



Report of: Chris Mcloughlin, Community Hub Manager, Inner and Outer East

Report to: Outer East Community Committee – Temple Newsam, Garforth and Swillington, Kippax and Methley, Cross Gates and Whinmoor

Date: 15th March 2016

Subject: Community Hub update in Outer East Area – Garforth, Kippax, Whinmoor, Crossgates and Halton Library / Hubs.

Purpose of this report:

This report is an update on the roll out of the Community Hubs in the Outer East.

1. Background

The Citizens@Leeds agenda was established in 2013 to address inequality and poverty within the city. As part of the accessible and integrated services proposition, three pathfinder community hubs have been in operation since April 2014: St George's Centre in Middleton, Compton Centre in Harehills and Armley One Stop Centre and Library. Pathfinder sites brought together 3 services (Customer Services, Community Libraries and Job Shops) under single leadership and management for the first time and promoted a partnership culture and approach focussed on delivering integrated services to meeting complex customer needs. On the 1st of April 2015 the City wide roll out of the Community Hub Model began and the Libraries and One Stop Centres (OSC) in Outer East became part of this service.

2. Main Issues

Where services were already located together the integration of the frontline service is relatively easy. In the Outer East, Garforth One Stop Centre and Library were the only services located together. The front line team at Garforth have now learned more about each other's role and this enables them to support each other. When the OSC is busy the Library staff can now talk to people and save them queuing to see a Customer Service Officer (CSO) by issuing forms and giving basic information and the CSO's can help out on the Library front counter when they are quiet. The Money Buddies Service has been introduced at Garforth and is popular with customers.

Where we have standalone Libraries with no other Hub staff we have set up areas where we advertise Jobs and apprenticeships and Debt advice, staff are being trained on general advice in these areas and the future plan is for the supported Job Shop sessions to be delivered plus eventually OSC pop up sessions where we have demand for such services.

No Job Shop Services were based in the Outer East so we have not inherited any staff from Jobs and Skills in our area. To deliver job shop services within my area we successfully piloted the recruitment and training of a Senior Customer Service Officer to run the Job Shop at the St George's Centre. This person fully trained in the Job Shop but also trained to deliver all the One Stop and Library Services has proved a great success allowing them to switch between roles but also dealing with the whole person, when a person presents with one issue they often have others which the senior CSO can identify and deal with. Two more Senior CSO's have now been recruited for the Inner and Outer East to provide Job Shop Services. The new staff are training at the moment but the plan will be to roll out Job Shops to sites in the Outer East as soon as they are trained. The job shops will be available every day for Self Service with advertised supported sessions each week.

As part of the Hub roll out the remaining front line Housing Offices in the City are to become part of the Hub Network. Front Line Housing services have been delivered via the OSC for many years except where we had no Centres (such as Kippax). In Kippax the Housing office is located in a separate building. This has given us the opportunity in Kippax to refurbish the Library and add Hub facilities, by integrating the Housing office front line within the Library we can increase the opening hours. The Housing office is open 39hrs and the Library 24hrs per week; when the staff are integrated together we could open the Library for 45hrs. The Council also has the opportunity to sell the building and land used by the present Housing Office, if they can relocate the back office staff to another Council building in the area.

The Refurbishment started in January and should be complete by the end of March; the Library Service has continued to run throughout. When Complete we will have a better Library and Hub with hub desk and a pvt interview space which will allow us to deliver the full hub service and also allow partners who require pvt interview space to use the building. The building will also have a public toilet for the 1st time, something that staff and customers have told us is a necessity for them.

3. Looking forward:

The training of the frontline staff will continue so that they are able to deliver more services from the Libraries and One Stop Centres. Self Service phones will be installed in Libraries where needed and staff will be trained to give support to customers to access self-service PC's for Council Services and other services that our customers need such as Universal Credit.

We will continue to develop the Library buildings so that we can deliver Job Shop and One Stop Services from them and also so that partners such as Money Buddies, Welfare Rights etc. can use private interview space to deliver services in our area. As an example the Youth Service will be starting a drop in service one day a week at Kippax Library (3 -4pm) to catch kids on their way home from school, this will be enhanced once we have a private interview room built (as part of the refurb) as they will be able to offer a confidential service.

We will work with the Librarian Service to ensure that the Libraries are the best they can be with more events in the Libraries and maximum use made of the facilities to benefit all our residents. We are looking to partner with the NHS to increase the use of our buildings to deliver Health initiatives in the area and to be involved in social prescribing.

4. Conclusion

The Community Committee is asked to receive an update from the Community Hub Manager for their Area, providing insight into the roll out of the Hubs in their communities.