

# Changes for Cardiff

Consultation Results and Feedback Report on the City of Cardiff Council's 2016/17 Budget Proposals.



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# Changes for Cardiff

## Results and Feedback Report

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# Changes for Cardiff

## Results and Feedback Report

### 1. Executive Summary

This Executive Summary provides an overview of the Budget Consultation exercise. It is not a detailed summary of the full report, but an articulation of some of the key findings.

#### 1.1 Background

The consultation on the *Changes for Cardiff* Budget Proposals ran from 11<sup>th</sup> December 2015 until 12<sup>th</sup> January 2016. The city-wide public consultation was communicated and shared through a range of mechanisms, whilst face-to-face engagement events were undertaken in locations across the city.

The consultation took three forms:

- **City-wide public consultation** on issues of general interest set out in the [“Changes for Cardiff”](#) document
- **Service-specific consultation** with identified service users/groups or organisations.
- **General consultation** – this included all of the Council’s other savings that have been released for consultation, including internal changes within the Council such as; back office efficiencies, staff changes and process improvements.

A full set of the proposals can be seen at [www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget).

# Changes for Cardiff

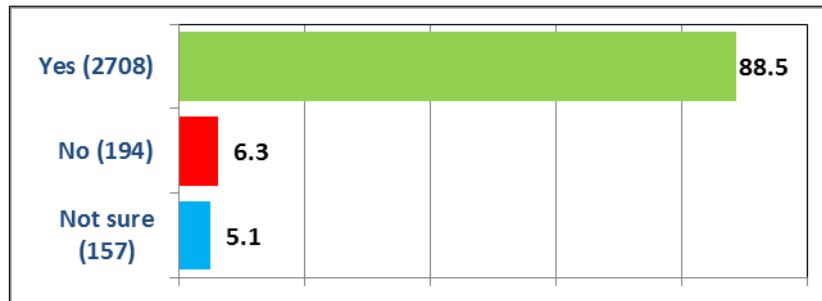
## Results and Feedback Report

### 1.2 Headline Figures

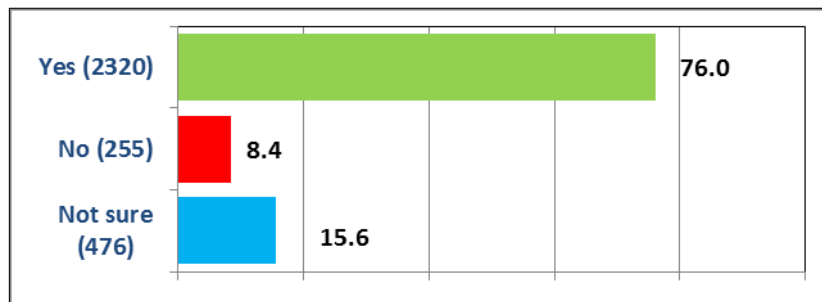
**3,348 people** took the time to complete the *Changes for Cardiff* questionnaire and public views were also given via petitions, social media, attendance at 'drop-in' public engagement events, and through correspondence.

From those completing the survey in response to the 2016/17 budget proposals, the following headline figures can be seen. Please note that numbers in brackets indicate responses:

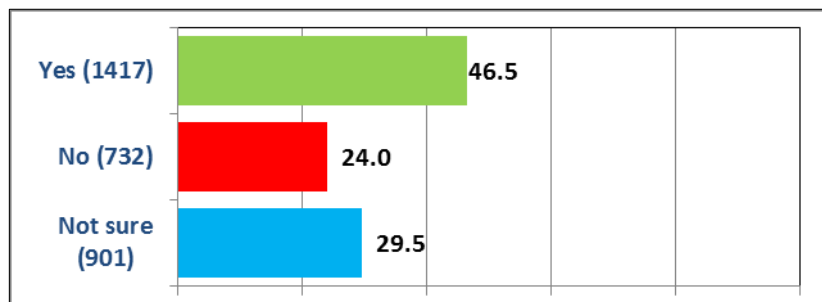
Do you recognise that a budget gap of a potential £45.6m for 2016/17 means that difficult budget choices are required?



Do you support the Council in exploring new ways of working with other organisations to deliver its services?



Would you support the Council charging more for some services if it meant that they could be continued? (e.g. meals for older people, leisure and cultural activities, etc.)



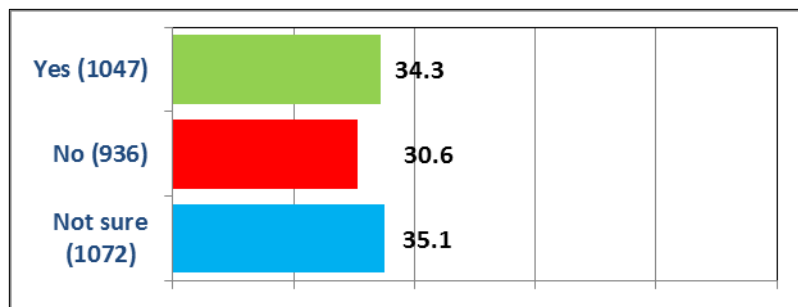
# Changes for Cardiff

## Results and Feedback Report

The City of Cardiff Council is increasingly looking to provide services online. Do you support the increased digitalisation of services which will encourage residents to contact the Council and make payments online, while maintaining face-to-face and phone methods for those who need it most?



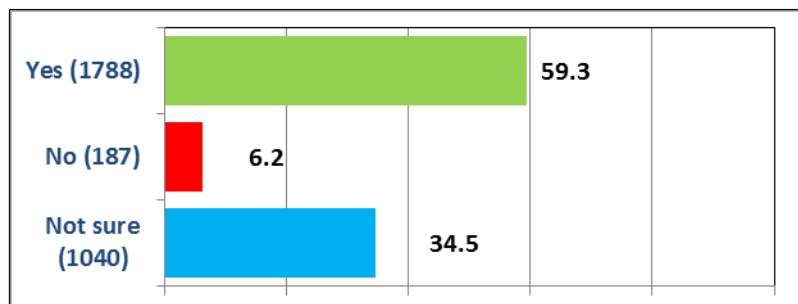
Do you think that community groups and the third sector should be asked to run more services and facilities? (e.g. running local community buildings, maintaining local open spaces etc.)



Is an emphasis on early intervention and prevention an approach that you support?



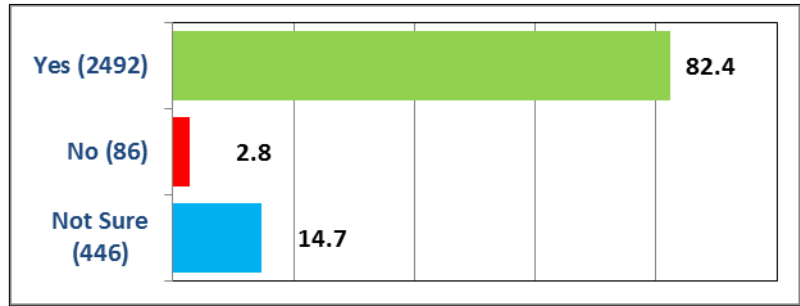
Do you agree with the new model of day service provision?



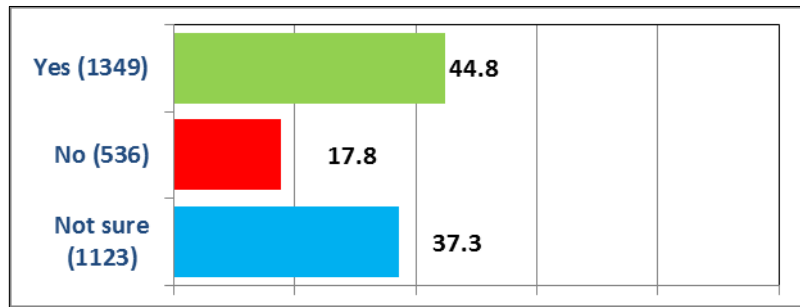
# Changes for Cardiff

## Results and Feedback Report

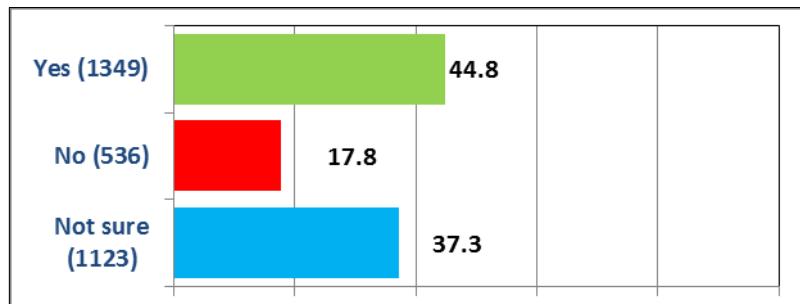
Do you agree with the proposal to continue the Meals on Wheels service?



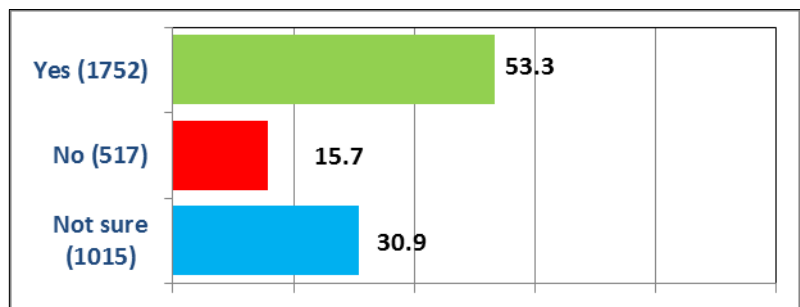
Do you support the Council's plan to deliver care services on an area basis?



Do you agree that delegated school budgets should contribute to the financial challenge facing the Council?



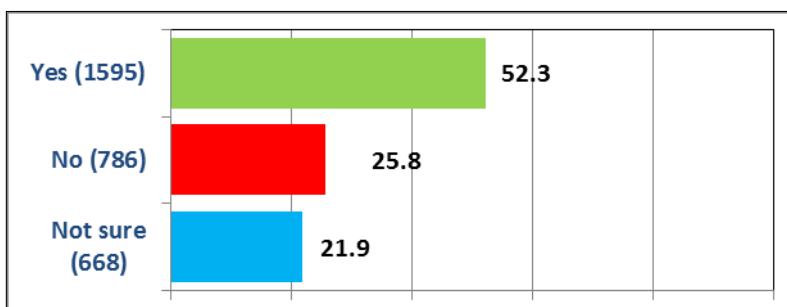
Do you agree with our new model for play services being delivered from a range of community facilities?



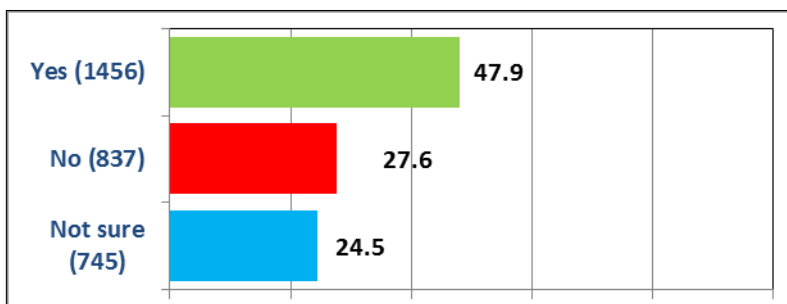
# Changes for Cardiff

## Results and Feedback Report

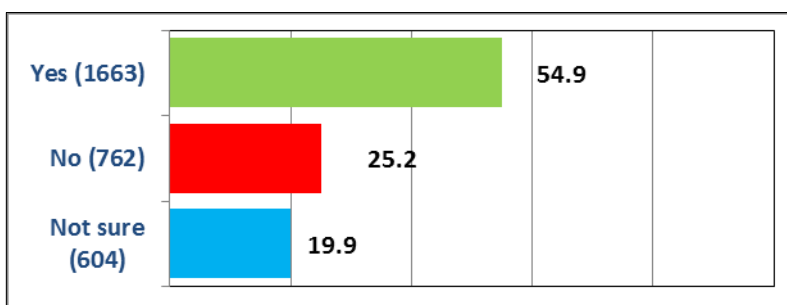
Do you agree with the City of Cardiff Council's decision to cease funding? (Cardiff Contemporary Initiative)



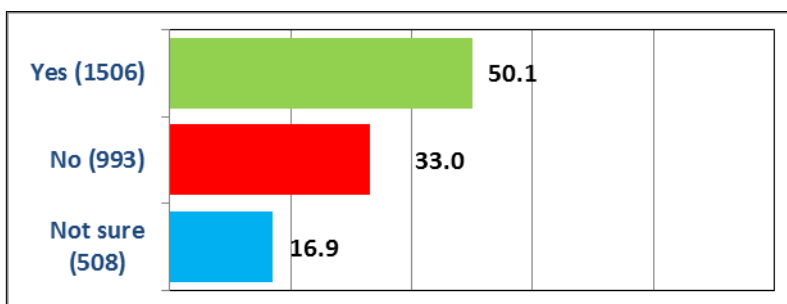
Do you support the decision to cease funding for Arts Active?



Do you agree with a phased removal of the grant for Artes Mundi?



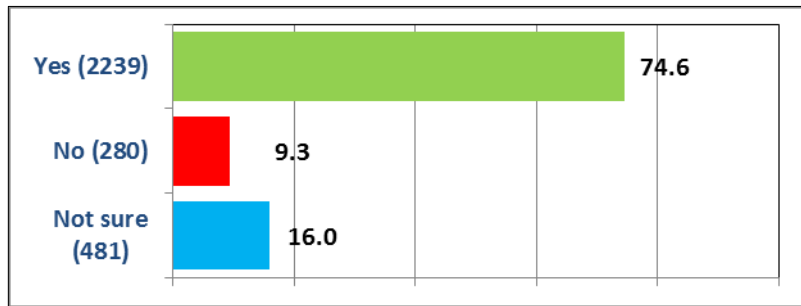
Do you agree with a phased removal of the grant for Cardiff Singer of the World?



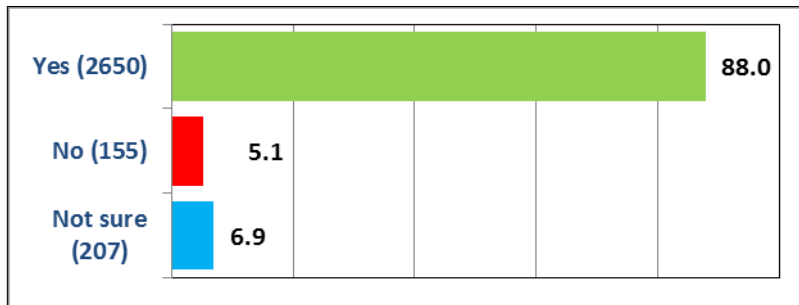
# Changes for Cardiff

## Results and Feedback Report

Do you support the Council's proposal to seek alternative funding for Operation Mistletoe?



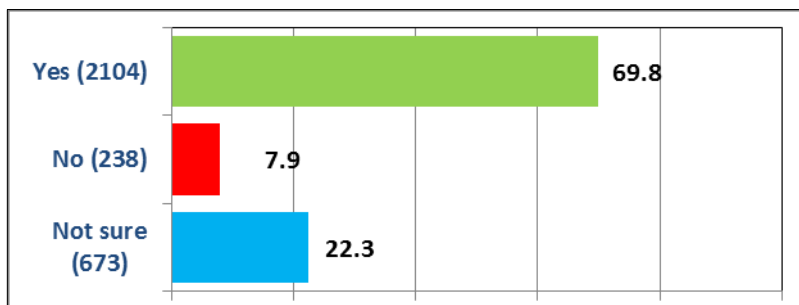
Do you believe that the private sector, including pubs and clubs, should make a financial contribution to managing the night-time economy in Cardiff?



Do you support further enforcement activities with increased fines for non-compliance?



Do you support a different grounds maintenance regime being considered?





# Changes for Cardiff

## Results and Feedback Report

### 1.3 Overarching Themes

It is clear that respondents to *Changes for Cardiff* recognise that the financial challenge, alongside other service demand pressures, means that difficult budget choices are required. This understanding is reflected throughout the responses to the Council's budget consultation, with broad support for many of the proposals, notably for the Council to explore new ways of working and increased digitalisation of services.

- Q1. The financial reality:** An overwhelming **88.5%** (2,708) of respondents recognised that a £45.6m budget gap for 2016/17 meant that **difficult budget choices** are required. This response was consistent with last year's consultation (**88.7%**).
- Q2. Support for new ways of working:** **76.0%** (2,320) **supported** the Council in **exploring new ways of working** with other organisations to deliver its services. Again, this level of support was consistent with last year (**75.1%**).
- Q3. Greater charging:** There were mixed levels of support for the Council **charging more for some services** if it meant they could be continued with **46.5%** (1,417) supporting the proposal **24.0%**, (732) disagreeing but **29.5%** (901) 'not sure'.
- Q4. Increased digitalisation of services:** **88.1%** (2,691) of respondents supported the increased digitalisation of services with only **7.0%** (214) against.
- Q5. Community involvement:** **34.3%** (1,047) of respondents agreed that **community groups** and the **third sector** should be asked **to run more services and facilities** – **30.6%** (936) said 'No'; **35.1%** (1,072) said 'Not sure'.
- Q6. Volunteering:** **23.7%** (715) of respondents were currently engaged in volunteering in the city with 887 respondents expressing an interest. The highest levels of interest for volunteering were seen in relation to libraries, litter picks and parks maintenance.
- Community interest - volunteering:** Individuals (**19.2%**) or groups expressed an interest in becoming more involved in the delivery of services. Many were interested in volunteering to assist in delivering a Council service.
- Q7. Local insights:** The nature of the feedback received from different areas on similar issues varied. This has provided the Council with a **valuable insight into what different areas consider appropriate solutions** to identified issues and is further explored and supported in **Appendix 2**.

# Changes for Cardiff

## Results and Feedback Report

### 1.4 City-wide Budget Proposals

#### Social Care

The City of Cardiff Council is working with its partner organisations to focus resources on developing services based on early intervention and prevention in respect of social care.

**Q8. 90.0%** (2,645) of respondents were **in favour of the early intervention approach**.

#### *Day Services for Older People*

Provision of elderly care services is facing challenges which will result in changes to the way that elderly day services work in the city. Building on last year's budget consultation, the Council has developed a model for day services with a set of proposals that will deliver the outcomes that people will want in order to improve their lives.

**Q9. 59.3%** (1,788) of respondents **agreed with the new model of day service provision** whilst **6.2%** (187) were **against** and **34.5%** (1,040) **'not sure'**.

**Q10. 87.3%** (2,642) **agreed** that the Council should **continue to invest in day centres** for those with assessed high care needs.

**Q11.** There was broad agreement (**68.7%** / 2,082) that it is better to have modern high quality services designed to meet today's need for **support for those with dementia along with health and social care services located in one place**. However, **9.3%** (281) disagreed and **22.1%** (669) were 'not sure'.

**Q12.** The majority of respondents agreed that the Council should **support individuals in accessing community facilities to enable them to live independently** and achieve their personal outcomes (**87.7%** / 2,660).

#### *Meals on Wheels Service*

**Q13. 82.4%** (2,492) agreed with the proposal to **continue with the Meals on Wheels service**.

**Q14.** Nearly two-thirds (**61.4%** / 1,862) agreed that the **cost of a meal should increase by £1** to allow the service to continue to provide a sustainable service. **15.5%** (469) were against and **23.2%** (704) weren't sure.

**Q15.** The Council is considering ways to **expand the Meals on Wheels service** and **88.2%** (2,606) agreed there should be flexibility to use the service when needed e.g. during recovery from hospital.

In addition, **71.7%** (2,097) supported provision to **sheltered housing**; **70.8%** (2,076) supported **delivery to group settings** including luncheon clubs and community groups and **69.2%** supported options of **provision of an evening meal** (2,033).

# Changes for Cardiff

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Opinion was mixed in respect of the **option to open up the service to anyone** who wants to receive the service (**36.5%** /1073 in favour, **32.8%** / 964 against and **30.6%** / 899 not sure).

- Q16.** Three quarters of respondents stated that individually they would not or did not know of anyone who would **benefit from the service** (**74.5%** / 2,110). **25.5%** (721) said that they or a relative / friend would benefit.

### **Care Service Provision**

Care services are currently provided on individual contracts meaning that neighbourhoods can have a number of different providers delivering services, even on the same street. There is an opportunity to redesign services on an area basis to reduce transport time for care workers and make better use of services such as homecare and telecare.

- Q17.** Three-quarters of respondents were **in favour of provision of services on an area basis** (**74.4%** / 2,256).

### **Education**

#### **School Delegated Budgets**

The additional financial demands falling upon school delegated budgets in 2016/17 are estimated to be approximately £13.541m. The budget proposals include an additional £9.511m funding for school delegated budgets which would represent an increase to schools of 4.6%. The Council anticipates that the Welsh Government will continue to ask local authorities to protect school delegated budgets.

- Q18.** **57.9%** (1,753) of respondents supported the proposal to increase **Delegated School Budgets** of £205.609m by £9.5m.
- Q19.** **44.8%** (1,349) agreed that school budgets should **contribute to the financial challenge facing the Council**, whilst **17.8%** (536) disagreed and **37.3%** (1,123) were not sure.

#### **School Meals Provision**

School Meals are supplied to every primary and secondary school in Cardiff (with the exception of Cardiff High School) which cost £2.20 and £2.65 for set meals in primary and secondary schools respectively.

- Q20.** Only **11.8%** (357) of respondent households **used the service** whilst **59.7%** (1,810) did not and **28.5%** (863) weren't sure.
- Q21.** Over 70% (**71.9%** / 2,170) support an **increase in the cost of meals** by 10p each day, compared to **13.1%** (396) who disagreed and **14.9%** (451) who weren't sure.

# Changes for Cardiff

## Results and Feedback Report

### Children's Play

As part of the budget approved in February 2015, the Council agreed that an alternative model be put in place for play services which included funding to support the transfer of play centre buildings into community use. In 2016/17, there will be a new delivery model for Children's Play services which is responsive to the needs of children and young people. Play, including after school and holiday club activities, will in future be run from a range of community facilities within Neighbourhood Partnership Areas.

**Q23.** Over half of respondents (**53.3%** / 1,752) agreed with the **new model for play services**, with **15.7%** (517) in disagreement and **30.9%** (1,015) were not sure.

### Arts and Culture

#### *Cardiff Contemporary Initiative*

The Council proposes to withdraw funding for the range of activities, events and exhibitions held across the city and the initiative will cease unless alternative funding can be identified.

**Q24.** Three quarters of respondents (**75.7%** / 2,300) had **not taken part in the initiative**.

**Q25.** Just over half (**52.3%** / 1,595) of respondents **agreed with the proposal to cease funding**, whilst **25.8%** (786) were against the proposal and **21.9%** (668) were not sure.

#### *Arts Active*

The Arts Active charity receives funding from the City of Cardiff Council providing education, community and audience engagement projects through St David's Hall and the New Theatre. The Council will withdraw funding but will seek contributions from private organisations and foundations to minimise the impact.

**Q26.** Just under half of respondents (**47.9%** / 1,456) supported the decision to **cease funding for Arts Active** compared to **27.6%** (837) who were against and **24.5%** (745) who were not sure.

#### *Artes Mundi, Cardiff Singer of the World and Community Arts*

The Council proposed to withdraw funding on a phased basis over 2 years for Artes Mundi and Cardiff Singer of the World and reduce the Arts Grant to organisations which support community led art programmes.

**Q27.** Over half of respondents agreed with the proposal to **remove funding for Artes Mundi** (**54.9%** / 1,663), compared to **25.2%** (762) who were against and **19.9%** (604) who were not sure.

# Changes for Cardiff

## Results and Feedback Report

Half of respondents agreed with a **phased removal for Cardiff Singer of the World** (**50.1%** / 1,506 respectively) compared to **33%** (993) who disagreed and **16.9%** (508) not sure.

- Q28.** Opinion was mixed in relation to the proposed **reduction in arts grant for community led art programmes** with **38.9%** (1,176) in agreement compared to **40.9%** (1,237) who disagreed and **20.2%** (612) not sure.

### Community Safety

Community Safety funding proposals include a £25k reduction in funding for the joint city centre Christmas and New Year 'Operation Mistletoe' safety initiative and replacing the existing 9 ageing mobile cameras with 3 new cameras.

- Q29.** **62.2%** (1,873) of respondents supported the **change in the way CCTV cameras are used**, compared to **11.8%** (354) against the proposal and **26.0%** (783) not sure.
- Q30.** Nearly half (**46.5%** /1,394) were in favour of **reducing funding for Operation Mistletoe**, compared to **28.7%** (862) against and **24.8%** (744) not sure.
- Q31.** Approximately three-quarters of respondents (**74.6%** / 2,239) supported the proposal to **seek alternative funding for Community Safety activities** and **88.0%** (2,650) believed that the private sector should financially contribute to management of the night time economy.

### Bereavement & Registration Services

**Bereavement Services** is responsible for the undertaking of over 4,000 funerals per year as well as maintenance across 7 sites including Thornhill Cemetery and Crematorium, Western Cemetery and Cathays Cemetery. Available cemetery space within the city is becoming critical and investment is required to ensure new sites can be developed in the future. The City of Cardiff Council's Crematorium and Burials Services income from crematoria and burials has been reinvested in the cemeteries and crematoria to ensure long term provision can be maintained. The price of a burial or cremation fee ranges from £500 - £675 and the Council propose to increase the cost by 10%.

- Q33.** **32.0%** of respondents **felt positively towards the Crematorium and Burials service** stating that they were "very" (16.0%) or "fairly" (16.0%) satisfied with the service whereas **1.9%** (57) of respondents felt either "fairly" dissatisfied (1.5%) or "very" dissatisfied (0.4%).
- Q34.** Of the 3,006 responses, **26.1%** had **used the City of Cardiff Council's Bereavement Services** and **68.3%** (2,025) had not used the service.

# Changes for Cardiff

## Results and Feedback Report

**Q35.** Over half (**52.8%** /1,588) of respondents supported an **increase in burial or cremation fees** by 10%, compared to **21.9%** (658) against and **25.4%** (764) not sure.

The **Registration of Births, Deaths and Marriages** is a statutory service provided by the Council and most fees charged are set at a national level however some are set by the Council. Investment is required to modernise the service and make it more accessible for the public. Income from marriage ceremonies undertaken by the City of Cardiff Council's Registration Service has been reinvested in the Council's services. The price of a marriage ranges from £180 to £420 and the Council propose to increase the cost by 20%.

**Q37.** **25.6%** (534) of respondents were "very satisfied", **24.3%** (507) "fairly satisfied", **47.0%** (981) "neither satisfied nor dissatisfied", **2.4%** (51) "fairly dissatisfied" and **0.8%** (16) "very dissatisfied" with the Registration of Births Deaths and Marriage Services.

**Q38.** **27.5%** (830) of respondents have **used Cardiff's Marriage Services**, **68.5%** (2,067) had not and **3.9%** (119) not sure.

**Q39.** Two thirds of respondents (**66.5%** / 2,004) agreed with the **proposal to increase the cost of marriage services** by 20%, compared to **16.4%** (494) against and **17.1%** (514) not sure.

### Commercialisation

The Council has a view that provision of frontline services should be supported by increasing commercial activities. The Council will be reviewing fees and charges in comparison to other local authorities and changing the ways of working to raise more income from trading, advertising and sponsorship.

**Q41.** Overall, respondents **supported increasing commercial activities** in the following areas:-

○ <b>Transport</b>	65.5% (1,953)
○ <b>Leisure &amp; Culture</b>	62.3% (1,851)
○ <b>Recycling &amp; Waste</b>	60.6% (1,805)
○ <b>Environment</b>	59.4% (1,759)
○ <b>Parks</b>	52.0% (1,544)
○ <b>Planning</b>	50.1% (1,477)
○ <b>Libraries</b>	49.0% (1,455)
○ <b>Education</b>	41.1% (1,216)

# Changes for Cardiff

## Results and Feedback Report

### The Environment

We want our city to have green flag parks and open spaces in addition to a high quality city environment and an attractive public realm. This means having clean and well managed streets in addition to challenging poor social responsibility in neighbourhoods. The City of Cardiff Council will be increasing enforcement of offences and the issuing of Fixed Penalty Notices with increased fines.

**Q42.** The **enforcement activities respondents were most likely to be aware of** were **dog fouling (87.6%)** and **littering (85.3%)**, while around two-thirds had heard of **planning enforcement (65.5%)**.

However, these were the only three areas which more than half of the respondents were aware of. In contrast, less than three-tenths were aware of enforcement activities for **advertising frames (28.8%)** and **giving out flyers (27.9%)**.

**Q43.** **80.5%** (2,405) of respondents supported further enforcement activities with increased fines for non-compliance, with **8.1%** (241) against and **11.4%** (340) not sure.

**Q45.** When asked about any concerns if Council maintenance services were managed by a company wholly owned by the Council to increase trading opportunities, **42.4%** (1,264) **of respondents** had none, **28.6%** (854) had concerns and **29.0%** (866) were not sure.

### Grounds Maintenance Services

Cardiff has some outstanding parks and green spaces and it is crucial that the character and quality is maintained. Further changes to maintenance regimes may mean that the Council is required to change maintenance for some local parks, playing fields, recreation grounds, open spaces and highway verges such as increasing areas of wild meadow with pathways, and different mowing regimes being adopted while maintaining required quality and safety levels.

**Q46.** Over two-thirds (**71.5%**) of respondents were 'satisfied' with the **increased biodiversity** and wild flower meadow areas provided to date in certain parts of Cardiff, including **34.3%** that are 'very satisfied'. In contrast, just **6.4%** are 'dissatisfied'.

**Q47.** Nearly 70% of respondents (**69.8%** / 2,104) support different grounds maintenance regimes being considered with **7.9%** (238) against and **22.3%** (673) not sure.

# Changes for Cardiff

## Results and Feedback Report

### ***Parking and Traffic Enforcement***

The City of Cardiff Council has already consulted with the public on increasing enforcement for parking infringements and stopping in yellow boxes and now proposes to extend this to key strategic routes into the city.

**Q48.** **43.1%** (1,153) of respondents were either “very satisfied” or “fairly satisfied” with **increased enforcement to date**, compared to **25.0%** (670) who were “fairly” or “very” dissatisfied.

**Q49.** **59.4%** (1,771) of respondents **supported extending enforcement into new areas with 20.6%** (613) against and **20.0%** (597) not sure.



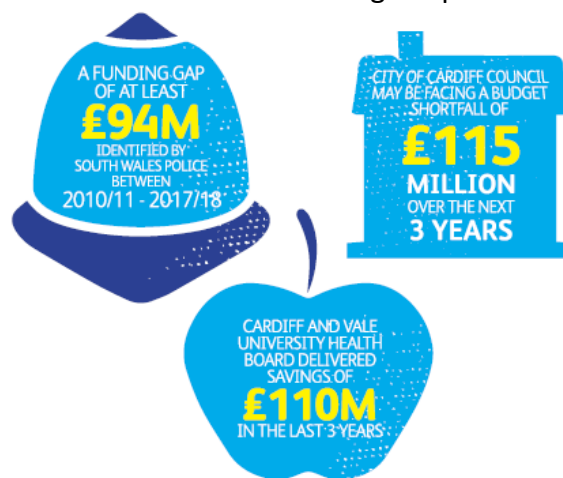
# Changes for Cardiff

## Results and Feedback Report

### 2. Background

Last year, faced with a budget gap of £45.6million, the Council had to make tough choices and savings of £32.5million were approved in February 2015 alongside a Council Tax increase of 5% which resulted in a net increase in income of £5.37million. The savings of £32.5 million equate to an average saving across the Council of around 14%, however some services have had to find a far higher percentage of savings.

In the City of Cardiff Council's [Budget Strategy](#) for 2016/17 and the "[Changes for Cardiff](#)" Consultation document, we set out that the Council will still need to bridge a potential budget shortfall of **£115m** over 3 years in order to bring the amount we spend in line with the total amount that we receive in funding. This is due to the combination of funding reductions from both Central and Welsh Government and increased demand pressures on services as a result of both a growing and ageing population. A number of services we provide are a statutory requirement (that means we have a legal duty to deliver them) – so we have to do these. Several other services, such as the money given to schools, are protected by the Welsh Government.



Against the Council's overall budget of £570million, the controllable base (i.e. the amount which is not protected for specific purposes and we have flexibility to make savings from) totals £223m. Therefore the reality is that we can no longer provide all the services we did in the past and the Council must both prioritise and reform its services.

### 3. Budget Proposals 2016/17

Following approval by the City of Cardiff Council's Cabinet on Thursday 10<sup>th</sup> December 2015, the [budget proposals](#) were published for consultation from Friday 11<sup>th</sup> December - Tuesday 12<sup>th</sup> January 2016. The consultation took three forms:

- **City-wide public consultation** on issues of general interest set out in the "[Changes for Cardiff](#)" document
- **Service-specific consultation** with identified service users/groups or organisations.
- **General consultation** – this included all our other savings that have been released for consultation, including internal changes within the Council such as; back office efficiencies, staff changes and process improvements.

Whilst the consultation focussed on proposed budget savings for 2016/17, a number of the proposals put forward included saving assumptions over a longer time period as part of the City of Cardiff Council's overall Budget Strategy.

# Changes for Cardiff

## Results and Feedback Report

Feedback on each of the city-wide, service specific and general budget proposals will be considered and used to update Equality Impact Assessments and inform decision making as part of the final budget to be agreed by the City of Cardiff Council's Cabinet on 18<sup>th</sup> February 2016 and Full Council on 26<sup>th</sup> February 2016.

### 4. City-wide Public Consultation - Methodology

The city-wide public consultation focused on the issues of general interest set out in the *Changes for Cardiff* document but also gave people an opportunity to give their views on any budget related issues. The consultation was undertaken via the following mechanisms:

- Questionnaire survey – available on-line and via 5,000 hard copies distributed through libraries, leisure centres and hubs
- Online [Question and Answer session](#) with the Leader and Cabinet Member for Corporate Services and Performance on December 17<sup>th</sup> 2015.
- 20 Community Engagement '[drop-in' events](#) held across the city
- An [engagement forum](#) with the Cardiff Youth Council.
- Consultation information and questionnaire made available online via the Council's dedicated budget pages [www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget) as well as on the websites [www.cardiffdebate.co.uk](http://www.cardiffdebate.co.uk) and [www.askcardiff.com](http://www.askcardiff.com)
- Production of a short [video](#) on the budget challenge to raise awareness amongst the public
- Promotion through social media via @cardiffcouncil, @cardiffdebate and using #cdfbudget
- Opportunity for people to email comments via [budget@cardiff.gov.uk](mailto:budget@cardiff.gov.uk)
- Signposting via articles included within the Capital Times, the South Wales Echo and Wales Online
- Consultation promoted via email to 1,178 stakeholders including partner organisations, MPs and AMs, Neighbourhood Partnerships and members of the public who expressed an interest via the previous Cardiff Debate summer events.
- Consultation promoted via email to users of Libraries, Council Tax online account holders, Castle Key holders, Active Card Users, members of the Cardiff Citizens' Panel and Library Card Holders (81,457 unique email addresses)
- Consultation promoted to 8,000 people via the Police Community Messaging Service
- Communicated to 6,000 staff within the City of Cardiff Council and 7,000 staff within Cardiff & Vale University Health Board (UHB).
- Separate meetings with stakeholders by relevant Directorates.
- Promotion of the [Stepping Up Toolkit](#) to support community groups who may be considering opportunities to develop and manage services and assets
- [Expression of Interest Form](#) for people to record their potential interest in volunteering opportunities.

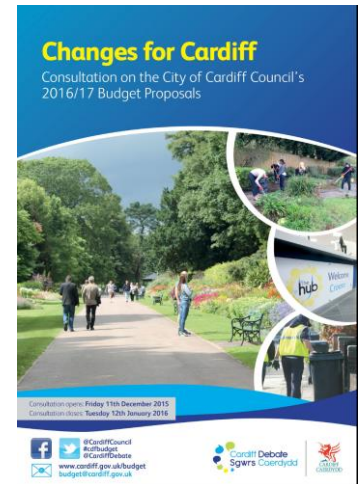
# Changes for Cardiff

## Results and Feedback Report

### 4.1 Questionnaire Survey

#### Questionnaire Design

The Questionnaire survey on the [Changes for Cardiff](#) proposals was developed in response to a series of meetings between Research & Consultation officers and the Council's Senior Management Team. Particular focus was given to proposals which would result in a direct change to the delivery of public facing services. Additional lines of questioning were introduced around some overarching themes such as exploring new ways of working with other organisations to deliver services, volunteering, increased digitalisation of services and community groups running more services and facilities. The resulting questionnaire contained 49 individual questions (excluding demographic information) and covered a range of topics:



- Overarching themes
- Social care (Day services for older people / Care service provision)
- Education (School delegated budgets / School Meals)
- Children's Play
- Arts and Culture
- Community Safety
- Bereavement & Registration Services
- Commercialisation
- The Environment (Enforcement / Grounds maintenance services / Parking and traffic enforcement)
- About You

#### Questionnaire Distribution

In order to maximise the accessibility of the document versions were created both electronically and in hard copy format, in English and Welsh (including alternative formats such as braille and large print).

#### Hard Copies

5,000 hard copies of the *Changes for Cardiff* questionnaire were distributed to a range of public buildings across the city including Libraries, Hubs, Leisure Centres, Community Centres, County Hall and at Community Engagement Events.

Postal boxes were also provided at these locations for the public to drop off their completed questionnaires; alternatively they could be posted back to County Hall.

#### Electronic Version

To maximise the level of responses and also minimise the associated costs of printing and data inputting the public were encouraged as much as possible to complete the questionnaire online. The electronic versions of the *Changes for Cardiff* document and the accompanying questionnaire were widely distributed via a variety of existing mechanisms:

# Changes for Cardiff

## Results and Feedback Report

- Made available online via the Councils dedicated budget pages [www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget) as well as on the websites [www.cardiffdebate.co.uk](http://www.cardiffdebate.co.uk) and [www.askcardiff.com](http://www.askcardiff.com)
- Via email to users of Council Tax online account holders, Castle Key holders, Active Card Users, members of the Cardiff Citizens' Panel and Library Card Holders (81,457 unique email addresses)
- Via email to 8,000 people on the Police Community Messaging Services
- To 6,000 City of Cardiff Council employees via the 'Your Inbox' electronic newsletter and promoting on the intranet and to 7,000 Cardiff & Vale UHB staff via their staff notices and intranet screensaver.
- All of the information provided electronically to the Cardiff Partnership's mailing list which includes South Wales Police, Cardiff & Vale UHB, Wales Probation Service and the Community Rehabilitation Company, Natural Resources Wales, Third Sector organisations including C3SC, Welsh Government, Housing Associations, Communities First, Cardiff and Vale College, Universities, Cardiff Bus and the South Wales Fire and Rescue Service.
- Links to the survey were also sent out from the City of Cardiff Council and the Cardiff Debate Twitter accounts at regular intervals throughout the consultation period.
- Signposting to the budget proposals and questionnaire was also undertaken via articles included within the Capital Times, South Wales Echo and on Wales Online.

### 4.2 Community Engagement Events

A series of 20 Community Engagement events were held across the city during the course of the consultation period (**Table 1**) in the form of 2 hour 'drop in' sessions. These included sessions held in each of the six Neighbourhood Partnership Areas, the city centre and a separate targeted workshop with the Cardiff Youth Council. The objectives of the events were to:

- Provide an opportunity for the public to receive information regarding the current challenges being faced by the City of Cardiff Council.
- Provide information surrounding the proposals put forward for the 2016/17 budget.
- Provide an opportunity for any concerns regarding the impact of the proposed changes to be recorded.
- Provide information on how local people can become more involved in service delivery.
- Provide an opportunity to complete the consultation document relating to the budget proposals.

# Changes for Cardiff

## Results and Feedback Report

**Table 1 – Community Engagement Events**

Date	Time	Neighbourhood Area	Venue
Saturday 12 <sup>th</sup> December	1pm-3pm	Cardiff City and South	Grangetown Community Christmas Fayre, Grange Gardens Bowls Pavilion, CF11 7LJ
Monday 14 <sup>th</sup> December	10am – 12noon	City and Cardiff South	Central Library Hub, The Hayes, City Centre, Cardiff, CF10 1FL
Monday 14 <sup>th</sup> December	11am - 1pm	Cardiff North	The Powerhouse, Roundwood, Pentwyn, Cardiff, CF23 9PN
Tuesday 15 <sup>th</sup> December	2pm – 4pm	Cardiff East	Rumney Library, Brachdy Road, Rumney, Cardiff, CF3 3BG
Tuesday 15 <sup>th</sup> December	4pm - 6pm	Cardiff West	Fairwater Leisure Centre, Off Waterhall Road, Fairwater, Cardiff, CF5 3LL
Wednesday 16 <sup>th</sup> December	11am – 1pm	Cardiff South East	Dalton Street Community Centre, Dalton Street, Cardiff, CF24 4HB
Wednesday 16 <sup>th</sup> December	4pm – 6pm	Cardiff South West	Chapter Arts Centre, Market Road, Canton, Cardiff, CF5 1QE
Thursday 17 <sup>th</sup> December	10am – 12noon	Cardiff North	Rhydypennau Library (Goldies Cymru Event), Llandennis Road, Cyncoed, Cardiff, CF23 6EG
Saturday 19 <sup>th</sup> December	11am – 1pm	Cardiff West	Pugh's Garden Village, Tynant Nurseries, Morganstown, Radyr & Morganstown, CF15 8LB
Monday 21 <sup>st</sup> December	2pm - 4pm	Cardiff East	Llanrumney Hub (Fun Day), Countisbury Avenue, Llanrumney, Cardiff, CF3 5NQ
Tuesday 22 <sup>nd</sup> December	1pm – 3pm	Cardiff South West	Ely and Caerau Community Hub, Cowbridge Road West, Cardiff, CF5 5BQ
Tuesday 22 <sup>nd</sup> December	4pm – 6pm	City and Cardiff South	Winter Wonderland, City Hall Road, Cardiff, CF10 1PX
Tuesday 5 <sup>th</sup> January	11am – 1pm	Cardiff East	St Mellons Hub, 30 Crickhowell Road, Trowbridge, Cardiff, CF3 0EF
Tuesday 5 <sup>th</sup> January	4pm – 6pm	Cardiff South East	Maindy Centre, Crown Way, Off North Rd, Cathays CF14 3AJ
Wednesday 6 <sup>th</sup> January	11am – 1pm	Cardiff South East	Cardiff Flea Market, Clydesmuir Industrial Estate, Splott, CF24 2QS
Wednesday 6 <sup>th</sup> January	4:30pm -6:30pm	Cardiff North	Llanishen Leisure Centre, Ty-Glas Avenue, Llanishen, Cardiff, CF14 5EB
Thursday 7 <sup>th</sup> January	11am – 1pm	Cardiff South West	Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ
Thursday 7 <sup>th</sup> January	2pm – 4pm	Cardiff North	University Hospital of Wales (Concourse), Heath Park, Heath, Cardiff, CF14 4XW
Friday 8 <sup>th</sup> January	10am – 12noon	Cardiff West	Whitchurch Library, Park Road, Whitchurch & Tongwynlais, Cardiff, CF14 7XA
Friday 8 <sup>th</sup> January	3pm – 5pm	Cardiff South East	STAR Centre, Splott Road, Splott, Cardiff, CF24 2BZ

# Changes for Cardiff

## Results and Feedback Report

### Format of the Community Engagement Events:

The Community Engagement Events typically took the format of a 2 hour 'drop-in' session incorporating information sharing and open discussion for the public to find out more information about the proposals.

In addition, members of the public were also asked for their views on which services mattered most, doing things differently and how people could get more involved. These comments were captured on Cardiff Debate 'post cards' which were then displayed publicly at the events so people could read other people's views.

The Stepping Up [Toolkit](#) was made available to interested individuals or groups, along with opportunities for people to record their interest in increasing their involvement in a range of services.

Cardiff Debate  
Sgwrs Coerdydd

1) DO YOU LIVE AND/OR WORK IN CARDIFF? LIVE  WORK  VISITOR

2) WHAT SERVICES MATTER MOST TO YOU OR YOUR FAMILY AND WHY?

3) CARDIFF IS A GROWING CITY BUT HAS LESS MONEY TO SPEND ON SERVICES. HOW CAN WE DO THINGS DIFFERENTLY TO SAVE MONEY IN THE FUTURE?

4) HOW CAN YOU / THE COMMUNITY GET MORE INVOLVED IN MAKING THIS HAPPEN?

How old are you?

Please return to the Partnership Team, Room 412, County Hall, Cardiff, CF10 4LW or email responses to us at [cardiffdebate@cardiff.gov.uk](mailto:cardiffdebate@cardiff.gov.uk)

Cardiff Coerdydd



# Changes for Cardiff

## Results and Feedback Report

### 4.3 Online Engagement

Promotion of the budget consultation was done through utilisation of social media and signposting people to the City of Cardiff Council's website – [www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget). During the 5 week consultation period (11<sup>th</sup> December 2015 to 12<sup>th</sup> January 2016), there were the following visits to the Council's website:

- **11,961** Total page views (English and Welsh) for the budget section - the highest page views on one day was on Thursday 17<sup>th</sup> December 2015 with a total of 1,339 page views.
- **6,207** Page views for the budget 'landing page' – the highest page views on one day was on 8<sup>th</sup> January 2016 with 616 page views.
- **768** Page views for the Budget Q&A session on 17<sup>th</sup> December 2015 – the highest page view on one day was on Thursday 17<sup>th</sup> December 2015 with 604 page views.

#### 4.3.1 Budget Video

A short animated video on the City of Cardiff Council's budget challenge was produced and promoted via social media. The aim of the video was to explain some of the challenges which the city is facing regarding the budget shortfall, to raise awareness of some of the population growth pressures and also to encourage working together to save money or do things differently. Since 1<sup>st</sup> November 2015 there have been **5,294** plays of the video.



#### 4.3.2 Social Media

Information on the budget consultation was regularly tweeted by the @cardiffcouncil / @cyngorcaerdydd (**52,776** followers) and @CardiffDebate / @sgwrscaerdydd (**1,465** followers) and people were encouraged to use #cdfbudget for discussions and tweets relating to the budget proposals. Posts were also included on Facebook to raise awareness of the consultation.

**TWEETREACH SNAPSHOT FOR #cdfbudget**

ESTIMATED REACH	EXPOSURE
87,905	148,141
ACCOUNTS REACHED	IMPRESSIONS

Bar chart showing exposure by time of day: 3 (10:00-11:00), 55 (11:00-12:00), 36 (12:00-13:00), 2 (13:00-14:00), 0 (14:00-15:00).

# Changes for Cardiff

## Results and Feedback Report

### 4.3.3 Online Question and Answer Session

A live online [Question and Answer session](#) was held on the budget proposals for 2016/17 at midday on 17<sup>th</sup> of December 2015. The session was chaired by the Leader of the Council and Cabinet Member for Corporate Services and Finance.

## 4.4 Stakeholder Engagement

To encourage a greater awareness of the budget consultation across Cardiff, the Council has used its networks, media contacts and distribution lists to potentially reach approximately **870,948 stakeholders**. An overview of the stakeholder mechanisms used is provided in **Table 2**.

**Table 2 – Stakeholder Engagement Mechanisms**

Distribution Mechanism	Number of People
City of Cardiff Council Elected Members	75
City of Cardiff Council Staff via 'In Box' and Intranet	6,000
Cardiff & Vale UHB Staff via Intranet/Staff notices	7,000
South Wales Echo articles (average daily Readership Figures)	51,019
Wales Online articles (average daily Browsers)	635,349
Citizens Panel	6,265
Castle Key Holders	10,467
Council Tax Online Account Holders	12,476
Leisure Active Card Holders	2,182
Library Card Users	50,067
Stakeholders including Partner Organisations, AMs and MPs, Neighbourhood Partnerships etc.	1,178
Cardiff Council Twitter Accounts	52,776 followers (English and Welsh)
Cardiff Debate Twitter Accounts	1,465 followers (English and Welsh)
Cardiff & Vale UHB Twitter Account	5,318 followers
Cardiff Third Sector Council Twitter Account	3,315 followers
Cardiff Third Sector Council (Electronic update)	1,000
Cardiff Council Web Visits to Budget Pages	11,961 visits (English and Welsh)
South Wales Police Community Messaging	8,000
Youth Council Consultation Event	35
Hard Copies of Questionnaires Distributed	5000
<b>Potential Total Reach*</b>	<b>870,948</b>

*\*Please note there may be some duplication /cross posting of information*



# Changes for Cardiff

## Results and Feedback Report

### 4.5 Consultation Logger and Correspondence

In addition to responses to the questionnaire, people have had the opportunity to engage in the budget consultation via email, letter, telephone and petitions. **Table 3** below sets out the number of different correspondence received during the consultation period. A summary of the comments made via these mechanisms can be seen in **Appendix 2**.

**Table 3 – Communications received during budget consultation**

<b>Communication received</b>	<b>Number</b>
Email	75
Letter	9
Petitions Received	1
On-line Petitions (not formally received)	1
Telephone Enquiries via C2C	36
Telephone Enquiries via Directorate	2
Cardiff Debate Ideas cards	49
Other (Communication at events)	6
<b>Total</b>	<b>179</b>

<b>On-line Petitions received</b>	Number of signatories
Cardiff Without Culture	<b>4,102</b>

<b>On-Line Petitions (not formally submitted to the Council at time of writing)</b>	Number of signatories
Save Alzheimer's Society Oldwell Day Support Service (no. of signatures at closure of Budget Consultation)	<b>2,724</b>

<b>Community Questionnaire</b>	Number of Respondents
Children's Play Services	<b>544</b>

# Changes for Cardiff

## Results and Feedback Report

<b>Queries/Comments relating to:</b>	
Arts and Culture	73
Council Management	11
Health and Social Care	16
Education	8
Volunteering	3
Transport	2
Waste Management	2
Youth Services	3
Libraries	1
Leisure Centres	1
Play Services	1
Parks	1
Hubs	1
Other (General queries relating to the proposals)	4
<b>TOTAL</b>	<b>127</b>

### 4.6 Service Specific Consultations

Changes for Cardiff included a section on social care with 10 questions concerning proposals relating to day opportunities for older people. The questions gathered the responses of citizens across Cardiff but the breadth of the Changes for Cardiff consultation limited the number of questions which could be asked.

It was however felt that a service specific consultation would complement the social care responses in the main budget consultation. A separate more detailed Day Opportunities Strategy Consultation was developed with 26 questions, including sections on day centres, Meals on Wheels, community transport and volunteering. In addition the consultation was specifically aimed at older people in receipt of a care package, as well as their carers and service providers and included questions on whether the different services met their needs.

The Day Opportunities Strategy Consultation ran from November 30<sup>th</sup> to February 5<sup>th</sup>, with the findings published separately.

# Changes for Cardiff

## Results and Feedback Report

### 5. Key Findings

#### Introduction

**3,348 people** took the time to complete the *Changes for Cardiff* questionnaire and public views were also given via petitions, social media, attendance at 'drop-in' public engagement events, and through correspondence.

The survey included **49 questions specific to the budget proposals** plus demographic monitoring information. Of these, **20 were qualitative questions** allowing the public the opportunity to explain any specific reasons for their opposition to proposed changes or provide additional commentary regarding local services.

Each of the questions has also been analysed by geography (Neighbourhood Partnership Areas) and key demographic groups to determine whether there are any differences seen in responses in relation to where people live, their age, gender, ethnic group, whether people consider themselves to have a disability and employment status. The full results can be seen in **Appendix 1**.

Typically between 20-40% of participants responded to each of the open-ended questions. This resulted in the collation, coding and analysis of **13,830 separate comments** as part of the reporting process. The textual information was transposed into quantitative data through a process of categorization or 'coding' and counting.

The qualitative information provided in this report represents the results of this coding exercise with responses grouped under themes which outline the key points expressed by respondents. Summary tables of these themes including examples of the verbatim comments received are provided through the document as well as in **Appendix 2**.

#### Key for demographic information

Charts through the main budget consultation report and Appendix 1 include acronyms relating to demography. The key below explains the different acronyms:

WFTE:	Without Full Time Employment
ME:	Minority Ethnic

# Changes for Cardiff

## Results and Feedback Report

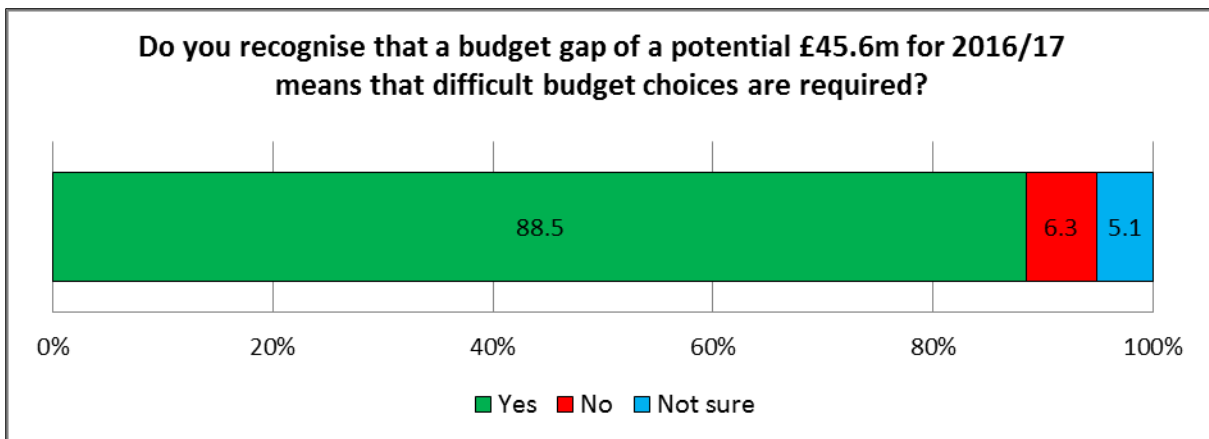
### 5.1 Overarching Themes

*As a Co-operative Council we remain committed to understanding and supporting services that are most important to people, whilst making sure we help those in need. However, reductions in funding and increased demand for our services mean that difficult choices, including increased fees and charges, remain options for consideration.*

#### Q1. Do you recognise that a budget gap of a potential £45.6m for 2016/17 means that difficult budget choices are required?

*3,059 of the total 3,348 participants in the 2016/2017 budget consultation responded to this question, a response rate of 91.4%.*

The majority of respondents (**88.5%**) recognised the budget challenge that the Council is facing, with **6.3% not recognising** that difficult choices need to be made. Recognition was particularly high among respondents from **Cardiff North (91.2%)** and **Cardiff West (91.2%)**, and those **over 55 (91.7%)**, compared to **80.5% of ethnic minority respondents**.



*Base: All respondents (3,059)*

An identical question was asked in the 2015/2016 consultation and this enables trend analysis of change in opinion. The percentage of respondents who **recognised the budget gap has fallen 0.2 percentage points in the last year to 88.5%**, with an increase of 0.5 percentage points in respondents failing to recognise the challenge.

*Do you recognise that a budget gap of a potential £45.6m for 2016/17 means that difficult budget choices are required?*

	2015/16		2016/17		Difference
	No	%	No	%	Percentage points
<b>Yes</b>	3,498	88.7	2,708	88.5	-0.2
<b>No</b>	230	5.8	194	6.3	0.5
<b>Not sure</b>	215	5.5	157	5.1	-0.4
<b>Total</b>	3,943	100.0	3,059	100.0	-

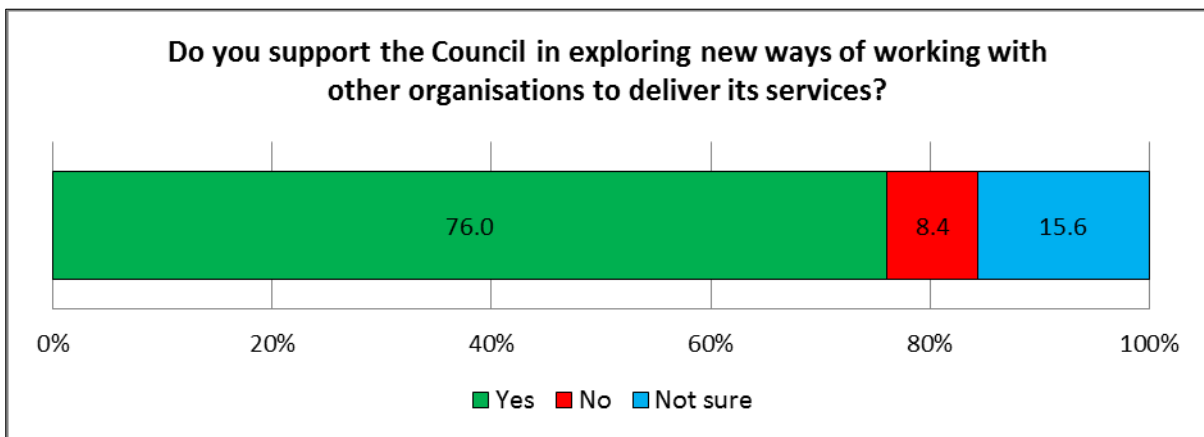
# Changes for Cardiff

## Results and Feedback Report

### Q2. Do you support the Council in exploring new ways of working with other organisations to deliver its services?

There were 3,051 responses to this question, a response rate of 91.1%.

Over three quarters of respondents (**76.0%**) supported this proposal with **8.4%** opposing the suggestion to explore new ways of working with other organisations. There was significant variation across the Neighbourhood Partnership Areas with **80.5% of Cardiff West** respondents supporting this compared to **71.0% from Cardiff East**.



Base: All respondents (3,051)

Support for the Council to **explore new ways of working with other organisations to deliver services** has slightly increased (from **75.1%** to **76.0%**) since the 2015/2016 consultation. The percentage of respondents who disagreed with this proposal has declined from 9.4% to 8.4%, a fall of 1.0 percentage points.

Do you support the Council in exploring new ways of working with other organisations to deliver its services?

	2015/16		2016/17		Difference
	No	%	No	%	Percentage points
Yes	2,950	75.1	2,320	76.0	0.9
No	369	9.4	255	8.4	-1.0
Not sure	611	15.5	476	15.6	0.1
Total	3,930	100.0	3,051	100.0	-

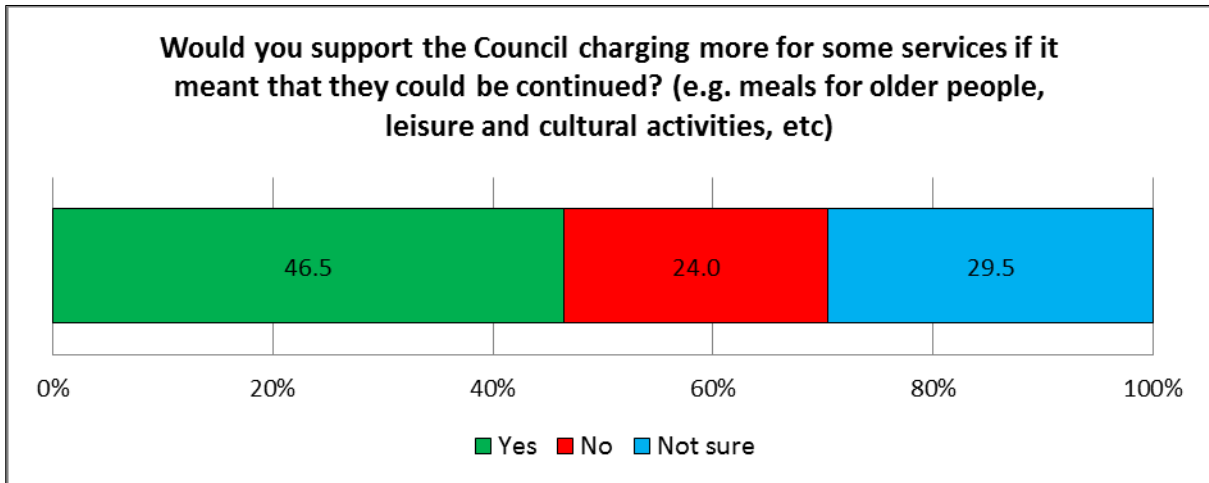
### Q3. Would you support the Council charging more for some services if it meant that they could be continued?

3,050 participants took part in this question, a response rate of 91.1%.

Just under half of respondents (**46.5%**) agreed with the Council charging more for some services, with **29.5%** unsure and **24.0%** disagreeing. Over half of respondents from **Cardiff West (53.8%)** and **Cardiff North (50.1%)** were supportive, as well as **53.5% of the over 55 population**.

# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (3,050)

Respondent support for **increasing charges for specific services** has changed since the 2015/2016 budget consultation. The percentage of respondents who were unsure about charging for certain services has fallen by 6.4 percentage points from 35.9% to 29.5%. This has coincided with an **increase in support of 2.6 percentage points (from 43.9% to 46.5%)**, but also an **increase of 3.8 percentage points in opposition, from 20.2% to 24.0%**.

*Would you support the Council charging more for some services if it meant that they could be continued?*

	2015/16		2016/17		Difference
	No	%	No	%	Percentage points
Yes	1,725	43.9	1,417	46.5	2.6
No	794	20.2	732	24.0	3.8
Not sure	1,411	35.9	901	29.5	-6.4
Total	3,930	100.0	3,050	100.0	-

There were **1,236 comments** on services which the Council could increase charges for. The dominant theme was **Leisure Centre charges** with 632 respondents (51.1%) advocating increasing costs for this service, ahead of **Cultural activities and events** (503 responses, 40.7%) and **Services for older people** (211 responses, 17.1%).

The top three themes are detailed with examples of respondent comments, with details of all themes included in **Appendix 2**.

# Changes for Cardiff

## Results and Feedback Report

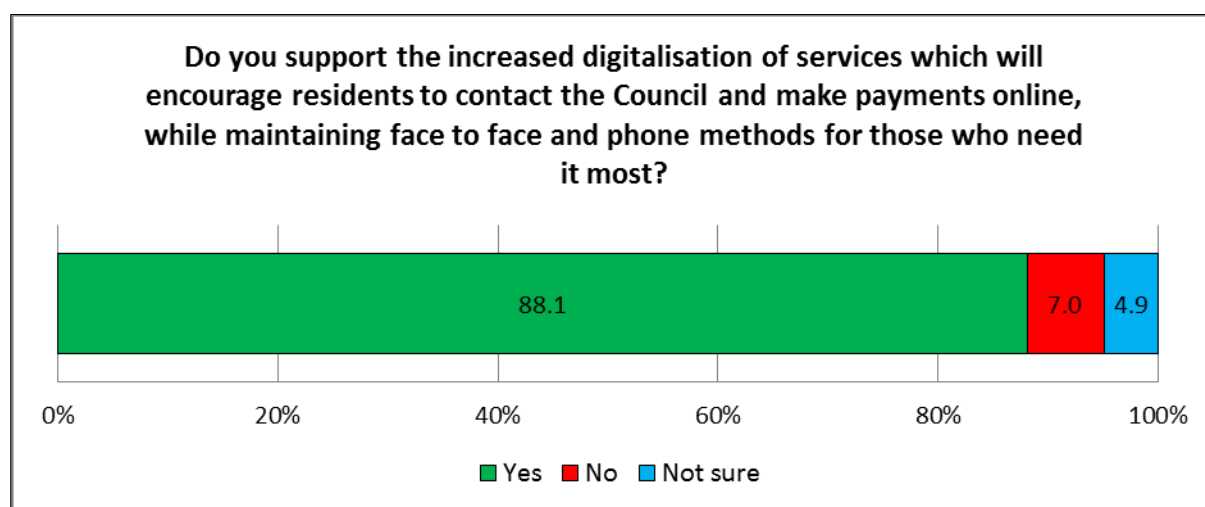
**Top 3 themes with example comments emerging from the 1,236 suggestions of services to increase charges for:**

Theme	No.	%	Example comments
Leisure centre charges	632	51.1	<ul style="list-style-type: none"> <li>Leisure - such as sports centres.</li> <li>Leisure and sporting activities should be charged more.</li> <li>I don't mind paying for leisure activities if the same service and delivery can be maintained, I don't want to lose these services.</li> <li>Leisure centres - keep them running with improved services but charge more for their use.</li> </ul>
Cultural activities and events	503	40.7	<ul style="list-style-type: none"> <li>Culture and Arts.</li> <li>Cultural activities - charge for free events.</li> <li>A small fee for museums in Cardiff that are currently free.</li> <li>Cultural activities as whilst these are beneficial and should not be lost, they are a matter of choice.</li> </ul>
Services for older people	211	17.1	<ul style="list-style-type: none"> <li>Services for older people, those in need of accommodation, meals etc.</li> <li>Old people day centres.</li> <li>Meals for older people if they can afford it.</li> <li>Luncheon club prices could be increased.</li> </ul>

**Q4. The City of Cardiff Council is increasingly looking to provide services online. Do you support the increased digitalisation of services which will encourage residents to contact the Council and make payments online, while maintaining face to face and phone methods for those who need it most?**

There was a response rate for this question of 91.2% (3,055 responses).

Support for increased digitalisation was high (**88.1%**) among respondents with **7.0%** opposing the increasing focus on online services and **4.9%** unsure.

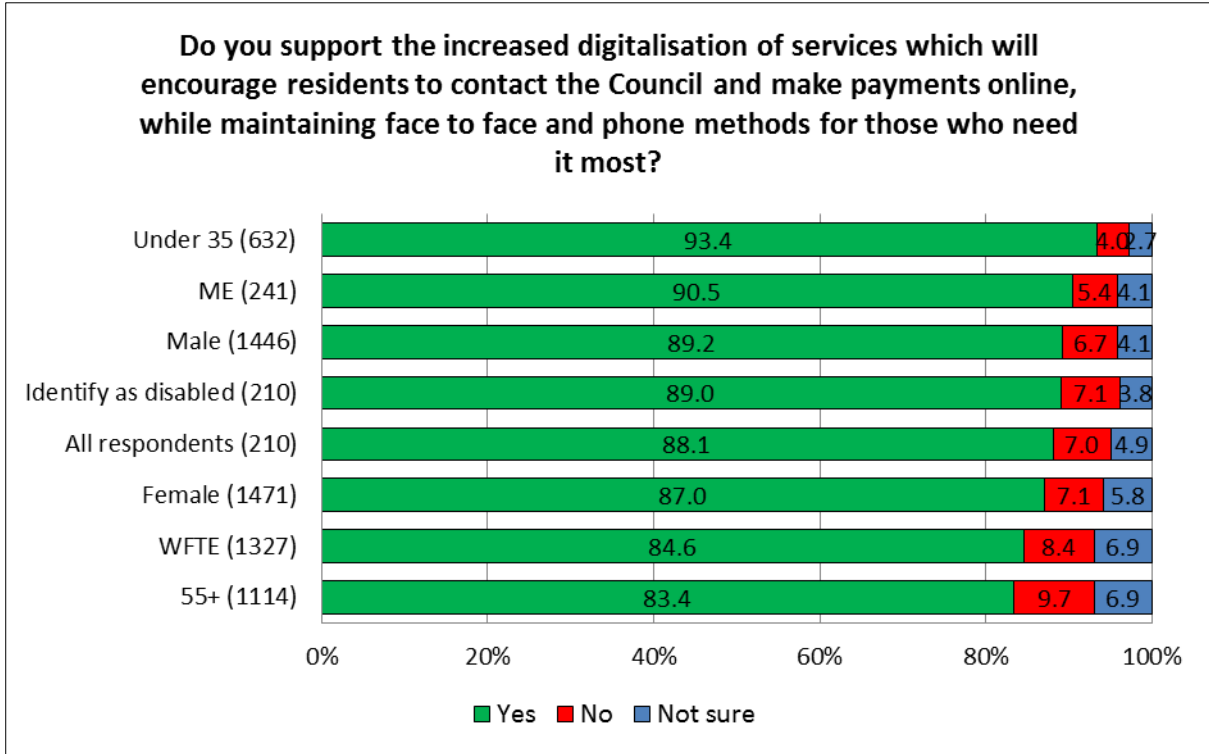


Base: All respondents (3,055)

# Changes for Cardiff

## Results and Feedback Report

There was some differences in support for digital services amongst different groups with support greatest among **under 35s (93.4%)** and **minority ethnic respondents (90.5%)**, compared to **83.4%** of over 55s.

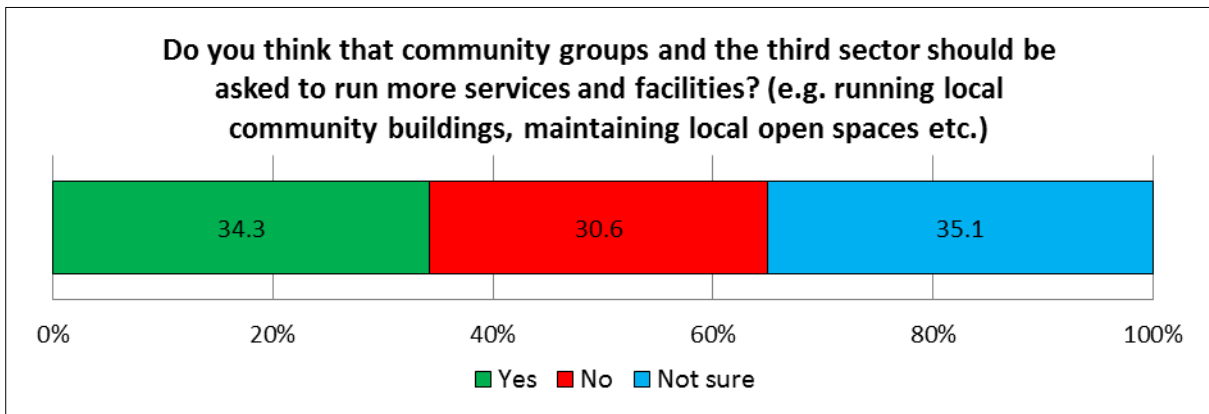


Base data shown in brackets

### Q5. Do you think that community groups and the third sector should be asked to run more services and facilities?

3,055 participants responded to this question, a response rate of 91.2%.

Opinion was divided amongst respondents with **34.3% of respondents supporting** community groups and third sector organisations running more services and facilities and **30.6% opposing the suggestion**. In addition, **35.1%**, the largest proportion, were unsure. Support was highest amongst respondents who identified as disabled (41.0%) and lowest among females (30.7%).



Base: All respondents (3,055)



# Changes for Cardiff

## Results and Feedback Report

The results of this question in the 2015/2016 also indicated a divided opinion with 33.3% supporting community groups and the third sector to run more services and facilities, and 33.6% opposing. There has been a marginal change in opinion over the last year, with an increase of 1.0 percentage point in respondents supporting the change and a decrease of 3.0 percentage points amongst those opposing it.

*Do you think that community groups and the third sector should be asked to run more services and facilities?*

	2015/16		2016/17		Difference
	No	%	No	%	Percentage points
Yes	1,295	33.3	1,047	34.3	1.0
No	1,309	33.6	936	30.6	-3.0
Not sure	1,290	33.1	1,072	35.1	2.0
Total	3,894	100.0	3,055	100.0	-

Respondents were given the opportunity to suggest services that community groups and the third sector could be given greater responsibility to run. **817 responses** were received with 260 suggesting Parks, garden and open spaces (31.8%). Community building and facilities ranked second (177 responses, 21.7%), with Libraries and hubs third (140 responses, 17.1%).

**Top 3 themes with example comments emerging from 817 suggestions of services/facilities that could be increasingly run by community organisations and the third sector:**

Theme	No.	%	Example comments
<b>Parks, gardens and open spaces</b>	260	31.8	<ul style="list-style-type: none"> <li>• <i>Maintaining public open spaces - then people may take pride in their surroundings instead of just leaving for the Council to sort out.</i></li> <li>• <i>Third sector support for parks and recreation grounds is a good idea. It works well in areas where it's established (e.g. Creigiau).</i></li> <li>• <i>If they have the volunteers, maintaining local open spaces is hugely important.</i></li> <li>• <i>Volunteers could reduce the cost of maintaining open spaces/maintaining local open spaces.</i></li> </ul>
<b>Community buildings and facilities</b>	177	21.7	<ul style="list-style-type: none"> <li>• <i>Community buildings could be more community managed to engage more local people to use them.</i></li> <li>• <i>Community groups can help to run local community buildings, and Friends Groups can help with local open spaces.</i></li> <li>• <i>Community buildings and services that serve particular communities.</i></li> <li>• <i>Running local community buildings.</i></li> </ul>
<b>Libraries and hubs</b>	140	17.1	<ul style="list-style-type: none"> <li>• <i>This could include many services, some of which have already disappeared, such as local libraries etc.</i></li> <li>• <i>Libraries to prevent closure.</i></li> <li>• <i>Libraries, leisure centres where practical.</i></li> <li>• <i>Local community hubs, open spaces.</i></li> </ul>

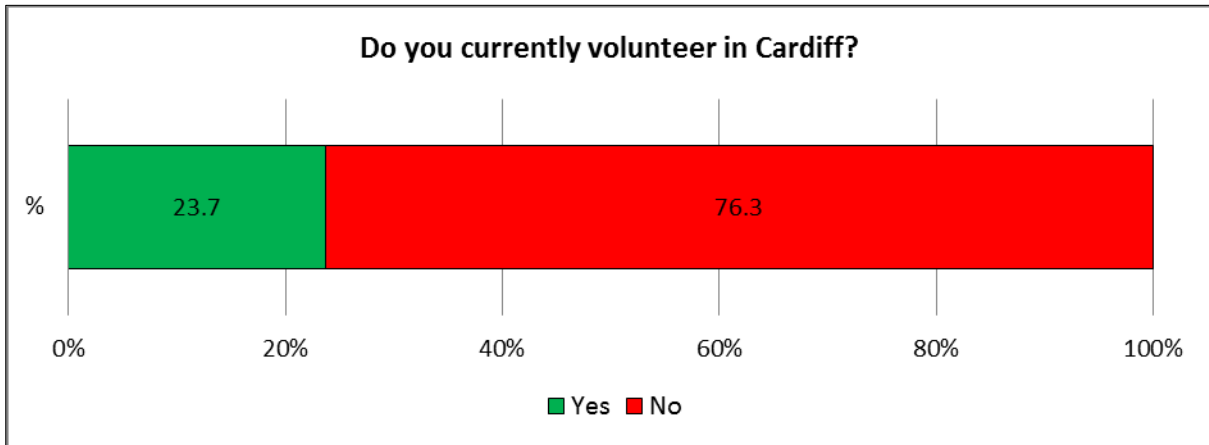
# Changes for Cardiff

## Results and Feedback Report

### Q6. Do you currently volunteer in Cardiff?

There were 3,022 responses to this question, a response rate of 90.3%.

Almost a quarter of respondents (**23.7%**) are currently engaged in volunteering in the city. Of the key demographics, volunteering was greatest among those **outside of full-time work (27.8%)** and those who identified as **disabled (27.1%)**, compared to the **ethnic minority population (20.9%)**.



Base: All respondents (3,022)

550 respondents shared the **approximate amount of time they spend volunteering every month**. **170 volunteers (30.9%)** spend 6-10 hours each month, with 142 (25.8%) spending 1-5 hours and 128 spending 11-20 hours (23.3%). 4 respondents (0.7%) volunteer for over 100 hours each month.

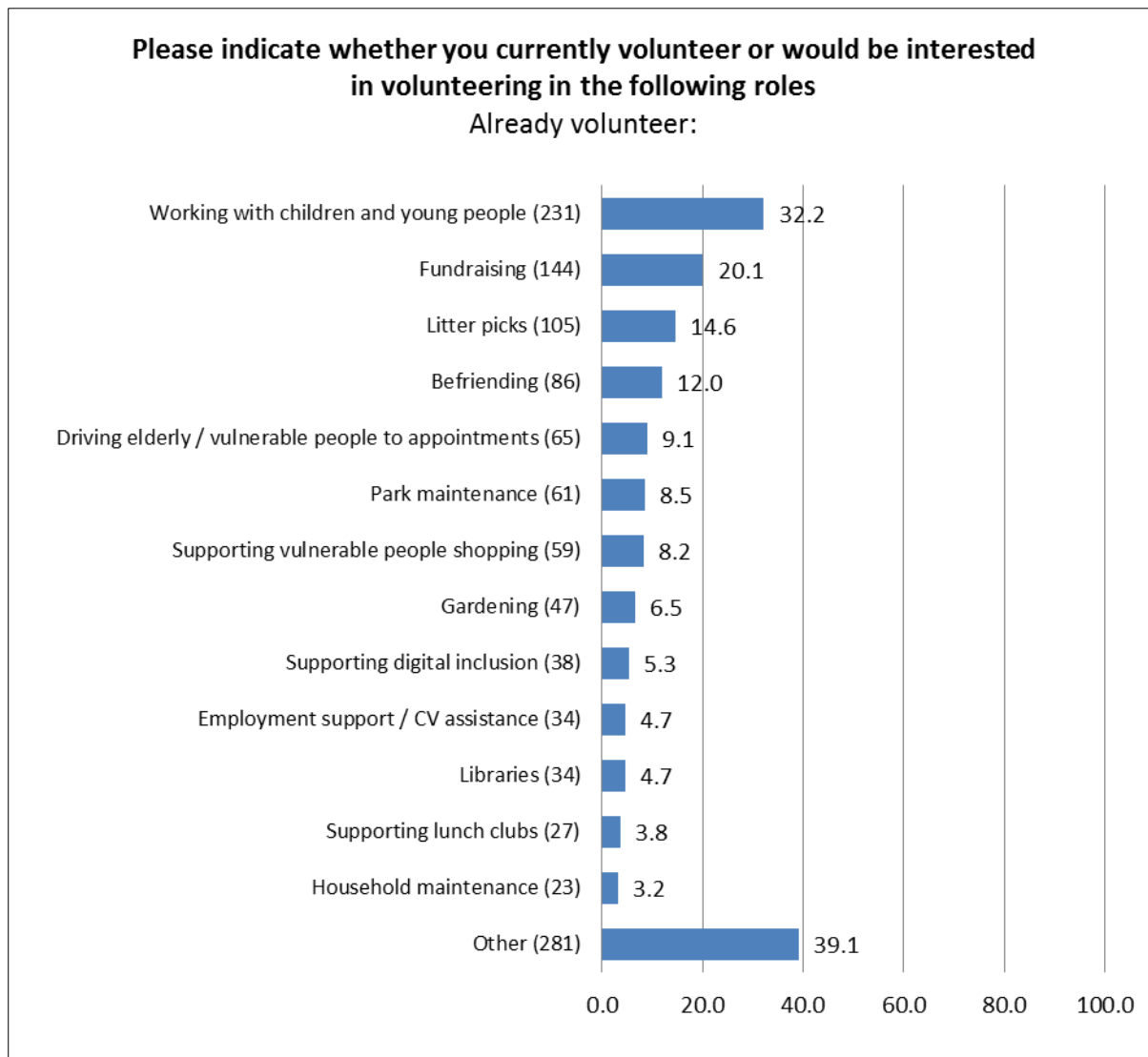
#### Breakdown of 550 responses by number of hours spent volunteering:

Hours spent volunteering	No.	%
1-5	142	25.8
6-10	170	30.9
11-20	128	23.3
21-30	61	11.1
31-40	19	3.5
41-50	7	1.3
51-75	9	1.6
76-100	4	0.7
101-150	3	0.5
151+	1	0.2
Varies	6	1.1

# Changes for Cardiff

## Results and Feedback Report

**718 current volunteers** shared details of their volunteering role with almost a third **working with children and young people** (231 respondents, 32.2%). This ranked significantly ahead of all other options including **fundraising** (144 respondents, 20.1%) and **litter picks** (105 respondents, 14.6%).

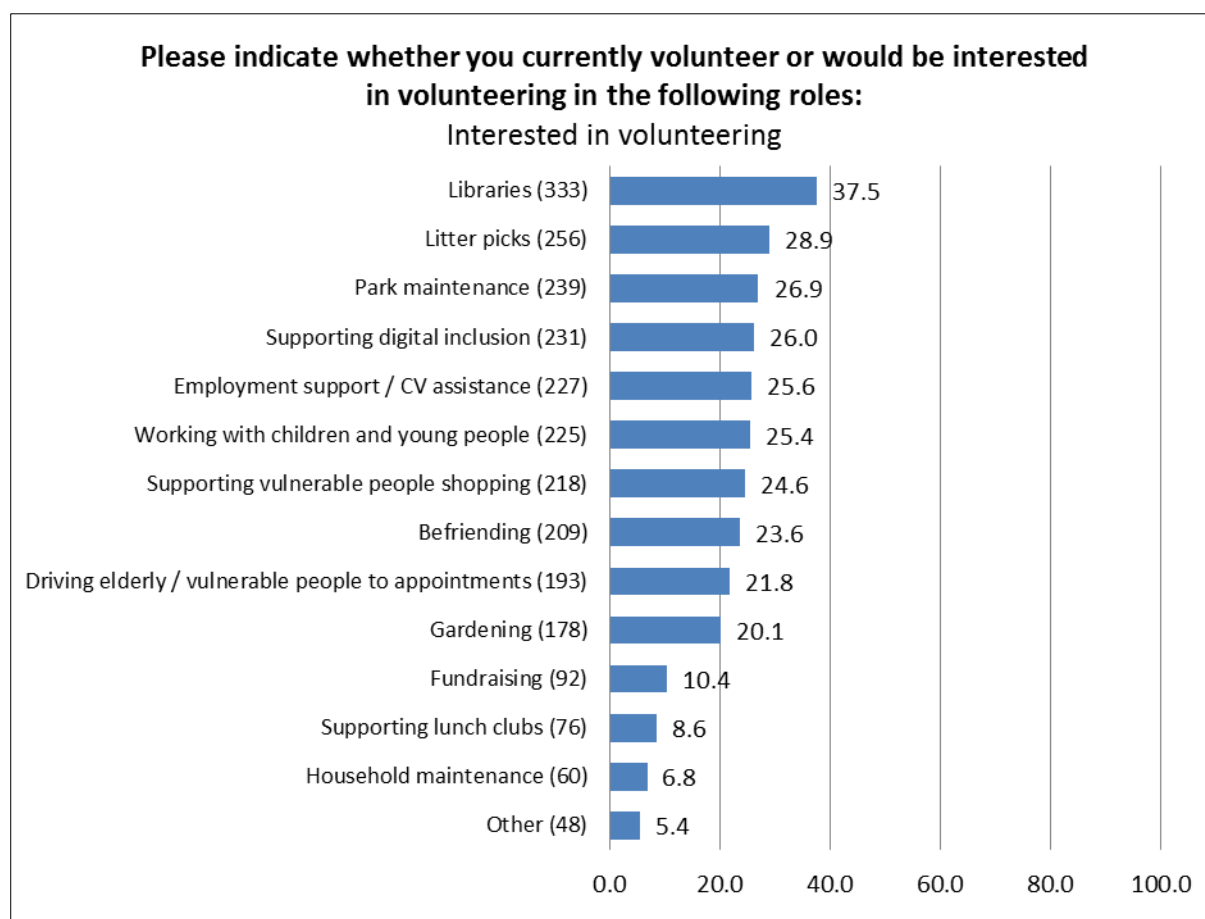


Base: All volunteers (718). Base data shown in brackets.

# Changes for Cardiff

## Results and Feedback Report

In comparison, of the **887 responses** on volunteering roles that people would be interested in, over a third would volunteer with **libraries** (333 respondents, 37.5%), ahead of **litter picks** (256 respondents, 28.9%) and **park maintenance** (239 respondents, 26.9%).



Base: All respondents (887). Base data shown in brackets.

306 respondents selected 'Other' and specified the volunteering activity with the majority not sharing whether they were already volunteering in that activity or interested. 41 comments (13.4%) related to **Arts, music or entertainment**, with 39 focusing on **Service** (12.7%) and 35 on **Charity or community organisation** (11.4%).

**Top 3 themes for 'Other' environments where respondents either currently volunteer or would be interested in volunteering:**

Theme	No	%	Example comments
<b>Arts, Music or Entertainment</b>	41	13.4	<ul style="list-style-type: none"> <li>• Art activities.</li> <li>• I already volunteer as a Duty Manager for The Other Room</li> <li>• theatre company in Cardiff.</li> </ul>
<b>Service</b>	39	12.7	<ul style="list-style-type: none"> <li>• Local magistrate.</li> <li>• Trustee.</li> <li>• Already volunteering in an administrative capacity.</li> </ul>
<b>Charity or community organisation</b>	35	11.4	<ul style="list-style-type: none"> <li>• Alzheimer's Society - office work.</li> <li>• Trustee of local charity that provides meaningful activities (primarily) for disabled people.</li> </ul>

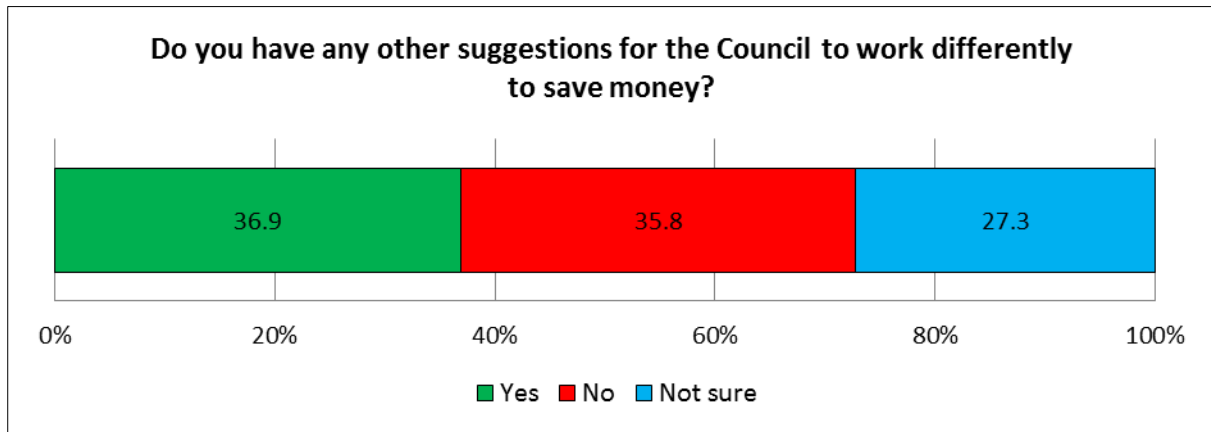
# Changes for Cardiff

## Results and Feedback Report

### Q7. Do you have any suggestions for the Council about how to work differently to save money?

There was a response rate of 89.2% for this question with responses from 2,987 participants.

Responses to this question was mixed with **36.9% having additional suggestions** for the Council to save money, compared to 35.8% who did not.



Base: All respondents (2,987)

1,100 respondents shared suggestions on additional ways for the Council to save money. All these comments were analysed by theme, with the dominant theme identified as **Internal Council changes** (518 comments, 47.1%). 227 (20.6%) suggested that the **Council should not waste money rather than find ways to save money**, with 120 (10.9%) advocating the **use of fines and charges**.

#### Top 3 themes with example comments emerging from 1,100 suggestions of additional ways for the Council to save money:

Theme	No.	%	Example comments
<b>Internal Council changes</b>	518	47.1	<ul style="list-style-type: none"> <li>The Council needs to be more efficient in its budget management at a senior level; salaries and 'pay-offs' need to be reviewed.</li> <li>If cuts have to be made to services used by the public then cuts should also be made to Council management.</li> <li>Reduction in the number of Councillors and reduction in their expenses.</li> <li>Make the Council a leaner performance measured organisation - too much dead weight, too many management layers. Consolidate.</li> <li>The in-work benefits of Council staff (e.g. sickness and maternity policies) are very generous especially compared to the private sector. Could savings be made there?</li> </ul>
<b>Do not waste money</b>	227	20.6	<ul style="list-style-type: none"> <li>Stop printing all literature in Welsh and English. Allow people to select which language they would prefer to correspond in.</li> <li>An awful lot of money seems to go on 'road improvement' schemes that are really unnecessary in times of austerity.</li> <li>Spend less money on Christmas lights, sporting events, etc. Get businesses to sponsor such "civic decorations".</li> <li>Less money going towards festivals and entertainments.</li> <li>Stop wasting money in first place.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Fines and charges</b>	120	10.9	<ul style="list-style-type: none"><li>• More strict with parking. So many people are parking on double lines and causing a lot of traffic problems. Nothing is done, no fines are put in place, and the issue of traffic still remains. Same issue with littering and dumping. It doesn't even feel like the Council are ever looking at these issues?</li><li>• Increase council tax for those most able to afford it.</li><li>• Provide dog wardens to fine owners who don't pick up after fouling public areas!</li><li>• Create more park and ride then introduce a congestion charge.</li></ul>
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### Cardiff Youth Council Engagement Forum



Young people at the Engagement Forum in December 2015 were asked about the provision of services online. They were positive about the increased digitalisation of services and felt that benefits of the change include it being cheaper and quicker than before, and also that it is youth friendly. They did however raise concerns about how some groups including older and disabled people will access it, and felt that phone and face-to-face contact is still needed for these groups.

They also discussed the prospect of community groups and third sector running more services and facilities with the overall response being positive. They felt this initiative would benefit their community by bringing local people together. They strongly suggested encouraging students, retired and unemployed people to volunteer but felt it should remain optional. They did however feel that the local community should have the final say on how it should work.

### Additional correspondence

The Council received ten correspondences concerning overarching themes, and ways to either save money or generate income. This included increasing leisure charges, not outsourcing city sport facilities, reducing wasteful spending and looking at ways to make savings within the Council with a focus on staffing and salaries. Other contact related to requests for information on the development and scrutiny of the budget.

# Changes for Cardiff

## Results and Feedback Report

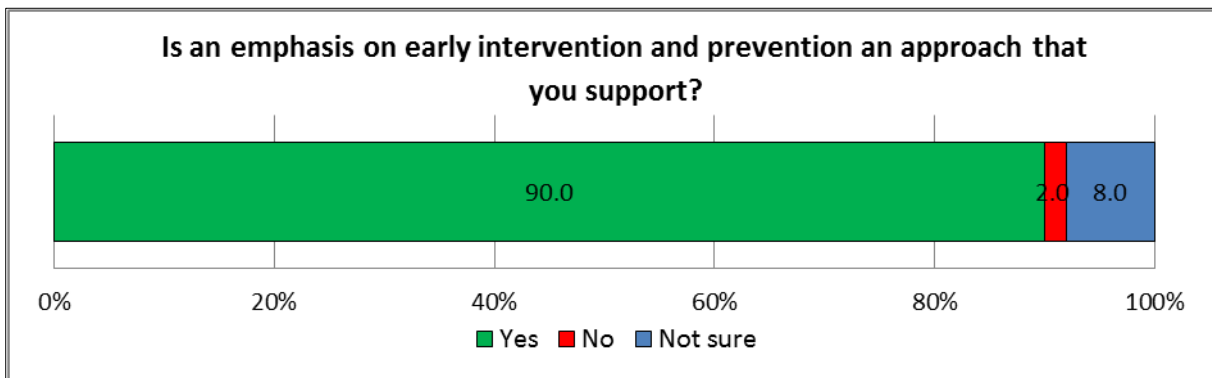
### 5.2 Social Care

The City of Cardiff Council is working with its partner organisations to focus resources on developing services based on early intervention and prevention in respect of Social Care. This means that we will work with individuals and families when difficulties are first identified rather than when they become critical. This will give better support to citizens whilst also being financially efficient.

#### Q8. Is an emphasis on early intervention and prevention an approach that you support?

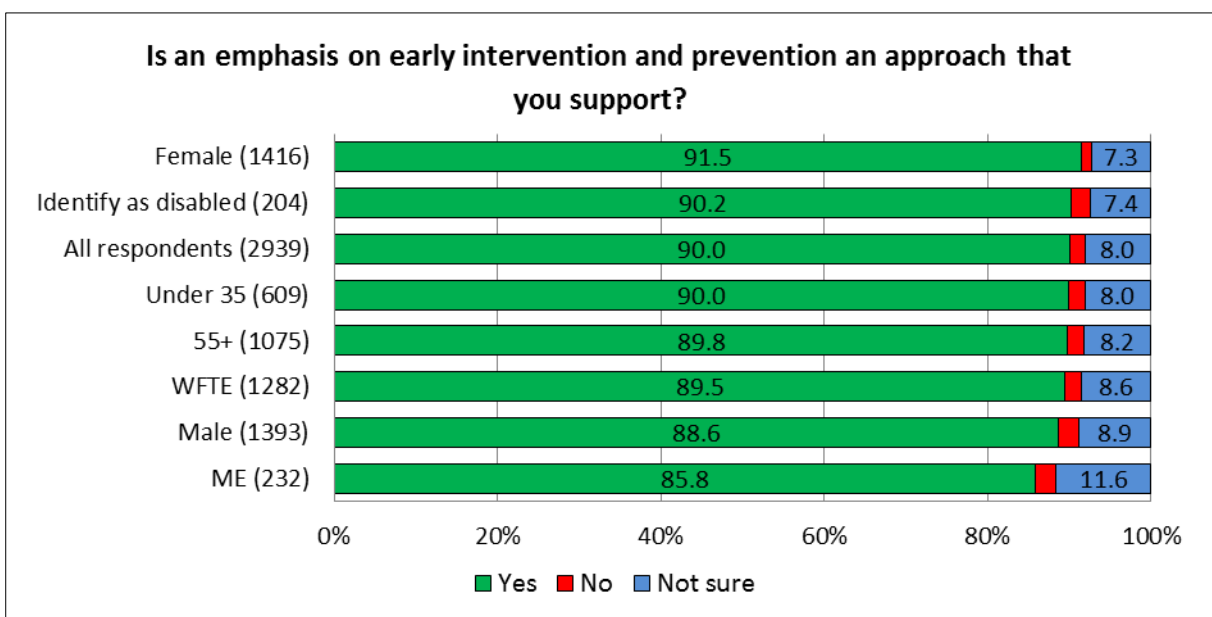
This question had a response rate of 87.8% (2,939 responses).

**90.0% (2,645)** of respondents supported an emphasis on early intervention and prevention whereas **8.0% (236)** were undecided on the issue and a further **2.0% (58)** opposed the approach.



Base: All respondents (2,939)

Female respondents (91.5%) and respondents who identified as disabled (90.2%) were most supportive of this approach, compared to 88.6% of males and 85.8% of minority ethnicity respondents.



Base data shown in brackets

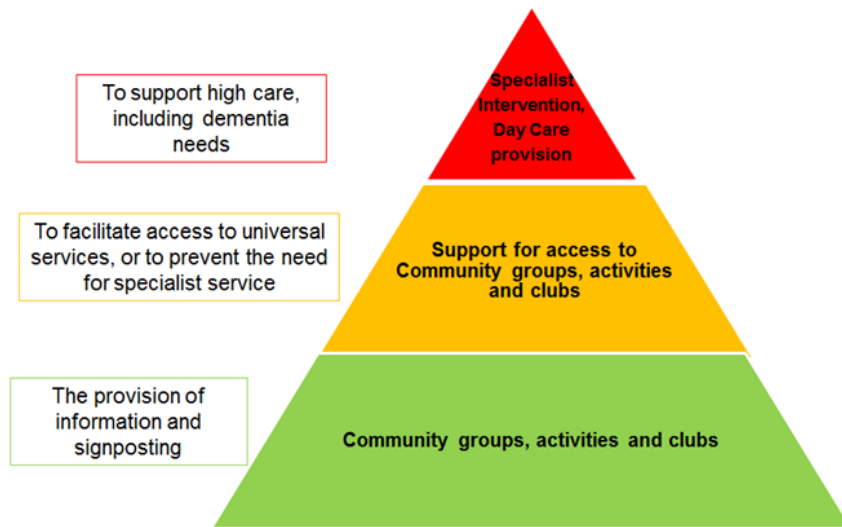
# Changes for Cardiff

## Results and Feedback Report

### 5.2.1 Day Services for Older People

Our provision of elderly care services is facing challenges, which will result in changes to the way that elderly day services work in the city. This is due to a significant growth in the overall population, an increasing number of older people, a need to improve the ability of the service to meet higher levels of need, and the Council striving to provide social activities to reduce loneliness.

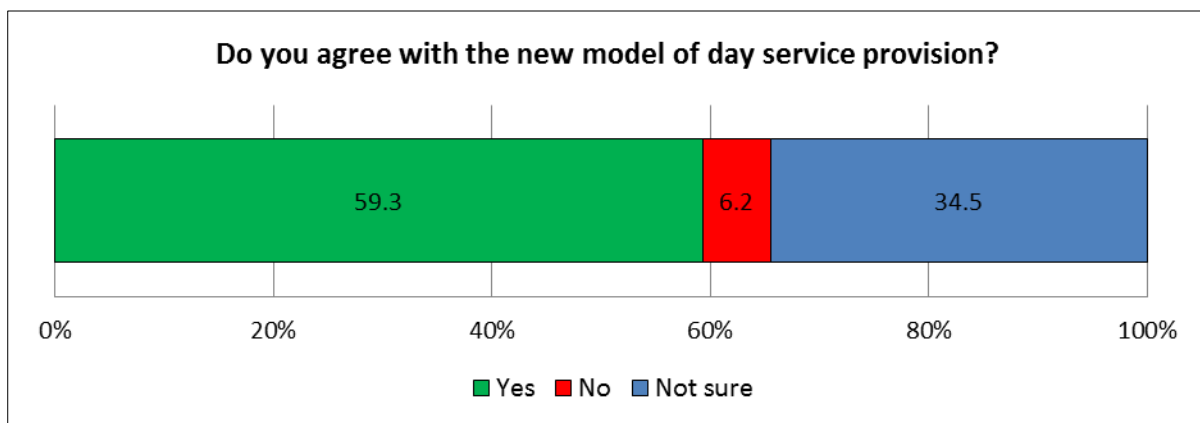
Building on last year's consultation the Council has developed a model for day services with a set of proposals that will deliver the outcomes that people will want in order to improve their lives. The model consists of three tiers that differentiate between types of day services based on the needs of the service users.



#### Q9. Do you agree with the new model of day service provision?

3,015 responses were received for this question, a response rate of 90.1%.

59.3% (1,788) of respondents were in agreement with the new model of day service provision, whilst 6.2% (187) disagreed. Over a third (34.5%, 1,040) were not sure about the proposal,



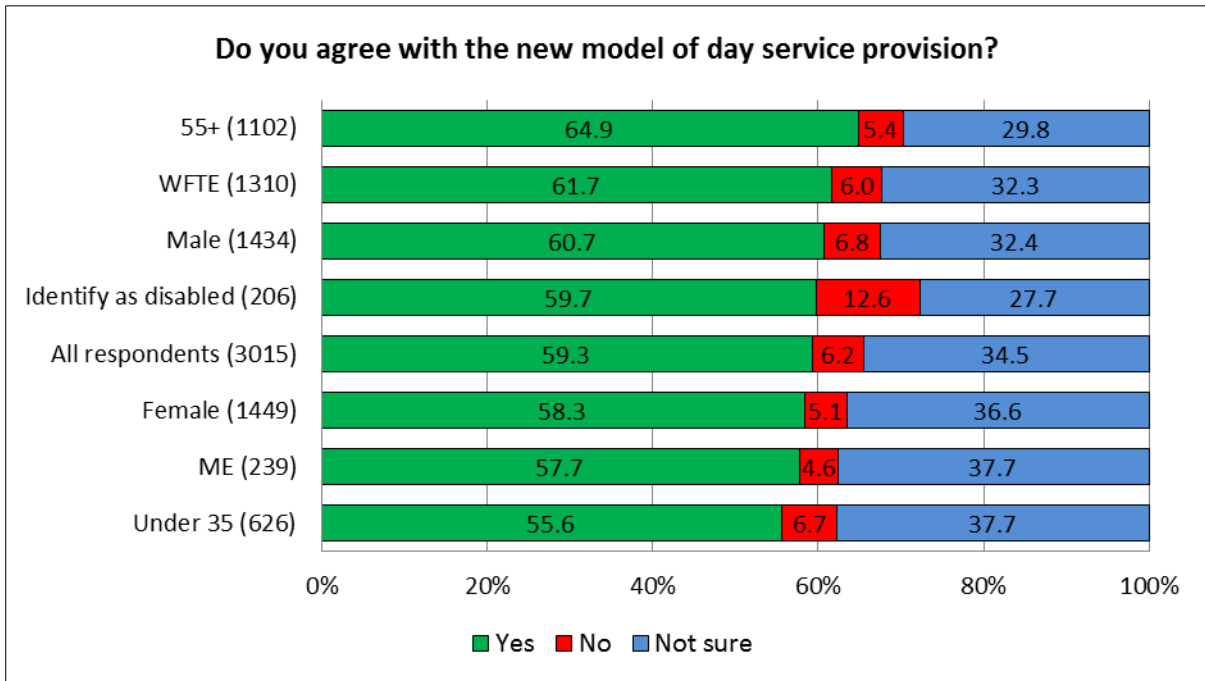
Base: All respondents (3,015)



# Changes for Cardiff

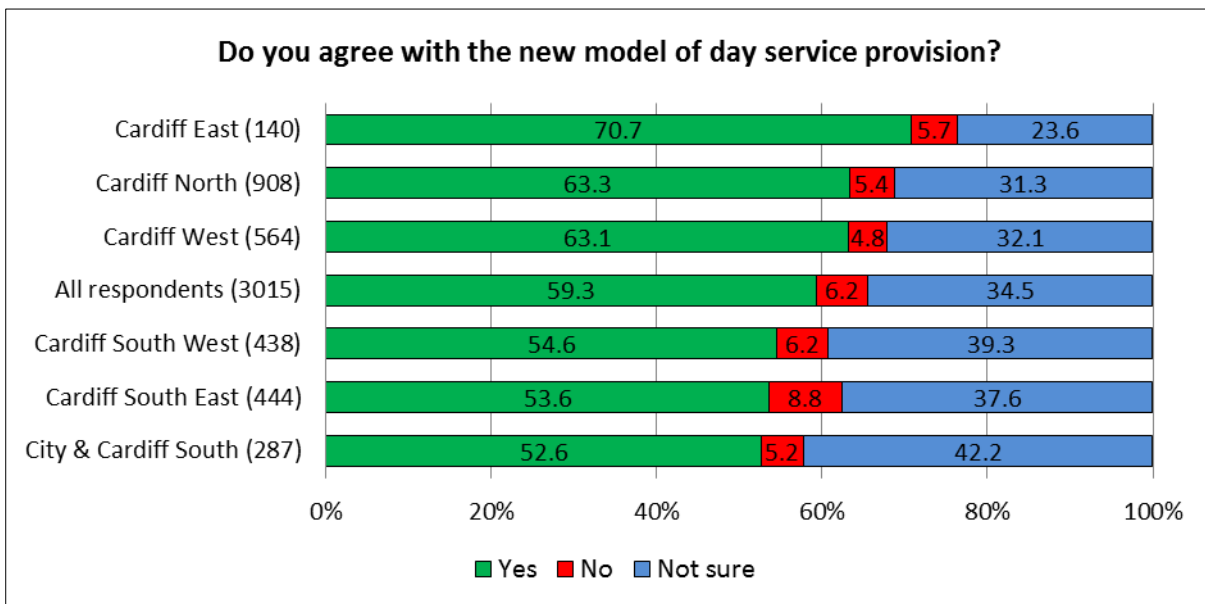
## Results and Feedback Report

There was a significant difference in response between different age demographics, with almost two-thirds of those aged **55+ (64.9%)** in agreement with the new model of day service provision, with **5.4%** opposing the proposal. This compared to **55.6% of those aged under 35**. One-in-eight (**12.6%**) of those that identified as disabled were against the new model.



Base data shown in brackets

Just over 70% of respondents from **Cardiff East (70.7%)** agreed with the new model of day service provision, with agreement lowest in **City & Cardiff South (52.6%)**.



Base data shown in brackets

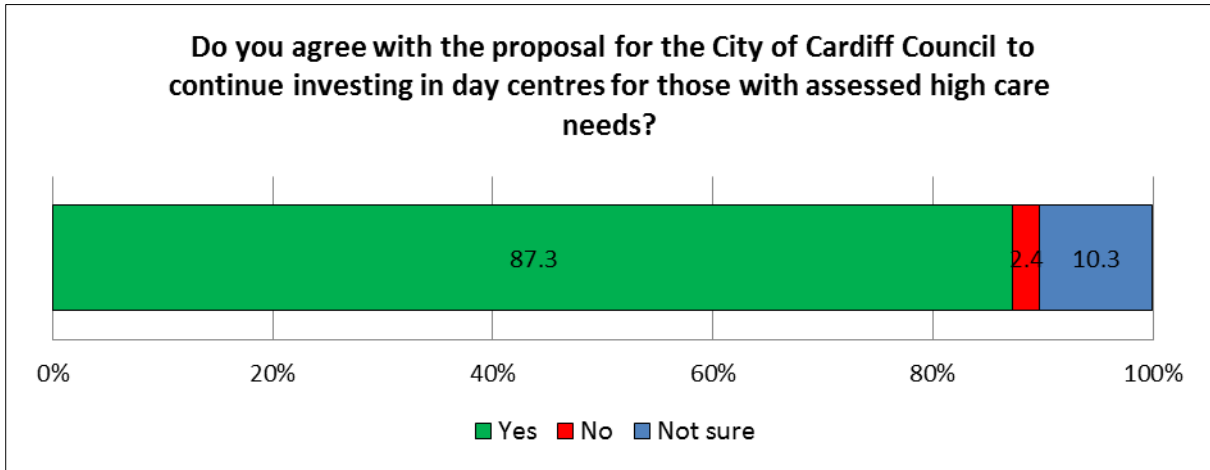
# Changes for Cardiff

## Results and Feedback Report

### Q10. Do you agree with the proposal for the City of Cardiff Council to continue investing in day centres for those with assessed high care needs?

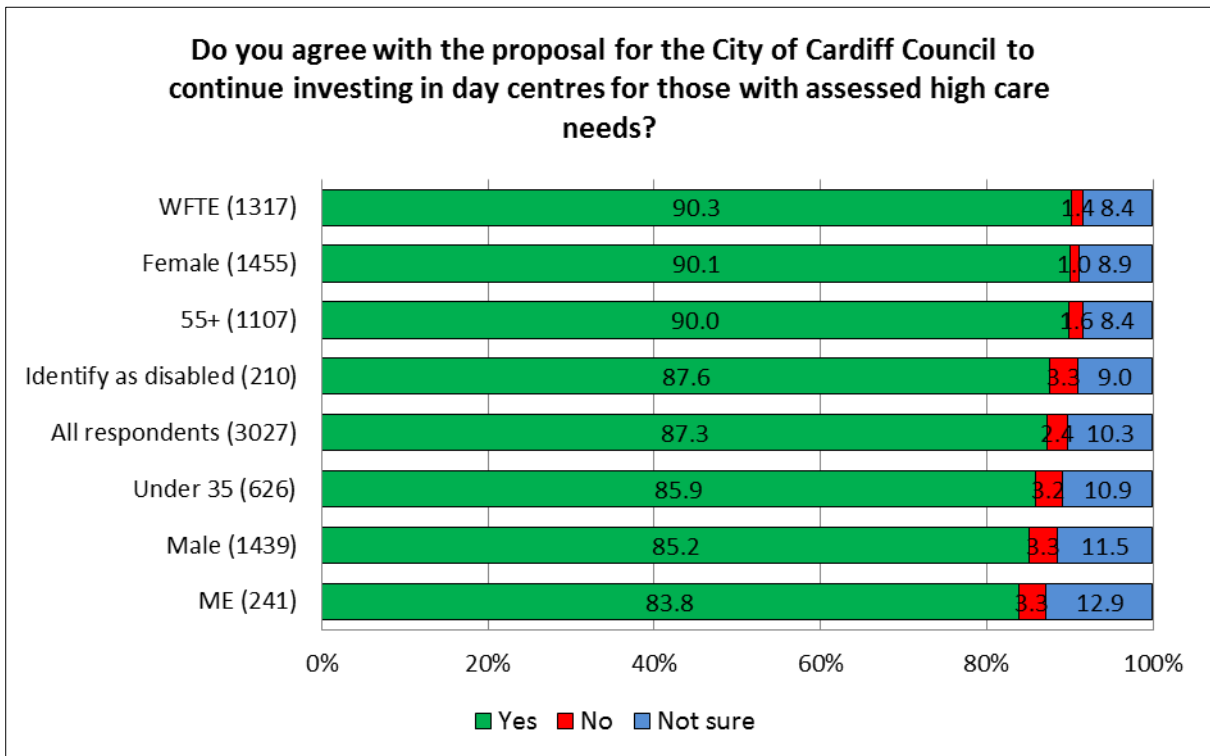
There was a response rate of 90.4% (3,027 respondents).

**87.3% (2,642)** of respondents supported the proposal to continue investing in day centres for those with assessed high care needs. **10.3% (311)** were undecided on the issue with **2.4% (74)** disagreeing.



Base: All respondents (3,027)

Just 0.3 percentage points separated the top three demographic groups of those **without full time employment (WTFE) (90.3%)**, **female respondents (90.1%)** and those **aged 55+ (90.0%)** agreeing with the proposal. **Minority ethnicity respondents gave the lowest level of support (83.8%)**.

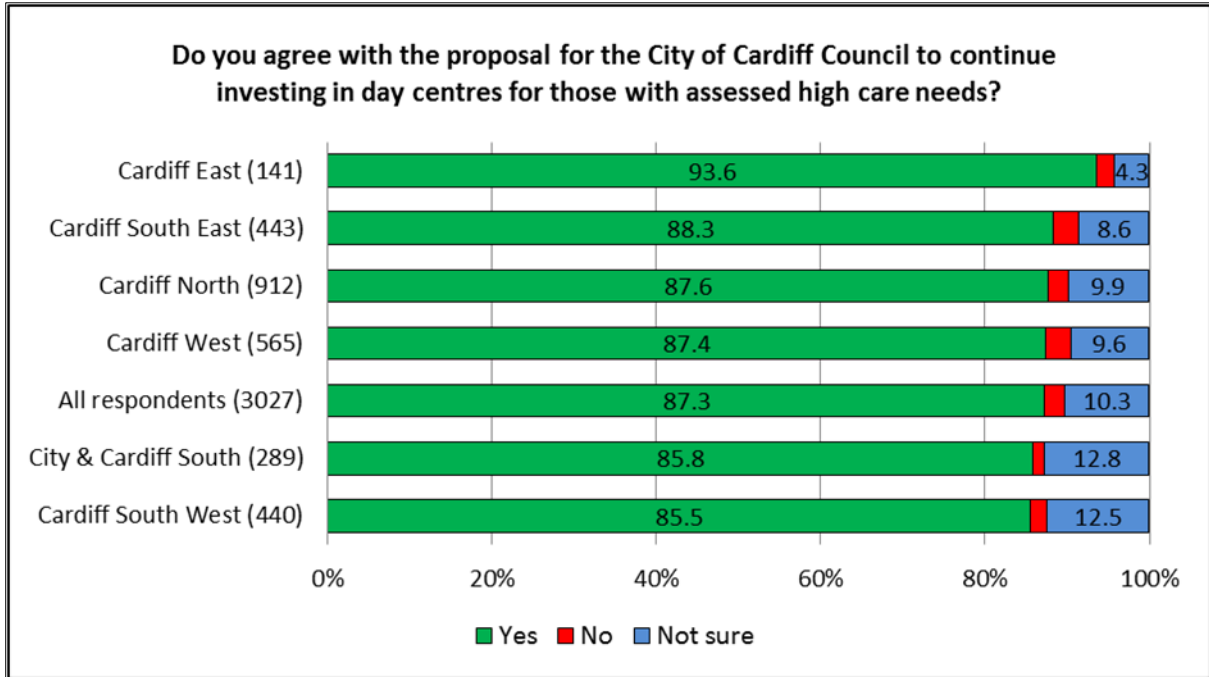


(Base data shown in brackets)

# Changes for Cardiff

## Results and Feedback Report

Approval of continuing to invest in day centres for those with assessed high care needs was **higher in Cardiff East (93.6%)** than the other Neighbourhood Partnership Areas (NPAs) where it ranged from **85.5% in Cardiff South West to 88.3% in Cardiff South East**.



*(Base data shown in brackets)*

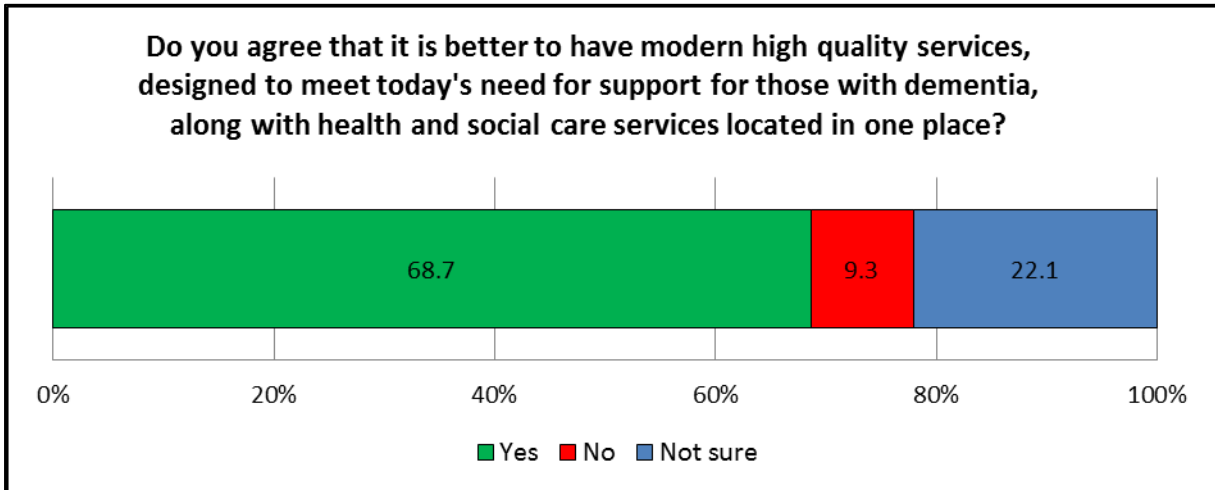
**Q11. Do you agree that it is better to have modern high quality services, designed to meet today's need for support for those with dementia, along with health and social care services located in one place?**

*There were 3,032 responses to this question, a response rate of 90.6%.*

**68.7% (2,082) of respondents agreed with the proposal** of modern high quality services for those with dementia located in one place. **9.3% (281)** rejected this proposal with around one fifth (**22.1%, 669**) undecided on this matter.

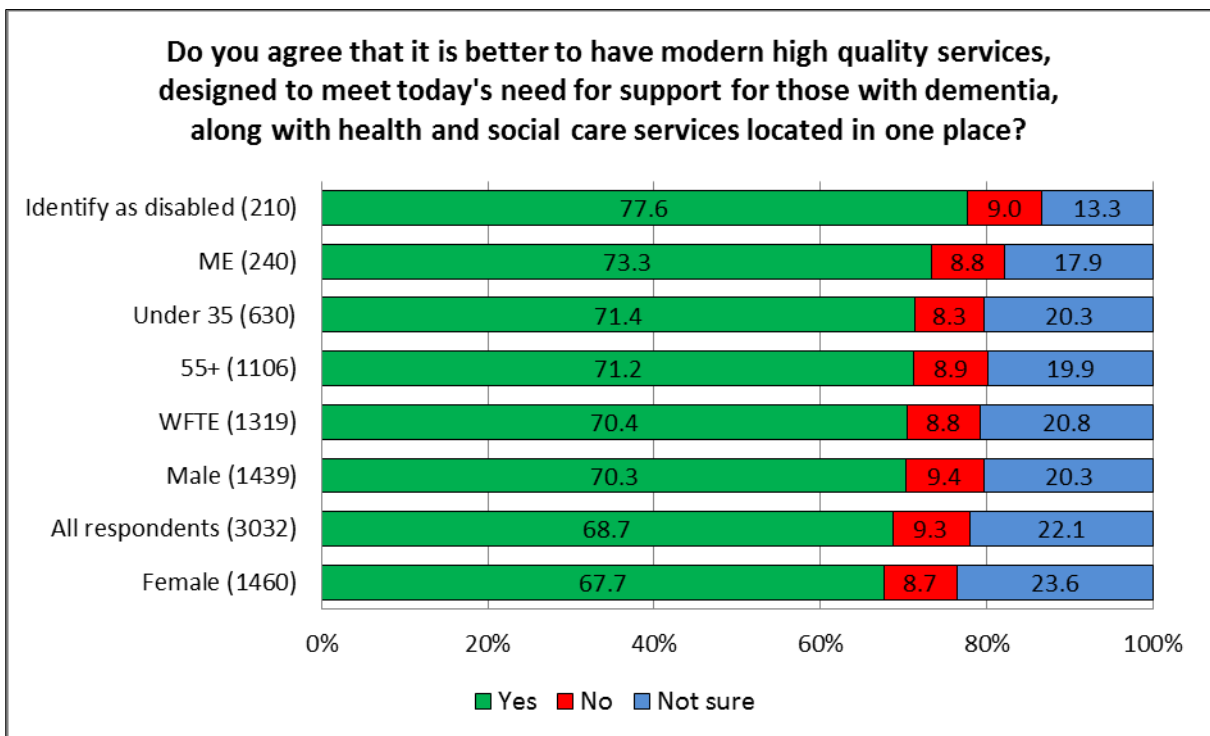
# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (3,032)

Over three-quarters of those who **identified as disabled (77.6%)** supported the new approach, in contrast to two-thirds of **female respondents (67.7%)**.



(Base data shown in brackets)

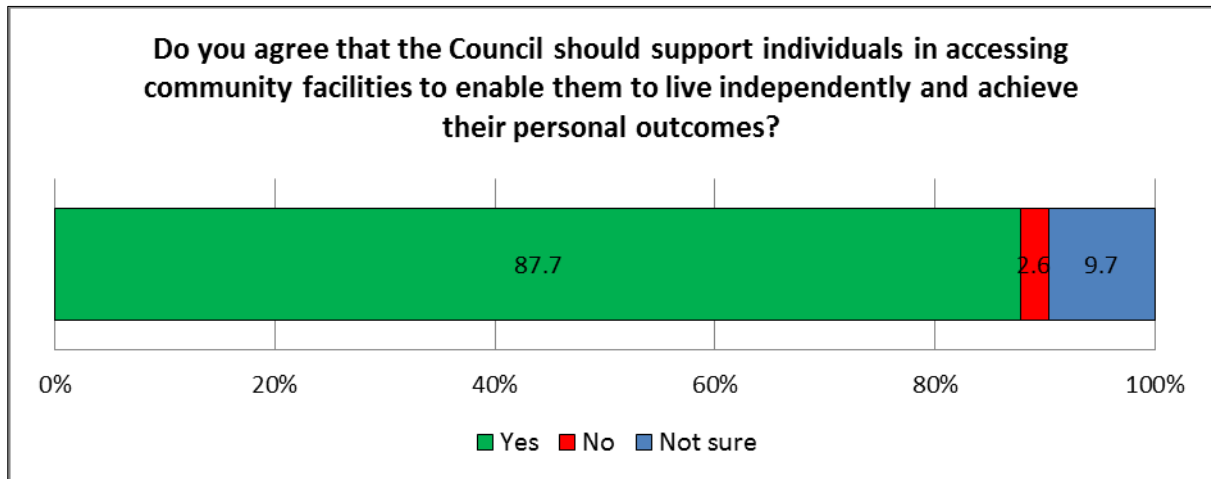
# Changes for Cardiff

## Results and Feedback Report

**Q12. Do you agree that the Council should support individuals in accessing community facilities to enable them to live independently and achieve their personal outcomes?**

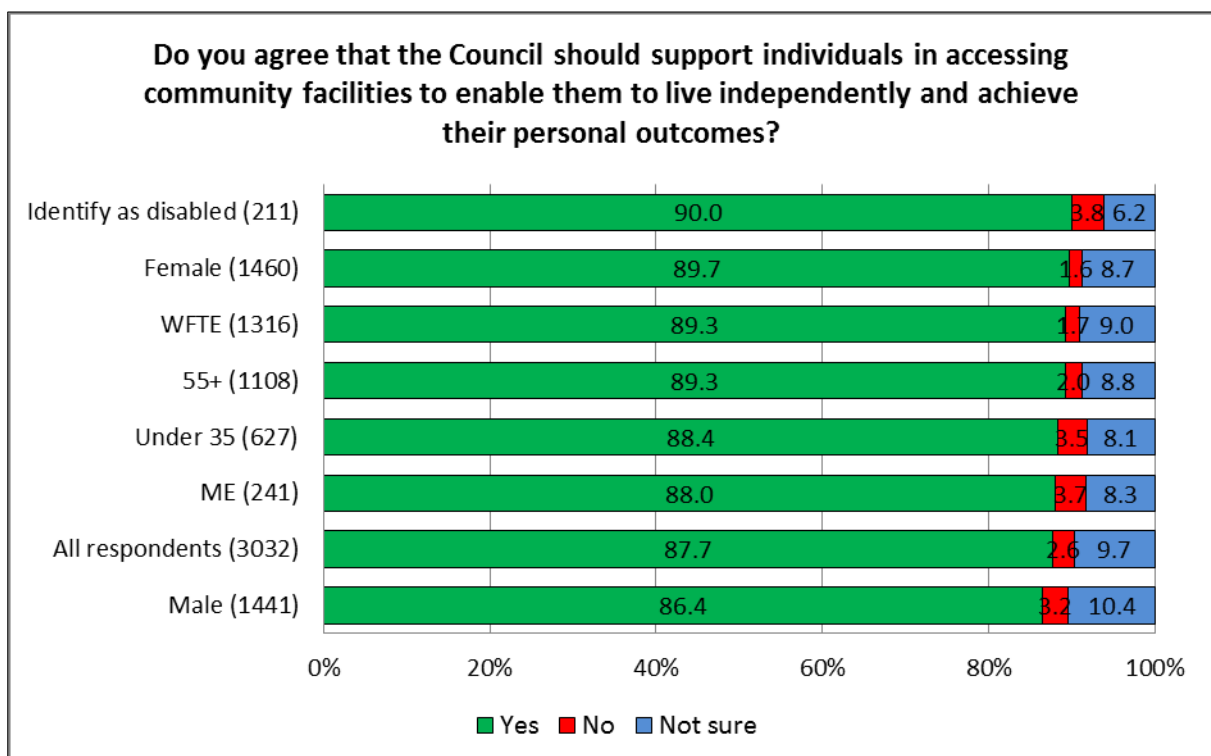
There were 3,032 responses meaning a response rate of 90.6%.

**87.7% (2,660) of respondents agreed** with the Council supporting individuals in **accessing community facilities** to enable them to live independently. However, **9.7% (293)** were undecided and a further **2.6% (79)** were against this approach.



Base: All respondents (3,032)

Agreement of the Council supporting individuals to access community facilities was similar across all key demographics, ranging from **86.4% of males** to **90.0% for those identified as disabled**.



(Base data shown in brackets)

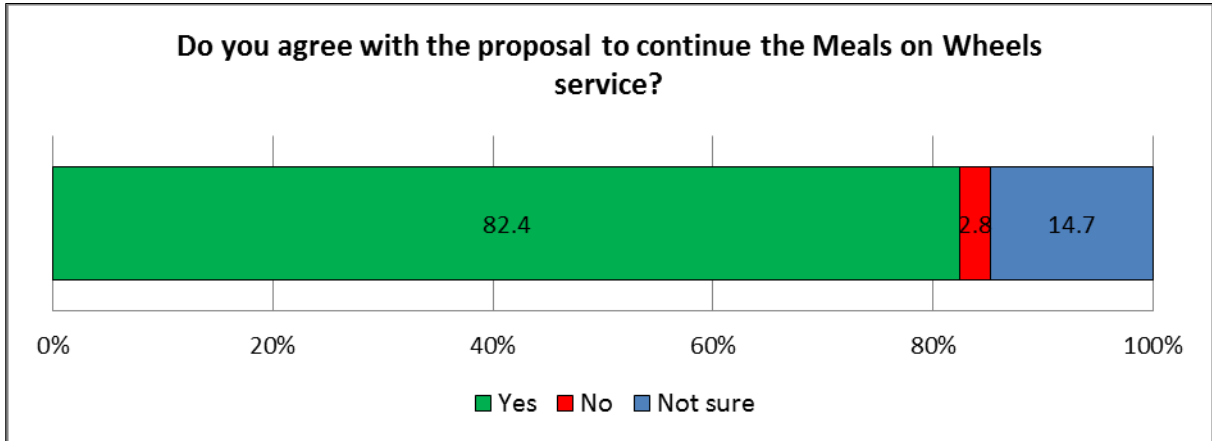
# Changes for Cardiff

## Results and Feedback Report

### Q13. Do you agree with the proposal to continue the Meals on Wheels service?

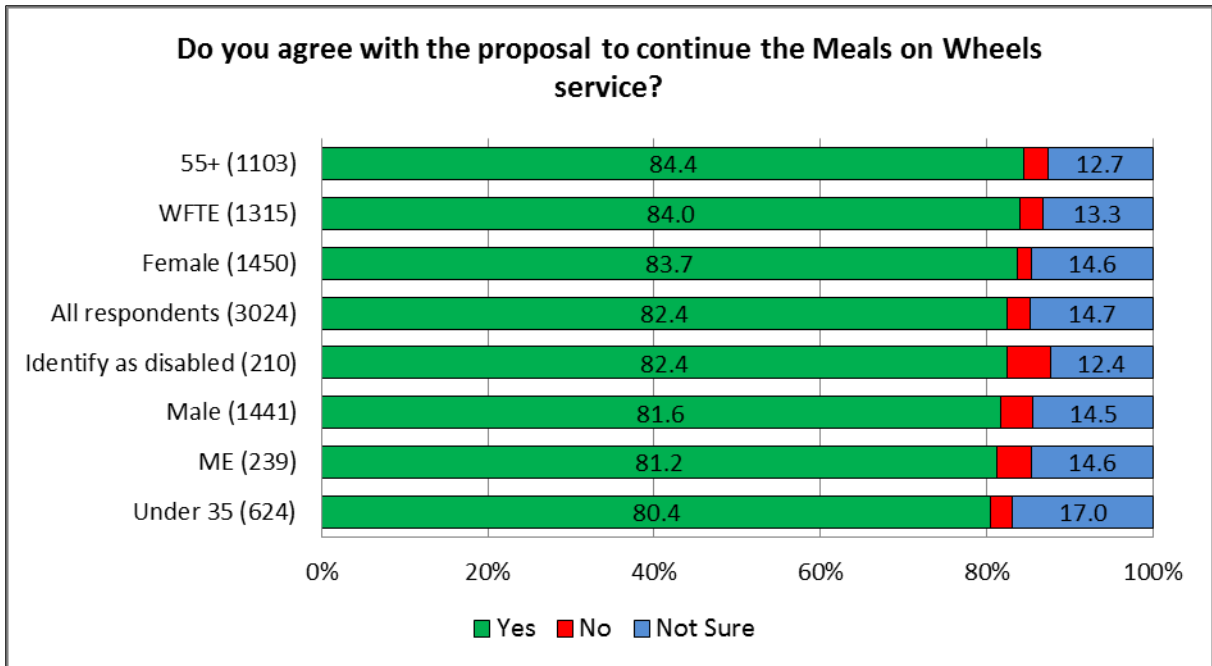
3,024 respondents took part in this question, a response rate of 90.3%.

**82.4% (2,492) of respondents agreed** with the proposal to continue the Meals on Wheels service, **2.8% (86) were opposed** and **14.7% (446) unsure**.



Base: All respondents (3,024)

Support for the continuation of the Meals on Wheels service was consistent across the demographic groups with around four-fifths in each category agreeing with the proposal. There was however a small difference between age demographics with **over 55s most supportive (84.4%)** and **under 35s least (80.4%)**.

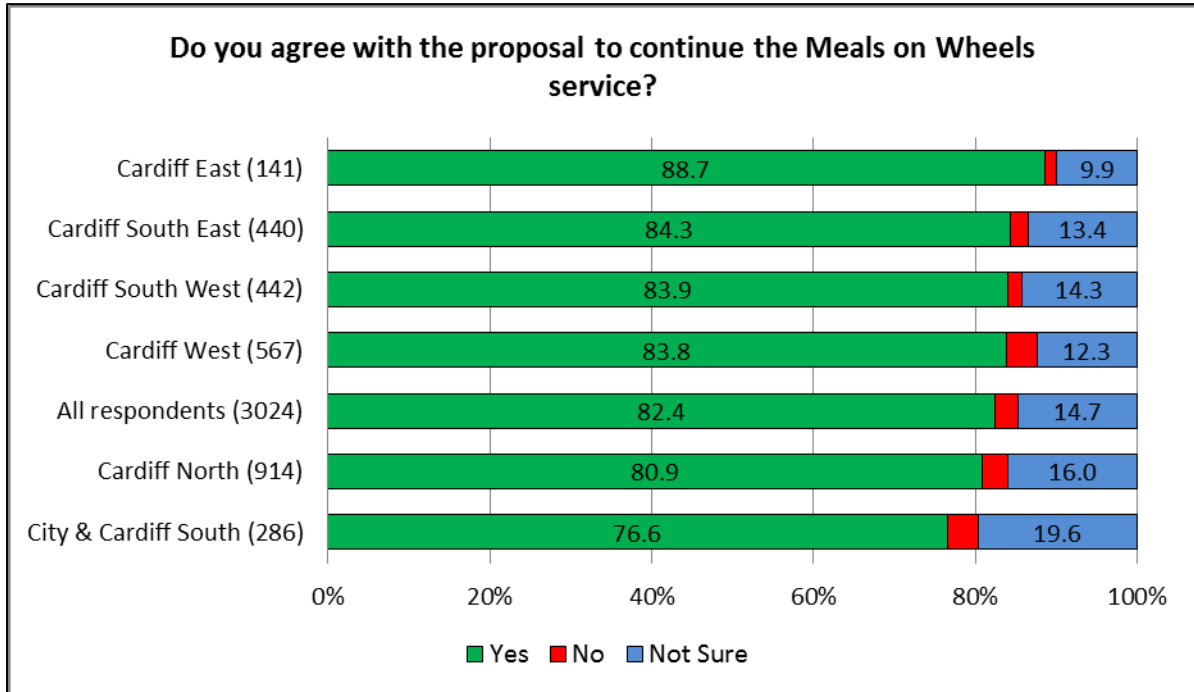


(Base data shown in brackets)

# Changes for Cardiff

## Results and Feedback Report

**City & Cardiff South (76.6%)** was the only Neighbourhood Partnership Area to record agreement levels under four-fifths, with agreement in the other areas ranging from **80.9% (Cardiff North)** to **88.7% (Cardiff East)**.

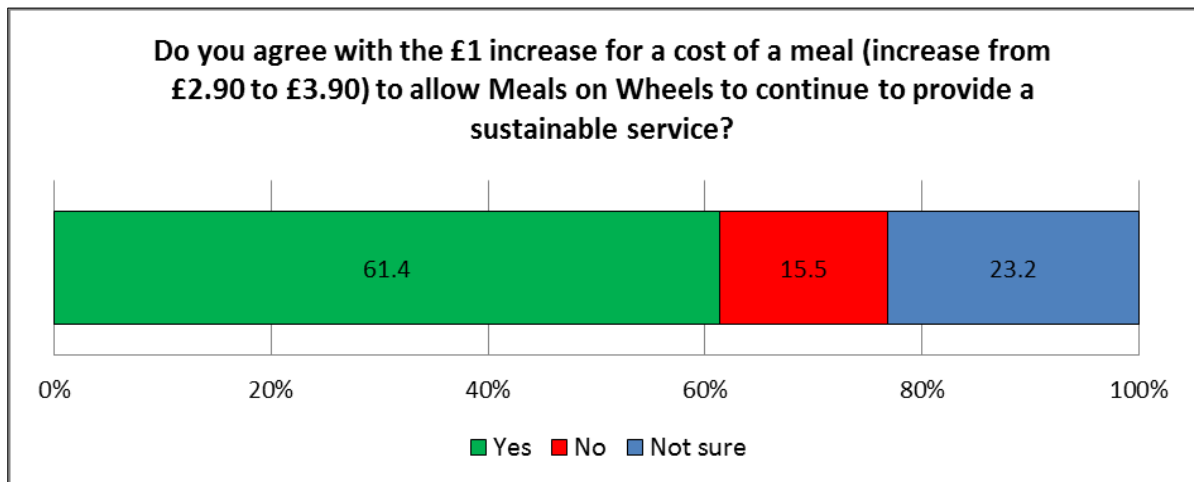


(Base data shown in brackets)

**Q14. Do you agree with the £1 increase for a cost of a meal (increase from £2.90 to £3.90) to allow Meals on Wheels to continue to provide a sustainable service?**

90.7% (3,035) of respondents to the consultation responded to this question.

**61.4% (1,862)** of respondents supported the £1 increase for the cost of a meal, with **15.5% (469)** against the proposal. **23.2% (704)** were undecided on the matter.

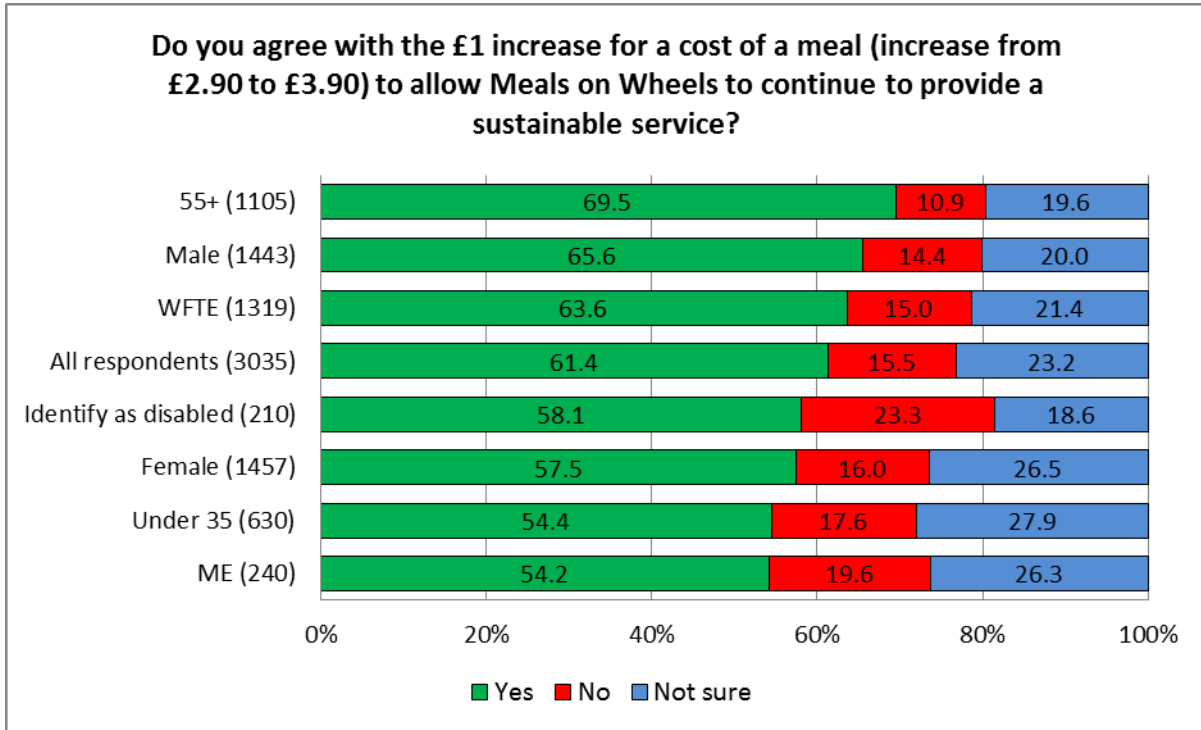


Base: All respondents (3,035)

# Changes for Cardiff

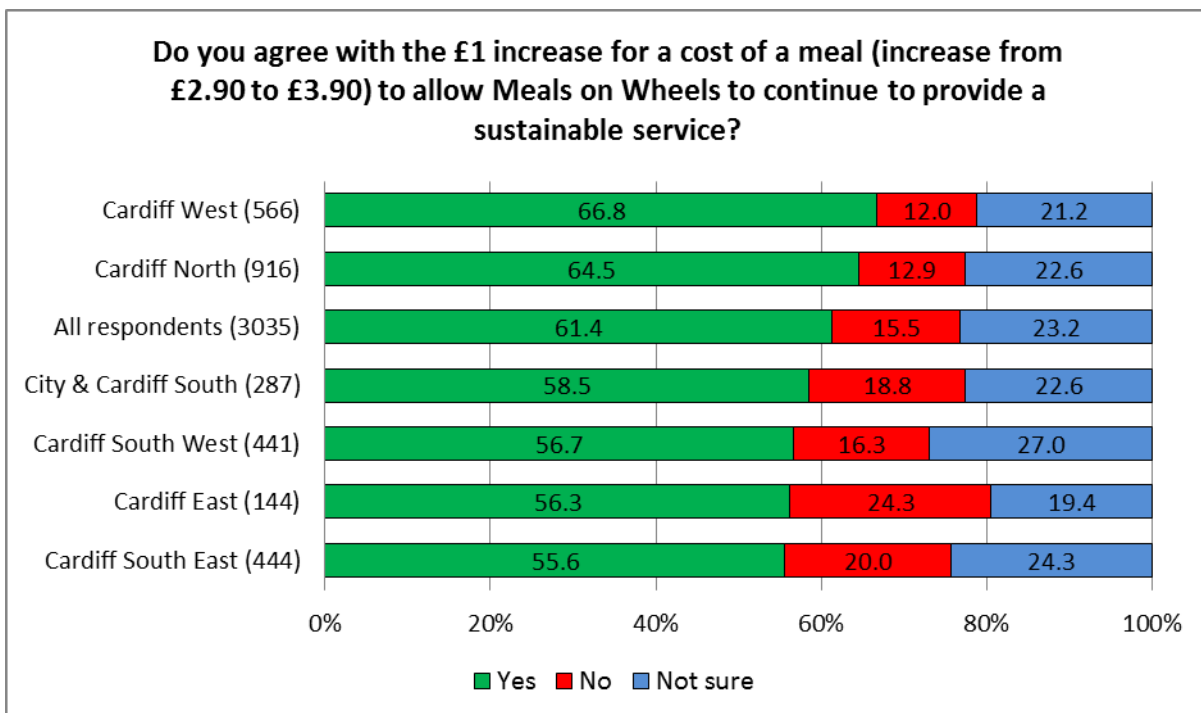
## Results and Feedback Report

There was significant demographic variation with **69.5% of Over 55s** in agreement, compared to **54.4% of Under 35s**. Support was lowest amongst the **minority ethnic population (54.2%)**. Just under one quarter (**23.3%**) of respondents that identified as disabled opposed the proposal.



(Base data shown in brackets)

There was also significant variation across the key demographic groups with the proportion in agreement ranging from **55.6% in Cardiff South East** to **66.8% in Cardiff West**.



(Base data shown in brackets)



# Changes for Cardiff

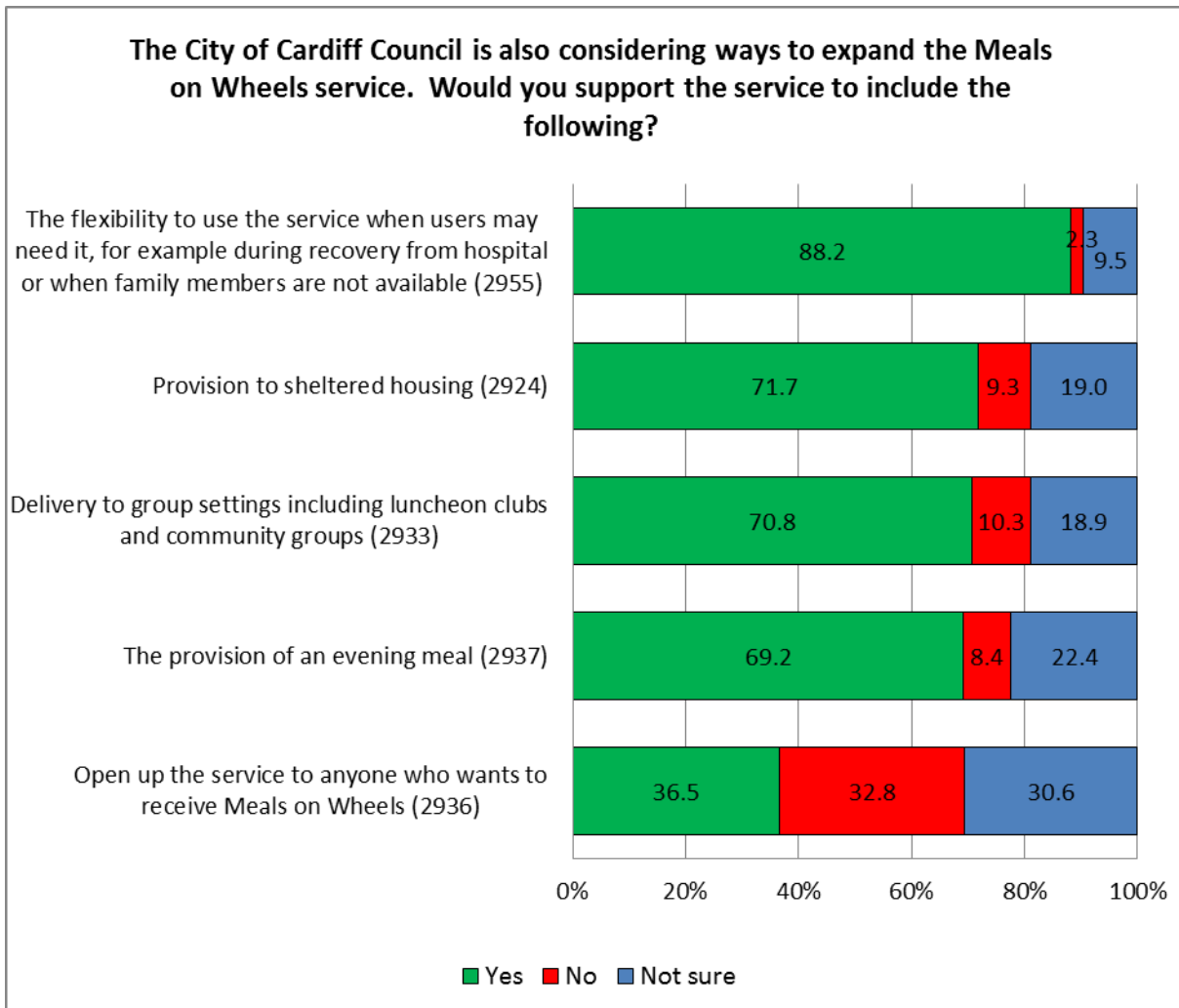
## Results and Feedback Report

### Q15. The City of Cardiff Council is also considering ways to expand the Meals on Wheels service. Would you support the service to include the following?

This question included five parts with the number of responses ranging from 2,924 (87.3%) to 2,955 (88.3%).

The most popular suggestion was **flexibility to use the service when users need it**, supported by almost nine-tenths (**88.2%**, 2,606) of respondents. This was then followed by **provision to sheltered housing (71.7%, 2,097)**; **delivery to group settings (70.8%, 2,076)** and the **provision of an evening meal (69.2%, 2,033)**.

The expansion of the service by **opening up to anyone who wants to receive**, was supported by just over one-third (**36.5%**, 1,073) with a similar proportion of respondents against this approach (**32.8%**, 964).

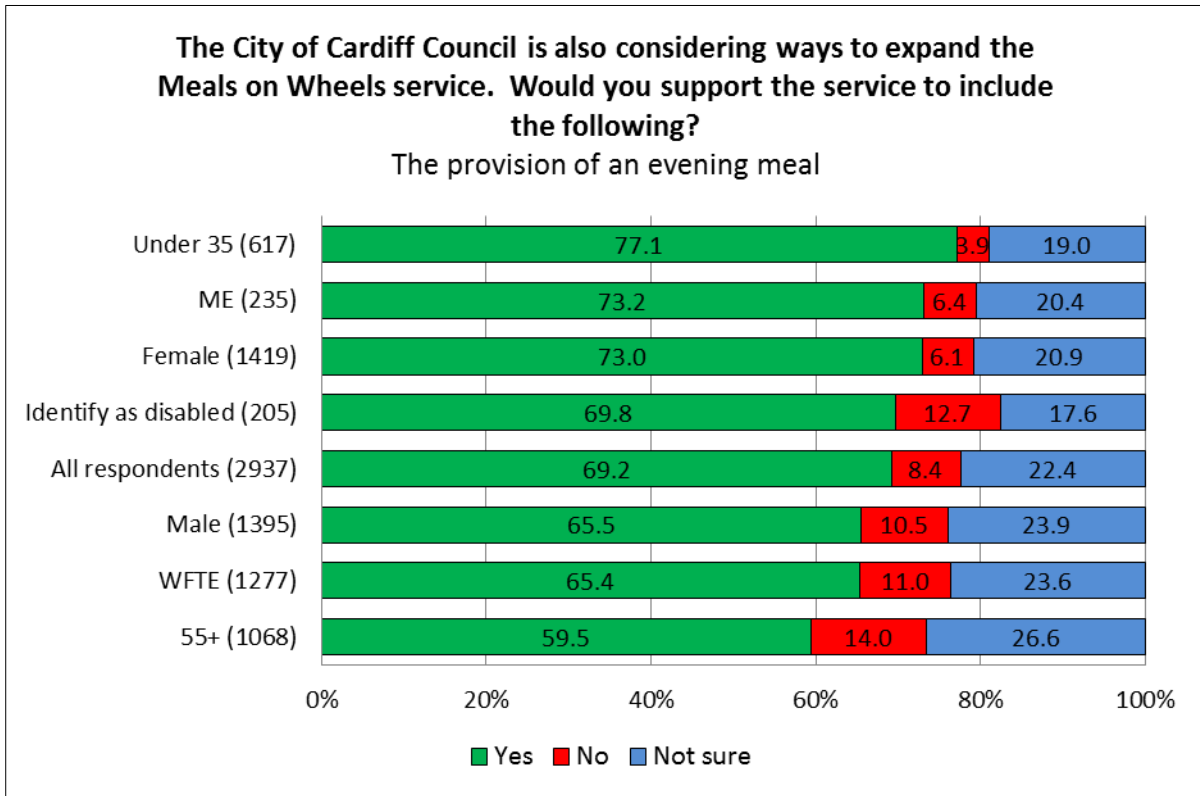


(Base data shown in bracket)

There was some age differences evident within the demographics relating to **the provision of an evening meal** which received the highest level of support by **under 35's (77.1%, 476)** in contrast to respondents **over 55 (59.5%, 635)**.

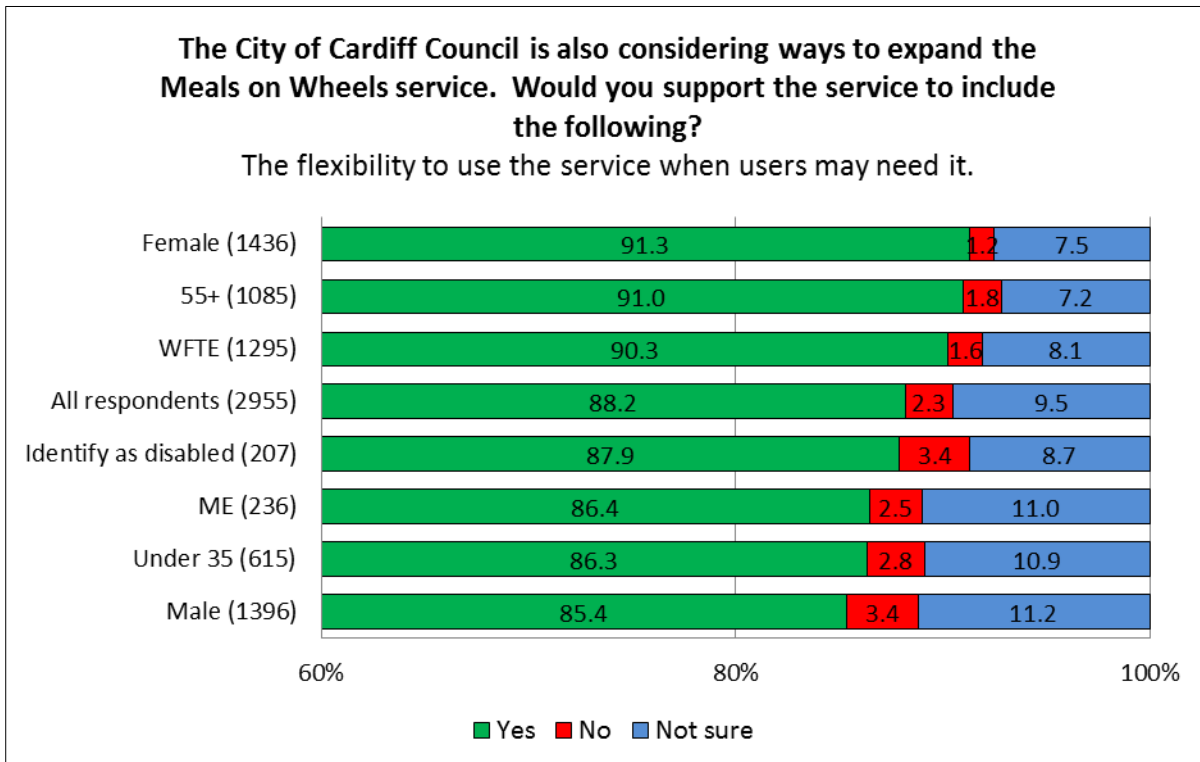
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

**Female respondents (91.3%) and respondents over 55 (91.0%) were more supportive of increasing flexibility than males (85.4%) and respondents under 35 (86.3%).**



(Base data shown in brackets)

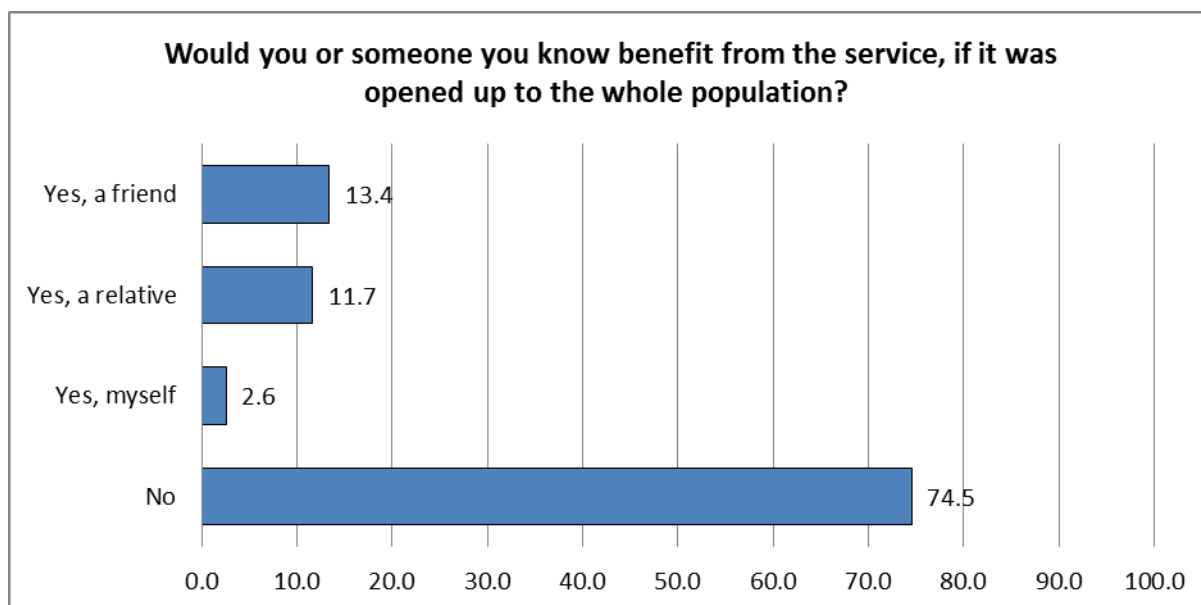
# Changes for Cardiff

## Results and Feedback Report

### Q16. Would you or someone you know benefit from the service, if it was opened up to the whole population?

2,831 respondents took part in this question, a response rate of 84.6%.

**74.5% (2,110)** of respondents indicated that **neither they nor someone they know would benefit from Meals on Wheels**. Of the **721 respondents (25.5%)** who did know a person or people, **13.4% (380)** were aware of a friend and **11.7% (330)** a relative. **2.6% (74)** felt they would benefit themselves.



Base: All respondents (2831)

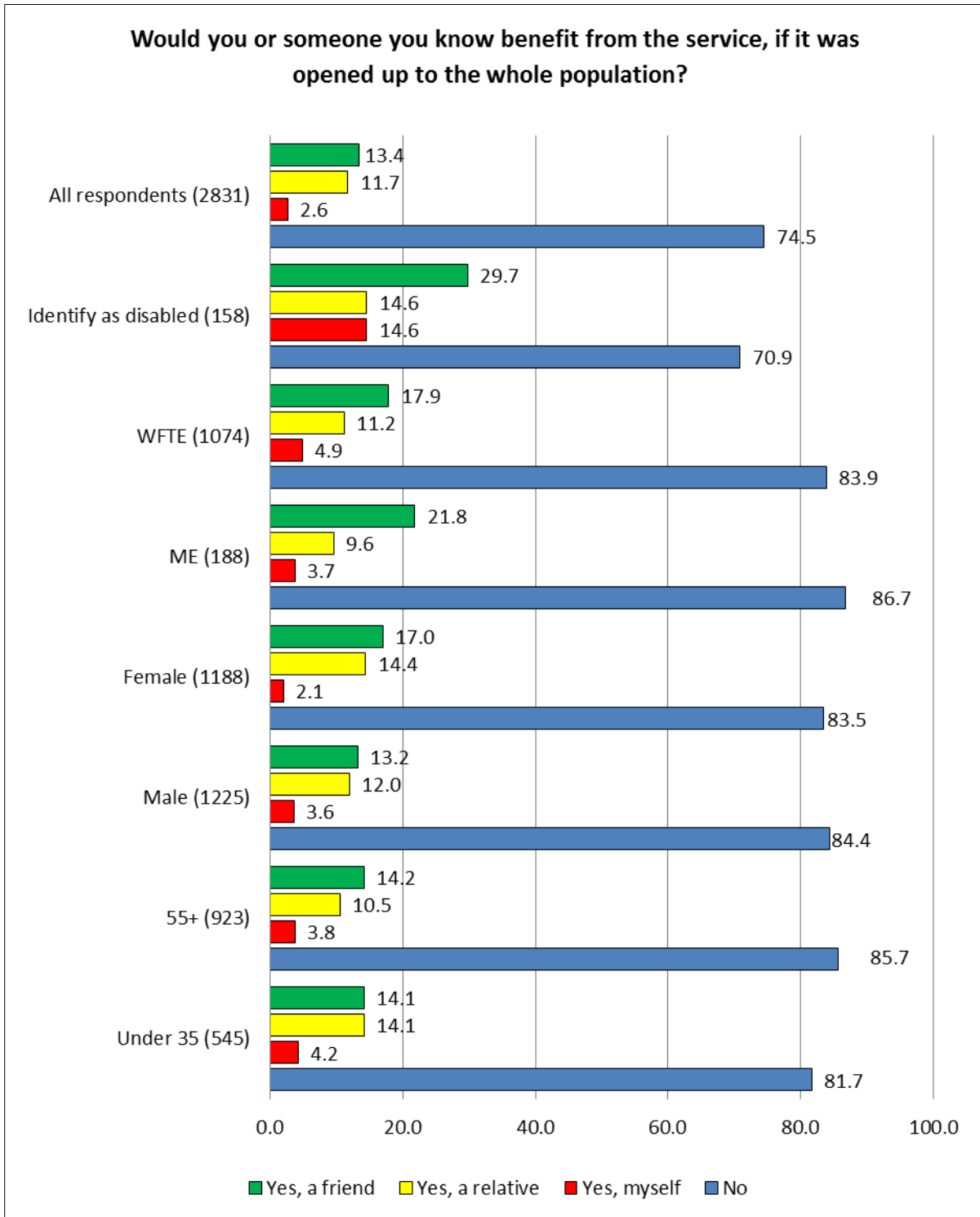
NB. Percentages exceed 100.0% because respondents could select multiple responses

Analysed across the key demographic groups, around one in seven of respondents that **identified as disabled (14.6%; 23)** indicated they **would benefit themselves**, compared to just **2.1% (25)** of **females**, and **2.6%** of the overall population.

**Minority ethnic respondents** were most likely **not to know anyone who would benefit from Meals on Wheels** if opened up to the whole population (**86.7%, 163**), ahead of **over 55 respondents (85.7%, 791)**.

# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

NB. Percentages exceed 100% because respondents could select multiple responses

# Changes for Cardiff

## Results and Feedback Report

Reasons for respondents indicating that they did not know anyone whom may benefit from the expansion of the Meals on Wheels service to the whole population were provided by **1,331** respondents. The dominant theme was **not knowing anyone who needs it** (61.5%), significantly ahead of **respondent independence** (16.5%), and the **need for the service to be delivered to vulnerable members of society** (13.1%).

### **Top 3 themes emerging from the 1,331 comments received in relation to the expansion of the Meals on Wheels service to the entire population of Cardiff.**

Theme	No.	%	Example comments
<b>Don't Know anyone who needs it</b>	819	61.5	<ul style="list-style-type: none"> <li><i>I am not aware of anyone requiring this service.</i></li> <li><i>I have no elderly relatives.</i></li> <li><i>I don't need it and don't have any relatives living in Cardiff so don't know people who might need it.</i></li> <li><i>I am a student and do not know anyone in Cardiff who would need this service.</i></li> <li><i>At present I do not need to consider the service for myself or close friend or relative.</i></li> </ul>
<b>Do not need Meals on Wheels</b>	219	16.5	<ul style="list-style-type: none"> <li><i>I am capable of providing my own meals, as are all my relatives and friends, so we have no need of it.</i></li> <li><i>My friends and family are not in need of this service. We support each other rather than 'assume' someone else should provide this service.</i></li> <li><i>At the moment I am able to provide meals for my husband with dementia, who I care for 24/7. However, I'm sure people living alone, with some physical or mental problems, would benefit hugely from meals and meeting other people.</i></li> <li><i>Thankfully, all of the very elderly people that I know have retained their independence and buy precooked meals at all the various supermarkets, or still cook for themselves.</i></li> <li><i>I am lucky enough to be in a position where my close family and friends either look after one another in times of need or are capable of looking after themselves.</i></li> </ul>
<b>Should be for vulnerable</b>	175	13.1	<ul style="list-style-type: none"> <li><i>It should be assessed on a case by case basis for the most vulnerable. Having flexibility to the system will put a strain on resourcing (and planning) affecting delivery of actual meals of those who need it the most on a regular basis. Those recovering from hospital should be on a separate scheme/ separate resource.</i></li> <li><i>Should only be for people who truly need it i.e. vulnerable people and disabled people.</i></li> <li><i>Subsidised meal provisions should only be applicable for the disadvantaged.</i></li> <li><i>Should be only open to those who are elderly or cannot physically/mentally prepare food.</i></li> <li><i>I think that such provision should be targeted at the vulnerable and those most in need; I'm not sure what would be achieved by opening up the service to everyone.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

Respondents were also asked if they had any further comments on the new model for Day Services for Older People. Comments were provided by **566** respondents, with the most prevalent themes stressing the need to **look after all the elderly/vulnerable** (30.7%); **the need for greater consideration** (25.1%) and **alternative options available** (20.5%).

### **Top 3 themes emerging from the 566 comments received in relation to the new model for Day Services for Older People.**

Theme	No.	%	Example comments
<b>We need to look after ALL the elderly/vulnerable</b>	174	30.7	<ul style="list-style-type: none"> <li>• <i>Older people are neglected too much and their generation did a lot for us, need to consider their wellbeing more.</i></li> <li>• <i>Caring for the growing number of elderly people seems to me to be an important local priority and one I am very happy to see my taxes spent on.</i></li> <li>• <i>Dementia care needs to be LOCAL not based somewhere that requires complicated travel arrangements.</i></li> <li>• <i>It's important to remember that older people are important to our society and by disabling them we create a gap in society and this gap could potentially be dangerous to our generations to come.</i></li> </ul>
<b>Greater consideration needed</b>	142	25.1	<ul style="list-style-type: none"> <li>• <i>It is too simplistic, there are a range of needs between high dependency and community groups.</i></li> <li>• <i>I disagree with the Council's proposals to provide critical dementia care at the expense of withdrawing funding from the Alzheimer's Society's contract. Insufficient clinical risk analysis has been undertaken to identify the level of need that the Society currently provides to clients. I doubt that the Council has the expertise and/or resource to provide an adequate service. There is a real danger that it is falling into the trap that "big" is effective, never mind efficient. There is also a real danger that only the most clinically deprived people will be cared for. Dementia is a disease that once diagnosed does not go into remission, on the contrary the condition simply worsens.</i></li> <li>• <i>All older people can be subject to loneliness and this can cause morbidity and mortality rates to increase. By focusing on Dementia services you are almost leaving the older people who may be cognitively ok, but physically challenged to almost fend for themselves. The services offered are insufficient.</i></li> </ul>
<b>Alternative options available/ Should be considered</b>	116	20.5	<ul style="list-style-type: none"> <li>• <i>Why not tender the service across the UK large catering companies and see if they can provide the food and service more effectively with better value And perhaps a meal at say 4pm rather than lunch or evening?</i></li> <li>• <i>It would be good to have a named Social Worker again, I answered no to the question about centralized services because I believe decentralized services, in touch and with detailed knowledge about local communities are better.</i></li> <li>• <i>Must train people up to volunteer more. Looking after the elderly should be a national responsibility. Often, an elderly only needs some comfort and company and a daily check in. This could be a neighbour or volunteer. But, there needs to be a campaign to allow this to be the norm. It's not just down to feeding them. it's also not just down to the elderly in homes or who have dementia etc.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

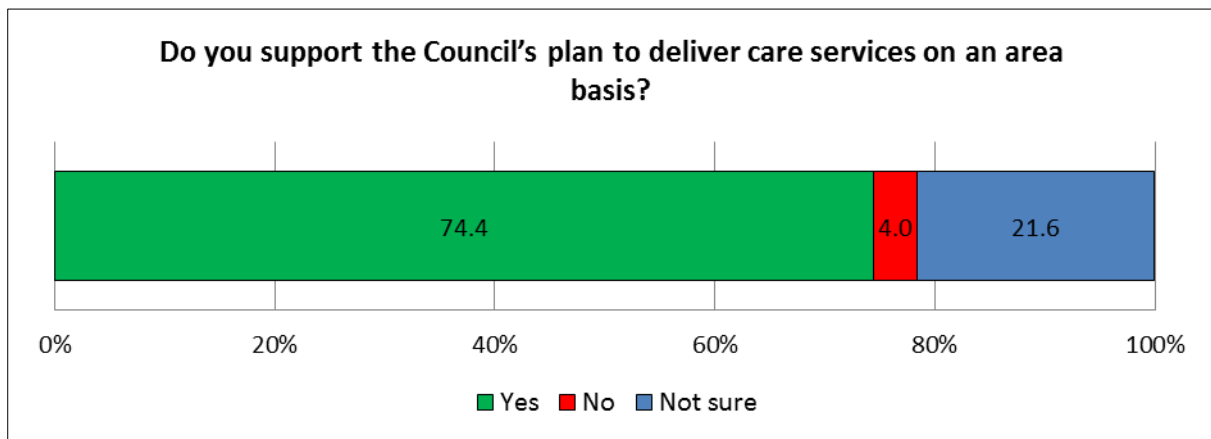
### 5.2.2 Care Service Provision

Care services are currently provided on individual contracts meaning that neighbourhoods can have a number of different providers delivering services, even on the same street. There is an opportunity to redesign services on an area basis to reduce transport time for care workers and make better use of services such as homecare and telecare.

#### Q17. Do you support the Council's plan to deliver care services on an area basis?

3,032 responses to this question represents a response rate of 90.6%.

**74.4% (2,256)** of respondents **supported the plans to deliver care services** on an area basis whereas **21.6% (656)** were undecided and a further **4.0% (120)** were against this approach.

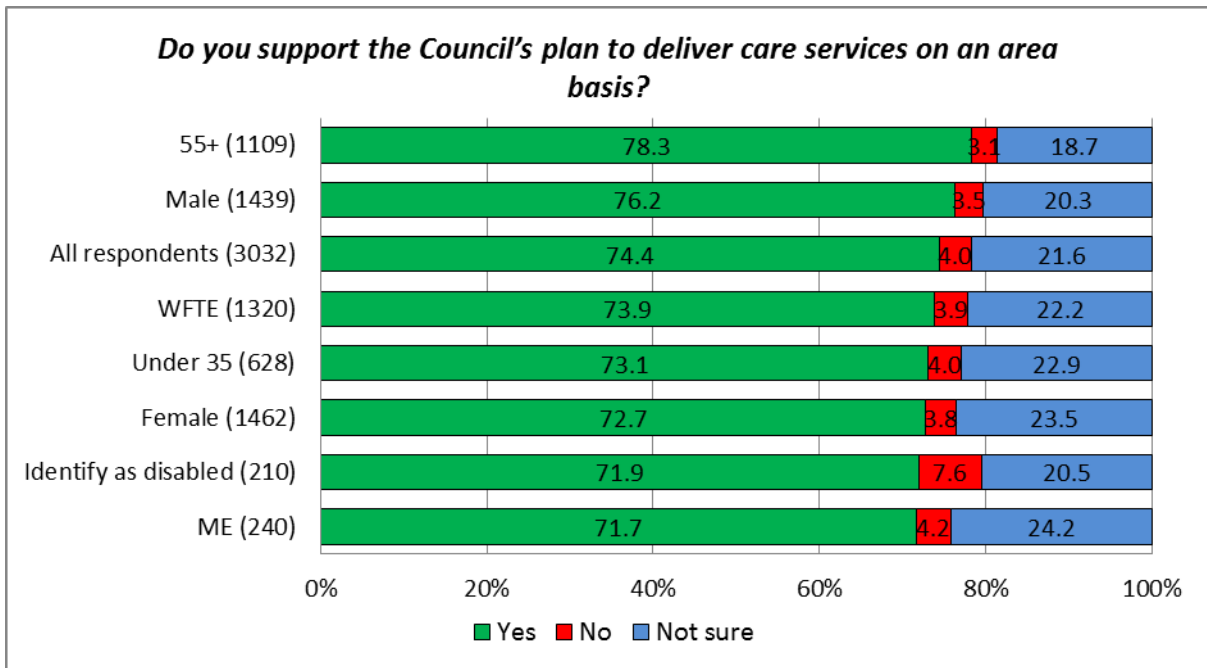


Base: All respondents (3,032)

Support for the Council's plan to deliver care services on an area basis was consistent across the key demographic groups with around three-quarters in each category agreeing with the proposal. This included **78.3% of over 55s who were most supportive of the Plan.**

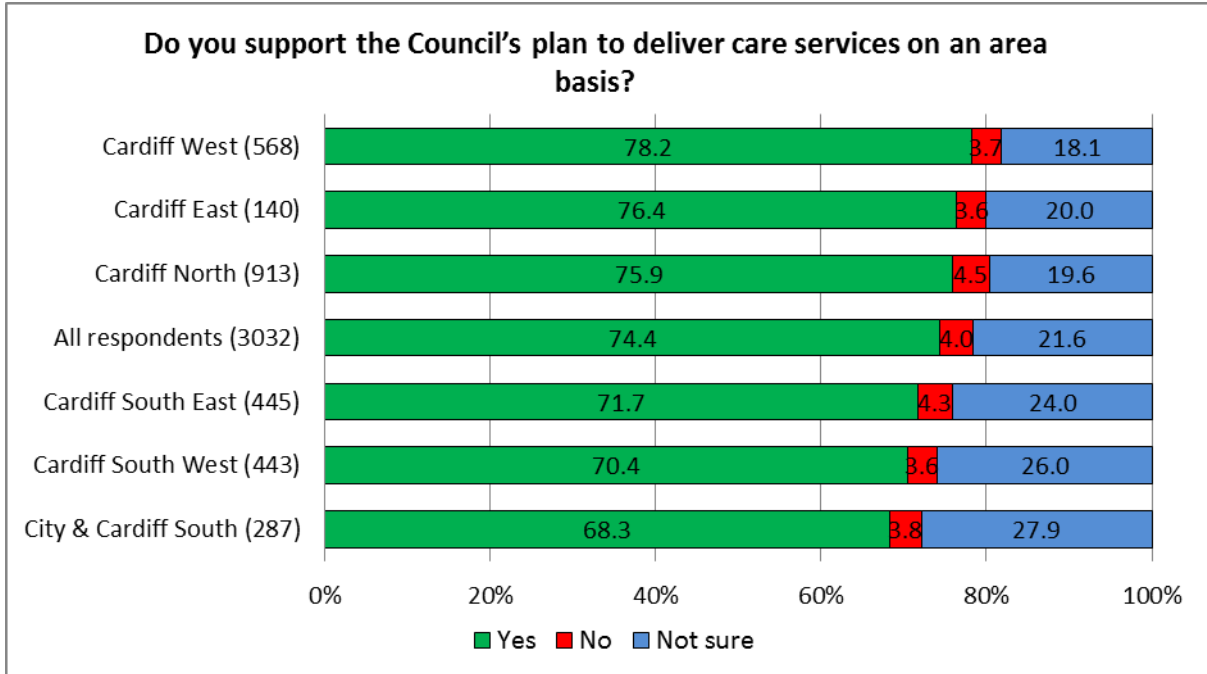
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Support for the Plan varied in different areas of Cardiff, ranging from **68.3% in City & Cardiff South** to **78.2% of respondents in Cardiff West**, a difference of just under 10 percentage points.



(Base data shown in brackets)

Respondents were also asked if they had answered 'No' to this question to give an explanation. Comments were provided by **104** respondents, with the most prevalent comments reasons emphasising the **need to centralise services** (38.5%), have both **consistency and continuity in delivery** (18.3%) and the need for service users to have a **choice in the care they receive** (13.5%).



# Changes for Cardiff

## Results and Feedback Report

### Top 3 themes emerging from the 104 comments in relation to support of the Care services plan.

Theme	No.	%	Example comments
Needs to be centralised	40	38.5	<ul style="list-style-type: none"> <li>Delivering care in an area basis won't necessarily be in the best interest of the patient or individual in need. If the same level of care is provided and appropriate and sustainable staff can be found to do this then this may be more appropriate.</li> <li>Care services should be delivered on an individual by individual basis as per the individual's need and not be based on a location.</li> <li>I feel it is more beneficial to have a more flexible service working across the city than having teams in each area, this means that any over flow that one area may struggle to cover can be covered by the neighbouring area.</li> </ul>
Need continuity/ consistency of care	19	18.3	<ul style="list-style-type: none"> <li>This completely depends on the needs of the service user. While it is important to minimise the travel time care provision staff have in their shifts, ideological centralisation ignores the needs of service users. Some will need specific staff members who have built up the necessary levels of trust between care-provider and service user. Some will have complex needs such as communication problems, mental health issues, etc and new staff being chosen could really damage the quality of care provided unless, of course, there is a robust transition period where replacements are adequately trained by their predecessor.</li> </ul>
Need a choice of services	14	13.5	<ul style="list-style-type: none"> <li>We are concerned that this proposal could reduce choice and control for individuals. All individuals who are receiving services should be given accessible information on all care service providers in the city and be able to choose the service provider they want. This choice should not be based on where they live alone, but on which services best meet their needs and outcomes and their personal preferences.</li> </ul>

### Cardiff Youth Council Engagement Forum



The group was asked if they supported the Council's plan to deliver care services on an area basis. They were most concerned with the fact that there's a need for the right person for the job to provide these services. Disruption from the change of carers was also a big concern within some of the groups and concerns were also raised that the quality of care / efficiency would drop should this service run on an area basis.

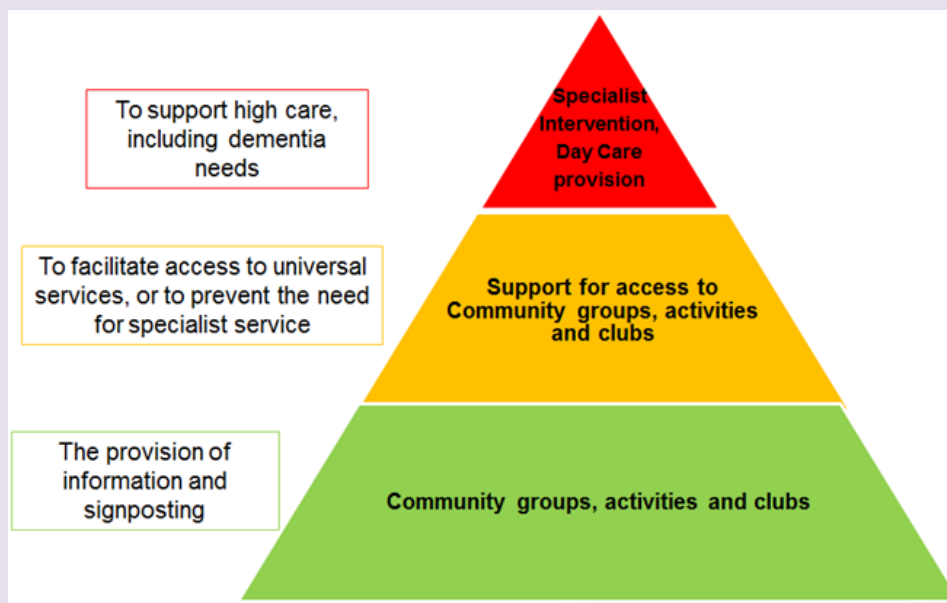
### Day Opportunities Strategy Consultation

Due to the nature and client group affected, the proposals concerning Day Opportunities in Cardiff has also been subject to a specific consultation. The Day Opportunities Strategy Consultation is available on the Council [website](#), and paper copies were sent by post to over 1,850 adult social services users and partners. Three events were also held at Hubs to talk to Cardiff residents and listen to their views.

The proposals are in response to the challenges elderly care services are facing, which will result in changes to the way that elderly day services are provided in the city. The proposed model consists of three tiers that differentiate between types of day services based on the differing needs of the service users.

# Changes for Cardiff

## Results and Feedback Report



This consultation closes on Friday 5<sup>th</sup> February 2016 but due to its relevance to the budget consultation, interim results have been gathered. These results are correct as of Friday 15<sup>th</sup> January. Highlights of the interim results include:

- 89 respondents (53.7%) supported the proposal in relation to the Day Centres.
- 102 respondents (63.0%) supported the proposal to continue the Meals on Wheels Service with an increased cost.
- 63 respondents (38.4%) supported the proposal to withdraw specific Luncheon Club funding to encourage sustainability.
- 127 respondents (85.2%) supported the proposal to expand the volunteer service to give additional assistance to older people.

### **Save Alzheimer's Society Oldwell Court Day Support Service petition**

With the proposal to close Oldwell Court, the Alzheimer's Society is running an online petition to save the service. The petition will close in early February in time to inform the Day Opportunities Strategy Consultation report. At the time of the budget consultation closing there were 2,724 signatories.

### **Additional correspondence**

The City of Cardiff Council has received ten correspondences relating to the Social Care section of the budget consultation, and has also gathered an additional seven correspondences concerning the separate Day Opportunities Strategy Consultation. These submissions have been by carers, MPs and representatives from the Alzheimer's Society. All relate to the closure of Oldwell Court and the loss of funding by the Alzheimer's Society.

All the communications concern the detrimental effect of moving to a different centre on people with dementia, and ask the Council to consider this impact on users, and how this resolves the issue of projected increased for specialist dementia care.

# Changes for Cardiff

## Results and Feedback Report

### 5.3 Education

#### 5.3.1 School Delegated Budgets

The Council is committed to ensuring every child in Cardiff is able to attend a good school and aims to achieve this by providing high quality school places throughout the city to meet the demands of the city's growing population, balancing supply and demand in English-medium, Welsh-medium, faith and specialist schools.

In Cardiff schools the aggregate of their annual delegated budgets amounts to £205.609m which equates to approximately 36% of the overall Council budget.

The additional financial demands falling upon school delegated budgets in the 2016/2017 financial year have been estimated to be approximately £13.541m (£4.033m demographic growth and £9.508m pay and inflation pressures).

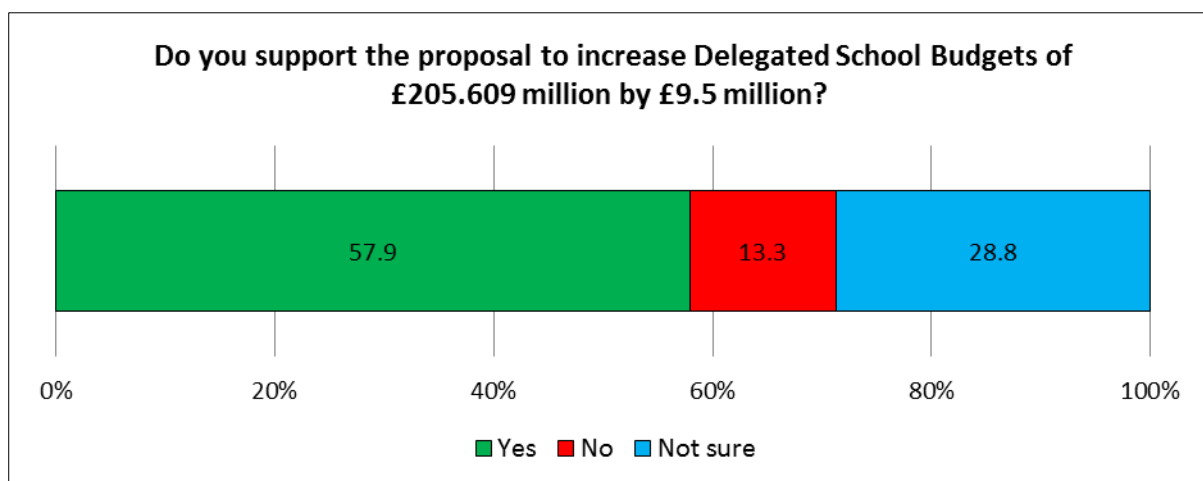
Included in the Council budget proposals is an additional £9.511m funding for school delegated budgets in 2016/2017, which would represent an increase to schools of 4.6%.

We anticipate that the Welsh Government will continue to ask Local Authorities in Wales to protect school delegated budgets. Our current planning assumptions are that for Cardiff this would mean we should not reduce funding for schools budgets by more than £0.5m.

#### Q18. Do you support the proposal to increase Delegated School Budgets of £205.609 million by £9.5 million?

The response rate for this question was 90.4% with 3,026 responses.

Over half of respondents (**57.9%, 1,753**) supported the proposal to increase Delegated School Budgets. Of the remainder **13.3% (403)** opposed the proposal with **28.8% (870)** unsure. Cardiff North was the only Neighbourhood Partnership Area where support for the proposal was above 60% (**63.9%**) while it was lowest in **City and Cardiff South (50.5%)**



Base: All respondents (3,026)

# Changes for Cardiff

## Results and Feedback Report

Respondents who answered negatively were asked to explain their opposition with **336** explaining their reasoning. The dominant response was that more should be done to **find efficiencies and manage budgets** (91 responses; 27.1%), ahead of **schools should be reviewed like others areas** (72 responses; 21.4%) and **too much is spent on schools** (62 responses; 18.5%).

**Top 3 themes emerging from the 336 comments opposing increasing the Delegated School Budgets.**

Theme	No	%	Example comments
<b>Do more to find efficiencies and manage budgets</b>	91	27.1	<ul style="list-style-type: none"> <li>• <i>Time for individual schools to investigate ways to help City Council with budget deficit.</i></li> <li>• <i>There MUST be cost savings to be had from a spend of £205m - time to sharpen the odd pencil...</i></li> <li>• <i>Better and more qualified financial and asset management could help.</i></li> </ul>
<b>Schools should be reviewed/cut like other areas</b>	72	21.4	<ul style="list-style-type: none"> <li>• <i>I don't see why schools' budgets should be ring fenced at the expense of others.</i></li> <li>• <i>Ring-fencing school budgets forces huge cuts elsewhere. This is not sustainable.</i></li> <li>• <i>I think that schools should shoulder some of the budget cuts.</i></li> </ul>
<b>Too much is spent/wasted on schools</b>	62	18.5	<ul style="list-style-type: none"> <li>• <i>Too much is wasted on schools doing the work of parents, too many counsellors etc.</i></li> <li>• <i>I think that there is a lot of waste in the schools currently that could be saved which would be better than increasing the budget.</i></li> </ul>

**Q19. Do you agree that delegated school budgets should contribute to the financial challenge facing the Council?**

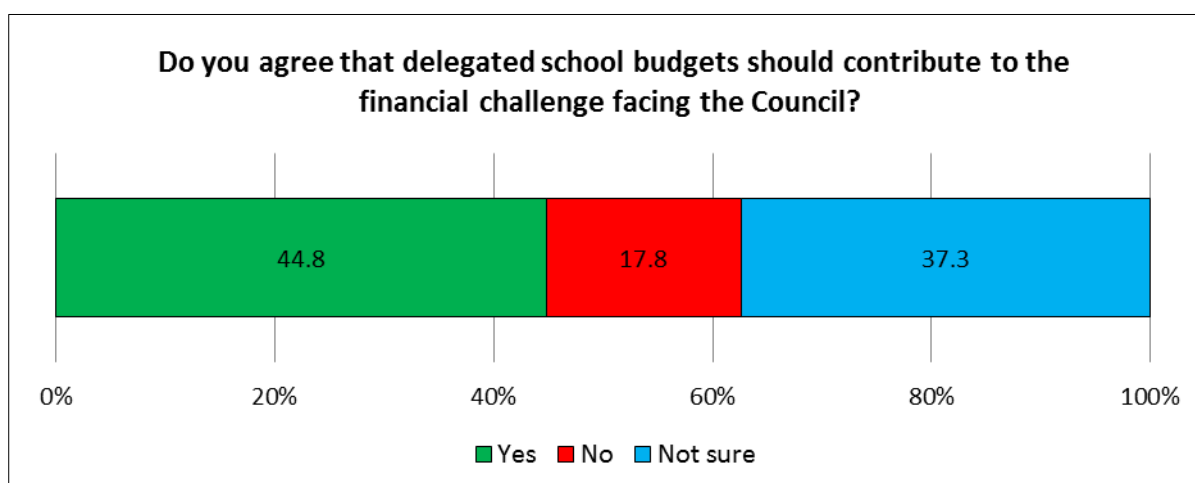
*This question received 3,008 responses meaning a response rate of 89.8%.*

**44.8% (1,349)** of respondents felt that delegated school budgets should contribute to the financial challenge, with **17.8% (536) disagreeing**. In addition over a **third (37.3%, 1,123) were unsure**.

Respondents who **identified as disabled** were the only key demographic where over half agreed with the proposal (**52.4%**), while agreement was lowest amongst **female respondents (40.6%) and under 35s (42.8%)**.

# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (3,008)

410 of the respondents who responded negatively to the previous question explained why. The **importance of education** was the prominent theme by a significant margin (60.0%, 246 responses), ahead of a worry that **current problems may worsen** (12.9%, 53 responses) and that there is a **need to increase efficiency and manage better** (9.0%, 37 responses).

**Top 3 themes emerging from the 410 comments opposing the delegated school budgets contributing to the financial challenge.**

Theme	No.	%	Example comments
<b>Education is too important and should be protected</b>	246	60.0	<ul style="list-style-type: none"> <li>School budgets should be ring fenced and invested in our young people.</li> <li>Education and care are the most important services you provide.</li> <li>Education is too important not to be seen as a separate entity.</li> <li>The quality of education is fundamental and needs to be protected.</li> </ul>
<b>Current problems may worsen</b>	53	12.9	<ul style="list-style-type: none"> <li>Many schools are already struggling with reduced funding and decreases of central provision.</li> <li>The state of repair of many Cardiff school buildings is already poor, and will only get worse if funding is reduced to help the Council meet the financial challenge it faces.</li> </ul>
<b>Increase efficiency and manage better</b>	37	9.0	<ul style="list-style-type: none"> <li>I don't believe anyone's education should suffer as a result of the financial implications. I do however think that running a school/education centre should be done efficiently.</li> <li>Schools should not be protected from the challenges the rest of the Council is facing as it just encourages them to continue their wastefulness.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

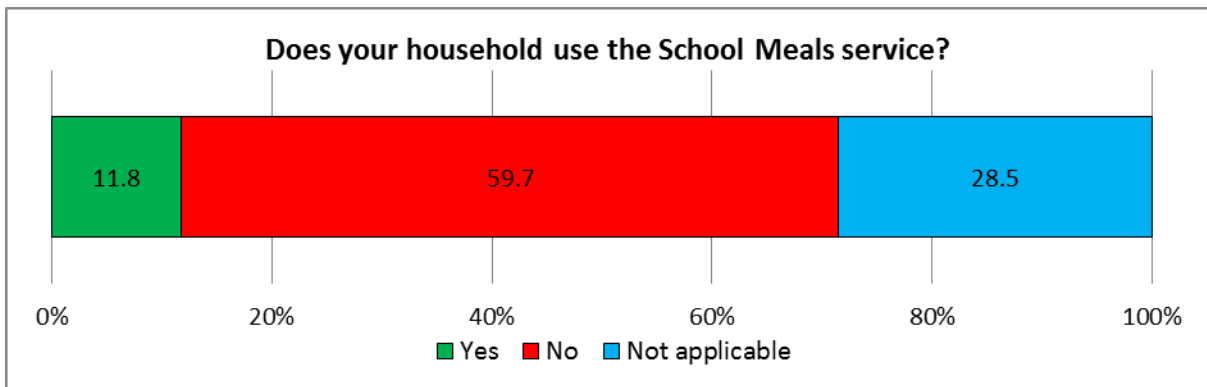
### 5.3.2 School Meals provision

The City of Cardiff Council's School Meals Service supply meals to every primary and secondary school in Cardiff with the exception of Cardiff High School. The price of a primary school meal is £2.20 and a set meal in a secondary school £2.65. The Council will be increasing the cost by £0.10 to £2.30 and £2.75 respectively.

#### Q20. Does your household use the School Meals service?

3,030 participants responded to this question, a response rate of 90.5%.

**11.8% (357)** of respondents reported that their household **uses the School Meals service**, with **59.7% (1,810)** **not using the service**. The question was not applicable to **28.5% (863)** of respondents.

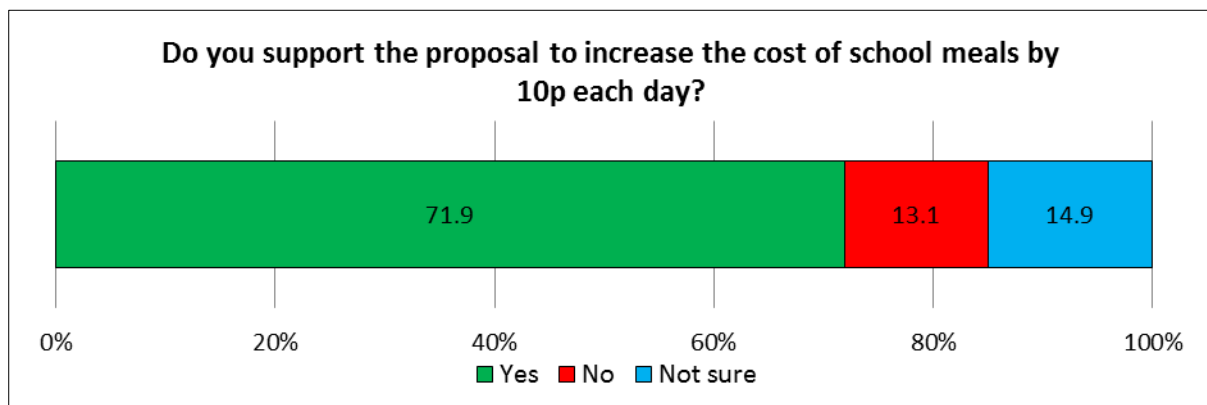


Base: All respondents (3,030)

#### Q21. Do you support the proposal to increase the cost of school meals by 10p each day?

3,017 people responded to this question giving a response rate of 90.1%.

There was a **significant level of support** to increase the cost by 10p each day, with **71.9% (2,170)** responding positively. Of the remainder **13.1% (396)** **disapproved** of the suggestion and **14.9% (451)** were not sure.

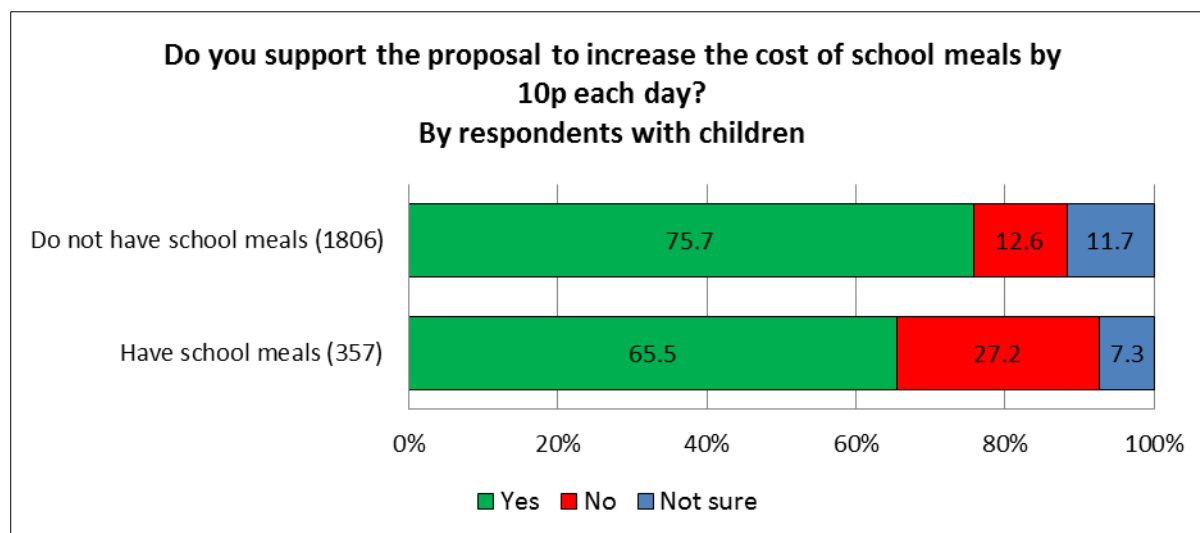


Base: All respondents (3,017)

# Changes for Cardiff

## Results and Feedback Report

Support for the proposal was analysed against usage of the School Meal service (Q20). While support for the proposal was **significantly lower amongst users of the School Meal service (65.5%** compared to 75.7%), almost two thirds of this group still consented to the increase in charge.



(Base data shown in brackets)

**722** additional comments were received concerning the School Meals service. These were analysed and **Need high quality, value for money service** was the key theme (272 responses, 37.7%). **Means test to protect poorer families** ranked second (153 responses; 21.2%) with **increase further** (64 responses, 8.9%) third.

### Top 3 themes emerging from the 722 additional comments on the School Meals service.

Theme	No	%	Example comments
<b>Need high quality, value for money service</b>	272	37.7	<ul style="list-style-type: none"> <li>• They should be more nutritious and better quality of food.</li> <li>• Our children over the years, have always complained that get very little to eat for the price of the school meal and are always hungry afterwards! So prices are going to be increased but portions are still the same. One tiny piece of pizza does not fill a child up.</li> <li>• Again quality is important. Providing nutritious meals to school children will provide long-term benefits.</li> <li>• If the quality is good enough then it could be justified. If the quality is poor then you cannot justify this.</li> </ul>
<b>Means test to protect poorer families</b>	153	21.2	<ul style="list-style-type: none"> <li>• I think the Council needs to be careful that they don't price families out of school meals completely.</li> <li>• Essential as it is the only balanced meal of the day for many children.</li> <li>• If they are not already, school meals should be means tested. Many people are in a position to support the less well off.</li> <li>• Although an extra 10p is a small increase, for some, this is an extra cost which they can ill afford especially if on a low wage.</li> </ul>
<b>Increase further</b>	64	8.9	<ul style="list-style-type: none"> <li>• Should increase cost on regular basis.</li> <li>• 10p isn't enough. Possibly 30-50p in the 1st year followed by a similar increase in year 2.</li> <li>• Why are school meals increasing by only 10 pence whilst meals on wheels increase by ONE pound.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report



### **Cardiff Youth Council Engagement Forum**

When the group was asked if they would support the increase of school meals by 10p each day, the majority disagreed. They felt the price of school meals had already been increased too much, and that if this proposal was agreed now the prices could keep rising. They were also worried that small changes could make a big difference to families in poverty. It was also suggested that encouraging pupils to have packed lunches will save the Council money on school meals.

### **Additional correspondence**

Seven correspondences were received relating to the education proposals in the budget consultation, including responses from Cardiff Governor's Association and Cardiff School Budget Forum. There was concern around the additional £9.5m funding for school delegated budgets when there is an acknowledged shortfall of £13.5m, with the respondents arguing that schools are already efficient and the only way to make the required saving is through staff redundancy.



# Changes for Cardiff

## Results and Feedback Report

### 5.4 Children's Play

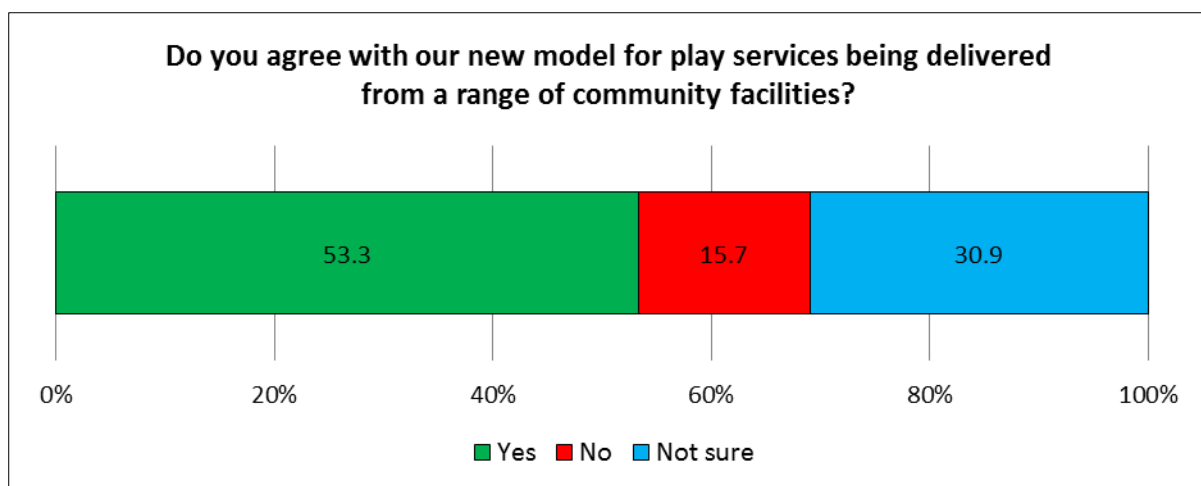
As part of the budget approved in February 2015, the Council agreed that an alternative model be put in place for Play Services which included funding to support the transfer of play centre buildings into community use. In 2016/17, there will be a new delivery model for Children's Play services which is responsive to the needs of children and young people. Play, including after school and holiday club activities, will in future be run from a range of community facilities within Neighbourhood Partnership Areas.

The Council is keen to engage with users of Play services, and gain their approval prior to any major changes to the way in which they are delivered. With that in mind, respondents to the budget consultation were invited to agree or disagree with the proposed implementation of the new model, and where they disagreed, invited to explain their position further. The response came back on the whole in favour of the proposed changes, although there was a considerable number of respondents who raised concerns.

#### Q23. Do you agree with our new model for play services being delivered from a range of community facilities?

Response to this question was particularly high with 3,284 of the 3,348 respondents replying, a response rate of 98.1%.

**53.3% (1,752)** of respondents were **in favour** of the Council moving to the new model for play services, with **15.7% (517)** **opposing** the mode. Nearly a third (**30.9%, 1015**) were **unsure**.

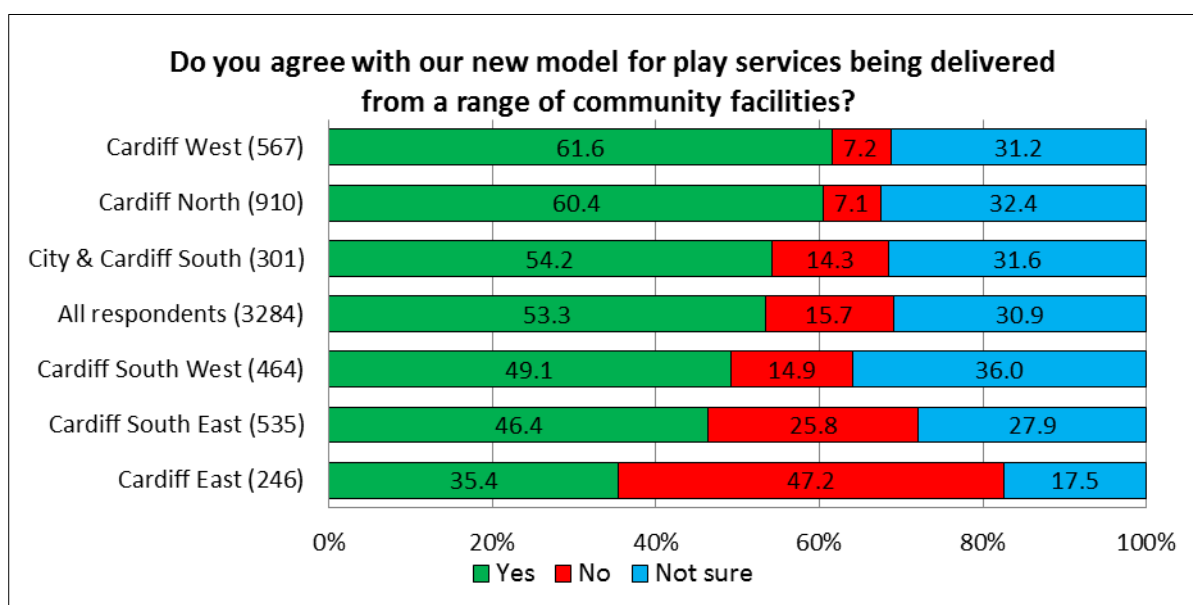


Base: All respondents (3,284)

There was significant difference in support for the new play model across the city with **over 60% of respondents from Cardiff West (61.6%, 349) and Cardiff North (60.4%, 550) supportive**. In comparison less than half of respondents in **Cardiff South West (49.1%, 228) and Cardiff South East (46.4%, 248) agreed with the new model**. Support was lowest in **Cardiff East, the only Neighbourhood Partnership Area where opposition was greater than support (47.2%, 116 compared to 35.4%, 87)**.

# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Respondents who answered 'No' to the original question were subsequently invited to explain their choice in an open question. **462** individuals provided a response, and by far the dominant theme was that they **enjoy the current play centres which should remain open** (317 respondents; 68.6%). The second and third ranking themes were **Safe play environment is important** (99 responses; 21.4%) and **Accessibility** (46 responses; 10.0%).

### Top 3 themes emerging from the 462 comments on the new model for play services.

Theme	No.	%	Example comments
<b>Children Enjoyment - Facilities should remain open</b>	<b>317</b>	<b>68.6</b>	<ul style="list-style-type: none"> <li><i>Kids need a safe place to play and that centre has been there for over 30 years and has served the community brilliantly, giving kids the necessary space to play safely.</i></li> <li><i>Play is an important part of a child's development and needs to be fully supported by the Council - any cuts for their provision will have a huge negative impact.</i></li> <li><i>Too many things are changing already and it is too difficult for children to adapt to them.</i></li> <li><i>We have perfectly suitable play centres - fully equipped - the suggested alternatives are not acceptable and the details are hazy.</i></li> </ul>
<b>Safe play environment important</b>	<b>99</b>	<b>21.4</b>	<ul style="list-style-type: none"> <li><i>The playcentre is safe for the children - to be without the playcentre they have nowhere.</i></li> <li><i>Don't close down our play centres. My children benefit from them daily and it means they stay safe, while learning and developing.</i></li> <li><i>Children need to stay active and the play centres provide this it's a safe place to play and have fun.</i></li> </ul>
<b>Accessibility</b>	<b>46</b>	<b>10.0</b>	<ul style="list-style-type: none"> <li><i>Everything in one place with good parking is safe and convenient to all.</i></li> <li><i>Yes, but only if there is provision in each and every ward and children are able to access this without the need to travel by means other than foot.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### Play Community Questionnaire

The Children's Play Service used the Play section of the budget consultation as the basis of a community questionnaire for children and young people. The questionnaire was delivered by play workers in centres across the city. A total of 544 responses were received with participant details as follows:

- 237 of the respondents (43.7%) were aged 8-11, with 149 (27.5%) aged 5-7.
- 295 of the questionnaires (60.2%) were completed by females with 195 respondents (39.8%) male.
- Responses were received from eight play centres. Of the 544 responses 126 of the children and young people attend Splott Play Centre (23.6%), ahead of 99 (18.5%) in Llanrumney and 97 (18.1%) in Grangetown.

Just under three-quarters (**72.1%, 379**) of respondents felt **angry** about the proposals, whilst around half (**47.3%, 249**) were **very sad**, in contrast to **1.0% (5)** who were **happy**.

Feeling	No.	%
Angry	379	72.1%
Very Sad	249	47.3%
Don't Mind	11	2.1%
Happy	5	1.0%

Respondents were also asked if they had any further comments on the proposals for Children's Play Services. Comments were provided by **441** respondents, with the most prevalent reasons stressing **don't close the play centre (50.3%)**, the **proposal makes respondent upset/angry (19.7%)**, and **respondent attendance to service to make friends/ have fun (17.2%)**.

### Top 3 themes emerging from the 441 comments received in relation to the new model for Day Services for Older People.

Theme	No.	%	Example comments
Don't Close the play centre	222	50.3	<ul style="list-style-type: none"> <li>• <i>I have been coming for years and belong to Youth forum new leaf. I would be very upset if it closed, it's helped me stay out of trouble. Please don't close the play centre.</i></li> <li>• <i>I'll be distraught if the play centre closes, we need this place!</i></li> <li>• <i>We love this so much please don't close it down because people can only come to this one.</i></li> </ul>
It makes me Sad/Angry	87	19.7	<ul style="list-style-type: none"> <li>• <i>I feel angry because I come here all the time.</i></li> <li>• <i>I like everybody here. I don't want this lovely play centre to close down; if it did I would be heartbroken.</i></li> </ul>
I come here for my friends/ fun	76	17.2	<ul style="list-style-type: none"> <li>• <i>It's fun, it's like my second home, I like the food for a pound.</i></li> <li>• <i>Keep the play centre open: because it is a fun place to be outside of school.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### 5.5 Arts & Culture

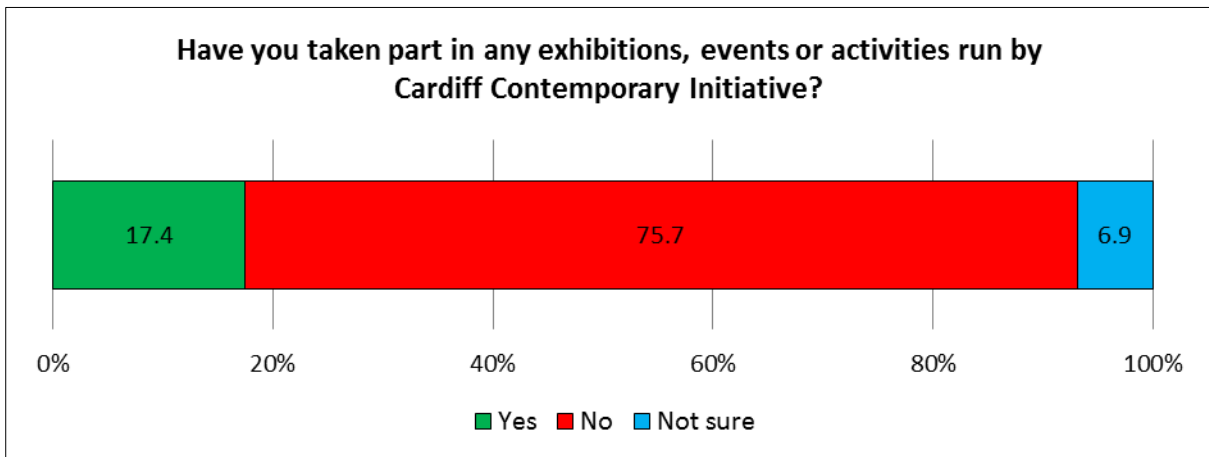
#### 5.5.1 Cardiff Contemporary Initiative

*Cardiff Contemporary is a five week celebration of contemporary art held across the city every year. The initiative offers a diverse range of exhibitions, events and activities developed by Cardiff's community of artists, designers and architects. The requirement to make budget savings means that Cardiff Contemporary will cease but the Council will seek to identify alternative funding to help ensure the future of the initiative.*

#### Q24. Have you taken part in any exhibitions, events or activities run by Cardiff Contemporary Initiative?

*There were 3,039 responses to this question meaning a response rate of 90.8%.*

**17.4% (529)** of respondents had **taken part in activities** run by Cardiff Contemporary Initiative, with three-quarters (**75.7%**) not having participated to date.

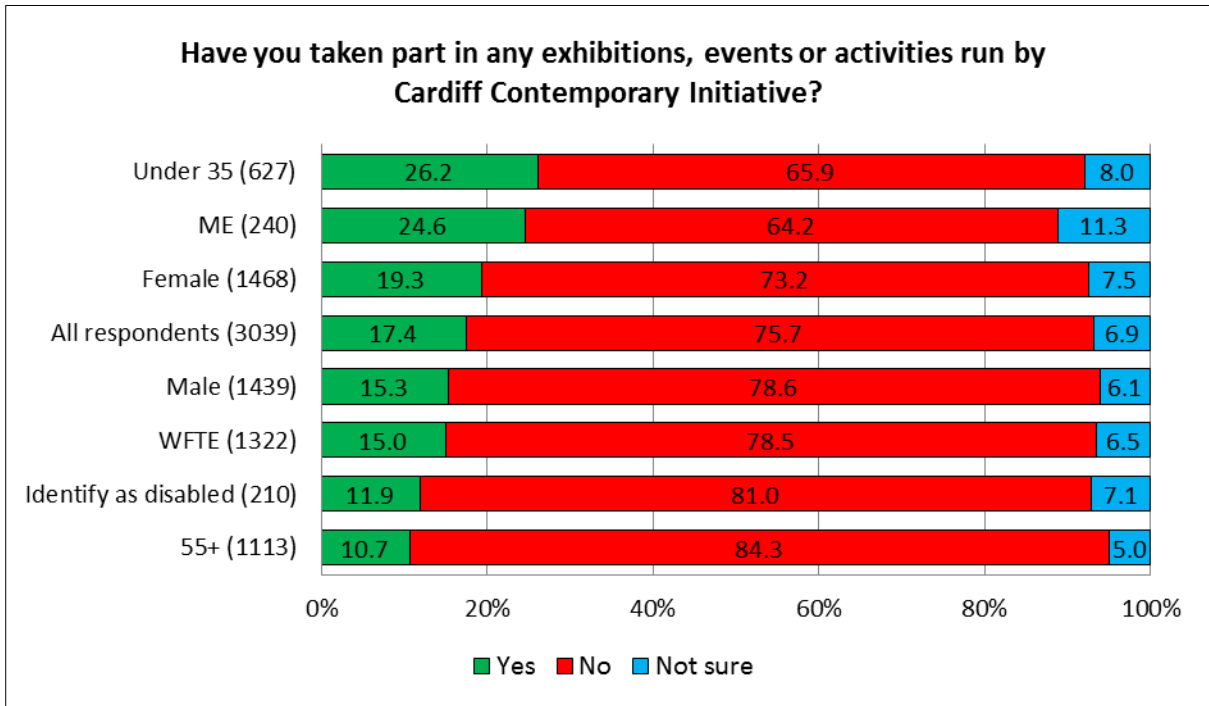


*Base: All respondents (3,039)*

Involvement with Cardiff Contemporary varied by demographic, and most significantly by age where over a quarter of respondents **under 35 had participated (26.2%)**, compared to **10.7%** of **over 55s**.

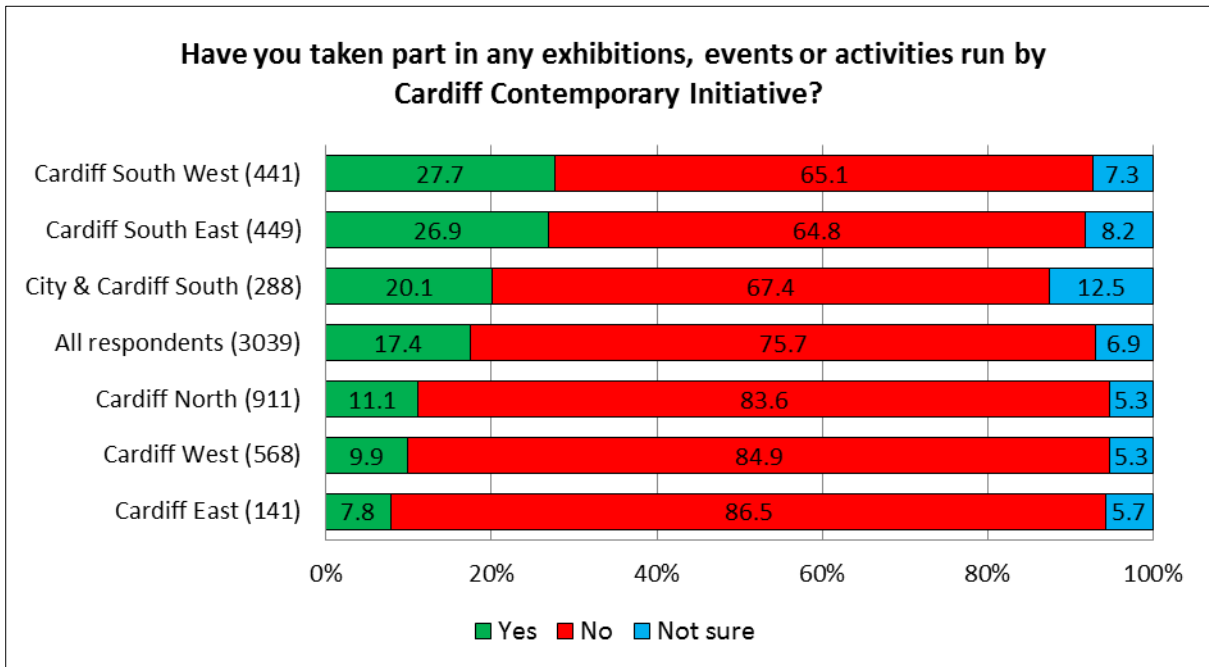
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets).

There was also significant variation in involvement across the city, with **27.7%** of respondents in **Cardiff South West**, **26.9%** in **Cardiff South East** and **20.1%** in **City and Cardiff South** having participated, compared to under 10% of respondents in **Cardiff East (7.8%)** and **Cardiff West (9.9%)**.



(Base data shown in brackets)

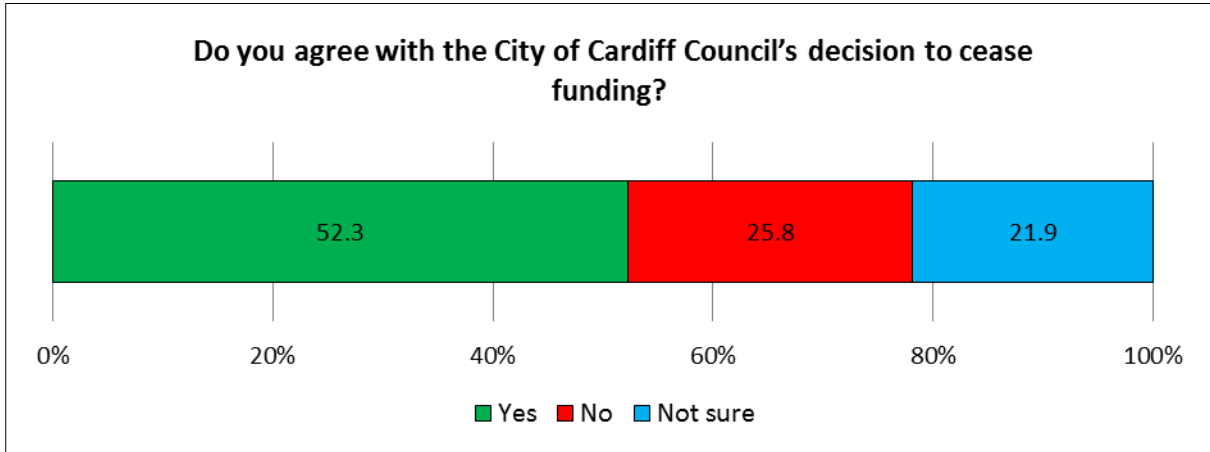
# Changes for Cardiff

## Results and Feedback Report

### Q25. Do you agree with the City of Cardiff Council's decision to cease funding?

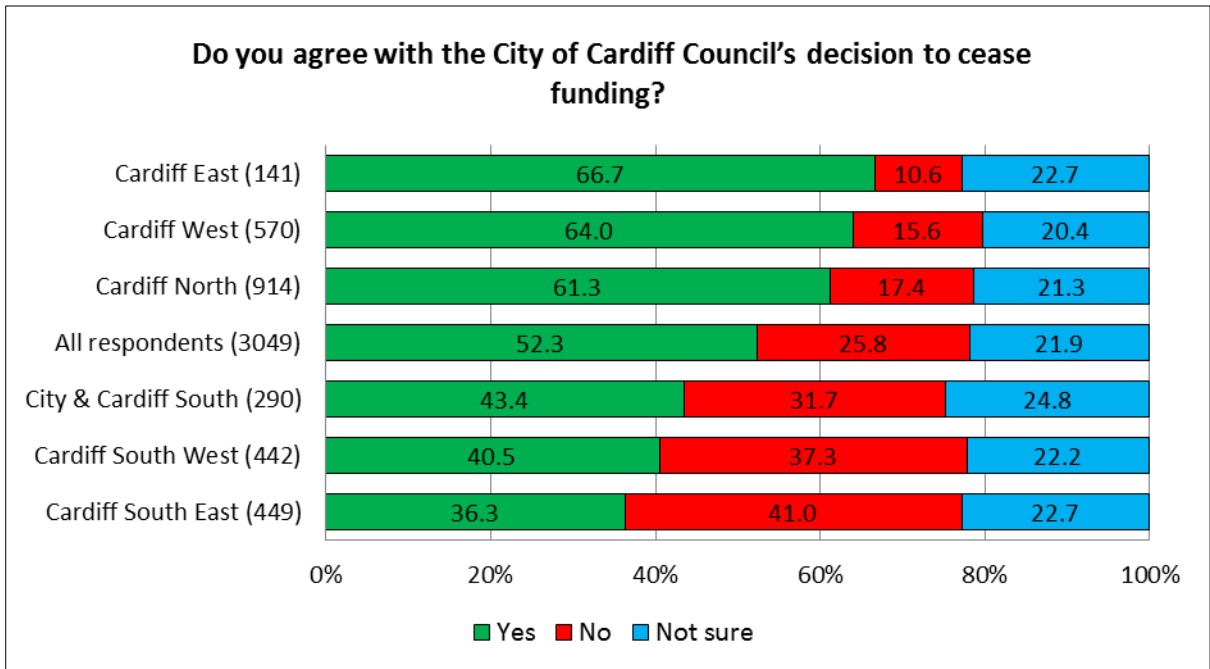
There was a response rate of 91.1% with 3,049 respondents.

**52.3% (1,595)** agreed with the proposed decision to cease funding, with **25.8% (786)** opposed and **21.9% (668)** not sure.



Base: All respondents (3,049)

Looking at respondent views by geography those from **Cardiff East (66.7%)**, **Cardiff West (64.0%)** and **Cardiff North (61.3%)** were more supportive of the proposal to cease funding than the remaining areas where under half the respondents were supportive. This included **43.4% of respondents in City and Cardiff South**, **40.5% in Cardiff South West** and **36.3% in Cardiff South East**.



(Base data shown in brackets)

# Changes for Cardiff

## Results and Feedback Report

Reasons for opposing the proposal were provided by **666** respondents, with the most common reasons found to be expressing the **importance of the Arts** (230 comments; 34.5%), **against the cuts** (181 comments; 27.2%), and **Cardiff being a poorer place without the arts** (140 responses; 21.0%).

**Top 3 themes emerging from the 666 comments received in opposition to the proposal that the Council will cease funding Cardiff Contemporary Initiative:**

Theme	No.	%	Example comments
<b>Arts/Culture are important</b>	230	34.5	<ul style="list-style-type: none"><li>• <i>The arts are just as important an area than any other, they always are the first to be hit by cuts/funding.</i></li><li>• <i>Because art and culture are integral to the well-being and success of any city, especially Cardiff which has such a strong art scene.</i></li><li>• <i>Art is a key part of city life. The Council should understand that looking after the cultural needs of the many benefits not only the well off, but provides a setting for the young and old to contribute and feel valued.</i></li></ul>
<b>Against the proposals</b>	181	27.2	<ul style="list-style-type: none"><li>• <i>I think the shutdown of the abacus is enough for this decade, please.</i></li><li>• <i>If Cardiff is to be a vibrant city where people want to work and live, it is vital that arts and culture are support - look at Bristol?!</i></li><li>• <i>I'm against cuts of any sort we're sleep walking into a future that has no culture, no art, no innovation, no dreamers who inspire, people who see an alternative future.</i></li></ul>
<b>Cardiff would be a poorer place without this</b>	140	21.0	<ul style="list-style-type: none"><li>• <i>This city has already very little to offer when it comes to art and more creative disciplines. Taking out the artistic progression and the evidence of that is going to cripple Cardiff cultural scene even more. And it's already barely crawling.</i></li><li>• <i>Events like this help keep Cardiff a vibrant city and ceasing funding might drain the enthusiasm of the city.</i></li><li>• <i>Cardiff is always willing to fund sports and pop music events. If cultural activities cease to be funded Cardiff will become a cultural wasteland.</i></li></ul>

### 5.5.2 Arts Active

*Arts Active is a registered Cardiff charity with funding from the City of Cardiff Council as well as private organisations and foundations. The charity offers education, community and audience engagement projects for people of all ages in the city through St David's Hall and the New Theatre.*

*The Council will no longer be able to contribute to Arts Active's funding but will seek to maximise contributions from private organisations and foundations to minimise the impact.*

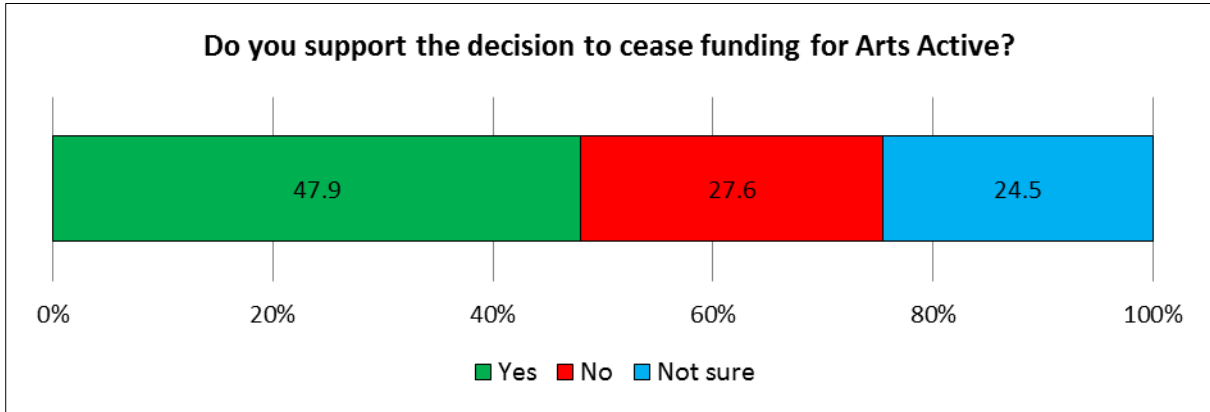
# Changes for Cardiff

## Results and Feedback Report

### Q26. Do you support the decision to cease funding for Arts Active?

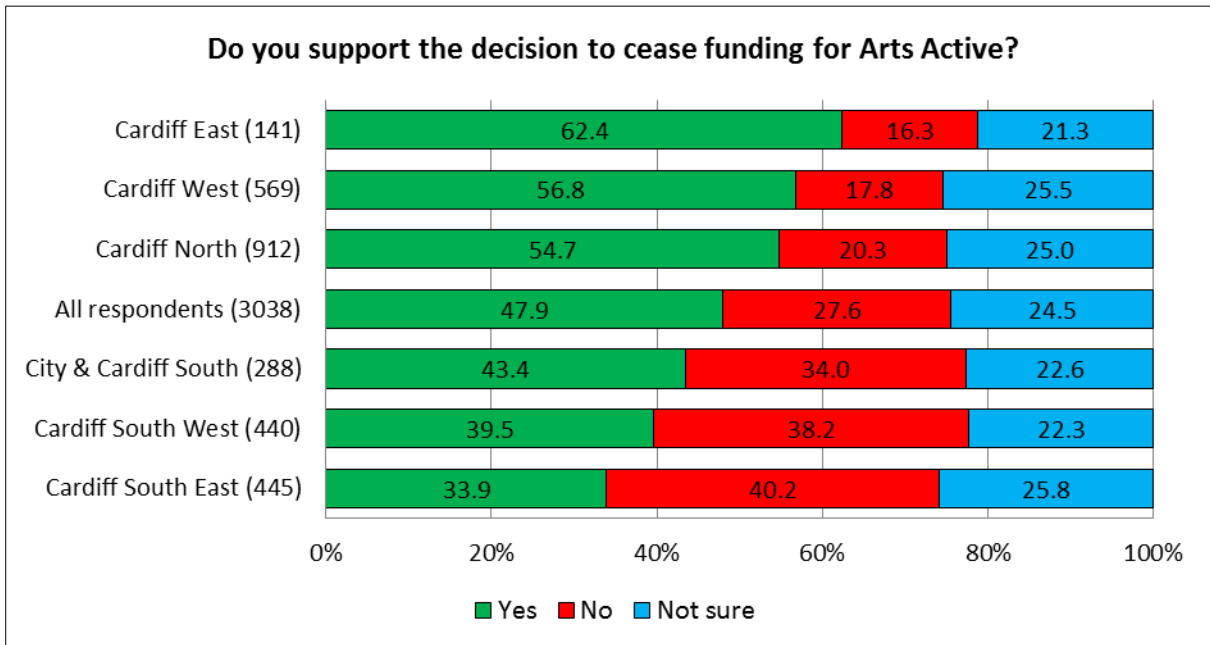
2,028 responses were received for the question, a response rate of 60.6%.

**47.9% (1,456) agreed** with the decision to cease funding, with approximately a **quarter opposing the decision (27.6%)** and a **quarter unsure (24.5%)**.



Base: All respondents (3,038)

Respondents from **Cardiff East** were most supportive of the decision to cease funding (**62.4%**), compared to **Cardiff South West (39.5%)** and **Cardiff South East** where opposition was greater than support (**40.2% versus 33.9%**).



(Base data shown in brackets)

Reasons for opposing the proposal were provided by **467** respondents, with the most common reason again found to be **expressing the importance of the Arts** (143 respondents; 30.4%), ahead of **being against the proposal** (98 responses; 20.9%), and **suggesting the Council should be supporting the Arts** (91 comments; 19.4%).



# Changes for Cardiff

## Results and Feedback Report

**Top 3 themes emerging from the 467 comments received in opposition to the proposal that the Council will cease funding for Arts Active:**

Theme	No.	%	Example comments
<b>Arts/Culture are important</b>	143	30.4	<ul style="list-style-type: none"> <li>• <i>Art is important to support.</i></li> <li>• <i>Important part of the fabric of the city from which everyone can benefit - cut down on other groups which only have minority support.</i></li> <li>• <i>Culture is vitally important to the identity and morale of the populous of the city. Take that away and you open a vast chasm of despair and lack of ambition and will end up paying for it later on.</i></li> </ul>
<b>Against the proposals</b>	98	20.9	<ul style="list-style-type: none"> <li>• <i>Cultural activities must be protected.</i></li> <li>• <i>Because engaging people in Arts is essential to quality of life. You state in this survey that the charity offers opportunities to people of all ages, so can you not see how blind it would be to cut this off? We need cohesive communities and to build connections between different groups within our communities. Defunding arts will be detrimental to that.</i></li> <li>• <i>Because it's a poor decision.</i></li> </ul>
<b>Job of the Council to support this</b>	91	19.4	<ul style="list-style-type: none"> <li>• <i>Cardiff Council's funding will be vital in Arts Active securing other funding from private organisations and foundations. It is important for Cardiff Council to support the arts and also to support people's participation in the arts.</i></li> <li>• <i>Cardiff Council's support is central to Arts Active existence, and its involvement is symbolic of its commitment to the arts and equal access to the arts, and diversity of audience and opportunity. Cardiff is a city marked by its cultural diversity and open embracing of culture and equality. Cutting funding to Arts Active would reverse some of the work done to develop this thriving element of the city's identity, and impact most upon people from poorer neighbourhoods as well as BME backgrounds.</i></li> <li>• <i>The Council ought to support organisations that reach out and work with some of the most vulnerable people within the city.</i></li> </ul>

### 5.5.3 Artes Mundi and Cardiff Singer of the World

**Q27. The Council currently provides funding to Artes Mundi and Cardiff Singer of the World and the intention is that there is a phased removal of these grants over 2 years. Do you agree with this proposal?**

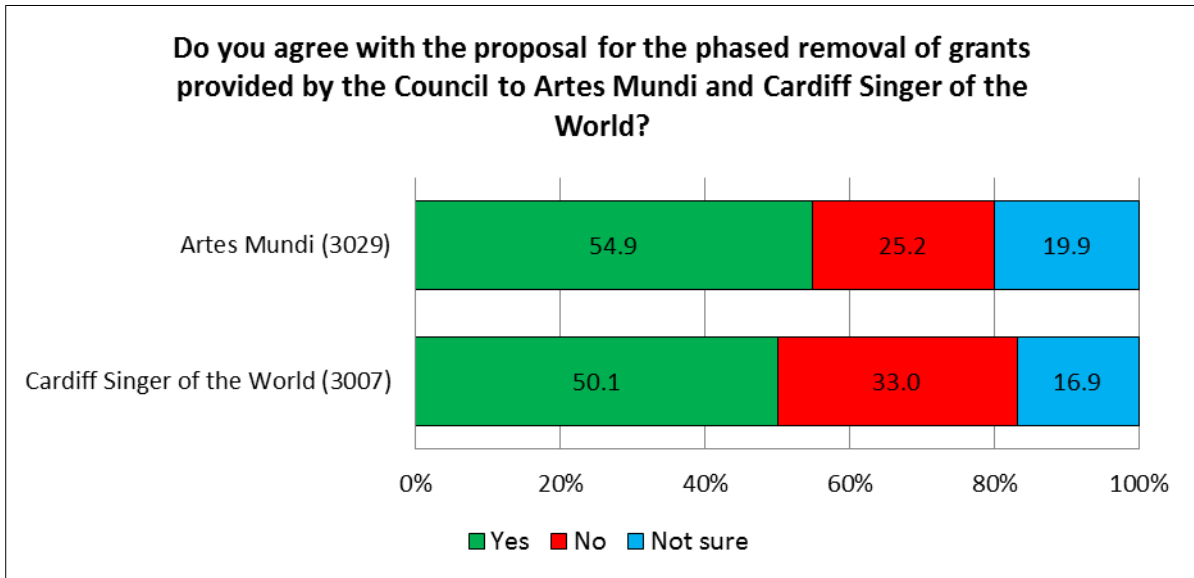
*Response rates for the Artes Mundi and Cardiff Singer of the World questions were 90.5% (3,029 responses) and 90.0% (3,007 responses) respectively.*

**54.9% (1,663) agreed** with the proposal for the phased removal of grants to **Artes Mundi**, compared to **25.2%** who were **against** the proposal and **19.9%** **not sure**.

**50.1% (1,506) agreed** with the proposal for **Cardiff Singer of the World** whilst **33.0%** were **against** and **16.9%** **not sure**.

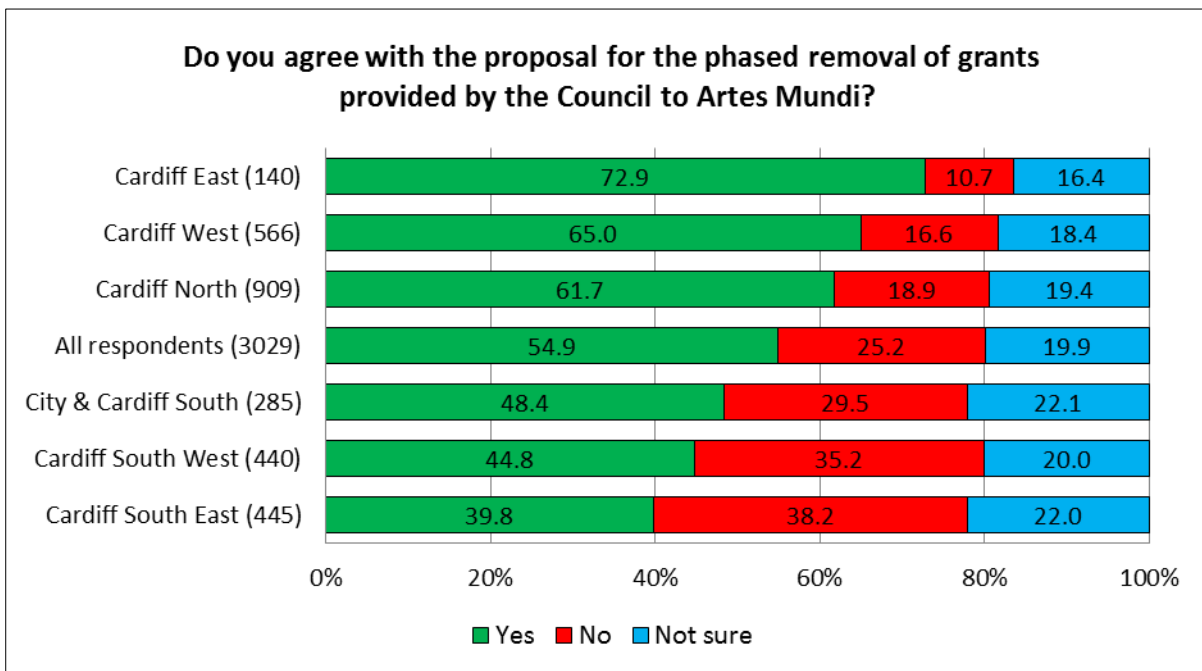
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Support for the **phased removal of grants from Artes Mundi** was greatest in **Cardiff East (72.9%)**, the only Neighbourhood Partnership Area which exceeded 70%, ahead of **Cardiff West (65.0%)** and **Cardiff North (61.7%)**. Opposition was greatest in **Cardiff South East** where **39.8% supported and 38.2% opposed** the proposal respectively.

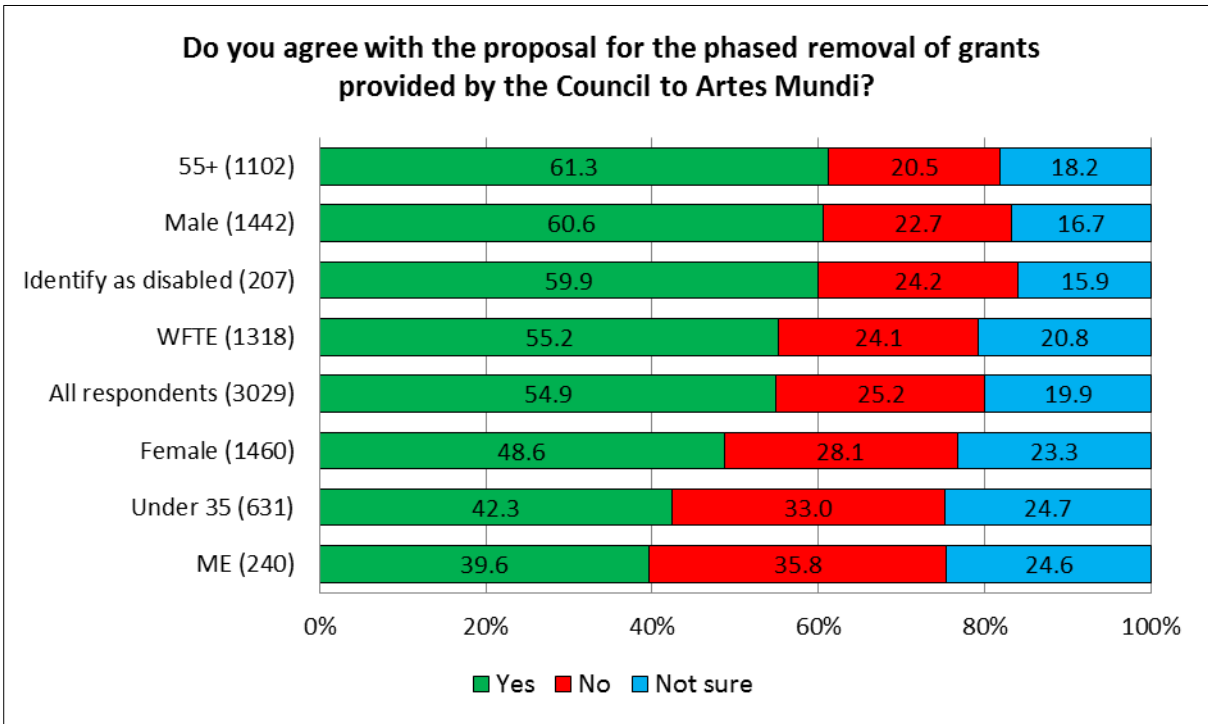


(Base data shown in brackets)

Among the key demographic groups respondents **over the age of 55 were most supportive** of the phased removal of funding (**61.3%**), ahead of **males (60.6%)**. **Minority ethnic respondents (39.6%) and under 35s (42.3%)** were significantly less supportive.

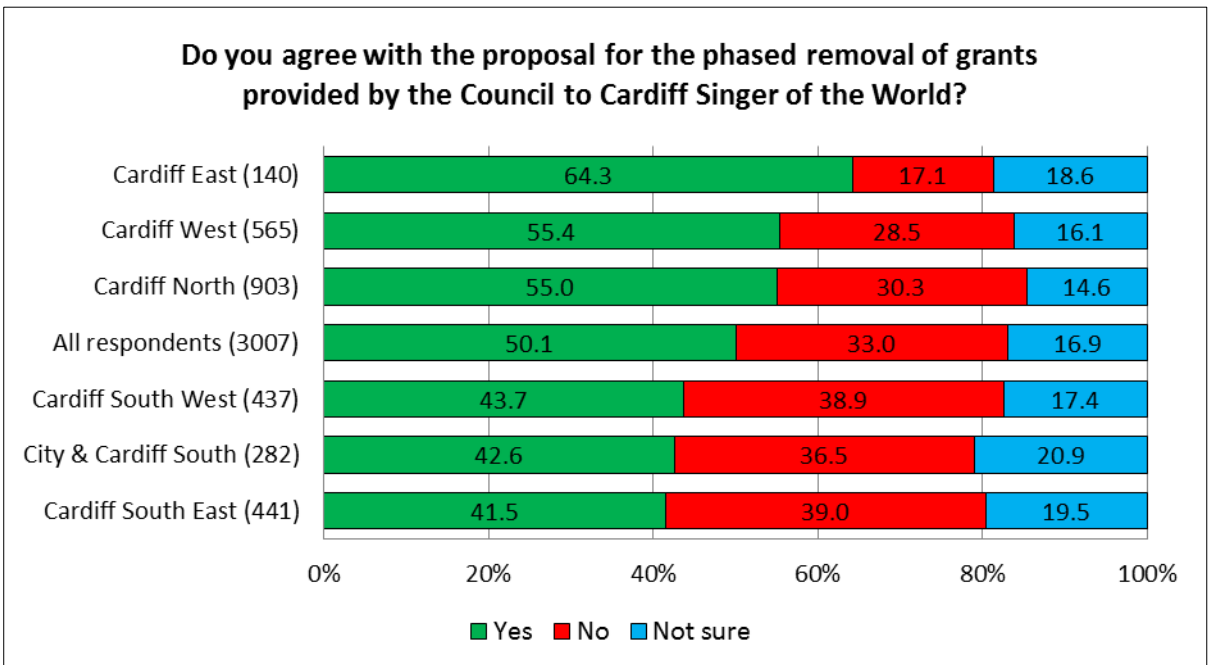
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Results were similar for the same question on **Cardiff Singer of the World**, including **Cardiff East having the greatest support (64.3%)** and **Cardiff South East the lowest (41.5%)**.

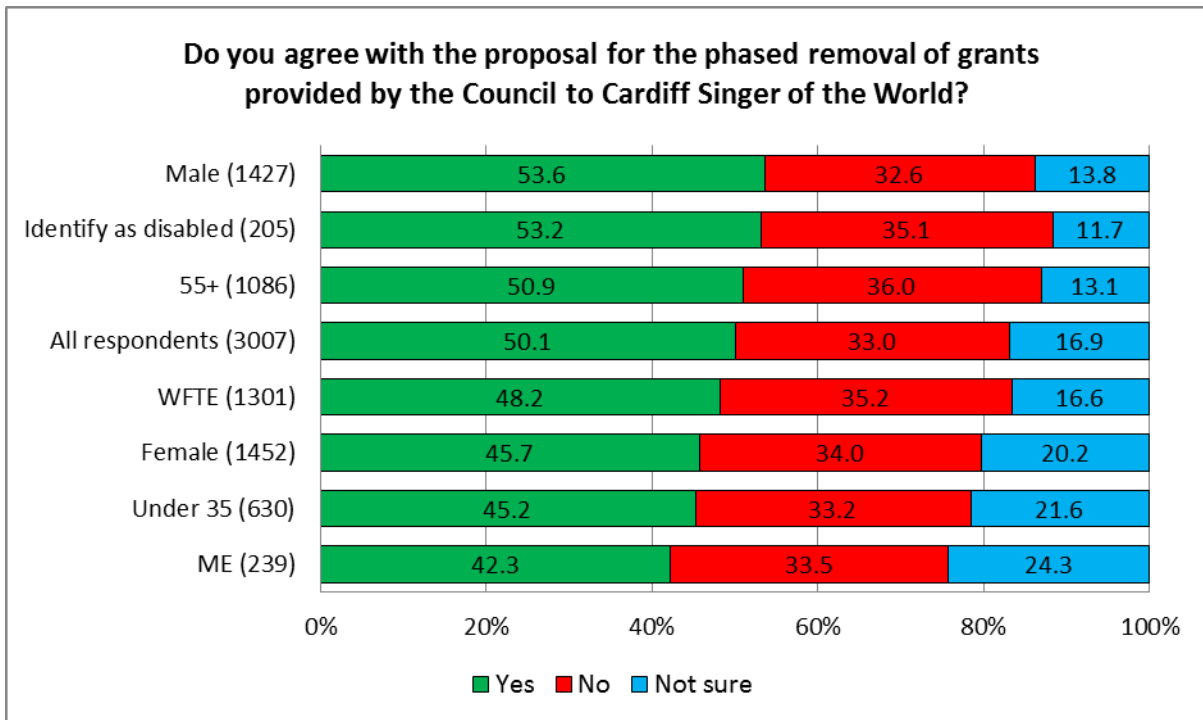


(Base data shown in brackets)

The proposal for a **phased removal of funding to Cardiff Singer of the World** was supported by **males (53.6%)**, respondents identifying as **disabled (53.2%)** and the **over 50s (50.9%)** compared to **42.3% of minority ethnic respondents**.

# Changes for Cardiff

## Results and Feedback Report



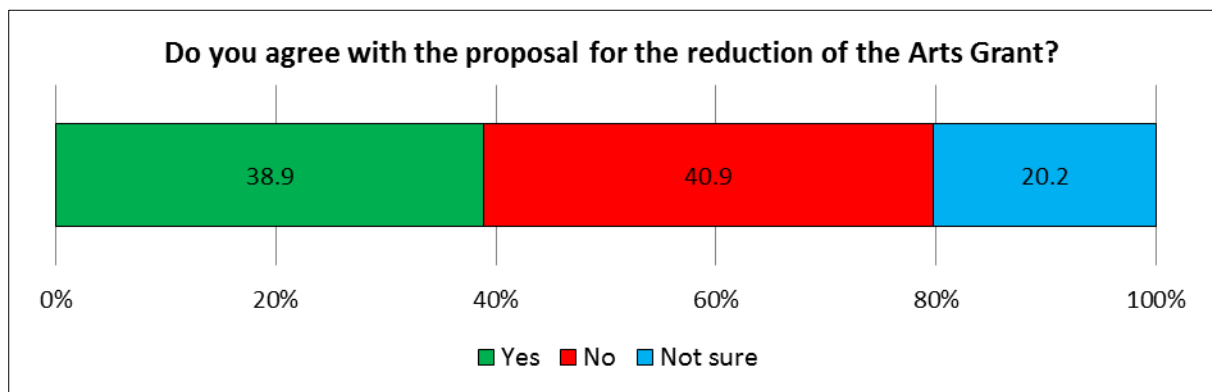
(Base data shown in brackets)

### 5.5.4 Community Arts

**Q28. The Council is also reducing the Arts Grant to organisations which support community led art programmes. Do you agree with this?**

There was a response rate of 90.4% (3,025 respondents) for Q28.

Opinions on reducing the Arts Grant were divided, with **38.9% (1,176)** in agreement compared with **40.9% (1,237)** against the proposal.

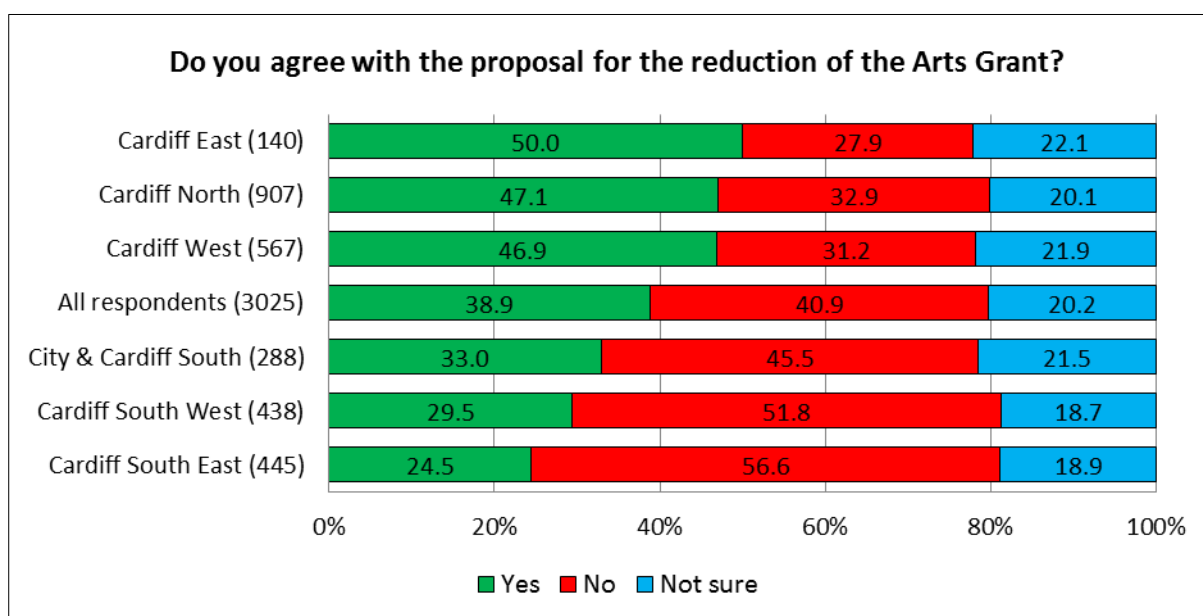


Base: All respondents (3,025)

Once again there was significant variation in agreement with half the respondents from **Cardiff East (50.0%)** supporting the reduction. This was more than double the equivalent result in **Cardiff South East where 24.5% agreed** with the proposal but **56.6% were in opposition**.

# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

### Cardiff Without Culture petition

The coalition of arts producers and consumers ran an online campaign against the proposals to cuts funding to the arts and gathered 4,102 individual signatories.



### Cardiff Youth Council Engagement Forum

The Youth Council discussed the different proposals which will potentially affect art and culture provision. When asked about the plan to withdraw funding for Cardiff Contemporary Initiative, the young people at the Cardiff Youth Council engagement event were most concerned about how this would impact on the city. They felt that the Arts and Culture scene makes the city attractive, interesting and unique.

When asked about the proposal to cease funding for Arts Active there was a divide with some feeling that if funding could be found from elsewhere then the Council should cease funding. However, others felt that there was a clear need for this charity and it should be fully supported by the Council.

Attendees at the event felt that the Council should continue to fund Artes Mundi and the Cardiff Singer of the World, with their reasons including that 'It brings tourism to the area to support growth'.

### Additional correspondence

In addition to the petition, Cardiff Council received 43 correspondences relating to the Arts. All were from individuals or single organisations with the exception of one which had 29 signatories from major art and community organisations. The respondents include representation from Cardiff residents and the wider general public, art academics, professional artists and businesses.

The correspondences argue the importance of the arts sector, and makes the case for the continued funding of Cardiff Contemporary, Artes Mundi and Cardiff Singer of the World. They argue for the cultural profile that the initiatives bring to the city, which in turn attracts 52,000 visitors each year, driving tourism and investment. Correspondents stressed the community cohesion and focus on engaging with deprived communities, working with ethnic minorities and older, unemployed and disabled people.

# Changes for Cardiff

## Results and Feedback Report

### 5.6 Community Safety

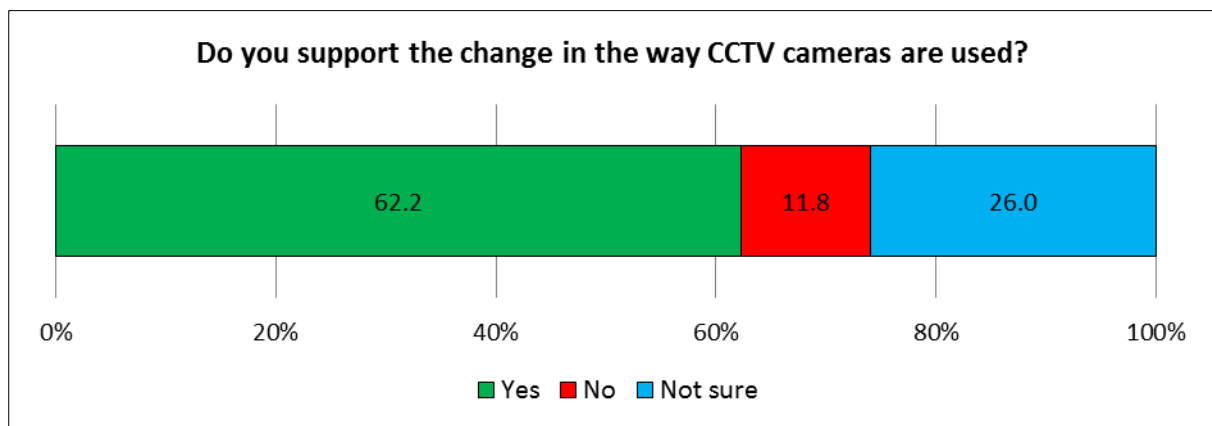
Cardiff currently has 220 CCTV cameras across the city along with an additional 9 mobile cameras to be utilised to help reduce anti-social behaviour. The Council has reviewed the value and quality of evidence secured by mobile CCTV cameras given their age and functionality, and will be removing them and investing in 3 new cameras as an alternative. All other CCTV cameras will remain across the city.

There will also be a £25,000 reduction in community safety funding for events including Operation Mistletoe which is a joint city centre initiative with the Council, South Wales Police, the probation service, health service, licensee forum, retail partners and the voluntary sector to assist during busy periods in the run up to Christmas and New Year. The council will be seeking alternative funding for these activities in 2016 through mechanisms such as proposals for the Business Improvement District and Late Night Levy ( where business provide additional funding contributions towards projects which improve the city).

#### Q29. Do you support the change in the way CCTV cameras are used?

The question was answered by 3,010 participants, a response rate of 89.9%.

**62.2% (1,873)** of respondents were **in favour** of the way in which the Council intend to use CCTV. Respondents who **identified as disabled** (16.0%) and residents of Cardiff East (16.3%) were most likely to disagree.



Base: All respondents (3,010)

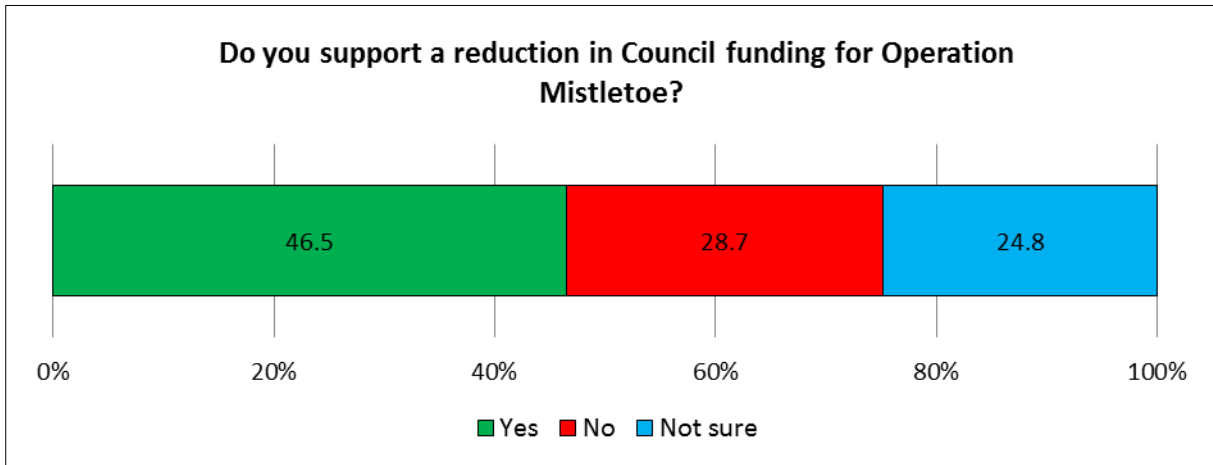
#### Q30. Do you support reduction in Council funding for Operation Mistletoe?

There was a response rate of 89.6% (3,000) for this question.

**46.5% (1,394)** of respondents were **in favour** of the reduction in Council funding in respect of Operation Mistletoe, compared to **28.7% who were against** and **24.8% not sure**. When looked at by age, **37.8% of under 35s** did not support the reduction, compared with just 24.1% of over 55s..

# Changes for Cardiff

## Results and Feedback Report

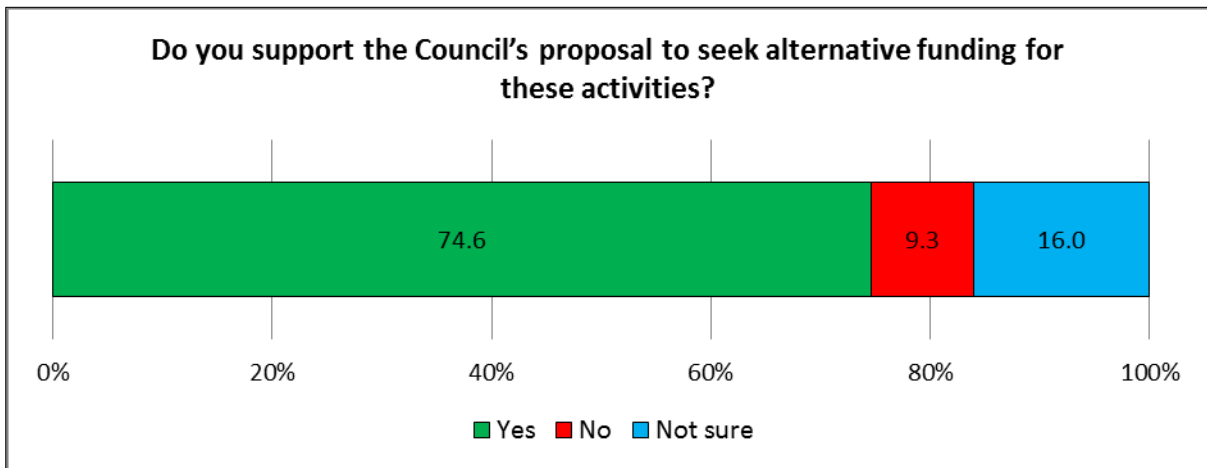


Base: All respondents (3,000)

### Q31. Do you support the Council's proposal to seek alternative funding for these activities?

There were 3,000 responses to this question meaning a response rate of 89.6%.

**74.6% (2,239)** of respondents were in favour of the Council's proposal to seek alternative funding, rising to **79.1%** for males and **78.5%** for over 55s. However, **13.0%** of under 35's did not support the proposal.



Base: All respondents (3,000)

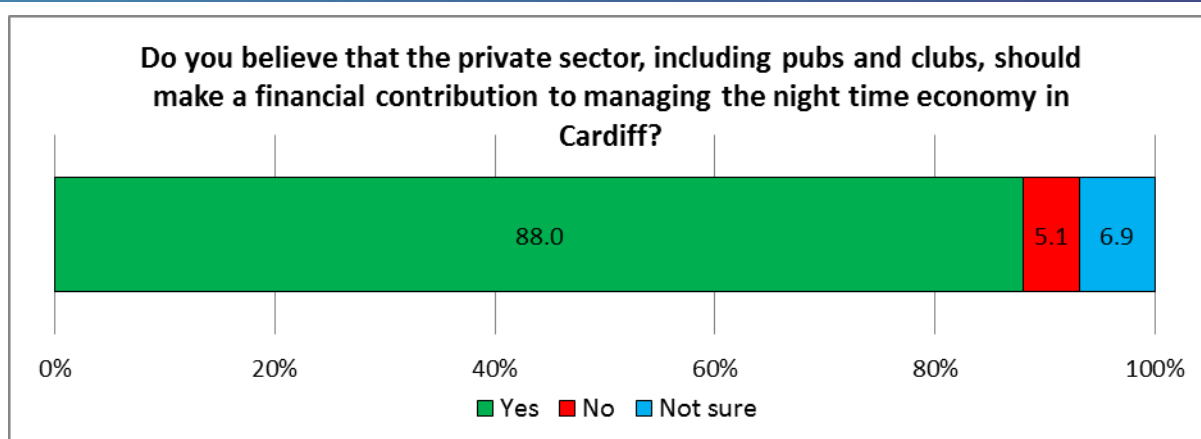
### Q32. Do you believe that the private sector, including pubs and clubs, should make a financial contribution to manage the night time economy in Cardiff?

There were 3,012 responses to this question, a response rate of 90.0%.

**88.0% (2,650)** of respondents were in favour of the private sector making a financial contribution to manage the night time economy. This rose **91.5%** for over 55s and **90.4%** for respondents living in Cardiff West. However, **9.6%** of respondents who identified as disabled did not agree with the statement.

# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (3,012)

729 respondents made comments in relation to the CCTV proposal with **Night time economy businesses should contribute** as the key theme (298 responses, 40.8%), ahead of **Miscellaneous** (81 comments; 11.1%) and the **Local Authority should pay** (63 comments; 8.6%).

### **Top 4 themes emerging from the 729 comments received in opposition to the proposal in relation to the CCTV Proposals:**

Theme	No.	%	Example comments
<b>Night time economy businesses should contribute</b>	298	40.8	<ul style="list-style-type: none"> <li>• <i>Late night pubs, clubs &amp; fast food outlets must contribute more. Extra Policing, health care and street cleaning are a result of their business. Also during large sporting events all city centre hospitality business should contribute more as they are making a huge profit from our city.</i></li> <li>• <i>Pubs and clubs get enormous benefit from the night time trade and is right that they should make a financial contribution.</i></li> <li>• <i>It is clearly reasonable that the businesses that make the most money from the night time economy have the responsibility to contribute to the solutions to any potential problems it causes.</i></li> </ul>
<b>Miscellaneous</b>	81	11.1	<ul style="list-style-type: none"> <li>• <i>Short term savings here will lead to long term increased expenditure.</i></li> <li>• <i>It is important that private sector companies contribute to late night public safety seeing as it is their business which benefits from it so very much and their products which contribute so heavily to anti-social behaviour (e.g. alcohol causing violent or damaging behaviour, fast food causing littering.) However, it is also important that they don't fund it so heavily that they end up in control of it. Unelected, undemocratic private interest holders must never run public services because it changes from a model of public service provision to a model of profiteering.</i></li> <li>• <i>I hear about what goes on in Cardiff at night, and would not want to be in the city centre at that time. Cardiff has a reputation for being unsafe. I dread the day my children want to go out clubbing.</i></li> </ul>
<b>Local Authority should Pay</b>	63	8.6	<ul style="list-style-type: none"> <li>• <i>I feel the council, police and other services have a duty of care to the general public/tax payers to ensure safety.</i></li> <li>• <i>The Council needs to play an active role in ensuring safety and quality of environment across the city.</i></li> </ul>



# Changes for Cardiff

## Results and Feedback Report



### Cardiff Youth Council Engagement Forum

The group was broadly supportive of the **reduction in use of mobile CCTV cameras**. Some felt that fewer cameras of better quality would be a better deterrent but some queried how one could replace three and be more effective. It was also felt that invasion of privacy could be an issue.

The group strongly supported **requiring the private sector, including pubs and clubs, to make a financial contribution** to managing the night time economy in Cardiff. They felt that businesses make a profit and that they should contribute what will probably be a comparably small amount. Some did feel that small businesses shouldn't be affected and that pubs and clubs should pay more than shops as they are providing alcohol, causing antisocial behaviour. A small minority mentioned that as it's their money and they earned it they shouldn't have to give it away.

When we asked the young people at the Cardiff Youth Council Engagement if they support a **reduction in Council funding for Operation Mistletoe** the response was quite negative. People suggested reducing funding rather than cutting it, and suggested plugging any gaps with contributions from businesses. If contributions cannot be arranged it should not be cut.

### Additional correspondence

Three correspondences were received relating to the Community Safety section of the consultation, including Cardiff and Vale University Health Board and South Wales Police. Comments concerned the potential impact of the loss of CCTV cameras and the changes to Operation Mistletoe with concern over a potential increase in crime.

# Changes for Cardiff

## Results and Feedback Report

### 5.7 Bereavement & Registration Services

#### 5.7.1 Bereavement Services

Bereavement services is responsible for the undertaking of over 4,000 funerals per year as well as the upkeep and maintenance across 7 sites including Thornhill Cemetery and Crematorium, Western Cemetery and Cathays Cemetery. Available cemetery space within the city is becoming critical and the investment is required to ensure new sites can be developed in the future.

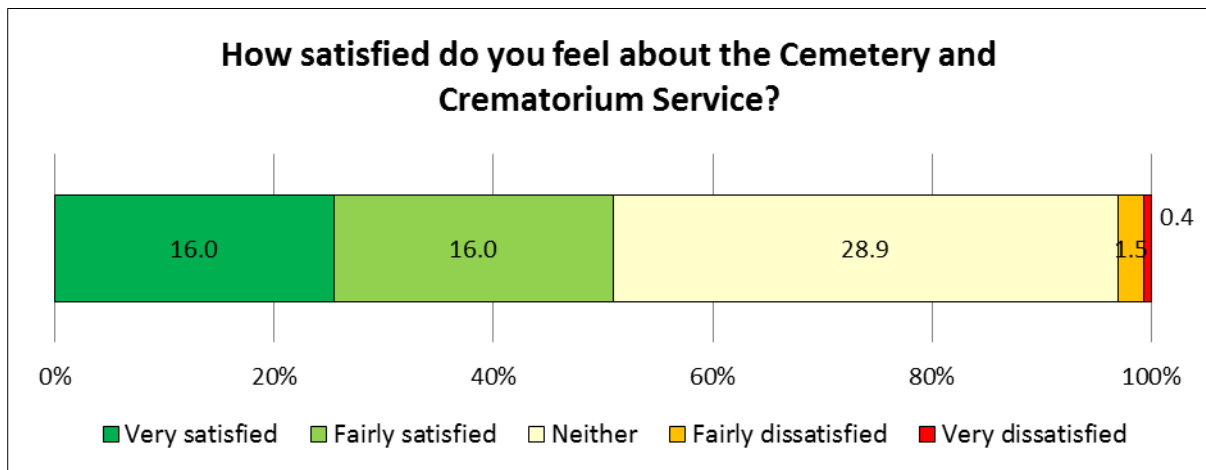
The City of Cardiff Council's Crematorium and Burials Services provide low cost option to all the Cardiff residents. Income to date from crematoria and burials has been reinvested in the cemeteries and crematoria to ensure long term provision can be maintained to this valued service. The price of a burial or cremation fee ranges from £500 - £675. The Council propose to increase the cost by 10% which means an increase ranging from £51.50 to £67.50 for cremation or burial options.

#### Q33. How satisfied do you feel about the Cemetery and Crematorium Service?

The response rate for this question was 89.0% (2,980 responses).

**32.0% (955)** of respondents felt **positively towards the Cemetery and Crematorium Service** stating that they were **'very satisfied' (16.0%)** or **'fairly satisfied' (16.0%)** with the service, while 1.9% (57) respondents felt either **'fairly dissatisfied' (1.5%)** or **'very dissatisfied' (0.4%)**.

Respondents from **Cardiff North** were most positive (**58.8% satisfied**), with respondents who were **over 55 (58.0%)** or **identified as disabled (53.3%)** also rating the service highly.



Base: All respondents (2,980)

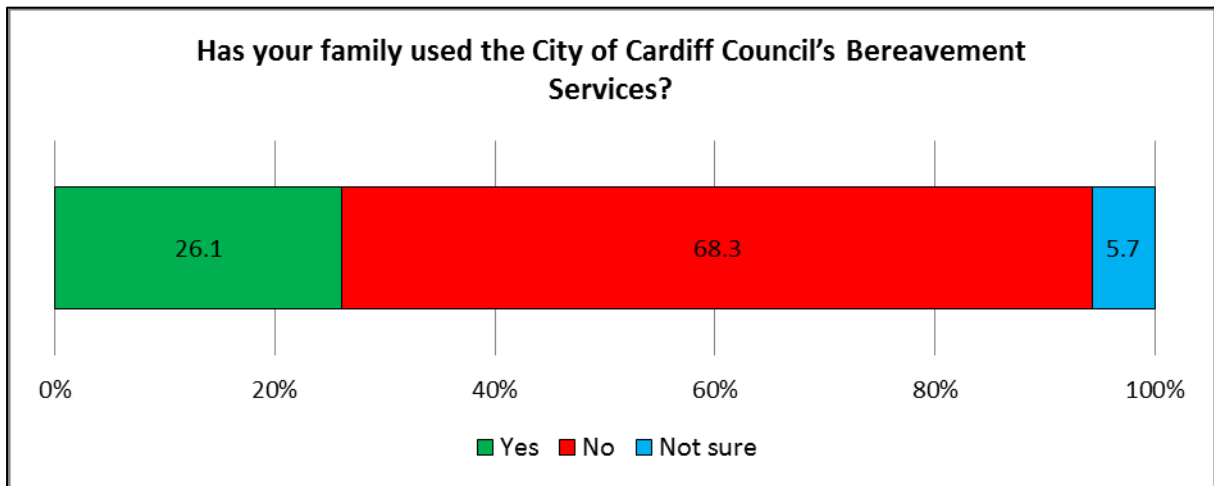
# Changes for Cardiff

## Results and Feedback Report

### Q34. Has your family used the City of Cardiff Council's Bereavement Services?

There were 3,006 responses to this question, a response rate of 89.8%.

Of a total of **3,006** responses only **26.1% (784)** had used the City of Cardiff Council's Bereavement Services compared to the **68.3% (2,052)** that had not used the service before. Usage was highest among respondents who were **over 55 (35.8%)** or **outside of full time employment (30.4%)**.

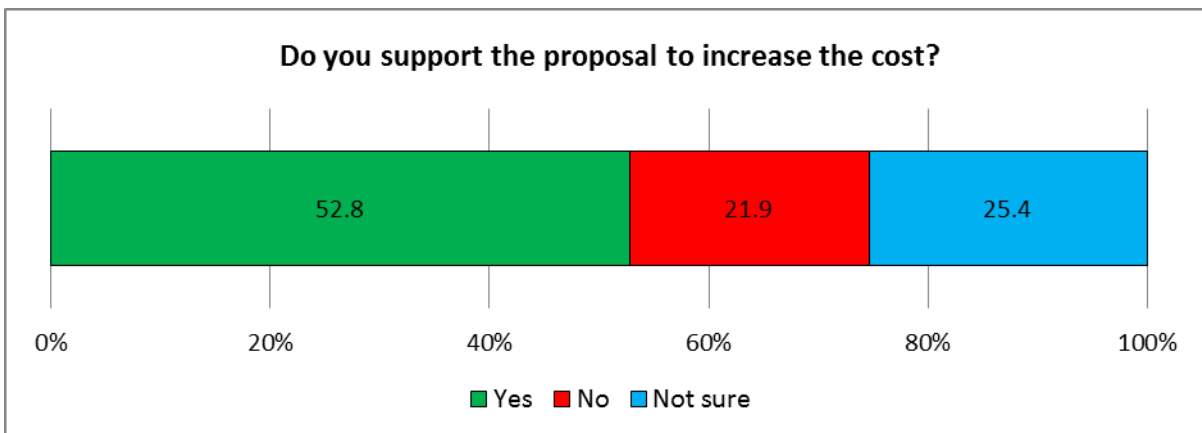


Base: All respondents (3,006)

### Q35. Do you support the proposal to increase the cost?

With 3,010 responses the response rate for this question was 89.8%.

**52.8% (1,588)** of respondents were **in favour of the Council increasing the cost** of the Bereavement Services by 10%. Looking at the key demographics there was significant variation with **60.2% of respondents over 55** and **58.0% of males** supporting the cost increase, compared to **40.2% of under 35s** and **45.0% of minority ethnic respondents**.



Base: All respondents (3,010)

# Changes for Cardiff

## Results and Feedback Report

### Q36. Do you have any more comments regarding the City of Cardiff Council's Bereavement Service?

Responses regarding the increase were provided by **401** respondents with 23.2% (93 responses) suggesting that it should be **means tested**. 59 respondents (14.7%) **warned that it's a sensitive time for families** and 58 (14.5%) felt that it is a **valuable service**.

**Top 3 themes emerging from the 401 comments received in opposition or raising concerns to the proposal that the Council will increase the cost of the Bereavement Services by 10%:**

Theme	No	%	Example comments
<b>Means test to protect those in poverty</b>	93	23.2	<ul style="list-style-type: none"><li>• <i>Should also be means tested as this is a most difficult time without having to worry about the financial burden.</i></li><li>• <i>There should be some provision for the small number of people who cannot afford the cost.</i></li><li>• <i>I think that lower income families should be offered a lower price.</i></li></ul>
<b>Sensitive time for families/ appearance of death tax</b>	59	14.7	<ul style="list-style-type: none"><li>• <i>When a family member has died a financial burden like this is the last thing anyone needs. Putting it up only makes it worse.</i></li><li>• <i>This is a very sensitive subject for the families who unfortunately will have to use it. Therefore ways to keep the cost to the lowest possible but yet providing the service required, has to be looked for. Rather than just increasing the costs by 10%!</i></li><li>• <i>Why cause more upset for families who are already having a hard time?</i></li></ul>
<b>Valuable service</b>	58	14.5	<ul style="list-style-type: none"><li>• <i>This is an essential service that people cannot avoid.</i></li><li>• <i>It would be a shame if such a quality service couldn't be maintained.</i></li><li>• <i>A necessary service and proposed increase is modest by comparison with overall costs.</i></li></ul>

### 5.7.2 Registration Services

*The Registration of Births, Deaths and Marriages is a statutory service provided by the Council (that is we are legally required to deliver this service). Most of the fees charged are set at a national level. However, some are set by the Council. Investment is required to modernise the service and make it more accessible for the public as well as introduce new ideas and choices for our customers such as late night wedding ceremonies or longer office opening hours for all Registration Services.*

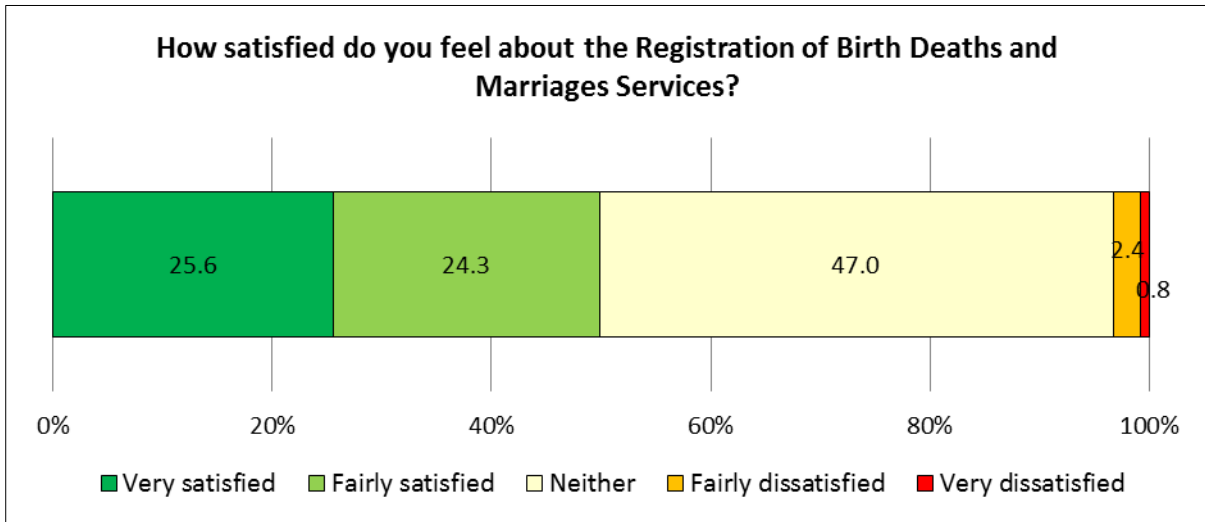
### Q37. How satisfied do you feel about the Registration of Births, Deaths and Marriages Services?

*There was a response rate of 88.7% with responses from 2,971 participants.*

Just under half of respondents (**49.9%**) were either **'very satisfied'** or **'fairly satisfied'** with the service with an additional **47.0%** **'neither satisfied or dissatisfied'**. **3.2%** reported dissatisfaction.

# Changes for Cardiff

## Results and Feedback Report



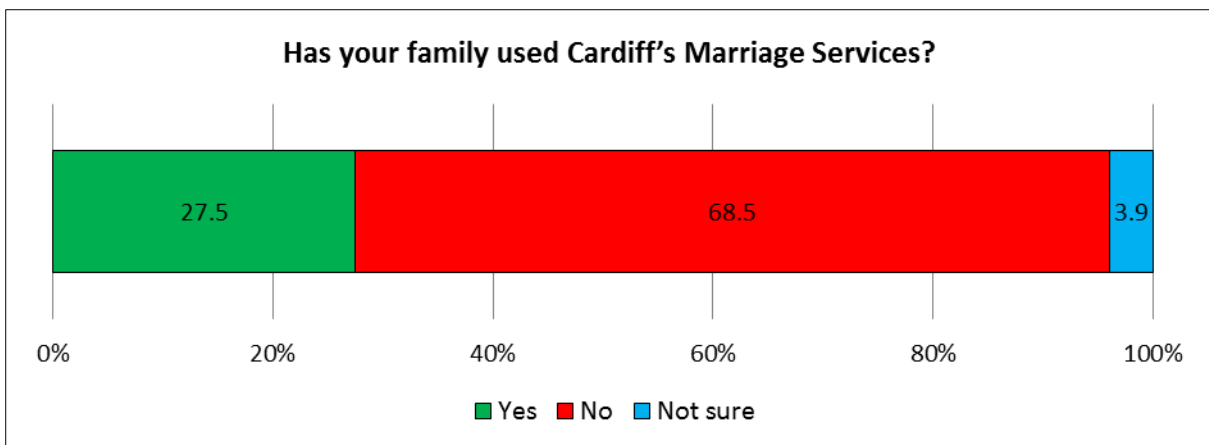
Base: All respondents (2,971)

Income gained from marriage ceremonies undertaken by the City of Cardiff Council's Registration Service has been reinvested in the Council's services. The price of a marriage ranges from £180 to £420, depending upon whether you choose to marry in a registry office or in an approved premise such as a hotel. The Council propose to increase the cost by 20% - an increase ranging from £36 to £84 for registry or hotel options.

### Q38. Has your family used Cardiff's Marriage Services?

3,016 responses were received for this question, a response rate of 90.1%.

Cardiff Marriage Service has been used by the families of 27.5% of respondents. While usage of the service was generally similar across key demographics, respondents **under 35 (21.1%)** had less experience of the service.



Base: All respondents (3,016)

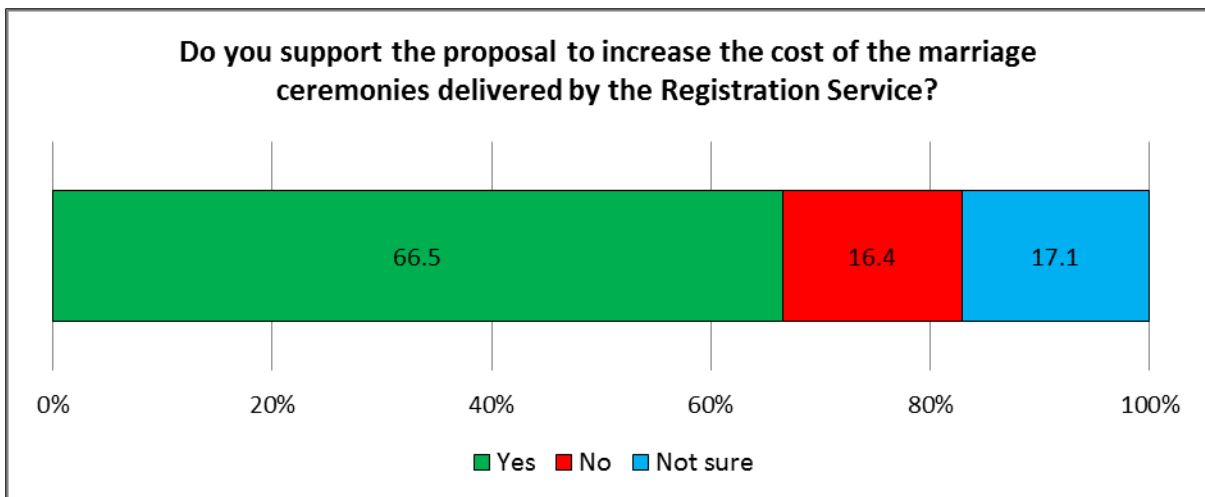
# Changes for Cardiff

## Results and Feedback Report

### Q39. Do you support the proposal to increase the cost of marriage ceremonies delivered by the Registration Service?

There was a response rate of 90.0% (3,012) for this question.

**66.5% (2,004)** of respondents were **in favour of the Council increasing the cost** of the marriage ceremonies delivered by the Registration Service. **Cardiff West (73.4%)** and **over 55s (72.7%)** indicated a high level of support compared to the **under 35 (55.4%)** and **Cardiff South West (58.5%)** respondents.



Base: All respondents (3,012)

### Q40. Do you have any more comments regarding the Registration Service?

**478 comments** were received on the Registration Service with **marriage fee increase too high** the dominant theme (140 responses, 29.3%), ahead of **approval for an increase in fees to cover costs** (114 responses; 23.8%), and **choice should be provided for a greater range of fees** (81 responses, 16.9%)

# Changes for Cardiff

## Results and Feedback Report

**Top 3 themes emerging from the 478 comments received in response to the proposal that the Council increase the cost of marriage ceremonies delivered by the Registration Service:**

Theme	No.	%	Example comments
<b>Marriage fee increase too high, will discourage</b>	140	29.3	<ul style="list-style-type: none"> <li>Increasing the cost is likely to result in lower utilisation. This may have unwelcome consequences in that it puts people off getting married, which many people believe is a good institution. The Council should look at alternative ways of supplying a low cost marriage service.</li> <li>Is the cost for use of the services variable? For example - if it costs more to offer the service at a late night wedding then shouldn't you charge more for that?</li> <li>I do not support an increase in the cost of marriage services where couples have a low income. I think that the cost of a marriage ceremony should vary depending on income.</li> <li>I think it is much more healthy to increase the cost of something like a marriage cost, which is a person's choice, not a necessary activity and something that people can prepare and save for. However death and burial costs are something few people get to prepare for and some people simply might not be able to afford to pay an increased cost for an expense they have no choice but to pay.</li> </ul>
<b>Approval for an increase in fees to cover costs</b>	114	23.8	<ul style="list-style-type: none"> <li>Marriage is an entirely optional choice and the percentage of money spent on the registration could, in the majority of cases, be altered within the overall budget that people pay for weddings.</li> <li>So long as marriage ceremonies are increased and not death/birth registration, this is something I would support.</li> <li>I would support the increased cost if it was based on the type of wedding - for example a late night wedding should understandably cost more. The registry office needs to be open longer on Saturdays. I do not support simply raising the base cost if it doesn't result in an improved service.</li> <li>The cost of the marriage is peanuts compared to the overall cost of the wedding ceremony - people spend much more on the reception.</li> </ul>
<b>Choice should be provided for a greater range of fees</b>	81	16.9	<ul style="list-style-type: none"> <li>I don't feel like you should charge extra for 'in-house' marriages but increasing the premium on off-site venues would be fine. The 'in-house' ceremony is for those who need it and want to get married. As for extended services (late night weddings, longer hours) this should be charged at a premium for those who want it. Registering a baby/ getting married only happens once (hopefully) and it's not an unrealistic expectation to make people book time off work to access office hours at the registry office.</li> <li>I think if the service has to provide choice there should be levies on out of hours services to cover the cost of the provision of these services as it is for the direct benefit of the recipient that the time is late at night or on a weekend etc.</li> <li>Not sure about paying for evening marriages or longer opening hours. Extra costs should be self funding</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

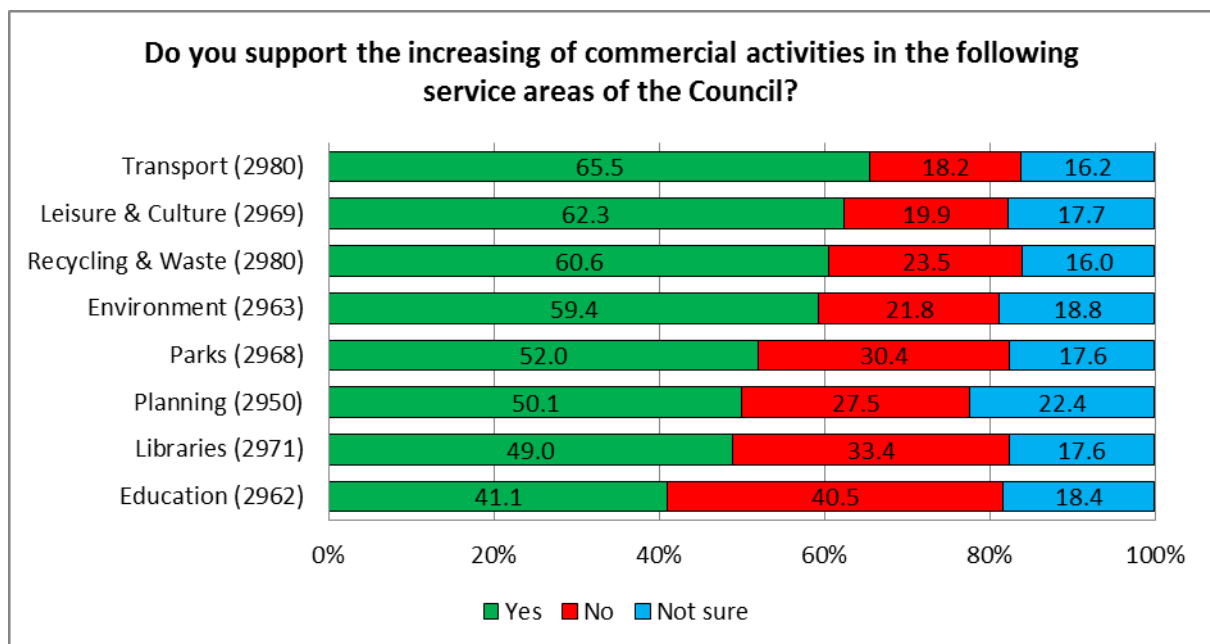
### 5.8 Commercialisation

The Council has a view that provision of frontline services should be supported by increasing commercial activities. We will be reviewing our fees and charges in comparison to other local authorities in Wales and the UK, and also changing the way that we work to raise more income from trading, advertising and sponsorship.

#### Q41. Do you support the increasing of commercial activities in the following service areas of the Council?

Response rates varied across this question from 88.1% (2,950 responses) for planning to 89.0% (2,980 responses) for recycling and waste.

Support for increasing commercial activities was greatest for **Transport (65.5%)**, **Leisure and Culture (62.3%)** and **Recycling and Waste (60.6%)**. Support for increasing commercial activities was below 50% for **Libraries (49.0%)** and **Education (41.1%)**.



(Base data shown in brackets)

Respondents who answered 'No' to greater commercialisation of a service or services were asked to explain their reasoning. The dominant theme was the need to **maintain Council ownership** (578 responses; 62.9%). This was ahead of **prefer not to profit** (175 responses; 19.0%) and a warning that **qualities and facilities will suffer** (151 responses (61.4%). The table overleaf includes example comments for these themes.



# Changes for Cardiff

## Results and Feedback Report

Theme	No.	%	Example comments
<b>Maintain Council ownership</b>	578	62.9	<ul style="list-style-type: none"> <li>• <i>These activities are best run by the Council.</i></li> <li>• <i>I think these services should remain under the Council's umbrella and have no commercial interests.</i></li> <li>• <i>I would rather pay more tax to have services delivered through the Council than risk having them delivered through private enterprises</i></li> <li>• <i>These services are for the public and as such, should be managed by the public sector. We pay taxes for precisely these services, they should not be in private hands.</i></li> </ul>
<b>Prefer not for profit</b>	175	19.0	<ul style="list-style-type: none"> <li>• <i>Private companies are only concerned about their profits and not the benefit of the community.</i></li> <li>• <i>Public services should be provided for the public, by the public. Not by private firms for profit.</i></li> <li>• <i>Some things need to stay away from profit motives. Notably education and the environment.</i></li> <li>• <i>Concerned that services provided on a 'for profit' will be less concerned with the needs of less well off citizens and will concentrate on maximising income.</i></li> </ul>
<b>Quality and facilities will suffer</b>	151	16.4	<ul style="list-style-type: none"> <li>• <i>Worried about quality issues.</i></li> <li>• <i>I don't believe in outsourcing many things as I feel quality would be threatened.</i></li> <li>• <i>These are Council responsibilities. Farming them out, especially vital areas like waste and environment, would be detrimental to the city and its residents.</i></li> <li>• <i>I don't see how you can reasonably increase commercial services in Education without impacting opportunity for less well off pupils.</i></li> </ul>

### Cardiff Youth Council Engagement Forum



When the young people at the Cardiff Youth Council Engagement were asked if they support the **increasing of commercial activities in the Council** the overwhelming response was positive. They felt that we develop a commercial environment with the potential to attract more investment. However, some questioned whether the commercial service will be used.

# Changes for Cardiff

## Results and Feedback Report

### 5.9 The Environment

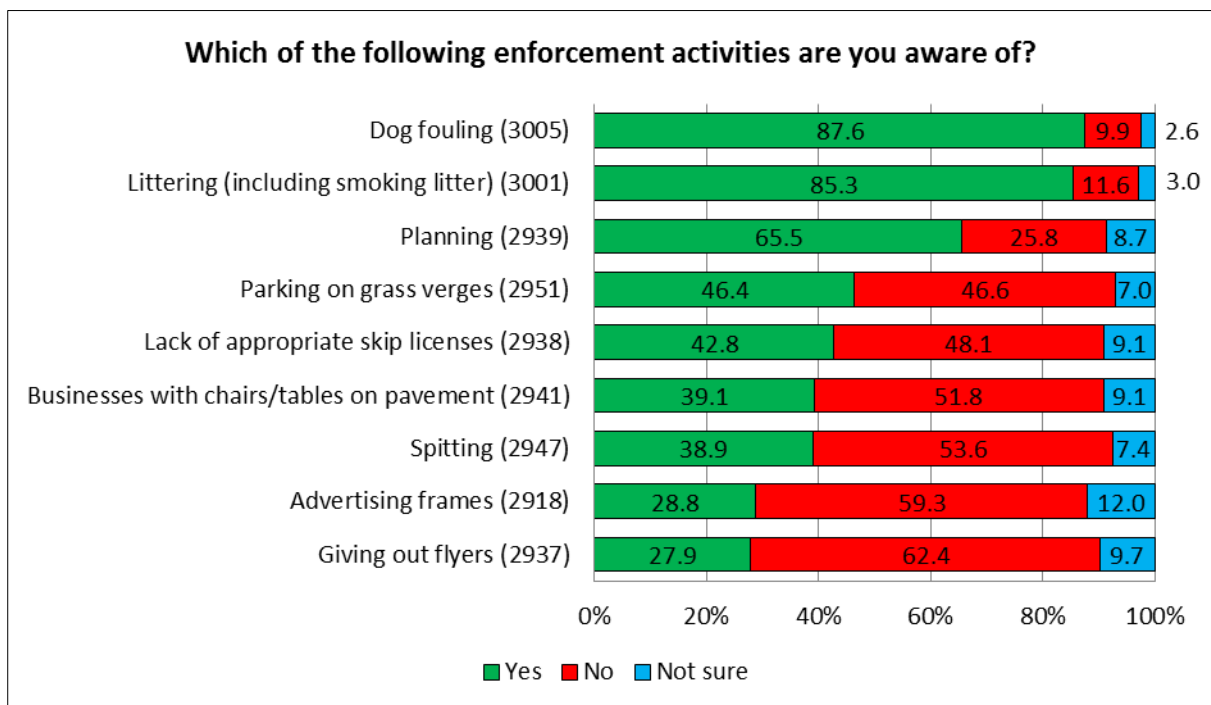
#### 5.9.1 Enforcement Activities

We want our city to have green flag parks and open spaces in addition to a high quality city environment and an attractive public realm. This means having clean and well managed streets in addition to challenging poor social responsibility in neighbourhoods. The City of Cardiff Council will be increasing enforcement of offences and the issuing of Fixed Penalty Notices with increased fines.

#### Q42. Which of the following enforcement activities are you aware of?

Response rates for this question varied from 89.8% (3,005 responses) on awareness of dog fouling enforcement to 87.2% (2,918) on advertising frames.

The enforcement activities respondents were most likely to be aware of were **dog fouling (87.6%)** and **littering (85.3%)**, while around two-thirds had heard of **planning enforcement (65.5%)**. However, these were the only three areas which more than half of the respondents were aware of. In contrast, less than three-tenths were aware of enforcement activities for **advertising frames (28.8%)** and **giving out flyers (27.9%)**.

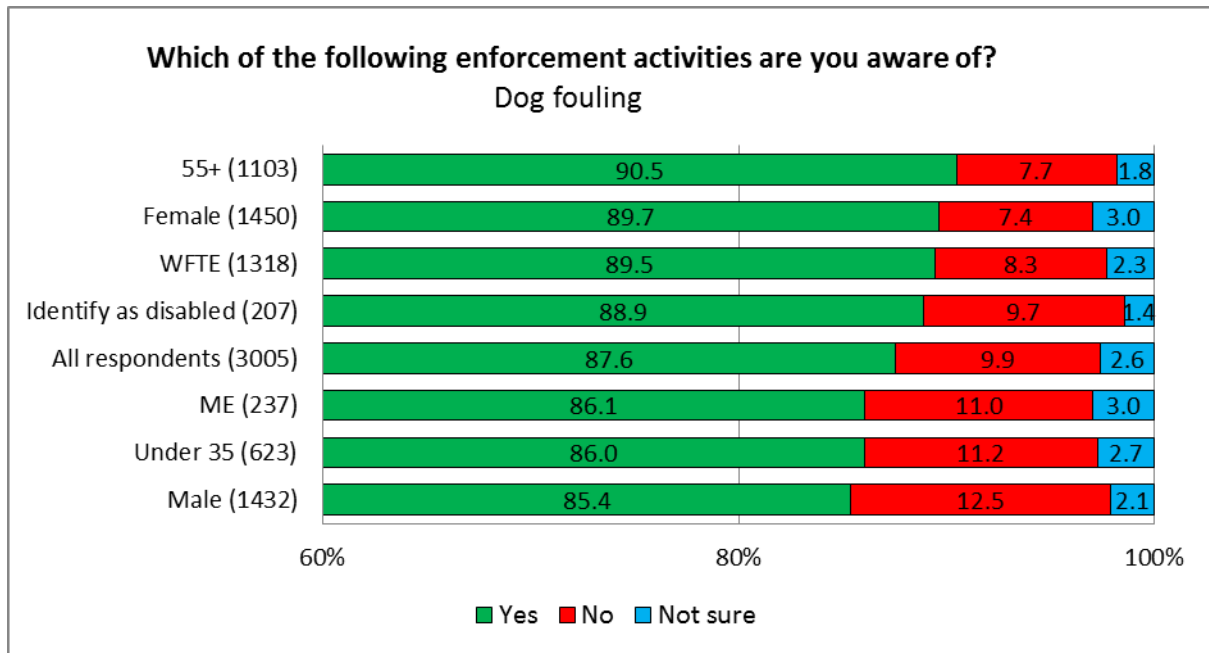


(Base data shown in brackets)

Awareness of **dog fouling enforcement** was also uniformly high across key demographic groups, in particular those aged **over 55 (90.5%)**, **females (89.7%)** and **respondents outside of full time employment (89.5%)**. No key demographic group polled under 85%.

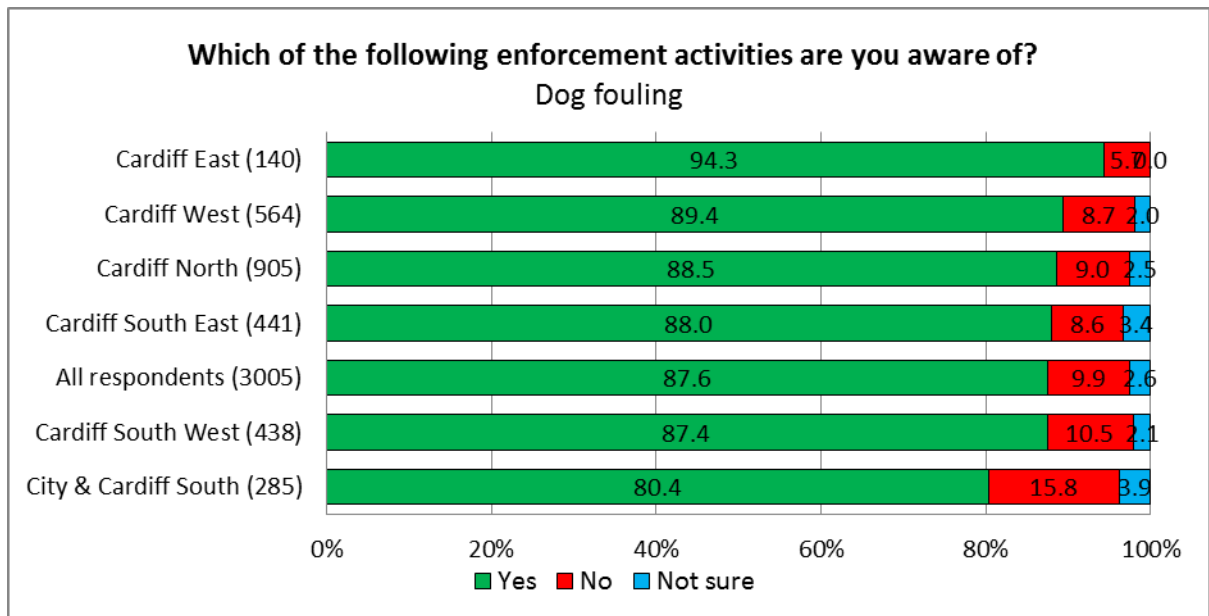
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Knowledge of dog fouling enforcement was also high across the majority of Neighbourhood Partnership Areas including **94.3%** of **Cardiff East** respondents. Again all areas polled over 85% awareness with the sole exception of **City and Cardiff South (80.4%)**.

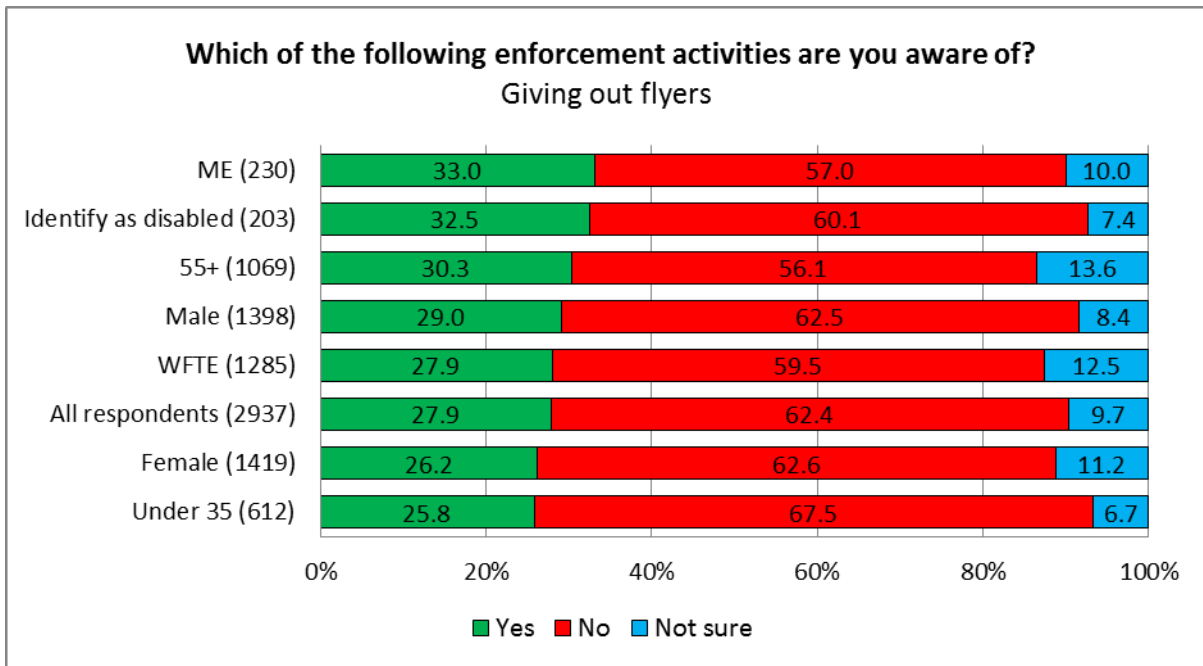


(Base data shown in brackets)

The **lowest awareness of enforcement activities was for flyer distribution**, and this is reflected in low awareness across all demographics. Only a quarter of those aged **under 35 (25.8%)** were aware of enforcement activities related to the distribution of flyers. The **minority ethnic population** were most aware although this proportion was still low at just **33.0%**.

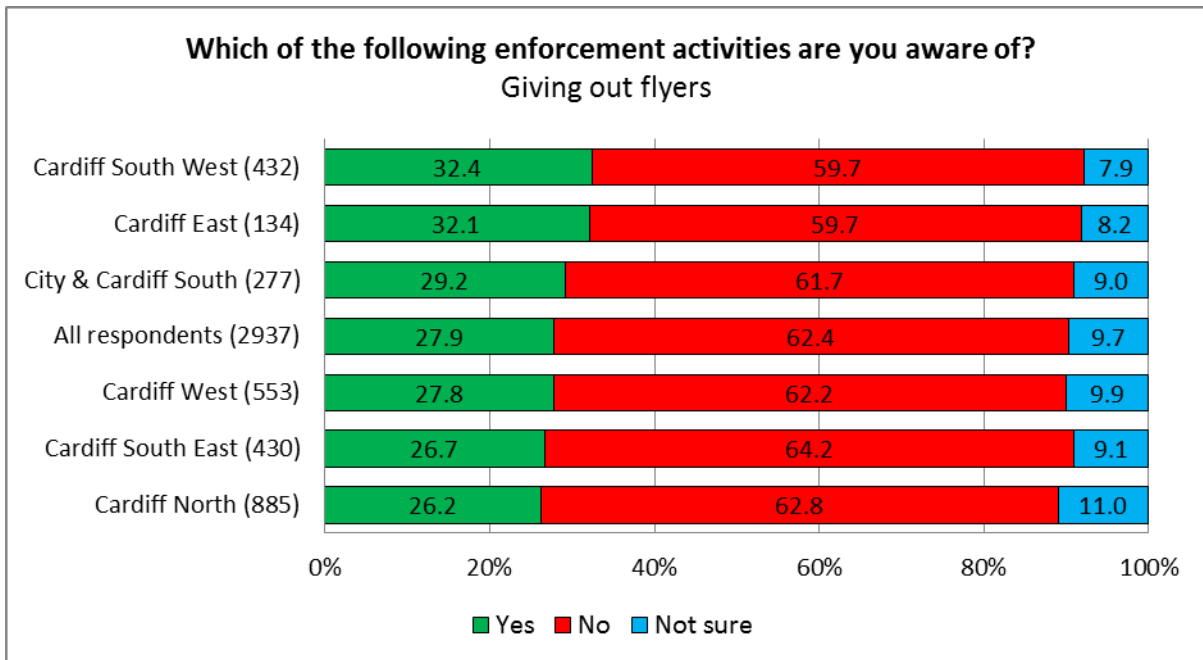
# Changes for Cardiff

## Results and Feedback Report



(Base data shown in brackets)

Less than a third of respondents from each of the Neighbourhood Partnership Areas had heard of flyer distribution enforcement with the proportion ranging from **26.2% in Cardiff North** to **32.4% in Cardiff South West**.



(Base data shown in brackets)

A full breakdown of all enforcement activities by geography and demographics is included in **Appendix 1**.

# Changes for Cardiff

## Results and Feedback Report

When respondents were asked to specify any other enforcement areas they were aware of, **285 replies** were received. The most common topics covered were **traffic/parking violations** (84 responses; 29.5%), a **lack of enforcement** (65 responses; 22.8%), and **litter/dog fouling** (28 responses; 9.8%).

**Top 3 themes emerging from the 285 responses received regarding other enforcement areas they were aware of:**

Theme	No.	%	Example comments
<b>Traffic/parking violations</b>	84	29.5	<ul style="list-style-type: none"><li>• <i>Parking on pavements I believe is also illegal but, like parking on grass verges, the law never seems to be enforced.</i></li><li>• <i>General parking especially where safety is involved. There should also be a review of parking by 'blue badge' holders; they should not be able to park on yellow lines if they are causing an obstruction or where they are compromising safety.</i></li><li>• <i>Parking on pavements is problematic in residential areas, creating obstruction and danger especially for children, the elderly parents using strollers and wheelchair users. It also tacitly encourages encroachment on pedestrian spaces by cars.</i></li></ul>
<b>Lack of enforcement</b>	65	22.8	<ul style="list-style-type: none"><li>• <i>More enforcement officers are needed as too many issues are being missed.</i></li><li>• <i>I have never heard of people being fined for the above offences.</i></li><li>• <i>Never heard of any of these actually being enforced but support this.</i></li></ul>
<b>Litter/dog fouling</b>	28	9.8	<ul style="list-style-type: none"><li>• <i>Litter and dogs mess in my area is disgusting. There is nothing enforced here.</i></li><li>• <i>No evidence of any enforcement of littering, spitting, flyers, dog fouling. All are rife.</i></li><li>• <i>I see littering and dog's mess every day but I have never heard or seen anyone being challenged about this.</i></li></ul>

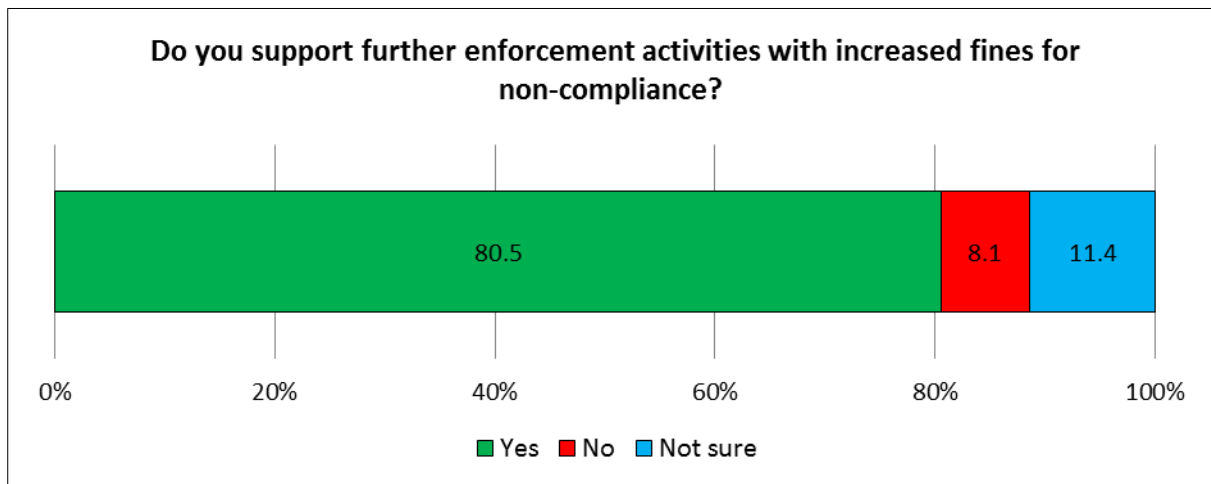
### **Q43. Do you support further enforcement activities with increased fines for non-compliance?**

*This question was answered by 2,986 respondents giving a response rate of 89.2%.*

Around four-fifths (**80.5%**) of respondents stated that they supported further enforcement activities with **increased fines for non-compliance**.

# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (2,986)

Trend analysis indicates **increasing support for non-compliance fines** of 2.9 percentage points since the budget consultation last year. There was an increase of 3.3 percentage points of unsure respondents, with the percentage of people opposing these fines dropping 6.2 percentage points in the last year.

Do you support further enforcement activities with increased fines for non-compliance?

	2015/16		2016/17		Difference
	No	%	No	%	Percentage points
Yes	3034	77.6	2405	80.5	2.9
No	559	14.3	241	8.1	-6.2
Not sure	317	8.1	340	11.4	3.3
Total	3910	100.0	2986	100.0	-

#### Q44. What more can we do as a Council to tackle these issues?

Comments on what more the Council can do to tackle these issues were left by **1,248 respondents**. The most common suggestions related to **enforcement** (576 responses; 46.2%), **more education/better awareness** (282 responses; 22.6%), and **alternative suggestions** (112 responses; 9.0%).

# Changes for Cardiff

## Results and Feedback Report

**Top 3 themes emerging from the 1,248 comments received regarding what the Council can do to tackle these issues:**

Theme	No.	%	Example comments
<b>Enforcement</b>	576	46.2	<ul style="list-style-type: none"> <li><i>The only thing would be to put more officers on streets handing out these fines - I recognise however this is likely to increase costs - but then if more fines are received this may cover the cost of officers on streets as well. I am aware of some of these fines but have to say I have never seen anyone actually being issued with one!</i></li> <li><i>Increase enforcement officers. I have never seen one!</i></li> <li><i>Follow through and impose the legislation. Legislation as a deterrent does not work unless it is enforced over a prolonged period of time.</i></li> </ul>
<b>More education/better awareness</b>	282	22.6	<ul style="list-style-type: none"> <li><i>Possibly trying to change behaviour would be a good starting point. Generating pride in Cardiff's appearance with advertisements of TV and in cinemas may help. Social media may be used. As some people do not know that certain behaviours mentioned above are 'illegal' then it is not surprising that they transgress, thus highlighting the rules is essential.</i></li> <li><i>I think the schools need allocate more time to teach children not to drop litter and to get them to help pick it up with litter picks as children are growing up with bad habits.</i></li> <li><i>More signage on streets across the city that clearly outlines the fines for dog fouling, littering etc. to help with prevention. Also improved education in schools about littering and environmental care, of where we live.</i></li> </ul>
<b>Suggestions</b>	112	9.0	<ul style="list-style-type: none"> <li><i>Start charging landlords when shared accommodation does not comply with refuse regulations, they would then force tenants to make changes.</i></li> <li><i>I think the Council should look at other European cities to see how they enforce offences. They should target areas outside hospitals, parks, pubs etc.</i></li> <li><i>Introduce a dog licence there used to be one, this is a missed opportunity for significant funding. Exemptions for elderly of course, those on benefits restricted to one dog, perhaps a reduction of 50% for a second. A dog license issued annually at cost of say £100-£150 (which could include basic chipping for example) would provide a large sum of money, reduce random dog ownership and issues with strays, etc.</i></li> </ul>

**Q45. Would you have any concerns if Council maintenance activities (including highway maintenance, recycling services, cleansing, grounds and parks maintenance) were managed by a company fully owned by the Council to increase trading opportunities rather than the Council to run such services directly?**

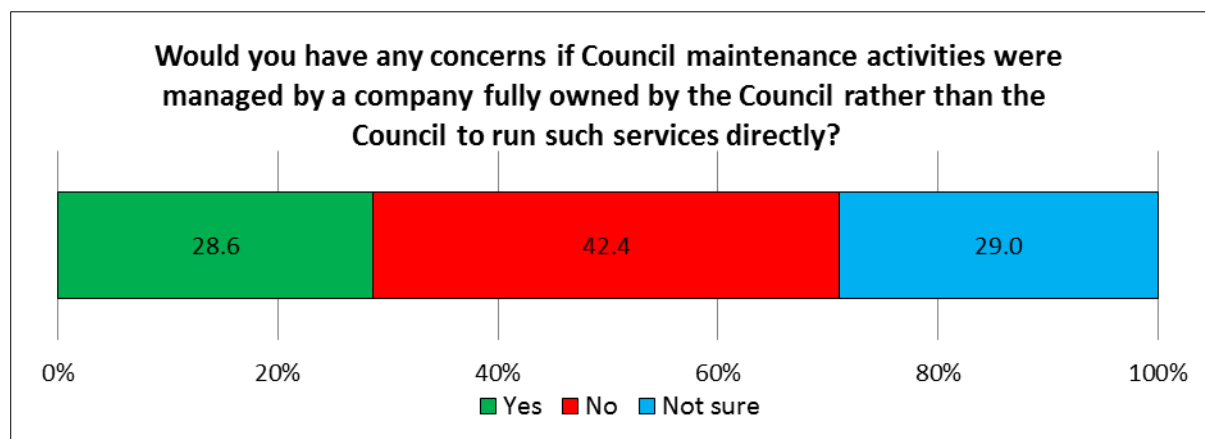
*2,984 responses were received for this question, an 89.1% response rate.*

Over **two-fifths (42.4%)** of respondents indicated that they would not have concerns if Council maintenance activities were managed by a company fully owned by the Council rather than the Council to run services directly. However **28.6%** said that they did have concerns. Meanwhile, 29.0%

# Changes for Cardiff

## Results and Feedback Report

were 'not sure' suggesting that more information is required for many respondents to make a decision. Variation by demographic groups and geography was relatively small with greatest concern among **males (31.3%)** and least concern among **females (25.7%)**.



Base: All respondents (2,984)

Reasons for having concerns about the proposal were provided by **642 respondents** with the most common themes found to be a **reduction in efficiency, quality and service provision** (119 responses; 18.5%), that **Council services should not be commercialised/profit-making** (85 responses; 13.2%); and the **risk of increased costs** (77 responses; 12.0%).

**Top 3 themes emerging from the 642 comments received from those that had concerns with maintenance activities being managed by a company fully owned by the Council instead of directly by the Council:**

Theme	No.	%	Example comments
<b>Less efficient/ poorer quality/ reduced services</b>	119	18.5	<ul style="list-style-type: none"> <li>Whilst the Council has a responsibility and obligation to ensure all these maintenance activities are continued to a high standard, I fear that a separate company may not continue the maintenance to the same high standard that the council are committed to.</li> <li>I would worry that such a company would be driven by a profit motive and service provision would suffer.</li> <li>In my experience this inevitably leads to a reduction in the quality of the service provided.</li> </ul>
<b>Council services should not be commercialised or profit-making</b>	85	13.2	<ul style="list-style-type: none"> <li>Because I do not believe the Council has any business conducting commercial business. Use tendering from actual businesses. I will be incredibly against any move to do this - further chipping away at the private sector in Cardiff is not a solution to bring in cash.</li> <li>A business model never puts the community first, it's all about turning a profit and that's not what the local authority should be about.</li> <li>I don't agree with Council services being farmed out, either to Council owned service' or the private sector.</li> </ul>
<b>Increased costs</b>	77	12.0	<ul style="list-style-type: none"> <li>I see a Council owned subsidiary company as a more costly and less directly effective option.</li> <li>Concerned this would cost more.</li> <li>Because this would almost certainly result in extra fees and charges without any corresponding reduction in council tax.</li> </ul>



# Changes for Cardiff

## Results and Feedback Report

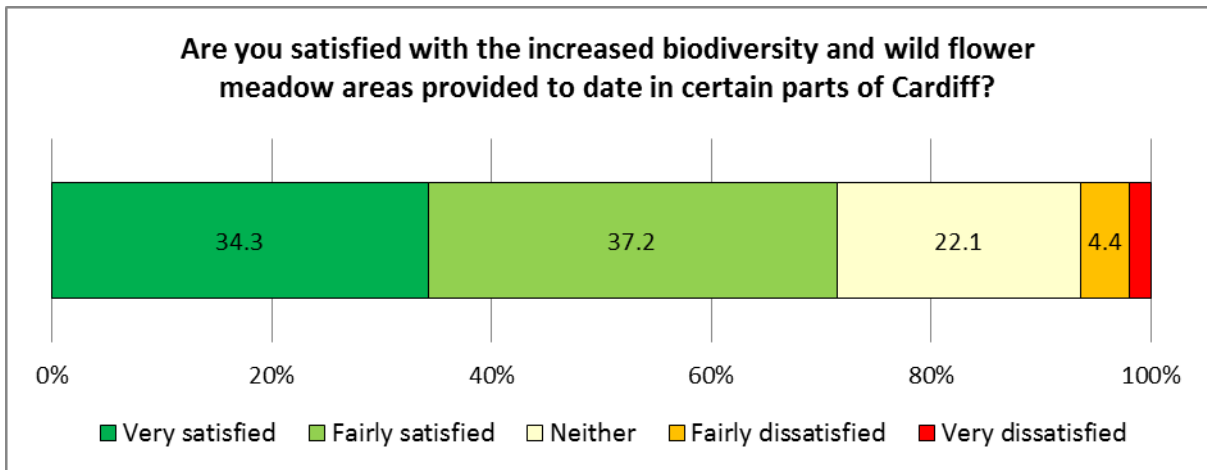
### 5.9.2 Grounds Maintenance Service

Cardiff has some outstanding parks and green spaces and it is crucial that the character and quality is maintained. In previous years, decisions have been made to amend the maintenance regimes to include more wild meadow planting in some areas.

#### Q46. Are you satisfied with the increased biodiversity and wild flower meadow areas provided to date in certain parts of Cardiff?

There were 2,722 responses to this question, a response rate of 81.3%.

Over two-thirds (71.5%) of respondents are satisfied with the increased biodiversity and wild flower meadow areas provided to date in certain parts of Cardiff, including 34.3% that are very satisfied. In contrast, just 6.4% are dissatisfied. Greatest satisfaction was reported by the minority ethnic population (76.9%) and Cardiff South West respondents (77.1%), with lowest satisfaction in Cardiff East (64.8%) and among respondents who identified that they have a disability (65.1%).



Base: All respondents (2,722)

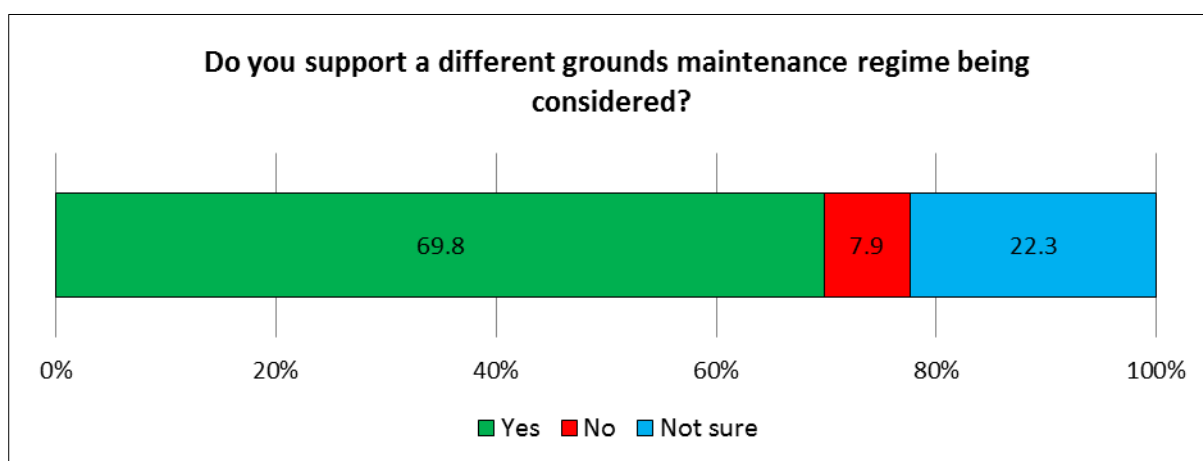
#### Q47. Do you support a different grounds maintenance regime being considered?

This question was answered by 3,015 respondents, a response rate of 90.1%.

Over two-thirds (69.8%) of respondents supported a different grounds maintenance regime being reconsidered, while 7.9% disagreed with the proposal. More than a fifth (22.3%) stated that they were 'not sure', highlighting the need for more information to be provided to the public for them to make an educated judgement. There was little variation by geography or demographics.

# Changes for Cardiff

## Results and Feedback Report



Base: All respondents (3,015)

Reasons for opposing the proposal were provided by **177** respondents with the most common issues being that the **areas will become aesthetically unpleasing** (45 responses; 25.4%), the **proposal is just spin for a reduction in service provision** (33 responses; 18.6%), and the **areas are already in poor enough condition** (29 responses; 16.4%).

### **Top 3 themes emerging from the 177 comments received from those opposing a different grounds maintenance regime:**

Theme	No.	%	Example comments
<b>Will become aesthetically unpleasing</b>	45	25.4	<ul style="list-style-type: none"> <li><i>Aesthetically it's not nice and hinders use of parks.</i></li> <li><i>This essentially implies that grass meadows will be created which in essence means lawns will not be maintained and cut regularly and these areas will look unkempt. This is not acceptable.</i></li> <li><i>The proposal really means let places go wild!!! Amenity is increased by having parks with well manicured lawns and flower beds.</i></li> </ul>
<b>Proposal is just spin for a reduction in service provision</b>	33	18.6	<ul style="list-style-type: none"> <li><i>Again if I click on 'Yes', then my comments are not necessary. If I click on 'No', my concerns about a different ground maintenance regime being a euphemism for 'redundancies' can be registered.</i></li> <li><i>Just a flowery worded way of saying that the council no longer intend to maintain parks as they are currently enjoyed and appreciated. 'Wild meadow' is just code for overgrown and full of rubbish that people didn't put in the bin because nobody is fining them for not doing so.</i></li> <li><i>I suspect this will simply be an opportunity to stop maintenance and leave areas return to the wild without regular or any attendance.</i></li> </ul>
<b>These areas are in a bad enough condition already</b>	29	16.4	<ul style="list-style-type: none"> <li><i>The parks around Cardiff are not in a very good state as it is, please don't make them any worse.</i></li> <li><i>Playing fields are already a poor quality. This cannot be lowered further.</i></li> <li><i>The recreation grounds are already in a shocking state &amp; rarely playable due to the lack of maintenance, any further reductions in care have to be avoided.</i></li> </ul>

# Changes for Cardiff

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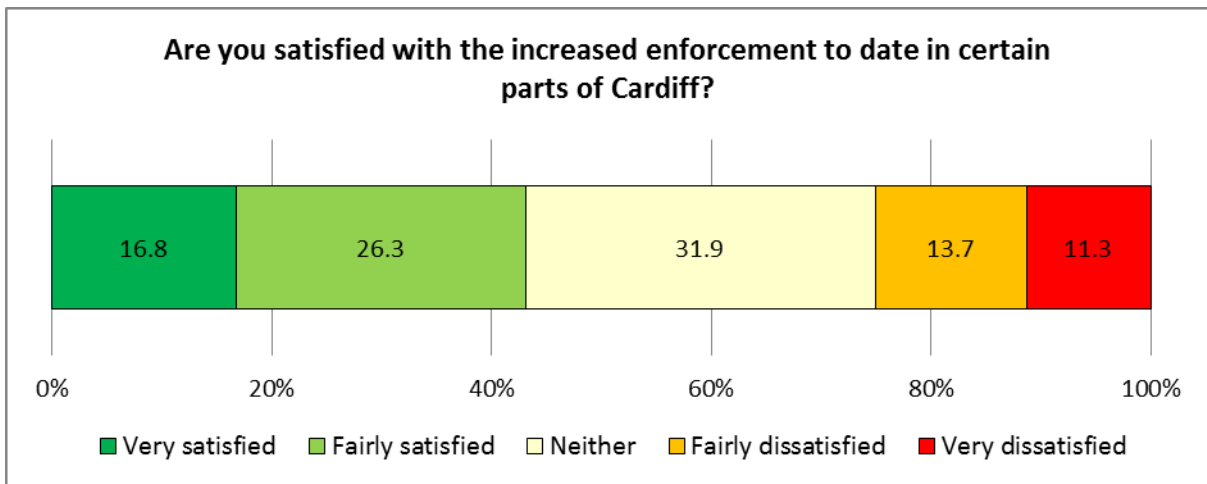
### 5.9.3 Parking and Traffic Enforcement

*Parking and enforcement activities help the city move smoothly and safely, and the City of Cardiff Council has already consulted with the public on increasing enforcement for parking infringements and stopping in yellow boxes. We are now looking to extend this to key strategic routes into the city.*

#### Q48. Are you satisfied with the increased enforcement to date in certain parts of Cardiff?

*2,675 responses to this question gives a response rate of 79.9%.*

Less than half (**43.1%**) of respondents stated that they were satisfied with the increased enforcement to date in certain parts of Cardiff, including **16.8%** that were very satisfied. In contrast, a quarter (**25.0%**) were dissatisfied. No Neighbourhood Partnership Area or demographic group reported a satisfaction level of over 50% with **lowest satisfaction in Cardiff East (37.0%)** and among respondents who identified having a **disability (35.8%)**



*Base: All respondents (2,675)*

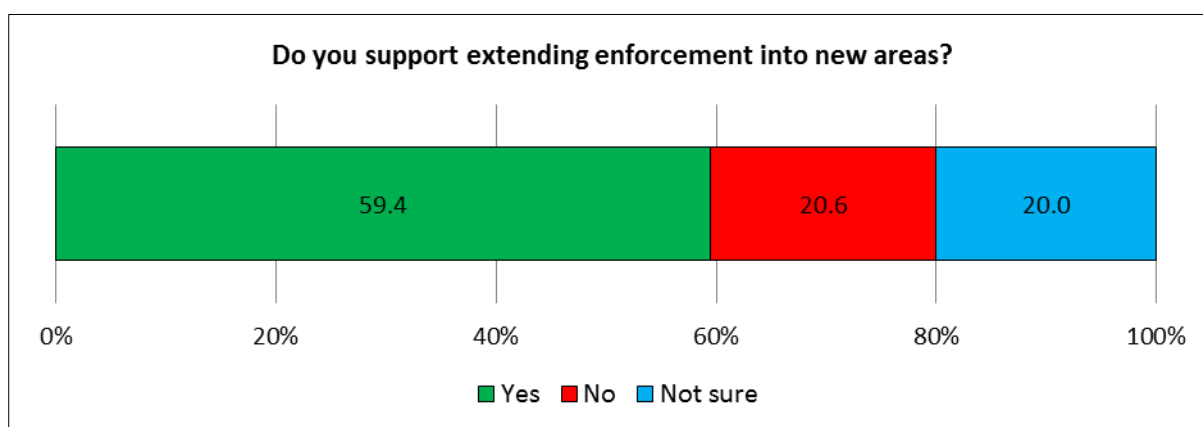
#### Q49. Do you support extending enforcement into new areas?

*This question was answered by 2,981 respondents, a response rate of 89.0%.*

Around three-fifths (**59.4%**) of respondents **supported extending the enforcement into new areas**, while **20.6%** disagreed and **20.0%** were unsure. Support for extending enforcement was greatest among respondents **who identified as having a disability (65.5%)**.

# Changes for Cardiff

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Base: All respondents (2,981)

### Q49a. Do you have any other comments on these proposals?

Comments on these proposals were provided by **1,019 respondents** with the most common topics found to be related to **more general enforcement/consistency** (185 responses; 18.2%), **stopping in yellow boxes** (100 responses, 9.8%), and **not using it as a fundraising exercise** (91 responses; 8.9%).

#### Top 3 themes emerging from the 1,019 comments received on the parking and traffic enforcement proposals:

Theme	No.	%	Example comments
<b>More general enforcement/consistency</b>	185	18.2	<ul style="list-style-type: none"> <li>Weekend and evening enforcement should be increased.</li> <li>Illegal parking on pavements is a nightmare in Cardiff particularly in the suburbs where you have to walk out into the road to pass vehicles completely blocking the pavement there should be many more traffic wardens especially in the evening. I am sure that the fines generated would pay the wages to implement this increase and change of hours work.</li> <li>Unaware of enforcements - at the end of my street there are double yellow lines which are constantly parked on but I have never seen anyone fined, it is getting very dangerous. Also yesterday, for example, there was a 2 mile tailback in Radyr as someone had parked half on the pavement, half on the road so only one car could get through at a time. This was there all afternoon but nobody came to look at it and speak to the driver - need more police/traffic enforcers.</li> </ul>
<b>Stopping in yellow boxes</b>	100	9.8	<ul style="list-style-type: none"> <li>For goodness sake, do something about the junction at the Golden Cross/John Lewis, which just gets ridiculous with idiots stopping in the yellow box area and then complaining when no one else can move.</li> <li>Please enforce the blocking of the yellow box junction on Caerphilly road near the Birchgrove public house.</li> <li>I see people blocking yellow boxes and parking illegally all of the time. The Council needs to ensure that enforcement is fair and rigorous.</li> </ul>
<b>Not to be used as a fundraising exercise</b>	91	8.9	<ul style="list-style-type: none"> <li>Traffic in Cardiff is a key area that I believe the Council should concern itself with and ensure is both safe and efficient. That said, enforcement should be proportionate, particularly on the introduction of it - and it should be clearly signposted. This should NOT be used a method of fundraising to fill Council coffers.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

- *Yet another revenue exercise with the emphasis on revenue than dealing with the problem. I have witnessed parking enforcement being carried out after midnight around the city just to get more fines. It's a stealth tax on drivers who already have limited parking opportunities as a realistic price.*
- *I see this as a money grabbing activity and suggests a council that is more interested in fining rather than making provision for the needs of growing and developing city. Invest in facilities so these enforcement activities are not needed.*

### Cardiff Youth Council Engagement Forum



When asked about extending parking and traffic enforcement into new areas, the group felt that enforcement activities were important to keeping Cardiff safe and that clear bus lanes enable services to run smoothly. They were, however, wary of enforcement fines being used as a way to raise money.

### Additional correspondence

The Council received two emails relating to the Environment proposals, arguing for greater enforcement of parking on pavements to reduced damaged pavements, and questioning cycling provision without adequate financing.

# Changes for Cardiff

## Results and Feedback Report

### 5.10 Other Comments

#### Q50. Additional comments

Respondents had the opportunity to leave additional comments relating to the budget consultation and the individual proposals. A total of **883 comments** were received with **don't cut arts** the dominant theme (117 responses; 13.3%). **Suggestions on the survey and the need for more information** polled second (113 responses; 12.8%) with **wasting money** third (84 responses; 8.5%). The comments were extremely diverse resulting in 30 themes which can be viewed in **Appendix 2**.

Theme	No	%	Examples comments
<b>Don't cut arts / Culture</b>	117	13.3	<ul style="list-style-type: none"> <li>• <i>Don't ignore the impact of the cultural services that project a positive image of the city and bring income in, such as Artes Mundi and Cardiff Singer of the World, even though they are a low cost to the Council in the wider picture.</i></li> <li>• <i>I am very wary about the cuts to the arts and culture. The outcome of such cuts could be dire and will intensely diminish the experience of living in Cardiff and Cardiff's standing as a capital city.</i></li> <li>• <i>Very disappointed with proposed funding reductions for the Arts cannot understand why you would wish to completely end funding for Cardiff Singer. This is a prestigious event that has put Cardiff on the map.</i></li> <li>• <i>You are eliminating the very things that make Cardiff attractive to visitors.</i></li> </ul>
<b>Survey suggestions / More Info required</b>	113	12.8	<ul style="list-style-type: none"> <li>• <i>The public need more information on some of the proposals to be able to make informed opinions. I believe that increasing charges for one off services (e.g. deaths and marriages) and charges for anti-social behaviour etc is better than increasing charges for day to day activities.</i></li> <li>• <i>More information about proposed changes would be very helpful. It is very hard to give yes / no answers to these complex issues without more information.</i></li> </ul>
<b>Wasting money</b>	84	8.5	<ul style="list-style-type: none"> <li>• <i>Suggest charging for prescriptions. Only those that can afford pay. Stop translating info into multiple languages including Welsh.</i></li> <li>• <i>A lot of money is wasted on repairing pavements and roads rather than maintaining. The Council needs to think smarter about being more reactive, getting on top of things and maintaining it. Council should be run more like a business.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### Q51. Do you have any suggestions on how to improve the budget consultation for next year?

Respondents had the opportunity to share suggestions for next year's budget consultation resulting in **574 comments** with **provide more information** as the dominant theme (99 responses; 17.2%), ahead of **questions are too leading** (83 responses; 14.5%) and **suggestions for saving money in the Council** (67 comments; 11.7%). There are a total of 33 themes due to the diversity of the responses. The full list with example comments are in **Appendix 2**.

Theme	No.	%	Example comments
<b>Provide more background information</b>	99	17.2	<ul style="list-style-type: none"> <li>• <i>More information about proposed changes would be very helpful. It is very hard to give yes / no answers to these complex issues without more information.</i></li> <li>• <i>Some questions presume knowledge we, the public, don't have</i></li> <li>• <i>Give more relevant information to allow a person to make an informed judgement. People do not want to search additional documents for information or perhaps, that is the Council's way of ensuring a limited response.</i></li> </ul>
<b>Questions are too leading</b>	83	14.5	<ul style="list-style-type: none"> <li>• <i>It is very hard to disagree with much of what is proposed, but in many circumstances this is due to a lack of alternatives. For example - Q11 - do you agree it is better to have modern high quality services ... better than what? What are the alternatives?</i></li> <li>• <i>Create more balanced questions, some of your questions are leading and do not provoke honest responses</i></li> </ul>
<b>Suggestions for savings/income</b>	67	11.7	<ul style="list-style-type: none"> <li>• <i>I work for Cardiff Council and in the monthly pay slip there is always a leaflet with information that everyone I've ever worked with doesn't really care about and also the information is sent out by email and on the intranet anyway. Surely stopping this would save at least some money.</i></li> <li>• <i>Please stop wasting money on unnecessary bus lanes, Caerphilly Road for example. There's just no need</i></li> <li>• <i>More commercialisation, more in house referrals, such as signposting to services within the Council, e.g. ILS, Telecare Cardiff etc.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### 6. Learning and Next Steps

The budget consultation process was carried out using a variety of mechanisms and feedback on both this and previous consultation continues to inform engagement in future years.

#### General Awareness

The stakeholder engagement mechanism estimates that the consultation had a maximum reach of nearly 871,000 members of the public, an increase of over 360,000 on last year. While the results indicate a high awareness of the budget challenge among respondents, there is more to be done to increase engagement and a concern that there is a lack of awareness in the wider population of the cuts and what it may mean for the future of their services.

#### Distribution and promotion

Online consultation is an excellent way of reaching a significant proportion of the population at a minimal cost, as reflected in the vast majority of respondents completing the survey online. In addition, the Council is increasingly active on social media channels including Facebook and Twitter with our partners and followers sharing information beyond our immediate contacts.

While online access is increasing, we recognise that not everyone can access services online and are committed to providing opportunities for paper consultations. This year, copies were available at 29 locations including libraries, hubs, leisure centres and St David's Hall. Every consultation point included pop-up stands to attract attention and blue ballot boxes allowing respondents to return views confidentially.

#### Engagement events

This year's consultation incorporated twenty events with multiple opportunity for consultation available in every Neighbourhood Partnership Area. The events enabled promotion of the consultation and to hear concerns and views relating to the budget proposals and the wider Council.

An engagement event was held with Cardiff Youth Council facilitating activities to help young people develop and share their opinions. Feedback from this consultation indicated that members of the public would value similar facilitated workshops providing opportunities for discussion.

#### Lessons for next year

The City of Cardiff Council is always looking for ways to improve the budget consultation and this year included an opportunity for respondents to suggest how the consultation could be improved next year. Some of the feedback includes:

##### *Amount of information on the individual proposals and consideration of impact in the document*

The budget consultation is one of the Council's largest engagement opportunities, with proposals for change across Council services. Feedback from respondents has suggested that a balance needs to be found to ensure that respondents have enough information and that it is accessible for everyone.

##### *Promote it more widely*

The Council enables participation in the consultation through paper and online responses, and promotes it through mailouts, social media and information in some public buildings, but we are



# Changes for Cardiff

## Results and Feedback Report

always looking for new ways to disseminate the Consultation. We also know that it is far easier to reach citizens who are already engaged with the Council and are particularly keen to reach citizens who are currently less involved.

### *Consultation timing*

Responses refer to the consultation period being short and held over Christmas. The budget consultation has previously run for a longer period but was restricted in length due to the timing of the Welsh Government's funding announcement and the need to implement service changes. The Council expects next year's consultation to run for a longer period of time.

### **Volunteering Portal**

This year's consultation included questions on volunteering in Cardiff. The results indicate that volunteering is already happening across the city and that many more citizens are interested in opportunities for involvement.

The Council is currently developing a Volunteer Portal, a single streamlined gateway that will identify potential volunteering opportunities within Council services based on the interests of the individual. The Portal will also assist community buildings to make links with volunteers for the benefit of their services.

### **Next Steps**

The results of the consultation, along with updated Equality Impact Assessments, will be considered by the City of Cardiff Council's Scrutiny Committees and Cabinet and used to inform the final budget proposals for 2016/17. The final budget proposals will be considered by Cabinet on Thursday 18<sup>th</sup> February and at Full Council on Thursday 25<sup>th</sup> February 2016.

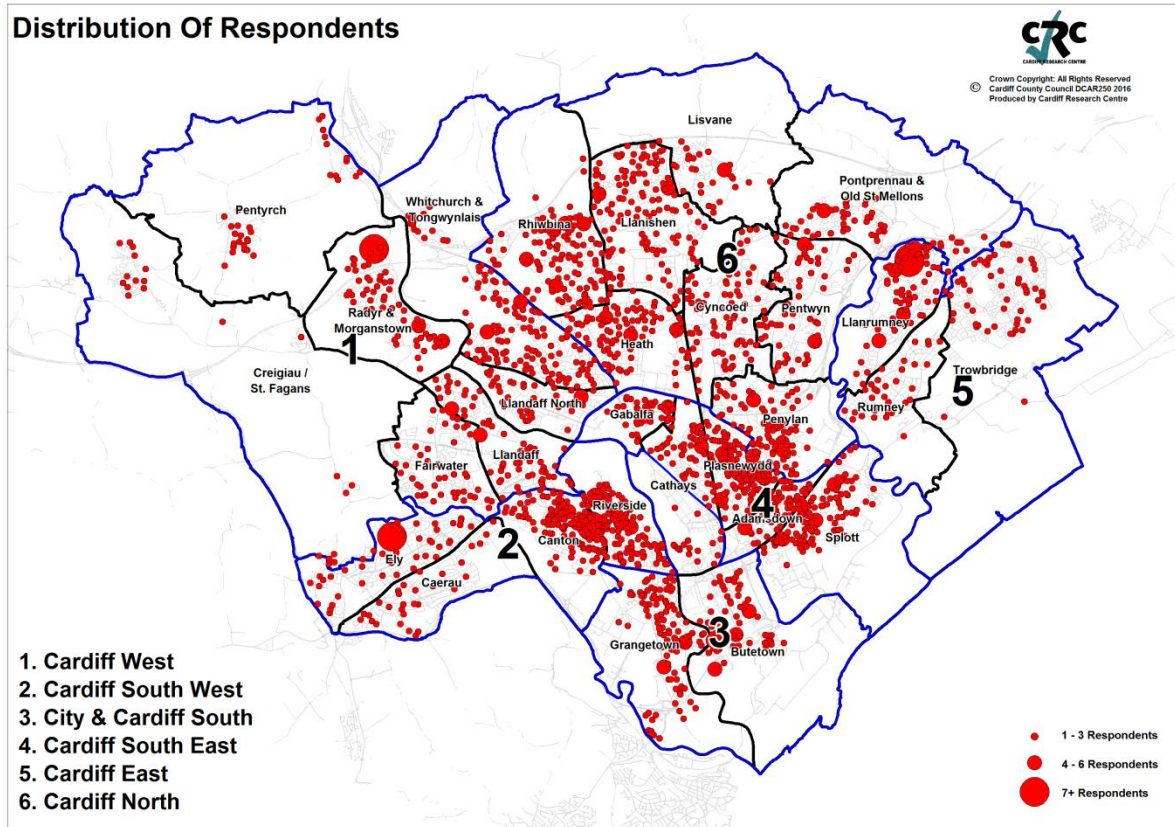
# Changes for Cardiff

## Results and Feedback Report

### Respondent Profile

#### Home Location

In total, 3,316 respondents provided a postcode, of which 3,075 were within Cardiff; these are indicated on the map below:



Analysis was undertaken to identify responses by Neighbourhood Partnership Area. Three in ten respondents who provided a postcode lived in Cardiff North (30.2%); just 8.0% were from the Cardiff East Neighbourhood Partnership Area.

Gender	No.	%
Cardiff East	247	8.0
Cardiff North	930	30.2
Cardiff South East	546	17.8
Cardiff South West	475	15.4
Cardiff West	572	18.6
City & Cardiff South	305	9.9
<b>Total</b>	<b>3,075</b>	<b>100.0</b>

# Changes for Cardiff

## Results and Feedback Report

### Representation

Respondents were given a list of options, and asked indicate which option best described them. The majority (85.6%) were members of the public, 8.1% were employees of the City of Cardiff Council, and 2.5% were representatives of a community group/forum, a third sector organisation or a strategic partner organisation.

Gender	No.	%
Member of the general public	2,629	85.6
City of Cardiff Council Employee	250	8.1
Individual business person	63	2.1
Member of a community group or forum	36	1.2
Member of a third sector organisation	32	1.0
Member of a strategic partner organisation	10	0.3
A City of Cardiff Councillor	5	0.2
Representing a group of businesses	2	0.1
Cardiff Partnership	0	0.0
Other	45	1.5
<b>Total</b>	<b>3,072</b>	<b>100.0</b>

### Gender

Respondents were equally split by gender, reflecting the actual population of Cardiff (50.9% Female, 49.1% Male - 2011 Census, ONS).

Gender	No.	%
Female	1,509	50.3
Male	1,485	49.5
Transgender	6	0.2
<b>Total</b>	<b>3,000</b>	<b>100.0</b>

# Changes for Cardiff

## Results and Feedback Report

### Age

Respondents aged under 35 were under-represented in terms of the City's demographics, with 22.1% of respondents in this age group, compared to 41.1% of the overall population of Cardiff.

Age	Budget Consultation	2011 Census (%)
<b>16-34</b>	<i>22.1</i>	<i>41.1</i>
<b>35-54</b>	<i>40.9</i>	<i>30.8</i>
<b>55+</b>	<i>37.1</i>	<i>28.0</i>
<b>Total</b>	<b><i>100.1</i></b>	<b><i>99.9</i></b>

Age	Budget Consultation		2011 Census
	No.	%	(excl. <16)
<b>Under 16</b>	13	<i>0.4</i>	—
<b>16 - 24</b>	116	<i>3.8</i>	<i>21.4</i>
<b>25-34</b>	552	<i>18.2</i>	<i>19.7</i>
<b>35-44</b>	640	<i>21.0</i>	<i>15.8</i>
<b>45-54</b>	598	<i>19.7</i>	<i>15.1</i>
<b>55-64</b>	597	<i>19.6</i>	<i>12.0</i>
<b>65-74</b>	433	<i>14.2</i>	<i>8.0</i>
<b>75+</b>	92	<i>3.0</i>	<i>8.1</i>
<b>Total</b>	<b>3,041</b>	<b><i>100.0</i></b>	<b><i>100.0</i></b>

# Changes for Cardiff

## Results and Feedback Report

### Working Status

Just over half (54.6%) of respondents stated they were in full time employment. A further 14.1% were working part-time while a fifth (19.9%) were wholly retired from work.

Working status	No.	%
Working full-time (30+ hours per week)	1665	54.6
Working part-time (less than 30 hours per week)	430	14.1
On a government training scheme	3	0.1
In full time education	85	2.8
Unemployed - Registered Job Seeker	32	1.1
Unemployed - Unregistered but seeking work	16	0.5
Permanently sick or disabled person	47	1.5
Wholly retired from work	606	19.9
Looking after home	31	1.0
Caring for a child or adult	65	2.1
Other	67	2.2
<b>Total</b>	<b>3047</b>	<b>100.0</b>

### Disability

One in thirteen respondents (7.2%) identified themselves as a disabled person.

Do you identify as a disabled person?	No	%
Yes	214	7.2
No	2,662	90.0
Prefer not to say	82	2.8
<b>Total</b>	<b>2,958</b>	<b>100.0</b>

All respondents were then given a list of medical conditions, and asked if any applied to them. One in nine (9.1%) reported having a long-standing illness or health condition; 4.8% stated they had a hearing impairment, and 4.1% reported having a mobility impairment.

Which of the following apply to you:-	No	%
Long-standing illness or health condition (e.g. cancer, HIV, diabetes or asthma)	268	9.1
Deaf/Deafened/Hard of Hearing	143	4.8
Mobility impairment	122	4.1
Mental health difficulties	101	3.4

# Changes for Cardiff

## Results and Feedback Report

Visual impairment	58	2.0
Learning impairment/difficulties	25	0.8
Wheelchair user	12	0.4
Prefer not to say	117	4.0
Other	23	0.8
<b>Total</b>	<b>2,958</b>	<b>-</b>

### Ethnicity

Respondents of a White British background accounted for 87.1% of all those responding to the survey (this group makes up 80.3% of the Cardiff population as a whole, as reported in the 2011 Census).

What is your ethnic group?	No.	%
White - Welsh/English/Scottish/Northern Irish/British	2,685	87.1
White - Any other white background	116	3.8
White - Irish	25	0.8
Mixed/Multiple Ethnic Groups - White and Black Caribbean	21	0.7
Mixed/Multiple Ethnic Groups - White & Asian	19	0.6
Asian/Asian British - Indian	14	0.5
Any other ethnic group	12	0.4
Mixed/Multiple Ethnic Groups - Any other	8	0.3
Asian/Asian British - Any other	7	0.2
Asian/Asian British - Pakistani	6	0.2
Black/African/Caribbean/Black British - African	6	0.2
Mixed/Multiple Ethnic Groups - White and Black African	6	0.2
Arab	5	0.2
Asian/Asian British - Bangladeshi	4	0.1
Asian/Asian British - Chinese	4	0.1
White - Gypsy or Irish Traveller	4	0.1
Black/African/Caribbean/Black British - Any other	3	0.1
Prefer not to say	137	4.4
<b>Total</b>	<b>3,082</b>	<b>100.0</b>

# Changes for Cardiff

Appendix 1:

Results by geography and demographics



@CardiffCouncil  
#cdfbudget  
@CardiffDebate



[www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget)  
[budget@cardiff.gov.uk](mailto:budget@cardiff.gov.uk)



### Budget Consultation 2016/2017

#### Appendix 1 – Results by geography and demographics

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# Changes for Cardiff

## Results and Feedback Report

### Summary of results by geography and demographics

This document provides a breakdown of each of the *Changes for Cardiff* consultation questions, by Neighbourhood Partnership Area (NPA) and demographics to determine whether there are differences in the responses seen.

Overall the results indicated a high degree of consensus across both the geographies and demographics from respondents. However, there are some questions where a greater variance in the levels of support/opposition can be seen.

It should also be highlighted that there was a greater disproportion in terms of the sample size of some of the groups. For example there were a lower number of respondents from the Cardiff East and City & Cardiff South Neighbourhood Partnership Areas and also from ethnic minority groups and those with a disability. Therefore the figures collected from these groups must carry a slightly higher level of caution.

### Key for demographic information

Charts through the main budget consultation report and Appendix 1 include acronyms relating to demography. The key below explains the different acronyms:

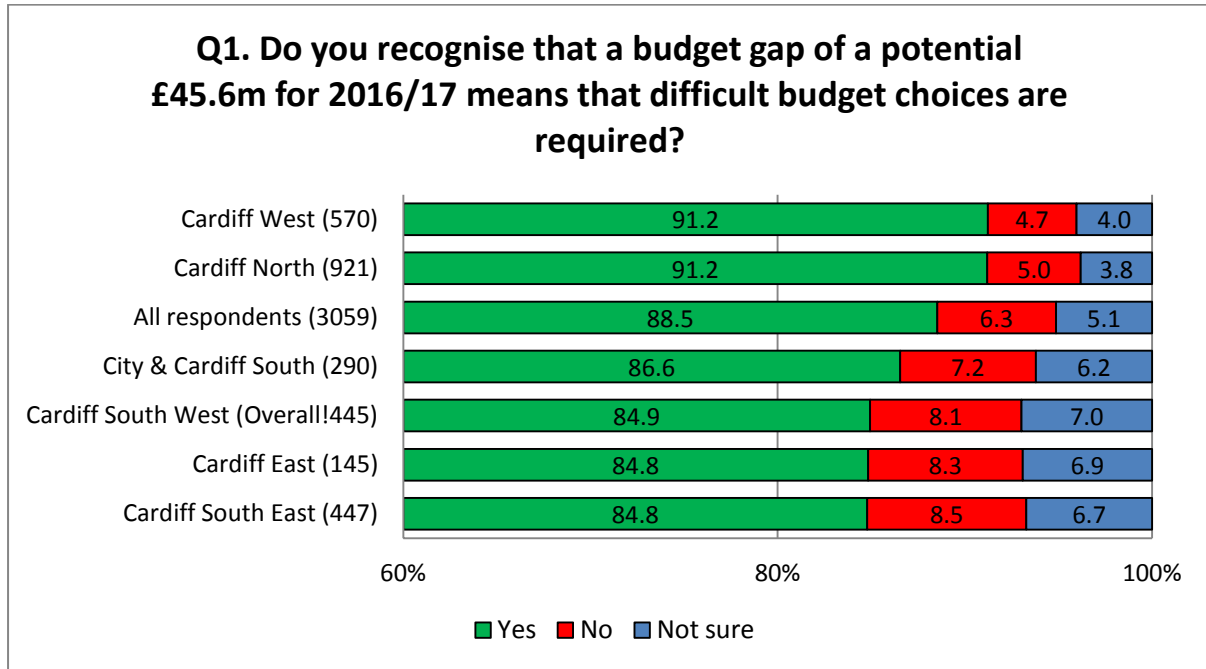
<b>WFTE:</b>	<b>Without Full Time Employment</b>
<b>ME:</b>	<b>Minority Ethnic</b>

# Changes for Cardiff

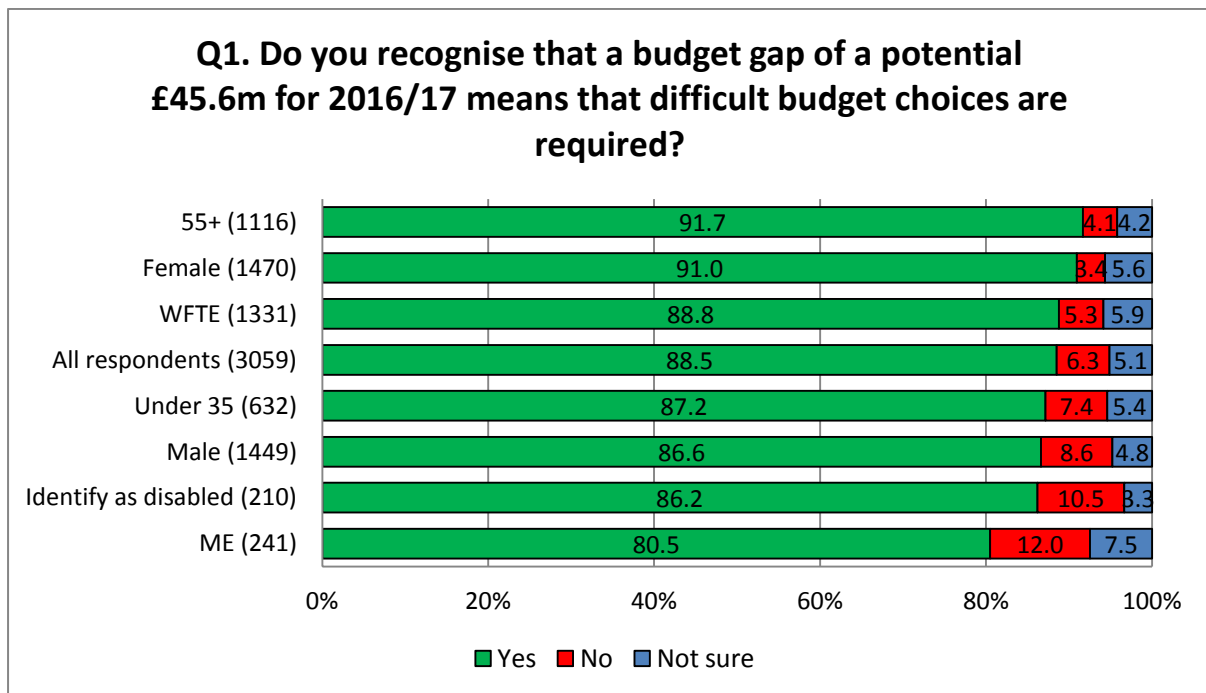
## Results and Feedback Report

### 1. Overarching Themes

#### 1.1 By geography



#### 1.2 By demographics

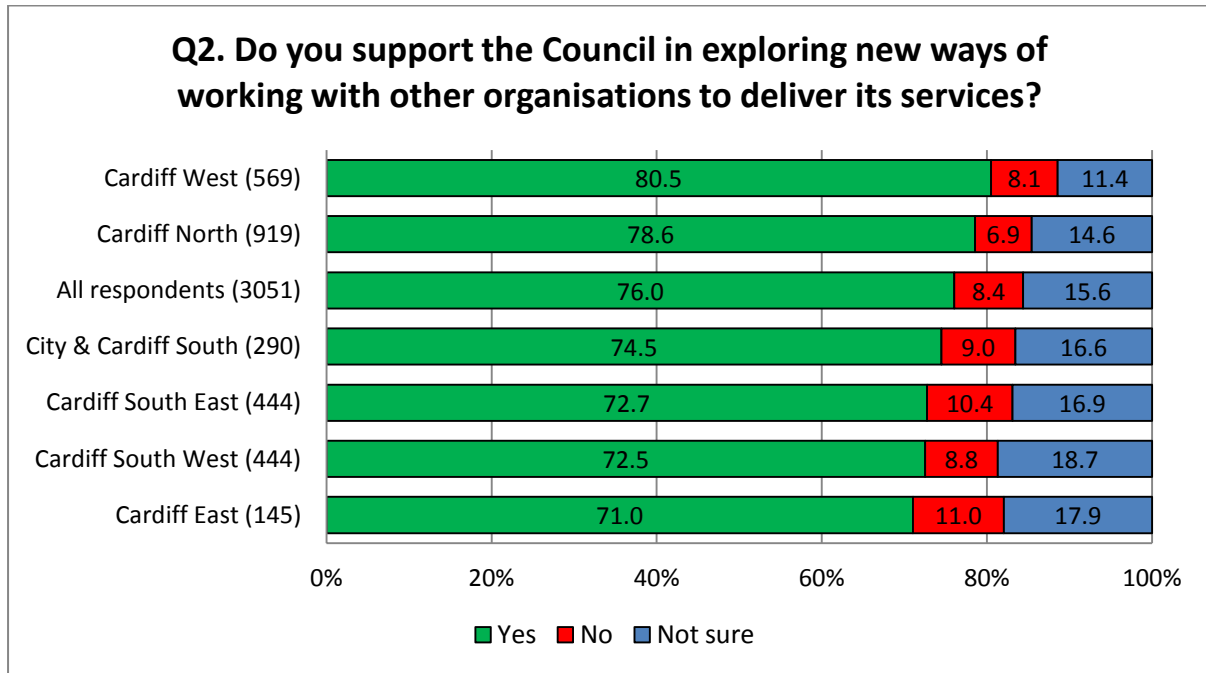


# Changes for Cardiff

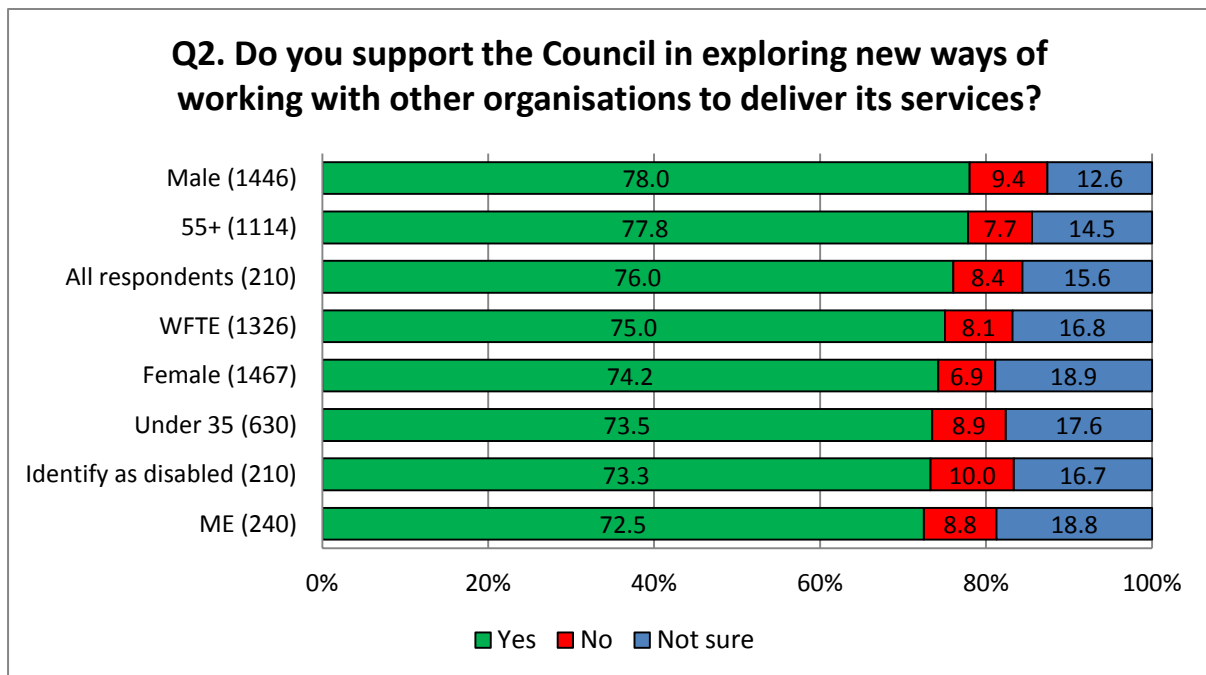
## Results and Feedback Report

### Overarching Themes

#### 1.3 By geography



#### 1.4 By demographics

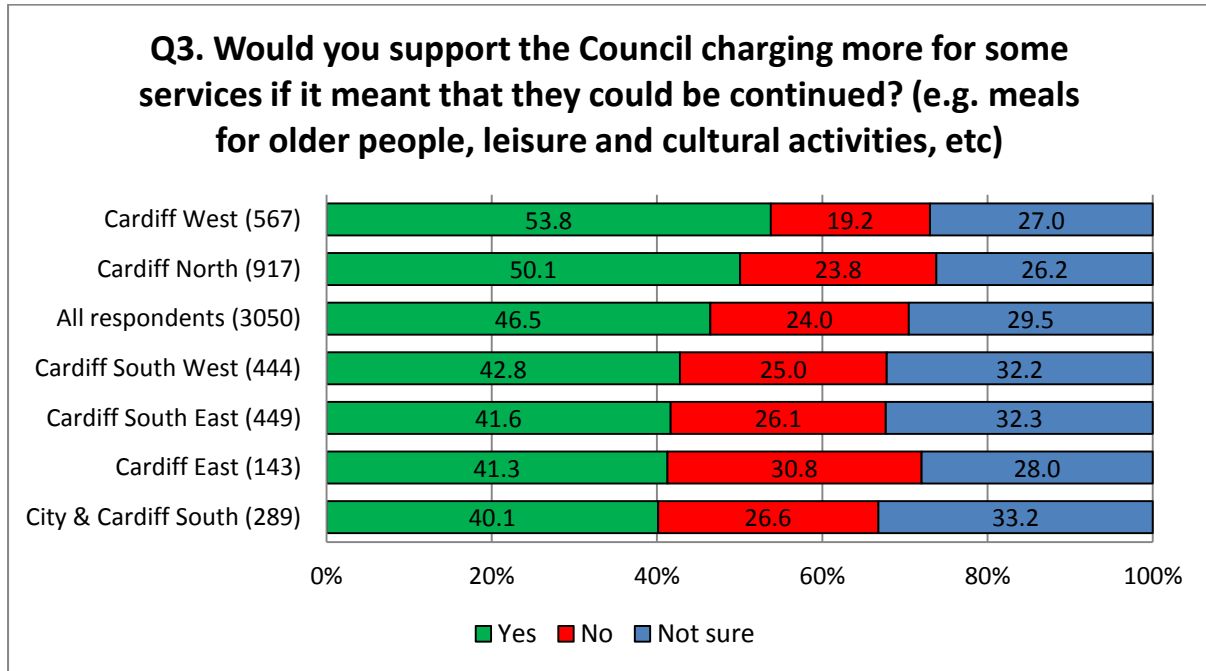


# Changes for Cardiff

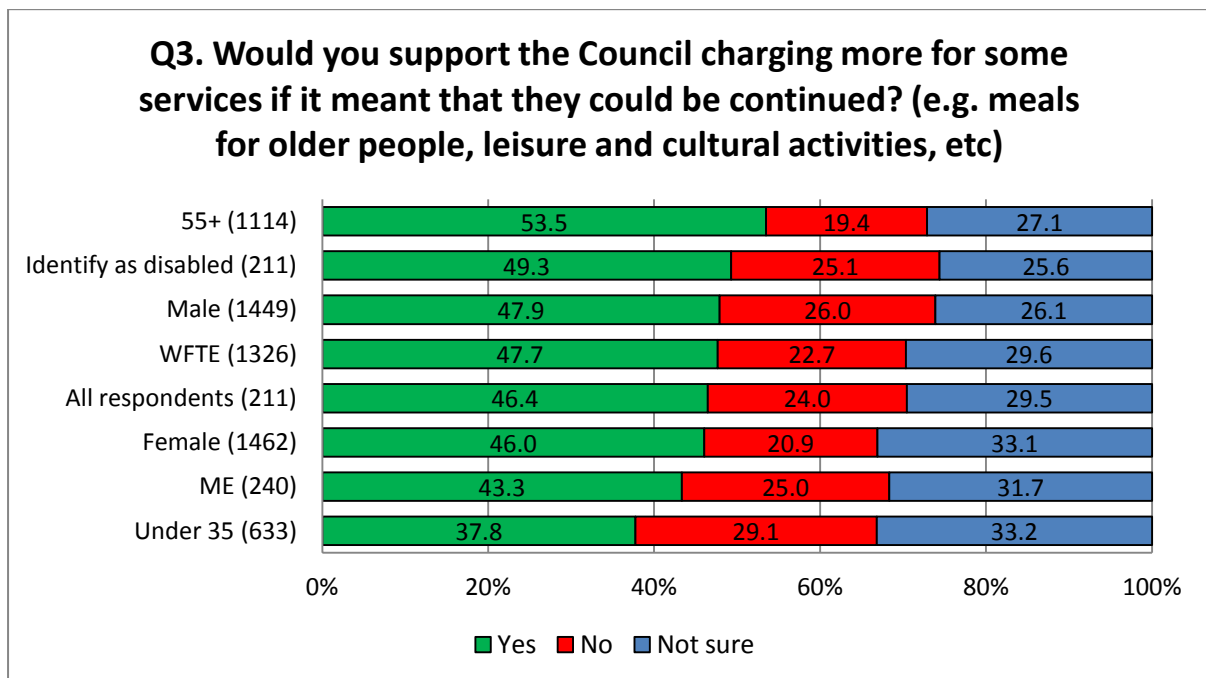
## Results and Feedback Report

### Overarching Themes

#### 1.5 By geography



#### 1.6 By demographics

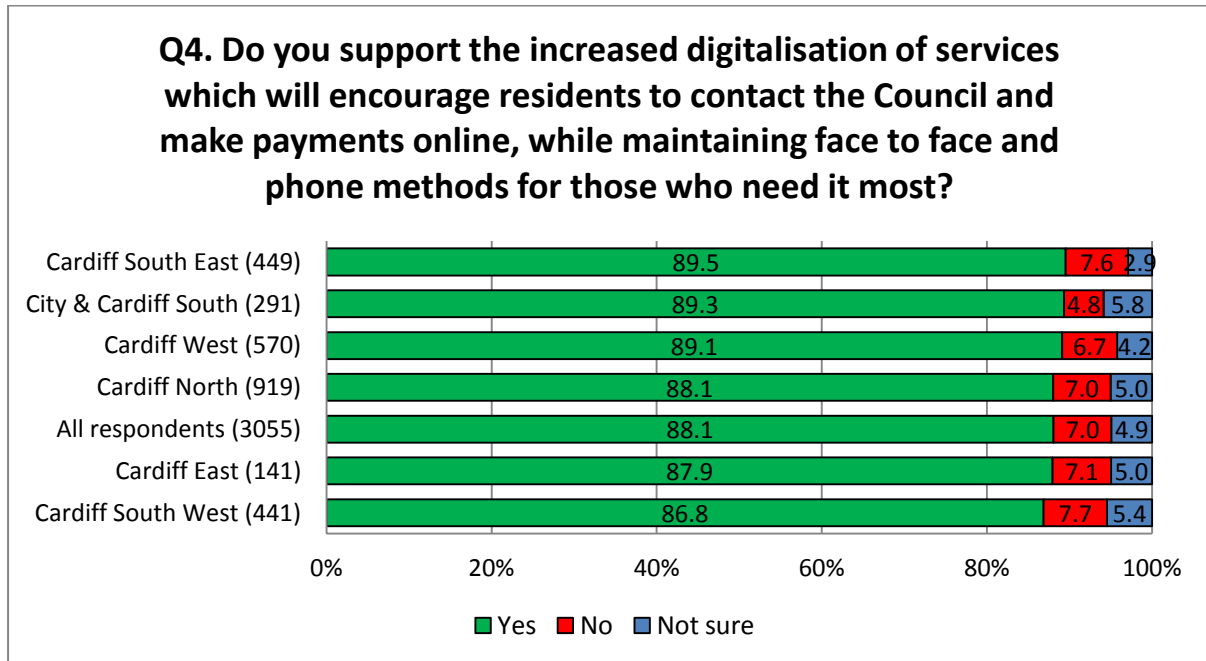


# Changes for Cardiff

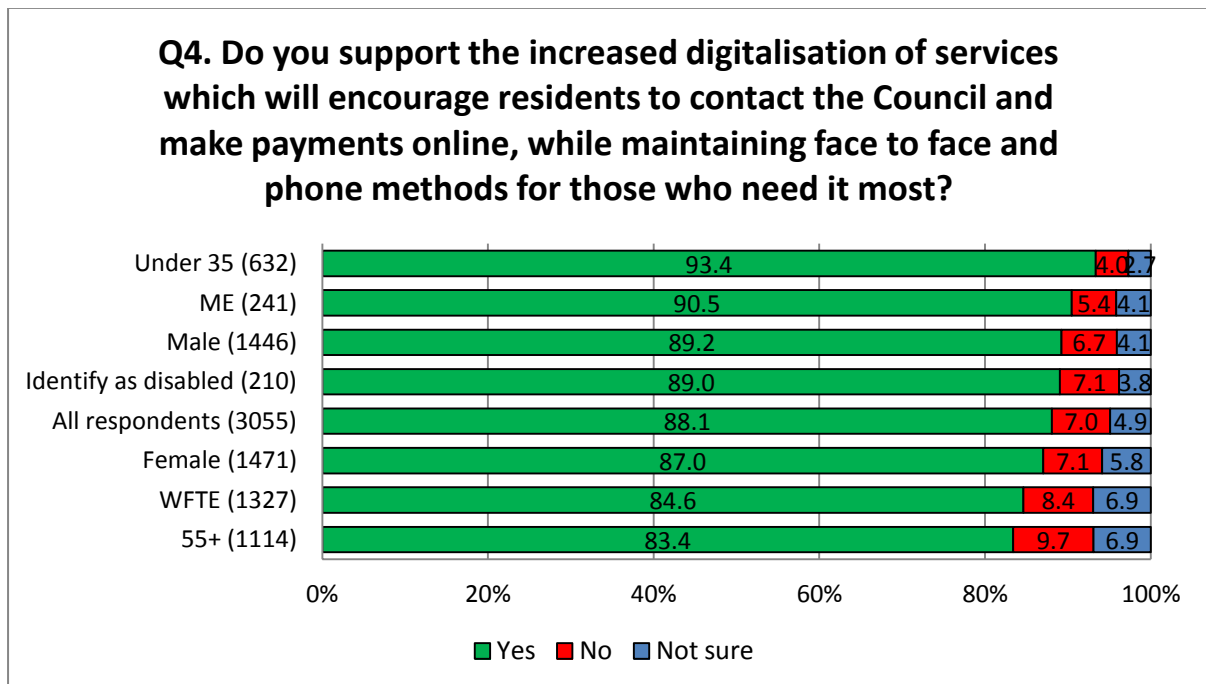
## Results and Feedback Report

### Overarching Themes

#### 1.7 By geography



#### 1.8 By demographic

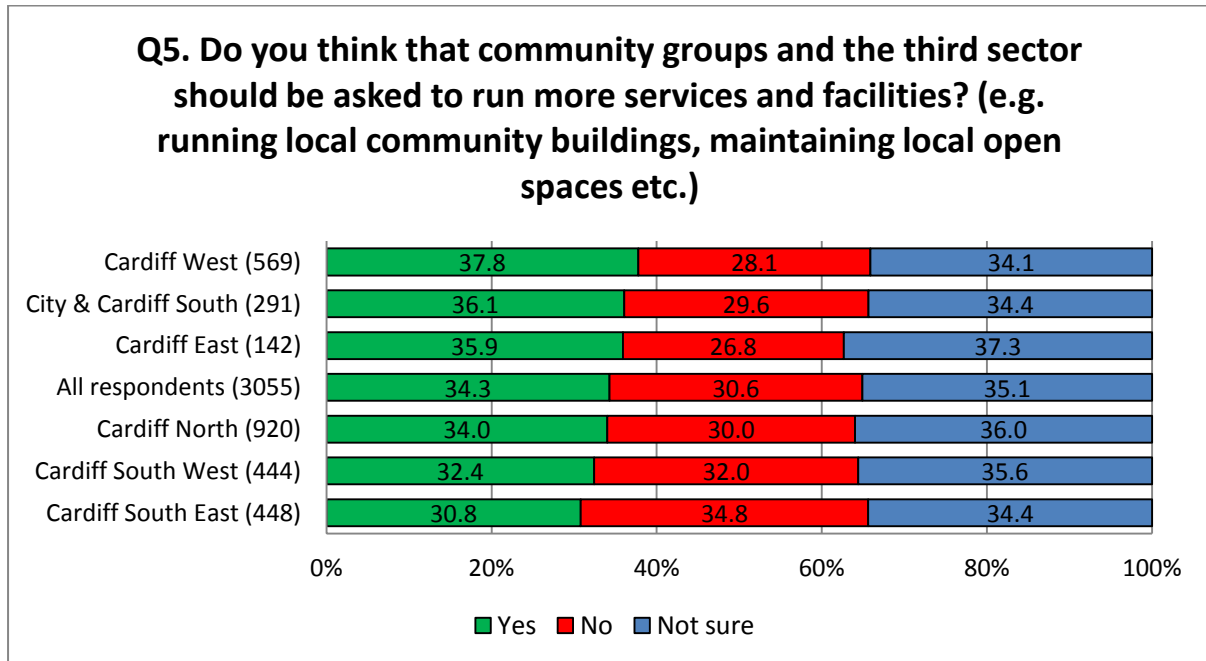


# Changes for Cardiff

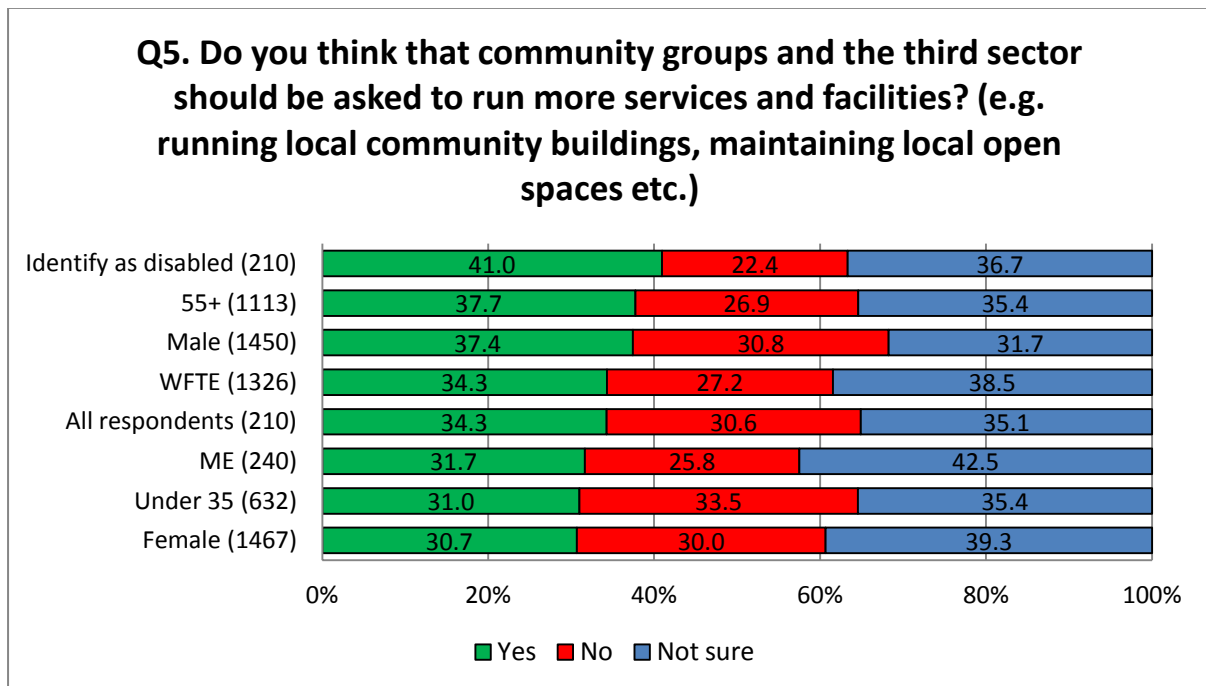
## Results and Feedback Report

### Overarching Themes

#### 1.9 By geography



#### 1.10 By demographic

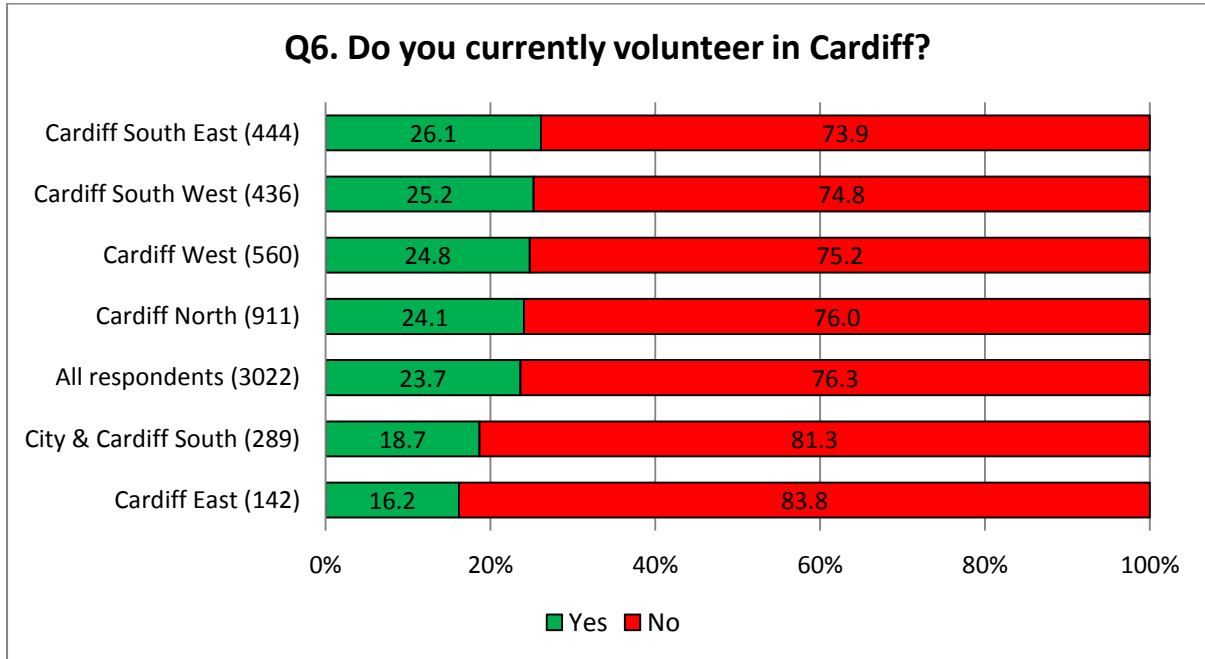


# Changes for Cardiff

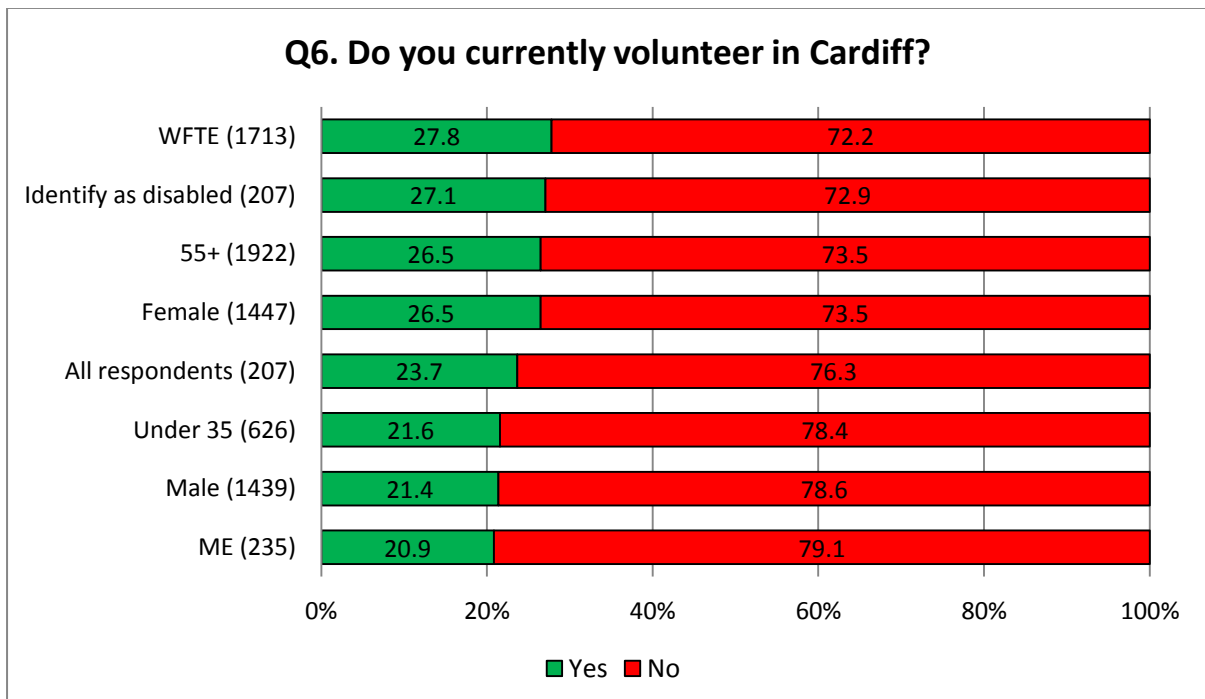
## Results and Feedback Report

### Overarching Themes

#### 1.11 By geography



#### 1.12 By demographic

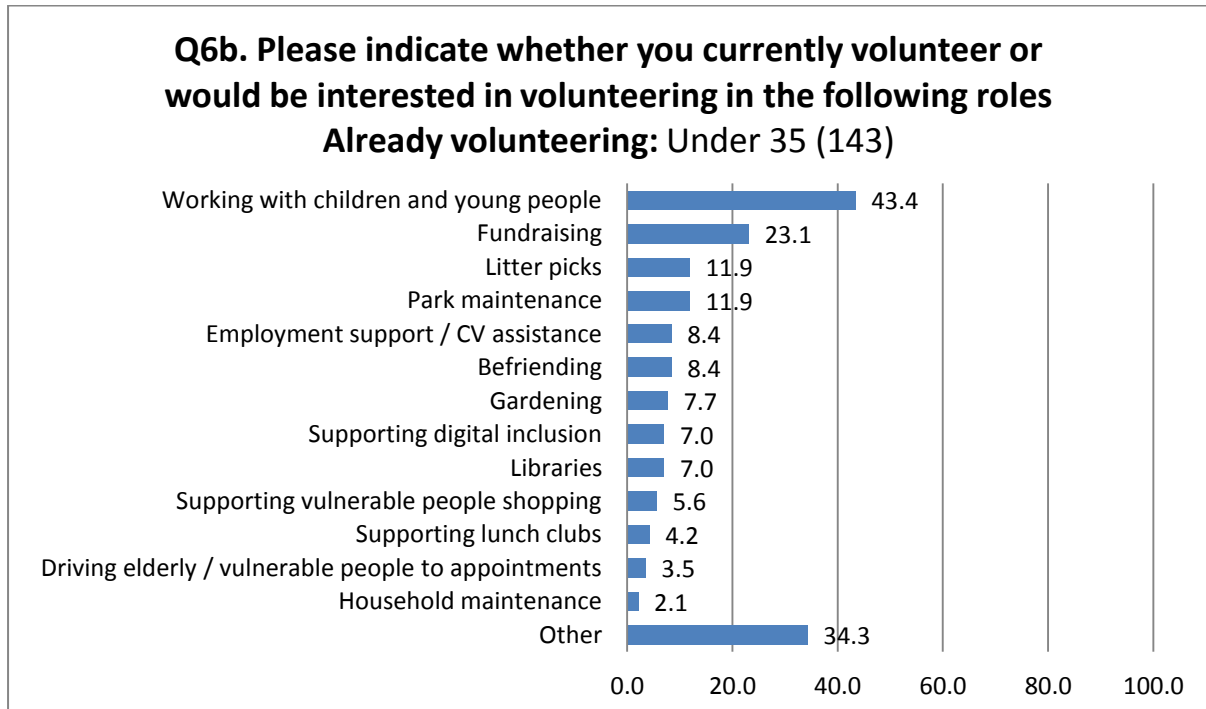


# Changes for Cardiff

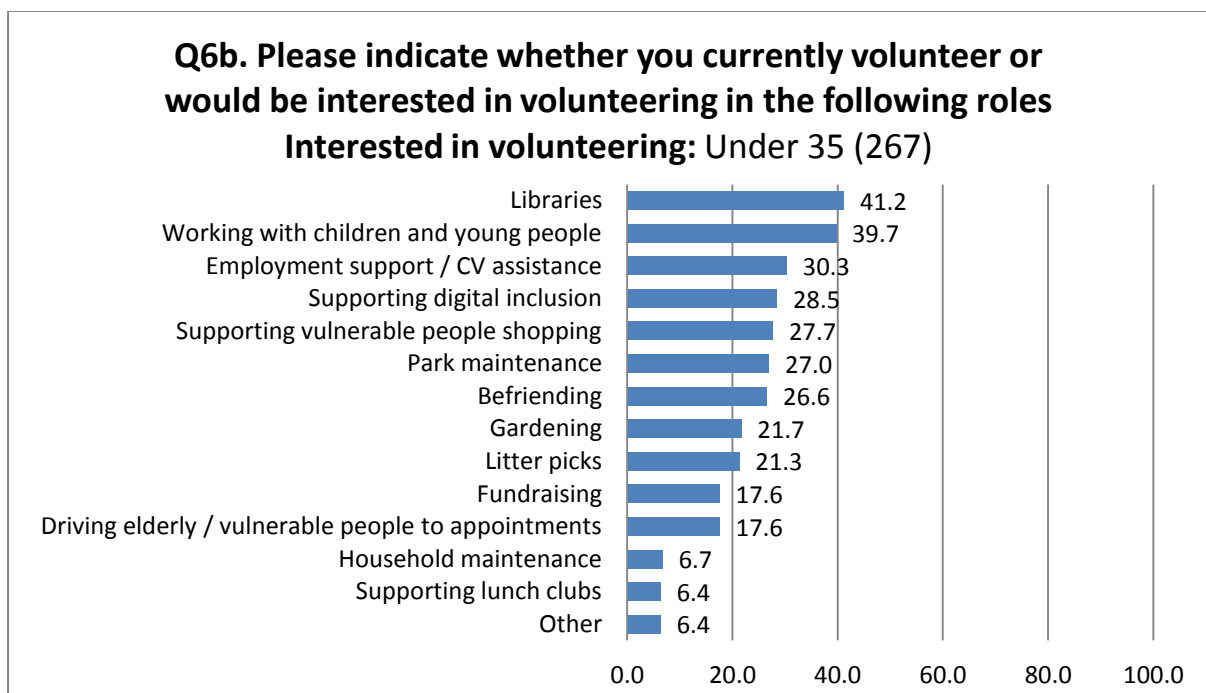
## Results and Feedback Report

### Overarching Themes

#### 1.13 By demographic - Under 35



#### 1.14 By demographic - Under 35



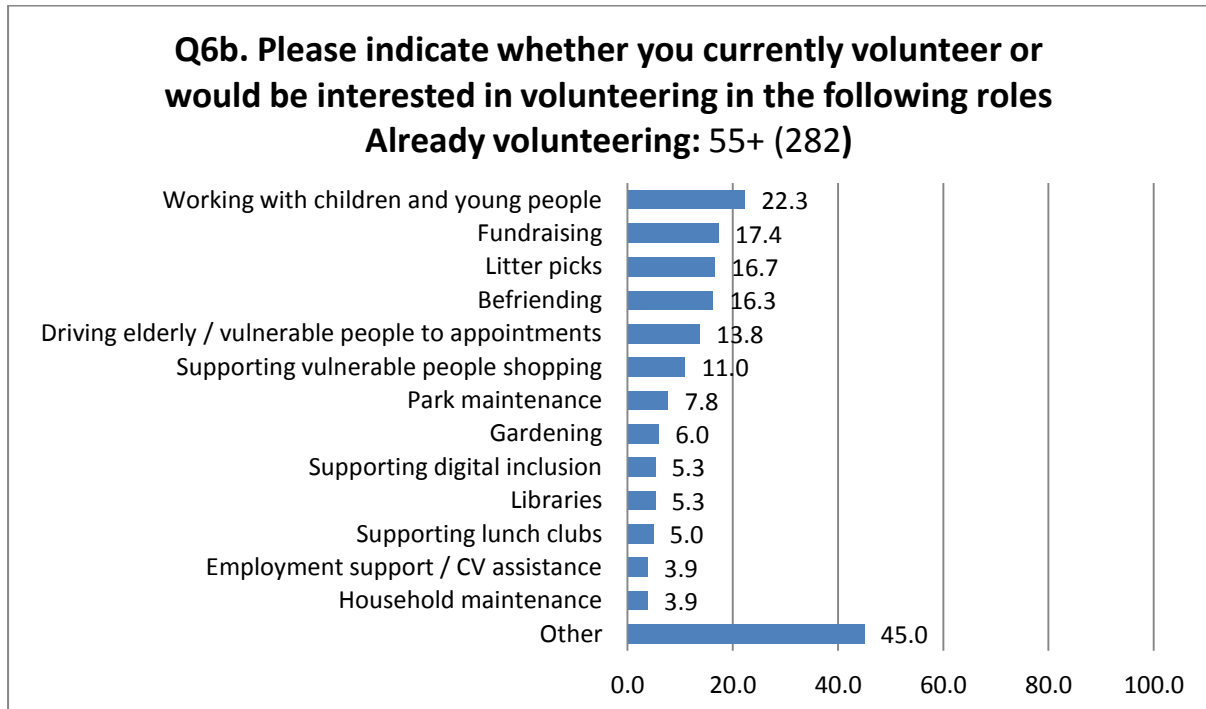


# Changes for Cardiff

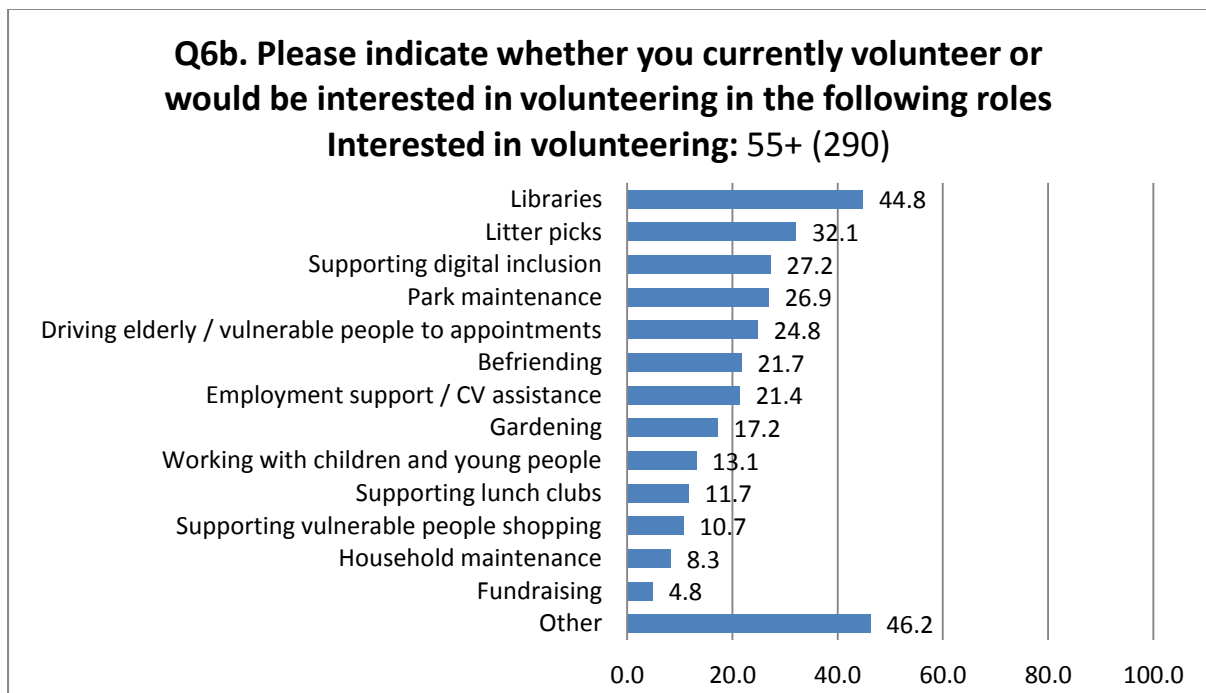
## Results and Feedback Report

### Overarching Themes

#### 1.15 By demographic - Over 55



#### 1.16 By demographic - Over 55

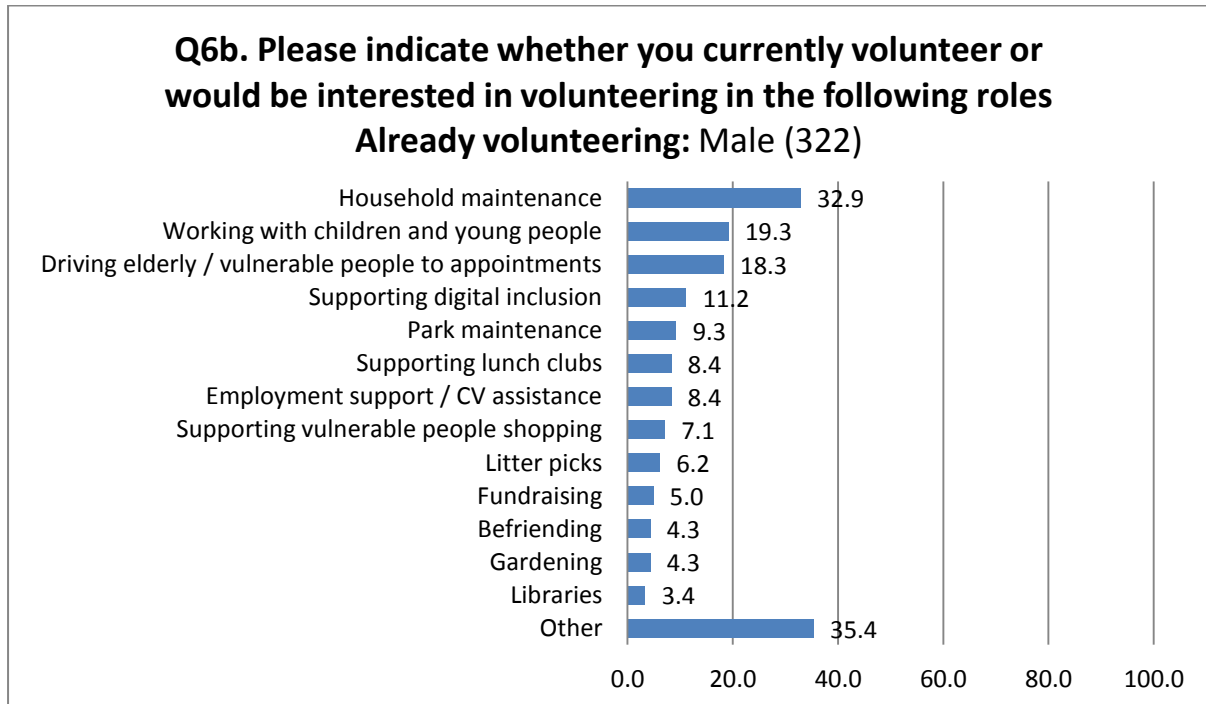


# Changes for Cardiff

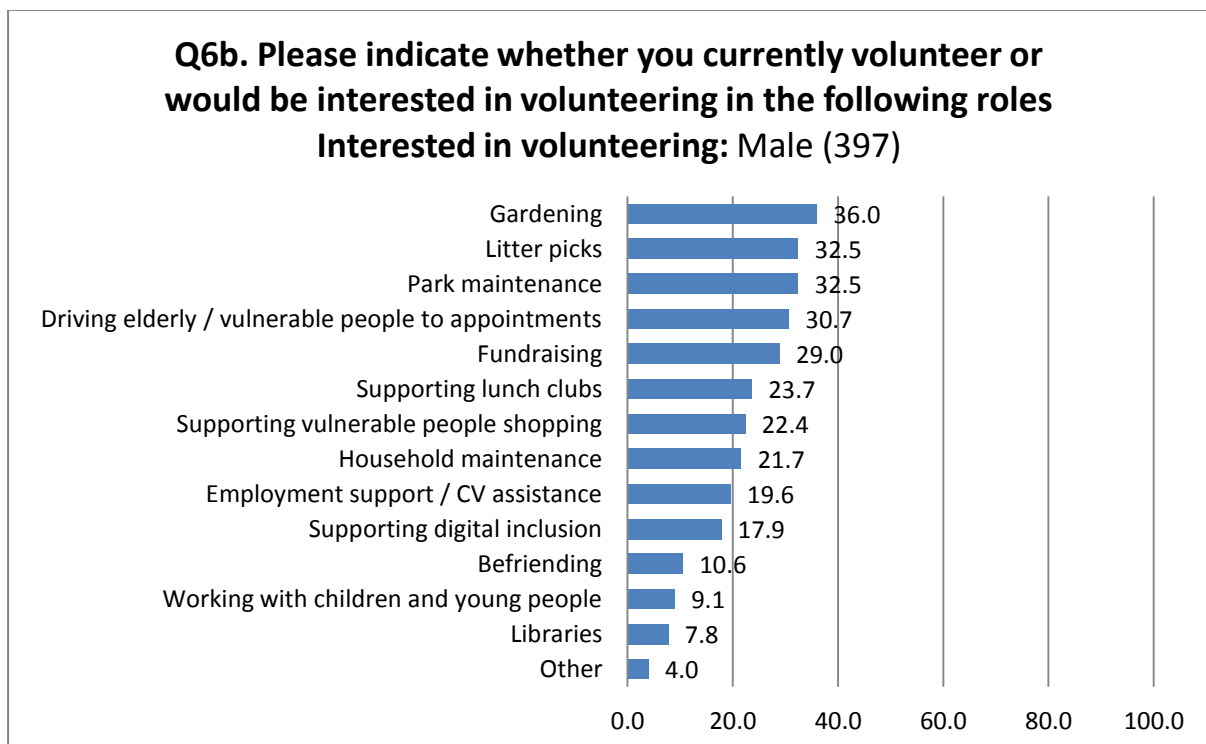
## Results and Feedback Report

### Overarching Themes

1.17 By demographic - Male



1.18 By demographic - Male

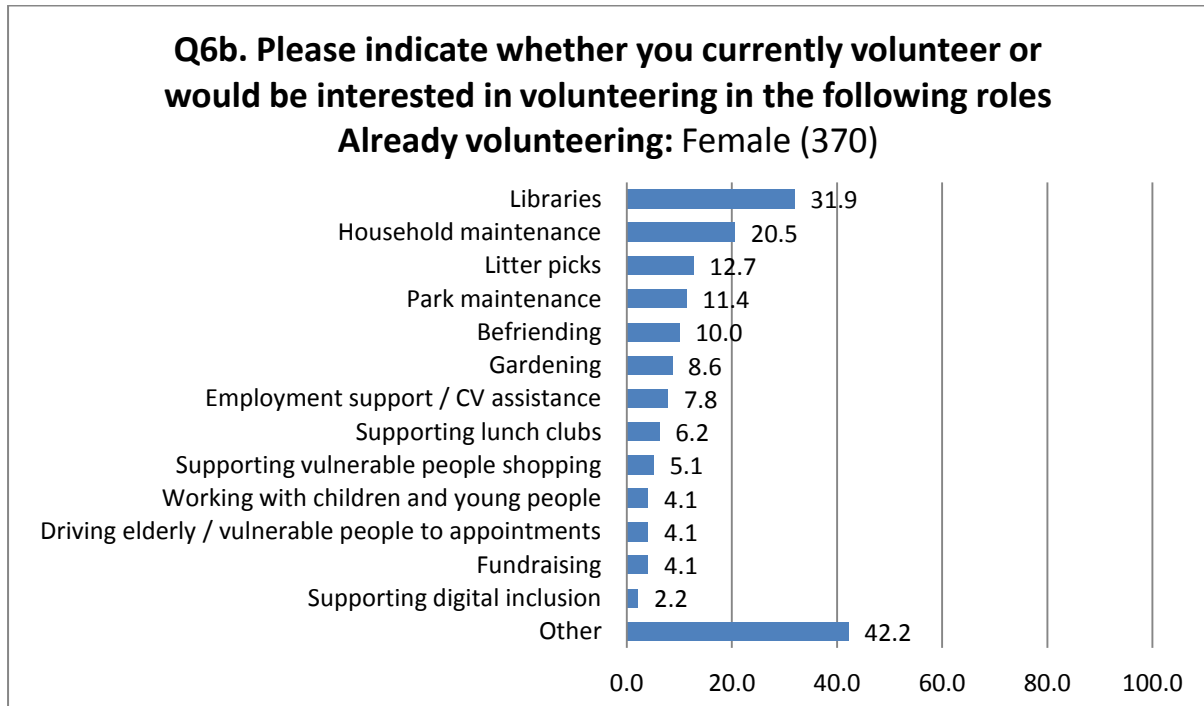


# Changes for Cardiff

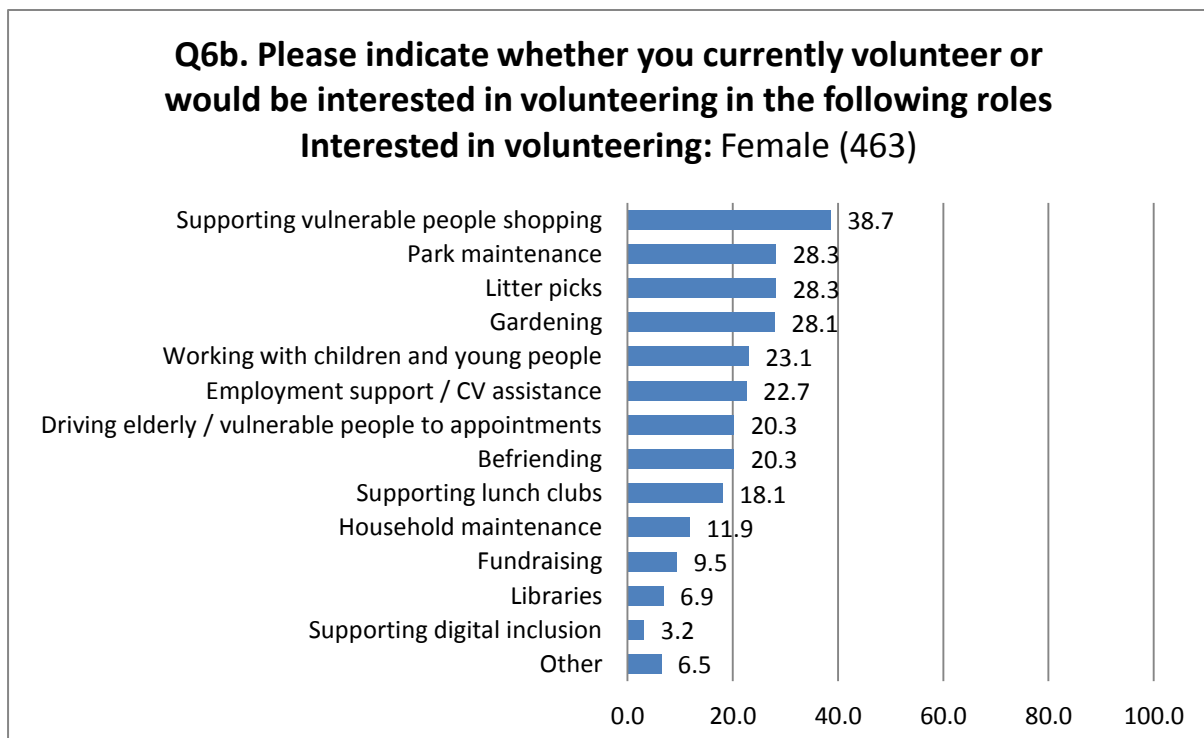
## Results and Feedback Report

### Overarching Themes

#### 1.19 By demographic - Female



#### 1.20 By demographic - Female

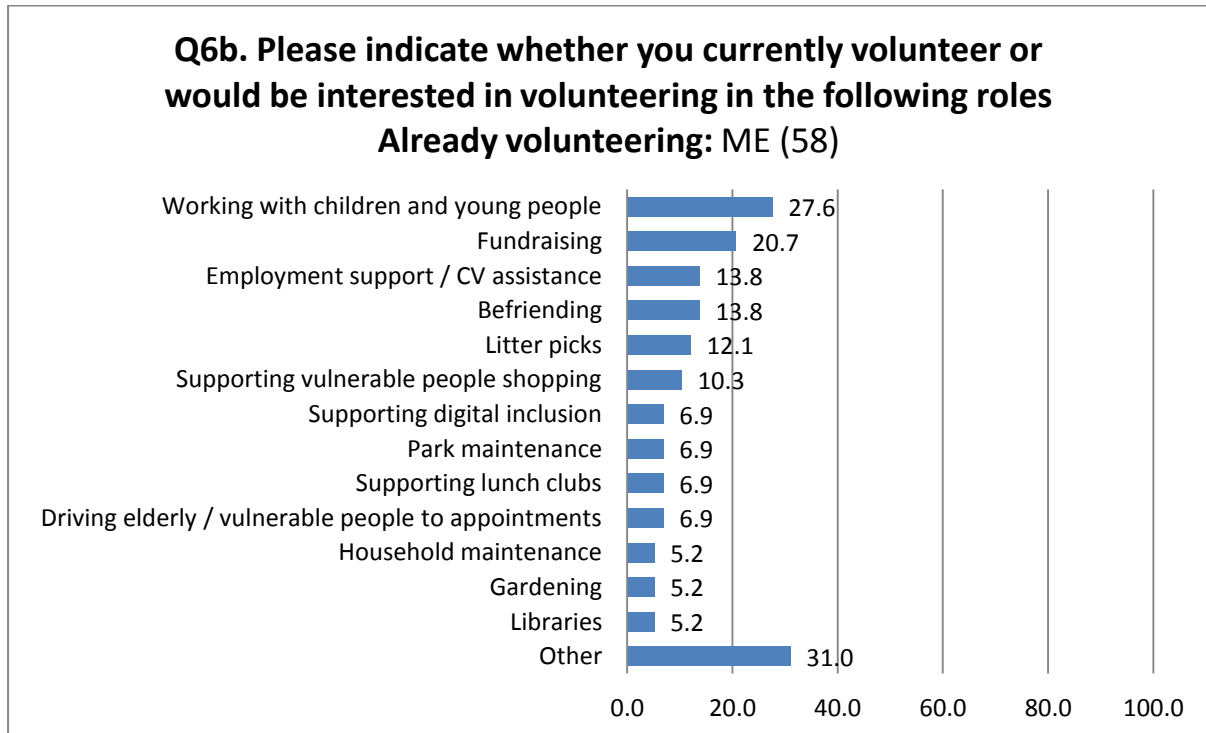


# Changes for Cardiff

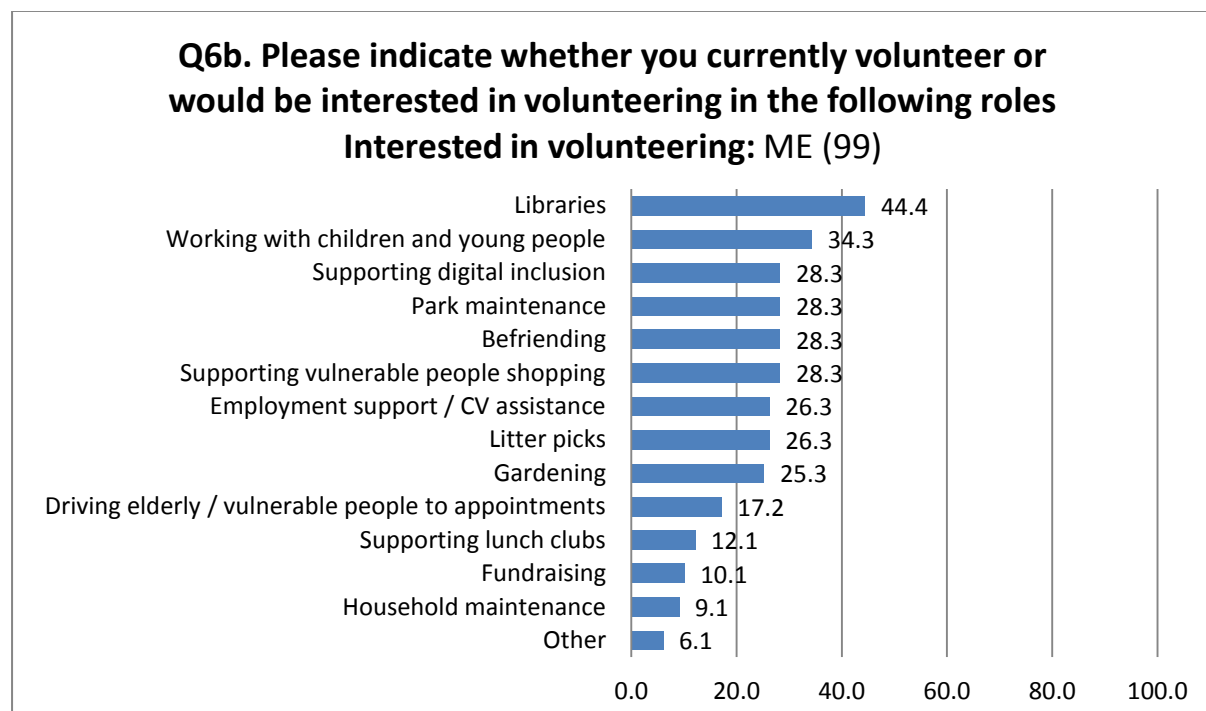
## Results and Feedback Report

### Overarching Themes

#### 1.21 By demographic – Minority ethnic



#### 1.22 By demographic – Minority ethnic

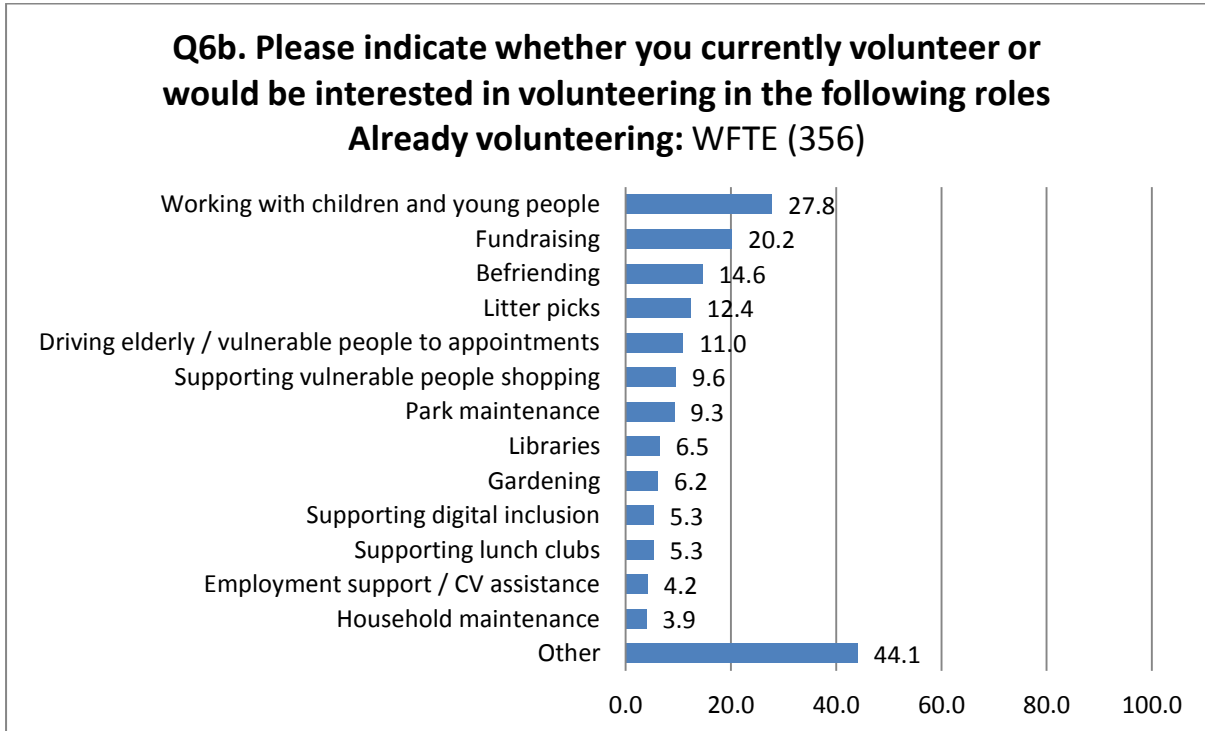


# Changes for Cardiff

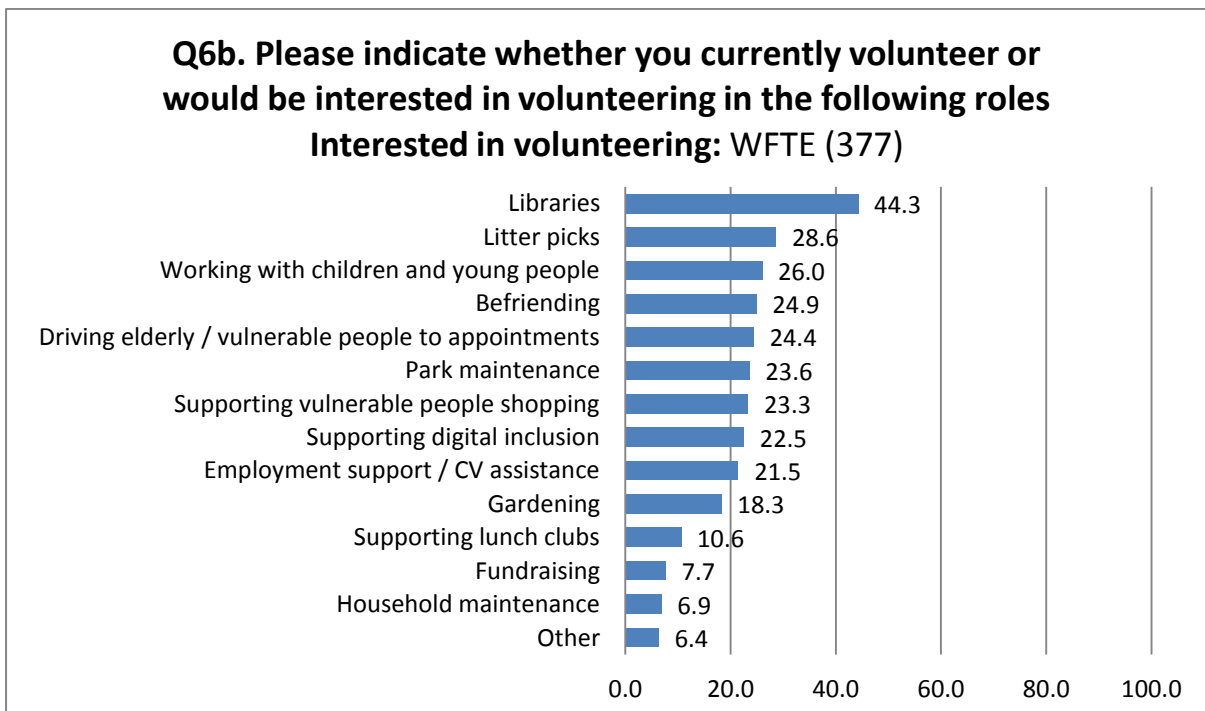
## Results and Feedback Report

### Overarching Themes

#### 1.23 By demographic – Without Full Time Employment



#### 1.24 By demographic – Without Full Time Employment

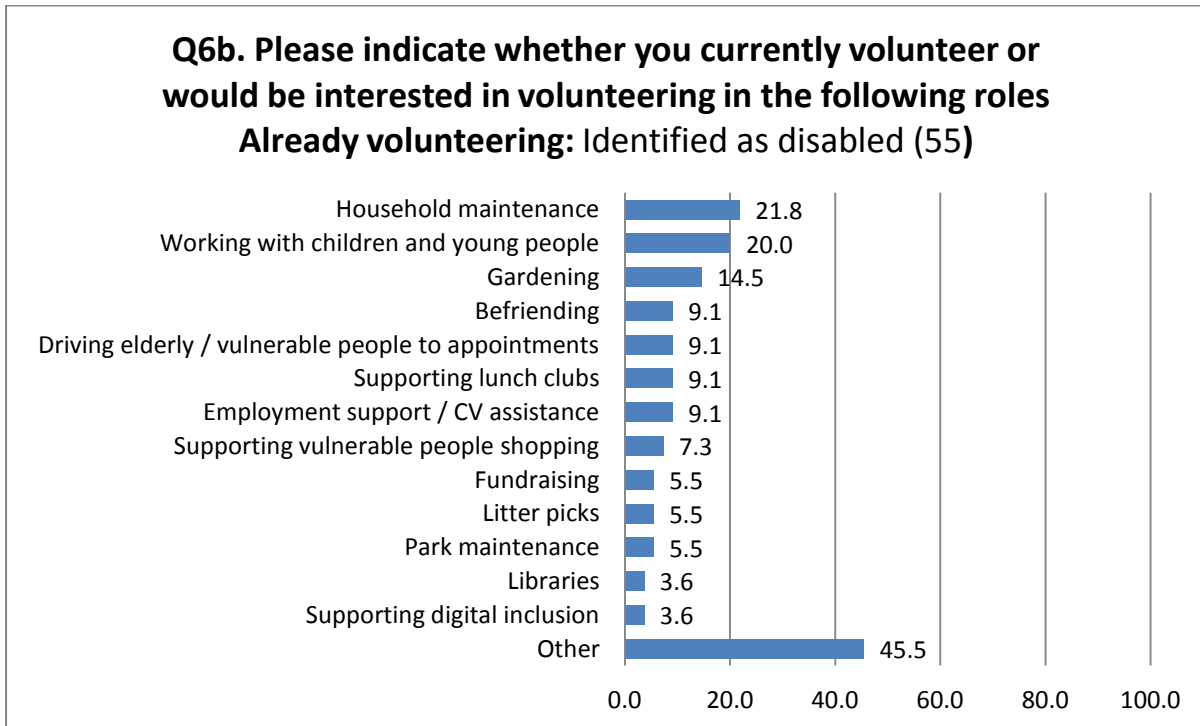


# Changes for Cardiff

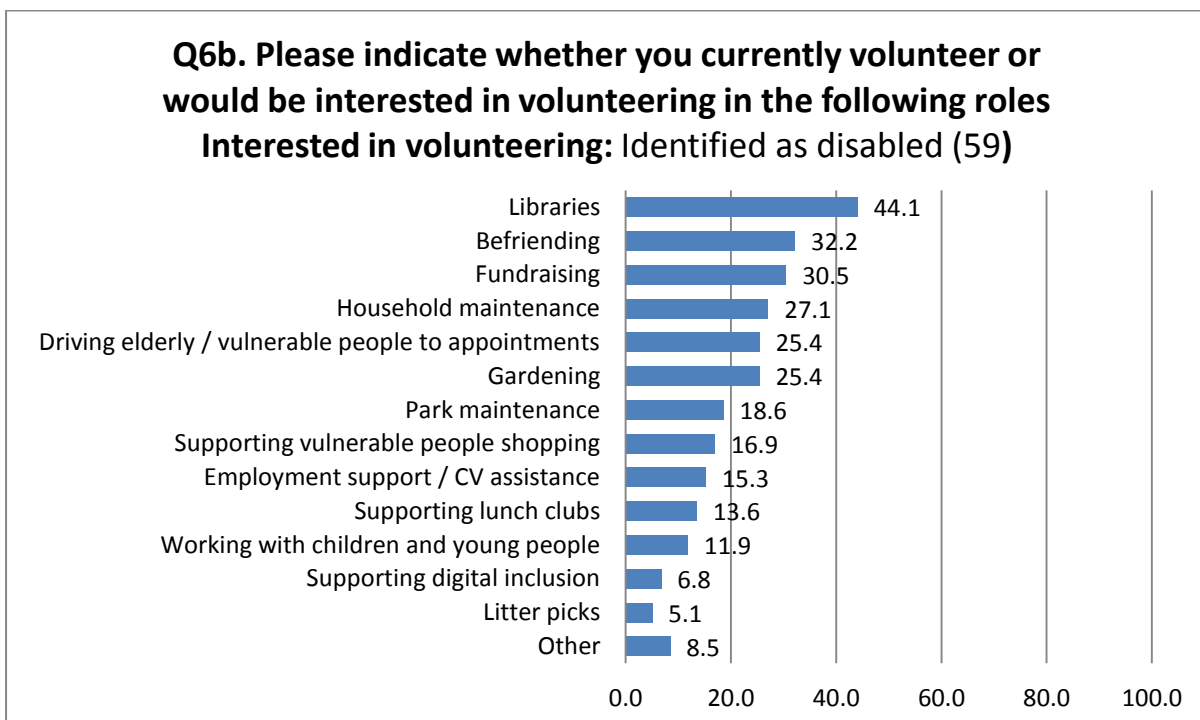
## Results and Feedback Report

### Overarching Themes

1.25 By demographic – Identified as disabled



1.26 By demographic – Identified as disabled

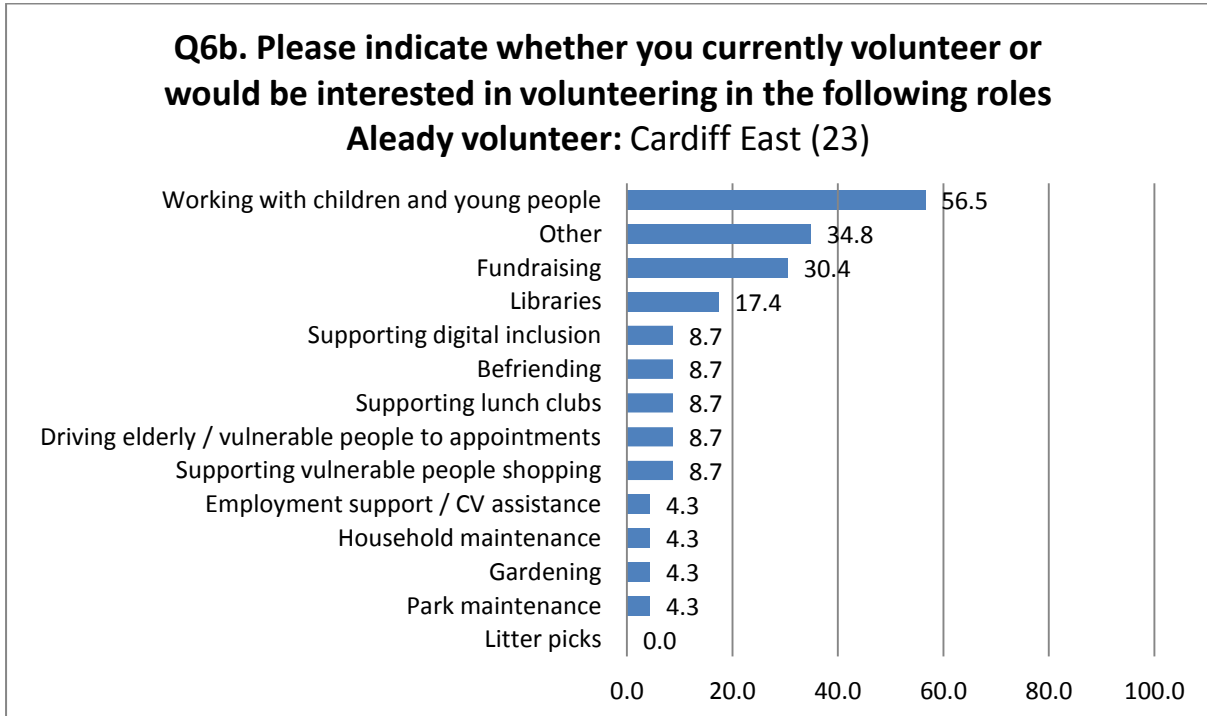


# Changes for Cardiff

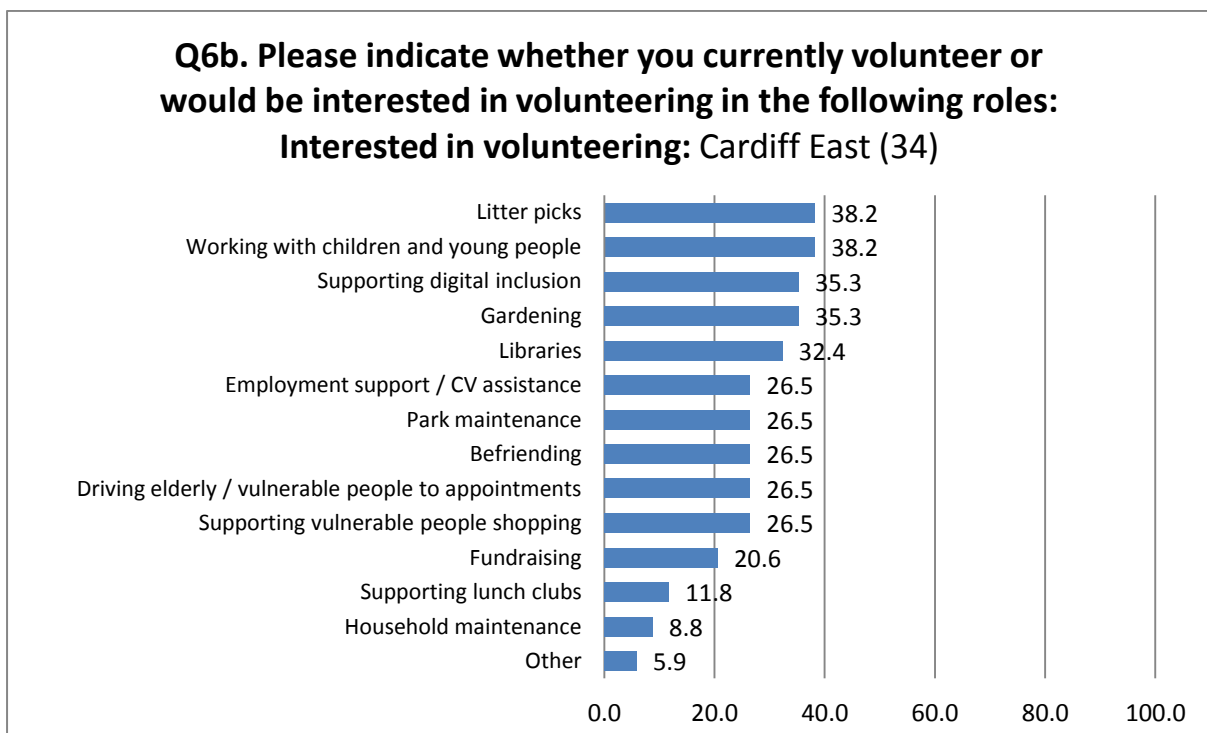
## Results and Feedback Report

### Overarching Themes

1.27 By geography – Cardiff East



1.28 By geography – Cardiff East

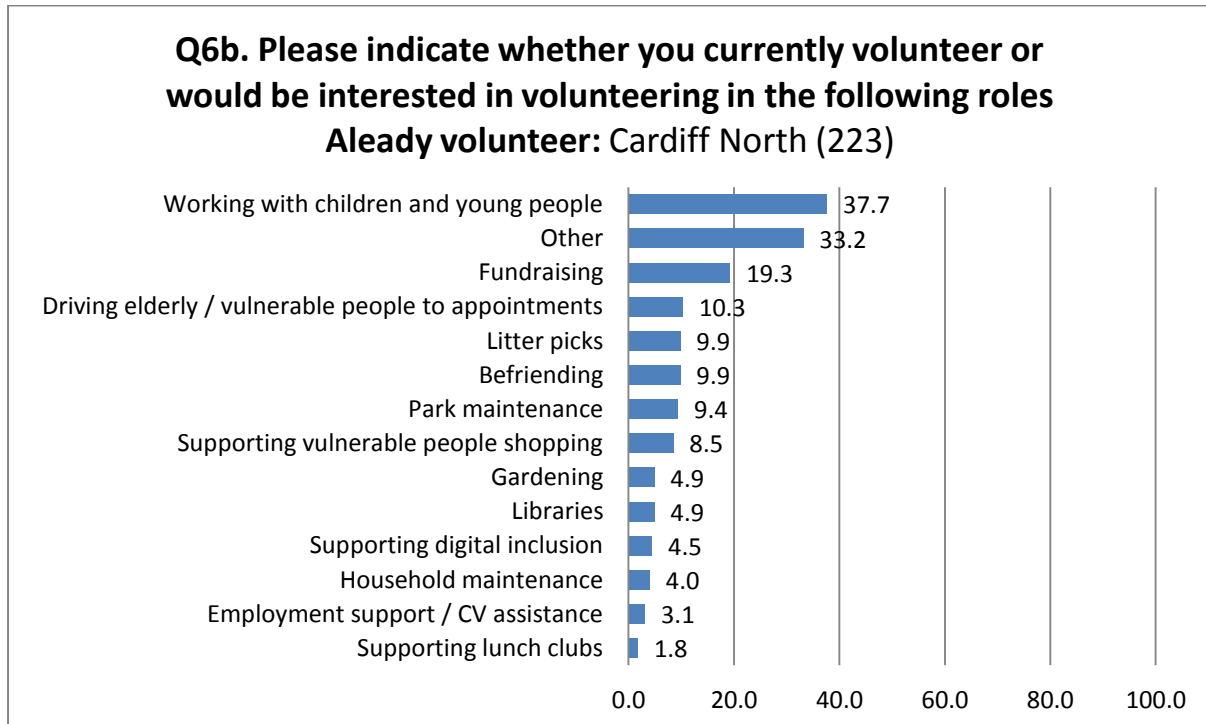


# Changes for Cardiff

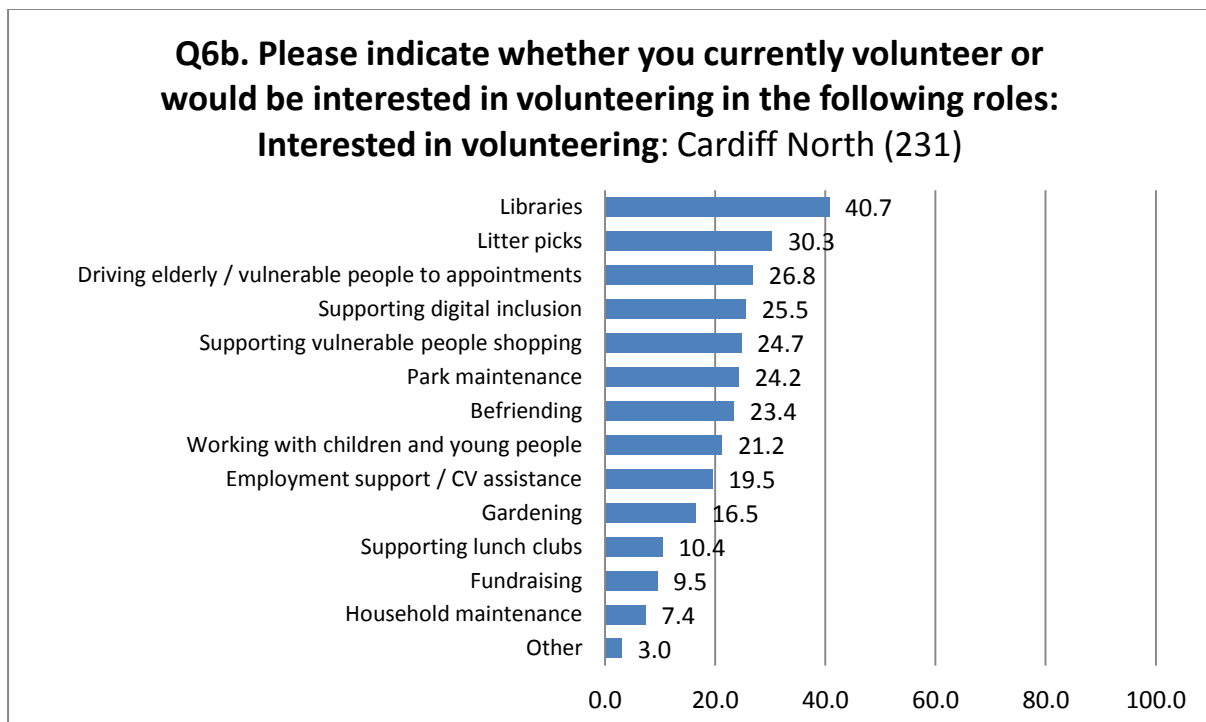
## Results and Feedback Report

### Overarching Themes

#### 1.29 By geography – Cardiff North



#### 1.30 By geography – Cardiff North



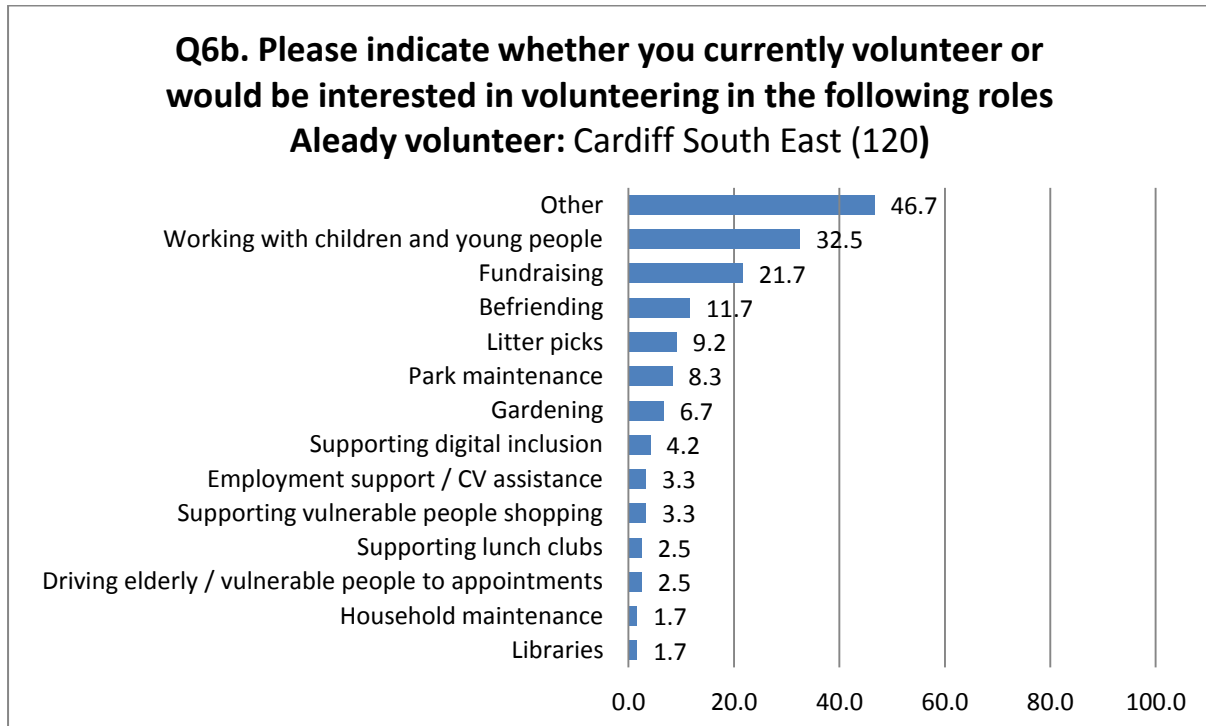


# Changes for Cardiff

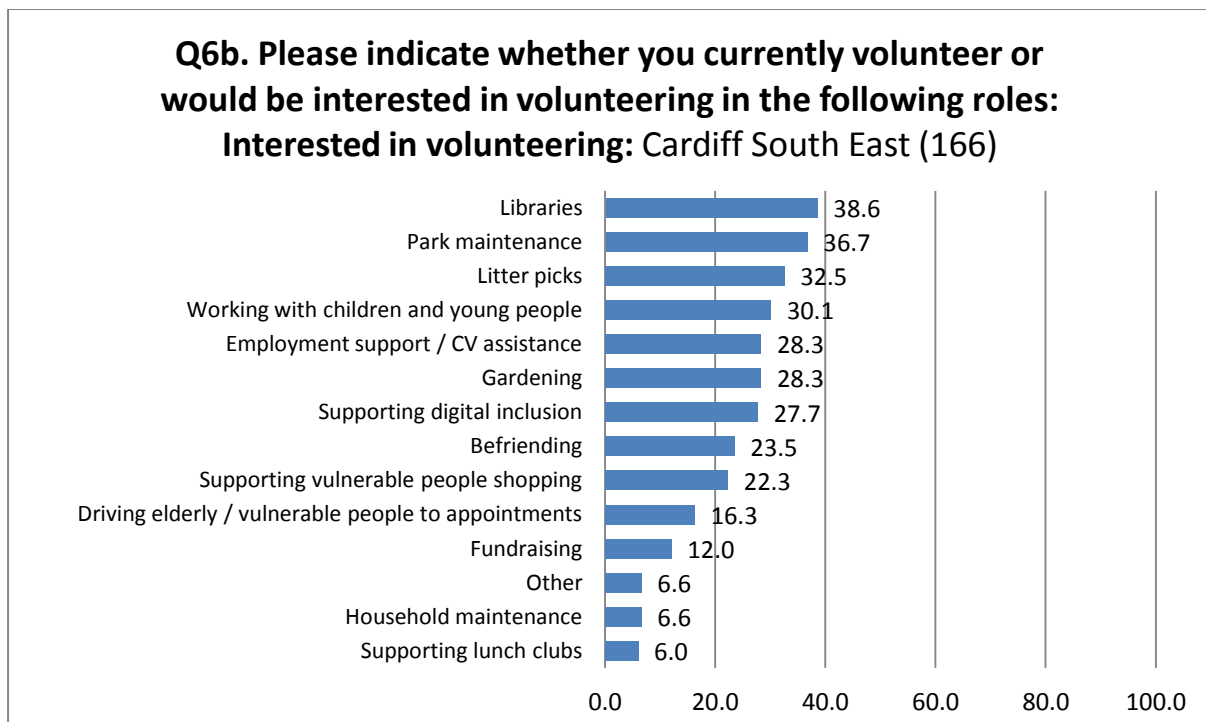
## Results and Feedback Report

### Overarching Themes

#### 1.31 By geography – Cardiff South East



#### 1.32 By geography – Cardiff South East

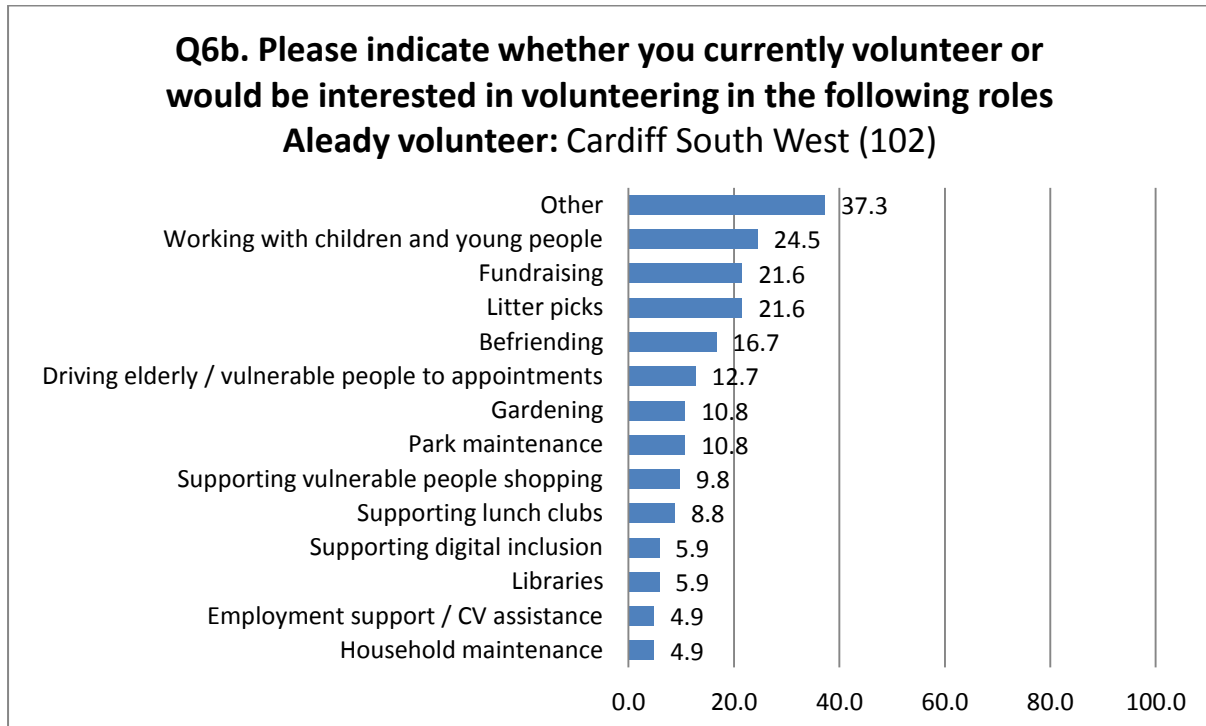


# Changes for Cardiff

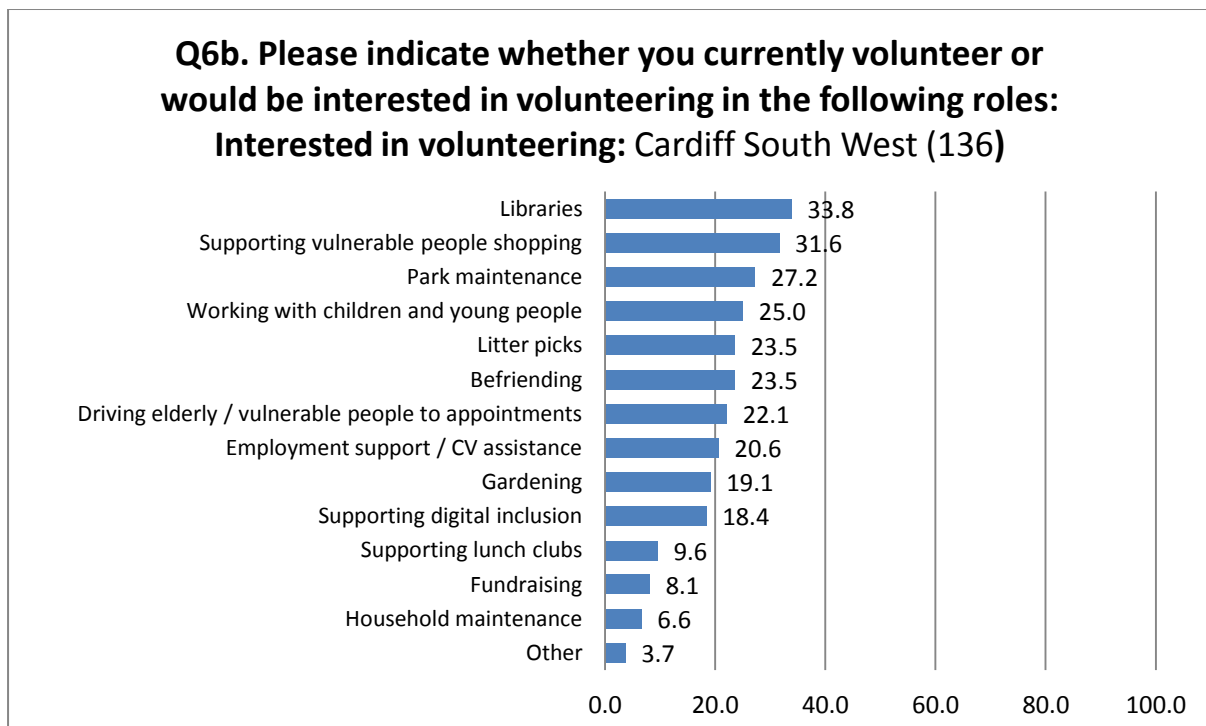
## Results and Feedback Report

### Overarching Themes

#### 1.33 By geography – Cardiff South West



#### 1.34 By geography – Cardiff South West

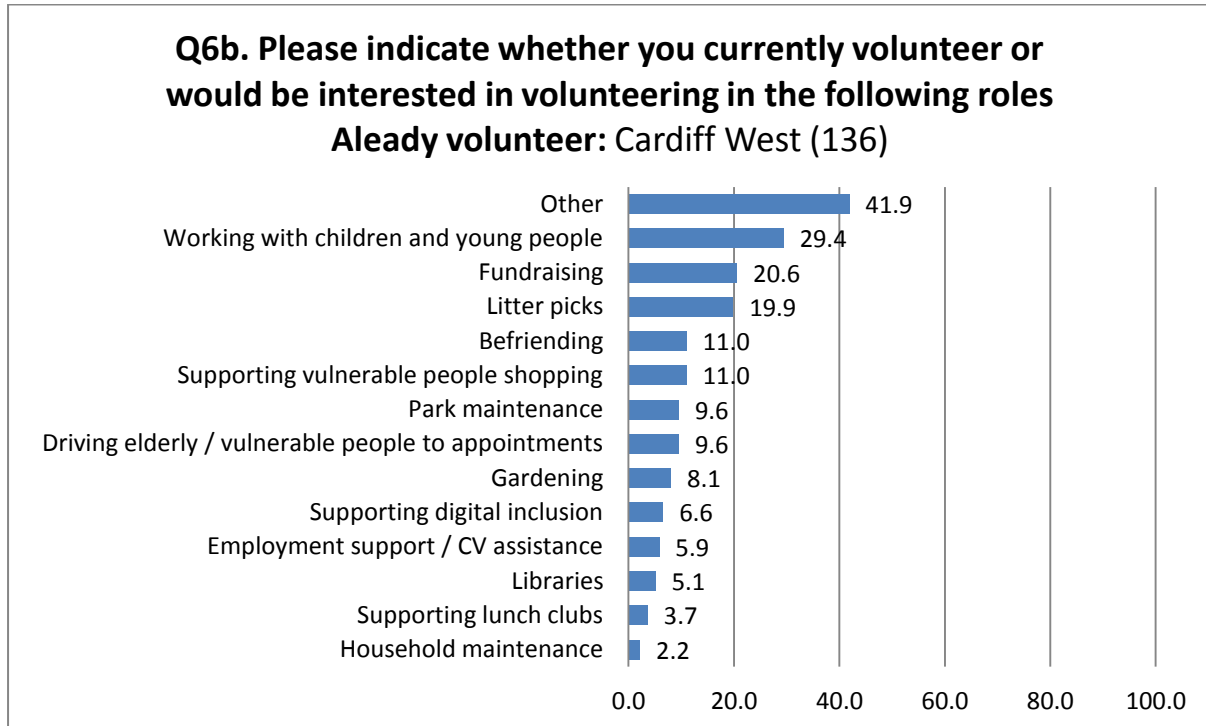


# Changes for Cardiff

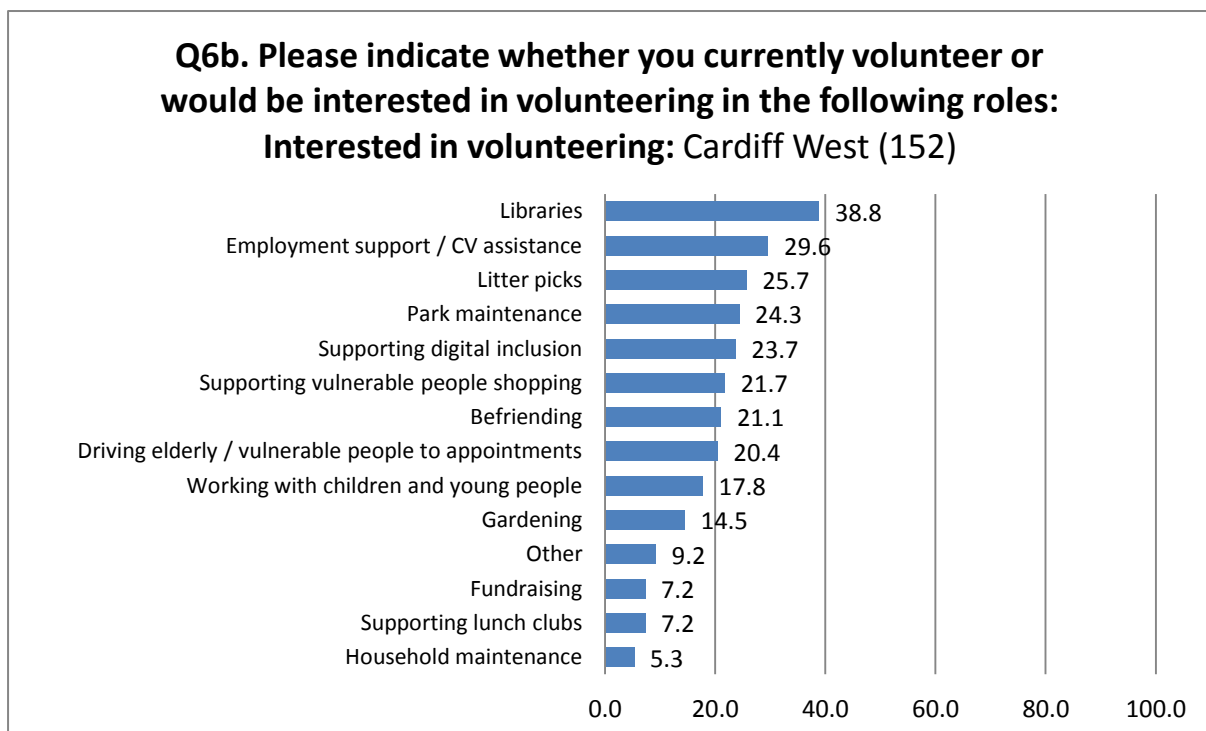
## Results and Feedback Report

### Overarching Themes

#### 1.35 By geography – Cardiff West



#### 1.36 By geography – Cardiff West

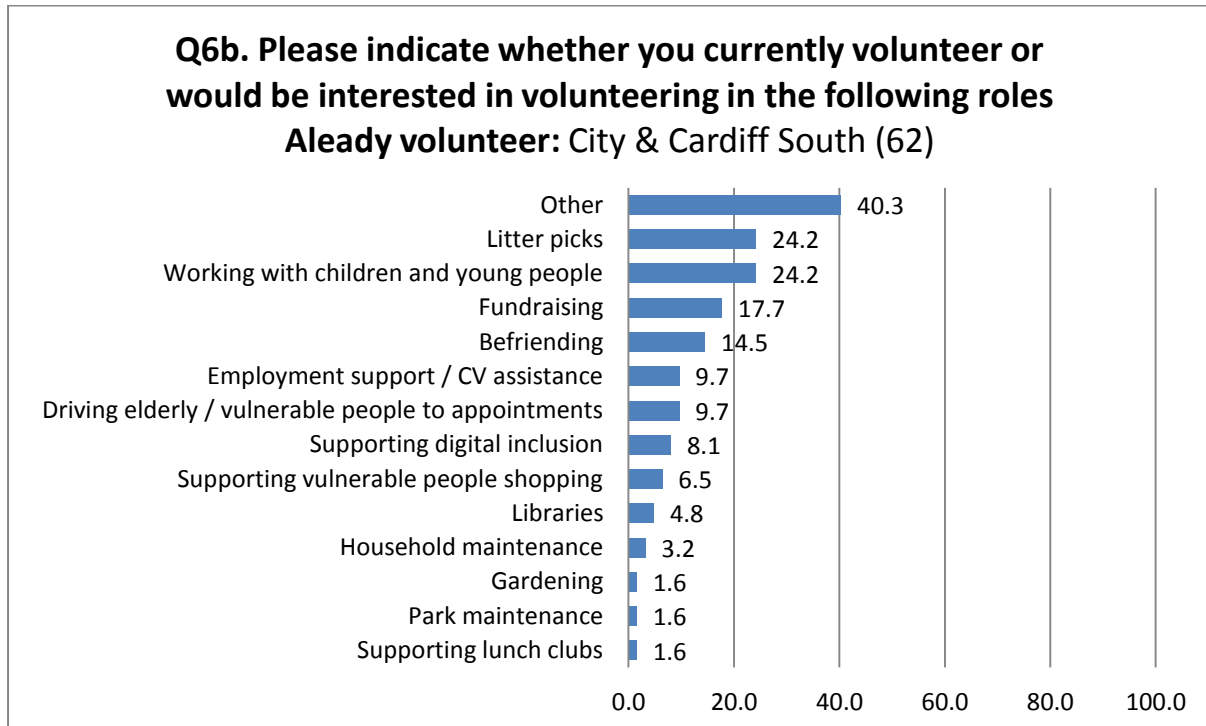


# Changes for Cardiff

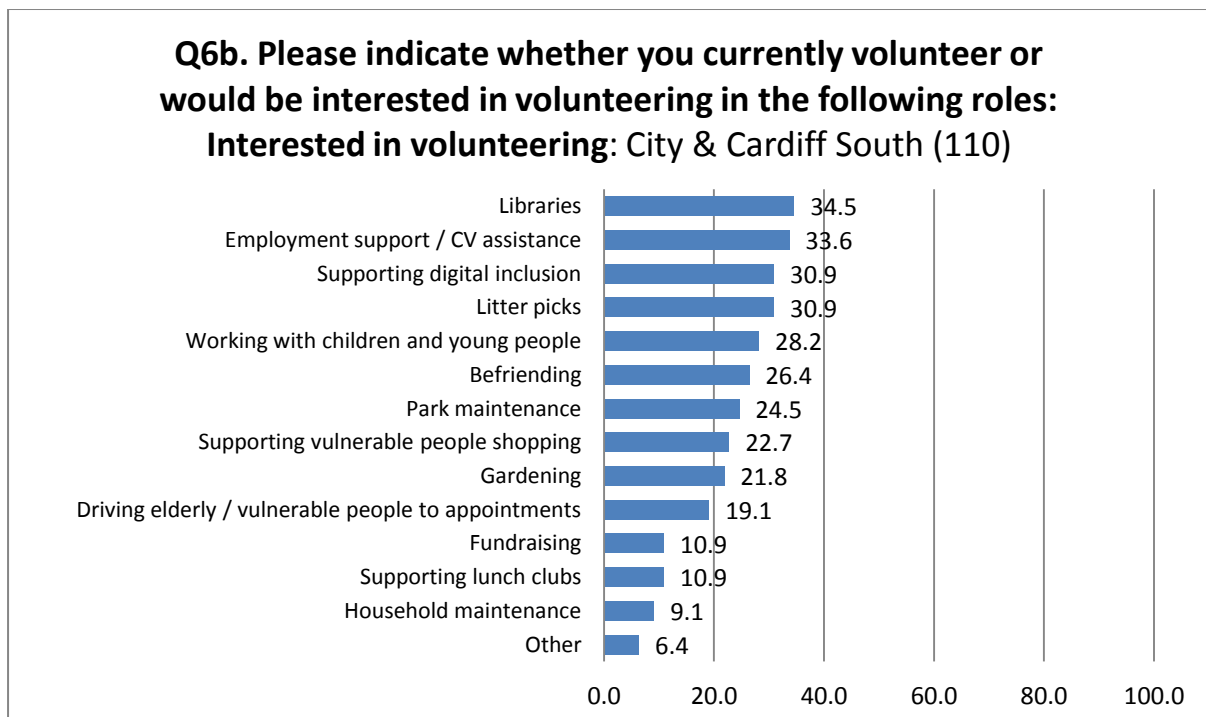
## Results and Feedback Report

### Overarching Themes

1.37 By geography – City & Cardiff South



1.38 By geography – City & Cardiff South

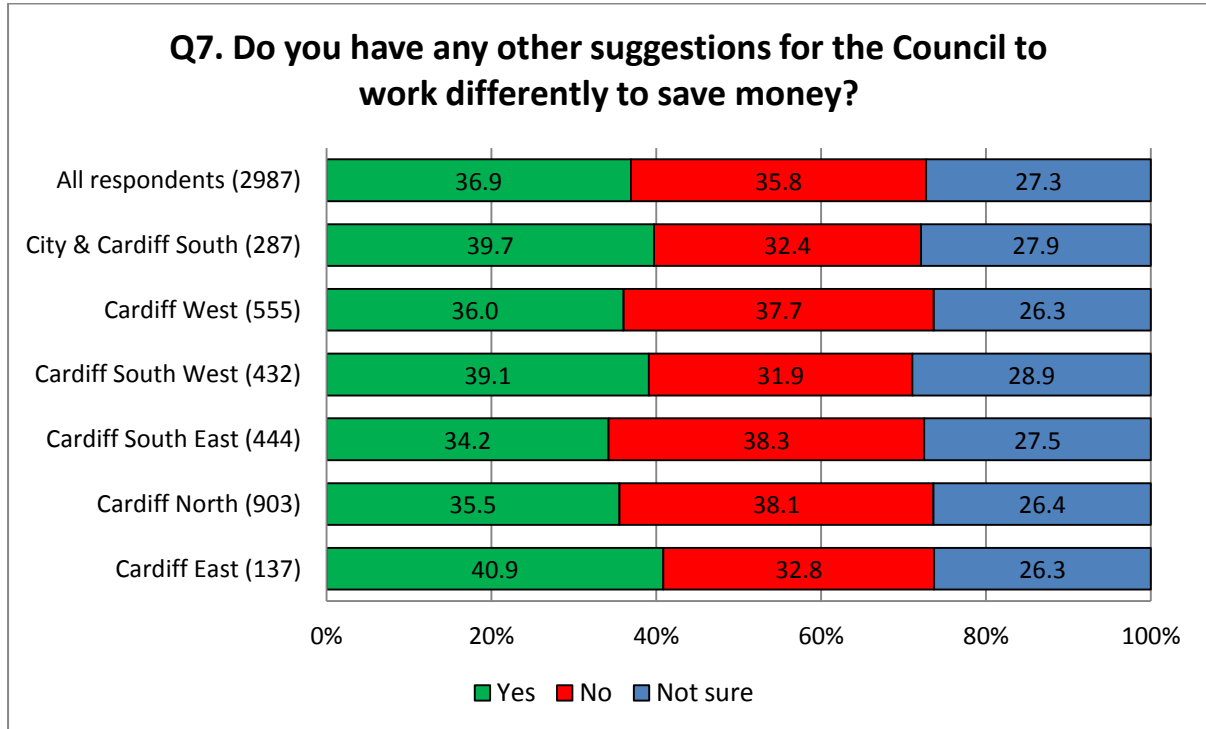


# Changes for Cardiff

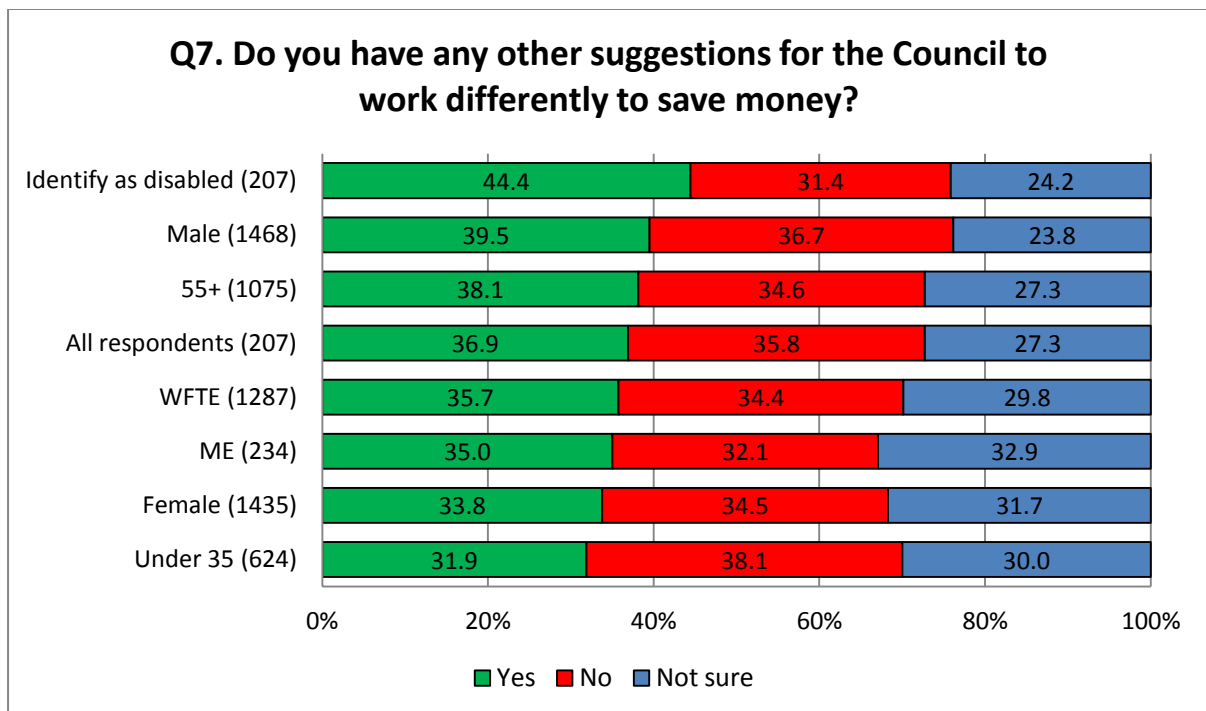
## Results and Feedback Report

### Overarching themes

#### 1.39 By geography



#### 1.40 By demographic



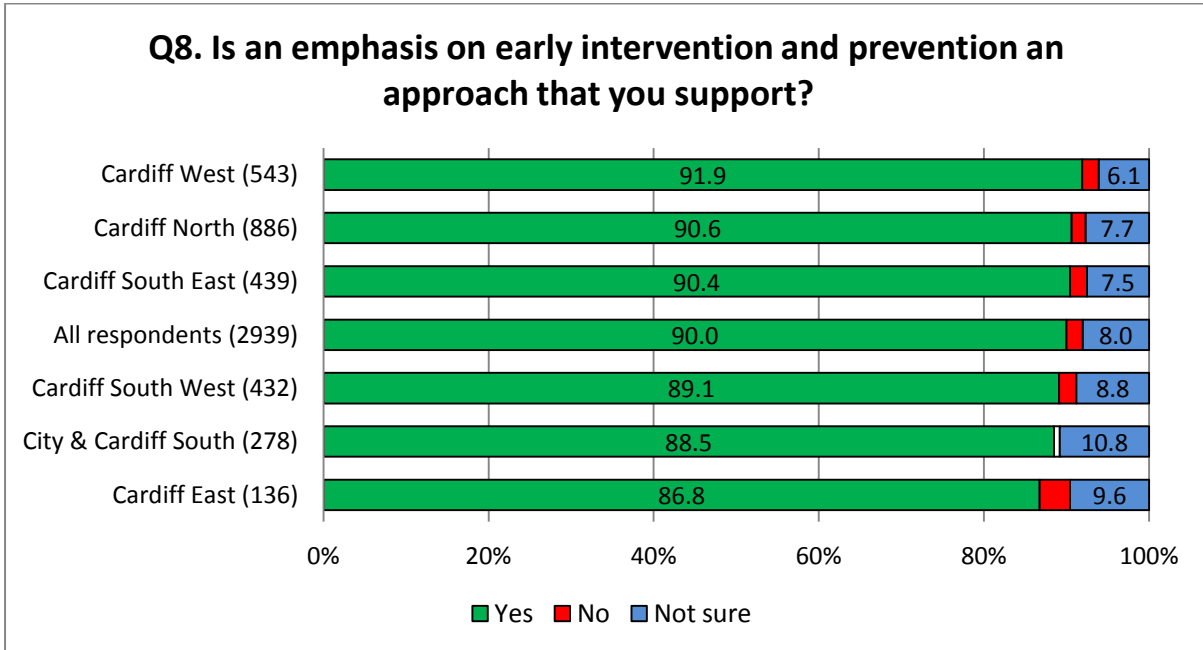
# Changes for Cardiff

## Results and Feedback Report

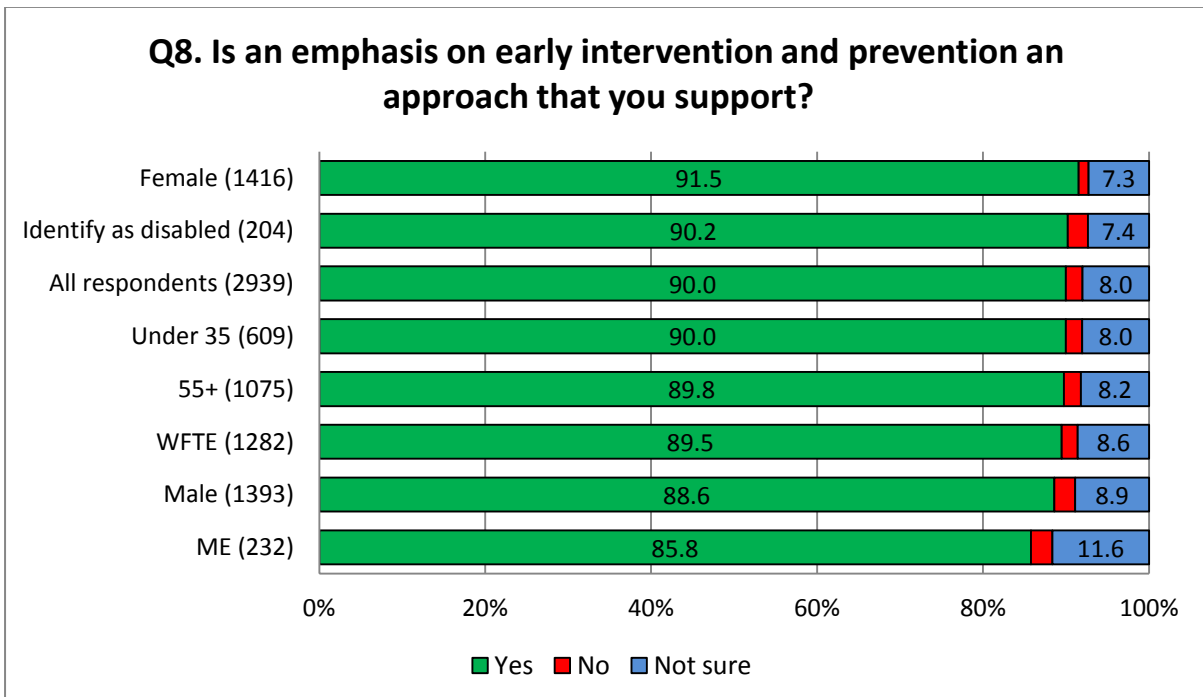
### 2. City-wide Budget Proposals

#### Social care

##### 2.1 By geography



##### 2.2 By demographic

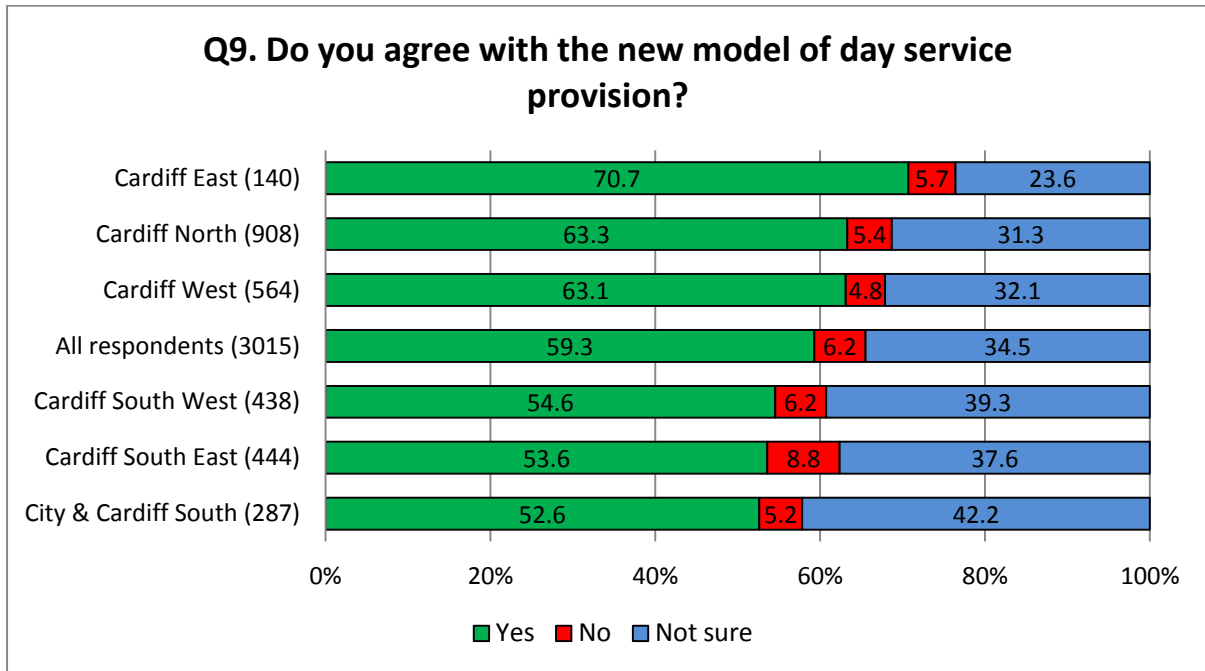


# Changes for Cardiff

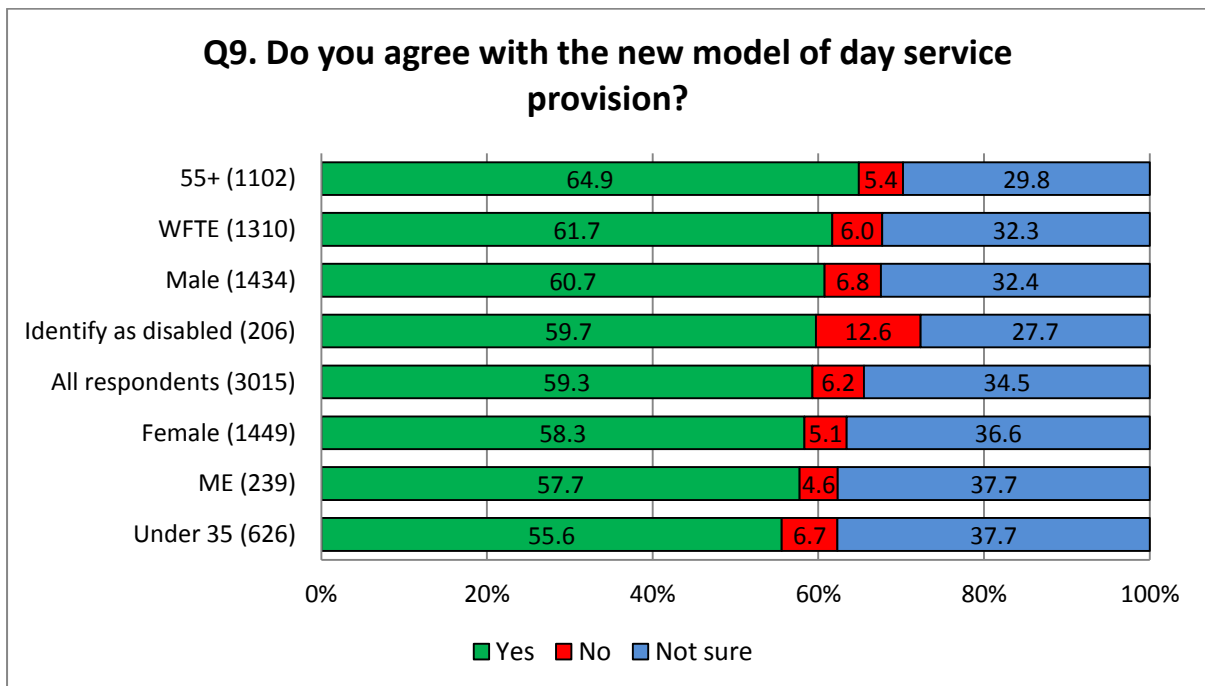
## Results and Feedback Report

### Social care

#### 2.3 By geography



#### 2.4 By demographic

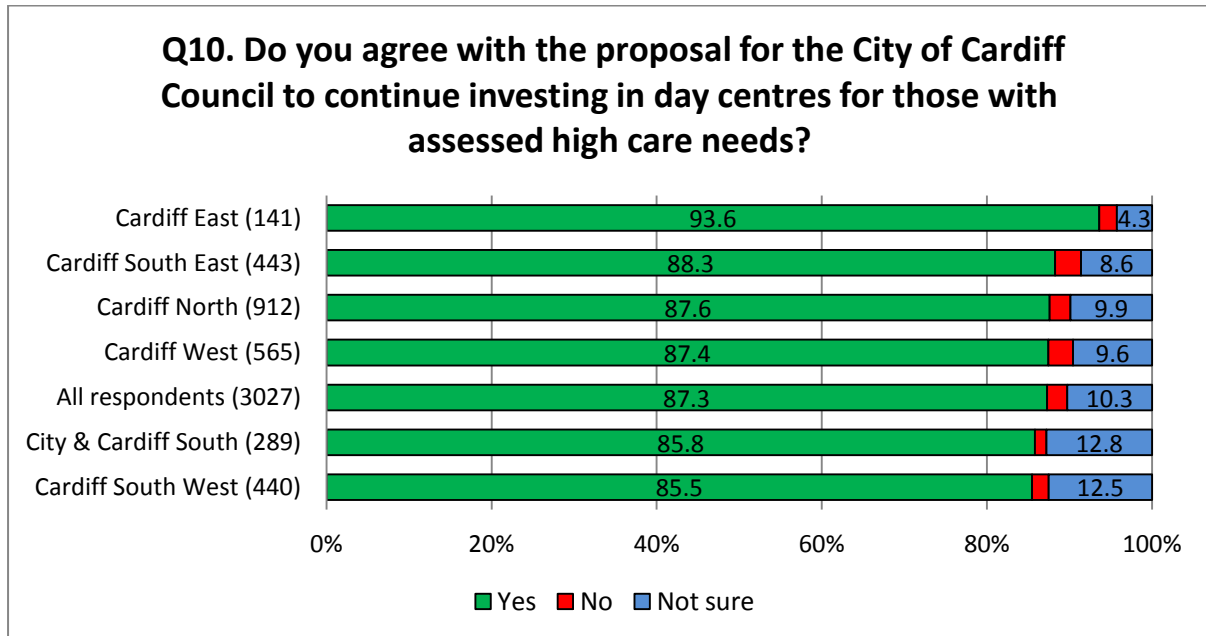


# Changes for Cardiff

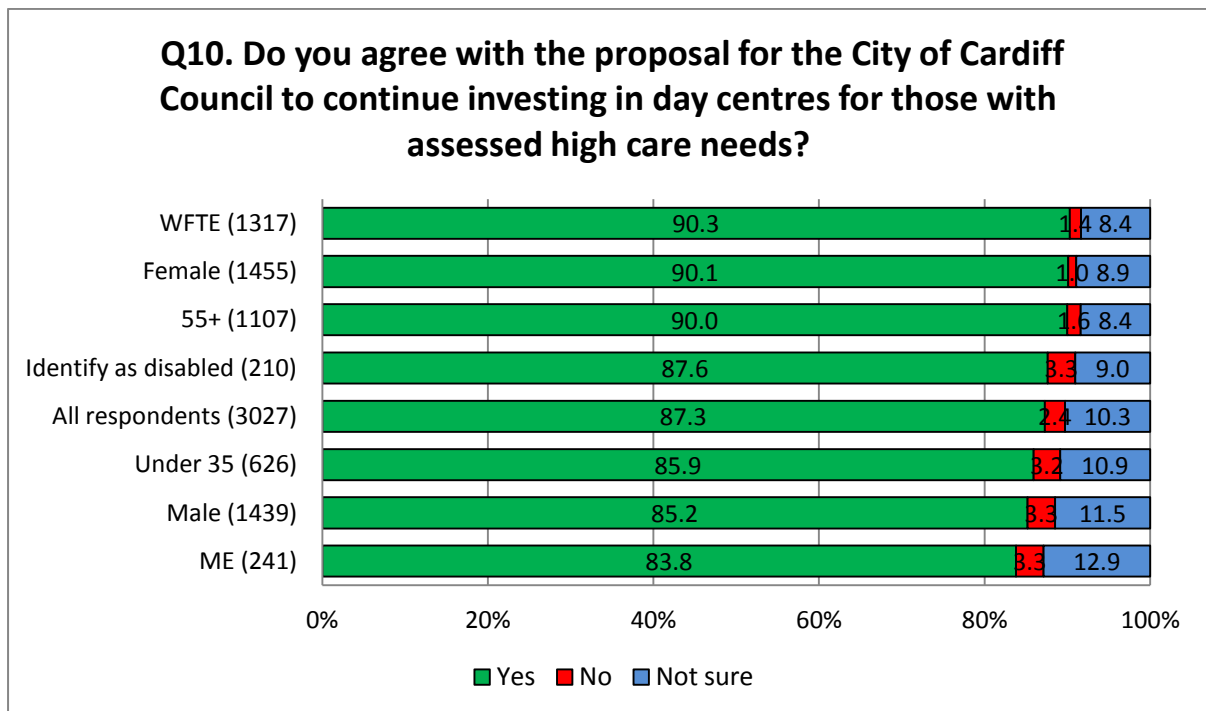
## Results and Feedback Report

### Social Care

#### 2.5 By geography



#### 2.6 By demographic



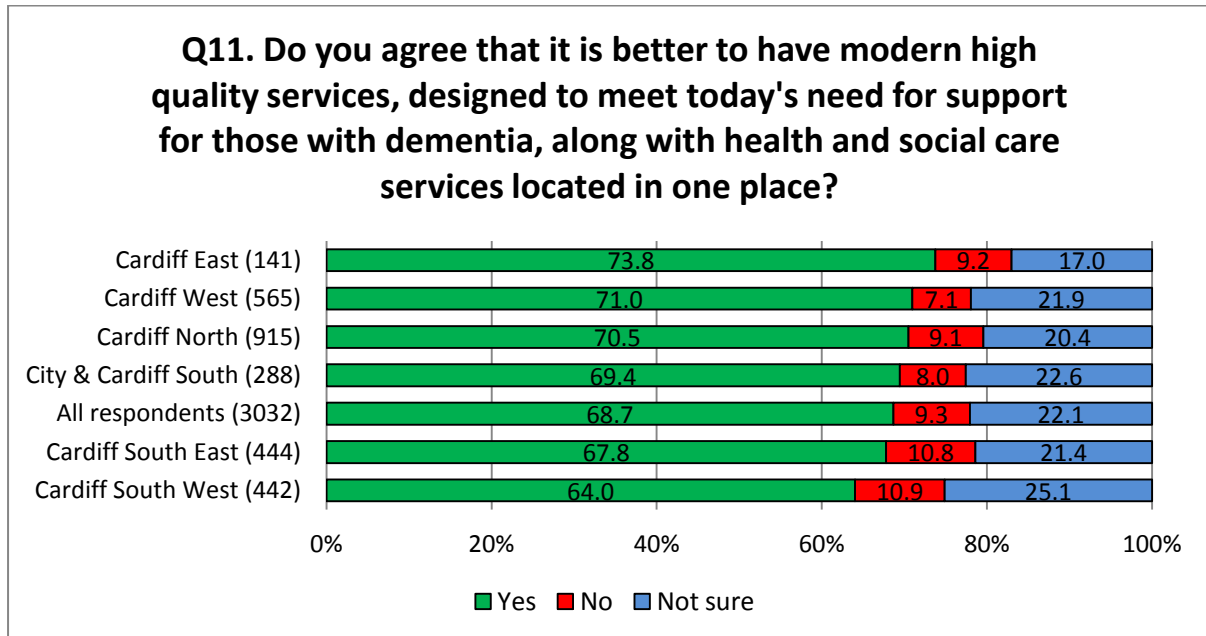


# Changes for Cardiff

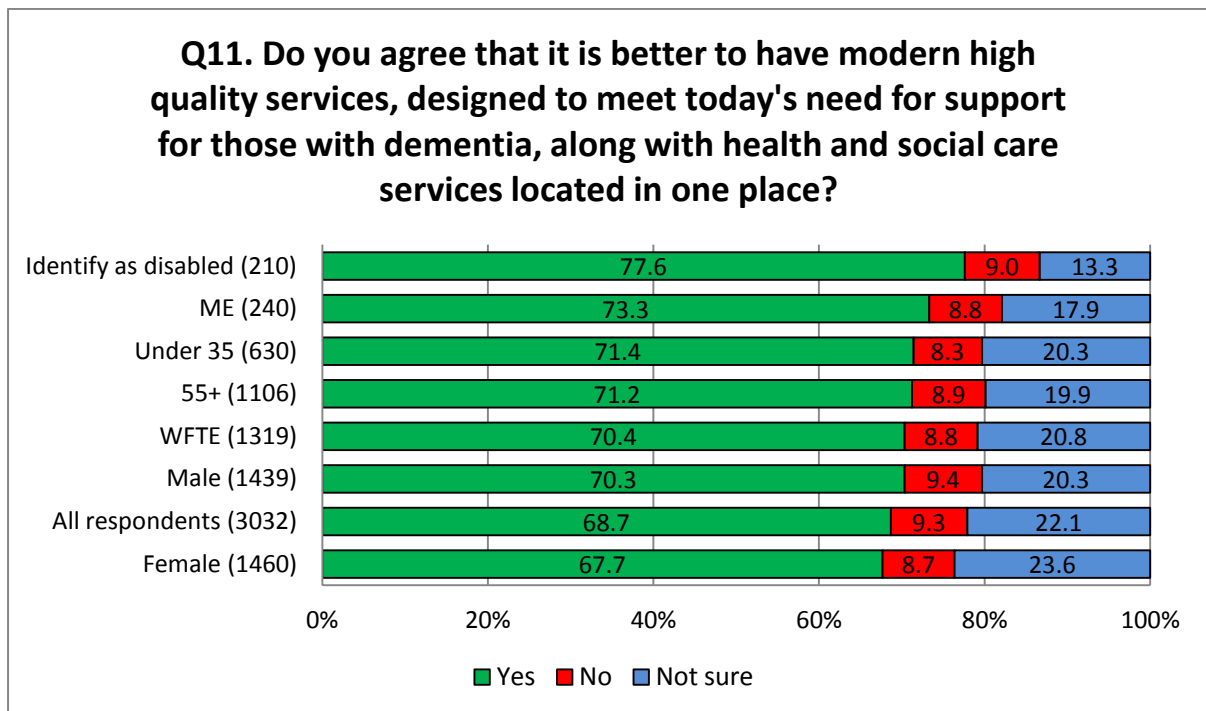
## Results and Feedback Report

### Social Care

#### 2.7 By geography



#### 2.8 By demographic

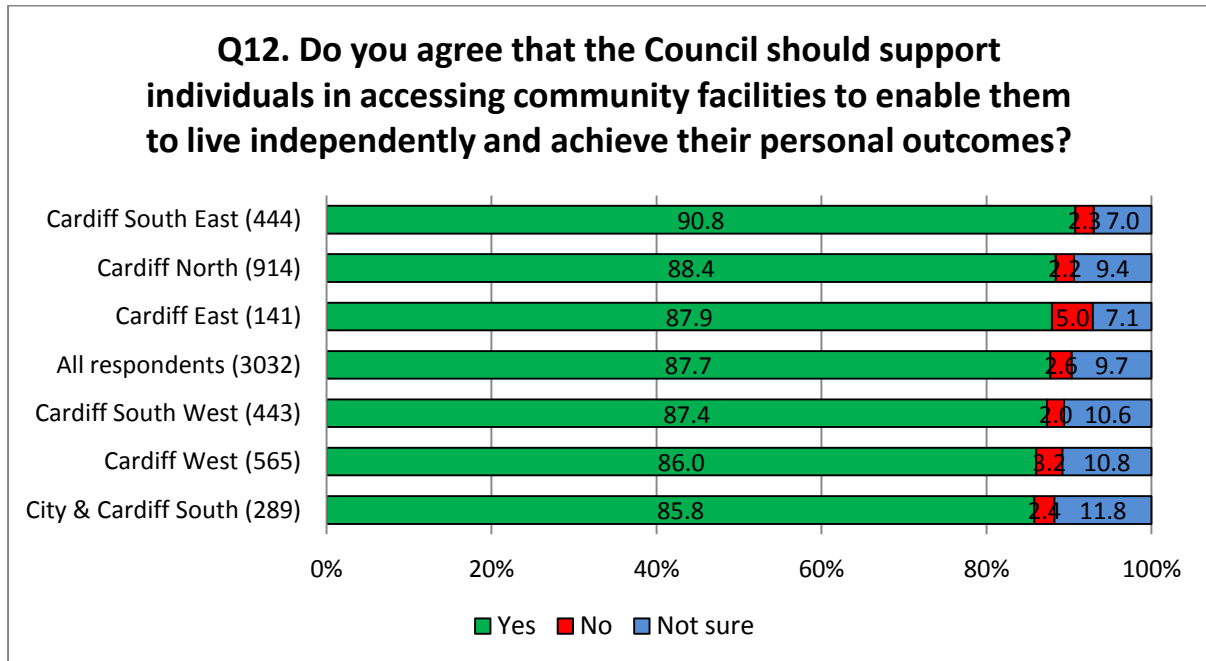


# Changes for Cardiff

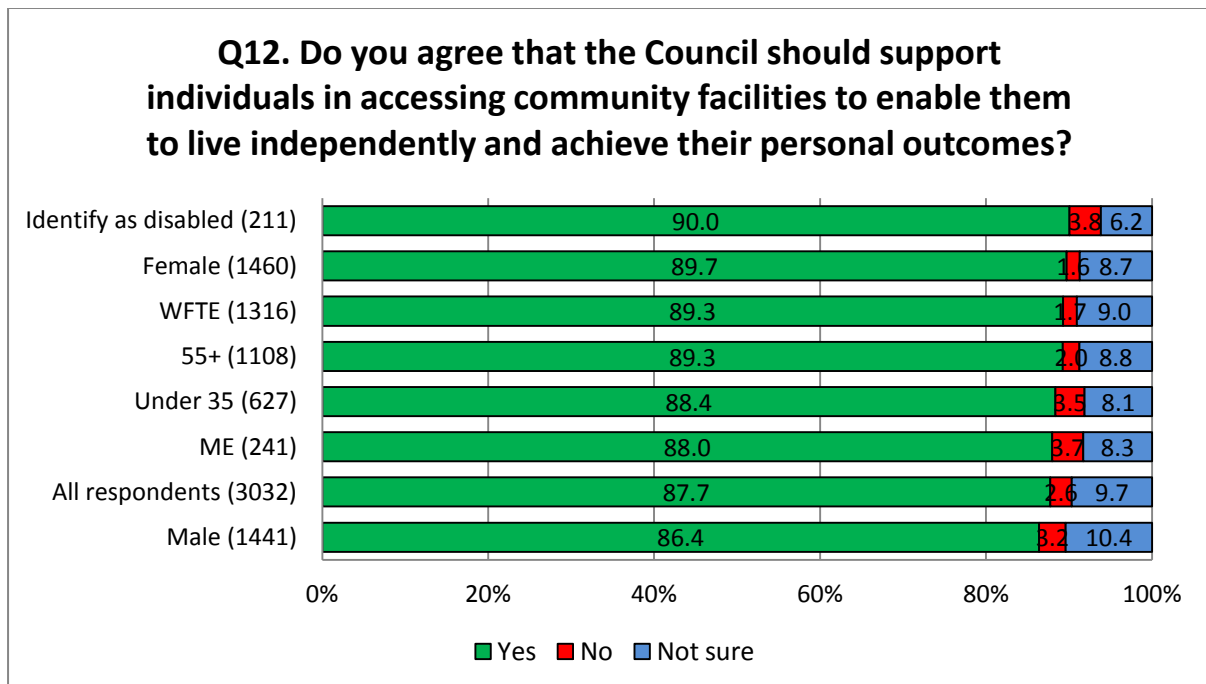
## Results and Feedback Report

### Social Care

#### 2.9 By geography



#### 2.10 By demographic

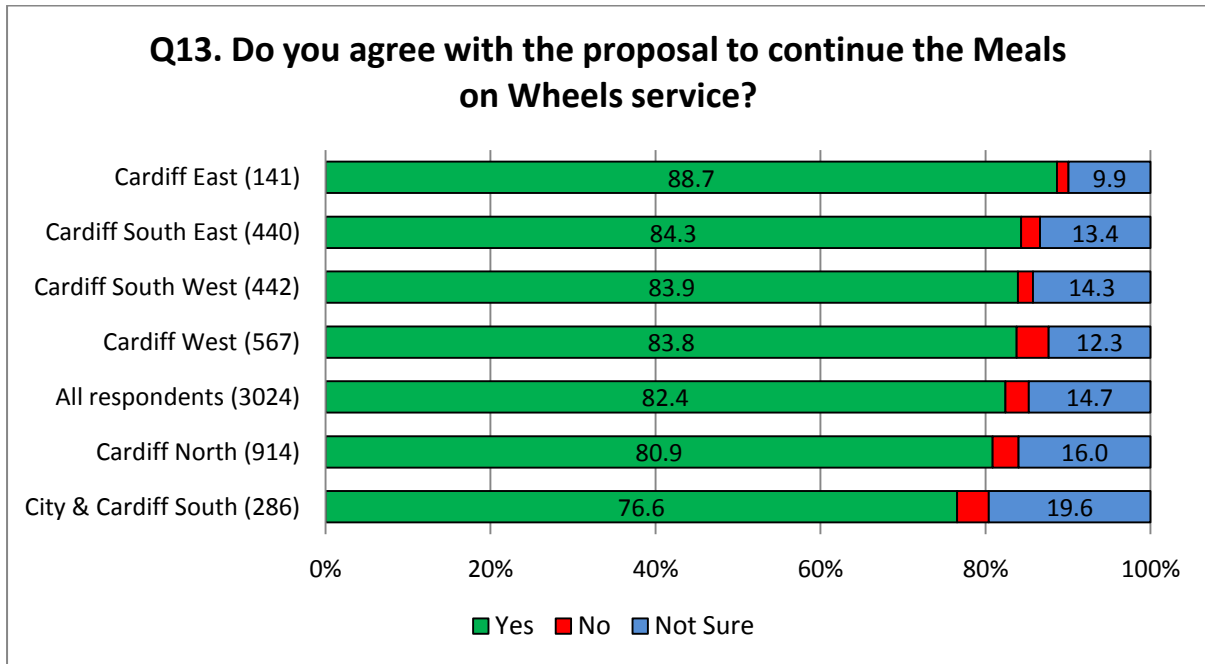


# Changes for Cardiff

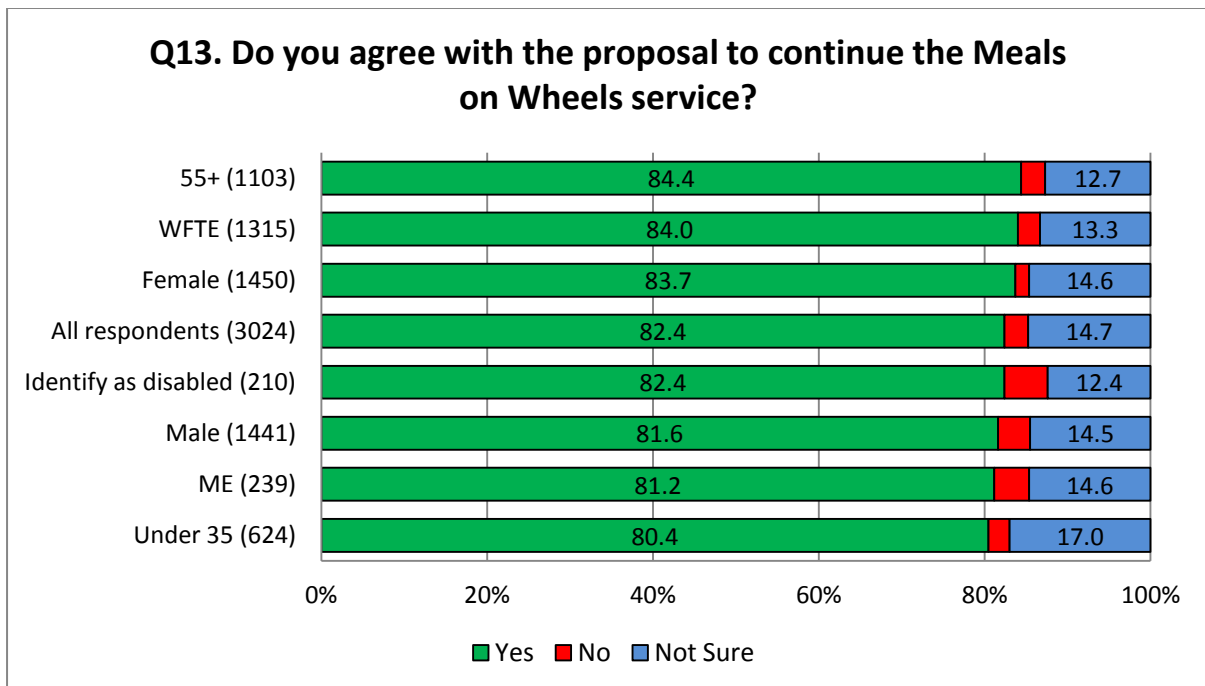
## Results and Feedback Report

### Social Care

#### 2.11 By geography



#### 2.12 By demographic

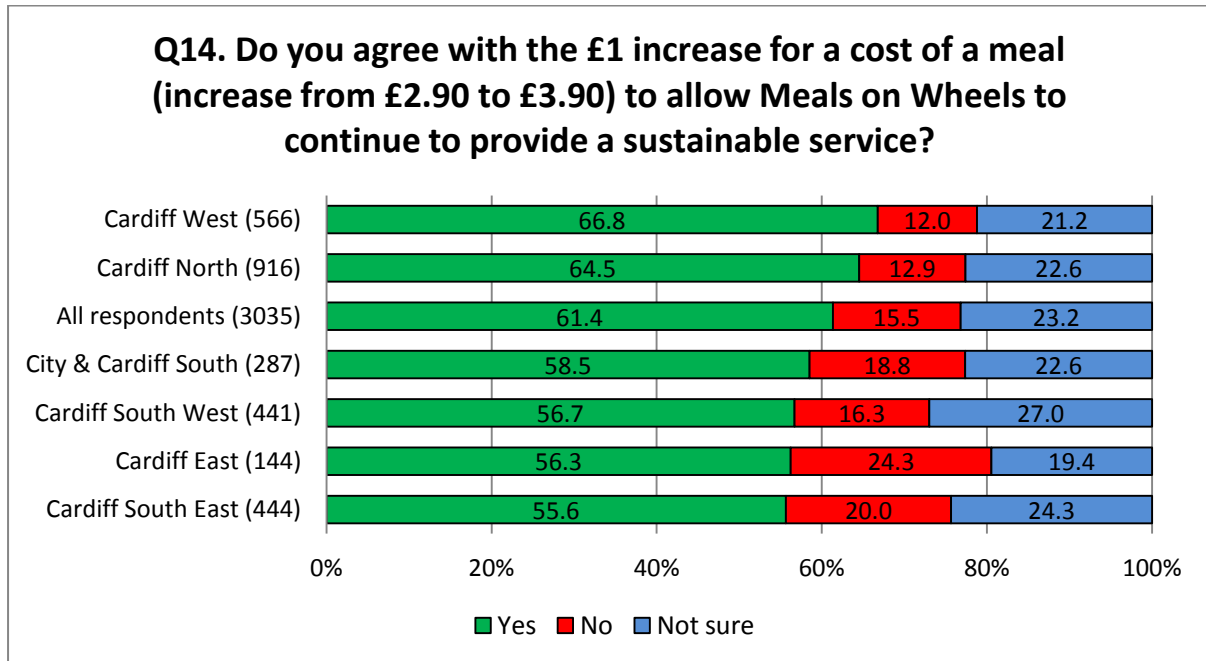


# Changes for Cardiff

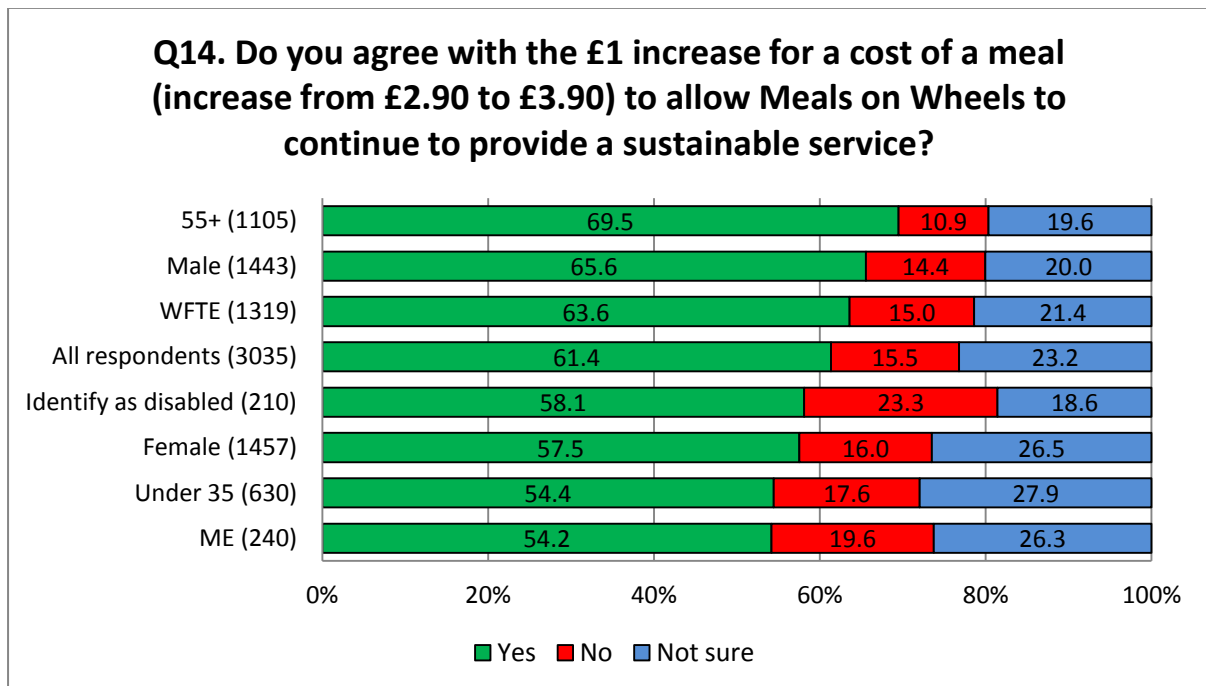
## Results and Feedback Report

### Social Care

#### 2.13 By geography



#### 2.14 By demographic

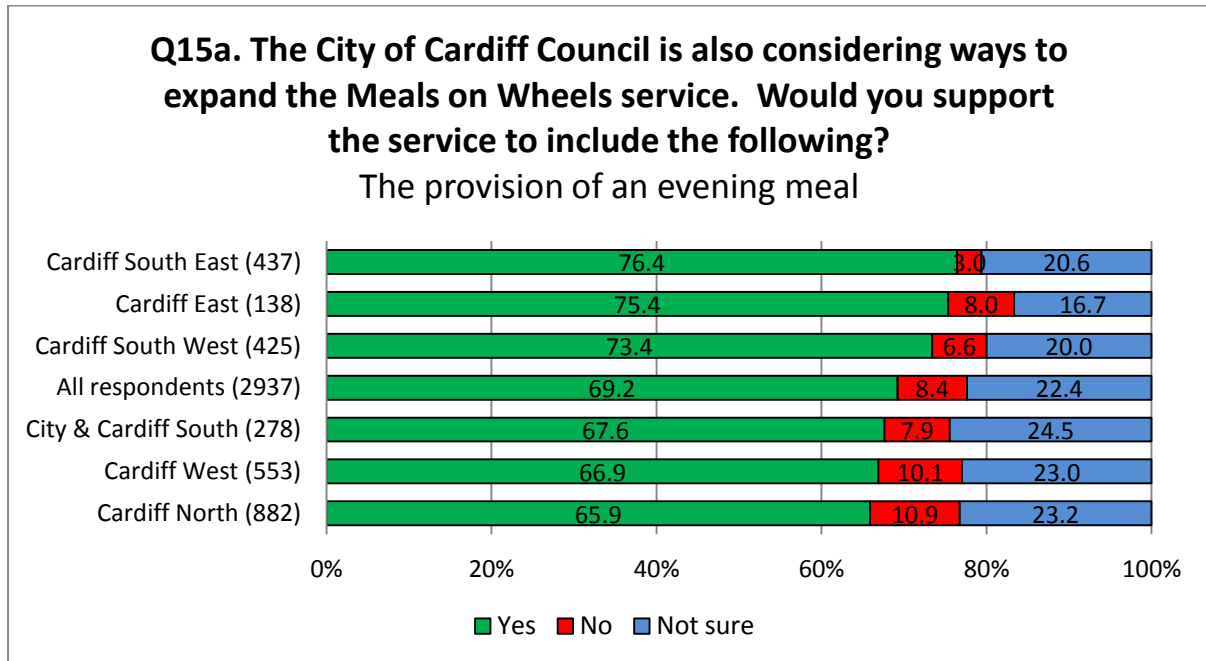


# Changes for Cardiff

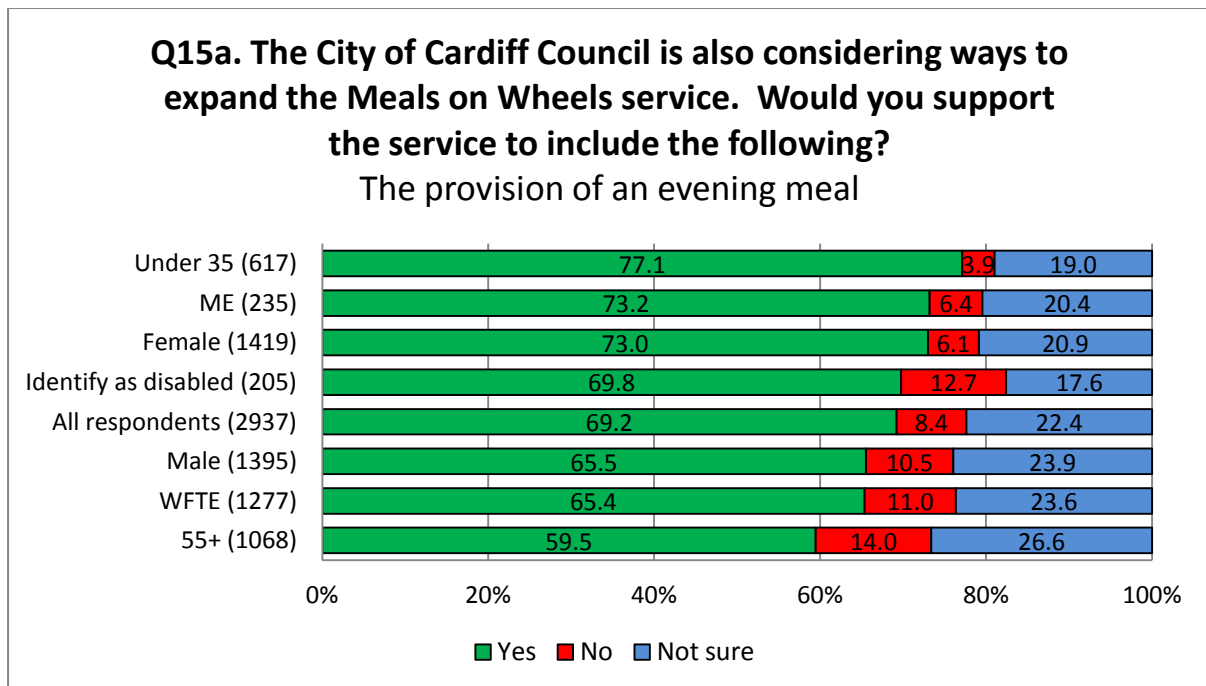
## Results and Feedback Report

### Social Care

#### 2.15 By geography



#### 2.16 By demographic

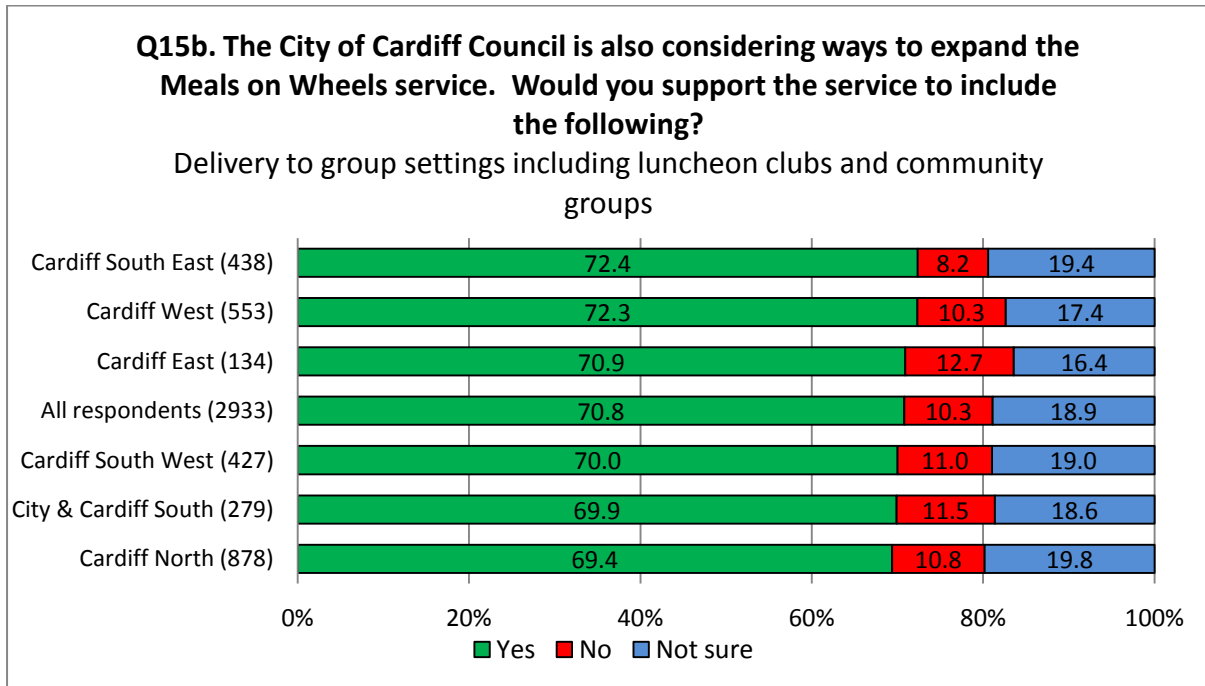


# Changes for Cardiff

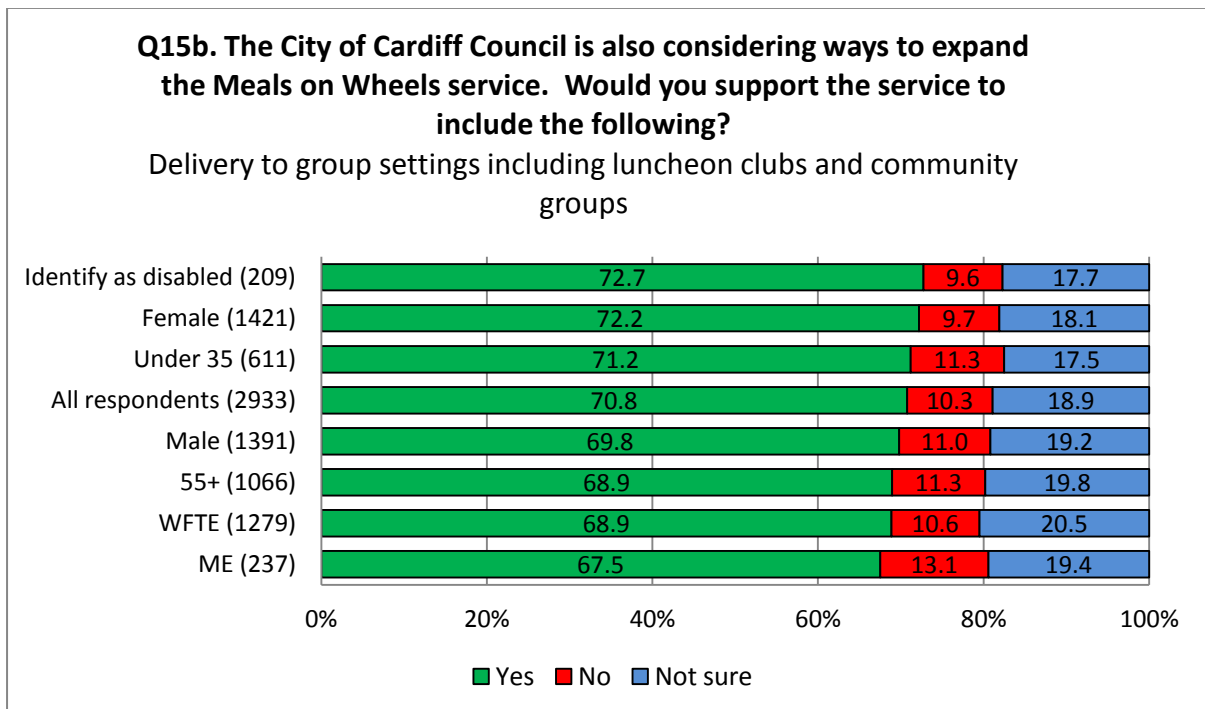
## Results and Feedback Report

### Social Care

#### 2.17 By geography



#### 2.18 By demographic

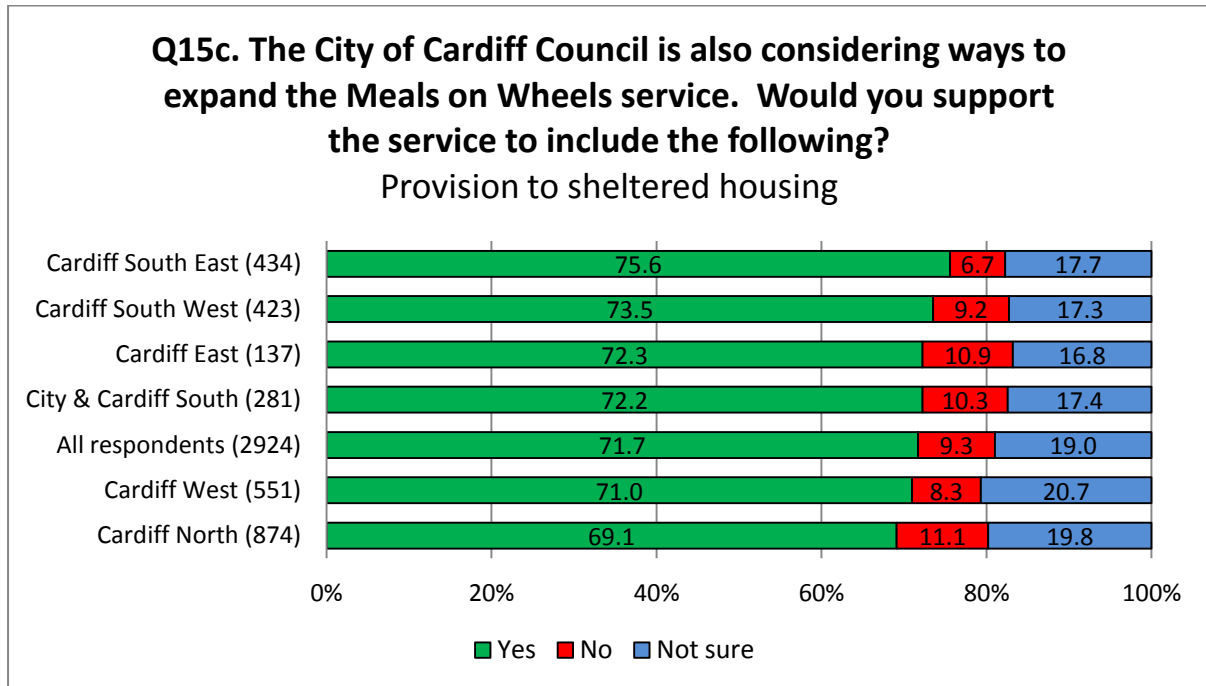


# Changes for Cardiff

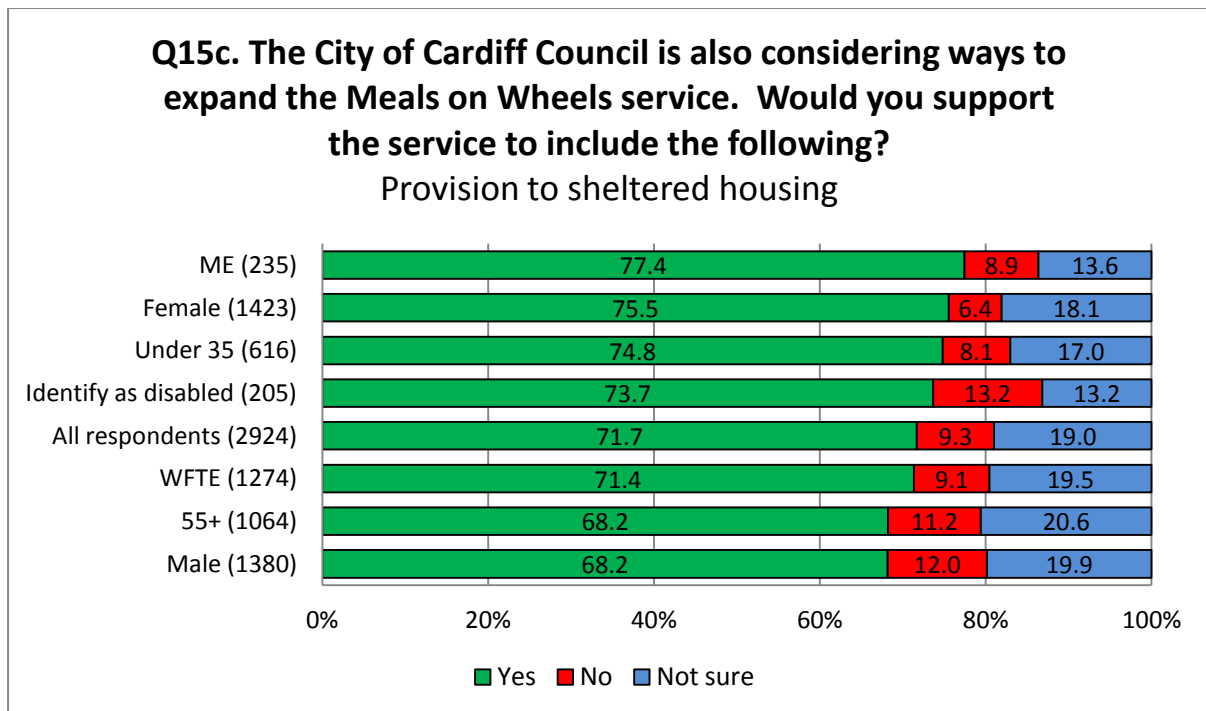
## Results and Feedback Report

### Social Care

#### 2.19 By geography



#### 2.20 By demographic

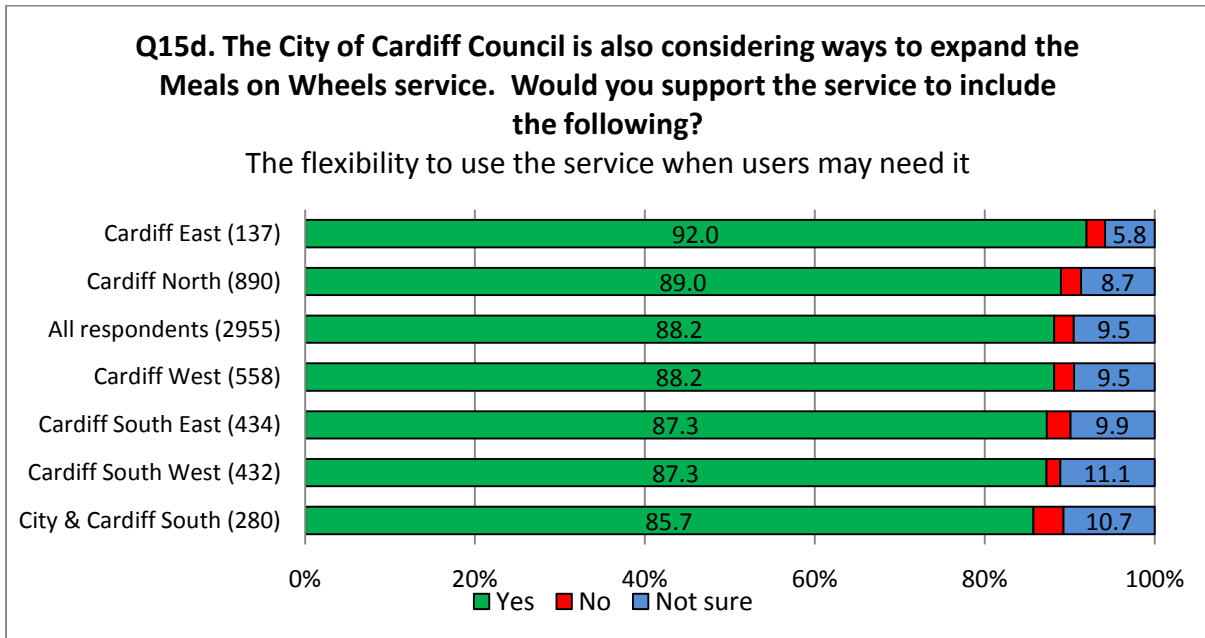


# Changes for Cardiff

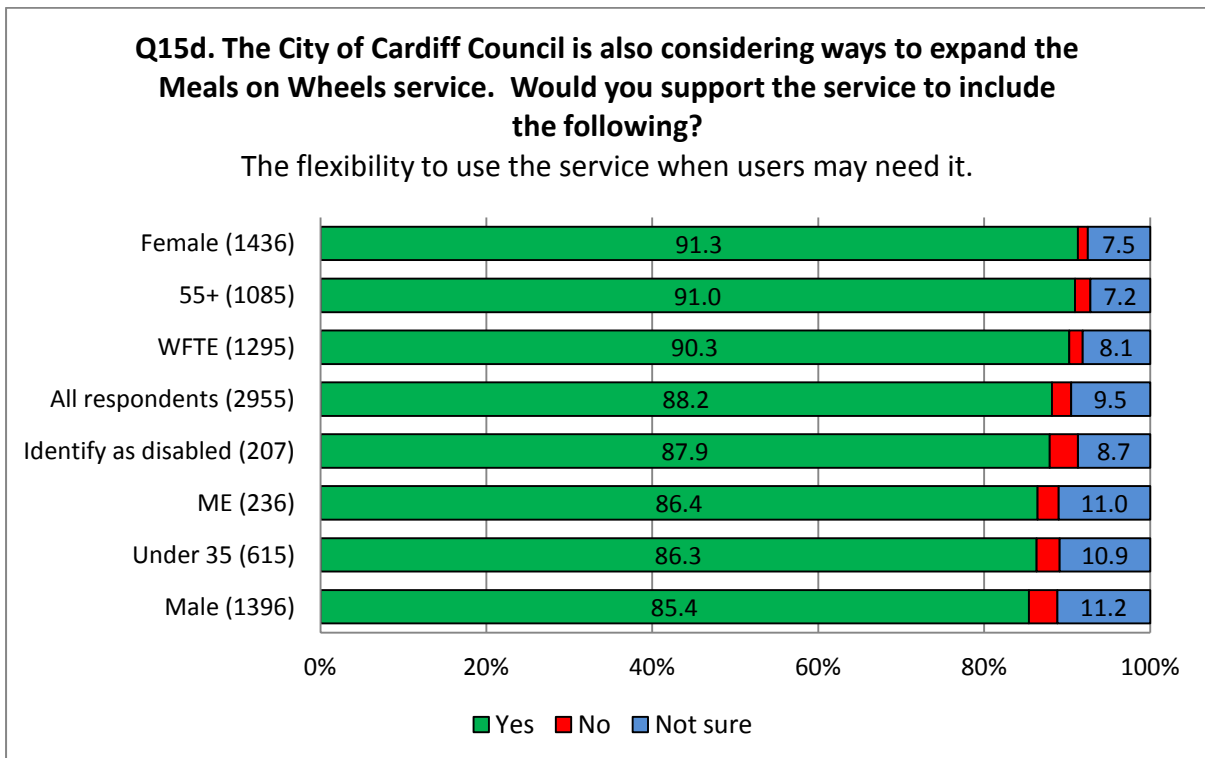
## Results and Feedback Report

### Social Care

#### 2.21 By geography



#### 2.22 By demographic



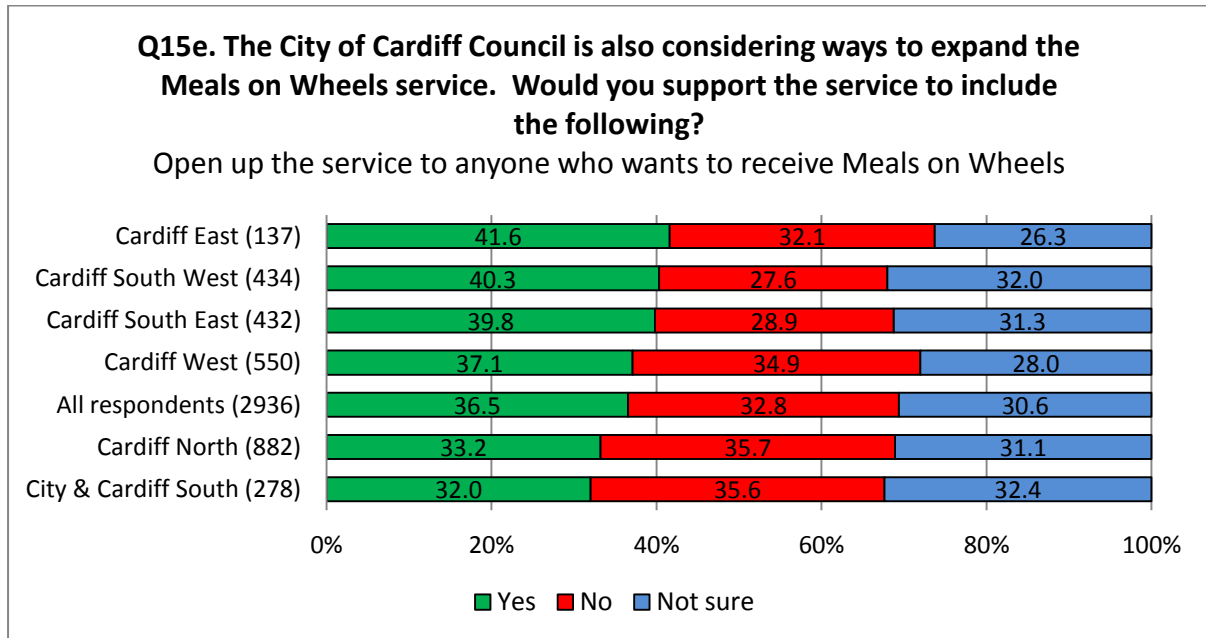


# Changes for Cardiff

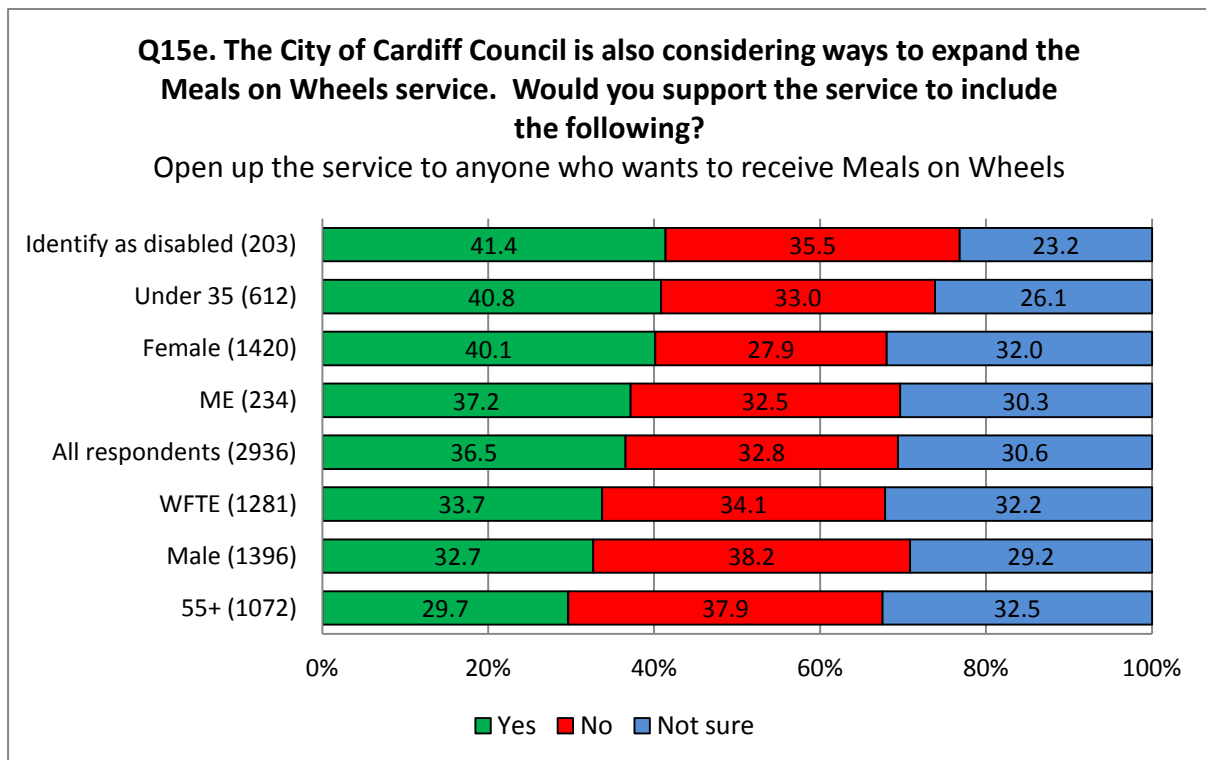
## Results and Feedback Report

### Social Care

#### 2.23 By geography



#### 2.24 By demographic

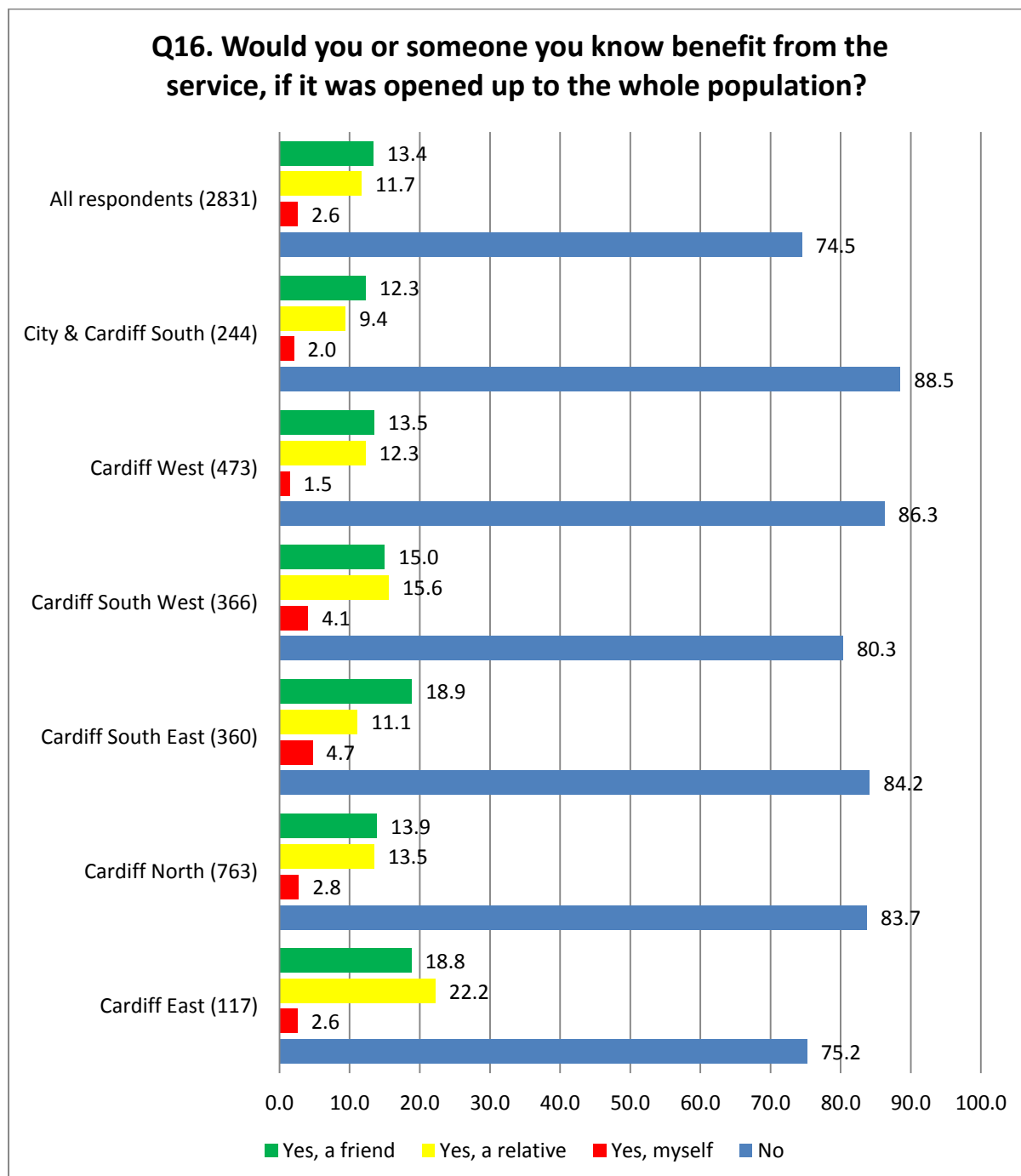


# Changes for Cardiff

## Results and Feedback Report

### Social Care

#### 2.25 By geography

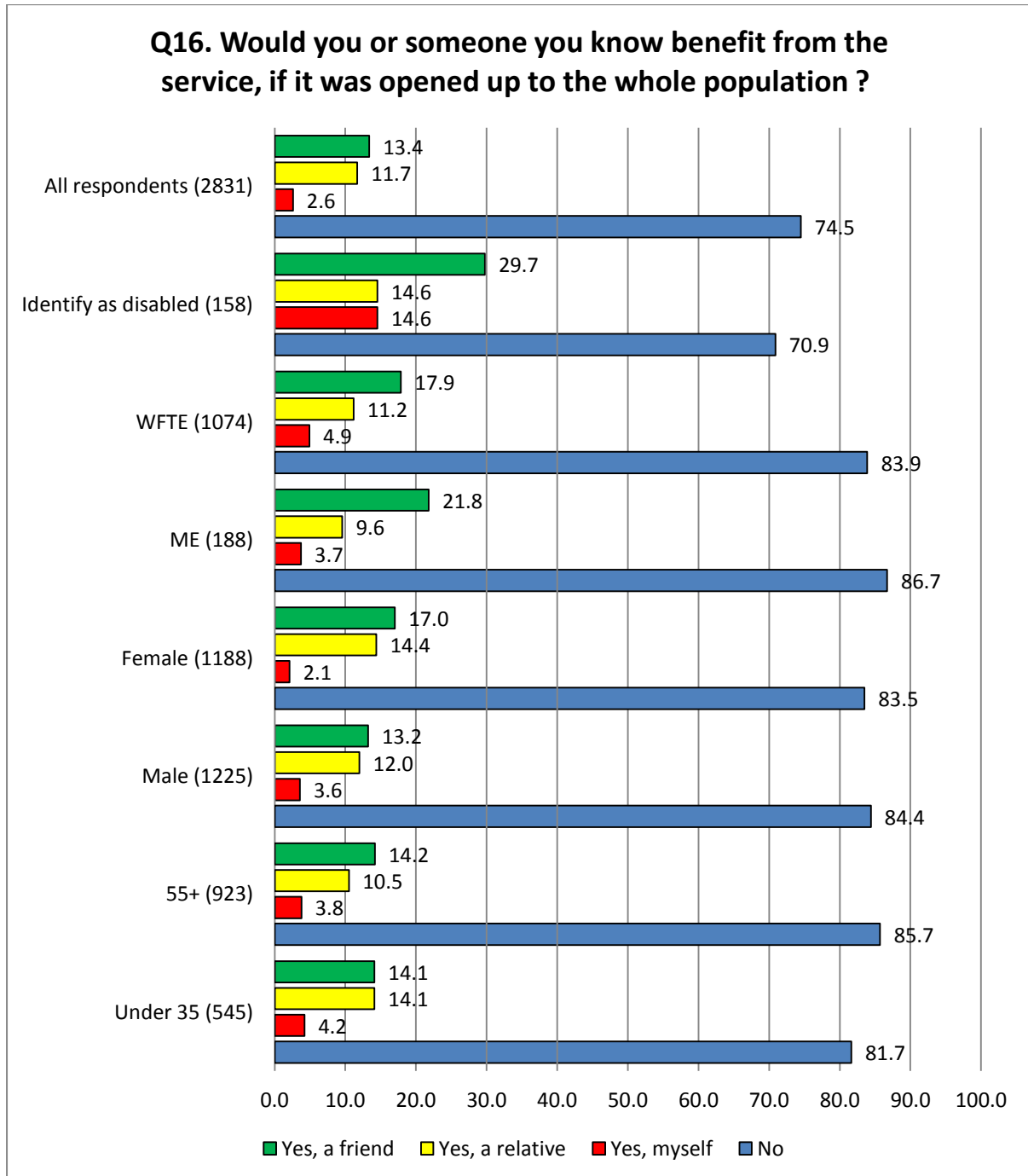


# Changes for Cardiff

## Results and Feedback Report

### Social Care

#### 2.26 By demographic

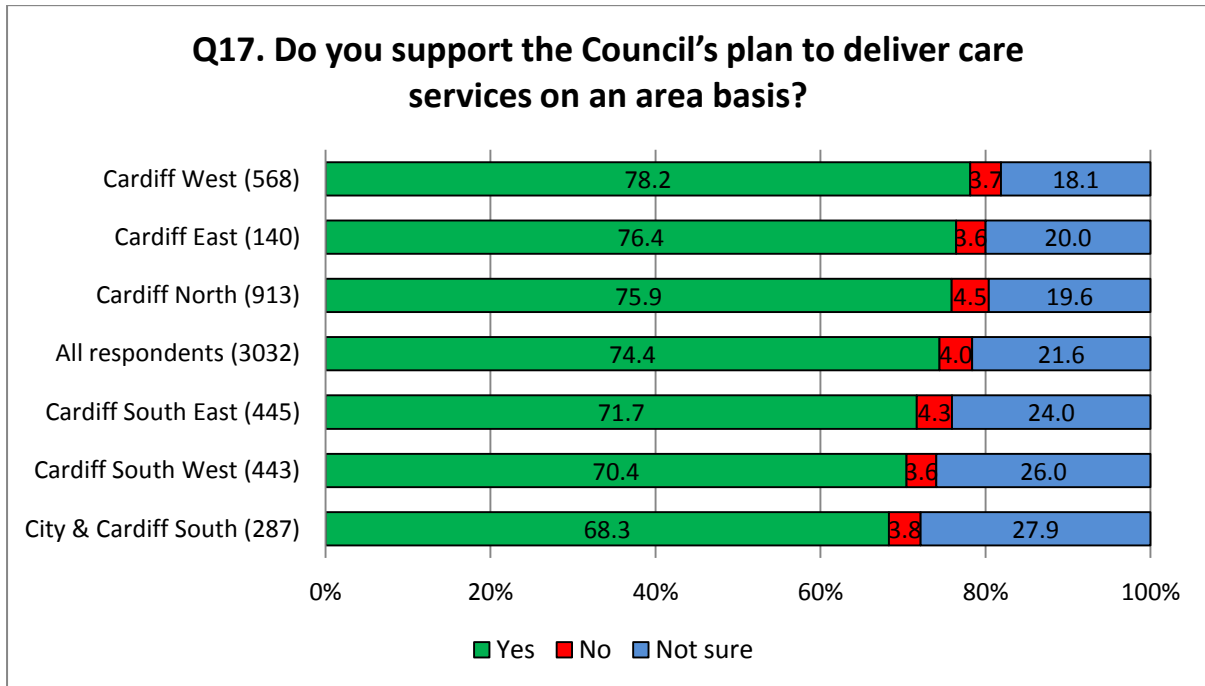


# Changes for Cardiff

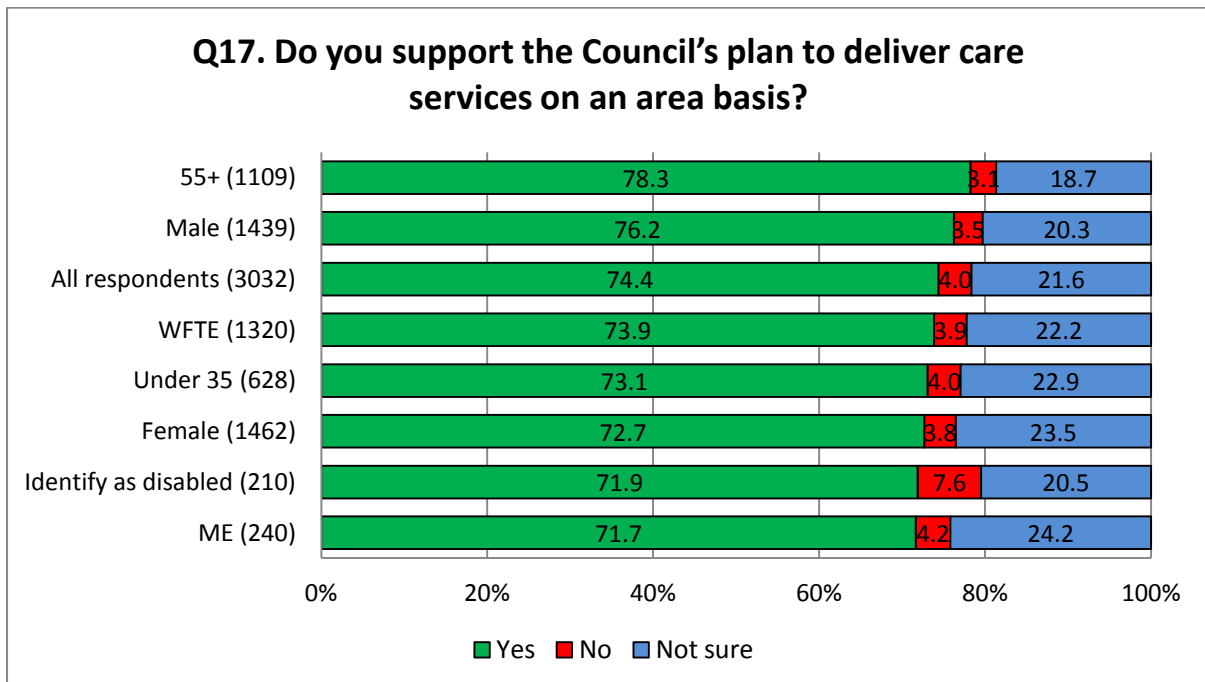
## Results and Feedback Report

### Social Care

#### 2.27 By geography



#### 2.28 By demographic

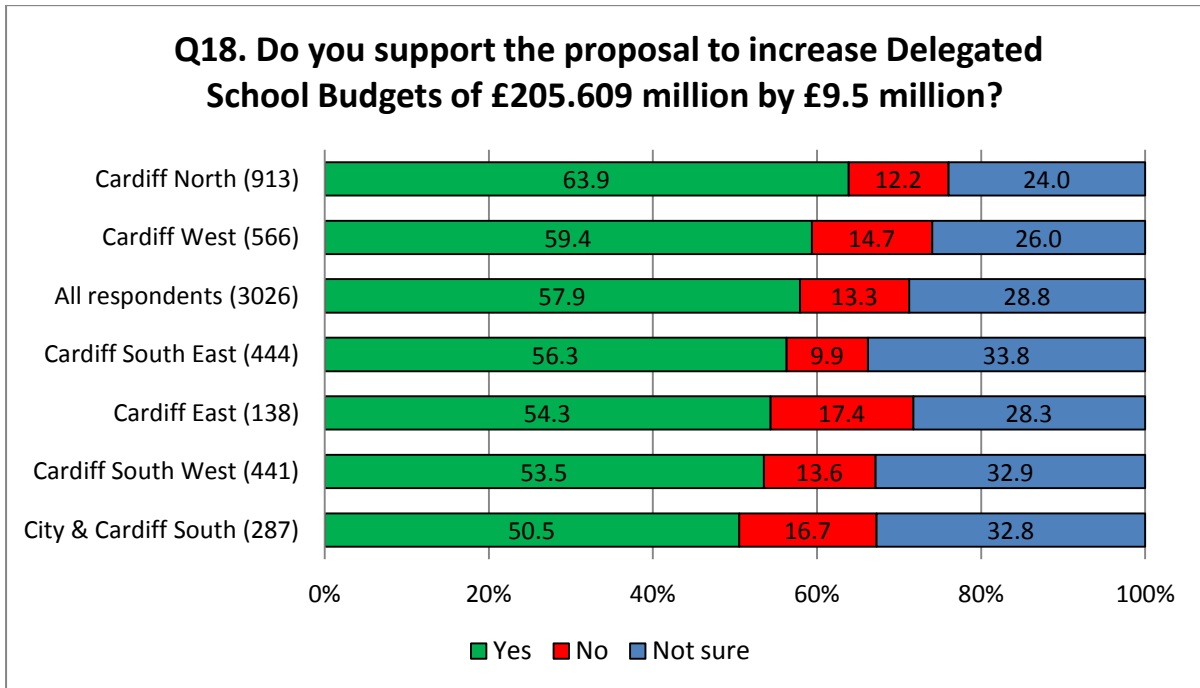


# Changes for Cardiff

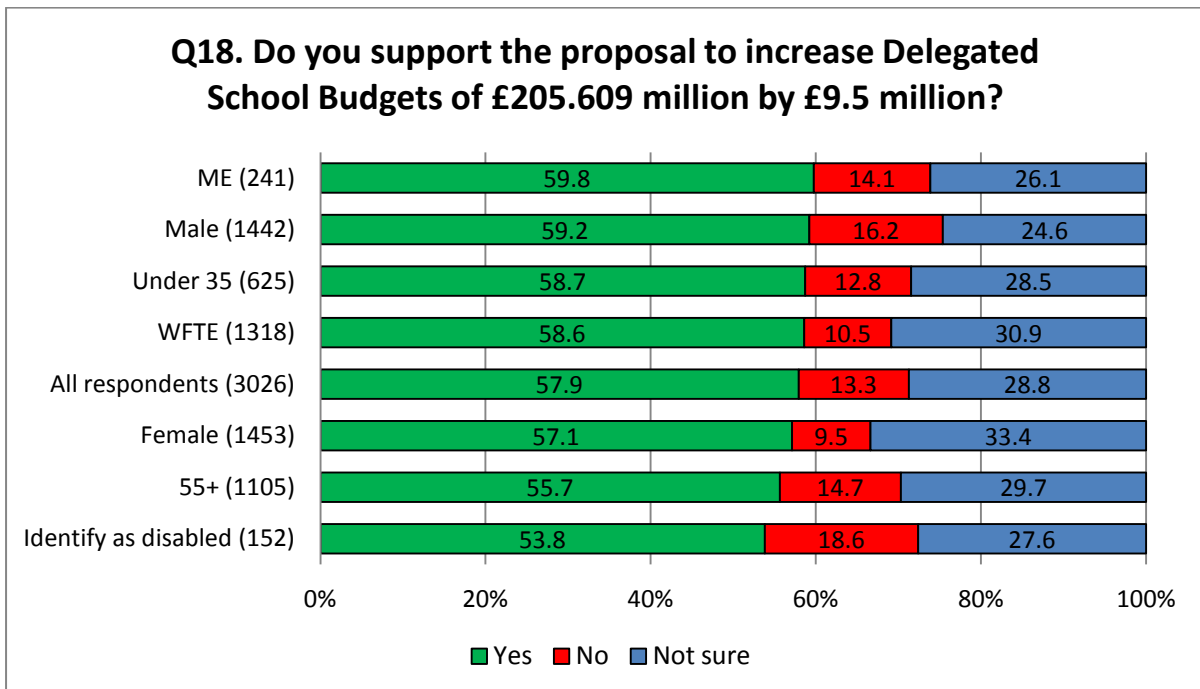
## Results and Feedback Report

### Education

#### 3.1 By geography



#### 3.2 By demographic

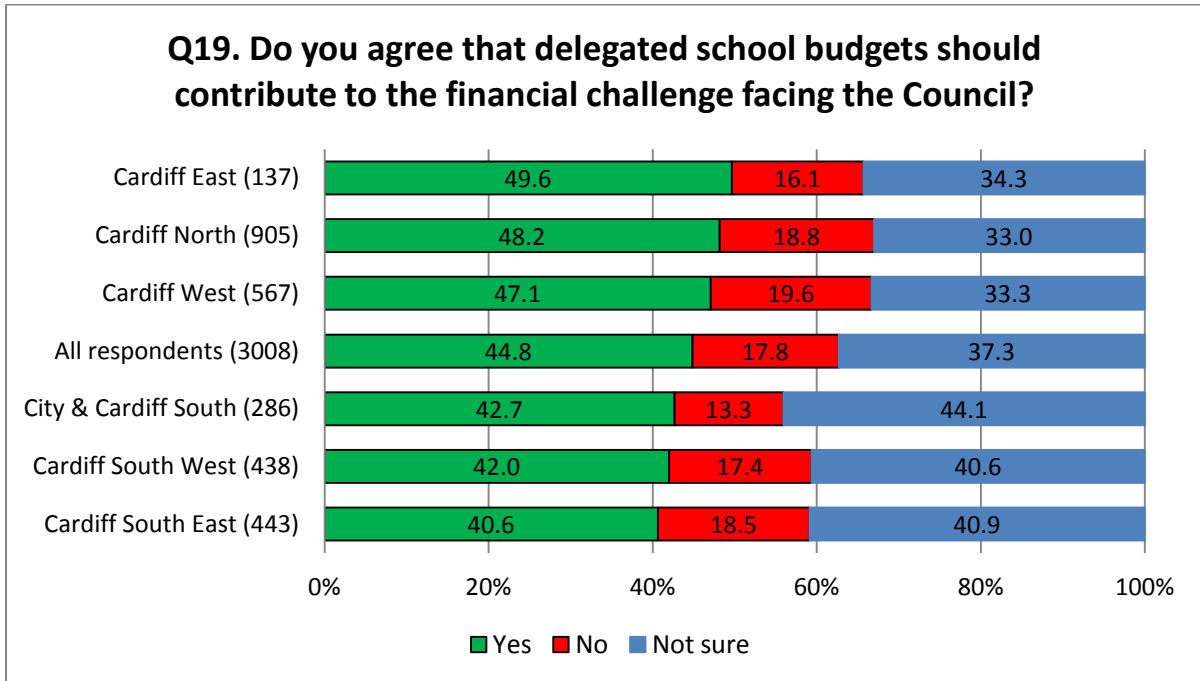


# Changes for Cardiff

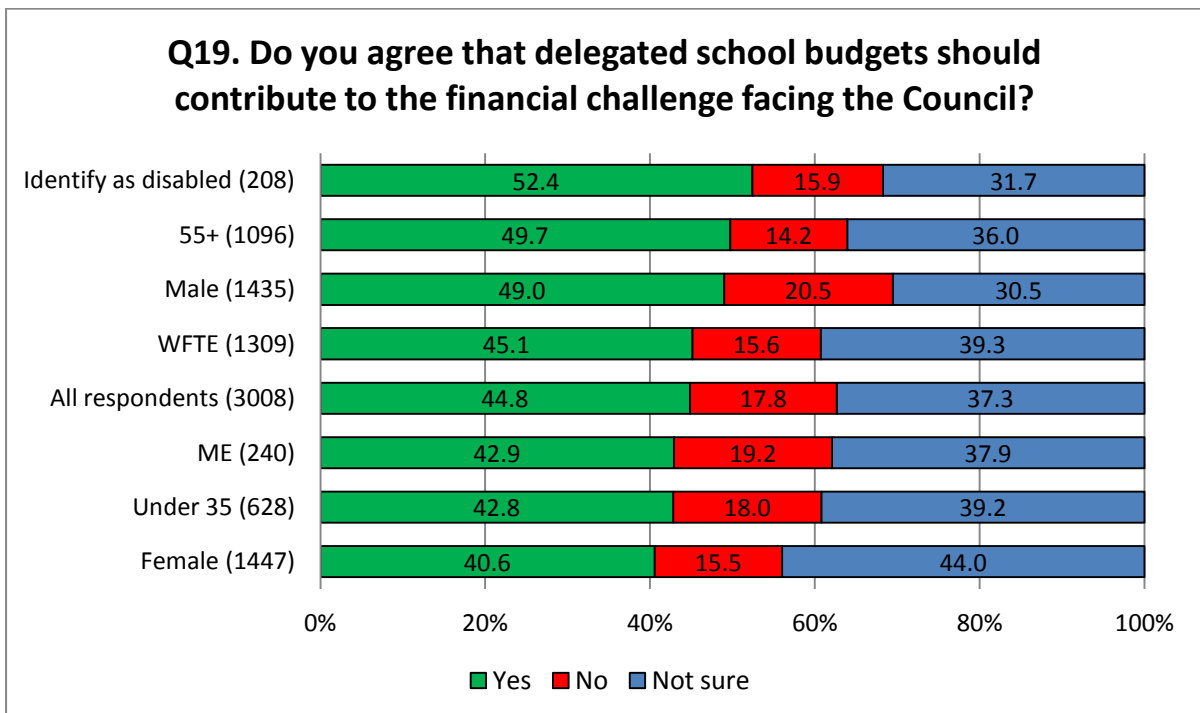
## Results and Feedback Report

### Education

#### 3.3 By geography



#### 3.4 By demographic

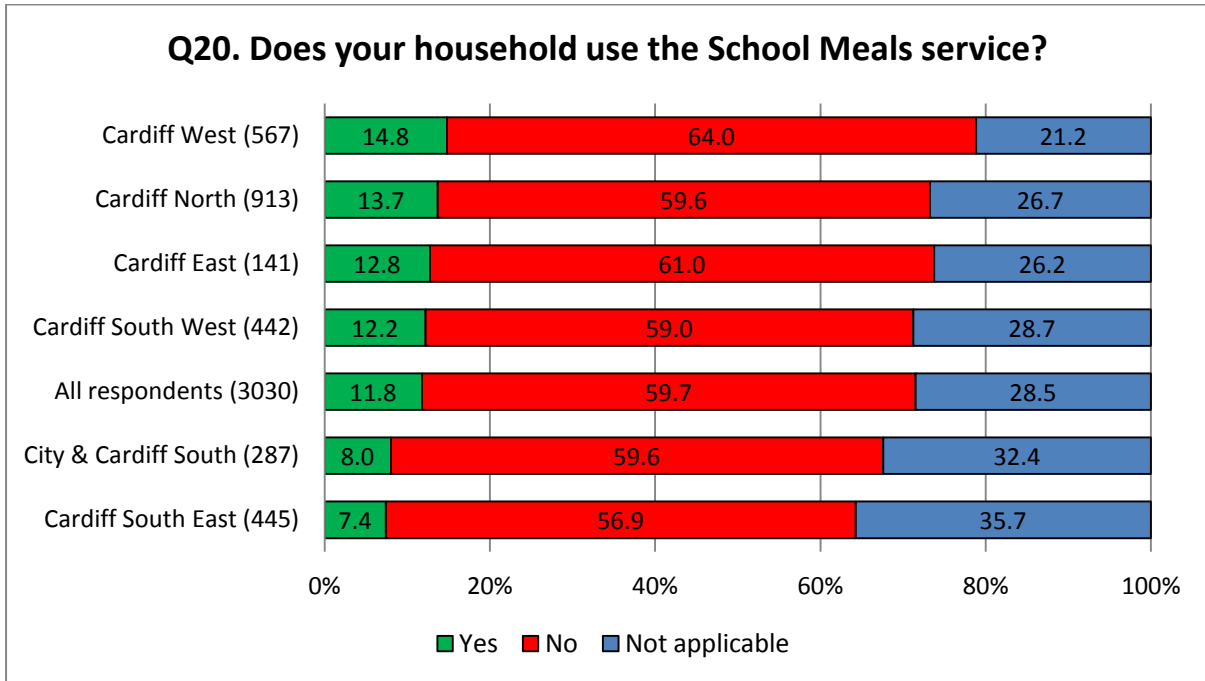


# Changes for Cardiff

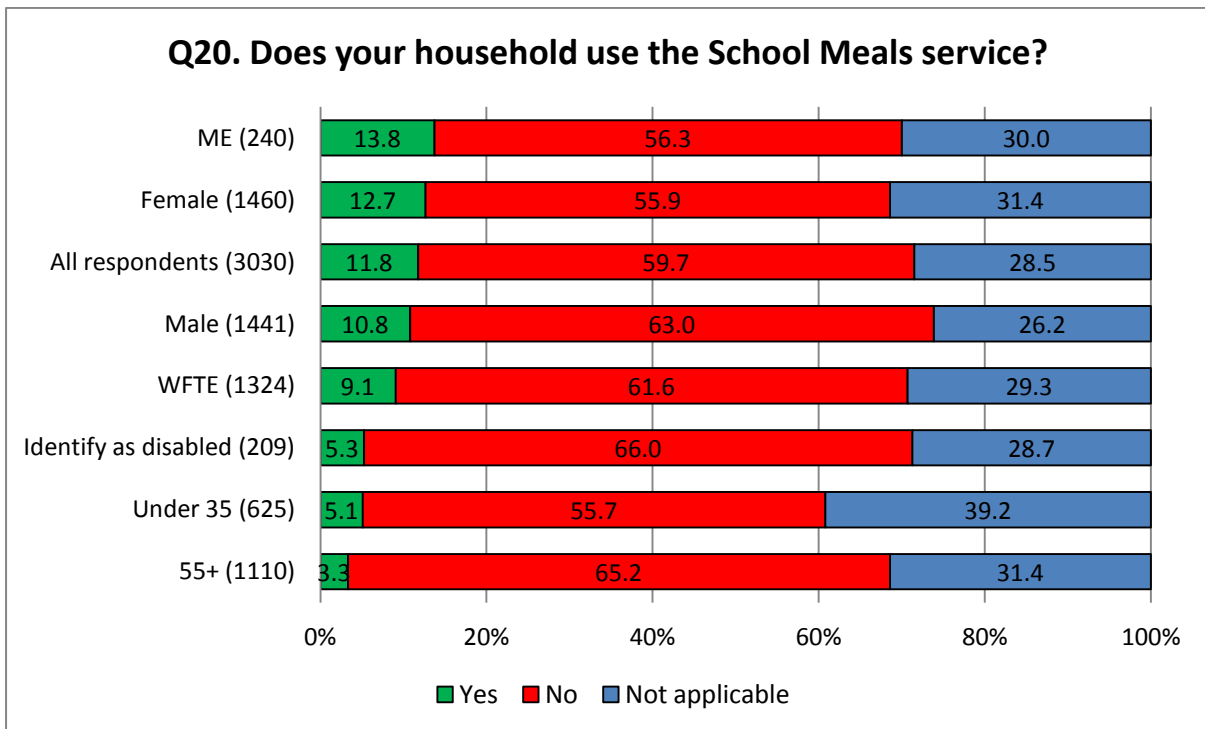
## Results and Feedback Report

### Education

#### 3.5 By geography



#### 3.6 By demographic

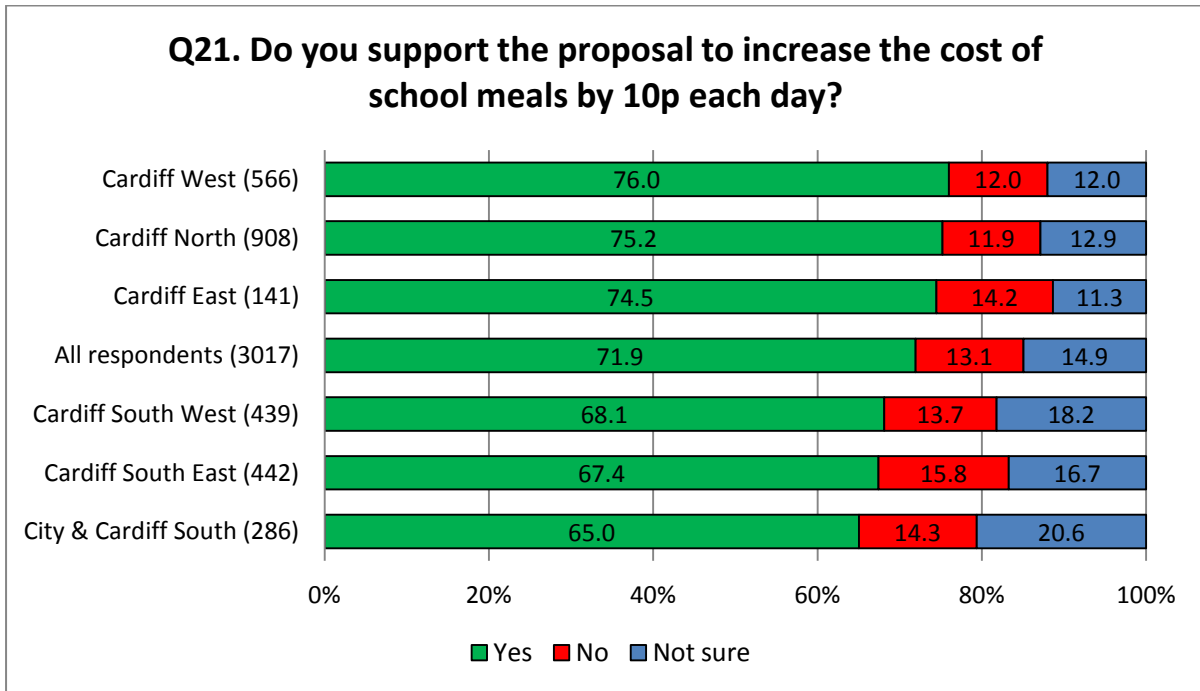


# Changes for Cardiff

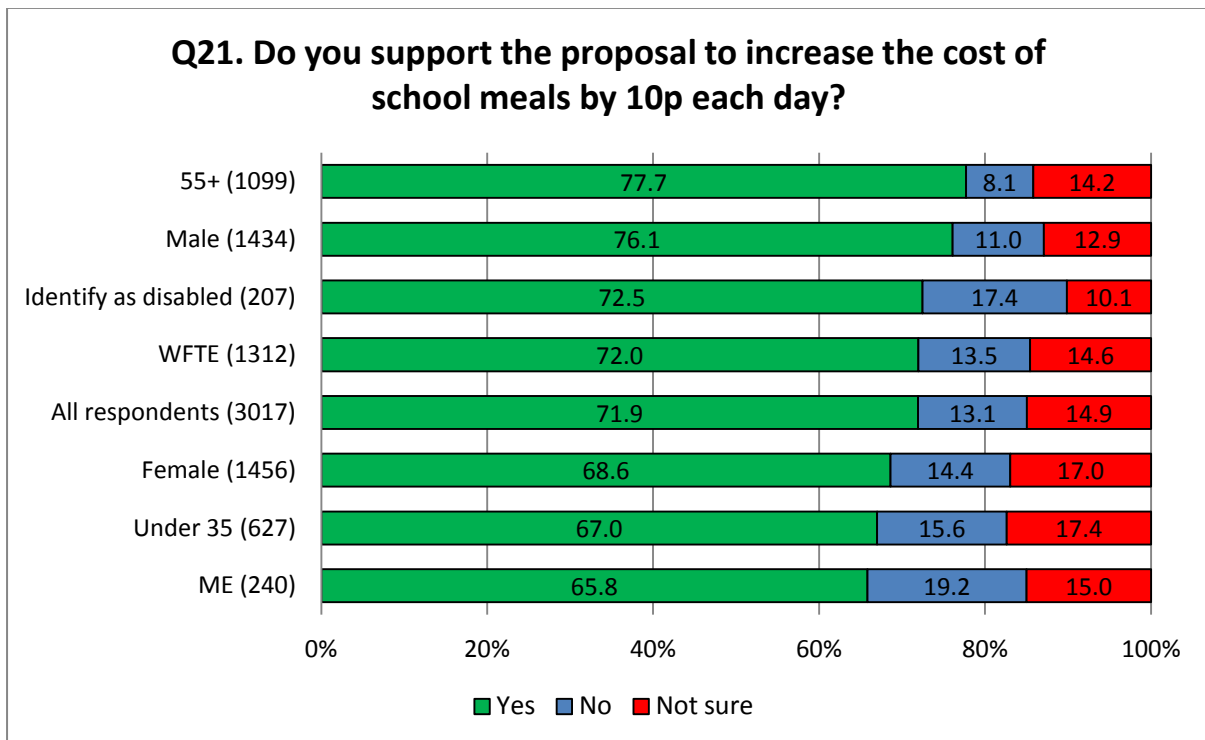
## Results and Feedback Report

### Education

#### 3.7 By geography



#### 3.8 By demographic



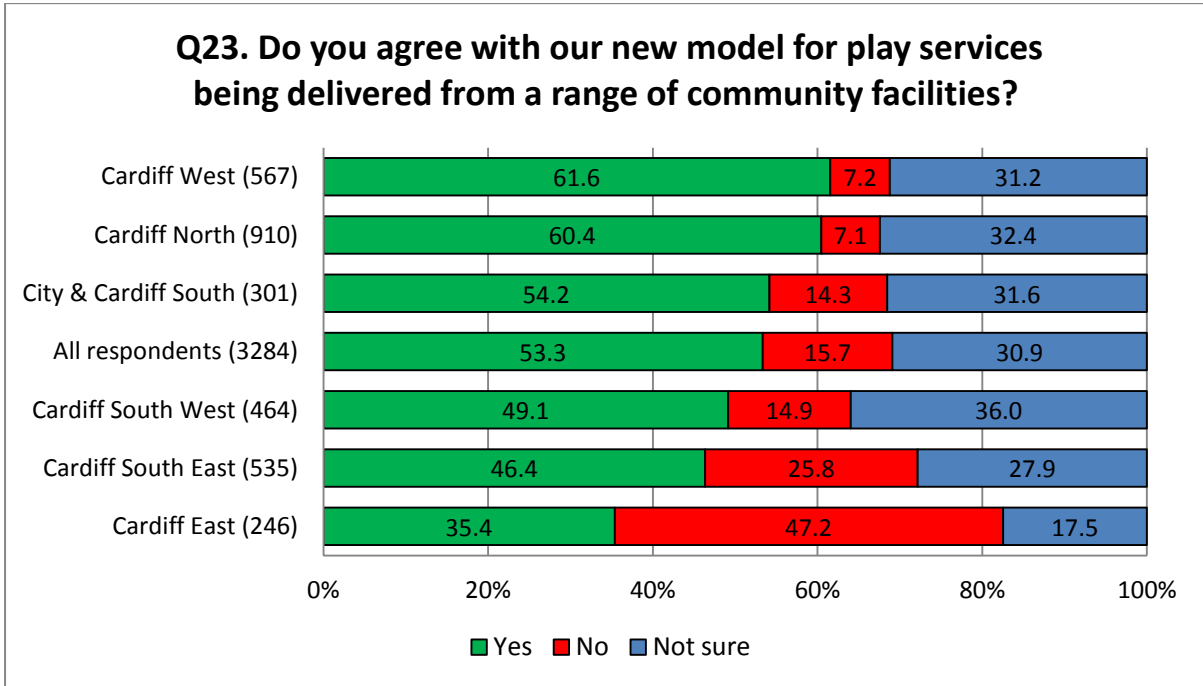


# Changes for Cardiff

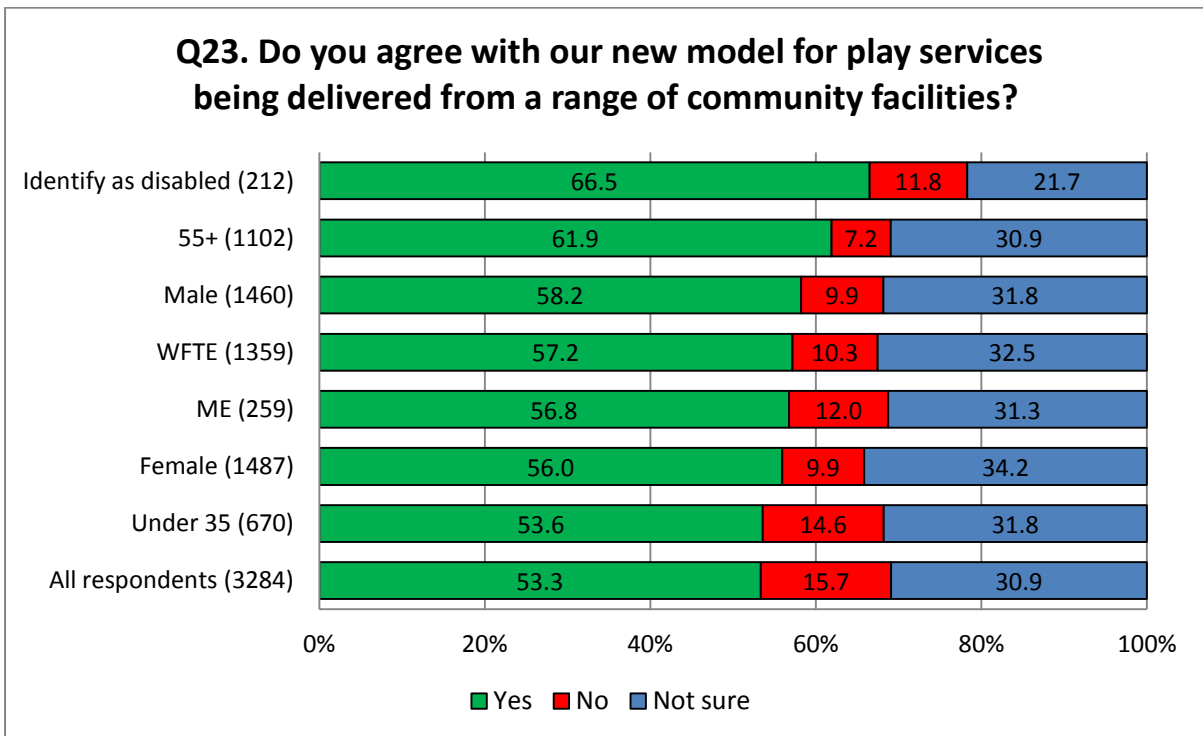
## Results and Feedback Report

### Children's Play

#### 4.1 By geography



#### 4.2 By demographic

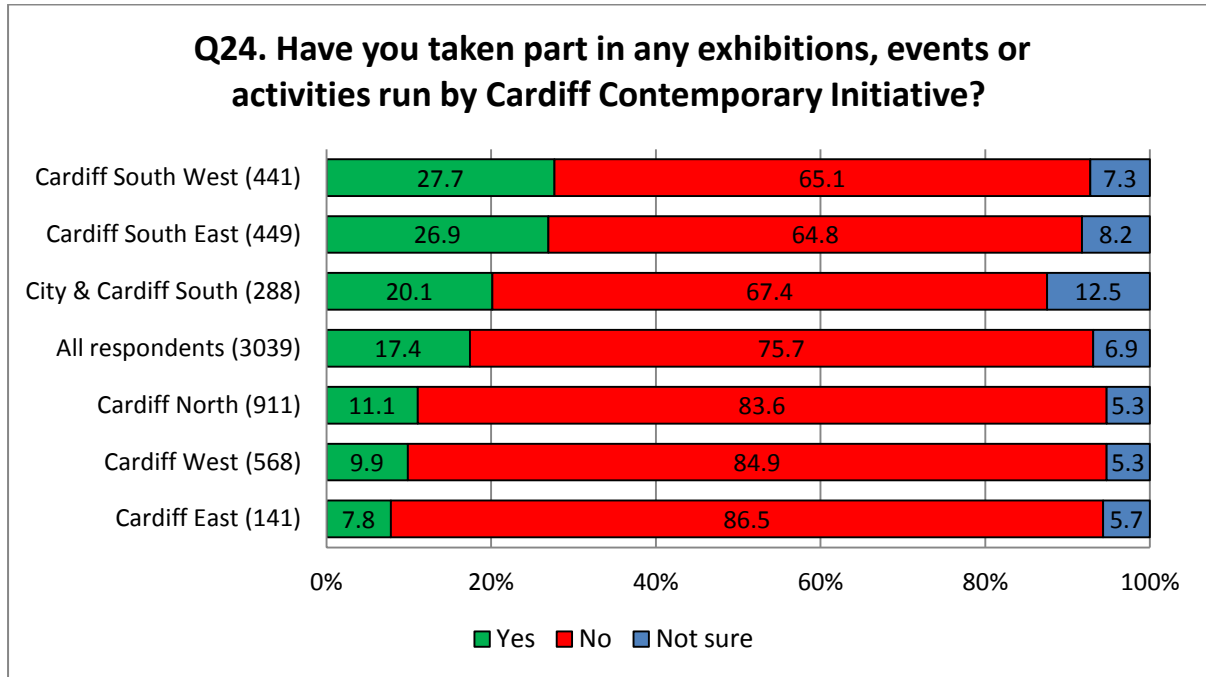


# Changes for Cardiff

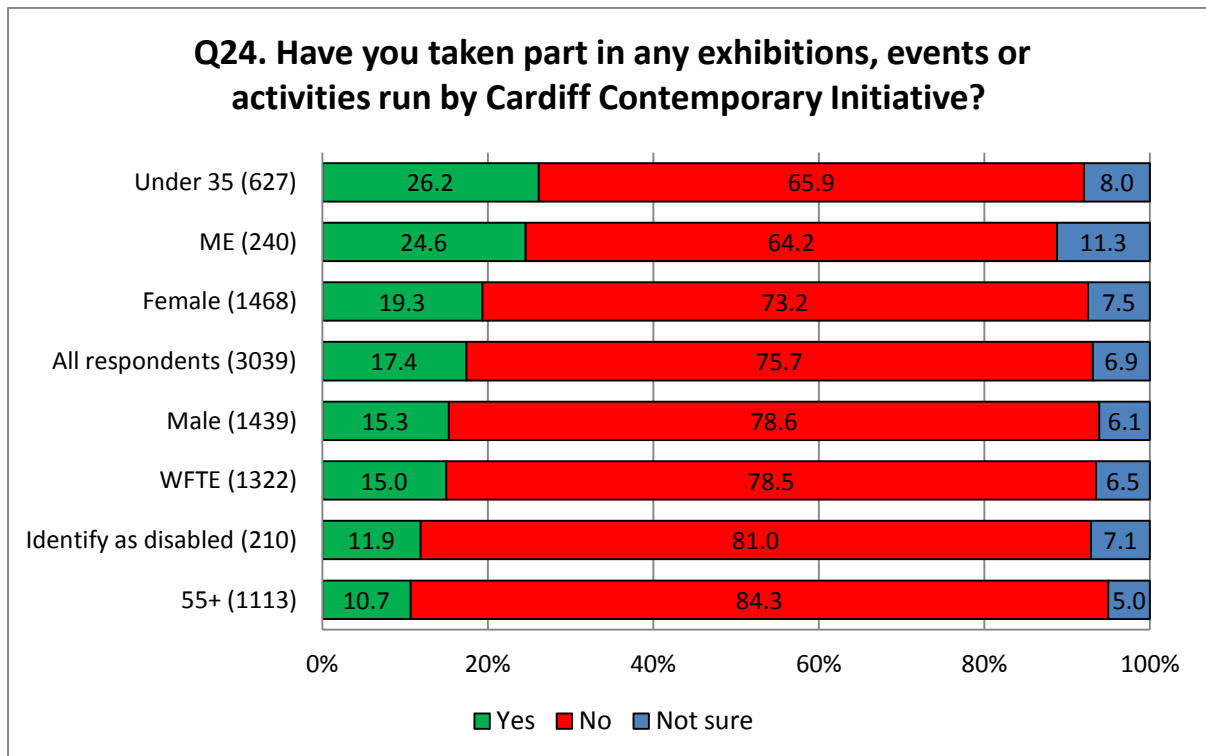
## Results and Feedback Report

### Art and Culture

#### 5.1 By geography



#### 5.2 By demographic

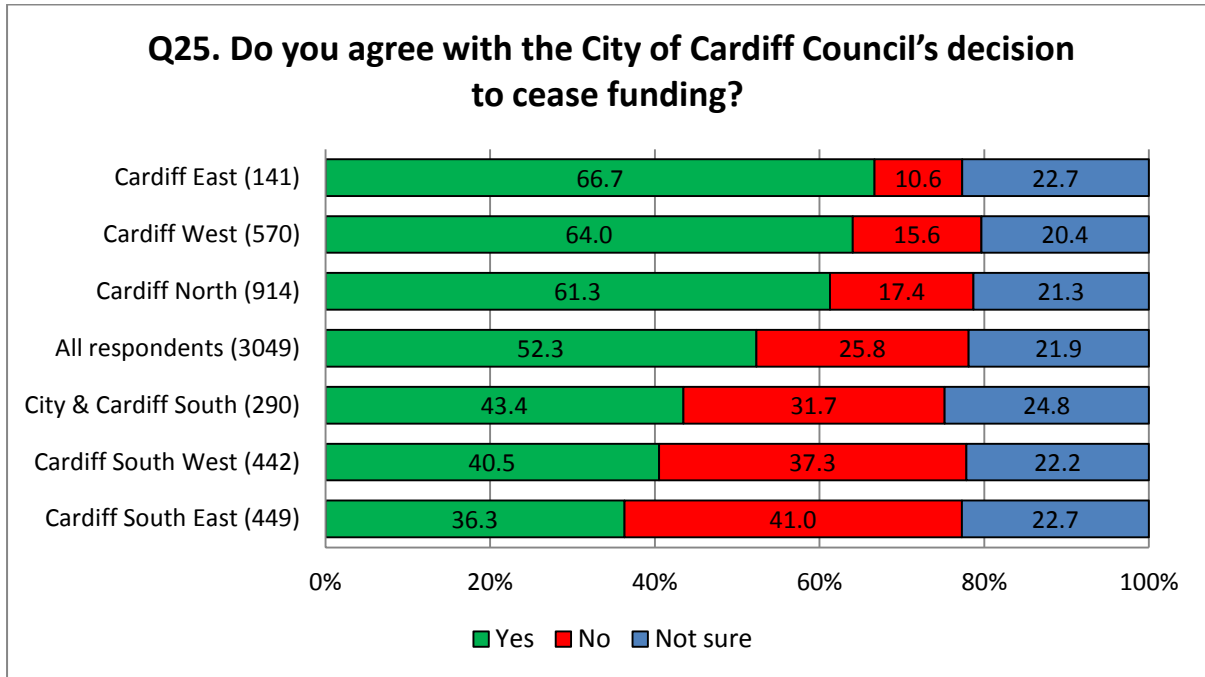


# Changes for Cardiff

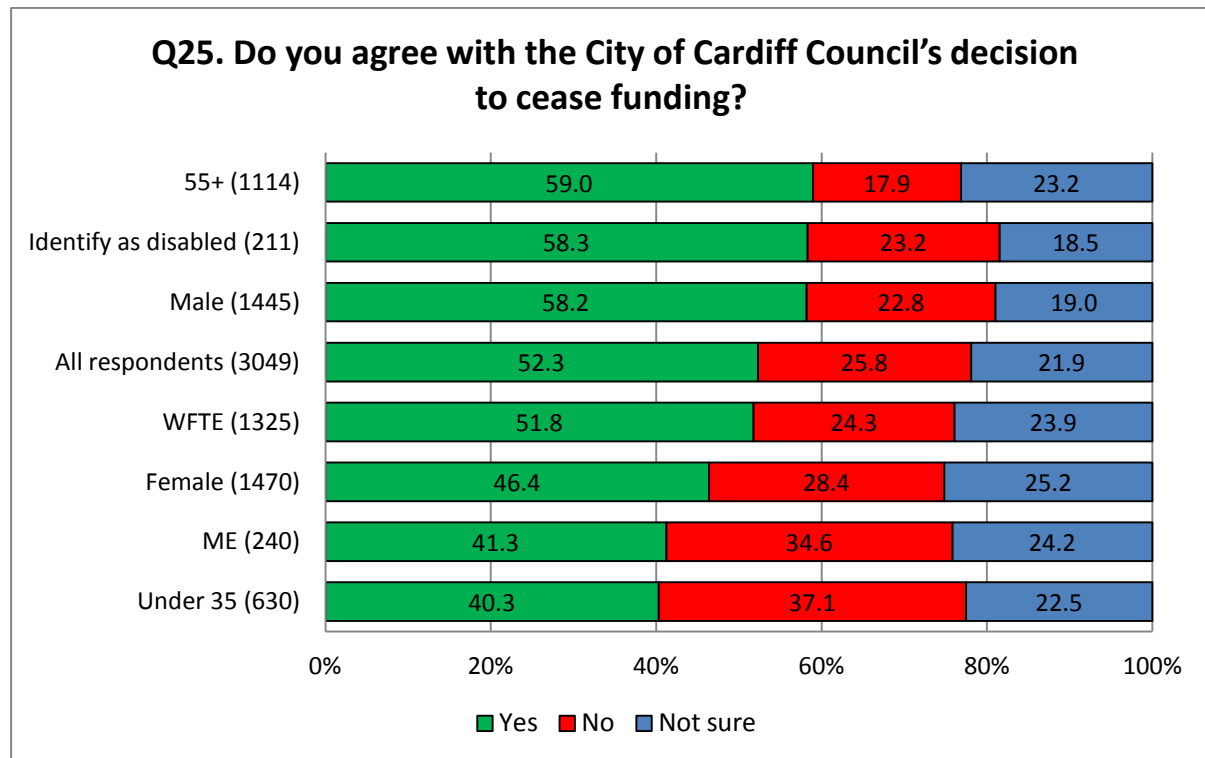
## Results and Feedback Report

### Art and Culture

#### 5.3 By geography



#### 5.4 By demographic

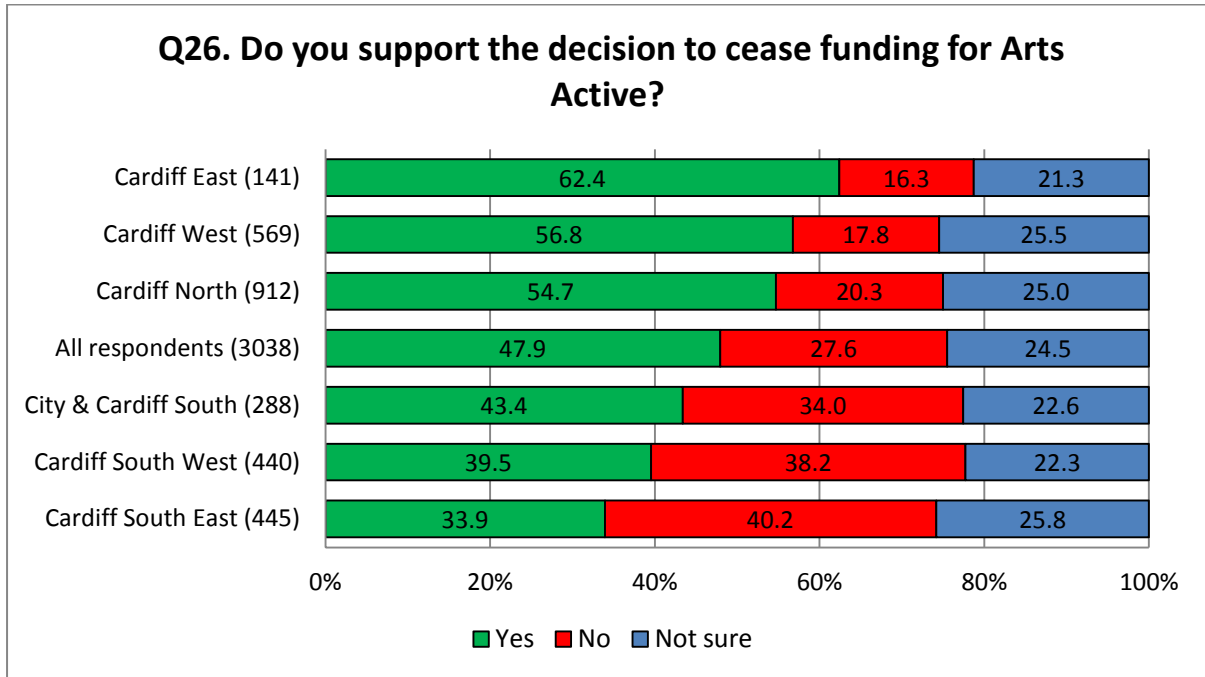


# Changes for Cardiff

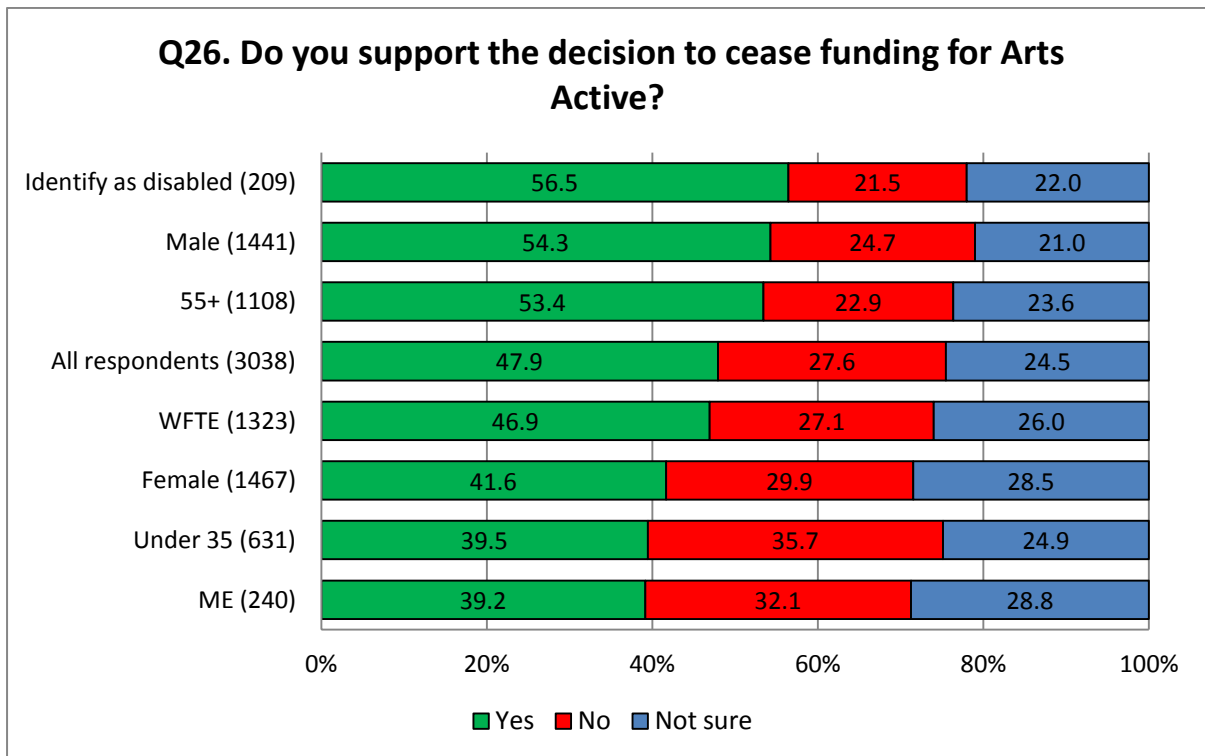
## Results and Feedback Report

### Art and Culture

#### 5.5 By geography



#### 5.6 By demographic

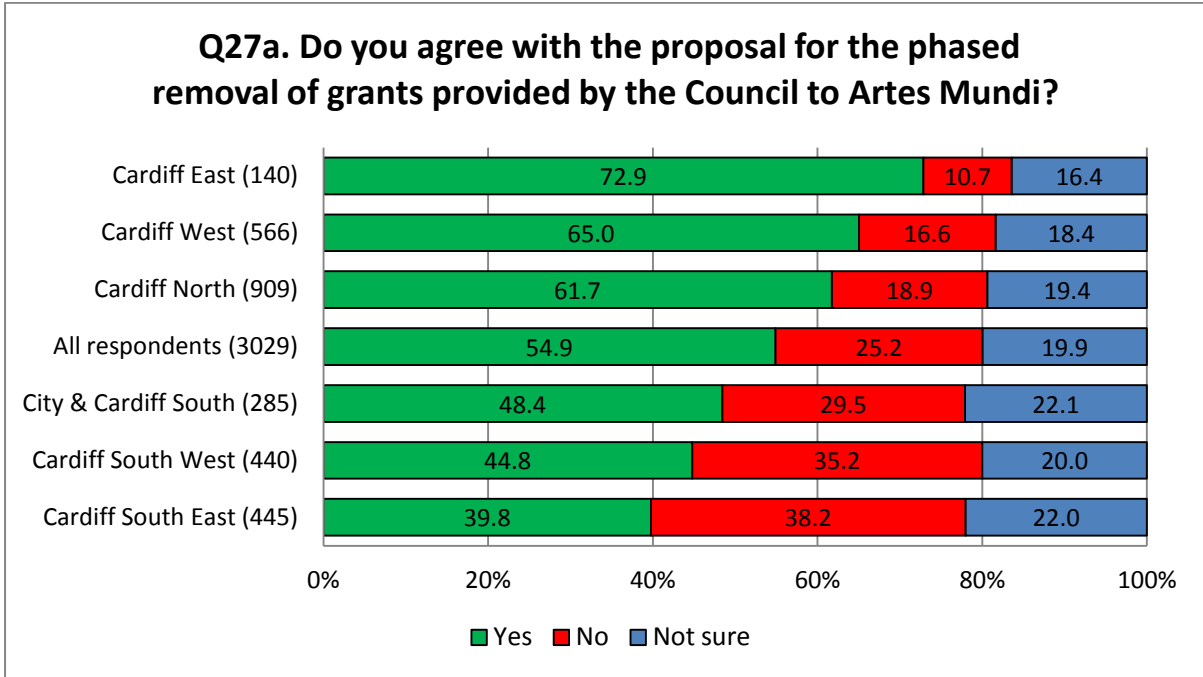


# Changes for Cardiff

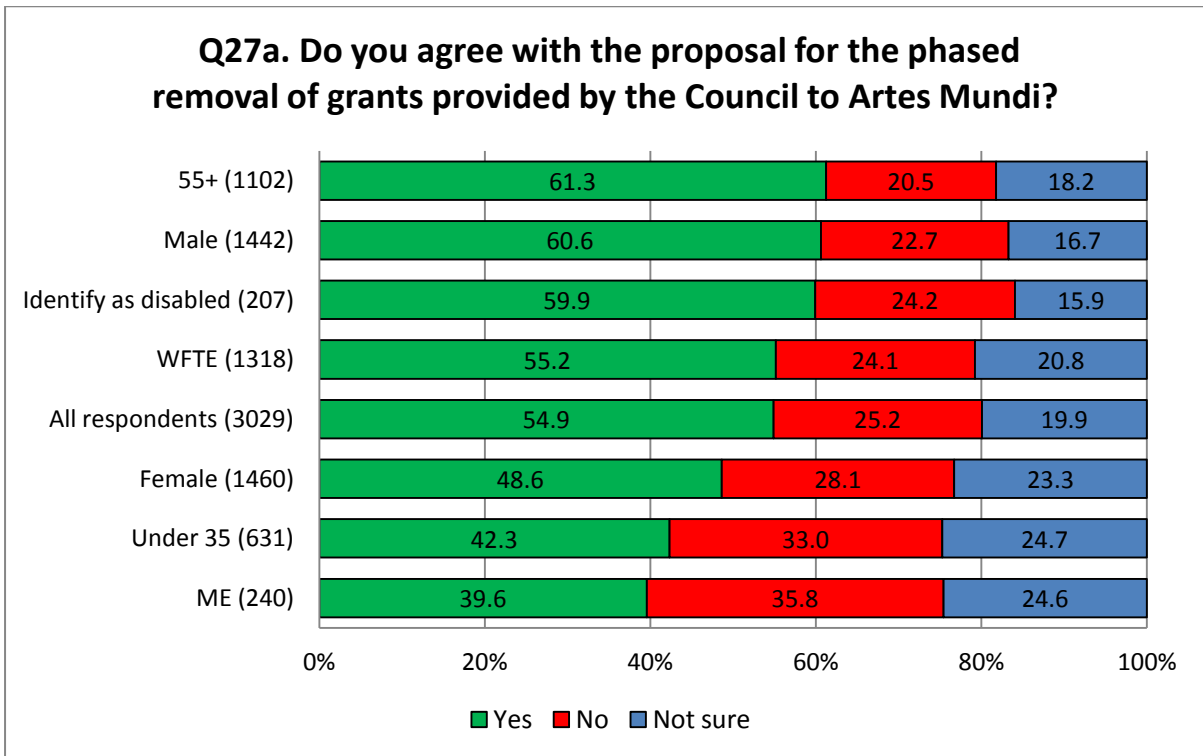
## Results and Feedback Report

### Art and Culture

#### 5.7 By geography



#### 5.8 By demographic

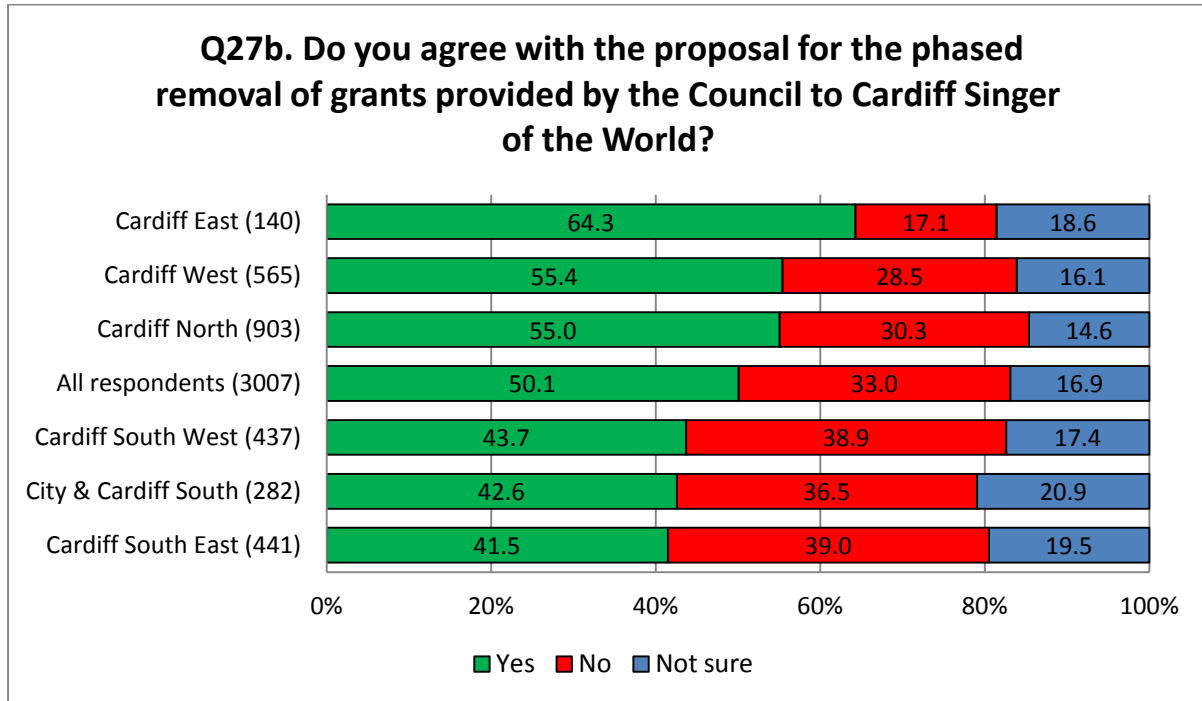


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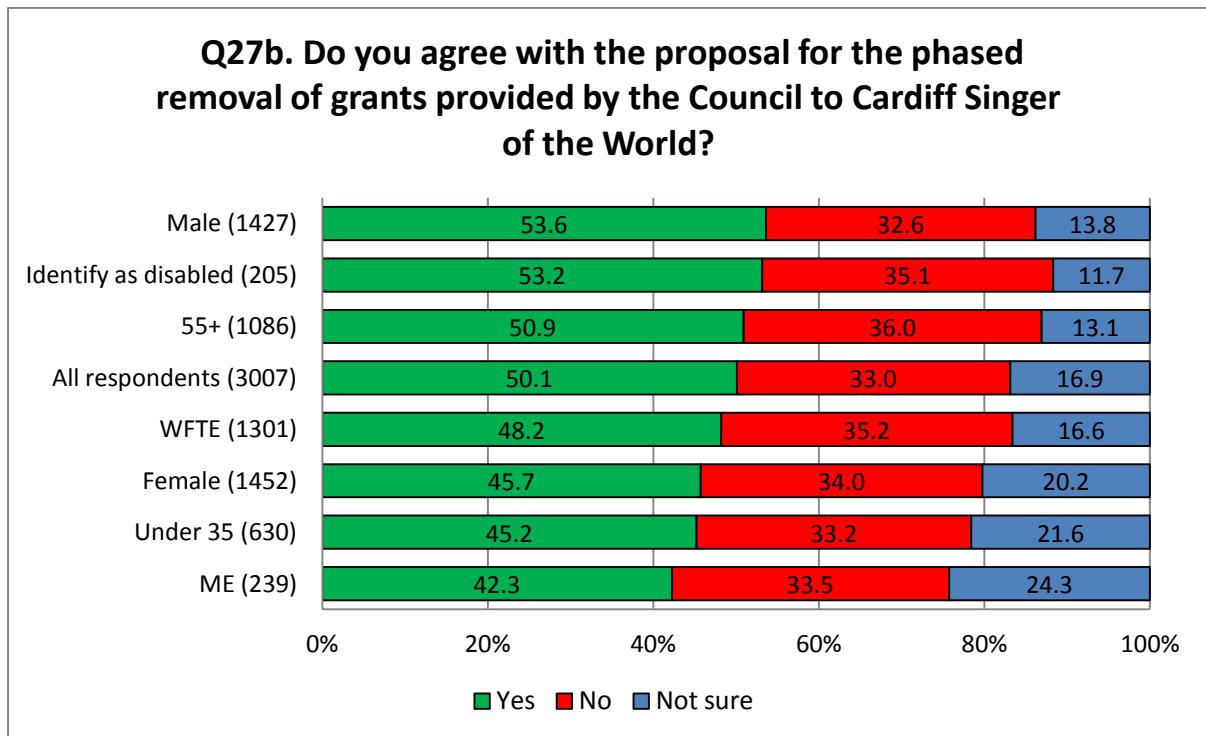
## Results and Feedback Report

### Art and Culture

#### 5.9 By geography



#### 5.10 By demographic

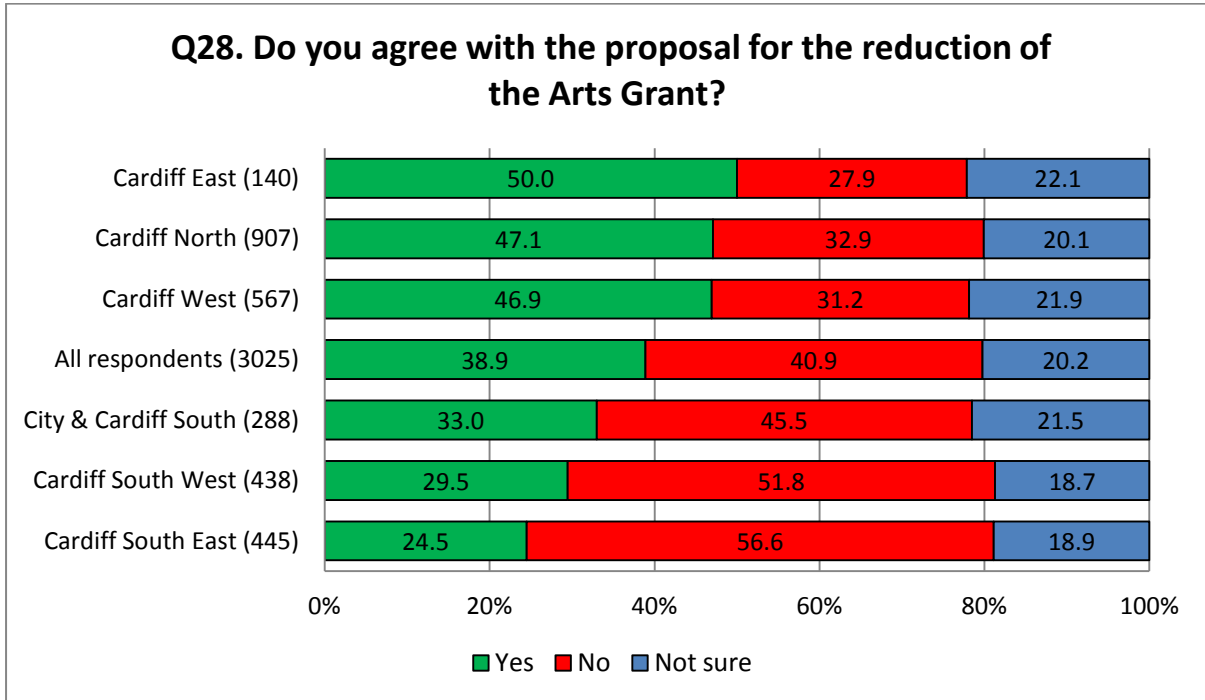


# Changes for Cardiff

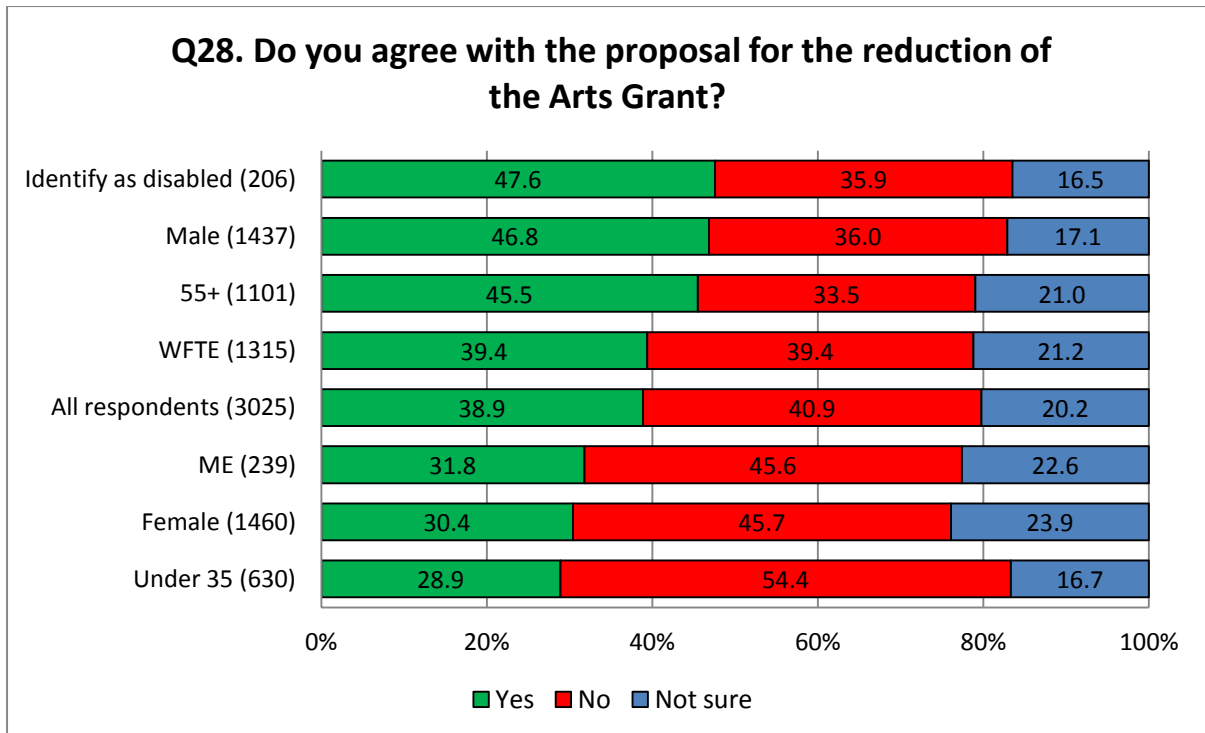
## Results and Feedback Report

### Art and Culture

#### 5.11 By geography



#### 5.12 By demographic

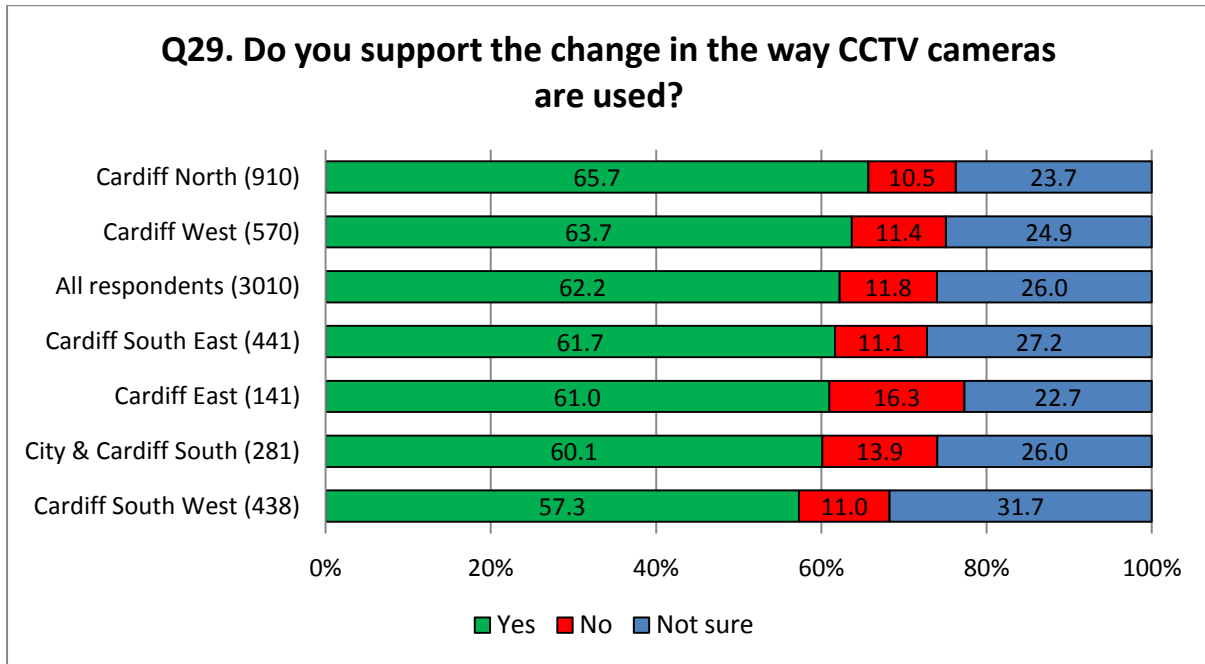


# Changes for Cardiff

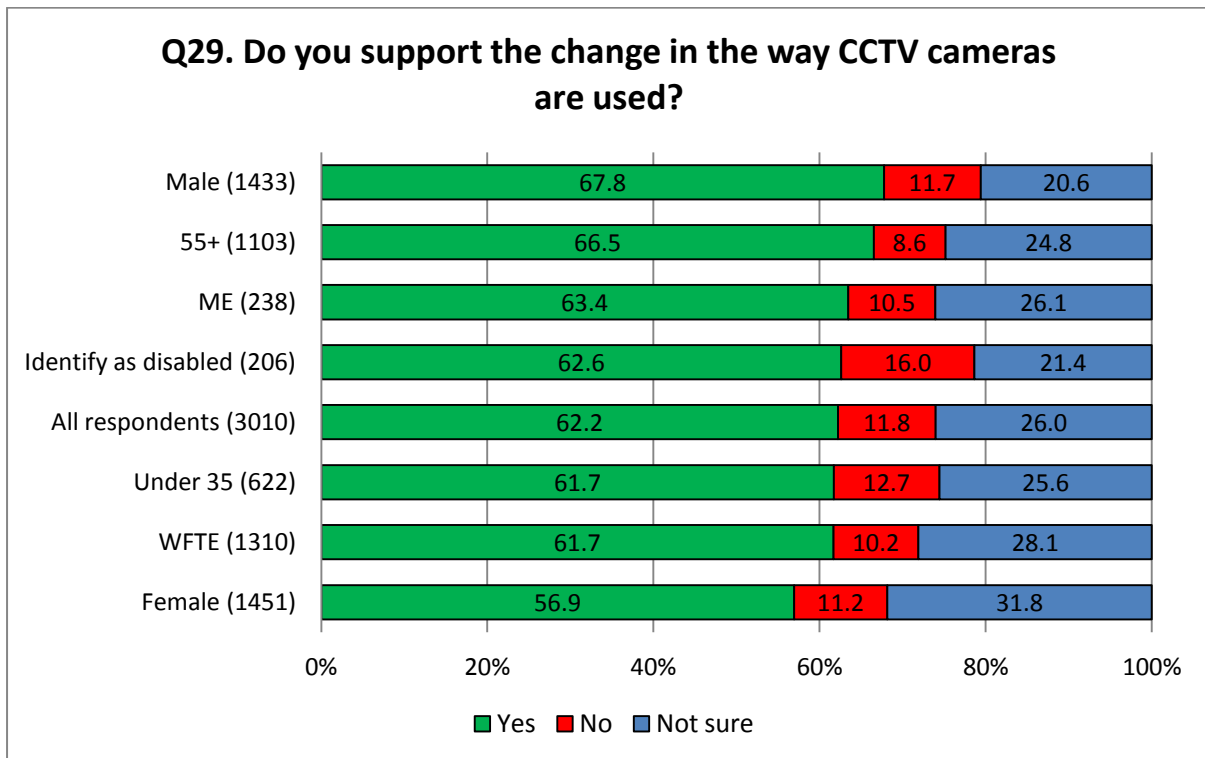
## Results and Feedback Report

### Community Safety

#### 6.1 By geography



#### 6.2 By demographic



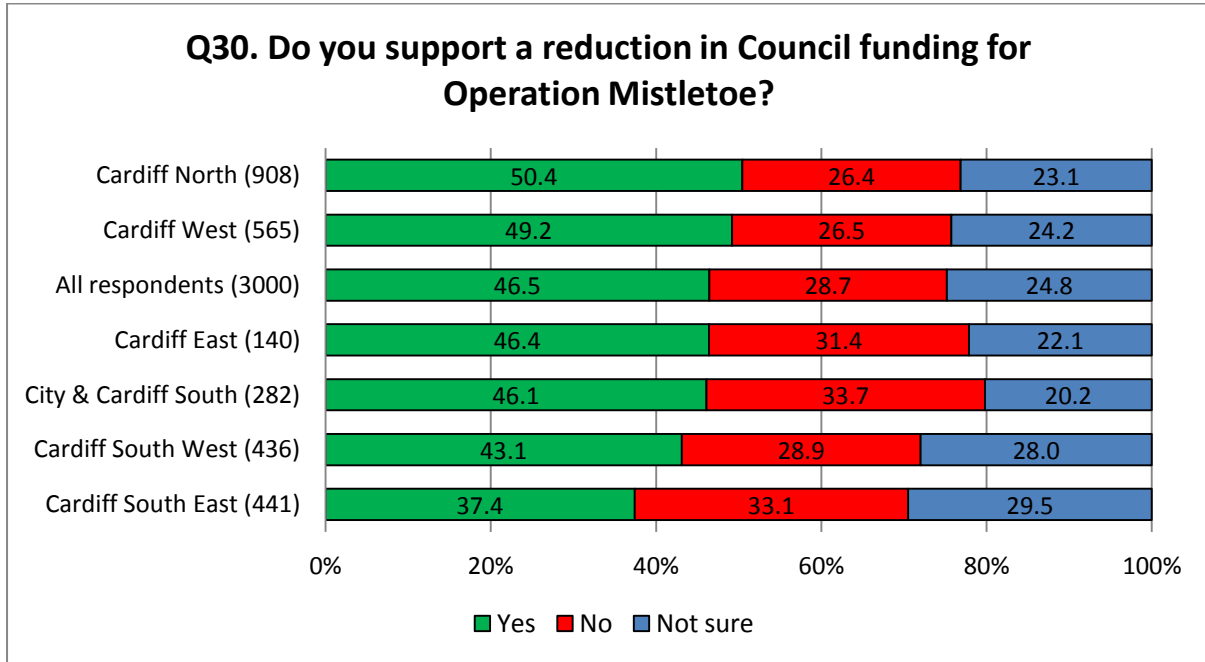


# Changes for Cardiff

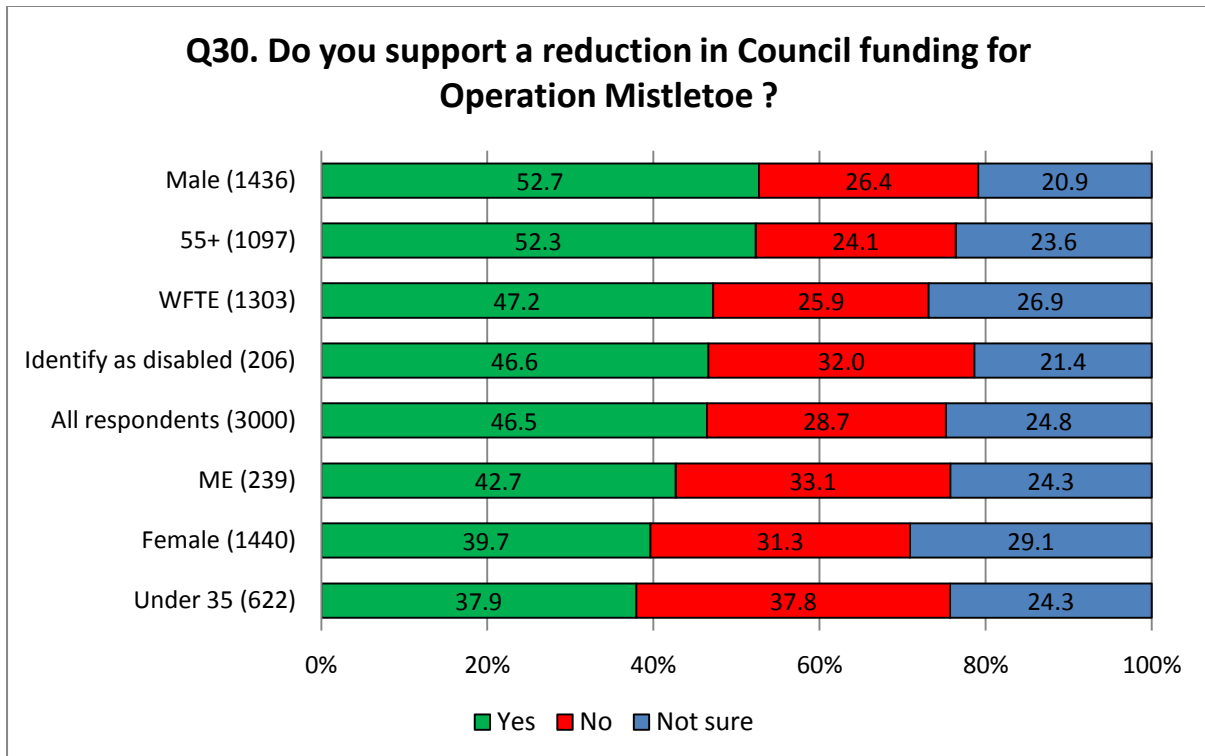
## Results and Feedback Report

### Community Safety

#### 6.3 By geography



#### 6.4 By demographic

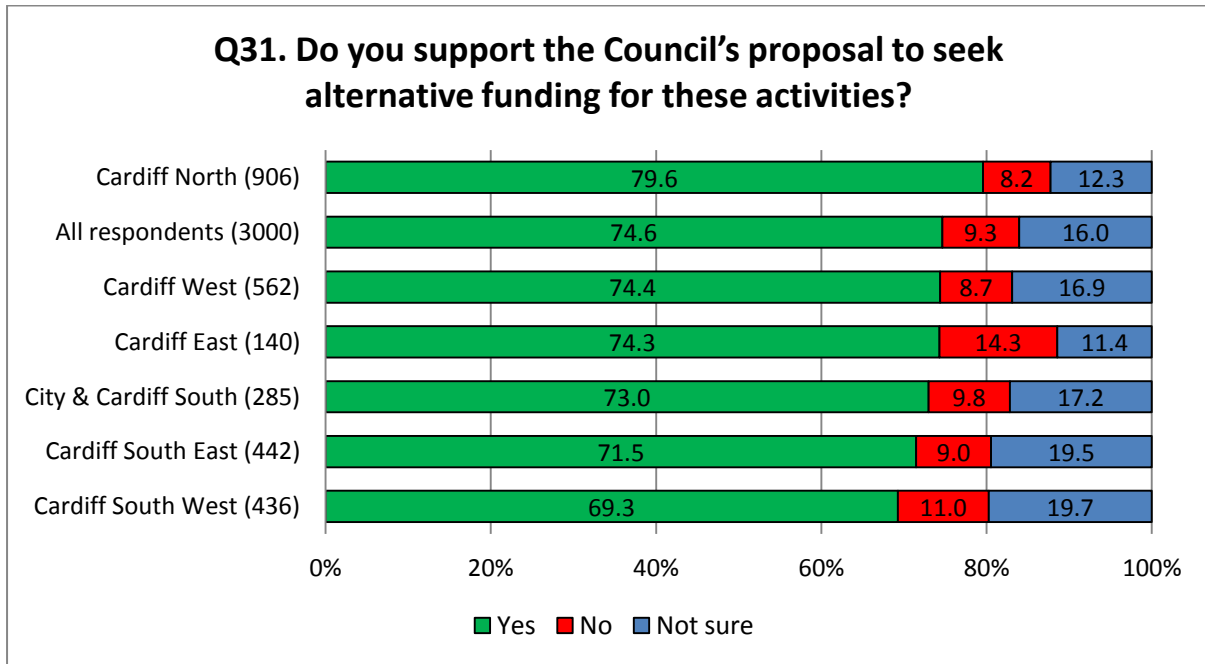


# Changes for Cardiff

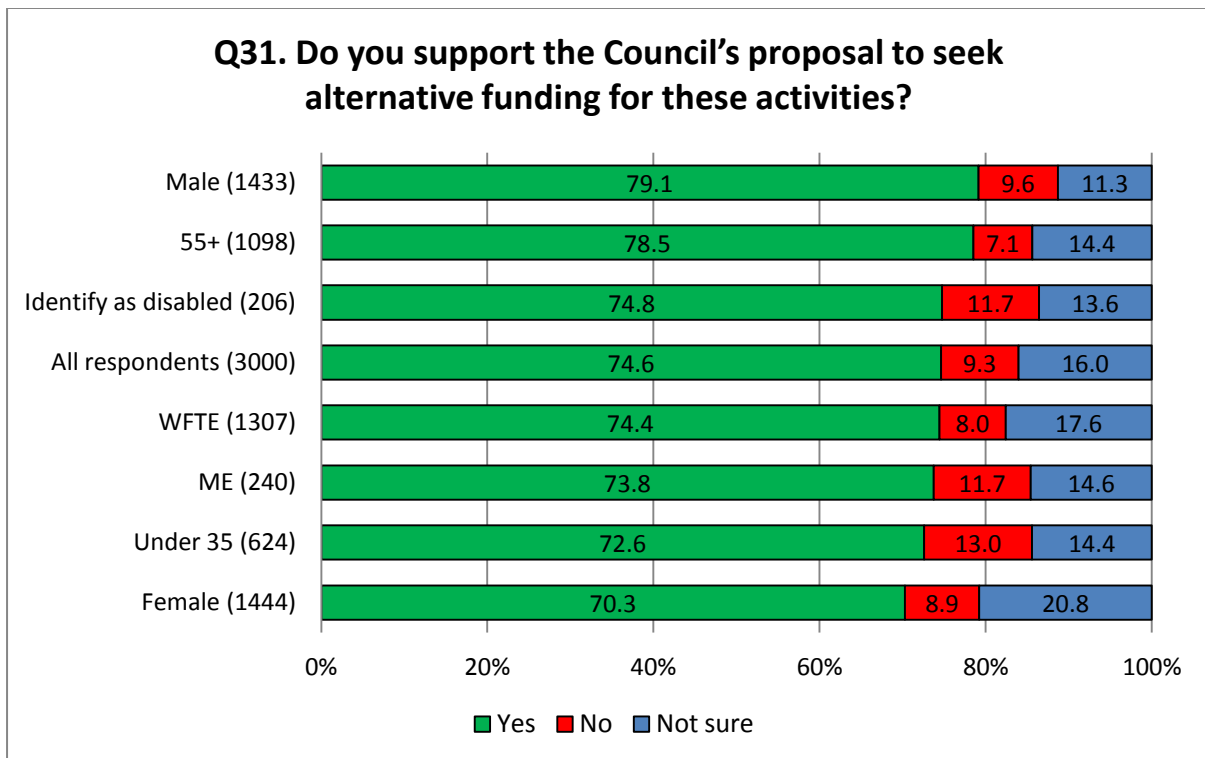
## Results and Feedback Report

### Community Safety

#### 6.5 By geography



#### 6.6 By demographic

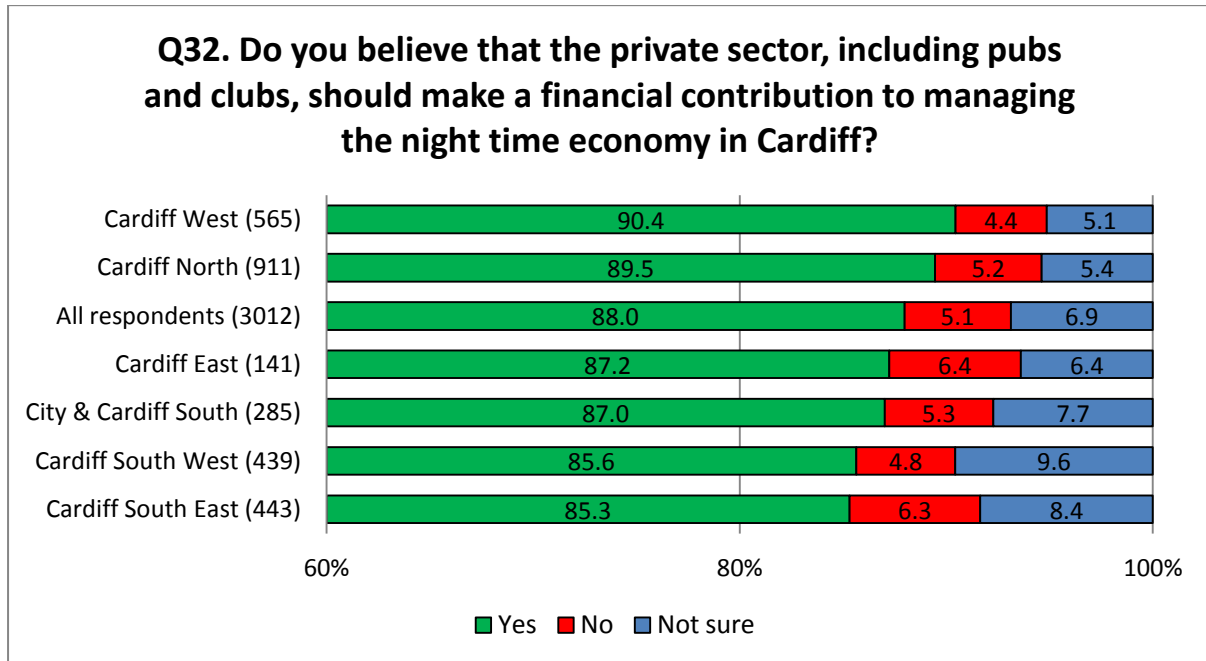


# Changes for Cardiff

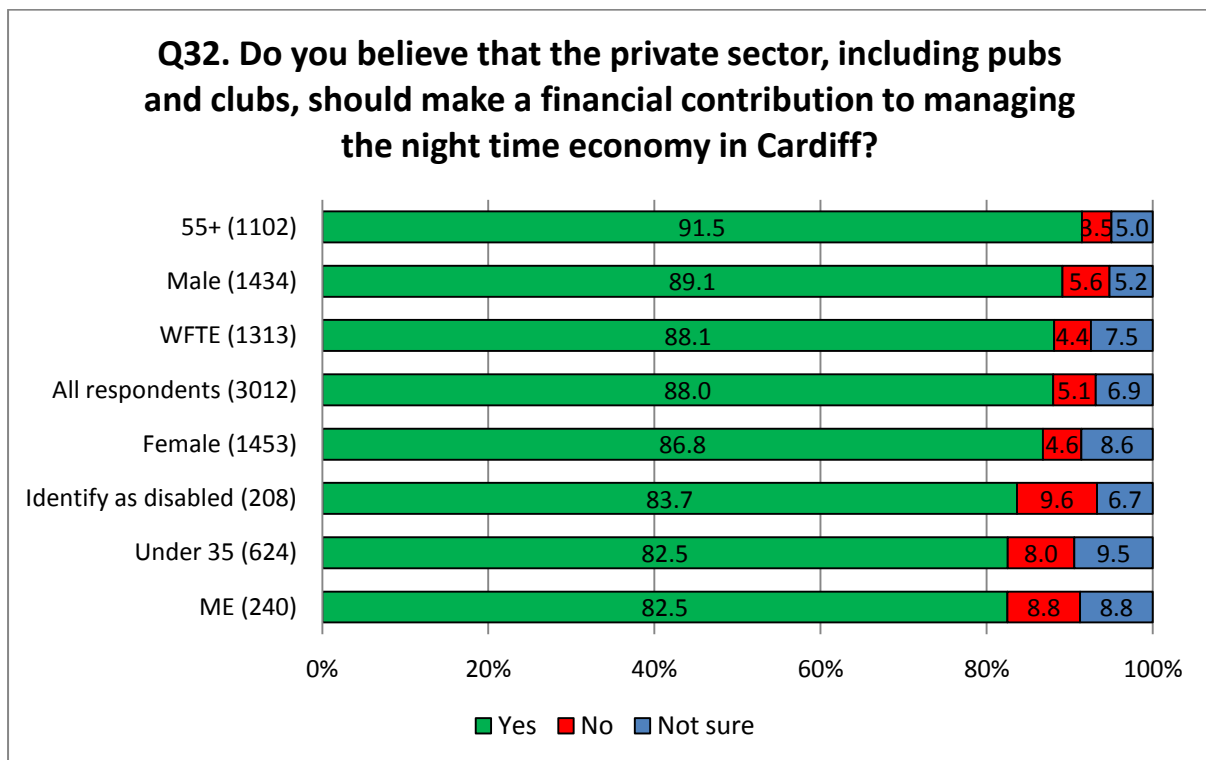
## Results and Feedback Report

### Community Safety

#### 6.7 By geography



#### 6.8 By demographic

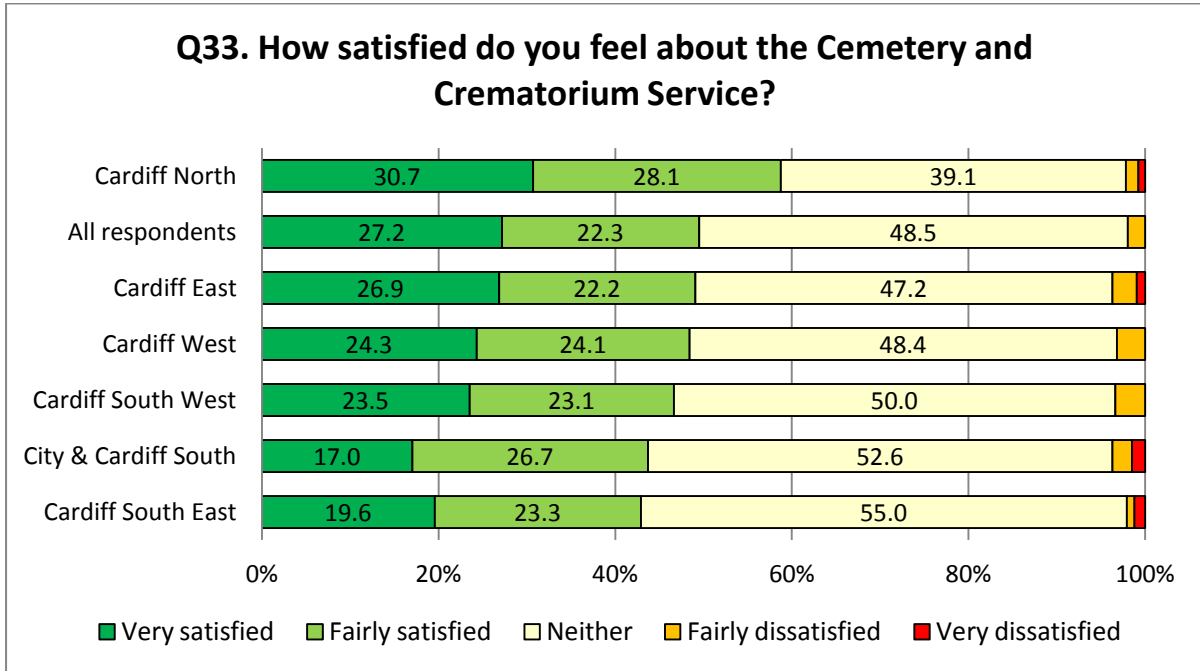


# Changes for Cardiff

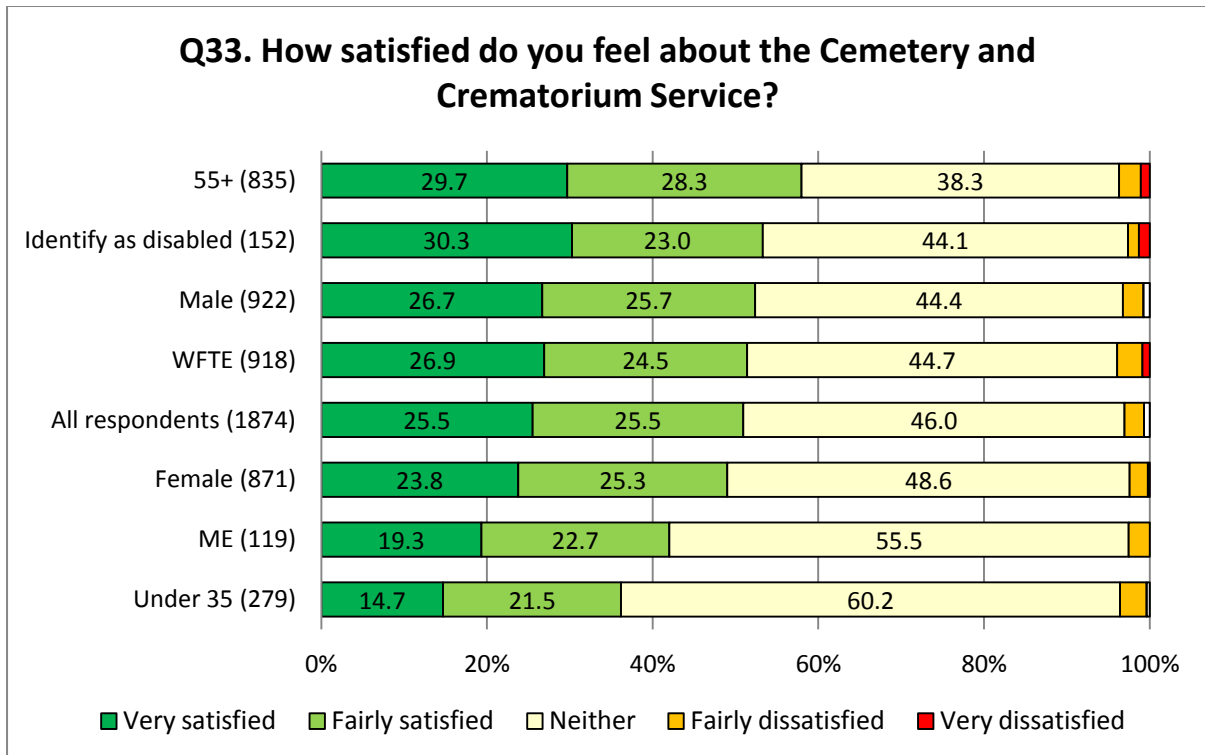
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.1 By geography



#### 7.2 By demographic

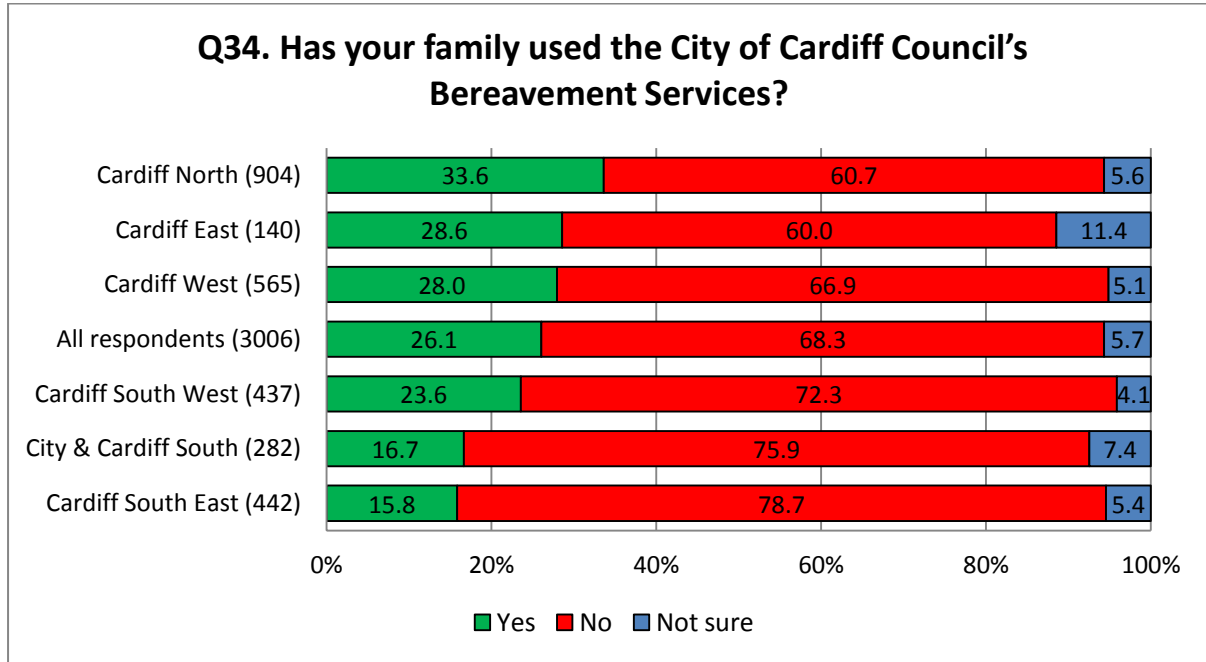


# Changes for Cardiff

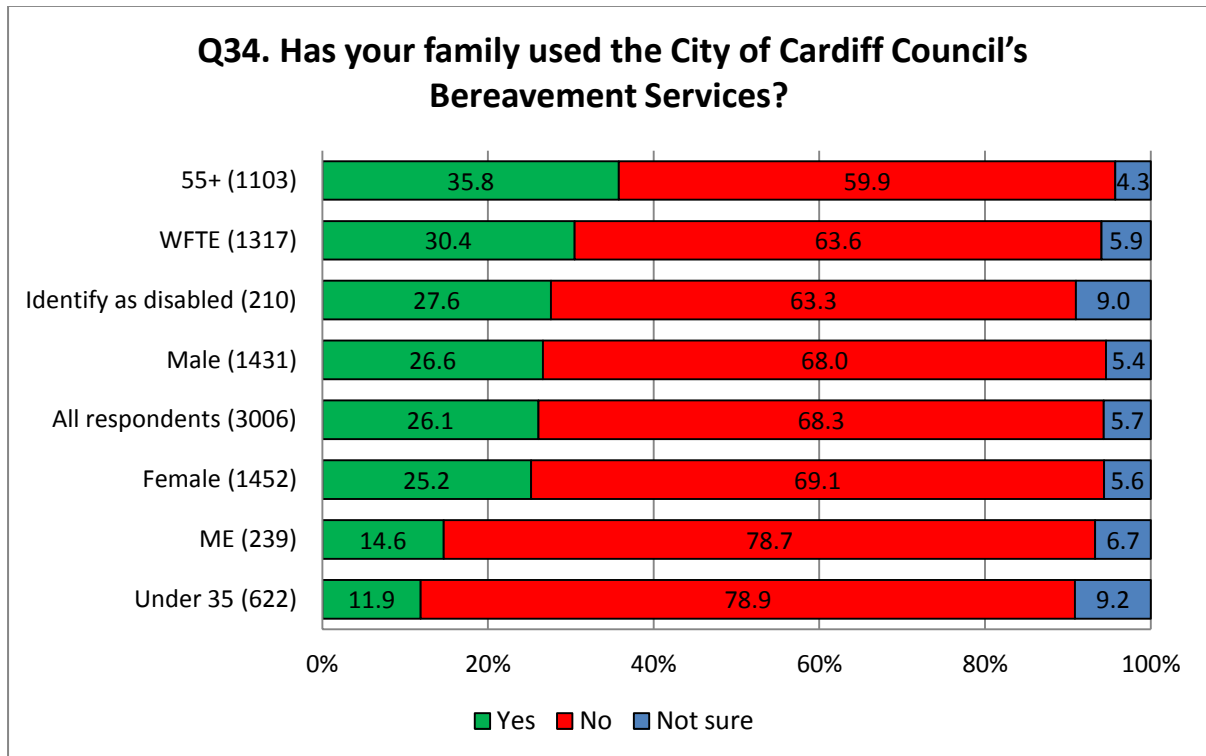
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.3 By geography



#### 7.4 By demographic

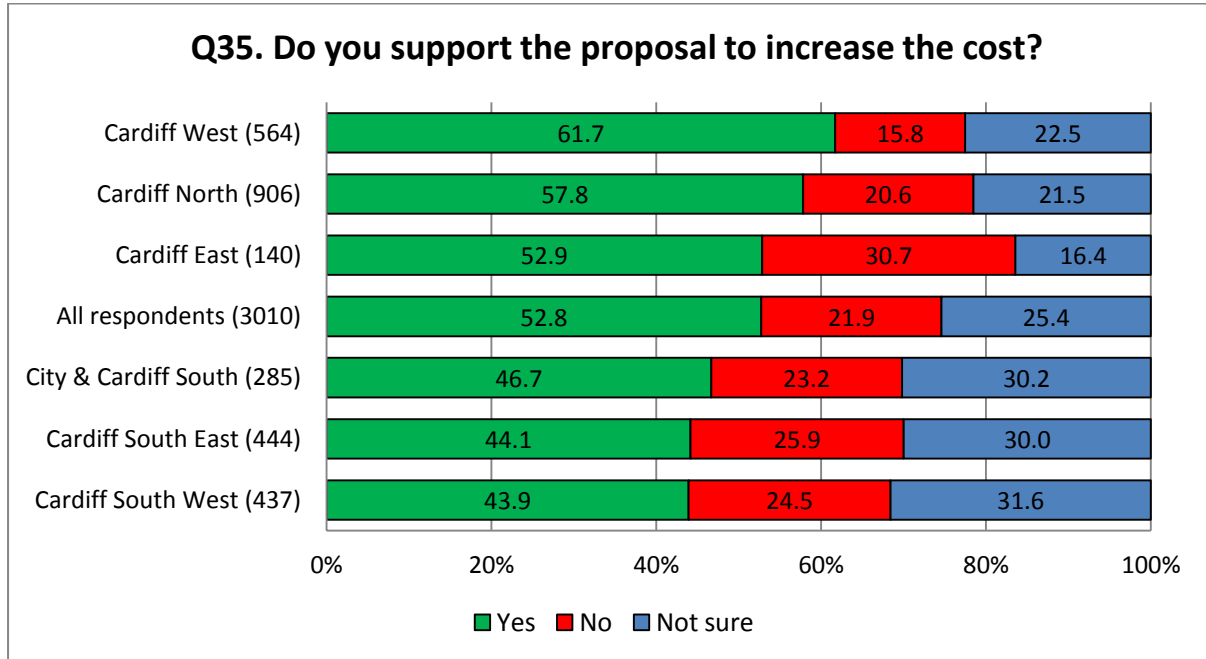


# Changes for Cardiff

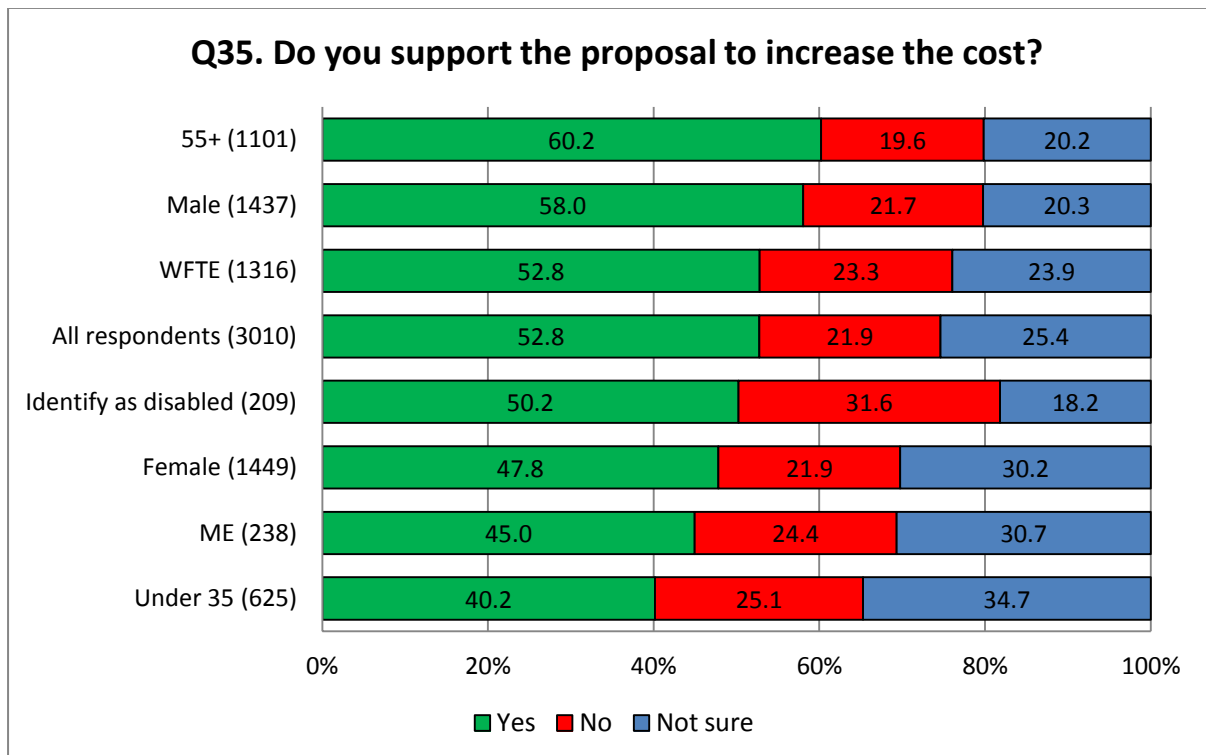
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.5 By geography



#### 7.6 By demographic

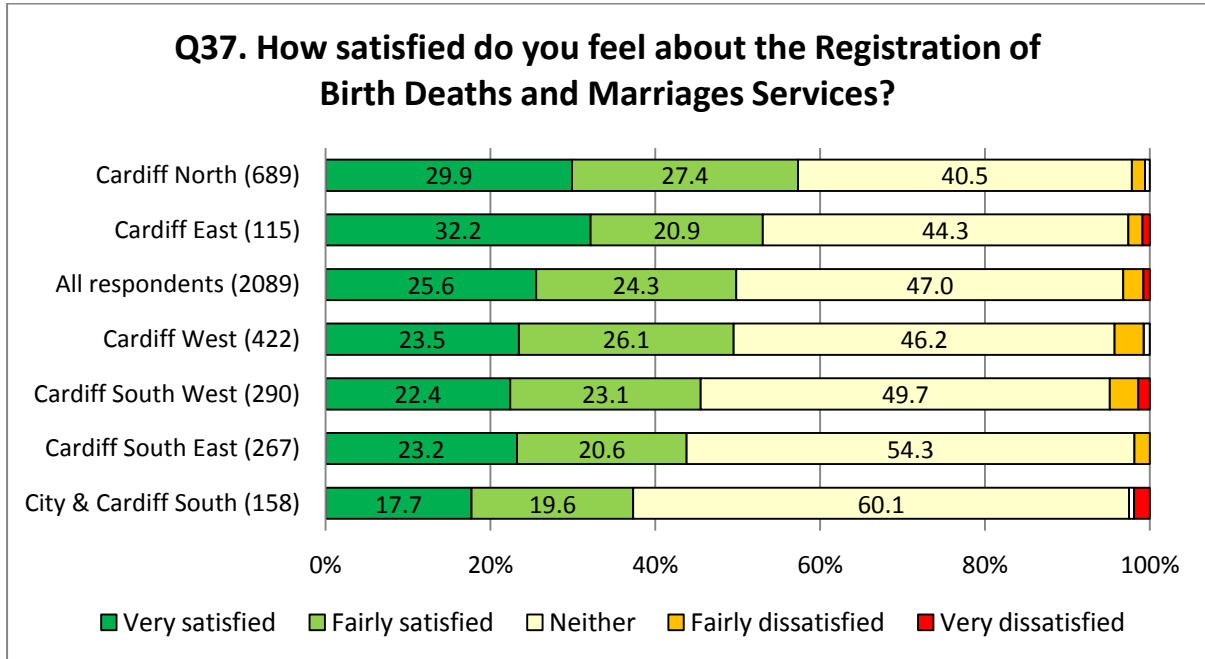


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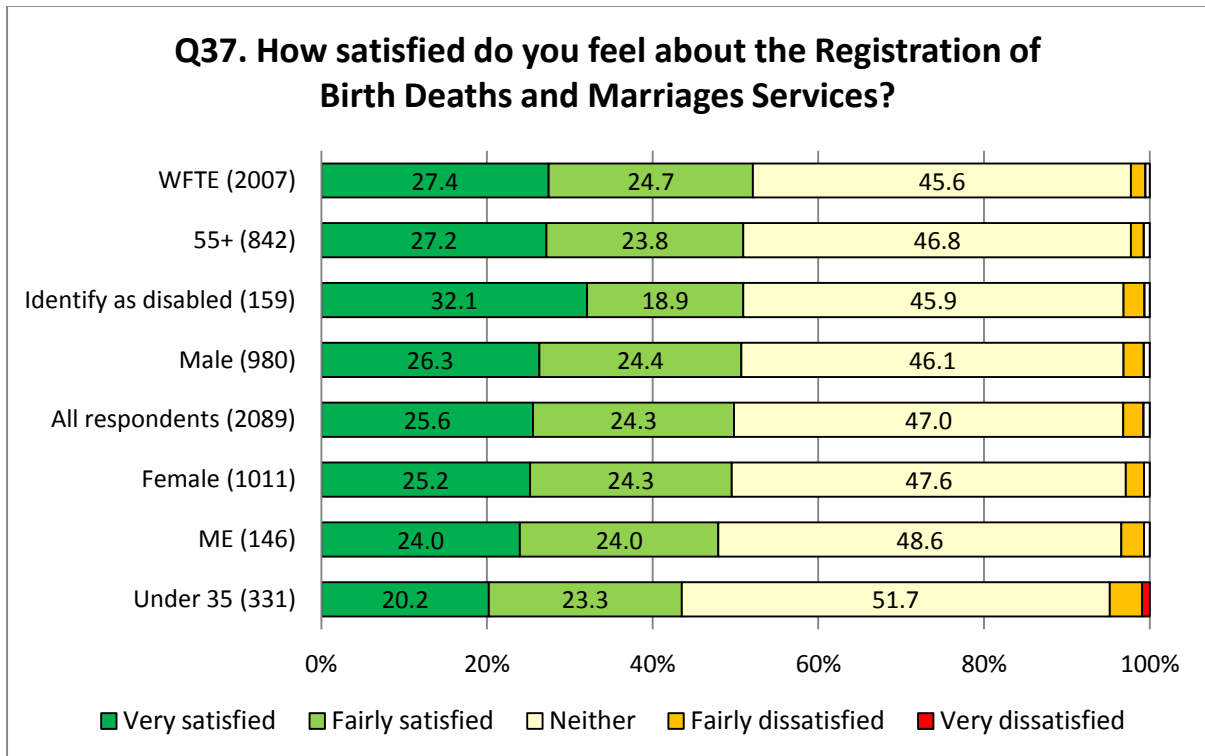
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.7 By geography



#### 7.8 By demographic

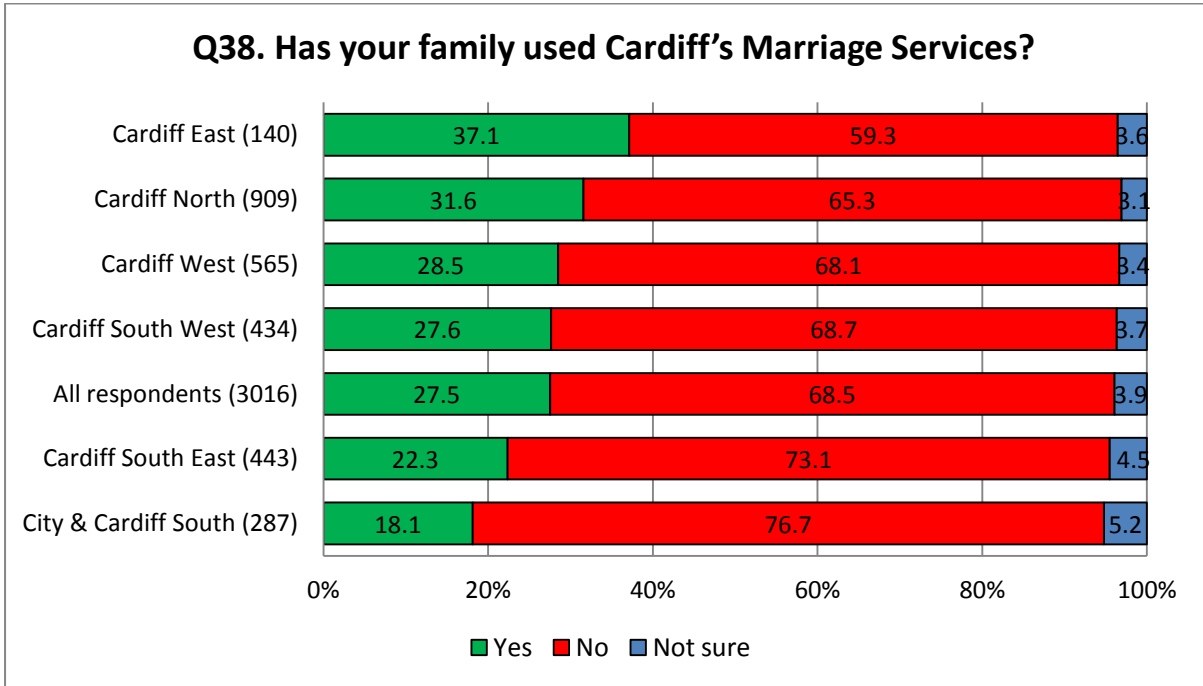


# Changes for Cardiff

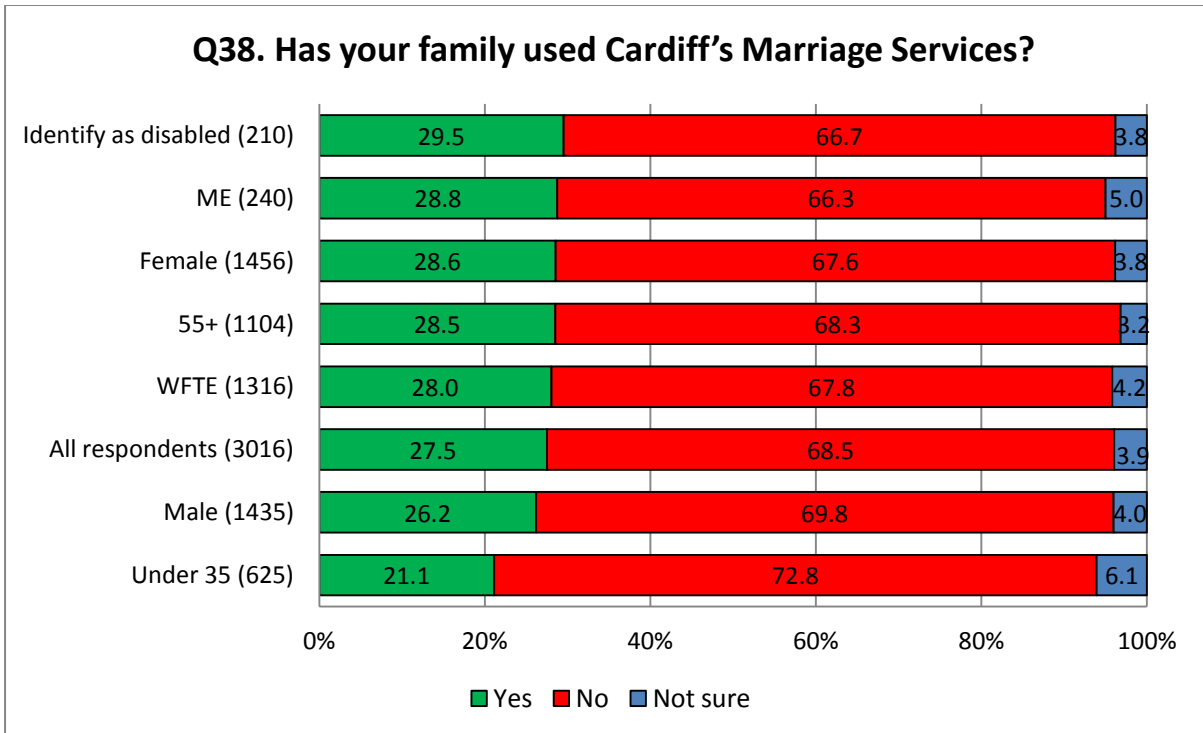
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.9 By geography



#### 7.10 By demographic



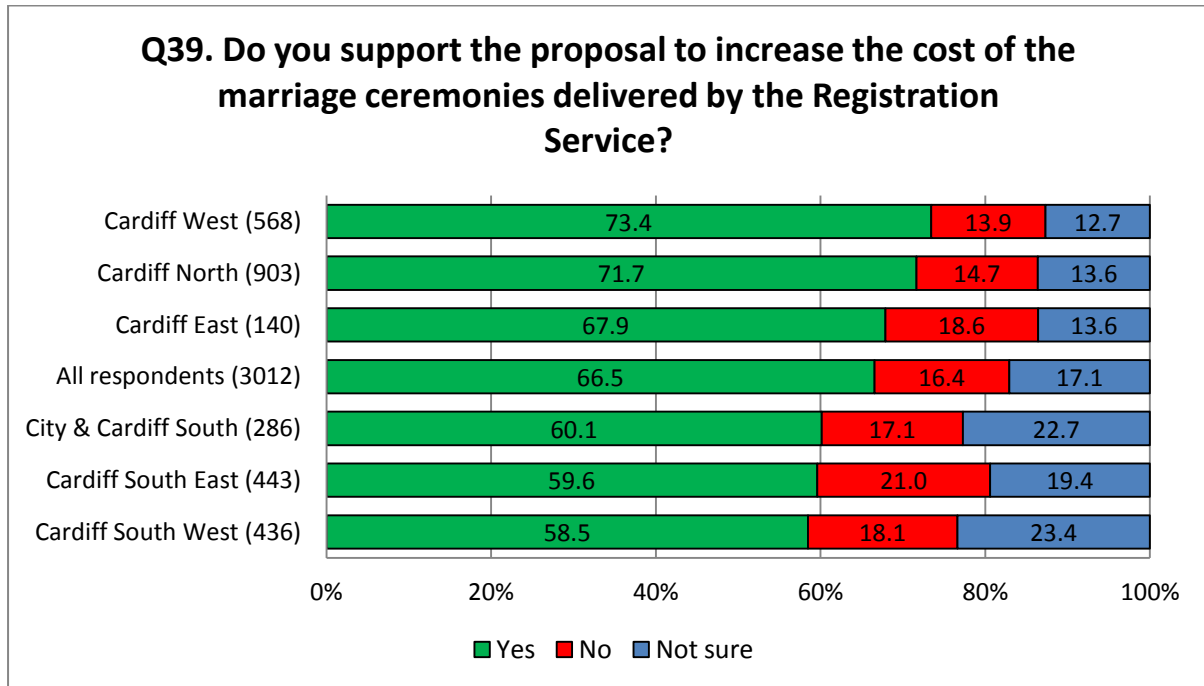


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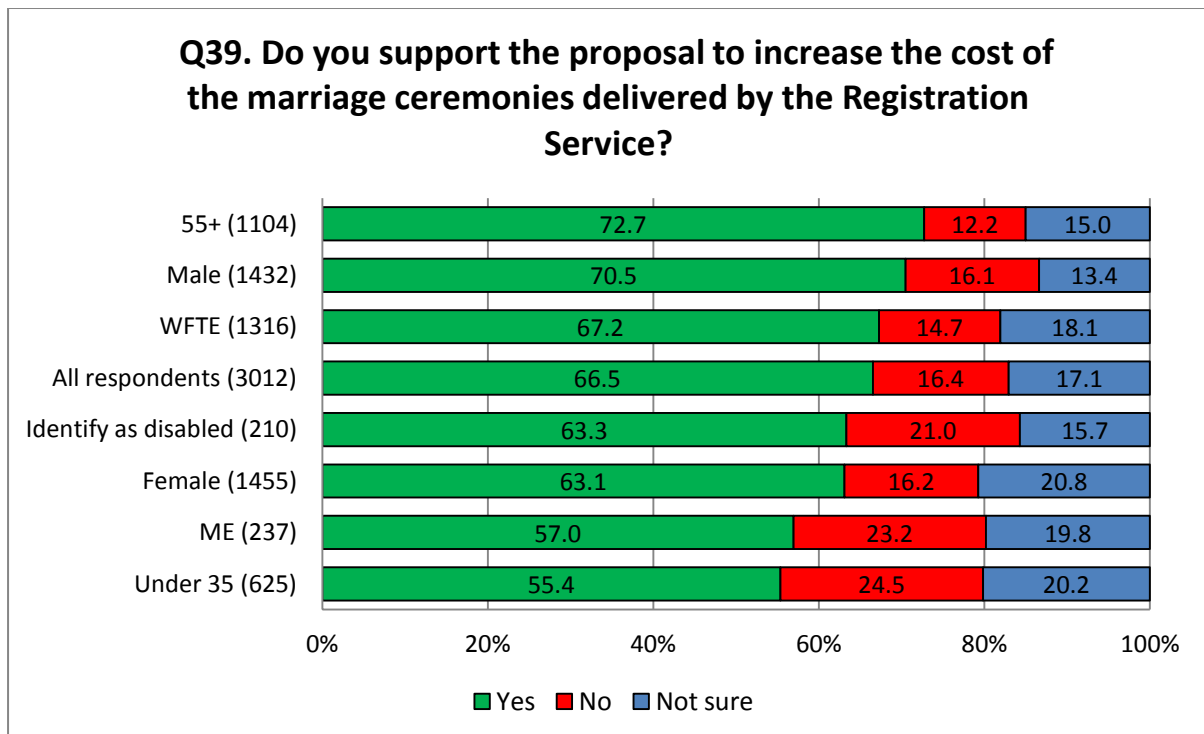
## Results and Feedback Report

### Bereavement & Registration Services

#### 7.11 By geography



#### 7.12 By demographic

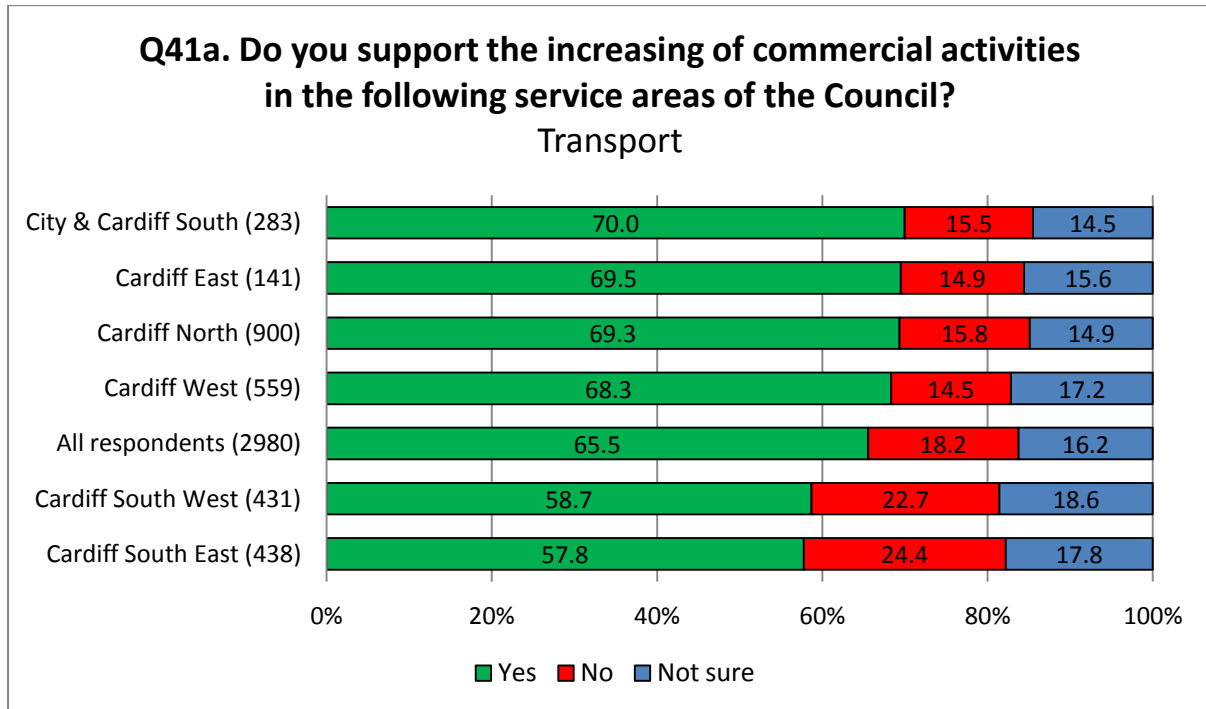


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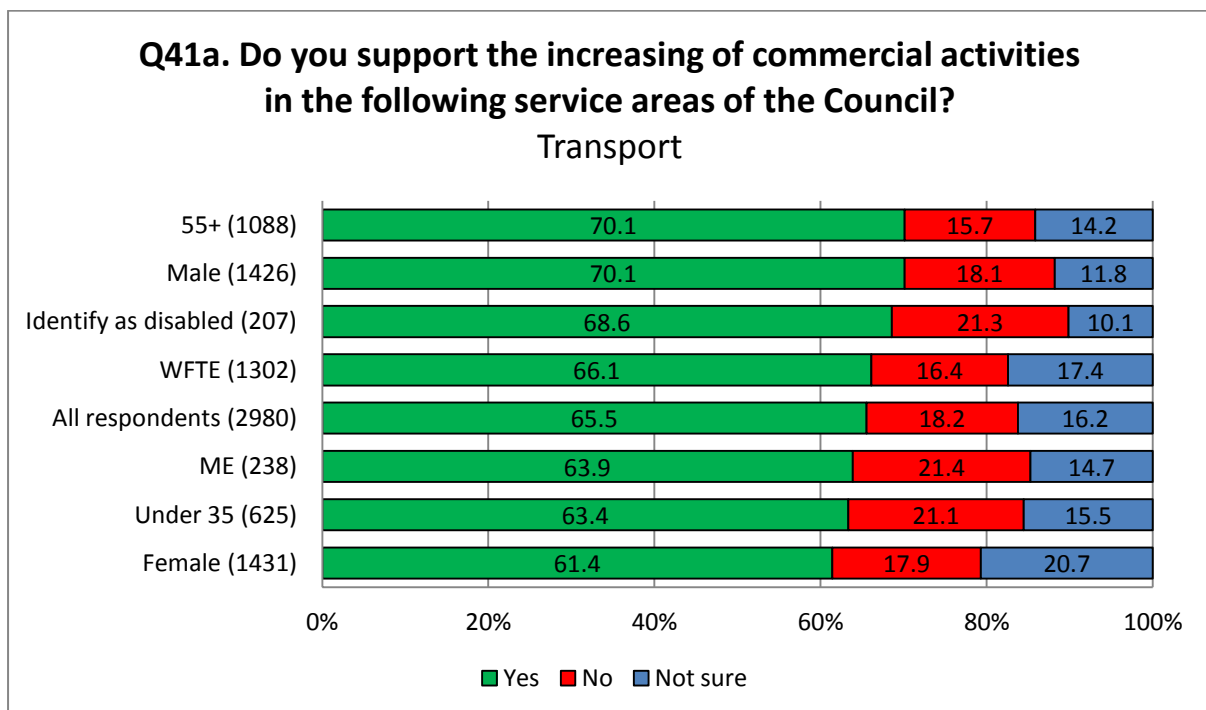
## Results and Feedback Report

### Commercialisation

#### 8.1 By geography



#### 8.2 By demographic

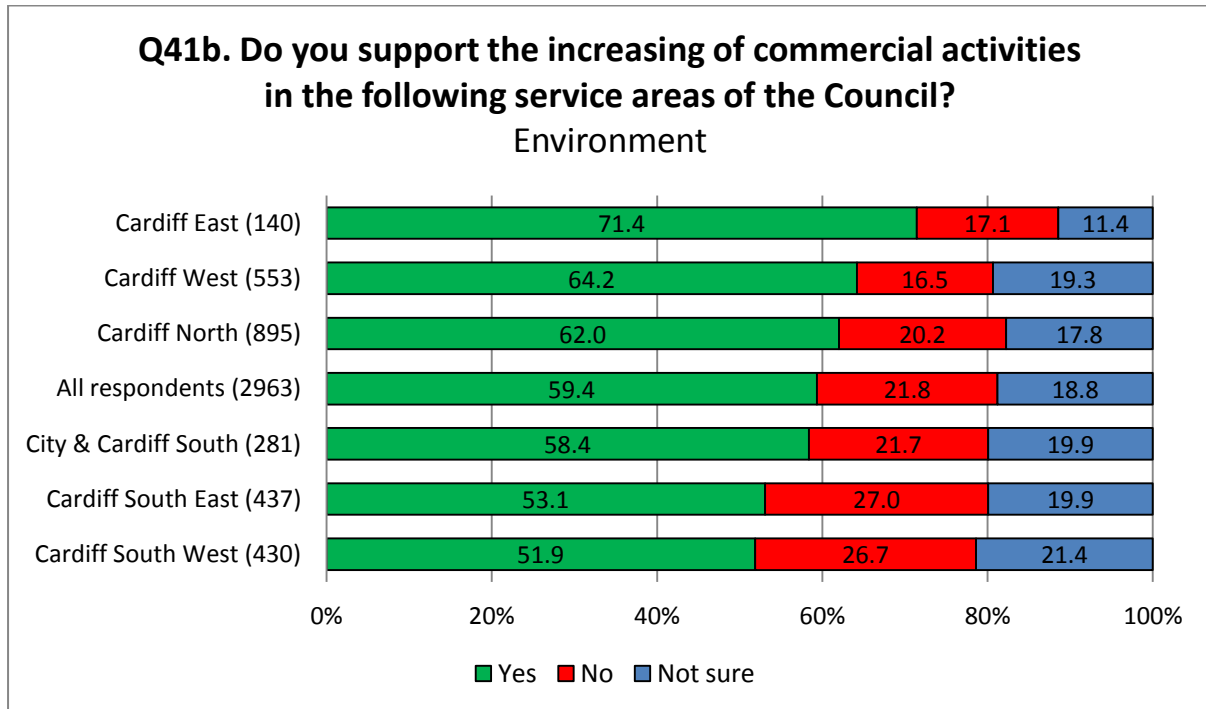


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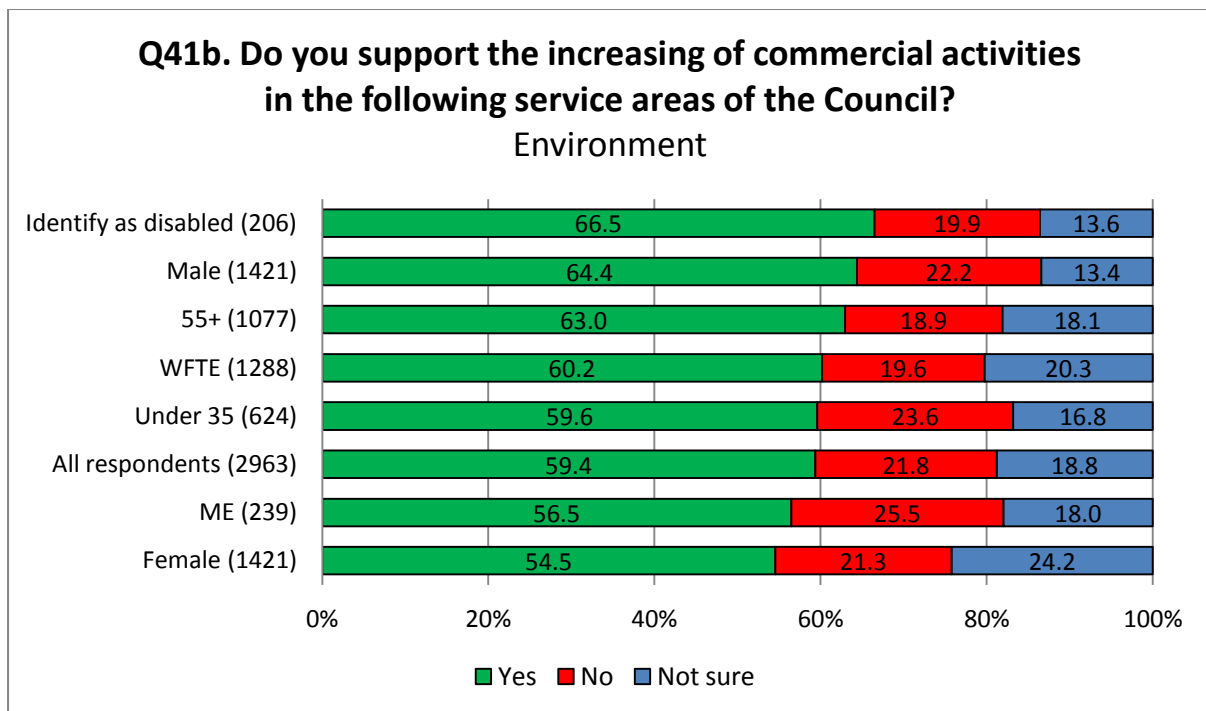
## Results and Feedback Report

### Commercialisation

#### 8.3 By geography



#### 8.4 By demographic

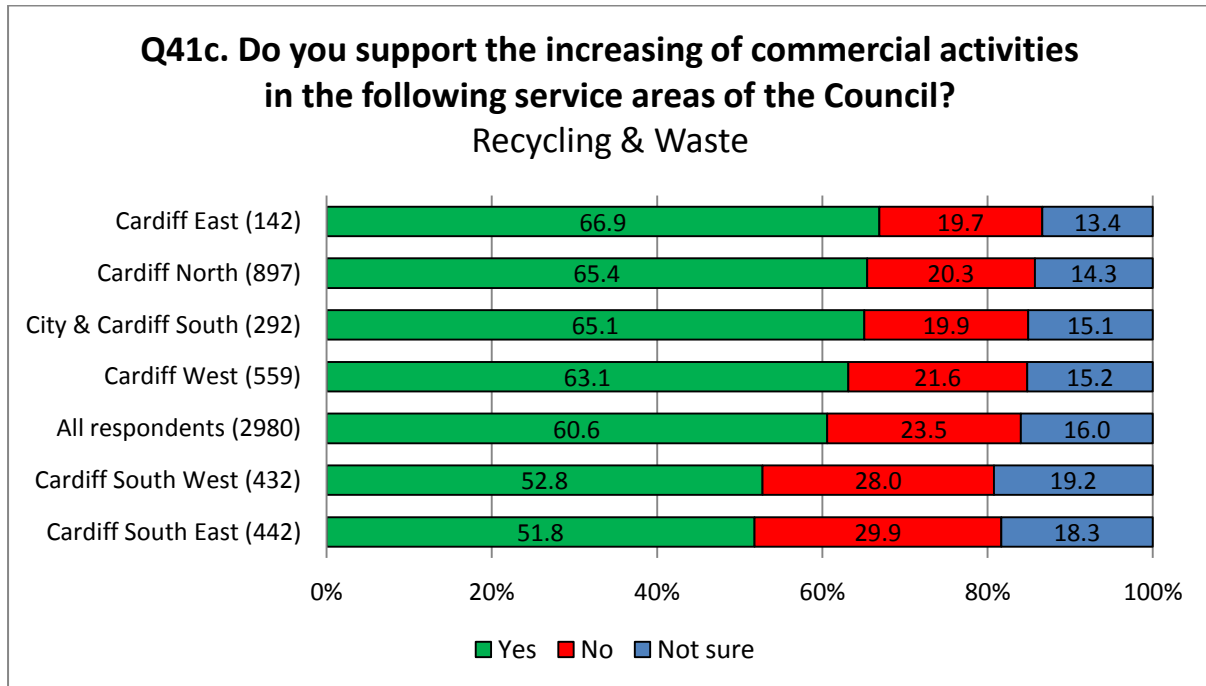


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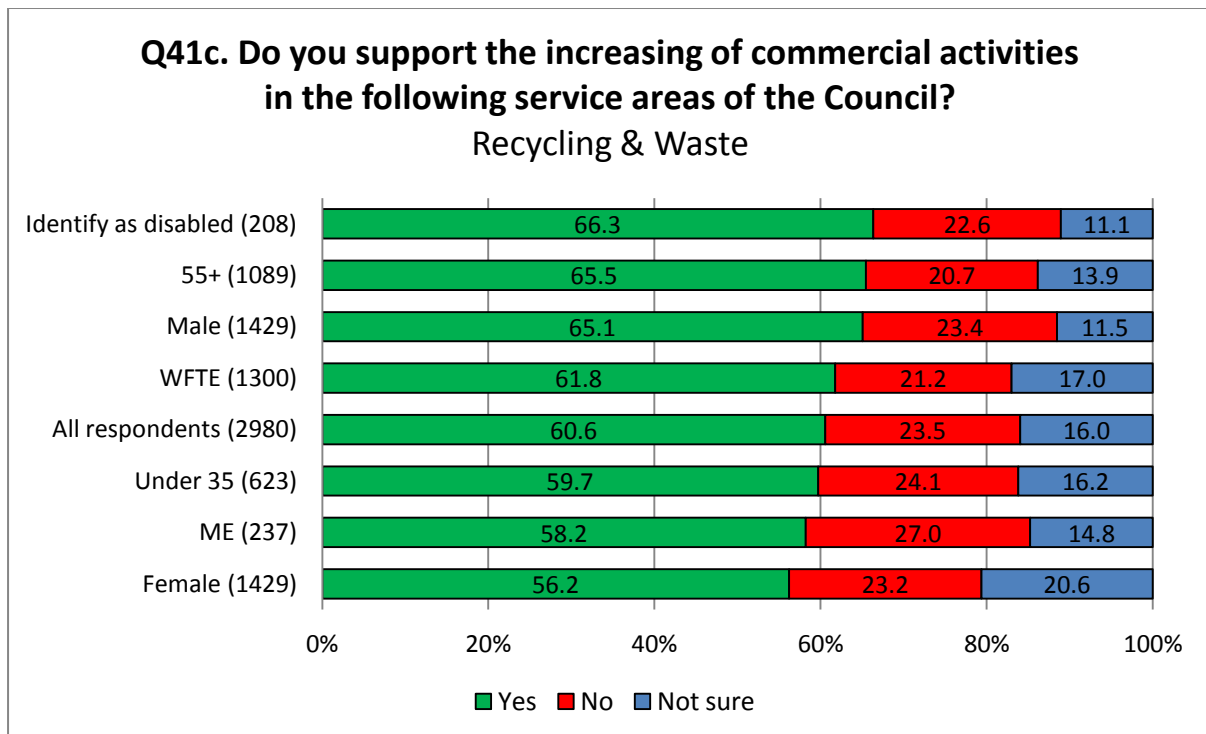
## Results and Feedback Report

### Commercialisation

#### 8.5 By geography



#### 8.6 By demographic

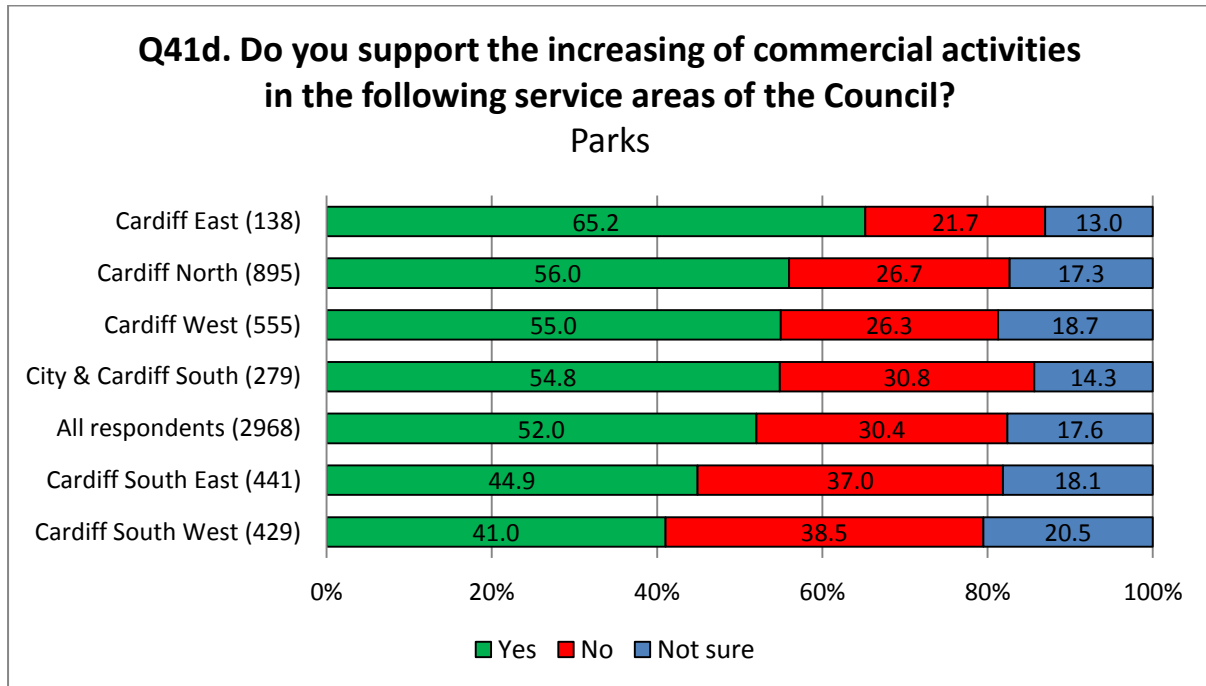


# Changes for Cardiff

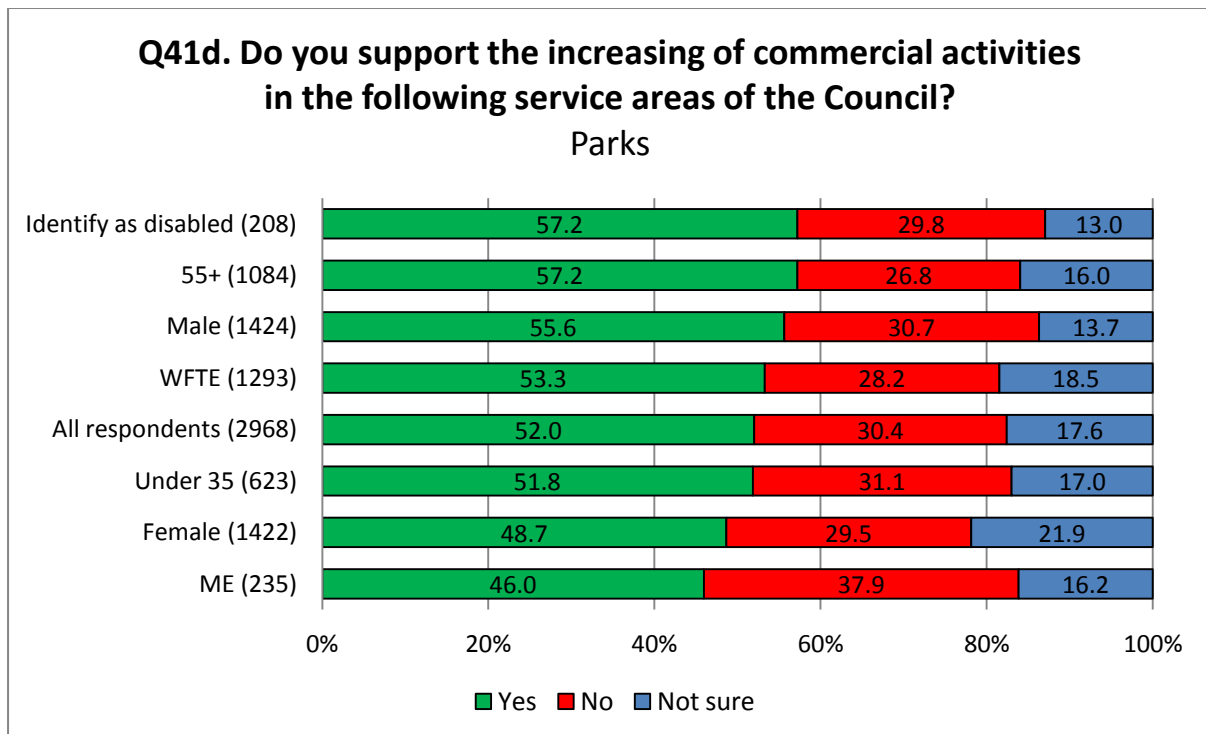
## Results and Feedback Report

### Commercialisation

#### 8.7 By geography



#### 8.8 By demographic

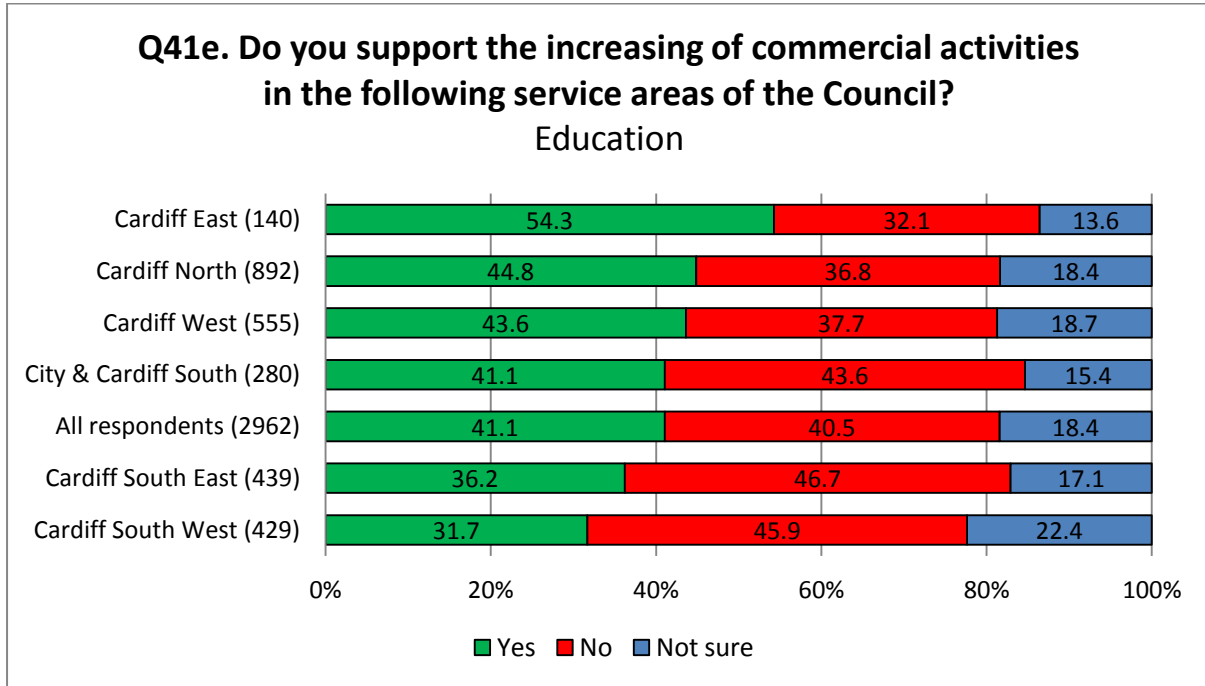


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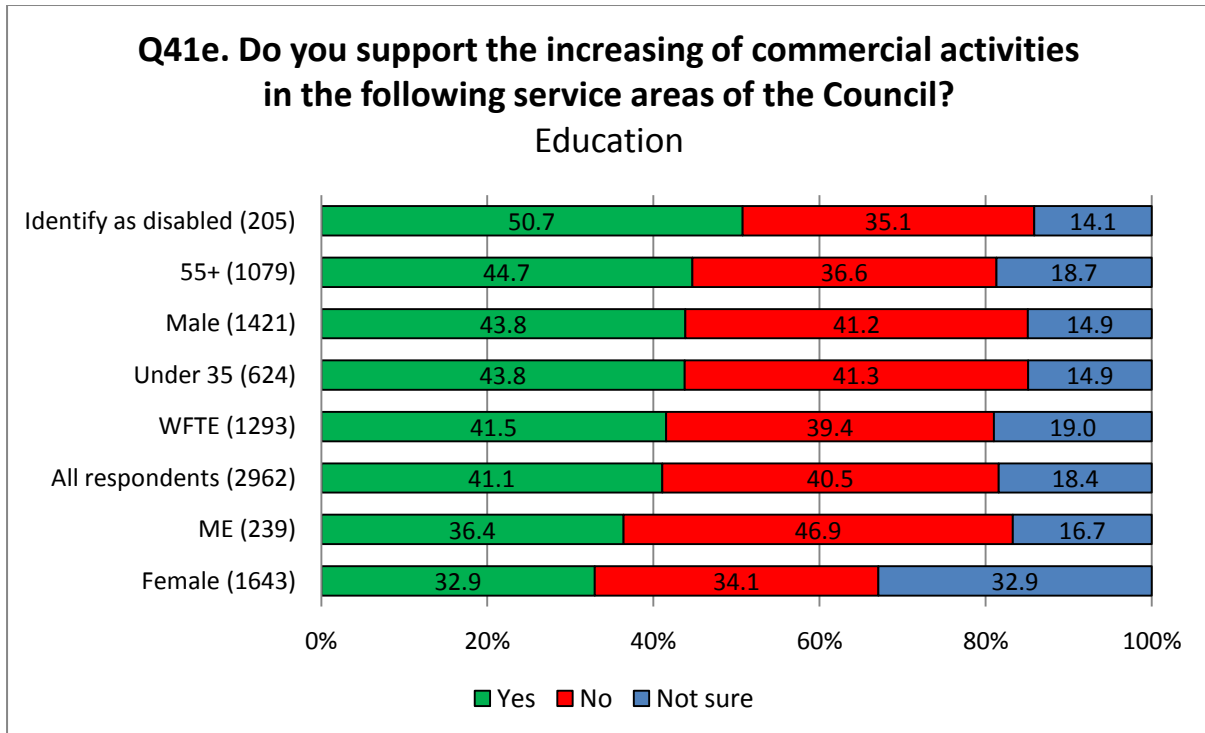
## Results and Feedback Report

### Commercialisation

#### 8.9 By geography



#### 8.10 By demographic

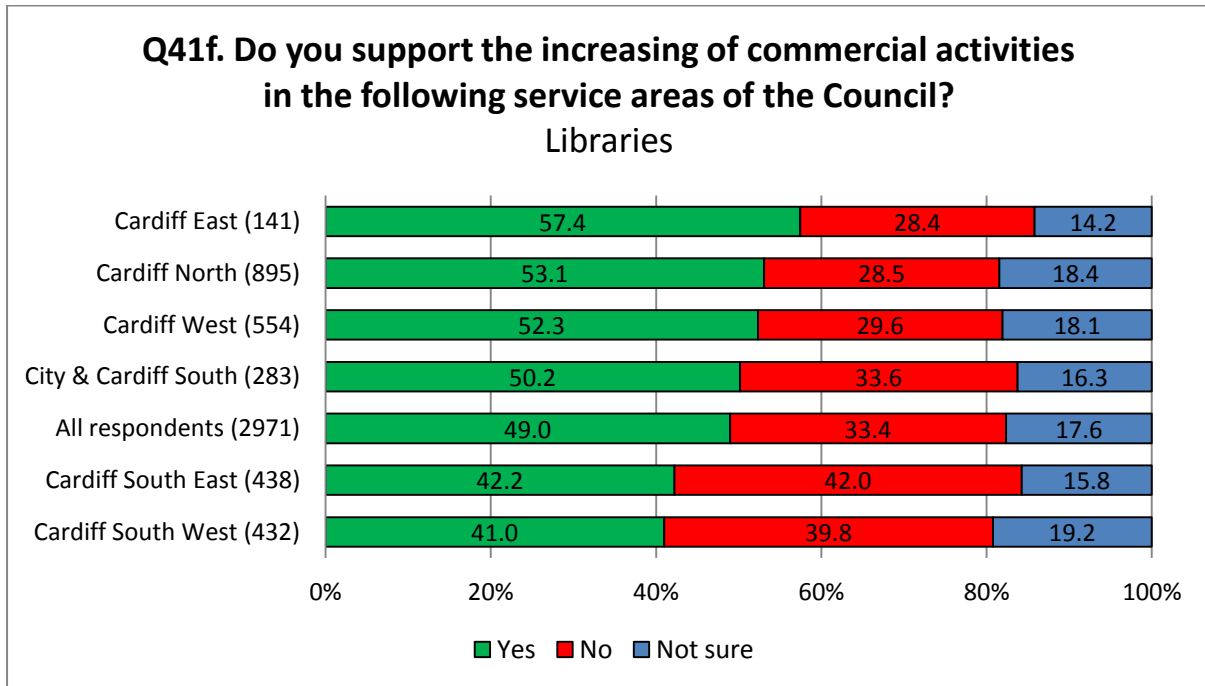


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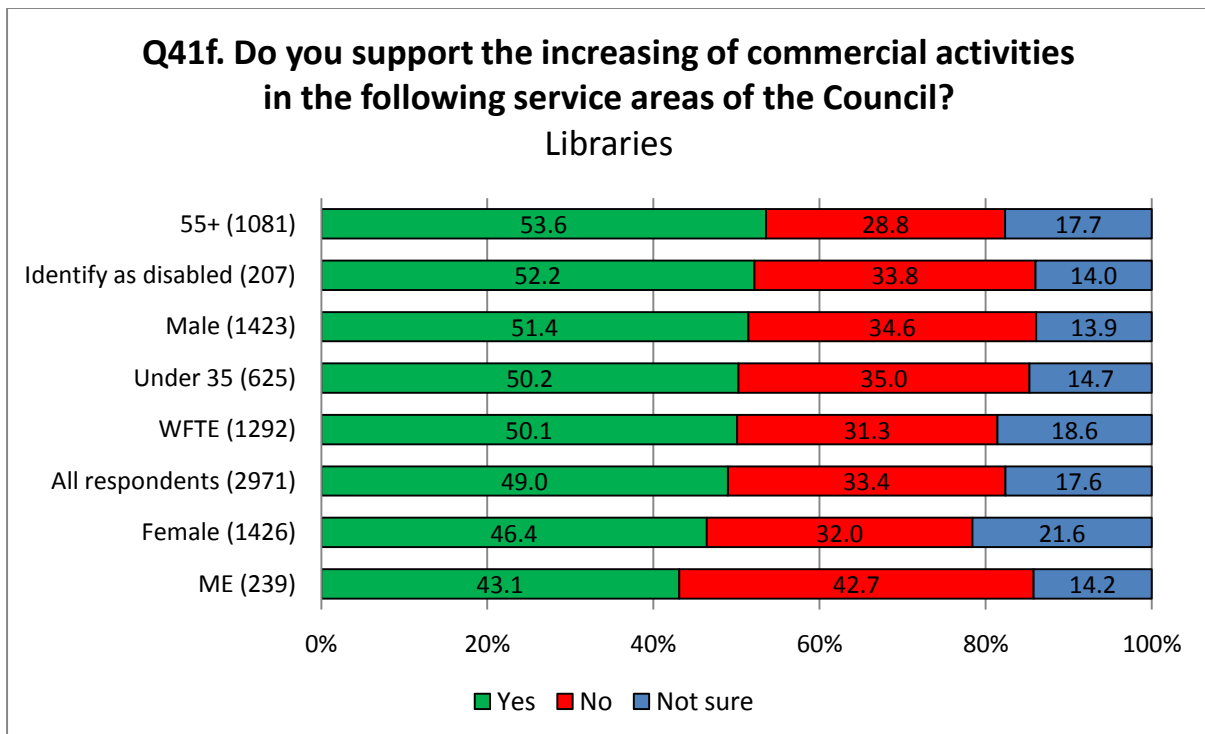
## Results and Feedback Report

### Commercialisation

#### 8.11 By geography



#### 8.12 By demographic

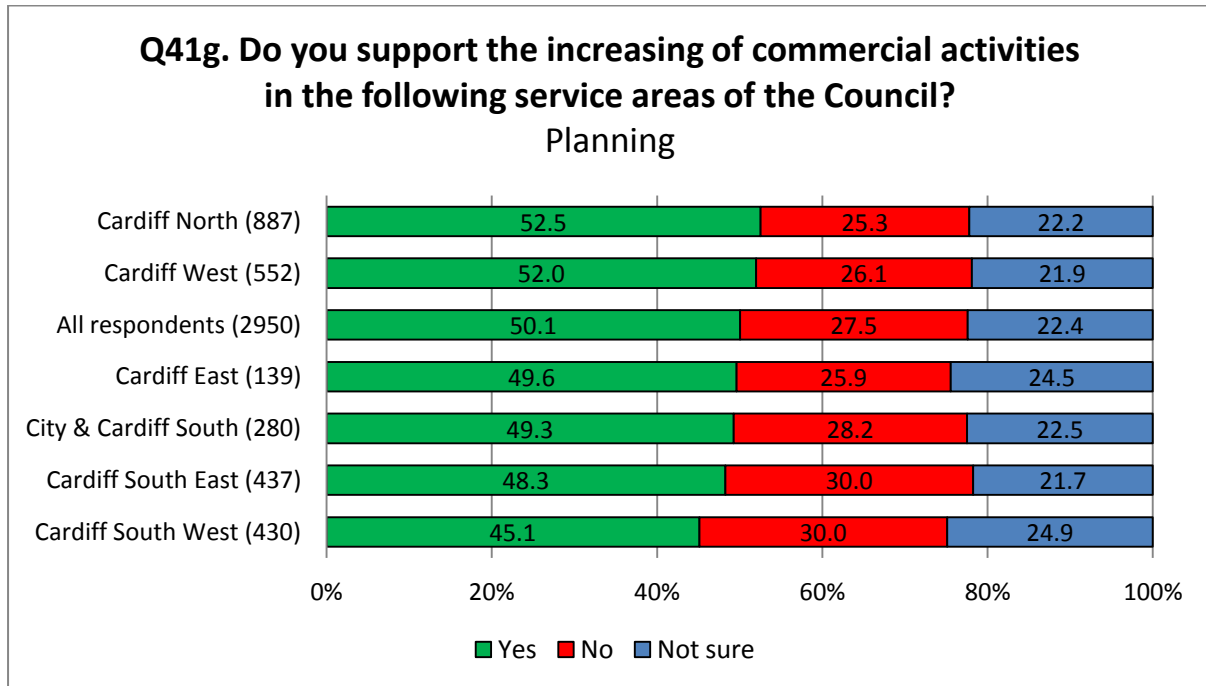


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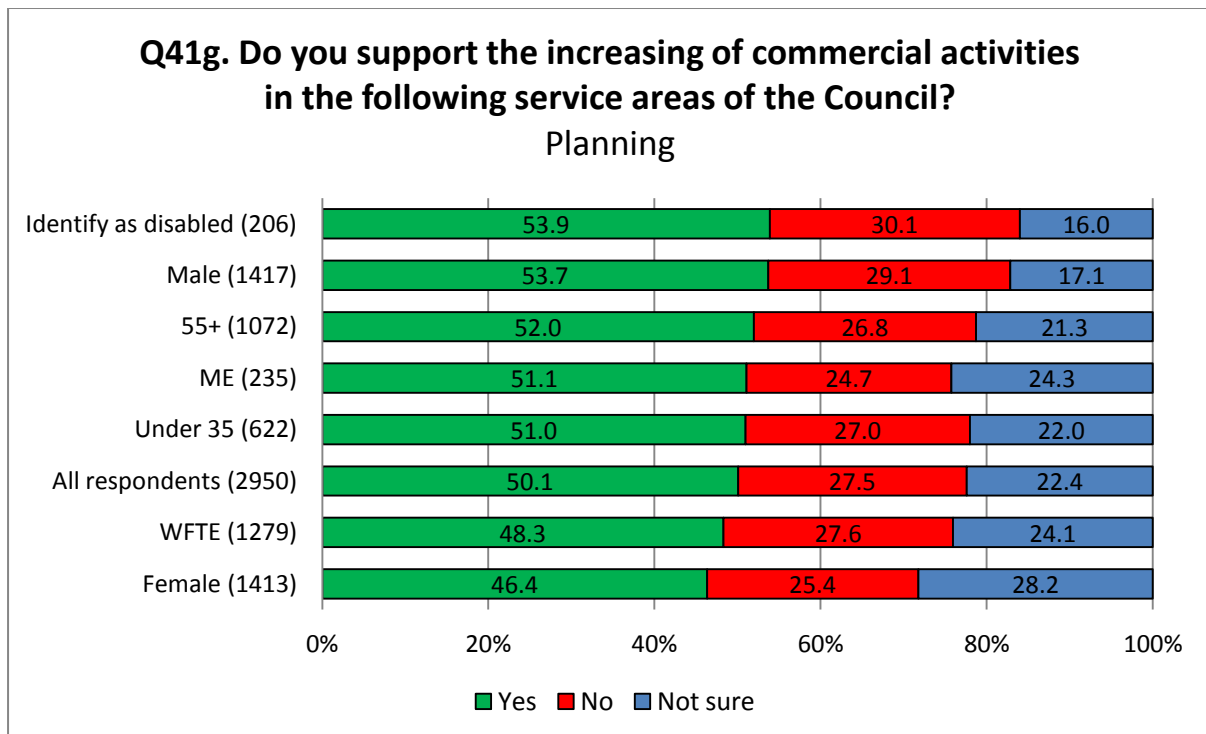
## Results and Feedback Report

### Commercialisation

#### 8.13 By geography



#### 8.14 By demographic



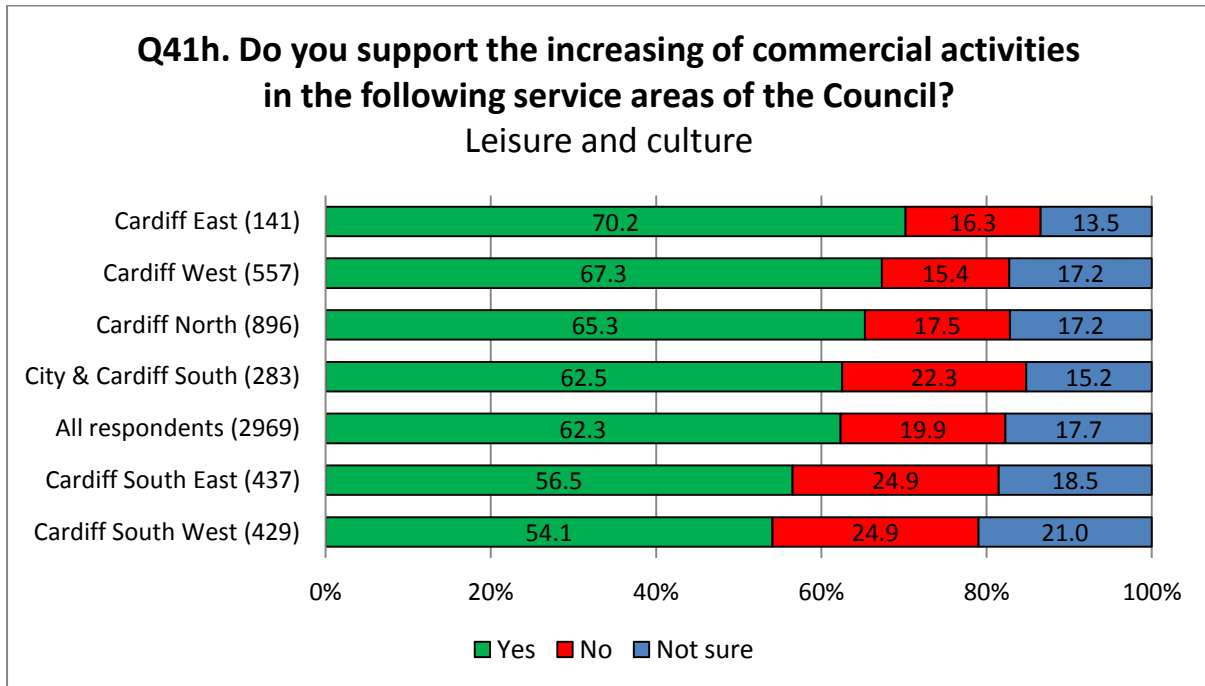


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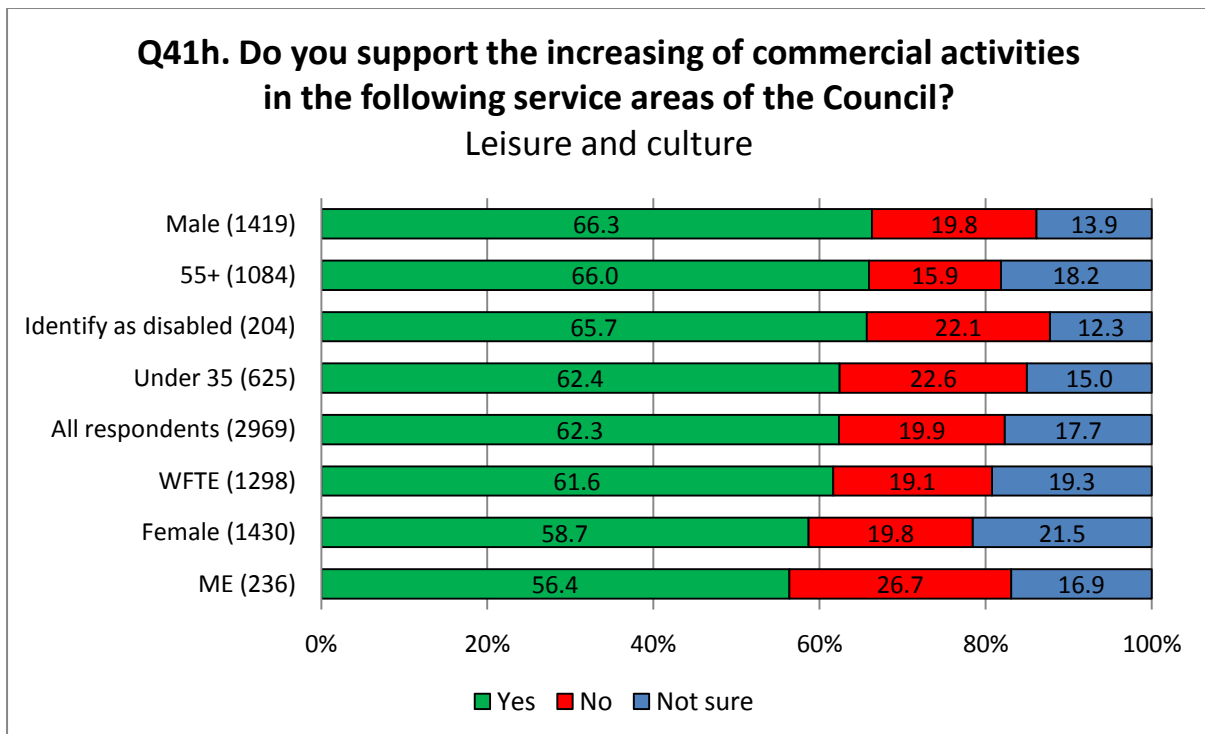
## Results and Feedback Report

### Commercialisation

#### 8.15 By geography



#### 8.16 By demographic

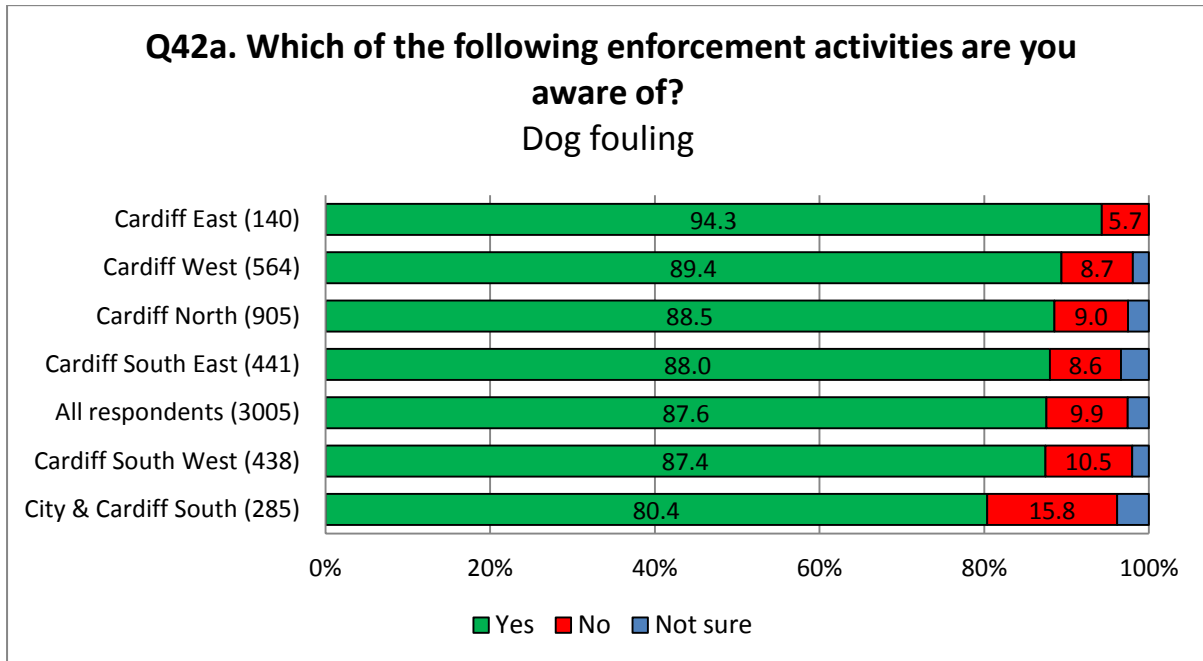


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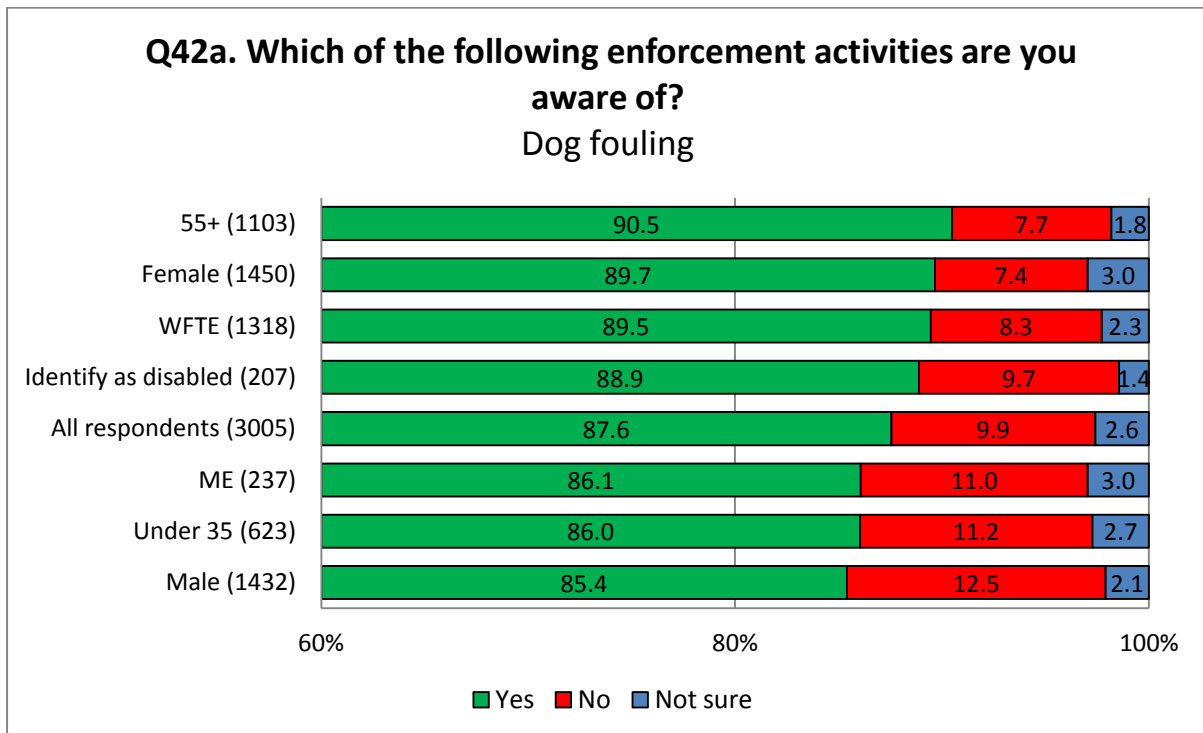
## Results and Feedback Report

### Environment

#### 9.1 By geography



#### 9.2 By demographic

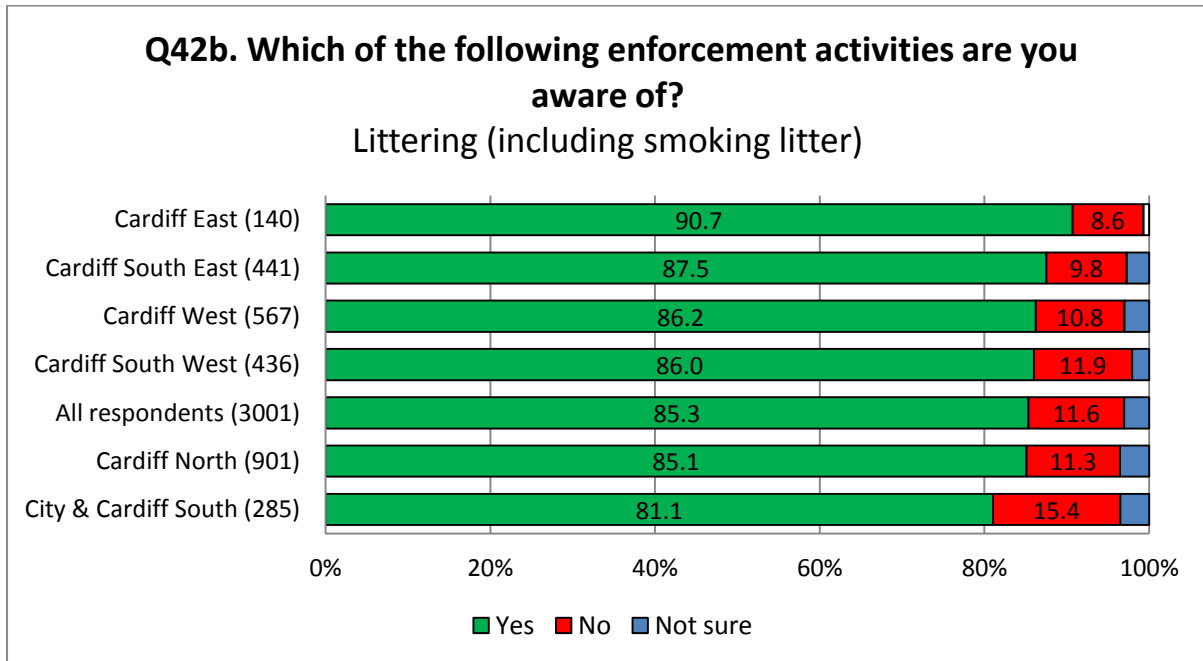


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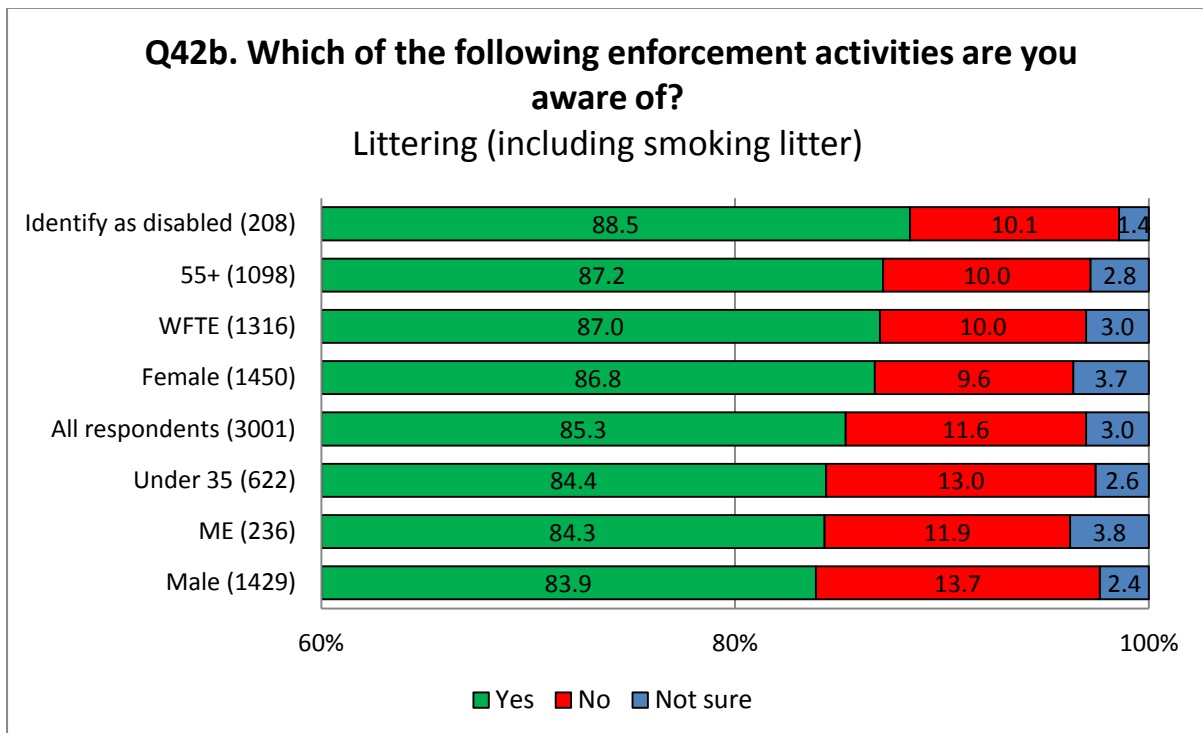
## Results and Feedback Report

### Environment

#### 9.3 By geography



#### 9.4 By demographic

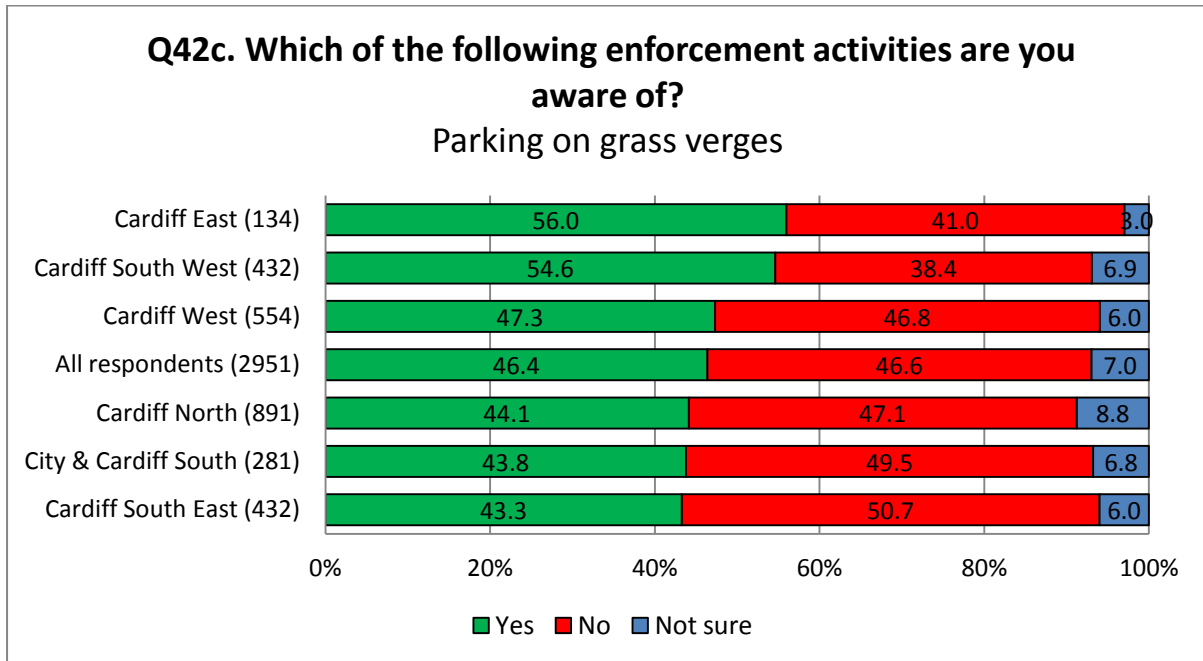


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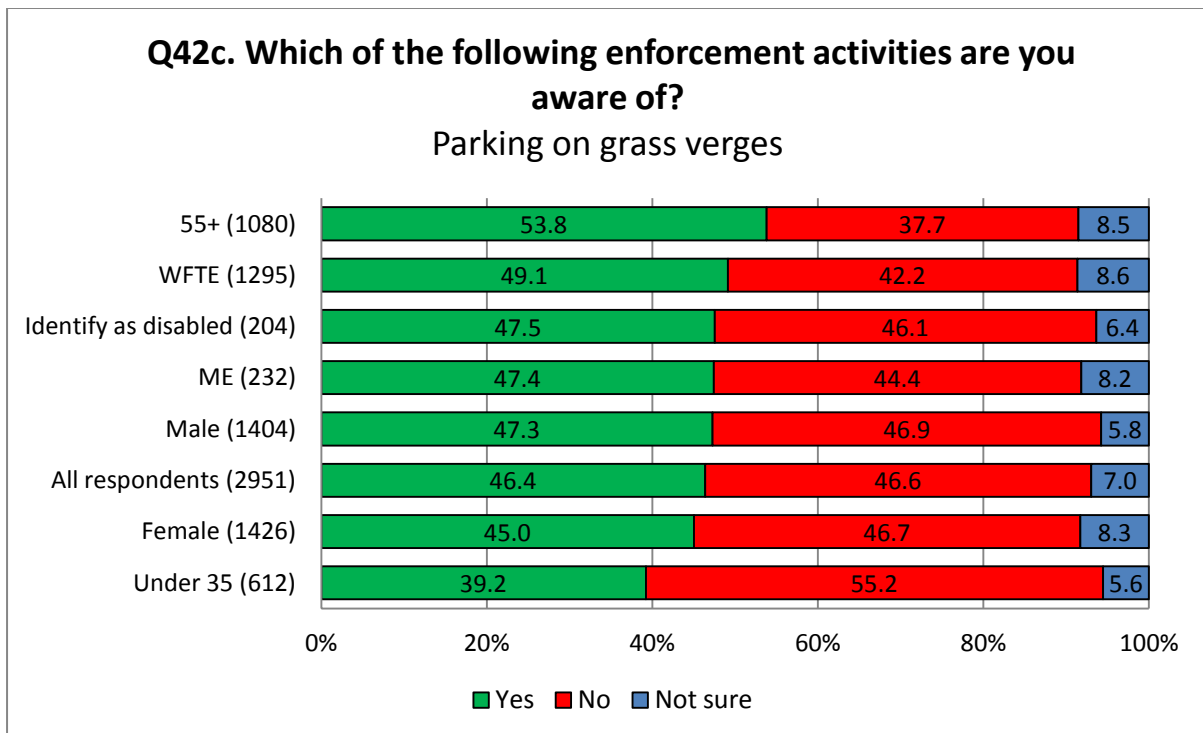
## Results and Feedback Report

### Environment

#### 9.5 By geography



#### 9.6 By demographic

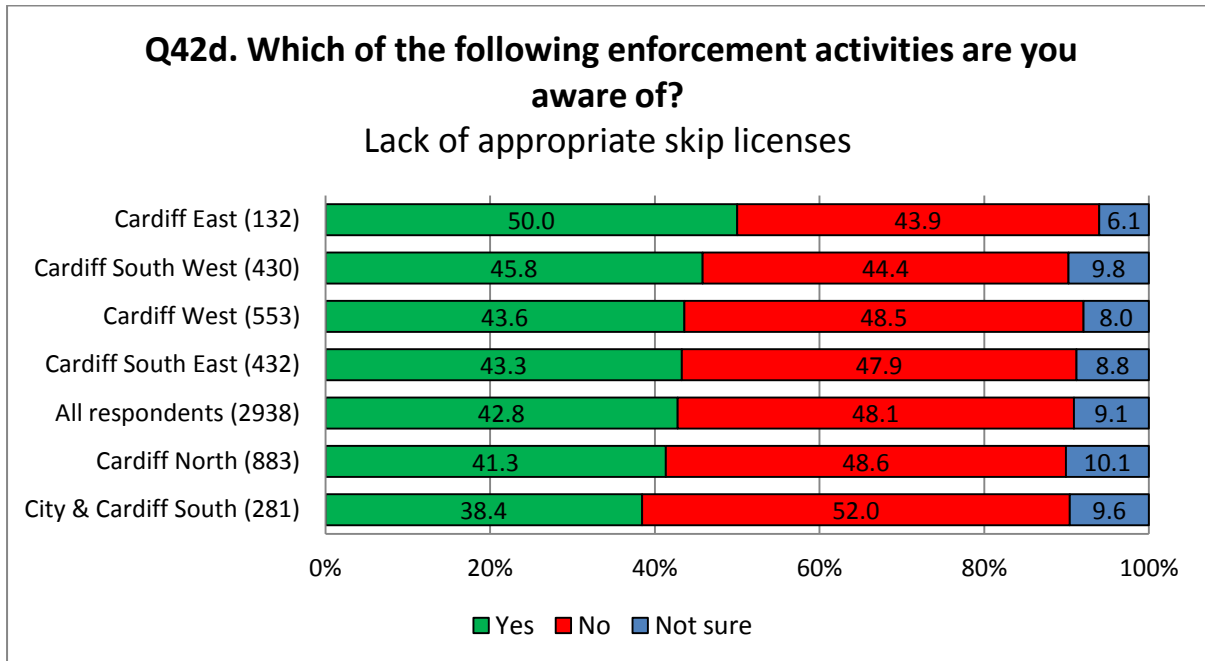


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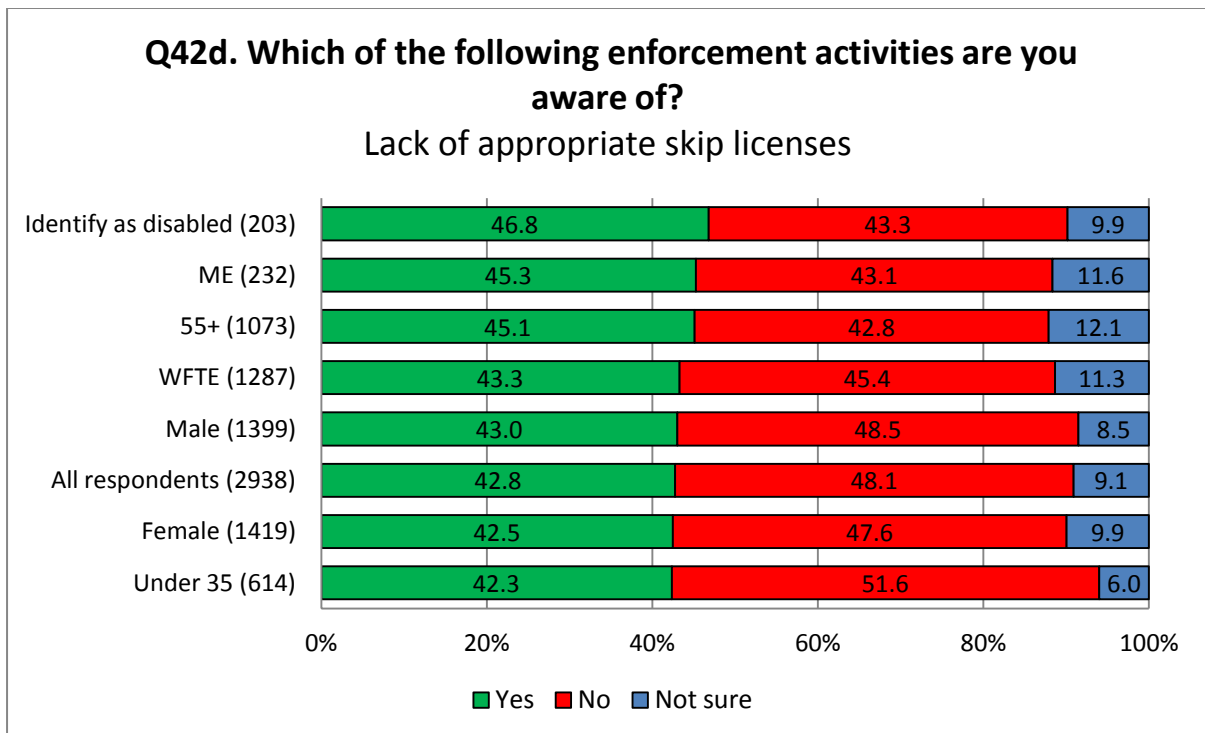
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### Environment

#### 9.7 By geography



#### 9.8 By demographic

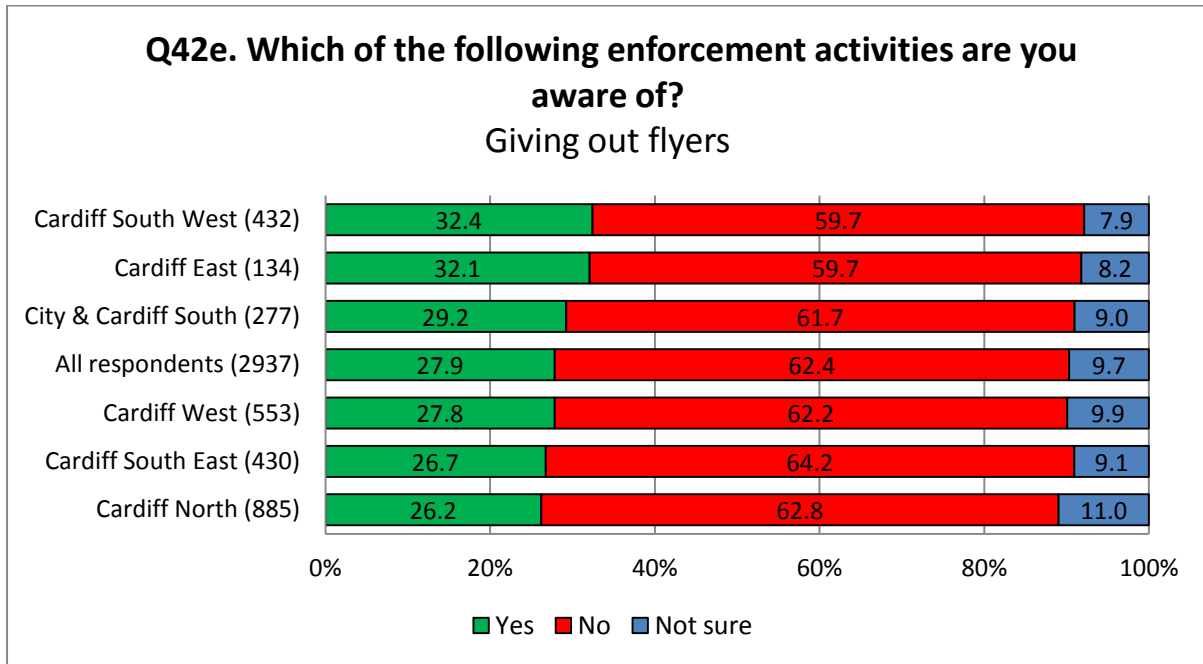


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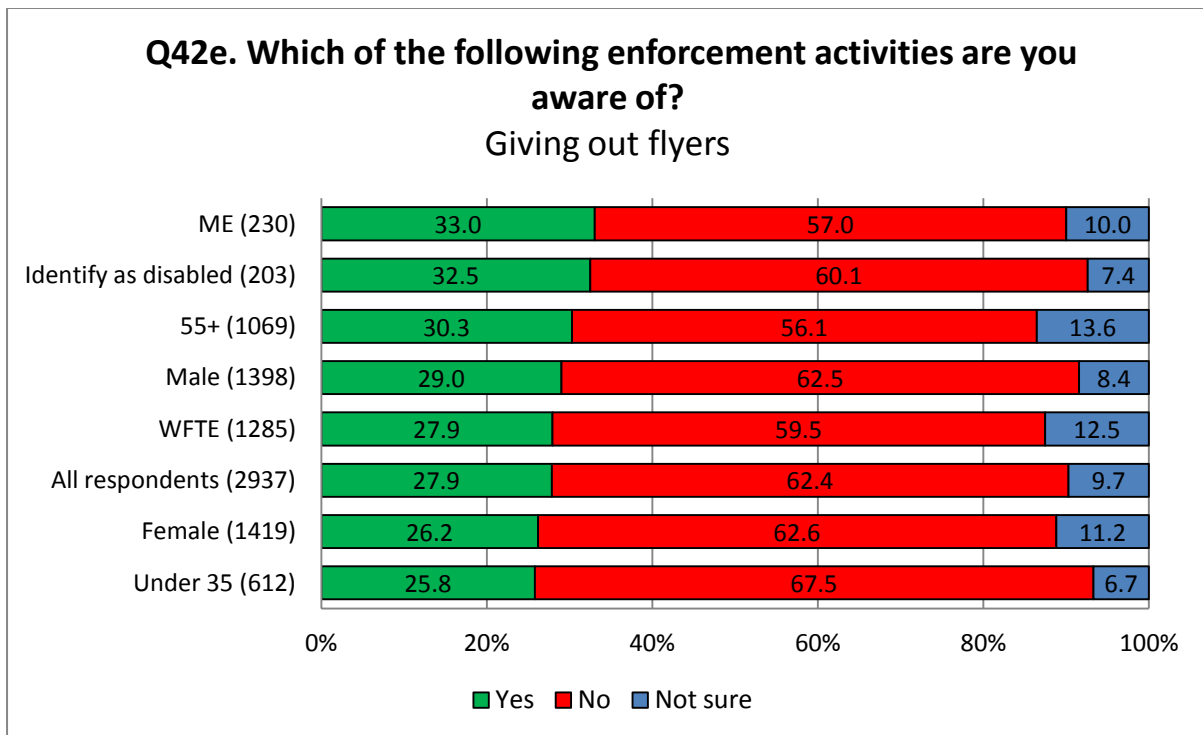
## Results and Feedback Report

### Environment

#### 9.9 By geography



#### 9.10 By demographic

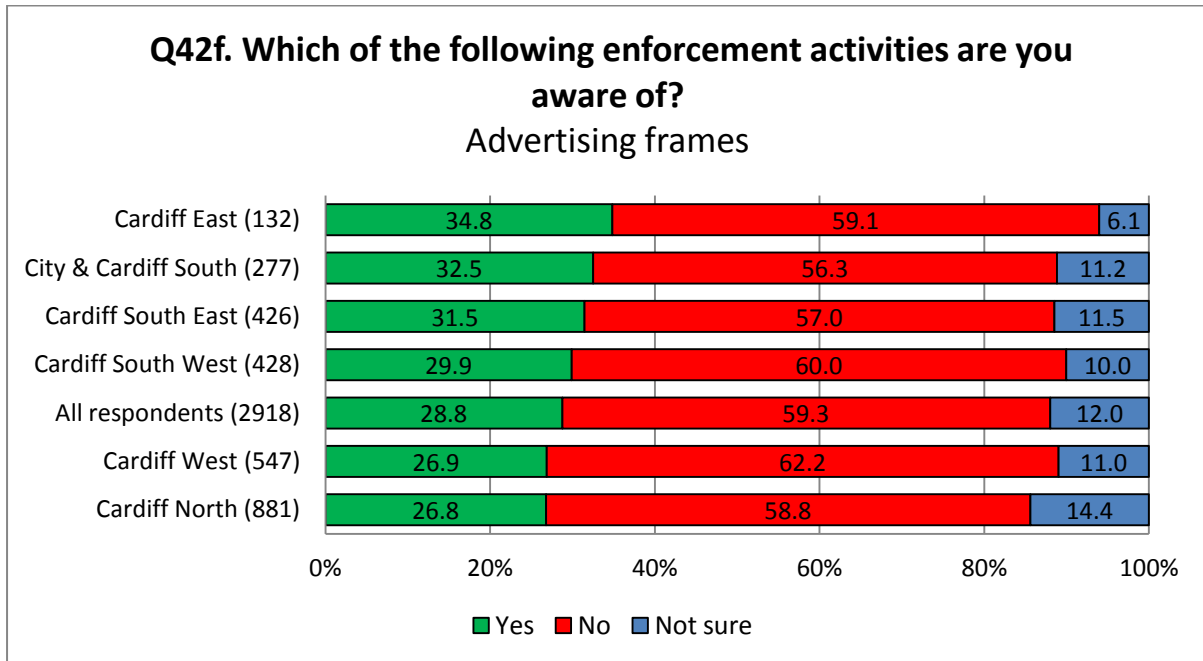


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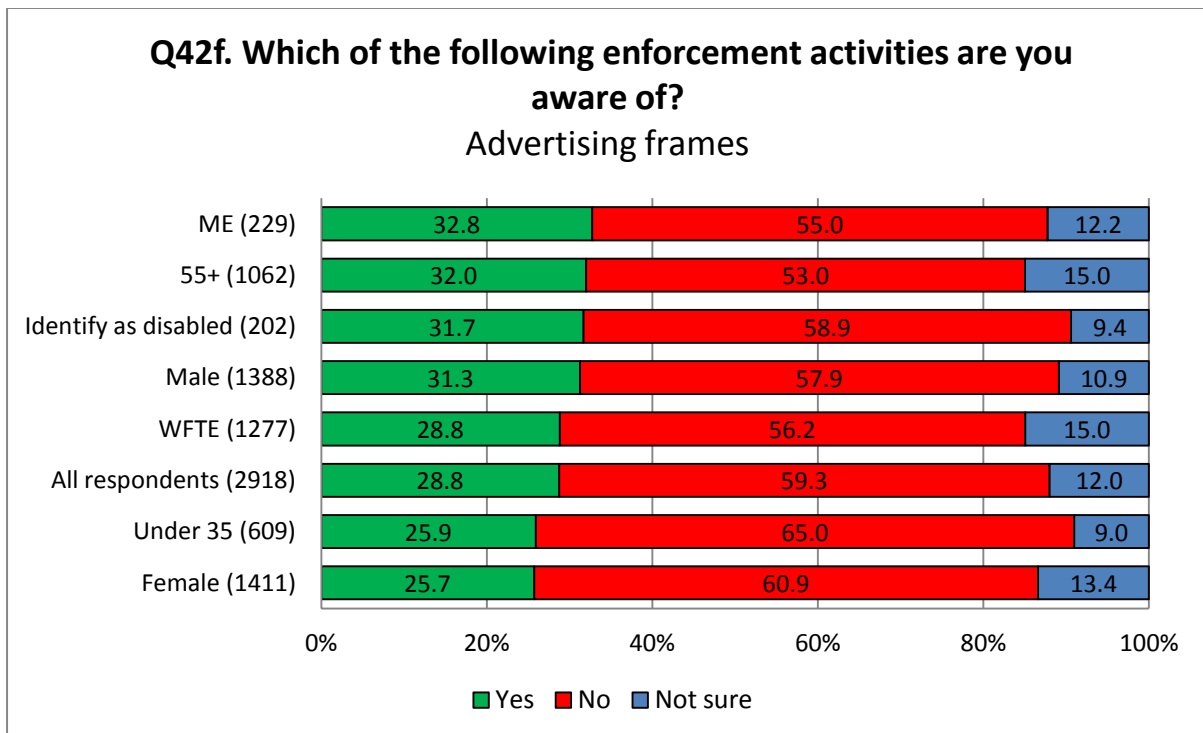
## Results and Feedback Report

### Environment

#### 9.11 By geography



#### 9.12 By demographic

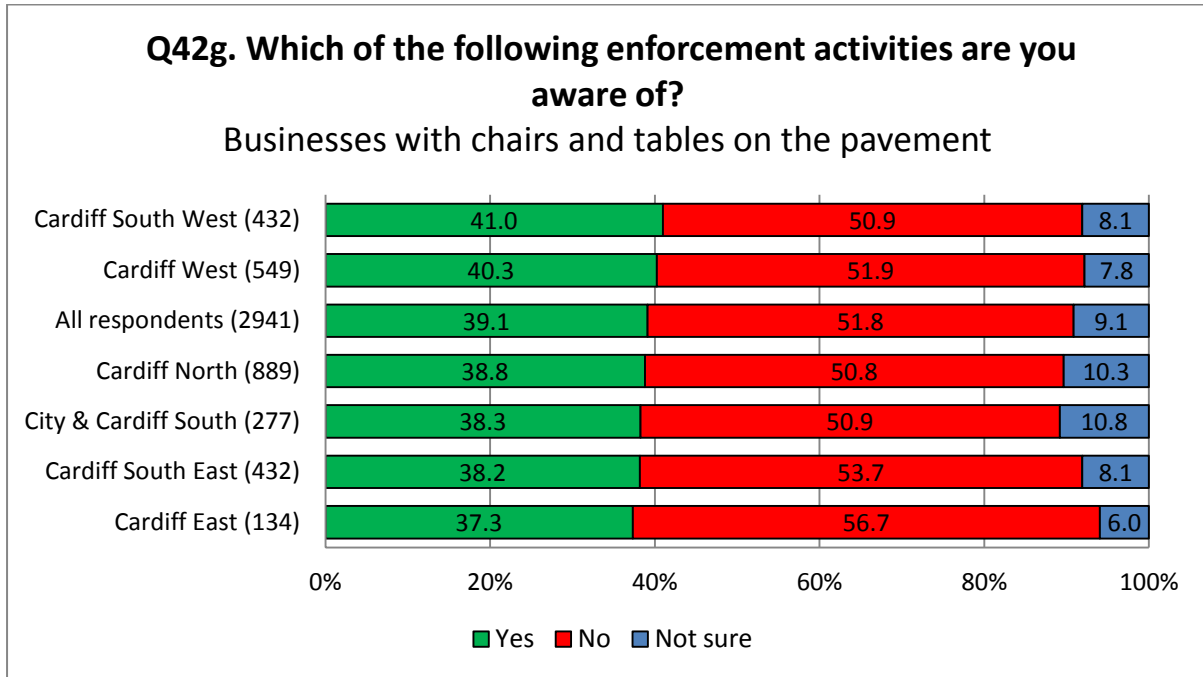


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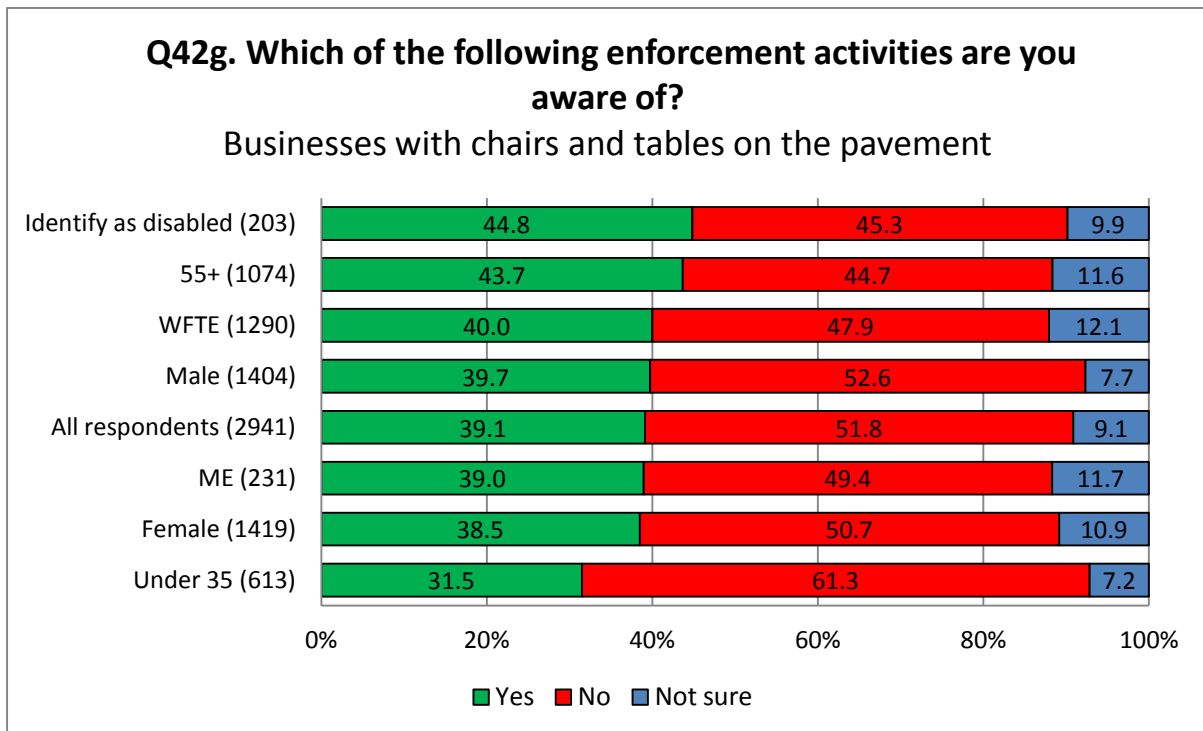
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### Environment

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#### 9.14 By demographic



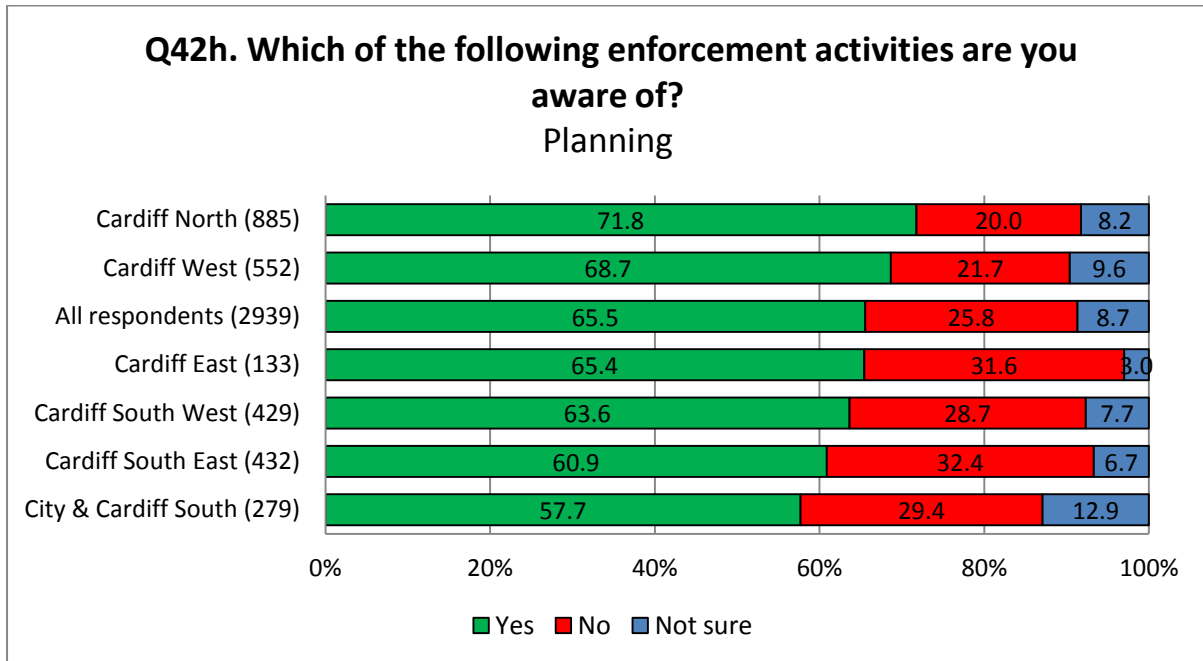


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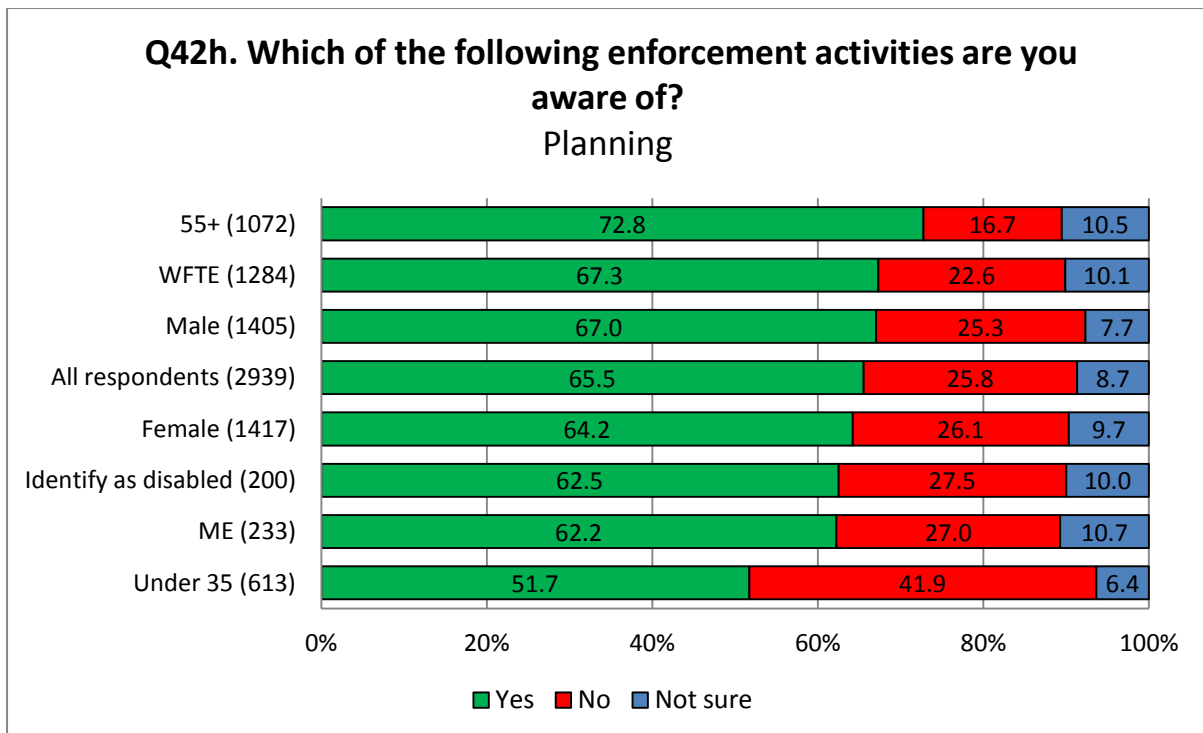
## Results and Feedback Report

### Environment

#### 9.15 By geography



#### 9.16 By demographic

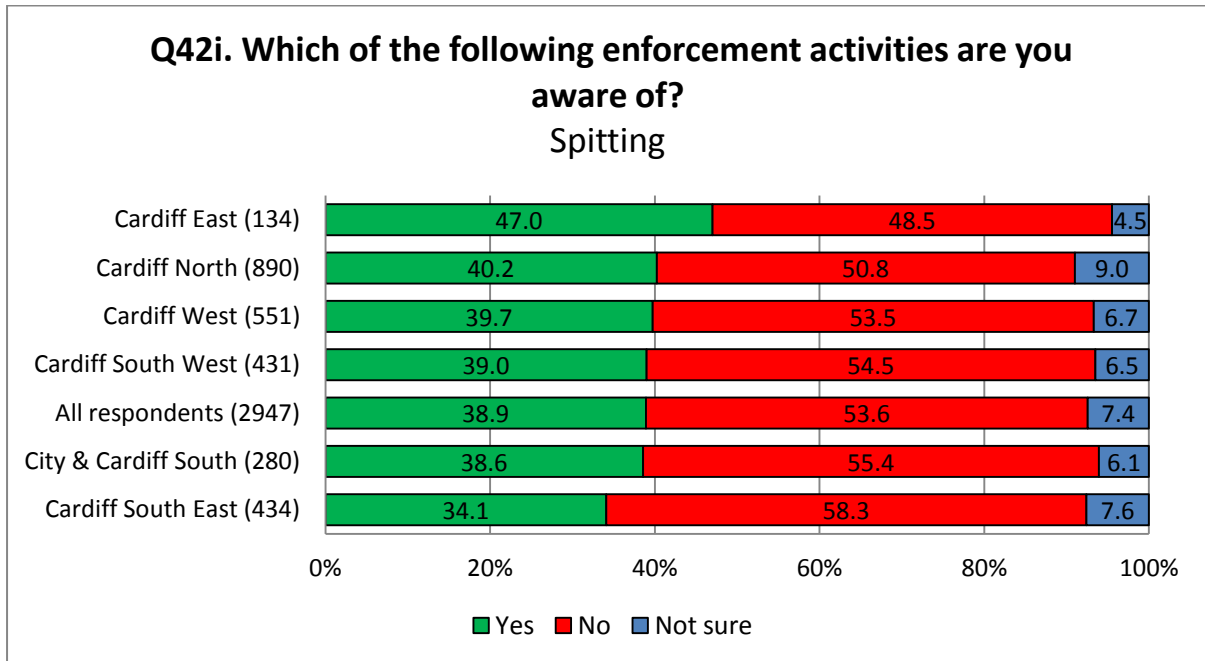


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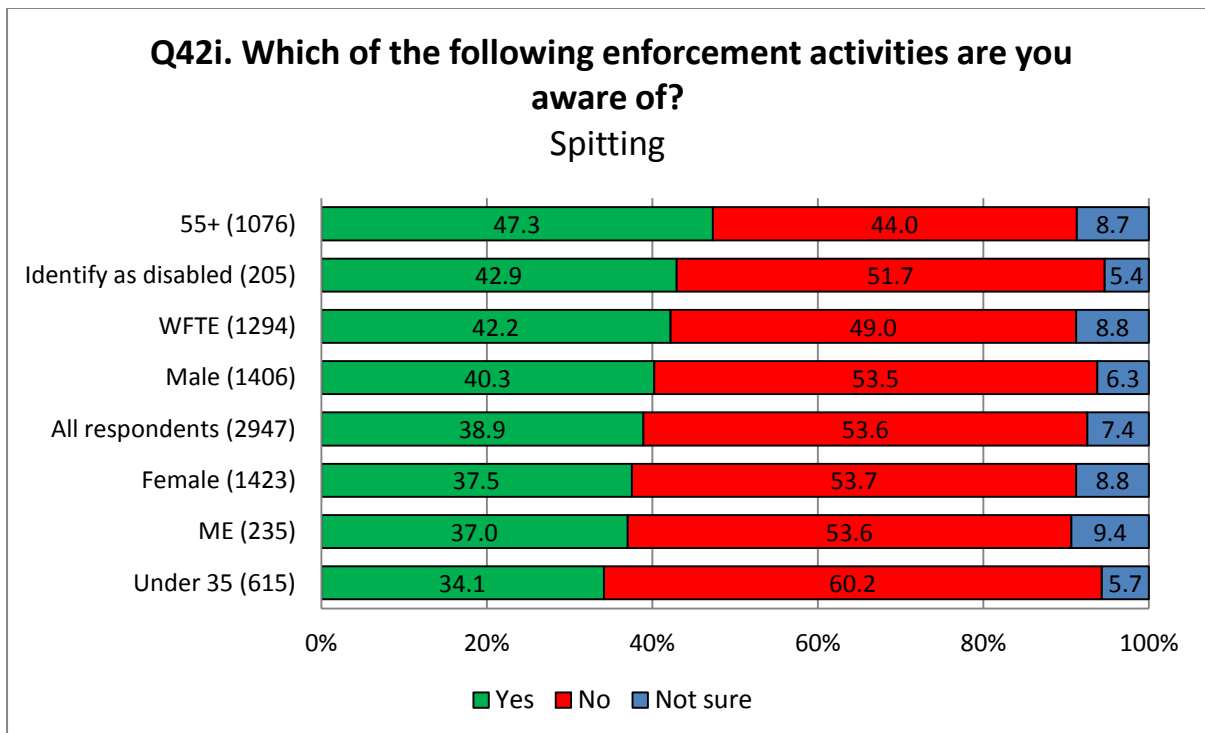
## Results and Feedback Report

### Environment

#### 9.17 By geography



#### 9.18 By demographic

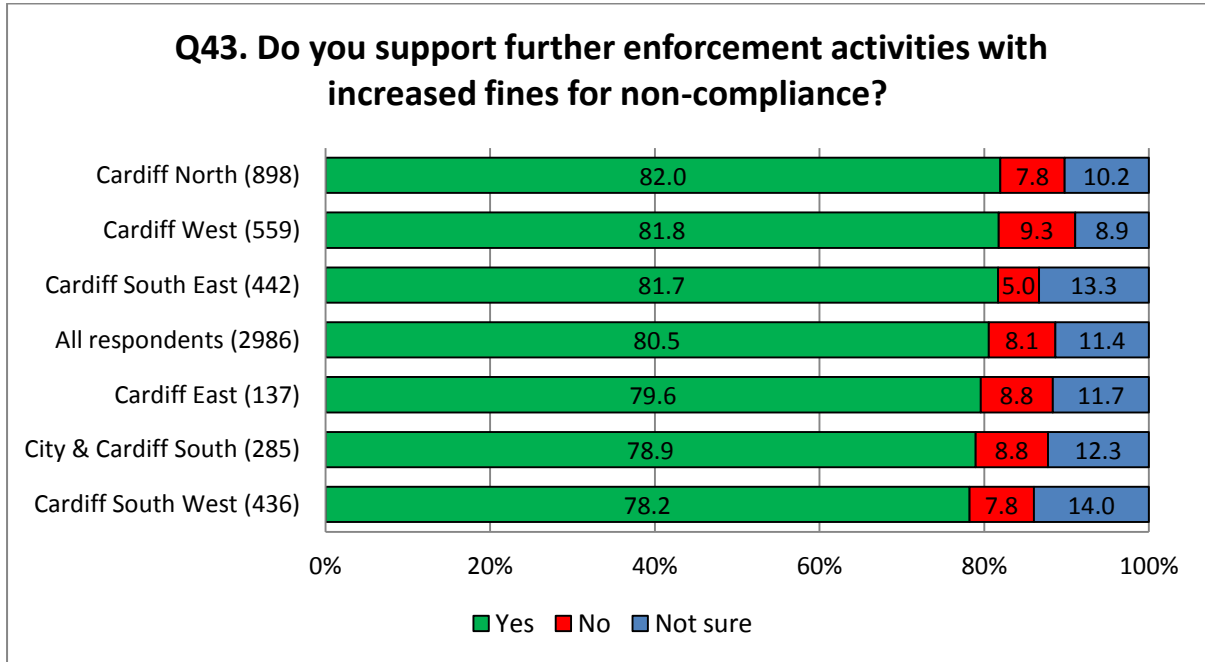


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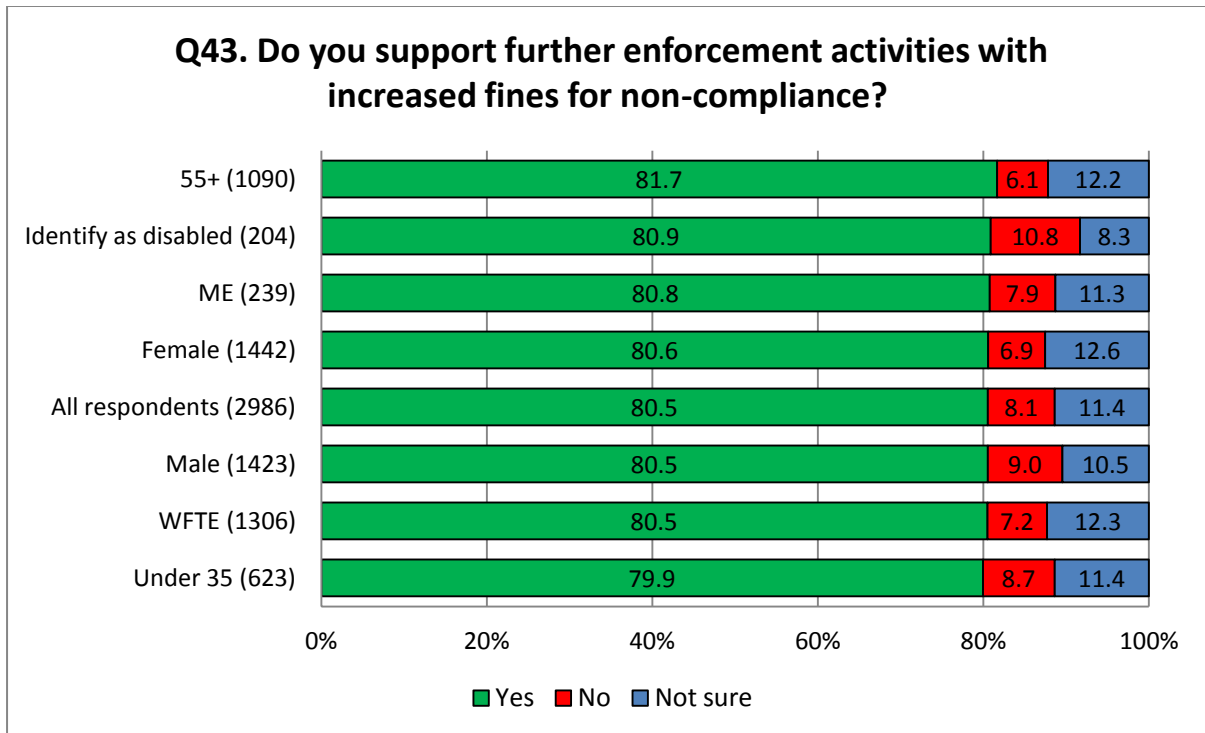
## Results and Feedback Report

### Environment

#### 9.19 By geography



#### 9.20 By demographic

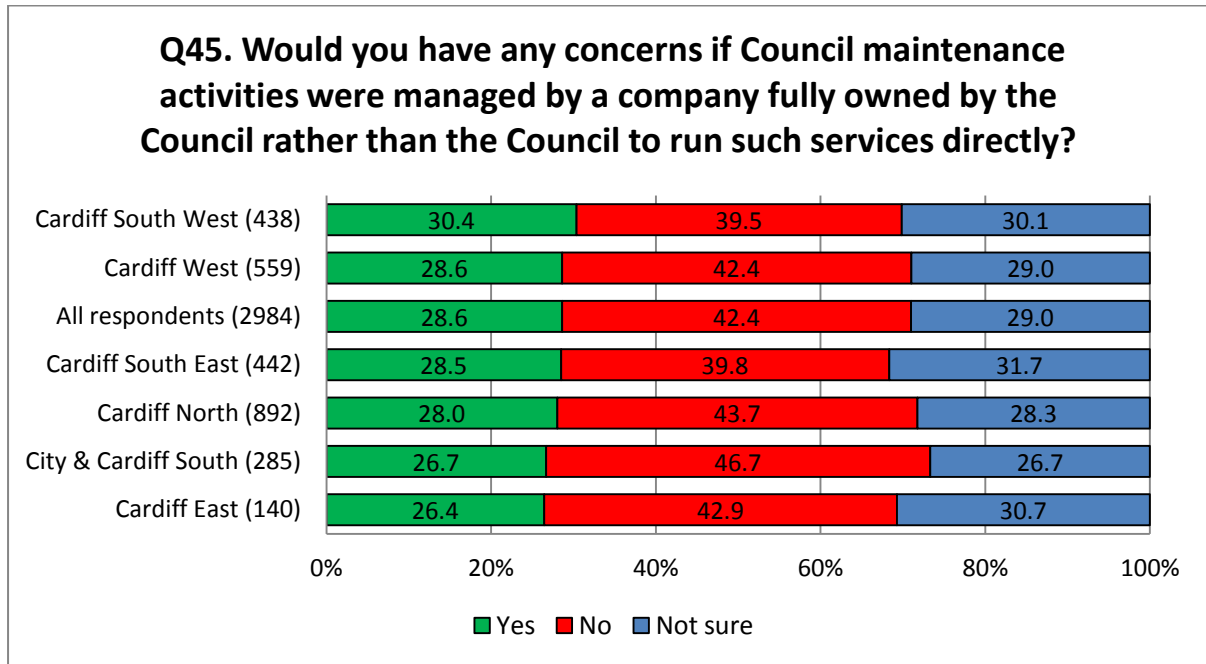


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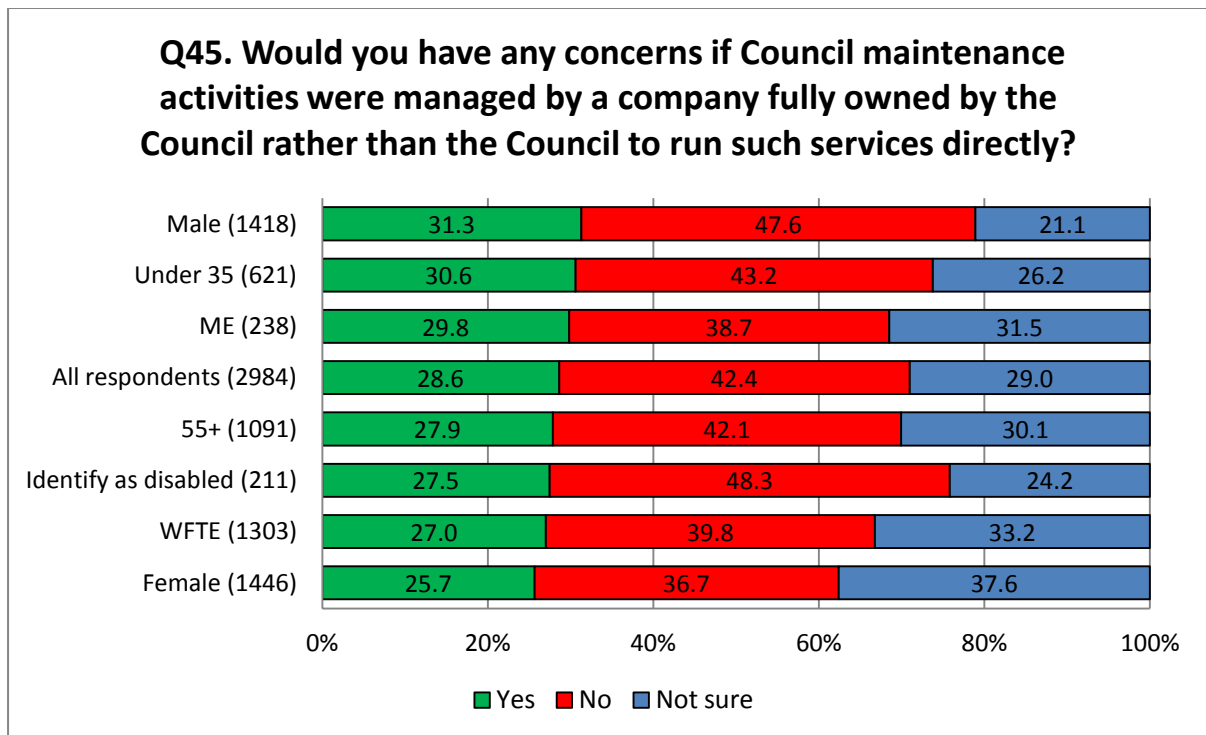
## Results and Feedback Report

### Environment

#### 9.21 By geography



#### 9.22 By demographic

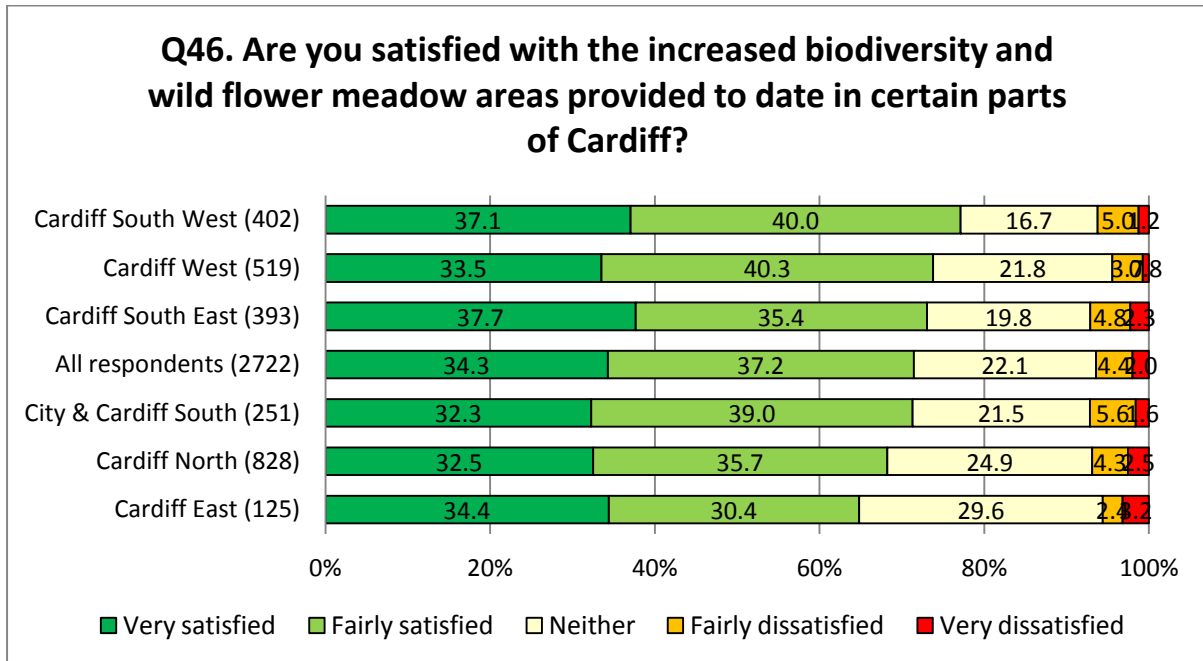


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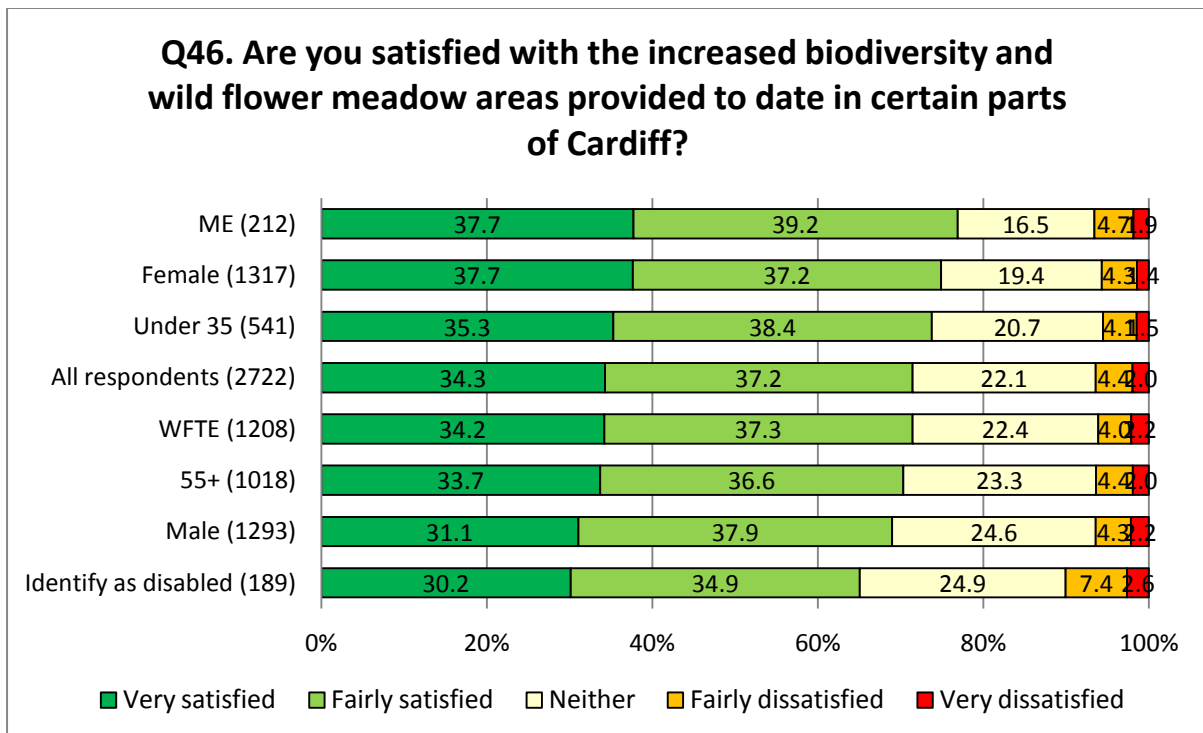
## Results and Feedback Report

### Environment

#### 9.23 By geography



#### 9.24 By demographic

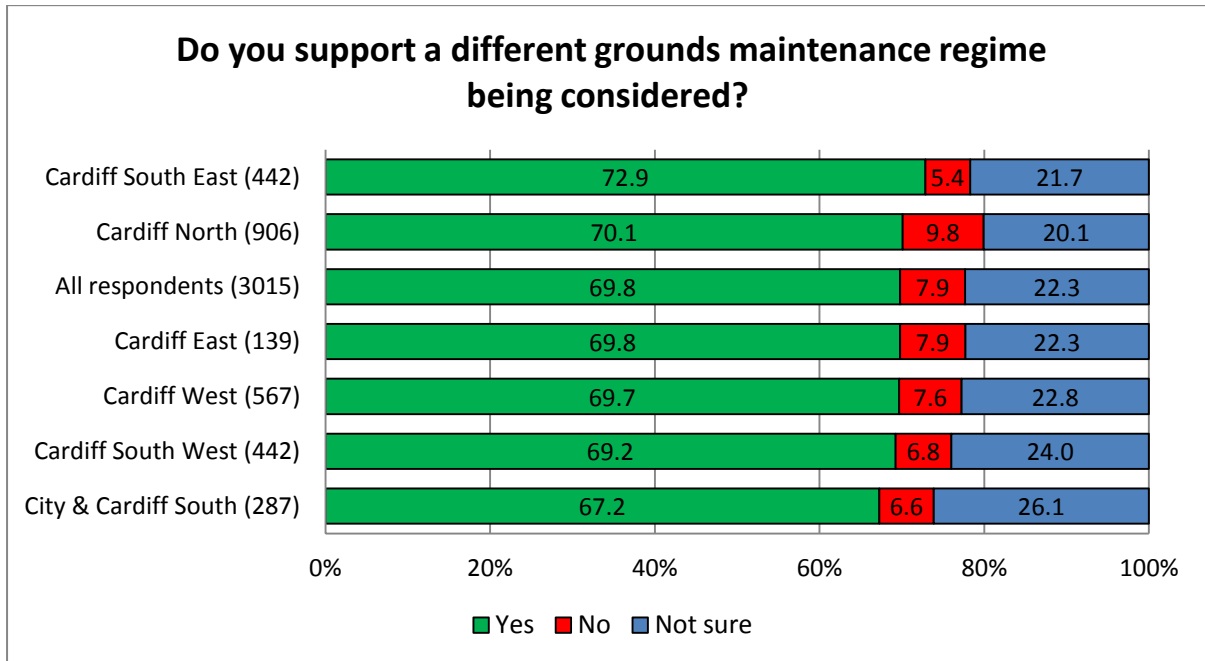


# Changes for Cardiff

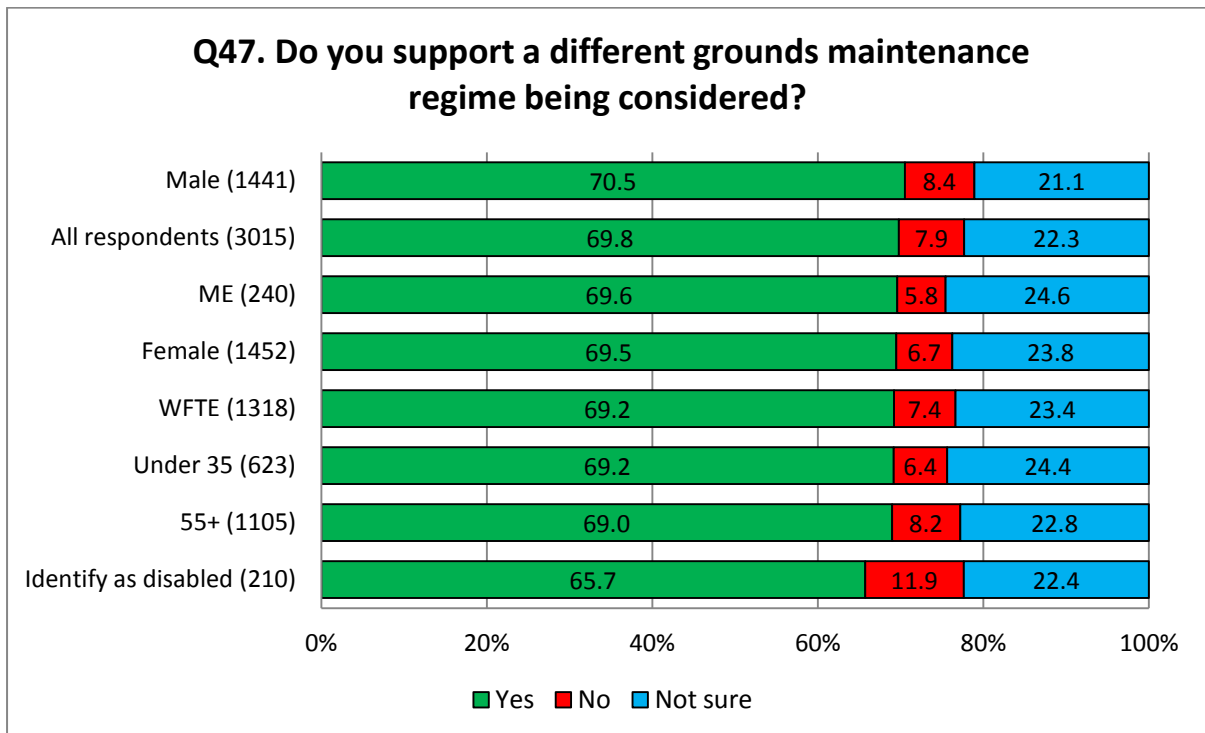
## Results and Feedback Report

### Environment

#### 9.25 By geography



#### 9.26 By demographic

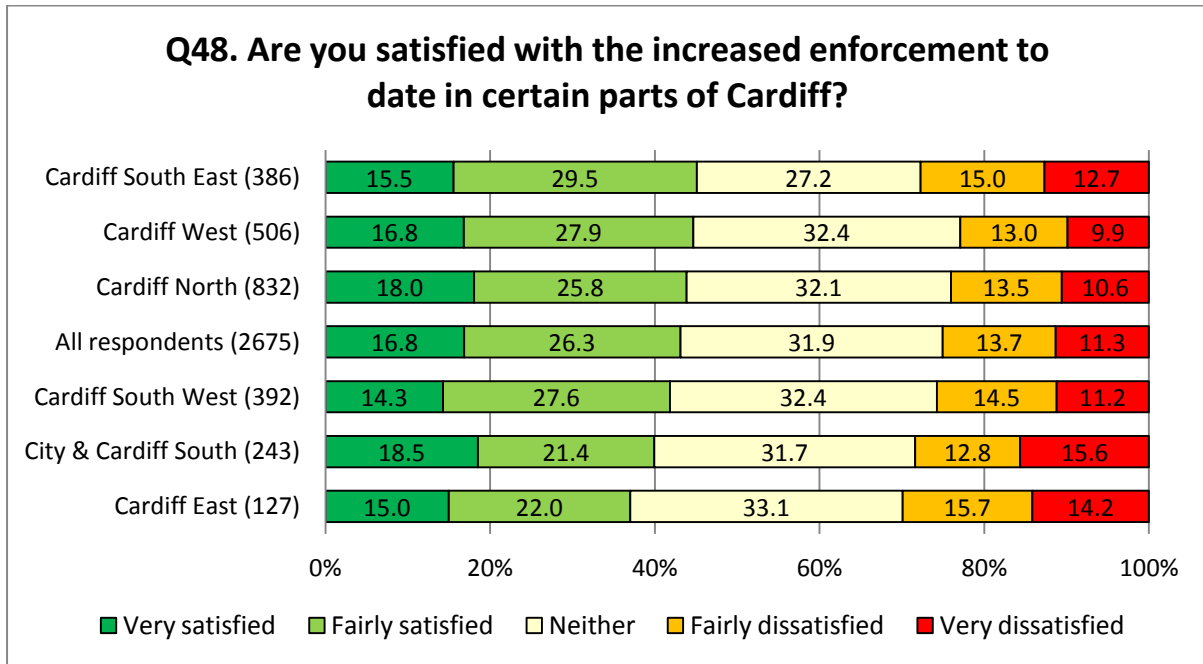


# Changes for Cardiff

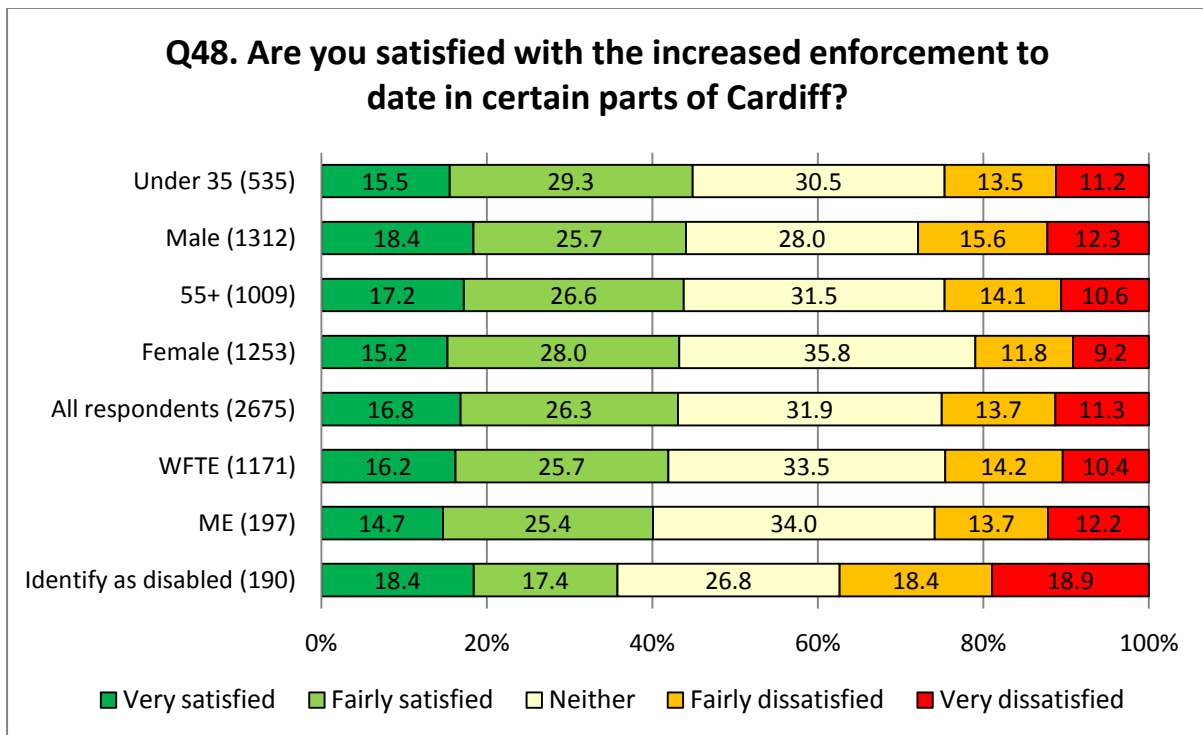
## Results and Feedback Report

### Environment

#### 9.27 By geography



#### 9.28 By demographic

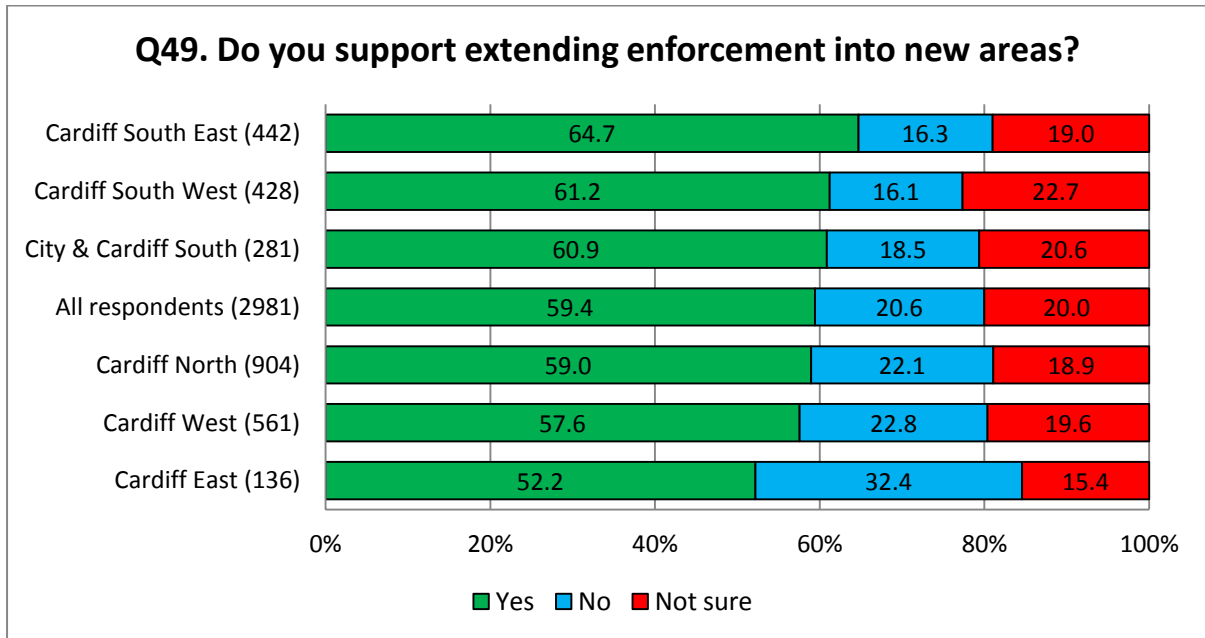


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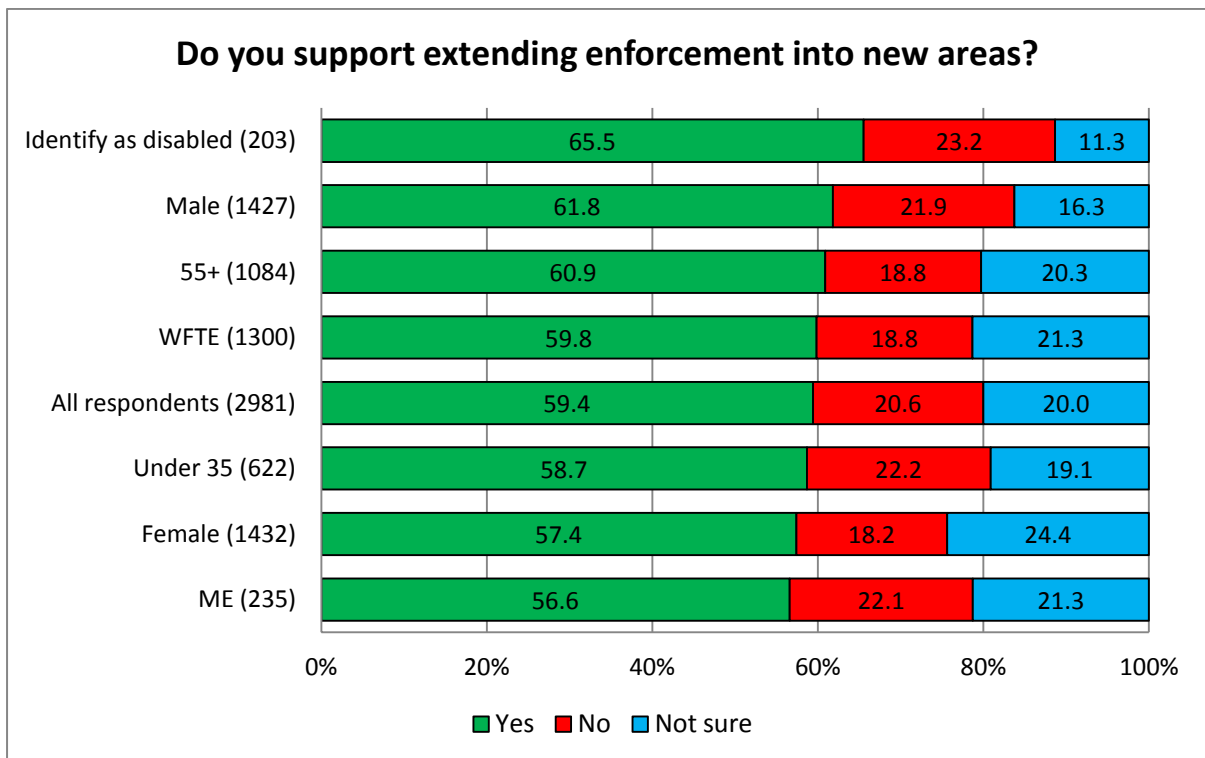
## Results and Feedback Report

### Environment

#### 9.29 By geography



#### 9.30 By demographic





# Changes for Cardiff

Appendix 2:  
Additional comments on budget proposals



@CardiffCouncil  
#cdfbudget  
@CardiffDebate



[www.cardiff.gov.uk/budget](http://www.cardiff.gov.uk/budget)  
[budget@cardiff.gov.uk](mailto:budget@cardiff.gov.uk)



# Changes for Cardiff

## Results and Feedback Report

### Budget Consultation 2016/2017

#### Appendix 2 - Additional comments on budget proposals

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# Changes for Cardiff

## Results and Feedback Report

### Qualitative Responses

#### Additional comments on budget proposals

The following tables reflect the comments received as part of the consultation in relation to the city-wide budget proposals. Please note that the comments are largely explanations in response to questions whereby people have answered 'no' in disagreement to the proposals so by their nature will tend to be more negative.

#### Section 1: Overarching Themes

<b>Q3a. Would you support the Council charging more for some services if it meant that they could be continued? If Yes, please state which service(s)</b>			
<b>Themes emerging from the 1,236 suggestions:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Leisure centre charges/ pitch hire/swimming</b>	632	51.1	<ul style="list-style-type: none"> <li>Leisure.</li> <li>Leisure Services.</li> <li>Leisure- such as sports Centre.</li> <li>Leisure and sporting activities should be charged more.</li> <li>I don't mind paying for leisure activities if the same service and delivery can be maintained, I don't want to lose these services.</li> <li>Leisure centres keep them running with improved services but charge more for the use.</li> </ul>
<b>Cultural activities and events (museum/Cardiff castle/ theatre/ celebrations winter wonderland etc.) / religious</b>	503	40.7	<ul style="list-style-type: none"> <li>Cultural activities.</li> <li>Culture and Arts.</li> <li>Cultural activities - charge for free events.</li> <li>A small fee for museums in Cardiff that are currently free.</li> <li>Cultural activities as whilst these are beneficial and should not be lost, they are a matter of choice.</li> </ul>
<b>Meals on wheels/ Luncheon clubs/ services for elderly</b>	211	17.1	<ul style="list-style-type: none"> <li>Meals for older people.</li> <li>Old people day centres.</li> <li>Meals for older people if they can afford it.</li> <li>Luncheon club prices could be increased.</li> <li>Services for older people, those in need of accommodation, meals etc.</li> </ul>
<b>All non-statutory/ any deemed necessary services/</b>	148	12.0	<ul style="list-style-type: none"> <li>All.</li> <li>Any non -statutory service.</li> <li>All providing the increases are minimal.</li> <li>All services provided there remain free options for those on low income.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Miscellaneous comments</b>	132	10.7	<ul style="list-style-type: none"> <li>• <i>Just privatise them.</i></li> <li>• <i>As long as the Council is not making a profit increasing any services.</i></li> <li>• <i>It shouldn't mean that people can't participate if they can no longer afford it.</i></li> <li>• <i>This would need careful local analysis and market testing. A poll of opinion on this would be unhelpful without valid assessment.</i></li> </ul>
<b>Libraries/Hubs</b>	78	6.3	<ul style="list-style-type: none"> <li>• <i>Library services.</i></li> <li>• <i>A few more library fees would be ok.</i></li> <li>• <i>Small charge to borrow adult library books.</i></li> </ul>
<b>Means test</b>	40	3.2	<ul style="list-style-type: none"> <li>• <i>Any service under a means tested system</i></li> <li>• <i>It would depend which services and they should be means tested to a degree to ensure that access was still available to the most vulnerable.</i></li> </ul>
<b>Other Services</b>	40	3.2	<ul style="list-style-type: none"> <li>• <i>GP services.</i></li> <li>• <i>Pay cuts for directors and senior member of staff.</i></li> </ul>
<b>Waste and recycling</b>	37	3.0	<ul style="list-style-type: none"> <li>• <i>Litter &amp; refuse collection, recycling.</i></li> <li>• <i>Start charging for green recycling bags,</i></li> <li>• <i>Because they are free people are using them for other purposes.</i></li> </ul>
<b>Parking and congestion charge</b>	36	2.9	<ul style="list-style-type: none"> <li>• <i>Parking, Congestion Charge.</i></li> <li>• <i>Charge more for parking permits in residential roads.</i></li> </ul>
<b>Health &amp; Welfare</b>	31	2.5	<ul style="list-style-type: none"> <li>• <i>Charge for prescriptions.</i></li> <li>• <i>Services that help people to remain independent, physically healthy and mentally well.</i></li> </ul>
<b>Bus fares/OAP bus passes</b>	30	2.4	<ul style="list-style-type: none"> <li>• <i>Charge for bus passes.</i></li> <li>• <i>You should introduce a yearly charge for bus passes for older people.</i></li> </ul>
<b>Don't know</b>	24	1.9	<ul style="list-style-type: none"> <li>• <i>Not sure at the moment.</i></li> </ul>
<b>Increase fines across all services</b>	17	1.4	<ul style="list-style-type: none"> <li>• <i>Parking charges, fines for parking, fines for late library books cd's, DVD's, etc. fines for litter, gum, dog fouling, airport buses, public toilet charges!!!</i></li> </ul>
<b>Raise Council Tax</b>	16	1.3	<ul style="list-style-type: none"> <li>• <i>Would support a raise in Council Tax, rather than specific activities.</i></li> </ul>
<b>Non-essential</b>	15	1.2	<ul style="list-style-type: none"> <li>• <i>Non-essential to quality of life services.</i></li> </ul>
<b>School dinners/breakfast club/other school services</b>	14	1.1	<ul style="list-style-type: none"> <li>• <i>School Meals: Charge what it costs for school meals, breakfasts, etc. Parents should be responsible to feed their own children.</i></li> </ul>
<b>Adult education/ education/ Lifelong Learning</b>	12	1.0	<ul style="list-style-type: none"> <li>• <i>Adult Education.</i></li> </ul>
<b>Most services</b>	11	0.9	<ul style="list-style-type: none"> <li>• <i>Most non-statutory services.</i></li> </ul>
<b>School Transport</b>	10	0.8	<ul style="list-style-type: none"> <li>• <i>School transport if children are sent to schools out of their catchment area.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

Community centre charges/ hire costs/ classes	9	0.7	<ul style="list-style-type: none"> <li>Community centres and community sports.</li> </ul>
Welsh language services/all language translation	9	0.7	<ul style="list-style-type: none"> <li>Translation services.</li> </ul>
Play/youth/student services	8	0.6	<ul style="list-style-type: none"> <li>Youth activities.</li> </ul>

**5a. Do you think that community groups and the third sector should be asked to run more services and facilities? If yes, please state which services/facilities**

**Themes emerging from 817 suggestions:**

Theme	No.	%	Example comments
<b>Parks, gardens and open spaces</b>	260	31.8	<ul style="list-style-type: none"> <li>Maintaining public open spaces - then people may take pride in their surroundings instead of just leaving for the Council to sort out.</li> <li>Third sector support for parks and recreation grounds is a good idea. It works well in areas where it's established (e.g. Creigiau).</li> <li>If they have the volunteers, maintaining local open spaces is hugely important.</li> <li>Volunteers could reduce the cost of maintaining open spaces/maintaining local open spaces.</li> </ul> <p>Parks &amp; gardens.</p>
<b>Community buildings and facilities</b>	177	21.7	<ul style="list-style-type: none"> <li>Community buildings could be more community managed to engage more local people to use them.</li> <li>Community groups can help to run local community buildings, and Friends</li> <li>Groups can help with local open spaces.</li> <li>Community buildings and services that serve particular communities.</li> <li>Running local community buildings.</li> </ul>
<b>Libraries and hubs</b>	140	17.1	<ul style="list-style-type: none"> <li>Well, this could include many services, some of which have already disappeared, such as local libraries etc.</li> <li>Libraries to prevent closure.</li> <li>Libraries, leisure centres where practical.</li> <li>Local community hubs, open spaces.</li> </ul>
<b>Art, culture and sports</b>	138	16.9	<ul style="list-style-type: none"> <li>Leisure and sport facilities.</li> <li>Leisure facilities such as swimming pools where national organisations can provide back-up organisational support. However it is important that the facilities remain open to all members of the community and do not become 'private clubs' - local community/art, music, museums etc.</li> <li>Cultural programmes and activities.</li> </ul>

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<p><b>Need Council involvement to fund and support</b></p>	<p>102</p>	<p>12.5</p>	<ul style="list-style-type: none"> <li>• <i>These community groups need to be funded and supported though, even if the funding is less than the funding that was provided when those services were within the Council.</i></li> <li>• <i>Some leisure such as sports groups and activities and drop-ins but there needs to be support in terms of training and appropriately appointed leaders and centres.</i></li> <li>• <i>The sorts of ones you suggest and potentially lots more. However, this will only work if the Council provide effective support. That might be in providing advice and guidance, as well as of course some financial support. Any request should be backed up with support and funding not just an expectation that 3rd sector will do it for free. It should be seen as a reduced cost not zero cost.</i></li> </ul>
<p><b>Community centres</b></p>	<p>84</p>	<p>10.3</p>	<ul style="list-style-type: none"> <li>• <i>Community buildings and centres (with support from the Council).</i></li> <li>• <i>Community halls etc. - those that benefit should make it happen.</i></li> <li>• <i>Community centres.</i></li> </ul>
<p><b>Support services</b></p>	<p>80</p>	<p>9.8</p>	<ul style="list-style-type: none"> <li>• <i>Services to the elderly infirm and disabled. Including disadvantaged and homeless.</i></li> <li>• <i>I think that a lot of socialisation programmes for the elderly, disabled and children can be run on a community basis, but ONLY if the Council provides adequate funding and support.</i></li> <li>• <i>I feel that day centres for the elderly or community centres for children could be run by the local communities as they would have a better understanding of what is required. This will also create a more supportive community.</i></li> </ul>
<p><b>Run by community groups and volunteers</b></p>	<p>76</p>	<p>9.3</p>	<ul style="list-style-type: none"> <li>• <i>Services which are tied closely to the individual communities themselves rather than Cardiff-wide.</i></li> <li>• <i>Parks and open spaces could be maintained by retired volunteers, or compulsory out of work.</i></li> <li>• <i>Feel that communities are often willing and able to maintain communal spaces and parks, running community centres etc., some may volunteer in libraries.</i></li> </ul>
<p><b>Need to ensure high standards</b></p>	<p>59</p>	<p>7.2</p>	<ul style="list-style-type: none"> <li>• <i>These community groups need to be funded and supported though, even if the funding is less than the funding that was provided when those services were within the Council.</i></li> <li>• <i>As many as possible with the Council acting as an informed commissioner. Keeping some knowledge and experience in house to assist the groups, monitor the contracts and make connections between different services.</i></li> <li>• <i>Any service or facility if they can prove a sound record of delivering such services or similar already. All proposals need to be looked at carefully and graded against a set matrix.</i></li> </ul>

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<b>Maintaining local area</b>	52	6.4	<ul style="list-style-type: none"> <li>• Help to keep the pavements tidy, cut grass areas, open spaces, use volunteers, e.g. active retired.</li> <li>• People on community services should be made to maintaining parks and keep pavements etc. clean &amp; tidy.</li> <li>• That would save ££££££££££££££££..</li> <li>• The Council should allocate modest resources to encourage and train local communities to play a much larger part in various civic activities, especially litter removal.</li> </ul>
<b>Play and youth activities</b>	50	6.1	<ul style="list-style-type: none"> <li>• More services for parents (childcare/playgroups) after school clubs, after school activities (sport groups).</li> <li>• Facilities for young children.</li> <li>• Community centres, libraries and youth services as long as these are adequately funded and appropriate training is provided to volunteers.</li> </ul>
<b>Any/all</b>	50	6.1	<ul style="list-style-type: none"> <li>• All of the above.</li> <li>• Any/all.</li> <li>• Any places which community groups are willing to run.</li> </ul>
<b>Most</b>	36	4.4	<ul style="list-style-type: none"> <li>• As many as possible. Get the unemployed able bodied benefit claimants to clean up the streets, run these kinds of resources.</li> <li>• Whichever are appropriate but it is important to ensure their costs are met.</li> <li>• Whichever ones they are able to support</li> <li>• All if possible, though logistically this may be difficult to do?</li> </ul>
<b>Other</b>	27	3.3	<ul style="list-style-type: none"> <li>• I believe that there are already community groups and voluntary agencies already running previous Council facilities.</li> <li>• Up to you to identify opportunities.</li> </ul>
<b>When can offer better or cheaper service</b>	23	2.8	<ul style="list-style-type: none"> <li>• Community buildings, libraries etc. may well be run in a more cost. Effective and business-like manner, rather than losing those services entirely.</li> <li>• Whichever services they can provide added value to.</li> </ul>
<b>Don't know</b>	20	2.4	<ul style="list-style-type: none"> <li>• You haven't given enough information to make specific suggestions the few examples you've used as an e.g. are a starting point but not broad enough.</li> <li>• Don't know.</li> </ul>
<b>Groups given option to run</b>	14	1.7	<ul style="list-style-type: none"> <li>• Unsure. But the alternative shouldn't be that these services / facility should close, this should just be an option for the Council to save money, rather than a "we're cutting this unless someone else takes it over"</li> </ul>
<b>Miscellaneous services</b>	12	1.5	<ul style="list-style-type: none"> <li>• This strategy proved effective elsewhere in the UK when a number of small railway stations were made 'community stations' which passed the responsibility of looking after the station facilities and appearance was passed onto the local community from the train operating company/national rail.</li> </ul>
<b>Non-essential services</b>	11	1.3	<ul style="list-style-type: none"> <li>• All non-statutory services/facilities should be considered.</li> </ul>

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Replicate model that works	10	1.2	<ul style="list-style-type: none"> <li>Maes-y-Coed centre is a good example of improved range and innovation in services but this needs to be done in partnership with the Council not passing the buck.</li> </ul>
Any service in danger of closing	10	1.2	<ul style="list-style-type: none"> <li>Anything which is danger of being closed or discontinued.</li> </ul>
Community should support if value service	9	1.1	<ul style="list-style-type: none"> <li>Yes. Residents should understand the public sector hardships and step up to volunteer if they have a passion to keep a service open.</li> </ul>
Allotments	7	0.9	<ul style="list-style-type: none"> <li>Allotments.</li> </ul>
Don't ask commercial groups	7	0.9	<ul style="list-style-type: none"> <li>I have a concern that commercial ventures with profit in mind will secure the rights to provide some services and that ends up as being to the detriment of the citizens.</li> </ul>
Ask commercial groups	6	0.7	<ul style="list-style-type: none"> <li>Commercial operations.</li> </ul>
Schools	6	0.7	<ul style="list-style-type: none"> <li>Sports and leisure facilities, schools.</li> </ul>
Personal responsibility	5	0.6	<ul style="list-style-type: none"> <li>Community related sites, self-managing. Community looking after and respecting their own environment. Stiffer penalties for littering, stop victimising motorists, sack some Councillors.</li> </ul>

**7a. Do you have any other suggestions for the Council to work differently to save money? If Yes, please provide your suggestion(s)**

**Themes emerging from 1,100 suggestions:**

Theme	No.	%	Example comments
Internal Council changes	518	47.1	<ul style="list-style-type: none"> <li>The Council needs to be more efficient in its budget management at a senior level; salaries and 'pay-offs' need to be reviewed.</li> <li>Reduction in the number of Councillors and reduction in their expenses.</li> <li>Make the Council a leaner performance measured organisation - too much dead weight, too many management layers. Consolidate.</li> <li>The in work benefits of Council staff (e.g. sickness and maternity policies) are very generous especially compared to the private sector. Could savings be made there?</li> </ul>
Do not waste money	227	20.6	<ul style="list-style-type: none"> <li>Stop printing all literature in Welsh and English. Allow people to select which language they would prefer to correspond in.</li> <li>An awful lot of money seems to go on 'road improvement' schemes that are really unnecessary in times of austerity. Almost every junction near me has been significantly altered and without any real benefit. The 20mph scheme in Roath is another 'gimmick' which is not based on any research evidence. I won't even mention the money wasted on horrible wheelie bins which have blighted our streets (except of course for those wealthy people living in</li> </ul>



# Changes for Cardiff

## Results and Feedback Report

			<p><i>Pontcanna) and which we didn't want.</i></p> <ul style="list-style-type: none"> <li>• <i>Spend less money on Christmas lights, sporting events, etc. Get businesses to sponsor such "civic decorations".</i></li> <li>• <i>Stop wasting money in first place.</i></li> </ul>
<b>Fines and charges</b>	120	10.9	<ul style="list-style-type: none"> <li>• <i>More strict with parking. So many people are parking on double lines and causing a lot of traffic problems. Nothing is done, no fines are put in place, and the issue of traffic still remains. Same issue with littering and dumping. It doesn't even feel like the Council are ever looking at these issues?</i></li> <li>• <i>Increase Council Tax for those most able to afford it. Provide dog wardens to fine owners who don't pick up after fouling public areas!</i></li> <li>• <i>Create more park and ride then introduce a congestion charge.</i></li> </ul>
<b>Greater control of private sector and consultants</b>	87	7.9	<ul style="list-style-type: none"> <li>• <i>Less involvement of the private sector in service provision. Less long term private contracts.</i></li> <li>• <i>Stop using supply teachers, stop using agency staff in all organisations, Increase the charges levied on large companies/corporations for Council services where they clearly benefit from operating in the UK's fastest growing city - they can afford it.</i></li> <li>• <i>Reduce the amount of money spent on employing consultants.</i></li> </ul>
<b>Service changes</b>	85	7.7	<ul style="list-style-type: none"> <li>• <i>Closure of smaller libraries which fall within a reasonable tolerance of Cardiff central library, and which can be accessed via a fully functional public transport system, such as Whitchurch.</i></li> <li>• <i>Close all play centres.</i></li> <li>• <i>Charge more for adult football/rugby pitches and facilities. Adults are generally willing and able to pay for leisure activities. Myself included.</i></li> </ul>
<b>Income generation</b>	72	6.5	<ul style="list-style-type: none"> <li>• <i>Why doesn't the Council focus more on ways to make money and develop the city rather than save money?</i></li> <li>• <i>We need to find new ways of making money. Rather than selling off land and buildings for a one-time quick pay out, the Council should look to invest in alternative ways to make money.</i></li> <li>• <i>Market flowers/plants grown in nurseries. Coffee bars in libraries. Market welsh products in museums/folk museum/theatres.</i></li> </ul>
<b>Empower the population</b>	69	6.3	<ul style="list-style-type: none"> <li>• <i>Concentrate on supporting provision of services by enabling people to take responsibility for their local community.</i></li> <li>• <i>Ask more from local communities and volunteers to make where they live a better place to live. A campaign to get people to look after each other and their local area.</i></li> <li>• <i>Residents who are adjudged to perform community service should be completing litter pickups and assisting the elderly in gardening.</i></li> </ul>

# Changes for Cardiff

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<b>Merge services and Councils</b>	63	5.7	<ul style="list-style-type: none"> <li>• <i>I would also suggest looking at efficiencies through merging some Council services with other Councils or taking a national procurement approach.</i></li> <li>• <i>Increased partnership working.</i></li> <li>• <i>The Council should integrate their services with areas. There should be about 5 areas in Wales and each area should then be able to work towards a better way of spending the money available.</i></li> </ul>
<b>Work with private and voluntary sectors</b>	58	5.3	<ul style="list-style-type: none"> <li>• <i>Work more closely with 3rd sector and listen to their views, a much closer association with businesses. Provide support to local community projects rather than fund them directly.</i></li> <li>• <i>St David's Hall and New Theatre to be sublet to private organisations that specialise in this area. Sports Centres also could be moved into the private sector.</i></li> <li>• <i>Work more closely with 3rd sector and listen to their views.</i></li> </ul>
<b>Focus on core services</b>	55	5.0	<ul style="list-style-type: none"> <li>• <i>Stop funding arts, think tanks, quangos cut back on everything apart from direct social needs.</i></li> <li>• <i>Stop wasting money on free Wi-Fi services for transport and Council buildings when you're cutting valuable services.</i></li> <li>• <i>Focus on what really matters for the people of the city, and end or scale down some of the worthy but ultimately ineffective initiatives that the Council has set up.</i></li> </ul>
<b>Other</b>	30	2.7	<ul style="list-style-type: none"> <li>• <i>Loan out or sell off your considerable art collection.</i></li> <li>• <i>Find ways to encourage 1 child or no child households to foster children on a short or long term basis.</i></li> </ul>
<b>Selling or renting empty buildings</b>	29	2.6	<ul style="list-style-type: none"> <li>• <i>Use your buildings more effectively, and be more productive in selling off buildings which are vacant and for which the Council no longer has a use.</i></li> <li>• <i>Reduce the number of buildings you use.</i></li> </ul>
<b>Spend less on welfare</b>	22	2.0	<ul style="list-style-type: none"> <li>• <i>Less paying out of benefits for nothing. Maybe litter picking, community jobs could be carried by those who are fit and able, but who are struggling to find work. This would free up Council workers to do other jobs.</i></li> </ul>
<b>Don't cut</b>	22	2.0	<ul style="list-style-type: none"> <li>• <i>Provide a political response and push back against budget cuts from Westminster.</i></li> </ul>
<b>Copy best practice</b>	13	1.2	<ul style="list-style-type: none"> <li>• <i>Look for exceptional examples of "best practice" in local government from which this authority would benefit.</i></li> </ul>
<b>Consult and listen</b>	9	0.8	<ul style="list-style-type: none"> <li>• <i>Only hold consultations that you're really going to listen to what you hear.</i></li> </ul>
<b>Integrated strategy</b>	5	0.5	<ul style="list-style-type: none"> <li>• <i>An integrated strategy for the city as a whole and not eroding budgets here and there. E.g. arts and culture has economic impact, brings in people to the city while enhances the city's profile as a vibrant European capital. This brings in business and enhances opportunities beyond the arts section. It is an ecology.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### City-wide budget proposals

#### Section 2: Social Care

<b>16a. Would you or someone you know benefit from the service, if it was opened up to the whole population? If you have answered 'No' to this question please outline your reasons: Themes emerging from the 1,331 comments received.</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Don't Know anyone who needs it</b>	819	61.5	<ul style="list-style-type: none"> <li>• <i>I am not aware of anyone requiring this service.</i></li> <li>• <i>I have no elderly relatives.</i></li> <li>• <i>I am a student and do not know anyone in Cardiff who would need this service.</i></li> <li>• <i>At present I do not need to consider the service for myself or close friend or relative.</i></li> </ul>
<b>Do not need Meals on Wheels</b>	219	16.5	<ul style="list-style-type: none"> <li>• <i>I am capable of providing my own meals, as are all my relatives and friends, so we have no need of it.</i></li> <li>• <i>My friends and family are not in need of this service. We support each other rather than 'assume' someone else should provide this service.</i></li> <li>• <i>At the moment I am able to provide meals for my husband with dementia, who I care for 24/7. However, I'm sure people living alone, with some physical or mental problems, would benefit hugely from meals and meeting other people.</i></li> <li>• <i>Thankfully, all of the very elderly people that I know have retained their independence and buy precooked meals at all the various supermarkets, or still cook for themselves.</i></li> </ul>
<b>Should be for vulnerable</b>	175	13.1	<ul style="list-style-type: none"> <li>• <i>It should be assessed on a case by case basis for the most vulnerable. Having flexibility to the system will put a strain on resourcing (and planning) affecting delivery of actual meals of those who need it the most on a regular basis. Those recovering from hospital should be on a separate scheme/ separate resource.</i></li> <li>• <i>Should only be for people who truly need it i.e. vulnerable people and disabled people.</i></li> <li>• <i>Subsidised meal provisions should only be applicable for the disadvantaged.</i></li> <li>• <i>Should be only open to those who are elderly or cannot physically/mentally prepare food.</i></li> <li>• <i>I think that such provision should be targeted at the vulnerable and those most in need; I'm not sure what would be achieved by opening up the service to everyone.</i></li> </ul>

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<p><b>Against Proposal</b></p>	<p>146</p>	<p>11.0</p>	<ul style="list-style-type: none"> <li>• <i>I am afraid a lot of people would take advantage of the service and abuse it.</i></li> <li>• <i>There is a difference between people who can't do something anymore (like feed themselves properly) and those who won't do something. You need a clear differentiator. Plus my wife and I can feed ourselves more cheaply than £2.90 per meal per head already. If we can anybody who is capable can as well. Your proposal is an enabler for able bodied people to place more burden on the Council.</i></li> <li>• <i>Spending OUR money in wrong direction!!</i></li> <li>• <i>I simply don't understand the concept of meals on wheels in a modern city environment - hot food is readily available, any time of the day, delivered to your doorstep at a reasonable cost and in a vast array of choices (including healthy options) - it's called takeaway delivery! Just like meals on wheels there is a charge. Why does the Council provide this service when it is already available privately? Even if the Council wants to continue to have a coordinating overview, then takeaway delivery could be the providers. There is no need for the Council to do it. Meals on wheels are a service from a bygone age.</i></li> </ul>
<p><b>Appreciate that others need, or may need in future</b></p>	<p>106</p>	<p>8.0</p>	<ul style="list-style-type: none"> <li>• <i>I don't currently know anyone in a position to need this service, though realise I'm lucky in that respect. I know lots of people do need this service and think it's incredibly valuable.</i></li> <li>• <i>I am fortunate in that all the people I know do not need this service. However, I know of many people that this is a life line for and it must continue.</i></li> <li>• <i>I do not know anyone who would benefit at present. I am seventy six years old and I assume that in the future I or my wife may have a need of this service.</i></li> <li>• <i>Not yet but maybe in the future.</i></li> </ul>
<p><b>Alternative Options Available</b></p>	<p>52</p>	<p>3.9</p>	<ul style="list-style-type: none"> <li>• <i>There are several independent sources of ready meals, e.g. Farm Foods, and I think these private sector operations would be operated more efficiently than a Council-provided service. Contract out the Meals on Wheels to private operators.</i></li> <li>• <i>The residents in our block of retirement housing already receive a meals service from Wiltshire Farm Foods at a cost roughly equivalent to the proposed charges for Meals on Wheels.</i></li> <li>• <i>Not sure that in this day when ready meals are available and microwaves a wide population needs meals on wheels. It should only be provided to those really in need.</i></li> <li>• <i>Consider asking local business to contribute to the meals on wheels service - for example, local restaurants providing a free, balanced meal every so often. Supermarket chains providing food donations to create meals.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<p><b>Should be sustainable/make a profit</b></p>	<p>51</p>	<p>3.8</p>	<ul style="list-style-type: none"> <li>• <i>Meals on wheels service can expand but only if it is self-sustainable and run professionally as a business.</i></li> <li>• <i>It has to be cost neutral - and there are other providers out there. It should not cost the Council Tax payer - and provided it was sustainable - go for it.</i></li> <li>• <i>I can cook for myself, but I like the idea of putting it on a more commercial footing.</i></li> <li>• <i>Only if they pay the market rate unless on benefits.</i></li> </ul>
<p><b>Should be means tested</b></p>	<p>38</p>	<p>2.9</p>	<ul style="list-style-type: none"> <li>• <i>I don't know any vulnerable people to whom this service would be useful. However, I do think you can charge more as the price seems quite low, and maybe means testing could be used. I would think that a community setting, encouraging interaction around meals would help inclusion and prevent isolation, so maybe this could be prioritised. This would lower costs and improve quality, as well as having added benefits. Possibly transporting users to a community setting would be preferable to delivering the service to many individual users, if this were possible and desirable. Again it might be cheaper to bring users together for the service rather than taking meals out to many locations.</i></li> <li>• <i>It needs to be verified who is eligible.</i></li> </ul>
<p><b>Need More information</b></p>	<p>23</p>	<p>1.7</p>	<ul style="list-style-type: none"> <li>• <i>This is far too complicated a subject to answer this way. More information is required to decide i.e. would the Council be making money or just covering costs of providing the meal? Would there be cost for all or would it be a sliding scale to cross subsidise other service users? What kind of choice would you have and would I be able to select delivery times?</i></li> <li>• <i>Don't know enough about it to make an informed decision.</i></li> </ul>
<p><b>Other</b></p>	<p>137</p>	<p>10.3</p>	<ul style="list-style-type: none"> <li>• <i>A family member already receives this service.</i></li> <li>• <i>Cash allowance more appropriate.</i></li> <li>• <i>Have we the resources to open it up to the whole population?</i></li> <li>• <i>Most people who need it already get it, why place more pressure on limited resources.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>16b. Do you have any more comments on our new model for Day Services for Older People?</b>			
<b>Themes emerging from the 566 comments received:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>We Need to Look after ALL the Elderly/ Vulnerable</b>	174	30.7	<ul style="list-style-type: none"> <li>• <i>Elderly vulnerable people and their carers need to remain a priority to ensure the well-being of all parties.</i></li> <li>• <i>Caring for the growing number of elderly people seems to me to be an important local priority and one I am very happy so see my taxes spent on.</i></li> <li>• <i>Dementia care needs to be LOCAL not based somewhere that requires complicated travel arrangements.</i></li> <li>• <i>It's important to remember that older people are important to our society and by disabling them we create a gap in society and this gap could potentially be dangerous to our generations to come.</i></li> </ul>
<b>Greater Consideration Needed</b>	142	25.1	<ul style="list-style-type: none"> <li>• <i>It is too simplistic, there are a range of needs between high dependency and community groups.</i></li> <li>• <i>I disagree with the Council's proposals to provide critical dementia care at the expense of withdrawing funding from the Alzheimer's Society's contract. Insufficient clinical risk analysis has been undertaken to identify the level of need that the Society currently provides to clients. I doubt that the Council has the expertise and/or resource to provide an adequate service. There is a real danger that it is falling into the trap that "big" is effective, never mind efficient. There is also a real danger that only the most clinically deprived people will be cared for. Dementia is a disease that once diagnosed does not go into remission, on the contrary the condition simply worsens.</i></li> <li>• <i>All older people can be subject to loneliness and this can cause morbidity and mortality rates to increase. By focusing on Dementia services you are almost leaving the older people who may be cognitively ok, but physically challenged to almost fend for themselves. The services offered are insufficient.</i></li> <li>• <i>I am part of the team delivering the new service and I am concerned that when this is rolled out to the general public we will not have enough resources to cope with demand. The number of referrals we make to partner organisations is huge and time consuming. Without more robust technology the service will not be able to deliver the quality of interventions.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<p><b>Alternative Options Available/ Should be considered</b></p>	<p>116</p>	<p>20.5</p>	<ul style="list-style-type: none"> <li>• <i>Why not tender the service across the UK large catering companies and see if they can provide the food and service more effectively with better value And perhaps a meal at say 4pm rather than lunch or evening?</i></li> <li>• <i>Many people with dementia do not embrace the concept of spending time with large numbers of people. Better to provide small groups focussing on therapy based activities such as Cognitive Stimulation Groups.</i></li> <li>• <i>It would be good to have a named Social Worker again, I answered no to the question about centralized services because I believe decentralized services, in touch and with detailed knowledge about local communities are better.</i></li> <li>• <i>Must train people up to volunteer more. Looking after the elderly should be a national responsibility. Often, an elderly person only needs some comfort and company and a daily check in. This could be a neighbour or volunteer. But, there needs to be a campaign to allow this to be the norm. It's not just down to feeding them. It's also not just down to the elderly in homes or who have dementia etc. Some support doesn't need specialist, and you need to make this clear. Campaign to encourage people to help, and set up a scheme which makes it easy. The creative sector is also a great collaboration for situations like this.</i></li> </ul>
<p><b>Meals on Wheels</b></p>	<p>99</p>	<p>17.5</p>	<ul style="list-style-type: none"> <li>• <i>I would only agree with the £1 increase if it meant the quality also increased. People who eat food with high nutritional value will benefit.</i></li> <li>• <i>Opening up Meals on Wheels to anyone might be surprisingly lucrative.</i></li> <li>• <i>Meals on wheels must be means tested. Vulnerable people with insufficient resources must be protected and supported.</i></li> <li>• <i>The key point here is to ensure full cost recovery is achieved for all meals on wheels services if they are to continue.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<p><b>Day Centres Important</b></p>	<p>72</p>	<p>12.7</p>	<ul style="list-style-type: none"> <li>• <i>Having only one centre for a limited number of people with dementia is extremely worrying. So many day centres have closed. The day centre in Oldwell court is the only one that caters and cares for a very small number. There should be more and more centres available for people and families living with a dementia diagnosis. My Mother is a lifelong resident and Council tax payer in Cardiff and there is very little available to her since the cuts and the impending closure of Oldwell court. I implore the Council to prioritise the needs for the older community in Cardiff.</i></li> <li>• <i>Older people should all have access to local day centres, where they will get food and drink and company. This is essential to their well-being and will save the country money in healthcare in the long run.</i></li> <li>• <i>Loneliness is an increasing problem noted by the Older People's Commissioner for Wales. Restricting entry to day centres would seriously worsen the problem.</i></li> </ul>
<p><b>Positive Comments</b></p>	<p>71</p>	<p>12.5</p>	<ul style="list-style-type: none"> <li>• <i>Very important to offer excellent care for older people - this model sounds a good way to deliver it.</i></li> <li>• <i>I feel very strongly that such a service is an essential one for many residents of Cardiff. It offers many benefits.</i></li> <li>• <i>It appears to be cohesive and thought through using all recognised resources in an effective way. Efficiency will need to be measured once the elements of the model are implemented.</i></li> </ul>
<p><b>Cuts costs and or generate income</b></p>	<p>71</p>	<p>12.5</p>	<ul style="list-style-type: none"> <li>• <i>This is an area that will have to withstand increasing demand and will have to be sustainable.</i></li> <li>• <i>You waste thousands of pounds procuring expensive and unsustainable models. Make sure that you get your business plan in order at the outset and that you provide the best quality service at the best value for money so that you don't waste money next year trying to restructure the model.</i></li> <li>• <i>I've ticked 'not sure' for most of the questions about meals. If the provision of further meals is done at break-even or profit, then I'm in favour of it AS LONG AS it is not taking over provision already made by a voluntary / community groups / small businesses who may be doing it effectively at the moment.</i></li> </ul>
<p><b>Other</b></p>	<p>70</p>	<p>12.4</p>	<ul style="list-style-type: none"> <li>• <i>I believe as Disabled People we already qualify - The need for specific dietary requirements has excluded us from bothering.</i></li> <li>• <i>This is very admirable, but please remember that there are young people suffering due to the economy too.</i></li> <li>• <i>It is all well and good advising staff to sign post and access voluntary sector services but what happens when there is nowhere to signpost them to and no access to free support for a particular need?</i></li> </ul>



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<p><b>Negative Comments</b></p>	<p>59</p>	<p>10.4</p>	<ul style="list-style-type: none"> <li>• <i>It appears to be a flimsy vague set of nonspecific proposals.</i></li> <li>• <i>I disagree with the Councils proposals to provide critical dementia care at the expense of withdrawing funding from the Alzheimer's Society's contract. Insufficient clinical risk analysis has been undertaken to identify the level of need that the Society currently provides to clients. I doubt that the Council has the expertise and/or resource to provide an adequate service. There is a real danger that it is falling into the trap that "big" is effective, never mind efficient. There is also a real danger that only the most clinically deprived people will be cared for. Dementia is a disease that once diagnosed does not go into remission, on the contrary the condition simply worsens.</i></li> <li>• <i>So much to say! In addition to the recent closures of day centres I'm extremely concerned about loneliness and isolation of older people. Being independent in your own home is fine as long as the support services are there and meet the client need rather than being task orientated. Your proposal to withdraw funding from Oldwell Day Centre is outrageous - more of these need to be opened. Do you really think 35 high need dementia places for the whole of Cardiff is viable? Do you know there are 4,000 people diagnosed with dementia in Cardiff but with only a 40% diagnosis rate this most likely to be 7,000? This is predicted to rise by 53% in the next 15 years? Cardiff Council is completely out of touch with reality and I would welcome the opportunity attending a meeting to explain further. Your questions in this section are loaded - who would disagree with providing more services to those with high needs?</i></li> </ul>
<p><b>Need more information</b></p>	<p>43</p>	<p>7.6</p>	<ul style="list-style-type: none"> <li>• <i>Need to know numbers and costs to make an informed decision.</i></li> <li>• <i>Do not have enough info about your assessment process and eligibility criteria.</i></li> <li>• <i>The triangle of services on the previous page is utterly unclear as to what will be provided and by whom, to whom. It is impossible to say whether or not the proposals are something I would support as I was unable to work out what they are.</i></li> </ul>
<p><b>Travel Difficulties</b></p>	<p>32</p>	<p>5.7</p>	<ul style="list-style-type: none"> <li>• <i>Old people often are unable to travel far from their home - day services must remain local across the city.</i></li> <li>• <i>It is important that no older person is left isolated or unable to attend social opportunities. The fact that many older people have to pay for taxis to attend a social event and if they cannot afford this there is no alternative needs consideration. What possibilities of transport might be available in conjunction with other groups if necessary?</i></li> </ul>

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<b>Don't Know</b>	31	5.5	<ul style="list-style-type: none"> <li><i>I don't know what the Council is currently providing.</i></li> <li><i>Don't know enough about the people receiving it really to comment in an informed way. Older people need small meals which are nutritionally rich. It seems a lovely idea for this to be on tap for anyone who can pay for it so long as it pays for itself and gives people jobs. It would be nice if some older folk could help prepare and cook it too in luncheon clubs so they feel they still have something to offer and keep skills going. It is also a group activity that is meaningful and very social.</i></li> </ul>
<b>Need greater support</b>	27	4.8	
<b>Family Responsibility</b>	18	3.2	<ul style="list-style-type: none"> <li><i>You are taking away the primary responsibility which is with the family.</i></li> <li><i>There needs to be more focus in family and the fact that family should be supporting their loved ones. People should budget for this sort of thing.</i></li> <li><i>I would support a voluntary meal provision service as operated in some Councils in England. Families volunteer to provide evening meals and visit the elderly with it. I agree with provision of meals but not necessarily that the Council needs to pay for it. I am a family of 3 and meals cooked from scratch are for 4. I can regularly deliver a meal to an elderly person or someone in need.</i></li> </ul>
<b>Poor questionnaire</b>	10	1.8	

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## Results and Feedback Report

**Q17a. Do you support the Council's plan to deliver care services on an area basis? If you have answered 'No' to this question please explain why.**

**Themes emerging from the 104 comments:**

Theme	No.	%	Example comments
<b>Needs to be centralised</b>	40	38.5	<ul style="list-style-type: none"> <li>Delivering care in an area basis won't necessarily be in the best interest of the patient or individual in need. If the same level of care is provided and appropriate and sustainable staff can be found to do this then this may be more appropriate.</li> <li>I feel it is more beneficial to have a more flexible service working across the city than having teams in each area, this means that any over flow that one area may struggle to cover can be covered by the neighbouring area.</li> <li>Everyone who wishes to use this service should be entitled to a standard service, irrespective of where they live, Area based services will vary in standards depending on the demands on them.</li> </ul>
<b>Need continuity/consistency of care</b>	19	18.3	<ul style="list-style-type: none"> <li>This sounds like the standard of care could vary a lot too many areas and some people would lose out.</li> <li>This completely depends on the needs of the service user. While it is important to minimise the travel time care provision staff have in their shifts, ideological centralisation ignores the needs of service users. Some will need specific staff members who have built up the necessary levels of trust between care-provider and service user. Some will have complex needs such as communication problems, mental health issues, etc. and new staff being chosen could really damage the quality of care provided unless, of course, there is a robust transition period where replacements are adequately trained by their predecessor.</li> <li>Depends on the consistency of the service between streets and neighbourhoods - if it saves time but the quality is reduced then that's not helpful. Need to read CSSIW's inspection or quality framework before giving a detailed answer to this question.</li> </ul>
<b>Need a choice of services</b>	14	13.5	<ul style="list-style-type: none"> <li>I believe in service user choice of provider.</li> <li>We are concerned that this proposal could reduce choice and control for individuals. All individuals who are receiving services should be given accessible information on all care service providers in the city and be able to choose the service provider they want. This choice should not be based on where they live alone, but on which services best meet their needs and outcomes and their personal preferences.</li> </ul>

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<b>Poor quality service</b>	11	10.6	<ul style="list-style-type: none"> <li><i>This was tried and was a complete and utter shambles. The agencies could not cope with demand, calls were missed or cut short, staff could not be retained, and some smaller agencies went out of business. If this is being seriously considered it will need to be properly thought out and any discussions should involve the staff and agencies concerned.</i></li> <li><i>Telecare - what the hell is that, these people need to see people and interact with them, not the phone.</i></li> </ul>
<b>Money issues</b>	10	9.6	<ul style="list-style-type: none"> <li><i>Self-sufficient at present, realise situation could change, opened for all - Financial implications i.e. more funding needed &amp; open to abuse.</i></li> </ul>
<b>Highest level of care/Quality training</b>	8	7.7	<ul style="list-style-type: none"> <li><i>Care Services should be delivered by those who are firstly, competent and then according to value for money/efficiency!!! Merely categorising areas does not mean that people will receive better care or even cheaper care if those delivering the care are poor or costly!!</i></li> </ul>
<b>Post code lottery</b>	6	5.8	<ul style="list-style-type: none"> <li><i>It becomes a post code service, where those in less well-off areas such as Ely, Splott etc. will receive less care than those in more affluent areas!</i></li> </ul>
<b>Needs competition amongst suppliers</b>	6	5.8	<ul style="list-style-type: none"> <li><i>I believe that care standards and minimised costs are best maintained in a competitive environment. Single source contracts are only valid where high capital costs are involved.</i></li> </ul>
<b>Miscellaneous</b>	16	15.4	<ul style="list-style-type: none"> <li><i>You haven't explained the proposition so not possible to answer accurately.</i></li> <li><i>It is not a good idea in my opinion.</i></li> <li><i>All care services should be part of the NHS and not the local Council.</i></li> <li><i>Use volunteers not paid workers.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### Section 3: Education

**18a. Do you support the proposal to increase Delegated School Budgets of £205.609 million by £9.5 million? If you have answered 'No' to this question please explain why**  
**Themes emerging from the 336 comments received:**

Theme	No.	%	Example comments
Do more to find efficiencies and manage budgets	91	27.1	<ul style="list-style-type: none"> <li>Time for individual schools to investigate ways to help City Council with budget deficit.</li> <li>There <b>MUST</b> be cost savings to be had from a spend of £205m - time to sharpen the odd pencil...</li> <li>Better and more qualified financial and asset management could help.</li> </ul>
Schools should be reviewed/cut like other areas	72	21.4	<ul style="list-style-type: none"> <li>I don't see why schools' budgets should be ring fenced at the expense of others.</li> <li>Ring-fencing school budgets forces huge cuts elsewhere. This is not sustainable.</li> <li>I think that schools should shoulder some of the budget cuts.</li> </ul>
Too much is spent/wasted on schools	62	18.5	<ul style="list-style-type: none"> <li>Too much is wasted on schools doing the work of parents, too many councillors etc.</li> <li>I think that there is a lot of waste in the schools currently that could be saved which would be better than increasing the budget.</li> </ul>
Increase is too much	43	12.8	<ul style="list-style-type: none"> <li>Inflation is nowhere near this figure (%) Pay increases should be stopped. I have not had a pay increase in 8 years.</li> <li>Too expensive, needs to be increased but not by so much.</li> <li>It is above inflation.</li> <li>4.6% splits ca 1.5% demographic growth, 3% pay and inflation. CPI is approx. zero, so why 3% increase?</li> </ul>
Shouldn't be a priority	34	10.1	<ul style="list-style-type: none"> <li>Money is more usefully used elsewhere.</li> <li>There are other services in the city that need the money more.</li> </ul>
Spending is not leading to good performance	25	7.4	<ul style="list-style-type: none"> <li>The education system in Wales is failing and needs to be reformed. Money will not help.</li> <li>We need to find ways to make the money we are throwing at schools work better or like the NHS the budget will just continue to eat a bigger piece of the budget every year.</li> </ul>
Other	23	6.8	<ul style="list-style-type: none"> <li>This should be funded by central government.</li> <li>Make teachers work 46 weeks a year minimum like everyone else.</li> </ul>
Lose segregation. Welsh and faith schools shouldn't be charities/ should self-fund	21	6.3	<ul style="list-style-type: none"> <li>Stop pandering to demands for Welsh medium and faith specialist schools, let them pay more if they want it.</li> <li>Do not believe in segregated schools. All local children should use the same local school.</li> </ul>

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<b>Question what it will be used for</b>	13	3.9	<ul style="list-style-type: none"> <li>Do not know how the delegated budget is spent.</li> <li>Make teachers work 46 weeks a year minimum like everyone else</li> </ul>
<b>Education is important</b>	12	3.6	<ul style="list-style-type: none"> <li>Education should be sacrosanct. Savings should be targeted elsewhere - e.g. Welsh Language provisions.</li> </ul>
<b>Parents should contribute more</b>	10	3.0	<ul style="list-style-type: none"> <li>Many pounds of financial assistance for schools should be funded by those who need it... Those with children!!!</li> </ul>
<b>Schools should do more within the community</b>	7	2.1	

**19a. Do you agree that delegated school budgets should contribute to the financial challenge facing the Council? If you have answered 'No' to this question please explain why**

**Themes emerging from the 410 comments received:**

Theme	No.	%	Example comments
<b>Education is too important and should be protected</b>	246	60.0	<ul style="list-style-type: none"> <li>School budgets should be ring fenced and invested in our young people.</li> <li>Education and care are the most important services you provide.</li> <li>Education is too important not to be seen as a separate entity.</li> <li>The quality of education is fundamental and needs to be protected.</li> </ul>
<b>The current problems will worsen</b>	53	12.9	<ul style="list-style-type: none"> <li>Many schools are already struggling with effective reduced funding and decreased central provision.</li> <li>The state of repair of many Cardiff school buildings is already poor, and will only get worse if funding is reduced to help the Council meet the financial challenge it faces.</li> </ul>
<b>Improve efficiency and management instead</b>	37	9.0	<ul style="list-style-type: none"> <li>I don't believe anyone's education should suffer as a result of the financial implications. I do however think that running a school/education centre should be done efficiently.</li> <li>Schools should not be protected from the challenges the rest of the Council is facing as it just encourages them to continue their wastefulness.</li> </ul>
<b>Other</b>	29	7.1	<ul style="list-style-type: none"> <li>We already pay for numerous text book and, private tuition due to a totally inflexible GCSE syllabus - no more please!</li> <li>What are the schools doing so differently to justify an increase of £9.5m?</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Make savings elsewhere</b>	25	6.1	<ul style="list-style-type: none"> <li>Education is the vision for the future, as mentioned previously, reduce Councillors and their expenses.</li> <li>Education is too important to scrimp on. Again cutting down the wasteful duplication of Council documents/flyers etc. should be stopped instead.</li> </ul>
<b>Should be paid for centrally</b>	24	5.9	<ul style="list-style-type: none"> <li>Education needs more funding and should be centralised in order to fund it more efficiently and to greater extent.</li> <li>This should be a Government led finance and not a Council budget.</li> </ul>
<b>Will have a knock-on effect on health and poverty</b>	17	4.1	<ul style="list-style-type: none"> <li>Because cuts in education lead to more social costs in the long term.</li> </ul>
<b>Question is unclear/poor</b>	16	3.9	<ul style="list-style-type: none"> <li>How can a school contribute to the financial challenge - this question does not make sense!</li> </ul>
<b>Spending already below England/elsewhere</b>	15	3.7	<ul style="list-style-type: none"> <li>Schools in Cardiff are already underfunded per pupil compared to England. In my children's school teachers buy lots of equipment themselves. We need to make education a national priority.</li> </ul>
<b>Address unequal funding</b>	13	3.2	<ul style="list-style-type: none"> <li>Leave the budget as it is and use it more effectively and equally.</li> </ul>
<b>Raise money through other means</b>	11	2.7	<ul style="list-style-type: none"> <li>No, when schools are closed for the day the space should be sold - room hire, adult education, night class etc. Make some money.</li> </ul>
<b>Education funds need to make it to schools</b>	10	2.4	<ul style="list-style-type: none"> <li>As long as the money is strictly for educating the young and running the facilities, it shouldn't be interfered with.</li> </ul>

### 22. Do you have any more comments regarding the School Meals Service?

#### Themes emerging from the 722 additional comments received:

Theme	No	%	Example comments
<b>Need high quality, value for money service</b>	272	37.7	<ul style="list-style-type: none"> <li>There should be more nutritious and better quality of food.</li> <li>Our children over the years have always complained that get very little to eat for the price of the school meal and are always hungry afterwards! So prices are going to be increased but portions are still the same. One tiny piece of pizza does not fill a child up.</li> <li>Again quality is important. Providing nutritious meals to school children will provide long-term benefits.</li> <li>If the quality is good enough then it could be justified. If the quality is poor then you cannot justify this.</li> <li>The quality is poor. These meals should be providing a nutritious meal to children who wouldn't get one at home...raise the standards.</li> </ul>

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<b>Means test to protect poorer families</b>	153	21.2	<ul style="list-style-type: none"> <li>• <i>I think the Council needs to be careful that they don't price families out of school meals completely.</i></li> <li>• <i>Essential as it is the only balanced meal of the day for many children.</i></li> <li>• <i>If they are not already, school meals should be means tested. Many people are in a position to support the less well off.</i></li> <li>• <i>Although an extra 10p is a small increase for some, this is an extra cost which they can ill afford especially if on a low wage.</i></li> </ul>
<b>Increase further</b>	64	8.9	<ul style="list-style-type: none"> <li>• <i>Should increase cost on regular basis.</i></li> <li>• <i>10p isn't enough. Possibly 30- 50p in the 1st year followed by a similar increase in year 2.</i></li> <li>• <i>Why are school meals increasing by only 10 pence whilst Meals on Wheels increase by ONE pound?</i></li> </ul>
<b>Expensive/big rise</b>	64	8.9	<ul style="list-style-type: none"> <li>• <i>£2.20 doesn't sound much, but for 2 children for a month it already adds up to £88.00 that's £858 per school year which is a big outgoing for families.</i></li> <li>• <i>The meals only went up in September to £2.20, another ten pence in this academic year would mean an extra £1 a week... Some people are unable to access free school meals due to earning a little over the maximum income to qualify. To these people who are already making their children walk to school as they can't afford the bus. Another rise is merely collecting from the poorest.</i></li> <li>• <i>I live well and I do not pay this amount for a decent meal.</i></li> </ul>
<b>Other</b>	64	8.9	<ul style="list-style-type: none"> <li>• <i>I would agree with the increase but monitor the impact closely.</i></li> <li>• <i>Why is Cardiff High School excluded from this?</i></li> <li>• <i>Any subsidy for schools meal service should be considered within the overall delegated schools settlement.</i></li> </ul>
<b>Ways to reduce costs</b>	41	5.7	<ul style="list-style-type: none"> <li>• <i>Consider tendering out the contracts because I feel that this in-house service doesn't offer value for money and savings could be achieved by offering out the contracts.</i></li> <li>• <i>School meals prices could be cut if there was limited choice for the meals. When I attended school, we had two options plus a vegetarian option and paid a set price per term for our meals. I think if a child does not like the food available, then they should bring a packed lunch.</i></li> </ul>
<b>Good quality</b>	25	3.5	<ul style="list-style-type: none"> <li>• <i>I think it is still good value.</i></li> <li>• <i>My kids enjoy the food.</i></li> </ul>
<b>Stop free school meals</b>	23	3.2	<ul style="list-style-type: none"> <li>• <i>It should be abolished. If you have children then you should pay to feed them.</i></li> </ul>
<b>No children at home</b>	15	2.1	<ul style="list-style-type: none"> <li>• <i>No children at home.</i></li> <li>• <i>No. Not involved.</i></li> <li>• <i>My children are grown up, so I have little knowledge of this.</i></li> </ul>



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Don't eat school meals	15	2.1	<ul style="list-style-type: none"> <li>We use them as little as possible, because all my children ever seem to get from them are cookies and pizza, rather than real food.</li> </ul>
Need variety	14	1.9	<ul style="list-style-type: none"> <li>My family use the secondary school meals service. It seems expensive already and not that much choice.</li> </ul>
New price is reasonable	13	1.8	<ul style="list-style-type: none"> <li>This increase is an acceptable amount, children in need have free meals.</li> </ul>
Stop breakfast clubs	13	1.8	<ul style="list-style-type: none"> <li>Do away with breakfast. Supply one meal at lunchtime only.</li> </ul>
Free school meals for all	11	1.5	<ul style="list-style-type: none"> <li>But fundamentally I think school meals should be provided at no cost to the pupils.</li> </ul>
Integrate different meal services	9	1.2	<ul style="list-style-type: none"> <li>Could school meal and other meal providers (Meals on Wheels, day services etc.) merge/cooperate together to source food/materials etc. in order to gain discounts for bulk procurement.</li> </ul>
Reduce stigma of free school meals	6	0.8	<ul style="list-style-type: none"> <li>Improve way in which those eligible can access free school meals without any stigma.</li> </ul>
Stop all school meals	5	0.7	<ul style="list-style-type: none"> <li>Should be scrapped.</li> </ul>

### Section 4. Children's Play

**23a. Do you agree with our new model for play services being delivered from a range of community facilities? If you have answered 'No', please explain why.**

**Themes emerging from the 462 comments received:**

Theme	No.	%	Example comments
Children Enjoyment - Facilities should remain open	317	68.6	<ul style="list-style-type: none"> <li>Kids need a safe place to play and that centre has been there for over 30 years and has served the community brilliantly, giving kids the necessary space to play safely.</li> <li>Play is an important part of a child's development and needs to be fully supported by the Council. Any cuts for their provision will have a huge negative impact.</li> <li>There is no need for change, keep the adventure now it's served hundreds maybe thousands of kids over the years and has been a bright star in a now dark community.</li> <li>Too many things are changing already and it is too difficult for children to adapt to them.</li> <li>We have perfectly suitable play centres - fully equipped - the suggested alternatives are not acceptable and the details are hazy.</li> </ul>

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## Results and Feedback Report

<b>Safe play environment important</b>	99	21.4	<ul style="list-style-type: none"> <li>• <i>The play centre is a safe place for the children. Without the play centre they have nowhere.</i></li> <li>• <i>Keep play centres as they are. They are the only safe facilities our children have to keep them occupied and off dangerous streets.</i></li> <li>• <i>Don't close down our play centres. My children benefit from them daily and it means they stay safe, while learning and developing.</i></li> <li>• <i>My children attend the centre, I trust the staff and the centre is free. I feel change will make play not as good as it is now.</i></li> <li>• <i>Children need to stay active and the play centres provide this, it's a safe place to play and have fun.</i></li> </ul>
<b>Accessibility</b>	46	10.0	<ul style="list-style-type: none"> <li>• <i>Everything in one place with good parking, is safe and convenient to all.</i></li> <li>• <i>I don't live that far from the play centre so I walk. I feel if it moved to another building I wouldn't be able to get there.</i></li> <li>• <i>Yes, but only if there is provision in each and every ward and children are able to access this without the need to travel by means other than foot.</i></li> </ul>
<b>Alternative Delivery Model</b>	42	9.1	<ul style="list-style-type: none"> <li>• <i>To be effective such services need to be associated with the schools. It is not efficient to have the users travelling to the centres.</i></li> <li>• <i>Why are additional facilities needed when I guess most school buildings are only used during the day in term time? Cannot schools be designed/gradually updated for more flexible usage?</i></li> <li>• <i>High risk in areas of deprivation where volunteering may be more difficult, could impact on already fragile infrastructure.</i></li> </ul>
<b>Fragmented services/ Community division</b>	37	8.0	<ul style="list-style-type: none"> <li>• <i>Left to the community those places will eventually be abandoned and become dangerous by either lack of maintenance or proper surveillance.</i></li> <li>• <i>You run the risk of certain areas becoming more insular and inward looking, creating an 'us and them' culture - and just see what has happened with the 'Birmingham schools' scandal. Who will monitor what goes on at these centres?</i></li> <li>• <i>Loss of any consistency in provision and no mention of how less well-resourced areas will cope. How are you working with parents and community members to ensure they've the skills and resources to do all this?</i></li> </ul>

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<b>Increased Costs</b>	31	6.7	<ul style="list-style-type: none"> <li>• <i>Third party facilities will add extra costs to already struggling families who rely on these services to enable them to work, often in low paid jobs.</i></li> <li>• <i>Communities are ill equipped and most community/private after school care is unaffordable as they over charge.</i></li> <li>• <i>The play centre provides free service, I am worried I won't be able to afford to send my child there.</i></li> </ul>
<b>Respondent Concerns</b>	30	6.5	<ul style="list-style-type: none"> <li>• <i>In some areas this could be fine. The worry is in more marginalised areas where there are no volunteers to run such services, and it is in these areas they are more needed. I don't think this is a "yes" "no" question. What support would The Council give to community groups running such services (relevant checks, training &amp; mentoring etc.)?</i></li> <li>• <i>The facilities may not be appropriate.</i></li> <li>• <i>Centralisation increases the risk of the post-code lottery bias.</i></li> </ul>
<b>Lack of Clarity</b>	22	4.8	<ul style="list-style-type: none"> <li>• <i>The model is not clear. I cannot agree when fewer words conceal the nature of the political change. Must be honest and clear before I agree or not.</i></li> <li>• <i>Where is the model - not enough information - I do agree with the proposal for them to continue via Neighbourhood Partnership Areas however.</i></li> </ul>
<b>Stop all Play Provision</b>	18	3.9	<ul style="list-style-type: none"> <li>• <i>Discontinue this service.</i></li> <li>• <i>Don't agree that this should be what a Council provides anyway.</i></li> </ul>
<b>Parental Responsibility</b>	9	1.9	<ul style="list-style-type: none"> <li>• <i>Parents should be more responsible for their children's leisure time.</i></li> <li>• <i>Parents should pay for play services, should not be subsidised by Council Tax payers.</i></li> </ul>
<b>Deliver with Volunteers</b>	7	1.5	<ul style="list-style-type: none"> <li>• <i>Let volunteers do this. Can't the children play without the Council orchestrating fun? Better that they join the Scouts and Guides.</i></li> </ul>
<b>Cease Neighbourhood Partnership Areas</b>	1	0.2	<ul style="list-style-type: none"> <li>• <i>Neighbourhood Partnership areas are just another layer of expensive, unnecessary bureaucracy.</i></li> </ul>
<b>Sufficient provision exists</b>	1	0.2	<ul style="list-style-type: none"> <li>• <i>There are more than enough facilities already.</i></li> </ul>
<b>Other</b>	23	5.0	<ul style="list-style-type: none"> <li>• <i>Not interested in anything for children.</i></li> <li>• <i>This service is not statutory and its provision and value should be reviewed.</i></li> <li>• <i>These facilities should be contracted out on a paid basis with provision for Council contributions where required.</i></li> <li>• <i>No, despite having children have never used Council run services.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

### Section 5: Art and Culture

**Q25a. Do you agree with the City of Cardiff Council's decision to cease Cardiff Contemporary Initiative funding? If you have answered 'No', please explain why**

**Themes emerging from the 666 comments received:**

Theme	No.	%	Example comments
<b>Arts/Culture are important</b>	230	34.5	<ul style="list-style-type: none"> <li>• <i>The arts are just as important an area than any other, they always are the first to be hit by cuts/funding.</i></li> <li>• <i>Because art and culture are integral to the well-being and success of any city, especially Cardiff which has such a strong art scene.</i></li> <li>• <i>Art is a key part of city life. The Council should understand that looking after the cultural needs of the many benefits not only the well off, but provides a setting for the young and old to contribute and feel valued.</i></li> </ul>
<b>Against the proposals</b>	181	27.2	<ul style="list-style-type: none"> <li>• <i>I think the shutdown of the abacus is enough for this decade, please.</i></li> <li>• <i>If Cardiff is to be a vibrant city where people want to work and live, it is vital that arts and culture are supported - look at Bristol?!</i></li> <li>• <i>I'm against cuts of any sort. We're sleep walking into a future that has no culture, no art, no innovation, no dreamers who inspire, no people who see an alternative future.</i></li> </ul>
<b>Cardiff would be a poorer place without this</b>	140	21.0	<ul style="list-style-type: none"> <li>• <i>This city has already very little to offer when it comes to art and more creative disciplines. Taking out the artistic progression and the evidence of that is going to cripple Cardiff's cultural scene even more. And it's already barely crawling.</i></li> <li>• <i>Events like this help keep Cardiff a vibrant city and ceasing funding might drain the enthusiasm of the city.</i></li> <li>• <i>Cardiff is always willing to fund sports and pop music events. If cultural activities cease to be funded Cardiff will become a cultural wasteland.</i></li> </ul>
<b>Impact on the economy</b>	139	20.9	<ul style="list-style-type: none"> <li>• <i>It is an incredibly valuable dimension of the city's economy, bringing income to the city as well as creating life for people living and working here, especially when working with Artes Mundi.</i></li> </ul>

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## Results and Feedback Report

<b>Beneficial to well-being</b>	97	14.6	<ul style="list-style-type: none"> <li>• <i>Initiatives like this are important for people's sense of well-being, feeling of belonging and pride in their environment.</i></li> <li>• <i>It seems too easy to save money by just saying "yes, get rid of that arts thing"! Cardiff has a massive cultural heart and presence and it would be devastating for that to die. It might not seem as important on paper than the other services you provide but arts and culture provide a huge sense of well-being to all of your service users.</i></li> <li>• <i>Arts and culture bring vital things to our city - not just business, tourism and income but hope, emotional wellbeing and ambition.</i></li> </ul>
<b>Short-sighted</b>	88	13.2	<ul style="list-style-type: none"> <li>• <i>I see this as short sighted and contrary to recent Welsh Government and Arts Council of Wales initiatives. It will affect venues in the long run and will have an impact on learning and education and our ability to encourage future audiences to cultural activity.</i></li> <li>• <i>The arts are as important to the city as other aspects, it's a part of Cardiff. Funding should only cease if other funding from somewhere else such as big lottery etc. has been put in place, once something is no longer funded it usually doesn't come back into play at all and we would be losing something that many enjoy.</i></li> <li>• <i>Culture is vitally important to the identity and morale of the populous of the city. Take that away and you open a vast chasm of despair and lack of ambition and will end up paying for it later on in other ways.</i></li> </ul>
<b>Vital for a Capital city</b>	87	13.1	<ul style="list-style-type: none"> <li>• <i>Cardiff is a capital city....Its reputation for supporting the arts is second to none.</i></li> <li>• <i>Art is incredibly important to a city. We are a capital city and need to demonstrate our commitment to both residents and tourists.</i></li> <li>• <i>We're supposed to be an 'international capital city' - we should have events and exhibitions worthy of this.</i></li> </ul>
<b>Essential to boost/retain tourism</b>	85	12.8	<ul style="list-style-type: none"> <li>• <i>Cardiff Contemporary supports the arts and artists in Cardiff. Art and culture brings in tourism. Tourism brings money to Cardiff businesses such as hotels and restaurants. Cutting funds for culture would be a very bad mistake indeed for Cardiff as a whole.</i></li> <li>• <i>We should be supporting events like this, not stopping them. They bring in visitors, which brings in an increased footfall, which results in more spending.</i></li> <li>• <i>It's critical in attracting and retaining tourists to the Cardiff area and keeping Cardiff firmly on the map as a capital we can be proud of.</i></li> </ul>
<b>Helps build communities</b>	82	12.3	<ul style="list-style-type: none"> <li>• <i>Arts are an important part of community life.</i></li> <li>• <i>Art is important to community spirit.</i></li> <li>• <i>Art elevates people and is a necessary part of community life.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<p><b>Promotes Cardiff to a wider audience</b></p>	<p>79</p>	<p>11.9</p>	<ul style="list-style-type: none"> <li>• <i>It is important for Cardiff to encourage and embrace its artistic scene if we are to attract global events in the city.</i></li> <li>• <i>A huge part of Cardiff's income as a city depends on our position in the international scene as a powerhouse of the Arts. To cut funding to the Arts in general will be incredibly detrimental to Cardiff's arts reputation internationally, which would then have a trickle-down effect to the city as a whole.</i></li> <li>• <i>Because it attracts substantial tourist income and raises the profile of the city as a cultural destination (and not just a drinking/shopping destination)</i></li> </ul>
<p><b>Cardiff is known for its culture</b></p>	<p>70</p>	<p>10.5</p>	<ul style="list-style-type: none"> <li>• <i>It is so important to ensure that Cardiff remains as an Arts &amp; Culture city. With venues and other initiatives closing in Cardiff, art in the city would soon cease to exist. We are a small city but look at the creativity that comes from us. Our city is more than just rugby &amp; shopping.</i></li> <li>• <i>Cardiff has an excellent reputation internationally as a creative and cultural hub (WMC, BBC, WNO, S4C, Pinewood Wales etc.) and so should do all it can to encourage investment and engagement in a wide range of cultural activities to ensure that the creative economy continues to thrive and helps those in Cardiff get the best possible opportunities to benefit from this both economically and culturally.</i></li> <li>• <i>As the Capital City of Wales it must retain its culture. Cardiff draws on culture to keep it interesting and relevant to all visitors, inhabitants and to lead the way in Wales. We would lose out to Bristol and London otherwise and Wales needs culture at the centre of its continued development.</i></li> </ul>
<p><b>Job of the Council to support this</b></p>	<p>52</p>	<p>7.8</p>	<ul style="list-style-type: none"> <li>• <i>It is important that the Council provides art &amp; cultural activities to enhance the lives of the citizens of Cardiff.</i></li> <li>• <i>I think there is scope to attract funding/sponsorship from external sources, but I think the Council should make a token contribution.</i></li> <li>• <i>I think it vital that the Council continue to support cultural initiatives and the arts in order to promote Cardiff as a cultural capital and a tourist destination on that basis.</i></li> </ul>
<p><b>Ensure alternative funding is in place before cutting funding</b></p>	<p>43</p>	<p>6.5</p>	<ul style="list-style-type: none"> <li>• <i>This was putting Cardiff on the map for new, progressive arts and brings a host of new visitors to the city. Securing private sponsorship is a must or we lose the fantastic legacy.</i></li> <li>• <i>It's part of a cultural attraction and Cardiff may lose paying visitors if no alternative for funding has been found.</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Would impact on creative jobs here/students</b>	40	6.0	<ul style="list-style-type: none"> <li>As a music student one of the main reasons I chose Cardiff was due to the arts scene, in recent years I feel that this has declined. I feel it would make potential future students chose another city instead to move to if the arts are what they want to study.</li> <li>It's an insult to the creative industry in Cardiff to cease funding of the event, particularly as the arts bring in plenty of interest, money and community support to the city. I completely disagree with the withdrawal of funding. As a fine art student, the lack of support for the arts in Cardiff is putting me off staying in the city, by this logic you'll end up losing a new generation of talent in Wales.</li> </ul>
<b>Benefits can't be measured financially</b>	36	5.4	<ul style="list-style-type: none"> <li>The activity enriches the city well beyond the costs involved.</li> </ul>
<b>Educational</b>	28	4.2	<ul style="list-style-type: none"> <li>It is part of the people educating (quality of life, self-fulfilment etc.) which should be encouraged.</li> </ul>
<b>Council funding encourages other investments</b>	27	4.1	<ul style="list-style-type: none"> <li>Funding is from BOTH Cardiff Council and the Arts Council of Wales. Without the support from CC then the lever with which it releases other funding is lost. The impact of a cut is colossal. It is part of the long held ambition of the city to become a cultural destination and this puts paid to that ambition very clearly.</li> </ul>
<b>Part of the What Matters Strategy</b>	26	3.9	<ul style="list-style-type: none"> <li>Initiatives such as these bring arts to those who wouldn't necessarily experience them. If one of the goals for the Cardiff 'What Matters' 2010:2020 - The 10 year Strategy is making Cardiff "a great place to live, work and play" surely these types of events feed into achieving that.</li> </ul>
<b>Wouldn't treat sport this way</b>	14	2.1	<ul style="list-style-type: none"> <li>You are apparently willing to spend money on sport. You cannot possibly sacrifice more from the arts.</li> </ul>
<b>Keep it available for everyone</b>	13	2.0	<ul style="list-style-type: none"> <li>I think everyone should be able to access culture.</li> </ul>
<b>Promotes diversity</b>	14	2.1	<ul style="list-style-type: none"> <li>I think the arts &amp; culture are fundamental to the heart of our city encouraging diversity &amp; encouraging more people to visit / live.</li> </ul>
<b>Makes Cardiff what it is</b>	9	1.4	<ul style="list-style-type: none"> <li>Don't turn Cardiff into a Swindon or a Barry.</li> </ul>
<b>Important for the young</b>	9	1.4	<ul style="list-style-type: none"> <li>We need to inspire young people and highlight the arts and cultures.</li> </ul>
<b>Better publicity</b>	9	1.4	<ul style="list-style-type: none"> <li>I'd never heard of Cardiff Contemporary. Advertise it better, don't cancel it!</li> </ul>
<b>Ensure money is spent wisely</b>	7	1.1	<ul style="list-style-type: none"> <li>Combine and merge all Cardiff arts organisations, cut out excess and progress forward.</li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Find other savings first</b>	7	1.1	<ul style="list-style-type: none"> <li>Cardiff Council should look carefully at the monies it spends sending Councillors to various fact finding 'jollies' and their 'entertainment' budgets at conferences and meetings before cutting community programs that allow people to experience the works of these diverse artists and designers, which eventually could lead to inspiring young people into lucrative careers and help improve the culture, economy and standing of Cardiff as a city, which would lead to further visitors and outside investment in the city.</li> </ul>
<b>Years of work would be lost</b>	6	0.9	<ul style="list-style-type: none"> <li>It has taken many years of investment and support for Cardiff to build an infrastructure for the arts that now compares to that of leading cultural cities in the UK; cuts now would damage that infrastructure and all the benefits it brings, and would take years to rebuild.</li> </ul>
<b>Give it a chance to develop</b>	6	0.9	<ul style="list-style-type: none"> <li>I believe this event should be given the chance to develop. It could become a real draw to the city given the artistic talent the City has to offer.</li> </ul>
<b>Support the proposals</b>	5	0.8	<ul style="list-style-type: none"> <li>I think the arts are important, but accept that the Council has few other choices but to cut such spending.</li> </ul>
<b>Miscellaneous</b>	56	8.4	<ul style="list-style-type: none"> <li>Cardiff is the Capital City of Wales that only showcases itself through external partners. We have lost significant Capital City Events such as St. David's Day Parade and New Year's Eve Celebrations. Cutting funding to additional arts and events that would increase publicity of the city would be detrimental to the city and we would be lost against cities such as Bristol which we have often had to fight attention for. It would also be a bad year to cut funding given the worldwide interest in Roald Dahl and creativity in Wales.</li> <li>Many of these initiatives survive on minimal funding - if the Council is going to "seek to identify alternative funding" does this mean employing someone to do this? If so, better to give the budget to the groups themselves for them to seek out funding or support in kind. A nominal fee to access some of the exhibitions, events and activities could also be considered - and by nominal I really mean nominal!</li> </ul>



# Changes for Cardiff

## Results and Feedback Report

<b>26a. Do you support the decision to cease funding for Arts Active? If 'no' please explain why: Themes emerging from the 470 comments received:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Arts/Culture are important</b>	143	30.4	<ul style="list-style-type: none"> <li>• Art is important to support.</li> <li>• Important part of the fabric of the city from which everyone can benefit - cut down on other groups which only have minority support..</li> <li>• Culture is vitally important to the identity and morale of the populous of the city. Take that away and you open a vast chasm of despair and lack of ambition and will end up paying for it later on.</li> </ul>
<b>Against the proposals</b>	98	20.9	<ul style="list-style-type: none"> <li>• Cultural activities must be protected.</li> <li>• Because engaging people in Arts is essential to quality of life. You state in this survey that the charity offers opportunities to people of all ages, so can you not see how blind it would be to cut this off? We need cohesive communities and to build connections between different groups within our communities. Defunding arts will be detrimental to that.</li> <li>• Because it's a poor decision.</li> </ul>
<b>Job of the Council to support this</b>	91	19.4	<ul style="list-style-type: none"> <li>• Cardiff Council's funding will be vital in Arts Active securing other funding from private organisations and foundations. It is important for Cardiff Council to support the arts and also to support people's participation in the arts.</li> <li>• Cardiff Council's support is central to Arts Active existence, and its involvement is symbolic of its commitment to the arts and equal access to the arts, and diversity of audience and opportunity. Cardiff is a city marked by its cultural diversity and open embracing of culture and equality. Cutting funding to Arts Active would reverse some of the work done to develop this thriving element of the city's identity, and impact most upon people from poorer neighbourhoods as well as BME backgrounds.</li> <li>• The Council ought to support organisations that reach out and work with some of the most vulnerable people within the city.</li> </ul>
<b>Keep it available for everyone</b>	87	18.5	<ul style="list-style-type: none"> <li>• We are seeing a progression towards an arts establishment in the UK that is exclusively the domain of those with class and wealth privilege.</li> <li>• Arts are important and should be open to anyone.</li> <li>• Art is for everybody not just artists or performers.</li> </ul>

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## Results and Feedback Report

<b>Short-sighted</b>	65	13.8	<ul style="list-style-type: none"> <li>• <i>I see this as short sighted and contrary to recent Welsh Government and Arts Council of Wales initiatives.</i></li> <li>• <i>It's a short-sighted decision to cut arts funding which brings a wide range of not easily quantified benefits to all aspects of the city.</i></li> <li>• <i>A huge returned investment; cutting is a short sighted measure. What do we live for if we're cutting all of this? Cardiff will be devoid of culture - it's a capital city and should take pride in its artists.</i></li> </ul>
<b>Beneficial to well-being</b>	62	13.2	<ul style="list-style-type: none"> <li>• <i>Art is hugely important to the city and also has a therapeutic element.</i></li> <li>• <i>Art is vital to the well-being of a community.</i></li> <li>• <i>Funding for the arts is often the first to go yet creativity is fundamental to the well-being of individuals.</i></li> </ul>
<b>Helps build communities</b>	59	12.6	<ul style="list-style-type: none"> <li>• <i>Getting youth and community involved in the arts is very beneficial.</i></li> <li>• <i>Important for the community spirit.</i></li> <li>• <i>It is needed. This type of provision is essential in creating meaningful relationships within the community, creating a greater sense of citizenship for its service users.</i></li> </ul>
<b>Educational</b>	55	11.7	<ul style="list-style-type: none"> <li>• <i>Creative educational opportunities and arts based activities are important for our nation's wellbeing.</i></li> <li>• <i>Arts Active has a direct impact on education, providing arts education and participation activities for young people across the city. This is an essential service.</i></li> </ul>
<b>Impact on the economy</b>	45	9.6	<ul style="list-style-type: none"> <li>• <i>Cultural industries are a vital and growing part of the economy. Cutting at this time does not make sense.</i></li> <li>• <i>We need to train our young people in creative skills to contribute to the creative economy, the largest growing economic sector in Wales. Why cut off the one sector bringing the city money by allowing a skill shortage to exist?</i></li> </ul>
<b>Benefits can't be measured financially</b>	40	8.5	<ul style="list-style-type: none"> <li>• <i>Where is the research that proves Arts Active is not good value for money? What are all the other benefits that will be lost?</i></li> <li>• <i>Minimal investment for excellent returns, see what other small amounts bring such benefits. It can't be weighed up vs kidney operations, it's part of the whole thing of life.</i></li> </ul>
<b>Cardiff would be a poorer place without this</b>	37	7.9	<ul style="list-style-type: none"> <li>• <i>I don't want to live in an artistically sterile city.</i></li> <li>• <i>The arts are a vital part of a thriving and interesting city. Without its Arts scene, theatres etc. Cardiff will lose its character, and people won't want to visit the city.</i></li> </ul>
<b>Important for the young</b>	36	7.7	<ul style="list-style-type: none"> <li>• <i>Bring arts and culture and music to a wide range of young people across Wales, not just Cardiff.</i></li> <li>• <i>Loss of opportunity for young people. Loss of jobs. Balance education with the arts is vital for rounded education and rounded individuals, giving young people a focus and purpose.</i></li> </ul>

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<b>Needs further investment not less</b>	34	7.2	<ul style="list-style-type: none"> <li>• <i>The Council should set up a partnership with private organisations and business' to encourage more and raise more funds.</i></li> <li>• <i>Cardiff should invest in such initiatives, not cut them.</i></li> </ul>
<b>Vital for a Capital city</b>	41	8.7	<ul style="list-style-type: none"> <li>• <i>Cardiff is a capital city, so it represents itself and the rest of Wales. It needs a voice on the world stage.</i></li> <li>• <i>These are important activities that define what a capital city should provide.</i></li> </ul>
<b>Essential to boost/retain tourism</b>	31	6.6	<ul style="list-style-type: none"> <li>• <i>The Arts are vital to the economy and well-being of the city, attracting visitors from around the world. The role of the Arts in the well-being of people of all ages has been documented time and time again. The Arts have been subject to a disproportionate level of cuts.</i></li> <li>• <i>The city should be expanding its Arts activities as they are a source of future employment and tourist income.</i></li> </ul>
<b>Concerned alternative funding could not be found</b>	30	6.4	<ul style="list-style-type: none"> <li>• <i>I work in this field and it is underfunded already.</i></li> <li>• <i>Arts need to have higher status. Cannot rely on funding from private organisations.</i></li> </ul>
<b>Cardiff is known for its culture</b>	29	6.2	<ul style="list-style-type: none"> <li>• <i>The arts should be kept alive since Cardiff is a creative city.</i></li> <li>• <i>Cardiff attracts many visitors because of its theatre, music and arts.</i></li> </ul>
<b>Promotes Cardiff to a wider audience</b>	27	5.7	<ul style="list-style-type: none"> <li>• <i>I think it is absolutely outrageous that two world famous international competitions that put Cardiff on the map should have their funding cut. It takes years of work to build up such international reputations for excellence.</i></li> <li>• <i>Significant reduction of funding would contribute to a major diminution of Cardiff's cultural profile, currently highly regarded.</i></li> </ul>
<b>Cardiff should be ambitious</b>	22	4.7	<ul style="list-style-type: none"> <li>• <i>Creativity is at the heart of Cardiff. It invites and included a huge sector of Cardiff. To cut the cultural budgets would be a huge mistake that will cripple the growth of Cardiff. We are already 5-10 years behind Bristol, Manchester, and London. Thinking creatively brings out the best in people &amp; their surroundings. Do not be shortsighted CC!!!!</i></li> <li>• <i>Cardiff must compete with the world and simply falling back on the private sector is lazy management on the part of the Council.</i></li> </ul>
<b>Council funding encourages other investments</b>	20	4.3	<ul style="list-style-type: none"> <li>• <i>Seed corn funding is required for other arts organisations to take Cardiff Council seriously. Arts Active has done great work and its impact is vital for the overall reputation of the capital city and for building the strength of the cultural offer of Cardiff.</i></li> <li>• <i>Although Arts Active might be more successful in their bids to private foundations and donors for their outreach work, the ceasing of funding for them sends a message of unvalued work. It offers crucial engagement with the arts for a number of people that wouldn't otherwise be able to of feel comfortable to engage with it.</i></li> </ul>

# Changes for Cardiff

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Ensure alternative funding is in place before cutting funding	18	3.8	<ul style="list-style-type: none"> <li>If funding is to cease then need tapering arrangements to give time for other funding to be secured.</li> </ul>
Would impact on creative jobs here/students	17	3.6	<ul style="list-style-type: none"> <li>The Council should provide these cultural places as a social service to its people. These places will help motivate people and increase the number of creative and creative jobs in the capital.</li> </ul>
Makes Cardiff what it is	16	3.4	<ul style="list-style-type: none"> <li>Arts and culture are what makes Cardiff.</li> </ul>
Find other savings first	17	3.6	<ul style="list-style-type: none"> <li>Cut things like Councillor trips abroad.</li> </ul>
Years of work would be lost	12	2.6	<ul style="list-style-type: none"> <li>It has taken many years of investment and support for Cardiff to build an infrastructure for the arts that now compares to that of leading cultural cities in the UK; cuts now would damage that infrastructure and all the benefits it brings, and would take years to rebuild.</li> </ul>
Wouldn't treat sport this way	10	2.1	<ul style="list-style-type: none"> <li>If it was sport would you cut it?</li> </ul>
Part of the What Matters Strategy	9	1.9	<ul style="list-style-type: none"> <li>The ambition that has been laid out for Cardiff in the current 10-year strategy, Cardiff Proud Capital, wants the city to be a great place to live, work and play. Arts festivals, venues and organisations make a valuable contribution to the delivery of this vision, not just by providing leisure activities, but also by supporting community cohesion, health and wellbeing outcomes, and educational attainment.</li> </ul>
Better publicity	8	1.7	<ul style="list-style-type: none"> <li>Project is a fantastic idea but needs to be better managed - promotions and communication for Arts Active are poor.</li> </ul>
Ensure money is spent wisely	8	1.7	<ul style="list-style-type: none"> <li>Another very important resource. Better use of the money spent through intelligent financial procedures are usually the answer, investing in people not things. We need to encourage the uptake of artistic and creative services as these prove beneficial to the long term development of the populace, increasing actual wealth as well as a sense of well-being.</li> </ul>
Promotes diversity	6	1.3	<ul style="list-style-type: none"> <li>It enables culture to reach Cardiff's diverse inhabitants.</li> </ul>
Miscellaneous	5	1.1	<ul style="list-style-type: none"> <li>This will impoverish the City and is a direct contradiction of Assembly commitment and policy.</li> </ul>

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### Section 6: Community Safety

<b>32a. Do you have any further comments on these [Community Safety] proposals? Themes emerging from the 729 comments received:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Night time economy businesses should contribute</b>	298	40.8	<ul style="list-style-type: none"> <li>Late night pubs, clubs &amp; fast food outlets must contribute more. Extra policing, health care and street cleaning are a result of their business. Also during large sporting events all city centre hospitality business should contribute more as they are making a huge profit from our city.</li> <li>Pubs and clubs get enormous benefit from the night time trade and it's right that they should make a financial contribution.</li> <li>It is clearly reasonable that the businesses that make the most money from the night time economy have the responsibility to contribute to the solutions to any potential problems it causes.</li> </ul>
<b>Miscellaneous</b>	81	11.1	<ul style="list-style-type: none"> <li>Short term savings here will lead to long term increased expenditure.</li> <li>It is important that private sector companies contribute to late night public safety seeing as it is their business which benefits from it so very much and their products which contribute so heavily to anti-social behaviour (e.g. alcohol causing violent or damaging behaviour, fast food causing littering.) However, it is also important that they don't fund it so heavily that they end up in control of it. Unelected, undemocratic private interest holders must never run public services because it changes from a model of public service provision to a model of profiteering.</li> <li>I hear about what goes on in Cardiff at night, and would not want to be in the city centre at that time. Cardiff has a reputation for being unsafe. I dread the day my children want to go out clubbing.</li> </ul>
<b>Local Authority should Pay</b>	63	8.6	<ul style="list-style-type: none"> <li>I feel the Council, police and other services have a duty of care to the general public/tax payers to ensure safety.</li> <li>The Council needs to play an active role in ensuring safety and quality of environment across the city.</li> <li>Council must continue to accept its fair share of responsibility. Business's pay high Council Tax and should receive fair treatment and attention.</li> </ul>
<b>CCTV Miscellaneous</b>	52	7.1%	<ul style="list-style-type: none"> <li>Why so many (220 CCTV) cameras and who is actually monitoring them? What happens to the footage and how much data is kept periodically? How much is it costing to monitor from 220 CCTV and store footage..? Maybe this needs to be evaluated as well if it hasn't already. I don't understand about replacing 9 mobile cameras with 3 and what the impact will be... Not explicit enough?</li> </ul>

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			<ul style="list-style-type: none"> <li>• Will the 3 new cameras be mobile cameras? How long can they be in one place? Who decides when and where they should be placed? In Riverside we do not ever seem to be able to have the old ones when we request them. Q30. You assume citizens know what 'Operation Mistletoe' is - I do think it would have been better to say 'party season' extra stewarding or something like that!</li> </ul>
<b>Food outlets and other businesses that contribute to litter should Contribute</b>	51	7.0%	<ul style="list-style-type: none"> <li>• It is the pubs, clubs and fast food restaurants which are the cause of many difficulties, therefore it is only right that they should contribute to the costs of cleansing.</li> <li>• Fast food outlets and others who contribute to the night mess should pay for managing the consequences.</li> <li>• Shops, pubs, clubs, take-away and restaurants should all contribute to cover the cost of the services required to keep these activities safe and clean proportional to their need. Late night bars and clubs and take-aways require a lot of clean up, policing and potential use of health services.</li> </ul>
<b>Customers of Night time Economy should Contribute through fines etc.</b>	51	7.0%	<ul style="list-style-type: none"> <li>• Individuals who cost the Council money e.g. drunk/disorderly should be fined.</li> <li>• Many punters are from outside the city and it's time they coughed up too.</li> <li>• Not only that but those who have need to use Council led services (health, hospital and policing) as a result of their actions and over indulgence should foot the bill.</li> </ul>
<b>Joint Funding and partnership work</b>	49	6.7%	<ul style="list-style-type: none"> <li>• Safety requires additional investment, not simply a replacement of budget source - public sector and alternative investments should be sought in addition to current Council budget funding. This will promote Cardiff as a safe and fun city to visit and increase revenue generation.</li> <li>• I believe all services involved should take a share of responsibility, however the private sector of pubs and clubs need to accept their gain can be having an adverse effect on the budgets of public sector organisations.</li> <li>• The reduction in funding for Operation Mistletoe means that other partner agencies will need to fill the gap. This is not a good example of partnership working. What would happen if the other partners took the same approach, and why should they fill the gap when the Council has an equal responsibility to commit to a partnership approach? If extra funding is required it should be through a late night levy or increased business rates for those businesses that create the biggest demand. It is not the time to reduce funding.</li> </ul>
<b>Negative impact on Night time economy</b>	48	6.6%	<ul style="list-style-type: none"> <li>• Night time economy brings a lot of money to the city. Whilst they should pay their way, rates are already high and we do not want to see more empty premises. Therefore care needs to be taken to ensure costings do not make it prohibitive for businesses to operate.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Cardiff is a major hub for enticing tourists to the nightlife. There has been a whole host of empty bars across the city for years that have only relatively recently re-opened. Be careful not to alienate an industry that brings a lot of money to the city.</li> </ul>
<b>Disagree with CCTV Proposal</b>	45	6.2%	<ul style="list-style-type: none"> <li>• Improved safety and security has been an important part of making Cardiff City centre a more pleasant place for individuals and families. Reducing overall CCTV &amp; security coverage could jeopardise this.</li> <li>• CCTV cameras are vital. In areas where there are pubs, clubs etc. Contributions to fund them should be made by businesses in that area. Even if CCTV cameras were to be extended to residential areas, I would be prepared to pay an increase in Council Tax to fund that reassurance in my own street.</li> </ul>
<b>Feeling Safe</b>	44	6.0%	<ul style="list-style-type: none"> <li>• One of the reasons that people like visiting Cardiff for big events is because it is perceived as a "safe" city. By all means update the CCTV cameras but please don't reduce the number of them. They provide information leading to rapid responses and monitoring assailant's movements.</li> <li>• Safety in the city is paramount to the quality of life for its inhabitants and the thousands of tourists which it attracts.</li> </ul>
<b>Not Enough Information to make an opinion</b>	42	5.8%	<ul style="list-style-type: none"> <li>• Not enough information has been provided to form an opinion - again a biased question. How many cameras will be removed and where? What is the crime rate in these areas? CCC should analyse the contribution to the community that this service makes and its cost benefit before asking for an opinion from the population.</li> <li>• It is hard to make any useful conclusions or decisions when we don't know how effective the CCTV set up is at present. Has it led to a drop in antisocial behaviour? An increase in arrests? If so, then cutting provision would be unwise. If there has been no observable change in the problem they're meant to be dealing with, then the funding could well be better used elsewhere.</li> </ul>
<b>Street Cleansing</b>	41	5.6%	<ul style="list-style-type: none"> <li>• Why just Christmas, New Year and late nights? How about when the toffs are drinking themselves senseless pre, during and post the posh kids' games in the Millennium Stadium? And what about all the urinating and vomiting in shop doorways on these occasions?</li> <li>• The centre of Cardiff is filthy and appalling. Businesses and premises should pay an extra levy for cleaning and maintenance around their business. Equally they need to pay for additional police and emergency services. Finally all those who need the NHS because of their drinking should be charged for NHS services. We all contribute to this drunken excess and it should be confined to those who encourage it. Maybe the city centre could then be acceptable to visit.</li> </ul>

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<b>Other Measures Against Licensed Premises</b>	<p>39</p>	<p>5.3%</p>	<ul style="list-style-type: none"> <li>• <i>Anti-social behaviour during this period is often a by-product of over excess from which the private sector benefits greatly. If they are unable to sell alcohol responsibly in line with their license, they should either have their alcohol license revoked or contribute to the management of the aftermath that result from their irresponsible actions.</i></li> <li>• <i>If drinking hours were reduced in the city centre or pubs were more responsible in terms of removing 'happy hour' type promotions there would be less of a need for extra safety precautions as much of the potential violence and social targeting of vulnerable individuals is presumably activated by excessive alcohol consumption.</i></li> </ul>
<b>Already Pay Through Business Rates</b>	<p>38</p>	<p>5.2%</p>	<ul style="list-style-type: none"> <li>• <i>The private sector, including pubs and clubs, already make a financial contribution to managing the night time economy in Cardiff. They pay business rates so there should be no change in the current method of collecting funds from the private sector.</i></li> <li>• <i>Companies pay enough to the Council in business rates, the night economy is the Council's responsibility.</i></li> </ul>
<b>Events should also Contribute</b>	<p>36</p>	<p>4.9%</p>	<ul style="list-style-type: none"> <li>• <i>Money generated from events at the Millennium now called Principality Stadium and businesses should provide funds towards clean up, policing, closing roads, ambulance service / A&amp;E on days when events are taking place. E.g. was any money from RWC 2015 used to close roads, clean up waste, policing costs, medical care etc. Again, need boxes under each section so can comment. E.g. play services - doesn't provide enough information to make an informed decision / opinion.</i></li> <li>• <i>The licenced premises benefit from the increased licensing hours and of course they should help pay for safety initiatives. This should include football clubs too, and large concerts etc. That requires extra policing.</i></li> </ul>
<b>Maintain Council Services</b>	<p>21</p>	<p>2.9%</p>	<ul style="list-style-type: none"> <li>• <i>Operation Mistletoe did a good job in being a rare example of a night-time community safety campaign that didn't blame victims of sexual violence by telling women not to drink or walk home alone. It would be a shame to see that messaging lost if a new campaign didn't follow that.</i></li> </ul>
<b>Increase Council Tax late night Levy etc.</b>	<p>18</p>	<p>2.5%</p>	<ul style="list-style-type: none"> <li>• <i>The pubs and clubs of the city have a vested interest in keeping Cardiff a safe city, otherwise people will not go out and they will lose business. So they should most definitely contribute to managing the night time economy of Cardiff, and I am surprised that the Late Night Levy has not been implemented sooner.</i></li> </ul>



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<b>Would not Support a levy which will impact on Small or well-run business</b>	18	2.5%	<ul style="list-style-type: none"> <li>How are small, independent businesses supposed to survive if the Council place further levies on them? They already pay for Council services, and unless we want to be further saturated with soulless chain pubs I feel that this proposal is unfair on small business owners in the city.</li> </ul>
<b>Transport</b>	17	2.3%	<ul style="list-style-type: none"> <li>More control on vehicles displaying taxi sign and using bus lanes when not on service and not carrying passengers.</li> </ul>
<b>Too many licenses causing problems</b>	14	1.9%	<ul style="list-style-type: none"> <li>Stop issuing more Premises Licences for drinking establishments which are only increasing the problem and sort out the taxi issues to reduce the negative impact and costs to the city of anti-social behaviour of the night time economy.</li> </ul>
<b>Agree with CCTV Proposal</b>	11	1.5%	<ul style="list-style-type: none"> <li>It depends what the mobile cameras will be used for. If they are used as crime prevention then yes or if they are used as a money generating avenue to fine people for example for minor parking offences then no.</li> </ul>
<b>Change in behaviour</b>	8	1.1%	<ul style="list-style-type: none"> <li>We could go on increasing funding forever on supposedly 'protecting' people who go out with the intention of getting blind drunk and putting themselves in danger. We need better education programmes on the dangers.</li> </ul>
<b>Scrap CCTV Altogether</b>	7	1.0%	<ul style="list-style-type: none"> <li>The use of extensive CCTV cameras not proven and the core cost should be radically reduced - where the police think they are necessary to their work costs should be transferred to the police.</li> </ul>

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### Section 7. Bereavement & Registration Services

**Q36. Do you have any more comments regarding the City of Cardiff Council's Bereavement Service?**

**Themes emerging from the 401 additional comments received:**

Theme	No	%	Example comments
<b>Means test to protect those in poverty</b>	93	23.2	<ul style="list-style-type: none"> <li>• Should also be means tested as this is a most difficult time without having to worry about the financial burden.</li> <li>• There should be some provision for the small number of people who cannot afford the cost.</li> <li>• I think that lower income families should be offered a lower price.</li> </ul>
<b>Sensitive time for families/appearance of death tax</b>	59	14.7	<ul style="list-style-type: none"> <li>• When a family member has died a financial burden like this is the last thing anyone needs. Putting it up only makes it worse.</li> <li>• This is a very sensitive subject for the families who unfortunately will have to use it. Therefore ways to keep the cost to the lowest possible but yet providing the service required has to be looked for. Rather than just increasing the costs by 10%!</li> <li>• Why cause more upset for families who are already having a hard time?</li> </ul>
<b>Valuable service</b>	58	14.5	<ul style="list-style-type: none"> <li>• This is an essential service that people cannot avoid.</li> <li>• It would be a shame if such a quality service couldn't be maintained.</li> <li>• A necessary service and proposed increase is modest by comparison with overall costs.</li> </ul>
<b>Need to improve service</b>	57	14.2	<ul style="list-style-type: none"> <li>• If the price increase is reflected in the service received.</li> <li>• Should be able to bury or cremate people much quicker. Too long a wait.</li> </ul>
<b>Should not be raised</b>	49	12.2	<ul style="list-style-type: none"> <li>• It is a hard time with lots of costs.. The principals of the low cost funerals brought in by Labour was a good one and the reasons haven't changed.</li> <li>• It's seems a big increase. The price is quite high in the first place therefore the increased cost seems expensive.</li> </ul>
<b>Miscellaneous</b>	48	12.0	<ul style="list-style-type: none"> <li>• Don't develop anymore cemetery space within the city.</li> <li>• I think there is a growing trend for families to avoid paying these costs, because they know that the Council will have to pay if they say they don't have enough money. Raising the costs is just going to backfire, as more and more people realise that they don't actually have to pay them.</li> </ul>
<b>Increase too great</b>	41	10.2	<ul style="list-style-type: none"> <li>• I'm not clear what the increase is for, and the increase is far above any inflation value.</li> <li>• I agree for an increase, but this should be at as low a cost as possible.</li> </ul>

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<b>Reasonable increase</b>	33	8.2	<ul style="list-style-type: none"> <li>• <i>The price seems still well below commercial levels.</i></li> <li>• <i>I have not used the service, but as with many aspects of life at the moment, it seems reasonable that families are asked to make a larger contribution to the service. Better that than lose the burial or cremation service.</i></li> </ul>
<b>Raise funds in alternative ways</b>	33	8.2	<ul style="list-style-type: none"> <li>• <i>People should be encouraged to cover these costs through insurance policies.</i></li> <li>• <i>Would it be possible to make payments in two or three instalments, to help the impoverished with costs?</i></li> </ul>
<b>Should encourage cremation</b>	24	6.0	<ul style="list-style-type: none"> <li>• <i>Cremation should be made much cheaper to burial as an incentive to use this space-saving option, but I understand that this is not an acceptable choice for everyone, culturally.</i></li> </ul>
<b>Not used</b>	21	5.2	<ul style="list-style-type: none"> <li>• <i>It is not widely known. I come across many people who are struggling to meet the costs of funerals conducted by firms of undertakers, who have committed themselves to costs they cannot afford.</i></li> </ul>
<b>Service should be self sufficient</b>	15	3.7	<ul style="list-style-type: none"> <li>• <i>Again, ensure full cost recovery is achieved. Burial and cremation charges should be at a level to fund the whole service.</i></li> </ul>
<b>Council should support payment</b>	15	3.7	<ul style="list-style-type: none"> <li>• <i>More people should be encouraged to pre-pay for their own funerals.</i></li> </ul>
<b>Alternative arrangements</b>	10	2.5	<ul style="list-style-type: none"> <li>• <i>No but low cost funeral options should be widely available - e.g. the use of cardboard coffins or wooden ones.</i></li> </ul>
<b>The increase in price should be higher</b>	8	2.0	<ul style="list-style-type: none"> <li>• <i>Why is the increase so small? Look at commercial rates and pit the rates lower but more in line with reality.</i></li> </ul>
<b>Thornhill cemetery wall</b>	7	1.7	<ul style="list-style-type: none"> <li>• <i>Why waste however much was spent on the new entrance wall to Thornhill cemetery?</i></li> </ul>
<b>More Support should be available (not financial)</b>	6	1.5	<ul style="list-style-type: none"> <li>• <i>There needs to be better support for people seeking help after traumatic deaths in the family. There also needs to be more than one Coroner.</i></li> </ul>
<b>Privatise</b>	5	1.2	<ul style="list-style-type: none"> <li>• <i>The Council doesn't need to run bereavement and registration services. This can be handled more efficiently in the private sector.</i></li> </ul>

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<b>40. Do you have any more comments regarding the Registration Service?</b>			
<b>Themes emerging from the 478 additional comments received:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Marriage fee increase too high, will discourage</b>	140	29.3	<ul style="list-style-type: none"> <li>Increasing the cost is likely to result in lower utilisation. This may have unwelcome consequences in that it puts people off getting married, which many people believe is a good institution. The Council should look at alternative ways of supplying a low cost marriage service.</li> <li>Increase the costs in line with things like inflation and to cover the basic running of the service, but not to make a profit. This is people's lives and legal processes they have to go through. This is not an opportunity to take advantage of.</li> <li>Is the cost for use of the services variable? For example - if it costs more to offer the service at a late night wedding then shouldn't you charge more for that?</li> <li>Do not support an increase in the cost of marriage services where couples have a low income. I think that the cost of a marriage ceremony should vary depending on income.</li> </ul>
<b>Approval for an increase in fees to cover costs/re-invest in service</b>	114	23.8	<ul style="list-style-type: none"> <li>Marriage is an entirely optional choice and the percentage of money spent on the registration could, in the majority of cases, be altered within the overall budget that people pay.</li> <li>So long as marriage ceremonies are increased and not death/birth registration, this is something I would support.</li> <li>I would support the increased cost if it was based on the type of wedding - for example a late night wedding should understandably cost more. The registry office needs to be open longer on Saturdays. I do not support simply raising the base cost if it doesn't result in an improved service.</li> <li>Marriage is a choice so if the cost is raised here people can choose not to pay it unlike with bereavement services.</li> </ul>
<b>Choice should be provided for lower fee of wedding basics, higher fee for extra costs such as evening ceremonies and hotels</b>	81	16.9	<ul style="list-style-type: none"> <li>I don't feel like you should charge extra for 'in-house' marriages but increasing the premium on off-site venues would be fine. The 'in-house' ceremony is for those who need it and want to get married. As for extended services (late night weddings, longer hours) this should be charged at a premium for those who want it. Registering a baby/getting married only happens once (hopefully) and it's not an unrealistic expectation to make people book time off work to access office hours at the registry office.</li> <li>I would support the increased cost if it was based on the type of wedding - for example a late night wedding should understandably cost more. The registry office needs to be open longer on Saturdays. I do not support simply raising the base cost if it doesn't result in an improved service.</li> <li>I think if the service has to provide choice there should be levies on out of hours services to cover the cost of the provision of these services as it is for the direct benefit of the recipient that the time is late at night or on a weekend</li> </ul>

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<b>Ways of improving the service</b>	38	7.9	<ul style="list-style-type: none"> <li>• <i>Make services available online or at least have certificate available via PDF to download. The issue with the registry office is that it is only open Monday to Friday 9am - 5pm, these are core hours that the majority of us work. Have the information available on line, have a WAV on the phone line to help channel shift the calls to using online technologies. Have hyperlinks where information can be accessible.</i></li> <li>• <i>Digitisation of appropriate services would improve access and reduce cost. It would make sense if you could register a new baby online, perhaps with bar coded birth certificates.</i></li> </ul>
<b>Higher increases suggested</b>	22	4.6	<ul style="list-style-type: none"> <li>• <i>Suggest increasing by more if it allows you to invest in more essential services - say up to £600 or £700 - people generally save to get married and if it would help more essential services I am sure people could find the money.</i></li> </ul>
<b>Compliments for the registration service</b>	20	4.2	<ul style="list-style-type: none"> <li>• <i>The service is excellent - lovely people- and the cost is extremely reasonable in comparison with what people will pay for catering and alcohol! I suggest however, that the increase is tapered more, not a flat percentage: keep the basic Registry Office cost as low as possible for people who really have no money at all, but increase the upper end as people marrying in hotels will generally have a much bigger budget all-round.</i></li> </ul>
<b>Approval for modernising the service/ late opening hours/weekends</b>	17	3.6	<ul style="list-style-type: none"> <li>• <i>I like the plans to "modernise the service and make it more accessible for the public as well as introduce new ideas and choices for our customers such as late night wedding ceremonies or longer office opening hours for all Registration services.</i></li> </ul>
<b>Suggestions for raising income by offering extra cost services</b>	15	3.1	<ul style="list-style-type: none"> <li>• <i>Please pay attention to smartening up the rooms used in City Hall for the wedding ceremonies. Why not offer extra cost services like flowers and room dressing, even if you sub contract these things out and take a percentage.</i></li> </ul>
<b>Other</b>	6	1.3	<ul style="list-style-type: none"> <li>• <i>Hardly seems a priority when compared with other services and budget requirements.</i></li> </ul>

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## Results and Feedback Report

### Section 8. Commercialisation

**Q41a. Do you support the increasing of commercial activities in Other service areas of the Council? If you answered 'No' to any of the questions in this section please explain why**  
**Themes emerging from the 919 comments received:**

Theme	No.	%	Example comments
<b>Maintain Council ownership</b>	578	62.9	<ul style="list-style-type: none"> <li>• <i>These activities are best run by the Council.</i></li> <li>• <i>I think these services should remain under the Council's umbrella and have no commercial interests.</i></li> <li>• <i>Parks and leisure activities should be the responsibility of the Council.</i></li> <li>• <i>I would rather pay more tax to have services delivered through the Council than risk having them delivered through private enterprises.</i></li> <li>• <i>These services are for the public, and as such, should be managed by the public sector. We pay taxes for precisely these services, they should not be in private hands.</i></li> </ul>
<b>Prefer not for profit</b>	175	19.0	<ul style="list-style-type: none"> <li>• <i>Private companies are only concerned about their profits and not the benefit of the community.</i></li> <li>• <i>Public services should be provided for the public, by the public. Not by private firms for profit.</i></li> <li>• <i>Some things need to stay away from profit motives. Notably education and the environment.</i></li> <li>• <i>Concerned that services provided on a 'for profit' will be less concerned with the needs of less well-off citizens and will concentrate on maximising income.</i></li> </ul>
<b>Quality and facilities will suffer</b>	151	16.4	<ul style="list-style-type: none"> <li>• <i>Worried about quality issues.</i></li> <li>• <i>I don't believe in outsourcing many things as I feel quality would be threatened.</i></li> <li>• <i>These are Council responsibilities. Farming them out, especially vital areas like waste and environment, would be detrimental to the city and its residents.</i></li> <li>• <i>I don't see how you can reasonably increase commercial services in Education without impacting opportunity for less well-off pupils.</i></li> </ul>
<b>Do not trust that commercial company will operate effectively</b>	145	15.8	<ul style="list-style-type: none"> <li>• <i>I am not sure commercial best interests would fairly represent community/resident interests in these areas.</i></li> <li>• <i>Education &amp; learning should be a core public provision, not complicated by commercial interest or sponsorship.</i></li> <li>• <i>Risk to employees terms and working conditions could be severely affected by any move to a more commercial approach.</i></li> <li>• <i>I would be concerned about the level of influence they would hold over public space and education and how this would affect access and bias.</i></li> </ul>

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<b>Other</b>	101	11.0	<ul style="list-style-type: none"> <li>• Don't know.</li> <li>• I would require further information about this to give an informed answer.</li> <li>• I would gladly stop paying for services I do not use and contribute towards those I only use - why aren't we able to select what we contribute towards.</li> <li>• I don't understand what our Council Tax would be used to pay for if the frontline services are being supported by commercial entities. Does this mean we wouldn't have to pay it?</li> </ul>
<b>Need to be better managed</b>	86	9.4	<ul style="list-style-type: none"> <li>• The Council should become more efficient before increasing charges for services.</li> <li>• Transport needs to be the roads - potholes not wasting money on bus lanes and road layout changes that are not needed.</li> <li>• Many of these areas look to be overstaffed at this present time and should experience a natural wastage to bring levels to a more manageable level.</li> </ul>
<b>Joint commercial Council services</b>	43	4.7	<ul style="list-style-type: none"> <li>• Education is better controlled from the centre. Delivery on the other hand could be provided on a more commercial basis.</li> <li>• I believe that the best way to provide services is by a combination of well managed Council services employing properly trained and qualified Council employees, supported by the private sector where appropriate.</li> </ul>
<b>Services should be free</b>	11	1.2	<ul style="list-style-type: none"> <li>• We shouldn't have to pay for these services.</li> </ul>
<b>Commercial would do a better job</b>	7	0.8	<ul style="list-style-type: none"> <li>• I think Cardiff Council has been quite unimaginative in the running of places like St David's Hall and The New Theatre. If these were commercially run then hopefully some more imaginative events will take place at these venues.</li> </ul>
<b>Do not trust the Council</b>	7	0.8	<ul style="list-style-type: none"> <li>• I would like to the Council to spend some of the money I give them on services I am interested in and require, rather than on jollies and over inflated management salaries.</li> </ul>

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### Section 9. The Environment

<b>Q44. What more can we do as a Council to tackle these [non-compliance] issues? Themes emerging from the 1,248 comments received:</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Enforcement</b>	<b>576</b>	<b>46.2</b>	<ul style="list-style-type: none"> <li><i>The only thing would be to put more officers on streets handing out these fines - I recognise however this is likely to increase costs - but then if more fines are received this may cover the cost of officers on streets as well. I am aware of some of these fines but have to say I have never seen anyone actually being issued with one!</i></li> <li><i>Increase enforcement officers. I have never seen one!</i></li> <li><i>Follow through and impose the legislation. Legislation as a deterrent does not work unless it is enforced over a prolonged period of time.</i></li> </ul>
<b>More Education / Better Awareness</b>	<b>282</b>	<b>22.6</b>	<ul style="list-style-type: none"> <li><i>Possibly trying to change behaviour would be a good starting point. Generating pride in Cardiff's appearance with advertisements on TV and in cinemas may help. Social media may be used. As some people do not know that certain behaviours mentioned above are 'illegal' then it is not surprising that they transgress, thus highlighting the rules is essential.</i></li> <li><i>I think the schools need allocate more time to teach children not to drop litter and to get them to help pick it up with litter picks as children are growing up with bad habits.</i></li> <li><i>More signage on streets across the city that clearly outlines the fines for dog fouling, littering etc. to help with prevention. Also improved education in schools about littering and environmental care, of where we live.</i></li> </ul>
<b>Suggestions</b>	<b>112</b>	<b>9.0</b>	<ul style="list-style-type: none"> <li><i>Start charging landlords when shared accommodation does not comply with refuse regulations, they would then force tenants to make changes.</i></li> <li><i>I think the Council should look at other European cities to see how they enforce offences. They should target areas outside hospitals, parks, pubs etc.</i></li> <li><i>Introduce a dog licence. There used to be one, this is a missed opportunity for significant funding. Exemptions for elderly of course, those on benefits restricted to one dog, perhaps a reduction of 50% for a second. A dog license issued annually at cost of say £100-£150 (which could include basic chipping for example) would provide a large sum of money; reduce random dog ownership and issues with strays, etc.</i></li> </ul>
<b>More Community Involvement</b>	<b>97</b>	<b>7.8</b>	<ul style="list-style-type: none"> <li><i>More community volunteer services to improve/ police this, - citizens with the power to report people without fear of recrimination and public campaigns to change the attitudes regarding this behaviours. This could be funded by</i></li> </ul>



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			<p>commercial advertising.</p> <ul style="list-style-type: none"> <li>• Help instill more community pride and community spirit by keeping community areas open.</li> <li>• Give power to Police Community Officers to issue on the spot fines.</li> </ul>
<b>Increase Fines</b>	66	5.3	<ul style="list-style-type: none"> <li>• I would welcome increased enforcement action and fines - a small minority cause a lot of problems and the Council picks up the tab for clearing up the mess.</li> <li>• More fines for non-compliance with strict enforcement for collection, regardless of a person's circumstances. If you can't pay, then it is community services or jail.</li> <li>• Increase fines and then enforce them.</li> </ul>
<b>Provide More Bins</b>	60	4.8	<ul style="list-style-type: none"> <li>• Increase the numbers of bins on the streets. This is the major reason for littering. Most people do not like to carry cigarette butts or litter on them until they find a bin. Increase parking enforcement especially around busy shopping precincts e.g. Albany Road.</li> <li>• Provide better access to recycling bins in busy commuting areas around Cardiff. Provide more recycling bags for residential properties (difficult to access green bags since removal from local shops - hard to get to leisure centres around working hours).</li> <li>• Have more bins in public areas. Including dog waste bins, the current situation re dog mess going in the ordinary bin is not good as bins often overflow and are a health hazard. Provide several bins and scoops, much cleaner.</li> </ul>
<b>Allow Residents to report offenders</b>	51	4.1	<ul style="list-style-type: none"> <li>• Encourage anonymous reporting. Often people would be happy to report any non-compliance as long as they are sure they won't have any neighbourly trouble as a result.</li> <li>• Have a direct specific phone number so the public call phone in with information. Would save time for the enforcement staff.</li> <li>• If residents have taken photos of vehicles committing offences they should still be able to fine.</li> </ul>
<b>Name and Shame Offenders</b>	33	2.6	<ul style="list-style-type: none"> <li>• Name and shame all miscreants.</li> <li>• Name and shame on posters across the city and online.</li> <li>• Include the outcomes in the Capital Times. Name and shame.</li> </ul>
<b>Greater Use of CCTV</b>	27	2.2	<ul style="list-style-type: none"> <li>• As they are all considered anti-social behaviour, are any of these activities caught on the 220 CCTV cameras the city employs? Perhaps the camera tapes could be reviewed with these in mind.</li> <li>• CCTV cameras in gated lanes and higher fines for those using these as their own personal tipping grounds.</li> <li>• Ensure CCTV cameras are readily available for areas where there is a significant amount of fly tipping - potentially personal body cameras to film the person giving out the ticket in case there is a false name given.</li> </ul>
<b>Revenue Raising</b>	16	1.3	<ul style="list-style-type: none"> <li>• Stop trying to raise cash by fining citizens.</li> </ul>

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Exercise			<ul style="list-style-type: none"> <li>• <i>Fining for everything is just another way to gain money its wrong.</i></li> <li>• <i>You're just using it as an excuse to generate revenue.</i></li> </ul>
Happy as it is	6	0.5	<ul style="list-style-type: none"> <li>• <i>Continue current activities.</i></li> </ul>
Miscellaneous	137	11.0	<ul style="list-style-type: none"> <li>• <i>Difficult without investing in additional resources.</i></li> <li>• <i>Council should not even have to be in a position of fining people in relation to dog fouling, littering, spitting etc. Decent people with morals and a conscience would not do these things anyway . . .</i></li> <li>• <i>Not my problem. We have elected Councillors and very highly remunerated heads of departments. You should ask them first before effectively bleating about it.</i></li> </ul>

**45a. Would you have any concerns if Council maintenance activities (including highway maintenance, recycling services, cleansing, grounds and parks maintenance) were managed by a company fully owned by the Council to increase trading opportunities rather than the Council to run such services directly? If you answered yes please explain why.**

**Themes emerging from the 642 comments received:**

Theme	No.	%	Example comments
Less efficient/poorer quality/reduced services	119	18.5	<ul style="list-style-type: none"> <li>• <i>Whilst the Council has a responsibility and obligation to ensure all these maintenance activities are continued to a high standard, I fear that a separate company may not continue the maintenance to the same high standard that the Council are committed to.</i></li> <li>• <i>I would worry that such a company would be driven by a profit motive and service provision would suffer.</i></li> <li>• <i>In my experience this inevitably leads to a reduction in the quality of the service provided.</i></li> </ul>
Council services should not be commercialised	85	13.2	<ul style="list-style-type: none"> <li>• <i>Because I do not believe the Council has any business conducting commercial business. Use tendering from actual businesses. I will be incredibly against any move to do this - further chipping away at the private sector in Cardiff is not a solution for the Council to bring in cash.</i></li> <li>• <i>A business model never puts the community first, it's all about turning a profit and that's not what the local authority should be about.</i></li> <li>• <i>I don't agree with Council services being farmed out, either to 'Council owned service' or the private sector.</i></li> </ul>
Increased costs	77	12.0	<ul style="list-style-type: none"> <li>• <i>I see a Council owned subsidiary company as a more costly and less directly effective option.</i></li> <li>• <i>Concerned this would cost more.</i></li> <li>• <i>Because this would almost certainly result in extra fees and charges without any corresponding reduction in Council Tax.</i></li> </ul>
Step towards privatisation	60	9.3	<ul style="list-style-type: none"> <li>• <i>As I feel it would be the first step to privatisation, firstly it is a Council owned company, and then a few years down the line the Council sell the company. Big fat no. Needs to be kept as</i></li> </ul>

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			<p>a Council run service.</p> <ul style="list-style-type: none"> <li>• It sounds like a stepping stone to privatising these services.</li> <li>• Hmm, first step to the company subsequently being sold off, isn't it!!!</li> </ul>
<b>Support idea</b>	<b>59</b>	<b>9.2</b>	<ul style="list-style-type: none"> <li>• It makes more sense to do it this way.</li> <li>• Seems like a commercially good idea.</li> <li>• If it brings down direct costs then it's fine by me.</li> </ul>
<b>Need to be fully Council-owned/fully accountable to Council</b>	<b>54</b>	<b>8.4</b>	<ul style="list-style-type: none"> <li>• As long as it is managed by the Council 100%.</li> <li>• As long as it is still fully Council owned to ensure cost to the consumer doesn't rocket out of proportion.</li> <li>• Clear and transparent accountability is key.</li> </ul>
<b>What are the benefits/savings?</b>	<b>41</b>	<b>6.4</b>	<ul style="list-style-type: none"> <li>• I'm not sure what advantages this would have.</li> <li>• Why do you need to do this? And what benefits does this company gain that the Council doesn't already possess.</li> <li>• Why? What is the difference or the advantage?</li> </ul>
<b>More information needed</b>	<b>39</b>	<b>6.1</b>	<ul style="list-style-type: none"> <li>• You have not fully explained this option and this leaves me with concerns.</li> <li>• Insufficient information provided to assess this proposal.</li> <li>• This is such a strangely worded question. Why does the Council want to own a company? Something fishy here.</li> </ul>
<b>Reduced pay/rights/job losses</b>	<b>35</b>	<b>5.5</b>	<ul style="list-style-type: none"> <li>• There seems little to be gained from this unless it is a ploy to cut wages of current employees.</li> <li>• Job security of workers would be eroded. They would be paid less.</li> <li>• Potential impact on employee's terms and conditions as they would no longer be local authority employees.</li> </ul>
<b>Should keep it as it is</b>	<b>19</b>	<b>3.0</b>	<ul style="list-style-type: none"> <li>• Our Council do a great job so don't change it...</li> <li>• I think it is fine as it is. Please do not close Wedal Road recycling depot.</li> </ul>
<b>Alternative suggestions</b>	<b>14</b>	<b>2.2</b>	<ul style="list-style-type: none"> <li>• Council workers have an ingrained attitude to work and out dated working practices. New contracts e.g. 5 days out of seven, with no additional increments for weekend work should be brought in.</li> <li>• Business models can be implemented whilst staying within the Council framework. Trading opportunities can be created with existing set up without creating a new company.</li> </ul>
<b>Open to corruption/conflict of interest</b>	<b>12</b>	<b>1.9</b>	<ul style="list-style-type: none"> <li>• Having witnessed this elsewhere I would be deeply worried if Cardiff went down that road. It is open to corruption with no assurances of probity.</li> <li>• As with planning, it creates the possibility of corruption.</li> </ul>
<b>Miscellaneous</b>	<b>135</b>	<b>21.0</b>	<ul style="list-style-type: none"> <li>• Sounds like nonsense.</li> <li>• I am sceptical that the arms length company will realise the savings you suggest. Indeed I see no reason why the council itself can't make these additional commercialisations.</li> </ul>

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**47a. Do you support a different grounds maintenance regime being considered? If you have answered 'No', please explain why:**

**Themes emerging from the 177 comments received:**

Theme	No.	%	Example comments
<b>Will become aesthetically displeasing (messy/overgrown, etc.)</b>	<b>45</b>	<b>25.4</b>	<ul style="list-style-type: none"> <li>• Aesthetically it's not nice and hinders use of parks.</li> <li>• This essentially implies that grass meadows will be created which in essence means lawns will not be maintained and cut regularly and these areas will look unkempt. This is not acceptable.</li> <li>• The proposal really means let places go wild!!! Amenity is increased by having parks with well-manicured lawns and flower beds.</li> </ul>
<b>Proposal is just spin for a reduction in service provision/redundancies</b>	<b>33</b>	<b>18.6</b>	<ul style="list-style-type: none"> <li>• Again if I click on Yes, then my comments are not necessary. If I click on No, my concerns about a different ground maintenance regime being a euphemism for "redundancies" can be registered.</li> <li>• Just a flowery worded way of saying that the Council no longer intend to maintain parks as they are currently enjoyed and appreciated. "Wild meadow" is just code for overgrown and full of rubbish that people didn't put in the bin because nobody is fining them for not doing so.</li> <li>• I suspect this will simply be an opportunity to stop maintenance and leave areas return to the wild without regular or any attendance.</li> </ul>
<b>These areas are in bad enough condition already</b>	<b>29</b>	<b>16.4</b>	<ul style="list-style-type: none"> <li>• The parks around Cardiff are not in a very good state as it is, please don't make them any worse.</li> <li>• Playing fields are already a poor quality. This cannot be lowered further.</li> <li>• The recreation grounds are already in a shocking state &amp; rarely playable due to the lack of maintenance, any further reductions in care have to be avoided.</li> </ul>
<b>Will reduce usability of land (e.g. children playing)</b>	<b>22</b>	<b>12.4</b>	<ul style="list-style-type: none"> <li>• It appears that this would result in less useable park space.</li> <li>• The grass at our local park which used to be ideal for dog walking / football etc. was left completely unmown this summer making it virtually unusable - I can't see how one employee on a sit on mower for 60 minutes is not achievable.</li> <li>• Playing fields need to be tidy and grass cut regularly, to encourage youngsters to play on them. Kids need more space, not no-go areas.</li> </ul>
<b>Keep it as it is</b>	<b>18</b>	<b>10.2</b>	<ul style="list-style-type: none"> <li>• Why change what is not broken. Cardiff has some nice greenery, why change areas to make more, just upkeep what we already have.</li> <li>• It is satisfactory as it is.</li> <li>• I think the standards would be affected. Things seem OK as they are.</li> </ul>

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<b>Will create poor impression of the city</b>	<b>13</b>	<b>7.3</b>	<ul style="list-style-type: none"> <li>• <i>Wild Meadow in Llandaff fields looks unkempt and poorly maintained giving a poor impression of the city.</i></li> <li>• <i>It is essential that the city continues to look well cared for to attract new business.</i></li> <li>• <i>It is important that Cardiff's reputation for beautiful parks be maintained.</i></li> </ul>
<b>Will result in more rubbish/fly tipping/dog fouling/ASB</b>	<b>11</b>	<b>6.2</b>	<ul style="list-style-type: none"> <li>• <i>Looks like an opportunity to allow dumping in those sites by fly tippers and will cost more in the long term.</i></li> <li>• <i>This is opting out of your duties. This will mean more weeds, neglect and litter.</i></li> <li>• <i>Likely to increase rubbish dumping etc. as not regularly maintained.</i></li> </ul>
<b>Proposals are unclear/Not enough information provided</b>	<b>9</b>	<b>5.1</b>	<ul style="list-style-type: none"> <li>• <i>It is not clear what exactly you propose.</i></li> <li>• <i>Insufficient information provided to assess this.</i></li> </ul>
<b>Will create health problems/encourage pests (e.g. rats)</b>	<b>9</b>	<b>5.1</b>	<ul style="list-style-type: none"> <li>• <i>Sounds like it will be bad for asthmatics and people with hay fever</i></li> <li>• <i>This policy means more wild growth of plants and shrubbery. It is a known fact that such non-managed growth is an opportunity for rats to thrive in. We have too many rats in this city already!!</i></li> </ul>
<b>Alternative proposal suggested</b>	<b>3</b>	<b>1.7</b>	<ul style="list-style-type: none"> <li>• <i>Areas with Community Councils should be approached to discuss devolution of this service.</i></li> <li>• <i>I would suggest that consideration is given to a sale or part ownership sale of key pitches to clubs that use them most, then charging an annual maintenance fee to support the current cost of grounds maintenance.</i></li> </ul>
<b>Miscellaneous</b>	<b>28</b>	<b>15.8</b>	<ul style="list-style-type: none"> <li>• <i>I support wild meadows but not the pathways. The mowing down and cleaning up of sections of the Bute Park at the back of the Welsh College has led to it turning into a regular footpath and cycle path rather than the idyllic walkway it used to be.</i></li> <li>• <i>I think that dressing up cutting labour costs and park maintenance as 'biodiversity' is a bit cheap, but I do support it if it is carried out in a way which will encourage pollinators and wild flower species. Not if it's just left as swathes of rotten, overgrown grass.</i></li> <li>• <i>By not mowing areas you get a meadow??? Weighted question.</i></li> </ul>

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**Q49a. Do you have any other comments relating to the proposals to extend enforcement into new areas?**

**Themes emerging from the 1,019 comments received:**

Theme	No.	%	Example comments
More general enforcement / Consistency	185	18.2	<ul style="list-style-type: none"> <li>Weekend and evening enforcement should be increased.</li> <li>Illegal parking on pavements is a nightmare in Cardiff particularly in the suburbs where you have to walk out into the road to pass vehicles completely blocking the pavement. There should be many more traffic wardens especially in the evenings - I am sure that the fines generated would pay the wages to implement this increase and change of hours work.</li> <li>Unaware of enforcements - at the end of my street there are double yellow lines which are constantly parked on but I have never seen anyone fined, it is getting very dangerous. Also yesterday, for example there was a 2 mile tailback in Radyr as someone had parked half on the pavement, half on the road so only one car could get through at a time. This was there all afternoon but nobody came to look at it and speak to the driver. Need more police/traffic enforcers.</li> </ul>
Stopping in yellow boxes	100	9.8	<ul style="list-style-type: none"> <li>For goodness sake, do something about the junction at the Golden Cross/John Lewis, which just gets ridiculous with idiots stopping in the yellow box area and then complaining when no one else can move.</li> <li>Please enforce the blocking of the yellow box junction on Caerphilly road near the Birchgrove public house.</li> <li>I see people blocking yellow boxes and parking illegally all of the time. The Council needs to ensure that enforcement is fair and rigorous.</li> </ul>
Not to be used as a fundraising exercise	91	8.9	<ul style="list-style-type: none"> <li>Traffic in Cardiff is a key area that I believe the Council should concern itself with and ensure is both safe and efficient. That said, enforcement should be proportionate, particularly on the introduction of it - and it should be clearly signposted. This should NOT be used a method of fundraising to fill Council coffers.</li> <li>Yet another revenue exercise with the emphasis on revenue than dealing with the problem. I have witnessed parking enforcement being carried out after midnight around the city just to get more fines, it's a stealth tax on drivers who already have limited parking opportunities at a realistic price.</li> <li>I see this as a money grabbing activity and suggests a Council that is more interested in fining rather than making provision for the needs of growing and developing city. Invest in facilities so these enforcement activities are not needed.</li> </ul>
Bus Lanes / Buses	87	8.5	<ul style="list-style-type: none"> <li>Disgusted with the cameras in bus lanes, especially Newport road and Crywys Road where the lane is short and leads on to a filter left. No common sense, someone drifting in very briefly even if there are no cars around getting fined.</li> <li>Bus lanes need to be well sign posted. It would also be helpful</li> </ul>

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			<p>for people living outside Cardiff to be made aware (somehow!), that bus lanes are enforceable all the time, not just 9-5 (as is apparently the case in Newport).</p> <ul style="list-style-type: none"> <li>When roadworks require diversion signs they must be clear so that drivers are not directed into so called Bus lanes and then fined for following such signs as has happened in the past. I know this happens and the idiots who run the road services need re-educating so that money is not wasted in operating an appeals procedure where the appellant is obviously going to win every time with the Councils own photographs being the key evidence!! This is the sort of waste of resources that grates with rate payers.</li> </ul>
<b>Parking on double yellow lines</b>	<b>85</b>	<b>8.3</b>	<ul style="list-style-type: none"> <li>People parking on double yellow lines etc. are massively inconvenient to others who want to use the roads. It's a much bigger problem in Cardiff than other major cities I've lived in.</li> <li>Cardiff is a nightmare to drive around due to inconsiderate parking. Cars are frequently double parked in Butetown &amp; people just seem to stop whenever &amp; wherever they fancy - never seen any enforcement officers.</li> <li>No point in having road markings if nothing happens when people ignore them. This applies to yellow boxes and double yellow lines etc.</li> </ul>
<b>Parking permits / Residential parking</b>	<b>84</b>	<b>8.2</b>	<ul style="list-style-type: none"> <li>Introduce more permit parking in the Canton and Leckwith area, to stop people parking in what are already overcrowded streets when attending events in Cardiff City Stadium.</li> <li>Parking in my street is very difficult - I am not sure if too many resident permits are granted for the number of spaces available, as adjacent streets do not seem to have the same serious problem. More enforcement may help.</li> <li>We have a residents permit but often non-residents park in the residents parking area and they never seem to get tickets.</li> </ul>
<b>Parking on pavements / Grass verges</b>	<b>81</b>	<b>7.9</b>	<ul style="list-style-type: none"> <li>Why is pavement parking tolerated, I am disabled but if I needed to use a wheel chair I would simply not be able to travel on the pavements!!!</li> <li>Pavement parking is a huge issue - making passing with pushchairs or wheelchairs very difficult.</li> <li>Pavement parking and verge parking should not be allowed and should be dealt with as an enforcement issue.</li> </ul>
<b>Traffic management / Infrastructure issues</b>	<b>79</b>	<b>7.8</b>	<ul style="list-style-type: none"> <li>The city needs to rethink its traffic policy. Instead of trying to put cars off coming into the city the Council could make a few changes to move traffic through more effectively.</li> <li>Cardiff's traffic problems need to be dealt with on a much larger scale. There is increasing housing in the city and that means increasing traffic, the whole road/ rail infrastructure needs to be addressed if the population is to grow much further.</li> <li>If you built decent bike lanes, public bus services and other modes of transport, like in the Netherlands, and ensured any new housing estates are made people friendly then surely this would reduce the reliance on cars! If the infrastructure is not in</li> </ul>

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			<i>place how can you sincerely expect to reduce and improve traffic congestion?</i>
<b>Too much enforcement</b>	<b>67</b>	<b>6.6</b>	<ul style="list-style-type: none"> <li><i>There is too much 'enforcement ' going on. You are causing a big problem for local shops with this. I am not a shop owner but like shopping there.</i></li> <li><i>There already seems to be an excessive amount of enforcement and do not agree with any further extension to this, the motorist is already penalised enough.</i></li> <li><i>I think the Parking Enforcement in Cardiff is draconian and would hate to see any more attendants out on the street - I think it is all about income generation and nothing to do with helping the city move smoothly!</i></li> </ul>
<b>Improve cycle paths</b>	<b>65</b>	<b>6.4</b>	<ul style="list-style-type: none"> <li><i>If Cardiff was made easier and more pleasant for cyclists then some of the parking and other traffic issues might be less of a problem.</i></li> <li><i>At present the lack of enforcement of parking on cycle lanes renders these dangerous for cyclists.</i></li> <li><i>Please use the opportunity to support more ordinary people cycling and make it easier, e.g. by ensuring cycle lanes are not used for parking except for serious need. While some "lycra speed merchants" can be annoying and dangerous, cracking down too hard on other cyclists (e.g. people pottering slowly and carefully down Queen Street) can be counterproductive for wider city aims.</i></li> </ul>
<b>Advertising of fines / More information</b>	<b>58</b>	<b>5.7</b>	<ul style="list-style-type: none"> <li><i>The Council should be mindful of tourists and those not used to the city who do not know the roads. The signage must be much better and possibly a one off warning at first before fines are issued.</i></li> <li><i>Some of the road markings are very poor and need to be re-painted to highlight the enforcements so drivers can take action.</i></li> <li><i>Signage and markings aren't clear enough.</i></li> </ul>
<b>Parking around schools</b>	<b>52</b>	<b>5.1</b>	<ul style="list-style-type: none"> <li><i>Can we have more yellow lines around schools with big fines for those who park there?</i></li> <li><i>Parking around the city's schools should be targeted as inconsiderate parking makes it dangerous for families.</i></li> <li><i>Parking around school sites should be addressed.</i></li> </ul>
<b>Agree with fines</b>	<b>41</b>	<b>4.0</b>	<ul style="list-style-type: none"> <li><i>Fully behind it! People should be fined for parking in inappropriate places.</i></li> <li><i>Support parking fees if public transport provision is improved - still work to do here.</i></li> <li><i>As a driver &amp; a city bus user I fully support these proposals.</i></li> </ul>
<b>Traffic lights</b>	<b>33</b>	<b>3.2</b>	<ul style="list-style-type: none"> <li><i>Some of the traffic light sequencing is ridiculous, especially around the Castle, and the Gabalfa roundabout exit onto A48.</i></li> <li><i>Quick fix would be to sort out the traffic light phasing and filtering, there are many junctions that are crazy and it is clearly because of the lights and proximity of multi sets of lights essentially contradicting each other.</i></li> <li><i>Look to reassess traffic light sequencing to improve traffic flow.</i></li> </ul>



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<b>Improve Public Transport</b>	<b>18</b>	<b>1.8</b>	<ul style="list-style-type: none"> <li>• <i>Make public transport more cost effective and affordable to use - this would reduce the pressures related to parking and traffic enforcement!! Invest the money into something that actually solves the problem!</i></li> <li>• <i>When you improve the bus schedules and prices and issues with trains then look at the road user.</i></li> <li>• <i>While so many roads are closed, bus station closed etc. the city is a nightmare to drive around and public transport is not necessarily always ideal.</i></li> </ul>
<b>Taxi problems</b>	<b>16</b>	<b>1.6</b>	<ul style="list-style-type: none"> <li>• <i>Taxis parked in bus stops such as Mermaid Quay. An accident waiting to happen. Stop issuing licenses to taxi drivers and invest in a proper happy bus service with later running services. Taxis are destroying the air quality and few are qualified to do the job properly.</i></li> <li>• <i>Taxi drivers especially have no regard for pedestrians or the general rule of the road flamboyantly ignoring no u turn signs and mounting the pavement to suit them. This is totally unacceptable.</i></li> <li>• <i>Taxis are constantly parked illegally, particularly outside the Great Western pub on St. Mary's Street, yet nothing is ever done about it. I've had to drive on the opposite side of the road before because legions of taxis were parked in the middle of the roads outside the pub on a Saturday night.</i></li> </ul>
<b>Issues with parking fines</b>	<b>14</b>	<b>1.4</b>	<ul style="list-style-type: none"> <li>• <i>I feel the enforcement has become beyond as it is. As a disabled badge holder even I have had fines for not seeing two stripes on a pavement which car ahead of me was blocking view of.</i></li> <li>• <i>Current enforcement seems ineffective - colleagues at work have indicated it being cheaper and easier to risk a fine if paid promptly than to pay to park daily.</i></li> <li>• <i>Excessive parking charges are killing local shops and high streets. Convenient parking is why out of town shopping is popular.</i></li> </ul>
<b>Speed issues</b>	<b>5</b>	<b>0.5</b>	<ul style="list-style-type: none"> <li>• <i>More 20mph zones should be considered for road safety reasons.</i></li> <li>• <i>These activities have been introduced piecemeal and created a minefield for drivers in the city e.g. the random 20 mph areas with limited signage are a disgrace. Do it properly and consistently or not at all.</i></li> </ul>
<b>Miscellaneous</b>	<b>91</b>	<b>8.9</b>	<ul style="list-style-type: none"> <li>• <i>The ticket machines within Cardiff are often in dimly lit streets, the parking attendants have in the past not helped me personally with using the machines - telling me that they are outsourced, in fact being quite rude. Parking instructions need to be made clearer, better lit. It is not nice having to have your purse out in areas that are so badly lit (Windsor Street).</i></li> <li>• <i>Cardiff City Council should take over all parking within the city stopping the abuse motorists are getting from private parking companies.</i></li> </ul>

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### Section 10: Additional comments

Q50. Please provide any additional comments you wish to make on the budget proposals in the space provided.			
Themes emerging from the 883 additional comments:			
Theme	No.	%	Example comments
<b>Don't cut arts / Culture</b>	<b>117</b>	<b>13.3</b>	<ul style="list-style-type: none"> <li>• Don't ignore the impact of the cultural services that project a positive image of the city and bring income in, such as Artes Mundi and Cardiff Singer of the World, even though they are a low cost to the Council in the wider picture.</li> <li>• I am very wary about the cuts to the arts and culture. The outcome of such cuts could be dire and will intensely diminish the experience of living in Cardiff and Cardiff's standing as a capital city.</li> <li>• Very disappointed with proposed funding reductions for the Arts cannot understand why you would wish to completely end funding for Cardiff Singer - this is a prestigious event that has put Cardiff on the map. How on earth does this square with our leader's constant spin that the Council is always seeking to enhance the appeal of Cardiff to visitors You are eliminating the very things that make Cardiff attractive to visitors.</li> </ul>
<b>Survey suggestions / More Info required</b>	<b>113</b>	<b>12.8</b>	<ul style="list-style-type: none"> <li>• More detail on the exact nature of changes would have been useful - questions are clearly written in such a way as to elicit positive responses ("Do you agree that...").</li> <li>• The public need more information on some of the proposals to be able to make informed opinions. I believe that increasing charges for one off services (e.g. deaths and marriages) and charges for anti-social behaviour etc. is better than increasing charges for day to day activities.</li> <li>• More information about proposed changes would be very helpful. It is very hard to give yes / no answers to these complex issues without more information.</li> </ul>
<b>Wasting money</b>	<b>84</b>	<b>8.5</b>	<ul style="list-style-type: none"> <li>• Suggest charging for prescriptions. Only those that can afford pay. Stop translating info into multi languages including Welsh. Stop redesigning Cardiff City every few years and wasting millions. 3 libraries in the last few years.</li> <li>• A lot of money is wasted on repairing pavements and roads rather than maintaining. The Council needs to think smarter about being more reactive, getting on top of things and maintaining it. Council should be run more like a business.</li> </ul>
<b>Internal staff structure and staffing</b>	<b>83</b>	<b>9.8</b>	<ul style="list-style-type: none"> <li>• I think that the structure of departments needs to be looked into - too many bosses, too few soldiers and far too many on astronomical salaries.</li> <li>• Maybe a reduction on the Council's hospitality budget and the wages of Council leaders who receive more in wages than the Prime Minister.</li> <li>• If you cut management salaries, you wouldn't have to make all</li> </ul>

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			these cuts. It's disgusting how high the wages of some of your employees are - they should be the first to receive cuts, not useful community services.
<b>Make money/fine people and companies</b>	<b>55</b>	<b>6.5</b>	<ul style="list-style-type: none"> <li>• Sadly to provide a better service, the public need to take responsibility for their own actions, so many people don't need the free services you provide, nor do they abide by any litter laws, dog fouling, parking etc. Until this is addressed by policing (which costs) nothing will change.</li> <li>• Look at ways of making money too not just increasing the cost of things and reducing the services you offer. Make the train companies put on more carriages. Improve cycle ways. Enforce higher fees for overseas residents.</li> <li>• Bus lane fines. Box junction fines. I do hope that this revenue can play a significant part in filling in potholes and benefitting the venerable in our community.</li> </ul>
<b>Council Tax</b>	<b>47</b>	<b>5.6</b>	<ul style="list-style-type: none"> <li>• Proper recovery of tax owed by corporations would make this exercise redundant! Council should put pressure on Government to fulfil its obligations to its citizens.</li> <li>• You have your work cut out and I think you do a marvellous job and recycling system is brilliant. Is there any way you can reduce the amount of Council Tax relief people on benefits receive?</li> </ul>
<b>Improving the city (Improve and integrate transport system/dangerous roads)</b>	<b>45</b>	<b>5.3</b>	<ul style="list-style-type: none"> <li>• As the capital city we must ensure our infrastructure is of a high standard. The main routes into and out of the city are in a terrible state. Visitors to Cardiff will remember their first and last impressions; the state of the main roads will be those impressions. Roads in dire need of repair should be repaired as soon as possible. Budgets should be ring fenced for this purpose.</li> <li>• Please make a priority of maintaining our roads and pavements. At the moment - and I know the Winter weather makes everything look awful and causes all sorts of damage - our roads and pavements resemble those I've seen in southern India. Patch works of holes filled in or left open. Hardly a flat surface in sight. I'm all for expanding Cardiff as recently announced but you have to properly maintain the roads and pavements to deal with increased numbers of people. We can barely manage now. Also, the streets are filthy and rubbish is everywhere. More regular, more widespread-into-local-streets and better quality street cleaning and rubbish collection please.</li> </ul>
<b>Need quality library service</b>	<b>33</b>	<b>3.9</b>	<ul style="list-style-type: none"> <li>• I am very concerned about the future of library services. I believe those who think they can be run by volunteers are obviously wealthy people who have computers etc. at home. However, there is no thought for the unemployed, poor, elderly, children or those with special needs. Libraries are their lifeblood - use of IT, searching for jobs, developing literacy, somewhere to sit, warmth, meet other people and even to read the papers. I could go on. The Central library Hub will be used by those who work in the city and probably live and pay Council Tax elsewhere. The elderly, children, disabled, unemployed who live in Cardiff would rather go to local libraries. I have offered to</li> </ul>

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			<p>volunteer but am not eligible as I do not live in any library area, and used a library out of area.</p> <ul style="list-style-type: none"> <li>I hope that the Council continue to support the libraries in North Cardiff and that they remain open. They are well used by adults and children and an important part of our community.</li> </ul>
<b>Focus on core services</b>	<b>31</b>	<b>3.7</b>	<ul style="list-style-type: none"> <li>I think there are hard decisions to be made and while as a teacher I have always considered the arts, etc. to be important I think elderly, social care and school spending must take priority. Rather you than me.</li> <li>Provide the most important services and do those well. Stop the discretionary services - arts and cultural will survive but via different means. Prioritise care for older people but maybe play more of a leadership role rather than the provider of all services. Cut back on verge cutting and bedding plants, plant cheaper and more sustainable wild flowers. Start to harness the huge volunteer base - I would volunteer for Cardiff if I didn't volunteer at the authority for which I work. I think it's time the private sector put their hand in their pocket and contributed. Transfer services to the community and if they refuse, make it clear the services will cease - the Council needs to redefine its role as it cannot continue to be the great provider of all services, it's simply not viable anymore and I don't believe the electorate expect it.</li> </ul>
<b>Invest in schools</b>	<b>25</b>	<b>3.0</b>	<ul style="list-style-type: none"> <li>We need to protect the special school provision and have more activities/ opportunities for children with learning difficulties.</li> <li>Please leave education alone. Invest in that area. Don't cut that area the richest in our society are not affected by cutting education for our children they all have private education already, the best thing for the future is to educate all of our children and keep this Great Britain.</li> </ul>
<b>Use communities</b>	<b>22</b>	<b>2.6</b>	<ul style="list-style-type: none"> <li>We live here, we know what we need and what we don't...stop employing useless companies who charge massive amounts of money - ask the community!</li> <li>Encourage citizens to do more for themselves-ensure time credits are available across the city and there are enough opportunities for people to spend them-including in Council run services.</li> </ul>
<b>Parks</b>	<b>17</b>	<b>2.0</b>	<ul style="list-style-type: none"> <li>I would hate to see the loss of any green spaces, trees etc. in Cardiff. I would support the use of green schemes such as 'Greener Grangetown' to help improve well-being and issues such as drainage. I would like to see taxi's managed better with the enforcement of no refusals to any journeys, as well as being better managed on big event days in town. The queuing system is ridiculous.</li> <li>Green space is very important for health and wellbeing and can actually result in cost savings e.g. reduced use of NHS and social services and income through ecotourism. Cardiff has some great green spaces and their continuation is important.</li> <li></li> </ul>

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<b>Waste/ Refuse Service</b>	<b>16</b>	<b>1.9</b>	<ul style="list-style-type: none"> <li>Sort out the delivery of recycle and food bags when ordered from the useless website. Sort out the taxis, they still refuse short fares and the service they provide is awful, allow Uber to operate unchallenged.</li> <li>Don't reduce rubbish bin collections any further.</li> <li>Need to find a better way of getting across to people household recycling so as to get better involvement. Also same would apply to encourage them not to drop litter.</li> </ul>
<b>Sympathise with situation</b>	<b>16</b>	<b>1.9</b>	<ul style="list-style-type: none"> <li>Times are trying and testing and good accounting seems to be needed in all walks of life. Keep up the good work.</li> <li>I think the Council has a horrendously difficult job in making decisions about the budget!</li> </ul>
<b>Don't Cut Play Services</b>	<b>15</b>	<b>1.8</b>	<ul style="list-style-type: none"> <li>It is a disgrace, it's worked so well (Play services), so leave it - if anything improve it.</li> <li>God forbid that the Council closes the Adventure Play centre, it's been at the forefront of the community for donkeys years, giving children different experiences, whether its life skills or just basic social skills. My child has a disability and wouldn't talk to other children or even my own family. After using the centre regular he's come out of his shell and enjoys his evening at the centre.</li> </ul>
<b>UK and WG government (fighting cuts/changing system)</b>	<b>15</b>	<b>1.8</b>	<ul style="list-style-type: none"> <li>I am sure that this is happening already, but the root of the problem is UK and WG cuts. Protest and fight against these as much as possible. It is spineless to pass these cuts onto Councils and to try and shift the blame. I don't think any of these cuts are justified and all services should remain as they are and I wish the Councils luck with all the difficult decisions they are being forced to make as the result of someone else's policy.</li> <li>I would mount an intense campaign against the government imposition of these cuts as it is becoming dangerously destructive to community life.</li> </ul>
<b>Need to be more efficient</b>	<b>14</b>	<b>1.7</b>	<ul style="list-style-type: none"> <li>Better money management and accountability - this must be the Council's priority.</li> <li>Can we make the Council more efficient and catch up with the real world.</li> </ul>
<b>Merge services and Councils</b>	<b>12</b>	<b>1.4</b>	<ul style="list-style-type: none"> <li>Merge local authorities to save administration and staffing costs. The ultimate price is paid by the tax payer and we are fed up of ever increasing Council Tax rises.</li> <li>It would be good to see a more proactive stance by the Council to support the combining of Councils across Wales reducing the total number.</li> </ul>
<b>Protect minorities</b>	<b>12</b>	<b>1.4</b>	<ul style="list-style-type: none"> <li>Much more needs to be done to help homeless people.</li> <li>I feel given the state of finances the Council should focus more on meeting basic needs for vulnerable people and less on 'frills' such as arts and recreation. Basics first, anything else a bonus.</li> </ul>
<b>Seek value not cuts</b>	<b>11</b>	<b>1.3</b>	<ul style="list-style-type: none"> <li>Most of the alternatives to save money seem to be based around doing less, leaving work to private organisations, rather than seeking to get more value for money out of existing Council resources.</li> </ul>

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			<ul style="list-style-type: none"> <li>While I understand that the Council has no option but to make cuts, I am concerned that short-term cuts will be of long-term detriment to the city. The Council needs to consider the long-term impact of cuts to the quality of life of the city's residents.</li> </ul>
<b>Labour Council poor</b>	<b>11</b>	<b>1.3</b>	<ul style="list-style-type: none"> <li>Labour Council have not exactly covered themselves with a lot of credit with their handling of much in Council. Can they be trusted with yet another large hike in Council Tax to deliver effective services ... I very much doubt it.</li> <li>If Cardiff and Welsh Government are too poor to provide services - the population will have to realise that Cardiff is a place that is going downhill and not seeing increased prosperity. Our local and national politicians seem to have failed us.</li> </ul>
<b>Other budget proposal comments</b>	<b>11</b>	<b>1.3</b>	<ul style="list-style-type: none"> <li>I think the Council could make more of its services, especially parks and libraries by speculating to accumulate. If these services were invested into more they would draw more people in e.g. Cafes, exhibitions, guest speakers, workshops, book groups, local history groups...they need to open later so that people who work can access them and pay to access their services. Whitchurch library and the Carnegie library in Cathays are beautiful buildings which should be celebrated not shut down. The parks are particularly quiet in winter months but could be busier if they were to have all weather pitches and charging players to use them.</li> <li>We need to address Youth Provision and the youth service. It seems to be having knock-on cost implications to the rest of the system and I don't think we appreciated the work they did when it was fully operational.</li> </ul>
<b>Social Care</b>	<b>10</b>	<b>1.2</b>	<ul style="list-style-type: none"> <li>Social care is vitally important to maintain, particularly for vulnerable people.</li> <li>Please ensure that budget proposals do not impinge on the statutory obligations this authority has especially with regards to social care legislation. The safe guarding of Cardiff Residents must remain a priority.</li> </ul>
<b>Don't cut leisure (need for fitness)</b>	<b>9</b>	<b>1.1</b>	<ul style="list-style-type: none"> <li>The UK Government cutbacks from the budget have not been as significant as expected. I am confident that the Council, considering all the extra savings made from reading the questionnaire, can maintain high quality services and not close leisure facilities and libraries.</li> </ul>
<b>Proposals reasonable</b>	<b>9</b>	<b>1.1</b>	<ul style="list-style-type: none"> <li>Council proposals appear reasonable in view of financial restrictions.</li> </ul>
<b>WG funding decision should enable more consideration</b>	<b>6</b>	<b>0.7</b>	<ul style="list-style-type: none"> <li>Latest level of grant to Cardiff from Welsh Government should allow proposals to be considered and prioritised, as a 0.1 % increase in funding should give time to review and discuss the changes in some depth.</li> </ul>
<b>Don't privatise</b>	<b>6</b>	<b>0.7</b>	<ul style="list-style-type: none"> <li>Please remember that Cardiff is not for sale, and do not parcel up assets or services to benefit the private sector and hedge funds to the long-term detriment of residents.</li> </ul>
<b>Secure Welsh Language</b>	<b>5</b>	<b>0.6</b>	<ul style="list-style-type: none"> <li>We must secure the future of the Welsh language- cut should NOT be made against the Welsh language.</li> </ul>

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<b>Volunteering</b>	<b>5</b>	<b>0.6</b>	<ul style="list-style-type: none"> <li>I am available to do some volunteer work like prepare some meals to give to other people. Also available every day after 6 pm to help to take food to those who need it.</li> </ul>
<b>Miscellaneous</b>	<b>121</b>	<b>14.4</b>	<ul style="list-style-type: none"> <li>I know you're short on cash at the moment, but Cardiff really needs bigger 3G football pitches in the North and South £5hr. The one on Manor way isn't big enough, maybe even convert the concrete outdoor pitch at Pentwyn to 3G, that'd be encouraging and it would be utilized.</li> <li>How does the proposed metro system fit into the future plans?</li> <li>It should be made easier to apply for parking permits to avoid people dodging the system.</li> </ul>

<b>Q51. Do you have any suggestions on how to improve the budget consultation for next year. Emerging themes from 574 comments.</b>			
<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Provide more background information</b>	99	17.2	<ul style="list-style-type: none"> <li>More information about proposed changes would be very helpful. It is very hard to give yes / no answers to these complex issues without more information.</li> <li>Some questions presume knowledge we, the public, don't have.</li> <li>Give more relevant information to allow a person to make an informed judgement. People do not want to search additional documents for information or perhaps, that is the council's way of ensuring a limited response.</li> </ul>
<b>Questions are too leading</b>	83	14.5	<ul style="list-style-type: none"> <li>Consultation is very leading - it is very hard to disagree with much of what is proposed, but in many circumstances this is due to a lack of alternatives. for example - Q11 - do you agree it is better to have modern high quality services ... better than what? what are the alternatives?</li> <li>Less leading questions...!</li> <li>Create more balanced questions, some of your questions are leading and do not provoke honest responses</li> </ul>
<b>Suggestions for savings/income</b>	67	11.7	<ul style="list-style-type: none"> <li>I work for Cardiff Council and in the monthly pay slip there is always a leaflet with information that everyone I've ever worked with doesn't really care about and also the information is sent out by email and on the intranet anyway. Surely stopping this would save at least some money.</li> <li>Please stop wasting money on unnecessary bus lanes, Caerphilly Road for example. There's just no need.</li> <li>More commercialisation, more in house referrals, such as signposting to services within the Council, e.g. ILS, Telecare Cardiff etc.</li> </ul>
<b>Promote it more widely</b>	48	8.4	<ul style="list-style-type: none"> <li>Advertise this survey more. People should help you to make informed decisions. But we can't do that if no one is aware that they even have a say.</li> <li>I would like to see the budget consultation publicised in poster form, across the City of Cardiff.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Increase its budget to allow for wider publicity</li> </ul>
<b>Use plain language</b>	43	7.5	<ul style="list-style-type: none"> <li>• Many of the questions here are either long winded and confusing or ask a vague question where it is not clear what we are actually answering.</li> <li>• A good survey but please use plain English. Commercialisation is a misunderstood word but privatisation isn't. People prefer honesty.</li> <li>• Pay more attention to the questions - some seem to be written in a way that Council officers would understand but nobody else does.</li> </ul>
<b>Make it clearer/too ambiguous</b>	36	6.3	<ul style="list-style-type: none"> <li>• I find some of your survey questions confusing and can be interpreted in more than one way - e.g. the questions about protecting school budgets.</li> <li>• As much as I like taking part in these surveys I really did not understand much if any of the questions and I doubt many people will.</li> </ul>
<b>Suggested saving - cut number/salaries of management and Councillors</b>	36	6.3	<ul style="list-style-type: none"> <li>• A serious look at the way the actual Council system e.g. Cabinets, Committees, etc. are run, and paid for. I believe that the cost of Councillors and executives, is far to high for what they produce. Councillors should have only a small allowance with an audited expenses. Staff should have at least the living wage, and Executives should be paid by results only.</li> <li>• Review staffing, freeze higher paid officials salaries, benefits and councillors expenses.</li> </ul>
<b>Timing/length of consultation</b>	31	5.4	<ul style="list-style-type: none"> <li>• Not run the consultation over Christmas when the vast majority of people are distracted by Christmas and wont make time to answer this survey!</li> <li>• Give people more time to respond...a calendar month which includes Christmas and New Year holidays is not really adequate for this consultation.</li> </ul>
<b>Involve community in developing the budget</b>	26	4.5	<ul style="list-style-type: none"> <li>• Involve local Community Councils and other local organisations much earlier in the process to give them the opportunity to discuss and come up with plans, ideas and suggestions.</li> <li>• Ask for actual suggestions on what can be cut before setting out your proposals. Consultation questions are very biased to get yes or no to proposals - never asking for public suggestions on how to cut costs.</li> </ul>
<b>Hold public meetings/ timings of such events</b>	26	4.5	<ul style="list-style-type: none"> <li>• Open forum - question and answer sessions with Members and residents in local areas, giving citizens access to decision makers.</li> <li>• Public meetings at accessible venues on evenings or weekends, not 'drop-ins' in obscure places at times when a lot of us are in work.</li> </ul>
<b>Happy with consultation as it is</b>	24	4.2	<ul style="list-style-type: none"> <li>• I thought this consultation was by far the best I have dealt with. So I have no comments for improvement.</li> <li>• No, this is a very positive way of bridging the growing gap between us and those that represent us.</li> </ul>



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<b>Questionnaire too long</b>	23	4.0	<ul style="list-style-type: none"> <li>• <i>Make it more concise. This one is far too time consuming.</i></li> <li>• <i>Yes, make the survey shorter! I have spent 1.5 hours on this already.</i></li> </ul>
<b>Listen to responses</b>	22	3.8	<ul style="list-style-type: none"> <li>• <i>Lets see how much active listening you do this year first!</i></li> <li>• <i>Really not happy if views expressed in these surveys are not considered - what is the point of consultation if a majority view is dismissed.</i></li> </ul>
<b>Appreciate the opportunity to take part</b>	20	3.5	<ul style="list-style-type: none"> <li>• <i>I am grateful for this opportunity to give my opinions as a resident of Cardiff.</i></li> <li>• <i>I appreciate the opportunity to have a say.</i></li> </ul>
<b>Consult with all groups</b>	15	2.6	<ul style="list-style-type: none"> <li>• <i>Target hard to reach groups and various ethnic communities in Cardiff.</i></li> </ul>
<b>Be open/transparent</b>	15	2.6	<ul style="list-style-type: none"> <li>• <i>Greater transparency of any proposals.</i></li> </ul>
<b>Comments re Council services</b>	14	2.4	<ul style="list-style-type: none"> <li>• <i>Hendre Lane needs to be kept clean and cut back.</i></li> </ul>
<b>Comments on specific proposals</b>	13	2.3	<ul style="list-style-type: none"> <li>• <i>Invest in the youth of the city and not cut grants to youth organisations.</i></li> </ul>
<b>Include more open questions</b>	13	2.3	<ul style="list-style-type: none"> <li>• <i>Provide a comments box at the end of each section - sometimes I did agree with proposals but wanted to express caveats or concerns and no box was provided. The box at the end of the survey is too late, as I cannot remember all questions.</i></li> </ul>
<b>Disagree with austerity measures</b>	12	2.1	<ul style="list-style-type: none"> <li>• <i>Put more pressure on central government to provide crucial funding for needed public services.</i></li> </ul>
<b>Give examples of the impact of the proposals</b>	10	1.7	<ul style="list-style-type: none"> <li>• <i>More specific examples rather than blanket statements.</i></li> </ul>
<b>Technical issues with the online survey</b>	9	1.6	<ul style="list-style-type: none"> <li>• <i>Make it easier for people to jump sections of this survey, as different citizens will have different interests with respect to the budget.</i></li> </ul>
<b>Comments regarding the Welsh Assembly</b>	9	1.6	<ul style="list-style-type: none"> <li>• <i>Get rid of the Welsh Parliament we would save a fortune.</i></li> </ul>
<b>Increase Council Tax</b>	8	1.4	<ul style="list-style-type: none"> <li>• <i>Raise taxes on the rich.</i></li> </ul>
<b>Apparent cost of the consultation</b>	8	1.4	<ul style="list-style-type: none"> <li>• <i>Half the printing and publicity costs of the Council by only printing in English.</i></li> </ul>
<b>Give feedback on results/decisions</b>	8	1.4	<ul style="list-style-type: none"> <li>• <i>Provide examples of where consultation had the effect of getting the Council to reconsider certain proposals.</i></li> </ul>
<b>More involvement from Councillors</b>	8	1.4	<ul style="list-style-type: none"> <li>• <i>Have each councillor run a "Town Hall" event and PUBLICISE IT!!!</i></li> </ul>

# Changes for Cardiff

## Results and Feedback Report

<b>Welsh language issues</b>	6	1.0	<ul style="list-style-type: none"> <li>• <i>Stop sending out so many letters in English and Welsh. Just ask each household whether they would like to receive their communications in Welsh or English. You could ask every two years and then just stick to it.</i></li> </ul>
<b>Closed response options are too narrow</b>	6	1.0	<ul style="list-style-type: none"> <li>• <i>As well as the yes/no/not sure choice of answers, also provide a 'yes with caveat' choice and have an edit-box that allows the user to describe the caveat.</i></li> </ul>
<b>Bring in experts to advise on setting Budget</b>	5	0.9	<ul style="list-style-type: none"> <li>• <i>Service proposals have been equality impact assessed in isolation from each other. This precludes any possibility of identifying cumulative impacts on any particular group. To assist with this process, we recommend Cardiff Council explore the establishment of a Budget Advisory Group on Equality (BAGE) similar to that of Welsh Government.</i></li> </ul>
<b>Make the survey suitable for mobile phones</b>	5	0.9	<ul style="list-style-type: none"> <li>• <i>Have a mobile friendly version of this survey.</i></li> </ul>
<b>Consult more</b>	5	0.9	<ul style="list-style-type: none"> <li>• <i>Have separate consultations, not all in one, and look at how investment as a whole in each area can be worked without reducing impact.</i></li> </ul>
<b>Miscellaneous</b>	62	10.9	<ul style="list-style-type: none"> <li>• <i>Stop expecting each of your departments to all come up with 20% cuts. Look at some departments where you can reasonably make 30% cuts and others where perhaps only 5%. Think and act more like a capital city.</i></li> <li>• <i>Don't ask the people who live in cuckoo land.</i></li> </ul>