

CABINET MEETING: 19 MARCH 2015

COMMUNITY PROVISION IN CARDIFF EAST

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

AGENDA ITEM: 5

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

Reason for this Report

1. To inform the Cabinet of the outcome and evaluation of the public consultation on Community Provision in Cardiff East and to agree proposals for future service provision in the area.
2. To delegate authority to the Director of Communities, Housing and Customer Service, in consultation with the Cabinet Member for Community Development, Co-operatives and Social Enterprise, to take forward the proposals.

Background

3. In September 2014 Cabinet considered proposed changes to community provision in Cardiff East and agreed that public consultation should take place on the proposals.
4. It was proposed to build on the success of the Community Hubs in the area by extending the St Mellons Hub and by improving the facilities in the Llanrumney Hub. As part of the proposals Rumney library would close.

Issues

Public Consultation

5. Public consultation on the Cardiff East proposals took place from 13th October 2014 to 10th November 2014. A full report on the consultation is attached at Appendix 1. The proposal to close Rumney Library also featured in the budget consultation Changes for Cardiff.
6. A stakeholder group was established and organisations were invited to attend the stakeholder working group. The group included managers of

the Library, Housing and Benefit services, School Head Teachers, and representatives from Communities First, Housing Associations, South Wales Police, Public Health, Age Connect and Key Community Members.

7. The consultation and proposals were publicised via the Cardiff Council webpage, social media including Twitter, emails were sent to Libraries members and Leisure centre staff, community partnership websites, and two separate leaflet drops to all households in the Rumney, Llanrumney and St Mellons areas.
8. 12 drop in sessions were held in various venues across the 3 areas of Rumney, Llanrumney and St. Mellons.
9. Surveys were also distributed to local shops, businesses and community buildings in all three areas. Flyers promoting the proposals and the consultation drop-in times and locations were displayed and publicised at Rumney Library, Llanrumney and St. Mellons Hubs and in addition static display material was in place at all three venues.
10. Visits were made by council and library representatives to several primary schools in the areas and Community group meetings during the public consultation. Council representatives had a presence at all three venues throughout the duration of the consultation, raising awareness of the proposal and encouraging service users to take part in the survey and make their opinions heard through the appropriate channels.
11. In addition to the above, once the consultation was underway a list of frequently asked questions was circulated and hard copies made available in Rumney library, Llanrumney & St Mellons Hubs as well as Rumney Gospel Hall in response to initial concerns and queries raised by service users.
12. One thousand and thirty nine (1039) surveys were completed; this is considered a statistically robust response rate.

Response to the Consultation

13. Of those who completed the survey 88% lived in the area and of those 50.8% live in the Rumney area, 24.1% live in the Llanrumney and 25.1% live in the St. Mellons area.
14. Respondents were asked whether they used existing services in the area. 40.5% of those who responded to this question used services at the St. Mellons hub; compared to 43.5% who used services at Llanrumney; and 62.8% for Rumney Library.

St. Mellons Hub

15. The library was the most popular service at the Hub, with over three-quarters of respondents (77.6%) using this facility. 41.3% utilised internet

access and online services. 34.8% accessed the Housing, Council Tax and benefit advice available at the Hub.

16. Over half of those visiting the St. Mellons Hub travelled by car (55.4%), with slightly fewer (49.0%) reporting they walked to the facility.
17. Respondents were asked if there were any other services they would like to see in the Hub. The most popular suggestions were:
 - Services aimed at children (24%)
 - Adult Education classes (22%)
 - Community facilities / groups (10%).
18. Plans have been developed to extend St Mellons hub to provide two community / training rooms for the provision of ICT support and Into Work training which have been identified as being key requirements for hub service users. It will also provide an additional interview room for the provision of confidential housing, benefit and other advice services, along with space for a public toilet. Construction of this extension is included in the Hubs development programme for 2015/16.
19. Opportunities for a second extension to the St Mellons hub are also under consideration and, subject to affordability, a business case will be presented to a future Cabinet meeting.

Llanrumney Hub

20. Three-quarters (76.8%) of those using the Llanrumney Hub reported they used the library service; almost two in five (38.3%) used the Housing, Council Tax & Benefit advice service; and two fifths of those who responded utilised the internet access and online services (38.1%).
21. Over half of those visiting the Llanrumney hub travelled by car (56.0%), with just over two in five (43.8%) reporting they walked to the facility.
22. Respondents were asked if there were any other services they would like to see in the Hub. The most popular suggestions were:
 - Services aimed at Children (17.5%)
 - Activities for the elderly (9.5%)
 - Adult Education (9.5%)
23. It is proposed that the accommodation and services provided are reviewed to make better and more effective use of the upstairs community rooms for a greater range of hub services. It was initially proposed to use some capital investment from the sale of the Rumney library to allow remodelling of Llanrumney hub and to allow for more private interview rooms in order to extend and improve hub services. However the costs for the changes to Llanrumney hub are expected to be small and will need to be managed within the Hub capital programme.

Services proposed in the remodelled St Mellons and Llanrumney hubs

24. The respondents were asked which services they would be likely to use in the refurbished St Mellons and Llanrumney Hubs. Among the most popular responses were:
- Waste & Recycling Bags (49.6%)
 - Community events (41.8 %)
 - Basic computer skills (38.7%)
 - Job/ Career Information (35.4%)
 - CV Workshops (33.4%)

Rumney Library

25. 62.8% of respondents to the consultation reported that they use Rumney Library. The most commonly used service at Rumney library was borrowing books and other library services (84.4%), whilst almost half (49.7%) chose Internet access and online services.
26. Two thirds of those using Rumney library walked to the venue (65.9%), with two in five (42.1%) using their car.
27. During the consultation, respondents were asked if they agreed with the proposal for Rumney Library, with its low footfall and poor condition, to be closed and the building offered for sale. Just over half (52.7%) of those who expressed an opinion stated that they did not agree with the proposal, 41.3% agreed with the proposal and the remaining 5.9% of respondents declared no opinion. During the Changes for Cardiff consultation agreement with the proposal was lower again at 39.2%.
28. Those living in the Rumney area were significantly more likely to reject the proposal than those living elsewhere with 80.7% disagreeing.
29. The Cardiff East consultation stated that there was potential to continue to provide some library services in the Rumney area. The highest number of respondents (71.2%) wanted library services provided in a local community building. 44.0% wanted 24 hour digital library services, 41.9% favoured a Neighbourhood Development Librarian service and 30.7% a home visiting service for those who are housebound.
30. This high level of support for provision in a local community building reflects the concern expressed in the consultation that Llanrumney and St Mellons Hubs are not easily accessible from Rumney. While neither Hub is within easy walking distance, St. Mellons hub is accessible by one bus, the 44 or 45 and the bus stop is a one minute walk from the existing library location.
31. Those who stated they would like library provision in another community building were asked to suggest potential buildings. Rumney Youth Centre was the most popular alternative location for library services. The building is situated on Llanstephan Road and is well placed within Rumney as shown on the map at appendix 3. This building is currently

occupied by Youth Services however it is proposed for community ownership, alternative use or disposal as part of Cardiff's Budget proposals.

32. Other local community buildings suggested included:

- Rumney Memorial Hall, Eastern Leisure Centre, Llanrumney Forum / Hub / Health Centre and Church halls – these options were not considered viable for a number of reasons including access issues, and availability of space.
- Rumney Health centre was also proposed. There would be potential to include some library provision including sessions operated by the Neighbourhood Librarian and some Advice Services however space is limited and therefore this would not be an ideal location.

Community Partnership Hub in Rumney

33. Overall the Rumney Youth Centre on Llanstephan Road is the best alternative site for service provision in the area. The building is an 8-9 minute walk from the current library, or an average 5 minute journey involving one bus (number 45). It is also next to Greenway Primary School allowing easy access to the local children. The building is situated close to council housing stock and would be an appropriate location for the provision of housing and benefit advice.

34. The space available at Rumney Youth Centre (566 square metres) is larger than Rumney Library (421.9 square metres). This extra space provides more opportunities to bring together multiply services together in one building.

35. There is considerable space within the building which could allow for a range of service provision including a library book collection, an area for the Neighbourhood development librarian to provide outreach services such as Rhymetime and Storytime sessions. Public Access ICT could be provided in the building and it may be possible to offer Into Work advice, digital inclusion sessions and services from other partner organisations such as CAB. Adult Community Learning classes could be delivered from the site, which would be tailored to the needs of the community. This includes acknowledging the needs of older residents in the area and providing learning for leisure courses aimed at that client group. There would also be space for some Youth provision and for community meetings and events to take place out of working hours.

36. Continued engagement with the residents and community groups will take place to ensure that the full range of services that will be provided from the new Partnership Hub are those that best meet the needs of that area.

37. Some space within the building could be rented to partner organisations helping to offset the running costs of the building. Cardiff Third Sector Council (C3SC), the Communities First provider in the area, have

expressed an interest in renting part of the Youth Centre and in basing their staff in the building. This could offset some of the running costs.

38. C3SC have also expressed an interest in being involved in developing a partnership hub in the Youth Centre alongside the Council and in helping to develop community involvement in the running of the building over time. During the consultation considerable interest was expressed by residents in Rumney in volunteering. Discussion is underway with C3SC about how to encourage this activity; this could include jointly funding a volunteer co-ordinator.
39. This partnership hub approach would extend the services available in the Rumney area. This type of partnership approach would not be possible in the Library building due to the limited space available.

Local Member consultation

40. Local Members have been advised of the proposal and a discussion was held with one Member. There was a strong view during that discussion that there should be a sustainable library service in the Hub with assistance on hand particularly for the elderly. Also that any capital released from the sale of the library should be reinvested in the Hub building. Should the proposal be agreed further consultation would take place with local ward members and the local community about the detail of the service provision and about any other changes needed to make the building fully accessible.

Reasons for Recommendations

41. Taking into account the strong feeling among the community that services should be provided in the local area it is proposed that a Partnership Hub should be established in the current Youth Centre building, the community's preferred alternative venue, which has the space to accommodate a range of activity. The existing library building would remain open until the partnership hub was established.
42. Rumney Library building is owned by the Council (freehold), it is proposed that the building is sold on the open market. The original proposal was that money from the sale of Rumney Library could be reinvested in the remodelling of Llanrumney Hub to extend and improve Hub Services. However after listening to the views raised during the consultation it is proposed that these funds should be invested in the development of the Rumney partnership hub as the building does require some upgrading and maintenance and some reconfiguration will be needed to meet the new requirements. Closure of the library building would generate revenue savings of approximately £101,000.

Financial Implications

43. The report proposes the transfer of library services from Rumney Library to Rumney Youth Centre. This will result in savings from the use of the library of £101k. While it is proposed that ultimately the building will be

self-sustaining with council services provided on an outreach basis, there will be some initial operation costs while the building community capacity takes place. Further work is underway to identify these costs and in the short term these would need to be met from within existing revenue budgets.

44. Minor works are proposed to the Llanrumney Hub in order to extend and improve hub services. Whilst capital funding exists in the form of the Councils Capital Programme for Hubs, any such works will need to be managed within the overall budget available. The report does not quote the estimated costs involved in ensuring the youth centre building is suitable for use. In any case this should not exceed the value of the open market disposal proceeds received from the disposal of the Rumney Library Site. In order to avoid the ongoing costs of holding property, it is essential that transfer of services and disposal takes place as soon as possible.

Legal Implications

45. Consultation gives rise to the legitimate expectation that the outcome of the consultation will be considered in terms of determining the way forward. The Cabinet is therefore required to genuinely and conscientiously consider the responses to the consultation process and have proper regard to them when making any decision in relation to the subject matter of that consultation.
46. The Council also 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.
47. 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
48. An Equality Impact Assessment has been undertaken to assist the decision maker in ensuring that he/she is making proportionate and rational decisions having due regard to the public sector equality duty.
49. The decision maker must consider and have due regard to the Equality Impact Assessment prior to making the decisions recommended in the report.

50. Any disposal of land must be for best consideration in accordance with the Local Government Act 1972.
51. The proposals have been developed in accordance with the duties on the Council pursuant to section 2 (the general duty to secure continuous improvement in the exercise of its functions) and section 12 (duty in respect of considering use of powers of collaboration) of the Local Government (Wales) Measure 2009.

HR implications

52. There are three FTE working at Rumney Library who will be affected by the proposal. Initial consultation has taken place with Trade Unions and affected staff and this will be followed up once a decision has been made. Appropriate corporate processes will be instigated to manage either voluntary severance or redeployment of these employees.

Equality Implications

53. An Equality Impact Assessment of these proposals is contained at appendix 2. Consideration has been given to accessibility concerns raised during the consultation process and the need to provide services in the local area. In the development of proposals for alternative services in the partnership hub consideration has been given to location and funding set aside to ensure accessibility.

RECOMMENDATIONS

The Cabinet is recommended to:

1. agree the approach to future service provision in the Cardiff East.
2. agree to extend the St Mellons Hub and further develop the services available in the Llanrumney Hub.
3. agree the creation of a Community Partnership Hub and to delegate authority to the Director of Communities, Housing & Customer Services in consultation with the Cabinet Member for Community Development, Co-operatives and Social Enterprise, to develop plans for the development of a Partnership Hub based in the Rumney Youth Centre building; including further consultation with the community on the services to be provided. The current library building will remain open until the Partnership Hub has been established and would then be sold on the open market. The proceeds from the sale would be reinvested in the new partnership Hub in Rumney.

SARAH MCGILL

Director

13 March 2015

The following Appendices are attached:

- Appendix 1 Consultation Report
- Appendix 2 Equality Impact Assessment
- Appendix 3 Map of buildings within the Rumney Area



Ask Cardiff

**Cardiff East
Consultation Report**

2015

Appendix 1





Cardiff Research Centre is part of the Council's Policy, Partnerships & Citizen Focus service. We strive to deliver key research, information and consultation services for Cardiff Council and its partner organisations.

Services include:

- Collection, analysis and interpretation of primary survey data;
- Analysis and interpretation of a wide range of secondary demographic and socio-economic data including the Census and in-depth economic impact assessments;
- Specialised studies on a wide range of topics including social, economic and demographic data sources and their uses;
- Quantitative and qualitative research and consultation projects;
- The Cardiff Citizens' Panel;
- Focus Group facilitation;
- Advice and support on all aspects of research including survey & questionnaire design , &
- GIS thematic & schematic mapping services.

For further information on consultation and surveys please contact:

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2015

Background

On 18th September 2014 Cabinet gave authority to the Director of Communities, Housing and Customer service in consultation with the Cabinet Member for Communities, Housing and Social Justice to carry out public consultation and, subject to the outcome of that consultation, to develop the full business case for the proposal to close Rumney Library. It is proposed that some services will still be provided in the local area in other community buildings, while others will transfer to Llanrumney and St. Mellon's community hubs. Funds from the sale of this building would allow the remodelling of Llanrumney hub. However, without the sale of the building, there will be no funds to carry out the works required.

Methodology

Public consultation on the proposal took place between 13th October and 10th November. Twelve drop-in sessions were held in the three affected areas:

- Rumney Library
 - Monday 13th October 10am -1pm
 - Wednesday 15th October 2pm – 5pm
 - Monday 3rd November 5pm - 7pm
 - Saturday 8th November - 9:30am – 1pm

- Llanrumney Hub
 - Thursday 16th October 2pm - 4pm
 - Tuesday 21st October 10am – 1pm
 - Friday 7th November 5pm - 7pm
 - Saturday 8th November – 9:30am - 1pm

- St. Mellons Hub
 - Friday 17th October 10am – 1pm
 - Monday 20th October 2pm – 4pm
 - Thursday 6th November 5pm - 7pm
 - Saturday 8th November 9:30am - 1pm

Paper copies of the survey were available in each of the three venues, plus copies were distributed to local shops, schools and community groups; in addition, a stakeholder meeting, visits to local primary schools and visits to other community buildings and community groups in the Rumney, Llanrumney and St Mellons areas were undertaken during the consultation period.

The consultation was widely promoted through two separate leaflet drops to all households in the Rumney, Llanrumney and St. Mellons areas, via social media, and on the Cardiff Council, Ask Cardiff and community partnership websites. Links to the online survey were emailed to Library and Active Card holders, plus members of the Citizens'

Cardiff East Consultation

Panel who were resident in Cardiff East. A summary of all activities related to the Cardiff East consultation are appended to this report.

Responses were cleaned and validated prior to analysis; a total of 1,039 valid responses were received.

Executive Summary

- A total of 1,039 valid responses were received
- 88.0% of respondents lived in the area. Of these, 50.8% lived in Rumney, 25.1% in St. Mellons, and 24.1% in Llanrumney
- 40.5% of respondents reported they had used the St. Mellons Hub
 - 84.7% of those resident in St. Mellons reported they had used the facility
 - Of the services available in the St. Mellons Hub, the most-commonly used were the library service (77.6%), collecting waste/recycling bags (48.4%), and Internet access & online services (41.3%)
 - 54.2% used the St. Mellons Hub at least once a week; over half (55.4%) travelled to the Hub by car
- 43.5% of respondents reported they had used the Llanrumney Hub
 - 88.0% of those resident in Llanrumney reported they had used the facility
 - Of the services available in the Llanrumney Hub, the most-commonly used were the library service (76.8%), Housing, Council Tax & benefits advice (38.3%), and Internet access & online services (38.1%)
 - 42.0% used the Llanrumney Hub at least once a week; over half (56.0%) travelled to the Hub by car
- 62.8% of respondents reported they had used Rumney Library
 - 92.3% of those resident in Rumney reported they had used the facility
 - Of the services available in Rumney Library, the most-commonly used were borrow books/other library services (88.4%), collecting waste/recycling bags (57.1%), and Internet access & online services (49.7%)
 - 56.4% used Rumney Library at least once a week; two-thirds (65.9%) walked to the venue
- Respondents were asked which services they would be likely to use in the refurbished St Mellons and Llanrumney Hubs. The most popular responses were:
 - Collecting waste & recycling bags (49.6%)
 - Community events (41.8%)
 - Basic computer skills (38.7%)
- Respondents reported they would be most likely to use the Community Hubs on weekdays during office hours, typically between 9am and 1pm
- When asked if they agreed with the proposal to close Rumney Library, with the money from the sale of the building being re-invested in Llanrumney Hub, 43.9% of those who expressed an opinion supported the proposal, compared with 56.1% against
- Four in five respondents resident in Rumney were against the proposal (80.7%)

Cardiff East Consultation

- Of those giving an answer, 33.6% indicated they would be likely to use Llanrumney Hub should Rumney Library be closed; 29.3% would use the St. Mellons Hub
- Almost three-quarters (71.2%) would like to see library services in Rumney continued within local community buildings
- 155 respondents indicated they would be interested in taking part in a community group to discuss progress and help inform the changes proposed to services in Cardiff East; 119 expressed an interest in volunteering to work with service users. A total of 158 individuals left their contact details

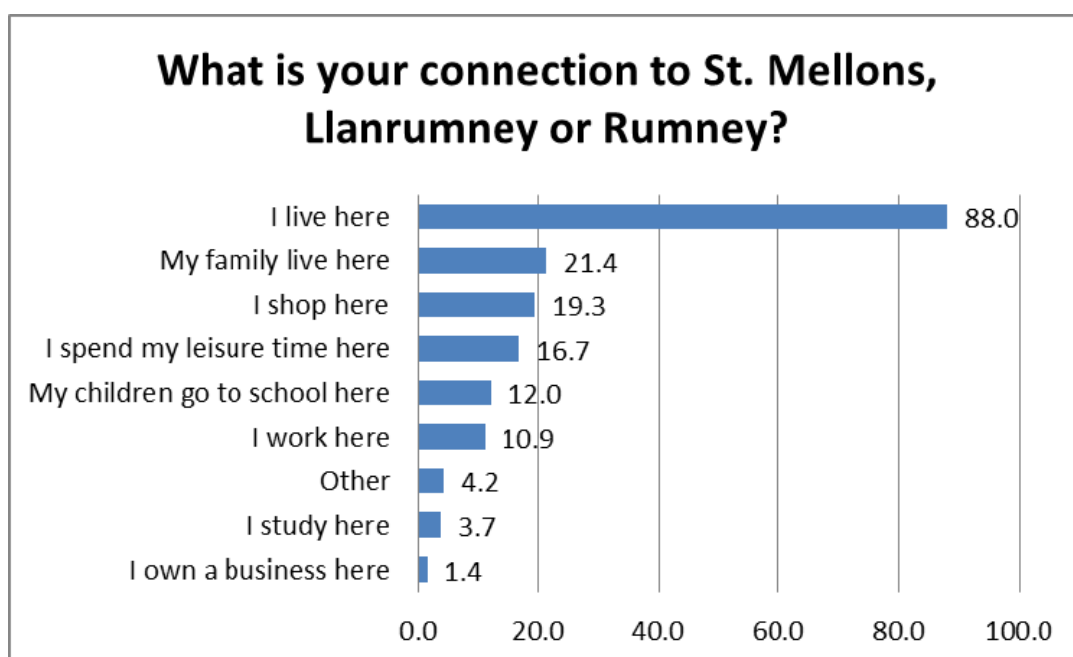
Research Findings

Q.1. What is your connection to St. Mellons, Llanrumney or Rumney?

1,035 respondents answered this question (multiple responses could be given), giving a total response rate of 99.6%.

Most respondents (88.0%) lived in the Cardiff East area.

	Number	%
I live here	911	88.0
My family live here	221	21.4
I shop here	200	19.3
I spend my leisure time here	173	16.7
My children go to school here	124	12.0
I work here	113	10.9
I study here	38	3.7
I own a business here	15	1.4
Other	43	4.2



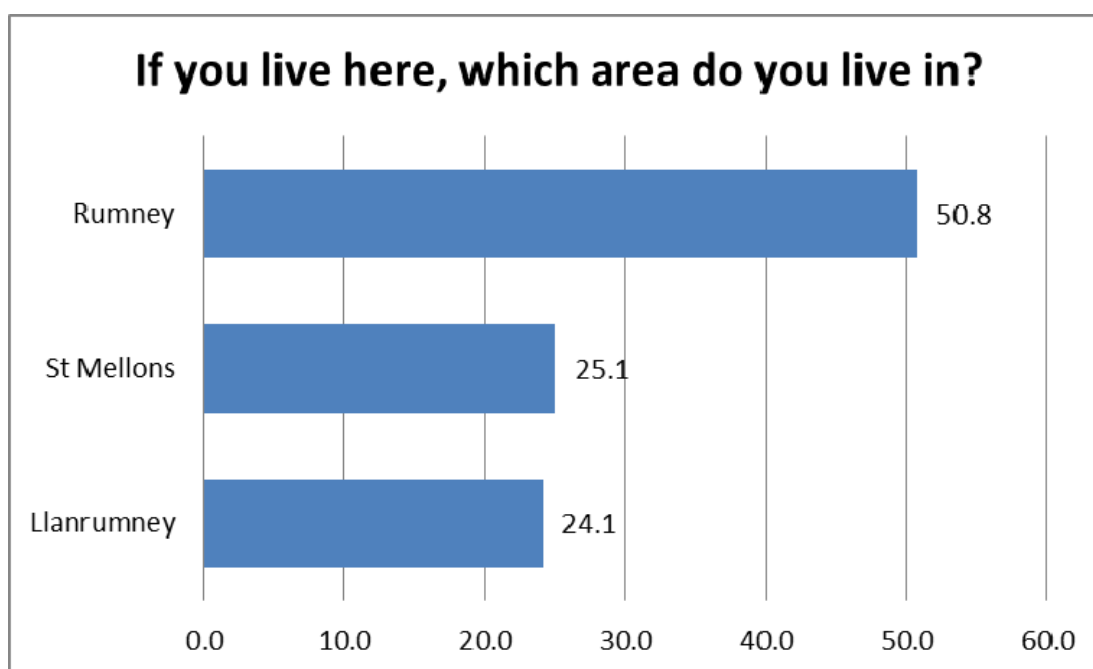
Base = All respondents (1,035)

Q.1a) If you live here, which area do you live in?

870 respondents answered this question, giving a total response rate of 83.7%.

Of those giving an answer to this question, half were from the Rumney area (50.8%), and a quarter from St. Mellons (25.1%) and Llanrumney (24.1%) respectively.

	Number	%
Llanrumney	210	24.1
Rumney	442	50.8
St Mellons	218	25.1



Base = All respondents living in the area (870)

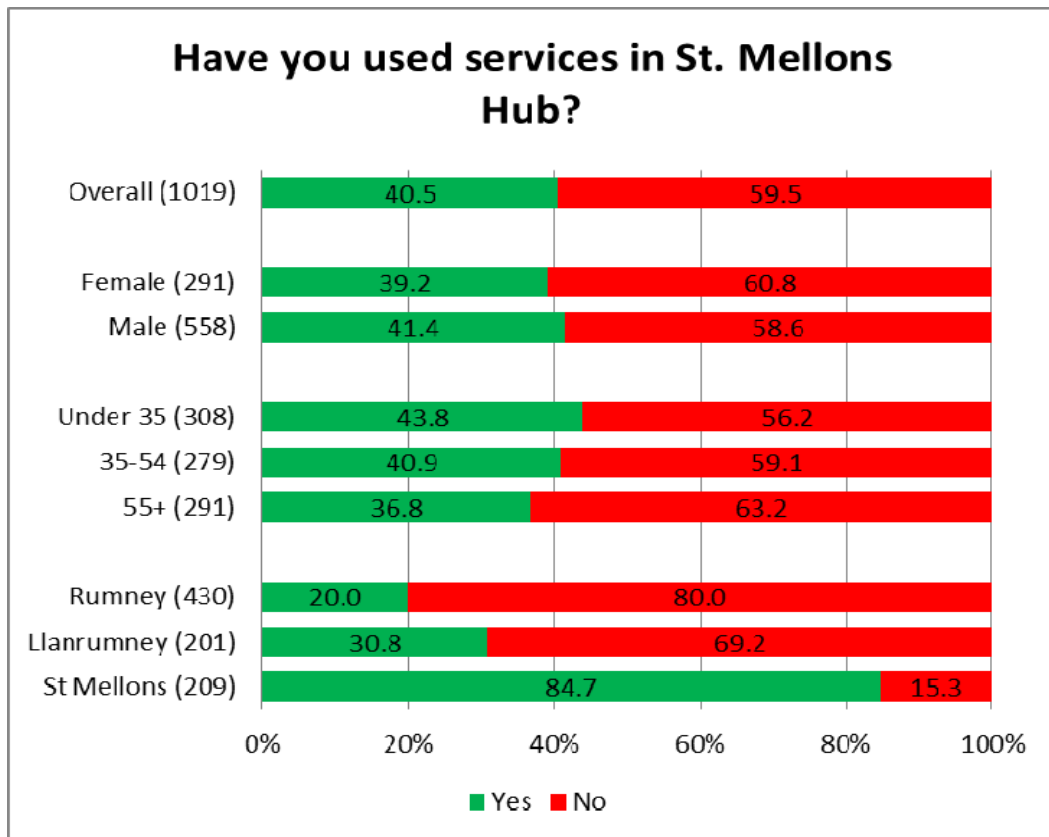
Q.2. Have you used services in St. Mellons Hub?

1,019 respondents answered this question, giving a response rate of 98.1%

Overall, two in five respondents (40.5%) stated that they use St. Mellons Hub.

Those living in St. Mellons were significantly more likely to use the Hub than those living elsewhere.

		Yes		No	
	Base	Number	%	Number	%
Overall	1,019	413	40.5	606	59.5
Female	291	114	39.2	177	60.8
Male	558	231	41.4	327	58.6
Under 35	308	135	43.8	173	56.2
35-54	279	114	40.9	165	59.1
55+	291	107	36.8	184	63.2
Llanrumney	201	62	30.8	139	69.2
Rumney	430	86	20.0	344	80.0
St Mellons	209	177	84.7	32	15.3



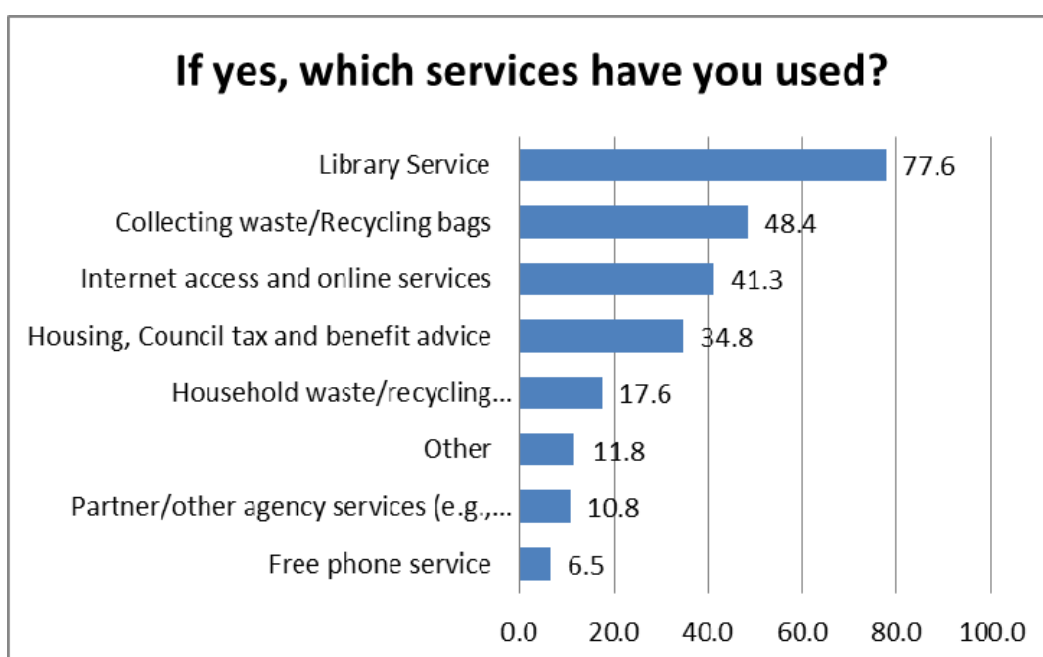
Base = All respondents (Base sizes shown in brackets)

Q.2a) If yes, which services have you used?

Those who reported using services in St. Mellons Hub were asked to specify which services. Of the 413 eligible to do so, 397 respondents answered this question, giving a response rate of 96.1%

The library was the most commonly used service at the St. Mellons Hub, with over three-quarters of respondents (77.6%) using this facility. A third (34.8%) reported using the Housing, Council Tax and Benefits advice service.

	Number	%
Library Service	308	77.6
Collecting waste/Recycling bags	192	48.4
Internet access and online services	164	41.3
Housing, Council tax and benefit advice	138	34.8
Household waste/recycling information	70	17.6
Partner/other agency services (e.g., CAB, Police surgeries)	43	10.8
Other	47	11.8
Free phone service	26	6.5



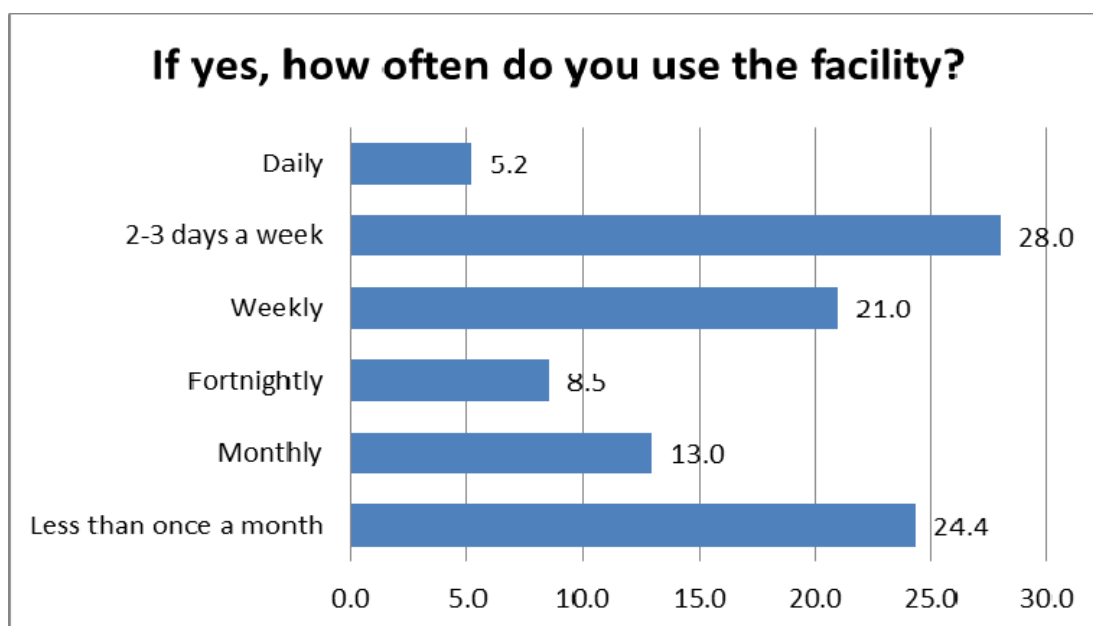
Base = All respondents (397)

Q.2b) If yes, how often do you use the facility?

Those who reported using services in St. Mellons Hub were asked to specify their frequency of use. Of the 413 eligible to do so, 386 respondents answered this question, giving a response rate of 93.5%

Over half (54.2%) of those using the St. Mellons Hub reported they did so at least once a week. A quarter (24.4%) used the Hub less than once a month.

	Number	%
Daily	20	5.2
2-3 days a week	108	28.0
Weekly	81	21.0
Fortnightly	33	8.5
Monthly	50	13.0
Less than once a month	94	24.4



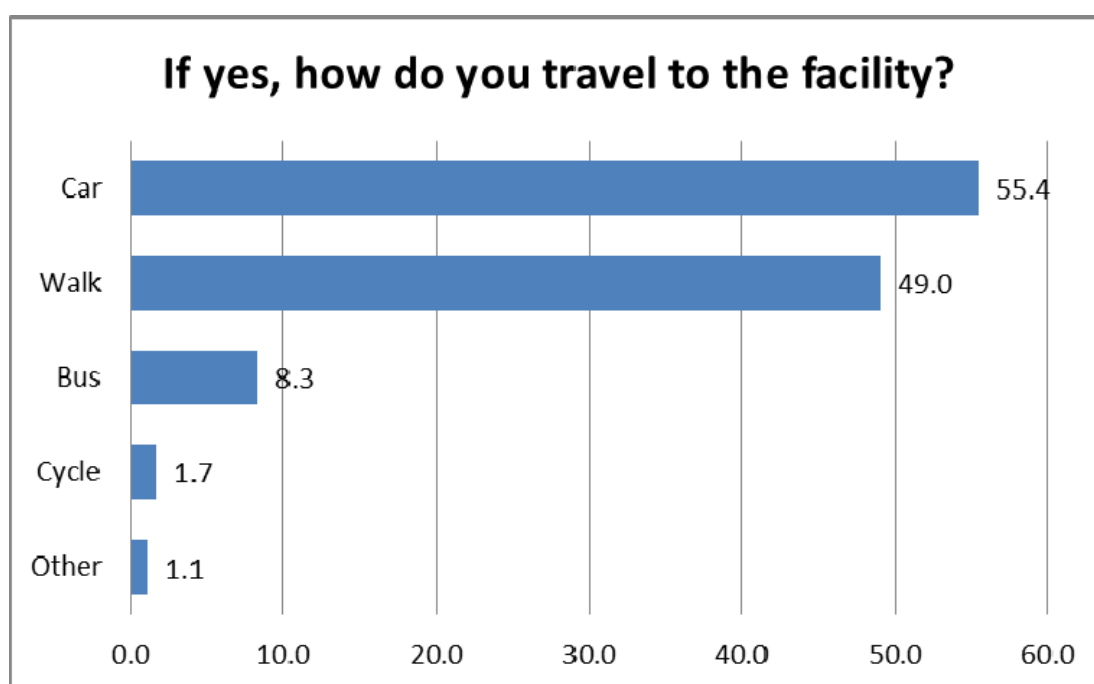
Base = All respondents (386)

Q2c) If yes, how do you travel to the facility?

Those who reported using services in St. Mellons Hub were asked to specify how they travelled to the facility (respondents were able to give multiple answers to this question). Of the 413 eligible to do so, 361 respondents answered this question, giving a response rate of 87.4%

Over half of those visiting the St. Mellons Hub travelled by car (55.4%), with slightly fewer (49.0%) reporting they walked to the facility.

	Number	%
Car	200	55.4
Walk	177	49.0
Bus	30	8.3
Cycle	6	1.7
Other	4	1.1



Base = All respondents (361)

Q3. Are there any other services you would like to see available at the St Mellons Hub?

50 respondents suggested other services they would like to see in the Hub, giving a total response rate of 12.1% of those who stated they had used the services in St Mellons Hub.

The answers given have been coded into the following categories:

[The examples stated below (*in Italics*) are verbatim quotes from respondents]

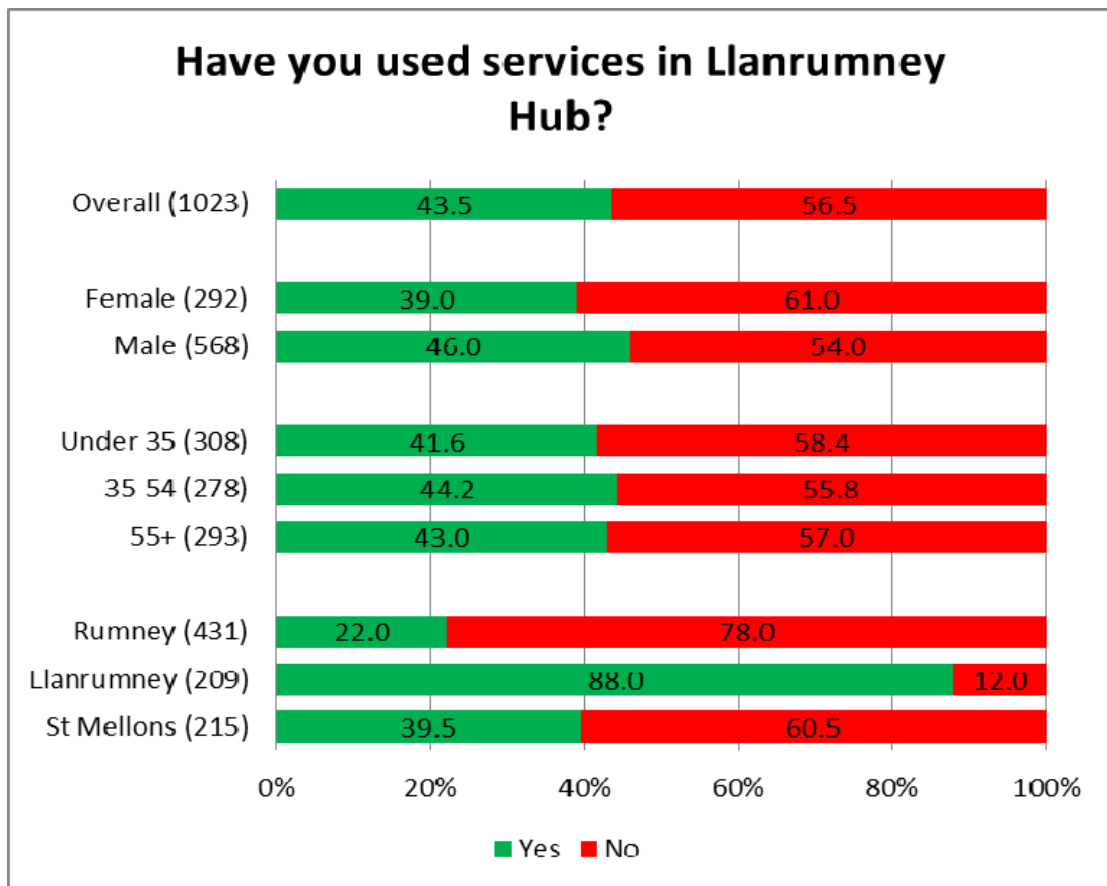
	Number	%
Services aimed at children	12	24.0
<ul style="list-style-type: none"> – <i>a parent and toddler get-together, more rhyme and story times</i> – <i>children's clubs / activities, childminder services</i> – <i>Youth specific services</i> – <i>Kids art and craft area</i> 		
Adult Education classes	11	22.0
<ul style="list-style-type: none"> – <i>skills training</i> – <i>computer classes</i> – <i>Welsh and other language courses</i> 		
Community facilities	5	10.0
<ul style="list-style-type: none"> – <i>Groups that are well advertised, e.g. a knitting group</i> – <i>Any that would benefit the local community</i> – <i>A large room for socialising</i> 		
Career support	4	8.0
<ul style="list-style-type: none"> – <i>Careers support: Feedback on CV's etc (not just for school leavers)</i> – <i>job centre services</i> 		
Advice services	3	6.0
<ul style="list-style-type: none"> – <i>Money and Debt advice</i> 		
Meeting rooms	3	6.0
<ul style="list-style-type: none"> – <i>A large room for socialising</i> 		
New/more books	3	6.0
<ul style="list-style-type: none"> – <i>Better range of books</i> 		
Public toilets	3	6.0
<ul style="list-style-type: none"> – <i>Public Toilets- Number one priority!</i> 		
Longer opening hours	2	4.0
<ul style="list-style-type: none"> – <i>Be open later hours and keep kids off the streets.</i> 		
Police presence	2	4.0
<ul style="list-style-type: none"> – <i>What about a police hub?</i> 		
Miscellaneous	12	24.0
<ul style="list-style-type: none"> – <i>Reference section, encyclopaedias, dictionaries etc</i> – <i>swimming pool</i> – <i>quiet work area</i> – <i>Food bank for the local community</i> 		

Q4. Have you used the services in Llanrumney Hub?

1,023 respondents answered this question, giving a response rate of 98.5%

Overall, over two in five respondents (43.5%) stated that they use Llanrumney Hub. Those living in Llanrumney were significantly more likely to use this facility than those living in other areas.

		Yes		No	
	Base	Number	%	Number	%
Overall	1,023	445	43.5	578	56.5
Male	568	261	46.0	307	54.0
Female	292	114	39.0	178	61.0
Under 35	308	128	41.6	180	58.4
35-54	278	123	44.2	155	55.8
55+	293	126	43.0	167	57.0
Llanrumney	209	184	88.0	25	12.0
Rumney	431	95	22.0	336	78.0
St Mellons	215	85	39.5	130	60.5



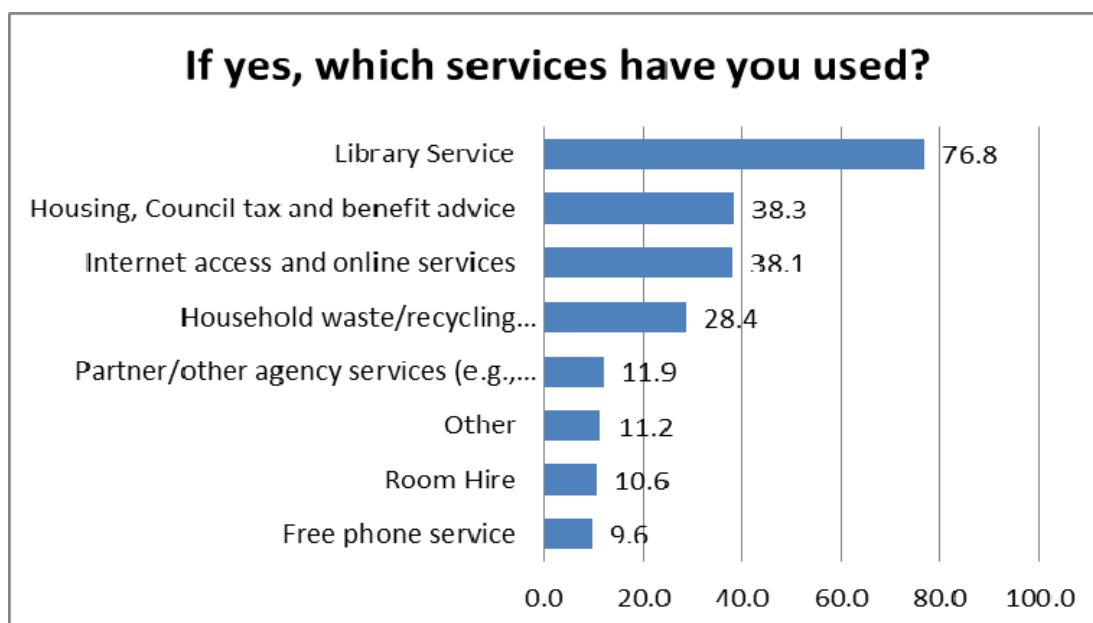
Base = All respondents (Base sizes shown in brackets)

Q.4a) If yes, which services have you used?

Those who reported using services in Llanrumney Hub were asked to specify which services. Of the 445 eligible to do so, 436 respondents answered this question, giving a response rate of 98.0%

Three-quarters (76.8%) of those using the Llanrumney Hub reported they used the library service; almost two in five (38.3%) used the Housing, Council Tax & Benefit advice service.

	Number	%
Library Service	335	76.8
Housing, Council tax and benefit advice	167	38.3
Internet access and online services	166	38.1
Household waste/recycling information	124	28.4
Partner/other agency services (e.g., CAB, Police surgeries)	52	11.9
Other	49	11.2
Room Hire	46	10.6
Free phone service	42	9.6



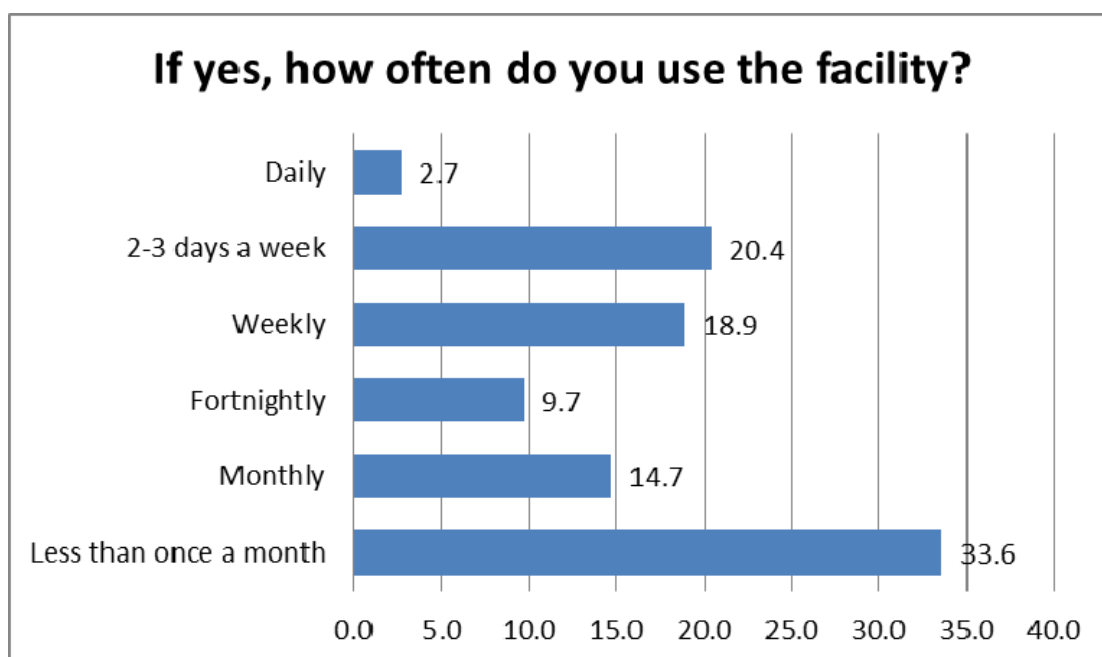
Base = All respondents (436)

Q.4b) If yes, how often do you use the facility?

Those who reported using services in Llanrumney Hub were asked to specify their frequency of use. Of the 445 eligible to do so, 402 respondents answered this question, giving a response rate of 90.3%

Around two in five (42.0%) of those using the Llanrumney Hub did so at least once a week. A third (33.6) used the Hub less than once a month.

	Number	%
Daily	11	2.7
2-3 days a week	82	20.4
Weekly	76	18.9
Fortnightly	39	9.7
Monthly	59	14.7
Less than once a month	135	33.6



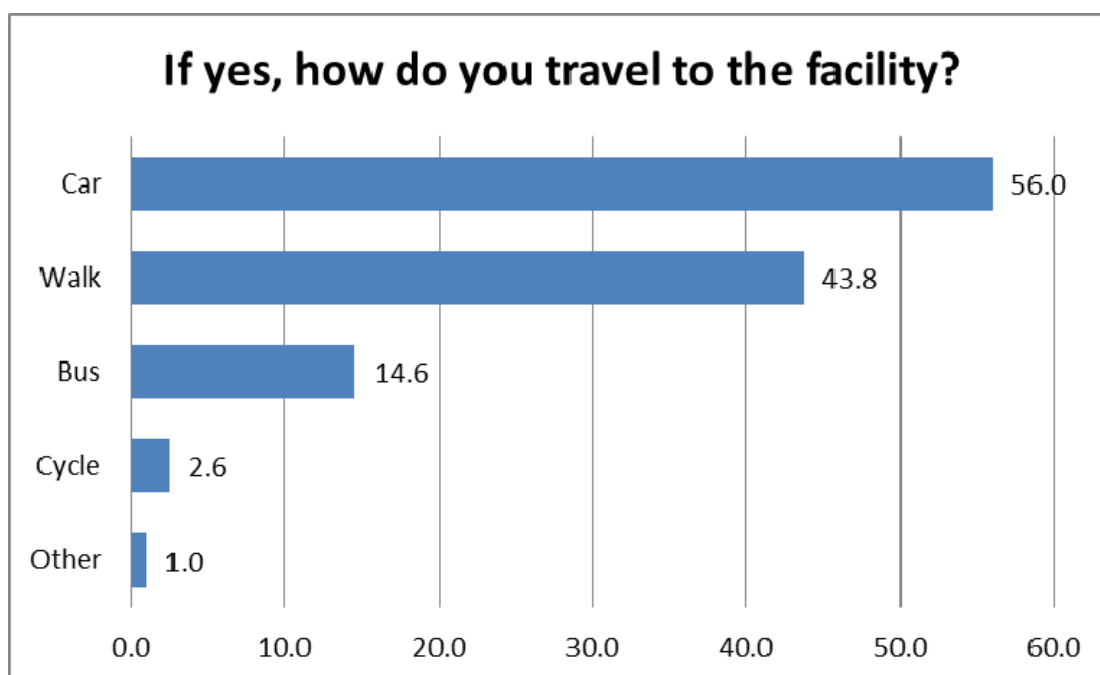
Base = All respondents (402)

Q4c) If yes, how do you travel to the facility?

Those who reported using services in Llanrumney Hub were asked to specify how they travelled to the facility (respondents were able to give multiple answers to this question). Of the 445 eligible to do so, 384 respondents answered this question, giving a response rate of 86.3%

Over half of those visiting the Llanrumney Hub travelled by car (56.0%), with just over two in five (43.8%) reporting they walked to the facility.

	Number	%
Car	215	56.0
Walk	168	43.8
Bus	56	14.6
Cycle	10	2.6
Other	4	1.0



Base = All respondents (384)

Q5. Are there any other services you would like to see available at the Llanrumney Hub?

63 respondents suggested other services they would like to see in the Hub, giving a total response rate of 14.2% of those who stated they had used the services in Llanrumney Hub.

The answers given have been coded into the following categories:

[The examples stated below (*in Italics*) are verbatim quotations from respondents]

	Number	%
Services aimed at children	11	17.5
<ul style="list-style-type: none"> – <i>Baby Massage was very good when I had my daughter but they no longer do it.</i> – <i>Arts and crafts for 6+ on Saturdays</i> – <i>More youth services</i> – <i>Mother & toddler group</i> 		
Activities for the elderly	6	9.5
<ul style="list-style-type: none"> – <i>Social Events, coffee mornings, suitable services for our age</i> – <i>Over 60's club, e.g. fitness or social run by possibly volunteers</i> 		
Adult Education classes	6	9.5
<ul style="list-style-type: none"> – <i>Adult courses</i> – <i>Courses that run on the weekend for people that work in the week</i> – <i>Regular first aid courses for parents with small babies / Children. Health & Safety courses.</i> 		
New/more books	5	7.9
<ul style="list-style-type: none"> – <i>Better range of books</i> – <i>More Audio books</i> 		
Better/more computers	5	7.9
<ul style="list-style-type: none"> – <i>Upgrade their Computers</i> – <i>More computers</i> 		
Community activities/facilities	4	6.3
<ul style="list-style-type: none"> – <i>A community centre which was promised to the residents of Llanrumney</i> – <i>More support groups, more advertising about it; currently have to go to Canton for that.</i> 		
Police presence	4	6.3
<ul style="list-style-type: none"> – <i>maybe a police advice centre</i> – <i>more police access points as the PCSOs are excellent</i> 		
Advice services	3	4.8
<ul style="list-style-type: none"> – <i>Citizens Advice</i> 		
Better use of upstairs space	2	3.2
<ul style="list-style-type: none"> – <i>Greater use of the upstairs area - currently a waste of space</i> 		
Career support	2	3.2
<ul style="list-style-type: none"> – <i>More job services- help getting a job</i> 		
Meeting rooms	2	3.2

– <i>A room big enough for what we want and that is reasonably priced</i>		
Public toilets	2	3.2
– <i>Toilets - public access</i>		
Miscellaneous	18	28.6
– <i>In the Star centre they have gymnastics, library, drama & street dance all in one facility. They do not do any of this in Llanrumney where I live</i>		
– <i>Cash Point</i>		
– <i>Refreshments</i>		
– <i>New Business Support</i>		
– <i>credit union</i>		

Q6. Which services would you be likely to use in the refurbished St. Mellons and Llanrumney Hubs?

641 respondents answered this question, giving a response rate of 61.7%

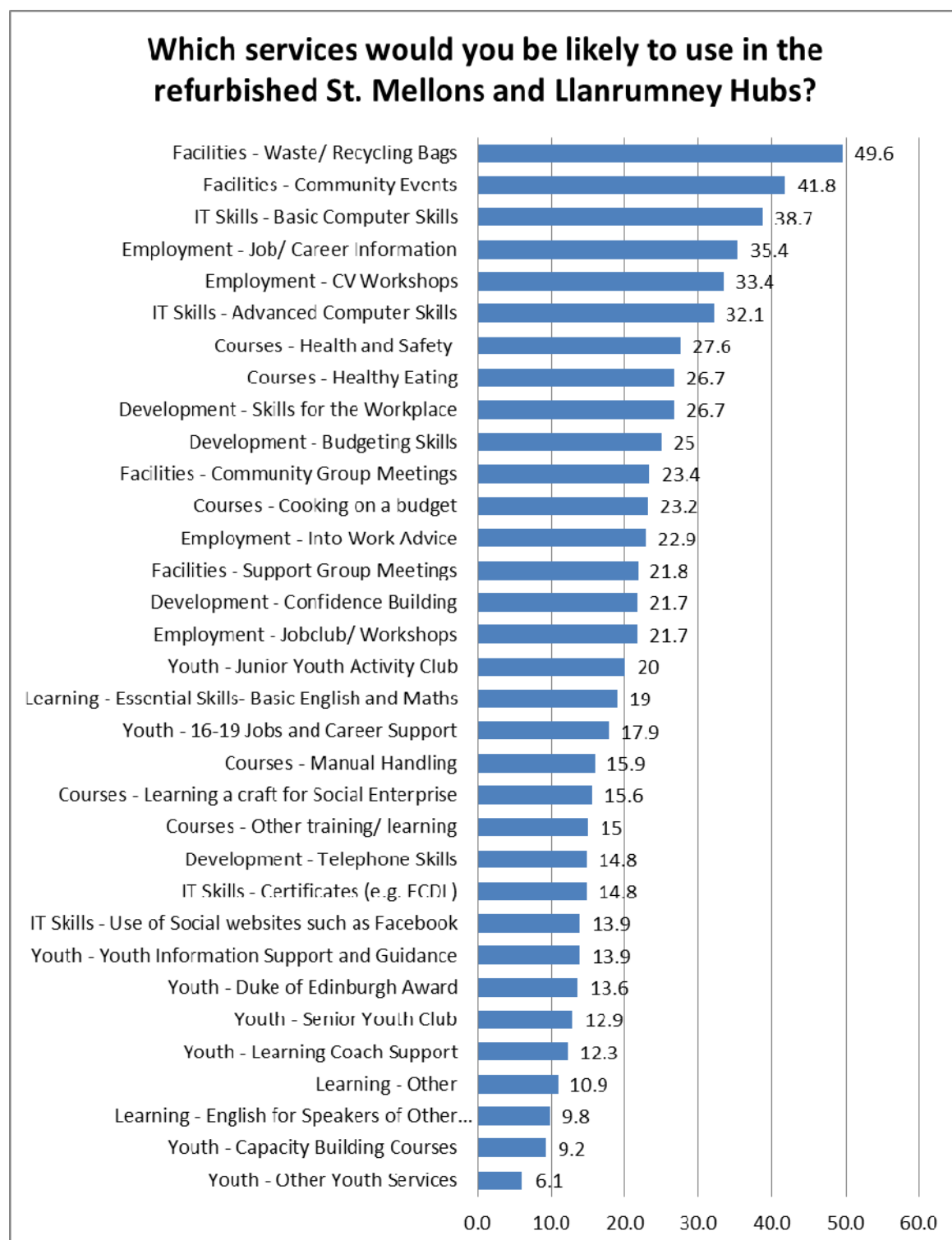
Respondents were presented with a list of services which may be available in the refurbished Hubs in St. Mellons and Llanrumney Hub, and asked to indicate which they would be likely to use. These came under the following headings, plus the opportunity to suggest any other services that may be of interest:

- Youth services
- Employment Support
- Learning
- Computer/IT skills
- Personal Development
- Other Courses
- Other Facilities/ events

The services respondents reported they would be most likely to use were:

- Waste & recycling bags (49.6%)
- Community events (41.8%)
- Basic computer skills (38.7%)

	Number	%
Q6a) Youth Services		
16-19 Jobs and Career Support	115	17.9
Capacity Building Courses	59	9.2
Learning Coach Support	79	12.3
Junior Youth Activity Club	128	20.0
Senior Youth Club	83	12.9
Duke of Edinburgh Award	87	13.6
Youth Information Support and Guidance	89	13.9
Other Youth Services	39	6.1
Q6b) Employment Support		
Job/ Career Information	227	35.4
CV Workshops	214	33.4
Job club/ Workshops	139	21.7
Into Work Advice including help with job searches, applications and interview skills.	147	22.9
Q6c) Learning		
English for Speakers of Other Languages	63	9.8
Essential Skills- Basic English and Maths	122	19.0
Other	70	10.9
Q6d) Computer/ IT skills		
Basic Computer Skills	248	38.7
Certificates like European Computer Driving Licence (ECDL)	95	14.8
Advanced Computer Skills	206	32.1
Use of Social websites such as Facebook	89	13.9
Q6e) Personal Development		
Budgeting Skills	160	25.0
Confidence Building	139	21.7
Telephone Skills	95	14.8
Skills for the Workplace	171	26.7
Q6f) Other Courses		
Health and Safety	177	27.6
Cooking on a budget	149	23.2
Healthy Eating	171	26.7
Learning a craft for Social Enterprise	100	15.6
Manual Handling	102	15.9
Other training/ learning	96	15.0
Q6g) Other Facilities/ Events		
Community Events	268	41.8
Support Group Meetings	140	21.8
Community Group Meetings	150	23.4
Waste/ Recycling Bags	318	49.6



Base = All respondents (641)

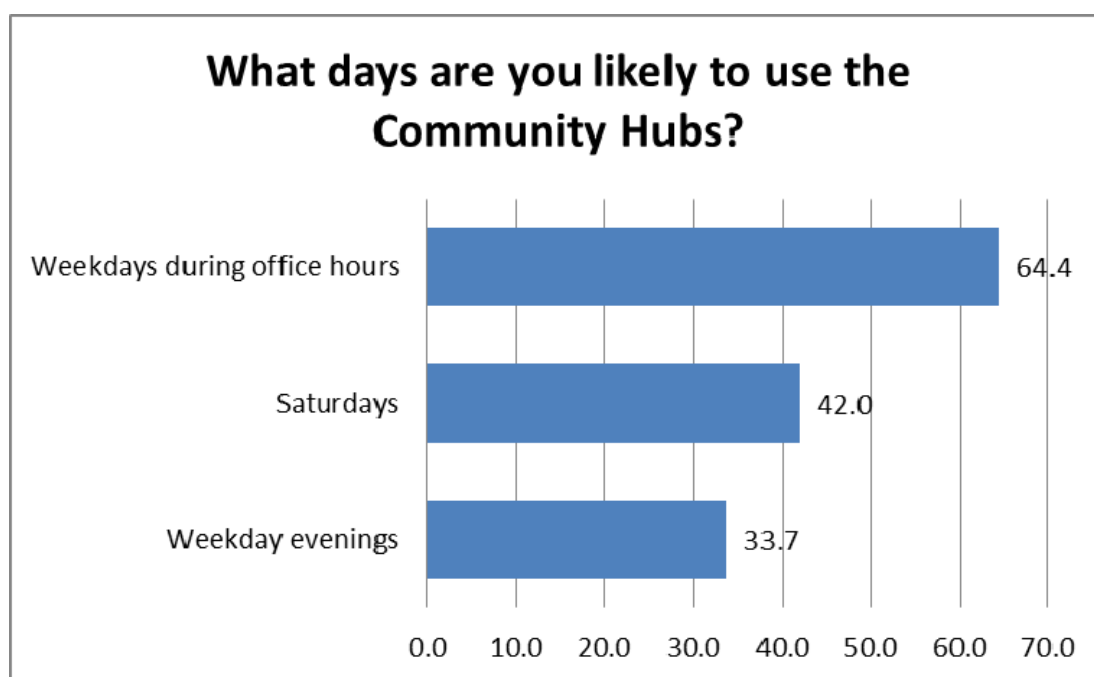
Q7. What days are you likely to use the Community Hubs?

Q8. What times of the day are you likely to use the Community Hubs?

576 respondents answered Q7, and 600 respondents answered Q8, giving response rates of 55.4% and 57.7% respectively.

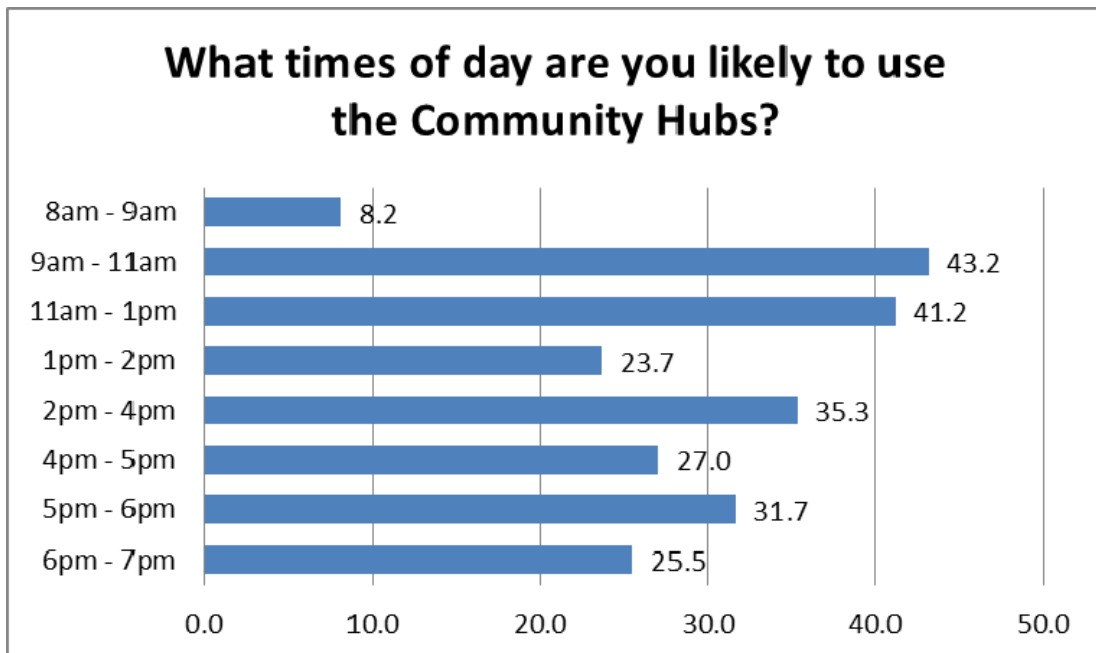
Respondents indicated they would most likely to use the Hubs ‘Weekdays during office hours’ (64.4%); when asked to state a timeslot the most frequent timeslot was 9am-11am (43.2%), with a similar percentage suggesting 11am-1pm (41.2%).

	Number	%
Weekdays during office hours	371	64.4
Weekday evenings	194	33.7
Saturdays	242	42.0



Base = All respondents (576)

	Number	%
8am-9am	49	8.2
9am-11am	259	43.2
11am-1pm	247	41.2
1pm-2pm	142	23.7
2pm-4pm	212	35.3
4pm-5pm	162	27.0
5pm-6pm	190	31.7
6pm-7pm	153	25.5



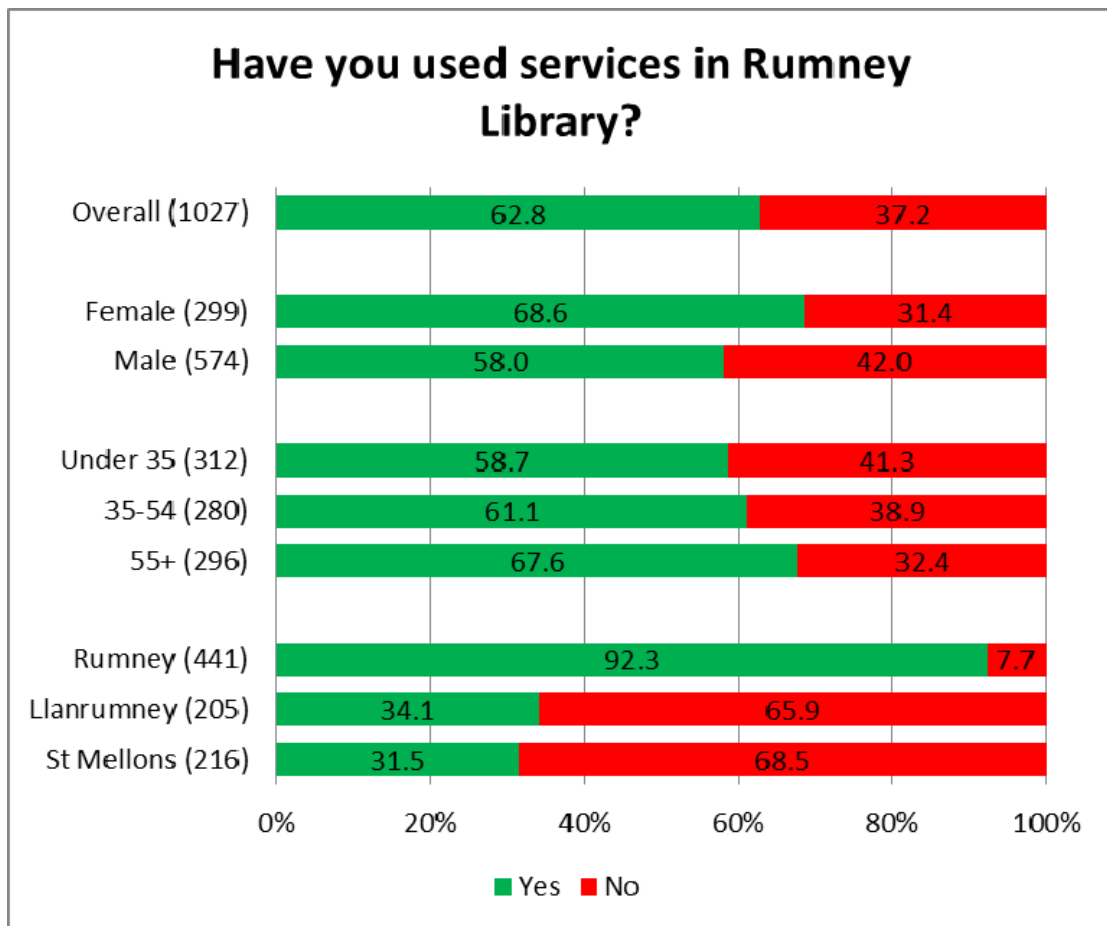
Base = All respondents (600)

Q.9. Have you used Rumney Library?

1,027 respondents gave an answer to this question giving a total response rate of 98.8%.

Overall, three in five respondents (62.8%) reported they use Rumney Library. Those living in Rumney were significantly more likely to use the venue than those living in other areas, with over nine in ten respondents from the area (92.3%) using the facility.

		Yes		No	
	Base	Number	%	Number	%
Overall	1,027	645	62.8	382	37.2
Female	299	205	68.6	94	31.4
Male	574	333	58.0	241	42.0
Under 35	312	183	58.7	129	41.3
35-54	280	171	61.1	109	38.9
55+	296	200	67.6	96	32.4
Llanrumney	205	70	34.1	135	65.9
Rumney	441	407	92.3	34	7.7
St Mellons	216	68	31.5	148	68.5



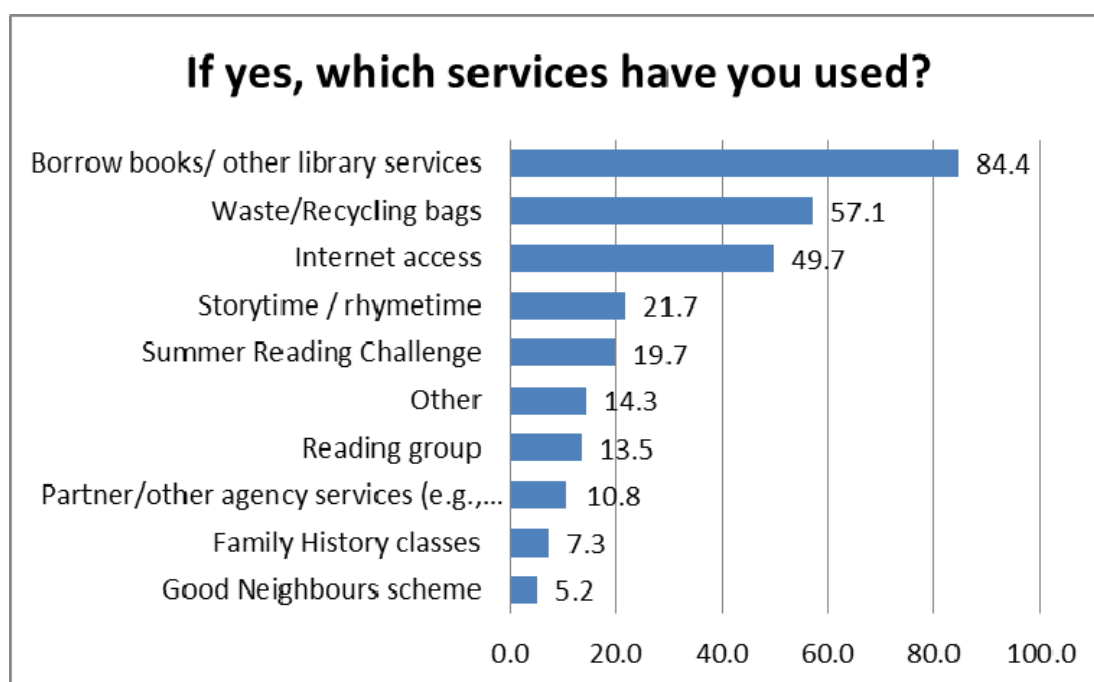
Base = All respondents (Base sizes shown in brackets)

Q9a. If yes, which services have you used?

Those who reported using services in Rumney Library were asked to specify which services. Of the 645 eligible to do so, 630 respondents answered this question, giving a response rate of 97.7%

The most commonly used service at Rumney library was borrowing books (84.4%), followed by Waste/Recycling bags (57.1%) and Internet access (49.7%)

	Number	%
Borrow books/ other library services	532	84.4
Waste/Recycling bags	360	57.1
Internet access	313	49.7
Storytime / Rhymetime	137	21.7
Summer Reading Challenge	124	19.7
Other	90	14.3
Reading group	85	13.5
Partner/other agency services (e.g., CAB, Police surgeries)	68	10.8
Family History classes	46	7.3
Good Neighbours scheme	33	5.2



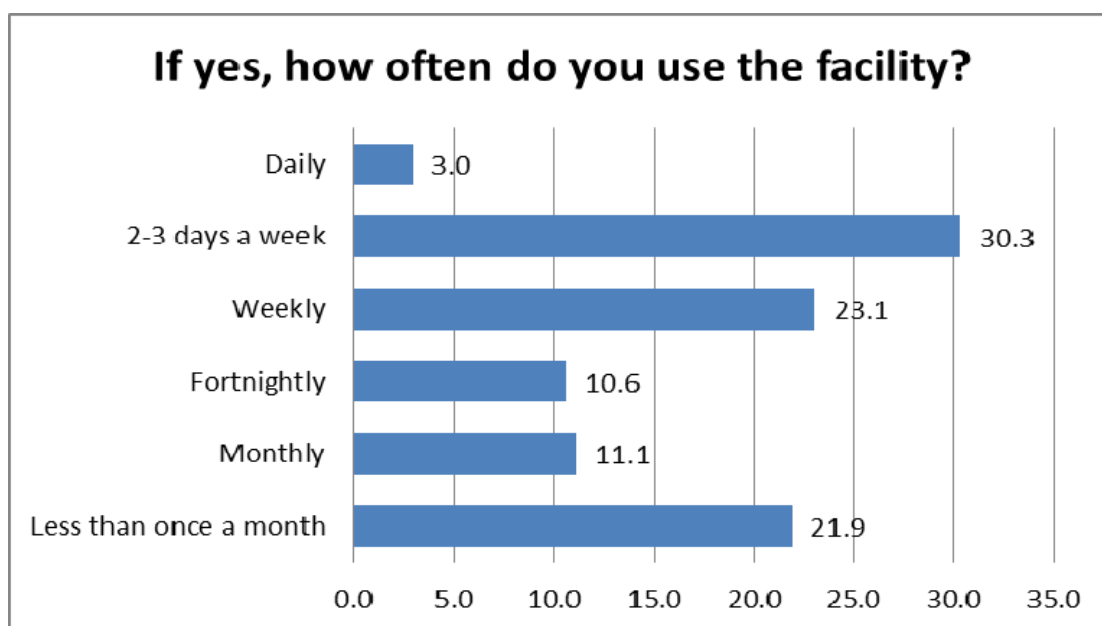
Base = All respondents (630)

Q.9b) If yes, how often do you use the facility?

Those who reported using services in Rumney Library were asked to specify their frequency of use. Of the 645 eligible to do so, 603 respondents answered this question, giving a response rate of 93.5%

Over half of those who used the facility did so at least once a week (56.4%). A fifth (21.9%) used Rumney library less than once a month.

	Number	%
Daily	18	3.0
2-3 days a week	183	30.3
Weekly	139	23.1
Fortnightly	64	10.6
Monthly	67	11.1
Less than once a month	132	21.9



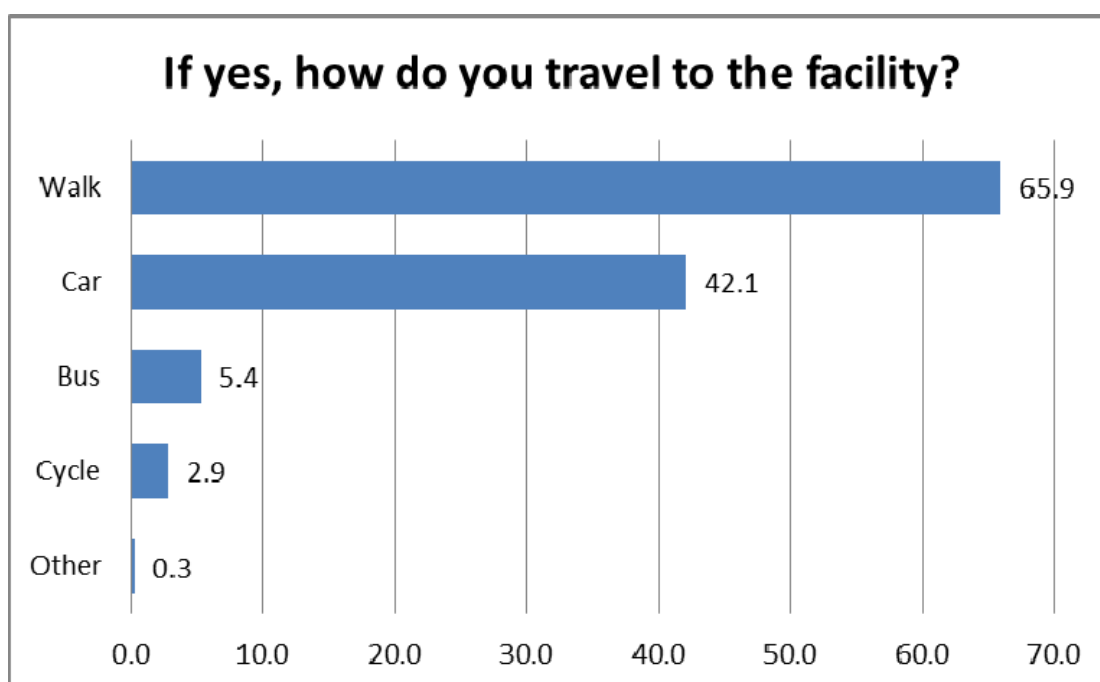
Base = All respondents (603)

Q9c) If yes, how do you travel to the facility?

Those who reported using services in Rumney Library were asked to specify how they travelled to the facility (respondents were able to give multiple answers to this question). Of the 645 eligible to do so, 596 respondents answered this question, giving a response rate of 92.4%

Two thirds of those using the library walked to the venue (65.9%), with two in five (42.1%) using their car.

	Number	%
Walk	393	65.9
Car	251	42.1
Bus	32	5.4
Cycle	17	2.9
Other	2	0.3



Base = All respondents (596)

Due to financial pressures the Council can no longer afford to run all existing buildings. It is therefore proposed that the Rumney Library with its low footfall and poor condition is closed and the building offered for sale. The money from the sale of the library could be reinvested into the remodelling of Llanrumney Hub to extend and improve Hub Services. As part of the changes some services would still be provided in the Rumney area in other community buildings and some would transfer St. Mellons and Llanrumney Hubs.

Q10. Do you agree with this proposal?

1,009 respondents gave an answer to this question, giving a total response rate of 97.1%.

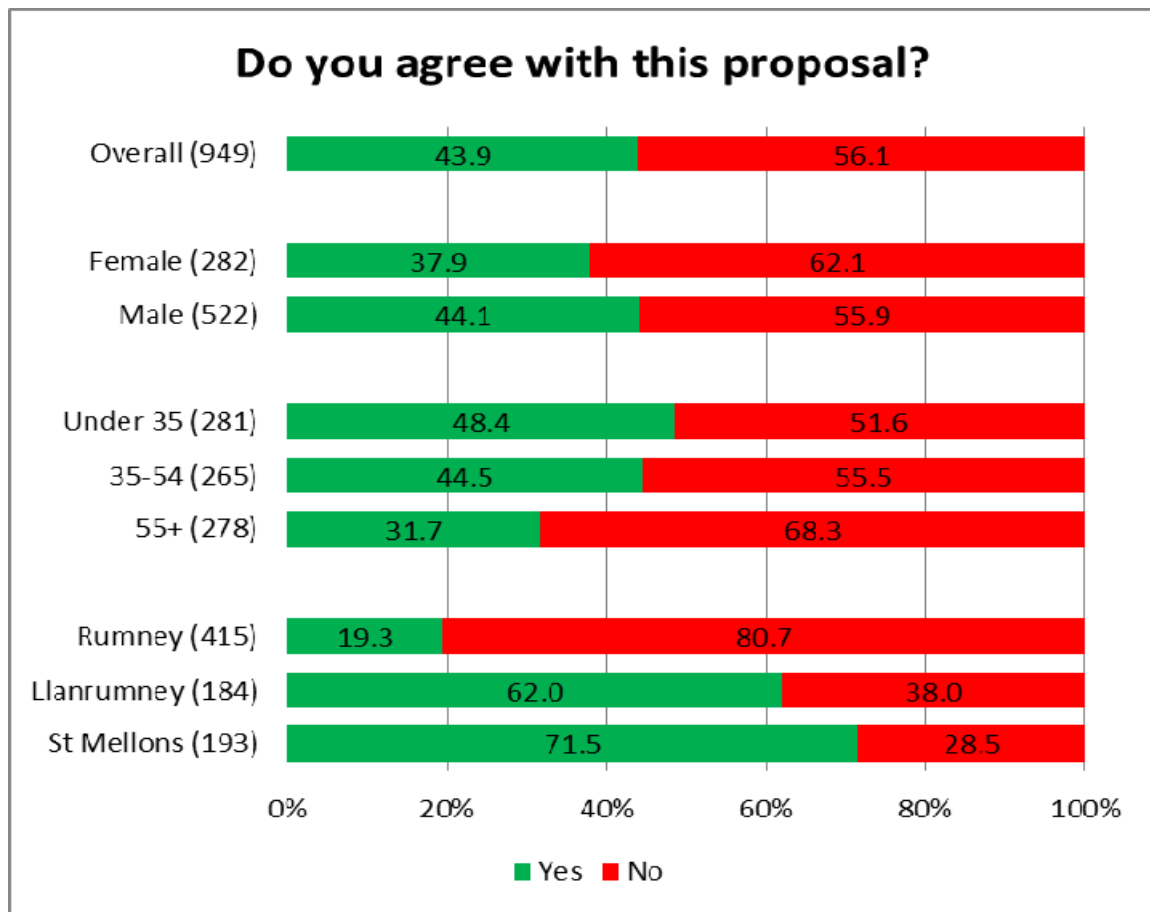
Overall, just over half (52.7%) of respondents stated that they did not agree with the proposal to close Rumney library. Those living in the Rumney area were significantly more likely to reject the proposal than those living elsewhere.

	Number	%
Yes	417	41.3
No	532	52.7
No opinion	60	5.9

Excluding the 'No opinion' responses, the percentage figures change to:

	Base	Yes		No	
		Number	%	Number	%
Overall	949	417	43.9	532	56.1
Male	522	230	44.1	292	55.9
Female	282	107	37.9	175	62.1
Under 35	281	136	48.4	145	51.6
35-54	265	118	44.5	147	55.5
55+	278	88	31.7	190	68.3
Llanrumney	184	114	62.0	70	38.0

Rumney	415	80	19.3	335	80.7
St Mellons	193	138	71.5	55	28.5



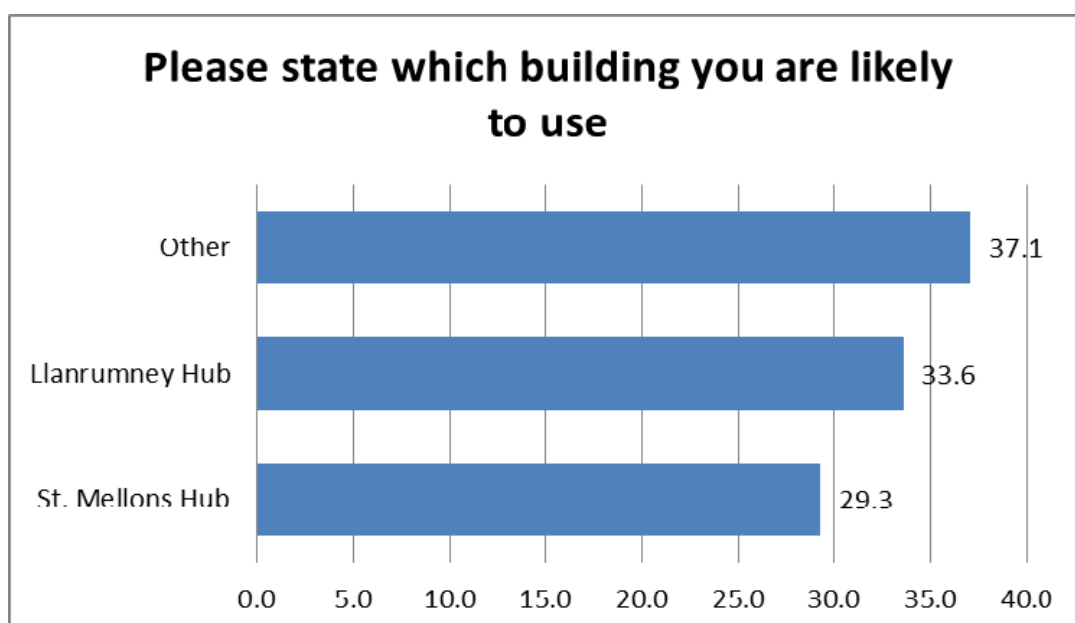
Base = All respondents (Base sizes shown in brackets)

Q10a. Please state which building you are likely to use

812 respondents gave an answer to this question, giving a total response rate of 78.2%.

A third of those giving an answer to this question reported they would use Llanrumney Hub as an alternative to Rumney library; slightly fewer (29.3%) would use the St. Mellons Hub.

	Number	%
St. Mellons Hub	238	29.3
Llanrumney Hub	273	33.6
Other	301	37.1



Base = All respondents (812)

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'Other' buildings specified were

	Number	%
Rumney Library	114	42.4
Would not use another venue	91	33.8
Both St. Mellons & Llanrumney Hubs	27	10.0
Other venue	18	6.7

'Other' options suggested included, in alphabetical order:

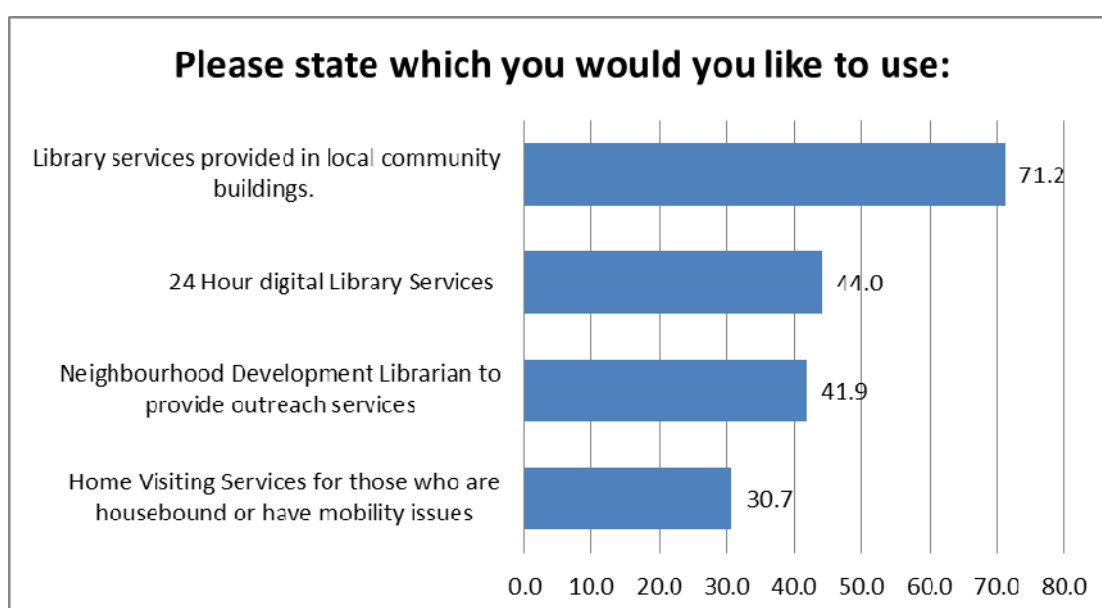
- a café with internet access
- Ely Library
- John Reynolds Centre
- Llanishen
- Llanrumney forum
- Memorial Hall
- Pen-y-Lan
- Rhydypennau
- Roath Library
- Trowbridge/Rumney Community Centre
- Youth Club on Llanstephan Road

Q10b. There is potential for some library services to still be provided in the Rumney Area. Please state which you would you like to use:

563 respondents gave an answer to this question, giving a total response rate of 54.2%.

Four alternative options for library provision for the Rumney area were suggested. Of these, the most popular was for library services to be provided in local community buildings (71.2%).

	Number	%
Home Visiting Services for those who are housebound or have mobility issues	173	30.7
Neighbourhood Development Librarian to provide outreach services such as Read Aloud sessions in Nursing Homes, Story/Rhyme time in Nurseries, information literacy sessions in Schools and family learning events in the Community.	236	41.9
Library services provided in local community buildings. Subject to the space available this could include a collection of books, a reservation service, IT sessions e.g. Family History and Get on Line, Reading groups, rhyme time and story time sessions and family learning events	401	71.2
24 Hour digital Library Services e.g. E-books, E-Zines, and online research resources such as newspapers, encyclopaedias and citizenship software.	248	44.0



Base = All respondents (563)

If you have stated that you would use the library services in another community building, please suggest a potential building(s) in the area you would like to be considered

36.7% of those eligible to respond (147) gave at least one suggestion for this. A third of those suggesting a specific option wanted the library service to remain in the Rumney Library (35.4%). The second most popular answer given concerned the Rumney youth/community centre located on Llanstephan road with 20.4%.

	Number	%
Rumney Library	52	35.4
Rumney Youth Centre	30	20.4
Rumney Memorial Hall	20	13.6
Eastern Leisure Centre	11	7.5
Church Hall - Examples given included: <ul style="list-style-type: none"> • <i>Blessed Sacrament Church Hall</i> • <i>Methodist Church Hall</i> • <i>Church Hall – Whitehall Parade</i> 	9	6.1
Rumney Health centre	8	5.4
Llanrumney Forum / Hub / Health Centre	7	4.8
Rumney Gospel Hall	5	3.4
St Mellons Hub	4	2.7
Other – Examples given included: <ul style="list-style-type: none"> • <i>Food bags being made available in local shops</i> • <i>Eastern high</i> • <i>Rumney Primary School</i> • <i>Royal British Legion</i> 	15	10.2

Q11. We would like to hear your thoughts about this proposal so let us know if there are any comments you would like to make.

A total of 437 comments were made, which have been categorised as follows.

	Number	%
Keep Rumney Library open/Against the proposal	296	67.7
Alternative venues too far/no public transport/cost of travel prohibitive	82	18.7
Rumney has lost too many services already/invest in the area	57	13.0
Don't cut services	43	9.8
Biased information/consultation	36	8.2
Support the proposal	36	8.2
Would not go to another venue	30	6.8
Save money elsewhere/increase revenue	17	3.8
Money from the sale should stay within Rumney	13	2.9
Alternative venues in Rumney	7	1.6
Miscellaneous	95	21.7

Q12. Would you be interested in taking part in a community group who will meet to discuss progress and help to inform the changes proposed to services in St. Mellons, Llanrumney and Rumney?

Q13. Would you like to volunteer to work with service users in St. Mellons, Llanrumney and Rumney?

In total, 184 individuals expressed an interest in getting involved with services in the Cardiff East area: either through taking part in a community group to discuss progress and help inform the changes proposed to services in St. Mellons, Llanrumney and Rumney; or by volunteering to work with service users in these areas.

Of these, 158 people left their contact details; these have been passed to the Project Team.

Respondents Demographics

Gender

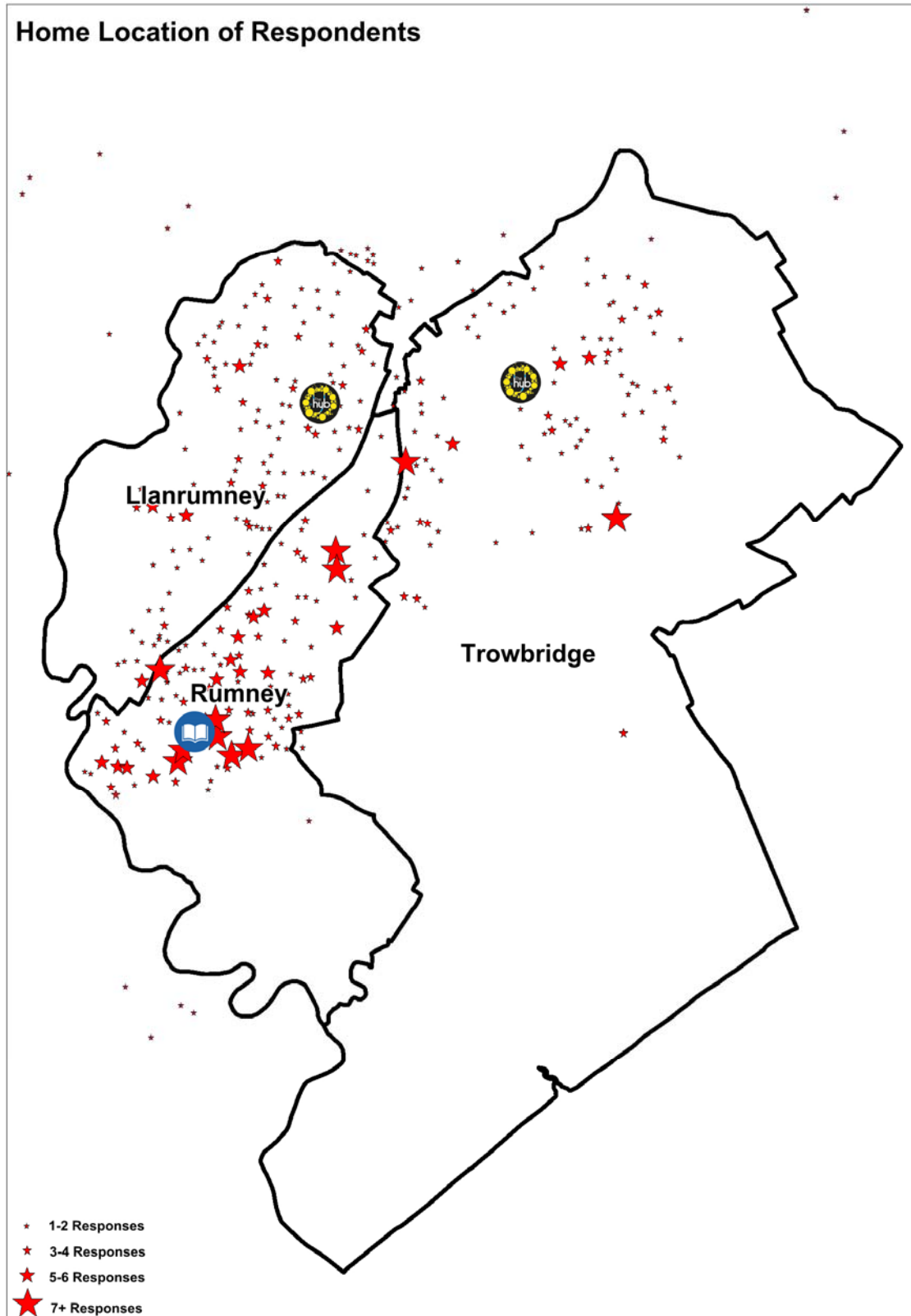
	Number	%
Male	578	65.7
Female	300	34.1
Transgender	2	0.2

Age

	Number	%
Under 16	80	8.9
16-24	54	6.0
25-34	178	19.9
35-44	146	16.3
45-54	136	15.2
55-64	135	15.1
65-74	99	11.1
75+	66	7.4

Postcode

The home postcodes of respondents, where given, are shown below:



Cardiff East Consultation

Disability

	Number	%
Yes	130	13.9
No	730	78.2
Prefer not to say	73	7.8

Please tick any of the following that apply to you:

	Number	%
Deaf / Deafened / Hard of Hearing	58	27.8
Mental health difficulties	28	13.4
Visual impairment	15	7.2
Mobility impairment	56	26.8
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, asthma)	104	49.8
Wheelchair user	8	3.8
Other	36	17.2

Ethnicity

	Number	%
White - Welsh / English / Scottish / Northern Irish / British	782	86.4
White - Any other white background	39	4.3
Asian / British Asian	18	2.0
Black / African / Caribbean / Black British	24	2.7
Mixed / Multiple Ethnic Groups	14	1.5
Arab	3	0.3
Other	1	0.1
Prefer not to say	24	2.7

Appendix 1 - Summary of activity undertaken for Cardiff East Consultation

Surveys handed out	Rumney	<ul style="list-style-type: none"> • Eastern leisure centre • Rumney primary school • Greenway primary school • Rumney Memorial hall • Shops in Rumney area • Rumney library • Rumney Gospel Hall
	Llanrumney	<ul style="list-style-type: none"> • Llanrumney forum • Llanrumney health centre • Shops in Llanrumney area • Llanrumney hub
	St Mellons	<ul style="list-style-type: none"> • Brynderwen Surgery, St Mellons • Shops in St Mellons area • St Mellons community education centre • St Mellons hub • Willowbrook Primary School
Correspondence	Rumney	<ul style="list-style-type: none"> • Letters received opposing the proposal from Rumney residents = 44 • Letters received from children of Rumney primary school = 24 • Protest drawings sent from Rumney primary school children • Freedom of Information requests – Rumney Library:9 • Static display material in place at Rumney Library throughout the duration of the public consultation
	Llanrumney	<ul style="list-style-type: none"> • Static display material in place at Llanrumney Hub throughout the duration of the public consultation
	St Mellons	<ul style="list-style-type: none"> • Static display material in place at St. Mellons Hub throughout the duration of the public consultation
	All	<ul style="list-style-type: none"> • Emails received regarding the consultation and proposal = 20+ • Freedom of Information requests – Miscellaneous: 8 • Publicised on Cardiff webpage

		<ul style="list-style-type: none"> • Publicised on Twitter • Councils press release • Emails sent to Libraries and Leisure centre members • Two leaflet drops in all three areas • Consultation advertised via Community partnerships websites
Presence	Rumney	<ul style="list-style-type: none"> • Rumney library – throughout the consultation • Eastern Leisure centre – two sessions • Throughout the consultation, the staff at Rumney Library were asked to help promote the consultation to the service users by informing them of the drop in sessions and handing out surveys, and also by referring customers to the officers based at each location to answer any questions/or help fill out the survey
	Llanrumney	<ul style="list-style-type: none"> • Llanrumney hub – throughout the consultation • Llanrumney health centre – two day presence • Throughout the consultation, the staff at Llanrumney Hub were asked to help promote the consultation to the service users by informing them of the drop in sessions and handing out surveys, and also by referring customers to the officers based at each location to answer any questions/or help fill out the survey
	St. Mellons	<ul style="list-style-type: none"> • St Mellons hub – throughout the consultation • Brynderwen Surgery – St Mellons – one afternoon’s presence • Throughout the consultation, the staff at St. Mellons Hub were asked to help promote the consultation to the service users by informing them of the drop in sessions and handing out surveys, and also by referring customers to the officers based at each location to answer any questions/or help fill out the survey
	All	<ul style="list-style-type: none"> • The Council asked Voluntary

		organisations and partner agencies to help promote the consultation
Visits	Rumney	<ul style="list-style-type: none"> • Rumney primary school • Greenway Primary school • Rumney memorial hall
	Llanrumney	<ul style="list-style-type: none"> • Llanrumney forum at John Reynolds centre
	St. Mellons	<ul style="list-style-type: none"> • Knit and natter group at St Mellons hub • Book club at St Mellons hub
	All	<ul style="list-style-type: none"> • Stakeholder meeting
Drop-in sessions	Rumney	<ul style="list-style-type: none"> • Rumney library - Mon 13 th Oct - 10am – 1pm - Wed 15 th Oct – 2-5pm Extra sessions: – Mon 3 rd Nov 5-7pm - Sat 8 th Nov - 9:30am – 1pm
	Llanrumney	<ul style="list-style-type: none"> • Llanrumney hub – Thu 16 th Oct - 2-4pm - Tues 21 st Oct - 10-1pm Extra sessions: – Fri 7 th Nov – 5-7pm - Sat 8 th Nov – 9:30-1pm
	St. Mellons	<ul style="list-style-type: none"> • St Mellons hub – Fri 17 th Oct - 10am-1pm - Mon 20 th Oct - 2-4pm Extra sessions: Thu 6 th Nov – 5-7pm - Sat 8 th Nov - 9:30-1pm

Equality Impact Assessment
Corporate Assessment Template

Appendix 2

Project / Service Title: Community Provision In Cardiff East

Who is responsible for developing and implementing the Policy / Strategy / Project / Procedure / Service / Function?

Name: Jane Thomas	Job Title: Assistant Director, Housing and Communities
Service Team: HANR	Service Area: Communities, Housing and Customer Services
Assessment Date: August 2014 (Revised January 2015)	

1. What are the objectives of the Project?

The Hub Project

In the 2013-17 Corporate Plan and contributing to the Cabinet’s key commitment to “*work smarter and better*” the Council signed up to the objective “*Develop a new approach to customer management that improves Council services, makes them more accessible, convenient and easier to engage.*” In supporting this objective the Cabinet has commissioned a project to improve and extend face to face services in Cardiff through the development of Community Hubs.

The 2014-17 Corporate Plan confirms this commitment and states that the “*Hub approach represents an effective and sustainable way of bringing together important Council and Partner services such as libraries and advice services that we know are valued by the community*”. It confirms the intention to “*provide more opportunities for people to use our services in a more cost-effective way by co-delivering services through hubs and reinvesting resources in new or retrofitted, fit for purpose buildings*”.

The Hub project proposes to achieve this by joining up services within Community Hubs - sharing resources and reducing costs. The aim is to provide services through a series of Hubs situated within the Neighbourhood Partnership areas. A core of generic Council services will be available at each Hub, with options for the delivery of specialist Council and partner services as dictated by local need. The key to future Hub provision is to improve the local service offer by integrating and decentralising those services that meet local need whilst reducing costs by disposing of buildings and sharing facilities.

The pilot Hubs in Llanrumney, St. Mellons and Butetown (Loudoun Square) have shown very high levels of customer satisfaction and an increase in footfall that has led to increased take-up of services. The Advice Hub in Marland House and the new Ely & Caerau Community Hub have also proven to be very successful and have shown the advantages that can be achieved by the co-

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location of services.

Community Provision in Cardiff East

The purpose of this project is to rationalise and improve services in Cardiff East. The aim is to meet the needs of the local community by improving access to council and partner services, offering high quality, community focussed, cost effective services for the future.

The project proposes to do this by:

- Relocating some library services from Rumney Library to Llanrumney Hub, St. Mellons Hub, and other community building(s) in the Rumney area. The closure of Rumney Library and the reinvestment of capital receipt from sale into Llanrumney Hub, whilst also reinvesting some funds from the sale directly in the Rumney area in alternative community buildings.
- Reviewing services delivered from Llanrumney Hub and improving with some upgrading of accommodation including improvement to Disability Access
- Extending the current footprint of St. Mellons Hub in order to accommodate additional services. An extension (126m²) to the rear of the building, providing two large community training rooms for the provision of ICT and Into Work related training; an interview room for the provision of confidential housing, benefit and other advice by the Council and partner organisations; and space for public toilets. The extension will be designed in such a way as to allow for further expansion of the building at a later date should opportunities for further rationalisation of facilities and funding be identified.
- The establishment of a Community Partnership Hub in Rumney Youth centre on Llanstephan Road

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

Background

The Cardiff East area is comprised of Llanrumney, Rumney and Trowbridge (St Mellons) Electoral Divisions. The area is home to 36,081 people which is just over a tenth of the city's total population.

Cardiff East is an area of significant deprivation having higher than average deprivation (according to the 2011 Wales Index of Multiple Deprivation (WIMD)) in the majority of indicators in the area of:

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- Income
- Health
- Employment
- Housing
- Benefit Claimants
- Education

The main residential communities of Cardiff East are located north of the main railway line. There is a mix of housing tenures, with over 30% of the dwelling stock in Llanrumney and Trowbridge Electoral Divisions being in the social rented sector. To the south of the main railway line are the employment and business areas of Wentloog, as well as the Shirenewton Traveller site.

The percentage of residents aged 16+ with no formal qualifications is much higher in Cardiff East (33.3%) than the Cardiff average (20.7%). From November 2012 to November 2013, around one in five working age (16 – 64) residents of Cardiff East were in receipt of out-of-work benefits; well above that of Cardiff as a whole.

Demographic make up of the Cardiff East Area

The 2011 Census reported 36,081 residents in Cardiff East, of whom 53.0% were female, and 47.0% were male. The area has a higher population of those from a White ethnicity than Cardiff as a whole, with a notably smaller Asian population.

There were fewer residents in their 20's in Cardiff East compared with the city overall

In Cardiff, 7.7% of households are comprised of lone parent families with at least one dependent child; in Cardiff East, this rises to 12.8%, and in the St. Mellons area, this increases further to 20.7%

Notable demographic statistics (taken from Census 2011)

Age profile: % of residents over 60

Cardiff	18
Rumney	24.7
Llanrumney	21.1
Trowbridge	13.8

Qualifications: % of residents with no academic or professional qualifications

Cardiff	20.7
Rumney	32.4
Llanrumney	37.4

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Trowbridge	30.1
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Health and long term limiting illness: % of residents with bad/very bad general health

Cardiff	6.4
Rumney	9.4
Llanrumney	9.9
Trowbridge	8.6

Adults not in employment with dependent children: % of households where no adults in household are in employment and have dependent children

Cardiff	5.2
Rumney	7.3
Llanrumney	8.6
Trowbridge	10.9

Housing tenure: % of households which are socially rented (Council and other)

Cardiff	17.1
Rumney	19.9
Llanrumney	31.1
Trowbridge	34.5

Existing Services

Rumney Library

Rumney Library is situated 1.5 miles from Llanrumney Hub and 2.25 miles from St. Mellons Hub. The building Equalities Act 10 regarding the removal of barriers to access, by way of example the property does not have a lift to the first floor and is cosmetically run down/in a poor state of repair. It is one of the least used full time branch libraries in Cardiff. In 2013/14 it ranked 15th (out of 16) compared to other full time branch libraries in terms of footfall. It also ranked 16th in terms of new members joined, 12th in terms of stock issues and 12th in terms of bookings per public PC. Rumney Library is on good public transport links to the city centre and Trowbridge/St. Mellons (Cardiff Bus routes 44 and 45). In general library usage terms, the main library user groups tend to be children, young adults, older people and the unemployed.

Llanrumney Hub

Hub provision is already well established in Llanrumney and St. Mellons as the concept was piloted in these areas. During 2011/12 customer feedback was regularly monitored and responses showed very high levels of satisfaction with both the staff and facilities at the Hubs. During 2013/14 the Hub received

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102,848 visitors, making it the 6th busiest library in Cardiff (out of 16 full time branch libraries). New library members joined totalled 731, stock issues totalled 38,044 and public PC bookings totalled 27,356, making it the 9th, 13th and 8th busiest library in these areas respectively. In terms of housing benefit and Council Tax services, the Hub received 4,740 enquiries in 2013/14, up from 3,588 the previous year. As part of the project, the housing and benefit service delivered from Llanrumney Housing Office was transferred to the Hub. In the initial 12 months of opening, the Hub saw a 42% increase in the number of housing and Council Tax benefit customers.

Further development to the Hub is now required. It is proposed that the services delivered from Llanrumney Hub are reviewed and improved with some upgrading of accommodation. The sale of Rumney Library and the transfer of services into the Hub and nearby community venues will allow re-investment in Llanrumney Hub. It is hoped that by offering more services from the Hub this will have a beneficial impact on take up of library services, increasing membership figures, stock issues and PC use.

St. Mellons Hub

St. Mellons Hub is extremely well used by the community. During 2013/14 the Hub received 123,078 visitors making it the 3rd busiest library in Cardiff after Penylan and Canton (out of 16 full time branch libraries). New library members joining totalled 896, stock issues totalled 65,562 and public PC bookings totalled 32,863, making it the 4th, 7th and 5th busiest library in these areas respectively. In terms of housing benefit and Council Tax services, the Hub received 4,748 enquiries in 2013/14, up from 3,592 the previous year. Prior to the opening of the Hub, there was no housing benefit service provision in the St. Mellons area.

There is potential to extend the current footprint of St. Mellons Hub in order to accommodate additional neighbourhood services and join up Council community provision. It is proposed that an extension to the current Hub could take place via a phased development schedule. First phase - an extension (126m²) to the rear of the building, providing two large community training rooms for the provision of ICT and Into Work related training; an interview room for the provision of confidential housing, benefit and other advice by the Council and partner organisations; and space for public toilets. The extension will be designed in such a way as to allow for further expansion of the building at a later date should opportunities for further rationalisation of facilities and funding be identified.

Neighbourhood Librarian

As part of the Community Hubs project, the post of Neighbourhood Development Librarian (NDL) was created for the Cardiff East area. The NDL undertakes outreach to develop links with local community groups, schools, partners and individuals to establish their reading, ICT and information needs.

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The NDL fulfils these needs through creative and imaginative delivery of reading, ICT and information sessions in the community, and actively promotes library services with the aim of increasing take up of these services in the Cardiff East area.

Other EIAs - Hubs

Equality Impact Assessments have been completed for previous Hub projects, including Ely & Caerau, Grangetown, and the Advice Hub.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Project have a **differential impact [positive/negative/]** on younger/older people?

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

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

The closure of Rumney Library could potentially have a negative impact on younger and older people using the service, in particular those who experience difficulty travelling more than short distances to access services.

During the consultation there has been a great deal of continued concern regarding how the many elderly residents in the Rumney area, and also parents with young children and no car, will travel to the hubs. There are a high proportion of local residents who don't own a car and claim to have difficulty accessing the Llanrumney and St Mellons hubs via an increased walk and having to take either one or, in the case of Llanrumney, two buses to travel to the hubs.

Concerns were also raised during consultation that the removal of the Rumney library building would result in isolation and social exclusion for the elderly.

Financial implication for parents with young children having to travel by bus to access the hubs.

Claims made in consultation that if children cannot access books from the library it will effect their education. Young people use the library to complete homework and revision.

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

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Some library services could be transferred to Llanrumney Hub and St. Mellons Hub both within close proximity to Rumney Library (1.5 miles and 2.25 miles respectively).

The consultation process asked local residents for their preferences for accessing library services via alternative models within other community buildings and mobile services. Residents were assured that there would still be some form of library provision within the immediate area of the existing library should the proposals proceed. Taking into account the strong feeling among the community that services should be provided in the local area it is proposed that a Partnership Hub should be established in the current Rumney Youth Centre building, the community's preferred alternative venue, which has the space to accommodate a range of activity. This will also militate against the concerns regarding the financial implications of parents with young children having to use public transport to access the hubs.

The remodelling of Llanrumney Hub, extension of St. Mellons Hub and establishment of a Partnership Hub in the Rumney Youth centre building will have a positive impact on people of all ages in Cardiff East, as more services will be delivered from the Hubs and will have space for more private/confidential interviews.

Library users from Rumney will benefit from the ability to access a far greater range of services from one place. Face to face service provision is still a preference with many people particularly the elderly who are less likely to be able to access on line services.

Llanrumney Hub and St. Mellons Hubs offer longer opening hours than Rumney Library (which is currently closed on Fridays and during lunch times); better, fit for purpose buildings; greater DDA / Equalities Act 2010 compliance; a greater number of public PCs including free WiFi; and additional Council and partner services such as:

- General advice about Council services
- Household waste and recycling information
- Arranging bulky waste collections
- Reporting street lighting problems
- Reporting anti social behaviour
- Internet access and online services
- Specialist housing, council tax and benefit advice
- Self service PCs
- Free phones with a direct links to housing repairs and DWP services
- Partner services and drop in sessions such as Digital Inclusion, Into Work training, Cuppa with a Copper, Citizen's Advice Bureau, Remploy, Money Advice Service, Victim Support, SWALEC energy advice, Credit Union, and Pupil Support

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The Rumney Youth centre building is an 8-9 minute walk from the current library, or an average 5 minute journey involving one bus (number 45). There is considerable space within the building which could allow for a range of service provision including a library book collection, an area for the Neighbourhood development librarian to provide outreach services such as Rhymetime and Storytime sessions. Public Access ICT could be provided in the building and it may be possible to offer Into Work advice, digital inclusion sessions and services from other partner organisations such as CAB. There would also be space for some Youth provision and for community meetings and events to take place out of working hours.

The current role of the NDL will be extended to provide library outreach services within the community in Rumney. School liaison and visits will be taken up by staff in the Hubs. The NDL will also visit residential and care homes. The option of a home visiting service will be explored for the elderly and housebound.

Older people in particular will benefit from the social inclusion groups delivered from the Hubs such as Knit and Natter groups, Cuppa with a Copper, and the digital inclusion sessions. Young people will benefit from the Storytime and Rhymetime sessions and visits from the Neighbourhood Librarian to encourage reading.

Llanrumney and St. Mellons Hubs are both modern, fit for purpose buildings. The remodelling/extension to these buildings will be made DDA compliant and will be planned with those with access and mobility issues in mind. Steps will be taken to make the facilities as accessible and welcoming as possible for people of all ages.

The Access Officer will be consulted during the development of the Hub extensions and of the proposed Rumney partnership hub and an access audit will be conducted by Council.

Awareness of the transfer of services will be raised as early as possible for people to make suitable arrangements for continued use of services. This will include information on how to access the Hubs in Llanrumney and St. Mellons.

Rumney Library currently provides office accommodation for the local Age Concern Good Neighbours scheme on the first floor. Discussions will take place with the group to establish a suitable location and assistance will be given. The provision of alternative accommodation for this service will be considered as part of the project.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their age. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

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Where appropriate considerations as expressed by the convention of Rights of the child have been and will be addressed. Children will be able to access library and ICT services to supplement their education either via the NDL or in an alternative community building in Rumney should the distance or financial implications of travelling to the St Mellons and Llanrumney hubs prove restrictive. The Rumney Youth centre, the proposed site for a Rumney Community Partnership Hub, is next to Greenway Primary School allowing easy access to the local children

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	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition	✓		
Mental Health	✓		
Substance Misuse	✓		
Other	✓		

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

The closure of Rumney Library could potentially have a negative impact on this characteristic, in particular those who experience difficulty travelling more than short distances to access services. However mitigation will be provided through some services being delivered in the Rumney area. .

The remodelling of St.Mellons and Llanrumney Hubs will have a positive impact on all groups in Cardiff East, as more services will be delivered from the Hubs, such as Into Work services and training. Space will also be provided for more private/confidential interviews.

Those who considered themselves to have a disability during consultation, which included long standing illness or health condition, mobility impairment, mental health difficulties, wheelchair users or other such as arthritis and back problems, could have their access to services affected.

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

Positive and negative impacts have been identified.

Library services will be transferred to Llanrumney Hub and St. Mellons Hub both within close proximity to Rumney Library (1.5 miles and 2.25 miles respectively).

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Library services will also be offered from other local facilities subject to the results of the consultation process.

As discussed above, Llanrumney Hub and St. Mellons Hubs offer greater opening hours than Rumney Library (which is currently closed on Fridays and during lunch times); better, fit for purpose buildings; greater DDA compliance; a greater number of public PCs including free WiFi; and additional Council and partner services. The services which might be of particular benefit to disabled people include:

- General advice about Council services
- Household waste and recycling information
- Arranging bulky waste collections
- Reporting street lighting problems
- Reporting anti social behaviour
- Internet access and online services
- Specialist housing, council tax and benefit advice
- Free phones with a direct links to housing repairs and DWP services
- Partner services and drop in sessions such as Digital Inclusion, Into Work training, Cuppa with a Copper, Citizen's Advice Bureau, Remploy, Money Advice Service, Victim Support, SWALEC energy advice, Credit Union, and Pupil Support

Taking into account the strong feeling among the community that services should be provided in the local area it is proposed that a Partnership Hub should be established in the current Rumney Youth Centre building, the community's preferred alternative venue, which has the space to accommodate a range of activity.

The role of the Neighbourhood Development Librarian will be extended to provide library outreach services within the community in Rumney. The NDL currently visits nursing homes and disabled groups in the Llanrumney and St. Mellons areas, this service will be extended to provide outreach sessions to cover such locations in the Rumney area.

Awareness of the transfer of services will be raised as early as possible for people to make suitable arrangements for continued use of services. This will include information on how to access the Hubs in Llanrumney and St. Mellons.

Llanrumney and St Mellons Hubs are both modern, fit for purpose buildings. The extensions to these buildings will be made DDA compliant and will be planned with those with access issues in mind. Steps will be taken to make the facilities as accessible as possible, including appropriate tactile Braille signage, hearing induction loops, DDA compliant layout and furniture, and staff PEEPS (personal emergency evacuation plan) will be put in place.

The Rumney Youth centre building is an 8-9 minute walk from the current library, or an average 5 minute journey involving one bus (number 45). There is

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considerable space within the building which could allow for a range of service provision including a library book collection, an area for the Neighbourhood development librarian to provide outreach services such as Rhymetime and Storytime sessions. Public Access ICT could be provided in the building and it may be possible to offer Into Work advice, digital inclusion sessions and services from other partner organisations such as CAB. There would also be space for some Youth provision and for community meetings and events to take place out of working hours.

The Access Officer will be consulted during the development of the Partnership hub and the redevelopment of the existing Hubs. Consultation with disability groups will take place in relation to accessibility of all three buildings and services.

We would work in partnership with social workers or community groups to ensure service users can access facilities via outreach services. The partnership hub approach would extend the services available in the Rumney area. This type of partnership approach would not be possible in the Library building due to the limited space available.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their ability/disability. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

Consideration has been given to accessibility concerns raised during the consultation process and the need to provide services in the local area. In the development of proposals for alternative services in the partnership hub consideration has been given to location and funding set aside to ensure accessibility.

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
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)	✓		

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

As part of the Cardiff East consultation some respondents identified themselves

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as transgender. The travel and distance to alternative venues outside of the immediate area could present a negative differential impact to this demographic, potentially having to move out of an area where they feel comfortable and are familiar and safe with.

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

Some Library services will be continued to be delivered within the Rumney Area in alternative community buildings, subject to the outcome of the Cabinet report. Taking into account the strong feeling among the community that services should be provided in the local area it is proposed that a Partnership Hub should be established in the current Rumney Youth Centre building, the community's preferred alternative venue.

The addition of a further confidential interview room in St. Mellons Hub will be beneficial to individuals who request privacy. A unisex public toilet will also be created in St. Mellons Hub.

Any new staff will be briefed to be mindful of customer gender when identified via customer details on system screens.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their gender/identity. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

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		✓	
Civil Partnership		✓	

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

No differential impact in relation to marriage and civil partnership has been identified.

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

No differential impact in relation to marriage and civil partnership has been

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identified.

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	✓		
Maternity	✓		

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

The 2011 census reported a high percentage of lone parent families with at least one dependent child; in Cardiff East with a further increase in the St. Mellons area to 20.7% compared to the whole of Cardiff (7.7%). The remodelling of Llanrumney Hub and extension of St. Mellons Hub will have a positive impact on all groups in Cardiff East as more services will be delivered from the Hubs, such as Into Work services and training. Space will also be provided for more private/confidential interviews.

The ability to access a number of services in one place will be helpful to pregnant women or new parents/guardians.

During consultation there has been a great deal of continued concern regarding how the many parents with young children and no car in the Rumney area will travel to the hubs. There is a high proportion of local residents who don't own a car and claim to have difficulty accessing the Llanrumney and St Mellons hubs via an increased walk and having to take either one or, in the case of Llanrumney, two buses to travel to the hubs.

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

Library services will be transferred to Llanrumney Hub and St. Mellons Hub both within close proximity to Rumney Library (1.5 miles and 2.25 miles respectively). While neither Hub is within easy walking distance, St. Mellons hub is accessible by one bus, the 44 or 45 and the bus stop is a one minute walk from the existing library location.

It is anticipated that library services will also be offered from other local facilities subject to the results of the consultation process.

The consultation process asked local residents for their preferences for accessing library services via alternative models such as self service kiosks within other community buildings and mobile services. Residents were assured that there would be some form of library provision within the immediate area of

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the existing library should the proposals proceed.

Mitigation will be provided through the option of mobile services and book deliveries, and the proposal to establish a Partnership Hub in the current Rumney Youth Centre building, the community's preferred alternative venue, which has the space to accommodate a range of activity. Rumney Youth Centre was the most popular alternative location for library services. The building is situated on Llanstephan Road and is well placed within Rumney. The building is an 8-9 minute walk from the current library, or an average 5 minute journey involving one bus (number 45).

Llanrumney Hub and St. Mellons Hubs offer longer opening hours than Rumney Library (which is currently closed on Fridays and during lunch times); better, fit for purpose buildings; greater DDA compliance; a greater number of public PCs including free WiFi; and additional Council and partner services. The services which might be of particular benefit to pregnant women and new parents/guardians include:

- General advice about Council services
- Household waste and recycling information
- Arranging bulky waste collections
- Reporting street lighting problems
- Reporting anti social behaviour
- Internet access and online services
- Specialist housing, council tax and benefit advice
- Self service PCs
- Free phones with a direct links to housing repairs and DWP services
- Partner services and drop in sessions such as Digital Inclusion, Into Work training, Cuppa with a Copper, Citizen's Advice Bureau, Remploy, Money Advice Service, Victim Support, SWALEC energy advice, Credit Union, and Pupil Support

New and expectant parents/guardians will also benefit from Storytime and Rhymetime sessions delivered from the Hubs.

The role of the Neighbourhood Librarian will be extended to provide library outreach services within the community in Rumney. The Neighbourhood Librarian currently visits parent/guardian and baby/toddler groups in the Llanrumney and St. Mellons areas, this service will be extended to provide outreach sessions to cover such groups in the Rumney area.

There is considerable space within the Rumney Youth Centre building which could allow for a range of service provision including a library book collection, an area for the Neighbourhood development librarian to provide outreach services such as Rhymetime and Storytime sessions.

Awareness of the transfer of services will be raised as early as possible for

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people to make suitable arrangements for continued use of services. This will include information on how to access the Hubs in Llanrumney and St. Mellons.

Llanrumney and St. Mellons Hubs are both modern, fit for purpose buildings. The extensions to these buildings will be made easily accessible for pushchairs and prams and, where necessary, provision will be made for baby changing and feeding facilities. The Access Officer will be consulted during the development of the Hub extensions and of the proposed Rumney partnership hub and an access audit will be conducted.

Both Llanrumney and St Mellons hubs will have improved baby changing facilities above that which is currently available (i.e. no facilities available at present in either Rumney library or St Mellons hub – this will be factored in as part of the planned St Mellons extension).

3.6 Race

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

	Yes	No	N/A
White		✓	
Mixed / Multiple Ethnic Groups		✓	
Asian / Asian British		✓	
Black / African / Caribbean / Black British		✓	
Other Ethnic Groups		✓	

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

No differential impact in relation to race has been identified.

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

No differential impact in relation to race has been identified.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their race or ethnicity. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

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?

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	Yes	No	N/A
Buddhist		✓	
Christian		✓	
Hindu		✓	
Humanist		✓	
Jewish		✓	
Muslim		✓	
Sikh		✓	
Other		✓	

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

No differential impact in relation to religion, belief or non-belief has been identified.

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

No differential impact in relation to religion, belief or non-belief has been identified.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their religion, belief or non-belief. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

Use of a religious calendar will help avoid holding events on particular 'Holy Days' to ensure wider inclusion. As is current practice in the Hubs, late night opening will be held on Thursdays and exclude Fridays.

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		✓	
Women		✓	

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

No differential impact in relation to sex has been identified.

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What action(s) can you take to address the differential impact?
<p>No differential impact in relation to sex has been identified.</p> <p>Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their sex. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.</p>

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		✓	
Gay Men		✓	
Gay Women/Lesbians		✓	
Heterosexual/Straight		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
<p>No differential impact in relation to sexual orientation has been identified.</p>
What action(s) can you take to address the differential impact?
<p>No differential impact in relation to sexual orientation has been identified.</p> <p>Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their sexual orientation. Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.</p> <p>A unisex public toilet which will better address the needs of the broader community in respect of the Equalities Act 2010 will also be created in St. Mellons Hub as part of the building works.</p>

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
Welsh Language		✓	

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

No differential impact in relation to Welsh language has been identified.

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

No differential impact in relation to Welsh language has been identified.

As is current practice in the Hubs, bilingual information will be consistently available in the Hubs.

Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity, regardless of the language they speak. Beginners, Intermediate and Advanced Welsh language courses will continue to be offered to new and existing Hub staff.

Partner agencies will be advised to bilingual information were possible and to provide training for their own staff to ensure equality of opportunity.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

Public consultation was carried out on these proposals as part of the project from 13th October 2014 to 10th November 2014 inclusive. 12 drop in sessions were held in various venues across the 3 areas of Rumney, Llanrumney and St. Mellons. A full report evaluating the findings has been produced and the feedback gathered used in the planning of services via an additional Cabinet report which will be submitted to Cabinet in March 2015.

This Equality Impact Assessment will be sent to Equality Networks for feedback.

Disability groups will be consulted about the proposals and invited to visit the extended Hubs. This has proved very helpful on other Hub projects.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	<ul style="list-style-type: none">Some Rumney Library services will be transferred to Llanrumney Hub and St. Mellons Hub. It is

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	<p>anticipated that library services will also be offered from other local facilities subject to the results of the consultation process. It is further proposed that a Partnership Hub be established in the current Rumney Youth Centre building, the community's preferred alternative venue.</p> <ul style="list-style-type: none"> • The role of the Neighbourhood Librarian will be extended to provide library outreach services within the community in Rumney. The space within the Rumney Youth centre building could allow for an area for the Neighbourhood development librarian to provide outreach services such as Rhymetime and Storytime sessions. • School liaison and visits will be taken up by staff in the Hubs. • Hub remodelling and extension building works will be made DDA compliant and will be planned with those with access and mobility issues in mind. • The Access Officer will be consulted during the development of the Hub extensions and of the proposed Rumney partnership hub and an access audit will be conducted by Council. • Awareness of the transfer of services will be raised as early as possible for people to make suitable arrangements for continued use of services. • The local Age Concern Good Neighbours scheme will be accommodated elsewhere. • See below
Disability	<ul style="list-style-type: none"> • Rumney Library services will be transferred to Llanrumney Hub and St. Mellons Hub • It is anticipated that a library provision will also be offered from other local facilities. It is proposed that Rumney Youth Centre on Llanstephan Road is the best alternative site for service provision in the area. It is recommended that a Partnership Hub should be established in the current Youth Centre building. • The role of the Neighbourhood Librarian will be extended to provide library outreach services within the community in Rumney. • Hub remodelling and extension building works will be made DDA compliant and will be planned with those with access issues in mind. • An access audit will be conducted by the Council. • Awareness of the transfer of services will be raised as early as possible for people to make suitable arrangements for continued use of services.

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	<ul style="list-style-type: none"> • See below
Gender Reassignment	<ul style="list-style-type: none"> • The addition of an additional confidential interview room in St. Mellons Hub will be beneficial to individuals who request privacy. • Any new staff will be briefed to be mindful of customer gender when identified via customer details on system screens. • A unisex public toilet will also be created in St. Mellons Hub as part of the building works. • See below
Marriage & Civil Partnership	N/a
Pregnancy & Maternity	<ul style="list-style-type: none"> • Rumney Library services will be transferred to Llanrumney Hub and St. Mellons Hub • It is anticipated that a library provision will also be offered from other local facilities. . It is proposed that Rumney Youth Centre on Llanstephan Road is the best alternative site for service provision in the area. It is recommended that a Partnership Hub should be established in the current Youth Centre building. The role of the Neighbourhood Librarian will be extended to provide library outreach services within the community in Rumney. • Hub remodelling and extension building works will be made DDA compliant and will be planned with those with access issues in mind, such as those with pushchairs and prams. • The Access Officer will be consulted during the development of the Hub extensions and of the proposed Rumney Partnership hub and an access audit will be conducted by Council. • Awareness of the transfer of services will be raised as early as possible for people to make suitable arrangements for continued use of services. • See below
Race	See below
Religion/Belief	<ul style="list-style-type: none"> • Use of a religious calendar will help avoid holding events on particular 'Holy Days' to ensure wider inclusion. • As is current practice in the Hubs, late night opening will be held on Thursdays and exclude Fridays. • See below
Sex	See below
Sexual Orientation	See below
Welsh Language	<ul style="list-style-type: none"> • As is current practice in the Hubs, bilingual information will be consistently available.

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	<ul style="list-style-type: none">• Beginners, Intermediate and Advanced Welsh language courses will continue to be offered to new and existing Hub staff.• See below
Generic Over-Arching [applicable to all the above groups]	<ul style="list-style-type: none">• Equality Awareness training will be provided for any new Hub staff, to ensure we treat everyone with respect and dignity.• Partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.• A unisex public toilet will be created in St. Mellons Hub.

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

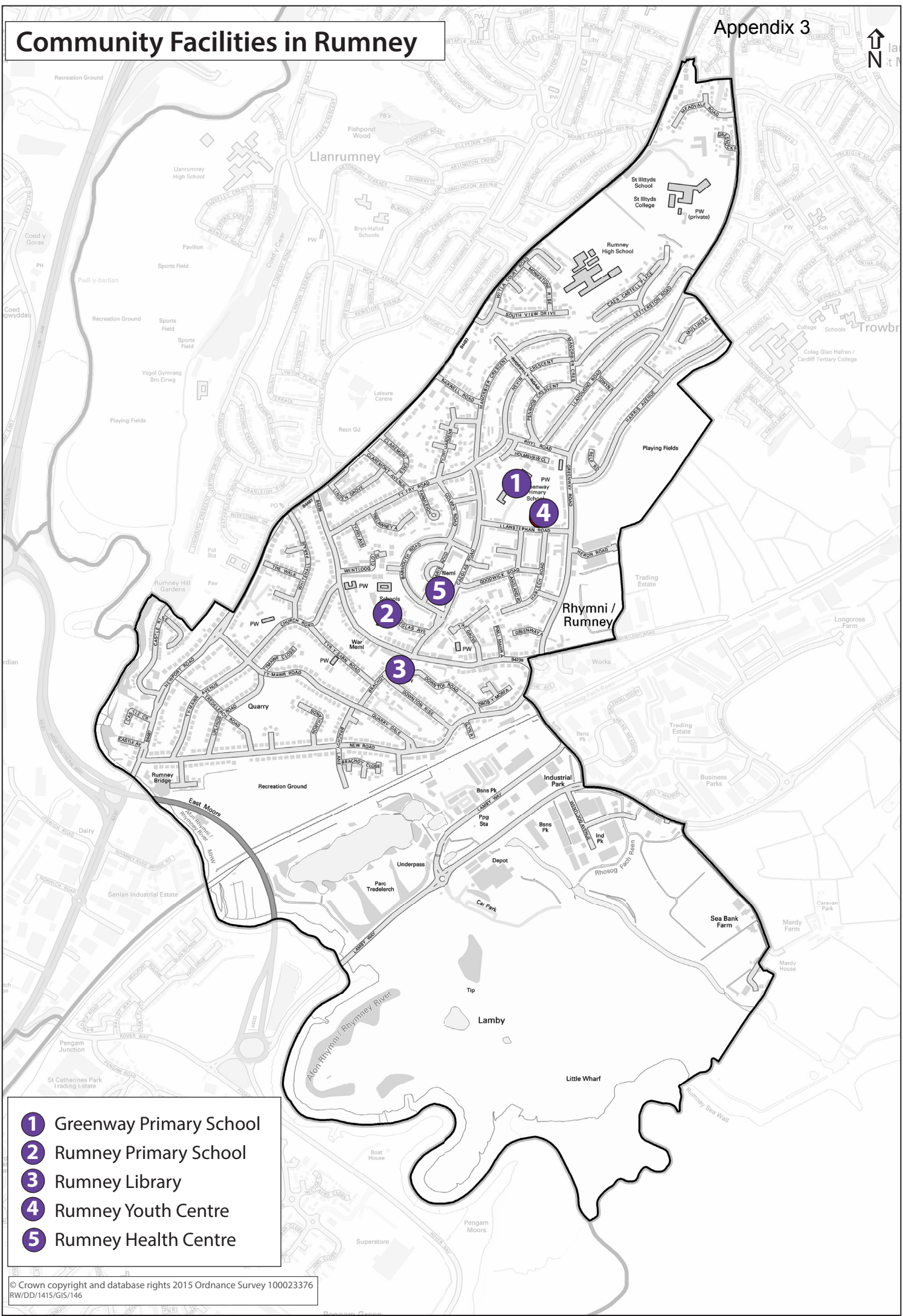
The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By: Rashmi Wilson	Date:
Designation: Housing Services Integration Manager(Project Manager)	19 August 2014 30 January 2015
Approved By: Jane Thomas	
Designation: Assistant Director Housing and Communities	
Service Area: Communities, Housing and Customer Service	

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

Community Facilities in Rumney



- 1** Greenway Primary School
- 2** Rumney Primary School
- 3** Rumney Library
- 4** Rumney Youth Centre
- 5** Rumney Health Centre