



Appendix 1

# Adult Learning Consultation

## REPORT FINDINGS



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



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For further information please contact

Cardiff Research Centre

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# Adult Learning Survey

## Introduction

Cardiff Research Centre (CRC) were commissioned by the Schools and Education department of the Council to undertake a consultation around proposed changes to the way Adult Learning is delivered within local communities across the City.

The proposals set out were around reshaping the grant funded programmes along with gaining views on fee paid, recreational classes.

There are currently 4 different Adult Learning programmes:

1. Learning for Work; helping people to gain the skills they need to start work, as well as Digital courses. These courses are free to attend for eligible learners as they are funded by a Welsh Government grant.
2. Learning for Life; recreational courses which include art, music and pottery. A fee is charged to access these courses.
3. DICE (Disability Inclusion in Community Education); a mixture of courses where a fee is paid and some which are funded by a Welsh Government grant.
4. Youth courses; recreational courses for young people to attend in the evenings as well as school holidays. A fee is paid to access these courses.

The Welsh Government grant that funds Learning for Work and some of the DICE courses is facing significant budget cuts over the next 3 years. Despite this, Cardiff Council is committed to improving the service in a way that makes it more accessible and convenient, bringing learning closer to people in the community.

To achieve this whilst also making the required savings, by changing how we deliver our service, we will be able to:

- Use most of the funding on the direct delivery of courses, rather than on buildings or administration.
- Increase the number of venues and reduce cost by delivering learning in existing community buildings such as our Hubs. These will make courses more accessible to everyone.
- Increase the hours of the service, by delivering training in the evenings and weekends right throughout the year rather than on a mostly term time basis.
- Provide shorter courses that will help people get the right skills for the job they want, quicker.
- Providing a mixture of online and face to face learning.

## **Methodology**

Adult Learning and the Cardiff Research Centre worked in collaboration to develop an online / paper survey, gathering people's views / opinions on each of the 4 Adult Learning programmes outlined above.

Both the online and paper versions of the surveys were available bilingually.

Paper versions of the survey were made available at each of the 19 Hubs / Libraries across the City.

Additionally, posters / flyers were left at each Hub / Library that contained a unique URL.

([www.cardiff.gov.uk/adultlearningsurvey](http://www.cardiff.gov.uk/adultlearningsurvey)) where residents could access the online version of the survey.

The survey was promoted on the 'Homepage Scrolls' of the Council website and also made available on the CRC 'Live Consultation' page.

There was a dedicated Social Media push using the Council's Facebook and Twitter accounts.

Responses to the survey were cleansed and validated, giving an overall sample of 1,312.

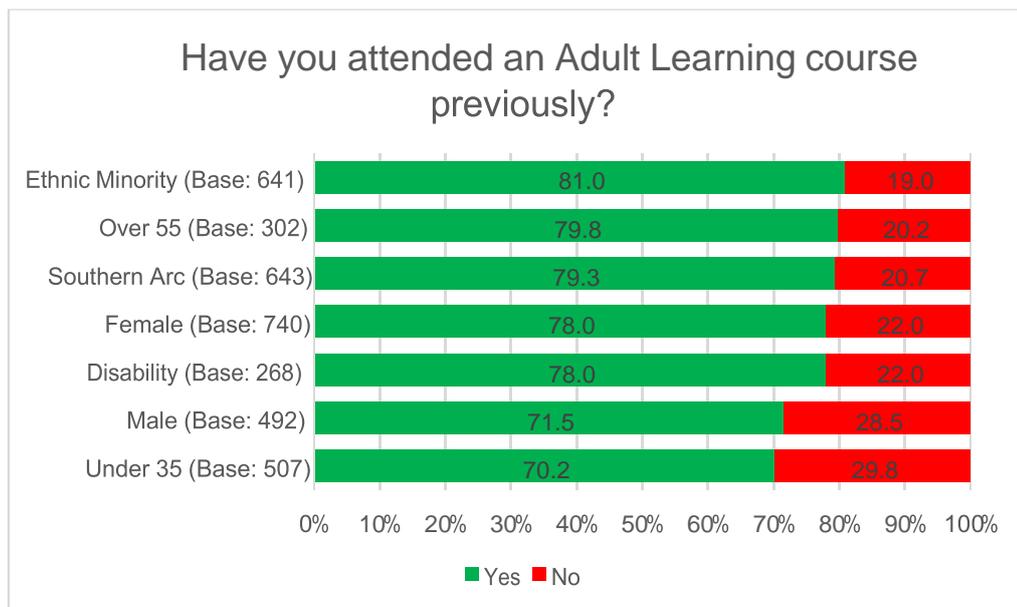
## Research Findings

Have you attended an Adult Learning course previously?

Around three in four (73.3%) respondents had previously attended an Adult Learning Course.

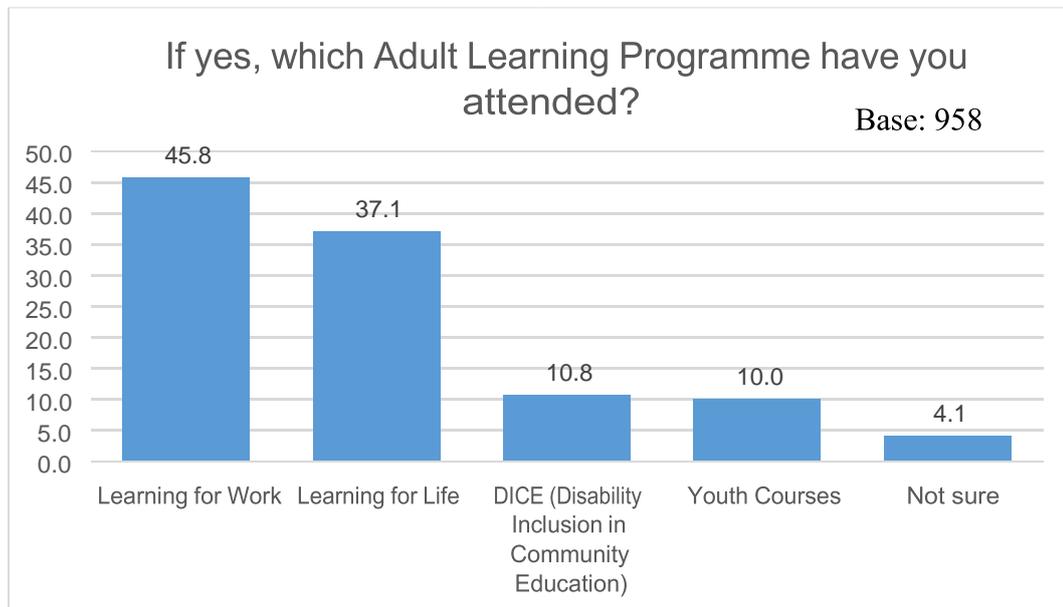
|                   | No.   | %     |
|-------------------|-------|-------|
| Yes               | 959   | 73.3  |
| No                | 349   | 26.7  |
| Total Respondents | 1,308 | 100.0 |

Respondents from an Ethnic Minority background were most likely to have previously attended an Adult Learning course (81.0%). This was followed by respondents aged 55+ (79.8%) and those residing in the Southern Arc (79.3%). Previous attendance drops to seven in ten (70.2%) when viewed by respondents aged under 35.



If yes, which Adult Learning Programme have you attended?

'Learning for work' was viewed as the most popular Adult Learning programme attended by respondents with over two in five (45.8%) citing this option, this was followed by 'Learning for life' (37.1%).



NB. Percentages do not total 100% as respondents could select multiple options.

Those aged under 35 were most likely to attend a 'Learning for Work' Programme (53.0%), this falls to three in ten (29.5%) when viewed by those aged 55+

Respondents aged 55+ were almost three times as likely to have attended a 'Learning for Life' Programme as those aged under 35 (64.3% and 22.3% respectively).

One in seven (14.5%) male respondents have attended a DICE Learning Programme, this was followed by those with a disability (13.9%).

Respondents aged under 35 and those from a Minority Ethnic background were most likely to have attended a Youth Course Programme (16.9% and 11.6% respectively).

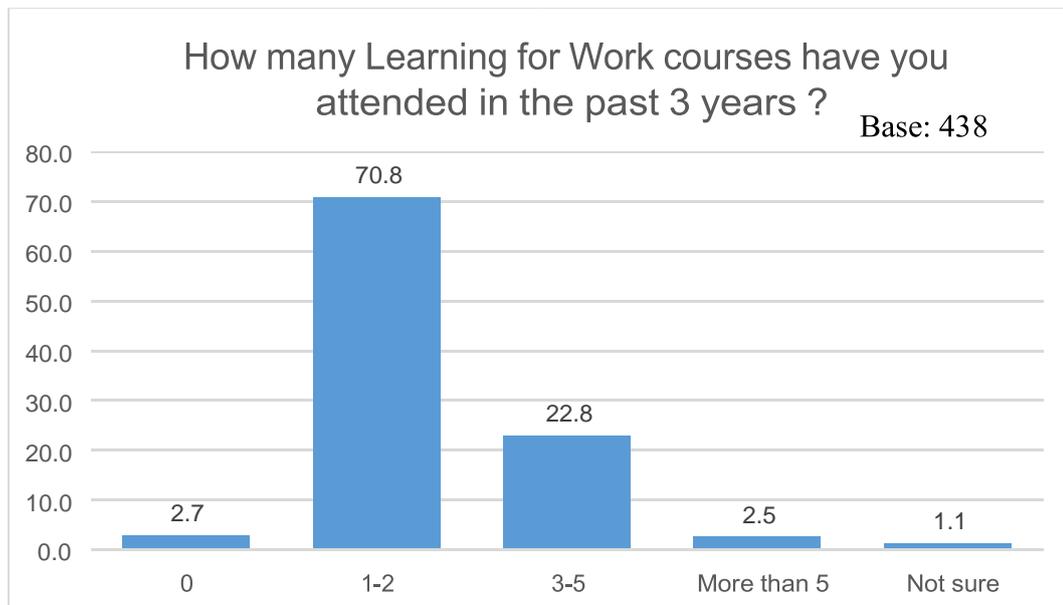
|                                     | Male<br>(Base:<br>351) | Female<br>(Base:<br>577) | Under 35<br>(Base:<br>355) | Over 55<br>(Base:<br>241) | Southern<br>Arc<br>(Base:509) | Disability<br>(Base:<br>209) | Ethnic<br>Minority<br>(Base:<br>518) |
|-------------------------------------|------------------------|--------------------------|----------------------------|---------------------------|-------------------------------|------------------------------|--------------------------------------|
| Learning for Work                   | 47.3                   | 45.4                     | 53.0                       | 29.5                      | 46.0                          | 44.0                         | 49.2                                 |
| Learning for Life                   | 30.5                   | 41.1                     | 22.3                       | 64.3                      | 35.4                          | 40.2                         | 34.9                                 |
| DICE<br>(Disability<br>Inclusion in | 14.5                   | 8.5                      | 9.6                        | 8.3                       | 13.4                          | 13.9                         | 11.0                                 |

|                      |     |      |      |     |      |     |      |
|----------------------|-----|------|------|-----|------|-----|------|
| Community Education) |     |      |      |     |      |     |      |
| Youth Courses        | 8.8 | 10.9 | 16.9 | 1.7 | 10.0 | 6.2 | 11.6 |
| Not sure             | 4.0 | 3.6  | 4.5  | 3.3 | 2.8  | 7.2 | 1.9  |

## Learning For Work

How many Learning for Work courses have you attended in the past 3 years?

438 respondents left a response to this question. Of these, seven in ten (70.8%) had attended 1-2 courses, whilst a further one in four (25.3%) had attended at least 3 courses.



If you have attended a Learning for Work course, please tick all of the courses you have attended:

'First Aid' was viewed as the most popular 'Learning for work' course attended by respondents, with around one in six (16.4%) selecting this option. This was followed by 'Manual Handling' (16.2%), 'Food Safety' (15.0%) and 'Interview Skills' (13.8%).

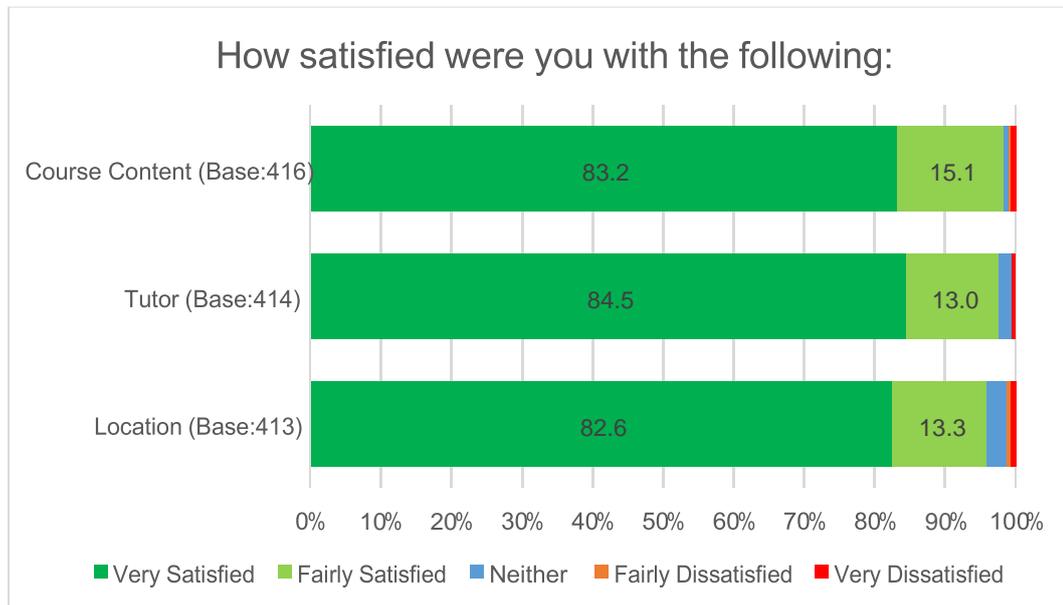
|                  | No. | %    |
|------------------|-----|------|
| First Aid        | 69  | 16.4 |
| Manual Handling  | 68  | 16.2 |
| Food Safety      | 63  | 15.0 |
| Interview Skills | 58  | 13.8 |

|   |     |      |
|---|-----|------|
| Health & Safety in the Workplace            | 56  | 13.3 |
| Customer Service                            | 56  | 13.3 |
| Get into Care                               | 43  | 10.2 |
| Mental Health & Wellbeing                   | 41  | 9.8  |
| Get into Hospitality                        | 38  | 9.0  |
| Counselling Skills                          | 36  | 8.6  |
| Safeguarding Level 1 / 2                    | 31  | 7.4  |
| Digital Employability Skills                | 28  | 6.7  |
| BT Skills for tomorrow                      | 28  | 6.7  |
| Dementia Awareness                          | 27  | 6.4  |
| Digital Skills – beginners/intermediate     | 27  | 6.4  |
| Photography / Film making                   | 27  | 6.4  |
| ECDL  | 26  | 6.2  |
| Smartphone/tablet help                      | 24  | 5.7  |
| Introduction to Health & Social care        | 23  | 5.5  |
| Microsoft applications for beginners        | 23  | 5.5  |
| Managing Children's Behaviour               | 21  | 5.0  |
| Child Psychology                            | 20  | 4.8  |
| Animation                                   | 20  | 4.8  |
| Role of the receptionist                    | 20  | 4.8  |
| Introduction to Childcare                   | 18  | 4.3  |
| Supporting Teaching and Learning in Schools | 14  | 3.3  |
| Improving Conversational English            | 12  | 2.9  |
| Sewing                                      | 12  | 2.9  |
| Managing Conflict                           | 11  | 2.6  |
| Buying & Selling online                     | 8   | 1.9  |
| Using PIXLR                                 | 6   | 1.4  |
| Not sure                                    | 1   | 0.2  |
| Other                                       | 4   | 1.0  |
| Total Respondents                           | 420 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

How satisfied were you with the following:

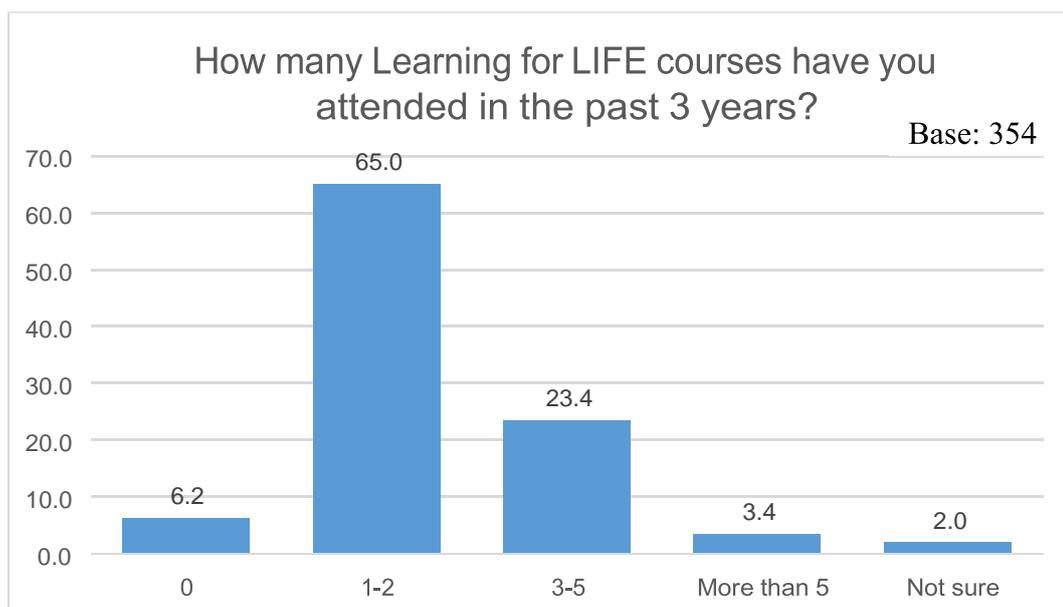
Over nine tenths of respondents were 'Satisfied' (Very and Fairly combined) with each of the 3 course elements listed below.



### Learning For Life

How many Learning for Life courses have you attended in the past 3 years?

354 respondents left a response to this question. Of these, around two in three (65.0%) had attended 1-2 courses, whilst just over one in four (26.8%) had attended at least 3 courses.



If you have attended a Learning for Life course, please tick all of the courses you have attended:

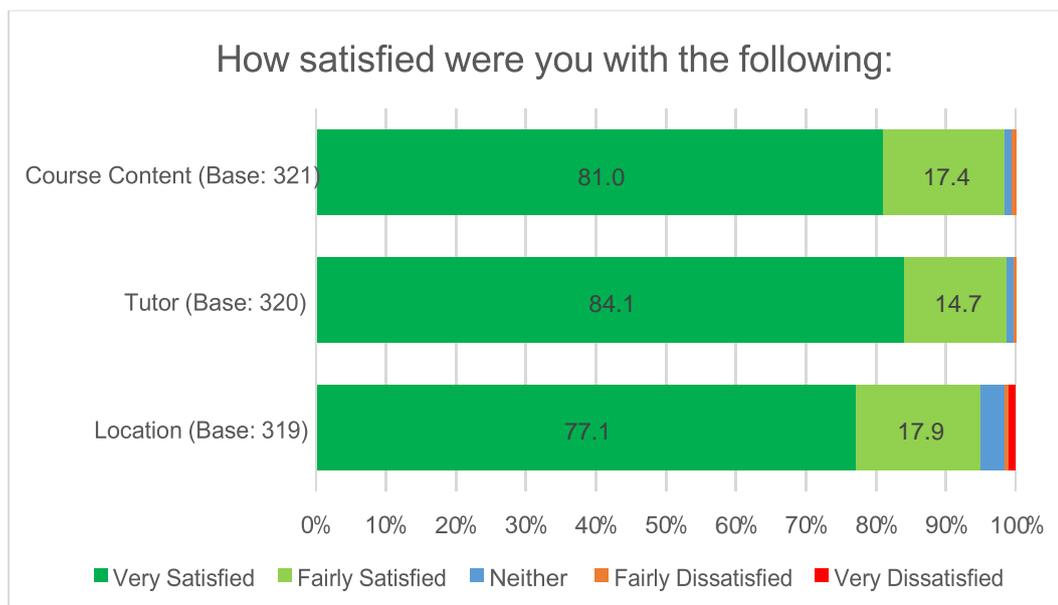
'Painting' was viewed as the most popular 'Learning for Life' course attended by respondents, with around one in six (17.6%) selecting this option. This was followed by 'Watercolour' (16.4%), 'Basket Making' (13.9%) and 'Gardening' (13.9%).

|   | No. | %    |
|---|-----|------|
| Painting                                  | 57  | 17.6 |
| Watercolour                               | 53  | 16.4 |
| Basket Making                             | 45  | 13.9 |
| Gardening                                 | 45  | 13.9 |
| Dressmaking/Soft<br>Furnishing/Upholstery | 44  | 13.6 |
| French                                    | 43  | 13.3 |
| Floristry                                 | 42  | 13.0 |
| Drawing                                   | 41  | 12.7 |
| Cake Decorating/Sugar Craft               | 38  | 11.7 |
| Sculpting/Pottery                         | 36  | 11.1 |
| Cooking                                   | 36  | 11.1 |
| Writing                                   | 34  | 10.5 |
| Jewellery/Silversmithing                  | 29  | 9.0  |
| Yoga                                      | 29  | 9.0  |
| Italian                                   | 24  | 7.4  |
| Stained Glass                             | 23  | 7.1  |
| Ukulele                                   | 21  | 6.5  |
| Spanish                                   | 21  | 6.5  |
| Photoshop                                 | 21  | 6.5  |
| British Sign<br>Language                  | 20  | 6.2  |
| Piano/Keyboard                            | 19  | 5.9  |
| Guitar                                    | 15  | 4.6  |
| Not sure                                  | 5   | 1.5  |
| Other                                     | 7   | 2.2  |
| Total Respondents                         | 324 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

How satisfied were you with the following:

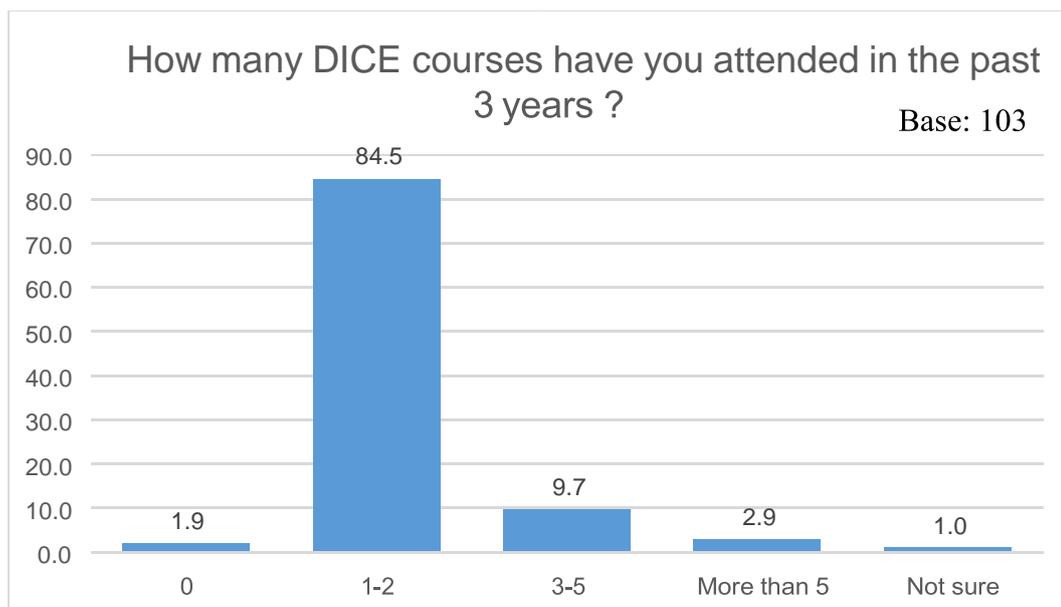
Over nine tenths of respondents were 'Satisfied' (Very and Fairly combined) with each of the 3 course elements listed below.



## DICE

How many DICE courses have you attended in the past 3 years?

103 respondents left a response to this question. Of these, over four in five (84.5%) had attended 1-2 courses, whilst a further one in eight (12.6%) had attended at least 3 courses.



If you have attended a DICE course, please tick all of the courses you have attended:

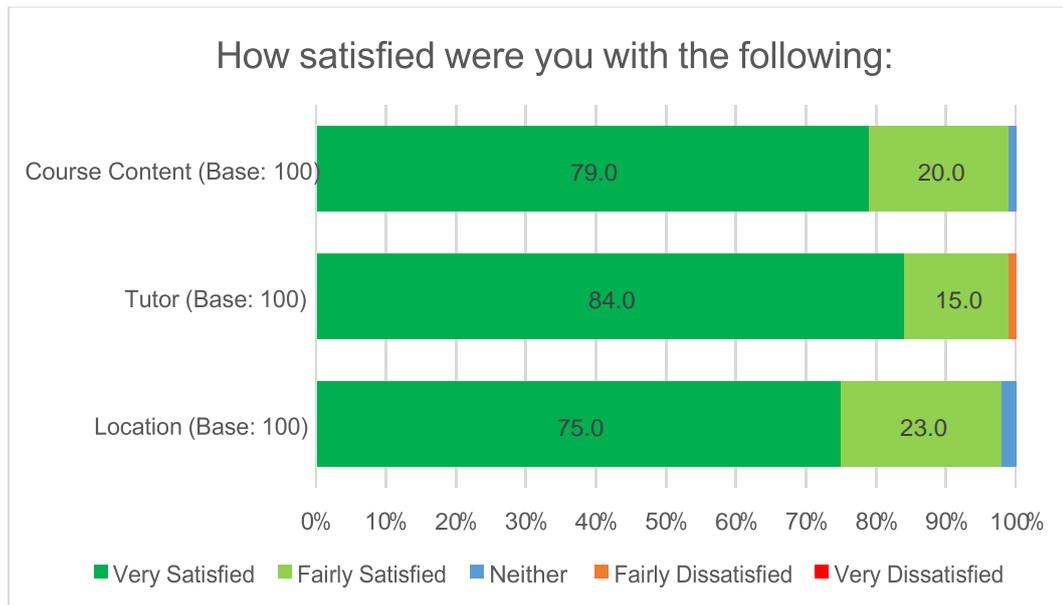
'Woodworking skills' was viewed as the most popular 'DICE' course attended by respondents, with over one in three (37.0%) selecting this option. This was followed by 'DIY' (31.0%), 'Literacy' (21.0%) and 'Creative writing' (20.0%).

|                       | No. | %    |
|-----------------------|-----|------|
| Woodworking Skills    | 37  | 37.0 |
| DIY                   | 31  | 31.0 |
| Literacy              | 21  | 21.0 |
| Creative writing      | 20  | 20.0 |
| Digital Skills        | 17  | 17.0 |
| Craft Pottery         | 14  | 14.0 |
| Wellbeing             | 12  | 12.0 |
| African hand Drumming | 9   | 9.0  |
| Dance                 | 6   | 6.0  |
| Other                 | 2   | 2.0  |
| Total Respondents     | 100 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

How satisfied were you with the following:

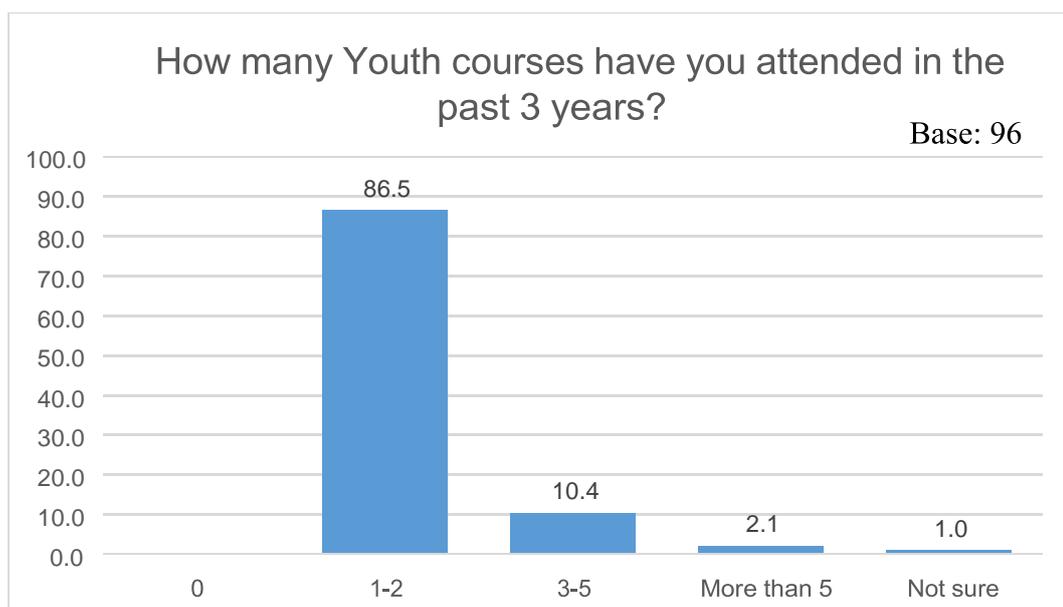
Over nine tenths of respondents were 'Satisfied' (Very and Fairly combined) with each of the 3 course elements listed below.



## Youth Courses

How many Youth courses have you attended in the past 3 years?

96 respondents left a response to this question. Of these, over four in five (86.5%) had attended 1-2 courses, whilst a further one in eight (12.5%) had attended at least 3 courses.



If you have attended a Youth course, please tick all of the courses you have attended:

'Visual Arts' was viewed as the most popular 'Youth' course attended by respondents, with around one in five (21.1%) selecting this option. This was followed by 'Little Potters' (12.6%), 'Harry Potters' (12.6%) and 'Mini Pottery Throwdown / 'Get Set Sew' / 'Lets Act (each 10.5%).

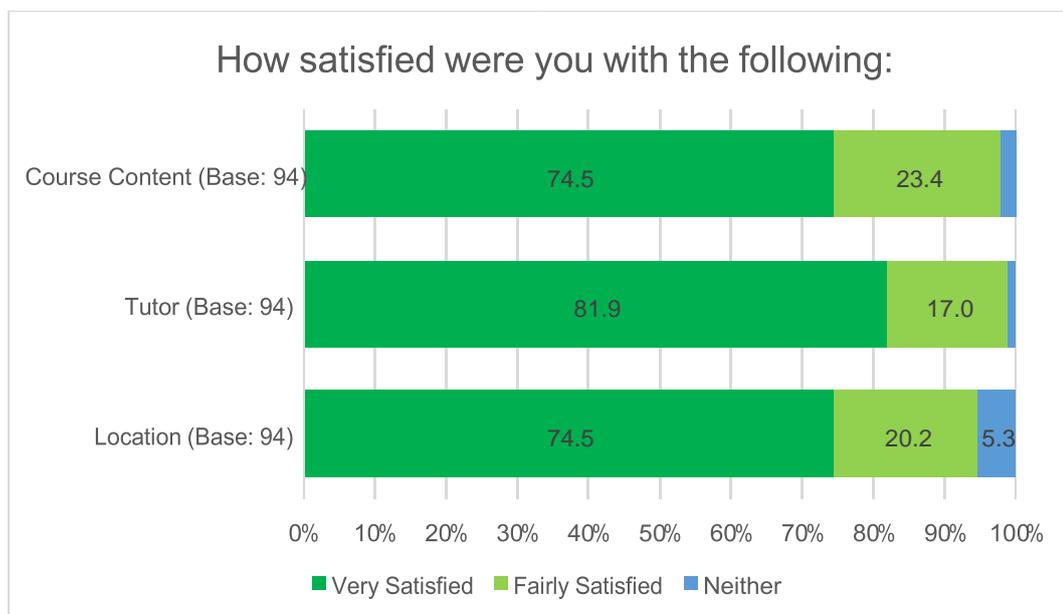
|                         | No. | %    |
|-------------------------|-----|------|
| Visual Arts             | 20  | 21.1 |
| Little Potters          | 12  | 12.6 |
| Harry Pottery           | 12  | 12.6 |
| Mini Pottery Throwdown  | 10  | 10.5 |
| Get Set Sew             | 10  | 10.5 |
| Let's Act               | 10  | 10.5 |
| Fashion & Style         | 9   | 9.5  |
| A Play in a Day         | 9   | 9.5  |
| Clay Club               | 8   | 8.4  |
| Creative Illustration   | 8   | 8.4  |
| Batik                   | 8   | 8.4  |
| Actors Workshop         | 8   | 8.4  |
| Lights, Camera, Action  | 8   | 8.4  |
| Fun with Felt           | 7   | 7.4  |
| Clay Dinosaurs          | 6   | 6.3  |
| Throwing on the wheel   | 6   | 6.3  |
| Anime Drawing           | 6   | 6.3  |
| Around the world crafts | 6   | 6.3  |
| Teatime Pottery         | 5   | 5.3  |
| Puppets                 | 5   | 5.3  |
| Watercolours            | 5   | 5.3  |
| Ukulele                 | 5   | 5.3  |
| Glee Club               | 4   | 4.2  |
| Treasure boxes          | 3   | 3.2  |
| Total Respondents       | 95  | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

How satisfied were you with the following:

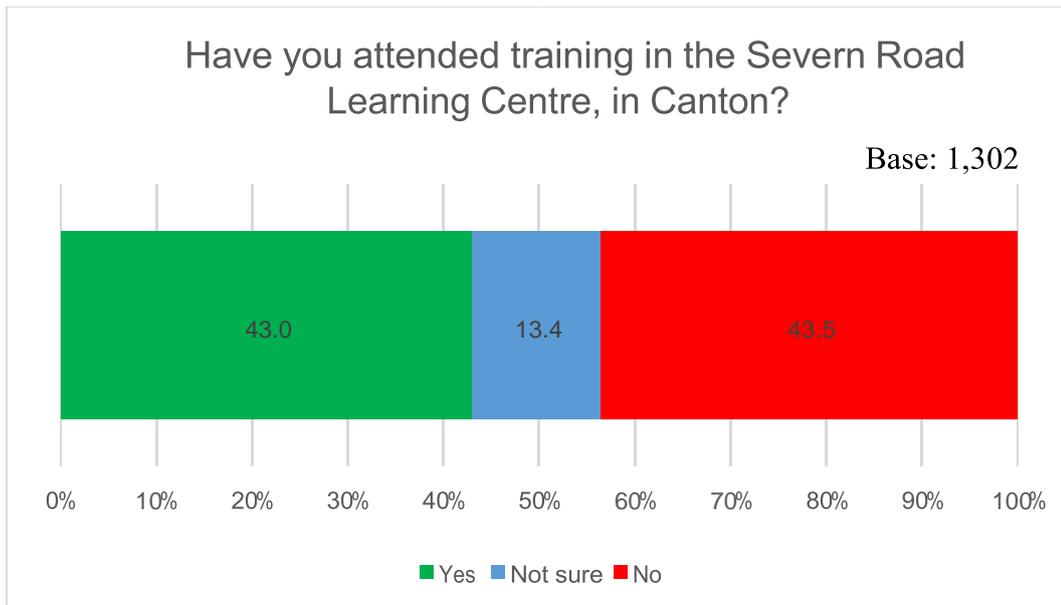
Over nine tenths of respondents were 'Satisfied' (Very and Fairly combined) with each of the 3 course elements listed below.

There were no respondents that were dissatisfied with any elements of the Youth courses.



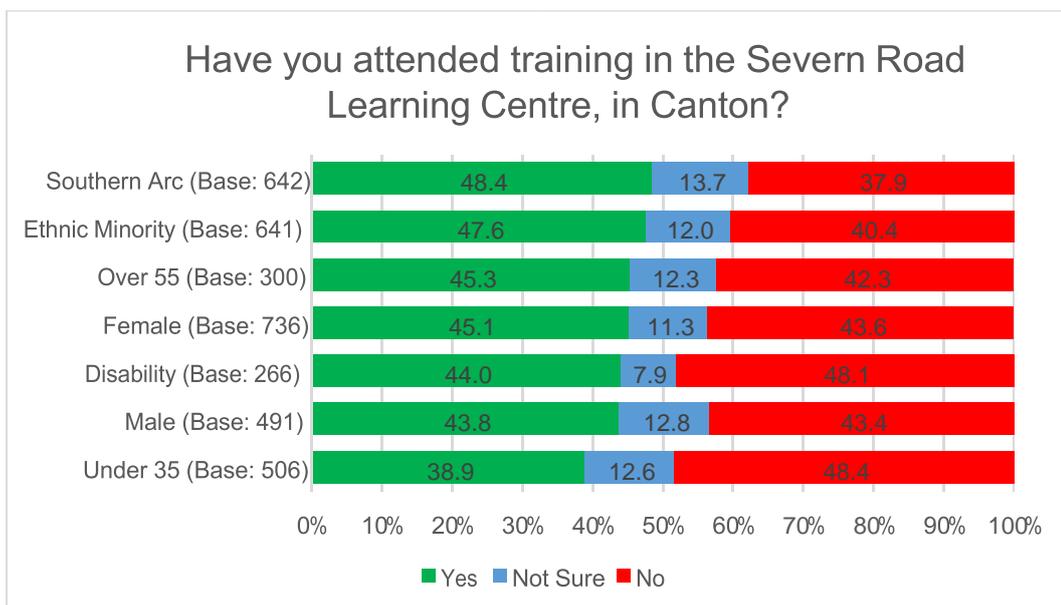
Have you attended training in the Severn Road Learning Centre, in Canton?

The amount of respondents that had / hadn't previously attended training in Severn Road Learning Centre in Canton was split (43.0% and 43.5% respectively).



Respondents residing in the Southern Arc and those from an Ethnic Minority background were most likely to have attended training previously (48.4% and 47.6% respectively).

Almost a half of both under 35s and those with a disability claimed not to have attended any training at the Severn Road Learning Centre (48.4% and 48.1% respectively).



If yes, how did you travel to the centre?

Two in five (41.8%) respondents that had previously attended training in Severn Road travelled to the centre by Car, this was followed by three in ten (30.6%) that got a bus. A further one in eight (12.5%), got there by cycling.

|                   | No. | %    |
|-------------------|-----|------|
| Car               | 233 | 41.8 |
| Bus               | 171 | 30.6 |
| Walk              | 89  | 15.9 |
| Cycle             | 70  | 12.5 |
| Other             | 27  | 4.8  |
| Total Respondents | 558 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

If yes, what other services did you use in the centre?

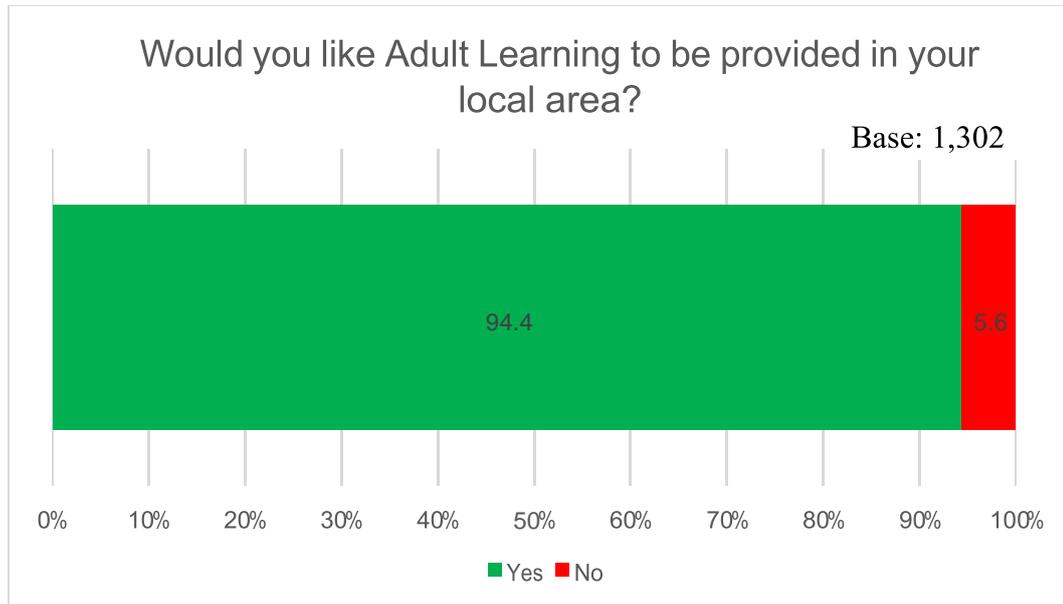
'Internet Access' was viewed as the most popular other service used by people attending Severn Road Centre for training, with over two in five (45.4%) using this service whilst there, this was followed by 'Free wifi (43.7%) and 'Café' (38.5%).

|                   | No  | %    |
|-------------------|-----|------|
| Internet Access   | 229 | 45.4 |
| Free Wifi         | 220 | 43.7 |
| Café              | 194 | 38.5 |
| Digital Support   | 156 | 31.0 |
| Other             | 9   | 1.8  |
| Total Respondents | 504 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

Would you like Adult Learning to be provided in your local area?

Over nine in ten (94.4%) respondents would like to see Adult Learning provide in their local area.



If yes, which area?

Respondents that had indicated they'd like Adult Learning to be provided in their area were asked to identify which of the 29 Wards in Cardiff where they'd like to see this provided.

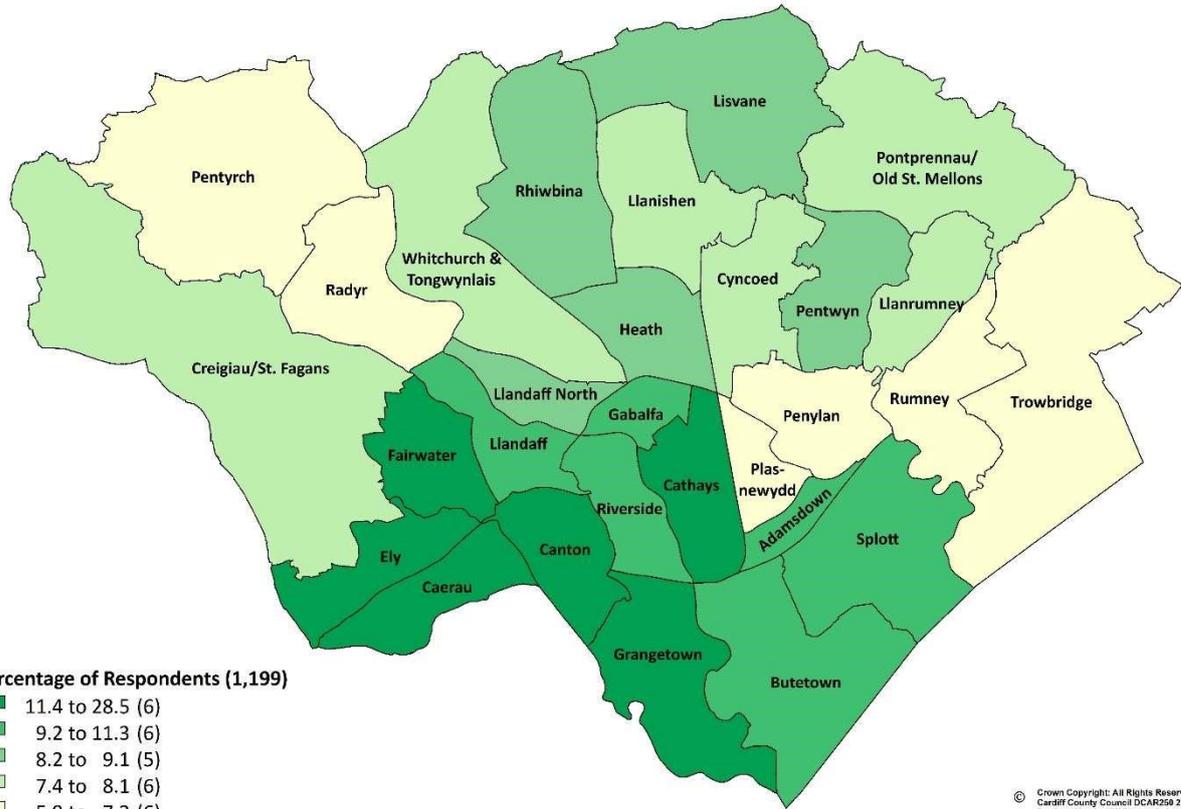
Canton (28.4%) was cited as the most popular Ward where respondents would like to see Adult Learning provided, this was followed by Grangetown (17.5%), Ely (16.8%) and Cathays (12.1%).

|            | No. | %    |
|------------|-----|------|
| Canton     | 341 | 28.4 |
| Grangetown | 210 | 17.5 |
| Ely        | 201 | 16.8 |
| Cathays    | 145 | 12.1 |
| Fairwater  | 143 | 11.9 |

|                                |       |      |
|--------------------------------|-------|------|
| Caerau                         | 142   | 11.8 |
| Butetown                       | 135   | 11.3 |
| Adamsdown                      | 130   | 10.8 |
| Riverside                      | 124   | 10.3 |
| Splott                         | 118   | 9.8  |
| Gabalfa                        | 117   | 9.8  |
| Llandaff                       | 111   | 9.3  |
| Heath                          | 108   | 9.0  |
| Lisvane                        | 106   | 8.8  |
| Llandaff North                 | 102   | 8.5  |
| Pentwyn                        | 101   | 8.4  |
| Rhiwbina                       | 100   | 8.3  |
| Creigiau/St. Fagans            | 96    | 8.0  |
| Whitchurch and<br>Tongwynlais  | 95    | 7.9  |
| Pontprennau/Old<br>Mellons St. | 94    | 7.8  |
| Cyncoed                        | 91    | 7.6  |
| Llanishen                      | 91    | 7.6  |
| Llanrumney                     | 89    | 7.4  |
| Penylan                        | 87    | 7.3  |
| Radyr                          | 83    | 6.9  |
| Plasnewydd                     | 79    | 6.6  |
| Rumney                         | 78    | 6.5  |
| Pentyrch                       | 73    | 6.1  |
| Trowbridge                     | 71    | 5.9  |
| Total Respondents              | 1,199 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

### Percentage of Respondents That Would Like Adult Learning Provided in a Ward



As part of this change we are moving away from standalone buildings, as part of this Severn Road would close, this would protect courses and reduce costs. Do you have comments on this change?

| Theme                            | No. | %    | Example Comments  |
|----------------------------------|-----|------|---|
| Don't Mind if Severn Road Closes | 164 | 29.7 | <ul style="list-style-type: none"> <li>• If needs to close so courses can be funded then let it be sacrificed. We lose something, we win something.</li> <li>• Don't mind, but building should be used in some way that benefits community.</li> <li>• I'm local to canton so would be ok if somewhere that's still easy to access is opened.</li> <li>• Needs to be done so I don't mind.</li> <li>• This isn't a problem as there are lots of other places for courses to be held.</li> </ul> |

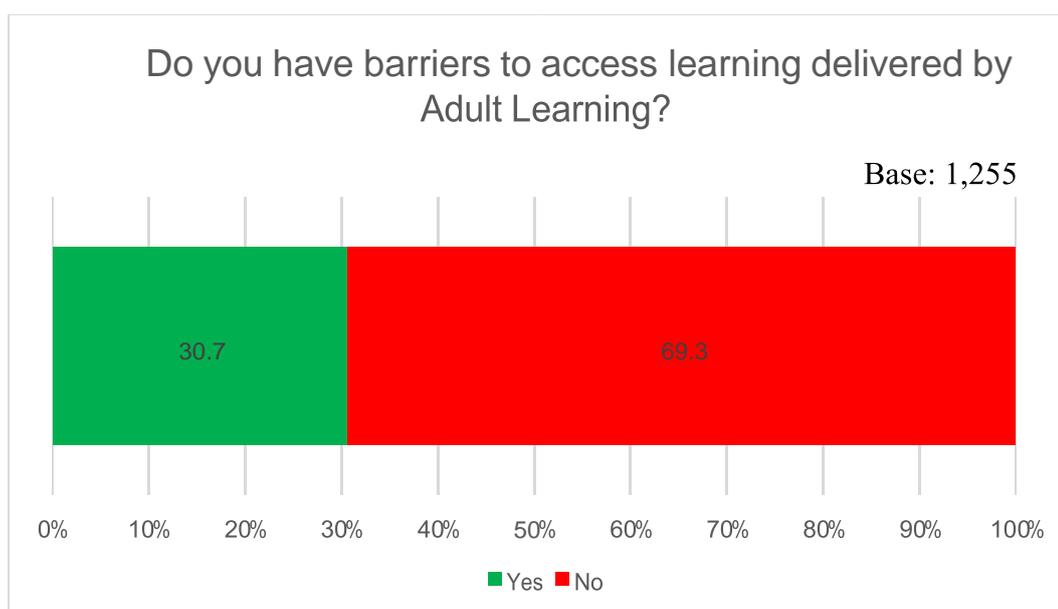
|   |     |      |   |
|---|-----|------|---|
| Good Idea   | 132 | 23.9 | <input type="checkbox"/> Not a bad idea there are other places for me to do a course.   |
|   |     |      | <input type="checkbox"/> I agree, utilising local hubs and community buildings would be beneficial.<br><input type="checkbox"/> It makes sense as long as similar courses are offered elsewhere.<br><input type="checkbox"/> It is a good idea - make it more local - people can then walk there so also helping with our carbon footprint.   |
| Saves Money   | 103 | 18.7 | This is ok as costs need to be reduced.<br><input type="checkbox"/> Anything that reduces cost must surely be beneficial.<br><input type="checkbox"/> Great way to save money.  |
| Prefer to learn in a classroom environment or another location within Cardiff       | 90  | 16.3 | <input type="checkbox"/> There are better places near me for courses to be held.<br><input type="checkbox"/> It's ok as lots of venues closer to me.<br><input type="checkbox"/> Other places near me that I could go to.   |
| The Money saved should be reinvested into course material and / or lower course fee | 59  | 10.7 | <input type="checkbox"/> Can use money to improve quality of courses. This can be a good thing as if<br><input type="checkbox"/> money isn't wasted it could improve quality of adult learning services.<br><input type="checkbox"/> Don't mind as it could reduce prices of courses.   |
| N/A or indifferent  | 52  | 9.4  | <input type="checkbox"/> Never been but been told it's not the best location so not bothered.<br><input type="checkbox"/> I do not mind as i have never attended any training or courses there.   |
| Bad Idea  | 48  | 8.7  | <input type="checkbox"/> I don't think that's a good idea as place like this are a lot better for people who suffer from social anxiety as going into town for the main colleges can be very hard. So unless you're going to offer more course in the Hub I think you're making a mistake.<br><input type="checkbox"/> Huge mistake great centre, accessible transport links, great stuff, the biggest mistake you made was removing the childcare facilities, I know many parents doing the courses myself included would've paid a small fee to use them! |

|  |     |     |  |
|--|-----|-----|--|
| Accessibility Issues, Parking, Disabled Facilities & Childcare | 39  | 7.1 | <p>Not the most accessible so don't mind.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I think a lot more people may take part in the courses if they are more available in the community. A childcare offer so adults can learn would also be a great help. I hope by moving away from standalone buildings that people will not lose their jobs.</li> </ul> |
| Courses online   | 19  | 3.4 | <ul style="list-style-type: none"> <li><input type="checkbox"/> Travelling can be difficult so if this happened it would be ideal if courses then went online.</li> <li><input type="checkbox"/> I would prefer courses online as it works around me and childcare.</li> </ul>   |
| Misc.  | 17  | 3.1 | <p>I am not quite sure what you mean by this question.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Where will I attend all future courses?</li> </ul>  |
| Total Respondents  | 552 | -   |  |

NB. Percentages do not total 100% as respondents' comments could fall into multiple themes.

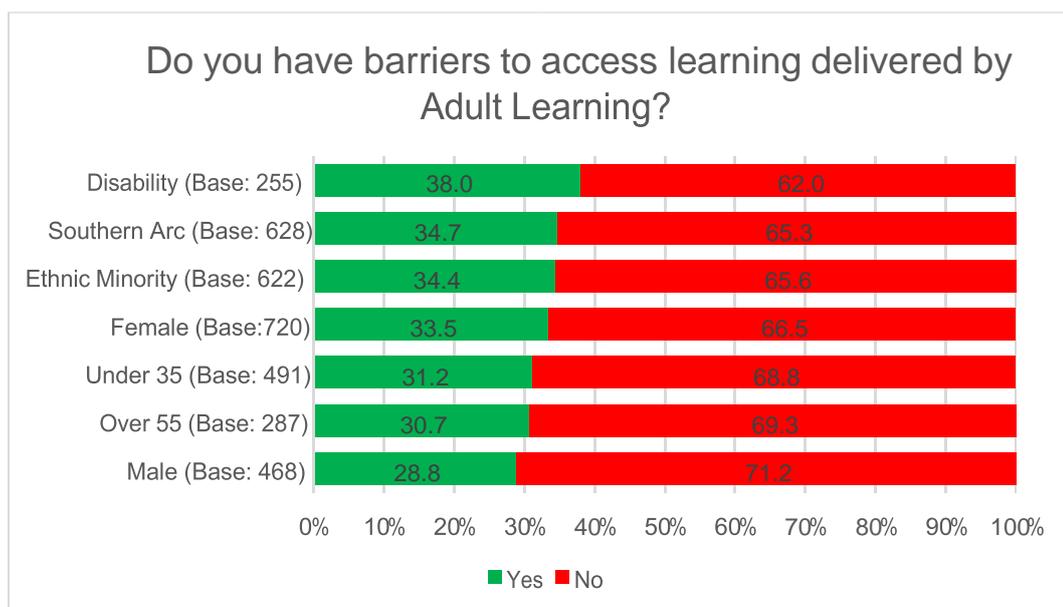
Do you have barriers to access learning delivered by Adult Learning?

Three in ten (30.7%) respondents claimed to have some form of barrier to accessing learning delivered by Adult Learning.



Almost two fifths (38.0%) of respondents that identified as disabled / had a health condition stated they have barriers to access learning delivered by Adult Learning. This was followed by Southern Arc respondents (34.7%) and Ethnic Minority respondents (34.4%).

One in three (33.5%) female respondents claimed to have barriers to access, this is 4.7 percentage points higher than that of male respondents (28.8%).



If yes, please tick all that apply to you:

Respondents that had indicated a barrier to accessing learning delivered by Adult Learning were invited to explain what the barrier/s were.

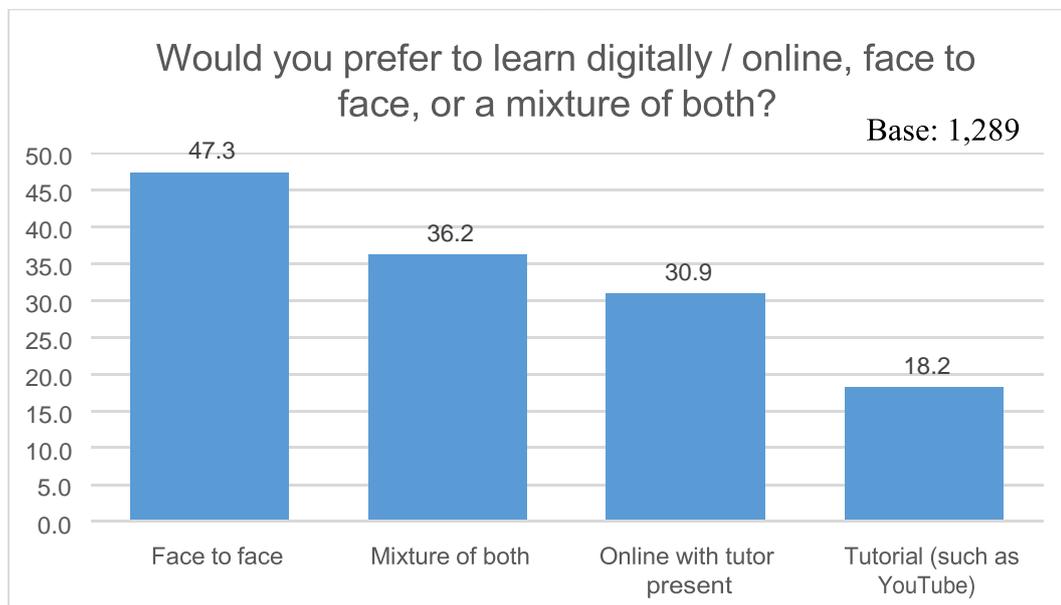
'Childcare / Caring responsibilities' was viewed as the biggest barrier with over one in three (36.2%) citing this option, this was followed by 'Travel' (25.2%) and 'Employment' (22.3%). A further one in 20 (5.2%) highlighted 'Language Skills' as a barrier to accessing Adult Learning.

|                                   | No. | %    |
|-----------------------------------|-----|------|
| Childcare/Caring responsibilities | 138 | 36.2 |
| Travel                            | 96  | 25.2 |
| Employment                        | 85  | 22.3 |
| Hours of delivery                 | 56  | 14.7 |
| Location of courses               | 42  | 11.0 |
| Financial                         | 40  | 10.5 |
| Digital Skills                    | 31  | 8.1  |
| Language Skills                   | 20  | 5.2  |
| Total Respondents                 | 381 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

Would you prefer to learn digitally / online, face to face, or a mixture of both?

Just under a half (47.3%) would prefer to learn face to face, this was followed by over one in three (36.2%) that would prefer a mixture of online / face to face. Just under one in five (18.2%) stated they'd be happy with a Tutorial (such as YouTube).



NB. Percentages do not total 100% as respondents could select multiple options.

All demographic groups analysed indicated a preference for face to face learning. This was most prevalent in those aged 55+ with over a half (54.5%) from this age group citing this option, this was 10.3 percentage points higher than that of respondents aged under 35 (44.2%).

Female respondents were most likely to prefer a mixture of both (39.2%), this figure drops to around three in ten (31.3%) when viewed by male respondents.

Around two in five (38.4%) of under 35's would like on-line trainer with a tutor, this is almost double of that of the findings reported by over 55's (21.3%)

Respondents residing in the Southern Arc were most likely to want learning done via a tutorial, with one in five (21.2%) choosing this option.

|                              | Face to face | Mixture of both | On-line with tutor present | Tutorial (such as YouTube) |
|------------------------------|--------------|-----------------|----------------------------|----------------------------|
| Male (Base: 485)             | 47.6         | 31.3            | 31.1                       | 19.0                       |
| Female (Base: 733)           | 45.6         | 39.2            | 31.4                       | 17.3                       |
| Under 35 (Base: 500)         | 44.2         | 33.8            | 38.4                       | 19.0                       |
| Over 55 (Base: 301)          | 54.5         | 34.2            | 21.3                       | 16.9                       |
| Southern Arc (Base: 638)     | 44.2         | 37.1            | 29.9                       | 21.2                       |
| Disability (Base: 266)       | 46.6         | 38.7            | 32.7                       | 15.4                       |
| Ethnic Minority ( Base: 635) | 41.1         | 32.9            | 31.8                       | 19.2                       |

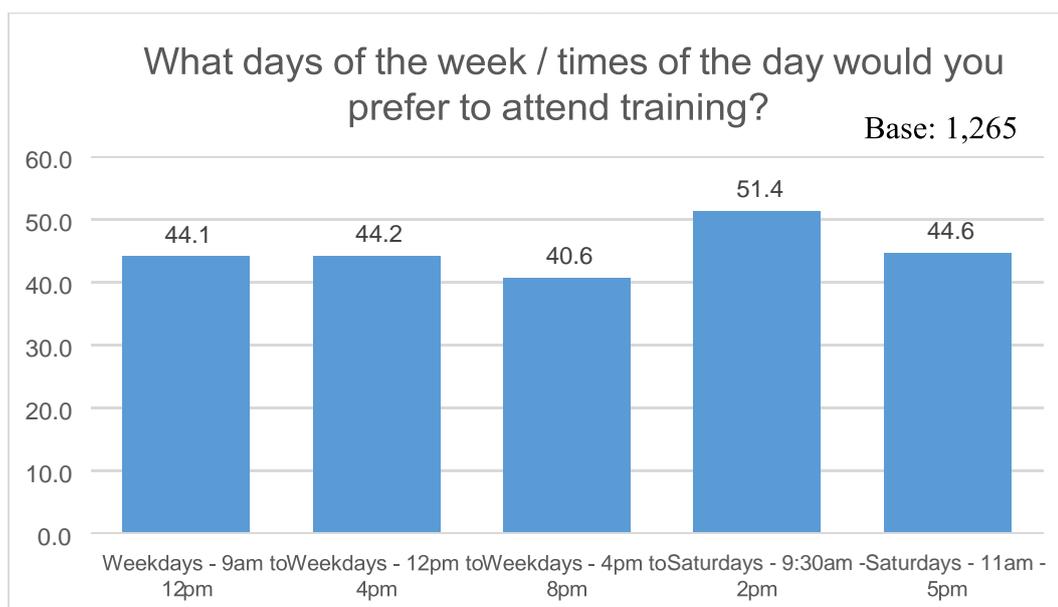
NB. Percentages do not total 100% as respondents could select multiple options.

What days of the week / times of the day would you prefer to attend training?

Respondents were provided with a set of pre coded responses and asked which day / time of the week they would prefer to attend training.

Slight preference was for Saturdays between 9:30am and 2pm (51.4%), this was followed by Saturdays between 11am and 5pm.

Weekdays between 4pm and 8pm was viewed as the least popular but this option was still selected by two in five respondents (40.6%).



NB. Percentages do not total 100% as respondents could select multiple options.

Preference for weekday training was highest amongst respondents aged 55+ for each of the three midweek options; Weekdays 9am to 12pm (55.9%), Weekdays 12pm to 4pm (56.3%) and Weekdays 4pm to 8pm (45.4%).

Saturday training between 9:30am to 2pm was favoured most by Southern Arc respondents with over a half (54.1%) citing this option, this falls to around two in five (41.5%) when viewed by those with a disability / health condition.

A half (49.3%) of under 35s would prefer training on a Saturday between 11am to 5pm, this is 7.9 percentage points higher than that of the findings from those aged over 55 (41.4%).

|                             | Weekdays<br>-<br>9am to<br>12pm | Weekdays<br>-<br>12pm to<br>4pm | Weekdays<br>4pm to<br>8pm | Saturdays<br>9:30am to<br>2pm | Saturdays<br>11am to<br>5pm |
|-----------------------------|---------------------------------|---------------------------------|---------------------------|-------------------------------|-----------------------------|
| Male (Base: 472)            | 40.5                            | 41.5                            | 43.2                      | 51.3                          | 46.0                        |
| Female (Base: 723)          | 47.0                            | 47.4                            | 40.0                      | 51.3                          | 43.3                        |
| Under 35 (Base: 487)        | 37.4                            | 39.6                            | 38.2                      | 53.2                          | 49.3                        |
| Over 55 (Base: 295)         | 55.9                            | 56.3                            | 45.4                      | 51.2                          | 41.4                        |
| Southern Arc (Base: 627)    | 44.7                            | 46.6                            | 40.5                      | 54.1                          | 47.5                        |
| Disability (Base: 258)      | 45.3                            | 49.2                            | 37.2                      | 41.5                          | 40.7                        |
| Ethnic Minority (Base: 623) | 42.9                            | 42.4                            | 40.8                      | 50.1                          | 40.4                        |

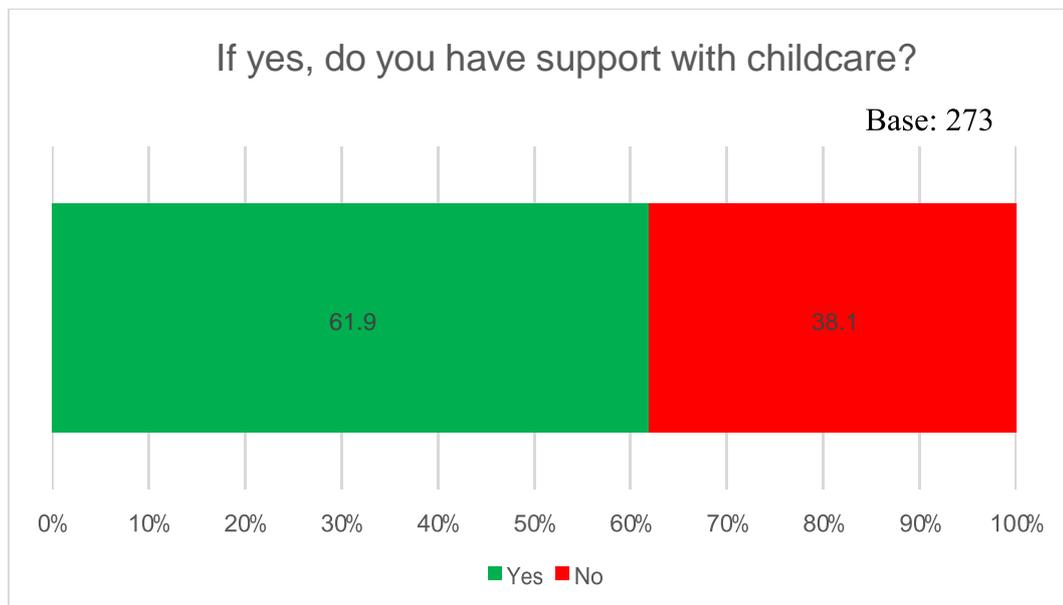
Do you have childcare responsibilities

Around one in five (21.4%) respondents indicated that they have childcare responsibilities.

|                   | No.   | %     |
|-------------------|-------|-------|
| Yes               | 278   | 21.4  |
| No                | 1,022 | 78.6  |
| Total Respondents | 1,300 | 100.0 |

If yes, do you have support with childcare?

Of those that do have childcare responsibilities, three fifths (61.9%) reported that they have support with childcare.



Would you access Adult Learning training if childcare was available as part of the course?

Over two in five (45.2%) respondents claimed they would access Adult Learning if childcare was available as part of the course.

|                   | No. | %     |
|-------------------|-----|-------|
| Yes               | 440 | 45.2  |
| No                | 533 | 54.8  |
| Total Respondents | 973 | 100.0 |

Is there any specific training you would like to see Adult Learning deliver that is not currently offered?

Respondents were provided with a list of pre coded training courses that are not currently offered and asked to indicate which of the courses they would like to see delivered by Adult Learning.

'Basic Skills' was viewed as the most popular course respondents would like to see offered with two in five.

(39.8%) respondents citing this option. This was followed by 'Teaching Assistant' (29.3%), Accounting / Bookkeeping (23.8%) and HGV Drivers Licence / other driving qualifications (20.2%)

|  | No. | %    |
|--|-----|------|
| Basic Skills   | 299 | 39.8 |
| Teaching Assistant   | 220 | 29.3 |
| Accounting/Bookkeeping                                     | 179 | 23.8 |
| HGV Drivers Licence / other driving qualifications         | 152 | 20.2 |
| Personal Trainer   | 147 | 19.6 |
| SIA Training   | 143 | 19.0 |
| CSCS Construction Card / other construction qualifications | 133 | 17.7 |
| Moving & Handling (All Wales Passport)                     | 96  | 12.8 |
| Other  | 69  | 9.2  |
| Total Respondents  | 751 | -    |

NB. Percentages do not total 100% as respondents could select multiple options.

Of the 69 people that chose 'Other', 38 of these specified the course they'd like to see offered. These 38 comments have been coded into themes, which can be viewed below:

| Theme                          | No.       |
|--------------------------------|-----------|
| Digital / IT Skills            | 8         |
| Language Skills                | 8         |
| Caring Skills                  | 6         |
| Arts / Craft                   | 3         |
| History                        | 3         |
| Catering / Cookery             | 3         |
| First Aid                      | 2         |
| Music / Drama                  | 2         |
| Counselling                    | 2         |
| Flower Arranging / Florist     | 2         |
| Electrical Skills              | 1         |
| Health & Beauty                | 1         |
| Dental Nurse                   | 1         |
| Law / Criminology              | 1         |
| Driving                        | 1         |
| Balloon Artist / Face Painting | 1         |
| Misc.                          | 6         |
| <b>Total Respondents</b>       | <b>38</b> |

*NB. Combined figure is higher than Total Respondents as respondents' comments could fall into multiple themes.*

Basic Skills training was viewed as the most popular type of training that people would like to see offered across each of the demographic breakdowns.

Females were more likely than males to want Teaching Assistant training (34.9% and 22.8% respectively).

Accountancy / Bookkeeping was most popular with female respondents (27.8%). This type of training falls to one in five (19.5%) when viewed by male respondents.

Over a quarter (27.2%) of male respondents would like to see HGV / Driving Qualifications offered, this is 11.4 percentage points higher than that of female respondents (15.8%).

Under 35's were almost twice as likely to want to see Personal Training offered than that of those aged 55+ (23.4% and 12.0% respectively).

SIA Training was most popular amongst male respondents (26.5%), this falls to around one in seven (13.9%) when viewed by those with a disability / health condition.

Males (29.9%) were around three times as likely to want CSCS training offered than that of both females and those with a disability / health condition (9.8% and 9.4% respectively).

One in twelve (8.3%) of those with a disability / health condition would like to see Moving & handling courses offered, this rises to one in seven (14.1%) when viewed by male respondent.

|                             | Basic Skills | Teaching Assistant | Accounting/ Bookkeeping | HGV Drivers Licence / other driving qualifications | Personal Trainer | SIA Training | CSCS Construction Card / other construction qualifications | Moving & Handling (All Wales Passport) | Other |
|-----------------------------|--------------|--------------------|-------------------------|--|------------------|--------------|--|--|-------|
| Male (Base: 298)            | 36.2         | 22.8               | 19.5                    | 27.2   | 23.2             | 26.5         | 29.9   | 14.1                                   | 5.4   |
| Female (Base: 418)          | 44.7         | 34.9               | 27.8                    | 15.8   | 17.0             | 14.1         | 9.8  | 11.7                                   | 9.8   |
| Under 35 (Base: 299)        | 35.1         | 32.1               | 24.4                    | 18.1   | 22.4             | 20.7         | 20.1   | 10.4                                   | 10.0  |
| Over 55 (Base: 142)         | 50.0         | 21.8               | 21.8                    | 21.8   | 12.0             | 14.1         | 19.0   | 17.6                                   | 11.3  |
| Southern Arc (Base: 376)    | 41.2         | 29.5               | 25.0                    | 19.7   | 19.1             | 21.3         | 17.0   | 10.4                                   | 7.2   |
| Disability (Base: 180)      | 40.0         | 27.2               | 21.1                    | 17.2   | 13.9             | 13.9         | 9.4  | 8.3                                    | 21.1  |
| Ethnic Minority (Base: 381) | 41.5         | 24.4               | 24.7                    | 21.3   | 18.6             | 18.1         | 18.4   | 11.5                                   | 5.5   |

What other services would you like to access whilst you are in the building to attend training?

Respondents were again presented with a list of pre coded options, this time with a view to determine what other services they'd like to access whilst in the building attending training.

Over one in three (37.4) stated that they'd like nothing additional and were just happy with the training. Over one in four (27.9%) would like to access 'Self-service', whilst a further one in five (20.4%) would like to access 'Library services'.

|  | No.   | %     |
|--|-------|-------|
| Nothing additional, just training  | 475   | 37.4  |
| Self-service; free wifi, free internet access, free phone, waste/recycling bags  | 354   | 27.9  |
| Library services; storytime, borrow books, quiet place to learn/work, newspapers/magazines   | 259   | 20.4  |
| Digital Support: access to digital devices (Tablet Gifting Scheme), Digital drop in surgeries, coding, Video Editing, Cyber Security, Web Design, Google Digital Garage, Microsfot Azure   | 230   | 18.1  |
| Advice/information services; housing advice, consumer advice, benefit advice, health advice, advice about other council services, advice from other organisations such as Citizens Advice, budgeting and debt advice, advice about fuel/water bills. | 229   | 18.0  |
| Employment support; job club, CV workshop, jobsearch / applying for work   | 224   | 17.7  |
| Youth services; Learning coach support, junior youth club, senior youth club etc.  | 119   | 9.4   |
| Other facilities/events; community events, support group meetings, community meetings  | 235   | 18.5  |
| Total Respondents  | 1,269 | 100.0 |

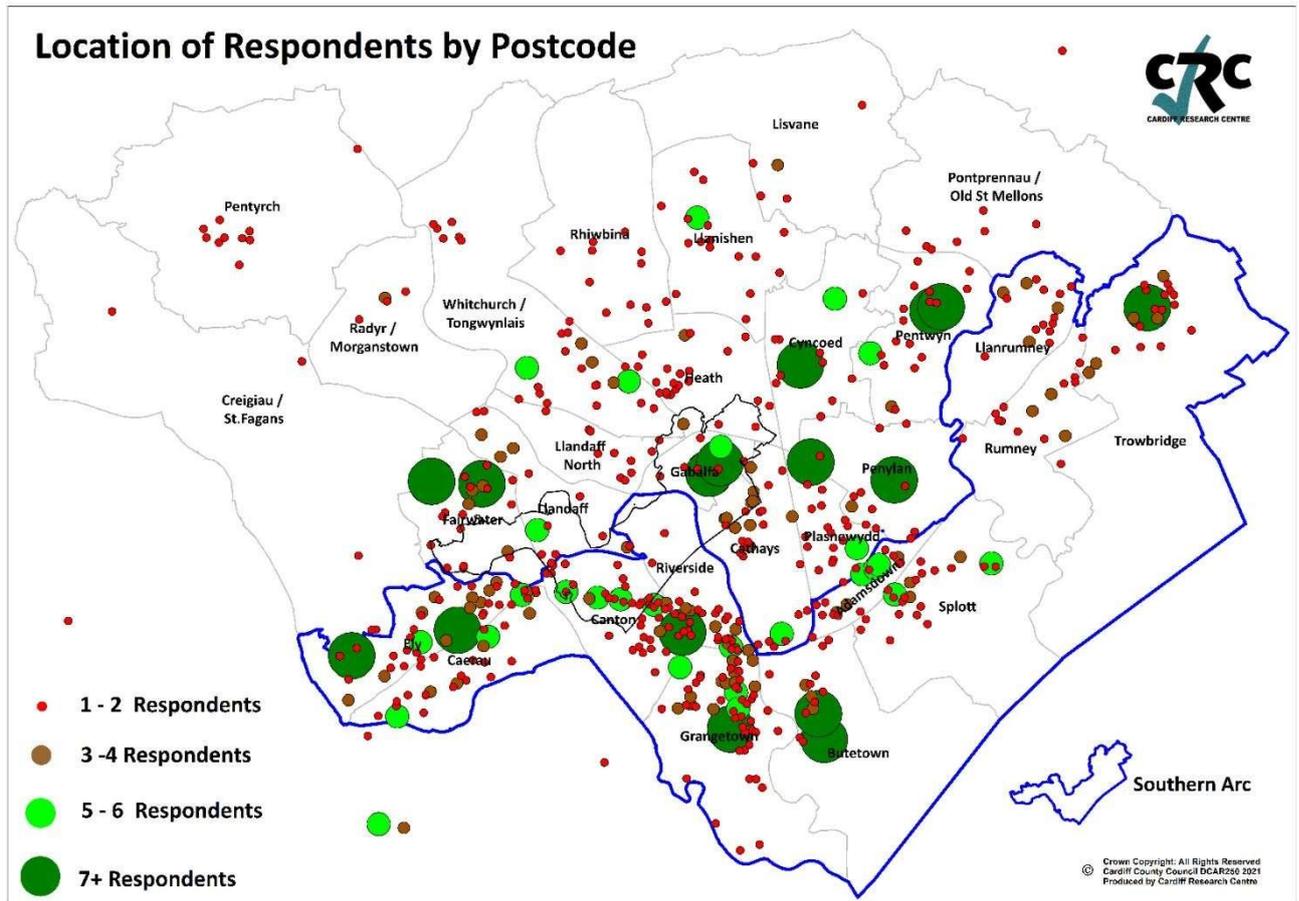
Would you like to volunteer to work within the Adult Learning team?

43 Respondents indicated that they'd like to volunteer to work within Adult Learning. Where respondents left valid contact details, this information has been passed onto the relevant department within the Council.

|                   | No.   | %     |
|-------------------|-------|-------|
| Yes               | 43    | 3.4   |
| No                | 1,205 | 96.6  |
| Total Respondents | 1,248 | 100.0 |

## About You

Please provide your postcode below to allow us to more accurately pinpoint respondents' views and needs by area:



What was your age on your last birthday?

|                   | No. | %    |
|-------------------|-----|------|
| Under 16          | 8   | 0.6  |
| 16-24             | 193 | 14.9 |
| 25-34             | 307 | 23.7 |
| 35-44             | 262 | 20.2 |
| 45-54             | 202 | 15.6 |
| 55-64             | 150 | 11.6 |
| 65-74             | 123 | 9.5  |
| 75+               | 29  | 2.2  |
| Prefer not to say | 22  | 1.7  |

|                   |       |       |
|-------------------|-------|-------|
| Total Respondents | 1,296 | 100.0 |
|-------------------|-------|-------|

Are you...?

|                   | No.   | %     |
|-------------------|-------|-------|
| Female            | 741   | 57.1  |
| Male              | 492   | 37.9  |
| Other             | 16    | 1.2   |
| Prefer not to say | 48    | 3.7   |
| Total Respondents | 1,297 | 100.0 |

Do you identify as Trans?

|                         | No.   | %     |
|-------------------------|-------|-------|
| Yes                     | 23    | 1.8   |
| No                      | 1,144 | 91.7  |
| Prefer to self-describe | 6     | 0.5   |
| Prefer not to say       | 75    | 6.0   |
| Total Respondents       | 1,248 | 100.0 |

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

|   | No. | %    |
|---|-----|------|
| Working part time (less than 30 hours per week) | 298 | 23.0 |
| Working full time (30+ hours per week)          | 258 | 19.9 |
| Wholly retired from work                        | 140 | 10.8 |
| Caring for a child or adult                     | 136 | 10.5 |
| Unemployed - Registered Job Seeker              | 103 | 8.0  |
| On a zero hour contract                         | 87  | 6.7  |
| Looking after home                              | 86  | 6.6  |
| Unemployed - Unregistered but seeking work      | 55  | 4.3  |
| In full time education                          | 48  | 3.7  |
| Permanently sick or disabled person             | 33  | 2.6  |
| On a government training scheme                 | 25  | 1.9  |
| Other   | 25  | 1.9  |

|                   |       |       |
|-------------------|-------|-------|
| Total Respondents | 1,294 | 100.0 |
|-------------------|-------|-------|

Do you identify as a disabled person?

|                   | No.   | %     |
|-------------------|-------|-------|
| Yes               | 183   | 14.3  |
| No                | 1,037 | 81.1  |
| Prefer not to say | 59    | 4.6   |
| Total Respondents | 1,279 | 100.0 |

Please tick any of the following that apply to you:

|  | No. | %    |
|--|-----|------|
| Mental health difficulties   | 70  | 25.3 |
| Mobility impairment  | 49  | 17.7 |
| Long-standing illness or health condition (e.g. cancer, diabetes, or asthma) | 49  | 17.7 |
| Learning impairment / difficulties   | 45  | 16.2 |
| Deaf / Deafened / Hard of hearing  | 30  | 10.8 |
| Wheelchair user  | 16  | 5.8  |
| Visual impairment  | 12  | 4.3  |
| Prefer not to say  | 64  | 23.1 |
| Other  | 31  | 11.2 |
| Total Respondents  | 277 | -    |

Do you consider yourself to be Welsh?

|                   | No.   | %     |
|-------------------|-------|-------|
| Yes               | 782   | 62.8  |
| No                | 463   | 37.2  |
| Total Respondents | 1,245 | 100.0 |

What is your ethnic group?

(Where the term 'British' is used, this refers to any of the four home nations of Wales, England, Northern Ireland and Scotland, or any combination of these).

|  | No.   | %     |
|--|-------|-------|
| White - Welsh/English/Scottish/Northern Irish/British    | 564   | 43.9  |
| Asian/Asian Welsh/British - Indian                       | 106   | 8.3   |
| Asian/Asian Welsh/British - Bangladeshi                  | 79    | 6.2   |
| Black/African/Caribbean/Black Welsh/British - African    | 69    | 5.4   |
| Asian/Asian Welsh/British – Pakistani                    | 62    | 4.8   |
| Black/African/Caribbean/Black Welsh/British – Caribbean  | 59    | 4.6   |
| Arab   | 49    | 3.8   |
| Mixed/Multiple Ethnic Groups - White and Black Caribbean | 44    | 3.4   |
| Asian/Asian Welsh/British - Chinese                      | 40    | 3.1   |
| Mixed/Multiple Ethnic Groups - White & Asian             | 32    | 2.5   |
| Mixed/Multiple Ethnic Groups - White and Black African   | 29    | 2.3   |
| White - Any other white background                       | 27    | 2.1   |
| White - Irish  | 20    | 1.6   |
| White - Gypsy or Irish Traveller                         | 10    | 0.8   |
| Asian/Asian Welsh/British - Any other                    | 5     | 0.4   |
| Black/African/Caribbean/Black Welsh/British - Any other  | 5     | 0.4   |
| Prefer not to say  | 78    | 6.1   |
| Any other ethnic group (please specify)                  | 6     | 0.5   |
| Total Respondents  | 1,284 | 100.0 |