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LGBTQIA+ Safety in the Nighttime Economy Review

Outreach and Development of Recommendations



Prepared by Night Time Economy Solutions and Consulted by the Institute of Place Management on behalf of FOR Cardiff



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Purpose

FOR Cardiff commissioned Night Time Economy Solutions to conduct an in-depth review of LGBTQIA+ Safety during the evening nighttime economy in Cardiff.

This project consists of research methods that aim to determine the current attitudes regarding Cardiff's evening nighttime economy, focusing on understanding the experiences and perceptions of the LGBTQIA+ community from those visiting, working, or living in Cardiff.

Research surveys, stakeholder interviews and focus groups were designed to be conducted with the LGBTQIA+ community alongside an overnight audit of Cardiff, focussing on LGBTQIA+ safety and experience.

From the above consultation activities, a detailed, professionally presented strategy report has been generated with key actions for all partners to improve the safety of the LGBTQIA+ community.

Aims

- 01 Evaluate LGBTQIA+ Safety: Conduct a comprehensive assessment of LGBTQIA+ safety within Cardiff's evening nighttime economy, encompassing the perspectives of visitors, workers, and residents.
- 02 Understand LGBTQIA+ Experiences: Gain insights into the experiences and perceptions of the LGBTQIA+ community, focusing on their encounters while engaging with Cardiff's nighttime economy.
- 03 Identify Key Safety Concerns: Highlight specific safety concerns faced by the LGBTQIA+ community in terms of physical spaces and social interactions within Cardiff's nighttime economy.
- 04 Recommend Targeted Actions: Provide actionable recommendations and strategies for all stakeholders, outlining practical steps to enhance the safety and well-being of the LGBTQIA+ community.
- 05 Facilitate Ongoing Improvement: Establish a framework for continuous improvement, allowing for the monitoring and evaluation of implemented actions, focusing on long-term safety enhancements for the LGBTQIA+ community.

Methodology

It was essential for this review to seek the views of a wide range of consumers, businesses, and stakeholders to ensure that we captured a comprehensive view of LGBTQIA+ safety and well-being at night in Cardiff. These views have been considered when drawing conclusions and making recommendations for this report.

Electronic Surveys

An invitation to participate in a consumer experience survey and business/workers survey was promoted via the FOR Cardiff newsletter mailout and social media channels including Twitter (5.8k followers) and Instagram (6.5k followers) and the Night Time Economy Solutions Twitter feed (1.6k followers) and Facebook page (121 followers).

The Cardiff LGBTQIA+ experience survey responses were split to gather insight from consumers and employees separately.

This was achieved using the answer to question one in the survey: which of the following best applies to you? Consumers were identified using the responses:

- I live in Cardiff,
- I live in the areas surrounding Cardiff,
- I frequently visit Cardiff but do not live in Cardiff or the surrounding areas,
- I study in Cardiff.

Respondents were classed as employees, and they provided the following response to the same question:

- I am an employee who works for a business that operates in Cardiff during the hours of 6pm to 6am,

- I am a volunteer for an organisation that operates in Cardiff during the hours of 6pm to 6am.

There were 13 open-ended questions which requested a free text response. As such, these questions required qualitative analysis to draw out insight.

For these questions, responses were separated into individual 'comments', where the number of individual comments depended on the content of the respondents' answers. Where possible, these comments were then grouped into themes.

Response Rate

Overall, there were 138 respondents who were consumers; however, ten stated that they do not visit Cardiff between 5pm and 6am and thus were automatically set on a journey, within the survey which ended after question 10, with responses only required for questions 1,2,9 and 10. Also, the response rate differed for each question.

The survey only received responses from eight people who could be categorised as employees, with two choosing not to answer any questions following the first one, further reducing the respondent pool to six. This was again reduced to four for the majority of questions, as two respondents stated that they do not go out in Cardiff on their days off or following work. As above, the response rate also varied between questions, where towards the end of the survey there was only one respondent answering most questions.

Due to the low volume of respondents overall, and specifically for employees, it would be difficult to generalise the findings of the survey to the entirety of the population of Cardiff; however, it may offer insights which would be invaluable in increasing people's desire to enjoy the NTE and to feel safe while doing so.

Methodology

Stakeholder Interviews

In addition to the stakeholder insight survey, invitations to take part in phone interviews were sent to participants pinpointed by ForCardiff. These interviews ran between 30–50 minutes and focussed on a range of questions that correlated with the themes below.

Surveys and phone interviews with representatives from the following stakeholders:

- South Wales Police
- Cardiff Council
- NHS
- Cardiff Licensees Forum
- Cardiff and Vale University Health Board
- The Queer Emporium
- The Botanist Bar
- Morgan Quarter and Castle Quarter Shopping Centres

Stakeholder Interviews

Invitations for members of Cardiff's LGBTQIA+ community to take part in online focus groups regarding their experience of safety at night were circulated by For Cardiff.

There were seven participants to engage with two focus group sessions. Over the two focus group sessions, responses to twelve questions relating to experiences of the Cardiff NTE were sought, most specifically relating to LGBTQIA+. Due to the low number of participants in the focus group, qualitative analysis cannot not be generalised to the wider population but rather highlights the experience of a small sample within the community.

Overnight Audit

An overnight audit was conducted on 19th August 2023 from 7pm to 3am. During this time we met with representatives from:

- South Wales Police, Cardiff Central Police Station and Cardiff Bay Police Station
- Alcohol Treatment Centre (ATC)
- Student Safety Bus
- Door staff from multiple venues including The Kings, Pulse, and Mary's

We performed a thorough audit of all aspects of the evening-nighttime economy including the offer, business input, identity, venue compliance, enduring issues, transport, access, animation, public realm, services, safety, welfare, regulation and partnership working, looking to assess the impact all of these have in the experience of LGBTQIA+ safety at night.

The audit was conducted on a Saturday evening to provide clear visibility of the fabric of the area and the opportunity to incorporate place-making strategies within the recommendations.

Data Analysis

During the research consultation period of this report, data requests were submitted for any data pertaining to the LGBTQIA+ specific experience in Cardiff in addition to data on Anti-social behaviour, Violence Against Women and Girls, Public Health and Crime in order to assess the wider experience of safety across Cardiff at night.

These data sets could not be provided, and as a result, no secondary data analysis of these figures is presented in this report.

Context

The Contribution of the UK Nighttime Economy

Over the decade prior to the COVID-19 pandemic, the UK ENTE made a steady and sustained contribution to the UK's gross domestic product (GDP). In 2021, the ENTE contributed 4.1% of GDP and £93.7bn to the UK economy. This was down from a peak of 5.1% and £116.1bn in 2019 respectively.

In 2019, within the broader sector, the nighttime cultural economy (NTCE) generated 1.64% of GDP or £36.9bn, employed 425,000 people (a 12.2% increase since 2010), and sustained 38,000 businesses. In 2021, employment in the NTCE fell to 392,000 jobs and 34,000 businesses. However, estimates for 2022 indicate there has been a strong recovery, with 424,000 jobs and 35,500 firms.

In 2018, the overall Gross Value Added (GVA) of the UK ENTE was £45.7bn and the GVA of the UK NTCE was £10.7bn. The GVA of the wider Out of Home Leisure Economy (OHLE) was £71.1bn. However, in 2021 GVA in the ENTE fell to £34.5bn. GVA in the NTCE fell to £8.5bn, and in the OHLE, it fell to £58bn.

Areas classed within the night time economy include:

- Venues identified as pubs, nightclubs, restaurants, theatres, shops, cinemas, music and arts venues, transport hubs, hospitals, taxi ranks and taxis.
- Outside spaces include parks, squares, street food vendors, designated busking zones and any area accessible to the public, like streets and markets.

Activities that fall within the ENTE include eating, drinking, entertainment, shopping, viewing galleries, museums and spectator sports. However, they also include the workforce involved in running the ENTE, such as hospitality, cleaning, retail, transport and medical. The World Economic Forum Future of

Jobs Report 2018 highlighted the essential nature of these jobs to enable the ENTE to thrive.

Within the ENTE, some segments faced tough operating conditions even before Covid-19 struck. Between 2005 and 2015, 44% of UK nightclubs shut their doors, and 25% of Britain's pubs closed from 2001 to 2016.

Growth

Prior to the pandemic, the Nighttime Cultural Economy had been projected to continue growing, along with the wider night-time industries, at 9% over the period 2020-2024, but instead suffered job losses as venues were forced to close during the coronavirus crisis. Despite the challenges, the sector has shown resilience in making up pandemic losses and has significant growth potential.

Employment

In 2022, 27% of the UK workforce, around 8.7 million people, were nighttime workers in 2022, 700,000 fewer than in 2016. (A nighttime worker is someone who usually works in the evening or the night). Nationally, accommodation and food service activities had the largest proportion of nighttime workers, with the second largest proportion in the arts, entertainment, and recreation industry. These groups include industries associated with nightlife, including pubs, bars and theatres.

In 2022, 15.1% of employees in nighttime industries were in low-paid roles, compared with 10.5% of employees as a whole; in the nighttime

<https://ntia-ra-bfrs6jpZna-ew.a.run.app/report/NTECONREP>
<https://www.weforum.org/reports/the-future-of-jobs-report-2018>

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cultural and leisure activities grouping, which includes restaurants, pubs and entertainment activities, this figure is 38.5%.

Over 40% of nighttime workers in nighttime cultural and leisure activities are under 24. 45% of nighttime workers work in elementary occupations, including bar and restaurant staff and security guards. Typically, many of these are zero-hour contracts.

The nighttime economy is heavily reliant on workers born outside of the UK: between 2012-2022, the number of non-UK-born nighttime workers rose by 32.6% to 2.0 million (the UK-born nighttime workforce was 6.7 million in 2022). In the 24-hour health and personal services grouping of industries, the number of non-UK-born workers rose by 69.1% between 2012-2022. In the night-time cultural and leisure activities grouping, the number of workers born in the UK increased slightly over the same period from 1.0 million in 2012 to 1.07 million in 2022; the non-UK workforce in this grouping fluctuated over this time and stood at 342,000 in 2022.

Whilst employment in the nighttime economy fell during the pandemic, it has bounced back almost to pre-pandemic levels. However, the industry continues to suffer from staff shortages and high vacancy rates, which may hinder growth.

People 1st estimates that 1.3 million more workers in hospitality and tourism will be needed by 2024, but 971,000 of these are to replace existing employees. Staff turnover in hospitality and tourism is 75% compared to the UK overall turnover rate of 15%, creating uncertainty and an ongoing training burden for employers. This is not just a labour shortage but a skills shortage, with employers encountering particular difficulty in recruiting chefs, security, skilled front-of-house staff and managers.

Vacancies are due to a mix of reasons: EU workers leaving the UK after Brexit

or going home during the pandemic; staff leaving for other industries while ENTE businesses were closed during Covid; and difficulties finding domestic jobseekers. There are also longer-term issues such as a negative career image in the UK.

Fiscal Contribution

Overall, the NTCE contributes £10.6bn per annum to HM Treasury through the payment of VAT, from national insurance and taxation, corporation tax and duty on alcoholic and non-alcoholic beverages. The entire Out of Home Leisure Economy contributes £50.5bn.

Tourism

The UK ENTE plays a vital role in tourism. Tourists are attracted to the quality and variety of the UK's cultural and night time offer. Top activities for international visitors in 2019 included dining out (63%), visiting the pub (41%) and socialising (31%). 9% attended the theatre, opera or ballet and 7% went to a live music event.

Food

The UK's appetite for quick service restaurants (QSR) continues to grow, with new North American brands proving particularly popular and opening new outlets in town and city centres. The QSR trend is expected to grow in the coming years.

<https://www.ons.gov.uk/file?uri=/businessindustryandtrade/business/activitysizeandlocation/datasets/nighttimeworkersuk/2012to2022/ntelfs5.xlsx>
<https://ntia-ra-bfrs6jp7na-ew.a.run.app/report/NTECONREP>
https://www.people1st.co.uk/getattachment/Insight-opinion/People-and-productivity/People-performance-2017/Report-download/Full-report_The-performance-talent-management-revolution_Driving-productivity-in-hospitality-and-tourism.pdf/?lang=en-GB
<https://ntia-ra-bfrs6jp7na-ew.a.run.app/report/cga>

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A second UK food trend is space sharing, for example, Borough Market in London and Mackie Mayor in Manchester. Sharing space creates low-risk opportunities to try new concepts and enables independent businesses to grow from food trucks to premises at a low cost. They also give consumers the opportunity to experience food as theatre, fulfilling the desire for a different way of dining. As a fashionable alternative to food courts, space sharing also allows friends with differing tastes to eat together.

A third trend is a legacy of the pandemic when restaurants were closed and pivoted to providing hospitality at home. In 2022, delivery and takeaways accounted for 24% of UK restaurant sales, twice as much as in 2019.

Events

There is a growing demand from families and individuals for cultural and heritage events at night, which could tap into a sizable market of potential ENTE users. This expansion will also positively impact retail and transport, for purchasing clothes and accessories to wear while out and travelling to and from events, respectively.

The increase in alcohol-free footfall has already been proven to lower crime rates, with the success of events such as Light Night, Museums at Night, Culture of Lates and Diwali proving a national appetite for community activities.

Popular Culture

From live music, pub quizzes, or PechaKucha to music jams, immersive activities delight crowds and offer the chance to socialise with like-minded people while creating that all-important point of difference for businesses. Games and sports-themed hospitality is a current trend, with new ‘booze and ball games’ venues opening

Social Media Endorsements

A social experience is no longer enjoyed just at the time, with people now seeking to share moments where they feel witness to something beautiful or exclusive. This creates the potential for valuable organic promotion and endorsements across social platforms for ENTE businesses. Instagram-worthy experiences can be achieved through eye-catching concept catering in restaurants, breath-taking mixology in bars or photographable spaces in venues and town and city centres through innovative use of lighting, art, sound and textures.

Alcohol Consumption

Moderate alcohol consumption is an enjoyable ritual for many, playing a part in both social engagement and bonding. The Health Survey for England 2019 found that:

- 54% of adults said they had drunk alcohol in the last week.
- Of those who drank alcohol, the proportion of both men and women drinking at an increasing or higher risk of harm fell (that is over 14 units in the last week for both men and women) between 2011 and 2019, from 34% to 30% of men and from 18% to 15% of women.
- 57% of adults who drank alcohol drank at levels which put them at lower risk of alcohol-related harm, that is 14 units or less in the last week.

In part, this could be due to ‘premiumisation’, where drinkers of beer, wine and spirits are choosing to consume less but pay more for higher quality products. The lean toward a higher price point follows the grocery trend, which began 10 years ago and continues today.

https://www.visitbritain.org/sites/default/files/vb-corporate/foresight_165_regional_activities_sep_21.pdf
<https://www.thecaterer.com/news/north-american-brands-uk-explosion>
<https://www.ukhospitality.org.uk/page/FutureShock-IssueTwelve>

Context

Rise in Sobriety

The Health Survey for England 2019 showed that alcohol is becoming less important to people, with an overall fall in consumption. Key findings were that:

- The number of adults who drank alcohol in the last seven days dropped from 67% in 1998 to 54% in 2019 (continuing a long-term trend)
- Alcohol use has fallen over time amongst all age groups except the over 65s. Young people aged 16-24 experienced the largest fall in alcohol use from 65% in 1998 to 41% in 2019.
- An estimated 9 million adults (20%) had not drunk alcohol at all in the last 12 months

Millennials, Generation Z and Drugs

Millennials and Generation Z enjoy exercising and staying fit, with a more significant focus than ever on healthy bodies. This shift is due in part to the government's promotion of the obesity crisis and the rise in online influencers promoting healthy eating, fitness and the perceived ideal body shape.

Due to the proliferation of social media, this generation is very aware of being caught on camera drunk and posted online for all to see. These factors, together with focusing limited funds on their education, are resulting in a lower spend on alcohol.

The use of most types of illegal drugs has risen since 2015 and is most prevalent amongst younger age groups (16-24 and 25-29 years), according to the Global Drug Survey. There is a perception that this allows young people to party at night and still be alert enough the next day for university lectures and gym sessions. In recent years, drugs such as

ketamine, magic mushrooms and nitrous oxide are increasing in popularity. This is a concerning trend as these drugs can have serious consequences such as paralysis (nitrous oxide) and bladder harm (ketamine), but these are not widely known or publicised.

Women and Girls' Safety at Night

Within the last few years, there has been an increased focus on the experience of women and girls at night in response to a rise in police-reported sexual offences and the continued prevalence of sexual harassment, as well as an upturn in cases of drink spiking.

Spiking

Reliable data on spiking is very patchy because there is no officially recorded offence of drink spiking or needle spiking. However, police-recorded incidents of drink spiking increased every year between 2016 and 2019, with 1,903 incidents that could be related to spiking reported in 2019.

Data from 23 police forces in England and Wales, published in January 2022, showed 1,466 reports of drink spiking incidents in 2021, up from 722 in the year before (note that 2020 and 2021 were pandemic-affected years). Police data show that the majority of drink-spiking victims are females in their early twenties, but there are male and female victims of all ages. The police acknowledge that drink spiking is hugely underreported.

In a nationally representative YouGov poll of 2,000 people commissioned for The Independent in October 2021, 11% of women and 6% of men said

<https://www.planningdesign.co.uk/nightlife-the-changing-night-time-economy>
<https://digital.nhs.uk/data-and-information/publications/statistical/health-survey-for-england/2019>
https://www.globaldrugsurvey.com/wp-content/uploads/2022/02/2022WowReport_Final.pdf

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they had been spiked. A third of women and one in five men know someone personally who has been spiked.

Needle spiking appears to be rare compared to drink spiking, but a spate of reported incidents in the autumn of 2021 caused alarm and distress among young women. It seems to be a specifically UK phenomenon.

Perceptions of Safety

Meanwhile, the fear of violence and sexual assault has also increased. In a 2021 study from the European Social Survey, data shows that 32% of women and 13% of men feel unsafe or very unsafe when walking alone at night. Sadly, this perception of fear also becomes a reality, especially for women, 2 in 3 of whom report having experienced sexual harassment in public spaces.

Throughout the UK, there are already many examples of organisations and cities aligning their practice and policies with specific issues pertaining to the safety of women and girls. Both the London Night Czar's office and National Pubwatch have a Women's Night Safety Charter and the UK government has unveiled a Safety of Women at Night Fund.

The Impact of Covid-19 and the Cost of Living Crisis

The Covid-19 pandemic forced thousands of ENTE venues to shut in March 2020 and then reopen under various restrictions in 2020/21. The ENTE and OHLE recovered modestly in 2021. However, the NTCE saw a further fall in consumer spending and share of GDP in 2021. The reasons for this are unclear but the NTCE is very dependent on nightclubs, live music, theatre, cinema and performance, and restrictions on these venues were not lifted until well into 2021. There are now 20% fewer nightclubs in business than

before the first Covid-19 lockdown.

Furthermore, there has been a reluctance from some customers, particularly older age groups, to return to key NTCE subsectors such as cinema and, to a lesser extent, theatre and live music.

After a year of relative stability in 2022, the culmination of pandemic debt, growing energy bills, impact of Brexit, workforce challenges, supply chain issues, increased insurance premiums, landlord pressures and product cost increases have created a plethora of issues for the sector. A new wave of closures has begun due to soaring costs.

Britain now has nearly 11,500 fewer licensed premises than at the start of the pandemic in March 2020, and during 2022 licensed businesses closed at the rate of one an hour. Independents - which make up two thirds of licensed premises - have been disproportionately affected by closures. Restaurant insolvencies were up by 60% at the end of 2022, and experts predict more casualties in the casual dining sector, because some businesses in distress have been propped up by government support schemes which will come to an end. 50% of UK pubs had to renew their energy bills during the second half of 2022 when prices had rocketed. Meanwhile, cultural venues are facing rising operating costs coupled with consumers with less disposable income, leading to slower ticket sales and fewer visitors.

<https://publications.parliament.uk/pa/cm5802/cmselect/cmhaff/967/report.html>
<https://docs.cdn.yougov.com/cjufnxdw5/YouGov%20-%20Drink%20Spiking.pdf>
<https://publications.parliament.uk/pa/cm5802/cmselect/cmhaff/967/report.html>
<https://www.city.ac.uk/news-and-events/news/2021/04/survey-shows-32-of-british-women-dont-feel-safe-walking-alone-at-night-compared-to-just-13-of-men>
<https://plan-uk.org/act-for-girls/street-harassment/>
<https://plan-uk.org/file/plan-uk-street-harassment-reportpdf/download?token=CyKwYGSJ>
<https://ntia-ra-bfrs6jp7na-ew.a.run.app/report/NTECONREP>
<https://www.bbc.co.uk/news/newsbeat-64580750>
<https://www.ukhospitality.org.uk/page/FutureShock-IssueTwelve>

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Many ENTE businesses have been in survival mode over the past few years. Their spending on the supply chain has greatly reduced since the pandemic. This has enabled businesses to survive, but for them to thrive, strategic investment is important - for example, on venue improvements, equipment, staff training and developing audiences. Such spending is also vital to supporting the wider economic and cultural ecosystem of the industry.

There is still some way to go to see the true impact of inflation and the cost of living crisis on ENTE businesses. However, there are also grounds for optimism as consumer trends from before COVID-19 have reasserted themselves, despite some long-term legacies of the pandemic, such as an increase in hybrid working, affecting city centre footfall. The ENTE is resilient. There is continued demand for good value for money, and customers have been keen to reconnect with a sense of community after the pandemic restrictions on socialising.

The LGBTQIA+ Experience at Night

The LGBTQIA+ nightlife and entertainment (LGBTQIA+ ENTE) scene in the UK boasts a rich and diverse history, offering a wide array of experiences to its patrons. From lively nightclub events to captivating drag performances, this vibrant sector has played a pivotal role in fostering inclusivity and celebrating diversity.

In recent years, the LGBTQIA+ ENTE scene has evolved and expanded, becoming an integral part of the cultural tapestry of the UK. It has provided safe and welcoming spaces for people of all gender identities and sexual orientations to express themselves and connect with like-minded individuals. Often independently owned, these venues have been at the forefront of promoting acceptance and understanding within society.

However, akin to any other sector within the entertainment industry, LGBTQIA+ venues have encountered their fair share of challenges. Economic factors, including escalating operational costs and uncertainties stemming from Brexit, have exerted pressure on the sustainability of these spaces. Additionally, shifts in consumer behaviour and the ascent of digital entertainment options have introduced new competition.

One noteworthy trend affecting LGBTQIA+ ENTE venues is the evolving nature of social interactions. As society progresses, the methods through which people socialise and connect have also transformed. Some LGBTQIA+ patrons have embraced online communities and virtual events, altering the dynamics of in-person gatherings.

Notwithstanding these challenges, the LGBTQIA+ ENTE sector remains resilient and indispensable. It persists in providing a sense of belonging and community for individuals who may feel marginalised in other settings. The significance of these spaces transcends mere entertainment; they function as hubs for activism, awareness, and support for LGBTQIA+ rights and issues.

Many LGBTQIA+ venues have been directing their attention towards strategic investments to thrive in the face of ongoing changes. This includes enhancing venue facilities, updating technology, and diversifying their offerings to cater to a broader audience. Such investments are vital for the venues' sustainability and the broader LGBTQIA+ cultural ecosystem.

In summary, the UK's LGBTQIA+ nightlife and entertainment scene represents a crucial and evolving component of the cultural landscape.

<https://www.ukhospitality.org.uk/news/630896/MORE-CLOSURES-IMMINENT-WITHOUT-FURTHER-INTERVENTION-ON-ENERGY-BILLS-HOSPITALITY-TRADE-BODIES-WARN.htm>
<https://www.ukhospitality.org.uk/news/630896/MORE-CLOSURES-IMMINENT-WITHOUT-FURTHER-INTERVENTION-ON-ENERGY-BILLS-HOSPITALITY-TRADE-BODIES-WARN.htm>

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It continues to play a significant role in promoting diversity, acceptance, and community for LGBTQIA+ individuals. While confronting its own challenges, this sector remains a resilient and important aspect of British society.

Demographic Trends in Cardiff

In the past decade, Cardiff has experienced significant demographic shifts, marked by a noteworthy population increase of 4.7%, surpassing the overall growth rate of Wales at 1.4%. This report delves into the key demographic trends observed in Cardiff, highlighting population changes, regional rankings, and age group variations.

Population Growth

Cardiff's population has surged from approximately 346,100 in 2011 to 362,400 in 2021, signifying a 4.7% rise. Comparatively, Wales witnessed a more modest growth of 1.4%, equating to an increase of 44,000 people, resulting in a total population of 3,107,500.

Regional Variances

Among the local authority areas in Wales, Newport and Cardiff have experienced the most substantial population increases, with growth rates of 9.5% and 4.7%, respectively. As of 2021, Cardiff maintained its leading position in total population among the 22 local authority areas, retaining the same status held a decade ago.

Population Density

Cardiff also leads in population density, housing approximately 18 individuals per football pitch-sized area of land. This distinction

positions Cardiff as the most densely populated local authority area in Wales, reflecting the city's role as a vibrant urban hub.

Age Demographics

Examining age demographics, there has been a notable 15.3% increase in the population aged 65 years and over. The age group of 15 to 64 years experienced a more moderate growth of 2.6%, while children under the age of 15 saw a 5.3% increase. These shifts suggest a nuanced demographic profile, with implications for social services, healthcare, and infrastructure planning.

Cardiff's demographic landscape has evolved significantly over the past decade, with population growth rates outpacing the national average. The city's sustained position as the most populous and densely inhabited local authority area underscores its importance as a demographic and economic powerhouse within Wales. Understanding these demographic dynamics is crucial for policymakers, planners, and stakeholders as they navigate the challenges and opportunities presented by a changing population landscape.

Cumulative Impact of Cardiff's Economy

Cardiff's City Centre has a thriving day and nighttime economy with an average daily footfall of 70,000 and an annual footfall of over 40 million. People are drawn to the City for its numerous shops, bars, restaurants and entertainment venues, including the Principality Stadium, all of which are situated in a small walkable area.

The City Centre has an extremely high density of licensed premises with over 300 premises in a 0.5 square mile area. The night-time economy is

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busiest on Friday and Saturday nights and includes a mixture of local people from Cardiff and the surrounding areas, tourists, hen/stag parties, and students. A number of the licensed premises also promote 'student nights' on various nights of the week.

Footfall in the City Centre swells to 135,000-150,000 on event days in the Principality Stadium, such as the 6 Nations Rugby matches and concerts, which results in many of the pubs and bars being full to capacity throughout much of the day and night. These 'major event days' also see increased levels of crime and disorder and hospital/ATC admissions in the City Centre.

There are two main areas within the City Centre that are the main focus of late-night entertainment and drinking. These are the St Mary Street/High Street area and the Greyfriars Road area, which historically had dedicated special policies. Outside these areas, there are also large numbers of licensed premises and high levels of alcohol-related crime and disorder across the City Centre.



LGBTQIA+ Community Engagement and Outreach

Introduction

Engaging with the LGBTQIA+ community and understanding their experiences is significant for various societal and ethical reasons. This engagement is instrumental in fostering inclusivity and advancing social progress.

Wider Engagement with the LGBTQIA+ Community in Cardiff

Ensuring engagement with the LGBTQIA+ community is happening at all levels of decision-making across Cardiff is essential in understanding the experience of the community and ensuring that their needs and experiences are fully represented and considered. Whilst it is clear from the research documented in the following chapters that efforts are being made, the need for more engagement in this project, in addition to some of the findings from the research, suggests that more could be done.

At its core, engaging with the LGBTQIA+ community is essential to ensuring that fundamental human rights are upheld, particularly given the community has a history and present marred by discrimination, prejudice, and violence. Engagement with the community is an act of inclusivity. It highlights that every individual in Cardiff, irrespective of their sexual orientation or gender identity, is a valued and respected member of the city. Additionally, given that research consistently reveals higher rates of mental health issues among LGBTQIA+ individuals due to societal discrimination and stigma, ensuring that the community is regularly engaged with and consulted not only creates environments where individuals feel accepted and affirmed but also allows for information to be gathered and acted upon, in turn working to address and alleviate some of these negative experiences.

Education also reaps benefits from this engagement. Understanding the experiences of LGBTQIA+ individuals can lead to more comprehensive and inclusive educational curricula. This, in turn, creates a safer and more supportive learning environment for all students, regardless of their sexual orientation or gender identity. Healthcare disparities are another critical aspect. LGBTQIA+ individuals often face unique healthcare challenges, including barriers to accessing culturally competent care. Engaging with this community helps identify and address these disparities, improving healthcare outcomes for all.

Culturally, the LGBTQIA+ community has made significant contributions to arts, culture, and society at large, including the contribution to evening nighttime economy activities. Engaging with their experiences allows for a richer understanding of diverse perspectives, fostering creativity and innovation.

Designated LGBTQIA+ Community Outreach Officers

During this research, it was clear that designated officers or community outreach officials operate in certain spaces across Cardiff, particularly in the Police force and community organisations. However, an increase in these positions across Cardiff, in addition to community representatives being included in working groups or spaces where decision-making occurs, may help improve the engagement with the community.

Establishing dedicated LGBTQIA+ representation or outreach officers within local authorities, police departments, and business improvement districts is critical in fostering inclusivity and safeguarding the rights and well-being of LGBTQIA+ individuals within a community, including during evening nighttime economy hours. This proactive approach serves a multitude of vital functions.

LGBTQIA+ Community Engagement and Outreach

First and foremost, it enhances trust and accessibility. The presence of dedicated LGBTQIA+ representation or outreach officers signals a tangible commitment to inclusivity. This, in turn, builds a foundation of trust between the LGBTQIA+ community and these institutions, encouraging open communication and making services more accessible and approachable for all residents. Moreover, it addresses the specific needs and concerns of LGBTQIA+ individuals, who often confront unique challenges such as discrimination, hate crimes, and issues tied to gender identity and sexual orientation. The specialised focus of these officers ensures that these concerns are recognised, appropriately, and effectively dealt with by authorities.

By having dedicated officers, there is a marked reduction in hate crimes and instances of discrimination. Proactive efforts to prevent such incidents are coupled with education for law enforcement personnel and the community regarding LGBTQIA+ issues. This comprehensive approach goes a long way in fostering safer environments.

In business improvement districts, LGBTQIA+ representation can profoundly impact inclusivity. It creates an environment encouraging LGBTQIA+ individuals to engage with businesses and, in this case, evening nighttime economy venues without fear of discrimination, ultimately contributing to a more diverse and vibrant local daytime and evening nighttime economy.

These officers are a crucial bridge between the local community and LGBTQIA+ organisations and resources. This collaboration strengthens the support network and helps fill gaps between local authorities, law enforcement, and the LGBTQIA+ community, ensuring a more cohesive and supportive community fabric. Furthermore, they are instrumental in addressing the unique challenges faced by LGBTQIA+ youth, who often experience higher rates of homelessness

due to family rejection. By working with social services and shelters, outreach officers can provide specialised support and resources for LGBTQIA+ youth in need.

In addition, their involvement in promoting and supporting LGBTQIA+ events and celebrations, such as Pride, significantly bolsters community morale and fosters a positive image of the LGBTQIA+ community within the larger society. These events serve as powerful platforms for empowerment and visibility. Lastly, having dedicated officers enables focused data collection on LGBTQIA+ issues, allowing for measurement of the impact of policies and programmes. This data-driven approach ensures accountability and paves the way for continuous improvement in supporting and protecting LGBTQIA+ rights.

LGBTQIA+ Specific Engagement Strategies

As part of this research, current strategies, policies and legislation are reviewed to ensure all context is considered when presenting the analysis and making subsequent recommendations. A dedicated engagement and communication strategy tailored for the LGBTQIA+ community in Cardiff was not provided, nor was there any discussion of its existence throughout the research.

Tailored community engagement strategies are important for local authorities, business improvement districts (BIDs), and the police. This approach brings forth many benefits, from fostering inclusivity to ensuring community safety and well-being. Such a strategy establishes an environment of inclusivity and builds trust between these entities and the LGBTQIA+ community. It signifies a commitment to respecting diversity and demonstrates that the concerns and needs of LGBTQIA+ individuals are valued and taken seriously. Moreover, this tailored approach allows local authorities, BIDs, and the police to gain a deeper understanding of the

LGBTQIA+ Community Engagement and Outreach

specific challenges and concerns faced by LGBTQIA+ individuals. It leads to more effective policies, services, and support mechanisms that are finely tuned to address the unique needs of this community.

A well-crafted strategy actively addresses discrimination and hate crimes. It facilitates education and awareness campaigns, training programmes, and policy reforms that work towards reducing incidents targeting the LGBTQIA+ community. This ensures a safer environment and clearly conveys that discrimination will not be tolerated. In business improvement districts, an inclusive approach can lead to increased economic activity. When LGBTQIA+ individuals feel welcomed and supported, they are likelier to engage in the local daytime and evening-nighttime economy. This economic growth, in turn, benefits the community as a whole.

An engagement strategy should also address the unique challenges faced by LGBTQIA+ youth, who may experience higher rates of homelessness due to family rejection. This involves collaborating with social services and shelters to provide specialised support, ensuring that vulnerable populations receive the necessary assistance.

Encouraging LGBTQIA+ individuals to participate in local governance and community initiatives is crucial. This can lead to more representative decision-making and policies that reflect the community's diverse needs. It ensures that the voices and perspectives of LGBTQIA+ individuals are heard and valued in the decision-making process. An effective strategy includes provisions for crisis response, including access to mental health resources, support hotlines, and safe spaces. This ensures that LGBTQIA+ individuals have the resources they need in times of crisis, contributing to their overall well-being and safety. The strategy should also include initiatives celebrating LGBTQIA+ contributions to

arts, culture, and community life. This recognises their importance and enriches the broader community, fostering a sense of belonging and pride.

Lastly, a well-defined strategy includes mechanisms for tracking progress and measuring the impact of initiatives. This ensures accountability and allows for adjustments based on the evolving needs of the LGBTQIA+ community. It demonstrates a commitment to continuous improvement and responsiveness to the community's changing needs.

Visiting Cardiff at Night

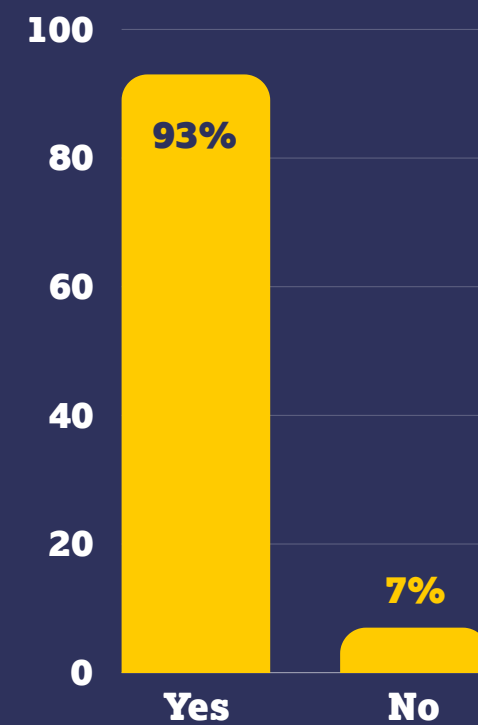
In order to understand the experiences and perceptions of LGBTQIA+ safety at night, it is also essential to understand how the community uses the city at night. Throughout the surveys conducted for this consultation, various questions were asked to ascertain this information, an analysis of which is presented in this section.

When asked if they go out in Cardiff between 5 pm and 6 am, most consumer respondents stated that they did go out in Cardiff's nighttime economy. Two-thirds of consumers who said that they go out in Cardiff's nighttime economy did so on a weekend evening/night, with just over a quarter of respondents stating that they enjoy Cardiff's nighttime economy on a weekday evening/night. The remaining 8% equated to ten respondents who did not provide an answer to this question.

When establishing the most common times in which respondents come into Cardiff and subsequently leave, it was found that consumers generally enter Cardiff at the earliest time, with the number of consumers getting into the city reducing as the evening progressed.

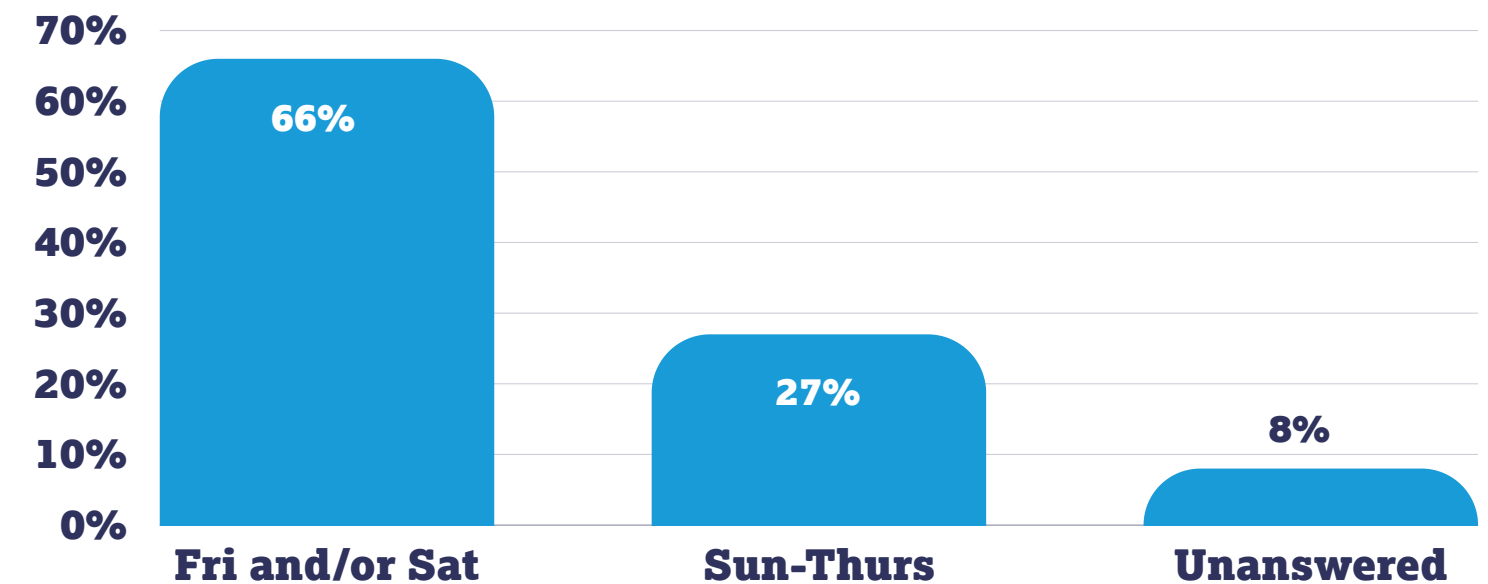
As such, 42% of consumers stated that they get to Cardiff between 6pm and 8pm, 34% get in for between 8pm and 10pm, while 16% enter the city after 10pm.

This trend was mostly representative of those going out in Cardiff on a weekday. Those who spent time in Cardiff on weekends tended to go out a little later.



Do you go out in Cardiff between the hours of 5pm-6am?

Which days do you typically go out in Cardiff between the hours of 5pm-6am?



For those going out at the weekend, there was a fairly even split between those entering the city between 6pm-8pm and 8pm-10pm. 20% went out in Cardiff after 10pm on a weekend, while just 6% of those going out on a weekday did so following 10pm.

Almost half of consumers stated that they generally go home between midnight and 2am, around a quarter reported leaving Cardiff's nighttime economy between 9pm and 11pm, with the third highest proportion leaving after 3am (17%, n=22).

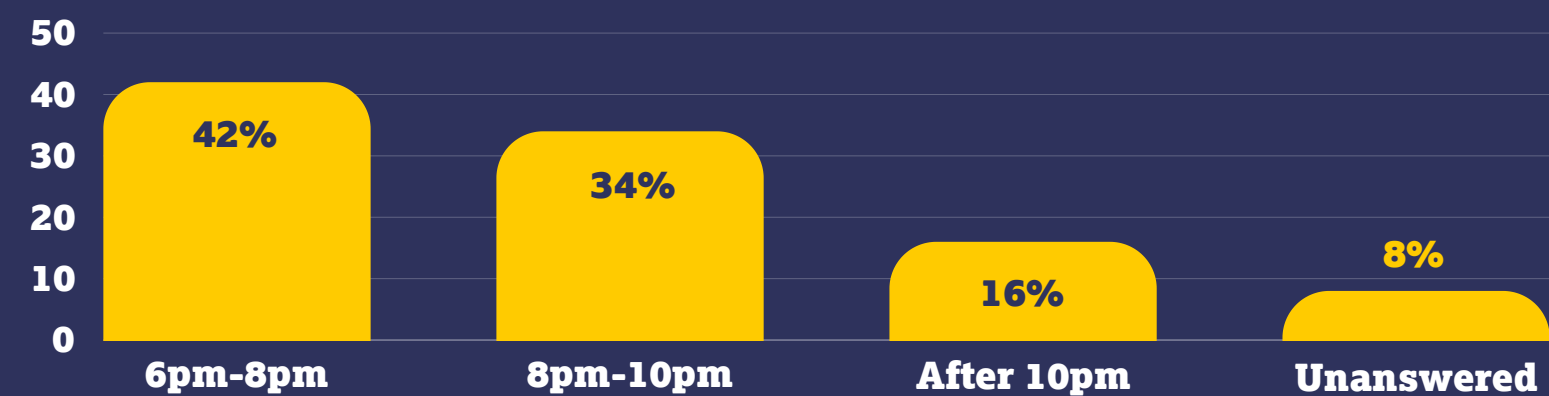
As seen in the previous question, the overall trend differed slightly according to whether the respondents stated they go out on a weekend or weekday. The overall trend is more representative of weekends, where 62% leave between midnight and 2am; however, the remaining respondents were more likely to leave after 3am than the earlier time frame of 9pm to 11pm.

Visiting Cardiff at Night

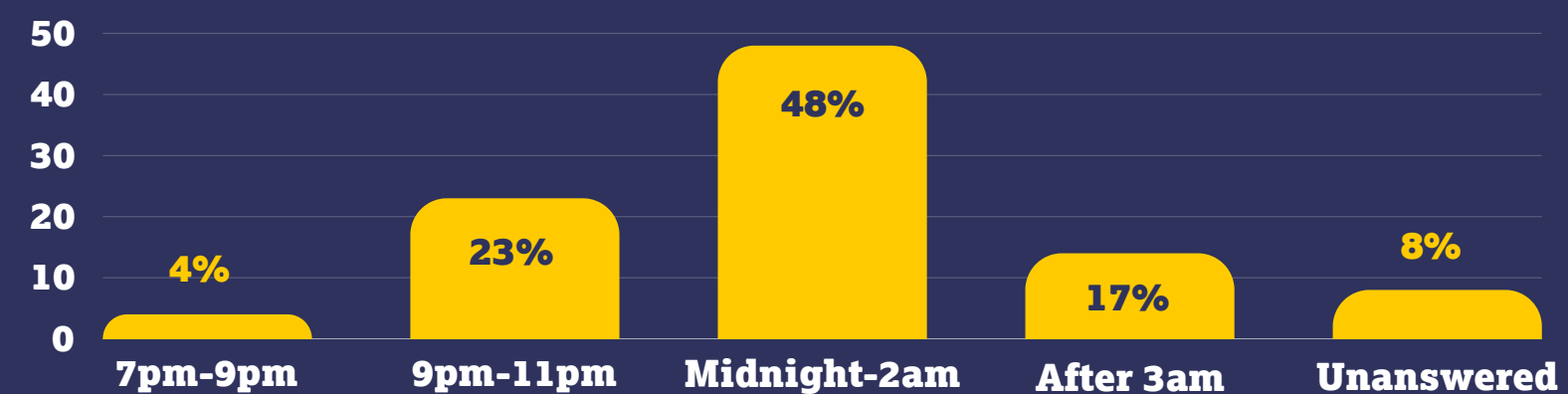
All respondents who said they leave Cardiff between 7pm and 9pm did so on a weekday.

Half of the consumers to go to Cardiff on a weekday left between 9pm and 11pm, followed by midnight to 2am with only two respondents stating that they left the city after 3am on a weekday.

What time do you generally come in?



What time do you generally go home?



Diversity, Inclusivity and Accessibility in Cardiff at Night

Introduction

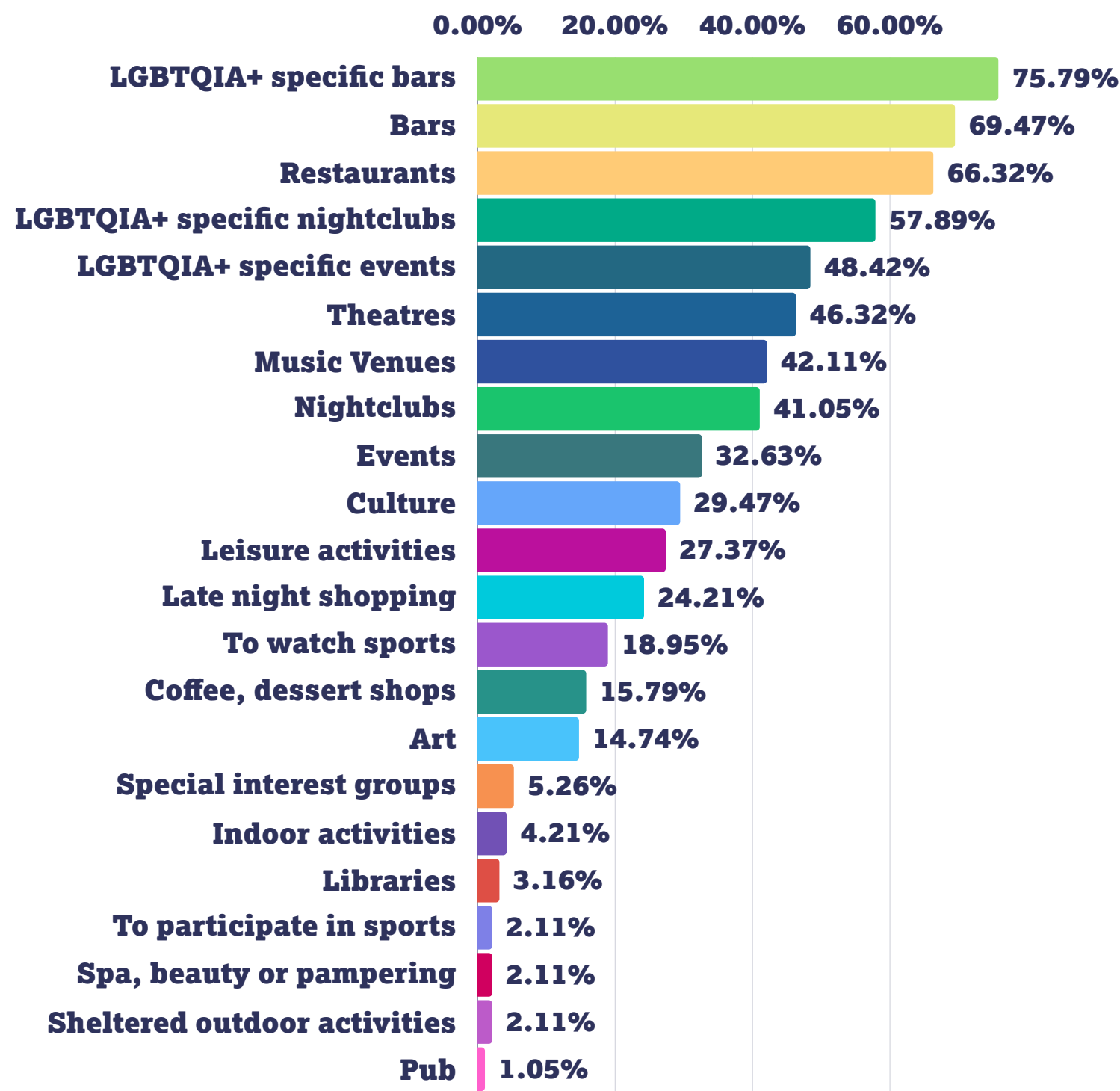
In cultivating a thriving and vibrant evening nighttime economy, it is imperative that Cardiff embraces the principles of LGBTQIA+ inclusivity, diversity and accessibility. This commitment aligns with the values of diversity and equality and underscores the pivotal role that every individual, regardless of sexual orientation or gender identity, plays in our dynamic community. By fostering an environment that celebrates and respects the LGBTQIA+ community, Cardiff ensures a more inclusive nightlife and paves the way for a more enriching and harmonious urban landscape for all residents and visitors alike. The following analysis documents the research findings of this report pertaining to the perception and experience of inclusivity and accessibility in Cardiff at night.

Survey Data

In order to fully assess the diversity, inclusivity, and accessibility of Cardiff at night, the survey sought to understand the motivations behind individuals' choice to visit Cardiff in the evening and night. A total of 92 consumers and three employees engaged with this question, selecting various options provided. The findings offer valuable insights into the diverse range of activities that draw people to the city during these hours.

A significant proportion of consumers, constituting 76% of respondents (n=70), expressed an interest in LGBTQIA+ specific bars, highlighting the importance of these venues within Cardiff's nighttime economy. This indicates a thriving LGBTQIA+ social scene that attracts a substantial number of visitors. Following closely, 68% of respondents (n=63) indicated their preference for general bars, reflecting the popularity of this traditional social setting. Moreover, restaurants proved to be a key attraction, with 66% of respondents (n=61) opting for dining experiences in the city during the evening and night.

What do you come to Cardiff in the evening and night to do? [Consumer]



Diversity, Inclusivity and Accessibility in Cardiff at Night

The survey also revealed a noteworthy preference for LGBTQIA+-specific nightclubs, with 59% of respondents (n=54) expressing an interest in these venues. This figure notably surpassed the percentage of respondents interested in standard nightclubs, which stood at 40%. This disparity highlights the vibrant LGBTQIA+ nightlife scene in Cardiff, underscoring its significance within the city's nighttime economy.

In contrast, certain activities garnered lower levels of interest. Spa and beauty venues, participation in sports, and engaging in sheltered outdoor activities each accounted for only 2% of respondents (n=2) who selected these options. Additionally, the category 'pub,' provided under the 'other (please specify)' option, was chosen by only one respondent. These findings suggest that while Cardiff's evening and night offerings are diverse, certain activities may be more niche or less prevalent in the city's nighttime economy.

In summary, the survey responses to this question provide a comprehensive overview of the diverse range of activities that attract individuals to Cardiff during the evening and night. The prominence of LGBTQIA+ specific bars and nightclubs, alongside more traditional venues like bars and restaurants, underlines the dynamic and inclusive nature of Cardiff's nighttime economy.

The survey also aimed to gauge consumer sentiment regarding various aspects of Cardiff during the nighttime. The response rate for each aspect ranged from 84 to 92 consumers, discounting any blank or 'I don't know' responses. The analysis primarily focused on the proportion of respondents who rated each aspect as 'good' or 'very good,' excluding the aforementioned responses.

Atmosphere and vibrancy emerged as the highest-rated aspect, with an impressive 71% of consumers indicating it as either 'good' (n=43) or 'very good'

(n=20). This resounding endorsement underlines the positive perception of the dynamic and lively environment in Cardiff during the nighttime. It suggests that the city succeeds in creating an engaging and energetic atmosphere that resonates with its visitors.

Following closely, the choice of activities available garnered high praise, with 64% of respondents (n=22 'very good,' n=36 'good') appreciating the diverse range of options. This indicates that Cardiff's nighttime offerings are both plentiful and appealing, catering to a wide array of preferences. Similarly, the quality of available activities received a commendation from 60% of respondents (n=13 'very good,' n=42 'good'), reflecting positively on the city's ability to provide enjoyable and engaging experiences.

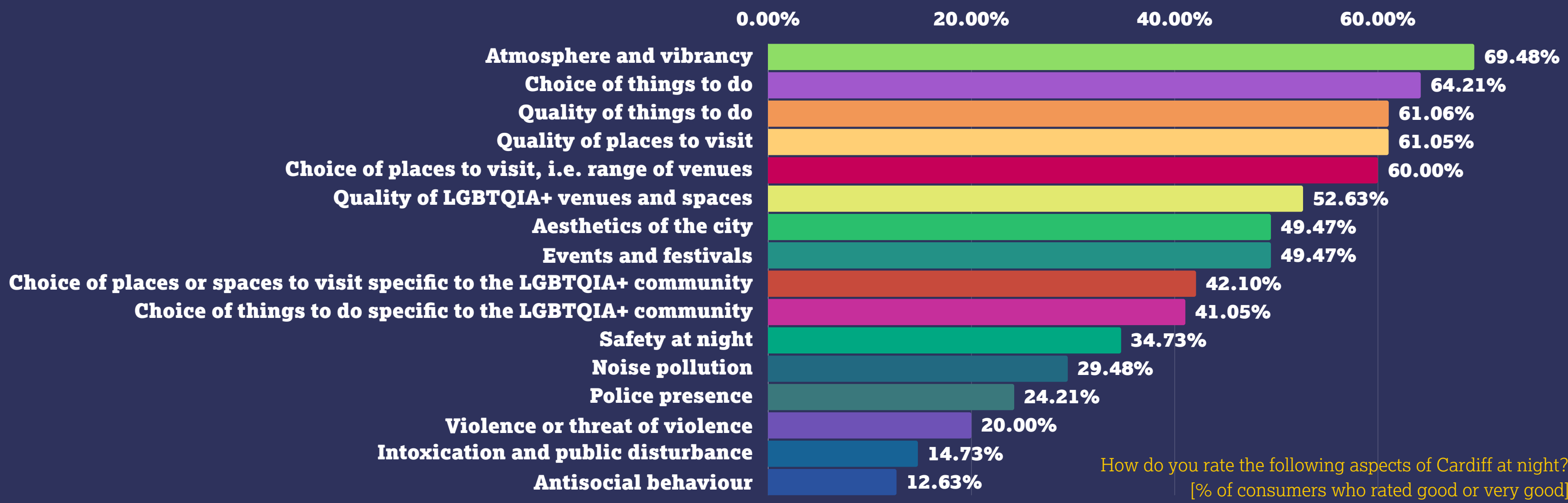
Moreover, the quality of places to visit received a rating of 'good' or 'very good' from 60% of respondents (n=14 'very good,' n=41 'good'). This suggests that the city offers a range of attractive destinations for visitors to explore, contributing to their overall positive perception of Cardiff at night. On the other end of the spectrum, anti-social behaviour emerged as the aspect with the lowest rating, with only 12% of consumers (n=3 'good,' n=8 'very good') considering it favourably. This indicates a concern among consumers regarding this issue, highlighting an area that may require attention and intervention.

Intoxication and public disturbance received a similar rating, with 14% of consumers (n=4 'very good,' n=9 'good') expressing a positive view. The rating for police presence was slightly higher, with 24% of respondents (n=7 'very good,' n=14 'good') expressing confidence in the presence of law enforcement.

In summary, the analysis of this question provides valuable insights into consumer perceptions of various aspects of Cardiff at night. The overwhelmingly positive ratings for atmosphere and vibrancy, choice and

Diversity, Inclusivity and Accessibility in Cardiff at Night

quality of activities, as well as places to visit indicate a thriving nighttime economy catering to diverse interests. However, the lower ratings for anti-social behaviour signal an area that may warrant further attention and efforts towards improvement.



Alongside understanding what activities and businesses people are currently engaging with in Cardiff at night, the survey also sought to understand the preferences of consumers regarding businesses they would like to see operate later in Cardiff at night in the future. Among the 92 consumers and three employees who responded, notable trends emerged.

Diversity, Inclusivity and Accessibility in Cardiff at Night

A significant proportion of respondents, constituting 50% of those who answered this question, expressed a desire to see LGBTQIA+ bars extend their operating hours. This indicates a clear demand for an extended nightlife experience within the LGBTQIA+ community. It reflects the importance of such venues in providing a safe and inclusive space for individuals to socialise and connect, further emphasising the need for accommodating business hours.

Following closely, 42% of respondents expressed a similar wish for LGBTQIA+ nightclubs to operate later into the night. This aligns with the sentiment for extended hours within the LGBTQIA+ community, suggesting that individuals value the presence of vibrant and accommodating nightlife options tailored to their specific preferences.

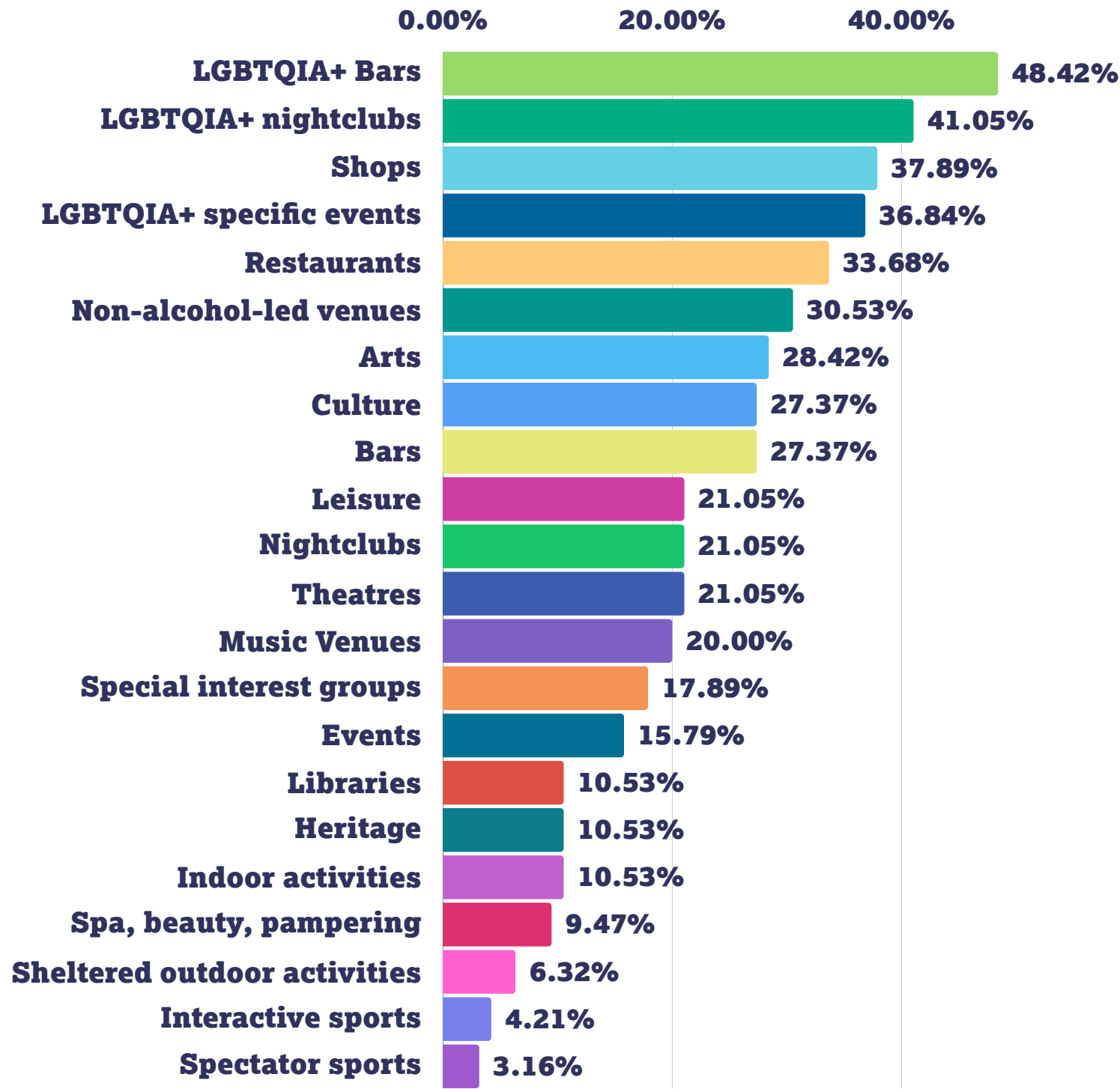
Moreover, there was a notable interest in LGBTQIA+-specific events continuing into the late hours, as indicated by 38% of respondents. This highlights a desire for diverse events, gatherings, and activities that cater to the LGBTQIA+ community, fostering a sense of belonging and inclusivity.

Simultaneously, an equal percentage of respondents expressed interest in seeing shops extend their opening hours. This suggests a demand for greater accessibility to retail establishments during the nighttime, potentially driven by evolving consumer lifestyles and preferences.

In contrast, sports-related businesses garnered fewer responses, with only 3% expressing interest in spectator sports operating later and 4% for interactive sports. This indicates a relatively lower demand for extended operating hours within the sports sector compared to other categories.

Overall, the analysis of this question underscores the specific preferences of

What businesses would you like to see open later in Cardiff at night? [Consumer]



Diversity, Inclusivity and Accessibility in Cardiff at Night

consumers regarding businesses they wish to see open later in Cardiff at night. The emphasis on LGBTQIA+ bars, nightclubs, and events highlights the significance of inclusive spaces within the nighttime economy. Additionally, the interest in extended shopping hours suggests evolving consumer behaviours and a desire for greater accessibility to retail options during nighttime hours.

Focus Groups

During online focus group sessions, participants were asked a variety of questions regarding their experiences of diversity, inclusion and accessibility in Cardiff at night.

When asked if participants attend any LGBTQIA+ specific events, venues, or establishments in Cardiff at night all participants stated that they feel more inclined to attend LGBTQIA+ specific events, venues, or establishments when going out in Cardiff at night. Additionally, over half of the participants across the two sessions stated that they only engage in an LGBTQIA+ specific offer as opposed to Cardiff's wider evening nighttime offer, highlighting the significance of these LGBTQIA+ inclusive environments in the city.

Several participants, while acknowledging initial challenges, emphasised the transformative power of self-love and authenticity in enhancing their experience within Cardiff's LGBTQIA+ spaces with others noting that overall they have experienced positive experiences in these spaces.

Safety emerged as a crucial factor for participants in choosing to engage in an LGBTQIA+-specific offer, with several participants noting that they feel more secure attending LGBTQIA+ events due to explicit invitations from community members. This insight sheds light on the importance of inclusive outreach in

fostering a sense of safety and belonging.

However, a small number of participants highlighted a lack of awareness about what LGBTQIA+ events, venues, or establishments were operating in the city before receiving explicit invitations from other community members. This suggests a potential opportunity for increased visibility and promotion of LGBTQIA+ spaces to ensure broader community awareness.

The analysis points to a positive trend of LGBTQIA+ engagement in Cardiff nightlife. The identified themes of self-acceptance, safety, and community invitations underscore the multifaceted nature of these experiences. The participant who did not engage warrants further investigation to uncover potential barriers or areas for improvement in LGBTQIA+ outreach and inclusion efforts.

Exploring the visibility of different segments within the LGBTQIA+ community in Cardiff at night was also discussed as part of the focus groups. Overall, participants expressed positive views, characterising the city as progressive regarding LGBTQIA+ representation and visibility. All participants agreed that representing various segments within the LGBTQIA+ feels like positive strides have been made in the city, indicating the community's growing influence and recognition in the area. Participants also noted that the visibility of different sectors within the LGBTQIA+ suggests that inclusivity and diversity are needed in all sectors of Cardiff's evening nighttime economy to foster safe spaces for all LGBTQIA+ individuals.

Shifting to the acceptance of diverse LGBTQIA+ segments in Cardiff at night, participants shared similarly positive perspectives to those regarding visibility. One respondent expressed a sense of comfort when using Cardiff at night, attesting to a welcoming atmosphere for various segments of the LGBTQIA+ community. Other participants noted that there has been a

Diversity, Inclusivity and Accessibility in Cardiff at Night

greater embrace of the community in recent years, describing the experience as a forward movement towards creating a more inclusive and accepting community, fostering a positive environment for all.

These insights not only highlight the encouraging landscape in Cardiff's nighttime setting but also underscore the evolving dynamics and positive transformations within the LGBTQIA+ community. The participants' perspectives contribute valuable dimensions to understanding the complex interplay of visibility and acceptance in the city's vibrant and diverse nightlife.

Stakeholder Insights

Throughout stakeholder phone interviews, inclusivity, diversity and accessibility within Cardiff at night were discussed at large.

During interview, various stakeholders noted the spatial distribution of LGBTQIA+ venues in Cardiff, emphasising a significant shift from centralised locations to dispersion throughout the city. Stakeholders who raised this believed that this has resulted in blending LGBTQIA+ venues with establishments less specifically tailored to this community. Whilst this indicates levels of inclusivity within the evening nighttime economy of Cardiff and an increased sense of belonging and safety, several stakeholders noted that having LGBTQIA+-specific venues throughout the city is still of equal importance to ensure safe and identifiable places for the community.

Regarding the diversity of patrons across Cardiff's evening nighttime economy, stakeholders highlighted the welcoming atmosphere within venues as a real positive of the city and a driver of attracting individuals from various backgrounds, including the LGBTQIA+ community, into the city after 5 p.m. This

inclusivity was viewed positively by stakeholders, who believed this feeling of diversity and inclusion is indicative of a broad acceptance that transcends demographic boundaries. However, stakeholders acknowledged the importance of addressing potential challenges associated with this diversity to ensure that the needs and interests of various communities are adequately met and acknowledged.

The redevelopment efforts to make Cardiff's city centre safer and more inclusive were also acknowledged by stakeholders, many of whom stated that these efforts have been in response to high-profile incidents. Stakeholders noted that these measures reflect a commitment to safety, and whilst some stakeholders were unsure of the specific implications this has had for the LGBTQIA+ community in particular, others believed that the community are at greater risk of violence against them in addition to heightened feelings of unease and uncertainty in the city at night.

Despite this, other stakeholders noted that challenges do persist, especially for individuals navigating the city during late-night hours. Accessibility, particularly for individuals with disabilities, remains a challenge within the LGBTQIA+ nightlife scene of Cardiff and across the UK. Stakeholders noted difficulties in wheelchair access and highlighted the need for greater provisions in this regard. Stakeholders also observed changes in nightlife dynamics, particularly since the pandemic, including a trend toward increased day drinking and earlier closure times for venues. These shifts may impact the accessibility and inclusivity of nighttime activities, potentially warranting further investigation.

Cardiff's overall diversity was acknowledged positively by stakeholders. However, concerns were raised regarding the perceived exclusivity within certain segments of the LGBTQIA+ community. Stakeholders emphasised the need for increased provision, particularly for LGBTQIA+ women. This highlights where targeted efforts could lead to a more inclusive nightlife

Diversity, Inclusivity and Accessibility in Cardiff at Night

environment Regarding inclusivity for transgender individuals, stakeholders noted that while Cardiff's LGBTQIA+ scene is relatively inclusive for gay and, to some extent, lesbian individuals, transgender individuals may face greater challenges and potential targeting. This underscores the need for targeted interventions to ensure the safety and acceptance of all community members.

The findings from stakeholder interviews offer valuable insights into the state of inclusivity and accessibility in Cardiff's nighttime economy. While progress has been made, clear areas require further attention and intervention. This research serves as a foundation for future initiatives to create a safer, more inclusive, and accessible nighttime environment for all communities in Cardiff.



Experience and Perceptions of Safety and Risk Factors

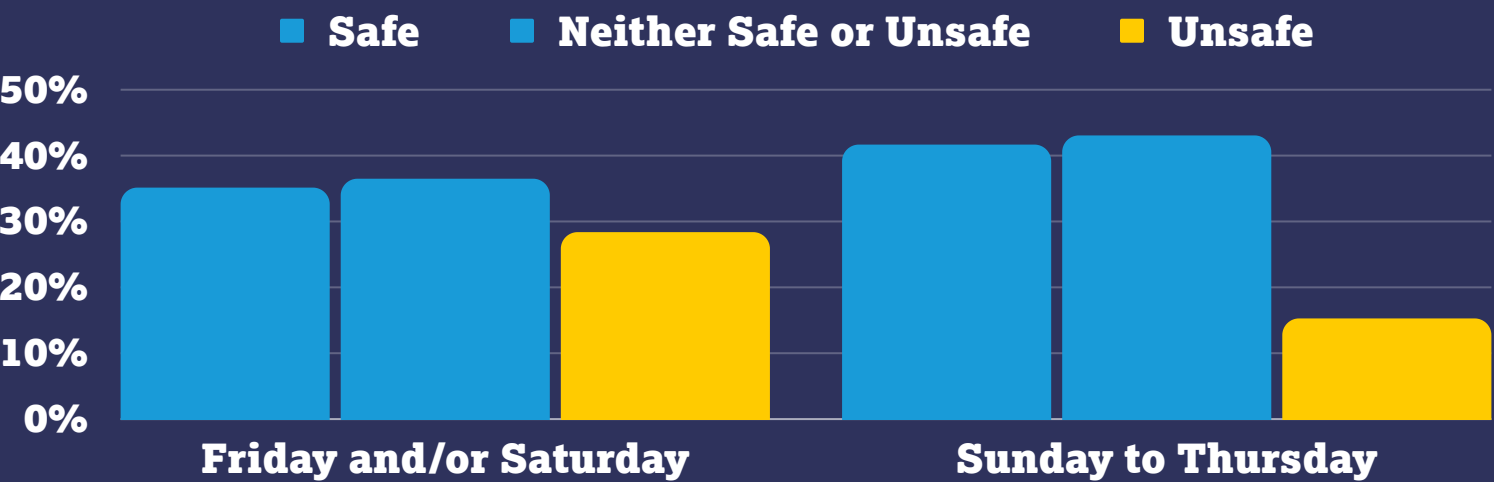
Introduction

In investigating Cardiff's nighttime landscape, it is crucial to scrutinise the experiences and perceptions of the LGBTQIA+ community in relation to safety. Understanding the factors influencing the community's sense of security and safety after dark will enable Cardiff to identify and address elements that may lead to feelings of vulnerability or insecurity within the community.

Survey Data

Respondents of the survey were asked how safe they felt in Cardiff during the times they selected as times in which they most commonly visit the city centre. Feelings of safety amongst consumers were generally higher across all time periods on a weekday compared to a weekend.

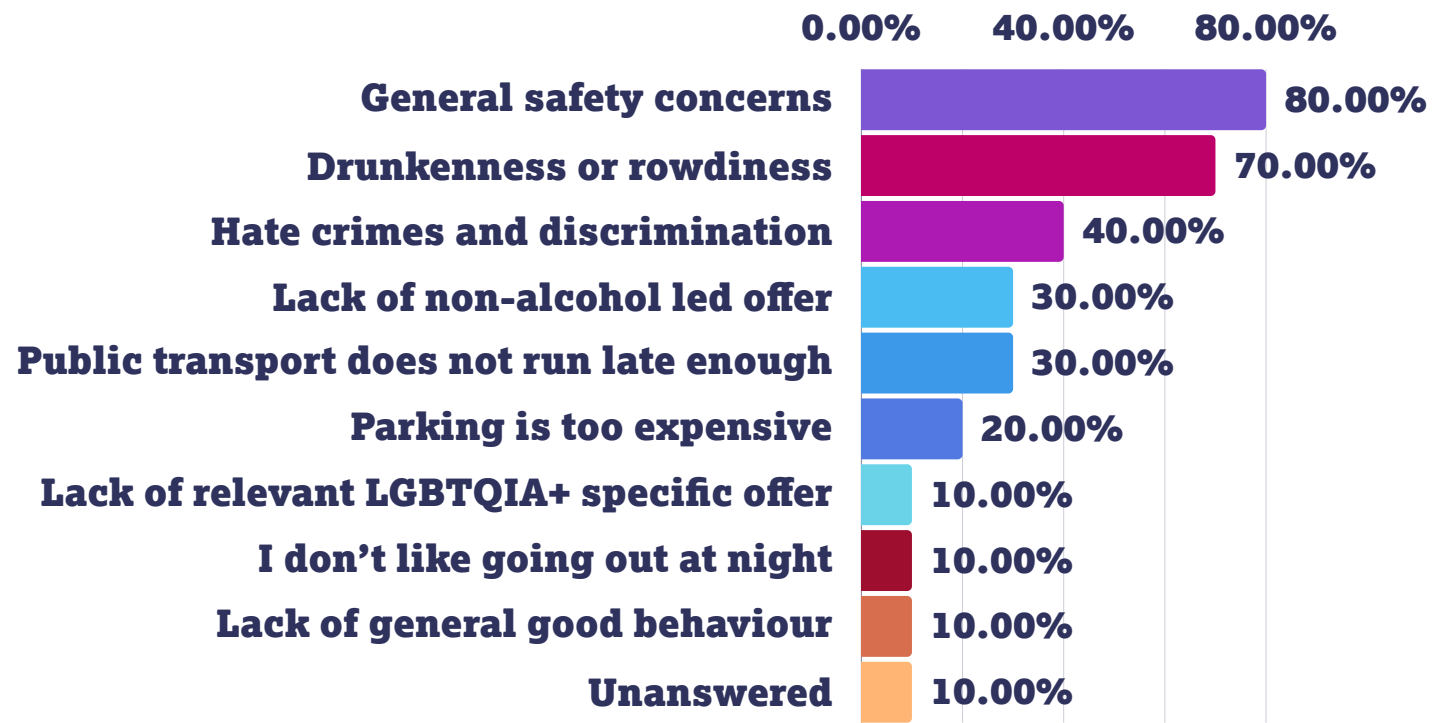
How safe is Cardiff during these the hours of 9pm-12am? [Consumers]



There was a reduction in the proportion of consumers who reported feeling safe as the time periods got later. As a natural inverse trend, there was an increase in the proportion of consumers who felt unsafe as the evening progressed. Consumers had mixed feelings of safety on a weekend evening between 9pm and midnight, with a negligible difference across all three safety categories.

For those respondents who stated that they did not go out in Cardiff's nighttime economy, 80% of them stated that they did not go out in Cardiff in the evening or night due to general safety concerns. This was followed by the presence of drunkenness or rowdiness. Hate crime and discrimination were also a factor for almost half of respondents not visiting Cardiff's nighttime economy.

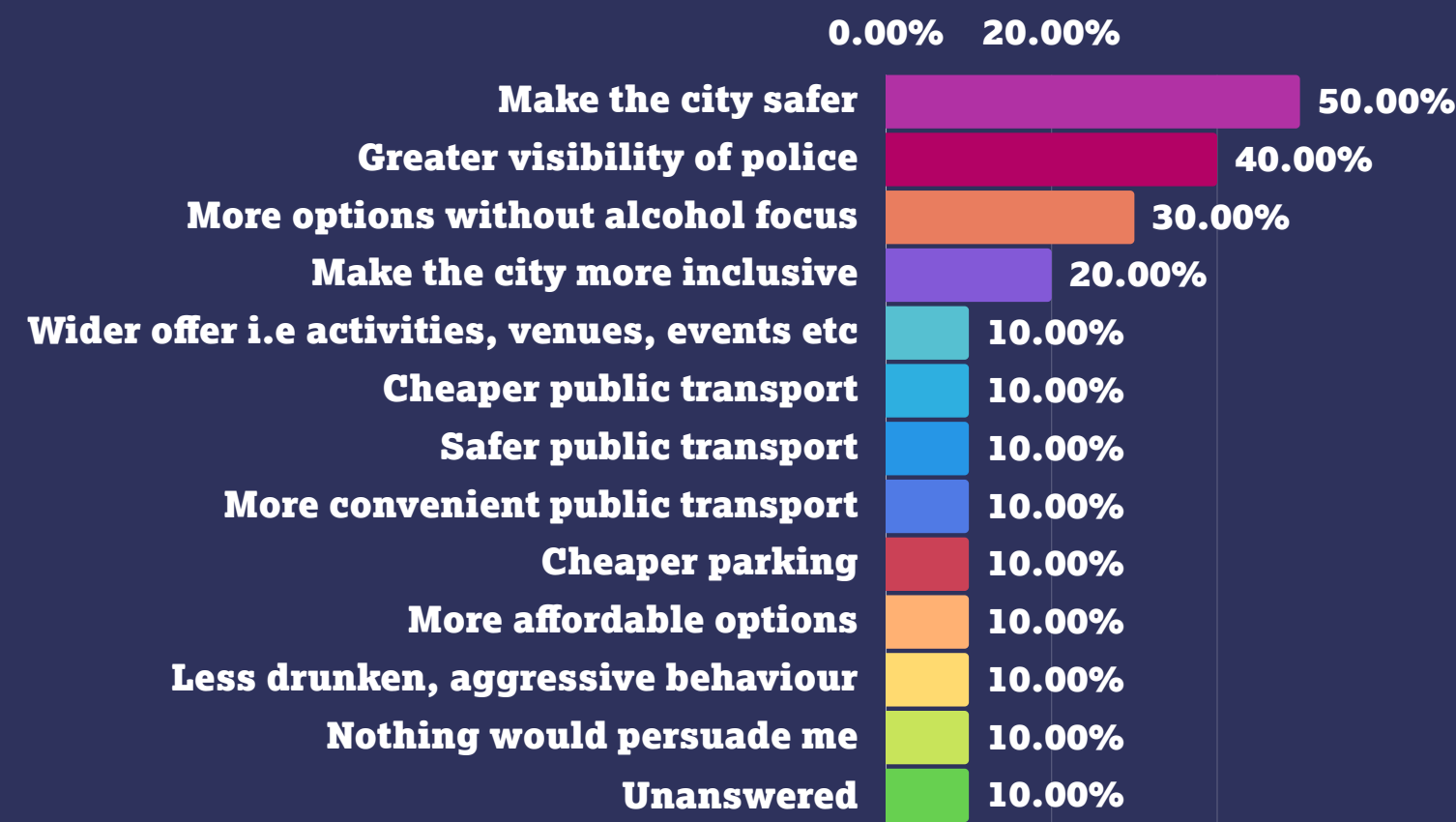
Why not? (Where consumers do not go out in Cardiff between 5pm-6am)



Experience and Perceptions of Safety and Risk Factors

Furthermore, when asking this group of respondents if there is anything else that would make them come to Cardiff more often in the evening or night? Half of the respondents stated that making the city safer would make them go into Cardiff in the evening or night more often. This was followed by a greater police presence, more options without an alcohol focus (30%, n=3) and making the city more inclusive.

Is there anything else that would make you come into Cardiff more often in the evening or night? (Where consumers do not go out in Cardiff between 5pm-6am).



Alternatively, participants who noted feeling safe in Cardiff at night were asked what factors make them personally feel safe in Cardiff at night? This open-ended question was subject to qualitative analysis methods outlined in the methodology.

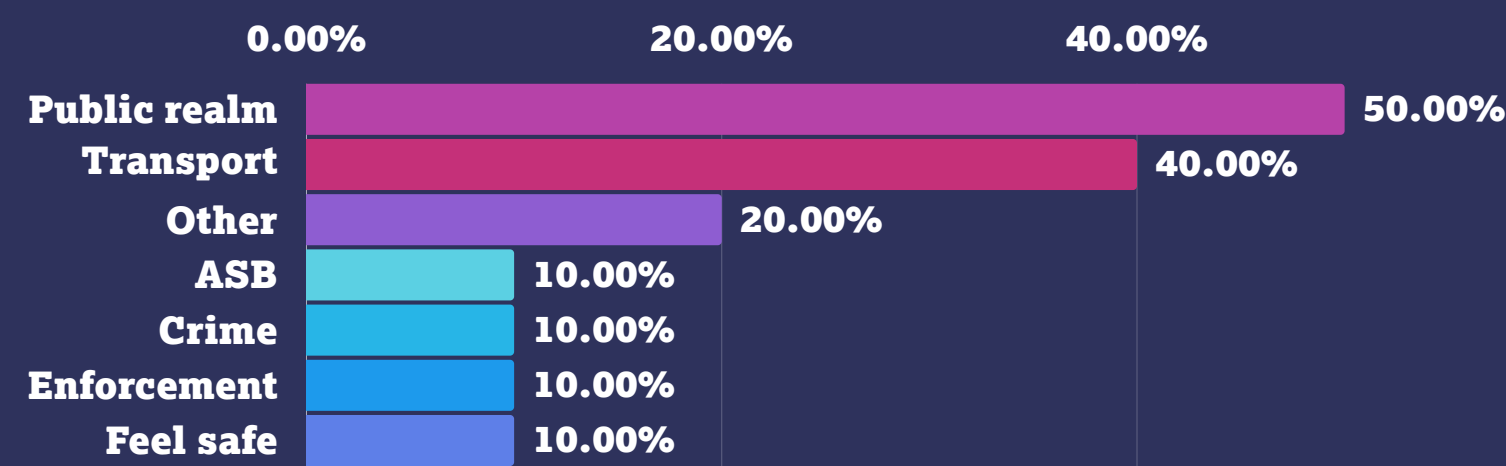
The responses encompassed a diverse range of 42 individual comments, which coalesced into eight overarching themes. Notably, almost half of the comments centred around concerns related to Anti-Social Behavior (ASB). Within this theme, respondents expressed specific worries about encountering homeless individuals (mentioned 4 times) and the challenges associated with such encounters. Likewise, they noted instances of interacting with intoxicated individuals (mentioned 4 times) and the potential discomfort or uncertainty such encounters could evoke. Furthermore, comments highlighted experiences with drug users (mentioned 3 times) and the unease associated with such situations. The mention of inebriated men (mentioned 3 times) also featured prominently, with respondents expressing discomfort in these encounters. Moreover, respondents mentioned instances of feeling followed, an occurrence that amplified their sense of vulnerability. Witnessing public urination, encountering aggressive behaviour, dealing with rowdy behaviour, and an overall apprehension towards Anti-Social Behavior were also cited as contributing factors to feeling unsafe in certain contexts.

In contrast, a noteworthy proportion of comments, constituting almost a fifth of the responses, reflected a prevailing sentiment of respondents already feeling safe in Cardiff at night. This theme conveyed a sense of confidence and comfort that individuals experienced in their nighttime environment.

For a comprehensive list of comments categorised by theme, refer to Appendix Seven.

Experience and Perceptions of Safety and Risk Factors

Please describe what factors make you feel personally unsafe in Cardiff at night.
[By Theme]



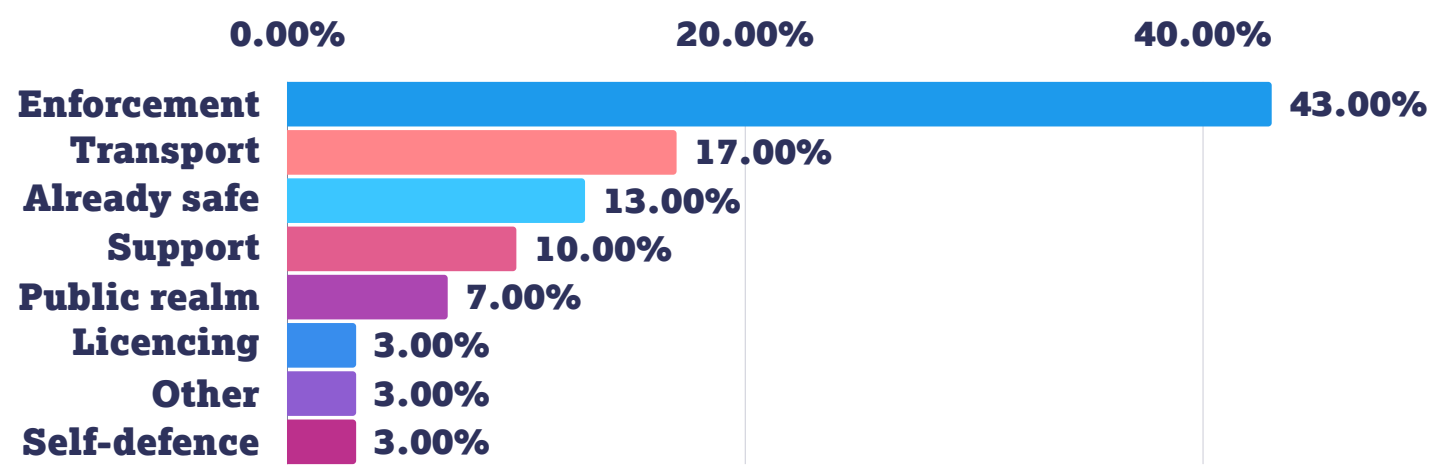
Building on these questions, respondents were asked to describe what factors would make them feel personally safer in Cardiff at night. Given the open-ended nature of this question, the responses were subjected to the qualitative analysis methods outlined in the methodology.

The 22 answers to this question yielded 30 individual comments, categorised into eight overarching themes. Notably, the theme of Enforcement emerged as the most prominent, with 43% of respondents (n=13) highlighting that an increased police presence would significantly bolster their feelings of safety. Within this theme, participants expressed a desire for more police officers (cited 6 times) and heightened patrols (cited 2 times) to ensure greater security. Additional comments underscored the importance of reducing the presence of homeless individuals (cited 2 times) and drug users and the need for more effective policing of Anti-Social Behavior.

Following closely, comments relating to transportation emerged as the second most prevalent theme. Respondents articulated that improvements to public transport services would substantially contribute to their sense of safety. Suggestions included implementing 24/7 train services, encouraging taxi drivers to accept shorter fares, and providing reliable late-night public transport options beyond the city centre (mentioned 2 times). One respondent also expressed that having the option to drive would inherently enhance their feelings of safety in Cardiff at night.

Refer to Appendix Eight for a comprehensive list of comments categorised by theme.

Please describe what factors would make you feel personally safer in Cardiff at night?



Finally, respondents were asked if there were any areas that they felt particularly unsafe in. Given the open-ended format of the question, the responses were analysed using the qualitative methods outlined in the methodology.

Experience and Perceptions of Safety and Risk Factors

Among the 23 responses received, a total of 28 individual comments were identified. Interestingly, a significant portion of respondents (n=10) stated that they did not find any specific areas to be unsafe, indicating a generally positive perception of the city's safety. Nonetheless, several areas were mentioned as raising safety concerns.

One prominently cited area was Queen Street, with four respondents expressing reservations about its safety due to overcrowding, a perceived lack of police presence, the presence of drug dealers, and encounters with aggressive individuals. Two respondents identified Dumballs Road as an area that felt unsafe, primarily due to the presence of drug users. Some respondents expressed apprehension about gay bars and clubs, while others pointed to specific streets like Castle Street, Charles Street, Grangetown, Newport Road, and Upper High Street.

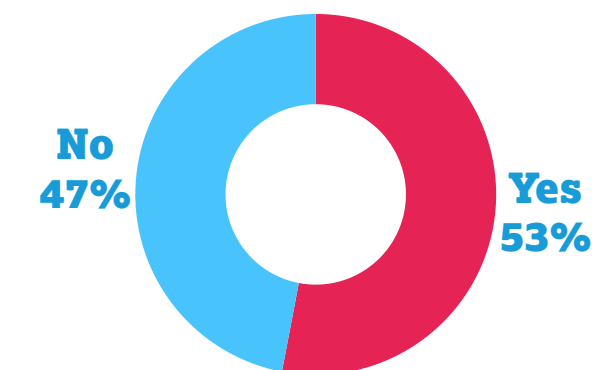
Furthermore, concerns were raised about the safety of transportation hubs like bus stops and train stations, largely attributed to the perceived unreliability and early cessation of services. Additionally, areas known for their nightlife, such as Mill Lane and St Mary's Street, were mentioned as potentially rowdy environments, which some respondents associated with higher levels of risk.

Overall, while many respondents reported feeling safe in various parts of Cardiff, specific areas were identified as potential sources of concern, often linked to factors like overcrowding, inadequate police presence, and encounters with individuals engaged in illicit activities. These responses provide valuable insights into the nuanced perceptions of safety within the city.

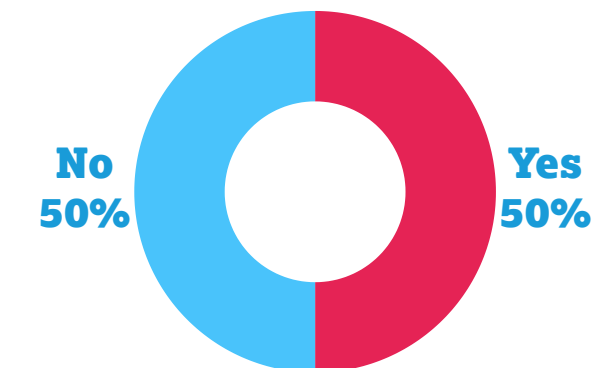
Safety of the LGBTQIA+ Community at Night

In addition to asking respondents about their own experiences and perceptions concerning their usage of Cardiff City Centre at night, respondents were also asked if they feel that the LGBTQIA+ community are safe at night in Cardiff.

There were 74 responses to this question. Of those who took the survey, 72 were classified as consumers, and two were classified as employees. Around half of consumers and employees felt that the LGBTQIA+ community were safe in Cardiff at night (47% consumers: 50% employee). As such, although there was a negligible difference, slightly more consumers tended to feel that the LGBTQIA+ community were unsafe.



Do you feel the LGBTQIA+ community is safe at night?
[Consumers]



Do you feel the LGBTQIA+ community is safe at night?
[Employees]

Experience and Perceptions of Safety and Risk Factors

For those who answered ‘no’ as to whether they believe the LGBTQIA+ community is safe at night, these respondents were asked why they feel this way. This question required an open-ended response and as such is subject to the qualitative analysis methods outlined in the methodology. Of the 32 responses provided, there were 54 individual comments made, which fit into ten broad themes.

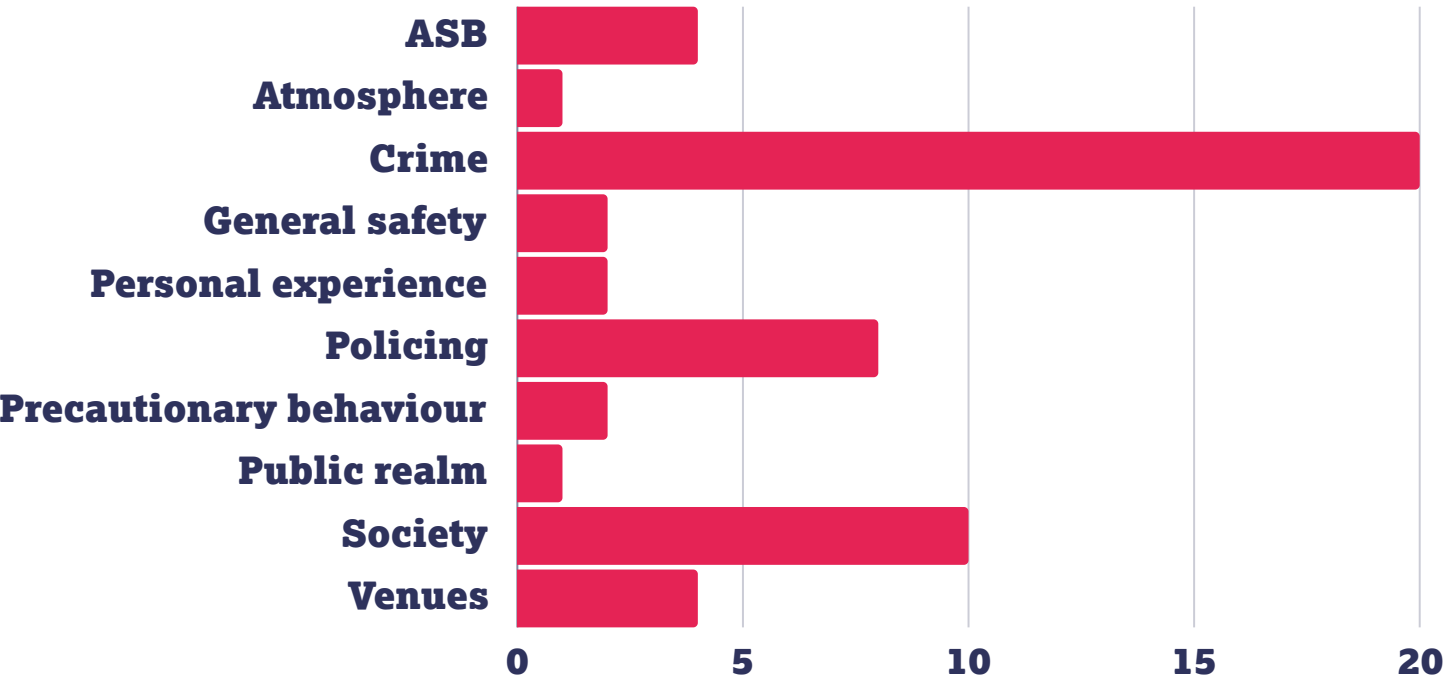
The greatest volume of individual comments referenced crime (n=20). Of these, personal experience of verbal homophobic hate crime and harassment was cited in nine comments.

A further three made reference to recent murders of members of the LGBTQIA+ community in the area. Three more comments were attributable to drugs, one specifically related to drug dealing. The theme with the second greatest volume was society. This theme relates to society’s attitudes and perceptions about the LGBTQIA+ community. Two comments on this theme stated that people attend LGBTQIA+ venues to make fun of them and threaten them. Other comments related to not being accepted, LGBTQIA+ behaviour making people uncomfortable, them being an easy target and relentless attacks by the government and the media. A full list of comments per theme can be found in Appendix One.

Respondents who answered 'no' to whether they believed the LGBTQIA+ community was safe at night in Cardiff were asked the following two questions; are there any particular areas in which you feel the LGBTQIA+ are unsafe? and what makes you feel that the LGBTQIA+ community are unsafe in these areas? Among the 38 applicable respondents, 30 provided insights in response to these questions. Both inquiries required participants to offer open-ended responses, making them subject to the qualitative analysis approach detailed

in the methodology.

Why do you feel the LGBTQIA+ community is unsafe?



St. Mary’s Street emerged as the most frequently cited area, attracting 15 comments and 9 overall responses regarding perceived safety concerns. Respondents identified various factors contributing to their sense of unease, including instances of anti-social behaviour (mentioned 3 times), encounters with inebriated individuals (mentioned 3 times), a perceived lack of police presence (mentioned twice), the presence of groups of youths (mentioned twice), as well as the general presence of other people, homeless individuals, instances of drug use, aggressive panhandling, and the display of hateful posters.

Queen Street garnered the second-highest volume of responses pertaining to a specific area, with 7 distinct comments outlining the reasons behind its

Experience and Perceptions of Safety and Risk Factors

perceived lack of safety. Many of these concerns mirrored those voiced about St. Mary’s Street and encompassed issues such as anti-social behaviour (mentioned twice), limited police visibility, instances of drug dealing, encounters with groups of youths, aggressive panhandling, and the presence of hateful posters.

Furthermore, respondents indicated that the city centre was considered unsafe in five instances, yielding 8 individual comments elaborating on the reasons behind this perception. Concerns raised included homelessness (mentioned twice), inadequate street lighting or poorly illuminated streets, a perceived lack of accessible emergency resources, a deficit of trust in law enforcement, limited late-night transportation options to certain areas, minimal police presence, and drug use.

Please refer to Appendix Three for a comprehensive list of comments per question.

Alternatively, those who answered ‘yes’ to whether they believed the LGBTQIA+ community are safe in Cardiff at night were asked why they felt this way. Among the 34 eligible participants, 24 individuals offered responses to this question. In total, these 24 responses encompassed 34 individual comments, which coalesced around eight overarching themes.

The theme emphasising a progressive society garnered the highest number of comments (n=9). This theme underscores the prevailing sentiment that contemporary society has become increasingly accepting of the LGBTQIA+ community. Noteworthy comments within this theme include assertions that the LGBTQIA+ community is afforded the same level of safety as any other demographic (mentioned 4 times), a prevailing sense of mutual vigilance and

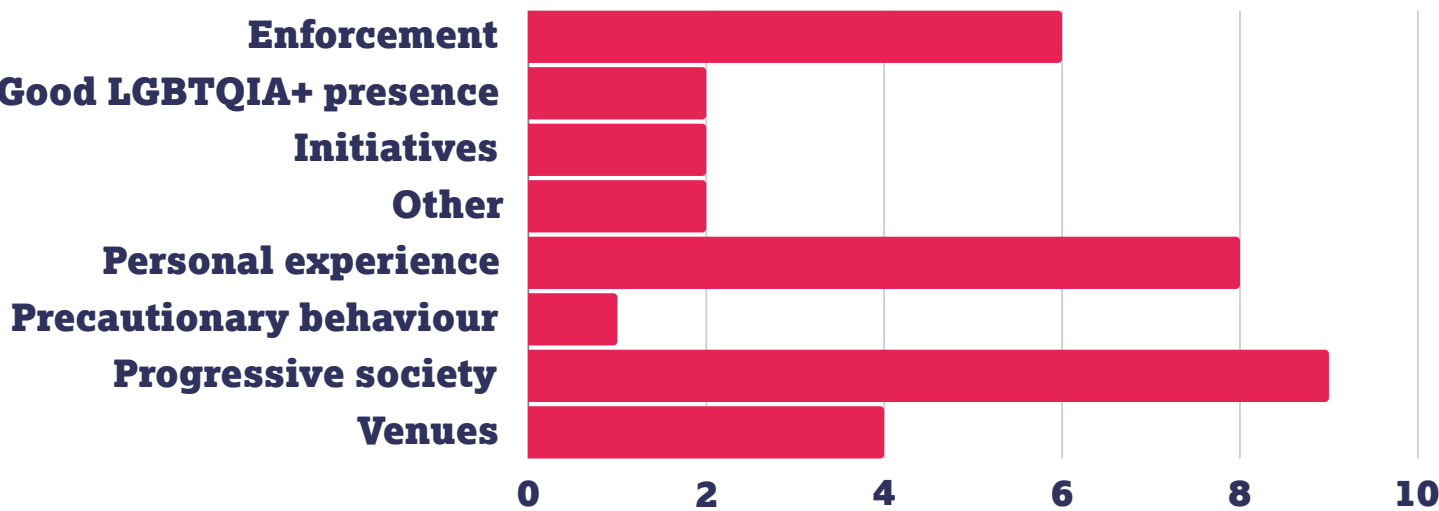
support among community members (mentioned twice), an observed reduction in homophobic attitudes and an overall greater acceptance (mentioned twice), as well as the perception that no specific threats are directed towards the LGBTQIA+ community.

The theme of personal experience emerged as the second most prevalent, featuring 8 comments. Responses within this theme primarily revolved around a lack of negative experiences encountered by respondents within the LGBTQIA+ community (mentioned 6 times), and a general sense of not being singled out or targeted.

Furthermore, there were six comments clustered under the theme of enforcement, which pointed to the positive impact of robust police presence (mentioned 3 times) and the presence of effective security teams (mentioned 3 times).

For a comprehensive list of comments organised by theme, please refer to Appendix Five.

Why do you feel the LGBTQIA+ community is safe?



Experience and Perceptions of Safety and Risk Factors

Respondents who answered 'yes' to whether they believed the LGBTQIA+ community to be safe in Cardiff at night were asked if there are any particular areas in the city centre where they feel the community is safe and why they feel the community is safe. Among the 34 eligible participants, 30 individuals offered their perspectives in response to these questions. Both questions necessitated open-ended responses, and thus, the analysis followed the qualitative methods outlined in the methodology.

Among the responses to whether there are specific areas, St. Mary's Street emerged as the most frequently cited area considered safe for the LGBTQIA+ community (n=6). Interestingly, this area was also prominently mentioned as feeling unsafe in responses to the question are there any areas in which you believe the community to be unsafe in. Respondents expressed several reasons for deeming St. Mary's Street safe, including the presence of large and visible LGBTQIA+ venues that serve as safe spaces (mentioned 3 times), the high density of people (mentioned twice), a robust police presence, the prevalence of other LGBTQIA+ consumers, and the effectiveness of security staff.

Furthermore, Churchill Way garnered mention in four responses, with respondents attributing its perceived safety for the LGBTQIA+ community to the presence of large, visible LGBTQIA+ venues acting as safe spaces (mentioned 3 times), the significant presence of other LGBTQIA+ individuals, and the effective security staff.

In a broader sense, five responses conveyed the notion that all areas of Cardiff's city centre are generally perceived as safe for the LGBTQIA+ community. This sentiment was predicated on the belief that there is a substantial police presence, the prevalence of other LGBTQIA+ consumers, personal experiences devoid of any incidents, the assertion that the LGBTQIA+ community should not

feel unsafe, and the observation that no specific threats are directed towards this community.

For a comprehensive list of comments per question, please refer to Appendix Six.

Stakeholder Insights

In examining Cardiff's nighttime environment and its impact on safety within the LGBTQIA+ community, it becomes evident that various factors influence perceptions and experiences. Stakeholders emphasised the significance of distinguishing between perception and direct experiences when discussing safety in Cardiff at night and acknowledging that non-members of the LGBTQIA+ community cannot attest to experiences they have not had. Stakeholders believed that factors such as nationwide media coverage and social media discourse may shape individuals' perceptions of safety. As such, it is important to communicate and engage with the community to understand where fear originates and how this can be tackled.

The design of Cardiff city centre garnered praise from stakeholders for its inviting and vibrant atmosphere, which they believe contributes significantly to an overall heightened sense of safety for all, including the LGBTQIA+ community. Though this underscores the critical role that urban planning and infrastructure play in creating secure nighttime spaces, it was believed by stakeholders who themselves are part of the LGBTQIA+ that safety concerns amongst the community have less to do with infrastructure and more to do with the behaviour of others and the threat of harassment or violence.

Stakeholders raised concerns regarding vulnerability during the early

Experience and Perceptions of Safety and Risk Factors

morning hours in the city, particularly from 5-6 a.m., for those exiting venues. Venue staff interviews, in particular, expressed feeling unsafe during this period, especially in the winter months, highlighting a necessity for sustained safety measures during these transitional hours.

While the city centre was generally perceived as safe by most stakeholders, specific areas were singled out for attention. Clifton Street emerged as an area associated with notable crime and related fears. Queens Street was also identified as having a dangerous feel, with particular concerns about the impact of homelessness on safety perceptions.

Overall, the experiences and perceptions of safety within the LGBTQIA+ community vary depending on factors such as the time of day and the occurrence of events according to stakeholders within the community, once more emphasising the intricate and nuanced nature of safety considerations within this community. Certain events, such as boxing, were associated with heightened safety concerns. In contrast, rugby events, which draw in large crowds, particularly during international tournaments such as the Six Nations and the Rugby World Cup, were generally viewed as non-violent despite their heteronormative nature, contributing to a sense of security.

Cardiff was generally viewed favourably regarding LGBTQIA+ inclusivity and safety compared to other areas in the UK. Both members and non-members of the LGBTQIA+ community expressed this.

Improved communication about safety projects, such as the safety bus, was emphasised by stakeholders as essential to enhance awareness and instil a greater sense of security. This underscores the vital role of information dissemination in shaping safety perceptions.

In summary, understanding the experiences and perceptions of safety within Cardiff's nighttime environment for the LGBTQIA+ community requires a nuanced and comprehensive approach. Stakeholders' insights reveal the complexity of factors at play and underscore the need for a multifaceted strategy to enhance safety. This strategy should consider the diverse experiences and perceptions within the LGBTQIA+ community to ensure a more inclusive and secure nightlife for all.

Focus Group Findings

Focus Group participants shared candid insights into their feelings of safety as LGBTQIA+ individuals navigating Cardiff at night. The responses to the question regarding personal safety conveyed a mix of sentiments. Though the majority of participants expressed feeling safe when going out in Cardiff at night, several participants discussed the changing nature of feeling safe. One participant suggested that their sense of safety depends on whether they adopt certain behaviours or avoid certain spaces. Another participant noted that the behaviour of other people they may encounter also contributes to a sense of safety in the nighttime environment and cannot be predicted.

When collectively assessing the safety of the LGBTQIA+ community in Cardiff during evening and nighttime hours, respondents indicated that even though they feel the city is safer than others, they acknowledged the potential for improvement, stating that there is always room to enhance the overall sense of safety within the LGBTQIA+ community.

Regarding adopting safety precautions, participants varied in their perspectives. Several respondents noted the importance of being aware of their own behaviours but stressed that this did not equate to hiding their LGBTQIA+ identity but rather avoiding vulnerability. Discussion was also had on the need for prioritising security measures within venues and at events.

Experience and Perceptions of Safety and Risk Factors

for the LGBTQIA+ community, placing the responsibility on venue owners to recognise the community's vulnerability within the nighttime economy.

In exploring experiences of discrimination, abuse, or harassment within Cardiff's nighttime economy, 100% of participants acknowledged having encountered such incidents. While details were not explicitly shared, one participant noted that their experiences of harassment and abuse within Cardiff and at night were relatively frequent, contrasting with several other participants who only reported having experienced a singular occurrence.

Participants were also prompted to identify specific areas or neighbourhoods in Cardiff where they felt more or less comfortable expressing their LGBTQIA+ identity at night. Though all respondents did not feel like there were any specific areas or locations where they were unsafe, it was asserted that nowhere was entirely safe, emphasising the pervasive need for vigilance at all times.

These findings offer valuable insights into the multifaceted safety experiences of LGBTQIA+ individuals in Cardiff's nighttime landscape. The nuanced perspectives underscore the importance of addressing individual and community-wide safety concerns to foster a more inclusive and secure environment within the city's evening and nighttime economy.



Safe Spaces for the LGBTQIA+ Community

Introduction

Throughout Cardiff's evening nighttime economy, establishing safe spaces for the LGBTQIA+ community is an imperative cornerstone. These spaces often serve as sanctuaries of acceptance, understanding, and belonging, ensuring that everyone, regardless of their sexual orientation or gender identity, can partake in the city's nightlife confidently and securely. These safe spaces stand not only as physical locations but also as symbolic spaces of affirmation.

Stakeholder Insight

Regarding existing safe spaces for the LGBTQIA+ community, stakeholders noted several venues in Cardiff already known for their strong commitment to creating safe spaces for the LGBTQIA+ community. Marys on St. Marys Street and The Golden Cross were highlighted as pivotal establishments in fostering inclusivity and spaces in which the community feel safe. According to stakeholders, these venues are distinguished as safe spaces by their supportive and vigilant staff and management, who demonstrate a genuine concern for patrons' well-being and visibly display their support for the community. Marys was further singled out as a venue where management proactively educated staff about inclusivity, including training on correct pronoun usage. This emphasis on staff training is regarded as a tangible demonstration of support for the LGBTQIA+ community.

The Queer Emporium emerged as a hub for a range of events dedicated to the LGBTQIA+ community. Stakeholders praised the Queer Emporium for their proactive approach to inclusivity, exemplified by the hosting of invitation-only events. These events were reported to be well-received by attendees, contributing to a sense of belonging and acceptance. Security personnel at the Queer Emporium were noted for their active presence and vigilance during

nighttime operations. This further bolsters the perception of the venue as a safe space for the LGBTQIA+ community. The Queer Emporium, according to stakeholders, stands as a leader in championing inclusivity within the community.

In addition to establishing LGBTQIA+ venues, stakeholders highlighted the importance of mainstream businesses in ensuring the well-being of the LGBTQIA+ community during nighttime activities. An illustrative example was provided in the case of Pryzm club, which, although not exclusively catering to the LGBTQIA+ community, was recognised for its efforts in creating an inclusive and secure environment. Furthermore, stakeholders acknowledged the growing trend of events dedicated to the LGBTQIA+ community being hosted in venues not traditionally known for such inclusivity. Expanding LGBTQIA+ events into diverse venues indicates a broader societal shift towards greater acceptance and integration.

Moreover, stakeholders expressed confidence in the safety measures implemented by licensed premises in Cardiff overall, believing that most venues would be safe spaces for the LGBTQIA+ community even if they are not directly marketed. Stakeholders discussed the behaviour of door staff as a condition of whether a venue is deemed safe by the community. In the cases of venues that stakeholders deemed safe spaces, the security teams were commended for their effectiveness in maintaining a secure environment. Stakeholders attributed this sense of security to the proactive efforts of the licensing team, which rigorously upholds stringent standards through regular checks and the strategic deployment of CCTV surveillance. Cardiff boasts one of the highest densities of licensed premises per square mile in the UK, underscoring the city's commitment to providing a diverse and vibrant nightlife.

Safe Spaces for the LGBTQIA+ Community

Focus Group Findings

Participants in the focus group shared valuable perspectives on the types of events, venues, or establishments that would better cater to the needs and interests of the LGBTQIA+ community in Cardiff during nighttime hours, in addition to providing safe spaces for individuals within the community. Among the suggestions, there was a recurring theme emphasising the importance of increased social interactions with other members of the community, something which cannot be guaranteed in any LGBTQIA+ specific venue or event. Participants specifically referenced to the benefits of informal gatherings for the community during the daytime and nighttime hours, highlighting a desire for relaxed and social spaces where community members can connect and build relationships.

Furthermore, the idea of support group meetings in the evening and night emerged as a significant aspect of safety for the LGBTQIA+ at night. Participants discussed the recognition within the community of the value in creating spaces for shared experiences, fostering a sense of community, and providing support. The emphasis on both social and support-oriented gatherings reflects the multifaceted nature of the LGBTQIA+ community's needs and the requirement for safe spaces across Cardiff at night.

Additionally, participants expressed a desire for more diverse spaces and venues catering to different preferences within the community. This aligns with the broader goal of creating vibrant and celebratory spaces within Cardiff's LGBTQIA+ nightlife scene, which was also discussed throughout the focus group. Notably, one participant highlighted the positive experience of a recent event at St Melons specifically for the Bisexual and Two-Spirit communities, indicating that niche events addressing specific LGBTQIA+ identities are well-received and contribute to a sense of inclusion.

These findings provide valuable insights into the diverse interests and preferences within the LGBTQIA+ community in Cardiff, shedding light on the multifaceted nature of their nightlife needs. Tailoring programming and offerings to encompass social and support-oriented aspects could help to contribute to a more vibrant and accommodating nightlife experience for the LGBTQIA+ community in Cardiff.

Safety Measures and Community Involvement

Introduction

The establishment of robust safety measures tailored to the LGBTQIA+ community is imperative for a safe and inclusive evening and nighttime economy. These measures, designed to safeguard the well-being of every individual, are instrumental in ensuring that the city's nocturnal offerings are a sanctuary of acceptance and security. In addition to these safety measures and strategies, active community involvement is also essential.

Stakeholder Insight

Stakeholders noted a range of safety measures and community involvement initiatives that they perceive contribute to the well-being of LGBTQIA+ individuals in Cardiff's nighttime environment.

One notable initiative is the radio link network used by various venues across the city. Stakeholders described this safety measure as enabling venues to use the radios to communicate effectively with one another and the police in addressing concerns related to intoxication, lost patrons, or those needing assistance. While stakeholders did not provide examples specific to the LGBTQIA+ community, they believed businesses could utilise this to safeguard their LGBTQIA+ patrons better.

Stakeholders also discussed the Alcohol Treatment Centre as a highlight of the safety measures across Cardiff during the evening nighttime economy and the impact this can have on vulnerable individuals. The treatment centre operates on Fridays and Saturdays from 8 pm to 4 am, functioning as a triage centre equipped with an ambulance crew. Stakeholders perceive this facility as a crucial resource for individuals requiring sobering up or medical attention due to injuries sustained during nighttime activities. Again, whilst this is not specific

to the LGBTQIA+ community, this facility is essential in safeguarding all individuals who may become vulnerable when using Cardiff's evening nighttime economy.

Additional safety measures discussed by stakeholders during interviews include the designated help point located in the Cathays area of Cardiff, often referred to as a student hub and the implementation of "Ask for Angela," across Cardiff's evening nighttime economy venues.

Community safety teams within Cardiff Council play instrumental roles in ensuring the well-being of nightlife participants, according to stakeholders. Street Pastors also operate in Cardiff and were viewed by all stakeholders as a vital resource, offering assistance such as water and even providing basic necessities like flip-flops. However, several stakeholders noted being unsure of how these groups would be equipped to deal with LGBTQIA+ specific safety concerns or experiences. The Purple Flag accreditation, which Cardiff has received, was also discussed by stakeholders as serving to reassure patrons of the city's commitment to maintaining a safe nighttime environment, including striving to achieve diversity and inclusion, something which stakeholders believe positively impacts the experience and perception of LGBTQIA+ safety across the city at night.

Furthermore, "Safe Places," a concept endorsed by FOR Cardiff, aims to create designated areas where individuals can seek refuge if they feel unsafe, was discussed by a number of stakeholders. FOR Cardiff collaborates closely with businesses citywide to create designated 'Safe Places', an accessible network of businesses and venues offering support to anyone feeling intimidated, at risk, or in distress. These establishments serve as havens where individuals can seek refuge, whether for a reassuring conversation, to make a call, to arrange transportation, or even to contact emergency services. Ensuring a welcoming environment with guaranteed assistance, these 'Safe Places' play a vital role in promoting safety and

Safety Measures and Community Involvement

well-being. However, despite this, stakeholders noted that there is a need for better promotion of this initiative to increase awareness among the LGBTQIA+ community.

The integration of a safety bus into Cardiff's nighttime safety infrastructure is a significant stride towards enhancing safety, as perceived by stakeholders. This safety bus is strategically positioned throughout the city and collaborates closely with various stakeholders, including taxi marshals, door staff, and bar staff. Stakeholders perceive that they serve as mobile support units equipped with power banks for charging mobile phones and advanced first aid kits, providing a range of services from medical assistance to early evidence collection kits for detecting potential cases of drink spiking.

Moreover, regular meetings between law enforcement and LGBTQIA+ venues, exemplified by initiatives like "Coffee with a Copper," contribute to fostering open communication and building trust between stakeholders. Stakeholders perceive that this approach helps to ensure that safety concerns are addressed effectively and inclusively; however, it was noted that not all venues would take part in this due to a lack of confidence and mistrust.

In conclusion, the comprehensive safety measures and community involvement initiatives outlined by stakeholders serve as a testament to the proactive steps taken to ensure the well-being of LGBTQIA+ individuals in Cardiff's nighttime environment. These initiatives, ranging from radio networks between venues to designated safe spaces and safety buses, collectively contribute to creating a secure and inclusive nightlife for all, as noted by stakeholders. However, it was agreed that more could be done in order to promote these across the city and in particular to the LGBTQIA+ community.



Business and Organisational Contributions

Introduction

The active involvement of businesses and organisations plays a pivotal role in safeguarding the safety of the LGBTQIA+ community in Cardiff during evening nighttime hours. Their contributions, whether through policy implementation, staff training, or creating inclusive spaces, are instrumental in fostering an environment where every individual, regardless of sexual orientation or gender identity, feels secure and welcomed. By taking deliberate steps to prioritise safety, businesses and organisations not only enrich Cardiff's nightlife but also demonstrate a profound commitment to the well-being and inclusion of the LGBTQIA+ community, ultimately shaping a city where everyone can thrive and enjoy the nocturnal offerings with confidence and pride.

Survey Data

Out of the respondents who participated in the survey, only eight individuals identified themselves as employees based on their provided responses to the specified question. These individuals defined themselves as either employees working for businesses operating in Cardiff between 6pm and 6am, or as volunteers for organisations active within the same time frame. However, it's worth noting that two of these respondents opted not to answer any questions beyond the initial one. Consequently, this further reduced the pool of respondents to six employees.

As the survey progressed, the number of employee respondents fluctuated. Two participants mentioned that they abstain from going out in Cardiff during their days off or post work, which, again, affected the respondent count. Towards the latter part of the survey, the response rate dwindled even further, with only one employee providing answers to most of the questions.

Given the relatively small number of respondents, both in the overall survey and, specifically, in the employee category, it is important to acknowledge the limitations in terms of generalisability to the broader population of Cardiff. However, the insights gleaned from this subset of respondents hold considerable value. They can serve as a foundation for strategies aimed at enhancing individuals' willingness to engage with the Night Time Economy (NTE) and, crucially, to feel secure while doing so. These findings, though not representative of the entire population, offer a starting point for discussions and potential interventions that can contribute to a safer and more inclusive nighttime experience for all.

Among the respondents identified as employees, six individuals provided insights into their respective sectors of work in response to question six. Of these respondents, two individuals indicated their employment within LGBTQIA+ venues that doubled as pubs and bars. An additional respondent specified their association with a pub or bar that also functioned as a music venue.

The remaining three respondents opted for alternative sectors. Further details revealed one respondent's affiliation with the banking sector, another's involvement with the NHS, and the last respondent's occupation in an office setting. This diverse range of employment sectors among the respondents highlights the varied professional backgrounds of those contributing to the survey, shedding light on the potential range of perspectives represented in the study.

The responses to Question 7, which inquired about the typical end times of shifts for employees, exhibited a wide range of working hours among the six participants. It's worth noting that due to the limited number of respondents, no uniform pattern emerged in the provided end times.

Two respondents indicated that they concluded their shifts in the early

Business and Organisational Contributions

evening, specifically at 5pm and 6pm. These individuals identified their respective workplaces as the banking and office sectors. In contrast, all three respondents employed in pubs or bars reported that their shifts generally conclude much later, ranging from 2am to 4:30am. Lastly, the employee whose shift finishes at midnight is affiliated with the NHS. These varied end times underscore the diverse working hours prevalent within the nighttime economy, emphasising the necessity for tailored safety measures to suit the distinct requirements of different sectors and occupations.

Out of the six employees who participated in the survey, four revealed that they refrain from visiting Cardiff's nighttime economy for leisure activities during their days off or following a work shift. Interestingly, the reasons provided by these employees varied, demonstrating the multifaceted nature of preferences and habits. For instance, one respondent working for the NHS indicated a personal choice not to engage in nighttime leisure activities in Cardiff. Additionally, an employee associated with a pub or bar, which also functioned as an LGBTQIA+ venue, expressed a similar inclination to abstain from nighttime visits to the city's entertainment district. These insights shed light on the diverse range of leisure preferences and lifestyle choices among employees within the nighttime economy, underscoring the importance of tailoring safety measures to accommodate individual needs and habits.

The two employees who indicated that they refrain from venturing into Cardiff's nighttime economy for leisure activities provided valuable insights into their motivations. Both respondents cited a specific reason for their choice—namely, the absence of a tailored LGBTQIA+-specific offering. This observation underscores the importance of inclusivity within nighttime venues, particularly for employees who identify with the LGBTQIA+ community. It suggests that providing such spaces may not only enhance their sense of belonging but also

potentially encourage their participation in the nighttime economy.

Do you visit Cardiff for leisure between 6pm-6am on your days off or following a shift? [Employee]



Moreover, it is noteworthy that one respondent mentioned the cost of public transport as a deterrent, indicating that economic considerations also play a role in their decision-making. This insight highlights the practical challenges that employees may face when contemplating nighttime leisure activities in Cardiff. The range of reasons provided by these employees offers valuable context for understanding the complexities and considerations that influence their choices and underscores the need for diverse and inclusive offerings within the nighttime economy.

Why not? (Where employees do not visit Cardiff for leisure between 6pm-6am)



Business and Organisational Contributions

The two employees who expressed that they do not currently partake in Cardiff's nighttime economy for leisure provided valuable insights into potential motivators that might encourage their participation. Their responses were diverse, demonstrating that a range of factors could influence their decision-making.

One employee highlighted the significance of more affordable public transport as a key factor that would make them more inclined to visit Cardiff's nighttime economy. This reflects an economic consideration, suggesting that cost plays a pivotal role in their leisure decisions. The respondent's suggestion for cheaper public transport indicates that accessibility and affordability are critical factors in encouraging employee participation.

Safety emerged as another substantial concern for one of the employees. This response underscores the importance of creating an environment where individuals feel secure, particularly during nighttime activities. The emphasis on safer public transport suggests that safety measures and infrastructure improvements may be pivotal in encouraging nighttime participation among employees.

Furthermore, convenience in public transport was noted as a crucial factor influencing their decisions. This implies that ensuring an efficient and accessible transportation system could significantly impact their likelihood of venturing into Cardiff's nighttime economy. Additionally, the call for greater inclusivity in the city reflects a desire for an environment that caters to a diverse range of individuals, potentially making it more appealing for nighttime leisure activities.

The suggestion for increased police visibility indicates a desire for heightened security and protection within the nighttime environment. This feedback

emphasises the role of law enforcement in creating an atmosphere where employees feel comfortable and protected.

Overall, these responses illustrate that a multifaceted approach, encompassing factors like affordability, safety, convenience, inclusivity, and security, is necessary to encourage employees to engage more frequently in Cardiff's nighttime economy. This nuanced perspective highlights the complexities involved in shaping an environment that is conducive to diverse leisure activities.

The single employee who responded to the question 'To your current knowledge, does your employment premises conduct or participate in any of the following training, initiatives or schemes?' provided a comprehensive overview of the various training, initiatives, and schemes implemented at their premises. Their involvement in various programmes underscores a strong commitment to creating a safe and inclusive environment within the nighttime economy.

The employee mentioned that their workplace conducts Anti-Drink Spiking Training, which reflects a proactive effort to address a serious safety-related concern. This training likely educates staff on recognising and preventing drink-spiking incidents, contributing to a safer environment for patrons.

Additionally, implementing Anti-Drink Spiking Measures further emphasises the dedication to safeguarding the well-being of patrons. This proactive approach demonstrates a heightened awareness of potential risks and a commitment to preventive measures.

The presence of initiatives like "Ask for Angela" and Bystanders Intervention Training indicates a focus on empowering staff and patrons to take an

Business and Organisational Contributions

active role in ensuring safety. These initiatives encourage open communication and intervention when individuals feel vulnerable or threatened.

Furthermore, Vulnerability Training and Best Bar None demonstrate a comprehensive approach to safety and inclusivity. Vulnerability Training should equip staff with the skills to identify and support individuals who may be in vulnerable situations. Best Bar None signifies a commitment to meeting high safety, quality, and inclusivity standards.

The mention of Licensing SAVI and CABC SentrySIS suggests a thorough understanding of the importance of compliance and adherence to licensing regulations. These initiatives likely contribute to the responsible operation of the employment premises, promoting a safe and lawful environment.

The employee's response highlights a commitment to safety, inclusivity, and responsible operation within the nighttime economy. The range of training, initiatives, and schemes implemented at their workplace demonstrates a proactive approach to creating a secure and welcoming environment for all patrons.

Stakeholder Insights

It was agreed by all stakeholders that local businesses and organisations play a crucial role in shaping Cardiff's nighttime environment, particularly in ensuring the safety and inclusivity of LGBTQIA+ individuals. Stakeholders emphasised the importance of visibility and diversity within the city centre regarding businesses and how they cater to various demographics. They believe that a diverse city

allows people to feel safe and accepted, contributing to a more inclusive nighttime environment and that businesses and FOR Cardiff can play a role in achieving this.

As with discussions about safety measures and technology, FOR Cardiff's Safe Places campaign, in collaboration with numerous venues, was discussed as a highlight of how businesses can work towards ensuring Cardiff is a safe and inclusive place to go out in during evening nighttime economy hours. The venue radio scheme was also discussed as an example of fostering cooperation and support. These venues are believed to be instrumental in identifying issues, safeguarding matters, and contacting relevant agencies for assistance.

While stakeholders acknowledged that some venues take the initiative to train their staff, stakeholders also believe there is a need for more widespread training, especially in non-LGBTQIA+ venues. For stakeholders, this training needs to encompass security personnel, management, bar staff, and other staff members to ensure a consistent approach to safety and inclusivity. Stakeholders believe that non-LGBTQ venues would benefit from training and a better understanding of addressing individuals, handling diverse situations, and respecting pronouns. This training can help ensure a more inclusive and respectful atmosphere for LGBTQIA+ patrons.

Certain LGBTQIA+ premises have developed a zero-tolerance approach to hate crimes around their venues. Stakeholders believe this approach involves engaging with door staff, owners, and patrons to ensure a safe and welcoming environment for all visitors. As previously discussed, stakeholders believe that security personnel have a pivotal role in creating safe spaces. They are often the first point of contact for patrons before entering the venue and ensuring the safety of the streets outside venues.

Business and Organisational Contributions

Stakeholders also believe that licensing teams play a massive role in ensuring safety within nighttime venues. They scrutinise entrance security and train staff to look after patrons. Moreover, licensing teams closely monitor crime patterns, helping identify trends and pass on crucial information to relevant authorities.

Local businesses and organisations in Cardiff have made clear contributions to creating safe and inclusive spaces for the LGBTQIA+ community during nighttime activities. Stakeholders believe that training efforts, zero-tolerance approaches, cooperation with licensing teams, and commitment to fostering inclusivity can collectively enrich the nighttime environment for all members of the community.

Focus Group Findings

When asked about efforts by the local community or businesses to foster inclusivity for LGBTQIA+ individuals during nighttime activities in Cardiff, focus group participants conveyed a shared sentiment of not having observed any such initiatives of note. Their responses suggested an absence of noticeable or efficiently marketed endeavours by either the community or businesses to actively create a more inclusive and welcoming atmosphere for LGBTQIA+ individuals during nocturnal pursuits, despite participants feeling relatively safe in the city.

This collective observation raises questions about the current state of inclusivity efforts in Cardiff's nighttime landscape, prompting further exploration into potential strategies and interventions that could enhance the sense of belonging and acceptance for LGBTQIA+ individuals in the city's after-dark activities. The participants' perspectives serve as a valuable foundation for

understanding the existing gaps and opportunities for improvement in fostering a truly inclusive environment within Cardiff's nighttime community.

Technology and Safe Transportation

Introduction

Ensuring safe and reliable transportation is essential to fostering an inclusive and secure environment for the LGBTQIA+ community. The availability of accessible and trustworthy transportation options provides a practical means of getting around and serves as a crucial lifeline for individuals seeking refuge or support.

Additionally, harnessing the power of technology further amplifies the potential for convenience and safety, offering real-time solutions at one's fingertips.

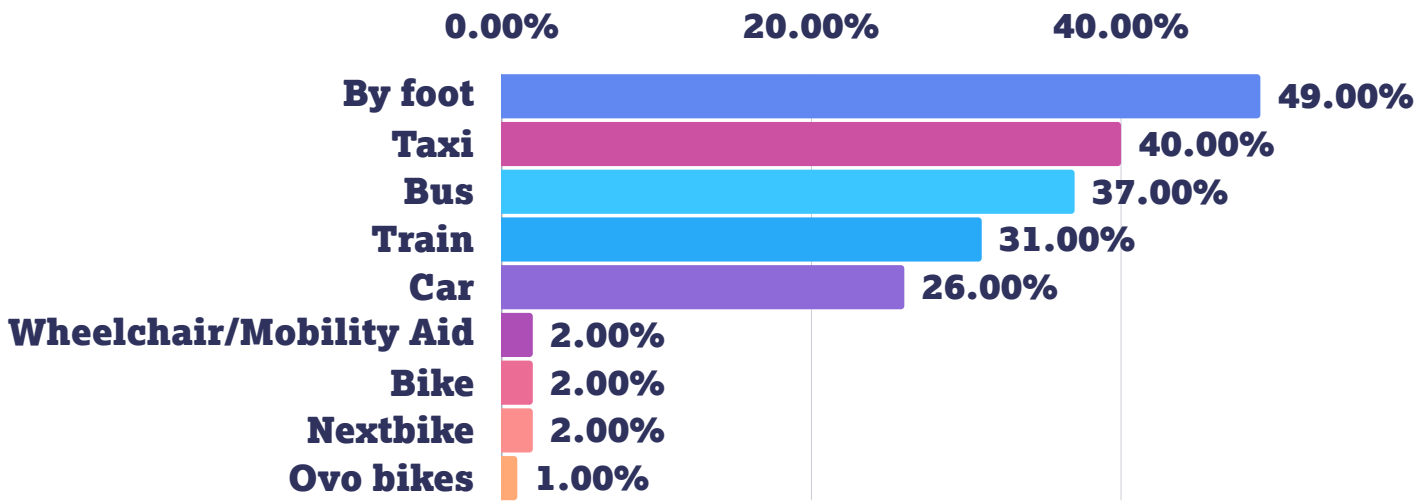
Survey Data

A selection of survey questions aimed to understand how individuals travel to Cardiff city centre at night, with the first delving into the transportation preferences of both consumers and employees when travelling to Cardiff centre in the evening and at night. The responses from 116 consumers and four employees offer valuable insights into the modes of transportation favoured during these hours.

Notably, almost half of the consumers, constituting 49% of those who responded, opt to travel to Cardiff centre on foot. This preference suggests a propensity for walking, potentially reflecting the convenience and accessibility of the city centre for residents or those residing nearby.

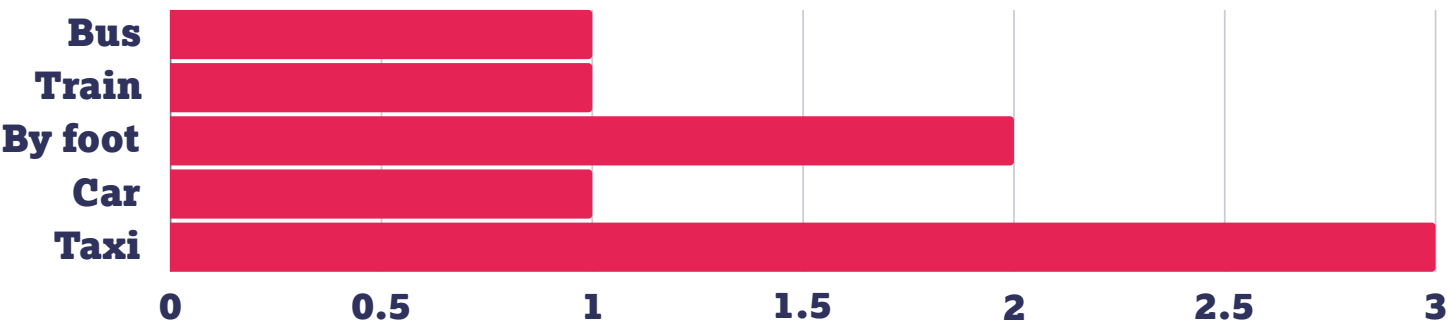
Following closely, 40% of consumers reported choosing taxis as their mode of transport. This demonstrates the popularity of private hire services, underscoring their significance in providing a convenient and flexible travel option for individuals seeking to navigate the city centre at night.

How do you travel into Cardiff centre in the evening and at night? [Consumer]



In terms of overall transportation choices, private methods of transport (n=140) emerged as the favoured option among consumers, surpassing the use of public transport (bus and train). This preference for private transportation signifies a greater reliance on personal travel, potentially influenced by convenience, accessibility, and individual preferences.

How do you travel into Cardiff centre in the evening and at night? [Employee]



Employees' responses mirrored the trend observed among consumers. Six employees indicated a preference for private modes of transport, including

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taxis, cars, and walking. In contrast, only two employees reported utilising public transportation options, such as buses and trains. This alignment suggests a shared inclination towards private transportation modes, potentially stemming from similar considerations of convenience and ease of travel.

The analysis of this question provides valuable insights into the transportation preferences of consumers and employees when accessing Cardiff Center in the evening and at night. The prevalence of walking and the popularity of taxi services highlight the diverse array of transportation options available to individuals during these hours. Furthermore, the preference for private modes of transport underscores the significance of convenience and accessibility in influencing travel choices within the nighttime economy.

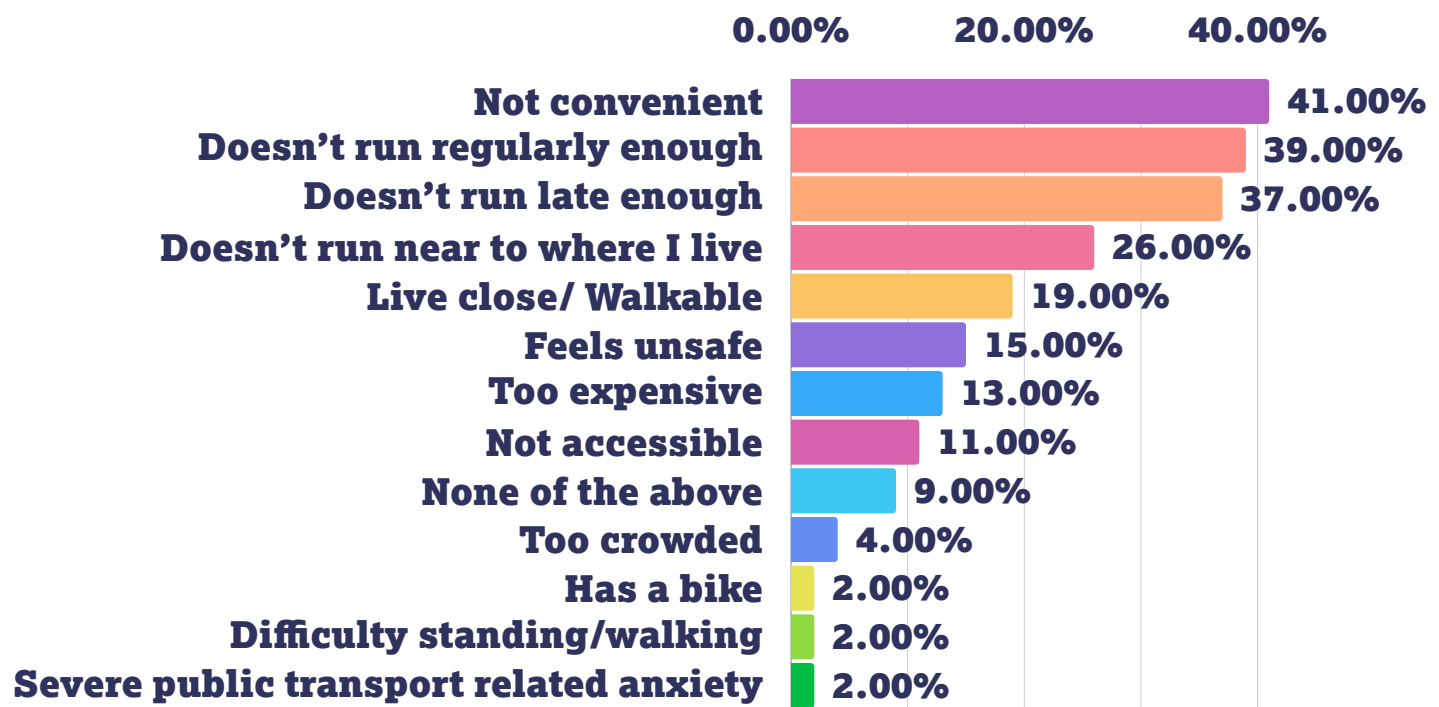
For respondents who selected that they did not use public transportation, this group were asked why they opted not to utilise public transport when travelling to Cardiff at night. Several recurring themes emerged among the respondents, which included 54 consumers and two employees.

For most consumers, the primary deterrent from using public transport was the inconvenience it presented, accounting for 41% of responses. This highlights the significance of convenience in influencing travel choices, as individuals seek efficient and straightforward means of navigating the city at night.

A similar sentiment was expressed regarding the regularity of public transport services, with 39% of consumers noting that services do not run frequently enough to meet their needs. This finding underlines the importance of reliable and consistent transportation options for individuals engaging in nighttime activities.

Furthermore, a substantial proportion of respondents, comprising 37% of consumers, highlighted the limited operating hours of public transport as a significant factor influencing their decision. This suggests a need for extended service hours to accommodate individuals participating in nighttime activities.

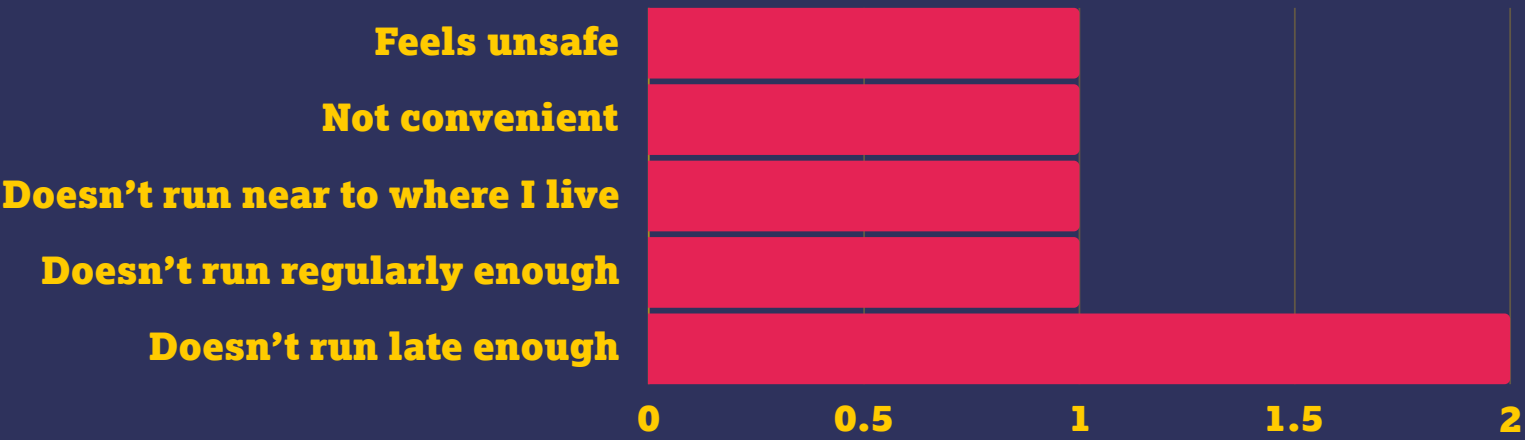
Why don't you use public transport to travel into Cardiff at night? [Consumer]



Employees' responses mirrored consumers' responses, with convenience-related factors emerging as predominant considerations. The reasons cited by employees closely aligned with those of consumers, indicating a shared perspective on the challenges of public transport in the context of nighttime travel.

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Why don't you use public transport to travel into Cardiff at night? [Employee]



In contrast, safety concerns emerged as a relatively less prominent factor influencing the decision to forego public transport, cited by 15% of consumers and one employee. While safety remains a consideration, convenience-related issues weigh more heavily in decision-making.

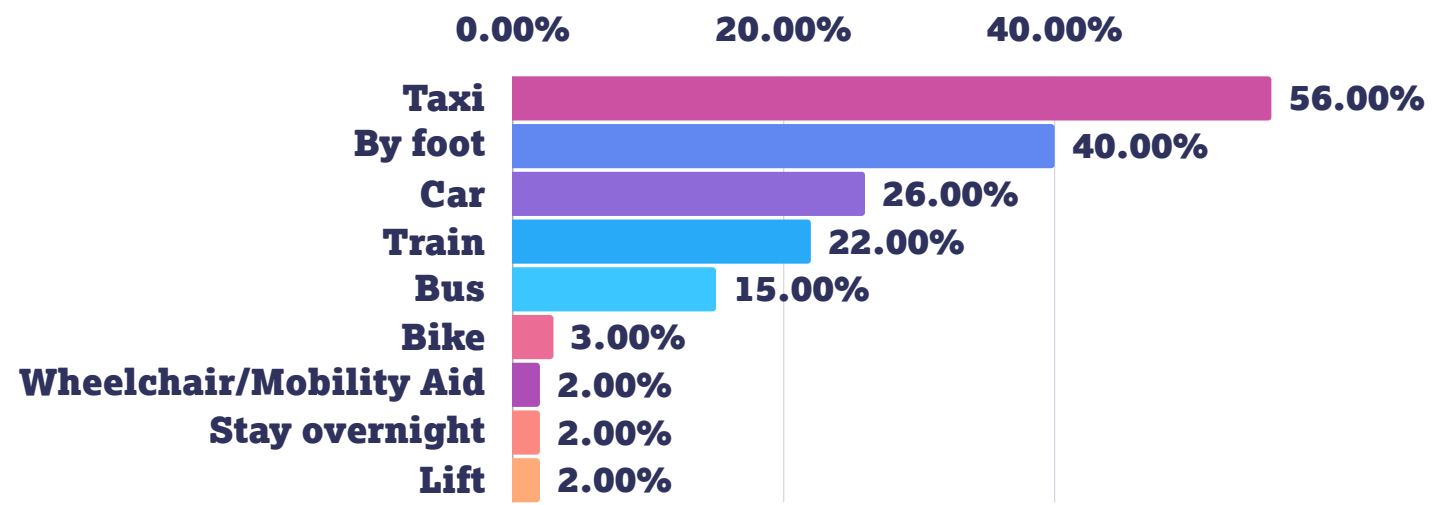
The analysis of this question reveals the key factors influencing individuals' decisions to avoid using public transport when travelling to Cardiff at night. The emphasis on convenience, including service frequency and operating hours, highlights the need for transportation options that align with the demands of nighttime activities.

Additionally, while safety concerns do play a role, they are comparatively less significant in influencing travel choices within the nighttime economy.

Alongside understanding how respondents travel into Cardiff at night, the survey also endeavoured to establish how these individuals travel home from

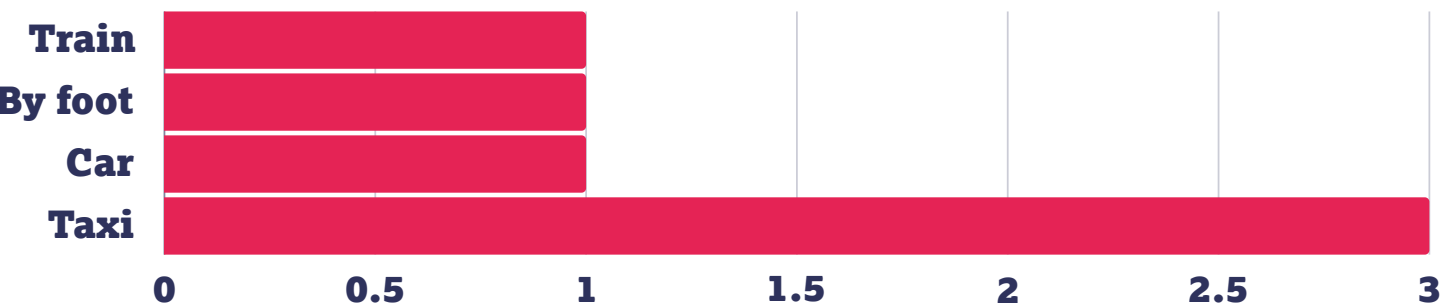
Cardiff at night and whether there are discernible differences between the two journeys. Question 15 in the survey inquired about the preferred modes of transportation for leaving Cardiff's nighttime economy, garnering responses from 115 consumers and four employees. The analysis of these responses illuminates distinct patterns in transportation choices.

How do you travel out of Cardiff centre in the evening and at night? [Consumer]



Notably, a significant majority of consumers, constituting 56% (n=64), opt for taxis as their preferred means of leaving Cardiff's nighttime economy.

How do you travel out of Cardiff centre in the evening and at night? [Employee]



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This choice is further underscored by the fact that a similar preference for taxis was expressed by the most significant number of employees, totalling three in number. Intriguingly, taxis emerge as the sole option that experiences a higher proportion of respondents selecting it for departing Cardiff than their choice of transportation for entering the city.

Conversely, other options, except for personal cars, witness a reduction in preference for outbound travel. Public transport, in particular, undergoes substantial decreases in popularity for homeward-bound journeys compared to inbound trips.

There was a noteworthy decline in bus users of -60.4%, with 26 fewer consumers choosing this mode of transportation to exit Cardiff's nighttime economy than their selection for entering.

Similarly, the train sees a reduction of -30.6%, with 11 fewer consumers opting for this mode of transport for their journey home. In contrast, walking remains the preferred mode of transportation for over a third of consumers, representing 40% (n=46). This suggests a strong inclination towards pedestrian travel, underscoring the appeal of walking within the nighttime economy of Cardiff.

The analysis of Question 15 delineates distinct trends in transportation preferences for departing Cardiff's nighttime economy. While taxis emerge as the predominant choice, their popularity is notable for being even greater for outbound travel.

Conversely, public transport experiences a significant decrease in preference for homeward-bound journeys, emphasising the importance of convenient and

reliable transportation options for individuals navigating the nighttime economy. Additionally, the continued popularity of walking highlights its appeal as a convenient mode of travel within Cardiff's nighttime environment.

Question 16 delves into the reasons behind the choice of not using public transport for nighttime travel out of Cardiff. 81 consumers and three employees responded to this question, offering valuable insights into their transportation preferences.

The preeminent reason cited by most consumers (63%) and employees (75%) was the perception that public transport does not operate late enough to accommodate their travel needs. This sentiment underscores the critical importance of extended service hours to cater to individuals navigating Cardiff's nighttime economy. Similarly, the notion that public transport does not run at regular intervals, in addition to being inconvenient and lacking proximity to their residence, emerged as a recurrent factor influencing this decision across both consumer and employee demographics.

A significant subset of consumers, representing 20% (n=16), identified a feeling of insecurity as a deterrent to utilising public transport during nighttime hours. This apprehension about safety highlights a notable concern among some consumers, suggesting that enhancing feelings of security during nighttime travel should be a priority for transportation providers and relevant authorities.

Of particular interest is the observation that the number of consumers expressing reservations about the safety of public transport for their journey home doubled in comparison to the responses recorded in Question 14. This notable increase, encompassing eight additional responses, implies that perceptions of safety may diminish as the evening progresses into later

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hours. This dynamic emphasises the importance of ensuring a safe and secure nighttime transportation environment for all individuals.

In summation, Question 16 unravels the multifaceted reasons why individuals opt against using public transport for their nighttime journeys out of Cardiff. The overwhelmingly cited concern is the perceived inadequacy of late-night service hours, illuminating the necessity for extended operational timings. Additionally, recurrent themes of irregular service intervals, inconvenience, and proximity to residences underscore the need for accessible and convenient transportation options. As the evening advances, the notable increase in safety-related concerns highlights the necessity of prioritising security measures within nighttime public transport services.

Stakeholder Insights

Existing issues with taxis in Cardiff are a noteworthy concern for stakeholders, both concerning the LGBTQIA+ community and the city at large. Reports of taxis refusing service late at night and specifically to members of the LGBTQIA+ community surfaced as a recurring issue during interviews. Stakeholders emphasised the importance of interventions like taxi marshals, a service funded by FOR Cardiff, which plays a critical role in monitoring taxi behaviour and ensuring the safety of passengers. Stakeholders also pointed out that taxis from outside the area could sometimes exacerbate tensions and engage in unfair practices, such as "fair pinching".

Overall, however, Hackney Cabs were generally perceived as the safest option for transportation, as they have the advantage of utilising these taxi ranks, thus making patrons feel safer, particularly the LGBTQIA+ community.

Whilst trains were also deemed relatively safe during regular hours, safety concerns emerged in the evening and nighttime hours, particularly for transgender individuals, as one stakeholder pointed out concerning repeated attacks on a trans family member.

Alongside transportation, stakeholders also highlighted the potential for technological advancements to significantly improve safety and accessibility for the LGBTQIA+ community in Cardiff.

Apps, in particular, emerged as a potential game-changer. Stakeholders noted that a well-designed app could streamline communication and provide more efficient assistance than radio systems, which can sometimes be overutilised for non-urgent matters. One already established app that Stakeholders believe has improved the safety of evening nighttime economy users across Cardiff is the Safe Places App. The Safe Places app connects individuals with designated safe locations in their community. It's a resource for those seeking refuge or assistance, especially in moments of vulnerability. The app guides users to nearby establishments committed to providing support, identified by a distinctive sticker. It's user-friendly and employs location-based services for convenience. The app enhances accessibility to safe spaces, contributing to a more secure environment.

Stakeholders also highlighted the potential of apps like 'Out and Proud', which offer services from club memberships to event listings. There was a consensus that this app could be leveraged more effectively for safety alerts and information dissemination. It would specifically target the LGBTQIA+ community, thus improving their experience and perception of safety in Cardiff at night.

However, stakeholders also expressed a desire for a consolidated platform for safety information. They suggested that venues and organisations could benefit from a unified system, saving them from the burden of managing

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multiple apps or communication channels. While there was some concern that such measures might deter business, stakeholders firmly believed that the advantages of improved safety and communication far outweighed any potential drawbacks.

In conclusion, stakeholders emphasised the potential for technology-driven solutions to enhance safety and accessibility for the LGBTQIA+ community in Cardiff's transportation network. From improved app utilisation to the critical role of taxi marshals, there is a consensus that targeted interventions can significantly improve the transit experience for this community. Balancing technological advancements with practical measures like taxi marshals and the prioritisation of Hackney Cabs are essential steps towards creating a safer and more inclusive transportation environment for the LGBTQIA+ community in Cardiff.



Law Enforcement and Safety Enforcement

Introduction

Law enforcement and safety enforcement agencies stand as pillars of security within Cardiff's nighttime landscape, playing a crucial role in ensuring the safety of patrons. Their presence is deemed to play a key role in fostering a safe environment, which should be the case regardless of sexual orientation or gender identity.

Stakeholder Insights

Most stakeholders interviewed believe that the concerted efforts made by law enforcement agencies to ensure the safety and well-being of all individuals at night, including the LGBTQIA+ community, are a positive aspect of Cardiff's nighttime environment.

The Police Community Support Officer and the LGBT+ Police Staff Network Committee were recognised for their proactive involvement. Stakeholders noted that a dedicated group within the police force has diligently collaborated with venues, garnering positive feedback from establishments and relaying pertinent information to patrolling officers. This dynamic approach was instrumental in building trust and rapport between the LGBTQIA+ community and law enforcement.

A notable observation was the diverse composition of officers working in the nighttime economy, with many identifying as part of the LGBTQIA+ community. This demographic diversity was seen as a strength, allowing officers to understand better and address the concerns specific to the community they serve. Cuppa with a Copper, a recurring event in venues, was cited as an effective platform for individuals to engage with the police, voice concerns and

foster an open dialogue. However, it was noted by stakeholders involved in this initiative that they would like to increase engagement with the LGBTQIA+ community and continue to build trust in the Police within the community.

Moreover, information outside venues during peak hours was valuable in creating approachable touchpoints for patrons to interact with law enforcement personnel. Operation Minerva, employing plainclothes officers to identify potential predators, was also praised for its strategic approach to enhancing safety, particularly for women using the evening-nighttime economy.

The introduction of the Safety Bus, operating on Wednesdays, Fridays, and Saturdays from 7 pm to 5 am, was viewed as a commendable initiative. Manned by a police officer and two volunteers, its purpose is to patrol the city centre and vulnerable areas, bolstering safety measures. Stakeholders appreciated this visible presence of law enforcement, which deters potential incidents and provides a sense of security for nightlife participants.

Training initiatives focused on hate crimes were acknowledged, though stakeholders wanted greater awareness of additional training programmes. The commitment to monitor and report hate crimes was seen as a positive step towards ensuring that incidents do not go unaddressed.

However, despite these positive views on law enforcement, stakeholders noted areas of concern, including perceived delays in police response times. While understanding the challenges of resource limitations, stakeholders noted wanting to see more expeditious interventions, particularly in urgent situations.

Regarding community relations, stakeholders highlighted the need for improved trust and confidence in the police force among minority groups.

Law Enforcement and Safety Enforcement

Law enforcement and safety enforcement agencies stand as pillars of security within Cardiff's nighttime landscape, playing a crucial role in ensuring the safety of patrons. Their presence is deemed to play a key role in fostering a safe environment, which should be the case regardless of sexual orientation or gender identity.

They emphasised the significance of inclusivity and urged for continued efforts to bridge any existing gaps. For a selection of stakeholders, reservations regarding the police's commitment to ensuring the safety of the community have arisen from instances where they felt issues raised were not adequately addressed and feelings that LGBTQIA+ venues are over-policed in comparison with non-LGBTQIA+ venues. This perception, they noted, could impact individuals' willingness to report incidents and interact with the police.

In conclusion, stakeholders provided a nuanced evaluation of law enforcement efforts and safety enforcement measures related to the LGBTQIA+ community in Cardiff's nighttime environment. While acknowledging the commendable initiatives in place, stakeholders emphasised the need for enhanced community relations, expedited response times, and continued training to ensure that the LGBTQIA+ community feels safe and supported in all nighttime activities. The insights gathered from stakeholders' perspectives serve as valuable contributions to ongoing efforts to create a secure and inclusive nighttime environment for the LGBTQIA+ community in Cardiff.



Data Gathering and Reporting Challenges

Introduction

The gathering of data and a conscientious acknowledgement of reporting challenges are pivotal in safeguarding the safety of the LGBTQIA+ community within Cardiff's nighttime environment. Understanding the intricacies of incidents and the barriers individuals face in reporting them allows for targeted interventions and more effective support systems. By recognising and addressing reporting challenges, we not only uncover the true scope of safety concerns but also work towards creating a safer, more inclusive nightlife where every member of the LGBTQIA+ community can navigate the city with confidence and security.

Report Data Provision

During the research consultation period of this report, data requests were submitted for any data of the LGBTQIA+ specific experience in Cardiff in addition to data on Anti-social behaviour, Violence Against Women and Girls, Public Health and Crime to assess the wider experience of safety across Cardiff at night. These data sets could not be provided, and as a result, no secondary data analysis of these figures is presented in this report.

The lack of access to comprehensive data sets on crime, health, anti-social behaviour, violence against women and girls (VAWG), and the LGBTQIA+ community undermines the effectiveness of a research report on safety, particularly regarding making recommendations.

Firstly, the absence of comprehensive crime data impedes the report's ability to provide the most comprehensive assessment of safety levels within Cardiff city centre at night. This deficiency hampers the report's capacity to offer

meaningful insights into the reported safety conditions. Moreover, the lack of access to health-related data poses a substantial challenge. Health data helps assess the overall well-being and safety of a community. Without it, the report is unable to offer meaningful recommendations for enhancing safety measures, especially in situations where community health and safety are at risk.

Anti-social behaviour data is also important for understanding and mitigating disruptive activities within a community. The absence of this data affects the report's capacity to provide targeted interventions and recommendations to address these behaviours. Similarly, being unable to access data on violence against women and girls (VAWG) in Cardiff is another setback. This data is essential for comprehensively addressing gender-based violence and implementing effective interventions. Without it, the report may lack the necessary information to offer recommendations that adequately safeguard the well-being of women and girls.

The LGBTQIA+ community's safety concerns are unique and necessitate specialised data for accurate analysis. The absence of this data hinders the report's ability to understand and address the specific safety needs of this community. It limits the development of targeted interventions, potentially impacting the overall effectiveness of safety measures for LGBTQIA+ individuals.

Challenges in gathering and reporting data on LGBTQIA+-specific safety concerns at night

Addressing challenges in gathering and reporting data on LGBTQIA+ safety concerns at night is a critical endeavour for ensuring the well-being and security of this community within urban environments. One significant obstacle lies in the underreporting and stigmatisation often associated with

Data Gathering and Reporting Challenges

Many LGBTQIA+ individuals may hesitate to report safety concerns due to fear of stigma, discrimination, or retaliation. This reluctance to come forward can result in a significant underrepresentation of the true extent of safety issues the community faces. Furthermore, a lack of trust in authorities poses a substantial challenge. Historical discrimination and mistreatment by law enforcement or other authorities have eroded trust within the LGBTQIA+ community. This can lead to a reluctance to engage with formal reporting mechanisms, further exacerbating the issue.

A particularly complex aspect involves the invisibility of LGBTQIA+ experiences in conventional reporting systems. Many safety concerns individuals in this community face, such as discrimination, microaggressions, or discomfort in public spaces, are nuanced and challenging to document. As a result, incidents may go unreported, contributing to an incomplete understanding of the challenges faced. Additionally, reporting hate crimes targeting the LGBTQIA+ community can be intricate. These incidents may not always be explicitly categorised as hate crimes, making it difficult to compile accurate statistics. Victims may not always identify the motive as bias-based, or law enforcement may not classify incidents as such. This discrepancy can lead to an underrepresentation of the true extent of these incidents.

Lack of data collection protocols that explicitly include sexual orientation or gender identity is another obstacle. This oversight in formal reporting mechanisms can result in omitting crucial information regarding incidents specific to the LGBTQIA+ community. Consequently, these incidents may not be adequately addressed or prevented.

Privacy and anonymity concerns also play a significant role in discouraging reporting. Some LGBTQIA+ individuals may hesitate to report incidents due to

fears about privacy or being "outed." Ensuring confidentiality and anonymity in reporting processes is vital to encourage participation and overcome this barrier.

Inadequate training and sensitivity among frontline responders can also hinder effective reporting. Law enforcement and emergency services may not always receive sufficient training in handling LGBTQIA+-related incidents. This can lead to misunderstandings or mishandling of cases, further deterring individuals from reporting.

To address these challenges effectively, a multifaceted approach is needed. Cultivating trust and building relationships between law enforcement, community organisations, and LGBTQIA+ individuals is foundational. Implementing inclusive data collection practices that explicitly include sexual orientation and gender identity ensures that incidents specific to the community are accurately documented. Providing training and education in cultural competency equips responders with the knowledge and skills to address LGBTQIA+ safety concerns effectively. Promoting safe reporting channels, both online and offline, creates an environment where individuals feel comfortable coming forward. Additionally, advocacy and awareness efforts can help raise awareness about the importance of reporting LGBTQIA+ safety concerns and the availability of safe reporting mechanisms. Through these concerted efforts, a safer and more inclusive environment can be created for the LGBTQIA+ community, both at night and in all aspects of urban life.

Discrimination, Abuse or Harassment in Cardiff at Night:

Survey Data

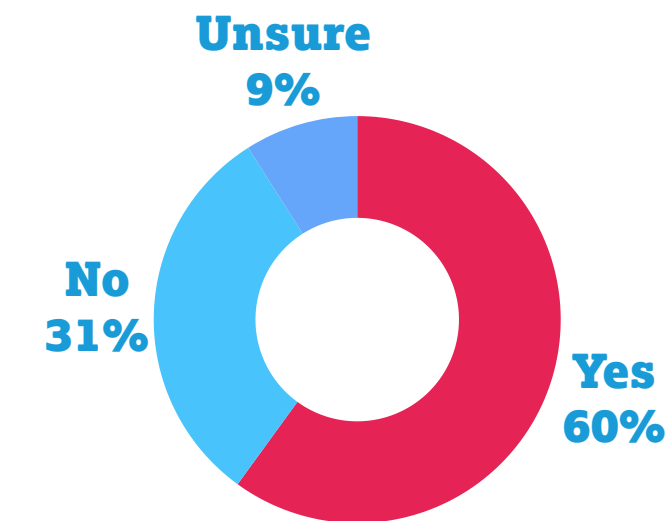
Within the survey conducted as part of this research, consultation questions were included inquiring about personal experiences of discrimination, abuse, or harassment while engaging with Cardiff's nighttime economy. Out of the 56 responses received, 55 were provided by consumers, while an employee contributed one. These candid accounts offer valuable insights into the realities individuals face within the nighttime economy.

An alarming 60% of consumers who responded to this question revealed that they had personally encountered discrimination, abuse, or harassment while navigating the nighttime economy in Cardiff. This sobering statistic, accounting for 33 respondents, sheds light on the pervasive nature of these negative experiences, underscoring the urgency for comprehensive measures to address and rectify such incidents.

The lone employee respondent to this question also affirmed experiencing discrimination, abuse, or harassment within the nighttime economy. This account from an employee further emphasises the need for a concerted effort to cultivate a safe and inclusive environment for all participants, including those working within the industry.

In summary, Question 34 unveils a troubling reality, with a substantial portion of respondents, particularly consumers, recounting personal encounters with discrimination, abuse, or harassment while engaging with Cardiff's nighttime economy. This underscores the critical importance of implementing robust measures to ensure the safety and well-being of all individuals within this vibrant urban setting. Additionally, the acknowledgement of such experiences by an employee within the industry highlights the need for comprehensive reforms and heightened awareness surrounding these issues.

Have you experienced discrimination, abuse, or harassment whilst using the nighttime economy in Cardiff? [Consumer]



In response to this question, question 35 delved into the personal experiences of respondents who had previously indicated facing discrimination, abuse, or harassment within Cardiff's nighttime economy. This question exclusively applied to those who had answered 'yes' to Question 34, providing a platform for 22 consumers and one employee to share encounters candidly.

Among the 22 respondents who chose to share their experiences, a total of 28 individual comments were provided. The most frequently recounted incidents revolved around verbal homophobic or transphobic hate crimes, which constituted 16 of the reported experiences. This highlights the distressing prevalence of verbal abuse targeted at individuals based on their sexual orientation or gender identity, underscoring the urgent need for protective measures.

Furthermore, three respondents bravely shared accounts of physical assault, while an additional two recounted experiences of physical sexual assault. These deeply troubling incidents emphasise the critical importance of implementing robust safety measures within Cardiff's nighttime environment.

In addition to the aforementioned incidents, other reported experiences encompassed instances of verbal sexual harassment, being subjected to unwelcome advances by drug dealers, enduring the invasive act of being filmed without consent, and enduring derogatory treatment. Such incidents

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contribute to insecurity and discomfort within the nighttime economy.

One respondent poignantly expressed the profound impact of such experiences, stating that the incident had significantly undermined their confidence. This candid reflection underscores the far-reaching consequences that incidents of discrimination, abuse, or harassment can have on an individual's well-being and sense of self.

Question 35 provided a platform for respondents who had experienced discrimination, abuse, or harassment to share their personal encounters. The narratives revealed a distressing prevalence of verbal hate crimes, along with instances of physical assault and sexual misconduct. These testimonies underscore the pressing need for comprehensive measures to ensure the safety and well-being of all individuals within Cardiff's nighttime economy. The profound impact of such incidents on an individual's confidence further emphasises the urgency for meaningful reforms and increased awareness surrounding these issues.

Question 36 aimed to gauge whether the above respondents had taken any action in response to discrimination, abuse, or harassment encountered within Cardiff's nighttime economy. 56 responses were collected, with 55 from consumers and one from an employee.

An overwhelming majority of respondents revealed that they had never reported any discrimination, abuse, or harassment experienced in Cardiff's nighttime economy, accounting for 82% of the total responses. This significant figure highlights a prevalent reluctance or barrier to reporting such incidents, underscoring the need for initiatives that promote a reporting culture and ensure individuals feel supported in seeking resolution.

Intriguingly, even among those who directly experienced discrimination, abuse, or harassment, 76.5% disclosed that they had refrained from reporting these incidents. This finding indicates a critical gap in the reporting process, potentially due to various factors such as fear, uncertainty about the reporting process, or a lack of confidence in its efficacy.

On the positive side, 16% of respondents affirmed that they had taken the step to report instances of discrimination, abuse, or harassment encountered or witnessed in Cardiff's nighttime economy. While this represents a minority of respondents, it is an important indication that reporting mechanisms are being utilised by a portion of the community. This highlights the potential for further improvements in reporting processes and an increased emphasis on educating individuals about their reporting options.

In sum, this follow-up question provided valuable insights into the reporting behaviours of respondents regarding incidents of discrimination, abuse, or harassment within Cardiff's nighttime economy. The majority disclosed that they had not reported such incidents, emphasising the need for initiatives that encourage reporting and ensure individuals feel supported throughout the process. Despite this, a notable minority had taken the step to report, indicating the importance of continued efforts to improve reporting mechanisms and awareness surrounding them.

Question 37 sought to understand where respondents turned to when reporting incidents of discrimination, abuse, or harassment. Most of those who reported such incidents opted to inform the Police. This indicates prevailing confidence in law enforcement agencies as the first point of contact for seeking resolution in such situations. It's worth noting that while the Police were the most common reporting channel, it would be beneficial to explore alternative reporting avenues to ensure that individuals are

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aware of the various options available to them.

Regarding Question 38, which asked if respondents had engaged with any support agencies in addition to reporting, only one consumer responded. This individual disclosed that they reached out to Victim Support for assistance. While this is a singular response, it does underscore the importance of accessible and well-known support agencies in the community. It's imperative to continue raising awareness about these resources to ensure that individuals know where to turn for help in times of need. This finding suggests that more efforts may be needed to promote and make known the available support agencies or apps for those facing discrimination, abuse, or harassment.

The survey also sought the perspectives of the respondents who did report these instances on the progress or outcome of their reports. Among the nine respondents who had taken this step, a notable majority expressed dissatisfaction with the progress or outcome of their reports. This finding raises important considerations about the effectiveness of the reporting process and subsequent follow-up. It suggests that there may be room for improvement in how such cases are handled, potentially through enhanced communication, transparency, and feedback mechanisms.

For those who expressed dissatisfaction, the primary point of contention was the perceived lack of a tangible outcome. This sentiment was echoed by multiple respondents, indicating a need for clearer and more transparent communication about the progress of investigations. Additionally, there was a perception that some reports were being overlooked or ignored by the Police, which is a concerning observation. This highlights the importance of refining the reporting process to ensure each case is diligently reviewed and addressed.

Overall, this feedback underscores the significance of establishing robust reporting mechanisms that not only encourage individuals to come forward but also provide them with a sense of confidence in the process and its outcomes. It is imperative that stakeholders involved in addressing discrimination, abuse, and harassment critically evaluate and potentially revise the existing reporting procedures to serve the LGBTQIA+ community better and foster trust in the reporting process.

Reluctance to report incidents of discrimination, abuse or harassment in Cardiff at night

Question 40 aimed to delve into the reasons behind respondents' decisions not to report incidents of discrimination, abuse, or harassment, as well as any concerns they might have regarding the reporting process. A total of 39 individuals, comprising 38 consumers and one employee, provided their insights on this matter. The open-ended nature of the question allowed for a rich array of responses, which have been analysed qualitatively according to the prescribed methodology.

Among the 40 individual comments made, five overarching themes emerged. The most prevalent theme, identified in 24 responses, pertained to Police Perceptions. Respondents within this theme expressed apprehensions about reporting incidents, often due to a perceived lack of seriousness and resultant uncertainty regarding the outcome. Some voiced a fundamental lack of trust in law enforcement, while others shared experiences of feeling undervalued or dismissed by the police. This theme also encompassed concerns about institutional biases, indicating that some individuals felt that the police might not adequately address cases involving LGBTQIA+ individuals.

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Several other pertinent themes also emerged from the responses. The Accessibility of Support Services was a recurring concern, with individuals highlighting potential barriers to seeking help, such as a lack of knowledge about available resources or reservations about their effectiveness. Additionally, fears of Victim Blaming were expressed, with some respondents apprehensive that they might not be taken seriously or could face undue scrutiny if they reported an incident.

The Institutional Response theme encompassed comments regarding a perceived lack of responsiveness or action by institutions tasked with addressing such incidents. This sentiment implies a need for more proactive and visible efforts to combat discrimination and abuse. Lastly, a few respondents indicated concerns about Personal Safety, suggesting that some individuals might weigh the potential risks of reporting against their sense of security.

In summary, the insights from respondents shed light on the complex interplay of factors that influence individuals' decisions not to report incidents of discrimination, abuse, or harassment. These responses underscore the importance of fostering an environment of trust, transparency, and accountability within the reporting process. Additionally, they highlight the need for targeted efforts to improve accessibility to support services and to address concerns about institutional biases. Ultimately, these findings provide valuable guidance for stakeholders seeking to enhance the reporting process and create a safer, more inclusive nighttime environment for the LGBTQIA+ community in Cardiff.

Stakeholder Insights

Stakeholders noted several key points pertaining to the challenges faced in gathering and reporting data on safety concerns for the LGBTQIA+ community at night in Cardiff.

First and foremost, stakeholders reported that there appeared to be no discernible patterns in crime specific to the LGBTQIA+ community. While isolated incidents may occur, there was no evidence to suggest consistent trends or targeted behaviours. However, it was acknowledged by stakeholders that there is a lack of data relating to the community compared with data of other communities, in addition to a lack of analysis relating to gender identity and sexual orientation within certain data sets.

A prevailing sentiment among stakeholders was the general need for more data. They observed that the current datasets, particularly those related to public health, were not specifically tailored to the LGBTQIA+ community. Data received by health boards from Alcohol Treatment Centres (ATCs) and emergency units were not disaggregated to reflect the experiences of the LGBTQIA+ community. This limitation underscores the importance of refining data collection methods to provide a more accurate representation of safety concerns specific to this demographic.

Stakeholders acknowledged that data plays a pivotal role in informing licensing decisions. Venues with a history of incidents can be identified through data analysis, enabling authorities to implement necessary changes to licensing agreements and conditions. They also noted the importance of scrutinising new applications to assess their potential impact on alcohol-related harm in specific areas.

Regarding data gathering, stakeholders also highlighted the importance of qualitative data, particularly feedback from venues, emphasising that this

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serves as a valuable source of information. However, they noted that this feedback can sometimes be indirect, as it often passes through multiple channels before reaching law enforcement authorities. This process may introduce potential distortions or delays in data acquisition.

Stakeholders also identified the 'South Wales Police Listens' initiative as a valuable resource for data collection. However, they emphasised the need for greater promotion and increased sign-ups to represent community perspectives comprehensively. They proposed that this platform could potentially foster a virtual community, facilitating education and reassurance efforts.

While stakeholders appreciated the efforts of street pastors in producing weekly reports on nighttime activities, they highlighted that these reports were not community-specific. They noted that tailoring these reports to address the concerns of the LGBTQIA+ community would enhance their effectiveness in informing safety measures.

Stakeholders' insights have illuminated critical challenges in the data gathering and reporting processes concerning LGBTQIA+ safety concerns at night in Cardiff. Their observations underscore the need for improved data collection methods, targeted reporting mechanisms, and heightened community engagement initiatives. Addressing these challenges will be instrumental in creating a more secure and inclusive nighttime environment for the LGBTQIA+ community.



Improving Cardiff's Nighttime for LGBTQIA+ Individuals

Introduction

Improving Cardiff's nighttime environment for LGBTQIA+ individuals is a vital endeavour that underscores the city's commitment to inclusivity, diversity, and equal access to public spaces. Creating a safe, welcoming, and affirming atmosphere after dark is essential in ensuring that everyone, regardless of sexual orientation or gender identity, can fully participate in the city's vibrant nightlife. This not only fosters a sense of belonging and acceptance but also contributes to Cardiff's overall cultural richness and social fabric. By addressing the needs and experiences of the LGBTQIA+ community in nocturnal urban planning and safety measures, decision-makers in Cardiff highlight a dedication to a city that celebrates diversity and offers a nightlife that is accessible and enjoyable for all.

Survey Data

Question 24 sought to uncover the factors contributing to a greater sense of safety within the LGBTQIA+ community, focusing on those respondents who indicated a lack of safety in their previous answers (question 22). Among the 38 relevant consumers, 26 individuals provided their insights, offering a total of 54 individual comments. The qualitative analysis followed the prescribed methodology to extract recurring themes from these open-ended responses.

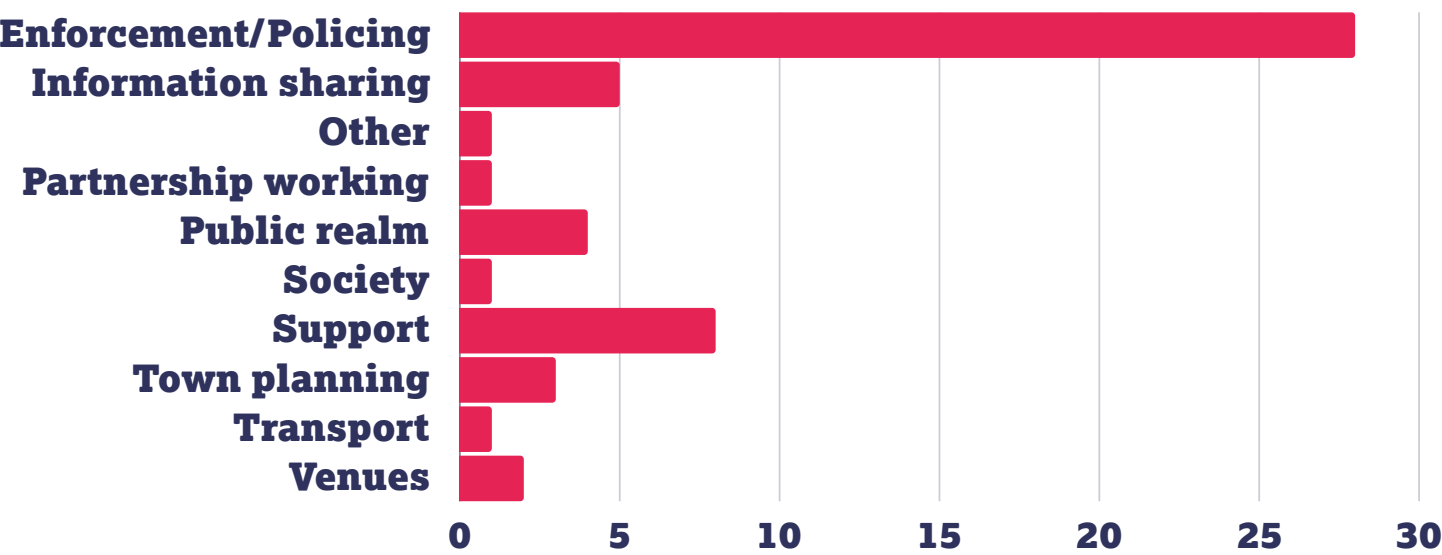
The most prevalent theme from the analysis was Enforcement/Policing, with 28 comments touching on this crucial safety aspect. A substantial portion of these comments (16) highlighted the need for improved policing and a heightened police presence in areas frequented by the LGBTQIA+ community. Respondents emphasised the importance of well-trained officers, while others called for measures to address perceived homophobia within the police force.

Additionally, there were calls for stricter enforcement against Anti-Social Behaviour (ASB) to ensure a safer environment.

The theme of Support was the second most frequently mentioned, with eight comments emphasising the critical role of accessible support services in fostering a sense of safety. Respondents stressed the importance of knowing where to turn for assistance and advocated for greater visibility of support resources within the community.

Among the responses, one employee offered a succinct yet impactful comment, highlighting the need for a heightened police presence during nighttime to instil a greater sense of safety within the LGBTQIA+ community.

What would make the LGBTQIA+ community feel safer?



The insights gleaned from respondents underscore the multifaceted nature of safety concerns within the LGBTQIA+ community. The prominence of themes related to policing and support highlights the pivotal roles that law

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enforcement and accessible resources play in creating a safer environment.

Question 25 and 27 were specifically tailored for respondents who expressed a lack of safety in their previous answers (question 22), encompassing 38 applicable consumers, out of which 30 individuals shared their insights. Given the interrelated nature of these questions and their connection to question 26, an open-ended approach was employed, aligning with the qualitative analysis methods delineated in the methodology.

In assessing St Mary's Street for safety improvements, respondents collectively advocated for a series of measures. Enhanced lighting emerged as a recurring suggestion, cited by four individuals. Furthermore, respondents highlighted the need for heightened police presence and reinforced enforcement measures targeting drug use and homelessness. The imperative of improved visibility away from nightlife hotspots was emphasised, as was the call for more inclusive venues catering to the LGBTQIA+ community. Engaging the police force in active dialogue with the LGBTQIA+ community, along with the increased presence of Police Community Support Officers (PCSOs) and their focused efforts in addressing Anti-Social Behaviour (ASB), were also recommended.

In the case of Queen Street, respondents articulated a set of proposals aimed at enhancing its safety. Two participants underscored the significance of improved lighting, while an equal number advocated for heightened police presence. Additional suggestions included the deployment of more marshals, bolstered security measures, and the removal of potentially offensive posters. Monitoring the attitudes of door staff towards the LGBTQIA+ community emerged as a specific concern, underscoring the importance of fostering an inclusive and respectful environment.

With regard to the broader city centre, respondents articulated a comprehensive set of recommendations to bolster safety. Three individuals underscored the need for an augmented police presence, while two highlighted the importance of enforcing sobriety and tackling drug use. Establishing accessible support points for emergent situations was also championed, alongside calls for enhanced police training, dedicated support workers in LGBTQIA+ areas, and robust backing for LGBTQIA+ businesses. Respondents advocated for extended business hours, emphasising their role in providing crucial community assistance. Furthermore, calls for improved late-night public transport options, better support for the homeless, and addressing criminal behaviour were raised. The necessity of comprehensive police training programmes and eradicating homophobic attitudes within the police force was also identified.

In conclusion, the responses gathered through these questions offer a comprehensive blueprint for creating a safer environment for the LGBTQIA+ community within Cardiff's nighttime economy. The multifaceted recommendations span areas from lighting improvements to robust law enforcement measures and underline the significance of inclusive practices and policies. These insights serve as a valuable foundation for stakeholders aiming to implement targeted interventions that address the unique safety needs of the LGBTQIA+ community in Cardiff's nighttime environment.

Stakeholder Insights

Stakeholders engaged in a thoughtful discussion, offering valuable recommendations to improve Cardiff's nighttime environment for LGBTQIA+ individuals substantially.

One key emphasis was the imperative of enhancing communication

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channels between various stakeholders, including venues, law enforcement, local authorities, and businesses and the importance of making LGBTQIA+ experiences and concerns a key agenda item when discussing safety. Stakeholders believe that this collaborative approach is fundamental in establishing a safer and more inclusive environment that caters to the diverse needs of the community.

Increased education also emerged as another pivotal aspect of improving Cardiff's nighttime environment for LGBTQIA+ individuals who use Cardiff's evening nighttime economy, as highlighted by stakeholders. They emphasised the necessity of robust education initiatives to equip individuals with the knowledge and resources to identify potential safety concerns, discern whom to contact for support and understand the array of available resources at their disposal. Stakeholders believed that all of this should be coupled with education on the LGBTQIA+ experience and wider equality, diversity and inclusion. This educational empowerment is a cornerstone in bolstering safety awareness and responsiveness within the community.

Improved CCTV technology and lighting garnered support from stakeholders, who recognised the critical role they play in enhancing safety, particularly for individuals who may be more vulnerable at night in certain situations, including the LGBTQIA+ community. Their recommendation underscored the need for increased investment in CCTV infrastructure and the importance of well-managed, strategically placed cameras, including those equipped with facial recognition capabilities. Such measures are viewed as instrumental in fortifying overall safety efforts and those specific to the LGBTQIA+ community.

The Bristol Harm Reduction model stood out as a noteworthy approach that stakeholders advocated for adoption in Cardiff. This model known for its

its success in mitigating risks associated with nighttime economy activities, was regarded as a promising framework to emulate and adapt to Cardiff's specific context.

A paramount concern raised by stakeholders was the necessity to establish an environment that encourages reporting without fear of reprisal, particularly for LGBTQIA+ venues. This sentiment underscores the critical need to eliminate any potential barriers to reporting safety concerns. Ensuring transparency, trust, and a robust reporting system is fundamental in addressing safety issues promptly and effectively.

Stakeholders further emphasised the significance of close collaboration and partnership between licensing authorities, law enforcement agencies, local councils, venues, and businesses. This synergistic approach was identified as pivotal in the successful implementation of safety measures and policies. Preserving current levels of police presence emerged as a consensus among stakeholders. It was recognised that any reduction in police numbers could potentially lead to gaps in crime prevention efforts, underscoring the indispensable role of law enforcement in ensuring nighttime safety.

Community engagement emerged as a cornerstone in creating a safer nighttime environment for the LGBTQIA+ community. This encompasses proactive outreach, inclusive events, and open forums for dialogue. By fostering a sense of community and belonging, individuals are more likely to participate in and benefit from safety initiatives actively.

Stakeholders recommended launching targeted awareness campaigns to educate the public on safety measures, reporting procedures, and LGBTQIA+ inclusivity. These campaigns were seen as instrumental in disseminating crucial information and fostering a culture of safety and inclusivity. Finally, some stakeholders proposed the creation of a designated LGBTQ+ area within Cardiff, akin to a 'gay village/zone'. This

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concentrated space would provide a dedicated and visible hub for LGBTQ+ individuals, fostering a sense of community and belonging.

In conclusion, stakeholders' recommendations collectively form a robust and comprehensive framework for enhancing Cardiff's nighttime environment for LGBTQIA+ individuals. By prioritising communication, education, safety measures, inclusivity initiatives, and community engagement, significant strides can be made towards creating a more secure and welcoming environment for all members of the community. This collaborative effort reflects a shared commitment to fostering a safer and more inclusive nighttime environment in Cardiff.

Focus Group Findings

In response to the question regarding desired improvements or changes in Cardiff's nighttime environment for LGBTQIA+ individuals, participants outlined a spectrum of suggestions. A prevailing theme emerged as the majority of respondents emphasised the importance of heightened security measures to enhance feelings of safety. Specific recommendations included increased security patrols, augmented security presence during the daytime, and additional surveillance or cameras strategically placed throughout the city.

Furthermore, two participants underscored the significance of improved lighting, particularly in and around parks, as a pivotal measure to augment Cardiff's nighttime economy. This illumination-focused enhancement is viewed as a proactive step to not only ensure safety but also to contribute to the overall positive experience for LGBTQIA+ individuals.

Lastly, participants advocated for the organisation of campaigns specifically tailored for the LGBTQIA+ community outside of Pride Month, to enhance the feeling of inclusion and safety all year round. This suggests a desire for more visible and community-driven initiatives that could potentially foster a stronger sense of belonging and inclusivity within Cardiff's nighttime landscape. These participant insights provide valuable perspectives on potential enhancements that can be explored to create a safer, more welcoming, and inclusive environment for the LGBTQIA+ community in Cardiff during nighttime activities.

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Visibility and Lighting

During our overnight audit of LGBTQIA+ safety in Cardiff's nighttime environment, we carefully observed aspects related to visibility and lighting. While there are areas in which lighting is adequate, there are notable areas where improvements are needed.

Overall, the city exhibits a commendable level of illumination, both through public and private lighting initiatives. Additionally, efforts have been made to use decorative lighting on side streets, contributing to the overall vibrancy of the area. Creative lighting strategies, including the incorporation of pride colours, have the potential to further enhance vibrancy and inclusivity within the nighttime environment.

The commendable level of illumination in the city, achieved through a combination of public and private lighting efforts, contributes to a generally safe environment. The utilisation of decorative lighting on side streets adds to the overall vibrancy and atmosphere of the area. Introducing creative lighting approaches, including the use of pride colours, has the potential to enhance the nighttime environment further. This not only contributes to a vibrant atmosphere but also sends a powerful message of inclusivity and acceptance, particularly for the LGBTQIA+ community.

However, Bute Park stands out as an area of concern due to inadequate lighting. This deficiency poses a significant safety risk, as poor lighting can increase the likelihood of accidents and create spaces where criminal activities may occur, directly affecting the safety of LGBTQIA+ individuals. The park's reputation for issues such as sexually illicit activities and drug-taking further underscores the urgency for enhanced safety measures. Addressing these concerns, including implementing uplighting around the castle area and ensuring gated access in the early hours, is essential for helping to mitigate

these risks.

The poorly lit walkways around the King's Club also present a substantial safety issue. Insufficient lighting in this area can potentially foster an environment conducive to criminal activities or incidents. Furthermore, there are specific spots within the area with poor visibility or potential hiding spots, which warrant attention to ensure safety. The observations pertaining to visibility and lighting underscore the critical role that adequate illumination plays in ensuring the safety and inclusivity of Cardiff's nighttime environment.

In conclusion, the observations on visibility and lighting emphasise the pivotal role that adequate illumination plays in ensuring a safe and inclusive nighttime environment in Cardiff. Addressing areas with inadequate lighting, particularly in spaces like Bute Park, is essential for the safety of LGBTQIA+ individuals and the community at large. Additionally, creative lighting strategies can further enhance the vibrancy and inclusivity of the nighttime environment.

Surveillance and CCTV

Throughout Cardiff city centre, CCTV cameras seem to be strategically positioned, demonstrating a well-planned distribution. However, due to access constraints, we could not thoroughly assess the full scope of surveillance within Cardiff's nighttime environment. Our evaluation is primarily based on our observations of visible camera locations. The inability to visit the CCTV control room hinders our ability to ascertain critical details such as the operators' field of vision, the extent of coverage, the existence of potential blind spots, the quality of CCTV footage, the duration of time captured, the frequency of camera reviews, maintenance

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protocols, and the actions taken by operators in response to witnessing an incident. These aspects are integral in determining the effectiveness and adequacy of the surveillance system in ensuring safety.

However, the potential impact of construction activities on certain camera sightlines, particularly near Pulse, was noted. Additionally, seasonal growth in Bute Park could intermittently affect surveillance capabilities.

In conclusion, whilst no significant gaps were able to be noted due to access restrictions, it is essential to consider potential disruptions caused by construction activities and seasonal growth. Addressing these nuances, alongside comprehensive access to the CCTV control room for a more in-depth evaluation, will contribute to an even more effective safety infrastructure.

Signage and Information

In the process of conducting our overnight audit focused on LGBTQIA+ safety within Cardiff's nighttime environment, we directed our attention towards the presence of signage and information, particularly those indicative of LGBTQIA+ inclusivity.

As previously discussed, venues designated for LGBTQIA+ individuals are distinctly marked with the Pride flag, offering a clear and visible indication of their inclusivity. Additionally, the city centre prominently features a rainbow pride crossroad, further reinforcing its commitment to inclusivity. The observations pertaining to signage and information offer valuable insights into the city's commitment to LGBTQIA+ inclusivity and accessibility. The prominent display of the Pride flag at LGBTQIA+ designated venues serves as a powerful symbol of acceptance and inclusivity. Additionally, the installation of a rainbow

pride crossroad within the city centre further reinforces the commitment to creating a safe and welcoming space for LGBTQIA+ individuals.

Moreover, there are door stickers denoting safe places. However, it is essential to note that this initiative extends beyond the LGBTQIA+ community, as these safe places are part of a broader scheme that is accessible and beneficial to a wider demographic, with their locations being mapped through an accompanying app. The presence of door stickers designating safe places is a commendable initiative, although it is crucial to acknowledge that this scheme extends beyond the LGBTQIA+ community, catering to a broader demographic. The integration of technology, specifically the mapping of safe places through an accompanying app, adds a practical dimension to this initiative, ensuring accessibility and convenience for those seeking refuge or assistance.

Whilst it was noted that there are information points within the city, these do not consistently include maps or marketing materials specifically indicating nearby LGBTQIA+-friendly establishments or resources. Notably, during pride events, there is a distinct shift, with specialised boards and infrastructure in place to facilitate easier navigation and access to LGBTQIA+ inclusive spaces. In general, the city exhibits commendable signage, ensuring both residents and visitors can navigate their surroundings with ease and efficiency.

However, there is room for improvement in the provision of maps or information boards indicating nearby LGBTQIA+-friendly establishments or resources. While information points are abundant, the absence of specialised materials during non-pride periods represents a missed opportunity to enhance accessibility and awareness. The contrast observed during pride events, with specialised boards and infrastructure in place, highlights the potential for comprehensive and targeted information dissemination.

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Overall, the observations on signage and information underscore the city's commendable efforts in promoting LGBTQIA+ inclusivity and accessibility. The visible representation through the Pride flag and the rainbow pride crossroad are powerful symbols of acceptance. The Safe Places initiative, facilitated by door stickers and technology, contributes to a tangible sense of safety and support. Information provision enhancement, particularly through maps and specialised boards, can amplify inclusivity and accessibility further, ensuring that both residents and visitors can navigate the city with confidence and ease.

Police Presence and Accessibility

Throughout our overnight audit focused on LGBTQIA+ safety in Cardiff's nighttime environment, we observed aspects pertaining to police presence and accessibility.

Given the rugby event in the city, there was a notably heightened and visible police presence. This visibility played a deterrent role in curbing certain behaviours. Law enforcement officers were actively patrolling both on foot and in vehicles, ensuring their presence was felt across all time periods. Additionally, police officers manned the safe bus, providing an additional point of presence. The observations on police presence and accessibility provide critical insights into the safety infrastructure within Cardiff's nighttime environment. The heightened visibility of law enforcement officers during the rugby event was instrumental in deterring potential incidents and bolstering a sense of security. Their active patrolling, both on foot and in vehicles, contributed to a well-rounded and comprehensive presence throughout the city, covering all time periods. Additionally, the involvement of police officers in the Safe Bus initiative extended their accessibility and approachability.

However, it is vital to recognise that this heightened police presence may have

been an exception, driven by the rugby event. Venues expressed concerns about the adequacy of police coverage during regular weekends, particularly during late-night hours. Potential gaps in law enforcement coverage, owing to discrepancies in club closing times and police shift schedules, present a noteworthy consideration for ensuring comprehensive safety.

Regrettably, we did not observe any police stations or community policing centres, nor did we encounter signage indicating the nearest police station. However, due to the substantial police presence attributed to the rugby event, officers were readily accessible if required. The safe bus, which was manned by officers, provided an additional avenue for interaction. It is noteworthy that this accessibility may not be common knowledge without prior information. Unfortunately, due to capacity constraints of the Police, we were unable to engage in interviews with officers during the audit, limiting our insight into their contributions to the evening nighttime economy strategy.

The absence of visible signage indicating police stations or community policing centres raises a point of improvement for enhancing accessibility. While the substantial police presence attributed to the rugby event facilitated accessibility, this may not be the case under ordinary circumstances. The role of the safe bus, manned by officers, adds a valuable dimension to accessibility.

In conclusion, the observations on police presence and accessibility highlight the critical role of law enforcement in ensuring safety within Cardiff's nighttime environment. The heightened visibility during the rugby event played a pivotal role in deterring incidents and instilling a sense of security. However, addressing concerns about regular weekend coverage and potential gaps in law enforcement presence during late-night hours remains imperative. Enhancing accessibility through visible signage and

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initiatives like the safe bus further contribute to a comprehensive safety strategy.

Safe Transportation

Throughout our overnight audit focused on LGBTQIA+ safety in Cardiff's nighttime environment, we scrutinised the availability and safety of transportation options.

In the earlier part of the evening, buses and trains were notably prevalent as modes of transportation within the city centre. As the night progressed, there was a noticeable shift towards an increased prevalence of taxis throughout the city. However, venues voiced concerns regarding taxis refusing to pick up passengers, particularly later in the evening. Taxi ranks were well-situated across the city, offering accessible points for transportation. It is worth noting that while some taxi marshals were present at ranks, their presence did not always align with the volume of people seeking transportation.

None of the transportation modes that were observed displayed any messaging or indicators of being LGBTQIA+ friendly or designated safe spaces. Taxis, while displaying licenses, did not include additional messaging pertaining to safety or inclusivity. Depots and taxi ranks similarly did not feature any signage or indicators highlighting their commitment to inclusivity and safety.

The observations on transportation availability and safety provide valuable insights into the options available to individuals navigating Cardiff's nighttime environment. Earlier in the evening, buses and trains emerged as prevalent and trusted modes of transportation, offering a well-lit and presumably secure means of getting around. As the night progressed, taxis became the dominant

mode of transport, offering convenience and accessibility.

However, concerns raised by venues about taxis refusing passengers, particularly in the later hours, reveal potential challenges in ensuring reliable and inclusive transportation options for LGBTQIA+ individuals. Addressing these concerns is pivotal in fostering a safe and accessible nighttime environment.

While taxi ranks were strategically located across the city, the presence of taxi marshals did not consistently align with demand. This incongruity highlights an opportunity for more efficient deployment and coordination of marshals to ensure a seamless and secure transportation experience.

Importantly, none of the transportation modes observed displayed messaging or indicators of being LGBTQIA+ friendly or designated safe spaces. This absence of visible signs of inclusivity may potentially deter LGBTQIA+ individuals from feeling entirely comfortable and secure during their travels. Incorporating signage and messaging affirming inclusivity and safety within transportation services, including taxis, is crucial in creating an environment where all individuals, regardless of their sexual orientation or gender identity, feel welcome and secure.

In conclusion, the observations on transportation availability and safety shed light on crucial aspects of navigating Cardiff's nighttime environment. While public transportation options like buses and trains are prevalent earlier in the evening, the dominance of taxis later on underscores their significance as a mode of transport. Addressing concerns about taxi refusals and optimising the deployment of taxi marshals are key considerations. Additionally, incorporating visible indicators of LGBTQIA+ inclusivity and safety within transportation services, including signage and messaging, is essential in creating a truly welcoming and secure environment for all.

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Venue Inclusivity

During the overnight audit of LGBTQIA+ safety in Cardiff's nighttime environment, we observed the presence of LGBTQIA+-friendly venues, bars, and entertainment spaces scattered across the city. These establishments, predominantly operational during late-night hours, exhibited a distribution across various time periods within the evening and nighttime economy. The presence of LGBTQIA+-friendly venues in Cardiff's nighttime environment signifies a positive step towards inclusivity and diversity within the city's nightlife. The distribution of these establishments across various time periods ensures accessibility for LGBTQIA+ individuals throughout the evening and nighttime economy. This dispersion serves to accommodate a wide range of preferences and schedules within the LGBTQIA+ community.

Identification of LGBTQIA+ venues was facilitated by conspicuous marketing strategies, prominently displaying pride flags. This signage serves as a navigational guide for LGBTQIA+ visitors, potentially heightening their sense of safety. Prior to the audit, a pre-existing map of LGBTQIA+ venues was consulted, providing us with a preliminary awareness of their locations. The prominent display of pride flags as a navigational aid contributes significantly to the perceived safety of LGBTQIA+ visitors. This visibility not only facilitates ease of access to safe spaces but also fosters a sense of belonging and acceptance. However, it is important to acknowledge that pre-existing knowledge of LGBTQIA+ venues prior to the audit could have influenced our observations, potentially limiting the depth of our exploration.

In regard to inclusivity and safety measures, the venues we engaged with conveyed a steadfast commitment to maintaining a zero-tolerance policy towards violence and discrimination. Additionally, specific LGBTQIA+ training initiatives, including education on the proper use of pronouns, were reported by some venues. Non-LGBTQIA+ oriented venues, while lacking specialised

LGBTQIA+ safety measures, had undergone vulnerability training and were participating in the Local Sexual Assault and Violence Improvement (LSAVI) programmes. They also asserted an unequivocal stance against harassment, abuse, discrimination, and hate crimes.

The zero-tolerance approach to violence and discrimination communicated by the venues highlights a proactive commitment to safeguarding the safety and well-being of patrons. This policy serves as a crucial deterrent against potential incidents of harm or bias, fostering an environment where all individuals, regardless of sexual orientation or gender identity, can feel secure. The provision of LGBTQIA+-specific training, including guidance on pronoun usage, demonstrates a proactive effort to create an inclusive and respectful atmosphere within these venues. This training not only supports LGBTQIA+ individuals but also educates staff on best practices for ensuring a welcoming environment. Non-LGBTQIA+-oriented venues participating in vulnerability training and the LSAVI programme reflect a broader commitment to safety and inclusivity. By addressing issues of harassment, abuse, and discrimination, these venues contribute to a safer overall nighttime environment for all individuals.

While the number of observed LGBTQIA+-specific activities or events during the audit was limited, conversations with venue representatives indicated that the community's events calendar is diverse and comprehensive. This suggests that while not all activities may have been visible during the audit, the LGBTQIA+ community in Cardiff benefits from a rich and varied range of events throughout the year.

The concentration of numerous clubs and bars in the area presents specific safety considerations for LGBTQIA+ patrons, including potential risks associated with crowded spaces. The observation of outdoor drinking can lead to increased vulnerability, especially if patrons become excessively intoxicated. Security teams present at every door checking IDs is a positive

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safety measure, but effective crowd control should be a priority.

In conclusion, the observations made during the overnight audit underscore the progress Cardiff has made in fostering an LGBTQIA+ inclusive nighttime environment. The presence of LGBTQIA+-friendly venues, coupled with their proactive safety measures and commitment to inclusivity, contributes to a more welcoming and secure nightlife for all individuals. Additionally, the diversity of events available to the LGBTQIA+ community reflects a vibrant and inclusive nightlife scene.

Community Engagement

During the overnight audit of LGBTQIA+ safety in Cardiff's nighttime environment, several aspects related to community engagement were observed. The observations regarding community engagement reveal several important insights into the availability and accessibility of LGBTQIA+ support, events, and spaces within Cardiff's nighttime environment.

We noted advertising within LGBTQIA+ venues regarding events and activities specific to the community. The presence of advertising within LGBTQIA+ venues concerning community-specific events indicates a concerted effort to foster inclusivity and provide opportunities for community members to connect and engage. The absence of such promotion in other areas of the city may suggest a need for broader dissemination of information about LGBTQIA+ events and support groups.

However, such promotion was not observed in other areas around the city. Furthermore, there was a notable absence of marketing or information related to LGBTQIA+ support groups or outreach programmes. The lack of visible marketing or information related to LGBTQIA+ support groups or outreach

programmes may indeed be a protective measure, considering potential concerns for the safety and privacy of community members. This underscores the importance of creating safe spaces where LGBTQIA+ individuals can access resources without fear of exposure or discrimination.

It was acknowledged by venue representatives, however, that during Pride Month, the visibility and promotion of LGBTQIA+ community events and support groups tend to differ, indicating a heightened focus on inclusivity and celebration during this period. The heightened visibility of LGBTQIA+ events and support during Pride Month highlights the significance of this celebratory period for the community. It serves as a time of increased recognition and inclusivity, potentially contributing to a more vibrant and engaged community during this time.

Non-LGBTQIA+ oriented venues did not seem to possess an awareness of community-specific events or support groups. They, however, expressed the belief that events and activities held in their venues, as well as in the broader city, were not exclusionary but rather not specifically LGBTQIA+ targeted. Non-LGBTQIA+ venues' perspective on inclusivity perhaps reflects a belief in the accessibility of events and activities to a diverse range of individuals, regardless of sexual orientation or gender identity. This indicates a general sense of openness and acceptance within the broader nightlife community.

We were informed about the existence of spaces and resource centres catering to the LGBTQIA+ community during the audit. It is important to note that many of these spaces primarily operate during daytime hours, potentially limiting accessibility during the evening and nighttime economy hours. The existence of LGBTQIA+-focused community spaces and resource centres provides valuable support for the community. However, the limited accessibility during evening and nighttime hours may pose a challenge for those seeking resources or connections during these times. This suggests a

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potential area for improvement in terms of expanding accessibility.

Visible representation of the LGBTQIA+ community was prominent within LGBTQIA+ venues, both inside and outside. However, this representation was less evident in public spaces across Cardiff. The varying degree of visible representation of the LGBTQIA+ community in public spaces and events highlights the need for continued efforts to create inclusive and welcoming environments throughout the city. Enhancing visibility and representation in public spaces can contribute to a more inclusive and accepting atmosphere for LGBTQIA+ individuals.

In conclusion, the observations on community engagement underscore the progress made in creating spaces and opportunities for LGBTQIA+ individuals to connect and engage within Cardiff's nighttime environment. However, there are areas where further efforts could enhance accessibility and inclusivity, particularly in expanding the availability of resources during evening and nighttime hours and increasing visible representation in public spaces. Overall, these observations provide valuable insights into the current state of community engagement and offer avenues for continued improvement.

Reporting Mechanisms

During the course of our overnight audit of LGBTQIA+ safety in Cardiff's nighttime environment, several aspects related to reporting mechanisms for safety concerns were observed. We noted door stickers within venues promoting the use of the Safe Place app. While this indicates the establishment as a safe space for all individuals in Cardiff city centre at night, it is not LGBTQIA+ specific. Additionally, we observed the availability of a safety bus as an option for those in need of assistance, and street pastors were also seen patrolling on weekends, providing an additional layer of safety.

It was widely shared with us during the audit that some members of the LGBTQIA+ community may hesitate to make reports to the police. There is a prevailing sentiment that such reports may not always be taken seriously, or that LGBTQIA+ venues may be subject to over-policing, potentially leading to discomfort among patrons. The presence of police officers within venues can also contribute to this discomfort.

A notable concern raised within the community during the audit was the lack of anonymity in reporting safety concerns. We did not observe any specific structures or options for anonymous reporting, indicating a potential gap in resources for those who may prefer to report incidents discreetly.

Throughout the audit, we did not encounter any messaging related to reporting structures in general, nor were there specific indications of how to report LGBTQIA+-related incidents.

The observations on reporting mechanisms highlight both the existing resources and potential areas for improvement in ensuring the safety of LGBTQIA+ individuals within Cardiff's nighttime environment. The presence of door stickers within venues promoting the Safe Place app is a positive step towards creating a safe and welcoming environment for all individuals in Cardiff city centre at night. However, it is important to note that this initiative is not exclusively LGBTQIA+ specific. While the availability of a safety bus and the presence of street pastors offer additional avenues for assistance, these resources should be effectively communicated to ensure individuals are aware of them.

The reluctance among some members of the LGBTQIA+ community to make reports to the police raises important considerations regarding trust and accessibility in reporting mechanisms. This hesitation may stem from concerns about the seriousness with which reports are treated, as well as

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fears of over-policing in LGBTQIA+ venues. Efforts to address these concerns, such as building trust between law enforcement and the LGBTQIA+ community, could contribute to a safer environment.

The absence of anonymous reporting options is a notable gap in resources for individuals who may prefer to report incidents discreetly. Providing anonymous reporting structures can empower individuals to come forward with safety concerns without fear of retribution or exposure.

The lack of messaging related to reporting structures, both in general and specific to LGBTQIA+ incidents, suggests an opportunity for enhanced communication. Clear and accessible information about reporting mechanisms can empower individuals to take action when they witness or experience safety concerns.

In conclusion, the observations on reporting mechanisms underscore the importance of creating an environment where individuals feel confident and supported in reporting safety concerns. While existing resources such as the Safe Place app, safety bus, and street pastors offer valuable support, efforts to address concerns about reporting to police and the availability of anonymous reporting options could further enhance safety within Cardiff's nighttime environment. Additionally, clear and inclusive messaging about reporting structures is crucial in ensuring that individuals are aware of the avenues available to them.

Street Harassment and Safety Concerns

Throughout our overnight audit of LGBTQIA+ safety in Cardiff's nighttime environment, we closely observed instances of street harassment and

discomfort. The observations made regarding street harassment and safety concerns shed light on the complex interplay of social dynamics and perceptions of safety within Cardiff's nighttime environment.

Despite the streets being densely populated, particularly due to the rugby event, we did not witness any explicit instances of street harassment or signs of discomfort among passersby. The absence of explicit instances of street harassment or visible discomfort among the bustling crowds, even during a major event like rugby, is a positive indicator of the overall safety of the area. This suggests a generally respectful atmosphere among the diverse groups of people present, which is crucial for fostering a welcoming environment for everyone.

However, it was apparent that while the atmosphere was generally vibrant, it could potentially evoke feelings of threat or unease within the LGBTQIA+ community. The juxtaposition of the joyous and vibrant atmosphere with potential feelings of threat or unease within the LGBTQIA+ community underscores the nuanced nature of safety considerations. While outwardly celebratory, the environment may not always feel equally inclusive or secure for all individuals. This highlights the importance of creating spaces and initiatives that proactively address any potential discomfort or apprehension experienced by the LGBTQIA+ community.

As the night progressed, there was a noticeable increase in drunkenness among individuals in the area. While this prevalence of intoxication could be perceived as potentially threatening, it was commendable to see that venues were effectively managing the situation. Importantly, we did not observe any violence targeting the LGBTQIA+ community as a direct result of this increased level of intoxication.

The noted increase in drunkenness as the night progressed introduces complexity to the safety dynamics. While intoxication is not necessarily

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indicative of harmful intent, it can contribute to an environment that feels more unpredictable or potentially threatening. The effective management of this situation by venues is commendable and is crucial in maintaining a safe environment for all patrons. The absence of observed violence against the LGBTQIA+ community suggests that the efforts to manage intoxication levels were largely successful.

The very busy streets in the early evening create a vibrant atmosphere but also potential safety challenges, especially for marginalised groups like the LGBTQIA+ community. The strong police presence around 8 pm, even if possibly related to a rugby match, contributes positively to safety. However, observing crowds spilling onto the roads and queues for clubs not being well managed indicates areas where safety measures could be improved.

The observation of rough sleepers in the area raises a critical safety concern, not only for the homeless population but also for LGBTQIA+ individuals who may be more susceptible to harassment or violence in such environments. The presence of litter strewn across the streets further adds to an environment that may be perceived as disorderly and potentially unsafe.

The Kings Club's closure at 3 am results in an influx of patrons towards other clubs like Pulse, which closes at 5 am. This transition period may pose specific risks for LGBTQIA+ individuals, warranting targeted safety measures. There is a mention of potential issues with predators at Pulse during closing hours, highlighting a specific safety concern for LGBTQIA+ patrons, particularly those leaving late-night venues. On a positive note, the presence of friendly security personnel at the door who greet everyone contributes positively to the safe atmosphere. However, a poorly signed taxi rank could lead to confusion and potential safety risks.

The closure time of 5am at Pulse leads to a specific crowd, which may

necessitate additional safety measures during this period. Moreover, the ongoing construction near Pulse for two years without a specific pick-up/collection point is an ongoing safety concern that should be addressed promptly.

In conclusion, the observations on street harassment and safety concerns provide valuable insights into the multifaceted nature of safety considerations within Cardiff's nighttime environment. While the absence of explicit instances of harassment is encouraging, it is important to acknowledge the potential for nuanced feelings of discomfort or threat. Proactive measures to address these concerns, alongside effective management of intoxication levels, contribute to creating a safer and more inclusive environment for the LGBTQIA+ community and all individuals in the area.

Emergency Response and Services

During our overnight audit, we observed emergency response and services available in Cardiff's nighttime environment, focusing on the proximity of medical facilities or LGBTQIA+-friendly clinics and the availability of emergency response services in the area.

The safety bus emerged as a pivotal component in ensuring the safety of vulnerable individuals, including LGBTQIA+ members. However, certain limitations in capacity and criteria for assistance were identified, indicating a need for refinement to ensure inclusivity. Offering comprehensive training in areas like antisexual harassment and women's safety is crucial, particularly in light of the unique safety challenges faced by LGBTQIA+ individuals.

While the service primarily caters to vulnerable young women, an

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opportunity exists for expansion and enhancement, drawing insights from successful models like the Northampton SNO Van and Bath Safe Bus. Additionally, integrating training programmes focused on vulnerability and implementing safety measures such as body armour and earpieces for radios can further augment the effectiveness of the safety bus initiative.

The involvement of the Alcohol Treatment Centre (ATC) in monitoring alcohol-related incidents holds significant importance for maintaining safety in nightlife areas. Excessive drinking can contribute to risky situations for LGBTQIA+ patrons, underscoring the value of such monitoring. Furthermore, collecting demographic data is valuable for comprehending the specific needs and vulnerabilities of various populations, including LGBTQIA+ individuals.

The mention of addressing issues at specific venues like Mary's, Heidi's, and Brewhouse highlights the importance of targeted interventions to enhance safety in these particular establishments. Additionally, the radio system involving police, security, safety bus, and ATC demonstrates a well-utilised multi-agency coordination approach, illustrating its effectiveness in bolstering safety efforts.

The observations on emergency response and services illuminate crucial aspects of safety infrastructure within Cardiff's nighttime environment. The safety bus emerges as a vital lifeline, particularly for vulnerable individuals, including members of the LGBTQIA+ community. However, identified limitations in capacity and criteria for assistance signal the need for a more nuanced and inclusive approach. Offering training programmes addressing issues such as antisexual harassment and women's safety is a proactive step towards equipping individuals with the tools and knowledge to navigate potential challenges.

Expanding and refining the safety bus initiative, drawing from successful

models, is a promising avenue for enhancing safety measures. Integration of comprehensive training and implementation of safety measures like body armour and earpieces for radios can further fortify its effectiveness.

The involvement of the Alcohol Treatment Centre (ATC) in monitoring alcohol-related incidents serves as a crucial safeguard for nightlife areas. Understanding the demographic makeup and specific vulnerabilities of different populations, including LGBTQIA+ individuals, is facilitated through the collection of relevant data.

Targeted interventions at specific venues, as evidenced by addressing concerns at Mary's, Heidi's, and Brewhouse, exemplify the significance of tailored approaches to safety enhancement. The well-coordinated radio system, encompassing police, security, safety bus, and ATC, underscores the value of multi-agency collaboration in upholding safety standards.

In conclusion, the emergency response and services observations offer valuable insights into the safety infrastructure within Cardiff's nighttime environment. The safety bus initiative plays a crucial role in ensuring the safety of vulnerable individuals, though refinements in capacity and assistance criteria are warranted. Training programmes and safety measures further fortify its efficacy. The involvement of the ATC and data collection are pivotal in maintaining safety, particularly in addressing alcohol-related incidents. Targeted interventions at specific venues and effective multi-agency coordination through the radio system further contribute to a secure nighttime environment for all.

Recommendations

Following the analysis of research findings, each section of the report concludes with a recommendations chart. All recommendations are a result of the research, best practices, and our expert opinion, grouped in core themes for ease of implementation.

The recommendations should be interpreted as follows:

Importance

- **High:** This indicates that this is highly important and work needs to be started as soon as possible, preferably in the next 6 to 12 months.
- **Medium:** This indicates that this is of medium importance, and work needs to be started in the next 12 to 24 months.
- **Low:** This indicates that this is of low importance, it would be nice to do if the money, resources and time existed and work could be started in the next 24 months.

Timescales

- **Ongoing:** This is an activity that will need consistent and sustained work.
- **Short:** This indicates that work needs to be started as soon as possible, preferably in the next 6 to 12 months.
- **Medium:** This indicates that work needs to be started in the next 12 to 24 months.
- **Long-term:** This indicates that work could be started in the next 24 months.

Cost

- **£** — Low cost (Sub £50,000)
- **££** — Medium cost (Sub £100,000)
- **£££** — Higher cost (£100,000 and above)

To achieve this, we recommend that a project plan is developed for all recommendations, with an owner for each action. Over the next 1 to 3 years, progress against each recommendation should be reviewed every month, with partners holding each other accountable for delivering each action.



Recommendations	Importance	Timescale	Cost	RA
<p>We strongly advocate for implementing an LGBTQIA+ Liaison Officer within FOR Cardiff. This dedicated position will be pivotal in fostering a safer, more inclusive, and welcoming environment for the LGBTQIA+ community within the evening nighttime economy.</p> <p>Key Responsibilities of the LGBTQIA+ Liaison Officer:</p> <ul style="list-style-type: none">• Community Engagement and Advocacy: Act as a liaison between local businesses, law enforcement, and the LGBTQIA+ community, facilitating open communication and understanding.• Education and Training: Provide specialised training to businesses and their staff on LGBTQIA+ inclusivity, sensitivity, and best practices. This will empower businesses to create a respectful and accommodating environment for all patrons.• Resource Hub: Establish a central hub for information related to LGBTQIA+ services, events, and support networks available within the BID area. This resource will serve as a valuable guide for community members and businesses seeking to engage in LGBTQIA+ initiatives.• Policy and Procedure Development: Collaborate with businesses to develop and implement inclusive policies and procedures that explicitly address LGBTQIA+ inclusivity, non-discrimination, and customer safety.• Visibility and Representation: Organise events, campaigns, and initiatives that celebrate LGBTQIA+ diversity and promote visibility within the BID. This will contribute to a vibrant and inclusive atmosphere.• Collaboration with Stakeholders: Work closely with local LGBTQIA+ organisations, advocacy groups, and support services to strengthen partnerships and collectively address issues affecting the community.• Incident Reporting and Monitoring: Establish a reporting system to track incidents related to LGBTQIA+ safety and inclusivity within the BID. Regularly analyse data to identify trends and areas for improvement. <p>Benefits of an LGBTQIA+ Liaison Officer:</p> <ul style="list-style-type: none">• Improved Safety and Well-being: The presence of a dedicated officer will enhance the sense of safety and well-being for LGBTQIA+ individuals, encouraging them to engage more actively within the BID.• Positive Business Reputation: Demonstrating a commitment to inclusivity sends a powerful message to the community and visitors, fostering a positive reputation for businesses within the BID.• Legal Compliance and Risk Mitigation: By proactively addressing LGBTQIA+ inclusivity, businesses reduce the risk of legal repercussions related to discrimination or harassment.• Enhanced Customer Loyalty: Creating a welcoming environment for LGBTQIA+ patrons can increase customer loyalty and a broader customer base.	Medium	Ongoing	££	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend FOR Cardiff to undertake the initiative of compiling a comprehensive list of LGBTQIA+ specific and LGBTQIA+ friendly evening nighttime economy venues in Cardiff.</p> <p>This curated list will serve as a valuable resource for LGBTQIA+ individuals and allies, promoting inclusivity and ensuring a safe and welcoming environment within the nighttime economy.</p> <p>Here are the key steps to execute this recommendation:</p> <ul style="list-style-type: none">• Establish Criteria for Inclusion: Define clear criteria for identifying LGBTQIA+ specific and LGBTQIA+ friendly venues, taking into account factors such as explicit inclusivity policies, diverse clientele, LGBTQIA+ events, and support for LGBTQIA+ causes.• Engage with the Community: Collaborate with local LGBTQIA+ advocacy groups, community leaders, and individuals to gather recommendations and insights on venues that should be included in the list.• Conduct Venue Surveys: Reach out to nighttime economy venues to assess their level of LGBTQIA+ inclusivity, seeking information on their policies, events, and initiatives related to the LGBTQIA+ community.• Regularly Update the List: Implement a system to review and update the list, ensuring that it remains current and reflects the evolving landscape of LGBTQIA+ inclusivity within Cardiff's nighttime economy.• Online Platform and Mobile App: Create an easily accessible online platform or mobile app where individuals can access the list of LGBTQIA+ specific and LGBTQIA+ friendly venues. Include features such as search filters, ratings, and user reviews.• Promote the List: Actively promote the compiled list through various communication channels, including social media, LGBTQIA+ publications, local events, and FOR Cardiff's official website.• Collaborate with Venues: Encourage venues to display a badge or sticker indicating their LGBTQIA+ inclusivity, signifying their commitment to creating a safe and welcoming environment.• Inclusivity Certification: Consider establishing an inclusivity certification programme for venues, recognising and rewarding those who go above and beyond to create an LGBTQIA+ friendly space. <p>Benefits of Compiling the List:</p> <ul style="list-style-type: none">• Promoting Safe Spaces: The compiled list will guide LGBTQIA+ individuals and allies to venues where they can feel safe, accepted, and valued.• Supporting LGBTQIA+-Friendly Businesses: Recognising and promoting LGBTQIA+ specific and LGBTQIA+ friendly venues encourages other businesses to adopt inclusive policies and practices.• Strengthening Community Connections: This initiative demonstrates FOR Cardiff's commitment to fostering a sense of belonging and community within the nighttime economy.• Boosting Cardiff's Reputation: Cardiff will be recognised as a city that prioritises inclusivity, attracting LGBTQIA+ visitors and residents and enhancing its reputation as an LGBTQIA+ friendly destination. <p>By compiling a full list of LGBTQIA+ specific and LGBTQIA+ friendly evening nighttime economy venues, FOR Cardiff takes a significant step towards creating a more inclusive and vibrant nighttime economy. This initiative benefits the LGBTQIA+ community and contributes to the overall diversity and vibrancy of Cardiff's nighttime economy.</p>	High	Short	£	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend establishing an LGBTQIA+ Night Safety Group in Cardiff, comprising key stakeholders from various sectors, including community organisations, law enforcement, local businesses, LGBTQIA+ advocacy groups, and relevant government agencies.</p> <p>Key Components of the LGBTQIA+ Night Safety Group:</p> <ul style="list-style-type: none">• Diverse Representation: Ensure the group includes representatives from a wide range of stakeholders, such as LGBTQIA+ community leaders, business owners, law enforcement officials, city officials, non-profit organisations, and nightlife venue operators.• Regular Meetings and Open Dialogue: Establish a structured meeting schedule for the group to convene and openly discuss safety concerns, share insights, and propose actionable solutions.• Needs Assessment and Action Planning: Conduct a comprehensive needs assessment to identify specific safety concerns and prioritise areas of improvement for the LGBTQIA+ community within the nighttime economy.• Development of Tailored Safety Initiatives: Collaborate to design and implement targeted safety initiatives, including awareness campaigns, training programmes, and visible signage, to create a more inclusive and secure environment.• Community Outreach and Engagement: Actively engage with the LGBTQIA+ community to gather feedback, raise awareness of available resources, and build stakeholder trust.• Safety Audits and Assessments: Conduct regular safety audits in key Cardiff's nighttime economy areas to identify potential hazards or areas requiring improvement.• Crisis Response and Support Systems: Establish protocols for responding to incidents of discrimination, harassment, or violence within the nighttime economy, ensuring swift and appropriate action is taken.• Collaboration with Law Enforcement: Foster a cooperative relationship with local law enforcement agencies to improve responsiveness to LGBTQIA+ safety concerns and ensure appropriate officer training.• Data Collection and Reporting: Implement a system for collecting and analysing data related to LGBTQIA+ safety incidents, providing valuable insights to inform ongoing initiatives.• Advocacy for Policy and Legislative Changes: Advocate for policies and legislation that support LGBTQIA+ safety within the nighttime economy, working closely with local government and advocacy groups.• Promotion of LGBTQIA+ Safe Spaces: Recognise and promote venues, businesses, and organisations that actively prioritise LGBTQIA+ safety and inclusivity. <p>Benefits of the LGBTQIA+ Night Safety Group:</p> <ul style="list-style-type: none">• Improved Safety and Well-Being: The group's collaborative efforts will lead to tangible improvements in safety, fostering a more welcoming environment for the LGBTQIA+ community.• Enhanced Community Trust and Cohesion: The establishment of the group demonstrates a commitment to the well-being of the LGBTQIA+ community, building trust between stakeholders and fostering a sense of unity.• Positive Impact on the Nighttime Economy: A safer nighttime environment attracts a broader patron demographic, contributing to a vibrant and economically thriving nighttime economy.• Empowerment and Advocacy: The group provides a platform for marginalised voices, empowering the LGBTQIA+ community to advocate for their safety and well-being.• Model for Inclusivity: Cardiff's LGBTQIA+ Night Safety Group can serve as a model for other cities, demonstrating the benefits of collaborative, community-driven safety initiatives.	High	Ongoing	£	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend the immediate implementation of comprehensive Diversity and Inclusion Training programmes for businesses operating within Cardiff's evening nighttime economy, specifically focusing on LGBTQIA+ safety and inclusivity.</p> <p>Key Components of the Diversity and Inclusion Training:</p> <ul style="list-style-type: none">• Tailored Curriculum: Design a curriculum that addresses the unique challenges, experiences, and needs of LGBTQIA+ individuals within the nighttime economy. This should cover terminology, cultural sensitivity, and best practices for interaction.• Inclusive Language and Communication: Guide the use of inclusive language and communication techniques that respect the diversity of gender identities and sexual orientations.• Understanding LGBTQIA+ Issues: Educate staff about the challenges and discrimination faced by LGBTQIA+, focusing on creating empathy and fostering a supportive environment.• Legal and Ethical Considerations: Ensure that staff are aware of the legal protections and responsibilities related to LGBTQIA+ individuals, including anti-discrimination laws and reporting procedures.• Bystander Intervention: Offer training on how to recognise and respond to instances of discrimination, harassment, or abuse targeting LGBTQIA+ patrons or colleagues.• Safe Spaces and Reporting Mechanisms: Educate staff about the establishment's designated safe spaces, reporting procedures, and support networks available to LGBTQIA+ individuals.• Cultural Competence: Foster an understanding of the diverse identities within the LGBTQIA+ community, including varying gender identities, sexual orientations, and intersectionality with other marginalised groups.• Role-Playing and Scenarios: Incorporate interactive exercises and role-playing scenarios to practice inclusive customer service and conflict resolution skills.• Continuous Learning and Updates: Establish a framework for ongoing education and awareness-building regarding LGBTQIA+ issues, ensuring that staff remain informed of best practices <p>Benefits of Diversity and Inclusion Training:</p> <ul style="list-style-type: none">• Increased Safety and Trust: Training will equip staff to create an environment where LGBTQIA+ patrons feel safe, respected, and valued.• Positive Reputation and Customer Loyalty: Businesses that actively promote LGBTQIA+ inclusivity will attract a diverse customer base and build a positive reputation in the community.• Legal Compliance and Risk Mitigation: Properly trained staff reduce the risk of legal liabilities related to discrimination or harassment.• Cultivation of Inclusive Culture: The training will promote a culture of inclusivity and acceptance, benefiting not only LGBTQIA+ individuals but also all patrons and staff.• Enhanced Employee Morale and Satisfaction: Employees who feel equipped to provide inclusive service are likely to have higher job satisfaction and a sense of pride in their workplace.	High	Medium	££	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend developing and implementing a Best Practice Policy Bank specifically focused on LGBTQIA+ safety for businesses within Cardiff's evening nighttime economy.</p> <p>This policy bank will serve as a comprehensive resource providing clear guidelines, protocols, and actionable steps for businesses to create a safe, inclusive, and welcoming environment for LGBTQIA+ individuals.</p> <p>Key Components of the Best Practice Policy Bank:</p> <ul style="list-style-type: none">• Inclusive Policies: Include policies that explicitly prohibit discrimination, harassment, or any form of mistreatment based on sexual orientation, gender identity, or expression.• Staff Training and Awareness: Establish a requirement for regular staff training on LGBTQIA+ inclusivity, safety measures, and cultural competence.• Safe Spaces and Reporting Mechanisms: Outline specific areas designated as safe spaces and provide clear instructions on reporting incidents of discrimination or harassment.• Inclusive Language and Communication: Encourage the use of inclusive language that respects the diverse identities and experiences of LGBTQIA+ individuals.• Promotion of LGBTQIA+ Events and Initiatives: Support and actively promote LGBTQIA+ events, awareness campaigns, and initiatives within the nighttime economy.• Gender-Neutral Facilities: Advocate for the availability of gender-neutral restrooms and changing facilities, ensuring accessibility for all patrons.• Visibility of LGBTQIA+ Support Resources: Display information about local LGBTQIA+ support organisations, hotlines, and resources within the establishment.• Partnerships with LGBTQIA+ Community Groups: Foster collaborations with local LGBTQIA+ organisations to enhance support, visibility, and community engagement.• Response and Support Protocols: Establish clear procedures for staff to follow in case of a safety concern or incident involving an LGBTQIA+ patron.• Representation and Marketing: Ensure diverse representation in promotional materials and marketing campaigns to reflect the LGBTQIA+ community.• Continuous Evaluation and Improvement: Implement a system for regularly reviewing and updating policies to align with evolving best practices and community needs. <p>Benefits of the Best Practice Policy Bank:</p> <ul style="list-style-type: none">• Enhanced Safety and Inclusivity: Clear policies will create a safer environment, fostering trust and confidence among LGBTQIA+ patrons.• Positive Public Image and Reputation: Businesses implementing these best practices will gain recognition as inclusive, socially responsible establishments.• Compliance with Legal Standards: The policy bank will assist businesses in meeting legal obligations related to anti-discrimination and inclusivity.• Attracting a Diverse Customer Base: Businesses promoting LGBTQIA+ will likely attract a broader customer demographic, positively impacting revenue.• Community Engagement and Support: Implementing inclusive policies will strengthen ties with the local LGBTQIA+ community, potentially leading to long-term partnerships and collaborations.• Employee Satisfaction and Retention: A workplace prioritising inclusivity will likely have higher employee morale and retention rates.	High	Short	£	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend developing and implementing an LGBTQIA+ Safety Toolkit explicitly tailored for businesses operating within Cardiff's evening nighttime economy.</p> <p>This toolkit will serve as a comprehensive resource encompassing the above recommendations, offering guidance and resources to ensure the safety and inclusivity of LGBTQIA+ individuals within the nighttime economy.</p> <p>Key Components of the LGBTQIA+ Safety Toolkit:</p> <ul style="list-style-type: none">• Inclusive Policies and Procedures: Provide businesses with a set of inclusive policies and procedures that explicitly address LGBTQIA+ inclusivity, non-discrimination, and customer safety. Include guidance on handling complaints or incidents related to LGBTQIA+ individuals.• Diversity and Inclusivity Training: Offer specialised training modules for staff on LGBTQIA+ inclusivity, sensitivity, and best practices. This should cover topics such as terminology, respectful communication, and responding to incidents appropriately.• Safety Measures: Recommend physical safety measures within the establishment, including well-lit areas, visible security personnel, and emergency response plans.• Public Awareness and Signage: Include guidance on creating an inclusive atmosphere through appropriate signage, such as gender-neutral restrooms, and visibly displaying a commitment to LGBTQIA+ inclusivity.• Customer Engagement and Communication: Offer strategies for engaging with LGBTQIA+ patrons in a welcoming and respectful manner. This may include guidance on preferred language and gestures.• Collaboration with LGBTQIA+ Organisations: Establish connections with local LGBTQIA+ organisations, advocacy groups, and support services. This toolkit should provide information on how to engage with these organisations for support and partnerships.• Incident Reporting and Response: Offer a step-by-step guide for handling incidents involving LGBTQIA+ individuals, including reporting procedures, providing support, and following up on incidents.• Resources and Support Networks: Include local LGBTQIA+ support services, hotlines, and organisations that businesses and patrons can contact for assistance.• Promotion of LGBTQIA+ Events and Initiatives: Encourage businesses to actively support and promote LGBTQIA+ events and initiatives within the community. <p>Benefits of the LGBTQIA+ Safety Toolkit:</p> <ul style="list-style-type: none">• Enhanced Safety and Inclusivity: The toolkit will equip businesses with the knowledge and resources needed to create a safe and welcoming environment for LGBTQIA+ individuals.• Positive Brand Image: Businesses promoting LGBTQIA+ inclusivity will build a positive reputation within the community, attracting a diverse customer base.• Legal Compliance and Risk Reduction: By implementing inclusive policies and procedures, businesses reduce the risk of legal repercussions related to discrimination or harassment.• Community Engagement and Support: The toolkit fosters community and collaboration between businesses and the LGBTQIA+ community, creating a more vibrant and inclusive nighttime economy.	High	Medium	££	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend implementing comprehensive training programmes with a dedicated focus on LGBTQIA+ safety for all public transportation companies operating in Cardiff, including hackney cabs and rideshare services like Uber. This training should be mandatory for all company drivers and staff members.</p> <p>Key Components of LGBTQIA+ Safety Training for Public Transportation:</p> <ul style="list-style-type: none">• Cultural Competency and Sensitivity: Provide education on LGBTQIA+ terminology, identities, and experiences to increase understanding and empathy.• Anti-Discrimination and Inclusivity Policies: Ensure drivers are aware of and adhere to strict policies prohibiting discrimination based on sexual orientation, gender identity, or expression.• Recognising and Addressing Harassment: Equip drivers with the skills to identify and appropriately respond to instances of harassment or discrimination targeting LGBTQIA+ passengers.• Effective Communication Skills: Teach drivers inclusive language and respectful communication techniques that foster a welcoming environment for all passengers.• Safe Spaces and Reporting Mechanisms: Educate drivers on the concept of safe spaces and provide clear instructions on reporting incidents of harassment or discrimination.• Gender-Neutral Language and Facilities: Emphasise the importance of using gender-neutral language and accommodating requests for specific facilities or seating arrangements.• Handling Sensitive Situations: Train drivers to provide sensitive situations, such as passengers expressing concerns about safety or disclosing their LGBTQIA+ identity.• Crisis Response and Emergency Protocols: Provide guidance on how to respond in emergency situations, ensuring the safety and well-being of all passengers.• Promoting Inclusive Practices: Encourage drivers to create an inclusive atmosphere by displaying LGBTQIA+ support materials and information in their vehicles.• Community Resources and Support: Familiarise drivers with local LGBTQIA+ support organisations, hotlines, and resources to refer passengers in need of assistance. <p>Benefits of LGBTQIA+ Safety Training for Public Transportation:</p> <ul style="list-style-type: none">• Enhanced Passenger Safety and Well-Being: Training programmes will create a safer environment for LGBTQIA+ passengers, reducing instances of discrimination or harassment.• Positive Reputation and Customer Trust: Public transportation companies implementing LGBTQIA+ safety training will be recognised as committed to inclusivity, fostering customer trust and loyalty.• Compliance with Anti-Discrimination Laws: Training ensures that companies meet legal obligations related to providing an inclusive and safe environment for all passengers.• Attracting a Diverse Customer Base: Public transportation services prioritising inclusivity will likely attract a broader demographic of passengers, positively impacting revenue.• Community Engagement and Support: Training programmes demonstrate a commitment to supporting the LGBTQIA+ community, potentially leading to positive partnerships and collaborations.• Employee Satisfaction and Retention: Drivers who receive training on LGBTQIA+ safety will likely feel more confident, satisfied, and motivated.	High	Long	££	FOR Cardiff and Transportation Representatives

Recommendations	Importance	Timescale	Cost	RA
We recommend that FOR Cardiff and partners hold open conversations with those from marginalised and diverse communities regarding their evening nighttime economy usage and any possible barriers to usage and access.	High	Medium	£	FOR Cardiff
<p>We highly recommend integrating LGBTQIA+ safety training and procedures into Cardiff's existing Safe Places campaign. This expansion will contribute to a more inclusive and secure environment for the LGBTQIA+ community, aligning with the campaign's mission to provide safe havens for all individuals. Below are key steps to implement this recommendation:</p> <ul style="list-style-type: none">• Collaboration with LGBTQIA+ Advocacy Groups: Partner with local LGBTQIA+ advocacy organisations to develop specialised training modules that address the unique safety concerns of the LGBTQIA+ community.• Incorporate LGBTQIA+ Specific Scenarios: Ensure that the training covers LGBTQIA+ specific scenarios, such as addressing hate speech, discrimination, or harassment, in addition to general safety measures.• Cultural Competency Training: Train staff and volunteers on LGBTQIA+ terminology, issues, and best practices for creating an inclusive and welcoming environment.• Inclusive Language and Signage: Include LGBTQIA+ inclusive language and imagery in Safe Places materials, making it clear that these spaces are safe and welcoming for all sexual orientations and gender identities.• Diverse Representation: Encourage businesses and organisations participating in the Safe Places campaign to have a diverse staff that reflects the inclusivity of the initiative.• Crisis Response Protocols: Develop clear protocols for Safe Places to respond effectively to incidents involving LGBTQIA+ individuals, ensuring their immediate safety and well-being.• Regular Training Updates: Implement ongoing training sessions to inform staff about current LGBTQIA+ safety concerns and best practices.• Feedback Mechanism: Establish a feedback system to allow LGBTQIA+ individuals to provide input on their experiences at Safe Places, ensuring continuous improvement.• Promote LGBTQIA+ Safe Spaces: Actively market businesses and organisations participating in the Safe Places campaign as LGBTQIA+ safe spaces, both online and through physical signage.• Public Awareness Campaign: Launch a public awareness campaign to inform the LGBTQIA+ community and the general public about integrating LGBTQIA+ safety training within the Safe Places campaign.• Monitor and Evaluate: Regularly assess the effectiveness of the LGBTQIA+ safety training within the Safe Places campaign, gathering feedback from both businesses and LGBTQIA+ patrons. <p>Benefits of Integrating LGBTQIA+ Safety Training:</p> <ul style="list-style-type: none">• Increased Accessibility: LGBTQIA+ individuals will have confidence in the safety of participating venues, leading to greater accessibility and inclusivity.• Positive Reputation: Cardiff's Safe Places campaign will be recognised as a leader in LGBTQIA+ inclusivity, enhancing its reputation as a progressive and welcoming city.• Enhanced Community Trust: The LGBTQIA+ community will trust that Safe Places are genuinely committed to their safety and well-being.• Demonstration of Inclusivity: Cardiff sets a precedent for other cities, showcasing the importance of LGBTQIA+ safety and inclusion in public initiatives. <p>By integrating LGBTQIA+ safety training and procedures into the Safe Places campaign, Cardiff takes a significant step toward creating a more inclusive and secure environment for all individuals, regardless of sexual orientation or gender identity. This initiative benefits the LGBTQIA+ community and strengthens Cardiff's reputation as an inclusive and forward-thinking city.</p>	Medium	Short	£	FOR Cardiff and Safe Places

Recommendations	Importance	Timescale	Cost	RA
<p>We strongly recommend FOR Cardiff design and implement a comprehensive communications and engagement strategy tailored explicitly for the LGBTQIA+ community. Here are the key steps to execute this recommendation:</p> <ul style="list-style-type: none">• Community Outreach and Consultation: Initiate a dialogue with local LGBTQIA+ advocacy groups, community leaders, and individuals to understand their preferences, concerns, and expectations regarding engagement.• Inclusive Language and Imagery: Incorporate LGBTQIA+ inclusive language and imagery in all communications materials, ensuring that messages resonate with the LGBTQIA+ community.• Tailored Messaging Channels: Utilise a mix of popular communication channels within the LGBTQIA+ community, such as social media platforms, LGBTQIA+ publications, and community events.• Feedback Mechanism: Establish a feedback system allowing LGBTQIA+ individuals to provide input on FOR Cardiff's initiatives, ensuring their voices are heard and considered.• LGBTQIA+ Inclusive Programming: Create and promote LGBTQIA+ inclusive events and programming within Cardiff's nighttime economy, demonstrating a commitment to diversity and inclusivity.• Collaboration with LGBTQIA+ Organisations: Partner with local LGBTQIA+ organisations to co-create initiatives and campaigns, leveraging their expertise and networks.• Training and Sensitisation: Provide training to FOR Cardiff staff on LGBTQIA+ terminology, issues, and best practices for inclusive engagement.• Visibility at LGBTQIA+ Events: Participate in LGBTQIA+ events, festivals, and pride celebrations to showcase Cardiff's dedication to LGBTQIA+ inclusion and engagement. <p>Benefits of the Communications and Engagement Strategy:</p> <ul style="list-style-type: none">• Increased Trust and Confidence: The LGBTQIA+ community will trust FOR Cardiff's commitment to inclusivity and will be more likely to engage with the organisation.• Diverse Perspectives and Ideas: By actively involving the LGBTQIA+ community, FOR Cardiff gains access to a broader range of perspectives and ideas, enriching the overall impact of its initiatives.• Positive Reputation: FOR Cardiff will be recognised as a progressive and inclusive organisation, enhancing its reputation within the LGBTQIA+ community and beyond.• Stronger Community Relationships: Meaningful engagement with the LGBTQIA+ community builds stronger relationships, leading to a more cohesive and inclusive nighttime economy.	High	Short	£	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>To improve trust in the police within the LGBTQIA+ community, it is imperative to implement a multifaceted approach that focuses on transparency, education, and community engagement.</p> <p>Here are the key steps to build trust:</p> <ul style="list-style-type: none">• Diversity and Sensitivity Training: Ensure all officers are enrolled in mandatory and ongoing diversity and sensitivity training for all police officers. This should include comprehensive education on LGBTQIA+ issues, terminology, and cultural competence. Training programmes should be developed in collaboration with LGBTQIA+ advocacy groups and community leaders to ensure accuracy and relevance.• Continuation of Hate Crime Officers and LGBTQIA+ Liaison Officers: The force should continue to appoint dedicated LGBTQIA+ liaison officers within the police force. These officers should serve as contact points for the LGBTQIA+ community, offering support, information, and advocacy. They should be visible and accessible at community events, LGBTQIA+ venues, and social gatherings.• Community Policing Initiatives: Foster closer relationships between the police force and the LGBTQIA+ community through community policing initiatives. Encourage officers to engage with LGBTQIA+ organisations actively, attend LGBTQIA+ events, and participate in dialogue sessions. This presence will help build familiarity, trust, and positive rapport.• Clear Anti-Discrimination Policies: Ensure the police force has transparent, well-publicised anti-discrimination policies that explicitly address LGBTQIA+ individuals. These policies should outline procedures for handling LGBTQIA+-related cases and emphasise a zero-tolerance approach towards discrimination or harassment.• Accountability and Transparency: Establish mechanisms for accountability and transparency within the police force. This may include independent oversight from steering groups or committees who review cases involving LGBTQIA+ individuals to ensure fair treatment and policy adherence.• Reporting Mechanisms: Create accessible and anonymous reporting mechanisms for LGBTQIA+ individuals to report incidents involving police misconduct or discrimination. Publicise these reporting channels widely to ensure community members know their options.• Community Advisory Boards: Establish LGBTQIA+ community advisory boards that work collaboratively with the police force. These boards can provide feedback, insights, and recommendations to improve relations between the LGBTQIA+ community and law enforcement.• Regular Outreach and Education: Organise regular outreach programmes such as Cuppa with a Copper and educational workshops led by police officers focused on LGBTQIA+ issues. These events can cover topics such as legal rights, safety tips, and building trust.• Celebrating LGBTQIA+ Heritage and Events: Actively participate in and support LGBTQIA+ events, parades, and celebrations. This shows solidarity with the LGBTQIA+ community and demonstrates a commitment to inclusivity.	High	Ongoing	£££	South Wales Police

Recommendations	Importance	Timescale	Cost	RA
<p>FOR Cardiff, Cardiff Council and South Wales Police should conduct a thorough review of the CCTV control room operations to enhance safety measures in Cardiff's nighttime economy.</p> <p>This includes;</p> <ul style="list-style-type: none">• Assessing monitoring practices• Response times• Technology effectiveness. <p>The review should encompass</p> <ul style="list-style-type: none">• SOPs• Technology assessment• Operator training• Data management. <p>The findings should guide improvements in CCTV capabilities, with ongoing monitoring to assess their impact on safety outcomes. This proactive approach will bolster the well-being of the community, visitors, and businesses.</p>	Medium	Medium	£	FOR Cardiff, Cardiff Council and South Wales Police

Recommendations	Importance	Timescale	Cost	RA
<p>To foster inclusivity and promote LGBTQIA+ events in Cardiff's nighttime economy, FOR Cardiff should establish an LGBTQIA+ Event Calendar with an accompanying web page.</p> <p>This dedicated resource will serve as a centralised hub for information about LGBTQIA+ events, providing details on dates, venues, and participating businesses.</p> <p>Here are the steps to implement this recommendation:</p> <ul style="list-style-type: none">• Create an LGBTQIA+ Event Calendar: Develop a comprehensive calendar that lists all LGBTQIA+ events taking place within Cardiff's nighttime economy. Include diverse events such as parties, performances, workshops, and community gatherings.• Dedicated Web Page: Design and launch a dedicated web page on the FOR Cardiff website specifically for the LGBTQIA+ Event Calendar. Ensure easy navigation from the main menu for quick access.• Detailed Event Listings: Provide detailed information about each event, including the event name, date, time, location, description, and any special features or performers. Include links to event pages or official websites for additional information.• Interactive Features: Incorporate interactive elements such as filters (by date, category, or location), RSVP options, and user reviews or ratings to enhance user engagement and facilitate event planning.• Inclusive Language and Imagery: Utilise inclusive language and imagery that accurately represents the LGBTQIA+ community. This ensures that individuals from all backgrounds feel welcomed and acknowledged.• Regular Updates and Announcements: Commit to regularly updating the LGBTQIA+ Event Calendar with the latest information, including any new events, changes in scheduling, or additional details.• Promotion and Outreach: Actively promote the LGBTQIA+ Event Calendar through various channels, including social media platforms, email newsletters, and partner organisations. Consider collaborations with LGBTQIA+ influencers or advocates for wider reach.• Highlight Partner Businesses: Showcase businesses that are actively participating in or supporting LGBTQIA+ events. Provide links to their websites or social media pages to encourage attendees to explore their offerings.• Accessibility Considerations: Ensure that the LGBTQIA+ Event Calendar and the accompanying web page are accessible to all users, including those with disabilities. Adhere to web accessibility best practices for an inclusive experience.• Post-Event Recap and Feedback: After each event, update the calendar with a recap that includes photos, testimonials, and highlights. Encourage attendees to share their feedback, which can be used to enhance future events.• Year-Round Resource: While the calendar highlights specific events, the web page should remain a year-round resource for LGBTQIA+ information, resources, and support.	High	Short	£	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>To enhance safety measures in Cardiff's nighttime economy, it is crucial to establish efficient data-sharing protocols between FOR Cardiff, the Council, and the police.</p> <p>This collaborative approach will enable timely information exchange, leading to more effective responses to emerging situations.</p> <p>Here are the steps to implement this recommendation:</p> <ul style="list-style-type: none">• Develop a Memorandum of Understanding (MOU): Create a formal agreement outlining the terms of data sharing, responsibilities, and objectives between FOR Cardiff, the councils, and the police. Ensure legal compliance and privacy considerations are addressed.• Designate Data Liaisons: Appoint dedicated individuals from each organisation to serve as liaisons responsible for coordinating data-sharing efforts. These liaisons will facilitate communication and ensure compliance with data protection regulations.• Identify Relevant Data Sets: Define the specific types of data that will be shared, ensuring they are relevant to LGBTQIA+ safety in Cardiff's nighttime economy. This may include incident reports, crowd density information, and demographic data.• Establish Secure Data Sharing Platforms: Implement secure, encrypted platforms or systems for sharing data. These platforms should comply with data protection regulations and facilitate seamless communication among the involved parties.• Regular Data Sharing Meetings: Schedule regular meetings or workshops to review and share relevant data. These sessions should involve representatives from FOR Cardiff, the councils, and the police to discuss insights, trends, and potential interventions.• Define Clear Data Access Protocols: Establish guidelines for accessing and handling shared data, including permissions, restrictions, and data retention policies. Prioritise data security and privacy throughout the process.• Standardised Reporting Procedures: Implement standardised reporting formats to ensure consistency in the data shared among the organisations. This will streamline analysis and interpretation efforts.• Incident Response Coordination: Develop a coordinated response plan for addressing incidents related to LGBTQIA+ safety. Clearly outline the roles and responsibilities of each organisation in managing and mitigating potential risks.• Training and Awareness: Provide training to staff members involved in data sharing to ensure they understand the importance of privacy, confidentiality, and compliance with data protection regulations.• Monitor and Evaluate Data Sharing Efforts: Regularly assess the effectiveness of the data-sharing protocols and make adjustments as needed. Solicit feedback from stakeholders to identify areas for improvement.• Transparency and Accountability: Maintain transparency in data-sharing efforts while also being accountable for the information exchanged. Communicate openly about the positive impacts of data sharing on LGBTQIA+ safety.• Legal and Ethical Compliance: Continuously monitor and adhere to legal and ethical guidelines related to data protection, ensuring that all practices are in accordance with relevant legislation. <p>By establishing efficient data-sharing protocols, FOR Cardiff, The Councils, and the police can work collaboratively to enhance LGBTQIA+ safety in Cardiff's nighttime economy. This initiative reflects a commitment to the well-being and inclusivity of all individuals within the community.</p>	High	Medium	£	FOR Cardiff, Cardiff Council and South Wales Police

Recommendations	Importance	Timescale	Cost	RA
<p>To maintain a dynamic understanding of LGBTQIA+ safety concerns in Cardiff's nighttime economy, FOR Cardiff, should establish an annual programme encompassing comprehensive surveys and in-depth focus group sessions. These surveys should encompass a wide range of topics, including personal experiences, perceived areas of vulnerability, and attitudes towards safety measures. The focus groups, on the other hand, should provide a platform for open discussions, allowing participants to elaborate on their experiences and suggest potential solutions.</p> <p>Ensuring these initiatives are inclusive and representative of the diverse LGBTQIA+ community is crucial. Collaborating with local LGBTQIA+ advocacy organisations, community leaders, and relevant stakeholders will help frame the surveys and focus group discussions in a manner that resonates with the community's unique perspectives and needs.</p> <p>The insights garnered from these annual surveys and focus groups will serve as a vital foundation for evidence-based decision-making. They will enable the implementation of targeted safety measures, policy adjustments, and the development of supportive initiatives. Regular updates to the LGBTQIA+ community on the progress made in response to their feedback will reinforce transparency and build trust.</p> <p>By adopting this proactive approach, FOR Cardiff will play a pivotal role in fostering a nighttime economy that is not only vibrant and inclusive but also prioritises the safety and well-being of every individual, regardless of their sexual orientation or gender identity. This ongoing commitment to LGBTQIA+ safety will undoubtedly enhance Cardiff's reputation as a welcoming and secure destination for all.</p>	High	Ongoing	£	FOR Cardiff
<p>FOR Cardiff should conduct regular audits of evening nighttime economy venues throughout Cardiff along with licensing. These audits should specifically focus on assessing the adequacy of safety measures for LGBTQIA+ individuals. This initiative will be a proactive step towards creating a more inclusive and secure environment.</p> <p>The audits should be conducted by a team of trained professionals with expertise in LGBTQIA+ safety concerns. They should assess various aspects, including but not limited to, the presence of visible LGBTQIA+ inclusive signage, trained staff on LGBTQIA+ issues, accessible and gender-inclusive facilities, and emergency response protocols tailored to LGBTQIA+ concerns.</p> <p>Furthermore, the audit team should engage with venue owners and managers to recommend improvements where necessary. Establishing an open line of communication with these stakeholders will facilitate a collaborative effort to enhance LGBTQIA+ safety within the nighttime economy.</p> <p>The results of these audits should be compiled into a comprehensive report detailing the strengths and areas for improvement identified in each venue. This report should be shared with venue owners, relevant authorities, and the LGBTQIA+ community, demonstrating a commitment to transparency and accountability.</p> <p>By regularly conducting these audits, FOR Cardiff will demonstrate its dedication to creating an environment where LGBTQIA+ individuals can enjoy the nighttime economy in Cardiff without fear or discrimination. This initiative will not only enhance safety but also contribute to fostering a more inclusive and welcoming atmosphere for everyone.</p>	High	Ongoing	£	FOR Cardiff and Council and Police Licensing

Recommendations	Importance	Timescale	Cost	RA
<p>FOR Cardiff and other key stakeholders should commit to performing quarterly audits of the city’s car parks, alleyways, cut-throughs and public green spaces at night.</p> <p>The audit should include a review of:</p> <ul style="list-style-type: none">• Ticketing machines• Lighting• Safety• Graffiti• ASB• Users and non-users with a focus on dissuading those with a street-based lifestyle from begging and or drinking/taking drugs in the area• Maintenance of bollards, fencing, street furniture and greenery.• CCTV• Help points• Clear sightlines• Signage and wayfinding• Abandoned vehicles• Litter, drug paraphernalia, broken glass, and other hazardous materials.• Public realm including bins.• Provision and suitable use of disabled car parking spaces.• Management and upkeep of spaces.• Security presence.• Accessible and suitable sizing dimensions of walkways, pavements, car parking spaces and other public realm access routes. <p>When this is found not to be the case, FOR Cardiff should work with the responsible partners to improve provisions and an acceptable time frame for repairs should be agreed upon by stakeholders and a log of issues and repair times should be kept and monitored and if suppliers do not meet the standards they should be performance managed to ensure consistent standards are kept.</p>	High	Ongoing	£	FOR Cardiff and Stakeholders

Recommendations	Importance	Timescale	Cost	RA
<p>FOR Cardiff should work with South Wales Police to identify and implement upgrades to the Safety Bus currently in operation.</p> <p>The upgrade should encompass several key areas. Firstly, the Safety Bus should be equipped with state-of-the-art technology, including high-quality surveillance cameras, GPS tracking, and a robust communication system to enable seamless coordination with relevant authorities and emergency services.</p> <p>Moreover, the Safety Bus should be upgraded to a larger model to allow for the refurbishment of a welcoming and secure environment for individuals seeking assistance or support. This includes comfortable seating arrangements, well-lit interiors, and clear signage indicating available services.</p> <p>In addition, the staff operating the Safety Bus should undergo comprehensive training programmes that cover a range of topics, including conflict resolution, de-escalation techniques, LGBTQIA+ sensitivity, and first aid. This training will empower them to effectively address a wide spectrum of safety concerns within the nighttime economy.</p> <p>Collaboration with local law enforcement, relevant organisations, and other stakeholders is paramount. FOR Cardiff should work closely with these partners to leverage their expertise, share resources, and coordinate efforts to maximise the impact of the Safety Bus initiative.</p> <p>Finally, it is imperative that FOR Cardiff conducts regular evaluations and solicits feedback from the community, venue owners, and patrons to assess the effectiveness of the upgraded Safety Bus service. This ongoing assessment will ensure that the service remains adaptive and responsive to the evolving needs of the nighttime economy.</p> <p>By upgrading the Safety Bus to meet the standards set by Bath BIDS Safe Bus and the Northampton Safer Nights Out Van, FOR Cardiff will significantly enhance the safety and well-being of individuals within the nighttime economy, reinforcing Cardiff's reputation as a city committed to inclusivity and security for all.</p>	Medium	Medium	££-£££	South Wales Police

Recommendations	Importance	Timescale	Cost	RA
<p>FOR Cardiff should strongly consider implementing an uplighting installation on Cardiff Castle and the surrounding trees in Bute Park. This enhancement would not only elevate the aesthetic appeal of the area but also contribute to a safer and more vibrant nighttime environment in the heart of the city.</p> <p>The uplighting project should be meticulously designed to accentuate the architectural features of Cardiff Castle, casting a warm and inviting glow on its facades. Additionally, strategically placed uplights among the surrounding trees in Bute Park would create a visually captivating scene, enhancing the overall ambience of the area.</p> <p>In terms of technology, energy-efficient LED lighting should be the preferred choice for this installation. LED lights not only consume less power but also offer a wide range of colour options and intensity controls, allowing for versatile and customisable lighting effects.</p> <p>Collaboration with experienced lighting designers and landscape architects is crucial in ensuring that the installation complements the natural beauty of Bute Park and respects its historical significance. These professionals can provide expert guidance on fixture placement, light colour temperatures, and overall design principles.</p> <p>Furthermore, the installation should be equipped with smart lighting controls that allow for remote adjustments of brightness levels and colour schemes. This flexibility ensures that the lighting can be tailored to specific events, seasons, and occasions, creating a dynamic and engaging nighttime experience.</p> <p>Environmental sustainability should also be a key consideration. FOR Cardiff should explore options for utilising renewable energy sources to power the uplighting, further demonstrating a commitment to eco-friendly practices.</p> <p>Finally, ongoing maintenance and monitoring of the uplighting system are essential to ensure its continued functionality and effectiveness. Regular inspections, routine cleaning, and timely repairs or replacements of any faulty fixtures or components should be part of a comprehensive maintenance plan.</p> <p>By installing uplighting on Cardiff Castle and the trees in Bute Park, FOR Cardiff will not only enhance the visual appeal of these iconic landmarks but also create a safer, more inviting, and visually stunning nighttime environment for residents and visitors alike. This initiative aligns with FOR Cardiff's mission to promote a vibrant and inclusive nighttime economy in the city.</p>	High	Medium	££- £££	FOR Cardiff

Recommendations	Importance	Timescale	Cost	RA
<p>To enhance safety and security within Bute Park during nighttime hours, it is recommended to implement a policy of closing the park after a specified time in the evening. This measure aims to mitigate potential risks associated with unmonitored nighttime activities, creating a safer environment for both park visitors and the surrounding community.</p> <p>Benefits:</p> <ul style="list-style-type: none">• Improved Safety: By restricting access during nighttime hours, the likelihood of incidents such as anti-social behaviour, harassment, and other safety concerns is significantly reduced.• Prevent Vandalism and Damage: Closing the park at night helps deter potential vandals and minimises the risk of damage to park infrastructure and natural elements.• Foster Responsible Use: Encourages responsible use of public spaces by setting clear boundaries for visiting hours, promoting a sense of ownership and respect among the community.• Optimised Resource Allocation: Allows for more efficient allocation of security and maintenance resources, focusing efforts on daytime operation and improving overall park management.• Consistency with Other Public Spaces: Aligns with similar policies in other urban parks, ensuring a standardised approach to nighttime safety across the city. <p>Implementation Strategy:</p> <ul style="list-style-type: none">• Establish Clear Operating Hours: Define specific opening and closing times for Bute Park, ensuring they are communicated through appropriate channels.• Implement Signage: Install clear and visible signage at park entrances, providing information about the designated operating hours.• Deploy Park Rangers or Security Personnel: Assign park rangers or security personnel to monitor and enforce the closing policy during nighttime hours.• Engage Stakeholders: Collaborate with local community groups, stakeholders, and nearby businesses to gather feedback and support for the new safety measure.• Public Awareness Campaign: Launch an educational campaign to inform the public about the new policy, highlighting the rationale behind it and emphasising the importance of safety.• Evaluate and Adjust: Periodically review the effectiveness of the nighttime closure policy, making adjustments as necessary based on feedback and evolving safety needs. <p>Closing Bute Park at night for safety represents a proactive step towards creating a secure and welcoming environment for all visitors. This measure aligns with best practices for urban park management and contributes to the overall well-being of the community.</p>	High	Medium	££	Cardiff Council