

Report of: Citizens and Communities – Inner and Outer N/E Community Hub Manager

Report to: Inner North East Community Committee – Chapel Allerton, Moortown and Roundhay

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Date: 7th December 2015

Subject: Community Hubs

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Chapel Allerton, Moortown and Roundhay	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

- The report outlines the Community Hub Model through which the Council aims to achieve the following outcomes:
 - providing more accessible and integrated services;
 - helping more people out of financial hardship;
 - helping more people into work; and
 - being responsive to the needs of local communities.

Recommendations

The Inner North East Community Committee is asked to note the content of this report, and to make recommendations around additional services that could be delivered from the Community Hubs and other 'pop up' locations in the area.

Facilitated workshops will take place during the committee to capture ideas to take forward.

1.0 Purpose of this report

- 1.1 The report provides an update on the development of the Community Hub Model with specific reference to the Inner North East area.

1 Background information

- 1.1. A key objective for our Citizens@Leeds work is to build further on the excellent work done through the development of the Council's one stop centre network. Our ambition is to deliver local solutions within communities that integrate more council and partner services, with the aim of dealing with increasingly more complex issues affecting individuals and their families at the first point of contact.
- 1.2. Based on the success of the three initial pathfinder sites at the Compton Centre in Harehills, the St George's Centre in Middleton and the One Stop Centre in Armley, all of which have been operational community hubs since 1st April 2014, Executive Board received a further report on Community Hubs in October 2014. That report set-out both the successes delivered by the Pathfinders and the challenges they faced in delivering truly integrated and accessible services and proposed a city-wide network of community Hubs to build on the success.
- 1.3. The recommendations agreed by Members of Executive Board for the establishment of a city-wide network of community hubs were as follows:
1. Approve the adoption of a city-wide community hub model that sees a network based approach, developed in partnership with Community Committee's and local ward councillors, and supported by a city centre community hub.
 2. Approve the proposal to bring together all existing community based one stop centres, libraries and housing management offices to be managed as a single set of front-of-house services, to enable the development of a city-wide network of community hubs.
 3. Approve the proposal to create a single 'front of house team' to provide the community hub workforce. The team to be made up from all existing front-of-house staff based in customer services, libraries, housing Leeds and jobs and skills.
 4. Authorise the Assistant Chief Executive (Citizens and Communities) to progress the detailed design of the proposed city-wide community hub network and associated workforce arrangements as set out in section 5 of the report.

2. Key Messages

- 2.1. One year on and the three pathfinder community hubs are making a real difference for local communities, enabling us to deliver more and better services at the same or lower cost.
- 2.2. Community hubs are developing real integration with a wide range of services and partners including police, health, training providers and the third sector and are providing better outcomes for local people.
- 2.3. Libraries are now opening for longer, we are taking the job shop approach to areas of the city where there was previously no provision, and we are helping more people into work.

3. Main Issues – Meeting local need:

Early Successes in Inner North East

- 3.1. Alongside the continued successes being delivered by the pathfinders, and despite only being 'live' with true integration of services and staffing for 7 months, there have been a number of successes delivered in the Inner N/E area. Some of the key successes include:

- **Chapeltown library – Reginald Centre.**

It was agreed as part of the Review of Library Opening Hours in October 2014 to see if the Chapeltown Library at Reginald Centre could remain open and be staffed by Customer Services thereby allowing Libraries to still achieve their required savings. This change has happened to the effect that whereas the Library used to be open afternoons only and closed on a Thursday, it is now open every day, giving an extra 24 hours per week of Library provision on top of current provision.

- **Job Outcomes**

During October the Reginald Centre was the highest achieving Job shop in the City with 52 customers accessing work through attending our provision. Success has been possible through using Customer Service Officers (CSO's) to help Job shop staff 'track' customers leaving them free to deliver more face to face sessions.

- **Extended Job Shop Provision.** Outside of the existing Job Shop provision across the city, we have through the Hub approach taken Job Shops to areas of the city where there was no such provision but knowledge existed that local people were requesting this service from the library. These 'pop-up' Job Shops have been delivered in areas including Moor Allerton from which 78 customers have accessed the service, with 29 Job outcomes achieved. The pop up was set up in June 2015 and runs every Friday delivered in partnership with National Careers Service

- **Working with partner agencies.** A central part of the Community Hub approach is working with the partner agencies and we continue to make significant progress in this regard as the following examples demonstrate:

- We have rolled out *Money Buddies* in the Reginald Centre (funded by a wellbeing grant) so that local trained volunteers can help other residents face up to debt problems. The volunteers have usually been in debt themselves so can talk to others on this basis.
- *National Careers Service* – now support the Job shop staff every other Friday delivering CV writing, skills profiling and dedicated employment and training support (both Reginald Centre and Moor Allerton).
- *Harrison Bundy* – Free Legal Clinic starting mid-November will be every week for one hour. Day TBC
- *Leeds City College* – commencing every Tuesday from 13th October Advanced IT courses (includes social media, advanced Outlook and Skype elements). Bookable in advance at Reginald Front Desk. Initial session had 17 attendees.
- *Black Health Initiative (BHI)* - Black Health Initiative (BHI) every Tue from 10-5PM deliver one to one support advice and guidance around healthy eating, physical activity, smoking and alcohol use and mental health and wellbeing.
- Introduction of *Welfare Rights* Appointments in Moor Allerton Library on Thursday Morning. This service offer free, confidential, impartial advice and support on a whole range of welfare benefits, help to complete claim forms and can offer guidance and support when making appeals. *Booked centrally though Welfare Rights hotline*
- *Path Yorkshire* – Free ESOL classes advertised in the Reginald Centre before each cohort starts. Each course to date has been full to a capacity of 12.

Cohort 1 ran 14 September – 20th October, every Monday and Tuesday 9.30 -2.30PM

Cohort 2 starts 28th October – 10th December, every Monday, Tuesday and Wednesday 9.30-3.30PM

Cohort 3 starts 11 January – 1st March, every Monday and Tuesday 9.30 – 2.30PM One Off events and activities

- **Creating a more flexible, Community Hub Workforce.**

A key element of the Community Hub model is to develop a more flexible and integrated workforce. This will help to reduce customer wait times, make services more accessible and encourage self-service options wherever appropriate. Examples of this in the Inner North East area include the library staff at the Reginald Centre now working from behind the main front desk, giving them more of an immediate presence to customers but also allowing them to help CSO's deal with basic enquiries (and vice versa).

Linked to this, work has also been done to integrate services at Moor Allerton with the introduction of Self-Serve PCs and public access phones

from which customers can now make Council enquiries such as asking for a housing repair, bidding for a property and reporting environmental issues amongst others. Library staff have also received training on how to facilitate basic CSO enquiries so they are confident in dealing with customers.

We will seek to roll this out on a scalable level at other sites including Oakwood Library, and Chapel Allerton Library.

4. Next steps: working closely with Health partners

- 4.1. Alongside the above, significant positive progress has also been made in delivering services in a more cohesive manner with health partners in the area.
- 4.2. Agreement has now been reached with North Leeds CCG (who will invest £20,000) to co fund a Partnership Development Worker post with the aims of:
 - Positively promoting the Community Hubs within the local communities of Chapeltown, Chapel Allerton and Moortown.
 - Developing the Community Champion approach (a presentation about this role will be given at the Community Committee) to lead to a sustainable model.
 - Working with Council employees and services based in the Reginald centre and other Community Hubs in the area to develop enhanced levels of provision particularly around health and wellbeing initiatives.
 - To Work closely with practice based 'social prescribers' who will start in April to join up patients accessing primary care with support for their wider social needs.
- 4.3. The Community Hub has also been included in a consortium application, with Touchstone leading, for the North Leeds CCG Social Prescribing contract. If successful the Reginald Centre will become a 'central Hub' for North Leeds from which a number of wellbeing Coordinators would base. These coordinators would receive referrals from GP surgeries across North Leeds and seek to 'prescribe' non-medical interventions for patients, some of which would be accessible from the Reginald Centre and other Community Hub sites. We anticipate this significantly increasing the number of customers using our services and in addition to the post described above would be a huge step forward in truly integrating Community Hubs with Health partners. Should the consortium application not be successful the Reginald Centre Community Hub would still work closely with the successful bidder, but would not become the 'central hub'.
- 4.4. GP Practices in Chapeltown meet regularly as a 'locality' group to provide a co-ordinated approach to meeting the needs of their patients. An example of work in Primary Care in Chapeltown targeting health inequalities and health improvement is the Practice Health Champion (PHC) programme. PHC's are people from the local community who give their time voluntarily to work with the staff in their local surgery to find new ways to improve the services that

the practice offers and to help meet the health needs of the patients and the wider community. This has seen varying levels of success in Chapeltown. Where the model has successfully embedded in the practice, a common theme has been a 'co-ordinator role'. Taking into consideration the learning to date, the next step in development of the model is to develop more of a 'community champion' role linking Community Champions, patients / community, practices and LCC together in the Reginald Centre Community Hub. It is suggested that the Partnership Development Worker will play a key role in taking this programme forward.