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AGENDA

Committee	ECONOMY & CULTURE SCRUTINY COMMITTEE
Date and Time of Meeting	THURSDAY, 14 MAY 2015, 4.30 PM
Venue	DIGITAL CARDIFF BOARDROOM, COURTYARD, COUNTY HALL
Membership	Councillor Craig Williams (Chair) Councillors Dilwar Ali, Aubrey, Ralph Cook, Howells, Javed, Stubbs, Weaver and Darren Williams

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 **Minutes** (*Pages 1 - 8*)

To approve as a correct record the minutes of the previous meeting.

4 **Economic Development - Q4 Performance** (*Pages 9 - 30*)

- (i) The Leader, Councillor Phil Bale will be in attendance, and may wish to make a statement;
- (ii) Economic Development officers will also be in attendance;
- (iii) Members' question and answer session.

5 **Cardiff and Vale ACL Partnership - Estyn Monitoring** (*Pages 31 - 46*)

- (i) Councillor Julia Magill (Cabinet Member – Education and Skills) will be in attendance, and may wish to make a statement;
- (ii) Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Assistant Director – Customer Services) and Mark

Roberts (Deputy Principal – Cardiff and Vale College) will also be in attendance;

(iii) Members' question and answer session.

6 Cost Recovery Model - non priority adult community learning (*Pages 47 - 78*)

(i) Councillor Julia Magill (Cabinet Member –Education and Skills) will be in attendance, and may wish to make a statement;

(ii) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Assistant Director – Customer Services) will also be in attendance;

(iii) Members' question and answer session.

7 Communities, Housing and Customer Service (Libraries and Community Learning) - Q4 Performance (*Pages 79 - 88*)

(i) Councillor Peter Bradbury (Cabinet Member –Community Development, Co-operatives & Social Enterprise) and Councillor Julia Magill (Cabinet Member – Education and Skills) will be in attendance, and may wish to make a statement;

(ii) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Assistant Director – Customer Services) will also be in attendance;

(iii) Members' question and answer session.

8 Roath Library - proposals (*Pages 89 - 158*)

Appendices 2 and 5 to Appendix A of the report are Not for Publication as they contain exempt information of the description in paragraph(s) 14 and 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972

(i) Councillor Peter Bradbury (Cabinet Member –Community Development, Co-operatives & Social Enterprise) will be in attendance, and may wish to make a statement;

(ii) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Assistant Director – Customer Services) will also be in attendance;

(iii) Members' question and answer session.

9 Summer Reading Challenge (*Pages 159 - 162*)

(i) Councillor Peter Bradbury (Cabinet Member –Community Development, Co-operatives & Social Enterprise) will be in attendance, and may wish to make a statement;

(ii) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Assistant Director – Customer Services) will also be in attendance;

(iii) Members' question and answer session.

10 Sports Update - European Capital of Sport 2014 and Cardiff Metropolitan University Joint Venture (*Pages 163 - 192*)

(i) Councillor Peter Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise) will be in attendance, and may wish to make a statement;

(ii) Chris Hespe (Director – Sport, Leisure & Culture), Steve Morris (Parks and Sport Development Manager) and Chris Jennings will also be in attendance;

(iii) Members' question and answer session.

11 Sport, Leisure & Culture - Q4 Performance (*Pages 193 - 202*)

(i) Councillor Peter Bradbury (Cabinet Member –Community Development, Co-operatives & Social Enterprise) and Councillor Bob Derbyshire (Cabinet Member for the Environment) will be in attendance, and may wish to make a statement;

(ii) Chris Hespe (Director – Sport, Leisure & Culture) will also be in attendance;

(iii) Members' question and answer session.

12 Date of next meeting

The next meeting is scheduled for Thursday 4 June 2015 at 4.30 pm in Committee Room 4, County Hall.

Marie Rosenthal
County Clerk & Monitoring Officer

Date: 8 May 2015

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

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ECONOMY & CULTURE SCRUTINY COMMITTEE

2 APRIL 2015

Present: County Councillor Craig Williams(Chairperson)
County Councillors Dilwar Ali, Howells, Stubbs, Weaver and
Darren Williams

70 : APOLOGIES FOR ABSENCE

The Committee noted that apologies had been received from Councillors Ralph Cook and Javed

71 : DECLARATIONS OF INTEREST

There were no interests declared in accordance with the Member's Code of Conduct.

72 : MINUTES

The minutes of the meetings held on 5 February 2015 and 5 March 2015 were approved as a correct record and signed by the Chairperson.

73 : CARDIFF CONTEMPORARY FESTIVAL 2014 - REPORT

The Chair welcomed Councillor Peter Bradbury, Cabinet Member Community Development, Co-Operatives and Social Enterprise, Chris Hespe, Director Sport, Leisure and Culture and Ruth Cayford, Visual Arts Manager to the meeting.

Councillor Bradbury referred to the large amount of work undertaken by Ruth Cayford in the organisation of the Cardiff Contemporary Festival which took place in October/November 2014. It was a huge success.

Ruth Cayford provided Members with a copy of the Cardiff Contemporary Festival 2014 Report which contained a provided a comprehensive overview of the arts festival, including statistics and estimates on the number of visitors engaging with the festival, the number of artists involved, information on each residency and commission and information on the partnerships with both arts and business organisations that helped deliver the festival.

That report also outlined the ongoing aims of Cardiff Contemporary.

The Chairperson thanked Ruth Cayford for her presentation and thereafter invited questions and comments from Members.

- Members asked for information in relation to the funding of Cardiff Contemporary. Officers advised that funding in the sum of £100,000 had been granted on application and Cardiff Council had contributed £50,000.

Councillor Bradbury advised that there were no plans at present to withdraw Council funding and that the Arts Council of Wales were matching the funding provided by the Council.

- Whilst Officers were mindful of the economic situation there was evidence to suggest that Visual Arts helps to enhance regeneration investment in the City profile.
- There were discussions about Artes Mundi and what support could be provided by the Council. Officers advised that the idea of a cultural consortium is being canvassed, it is important to bring the Art World's knowledge into City Centre design and further to utilise their knowledge in obtaining investment and supporting young businesses.
- Members asked for the expenditure figures for the event. Officers advised that the spending was approximately £200,000. The secondary spend averaged £20 per person per day coming into the City.
- Members felt that it was important that the financial benefits were provided in detail. Councillor Bradbury advised that the economic benefits are not clear at this time. Further time will be needed before that information becomes available.
- Members queried the involvement of organisations such as Communities First. Officers advised that Communities First were involved in running a number of the work shops, and young people were specifically involved in a number of the photo workshops. All partners felt the need to make it a fair demographic festival.
- The budgets for the festivals at Liverpool, and Glasgow were discussed. While Glasgow has a very similar collaborative approach to Cardiff, their budget is far higher, in excess of £1m. Officers indicated that they could provide their budget figures to the Committee. Councillor Bradbury stressed the importance of not comparing the success of the festival in Cardiff to those in Liverpool and Glasgow at the present time.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson, on behalf of the Committee, writes to the Cabinet Member thanking him for his attendance and that of the Officers and to convey the following observations of the Committee when discussing the way forward.

- The Committee wished to express its thanks and congratulations to Ruth Cayford for her role in leading on the Cardiff Contemporary Festival and delivering this fantastic arts event for the city. Her enthusiasm and the commitment she demonstrated to the project is welcomed.
- The Committee recommends that an Economic Impact Assessment is undertaken to evaluate the benefits of future festivals;

- The Committee recommends that the Council actively explores additional sources of funding for future festivals and reviews the arrangements in place for other contemporary art festivals in the UK;
- The Committee requests comparative information on the budget for Cardiff Contemporary and other contemporary art festivals in the UK.

74 : CARDIFF INTERNATIONAL SPORTS STADIUM

The Chairperson welcomed Councillor Peter Bradbury - Cabinet Member Community Development, Co-operatives and Social Enterprise, Chris Hespe – Director Sport, Leisure and Culture, Mark Roberts - Deputy Principal, Cardiff and Vale College, Steve Borley – House of sport, Matt Newman – Chief Executive Welsh Athletics, John Lister and Bernard Plain – Cardiff Amateur Athletics Club.

Councillor Bradbury made a statement in which he outlined the basis of the proposal from Cardiff and Vale College. Members were advised that the proposal includes the House of Sport taking a sub-lease on the sports facilities from the College, and the Council paying the capital cost of replacing the track at an estimated cost of circa £500,000 as a one of payment in three or four years' time. That would be to recreational standard and any upgrade of the track to elite level would have to be secured by the College from external sources.

Sub-leases would also be assigned to Welsh Athletics and Cardiff Athletics Club as core tenants of the buildings and grounds.

It is anticipated that the College will take over the operation of the facility from the end of June 2015 and that staff are being protected by the TUPE regulations.

Chris Hespe confirmed that there had been no pre-decision scrutiny of the proposals prior to Cabinet making a decision and that the Scrutiny Chairperson had been kept informed. There has been efficient and effective ongoing dialogue between the Council, Cardiff and Vale College and other affected parties in developing this proposal and business case.

Mark Roberts and Steve Borley provided the Committee with a brief overview of their future plans. It was clear that something needed to be done to change the utilisation of the stadium. They considered that the joint venture would address the funding deficit. Members were advised that the Cardiff and Vale College will transfer their sports department to the stadium building. The interior is to be refurbished. House of Sport are to fund the installation of a new pitch which will generate additional income. A wider range of sports will also be provided, including basketball, netball and also disabled sports. Going forward will be given to adding a sports/science block with a view to encouraging University participation.

Mark Newman outlined his views on the decision and stressed that it was important that the facility was retained for the community, education and as a performance arena for Wales.

John Lister and Bernard Plain from Cardiff Amateur Athletics Club provided their view of the decision. They circulated written observations to Members but one of their

major concerns is that the proposed replacement of the track surface only to recreational standard would prejudice the stadium's position as the National Athletic Stadium of Wales. It is currently certified by UK Athletics as Grade A and they feel that there should be an obligation to maintain that standard.

Concern was also expressed regarding the staff currently employed at the Stadium. Members were advised that the current staff have a great deal of knowledge and expertise in track and field sports and therefore it was considered essential that their services be retained.

The Chairperson welcomed questions and comments from Members:

- Members queried the type of 'replacement' track. Officers indicated that a working group has now been convened, a number of tracks have been considered and with an outlay of £0.5million the best possible track will be purchased. Further, as it is a joint venture, other partners will also ensure that the right selection of track is made bearing in mind the amount of work which had to be redone after the previous replacement.
- Members queried whether the Council would play any in role in the arbitration of any potential difficulties and whether Active Cards will be in operation. Officers indicated that the Service Level Agreement will cover a range of matters including the committee membership. The Council will have a seat and will the House of Sport, Welsh Athletics and the Sports Council for Wales. Officers confirmed that discussions are ongoing in relation to the use of Active Cards.

The Chairperson thanked the Cabinet Members, Officers and witnesses for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson, on behalf of the Committee, writes to the Cabinet Member thanking him for his attendance and that of the Officers and witnesses and to convey the following observations of the Committee when discussing the way forward

- The Committee notes its expectancy for a Grade A track surface to be installed at Cardiff International Sports Stadium; and
- The Committee requests it is kept updated on the Service Level Agreements with regard to Cardiff International Sports Stadium.

75 : CARDIFF TOURISM STRATEGY AND ACTION PLAN: 2015 - 2020

The Chairperson welcomed the Leader, Councillor Bale, Ken Poole – Head of Economic Development and Heledd Williams – Head of Tourism.

Councillor Bale made a statement in which he indicated to the Committee that tourism was vital to the City. The Tourism Strategy aimed to set out how the City can double the income from overnight tourism by 2020.

Heledd Williams updated Members on the new website – visitcardiff.com for which there has been overwhelming support. The site is updated on a regular basis and is both tablet and mobile friendly.

The Cardiff Visitor Card was due to be launched on 3 April 2015. An extensive number of businesses have now signed up and are prepared to offer a wide range of promotional discounts. The card will be sold for £4.00 and the income from card sales will be retained and used to continue the marketing of the project.

Officers referred to the Action Plan circulated previously to Members. It was noted that the Action Plan was still in its early stages, however progress was being made.

The Chairpersons welcomed questions and comments from Members:

- Members commented that it appeared that a number of the 'Actions' in the Plan were predicated on the Business Improvement District (BID) as opposed to other revenue sources. Concerns were raised that the aspirations of the Strategy could be hindered by a lack of resources. Officers advised that whilst the BID was important the actions were not wholly dependent upon it. The Cabinet Member confirmed that there has to be a proactive approach to generating income, for example ERASMUS and the Cardiff Visitors Card funding. Consultants have been appointed and hopefully more progress will have been made in the next 6 months.
- Members queried the use of the domain name for the website - visitcardiff.com. It was explained that at the present time it was not a new site, but one which was being updated. Members felt that '.wales' should be used if at all possible. Officers confirmed that it is something which will be considered.
- Members expressed concerned about the closure of the Tourist Information Centre (TIC) in The Hayes. Officers confirmed that it is believed that the younger tourists are more likely to use the 'App' than physically go to a Tourist Information Centre. This has been helped by the introduction of the new Wi-Fi system.

There is a TIC at Cardiff Bay however interactive screens remain at present in The Hayes. There is also a dedicated phone line to the Cardiff Bay TIC. Staff from the Cardiff Story Museum have been briefed. A number of alternative permanent information points are being explored, for example, in the new Cardiff Bus Station and at St Davids 2.

- Members requested further information as to how the Cardiff Visitor Card is to be promoted as the Tourism Strategy seems to contain very little information in relation the marketing of the card. Members felt that it should be in the 5 year plan. The Committee considered that the collaboration with other cards and Visit Cardiff was important.
- Members queried the establishment of a Leadership Academy and the time scale for that. Officers advised that research into the synergy with the academy launched at Belfast was being undertaken and there had already been investment.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson, on behalf of the Committee, writes to the Cabinet Member thanking him for his attendance and that of the Officers and to convey the following observations of the Committee when discussing the way forward:

- The Committee requests a one page briefing note on the promotional plans for the Cardiff Visitor Card;
- The Committee hopes that the use of a '.wales' domain name will be given due consideration going forwards;
- Members look forward to a future update on progress in achieving the actions and projects outline in the Tourism Strategy and Action Plan, and in particular to monitoring the success in increasing the number of overnight visitors and monitoring the impact the changes for the Tourist Information Centre have brought.

76 : SCRUTINY IMPROVEMENT PROJECT

The Chairperson welcomed Councillor De'Ath, Cabinet Member for Safety, Engagement and Democracy and Marie Rosenthal, County Clerk and Monitoring Officer to the meeting.

Councillor De'Ath provided a statement in which he updated the Committee with progress made in delivering the Council's Improving Scrutiny Project. He advised that there had been meetings between the 5 Scrutiny Chairs and Ed Hammond from the CfPS (Centre for Public Scrutiny). There are to be project member workshops arranged, culminating in a scrutiny conference.

The County Clerk and Monitoring Officer advised that this was part of a national programme and Cardiff will be one of the Case Studies. The WLGA Peer Review had been impressed with Cardiff's Scrutiny Function. Whilst an initial time table had been set for the Project Plan, revisions have had to be made to that and it is anticipated that the report will not be agreed and go to Cabinet until late Autumn.

The Chairperson thanks the Cabinet Member and Officer for attending.

AGREED – That time Scrutiny Improvement Report be noted, and in particular the timescales referred to therein.

77 : CORRESPONDENCE - INFORMATION REPORT

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

AGREED – That the correspondence report and attached documentation be noted.

78 : TASK AND FINISH DISCUSSIONS - PRESERVING THE HERITAGE BUILDINGS IN CARDIFF BAY

As part of their 2014/2015 Work Programme the Committee agreed to establish a Task and Finish inquiry into Preserving the Heritage Buildings in Cardiff Bay.

The Chairperson requested expressions of interest from Members.

It was suggested that Nerys Lloyd Pearce, Chair of Cardiff Civic Society be approached with a view to being co-opted onto the Task and Finish inquiry Group, with the first meeting to take place in May 2015.

AGREED – That Councillors Craig Williams, Dilwar Ali, Weaver and Howells be part of the task and finish enquiry group.

79 : DATE OF NEXT MEETING

Members were advised that the next meeting was scheduled for Thursday 14 May.

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**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

ECONOMY & CULTURE SCRUTINY COMMITTEE

14 MAY 2015

**QUARTER FOUR PERFORMANCE 2014-15:
ECONOMIC DEVELOPMENT**

Purpose of report

1. The Economy and Culture Scrutiny Committee is responsible for scrutinising performance, thereby facilitating challenge and public discussion which should help to drive improvement of the services that fall within this Committee's Terms of Reference.

Background to Performance Report

2. The Economy and Culture Scrutiny Committee considered an item on achievement of agreed budget savings at its meeting on 6 March 2104. At the Way Forward, Members recognised the importance of considering the service and financial performance of the Directorates reporting through the Committee's terms of reference, and agreed to consider performance as a recurring item through the 2014/15 work programme.
3. The Quarter 4 Performance Reports attached as appendices provide the Committee with information about the context that these services are operating in, performance information and the management actions that are being taken to address performance issues.
4. Performance reports for Quarter Four have been through 'Star Chamber' sessions where Cabinet Members and Directors will have reviewed and challenged performance and agreed actions that need to be taken to address issues raised in the report.

5. **Appendix 1** provides a Corporate Overview of performance, which allows the performance of the Economic Development Directorate to be compared with other Directorates in areas such as:

- Complaints and Member Inquiries;
- Staff and Agency Costs;
- Sickness Absence;
- Compliance with PPDR targets;
- Freedom of Information requests.

6. The following figures are of note in relation to the Economic Development Directorate:

- 100% of Member Enquiries responded to on time;
- Comparatively low levels of sickness absence, with 4.22 FTE days lost per person. Well below the directorate target of 6.0 FTE days, and the Council figure of 10.011 FTE days;
- 97.2% completion of PPDR reviews.

7. **Appendix 2** details the individual performance of the Economic Development Directorate. The following are highlights in relation to the performance of this Directorate:

Progress on Challenges Identified in Quarter 3

- **City Deal** – Budget announcement made. Work commencing toward preparing funding bid.
- **Central Square** – Bus Station proposal progressing. Cabinet report due in June.
- **Multi Purpose Arena** – Business case and appraisal to be presented to Cabinet in June.
- **BID** – consultants appointed with a view to undertake ballot by the end of 2015.

- **Cardiff Business Council** – Cabinet approved a review in March, which will address funding and membership arrangements.
- **Cardiff Super Connected Voucher Scheme** – 445 vouchers issued. Scheme extended 12 months and will include surrounding authorities.

8. **Quarter 4 Service Delivery – Budget Position**

Financial information has not been included in the Quarter Four Corporate Performance Report as the accounts for the end of year are to be finalised in time for the deadline of the end of May.

9. **Quarter 3 Service Delivery – Directorate Delivery Plan:**

- **Increase the number and quality of jobs in the city economy** - supported the creation/safeguarding of 270+ businesses and 1393+ jobs. 26.06% of these jobs attract a salary of 10% above the average salary for Wales.
- **Linking Education and Business Partnerships** - progress made to establish business partnership links with new business representative governors appointed for Cantonian High, Willows High and Eastern High.
- **Coal Exchange** – work is ongoing with stakeholders to agree a future for the building. Conservation Management plan being progressed by WG.
- **Economic Vision** - Cardiff Convention (CC14) report circulated to attendees. A draft Vision will be presented to Cabinet in July for consultation with a view to being launched at the next Cardiff Convention (CC15) in October.
- **New property management improvement system** - business case for appropriate funding being prepared following a recent presentation of SAP based software company.
- **Cardiff Central Market** – productive dialogue with Tenants Association ongoing regarding future management strategy.

10. All of the outcome agreements for this Directorate are green at Q4. The table below (taken from **Appendix 1**) captures the 2014/15 results for outcome agreements. Further outcome agreements found in **Appendix 2** are also green.

Measure	14/15 Target	Annual Result
Businesses supported	50	351
New & safeguarded jobs in businesses supported financially by the Council	500	1380
New & safeguarded jobs in businesses supported financially or otherwise by the Council	1000	2395
Grade A office space	100,000sqft	277,277sqft
Jobs 10% above average Wales salary	20%	TBC (based on Q3 target exceeded)
Grant aid and private sector finance to companies assisted by the Council	£2m	£3,816,513 (provisional)
Total employment in Cardiff (Aged 16-64) Jan – Dec 2014	198,300 (2012) +/- 1%	207,500

11. The following Performance Indicator is rated **Red**:

Grow Membership of Cardiff Business Council to 1000 members (by 2016). The position reported in Quarter 4 is 120 members.

12. The following Performance Indicators are rated **Amber**:

- GVA per capita (above UK av)
14/15 result 98.3%
14/15 Target 100%
- Unemployment Feb 2014 (2.6% Wales)
14/15 result 2.9%

14/15 Target Below Wales Av

- Investment Portfolio Income

14/15 result £4.133m provisional

14/15 Target £4.2m

13. A number of challenges are identified within the Economic Development Quarter 4 report (**Appendix 2**). Of particular interest to the Committee given previous scrutiny items and points raised with the Cabinet Member are;

- Begin the process of preparing a bid for City Deal.
- Undertake a review of the Cardiff Business Council.
- Manage the delivery of the Central Square development, including the closure of the Central Bus Station.
- Initiate work to develop a masterplan for the Civic Centre with Cardiff University including option for the future of City Hall.
- Progress with the preparation of a Business Improvement District (BID) proposal.
- Progress Alternative Service Delivery model review including consideration of the new services merged with Economic Development.

14. No new risks have been identified as emerging in Q4. Information is provided on the risks emerging in previous quarters. The following information is new from what was provided in Quarter 3:

- BID – delay with implementation of BID
Consultants commissioned to undertake BID application process.
- Cardiff Business Council – Delay in generating income
Secured partnership agreement with WG and Aviva to establish the City of Cardiff Marketing Suite at 3 Assembly
- Transport Interchange – agreeing proposals for the delivery of an integrated transport hub. The final design is due to be completed in Spring 2015.
- Economic Vision – delay to the launch of a new economic vision for Cardiff

CC14 report circulated. Draft vision to be reported to Cabinet for consultation with a view to formal launch in the autumn.

Way Forward

15. At the meeting, the Leader, Councillor Phil Bale and Neil Hanratty (Director of Economic Development) will be in attendance to answer questions that Members might have.

16. Members may also wish to consider the way that future quarterly scrutiny of performance might be arranged, and to identify any issues which require more detailed scrutiny in the coming year.

Legal Implications

17. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

18. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial

implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

Recommendation

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

MARIE ROSENTHAL
County Clerk and Monitoring Officer
8 May 2015

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Q4 Delivery and Performance Report 2014/15

Progress against actions in the Corporate Plan 2014/15

Q4 2014/15 – (254*)

Green 75.2% (191)	Amber 18.1% (46)	Red 5.1% (13)
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*Including N/A

Progress against relevant Performance Indicators

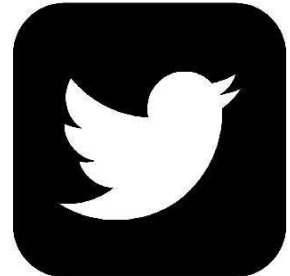
Q4 2014/15 – (271*)

Green 47.2% (128)	Amber 18.8% (51)	Red 14.8% (40)
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*Including Annual indicators and those with no results

Q4 Customer Contact

Twitter followers
37,029 followers in English
1,553 followers in Welsh



Complaints	Q1	Q2	Q3	Q4
New Complaints Received	652	658	468	533
Corporate Complaints	652	656	467	532
Welsh Complaints	0	2	1	1
Acknowledgements not sent within 5 days	25	15	14	7
Response not sent within 20 days	54	36	33	22
Compliments Received	389	383	341	287

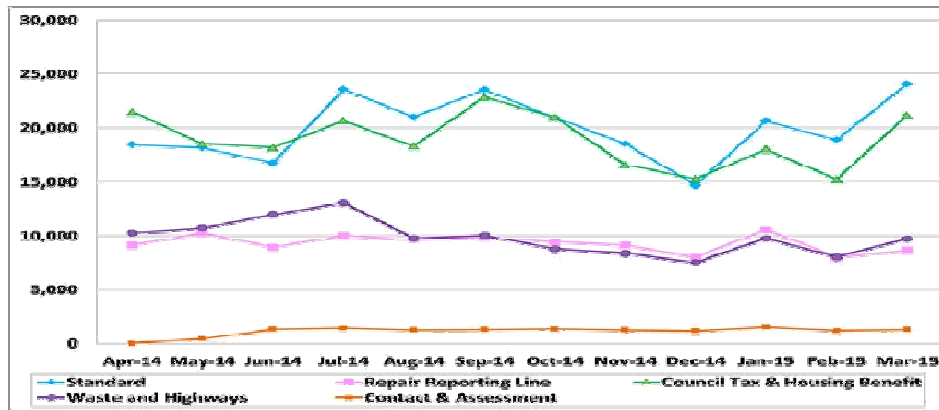
Members Enquiries

Directorate	Received				Responded on me	
	Q1	Q2	Q3	Q4	Q4	Q4 %
Childrens	1	1	2	1	1	100%
Communities	178	171	117	125	105	84%
Democrac	10	12	4	0	0	0%
Economic	6	8	4	2	2	100%
Educaon	9	12	3	8	6	75%
Environment	526	284	188	203	169	83%
Health & SC	4	3	3	6	5	83%
Resources	9	9	11	7	7	100%
Sport L&C	84	100	40	32	21	66%
SPHT&T	316	229	193	243	169	70%
Total	1143	829	558	627	485	77%

Members Central team have been working closely with IT to correct the reporting mechanism to capture enquiries that were actually requests for service. This has been corrected and a total of 31 cases were recorded on the member enquiry but were then deemed a request for service. Highways have seen an increase in enquiries covering a range of issues such as pot-holes and surfacing, problem parking and footpaths. Rubbish/fly pping and street cleansing remain consistent.

Customer Contact

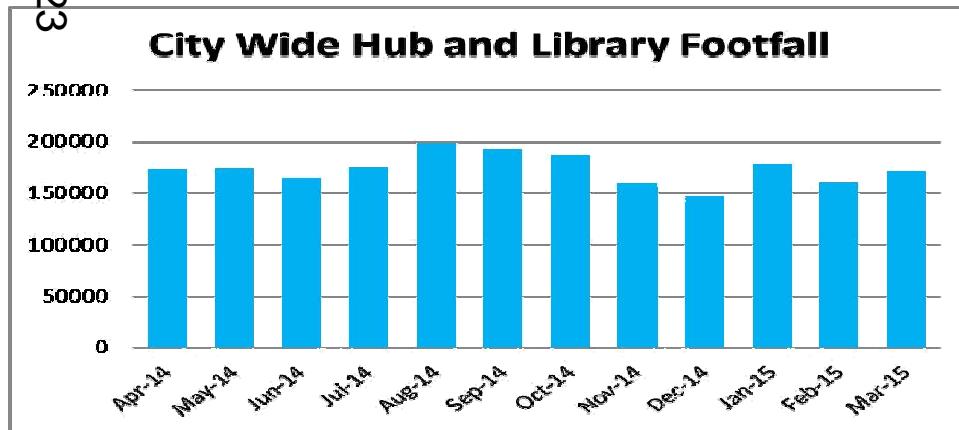
Calls offered to C2C



Update: Council tax annual billing for the 2015/16 period officially launching on March 11th, As a result of those new bills going out, there was a rise in Direct Debit of enquiries by 136% from the month before.

Page 23

Total Footfall in both Libraries & Hubs across the City.



Update: Q4 showed an improvement on the previous quarter, the temporary closure to the 5th Floor of Central, Roath Library and Grangetown have impacted on the results. Action plan was put in place by the Neighbourhood Development Librarians to increase take up of the Library Services in the Hubs and this has had a positive impact of overall usage, through additional classes and outreach work to increase customer base.

Online

Since launching the website in a responsive template, access to www.cardiff.gov.uk by device has changed as follows

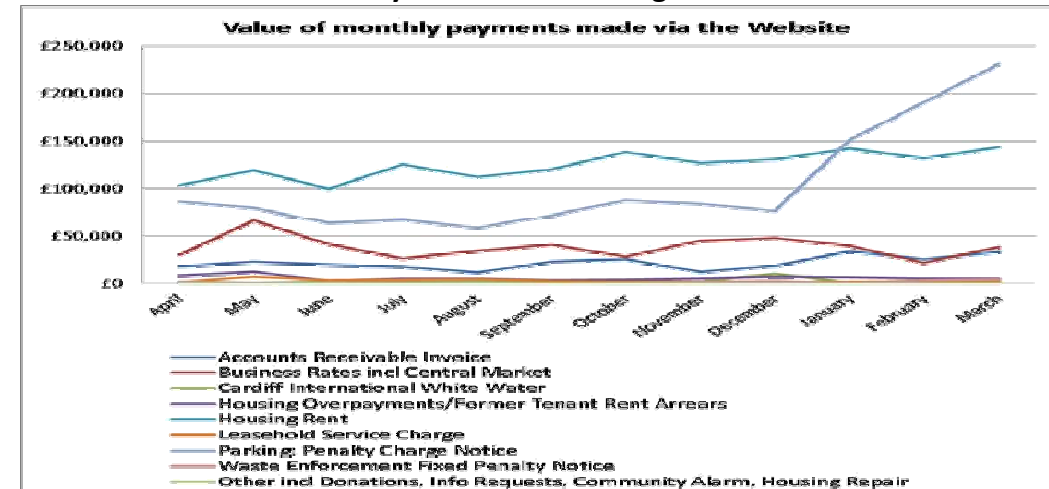


1,392 searches contained the word 'challenge' this is most likely linked to parking fines: Top search result on www.cardiff.gov.uk returns: **Challenge a Penalty Charge Notice**



Popular Tweets – “Spring is here, summer's on its way! Cardiff Summer Festival announcements coming soon for 2015 line-up #cdfestival”
 “Keep up to date with your Bank Holiday waste collection changes here bit.ly/1CTxeFX #greenercardiff”

The value of Payments made through the Website



Update: Income from Penalty Charge Notices during March (£230,487) again showed an increase online (£40,150) over the previous month (£189,977). This coincides with the introduction of fines for Moving Traffic Contraventions alongside the introduction of 2 additional Civil Enforcement Officers. 3125 payments were also made via C2C totalling £447,599.68

Total Staff Costs at Q4	£196,673,662
Total Agency Costs at Q4	£16,426,913
Total Overe Costs at Q4	£4,528,736

The spend on agency may reflect an overspend against budget as there may be vacant posts where there is a budget but the staff are employed through an agency, so the permanent staff budget will show an un-derpend and the agency staff an overspend.

Staff Costs to End Q4	% of Annual Budget		% Spend Agency	% Spend Overme
£16,748,641	93.06%	Childrens	22.91%	0.51%
£23,496,428	100.87%	Communities	5.66%	1.76%
£1,668,758	102.13%	Corporate Mgmt	2.92%	0.18%
£1,980,501	117.26%	County Clerk &	4.15%	0.63%
£4,651,478	100.08%	Economic	6.98%	3.92%
£29,113,994	106.48%	Education	3.48%	0.87%
£22,756,886	97.98%	Environment	16.12%	3.86%
£23,707,468	103.33%	Health & SC	5.72%	3.75%
£33,450,445	90.99%	Resources	3.85%	1.25%
£25,805,315	104.53%	Sport L&C	11.76%	3.72%
£13,293,718	100.76%	SPHT&T	3.36%	3.26%

Agency
8.35%

Overme
2.30%

Staff Costs at Quarter 4

Directorate	Staff Budget £	Total Staff Costs to month 12 £	% Annual Budget spent	Overtime Budget £	Total Overtime spend £	Overtime Spend %	Total Agency Budget £	Total Agency Spend £	Agency Spend %
Children's Services	17,998,060	16,748,641	93.06%	0	85,323	0.51%	1,110,930	3,837,452	22.91%
Communities, Housing & Customer	23,293,120	23,496,428	100.87%	235,620	412,429	1.76%	367,500	1,330,332	5.66%
Corporate Management	1,633,930	1,668,758	102.13%	0	2,985	0.18%		48,764	2.92%
County Clerk & Monitoring Officer	1,689,050	1,980,501	117.26%	0	12,433	0.63%	2,500	82,095	4.15%
Economic Development	4,647,940	4,651,478	100.08%	82,100	182,296	3.92%	150,380	324,770	6.98%
Education	27,342,360	29,113,994	106.48%	0	253,383	0.87%	308,370	1,013,221	3.48%
Environment	23,225,430	22,756,886	97.98%	1,180,000	878,498	3.86%	1,439,850	3,667,647	16.12%
Health & Social Care	22,942,520	23,707,498	103.33%	139,420	889,965	3.75%	30,280	1,355,023	5.72%
Resources	36,763,031	33,450,445	90.99%	566,340	418,704	1.25%	337,010	1,287,372	3.85%
Sport, Leisure & Culture	24,687,000	25,805,315	104.53%	836,210	959,980	3.72%	2,058,920	3,033,994	11.76%
Strat Planning, Highways & Transport	13,193,950	13,293,718	100.76%	412,290	432,741	3.26%	99,690	446,242	3.36%
Total	197,416,391	196,673,662	99.62%	3,451,980	4,528,736	2.30%	5,905,430	16,426,913	8.35%

Sickness Absence Q4

FTE days
2014/15

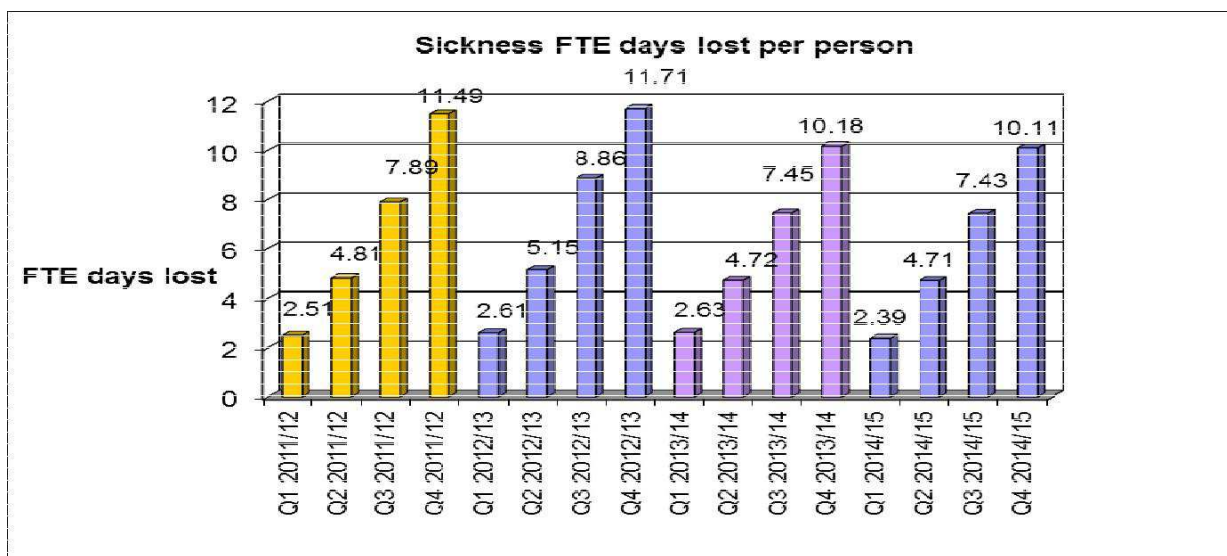
10.11

	Av FTE Numbers	FTE Target	2014/15 Days lost	Difference
Childrens	369	15.3	13.87	-1.43
Communities	1019	9.0	10.04	+1.04
Democratic	86	6.0	5.68	-0.32
Economic	118	6.0	4.22	-1.78
Education	1074	9.0	9.66	+0.66
Environment	632	18.2	15.99	-2.21
Health & SC	691	13.1	15.87	+2.77
Resources	833	7.3	10.36	+3.04
Sport L&C	728	12.1	13.94	+1.84
SPHT&T	375	7.2	8.61	+1.41
Total	*11,382	9.0	10.11	+1.11

*This figure includes schools based educaon staff.

The final sickness ouurn figure for 2014/15 is **10.11 FTE days lost per person**. The Council wide target for 2014/15 was **9.00 FTE days lost per person**. This was a reducon of 11.6% on last years ouurn figure of 10.18 days. Whilst the target was not reached, the figure is the lowest sickness level the Council has achieved.

The Aendance & Wellbeing policy which was implemented from 1st July 2013 is currently under review. Connued monitoring will take place, and which includes idenfying missed returned to work interviews, missed triggers and long term absence cases.



Sickness – Return to Work
April 2014 to March 2015

Organisation	Return To Work Done (A)	Return To Work Pending (B)	Total (A+B)	Percentage Completed (%)
CHILDREN SERVICES	329	13	342	96.2
COMMUNITIES HOUSING & CUSTOMER SERVICES	886	4	890	99.6
DEMOCRATIC SERVICES	54	0	54	100.0
ECONOMIC DEVELOPMENT	64	4	68	94.1
EDUCATION - SCHOOLS	5,820	1,093	6,913	84.2
EDUCATION & LIFELONG LEARNING	929	17	946	98.2
ENVIRONMENT	511	11	522	97.9
HEALTH & SOCIAL CARE	907	5	912	99.5
RESOURCES	1,234	7	1,241	99.4
SPORT LEISURE & CULTURE	713	30	743	96.0
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	215	6	221	97.3
TOTAL	11,662	1,190	12,852	90.7

Personal Performance and Development Review Compliance as at 21st April 2015

Organisation Name	Half Year Compliance		
	Total (Head Count)	Complete	Percentage (%)
CHILDRENS SERVICES	291	244	83.8%
COMMUNITIES HOUSING & CUSTOMER SERVICES	910	873	95.9%
DEMOCRATIC SERVICES	49	47	95.9%
ECONOMIC DEVELOPMENT	106	103	97.2%
EDUCATION & LIFELONG LEARNING (exc schools and central teachers)	980	780	79.6%
ENVIRONMENT	534	480	89.9%
HEALTH & SOCIAL CARE	734	633	86.2%
RESOURCES	1316	1211	92.0%
SPORT LEISURE & CULTURE	679	581	85.6%
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	275	260	94.5%
Total	5874	5212	88.7%

Freedom of Information Requests Received 2014/15

Area	Q1		Q2		Q3		Q4		Annual Total	
	Rec'	Responses on time (%)	Rec'	Responses on time (%)	Rec	Responses on Time (%)	Rec'	Responses on Time (%)	Rec'	Responses on Time (%)
Childrens Services	9	79%	16	31%	17	56%	20	25%	62	47%
Consumer Affairs	35	85%	24	76%	18	85%	15	64%	92	80%
Crems & Cemeteries	1	100%	2	100%	4	100%	4	100%	11	100%
CTS	6	60%	1	100%	0	N/A	0	0	7	75%
Customer Services	2	100%	3	50%	22	95%	5	88%	32	90%
Democracy & Comms	14	85%	17	8%	13	84%	16	100%	60	86%
Econ & Major Projects	2	0%	1	100%	8	100%	4	100%	14	93%
Education	26	96%	18	73%	16	88%	33	83%	93	86%
Environment	9	70%	13	86%	14	75%	8	63%	44	75%
Facilities Management	3	100%	5	75%	2	100%	0	0	10	91%
Finance & Procurement	71	83%	60	83%	73	91%	61	89%	265	86%
Health & Safety	1	100%	0	N/A	2	100%	0	100%	3	100%
Health & Social Care	10	71%	10	50%	15	38%	21	63%	56	54%
Highways & Transport	46	93%	41	55%	41	90%	66	69%	194	77%
Housing	24	74%	20	75%	11	93%	20	93%	75	81%
HRPS	24	74%	21	91%	25	89%	44	75%	114	82%
ICT	15	88%	10	56%	11	67%	19	69%	55	72%
Improvement & Info	6	100%	8	71%	10	100%	6	86%	30	91%
Infrastructure	0	N/A	3	67%	3	100%	0	100%	6	83%
Legal Services	8	100%	5	75%	2	100%	2	100%	17	88%
Multi Function	12	31%	33	24%	27	52%	36	67%	108	47%
Sport L&C	16	95%	8	82%	11	100%	16	78%	51	84%
Planning	8	100%	19	57%	11	64%	11	55%	49	66%
Policy & Partnership	0	N/A	0	N/A	0	N/A	0	0	0	0
Reg & Support Serv	0	N/A	2	50%	6	100%	14	80%	22	79%
Registration & Coroners	2	100%	2	100%	0	100%	4	100%	8	100%
Traffic Network Man	5	50%	10	55%	9	56%	12	64%	36	58%
Waste Management	5	86%	13	56%	6	42%	10	60%	34	63%
Total	360	83%	365	52%	377	80%	455	75%	1548	76%

Requestor	Q3 2014/15		Q4 2014/15	
	Rec'	% of Total Requests	Rec'	% of Total Requests
AM/MP	9	2%	23	5%
Business/ Company	81	21%	74	17%
Campaign	13	3%	10	2%
Elected Member	2	1%	1	0%
Employee	2	1%	1	0%
Local Authority	1	0%	7	2%
Not known	60	16%	33	7%
Police	0	0%	0	0%
Press/Media	39	10%	64	14%
Public	140	37%	187	42%
Student	7	2%	21	5%
WDTK*	23	6%	26	6%
Total	377		447	

*whatdotheyknow.com

The volume of the FOI requests received by the Council over the year has continued to grow each quarter. During the year the Council has continued its regular review of its FOI processes and streamlined these taking the opportunities to exploit technology and systems. The table shows that compliance in Childrens (47%) and Health & Social Care (54%) are lagging behind other areas. Work to bring about improvement in these functions is ongoing. This includes a review of capacity and streamlining processes within these functions to deal with the volume of requests especially as the Council changes its organisational shape in these areas. Compliance with Multi Function Requests dipped in quarter 4 due to the significant increase in the volume of these (+ 72 from Qtr 3). Compliance will continue to be closely monitored.

Subject Access Requests are not included in the table

Outcome Agreement Measures for 2014/15 – Annual Result

Economic Development

Measure	2014/15 Target	Annual Result
Businesses supported	50	351
New & safeguarded jobs in businesses supported financially by the Council	500	1380
New & safeguarded jobs in businesses supported financially or otherwise by the Council	1000	2395
Grade A office space	100,000sqft	277,277sqft
Jobs 10% above average Wales salary	20%	TBC (based on Q3 target exceeded)
Grant aid and private sector finance to companies assisted by the Council	£2m	£3,816,513 (provisional)
Total employment in Cardiff (Aged 16-64) Jan – Dec 2014	198,300 (2012) +/- 1%	207,500

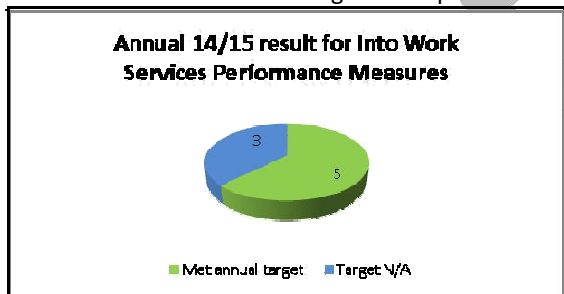
Education

Measure	Academic Year 13/14	Annual Target
Primary Attendance	94.9%	94.4%
Secondary Attendance	93.8%	93.6%
% of pupils achieving core subject indicator at Key Stage 2	84.5%	85.11%
The percentage of pupils aged 15 at the preceding 31 August, who achieved the Level 2 threshold	54.04%	55%
The percentage of pupils assessed at the end of Key Stage 3, achieving the Core Subject Indicator	81.5%	78.4%
The % of pupils achieving the Foundation Phase Indicator (FPI)	83.7%	83.7%
The number of local authority maintained schools who are placed in a formal category	2	1

Education, Employment & Training

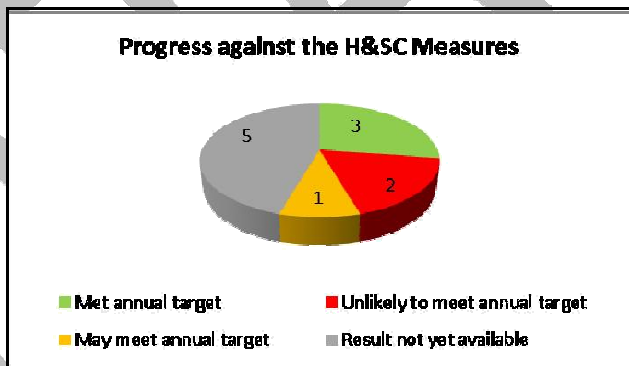
Measure	Annual result	Annual Target
Number of work experience placements	1078	1000

92% of Into Work Services Users gained a qualification



80% of Into Work Service Users felt more ready to enter employment as a result of accessing our services

Health & Social Care



*The results for H&SC are indicative only as the most accurate and up-to-date results will not be available until the end of May 2015

Housing

Measure	Annual 14/15 result	Target (Annual)
Boiler upgrades	1353	900
Roof replacements	65	40
Cladding of flats	76	60
% of Boilers that are 'A' rated	84%	84%
Solar panel installations	100	100
SAP rating	69	69

85% tenants satisfied with the condition of their property

Maintained Welsh Housing Quality Standard at **100%**

Directorate: Economic Development

Director: Neil Hanratty

Councillor: Phil Bale, Peter Bradbury, Graham Hinchey

Q4 2014/15

Budget	Projected Outturn	Variance	Variance (%)

Number of Employees (FTE)	118
Sickness Absence (Days Per FTE)	4.22
PPDR Compliance (Half Year Compliance)	97.2%

Target Savings 14/15	Projected Savings	Variance	Variance (%)

Q4 Progress against Directorate Plan/Corporate Plan actions 2014/15 (49)

Green 87.75% (43)	Amber 12.24% (6)
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Q4 Progress against Performance Indicators (26)

Green 76.9% (20)	Amber 11.53% (3)	Red 3.84% (1)
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(3 results awaited. Key Indicators shown in table from Corporate Plan and Outcome Agreement)

Progress on Challenges Identified Q3 (previous quarter)

- City Deal** - Budget announcement made. Work will now commence towards preparing a bid for funding.
- Central Square** – New Bus Station proposal progressing. Architect competition initiated. Report scheduled for Cabinet in June.
- Arena** – Work to prepare a business case and appraisal is progressing and will be presented to Cabinet in June.
- BID** - consultants now appointed to manage the BID application process with a view to undertaking a ballot by the end of the year.
- Cardiff Business Council** – Cabinet approved a review of the Cardiff Business Council in March, which has now been initiated and will address membership arrangements and funding.
- Corporate Property Strategy** – Monthly Asset Management Board meetings now established and extended to include partnership organisations bi-monthly. Service Area plans drafted. Neighbourhood Area plans initiated.
- Investment Portfolio** – Work ongoing, report to be presented to Cabinet in July.
- Cardiff Super Connected Voucher Scheme** - total vouchers issued to date is 445. Scheme extended for 12 months and to include surrounding authorities.

Q4 Service Delivery

Budget Position

To be provided by the Corporate Performance Team

Directorate Delivery Plan

Increase the number and quality of jobs in the city economy - supported the creation/safeguarding of 270+ businesses and 1393+ jobs. 26.06% of these jobs attract a salary of 10% above the average salary for Wales.

Linking Education and Business Partnerships - progress made to establish business partnership links with new business representative governors appointed for Cantonian High, Willows High and Eastern High.

Coal Exchange – work is ongoing with stakeholders to agree a future for the building. Conservation Management plan being progressed by WG.

Economic Vision - Cardiff Convention (CC14) report circulated to attendees. A draft Vision will be presented to Cabinet in July for consultation with a view to being launched at the next Cardiff Convention (CC15) in October.

New property management improvement system - business case for appropriate funding being prepared following a recent presentation of SAP based software company.

Cardiff Central Market – productive dialogue with Tenants Association on-going regarding future management strategy.

Management

Health and Safety – One incident reported in the quarter but this did not result in any injuries or time lost. Scheduled consultations undertaken with Trade Unions during H&S Committee meeting in Q4.

PPDRs – 97.2% half-year reviews completed and are now being finalised to close off end of year performance. **Sickness**

Absence – The directorate is reporting at total of 4.22 FTE days lost in 2014/15 against a target of 6 FTE days.

Directorate Employee survey – Directorate consultation completed. Staff feedback indicated that service area meetings are the most effective communication channel.

Customer survey –The directorate completed an annual survey of businesses who had contacted the directorate for business advice/support. Responses indicate an 84.4% satisfaction rate.

Directorate: Economic Development

Key Performance Indicator Data – Q4 2014/15

Performance Indicator	13/14Result	14/15Target	PositionQ1	PositionQ2	PositionQ3	PositionQ4	14/15Target	.G.A.R
Business Start-up rates(results per 10,000 of population) (2013 latest StatsWales figures)	50					70	50	G
Staying Visitors	1,914,700					1,959,100	1,942,842.96 (2%)	G
GVA per capita (above UK av)	99.7%					98.3%	100%	A
Unemployment Feb 2014 (2.6% Wales)	3.9%					2.9%	Below Wales Av	A
Superfast broadband penetration for homes and businesses in Cardiff (by 2016) Comparative figure* and remapped area figure shown			96%*	97%*	97%*		100% by 2016	G
			91%	92%	92%			
Investment Portfolio Income (£4.133m excluding SDH & MH £4.764m including SDH & HM)	£5.4m	£1.289m	£1.803m	£3.067m	£4.133m provisional		£4.2 m	A
Grow membership of the Cardiff Business Council to 1,000 members (by 2016)	0					120	1,000 by 2016	R
Outcome Agreement								
The number of businesses supported by the Council	239	90	122 (212 to date)	58 (270 to date)		351	50	G
Number of new and safeguarded jobs in businesses supported financially by the Council	870		301	153 (454 to date)		1380	500	G
Number of new and safeguarded jobs in businesses supported by the Council (financially or otherwise)	1,036		1,203	190 (1,393 to date)		2,395	1,000	G
The amount of 'Grade A' office space committed to in Cardiff (under construction)	278,182 sqft					277,277 sqft	100k sqft	G
The percentage of new and safeguarded jobs which attract a salary of 10% above the average salary for Wales (using 2013 revised figures – published 19/11/2014)	33%		24.19%	26.06%		TBC	20%	G
The amount of grant aid and private sector finance attracted by companies assisted by the Council	£3,111,740		£165,354	£3,090,720 (to date)		£3,816,513 provisional	£2 m	G
The total number of people employed in Cardiff (Oct 2013-Sep 2014)	211,700		241,200	238,000		218,200	+2,000	G

Q4 Challenges Identified

1. Begin the process of preparing a bid for City Deal.
2. Undertake a review of the Cardiff Business Council.
3. Manage the delivery of the Central Square development, including the closure of the Central Bus station.
4. Finalise the business case for a new Indoor Arena
5. Initiate work to develop a masterplan for the Civic Centre with Cardiff University including option for the future of City Hall.
6. Finalise a Corporate Asset Management Plan for presentation to Cabinet in Q1 and progress the development of Neighbourhood Area Asset Plans.
7. Progress with the preparation of a BID proposal.
8. Progress Alternative Service Delivery model review including consideration of the new services merged with Economic Development.

Q4 Actions being taken

1. Work with Welsh Government and surrounding authorities to agree a joint way forward on City Deal and begin a process of engagement with the Cabinet Office.
2. Appoint independent advisors to review all aspects of the organisation in light of the City Deal announcement.
3. Continue to engage with stakeholders and put in place a detailed Communications Plan relating to the closure of the bus station and the proposals for a new bus station.
4. Present the business case for a new Indoor Arena to Cabinet in Q1.
5. Jointly appoint architects with the University.
6. Present Corporate Asset Management Plan to Cabinet in Q1.
7. Continue to engage with stakeholders and the appointed advisors to prepare a BID ballot.
8. Undertake an initial review of the new service area in Q1.

Directorate: Economic Development

Councillor: Phil Bale, Peter Bradbury & Graham Hinchey

Director: Neil Hanratty

Q4 Risk Update

Corporate Risk				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Asset Management - Ensure effective operation of the Council's Asset Management Board to achieve effective strategic oversight and identified savings.	Red	Red/ Amber	<ul style="list-style-type: none"> •Cabinet formally Property Strategy. •Corporate Asset Management Board and supporting Working Group set up to raise property profile and introduce more structured, disciplined approach to management of property and the Office Accommodation Rationalisation Programme. Determined governance and work programme updates. •Established rolling programme of 'Fitness for Purpose' reviews of all council properties providing high level assessment of the current performance and value of buildings. •Established Implementation Plan for the new Property Strategy. 	approv Neil Hanratty
Emerging Risks Identified this Quarter				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Update on Previous Quarters Emerging Risks				
BID (Q4) - Restructuring of the City Centre Management team and delay with the implementation of BID.	Red/ Amber	Amber /Green	Agreed viable business model to take the BID process forward. Funding secured internally to progress a BID approach to City Centre Management. Consultants commissioned to undertake BID application process.	Ken Poole
Cardiff Business Council (Q4) - Delay in generating income through the Cardiff Business Council.	Red/ Amber	Green	Secured partnership agreement with WG and Aviva to establish the City of Cardiff Marketing Suite at 3 Assembly Square. Target achieved close risk.	Louise Prynne
Transport Interchange (Q4) - Agreeing proposals for the delivery of an integrated transport hub including the relocation of the bus station.	Red/ Amber	Amber /Green	Location agreed and secured. Develop detailed proposals in consultation with members and stakeholders. The final design is due to be completed in Spring 2015.	John Worrall
Economic Vision (Q4) - Possible reputational damage caused by delay to the launch of a new economic vision for Cardiff.	Red/ Amber	Green	CC14 report circulated. Draft vision to be reported to Cabinet for consultation with a view to formal launch in the autumn.	Ken Poole
Advertising Strategy (Q4) - Local Member/Planning/Highways/Safety approvals not achieved leading to delay in generating income through the advertising strategy to offset savings	Red/ Amber	Green	Planning applications submitted. Income expected to be realised in time for next financial year.	Ken Poole

CITY & COUNTY OF CARDIFF COUNCIL**DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****14 MAY 2015**

**CARDIFF AND VALE COMMUNITY LEARNING PARTNERSHIP:
ESTYN MONITORING VISIT**

Purpose of report

1. This report enables Members to assess the performance and progress being made by the Cardiff and Vale Community Learning Partnership, providing feedback from the Estyn Monitoring visit undertaken in January 2015.

Background

2. The Cardiff and Vale Community Learning Partnership (CVCLP) was established on 1 September 2013 as the successor body to the former Cardiff Community Learning Network (CCLN). This was in response to Estyn inspections of Adult Community Learning (ACL) in Cardiff (January 2013) and the Vale of Glamorgan (February 2013) which identified significant shortcomings in respect of learner outcomes, provision and leadership and management.
3. The Adult Community Learning providers within the partnership are Cardiff and Vale College, Vale of Glamorgan Council, City of Cardiff Council, WEA Cymru and YMCA Wales Community College.

Estyn Monitoring

4. In January 2015, Estyn undertook a monitoring visit of the CVCLP to review progress in relation to the recommendations made in the 2013 inspection reports. The Inspectorate's report is attached for Members' information at **Appendix A**.

In brief, Estyn grouped the recommendations made to the separate authorities in order to evaluate the progress made by CVCLP as follows:

Recommendation 1:

Cardiff (Recommendation 1) - Improve success rates for all learners.

Vale of Glamorgan (Recommendation 1) - Improve success rates and accreditation for all learners.

Recommendation 2:

Cardiff (Recommendation 2) - Improve the strategic leadership, management and co-ordination of adult community-based learning in Cardiff to make sure that provision is better aligned to local and national priorities and that all operational managers understand their roles and priorities.

Vale of Glamorgan (Recommendation 4) - Improve the strategic leadership, management and co-ordination of adult community-based learning in the Vale of Glamorgan to make sure that provision is better aligned to local and national priorities and set targets that challenge performance.

Recommendation 3:

Cardiff (Recommendation 3) - Improve the quality of the curriculum and provision offered to learners, especially in the most deprived areas and to priority groups of learners.

Vale of Glamorgan (Recommendation 6) - Review and revise the curriculum to ensure that all learners have equal access to appropriate learning opportunities.

Vale of Glamorgan (Recommendation 2) - Improve the provision for developing learners' literacy and numeracy skills, particularly to ensure that Adult Basic Education (ABE) learners have access to higher level courses.

Recommendation 4:

Cardiff (Recommendation 4) – Improve arrangements for self-assessment and subsequent improvements by the partnership at a faster pace.

Vale of Glamorgan (Recommendation 5) - Analyse data robustly and improve quality processes to monitor and evaluate performance effectively to bring about improvement for learners.

Recommendation 5:

Cardiff (Recommendation 5) - Improve the quality of teaching and make sure that all tutors fully understand their professional role.

Vale of Glamorgan (Recommendation 3) - Improve the quality of teaching across the partnership.

Recommendation 6:

Cardiff (Recommendation 6) - Improve the identification, early assessment and support for learners with additional learning needs and subsequent monitoring of the impact of this support.

Cardiff (Recommendation 7) - Improve the support available for learners with health and persona issues that hamper their progress.

5. The inspectors made the following judgements following the monitoring visit:

R1 - Very good progress in addressing the recommendation

R2 - Very good progress in addressing the recommendation

R3 - Strong progress in addressing the recommendation

R4 - Very good progress in addressing the recommendation

R5 - Strong progress in addressing the recommendation

R6 - Strong progress in addressing the recommendation

6. The outcome of the monitoring visit is as follows:

‘The Cardiff and Vale Adult Learning Partnership is judged to have made sufficient progress in relation to the recommendations from their separate core inspections. As a result, Her Majesty’s Chief Inspector of Education and Training in Wales is removing the Cardiff and Vale Adult Community Learning Partnership from any further follow-up activity. Estyn will monitor progress against the recommendations during link visits to the partnership.’

Previous Scrutiny

7. The Economy & Culture Scrutiny Committee previously scrutinised the CVCLP in April 2014. Having received an overview of the CVCLP and the findings of the Estyn Inspection of CCLN, Members of the Committee made the following observations to the Cabinet Member – Education and Skills:

- The Committee was reassured by the confidence expressed by officers and partners that the concerns expressed by Estyn were being appropriately addressed.
- Members were encouraged by comments on the capability of the Partnership in understanding this challenge, and by evidence of good work undertaken by the College's Director of Learning. Members noted the resource challenges around extending this approach across the Partnership's functions.
- Members were pleased to hear that steps were being undertaken to blur existing silos between teaching in Cardiff and the Vale, and that joint monitoring of quality across the two authority areas was being undertaken.
- Members heard that – while the length of service of many tutors was a strength in terms of continuity – it presented challenges in that few of them had had experience elsewhere of the kind of challenge presented by Estyn. Members hoped that the Partnership will support the continuous professional development of tutors by exposing them to the issues and opportunities of inspection, and enabling them to play a dynamic role in the improvement process.

Scope of Scrutiny

8. This Scrutiny Committee has the power under the Council's Constitution to hold to account the Cabinet Member for the Cabinet's performance in the provision of services and compliance with Council policies, aims and objectives in the area of lifelong learning. It also has the power to assess the impact of partnerships with external organisations on the effectiveness of Council service delivery, and to report to an appropriate Cabinet or Council meeting on its findings and to make

recommendations on measures, which may enhance Council performance or service delivery in this area. It does not, however, have power to hold to account the performance of individual members of the Cardiff and Vale Community Learning Partnership.

Way Forward

9. Councillor Julia Magill (Cabinet Member Education and Skills) has been invited, and may wish to give a statement.
10. Sarah McGill (Director – Communities, Housing and Customer Services), Isabelle Bignall (Cardiff Council's Assistant Director of Communities and Customer Service), and Cardiff and Vale College Vice Principals Mark Roberts and Kay Martin will also be in attendance.
11. Following the meeting, Members will send their recommendations and observations to the Cabinet Member for Education and Skills.

Legal Implications

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken

having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the progress being made by the Cardiff and Vale Community Learning Partnership in the context of the Estyn Inspection undertaken in January 2015, providing feedback by a Committee letter to the Cabinet Member.
- ii. Consider how it would like to provide future scrutiny of this matter.

Marie Rosenthal
County Clerk and Monitoring Officer
8 May 2015

**Report following monitoring
Level of follow-up: Estyn monitoring**

Cardiff and Vale ACL Partnership

Date of visit: January 2015

by

**Estyn, Her Majesty's Inspectorate for Education and
Training in Wales**

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The monitoring team

Penny Lewis	Reporting Inspector
Liam Kealy	Team Inspector
Bernard Hayward	Team Inspector
Steve Bell	Team Inspector
Andrew Ogle	Peer Inspector
Steve Kelshaw	Peer Inspector
Nicola Campbell	Nominee

Outcome of monitoring visit

Following the core inspections of Cardiff Adult Community Learning Partnership in January 2013 and the Vale of Glamorgan Adult Community Learning Partnership in February 2013, the two partnerships amalgamated to form the Cardiff and Vale Adult Community Learning Partnership.

The Cardiff and Vale Adult Learning Partnership is judged to have made sufficient progress in relation to the recommendations from their separate core inspections. As a result, Her Majesty's Chief Inspector of Education and Training in Wales is removing the Cardiff and Vale Adult Community Learning Partnership from any further follow-up activity. Estyn will monitor progress against the recommendations during link visits to the partnership.

Progress since the last inspection

Recommendation 1:

Cardiff Recommendation1: Improve success rates for all learners

Vale of Glamorgan Recommendation 1: Improve success rates and accreditation for all learners

Very good progress in addressing the recommendation

Most partners' data in the new Cardiff and Vale Adult Community Learning Partnership shows a trend of increasing success rates over the last three years of published data (2010-2013). In the most recent published year (2012-2013) and, although still slightly below the national comparator of 84% for 2012-2013, learners across the partnership as a whole achieved a success rate of 80% - a significant rise of 12 percentage points from the previous year.

All partners share data regularly and the Quality and Data Group provides effective challenge and target setting to each of the partners. As a result, the partnership's unpublished data for 2013-2014 is robust and it indicates a continued upward trend, which is consistent across all partners.

The partnership's strategy of reducing the number learners enrolled on state funded leisure courses and focusing its resources on priority groups has led to a reduction in the overall number of enrolments and individual learners. However, the proportion of learners taking accredited courses has increased and learners on accredited courses are succeeding at higher rates.

Since 2011-2012, the proportion of learners enrolled from the most deprived areas has increased. Learners from the lowest two deprivation deciles now account for 31% of the partnership's learners (2013-2014 unpublished data). Learners from more these more deprived areas are succeeding at rates comparable to the national averages.

Learners across the partnership generally enjoy their courses and make good progress. Learners on leisure programmes are able to focus their attention on aspects of their chosen subjects without the concern of formal assessments. In general, these learners make good progress over time and they develop their skills and interests appropriately. For example, learners with disabilities on dance and movement classes maintain their wellbeing through participating and socialising with friends. They develop and maintain their fitness, co-ordination and flexibility well.

Learners taking accredited ESOL classes have an opportunity to receive regular accreditation of their progress. Learners on creative writing programmes enjoy their courses. They are developing increasing confidence in their own writing skills and their ability to critique the work of other writers.

Recommendation 2:

Cardiff Recommendation 2: Improve the strategic leadership, management and co-ordination of adult community-based learning in Cardiff to make sure that provision is better aligned to local and national priorities and that all operational managers understand their roles and priorities

Vale of Glamorgan Recommendation 4: Improve the strategic leadership, management and co-ordination of adult community-based learning in the Vale of Glamorgan to make sure that provision is better aligned to local and national priorities and set targets that challenge performance

Very good progress in addressing the recommendation

The most senior leaders across the partnership have improved significantly the quality and effectiveness of strategic leadership, management, and the co-ordination of adult community learning. They have taken strong ownership of the issues raised in both inspections and are tackling them in a robust and systematic way.

The partnership's strategic plan provides a good context for planning adult community learning. The plan takes good account of key national datasets to identify priority areas of work. The plan identifies clear strategic aims for the partnership and it sets out measurable objectives for each aim. The partnership makes appropriate use of measurable targets where it can in order to monitor progress. It makes good use of targets to identify its desired outcomes. It has built in review dates to check progress as work gathers momentum. As a result, staff at all levels have a good understanding of the work of the partnership and their respective roles and responsibilities in achieving the aims of the strategic plan.

The partnership has aligned its work very well to national priorities for adult community learning. It makes very good use of contextual information and data and learner performance data to set challenging targets for delivery and for improving outcomes. The partnership has a clear focus on raising learners' standards of achievement.

All providers have combined to provide resources to fund the co-ordination and management of the partnership. As a result, the partnership utilises effectively the expertise of individual organisations to improve the quality of its work.

The partnership has set up robust arrangements for managing its work. The strategic management group reports on its performance to a joint local service board. The partnership has set up curriculum planning groups in both Cardiff and the Vale of Glamorgan, and a range of task and finish groups that address different aspects of its work. As a result, the partnership is able to implement, monitor, and report on its work efficiently.

The partnership has secured good support from local councillors and senior elected members in both local authorities. It has worked well with scrutiny committees in both local authorities to report on progress and make recommendations for change. The scrutiny committees have also given good support and challenge to the partnership. As a result, the partnership has been able to implement changes to the delivery of learning to adults effectively.

The partnership has secured strong support from all key stakeholders, including higher education providers, Job Centre Plus, Community First, Welsh language centre and third sector organisations. Consequently, it delivers effectively its work with priority groups of learners and it organises learning that supports learners to improve their health and wellbeing and to develop their interests.

Recommendation 3:

Cardiff Recommendation 3: Improve the quality of the curriculum and provision offered to learners, especially in the most deprived areas and to priority groups of learners

Vale of Glamorgan Recommendation 6: Review and revise the curriculum to ensure that all learners have equal access to appropriate learning opportunities

Vale of Glamorgan Recommendation 2: Improve the provision for developing learners' literacy and numeracy skills, particularly to ensure that ABE learners have access to higher level courses

Strong progress in addressing the recommendation

The partnerships' curriculum and progression groups have worked together effectively to break down barriers and to develop a better-focused curriculum.

The curriculum and progression groups send questionnaires to stakeholders to assess need and they consult learners termly to ensure that provision is focused and targeted. The benefits of this increased co-operation include better awareness of the range of provision offered across the partnership, which leads to better signposting and the reduction of duplication. It has improved shared ownership with stakeholders leading to better engagement and attendance. The partnership's curriculum and progression groups have put in place a number of common curricular themes, which they monitor carefully. The outcomes of monitoring have led to a useful unified needs' assessment.

There has been a significant increase in the level of accreditation, which has proved very popular with learners. ABE learners are encouraged to take Essential Skills Wales (ESW) qualifications up to and including Level 2. The partnership makes effective use of Agored Cymru units at Levels 1 and 2 to enhance learner motivation and achievement. However, the partnership has yet to embed Essential Skills fully across the skills for work agenda for priority learners.

The partnership is aware of the challenges that this collaborative approach to planning has generated: for example, the level of demand for ESOL within Cardiff continues to challenge the partnership. However, there is an evolving process within the curriculum and progression groups, which is resulting in providers developing a more flexible curriculum, offering shorter, more responsive courses according to identified need, some of which act as engagement activities before learners commit to longer and higher levels.

The separating out of the more traditional leisure-based courses and making them full cost-recovery has allowed for the move towards a curriculum that is directly focused on priority learning groups in areas of deprivation. Learners following leisure and wellbeing courses have welcomed the new arrangements, and enrolments on these programmes remain high. A series of attractive course brochures clearly distinguishing between the free and the full cost-recovery courses show the range of provision on offer and identify progression opportunities clearly for learners.

The partnership monitors the delivery of current provision carefully. It plans to extend the monitoring process to include additional success criteria to further improve the curriculum.

The partnership has worked well to remodel the delivery of the curriculum to establish substantial full cost recovery programmes for adult learners. This has released resources to increase provision that supports learners in priority areas. The partnership has improved its understanding of the total resources available for adult learning and is developing value for money indicators. However, it is yet to apply the outcomes of this work fully to how it deploys its resources.

Recommendation 4:

Cardiff Recommendation 4: Improve arrangements for self-assessment and subsequent improvements by the partnership at a faster pace

Vale of Glamorgan Recommendation 5: Analyse data robustly and improve quality processes to monitor and evaluate performance effectively to bring about improvement for learners

Very good progress in addressing the recommendation

The partnership has submitted a robust self-assessment report (SAR), which provides a realistic evaluation of the progress made by the partnership since the core inspections. It provides clear actions for further improvement. The SAR is complemented by an effective Strategic Plan and Quality Development Plan. Strong partnership working and the active involvement of all providers underpin the self-assessment processes effectively.

The partnership has developed a good system for collecting data at individual provider and partnership level through one central provider. This allows managers within the partnership to have relevant data readily available to track progress. The partnership has made good use of the available data to inform the SAR and to make improvements in outcomes for learners. The partnership makes good use of a wide range of sources, such as contextual information about labour market trends, learner voice responses and enrolments from areas of deprivation to best target the provision to further strengthen its analysis. Plans are in place to undertake a Course Performance Initiative to provide a mechanism for the partnership to monitor and manage underperforming courses.

The partnership Quality and Data Group has worked well together to provide a supportive, yet challenging, environment to make improvements in learner outcomes. The group has membership of a sufficiently senior level and it is well attended. The group provides a good degree of scrutiny and challenge. Members of the group demonstrate trust in each other and they have developed an effective collaborative ethos. Providers with greater experience in quality processes have supported those with lesser experience.

Members from across the partnership have contributed effectively to writing the partnership SAR. It is evidence of the development of partnership working and improvement in the confidence and the ability of managers from across individual providers.

The partnership has significantly improved the quality processes underpinning the production of the SAR. Managers at an operational level are more effectively engaged in processes around data collection and analysis. As a result, they are more active in improving the quality of teaching and learning and support for learners. Managers show a better understanding of their role in ensuring better outcomes for learners in accredited and non-accredited classes. However, as yet, the partnership has yet to develop fully the processes through which it involves learners and tutors systematically in the self-assessment process.

There is evidence to show that the scrutiny and monitoring of the work at the most senior levels of the partnership is effective and that leaders across the range of providers have a good awareness of priorities and the progress being made to address recommendations.

The partnership has developed a useful Quality Charter. This is currently being considered as the basis for setting out the quality requirements expected from existing partners and any new providers joining the partnership.

Recommendation 5:

Cardiff Recommendation 5: Improve the quality of teaching and make sure that all tutors fully understand their professional role

Vale of Glamorgan Recommendation 3: Improve the quality of teaching across the partnership

Strong progress in addressing the recommendation

Following the formation of the Cardiff and Vale Adult Community Learning Partnership, there has been a clearer focus on improving teaching and learning across the partnership area. This has been co-ordinated effectively by the Learning and Development Task and Finish (T&F) Group. This group has effective representation from all the main providers. With the active support of the partnership leaders, the group established their terms of reference and their learning and development strategy up to 2016. The group carried out an initial training needs analysis across the partnership. This identified the need to provide initial training to improve tutors' abilities in identifying learning needs and in improving support for learners. It has resulted in a series of professional development events to help tutors improve the quality of teaching and learning and their support for all learners, but specifically those with additional learning needs.

The group has established an effective cross-partnership process of lesson observation, which has included training for both observers and those being observed. All partners now use the same documentation for lesson observations, enabling observers to observe tutors delivering in other partners' provision. As a result, the quality process in relation to teaching and learning is more robust and effective. Observers use their shared understanding well to make more accurate judgements about learners' standards, the quality of teaching and learner support. Estyn-trained members of the Learning and Development Task and Finish group moderate observations across the partnership effectively, thereby ensuring more consistent judgements and outcomes.

A wide range of professional development events based on cross-partnership themes derived from observations help tutors to improve their performance and learners' outcomes. The partnership organises these events usefully across all areas of the partnership at a range of different times to encourage as wide as possible tutor attendance. Recent professional development events have included sessions on learner support awareness, digital literacy, and differentiation, mental health, training for observations, learner involvement agenda and managing stress.

Tutors are now beginning to make better use of technology in lesson preparation and delivery and to support their learners. In particular, they are beginning to make effective use of the partnership website's tutor resource area.

The monthly tutor newsletter is an important vehicle in communicating information on professional development events and effective practice. It is making a valuable contribution to developing a shared understanding between tutors. A few tutors make good use of the monthly learners' newsletter as a focus for learning activities during classes, particularly in ICT sessions.

Overall, the quality of teaching and learning in the sample of sessions inspectors observed is good. This represents an improvement from the observed sessions on the previous inspections.

Recommendation 6:

Cardiff Recommendation 6: Improve the identification, early assessment and support for learners with additional learning needs and subsequent monitoring of the impact of this support

Cardiff Recommendation 7: Improve the support available for learners with health and persona issues that hamper their progress

Strong progress in addressing the recommendation

The partnership has taken an appropriately staged approach to improving the identification and early assessment of learners with additional learning needs, health and personal issues.

It has developed a well-articulated Learner Support Strategy 2014-2016. The strategy sets out clearly the partnership's definition of additional learning needs, its shared principles and actions for learner support. The associated action plan defines appropriately specific and time-related targets to develop a co-ordinated approach across the partnership.

The partnership has completed a useful audit of the range support available for specific learning needs across the partnership. Partnership members are now clear where they can access resources and expertise. The partnership has also reviewed the numbers of learners requesting additional support and how different members of the partnership record and track the delivery of support. These actions have allowed the partnership to have a clear overview of the number of learners needing additional support and the nature of their needs.

To help record, track and monitor learners' requests for, up-take and the impact of additional learning need support, Cardiff Council is piloting a MIS system to record and track learners with additional learning needs. The partnership intends to extend this model to the Vale Council across the partnership, if it is successful.

To ensure that tutors can assess, identify and support learners' needs confidently, the partnership has provided professional development sessions open to all tutors in the partnership. These sessions range across topics, such as dissolving barriers and enabling engagement, planning differentiated sessions, embedding essential skills and mental health awareness. The partnership has worked effectively with the college to develop tutors' understanding and skills in additional learning needs. Tutors have welcomed the training sessions and rates of attendance at training sessions have risen substantially. A new partnership website provides further useful information for tutors to access at a distance.

To identify how well tutors apply the training they receive, the partnership has included a focus on how well tutors identify and meet learners' additional needs in its observation programme. This has provided baseline data that, with data from other

sources, helps the partnership to identify clearly its strengths and areas for improvement in meeting learners' needs. Case studies showing how learners with additional learning needs have progressed help the partnership to share effective practice among tutors.

The partnership provides learners and tutors with monthly newsletters in Welsh and English. The tutors' newsletters provide effective additional support through well-focused articles about aspects of learning difficulties. The newsletters aimed at learners provide useful information about classes and progression and about learner support.

In the time since the inspection, the partnership has made good progress in developing the vehicles through which to improve the learning of those with additional learning needs. However, due to time constraints, it has yet to embed the system fully.

Recommendations

In order to maintain and improve on this progress, the adult community learning partnership should continue to work towards meeting the inspection recommendations that have not yet been fully addressed.

**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

ECONOMY & CULTURE SCRUTINY COMMITTEE

14 MAY 2015

ADULT COMMUNITY LEARNING – COST RECOVERY MODEL

Purpose of report

1. This report enables Members to assess the impact on Adult Community Learning following the introduction of a cost-recovery model for non priority courses and by subsidising priority courses.

Background

2. At its meeting on 10 February 2014, the Economic & Culture Scrutiny Committee received a presentation on the Neighbourhood Learning Service and budget implications for 2014/15. Members heard that in January 2014 the authority was informed of a reduction in Welsh Government grant for Adult and Community Learning of 37.5% or £563,763 – to take effect from 1 September 2014.
3. In view of this reduction the Committee was informed that the Council would be moving towards a cost recovery model for recreational and non priority adult community learning courses. This would mean courses delivered on a cost neutral basis to the Council, with learners fees covering the full cost associated with non-priority courses. Priority learner courses would continue to be grant funded.
4. The following groups are considered priority learner groups:
 - 16+ Basic Skills needs
 - ESOL (English for Speakers of Other Languages)
 - NEET (Not in Education, Employment, or Training) and in receipt of state benefit

- Aged 50+ and not in full time employment
- Older Learners (specifically those aged over 65)
- Welsh Medium Provision.

5. The Communities, Housing and Neighbourhood Renewal section within the 2014-17 Corporate Plan contained the following commitment:

- **E&LL9:** Work in collaboration with Partner Organisations and other Local Authorities to deliver a sustainable Adult Community Learning delivery Model.

6. The 2015-17 Corporate Plan contains a number of Priorities and the outcomes the Council wishes to achieve. Priority 1, and one of the subsequent outcomes are relevant to Adult Community Learning:

Priority 1: Education and Skills for People of All Ages

- Every Cardiff school is a good school where learners achieve well
- Looked after children in Cardiff achieve their full potential
- Adult learners achieve their potential.

7. The Corporate Plan 2015-17 states that, “*The Council’s contribution to ACL in Cardiff focuses on two key areas:*”

- ***Learning for Work:*** This focuses provision on priority learners as defined by the Welsh Government, and these learners include those currently not in Education, Training or Employment and those aged 50+ who are currently unemployed. Key learning categories include English for Speakers of Other Languages and Basic Skills, Digital Literacy and Welsh medium provision.
- ***Learning for Life:*** This element provides opportunities for recreational lifelong learning courses on a cost recovery basis. These courses are available to all community members. “

8. The 'Learning for Life' element of Adult Community Learning is the area to which the cost recovery model has been applied in Cardiff. Attached at **Appendix A** is the 2014-15 'Learning for Life' prospectus – enabling Members to see the courses that are subject to the cost recovery model.
9. For reference purposes, the 'Learning for Work' and 'Learning for Adults with Additional Learning Needs' can be found here:

Learning for Work prospectus

<https://www.cardiff.gov.uk/ENG/resident/Schools-and-learning/Adult-Learning/Prospectus/Pages/default.aspx#work>

Learning for Adults with Additional Needs prospectus

<https://www.cardiff.gov.uk/ENG/resident/Schools-and-learning/Adult-Learning/Prospectus/Pages/default.aspx#disc>

10. The Q4 Performance Report for Communities, Housing and Customer Services (to be considered at item 7) gives the following information with regard to Adult Community Learning:

“In the 1st year of the new approach to ACL, the Learning for Life programme was delivered at cost neutral to the Council, the Learning for Work programme (grant funded) achieved a 72% success rate (the target in the Corporate Plan and up from 61% 12/13). Verified 82% success rate for term 1”.

Previous Scrutiny

11. The Economy & Culture Scrutiny Committee previously scrutinised Adult Community Learning in April 2014. Having received an overview of financial and performance information, Members of the Committee made the following observations in relation to the Cost Recovery model to the Cabinet Member – Education and Skills:

- care is needed in managing the public consultation around the changes, both in terms of the Council's public and media reputation, and in terms of ensuring that vulnerable service users will not be left behind.
- there will be a spectrum of needs and abilities to pay for courses within current learner groups. While many people may be able to usefully subsidise other areas of provision by paying full price for pastoral and recreational activities, there will also be many who cannot.
- concern surrounded the reengineering of DART (Disability Advisory & Resource Team including ILS Independent Living Skills) provision. Members could understand that even within this area there is a difference between priority and non-priority provision, and that difficult choices will need to be taken to sustain the service. Members were however mindful of the over-riding economic, financial, personal and social challenges facing disabled people across Cardiff, and of the huge value they might derive from non-priority activities as part of their personal development.
- Committee was pleased with plans to undertake intensive, one to one consultation with this learner group (DART) above and beyond the other types of consultation being undertaken. Members were sure officers will be guided by the best principles in accessibly involving disabled people, work well with third sector equalities and advocacy organisations, undertake rigorous Equality Impact Assessments, seek all third party avenues for leveraging in external funding, and work productively and carefully with the media in carrying out this consultation.
- Members felt that local and voluntary provision can be nurtured to step into any voids resulting from Council service reductions or cost increases.

Way Forward

12. Councillor Julia Magill (Cabinet Member for Education and Skills) has been invited, and may wish to give a statement. Sarah McGill (Director – Communities, Housing and Customer Services), Isabelle Bignall (Assistant Director of Communities and Customer Service) and John Agnew (Corporate Customer Services Manager) will also be in attendance.

13. Following the meeting, Members will send their recommendations and observations to the Cabinet Member for Education and Skills.

Legal Implications

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

Recommendations

16. The Committee is recommended to give consideration to the information attached to this report and received at this meeting and to submit any recommendations, observations or comments to the Cabinet.

Marie Rosenthal

County Clerk and Monitoring Officer

8 May 2015

Learning for Life

**Enrol
online
Now!**



**ADULT
COMMUNITY
LEARNING**

 @LearningCardiff

 [Page 57
facebook.com/adultcommunitylearningcardiff](https://www.facebook.com/adultcommunitylearningcardiff)



CONTENTS

Information	2-5
Welcome	2
Enrolment and Enquiries	3
Term Dates	3
How Much	4
Course venues	5
Art	6
Craft	9
Food	15
Health	17
Music	18
Languages	19
ICT	20
One Day Classes	21
Llanover Hall	22
Menter Caerdydd	23
Enrolment form	25

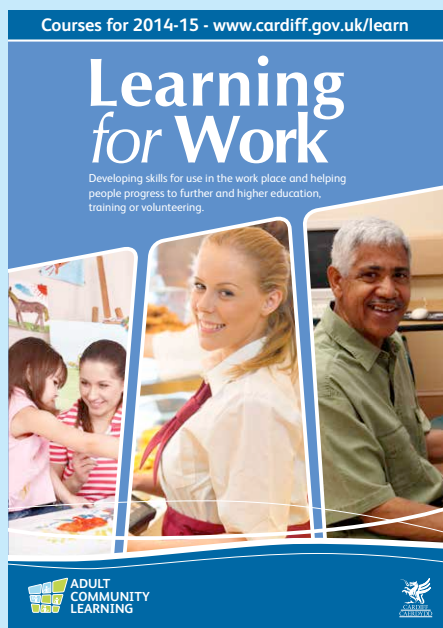
Welcome to the Learning for Life programme for 2014-15 run by Cardiff Adult and Community Learning (ACL). This brochure is packed with exciting courses from Crafts to Computers and so much more, all to give you inspiration for learning this year.

Our courses are suitable for learners age 16 and above as part of Cardiff Council's Commitment to providing education opportunities for all.

Courses are available in many venues across Cardiff, check out the listings inside for more details. Many courses fill up quickly so enrol early to secure your place, and make this year your year to try something new.

New for 2014/15

Enrol online now for all our life courses at www.cardiff.gov.uk/learn. Pay with a debit or credit card.



Learning for Work

In addition to the courses listed in this brochure, the Adult Community Learning Service offer a range of flexible learning opportunities that are designed to support individuals to take their first steps back into learning and to assist them to progress to further learning, training or employment.

These Welsh Government funded courses are offered free to learners and include a range of IT courses as well as courses that assist with the development of skills for those looking for work in childcare, hospitality or retail.

Individuals aged 16 years and above who are eligible to enrol on these courses include:

- those who are not currently in education, training or employment and are in receipt of state benefits or support (excluding state retirement pension)
- those aged 50 plus who are not in full-time employment.

If you want to enrol on one of these courses but you do not meet the eligibility criteria then you can enrol by paying the fees listed on page 4 of this brochure.

For more information on these courses look out for the Learning for Work brochure, visit the website or contact 02920 231652.

Member of C&VCLP

Cardiff and Vale Community Learning Partnership is a partnership of adult learning providers recognised by the Welsh government working together to ensure high standards of adult education are maintained.



TERM DATES**AUTUMN**

22/9/14 - 5/12/14

HALF TERM

27/10/14 - 31/10/14

SPRING

12/1/15 - 27/3/15

16/2/15 - 20/2/15

SUMMER

20/4/15 - 6/7/15

25/5/15 - 29/5/15

MAY DAY: 4/5/15

Classes fill
up quickly,
be first in the
queue. Enrol
online!

HOW TO ENROL**Enrol online:** www.cardiff.gov.uk/learn

Payment accepted with a debit or credit card. Online enrolment is the best way to book your course. You can enrol quickly and easily.

Enrol in person at Severn Road Centre Or City Centre Advice Hub

Severn Road Centre

Upper Floor, Severn Road Junior School
Severn Road, Canton CF11 9DZ

Open for enrolment
Monday – Thursday 10am -2pm

Marland House Hub

Central Square,
Cardiff CF10 1EP

Open for enrolment
Monday-Friday 10am-5pm

You can pay with cash, cheque or card at these venues.

Information and enrolment day at the Howardian Centre, Saturday 13th September 11am-2pm.

Please note we take enrolments from 1st July. When you attend the information and enrolment day, some courses will be fully booked. If in doubt, book online now!

By post

Complete the enrolment form in the centre of this brochure and make your **cheque payable to Cardiff Council**. Post to Severn Road Centre.

If you would like a receipt, please enclose an A5 stamped, addressed envelope.

You can also download an enrolment form at www.cardiff.gov.uk/learn. A separate form is required for each course.

Need Advice?

Information is available at
www.cardiff.gov.uk/learn

Using the course search option you can discover information such as course structure, what you can expect to achieve during your learning, what to bring to your first session, venues close to you, fee information and much more.

The team based at Severn Road can provide advice and guidance in the 3 Adult Community learning programmes. Learning for Life, Learning for Work and DICE – Disability Inclusion in Community Education. They can help fill in your enrolment form, confirm your eligibility for the course and signpost to suitable levels for you to continue your learning journey.

Contact the Severn Road team on
02920 231652 or email
adultlearningquery@cardiff.gov.uk

HOW MUCH?

COURSE COSTS

Use the table below to calculate how much your course will cost. You can pay for your course in full or by termly instalments to help spread the cost.

2014/15 ACL COURSE FEES

COURSE Hrs/Wk	2			1.5			1		
	FULL FEE	STATE PENSION OR FT STUDENT	REDUCED FEE	FULL FEE	STATE PENSION OR FT STUDENT	REDUCED FEE	FULL FEE	STATE PENSION OR FT STUDENT	REDUCED FEE
1 Wk	9.80	7.20	4.20	7.35	5.40	3.15	4.90	3.60	2.10
5 Wks	49.00	36.00	21.00	36.75	27.00	15.75	24.50	18.00	10.50
10 Wks	98.00	72.00	42.00	73.50	54.00	31.50	49.00	36.00	21.00
15 Wks	147.00	108.00	63.00	110.25	81.00	47.25	73.50	54.00	31.50
30 Wks	294.00	216.00	126.00	220.50	162.00	94.50	147.00	108.00	63.00

Extra charges may apply for materials such as pottery clay, glass and silver; this can vary per person depending on the size of your project so check out the web search for more information or speak to your tutor at the start of your course.

Other fees may be charged for example, life models are charged at £5 per class per term. There is a charge for exam certificates for some computer classes. Your tutor will be able to tell you the cost of accreditation at the time should you wish to complete your award.

REDUCED FEES

If you are entitled to a reduced fee you must show evidence of your benefits – either a recent DWP letter or bank statement, when you enrol in person or at your first class if enrolling by post or online.

You are entitled to a reduced fee if you are claiming any of the following benefits: State Pension Income Support/Pension Credit*, Working Tax Credit, Job Seekers Allowance, Housing Benefit, Exceptionally Severe Disablement Allowance, Personal Independence Payment, Employment Support Allowance, Industrial Disablement Benefit, Carers' Allowance, Incapacity Benefit, Council Tax Benefit Reduction.

TERMS AND CONDITIONS

The council reserves the right to cancel or limit lengths of courses. Learners will be entitled to a full or partial refund in event of course closure. In our mission to improve services we may relocate some classes to improved facilities. In the event of a change, you will be notified.

Refunds are only given in exceptional circumstances and only within the first two weeks of the course starting.

* Does not relate to the savings element of pension credit.

Canolfan Beulah	Beulah Road, Rhiwbina, Cardiff CF14 6UJ
Canton Library	Library Street, Canton, Cardiff CF5 1QD
Cyncoed Methodist Church	Westminster Crescent, Cyncoed, Cardiff CF23 6SE
Highfields Church Centre	Monthermer Road, Cathays, Cardiff CF24 4QW
Howardian Centre	Hammond Way, Penylan Cardiff CF23 9NB
Insole Court	Fairwater Road, Cardiff CF5 2LN
Llandaff North Community Centre	Hawthorn Road East, Llandaff North, Cardiff CF14 2LR
Llanedeyrn Community Centre	(Powerhouse) Roundwood, Llanedeyrn, Cardiff CF23 9PN
Llanover Hall	Romilly Road, Canton, Cardiff CF5 1FH
Pentrebane Community Centre	Beechley Drive, Pentrebane, Cardiff, CF5 3SG
Radnor Road Primary School	Radnor Road Canton, Cardiff CF5 1RB
Radyr Adult Education Centre	Radyr Comprehensive, Heol Isaf, Radyr, Cardiff CF15 8XG
Rhiwbina Library	Pen-y-Dre, Rhiwbina, Cardiff CF14 6EH
Rhiwbina Memorial Hall	1 Lon Ucha, Cardiff CF14 6HL
Roath Library	Newport Road, Cardiff CF24 0DF
Rumney Youth Centre	Llansteffan Road, Rumney, Cardiff CF3 3JA
Severn Road Centre	Severn Primary, Severn Road, Canton, Cardiff CF11 9DZ
Thornhill Church Centre	Excalibur Drive, Thornhill, Cardiff CF14 9GA
Ty Celyn Adult Education Centre	Cardiff High School, Llandennis Road, Cyncoed, Cardiff CF23 6WG

ACCESSIBILITY

We aim to make our courses accessible to all. Every effort will be made to make reasonable adjustments, to enable you to access the learning programme of your choice. Please contact our help line on 02920 231652 to discuss your learning needs.

If you do have a disability or mental health problem, take a look at the ICT, Basic Skills and Confidence building courses in the separate Dice (Disability Inclusion in Community Education) brochure for disabled learners. These courses are specifically designed for people with either mental health issues, physical impairment and / or acquired brain injuries or a learning difficulty, who feel unable, at this point, to enrol on general adult community learning courses. Look out for the Dice flyer due soon.



Drawing and Painting

Learn to draw and paint and then develop your creative skills. Find a course to suit your level and ability. All classes start week commencing 22/9/2014 and it may be possible to join a class at any point during the year.



Drawing and Sketching: Explore fundamental drawing techniques in pencil and charcoal including use of tone and line, perspective, light and shadow, structure and composition to build a strong drawing foundation.

Howardian, Thur 10-12, 25/09/2014 - LHOWAR005 - Phil Watkins, 30 wks

Drawing & Painting Beginners: A class for those with little or no experience to build drawing and painting skills. Explore drawing techniques, paint applications working from still life and photographs.

Canolfan Beulah, Tues 10-12, 23/09/2014 - LBEUAR001 - Margaret Sian Williams, 30 wks

Drawing & Painting: Paint and draw with confidence. Develop creative and technical skills with a wide variety of media to include soft and oil pastel, pencil, charcoal drawing, pen and wash and watercolour.

Insole Court, Mon 1:15-3:15, 22/09/2014 - LINSAR001 - Phil Watkins, 30 wks

Howardian, Tues 10-12, 23/09/2014 - LHOWAR004 - Maggie Davies, 30 wks

Canolfan Beulah, Tues 1-3, 23/09/2014 - LBEUAR002 - Margaret Sian Williams, 30 wks

Drawing & Watercolour: Join an exciting, dynamic and fast paced class that guides you through the art of drawing and watercolour media. Weekly projects will focus on a variety of subject matter and techniques to include pastel drawing, pen and wash, pencil sketching and watercolour painting - all backed up with a tutor demonstration - experience, learn, enjoy!

Canolfan Beulah, Mon 10-12, 22/09/2014 - LBEUAR003 - Vaughan Cummins, 30 wks

Canolfan Beulah, Mon 1-3, 22/09/2014 - LBEUAR004 - Vaughan Cummins, 30 wks

Roath Library, Tues 10-12, 23/09/2014 - LROAAR001 - Vaughan Cummins, 30 wks

Severn Road Centre, Tues 2-4, 23/09/2014 - LSRCAR004 - Vaughan Cummins, 30 wks

Highfields Church Centre, Wed 10-12, 24/09/2014 - LHIGAR001 - Vaughan Cummins, 30 wks

Severn Road Centre, Wed 1-3, 24/09/2014 - LSRCAR001 - Vaughan Cummins, 30 wks

Thornhill Church Centre, Thur 10-12, 25/09/2014 - LTHOAR001 - Vaughan Cummins, 30 wks

Rhiwbina Memorial Hall, Thur 1-3, 25/09/2014 - LRHIAR001 - Vaughan Cummins, 30 wks

Radyr Adult Education Centre, Thur 7-9, 25/09/2014 - LRADAR001 - Vaughan Cummins, 30 wks

Highfields Church Centre, Fri 10-12, 26/09/2014 - LHIGAR002 - Vaughan Cummins, 30 wks

Drawing and Painting with Inks and Water Media: Using design fundamentals and colour theory create a range of compositions from still life to landscape using of inks, water media and drawing skills.

Howardian, Thur 7-9, 25/09/2014 - LHOWAR008 - Phil Watkins, 20 wks

Life Drawing and figure painting

Discover the basic skills of life drawing, understand proportion, simple anatomy and form. Draw a variety of poses, use a selection of drawing media to emphasise light and shade understand the purpose of life drawing and its place in the history of art.

Life Drawing:

Howardian, Wed 10-12, 24/09/2014 - LHOWAR006 - Maggie Davies, 30 wks

Creative Approaches in Art: Improve skills and make strong connections to imagery, abstract or representational. Understand colour theory and extend your drawing and painting skills.

Severn Road Centre, Mon 10-12, 22/09/2014 - LSRCAR003 - Phil Watkins, 20 wks



Watercolour, Oils & Acrylics

Learn the fundamentals of painting including composition colour, paint techniques and paint handling with a palette knife and brush, whilst working from still life and photographs.



Watercolour for Beginners: This class introduces watercolour techniques and builds slowly from the simple to the more complex. Demonstrations are part of this class but painting from photographs and still life are emphasized.

Howardian, Mon 10-12, 22/09/2014 - LHOWAR003 - Margaret Sian Williams, 30 wks

Watercolour Step by Step: Explore a variety of watercolour techniques including wet on wet, sponge and salt effects, pen and wash and explore colour theory to create wonderful effects and great paintings. Learn through step by step instruction and tutor demonstration. Each week you will produce a different painting. Come along and explore the possibilities that watercolour can offer.

Cyncoed Methodist Church, Mon 10-12, 22/09/2014 - LCYNAR001 - Andre Massaro, 30 wks

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADAR003 - Andre Massaro, 30 wks

Ty Celyn Adult Education Centre, Wed 7-9, 24/09/2014 - LTYCAR001 - Andre Massaro, 20 wks

Watercolour Water Media Advanced: Students with painting experience explore a variety of approaches in planning and painting in watercolour, gouache, acrylic and inks. Design and composition as elements to effective painting are emphasised.

Howardian, Fri 10-12, 26/09/2014 - LHOWAR001 - Phil Watkins, 30 wks

Acrylic & Water Media Advanced: Develop your skills in acrylics, gouache and ink. Develop your individual style and gain a greater understanding of composition and mixed media approaches.

Howardian, Fri 1-3, 26/09/2014 - LHOWAR002 - Phil Watkins, 30 wks

Acrylic Painting: Join a rich and dynamic class that looks at the exciting world of acrylic painting. Learn how to use a variety of techniques from painting with a palette knife to fine brush handling and glazes. Subject matter is very diverse from portraiture to pets, all backed up with regular tutor demonstrations - make your mark with acrylics!

Highfields Church Centre, Fri 12:45-2:45, 26/09/2014 - LHIGAR003 - Vaughan Cummins, 30 wks

Oils & Acrylics: Learn the fundamentals of oil painting including composition, colour and paint handling whilst working from still life and photographs.

Ty Celyn Adult Education Centre, Mon 7-9, 22/09/2014 - LTYCAR002 - Phil Watkins, 30 wks

Pottery: Introduce beginners to a range of pottery techniques and encourage experienced students to expand their skills. Includes, hand building, wheel work and decorative techniques.

Howardian, Mon 10-12,
22/09/2014 - LHOWCR014
- Kristine Chapman, 20 wks

Howardian, Tues 7-9,
23/09/2014 - LHOWCR013
- Barry Akins, 30 wks



Creative Writing :

Stories we all have them, learn the craft of creative writing for pleasure and tell your story. Recall your memories, create poems and appreciate the work of other writers.

Howardian, Thur 10:30-12:30, 25/09/2014 - LHOWCR020 - Amanda Rackstraw, 30 wks

Mosaic : Use tiles, cement and grout to create beautiful colourful mosaics for home and garden. Including techniques such as cutting tiles, tools and adhesives and grouting No experience necessary.

Howardian, Wed 7-9, 24/09/2014 - LHOWLCR021 - Barry Akins, 20 wks



Stained Glass: Create a glass panel or a unique piece of stained glass using techniques such as leading, copper foiling, painting on glass and fusing.

Howardian, Mon 10-12, 22/09/2014 - LHOWCR003 - Laure Petiot, 30 wks

Howardian, Mon 1-3, 22/09/2014 - LHOWCR004 - Laure Petiot, 30 wks

Howardian, Mon 7-9, 22/09/2014 - LHOWCR005 - Laure Petiot, 30 wks

Howardian, Wed 7-9, 24/09/2014 - LHOWCR006 - Laure Petiot, 30 wks

Howardian, Thur 10-12, 25/09/2014 - LHOWCR007 - Laure Petiot, 30 wks

Howardian, Thur 1-3, 25/09/2014 - LHOWCR008 - Laure Petiot, 30 wks

Howardian, Thur 7-9, 25/09/2014 - LHOWCR009 - Laure Petiot, 30 wks



Wood Carving: Learn how to transfer a design to a piece of wood, and the skills to use, sharpen and take care of woodcarving tools, complete a carving project and apply a suitable finish to create unique and personal hand carved items.

Howardian, Thur 10-12, 25/09/2014 - LHOWCR010 - Alun Hemming, 20 wks

Wood Carving Lovespoons & Low Relief

Llandaff North Community Centre, Tues 1:30-3:30 - 23/09/2014 - LLDNCR001 - Arthur Thomas, 20 wks

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADCR004 - Arthur Thomas, 10 wks

Sculpture Modelling Casting and Carving: This class teaches the wonders of sculpture including stone and wood carving. Learn how to use and care for tools, how to model in clay, make a mould and cast into a durable material. Suitable for all levels it's a diverse course with endless possibilities.

Howardian, Thur 1-3, 25/09/2014 - LHOWCR016 - Alun Hemming, 30 wks

Sculpture Stone & Wood Carving:

Howardian, Tues 10-12, 23/09/2014 - LHOWCR011 - Alun Hemming, 30 wks

Howardian, Tues 1-3, 23/09/2014 - LHOWCR019 - Alun Hemming, 20 wks

Howardian, Wed 10-12, 24/09/2014 - LHOWCR015 - Alun Hemming, 30 wks

Howardian, Wed 7-9, 24/09/2014 - LHOWCR017 - Alun Hemming, 30 wks



Flower Arranging: Flower arranging for everyone. Beginners will learn the basics of floral designs including colour theory and the language of flowers whilst those with some experience will extend their knowledge & creativity through topical challenges. Create table decorations for the home & gifts with this colourful course.

Rhiwbina Library, Thur 9.45-11.45, 25/9/2014 - LRHLCR002 - Gill French, 30 wks

Flower Arranging for Weddings and Special Occasions: Personalise your wedding by learning to make your own beautiful floral designs which will include :- Buttonholes & Corsages, Bouquets, Table Arrangements, A Variety of Flowers for the Church plus many more designs to suit your own needs.

Rhiwbina Library, Wed 1-3, 24/09/2014 - LRHLCR001 - Gill French, 20 wks

Radyr Adult Education Centre, Thur 7-9, 23/04/2015 - LRADCR006 - Gill French, 10 wks

Gardening for All Seasons: A seasonal approach to gardening is taken in this practical class. Learn how to take cuttings and extend your knowledge of plants and growing conditions Create hanging baskets and take a trip to visit a garden.

Rhiwbina Library, Tues 10-12, 23/09/2014 - LRHLCR003 - Val Thomas, 30 wks



Dressmaking & Soft Furnishings: Learn about fabrics, pattern cutting skills, stitching and seams and how to use a sewing machine to create unique individual products for you and your home.

Ty Celyn Adult Education Centre, Mon 7-9, 22/09/2014 - LTYCCR001 - Ceri Ring, 20 wks

Severn Road Centre, Wed 10-12, 24/09/2014 - LSRCCR002 - Ceri Ring, 20 wks

Learn to Sew & More: Want to make the perfect garment that fits like a glove? Join a sewing class and learn how. Follow step by step instructions with the help of a friendly tutor and watch your wardrobe grow!

Severn Road Centre, Wed 1-3, 24/09/2014 - LSRCCR005 - Ceri Ring, 20 wks

Revamp Your Wardrobe: All aspects of dressmaking are covered in this course including pattern adapting, fitting and garment alterations.

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADCR007 - Ceri Ring, 20 wks

Sewing Workshop: Suitable for beginners and improvers, get to grips with a sewing machine, understand patterns add zips and work on your own projects. Lots of tips and tricks to improve your sewing skills.

Severn Road Centre, Thur 1-3, 25/09/2014 - LSRCCR006 - Julie Lewis, 20 wks

Severn Road Centre, Tues 7-9, 23/09/2014 - LSRCCR004 - Julie Lewis, 20 wks

Patchwork & Quilting: Come and enjoy learning new skills, or developing existing ones, in a friendly and stimulating class. Open to all levels, the class will provide beginners with a good grounding in the basics, while encouraging more experienced quilters to widen their quilting horizons. Students learn from each other, as well as from the tutor, in a supportive environment and are constantly amazed at the standards they achieve. All beginners start with a specific project, making a cushion, but after that can choose whether to work on a project of their own choice with help, or to follow a project taught by the tutor.

Howardian, Mon 10-12, 22/09/2014 - LHOWCR018 - Alison Holmquist, 25 wks

Radyr Adult Education Centre, Thur 9:45-11:45, 25/09/2014 - LRADCR001 - Alison Holmquist, 25 wks

Radyr Adult Education Centre, Thur 12:45-2:45, 25/09/2014 - LRADCR003 - Alison Holmquist, 25 wks

Upholstery & Basic Cane Seating: Learn traditional upholstery skills including style awareness, basic cane seating, how to strip back a chair, webbing, covering a chair and shaping the cushion. Come along with your project and give your old furniture a new lease of life.

Llandaff North Community Centre, Mon 9:30-11:30, 22/09/2014 - LLDNCR002 - Rosemary Banbury, 30 wks

Severn Road Centre, Wed 7-9, 24/09/2014 - LSRCCR001 - Rosemary Banbury, 30 wks

Severn Road Centre, Thur 10-12, 25/09/2014 - LSRCCR003 - Rosemary Banbury, 20 wks



Fashion Jewellery Making: Learn to make chainmail style jewellery and more. Design and create contemporary and original designs for gifts or personal wear.

Ty Celyn Adult Education Centre, Wed 7-9, 24/09/2014 - LTYCCR002 - Mari Hughes, 20 wks

Jewellery & Silversmithing Beginners: learn the skills needed to cut, join and shape silver, make settings for special stones and make unique items of jewellery.

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADCR002 - Mari Hughes, 20 wks

Jewellery & Silversmithing Improvers: further develop your silver jewellery making skills in this follow on course.

Radyr Adult Education Centre, Thur 7-9, 25/09/2014 - LRADCR005 - Mari Hughes, 20 wks

Jewellery & Silversmithing: Experiment with silver, brass and copper to produce unique jewellery, learn how to cut, solder and enamel and discover dichroic glass.

Howardian, Tues 1-3, 23/09/2014 - LHOWCR001 - Laure Petiot, 30 wks

Howardian, Tues 7-9, 23/09/2014 - LHOWCR002 - Laure Petiot, 20 wks

Howardian, Wed 09:30-12:30, 24/09/2014 - LHOWCR012 - Laure Petiot, 30 wks

- 3 hour class. Fees for 10 week term £147 full fee / £108 state pension or ft student / £63 reduced fee.



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Cake Decorating and Sugarcraft For Beginners: This course aims to teach all aspects of cake decorating, including cake covering, marzipan modelling and piping skills. It explores cake decorating materials and provides opportunities to experiment with different tools and techniques to complete a range of cakes for special occasions. This course is designed for absolute beginners and those who have made some family cakes at home. Join us for a fun, social class and amaze your family and friends with your achievements.

Ty Celyn Adult Education Centre, Mon 7-9, 22/09/2014 - LTYCFN003 - Carmel Lovell, 20 wks

Rhiwbina Memorial Hall, Mon 1:40-3:40, 22/09/2014 - LRHIFN003 - Carmel Lovell, 20 wks

Pentrebane Community Centre, Tues 11:35-1:35, 23/09/2014 - LPTBFN002 - Carmel Lovell, 30 wks

Cake decorating and Sugar Craft for Improvers: For improvers, If you know the basics of cake decorating join us on this course. You will learn about the latest trends and techniques in cake decorating in a friendly atmosphere. The content of this course changes every year to keep up with the latest trends and flowers. Typically you will complete a number of wired sprays – including some more unusual flowers, and create some cakes using new techniques and improving existing skills.

Rhiwbina Memorial Hall, Mon 9:30-11:30, 22/09/2014 - LRHIFN001 - Carmel Lovell, 20 wks

Rhiwbina Memorial Hall, Mon 11:35-1:35, 22/09/2014 - LRHIFN002 - Carmel Lovell, 30 wks

Pentrebane Community Centre, Tues 9:30-11:30, 23/09/2014 - LPTBFN001 - Carmel Lovell, 30 wks

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LWHLFN004 - Carmel Lovell, 30 wks

Llandaff North CC, Wed 4:55-6:55, 24/09/2014 - LLDNFN001 - Carmel Lovell, 20 wks

Llandaff North CC, Wed 7-9, 24/09/2014 - LLDNFN002 - Carmel Lovell, 20 wks

Sumptuous Cakes & Cookies & Delicious Desserts.: Whether you're a complete beginner at baking or an expert that fancies extending their repertoire, this course is a sweet sensation from Red Velvet cake and profiteroles to delicious shortbread.

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADFN002 - Patricia Hatch, 10 wks

Warming Hot Desserts & Cakes for Winter Months: Cook hot puddings and desserts and sweet treats for winter.

Radyr Adult Education Centre, Tues 7-9, 13/01/2015 - LRADFN007 - Patricia Hatch, 10 wks

Cakes and Delicious Cold Desserts for Summer: The great bake off is here! Learn to make summer cakes and cold desserts for the home and community events.

Radyr Adult Education Centre, Tues 7-9, 21/04/2015 - LRADFN009 - Patricia Hatch, 10 wks

A taste of the Mediterranean: Make mediteranean themed meals for your friends and family, vegetarian and healthy options available.

Ty Celyn Adult Education Centre, Wed 7-9, 24/09/2014 - LTYCFN008 - Sarah Hicks, 10 wks

Italian Food and Wine: This popular Italian cookery course explores dishes from antipasti to desserts plus suitable wine accompaniments and tastings, A selection of Italian dishes are cooked weekly. Bon appetito!

Ty Celyn Adult Education Centre, Mon 7-9, 22/09/2014 - LTYCFN001 - Sarah Hicks, 10 wks

Radyr Adult Education Centre, Thur 7-9, 15/01/2015 - LRADFN001 - Sarah Hicks, 10 wks

Howardian, Tues 7-9, 21/04/2015 - LHOWFN002 - Sarah Hicks, 10 wks



Cook Curries: Cook Curries from around the world including Thai and Indian curry dishes, from a mild curry to a hot curry, there are plenty of recipes for a spicy palette in this class.

Howardian, Tues 7-9, 23/09/2014 - LHOWFN001 - Sarah Hicks, 10 wks

Ty Celyn Adult Education Centre, Mon 7-9, 20/04/2015 - LTYCFN006 - Sarah Hicks, 10 wks

Cookery from Around The World: Explore the colours, vibrancy and the flavours of cuisine from around the world. Experience taste sensations from a different continent each week.

Ty Celyn Adult Education Centre, Mon 7-9, 12/01/2015 - LTYCFN004 - Sarah Hicks, 10 wks

Cooking with Spices: Know your cardamon from your cinammon, your thyme from your tarragon? This cookery course shows how to use spices to enhance foods and add flavour to your recipes.

Radyr Adult Education Centre, Thur 7-9, 25/09/2014 - LRADFN006 - Sarah Hicks, 10 wks

Greek and Spanish Cookery: Tapas, Mezza and more in this Cookery class of European delights. Recreate your holiday meals and relive your memories.

Howardian, Tues 7-9, 13/01/2015 - LHOWFN005 - Sarah Hicks, 10 wks

Indian cookery: Discover taste sensations from many regions of India. Experiment with spices and learn how to cook snacks, starts and main courses. The course is progressive, you can join in any term and build up your culinary repertoire.

Radyr Adult Education Centre, Thur 7-9, 25/09/2014 - LRADFN003 - Uma Sims, 10 wks

Radyr Adult Education Centre, Thur 7-9, 15/01/2015 - LRADFN004 - Uma Sims, 10 wks

Radyr Adult Education Centre, Thur 7-9, 24/04/2015 - LRADFN005 - Uma Sims, 10 wks

North African cookery: From Morocco to the Pyramids, a taste sensation of North African cuisine including meat and vegetarian main meals and side dishes.

Radyr Adult Education Centre, Thu 7-9, 23/04/2015 - LRADFN008 - Sarah Hicks, 10 wks

Vegetarian Cookery: Discover the health benefits of vegetarian cookery by using a wide variety of pulses, grains and spices to create a range of multicultural dishes. Recipes are given out on a weekly basis.

Ty Celyn Adult Education Centre, Wed 7-9, 14/01/2015 - LTYCFN005 - Sarah Hicks, 10 wks

Health

Keep Fit 50 Plus: Gentle exercise to music followed by toning floorwork exercises to improve your fitness, stamina and strength.

Howardian, Mon 10-11, 22/09/2014 - LHOWHC001 - Claire Layton, 30 wks

Howardian, Mon 11-12, 22/09/2014 - LHOWHC002 - Claire Layton, 30 wks

Keep Fit with Weights 50 Plus: Using 14 different exercise stations work all major muscle groups to improve cardiovascular fitness, muscle strength, flexibility and balance.

Howardian, Tues 10-11, 23/09/2014 - LHOWHC007 - Claire Layton, 30 wks

Howardian, Wed 10-11, 24/09/2014 - LHOWHC003 - Claire Layton, 30 wks

Howardian, Wed 11-12, 24/09/2014 - LHOWHC004 - Claire Layton, 20 wks

Howardian, Fri 10-11, 26/09/2014 - LHOWHC005 - Claire Layton, 20 wks

Howardian, Fri 11-12, 26/09/2014 - LHOWHC006 - Claire Layton, 20 wks

Tap Dance for Beginners: Want to learn to dance, keep fit and enjoy the sound of music? Tap dance may be for you. You will quickly learn your hop step from your timestep and pick up many dance routines. No experience necessary.

Ty Celyn Adult Education Centre, Wed 7-9, 24/09/2014 - LTYCHC002 - Robin Abel, 20 wks

Yoga: Yoga is for everyone. It is all about poses. Gradually if you practise them regularly you gain the three S's needed for health, Strength, Suppleness and Stamina. If you have had back problems, you'll pick up tips to keep the pain away, you learn to listen to your own body, and every lesson ends with a deep relaxation session that leaves you feeling calm and peaceful.

Insole Court, Mon 9:30-11, 22/09/2014 - LINSHC001 - Helen Lloyd Jones, 20 wks

Radnor Road Junior School, Mon 7 - 8:30, 22/09/2014 - LRRJHC001 - Minu Mandora, 20 wks

Canolfan Beulah, Tues 9.45-11:15, 23/09/2014 - LBEUHC001 - Helen Lloyd Jones, 20 wks

Ty Celyn Adult Education Centre, Tues 7-9, 23/09/2014 - LTYCHC001 - Pam Trounce, 30 wks

Canolfan Beulah, Thur 2 - 3:30, 25/09/2014 - LBEUHC002 - Jill Boone, 30 wks

Rumney Community Education Centre, Fri 10-11.30, 26/09/2014 - LRUMHC001 - Pam Trounce, 10 wks

Guitar-Beginners: A beginners guitar course that teaches over 30 popular songs using chords and finger picking styles.

Ty Celyn Adult Education Centre, Wed 7-9, 24/09/2014 - LTYCMU001 - Dafydd Wyn Roberts, 20 wks

Piano Courses: A fun and friendly way of learn to play the piano. We learn on keyboards, playing together as a class or in small groups. This class is suitable for complete beginners to grade 1. We aim to learn pieces in a variety of styles, scales, sight reading and duets.

Piano Beginners and Intermediate:

Howardian, Tues 11-12.30, 23/09/2014 - LHOWMU004 - Jayne Thomas, 20 wks

Piano Intermediate:

Howardian, Tues 9:30-11, 23/09/2014 - LHOWMU003 - Jayne Thomas, 20 wks

Singing for Everyone: Take pleasure and gain confidence from singing in a group, learn a variety of songs by ear and perform a short concert.

Severn Road Centre, Mon 1:15-3:15, 22/09/2014 - LSRCMU001 - Celia Webb, 20 wks



Singing in a Choir for Beginners: Ever wanted to sing in a choir, but not sure which one to join? This course is a stepping stone to finding a choir for you, giving you the courage to use your voice. You will sing rounds and easy two part songs. Learning the basics of following a score and understanding basic musical terms should you want to join a more traditional choir.

Howardian, Tues 1-3, 23/09/2014 - LHOWMU002 - Jayne Thomas, 20 wks

Singing in Harmony: If you are looking to return to singing in a choir but need a little courage, or you sang in the school choir, or played an instrument and want to have a go at singing, then this course is for you. Sight reading is not required, but a basic understanding of music will be useful. We sing in a range of styles and languages mainly 3 and 4 part harmony.

Howardian, Thur 1-3, 25/09/2014 - LHOWMU001 - Jayne Thomas, 30 wks

Languages

Learning a new language is exciting and interesting, enabling you to ‘tune in’ to conversations and broadcasts when you are on holiday and to start communicating with people who don’t speak English. We offer courses in SPANISH, FRENCH, ITALIAN and BRITISH SIGN LANGUAGE (BSL).

Year 1 you will cover the basics such as introducing yourself, translating simple sentences and exchanging essential information, such as asking directions. By the end of the year you will be getting a feel for the language and culture, the word order and vocabulary. In Year 2 you will gain more of a grasp of the grammar, working with different tenses and expanding the topics you can talk about. We also offer Advanced Conversation classes for experienced language learners who wish to meet weekly and practise their skills. All our recreational Languages courses are free of exams and have a pleasant social aspect to them; occasionally groups of learners will arrange to view a foreign language film at Chapter or visit a relevant exhibition.

French 1

Severn Road Centre, Thurs 10-12, 25/09/2014 - LSRCLF001 - Sophie Curien, 20 wks

Radyr Adult Education Centre, Thurs 7-9, 25/09/2014 - NEW - LRADLF002, 20 wks

French 3

Howardian, Fri 10-12 26/09/2014 – LHOWLF002 – Cath Lawson, 30 Weeks

French Conversation Advanced

Howardian, Fri 10-12, 26/09/2014 - LHOWLF001 - Dany Hayman, 20 wks

Canolfan Beulah, Thurs 9:30-11:30, 25/09/2014 - LBEULF004 - Valerie Hannagan Lewis, 30 wks

Canolfan Beulah, Tues 2:30-4:30, 23/09/2014 - LBEULF001 - Valerie Hannagan Lewis, 30 wks

Canolfan Beulah, Tues 12-2, 23/09/2014 - LBEULF002 - Valerie Hannagan Lewis, 30 wks

Severn Road Centre, Wed 10-12, 24/09/2014 - LSRCLF002 - Cath Lawson, 20 wks

Canolfan Beulah, Wed 2-4, 24/09/2014 - LBEULF003 - Valerie Hannagan Lewis, 30 wks

Canolfan Beulah, Wed 9:45-11:45, 24/09/2014 - LBEULF005 - Valerie Hannagan Lewis, 30 wks

Radyr Adult Education Centre, Tues 7-9, 23/09/2014 - LRADLF001 - Cath Lawson, 30 wks

Italian 1

Radyr Adult Education Centre, Thurs 7-9, 25/09/2014 - LRADLI001 - Chiara Tassini, 20 wks

Spanish 1

Ty Celyn, Mon 7-9, 22/09/2014 - LTYCLS001 - Maria Morris, 20 wks

Howardian, Thurs 10-12, 25/09/2014 - LHOWLS002 - Paloma Galvez Corredor, 20 wks

Spanish 2

Severn Road Centre, Tues 7-9, 23/09/2014 - LSRCLS001 - [REDACTED], 20 wks

Spanish Advanced

Howardian, Tues 10-12, 23/09/2014 - LHOWLS001 - Maria Morris, 20 wks

Spanish Advanced Conversation

Howardian, Mon 10-12, 22/09/2014 - LHOWLS003 - Maria Morris, 20 wks

BSL Level 1

Ty Celyn, Mon 7-9, 22/09/2014 - LTYCLB001 - Jacqui Medley, 30 wks

Severn Road Centre, Wed 7-9, 24/09/2014 - LSRCLB002 - Natasha Annandale, 30 wks

Severn Road Centre, Thurs 10-12, 25/09/2014 - LSRCLB003 - Andrea Taffurelli, 30 wks



Computers & Internet Introduction: If you have never even switched a computer on, our courses are designed to give an understanding of computers and the internet. No prior knowledge is needed on our beginner courses and within a matter of weeks you will have the confidence and knowledge to produce simple documents, navigate the internet, access a range of interesting websites, use search engines efficiently, email and print from websites. We have a full range of ICT courses available such as European Computer Driving Licence (ECDL), Computer Literacy and Information Technology (CLAIT) etc. Please see the Learning for Work brochure.

Rhiwbina Library, Fri 10-12, 27/09/2013 - LRHLIT006 - Mark Francombe, 10 wks

Rhiwbina Library, Mon 10-12, 12/01/2015 - LRHLIT004 - Mark Francombe, 10 wks

Digital Camera Basics: This course concentrates on how to take impressive photographs. Understand the settings on your camera, light sources, apertures and how to take good photos both indoors and out.

Rhiwbina Library, Fri 1-3, 26/09/2014 - LRHLIT001 - Mark Francombe, 10 wks

Digital Imaging Basics: Understand and use Photoshop Elements package to manipulate images, repair damaged photos, change colour and remove unwanted areas use web images or upload your own.

Rhiwbina Library, Fri 1-3, 16/01/2015 - LRHLIT005 - Mark Francombe, 10 wks

Digital Imaging Intermediate: Develop further your digital imaging skills Discover new tools and palettes to resize, edit and recolour your images to create unique digital images on your chosen subject.

Rhiwbina Library, Fri 1-3, 24/04/2015 - LRHLIT002 - Mark Francombe, 10 wks

Know your lap top: Discover your laptop for skype, online shopping and social media use and more . Please bring a fully charged laptop to the session.

Rhiwbina Library, Mon 1-3, 22/09/2014 - LRHLIT007 - Mark Francombe, 10 wks

Rhiwbina Library, Mon 1-3, 12/01/2015 - LRHLIT008 - Mark Francombe, 10 wks

Saturday 13th September
Venue Howardian,
Time 10am -3pm
Cost £30

- Stained glass
- Pottery
- Pet portraits
- Seascape painting in acrylics
- Cake decorating butter cream cake & piped flowers
- Singing for fun
- Wrap your gadget in a patchwork cover
- Fashion Jewellery making with wire and beads
- Indian head massage
- Spanish book club and conversation
- Crochet for beginners.
- Reflexology

Saturday 22nd November
Venue Radyr Comprehensive
Time 10am – 3pm
Cost £30

- Pastel workshop
- Christmas cake decorating
- Indian Cookery
- Festive food for entertaining
- Indian head massage
- Mosaic
- Fashion jewellery making
- Card Making for Christmas
- Funky Fabric Christmas Decorations
- Making the most of your sewing machine
- Crochet for beginners
- Laptops, Tablets & Mobile Phones
- Introduction To Art History

Saturday 1st November at City Hall - 2 Hours
In partnership with the Made by Hand event

- 10:30am -12:30pm Fabric hearts and decorations
 Cost £10
- 1pm-3pm 3D Fabric owls
 Cost £10

Sunday 2nd November at City Hall - 2 Hours

- 10:30am -12:30pm Mosaic
 Cost £10
- 1-3pm Throwing a pot and making clay flowers
 Cost £10

Please book online at www.cardiff.gov.uk/learn
 Fees do not include admission to the event,
 for more details visit <http://madebyhand-wales.co.uk>.

Saturday 21st February
Rhiwbina Library 10am-3pm

- Covering sugarpaste cakes with sharp edges.
 Tutor Carmel Lovell
 Cost £30

Saturday 28th March
Rhiwbina Library 10am-3pm

- Brush embroidery effects for cake decorating.
 Tutor Carmel Lovell
 Cost £30

You can now book online for courses at Llanover Hall. Bookings will no longer be taken at the venue. For more details on how to enrol, please see page 3.

Drawing and Painting:	Tuesday 10-12	Caroline Richards	30 wks
Life Drawing:	Tuesday 1-3	Fran Whiteside	30 wks
Pottery:	Tuesday 7-9	Lisa Barry	30 wks
Life Drawing:	Tuesday 7-9	Fran Whiteside	30 wks
Watercolour:	Wednesday 10-12	Andre Massaro	30 wks
Watercolour:	Wednesday 1-3	Andre Massaro	30 wks
Pottery:	Wednesday 7-9	Alison Graham	30 wks
Using a Digital Camera:	Wednesday 7-9	Gwyn Williams	30 wks
Guitar Imps:	Wednesday 7-9	Henk Bakker	30 wks
Pottery:	Friday 10-12	Lisa Barry	30 wks

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Cadoc Crescent, Barry CF63 2NT

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Menter Caerdydd

Menter Caerdydd (Welsh language Initiative funded by Welsh Government) was established in June 1998 with the aim of promoting and expanding the use of the Welsh Language in Cardiff by creating opportunities for the city residents to use the language outside working hours and outside school gates. Since 2009 Menter Caerdydd have worked successfully in partnership with Cardiff Council's Adult Community Learning Department to provide a wide range of adult recreational classes through the medium of Welsh for the residents of Cardiff. Since 2009 Menter Caerdydd have managed to engaged a diverse range of adult students in terms of age and city abode. Our courses include Photography, Spanish, Italian, Flower Arranging, Creative Writing, Cookery, Guitar, Local History, Arts and Crafts, Bootcamp, Pilates, Keep fit for 55+ and Baking!

Since September 2012 we have worked with Cardiff Council to develop and deliver a programme of accredited Welsh medium training courses for adults to earn further skills and qualifications. The programme includes courses in various areas such as health and safety, Sports Coaching, First Aid, Professional Development, Welsh language Grammar workshops and Managing Behaviour. Many of the courses offer Level 2 accreditation or a certificate/qualification awarded by a National/Governing body. We hope you make the most of some of our training opportunities.

For more details and information on how to enrol on these courses, please visit: www.mentercaerdydd.org



“Diolch Menter Caerdydd! Mae wedi bod yn ffordd wych o gymdeithasu yn hytrach na gorfod dysgu ar fy mhen fy hun. Mae’n dda gweld cymaint o amrywiaeth o gyrsiau’n cael eu cynnig drwy gyfrwng y Gymraeg”

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Page 80

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ACL - Learning for Life Enrolment Form

1. Personal Details

Title: Mr/Miss/Mrs/Ms/Other

Surname Forename

Surname at age 16 Gender M F Date of Birth MM DD YY

Employed **Retired** **Unemployed:** Seeking work Not Seeking work

2. Address

House No. & Street

Area

Town/City

Post Code

3. Contact Details

Mobile

Home Tel

E-mail

4. Course information

Course Code L Course Title

Term: Autumn Spring Summer Day M Tu W Th F Sa Su Time HH MM

How did you hear about our courses? Date Learner starts course DD MM YY

Website Press Advertisement Word of Mouth Leaflet Brochure

Social Media Other eg. Job Centre plus, Communities First, etc.

I DO NOT give permission for WG to provide details of other learning opportunities and possibly contact me in the future

I DO NOT give my permission for Learning Records Service to share my data about my learning

5. Fee Information

Amount Paid By Learner £ .

Full Fee Reduced Fee, Please tick all that apply below. Receipt No.

Please tick all that apply below. Cheque Cash Card Invoice

- | | |
|--|--|
| <input type="checkbox"/> B1 In receipt of State Pension | <input type="checkbox"/> C6 Disability Living Allowance |
| <input type="checkbox"/> B2 Full Time Students | <input type="checkbox"/> C7 Employment Support Allowance |
| <input type="checkbox"/> C1 Income Support/ Pension Credit* | <input type="checkbox"/> C8 Industrial Displacement Benefit |
| <input type="checkbox"/> C2 Working Tax Credit | <input type="checkbox"/> C9 Carer's Allowance |
| <input type="checkbox"/> C3 Jobseekers Allowance | <input type="checkbox"/> C10 Incapacity Benefit |
| <input type="checkbox"/> C4 Housing Benefit | <input type="checkbox"/> C12 Council Tax Benefit Reduction |
| <input type="checkbox"/> C5 Exceptionally Severe Disablement Allowance. | <input type="checkbox"/> C13 Personal Independence Payment |

*Does not relate to savings element of pension credit

7. National Identity

Welsh Scottish Irish British English Other, Please Specify below

Resident in the UK for the last 3 Years?

If not, refer to our office for advice and enter your permanent country

of domicile:

8. Help & Support

Do you have a disability, learning difficulty, mental health problem or any long standing illness?

No, Go to section 9 **Yes, Please select below**

- | | |
|--|--|
| <input type="checkbox"/> Visual impairment | <input type="checkbox"/> Severe learning difficulties |
| <input type="checkbox"/> Hearing impairment | <input type="checkbox"/> Profound and multiple learning difficulties |
| <input type="checkbox"/> Physical and/or medical difficulties | <input type="checkbox"/> Specific learning difficulties |
| <input type="checkbox"/> Behavioural, emotional and social difficulties | <input type="checkbox"/> SPLD – dyslexia |
| <input type="checkbox"/> Multi-sensory impairment | <input type="checkbox"/> SPLD – dyscalculia |
| <input type="checkbox"/> Autistic spectrum disorders | <input type="checkbox"/> SPLD – dyspraxia |
| <input type="checkbox"/> Speech, language and communication difficulties | <input type="checkbox"/> SPLD – attention deficit hyperactivity disorder |
| <input type="checkbox"/> Moderate learning difficulties | <input type="checkbox"/> General learning difficulties |

Will you need Support with your Learning? (e.g. large print, hearing loop, etc.)

No **Yes, please specify**

Help to evacuate the building in the event of an emergency/ fire drill?(e.g. I use a wheelchair)

No **Yes, please specify**

Name of Support Organisation, if applicable:

Full contact name and telephone number

9. Ethnicity

- | | | | |
|--|--|--|--------------------------------------|
| <input type="checkbox"/> White | <input type="checkbox"/> Gypsy/ Irish Traveller | <input type="checkbox"/> Irish | <input type="checkbox"/> Other White |
| <input type="checkbox"/> White & Asian | <input type="checkbox"/> White & Black Caribbean | <input type="checkbox"/> White & Black African | <input type="checkbox"/> Other |
| <input type="checkbox"/> Black Caribbean | <input type="checkbox"/> Black African | <input type="checkbox"/> Caribbean | <input type="checkbox"/> Black Other |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Indian | <input type="checkbox"/> Chinese | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Arab | <input type="checkbox"/> Other Asian | <input type="checkbox"/> Other Ethnicity | |

Any data supplied by you on this form will be processed in accordance with Data Protection Act requirements and in supplying it you consent to the Council processing the data for the purpose for which it is supplied. Further details of how your data is processed and shared can be found at www.wales.gov.uk/ llwr and www.learningrecordsservice.org.uk.

Signature

Date received:

Learner ID

Form Collected by :		Evidence Checked?	
Entered onto MIS by:		Enter Date here	

QUARTER FOUR PERFORMANCE 2014-15:
COMMUNITIES, HOUSING & CUSTOMER SERVICES

Purpose of report

1. The Economy and Culture Scrutiny Committee is responsible for scrutinising performance thereby facilitating challenge and public discussion which should help to drive improvement of the services that fall within this Committee's Terms of Reference.

Background to Performance Report

2. The Economy and Culture Scrutiny Committee considered an item on achievement of agreed budget savings at its meeting on 6 March 2104. At the Way Forward, Members recognised the importance of considering the service and financial performance of the Directorates reporting through the Committee's terms of reference, and agreed to consider performance as a recurring item through the 2014/15 work programme.
3. The Quarter 4 Performance Reports attached as appendices provide the Committee with information about the context that these services are operating in, performance information and the management actions that are being taken to address performance issues.
4. Performance reports for Quarter Four have been through 'Star Chamber' sessions where Cabinet Members and Directors will have reviewed and challenged performance and agreed actions that need to be taken to address issues raised in the report.

5. **Appendix 1** (found as Appendix 1 of Item 4) provides a Corporate Overview of performance, which allows the performance of the Communities, Housing and Customer Services Directorate to be compared with other Directorates in areas such as:

- Complaints and Member Inquiries;
- Staff and Agency Costs;
- Sickness Absence;
- Compliance with PPDR targets;
- Freedom of Information requests.

However, for the purposes of the Economy and Culture Scrutiny Committee, it is not possible to draw out the Library specific contributions to these indicators on a corporate level.

6. **Quarter 4 – 2014/15 - Service Delivery – Budget Position**

Appendix 2 details the individual performance of the Communities, Housing and Customer Services Directorate. Financial information has not been included in the Quarter Four Corporate Performance Report as the accounts for the end of year are to be finalised in time for the deadline of the end of May. However, under the 'management' section of Service Delivery the following is noted;

Communities, Housing and Customer Services is showing an overall underspend of £796,000. 2014/15 savings targets were all the full year effect and understandably the implementation of major staffing changes in Central Library and delivery of the Community Hubs could only be achieved part of the year.

7. **Quarter 4 – 2014/15 - Service Delivery – Directorate Delivery Plan**

- **Hubs** – Grangetown Hub on course for opening September/October, Rumney Partnership Hub detailed designs have been completed and

Youth have moved out - on target for completion in September. Full planning application for the new STAR Hub submitted, construction planned to start from June 2015.

- **Central Library** – Work is on target with the new Super Hub due to open in July, bid to CYMAL for a £150,000 grants was successful and will support the improvements to the 5th floor.
- **Adult Community Learning** – In the 1st year of the new approach to ACL, the Learning for Life programme was delivered on at cost neutral to the council, the Learning for Work programme (grant funded) achieved a 72% success rate (the target in the Corporate Plan and up from 61% 12/13). Verified 82% success rate for term 1. Successful Estyn monitoring visit with all recommendations either reporting ‘strong or very good progress’.
- **Cardiff Libraries** – Book issues are down (PI LCL/004), however despite Central Library reduced opening hours of 1 day per week, floor 5 not being accessible, the temporary closure of Roath Library and Grangetown closure for the Hub redevelopment works the physical visits to Cardiff Libraries has increased from 2,040,412 in 2013/14 to 2,094,124 in 2014/15. The number of new users to the library service is also up from 22,424 in 2013/14 to 23,240 in 2014/15. Computer usage is down, however all branches now have publically accessible Wi-Fi.

8. **Key Performance Indicator Data – Q4 14/15**

LCL/004: The number of library materials issued, during the year, per 1,000 population.

14/15 Target 5,613

14/15 Actual 4,600

This performance indicator was rated as **red** (rated Amber in Quarter 3) with the following explanation given – “There has been a decrease of 181,551 against 2013/14 figures. This is due to the continued closure of branch libraries 1 day a week. The 5th floor in central Library has remained closed since June 2014 due to Health and Safety reasons and since August 2014 there has been a reduction

of the opening hours in Central Library. Roath Library has been closed temporarily since November due to Health & Safety considerations. All of these factors will make direct comparisons with last year's figures difficult but will have had a considerable effect on the overall figures.”

9. A challenge identified for Quarter 4 is the closure of Central Library, this has also been highlighted as a potential reputational risk and could have a negative impact on service users if not properly managed. The building will be temporarily closed in two phases to allow for internal changes to take place. Contingency plans have been drawn up that include:
 - Communication plan, that includes media briefing
 - Pop up library in Marland House
 - Extra public access PC's in Canton & Marland House
 - Mobile Library to be positioned outside the library during opening hours.

Way Forward

10. At the meeting, Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) will attend Committee with Sarah McGill (Director - Communities, Housing and Customer Services) and Isabelle Bignall (Assistant Director of Communities and Customer Service) to answer questions that Members might have.
11. Members may also wish to consider the way that future quarterly scrutiny of performance might be arranged, and to identify any issues which require more detailed scrutiny in the coming year.

Legal Implications

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications.

However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

Recommendation

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

MARIE ROSENTHAL

County Clerk and Monitoring Officer

8 May 2015

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Directorate: Communities, Housing And Customer Services

Councillors: Graham Hinchey, Susan Elsmore, Peter Bradbury, Julia Magill, Daniel De'Ath

Director: Sarah McGill

Q4 2014/15

Number of Employees (FTE)	1019
Sickness Absence FTE Forecast	10.04
PPDR Compliance (Half Year Compliance)	95.9%

Budget	Projected Outturn	Variance	Variance (%)

Target Savings 14/15	Projected Savings	Variance	Variance (%)

Q4 Progress against Directorate Plan Corporate Plan actions 2014/15 (38)

Green 92% (35)

Amber 8% (3)

Q4 Progress against Performance Indicators (Total No: 66)

Green 64% (42)

Amber 9% (6)

Red 27% (18)

Progress on Challenges Identified Q3

- **Implementation of the new Allocations Policy** – New allocations policy has been implemented since January 2015. All applicants on the waiting list have been written to, informing them of their new position within the new banding system. The new system will be closely monitored to identify the impact of the changes and regular review meetings are in place with registered local landlords.
- **Increased demand on the Contact Centre through increased calls, e-mails and web forms** – A range of actions have been implemented to address drop in performance, this includes targeted action on the backlog of e-mails, revised crib sheets for operators and additional lines for those in demand sections. During March this resulted in an answer rate of 96% which was the best performance for 12 months at a time when demand was highest (in part due to Council Tax annual billing). From April 1st the opening time for the contact centre will be extended to 8:30AM – 6PM Monday to Friday (previously 5PM close).

Q4 Service Delivery

Directorate Delivery Plan

- **Solar Panel PV** – 100 PV systems were installed by 31st March 2015. Live web based updates are provided to monitor the system over the next 12 months.
- **Alarm Receiving Centre** – The completion of the new ARC in Willcox House is due for completion in July. CCTV and door entry systems being upgraded in blocks of flats. Scoping of potential new clients is underway and discussions to offer services to other local authorities and registered local landlords are ongoing.
- **Welfare Reform** – The full Discretionary Housing Payment fund of £1,175,868 has been awarded to support those most in need.
- **Hubs** – Grangetown Hub on course for opening September/October, Rumney Partnership Hub detailed designs have been completed and Youth have moved out - on target for completion in September. Full planning application for the new STAR Hub submitted, construction planned to start from June 2015.
- **Central Library** – Work is on target with the new Super Hub due to open in July, bid to CYMAL for a £150,000 grants was successful and will support the improvements to the 5th floor.
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- **Regenerating Local Neighbourhoods** – Beechley Drive Redevelopment, existing shops and maisonettes have been demolished ahead of the commencement of phase 2. Clare Road/Penarth Road District Centre works have started on shop front refurbishment and junction improvements. Schemes completed at Claredon Road, Bedford Street and Pethybridge Road. Additional funding for the Maelfa Scheme has been approved.
- **Cardiff.gov.uk** - SOCITM results published in March. Excellent result with Cardiff achieving the award of 4 stars. Cardiff is the only local authority in Wales to have achieved this. Only 34 Councils in the UK achieved 4 stars from a total of 439 reviewed.
- **Cardiff Libraries** – Book issues are down (PI LCL/004), however despite Central Library reduced opening hours of 1 day per week, floor 5 not being accessible, the temporary closure of Roath Library and Grangetown closure for the Hub redevelopment works the physical visits to Cardiff Libraries has increased from 2,040,412 in 2013/14 to 2,094,124 in 2014/15. The number of new users to the library service is also up from 22,424 in 2013/14 to 23,240 in 2014/15. Computer usage is down, however all branches now have publically accessible Wi-Fi.

Management

- **Budget** – Communities, Housing and Customer Services is showing an overall underspend of £796,000. 2014/15 savings targets were all the full year effect and understandably the implementation of major staffing changes in Central Library and delivery of the Community Hubs could only be achieved part of the year.
- **PPDR Status** – New PPDR pack has been put together for all managers to use this includes; the line of sight from individual actions through to the partnership outcomes, business plan actions for their area, KPIs and core date and also employee charter.
- **Health & Safety** – The directorate H&S policy has been disturbed for consultation and year end review of H&S action plan has been distributed. Review of PACD (Persons to be Aware of Corporate Database) has taken place and new training documents written and to be rolled out in Q1.
- **Sickness** – Sickness in the directorate is closely monitored, with 98% of return to works completed. As at 15.04.15 the directorate has 18 employees on long term sick, and a case management approach is applied monthly at management teams meetings to ensure that the sickness procedure is correctly implemented. Work to commence in the next quarter to improve reporting and undertaking analyse on trends.

Directorate: Directorate: Communities, Housing and Customer Services

Key Performance Indicator Data – Q4 2014/15

Performance Indicator	13/14 Result	Positi onQ1	Positi onQ2	Positi onQ3	Positi onQ4	Health and Safety R	14/15Target	A/R	.G.
BNF/002 (a)CTR : Speed of processing: Average time for processing new Council Tax Reduction claims	17.2	19.6	19.5	19.4	17.1	18.9	21		G
BNF/002 (a)HB : Speed of processing: Average time for processing new Housing Benefit claims	19.8	21.7	21.5	21.5	21.41	21.3	21		A
Quarter 4 performance showed an improvement on the previous quarter particularly for Council Tax Reduction claims									
HHA/002 : The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless	187	195	252	168	181	200	190		R
The fall in the average this quarter reflects the fact that 20% of those leaving temporary accommodation had been housed for more than 12 months, and this has resulted in the number of households in temporary accommodation for more than 12 months falling to a level last achieved 2 years ago. This reflects the success in targeting older cases for re-housing, these cases are often more complex and may have been excluded from re-housing for a period of time due to previous behaviour. (NB figures are an estimate and likely to be revised when all data received)									
HHA/008 : The percentage of homeless presentations decided within 33 working days	81%	78%	78%	71%	83%	77%	75%		G
HANR 01: Vacant Local Authority stock as percentage of overall stock	2.5%	2.4%	2.4%	2.2%	1.7%	1.7%	2		G
HLS/014 : The average number of calendar days taken to let lettable units of permanent accommodation during the financial year	102	115	125	105	106	113	Q1-100 Q2-80 Q3-70 Q4-60		R
Lettings time is improving with the pilot projects involving allocation of high-rise flats to families with children and the introduction of the pilot 'quick turnaround' voids project which reduces both vacant maintenance costs and lettings turnaround time. The monthly result for March was down to 90 days, this is the lowest monthly result for 20 months.									
HHA/017 (b) : The average number of days that all homeless households spent in Other forms of temporary accommodation	206	233	192	191	214	207	200		A
The annual figure is marginally above our annual target. Roughly 20% of those leaving temporary accommodation in the quarter had been in occupation of such accommodation for more than 12 months, and this has resulted in the number of households in temporary accommodation for more than 12 months falling to a level last achieved 2 years ago. (NB figures are an estimate and likely to be revised when all data received)									
HLS/001 (a) : The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year	1.4%	1.5%	1.5%	1.5%	1.7%	1.7%	2%		G
STR001 : Combined number of new affordable rented housing	204	87	105	6	26	224	195		G

Performance Indicator	13/14 Units				Post ionq 4		14/15 Target	A. R. G.
units and new assisted home ownership units completed during the year								
HLS/010 (a): The average number of calendar days taken to complete Emergency repairs	0.79	0.75	0.43	0.28	0.18	0.36	1	G
CORKPI8 : Average time a call queues (seconds)	43	51	177	107	62	98	40	R
The wait for C2C customers reduced significantly in this quarter by an average of 45 seconds across the board. The return to 37 hour working for all staff in April combined with extended opening hours should benefit us in this area, giving greater flexibility in the rotating and spread of agents available to take calls across the day.								
LCL/004: The number of library materials issued, during the year, per 1,000 population	5,163	1186	2498	3624	4,600	4,600	5,163	R
There has been a decrease of 181,551 against 2013/14 figures. This is due to the continued closure of branch libraries 1 day a week. The 5th floor in central Library has remained closed since June 2014 due to Health and Safety reasons and since August 2014 there has been a reduction of the opening hours in Central Library. Roath Library has been closed temporarily since November due to Health & Safety considerations. All of these factors will make direct comparisons with last year's figures difficult but will have had a considerable effect on the overall figures.								

Q4 Challenges Identified

Q4 Actions being taken

<ul style="list-style-type: none"> - Central Library Closure – building will be temporarily close in two phases the 1st is from 18th May to 2nd May to allow for internal changes to take place. <p>Waste Restriction Programme there are some wards that will be affected by boundary changes</p> <p>Improving the speed of homelessness decision making</p>	<p>Contingency plans have been drawn up that include</p> <ul style="list-style-type: none"> - Communication plan, that includes media briefing - Pop up library in Marland House - Extra public access PC's in Canton & Marland House - Mobile Library to be positioned outside the library during opening hours <ul style="list-style-type: none"> - Communication plan in place and workforce planning has taken place. <ul style="list-style-type: none"> - Action plan is in place to address performance in Homelessness, impact on performance of these changes to be monitored in Q1.
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Directorate: Communities, Housing and Customer Services

Councillor: Graham Hinchey, Susan Elsmore, Peter Bradbury, Julia Magill, Daniel De'Ath Director: Sarah McGill

Q4 Risk Update

Corporate Risk				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
<p>Welfare Reform - That the Council cannot meet its statutory obligations with the increased demands and reduced budgets placed upon it by the Welfare Reform Bill 2011,</p>	Red	Red	<ul style="list-style-type: none"> - Welfare Reform Group is working well in coordinating multi-agency activity - Discretionary Housing payments are being used to top up the benefit claims of those most affected - Tenants adversely affected are being supported to exchange properties , given tenant greater choice on new properties and reducing void rent 	Sarah McGill

Emerging Risks Identified this Quarter

Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
<p>Central Library Closure for refurbishment – Negative impact for service users and reputational damage from the building being closed if not properly managed.</p>	Red	Yellow	<p>Contingency plans have been drawn up that include</p> <ul style="list-style-type: none"> - Communication plan, that includes media briefing - Pop up library in Marland House - Extra public access PC's in Canton & Marland House - Mobile Library to be positioned outside the library during opening hours 	Isabelle Bignall

Update on Previous Quarters Emerging Risks

Risk Description	Inherent Risk	Residual Risk	Progress	Risk Owner
<p>- Rover Way Gypsy & Traveller Site – limited life and the current site is no longer suitable for use, uncertainty on the proposed new site</p>	Red	Amber	<ul style="list-style-type: none"> - Work is ongoing to procure an alternative site, with a process to be identified as part of the LDP Examination. - Site surveys to monitor any changes. 	Jane Thomas
<p>Reduction in funding for Supporting People (due to distribution formula as well as annual reduction)</p>	Red	Amber	<p>Cabinet in January for approved in January. This has agreed the approach for next year.</p> <p>For future years it is acknowledged that further slicing of the budget will not be feasible and a new approach will be developed over the next 12 months. This will be based of the feedback from the consultation looking to work with partners on delivering specific outcomes with a focus on a pathway for clients to progress to living independently.</p>	Jane Thomas
<p>Housing Wales Bill – major changes to the homeless legislation</p>	Red	Amber	<p>Meeting has taken place with private landlords on their greater use of the private rented sector.</p> <p>A new staffing structure is in place within the Housing Options Centre that is aligned to meet current and future challenges of Homelessness in Cardiff.</p>	Jane Thomas
<p>Branch Libraries –some Branch Libraries require immediate essential maintenance</p>	Red	Amber	<p>Alternative temporary provision of a replacement static library has been investigated for the branch that is most at risk.</p>	Isabelle Bignall

CITY & COUNTY OF CARDIFF COUNCIL**DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****14 MAY 2015**

ROATH LIBRARY

Appendices 2 and 5 of Appendix A are not for publication as it contains exempt information of the description in paragraph(s) 14 and 21 of Part 4 of Schedule 12A of the Local Government Act 1972

Purpose of report

1. This report enables Members to consider and comment on the proposals for the future of Roath Library prior to a report being taken to Cabinet.

Background

2. Roath Library has been closed to the public since November 2014 due to health and safety reasons. A significant leak led to books and computers being removed from the building while the building was made water tight and a suspended roof removed. Additionally, the boiler at the Library has failed and in order to fix this, all associated pipework will also need to be replaced.
3. Members wrote to the Cabinet Member: Community Development, Co-operatives & Social Enterprise following the scrutiny of Quarter 3 performance in March, requesting a briefing note on the current position of the Library. The following response was received;

“Unfortunately, Roath library does require substantial investment to bring it back into use. The boiler has failed and to fix the boiler will require the associated pipe work to also need replacing. The roof leaked and as a result the books and computers have been removed. The immediate repair work has been carried out to ensure that the building is watertight and to reduce the chance of further damage.

A temporary alternative location has been investigated in the area. However due to the costs to ensure the alternative building meet the building requirements, it has been ruled that capital investment is reserved for a permanent solution, whether this is to bring the current building back into use or an alternate delivery in the area. In the interim, extra computers have been located in Splott Library, the Story-Time class has also transferred to Splott Librray and additional Into Work sessions have taken place.[...]"

4. Members were also informed that a way forward for the Library will be taken to Cabinet in May. This paper can be found attached as **Appendix A**.
5. The Cabinet report (**Appendix A** – paragraph 29) states that the condition of the building is such that retaining the building is not considered to be either sustainable or affordable. Therefore, the following options have been considered:

Option 1 – Sale of Roath Library and residents to use surrounding libraries.

Option 2 – Community Asset Transfer of the building.

Option 3 – Sale of Roath Library and Increased provision of services throughout the area, with the view for a longer-term proposal.

6. Having reviewed these options, the recommendations made within the Cabinet report (paragraphs 46 – 49) are:

- It is recommended that option 3 Sale of Roath Library and increased provision of services throughout the area with potential for a longer term community partnership hub development.
- The increased provision can be implemented almost immediately following decision and the first £40,000 capital receipt to be re-invested in the providing this additional provision.
- It is also proposed that the Council will work with partners in the area, including the two mentioned to explore the potential of including a Community Partnership Hub within their redeveloped sites.

- This recommendation requires the deletion of the current staffing structure in relation to Roath library (1 full time equivalent Grade 6 Branch Librarian, 1 FTE Senior Library Assistant G4 and 1 FTE Library Assistant G3) and the creation of a qualified Neighbourhood Development Librarian. A significant number of employees with the library service have expressed a desire to take voluntary severance, therefore it is anticipated that those based within Roath Library and wish to remain employed will be offered other opportunities within the service at another location.

7. Based on the information contained within **Appendix A** and **Appendices 1-7**, the Cabinet is recommended:

- To agree that the condition of the Roath Library building means that retaining the existing library is unsustainable.
- To agree to the sale of Roath Library and to reinvest of the first £40,000 from the sale of the building to support the additional provision in the area as outlined in the recommendations of the report.
- To agree in principle to exploring with partners options for a future community partnership hub in the area
- To agree that work is carried out on longer term options for a Community Partnership Hub in a potential building in the Adamsdown/ Plasnewydd area and that this is reported back to Cabinet prior to community consultation.

Way Forward

8. Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) has been invited and may wish to give a statement. Sarah McGill, Director Communities, Housing and Customer Services) and Isabelle Bignall (Assistant Director of Communities and Customer Service) and will also be in attendance.

Legal Implications

9. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this

report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

10. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

Recommendations

11. The Committee is recommended to give consideration to the information attached to this report and received at this meeting and to submit any recommendations, observations or comments to the Cabinet Member, prior to this report being taken to Cabinet on 28 May 2015.

Marie Rosenthal
County Clerk and Monitoring Officer
8 May 2015

**CITY OF CARDIFF COUNCIL
CYNGOR DINAS CAERDYDD**

CABINET MEETING:

28 MAY 2015

Library Services in Roath/Adamsdown

**REPORT OF DIRECTOR OF COMMUNITIES, HOUSING &
CUSTOMER SERVICES**

AGENDA ITEM: x

**PORTFOLIO: COMMUNITY DEVELOPMENT, CO-OPERATIVES & SOCIAL
ENTERPRISE (COUNCILLOR PETER BRADBURY)**

Appendices 2 and 5 are not for publication as it contains exempt information of the description in paragraph(s) 14 and 21 of Part 4 of Schedule 12A of the Local Government Act 1972

Reason for this Report

1. To recommend proposals for the delivery of sustainable library services in Roath and Adamsdown informed by the newly agreed Libraries strategy and in light of the condition assessment of the current Library building in Roath.
2. To recommend that officers work to develop longer term options for a Community Partnership Hub in a potential building in the Adamsdown/Plasnewydd area and to report back to Cabinet for further consideration of such options.

Background

3. Public library services are regulated by the Public Libraries and Museums Act 1964. This requires local authorities to provide comprehensive and efficient library services. Within Wales, the Deputy Minister for Culture and Sport supervises the library services provided by local authorities through the Welsh Public Library Standards (WPLS).
4. A new strategy for library services in Cardiff was developed in 2014 in response to changing service demands and the challenging financial climate. The strategy was developed around 6 key themes :
 - Integration of library services within community hubs

- Mobilisation of services on a neighbourhood basis
 - Community involvement
 - Commercialisation
 - Use of Technology
 - Alternative delivery models
5. The new strategy was consulted upon as part of the “ Changes for Cardiff” budget consultation. 4,191 people took the time to complete the questionnaire, over 500 attended engagement events, and a large number of the public gave views via petitions, calls for community polls and through correspondence. The analysed results and supplementary information can be found on <https://www.cardiff.gov.uk/ENG/Your-Council/Council-finance/Council-Budget/2015-16/Pages/Consultation-results.aspx>. In terms of the petitions received the highest number of signatories opposing closure was 1,894 for Rhiwbina library and the lowest number was 29 in relation to Roath library.
 6. As a result of the consultation, amendments were made to the libraries strategy. A key area of concern centred on the proposals for the current stand-alone branch libraries. There was significant support for the integrated approach to service provision through the ongoing delivery of hubs, in line with the formal Hub Strategy.
 7. However, the lack of council funding to extend this approach to all branch libraries and the potential loss of well used and well loved facilities was a major issue. The original recommendations for each branch library were therefore amended so that, where a public service hub was not a viable option, community support would be sought to continue a library service alongside either community or commercial-led activity in a community hub. These hubs would receive continued council-funded support to meet the cost of the supply of books, ICT equipment (including self-service kiosks) training and professional librarian support from the Neighbourhood Development Librarian.
 8. The amended strategy made it clear that the neighbourhood-based library service would still be delivered from existing stand-alone library buildings, supported by community or commercial involvement, except in those circumstances where condition or accessibility of the building made that objective unachievable. In those circumstances, alternative venues would be identified as a base for a similar range of community, commercial and library provisions.
 9. On 26th February 2015 the revised Libraries Strategy was presented to Council and agreed. This strategy can be found in appendix 1. Within the newly adopted Library Strategy, the council’s proposal for Roath was to: *“Actively seek commercial, community and partner involvement with continued supply of books, IT equipment (incl. self-serve kiosks) and support of the Neighbourhood Development Librarian in an alternative*

location if the condition of the property means that retaining the existing library is unsustainable”.

Roath Library

10. Roath Library is situated on Newport Road, Adamsdown and is located approximately one kilometre east of Cardiff City Centre. It is on the Plasnewydd Ward boundary. The property is situated directly on the principal route connecting the city centre to the east of the city. Public transport is readily available, serviced by Cardiff Bus. The nearest rail link is Queen Street station to the west of the city centre.

11. Neighbouring Libraries include:

- **Splott Library** (current location until Summer 2016)
 - 0.5 miles – 5 minute drive and 11 minute walk.
- **Star Hub** (new Hub location from Summer 2016)
 - 1.1 miles – 4 minute drive, 22 minute walk and accessible from bus 11.
- **Penylan Library**
 - 0.9 miles – 4 minute drive, 18 minute walk and accessible from 52 bus.
- **Central Library**
 - 1.1 miles – 7 minute drive, 22 minute walk and accessible via buses 45, 30, 49 and 44.
- **Cathays Library**
 - 1.3 miles – 7 minute drive, 26 minute walk and accessible from 38(A) bus.

12. The new Star Hub referenced above, is a project that brings together leisure, libraries, advice and partner services in one multifunction location. The planned development is a major £6million investment in a multi agency facility that will ensure the sustainability of local service provision by aligning services to meet local needs more effectively.

13. Roath Library is freehold owned by Cardiff Council, this property has a designated D1 non-residential institutions use and in July 1997 it was designated a Grade 2 listed building.

14. The building opened 40.5 hours per week and ran the following classes:

- Informal English for Speakers of Other Languages (ESOL) classes for asylum seekers - Monday, Tuesday, Thursday and Friday, 2:00-4:00pm
- Watercolour class 10:00am-12:00pm every Tuesday during term time, organised by East Moors
- Reading Group on the second Thursday of every month at 11:30am

- A Knitting Group meets one Saturday every month from 2:00-4:00pm
 - Regular coffee mornings and occasional author visits
 - Storytime, Rhymetime or Language and Play (LAP) sessions for under 5s
15. The budget for the library is £102,000, which consists of £76,500 employee-related costs, £28,000 for associated building and facilities management expenses, less an income of £2,500.
16. The two wards that the library predominately services are Adamsdown and Plasnewydd. These areas have a high immigrant and refugee population. According to the 2011 census, 25.1% of Adamsdown and 23.6% of Plasnewydd residents state that their place of birth was outside of the UK.
17. The building is currently closed temporarily as it is not fit for public use. After the boiler failed, the temperature of the building was monitored on a daily basis and a temporary heating solution was not possible as the electrics would not support the number of temporary heaters required to heat the large open space. Therefore the decision was taken to close in November 2014.
18. Following the closure of the library a range of alternative provision has been put in place to support the community, this includes:
- Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm.
 - Existing Storytime and Rhymetime classes have been moved to Star Library.
 - 4 additional open access PCs have been located in Splott Library.
19. A significant leak occurred in the Roath library building on 15th December 2014. Patch repairs were carried out to make the building watertight at a cost of £2,500. The estimated cost to replace all the slates and lead flashing to the low-level, single-storey building where the roof is leaking is estimated at £28,300. The internal repairs and damage will be covered by insurance.
20. The maintenance backlog is estimated at £250,000. Appendix 2 (which is exempt from publication) provides a building condition report. In addition to this, the estimate works for the new boiler is estimated to be in the region of £50,000 and the current shelving and furniture would need replacing and this would be in the region of £35,000, based on other similar sized libraries.
21. All condition surveys carried out for the Council are high level and unobtrusive with repair costs estimated from a schedule. The true total required works cost for Roath Library would be dependent on carrying out a detailed design specification for the refurbishment of the building. Based

on refurbishment works to similar age and size properties the actual refurbishment costs have been significantly higher than that of the total backlog costs identified in the condition surveys.

22. The library strategy, approved by Council in February 2015, stated that an alternative location for the provision of the library service with either commercial, community or partner involvement should be sought if the Roath library building should be found to be unsustainable. The latest information on the condition of the building confirms that Roath library is not a sustainable option as a venue for a community partnership hub. Consequently both short and longer term options for the provision of library services have been investigated.

Short Term

23. Investigations have taken place on a proposed short term location for the Library service; work has been carried out to identify potential sites, discussions have taken place with members and a cross section of library officers, in addition to collaborative work with the Neighbourhood Partnership lead in Cardiff South East and Communities First.

24. A wide range of options were considered and are attached in appendix 3.

25. After initial investigations it was decided to look further at St Germans Church Hall (Adamsdown Day Centre) as a potential alternative temporary site for the Library. This location scores better on a range of indicators.

26. Design work then took place on the building to see how a library could be positioned within the Day Centre building. The plans for this are attached in appendix 4. Unfortunately, certain building regulations and compliance with the Disability Discrimination Act (DDA) would require alterations to take place at an estimated cost of £120,000.

27. In the course of discussions with representatives of St Germans Church it emerged that there are proposals being considered for longer term and more significant development opportunities with a local registered social landlord. Whilst these discussions are at an early stage it is apparent that the longer term plans could potentially provide an opportunity to reshape the day centre provision including provision of a community café , community space and library services. In light of this possible opportunity it would not be prudent to invest in the existing day centre facility in the short term.

Medium Term Options

28. To inform any potential decision on alternative options a valuation of the building has taken place, this valuation is exempt from publication and attached in appendix 5.

29. The condition of the building is such that retaining the building is not considered to be either sustainable or affordable. Therefore, the following options have been considered:

Option 1 - Sale of Roath Library and residents to use surrounding libraries.

Option 2 - Community Asset Transfer of the building.

Option 3 – Sale of Roath Library and Increased provision of services throughout the area, with the view for a longer-term proposal.

Option 1 - Sale of Roath Library and residents to use surrounding libraries.

30. The considerations that support this option;

- Regeneration and commercial investment of a building in an area of deprivation, and on a main road that acts as one of the principal gateways to central Cardiff.
- The Welsh Public Library Standards state that residents should be within a 2-mile radius of a static library provision. If Roath Library closes without a static replacement, no additional residents will be more than 2 miles from another provision. The map of the impact of the closure is attached in appendix 6.

31. The negative impacts:

- Residents who wish to access a static Library services from a council-owned building would have to travel further. Potentially, some may choose not to, or may not be able to, and may subsequently stop using a library service.
- The communities that this library previously served are some of the most deprived in Cardiff.

32. Potential mitigations:

- The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to provide outreach links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions in the community.
- Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service.
- Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area.

33. This option would save the full site budget of £102,000. This represents a 5-year saving to the council of £510,000 with the additional benefit of the capital receipt. If the mitigation was taken, the saving would be reduced to £69,000 and £345,000 over 5 years.

Option 2 - Community Asset Transfer of the building.

34. The considerations that support this option:

- As previously mentioned, Roath Library is supported by 4 other static library points. If it were to close, no one would be more than 2 miles from another provision. Users have continued to use Cardiff Council Library service from other sites.
- Depending on the nature of the organisation that takes on the running of the building and the community benefits they would bring the trade off of this additional organisation against the extra distance to another library service may prove more beneficial for residents in the area.

35. The negative impacts;

- In order for a Community Asset Transfer any organisation would need to provide a business case that included meeting the substantial maintenance and refurbishment works required for Roath Library.
- Whilst this process was being undertaken, without the guarantee of a successful outcome, the building would remain empty. During this time some facilities management costs would remain and the condition of the building may further deteriorate.
- There would be no capital receipt to reinvest in alternative provision.

36. Potential mitigations

- Implementation of a robust Community Asset Transfer process to ensure that the building is awarded to an organisation that has maximum benefit for the community.
- Additional digital inclusion and Into Work services could be delivered in partners buildings in the areas.

37. This option would save the full site budget of £102,000. This represents a 5-year saving to the council of £510,000.

Option 3 – Sale of Roath Library and increased provision of services throughout the area with potential for a longer term community partnership hub development.

38. The considerations that support this option includes opportunities for increased provision in the area. For example:
- Drop off and collection point for Library books at Adamsdown Day Centre.
 - New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.
 - Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm.
 - During this time a pop-up library provision will also be run, where people can access library services.
 - Existing Storytime and Rhymetime classes that have been moved to Star Library to continue.
 - 4 additional open access PCs located in Splott Library to continue.
 - Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsdown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre

39. The negative impacts:

- Residents who wish to use static Library services from a council-owned building would have to travel further. Potentially, some may choose not to, or may not be able to, and may subsequently stop using a library service.

40. Potential mitigations:

- The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community.
- It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books.

41. This option would save the full site budget of £102,000. This represents a 5-year saving to the council of £510,000. If the mitigation was taken, the saving would be reduced to £69,000 and £345,000 over 5 years.

Long Term Plan

42. As mentioned previously in the report St Germans Church have indicated future plans to develop a future community hub type facility in partnership

with a Registered Social Landlord. These plans include the potential for community space including a café and library.

43. Additionally, the YMCA has recently acquired Plasnewydd Community Centre. They also have indicated longer term plans to redevelop the site to make the best use of the space. Their aim is to increase footfall to the site, particularly during the day, by increasing their community offer and this could include library services
44. Options for the delivery of a Community partnership hub will be progressed but given that discussions in relation to both potential schemes are at an early stage it is important that a decision is made on the medium term provision of library services for the area so that services can be maintained as effectively as possible.
45. Once the longer term options have been fully assessed a further report will come back to Cabinet with recommendations in relation to further community consultation.

Recommendation

46. It is recommended that option 3 Sale of Roath Library and increased provision of services throughout the area with potential for a longer term community partnership hub development.
47. The increased provision can be implemented almost immediately following decision and the first £40,000 capital receipt to be re-invested in the providing this additional provision.
48. It is also proposed that the Council will work with partners in the area, including the two mentioned to explore the potential of including a Community Partnership Hub within their redeveloped sites.
49. This recommendation requires the deletion of the current staffing structure in relation to Roath library (1 full time equivalent Grade 6 Branch Librarian, 1 FTE Senior Library Assistant G4 and 1 FTE Library Assistant G3) and the creation of a qualified Neighbourhood Development Librarian. A significant number of employees with the library service have expressed a desire to take voluntary severance, therefore it is anticipated that those based within Roath Library and wish to remain employed will be offered other opportunities within the service at another location.

Trade Union Consultation

50. Employee and trade union consultation

Local Member consultation

51. Local members have been advised of the proposal

Scrutiny Consultation

52. This report went to Economy and Culture for pre-Cabinet scrutiny.....

Reasons for Recommendations

53. To ensure the delivery of sustainable library services in Roath and Adamsdown informed by the newly agreed Libraries strategy and in light of the condition assessment of the current library building in Roath and to avoid the financial liabilities associated with the retention of an empty building.

Financial Implications

54. The Councils Budget report highlighted the significant financial challenges and risks to the Council including the need to make significant revenue budget savings in 2015/16 and the medium term.

55. It also highlighted the pressures on the Capital programme and the consequential effect on the Council's revenue budget of additional borrowing to undertake capital schemes.

56. Open Market disposal of the Roath Library site will result in revenue savings outlined in the report as well as capital receipt, which is requested to be earmarked for re-investment in the locality. Any such re-investment is proposed to be limited to the first £40,000 receivable and expenditure incurred only following the sale of the site.

57. Prompt disposal of the building and any re-provision will avoid costs of the building whilst empty and also avoid any liabilities in terms of the backlog of maintenance as identified in the report. Whilst the report quotes potential costs of over £300k based on high level surveys, detailed surveys could result in far higher costs as has been seen in similar age and condition buildings.

Legal Implications

58. There are a number of options set out in this report. These legal implications only deal with the recommended option/proposals. The statutory provision in relation to provision of libraries is set out in the body of the report.

59. The Council has to satisfy its public sector duties under the Equalities Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics

60. Protected characteristics are:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and maternity
- Marriage and civil partnership
- Sexual orientation
- Religion or belief – including lack of belief

61. As such decisions have to be made in the context of the Council's equality act public sector duties.

62. The report identifies that an Equality Impact Assessment has been carried out and is appended at Appendix 7. The purpose of the Equality Impact Assessment is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty.

63. The decision maker must have due regard to the Equality Impact Assessment in making its decision.

64. The report also sets out the consultation undertaken with the public. Any consultation must be adequate and fair. The decision maker should also have regard to such consultation when making its decision.

65. In respect of the sale of Roath Library the Council is under a duty to achieve 'best consideration' pursuant to s.123 of the Local Government Act 1972.

66. In respect of the proposal to work with partners then further legal advice should be sought on the specific arrangements prior to implementation.

HR implications

67. Consultation has taken place with trade unions and employees on the proposal and this will continue as outlined in the body of the report. Corporately agreed processes will be followed to accommodate the displaced employees once their preferences are known.

Equality Implications

68. The equality implications have been considered and the equality impact assessment on the proposals is attached in appendix 7.

RECOMMENDATIONS

The Cabinet is recommended:

1. To agree that the condition of the Roath Library building means that retaining the existing library is unsustainable.
2. To agree to the sale of Roath Library and to the reinvest of the first £40,000 from the sale of the building to support the additional provision in the area as outlined in the recommendations of the report.
3. To agree in principle to exploring with partners options for a future community partnership hub in the area
4. To agree that work is carried out on longer term options for a Community Partnership Hub in a potential building in the Adamsdown/ Plasnewydd area and that this is reported back to Cabinet prior to community consultation.

SARAH MCGILL

Director for Communities, Housing and Customer Services

May 2015

The following Appendices are attached:

Appendix 1: Future provision of Libraries Services - Strategy paper

Appendix 2: Property Condition Report - **CONFIDENTIAL**

Appendix 3: Temporary Options

Appendix 4: Adamsdown Day Centre Alterations

Appendix 5: Property Valuation - **CONFIDENTIAL**

Appendix 6: Impact of Roath Library Closure on residents within 2 mile radius

Appendix 7: Equality Impact Assessment

City of Cardiff Council

Future provision of Libraries Services in Cardiff

City of Cardiff Council Libraries

City of Cardiff Council currently invests £3.9 million per annum in its Library Services. Library services are delivered from a network of buildings across the city and through locality-based mobile provision through neighbourhood librarians and the mobile delivery service.

Public library services are regulated by the Public Libraries and Museums Act 1964.

This requires local authorities to provide comprehensive and efficient library services. Within Wales the Deputy Minister for Culture and Sport supervises the library services provided by local authorities through the Welsh Public Library Standards (WPLS).

This is now at the start of the 5th framework.



The Library Service aims to:

- Be pivotal in helping communities develop their information literacy skills in order to become digitally included.
- Contribute to the public health agenda by supporting health literacy.
- Support the child poverty agenda by providing gateways out of poverty by inspiring children to enjoy reading.
- Work collaboratively with partners within diverse communities to enhance knowledge and skills through improved literacy, enrich quality of life and empower individuals to realise their full potential.
- Support customers in accessing services in the way they want by embracing developing and emerging technologies outside of the existing building infrastructure.

The Library service in Cardiff will remain committed to these aims and delivery of the benefits they represent for the citizens of Cardiff.



Cardiff Libraries were open for **45,465 hours** last year.



Libraries received **861,098 virtual visits** (i.e. online hits to the web pages and catalogue).



Events held within the library attracted **62,740 visitors**, and a further **41,541** attended external library events.

Loaned **1.8 million books**, plus **17,000 eBooks**, to Cardiff citizens.

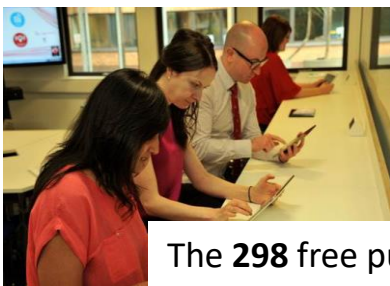


City of Cardiff Council Libraries Services

The Libraries Service has **184,310 registered users**.



Of these, **82,735** have used their card in the last 12



The **298** free public access PCs were used for a total of **324,854 hours**, in additions to the free Wi-Fi at 9 library locations.

Why do we need to change?

There are two key reasons for undertaking a review of Library provision in Cardiff.

Reason for change – Financial Pressures

Firstly, the financial pressures facing the council means that the organisation has to **evaluate the services it currently provides**. The Medium Term Financial Plan (MTFP) made clear that in order to achieve financial stability there would need to be a fundamental change in the organisation's approach to delivery.

Additionally, the Welsh Local Government Association (WLGA) Peer Review stated:

'the harsh reality is that not everything can be supported, not everything can be improved and some things will need to be reduced or be discontinued completely. Ultimately choices will revolve around reduction and/or cessation in services, demand management and service innovation.'

Proposals to review the delivery of library services in Cardiff will need to deliver £2 million of savings in line with the MTFP projection, £1 million of which to be achieved in year one.

Reason for Change – Changing Demand

Secondly, the demands placed on the service are changing and a review is required to not only see how we can meet this demand, but also how we can increase access and encourage more residents to use the service.

Of the active users, 72,282 stated their residential address as being within Cardiff. This represents 21% of the population of Cardiff (351,710) as using their local library within the last 12 months. To put this in perspective of the budgets, **this represents an annual subsidy of £54 per active Cardiff Resident user per year**. There is a massive potential market in Cardiff, which could be accessed by reshaping the service.

In recent years, Library services across Cardiff (in common with national and international trends) have experienced a significant change in the types of service people want. There are clear indications that customers want to access multiple

Council services from one location and the previous high demand for PC use is being replaced with customers wanting to use open access Wi-Fi. Cardiff will be investing in open access Wi-Fi for all its library buildings and more significantly has tracked the demand for complementary community uses within the library 'space'.

The service has been developing over recent years to meet these needs and has moved away from simply being a building filled with books. The needs of the neighbourhoods will continue to evolve and meeting these demands will require further development. There will be focus on libraries to be a place where people connect including use by community and social clubs, reading groups as well as learning and training sessions. The future model will include space for people to access the Council and partner services that they need including applying for jobs, getting advice and assistance in applying for passports / driving licences.

More Libraries Services are available online through the Digital Library in the form of e-books and e-zines. This means that customers do not always need to visit a library to pick up the latest book. However, the demand will remain to: access literacy and learning opportunities e.g. storytimes and reading groups, socialise through reading groups, use as a space to read, access Council / online services and to benefit from specialist Librarian knowledge



External factors that may affect the changing demands placed on the Library Service.

- Economic changes – library use increases during a recession. If there is a continuing economic improvement it is likely that the traditional approach to library provision will see a decrease in footfall.
- Welfare Reform change – demand may increase amongst those affected by policy changes who are subsequently encouraged to seek work, or required to access central government services online.
- New technology – libraries becoming a place to access technology that is not available at home.
- Mainstreaming of technology – e-readers and tablets becoming standard in most homes.

- An aging population that is more tech-savvy, comfortable using and embracing emerging technology and using social media to keep in touch.
- The rise in open access learning – as more people take courses and learn outside of the traditional college and university structures, the demand on libraries may increase to provide a learning environment and research facility.

However, it is crucial that we further understand the needs of the current and potential users of the service. The proposed consultation exercise will enable further insight into the needs of the local community that can be fed into any future redesign.

How can we meet this challenge?

City of Cardiff Council in order to meet the challenges is looking to reshape the service through adopting six key themes. These themes inform the evaluation of potential options, set the structure for the future business model and provide the basis on which consultation would take place.

Meeting the challenge – Community Hubs



The Council has embarked on an ambitious Hub Programme with the following aim:

'Cardiff's citizens will be able to access the services they need in the way they want to, through joined up services and closer working between Cardiff Council and its partners.'

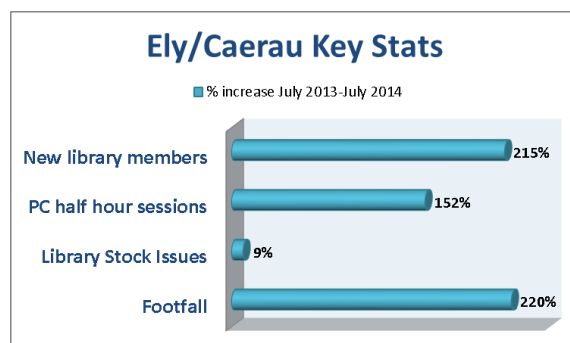
A core of generic Council services would be available at each Hub with options for the delivery of specialist Council and partner services as required by the neighbourhood. The key to future Hub provision is to improve the local service offered by integrating and decentralising services that meet local need, whilst reducing costs by disposing of buildings and sharing facilities.

To test the vision of future service delivery, three Hubs have been running. The first two Hubs opened in Llanrumney and Trowbridge / St Mellons Libraries in the autumn of 2011.

Llanrumney and Trowbridge/St Mellons Hubs 2013/14		
Customer Satisfaction	Overall the hub met my requirements / I got what I wanted	99.7%
	Satisfied with Hub staff	99.9%
	Satisfied with Hub facilities	99.8%

The third Hub opened in May 2012 at Loudoun Square in Butetown. It is based in a building owned by Cardiff Community Housing Association and provided alongside a Health Centre.

Following the success of the pilot, plans are being developed to extend the Hub provision across the city. The Ely / Caerau Hub opened on the 23rd June 2014 and has brought the previous Area Housing Office, Library, and Local Training and Enterprise Centre together in one building. Since opening, the Ely / Caerau Hub has proved very popular.



A representative from CyMAL (Welsh Government policy division that covers Libraries) has visited and provided positive feedback stating they will be using the site as an example of good practice. This approach has allowed for the closure of the old library and housing office achieving £127,000 general fund savings on non-employee related costs.

There is scope to roll out the Hub Programme to continue to bring services together and make savings. However, it is to be noted that in line with the agreed Hub Strategy it is not possible for all branch libraries to become Hubs due to: either the suitability of the building, the opportunity to bring existing revenue streams together or the need in the area.

Meeting the challenge – Mobilisation of the Library Service

As part of Libraries' aim to 'support customers in accessing services in the way they want by embracing developing and emerging technologies outside of the existing building infrastructure'. There has been a trial of additional services through a qualified Neighbourhood Development Librarian (NDL).

Areas that have traditionally used mobile library services could follow the targeted provision model, with managed collections being made available by NDLs in selected community buildings. In these Communities Buildings, the NDLs could support volunteers to provide a service.

There is a need to maintain and improve the housebound service, which provides a vital service to the most vulnerable in Cardiff. It is proposed that the service would link in with the Independent Living Project and in particular with the development of a Gateway Service, so that this client group is aware of, and can access the libraries' services. In parallel with this it is proposed for libraries to work with other Council services or volunteer groups that are already visiting this vulnerable client group. This will ensure that there is sufficient resource to meet the new client groups on a regular basis.



Meeting the challenge – Community Involvement

The Library Service is highly valued by the community in Cardiff. Through building on community relationships, opportunities exist to work collaboratively in order to build a sustainable library service. It is acknowledged that the local authority does not have all the solutions in meeting the challenges identified. This will require support of local residents and community groups in both generating innovative solutions and supporting the delivery of certain services.

As part of the consultation on the proposed recommendations, stakeholder meetings with local community groups and Cardiff's six Community Councils will take place. This will gauge the potential support that these groups can provide in the future delivery of services.

A community/commercial café library approach may provide an innovative solution to enable the library service to be delivered from a greatly reduced financial footing. The council would maintain support from:

- the supply of books, audio books, large print book.
- the transfer of IT provision including
 - Computers
 - Public Accessible Wi-Fi to at least April 2020
 - Self-serve kiosks
- a training package for volunteers/host organisation
- professional support from the Neighbourhood Development Librarian

Potential locations where this could be successful:

- Already busy Library locations
- Areas of high passing footfall
- Libraries near parks/set within gardens
- Existing community buildings that community groups are looking to increase footfall

A Community Asset Transfer Toolkit has been developed that will help community and volunteer groups understand the mutual benefits of a transfer and assist them with the process.

Meeting the challenge – Alternative Delivery

There are a variety of potential new delivery models that have been researched and considered. This includes the whole transfer of the service to a Trust (as has taken place in other authorities). The benefits include saving in Non-Domestic Rates payments and the potential for limited efficiency savings. This option would require the budget to be transferred to the new organisation and the process can take over three years to implement. Therefore, the proposal for Cardiff is that the Library Service aims to achieve savings and expand delivery through an integrated Council and community delivery offer (where appropriate).

Meeting the challenge – Use of Technology

The increase in available technology has changed the pattern of demand for Library services. Service users are more frequently using their own mobile device within Libraries and public wireless internet is currently available in Central Library and nine branch libraries. It is proposed that over the next eighteen months this will be extended to all branch libraries. This will be delivered through the externally funded 'Super Connected Cardiff' project that aims to improve broadband and wireless infrastructure in the city. Additionally, it is proposed that where possible the layout and furniture in libraries will be altered to accommodate customers using their own devices.

The Library Service is also engaging with Electronic Data Interchange software to assist with the purchase of its stocks. This is enabling the service to become more efficient and the service more 'customer-focused' through the development of more efficient processes. Electronic Data Interchange capability is currently being developed to enable the service to partner with suppliers to deliver stock directly to branch libraries, and thus reduce the space required for central storage. This will deliver improvements to customers by speeding up access to requested stock.

Cardiff Libraries also utilise Radio Frequency Identification Device technology for stock management, self-service and security purposes. By utilising this technology, there are opportunities to provide stand-alone self-service kiosks that can be located in community buildings. These would provide a basic library provision and minimise the administrative tasks associated with delivering the service. This would free up qualified library staff to deliver more specialist services. Additionally, a locker system

could be implemented in non-library locations and offer a 24/7 service where they are filled and emptied, and the library user presents their card and the correct locker door opens to allow access.

Meeting the challenge – Commercialisation

The fundamental principle of the Library Service is that it is open to all and free at the point of access and there is no proposal to change this. However, there is potential to explore the possibility of other sources of income from additional non-core services to support the financial sustainability of the service. This may include:

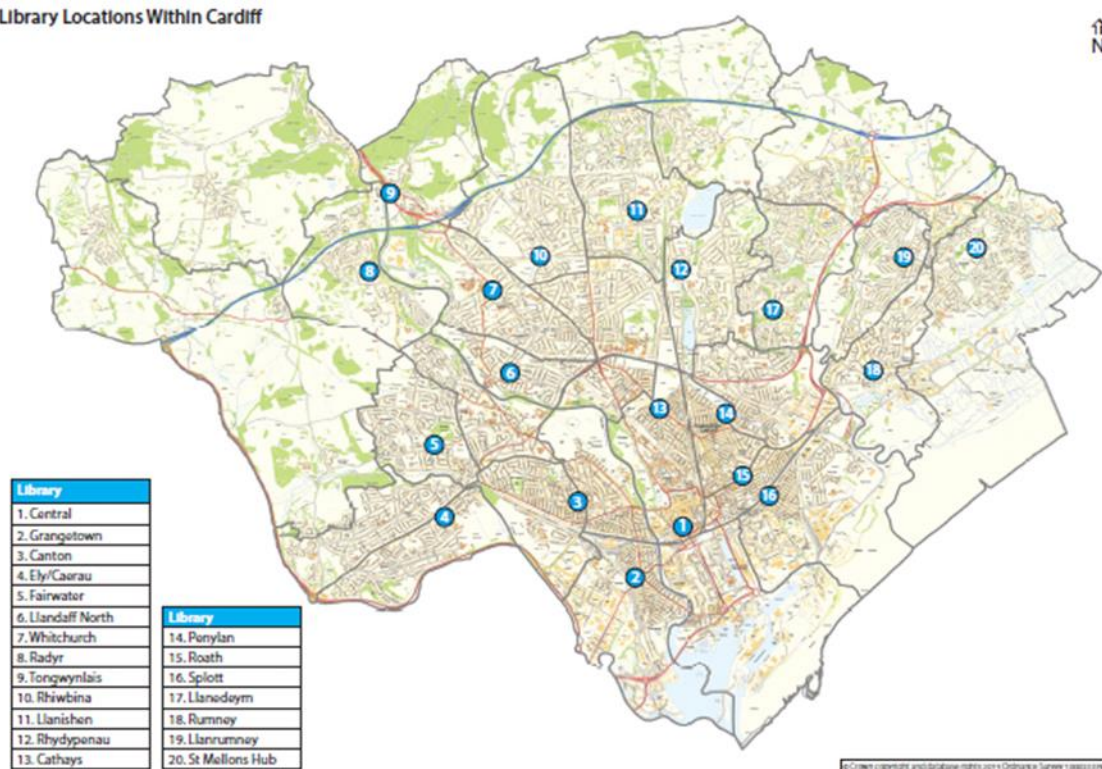
- **Sale of additional items in Libraries** This could include stamps, or e-readers with the benefit of having trained staff able to demonstrate and set up the software link with uses library membership.
- **Charging for specific courses** - This could include charging for specific courses, eg family history, e-reader courses.
- **Advertising / Commercial Sponsorship** - This could range from wholesale sponsorship of the service, to local sponsorship of a branch library, to the sale of advertising space on the delivery vans/mobile service or from the sponsorship of specific initiatives such as 'Summer Reading Challenge etc'. Also other options include, specific online advertising such as Google Pay per click from the online library.
- **Donations of money** - Opportunities for large scale philanthropist donations, to individuals leaving money in their wills, to small scale donations within the Libraries.
- **Cafes** - Where possible cafes can be installed in Libraries. Although, where either there is little space or the employee costs would restrict any income, there maybe options to locate the latest coffee vending machines inside libraries.
- **Further rental of space** - This could include photo booths or self service delivery lockers.

It is acknowledged that not all these opportunities are open to the Council and at this stage are included to understand the public perception to some of these ideas and to stimulate discussion with community groups to consider how they could support the delivery of a library service.

Review of current provision

Following the key themes of integrated service provision, community involvement, mobilisation, use of technology and commercialisation; a preferred option has been identified for each library building in the city. A detailed options appraisal document providing financial information, key data and the full range of options for each site can be viewed in the Libraries Options Appraisal appendix.

Library Locations Within Cardiff



Recommended Options

Area	Recommendation
Central Library	To be transformed into a 'Super-Hub' creating a state of the art city centre location where the public can access a wide variety of public services as well as traditional library facilities
Grangetown	Continue with plans to be delivered through a Hub based approach
Canton	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Ely	Continue to be delivered through a Hub based approach
Fairwater	To be delivered through a Hub based approach
Llandaff North	To be delivered through a Hub based approach
Radyr	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Tongwynlais	Expand the service in the area from the current 4 hours per week at no extra cost
Whitchurch	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.

Llanedeyrn	Creation of a new Community Hub with a full library service
Llanishen	Creation of a new Community Hub with a full library service
Rhiwbina	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Rhydypenau	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Rumney	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Llanrumney Hub	Continue to provide library services through the Community Hub
St Mellons Hub	Continue to be delivered through a Hub based approach
Cathays	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian.
Roath	Actively seek commercial, community and partner involvement with the continued supply of books, IT equipment (incl self serve kiosks) and support of the Neighbourhood Development Librarian in an alternative location if the condition of the property means that retaining the building is unsustainable
Penylan	Continue to be delivered through a Hub based approach
Splott	Creation of a STAR Hub, inclusive of a library on the Splott Park site

Mobilisation
of the
Service

To review the mobilisation of the service including:

- Neighbourhood Development Librarians in each area
- Self-serve kiosks
- Council/Partner and Volunteer groups for housebound clients
 - Enhance the mobile library offer

The recommendations above mean that the authority no longer fully supports the delivery of the Library service through stand-alone provision, and will deliver integrated services on a Hub model. Where a public service Hub is not a viable option, community support will be sought to continue the service alongside either community or commercial led activities in a community Hub. These Hubs will receive continued support from the supply of books, ICT equipment (including self serve kiosks), training and profession librarian support from the Neighbourhood Development Librarian. A library service will therefore still be delivered from a Library building except in those circumstances where condition or accessibility of that building is unachievable.

It is acknowledged that for the savings to be realised against the branch libraries it may take some time to consider and implement the proposals from community or commercial interests.

If the decision, informed by the consultation, is to adopt these recommendations where community or commercial partners are to be sought, the council would be looking for a partner who could:

- Demonstrate that they are a credible organisation
- Provide a deliverable and sustainable business case
- Implement the changes in a timely manner
- Deliver the provision with minimal council assistance
- Retain a council supported library service either in the current building or nearby location should the condition or accessibility of the existing building make such a move necessary

Neighbourhood Development Librarian

In order to assist with the recommendations it is proposed for the Library Service to be mobilised to reach a wider customer base. In particular, this includes the targeting of those 'harder to reach' groups. This will be achieved through

- Each Neighbourhood Partnership Area to have their own NDL.
- All NDL's to be qualified librarian
- Provide outreach to develop links with local community groups, schools, partners and individuals.
- Active promotion of library services to areas with the aim of increasing take up of these services.
- Creative and imaginative delivery of reading, ICT and information sessions in the community.

The financial savings linked to the strategy include ensuring the provision of Neighbourhood Development Librarians in each Neighbourhood Partnership area of the city.

Community Self Serve Kiosks

Cardiff Libraries are committed to the accessibility of services to our customers. We are proposing to develop services within our community to ensure that customers retain access to services by developing new and innovative platforms of delivery. We will be working with Community partners to develop community drop off points in various locations and buildings within the Neighbourhood Partnership Areas.

Community Partners will be supported with the books, electronic kiosk and assistance from the Neighbourhood Development Librarian.

To support the delivery of the library service from alternative delivery points it is proposed that £32,000 is retained for investment in the self-serve kiosks.

Consultation and Assessment

The options contained within this report will require full public, local member and key stakeholder consultation. It formed part of the wider *Changes for Cardiff* consultation that commenced 21st November. This will enable consistency and support the City of Cardiff Council's commitment to involve local people and communities in conversations that will shape the future of public service through the Cardiff Debate.

Each of the proposed recommendations will be subject to a full assessment and consultation. This will include an Equality Impact Assessment and an analysis of the potential impact on the WPLS.

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Temporary Options

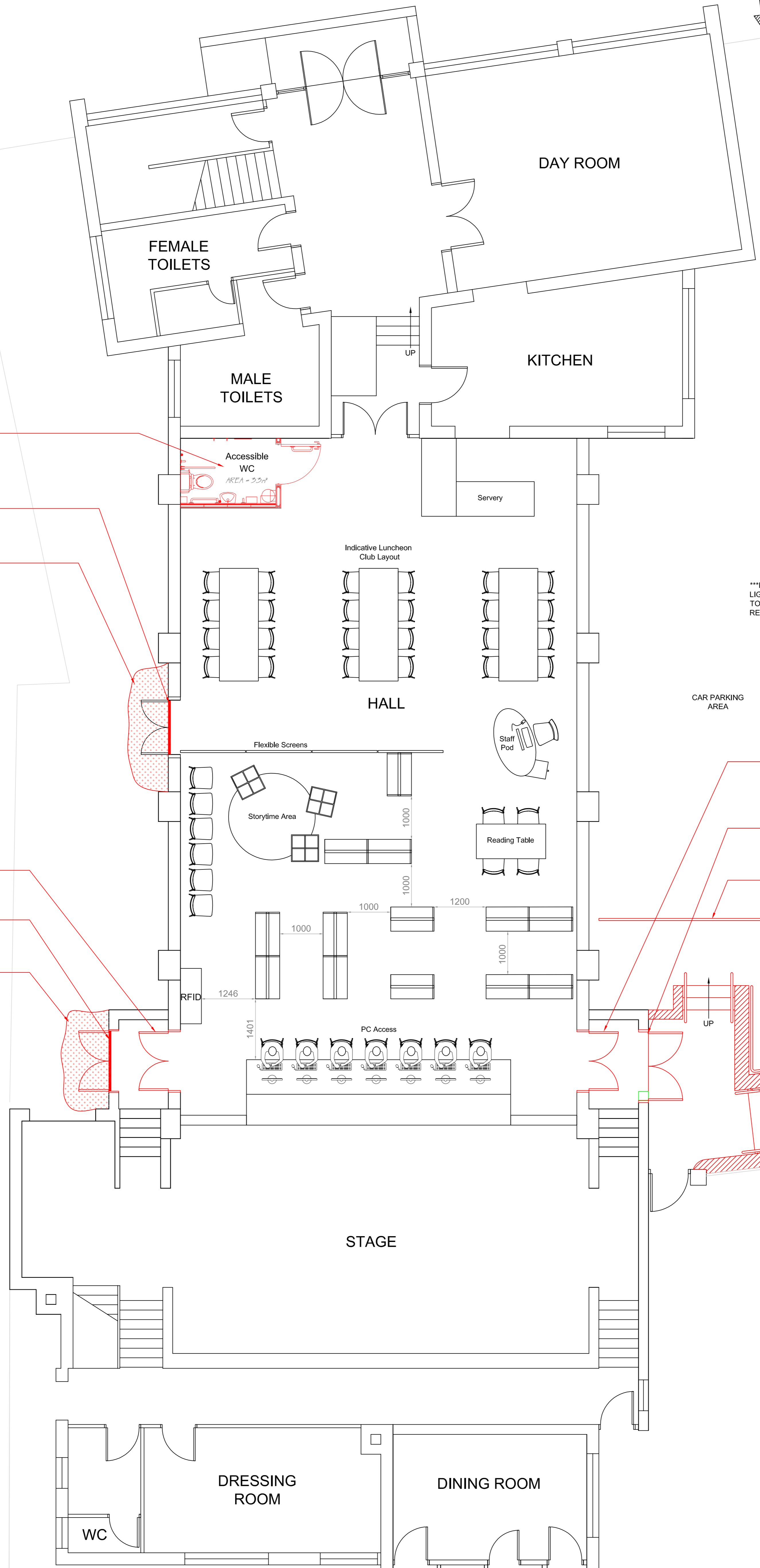
Option	Description / Overview of the site	Initial evaluation / Recommendation
<p style="text-align: center;">Cardiff Royal Infirmary Newport Rd, Cardiff, South Glamorgan CF24 0SZ</p>	<p style="text-align: center;">Recently refurbished hospital.</p>	<p style="text-align: center;">This site was initially considered too close to central Cardiff / outside the centre of the communities Roath library serves.</p>
<p style="text-align: center;">Trinity Church Gold Street, Adamsdown, Cardiff, CF24 1LE</p>	<p style="text-align: center;">Church building directly opposite the existing library. The Church is a multi-faith.</p>	<p style="text-align: center;">Site visit was carried out. Very good link up with similar users of both buildings. No suitable space on the ground floor. Good space on the second floor, however there are significant access issues. Not suitable as a temporary solution; however, there is longer term potential to join up, not just with the library but also neighbourhood learning, ESOL and digital inclusion.</p>
<p style="text-align: center;">No fit state circus 2 Four Elms Rd, Cardiff, South Glamorgan CF24 1LE</p>	<p style="text-align: center;">Church building directly opposite the existing library. Recent community asset transfer.</p>	<p style="text-align: center;">E-mail and phone discussion with the organisation, very receptive to assisting. However, space is currently maximised so much that the organisation currently lease an additional building in the city centre.</p>
<p style="text-align: center;">Plasnewydd Community Centre 2 Shakespeare St, Cardiff CF24 3ES</p>	<p style="text-align: center;">Community centre is currently undergoing a Community Asset Transfer with YMCA.</p>	<p style="text-align: center;">Meeting has taken place with the both the existing service area and the YMCA. YMCA welcomed the option of co-locating a library within their building, both as a temporary solution and also as part of their longer term plans for the site. Site visit was carried out and it was decided to progress this to further investigation.</p>
<p style="text-align: center;">St Germans Church Hall (Adamsdown Day Centre) St. Germans Church Hall, Star St, Adamsdown, Cardiff, South Glamorgan, CF24 0JY</p>	<p style="text-align: center;">The building is more centrally located within Adamsdown. The building is a large open hall with a stage that currently hosts a Day Care provision.</p>	<p style="text-align: center;">Existing organisation welcomes the proposal to join up services as a temporary solution, as well as part of their wider plans to create a community café on the existing site. Initial meeting and site visit has taken place and it was decided to progress this for further investigation.</p>

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Significant Risks:

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MAIN LIBRARY ENTRANCE VIA CAR PARK



NOTE
LIGHTING EN-ROUTE TO LIBRARY ACCESS TO BE IMPROVED TO MEET PART M REQUIREMENTS

Replace internal double door with new double door with vision panels and minimum clear opening width (C.O.W) 750mm per door leaf - may require alterations to opening to allow installation of wider doors

High threshold PVC-u double door - door to be removed and replaced with low threshold door with vision panels - minimum clear opening width (C.O.W) 750mm per door leaf

Handrails or bollards to prevent cars blocking access to ramp and staircase

New accessible WC

High threshold PVC-u double door - door to be removed and replaced with low threshold door

Localised re-levelling works including installation of slot drainage system to prevent water ingress due to removal of high threshold.

Replace internal double door with new double door with vision panels and minimum clear opening width (C.O.W) 750mm per door leaf - may require alterations to opening to allow installation of wider doors

High threshold PVC-u double door - door to be removed and replaced with low threshold door.

Localised re-levelling works including installation of slot drainage system to prevent water ingress due to removal of high threshold.

UNCONTROLLED ISSUE
NOT TO BE USED AS A REFERENCE DOCUMENT
CHECK STATUS BEFORE QUOTING

revision		
title	Roath Temporary Library (St German's Church Hall)	
detail	Recommended Accessibility Alterations	
filepath	Y25E804 - CONSTRUCTION/PLANNING PROJECTS/052 Roath Temporary Library/ARCHITECTS/changes	
project number	CHCR7852	drawing number
		FEAS(0)01
revision	A	date
		09/12/2014
scale	1:50 @ A1	checked
		GMT
drawn	LLRh	date
		09/12/2014
FS 25745		
FEASIBILITY		
Do not scale drawing except for Planning Application purposes		
County Hall, Atlantic Wharf, Cardiff Bay, CF10 4UW Telephone: 029 2087 2087 Fax: 029 2087 2086		

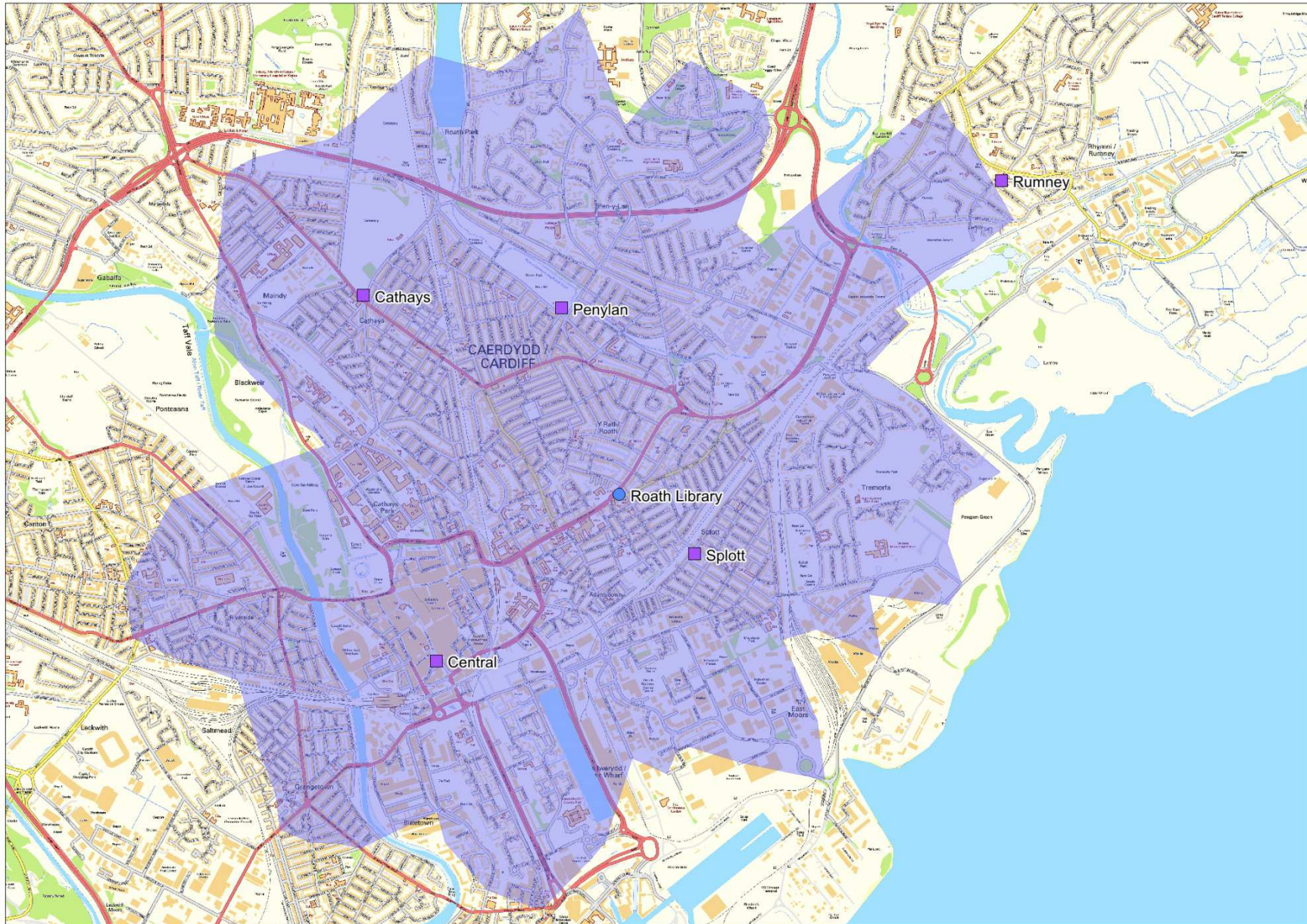
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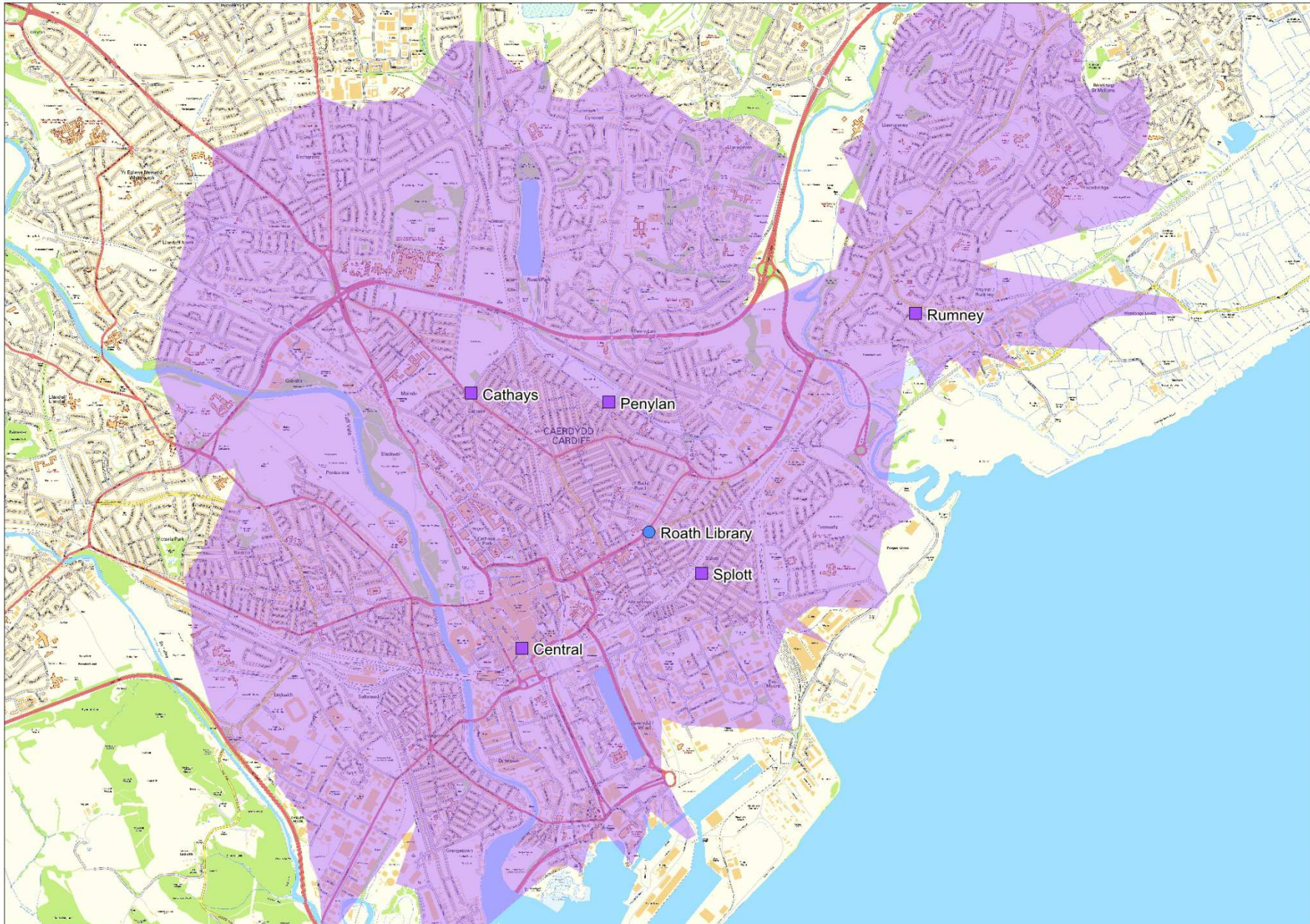
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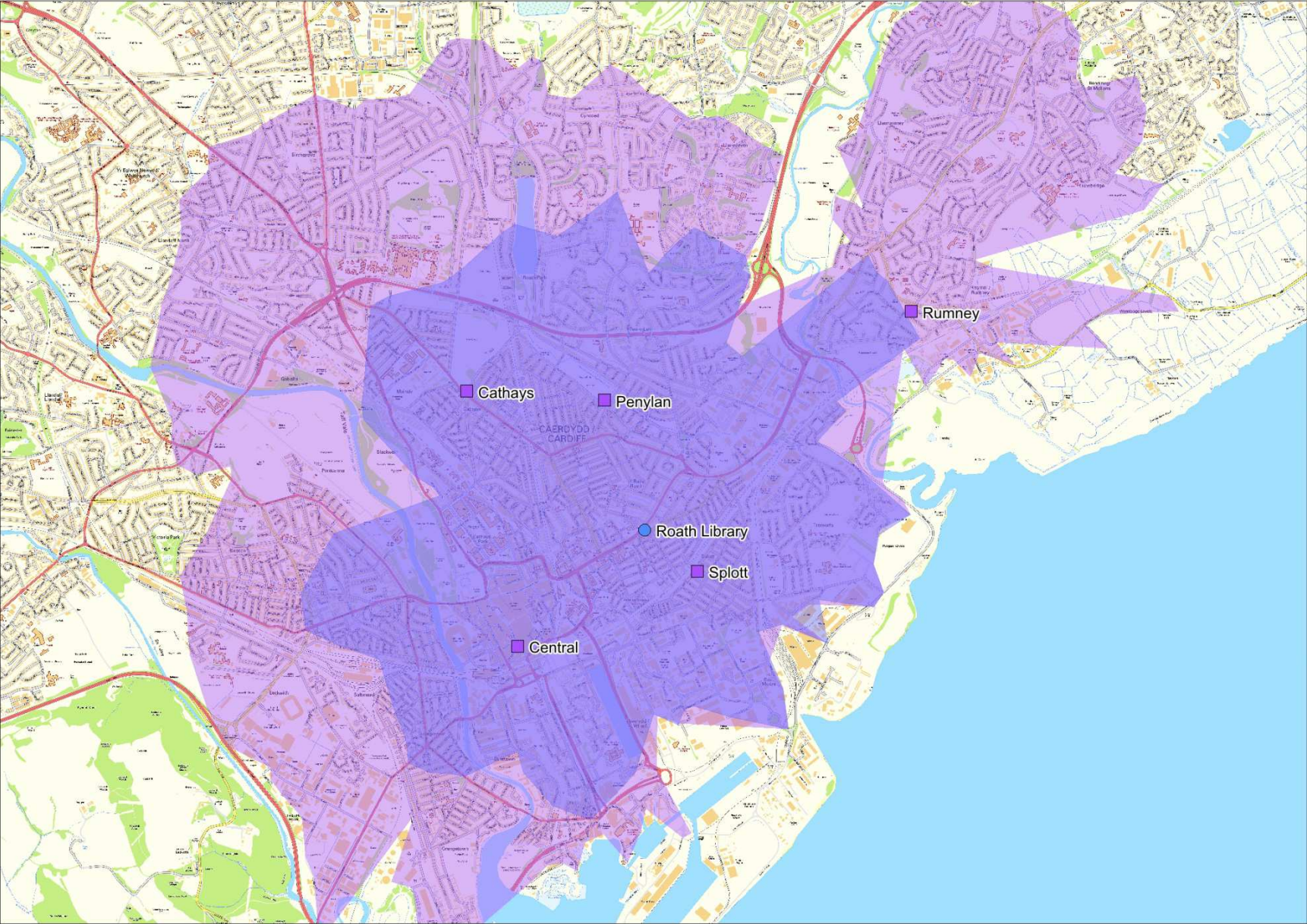
Roath library 2 mile coverage – 58,016 residential properties



Roath library - Surrounding libraries 2 mile coverage



Roath library & Surrounding libraries 2 mile coverage



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Equality Impact Assessment
Corporate Assessment Template



Service/Function Title: Closure of Roath Library
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Service/Function?	
Name: Sarah McGill	Job Title: Director,
Service Team: Libraries	Service Area: Communities, Housing & Customer Services
Assessment Date: May 2015	

1. What are the objectives of the Service/Function?

To recommend proposals for the delivery of sustainable library services in Roath and Adamsdown informed by the newly agreed Libraries strategy and in light of the condition assessment of the current Library building in Roath.

2. Please provide background information on the Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

Roath Library

Roath Library is situated on Newport Road, Adamsdown and is located approximately one kilometre east of Cardiff City Centre. It is on the Plasnewydd Ward boundary. The property is situated directly on the principal route connecting the city centre to the east of the city. Public transport is readily available, serviced by Cardiff Bus. The nearest rail link is Queen Street station to the west of the city centre.

Neighbouring Libraries include:

- **Splott Library** (current location)
 - 0.5 miles – 5 minute drive and 11 minute walk.
- **Star Hub** (new Hub location from Summer 2016)
 - 1.1 miles – 4 minute drive, 22 minute walk and accessible from bus 11.
- **Penylan Library**
 - 0.9 miles – 4 minute drive, 18 minute walk and accessible from 52 bus.
- **Central Library**
 - 1.1 miles – 7 minute drive, 22 minute walk and accessible via buses 45, 30, 49 and 44.
- **Cathays Library**

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

- 1.3 miles – 7 minute drive, 26 minute walk and accessible from 38(A) bus.

The building opened 40.5 hours per week and ran the following classes:

- Informal English for Speakers of Other Languages (ESOL) classes for asylum seekers - Monday, Tuesday, Thursday and Friday, 2:00-4:00pm
- Watercolour class 10:00am-12:00pm every Tuesday during term time, organised by East Moors
- Reading Group on the second Thursday of every month at 11:30am
- A Knitting Group meets one Saturday every month from 2:00-4:00pm
- Regular coffee mornings and occasional author visits
- Storytime, Rhymetime or Language and Play (LAP) sessions for under 5s

The two wards that the library predominately services are Adamsdown and Plasnewydd. These areas have a high immigrant and refugee population. According to the 2011 census, 25.1% of Adamsdown and 23.6% of Plasnewydd residents state that their place of birth was outside of the UK, compared to 12.7% for Cardiff as a whole. From the same census, households with at least one person for whom English or Welsh is not their main language, Adamsdown has 24.6%, Plasnewydd 20.8%, and Cardiff as a whole 9.6%. Changing this to households where no-one has English or Welsh as a main language, Adamsdown has 16.9%. Plasnewydd 12.3%, and Cardiff as a whole 5.2%

Both areas are relatively young, with a skew towards 15-40 age groups. Percentages of populations for main age groups are:

	Plasnewydd	Adamsdown	Cardiff
Total usual Residents	%	%	%
0-14	9.6	14.6	17.1
15-64	83.4	79.1	69.8
65+	6.9	6.3	13.2
Mean Age	26	27	37

Both wards have lower numbers of young children and older people than the city as a whole.

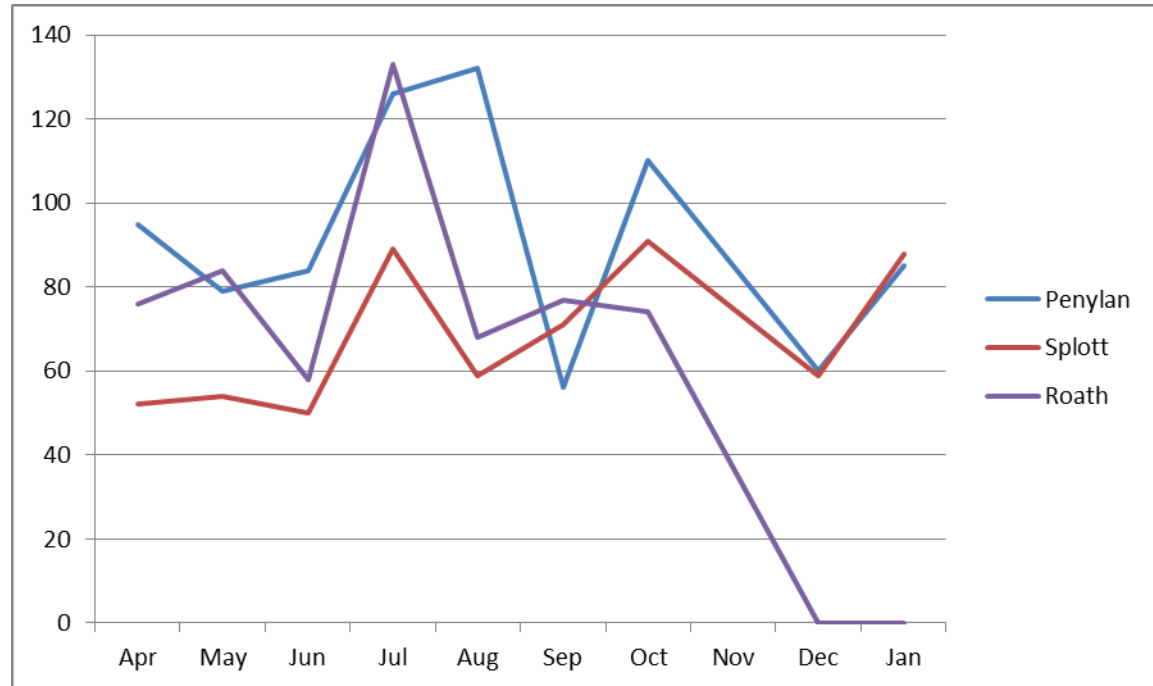
The building is currently closed temporarily as it is not fit for public use. After the boiler failed, the temperature of the building was monitored on a daily basis and a temporary heating solution was not possible as the electricians would not support the number of temporary heaters required to heat the large open space. Therefore the decision was taken to close in November 2014.

Some indicators of any migration to other libraries in the area since the temporary closure are shown below:

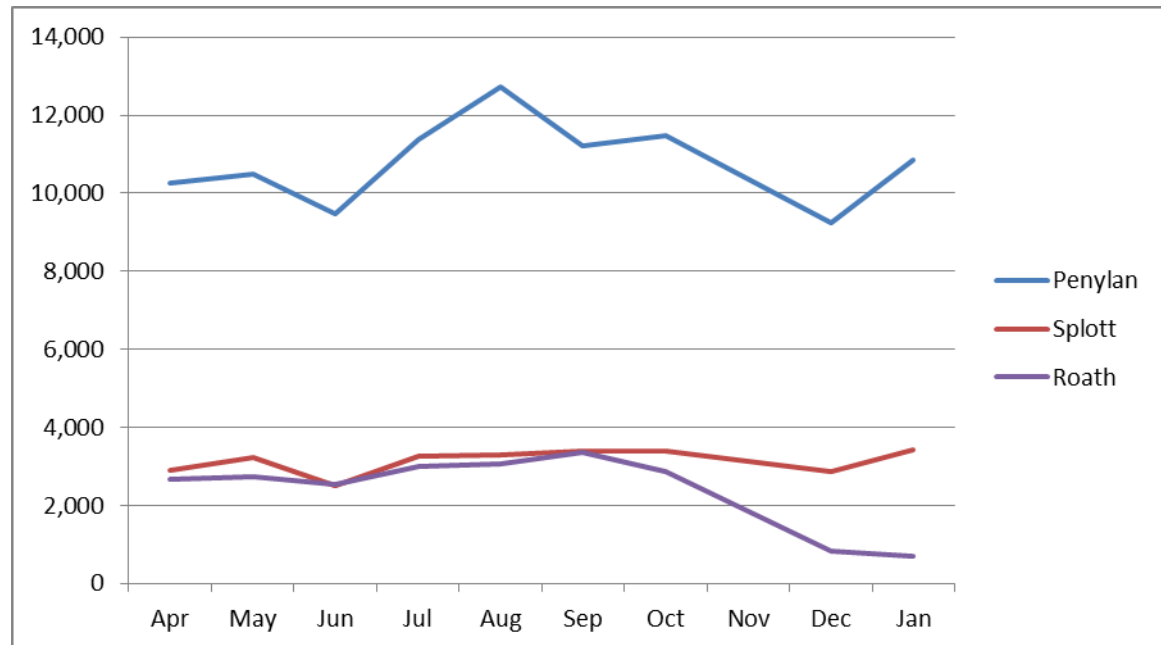
CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment Template

New Users



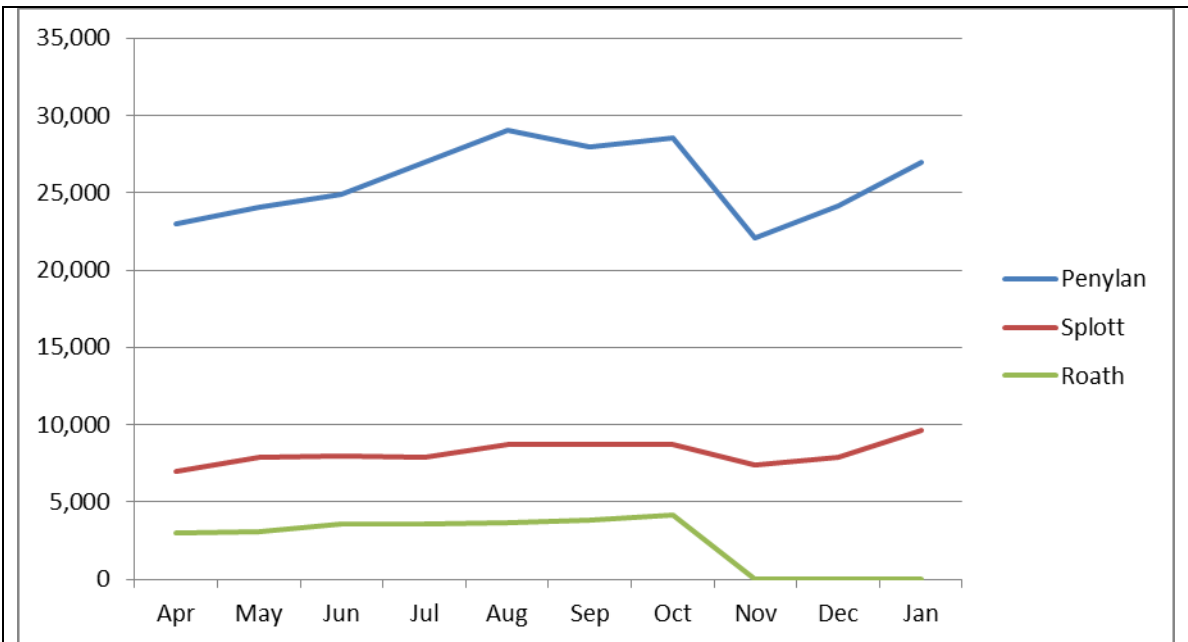
Number of issues of items



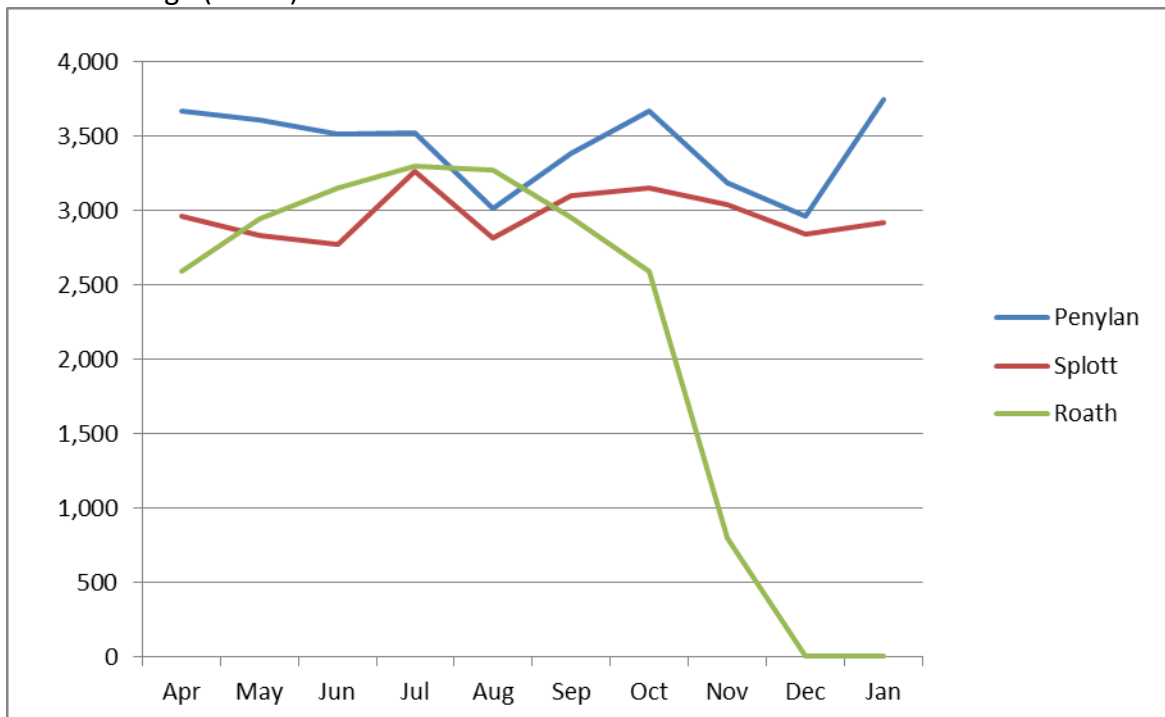
Footfall

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Equality Impact Assessment
Corporate Assessment Template



Internet usage (Hours)



In view of the condition of the building Roath was identified in the approved Library strategy as likely to be unsustainable as a community partnership hub. Therefore both long and short term alternative solutions for library service provision in the Roath and Adamsdown area were considered.

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

If the proposal is agreed it would have a negative impact on all ages, due to the current activities that take place:

- Watercolour class 10:00am-12:00pm every Tuesday during term time, organised by East Moors
- Reading Group on the second Thursday of every month at 11:30am
- A Knitting Group meets one Saturday every month from 2:00-4:00pm
- Regular coffee mornings and occasional author visits
- Storytime, Rhymetime or Language and Play (LAP) sessions for under 5s

What action(s) can you take to address the differential impact?

Temporary Solutions

- Drop off and collection point for Library books at Adamsdown Day Centre.
- New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.
- Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm.
- During this time a pop-up library provision will also be run, where people can access library services.
- Existing Storytime and Rhymetime classes that have been moved to Star Library to continue.
- 4 additional open access PCs located in Splott Library to continue.
- Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre

Medium Term possible solutions

- The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach

**Equality Impact Assessment
Corporate Assessment Template**

support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community.

- It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books.
- Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service.
- Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area. Kits currently being offered by Digital Communities Wales specifically for community based digital inclusion projects in Wales are being communicated right now to possible partner organisations.

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment		X	
Physical Impairment	X		
Visual Impairment		X	
Learning Disability		X	
Long-Standing Illness or Health Condition		X	
Mental Health		X	
Substance Misuse		X	
Other		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

If the proposal were to go ahead, this could potentially have a negative impact on anyone with a physical impairment due to the distance to travel to alternative locations.

What action(s) can you take to address the differential impact?

Temporary Solutions

- Drop off and collection point for Library books at Adamsdown Day Centre.
- New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.
- During this time a pop-up library provision will also be run, where people can access library services.

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

<p>Medium Term Solutions</p> <ul style="list-style-type: none"> Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service. <p>In place alternatives</p> <ul style="list-style-type: none"> Cardiff libraries operate a dynamic stock system. All stock can be browsed using an online catalogue, and can be requested to be collected from any library within Cardiff. Whilst this does not change distances to travel, it can allow combination of journeys to reduce impact.
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3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
<p>Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)</p>			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

N/A

What action(s) can you take to address the differential impact?

N/A

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage			x

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Civil Partnership			x
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Please give details/consequences of the differential impact, and provide supporting evidence, if any.
N/A
What action(s) can you take to address the differential impact?
N/A

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy			x
Maternity			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
N/A
What action(s) can you take to address the differential impact?
N/A

3.6 Race

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	x		
Mixed / Multiple Ethnic Groups	x		
Asian / Asian British	x		
Black / African / Caribbean / Black British	x		
Other Ethnic Groups	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

If the proposal were to go ahead it would have a possible negative impact on different races due to the below classes that take place through the week:

- Informal English for Speakers of Other Languages (ESOL) classes for asylum seekers - Monday, Tuesday, Thursday and Friday, 2:00-4:00pm

What action(s) can you take to address the differential impact?

Temporary Solutions

- Drop off and collection point for Library books at Adamsdown Day Centre.
- New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.
- Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm.
- During this time a pop-up library provision will also be run, where people can access library services.
- Existing Storytime and Rhymetime classes that have been moved to Star Library to continue.
- 4 additional open access PCs located in Splott Library to continue.
- Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsdown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre

Medium Term possible solutions

- The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhytmetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community.
- It is proposed that £40,000 of the capital receipt from the sale of the

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books.

- Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service.
- Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist			X
Christian			X
Hindu			X
Humanist			X
Jewish			X
Muslim			X
Sikh			X
Other			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

N/A

What action(s) can you take to address the differential impact?

N/A

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

	Yes	No	N/A
Men			X
Women			X

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
N/A
What action(s) can you take to address the differential impact?
N/A

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
Bisexual			X
Gay Men			X
Gay Women/Lesbians			X
Heterosexual/Straight			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
N/A
What action(s) can you take to address the differential impact?
N/A

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on Welsh Language?

	Yes	No	N/A

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Welsh Language		x	
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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Even though the demographics show a small percentage of welsh speakers in the proposed area, there could still potentially be a negative impact, as with the age and race protected characteristics, in regards to accessing books and library activities using the Welsh language.

What action(s) can you take to address the differential impact?

Temporary Solutions

- Drop off and collection point for Library books at Adamsdown Day Centre.
- New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.
- During this time a pop-up library provision will also be run, where people can access library services.
- Existing Storytime and Rhymetime classes that have been moved to Star Library to continue.
- 4 additional open access PCs located in Splott Library to continue.
- Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre

Medium Term possible solutions

- The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community.
- It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books.
- Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service.
- Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area. Kits currently being offered by Digital Communities Wales specifically for community based digital inclusion projects in Wales are being communicated right now to possible partner organisations.

CARDIFF COUNCIL

Equality Impact Assessment Corporate Assessment Template

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4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

<p>The new strategy was consulted upon as part of the “Changes for Cardiff” budget consultation. 4,191 people took the time to complete the questionnaire, over 500 attended engagement events, and a large number of the public gave views via petitions, calls for community polls and through correspondence. The analysed results and supplementary information can be found on http://cardiffdebate.co.uk/.</p>
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5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	<p>Temporary Solutions</p> <ul style="list-style-type: none">• Drop off and collection point for Library books at Adamsdown Day Centre.• New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards.• Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm.• During this time a pop-up library provision will also be run, where people can access library services.• Existing Storytime and Rhymetime classes that have been moved to Star Library to continue.• 4 additional open access PCs located in Splott Library to continue.• Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	<p>Medium Term possible solutions</p> <ul style="list-style-type: none"> • The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community. • It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books. • Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service. <p>Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area. Kits currently being offered by Digital Communities Wales specifically for community based digital inclusion projects in Wales are being communicated right now to possible partner organisations.</p>
Disability	<p>Temporary Solutions</p> <ul style="list-style-type: none"> • Drop off and collection point for Library books at Adamsdown Day Centre. • New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards. • During this time a pop-up library provision will also be run, where people can access library services. <p>Medium Term Solutions</p> <ul style="list-style-type: none"> • Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service. <p>In place alternatives</p> <ul style="list-style-type: none"> • Cardiff libraries operate a dynamic stock system. All stock can be browsed using an online catalogue, and can be requested to be collected from any library within Cardiff. Whilst this does not change distances

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	to travel, it can allow combination of journeys to reduce impact.
Gender Reassignment	n/a
Marriage & Civil Partnership	n/a
Pregnancy & Maternity	n/a
Race	<p>Temporary Solutions</p> <ul style="list-style-type: none"> • Drop off and collection point for Library books at Adamsdown Day Centre. • New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards. • Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm. • During this time a pop-up library provision will also be run, where people can access library services. • Existing Storytime and Rhymetime classes that have been moved to Star Library to continue. • 4 additional open access PCs located in Splott Library to continue. • Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsdown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre <p>Medium Term possible solutions</p> <ul style="list-style-type: none"> • The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community. • It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks,

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	<p>additional IT equipment and books.</p> <ul style="list-style-type: none"> • Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service. <p>Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area.</p>
Religion/Belief	n/a
Sex	n/a
Sexual Orientation	n/a
Welsh Language	<p>Temporary Solutions</p> <ul style="list-style-type: none"> • Drop off and collection point for Library books at Adamsdown Day Centre. • New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards. • During this time a pop-up library provision will also be run, where people can access library services. • Existing Storytime and Rhymetime classes that have been moved to Star Library to continue. • 4 additional open access PCs located in Splott Library to continue. • Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre <p>Medium Term possible solutions</p> <ul style="list-style-type: none"> • The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhymetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community. • It is proposed that £40,000 of the capital receipt from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books. • Adamsdown/Roath could be added to the mobile

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	<p>library route for residents to be able to access the library service.</p> <ul style="list-style-type: none"> • Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area. Kits currently being offered by Digital Communities Wales specifically for community based digital inclusion projects in Wales are being communicated right now to possible partner organisations.
<p>Generic Over-Arching [applicable to all the above groups]</p>	<p>Temporary Solutions</p> <ul style="list-style-type: none"> • Drop off and collection point for Library books at Adamsdown Day Centre. • New mobile van to provide outreach in the Adamsdown and Plasnewydd Wards. • Digital Inclusion and Into Work services from Plasnewydd Community Centre Mondays and Fridays 9am to 5pm. • During this time a pop-up library provision will also be run, where people can access library services. • Existing Storytime and Rhymetime classes that have been moved to Star Library to continue. • 4 additional open access PCs located in Splott Library to continue. • Work with partners in the area to locate a library within their future plans – including the proposed redevelopment of Adamsdown Day Centre and/or future redevelopment plans by YMCA for Plasnewydd Community Centre <p>Medium Term possible solutions</p> <ul style="list-style-type: none"> • The creation of a Neighbourhood Development Librarian (at a cost of £33,000) to offer professional support, such as Storytime and Rhythmetime sessions. The role would require the provision of professional outreach support to develop links with local community groups, schools, partners and individuals. Creative and imaginative delivery of reading, ICT and information sessions could be delivered in the community. • It is proposed that £40,000 of the capital receipt

CARDIFF COUNCIL

Equality Impact Assessment Corporate Assessment Template

	<p>from the sale of the building is retained to support the reinvestment in the area. This will include the purchase of self-serve kiosks, additional IT equipment and books.</p> <ul style="list-style-type: none">• Adamsdown/Roath could be added to the mobile library route for residents to be able to access the library service.• Additional digital inclusion and Into Work services could be provided in partner or other council buildings in the area.
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6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By :	Date:
Designation:	
Approved By:	
Designation:	
Service Area:	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

CITY & COUNTY OF CARDIFF COUNCIL**DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****14 MAY 2015**

SUMMER READING CHALLENGE

Purpose of report

1. This report enables Members to evaluate plans for the Summer Reading Challenge in Cardiff in summer 2015, and to evaluate the performance of the 2014 Summer Reading Challenge.

Background

2. The Summer Reading Challenge is a reading promotion for children aged four to 11 that takes place across the UK. It is run annually by The Reading Agency (an independent charity, whose aim is to inspire more people to read more, encourage them to share their enjoyment of reading and celebrate the difference that reading makes to all our lives) through the public library network.
3. Children's reading can 'dip' during the long school summer holidays and the aim of the summer reading challenge is to address this. The target is to get children to read six or more books from the library during the summer holidays. It is free to join and every child who completes the Challenge receives a certificate. Children can read whatever they like - fact books, joke books, picture books, audio books – the requirement is that they are borrowed from the library.

Summer Reading Challenge 2014

4. The results below relate to the Summer Reading Challenge 2014 across Wales;
 - Overall participation in Wales was down 0.3% (national average up 2.2%)

- 42,091 children registered to take part at their local library (14% of the 4 to 12 year old child population in Wales). Of these children 44% were boys.
- 25338 children (60%) completed the Challenge by reading six books (national average 58%).
- A further 2,317 under 4-year-olds took part in the Challenge, using the specially produced Early Years material.
- At least 4,418 children joined the library as new members during the Challenge this summer
- Based on the data supplied by 17 out of the 22 participating authorities, we estimate that there were 835,182 children's library issues in Wales over the summer.
- 16 visually impaired children took part using VI resources supplied by RNIB.
- Over 27 young people aged 12 to 24 supported the Challenge through volunteering.

Previous Scrutiny

5. The Economy & Culture Scrutiny Committee has considered Library provision in Cardiff at a number of meetings in the 2014/15 work programme. During these meetings members have stressed:

- the closure of a local library would be more than just a loss of access to books. There will be an impact on the local economy, where shops and cafes benefit from the passing trade of those who are visiting the library. Similarly local schools, who direct their pupils to the library for access to the internet or printers, or schedule visits to the library to encourage young people to read, will no longer be able to do so, and could impact on young people reaching their full potential and literacy targets.
- Libraries are far more to local communities than a place to borrow books – they provide a social meeting point for communities, a place for young people to study, to access the internet.

- It seemed unusual to us that some of the most popular libraries in the City are the ones this Council was proposing to cease supporting.

Way Forward

6. Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) has been invited and may wish to give a statement. Sarah McGill, Director Communities, Housing and Customer Services), Isabelle Bignall (Assistant Director of Communities and Customer Service) and John Agnew (Corporate Customer Services Manager) will be in attendance and will provide an overview of the 2014 Summer Reading Challenge and targets for 2015.

Legal Implications

7. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

8. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this

report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

Recommendations

9. The Committee is recommended to give consideration to the information attached to this report and received at this meeting and to submit any recommendations, observations or comments to the Cabinet.

Marie Rosenthal
County Clerk and Monitoring Officer
8 May 2015

CITY & COUNTY OF CARDIFF COUNCIL**DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****14 MAY 2015**

SPORTS UPDATE – EUROPEAN CAPITAL OF SPORT 2014 & CARDIFF METROPOLITAN UNIVERSITY JOINT VENTURE

Purpose of report

1. To provide Members with an overview of Cardiff's year as European Capital of Sport 2014, and to provide information on the joint venture between Cardiff Council and Cardiff Metropolitan University for sports development.

European Capital City of Sport

2. In 2011 Cardiff was awarded the title of European Capital for Sport 2014. This recognised Cardiff as a top European city for sports excellence, and for community and grass roots sports development. The year ran from January 2014 and placed obligations on Cardiff to stage a programme of major events and community sports activity, and to organise a conference.
3. At their 3 October 2013 Committee meeting, Members of the Economy & Culture Scrutiny Committee were informed of the following objectives for the year:
 - Deliver a successful Year of Sport to the satisfaction of ACES (European Capitals of Sport Association), with a mix of grass roots participation and top level events; some with a European context.
 - Enhance recognition throughout the UK and Europe of Cardiff in Wales being a top sports city, to position the city in bidding for future events.
 - Engage the local community in organising sports events and activities.
 - Assist in messaging for economic development, tourism and inward investment into Cardiff.

4. Members were also informed that the following would be highlights for Cardiff's year as European Capital of Sport:
 - A media launch in January 2014.
 - A one day sports conference in October or November 2014, possibly in conjunction with another major national organisation.
 - The Cardiff Games, with school activity taking place throughout the Year and Level 3 Finals between 23 and 27 June 2014.
 - The community will be invited to organise events and activities and be able to download the European Capital for Sport logo for their use.
 - Throughout the Year, there will be a focus on equalities in sport, particularly disability, which will feature strongly in local programmes, activity and messaging.

5. Attached at **Appendix 1** is the brochure produced to promote Cardiff as European Capital of Sport 2014. Page 8 contains a comprehensive calendar of sports events proposed to be held in Cardiff in 2014 and Page 16 indicates the range of partner organisations working together to deliver this programme of events.

6. Previous Scrutiny - Members wrote to the Cabinet Member – Sport Leisure & Culture following the item at the 3 October 2013 Committee Meeting with the following observations:
 - Members of the Committee were concerned that Cardiff as the European Capital City for Sport 2014 had not been advertised enough. It was essential that this type of achievement be relayed globally to enhance Cardiff's status on the world stage.
 - Develop a clear set of targets and performance indicators to be set for measuring the success of the year; a Communications and Media Plan; an Investment and Sponsorship Plan; a Sports Events Plan
 - The Committee emphasised the importance of ensuring that sports clubs at grassroots level reap the benefit of these major sporting events taking place in Cardiff. Community engagement was vital to ensure that Cardiff as the

European Capital of Sport 2014 was a success, involvement and participation at this level would increase awareness and the overall promotion of sport.

Joint Venture – Cardiff Metropolitan University

7. In September 2014 it was announced that the Council had signed an agreement with Cardiff Metropolitan University to deliver sports services in the city. This agreement received financial backing for Sport Wales and Cardiff City Football Club and aims to provide valuable investment for grass roots sport. A briefing note (attached as **Appendix 2**) provides the context and details of the Joint Venture. Members will also find information on funding streams, governance arrangements, the project board and regional sports boards within this document.
8. As part of the agreement, the Council's Sports Development Team, known as Sport Cardiff, transferred under TUPE to Cardiff Metropolitan University employment. A restructure of the service has been undertaken, with delivery through six neighbourhood management areas (as seen in **Appendix 3**).

Way Forward

9. Councillor Peter Bradbury (Cabinet Member for Community, Development, Co-operatives & Social Enterprise) has been invited and may wish to give a statement. Chris Hespe, Director (Sport, Leisure & Culture), Steve Morris (Parks and Sport Development Manager) and Chris Jennings (Assistant Director of Cardiff Met Sport) will also be in attendance to answer Members' questions.

Legal Implications

10. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising

from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

Recommendations

12. The Committee is recommended to give consideration to the information attached to this report and received at this meeting and to submit any recommendations, observations or comments to the Cabinet Member.

Marie Rosenthal
County Clerk and Monitoring Officer
8 May 2015

Cardiff

European Capital of Sport 2014

Page 169





EUROPEAN **CAPITAL** OF SPORT

2014

PRIFDDINAS CHWARAEON EWROP





A Welcome from The Lord Mayor

Foreword by The Rt. Hon. The Lord Mayor of Cardiff, Councillor Derrick Morgan

As Lord Mayor of Cardiff, it gives me enormous pleasure to receive the award of European Capital of Sport 2014. Sport in its own right, and like no other pastime can inspire, unite and change lives and we have seen this in Cardiff.

Cardiff is particularly proud of its sporting heritage and will ensure that we continue to develop as a capital for sport by providing opportunities for grass roots participation to elite performance. Sport, in general, is an integral part of the culture and identity of this part of the world. We believe we are rapidly developing a network of facilities that will enable Cardiff to rank alongside the best sporting cities in the world.

We have invested in the sporting infrastructure over a sustained period of regeneration for 20 years seeing continued growth in the sport and leisure sector. The Millennium Stadium, host to Rugby World Cup, Olympic Football, World Boxing, World Speedway and World Rally is our flagship venue. This year the football world will be watching as Cardiff City FC make their debut in the Barclays Premier League.

Cardiff was proud to host Olympic Football at the London 2012 Olympics and hosted many International Olympic and Paralympic teams for Pre Games Training Camps. The impact of having Olympians and Paralympians in Cardiff was significant in inspiring a new generation of young sportsmen and women and they will be engaged in our Free School Sport programme for all.

For 2014 we are introducing “The Cardiff Games”, an Olympic and Paralympic legacy multi sport competition which will inspire young people aged 9-16 to participate and compete in sport.

As European Capital for Sport we are delighted to be part of a growing network of sporting cities and will continue to build for the future with new facilities and a potential bid for Commonwealth Games and will ensure sport continues to be a driving force behind Cardiff’s continued development as one of Europe’s youngest Capital cities.



Representing
a nation
as well as
a City;
Capital City for
Wales





Cardiff;
European
Capital of
Sport 2014

“From street to stadium”

Over half a million participatory opportunities



Over £4000m invested in sport



Cardiff City Stadium



Swalec Stadium



Cardiff Arms Park - 4G Pitch



Cardiff International White Water



Millennium Stadium



Cardiff International Pool



Cardiff International Sports Stadium



Sport in our City

Cardiff is proud to boast the title of Capital for Sport 2014. The accolade enhances Cardiff's fine reputation as a World Class capital for sport built on Cardiff's history of hosting a variety of major events, its great facilities and grass root sport.

Cardiff is the home to four professional sports clubs, Cardiff City FC, Cardiff Blues, Glamorgan Cricket and the Cardiff Devils. Cardiff is proud to be supporting Cardiff City FC in their quest for glory as they continue with their first season in the English Premier League. The City looks forward to welcoming the travelling premier league supporters as well as the thousands of other supporters descending on the city for the major sporting events held in Cardiff this year.

2014 is an exciting year for Cardiff, it is now two years on from London 2012 and we look forward to supporting our home grown athletes as they represent Wales at the Commonwealth Games in Glasgow. As well as hosting major sporting events, the inaugural 'Cardiff Games' is launched which aims to give every child between 9-16 the opportunity to take part in competitive sport across the City.



Children & Young People

In Cardiff we are keen to increase the number of opportunities children and young people have to take part in sport. Throughout our sport programmes children and young people remain the focus. We will develop clubs, provide appropriate competitions and develop a coach and volunteer workforce to increase the opportunities available to children and young people. We share the aim of Sport Wales to get 'Every child hooked on sport for life'.

Clubs

Sports Clubs and Community Sports Clubs have a vital role to play in ensuring that all Cardiff residents have access to sport. We are investing significantly in the development of our sports clubs to ensure they have everything they need to be sustainable and successful within their communities.

Clubs are offered business advice and support, mentoring, health checks, funding advice as well as expert advice and support to develop their clubs further. With the current economic climate we recognise that clubs face difficulties and we are doing everything we can with our club offer to support our clubs.

Cardiff has over 400 sports clubs catering for different ages and abilities. These clubs are run by people who are extremely passionate about their sport and community.





Volunteering 'Over 10,000 hours logged'

Over the last year, our volunteering programme has been leading the way for sport in Cardiff. With over 300 volunteers recruited to support the Olympic Football matches and Pre Games training camps our challenge has been to keep these volunteers engaged in local sport.

In preparation for the Olympic and Paralympic Games in London, Sport Cardiff launched the Volunteer Sports Bureau to recruit our Host Council Ambassadors and to post further volunteer opportunities. Since its launch volunteers in Cardiff have clocked up a staggering 10,000 hours worth of volunteering hours. The legacy of the Games is clear to see with our volunteering programme; many volunteers are now involved on a regular basis with their local clubs with others maintaining their event experience and getting involved with the major sporting events in the City. Volunteers from the bureau can be seen volunteering at a variety of events from the Cardiff Half Marathon to One Day international Cricket matches to the Cardiff Games. There really is a variety of opportunities available for volunteers in Cardiff.

2014 will see the launch of the Sports Hub, a new online tool available for sports coaches and volunteers to help them develop their personal skills further and ultimately enhance Cardiff's sporting offer.





Disability Sport – Over 1700 disabled people taking part in sport on a weekly basis

Disability Sport in Wales is at an all time high. There are over 70 Disability Sports Clubs and sessions running in Cardiff with over 1700 disabled people taking part in weekly coached sessions.

Cardiff was proud to host the Australian Paralympic Team as they prepared for the London 2012 Paralympic Games. Over 300 disabled athletes were based in Cardiff for 6 weeks, giving local clubs the opportunity to meet some of the worlds elite disability sport performers.

We have worked hard in Cardiff to develop a legacy from the Paralympics and have had real success within our schools. Secondary schools have had the opportunity to take part in Paralympic Roadshows; which involved taking Paralympic Sports into the schools for disabled pupils to take part in sport along with their non-disabled peers. During 2014 we will be replicating this with Cardiff's Primary schools in a bid to promote Paralympic Sport and find the next generation of Paralympians.

Leading on from the Paralympic Roadshows and as part of the Cardiff Games, we will be hosting the first schools Disability Sport competitions in football, wheelchair basketball, table tennis and boccia.

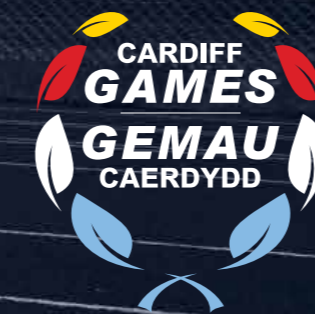
Are you *ready?*

Ydych chi'n *barod?*

2014 CARDIFF GAMES

2014 GEMAU CAERDYDD

www.cardiff-games.com



Cardiff Games 2014

Since the introduction of competitions to the Sport Cardiff schools programme 3 years ago we have seen significant increases in participation in sports that have a competition.

With a comprehensive competition programme currently being delivered across Cardiff by several different providers, Sport Cardiff in partnership with the Cardiff Blues, Cardiff City FC, Cardiff Devils, Glamorgan CC, National Governing Bodies of Sport, Schools, School Sports Associations and local sports clubs will bring all competitions under the prestigious banner of 'The Cardiff Games'.

The Cardiff Games aims to give every young person in Cardiff the chance to take part in competitive sport throughout the year. With so many high profile sporting events in Cardiff, we want young people of Cardiff to experience competitive sport whilst watching their sporting heroes compete in the city and on the world stage.

Cardiff; Olympic Games Host Venue 2012

8 Olympic Football matches

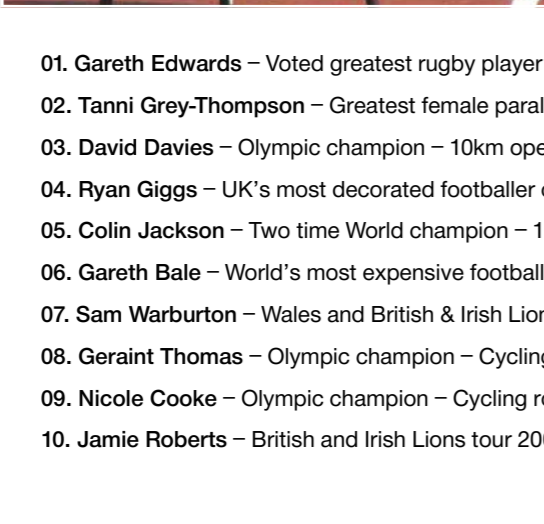
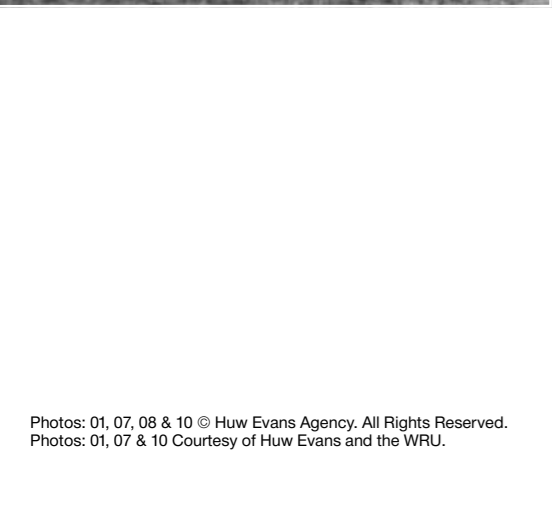
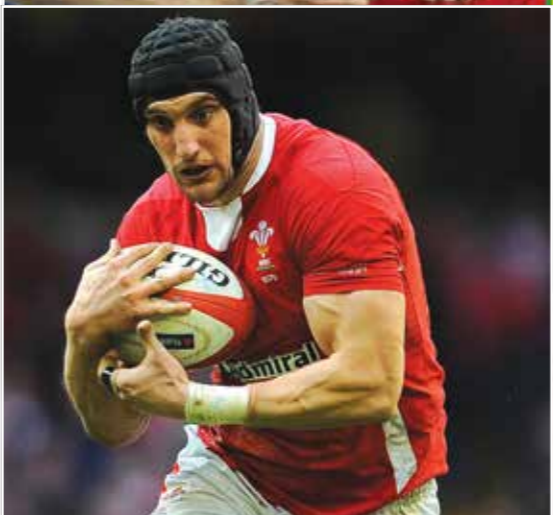
7 Teams supported for Pre Games Training Camps

300 volunteers trained as Host City Ambassadors

443,000 total attendance



Cardiff "A proud capital"



- 01. Gareth Edwards – Voted greatest rugby player of all time by 'Rugby World' magazine
- 02. Tanni Grey-Thompson – Greatest female paralympian of all time
- 03. David Davies – Olympic champion – 10km open water swimming
- 04. Ryan Giggs – UK's most decorated footballer of all time
- 05. Colin Jackson – Two time World champion – 110m hurdles
- 06. Gareth Bale – World's most expensive footballer
- 07. Sam Warburton – Wales and British & Irish Lions Captain, 6 Nations and Lions series winner 2013
- 08. Geraint Thomas – Olympic champion – Cycling team pursuit
- 09. Nicole Cooke – Olympic champion – Cycling road race
- 10. Jamie Roberts – British and Irish Lions tour 2009 'Man of the Series'





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Briefing note for Scrutiny

Joint Venture Agreement – Sports Development Cardiff Council / Cardiff Met

The future of sport in Cardiff has been secured with the official signing of a Joint Venture Agreement between the City Council and Cardiff Metropolitan University.

The agreement, which has received financial backing from Sport Wales and Cardiff City FC, provides a timely boost to the resources available to develop sport in the Welsh capital whilst it celebrated its year as 2014 European Capital of Sport

The Joint Venture Agreement between the City Council and Cardiff Metropolitan University (CMET) is one example of the type of creative, collaborative solutions we are working on so that we meet the financial challenges we're facing, while at the same time providing services that meet the needs of the city, now and in the future. The agreement will provide valuable investment for grass roots sport and also protect jobs.

The agreement transfers the Council's Sports Development Team (Sport Cardiff), to Cardiff Metropolitan University. Transferring personnel under TUPE and delivering the service through a re structure to the 6 Neighbourhood Management areas and making better use of Sports Students through meaningful placement opportunities.

Similar examples of this arrangement include Southampton City Council and Southampton Solent University. Exploratory meetings with Southampton took place and documentation from Southampton was shared to enable decision making on both sides.

A partnership between Sport Cardiff and CMET already existed through the Coaching and Workforce programme where joint funding provides for the member of staff and associated revenue for programme delivery. In addition, Cardiff MET represent the Cardiff Strategic Sports Board and have assisted in developing the Sport and Physical Activity Strategy and Local Sport Plan.

The transfer places CMET at the forefront of delivery for Sport in Cardiff, delivering agreed outcomes through a neighbourhood model of delivery.

Local Sport Plan

We have developed the Cardiff Local Sport Plan taking previous evidence of performance, identifying gaps in demand in order to target resources in the most appropriate areas. The vision is 'Making Cardiff an active and successful Capital City of Sport with the aim of working with partners to create opportunities for people to get

involved in sport to foster a healthy and active lifestyle through sport and excel and succeed in sport at every level’.

The Local Sport Plan 2014-2016 will be a delivery mechanism for priority objectives. The priorities are identified as:

- 1. Sport for children
- 2. Strong and Vibrant Clubs
- 3. Coaching, Volunteering and Workforce
- 4. Competitions
- 5. Every Child a Swimmer

Key considerations to underpin each priority:

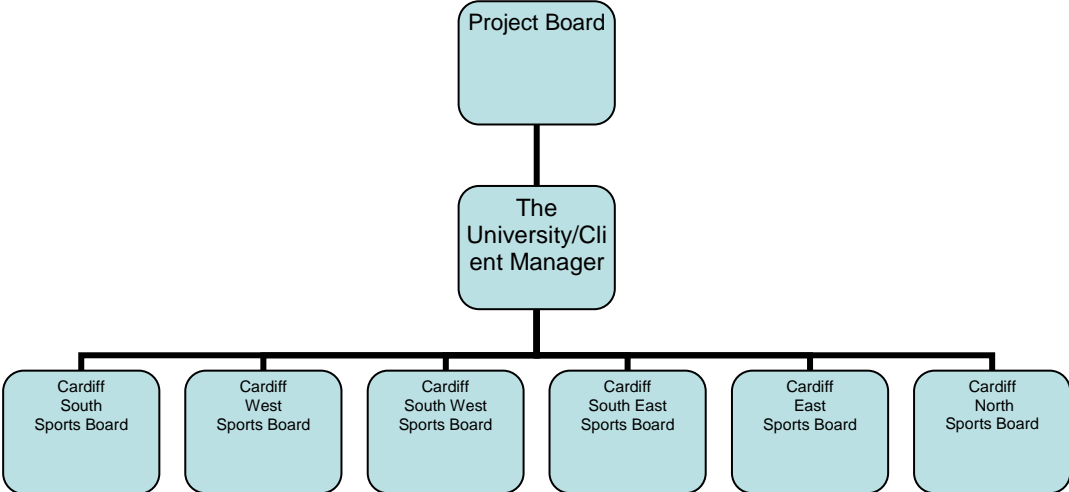
- 1. BME
- 2. Women & Girls
- 3. Disability Sport and Inclusive Opportunities
- 4. Disadvantaged areas

Funding Streams -

Sport Wales contribute by way of an annual grant circa £600,000. This grant is to deliver outcomes based on an annually agreed plan linked to their core National Programmes and sports priorities for Cardiff, “The Local Sport Plan”.

Cardiff City Football in the Community are tied into the structure through the Leckwith development agreement contributing £250k whilst in the Premier League and £100k in the Championship, this funds the school sport programme.

Structure & Governance



Project Board Role

- 1 To advise upon, initiate, monitor and manage the process of developing and implementing the Local Sport Plan and to co-ordinate the respective contributions from each Party to that process.
- 2 The Project Board shall have the specific responsibilities identified below, and shall operate in accordance with the Joint Venture Agreement generally.
- 3 The Project Board shall provide strategic advice and support to the regional sport boards where appropriate and seek to ensure the regional action plans to be developed by them contribute to the overall Objectives and deliver against Project Targets.
- 4 The Project Board shall monitor and review progress and financial compliance of the Project including regularly considering and identifying the following issues:
 - the progress achieved to date in the achievement of the Project Targets and the Objectives and the development of the Local Sport Plan
 - the programme of any proposed actions to be taken to rectify any prospective shortfall in meeting the Project Targets or any failure to meet the Objectives
 - any Respective Inputs which are considered are required and which are to be agreed and/or allocated to (and accepted by) any Party
 - any failure by any Party to provide its Respective Inputs

Membership of the Project Board

The Project Board shall consist of:

- Director of Sport, Leisure and Culture – Cardiff Council
- Operational Manager, Leisure – Cardiff Council
- Operational Manager, Parks and Sport
- Client Manager for Sport and Physical Activity – Cardiff Council
- Director of Sport - Cardiff Metropolitan University
- Assistant Director of Sport – Cardiff Metropolitan University
- Regional Manager – Sport Wales

Regional Sports Boards

Each Regional Sports Board (“RSB”) shown in the diagram is to be established by the Parties to represent the relevant areas of Cardiff as soon as reasonably practicable after the Commencement Date. Each RSB will be tasked with developing a regional plan for their area that will contribute towards the Objectives including:

- developing, agreeing and initiating a regional action plan to increase participation within schools, clubs and community settings
- engaging with key community partners to help provide sustainable participation opportunities
- ensuring the regional action plan contributes to the overall vision and delivers against the outcomes of the Cardiff Local Sports Plan.

Templates have been devised to assist in reporting to Sport Wales on achievement of Project Targets in each of the four key areas of Sport for Children, Strong and Vibrant Clubs, Competitions and Coaching and Workforce. These are comprised with the Local Sports Plan.

Each Regional Sports Board will complete these templates on a quarterly basis and submit them to the Project Board in sufficient time to enable the Project Board to

review, consolidate and integrate the information into the quarterly reports required to be submitted to Sport Wales. The Sports Development Officer will assist in coordinating all of the data if required.

Membership of the Regional Sports Boards

The membership and size of the regional sports board will be different in each area. It is hoped that there will be a mixture of key partners from the following list, although the list is not exclusive:

- Schools including Young Ambassador Representative
- Youth Service
- Leisure Centres
- Community facilities
- Communities First
- Clubs
- Police
- Community Forums
- CCFC

It is important that the members of the Regional Sports Board remain impartial and are all agreed on improving sporting provision through the delivery of the regional action plan for their area.

The Sport Development Officer may act as chair of the regional sports board until a suitable candidate is found and appointed to lead the board. It is hoped that a local community partner will take on chairing the group to allow the sports development officer to take more of an active role in instigating the regional plan.

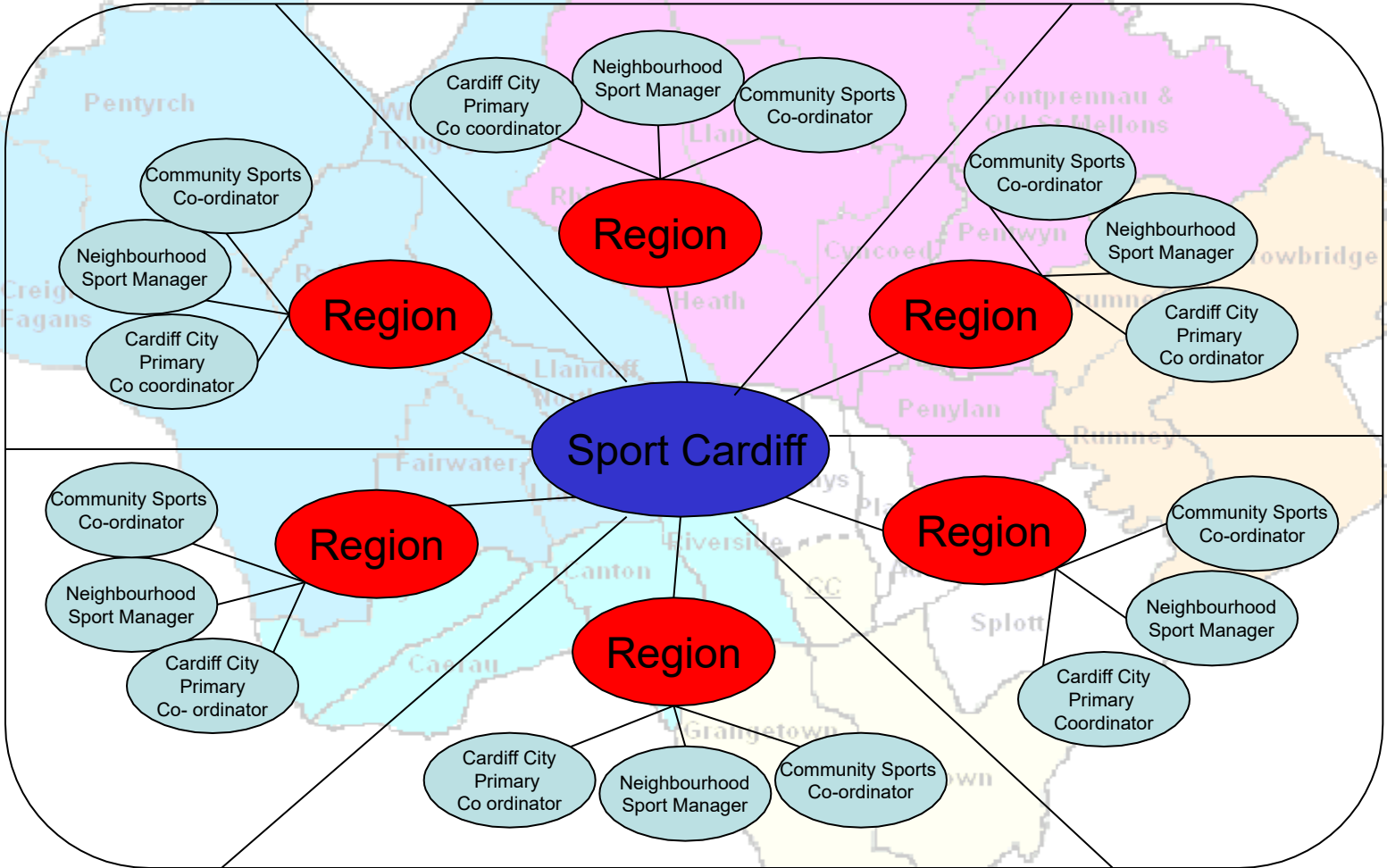
The Children and Young Peoples Officer will assist in providing the Regional Sports Board with data and evidence from the schools from within the region and will be a link to accessing information from young people to inform planning.

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CLUBS

CHILDREN & YOUNG PEOPLE

COMPETITIONS & EVENTS



COACHING & WORKFORCE



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**CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

ECONOMY & CULTURE SCRUTINY COMMITTEE

14 MAY 2015

**QUARTER FOUR PERFORMANCE 2014-15:
SPORT, LEISURE & CULTURE**

Purpose of report

1. The Economy and Culture Scrutiny Committee is responsible for scrutinising performance, thereby facilitating challenge and public discussion which should help to drive improvement of the services that fall within this Committee's Terms of Reference.

Background to Performance Report

2. The Economy and Culture Scrutiny Committee considered an item on achievement of agreed budget savings at its meeting on 6 March 2104. At the Way Forward, Members recognised the importance of considering the service and financial performance of the Directorates reporting through the Committee's terms of reference, and agreed to consider performance as a recurring item through the 2014/15 work programme.
3. The Quarter 4 Performance Reports attached as appendices provide the Committee with information about the context that these services are operating in, performance information, and the management actions that are being taken to address performance issues.
4. Performance reports for Quarter Four have been through 'Star Chamber' sessions where Cabinet Members and Directors will have reviewed and challenged performance and agreed actions that need to be taken to address issues raised in the report.

5. **Appendix 1** (found as Appendix 1 of Item 4) provides a Corporate Overview of performance, which allows the performance of the Sport, Leisure & Culture Directorate to be compared with other Directorates in areas such as:

- Complaints and Member Inquiries;
- Staff and Agency Costs;
- Sickness Absence;
- Compliance with PPDR targets;
- Freedom of Information requests.

6. The following figures are of note in relation to the Sport, Leisure and Culture Directorate:

- 66% of Member Enquiries responded to on time (up from 52.5% in Q3);
- Comparatively high levels of sickness absence, with 13.94 FTE days lost per person. Above its target of 12.1 FTE days, and the Council wide outturn figure of 10.11 FTE days;
- 85.6% completion of PPDR reviews (up from 80.9% in Q3).

7. **Appendix 2** details the individual performance of the Sport, Leisure & Culture Directorate. The following are highlights in relation to the performance of this Directorate:

Progress on Challenges Identified Quarter 3 - 2014/15

- Meeting Leisure Centre income generation targets; The delayed closure of Eastern Leisure Centre has impacted on projected year end position.
- Achieving £300k saving on new management operator for arts venues – saving was not achieved due to procurement timescales and will be carried forward to 15/16.

8. Quarter 3 Service Delivery – Budget Position

Financial information has not been included in the Quarter Four Corporate Performance Report as the accounts for the end of year are to be finalised in time for the deadline of the end of May.

9. **Quarter 4 Service Delivery – Directorate Delivery Plan:**

The Quarter 4 report indicates that all Corporate Plan actions planned have been substantially achieved with the exception of SL&C4 (which falls under the terms of reference of the Children & Young People Scrutiny Committee). The information in **Appendix 2** outlines that a number of commitments will be continued into 2015/16.

10. Thirteen of the Key Performance Indicators for this Directorate are **Green** at Q4. The information given shows that income has increased for City Hall, the Castle, St Davids Hall, New Theatre and the Harbour Authority in comparison to the 13/14 figures.

11. The following performance indicators were rated as Amber for Quarter 4, and comments are included to explain why the 14/15 target has not been met (where data is available);

- Number of Individuals Participating In Parks Outdoor Sport

14/15 Result	196,115
--------------	---------

14/15 Target	245,000
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Ten weekend cancellations due to wet weather over year equates to approximately 45,000 participatory opportunities.

- Total Number of Children Engaged Aged 7 - 16 In Sport Cardiff Led Participatory Opportunities

14/15 Result	39,130
--------------	--------

14/15 Target	53,830
--------------	--------

Staff vacancies which existed prior to transfer of the Sports Development team to Cardiff Met have impacted on provision. The 15/16 position should improve reflecting the new Neighbourhood Management structure in place.

- Percentage of Sports Fixtures Cancelled or Postponed

14/15 Result	33%
--------------	-----

14/15 Target	25%
--------------	-----

Impact of wet weather resulting in ten weekend cancellations of fixtures.

- Visits / Attendances At Sports And Leisure Centres

14/15 Result	2,102,249
--------------	-----------

14/15 Target	2,297,591
--------------	-----------

Impact of ten week closure of Pentwyn Pool for repairs and increased competition from budget gyms.

- Number of Live Active Cards

14/15 Result	11,786
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14/15 Target	13,385
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Impact on sales resulting from the closure of Eastern Leisure Centre and increased completion from budget gyms.

12. The following challenges have been identified at Q4:

- Achieving the financial targets for alternative delivery on Leisure Centres and Arts Venues.
- Increase income across the portfolio to mitigate against future savings requirements.

The action given to address this challenge is – management actions and mitigations being implemented and further explored.

13. The following risks and mitigating actions have been identified at Quarter 4:

Risk - Should timescale for procurement on Leisure Centres and Arts Venues alternative management not be met, savings achievement would be delayed.

Mitigating Action - Sound control by project board and team to drive procurement but ultimately dependent on procurement timetable and content of bids.

Risk - Non achievement of budget savings in financial year – ambitious targets both new and historic allow little scope for manoeuvrability.

Mitigating Action - Seeking savings across all areas on discretionary spend unrelated to health and safety and income generation; and focussing on cost control and generating new and enhanced revenue streams.

Way Forward

14. At the meeting, Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) and Councillor Bob Derbyshire (Cabinet Member for the Environment) will attend Committee with Chris Hespe (Director – Sport, Leisure and Culture) to answer questions that Members might have.
15. Members may also wish to consider the way that future quarterly scrutiny of performance might be arranged, and to identify any issues which require more detailed scrutiny in the coming year.

Legal Implications

16. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the

Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

17. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

Recommendation

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

MARIE ROSENTHAL

County Clerk and Monitoring Officer

8 May 2015

Directorate: Sport, Leisure & Culture

Director: Chris Hespe

Councillor: Peter Bradbury & Bob Derbyshire

Q4 2014/15

Number of Employees (FTE)	728
Sickness Absence YTD (Days Per Person)	13.94
PPDR Compliance (Half Year Compliance)	85.6%

Budget	Projected Outturn	Variance	Variance (%)
		£	%
Target Savings 14/15	Projected Savings	Variance	Variance (%)

Q4 Progress against Directorate Plan/Corporate Plan actions 2014/15 (Total No: 19)

Green 95% (18)	Red (1) 5%
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Q4 Progress against Performance Indicators (Total No: 54)

Green 50% (27)	Amber 46% (25)	Red 4% (2)
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Progress on Challenges Identified Q3 14/15

- *Meeting Leisure Centre income generation targets:* - The delayed closure of Eastern Leisure Centre has impacted on projected year end position.
- *Continued focus is required to meet Children's Play savings in 14/15:-* An overall balanced budget position was achieved in Children's Play.
- *Achieving £300k saving on new operator for arts venues and other underlying targets within the Culture, Venues and Events area in current financial year remains an issue:-* The £300k saving was not achieved due to procurement timescales and will be carried forward to 15/16. Cardiff Castle, St David's Hall, New Theatre and City Hall Functions have all exceeded income targets, however re-balancing of base budgets is required for Mansion House and Catering.

Q4 Service Delivery

Budget Position

To be provided by the Corporate Performance Team

Directorate Delivery Plan

Of the Corporate Plan actions planned, all have been substantially achieved with the exception of SL&C4 as noted below. Commitments which are continued through into 15/16 are highlighted (*) and these will be identified in the respective new Directorate Delivery Plans.

- **SL&C1 Bid for key major events to be hosted in Cardiff from 2014:** 2014/15 event calendar delivered in accordance with programme and annual review in progress. Work continues with Welsh Government to support international event bids.*
- **SL&C2 Deliver plans for the future needs of the city in terms of leisure facilities, cultural venues and parks and green spaces in 2014:** Strategic Framework for management and development of parks and green spaces completed and work progressing on sport and leisure provision for Cabinet report late Summer 2015. A Cultural Consortium is in process of being established based on agreement with Cultural Conversation partners in February.*
- **SL&C4 Develop with other Council directorates a new model for Children's Play throughout the city by 2015:** Following the February budget decision to keep children's play centres open for a further 12 months, work is progressing with groups and organisations to provide community access while working with community groups to find new management options for each play centre building.*
- **SL&C5 Invest in key leisure facility developments including remodelling Eastern Leisure Centre from 2014 onwards:** Eastern Leisure Centre closed in preparation for refurbishment contract to begin in April.
- **SL&C6 Generate new and enhanced income streams to fund enhanced services and their development from 2014 onwards:** New income streams identified, planned and a number introduced e.g. new 3G installation at Channel View generating 25% increase on sports hall income.
- **SL&C7 Introduce targeted sport and cultural provision to deprived communities, and build upon European**

Capital of Sport status to increase sports participation levels from 2014 onwards: Annual report on effectiveness of new commissioning model via Cardiff Sport Board will be prepared.

- **SL&C8 Ensure that the participation of Friends Groups and volunteers in the management and development of parks and green spaces is maximised from 2014 onwards:** Over the year, participation by over forty individual groups including Friends, Park Watch and other community and volunteer groups has contributed in excess of 14,000 hours towards the management and development of parks and green spaces.*
- **SL&C9 Deliver a parks partnership programme designed to secure external investment to improve parks and open space provision from 2014 to 2017:** Strategic framework for management and development of parks and green spaces produced and HLF Stage 2 submission for Parc Cefn Onn progressing to submission in Q2 15/16.*
- **SL&C10 Partner with public, private and third sector organisations to safeguard and ensure continued operation of the city's key leisure and cultural venues, facilities and services:** Leisure Centres and Arts Venues procurement process prepared and competitive dialogue stage is progressing. Enhanced in house position work continuing in accordance with timetable. Transfer of Maes-y-coed and Plasnewydd Community Centres to community groups completed. Approval given by Cabinet for joint partnership on management of Flat Holm Island with the National Trust, RSPB and Flat Holm Society and progressing with lease agreement on Cardiff International Sports Stadium with Cardiff and Vale College. *
- **SL&C11 Offer a comprehensive and structured programme of opportunities for apprenticeships, trainee schemes and work experience placements in partnership with stakeholder organisations from 2014 onwards:** Twenty eight placements filled within Directorate programme for apprenticeships, trainee schemes, work experience and volunteers in partnership with stakeholder organisations, exceeding the annual target of twenty five. *
- Bereavement and Registration Strategy approved by Cabinet in February and implementation progressing.

Management

- Sickness; Year-end position of 13.94 FTE days has remained static against last quarter's figure of 13.95. The Directorate target of 12.10 FTE has not been met and an action plan to address issues is being prepared.
- Health and Safety; Overall, the number of employee accidents has decreased by 32% from 13/14.

Key Performance Indicator Data – Q4 2014/15

Performance Indicator	Result 13/14	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Result 14/15	Target 14/15	⚡
Number of Attendances At Harbour Authority Facilities	1,247,705	305,008	380,720	215,637	Data not yet available	Data not yet available	1,250,000	A
Total Income for The Harbour Authority	£767,640	£161,929	£216,811	£337,117	£168,891	£884,748	£700,000	G
Customer Satisfaction Levels For The Harbour Authority	95%	94.2%	98.9%	98.0%	96.28	96.3%	93%	G
Number of Individuals Participating In Parks Outdoor Sport (<i>Football, Rugby, Cricket, Baseball</i>)	221,744	59,532	55,009	37,197	44,377	196,115	245,000	A
	Ten weekend cancellations due to wet weather over year equates to approximately 45,000 participatory opportunities.							
Customer Satisfaction For Parks And Sport	82%	89%	95.3%	97%	92%	93%	85%	G
Total Number of Children Engaged Aged 7 - 16 In Sport Cardiff Led Participatory Opportunities	45,339	8,447	4,486	13,474	12,723	39,130	53,830	A
	Staff vacancies which existed prior to transfer of the Sports Development team to Cardiff Met have impacted on provision. The 15/16 position should improve reflecting the new Neighbourhood Management structure in place.							
Percentage of Sports Fixtures Cancelled or Postponed	(New 14/15)	33%					25%	A
	Impact of wet weather resulting in ten weekend cancellations of fixtures.							
Number of Paid Attendances at St David's Hall and New Theatre	410,402	80,759	43,864	133,026	152,324	409,941	382,000	G

Performance Indicator	Result 13/14	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Result 14/15	Target 14/15	Grade
Retained Income for St David's Hall and New Theatre	£1,391,486	£162,282	£224,189	£533,871	£594,166	£1,514,509	£1,269,492	G
Number of Attendances At Cardiff Castle	266,927	80,975	97,375	50,578	45,357	274,285	275,000	G
Cardiff Castle Total Income	£3,022,365	£1,059,832	£1,253,954	£597,665		£3,367,462	£3,105,000	G
Customer Satisfaction Level For Cardiff Castle	(85.8%)	NPS+57	NPS+35	NPS+60	NPS+60	NPS+53	NPS+45	G
Total Income For City Hall	£633,690	£203,952	£208,168	£168,078	£177,493	£752,540	£662,610	G
Customer Satisfaction Level for Bereavement Services	99%	100%	98.36%	98.44%	99.19%	99.09%	95%	G
Customer Satisfaction Level for Registration Services	(New 14/15)	100%	100%	100%	99%	99.8%	95%	G
Percentage of Funerals Carried out under City of Cardiff Council Funeral Service	(New 14/15)	17%					8%	A
		(Provisional result to date - excludes cremations)						
Visits / Attendances At Sports And Leisure Centres	2,266,061	532,043	565,082	481,856	523,268	2,102,249	2,297,591	A
	Impact of ten week closure of Pentwyn Pool for repairs and increased competition from budget gyms.							
Number of Live Active Cards	(New 14/15)	11,530	12,843	11,723	11,786	11,786	13,385	A
	Impact on sales resulting from the closure of Eastern Leisure Centre and increased completion from budget gyms.							
Financial Performance of Leisure	(New 14/15)	Data not yet available					£4,480,700	G
NSI Number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity. (LCS/002 (b))	9990.21	Data not yet available					9945	A
Cost Recovery percentage	(New 14/15)	Data not yet available					72%	A
Number of Apprenticeships, Trainee Schemes and Work Experience Placements Supported	(New 14/15)	10	24	26	28	28	25	G

Directorate: Sport, Leisure & Culture

Q4 Challenges Identified

1. Achieving the financial targets for alternative delivery on Leisure Centres and Arts Venues.
2. Finding suitable community organisations to take over responsibility for play centre buildings.
3. Increase income across the portfolio to mitigate against future savings requirements.

Q4 Actions being taken

1. 2. & 3. Management actions and mitigations being implemented and further explored.

Q4 Risk Update

Corporate Risk				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
N/a				
Emerging Risks Identified this Quarter				
Risk Description	Inherent Risk	Residual Risk	Mitigating actions	Risk Owner
Should timescale for procurement on Leisure Centres and Arts Venues alternative management not be met, savings achievement would be delayed.	Red	Red	Sound control by project board and team to drive procurement but ultimately dependent on procurement timetable and content of bids.	Chris Hespe
Update on Previous Quarters Emerging Risks				
Risk Description	Inherent Risk	Residual Risk	Progress	
Non achievement of budget savings in financial year – ambitious targets both new and historic allow little scope for manoeuvrability.	Red	Red	Despite in year mitigation measures, the projected end of year position remains an issue. Management actions and further mitigations being implemented into 15/16.	