



mwynhewch
eich Llyfrgell Leol
explore
your Cardiff Library

Cardiff Hubs and Libraries Strategy 2024 -2029



**STRONGER
FAIRER
GREENER**



CLr Bridgeman Foreword

I am so pleased to introduce **Cardiff's Hub and Library Strategy 2024 - 2029**. Since becoming Cabinet Member for Housing & Communities with responsibility for Hubs and Libraries, I have visited every Hub and Library in Cardiff. It has been amazing to meet so many of you whilst you pick up a book, attend an event, get on-line, receive important advice, attend training, pick up trusted health information or use any of the other vital services that take place within the service.

I am so grateful to everyone who took the time to participate in our widespread consultation, which has shaped this strategy, which will be implemented over the next five years to deliver the best possible services to the citizens of Cardiff.

One of the things that really stood out in the consultation was just how the Hubs and Libraries are so engrained within their local communities. 75% of adults and 67% of children that responded live in the area of the Hub and Library they use the most.

I am fully aware of the continuing effects of the pandemic in Cardiff. Cardiff Cabinet declared a Housing Emergency in 2023. The cost of living crisis has added to these pressures, but I remain confident that our Hubs and Libraries will remain centres for supporting the most vulnerable.

I am proud of the work that takes place to deliver the huge array of services and the contribution that our staff, volunteers, partners and friends make to improve the lives of the people of Cardiff.

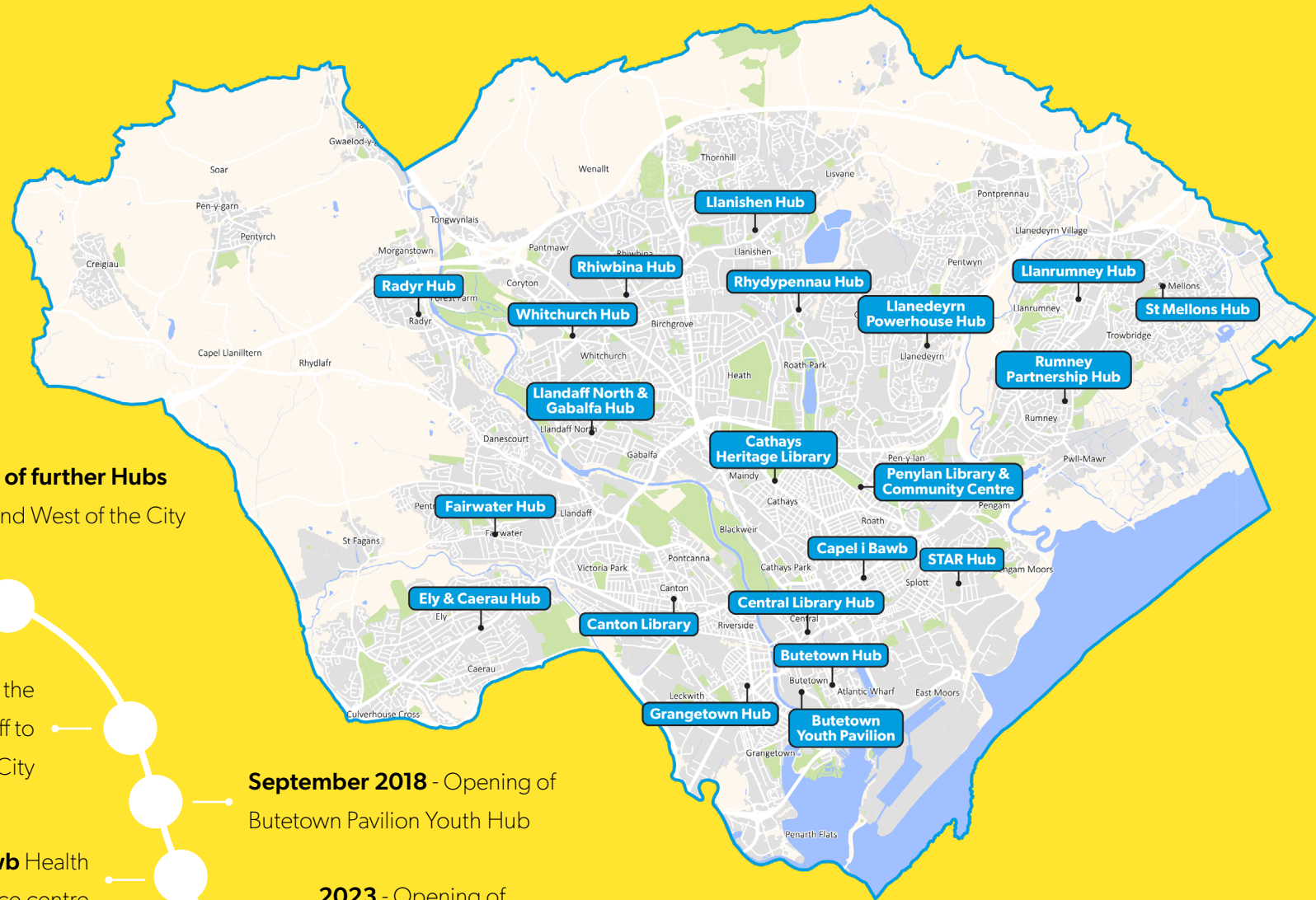
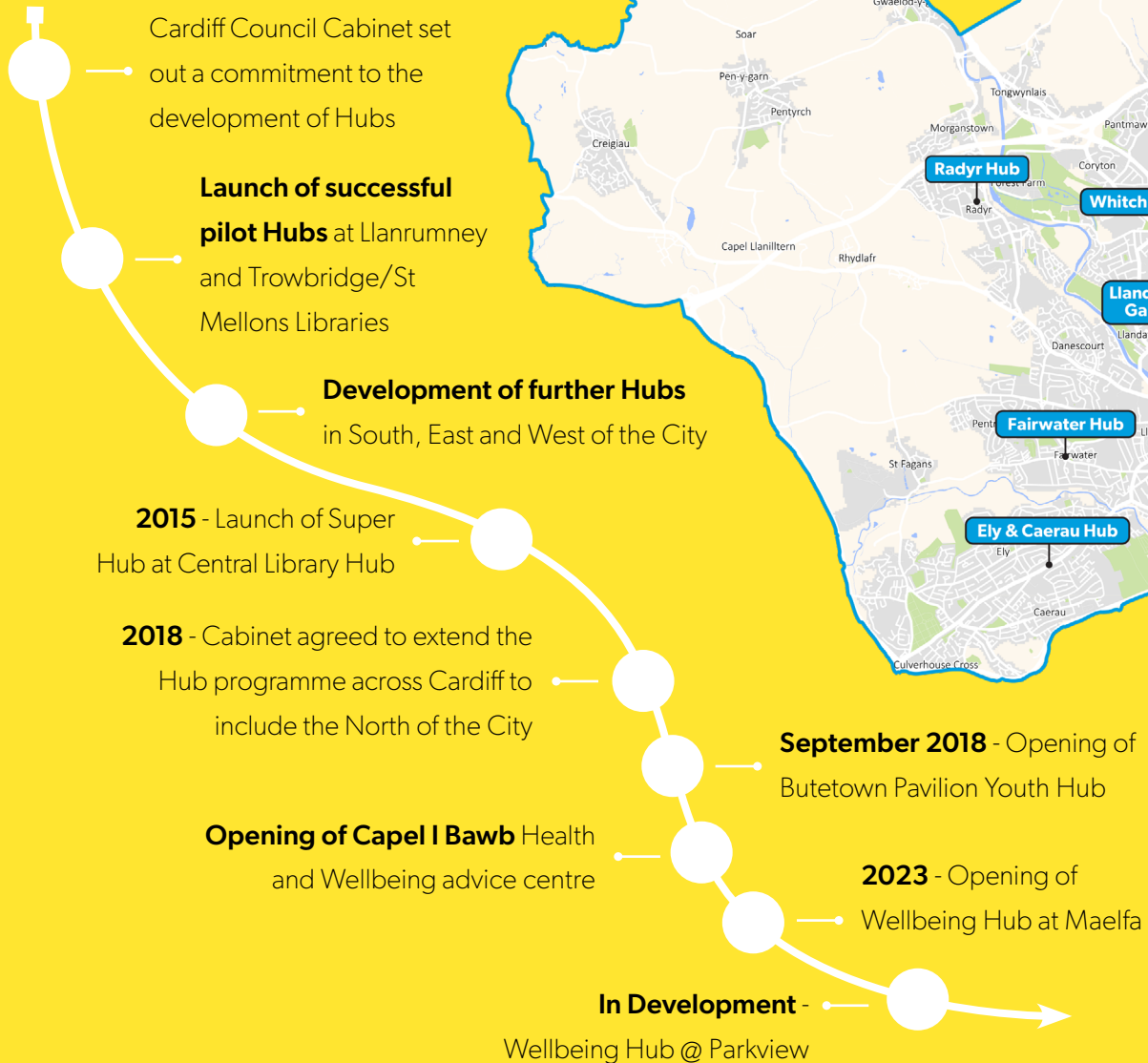


"I feel confident that our Hubs and Libraries will remain centres for supporting the most vulnerable"

Contents

Cllr Bridgeman Foreword	2
Hubs Timeline	4
Executive Summary	5
Strategic Context	6
Headline Stats	8
Listening to you:	9
Our Vision	10
Key Aim 1: Inspire and promote the enjoyment of reading, learning, creativity and culture.	11
Key Aim 2: Provide accurate and trusted sources of specialist advice and information	19
Key Aim 3: Ensure support is available to those most impacted by the rising cost of living	23
Key Aim 4: Enable access to technology and digital formats, supporting greater digital inclusion	28
Key Aim 5: Support people to upskill, secure sustained and higher paid employment	31
Key Aim 6: Provide children and young people with opportunities to achieve their full potential.	36
Key Aim 7: Helping everyone to live well	41
Key Aim 8: Deliver diverse volunteer programmes that provide people with improved skills, experience and social connections.	49
Key Aim 9: Provide vibrant, welcoming, inclusive community and specialist spaces – a safe and social space for all	53
Key Aim 10: Ensure that communities that need it benefit from Hub services and seek opportunities to extend provision	61
Next Steps	75

Hubs Timeline



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Executive Summary

This report outlines our strategic objectives aimed at encouraging community engagement, promoting literacy, and providing essential services throughout Cardiff. Our vision is delivered through ten key aims designed to inspire reading, support citizens, and improve community health and wellbeing which will be achieved by delivering the 'We Wills' that are reflected throughout this strategy.

Vision:

'Delivering high quality services and support to meet the specific needs of each community'

Key Aim 1: Inspire Reading and Culture

We aim to nurture a love for reading and learning by providing diverse book collections that reflect the preferences of our communities, including neurodivergent individuals.

Key Aim 2: Provide Trusted Information and Advice

We are dedicated to improving access to advice and information and maintaining high standards through Welsh Government's Information and Advice Quality Framework.

Key Aim 3: Provide Cost of Living Assistance

Our focus will be on providing support for those most affected by the rising cost of living.

Key Aim 4: Enhance Digital Inclusion

We will evolve our digital services, incorporating new technologies to help combat digital poverty and equip people with essential digital skills.

Key Aim 5: Support Employment and Upskilling

We will provide a range of employability support including light touch help, one to one mentoring and training programmes.

Key Aim 6: Empower Children and Young People

Our commitment includes engaging with children and young people and their families to shape our collections and offering them quality activities and events.

Key Aim 7: Promote Health and Wellbeing

We will support health initiatives, including schemes such as Reading Well and community health testing, while collaborating with health partners to enhance public health awareness.

Key Aim 8: Offer Volunteer Opportunities

Our diverse volunteer programmes will enhance skills and connect people with their community.

Key Aim 9: Deliver Inclusive Spaces

Our Hubs and Libraries will be designed to meet the needs of Cardiff's communities.

Key Aim 10: Seek Outreach and Extension of Provision Opportunities

Ensure that communities that need it benefit from Hub services and seek opportunities to extend provision

Strategic Context

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

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”

Cardiff Council’s Library Service performance is monitored by the Welsh Government via the Welsh Public Library Standards.

In the annual Welsh Public Library Standards assessment for 2023/24 Cardiff performed well against a range of quality indicators and measures that assess the services provided.

- Cardiff is in the top quartile of Welsh library authorities for numbers of customers helped via both formal and informal user support
- Cardiff is in the top quartile of Welsh library authorities for attendance at events per capita and the total number of attendees has risen by 80% compared to 2022-23
- The service is in the top quartile in terms of both adult and children’s book issues: adult book issues have increased in 16% and children’s issues by 5% compared to 2022-23
- Cardiff remains in the top quartile for Welsh language issues per capita

- The Library service is strategically managed by a Chartered Librarian who has been the Chair of the Society of Chief Librarians Cymru for several years

Wellbeing of Future Generations Act (Wales) 2015

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



Cardiff Wellbeing-Plan 2023-2028

Cardiff’s plan sets out the following wellbeing objectives for Cardiff:

- Cardiff is a Great Place to Grow Up
- Cardiff is a Great Place to Grow Older
- Supporting People out of Poverty
- Safe, Confident and Empowered Communities
- A Capital City that Works for Wales
- One Planet Cardiff
- Modernising and Integrating our Public Services



Cardiff's Corporate Plan 2024-27

The Corporate Plan sets out how we will continue making Cardiff a stronger, fairer and greener city and help young people reach their potential as well as supporting those who are struggling with their finances and making Cardiff a great place to grow older. This Corporate Plan adopts the same seven wellbeing objectives as the Cardiff Wellbeing Plan.



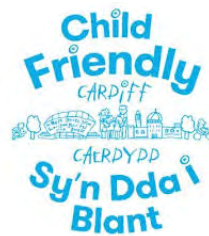
Age-Friendly Cardiff Action Plan 2024-28

Cardiff joined the World Health Organization's Global Network for Age-friendly Cities and Communities initiative in March 2022, becoming the first Welsh member of the network, confirming our commitment to our older people. The Age-Friendly Cardiff Action Plan 2024-28 aims to deliver on the shared vision of Cardiff becoming a great place to grow older and a place where older people are more empowered, healthy and happy.



Child Friendly Cardiff Strategy

Cardiff is the first city in the UK to be formally recognised as a UNICEF Child Friendly City: a city with children and young people at its heart, where the rights of children and young people are respected by all, a great place to grow up.



Neurodivergent Friendly Cardiff

Neurodivergent Friendly Cardiff is a city-wide initiative that aims to create a more inclusive city by:

- improving understanding and raising awareness of what it means to be neurodivergent,
- creating welcoming and accessible environments, and
- improving access to information and advice.

Cardiff Council along with public sector, third sector and other organisations has made the commitment to support neurodivergent families to thrive, celebrating their strengths and removing barriers to accessing services. A Neurodivergent Friendly Cardiff Strategy is in development which will outline the key priorities and commitments of how partners can better support all neurodivergent people and families in Cardiff.



Headline Stats

23/24 figures



2,127,310
physical visits to our
Hubs and Libraries



15,845
new library
members



78,256
new books
purchased



175,191
children and adults
attended events delivered
in our Hubs and Libraries



160,954
computer sessions



452,710
visits to the
Hubs website



1,908,197
physical book issues



211,470
eBooks and
eAudiobooks issued



6,607
people attended
training sessions



96%
of customers surveyed
agree that the Hub met
their requirements



97%
of customers
surveyed agree that
they are satisfied
with the Hub staff



£20,098,882
unclaimed benefits
were identified by
the Advice team
supporting citizens
in the city



Over £1 million
one off payments were
received by citizens
through the support of
the Advice team



11,144
Money Advice face
to face sessions were
delivered by the team



105,575
people received
support from the
Into Work Service



5,303
Volunteer
hours were
donated

Listening to you:

Cardiff Hubs and Library Service Survey and Children's and Young Person's Survey

To help inform this strategy, Hubs and library users were asked for their views on improvements to the service via a bilingual survey that was live between 1st October – 15th November 2024.

Those over the age of 16 were asked to complete the 'Cardiff Hubs and Library Service Survey' (Adults survey) whilst those aged between 8 and 15 were asked to complete the 'Children's and Young Person's Survey'.

The survey included questions on their experience of Hubs and Libraries and what improvements citizens feel could be made in a variety of areas including books and resources, events and activities, digital support and information and advice.

Paper copies of both surveys with FREEPOST envelopes were made available at all Hubs and libraries across Cardiff and online versions of the surveys were also available. The survey was promoted via the council's corporate Facebook, X and Instagram accounts throughout the consultation period. Overall, 1,333 respondents took part in the survey, of whom 1,191 completed the Adult's Survey, and 142 completed the Children and Young Person's Survey. The findings have been included throughout the strategy and have informed our key aims as we move forward.

Adult



75% of people use a particular Hub / library because they live in the area.



25% of adults want more E-books



40% people use their preferred hub / library at least once a week.



Books to support **Neurodivergent** customers was the most requested specialist theme



The most popular service is book loans - **69.3%** of adults have borrowed books



61% of adults want to access Advice for older people at their Hub



33% of adults wanted to see more audio books



53% of adults want Health and Wellbeing Advice

Children



67% of children use a particular Hub / library because they live in the area.



Lego clubs (**46%**), games clubs (**44%**) and creative writing/arts (**43%**) are the most popular activities

When asked What would make your Hub a nicer place to visit?



57% of respondents felt they could benefit from a 'Quiet space for taking time when they feel overwhelmed'



46% said 'Equipment to help them concentrate'



29% would like to have 'Information about when the hub is quieter'.

We will provide Neurodivergent Friendly Hubs

Our Vision

“Delivering high quality services and support to meet the specific needs of each community”

Key Aim 1:

Inspire and promote the enjoyment of reading, learning, creativity and culture.

Choosing the right books for our customers

69.3% of respondents said 'Borrowing books' is a service they have used at their Hub / Library.

Cardiff Hubs and Libraries will utilise a library data analytics tool called CollectionHQ that improves stock performance, allowing us to tailor the book collections to meet the needs of our customers.

33% of respondents to our survey feel improvements could be made to the fiction and the non-fiction sections.

We will track our customer preferences of books, including type and language, in each location to ensure that we choose the right books for our customers.

We will monitor how popular particular book titles or genres are to buy more of the books that customers want and additionally move on stock that is not going out which customers in other locations may enjoy.



Inclusive book collections

Libraries offer an insight into different worlds, but for many, those worlds do not always reflect the rich diversity of the readers who step in through their doors. It is so important that our book collections feature books by and about people from ethnic minority communities as well as from the LGBTQIA+ community.

We will work to ensure that our Hubs and Libraries bookshelves reflect the diverse communities within Cardiff.

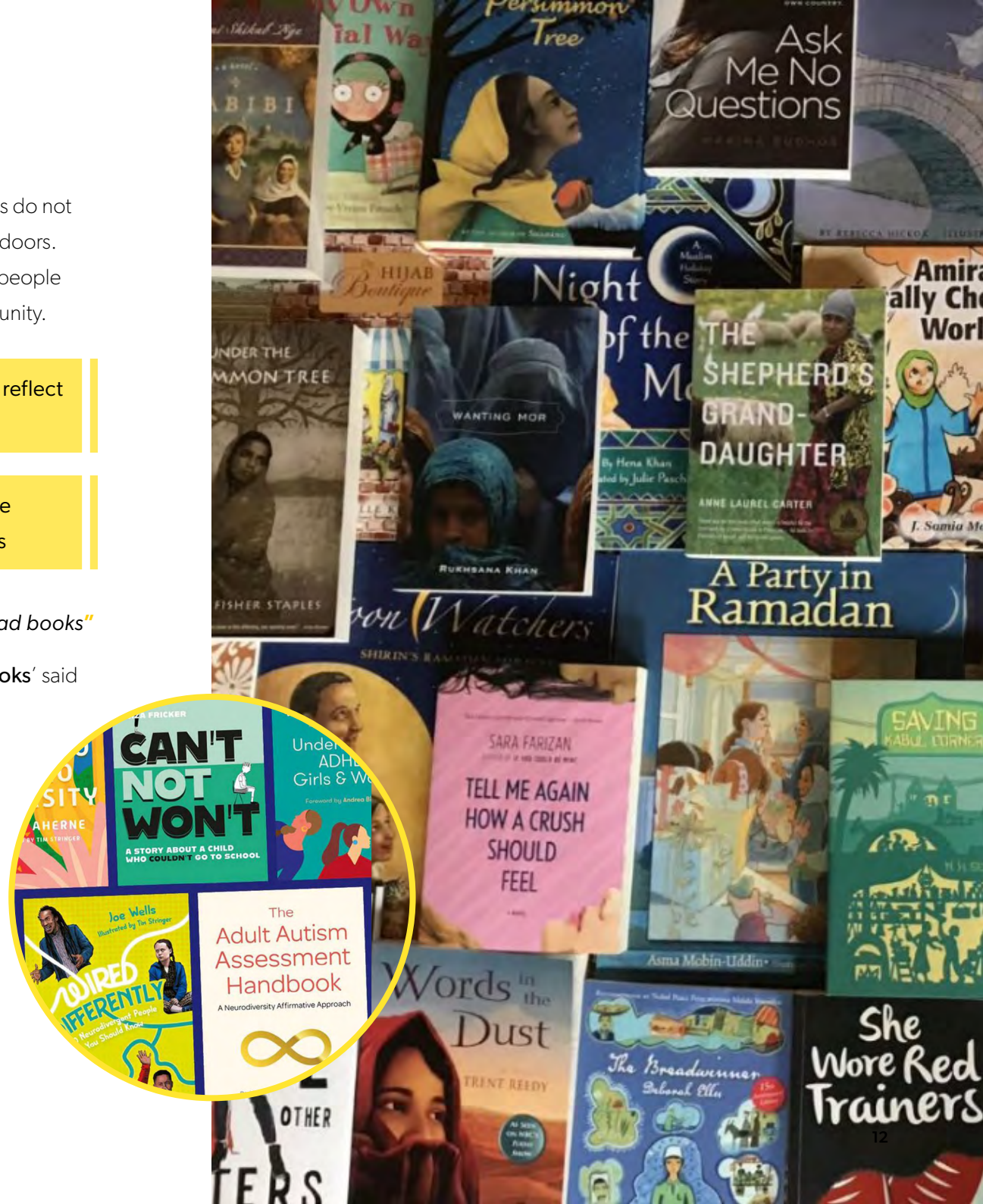
We will engage with local communities to help us to develop the collections available to ensure that they meet local requirements

“As someone who has dyslexia it’s extremely hard sometimes to read books”

Our survey respondents who wanted to see ‘**Specialist Accessible Books**’ said they wanted neurodivergent book collections

It is clear from the consultation as well as engagement with citizens that books to support neurodivergent adults and children are needed across the city. Although we currently have some resources a full review and a new approach to collection development is required.

We will engage with neurodivergent customers to develop specialist collections that meet their needs.



A Digital library service

The availability of eBooks or eAudio Books (**57.8%**) was viewed as the most favourable addition that respondents would like to see in their Hub / Library.

During the Pandemic, the borrowing behaviour of many of our customers changed, with a huge shift in demand for digital books, newspapers, magazines and comics. Our E-resources are available 24 hours a day through our Library catalogue. We also provide digital reference resources to ensure that customers have access to the most up to date information available.



BorrowBox is a free app that allows customers to browse, borrow and read the library's eBooks and eAudiobooks. BorrowBox ePress also offers a wide selection of UK newspapers, including popular titles local to Wales and magazines.



Libby by OverDrive is a free app that lets customers borrow eBooks, eAudiobooks and comics from the library.



PressReader is a free app where customers can access digital newspapers and magazines.



Kanopy is a free video streaming service, providing access to a great range of films and TV series.

Additional digital resources available to our customers:



We will closely monitor our customers digital preferences and seek opportunities to enhance the digital library service.



Celebrating Cardiff's History

39.6% of respondents to our survey said they want Family History activities taking place in their Hubs and Libraries

47.9% of respondents to our survey said they want Local and Community History events taking place in their Hubs and Libraries

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. Our Heritage Librarian and team are available to assist local genealogy researchers in accessing materials and information required.

The comprehensive local studies collection holds current and historical materials relating to Cardiff including: -

- Local Books
- Leaflets & bound articles
- Newspapers (hardcopy and microfilm)
- Maps (ordinance survey & tithe)
- Family history resources
- Photographs & prints
- Historical & contemporary periodicals & annuals

We will celebrate Cardiff's unique history and culture by delivering family History and Local History events and activities in our Hubs and Libraries



Cardiff Historical Collections

Cardiff Hubs and Libraries have a legacy collection of historical manuscripts and books that were collected during the early 20th Century, before the National Library was established. We recognise that improved storage and specialist preservation would benefit these collections. We will work with specialist organisations who are better placed to restore and digitise them. Principles for sharing will ensure legal ownership of the collections would remain with Cardiff Council and that access for Cardiff citizens would be ensured.

We will work in partnership with special institutions to restore and preserve the historical collections and where possible make them more readily available through digitisation

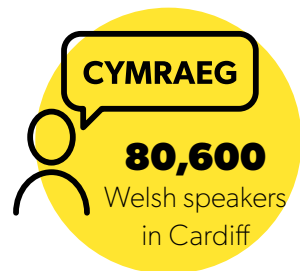
Welsh Language

41.7% Welsh Language speakers would like to see 'Welsh Language Reading Groups

Cardiff Hubs and Libraries play an important role in promoting awareness of Wales and Welsh culture and the use of the Welsh language. This includes ensuring extensive Welsh book collections are available in all of our Hubs. We work with local Welsh bookshop suppliers to identify publishing trends that deliver modern and relevant Welsh language collections as well as delivery of a Welsh language activity programme.

We will support people to learn and speak Welsh by ensuring Welsh language resources are available to support all types of reading and information needs

We will support the ambition to increase the number of people who learn and speak Welsh



Encouraging Reading

45.4% of respondents would like to access Reading Groups at their Hubs and Libraries

43.9% of respondents would like to attend 'Meet the Author events'

Reading is a core life skill. Research suggests that both children and adults who read are healthier, happier and more confident than those who don't. Our Hubs and Libraries encourage reading by hosting book clubs, holding author events and by our staff providing assistance to our customers to extend and develop their reading choices.

Reading Groups

Our Reading groups bring people together to discuss books. They range from groups that we support that take place in the community to those that take place in our Hubs and Libraries. The groups are relaxed, informal and enjoyable. The groups are supported by providing up to 15 copies of the same book that they can keep for up to 6 weeks.

We will support our customers to access reading groups both in the Hubs and Libraries and in the Community

Read Aloud Groups

Following access to Welsh Government funded training during 2024 our Childrens and Welsh Librarian has qualified as a trained Reader Leader who will be able to hold Read Aloud Groups. These groups will bring people together to read short extracts, poems or a short story and if they are comfortable to do so read aloud or speak and share their feelings, thoughts and memories provoked by the reading. These groups can build confidence and understanding of others.

We will launch Read Aloud Groups in 2025



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 encourage customers to seek out new books. We seek opportunities to host local and national authors in our Hubs and Libraries to give our customers the opportunity to dive deeper into the subject of the book. This can allow for an exchange of ideas and inspire a love of reading.

We will seek opportunities to host local and national authors to deliver meet the author events

Home Delivery Services

Our home delivery service ensures that we are able to maintain services to those who are incapacitated through illness, infirmity or disability and can no longer travel to their local Hub.

We will raise awareness of the home delivery service to partners and the public



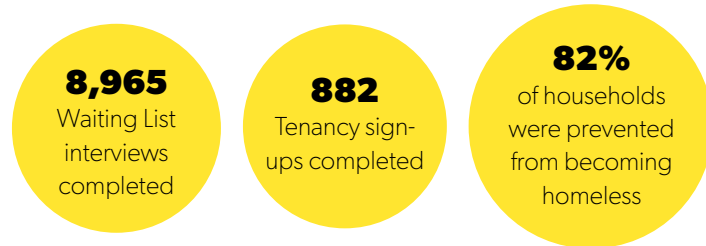
Key Aim 2:

Provide accurate and trusted sources of specialist advice and information

Cardiff Council Cabinet declared a housing emergency in 2023 due to unprecedented pressures on homelessness services. Our Hubs and Libraries are pivotal to ensure that residents threatened with homelessness can access the right help at right times from within the community.

Housing and Homelessness Advice

Stats for 2023/24:



The Housing Solutions Team provide services in all of the Hubs and Libraries 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.

During the past 12 months Homeless Prevention Appointments have been made available in Hubs around the city, where Officers are able to provide face to face advice to support people who are at risk of homelessness. Waiting times for a prevention appointment have reduced from 36 working days in July 2022 to 5 working days in October 2024. The Homeless Assessment Team are now based in Central Library Hub and provide support to people who are homeless and are able to carry out Homeless Assessments.

We will continue to improve and extend housing and homeless advice available in Hubs across the city.

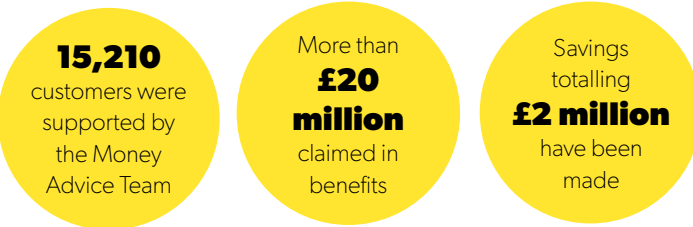
We will ensure housing and homeless advice is readily available and easy to understand.

Money Advice

40% of respondents to our survey would like to access Financial Information and Advice in their Hub/Library



Stats for 2023/24:



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 to maximise their income by checking benefit entitlement and helping them to make claims, and appeal against benefit decisions. The team also provide help to access grants, discounts and fuel poverty schemes, help open bank accounts and offer foodbank and fuel bank 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. People can also receive direct support through the team's Advice Line, which is available 6 days a week.

We will ensure high quality impartial advice by becoming Information and Advice Quality Framework compliant.

We will continue to reach out to under-presented groups who do not traditionally seek money advice support i.e. older people, people who fall outside of welfare support, care leavers.

Cardiff Advice Service

The Cardiff Advice Service is an externally commissioned provision, which provides specialist advice that is not available through the council's own advice service. The service is funded by the Council 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 currently provided by Citizens Advice, who are based at Central Library Hub, in partnership with the Speakeasy Law Centre with drop in sessions taking place in Community Hubs.

We will provide timely referrals to the specialist support available

through the Cardiff Advice Service contract.

Help for Veterans

Stats for 2023/24:

337
customers
were assisted

32
veterans were
supported in
to housing

Over
£327,000
of benefits
were claimed.

A small specialist team helps to support veterans. This support can range from housing and debt advice to into work support and are proud to have be awarded the Gold Award in the Defence Employer Recognition Scheme. 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.

We will continue to provide dedicated support to Veterans and their families by providing accurate and timely advice.

We will support our Veterans and Partners by hosting celebration events in Hubs across the city.

We commit to retaining the Gold Award in the Defence Employer Scheme.

Unpaid Carers Advice

Unpaid carers are able to access advice through our Hubs and Libraries including advice on carers allowance, blue badges, activities in the Community and financial support.

We will train our Hubs and Libraries Staff to be better equipped identify and support unpaid carers

Age Friendly Advice

61% of respondents would like to see 'Advice for older people'

74% of respondents that were 55+ would like to see 'Advice for older people'

Our Age Friendly Advice officer delivers a rolling programme of advice clinics in Hubs across the City and supports our older customers with information that is important to them including Power of Attorney, Fuel poverty, Pension credit as well as signposting them to sources of support.

We will continue to support our older customers with the advice that they need



Independent Living Services

50% of our survey respondents would like to see 'Information on independent living aids and equipment that can help'

Independent Living Services

Independent Living Services deliver information and advice sessions across the hubs and libraries, as well as within other local community settings.

The sessions are available to anyone who would like to understand more about what support is available to them to live independently in their home and remain an active part of their community.

They are able to offer advice on topics such as opportunities to maximise your income, aids, equipment and technology that can support people at home, social activities in your area and much more.

We will continue to deliver information and advice sessions that aim to support people to remain Independent in their own homes



Key Aim 3:

Ensure support is available to those most impacted by the rising cost of living

“ I would like help with home budgeting and learning how to cook on a budget “

Our Hubs and Libraries are free, warm and accessible spaces and well placed within the community to help those affected by the cost-of-living crisis. We recognise the challenges of some of our customers and are committed to providing them with the support that they need.

Cost of Living Events

The Advice Service have organised Cost of Living events at Star Hub, St Mellons Hub and Central Library Hub. The events were attended by partner organisations such as Age Concern, Welsh Water, Octopus Energy, Citizens Advice and Cardiff Councils Wellbeing Team. Advice and support were available on the day on a range of cost-of-living initiatives, attendees and their families were able to engage in fun wellbeing taster sessions and crafts activities.

Cost of Living & Wellbeing Event
Wednesday 27th November 2024
St Mellons Hub
30 Crickhowell Road, St Mellons, CF3 0EF
1-4pm

Support and information on: Utility Bills, Discount Schemes, Money Advice, Debt Advice and more!

Wellbeing Stalls providing FREE taster sessions on the day

02920 871 071
intoworkadvice@cardiff.gov.uk
intoworkcardiff.co.uk
@intoworkcardiff



Warm Welcome Spaces



Cardiff Hubs and Libraries welcome customers into all of the buildings every winter as part of the Warm Welcome Campaign. The spaces provide customers with a safe and warm environment and have a warming cuppa. They can meet others to chat, read a book, access services and find out about available support from housing, claiming benefits (including Pension Credit), debt support, information about grants and discounts and much more.

Warm Packs

Cardiff Hubs and Libraries assist vulnerable residents in staying warm during the winter months through the provision of winter warm packs. External funding has been secured to provide the packs which contain a hat, gloves, blanket, thermals, a scarf, a thermal mug and hand warmers. The packs are distributed to those in need at Hubs and Libraries across the city. Help is also provided to those experiencing fuel poverty.



Period Poverty

8,119 period products provided between April 2022 and December 2024

Our Hubs and Libraries are committed to supporting the Period Poverty campaign, which helps to address period poverty. We support vulnerable individuals who menstruate to have access to free period products in a practical and dignified way, by providing free and accessible menstrual products.

Customers have benefitted in a variety of ways such as grandparents being able to access free products and education for their granddaughters while they look after them during school holidays.

"I have to budget so much to survive and this is a game changer"



Cooking on a budget & Shopping on a budget

The Money Advice team deliver 'Cooking on a Budget' and 'Shopping on a Budget' courses in our Hubs as well as other community locations across Cardiff. The sessions support people to develop their functional numeracy skills so they can create budget friendly meals and incorporate creative ways to save money with their shopping. During the courses, Money Advice are present to give specific advice to individuals where required and they gift a £20 food voucher to help people practice their new shopping on a budget skills. All learners also receive a slow cooker or air fryer to support them to cook affordable meals. All learners are given the chance to gain Agored Cymru accreditation during the courses.



Budgeting for Universal Credit

Multiply Cardiff deliver a Budgeting for Universal Credit course in our Hubs to support customers who access Money Advice to develop their skills to manage their household bills and make their money go further. Money Advice are available during this course to give bespoke specialist advice, and Warm Wales also attend to give advice on lowering energy bills and inform customers of further financial support available to them. All learners are given the chance to gain Agored Cymru accreditation during the course.

Foodbank vouchers

All of our Hubs and Libraries have staff who are fully trained to issue customers in need with Foodbank vouchers. Those who qualify are able to receive their vouchers and can take them to their local foodbank to receive food supplies.



Back to school

Our Hubs and Libraries support parents who need it with the cost of school. In partnership with Better Fit we collected unwanted uniform and PE kits in donation boxes throughout our Hubs. The clothing is taken to be cleaned, with some of the uniforms and kits distributed back through the Hubs via targeted events. Further help with the cost of school is provided by offering free haircuts, stationery sets and assistance with grant applications.



Schools Essentials Grant

Our Hub staff help families on a low income to apply for the School Essentials Grant. Customers are able to use the grant to buy things like:

- school uniform,
- sports kit,
- uniform for enrichment activities, such as community sports
- school bags, and
- stationery

Help to apply for Free School Meals

Our Hubs staff help our customers who are in need to apply for free school meal support. Help is given to fill out the application form and submit on their behalf. We also support customers who are waiting for an update on their application by liaising with the Free School Meals team.



Help to apply for Free Bus passes

Our Hubs staff help our customers including those who are older, disabled and visually impaired to apply for free bus passes. Help is given to complete application forms and submit on their behalf.

Floating Support

Support is provided to people who are vulnerable and unable to access services independently and are struggling to maintain their accommodation. Our Hubs identify customers who need help and refer them to the Floating Support team. The Floating Support team then meets with customers in a location of their choice which includes the Hubs.

We will help our customers that need it the most

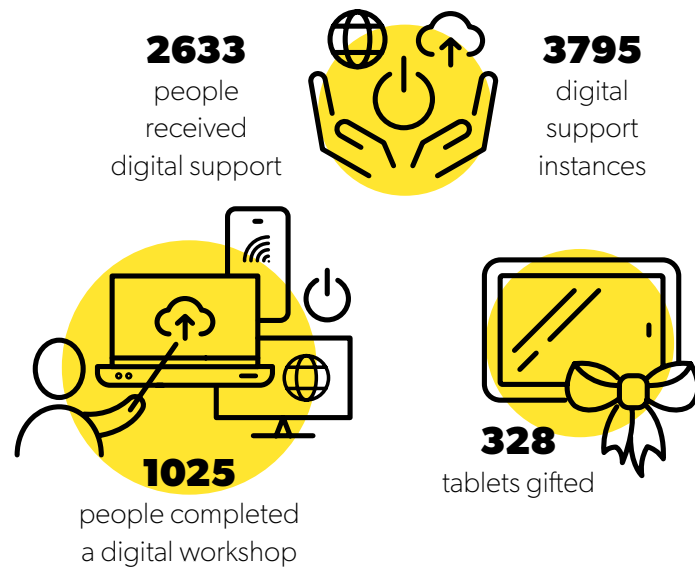
Key Aim 4:

Enable access to technology and digital formats, supporting greater digital inclusion

Over **three in ten** people who completed our survey want to access digital support in their Hub or Library

43.3% of under 35's who responded to our survey want Digital Skills help at their Hubs and Libraries

"I would really like an introduction to AI, support with scam awareness and help with my online safety"



Our Hubs and Libraries are often the first point of contact for citizens seeking digital connectivity. Customers are able to access free Wi-Fi, library computers with up-to-date browsers, scanning and printing services. Our customers are supported to develop the necessary skills to maximise the benefits that digital provision can provide. Our Hubs and Libraries are well known as safe spaces and for some groups who are viewed as more at risk of digital exclusion e.g. older people, they are trusted venues where citizens feel safeguarded from harm and can gain media literacy skills that give them the confidence to take a step towards digital inclusion.

Digital and social inclusion are priorities to ensure people can get online confidently, safely and use devices and the internet to benefit their health, wellbeing and skills for both work and life.

Digital Support Team

Our Digital Support Team offer drop-in services, social clubs and workshops.

Customers can access support with digital enquiries. These range from using a device for the first time, understanding how to protect themselves online and identify scams, keeping in touch, shopping online, accessing hobbies online, and/or searching for local support and activities. There are also sessions to help improve skills using Microsoft, online tools such as Canva for creativity, coding, and social media for business.



Digital Skills Drop-In and Social Clubs

Alongside drop-ins throughout the city, there are social clubs and workshops that support groups of people with similar interests to boost their wellbeing, social skills and digital skills. These sessions are very popular with older people. The group sessions are often learner led, with the focus on showing people the benefits of being online through activities based on hobbies and interests, such as playing games, accessing services such as Council, Library and NHS services, keeping in touch with friends and family, and accessing community groups digitally.

Supporting access to services

Many people engage with the service to access Council services, such as library services, managing their Council Tax, Housing accounts, applying for Blue Badges, Schools and Transport, as well as support to contact teams such as parking permits online.

Support to access Library Services online is popular, with resident's city-wide accessing support to sign up to the library service online and access online platforms such as Borrow Box, Press Reader and Kanopy.

Digital deprivation

Digital deprivation is a significant issue across Cardiff. The Digital Support Team's priority is to ensure everyone has access to the internet and devices. The Digital Support Team offer Tablet and Data gifting schemes. People without access to devices and data are supported to access a free tablet, and data for up to 12



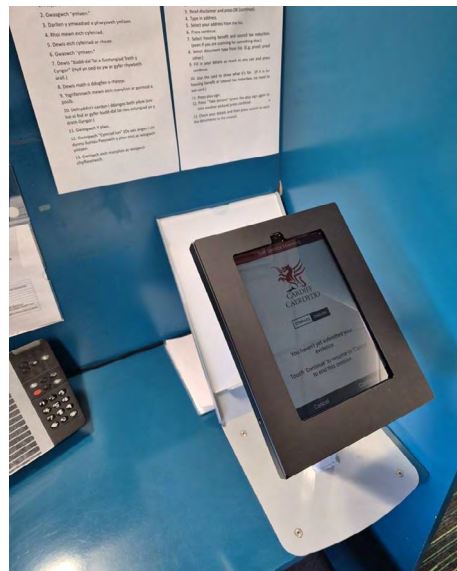
months through the National Databank. Everyone gifted a tablet is supported on a 1:1 basis to ensure they are comfortable and able to use their new device. Customers can access bespoke mentoring support from a Digital Officer, drop-in support from the team in Hubs and Libraries local to them, and classroom-based training in Workshops.

We will evolve our current digital support to accommodate new technologies including Artificial Intelligence (AI)

We will continue to support our most vulnerable to equip them with digital skills and tackle digital poverty in Cardiff

Scan Stations

Scanning stations are available in all Hubs to support customers to scan personal documents for benefit claims, council tax and housing support. Our Hubs and Libraries staff help those who do not have digital skills to use the stations.



Cardiff Hubs website

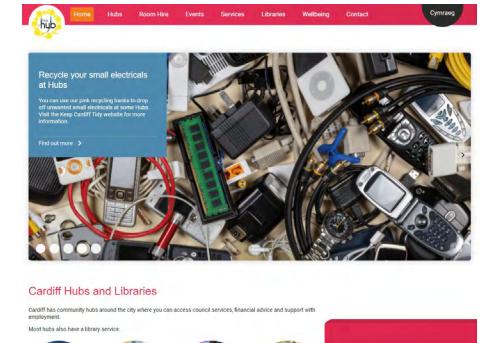
www.cardiffhubs.co.uk

The Cardiff Hubs website provides customers with up-to-date information on what is happening across all of Cardiff's Hubs and Libraries.

This includes:

- Information, opening times and contact details for each of the sites
- Room hire – the service has a wide range of spaces available for hire including meeting rooms, computer suites, sports halls, dance studios, private interview rooms and multi-purpose rooms which are available at a competitive price
- An events calendar that can be filtered by date, location or type of event
- Information on the services that are provided in the Hubs and Libraries including:
 - Library Services

We will better promote the Hubs website and improve visits to the site



Key Aim 5:

Support people to upskill, secure sustained and higher paid employment

Around 10,200 people aged 16 and over in Cardiff were unemployed in the year ending December 2023. This is a rate of 5.0%. This was an increase compared with the year ending December 2022 when the unemployment rate was 3.1%. This is higher than the Welsh Average of 3.7% in the year ending December 2023.

During 2023/24

- 105,757 people received support from the Into Work Advice Service
- 1342 people were supported into employment
- 164 people were supported into full time education
- 20243 volunteer hours were facilitated through the Into Work Advice Service
 - » 3251 work placement hours were provided to looked after care experienced young people
 - » 9891 work placement hours provided for Project SEARCH young people
- 690 courses were delivered by Adult Learning / Multiply with 3595 participants

34% of respondents to our survey would like Into Work Information and Advice in their Hub / Library

31% of respondents aged 55+ would like to access 'Short one / two-day courses to help them gain skills to enter the workplace



Working in Partnership

Our Into Work Advice staff are co-located within our Hubs which makes their services accessible to those who need support to enter the workplace.

Into Work Advice Service

Our Into Work Advice Service provides residents of Cardiff with a complete employment and skills package, supporting people who are out of work or those wanting to upskill into better paid and more sustainable work. The Service is made up of a number of different teams, including Adult Learning, Cardiff Works, and the Onsite Construction Academy.

Employment Support

Employment support is accessed through job clubs which take place across the city, a dedicated website (www.intoworkcardiff.co.uk), webchat, via the Advice Line and through social media channels. Job Clubs are run throughout Cardiff from over 50 different locations, including Community Hubs, schools, supported accommodation settings and community settings. Advisors can help with CV writing, job searching and applying for work, interview techniques, supporting with Universal Credit claims, HomeFinder Workshops and School Admission forms.



Delivering to those in need

Community Engagement Officers work with under-represented communities, encouraging people to access council services and run awareness raising events such as coffee mornings, wellbeing and cost of living events from the Hubs.

For those who face additional barriers to employment, or people who require more intensive support, the Adult & Youth Mentoring teams can provide tailored support to individuals. Employment Mentors can access funding to help with travel costs, access employment specific training courses, help towards childcare costs, workwear and tools to start work.



Age-friendly Employment

Supporting older people into work is an important part of the Community Hub provision; the Adult Employment Mentor team supports those furthest from the labour market or facing complex barriers. Employment Mentors focus on individuals over 50, helping them build confidence, retrain, and secure employment.



Youth Employment

The Youth Employment team host employment projects for young people who have gone through the Youth Justice/Probation system, young people living in Butetown and surrounding areas, young people who are not in employment, education or training and young people who are at risk of homelessness or living in hostels.



Learning for Work

Our learning for work programme (part of the adult learning offer) provides a wide variety of accredited and non-accredited work skills training to help learners improve their skills to gain employment. Courses, such as Cooking on a Budget, Customer Service, Food Safety and First Aid are delivered across Community Hubs, schools, other community venues and online, and are available throughout the week, evenings and weekends.

'Get into...' training programmes have recently been developed to give job seekers insight into different employment sectors which are actively recruiting in Cardiff and the surrounding areas. The team have so far developed 'Get into' packages for Social Care, Administration, Teaching Assistants, Hospitality, Construction, Personal Track Safety, Warehouse work, Beauty, Barbering, Cleaning, Bus Driving.



Conversational English

The Into Work Advice Service has developed an 'Improving Conversational English' course to support those who are speakers of other languages to get into employment. The informal sessions are held in Central Library Hub weekly. The session is very popular with up to 40 people attending each week to practise their English, with help from staff.

Job Fairs

In partnership with the Department of Work and Pensions (DWP), the Employer Liaison team organise local and city-wide Jobs Fairs which host local and national employers all with live vacancies; with the larger events taking place in the Capitol Shopping Centre and hosting up to 60 employers spanning across sectors such as Construction, Security, Hospitality, Finance, Education and Customer Service. Other providers offering volunteering opportunities, self-employment help, training providers, wellbeing and employability support are also invited to support jobseekers.



Cardiff Cares Academy

The Cardiff Cares Academy was created to support recruitment for the Social Care sector, following on from post-pandemic and annual winter pressures. A dedicated team of support support people interested in working in the sector and care providers looking to recruit. The pathway involves attracting job seekers from Into Work's employment projects, partner organisations and education/ training settings to engage with the Academy, which feeds into volunteering and employment opportunities in the sector. 583 people have registered with the Cardiff Cares Academy

Volunteering

The service's Volunteering team provides support to people for who employment is not an option, or those who need extra support prior to looking for work. The aim of the Volunteering team is to secure opportunities for Into Work customers, to increase confidence and self-esteem, upskill and gain work experience, as a pathway into employment.

Volunteer Mentors work closely with the Employer Liaison team to secure meaningful opportunities and with the Social Value Officer to link up commitments for our volunteers. The team also has two Young Person's Volunteer Placement Officers supporting young people to secure placements in areas of their interest and work alongside Community Wellbeing Volunteers.

All volunteering opportunities are advertised through the Volunteer Cardiff online portal www.volunteercardiff.co.uk



Recruiting new talent

Based in Central Library Hub, Cardiff Works supports Council teams with their short-term, temporary recruitment; the team matches work-ready candidates with temporary roles across the Council, supporting workforce demands and enabling a pathway into a career with Cardiff Council, one of the largest employers within the city. Over the past 12 months, the team has focussed on making the service more accessible to people and communities who are under-represented in the Cardiff Works Candidate Pool, for example young people, care leaver young people, people from ethnic minority backgrounds and older people. The Service's Community Engagement Officers have been raising awareness of the work available with the local authority in communities, speaking with local groups, hosting events, and supporting people to remove barriers to employment with the Council.

We will deliver the training and support that meet people's needs to equip them to access the local labour market

We will promote volunteering opportunities through the Volunteer Cardiff Portal

We will increase the number of local jobs fairs held in local Hubs and collaborate with local employers, training providers, learning establishments and key partner organisations.



Key Aim 6:

Provide children and young people with opportunities to achieve their full potential.

"I love reading and the library."

"It's my local book place. No wifi at home. I use the PCs for homework and the Wi-Fi for my switch"

"The children's department are amazing at putting on special events in holidays, we want more."

44,784 children's books purchased in 2023/24

32.8% of children want to see 'Teen & Young Adult' books

32.8% of children want to see 'Information Books' in their library



Encouraging Reading for children

Reading for pleasure can contribute to a child's future success. Our Hubs and Libraries work closely with Cardiff's schools to encourage a love of reading from a young age. Inclusive, diverse fiction, non-fiction, print and digital resources as well as a free events programme for children and young people.

We will engage with children, young people and families, seeking their ideas and involvement in ensuring our book collections meet their needs

Summer Reading Challenge

In Summer **2024**:

7,182
children
took part in
the challenge

267
events
took place

11,972
children
and parents
attended
the events

259,023
books were
issued
to children

Each Summer children in Cardiff are encouraged to take part in the Summer Reading Challenge during the school holidays and avoid the dip in literacy which can take place. The challenge encourages children to read and take part in a programme of Summer Reading Challenge fun Events.

Although thousands of children take part in the challenge each year not all manage to complete it. We aim to work more closely with schools to improve the completion rate.

We will recruit Summer Reading Challenge Volunteers to further our connection with schools

We will recruit more library dedicated roles with duties that will include supporting school visits to hubs and encouraging children to complete the reading challenge

Storytimes 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.

We also provide an extensive Welsh language and community language story sessions for our customers to access.



Bookstart

BookTrust Cymru supports families across Wales to read together regularly. Every child in Wales can receive two special Bookstart packs before the age of three. Although many of these packs are given to families by their Health Visitor, Bookstart packs are also available to collect from Cardiff's Hubs and Libraries. Our Bookstart co-ordinator in collaboration with Early Help Services also works with vulnerable groups to encourage parents to visit the library and regularly borrow books for their young children. Sessions have also been provided in the prison during family visits.

Our Bookstart Co-ordinator visits a Welsh Refugee Council Stay and Play session at Parkminster United Reform Church which welcomes Sanctuary seeking parents and children. The session aims to create safe spaces to help children and families have fun. We support the sessions with Bookstart packs and dual language picture books as well as deliver interactive sensory rhymetimes with the aim of encouraging English and Welsh language development.



Rhymetimes are also delivered to the Seren Dwt group which supports families of children with Down's Syndrome. Today was our 'monthly meet up' for 0-5s with Down syndrome and their parents/guardians.

"We had the best rhymetime with lovely Margaret from the library's #bookstart programme!"

All of our families were kindly gifted a fabulous interactive book pack too.

Thank you once again Margaret for a brilliant session
#rhymetime #learningthroughsong #funwithfriends #downsyndrome

We will provide quality sessions for pre-school children across all of our locations as well as in the community





Supporting Play

Over two in five respondents would take part in 'Lego clubs', 'Game clubs' and 'Creative writing / arts' (**45.5%**, **43.8%** and **43.0%** respectively).

52.0% of respondents to our survey said they wanted to access Arts activities at their Hubs and Libraries

Every local Authority in Wales has to develop an action plan to support the fundamental rights of children to play. Cardiff Hubs and Libraries support the play needs of children through our free events programme including lego clubs, chess clubs, sensory play sessions and messy play. We aim to work to ensure that our activities accommodate the needs of disabled children and those with additional learning needs.

We will provide creative activities and events for children and young people and work with partners to extend our current offer.

We will work to better understand the play needs of disabled children and those with additional learning needs



Helping Young People

Our Hubs and Libraries aim to support young people. Youth services are co-located in the Powerhouse, Llanedeyrn and St Mellons Hub and we have a dedicated Youth Hub in Butetown.

Butetown Youth Hub

Butetown Pavilion Youth Hub is a bespoke facility that provides young people from all areas of Cardiff with online skills training and Into Work advice as well as recreational and social activities. The Hub has a sports hall, dance studio and even a music recording studio.

Following a refurbishment that was finalised in March 2020. The space has been transformed and enables the delivery of a wider number of services, including employment advice, skills development, training and volunteering.

The Hub team ensure that activities are available for young people including on weekends and late evenings. They also ensure that there are diversionary activities at times when there is a higher risk of anti-social behaviour e.g. Halloween and Bonfire night.

We work with partner agencies to deliver daily sessions and activities for young people ranging from 3 to 21 years old – including school holidays to keep our young people busy!

We will agree a preferred option for a City Centre Youth Hub



Key Aim 7:

Helping everyone to live well

Empowering communities to look after their own health

Cardiff Hubs and Libraries work with Public Health Wales, third sector organisations and GPs to provide trusted health information as well as offer activities and events in the Hubs to support the health of our communities.

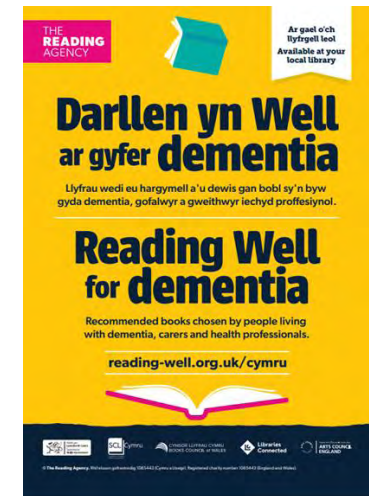
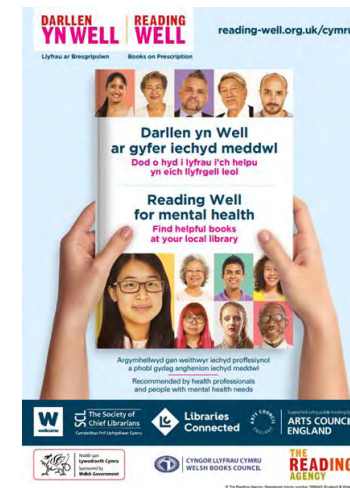
Reading Well

“I want information about coping with anxiety and depression and also mindfulness would be helpful”

Reading Well Collections are developed by Welsh Government, the Reading Agency and the Society of Chief Librarians Cymru. The books are selected by health clinicians and people with lived experience and provide reliable information, advice and support. The current reading Well Collections include:-

- Reading Well for **Dementia**
- Reading Well for **Adult Mental Health**
- Reading Well for **Young Adults Mental Health**
- Reading Well for **Children’s Mental Health**

We will continue to support the Reading Well scheme, including any future schemes, and purchase full collections for all of our Hubs and Libraries to support the health and wellbeing of our customers.



Sexually Transmitted Infection Test Kits

Hubs and Libraries across Cardiff have expanded on the delivery of NHS Wales's Test and Post service by becoming a location to pick up STI test kits which can be completed in private.



This initiative seeks to support individuals who prefer not to visit a healthcare setting to be tested, those who may not have the digital access to order self-tests online, individuals with no fixed address or visitors to the city.

We will support community testing with the aim of improving the health of Cardiff's Citizens

Blood Pressure Monitor Loan Scheme

"How about doing basic health checks like blood pressure?"

Blood pressure monitors are now available in Cardiff's Hubs, with customers able to borrow them for free using their library card, in the same way that they would borrow a book.

An information guide accompanies each loan which has been produced with the GP Quality Improvement Lead at Cardiff and Vale University Health Board and a Consultant in Public Health Medicine at Cardiff and Vale Local Public Health Team.

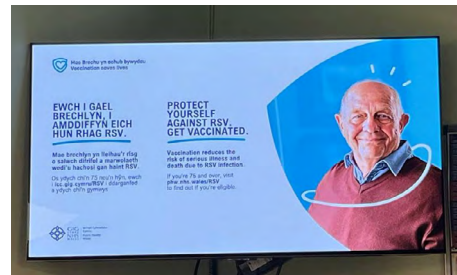
We will continue to investigate expanding the scheme



Digital Screens

Cardiff Hubs have installed 17 digital screens which replicate the GP surgery screen model and promote health messaging ensuring people can access health information from trusted sources. Flat screens have been placed in prominent positions within Hubs where visitors can view public health and other important public messages whilst they are in the buildings using the Hub services.

Our Health engagement officers have been working with partners, both internally and externally, to provide quality content promoting public health campaigns and messaging that can help people to improve their health outcomes.



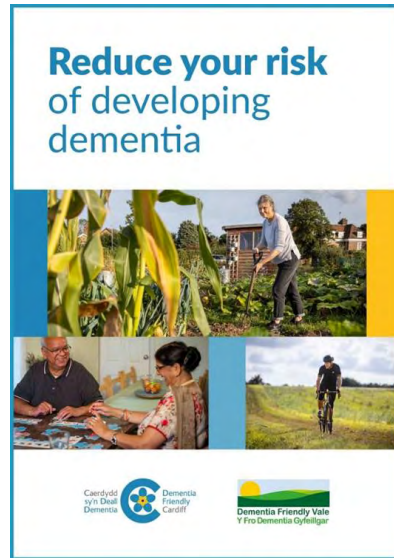
We will continue to work with partners to promote health messaging using the Hubs



Dementia Prevention – Compassionate Communities

58.5% of our survey respondents would like to see information regarding Healthy ageing in their local Hub/Library

Cardiff Hubs and Libraries stock printed copies of the 'Reducing your risk of developing dementia' handbook. The handbook provides information about some of the risk factors associated with developing dementia and how making lifestyle changes now can help keep your body healthy and prevent damage to your brain.



We will deliver Dementia Prevention key messaging across age groups and ethnicities including developing Easy Read and Community Language resources



Supporting the Screening Programme

The uptake of all screening programmes in Cardiff is among the lowest in Wales, with the South of the City being particularly affected. The Hubs and Library Service in partnership with Bowel Cancer UK, Public Health Wales, The Welsh Interpretation and Translation Service (WITS), and the Council's Film Unit translated and overdubbed a bowel cancer screening information video into Urdu, Arabic, Somali, and Bengali. The finalised videos are being used to target this prevention programme within Cardiff.



We will continue to raise awareness of screening programmes to all of Cardiff's communities

Supporting the Vaccination Programme

Our Community Hubs and Libraries work collaboratively to raise awareness of the importance of vaccines. Information sessions have been held in Butetown Hub, Ely Hub and Grangetown Hub to give parents the opportunity to come and speak to nurses and immunisation specialists to find out more about the vaccine, measles and to ask questions about any concerns they have. Vaccination clinics also have been launched in selected Hubs during 2024/25.



It is vital that we work collaboratively to make information about vaccinations as accessible as possible to prevent outbreaks of this disease in the city.

A special film was created in collaboration with Public Health to promote the importance of participating in the vaccination program. A doctor from Muslim Doctors Cymru attended to discuss gelatine-free vaccines with parents attending Rhymetime in Grangetown Hub, addressing cultural concerns about pork ingredients in some vaccines.

We will continue to work with Cardiff and Vale University Health Board to increase participation in vaccination programmes in Cardiff

Health Fairs

Our Hubs and Libraries host health fairs to help the community access useful information and advice from our health partners. Events include access to dieticians, sexual health advisors, specific condition support e.g. Multiple Sclerosis, Cancer support and Mental Health.



We will work with our Health partners to improve the health of Cardiff's Communities

Wellbeing Support Service

51% of respondents want 'Support to re-connect to your community and reduce feelings of loneliness' in their local Hub / Library

Our Health and Wellbeing Mentors work with individuals with low level mental health issues and signpost them to activities that aim to boost wellbeing. Exercise-based activities delivered via the community Hubs are very popular. The service includes a Community Inclusion team who provide a programme full of activities for the community to engage with. This includes walking, litter picking, sports (including walking sports), LIFT sessions, dance and Tai Chi.



- **96%** of participants surveyed about the mentoring service they received reported they were satisfied or very satisfied
- **94%** of attendees at community activity sessions said that attending these sessions helped them build and maintain relationships
- **88%** said it has helped them feel more connected to their community

"The support I have had from my mentor has been outstanding. I did not think my whole life would change from feeling at my lowest to my whole world changing. I really wish I had met my mentor 11 years ago because I think I would be living a different life, but I am really looking forward to the future whatever the outcome is because I am learning about myself"

We will support people with low level mental health issues and help them access groups that improve their wellbeing



Health and Wellbeing Hubs

Wellbeing Hubs are Cardiff and Vale University Health Board's vision for the future of primary care in Cardiff and the Vale. A Wellbeing Hub is an integrated, community-focused health and wellbeing facility which provides people with access to primary care (for example, doctors, physiotherapists and optometrists) and a wider range of health, care, and wellbeing services in the community.

The Wellbeing Hub in Llanedeyrn, a partnership project working with the Council, opened in February 2023 and enhances existing services already provided through the Council's community provision via Powerhouse Hub. A range of specialised health clinics were integrated to provide a 'one stop approach' to the health and wellbeing of citizens.

Cardiff Council and Cardiff and Vale University Health Board are planning to build a new integrated Wellbeing Hub@Park View, which will be joined to the existing Ely and Caerau Hub. This will create an integrated building which will provide health, wellbeing and community-based services. This expansion will include a new cafe, library area and shared use wellbeing rooms.

We will join up Cardiff Council, Cardiff and Vale University Health Board and third sector services through a series of Wellbeing Hubs.



Key Aim 8:

Deliver diverse volunteer programmes that provide people with improved skills, experience and social connections.

21.7% of respondents to our survey would like to become more involved in their community by volunteering.

Stats for 2023/24:

116
people became
community
volunteers

4,479.5
volunteer hours
were delivered
during 2023/24

Over **6,000**
participants at
volunteer-led
sessions in
2023/24.

Cardiff Hubs and Libraries Service recognises how much volunteering can offer to the local community. Our volunteers tell us that the experience helps them to be socially active and engaged, whilst learning new skills.

The Community Volunteering Team was launched in 2022 with the aim of providing free and accessible activities and volunteering opportunities that support people across Cardiff to improve their wellbeing. The volunteering activities take place in our Hubs and Libraries as well as other community settings. Currently, there are three strands to the team:

1. Community Inclusion Activities;
2. Hubs and libraries volunteering;
3. Unpaid Carers Befriending;



Community Inclusion Volunteering Activities

The Community Inclusion volunteers support free and accessible community groups taking place in Hubs and Libraries across the city with the aim of improving wellbeing. There is a broad range of activities from social groups for older adults, art and craft groups, groups for people with long term health conditions, physical activity groups such as Tai Chi, walking groups, badminton, gardening groups and children's groups.

Case Study

After experiencing an illness and new to living in Cardiff to be closer to family, June was referred to Independent Living Services to build her confidence and connect to her local community. They supported June to join online groups throughout the pandemic and when restrictions were lifted. June was keen for there to be more choice of activities in her local area, so was supported by the ILS Community Coordinator to start a new lunch meet up at The Village Inn Pentwyn in October 2021 with up to 10-12 people who are still meeting and welcomed by June weekly.

June really enjoys Tai Chi so she was referred to the Community Volunteering service as she had an ambition to volunteer and train to be a tai chi instructor. They funded the tai chi training course that June attended and she is now helping others stay active and involved in their community. June has over 20 people attending her session at the Powerhouse hub in Llanedeyrn each week.



The Community Volunteering Team has focussed on mentoring volunteers to a point where they can take over leadership of groups to free up capacity to deliver more sessions to meet demand.

We will research, develop and deliver volunteer-led sessions aimed at creating a supportive space for those who are neurodivergent.

We will finalise our Young Volunteer recruitment and support processes to ensure young people are able to volunteer within our service;

We will develop a training package for volunteers to ensure they're aware of the issues that impact older people and they have the skills to support them



Hubs and Libraries Volunteering

A pilot volunteering programme has been developed to support Hubs and Libraries in the North of the city. Recruitment of volunteers to support with Hub and Library duties has been taking place. Volunteers have also been recruited to deliver Story and Rhymetime sessions in community languages. Volunteers have also been recruited to support the delivery of a warm space to support people who are concerned about the cost of living over the cold months in Central Library and Hub. The volunteers not only provide a safe space for the community but they are able to signpost to other services who can support people.

We will develop and roll out systems training for volunteers on the Library Management System

We will continue to recruit volunteers to provide Story and Rhyme Times in community languages



Caring Friends

This year we have developed a befriending service for Unpaid Carers. Befrienders can make friendship phone calls, meet with carers in the community or within their homes and help with low level cleaning, gardening or shopping tasks as well as companionship. A successful pilot of the service has been delivered and funding secured from the National Lottery to expand it further.

“Things have got lighter. Just a little sentence or a calm reply from someone really helps calm you down. I’ve been able to get in touch with the carers assessment team and ask for an assessment. If I hadn’t had the weekly chats I might not have had the confidence to do it.”

We will expand the Caring Friends project city-wide

Friends of Libraries Groups

We are grateful for the support of Cardiff's Friends of Library groups who provide such valuable support to our Hubs and Libraries teams. This can be through delivering events such as reminiscence quizzes, local history events, Christmas concerts and providing support during children's activities. The Friends of Groups volunteers enhance the Hubs and Libraries activity programmes in these communities.



Key Aim 9:

Provide vibrant, welcoming, inclusive community and specialist spaces – a safe and social space for all

Cardiff's Community Hubs are located across the city, providing a comprehensive range of Council and partner services to local communities. The aim is for Hubs to be enjoyed by everyone who would like to visit.

Neurodivergent Friendly Hubs

57% of respondents to the children's survey felt they could benefit from a 'Quiet space for taking time when they feel overwhelmed'.

46% said 'Equipment to help them concentrate'.

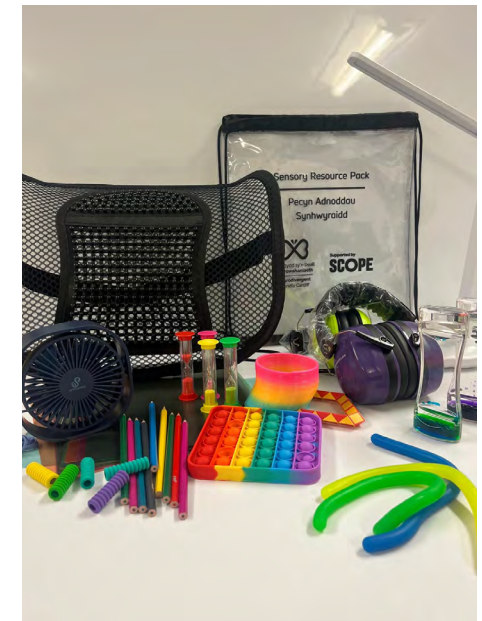
29% would like to have 'Information about when the hub is quieter'.

As part of working towards a Neurodivergent Friendly Cardiff we have been working to make our Hubs and Libraries more accessible and inclusive for people who are neurodivergent. This has included:-

- The development of neurodivergent workplace champions who can better understand communication, resources and environments that supports our neurodivergent customers.
- The availability of sensory resources such as fidget toys, ear defenders, desk fans and lamps to make our study spaces more accessible for those with sensory needs

- The creation of virtual and audio tours of our Hubs and libraries with floor plans and sensory maps so neurodivergent customers can pre-plan their visits
- The development of sensory calming spaces which neurodivergent customers can use when they are feeling overwhelmed or anxious

We will create Neurodivergent Friendly Hubs and Libraries that meet the needs of our neurodivergent customers.



Age Friendly Hubs

With an increasingly older population in Cardiff there is a need to provide community buildings which have space to deliver improvements to older people's social wellbeing and support healthy and active lifestyles that can help people remain independent and engaged with their communities. The Hub buildings are equipped to deliver on these aspirations with enhancements such as community rooms, outside areas including community gardens, sports halls and cafés.

"It is accessible and people are very welcoming to me as a wheelchair user."

Our buildings are equipped for older people to participate, engage and thrive.

- Accessible entrances
- Disability Discrimination Act compliant toilets
- Increased space for community activities
- Areas for quiet reading and reflection
- Private interview rooms for sensitive or confidential discussion - internal refurbishment has taken place to make the spaces welcoming
- Dementia-friendly design principles

We will ensure that our Hubs and Libraries are equipped to support older people in Cardiff



Derbynfa Reception

Croeso



Welcome



Dementia Friendly Hubs

Supportive dementia-friendly environments have been established in all of our Hubs. This has included consideration of Dementia Friendly design principles within our buildings including:-

- Wall colours
- Contrasting toilet seats
- Well-lit entrances

We are committed to ensuring that all of our staff receive Dementia Friends Awareness training to ensure they are better able to support our customers living with dementia and their carers.

Our customers living with dementia are welcomed to participate in our older persons activity programmes which include Dementia Cafes with the aim of supporting their cognitive stimulation, help them to access health information and make new friends.

We will deliver supportive dementia environments for our customers living with dementia and their carers



LGBTQIA+ Friendly Hubs

Our Hubs and Libraries are welcoming spaces for LGBTQIA+ people. Our offer includes:-

- The provision of accessible LGBTQIA+ positive literature
- Prominent diverse book promotions that reiterate the welcoming space for our LGBTQIA+ customers and deliver positive representation
- Making available community spaces to host partners such as Glitter Cymru
- Active participation in the Pride Cymru Festival in the city
- Working with Pride Cymru to host Proud Coffee Mornings in our community spaces



We will deliver LGBTQIA+ welcoming environments in Hubs and Libraries

Carer Friendly Hubs

We know what a vital job unpaid carers do and the contribution they make to society. We want to support and value unpaid carers and help them access useful information and support.



Hubs for All

The Hubs for All project was launched at the end of August 2023 to provide care and wellbeing support from dedicated staff in a mainstream community setting to both older people and their carers. Hubs for All offers person-centred support and social engagement for older people, as well as much needed respite and signposting for their unpaid carers. This service is currently available in St Mellons, Rhiwbina, Grangetown and Llandaff North Hubs-.

“He has been enjoying the days and seeing regular faces is helping his memory. He is slowly getting used to going, the hardest part is getting him up and out but once he’s there he is keen to chat to people and gets a lot out of the physical games we’ve been playing.”

We will further develop and embed the “Hubs for All” approach, improving access to community activities for those who need additional support.



Carers Corners

To further support unpaid carers, 'Carers Corners' have been installed in all Hubs and Libraries to provide up to date information and guidance in printed formats.

We will maintain the carers corners and work with unpaid carers to ensure that they are fit for purpose



Carer Aware Hub Staff

Our Communities training team have worked with unpaid carers to co-produce carer aware training for community based staff to ensure they are aware of carers' rights and reinforce the role they play in supporting unpaid carers by the provision of advice and support opportunities

We will ensure that all Hubs and Libraries staff participate in Carer Aware training



Multi-Cultural Hubs

Our Hubs and libraries provide multilingual and multicultural resources and materials that meet the needs of Cardiff's diverse population. Books are available in 24 community languages and many of our staff and volunteers speak multiple languages including Cantonese, Arabic, Somali, Urdu, Polish and Bengali.

Activities and multi-cultural celebrations take place each year which emphasise that our Hubs and libraries are for everyone.

With support of volunteers, we deliver multi-lingual storytimes and support is offered for those seeking Sanctuary and targeted support is given where appropriate such as providing Ukrainian book resources to those newly arrived in the city.

We will celebrate the culture of Cardiff's diverse communities

The image shows three promotional posters for Cardiff events. The first poster is for the 'CARDIFF FESTIVAL OF LANGUAGES' on Wednesday 25th September 2024, featuring activities like World Language Desks, Spanish Language History, and Ukrainian Craft. The second poster is for the '2024 Year of the Dragon Chinese New Year & Lantern Festival' on Saturday 10 February 2024, featuring a dragon dance and various cultural activities. The third poster is for 'Our Home A Refugee Week Celebration' on Saturday 22 June 2024, featuring multicultural music, dance, and community fashion shows.



Tenants Together

Cardiff Council's Tenants Together team works to engage with Council tenants and support them to participate in their communities. Many of their activities take place in the Hubs and Libraries. The team support tenants by:



Providing regular drop-in sessions across Hubs and Libraries throughout the city to listen to Tenants concerns



Deliver quarterly 'Tenants Voice' workshop sessions in Hubs and Libraries, offering tenants a chance to voice their opinions on shaping services to Tenants



Facilitate focus groups on proposed changes in Council policies and procedures.



Host monthly community champion coffee mornings in Hubs and Libraries - an informal chance for tenants to socialise and discuss any issues relating to Council housing.



Organise a wide range of events and parties for our tenants in Hubs and Libraries.



Support community inclusion by helping our tenants form groups who then use the Hubs as community spaces.

A workshop was delivered with the Dry Homes Team at Ely Caerau Hub to see what tenants and leaseholders thought about the Damp Packs that may be trialled over the city to help deal with condensation issues. They loved the opportunity to give feedback and commented how good it was to be involved at the beginning of the process!

We will listen to our tenants and help them to access support and participate in their community

Tenant Support

Council tenants can visit the Hubs for assistance with various tenancy related questions and concerns. This includes reporting repairs, suspected abandoned properties, garden conditions, tenancy fraud and any concerns they might have about a neighbour's welfare. These referrals will be forwarded to our dedicated Tenancy Management Team who will contact the tenant as soon as possible.

Tenants can submit important tenancy related documents at the Hubs, such as notices to end their tenancy or diaries for noise nuisance complaints. They can also order a replacement fob for the communal entrance to their flat, or pick up keys for their new home.

Tenants can also visit the Hubs to discuss any issues related to their rent account. The Hub staff will contact the specialised Finance staff directly who will be able to assist with their enquiry.

The Anti Social Behaviour Team

The dedicated Anti-Social behaviour (ASB) Team works hard to reduce anti-social behaviour in our communities. The team proactively engage with the community by carrying our regular ASB surgeries within Community Hubs, where members of the public can report their concerns and receive advice and support from the team.

We Will promote the surgeries to increase awareness of the service.

Delivering inclusive toilet provision

130 toilets are available to the public in Cardiff's Hubs and Libraries

It is vitally important that toilet provision within the Hubs and Libraries is accessible and inclusive, to cater for the needs of all of our customers, particularly those who often face barriers when out in the community due to inadequate toilet facilities e.g. older people, parents with children, individuals with dementia etc. Cardiff's Hubs and Libraries ensure that citizens are provided with accessible toilet provision.

Disability Discrimination Act (DDA) Compliant Toilets

To further increase accessibility, hands free toilets have been installed in selected Hubs. These toilets do not require any manual or physical dexterity to use. The facility is a toilet, bidet and drier in one unit and helps customers with more complex needs.



Changing Places

Changing Places toilets are facilities that enable everyone, regardless of their access needs, disability or reliance on the assistance of carers or specialist equipment, to use a toilet facility with dignity.

In 2024, Llandaff North and Gabalfa Hub won Loo of the Year for the quality and standards of its toilets. The Hub achieved a Platinum Plus rating for the washroom facilities and a Diamond grade for its changing places facility, as well as a cup for the best judged Changing Places facility in the UK.

We will ensure our Hubs and Libraries toilets are accessible and we will continue to make improvements when refurbishments take place.



Key Aim 10

Ensure that communities that need it benefit from Hub services and seek opportunities to extend provision

Cardiff Hubs and Libraries Service operate services in 21 buildings across the city, providing good coverage to citizens. Accessibility of services is a key consideration for the service, which will continue to investigate the potential to extend this network further by working with partners, subject to funding availability.

We will continue to investigate the potential for future community, youth and wellbeing hubs where funding allows

Outreach

The Hubs and Libraries teams aim to effectively serve the whole of Cardiff, and a strong outreach service is therefore recognised as an essential element of provision.

We will provide outreach sessions to extend access to services, allowing more people to utilise the resources available in Hub and Libraries

Home Delivery Service

The Home Delivery Service brings the library directly to people who are no longer able to travel to their nearest Hub or Library and are impacted by:

- illness,
- infirmity,
- disability,
- post-operative recovery, or
- long-term isolation.



The service is provided every 4 weeks, delivering and collecting a wide range of books and audiobooks.

The team works with the adults and children who use the service to discuss their needs and reading tastes.

The Home Delivery Service also works with partners to deliver helpful information and advice to customers, which has included Ask Cardiff surveys, health information from trusted partners such as Public Health Wales, communications from the Older Person's Commissioner for Wales as well as the Age Friendly Cardiff and Care'diff newsletters.

This service is free and covers the whole of Cardiff.

We will continue to provide a Home Delivery Service, providing a range of books and information to help keep our home delivery customers connected

Community Book Groups

Book groups are a great way of sharing a love of reading and give people the chance to try different types of books. They positively impact on social isolation and give readers a different perspective on the books that they have read.

Cardiff Libraries facilitate around 50 book groups across the city with approximately 550 people as their members. The service has over 400 books in the collection for the groups to choose from including large print, audio and junior titles.

Book groups simply collect their chosen books from their local Hub or Library and share with their members.

Whilst many of our book groups meet to discuss the book in Hubs and Libraries, lots of groups meet away from our buildings, in a range of community venues such as cafes, pubs, community centres, members houses and even online.

We will continue to support our existing and new book groups to enjoy and socialise over their love for reading



Responsive community support

A collaborative approach is taken to responding to needs that can sometimes arise within specific communities. An example of this can be seen in Riverside where targeted work has taken place to address an increase in anti-social behaviour that has occurred within the locality. To resolve this a range of activities that aim to support children and young people was developed. This included our Into Work, Advice and Inclusion teams working together with the Early Help Play Service to engage children and young people and provide them with opportunities to learn, participate in meaningful activity, discover pathways to employment and have fun.

A sample of the programme is included below:-

Barista Training

The Multiply Team, Into Work Advice Service and the South Riverside Community Development Centre collaborated to deliver Get Into Barista training. During the session, the group explored the intricacies of coffee shop menus and worked on developing their numeracy skills.



Riverside Teaching Assistant and Care Worker event

Mentors hosted and attended an event for Teaching Assistant and Care Work information and support. Care Academy and the Teaching Assistant project workers attended too. There was 40+ members of the public who dropped in for support.

Heatherton World of Activities Trip

112 people of all ages from the community were taken to Heatherton World of Activities for a day of engaging activities. This trip provided a valuable opportunity for families to bond and enjoy quality time together, catering to all interests and promoting well-being. It was especially meaningful for those affected by the cost-of-living pressures, ensuring everyone had something memorable from the summer. The event also strengthened community ties, fostering unity and contributing to the overall health and cohesion of our community.



Half term camps

The camp successfully ran every Thursday during each school half-term and throughout the summer holidays, in collaboration with South Riverside Community Development Centre, Cardiff Metropolitan University, and Action in Caerau & Ely, attracting 30-40 children each week. The camp provided a safe and enriching environment, offering parents peace of mind and reliable childcare. It also fostered social interaction and teamwork among children, helping to reduce social isolation and strengthen community bonds, while keeping families engaged and active during the holidays.



BBC Trip

A trip was arranged to the BBC Centre in Cardiff in August 2024 offering 18 young people, aged 12-17, an opportunity to explore various career paths within the media industry. They learned about technical roles like sound engineers and camera operators, creative careers such as makeup artists, and leadership positions like producers and directors. The visit also showcased opportunities in scriptwriting, content creation, and digital media. Walking through the studios, seeing live broadcasts, and engaging with professionals inspired the group, opening their eyes to the exciting possibilities in media and sparking motivation for their futures.



Wednesday Football Night

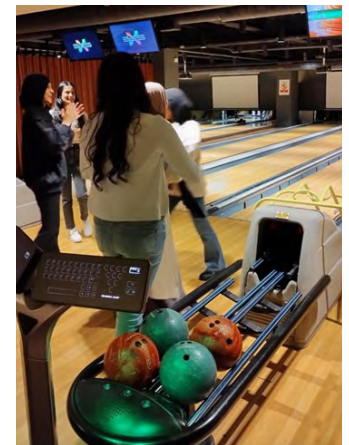
Throughout the summer holidays, football evenings were organised every Wednesday at Fitzalan High School in collaboration with Cardiff Metropolitan university. The sessions were well-received, with an average attendance of 25-35 boys each week. These sessions provided a safe and structured environment for young people to stay active and engaged during the holidays. They also fostered teamwork and community spirit, helping to reduce anti-social behaviour in the area and promoting a positive, healthy lifestyle among participants.



Girl's Night

A girls-only youth club was launched, catering to ages 11 - 25, attracting up to 22 participants each week. The term was filled with a mix of exciting activities aimed at building confidence, teamwork, and practical skills. Alongside regular sessions like cooking and group games, special events such as a boxing session with Cardiff Met coaches and a fun-filled trip to the bowling alley took place. These activities provided a great opportunity for the girls to develop new skills, bond with peers, and boost their self-esteem in a positive, supportive environment.

We will work to respond to the needs of communities requiring targeted support



Digital drop in sessions

Digital inclusion is a key priority for the service. To increase access for citizens to the benefits that digital provision can offer, the team operates an extensive outreach programme outside of the Hub buildings in community settings across the city including sheltered housing accommodation, schools and hospital locations.

Digital and social inclusion are priorities to ensure people can get online confidently, safely and use devices and the internet to benefit their health and financial wellbeing and skills for both work and social life.

We will continue to seek outreach opportunities to deliver digital inclusion and support to those who need it



Into Work Advice Service

Our Into Work Advice Service provides residents of Cardiff with a complete employment and skills package, supporting people who are out of work or those wanting to upskill into better paid and more sustainable work. To ensure that they achieve as wide a reach as possible recruitment events, Job Fairs and Employer liaison activities take place across the city in community venues such as Schools, Leisure Centres, Church Halls and Community Centres.

We will identify opportunities to further extend the reach of the service to those seeking employment and development opportunities.

Money Advice Team

The Money Advice Team encompasses the Money Advice Team, Welfare Liaison and the Disability Benefits Support Team. The Team has focused on attending new spaces and locations outside of Hubs, to offer targeted money advice and help with debts, as well as information and support in claiming different grants and discounts.

Locations that the Team have visited include food bank distribution centres, Loudon Square, Cardiff Market, schools including Ty Gwyn Special School, Riverbank Special School and Meadowbank School, Flying Start sessions, The Autistic Minds event at the Cardiff City Stadium and hostels.

The Team also provides services within HMP prisons. The support offered here is for those who are leaving prison within 3 months, who receive information around housing, Universal Credit and the Into Work Advice Services to help them transition back into their community.

We will continue to reach out to targeted locations to assist the people most in need of our support services.



Adult learning and Multiply

The Adult Learning team run courses which are free to eligible learners who want to take their first steps back into learning, take part in further training or access employment.

Multiply is a UK government-funded programme to help adults aged 19 or over improve their numeracy skills.

All Multiply sessions can be applied in everyday life, such as helping children with homework, cooking on a budget, boosting employability skills, managing finances, and more.

Courses include:

- Developing a Child's Knowledge of Number
- Help a Child with Maths
- Spreadsheets
- Career Preparation
- Money Management
- Self-Employment Workshop
- Shopping on a Budget
- Budgeting for Universal Credit
- Basic Maths Workshop

All of the above learning opportunities that can improve the lives of citizens are available at Hub locations and additionally at extensive community locations throughout Cardiff including:-

- » Primary schools
- » Community venues
- » Assisted Living Schemes
- » Adult hostels
- » HMP Cardiff
- » Youth hostels

We will continue to deliver Adult Learning and Multiply sessions in accessible community venues

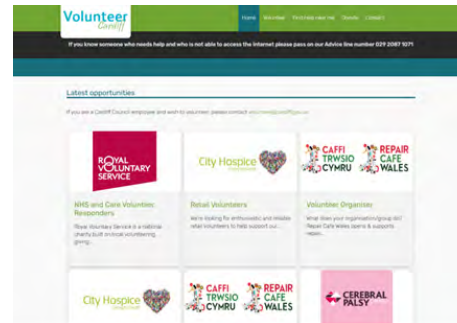


Volunteering

Cardiff Hubs and Libraries are extremely grateful to the volunteers who support us to deliver services to our communities. Volunteering can provide a pathway to employment, support the development of skills, help people make friends and improve their wellbeing.

Cardiff Volunteer Portal

The Into Work Team host an online platform www.volunteercardiff.co.uk that promotes volunteering opportunities for people at a wide-range of Cardiff Council and external organisations including Repair Cafe Wales, City Hospice, Cardiff Wellbeing Support Service, Dementia Friendly Cardiff, Cardiff Open Air Theatre Festival, Cancer Research Wales, Tenovus, Bowel Cancer UK, Papyrus and many more. The volunteer opportunities are located city-wide. The website also has a search option for people to find services that are able to support them in the area they live in.



We will continue to provide a variety of volunteer opportunities to people throughout the city whilst linking people to the services provided in their area



Unpaid Carers Advice and Support Drop Ins

Unpaid carers play a crucial role in supporting the people they look after. This can be very challenging, and it is essential that advice and information regarding support opportunities is accessible. Unpaid Carers advice and support drop ins take place in a range of community venues. These are jointly delivered by the team and unpaid carers themselves. The sessions not only give unpaid carers the opportunity to speak to staff they can also learn from their peers' experiences of their caring journey.

The drop ins also allow unpaid carers to bring the person being cared for.

Sessions currently take place at Goldies in Park End Church, Fairwater Leisure Centre, Memory Lane Social Club and Cloughmore Medical Centre.

We will continue to look for outreach opportunities to support unpaid carers within community settings and to existing groups that aren't based in Hubs and Library buildings.

Cardiff Wellbeing Support Service

Cardiff Wellbeing Support Service regularly attend community venues and events to promote the service, offer taster sessions and signposting to other services that can help people. The Service also supports communities to recruit, train and develop sustainable, self-led groups of their own in community settings.

Community venues that they visit include: -

- Community Living Schemes
- Supermarkets
- Supported Accommodation venues

The team also attend multiple community events to promote the services including GP cluster events, and community fun days. The walking groups that they deliver often set off from community places outside of the Hubs. The team also work with the Department of Work and Pensions (DWP) to present volunteering and mentoring opportunities to groups to bring people into the services that they provide.



We will continue to seek outreach opportunities to promote the service and support communities to improve their health and wellbeing.

Tenancy Management

All Teams within Tenants Services e.g. the Anti-Social Behaviour Team/ Tenancy Management and rent teams will visit people within their own homes if this is the citizen's preference. The teams who aim to respond to the needs of Tenants as well as citizens with concerns relating to anti-social behaviour work to ensure that services, advice and support is widely available within the community. These services are available within the Hubs, however the teams are actively seeking out further community locations to deliver support sessions.

We will seek out opportunities to deliver further support sessions in the community

Independent Living Service

The Independent Living Service helps people to access a wide range of support to help them live as independently as possible. In order to develop awareness of the services available the team delivers Advice and information roadshows in numerous community settings including:-

- Medical Centres
- Supermarkets
- Churches
- Leisure Centres
- Community Centres



Llan Healthcare @ Maelfa

Ageing Well Advice

Our Ageing Well advice officer delivers a programme of advice sessions across the City. These sessions have initially focused on older people who visit our Hubs and participate in older people activity programmes. Additional community venues have been identified across the city to widen access to the service.

We will continually seek out opportunities to deliver Ageing Well Advice in accessible community venues

Ageing Well Coffee Morning

Expert advice for over 50s in Cardiff
Part of the Wellbeing Support Service

Information and guidance on issues including:

- Wellbeing
- Council services
- Money matters
- Transport
- Help in your home

Bore Coffi Heneiddio'n Dda

Cyngor i bobl dros 50 oed yng Nghaerdydd
Rhan o'r Gwasanaeth Cymorth Lles

Gwybodaeth ac arweiniad ar faterion yn cynnwys:

- Lles
- Gwasanaethau'r Cyngor
- Materion ariannol
- Trafnidiaeth
- Cymorth yn eich cartref



Grange Pavilion

11-1pm

5th February

5th March

2nd April

(First Wednesday of the month)

Pafiliwn Grange

11-1pm

5 Chwefror

5 Mawrth

2 Ebrill

(Dydd Mercher taf bob mis)

For more information, contact

Liz: 07929720974

AgeingWell@cardiff.gov.uk

Am ragor o wybodaeth cysylltwch â

Liz: 0792920974

HeneiddionDda@caerdydd.gov.uk

Caerdydd
syn Deall
Dementia



Dementia
Friendly
Cardiff



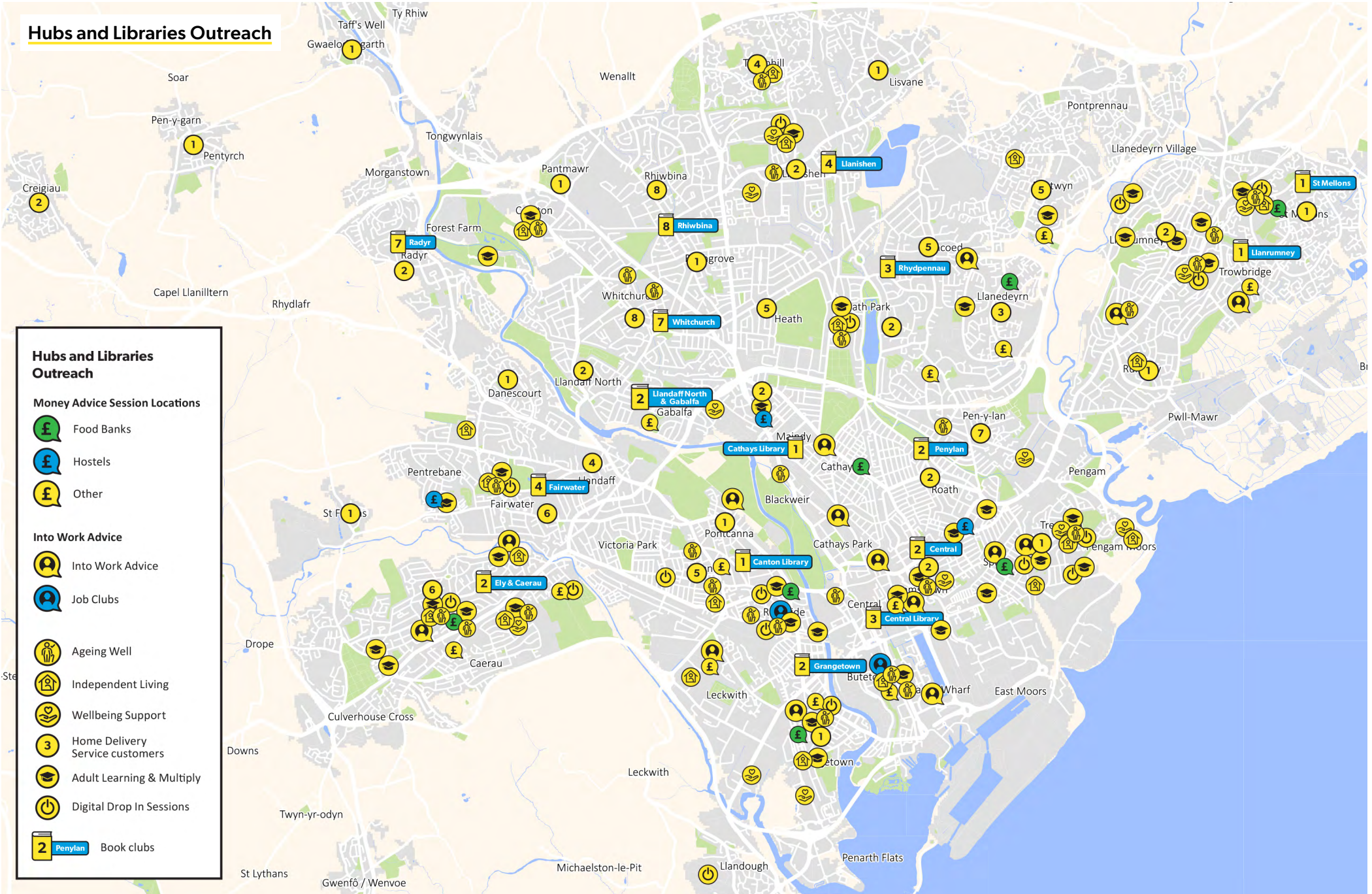
Cymorth
Lles
Cardiff
Wellbeing
Support



The
hub



Hubs and Libraries Outreach



Hubs and Libraries Outreach

Money Advice Session Locations

- £ Food Banks
- £ Hostels
- £ Other

Into Work Advice

- Into Work Advice
- Job Clubs

- Ageing Well
- Independent Living
- Wellbeing Support
- 3 Home Delivery Service customers
- Adult Learning & Multiply
- Digital Drop In Sessions

2 Penylan Book clubs

Next Steps

The We will objectives that are listed throughout the 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. 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 deliver the best outcomes.

