

Summary

Pudsey Wellbeing Centre is a community centre within the Pudsey town centre boundary. It serves groups of all ages, from new born children, to terminally ill elderly patients. The centre is overseen by Love Pudsey Charity that comprises trustees from the health service, the council, Leeds university, and local patient and public representatives.

The licensable activities applied for are designed to allow the centre to offer a wide range of activities and events for the benefit of the local community (see examples of events enclosed).

Response to objections:

1. The complainant home does not overlook the Wellbeing Centre premises. See map.
2. The complaint did submit a complaint regarding a specific music band that played on a Friday night in 2013. This was a young people's band and we accepted that the music was audible to the nearest house but that this occurred before 10pm. We sought the advice of environmental and with our local councillors in order to avoid a similar situation occurring. To our knowledge, no previous music band and no subsequent music band has received any complaints. We routinely sound check to ensure that any live music, whether acoustic or band, is quieter than the ambient noise, which is the main road.
3. The complainants house is directly on a 24hr public car park with space for over 50 cars. This is one of two main car parks used for people attending local venues such as Weather spoons, other eateries, the leisure centre and pubs. The Wellbeing Centre car park is around 55 metres away and in our view, it would be extremely unlikely for a car door being closed in the centre car park to be audible in the complainants house. This is more likely to be caused by the car park the complaint s house is attached to. See map.
4. Nevertheless, the centre is designed for the health and wellbeing of the community and so we have completed a comprehensive risk assessment to mitigate any public nuisance factors.
5. We have included a funding bid we recently submitted to our local NHS organisation. The purpose of providing this is to show you the purpose of the centre, what we hope to achieve and the types of events and activities that occur in the wellbeing centre, which includes cafe lux. Page 6 onwards provide details of the types of activities. The license application is designed to allow us to do more activities and extend the range of activities on offer for the community.



Short business case template for member practices

Application for non-recurrent funding*

**Non-recurrent funding should not usually be used for staffing or capital expenditure*

This business case should be read in conjunction with the appendices at the end of this document. It is a request for Leeds West CCG to become a significant stakeholder in Pudsey Wellbeing Centre. The centre currently has over 39 active community volunteers working to deliver a programme that is addressing the social determinants of health, hosts over 30 regular activities provided by a multiplicity of stakeholders, and is part of a 're-imagined' model of primary care. There is no Robin Lane Medical Centre branding as the centre's reach is the whole local population. Currently over 49% of attendees are not registered at the practice.

The running costs of the programme is underwritten by Robin Lane Medical Centre on a self-sustaining basis. However, there is a need for further development of the site to facilitate the demand for additional activities and services, as well as maximise the potential of the volunteer programme.

The development costs would facilitate refurbishment of the centre allowing for significant expansion without any risk to the CGG regarding ongoing liabilities.

Business case produced by:	<ul style="list-style-type: none"> • Methven Forbes, Managing Partner • Robin Lane Medical Centre, Robin Lane, Pudsey, LS28 8BE
Date:	<ul style="list-style-type: none"> • 26th March 2014
Title of Proposal:	<ul style="list-style-type: none"> • Redesign of primary health care - wider determinants of health
Description of proposal:	<ul style="list-style-type: none"> • Renovation funds to expand Pudsey Wellbeing Centre - a primary care response to the wider determinants of health
Proposal details	<p><u>Foundation</u> Pudsey Wellbeing Centre is an initiative established by Robin Lane Medical Centre (RLMC) in July 2012 as a significant step towards primary care contributing a response to the social determinants of health, and forms part of RLMC vision of a redesign of the general practice model. The project has evolved into a foundation trust of RLMC ('Pudsey Charity') in order to maximise public engagement and involvement, as well as provide a mechanism to provide transparency and governance of resources.</p> <p><u>Reach</u> Pudsey wellbeing centre services the whole community including Pudsey, Calverley, Farsley, Bramley, upper Armley, New Farnley, Swinnow and Stanningley.</p> <p>Access to the centre does not depend on registration at any specific practice. Recent evaluation by Leeds university demonstrated that over 49% of all attendees were not registered at RLMC. Additionally, the centre does not have any RLMC branding.</p> <p>The centre has around 2000 visitors each week ranging from babies to single pensioners, and from workers, carers, and families, to retirees and the unemployed.</p> <p>There are currently over 40 different groups, activities and services being delivered by the centre. Since launch, each of these groups represent either a new service to the area or an expanded service to the area and so represents a significant contribution to the wellbeing</p>

of the local population.

The services are categorised using the following metrics:

1. Provision: Volunteer, stakeholder free at the point of need, stakeholder chargeable
2. Wellbeing: social, physical, community, security, or purpose.
3. Duration: Daily, weekly, monthly, quarterly
3. One-on-one, group

Other metrics exist but the above aims to provide categorisation across 5 key elements of wellbeing.

Purpose

There are 2 key stated purposes of the centre:

- To improve the health and wellbeing of the local population by addressing the social determinants
- Contribute to the future sustainability of the NHS.

This is achieved through the two key charitable aims:

- To advance health in Pudsey, both physical and mental, by providing a range of health related activities and interventions to enable people to live longer and healthier lives that are full and meaningful.
- To promote for the benefit of the inhabitants of Pudsey and the surrounding area the provision of facilities for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances or for the public at large in the interests of social welfare and with the object of improving the condition of life of the said inhabitants.

How we deliver

90% of all wellbeing centre activities are provided by stakeholders. This underpins the culture of the organisation which is to empower the local community to take responsibility to solve its own problems. This is achieved through three broad areas:

1. A volunteer programme where people are recruited on the basis of their ideas that could address social determinants (or helping other volunteers), as opposed to recruiting volunteers based on a pre-existing job description. A process exists to support this. (see Appendix A for examples)
2. Working with stakeholder organisations to bring more services and activities to the area free at the point of need. A process exists to support this. (see Appendix B for examples)
3. Providing a social environment where people can meet and make new friends. Currently, over 100 retired people frequent the centre weekly, many of whom were socially isolated and single, but are not connected to a social circle. (see Appendix C for examples)
4. Decision-making occurs in two different areas:
 - 4.1 the board of trustees are principle decision-makers regarding the activities and services provided by other stakeholder organisation. The trustees include 3 local patient volunteers, 3 councillors, social services, Leeds University, medical representation, and a former PPI director.
 - 4.2 the volunteer steering group are a group of key volunteer leaders who provide oversight of all volunteer activities.

Strategic fit

The next section outlines the strategic fit. However, to draw a direct link, all the activities provided meet the areas covered in the Marmot Review and subsequent reports. More specifically:

- Evidence base: a core part of the centre is to innovate, evaluate and expand where successful.
- Complex patterns: the centre acts as a hub that brings many facets together. For example, a self-help group also provides a social circle, which also leads to invites to social events and other centre activities, and reaches wider family members through the stories people share and the difference the centre has made.
- Empowering others: we empower the community and stakeholders to decide for themselves what initiatives are needed. This is why the centre now has a governing body, and recent evaluation demonstrates that the activities are making a difference *but that there are not enough of them*.
- The centre adopts the key areas that represents the wider determinants, but synthesises them into key areas that are more easily digestible to the general public, utilising the Gallup International Research "5 Elements" approach. This enables volunteers and stakeholders to consider activities categorised into the following:
 - PHYSICAL WELLBEING
Having good health and enough energy to get things done
 - SOCIAL WELLBEING
Having friends and family in life and a sense of love and belonging
 - COMMUNITY WELLBEING
The sense of engagement and involvement in your neighbourhood
 - CAREER or PURPOSE WELLBEING
How you occupy your time each day (what are you getting out of bed for)
 - FINANCIAL WELLBEING
Reducing stress and increasing security
- An assurance framework exists that provides oversight on all the areas of the centre.

Stakeholders and integration

Stakeholder involvement and delivery is the second biggest determinant of success in the wellbeing centre programme. The first being the actual activities and services themselves. See appendix D for a sample of our existing stakeholders.

The delivery of activities, services and interventions of over 90% of all offerings at the centre represents a significant and demonstrative example of real integration. Few places bring together such a wide group of stakeholders who work together to innovate solutions to address the social determinants of health.

The principle view of Robin Lane Medical Centre and the board of trustees acting as a foundation trust of the practice is that the model should be viable and self-sustaining, and that it must be set up in such ways as to be replicable in other areas.

Strategic fit:

- Marmot Review into health inequalities published in 2010 entitled "Fair society, Healthy Lives" (1) proposes an evidence-based strategy to address the social determinants of health, the conditions in which people are born, grow, live, work and age and which can lead to health inequalities. The report argues that traditional policies focused mainly on segments

	<p>of society and that action was needed to across the social spectrum.</p> <ul style="list-style-type: none"> • "The social determinants of health and the role of local government" (2) contains a summary of articles that builds on the Marmot review and establishes the link between what is known about social determinants and the evidence surrounding what can make a difference, in particular, using NICE guidance, and embedding evaluation in the areas of innovation. • NICE briefing paper "Health Inequalities: concepts, frameworks and policy" (3) sets out key influences on population health and provides a framework to highlight the complex patterns that like many of the determinants together. • NICE guidance: "PH6 Behaviour change" (4). Outlines an approach to changing population behaviour including evaluation of new services, matching interventions with target groups, working locally with the community and organisations to empower them to decide themselves to decide on and develop initiatives, build on the skills and knowledge that already exists in the community, for example, building on networks of people who can support each other. • RCN report: "Health inequalities and the social determinants of health" (5) provides a nursing profession view that supports much of the discussion in the Marmot review and the NICE briefing paper. <ul style="list-style-type: none"> • • (1) http://www.local.gov.uk/health/-/journal_content/56/10180/3510094/ARTICLE#sthash.8pthNWm3.dpuf • (2) http://www.local.gov.uk/health/-/journal_content/56/10180/3510830/ARTICLE • (3) http://www.nice.org.uk/niceMedia/pdf/health_inequalities_policy_graham.pdf • (4) http://www.nice.org.uk/PH6 • (5) https://www.rcn.org.uk/__data/assets/pdf_file/0007/438838/01.12_Health_inequalities_and_the_social_determinants_of_health.pdf
<p>Impact / benefits:</p>	<ul style="list-style-type: none"> • The running and operational costs are self funding (see appendix E). • A space for stakeholders to coproduce solutions to local problems, building on existing success highlighted in the number of services already provided. • The project is in the second year of launch and offers a significant range of new or expanded services to the local community, all designed to address the social determinants of health. It is an innovative new programme that is undergoing evaluation. • Recent (preliminary) evaluation was conducted by Leeds University in order to: <ul style="list-style-type: none"> ○ identify the range of people who use the centre ○ determine if the activities and resources offered meet the expectations and requirements of users ○ review the data in order to refine future evaluation methods ○ examine the data to develop methods of measuring the impact of the centre. • A mixed methods approach was used. Quantitative data was collected from a wide range of users, and qualitative data was collected from interviews, focus groups and stakeholders. 308 responses was received during a 10-week period. • EVALUATION TOOLS (two methods chosen) <ul style="list-style-type: none"> ○ EuroQo15D (EQ-5D) (Health and functional status) ○ Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) ○ Additional data was collected regarding the nature of the visit, demographic profiling, activities attended, amongst others. ○ Fewer than 20% of respondents were first time visitors or had been coming to the centre for less than a month. 31% had been using the centre for 12 months or more. • HIGHLIGHT SUMMARY <ul style="list-style-type: none"> ○ As this is an innovative programme, the evaluation tools aim to tell us the impact the centre is having now, as well as provide a baseline for ongoing evaluation.

s	<ul style="list-style-type: none"> • £90,000 annual contribution from Robin Lane Medical Centre (see appendix E) • Charity fund raising for volunteer-run groups • A "no rent - free at the point of need" policy where stakeholders tender for free space using a clear process and format that includes a contribution to at least one of the elements of wellbeing and delivered free at the point of need. <p>Therefore, the requested funding relates to non-recurrent spend only.</p>
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Appendix A - volunteer programme

A sample of our volunteer-run activities

- | | |
|---|--|
| 1. Breast feeding support group | - activity every Monday for peer support and friendship |
| 2. Mums & Baby Group | - Social activity every Tues for peer support and friendship |
| 3. Singing for the Brain | - Singing group to bring people together in a stimulating environment |
| 4. Chair based Exercise Class | - Physical activity aimed at elderly with limited mobility |
| 5. Walking Group | - Physical activity once a month to improve health and fitness and for friendship |
| 6. Art Workshop | - Social activity every Monday for friendship and creativity (to learn new skills) |
| 7. PATS Group | - Social activity every week for friendship |
| 8. Knitting & Crochet | - Social activity every week for friendship and learn/improve a skill |
| 9. Quilting Group | - Social activity every week for friendship and learn/improve a skill |
| 10. Adult Singing Group (child friendly) | - Singing group to bring people together in a stimulating environment |
| 11. Craft Club | - Social activity every month for peer support and friendship |
| 12. Open mic night | - a monthly event providing a platform to showcase artists, both young and old. |
| 13. Community events | - summer Fayre, Christmas Fayre, War Memories, Folk music night |
| 14. Craft classes in the summer holidays for children | |
| 15. Chinese Cookery Short course | |
| 16. Santa's Grotto on Pudsey Christmas Lights Turn on Night | |
| 17. Eat dinner with Santa Claus | |

Appendix B - Stakeholder services free at the point of need

A sample of our stakeholder-run activities (free at the point of need)

1. Education classes (children)
2. Education classes (children)
3. Leeds counselling
4. Physiotherapy
5. Physical activity clinic
6. CBT
7. Weight management
8. Neighbourhood police drop-in clinic - Social services
9. Carers leeds support group
10. Carers Leeds droup-in advice
11. Baby massage
12. Alcohol Advisory Service
13. Healthy Eating Practical Classes for mums with toddlers
14. Healthy Eating Practical Classes for mums with school aged children
15. Mental Health Workshops (IAPT)
16. Expert Patient programme 6 week courses
17. Gingerbread Job Club Courses
18. Youth Drop in Service
19. Young People's Participation Group

	<ul style="list-style-type: none"> ○ 78% of individuals surveyed (202) reported that the centre was making a difference to them. Comments included sense of value and belonging, a lifeline, support, reduced isolation, amongst others. Key factors in the social determinants groupings. ○ Two main themes emerged: the need for more activities and courses, and improved promotion of what the centre has to offer in terms of groups and activities. ○ The baseline WEMWBS demonstrates a point in time and this will be measured against future scores, granulated to first time attendees and regular visitors to the service.
<p>Engagement and involvement</p>	<ul style="list-style-type: none"> ● The wellbeing centre has an extensive engagement and involvement programme including: <ul style="list-style-type: none"> ○ Volunteer programme comprising of 39 regular and active community volunteers from all walks of life. This is overseen by a volunteer steering group comprising volunteers acting as trustees, the centre manager, and a Robin Lane MC liaison individual. ○ A steering board comprising 3 local members of the population, 3 local councillors, social services representative, Leeds University, a local GP and practice manager, and a former PPI director. ○ An annual general meeting (open to the public). ○ Regular surveys and evaluation reports (latest report conducted by Leeds University available on request) ○ Recent AGM offered a number of significant outputs and has led to this request. Available on request.
<p>Cost of proposal:</p>	<p>Funding request £250,000</p> <ul style="list-style-type: none"> ● The capacity of the building has been reached, and whilst the purpose of this proposal is not primarily an estates strategy, the estates is the enabling tool that has achieved current success. ● This proposal is about providing space to do more: volunteer-led activities, NHS and social services activities, voluntary sector activities, for example. ● Plans are currently being drawn up but include the renovation and creation of accessible rooms comprising a mixture of small, medium and large multi-purpose spaces over three floors, and includes an extension.. ● Architect plans are currently being finalised which will enable fine-tuning of costs, but this is an indicative (ceiling) amount after discussion with architects ● The funding would enable the following to take place (on a self-funded basis): <ul style="list-style-type: none"> ○ An increase in the number of activities from around 30 activities per week to over 132, comprising of volunteer run groups, stakeholder led groups activities and interventions, and other activities. ○ An increase in the number of volunteers from our current 39 to a 12 month target of 80. ○ Significantly improved disabled access through all three floors. ○ Storage space. ○ A large kitchen area to enable classes on how to cook healthily (on a budget) for example. ○ Room for growth.
<p>Other financial consideration</p>	<p>A recurring funding model already exists and supports the daily running and operational costs. This includes:</p>

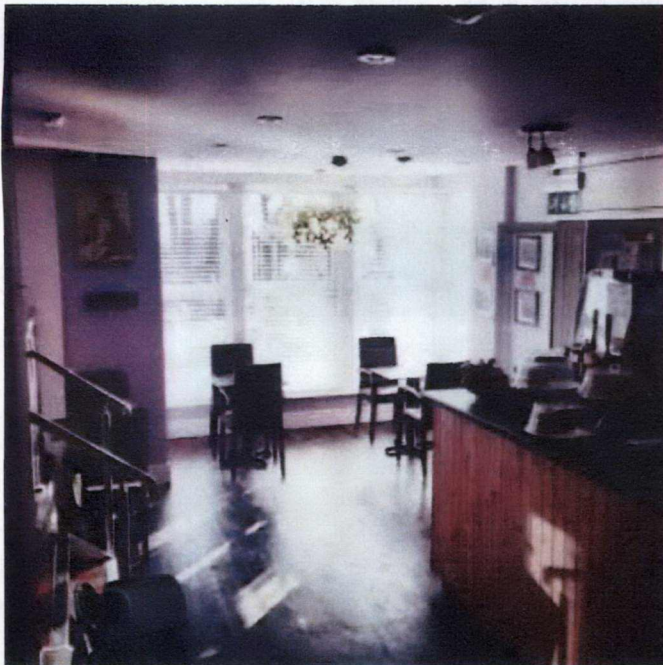
A sample of our stakeholder-run activities (charge at point of need)

1. Sling library
2. Pain management solutions
3. Zumba
4. Weight watchers
5. Private knitting / crochet classes

Appendix C - Social activities

Community events, festivals and activities







Appendix D - Stakeholders

A sample of some of our other stakeholders:

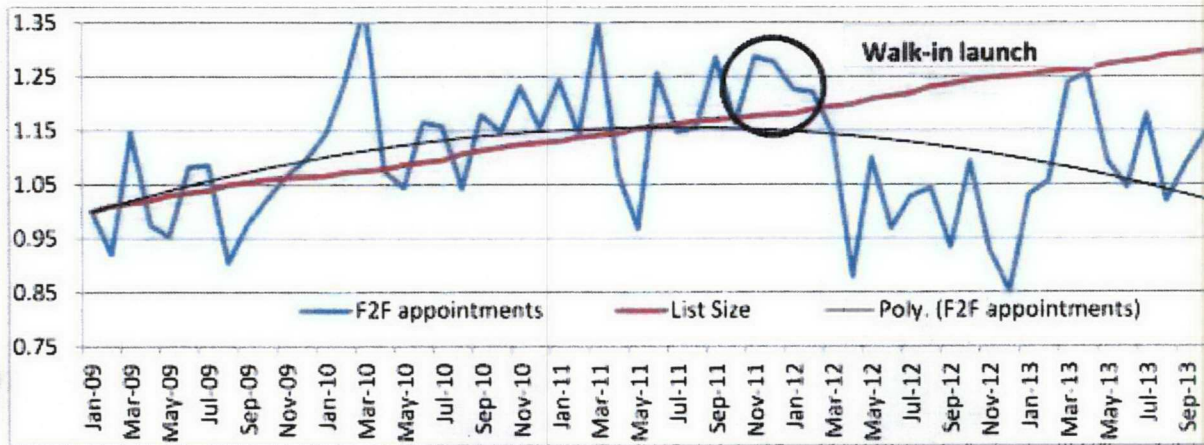
- 39 local community volunteers
- Leeds City Council / Adult Social Services
- 3 local councillors (governing body)
- Leeds University
- Arts Council England
- Healthy Living Network Leeds
- Cardigan Group
- Yorkshire Bank
- Leeds Community Healthcare Trust
- Leeds and York Partnership Foundation Trust
- Leeds Teaching Hospitals Trust
- Yorkshire Police
- Carers Leeds
- Family Outreach
- Pudsey & District Civic Society



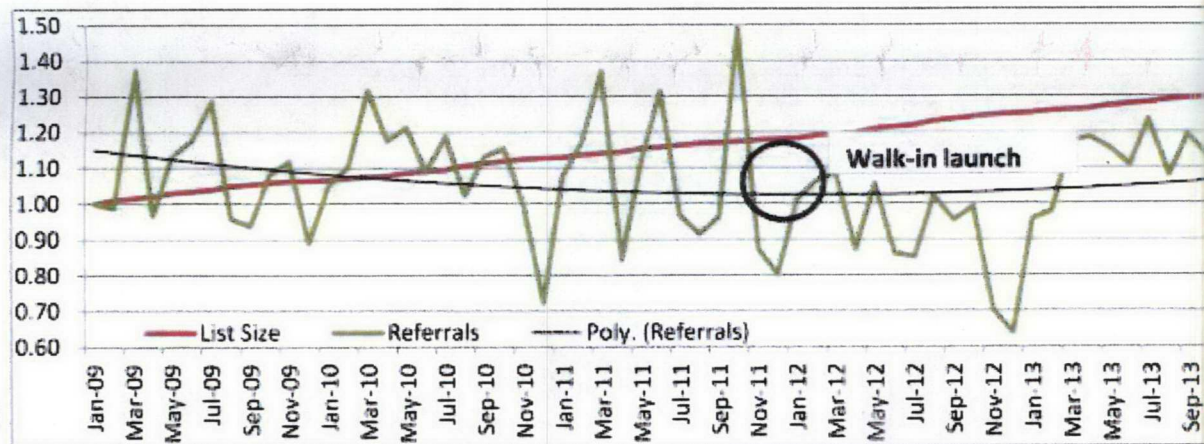
Appendix E- How we fund the programme

Robin Lane underwrites the wellbeing centre as part of its new general practice ' health and social ' primary care vision.

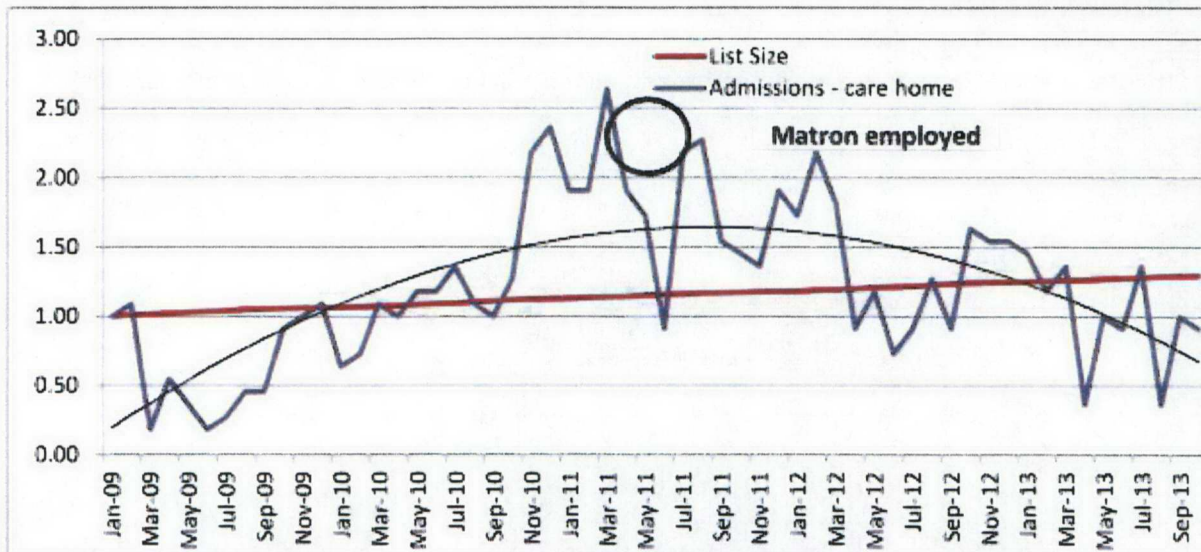
The changes to our services have enabled us to do things differently.



Our list size has experienced continued growth since 2008. Yet in 2012, a service change reduced demand enabling us to invest in preventative forms of healthcare - social determinants (above graph).



A future self-funding model can be demonstrated in our elective referrals (above graph).



Care of the elderly works best in the community. A practice-employed matron reduces the need for hospitalisation.

Answer Options	Definitely better	Somewhat better	The same	Somewhat worse	Definitely worse	Not applicable	Response Count
Your overall experience	49%	29%	8.5%	4.5%	7.5%	2%	199.00
The extent to which you feel our Doctors and Nurse Practitioners are there for you when you need urgent attention	46%	23%	20%	5.5%	4%	1.85%	216.00
The extent that our Doctors and Nurse Practitioners put you at ease	36%	17%	41%	3%	1%	2%	216.00
The extent that our Doctors and Nurse Practitioners are courteous and polite	36%	16%	43%	2%	1%	2%	220.00
Your perception of the quality of the assessment and diagnosis of your medical condition	33%	15%	43%	6%	1%	2%	217.00
Your perception of the quality of either providing or arranging treatment for you	35.5%	17%	36.5%	7%	2%	2%	217.00
The extent that our Doctors or Nurse Practitioners explain your condition and any treatment provided	33.5%	15.5%	44.50%	3%	1.5%	2%	218.00
The extent that you are involved in decisions about your treatment	35%	13%	46.5%	2.5%	1.5%	2%	217.00
The extent that you are able to trust the quality of the service	37%	13%	37.5%	8%	2%	2.5%	215.00
The extent that you are receiving the right care for you and your family	37%	14%	38.5%	5.5%	3%	2%	218.00
The extent that you feel the service puts you first	35%	20.5%	26.5%	8.5%	7.5%	2.5%	217.00

As for Robin Lane Medical Centre's own patients, the above table shows what people think of our new approach compared to the 'old' general practitioner model. This is a small part of a wider patient evaluation process, available on request.

Document 4



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ADVERTISING PROOF (PUBLIC NOTICES)

Mr Forbes
Cafe Lux
Pudsey Well Being Centre
Robin Lane
Pudsey
West Yorkshire
LS28 7BR
United Kingdom

24 March 2014

Advert Ref Number : NSD294503
Customer Order Ref No :

Dear Mr Forbes

Publication	Size	Classification	Colour	Start Date	End Date	No. Inserts	
Yorkshire Post www.yorkshireposttoday	9x2	Public Notices	Black	26/03/2014 26/03/2014	26/03/2014 26/03/2014	1	1

Total Net:	VAT:	Gross Total:
£830.16	£166.04	£996.20

Please carefully check that the proof of your notice and the booking details are correct. We ask that you confirm this by replying to this email or advise us regarding any amendments.

Please telephone me on 0207 023 7931 or advise me of a convenient time to contact you to make payment by credit or debit card.

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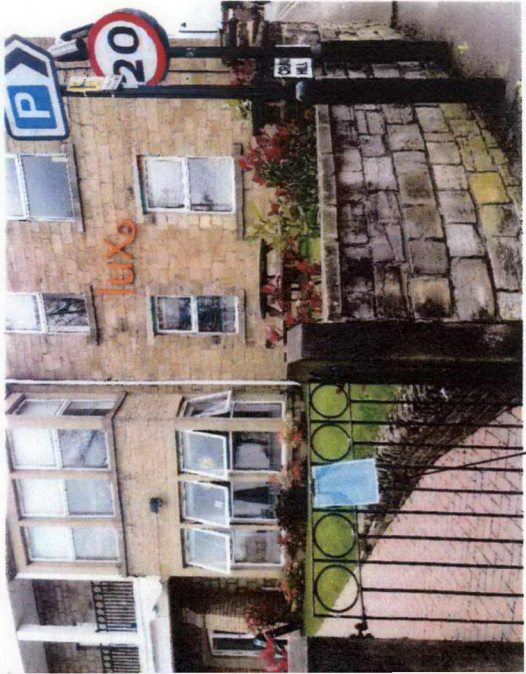
Cancellation and amendment deadline: TODAY @ 5pm

Below is a low resolution image of your advert

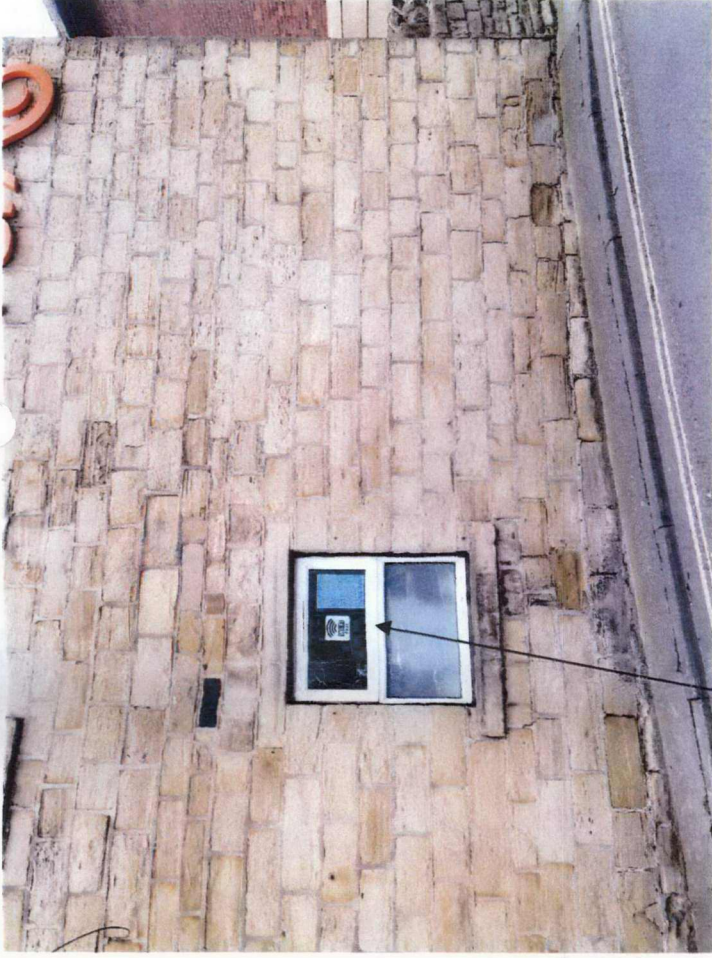
Yours sincerely

Media Sales Advisor
Media Sales Centre

Document 5



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Notice displayed



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Document 6

Wellbeing Centre / Cafe Lux car park



Crawshall Hill house

24/7 public car park



Crawshall Hill house

public car park

Wellbeing Centre / Cafe Lux