

Liveable City Report: Well-Being consultation

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

1	Executive Summary
2	Introduction
2.1	Overall response rate
3	Consultation results
3.1	Methodology
3.2	Cardiff Public Services Board have produced a range of materials on the state of the city. Please select if you have used any of these resources before responding.
3.3	Are there any information gaps in the Liveable City Report that you think are important to fill?
3.4	What do you think are Cardiff's greatest strengths?
3.5	And what are the three key things that we need to get right in Cardiff by 2035?
3.6	What do you like most about the area of Cardiff in which you live?
3.7	What would you change to make your area a better place to live and work?
4	Formal responses
4.1	Future Generations Commissioner
4.2	Welsh Government
4.3	Welsh Government Equality and Prosperity Team
4.4	Arts Council for Wales
4.5	Natural Resources Wales
4.6	Cardiff Green Infrastructure Group
4.7	50+ Forum

5	Engagement results
5.1	Methodology
5.2	Wish list: Dreams for 2035
5.3	What is needed to make a city function well?
5.4	Priorities for Cardiff
6	Social media engagement
7	Next Steps

1. Executive summary

Cardiff Public Services Board is working together to identify the key challenges that the city faces. Since Spring 2016 members of the Board have been assessing the needs of the population in Cardiff, leading to the production of a draft of the Cardiff Liveable City Report, as part of a package of resources.

The draft report was launched on January 12th 2017 and marked the beginning of a consultation and engagement process that ended on Sunday February 26th 2017. This process included an online consultation and a set of 8 engagement workshops, in addition to opportunities to participate through social media interaction and respond formally.

The following report includes further details of Cardiff Public Services Board’s duties under the Well-Being of Future Generations Act, and the background to the Liveable City Report and the Well-Being Assessment. Further information is included on the different consultation and engagement methods used during the consultation and the next steps for the Assessment and the Well-Being Plan.

The focus however is on the strengths of the city and the challenges that Cardiff faces from the perspective of our residents and people who work or visit the city regularly.

The following is a summary of the recurring priorities and challenges that are explained in more detail in the full report. They are divided by theme but it is recognised that in reality many of these challenges stretch across multiple areas:

Infrastructure

- *Managing the pace of growth.*
- *Getting the city moving.*
- *Ensuring access to good quality healthcare.*
- *Maintaining and increasing parks and open spaces.*
- *Increasing affordable and accessible housing.*
- *Developing the cityscape*

Environment and Transport

- *Becoming a cleaner city.*
- *Reducing air pollution and investing in green technology.*
- *Improving public transport.*

Health

- *Encouraging positive public health behaviour.*
- *Caring for an ageing population.*
- *Encouraging cycling and walking.*

Equality and opportunity

- *Reducing inequality.*
- *Reducing homelessness.*
- *Partnership work between citizens and public, private and voluntary sectors.*
- *Inclusion of the whole population.*

Economy and education

- *Stimulating the economy.*
- *Becoming a Living Wage City.*
- *Improving education.*
- *Being prepared for the world of work.*

Community

- *Being a safe city for the whole community.*
- *Cohesive communities.*
- *Having cultural activities and things to do.*

2. Introduction

The Well-Being of Future Generations Act came into force in April 2016, and included legal requirements for new Public Services Board, which bring together public sector bodies in local authority areas across Wales, to assess the well-being of the general population and identify a number of priorities that will improve life in the city. This assessment must consider 46 compulsory National Indicators as a minimum with Public Services Boards able to add supplementary indicators.

Different approaches to the assessment have been adopted by the Public Services Boards with Cardiff developing a package of resources to meet the Act as follows. The package includes:

- Summary document that offers context on the development of the well-being assessment and summarises key findings.
- Liveable City Report 2017: Overview report on the state of the city which considers approximately 70 key economic, environmental, social and cultural well-being indicators with comparison against other European, UK core cities and Welsh local authorities.
- Neighbourhood Well-being Assessments that look in more details at the six Neighbourhood Partnership Areas in order to highlight the differences between the different communities.
- Well-Being Assessment evidence base: The full dataset which includes the 46 National indicators included in the Liveable City Report 2017 but also supplementary data suggested by Cardiff Public Services Board and key partners.

The assessment is required to be completed by May 2017, and in January 2017 Cardiff Public Services Board launched the draft Liveable City Report 2017. This was accompanied by a compulsory consultation on the draft assessment, evidence base and priorities for change which ran from Thursday January 12th to Sunday 26th February.

2.1. Overall response rate

Further detail is included in each section of the results but the overall response surpassed 800 and included responses and engagement from the following sources:

- Responses to the online consultation: 474 responses following the removal of duplications.
- Formal responses: 7 responses were submitted directly to Cardiff Research Centre by email.
- Engagement: While figures are approximate for some of the workshops, a total of over 300 individuals took part.
- Social media campaign: The campaign reached 1.7m social media users with 3,100 users clicking for more information and 54 responding.

3. Consultation

3.1. Methodology

The online consultation was open to the general public and awareness raising activities by members of the Public Services Board included a press release, social media campaigns, and email dissemination to contacts including the Citizens Panel, a group of approximately 6,500 Cardiff residents who have indicated a desire to receive engagement opportunities.

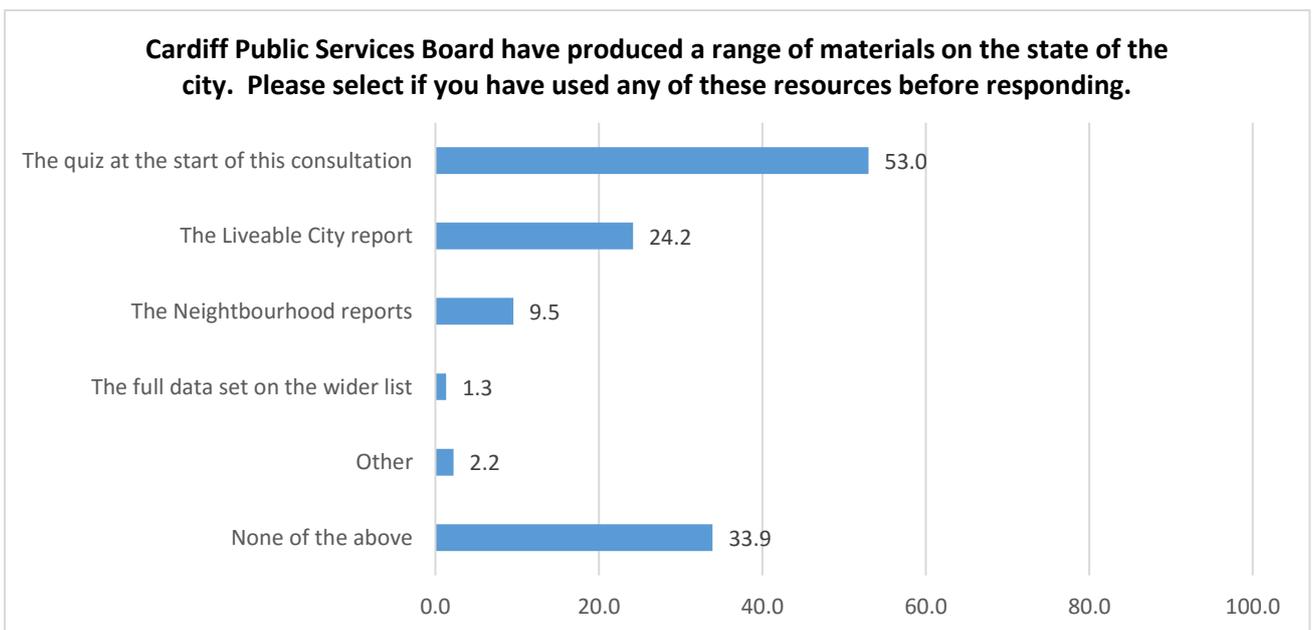
Response rate

478 responses were received to the online consultation. 4 responses were identified as duplicated and removed meaning a final figure of 474 responses.

3.2. Cardiff Public Services Board have produced a range of materials on the state of the city. Please select if you have used any of these resources before responding.

The decision to have a public consultation in Cardiff was due to the importance of ensuring citizen engagement in the development of the Wellbeing Assessment, with a particular focus on what where Cardiff is succeeding and where it can be improved. It was also recognised that the background information for the consultation was extensive and not all respondents would be familiar with the report and wider materials. The addition of the quiz at the beginning of the consultation was to support respondents to start considering key areas of well-being.

We were keen to assess familiarity with the materials as the first question. Just under a quarter of respondents had read the Liveable City Report (24.2%) with over half taking part in the consultation quiz (53.0%). Under a tenth either looked at the Neighbourhood reports and supporting dataset (9.5% and 1.3% respectively), a third had no familiarity with any information prior to responding.



NB. Responses exceed over 100% as some respondents had used more than one of the resources.

3.3. Are there any information gaps in the Liveable City Report that you think are important to fill?

38 responses were received for this question with 22 relating to information gaps. Details of the full coding is not included due to the small response but four comments related to the need for indicators on satisfaction with the state of the roads and the appearance of the city (10.8%), with three concerning graduate data and employment statistics. No sources were suggested for these gaps.

The remaining 16 comments concerned the wider report with suggestions for changes including more mapping of issues across the city, suggestions for indicators that are already included in the report, and a need to consider the Cardiff City Region work which is currently being developed. Modifications to the final report based on these suggestions will be considered.

3.4. What do you think are Cardiff's greatest strengths?

Each respondent was able to give up to three separate strengths for the city, and 1,129 comments were received from 406 respondents.

Almost half of respondents (49.5%) felt that a key strength is *Access to green space and parks*, including the range of parks across the city and both the Taff and Ely Trails, in addition to city streets that are lined with greenery. This was ahead of *Events with positivity* over the variety of activities available at a range of arts, cultural and sport venues across the city (36.2%), and *It's size as a compact city* which people can navigate easily on foot (29.1%).

Other significant themes included *The people and a strong community* and *Location and geography* which were both rated positively by over a fifth of respondents (22.9% and 21.2% respectively). Full details of the 24 themes including example comments for each are included on the next page.

Theme	No	%	Example comments
Access to green space and parks	201	49.5	<ul style="list-style-type: none"> Green areas - trees, parks, etc it is generally quite a beautiful city. It is green. The parks are wonderful and the tree lined avenues are stunning. The parks. Especially Bute Park, right in the centre of town. What a gem! Taff trail and green spaces near centre of town.
Events (arts, culture and sport)	147	36.2	<ul style="list-style-type: none"> A very wide choice of cultural activities in a good variety of venues across the city, at affordable prices; i.e. musicals, plays, films, concerts, etc. We have such a wide range of facilities in or near the city centre. I have regularly noticed people on the train to Bristol who have been shopping in Cardiff. We have four large stadia. 2 rugby, 1 football and 1 cricket. Very welcoming tourist city, great for shopping, Sporting venues and the Arts (Wales Millennium Centre, St David's Hall). Having a magnificent stadium right in the middle of a fabulous city so as to allow the people that come to see games in the stadium also get to see the town centre in all its glory.

Its size as a compact city	118	29.1	<ul style="list-style-type: none"> • <i>Its size (not too big, not too small).</i> • <i>Integrated city centre - square mile and everything's there.</i> • <i>Its size, Cardiff is relatively small in size compared to other capital cities making it far easier to get from one area to another.</i> • <i>Cardiff has all the advantages of a capital city (theatres, stadiums, museums, ...) but none of the disadvantages of very large cities.</i>
The people and a strong community	93	22.9	<ul style="list-style-type: none"> • <i>Friendliness of residents.</i> • <i>General friendliness of its residents. Everyone from outside Wales who come in always say how lovely everyone is.</i> • <i>The people of Cardiff, they are proud of their city.</i>
Location and geography	86	21.2	<ul style="list-style-type: none"> • <i>City centre, parks and beaches within close proximity to each other.</i> • <i>Location for recreation, it is a coastal city, it is has easy access to hills and mountains, canals, forests and parks.</i> • <i>Location and accessibility: as the gateway to West Wales and Northwards to Mid Wales making it an ideal place to live or visit.</i>
Shopping	70	17.2	<ul style="list-style-type: none"> • <i>Great shopping.</i> • <i>Our shopping centre is second to none. It attracts so many visitors from miles around and is a fantastic day out.</i> • <i>The number of independent retailers and music venues in the city centre and elsewhere, although this needs to be maintained.</i>
The urban public space	69	17.0	<ul style="list-style-type: none"> • <i>The natural resources in and around the city (e.g. The waterfront and bay).</i> • <i>Its thriving centre and the Bay.</i> • <i>Public open spaces - Cardiff has so much to offer. Don't want to see decrease in this.</i>
Diversity of the population	64	15.8	<ul style="list-style-type: none"> • <i>The acceptance of change over the years. Old communities have changed allowing for new cultures new foods new families into the communities of Cardiff allowing for a very mixed melting pot, allowing the city to be a magical, mysterious city and a huge magnet to outside visitors and business minded people.</i> • <i>Diversity - creeds & nations are varied, which is good.</i> • <i>People from all backgrounds live here providing an eclectic mix of abilities and cultures.</i>
History and heritage	62	15.3	<ul style="list-style-type: none"> • <i>Green spaces & other Victorian heritage.</i> • <i>We have history and character, not only from iconic buildings like the castle. We must preserve the charm of our city centre arcades, our Victorian housing stock, magnificent houses like the mansion house.</i> • <i>Beautiful parks and historic buildings.</i>
Tourism	31	7.6	<ul style="list-style-type: none"> • <i>Good offer to visitors in city centre.</i> • <i>Our shopping centre is second to none. It attracts so many visitors from miles around and is a fantastic day out.</i>
Its growth and development	30	7.4	<ul style="list-style-type: none"> • <i>It's growth/development in the city centre.</i> • <i>Constant development eg sport centres, shopping all creating job opportunity.</i>
Current and potential future economy	25	6.2	<ul style="list-style-type: none"> • <i>The massive attraction it has to big businesses to come to Cardiff with the new links that will be coming in to get people in from the valleys. It is the best city in the U.K. For learning, new business and sports and art.</i>
University and education	25	6.2	<ul style="list-style-type: none"> • <i>The University. A Russell group University and the best University in Wales.</i>
Community services	24	5.9	<ul style="list-style-type: none"> • <i>Amenities, sports centres, libraries etc.</i>
Affordable living	21	5.2	<ul style="list-style-type: none"> • <i>Still relatively affordable residential spaces within walking distance of city centre.</i>
Atmosphere	21	5.2	<ul style="list-style-type: none"> • <i>Cardiff is a vibrant City.</i>
Being a capital city	18	4.4	<ul style="list-style-type: none"> • <i>Capital city stuff - home of Welsh culture, sport, civic life.</i>

Places to eat	17	4.2	<ul style="list-style-type: none"> • Culture - arts, restaurants etc.
Waste and recycling	16	3.9	<ul style="list-style-type: none"> • Recycling and refuse services.
Positive job market	13	3.2	<ul style="list-style-type: none"> • It has a well-educated workforce.
Safety	13	3.2	<ul style="list-style-type: none"> • It's generally a 'safe' City with an integrated diverse population.
Transport	13	3.2	<ul style="list-style-type: none"> • Bus and train services.
Good place to live	11	2.7	<ul style="list-style-type: none"> • Great place to live, work and raise a family.
Other	44	10.8	<ul style="list-style-type: none"> • Community - there are numerous examples of community groups across the city running projects and events. This represents an indicator of the potential capacity of Cardiff residents to support and engage with future improvements, if engaged by the public services. • Culture including Welsh language and children's offerings.

3.5. And what are the three key things that we need to get right in Cardiff by 2035?

Again each respondent was able to share up to three priorities for change by 2035, with 1,174 comments from 413 participants in the survey.

Each of the priorities have been tagged with a dominant high-level theme. This comes with an acceptance of repeated feedback from the consultation that well-being is a complex web with priorities interconnecting and fitting more than one of these high-level themes. While identification of issues is required under legislation we recognise the difficulties of the process. Themes are as follows:

<ul style="list-style-type: none"> • Infrastructure 	<ul style="list-style-type: none"> • Equality and opportunity
<ul style="list-style-type: none"> • Environment and transport 	<ul style="list-style-type: none"> • Economy and education
<ul style="list-style-type: none"> • Health 	<ul style="list-style-type: none"> • Community

Additional analysis is included for the top themes due to this being the key question in this consultation, with each considered individually.

Getting the city moving.

Getting the city moving polled overwhelmingly as the top priority by almost two-thirds of respondents (66.3%). Comments on the focus of work on this priority were varied and included a need to improve the road system including repair roads that are in poor condition, and provide an integrated system in terms of different transport modes and connection for the whole city. There was also a realisation of the need for this priority with the expected population growth in addition to current congestion levels.

Theme	No	%	Example comments
Getting the city moving	274	66.3	<ul style="list-style-type: none">• <i>Transport, especially car transport, is number one problem for all of south east Wales compared with other parts of UK.</i>• <i>Transport. With a predicted 71,000 more people the roads could become like London's.</i>• <i>Transport. Allowing people to travel on the same ticket on different buses/trains as they do in London.</i>• <i>Roads- stop putting bus lanes everywhere and work on improving the pot holes.</i>• <i>Better roads for cars - the state they are in at the moment is not acceptable.</i>

Improve public transport

While the focus on the transport infrastructure was key there was also a focus on the need to *Improve public transport* (40.9%). These diverse improvements include services running more frequently and during evenings and weekends, greater capacity of users, increased comfort and greater affordability. Cardiff Council has a target for half of journeys to be by sustainable methods by 2026 and this priority is crucial to encouraging this modal shift.

Theme	No	%	Example comments
Improving public transport	169	40.9	<ul style="list-style-type: none">• <i>Reliable public transport with extended operating times and frequency.</i>• <i>Need to offer better services at a more affordable rate for public transport to tempt the general public into using this instead of the roads to and from work.</i>• <i>Public transport - an increase in population will require efficient, affordable and regular public transport.</i>• <i>Improved comfort, reliability and capacity of local train services.</i>

Becoming a cleaner city.

Cleanliness as a priority was suggested by approximately a quarter of respondents (24.0%) with a highlighting of issues relating to litter, fly tipping and dog mess. While unpleasant for residents it was also stressed that it affects how visitors view the city which could have an effect on tourism. Opinions were divided on how to best tackle this issue with some advocating a need for work around education and awareness while others concentrating on greater enforcement activities and fines.

Theme	No	%	Example comments
Becoming a cleaner city	99	24.0	<ul style="list-style-type: none">• <i>Littering and rubbish absolutely everywhere which really is a big spoil for me and many who come to visit us.</i>• <i>Sort out litter and fly tipping.</i>• <i>Generate more public awareness of litter carelessness and improve litter collection in public places at weekend.</i>• <i>Litter - its everywhere, heavy fines for people that leave their bags out on the pavement when the rubbish has been collected students are some of the worst for this late opening for takeaways also a good source of litter.</i>

Building a diverse range of accessible and affordable housing.

As covered in the Liveable City Report there is an expectation of significant population growth in Cardiff with this influencing significantly the priorities raised during the consultation. This includes housing which was identified as a priority by a fifth of respondents (19.9%). There was a focus on the provision of affordable housing as well as an increase in social housing, but also a need for this housing to be varied to suit a range of households including families and people with disability.

Theme	No	%	Example comments
Building a diverse range of accessible and affordable housing	82	19.9	<ul style="list-style-type: none"> <i>Housing to cope with the projected population growth.</i> <i>Development - build social housing and create communities, places where people can live, work and socialise.</i> <i>Limit building of any more offices and flats. Ensure that new builds are affordable and have a mix for families and household with a disabled person.</i>

Encouraging cycling and walking

Cycling and walking have the potential to impact on both the transport system but also the health of the city and were a priority for 17.7% of respondents. Comments indicate a need to provide better roads and pavements for both groups of the population but also provide for cyclists with facilities including bike racks and shelters.

The issue of co-existence of both cyclists and motorists on the same roads was also raised with a need for education and awareness around respect, acceptance and safe use of the road.

Theme	No	%	Example comments
Encouraging cycling and walking	73	17.7	<ul style="list-style-type: none"> <i>Cycle provisions are also really poor - I do not feel safe cycling on Cardiff Roads.</i> <i>Provision for pedestrians and not just cyclists.</i> <i>A vastly better ecosystem for cyclists. Not just better routes - we need more sheltered bike racks, and a clear message to cyclists that they must cycle safely and abide by the highway code, and a clear message to motorists that they mustn't intimidate and cut-off cyclists. At present, Cardiff is a lot further from being a cycle friendly city than recent news coverage has implied.</i>

Improving education.

16.0% of respondents raised the importance of *Improving education for all* irrespective of where they live in the city and what school young people attend. This is included a recognition that high level academic success is not always achievable but that a varied education can still lead to success.

Theme	No	%	Example comments
Improving education for all	66	16.0	<ul style="list-style-type: none"> <i>Education. Every school should be as good as the best and every child should have the same opportunity as those who attend the best schools. Failing to address these inequalities will be the greatest drag on the well-being of Cardiff's future in many respects.</i> <i>Education. I don't just mean increasing number of people with A levels and degrees. We must recognise that for some high level academic qualifications are not achievable, but with the right training everyone can make an important contribution and indeed these contributions are necessary for the city to thrive.</i> <i>Equality of education for all areas, regardless of the level of poverty so that all children get access to quality education.</i>

Managing the pace of growth

Again with the projections of increased populations in mind, 15.3% supported the priority to *Manage the pace of growth*. There was concern over the potential impact of the growth on the city as well as how the current infrastructure will cope. Respondents also focused on the link to environmental well-being and the benefits of parks and green spaces, with many concerned about building on these spaces as well as the loss of historical buildings.

Theme	No	%	Example comments
Managing the pace of growth	63	15.3	<ul style="list-style-type: none">• <i>The building around Cardiff is too excessive and is destroying green spaces.</i>• <i>Improve infrastructure to cope with increased population and housing demand.</i>• <i>Balancing development of the built environment with retention of character, heritage and residential amenities to avoid destroying the latter, creating an identikit city in which residents are alienated, no longer feel respected as stakeholders and lose confidence/pride in their communities.</i>

Stimulating the economy and supporting business.

Respondents advocated a need to reduce the reliance on the public and voluntary sector through doing more to attract businesses to the city. In particular more needs to be done to make Cardiff attractive to global companies.

Theme	No	%	Example comments
Stimulating the economy and supporting business	54	13.1	<ul style="list-style-type: none">• <i>Economic development into new, high growth industries.</i>• <i>Job Creation - Make the city attractive to large corporations. If the city is to compete on the global scale, post-Brexit, it will need to become a go-to place for prestigious companies. Actively help corporations to build offices, promote development of Grade-A offices.</i>• <i>Address the reliance upon public/third sector employment by attracting more viable private sector companies.</i>

Reducing inequality.

The final priority with support of over a tenth of respondents was *Reducing inequality*. While it was recognised that work is being done to reduce the inequality gap and provide opportunities for people across the city it was felt that more could be done. In addition there is a need to reduce the impacts of these inequalities, and particularly deprivation, on families.

Theme	No	%	Example comments
Reducing inequality	47	11.4	<ul style="list-style-type: none">• <i>Reducing the impact that deprivation has on families, particularly children and young people.</i>• <i>Address the high levels of disparity between residents of the city; continue to work to address deprivation and create opportunities for those areas suffering from a lack of opportunity and deprivation. This should continue to a priority despite the phasing out of the Communities First programme.</i>

There were an additional 14 reoccurring themes which polled under 10%. Below gives a summary of the different themes with examples comments for each.

Theme	No	%	Example comments
Ensuring access to good quality health and social care	39	9.4	<ul style="list-style-type: none"> • Access to healthcare that meets service user needs - able to make appointments and access out of office hours. • Health and Social care support networks - Cardiff already has a positive approach to early interventions and I would like these to be increased with the appropriate funding to continue with positive work that social services already provide.
Maintaining and increasing parks and open spaces.	37	9.0	<ul style="list-style-type: none"> • No new huge development in the Bay. Keep its charm and relative lack of traffic . And green grass. Build gardens not high buildings! • Maintain the surrounding green belt; maintain the nature reserves and trails.
Improving the cityscape	32	7.7	<ul style="list-style-type: none"> • Improve the cityscape in Cardiff Bay. There should be more effort to improve the vista with better designed co-ordinated buildings. The current buildings are an appalling mishmash of mostly dreadful designs. • Continue to invest in high quality architectural buildings to match those of the past and to match with the Capital City of Wales status.
Having cultural activities and things to do	31	7.5	<ul style="list-style-type: none"> • Greater focus on and development of Cardiff's artistic life and less focus on big sporting events which academic evidence shows do not generate as much economic activity as many people assume. • Some major locations/attractions such as the National Museum and Cardiff Castle can be improved further. They have a huge potential.
Reducing homelessness	28	6.8	<ul style="list-style-type: none"> • Homelessness on the streets is becoming more visible. • I have put this last because I see it as a long term task. I would like to know that no one in 2035 will be forced to live on the streets.
Being a safe city for the whole community	27	6.5	<ul style="list-style-type: none"> • Stop hate crime from my neighbours so I can leave the house and get home again. • Safety. The Bay is a safe place to visit on a Saturday night, however, I don't believe that the centre of Cardiff is. Alcohol and drugs are in abundance.
Reducing air pollution/invest in green technology.	22	5.3	<ul style="list-style-type: none"> • Lower pollution from car emissions.
Inclusion of the whole population	20	4.8	<ul style="list-style-type: none"> • Don't allow ethnic minority residents to become isolated in their own communities.
Caring for an ageing population	13	3.1	<ul style="list-style-type: none"> • Handling aging population and related care and health problems.
Cohesive communities	12	2.9	<ul style="list-style-type: none"> • Cardiff has always been a great example of integration. The city needs to re-double its efforts to ensure this reputation stays.
Partnership work between citizens and public, private and voluntary sectors	10	2.4	<ul style="list-style-type: none"> • Balancing development of the built environment with retention of character, heritage and residential amenities to avoid destroying the latter, creating an identikit city in which residents are alienated, no longer feel respected as stakeholders and lose confidence/pride in their communities. Commercial interests should not be prioritised and the Council must work/ collaborate/ engage more actively and genuinely with neighbourhoods, rather than impose non-negotiable 'we know best' solutions on resident taxpayers.
Encouraging positive public health behaviour	9	2.2	<ul style="list-style-type: none"> • Improving (and building more) cycle, walking and jogging routes. • Upgraded outdoor exercise equipment (for example most are missing simple things like pull-up bars!).
Being prepared for the world of work	9	2.2	<ul style="list-style-type: none"> • Education. I don't just mean increasing number of people with A levels and degrees. We must recognise that for some high level academic qualifications are not achievable, but with the right training everyone can make an important contribution and indeed these contributions are necessary for the city to thrive.
Other	82	19.9	<ul style="list-style-type: none"> • Better City Wifi. • Stop the war on private cars. • Public toilets.

These results were backed up by a short well-being questionnaire in 2016 where citizens were asked 'What could be better?' about where they live. Similarities were significant with the top theme being *Traffic and transport* (including both the transport infrastructure and quality of public transport) and *Waste and environment*. It should be noted that this was a joint piece of work for citizens in the Vale of Glamorgan as well.

3.6. What do you like most about the area of Cardiff in which you live?

420 responses were received for this question with over one-third enjoying the *Access to parks and open space* (37.1%). This included reference to parkland but also both the Taff and Ely Trail, lakes and general countryside. Over one-fifth appreciated the convenience of *Being close to the centre* (22.4%) with 20% appreciating the *Local amenities* including libraries, schools, supermarkets and doctors surgeries.

Theme	No	%	Example comments
Access to parks and open space	156	37.1	<ul style="list-style-type: none"> • <i>Radyr local centre, canal, Taff trail, green trees and nice streets and parks.</i> • <i>Relaxed environment & fabulous parkland to bring my family up in.</i> • <i>Am fortunate to live close to Heath Park so appreciate the open green space.</i> • <i>Having a lake nature reserve on the doorstep to visit with my son to teach about nature.</i>
Proximity to centre	94	22.4	<ul style="list-style-type: none"> • <i>Convenient location easily walkable to the city centre and the Bay.</i> • <i>It's quiet with good access to the city centre.</i> • <i>I live in the countryside yet 5 miles from city.</i>
Local Amenities	84	20.0	<ul style="list-style-type: none"> • <i>The facilities In Pontcanna and Canton - parks, community centre, arts centre, shops, cafes, pubs, library, schools - are fantastic and walkable.</i> • <i>Spacious and close to amenities.</i> • <i>Despite being on the outskirts, we are close to major facilities such as a supermarket with a pharmacy, Post Office, doctor's surgery and are on a good bus route.</i>
The people and community	60	14.3	<ul style="list-style-type: none"> • <i>An excellent community spirit.</i> • <i>Quiet and neighbours are very friendly.</i> • <i>Community, it's an inner city ward with challenges but this makes for a community more prepared to work together.</i>
Quiet & peaceful	56	13.3	<ul style="list-style-type: none"> • <i>Peaceful suburb.</i> • <i>It's quiet yet part of the city.</i> • <i>It is quiet and very scenic.</i>
Local transport options	34	8.1	<ul style="list-style-type: none"> • <i>Good Public Transport links into City Centre and out to Pontprennau.</i> • <i>It's on a bus route.</i>
Safe community	21	5.0	<ul style="list-style-type: none"> • <i>Not much crime.</i>
Cultural diversity	13	3.1	<ul style="list-style-type: none"> • <i>The diversity. I live in Splott. The diversity makes it an interesting place to live.</i>
Places to eat/drink	13	3.1	<ul style="list-style-type: none"> • <i>Shops, restaurants and bars and also within easy reach of open green belt areas such as Llandaff and Pontcanna Fields.</i>
Cardiff Bay	8	1.9	<ul style="list-style-type: none"> • <i>The way the Bay has been redone and revived a whole area.</i>
Nothing	8	1.9	<ul style="list-style-type: none"> • <i>Not much anymore.</i>
Cleanliness	8	1.9	<ul style="list-style-type: none"> • <i>Scenery and cleanliness.</i>
Good housing	7	1.7	<ul style="list-style-type: none"> • <i>Green feel and decent housing.</i>
Great schools	6	1.4	<ul style="list-style-type: none"> • <i>It is relatively green and crime rates are low. I am lucky that my kids live near Cardiff High School, which is excellent.</i>
History	5	1.2	<ul style="list-style-type: none"> • <i>Heritage.</i>
Everything	3	0.7	<ul style="list-style-type: none"> • <i>Everything.</i>
Other	21	5.0	<ul style="list-style-type: none"> • <i>Its character.</i>

3.7. What would you change to make your area a better place to live and work?

Results were similar at a local area at for the city as a whole with 28.0% of respondents wanting to reduce traffic congestion by improving the road and pavement condition and ease traffic flow during rush hour. This was followed by *Becoming a cleaner area* both in terms of street litter and air pollution (21.9%) and increasing public transport (18.3%). Full details of the 14 themes are as follows:

Theme	No	%	Example comments
Less traffic / congestion	116	28.0	<ul style="list-style-type: none"> • Improve standard of roads and pavements. Too many uneven and pot-holed roads. • The traffic management. My road is a rat-run used by too many people particularly driving children to primary schools. • Congestion!!! Cardiff is gridlocked at rush hour. How can you possibly keep building and not improving infrastructure. • Improved infrastructure to reduce the amount I have to use my car.
Becoming a cleaner area	91	21.9	<ul style="list-style-type: none"> • Address rubbish and dog fouling in street and rear lane. The area is brought down visually resulting in a circle of more fly tipping, dog fouling and litter. • Many people don't understand/respect the rubbish arrangements. We were promised an education system but many people in Canton put out general rubbish in green bags or pile up loads of bin bags. The council occasionally take these away or administer small fines, but the problem needs to be addressed, with landlords facing large fines if their tenants don't follow the rules. We should re-introduce the collection of bulk items as people are dumping things which is a far worse problem. There are often items now dumped in our lane and other areas. • Reduce air pollution.
Improving public transport	76	18.3	<ul style="list-style-type: none"> • Cheaper public transport. • Improve bus service - frequency and standard of vehicle. • Proper public transport. A decent bus and train network right across the city that runs at the weekends. Only by putting that in place will you ease the traffic.
Increase local amenities / events	28	6.7	<ul style="list-style-type: none"> • More community engagement, people don't get to know each other well enough in cities. All ages need friendly communities. • More local shops reducing need to travel into the centre.
Encouraging cycling and walking routes	23	5.5	<ul style="list-style-type: none"> • Segregated cycle routes and priority to walking and cycling rather than cars.
Limit new development	17	4.1	<ul style="list-style-type: none"> • Reduce the amount of building that is planned.
Maintaining and increasing parks and open spaces.	16	3.9	<ul style="list-style-type: none"> • Too urban, more parks needed.
Increase safety	14	3.4	<ul style="list-style-type: none"> • Anti-social behaviour (especially public drug use).
Improving education	11	2.7	<ul style="list-style-type: none"> • BUILD BETTER SCHOOLS AND INTEGRATE WITH ADULT LEARNING MORE CLOSELY.
Improve local areas	7	1.7	<ul style="list-style-type: none"> • Promote the village as a place for local businesses to invest.
Make more affordable	6	1.4	<ul style="list-style-type: none"> • Make it more affordable.
Reduce unemployment	4	1.0	<ul style="list-style-type: none"> • More help for people seeking employment.
Nothing	3	0.7	<ul style="list-style-type: none"> • Nothing.
Miscellaneous	25	6.0	<ul style="list-style-type: none"> • I would roll back 20 years, then it was a superb place to live.

4. Formal responses

In addition to engaging with the online consultation partners and organisation were encouraged to respond directly to Cardiff Research Centre's consultation email account.

Seven responses were received through this mailbox, with many including a high level of detail. While the following gives a summary of the main points the full responses will be considered when making changes to the Liveable City report and accompanying resources.

4.1. Future Generations Commissioner

The Commissioner complemented the design of the Liveable City Report, and recognised the scale of the project and the level of effort.

In terms of the five ways of working that underpins the Well-Being of Future Generations Act, the long term focus of the of the report was commended, as well as the work to date on involving the community. The Commissioner highlighted the need for a greater focus on prevention and the importance of collaboration and partnership. Cardiff Well-Being Assessment is structured using the seven Well-Being outcomes and it was also felt that more needs to be done to align these outcomes with the Well-Being Goals in the Well-Being of Future Generations Act.

Cardiff Public Services Board was advised to incorporate more detail of its methodology in how the Liveable City Report has been developed, including details of public engagement around the work. The methodology should also include details of how the assessment will inform the plan in the next stage of the work.

In terms of data the Commissioner was positive on the use of Cardiff wide, local, regional and UK wide data that gives a comparison of Cardiff with other municipalities, and also the development of Neighbourhood Partnership Area reports. However advice was also given of the need to consider issues around particular communities as well as geographical areas, and of the need for engagement work where pre-existing data was not available.

Finally while the scope of the report was commended feedback focused on the need for greater interpretation of the data in place of descriptive analysis. This along with greater consideration of future trends, will help portray the scale of different challenges. The Future Generations Commissioner highlighted the *People in Cardiff are Healthy* and *Cardiff is a Fair, Just and Inclusive Society* sections as already having this focus and suggested they be used as benchmarks for the other sections.

4.2. *Welsh Government*

The Welsh Government recognised the breadth of the consultation and the work that has gone into the Assessment to date, with agreement that the statutory requirements have been met. They did however point to areas for further development.

They pointed towards the fragmented nature of the work and highlighted the need for greater interpretation of data, and suggested that improved links between the sections in the Liveable City Report would paint a clearer picture of overall well-being. Links to both the 4 dimensions of well-being and the 7 Well-Being Goals in the Well-Being of Future Generations Act were also seen as unclear, and it was suggested that a stronger summary documents could resolve some of these issues.

In particular a lack of focus on cultural well-being was identified. The Welsh Government recognised there is less data available on cultural well-being but suggested that a greater focus is needed, especially due to Cardiff's diverse population.

Usage of data from the Ask Cardiff Residents Survey was welcomed but greater detail of engagement to date should be explained. It was also highlighted that engagement will be central to future work.

4.3. *Welsh Government Equality and Prosperity Team.*

The Community Cohesion team circulated feedback to all PSBs with a focus on whether cohesion was embedded in their draft assessment and whether the full range of cohesion was considered.

They felt that there was good evidence in Cardiff Liveable City 2017 with the theme embedded and clear links other areas of well-being including economic prosperity. They also commented that the assessment covered the full range of well-being, although with a focus on soft cohesion (e.g. belonging, participation) over hard (tackling hate crime and extremism).

4.4. *Arts Council for Wales*

The Arts Council for Wales recognised the complexity of the work and how Cardiff PSB has engaged with the public during the last 6 months.

They recognised that data relating to arts and culture is less comprehensive than other areas of well-being but suggested that a greater focus is needed on this area in the Liveable City Report.

Arts Council Wales was keen to demonstrate the importance of the arts to all areas of well-being and public life as a whole. Examples were included of the importance of arts to tourism and the economy, how creativity is important in education, benefits on emotional health, and how arts can improve cohesion and reduce inequality. They suggested that these links be clearer in the Liveable City Report.

4.5. *Natural Resources Wales*

Natural Resources Wales praised the look of the Liveable City Report, its engaging nature and accessibility but queried the use of the European Urban Audit liveability ranking due to the difference in measurement to that of the Well-Being of Future Generations.

Their response focused on environmental well-being but highlighted the need to link the importance of the environmental to other areas of well-being, for example the potential for outdoor space to be beneficial to both physical and emotional well-being, and the use of public space for community events for the benefit of cohesion.

Greater consideration needs to be given to the potential pressures of population growth on the environment and how this will impact on natural resources.

Finally the pressed for the inclusion and consideration of a greater range of environmental indicators including biodiversity, soil formation, renewable energy generation, energy efficiency and water quality.

4.6. *Cardiff Green Infrastructure Group*

The Group welcomed the reports focus on the importance of parks but suggested that parkland is only one element of green infrastructure with other examples being undeveloped countryside and the coast, river valleys, biodiversity including habitats, trees and hedgeways, growing spaces and Sustainable Drainage features. It was advised that in not incorporating this wider infrastructure that Cardiff PSB did not reflect the Resilience Goal.

Feedback from the group also included the need to consider the environment and green infrastructure throughout the report due to its links to other areas of well-being. Examples were given including the importance of an attractive environment to both maximising tourism and ensuring that Cardiff is a *Great Place to Live Work and Play*, and the importance of outdoor learning spaces in *Supporting People to Reach their Full Potential*.

4.7. *50+ Forum*

The 50+ Forum is a group of citizens aged over 50 who are regularly involved with engagement activities within the Council. In addition to participating in an engagement workshop the Forum also fed in a response.

The Forum highlighted the concern of their members over the plans to build over 41,000 houses in the coming years due to the expected growth for the city. They shared their concerns of the impact of this on the level of both road congestion and air pollution in the city, and the provision of services including public transport and healthcare services for these new housing developments.

Outside of this housing development they also raised concerns over public transport, access to GPs, reduced social care provision, the increasing reliance on community groups to deliver services and the provision of public conveniences across the city.

5. Engagement results

5.1. Methodology

In addition to the online consultation and related social media campaign, email dissemination and press release members of the Public Services Board were also keen to engage with specific groups and interested parties, leading to the development of engagement workshops.

Eight engagement sessions were facilitated between January 12th and March 15th 2017. Approximately 300 participants attended the different groups resulting in a range of qualitative information. Individual workshops were as follows:

- Liveable City Forum for city leaders.
- Cardiff Youth Council workshop with young people elected by their peers.
- Members Briefing for elected Councillors.
- Year 7 pupils from Willows High School (5 separate groups).
- A joint forum with the Access group for people with disabilities and the 50+ forum.
- Policy Officers Forum for approximately 60 policy experts from organisations across Cardiff.
- Cardiff Council's internal BME Forum for council staff from ethnic minority backgrounds.
- Cardiff Third Sector Council's BME Network for professionals representing a variety of ethnic minority organisations.

Due to the diverse nature of the groups each session varied significantly in length and activities to suit the needs of the members. Despite this all sessions were run with the same core topics:

- What participants want Cardiff to be like in 2035.
- What a city needs to function well for those who live there, or either work or visit there regularly.
- How well Cardiff is functioning.
- Cardiff's priorities for change to increase the well-being of the population.

5.2. Wishlist: Dreams for 2035

This was an introductory activity which helped the joint Access and 50+ Forum and the Policy Officers Forum to consider what they want the city to be like in 2035. While the activity was used to start people thinking about what a liveable city should be it also resulted in a snapshot demonstrating just how diverse the term 'well-being is'. Below is a taste of some of the comments which were recorded directly from participants:



The comments from the two groups demonstrate the variety of feedback that was shared. Inclusion and equal opportunities to access services was however a major theme from the joint Access and 50+ forum with a focus on accessibility, employment and the production of materials to suit the needs of people with disabilities. This was not surprising due to the Access Forum being dedicated to giving disabled people a voice, but they also stressed the importance of equality irrespective of finances, ethnicity, confidence and social group.

5.3. What is needed to make a city function well?

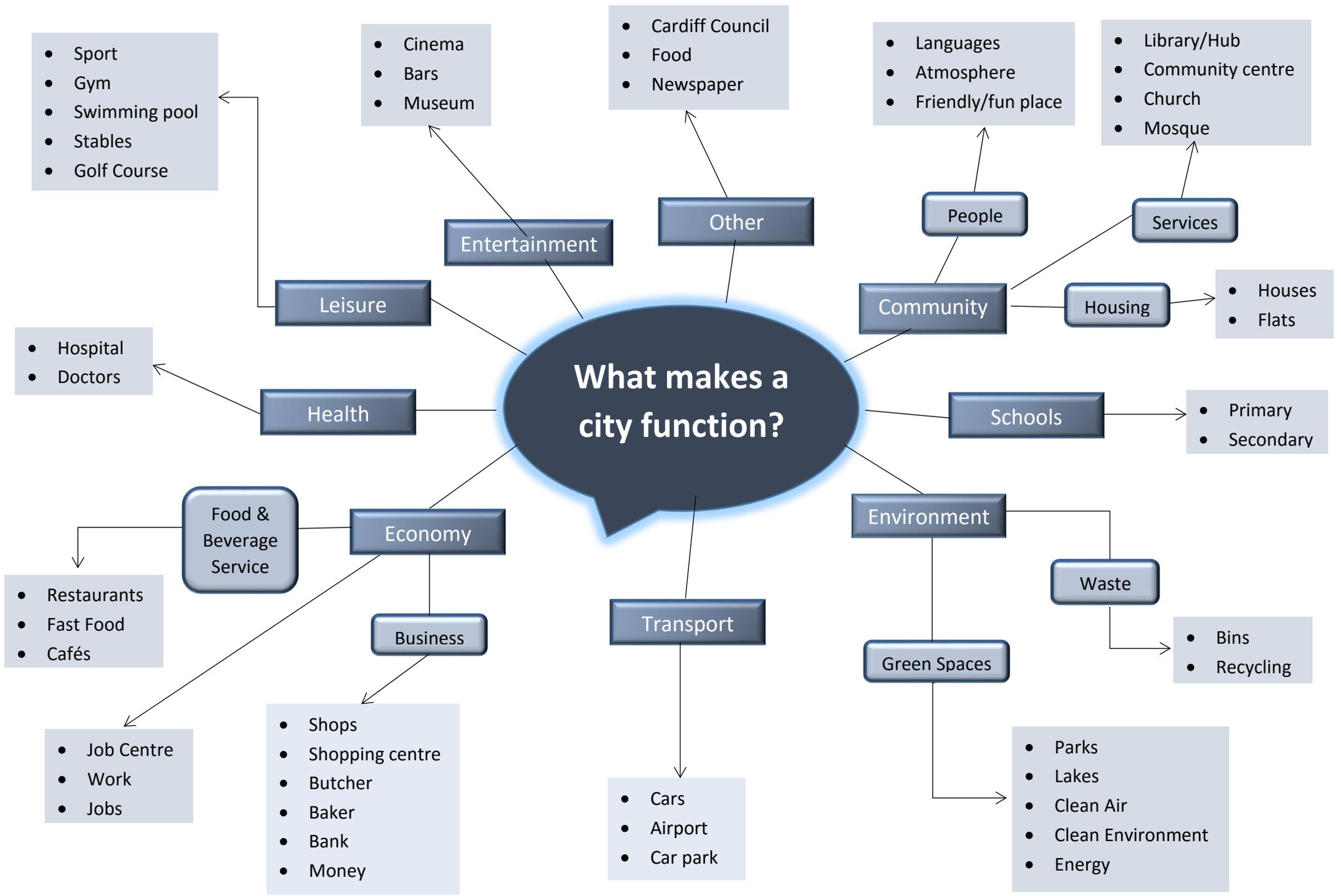
This question was considered as part of the group work at the Policy Officers Forum. A number of areas were raised repeatedly, and these themes have been condensed into the following messages with the most common themes at the top:

1. **Diverse activities for all types of people** in a community so that they feel they belong.
2. **Cohesive communities** where people work together and respect and support each other.
3. A sense of ownership where **people are informed, valued and empowered to participate.**
4. **An integrated, suitable transport system** that connect to everyday destinations and services.
5. **Local services and facilities** that are accessible and tailored to each person's needs.
6. **Sustained and increasing green and blue (water) spaces** that serve people and nature.
7. **All people being and feeling safe.**
8. Information on **healthy living** and the opportunities to be healthy in everyday life.
9. Neighbourhoods with **safe connected active travel routes** to schools and local facilities.
10. **Corporate Social Responsibility:** We need to ensure the Public and Private companies accept responsibility in considering and looking out for the citizens of a City.
11. **Frequent, reliable and clean public transport.**

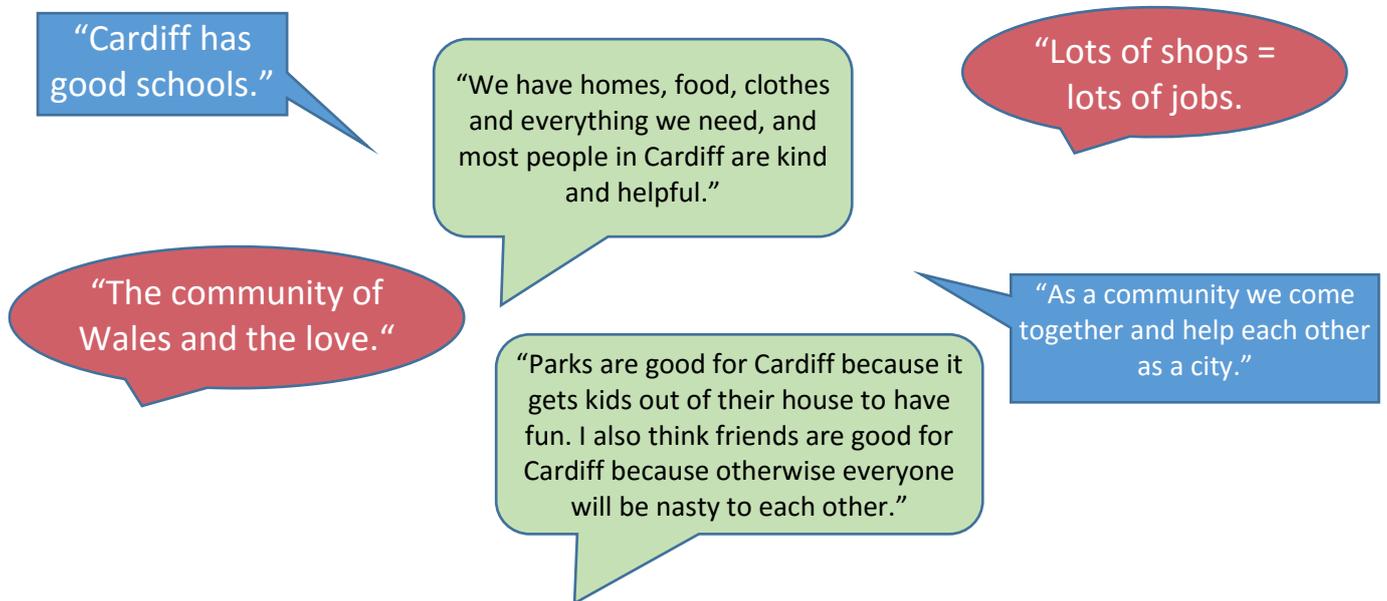
As a precursor to a ranking activity on Cardiff priorities groups went on to consider the themes where they felt Cardiff is excelling or struggling in at the moment. Transport was identified as an area where the city is struggling with both **An integrated, suitable transport system** and **Frequent, reliable and clean public transport** being rated as poor or very poor, and **Safe connected active travel routes** also in need of improvement. Away from transport it was also felt that the city is struggling with **Corporate Social Responsibility.**

Focusing on positives most of the groups reported that Cardiff doing well in terms of **Sustaining and increasing green and blue spaces** and making sure that **All people being and feeling safe.**

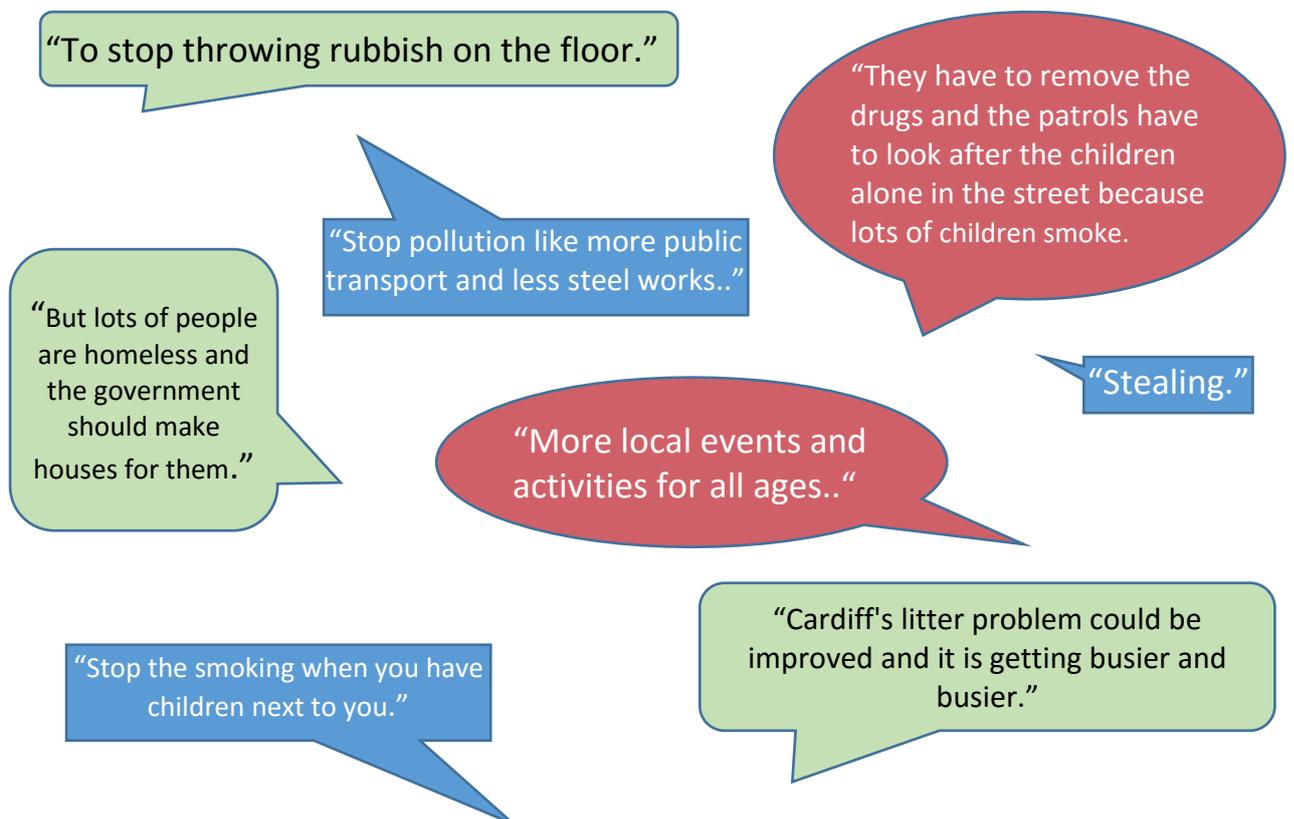
In addition the 150 Year 7 pupils from Willow High School considered what a city needs to function individually through sharing words and drawing pictures. Given the number of participants in the activity the results were highly diverse but similar to those of the Policy Officers Forum. They did however have a greater focus on areas including housing, the economy including shops and jobs, and entertainment. The following diagram summarises their ideas:



The pupils also considered what they like about Cardiff with many of the group positive about facilities including shops and businesses, play opportunities and outdoor space. They felt that there is a good community spirit in the city and that schools are improving. Specific comments included:



Discussion over what could be improved was dominated by the issue of waste and the amount of rubbish where they live. They also felt that crime is a significant issue in their area as well as congestion and the pollution that it causes.



5.4. Priorities for Cardiff

While the methods varied every workshop considered what the major long term issues are in Cardiff and the priorities to tackle for 2035. Before looking at the recurring priorities and initial thoughts on solutions there are a couple of points:

- Development of the Well-Being Assessment began in April 2016 with the ultimate aim of identifying priorities. During this consultation but also the wider process we have repeatedly received feedback that it is difficult to identify and isolate individual issues due to the complexity of well-being and the nature of Cardiff as an interconnecting web of issues and services. While identification of issues is required under legislation we recognise the difficulties of the process.
- The engagement activities moved from consideration of issues to ranking by importance. While these activities encouraged this ranking of specific indicators it occasionally resulted in some groups grouping issues together (for example transport as opposed to improving public transport, encouraging active travel and/or reducing congestion).

As with the central consultation question each of these issues has been tagged with a dominant high-level theme as follows:

• Infrastructure	• Equality and opportunity
• Environment and transport	• Economy and education
• Health	• Community

The recurring themes from the engagement work are as follows:

Getting the city moving.

Congestion and the transport system were a priority at each of the eight engagement events, with a particular focus in the Access Forum, Youth Council and Willows School workshops. Participants were clear to point out that a moving city will be the basis of improvements in others areas of well-being across the city while a congested city takes up people's time but also impacts on business productivity.

Part of the challenge is to develop and better link the different modes of transport in the city, and the planned Metro with clear information was raised as an initiative which could make a big difference.

Hand in hand with this is the issue of congestion which is affecting people's ability to move around the city. There was a feeling from participants that Cardiff is over-reliant on cars and that an improved and integrated transport system will be key to encouraging car users to switch to public transport.

The deterioration of roads including worsening potholes, and uneven pavements were also identified as causing delays in travelling around Cardiff, in addition to 20mph zones and other traffic calming measures which can cause road rage and should not be rolled out further.

The groups discussed a number of different ideas in addition to improving the transport system that could discourage use of cars. This included ways that would make cars more expensive to run including congestion charges though examples were given of other cities in the UK where congestion charges in the centre have failed to reduce the number of cars on the road. Restrictions could be used to limit travel at peak times and parking could be reduced or stopped in the centre of the city.

Other solutions focused on encouraging other forms of travel rather than discouraging use of cars with suggestions to develop an underground tube line or to reduce congestion by improving the road system.

Inclusion of the whole population.

While putting people at the centre of services is important, ensuring that the whole population is able to access and participate in services is also crucial. Participants in seven of the workshops including both the Policy Officers Forum and the Liveable City Forum highlighted barriers in the way of particular groups.

The Youth Council is a good example of how young people can be involved and inform decision making but there is a difference between the number of young people who want to be involved in their community, and those who go on to be involved. Sometimes there is an issue over what opportunities are available for them but also a lack of information on how to get involved.

Involvement of ethnic minorities in their communities is low with a suggestion that facilities are needed to encourage engagement of this population.

A variety of barriers were raised in respect to disabled people being unable to access services including disabled parking spaces being too small, play opportunities for young disabled people, and having fully equipped and accessible venues that meet their needs.

In addition it is often harder for disabled people to access the job market, and the group highlighted the need to raise awareness of issues and disability and create jobs for them.

Stimulating the economy.

Workshop feedback included the need to stimulate the economy with a particular focus on tourism in Cardiff and the need to build further on the city's success. Participants were keen to explore how City Deal can be utilised as part of this priority.

The Liveable City Report indicates that unemployment is currently low in Cardiff and many of the participants agreed with this. However it was identified that employment in the city is dominated by service jobs when the aim should be to have a diverse market of skilled, semi-skilled and unskilled opportunity. This is especially important as the city has three universities and a significant number of graduates with skills that we want to retain. Technology parks with funding by the private and public sectors were raised as a potential opportunity.

Tourism was highlighted as an area where it was Cardiff is seen as making an effort and more events similar to the City of Surprises were suggested.

Cardiff Youth Council were particularly passionate about this issue and felt there needs to be more job opportunities for young people. They felt that some young people have a lack of confidence in getting a job after their education, while others feel that there are a lack of interesting jobs in the city.

Maintaining and increasing parks and open spaces.

Cardiff is known as a city of parks and we already know that people appreciate the amount of parks and open space in the city.

A strong theme from the engagement activities was the need to both maintain the quality and upkeep of the parks but also increase the quantity, and participants highlighted the potential impact of Cardiff projected growth on this, with future plans already including developing current green space. They advocated the need for a level of growth and use of resources that protects the ecological infrastructure of the city including flora and fauna.

Becoming a cleaner city.

Appearance and cleanliness of the city was raised in six of the eight workshops with a particularly strong voice from the Willows High School pupils who felt that more needs to be done to reduce litter and increase cleanliness. This related to both streets but also green areas.

Initial thoughts on solutions included encouraging people to keep the city clean by using a poster campaign, increasing the number of bins in the city, making domestic bins larger, and making dog mess bags free and available around the city. Greater enforcement of fines would also discourage littering.

Managing the pace of growth.

Feedback on the Liveable City Report at the engagement sessions included querying the assumption that the high level of growth expected in Cardiff over the next 20 years is a positive. While this was not opposition it demonstrated a clear view of the need to manage the pace of growth and how it affects the city. There is a particular need to focus on supporting the road and services infrastructure that will be required alongside the current housing plans with the City Deal seen as having the potential to support this, not progressing with plans to build on green space, and improving communications technology to enable home working.

An alternative was also suggested of encouraging population growth in other parts of Wales and the Valleys in particular where expected growth is minimal or the population even expected to shrink.

Reducing inequality.

Inequality of access to services is one element of a wider issue around inequality, and there is a significant challenge in closing the gaps between groups of people or different areas of the city.

Geographical elements to the inequality were raised with the feeling of a clear difference between the north and south of the city. This included litter and street cleaning services. Education was also identified as another form of inequality across the city with both attainment and provision of facilities, and Butetown Pavillion was highlighted as an example of a building that can have a real benefit on the community. It was suggested that this approach could be replicated in other parts of southern Cardiff.

Poverty with a focus on equal life chances for all children was raised, with a need to increase family and household wealth. This will provide a better and more supportive environment for children to grow up.

Being a safe city for the whole community.

Safety in the city of the overall population was identified as a priority with concern over growing intolerance. While everyone has a role to play in this it was felt that more needs to be done around street lighting and community policing to increase the feeling of general safety.

Cohesive communities.

While cohesion has clear links to safety it is also closely related to diversity. Communities are becoming increasingly diverse and participants felt that external factors including Brexit are affecting tolerance of migrants in particular.

Joint working on issues like diversity was seen as important with a need to recognise the many communities that exist in different parts of the city. Education is needed on the different groups to encourage tolerance and acceptance. The feedback was also clear that this is not just the responsibility of public bodies alone but also individuals and the communities themselves with more to be done on encouraging the different communities to interact rather than remain in their own boundaries.

Increasing affordable housing.

Affordable housing means that everyone has warmth and shelter for their family at a price that they can afford, but groups referenced the significant queues that exist currently. This priority was seen by the workshop groups as particularly important for groups including students, and it was suggested that the Council should be bolder and invest more in affordable housing, especially with projections for significant population growth. Investing in housing will also potentially lead to employment and potentially apprenticeships and have economic benefit.

Reducing air pollution/invest in green technology.

While the increase in nitrogen dioxide evidenced in the Liveable City Report is largely caused by vehicle emissions air pollution is also caused by industry with Cardiff having a significant industrial sector. This means that Cardiff's responsibilities to protect the environment go beyond discouraging the use of cars, and it was suggested by the Liveable City Forum that there should be greater investment in green technology in the fields of both transport and energy which would have the additional benefit of reducing current energy prices.

Improving education.

It is already known that Cardiff has recent seen major improvements in education which was recognised during the workshops. There was an appetite for this to continue though with education seen as an issue which if resolved would have a positive impact on other issues including employment and equality.

Ideas on how to tackle this issue were not considered in detail but initial thoughts included increasing school funding to build more schools, modernising buildings and improving equipment. Reducing class sizes and increasing the number of teachers, supporting pupils to focus on particular subjects at an earlier age, and increasing the starting date for education were also suggested.

Ensuring access to good quality healthcare.

Workshop participants brought up the issue of healthcare access, including more reliable and consistent GP services across the city. This was seen as an issue of investment with a need for both an increase in the quantity of facilities but also a need for more qualified doctors.

Cardiff Youth Council identified the need to improve mental health support services and reported this as a major challenge affecting young people in Cardiff and beyond. They put these mental health issues down as a result of stress in school due to expectation and exams. Many felt that schools need to do more to support young people who may be stressed or be having mental health difficulties, and felt that much more work is needed to raise awareness amongst young people through lessons like Personal and Social Education (PSE). Awareness raising is also needed with schools themselves not knowing how to support young people with mental health issues at all or only in the most serious cases when support detect and treat early is key.

The group felt that even diagnosed young people do not receive support, or that support like counselling can vary widely in quality.

Support is also needed outside of school with the Youth Council unaware of any support available through community groups or health services.

Improving public transport.

Closely related to the issue of reducing congestion is the need to improve public transport with participants pointing to a range of issues. Cost was key with some buses not offering change and tickets being limited to individual transport modes, while groups including parents and disabled often find public transport inaccessible. Congestion is not limited to car drivers with public transport slow and a need for larger buses and trains throughout the day. Other problems related to the availability of information, comfort and cleanliness, reliability and frequency.

Initial ideas on how to resolve the challenges with public transport were suggested by the Youth Council and included major investment to increase capacity and frequency. The Oystercard was given as an example where tickets can be used across all modes of transport, and where cost is lower and reliability increased.

Encouraging positive public health behaviour.

Negative public health behaviour including obesity, poor diet, exercise alcohol and smoking were identified as issue which affect a significant proportion of the population, and it was felt that public bodies have a role in educating people on healthy living and encouraging positive health behaviour.

Partnership work between citizens, public, private and voluntary sectors.

Participants at both the Liveable City Forum and Policy Officers Forum advocated greater civic leadership where public bodies not only respond to citizens but also genuinely engage with them and involve them in the decision making process. Different approaches were suggested including partnership, facilitation and collaboration, and there would be considerable work required on identifying the best way forward. Being at the centre of services means that the needs of the population are considered and that their voices are listened to.

This stronger citizen voice needs to be accompanied by a strong third sector along with public and private sector with all four working together for the benefit of the city.

Encouraging cycling and walking.

The last of the transport themed priorities concerns active transport and the need to encourage cycling and walking. The example was given of Amsterdam as a city with serious congestion that turned to active transport, with the backing for Cardiff to become a similar 'Cycle City'.

This transition would require a number of pieces of work. This would include investment in tackling potholes, improving and increasing the use of cycle lanes and maintaining pavements for pedestrians. In addition education and awareness raising of the scheme with the general public would be key to ensure road safety for all users.

While the challenges are separate the need to reduce congestion and improve public transport are in many ways inseparable.

Caring for an ageing population.

The Liveable City Report projects significant population growth in Cardiff, especially amongst older people as life expectancy continues to grow. This is expected to put additional strain on care and support services as people live longer but need extra support.

Cardiff Youth Council did not feel that they had knowledge to comment on the needs of the older population but recognised the need to raise awareness of and care for older people who may be isolated by ensuring that they are involved in communities.

It has already been identified that this growing need to support an increasing ageing population includes tackling the growing issue of dementia. It was felt that we need to ensure that Cardiff is a 'dementia-friendly city' but this was not explored in detail.

Reducing homelessness.

Homelessness and rough sleeping was highlighted as a growing issue with one of the workshop participants commenting that it is happening 'everywhere in the city centre'. While it was seen as an issue that affects a small number of people the impacts are significant with it affecting other areas of well-being, and there are impacts on the city and the wider population.

More needs to be done to support them as a community and to involve them in society. This was identified as an area that would benefit from increased funding for services including food banks, shelters and street based services. This priority linked clearly with the need to increase affordable housing but consideration of how to use empty housing was also suggested.

Being prepared for the world of work.

It was felt by Cardiff Youth Council that the current education system does not prepare young people for the world of work, with many reporting a lack of confidence and a skills gap to find employment after education. They highlighted the difference between education 'to get a job' and education 'to survive' and suggested that more needs to be done to teach life skills. Personal and Social Education includes life skills but was seen as inadequate with lessons taught by staff from across the schools and not dedicated subject teachers. PSE content also includes financial literacy and CV writing skills but they reported feeling bombarded.

Linked to this was the need for education for all but a recognition of the different needs of pupils and schools being able to cater to all pupils rather than providing a one size fits all service.

Cardiff Youth Council raised the priority of ensuring that young people are raised as good citizens who are involved in their communities, have good morals and a sense of right and wrong and tolerant of others. Again this is currently covered in Personal and Social Education classes in school but these are seen as poor in quality.

Improving the cityscape.

Workshop participants contrasted the positive nature of some of the city centre's Georgian and Victorian architecture with more recent buildings. It was suggested that the historic architecture should be kept and valued while the 1980s buildings replaced. This will ensure a more attractive cityscape for Cardiff as a whole.

Becoming a Living Wage City.

Becoming a Living Wage City would be another way to tackle the lack of affordable housing as well as address in-work poverty, affordable childcare and other inequality challenges for individuals and families.

Elected Councillors at the Members Briefing discussed the achievability of becoming a Living Wage City. Cardiff Council is already a Living Wage employer and in addition encourages their partners and providers to pay the Living Wage, but it would be difficult to apply across the whole city especially when some employers work regionally, nationally or internationally. Realistic options could be to have a target percentage of the population earning or a target percentage of employers paying the Living Wage.

6. Social media engagement

A social media campaign was scheduled and held over 47 days in the run up to, and during, the consultation with posts from both Cardiff Council and Cardiff Debate's social media channels using the #CardiffLiveableCityReport and #LiveableCity hashtags.

Over that period 57 posts were published in relation to the Liveable City and Well-Being Assessment. Analysis of how these posts were accessed and utilised during that time indicate that they reached a population of over 1.7 million social media users, a high level of engagement for the length of the campaign. The table below details the reach of the campaign and number of clicks on links for Facebook and Twitter separately, plus also details of retweets, likes and comments.

	Twitter	Facebook	Total
Total reach of posts	1,600,000	98,300	1,700,000
Clicks on link	1,900	1,200	3,100
Shares/retweets	-	-	212
Likes	-	-	249
Comments	-	-	54

The comments have been divided into comments on the reports, strengths that the city has, and challenges that Cardiff faces as follows. Sample comments are as follows:

In terms of comments on the report respondents appreciated the amount of data that was considered for the report, with parks and green space the only area highlighted as needing more data. There were a few reports with issues in accessing the online consultation by mobile phone with this quickly resolved.

Reported strengths were broadly in line with results from both the consultation and engagement activities, with Cardiff being described as beautiful, calm and friendly. The city is appreciated for its nature with residents able to walk around the city, and for its access to green spaces and the sea in the city and mountains nearby.

Plenty of challenges were also reported. Again many were in line with other parts of the assessment consultation results including issues over inequality including household poverty, health and rough sleeping, as well as challenges for cyclists, street cleanliness, affordable housing and infrastructure including transport. New issues reported included the value of bilingualism, loss of local services and a loss of character in the city.

7. Next steps.

This engagement report along with the findings of the consultation report presents a summary of public opinion on the draft assessment. The findings will be used to inform final changes to the assessment which will be published in late Spring.

The consultation results also include valuable public opinion on what Cardiff's priorities for changes should be and these will be considered during the development of the Well-being plan by April 2018. The plan will identify a small number of priorities and develop in-depth research and engagement on the current situation and how to resolve them.