

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

Report to Scrutiny Board (Environment, Housing and Communities)

Date: 5 March 2020

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.

3 Main issues

- 3.1 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. We are still using these principles,
- 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.

4 Community Hubs progress since last Scrutiny Board

During 2019/2020 the following progress has been made

Phase 3 Hubs	Location	Works/Property Saving/Impact
Phase 3 - Year 1 Schemes 2018/19		
Aireborough and Guiseley Community Hub	Aireborough Leisure Centre	Guiseley Library moved into the refurbished Leisure Centre October 2019
Armley Community Hub	Armley Library and One Stop Centre	This scheme is on site and has refurbished in two phases so the building can stay open. Phase 1 the refurbishment of the Community Hub side of the building is finished and open. The library half of the building (phase 2) is underway. The whole building will reopen on 6 April 2020.
Gildersome Library (in Community Centre) Scholes Library and Whinmoor Library	N/A	Closure of these Libraries was agreed by Executive Board. Plans need to be made to close these sites
Gipton Housing Office (Coldcotes)	N/A	Housing enquiries have moved and are dealt with from existing Community Hub network (mainly Compton Centre). Housing staff have relocated into Compton Community Hub. The Compton Centre has had a mini refurb to create additional space to deal with more enquiries and the library has also been refurbished
Halton Community Hub	Halton Library	Update 2019 was - 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. In November 2019 the NHS advised us the building was no longer available. In January 2020 the NHS have asked to meet as they have done further work on their health requirements and this would allow space for the Council. At present 2 schemes are being worked up
Harehills Community Hub	Compton Centre	Works to improve customer flow, refresh library, new cafe and improve layout is complete.

Burmantofts Community Hub and Library	Burmantofts Housing Office	An opportunity arose due to the need to refurbish the housing office. Rather than reopen as a Housing Office this will reopen as a Community Hub 19 February 2020.
Hunslet Community Hub	Hunslet Library	This opened August 2019
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.
Farsley Community Hub	Farsley Library	Refurbishment work began 19 February 2020 and will take approx. 3 months
Kirkgate Market Community Hub & Library	Leeds Kirkgate Market	An opportunity to create a Hub in the Events area. We are now co-located with market trader's enquiries. Opened in October 2019.

5 Future Community Hub schemes – 2020/2021

- 5.1 The following sites are in the planning process as part of the Phase 3 Year 3 Community Hub schemes. Their development is subject to Executive Board approval in March 2020.
- Crossgates Library
 - Beeston Library
 - Calverley Library
 - Wetherby Library and One Stop Centre
 - Holt Park Library

6 Major Highlights

- 6.1 In February 2020 we have had the first Mobile Community Hub delivered. There will be 4 in total. The Mobile Community Hub will visit wards where there is no Community Hub building and the ward is a priority neighbourhood or has areas of deprivation.
- 6.2 For the Summer Holidays 2019 Community Hubs received Dept. of Education funding to run a healthy holiday scheme at 10 sites. This saw Hubs deliver a programme 4 days a week for 6 weeks 4 hours a day. A massive challenge on top of day to day business but so rewarding. Aimed at children up to 12, a range of physical and cultural activities were provided. Because of the funding we were able to use sport coaches to run physical activities, we used professional story tellers and had a touring theatre group. Our Librarians also ran activities. The hot meal was prepared by Catering Leeds with some food provided by Fareshare and some purchased. 655 children took part as did 184 parents with 3,000 meals served by 279 volunteers, contributing a total of 1,100 volunteer hours. We have applied for funding to run the scheme during summer 2020 and will find out the outcome in March 2020. In addition the Community Hubs ran a Council funded scheme during the Christmas 2019 school holidays and will also run a scheme during Easter 2020.
- 6.3 The Northern Gambling Clinic which is a partnership between the Council, NHS and Gamcare is delivering services from 6 Community Hubs to residents who have a gambling problem or families who are affected by gambling. This is the first clinic of its kind outside London. Since its launch in October 2019, 409 one to one sessions have been delivered. 7 new residents a week are accessing the service.

- 6.4 Events galore – the Community Hubs are being used for Community events such as Talent competitions, Youth clubs, Markets for local residents to sell crafts, Yoga, Zumba Pilates, Thai-chi, Tennis, chess clubs.
- 6.5 The service has launched a new reading programme aimed at 0 to 5s called Ready Steady Readers across all sites. This is aimed at improving the reading schools of pre-school children and to foster a love of reading. We had two mobile story buses delivered in February 2020 which will visit children’s centres, priority neighbourhoods and community stops where stories will be read to the children.
- 6.6 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.
- 6.7 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: In October 2019 the Social Prescribing contract was awarded on a city wide basis (not area). The Community Hubs are part of a consortium that was awarded this contract which includes Barca Leeds, Community Links & Leeds Mind. 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.

7 Tracking of Recommendations

- 7.1 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.
- 7.2 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.
- 7.3 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.
- 7.4 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.

8 Corporate Considerations

8.1 Consultation and Engagement

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.

8.2 Equality and Diversity / Cohesion and Integration

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.

8.3 Council Policies and City Priorities

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.

8.4 Resources and Value for Money

The Community Hub refurbishments are all undertaken in-house by Leeds Building Services. The fit-out of the inside of the buildings is undertaken by a company who have gone through a competitive process.

8.5 Legal Implications, Access to Information and Call In

This report does not contain any exempt or confidential information.

8.6 Risk Management

This section is not relevant to this report

9.0 Conclusions

9.1 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.

10. Recommendations

10.1 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.

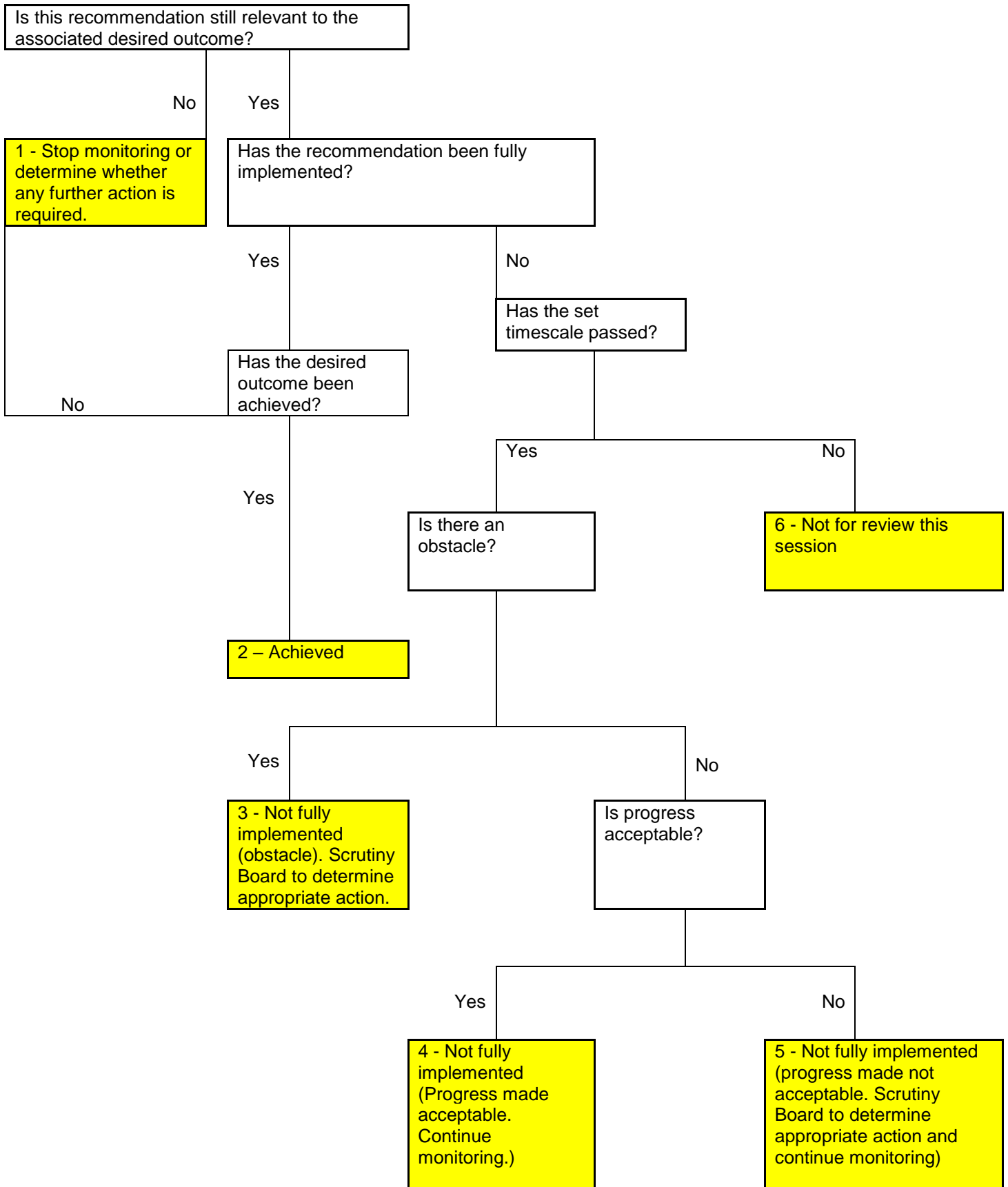
11. Background documents¹

11.1 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.

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

Desired Outcome – That local Parish and Town Councils are actively engaged in the development and roll out of the Community Hub network.

Recommendation 2 – 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.

Formal response in October 2016

We will ensure that as Community Hubs are developed that relevant Parish and Town Councils are included in any consultation and engagement activity.

Position in April 2017

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.

Position September 2017

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).

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.

Position March 2019

Consultation continues where applicable.

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.

Position February 2020

None of the Community Hubs in progress have a parish or Town Council. The Consultation we did with Otley Town Council has seen a successful bid by the Council for Solar Panels on the Community Hub and these will now be installed.

Position Status (categories 1 – 6)

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.

Position March 2019

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 February 2020

Due to the success of the bus ticket scheme we have continued to run this and have received further funding from the Housing Advisory Panels. We are working on a way to use spare capacity during the day for drivers from passenger transport to take out the mobile community hubs and story buses

Position Status (categories 1 – 6)