

**LLANISHEN COMMUNITY HUB**

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

**AGENDA ITEM: 3**

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

**Reason for this Report**

1. This report seeks approval from Cabinet to take forward proposals for a Community Hub in Llanishen.

**Background**

2. The project forms part of the Council's Hubs Programme, which aims to improve and extend citizen services through the development of Community Hubs in priority neighbourhood areas. In accordance with commitments set out in the Corporate Plan, Hubs bring together community services in local delivery points in a way which is responsive to the needs and priorities of individual communities.
3. In September 2014, Cabinet agreed a report on the overall approach to future Hub provision in each of the 6 Neighbourhood Partnership areas. The report noted that options for a Hub in Llanishen were being assessed, and would be the subject of a separate Cabinet report. This Hub, along with the proposed Llanedeyrn Hub, is designed to serve needs in the Cardiff North neighbourhood partnership area.
4. The development of Community Hubs has been agreed as a key strategic priority by the Cardiff Partnership Asset Management Board. The board brings together asset management and strategic leads from Cardiff public sector partners including S.W. Police, Cardiff and the Vale of Glamorgan UHB, S.W. Fire and Rescue, Welsh Government, Natural Resources Wales, Vale of Glamorgan Council, Cardiff University and the City of Cardiff Council. This enables the delivery of a fully comprehensive and collaborative approach to public sector asset management in the city.

## **Issues**

### **Community Needs**

5. From analysis of data from the 2014 Welsh Index of Multiple Deprivation and other sources, Llanishen has been identified as a Ward which contains particular social needs.
6. In terms of overall disadvantage, one of the 12 Lower Super Output Areas (LSOA) in Llanishen is within the top 30% most deprived LSOA's in Wales, according to the Index of Multiple Deprivation. This LSOA also features amongst the top 10% deprived LSOA's in Wales on the Housing domain.
7. Parts of the Ward are characterised by significant levels of social rented housing – 32% and 26% of all households in two LSOA's were local authority tenants at the 2011 census. There was previously a local housing office situated on Ty Glas Avenue, which provided face-to-face services to Council tenants.
8. The Ward contains an above average proportion of elderly residents - at the 2011 census, 15.8% of residents were aged 65 years and over, while 8.7% were aged 75 and over ( compared with city-averages of 13.2% and 6.6% respectively). In two LSOA's in the Ward, a quarter of residents were recorded as having long-term limiting illnesses.
9. Households in parts of Llanishen also have access needs. In two LSOA's, over 30% of households did not have access to a car at the time of the 2011 Census, compared with 19% for the Ward as a whole.
10. In terms of educational needs, two LSOA's were within the top 30% most deprived in the education domain of the Welsh Index of Multiple Deprivation , with 28% and 31% of residents being recorded at the 2011 Census as having no formal qualifications.

### **Proposed Llanishen Hub**

11. The new Hub will be located in the ground-floor of the Llanishen police station building. This is centrally located at the heart of the local shopping centre of Station Road. It is accessible by public transport and is within 200 metres of a public car park at Heol Hir.
12. The front ground-floor accommodation of the police station has been identified as surplus to the operational requirements of South Wales Police, who will remain in occupation of the first-floor and rear of the building. The accommodation will be leased to the Council, with a parallel arrangement for the Police to lease first-floor accommodation at the Llanedeyrn Hub. Details of the lease agreements are being finalised, with Strategic Estates advising on appropriate terms and conditions. The Llanishen Hub is a positive example of partnership working between the Council and the Police authority in utilising building assets to the benefit of the local community.

13. The proposed Hub will provide 190m<sup>2</sup> floor-space, including a library (with children's area), touch-down pc's, interview, training and multi-use rooms, reception, toilets and storage (an indicative layout plan and images are attached at Appendix 1). The interior fit-out and layout will be designed to ensure that spaces can be used flexibly. Three parking spaces, including one disabled space, will be provided to the rear of the building. An Equality Impact Assessment has been prepared which identifies how the needs of different user groups have been considered in design and planning (copy attached at Appendix 2).
14. Library provision in the new Hub will replace the existing Llanishen library in Kimberley Terrace. The existing library is constrained in terms of size and condition, and is a leased property. The proposed Hub will not impact on services delivered from libraries in neighbouring communities.
15. As with other Hubs, the new facility will offer a range of other core services delivered by multi-skilled customer service staff. It will bring back face-to-face services in an area of need, with joined-up provision of essential services providing cost efficiencies and improved customer service. The Hub will deliver housing, welfare and benefit advice, into work and training support, digital inclusion and money advice, free phone and online access to other Council and partner services. The neighbourhood police team will provide community access sessions at the Hub. The provision of welfare, training and employment advice will assist in meeting social needs identified above.

### **Community Consultation**

16. Public consultation on the Hub proposals for Llanishen took place in November / December, 2015. Six drop-in sessions were held at local venues including the police station foyer. Officers were in attendance to explain the proposals, respond to any queries, and encourage people to complete a survey. The consultation was widely promoted through a leaflet drop to all households in Llanishen and Thornhill, as well as promotion on the Council web-site and through social media. The project was also discussed at a Llanishen PACT meeting.
17. A total of 248 surveys were completed, 90% of which were from residents of Llanishen and the remainder from surrounding areas. One third of respondents were aged 65 years and over.
18. When asked what activities people were most likely to use in the Llanishen Hub, the top 5 services mentioned were :
  - Library services (73%)
  - Community / social events (59%)
  - Partner advice services (46%)
  - Councillor surgeries (45%)
  - Training courses (37%).

19. In terms of IT services, over 70% felt that internet access was important, and 64% viewed access to a printer/ scanner as important.
20. Survey respondents indicated that they would be most likely to visit the Hub on weekdays during office hours (64%), followed by Saturdays (42%) and weekday evenings (37%). Two thirds of respondents indicated that they would be likely to walk to the Hub. 13% indicated that they would be interested in volunteering to help in the new Hub.
21. In terms of overall views, 93% of survey respondents who expressed an opinion were in agreement with the Hub proposals. A copy of the full consultation survey report is attached at Appendix 3.

### **Project Implementation**

22. The estimated cost for refurbishment and conversion of the ground-floor of the police station is £450,000 and provision is included in the Hubs capital programme budget for this project. Subject to planning and other necessary permissions, it is anticipated that works will be implemented in the latter part of the 2016/17 financial year.
23. The inclusion of housing related services in the Hub allows an apportionment of running costs to the Housing Revenue Account. A staffing structure based on that in other Hubs will be introduced to deliver the extended range of services and opening hours covering 5 days a week.
24. Next steps in the project delivery programme are :
  - Design Development – Apr/May, 16
  - Planning – June/July,16
  - Lease Agreement – Aug,16
  - Contract Specification – Aug/Sept,16
  - Tender – Oct/ Nov, 16
  - Construction – Jan / Mar, 17.

### **Local Member consultation (where appropriate)**

25. A number of meetings have been held with Ward Members to discuss the proposed hub in Llanishen and the associated consultations.

### **Reason for Recommendations**

26. Having regard to the positive feedback from community consultation, Cabinet is recommended to approve the development of the Llanishen Community Hub

### **Financial Implications**

27. A capital bid for additional funding has been included in the 2016/17 capital programme to enable completion of Hub commitments, Llanishen Hub is one of these, with an overall balance of £500,000 available for the creation of a Hub to cover the estimated cost of refurbishment and

conversion outlined in the report and all other costs including any dilapidations payable on the existing library building. Expenditure to be met from this sum is the subject of a tender exercise and is supported by a costing feasibility exercise undertaken by the Directorate in October 2014. The Directorate view is that the initial feasibility remains valid as a basis for the recommendations proposed in the report.

28. It is essential that all costs for developing the Hub and decommissioning the former library are met from the allocation mentioned above as no further funding is available. The works proposed for the new site include modifications to the first floor to be used by South Wales Police, replacement of fire alarms for the whole building, ICT cabling, demolition of internal walls, asbestos removal, front facade improvements, automatic doors and all associated professional fees.
29. The existing library is housed in leased premises on Kimberley Terrace. Whilst a revenue saving will arise from not having to pay the lease costs on the existing premises, it is assumed that the operating costs of the new facility will be met from existing budgets. Any staffing budgets to be funded from the Housing Revenue Account (HRA) should be proportionate to the HRA services provided to tenants from the new hub and should be reviewed periodically. Agreed dilapidation costs payable on expiry of the lease will need to be managed within the budget available for the Hub outlined above.
30. The proposal is to enter a new lease agreement with South Wales Police, subject to final agreement of terms. The initial proposal is that any rental payable will be at a peppercorn rental, with reciprocal arrangements being negotiated with South Wales Police for accommodation to be utilised at a proposed new Hub in Llanederyn. No contribution is expected from the police towards this site due to an agreement linked to the redevelopment of the Maelfa.
31. No specific details are included in the body of this report, however given the significant investment proposed in the South Wales Police building at Llanishen, it is essential that the terms and conditions of any agreements enable the protection of the Council's investment in the new Hub and avoids the need to pay adverse dilapidation claims on any expiry of the lease. Any lease or other property agreements for this and other sites linked to the proposal contained in this report should be confirmed as representing value by seeking property advice and ensuring any such agreements are undertaken in accordance with the Council's disposal and acquisition procedures.

### **Legal Implications**

32. The Council has a broad discretion on how to deliver its community services, responsibility for which is governed by various legal powers and duties. The proposed works will need to be procured in accordance with the Council's Contract Standing Orders and Procurement Rules.

## **HR Implications**

33. Trade unions and staff will be fully consulted on the details of the proposed staffing structure for the new Hub. Staff impacted by the changes will be consulted in detail, with the options of possible redeployment or voluntary severance discussed with them. Any new roles will be subject to the Council's corporate job evaluation process and full consultation carried out.

## **RECOMMENDATIONS**

Cabinet is recommended to:

1. agree to proceed with the development of a community hub at Llanishen.
2. delegate authority to the Director of Communities, Housing and Customer Services, in consultation with the Cabinet Member for Community Development, Co-operatives and Social Enterprise to undertake all matters relating to procurement, construction and implementation of the project, as well as all required permissions and consents, in consultation with the Corporate Director Resources as appropriate.

**SARAH MCGILL**

**Director**

4 March 2016

*The following appendices are attached:*

1. Proposed Layout Plan and Images
2. Equalities Impact Assessment
3. Consultation Report.

*The following background papers have been taken into account*

Future Community Hubs Provision – Report to Cabinet Sept, 2014.

Llanishen Hub: Statutory Screening Tool Assessment

# Appendix 1: Llanishen Hub - Internal Images



Library



Training Room

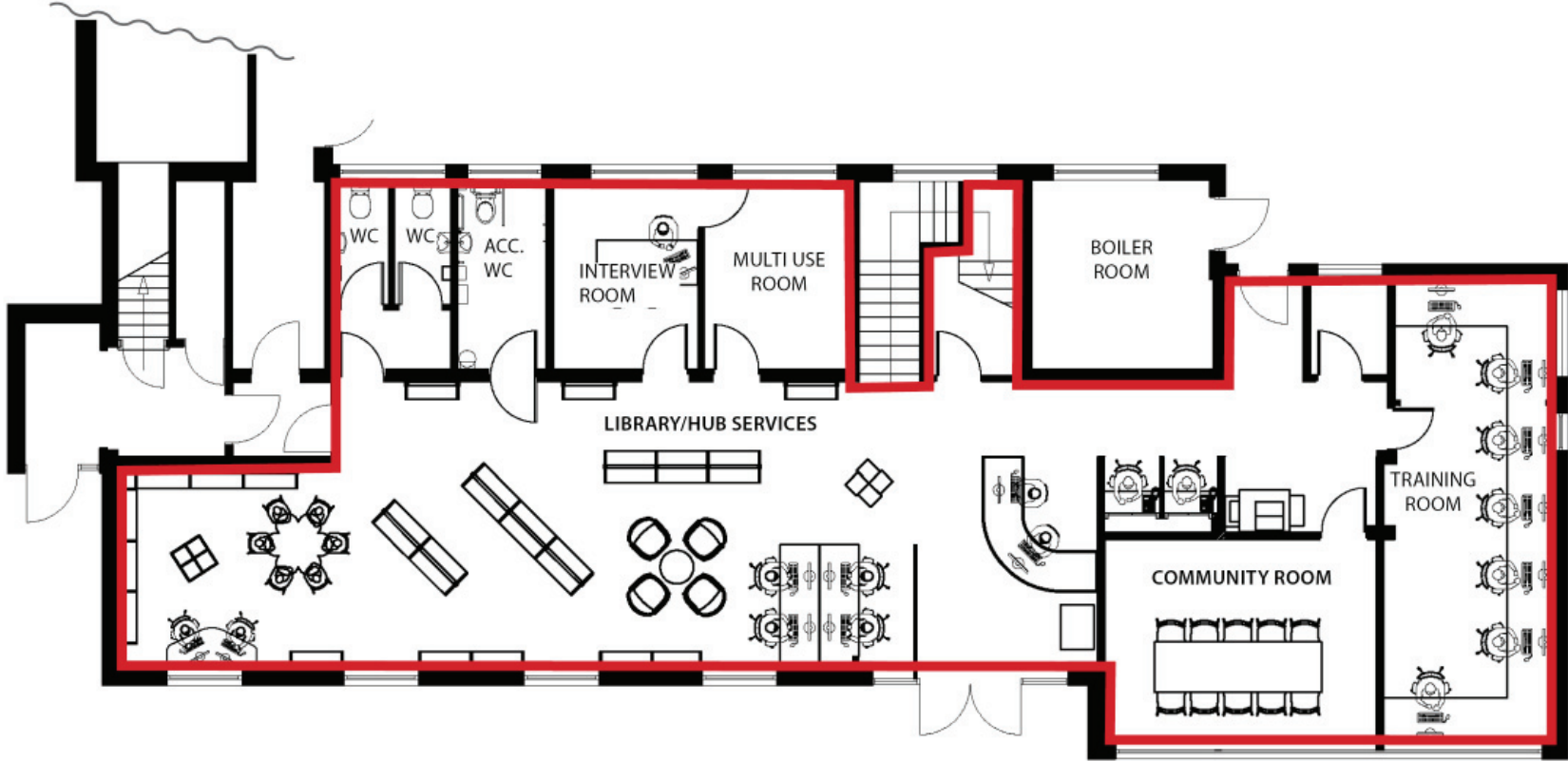


Community Room



Children's Area

# Llanishen Hub - Preliminary Layout



Scale 1:100 @ A3



**APPENDIX 2**  
**Equality Impact Assessment**



<b>Project / Service Title:</b> Llanishen Community Hub
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<b>Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?</b>	
Name: Amy Mills	Job Title: Planner (Design)
Service Team: Neighbourhood Regeneration	Service Area: Communities, Housing & Customer Services
Assessment Date: February 2016 – version 0.2	

**1. What are the objectives of the Project?**

The development of a Hub in Llanishen forms part of the Council’s Hubs Programme, which aims to improve and extend citizen services through the development of Community Hubs in priority neighbourhood areas. In accordance with commitments set out in the Corporate Plan, Hubs bring together community services into local delivery points in a way which is responsive to the needs and priorities of individual communities.

The Llanishen Hub will be created through refurbishment of existing facilities at Llanishen Police Station, which is centrally located at the heart of the local shopping centre on Station Road. It is accessible by public transport and is within 200m of a public car park at Heol Hir. The building comprises two floors of office accommodation to the front, with single storey storage, cells, and a car park to the rear.

A feasibility study has assessed the building condition, opportunities for conversion and initial cost estimates. The proposal is for the Hub to occupy the front ground floor space only, which has been identified as surplus to the operational requirements of South Wales Police who will remain in the first-floor and rear of the building. The Hub accommodation will be leased to the Council for a peppercorn rent, with a parallel arrangement for the Police to lease first-floor accommodation at the Llanedeyrn Hub on similar terms.

The new Hub will provide 190m<sup>2</sup> of floor-space, including a library (with children’s area), touch-down pcs, interview, training, community and multi-use rooms, toilets and storage. Three parking spaces, including a disabled space, will be provided in the rear car park.

Library provision in the new Hub will replace the existing Llanishen library currently housed in leased premises in Kimberley Terrace. As with other Hubs, it will also offer a range of core services delivered by multi-skilled customer service staff, including housing, welfare and benefit advice, into work and training support, digital inclusion and money advice, free phone and online access to other Council and partner services. The neighbourhood police team will provide community access sessions at the Hub.

Subject to planning and other necessary permissions, it is anticipated that works will be implemented in spring 2017.

## APPENDIX 2 Equality Impact Assessment

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

#### Community Consultation

Public consultation on the Hub proposal took place in November and December 2015. The principle part of the consultation consisted of six 'drop in sessions', where members of the public had the opportunity to speak with Council staff about the proposals, and were encouraged to fill in a feedback survey, either online or via a paper copy. The consultation was also widely promoted via a leaflet drop to homes in Llanishen and Thornhill, posters on lampposts, in shops and in key community venues, information posted on the Council and Neighbourhood Regeneration websites, press releases and social media promotions.

A Council officer also attended the local PACT meeting on 25<sup>th</sup> November to discuss the proposals with residents, representatives from South Wales Police, local Councillors and an Assembly Member.

#### Consultation Outcomes

A total of 248 surveys were completed, 90% of which were from residents of Llanishen and the remainder from surrounding areas. In terms of overall views on the Hub proposals, 93% of survey respondents who expressed an opinion were in agreement.

When asked what activities people were most likely to use in the Llanishen Hub, the top 5 services mentioned were :

- Library services (73%)
- Community / social events (59%)
- Partner advice services (46%)
- Councillor surgeries (45%)
- Training courses (37%).

In terms of IT services, over 70% felt that internet access was important, and 64% viewed access to a printer/ scanner as important.

Survey respondents indicated that they would be most likely to visit the Hub on weekday during office hours (64%), followed by Saturdays (42%) and weekday evenings (37%). Two thirds of respondents indicated that they would be likely to walk to the hub. One third of respondents were aged 65 years and over. 13% indicated that they would be interested in volunteering to help in the new Hub.

A copy of the full Consultation Report can be made available upon request.

#### Equality Principles

As with all Hub projects, the fundamental principle is to apply current legislation to the

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### Equality Impact Assessment

design of the project, to make the facility inclusive for everyone to use. We are bound by The Equalities Act 2010 which brings together over 116 separate pieces of legislation into one single act that provides a legal framework to protect the rights of individuals and advance equality of opportunity for all.

The Equalities Act requires equal treatment in access to employment and private and public services, regardless of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, and sexual orientation, with the overall aim being to remove discrimination and improve social inclusion for all.

#### Community Needs

The proposed Llanishen Hub, along with the proposed Llanedeyrn Hub, is designed to serve needs in the Cardiff North neighbourhood partnership area.

From an analysis of data from the 2014 Welsh Index of Multiple Deprivation and other sources, Llanishen has been identified as a Ward which contains particular social needs which the new Hub will help meet.

In terms of overall disadvantage, one of the 12 Lower Super Output Areas (LSOA) in Llanishen is within the top 30% most deprived LSOA's in Wales, according to the Index of Multiple Deprivation. This LSOA also features amongst the top 10% deprived LSOA's in Wales on the Housing domain.

The Ward contains an above average proportion of elderly residents. At the time of the 2011 census, 15.8% of residents were aged 65 years and over, while 8.7% were aged 75 and over. In two LSOA's in the Ward, a quarter of residents were recorded as having long-term limiting illnesses.

Households in parts of Llanishen also have accessibility needs. At the time of the 2011 census, in two LSOA's, over 30% of households did not have access to a car, compared with 19% for the Ward as a whole.

In terms of educational needs, two LSOA's were within the top 30% most deprived in the education domain of the Welsh Index of Multiple Deprivation, with 28% and 31% of residents being recorded at the 2011 Census as having no formal qualifications.

### 3 Assess Impact on the Protected Characteristics

#### 3.1 Age

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

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	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 ability to access a far greater range of services from one Hub location should have a **positive impact** on people of all ages, but particularly children, young people and older people as traditional heavy users of libraries and community services.

Face to face service provision is still a preference with many people, and in particular older people who are less likely to have access to online services. The hub will offer longer opening hours than the existing Llanishen Library, in a refurbished and 'fit for purpose' building with better accessibility, toilets and baby changing, a greater number of public PCs including free WiFi and easier access to additional Council and Partner services, all under one roof.

Older people in particular would benefit from social inclusion groups which could be held at the Hub, such as 'Knit and Natter' groups, Cuppa with a Copper, and Digital Inclusion sessions. Young people would benefit from Storytime and Rhymetime sessions and possible visits from the Neighbourhood Librarian to encourage reading.

The new Hub will be located less than 200m away from the existing Llanishen Library, and as such is not likely to present a differential challenge in terms of visiting the building, for younger or older people.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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.

Awareness of the transfer or change of Library and other services will be raised as early as possible to enable people of all ages to make suitable arrangements for continued use.

**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	✓		

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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 improved hub facilities as described above should have a **positive impact** on this protected characteristic, since people of all abilities will benefit from access to a greater range of services from one hub location. The hub will offer longer opening hours than the existing Llanishen Library, in a refurbished and 'fit for purpose' building with better accessibility, face to face customer service, toilets and baby changing, a greater number of public PCs including free WiFi and easier access to additional Council and Partner services, all under one roof.

The project will be delivered by Cardiff Council's Projects Design and Development section, who are required to develop a scheme design which embeds and implements inclusive design principles at all work stages, to ensure that all professional duties are discharged with regards to The Equalities Act and Part M of the Building Regulations. In the case of disability, there is a duty to provide an experience which is as close as is reasonably possible to the standard normally offered to the public at large.

Although the new Hub will be located less than 200m away from the existing Llanishen Library, it may be the case that certain individuals will face a greater challenge walking to the Hub from their home. However, no such individuals voiced concerns during the consultation period, and the proximity to available parking (including a disabled space) and public transport routes means that on balance, the location of the new facility is not expected to have a differential negative impact on this protected characteristic.

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

Examples of typical measures which would be put in place include (but are not limited to):

- Hub accommodation will be located on one floor with no internal steps and ramps, and level thresholds to all doors
- The existing ramp and steps will be reviewed against the current regulations.
- Accessible parking will be provided to the rear of the building, with a short accessible route to an entrance door.
- The Hub will contain accessible WCs and baby changing.
- Way-finding and signage will comply with the sign design guide and be in Braille.
- A colour scheme will be carefully considered to ensure adequate contrast for those with visual impairment.
- Desking, PCs, training rooms and telephone points (etc.) will be carefully designed to be accessible to ensure that all users can participate fully.

Awareness of the transfer or change of services will be raised as early as possible to

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enable people to make suitable arrangements for continued use of services.

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.

**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
<b>Transgender People</b> (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.**

No differential impact in relation to transgender individuals has been identified.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken. However, a confidential interview room will be included as part of the design and unisex public toilets could be considered as part of the design stage.

Equality Awareness training will be provided for new Hub staff, to ensure we treat everyone with respect and dignity, regardless of their gender/identity. Any new staff will be briefed to be mindful of customer gender when identified via customer details. 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 is identified.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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

**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 new Hub should have a **positive impact** on this protected characteristic, since the ability to access a number of facilities and services in one place will be helpful to pregnant women or new parents/guardians.

The Hub will contain an accessible WC, baby changing and be designed to be accessible for pushchairs and prams, and provide a welcoming environment to support breastfeeding mothers.

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

Awareness of the transfer or change of services will be raised as early as possible to enable people to make suitable arrangements for continued use of services.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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.

**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		✓	

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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?**

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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?

	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?**

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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 to ensure events are not held on particular 'Holy Days' to support wider inclusion.

### 3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?



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	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.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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.

### 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.**

No differential impact in relation to sexual orientation has been identified.

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

At this stage in the project, no negative differential impacts have been identified and there are no specific actions to be taken.

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.

### 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		✓	

**Please give details/consequences of the differential impact, and provide supporting**

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<b>evidence, if any.</b>
No differential impact in relation to Welsh language has been identified.
<b>What action(s) can you take to address the differential impact?</b>
<p>In accordance with our statutory duty and as is current practice in all Hubs, all Hub operations and any processes which form part of the project development will comply with new Welsh Language standards under the Welsh Language [Wales] Measure 2011. The standards replace the system of Welsh Language Schemes under the previous Welsh Language Act 1993.</p> <p>This will involve actively offering a language choice to all members of the public through the consistent availability of bilingual information or information through their language of choice if this is recorded for a specific service user. Examples of this may include (but not be limited to): signage and notices, correspondence and telephone advice, meetings and public events including consultation activities, publicity and advertising including social media, self service library machines, and training courses.</p> <p>Welsh Awareness training will be provided for any new Hub staff, to ensure that everyone is treated in accordance with their individual needs regardless of the language they speak, whether that is Welsh or English. Beginners, Intermediate and Advanced Welsh language courses will continue to be offered to new and existing Hub staff.</p> <p>These standards also relate to any third party providing services or carrying out activities on behalf of the City of Cardiff Council, and partner agencies will be advised to comply with the standards and to provide training for their own staff to ensure equality of opportunity.</p>

**4. Consultation and Engagement**

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

<p>The project team has worked closely with the Council’s Access Officer to develop the scheme designs, and will continue to consult with them to help identify any other access or communication needs as the project progresses.</p>
--

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

<b>Groups</b>	<b>Actions</b>
Age	n/a
Disability	<ul style="list-style-type: none"> <li>- Consideration throughout the design process to comply with legislation and ensure that people with disabilities receive an experience which is as close as is reasonably possible to that normally offered to the public at large.</li> <li>- The Council’s Access Officer will be consulted during the</li> </ul>

**APPENDIX 2**  
**Equality Impact Assessment**

	development of the project.
Gender Reassignment	n/a.
Marriage & Civil Partnership	n/a
Pregnancy & Maternity	- Consideration throughout the design process to provide accessible WCs and baby changing, to ensure that the building is accessible for pushchairs and prams and creates a welcoming environment for breastfeeding mothers.
Race	n/a
Religion/Belief	n/a
Sex	n/a
Sexual Orientation	n/a
Welsh Language	- All Hub operations, actions by partner agencies and any processes which form part of the project development will comply with new Welsh Language standards under the Welsh Language [Wales] Measure 2011. - Welsh language courses will continue to be offered to new and existing Hub staff.
Generic Over-Arching [applicable to all the above groups]	- Consultation with the Council's Access Officer - Equality Awareness training will be provided for any new Hub staff, and partner agencies will be advised to provide training for their own staff to ensure equality of opportunity.

**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 Project and approved by the appropriate Manager in each Service Area.

Completed By : Amy Mills	Date: 9/2/16 (version 0.2)
Designation: Planner (Design), Neighbourhood Regeneration	
Approved By: Don Davidson	
Designation: Group Leader	
Service Area: Housing & Communities	

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](mailto:citizenfocus@cardiff.gov.uk)

**APPENDIX 2**  
**Equality Impact Assessment**

# Appendix 3

## Llanishen Hub Consultation Report

December 2015



@CardiffDebate  
#CardiffDebate



# Cardiff Research Centre

Cardiff Research Centre is part of the City of Cardiff Council's Policy, Partnerships & Community Engagement service. We strive to deliver research, information and consultation services for the City of 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 socioeconomic data including the Census and all other sources from the wider data environment;
- 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;
- Supporting the Cardiff Debate Community Engagement exercise with other public service partners;
- Management of 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 please contact:

Cardiff Research Centre

Telephone: 029 2087 3217

Email: [research@cardiff.gov.uk](mailto:research@cardiff.gov.uk) or [consultation@cardiff.gov.uk](mailto:consultation@cardiff.gov.uk)

To find out more about what we do – visit [www.askcardiff.com](http://www.askcardiff.com) or [www.cardiffdebate.com](http://www.cardiffdebate.com)



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## **Llanishen Community Hub Consultation**

### **Executive Summary**

- This report outlines the findings of the public consultation undertaken in relation to the proposed development of a Community Hub facility in Llanishen.
- There were 248 valid responses received to the survey. Almost nine-tenths (89.6%) of those that left relevant post code data lived in the Llanishen Ward.
- Over three-fifths (61.3%) of respondents reported to currently use services in Llanishen Leisure centre and two-fifths (41.6%) Llanishen Library.
- Just under half (49.2%) of the respondents that reported using these community facilities did so on a weekly basis. However, a similar proportion (42.5%) visited once a month or less; fewer than one in ten (8.2%) used these facilities daily.
- The six most commonly selected services that respondents indicated they would use in the Llanishen Hub were Library Services (72.6%), Community/Social Events (59.0%), advice from other organisations such as Local Citizens Advice (46.2%), Local Councillor Surgeries (45.7%), Training Courses including IT, First Aid, Manual Handling (36.8%), and Community Room Hire (27.8%).
- Around seven-tenths of respondents would be most likely to use Internet Access (70.7%) as an IT service within the new hub, while just under two-thirds said they would be interested in access to a Printer/Scanner (64.0%). Desktop PC's were cited by just under half (46.0%) as an IT service they would utilise.
- More than three-fifths of respondents said they would use the Hub on weekdays during office hours (64.0%), two-fifths would attend on a Saturday (42.1%) whilst a third would visit on weekday evenings (36.8%).
- Six in seven (86.0%) respondents supported the proposals for the new Community Hub to be located in the refurbished ground floor of the Police Station, with 6.2% opposing the proposals and 7.8% not having an opinion. When looking at only respondents with an opinion 93.3% supported the proposals.
- Just over one in eight (13.0%) of respondents stated that they would be interested in volunteering to help hub users, while a further two-fifths (40.7%) would maybe help at a later date.

## **Background**

The Hub programme is part of The City of Cardiff Council's commitment to invest in neighbourhood facilities, and improve face-to-face services.

Despite unprecedented financial pressures the Council is committed to improving services in a way that makes them more accessible and convenient, bringing services closer to people to meet local needs.

To achieve this while also making savings we plan to provide services through a series of Community Hubs. By joining up local services we can reduce buildings and share costs while also making services easier to access. A wide range of services are proposed to be available at each community Hub based on individual local needs. The area of Llanishen has been identified as a potential location for the development of such a facility.

This report outlines the findings of the public consultation undertaken in relation to the proposed development of a Community Hub facility in Llanishen.



## **Methodology**

Public consultation on the proposal took place between 17th November and 9<sup>th</sup> December 2015.

The principal part of the consultation consisted of six 'drop in sessions' as detailed below, where members of the public had the opportunity to speak with Council staff about the proposals, and were encouraged to fill in a feedback survey, either online or via a paper copy.

- Llanishen Police Station
  - Tuesday 17<sup>th</sup> November – 10am – 4pm (31 attendees)
  - Thursday 19<sup>th</sup> November – 3pm – 7pm (34 attendees)
  - Saturday 21<sup>st</sup> November - 10am – 2pm (18 attendees)
  - Wednesday 25<sup>th</sup> November – 10am – 4pm (27 attendees)
  
- Llanishen Leisure Centre
  - Monday 23<sup>rd</sup> November – 10am – 1pm (56 attendees)
  
- Llanishen Christmas Lights Event (stall on street)
  - Wednesday 2<sup>nd</sup> December – 5pm – 7pm (60 attendees)

In addition to the drop in sessions, static display material and draft layout plans were left in the window of Llanishen Police Station and Llanishen Library for the public to view. The consultation was also widely promoted via a leaflet drop to homes in Llanishen and Thornhill, posters on lampposts, in shops and in key community venues, information posted on the Council and Neighbourhood Regeneration websites, press releases and social media promotions.

A Council officer also attended the local PACT meeting on 25<sup>th</sup> November to discuss the proposals with residents, representatives from South Wales Police, local Councillors and an Assembly Member.

A summary of all activities related to the Llanishen Hub consultation are appended to this report.

## Response

There were 248 valid responses to the survey. Of these, 212 respondents provided information that allowed their location to be pinpointed (see Table and Maps below).

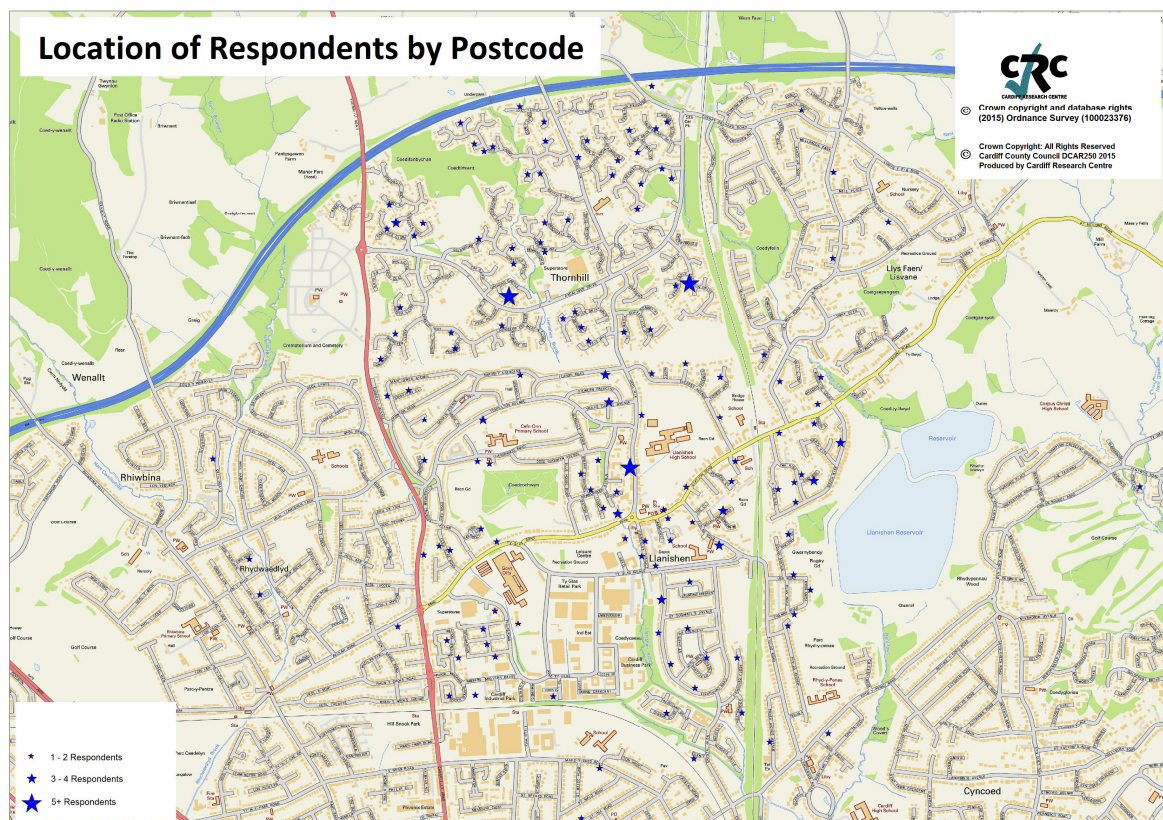
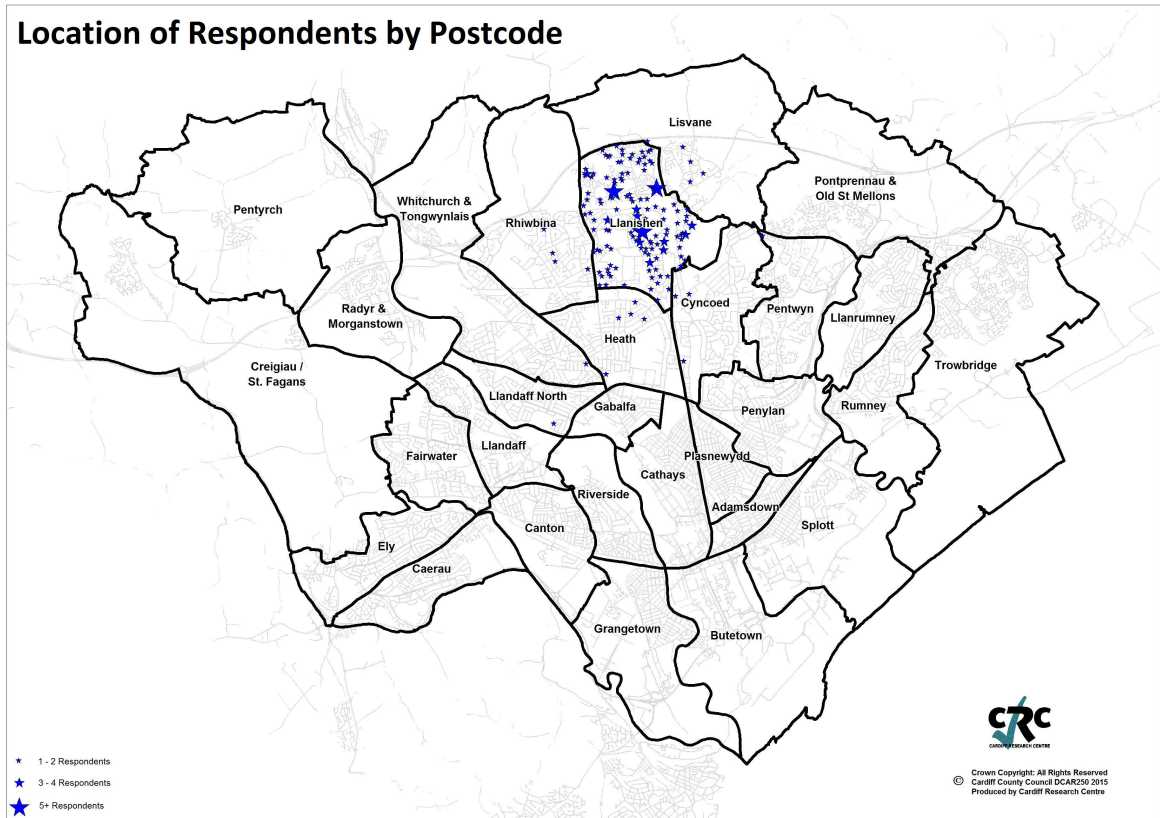
As would be expected, the majority of respondents resided in Llanishen (89.6%), while around a tenth were from the surrounding areas (10.4%).

### Location of Respondents by Electoral Ward

Electoral Ward	No.	%
Llanishen	190	89.6
Lisvane	6	2.8
Heath	5	2.4
Rhiwbina	4	1.9
Cyncoed	3	1.4
Pentwyn	1	0.5
Whitchurch & Tongwynlais	1	0.5
Llandaff North	1	0.5
Caerau	1	0.5
<b>TOTAL RESPONDENTS</b>	<b>212</b>	<b>100.0</b>

*NB. The location of the remaining 36 respondents was unknown due to missing/incomplete/incorrect postcodes*

## Maps Showing the Location of Respondents in Cardiff



## Results

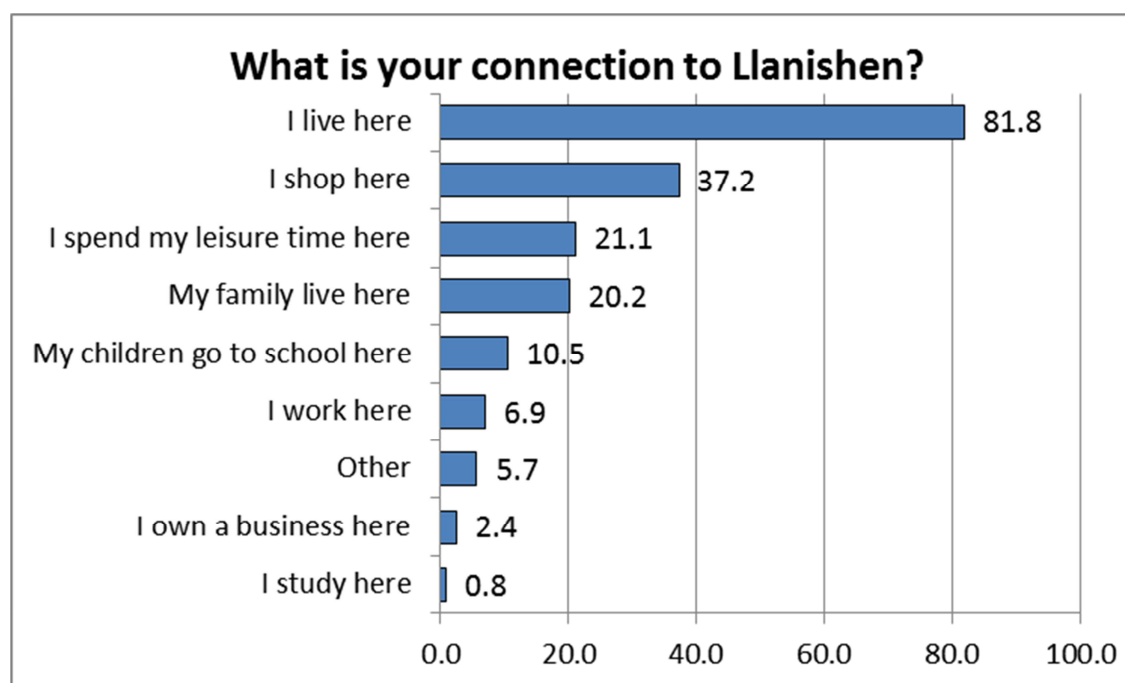
### Q1. What is your connection to Llanishen?

A total of 247 respondents answered this question, giving a response rate of 99.6%.

Around four-fifths (81.8%) of respondents said that they lived in Llanishen. This was by far the most common response, although over a third indicated that they shopped in the area (37.2%), and more than a fifth spent their leisure time there (21.1%) and had family that lived there (20.2%).

Connection	No.	%
I live here	202	81.8
I shop here	92	37.2
I spend my leisure time here	52	21.1
My family live here	50	20.2
My children go to school there	26	10.5
I work here	17	6.9
I own a business here	6	2.4
I study here	2	0.8
Other	14	5.7

NB. Percentages do not add to 100.0% because respondents could give more than one answer



(Base: 247)

Of those respondents indicating that they had some 'other' connection to Llanishen, five specified that they lived in Thornhill, while there was one resident from Heath and one from Lisvane. In addition, four came to attend or visit the Church, local GP and local bank.

## Q2. What community facilities do you currently use in Llanishen?

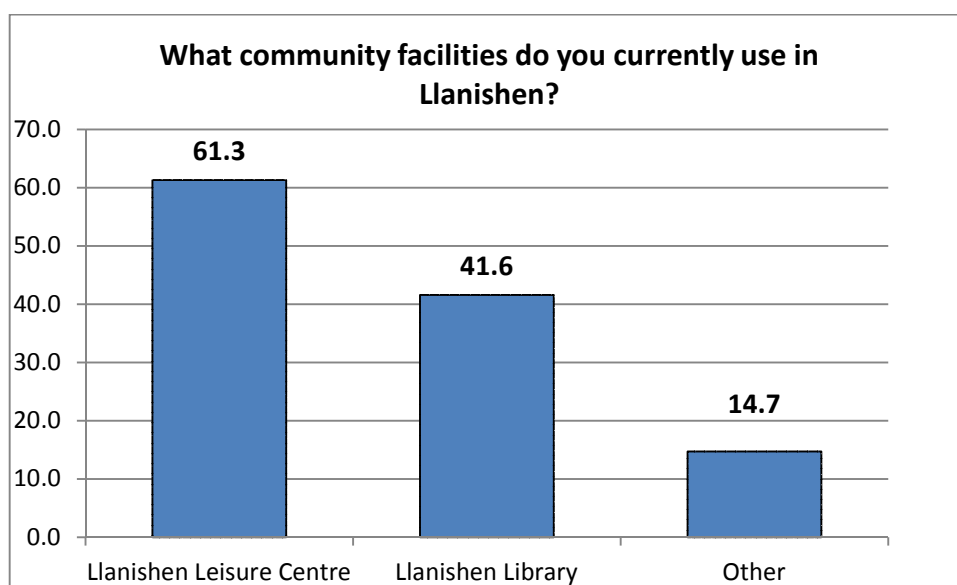
A total of 238 respondents answered this question, giving a response rate of 96.0%.

Over three-fifths (61.3%) of respondents indicated they were current users of Llanishen Leisure Centre, and more than two-fifths (41.6%) indicated they were current users of Llanishen Library.

Community Facility	No.	%
Llanishen Leisure Centre	146	61.3
Llanishen Library	99	41.6
Other	35	14.7

NB. Percentages do not add to 100.0% because respondents could give more than one answer

The top six 'Other' facilities used by respondents were Shops (12 individuals), Church (8 individuals), Gym/Sport related facilities (8 individuals), local Banks within the area (4 individuals), local GP's (2 individuals) and Parks (2 individuals).



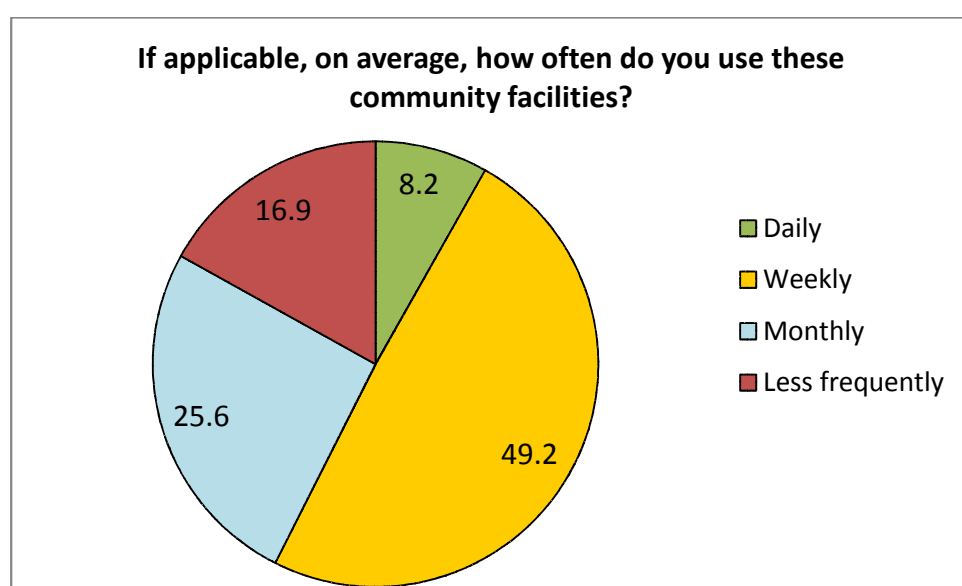
(Base: 238)

**Q3. If applicable, on average, how often do you use these community facilities?**

A total of 195 respondents answered this question, giving a response rate of 78.6%.

Almost half (49.2%) of the respondents that reported using these facilities utilised them on a weekly basis, while one-quarter (25.6%) used them on a monthly basis. Less than one in ten (8.2%) were daily users.

However, around one in six (16.9%) indicated their use of such facilities was less than once a month.



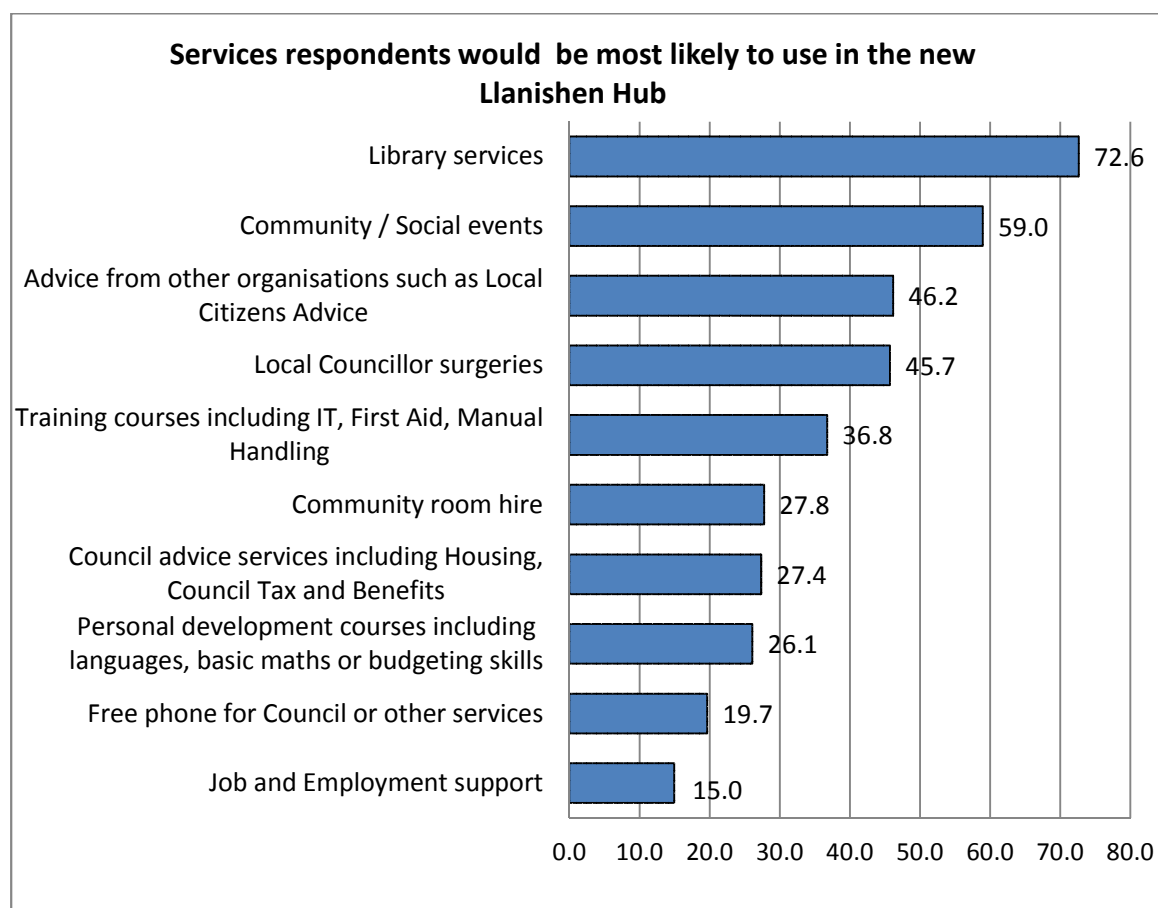
(Base: 195)

#### Q4. What services would you be most likely to use in the new Llanishen Hub?

A total of 234 respondents answered this question, giving a response rate of 94.4%.

When asked about which services they would be likely to use in the new Hub, almost three-quarters chose Library services (72.6%). In addition, more than half highlighted Community/ Social events (59.0%), while over two-fifths were interested in Advice from other organisations such as Local Citizens Advice (46.2%), and Local Councillor Surgeries (45.7%). Over a third (36.8%) wanted Training Courses Including IT, First Aid, and Manual Handling.

Job and Employment support (15.0%) was the least popular service.



(Base: 234) NB. Percentages do not add to 100.0% because respondents could give more than one answer.

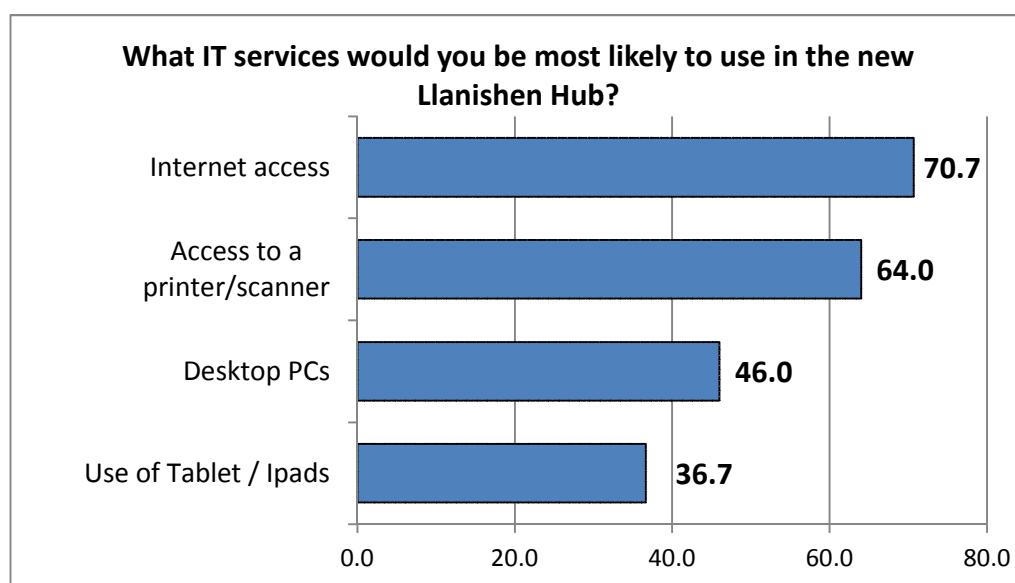
**Q5. What IT services would you be most likely to use in the new Llanishen Hub?**

A total of 150 respondents answered this question, giving a response rate of 60.5%.

Of those respondents that answered, seven-tenths (70.7%) said they would be likely to use Internet access in the new Hub, whilst just under two-thirds (64.0%) would like access to a printer or scanner. Just under half (46.0%) stated they would be likely to use a Desktop PC, whilst just over a third (36.7%) indicated they would be likely to use a Tablet/ I-Pad.

Response	No.	%
Internet Access	106	70.7
Access to a Printer/Scanner	96	64.0
Desktop PCs	69	46.0
Use of Tablet/ I Pads	55	36.7

*NB. Percentages do not add to 100.0% because respondents could give more than one answer*



(Base: 150) *NB. Percentages do not add to 100.0% because respondents could give more than one answer*



**Q6. Are there any other services you would like to see available at the new Llanishen Hub?**

A total of 86 respondents made comments when asked to provide details of additional services they would like to see available at the Hub facility. The most common of these related to Housing/Advice/Benefit Advice/ MP's Surgeries (29.1%), Youth/Children/Baby Facilities (18.6%) and Community Facilities (17.4%). More than a tenth also specified access to Police services (15.1%), and Adult Community Learning Courses (10.5%).

Theme	No.	%	Example comments
Housing/ Advice/ Benefit Advice/ MP's Surgeries	25	29.1%	<ul style="list-style-type: none"> <li>• <i>"Interview skills, employment advice, citizens advice, housing and money advice."</i></li> <li>• <i>"Interaction with local Assembly members, Councillors and MP's. Older people's commissioner, children and young people's commissioner and other key people."</i></li> <li>• <i>"Would dearly love to see a credit union based here. It's awkward to get into town, especially now they've moved into the central library."</i></li> <li>• <i>"Maybe a legal advice service once a month. With the abolition of legal aid the lower wage earner are at a loss for first line advice."</i></li> <li>• <i>"Services available - Housing waiting list applications and enquiries, Housing benefit applications and enquiries, Free school meals applications, Adult Community Learning Council Tax enquiries, Free bus pass application, School admissions, Job Club, General Council enquiries, Cardiff Get Online, Work Skills, Training, Cardiff Advice Service, Free internet access, Full Library service, Free Wi-Fi."</i></li> </ul>
Youth/Children/Baby Facilities	16	18.6%	<ul style="list-style-type: none"> <li>• <i>"Youth provision as there is NO youth clubs/youth support services/youth advice services etc. in Llanishen anymore since the withdrawal of the youth services provision at the high school and via street based services. After school homework clubs and parent and toddler services."</i></li> <li>• <i>"Parent and baby group, Language and play class, Parent and toddler group."</i></li> </ul>

Community Facilities	15	17.4%	<ul style="list-style-type: none"> <li>• "Point of contact for and between local community groups."</li> <li>• "Possible a facility for people to meet in groups e.g. singing groups, craft interest groups, any groups that would give people a way of making community links."</li> </ul>
Police	13	15.1%	<ul style="list-style-type: none"> <li>• "I think it should offer space for the community police officers to hold "surgeries".</li> </ul>
Adult Community Learning	9	10.5%	<ul style="list-style-type: none"> <li>• "I would like to continue taking a C.L.A.I.T Course, I am currently taking at the H.U.B. in Ely (provided by DICE)".</li> </ul>
Collection Point for Recycling Bags	8	9.3%	<ul style="list-style-type: none"> <li>• "Availability of green bags and caddy bag."</li> </ul>
Refreshments/ Coffee/Tea	6	7.0%	<ul style="list-style-type: none"> <li>• "Cafeteria."</li> </ul>
Arts & Craft	5	5.8%	<ul style="list-style-type: none"> <li>• "Makers gallery, Art centre."</li> </ul>
Disabled Facilities	4	4.7%	<ul style="list-style-type: none"> <li>• "Changing bed, room facilities for Disabled."</li> </ul>
ICT Facilities	4	4.7%	<ul style="list-style-type: none"> <li>• "Computer tuition and problem solving"</li> </ul>
Sports Facilities	3	3.5%	<ul style="list-style-type: none"> <li>• "Table Tennis club."</li> </ul>
Food Bank	2	2.3%	<ul style="list-style-type: none"> <li>• "Food Banks, mother and baby - child help group and group for Opps. Help."</li> </ul>
Parking Facilities	2	2.3%	<ul style="list-style-type: none"> <li>• "To be able to use car park at rear as parking is in demand."</li> </ul>
Business Office/ Room Hire	2	2.3%	<ul style="list-style-type: none"> <li>• "Room to use either free or low cost for community groups."</li> </ul>
Public Conveniences	2	2.3%	<ul style="list-style-type: none"> <li>• "I would love to have a Rhyme time session at the new Library. Large toilets &amp; baby change facilities."</li> </ul>
Faith related	2	1.2%	<ul style="list-style-type: none"> <li>• "I think it would be good to see an "Interfaith" area where people can discuss the importance of building bridges, creating greater awareness of religious and cultural differences etc."</li> </ul>
Other	14	16.3%	<ul style="list-style-type: none"> <li>• "Cardiff allotments office."</li> <li>• "Not sure why we need another building surely the most sensible thing would be to incorporate within the Leisure Centre if saving money is something the Council wants to do rather than another building!"</li> </ul>

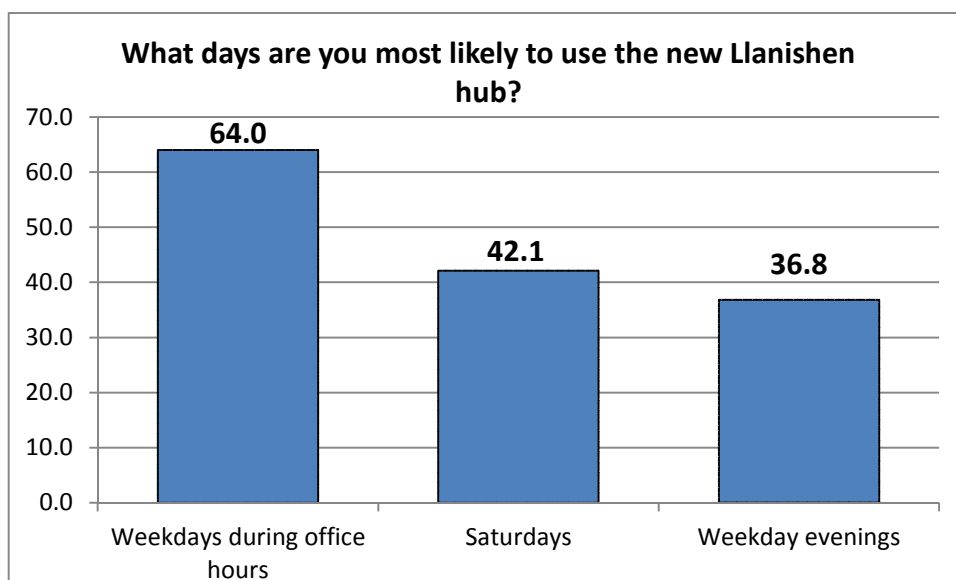
**Q7. What days are you most likely to use the new Llanishen Hub?**

A total of 228 respondents answered this question, giving a response rate of 91.9%.

Almost two-thirds (64.0%) of respondents said they would use the Hub on weekdays during office hours, while two-fifths would visit on Saturdays (42.1%) and one-third would attend on weekdays evenings (36.8%).

Response	No.	%
Weekdays during office hours	146	64.0
Saturdays	96	42.1
Weekdays evenings	84	36.8

*NB. Percentages do not add to 100.0% because respondents could give more than one answer*



(Base: 228) *NB. Percentages do not add to 100.0% because respondents could give more than one answer*

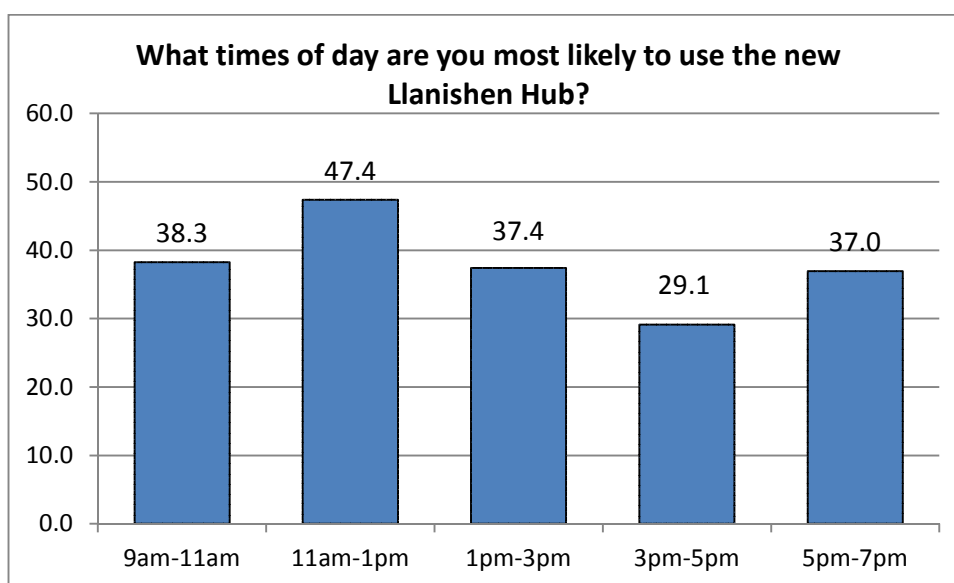
**Q8. What times of day are you most likely to use the new Llanishen Hub?**

A total of 230 respondents answered this question, giving a response rate of 92.7%

The range of preference for the time periods was from 29.1% to 47.4%, with the most frequently chosen time slot being 11am–1pm. This was cited by just under half (47.4%) of respondents, followed by 9am-11am (38.3%), and 1pm-3pm (37.4%).

Response	No.	%
9am – 11am	88	38.3
11am – 1pm	109	47.4
1pm – 3pm	86	37.4
3pm – 5pm	67	29.1
5pm – 7pm	85	37.0

*NB. Percentages do not add to 100.0% because respondents could give more than one answer*



*(Base: 230) NB. Percentages do not add to 100.0% because respondents could give more than one answer*

### Q9. How are you likely to travel to the new Llanishen hub?

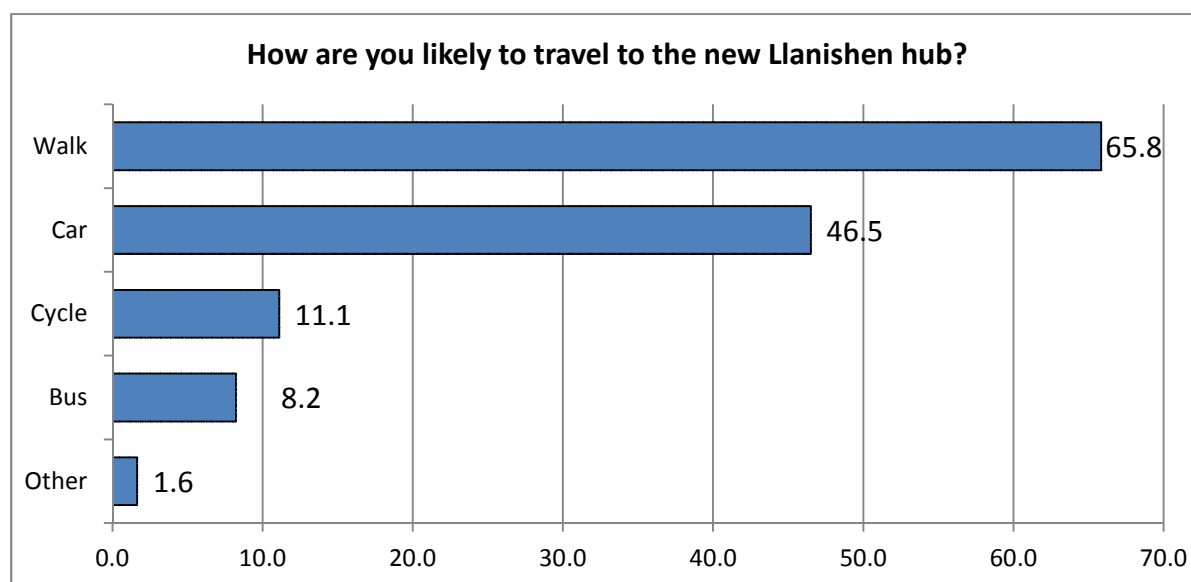
A total of 243 respondents answered this question, giving a response rate of 98.0%

Around two-thirds of those that are likely to travel to the new Llanishen Hub would walk (65.8%) to the facility, while more than two-fifths would travel by car (46.5%). Just over one in ten respondents said they would be likely to cycle to the new hub (11.1%) and around one in twelve indicated they would travel by bus (8.2%).

Three of the four respondents who indicated they would use 'Other' forms of transport specified their answer - motor scooter (1 individual), motor cycle (1 individual) and taxi (1 individual).

Response	No.	%
Walk	160	65.8
Car	113	46.5
Cycle	27	11.1
Bus	20	8.2
Other	4	1.6

NB. Percentages do not add to 100.0% because some respondents gave more than one answer



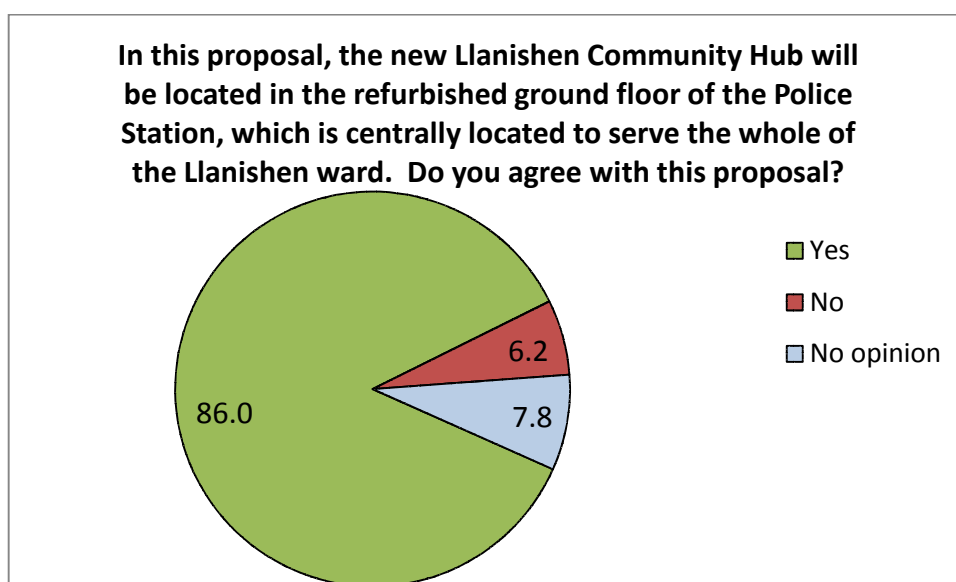
(Base: 243)

**Q10. In this proposal, the new Llanishen Community Hub will be located in the refurbished ground floor of the Police Station, which is centrally located to serve the whole of the Llanishen ward. Do you agree with this proposal?**

A total of 242 respondents answered this question, giving a response rate of 97.6%

Almost nine-tenths (86.0%) of respondents who answered this question agreed with the proposed location of the new Community Hub, while around one in sixteen (6.2%) disagreed, and 7.8% had no opinion.

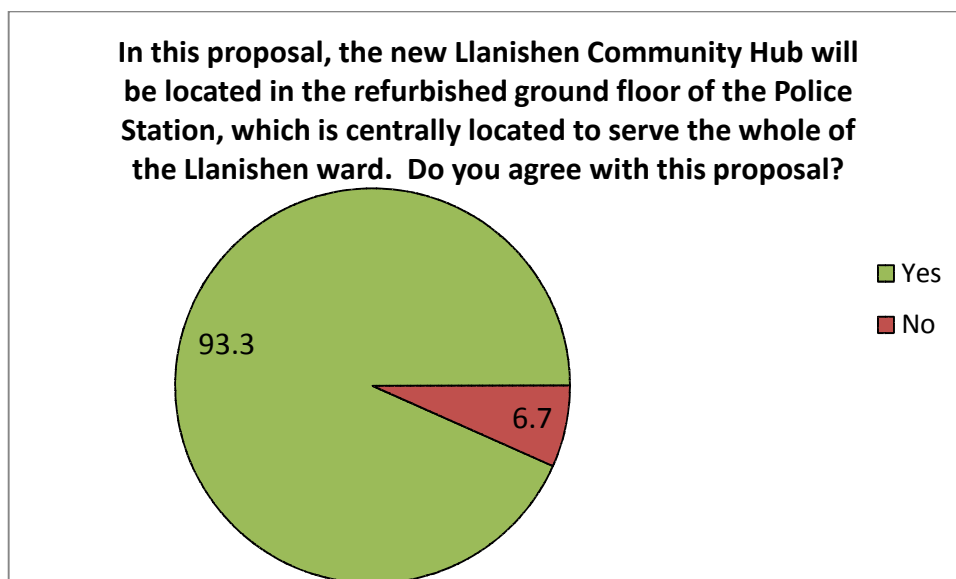
Response	No.	%
Yes	209	86.0
No	15	6.2
No opinion	19	7.8



(Base: 242)

Support for the proposal increases to over nine-tenths of respondents (99.3%) when examined by those that expressed an opinion.

Response	No.	%
Yes	209	93.3
No	15	6.7



(Base: 224). Excludes respondents with no opinion.

**11. A draft layout plan and artist’s impressions for the Llanishen Hub are available online at: [www.cardiffnr.co.uk](http://www.cardiffnr.co.uk) and at the drop-in sessions. Please let us have your comments on the proposals:**

*A total of 94 respondents provided comments for this question, giving a response rate of 37.9%*

A total of ninety-four respondents provided additional comments on the proposals. Around three-fifths of these praised the development (59.6%), while a quarter made suggestions to the plans (27.7%), and around one in six were concerned with the proposals (14.9%)

Theme	No.	%	Example comments
Positive remarks	56	59.6%	<ul style="list-style-type: none"> <li>• "I have looked at the proposed plan and the artist's impressions and they all seem appropriate and suitable. The library part looks about the same size as the existing library."</li> <li>• "The plans look good, efficient and I think this would be such a good thing for the community and the children of the area!"</li> <li>• "Good facilities proposed at the heart of the village."</li> <li>• "I think it's long overdue I am looking forward to using this great facility."</li> <li>• "The plan / artist impression works imaginative and makes use of a redundant building."</li> </ul>

Suggestions	26	27.7%	<ul style="list-style-type: none"> <li>• <i>I wonder about the media room being a separate area which could be unsupervised, perhaps the doorway could be made wider and more open.</i></li> <li>• <i>"From the plan, it looks as though customers would be walking behind staff desks....wouldn't this cause Data Protection issues? Would the Hub run activities such as Rhyme time and Story Time which is currently not available at Llanishen library due to the size of the building?"</i></li> <li>• <i>I think the existing home of the Library should be refurbished or another building locally be used for the Hub. The connotations of the Police Station might be off putting for some people.</i></li> <li>• <i>"Why not use the upstairs also??"</i></li> </ul>
Negative Comments	14	14.9%	<ul style="list-style-type: none"> <li>• <i>"Good proposal but access to the site is currently appalling as parking facilities are worse than useless!!"</i></li> <li>• <i>"Waste of money. Lack of car parking in Llanishen as it is. Why not invest money in the leisure centre in Llanishen and have the hub there which would encourage people to have a community and possibly exercise too."</i></li> </ul>
No Comment	8	8.5%	<ul style="list-style-type: none"> <li>• <i>"No comment at this stage but I will certainly look at the website."</i></li> </ul>
Other	6	6.4%	<ul style="list-style-type: none"> <li>• <i>"Only if we have access to police."</i></li> </ul>

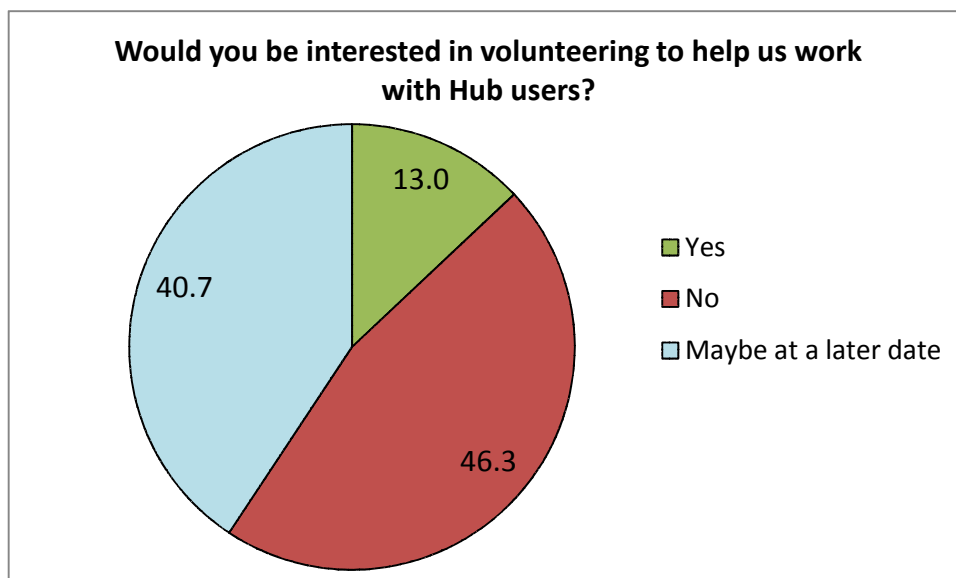
**Q12. Would you be interested in volunteering to help us work with Hub users?**

*A total of 231 respondents answered this question, giving a response rate of 93.1%*

More than one in eight (13.0%) of respondents stated that they would be interested in volunteering to help Hub users. An additional 40.7% might be interested at a later date; while more than two fifths (46.3%) did not wish to participate. Contact details have been passed to the Neighbourhood Regeneration Team.

Response	No.	%
Yes	30	13.0
No	107	46.3
Maybe at a later date	94	40.7





(Base: 231)

**If applicable, please let us know how you can help the new Hub to support the Llanishen Community? E.g. help with homework club.**

There was a wide variety of offers made by those interested in volunteer work. A summary of the personal skills respondents would be willing to share can be seen in the table below.

Support Offered	Number of respondents
Community learning	12
Admin and business support	8
In any way possible	7
Computer related	6
Social worker/ councillor support	5
Don't know	5
Employment support	4
Other	3
Events	2
Faith related	1

'Other' comments made were:

- *As a member of Cardiff Allotment Holders Association*
- *Rotary club member*
- *very good at listening*

**Q13. Are there any other comments you would like to make?**

A total of 79 respondents provided additional comments for this question, giving a response rate of 31.9%

A total of seventy-nine respondents provided additional comments relating to the proposals. Around one-third (35.4%) of these were positive about the proposals, while just over one-quarter made suggestions to the plans or services that could be delivered (27.8%). The remaining comments covered issues including parking, cost, accessibility and alternative locations.

Theme	No.	%	Example comments
Positive Remarks	28	35.4%	<ul style="list-style-type: none"> <li>• "Llanishen needs this - please don't cut corners on what looks like a great facility for our community."</li> <li>• "I think this is a great idea Llanishen is in need of a heart beat and this could be it to bring the community together to support one another ."</li> <li>• "Thankfully this area will receive a Hub, and this will mean that we don't have to travel into the centre or St Mellons. It will be a great asset to the community in general."</li> <li>• "I am really pleased to see that the library is being retained in the village. It is an essential facility especially for older people. I fully support the introduction of the hub."</li> <li>• "I believe we still need a police station in this area. Although the hub is a great idea I believe it should have been made in conjunction with Llanishen police."</li> </ul>
Suggestions	22	27.8%	<ul style="list-style-type: none"> <li>• "A community police presence in the centre would still be appreciated."</li> <li>• " Just keeping my fingers crossed for credit union being available here, even if it's just once a week."</li> <li>• "Would be good to have facilities for school children to do homework. A coffee shop if there weren't so many about."</li> <li>• "Paid opportunities for local people. A wide range of computer courses from beginners to ECDL Advance, Web Page Design etc. A community newsletter Links with Cardiff &amp; Vale outreach courses and University Outreach</li> </ul>

			<i>Courses. School Children should not be allowed to use computers in school hours."</i>
Parking	10	12.7%	<ul style="list-style-type: none"> <li>• <i>"Has any thought been given to parking."</i></li> <li>• <i>"Concern is parking by hub."</i></li> </ul>
Would not use / Not needed / Waste of money	9	11.4%	<ul style="list-style-type: none"> <li>• <i>"I am not convinced that Llanishen needs another community building. It would make more sense to me to put these services into the leisure centre which has a car park and good bus service."</i></li> <li>• <i>"I do not see the need for this hub at a time when the Council should be looking to make savings or invest in better current facilities. The Station site could be sold for redevelopment or let out to generate income for the council. Llanishen leisure centre is in dire need of additional investment for a start."</i></li> </ul>
Alternative locations	5	6.3%	<ul style="list-style-type: none"> <li>• <i>"More money being wasted rather than improving the facilities that Llanishen/Thornhill already have!!!! Most people have mobile phones etc. so the only thing that would be useful is a library and surely that can be facilitated in the leisure centre which is a 'hub' for people already!"</i></li> </ul>
Disabled Facilities	5	6.3%	<ul style="list-style-type: none"> <li>• <i>"Disabled and cannot walk far. Disabled parking required for use of Hub."</i></li> </ul>
Other	29	36.7%	<ul style="list-style-type: none"> <li>• <i>"I hope this New Hub will not mean the Library at Rhydypennau and Rhiwbina will be closed!!!"</i></li> <li>• <i>"Are the police going to share the premises and regain a presence in the village? What is happening to the rooms upstairs?"</i></li> <li>• <i>"Llanishen / Lisvane / Thornhill is desperately in need of a take away / fish &amp; chip shop / restaurant open in the evenings."</i></li> <li>• <i>"Am very concerned about pot holes and road surfaces in Cardiff north areas."</i></li> </ul>

## RESPONDENT PROFILE

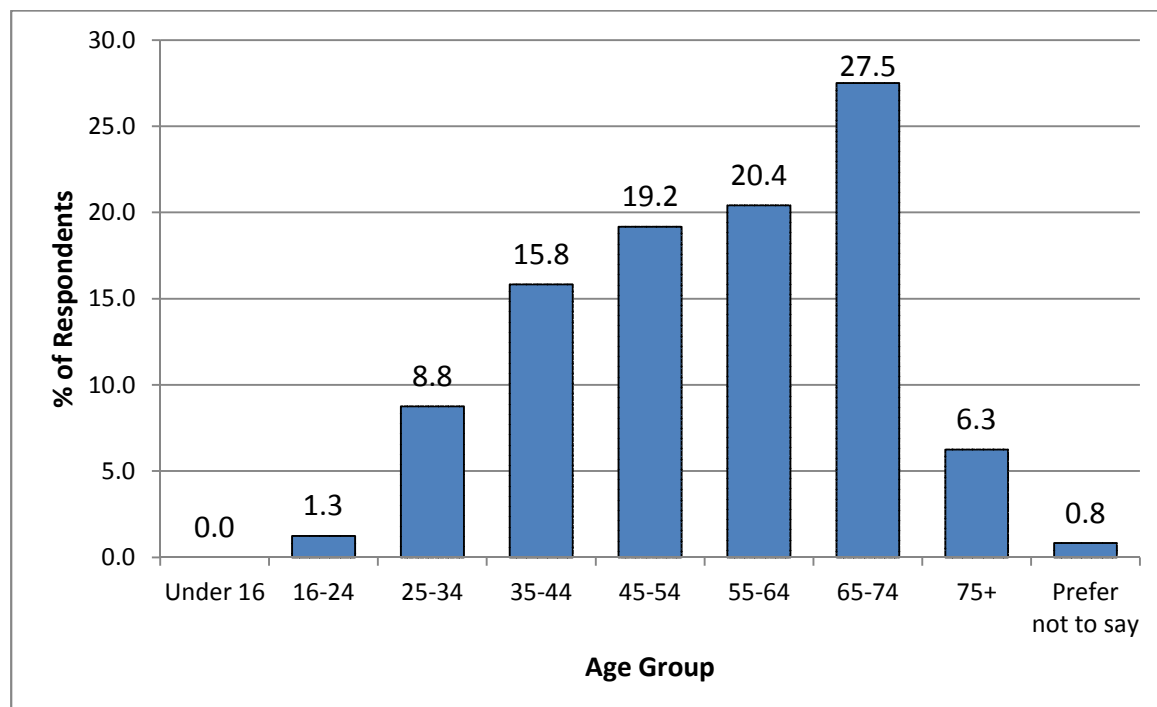
### Gender

Almost three-fifths (58.4%) of the respondents were female, whereas only around two-fifths (41.2%) were male.

Gender	No.	%
Male	100	41.2
Female	142	58.4
Transgender	0	0.0
Prefer not to say	1	0.4
<b>TOTAL RESPONDENTS</b>	<b>243</b>	<b>100.0</b>

### Age

Just over one-third of the respondents were aged 65+ (33.8%), with the most common age being 65-74 (27.5%). In contrast, just 1.3% of respondents were aged under twenty-five.



**Do you consider yourself to have a disability?**

Around one in seven respondents (14.1%) considered themselves to have a disability.

<b>Response</b>	<b>No.</b>	<b>%</b>
Yes	33	14.1
No	194	82.9
Prefer not to say	7	3.0
<b>TOTAL RESPONDENTS</b>	<b>234</b>	<b>100.0</b>

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

Approximately one in eight (12.1%) of those completing the survey said that they had a long-standing illness or health condition, while 8.1% suffered from mobility impairment and 6.9% were deaf/deafened/hard of hearing.

<b>Response (Base: 248)</b>	<b>No.</b>	<b>%</b>
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	30	12.1
Mobility impairment	20	8.1
Deaf/Deafened/Hard of hearing	17	6.9
Mental health difficulties	12	4.8
Visual impairment	6	2.4
Wheelchair user	0	0.0
Other	9	3.6

*NB. Percentages do not add to 100.0% because respondents could give more than one answer*

### What is your ethnic group?

Nine-tenths (96.3%) of respondents stated that they belonged to a white ethnic group, and 3.0% preferred not to say.

<b>Ethnic Group</b>	<b>No.</b>	<b>%</b>
<b>White:</b>		
Welsh/English/Scottish/Northern Irish/British	217	91.6
Irish	3	1.3
Gypsy or Irish Traveller	0	0.0
Other	8	3.4
<b>Mixed/Multiple Ethnic Groups:</b>		
White & Black Caribbean	1	0.4
White & Black African	0	0.0
White & Asian	0	0.0
<b>Asian/Asian British:</b>		
Pakistani	0	0.0
Bangladeshi	0	0.0
Chinese	1	0.4
Other	0	0.0
<b>Black/African/Caribbean/Black British:</b>		
African	0	0.0
Other	0	0.0
Any other ethnic group	0	0.0
Prefer not to say	7	3.0
<b>TOTAL RESPONDENTS</b>	<b>237</b>	<b>100.0</b>