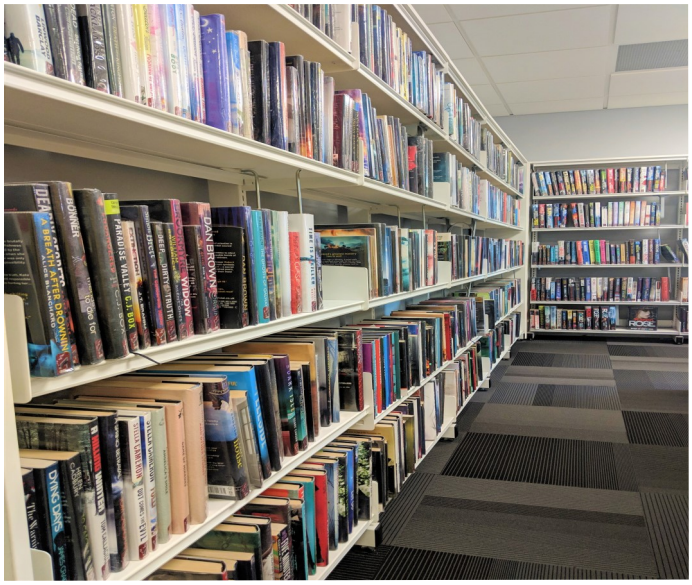
Cardiff Hub and Library Strategy 2019-2023



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

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explore your Cardiff Library

Foreword

Councillor Lynda Thorne

Cabinet Member for Housing and Communities.

I am pleased to share with you Cardiff's Hub and Library Strategy at an exciting time for our services across the city.

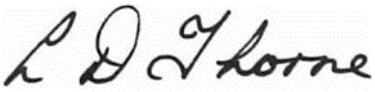
I am truly proud of our Hub and library services. The development of our new and vibrant Hubs across the city has improved and expanded our local services when many councils are reducing their offer. Our library services are the best in Wales across a range of indicators including both physical and virtual visits, active borrowers and volunteers.

While our city's economy is thriving, not all are sharing in this prosperity. Our Hubs have been key in helping to address the negative impacts of austerity, supporting those affected by providing high quality advice and into work support and helping to ensure that the city's growth is as inclusive as possible.

As we all know, supporting the older members of our community is vital as the population of over 50s is due to increase significantly in the coming years. A key focus of our services is ensuring that older people and those living with a disability have access to the right advice at the right time to help them stay independent and that opportunities to remain active in the community are available, regardless of age. ***We are extending our Hub programme across the north of the city and increasing the focus of all our Community Hubs on supporting older people and promoting health and wellbeing*.**

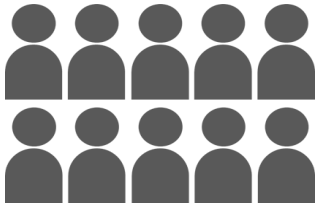
Our children and young people are the future of the city, supporting their potential is a key aim of our services. ***We have set out plans to develop specialist Youth Hubs providing a wide range of advice, including into work and career support. These services will operate alongside positive activities and events in a relaxed, youth friendly environment.***

I am very proud of the innovative approach to service delivery that we have adopted within Cardiff and look forward to continuing to expand upon this successful model as we deliver our ambitious future development programme.



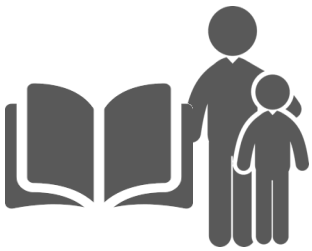
Councillor Lynda Thorne

Headline Performance Figures 2018/19



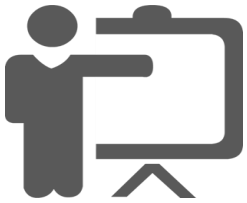
2,600,848 people visited our Hubs and Libraries.

799,897 citizens visited our digital offer.

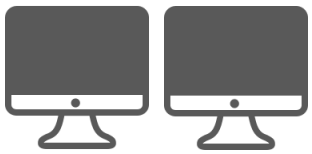


18,718 new customers took up library membership.

181,127 children and adults attended events delivered in our Hubs and Libraries.



66,242 people attended training sessions.



417 computers were made available to our customers.

965,231 hours of free computer use were made available to the public.

139,782 E-Book and E-Audio books were issued.

70,294 new books were purchased.

525,810 children's books and 823,168 adult books were issued.

45,497 people were helped by the Into Work team.

Hub and Library User Survey

To help develop this strategy, Hub and library users of all ages were asked for their views on improvements to the Hubs and Library Service in Cardiff via a survey. Those over the age of 16 were asked to complete the main survey whilst those aged between 8 and 15 were asked to complete the Children and Young Persons' survey.

The survey included questions on improvements that could be made in our Hubs and libraries in a variety of areas including books and resources, reading, digital inclusion, information and advice, health and wellbeing, activities, events and getting involved.

Paper copies of both surveys were made available at all Hubs and libraries across Cardiff and online versions of the surveys were also made available.

Promotion was undertaken via the Council's website and social media channels. The survey was live between August and September 2019. Overall, 2,364 respondents took part in the survey, of whom 2,058 completed the Adults' Survey, and 306 completed the Children and Young Persons' Survey.

The findings have been included throughout the strategy and have informed our key aims.

Crime and Thriller books were most popular with adults

47% of adults wanted to see Literary Classics available in Hubs and libraries

16-34 YR OLDS had greater interest in attending Digital Courses at the Hubs and libraries such as 'ICT Skills for Work' and 'Web Design'

58% of adults wanted to see Audio books

39% of adults wanted to see E-books

64% of adults wanted to access library services through a Mobile App

Summary of Key Actions

Cardiff's Hub and Library Strategy sets out how the Council and its partners will deliver services across the city. Our vision is underpinned by 9 key aims which will be realized by delivering the 'We wills' that are fed throughout the strategy.

OUR VISION

'Delivering high quality services and support in the heart of the community'

Continue to develop our network of Hubs to provide services across the city based on local need by:

- Delivering Community Hubs across the north of the city.
- Developing specialist Youth Hubs.
- Working with Health partners on the delivery of Health and Wellbeing Hubs.

Providing a wide range of literature and other resources to meet the needs and aspirations of our citizens.

We will:

- Develop and promote our 24-hour digital provision and support our customers to access the available resources.
- Work with specialist organisations to facilitate the restoration and preservation of our historical collections, whilst improving access to these materials.
- Continually assess the popularity of books and resources and refresh our collections to ensure they meet customer needs.

Encouraging reading through a wide range of events and activities.

We will:

- Support more reading groups within Hubs, libraries and the wider community, including teenage and family book clubs.
- Continue providing free, regular literary events that inspire and encourage reading, such as creative writing workshops and meet the author events.
- Work with community groups to develop further event programmes within the Hubs and libraries, outside of our core opening hours, ensuring access to all.

Supporting our children and young people.

We will:

- Improve literacy through engaging as many children as possible in the Summer Reading Challenge, working closely with parents and schools to promote reading for pleasure.
- Provide consistent quality sessions for pre-school children across all our locations whether through rhyme or story times.
- Engage with parents, particularly from disadvantaged backgrounds, to give children the best start in life.
- Offer events for children that are accessible for all and ensure that our programme includes activities for children with additional challenges.
- Offer a range of themed nights for both children and young adults e.g. Harry Potter, Roald Dahl events.
- Expand homework clubs across Hubs to support children and young people.
- Provide sustainable services for young people, using the Hub principles to join up current provision and volunteers to extend opening hours.
- Enhance our teenage section in Central Library Hub in consultation with young people, to ensure their digital aspirations and needs are met.

Providing high quality information and advice and promoting digital inclusion.

We will:

- Ensure a high quality of advice by becoming Information and Advice Quality Framework compliant.
- Continue to support those affected by Welfare Reform, advocating for customers and training staff on the changes from paper-based to digital-based applications.
- Continue to improve and extend the housing and homelessness advice available in the Hubs.
- Work in partnership with Digital Communities Wales and other Digital Inclusion initiatives to support people to get online.
- Provide more modern digital courses across the city to reflect the rapidly changing digital landscape, such as apps, phones, tablets, virtual reality, and staying safe online training.
- Promote digital inclusion by setting up a tablet loan scheme for those who have no access to the internet, to include the mobile and housebound services.
- Increase digital services available in the Hubs to include a book renewal app, scan stations and cloud printing direct from smartphones.
- Carry out a publicity campaign across Cardiff, advertising the help and support available to people to access technology.

Tackling poverty by helping people into work and encouraging learning.

We will:

- Promote volunteering opportunities through the Volunteer Cardiff Portal, provide each volunteer with a meaningful volunteering placement and assign each person a work place mentor, improving their skills to make them more job ready.
- Increase the number of local jobs fairs held in local Hubs and continue to organise targeted recruitment events, by collaborating with local employers, training providers, learning establishments and key partner organisations.
- Extend the recruitment service offered to employers, by undertaking CV and pre-assessment screening, providing interview technique sessions to potential employees, and advertising opportunities through social media.
- Actively seek alternative and additional funding to support our Into Work services.
- Work in partnership to provide independent careers advice for all ages in Hubs.
- Work with partners to offer a wider programme of basic skills courses from Hubs, to include those learning English or Welsh.
- Undertake a full review of the Adult Learning Service to mitigate the impact of funding cuts.

Promoting health and wellbeing.

We will:

- Continue to work collaboratively with Public Health Wales to provide health information within our Hubs and libraries that meets the needs of the local community.
- Continue to develop further book collections and resources that support the health and wellbeing of targeted groups in our communities.
- Support our customers to better understand and manage their health conditions including providing health and wellbeing events and resources.
- Work with partners to deliver support groups, e.g. for the e.g. for those with Mental Health issues and Carers.
- Enhance the Independent Living advice available through the Hubs.
- Train all Hub staff to become Dementia Friends, develop all Hubs into Dementia Friendly Spaces, provide Dementia information and support sessions along with Dementia cafes.
- Support the work of the Age Friendly City by delivering Ageing Well activities and an increased programme of events that support the health and wellbeing of older people.

- Provide with partners holistic courses such as gardening, cookery, photography, jewellery and D.I.Y.
- Provide more courses after school and in the school holidays to encourage children and young adults to become involved in the arts.

Bringing communities together.

We will:

- Use partners and volunteers to deliver further groups with common interests, to alleviate feelings of isolation, including hosting Talking Point tables, being a buddy and developing support networks.
- Encourage people to become Active Citizens by promoting volunteering opportunities and supporting one another throughout our Hubs and libraries.
- Continue to host coffee mornings and lunch clubs, whilst increasing social activities such as film clubs in Hubs.
- Continue to expand our engagement with local communities, building networks, and linking with other community-based services.
- Support community recycling to include drop off points for school uniform recycling for local schools.
- Provide local community information and events, using social media as one channel to publicise what is on.
- Develop innovative ways to improve volunteering making best use of the skills of those wanting to volunteer by creating new activities.

Celebrating our heritage and culture.

We will:

- Inspire, inform and bring people together by providing historical related resources and events across the city.
- Work alongside our partners and local communities to expand the number of cultural events and to encourage a wide range of attendees.

Our Hubs

A new approach to providing community services

A new approach to building resilient communities within Cardiff was launched in 2011 when the Council set out its commitment to the development of Hubs. Hubs bring together a wide range of council and partner services into a single building, providing comprehensive services based on the needs of the local community. These can include library services, housing and benefits advice, money advice, into work services, learning opportunities, community events and activities, youth services and, where space allows, a café.

Community Hubs

12 Hubs have been established, 11 Community Hubs and Central Library Hub based in the city centre in Cardiff's iconic library building. Attractive and vibrant spaces have been created which have attracted a large number of clients of all ages. Co-location has resulted in increased take up of services.

In 2018/19, the combined footfall for all our Hubs was 1,837,199, an increase of 8% on the previous year.

Bringing services together has also reduced costs, increasing the sustainability of Cardiff's community buildings and encouraging capital investment. At a time when many other Councils are closing local services, Cardiff has built on and improved its local provision.

Community Hub projects delivered to date:

- Ely & Caerau Hub (opened June 2014)
- Llanrumney Hub Improvements (completed July 2016)
- Grangetown Hub (opened January 2016)
- Rumney Partnership Hub (opened February 2016)
- Fairwater Hub (opened May 2016)
- STAR Hub (opened September 2016)
- Llandaff North & Gabalfa Hub (opened January 2017)
- Llanedeyrn Hub @ The Powerhouse (opened July 2017)
- Llanishen Hub (opened December 2017)
- St Mellons Hub (opened August 2018)

Grangetown Hub

Café seating in the STAR Hub reception

Recently Developed Community Hubs

Llanedeyrn Hub @ The Powerhouse

Main entrance at The Powerhouse

The Powerhouse opened in July 2017.

Cardiff Council's £2m investment has brought the delivery of a range of services closer to those in Llanedeyrn who need and use them. It also enabled South Wales Police to provide new accommodation for their officers stationed in Llanedeyrn.

Footfall at Llanedeyrn Hub increased by 88% between August 2017 and March 2019.

Services available include:

- Housing, benefits and advice services
- A full library service, including children's area and public access PC's
- Into work advice and training courses
- An IT training suite
- Partner organisations providing specialist help and advice
- A community café
- Rooms for community meetings and events
- Youth den

Public computers at The Powerhouse

Reception at The Powerhouse

Llandaff North and Gabalfa Hub

Main entrance of Llandaff North and Gabalfa Hub

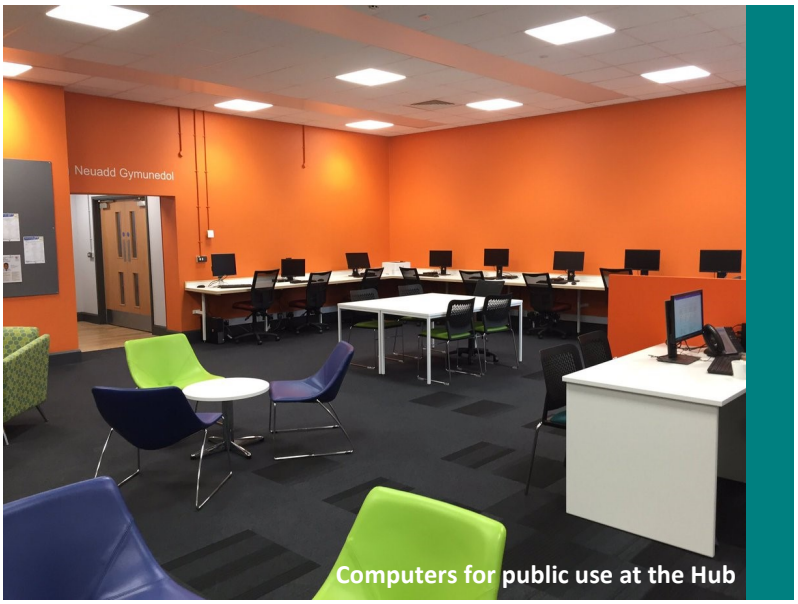
Llandaff North and Gabalfa Hub opened in January 2017.

A complete refurbishment of the previous Llandaff North Library and Day Centre was undertaken to create this Hub. Customers can access a wide range of advice, information and community services more quickly and conveniently than ever before. Events and activities are held in the Hub and with its specialist disabled facilities, all members of the community can be involved.

- **Footfall at Llandaff North & Gabalfa Hub increased by over 200% between January 2017 and March 2019.**
- **New library members increased by 82% between 2016/17 and 2018/19.**

Facilities include:

- Outdoor courtyard bringing in natural light
- Library and café area
- Large community facility with its own entrance and kitchenette
- Solar panels installed on the south facing roof
- Upgraded landscaping, parking and cycle stands
- State of the art 'Changing Places' toilet



Computers for public use at the Hub

Llanishen Hub

Main entrance of Llanishen Hub

Llanishen Community Hub opened its doors to the public in December 2017.

Located on the ground floor of Llanishen Police Station, the refurbished building is the latest example of partnership working between Cardiff Council and South Wales Police, bringing together a wide range of Council advice, information and services to the local community.

The Hub provides a new home for Llanishen library service with a bright and welcoming children's area, as well our usual Hub services, including a spacious ICT suite, community and interview rooms, fully accessible public toilets and baby changing facilities.

- **Footfall at Llanishen Hub increased by 40% between Dec 2017 and March 2019.**
- **New library members increased by 137% between 2017/18 and 2018/19.**

Llanishen Hub public computers

Llanishen Hub reading area

St Mellons Hub

Main entrance of St Mellons Hub

St Mellons Hub opened its doors in August 2018.

Construction of a major new extension and refurbishment of the existing building has transformed the Hub into a modern community facility.

- **Footfall at St Mellons Hub increased by 77% between August 2018 and March 2019.**
- **New library members increased by 33% between 2017/18 and 2018/19.**

The new Hub offers a range of services and facilities including:

- Housing, benefit and advice services
- Library service including children's corner and public PC's, free internet and Wi-Fi access
- Into Work advice and training courses
- Community café & training kitchen
- Youth den and music recording studio
- Multi-purpose community hall and rooms for community meetings and events
- Outdoor multi-use games area
- Flying-Start crèche
- Community police office

Café at St Mellons Hub

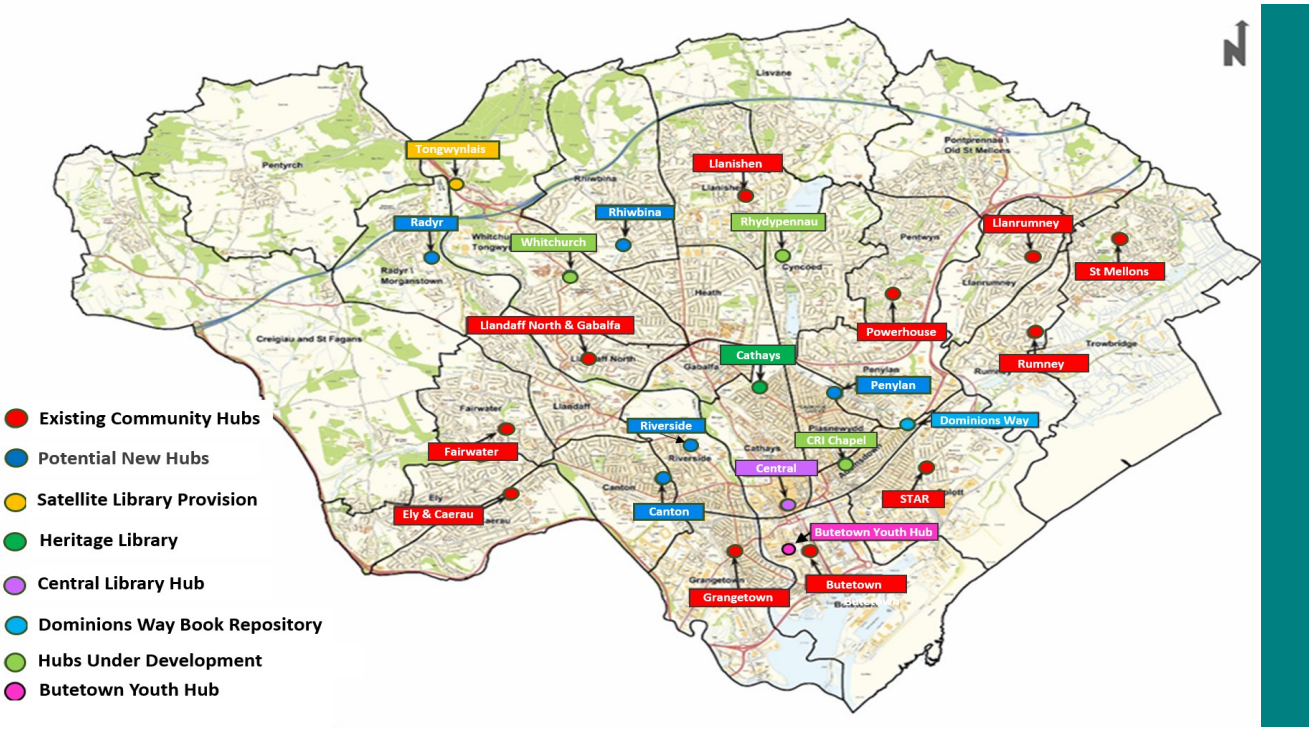
Library at St Mellons Hub

Future Hub Proposals

Community Hubs focused on wellbeing

The development of the Community Hubs was focused initially on the Southern Arc of the city, where the challenge of austerity and the need for advice is greatest. However in 2018 Cardiff's Cabinet agreed to extend the Hub project across the remainder of the city.

It is proposed to use the Hub principles and best practice in libraries to develop existing community branch libraries into Hubs, focused on providing a health and wellbeing service.



Hub services have already been introduced to these buildings, with trained staff offering a range of advice and support and increased activities. Whitchurch and Rhydypennau will be the first community branch libraries to be fully transformed into Hubs and are expected to be refurbished and fully operational in 2020 dependent on funding.

In February 2019, public consultations were undertaken on proposals to extend services at Whitchurch and Rhydypennau Libraries and create Community Hubs with a focus on wellbeing. The consultation showed a high level of support for the proposals. A number of suggestions were made for improving the draft plans and these were taken on board where possible.

Artist impression of Whitchurch and Rhydypennau Libraries following transformation

Health and Wellbeing Hubs

The Council is working in partnership with Cardiff and Vale University Health Board to develop a new generation of Health and Wellbeing Hubs that deliver a wide range of services all under one roof.

The Wellbeing Hub @Park View will be integrated with Ely and Caerau Hub, replacing the old Health Centre building adjacent to the existing Hub. NHS services will be available such as GP and specialist clinics as well as services already provided by Cardiff Council.

A similar site is also being developed in Llanedeyrn. The existing Powerhouse Community Hub will be extended and linked to a new Wellbeing Hub @Maelfa.

It is expected that all schemes will be delivered before the end of 2021.

Reviewing service provision to meet local needs

It is recognised that some areas of Cardiff, such as Riverside, have considerable levels of deprivation but do not have a Community Hub. It is therefore proposed to review service provision in the most deprived wards without Hub provision, to ensure local needs are met through the most effective alignment of services.

Youth Hubs

Co-location of Youth and Hub Services

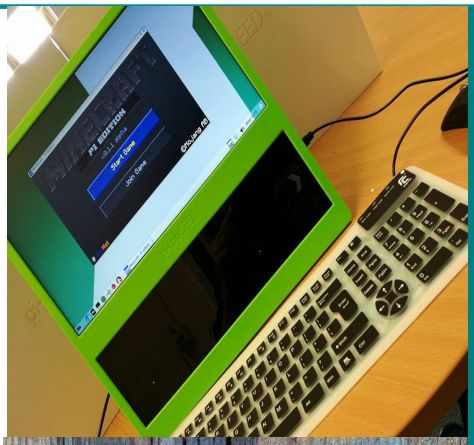
Co-located Youth provision commenced in the Powerhouse Hub and has now expanded to include the St Mellons Hub, enabling a wider range of joined up services and activities to be provided for young people alongside traditional youth services.

The development of specialist Youth Hubs will take this a step further, with extended services and activities provided by the Council and partners in a joined up way, in line with the Hub model.

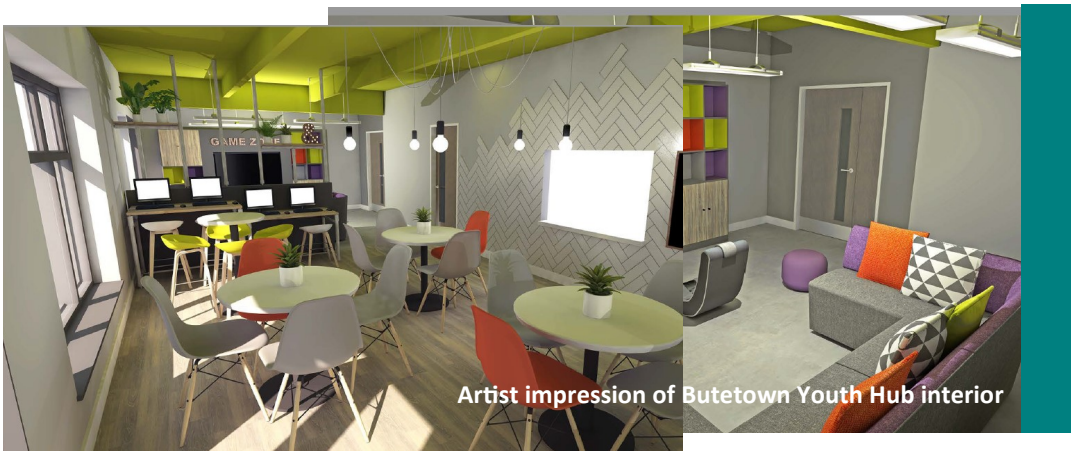
St Mellons Hub

Youth Services and the St Mellons Hub team work closely to offer a varied selection of activities including code clubs; junior book reading and creative writing groups; pool tournaments and talent competitions. In response to demand, additional sessions have been run during school holidays. PC access is readily available along with space to study.

Partnership working with Innovate Trust has allowed use of the café kitchen during youth club nights for cookery classes, whilst local company Sound Progression run the music room, offering recording and production skills.



Butetown Pavilion Youth Hub



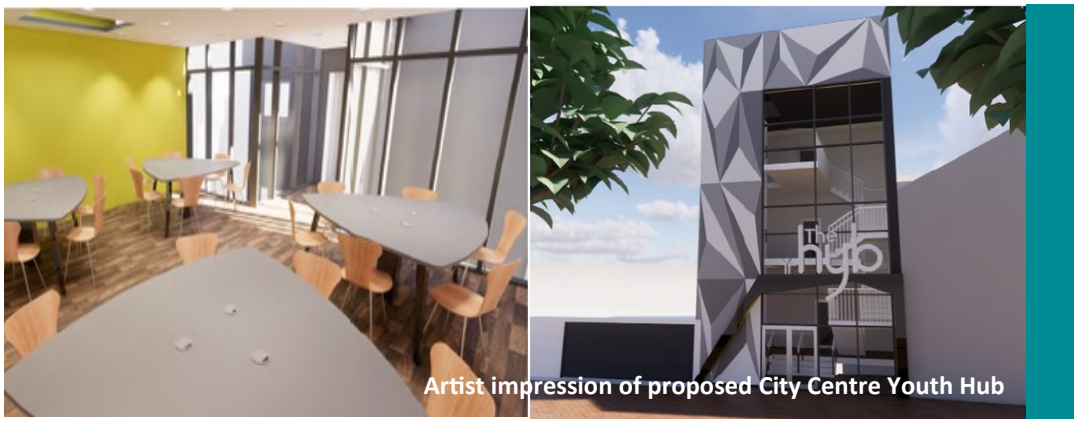
Butetown Youth Pavilion situated on Dumballs Road is being transformed into a Youth Hub.

In September 2018 Butetown Youth Pavilion came within the Hub programme and has already been able to increase its day time and evening opening hours. Co-location of services and increased partnership working has allowed for an extended and sustainable timetable.

Classes on offer include gymnastics; cooking; girls' basketball and make up and mentoring sessions. Events held include careers fayres, fun days and interactive workshops with No Fit State Circus. Into Work

City Centre Youth Hub

Subject to funding, our future plans also include a City Centre Youth Hub to provide a wide range of advice and services for young people in a relaxed setting. This development is a partnership between the Council's Children's Services, Housing, Youth Services and Health. These services will be co-located, providing a single 'front door' for young people seeking information, advice and assistance. The Hub will have a focus on into work activity and encourage business start-ups.



WE WILL:

- **Continue to develop our network of Hubs to provide services across the city based on local need by:**
- Delivering Community Hubs across the north of the city.
- Developing specialist Youth Hubs.
- Working with Health partners on the delivery of Health and Wellbeing Hubs.

Our Library Service

Universal Offers

The Society of Chief Librarians has worked with partners to identify key areas of service regarded by customers as integral to public libraries. They have developed a Universal Offer for each of these areas, providing a positive vision for the future of public libraries.

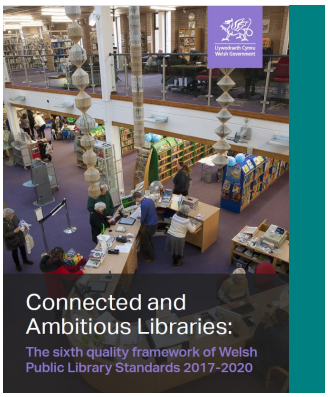
The offers have recently been reviewed and a new framework will be issued in April 2020 which will focus on Reading; Information and Digital; Culture and Creativity; and Health and Wellbeing – priority services for libraries.

The Universal Offers are a promise to customers and a commitment to quality with the aim of delivering key outcomes to meet the needs of local communities. Cardiff Council is focused on the proactive delivery of the Universal Offers to our customers and these are embedded in this strategy.

Connected and Ambitious Libraries 2017 – 2020

Connected and Ambitious Libraries is the framework set out by the Welsh Government to measure the performance of public library services in Wales.

The framework measures 12 Core Entitlements and 16 Quality Indicators. Ten of the Quality Indicators have specific targets. Monitoring and benchmarking against other authorities is used as a means of measuring performance for the remaining six indicators.



Best in Wales

In 2018/19, when compared with the rest of Wales, our performance was very good. We achieved the best performance in Wales in the following categories:

2,600,848
Visits per capita

799,897
Virtual visits per capita

91,000
Active borrowers per capita

214
Volunteers

Performance against the Core Entitlements

In 2018/19 we met 11 of the 12 Core Entitlements. We did not meet the requirement to 'provide access to the library service's strategy, policies, objectives and vision'. This strategy will ensure achievement of this Core Entitlement in 2019/20.

Support for health and well-being was noted as being strong. We are one of the few areas offering a full range of health and wellbeing services. This includes the Reading Well, Books on Prescription scheme, Better with Books scheme, a designated health and wellbeing collection, information about healthy lifestyles and behaviours and signposting to other health and wellbeing services.

Performance against the Quality Indicators

In 2018/19, of the ten Quality Indicators with targets, eight were fully met, improving on our performance for 2017/18. Those met were:

- Support for individual development
- Support for health and wellbeing
- Events and activities for users with special requirements
- Location of service points
- Welsh language resources
- Online access
- Supply of requests
- Opening hours per capita

One target was partially met and one was not met.

Staffing Levels and Qualifications

Cardiff is committed to operating our libraries with employed staff with support from volunteers and friends groups. In 2018/19 our overall staffing levels were the highest in Wales. Cardiff is the only Council to meet the Welsh Public Library Standards target.

Our qualified staff per capita however is currently below target. We are encouraging all our staff to undertake NVQ level 3 qualifications, unfortunately current definitions in the standards only include recognised degree qualifications in librarianship, information science or information management.

Up to Date and Appropriate Reading Material

We are committed to meeting the reading needs of our citizens. We aim to get best value for money by good practice in procurement and participating in national consortiums which achieve healthy discounts.

We do not meet the target for spend on books, however because of the good value we achieve we can supply the needs of our citizens.

In 2018/19 Cardiff spent £539,000 purchasing 70,294 books, including 23,622 children's books.

Welsh Government also noted that:

"**Numbers of active borrowers and library members have risen, indicating that library services are continuing to extend their reach.**

Children's borrowing remains strong (reflecting prioritised spending in this area), with the service now recording the highest number of children's loans per capita in Wales."

Providing Literature and Other Resources

Central Library Hub

We provide a comprehensive and up to date collection of books at our Central Library Hub, including a wide range of fiction, non-fiction up to undergraduate level, a comprehensive children's collection and works in other languages. Other resources available include many magazines and newspapers (including in other languages) and reference materials in hard copy and online.

We will continually assess the usage of the books and resources available at the Central Library Hub to ensure that these collections meet the needs of our customers.

Collections in Local Hubs and Libraries

A selection of books and other resources for all ages are available at our local Hubs and libraries across the city, tailored to meet local need. While fiction, including popular classics, is the main focus of our local provision, smaller collections of popular non-fiction titles are also provided. We will engage with local communities to help us to develop our collections to ensure that they meet local requirements.

Local Studies

A comprehensive local studies collection is housed at our Heritage Library in Cathays. This includes a large collection of current and historical materials relating to Cardiff. The aim of this collection is to preserve and celebrate Cardiff's unique historical and cultural heritage. We will promote this collection in partnership with schools and by displays and activities in Hubs and libraries across the city.

E-books and Resources

Comprehensive E-Resources are available 24 hours a day through our library catalogue and this includes books, audio books, magazines and comics. We will ensure that we continually refresh the titles available and support our customers to access them.

WE WILL:
• Develop and promote our 24-hour digital provision and support our customers to access the available resources.

Reference Material

We are committed to providing reference resources that support learning and research. While a small selection of reference material is currently available in hard copy, this will increasingly be provided on-line, ensuring that customers have access to the most up to date information available.

Targeted special collections

Titles which support special events and promotions will be maintained including health related books and other resources.

Historical Collections

We are proud of Cardiff's legacy collection of manuscripts and books collected during the early 20th century and will ensure that ownership remains with the city. We will work in partnership with the National Library of Wales based in Aberystwyth, Cardiff University and other specialist institutions to restore and preserve this collection and where possible make them more readily available through digitisation.

Books and other resources with particular cultural or historical significance for Cardiff will be retained in the city and these will be made accessible through special displays and exhibitions. Other items from the collection will be loaned to more appropriate institutions.

Where the decision is made to loan material to another institution we will ensure that our citizens have rights of access to these materials and that they are fully informed of how to access them. We will also support Cardiff's researchers to undertake any research related to these collections. The continued ownership of and access to these materials will be confirmed in formal loan agreements with the institutions concerned.

WE WILL:
• Work with specialist organisations to facilitate the restoration and preservation of our historical collections, whilst improving access to these materials.

Equal Access

Representative collections of large print and talking books are made available across our locations.

Welsh collections are provided at all libraries and Hubs in line with our commitment to equal treatment of the Welsh language. Books in other languages will be provided across the city to meet local need.

Reserving Books

Our Book Stack contains a wide range of books and other resources. Customers have access to all items through our catalogue and reservations can be made at no cost for local collection. Books not available in Cardiff can also be reserved and these will either be borrowed from the regional inter-lending service or via British Library Loans. A charge may be made for reservations from outside of Wales. We aim to fulfil requests for books in between 7 to 15 days subject to availability.

Refreshing our Collections

New purchases

Purchase of new stock is overseen by our Library Strategy Team and is focused on providing a range of materials that meet the needs of our citizens.

The aim is to provide a comprehensive range of materials chosen for their literary, cultural, recreational, or educational value. Cost effectiveness in purchasing new stock is achieved by working with library consortiums within Wales for adults' and children's books as well as E-resources. This enables us to achieve maximum discounts and helps us to purchase greater quantities of books.

Consultation

We will continue to consult our customers to ensure that the books and other resources that we provide meet their needs.

Stock disposal

Stock is considered for disposal where it out of date, not being used, duplicate copies exist or if the book is in poor condition. Popularity of stock is assessed using the Library Management System and regular "weeding" of stock takes place to ensure that library space is used to best effect.

Works that are rare or collectable, are of particular welsh or local interest, or which do not exist elsewhere will be retained in our book storage facility or loaned to partner organisations (see historical collections above). All other stock deemed surplus to requirement will be sold where possible, offered to other organisations or individuals or recycled.

	WE WILL:
	• Continually assess the popularity of books and resources and refresh our collections to ensure they meet customer needs.

Encouraging Reading

Regular reading helps develop important skills, which result in greater opportunities in life. Research shows that reading for pleasure can result in increased empathy, improved relationships with others, reductions in the symptoms of depression and dementia, improved wellbeing and can also help develop a sense of connection to the wider community.

We provide our customers with books and resources to help them enjoy reading and in formats that meet their needs. We work with specialist suppliers to ensure that our stock is diverse and provides our customers with a wide range of reading choices. We listen to our customer's feedback to ensure our purchases are fit for purpose.

Ensuring that everyone can enjoy reading

A range of formats are available to our customers with specific reading requirements. This includes Large Print, E-Audio, Audio CD, Talking Books, Braille and dual language books which offer text in two different languages and are beneficial to language learners and bilingual readers. We also provide books in a range of languages.

We will continue to work with service user groups such as Cardiff Institute for the Blind, to ensure our collections are relevant and meet the needs of our customers.

Work is currently underway in collaboration with the British Dyslexia Association to make Cardiff's Hub and Library Service fully accessible to those affected by Dyslexia. This will include both adults and children. Resources will be provided including E-books, reading pens, page overlays, and reading rulers. Informed, trained and knowledgeable staff will support customers to access Dyslexia support book collections in all Hubs and libraries.

Mobile Library

The mobile library takes a full service out into the Cardiff community by visiting areas without easy access to a local library and with a concentration of elderly or infirm people, who might otherwise struggle to reach their nearest branch. If we have not got what a customer wants, we will make every effort to secure the item by the next visit.

Housebound Services

We also run a free service that brings the library directly to the doorsteps of those who are incapacitated through illness, infirmity or disability and can no longer travel to their local library.

We call every three weeks, delivering and collecting ordinary/large print books and/or books-on-tape.

Activities and Events that Encourage Reading

Activities to support both children and adults to enjoy reading are provided through the Hubs and libraries, including reading groups, school visit programmes, story time / rhyme times and children's activities. We also deliver cultural and heritage activities, including a literary festival, within the Hubs. The activities and events that are specifically aimed at children are explored in more detail in a further chapter of this strategy.

Reading Groups

Reading groups offer an opportunity for people to come together, read aloud and enjoy a shared reading experience. We help customers find reading groups that meet their needs, and can advertise the groups to new members. We can further assist by recommending books to read and by providing up to 15 copies of the same book, which can be kept by the group for up to 6 weeks.

49% of the people who completed our survey said they were interested in attending Reading Groups and Book Clubs

WE WILL:
• Support more reading groups within Hubs, libraries and the wider community, including teenage and family book clubs.

Literary Events

Literary events provide the opportunity to meet authors which helps readers to develop an understanding of creative processes, deepening appreciation for literature and inspiring readers to seek out new books.

Building on the success of the delivery of crime reading groups, an annual Crime and Coffee Festival has been developed which brings authors and audiences together in Hubs and libraries across the city, promoting welsh crime writing to new and established readers.

Over half of the people who completed our survey said they were interested in Meet the Author events

WE WILL:
• Continue providing free, regular literary events that inspire and encourage reading, such as creative writing workshops and meet the author events.
• Work with community groups to develop further event programmes within the Hubs and libraries outside of our core opening hours, ensuring access to all.

Supporting Our Children and Young People

Strategically located within Cardiff's communities, the Hubs and libraries are well placed to support our children and young people. The Hub and Library Service aims to contribute to educational, cultural and leisure opportunities by giving children and families positive experiences through providing children's activities, events and access to books.

The Hub and Library Service's contribution to a Child Friendly Cardiff

The following commitments from the Child Friendly Cardiff Strategy are delivered through our Hub and library service:

- Access to information, advice and support - children and young people will have the right to free and open access to information and materials and programs which will be available for all.
- Supporting families' wellbeing – family learning will be supported, helping reduce social isolation and improve wellbeing.
- Providing opportunities to develop skills for life, ready for independence and future employment – children's literacy will be promoted and young people supported into work, training or further education.

Supporting and Encouraging Literacy

Reading and literacy are fundamental life skills, and our Hubs and libraries have an important role to play in providing children and young people with access to books and encouraging a love of reading.

National Initiatives

Throughout the year the Hubs and libraries hold a programme of events that supports and encourages children's literacy. The Library service actively promotes the all-Wales initiative '**Every Child a Library Member'** through school visits, library inductions and providing every child in year 4 of primary school with a library card.

The **Summer Reading Challenge** is promoted in all junior schools prior to the summer break, with themed events and activities to support school age children in maintaining their literacy skills during the school holidays. During 2018/19 7,409 children participated and 4,818 completed the challenge.

WE WILL:
• Improve literacy through engaging as many children as possible in the Summer Reading Challenge, working closely with parents and schools to promote reading for pleasure.

Bookstart

Bookstart in Wales is a Welsh Government-funded, nationwide book gifting scheme, delivered by library authorities in partnership with local Health Visitors. Through Bookstart, we aim to encourage and engage pre-school children to read and love books from their very earliest months.

Every child receives 2 book packs from their Health Visitor at their 6 and 27 months health checks. The packs contain a fun English and Welsh language book, rhyme sheet and booklets with ideas to share about reading and rhymes. Families are therefore encouraged to visit their library, perhaps for the first time and begin to regularly borrow books for their young children.

Storytime and Rhymetimes

Storytime and Rhymetimes are free sessions held in our Hubs and libraries that provide the opportunity for parents and carers to enjoy songs, stories and rhymes with their pre-school children in a relaxed, welcoming environment.

The Bookcrawl initiative for under 4s is also delivered in all Hubs, providing a fun incentive to encourage regular library visits.

Bespoke staff training will support these sessions to ensure a consistent quality in all Hubs and libraries.

WE WILL:
• Provide consistent quality sessions for pre-school children across all our locations whether through rhyme or story times.

Other events include World Book Day; National Bookstart Week; Roald Dahl Day; and Harry Potter Night. These are delivered alongside regular activities based on community needs, including children's reading groups; homework clubs; Lego clubs; games clubs; sports clubs; code clubs and crafts.

The children's user survey showed that young people wanted see an increase in activities such as quizzes and film screenings in their Hubs and libraries.

Participating in Sport

Hubs and libraries also work in partnership with Sports Cardiff, delivering free activities for school age children to promote physical literacy. These sessions are run in Ely, Grangetown, Llanrumney, Rumney and St Mellon's Hubs.

Supporting our Schools

We will continue to work with Cardiff's schools to support the reading for pleasure aspect of the curriculum and to develop the knowledge and skills of their pupils through supporting class visits to the Hubs, delivering library skill programmes, providing access to authors and supporting classroom topics with relevant stock.

Homework Clubs

To further assist with learning opportunities a range of after school sessions and homework clubs are held within the libraries and Hubs.

Several of the clubs are run with partners such as charity ACE (All Communities Engaged), Cardiff City Football Club and Fitzalan High School and deliver specific sessions based on local needs, with the Hubs and libraries providing the facilities and resources required. There are plans to establish homework clubs at the libraries in the north of the city, in conjunction with student volunteer service SV Cardiff.

Supporting our Families

Parent engagement sessions already take place to support family learning, including supporting parents with English as a second language and those newly arrived within the city. This will be developed further in partnership with others including Trinity, Displaced People in Action and the Welsh Refugee Council to provide targeted sessions within the Hubs, supporting the Council's "Think Family" approach. As well as fostering a love of books in young children, children's events provide an opportunity for parents to meet up and share experiences, reducing social isolation, breaking down barriers to reading and opening up access to the other vital services provided at the Hubs. Special Bookstart Story and Rhymetimes are also delivered throughout Cardiff in a variety of settings such as Flying Start areas and for vulnerable families in hostels, asylum seeker centres and Cardiff Prison.

An Inclusive Service

The service for children will be inclusive for all, including those affected by Autism and visual impairment. By using our resources and working in partnership we offer sensory and audio-described story times. Work is already underway with the British Dyslexia Association to make Cardiff's Hubs and Libraries service fully accessible to adults and children impacted by Dyslexia.

WE WILL:
• Engage with parents, particularly from disadvantaged backgrounds, to give children the best start in life.
• Offer events for children that are accessible for all and ensure that our programme includes activities for children with additional challenges.
• Offer a range of themed nights for both children and young adults e.g. Harry Potter, Roald Dahl events.
• Expand homework clubs across Hubs to support children and young people.

Supporting Young People

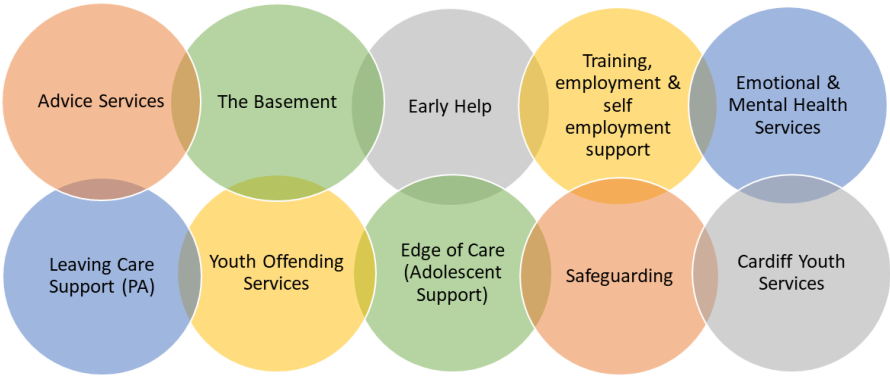
A variety of other services and activities within our Hubs and libraries are specifically aimed at supporting young people. Youth services are co-located in the Powerhouse, Llanedeyrn and St Mellons and our first Youth Hub is under development at Butetown Pavilion.

Butetown Youth Hub

Butetown Pavilion was transferred to the Council's Hub programme to address the needs of the young people of Butetown for positive activities in the local area. There is currently a varied timetable across five evenings a week including Jukebox Dance and Music Session, Podcast Groups, Turn'd Up Dance Fitness and ladies' boxing and circuit training. By working with partners additional services are offered including job clubs, ICT and language classes, sports sessions, and cooking sessions. In July 2018 a review and consultation took place to redesign the layout of the building for a more relaxed, multi-use and one-stop approach that has been successful in other Community Hubs. The aim is to continue and extend core services whilst working in partnership with a wide range of organisations and volunteer groups to provide a wider range of activities and services for young people, using their views to inform provision.

City Centre Youth Hub

The proposed city centre Youth Hub will bring a wide range of local authority and partner services together to form into an Integrated Prevention Hub for young people:



Services will work together to provide person-centred support to young people and their families in areas such as family relationships; housing; employment training and business start-up; independent living and life skills; mental health and leaving care.

WE WILL:
• Provide sustainable services for young people, using the Hub principles to join up current provision and use of volunteers to extend opening hours.

Inspire 2 Work

Located within the Into Work Advice Service, the Inspire 2 Work project is a voluntary programme which helps young people who need extra support to find work, progress into training or further education.

Each young person is assigned a youth mentor, who can help with CV writing, interview techniques, confidence building and motivation, job applications and looking for work.

The project is also able to pay for training, help with childcare costs, travel expenses, interview clothing, driving lessons, and helps to remove final barriers to employment.

Butetown Careers Fair

The Butetown Careers Fair held in February 2019 was designed to familiarise students with possible routes for post-16 education, training and employment and to show them where they could obtain information, advice and guidance about future career ideas.

The fair provided an opportunity for job seekers to gain a deeper insight into the wide number of careers available in the labour market. Job seekers were able to gain valuable insight into recruitment cycles for different industries, qualifications required for positions commonly hired for, and speak with experts to discover how to road map to achieve these career goals.

Central Library Hub

We plan to create a new area in Central Library Hub especially for young people, that will meet their needs and aspirations.

Young people were consulted on what they would like to see in this area via our client survey. Two thirds of respondents said they would like an area to do homework, while over half wanted comfortable seating. There was also keen interest in digital technologies such as a gaming area and screens to be used for graphic design.

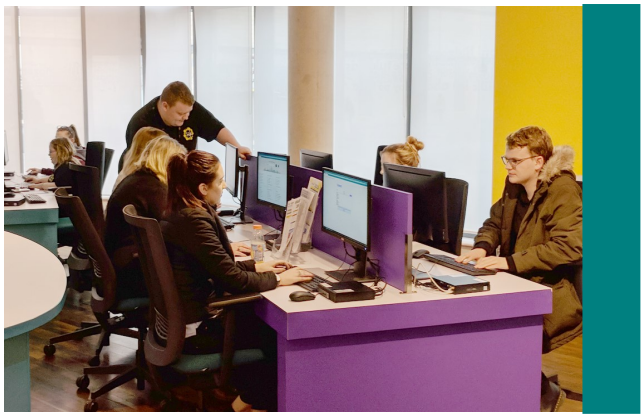
We have taken these views on board and the new area will now have a quiet space to study, comfortable seating and a range of new technologies.

WE WILL:
• Enhance our teenage section in Central Library Hub in consultation with young people, to ensure their digital aspirations and needs are met.

Providing Information and Advice

The Hubs are one-stop shops for all information and advice services, bringing together Council and partner services within one building to provide a joined up, person-centred service.

General Information and Advice



Hubs provide a wide range of advice which varies depending on local need. Standard information and advice on Council services is available in all Hubs including school admissions, bulky waste, bus passes and Council Tax. Where appropriate to the area, Hub officers also offer advice about housing, benefits, claiming grants and discounts, and officers can signpost to a wide range of other Council and partner services.

In recent years an increasing number of services can only be accessed online. The Hubs offer assisted self-service, encouraging those who can use online provision to do so, while providing face to face assistance for those who need extra help.

We are working towards Information and Advice Quality Framework (IAQF) accreditation to ensure the advice we provide is of the highest standard.

Specialist Advice and Support

Where appropriate more specialist advice and support is also provided in the Hubs, this includes:

Money Advice

Cardiff Council's Money Advice Team provides advice and assistance to customers who may be falling behind with payments of rent, council tax or utility bills. The team help customers to budget and also to maximise their income by checking benefit entitlement and helping them to make claims, and appeal against benefit decisions. They also provide help to access grants, discounts and fuel poverty schemes, help open bank accounts and offer foodbank vouchers.

The team are based at Central Library Hub but also operate an outreach team that provides support to people at various other Hubs, supported accommodation and foodbanks throughout the city. Between April 2018 and March 2019:

17,547 customers visited the Money Advice Team.

Savings totalling £725,466 have been made.

More than £16 million claimed in benefits.

Advice Line

The telephone Advice Line is based in Central Library Hub. Staff are multi-skilled and can provide information and guidance on money and debt issues, into work support and available training courses.

Between April 2018 and March 2019, 5,597 calls were received.

Cardiff Advice Service

The Cardiff Advice Service is a partnership between Citizens Advice and Speakeasy Advice. The service is funded by the Council and the Welsh Government to provide independent, confidential and impartial advice on many issues including welfare benefits; debt; housing; family relationship; employment law; immigration; discrimination and consumer issues. The service is provided in Central Library Hub and 8 other Hubs across the city. Between April 2018 and March 2019:

17,804 customers were helped by Cardiff Advice Service.

Over 25,909 hours of advice were provided.

Help for Veterans

A small specialist team, funded by the Community Covenant, helps to support veterans. This support can range from housing and debt advice to into work support. The team is based at Central Library Hub but provide outreach support on a timetabled basis. The team work in very close partnership with other organisations including the British Legion and ChangeStep. Between April 2018 and March 2019:

422 customers were assisted.

£427,359 of benefits were claimed.

£21,848 was paid in one-off payments.

Events such as the 'Thank You Armed Forces' event held in November 2018 at Central Library Hub aim to bring together charities and Council departments in raising awareness for the help available to veterans.

	WE WILL:
	• Ensure a high quality of advice by becoming Information and Advice Quality Framework compliant.
	• Continue to support those affected by Welfare Reform, advocating for customers and training staff on the changes from paper-based to digital-based applications.

Housing and Homelessness Advice

The Housing Solutions Team provide services in all Community Hubs and Central Library Hub giving detailed advice to applicants wishing to join the Cardiff Housing Waiting List and advising on other housing options. The team also assist clients with their homeless action plans, following a homeless assessment.

Home Finder Workshops are held to help and assist those in housing need to look for accommodation in the private rented sector in Cardiff and its surrounding areas.

The team also provide advice to council tenants when they sign for a property, ensuring they have all the information and support they need to maintain their tenancy.

Pilots are underway to make homelessness services more readily available in Hubs so that action can be taken as soon as possible to prevent households from losing their homes. Between April 2018 and March 2019:

3,500 Housing Solutions interviews were completed.

954 clients attended the Home Finder Workshops

Home Finder Workshop Case Study

Mrs J attended the Home Finder Workshop to search for privately rented accommodation. She found several properties and was assisted to contact letting agents to make viewings, however as she was a part time worker claiming benefits the letting agents were reluctant to accept her. The Housing Solutions Officer suggested that Mrs J should go in person to the letting agents to introduce herself and explain her situation in more detail. Mrs J accepted this advice and following her visit she was able to book a viewing and was subsequently accepted for the property.

Mrs J was very pleased with the assistance and advice provided by the Housing Solutions Officer. She was about to give up on her search for private rented accommodation but is now living in a property in which she is very happy.

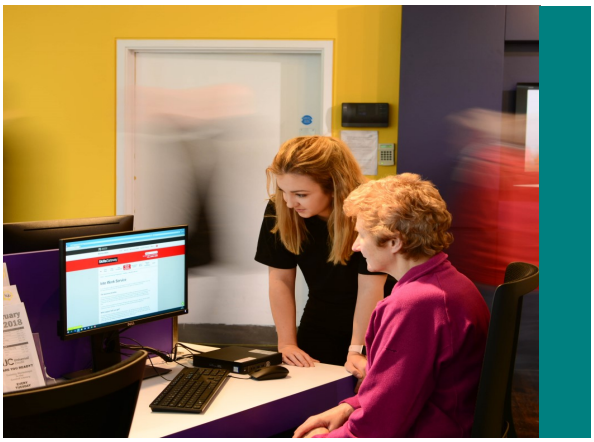
WE WILL:
• Continue to improve and extend the housing and homelessness advice available in the Hubs.

Promoting Digital Inclusion and Digital Skill Development

It is essential that citizens are digitally enabled as so many services are now provided only online.

Digital Communities Wales have given training to all Hub and library staff to ensure they are confident supporting customers with online enquires.

Digital Inclusion Officers also work in the Hubs and other locations across the city to help with any online support needed.



Digital Volunteers

Over 80 digital volunteers support Council officers in the Hubs. They provide one to one help, assisting customers to become more digitally enabled.

The Adult Learning Team also provide training sessions to teach computer skills to Cardiff residents. These courses include Digital Employability Skills, ICT Skills for Work and ICT for Life Digital Skills.

As well as more traditional courses, services are currently being developed that reflect the changing digital landscape. These will include HTML/CSS coding courses, Microbit robotics programming, website design, graphic design and stop motion animation.

Enhancing our digital service provision

Central Library Hub will be introducing scan stations in 2019 on which documents needed for benefit claims can be scanned by customers themselves, with staff available to support them if needed. This will reduce waiting and if it proves successful, will be rolled out to other Hubs.

A significant number of people who completed our survey said they were interested in accessing library services through a mobile app and cloud printing directly from a digital device.

WE WILL:
• Work in partnership with Digital Communities Wales and other Digital Inclusion initiatives to support people to get online.
• Provide more modern digital courses across the city to reflect the rapidly changing digital landscape, such as apps, phones tablets, virtual reality ands staying safe online training.
• Promote digital inclusion by setting up a tablet loan scheme for those who have no access to the internet, to include the mobile and housebound services.
• Increase digital services available in the Hubs to include a book renewal app, scan stations and cloud printing direct from smartphones.
• Carry out a publicity campaign across Cardiff, advertising the help and support available to people to access technology.

Helping People Into Work and Encouraging Learning

Cardiff is a vibrant and thriving city and the current unemployment rate is low at 6.1%, however the number of those who are unemployed varies significantly across the city. Being unemployed for a long period can have a significant effect on well-being. In March 2018, 1,210 people in Cardiff had been claiming Job Seekers Allowance (JSA) for over twelve months, almost a third of all JSA claimants in Cardiff.

A Joined-Up Approach

All of our Hub staff whatever their role are fully aware of the Into Work help and learning opportunities available and are able to make appropriate referrals. The co-location of services within the Hubs improves both accessibility for customers and increases awareness of services.

Into Work Advice Service

The Council's Into Work Service is a key element of our Hub provision. The team provides employment support to individuals actively seeking work or looking to upskill, in a flexible way tailored to the individual. The service can help job seekers to plan a route to employment or access training courses that develop their skills.

Job clubs, delivered across the city assist those who need help with creating or updating their CV or with job searching. Support is also given to those who need to claim or maintain their Universal Credit online.

The Into Work Advice Service also has specialist adult and youth mentors who support some of the most vulnerable people back to work. Some of those using the service have never worked, or have not worked for a very long time. There are also specialist mentors to support some of our most vulnerable citizens, including looked after children, refugees and people living in hostels and other temporary accommodation. Between April 2018 and March 2019:

45,497 customers received into work advice

2,987 customers were supported with their claim for Universal Credit.

787 customers were verified as being supported into work.

Volunteers

Volunteering is key to the service, both to help us deliver to a larger number of clients and also as a pathway into work. There are currently 122 volunteers working in the Hubs and libraries. 70% of these are aiming to return to work. 61% of our volunteers leave volunteering to return to work and 34 ex-volunteers now work for Cardiff Council.

By providing our volunteers with skills and references we can help them to be successful in finding employment. The Volunteering Cardiff website promotes local volunteering opportunities across Cardiff and is updated regularly with new and exciting opportunities in the city.

WE WILL:
• Promote volunteering opportunities through the Volunteer Cardiff Portal, provide each volunteer with a meaningful volunteering placement and assign each person a work place mentor, improving their skills to make them more job ready.

Refugee Employment Support Project Case Study

The Refugee Employment Support Programme is designed to support Syrian Resettlement Families and other refugees. Mr and Mrs S were referred to the service by the Home Office, via the Syrian Resettlement Programme. Before fleeing the conflict in Syria Mr S was working as a mechanical engineer and Mrs S was employed as a primary school teacher.

Mr S received ESOL classes as a means of improving his English but also found it a way to meet other people. He was supported with his CV and job search to give him hope for employment and to build his confidence.

Following continuous engagement and mentoring sessions conveniently located for Mr and Mrs S at Central Library Hub, Mr S showed a significant improvement. His confidence had grown to a level where English had replaced Arabic as his means of engagement and he felt ready to begin searching for work. Mrs S was supported in finding a volunteering opportunity as a teaching assistant and now volunteers 3 days a week, gaining experience towards finding a paid role.

Local Job Fairs and Employment Events

Local job fairs and employment events are held in the Hubs and have been very successful, with employers and training agencies from a wide range of sectors attending and leading to many employment and training outcomes for the local community.

Cardiff Job Fair 2019

The annual Cardiff Job Fair took place in September at St. David's Hall in partnership with Into Work Advice Service and Job Centre. Hundreds of vacancies were on offer on the day from over 40 employers spanning a wide variety of sectors. Over 20 advice and training providers were present to offer employment support and information. The event attracted over 700 job seekers and was widely praised in post-event feedback.

Employer Engagement Officers are located with the Council's Economic Development team and work to engage with local employers, particularly those new to the city. This includes offering businesses a free pre-employment package; providing suitable, pre-assessed, job ready candidates. They also provide employers with interview facilities and assessment centre venues in Hubs across the city.

	WE WILL:
	• Increase the number of local jobs fairs held in local Hubs and continue to organise targeted recruitment events, by collaborating with local employers, training providers, learning establishments and key partner organisations.
	• Extend the recruitment service offered to employers, by undertaking CV and pre-assessment screening, providing interview technique sessions to potential employees, and advertising opportunities through social media.

Funding

The Into Work Service is funded through a large number of grants that have been brought together to offer a seamless service to our customers. Many of these services rely on European funding which is due to end in 2023. The service is actively looking for alternative and additional funding and is exploring innovative approaches to sustain these important services.

	WE WILL:
	• Actively seek alternative and additional funding to support our Into Work Services.
	• Work in partnership to provide independent careers advice for all ages in Hubs.

Work Skills Training Courses

Work Skills training courses are run in the Hubs and include accredited qualifications such as Food Hygiene, Manual Handling and First Aid, all of which can help people obtain the job they want. They also provide soft skills courses such as Improving Conversational English, Interview skills techniques and confidence building.

Access to Learning

The Welsh Government Adult Learning in Wales Policy 2017 sets out the priorities for adult learning that Cardiff Council should focus on. The vision set out is:

"A Wales where learning is at the core of all we do; where participation in learning is encouraged and rewarded; and where people have equal opportunities to gain the skills for life and work that they need to prosper." Cardiff Council is fully committed to this vision and offers a range of learning opportunities in Hubs, libraries and other outreach settings.

Learning for Work

Learning for Work courses offer a range of flexible learning opportunities that are designed to support individuals to take their first steps back into learning and to assist them to progress to further learning, training or employment.

Courses are focused on those who are not currently in education, training or employment and are in receipt of state benefits, or those who are aged 50 plus who are not in full-time employment.

Close partnership working with Into Work Services, the Job Centre, Flying Start and homeless hostels help promote the service and assist in developing bespoke training.

Pre-employment courses are developed collaborating with employers, for example in the care sector, and securing guaranteed interviews for clients. **50%** of learners gained permanent employment on the first Prepare to Care course that took place in December 2018.

This partnership with employers has contributed to a 37% increase in learners enrolling on Learning for work courses in 2018/19 compared to the previous year.

6,430 learners enrolled 2018/19

94%

Pass rate for accredited courses

50%

Gained permanent employment following Prepare to Care course

Delivering Courses to those most in need

Of all learners who completed courses between April 2018 and March 2019**, 48%** were from the most deprived areas in Cardiff. The team also link in with Youth Services and other partners to ensure that some of the most vulnerable people are being supported, these include those young people Educated Other Than at School (EOTA's) and refugees. Courses are also run in homeless hostels.

48%

Of Learners were from the most deprived areas of Cardiff

Case Study

Mrs A has three children and until very recently was a stay at home mother. She was interested in looking for part time retail work and was supported to complete courses including Customer Care, Interview Techniques and First Aid Training.

Mrs A was assigned a mentor who identified that she needed to improve her literacy and ICT skills and was supported into securing a place on a 10 week Level 2 Literacy/ICT course which she attended at a venue conveniently located close to her home.

Mrs A took a particular interest in a Level 2 Classroom Assistant Course with Adult Community Learning and was able to secure a part-time placement in a school.

Mrs A states that *"**the placement has really helped to build my confidence and self-worth. I am able to put all the things I have learnt into practice. I didn't realise how much I would love working with children in a classroom environment".*** Mrs A successfully completed her Classroom Assistant course and is now working part-time in primary schools across Cardiff.

When asked in our survey about events and activities in our Hubs and libraries, 40% of respondents said they would like to see more Basic Skills support available.

WE WILL:
• Work with partners to offer a wider programme of basic skill courses from Hubs, to include those learning English or Welsh.

Volunteers

Volunteers are vital to supporting the Adult Learning Service, and the Volunteer Portal is used to recruit volunteers. There are currently **17** volunteers supporting learners in **27** classes.

Funding

The Welsh Government has proposed cuts in funding for Adult Learning in 2020 which will create challenges for the service. A full service review will be carried out in 2019 to mitigate some of the impact of this and to further develop Adult Learning as a clear pathway into work.

WE WILL:
• Undertake a full review of the Adult Learning Service to mitigate the impact of funding cuts.

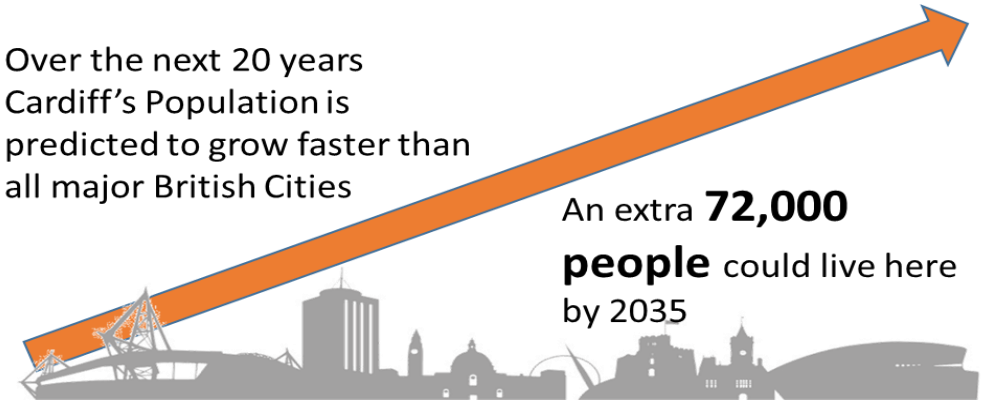
Promoting Health and Wellbeing

The Wellbeing of Future Generations Act (Wales) 2015 places a duty on public services including Cardiff Council to promote the wellbeing of its citizens and develop services that safeguard this for the future. Studies have shown that having a positive sense of wellbeing can bring benefits such as increased life expectancy and improved recovery from illness.

Located at the heart of our communities and bringing together a range of services based on local needs, the Community Hubs and Libraries are well-placed to assist in tackling many of the issues that affect health and wellbeing.

Wellbeing Assessment of the City

A comprehensive study of the quality of life in Cardiff was undertaken in 2017, which looked at Cardiff today and the Cardiff of tomorrow, in order to identify the key challenges and opportunities facing the city. Some of the issues identified included:



32.4 % increase in those aged 85+ by 2025

The number of 85 year olds is increasing much faster than the rest of the population

Over half of the population in Cardiff are overweight

1 in 4 five year olds are an unhealthy weight

6000 people will be living with Dementia by 2025

1 in 4 Adults **1 in 10 Children** will experience mental health issues during their lifetime

Health and Wellbeing Service

A new Health and Wellbeing service is now provided within our Hubs.

Our survey showed that interest in Health and Wellbeing advice was high, with 57% of respondents saying they would like to see more of it in our Hubs and libraries.

Providing Health Information

We work collaboratively with Public Health Wales and the local health board to provide a wide range of information within our Hubs that aims to prevent poor health.

Health books and resources are provided to help individuals understand and manage their health and improve their wellbeing by self-help reading. We are developing further collections to support targeted groups including carers, those living with dementia and dyslexia.

WE WILL:
• Continue to work collaboratively with Public Health Wales to provide health information within our Hubs and libraries that meets the needs of the local community.
• Continue to develop further book collections and resources that support the health and wellbeing of targeted groups in our communities.

Social Prescribing

The Hubs are working with the local health board to support social prescribing. Health professionals are able to refer their patients into a range of services, social opportunities and health information targeted at alleviating social isolation.

Wellbeing 4U is a social prescribing service in Cardiff and the Vale, delivered by United Welsh's Thrive team on behalf of Cardiff and Vale University Health Board. The team help customers achieve health changes and access the services needed to do so. They provide help with a range of health issues along with social issues such as housing, debit and benefits. The service is delivered in a number of our Hubs.

When asked about the type of health and wellbeing information they would like to see in the Hubs and libraries, the most popular topics given by survey respondents were:

Information and advice about health services available in their community 56%
Information to support older people 54%
Information on how to support healthy lifestyles 53%
Dementia information 52%
Carer advice and information 50%

Health and Wellbeing Events

Health and Wellbeing events are provided in the Hubs to raise awareness of key national Health and Wellbeing campaigns. We link in with partners within the community to ensure that activities and events that take place within the Hubs and libraries are fully promoted. Events include:

- Smoking cessation sessions in partnership with the NHS at Llanishen Hub.
- Drop-in Sessions at Ely and Caerau and STAR Hubs by the Adult Services Carers' Team.
- A Community Resource Team drop-in session at Llandaff North and Gabalfa Hub to provide information about mobility-related assistance such as fall management clinics.
- A Stroke Association Coffee Morning at Llanishen Hub to raise awareness and highlight the support available.

Fitness Activities

The Hubs support the Healthy Living agenda by providing venues to partners to deliver a wide range of sports activities within a relaxed community setting. One such event is the 'Walking Netball' fitness class at the St Mellons Hub, aimed at people over 50.

Staff within our Hubs are also trained to host Low Impact Functional Training (LIFT) sessions. LIFT are a series of fun activities and games designed for people who are over 50 to improve their health and wellbeing in a safe and sociable manner. We will provide further sessions in the future with a particular emphasis on taster sessions that encourage participation, particularly for older people.

Fitbit Project

The Fitbit project is a multi-agency digital health and wellbeing programme working with Digital Communities Wales and United Welsh. Aimed at vulnerable adults, the initiative of the project is to get Cardiff up and moving. The project highlights numerous exercises, resources and wellbeing applications that clients can use to manage their own health.

Participants of the project embark on a 5 week programme where they will take part in group activities such as; walking tours, scavenger hunts and American football sessions as well as classic playground games all whist wearing Fitbits. Following a pilot phase two participants went on to buy their own Fitbits and one is now accessing local mental health groups and services in Central Cardiff. With a waiting list filling up, we are now offering additional courses.

WE WILL:
• Support our customers to better understand and manage their health conditions including health and wellbeing events and resources.

Mental Health

Supporting good mental health is a key element of wellbeing. Reading Well for Mental Health Books on Prescription are now available in our all our Hubs and libraries, providing helpful information and support for managing common mental health conditions.

Community Wellbeing Service

The open-access Community Wellbeing Service delivered by United Welsh provides opportunities for people with low level mental health needs to overcome issues affecting their wellbeing. The service is designed to help people manage anxiety and build confidence whilst making local connections, socialising and sharing experiences.

1-2-1 support and signposting is offered by Community Wellbeing Facilitators. Alongside this structured support, the service also offers access to a range of volunteering opportunities, therapeutic or social activities and wellbeing courses held in our Hubs and community venues.

Respondents to our survey showed a particular interest in attending events and activities surrounding alternative therapies and mindfulness. We will explore the possibility of hosting such events in the future.

Carer Networks

The Hubs also facilitate the development of carer networks, which provide peer support to those who are caring. Carers are provided with bespoke advice and can attend social activities with those that they care for in a safe and friendly environment.

Respondents to our survey said that they would like to see more carer support groups in our Hubs.

WE WILL:
• Work with partners to deliver support groups, i.e. for those with mental health issues and Carers.

Improving Services for Older People

The Hubs support older people with their specific needs by providing bespoke advice and support.

Independent Living Service

Through the Hubs, the Council's Independent Living Service (ILS) provides a range of help to support older people to live independently in their own homes. This includes:

- Information about aids and adpatation
- Falls prevention advice
- Social prescribing base for GP practices
- Access to early support to prevent escalation of needs
- Referrals to more intensive / specialist support
- Place based services and information tailored to the area.

WE WILL:
• Enhance the Independent Living advice available through the Hubs.

Nail Cutting

Age Connects Cardiff & Vale provide a nail cutting service at Llandaff North & Gabalfa Hub, Llanishen Hub and Llanrumney Hub. This service is aimed at people who can no longer cut their own nails or struggle to reach their feet and is carried out by nail cutting assistants, who are trained by the Cardiff & Vale University Health Board.

Dementia Friendly Hubs

The overall number of people in Cardiff aged 65+ with dementia is projected to increase by 67% over the period 2015 to 2035. The Health and Wellbeing service supports the aims of the Dementia Friendly city approach by creating dementia friendly Hubs.

Creating Dementia Friendly Hubs:

- Dementia Information points to be created in all Hubs in collaboration with Alzheimer's Society which will include targeted resources aimed at supporting people with a diagnosis of dementia.
- Implementation of Dementia Support sessions within Community Hubs, in collaboration with Health partners, to provide informal opportunities to those affected by dementia and their carers to receive help and information in order to enable individuals to "live well with dementia".
- Supportive dementia friendly environments will be established in all of our Hubs. We are committed to ensuring that 100% of Hub staff will receive Dementia Friends Awareness training and this will be included in staff inductions and service training plans on an annual basis.
- Dementia Cafés will be delivered within all our Hubs, providing a safe and supportive space to those affected by dementia and their carers, to meet and learn from other people in similar situations, access health information, keep active and make new friends.

Reading Well for dementia books are free to borrow from all Hubs and libraries. They include information and advice for people living with dementia and their carers, or anyone worried about their memory.

Age-friendly Cities

'Age-friendly cities' are a concept developed by the World Health Organisation (WHO), focused on creating environments which foster healthy and active ageing, making it possible for people to continue to stay in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

The WHO Global Network of Age-friendly Cities and Communities promotes the exchange of experience and mutual learning worldwide, to better meet the needs of older residents. This strategy fully supports Cardiff's aspiration to become an age-friendly city.

WE WILL:
• Train all Hub staff to become Dementia Friends, develop all Hubs into Dementia Friendly Spaces, provide Dementia information and support sessions along with Dementia cafes.
• Support the work of the Age Friendly City by delivering Aging Well activities and an increased programme of events that support the health and wellbeing of older people.

Learning for Life

Lifelong learning can provide better opportunities, improve quality of life and is associated with higher levels of social connection and community engagement.

Between April 2018 and March 2019, **3,679** learners enrolled on our Learning for Life courses.

Of those respondents to our survey who were interested in Learning for Life, half were interested in cookery courses, with a keen interest also shown in photography, jewellery making and complementary therapy courses. The findings from the survey will inform our future programme.

We will continue to update courses keeping up with any new trends and we will bid for additional funding to encourage new people to attend sessions and support community groups.

More courses will be run after school and in the school holidays to encourage children and young adults to become involved in the arts.

DICE (Disability Inclusion in Community Education)

DICE offers a range of accessible courses for learners with mental health issues, learning difficulties, physical impairment and acquired brain injuries.

This includes a range of DICE Learning for Life recreational courses. The benefits of attending recreational courses, such as Art/Craft, Pottery, Dance and African Hand Drumming are:

- Improved health and wellbeing
- The opportunity to participate in an enjoyable activity and meet new people
- An increase in social ability, physical activity and the learning of new skills.

WE WILL:
• Provide with partners holistic courses such as gardening, cookery, photography, jewellery and D.I.Y.
• Provide more courses after school and in the school holidays to encourage children and young adults to become involved in the arts.

Bringing Communities Together

Tackling Social Isolation

Research has highlighted that social isolation is comparable to health risks such as smoking and alcohol consumption in reducing life expectancy.

Activities to bring networks of people together are being developed and delivered within the Hubs and libraries. These include Friends and Neighbours groups, singing groups, Knit and Natter, reminiscence sessions, cafés, art classes, coffee mornings and wellbeing days.

Respondents to our survey were asked what types of activities they would like to see in their Hubs and libraries. The most popular answers were:

Coffee morning - 76%

Film Screenings - 66%

Social / Conversations Clubs - 54%

Topical & Social Quizzes – 49%

Lunch Club – 46%

Knit & Natter

"I am a founding member of the knitting group, that meets at Canton Library every Friday. This is a thriving, friendly group of all ages and is the highlight of my week. Out of the pleasure of knitting and crochet we have raised money for various charities and a local police appeal to buy a defibrillator which has been located at Canton Library.

I cannot properly put into words how much Canton Library has made a difference to my health and mental wellbeing. I will always be thankful to the Council and the dedicated Library staff for all that Canton Library has to offer. Without it I would feel isolated and would not be enjoying the sense of community, friendship and wellbeing it gives to me.

The group consists of around twenty regulars from different backgrounds and with various health and social issues who live locally to Canton Library. Following an instance where one of the members fell ill and did not turn up to the Knit & Natter Group for several months, the group decided to swap contact details. If someone from the group doesn't turn up to a session, the group get in touch with the absentee to make sure everything is alright and to see if there is anything they can do to help. This peer support is incredibly reassuring for the members and has a real impact in terms of their social isolation and well-being."

Goldies Cymru hold singing and activity sessions that are open to everyone. It brings older people together to have fun and socialise.

Singing sessions have been launched in several Hubs across the city including Ely and Caerau, Penylan and Central Library Hub, as well as Rhydypennau and Canton Libraries.

Wellbeing Wednesday

A number of Hubs host a Wellbeing Wednesday every week, with activities that are specifically aimed at the over 50's. This includes a gardening and lunch club, a craft club, a book club, an over 50's weights class and a stroke clinic. There are plans to expand the number of activities offered in the future and extend to other Hubs in the city including Central Library Hub.

WE WILL:
• Continue to host coffee mornings and lunch clubs, whilst increasing social activities such as film clubs in Hubs.

Community Inclusion Officers

Community Inclusion Officers are based within the Hubs and work with local people to involve them in their community and to ensure that they have a voice on what is happening in their area.

These officers build local networks, reaching out to schools, sheltered housing schemes and other community venues to link people with activities in the Hubs. They encourage social interaction through activities such as community litter picks ups and the development of community gardens.

Community Inclusion Officers provide hands on support for local groups to help them get started, apply for funding and find a venue, providing opportunities for people to be active and contribute to their communities. Examples of groups that have been supported include the Bridge Club at Llanishen Hub and Forks and Trowels gardening club at Llandaff North and Gabalfa Hub.

Litter Picking

The Community Inclusion Officer for North Cardiff recognised that setting up a litter pick event provided an opportunity for people to exercise, meet new people and help the local area. She approached Keep Wales Tidy for support and establishing the group based from Radyr Library and worked to advertise this within the local community, businesses and in schools.

The group used the library as a base to meet and take refreshment breaks. Afterwards attendees had a chance to socialise and learn about the other events, groups and volunteering opportunities in the local area. The event was a great success, bringing together 45 people from across the community. It is planned for this is to continue on a regular basis and to be rolled out in other areas of Cardiff.

WE WILL:
• Continue to expand our engagement with local communities, building networks and linking with other community based-services.

School Uniform Recycling

We are currently working in partnership with Uniform'd, a school uniform recycling service, to host an event, helping parents access affordable uniforms for their children.

WE WILL:
• Support community recycling to include drop off points for school uniform recycling for local schools.
• Provide local community information and events, using social media as one channel to publicise what is on.

Volunteering

The Hub and Library services already offer a wide range of volunteering opportunities. Volunteering can help people to make a difference and feel part of their community. It can also prevent social isolation and enhance skills, becoming a pathway to work. Volunteering will be used to expand and enhance the offer in the Hubs and Libraries and will not be used to replace Council service provision.

Our survey showed that many people were interested in volunteering in their local community.

Most Popular Types of Volunteering - All Ages

46% Helping in my local hub/library

36% Litter Picks

34% Being a 'buddy' to socially isolated people

Most Popular Types of Volunteering - 16-34 Year Olds

53% Being a 'buddy' to socially isolated people

44% Being an events volunteer

40% Being a young person 'befriender'

WE WILL:
• Encourage people to become Active Citizens by promoting volunteering opportunities and supporting one another throughout our Hubs and libraries.
• Develop innovative ways to improve volunteering making best use of the skills of those wanting to volunteer by creating new activities.
• Use partners and volunteers to deliver further support groups with common interests to alleviate feelings of isolation including hosting Talking Point tables, being a buddy and support networks.

Celebrating our Heritage and Culture

Cardiff has a rich cultural tradition and history. Researching the history of the city and sharing cultural experiences can help people to develop a sense of belonging and also a greater understanding of the communities in which they live. Events which aim to inspire, inform and help develop a sense of pride in the diverse heritage and culture of the communities in Cardiff are delivered across the city in all Hubs and libraries.

The city is becoming increasingly ethnically diverse. 20% of the population in Cardiff come from an ethnic minority and over 100 languages are spoken in the city. Events that offer a cultural insight into specific communities are also delivered in our Hubs and libraries.

In celebrating Cardiff's past and present we bring citizens from all backgrounds and ages together, working with partners to support the delivery of intergenerational events that celebrate local communities and support the learning and wellbeing of participants.

Cathays Branch & Heritage Library and Historical Collection

Cathays Branch & Heritage Library is the focal point of our historical collection. Books and resources are provided that help develop an understanding of the city's history. Support is also available to assist local genealogy researchers in accessing materials and information required.

Cardiff has a legacy collection of historical manuscripts and books that were collected during the early 20th Century, before the National Library of Wales in Aberystwyth was established. We are proud of these collections and will ensure that ownership remains in the city and where possible make them more readily available through digitalisation so that the collection can inspire future generations.

Themed Heritage events and History sessions are delivered to children and families focusing on key periods in history, creating a fun, and interactive way for children to experience and value history whilst encouraging all to find out more by accessing resources available. We stock and actively purchase a comprehensive collection of current and historical materials related to Cardiff and the surrounding area.

Antique, Rare and Collectable Collections

The Antique, Rare and Collectable (ARC) Collections include items of literary, artistic or historical significance, published after 1820, and also works produced by specialist publishers, in limited editions, sets of complete works, signed copies. As well as being of cultural value some also have a significant financial value due to the quality of their production or rarity.

WE WILL:
• Inspire, inform and bring people together by providing historical related resources and events across the city.

Case Study

The team at the Heritage Library have worked closely with the local community on a project teaching young people about World War One. A group of children from St Monica's Primary school were selected to participate in this project. The aim has been to engage the pupils with history in their locality, bringing the past to live through real stories and experiences.

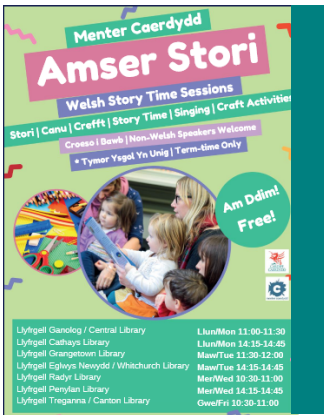
Brenda, who has just turned 95, loved talking to the children, sharing her stories, and listening to their questions.

The children have learnt about local history by listening to the seniors' stories and by studying the primary resources, such as maps and other original documents. They have been encouraged to get hands on and ask questions, and are developing research skills that will help them through later life.

St Monica's school have reported that they have seen the children get thoroughly engaged with their learning. This project has made a big impact to the children and the health and wellbeing of the older citizens engaged in it.

Welsh Language

Cardiff has the fourth highest number of Welsh speakers of the local authorities in Wales, with numbers more than doubling over the last 25 years. We provide a fully bilingual service by providing a wide range of both adult and children's materials in the medium of Welsh. We also aim to purchase copies of all titles published in Welsh. A wide range of welsh language activities take place within our Hubs and libraries. This includes Amser Stori, Stori a chan, Ti a Fi, welsh reading groups and welsh learner events.



Rumney Hub recently held an intergenerational St David's Day celebration. The children along with their parents made Welsh flags and decorated pictures of the Welsh dragon using a variety of craft materials. Alongside this was a Welsh cake and coffee morning, attended by adults of varying ages, offering the chance to get together and have a relaxed chat.

These 2 events were situated in the same part of the building encouraging the adults and children to enjoy the festivities together, helping out with crafts and mingling. In total 27 people attended, 12 children and 15 adults.

Celebrating the city's diverse cultural heritage

Our Hubs and libraries stock books in a wide range of languages. We will continue to work with local community groups and organisations to ensure that individual Hubs and libraries provide books relevant to their communities.

We aim to celebrate the traditions of different cultures and work with partners and local communities to offer diverse cultural activities and events in our Hubs and libraries that inspire all citizens.

Canton Library kicked off the Year of the Pig with a packed Chinese New Year event. The library was buzzing with anticipation as the 'Lion Dance' started, with the dancers snaking their way around the building accompanied by a loud percussive accompaniment, playfully interacting with some of the scores of adults and children crowding around with cameras at the ready.

Stalls all around the children's section and in the meeting room gave opportunities to try calligraphy and dress up in traditional Chinese costume. Performances included music, singing and dance, plus tai chi and karate demonstrations, the latter bringing out some brilliant moves from young enthusiasts and brave attempts from children invited to come up and have a try.

There were many lovely comments from visitors and this was thanks to work by library staff, who worked together with the Confucius Institute and members of the Chinese community to put on this very successful event.

'Open Space' welcomes Where I'm Coming From to Central Library Hub.

Since 2016, the *Open Space* series of literary events has been a platform for bringing authors and audiences together, and *Where I'm Coming From* is a local spoken word open mic that features predominantly but not exclusively BAME writers of poetry and prose.

The *Open Space* literary event team were delighted to book *Where I'm Coming From* for a special event in March 2019 which saw their biggest audience to date pack out the events space at Central Library Hub. Feature acts Sadia Hameed and Radha Patel were followed by a number of open mic readers bringing their own poems, story excerpts and more to an appreciative crowd.

WE WILL:
• Work alongside our partners and local communities to expand the number of cultural events and to encourage a wide range of attendees.

Access for all

We aim to provide a Hub and Library service that is welcoming, inclusive and accessible to all.

The development of the Community Hubs initially focused on the Southern Arc of the city, where the challenge of austerity and the need for advice is greatest, however the Hub project has now been extended to include Hubs across the north of the city focused on independent living and wellbeing. Specialist Youth Hubs are also under development to meet the needs of the younger members of our community.

Age

We provide services for all ages.

Children and Young People

The Hubs and Library service aims to provide a range of activity and resources to support children and young people including activities, events and access to books for all ages. A separate user survey was developed aimed at those aged 8 to 15 years, so that their specific views on the Hubs and library service were captured. A programme to develop specialist Youth Hubs has commenced with the refurbished Butetown Youth Hub due to open its doors shortly.

Older People

Many of the users of community facilities are older people, as reflected in our user survey to which 35% of respondents were over the age of 55. The Hubs and Library service supports older people with their specific needs by providing bespoke advice and support. The service also supports the Hubs to positively impact on the Aging Well agenda and support the aims of the Dementia Friendly city approach.

Bespoke advice and support services for older people currently delivered at Hubs and libraries include:

- Health information and independent living advice
- Community groups, such as knit and natter and lunch clubs
- Intergenerational activities
- Support for carers to maintain their own wellbeing through events and activities.

Working Age

The challenges for working age people are growing, with the issues presented by austerity and the increasing housing shortage. Our Hubs provide a range of services to help working age people including:

- Housing and benefits advice
- Into work advice
- Training and learning opportunities for adults.

Disability

Of those clients who completed our user survey, 12% identified themselves as disabled. When asked about their specific condition, 91% reported having a long-standing illness or health condition.

We aim to provide an environment that allows those who are disabled to access all our services and fully participate in activities in the Hubs and libraries. We do this by removing physical access barriers and providing a range of resources that aid and support those with disabilities such as our state of the art changing places toilet in Llandaff North and Gabalfa Hub.

All of our main Hub accommodation is located on one floor with no internal steps and ramps and level thresholds to all doors. There is also accessible parking available, whilst all signage complies with the sign design guide, dementia friendly principles and is in braille. Colour schemes within our Hubs have been carefully considered to ensure adequate contrast for those with visual impairment.

We provide a range of resources for those with hearing or visual impairments including Audio books, talking books and books in large print and work closely with Cardiff Institute for the Blind to support those with visual impairments.

We are currently working to make Cardiff's Hubs and Libraries service fully accessible to those affected by dyslexia. Resources will be provided including E-books, reading pens, page overlays, and reading rulers.

We are conscious of the challenges presented by mental health issues. We offer a range of self-help books and resources, including Reading Well for Metal Health books on prescription, which provide information and support to manage common conditions. Going forward, we will work with partners to deliver improved mental health support groups in our Hubs.

User survey respondents showed a particular interest in alternative therapies and mindfulness events and activities. The possibility of expanding this provision will be explored.

Our Hubs offer supportive environments for those living with Dementia and their carers, with staff trained in Dementia awareness. Dementia information points have been created in collaboration with the Alzheimer's Society, whilst informal Dementia support sessions are run with Health partners. Regular Dementia cafes offer space to access information, keep active and make new friends. Reading Well for Dementia books are free to borrow from all Hubs and libraries.

Mobile Library

The mobile library takes a full library service out into the community by visiting areas of Cardiff with a concentration of elderly or infirm people, who might otherwise struggle to reach their nearest branch.

Housebound Library Service

We run a free service that brings the library directly to the doorsteps of those who are incapacitated through illness, infirmity or disability and can no longer travel to their local library.

We call every three weeks, delivering and collecting ordinary/large print books and/or books-on-tape.

DICE (Disability Inclusion in Community Education)

DICE offers a range of accessible courses for learners with mental health issues, learning difficulties, physical impairment and / or acquired brain injuries.

Ethnicity

20% of the population of Cardiff come from an ethnic minority and over 100 languages are spoken in the city. Cardiff is likely to become increasingly ethnically diverse, requiring a continued focus on community cohesion, ensuring that services are responsive to the needs of the local communities.

We regularly hold activities and events celebrating the culture and history of our diverse communities. Many of our Hub staff are multi-lingual allowing customers to access services in their own languages.

Community Language Provision

The Community Languages Library Service aims to encourage and improve reading in a wide range of languages. The Service provides books, information, newspapers and magazines supporting the leisure, health, educational, literary and cultural needs of the different communities in Cardiff. There are books on a wide range of topics such as novels, poetry, cookery, health, learning English, driving, citizenship and many more. Additionally themed events are organised to involve and engage with the local community.

There are 11,000+ books in the collection covering 24 languages and these are made available in targeted Hubs and libraries.

Religion & Belief

Numbers of people identifying as Christian within Cardiff have decreased in recent years, whilst the other main religious groups and those reporting no religion have increased. Our services take into account the various religious needs of our communities. We ensure events are not held on particular 'Holy Days' to support wider inclusion.

Welsh Language

Cardiff has the fourth highest number of Welsh speakers of the local authorities in Wales, with numbers more than doubling over the last 25 years. Of those clients who completed our user survey, just under half had some level of Welsh language skill.

We currently hold almost 23,000 titles in the Welsh Language and provide a copy of every new book title published in Welsh. We also provide Welsh language Storytime and Rhymetime sessions for children and a variety of activities and events aimed at those who speak or are learning the Welsh language.

Welsh Awareness training is provided to all new Hub staff, to ensure that everyone is treated in accordance with their individual needs regardless of the language they speak, whether that is Welsh or English.

Strategic Context and Regulatory Requirements

This strategy is informed by and responds to the following legislation, plans and strategies.

Public Libraries and Museums Act 1964

Under the Public Libraries and Museums Act 1964, library authorities are required to "**provide a comprehensive and efficient library service for all persons desiring to make use thereof**".

Other duties set out in the act include:

- The provision of books and other materials needed to achieve the provision of a comprehensive and efficient service.
- Ensuring the means are in place to allow borrowing of or reference use of materials to meet users requirements.

Wellbeing of Future Generations Act (Wales) Act 2015

The Wellbeing of Future Generations (Wales) Act 2015 focuses on improving the social, economic, environmental and cultural well-being of Wales. The Act requires each local authority area to undertake an assessment of well-being, to inform a local well-being plan.

Cardiff Well-being Plan 2018-2023

Cardiff's plan sets out the following Well-being Objectives for Cardiff:

1 - A Capital City that Works for Wales

2 - Cardiff grows in a resilient way

3 - Safe, Confident and Empowered Communities

4 - Cardiff is a great place to grow up

5 - Supporting people out of poverty

6 - Cardiff is a great place to grow older

7 - Modernising and Integrating Our Public Service

Cardiff's Corporate Plan 2019-22

'Capital Ambition' is the Council's current policy programme, focussed around the priorities, working for Cardiff; working for Wales; working for the future and working for public services. 'Delivering Capital Ambition', Cardiff's Corporate plan 2019-22, adopts the same seven well-being objectives as the Cardiff Well-being Plan.

Child Friendly Cardiff Strategy 2018

The Child Friendly Cardiff Strategy sets out the vision that children's rights are respected and all children and young people are safe, happy and healthy and able to share in the city's success. It identifies clear goals and actions that the Council and partners will deliver together, with a particular focus upon our most vulnerable children and young people.

Next Steps

The 'We Will' objectives found throughout this strategy will form the basis of a four-year action plan. The action plan will provide details of the key activities to be carried out and identify clear outcomes, along with lead responsible officers and/or organisations. Implementation will be closely monitored and the action plan reviewed and updated as necessary. The Council cannot deliver the strategy in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

CARDIFF CAERDYDD