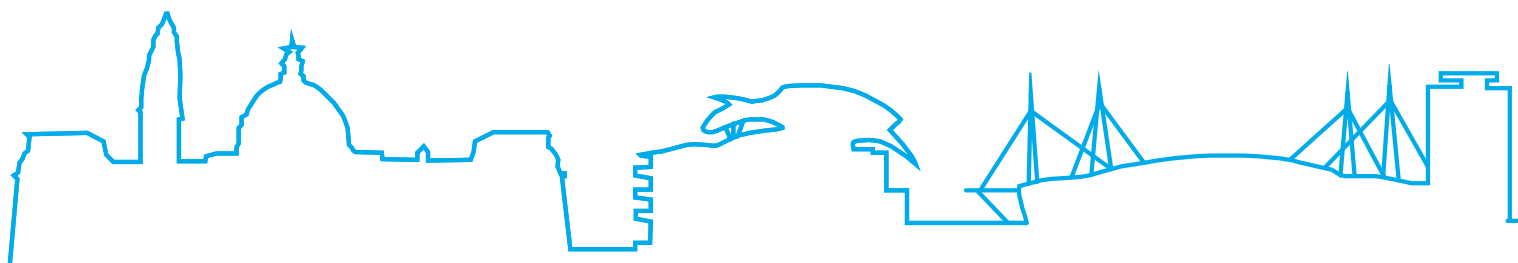


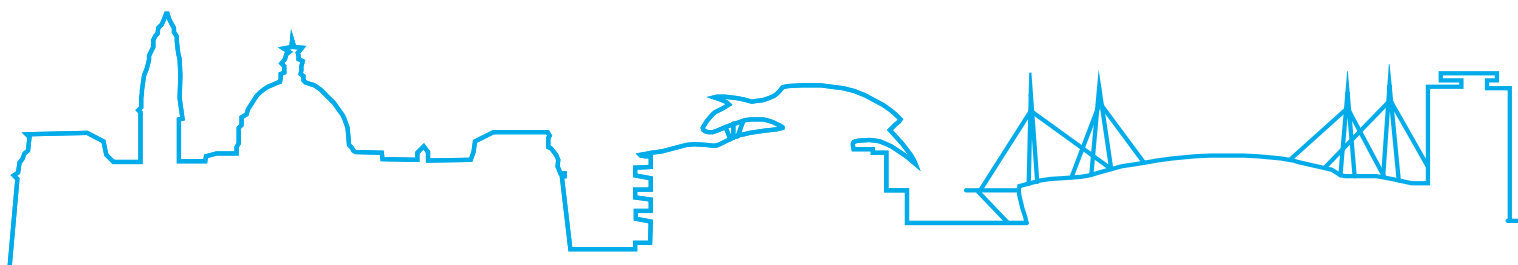
# 1. Public Services

You can navigate the document using links in the table below:

<b>1.1</b>	<b>Quality of Public Services</b>
<b>1.1.1</b>	Overall, how satisfied or dissatisfied are you with Cardiff as a place to live?
<b>1.1.2</b>	To what extent do you agree with the following statements? <ul style="list-style-type: none"> <li>• The quality of public services is good in Cardiff overall</li> <li>• The quality of Council services in Cardiff is good overall</li> <li>• The Council gives residents good value for money</li> </ul>
<b>1.1.3</b>	Overall how satisfied are you with the services the Council provides?
<b>1.1.4</b>	How satisfied or dissatisfied are you with the following services in Cardiff?
<b>1.1.5</b>	Have you previously been or would you be interested in informing local decision making in the future?
<b>1.1.6</b>	How would you prefer to be informed about opportunities for influencing Public Services in Cardiff?
<b>1.2</b>	<b>Future of Public Services</b>
<b>1.2.1</b>	Do you recognise that a budget gap within the City of Cardiff Council of a potential £24.3m for 2017/18 and £75.3m for the next 3 years means that difficult budget choices are required?
<b>1.2.2</b>	Do you support the Council in continuing to explore new ways of working with partner and other organisations to improve service and deliver efficiencies?
<b>1.2.3</b>	Do you think that we should continue to ask community groups and third sector/voluntary organisations to run more local services and facilities?



- 1.2.4** Are you in favour of continuing the Councils policy of better utilising Council buildings with a focus on quality service provision and community led activities?
- 1.2.5** Do you support investment in IT (Information Technology) to increase opportunities for self-service?
- 1.2.6** Would you support the Council in charging the public more for some services if it means they could be maintained or improved?
- 1.2.7** Are there any areas which you currently use, that you would not be prepared to pay extra for in order to maintain or improve the service?
- 1.2.8** To what extent do you agree or disagree with the City of Cardiff Council undertaking the following?
- Increased commercial activities including trading, advertising and sponsorship.
  - Council services carrying out additional work for external clients to generate income.
- 1.2.9** The City of Cardiff Council provides financial assistance to services that it does not have to deliver. Do you agree that we should look for other sources of income to allow these to be delivered?



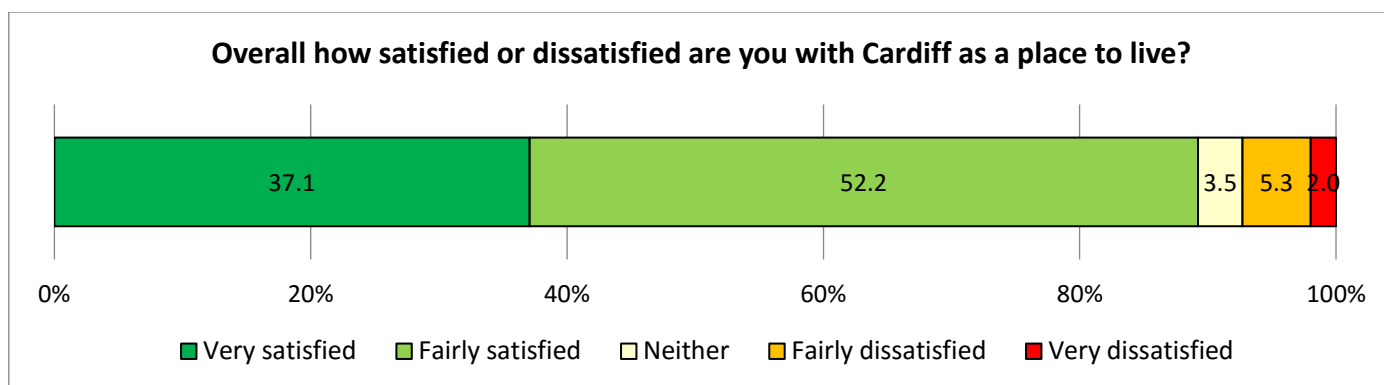
The Ask Cardiff Survey was used by Cardiff Council to gather the views of people in the city about the quality of public services in the city and learn where they felt improvements could be made.

### 1.1 Quality of Public Services

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

Nine-tenths (89.3%) of all respondents to Ask Cardiff were either 'very' or 'fairly satisfied' with the city as a place to live.

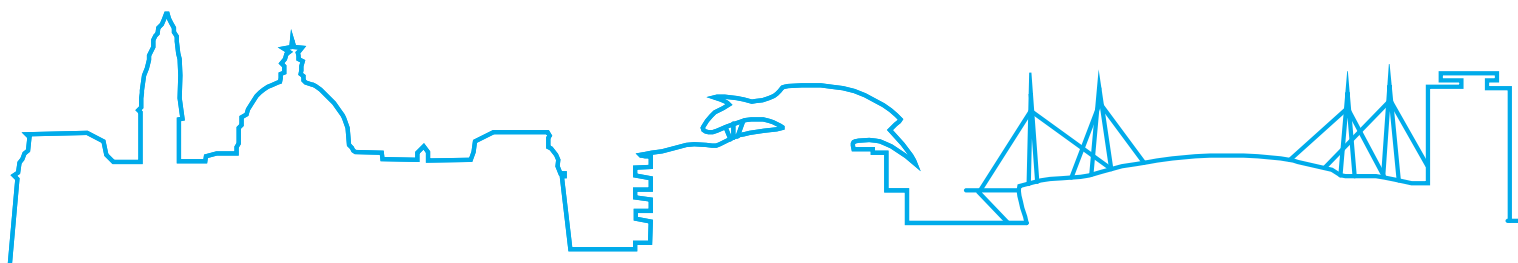
Levels of satisfaction were found to have been maintained from earlier years with overall satisfaction previously recorded at 88.7% and 89.5% (2014 & 2015 Ask Cardiff Surveys respectively).



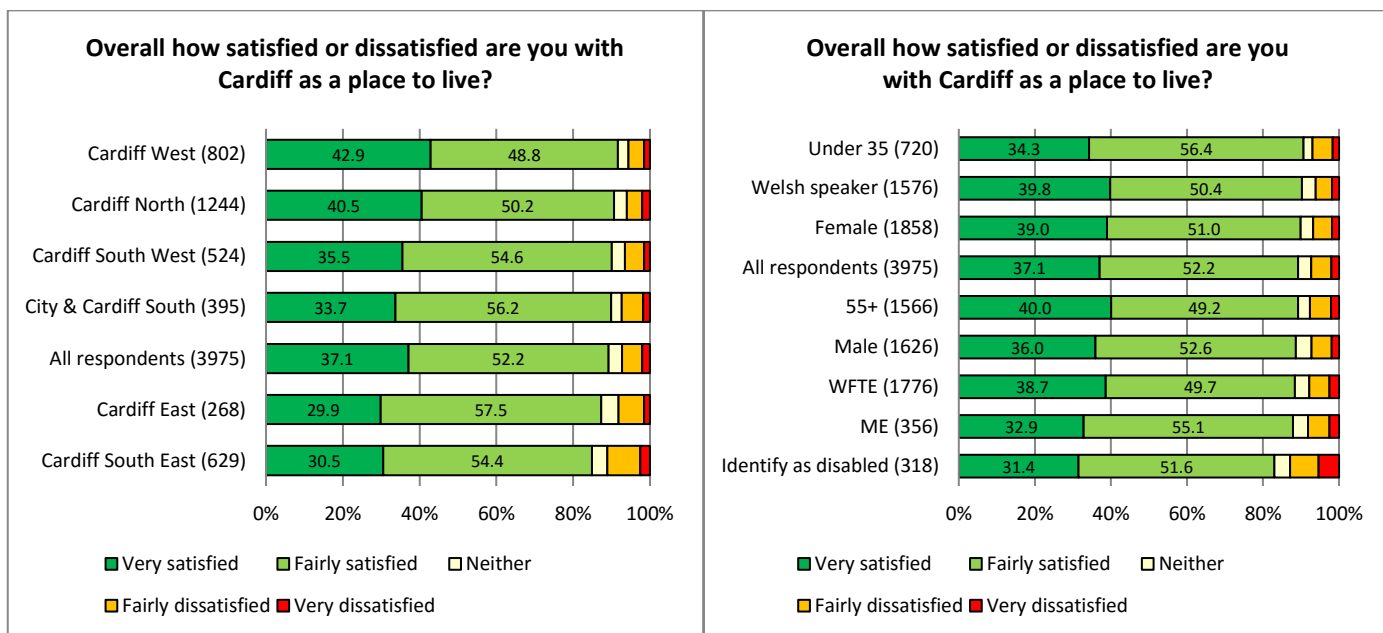
Base: 3975. Excludes 'Don't Know' responses.

Analysis by NPA shows levels of overall satisfaction ('very' and 'fairly satisfied' combined) to be broadly consistent across the city. Some variation is evident when looking specifically at those reporting to be 'very satisfied' with 42.9% of those in Cardiff West reporting to be 'very satisfied' with Cardiff as a place to live compared to just 29.9% of residents in Cardiff East – a range of 13.0 percentage points.

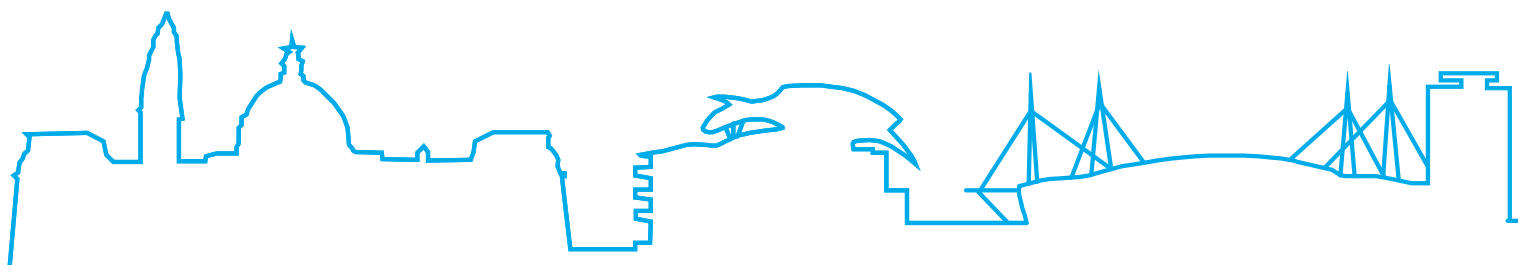
Analysis by demographic group further showed around two fifths of those aged over 55 (40.0%), Welsh speakers (39.8%) and females (39.0%) to report being 'very satisfied' with the city as a place to live compared to less than a third of those either belonging to an ethnic minority or identifying as disabled (32.9% & 31.4% respectively).



## Ask Cardiff Residents Survey 2016



Base sizes shown in brackets. Excludes 'Don't Know' responses.

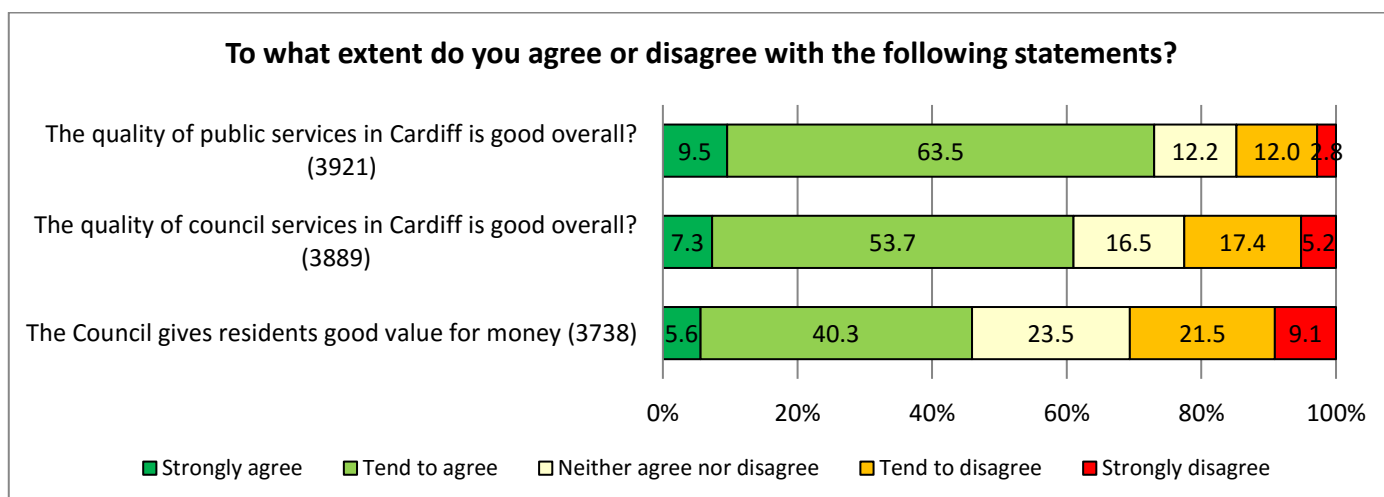


### 1.1.2 To what extent do you agree with the following statements?

Almost three quarters of respondents (73.0%) agreed that the **quality of public services** in Cardiff is good. Trend data shows a continuing increase in the level of agreement with this statement (65.6% in 2014 and 67.5% in 2015).

Three fifths (61.0%) of respondents also agreed that the **quality of council services** in Cardiff is good overall. This figure is an increase on the level of agreement recorded to this question in both the 2014 and 2015 Ask Cardiff surveys (57.1% and 54.2% in agreement respectively).

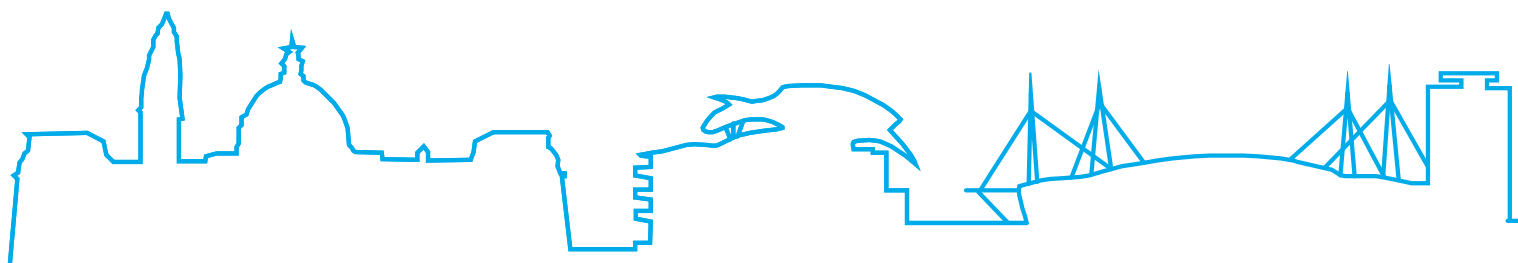
Ask Cardiff 2016 recorded 45.9% of those responding as being in agreement that **the Council offers good value for money**. This figure also indicates a rise of approximately ten percent from data collected in the two previous surveys (36.6% in 2014 and 35.2% in 2015).



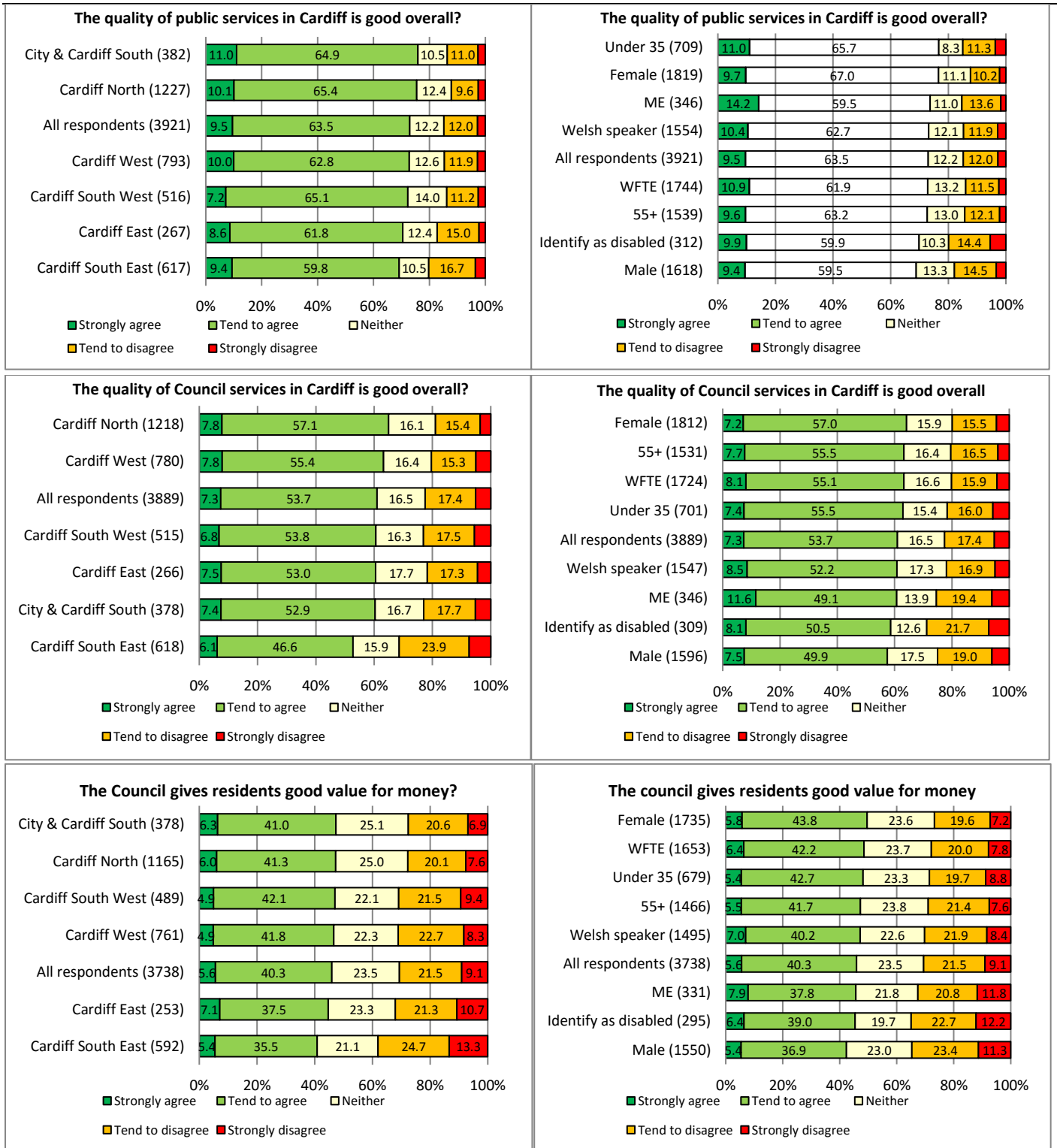
Base sizes shown in brackets. Excludes 'Don't Know' responses.

Analysis by NPA broadly showed a consensus of opinion across the city with regard to the three statements. One notable exception to this rule however was the area of Cardiff South East with residents in this area providing the lowest levels of satisfaction to each of the three statements as well the highest levels of active disagreement ('tend to disagree' and 'strongly disagree').

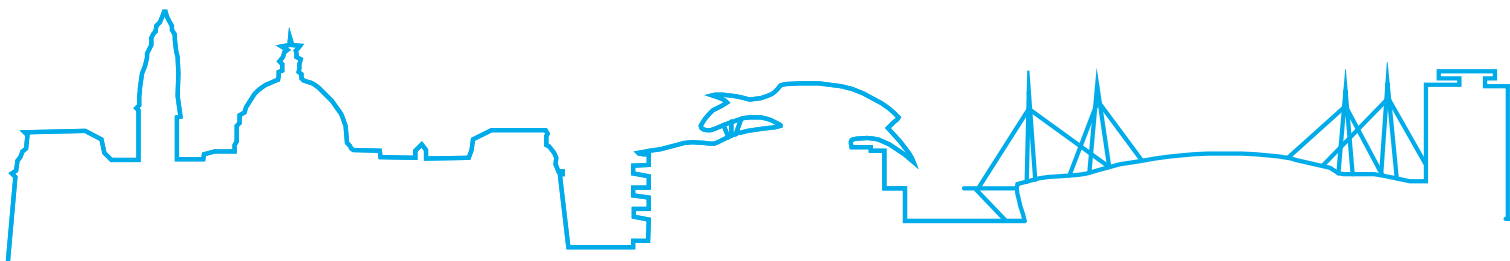
Similarly when examined by demographics those identifying as disabled were found to be the most likely to report levels of disagreement with each of the three statements.



## Ask Cardiff Residents Survey 2016

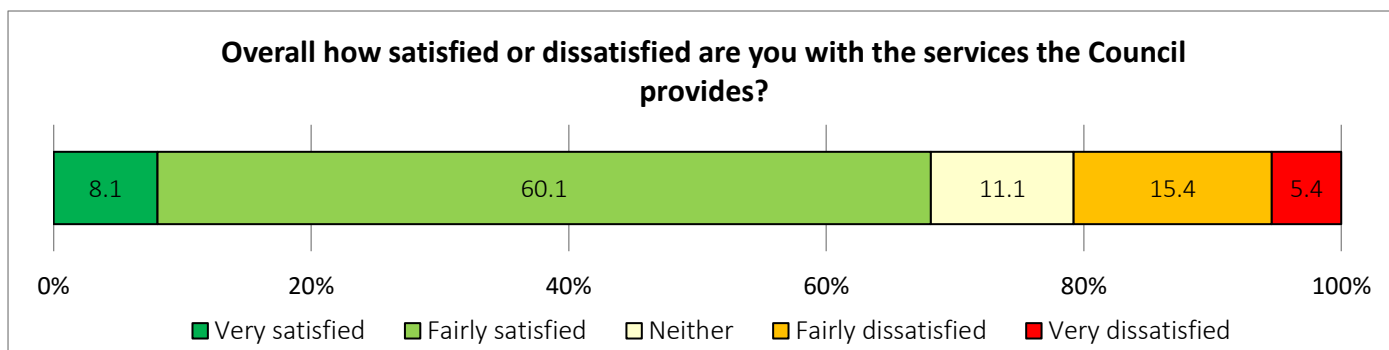


Base sizes shown in brackets. Excludes 'Don't Know' responses.



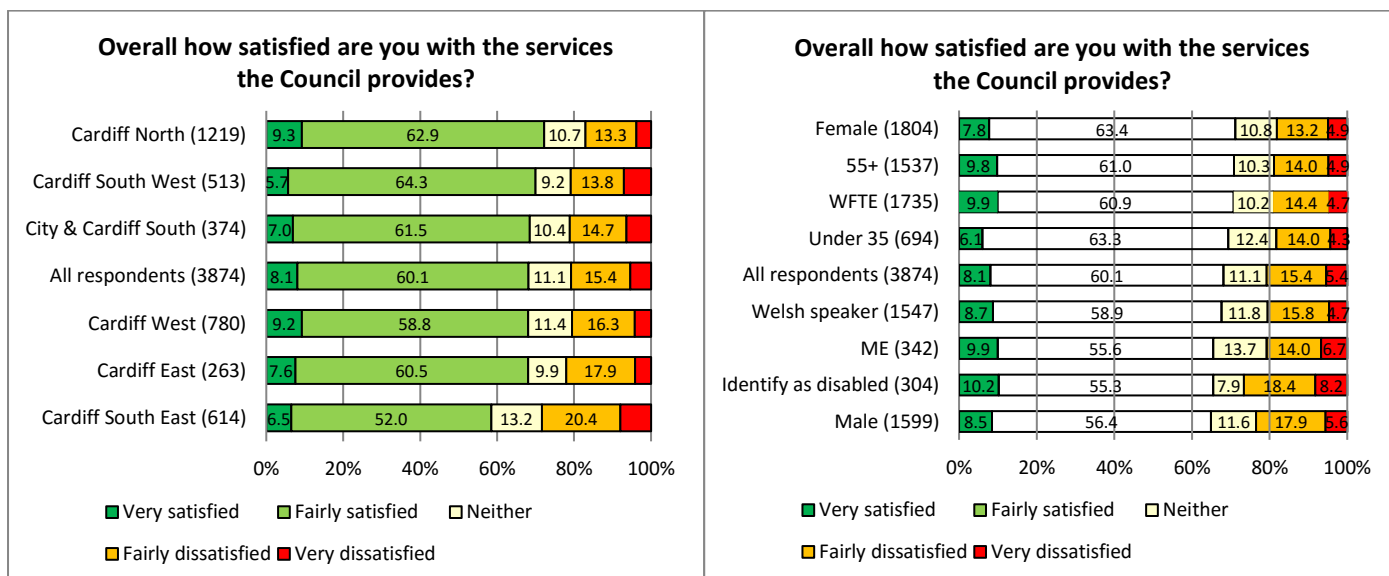
## 1.1.3 Overall how satisfied are you with the services the Council provides?

Over two thirds (68.2%) of those responding were satisfied with the services provided by the Council. This figure echoes the data collected in 2015 (69.3%) however it must also be noted that longer trend data indicated a significant decline with overall satisfaction recorded at 88.4% in 2013 and 80.3% in 2014.

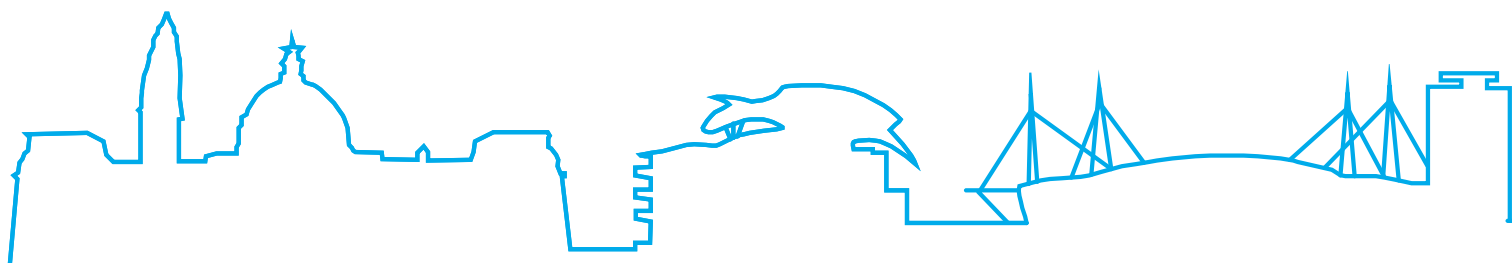


Base: 3874. Excludes 'Don't Know' responses.

Satisfaction with the services provided by the Council were found to be highest in the North of the city (72.2%), amongst females (71.2%) and those aged over 55's (70.8%). Conversely those expressing the lowest levels of satisfaction were residents in Cardiff South East (58.5%), Males (64.9%) and those identifying as disabled (65.5%).



Base sizes shown in brackets. Excludes 'Don't Know' responses.

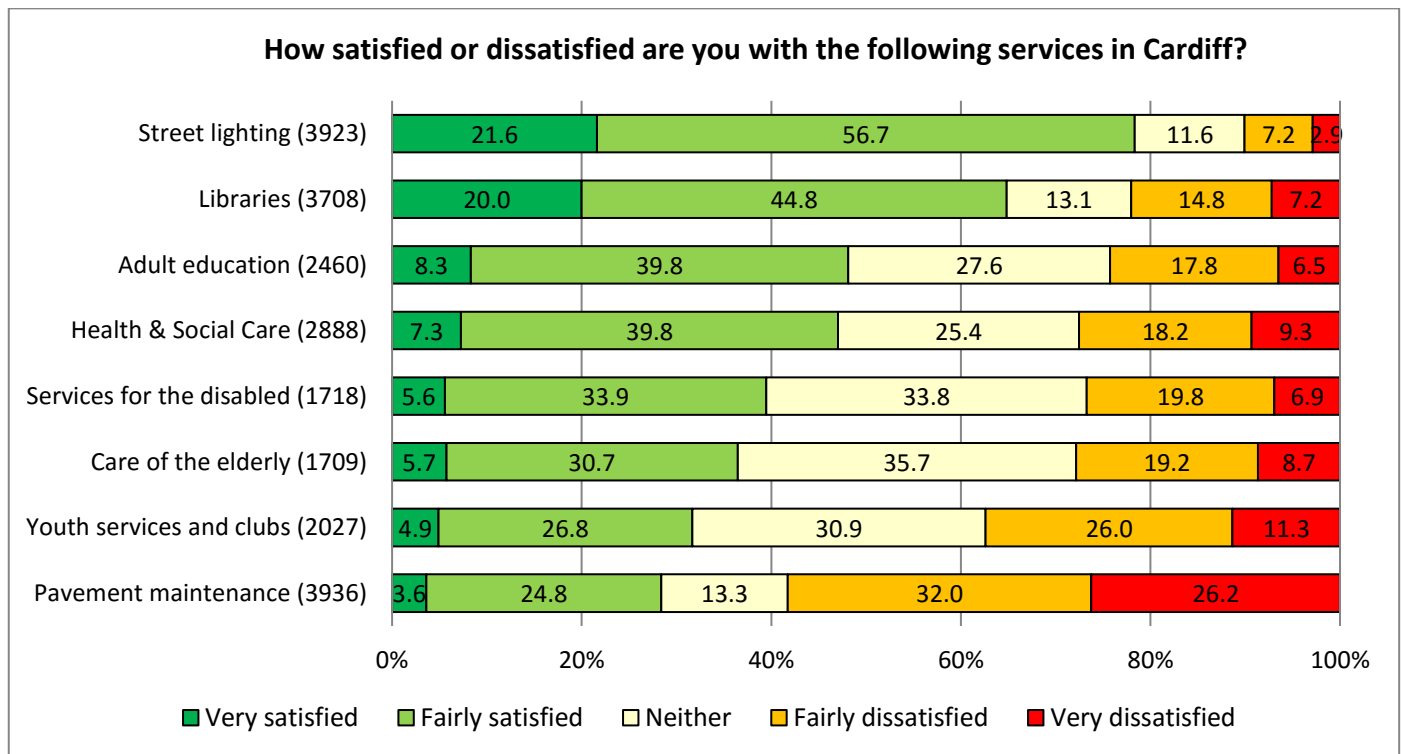


## 1.1.4 How satisfied or dissatisfied are you with the following services in Cardiff?

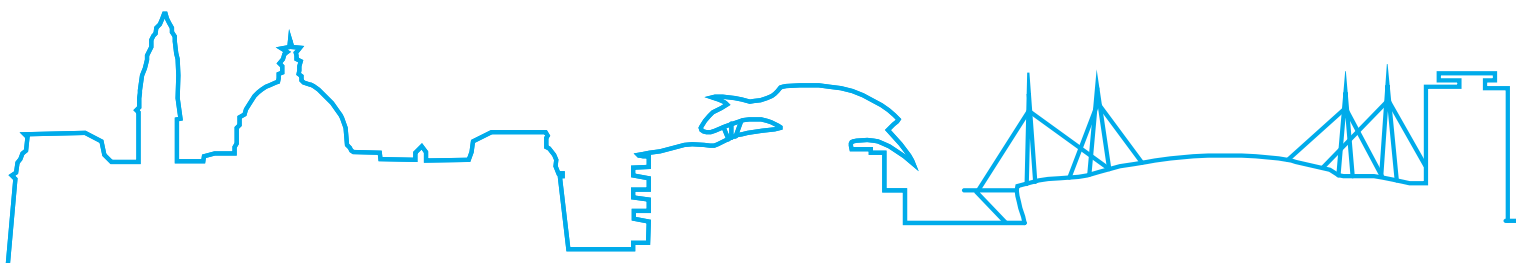
More than three quarters (78.3%) of all respondents were satisfied with street lighting whilst 64.8% also expressed satisfaction with library services in the city (Ask Cardiff 2015 recorded satisfaction with library services at 63.0%).

Less than a third of respondents (31.7%) reported satisfaction with youth services which whilst still low represents a significant rise from the 2014 figure of 21.5%.

Pavement maintenance continue to provide the lowest levels of satisfaction from respondents as well as the highest levels of dissatisfaction with over a quarter (26.2%) claiming to be 'very dissatisfied' with this particular service.



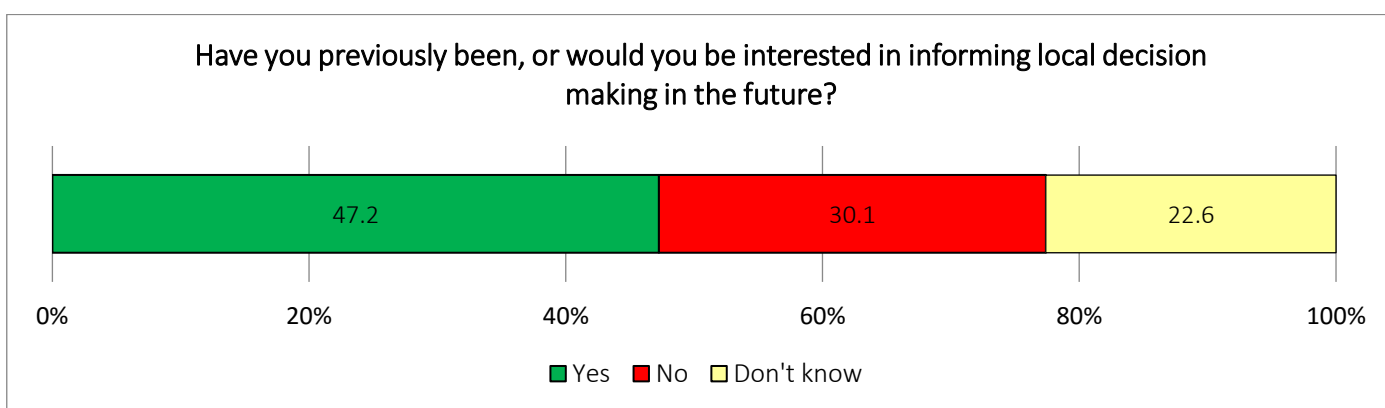
Base sizes shown in brackets. Excludes 'Don't Know' responses.





### 1.1.5 The Council and other Public Services have a commitment to engaging local people in designing services based on local needs. Have you previously been or would you be interested in informing local decision making in the future?

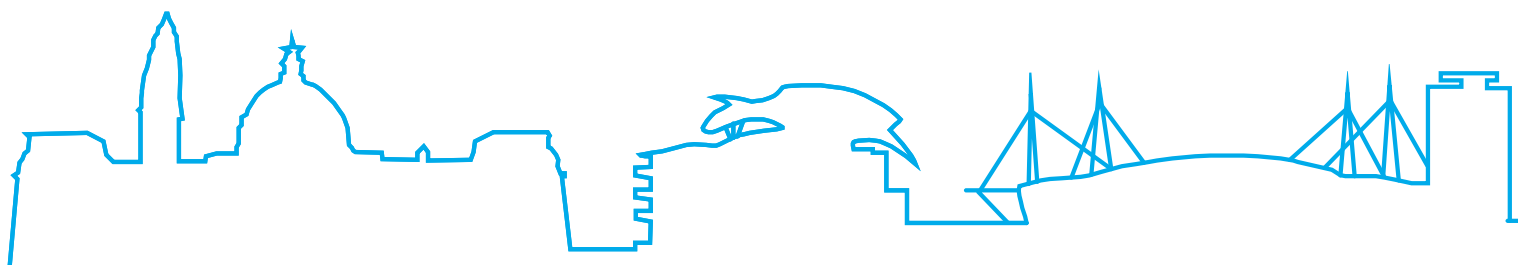
Almost half (47.2%) of respondents indicated an interest in informing local decision making. Almost a quarter (22.6%) reported uncertainty around this issue suggesting that more public information may be required regarding how people could become involved and what this would look like.



Base: 3958

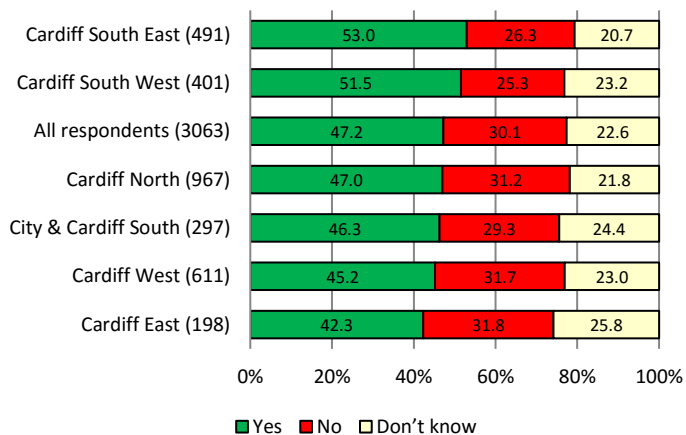
Residents in Cardiff South East and Cardiff South West were most interested in informing local decision making (53.0% and 51.5% respectively) whilst those in the East of the city were less keen to be involved (42.3%).

Respondents identifying as disabled and those from a minority ethnic background were also amongst those most groups interested in greater involvement (57.4% and 52.2%).

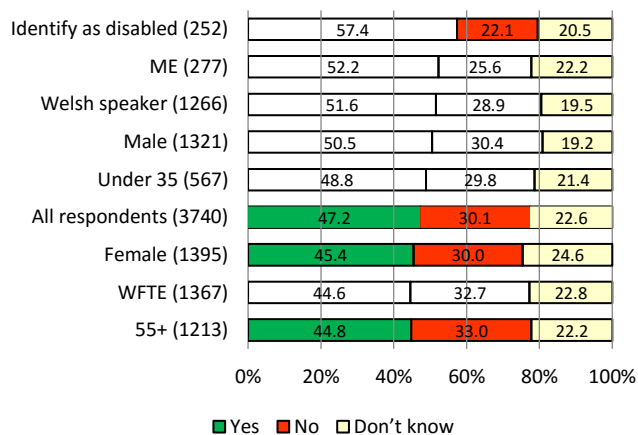


## Ask Cardiff Residents Survey 2016

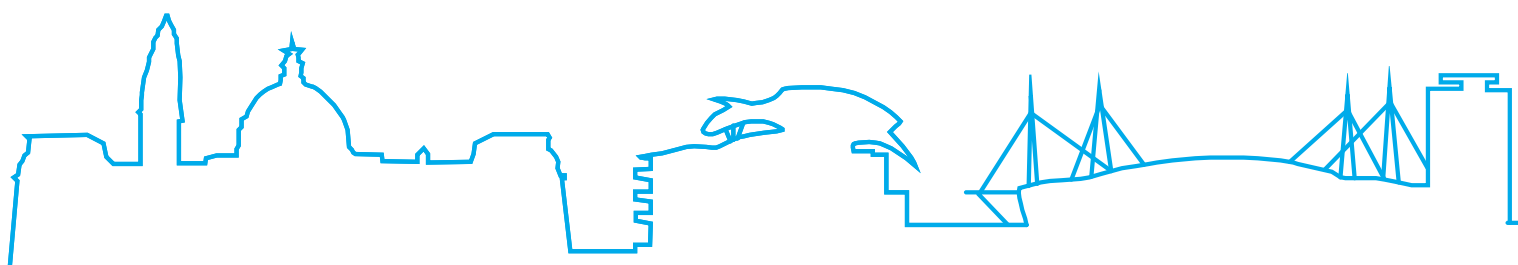
Have you previously been, or would you be interested in informing local decision making in the future?



Have you previously been, or would you be interested in informing local decision making in the future?

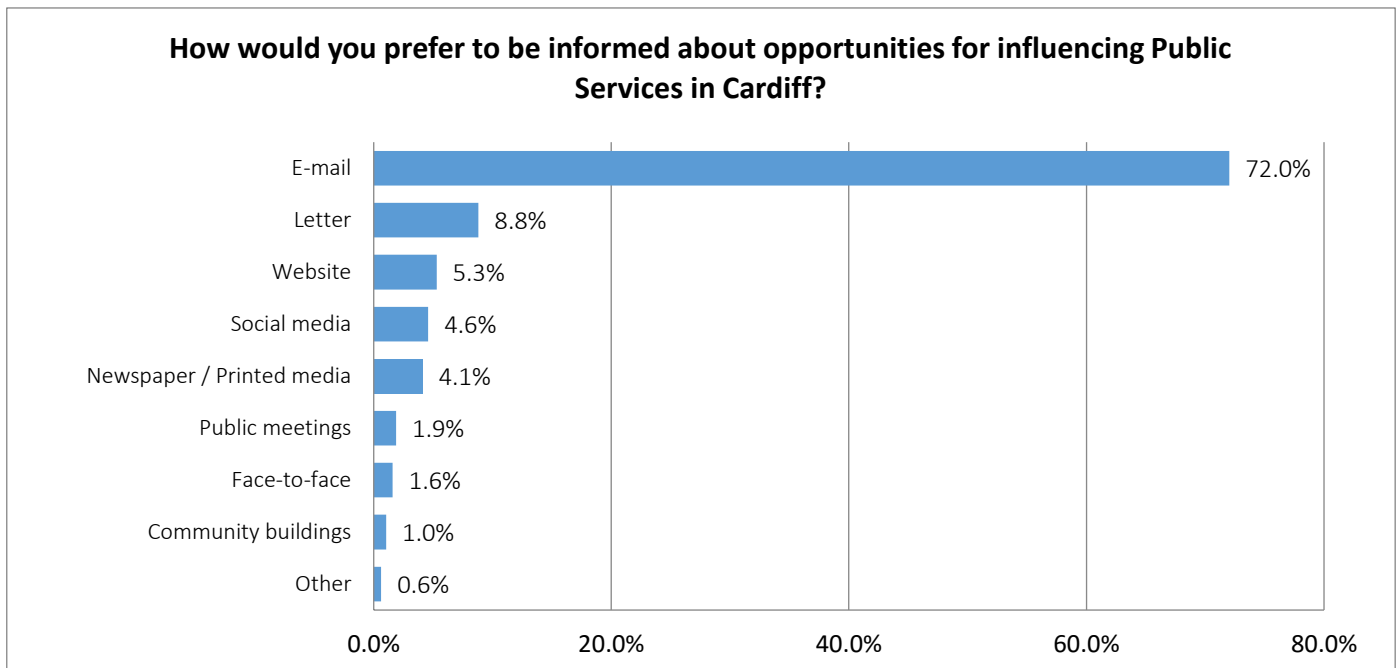


Base sizes shown in brackets.



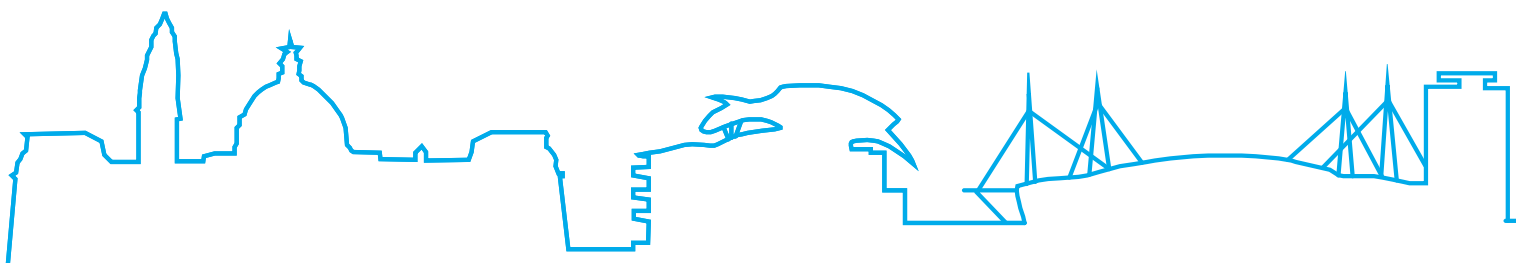
### 1.1.6 How would you prefer to be informed about opportunities for influencing Public Services in Cardiff?

'Email' was by far the most preferred means for being informed about opportunities for influencing Public Services in Cardiff accounting for 72.0% of all responses.



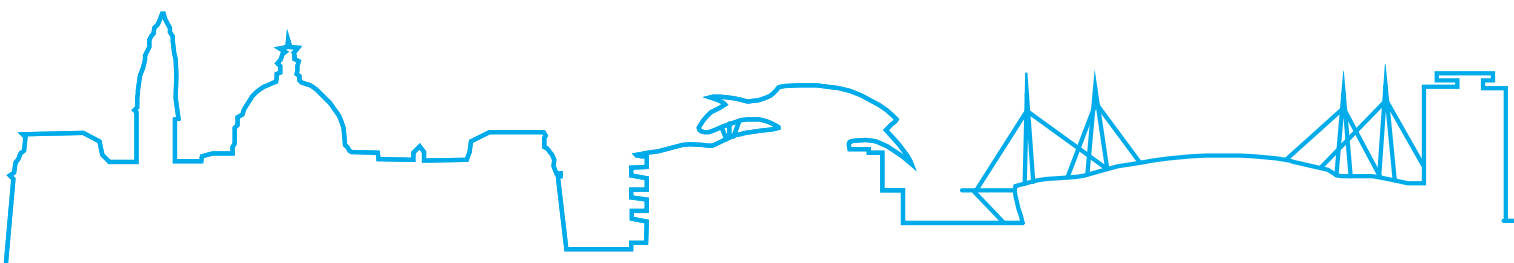
Base: 3813

Only 24 of the 3813 respondents to this question selected 'other' with 20 leaving further comment. 8 of the respondents (40.0%) were 'Not interested' in receiving information about opportunities. Three respondents suggested that citizens be informed through 'Cardiff Deaf Centre' and three requested that there is a 'Range of communication needed' to reach different audience.



## Ask Cardiff Residents Survey 2016

Theme	No	%	Example comments
Not interested	8	40.0	<ul style="list-style-type: none"> <li><i>I don't want to be involved.</i></li> <li><i>No thanks.</i></li> </ul>
Cardiff Deaf Centre	3	15.0	<ul style="list-style-type: none"> <li><i>Cardiff Deaf Centre.</i></li> </ul>
Range of communication needed	3	15.0	<ul style="list-style-type: none"> <li><i>To receive a broad response to any call for opinion the council must employ a range of media to elicit a full picture. Not everyone prefers e-mail (as I do) or the social media.</i></li> </ul>
Buildings	2	10.0	<ul style="list-style-type: none"> <li><i>Notices at local post offices, supermarkets, farmers markets etc.</i></li> </ul>
Council staff bulletins	1	5.0	<ul style="list-style-type: none"> <li><i>Council Inbox and other bulletins.</i></li> </ul>
Texts	1	5.0	<ul style="list-style-type: none"> <li><i>Text message.</i></li> </ul>
Online	1	5.0	<ul style="list-style-type: none"> <li><i>Email and social media.</i></li> </ul>
Local Councillor	1	5.0	<ul style="list-style-type: none"> <li><i>Local councillor.</i></li> </ul>



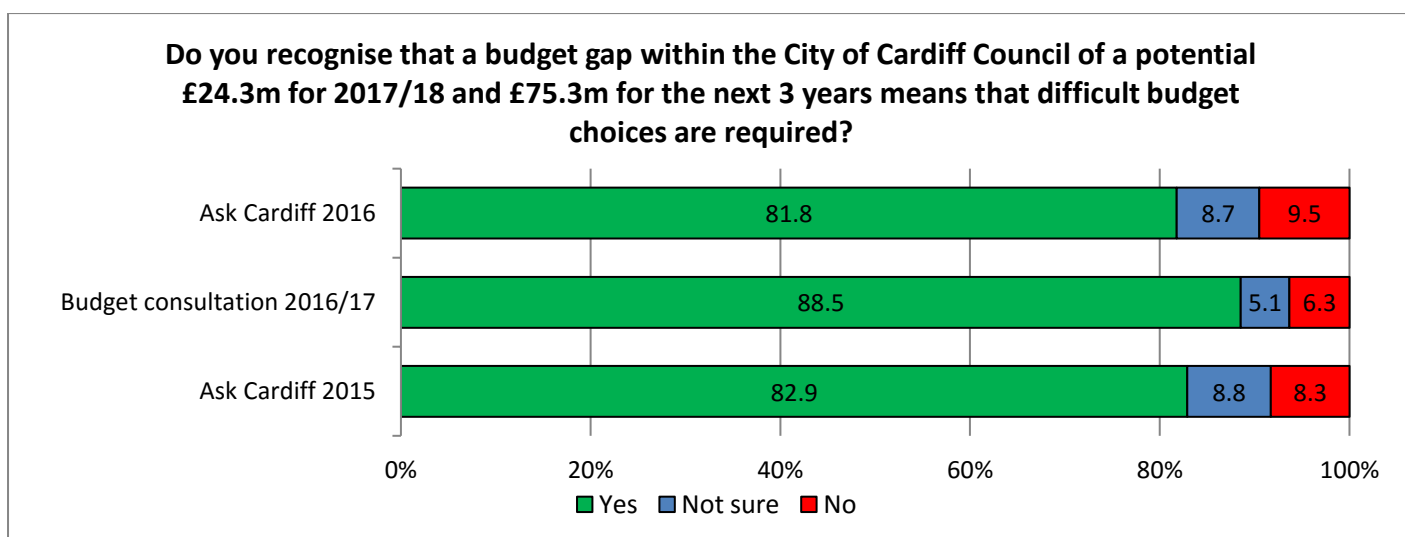
### 1.2 Future of Public Services

Ask Cardiff includes initial questions on our budget proposals for 2017/18 to ensure that the views of the public are heard earlier and that we have an ongoing conversation. The findings of these initial questions are planned to inform the more detailed Public Consultation on Budget Proposals during November/December 2016.

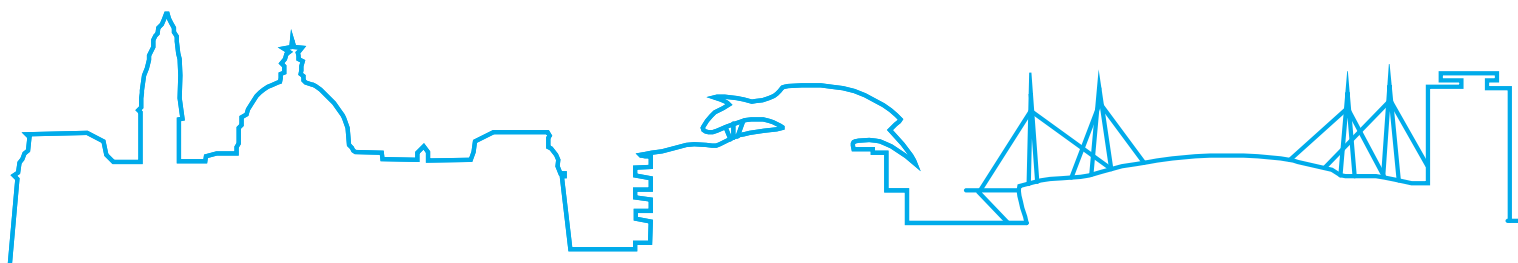
As a Co-operative Council we remain committed to understanding and supporting services that are most important to people, whilst making sure that we help those most in need. However, reductions in funding and increased demand for our services mean that difficult choices, including increased fees and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

#### 1.2.1 Do you recognise that a budget gap within the City of Cardiff Council of a potential £24.3m for 2017/18 and £75.3m for the next 3 years means that difficult budget choices are required?

More than four fifths (81.8%) of respondents recognised the financial difficulties presented by the budget gap, slightly less than in Ask Cardiff 2015 (82.9%) and the Budget consultation (2016/17)

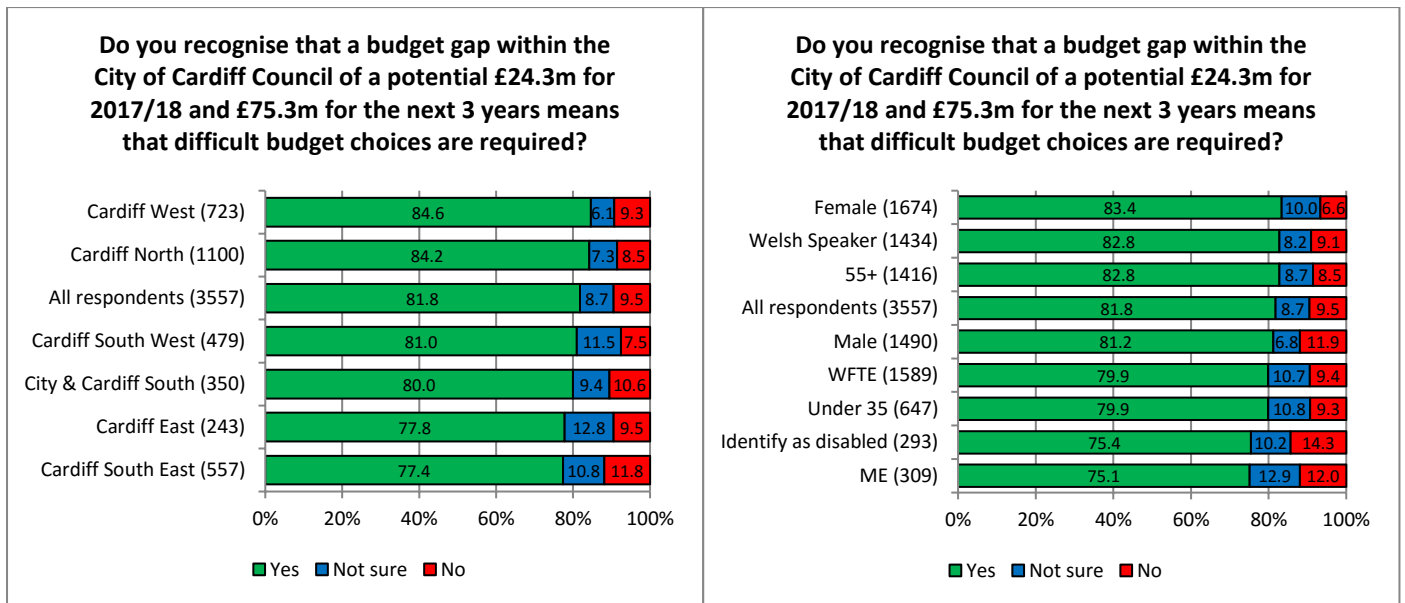


Ask Cardiff 2016 base: 3557.



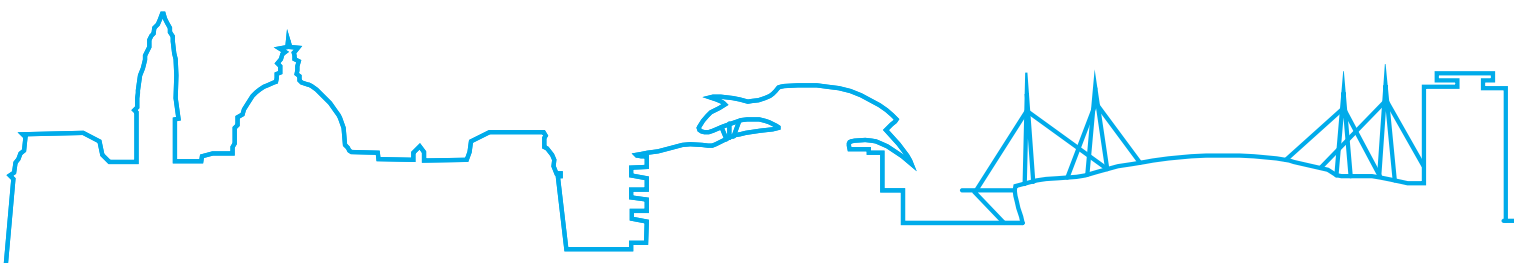
## Ask Cardiff Residents Survey 2016

Respondents in the West of the city, females and welsh language speakers were amongst those most likely to recognise the difficulties faced by the Council whereas respondents in the South East of the city, those identifying as disabled and those from a minority ethnic background were less likely to do so.



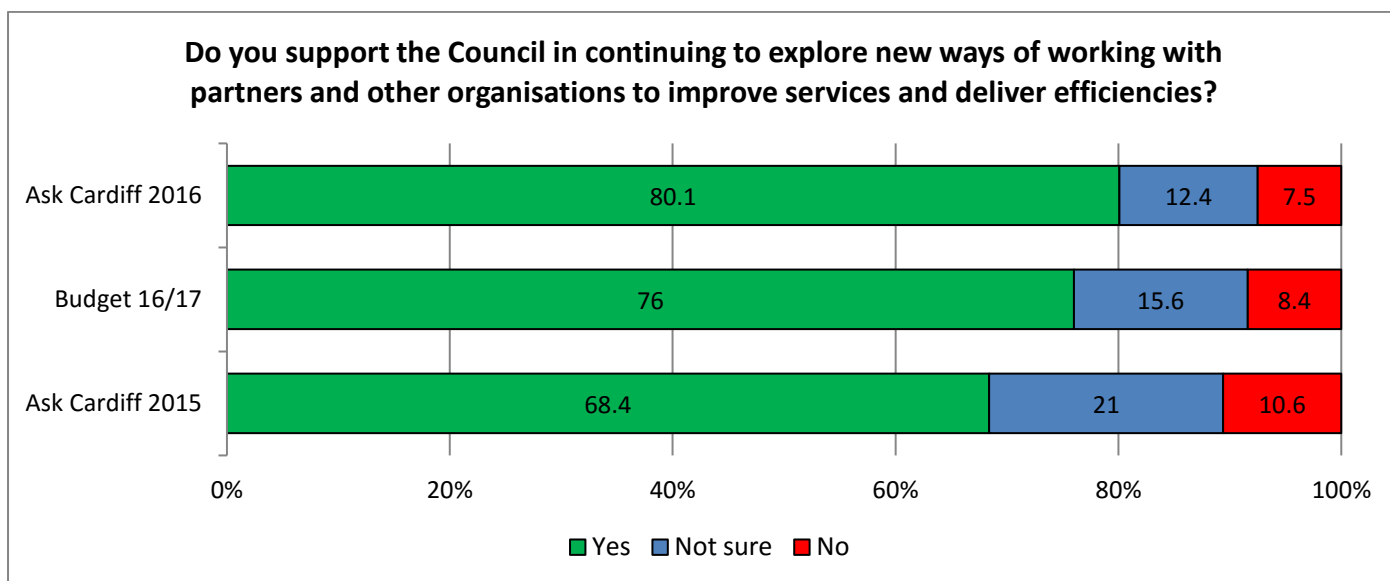
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Over the last few years we have reshaped the Council to become a smaller and smarter organisation. This has included working with other local authorities to develop a Shared Regulatory Service to increase efficiency in environmental health, licensing and trading standards, and supporting community groups and organisations to run local facilities, including the YMCA running Plasnewydd Community Centre.

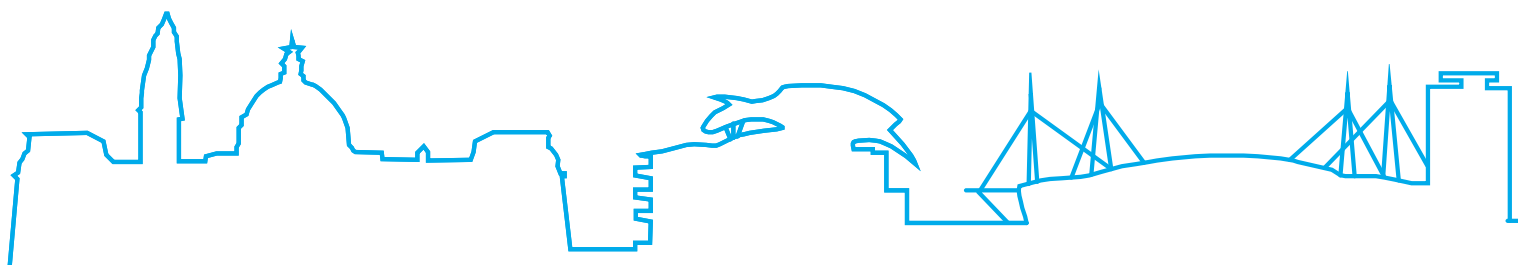


### 1.2.2 Do you support the Council in continuing to explore new ways of working with partner and other organisations to improve service and deliver efficiencies?

Public support for the Council exploring new ways of working with others has shown a continuing increase with four in five (80.1%) supportive compared to 76.0% in the Budget consultation 2016/17 and 68.4% in Ask Cardiff 2015.

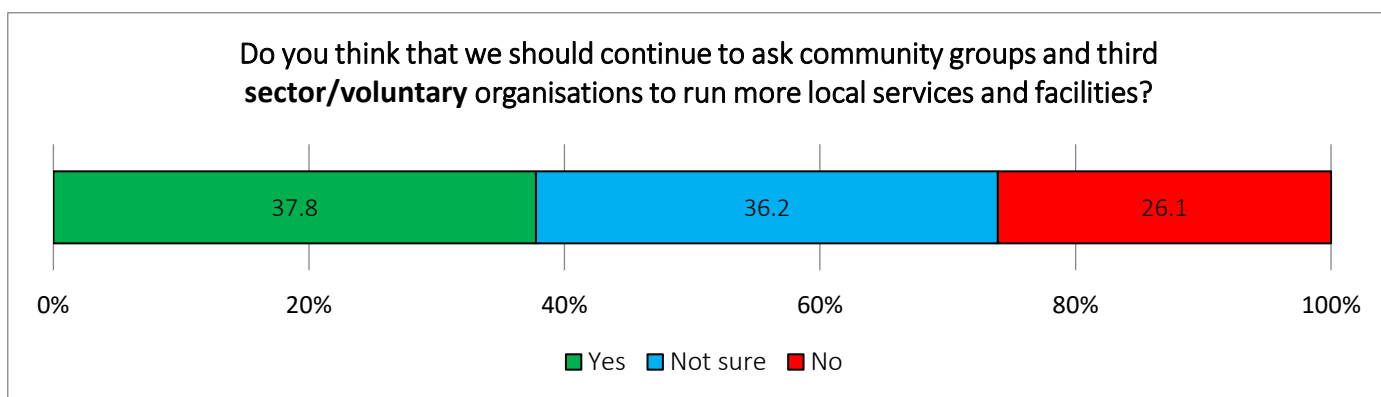


Ask Cardiff 2016 base: 3555.

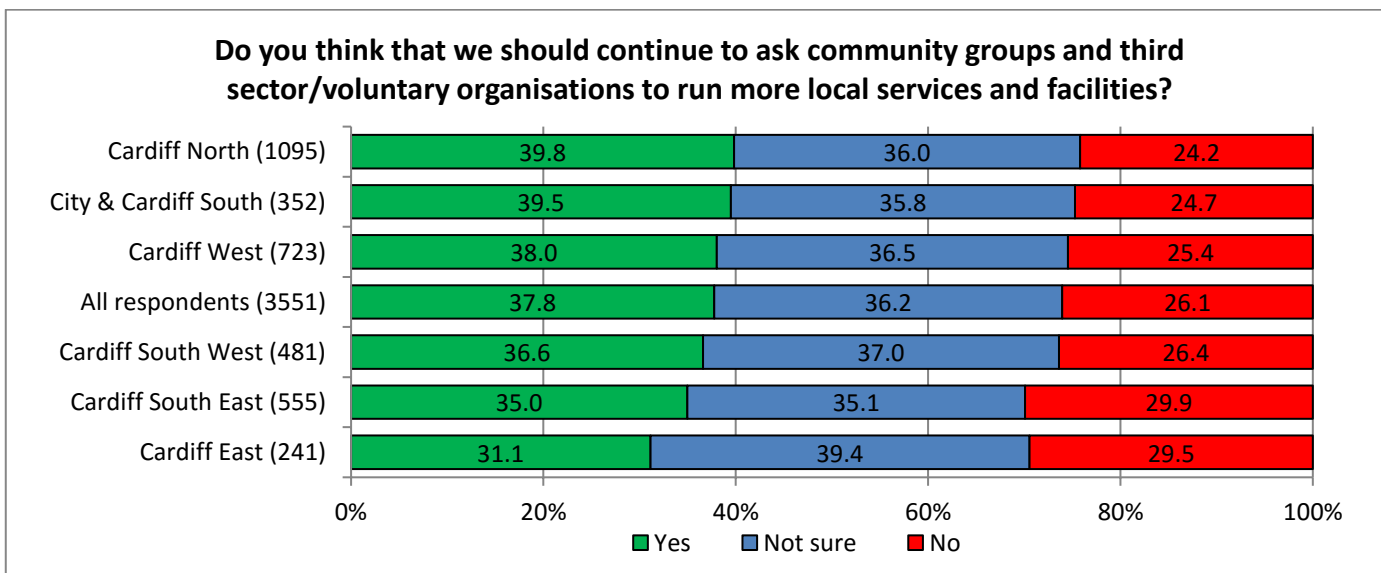


### 1.2.3 Do you think that we should continue to ask community groups and third sector/voluntary organisations to run more local services and facilities? E.g. running local community buildings, maintaining open spaces etc.

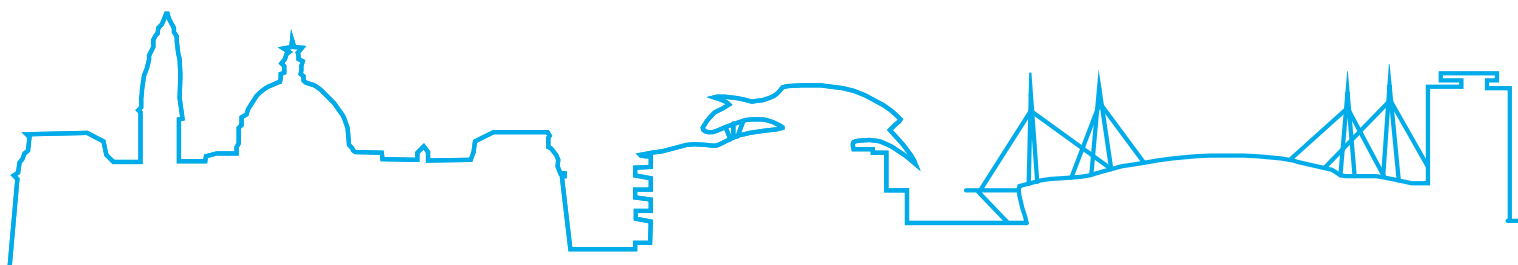
While over a third (37.8%) were in agreement that community groups and organisations should be asked to run more local services and facilities, a high degree of uncertainty (36.2%) was expressed by those responding to this question. Support for the proposal was found to be highest amongst respondents in Cardiff North (39.8%) whilst those in Cardiff East were less supportive (31.1%).



Base: 3551



Base sizes shown in brackets.



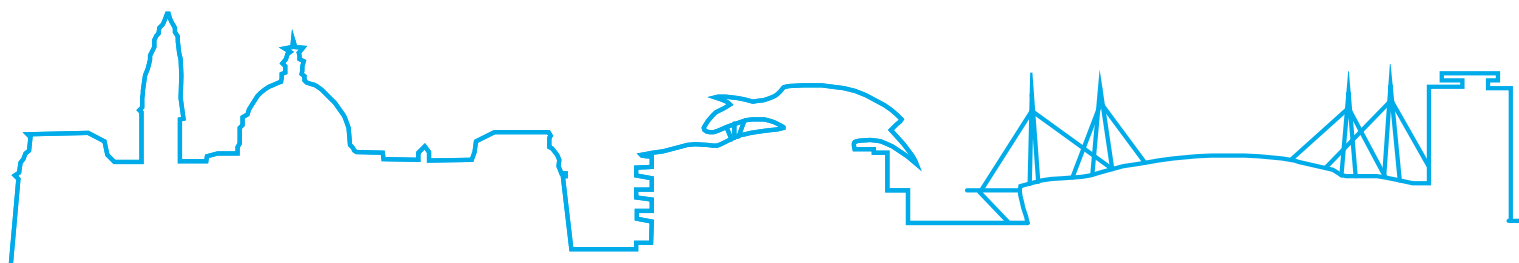


## Ask Cardiff Residents Survey 2016

Those responding that they supported the idea of local services and facilities being operated by community groups and third sector/voluntary groups were asked to specify the services or facilities that they felt might be appropriate for this type of work.

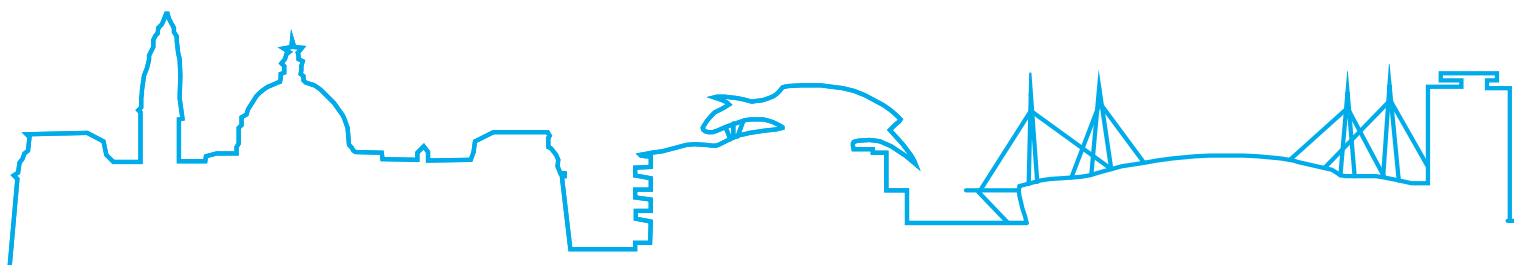
The 761 comments were analysed by theme with 295 respondents suggesting Community spaces and many specifying facilities including leisure centres, community centres and libraries (38.8%). This was ahead of Parks and open spaces (34.2%), Neighbourhood maintenance (15.4%) and Play and youth provision (14.5%). Details of the full themes and example comments are as follows:

Theme	No	%	Example comments
<b>Community spaces</b>	295	38.8	<ul style="list-style-type: none"> <li>• Community centres and buildings that can be run by mainly volunteers and used for the local community.</li> <li>• I think the fact that libraries and leisure centres have already been re-organised is a start. Also the move from library/information centre/housing office to local hub.</li> <li>• Leisure services; libraries.</li> <li>• Running community buildings.</li> <li>• Sports facilities</li> </ul>
<b>Parks and open spaces</b>	260	34.2	<ul style="list-style-type: none"> <li>• Parks and gardens maintenance, Litter picking.</li> <li>• Community buildings, libraries, local open spaces, opening and locking parks.</li> <li>• Maintaining open spaces- could be 'packaged' as part of a public health initiative to encourage more active lifestyles for sedentary 'office bound' people.</li> <li>• Making open spaces more attractive would be a good place to start - some places already do this and it makes a big difference to uncared for areas.</li> <li>• Maintaining open spaces, parks etc. with a view to increasing biodiversity.</li> </ul>
<b>Neighbourhood maintenance</b>	117	15.4	<ul style="list-style-type: none"> <li>• Parks, verges and communal areas. Local community buildings.</li> <li>• Litter picking up in streets around city could be coordinated at local voluntary level.</li> <li>• Maintenance of local areas e.g. trimming back overgrown paths, litter collection/picking, logging issues and reporting to the authority, repainting railings in parks etc. (and similar non technical tasks).</li> <li>• Street cleaning, tree and hedge cutting, fly-tip, Neighbourhood Watch.</li> </ul>
<b>Play and youth provision</b>	110	14.5	<ul style="list-style-type: none"> <li>• Youth provision, work with young people.</li> <li>• More youth clubs are needed, there are not enough places for kids to go to get them off the streets.</li> <li>• Youth centres that are being closed can be run by charities or by social enterprises.</li> <li>• Pre-school children's groups, parents with children.</li> </ul>
<b>Social care</b>	99	12.7	<ul style="list-style-type: none"> <li>• Develop/promote services such as friendship groups to promote inclusion and reduce social isolation for older people.</li> <li>• Specialist day services for people with dementia such as the Alzheimer's society or People First working with people with Learning disabilities. Loneliness kills more older people than heart disease why not invest in community resilience for people who have become disconnected from their communities.</li> <li>• Social care:- Particularly community outreach programs for people suffering with mental health issues and disabilities.</li> </ul>



## Ask Cardiff Residents Survey 2016

<b>Council responsible for support and standards.</b>	63	8.3	<ul style="list-style-type: none"> <li>Community centres, open spaces - but with support, e.g. loan of equipment, help with costs.</li> <li>Yes, as long as they are regulated and scrutinised</li> <li>Encourage other groups but also support them, it's not fair to just offload responsibility onto them. It's also important you keep tabs and ensure that the needs of the people are being met by these other organisations and no one is being left out.</li> </ul>
<b>Any that suitable</b>	52	6.8	<ul style="list-style-type: none"> <li>Any service that the third sector can prove they can operate efficiently should be looked at.</li> <li>It is not a case of appropriate. It is a case of 'needs must' so wherever you can get the best value and reliability.</li> <li>Anything. Community involvement allows people to feel that it is their city and that they can do stuff to make it better.</li> </ul>
<b>Empower communities and individuals</b>	50	6.6	<ul style="list-style-type: none"> <li>Local events, street parties, street cleaning. Using voluntary organisations will allow to create a community bond.</li> <li>I think supporting residents take ownership and empower them within the communities is very important. This includes using neglected spaces whether it is potential land for community gardens or unused buildings for community groups.</li> <li>Any groups that can be supported and regulated by the council - involving school, unemployed etc.</li> </ul>
<b>Miscellaneous services</b>	32	4.1	<ul style="list-style-type: none"> <li>Regarding public toilets - instead of shutting down due to lack of public funds, why not you work together with residents of Cardiff, asking them to look after these toilets instead.</li> <li>Maybe community events to engage the people around the community.</li> </ul>
<b>Advice and support services</b>	28	3.7	<ul style="list-style-type: none"> <li>Advice services including welfare rights, housing and those in financial difficulty.</li> <li>Due to cuts in Legal aid and council funding these projects have fallen by the wayside and people do not know where to turn for advice and assistance.</li> </ul>
<b>Anything not core</b>	18	2.4	<ul style="list-style-type: none"> <li>To protect any service which is under threat that is not a statutory obligation.</li> </ul>
<b>Services for specific groups</b>	17	2.2	<ul style="list-style-type: none"> <li>Facilities / areas that are only used by small/niche groups and not the majority.</li> </ul>
<b>Agree in principle</b>	16	2.1	<ul style="list-style-type: none"> <li>Whilst I support the decision to do the above I have no suggestions.</li> </ul>
<b>Make better use of buildings</b>	14	1.8	<ul style="list-style-type: none"> <li>I think it would be great if there could be come community areas run by volunteer groups, and possibly temporary spaces which are vacant could be utilised to create community spaces for engagement and artistic growth.</li> </ul>
<b>Examples to remain Council run</b>	13	1.7	<ul style="list-style-type: none"> <li>Not running local community buildings as these facilities could be misused by some local organisations , but managing open spaces could be advantageous.</li> </ul>
<b>Other comments</b>	36	4.7	<ul style="list-style-type: none"> <li>That would be down to the Council to decide, as there would probably be restrictions to what and how much the public could do.</li> <li>Perhaps leisure centres, provided these are run as not-for-profit/social enterprises. The private sector should not be allowed to take over services to make profits.</li> </ul>

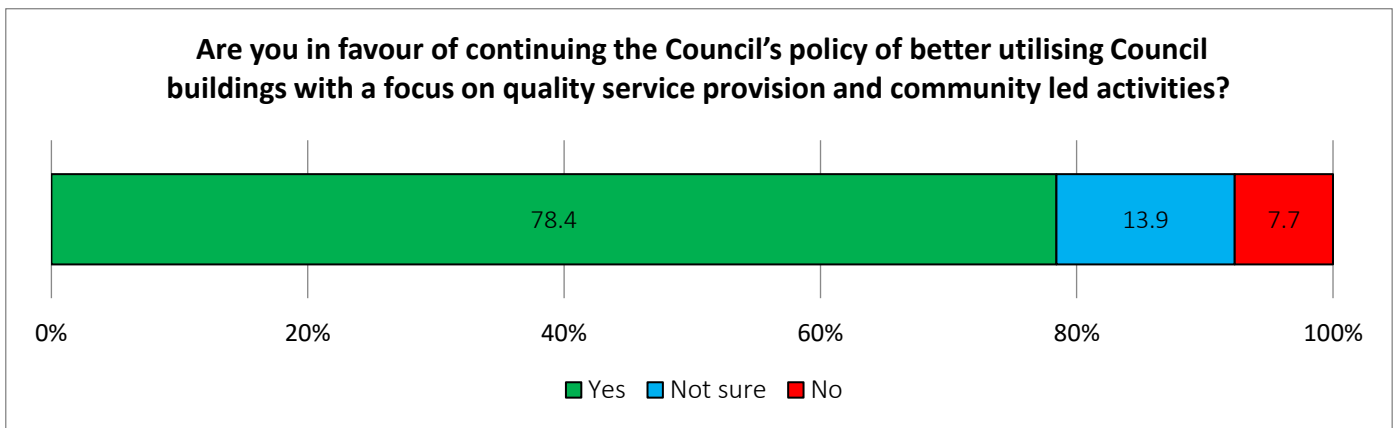


## Ask Cardiff Residents Survey 2016

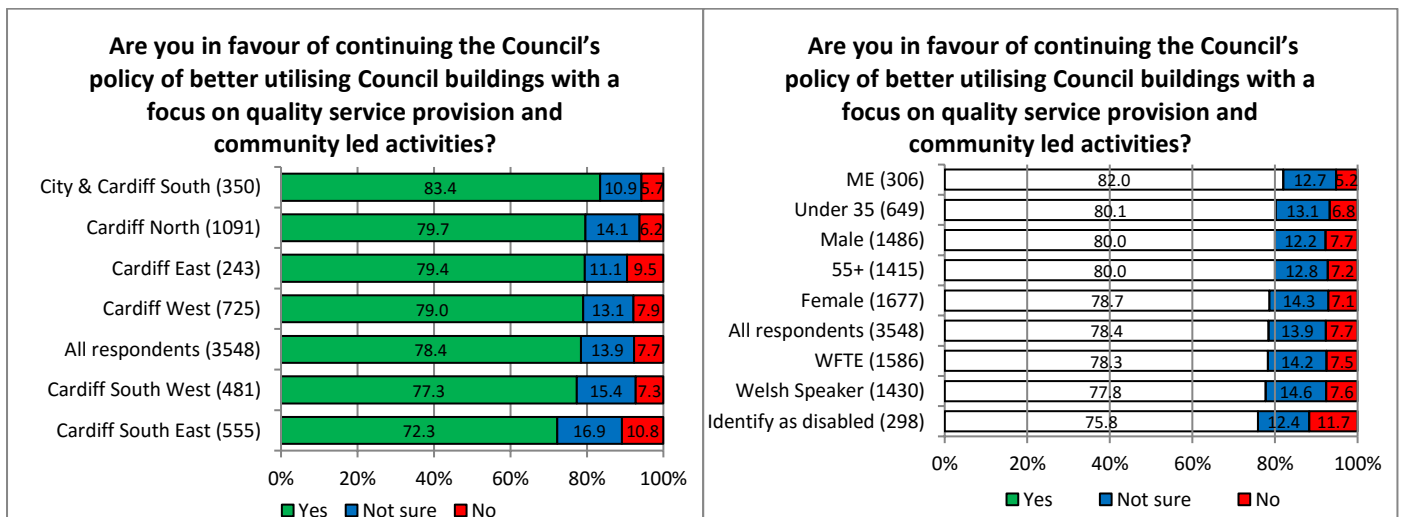
One alternative way of working is for the Council to reduce the number of buildings that we own. This has included developing Hubs that offer multiple services from a single location (e.g. Rumney Partnership Hub).

### 1.2.4 Are you in favour of continuing the Council's policy of better utilising Council buildings with a focus on quality service provision and community led activities?

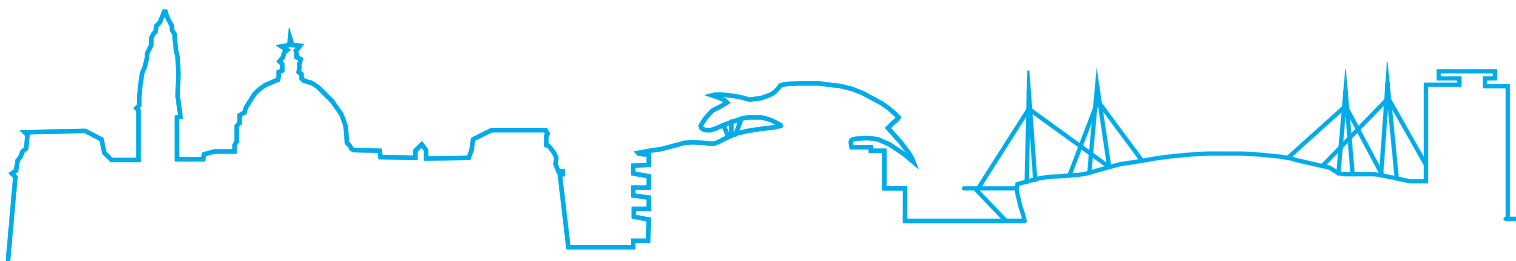
Almost four fifths (78.4%) of respondents were in favour of Council buildings being utilised in this way. Support for this as a way of working was found to be highest amongst respondents in City & Cardiff South (83.4%) and lowest amongst respondents from Cardiff South East (72.3%).



Base: 3548.

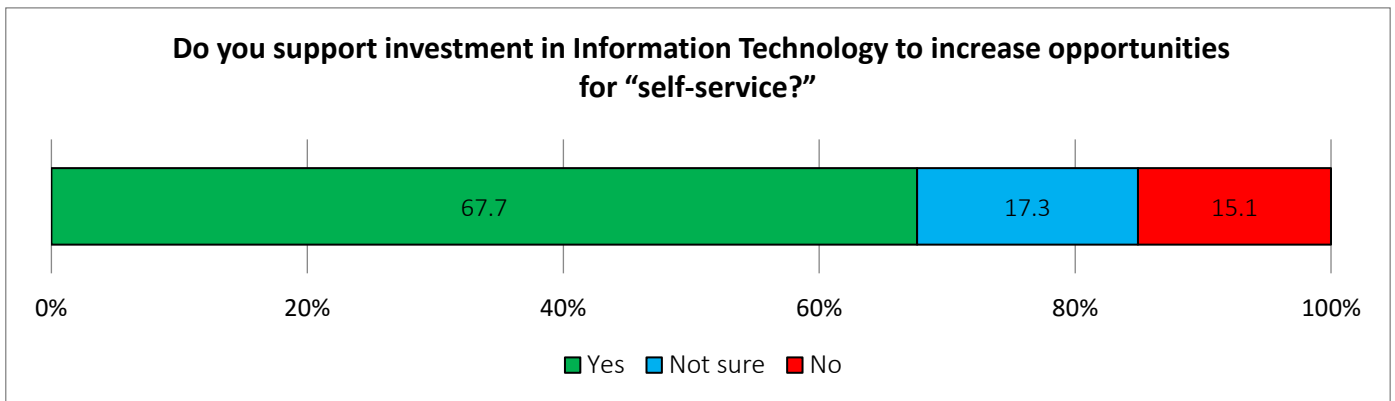


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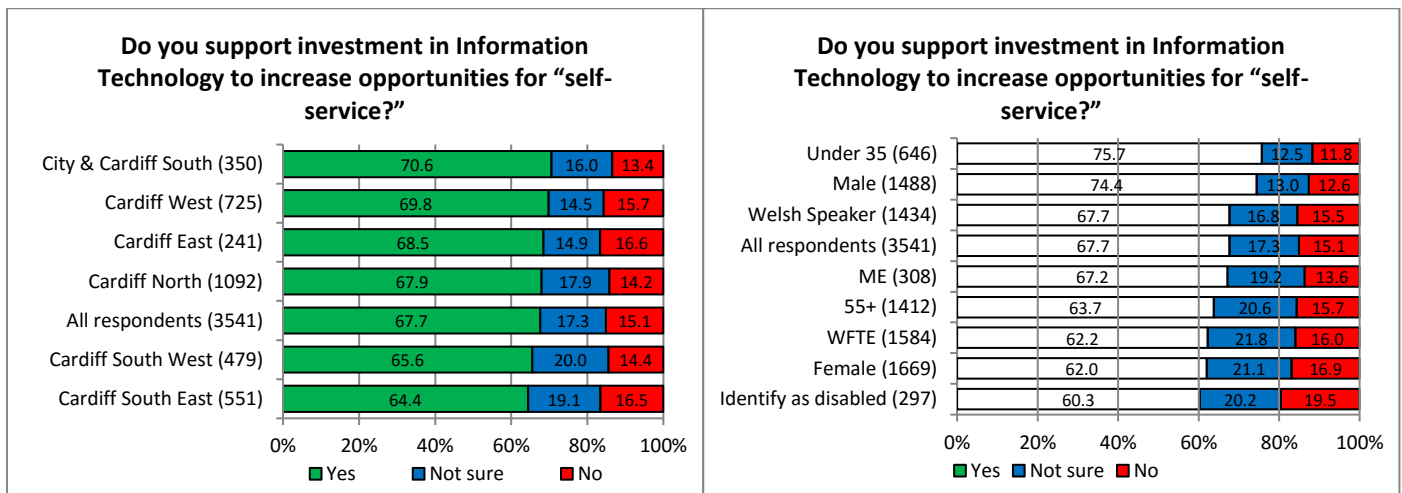


### 1.2.5 Do you support investment in IT (Information Technology) to increase opportunities for self-service?

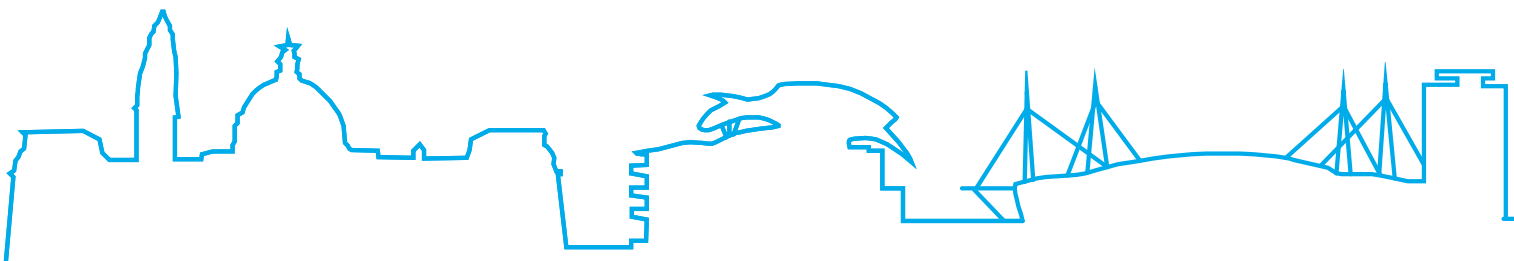
Two thirds (67.7%) of all respondents were in favour of further investment in information technology. Males (74.45) and those aged under thirty five (75.7%) expressed the highest levels of support whilst females (62.0%) and those identifying as disabled were less likely to do so (60.3%).



Base: 3541

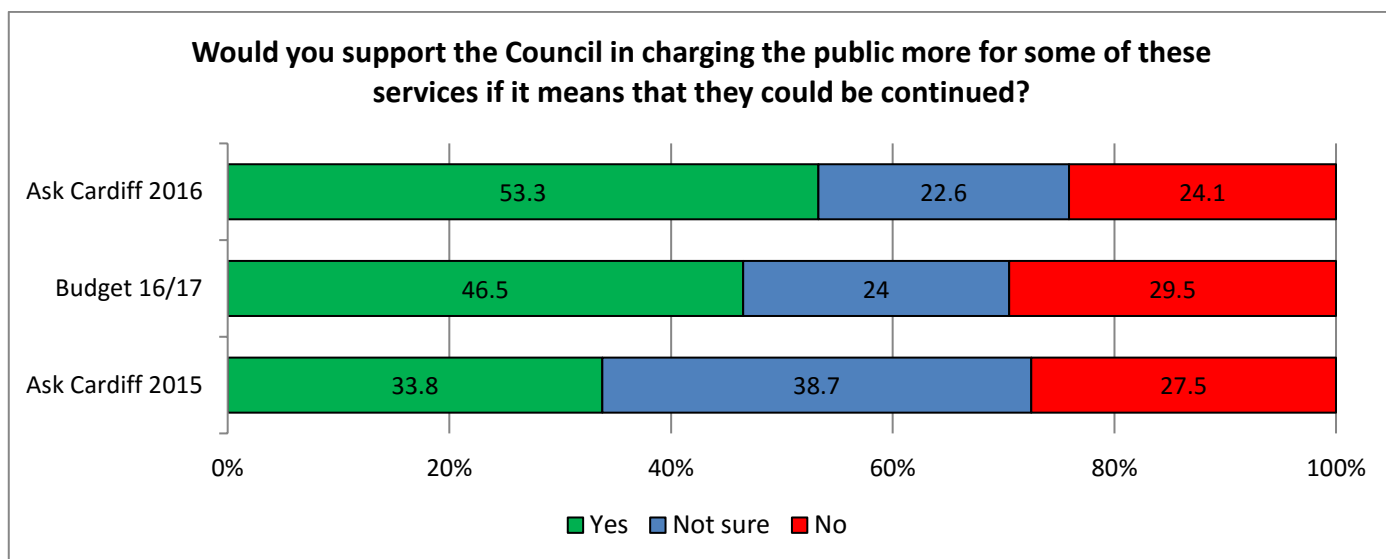


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### 1.2.6 Would you support the Council in charging the public more for some services if it means they could be maintained or improved?

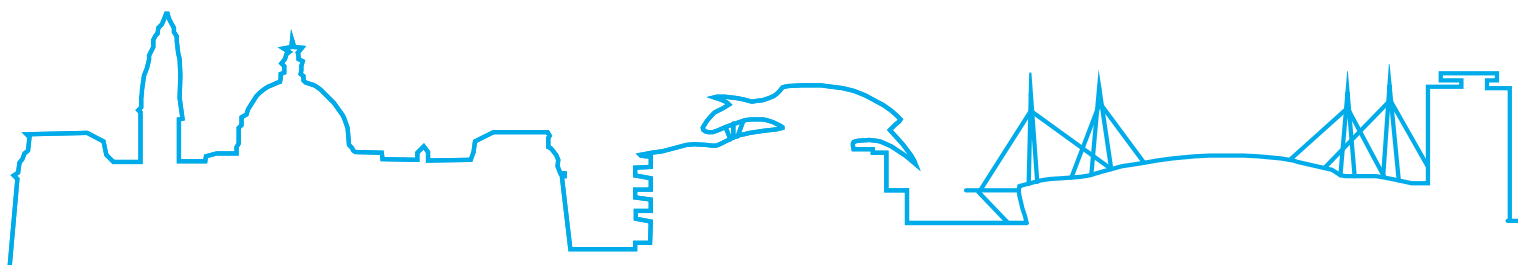
Over half (53.3%) of respondents showed support for this proposal. This figure represents an increasing positive response from the public in relation to this proposal with support rising from just a third (33.8%) 12 months previously.



Ask Cardiff 2016 base: 3536.

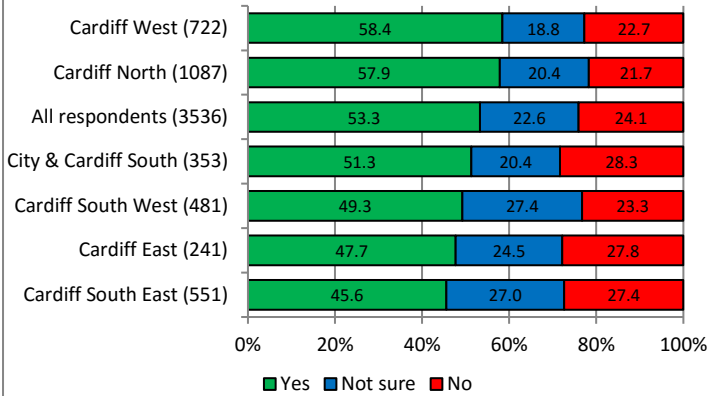
Support for additional charging was highest amongst respondents in Cardiff West (58.4%) and Cardiff North (57.9%) whilst those in Cardiff East (47.7%) and Cardiff South East were far less likely to be in favour of additional charges being introduced.

Similarly it was males (58.2%) and those aged over 55 (57.8%) showed higher levels of support for additional charges whilst those aged under 35 (46.0%) and people from a minority ethnic background were found to be less supportive of this as a proposal (48.1%).

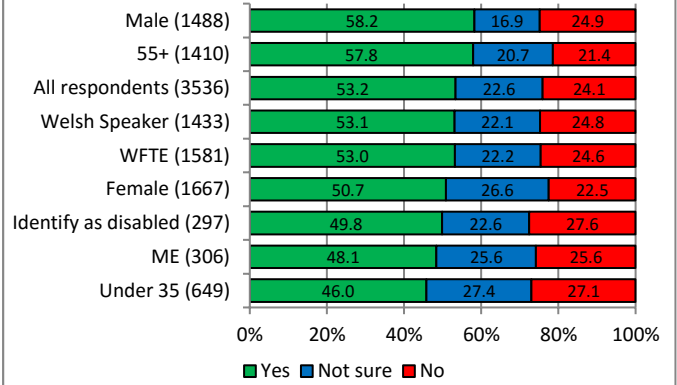


## Ask Cardiff Residents Survey 2016

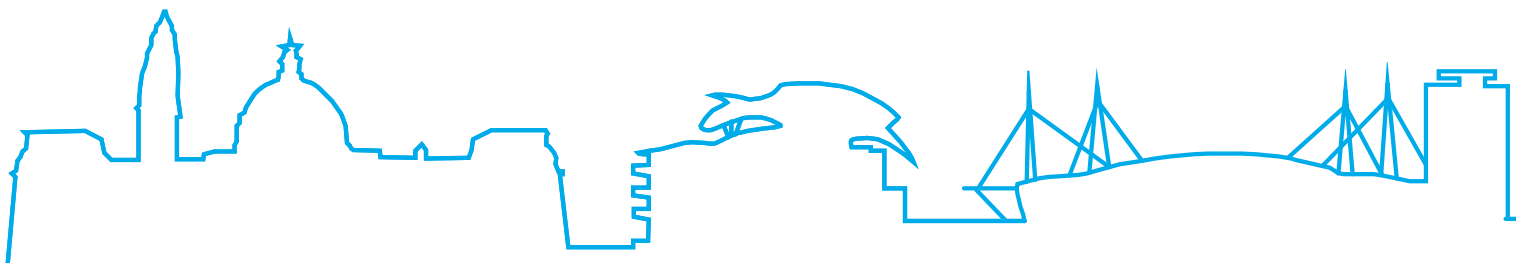
**Would you support the Council in charging the public more for some of these services if it means that they could be continued?**



**Would you support the Council in charging the public more for some of these services if it means that they could be continued?**



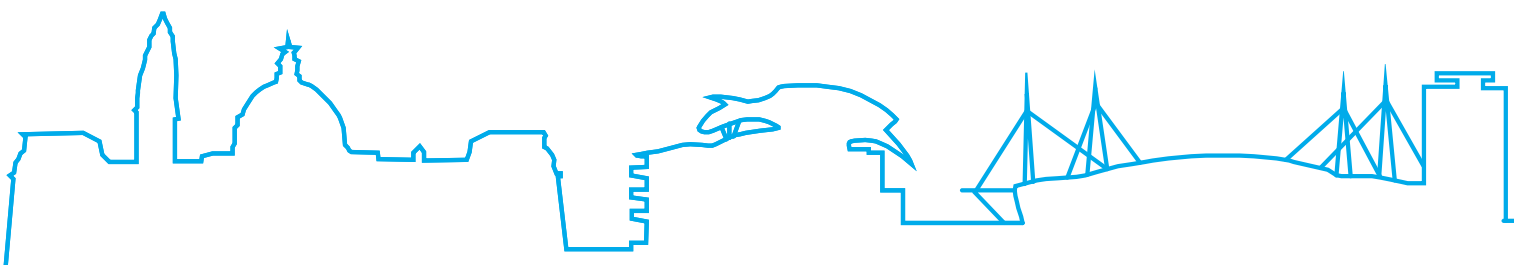
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### **1.2.7 Are there any areas which you currently use, that you would not be prepared to pay extra for in order to maintain or improve the service?**

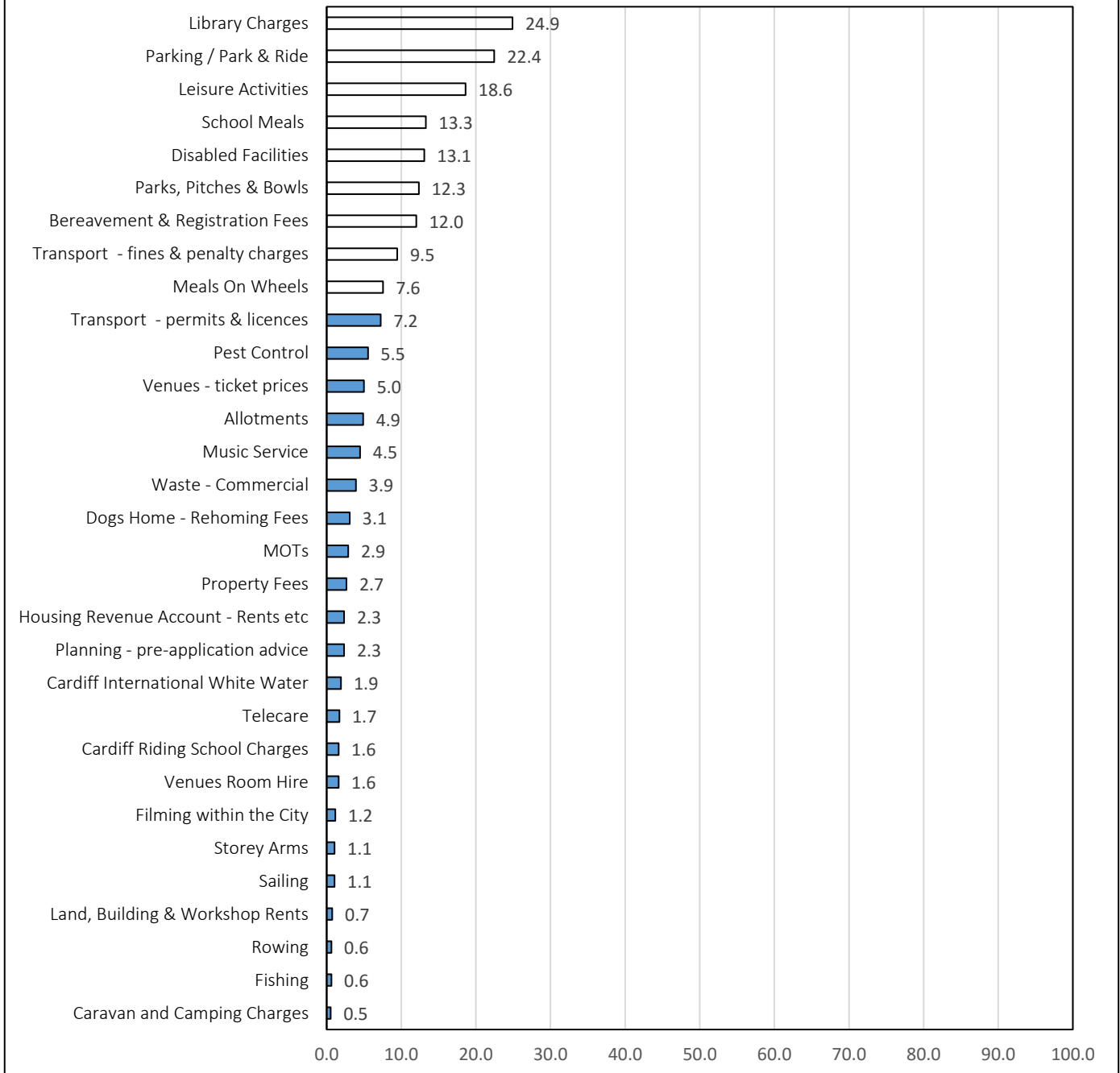
While this was an open comment question respondents were given a list of 31 services where Cardiff Council is able to increase charges. 940 respondents selected from this list with the results displayed below.

Almost a quarter of these respondents (24.9%) would not be prepared to pay extra 'Library charges' in order to maintain or improve the service with 22.4% unwilling to pay additional for 'Parking/Park & Ride'. Over a tenth of respondents would be unwilling to pay extra for another five of the services ('Leisure Activities', 18.6%; 'School Meals', 13.3%; 'Disabled Facilities', 13.1%; 'Parks, Pitches and Bowls', 12.3%; 'Bereavement and Registration Fees', 12.0%).

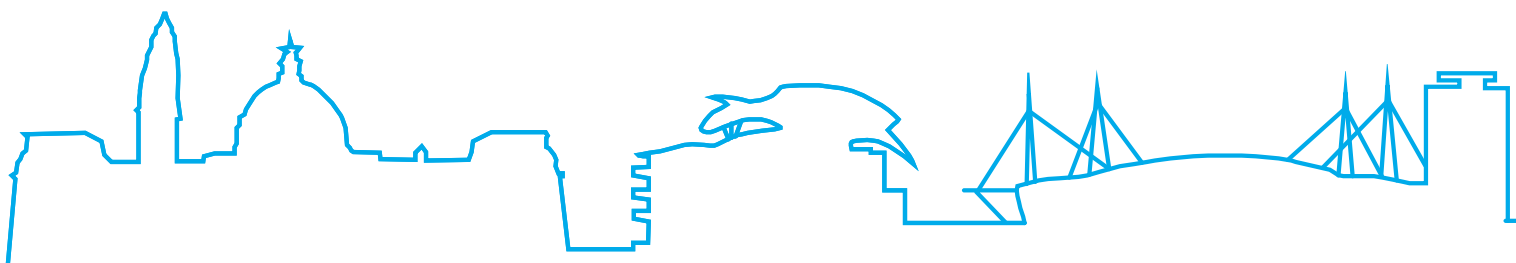


## Ask Cardiff Residents Survey 2016

**Are there any areas which you currently use, that you would not be prepared to pay extra for in order to maintain or improve the service?**



Base: 940

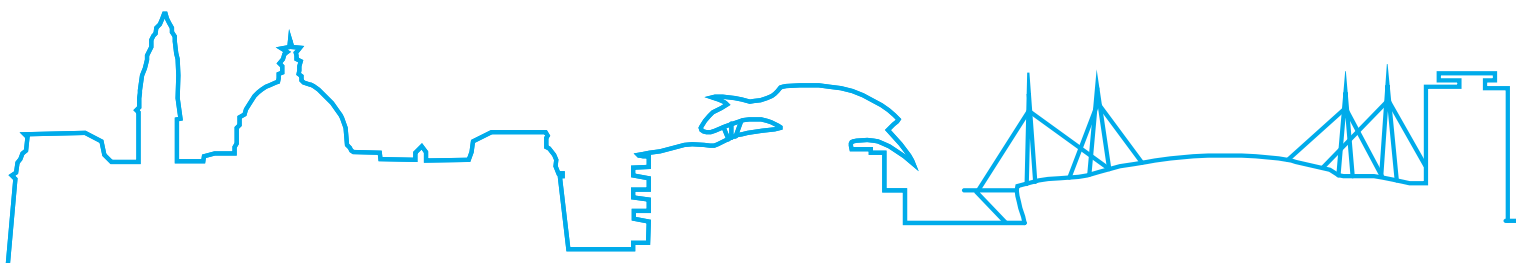




## Ask Cardiff Residents Survey 2016

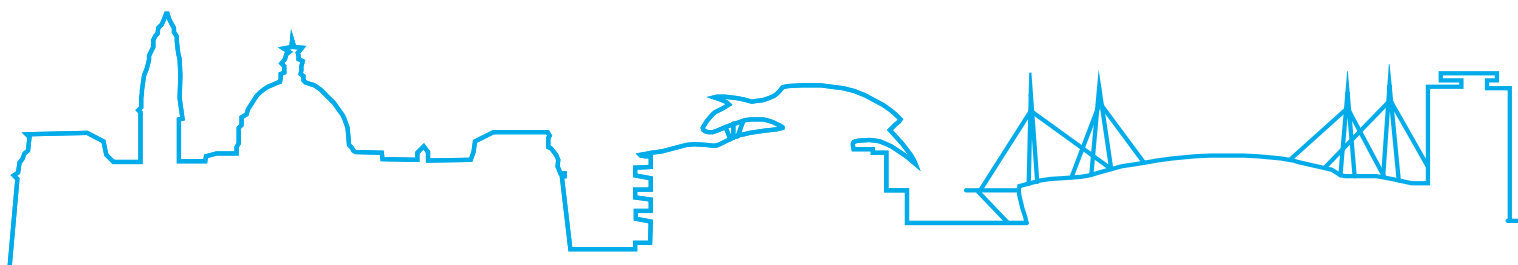
An additional 530 comments were received that did not relate to the list of services. 'Should not increase for any service' was the dominant theme (181 responses; 34.0%). 21.7% concerned 'Waste and Recycling' with fears that additional charges could cause cleanliness issues and fly tipping, with 14.9% of respondents concerned that the change 'Will affect certain groups'.

Theme	No	%	Example comments
<b>Should not increase for any services;</b>	181	34.0	<ul style="list-style-type: none"> <li>• <i>Nothing I currently use. We've 'paid' for it already. That's what council tax is for?</i></li> <li>• <i>I wouldn't be prepared to pay extra for any of the above. The Council is not the only entity whose resources are being squeezed. Residents are in the same position and passing those costs on to individuals who are already struggling will increase the pressure and make them increasingly unaffordable.</i></li> <li>• <i>No, better to be charged for services I use than pay a generic council tax.</i></li> <li>• <i>None.</i></li> </ul>
<b>Waste and recycling</b>	115	21.7	<ul style="list-style-type: none"> <li>• <i>None on that list, but if charges were introduced for recycling collection or garden waste this would not be favourable and I believe it could increase fly tipping. The benefit of continuing these services free of charge would be cost avoidance from the currently existing Welsh Government recycling target and the fines for missing these.</i></li> <li>• <i>Waste because there is rubbish all over streets it's awful.</i></li> <li>• <i>I think it is important to get the balance right where charges are concerned. People value things more if they see a direct charge for them but form some things they won't be prepared to pay more - and if charges rise they stop paying for them and find alternative methods. Bulky item disposal is one of these. I feel that maybe charges for this should come down. This would support a reduction in fly tipping - dealing with which is a cost.</i></li> <li>• <i>Bulky waste collection.</i></li> </ul>
<b>Will affect certain groups</b>	79	14.9	<ul style="list-style-type: none"> <li>• <i>Willing to pay more but should be needs assessed and not impact on the poorest in society.</i></li> <li>• <i>I think the council need to be careful about increasing costs of leisure centre's etc. This will potentially make it unaffordable for some to exercise impact on the health of the local population and in the long run the council would have to provide more services for people who have access needs due to obesity etc.</i></li> <li>• <i>I don't support increasing charges for services accessed by vulnerable people e.g. Meals on Wheels, bereavement fees, disabled facilities etc.</i></li> </ul>
<b>Unable to answer</b>	49	9.2	<ul style="list-style-type: none"> <li>• <i>This question is too general to answer.</i></li> <li>• <i>You have not supplied me with enough information to have an opinion on this. It would have helped to show the amount I pay for these services before concluding if I would like to pay extra.</i></li> </ul>
<b>Need to improve services first</b>	45	8.5	<ul style="list-style-type: none"> <li>• <i>Would be prepared to pay extra if services were to an acceptable standard.</i></li> <li>• <i>It is clear that the focus is on charging for services or cutting services - but there appears to be no recognition of need to cut internal costs and improve efficiency.</i></li> </ul>



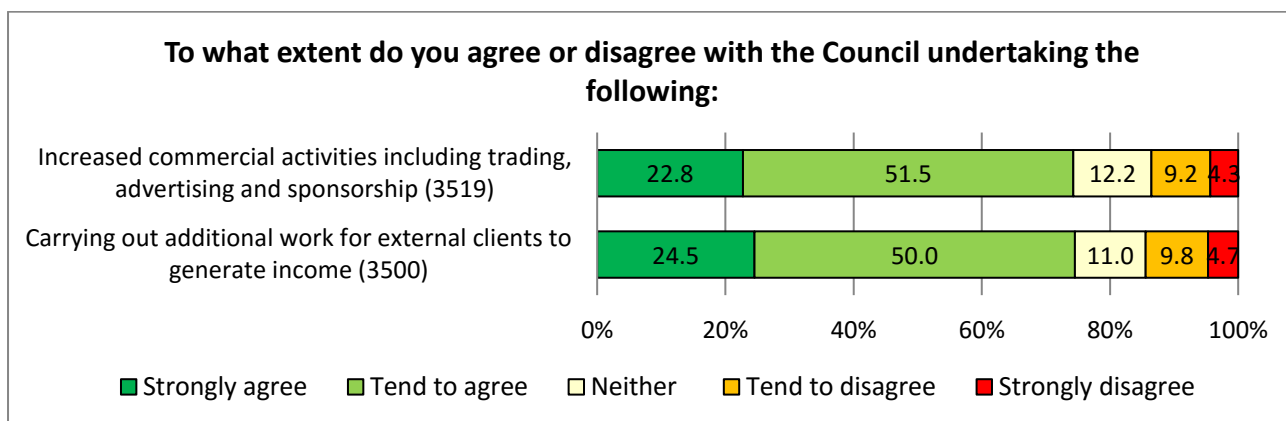
## Ask Cardiff Residents Survey 2016

<b>Already pay council tax</b>	43	8.1	<ul style="list-style-type: none"> <li>• <i>It's not about areas I use. The council already charges a very sizeable council tax each year. It's simply unfair to look to charge more for any services when the council tax rises year by year at the same time.</i></li> <li>• <i>None as I already pay a lot of council tax despite living in a very small property.</i></li> </ul>
<b>Public transport</b>	23	4.3	<ul style="list-style-type: none"> <li>• <i>Buses &amp; other public transport.</i></li> </ul>
<b>Miscellaneous</b>	23	4.3	<ul style="list-style-type: none"> <li>• <i>Health &amp; Social care; Adult social care. Children young people schemes &amp; services.</i></li> </ul>
<b>Roads and pavements</b>	19	3.6	<ul style="list-style-type: none"> <li>• <i>Road and footpath (pavement) repairs.</i></li> </ul>
<b>Don't increase for core services</b>	17	3.2	<ul style="list-style-type: none"> <li>• <i>Some of the above should be free as they are basic necessities, whilst others should be a higher rate as they are luxuries not basic requirements.</i></li> </ul>
<b>Should increase for all/most services</b>	13	2.6	<ul style="list-style-type: none"> <li>• <i>Everyone should face up to taxation to give the council the funds to provide the essential services.</i></li> </ul>
<b>Sport</b>	12	2.3	<ul style="list-style-type: none"> <li>• <i>(Not) swimming or physical activities as these are essential for good health.</i></li> </ul>
<b>Health</b>	10	1.9	<ul style="list-style-type: none"> <li>• <i>Health services.</i></li> </ul>
<b>Other comments</b>	51	9.6	<ul style="list-style-type: none"> <li>• <i>As a matter of principle, public libraries should be free. Larger companies and those companies who are heavy users of services or whose activities lead to an increase in service use should contribute more financially.</i></li> <li>• <i>Yes if the option is to lose them altogether but no if they are not financially viable anyway.</i></li> <li>• <i>If services are valuable enough to require individuals to pay should be in the private sector. The only such services should be under the care of the council are the ones where there is no private sector to maintain.</i></li> </ul>

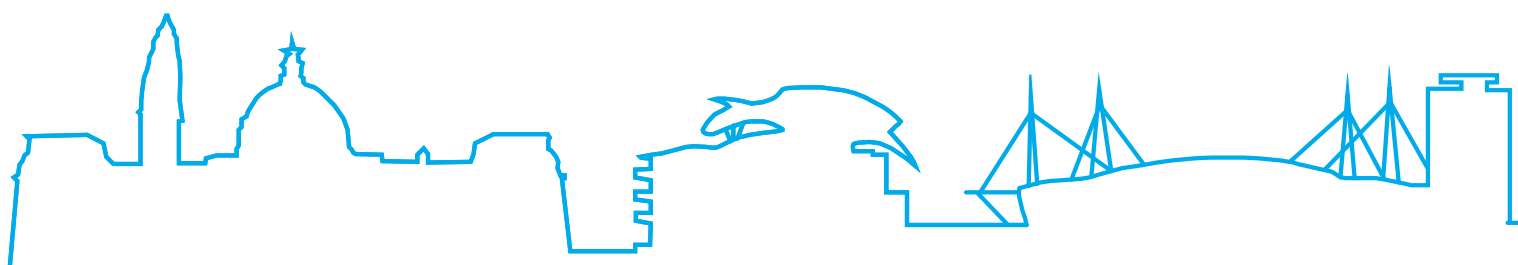


**1.2.8 The Council is changing how we deliver our services. We have worked to ensure that front line services represent good value for money. Now we want to look for opportunities to sell our services to increase income and help offset the budget shortfall. To what extent do you agree or disagree with the City of Cardiff Council undertaking the following?**

Approximately three quarters of respondents showed agreement against each of the proposals with 74.5% supporting the Council carrying out additional work for external clients, and 74.3% supporting increased commercial activities.

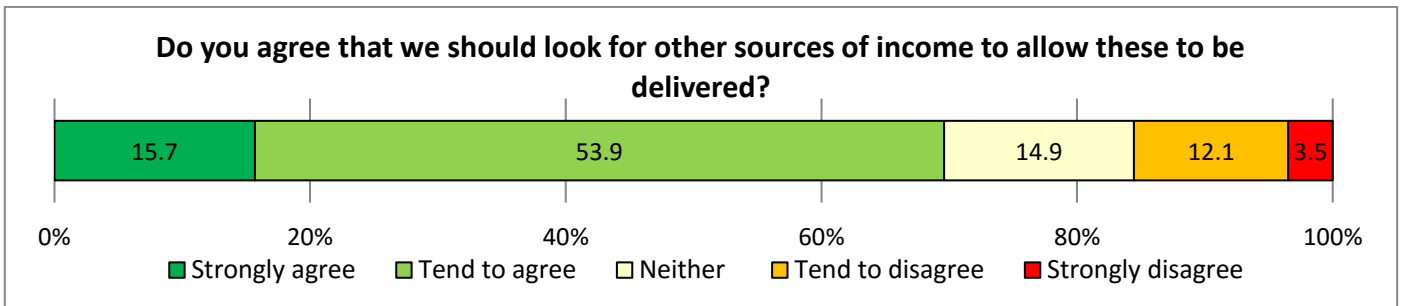


*Base sizes shown in brackets.*



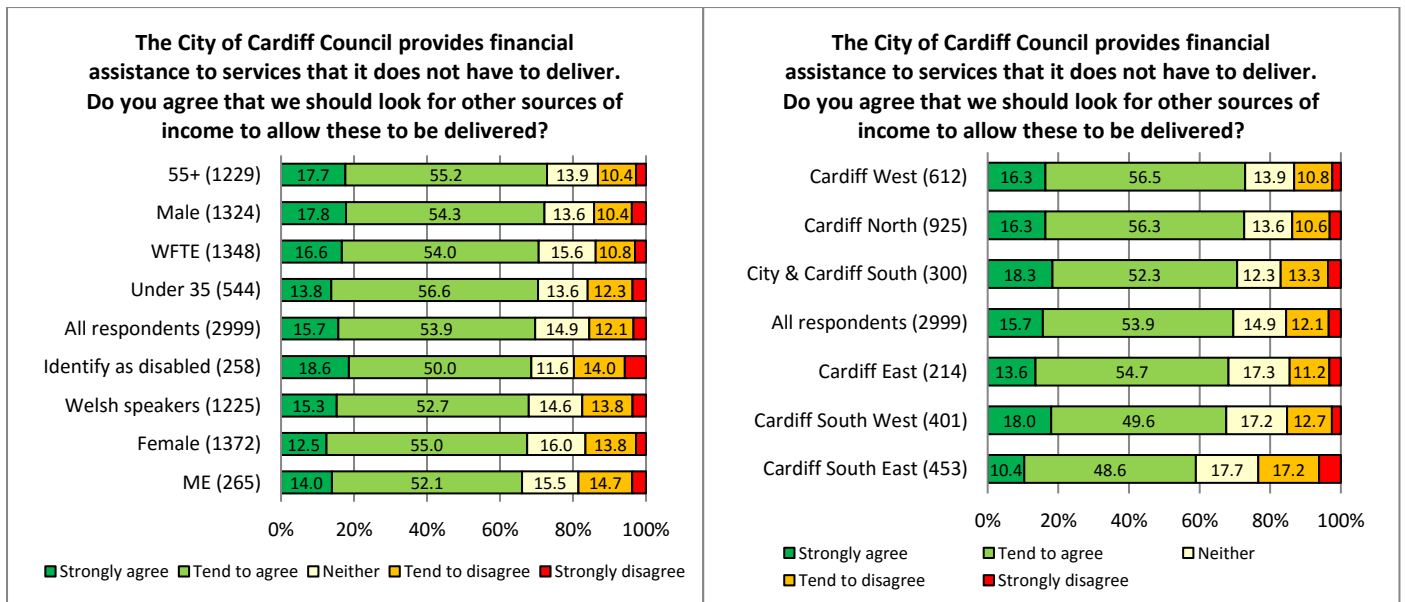
## 1.2.9 The City of Cardiff Council provides financial assistance to services that it does not have to deliver. Do you agree that we should look for other sources of income to allow these to be delivered?

Seven in ten (69.6%) respondents were in agreement that other sources of income should be sought in order to allow some services to be delivered.



Base: 2999.

Support for this proposal was generally consistent across the cities geographic and demographic groups however the lowest levels of support were found to be in Cardiff South East (59.0) and amongst those of a minority ethnic background (66.1%).



Bases sizes shown in brackets.

