.
Deserted / Quiet areas	50	2.9	<ul style="list-style-type: none"> - City centre can be like a ghost town apart from St Mary St which is like the Wild West. - In the dark I would avoid certain areas i.e. going under the tunnels by city hall. - Not all places are well lit, train stations feel quite lonely.
Age / Ability	30	1.8	<ul style="list-style-type: none"> - I am too old to walk around Cardiff in the dark. - My wife and I are unstable on our feet and could be easily bumped over.
Poor Upkeep / Rough	24	1.4	<ul style="list-style-type: none"> - You have turned the city centre into a mixture of a building site and post-commercial wasteland
Knife crime	8	0.5	<ul style="list-style-type: none"> - Lots of shop areas for people to lurk in, fatal stabbing of Matalan employees still worrying.
State of surface/pavement	6	0.4	<ul style="list-style-type: none"> - The pavements are uneven particularly Queen Street. Difficult to park blue badge bays seem to be difficult to get to or are disappearing.
Taxi Concerns	4	0.2	<ul style="list-style-type: none"> - Drunks /beggars / homeless people / lighting. Taxis won't take me home as I am in Canton and not worth their while.
Misc.	76	4.4	<ul style="list-style-type: none"> - Press on attacks. - Irrational fear of terror attacks. - I don't know City centre any more, I would easily get lost. - Lack of affordable public transport. - Don't like the city centre.
Total	1708		-

When Travelling by Bus

Theme	No.	%	Example Comments
Anti-social behaviour / Intimidation	273	31.3	<ul style="list-style-type: none"> - Anti-social behaviour occasionally. - When I have travelled at night, a while ago now, there have always been drunks, rowdy ones, or groups of youths swearing. - Anti-social behaviour on buses is frequent. - I also do not use the bus in the night, I would not want to be in an enclosed space with the potential for antisocial behaviour to take place. - Similar to the above, I have seen a lot of anti-social and intimidating behaviour on buses in Cardiff and this puts me off getting the bus.
Fear of assault / Feel vulnerable	189	21.7	<ul style="list-style-type: none"> - A feeling of vulnerability. - Behaviour of some people on bus, have experienced people smoking drugs on bus, and been threatened when I spoke to them. - At night there have been a couple of occasions when other commuters have made me feel unsafe and uneasy. - I always feel vulnerable enclosed on public transport. - I personally just don't feel safe as a young women on my own at night on public transport.
In the Dark / At night	155	17.8	<ul style="list-style-type: none"> - At night if on my own I wouldn't feel safe on a bus / train. - Only after dark. It's ok in the daytime. - At night I feel that trouble may start at any time. - The times I've used the bus after dark I've witnessed drunk people being abusive to other passengers or the driver. - Don't mind in the day. I do not catch a bus at night.
Drunken behaviour	143	16.4	<ul style="list-style-type: none"> - Drunk people on buses, anti social behaviour. - Only after going to the theatre etc. Not the fault of the bus company but not pleasant to be on a bus with people who have clearly had too much to drink. - A lot of drunks get on buses as well as feral youths. - Groups of people or people drinking particularly in the evenings - just feels too risky. - Too many people who are inebriated and abusive.
COVID Concerns	142	16.3	<ul style="list-style-type: none"> - Because of Covid-19. Before that I felt very safe. - Sometimes idiots on the bus and mask wearing is certainly not being universally adhered to. - Exposure to Covid. - Well at the moment that is because of Covid but in normal times I find the bus drivers excellent and considerate of older people.

			<ul style="list-style-type: none"> - I don't want to be in an enclosed space during a pandemic.
Lack of policing / Control	88	10.1	<ul style="list-style-type: none"> - Bus drivers don't have any control over violent passengers. - Because bus drivers are not policeman and I would have to rely on kindness if either passengers if there were an incident. - The drivers won't challenge bad behaviour by other passengers. - The bus drivers do not stop verbal abuse or enforce mask wearing.
Unsavory/unpredictable characters	65	7.5	<ul style="list-style-type: none"> - Unsavory characters on public transport at night. - Unpredictable individuals are often on buses. - Too many unsavory characters on bus. - At night - unsavory characters use bus services, reluctance by drivers to sort the matter - no security.
Gangs / Youths	55	6.3	<ul style="list-style-type: none"> - Late evening buses passing through certain areas of the city. And the youths boarding and the bus in those areas. - Drunks and gangs of kids swearing, throwing things and generally being intimidating. - Kids messing around at the back.
Lone Travel concerns	41	4.7	<ul style="list-style-type: none"> - Don't like being on my own on a bus. - Just not comfortable on my own on the bus in the evenings. - Fine in daytime but won't travel alone at night.
Walking to and from bus	37	4.2	<ul style="list-style-type: none"> - Our only bus service entails walking across the park. Not something I wish to do after dark. The bus is only one an hour and bus stops are often rowdy places at night. - Public transport is too sparse, which means waiting long times at bus stops alone (which makes me feel like a vulnerable target), and also there are no bus routes that are accessible from my home without a considerable walk to/from the bus stop (again, not something I feel safe doing). - There are limited bus routes and it means a 10 minute walk from the route to my home.
Drug related problems	37	4.2	<ul style="list-style-type: none"> - People high on drink or drugs. - Night time alcohol and drug fuelled people. - Drug users on public transport.
Other People	36	4.1	<ul style="list-style-type: none"> - Don't trust people. - Other bus users unknown and on bus together. - At times other passengers.
Do not use Buses	34	3.9	<ul style="list-style-type: none"> - Don't travel by bus.

			- I don't travel on buses often.
Poor service/ facilities i.e. bus stops / lighting	29	3.3	- Some bus stops isolated, vandalised and not enough lighting. - The service is poor.
No. of people using buses (too few - too many)	27	3.1	- Not many people on the bus. - Don't like crowds.
Level of Crime / Perception	25	2.9	- Due to my job I am aware of criminal activity in the city centre. - Stories of abuse on buses.
Cleanliness	20	2.3	- Buses are a hotbox of germs. - Don't think they're very clean environments.
Reliability	19	2.2	- Buses do not always turn up. Left standing waiting multiple times.
Frequency	16	1.8	- No regular bus services and have to walk.
Do not use service at night	16	1.8	- I no longer use a bus at night.
Homeless / Beggars	15	1.3	- Homeless people tend to wait by bus stops to beg.
Bad experience with drivers	10	1.1	- The drivers are lunatics.
Age / ability	10	1.1	- As a disabled person I do not find it easy.
Confined space	9	1.0	- Because it is difficult to evade a threatening situation in the enclosed environment.
Knife crime	3	0.3	- Again there are so many more people doing drugs and carrying weapons.
Misc.	38	4.4	- Air quality on them is poor. I do not like being driven by someone else. - Can't stand on a moving vehicle. - The busses are uncomfortable and bumpy to travel on, especially over the traffic calming humps.
Total	872		-

When Cycling

Theme	No.	%	Example Comments
Dangerous/Inconsiderate Drivers / Volume of traffic	728	47.0	<ul style="list-style-type: none"> - <i>Dangerous drivers. Too much motor traffic traveling too fast and too close.</i> - <i>Inconsiderate Car drivers! (Well done Cardiff for slowly increasing safe and segregated cycle paths).</i> - <i>Other road users tend to very much ignore cyclists, it's common, and causes accidents.</i> - <i>The volume of motor vehicles and the way some people drive. I'm an experienced and confident cyclist but feel I have to avoid roads where I can, especially busy ones.</i> - <i>Drivers are very careless of cyclists in Cardiff. They often fail to stop at designated crossings and I've almost been hit several times</i>
Lack of dedicated cycle infrastructure - Cars parking in them, too narrow	521	33.6	<ul style="list-style-type: none"> - <i>The cycle network is not developed sufficiently in Cardiff.</i> - <i>Poor cycle infrastructure, cycle lanes that cars park in.</i> - <i>Lack of joined up cycling infrastructure - there are good sections but they don't form a network.</i> - <i>Although I have observed some improvements around the City Centre, I still think there needs to be a better infrastructure to ensure road cycling is safer.</i> - <i>I understand there are ongoing improvements to cycling in the city, but the cycling network does not come close to my house, meaning I would have to cycle on roads amongst traffic.</i>
Its Unsafe/ Dangerous	224	14.5	<ul style="list-style-type: none"> - <i>Just isn't a safe city to cycle in.</i> - <i>Unsafe in general cycling on the roads</i> - <i>Have you ridden a bicycle on a Cardiff road? It's totally unsafe. I wouldn't take my children on the roads for some time and we only do this in parks</i> - <i>Roads are dangerous.</i> - <i>It safer to dive into a lake full of alligators than cycle in Cardiff.</i>
Lighting/ Visibility	170	11.0	<ul style="list-style-type: none"> - <i>Just lighting, visibility ensuring others see you.</i> - <i>Street lighting can be poor in areas.</i> - <i>Just general worries about being seen.</i> - <i>Taff trail from Danescourt through to Cardiff central not very well lit so unable to cycle after dark.</i> - <i>More difficult for traffic to see cyclists and cycle lanes can be less well lit than roads.</i>
At night / Dark	155	10.0	<ul style="list-style-type: none"> - <i>Too many potholes that you cannot see in the dark.</i> - <i>I am too old to be cycling anywhere in the dark.</i> - <i>On cycle lanes it is fine but on roads it is always more risky after dark for pretty obvious reasons.</i>

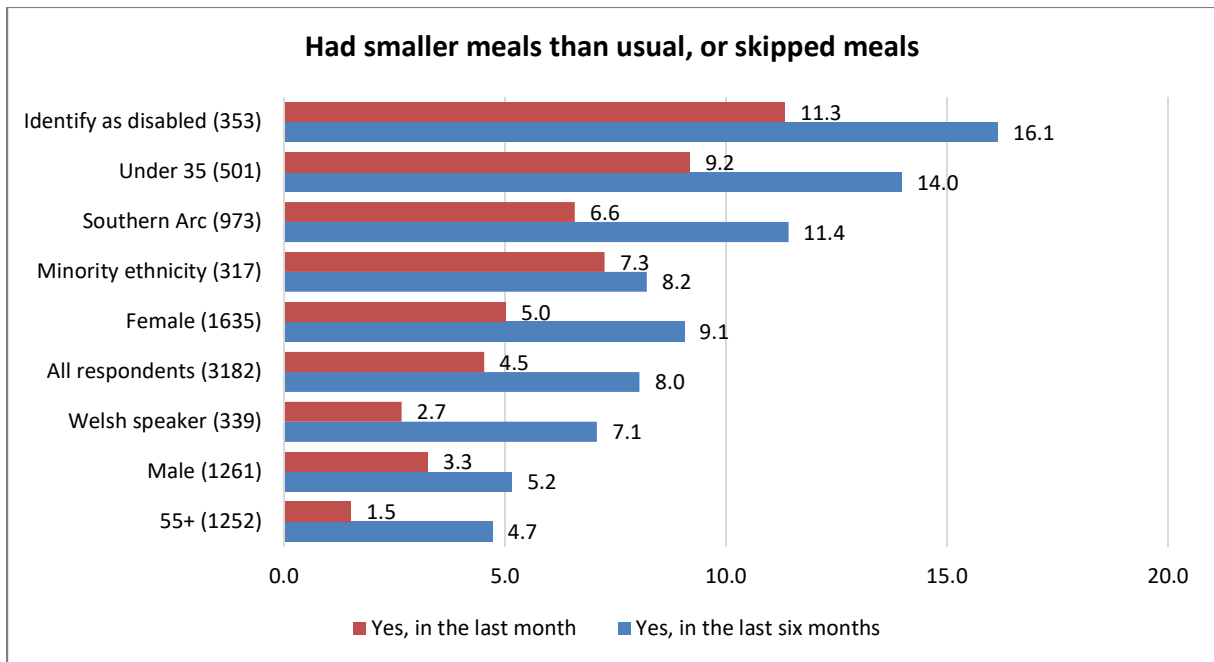
			<ul style="list-style-type: none"> - Because at night cars seem more likely to drive recklessly, and even in high vis/reflective gear don't always pay attention to cyclists. - Roads are unsafe after dark.
Feel vulnerable - fear of assault	152	9.8	<ul style="list-style-type: none"> - The Taff Trail is unlit in parts and makes me feel vulnerable. - I'm very conscious of people who may want to steal the bike or kick me off just for a laugh. - Fear of confrontation with motorists. - There have been reports that people have been robbed while cycling. - I have heard of a number of robberies in the area and feel a bike would put me at greater risk.
Road conditions	152	9.8	<ul style="list-style-type: none"> - Condition of the roads and the way others - cars, taxis and buses drive. - Atrocious road surface conditions; appalling and undisciplined vehicle drivers; excessive speed of vehicles; size of vehicles. - Roads are in such a poor state of repair. - The road surfaces are dreadful for cycling, you could set up a web page where keen cyclist can report dreadful road surfaces. - The state of the roads are not good. Where work, e.g. laying pipes, gas work etc. have been undertaken, the repairs and resurfacing following this work has not been done to a good enough surface resulting in uneven surfaces which is dangerous when travelling by bike.
Criminal behaviour / Bike Crime	147	9.5	<ul style="list-style-type: none"> - There's been an increase in theft of bikes in Cardiff lately. - I work for the police and am aware of robberies of people on bikes and by people on bikes and now e-scooters. - I have been assaulted and had two bikes stolen in the last 2 years. - There's been an increase in theft of bikes in Cardiff lately. - Lack of safe cycle lanes. Highest bike crime rate outside London. Homeless roaming streets looking for bikes and no secure bike parking.
Don't cycle	119	7.7	<ul style="list-style-type: none"> - Do not cycle, used to but roads too busy, do not have confidence. - I don't have a bicycle because I think that the traffic on the roads makes cycling dangerous. - Too many cars with drivers going too fast and being cut up, mainly on the major roads. I gave up cycling because of this some years ago, though things have improved in recent years gradually there is still a long way to go. - I don't currently cycle as the roads near my house (Oakfield St / princes St) do not feel safe. Constantly

			<i>through the day people drive at speeds way in excess of the 20mph limit.</i>
Anti-social Behaviour	94	6.1	<ul style="list-style-type: none"> - <i>Anti-social behaviour, speeding drivers, cyclists without lights.</i> - <i>There are insufficient cycle lanes, too much dangerous and illegal parking and a mass of poor drivers that make cycling extremely confrontational and dangerous in Cardiff.</i> - <i>People not adhering to social distancing, showing anti-social behaviour/drunk. Lack of cycle lanes.</i> - <i>Feel safer cycling than walking through Cardiff. I've had a car full of idiots come right up behind me pipping horn and heckling when cycling on Park Place.</i>
Inconsiderate Cyclists	58	3.7	<ul style="list-style-type: none"> - <i>There are not enough cycle paths and the cycle paths that exist are too busy and often mixed with walkers, runners and children. A lot of cyclists cycle too fast and are a danger to others.</i> - <i>Shared cycle routes, too many cyclists who feel they should be in the Tour De France, too many cars.</i> - <i>Too many poor/bad drivers on the road and some crazy motor bikers and some other cyclists who think they own the road.</i> - <i>Cyclists are a danger to pedestrians and other road users as they do not obey the Highway Code.</i>
Pedestrians / Dog walkers	40	2.6	<ul style="list-style-type: none"> - <i>Some walkers are hostile to cyclists. And I'm nervous of cycling in traffic as I'm elderly and a bit unsteady.</i> - <i>There are very few protected cycle lanes, and those that there are pedestrians abuse them.</i> - <i>Cars driving very fast. Been knocked over once in last year no help from council or police regarding the matter. Going from one area of Cardiff is crazy. Trails are overloaded with walkers/dog walkers/runners etc. and cyclists. Need to bite the bullet and change the whole system of Cardiff's infrastructure for commuting. Long term aspirations of a greener and more friendly/safe environment need to be thought out as the city is not working. Supposed to be 20 miles per hour but there is no sign of this being taken seriously by drivers.</i>
Not a confident cyclist	35	2.3	<ul style="list-style-type: none"> - <i>I am not a confident cyclist so would feel unsafe at night.</i> - <i>Volume of traffic - I only cycle on separate cycle paths like the Taff Trail. I am not confident enough to cycle on roads in the city.</i> - <i>I'm not 100% confident on a bike.</i>
Gangs / Youths	34	2.2	<ul style="list-style-type: none"> - <i>Groups of gangs continually target cyclists on the Taff trail at night and also around the city.</i>

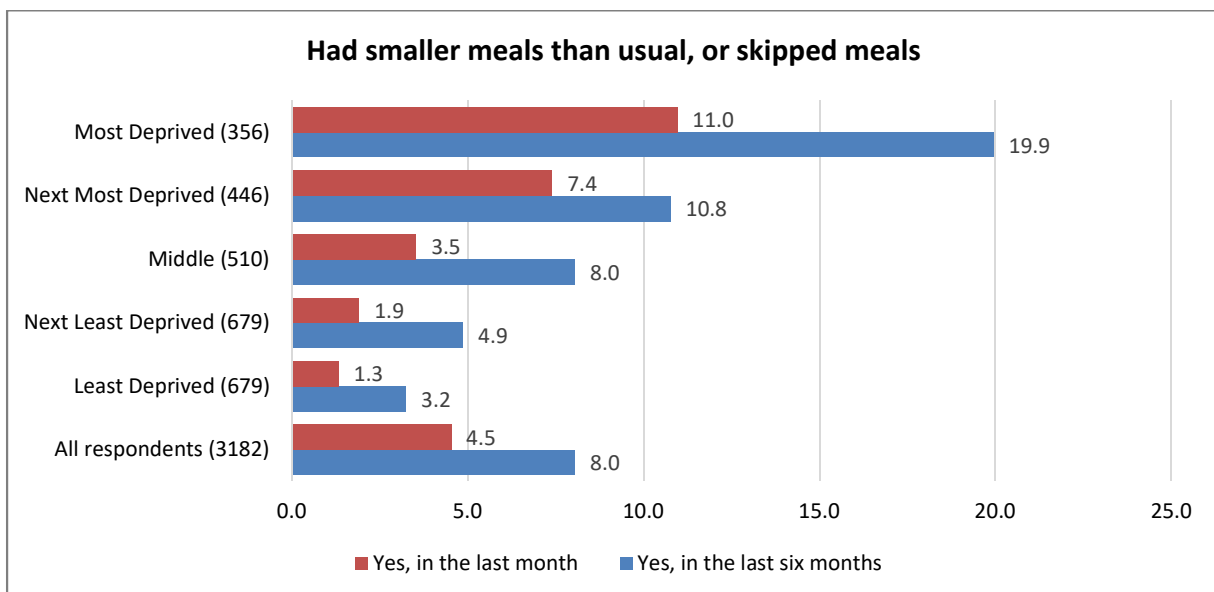
			<ul style="list-style-type: none"> - Groups of youths congregate in the parks and along the Taff trail. - A regular user of the Taff trail and observed issues with gangs attempting to intimidate young cyclists.
Lack of Police / Enforcement	32	2.1	<ul style="list-style-type: none"> - Careless drivers and there is rarely any police presence in Cardiff to deter careless driving (or cycling). - Lack of traffic control measures. Cars consistently ignoring speed limits. - State of roads unable to see potholes no Police.
Age /Ability	29	1.9	<ul style="list-style-type: none"> - Some walkers are hostile to cyclists. And I'm nervous of cycling in traffic as I'm elderly and. Bit unsteady. - As a disabled person I do not find it easy.
Cardiff not suitable to cycle	26	1.7	<ul style="list-style-type: none"> - Cardiff's roads are not suitable for cycling, there are very few dedicated cycle lanes and the roads are in a terrible state of repair. - Old cities do not lend themselves to mixing vehicles and cars.
Cycle Storage	12	0.8	<ul style="list-style-type: none"> - There is nowhere safe to park bikes in city centre. Potholes in the roads are terrible.
Reduce Speed Limits	11	0.7	<ul style="list-style-type: none"> - Volume and speed of traffic on roads. Still Not enough dedicated cycle routes or lanes. Default 20 mph urgently needed.
Misc.	53	3.4	<ul style="list-style-type: none"> - It's a UK-wide cultural / education thing. Cycling isn't seen as normal / healthy as in other European countries. Hating cyclists is something to boast about here, rather than being ashamed of it. - Depends where you're cycling. - I am aware, from a car drivers point of view, of how confusing lights can be at night. - Bikes shouldn't be on the road. - Again just eat etc. delivery riders etc.
Total	1550		-

Appendix D – Food Poverty

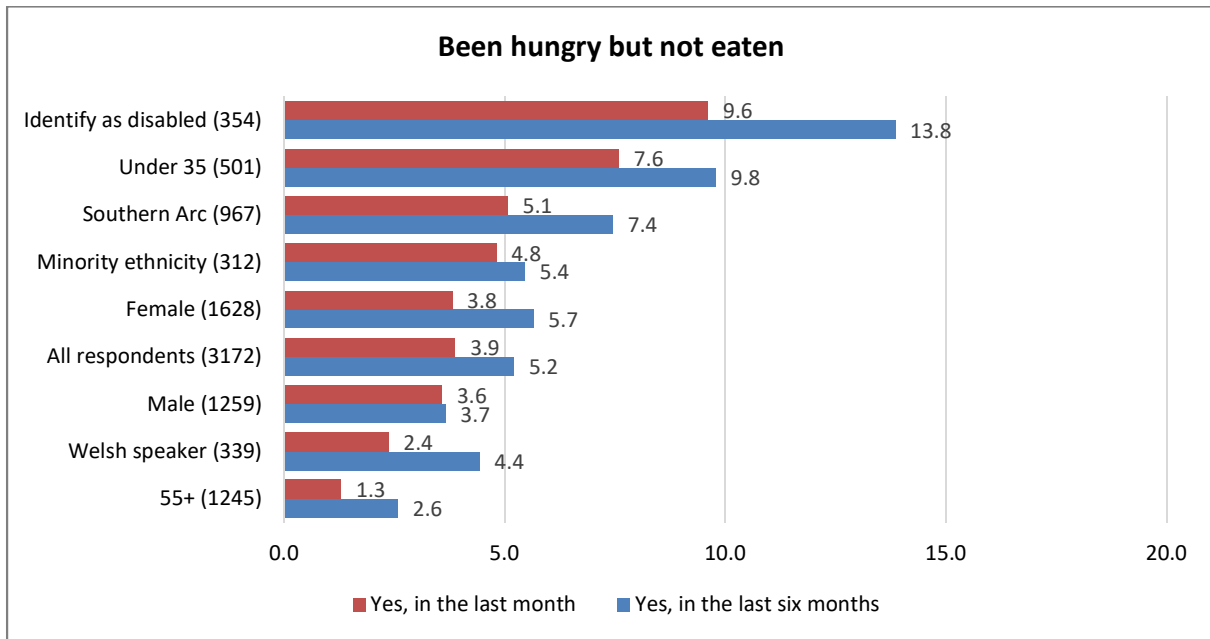
Have you or anyone else in your household done any of the following because you couldn't AFFORD food? Please tick all that apply



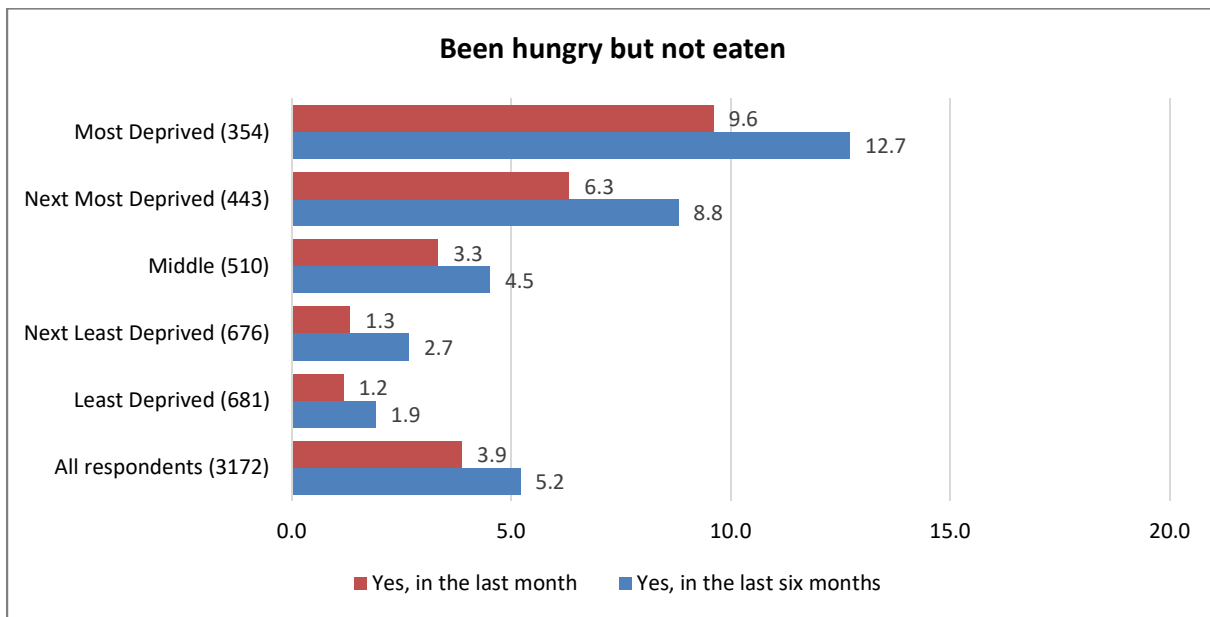
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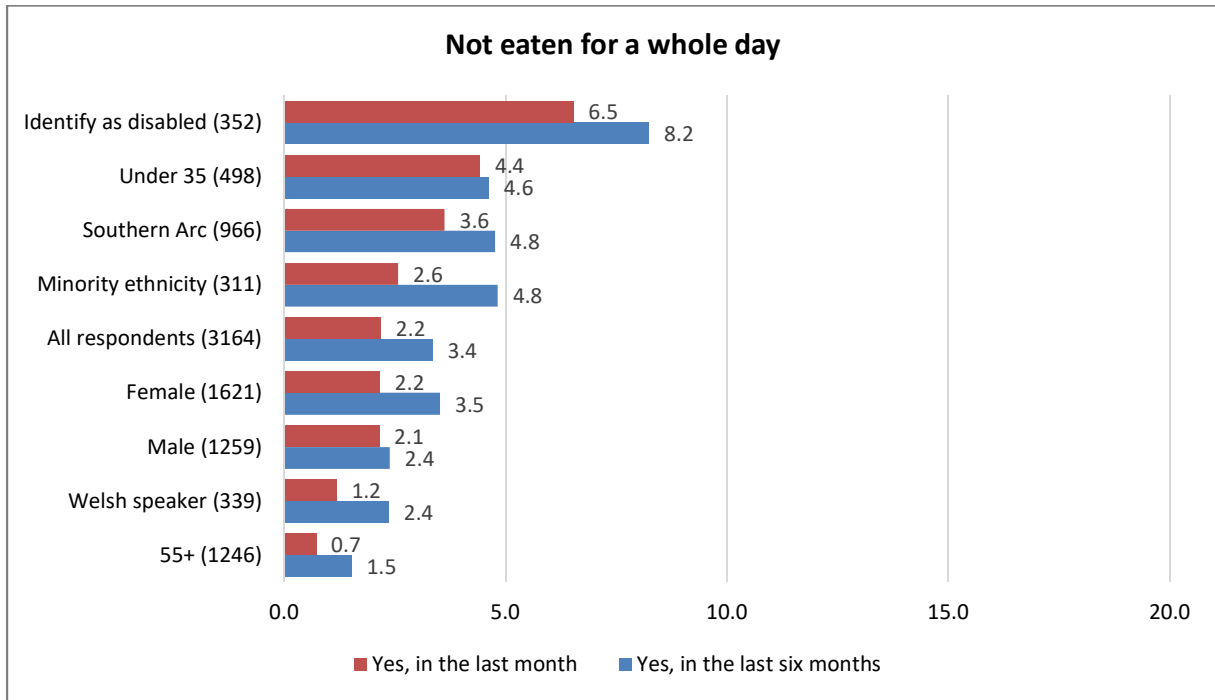
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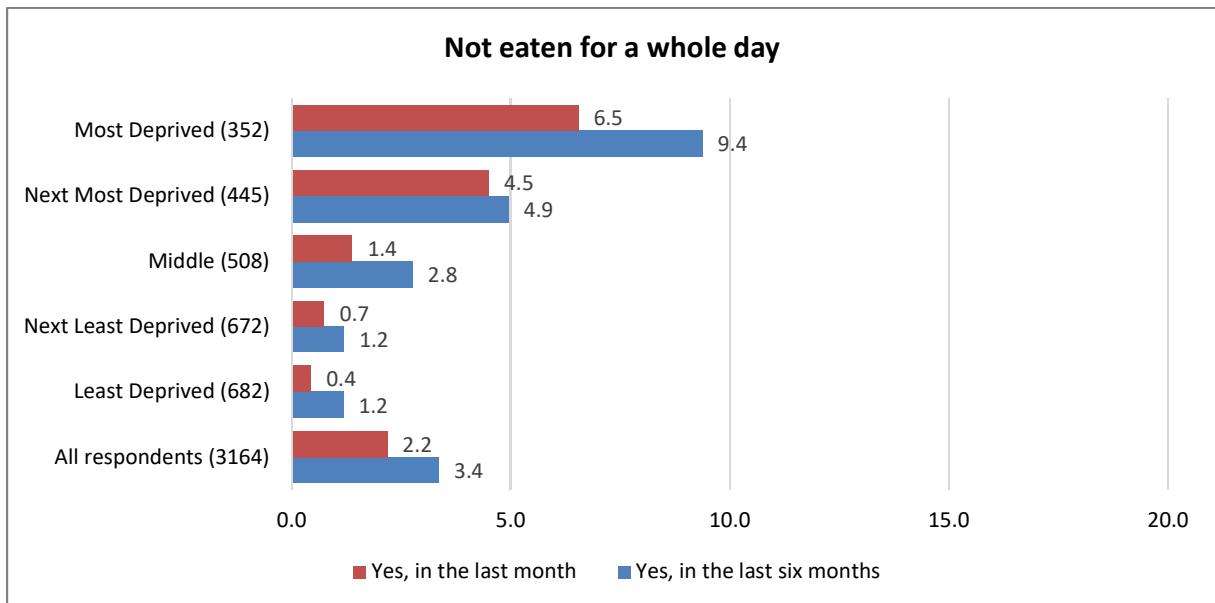
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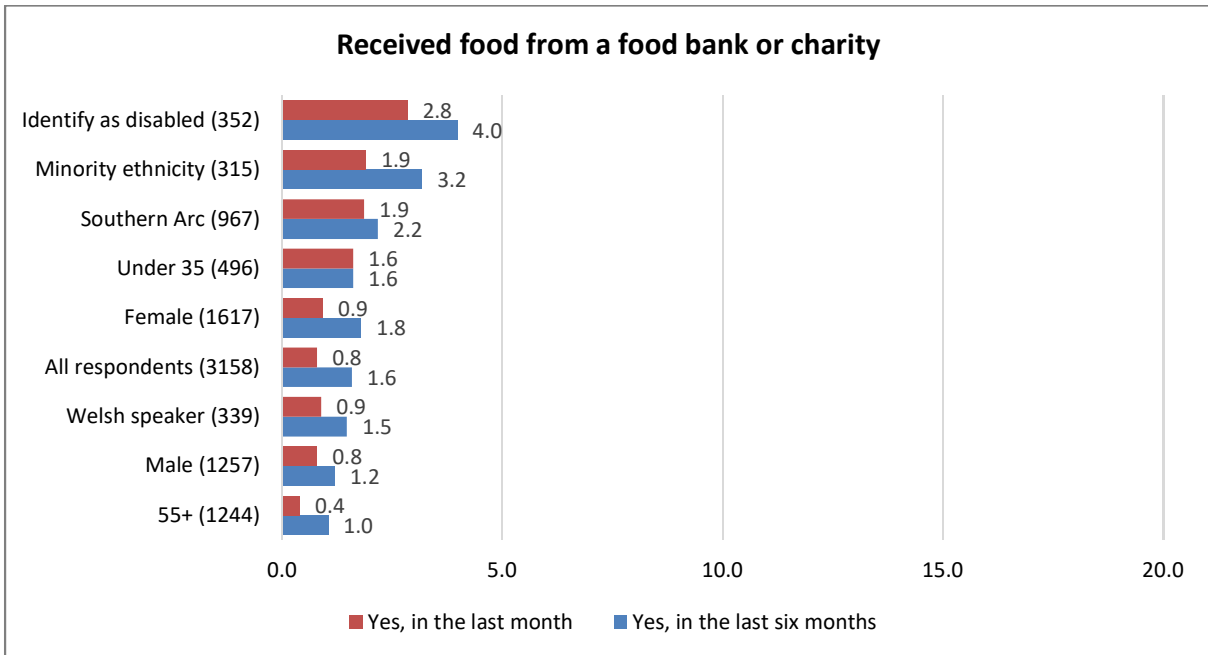
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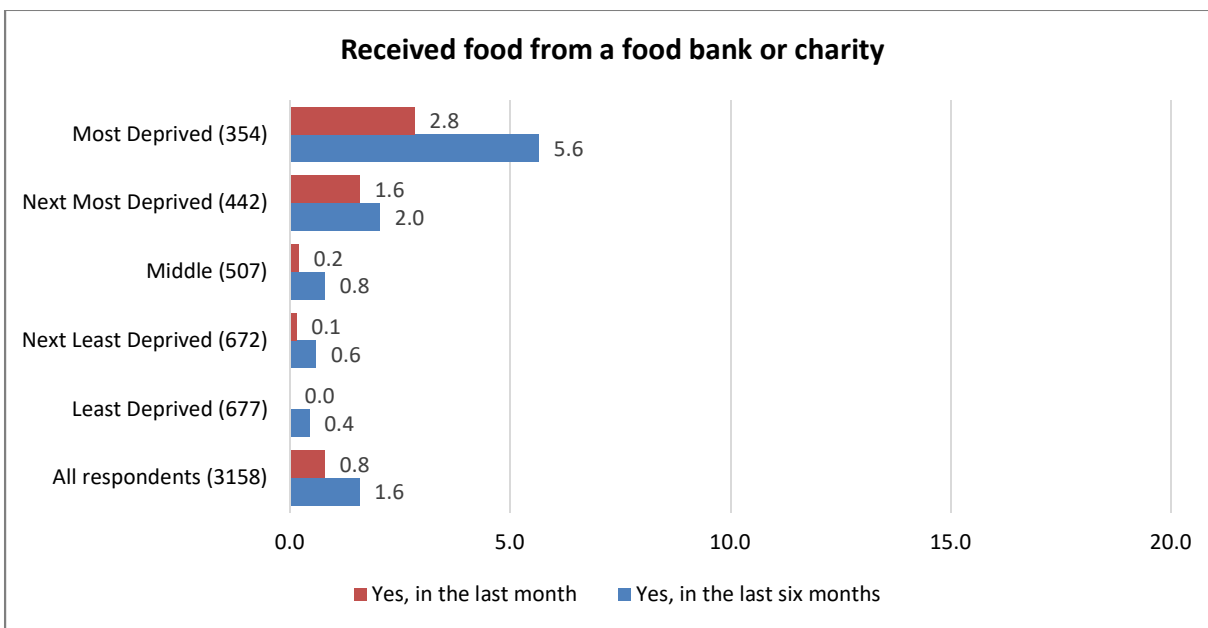
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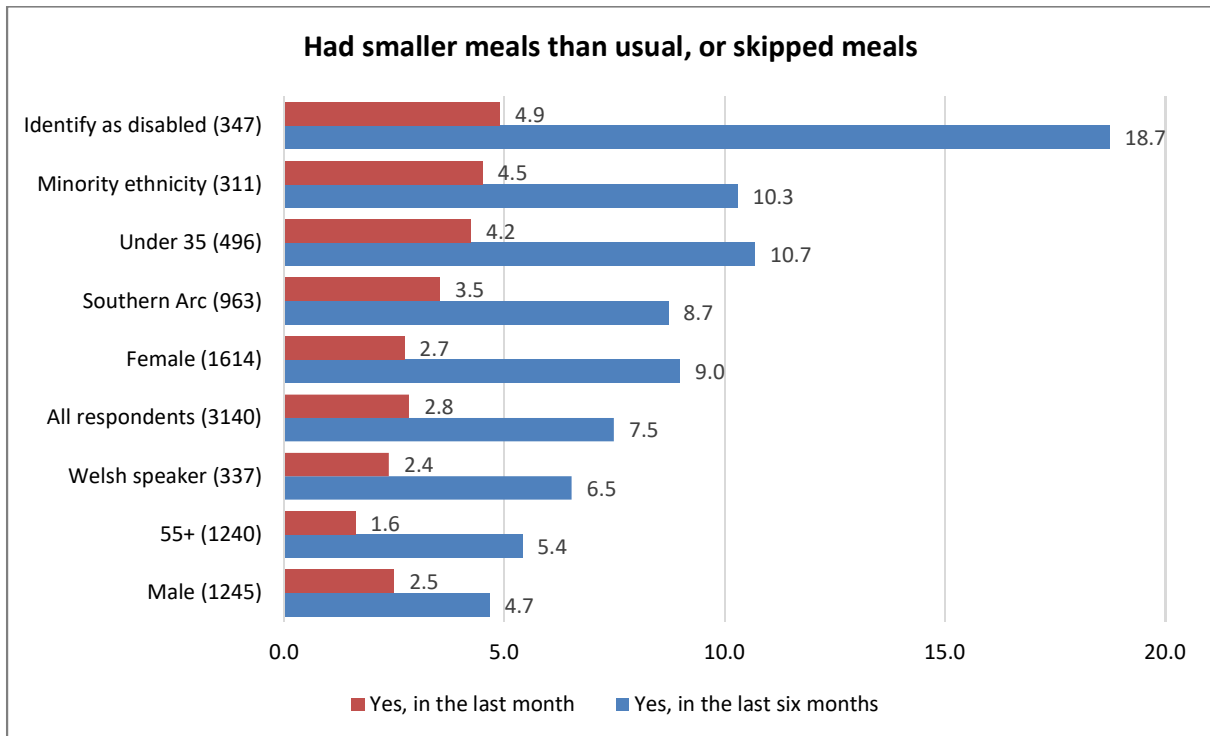


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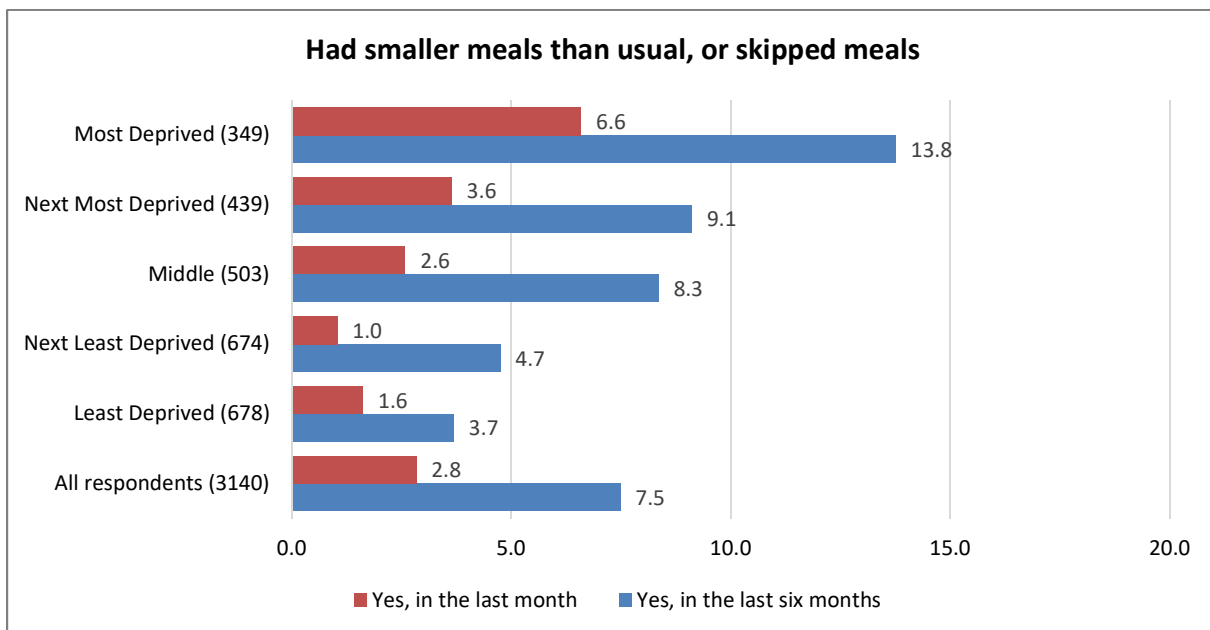


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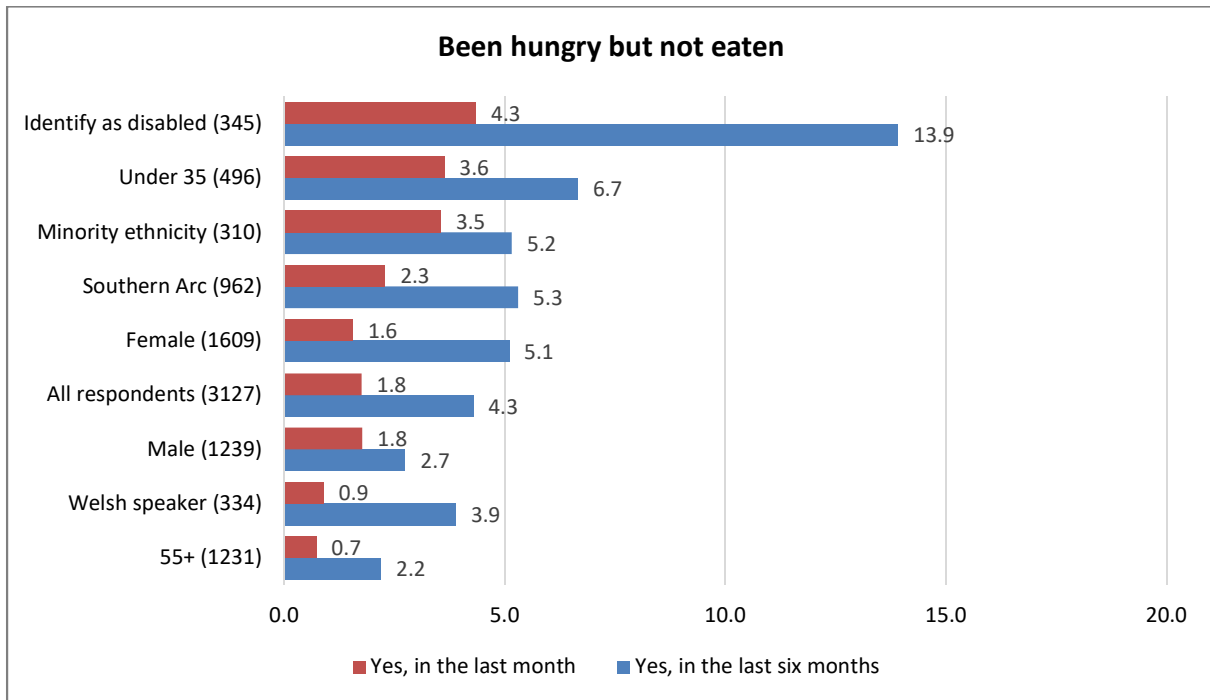
Have you or anyone else in your household done any of the following because you couldn't GET ACCESS to food (e.g. you couldn't get to the shops because you were shielding or self-isolating): Please tick all that apply



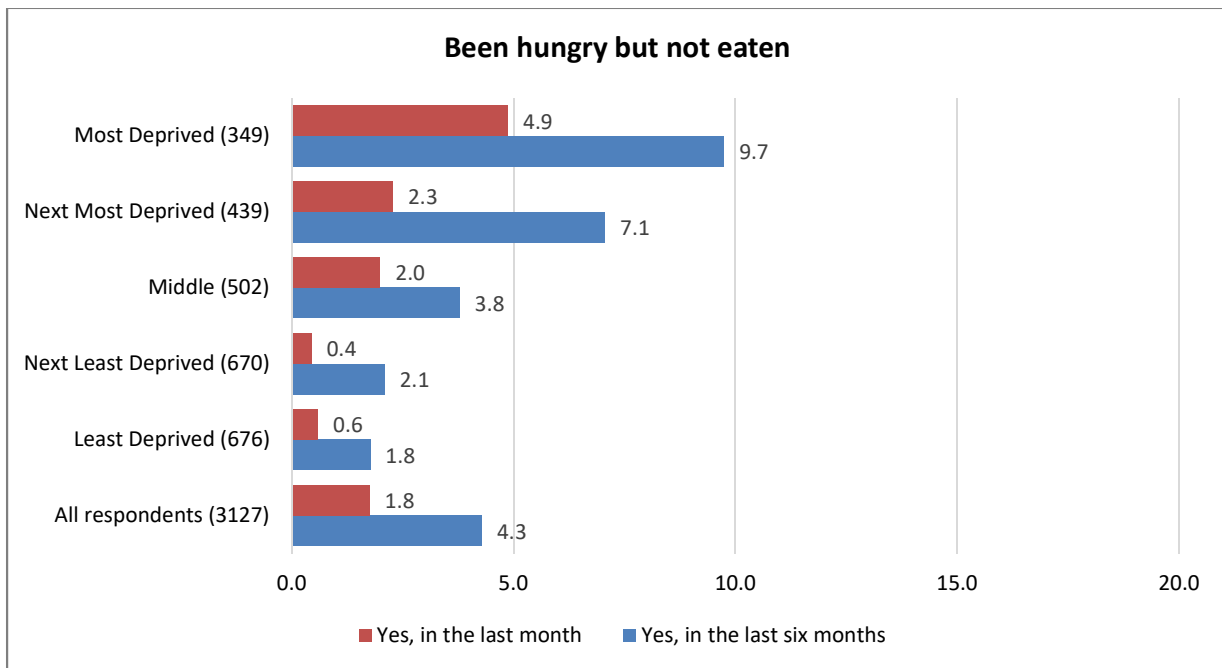
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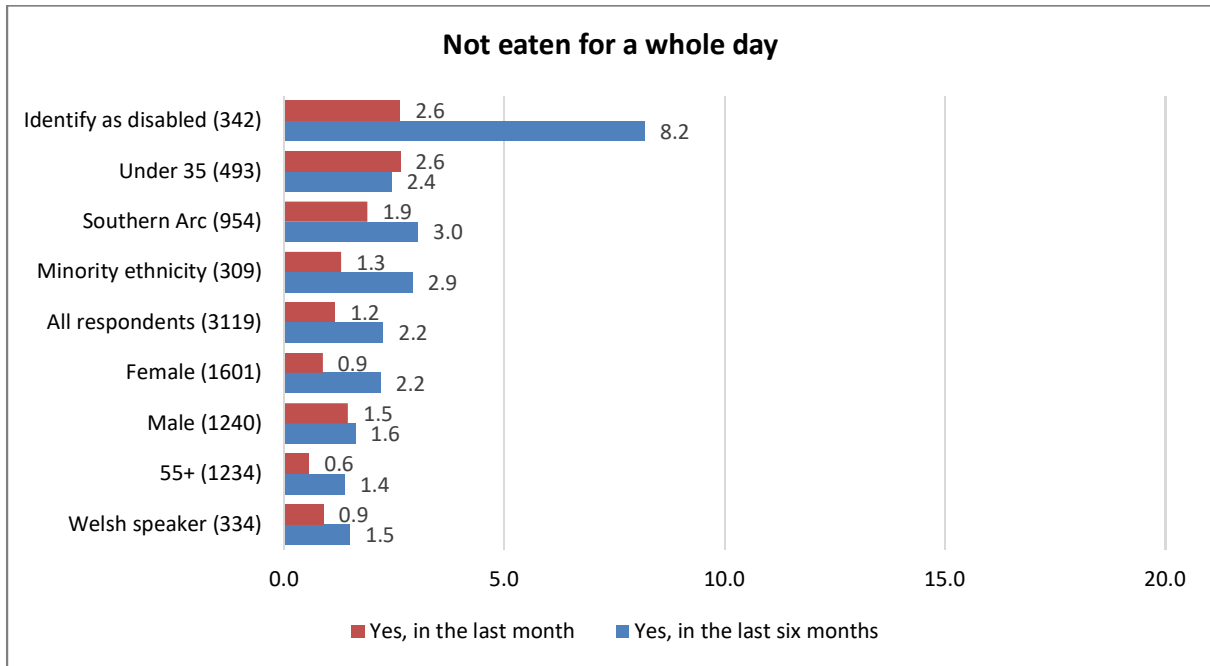
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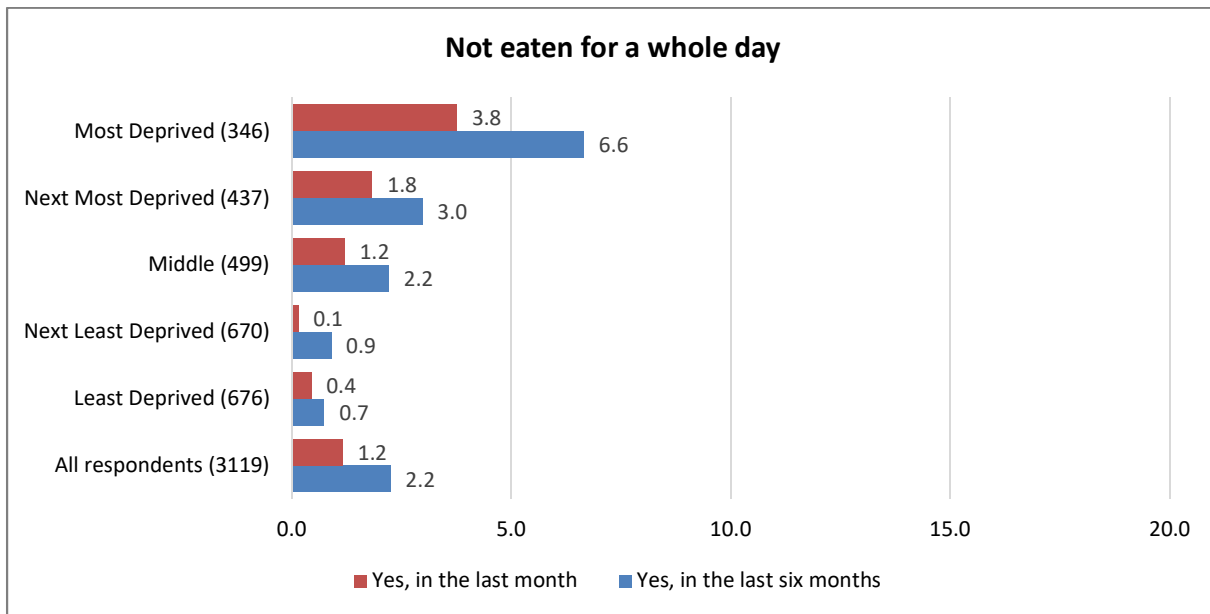
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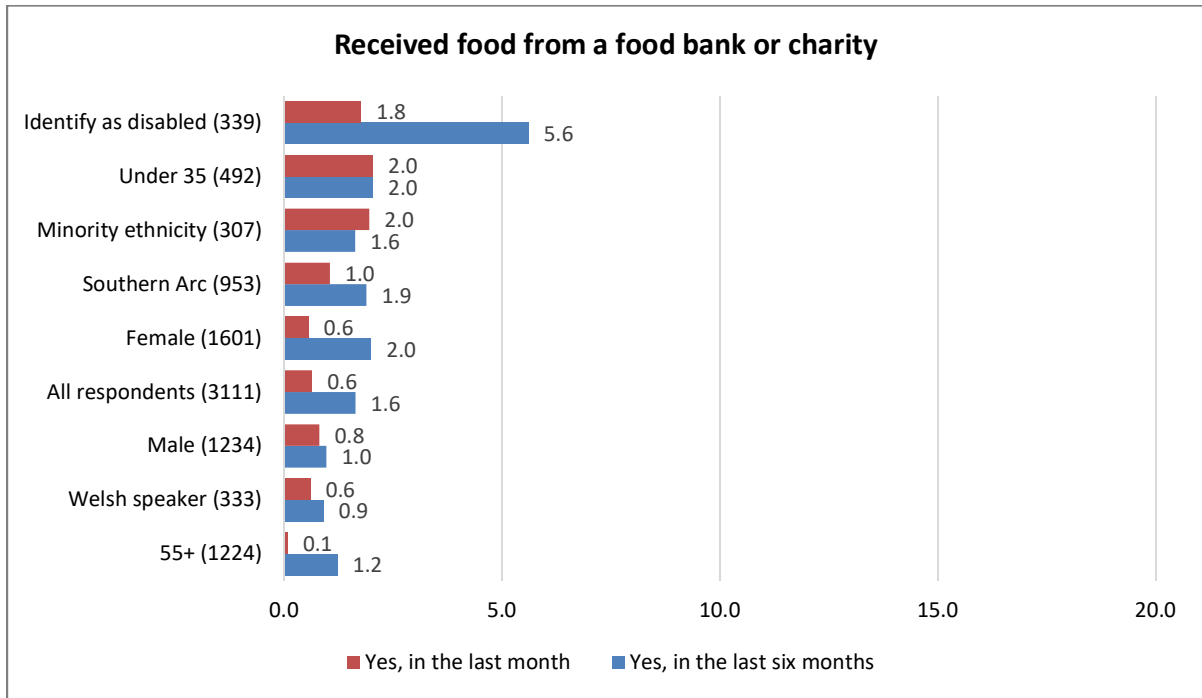
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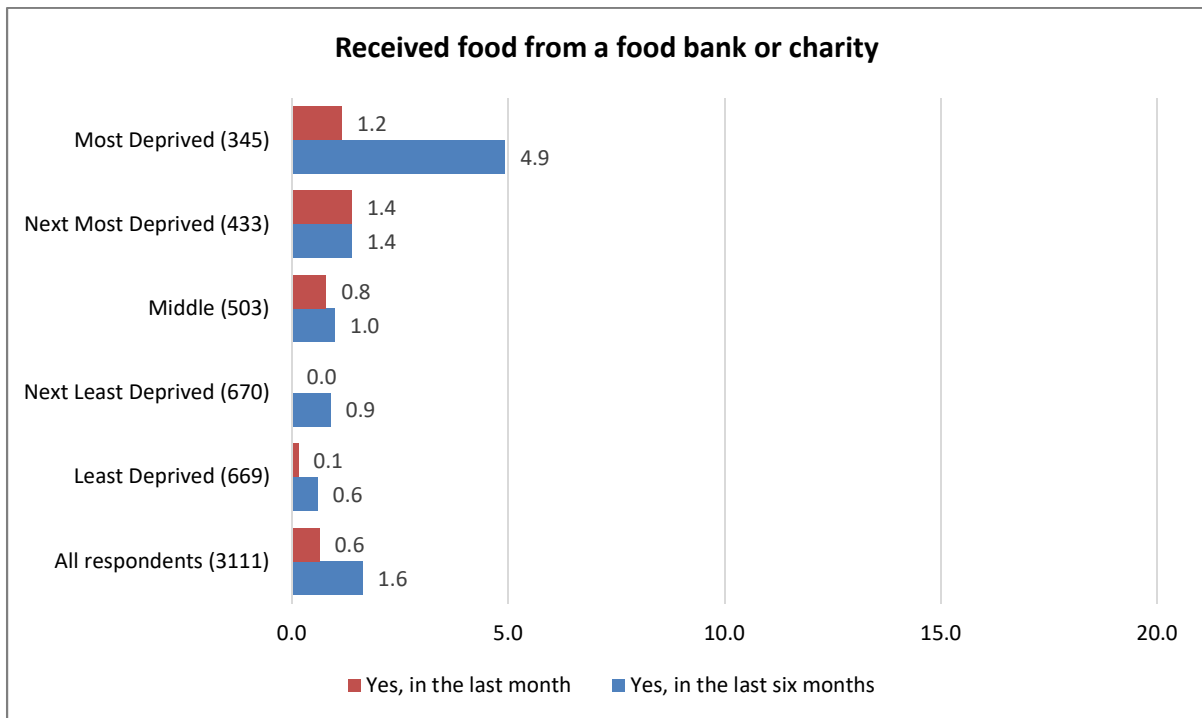
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Base sizes shown in brackets; excludes 'Don't Know' responses

Appendix E – Changes to Employment Situation

Theme	No	%	Example Comments
No Change	101	29.8	<ul style="list-style-type: none"> - Retired so no change - Self-employed and nothing has changed - Key Worker -Worked throughout, adjustments within work to be able to continue to give a public service - Nothing has changed. Still in work. - I was an undergraduate student before and during lockdown, now I have started studying for my PhD
Lost job/job or training cancelled	56	16.5	<ul style="list-style-type: none"> - I got through all of the entry requirements for cabin crew in February. Was about to start training and everything got cancelled this really through me off as I was hopeful to the future. - I am self-employed and stopped working to protect my partner - My husband has been made redundant - No work available as hotel is closed due to lockdown - Zero hours contract and lost work
Reduced pay/hours	49	14.5	<ul style="list-style-type: none"> - I went through a redundancy process but kept my job but with reduced hours - reduced working hours and wage by 20% - I had a 2nd income from a 2nd job which has stopped - Less hours
Working from home	47	13.9	<ul style="list-style-type: none"> - Working from home - Now working from home permanently - I have worked from home since March - I'm now working from home which is expensive and lonely
Other	32	9.4	<ul style="list-style-type: none"> - The pandemic has made my job difficult - It has ruined all my plans for the future. - I am off work with stress
Workload increased/Longer hours	26	7.7	<ul style="list-style-type: none"> - I've been much busier at work. - I am having to do far more unpaid hours to cope with work demands - I've had to work a lot of extra hours, which has been hard
Furloughed	10	2.9	<ul style="list-style-type: none"> - Furlough for 6 weeks then back to work - I was furloughed and would have been made redundant but started maternity leave instead
Job situation improved	9	2.7	<ul style="list-style-type: none"> - My job role changed to meet the needs of the service during covid and then I applied for an acting up position which was successful.

			- <i>My gardening business has become a lot more busy as people are at home more and noticing how bad their gardens look.</i>
At risk of redundancy	8	2.4	- <i>I am under threat of redundancy as work have asked for volunteers to be made redundant and are now looking at compulsory redundancies.</i> - <i>I might be made redundant</i>
Can't find employment	8	2.4	- <i>I finished last job in retail in march and been unable to get another job</i> - <i>I graduated and have not been able to find employment</i>
Role changed/redeployed	4	1.2	- <i>My role has changed due to the pandemic</i>
Total	339		

Appendix F – Positive Changes from the Pandemic

Theme	No.	%	Example Comments
Appreciating the outdoors / green spaces / Parks / Wildlife	54	17.0	<ul style="list-style-type: none"> - The northern meadows became a haven for me and many others at Hollybush estate. - More wildlife in our garden. - The benefit of sitting in the northern meadows, watching wildlife, watching fungi grow day by day, blending in with the calmness of nature. - I have been able to make much more use of the woodland near my home in Danescourt. - I have started using the castle grounds more as a place to just explore and enjoy for leisure since they've been opened to the public.
Roads / Streets More Quiet / Peaceful	47	14.8	<ul style="list-style-type: none"> - Cowbridge Road East has been quieter and more peaceful. - Roads were quieter and therefore much safer for cycling. - The streets have been safer for my children to play out. They have formed new friendships with children in our street. - Less congested with traffic and people. - For the first few months after March I slept better than I have for years, it was so quiet & peaceful.
Greater sense of community spirit	28	8.8	<ul style="list-style-type: none"> - Sense of local community increased. - Some people have become more community minded and kinder. - Community spirit grew. - It's brought out the best in lots of people - sense of community, friendliness.
Closure of City Centre Roads / introduction of outdoor eating facilities	25	7.9	<ul style="list-style-type: none"> - The closure of Castle Street has made Cardiff Castle easier to access. - The dining space outside the castle was amazing. Felt more like a European city. Great on sunny days sitting outside in the street under cover with the view of the castle. Plus the drop in traffic was great. - Very good to not have any traffic in the centre of town. This should absolutely be kept up as it is much better for the city. - Castle Street being pedestrianised for eating and drinking out.
More time to myself	22	6.9	<ul style="list-style-type: none"> - I wrote my autobiography. - I'm taking a lot more photos and creating books with them. - More time to know myself, to know what I want.
Introduction of Pop-up Cycle Lanes	19	6.0	<ul style="list-style-type: none"> - I like the pop up cycle lanes in Castle Street and Wellfield Road, and also like the closure of Castle Street to cars (make this permanent). - New cycle routes. - The cycle paths have been developed in Bute park.
Spending More time with family / loved ones	19	6.0	<ul style="list-style-type: none"> - More time with family. I'm a stay at home mum and it was nice to spend more time together. - More time outdoors with the family. - More time with my family.

Supporting Local Businesses	12	3.8	<ul style="list-style-type: none"> - Started using local suppliers for food much more. - I have been using local businesses more; coffee shops, restaurants and shops. Previously I would have travelled to the city centre for these things.
Improved Health / Well-being	11	3.5	<ul style="list-style-type: none"> - Mind got funding and I was able to access their active monitoring service to improve my mental health. - My mental health was really bad before the pandemic. I lost my job. Although this has been very stressful my body has recovered from the severe stress and strain I was under. I also got housed in the pandemic which made my mental health better. The first lock down was hard. I used coral walks and horse therapy to recover my mental health.
Home Working	10	3.1	<ul style="list-style-type: none"> - Since my husband has been able to work from home, he has been able to help a lot more with childcare which meant I was able to get part-time employment, which has really eased our financial situation. Before lockdown, my husband's employer would not allow my husband to work from home, even though he can work perfectly well at home. - My employer becoming more flexible and open to staff working from home. This is likely to be a permanent change after Covid with a combination of days in the office and days working from home.
Better Air Quality	7	2.2	<ul style="list-style-type: none"> - Air quality was vastly improved during the early lockdown. - The air quality improved and pollution reduced with reduced traffic. Electric buses should be introduced without delay.
Staying in touch online	5	1.6	<ul style="list-style-type: none"> - Using Zoom to keep in contact with family, church and other organisations.
Helping the Homeless	5	1.6	<ul style="list-style-type: none"> - The work with the homeless to find them accommodation.
Reduced ASB	4	1.3	<ul style="list-style-type: none"> - Crime and antisocial behaviour seems to have reduced in my area.
Online Shopping	3	0.9	<ul style="list-style-type: none"> - I have been shopping for food online.
Less Litter	3	0.9	<ul style="list-style-type: none"> - Litter significantly less when takeaways closed.
Reduced Speed Limits	3	0.9	<ul style="list-style-type: none"> - The expansion of 20mph limits - make the whole city 20mph (or at least all school zones).
Misc.	57	17.9	<ul style="list-style-type: none"> - You took me out of the YMCA and offered me a flat. I am eternally grateful. - More people are aware of what the government is doing as it affects them more, they are using information to try and understand the lock down. - I have noticed a rise in public opinion regarding Welsh Independence. - Ordering / table service at pubs.
Total	318		-

Appendix G – Negative Changes from the Pandemic

Theme	No.	%	Example Comments
Public Services Impacted	145	14.5	<ul style="list-style-type: none"> - Road and pavement maintenance declined. - The maintenance of the local area, i.e. litter, pavement maintenance, emptying bins, has got worse and it was poor before. - Day to day activities like visiting the doctor, dentist and taking stuff to the Council refuse centre has become impossible or take undue time and effort to arrange. - Council services have become much worse since pandemic. - Loss of access to public computers at libraries.
ASB / Crime Issues / Lack of Police	93	9.3	<ul style="list-style-type: none"> - Increase in fly tipping. - More anti-social behaviour and litter in Splott - Where have the police gone? At a time when public order in regard to disease needs to be good, they have disappeared. - More break-ins to my car and those of my neighbours looking for petty cash, presumably to buy drugs. Three times my car has been entered.
Unable To Spend time with family / loved ones	93	9.3	<ul style="list-style-type: none"> - Ability to support my daughter with her young children in Gloucestershire. - I spend far less time with family members and friends. - Found shielding difficult, missed seeing my granddaughter so much. - The biggest change for me is not being able to freely see family and friends (I live alone) and not to be able to go to the cinema and the theatre. I am retired so these things are a big part of my life.
Closure of City Centre Roads / introduction of outdoor eating facilities	85	8.5	<ul style="list-style-type: none"> - Traffic congestion has got worse in Canton since Castle Street closed. - Car access problems into city centre means I don't (and probably never will) go into the city. - Traffic congestion crossing Cardiff due to Castle Street being closed. - Pop up cafe quarter in the wrong location.
Health / Well-being Declined	59	5.9	<ul style="list-style-type: none"> - My quality of sleep. Much more disturbed sleep with vivid dreams and also started grinding my teeth and fear have damaged them. - Lack of services for my daughter's mental health. - Gained weight. - Developed high blood pressure that I did not have before.
Litter / Waste Issues	50	5.0	<ul style="list-style-type: none"> - There is more litter in the local park and young people have fewer places to meet. - More litter noticeable on street in terms of PPE. - It's been harder to get rid of waste.

People Not Following Covid Guidelines	46	4.6	<ul style="list-style-type: none"> - Certain sections of the community are tending not to follow the rules on COVID-19. - People seem less tolerant and not abiding by the restrictions in place. - People are not social distancing, not following rules on face coverings. Many businesses are not challenging their customers.
Unable to do hobbies / attend events / group gatherings	43	4.3	<ul style="list-style-type: none"> - I have been to many fewer live performances (theatre, concerts, etc.) because venues are closed. - Cannot participate in social groups or attend my church. - Two of my local community groups had to stop meeting (community gardening and board games).
Council / Welsh Government Issues	41	4.1	<ul style="list-style-type: none"> - Communication with Council has been abysmal. - Too much interference from the Welsh assembly and local council. - Ill thought out and confused messaging for Cardiff and Wales which seems to be at odds with the UK government.
Increase in Traffic / Parking Issues	29	2.9	<ul style="list-style-type: none"> - Parking in the street I live in has become unbearable. - The traffic was much less in total lockdown but quickly returned to normal and became even worse because we were advised against using public transport.
Lack of Income / Work	27	2.7	<ul style="list-style-type: none"> - Income declined as my husband is self-employed. - Constant worry about the future as I am unable to run what was a successful business.
Increased Number of People Using Parks / Footpaths	23	2.3	<ul style="list-style-type: none"> - More people started cycling and walking in the parks (I've used these areas to run and walk in for years), but lots of these people were unfamiliar with any basic etiquette, were really dangerous in how they cycled and their use of shared paths (this still applies now), and it makes the parks a far less pleasant environment. - Parkland and walking footpaths have been used more but footpaths have not been maintained both before and during lockdown.
Public Transport	22	2.2	<ul style="list-style-type: none"> - Trains got a lot worse only 1 train per hour from town to Lisvane. - Reduced use of public transport.
Loneliness / Isolation	20	2.0	<ul style="list-style-type: none"> - I am completely alone due to lockdown restrictions. - People are feeling vulnerable and often isolated due to lockdowns.
Businesses Struggling / Closing Down	18	1.8	<ul style="list-style-type: none"> - Fewer shops open in village and some have closed permanently. - Smaller independent shops struggling to survive.
Can't travel / go on Holidays	16	1.6	<ul style="list-style-type: none"> - The ban on travel has hit me hard. My retirement plan is to travel more, nationally and internationally. I am prepared to take a small risk with physical health to be able to travel freely. - I am unable to travel out of the borough to stay in my static caravan.
Home Working	15	1.5	<ul style="list-style-type: none"> - I am having to work from home with no room for a desk or proper chair. - I am now working 4 days a week in our bedroom which is incredibly stressful.

Selfishness of others / attitudes have changed	13	1.3	<ul style="list-style-type: none"> - People have become a lot more selfish. - It's brought out the worst in others - bossy, judgemental, ignorant.
Issues With Neighbours	11	1.1	<ul style="list-style-type: none"> - Many neighbours have been loud and selfish. - Neighbour bullying.
Cyclists / Bike Lanes	11	1.1	<ul style="list-style-type: none"> - People ignoring "No Cycling" signs in parks (in particular Victoria Park). - Bike lanes partially added with no clear route on main roads.
Protection of Green / Open Spaces	10	1.0	<ul style="list-style-type: none"> - Discovered the Northern Meadows. Shocked that they are under threat. Development here should be stopped. So disappointed in the council planning.
Caring Responsibilities Increased	7	0.7	<ul style="list-style-type: none"> - Services for disabled people stopped so families have become full time carers 24x7 whilst still working full time, in effect doing 2 fulltime jobs. no consideration by any political parties or compensation i.e. carers pay offered whilst other people have been sat at home with furlough pay.
Traffic Calming Measures	6	0.6	<ul style="list-style-type: none"> - More speed bumps have been installed in my local area and speed limits have been unnecessarily reduced to 20mph.
Media	6	0.6	<ul style="list-style-type: none"> - The media dramatising or misinforming the public.
Air Quality	5	0.5	<ul style="list-style-type: none"> - It seems as though the traffic/air quality improved dramatically during lockdown, but are now worse, if anything, than before the lockdown.
More Planning / being less spontaneous	5	0.5	<ul style="list-style-type: none"> - Having to book in advance e.g. St. Fagans museum, loss of spontaneity.
Other / Misc.	147	14.7	<ul style="list-style-type: none"> - The more we test, the more 'cases' there are but the less people are ill. Why is that? - Neighbours are finding it difficult to offer help because of the pandemic!! - Using internet supermarket shopping. - Less seagulls. Gold st, Adamsdown has been rife in previous years but less so this year. - I have been aware of more sirens around the neighbourhood.
Total	998		

Appendix I – Any Other Comments

Theme	No.	%	Example Comments
Recycling & Waste / Street Cleaning / Refuse Issues / Pollution	172	13.1	<ul style="list-style-type: none"> - We need a new Cardiff North HWRC built in the central north area to improve and encourage recycling and reduce travel to existing south sites. - Slumlords in Splott need to be addressed! Filthy streets. People abusing refuse service. People dumping furniture in forecourts. - I am disappointed in the cancelation of the winter Green bin collection, most leaves would have not fallen by the end of October. - I understand we are trying to be eco-friendly - so why are you possibly allowing another incinerator in Cardiff - Would like to see more bins around and hopefully people would use them.
Improved Active Travel Infra-structure / Reduce use of Cars / Green Energy	135	10.3	<ul style="list-style-type: none"> - One of the very few benefits of Covid is that it has got a lot more people out cycling. The council need to improve cycling facilities. It is shameful when compared with cycling facilities in England and the rest of Europe. - I'd like to see much more provision for cycling and a 20mph speed limit introduced right across Cardiff, not just in residential areas. - Active travel really needs to be taken seriously by Cardiff council, particularly segregated bike routes all-round the city. There are some small signs of improvement but far more work is needed. - More cycling infrastructure. Cars keep parking in the cycle "lane" on Wellington Road as there are no barriers, raised line etc. It's ok to cycle into Cardiff centre because of the Taff Trail and Bute Park, but not easy or safe to get across Cardiff. - I support the efforts to increase cycling and reduce the use of cars to travel around the city.
Against Castle Street Closure / Re-open City Centre Roads	101	7.7	<ul style="list-style-type: none"> - Centre of Cardiff central is a no go area. Open up the streets to traffic. - Castle Street should be re-opened to traffic ASAP. - I can't see much to be optimistic about. I didn't see the sense of what was done in Castle Street. It made life more difficult for non-cyclists. And Well field Road was a nightmare for distancing pedestrians with all the eating and drinking in the street. - I hope the traffic arrangements around the castle return to proper two way traffic for cars and buses very soon. East-west journeys need access to all of Cardiff's bridges.
Protection of Green / Open Spaces / Tackle Climate Change	97	7.4	<ul style="list-style-type: none"> - Cardiff could lead the way on green energy with all the house building it is currently doing I feel renewable materials are not being utilised to Cardiff's benefit. We need to make more use of our green spaces and not build on all of them.

			<ul style="list-style-type: none"> - The council should take note of how important green spaces have been and stop destroying them. They are vital for mental health and a few small parks do not provide this. - Appreciation of our green spaces, and the environment in which we live. We need to protect open areas, no matter the impetus for development. Review the constant building in the area, and treat the urban areas with more respect, we live in these areas, they are not just for businesses. - Would like to see the council prioritise existing policies which protect health & well-being and green infrastructure, so that development on existing rural city locations becomes unacceptable within our society, for both health and to contribute to mitigating the climate emergency and loss of biodiversity.
Positive Council Comments	93	7.1	<ul style="list-style-type: none"> - Really appreciated the calls the council made to a family member who was shielding. Nothing was needed as we were helping but nevertheless we appreciated the council was aware and looking out for her. - I would like to say a massive thank you to the refuse collectors for their amazing work during the pandemic. - I feel the Council has responded well to the constant changes/restrictions and communicated these changes well with residents. - I'm really impressed and heartened by the work that Cardiff Council have done during the pandemic so far. Every effort has been made to keep services running. Every effort has been made to support businesses and schools to get back up and running. Let's not forget that the Council are operating under the guidance of the Government and are NOT the decision makers with a lot of restrictions.
Highways / Roads / Pavements / Walkways	84	6.4	<ul style="list-style-type: none"> - Noticed more overgrown hedges reducing pavement widths creating dangerous situations. - Make Wellfield road one way. - Our roads, footpaths, fixtures & fittings are much dirtier and in need of repair. It seems like Cardiff Council is only interested in having a new buildings while the rest of the city falls apart. - Pavements and roads in Heath particularly in my road are awful. Potholes all over the road. For the amount of council tax we pay these should be repaired properly.
Negative Council / Councillor Comments	72	5.5	<ul style="list-style-type: none"> - Difficult to communicate with Council. - The Cardiff services are of a very poor quality for a major City. Councillors should be ashamed. - Council Services have been abysmal. We have had a serious problem with dangerous driving; vehicles driving over pavements and verges, endangering the lives of pedestrians and schoolchildren. Cardiff Council have not answered telephone calls made by residents nor even acknowledged emails even when they have been marked urgent

			<p>and overwhelming evidence has been provided of serious hazards & accidents.</p> <ul style="list-style-type: none"> - The council have a long way to go to rebuild trust from communities, running a council should not just be about one political party but the city should be administered to support all that live there.
Improve Public Transport	63	4.8	<ul style="list-style-type: none"> - The bus service is not good enough especially the routes through Llanishen. - The bus service into town is abysmal. Why are you stopping so far away from the centre of town, the elderly, mothers with buggies, and the infirm need easy access to St. David's centre? I've been told it's because of the cafes` outside the castle. Not good enough, what matters most? Get your act together and get the buses back to normal service. - Public transport needs to be improved.
Keep Castle Street Eating Area / Create More Outdoor Spaces	59	4.5	<ul style="list-style-type: none"> - Appreciated the outside dining and road closure in Castle Street. Think there needs to be greater focus on repurposing outdoor city centre spaces rather than just retail. - I think the closure of Castle Street was an excellent idea. I think it should continue if possible with maybe limited opening early in the day for deliveries etc. - I would like to see more outdoor areas for meeting friends/family during the daytime as well as the night time and think there should be heated outdoor areas to ensure more people would take advantage of being outdoors.
Re-open Facilities / Amenities / Get Back to Some Normality	58	4.4	<ul style="list-style-type: none"> - It is really disappointing that gyms have closed again. These are vital for mental as well as physical health. - Need safe solutions to get back to offices and use public transport - I live alone, don't drive, no family in Wales - also, don't work on assumption changes are permanent - and stop giving permission for old blueprints to be demolished and replaced with hideous flats. - I'd like to see a return to normal and prioritising the economy. The economy is suffering massively compared to the number of 'deaths'.
Enforce / Police COVID Guidelines	58	4.4	<ul style="list-style-type: none"> - Why aren't the COVID restrictions being policed, i.e. Cardiff locked down but the amount of traffic leaving Cardiff and coming into Cardiff at Culverhouse Cross is no different to before COVID. I expect it to be the same at any of the other of Cardiff access roads - I would like to see tighter controls on local shops enforcing the wearing of masks before entering a shop. This will prevent the spread of the virus locally. - Reprimanding with more severe action those people with little or no common sense in dealing with current issues and show their blind ignorance in only thinking of themselves.
Health / Well-being	55	4.2	<ul style="list-style-type: none"> - I have been furloughed which has hugely impacted my mental health, I am a gregarious person who thrives on personal interaction and this is deprived me. I cannot see my wider family who I would see on a

			<p>regular basis, I have lots of friends who I would regularly socialise with and this has been impacted. I have decided to downsize my home to try and save some money and this has caused a lot of mental pressure and stress.</p> <ul style="list-style-type: none"> - More mental health services, volunteering opportunities needed, zoom stuff online. I miss human contact. Everything so wishy washy, the council need proper rules and regulations, hospitality and businesses finished now, it's devastating. Create initiatives to help people get jobs too, like me, I've had to start something myself, not making money though. - When my health deteriorated I tried to get help from Independent Living but this proved impossible. As a result my health and mobility worsened as I struggled.
Safer Streets / Greater Police Presence / Tackle ASB Issues	53	4.0	<ul style="list-style-type: none"> - Greater police presence and safer streets. As an example I live in Splott which is supposed to be a 20 mile zone; this isn't enforced and it's quite common for cars to be speeding (going over 30 never mind 20) and racing through the streets. A second example is the number of unregistered and therefore illegal vehicles on the roads. - Work with the Police to monitor anti-social behaviour and reckless driving before someone is seriously injured.
Better Communication / Consultation / Transparency	43	3.3	<ul style="list-style-type: none"> - More transparency required on decisions made, especially in light of the pandemic. - Always consult! This is a democracy and residents should have fair opportunity to have their say.
Parking	34	2.6	<ul style="list-style-type: none"> - Parking on pavements in CF14 is an issue. In many cases whole vehicles are on the pavement pushing pedestrians and disability scooters into the road and preventing social distancing. There have been very many close miss accidents on College Road in particular - it's just a matter of time! The pavements were constructed for foot traffic so it should be no surprise that they are in a poor state of repair. Overgrown brambles are also pushing pedestrians into the road and preventing social distancing. - Please do something about parking in Fishguard close it's unbearable.
Help for Smaller / Independent Stores	30	2.3	<ul style="list-style-type: none"> - Help for independent businesses to open in empty shop units. More outdoor events & markets. - Provide as much support as possible for businesses that are going to the wall because of the pandemic, especially those that started up recently and were becoming successful but did not have the collateral to survive. If they can survive and prosper there will be more jobs and growth.
Concerns Around COVID levels	25	1.9	<ul style="list-style-type: none"> - I think we need total lockdown again, figures are very worrying. - I am extremely concerned at the high levels of Covid infection in Cardiff, increasing at an alarming rate both in itself and in comparison with other places in Wales and UK. I see little evidence that either

			<p>Wales in general or Cardiff in particular has a robust strategy to deal with it. Welsh Government pronouncements seem to be largely based on waiting for UK Gov to say something and then doing something slightly different so as to appear independent. I believe that Local Government has been completely ignored by UK government and, to some extent, by Wales. We need to see much greater support for and belief and trust in local areas but we definitely must get a grip in Covid. Almost everything else in this survey is pretty meaningless until we do. Thanks though to Cardiff Council generally - you do a good job which would be better with more help and funding.</p>
More Needed for Young Adults / Children	23	1.7	<ul style="list-style-type: none"> - I would love to see a youth centre in Llanrumney especially by the eastern leisure centre as it's a neutral area and accessible to all young people. Also i really think there needs to be some all-weather pitches for the young people to play on as the keep climbing in to the private hire one. and riverside has some so I don't understand why there isn't one here on the east side of Cardiff, if you get the young people involved they will take ownership and look after it. - Have more in place for young adults with additional learning difficulties. I feel they have been forgotten about.
Over Development	22	1.7	<ul style="list-style-type: none"> - The City of Cardiff is in drastic danger of becoming overdeveloped leading to a dense population. More restrictions need to be considered to avert this situation which is problematic in such pandemic situations. If the recovery effort is to be positive, a lot more clarity on restrictions is required and enforcement for those blatantly breaching them. - Too much development and growth in Cardiff.
More Localised Support / Community Activities / Groups	20	1.5	<ul style="list-style-type: none"> - Stop focusing only on the city centre. Improve and increase your relationship with the outer parts of Cardiff. There is minimal connectivity between the north areas of Cardiff and city centre. By working better and more in the north, you may get more people coming into the city but right now it feels that the disconnection between the north Cardiff and the city and bay areas. It feels like the Council only works in a 3 mile radius from its offices. - More localised community services please, less about big hubs more about small very very local groups and socialising for people close to each other.
Tackle / Support Homelessness Issues	19	1.4	<ul style="list-style-type: none"> - Homelessness is a major issue in Cardiff and needs to be tackled in order to support the growth of the city. - It would be nice to see Cardiff's homeless community supported more long-term. Giving them counselling, training etc. rather than just a roof over their head for a few weeks.
Greater Support For The Arts / Hospitality Sector	18	1.4	<ul style="list-style-type: none"> - I want to see Cardiff support the arts. - Work to maintain cities facilities and cultural venues after the end of COVID.

Use COVID to Improve Cardiff	15	1.1	<ul style="list-style-type: none"> - COVID has given Cardiff a tremendous opportunity to change the old normal into a much cleaner, greener and healthier city with less cars on the roads. It has allowed the council to accelerate a lot of schemes in the pipeline and it needs to stick to its guns and make sure that Castle St is permanently closed to private passenger vehicles. When I answered the question about if Cardiff is doing enough to tackle climate change, I was a little unfair by saying 'no', because although I feel it isn't, I do feel it is doing as much as it realistically can. - The crisis is a golden chance to reshape our city and surrounds so they are for people and well-being, not just accommodating more and more cars. Great chances also to rethink the antiquated way we do things like education.
Home Working	14	1.1	<ul style="list-style-type: none"> - I would like to see working from home available for people who want to continue after the pandemic. - The recovery must include plans for people working at home, facilities for that and improved cycling and walking facilities to improve traffic.
Future Looks Bleak / Long Road to Recovery	10	0.8	<ul style="list-style-type: none"> - I don't see much of a future for Cardiff as it is now. - It will take a long time for life to be anything like it was before covid.
Welsh Government Concerns	10	0.8	<ul style="list-style-type: none"> - The Welsh government has been a disaster in handling this pandemic. Politics and point scoring and not taken a united approach. Drakefords leadership has been appalling. - Welsh Government draconian lockdown measures not justified. They should be sacked for incompetence.
Greater Support / Services for the Elderly	10	0.8	<ul style="list-style-type: none"> - Better services for the elderly. - More help needed for the elderly.
Misc. / Other	127	9.7	<ul style="list-style-type: none"> - Cardiff should focus on improving what it has and try less to be another Bristol/London. - Keep safe. - Stop spending unnecessary money. Make people work for a living, too many people expecting hand-outs and giving nothing in return. Make working pay. - Nice to be able to carry out the surveys.
Total	1,316		

Appendix I – Organisations contacted to promote the survey

- Community Councils
- C3SC
- Public Health Wales
- Schools via Education & Lifelong Learning
- Youth Council
- PSB Members
- Tenants Website
- Partnership Team (to pass to Faith Groups, PCC, Disability groups including the Deaf Hub and RNIB)
- Members
- Cardiff Council website (Home page and pop-ups on other pages receiving high traffic)
- Ask Cardiff Live Consultations Page
- Staff Intranet
- DigiGov
- Email to all staff from Staff Information

Social Media Presence

- Cardiff Council's corporate accounts on Facebook, Twitter and Instagram
- Caerau (Cardiff) Residents
- Caerau and Ely MATTERS
- Residents of Canton & Riverside, Cardiff
- Victoria Park Matters
- Connect Cathays
- Keep Cathays Tidy
- Creigiau Hub
- Fairwater Community Group
- Gabalfa/Llandaff - Community Page
- Gwaelod y Garth villagers
- Heath & Birchgrove (Cardiff) Community Information Group
- Llandaff North & Whitchurch Daily Life Cardiff
- Llanishen and Thornhill Community Page
- Llanishen Residents' Group
- Llanishen & Rhiwbina Past And Present
- I love Llanishen and north Cardiff
- Llanishen Parks Group
- Llanrumney News
- Pentyrch Community Group
- Friends of Roath Brook. Protecting Penylan's parks
- Pengam Green residents

- Rhiwbina Community News
- Roath Living Streets Group
- Rumney Community
- Rumney and Cardiff East News
- Rumney News
- People of Splott
- Westfield Park Residents, St Fagans Cardiff
- St Mellons News And Info
- Trowbridge, Cardiff News and Events
- MyWhitchurch
- Friends of Whitchurch Library Park
- Tongwynlais Village

- Cardiff Covid-19 Mutual Aid Network
- Riverside Covid-19 Mutual Aid Group
- Canton Covid-19 mutual aid group
- Llanishen Covid -19 Mutual Aid Group
- Llandaff North COVID-19 Assistance
- Grangetown & Leckwith Covid Mutual Aid
- Cyncoed Covid-19 Mutual Aid Group
- Whitchurch COVID-19 Assistance Group
- Roath / Cathays / Gabalfa / Heath Mutual Aid Group
- Splott/Adamsdown Community Noticeboard
- Pontprennau Coronavirus Community Support
- Fairwater & Pentrebanе Mutual Aid for Covid-19 Coronavirus
- Ely and Caerau Covid-19 Support
- Thornhill Covid-19 - Mutual Aid
- Covid-19 Support and Positivity Cardiff
- Penylan Covid-19 Community Support
- Rumney Coronavirus Support Group
- Cardiff Coronavirus Support
- Cardiff North Coronavirus Response
- Llanrumney Coronavirus Support Group
- Pentwyn & Llanedeyrn Coronavirus Community Help

- Cardiff Dog Action Group
- Cardiff West Issues Group
- Developing Cardiff
- Gwaelod y Garth Villagers
- Creigiau Hub
- Pentyrch & Creigiau Hub
- Pentyrch Community Group
- Pentyrch Community Council FB Page

Appendix J – Map of the Southern Arc of Cardiff

Southern Arc of Cardiff

