

Community Hub – Model Approach to Service Delivery

Appendix B

	Community Hub ‘Extra’	Community Hub ‘Local’	Community Hub ‘Mobile’
Opening Hours	<ul style="list-style-type: none"> Open full-time (including weekends). All services provided when the building is open 	<ul style="list-style-type: none"> Open full or part-time (including weekends) All services provided when the building is open 	<ul style="list-style-type: none"> Varied hours dependent on location. Services provided based on demand.
Workforce	<ul style="list-style-type: none"> Multi-skilled front-of-house team. Triage approach in place; <ul style="list-style-type: none"> Floorwalkers Front Desk Specialist support 	<ul style="list-style-type: none"> Multi-skilled front-of-house team. Part-triage approach in place; <ul style="list-style-type: none"> Floorwalkers Front Desk Specialist support provided on a surgery basis. 	<ul style="list-style-type: none"> Specialist support dependent on nature of demand.
Services Offered	<ul style="list-style-type: none"> Full range of Council and Partner services. For example: <ul style="list-style-type: none"> Benefits Council Tax Customer Services, Education, Employments and Skills, Environmental Services, Housing, Library, Registrars, Social Care. Partner Services 	<ul style="list-style-type: none"> An extensive range of Council and Partner services dependent on local demand, space and availability. For example: <ul style="list-style-type: none"> Benefits Council Tax Customer Services, Education, Employments and Skills, Environmental Services, Housing, Library, Registrars, Social Care. Specialist Services provided via signposting and/or surgeries. 	<ul style="list-style-type: none"> Relevant Council Services provided depended on demand. Specialist Services provided via signposting to appropriate Community Hub ‘Extra’ or ‘Local’.
Partners	<ul style="list-style-type: none"> Co-location within the building with key partners. For example: <ul style="list-style-type: none"> West Yorkshire Police NHS Leeds City Credit Union. Third Sector <p>Note <i>Partner co-location dependent on agreement and demand.</i></p>	<ul style="list-style-type: none"> Partner pop-up / surgeries 	<ul style="list-style-type: none"> Multi-agency approach where appropriate dependent on location and demand.
Self-Serve Options	<ul style="list-style-type: none"> Self-service PC’s free-phones Public Wifi BSL Video phones. 	<ul style="list-style-type: none"> Self-service PC’s free-phones Public Wifi 	<ul style="list-style-type: none"> Signpost to availability at Community Hub ‘Extra’ and ‘Local’ sites.
Community Use	<ul style="list-style-type: none"> Facilities available for use by the Community / local groups. 	<ul style="list-style-type: none"> Facilities available for use by the Community / local groups. 	<ul style="list-style-type: none"> Not Applicable