

## Report of Community Hub Development Manager

### Report to Director of Communities and Environment

**Date:** 12<sup>th</sup> June 2019

**Subject:** Armley Community Hub and Offices

|   |   |  |
|---|---|--|
| Are specific electoral Wards affected?  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| If relevant, name(s) of Ward(s):<br>Armley                                      |   |  |
| Are there implications for equality and diversity and cohesion and integration? | <input checked="" type="checkbox"/> Yes | <input 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?                     | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |
| If relevant, Access to Information Procedure Rule number:<br>Appendix number:   |   |  |

### Summary of main issues

- On the 7<sup>th</sup> February 2018 Executive Board approved £3.03m for Phase 3 - Year 1 (2018/19) schemes of the Community Hub programme.
- On 20<sup>th</sup> March 2019 Executive Board approved the Phase 3 - Year 2 (2019/20) Community Hub report that provided an update of progress of the Community Hub programme, summary of customer feedback and that £4.84m had been injected into the capital programme to deliver this year's programme, subject to the Director of Communities and Environment approving individual business cases for each scheme in the Community Hub programme.
- Within the Hub Phase 3 Year 2 report, Executive Board also approved provisional authority to spend of £900k for the Armley Community Hub scheme and delegated authority to the Director of Communities and Environment to approve a Design and Cost Report up to £900k once the scheme has reached design freeze stage and all appropriate design, cost and programme information has been received.
- The Armley Community Hub scheme has now reached this stage, therefore this report sets out the individual business case and costs for the delivery of the Armley Community Hub works, furniture and ICT, which requires approval for expenditure of £900,000.

- Note: At the same time as the Hub works Corporate Property Management (CPM) and Facilities Management (FM) would like to carry out their essential backlog maintenance works including repairs to windows, heating and ventilation improvements, energy improvement works to replace the lighting system throughout, alterations to fire alarm, fire evacuation improvements and security system replacement. These are funded from outside the Hub Programme at a cost of £159k but makes sense to do all works at the same time as the Hub works.

## **Recommendations**

The Director of Communities and Environment is requested to:

- Note the contents of the report
- Authorise expenditure of £900,000 for the delivery of the Armley Community Hub works, furniture and ICT.

## **1 Purpose of this report**

- 1.1 For the Director of Communities and Environment to agree to the expenditure of £900,000 to create the Armley Community Hub to support the delivery of integrated and accessible services.

## **2 Background information**

- 2.1 On the 7th February 2018 Executive Board approved £3.03m for Phase 3 - Year 1 (2018/19) schemes of the Community Hub programme.
- 2.2 On 20th March 2019 Executive Board approved the Phase 3 - Year 2 (2019/20) Community Hub report that provided an update of progress of the Community Hub programme, customer feedback and that £4.84m had been injected into the capital programme to deliver this year's programme, subject to the Director of Communities and Environment approving individual business cases for each scheme in Phase 3 – Year 2 of the Community Hub programme.
- 2.3 Within the report, Executive Board also approved provisional authority to spend of £900k for the Armley Community Hub scheme and delegated authority to the Director of Communities and Environment to approve a Design and Cost Report up to £900k once the scheme has reached design freeze stage and all appropriate design, cost and programme information has been received.

## **3 Main issues**

### **Summary of Works and Costs**

- 3.1 The following section advises of the works required to create the Armley Community Hub in the existing Armley One Stop and Library Building.
- 3.2 The work on the upper floor includes new customer service areas, new reception counter, five new glass enquiry rooms, larger library provision, new Leeds Credit Union facilities, new staff office and kitchen/breakout, large job shop zone, 26 new self-service PCs, a bike library, new accessible customer toilets and staff toilets.
- 3.3 The work on the lower floor includes creation of additional office space, full refurbishment of the entrance, all existing offices, meeting rooms, toilets and kitchen.
- 3.4 Generally the work also includes new carpets throughout and the refurbishing of the existing original wooden parquet floors, Wi-Fi, complete internal and external redecoration.
- 3.5 Note: At the same time as the Hub works Corporate Property Management (CPM) and Facilities Management (FM) would like to carry out their essential backlog maintenance works including repairs to windows, heating and ventilation improvements, energy improvement works to replace the lighting system throughout, alterations to fire alarm, fire evacuation improvements and security system replacement. These are funded from outside the Hub Programme at a cost of £159k but makes sense to do all works at the same time as the Hub works.

- 3.6 The scheme includes new furniture to the Community Hub, new waiting area furniture, new social zone, new self-service desks and seating, new library shelving, and new office furniture together with ICT equipment.
- 3.7 The proposed drawings are enclosed Appendix A.
- 3.8 The work will be carried out in 2 stages (max 50% of the building will be out of action during the works) to ensure that customer enquiries and a library service can continue during the construction. Although, there will be some limitations on these services during this time.
- 3.9 Leeds City Council Building Services (LBS) are delivering the Hub building works.

### **Finance**

- 3.10 On the 7th February 2018 Executive Board approved £3.03m for Phase 3 - Year 1 (2018/19) schemes of the Community Hub programme.
- 3.11 On the 20<sup>th</sup> March 2019 Executive Board approved £4.84m to deliver the Phase 3 - Year 2 (2019/20) schemes of the Community Hub programme subject to the approval of the Director of Communities and Environment to individual submission of business cases for delivering each part of Phase 3 – Year 2 of the Community Hub programme.
- 3.12 As part of the Report of 20<sup>th</sup> March 2019 Executive Board approved provisional authority to spend of £900k for the Armley Community Hub scheme and delegated authority to the Director of Communities and Environment to approve a Design and Cost Report up to this amount, once the scheme has reached design freeze stage and all appropriate design, cost and programme information has been received.
- 3.13 The project has now reached this stage and the Director of Communities and Environment is requested to approve the £900k from the Hub Programme, as set out in this report.

| Armley Hub funding approval request | Total | Armley Hub Works | Furniture & ICT |
|-------------------------------------|-------|------------------|-----------------|
| Total Capital Spend                 | £900k | £763k            | £137k           |

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 Executive Board has approved a number of reports on Community Hubs and how they could help address poverty and inequality across the city. Four propositions were agreed by Members in order to achieve the following outcomes:
- providing more accessible and integrated services
  - helping more people out of financial hardship
  - helping more people into work

- being responsive to the needs of local communities.

#### 4.1.2 Following the success of the Community Hubs, Members agreed to –

- Adopt 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 the new City Centre Hub.
- 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.

4.1.3 Community Hubs have now been rolled out to 17 locations in Leeds and the Hubs continue to make a real difference for local communities, helping people into work, changing people's lives and enabling us to deliver more and better services. Customer feedback from various Hubs across the city was included in the report to Executive Board in March 2019, which was almost entirely positive.

4.1.4 Community Hubs deliver real integration with a wide range of services and partners and are providing better outcomes for local people, with the intention of helping more people into work.

4.1.5 Ward Members have been consulted and are wholly supportive of introducing a Community Hub within the Armley area.

## 4.2 Equality and Diversity / Cohesion and Integration

4.2.1 There are clear links between poverty and inequality of outcomes in relation to education, employment, health and life expectancy and the accessible and integrated services proposition is focussed on ensuring that citizens and communities can access services in the simplest way for them whilst ensuring that the council and its partners response to help citizens and communities is integrated and joined up so that access is as equal as possible.

4.2.2 With regard to the development of the Phase 3 community hubs, reasonable inclusions and diversity requirements have been built into the presented costs.

4.2.3 An Equality, Diversity, Cohesion and Integration (EDCI) screening for the Community Hub Programme was attached to the approved Phase 2 Community Hubs Executive Board Report. An updated EDCI Screening document was completed for Phase 3. The screening demonstrates how the impact of the proposals on equality, diversity, cohesion and integration have been considered and outlines the actions that have been taken / are being taken to mitigate the impact. Works have been included in the scheme such as, auto doors, accessible toilets and kitchen, improvements to fire escape routes and adjustable height desking.

4.2.4 The key points of the screening illustrate the positive impact the Community Hub developments have on resolution at first point of contact, accessibility, welfare benefits & poverty, social exclusion, reading and lifelong learning, tailoring services to local communities.

- 4.2.5 As advised within the screening It will be necessary to review each scheme individually to assess the possible effects of any proposed changes/closures on staff and customers, with a particular equality focus and taking into account the local demographics, distance to travel to new location, public transport links, parking etc.

### **4.3 Council policies and the Best Council Plan**

- 4.3.1 Addressing poverty and inequality, helping people into work and tackling social isolation are key priorities for the Council and make a significant contribution to our Strong Economy and a Compassionate City agenda, as set out in the Best council Plan 2018/19.
- 4.3.2 The development of Community Hubs contribute to the delivery of the 2018/19 Best Council Plan outcomes for everyone to 'earn enough to support themselves and their families' and the Best Council Plan 2018/19 priorities on 'Safe and strong communities', 'Child-friendly city' and 'Inclusive growth'.
- 4.3.3 The Armley Community Hub also plays a key role in supporting delivery of the Safer and Stronger Communities Plan, the Children's and Young People's Plan and the Leeds Joint Health and Wellbeing Strategy all of which have a strong focus on addressing debt, maximising income through helping people into work, moving people and families out of poverty and providing facilities and services which help address social isolation.

### **4.4 Resources and value for money**

- 4.4.1 The costs of the scheme have been tendered via our internal provider Leeds Building services and existing LCC furniture and library frameworks will be used to purchase furniture, which should ensure that VFM is achieved.

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

- 4.5 This decision is a direct consequence of a previous Key Decision, taken by Executive Board, and is therefore a Significant Operational Decision and is exempt from Call In.

### **4.6 Risk Management**

- 4.6.1 The key risks associated with the Community Hub programme are principally around the delivery of schemes to costs, time and quality thresholds and the availability of LCC resources. To mitigate this, the Communities and Environment Leadership team will act as Programme Board for Phase 3 and the Director of Communities and Environment will be asked to agree individual scheme business cases to ensure that the cost, quality and time thresholds are adhered to and that the overall Hub Programme is delivered within the agreed financial allocation.
- 4.6.2 Whilst each year of the Hub Programme will be planned and approval sought on an annual basis. A pragmatic approach is required so as to ensure that flexibility remains across the whole programme. This is required as in some cases opportunity may arise earlier (or later) than planned to provide a more cost-effective Hub solution within a locality. In this regard, it is felt that such opportunities, when they arise, should be considered fully and if deemed appropriate for development, taken forward subject to the approval of the Director

(Communities and Environment) in consultation with the Executive Member (Communities).

## **5 Conclusions**

- 5.1 Customer satisfaction and feedback has been extremely positive in relation to the Community Hubs delivered to date with residents/partners appreciating the investment in the buildings and the range of services available in one place.
- 5.2 In order to build upon the positive progress made so far, and to achieve our long-term aims around delivering integrated and accessible service which meet the increasingly complex needs of the citizens and communities of Leeds; it is important that Leeds City Council continues its commitment to Community Hubs.
- 5.3 The Armley Community Hub is part of the Community Hub programme to provide a modern safe environment that treats our customers with respect and encourages contact with Leeds City Council as an organisation that can offer help and assistance.

## **6 Recommendations**

- 6.1 The Director of Communities and Environment is requested to:
  - Note the contents of the report;
  - Authorise expenditure of £900k for the delivery of the Armley Community Hub, furniture and ICT.

## **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.