



Cardiff Crossrail Phase 1A Consultation Commitment 2 August 2024

Cam 1 Cledrau Croesi Caerdydd
Cardiff Crossrail phase 1

Caerdydd Canolog i'r Bae
Cardiff Central to the Bay



Llywodraeth Cymru
Welsh Government



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Introduction

Consultation Commitment

A Consultation Commitment is a document that outlines to members of the public, communities and stakeholders how an organisation will engage with them on a particular project. The document also provides an overview of the project being undertaken, what material will be available and how people involved and impacted by the project can have their say on the work being planned.

This commitment refers to the Cardiff Crossrail project (specifically phase 1A: Cardiff Central to the Bay) and will set out how Transport for Wales (TfW) and Cardiff Council (CC) will engage with communities in and around the city centre as part of the Transport Works Act Order (TWAo), required to undertake the work planned.

A TWAo is the usual way in which a new railway or tramway is authorised in England and Wales. The TWAo process allows any interested person to share their thoughts on the proposal through a consultation process and give feedback on specified elements of the project that are yet to be made final.

The Cardiff Crossrail consultation will be led by both TfW and CC. We're keen to hear from our communities on their views, with their contributions helping to shape this project into a public transport link that people are proud of. We hope communities find this commitment helpful in understanding how they can have their say.

About Transport for Wales

Transport for Wales (TfW) is a not-for-profit company and wholly owned subsidiary of the Welsh Government. We're responsible for the promotion of sustainable transport options and the provision of a fully integrated and accessible rail network that benefits communities across Wales.

Its purpose is to provide sustainable transport services that keep Wales moving. We want more people to choose public transport, walking, wheeling and cycling over using the car. This modal shift in journey planning is supported by Llwybr Newydd: The Wales transport strategy 2021 which has sustainability at its heart and is imperative to respond to the climate emergency.

TfW is committed to working closely with partner organisations, stakeholders, communities, customers and members of the public to ensure that we create a public transport system that is wholly shaped by the needs of the people we serve. We're encouraging all those interested in the Cardiff Crossrail project to share their thoughts with us.

Together, we'll create a transport network that people want to use, can and do use—helping to make it easier for people to make more sustainable transport choices now and in the future.



About Cardiff Council

Cardiff Council (CC) is one of the 22 local authorities operating across Wales, with a remit to oversee services such as education, housing, social care, waste management, environmental health and transport (including highways) in the Cardiff area.

The council currently operates with regard to three key themes: stronger, fairer and greener. These have informed its work and direction for the past decade and will continue to do so for the next 5 years. The themes are as follows:

A stronger city, with an economy creating and sustaining well-paid jobs, with an education system that helps our young people reach their potential, with good, affordable housing in safe, confident and empowered communities, all supported by well-resourced, efficient public services.

A fairer city, where the opportunities of living in Cardiff can be enjoyed by everyone, whatever their background, where those suffering the effects of poverty are protected and supported, where a fair day's work receives a fair day's pay, and where every citizen is valued and feels valued.

A greener city which, through the One Planet Cardiff programme, takes a lead on responding to the climate emergency, which celebrates and nurtures biodiversity, with high-quality open spaces within easy reach for rest and play, which are connected by convenient, accessible, safe sustainable transport options.



Cardiff Crossrail Project

Project background

The Cardiff Crossrail project is a joint venture by both TfW and CC (referred to in this document as 'us' and 'we').

Cardiff Crossrail Phase 1A will involve the creation of a new tram-train link between Cardiff Central railway station and Cardiff Bay, connecting the two by rail for the very first time.

The project forms part of the wider Cardiff Crossrail vision presented by CC in their Transport White Paper (2019) and is jointly funded by the UK and Welsh governments. CC was awarded £50m from the UK government and a further £50m from the Welsh Government to design, develop and deliver a solution that will result in improved connectivity between the centre of Cardiff and the Bay.

TfW will deliver the tram-train elements of the project on behalf of CC.

The Cardiff Crossrail scheme will align fully with the South Wales Metro aspirations and form part of the Core Valley Lines transformation.

The scope of the Cardiff Crossrail project is outlined in the original Levelling Up Fund bid as follows:

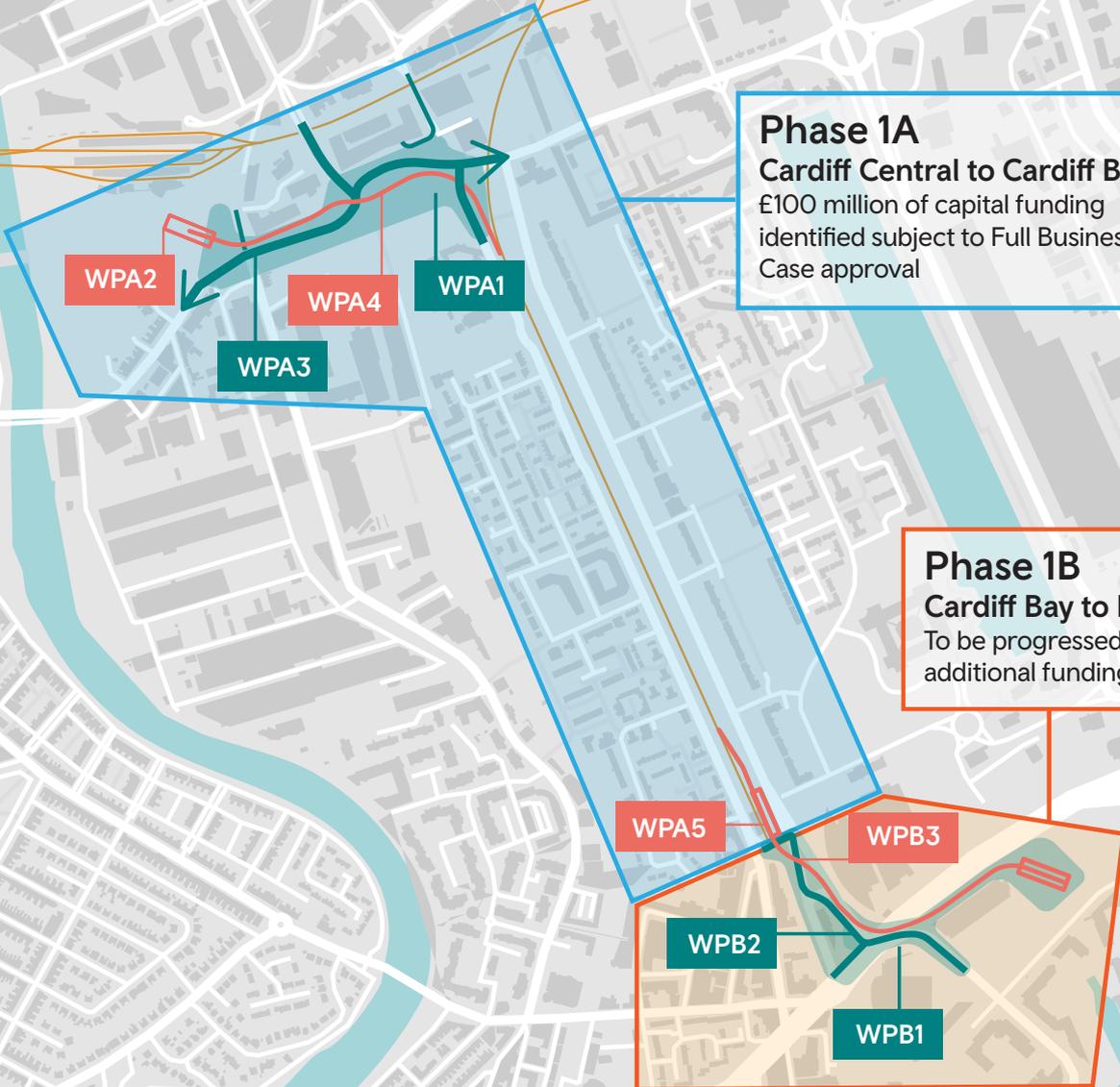
- An extension from the Bay Line to Cardiff Central via Callaghan Square with ramps and raised track to link with existing Bay Line and segregated track connecting through Callaghan Square to Cardiff Central.
- New, two platform station stop at Cardiff Central railway station with interchange at Cardiff Central.
- Additional (third) platform at Cardiff Bay.
- Extensive public realm enhancement works across the route to connect neighbouring communities, places and attractions.
- Ready extendibility to align with further regeneration.

Phase 1B, which could result in a improved transport link from Cardiff Bay to Pierhead Street, is not included in this consultation, as this prospective part of the Cardiff Crossrail project requires additional funding.

Cardiff Crossrail Phase 1: Cardiff Central to the Bay

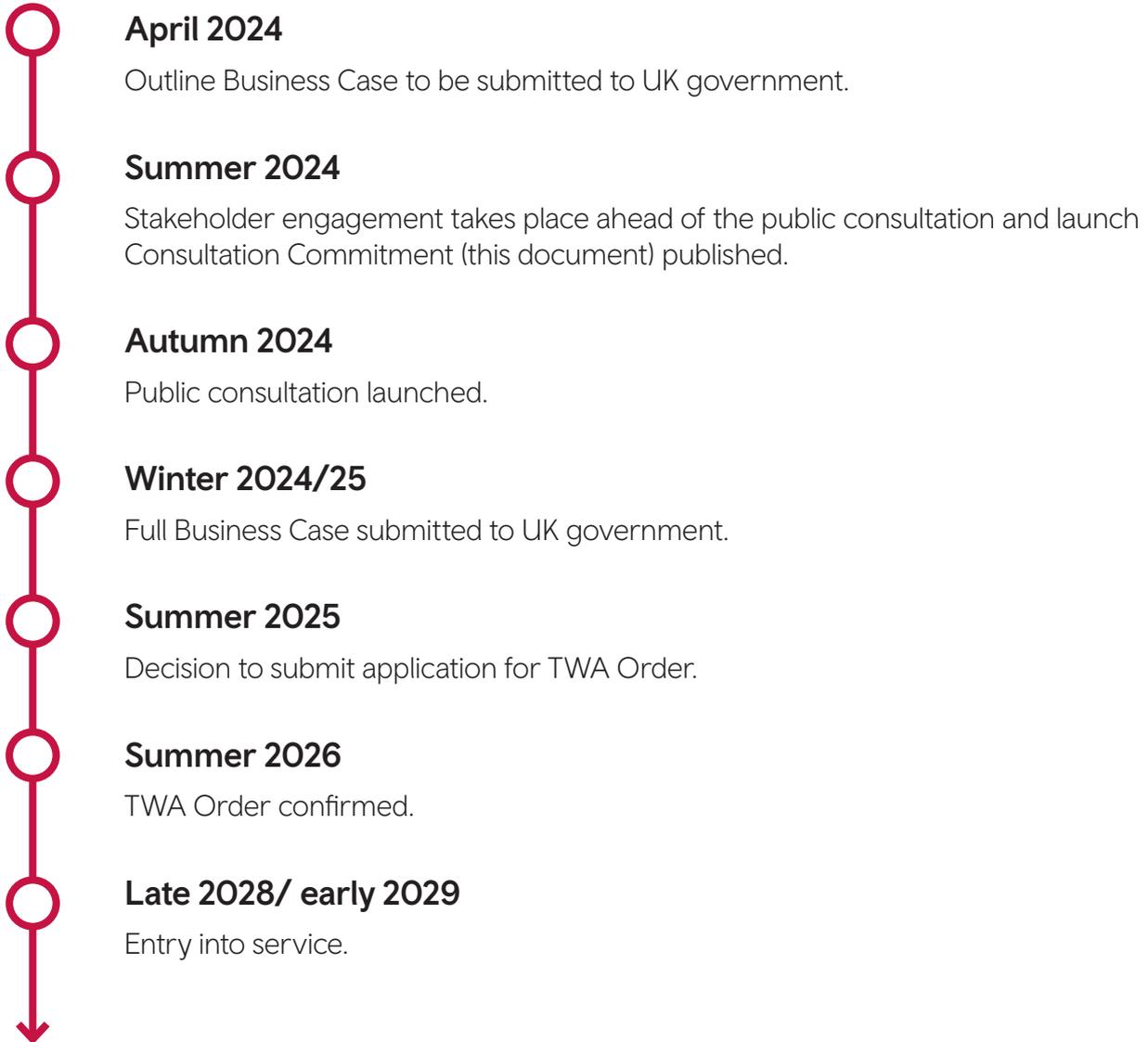
Phase 1A
Cardiff Central to Cardiff Bay
£100 million of capital funding
identified subject to Full Business
Case approval

Phase 1B
Cardiff Bay to Pierhead
To be progressed subject to
additional funding





Timeline





Environmental Impact Assessment

An Environmental Impact Assessment (EIA) Screening Letter has been produced for the project which reviewed the potential impacts of the project to determine whether an EIA is required.

An Environmental Appraisal will be undertaken to assess potential impacts. Robust mitigation measures would be put in place and good practice would be followed to limit the effects of construction and operation upon the environment. In addition, the design will be guided by experienced environmental specialists so that potential impacts are mitigated to non-significant levels.

At the time of writing, ecological, acoustic and vibration and arboricultural surveys are being completed in order to inform design. With the measures proposed to avoid or prevent adverse effects on the environment, the proposed project does not require an EIA.



Consultation and engagement

When will we consult?

Engagement timeline for Phase 1A

- The publishing of this commitment (2 August 2024)
- Consultation phase 1A (16 September to 27 October 2024)
- Collation of feedback and compilation of a resulting consultation report (28 October 2024 to 8 January 2025)
- The publishing of the report (circa 13 January 2025).

The consultation phase will last six weeks and will offer a chance for stakeholders and communities to share their thoughts and opinions on the proposal.

After completion of the consultation period, the results will be considered carefully by CC and TfW. This consideration will inform decisions to be made by TfW and CC on proposals to submit an application for a TWAO to Planning and Environment Decisions Wales in Spring 2025 to authorise the construction and maintenance of Phase 1A of the Cardiff Crossrail project.

The TWAO requires robust and thorough consultation on the proposal presented. As such, we're keen to ensure that as many people as possible who live and work in the project's vicinity, as well as those who might use the new transport link for travelling to work, leisure or education, have a chance to share their thoughts on the proposal.

What will we consult on?

Available for consideration will be a single design option for the proposed tram-train route between Cardiff Central station and the Bay. However, there are multiple elements that TfW and CC will require input and opinion regarding.

We invite contributions to hear views on, but not limited to, the following elements:

- General feedback on the Cardiff Crossrail scheme and public enthusiasm toward it
- Infrastructure developments (what could this look and feel like for users)
- Proposed station entrance layouts
- Design features (accessibility and how we can design and deliver best practice will be a key theme)
- Complimenting active travel initiatives (what might encourage further walking, wheeling and cycling in the community and beyond)



- Bus connections
- The build proposal and any potential effects of construction
- The impacts of road and rail temporary closures
- The need to understand concerns and objections as well as issues that could affect the proposal that the project team are not already aware of.

As part of the consultation, stakeholders and communities will have the opportunity to consider material relating to options previously considered by TfW and CC to improve connectivity between Cardiff Centre and Cardiff Bay, as well as information on the option identified by TfW and CC for consideration which is the subject of the current consultation.

We're keen to understand the thoughts and opinions of the community, service users and potential service users, our customers and key stakeholders on these elements.

The consultation will also allow us to understand the impact this and potential future developments in the area will have on the lives of the local communities and businesses present. Positive insights can be promoted and concerns mitigated.

The consultation and its resulting report will also help us develop the TWAO application ahead of its submission to ensure a proposal that has been refined by stakeholder and community input and opinion as much as practically possible. The consultation report is planned to be published in January 2025 and, if the decision is taken to continue in submitting an application for a TWAO, the consultation report will form part of this submission.

Who will we consult?

The consultation is open to everyone who has an interest in the Cardiff Crossrail project. TfW and CC are keen to hear a diverse range of views on the project, which will aid the development of a robust and thorough pre-application report.

As part of this process, we'll consult a wide range of stakeholders. Many will be consulted in accordance with specific requirements set out in rules governing the promotion of TWAO. However, many others will be consulted about the scheme as TfW and CC are committed to gathering the insights of the widest possible range of interests from within the local community, to help shape the scheme.

As part of that community engagement, a zone of interest in the project, affecting local residents and businesses extending 500 metres either side of the project corridor has been identified for targeted consultation.



More generally the following bodies/groups will be consulted as part of the consultation process:

- Project funders, partners and governance
- Transport for Wales Partnerships, Panels and Forums
- Rail and transport stakeholders
- Other Train Operating Companies
- Westminster and UK government (with interest in the Cardiff Local Authority)
- Senedd Cymru and Welsh Government (with interest in the Cardiff Local Authority)
- Cardiff Council Cabinet and local ward councillors
- Neighbouring local authorities and those across the Cardiff Capital Region
- Local community and businesses. Letter drop to everyone within a 100-metre radius of the project boundary (as specified under the Highways Act 1980)
- Environmental groups
- Leisure and tourism venues and relevant listed buildings
- Local interest groups; residents' associations, environmental groups and activists
- The wider public, passengers and potential passengers
- Specialists; developers, infrastructure owners, utilities
- Protected characteristic groups
- Statutory undertakers and other public bodies
- Landowners
- Emergency services
- Bus operators.

Materials

A variety of materials will be produced to show the project proposals, promote the consultation and to give members of the public a solid overview of what elements they are being consulted on. These include, but are not limited to, the following:

- Maps of the development areas
- 'Fly through' and CGI animations of the plans
- Information packs
- Media and social media posts and blogs
- Dedicated webpage/s



- Neighbour and business letters
- Project overview content (including easy-read, multilingual and accessible versions)
- Frequently Asked Questions (FAQs)
- Project timeline graphics
- Technical documents including Environmental Screening Opinion, Outline Business Case and Option Selection drawings
- An online and offline consultation survey.

Consultation Survey

Consultees will be encouraged to take part in the consultation survey, which will contain a mix of open and closed questions, to ensure that there is both opportunity to give unlimited feedback, as well as direct and considered feedback on the key elements noted in the [‘Who we will consult’ section](#).

The consultation survey will also capture demographic data relating to the participants.

Promotion and participation

We want to ensure that the consultation reaches as wide an audience as possible so that anyone interested in the proposal can have their say on the plans. To do this, we’ll make use of the following methods and resources:

- An online / virtual consultation platform – accessible to all – hosted on the TfW ‘Have your say’ website and containing all the above listed materials
- [Community drop-in sessions](#) showcasing all the above listed material
- Online and offline versions of a consultation survey
- QR cards with links to the virtual platform
- Stakeholder site visits, forums and focus groups to brief on the scheme and encourage wider promotion and participation
- Use of social media platforms (paid and organic such as Facebook, Instagram, Twitter/X and LinkedIn)
- Use of public engagement platforms (such as YouGov)
- E-bulletins to stakeholders
- Attendance at local community events (third-party events such as carnivals, festivals, community info days, partner organisation events etc)



- Mainstream media advertisement (including QR code to link to the online consultation platform)– newspapers (Western Mail, South Wales Echo, Cardiff edition of Metro, Wales Online and Nation Cymru), community magazines, radio and television.
- Partner organisation resources – Local Authority/Welsh Government, Cardiff BID, Community Councils newsletters, website, blogs, social media platforms and elected members networks.
- TfW and CC Media press release/s
- Direct contact with all lineside neighbours and businesses/properties via letter
- Stakeholder forums and workshops.

A large portion of the engagement will involve meeting with members of the public in face-to-face community meetings. These will offer those interested a chance to ask questions about the project and gain a greater understanding of what we are looking to achieve. These meetings will take the form of community 'drop in' sessions and will be advertised widely using mainstream and social media options. They will also be present on the dedicated project website and 'have your say' page. Attendees can expect to find leaflets with QR codes to take them through to the online consultation platform and survey, printed copies of the survey, printed area maps, CGI fly-throughs and printed FAQs at these events along with members of the project team and technical/subject matter experts to answer any questions.

A schedule of the proposed community drop-in events can be found [here](#).

The face-to-face meetings will be complemented with paid and organic social media/online engagement which will encourage people to visit the online consultation platform. These will take advantage of the most popular social media platforms to ensure that a diverse range of opinions are collected from members of the public. This engagement will involve the use of dedicated social media graphics and posts with the survey link embedded. Platforms such as Instagram can also be used to provide CGI fly-through animations and interview-style content to engage with users. These platforms also allow for the embedding of the survey link in each post.

We will also look to work with mainstream media outlets such as in print and online newspapers (mentioned above) to ensure those who don't use social media are also informed of the project. This can take the form of press release articles and paid advertisements. Advertisements can also embed a QR code to direct people to the online survey page. Online articles can include a hyperlink to the survey.

As part of the continued engagement undertaken throughout the consultation phase, we will be looking to host four stakeholder workshops and meetings – two online and as many as required in person.

These workshops will allow us to work closely with stakeholders to gather their insight on the project and the consultation process, including this commitment and the choice of materials/resources used to capture the thoughts and opinions of all those interested in the work being undertaken.



The workshops will also be a chance for us to prompt our stakeholder partners to support the consultation process by encouraging wide participation through their networks.

We will contact stakeholders with the details of these workshops/offer meetings as the consultation begins.

Equality and diversity

There are 9 protected characteristics as outlined in the Equality Act 2010. The act empowers and protects those who identify as one or more of the protected characteristics, ensuring that they do not face discrimination for a characteristic they possess.

TfW and CC both have dedicated Accessibility and Inclusion Panels made up of voluntary representatives from across the nine protected characteristic areas, who will be regularly engaged with as part of Cardiff Crossrail. However, we want to also ensure that our engagement material and activities are as inclusive as possible for members of the wider public so we will work with community stakeholders to ensure we provide opportunities for all input to the consultation, including voices seldom heard.

Contact us

Below are contact details for the dedicated project team:

engagement@tfw.wales

During the consultation window, the project team will aim to answer any queries swiftly. It should be noted that some replies will need technical input and, as such, may take longer than others but it is our aim that we answer as fully as possible and as quickly as possible to enable consultees and survey participants to provide full and informed responses during the consultation period.



Have your say

Methods of responding to the consultation

During the consultation period, feedback can be submitted in the following ways:

- The consultation platform via the online survey at haveyoursay.tfw.wales
- Paper copies of the survey sent via email to engagement@tfw.wales
- Paper copies of the survey sent via Freepost: Transport for Wales, 3 Llys Cadwyn, Pontypridd, Rhondda Cynon Taff, CF37 4TH

The closing date for responses via Freepost, email or via our consultation platform will be 27 October 2024. Responses received after this date will not be considered as part of the consultation.

Responses received via social media or via the TfW contact form will not be formally recorded as part of the consultation.

About 'have your say'

The haveyoursay.tfw.wales consultation website was launched in November 2022.

This engagement platform allows TfW to engage and consult with a wide range of audiences but also ensures additional formats are available and the site is accessible for all users. This followed feedback from previous consultations hosted on other less accessible platforms.

The consultation page will include concise, easy-to-understand background information about the project along with all the material listed in the '[Materials](#)' section as well as details of all the public drop-in events scheduled. Information will be provided in both Welsh and English.

The homepage will include the following content:

- About the project – a clear and brief outline of the project;
- Project lifecycle and the current stage of the project
- [FAQs and supporting information documents](#)
- Details of all the in-person events
- Contact email address
- Survey questions (printable version also available).

While we will record contact and correspondence with stakeholders listed in this document to capture this for reporting purposes, we will encourage stakeholders to give official contributions via the survey or in writing to us via the above-mentioned channels.



The survey will be open until 27 October and, once it ends, we'll download the raw data and begin analysis.

We'll also use the AI tool 'Wordnerds' to analyse and produce themes and sentiments based on the data gathered.

All responses will be handled in accordance with all applicable laws concerning the protection of personal data, including the UK General Data Protection Regulation. More information on how TfW and CC collect data can be found on our websites:

[TfW: Privacy Statement](#)

[Cardiff Council: Privacy Notice](#)

Presenting the results

When the consultation exercise concludes, the results will be analysed and prepared as a report. The report will be made public and available on the dedicated project webpage.

The purpose of the report is to present an account of the public and stakeholder engagement during the consultation. This includes the reasons for engagement, the methods chosen and the outputs of the engagement; i.e. the key findings from the consultation and details of any changes proposed to be made to the scheme and the TWAO application as a result. Information on amendments and adaptations to the TWAO application ahead of its submission will be presented, illustrating changes and refinements derived from stakeholder and community input.

Interfacing projects

Alongside Cardiff Crossrail there are a number of other projects occurring simultaneously in the same area. These are as follows:

- [Cardiff Bus Interchange](#)
- Northside Economic Regeneration
- Multi-Modal Transport Hub
- Taxi drop off / pick up points
- Economic development plan
- [Rightacres Central Quay Development](#)
- [Cardiff Central Enhancements Programme](#)
- [Bay Line Transformation \(South Wales Metro\)](#)



Any feedback for the above projects should be shared with the relevant project team/organiser directly and not as part of this consultation. We will aim to share any responses received as part of our consultation which relate to these projects with the relevant organisation for reference. However, this cannot be guaranteed.



Appendix

Table 1: Dates, Times and Locations for Engagement

Location	Date	Time
Butetown Community Centre	Monday 16 September	1200 - 1700
Cardiff Bus Interchange	Wednesday 18 September	1600 - 1800
Cardiff Queen Street station	Tuesday 24 September	0800 - 1000
Cardiff Bay station	Tuesday 24 September	1500 - 1700
Makers Guild	Wednesday 25 September	1000 - 1530
Cardiff Bay station	Friday 27 September	0800 - 1000
Cardiff Central station	Tuesday 1 October	To be confirmed
Future Inn, Cardiff Bay	Wednesday 2 October	1500 - 2000
South Wales Islamic Centre	Friday 4 October	1200 - 1600
St Mary's Church	Wednesday 9 October	1300 - 1800
Cardiff Queen Street station	Thursday 10 October	1600 - 1830
Future Inn, Cardiff Bay	Monday 14 October	1500 - 2000
South Wales Islamic Centre	Friday 18 October	1200 - 1600
Cardiff Central station	Monday 21 October	To be confirmed
Butetown Community Centre	Monday 21 October	1200 - 1700
Cardiff Bus Interchange	Thursday 24 October	0800 - 1200
Cardiff Central Station	Thursday 24 October	To be confirmed

Please note that the above information is subject to change. All dates, times and locations (full addresses) will be publicised in the advertisement schedule closer to the consultation period.

**Table 2: Core Consultation Material**

Material	Uses	Produced by
Consultation Commitment	Showcase to stakeholders and members of the public how engagement on the project will be carried out.	TfW/CC
Artist Impressions	Allow visualisation of potential end result. Encourage public support for the project and provision of feedback through consultation.	TfW/CC/Motts
Area Maps	Allow visualisation of the area affected by the project.	TfW/Motts
Project Timeline Graphic	Allow visualisation of stages of project. Can be linked in with maps to correlate timescale and area worked on.	TfW/CC
Fly-through Video/Animation	Allow overview of completed project/stages of production. This tool will give an in-depth sense of feel for what the project will look like through each of the construction phases and the final product.	TfW/Motts
Newsletter	Provide timely updates on project development. Also reinforces need for feedback - survey reminders included.	TfW/CC



Mainstream Media Advertisement	Ensures reinforcement of the need for survey responses/feedback. Correspond to each stage of construction to provide high-level updates.	TfW/CC/Motts
Lineside Neighbour/Businesses Letters	Inform affected people/businesses of project updates - progression/delays etc. Reinforce need for project feedback.	TfW/CC
Social Media Content	Allows visualisation of project progression (videos, reels etc). Promotes soft engagement on project. Reinforces need for consultation feedback/responses.	TfW/CC/Motts
Consultation Survey	Will contain a mix of open and closed questions to ensure that there is both opportunity to give unlimited feedback, as well as direct and considered feedback on the key elements noted in the ' <u>Who will we consult?</u> ' section.	TfW/CC



Table 3: Stakeholder Panels and Forums Engagement

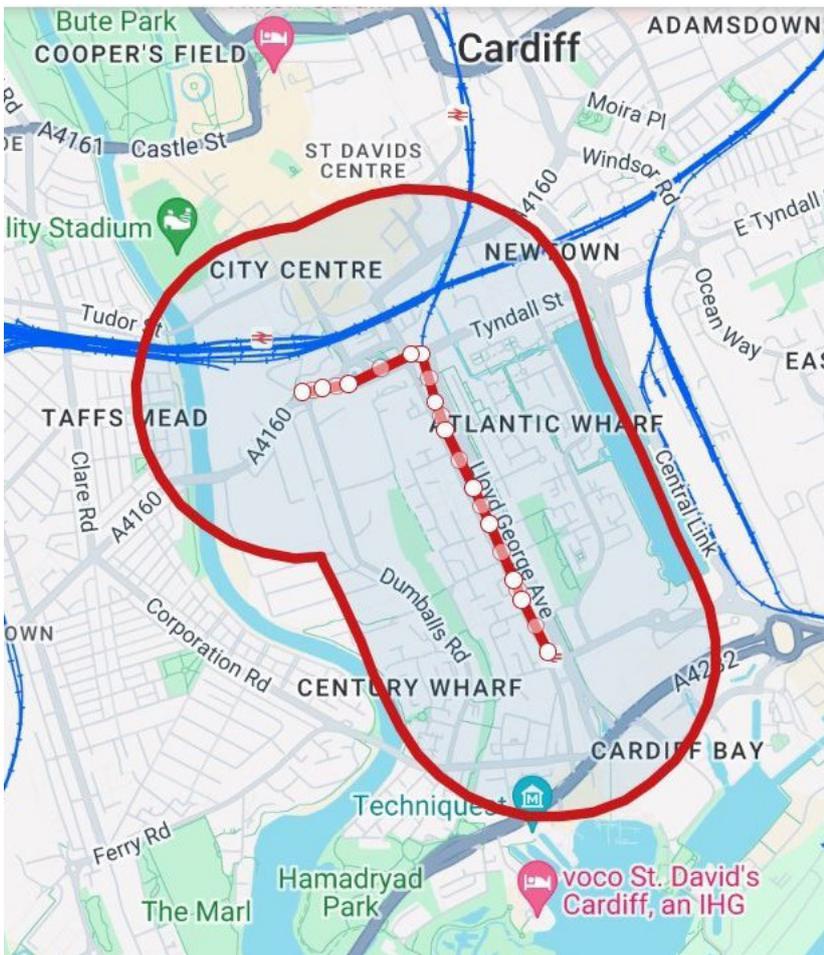
Stakeholder Panel/Forum	Engagement	Date
South East Wales Regional Forum	<ul style="list-style-type: none">• Project Overview• Introduction of the Consultation Commitment• Stakeholder Feedback on methods of engagement	October Forum
Accessibility and Inclusion Panel	<ul style="list-style-type: none">• Project Overview• Accessibility of engagement materials	September



Map

Primary Category Area

500m radius, Residential and Business





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