



FOR Cardiff
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5th February 2020

Dear Business Owner /Manager

As you will be aware, anti-social behaviour (ASB) in the city centre impacts on trade, perceptions of the city from visitors and the well-being of staff. We have received an increasing amount of feedback from our businesses and visitors about this in recent times and have been working hard to communicate with and lobby other stakeholders, such as Cardiff Council and South Wales Police, about the detrimental impact ASB has on staff, customers and Cardiff city centre as a whole. We are eager to collate your thoughts on the economic impact, if any, ASB is having on your business so that we can support an appropriate level of intervention from the groups that we are lobbying in tackling 'crime on our streets' (source – South Wales Police Delivery Plan). It is clear that tackling criminal activity is, and should remain, a police matter, however as an organisation dedicated to representing businesses like yours, we want to identify the cost that ASB has on city centre businesses and staff. These statements could be also used as ancillary evidence for crimes occurring in the city centre or as a mandate to allow the Public Service Board partners to engage with wider stakeholders in the criminal justice system.

I would be grateful if you could convey your thoughts in writing and feed these back to us by **Monday 24th February 2020**. This can be done by emailing info@forcardiff.com, posting it to the above address, or handing it to a FOR Cardiff Ambassador or Business Liaison Officer (they can be reached on 07983 311723 and they can collect your response by hand).

The feedback will be collated and presented with personal details omitted should you wish. It is the views of businesses that we wish to receive so please feel free to garner the thoughts of your work colleagues as well.

Based on anecdotal feedback received over the past few months, there are a number of issues that businesses have flagged up. These include trade levels, staff morale, staff turnover, a necessary change in trading hours, reluctance to put tables and chairs outside premises, needing to employ extra cleansing or security staff, theft of goods, needing to provide additional training, change in delivery times, time taken to call / email 101 or 999.

Please feel free to outline your own experiences, if any, and observations to either info@forcardiff.com or directly to our Ambassadors or Business Liaison Officers. The more feedback we have, the greater power we have to lobby for change should it be required.

We look forward to your response and thank you for taking the time to feedback.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Adrian Field', with a stylized flourish at the end.

Adrian Field
Executive Director
FOR Cardiff