

Helping people Find Work and Building Community Resilience

Consultation Findings

October 2017



Helping People Find Work and Building

Community Resilience

Background

The Welsh Government's approach to tackling poverty is changing. As part of these changes the Communities First Programme will cease and the Council will have some funding focused on helping people into work. There will also be some funding to help local people get involved in their community.

In September 2017 Cardiff Council initiated public and stakeholder consultation to gather views on how Cardiff should respond to these changes and explore ideas for new approaches to the provision of services.

Methodology

1. An online survey was designed and widely distributed by:
 - Direct Mail to Council Wide address lists containing: Library card holders, Castle Key holders, Active Card holder, Members of the Cardiff Citizens' Panel. In total this list included 83,843 unique email addresses.
2. A total of 4,000 paper versions of the survey made available at libraries and Hubs across the city. Officers within hubs played a vital role in the promotion of the survey to those visiting Hubs and offered support where necessary. Communities' First staff also assisted with the promotion and support in other community buildings. Completed surveys could be deposited in secure 'drop boxes' provided in Hubs or returned directly to Cardiff Research Centre in a FREEPOST return envelope.
3. Stakeholder engagement via a series of focus groups:
 - Five focus groups were held, covering the four Communities First clusters in the city, with a total of 42 individuals taking part. Topics covered included projects respondents had been involved with, and how they helped; concerns regarding the closure of Communities First; future need for services; and, current and future community involvement – a separate report, produced by WCVA Communities First Support Service, details the findings of this engagement.

This report focuses on the findings of the survey element of the consultation which received a total of 1,596 responses.

1. Employment Support Services - Helping People finding Work

In Cardiff there are over 40 different schemes with different qualifying criteria that help people back into work. Sometimes having so many schemes can be confusing and make it harder for people to find the right service for them.

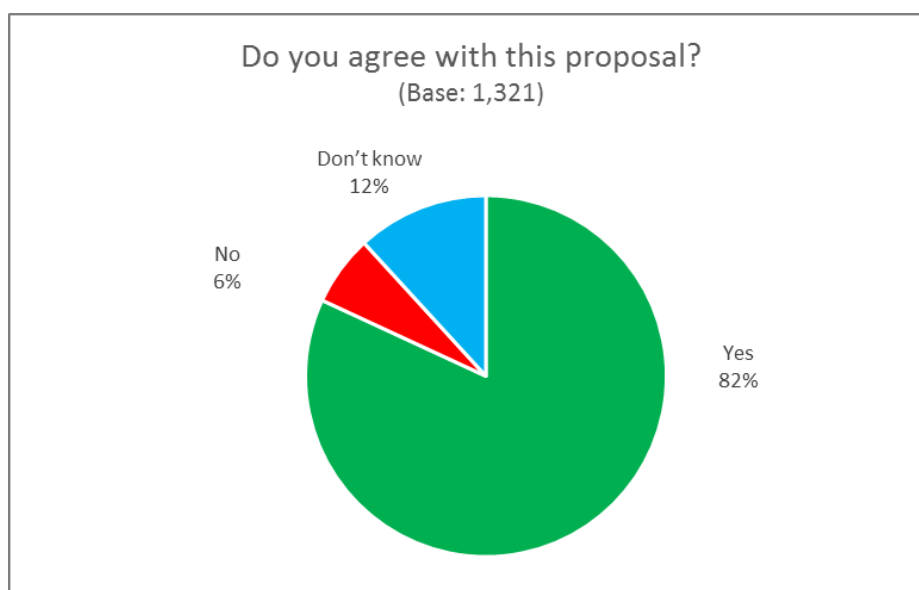
Currently some people cannot get the services they need for example because of where they live or just because of their age. There is a need for a more joined up approach to services, with help available across the city for all who need it.



With less funding available and the requirement for a more joined up approach, the Council is proposing to directly provide and coordinate employment services across the city. The service will be available to everyone who needs it. The new services would be delivered through our network of Community Hubs and from other community buildings.

Do you agree with this proposal?

More than four in five respondents (82%) agreed with the Council's proposal to directly provide and coordinate employment services across the city. Only 6% disagreed.

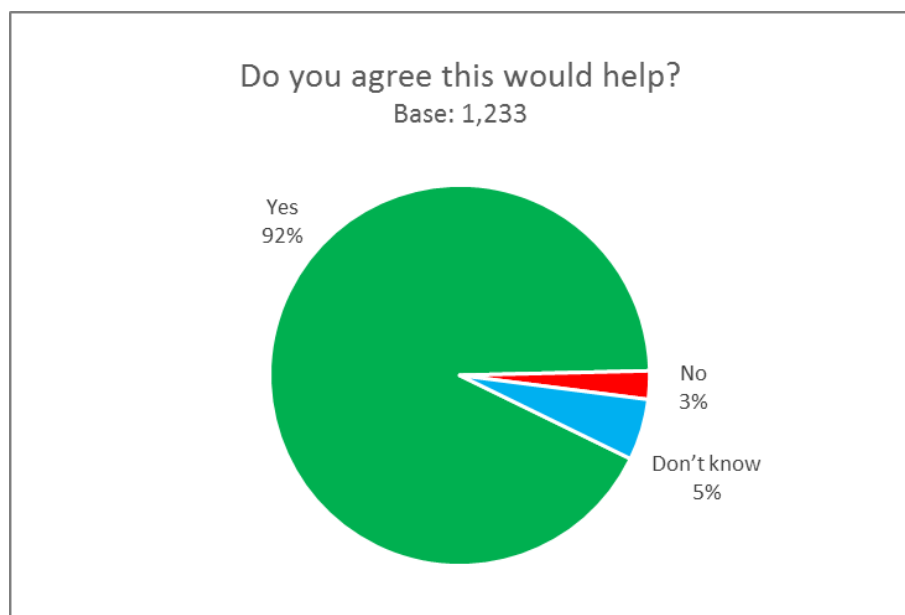


The minority of respondents that indicated that they did not agree with the proposal were invited to explain why. Sixty-two responses were received with the concerns focused on a small number of points:

- ❖ That the responsibility for finding employment opportunities for individuals should not rest with the Council.
- ❖ That service provision will under the proposal become generic rather than specialist.
- ❖ That community hubs are unsatisfactory locations. Reasons cited for this included; geographical distribution, travel costs, disability, Hubs considered chaotic and lack privacy and Council identify/trust.
- ❖ That services should be centralised in one locations e.g. Central Library rather than spread across the city.

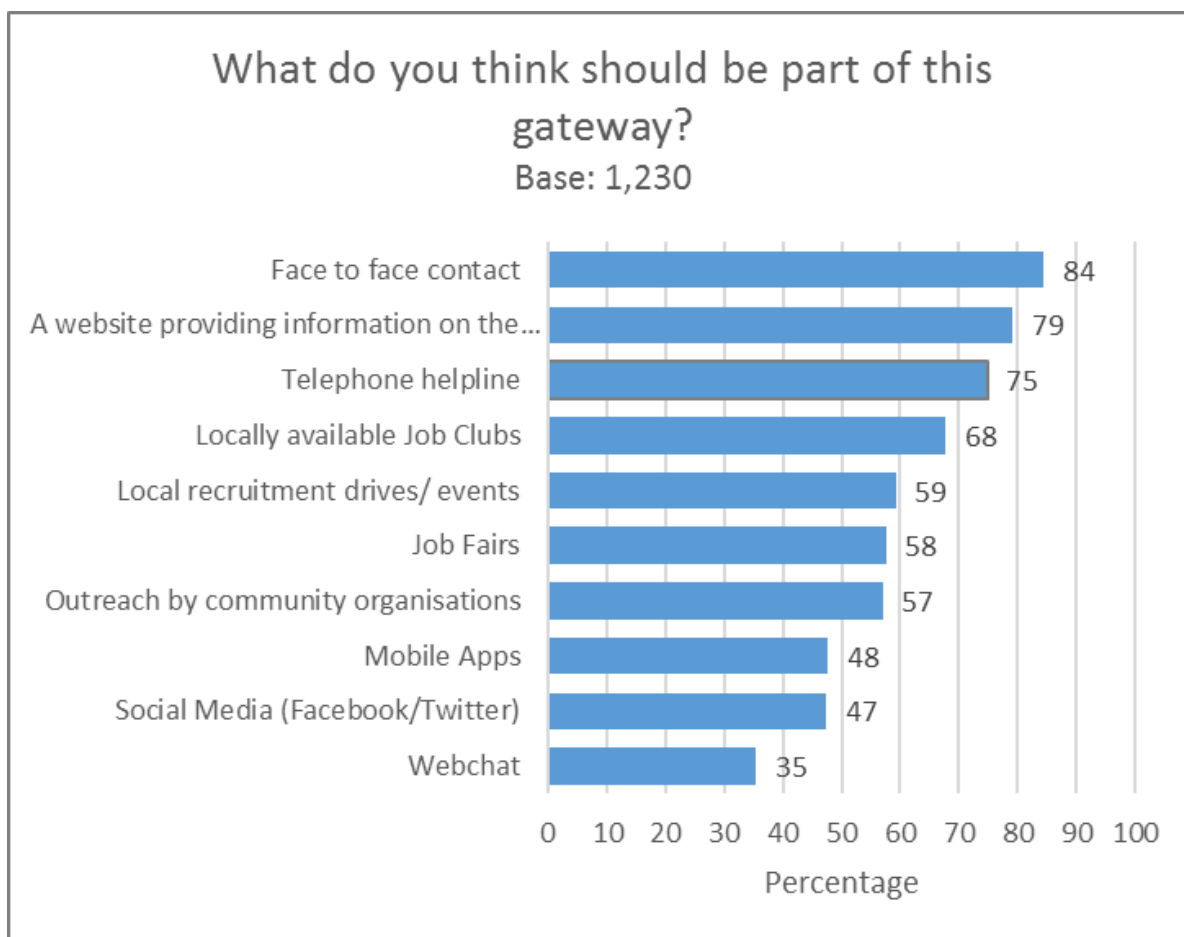
We think that a simple gateway is required to direct people to the services they need to help them back to work. Do you agree this would help?

More than nine in ten respondents (92%) of respondents agreed that a simple gateway is required to direct people to the services they need to help them back to work. Only 3% disagreed.



What do you think should be part of this gateway?

Respondents were given a list of options, and asked to specify which they felt should be part of the gateway to direct people to relevant services. The most popular responses were 'Face to Face contact' (84%), 'A website providing information on the support available' (79%), a 'Telephone helpline' (75%) and 'Locally available job clubs' (68%)



A Single Point of Access



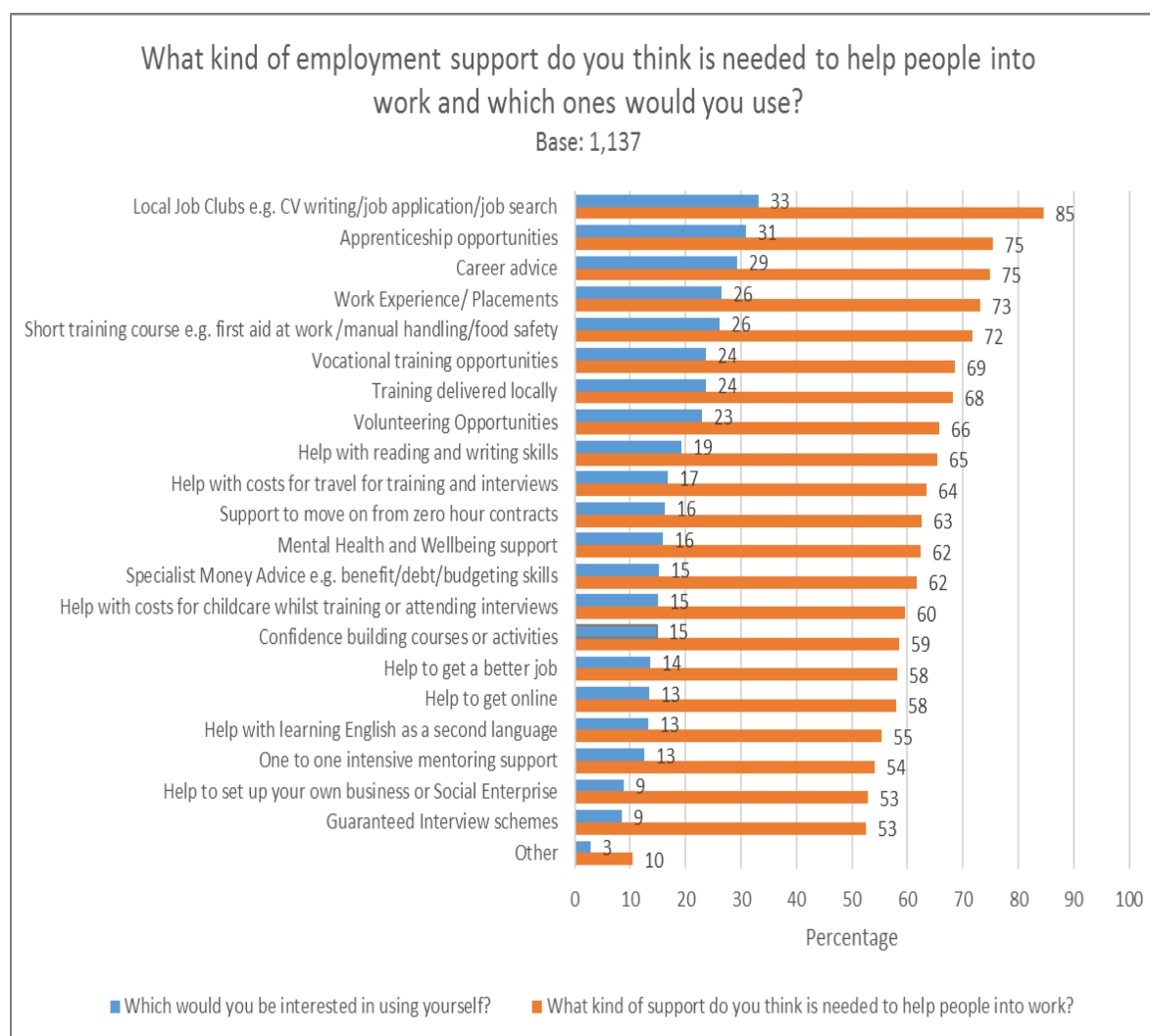
What kind of employment support do you think is needed to help people into work and which ones would you use?

The types of support that respondents most felt were most needed to help people into work were:

- Local job clubs (85%)
- Apprenticeship opportunities (75%)
- Career advice (75%)
- Work experience/placements (73%)
- Short training courses (72%).

When asked which they would be most interested in using themselves, the most popular options were:

- Short training courses (33%)
- Career advice (31%)
- Local job clubs (29%)
- Training delivered locally (26%)
- Volunteering opportunities (26%).

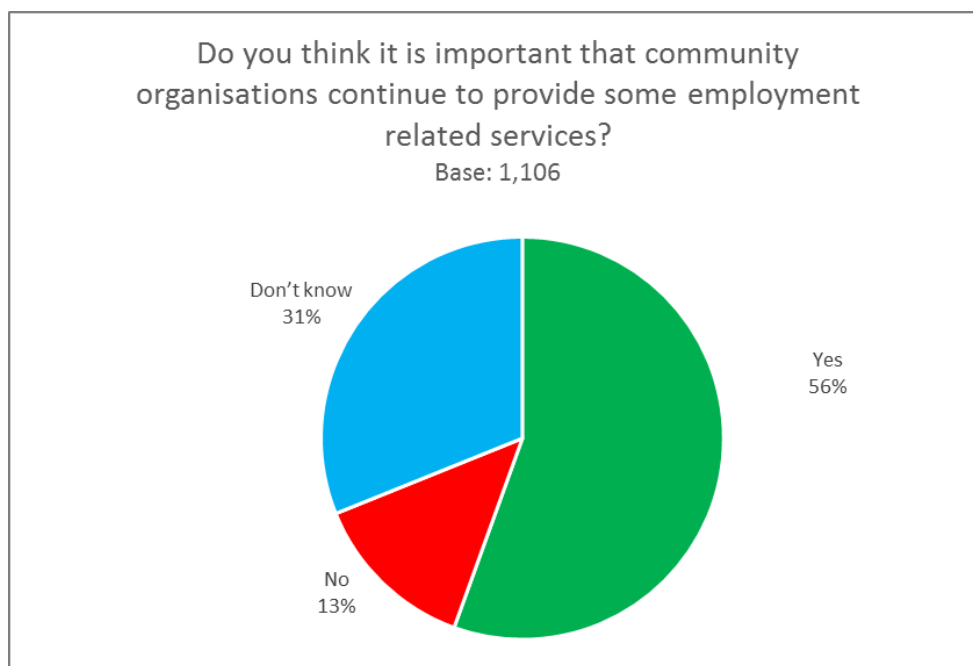


Those participating in the survey were also given the opportunity to share if there was anything additional that may be of benefit to those seeking work. A total of 49 responses were provided, these were varied with many picking up on aspects of the options previously provided. Additional suggestions included:

- Strengthening links to local businesses and colleges
- Guaranteed interview for local people for local jobs
- Help with interview skills
- Support for those with a disability
- Welsh language training

Do you think it is important that community organisations continue to provide some employment related services?

Just over half (56%) of respondents felt it is important for community organisations to provide employment-related service.



Those responding 'yes' were asked to specify which services they felt are best provided by a local community organisation.

Over 300 separate comments received with over 20 separate services referenced. Where possible broad groups were made with services relating to Mental Health Support, Volunteering and Work Placements featuring highly.

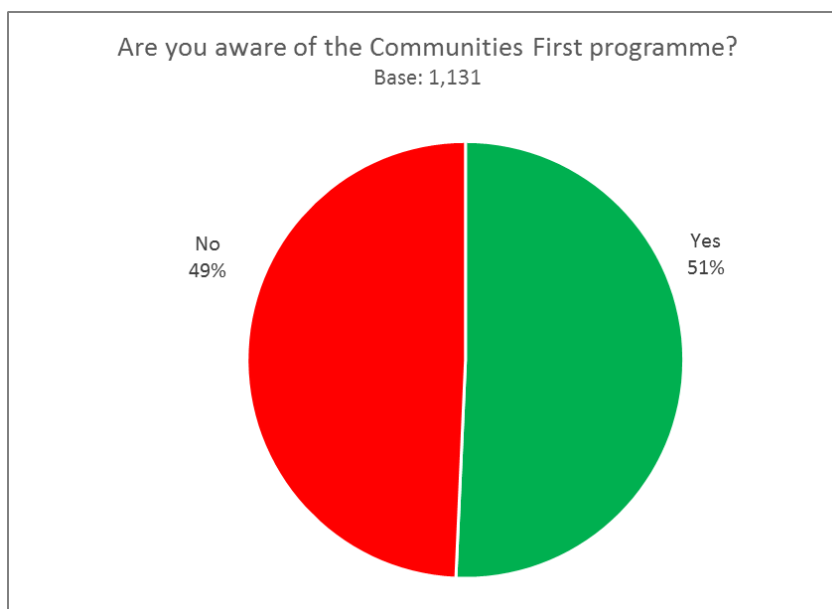
- Local job clubs (34%)
- Local training opportunities (22%)
- Employment support services (16%)
- ESOL/Basic skills (45%)
- Volunteering opportunities (13%)
- Mental Health support services (13%)

2. Building Community Resilience

The Welsh Government has announced that funding for Communities First will end by March 2018. As part of this survey, Cardiff Council wanted to hear from those who had been involved in the programme and how they felt the closure could impact both them and their local community.

Are you aware of/have you used the Communities First programme?

Of the 1596 people taking part in this survey, a total of 1,131 gave an answer to this question. Of these, 573 (51%) respondents reported to have awareness of the Communities First programme.



A total of 235 respondents reported to have previously taken part in a Communities First Project of Activity. This number equates to just 15% of those taking time to complete the survey.

Health Warning: *Over the course of the consultation period, it became increasingly clear to officers that respondents were often unsure which elements of activity were funded or delivered directly by Communities First.*

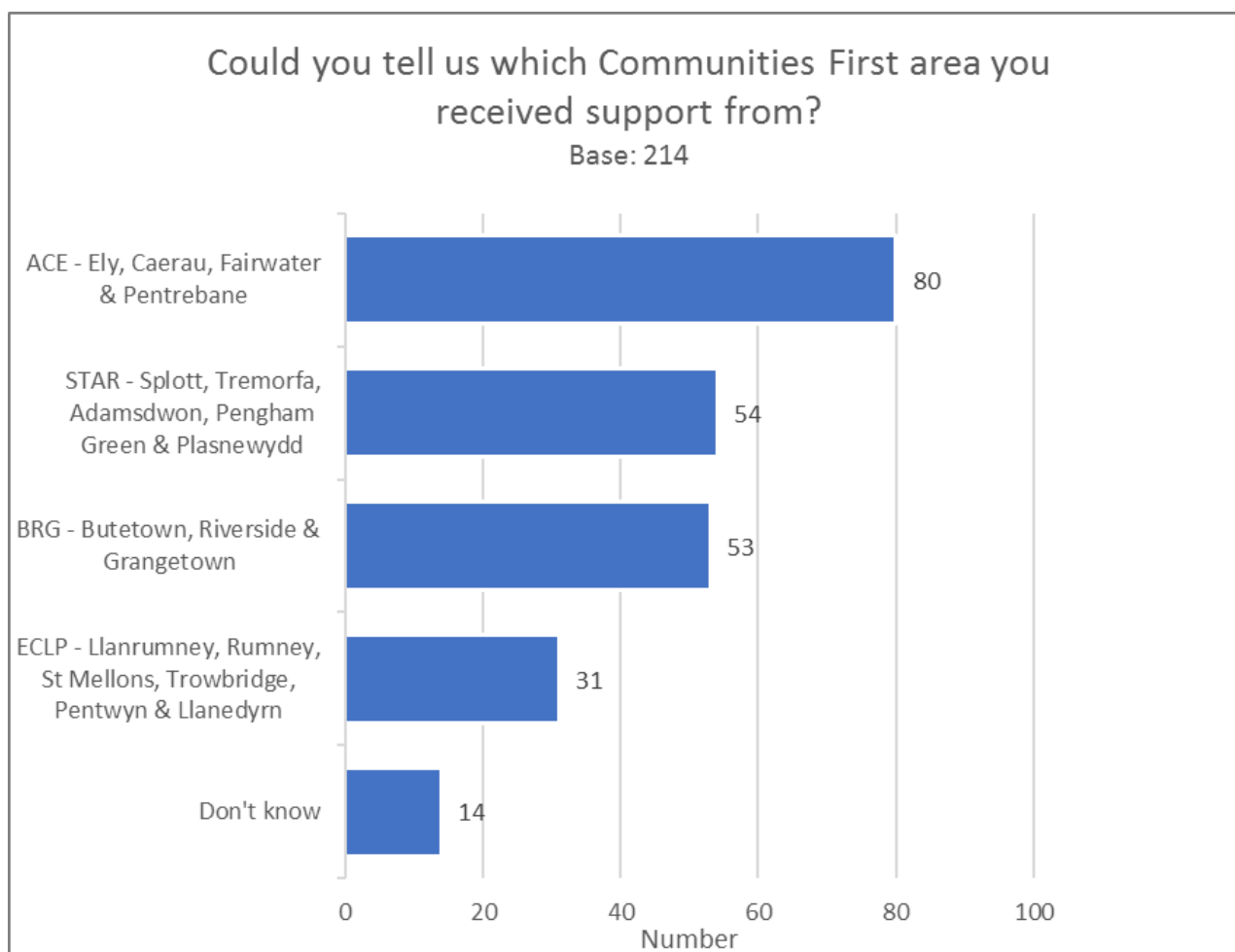
This is also reflected in the small number of people that went on to say they were involved in a project or activity after indicating they were aware of Communities First.

The same issue was also highlighted in the Focus Group findings.

Which Communities First area you received support from?

Respondents who reported that they had taken part in a Communities First Programme or Activity were asked which area they received support from.

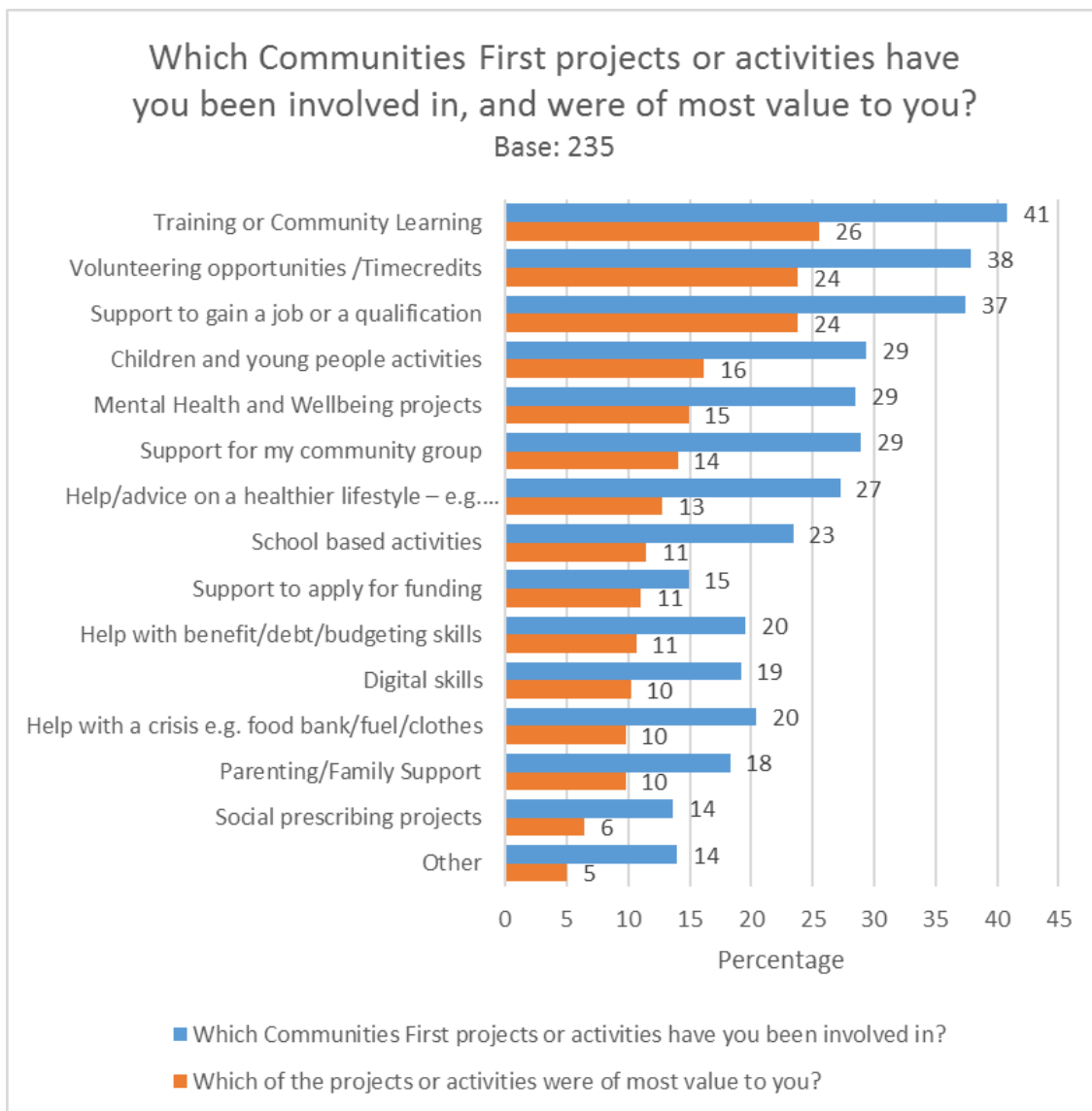
(Respondents could tick more than one area)



Health Warning: The issue of respondents being unsure which activities were delivered directly by Communities First continued in this question.

Your involvement...

The Projects or Activities respondents were most likely to report to have been involved in were ‘Training or Community Learning’ (41%), ‘Volunteering Opportunities/Time credits’ (38%) and ‘Support to gain a job or qualification’ (37%). These same services were also reflected when respondents were asked which of the projects or activities had been of most value to them.



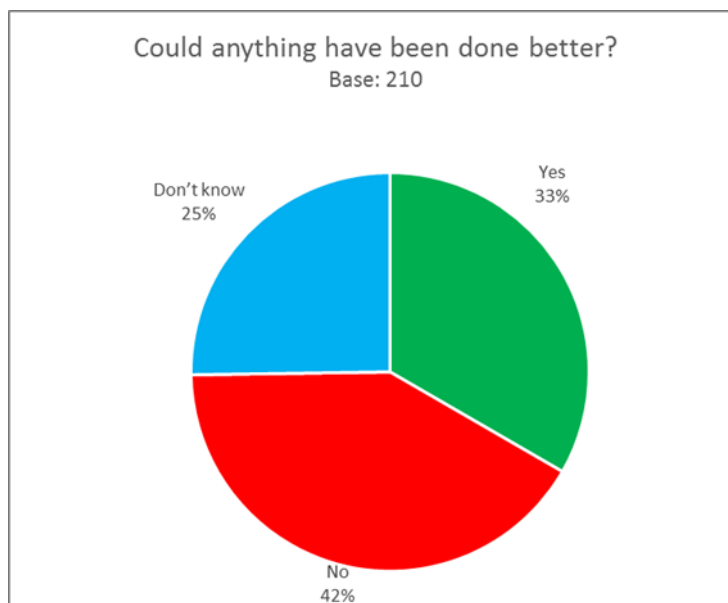
Respondents were asked to explain why this particular project or activity had been important to them. Volunteering, health and wellbeing, confidence building, improved skills, gain a qualification or job and access to social networks are mentioned consistently in the comments section.

Respondents strongly emphasised how the programme had helped them as an individual make changes or access support in their community. Provided below are the activities and projects which people identified as being most important to them along with a selection of the comments made.

Project	No.	Comments
Mental Health and Wellbeing projects	46	<ul style="list-style-type: none"> • They (STAR) offer a holistic approach to supporting individuals, reducing social isolation, confidence building, and skills improvement. They really get to know the person and what it is that they need and can achieve. • It help me to gain the skills and experience as well as the confidence to set up my own business and help in volunteering in the community. • To meet other community members and make friends to be less isolated and leave my house more. Lovely helpful staff who care and always try to help. • It gives less fortunate people and lonely people somewhere to go even if it's just for a chat • Helped with my confidence, social contact and improve my wellbeing
Support to gain a job or a qualification	37	<ul style="list-style-type: none"> • It completely transformed my life positively. I am now empowered and employed • Provided me with skills to secure a job and helped me gain confidence with working with people
Training or Community Learning	32	<ul style="list-style-type: none"> • Locally based, short/no waiting lists, flexible approach re appointments and funding for training • They were important because it help me to gain the skills and experience as well as the confidence to set up my own business and also help in volunteering in the community. • I am no longer homeless, I am getting help with food, children's child care benefits and volunteer work placement to help find a job • Following over 38 years of office environment the course helped me adjust to my new life style
Support for my community group	23	<ul style="list-style-type: none"> • Because I have not got many friends and this project gives me company and advice support • help me communicate and meet other people
Volunteering opportunities /Timecredits	19	<ul style="list-style-type: none"> • Because it got my whole family involved in helping to keep the area clean and litter free • It has helped build confidence gain understanding and learn new skills. • feels good to help others • it has helped me not only gain confidence in myself which I can apply to everyday life but has given me extra skills & support • Empowering people in communities
Children and young people activities	15	<ul style="list-style-type: none"> • Breakfast club / children's activities • Got me through a difficult time and helped me look towards my future.
Help/advice on a healthier lifestyle	4	<ul style="list-style-type: none"> • It has helped build confidence gain understanding and learn new skills.
Other/Miscellaneous Comments	42	<ul style="list-style-type: none"> • C.F. helped me with every part of my life as much as they can by giving the opportunities that I could not afford. • Everything I have been involved with at communities first has allowed me to grow as a person and to meet others in my community and bond with people. • They understand the local people and local issues. Very supportive and understanding, great resources and will be hugely missed.

Could anything have been done better?

A third of respondents (33%) felt that things could have been better.



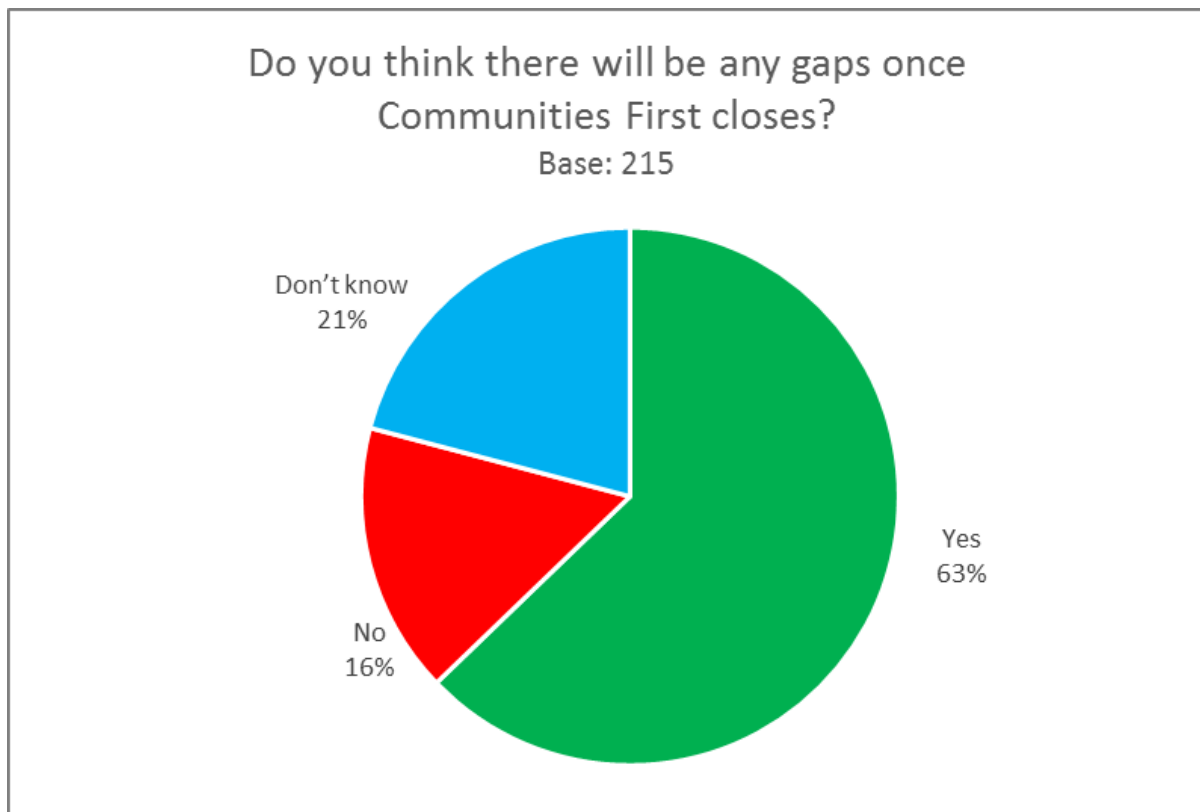
Fifty-six respondents also provided some explanation as to what it was that they felt could have been improved.

Responses to the questions were varied but could be broadly attributed to the three themes of Access, Organisation and Outcomes:

- a) **Access** - Comments were made that individuals found projects difficult to access because of their high concentration in particular geographic areas. Similarly it was felt that opportunities were targeted towards specific demographics e.g. older people rather than being open to those in the greatest need with comments including: *“Activities were not taken up by the right people – they were full of graduates and pensioners”*
- b) **Organisation** – Aspects of the existing services were considered by some to be poorly managed with lengthy waiting times, bureaucracy and a lack of communication all mentioned by those that have participated in projects with one respondent commenting that, *“nobody knew what was going on”*.
- c) **Outcomes** – The purpose of the individual projects was a source of confusion for some of those that had been involved. One participant recalled that there seems to be *‘no clear outcomes’* whilst others said that *“projects were focused on short term achievements”* and that *“money could be more wisely spent on early intervention programmes”*.

Do you think there will be any gaps once Communities First closes?

One hundred and thirty five people or 63% of those respondents who had previously had involvement with a Communities First project or activity felt there would be gaps once the programme closes.



One hundred and four respondents went on to explain what they felt those gaps would be and shared any ideas they had on how those gaps could be filled.

It was possible to categorise the concerns raised into a handful of themes, most commonly mentioned were:

- a) Opportunities for Volunteering/Training and Employment.
- b) Loss of community involvement and engagement opportunities which benefit health and well-being, build confidence and decrease social isolation.
- c) Loss of local knowledge and networks.
- d) Activities/support for children, young people and parents

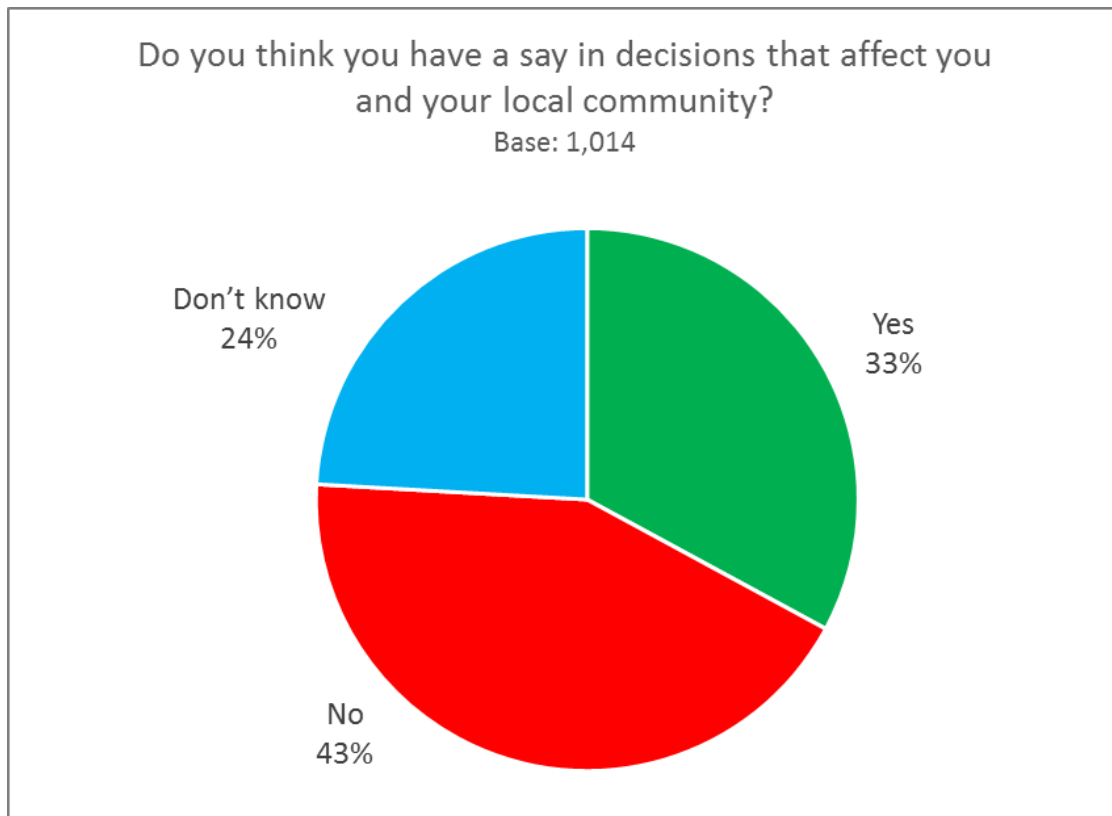
Further comments on the gaps and how they could be filled have been themed into the table overleaf:

Gaps	No.	Comments
Opportunities/Pathways into Learning/Training and Employment	39	<ul style="list-style-type: none"> • <i>If there weren't training like this I wouldn't have had the opportunity to study a community course at Taff Housing which led to a university place and receive the study first award at Cardiff met which is only for people from communities first areas.</i> • <i>Support with English as a second language</i> • <i>There will always be a need for a basic level of training that the employers want but are not willing to pay the training costs for. If your organization can somehow get the employers to allow a training course to be run on their premises that are relevant to any vacancies they may have that would get your foot in the door and you would also get a better idea of the training needs of the business communities as a whole.</i> • <i>Lack of support for after school education.</i> • <i>Help with training and eventually helping the community improve.</i> • <i>Parents and children will miss out on parents getting involved in their child's education.</i>
Health & Well-Being Includes: Mental Health Support, befriending, social interaction.	35	<ul style="list-style-type: none"> • <i>Communities first provided a lot of support to the most vulnerable of the community, without it they might lose the sense of belonging</i> • <i>Communities first has helped me with my mental wellbeing, got me out of the house and into activities in the community.</i> • <i>I will have nowhere close to go as I have learning difficulties and a disability I cannot walk far.</i> • <i>Need to keep opportunities for community sociability.</i> • <i>Employ people who are designated and monitored to look after older people's health and wellbeing.</i>
Loss of Local knowledge/Loss of information source and support networks.	29	<ul style="list-style-type: none"> • <i>They were out in the communities and this may not be fulfilled with support just from hubs which can be a long way for people to travel. they listened to what the community wanted and adjusted their services to meet people's needs rather than being one size fits all.</i> • <i>Danger that local first-hand knowledge and experience is lost/dissipated and clients reluctance to central based services</i> • <i>Communities First has not only acted as a wide network of services for members of the community, being able to offer advice, support and directions to other useful organisations / services, but it has also been a network for organisations in their own right to access each other.</i> • <i>The gaps are too many to mention, they include being a point of contact between people and services, support with marketing and advertising.</i>
Community Engagement/Involvement/ Volunteering	10	<ul style="list-style-type: none"> • <i>Community development activities unrelated to work but important for health & wellbeing. Opportunities for residents to meet, volunteer, develop and share skills.</i> • <i>Depending on the transition, local knowledge and trusting relationships may be lost</i> • <i>Less community involvement</i> • <i>Community links. Community events improve the community</i> • <i>Community groups set up to access funding. Groups with resources which smaller groups could access to borrow equipment</i> • <i>We hope Timecredits will continue support for community groups volunteering.</i>
Funding	8	<ul style="list-style-type: none"> • <i>There will be gaps because of the reduced funding but it is difficult to identify them at present. Biggest problem is likely to be getting people to attend activities or initiatives.</i> • <i>Gap in funding.</i>
Misc.	18	<ul style="list-style-type: none"> • <i>Access to a broad range of anti-poverty services will reduce as will the connections to mainstream provision that the project facilitates</i> • <i>Communities first was unavailable in some areas and useless in others. There was not enough accountability for words. A one-directive project is the way forward.</i> • <i>Local access to projects but I think that rationalisation will help cut cost while still providing access to help that is needed.</i>

We are interested to hear how you would like to get involved in local activities and projects and how you could influence and shape the community you live in.

Do you think you have a say in decisions that affect you and your local community?

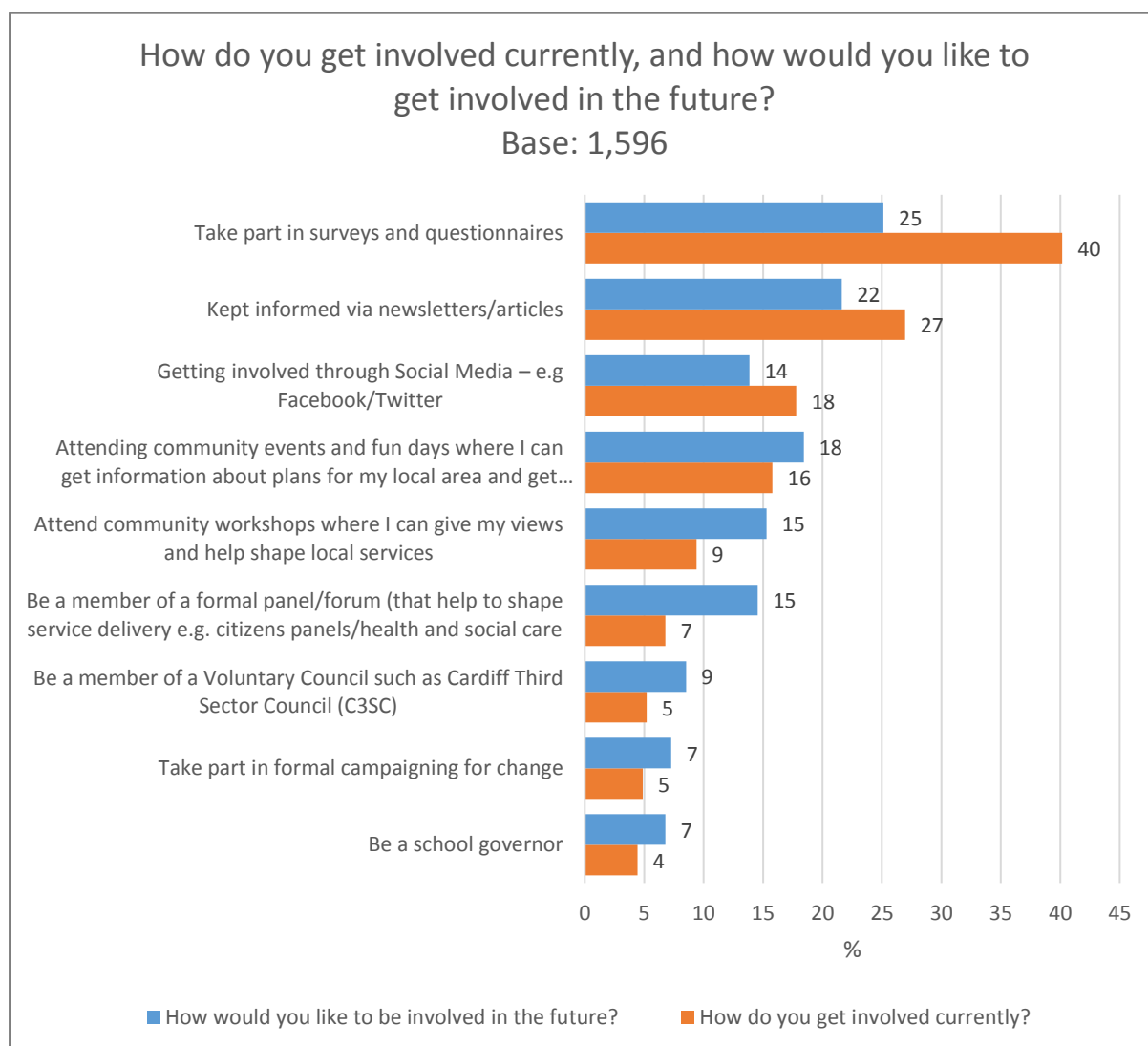
More than two in every five respondents (43%) did not feel that they have a say in decisions that affect them and their local community compared to (33%) of respondents who did and (24%) did not know.



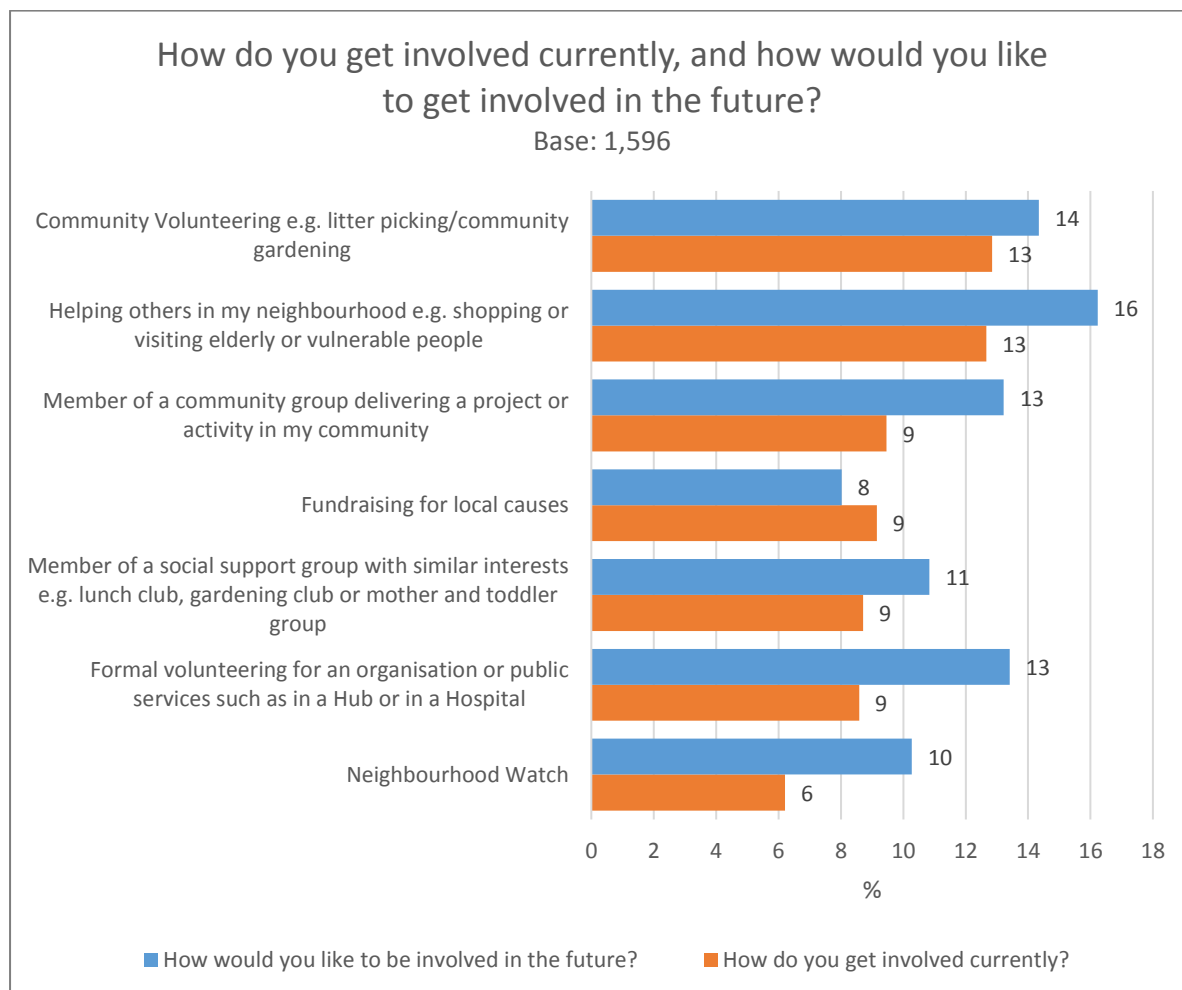
Listed below are a number of ways that you could have a say in the decisions that affect your community.

Two in five respondents reported that they currently have their say by taking part in surveys or questionnaires. 27% kept informed by reading newsletters/articles and 18% currently get involved through social media such as Twitter or Facebook.

Surveys, newsletters and articles were also the ways that people wanted to be involved and informed in the future however there was also a reported interest in more face to face engagement such as community events, workshops and involvement with a panel.



How do you get involved in your community currently, and how would you like to be involved in the future?



Please tell us if there is any other way that you would like to be involved?

A total of 39 respondents provided a variety of additional examples regarding how they would like to be involved, a selection of the comments made included:

“Environmental projects such as river 'daylighting', nature flood alleviation schemes, pollinator projects, tree planting and nature corridors.”

“I will be retiring next year but am considering offering my services to the Heath Hospital as a volunteer visitor in the Chaplaincy Department.”

“Helping refugees and other people not from the UK to settle into life in a new country.”

“I am a teacher and would love to help with literacy/numeracy/ICT skills. I have tried to find opportunities to volunteer however all the opportunities for volunteering appear to be in the day when I am at work.”

Are there any further comments that you would like to make?

A total of 124 comments were left, with most respondents voicing support for the work done by Communities First and the help it provided to those individuals.

Gaps	No.	Comments
Communities First (or similar) is needed	26	<ul style="list-style-type: none"> It is a terrible thing that Communities 1st is closing and I believe this decision will have an impact on these communities for a long time to come. It's a shame that in Cardiff only ACE is set up and will be able to carry on after Com1st is gone. You would have thought that after all these years there would be many groups set up ready to carry on after com 1st. Such a shame. Everything communities first was important and of course the employment related stuff is, but it's all the other community development stuff that they do which has had the biggest impact on the community as it has empowered people to believe in themselves and create groups to provide soft skills and places for people to go. Without this support these types of things wouldn't happen. You need a service which provides this type of support to the community otherwise groups aren't confident enough to take their ideas forward.
Value service from Hubs	15	<ul style="list-style-type: none"> The service provided by the hub is of great importance and helps me with questions and issues I have regarding employment and support. I think it is very important to have the hub because they are really helpful with what they do Hubs are an invaluable asset to the community.
Not able to volunteer	14	<ul style="list-style-type: none"> I am a teacher in Ely, I would love to volunteer and spend more time helping my community. However I currently work 60+ hours a week and barely have time for my family. In our 80's so more likely to be recipients of service I am fully occupied with church community and supporting my family practically, emotionally and financially. I have no spare time and energy for community too.
Help needed for specific groups	12	<ul style="list-style-type: none"> I do not see any mention of schools and targeting pupils approaching employment age - particularly those who are not going to University. What I call "the other 50%" The 50% that we all rely on! Over the last 10 year North Cardiff has be total neglected and has lost a lot of its community programme. I have been out of work for several years and find it hard access any help due to my postcode. There is no access to work courses in North Cardiff for the last year I had to travel to St Mellons to do a computer course which is two buses from Llanishen. Feel that carers in the area don't get considered
Communities First helped me	9	<ul style="list-style-type: none"> Job Clubs help me loads Without community first I would not be doing as well today. They helped me with mental health, money issues and are there as a friend when in need. The reason I am glad for communities first is I have looked into doing courses on my own and it is too expensive and I have no support, whereas with community first knowing that there is someone to help if needed has given me more confidence
Needs co-ordination	8	<ul style="list-style-type: none"> I think there has to be clarity you can't have people running their own groups without government being in charge I think one service would be better, get more customers to use our service. making services duplicated makes It confusing on occasions I think that it is critical to organise these activities as if running a business with clear command, communications and control.
Continue to provide volunteering opportunities	7	<ul style="list-style-type: none"> Please continue to grow and develop the Time Credits scheme! Concentration on members of the community with vulnerabilities is priority, however involving members of the community who may be working full time or a single parent family is crucial in building valuable relationships in communities I enjoyed my time as a volunteer for Cardiff council and people should be given opportunity to improve their skills

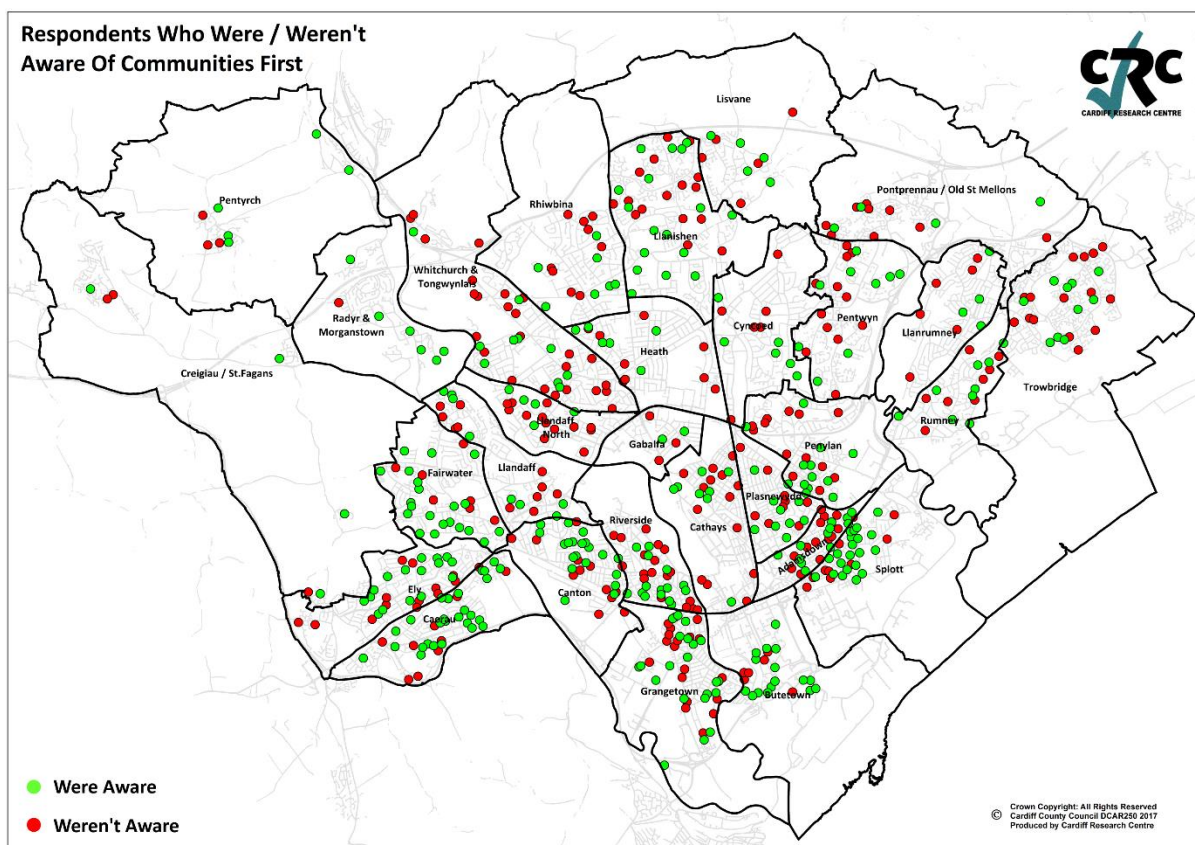
Should not be left to volunteers	7	<ul style="list-style-type: none"> • I appreciate that the new funding has been reduced but I would hope that your proposals do not depend on the use of volunteers rather than professional people who have the correct training. If we are looking at ways to get people back into work, then there is a certain irony in expecting volunteers to take the place of paid professionals. • Litter picking and gardening are things I pay council tax for. • I hope that the current services are not to be handed to the voluntary sector for quality delivery. Volunteering should be just that, voluntary.... relying on volunteers to keep our communities functioning in the right directions is not right. Surely a proportion of our community charge is to cover this as a service available to all, and free at the point of use.
Provision of training/ education is important	6	<ul style="list-style-type: none"> • I saw barely a mention of education as being the bedrock of human betterment; including one's own career (and life...). We have some fantastic, world leading education establishments around Cardiff, most of whom are not in it for profit. Make more of them • Need to provide more courses each month • Wales needs good quality well paid jobs or its best young people will leave. It also needs to vastly improve educational attainment and training and to continue to participate in Pisa tests.
Want to improve my English	5	<ul style="list-style-type: none"> • Improve my English to go to the university • I want improve my English language for support my family
Prioritise spending of public money	5	<ul style="list-style-type: none"> • Tackle crime and its root causes such drug addiction and prostitution. • Funding should be made available for Part-time longer term studying, i.e., counselling studies. Support for people to move up in their careers. More affordable housing and less student accommodation across the city. Community Building activities
Build/strengthen communities	4	<ul style="list-style-type: none"> • The only best and only way of reducing poverty is to provide employment in those areas, ensure that employment pays better than benefits, and remove bad and negative influences from those communities (reduce crime, drug use and criminals from the streets). It is not easy, but everything else whilst well-meaning tends to be futile.
Empower / build confidence	3	<ul style="list-style-type: none"> • These courses are a fantastic way to help people like myself build on confidence and feel part of a community. I look forward to what my future holds.
Work with businesses/ organisations	3	<ul style="list-style-type: none"> • The council should collaborate and seek views direct from DWP job coaches (nb: not managers) as these employees have front line experience of what support and opportunities job seekers need to help them into work. • Opportunities to link business with prospective employees
Against Communities First	2	<ul style="list-style-type: none"> • Communities First has been a complete waste of money and projects should only be funded if they lead to employment, not just leisure courses for the better off. Full of Ladies of Llandaff who Lunch
Agree with proposal	2	<ul style="list-style-type: none"> • I agree with the proposal • Joining up back to work services with council funding and location in hubs and libraries (not just in former CF areas) would be very good to see. It needs a broad range of "volunteers" with range of skills and needs full time paid support/organisation such as community organisers
Miscellaneous	23	<ul style="list-style-type: none"> • The proposed scheme is in danger of providing yet another layer of bureaucracy and management and won't be self-sustainable • There is nowhere I can go at convenient time's day or evening that I can be part of, and contribute. Many community activities are held too early or too late for me. Also I don't drive and getting around in winter in the dark is difficult so I need a flexible service and solid base.

Finally, respondents were asked to indicate areas that they would like to receive more information and to leave contact details. The highest level of interest was expressed towards shaping services and influencing decisions.

	Number reporting to want more information	Number supplying contact details
I would like help getting back to work	125	86
I would be interested in shaping services and influencing decisions	171	135
I would be interested in Volunteering Opportunities in my local community	155	128

Location

A total of 868 respondents gave their postcode, which are shown on the map below. The map also highlights awareness of Communities First amongst respondents. Awareness of Communities First was evenly spread across the city despite activities being present in only particular areas.



Respondent Demographics

Gender

	No	%
Female	534	56.1
Male	406	42.6
Other	2	0.2
Prefer not to say	10	1.1
Total	952	100.0

Age

	No	%
Under 16	3	0.3
16-24	54	5.6
25-34	207	21.5
35-44	192	19.9
45-54	203	21.1
55-64	193	20.0
65-74	90	9.3
75+	21	2.2
Total	963	100.0

Which of the following best describes what you are doing at present?

	No	%
Working full time (30+ hours per week)	372	38.4
Working part time (less than 30 hours per week)	149	15.4
Wholly retired from work	132	13.6
Unemployed - Registered Job Seeker	98	10.1
Unemployed - Unregistered but seeking work	54	5.6
Caring for a child or adult	35	3.6
Permanently sick or disabled person	27	2.8
In full time education	26	2.7
Looking after home	15	1.5
On a zero hour contract	12	1.2
On a government training scheme	5	0.5
Other	43	4.4
Total	968	100.0

Do you identify as a disabled person?

	No	%
Yes	109	11.4
No	805	83.9
Prefer not to say	45	4.7
Total	959	100.0

Please tick any of the following that apply to you:

	No	%
Deaf/ Deafened/ Hard of hearing	14	13.6
Mental health difficulties	37	35.9
Learning impairment/ difficulties	15	14.6
Visual impairment	7	6.8
Wheelchair user	3	2.9
Mobility impairment	30	29.1
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	42	40.8
Prefer not to say	4	3.9
Other	13	12.6
Total	103	100.0

What is your ethnic group?

	No	%
White - Welsh/English/Scottish/Northern Irish/British	742	77.4
White - Irish	10	1.0
White - Gypsy or Irish Traveller	5	0.5
White - Any other white background (please specify)	44	4.6
Mixed/Multiple Ethnic Groups - White and Black Caribbean	18	1.9
Mixed/Multiple Ethnic Groups - White and Black African	7	0.7
Mixed/Multiple Ethnic Groups - White & Asian	7	0.7
Mixed/Multiple Ethnic Groups - Any other (please specify)	2	0.2
Asian/Asian British - Chinese	7	0.7
Asian/Asian British - Pakistani	15	1.6
Asian/Asian British - Bangladeshi	6	0.6
Asian/Asian British - Indian	10	1.0
Asian/Asian British - Any other (please specify)	3	0.3
Black/African/Caribbean/Black British - African	29	3.0
Black/African/Caribbean/Black British - Caribbean	5	0.5
Black/African/Caribbean/Black British - Any other (please specify)	3	0.3
Arab	8	0.8
Any other ethnic group (please specify)	10	1.0
Prefer not to say	28	2.9
Total	959	100.0

Helping people find work and Building Community Resilience

Cardiff Council





Consultations on a new approach to:

1. Helping people find work and
2. Building Community Resilience

The Welsh Government's approach to tackling poverty is changing. As part of these changes the Communities First Programme will cease and the Council will have some funding focussed on helping people into work.

There will also be some funding to help local people get involved in their community.

As this funding will be significantly less than before we need to take a new approach to providing services.

We are keen to gather views on how Cardiff should respond to these changes.

1. Employment Support Services - Helping People finding Work

In Cardiff there are over 40 different schemes with different qualifying criteria that help people back to work. Sometimes having so many schemes can be confusing and make it harder for people to find the right service for them.



Currently some people can't get the services they need for example because of where they live or just because of their age. There is a need for a more joined up approach to services, with help available across the city for all who need it.

Q1 With less funding available and the requirement for a more joined up approach, the Council is proposing to directly provide and coordinate employment services across the city.

**The service will be available to everyone who needs it.
The new services would be delivered through our network of Community Hubs and from other community buildings.**

Do you agree with this proposal?

Yes No Don't know

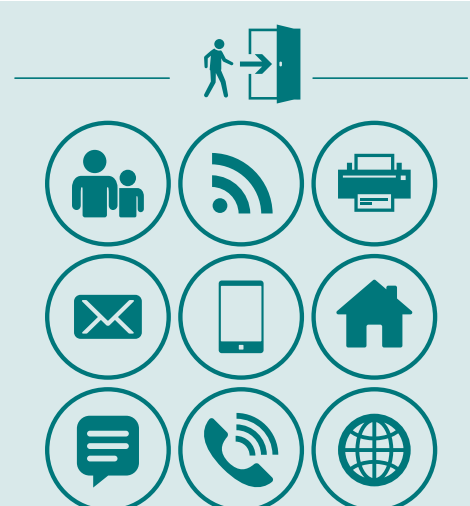
Q1a If no please tell us why

Q2 We think that a simple gateway is required to direct people to the services they need to help them back to work. Do you agree this would help?

Yes No Don't know

Q2a What do you think should be part of this gateway?

- Telephone helpline
- A website providing information on the support available
- Mobile Apps
- Social Media (Facebook/Twitter)
- Webchat
- Face to face contact
- Locally available Job Clubs
- Job Fairs
- Local recruitment drives/events
- Outreach by community organisations



Q3 What kind of employment support do you think is needed to help people into work and which ones would you use? (tick all that apply)

	What kind of support do you think is needed to help people into work?	Which would you be interested in using yourself
Local Job Clubs e.g. CV writing/job applications/job search	<input type="checkbox"/>	<input type="checkbox"/>
Career advice	<input type="checkbox"/>	<input type="checkbox"/>
Short training courses e.g. first aid at work /manual handling/food safety	<input type="checkbox"/>	<input type="checkbox"/>
Vocational training opportunities e.g. retail/teaching assistants/social or child care/construction/hospitality	<input type="checkbox"/>	<input type="checkbox"/>
Training delivered locally	<input type="checkbox"/>	<input type="checkbox"/>
Work Experience/Placements	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering Opportunities	<input type="checkbox"/>	<input type="checkbox"/>
Apprenticeship Opportunities	<input type="checkbox"/>	<input type="checkbox"/>
Guaranteed Interview schemes	<input type="checkbox"/>	<input type="checkbox"/>
Help to get a better job	<input type="checkbox"/>	<input type="checkbox"/>
Support to move on from zero hour contracts	<input type="checkbox"/>	<input type="checkbox"/>
Help to set up your own business or Social Enterprise	<input type="checkbox"/>	<input type="checkbox"/>
Help with costs for travel for training and interviews	<input type="checkbox"/>	<input type="checkbox"/>
Help with costs for childcare whilst training or attending interviews	<input type="checkbox"/>	<input type="checkbox"/>
One to one intensive mentoring support	<input type="checkbox"/>	<input type="checkbox"/>
Help to get online	<input type="checkbox"/>	<input type="checkbox"/>
Specialist Money Advice e.g. benefit/debt/budgeting skills	<input type="checkbox"/>	<input type="checkbox"/>
Help with learning English as a second language	<input type="checkbox"/>	<input type="checkbox"/>
Help with reading and writing skills	<input type="checkbox"/>	<input type="checkbox"/>
Confidence building courses or activities	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health and Wellbeing support	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us if there is anything else:

Q4 Do you think it is important that community organisations continue to provide some employment related services?

Yes No Don't know

If yes, which services are best provided by local community organisations?

2. Building Community Resilience

Responses from this survey will help us to create more opportunities for local people to be involved in their community and have a say in the things that matter most to them.

The Welsh Government has announced that funding for Communities First will end by March next year. If you have been involved in the programme we are interested in hearing your views about Communities First and how this closure will impact on you and your community.

Q5 Are you aware of the Communities First Programme?

Yes No (Go to Q12)

Q6 Have you ever taken part in a Communities First Project or Activity?

Yes No (Go to Q12)

Q7 Could you tell us which Communities First area you received support from?

- ACE - Ely, Caerau, Fairwater & Pentreban
- BRG - Butetown, Riverside and Grangetown
- ECLP - Llanrumney, Rumney, St Mellons, Trowbridge, Pentwyn & Llanedeyrn
- STAR - Splott, Tremorfa, Adamsdown, Pengam Green, Plasnewydd
- Don't know

Q8 Your involvement... (tick all that apply)

	Which Communities First projects or activities have you been involved in?	Which of the projects or activities were of most value to you?
Help/advice on a healthier lifestyle – e.g. cooking skills or physical activities	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health and Wellbeing projects	<input type="checkbox"/>	<input type="checkbox"/>
Social prescribing projects	<input type="checkbox"/>	<input type="checkbox"/>
Help with a crisis e.g. food bank/fuel/clothes	<input type="checkbox"/>	<input type="checkbox"/>
Help with benefit/debt/budgeting skills	<input type="checkbox"/>	<input type="checkbox"/>
Digital skills	<input type="checkbox"/>	<input type="checkbox"/>
Training or Community Learning	<input type="checkbox"/>	<input type="checkbox"/>
Parenting/Family Support	<input type="checkbox"/>	<input type="checkbox"/>
School based activities	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people activities	<input type="checkbox"/>	<input type="checkbox"/>
Support to gain a job or a qualification	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering opportunities /Timecredits	<input type="checkbox"/>	<input type="checkbox"/>
Support for my community group	<input type="checkbox"/>	<input type="checkbox"/>
Support to apply for funding	<input type="checkbox"/>	<input type="checkbox"/>
If other please specify	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Could you tell us why this project or activity has been important to you?

Q10 Could anything have been done better?

Yes No Don't know

Q10a If 'yes' please explain?

Q11 Do you think there will be any gaps once Communities First closes?

Yes No Don't know

Q11a If 'yes' please tell us what you think those gaps will be and any ideas on how those gaps could be filled.

We are interested to hear how you would like to get involved in local activities and projects and how you could influence and shape the community you live in.

Q12 Do you think that you have a say in decisions that affect you and your local community?

Yes No Sometimes

Q13 Listed below are a number of ways that you could have a say in the decisions that affect your community.

	How do you get involved currently?	How would you like to be involved in the future?
Kept informed via emails newsletters/articles	<input type="checkbox"/>	<input type="checkbox"/>
Getting involved through Social Media – e.g Facebook/Twitter	<input type="checkbox"/>	<input type="checkbox"/>
Take part in surveys and questionnaires	<input type="checkbox"/>	<input type="checkbox"/>
Attending community events and fun days where I can get information about plans for my local area and get involved in community projects and activities.	<input type="checkbox"/>	<input type="checkbox"/>
Attend community workshops where I can give my views and help shape local services	<input type="checkbox"/>	<input type="checkbox"/>
Be a member of a formal panel/forum (that help to shape service delivery e.g. citizens panels/health and social care)	<input type="checkbox"/>	<input type="checkbox"/>
Be a school governor	<input type="checkbox"/>	<input type="checkbox"/>
Take part in formal campaigning for change	<input type="checkbox"/>	<input type="checkbox"/>
Be a member of a Voluntary Council such as Cardiff Third Sector Council (C3SC)	<input type="checkbox"/>	<input type="checkbox"/>

If other please specify:

Q13a Listed below are a number of ways you could be involved in your local community.
(tick all that apply)

	How do you get involved currently?	How would you like to be involved in the future?
Community Volunteering e.g. litter picking/community gardening	<input type="checkbox"/>	<input type="checkbox"/>
Helping others in my neighbourhood e.g. shopping or visiting elderly or vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>
Formal volunteering for an organisation or public services such as in a Hub or in a Hospital	<input type="checkbox"/>	<input type="checkbox"/>
Member of a community group delivering a project or activity in my community	<input type="checkbox"/>	<input type="checkbox"/>
Member of a social support group with similar interests e.g. lunch club, gardening club or mother and toddler group	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising for local causes	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhood Watch	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us if there is any other way you would like to get involved

Q14 Are there any further comments that you would like to make?

If you would like further information please provide your contact details

I would like help with getting back to work

I would be interested in shaping services and influencing decisions

I would be interested in Volunteering Opportunities in my local community

Name:

Email:

Address (if no email):

ABOUT YOU

Any data supplied by you on this form will be processed in accordance with Data Protection Act requirements and by supplying it you consent to the Cardiff Council processing the data for the purpose for which it is supplied. All personal information provided will be treated in the strictest confidence and will only be used by the Cardiff Council or disclosed to others for a purpose permitted by law.

Q15 What is your postcode:

Q16 Are you...

Female Male Other Prefer not to say

If 'other please specify

Q17 What was your age on your last birthday?

Under 16 25-34 45-54 65-74
16-24 35-44 55-64 75+

Q18 Which of the following best describes what you are doing at present? (Tick one box only)

Working full time (30+ hours per week) Permanently sick or disabled person
Working part time (less than 30 hours per week) Wholly retired from work
On a government training scheme Looking after home
In full time education Caring for a child or adult
Unemployed - Registered Job Seeker Unemployed - Unregistered but seeking work
On a zero hour contract Other

If 'Other', please specify

Q19 Do you identify as a disabled person?

Yes No Prefer not to say

Q20 Please tick any of the following that apply to you:

Deaf/Deafened/ Hard of hearing Mobility impairment
Mental health difficulties Long-standing illness or health condition
Learning impairment/difficulties (e.g. cancer, HIV, diabetes, or asthma)
Visual impairment Prefer not to say
Wheelchair user Other

If 'Other', please specify

Q21 What is your Ethnic group?

White - Welsh/English/Scottish/Northern Irish/British

White - Irish

White - Gypsy or Irish Traveller

White - Any other white background (please specify)

Mixed/Multiple Ethnic Groups - White and Black Caribbean

Mixed/Multiple Ethnic Groups - White and Black African

Mixed/Multiple Ethnic Groups - White & Asian

Mixed/Multiple Ethnic Groups - Any other (please specify)

Asian/Asian British - Chinese

Asian/Asian British - Pakistani

Asian/Asian British - Bangladeshi

Asian/Asian British - Indian

Asian/Asian British - Any other (please specify)

Black/African/Caribbean/Black British - African

Black/African/Caribbean/Black British - Caribbean

Black/African/Caribbean/Black British - Any other (please specify)

Arab

Any other ethnic group (please specify)

Prefer not to say

Thank you for your time. Drop off at local hub or you can use the Freepost address below:

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Cardiff Research Centre
Room 401
County Hall
CF10 4UW

