

**Report of the Head of Governance and Scrutiny Support and Director of Communities and Environment**

**Report to Scrutiny Board (Environment, Housing and Communities)**

**Date: 13 March 2019**

**Subject: Community Hubs – General Update and Tracking of scrutiny recommendations/desired outcomes**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" 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**

1. This report sets out the ongoing building progress to create Community Hubs and also how the services are being developed within the Community Hub. In addition it also sets out the progress made in responding to the recommendations arising from the Scrutiny inquiry into the development of Community Hubs.
2. Scrutiny Boards are encouraged to clearly identify desired outcomes linked to their recommendations to show the added value Scrutiny brings. As such, it is important for the Scrutiny Board to also consider whether its recommendations are still relevant in terms of achieving the associated desired outcomes.
3. The Scrutiny recommendation tracking system allows the Scrutiny Board to consider the position status of its recommendations in terms of their on-going relevance and the progress made in implementing the recommendations based on a standard set of criteria. The Board will then be able to take further action as appropriate.

**Recommendations**

4. Members are asked to:
  - Note the progress on the roll out of Community Hubs
  - Provide any feedback on the roll out, design and direction of the programme.

- Agree those recommendations which no longer require monitoring;
- Identify any recommendations where progress is unsatisfactory and determine the action the Board wishes to take as a result.

## **1 Purpose of this report**

- 1.1 This report sets out the ongoing building progress to create Community Hubs and also how the services are being developed within the Community Hub. In addition it also sets out the progress made in responding to the recommendations arising from the Scrutiny inquiry into the development of Community Hubs.

## **2 Background information**

- 2.1 During 2015/16, the Scrutiny Board (Citizens and Communities) agreed to undertake an inquiry into the development of Community Hubs. The inquiry concluded in March 2016 and a report setting out the Scrutiny Board's findings and recommendations was published in May 2016.
- 2.2 The Citizens and Communities Scrutiny Board considered the formal response to its recommendations in October 2016 and then continued to track the implementation of these recommendations. The last update report was considered in September 2017 by the Scrutiny Board (Environment, Housing and Communities). At this meeting recommendations 1 and 7 were agreed as achieved. The Board resolved to continue monitoring recommendations 2, 3, 4 and 5.
- 2.3 At this meeting the Scrutiny Board also received a general update on the development of Community Hubs.
- 2.3. In July 2017, the Scrutiny Board received a formal response to the recommendations arising from this review. These are reflected in appendix 2.

## **3 Main issues**

- 2.1 In concluding its inquiry, the former Citizens and Community Scrutiny Board set out the following principles to determine how and where Community Hubs were to be developed.
- Community Hubs should be close to local shopping zones.
  - The identification of a potential Community Hub will be based on an analysis of existing and future demand and proximity to other Hub sites.
  - Each potential Community Hub will be assessed on the basis of whether it demonstrates Value for Money. VFM to be determined through a demand v cost assessment.
  - As well as individual site assessments, geographical assessments based on a VFM analysis will be undertaken to ensure no over-provision of community hub services within a given geography.
  - There is an expectation that the service review saving of £420k will be delivered.
  - That there isn't a 'one size fits all approach' to the provision of Community Hubs and that services offered will be dependent on the space available.
  - The programme will focus on asset rationalisation and service integration in delivering a sustainable network within the city.
- 2.2 The principles have been adopted in delivering the Community Hub programme and the below update provide Scrutiny Board with an up-to-date position on the whole Community Hub programme.

### 3.0 Progress to date

<b>Phase 2 Hubs</b>	<b>Location</b>	<b>Works/Property Saving/Impact</b>
Kippax Community Hub	Kippax Library	New Community Hub open in Kippax Library. New Housing back office formed for the Kippax Housing Office team in Garforth Community Hub. Kippax Housing Office sold to support the LCC Capital Programme. <b>Complete</b>
Moor Allerton Community Hub	Moor Allerton Library	New Community Hub open in Moor Allerton Library. New Housing back office formed for 30 staff moved into the Hub and a new customer services reception and back office now completed. The Moortown Housing Office is now vacant and 2 shops and 2 flats now released for additional HRA rental stream. <b>Complete</b>
Pudsey Community Hub	Pudsey Library	New Community Hub open in Pudsey Library. New 10 workstation touchdown office created for local teams in the Hub plus a, lettable meeting room and improved staff facilities. Space vacated in Pudsey Town Hall now surplus. <b>Complete</b>
Horsforth Community Hub	Horsforth Library	New Community Hub open in Horsforth Library. Horsforth Housing Office has closed for housing enquiries but it remains a back office for housing staff until alternative accommodation is delivered by Asset Management. The NHO can then be declared surplus. <b>Complete</b>
Rothwell Community Hub	Rothwell Library	New Community Hub opened in Rothwell Library. New Housing back office formed in the Hub for 24 staff moved into the Hub and a new customer services back office now completed. Rothwell Area Office has been declared surplus. <b>Complete</b>
Dewsbury Road Community Hub	Dewsbury Road One Stop Centre	New Community Hub formed in Dewsbury Road One Stop Centre incorporating new Library and new first floor office created for over 60 LCC staff and police. Including new ICT and equipment to enable new ways of working. This scheme has increased office capacity by 50% and has enabled the existing library to be vacated and made available for alternative use. <b>Complete</b>
Seacroft Community Hub	Deacon House	New Community Hub formed in Deacon House, incorporating new Library and new first floor office created for over 80 LCC staff and police. The scheme has allowed the existing Library to be vacated with the site forming part of regeneration plans for Seacroft. The North Seacroft One Stop Centre and housing back office has been moved into the new Hub, allowing the leased building to be terminated saving £90k pa. The Post Office has also relocated to Deacon House under a new 7 year lease to enable this service to be available to the community.

		<b>Complete</b>
Morley Community Hub	Morley Library	New Community Hub formed in Morley Library, including creating 3 glass fronted interview rooms, new ground floor office and kitchen, new customer and staff wcs, baby change, IT suite, Jobshop and improved library space and queue & appointment management. The Morley One Stop Service has transferred into the new Hub from Morley Town Hall and the vacant space will be reused. <b>Complete</b>
Middleton Community Hub	St George's Centre	The Community Hub has been refurbished and alteration made to improve the layout and to create glass fronted interview rooms, larger IT suite, Jobshop, improved library space and to create a suitable NHS waiting area. <b>Complete</b>
Bramley Community Hub	Bramley Library	The Community Hub has been completed in the library building including substantial backlog repairs including new flat roof and large glass roof domes. The internal remodelling included refurbished oak panelling and floor, create new office, create 2 glass fronted interview rooms, new customer and staff wcs, baby change, IT suite, Jobshop, improved library space and new enquiry positions. This scheme has removed housing enquiries from the Bramley Housing Office, which has now closed. The new housing back office is being created in Bramley Community Centre and the Housing Office site can be sold to support the LCC Capital Programme. <b>Complete</b>
Hawksworth Community Hub	Shop Unit, Kirsktall	New opportunist Hub serving the Hawksworth estate in the former Hawksworth Wood Community shop. <b>Complete.</b>
Chapelton Community Hub	The Reginald Centre	New furniture has been provided in the waiting areas to enable flexible use of the café, events and film nights for the local community. <b>Complete</b>
Headingley Community Hub	Headingley Library	A new Community Hub has been formed in Headingley Library. A new One Stop Service including housing enquiries is provided from the Hub. The Hub also has a new office, 3 glass fronted interview rooms, new ground floor office and kitchenette, new customer and staff wcs, baby change, IT suite, Jobshop and improved library space. The first floor offices and staff breakout has been improved. The Headingley Post Office has also move into the Hub, providing local services and a rental income to the council. This scheme supports the loss of Burley library (closed on health and safety grounds), which is currently the subject of a conditional sale agreement, the capital receipt will support the LCC Capital Programme. <b>Complete.</b>
Otley Community	Otley Library and	Improve layout, new interview rooms,

Hub	One Stop Centre	improved staff facilities and new social zone, new ICT area and improved library layout. Severe damp issues found and additional maintenance works being established. <b>On site, Open April 2019</b>
Garforth Community Hub	Garforth Library and One Stop Centre	Works to form Housing Back offices have been completed and the Housing team has moved into the Hub. <b>Complete</b>
City Centre Hub	2GGS then move to Merrion House	Queue and appointment management has been procured and has been delivered under a new contract. Designs, furniture and finishes for the new Merrion Hub has been installed and services have moved across from 2 Great George Street into Merrion House Hub – <b>Complete</b>

#### 4.0 Community Hubs in development

On 7<sup>th</sup> February 2018 the Exec Board approved the following schemes:

Phase 3 Hubs	Location	Works/Property Saving/Impact
<b>Phase 3 - Year 1 Schemes 2018/19</b>		
Aireborough and Guiseley Community Hub	Aireborough Leisure Centre	Create a new Community Hub with café in the leisure centre. Relocate Guiseley library into the Hub and dispose of surplus building. Previously agreed by Executive Board in 21 <sup>st</sup> September 2016, as part of Leisure Centre proposals. <b>Works on site</b>
Armley Community Hub	Armley Library and One Stop Centre	Improvement are needed to the current layout to improve the design and resolve confidentiality issues. This scheme has combined Phase 2 and Phase 3 works to form the hub and the creation of 5 glass fronted interview rooms, new office space and kitchen, internal redecoration, new customer and staff wcs, baby change, IT suite, remove Leeds City Credit Union space and reconfigure entrance, Jobshop, new queue & appointment management and improved library space. Improvements to back offices, furniture, backlog maintenance and meeting room suite. <b>Start on site April 2019</b>
Gildersome Library (in Community Centre)	N/A	Closure of the Library was agreed by Executive Board, as soon as the Morley Community Hub is completed. Vacant library space to be used for further community centre activities.
Gipton Housing Office (Coldcotes)	N/A	Housing enquiries will soon be moved and dealt with from existing Community Hub network (e.g Compton Centre). Housing staff are relocating into Compton Community Hub
Halton Community Hub	Halton Library	It was anticipated that a Community Hub would be formed on Halton library site by

		increase size of existing building by adding staff facilities, lift and meeting space on new (part) first floor space. However, further work with our NHS partners has presented a further option of a joint building with GP and clinical services within the Halton Medical Centre. We are carrying out a feasibility study with the NHS to see if an improved solution for both partners can be achieved. This may allow the disposal of the Halton Library and the purchase of the Health Centre with lease/rent income benefits from the GP and other health services. Further report to follow to SIB & AMB.
Harehills Community Hub	Compton Centre	Works to improve customer flow, refresh library, new cafe and improve layout. <b>Completion expected by May 2019</b>
Hawksworth Community Hub	Hawksworth Wood Community Shop	Create a new Community Hub on the Hawksworth estate. - <b>Complete</b>
Hunslet Community Hub	Hunslet Library	Proposal is for Community Hub to be formed on Hunslet Library site. <b>Started on site February 2019 and Complete July 2019</b>
Kirkstall Neighbourhood Housing Office	N/A	Housing enquiries moved and dealt with at Headingley and Hawksworth Community mini Hub. Housing Office retained for local office base only.
Whinmoor Library	N/A	Close Library. Transfer library customers to the new Seacroft Community Hub. Declare building surplus. The library will close 2019.

## 5.0 Future schemes – 2019/20

5.1 The following sites are the remaining sites within the city from which the remaining Phase 3 Community Hub programme will or will not be developed. These sites are due to be discussed and approved by Executive Board at their meeting on 20<sup>th</sup> March 2019 and are included here for information and awareness.

- Crossgates Library
- Beeston Library
- Farsley Library
- Wetherby Library and One Stop Centre
- Burmantofts Housing office
- Scholes Library
- Osmondthorpe Once Stop Centre
- South Seacroft One Stop Centre

## 6.0 Highlights

6.1 There are many benefits of the Community Hub model and below a few of the many successful projects and initiatives delivered via the Hub programme are highlighted.

- 6.2 Holiday Hunger – we provided an activity and lunch for children during the summer holidays 2018 at Dewsbury Road Community Hub and extended this to Armley and Compton Centre during the Christmas holiday. The scheme runs 3 days a week during the school holidays. It takes place in the Community Hub where an activity is provided for 1 hour followed by a hot meal provided by school catering. The food to make the meal is provided free of charge by Fareshare (Food bank). The activity and lunch is targeted at children on free school meals but all children are welcome.

A bid has been made to the Department of Education for funding to run this scheme over the 6 week holiday at 10 Hub locations and will also provide additional funding for other organisations to apply for.

- 6.3 Period poverty – our services provide free sanitary products to girls/women who can't afford to buy them. We are now building on this approach through working with Children's Services and Communities team to ensure that we have a sustainable approach throughout all Hubs, Schools and community settings.
- 6.4 Personal Work Support – a scheme run through the Jobshops which are part of the Community Hub network. In order to continue to get help with their council tax, long term unemployed residents have to engage with the Jobshop team to help them get work. This is one to one support. Between April 2018 to February 2019 - 264 long term unemployed residents have now moved into work because of this intensive support. All council job vacancies to the grade B1 are given to the Jobshops so that there are jobs available for those working with us under the PSWP scheme. We also run clothes wardrobes, so jobseekers have clothes for their interview.
- 6.5 Events galore – the Community Hubs are being used for Community events such as Fun palaces (residents sharing their skills with other residents), Talent competitions, Youth clubs, Markets for local residents to sell crafts, Yoga, Zumba Pilates, Thai-chi, Tennis, chess clubs.
- 6.6 Bike Library – we have 8 Bike Libraries where a resident can borrow a bike either for work or pleasure. Funded by Yorkshire bank and Welcome to Yorkshire.
- 6.7 Co-location with the Post Office – we have 2 Post offices co-located in Community Hubs at Seacroft and Headingley This co-location safeguards the Post Office remaining local and is appreciated by residents. It brings new customers into the Council's buildings.
- 6.8 The University Centre - The University Centre at Leeds City College undertook a programme of community outreach work to raise aspirations and awareness for higher level study and higher level or degree apprenticeships, plus the array of course options available to young people and mature learners.

A programme of engaging monthly activities were developed for 4 Hubs situated in some of the more deprived areas in the city – Dewsbury Road, St George's Centre, Compton Centre and Reginald Centre. The activities gave people the opportunity to 'have a go' at trying new things and find out about careers in various industries.

The activities were well received and some had a particular appeal to children which gave the added bonus of allowing the college team to have direct discussions with them and be able to myth bust and promote that higher study can be within their reach, this being particularly valuable to break generational misconceptions within

families. Examples of activities included screen printing, slime making, pop-up photo studio, virtual reality experience, and film & screen media makeup.

Between May and December 2018 a total of 28 activities were facilitated across the 4 centres and this led to engagement with 812 individuals. A monthly activity plan at the each of the 4 centres has now been devised for 2019.

- 6.9 Social Prescribing - In the East North East area of the city the North Leeds Social Prescribing Service – Connect Well co locates at the Reginald Centre Community Hub, this comprises a team of 8 wellbeing coordinators. This has been the case for the last 3 years now, with mutual benefits for Council customers and public Health patients.

As part of this arrangement the Council and the CCG have co funded a Project Development Worker (PDW) post that has acted as a bolt on to the service. The PDW post is there to be responsive to any gaps there may be in local provision e.g. if a social prescriber needs to refer a patient or customer onto a course/class /activity or group to cater for a particular need but it doesn't yet exist, the PDW role is to set this up. This ensures that emerging need is catered for and we are able to provide a comprehensive level of tailored, bespoke support to the community. In order to make this sustainable the PDW utilises Asset Based Community Development principles – engaging local 'community champions' who are offered training and support to take over the running of the groups/activities independently.

City Wide: By October 2019 the Social Prescribing contract will be commissioned on a city wide basis (not area). We are part of a consortium that has applied for this contract which includes Barca Leeds, Community Links & Leeds Mind. Should we be successful this will provide funding for a PDW role in each area of the city meaning we can expand the work we have had such success with in the East/North East area already.

#### Tracking of Recommendations

- 3.1 Scrutiny Boards are encouraged to clearly identify desired outcomes linked to their recommendations to show the added value Scrutiny brings. As such, it is important for the Scrutiny Board to also consider whether its recommendations are still relevant in terms of achieving the associated desired outcomes.
- 3.2 The Scrutiny recommendation tracking system allows the Scrutiny Board to consider the position status of its recommendations in terms of their on-going relevance and the progress made in implementing the recommendations based on a standard set of criteria. The Board will then be able to take further action as appropriate.
- 3.3 This standard set of criteria is presented in the form of a flow chart at Appendix 1. The questions in the flow chart should help to decide whether a recommendation has been completed, and if not whether further action is required.
- 3.4 To assist Members with this task, the Principal Scrutiny Adviser, in liaison with the Chair, has given a draft position status for each recommendation. The Board is asked to confirm whether these assessments are appropriate and to change them where they are not. Details of progress against each recommendation are set out within the table at Appendix 2.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 Where internal or external consultation processes have been undertaken with regard to responding to the Scrutiny Board's recommendations, details of any such consultation will be referenced against the relevant recommendation within the table at Appendix 2.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 Where consideration has been given to the impact on equality areas, as defined in the Council's Equality and Diversity Scheme, this will be referenced against the relevant recommendation within the table at Appendix 2.

### **4.3 Council Policies and City Priorities**

4.3.1 The Board identified during the inquiry that the on-going development of the Community Hub approach addresses a number of Best Council Plan objectives in terms of supporting communities, tackling poverty and promoting sustainable and inclusive economic growth.

### **4.4 Resources and Value for Money**

4.4.1 Details of any significant resource and financial implications linked to the Scrutiny recommendations will be referenced against the relevant recommendation within the table at Appendix 2.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 This report does not contain any exempt or confidential information.

### **4.6 Risk Management**

4.6.1 This section is not relevant to this report

## **5 Conclusions**

5.1 This report provides a general update on the development of Community Hubs and enables the Scrutiny Board to track recommendations arising from the Scrutiny inquiry into the Development of Community Hubs. The Scrutiny recommendation tracking system allows the Scrutiny Board to consider the position status of its recommendations in terms of their on-going relevance and the progress made in implementing the recommendations based on a standard set of criteria.

## **6 Recommendations**

6.1 Members are asked to:

- Note the progress on the roll out of Community Hubs
- Provide any feedback on the roll out, design and direction of the programme.
- Agree those recommendations which no longer require monitoring;
- Identify any recommendations where progress is unsatisfactory and determine the action the Board wishes to take as a result.

## **7 Background documents<sup>1</sup>**

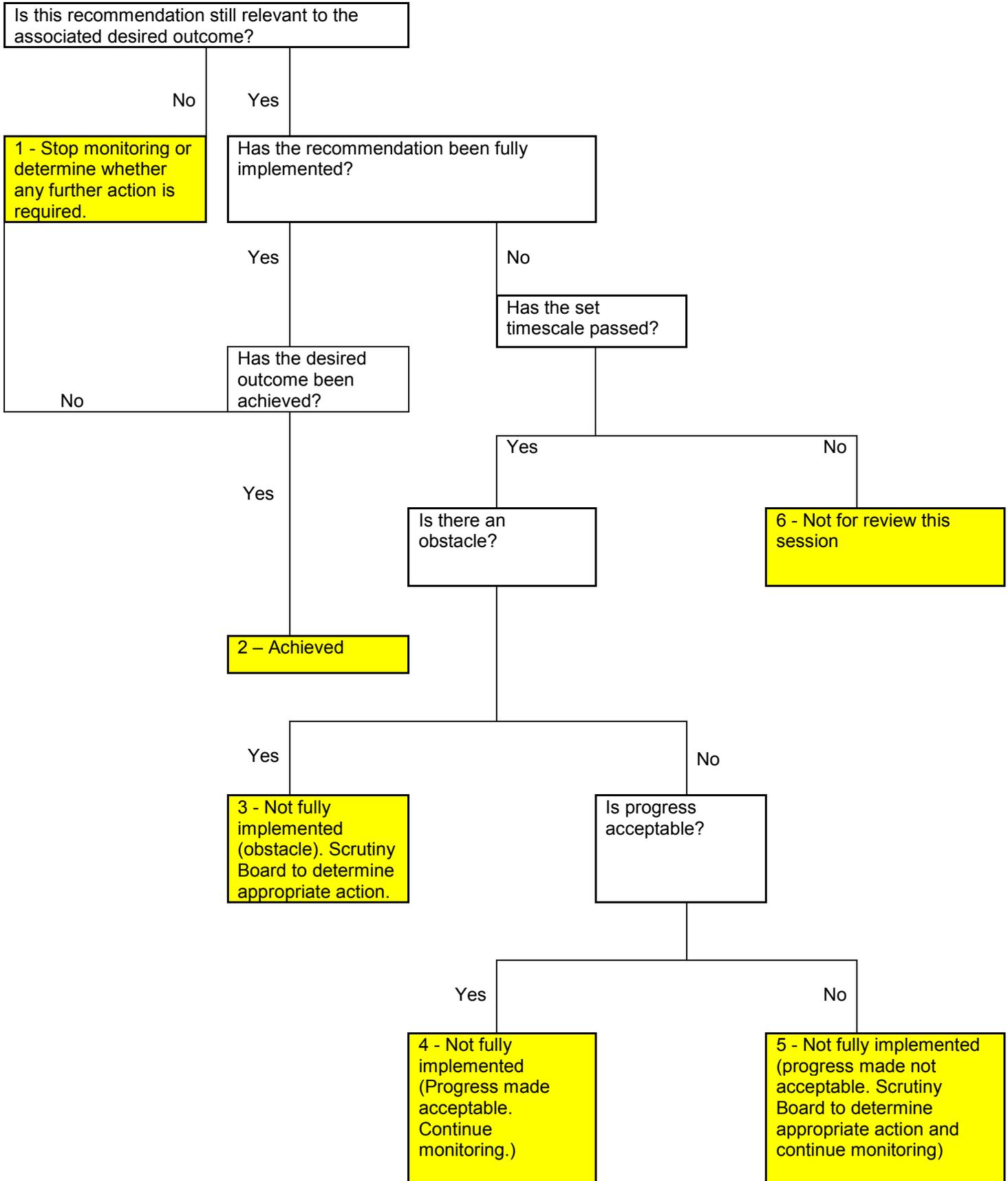
7.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

# Appendix 1

## Recommendation tracking flowchart and classifications: Questions to be considered by Scrutiny Boards



Position Status Categories

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

<p><b>Desired Outcome</b> – That local Parish and Town Councils are actively engaged in the development and roll out of the Community Hub network.</p>
<p><b>Recommendation 2</b> – That the Assistant Chief Executive (Citizens and Communities) works closely with the Chief Officer Customer Access and the Area Leaders to ensure that, where appropriate, local Parish and Town Councils are also actively engaged in the development and roll out of the Community Hub network.</p>
<p><b>Formal response in October 2016:</b></p> <p>We will ensure that as Community Hubs are developed that relevant Parish and Town Councils are included in any consultation and engagement activity.</p> <p><b>Position in April 2017:</b></p> <p>This is an ongoing piece of work as Community Hub options are developed. An example of where this has already happened is with the development of the Horsforth Community Hub, where good relations with the Parish Council have been developed. It is expected that more extensive engagement will happen through the development of options linked to the Phase 3 programme.</p> <p><b>Position September 2017:</b></p> <p>As part of the consultation for phase 3 this will be included. The Community Hubs we are currently working on do not have a Parish Town Council so this has not been applicable (Hawksworth Wood, Bramley, Dewsbury Road).</p> <p><b>Current Position:</b></p> <p>Consultation continues where applicable.</p> <p>An example is consultation has been undertaken with Otley Town Council on the Otley Community Hub and their aspiration to make the refurbished building as energy efficient as possible.</p>
<p><b>Position Status (categories 1 – 6)</b> <i>This is to be formally agreed by the Scrutiny Board</i></p>

**Desired Outcome** – That all possible options are explored within the Council to assist in providing affordable transportation facilities for customers requiring access to Community Hub provisions.

**Recommendation 3** – That the Assistant Chief Executive (Citizens and Communities) leads on working with other directorates to explore all possible options for providing affordable transportation facilities for customers requiring access to Community Hub provisions, such as maximising other council funded transport services that may otherwise only be utilised during certain periods of the day.

**Formal response in October 2016:**

We will ensure that this is considered as the Community Hub network expands and services are introduced where residents need to travel or be transported to the Hub.

**Position in April 2017:**

This is an ongoing piece of work as Community Hub options are developed. An example of where this is currently being looked at is the provision to transport people from local Community Hubs to learning provision (provided by Leeds City College) at the new Deacon House Hub in North Seacroft.

**Position September 2017:**

We will see how the access at Seacroft is improved by the use of the transport. As we develop Community Hubs we will look for opportunities to use council funded transport services. This may be particularly useful as we go into phase 3 of Community Hubs.

**Current Position:**

We are setting up a scheme where we can provide prepared bus tickets for people job searching or going to job interviews. This has been funded by 8 of the Housing Advisory Panels.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome** – That there is a clear systematic and strategic approach towards maximising resources and integrating services with other key partners as part of the Community Hub approach.

**Recommendation 4** – That in moving forward and delivering the network of Community Hubs, the Assistant Chief Executive (Citizens and Communities) ensures that a more systematic and strategic approach towards maximising resources and integrating services with other key partners is developed.

**Formal response in October 2016:**

We will ensure that we continue to have a clear systematic and strategic approach towards maximising resources and integrating services with other key partners as part of the Hub approach.

In this regard we continue to develop our relationship with partners and two specific

examples are worthy of highlight to demonstrate the work being done to deliver against this recommendations.

**Example 1 – Money Buddies.** The partnership with Money Buddies is benefiting local residents and we are now delivering in partnership over 15 locations. The average gain per client from this service is £1,316.74 and the average gain per month to Leeds is £47,371.91.

**Example 2 – Social Prescribing at Reginald Centre.** Connect Well is the Social Prescribing service made up of a range of partners and is active in 26 GP Practices plus 5 satellites across Leeds North boundary, with the main Social Prescribing hub being at the Reginald Centre.

There are 18 wellbeing coordinators who can dedicate time to a patient who has been referred by a GP to help improve their health and well-being.

The main reason for referrals so far is loneliness/isolation. In response to this and other issues, the Reginald Centre has introduced Yoga and Zumba classes and a chess club and has recently opened a Community Café run by Black Health Initiative which will include social events.

#### **Position in April 2017:**

The Council continues to maximise the opportunity to engage partners and integrate services within the Community hub model based on an understanding of local need and an understanding of key city-wide issues that act as barriers to people improving their outcomes (e.g Mental Health). Some notable examples since the last progress report include:

- Work with Leeds Mind to help people with mild mental health problems into work,
- Caring Dads who are fathers estranged from their children but wish to be reconnected,
- helping care leavers into work, and
- work with Reed in Partnership to help people who have multiple barriers to work move into work

#### **Position September 2017:**

The integrating with services and other parties has continued.

- GIPSIL (third sector) are providing support in our Job Shops to get people into work. APM and Remploy are also active in Job Shops and this support is assisting with the residents who are longer term unemployed and require more time and support.
- Leeds City College are extending their courses in Hubs. They are now offering courses in childcare, health and social care and customer services.
- Free Legal surgeries are being delivered and these are offered by local companies. We are looking at a further scheme which will involve University Law students providing further advice.
- We are piloting a new support group called 'Battlescars' for self-harm.
- We are about to launch 'Noddle' which is a tool owned by the Call Credit company. As part of their social responsibility, they are offering Community Hub customer's free access to the system. The system is aimed at how someone can improve their credit

rating. This is usually charged at £30 at a time. The company is providing free access up to £75,000 over 12 months.

**Current Position:**

We continue to work with key partners to deliver services from the Community Hubs. Some examples are:

- We continue to work with third sector organisations of the Black Health Initiative and LS14 Trust to develop community cafes in Community Hubs.
- Leeds City College University Centre continue to undertake a programme of outreach work to raise aspiration and awareness for higher level study and higher level or degree apprenticeships. This is aimed at young people through to mature learners. The activities give people the opportunity to have a go at trying new things and find out about careers in various industries. Their aim is to myth bust and break views that education and certain careers are only available to some people. Between May and December 2018, 812 people engaged with Leeds City College at these events.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome** – That the Community Hub approach continues to be acknowledged as part of the on-going development of new care models in Leeds.

**Recommendation 5** – That the Assistant Chief Executive (Citizens and Communities) champions the added benefits of the Community Hub approach linked to the on-going development of new care models in Leeds and also seeks to ensure that associated development processes include representation from the Citizens and Communities directorate in this regard.

**Formal response in October 2016:**

We continue to be involved in discussions around the development of the new models of care work in Leeds and we are – through the excellent work done on Social prescribing in North Leeds – continuing to engage with relevant CCGs around how we can integrate the Hub network into their service delivery models going forward.

There is still more work to be done, specifically around the relationship between the Community hub network and the Integrated Health and Social Care team network, and the work we are doing in Armley to pilot the new, strength-based approach to Adult Social Care if facilitating this work.

**Position in April 2017:**

Work progresses on this and relevant Hub officers are engaged in the discussions at a local level. Key progress is being made on the development of the strength based approach to social care and the Hubs play a key role in that development. Work is also ongoing to embed the community hubs into the social prescribing service delivery models within the city on the back of the successful work being done out of the Reginald Centre.

**Position September 2017:**

- 'Conversation point' has been piloted at Horsforth and Moor Allerton Community Hubs. This is where social care meets new customers prior to a referral for a service. This is so the customer can be matched with the best service for them which may not always be a council service.
- We are discussing with the health centres, vacant space in their accommodation which may help the council with phase 3 of Community Hubs – this including health centres yet to be built.

**Current Position:**

We have 2 Community Hubs in progress which will involve co-location with the local GP surgery.

We have 'Talking Points' at the Reginald Centre, Dewsbury Road, Armley, Moor Allerton and Seacroft. This enables Social Care to have a conversation with residents in a community setting with the aim to come up with practical, quick responses to resident's problems. This may be other organisations or activities being provided in the community.

The North Leeds Social Prescribing service – Connect Well is co-located at the Reginald Centre. As part of this arrangement the Council and health (CCG) have co-funded a Project Development Worker that is responding to groups in the local provision. So if a social prescriber refers a patient onto a course/class/activity and it doesn't exist the Project Development Worker will create it. An example of this is the local park run set up on Potternewton Park which attracts 200 residents a week.

By October 2019 the Social Prescribing contract will be announced city wide (not by area). We are part of a consortium that has applied for this contract which includes: Barca, Community Links and Leeds Mind. Should we be successful this will provide funding for a Project Development Worker role in each area of the work so we expand the success in East/North East.

**Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board***