Presentation to CPB

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The Hubs Vision

“Cardiff’s Citizens will be able to access the services they need in the way they want to, through joined up services and closer working between Cardiff Council and its partners.

To deliver this vision, the Council will improve and extend face to face services through a series of Hubs – focused on areas of need

Aim to achieve this and make savings by reducing buildings & multi-skilling staff
Pilot Hubs

Llanrumney and St Mellons piloted the concept - They brought together council services such as a library service, advice about housing, benefits, council tax and general council services along with partner services such as CAB.

Butetown Hub @ Loudoun – It is owned by CCHA, provides council services alongside the health centre. Hub staff speak Somali and Arabic as well as English in response to local needs. Local recruitment.

Excellent customer feedback with up to 94% of customers stating they were very satisfied with the service they received from staff. Future development of the Hubs will improve the range of advice available.
City Centre Advice Hub

Wide range of council services provided on ground floor including housing, benefits, waste, street lighting, bus passes, enrolments for courses.

- New facility on first floor with both council and partner advice services
- New Council Money Advice Service
- Digital inclusion, Into Work training and Job Clubs
- CAB, Credit Union and Somali Advice provide a full service from the Hub
- Nest, Want to Work, Age Connects, Diverse Cymru, Speakeasy, Shelter also offer their advice services from the Hub
- Self service facilities – PC, free telephone
- 2 Buildings Closed
Advice Hub - Outcomes

• Council Money Advice Team - benefit gained nearly £4.5 million
• Total amount of £293k saved by applying for discount from bills, grants and other benefits
• 100% satisfaction with service
• Cardiff and Vale Credit Union signed up 1,447 new members in first year
• Citizens Advice – increase in customers helped from 271 (May 2013) to 614 (March 2014) per month

At last accessible advice/help all in one place.

First Class Service....Thank you

Helpful, I walked away knowing I can sleep tonight
Ely & Caerau Hub

New Ely & Caerau Hub opened in June 2014 bringing essential council and partner services under one roof:

- A bright new library – quiet area and space for children’s events
- A full Housing and Benefit advice service
- A modern and accessible café run by the charity Hafal
- General council advice
- Into Work Advice – Job Club and range of work related training
- Digital Inclusion sessions – use of volunteers
- Money advisor - budgeting / banking (ahead of Universal Credit)
- Housing Solutions advisor
- Full Time Citizens Advice Bureau Advisors
- Communities First - delivering community focussed services
- Extended opening hours to 6 days a week, and open one late evening a week
- 2 buildings closed
During July 2014, 5,479 books were issued - up nearly 10% when compared to the same month in 2013.

New library users increased by 214% from 102 to 321.

The PCs in the Hub were very popular with 5,960 sessions in July up from 2,363 - an increase of 152% on the library usage for the same period last year.

During July 2014, 742 customers used the Hub for Housing and Benefit enquiries, up from 209 the previous month - an increase of 255%.

Customer satisfaction was very high with 100% of customers happy with the service they had received.
Hubs Assessment Process

Stage One – Data Gathering

Stage Two – Options paper

Stage Three – Business Case / Cabinet Report

Stage Four – Stakeholder Meetings / Consultation

Stage Five – Final Decision
Future Hubs
Summary of Proposals

South West
• Ely & Caerau Hub – continue to monitor and develop facilities

City & South
• City Centre Advice Hub – need to relocate due to redevelopment of central square, proposed move of services into Central Library
• Grangetown Hub – delivery expected during 2015

South East
• Star Hub – delivery expected late Spring 2016

East
• St Mellons Hub – potential for extension to building
• Llanrumney Hub – potential to further improve layout of the building and extend services
Future Hubs
Summary of Proposals

North
- Llanedeyrn / Pentwyn - Proposed Hub as part of Maelfa redevelopment, co location with Police
- Llanishen – options being considered

West
- Llandaff North – New Hub on site of library proposed – consultation ongoing
- Fairwater – New Hub on site of library proposed - consultation ongoing

Further Hubs will only be considered as part of any future large scale housing developments, depending on need and affordability