

Report of Community Hub Development Manager

Report to Director of Communities and Environment

Date: 4th September 2019

Subject: Burmantofts 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): Burmantofts and Richmond Hill		
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: Appendix number:		

Summary of main issues

- On the 7th February 2018 Executive Board approved £3.03m for Phase 3 - Year 1 (2018/19) schemes of the Community Hub programme.
- 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, 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 to proceed with the Burmantofts Community Hub scheme and delegated authority to the Director of Communities and Environment to approve the Design and Cost Report.
- This project will deliver a Mini 'Local' Hub, utilising the existing Burmantofts Housing Office and the current Housing Team will also be co-located in the same building. This will also support the Priority Neighbourhoods agenda in Burmantofts and Lincoln Green.
- The scheme requires authority to spend of £235k to enable the delivery of the Burmantofts Community Hub works, Housing Offices, furniture and ICT.

- Note: that the total scheme is estimated to cost a total of £235k but it has been agreed that the Housing Revenue Account (HRA) will be contributing £86k to support the scheme to enable the housing staff areas to be refurbished at the same time as the Hub scheme. The Hub areas will be funded via the Phase 3 Hub programme totalling £149k. The hub team will be raising the orders for the full project value of £235k and finance will transfer the £86k HRA funding back into the Hub programme following completion.

Recommendations

The Director of Communities and Environment is requested to:

- Note the contents of the report
- Authorise overall expenditure of £235k for the delivery of the Burmantofts Community Hub works, furniture and ICT. (Subject to HRA transferring back to the Hub programme, £86k for the costs relating to the housing offices).

1 Purpose of this report

- 1.1 For the Director of Communities and Environment to agree to the expenditure of £235k to create the Burmantofts 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 Hub Phase 3 Year 2 report, Executive Board also approved provisional authority to spend to proceed with the Burmantofts Community Hub scheme and delegated authority to the Director of Communities and Environment to approve the Design and Cost Report for each scheme and this scheme requires a total funding of £235k. The scheme is joint funded - £149k hub programme and £86k Housing HRA funding.

3 Main issues

Summary of Works and Costs

- 3.1 The following section advises of the works required to create the Burmantofts Community Hub in the existing Burmantofts Housing Office Building.
- 3.2 The work includes new customer service areas, new reception counter, 2 new enquiry rooms, a small library provision, new staff office with 26 workstations, small meeting room, kitchen/breakout and new public/self-service PCs, and refurbished toilets.
- 3.3 Generally the work also includes new carpets throughout, new air cooling/heating system, new ceilings, security and cctv systems and new Wi-Fi provision, together with complete internal and external redecoration.
- 3.4 The scheme also includes new furniture and ICT equipment.
- 3.5 Note: the total scheme cost is estimated to be £235k but it has been agreed that the HRA will be contributing £86k to support the scheme to enable the housing staff areas to be refurbished at the same time as the Hub areas. The Hub areas will be funded via the Phase 3 Hub programme totalling £149k.
- 3.6 Resources and Housing staff will be moving out of Burmantofts temporarily to the Gipton Housing Office to allow the works to be undertaken. Housing enquiries will be moved to Merrion and Compton centre until the works are completed.
- 3.7 Leeds City Council Building Services (LBS) are delivering the Hub building works.

3.8 The proposed drawing is enclosed.

Finance

3.9 On the 7th February 2018 Executive Board approved £3.03m for Phase 3 - Year 1 (2018/19) schemes of the Community Hub programme.

3.10 On the 20th 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. The Burmantofts Hub scheme was included in the Phase 3 programme.

3.11 The total scheme cost is estimated to be £235k but it has been agreed that the HRA will be contributing £86k to support the scheme to enable the housing staff areas to be refurbished at the same time as the Hub areas. The Hub areas will be funded via the Phase 3 Hub programme totalling £149k. Therefore, the Director of Communities and Environment is requested to approve the £149k from the Hub Programme. The hub team will be raising the orders for the full project value of £235k and finance will transfer the £86k HRA funding back into the Hub programme following completion.

Burmantofts Hub funding approval request	Total	Hub Works	Hub Furniture and ICT	Housing works funded by HRA
Total Capital Spend	£235k	£112k	£37k	£86k

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 20 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 supportive of introducing a Community Hub in this location.

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 Burmantofts Mini Local Community Hub also begins the process of playing 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. The Hub services may possibly be relocated to a new proposed Joint Service Centre scheme with the NHS in Burmantofts/Lincoln Green, if this is ever developed under the One Public Estate Programme. This would be subject to a separate report to Executive Board. The Hub and HRA investment would not be wasted, as housing teams would remain in the refurbished Burmantofts building.

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 the existing LCC furniture framework will be used to purchase furniture which should ensure that VFM is achieved.

4.5 Legal Implications, Access to Information and Call In

This is 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 Burmantofts 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 overall expenditure of £235k for the delivery of the Burmantofts Community Hub, Housing Office, furniture and ICT. (Subject to HRA transferring back to the Hub programme, £86k for the costs relating to the housing offices).

7 Background documents¹

- 7.1 None.

¹ 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.