

Community Hub Pathfinders - Key Service Changes and Improvements

Armley Community Hub - Key Achievements

Integrated & Accessible Services

- Aldi information sessions held to link local people to 30 local jobs – well attended. 280 local people attended the sessions
- Caring Dads service now provided at Armley Community Hub offering the opportunity for Dads to rebuild a (previously broken) relationship with their children. Classes start at 6pm to cater for those working fathers and will run for 17 weeks. Armley Community Hub now opens until 8.15pm on these days.
- Plans being developed for integration of Housing Leeds into the Community Hub.
- Discussions with the adjacent Children's Centre are ongoing on how one Community Campus can be created.
- Archway surgeries now provided twice a week. This new service is aimed at vulnerable 16 – 25 year olds and is new to the community hubs. The surgeries at Armley are targeting young people with tenancies. Archway provides intense support for any issues young people are facing.
- New Credit Union surgery is now being provided at the centre which helps promote Credit Union services to council tenants in arrears and for those tenants wanting budget advice and help around paying bills. The Credit Union will help encourage tenants to set up a credit union budget account and where appropriate they will refer them to our staff for StepChange Debt Advice and other services that we can offer.
- Development work ongoing with Family Support & Parenting service to provide support from the centre to parents who want to work or attend training courses but are unsure how to find good quality childcare.
- Meeting held with Connexions and BARCA regarding the use of rooms at Armley for drop in sessions for young people. Connexions provide personal, transition and career support for 13 – 19 year olds. BARCA is a multi-purpose charity in Bramley which provides specialist support to people to help them overcome a broad range of issues.
- Talks are on-going with West Yorkshire Police regarding their co-location into the centre. The nearest Police Station is at Pudsey but there is no 'drop-in' at this site so location within Armley brings the Police local. The space is ready and we are awaiting the Police go live date
- A new 'pop-up' service has taken place at Stocks Hill Day Centre and proved very popular with the customer group. Armley Community Hub Staff were able to assist with a range of enquiries. This service will be provided twice a month.

New Team

- Team Armley has been created from customer services, library and job shop colleagues. By using the name Team Armley the Council is bringing together services and creating a team serving the people of Armley from the Community Hub. A community hub manager and assistant manager have been appointed and started their roles.
- Single Team meetings have been established where Team Armley sit down and discuss issues together as one team rather than three separate services. Staff integrating well and quickly.
- The majority of Team Armley have now shadowed library duties and are now able to assist with helping to open up the centre on a morning.
- A skills audit is being completed with each member of the team to help assess their competence and confidence with the floor walking duties they will be undertaking. This audit will help to create a training and development plan for the centre.

Physical Alteration

- Work is ongoing to look at the design of the centre including:
 - Changing the layout of the main library area to open up the space more.
 - Creating a new single reception desk and area for self-serve PCs.
 - Refurbishing the entrance area to create a more welcoming first impression of the centre. This part is complete

- The Credit Union area is to be refurbished to promote it as a viable alternative to pay day lending

Compton Centre - Key Achievements

Integrated & Accessible Services

- Worked with the adjacent Children's Centre to look at how services are delivered by the Compton Centre and by the Childrens' Centre in a Community Campus. The following services have been moved from the Childrens' Centre to the Compton Centre: ESOL course for adults, ESOL for families (focus on literacy for schools), antenatal support group, citizens' advice bureau and the social justice team for asylum seekers and travellers. By creating a one campus approach and operating across the two centres, the Childrens' Centre has freed up space for 80 additional under 2 free nursery places, saving £88k in potential costs.
- IT skills sessions for customers are now being delivered by the Learning Partnership and the YMCA. This frees up time for Team Compton to do more in depth interviews/ support for jobseekers.
- Welfare Rights are now providing weekly surgeries to help support members of the deaf community from the community Hub.
- Video Conferencing for British Sign Language Interpretation will be piloted from the Community Hub which helps support the welfare rights surgeries.
- The community hub will be involved in the Harehills festival in September 2014. Team Compton staff have formed a working group to consider what will be promoted at the festival.
- Talks are on-going with West Yorkshire Police regarding their co-location into the centre. The nearest Police station is Seacroft so location within Compton brings the Police local. There is no parking for a Police vehicle which has delayed the Police moving in but Highways have agreed a new parking bay at the front of the building specifically for the Police. Once this is in place the Police can co-locate.
- Team Compton have delivered cross service front of house support which has enabled time to be freed up in the jobshop for staff to provide a more supportive role to customers e.g. Arranging an appropriate support referral for a disabled youth and reassuring their parent of support available for them at college. The new team have also started to book Job Shop appointments in private enquiry booths for more in-depth / sensitive appointments.
- During the school holidays the wider team delivered fun sessions of craft and knit & natter.
- A local care home asked if they could promote vacancies and recruit at the Centre as they wanted local people to take the jobs. 5 jobs were available and 5 local people were employed. This to be extended to other local employers.
- The Hate Crime Strategy was launched in the garden of the Centre and attended by Police Commissioner, Senior Councillors and Police plus local people

New Team

- Team Compton has been created from customer services, library and job shop colleagues. By using the name Team Compton the Council is bringing together services and creating a team serving the people of Harehills from the Community Hub. A community hub manager and assistant manager have been appointed and started their roles.
- Single Team meetings have been established where Team Compton sit down and discuss issues together as one team rather than three separate services. Staff integrating well and quickly.
- Floor walking introduced for library and Job Shop areas as well as customer services, referring to self-serve and giving general advice. Team Compton have also helped customers with IT queries during busy periods.
- A skills audit is being completed with each member of the team to help assess their competence and confidence with the floor walking duties they will be undertaking. This audit will help to create a training and development plan for the centre.

Physical Alteration

- Work is ongoing to look at the design of the centre and early wins include all services being delivered from a single reception desk, a more inviting and open job shop that is integrated into the rest of the building and not stand alone
- A loan shop is to be established in the Centre to promote Credit Union lending
- A longer term look at the use of the whole public area space is to be undertaken.

St Georges Centre - Key Achievements

Integrated & Accessible Services

- Middleton Neighbourhood Police Team now co-located in St George's Community Hub.
- Community Hub Staff now provide a reception function for customers wishing to speak to the Police in addition to the council and NHS customers during opening hours.
- The Police launched their local neighbourhood policing strategy for Leeds at the new centre.
- The Job Shop is now open 8am – 6pm during weekdays for job searching. Previous opening times were 2 days a week
- Archway is providing a surgery each week at the Community Hub. This service is aimed at vulnerable 16 – 25 year olds and is new to the community hubs. Archway provides intensive support of a range of issues for young people
- On-going work with the NHS to look at further integration, specifically the role of the hub reception staff.
- Job shop celebration event held at the centre in May. Hosted by local Ward Councillors, the event was a thank-you to partners and staff for the work the job shop and Community Hub did to assist local people into jobs at the new Asda which has opened opposite the centre. In total 220 jobs were filled by Asda with 147 (67%) of these going to people with LS10 postcode.
- New Credit Union surgery is now being provided at the centre which helps promote Credit Union services to council tenants in arrears and for those tenants wanting budget advice and help around paying bills. The Credit Union will help encourage tenants to set up a credit union budget account and where appropriate they will refer them to our staff for StepChange Debt Advice and other services that we can offer.
- Meeting ongoing with IGEN and GMB, who provide employment and skills services, to see what they can offer in terms of support to the job shop expertise services at St George's Centre.
- Work-around achieved with IT to enable hub staff to use library PC's. This has extended the number of PCs available to 15 at all times.

New Team

- Team St George's has been created from customer services, library and job shop colleagues. By using the name Team St George's the Council is bringing together services and creating a team serving the people of Middleton from the Community Hub. A community hub manager and assistant manager have been appointed and started their roles.
- Single Team meetings have been established where Team St George's sit down and discuss issues together as one team rather than three separate services. Staff integrating well and quickly.
- A weekly training hour has been set-up for staff to begin shadowing and on each other services.
- Work is ongoing to develop the type of enquiries that can be dealt with at the reception desk so as to ensure that only more complex enquiries are dealt with in the booths.
- A skills audit is being completed with each member of the team to help assess their competence and confidence with the floor walking duties they will be undertaking. This audit will help to create a training and development plan for the centre.

Physical Alteration

- Work is ongoing to look at the design of the centre and early wins include new flooring in the library part of the public area to give the feel of greater integration with the rest of the public area.
- The redesign of the Centre will look at creating more space to be used for the public. The review of how space is used includes the NHS. The idea is to use the space better to co-locate more organisations.