



**STRONGER  
FAIRER  
GREENER**



# Hubs and Community Services



Gwasanaeth  
Cymorth  
Lles Caerdydd  
Cardiff Wellbeing  
Support Service



#GweithioDrosGaerdydd  
#GweithioDrosochChi

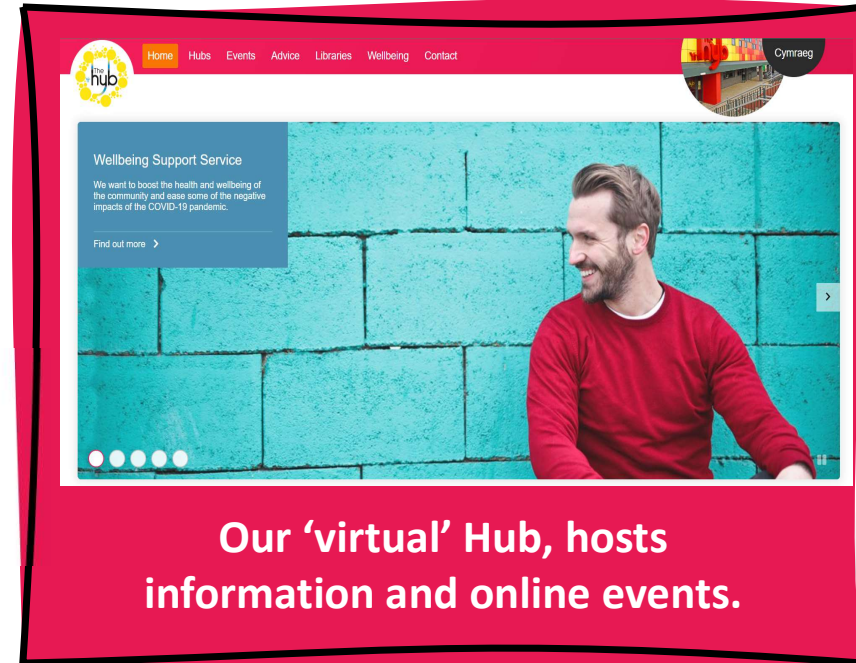
#WorkingForCardiff  
#WorkingForYou

# Hubs & Community Services

Our Hubs provide a variety of services, events and activities that reflect the need of the local communities they serve.

Services are provided by the Council as well as many **partner organisations** and include; housing, benefit, Into Work and Money Advice, PC access and library services. In July nearly **125,000** people across the city accessed our Hubs.

There is a dedicated **Health and wellbeing team** as well as **Community Inclusion officers** who provide and coordinate wellbeing services and a wide range of social events and activities across the City.



**Our 'virtual' Hub, hosts information and online events.**



*Health and Wellbeing Hub in Llanedeyrn*



# Hubs in Cardiff



- In Development/Being Considered
- Mental Health Hub
- Day Opportunities LD Hub
- CAVUHB Led Health and Wellbeing Hub
- Community Wellbeing Hubs
- Strategic Site Health and Wellbeing Hubs
- Community Hubs
- Partnership Independent Living Wellbeing Centre
- Library Hubs
- Youth Hub
- Book Repository



to find our more visit  
[www.cardiffhubs.co.uk/hubs](http://www.cardiffhubs.co.uk/hubs)



## Hubs & Community Services

- Hubs – North, South, East, West, Central

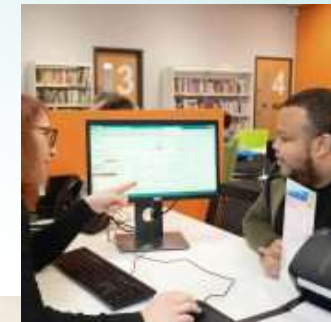
Delivered through 19 Hubs/Libraries across the City including Central Library Hub

Joined up services and closer working between Cardiff Council and its partners



### Advice Available at the Hubs:

- Housing Advice - Including ASB, Tenancy, Waiting list applications
- Benefits & Council Tax
- Money Advice
- Into Work Job Clubs / Training Courses
- Partner services such as Citizens Advice
- Credit Union
- Waste Management
- School Admissions & Free School Meals
- Bus Passes



### Access to:

- Library Services
- Free Public phones
- Public Access PCs & Wi-Fi





# Money Advice Team



Provides advice on benefits, debts, budgeting, grants and discounts across the City in Hubs, Foodbanks, Schools, Hostels, Community Buildings; and via our Advice Line and online/email.



Provides support to access schemes and discretionary funding, supporting those who are struggling with financially, not just those claiming benefits.



Since April 2022, the team...has provided advice to almost **6,000 people** and have helped claim **over £8 million in benefits.**



SUPPORT	% Demand Increase compare to this time last year
People contacting the Council's Advice Services	107%
People provided with Money Advice	31%
Pupil Development Grants Issued	100%
Free School Meal Caseload	8.9%
Total Foodbank Vouchers Issued	24%
Number of Discretionary Assistance Fund applications made by the Money Advice/Welfare Liaison Teams	61%

# Housing Help



COUNCIL  
TENANCY  
HELP

RENT  
ARREARS

HELP TO GET  
ON THE  
SOCIAL  
HOUSING  
WAITING LIST

PROPERTY  
DISREPAIR



The **Housing Solutions** team provides face to face advice in **Hubs** and through the **Housing Helpline** to those who are struggling to remain in their homes. The team carries out Housing Application Interviews to get on the social housing waiting list, Anti Social Behaviour referrals and assist people to look for private rented properties.



Officers are able to utilise Discretionary Housing Payments funds\* to top up shortfalls in rent and creatively use the **Homeless Prevention Fund** to keep **people in their own homes**, and to pay for rent in advance and bonds.



The **Housing Helpline** supported over **24,000 people** since **April 2022**. A new Housing Support Website will shortly be launched, providing up to date information.

# Into Work Advice Service

Job Club

Adult

Youth

Volunteer Cardiff

CARDIFF WORKS

Academi Gofalwyr Caerdydd Cardiff Cares Academy

i mewn i waith gwasanaeth cynghori into work advice service

Caerdydd Cymorth Ddigidol Digital Support Cardiff

ACADEMI ADEILADU AR Y SAFLE DE-DDWYRAIN CYMRU ONSITE CONSTRUCTION ACADEMY SOUTH EAST WALES

Adult Learning

Providing Adult Learning & Advice Surgeries from 10 Schools in Cardiff

“Great to have Adult Learning Courses back running in the school; lots of our parents have lacked in confidence but have gone on to secure work or back to full time education. It’s lovely to see them blossom and has really helped with the home and school relationship!”

“The services in the school are invaluable; the classes are so important for helping our parents socialise and increase confidence as many of them are new to the school and often this is the only place they visit apart from their own home.”



SUPPORT	2021/2022
People receiving employment support	62,512
People entering employment	1,247



# Health & Wellbeing Hubs

Libraries in the North of the city have been refurbished and transformed into Hubs, allowing for a dedicated focus on **Health & Wellbeing** information, Independent living advice and preventative services.

Staff have also been trained on **screening advice** and provide **falls prevention** classes.

New community rooms provide venues for partners to deliver a **wide range of physical activities** and other opportunities for older people to stay fit alongside a range of social activities to prevent isolation and loneliness.



**Gardening group, Llandaff North Hub**



**Parkinson's Café, Rhydpennau Hub**



# Engaging Local Communities in Events and Activities



Access to Wellbeing Wednesdays @ Llandaff North Hub – providing reduced cost nail cutting service, luncheon club & gardening group



Friendship Groups



Exercise classes including for over 50s



Dementia & Parkinson's support coffee mornings



Community litter-picking



Established Garden Groups in Ely, STAR, Llandaff North, Rumney and Powerhouse hubs



Knit & Natter Groups



Tai Chi & Kangoo classes



Golden Oldies singing



Intergenerational events



# Hubs for All

Hubs for all is a new approach which will see our Community Hubs more accessible to allow customers with higher care needs to access our services and activities.

Dedicated sessions will be available for those with care and support needs with a specialist team providing support and care.

Carers will be allowed respite knowing their loved ones are safe and enjoying tailored activities.



## Future Joined Up Working with Health

Both Cardiff and Vale University Health Board and Cardiff Council are committed to the integration and modernisation of health and community services and shared use of public sector assets.

Our recent successful partnership projects at the CRI including the Domestic Violence One Stop Shop with RISE, Capel i Bawb and Maelfa Health & Wellbeing Hub demonstrate our commitment to partnership working and jointly delivering vital services for the residents of Cardiff.

A pipeline of future joint partnership hubs are planned which recognises the importance of close partnership working to deliver on our shared aspirations for joined up Health and Social care services.



***Planned future Ely/  
Parkview Health &  
Wellbeing Hub  
Partnership Project.***