

Wolverhampton City Council

OPEN EXECUTIVE DECISION ITEM (AMBER)

CABINET

Date **26 JUNE 2012**

Portfolio(s) **COUNCILLOR E MATTU/ LEISURE AND COMMUNITIES**

Originating Service Group(s) **COMMUNITY**

Contact Officer(s)/
Telephone Number(s) **ROB WILLOUGHBY
551215**

KEY DECISION: YES/~~NO~~
IN FORWARD PLAN: YES/~~NO~~

Title **COMMUNITY HUBS - PROPOSALS FOR CONSULTATION**

RECOMMENDATIONS

That Cabinet:-

- (1) approve the detailed proposals set out in this report, to take forward the previously approved vision for Community Hubs for the next five years, as the basis for consultation with local communities and other stakeholders;
- (2) approve the consultation plan set out in this report; and
- (3) agree to receive a further report in October 2012 setting out final proposals for the development of Community Hubs, after consideration of the views of local communities and other stakeholders expressed in the course of this consultation exercise; and
- (4) refer the Community Hub Cabinet Report and Consultation Document to Adults and Community Scrutiny Panel on 31st July and onwards to the Scrutiny Board on 4th September for scrutiny.

1.0 PURPOSE

- 1.1 The purpose of this report is to seek Cabinet's approval to submit for public consultation proposals that have been designed to deliver Cabinet's previously approved vision for Community Hubs.

2.0 SUMMARY

- 2.1 The council is keen to improve community services for the people of Wolverhampton. In particular, the Council wants to bring together community centres, libraries and information services, and youth services so that these key services are in one place in each community. The Council has learned from pilots in the city and elsewhere that many people value the opportunity to attend meetings and groups and at the same time access information and or library services from the same place. The Council wants to create self-service opportunities and modernise the way libraries work. The Council is also keen to widen access so that whenever the building is open library and information services are available up to 10pm at night on occasion.
- 2.2 These proposals will also enable the Council to make savings. The proposals envisage the creation of up to 15 new Community Hubs whilst at the same time reducing the cost of running services and buildings. The Council does not want to reduce the services it offers to communities if at all possible so, for example, whereas the Council currently provides 15 libraries in the city, there will still be 15 libraries if these proposals are implemented. Nevertheless, the Council believes that it can still make over £1M in savings from rationalising how it provides its different community services.
- 2.3 The Council is keen to hear the views of local residents, communities and stakeholders on the ideas set out in this report, and will consult widely on these proposals over the next 12 weeks in July, August and September, with a view to taking on board other constructive ideas on how the Council may make its buildings work for local communities as effectively and flexibly as possible.

3.0 BACKGROUND

- 3.1 The need for this consultation exercise was indicated in the report to Cabinet on 7th December on "Community Hubs - a Five-Year Vision for Wolverhampton". That vision followed from the "Draft Budget Strategy 2012/2013 and Medium Term Financial Strategy" report to Cabinet 5th October 2011 which had also indicated an expectation that the vision would achieve revenue savings of £1.1 million by 2013/14 from an integration and rationalisation of services across the Community Directorate and across the City.
- 3.2 The vision for Community Hubs is consistent with the City Strategy ("Prosperity for All – creating opportunities that encourage enterprise, empower people and re-invigorate our city"). In particular, by transforming community services and facilities, and by the delivery of universal advice and information services, this vision will assist the Council in its objectives of:-
- "empowering people and communities", supporting in particular the Council's priorities for action in respect of:-
 - providing suitable sites and facilities for "undertaking early intervention and prevention";
 - "supporting financial inclusion" by promoting a refreshed information and signposting strategy;

- “encouraging healthier lifestyles and independence at all stages of life” by providing the facilities local communities require to enable them to do so;
- “supporting more people to be active within their communities”; and
- “encouraging the voluntary and community sectors”;

and

- “working together to re-invigorate the City”, supporting in particular the Council’s priorities for action in respect of:-
 - “increasing local ownership of place”; and
 - creating neighbourhoods that are desirable, well integrated, safe and well managed in order to help in “developing diverse and welcoming neighbourhoods with good quality housing”.

- 3.3 The vision for Community Hubs is also consistent with the Council’s 2012-15 Corporate Plan, and in particular in respect of its commitment to “serving Wolverhampton, securing prosperity, delivering value” in order to support the over-arching aims of the City Strategy to regenerate the City and to “empower people and communities”.
- 3.4 The concept of Community Hubs has been considered and discussed within the Council previously. The 2006 “Every Adults Matters” Joint Strategy with the Primary Care Trust (PCT) first developed the idea of a hub and spoke service model in the context of providing locally based social care and community services integrated alongside GP’s and PCT health services. From this concept, a Private Finance Initiative (PFI) -funded and Local Improvement Finance Trust (LIFT)-procured programme of 6 joint schemes, to deliver 3 large Community Hubs and 3 smaller Community Spokes, was approved for development in partnership with the PCT and the private sector. Unfortunately this programme of work was not supported by the Department of Health review of PFI schemes in April 2011.
- 3.5 Around the same time, work was undertaken to consider the future of community services buildings in the context of changes in demography, leisure interests and information technology. Outline proposals were drafted to consider a review of current library and community centre services and the buildings from which they operate. This work was revisited again as part of the Savings Programme in 2009 and 2010.
- 3.6 An Asset Investment and Rationalisation Strategy approved by Corporate Management Team in 2008 focussed on maximising the use of our buildings, and this initiative ran alongside the other work being undertaken on service reconfiguration, in considering which would be the best buildings for the Council to retain or release.
- 3.7 As part of the need to identify further savings proposals this year and into the future, much of this earlier work has been revisited. The contingency planning for the LIFT/PFI schemes from a “LIFT/PFI Programme Update” Report to Cabinet on 8th September 2010, together with the “Community Centres - Redirection of Service” Report to Cabinet on 17th October 2008, the “Establishment of Community Hubs” Report to Cabinet on 8th December 2010, as well as initial proposals from the Accelerated Asset Review compiled by Price Waterhouse Coopers (PWC) in 2011, have provided a clear opportunity to build upon previous plans to redesign and transform services and to integrate their delivery from shared buildings.

- 3.8 The vision set out in section 3 of this report (below) has been refreshed to reflect the current financial position of the Council, its new structure, and the new City Strategy. Previous engagement with stakeholders, including members and Wolverhampton residents confirmed that there is a desire for services to be more readily accessible locally, for these to be integrated at the point of access, and for a range of universal services to be available from a wide spectrum of service providers.
- 3.9 The proposals set out in section 6 of this report (below) are considered to offer a means of delivering that vision over the next 2-5 years. However, they will also offer the opportunity for informed feedback from local residents and stakeholders so that Members will be able to take into account their views before finally deciding on how the vision will eventually be implemented.

4.0 THE VISION FOR COMMUNITY HUBS

- 4.1 The vision for Community Hubs, as approved by Cabinet on 7th December 2011, is to enable the Council to deliver high quality customer-facing services for the citizens of Wolverhampton and for the local communities they serve.
- 4.2 For the next five years, two main strands will need to be delivered together in order to achieve the outcomes. The aim is to deliver up to 12 smaller Community Hubs and 3 larger Community Service Hubs by the end of the five year period. This will result in the development of fit-for-purpose buildings which will realise efficiency savings through asset rationalisation and service re-design.
- 4.3 The development of smaller Community Hubs will be based on existing locality-based community buildings, and will pull together and rationalise asset use, focusing on the re-designation of community centres, libraries and youth centres as Community Hubs.
- 4.4 The development of three larger Community Service Hubs (one for each LNP area) will depend on the outcome of decisions that will be made in due course on the best use of Council or partner buildings. The Community Service Hubs will be multi-agency, multi-service hubs, providing space for the development and delivery of re-configured Adult and Childrens social care and family support services, with personalisation, re-ablement and health and well-being services. Library, community centre and youth service provision opportunities as in the smaller Community Hubs will also be offered.
- 4.5 A key feature of the new Hubs will be an enhanced focus on information and signposting, as well as a commitment to better use of technology. An improved on-line presence and use of digital media will help to provide a modern and accessible approach to local services making them available 24 hours a day, 7 days a week. Enhanced citizen involvement and consultation on the associated building rationalisation programme will help to deliver efficiency savings from the service transformation.
- 4.6 The Council has a robust Asset Transfer Strategy which aims to achieve a fair and accountable framework for asset transfers from the Council to local community groups. The Strategy enables both the Council and the wider community to safeguard valuable services and resources, and can be applied in circumstances where the transfer of land or property to the Third Sector can be seen to address strategic priorities at corporate and community levels. This Asset Transfer Strategy may be utilised in the development of Community Hubs.

- 4.7 Community Hubs will deliver a range of cashable and non-cashable benefits to the Council and the citizens of Wolverhampton over the next 2-5 years. Specific benefits include:-
- (a) **sustainable local services** created through supporting community involvement and self-help, preventative and re-ablement services;
 - (b) facilities that support **personalisation**, through access to universal services of high quality, personally tailored;
 - (c) **efficiency savings** through asset rationalisation, management review, service re-configuration, de-commissioning and new ways of working;
 - (d) improved **integration/partnership working** within the Council (e.g. the Education & Enterprise and Delivery directorates) as well as with Health, Police, Voluntary and Community sectors at a number of levels;
 - (e) increased **customer satisfaction** by eliminating unnecessary travel and appointments, reducing transactions through integrated triage, advice and real time referral;
 - (f) reduced service delivery costs, in terms of duplication of buildings, staff and running costs and improved **value for money**.
- 4.8 The vision for Community Hubs anticipates the transformation of a number of services, including in particular the Library Service, Community Centres and the Youth Service, but will also create opportunities for enhancing social care service provision and partnership working.
- 4.9 **The Vision for the Transformation of the Library Service**
- 4.9.1 **Improved access to services** - a Community Hub library will offer a modern and accessible approach to services that gives citizens the opportunity to use library facilities in a way and at a time that best suits them. Libraries will be open longer and available 7 days a week.
 - 4.9.2 **New partners, buildings and increased use** - Libraries will be in refurbished buildings that will bring together a range of local services under one roof. This has proved successful in other parts of the UK and has increased both footfall and usage of all of the services involved.
 - 4.9.3 **Provide full support to readers and informal learning** - by introducing automated book issue/return and the centralising of back office tasks, this will give staff more time to offer help and support to its customers. Community Hubs will provide access to quality information, in a range of formats, and provide learning opportunities targeted to the needs of the community in question. The service will develop as a local gateway to learning, knowledge and information 24/7.
 - 4.9.4 **Provide advanced technology** - innovative technologies such as digital media will be used to provide e-books, audio downloads and access to a city-wide information Hub that will facilitate need-related signposting for citizens to support both universal and personalised services. This, along with on-line links to reference resources such as encyclopaedias and dictionaries will provide a virtual library direct to citizens in their own home.

4.9.5 **Provide better stock to meet local demand** - Stock management tools will be deployed to ensure that the right book is in the right place at the right time. By moving stock around to meet demand this will ensure both maximum use and value for money.

4.9.6 **Social inclusion** - Community Hub libraries will help promote the independence, health, leisure and learning opportunities available through local organisations such as the Adult Education Service. They will assist in members of the public accessing the full range of Council Services and support the Personalisation Agenda. They will also promote the quality of life of vulnerable service users not only by providing them with information but also by providing space for statutory, voluntary and community groups to promote their social inclusion services and activities.

4.10 **The Vision for the Transformation of Community Centres**

4.10.1 Traditional community centre delivery will be transformed to provide the right physical environment to facilitate multi-agency working for the benefit of local people. Facilities will provide opportunities for a wide range of activities and services within one community setting. In doing so, a community focal point will be created, providing a point of contact and information hub that promotes the Personalisation Agenda and enables citizens to access and understand Self Directed Services within Adult Social Care. They will deliver a number of key functions deemed as essential for communities to continue to develop and flourish (e.g. bereavement services, housing issues, leisure passes, library schemes, tax information, public transport passes).

4.10.2 Community-led organisations (e.g. community associations, self-help groups) have an important role to play in improving the quality of life in neighbourhoods. Community buildings tend to be the traditional focal points for social, recreational, educational and cultural activities that are deemed essential to develop stronger communities. To this end, it is critical that there is community ownership of each of the Hub buildings, but it is acknowledged that this role will vary from hub to hub.

4.10.3 Community Associations will remain active, but it is anticipated that they may take on varying levels of responsibilities according to their capacity and infrastructure. In this regard, the more responsibility that is taken on by Community Associations, the more freedom will be given to such organisations to operate facilities (a specific example might include the opt-out from some of existing Council procurement arrangements). However, it is anticipated that Hubs may also be supported by multi-functional teams, delivering a wide range of activities and services that cannot currently be delivered by existing voluntary structures, and the balance of these arrangements will vary across the City.

4.10.4 In physical terms, high quality flexible spaces will be created to accommodate community-led programmes (to be determined by local need and by the capacity of the building). Consequently, activity programmes will vary across the City, but it can be expected that traditional community centre provision will not only be safeguarded and built upon, but will also include, at the heart of each programme, a variety of health-related provision to support individual lifestyles choices.

4.11 **The Vision for the Transformation of the Youth Service**

4.11.1 Cabinet in February 2012 agreed that there will be a Scrutiny Review the Youth Service to examine the value for money and future role of the existing service.

4.11.2 The Youth Service Scrutiny Review will also need to take into account these proposals to develop Community Hubs in key localities in the city. At present the service operates from a range of quality points including 13 youth centres managed by the service, community centres, as well as schools and street based work.

4.11.3 The development of Community Hubs across the City would create the opportunity for youth provision to come together with other local services. This may create greater opportunity to make better use of youth club facilities which are frequently poorly used during the day, and it is important that youth provision is part of the planning for each Community Hub whether it is provided by the Council or a voluntary/community sector organisation. However, approaches also need to take into consideration the tensions that can arise when activities for younger people and the wider community both take place in the same building.

4.11.4 In evaluating the community hub proposals in relation to the youth service transport links will also be taken into account, given the vulnerability that many young people feel when trying to access youth provision particularly in the evening, and with a view to maximising accessibility.

4.12 The Vision for the Transformation of Social Care Provision

4.12.1 The Council's vision for Adult and Children's Social Care provision is built upon a preventative model of care which targets resources by shifting investment towards general prevention, preventative intervention, re-ablement and rehabilitation.

4.12.2 This model of care sees the citizen as a partner rather than a consumer of services by focussing on the underlying causes of ill health and supporting individuals to make the right lifestyle choices to deliver improved personal outcomes. This new model of care reflects an improved and more cost effective way of delivering sustainable high quality services based on personalised care and individual budgets.

4.12.3 In Community Service Hubs, and to a lesser degree in the smaller Community Hubs, through effective room-scheduling, services such as social work assessment and care management will be supported by a health and well being centre, information and library services and self-help and community facilities. These new hubs will provide opportunities for social care services to form part of a wider set of universal services which can be delivered from a smaller number of shared buildings across the city, to a larger proportion of the community.

4.12.4 The strength of the vision for Community Service Hubs is that a range of services can be accessed together by a wide range of customers in an integrated joined-up city-wide support service that has individual health and well being at its core, but which recognises the impact that other social factors such as poverty, housing, and community safety have on individuals' daily lives.

4.13 The Vision for the Transformation of Partnership Working

4.13.1 A greater emphasis on the integration of services across the council plus the drive for a mixed economy of public service providers (public, private, social enterprises and third sector agencies), presents an opportunity to realise a whole area approach to the delivery of public services.

4.13.2 Within the large Community Service Hubs (and to a lesser degree by effective scheduling in smaller Community Hubs), there will be opportunities for community and

social enterprises (e.g. cafés, fair trade and credit union outlets), adult education provision and space for voluntary, community and self-help groups that add value to current provision.

- 4.13.3 Hubs will also provide a local delivery point for health campaigns, complementary therapies and Information and Guidance services, and groups will be able to operate there on a regular basis.
- 4.13.4 Our Health partners will explore the possibility of sharing office space and delivering a range of integrated services. This could include counselling and “healthy minds” space as well as health clinics being included in these buildings.
- 4.13.5 The integration of statutory and community and other public and private activities, either in one building or, where a number of buildings will form a network of services within a local area, will generate opportunities from the increased number of customers to create revenue streams that will support the sustainability of the Community Hubs. Increased participation will flow from the opportunity to access linked community, public and private sector provision in the localities.

5.0 WOLVERHAMPTON PILOT COMMUNITY HUBS

- 5.1 The proposals below have been informed by pilot exercises undertaken earlier this year at both Blakenhall and Tettenhall.
- 5.2 Blakenhall Healthy Living and Community Centre Library Pilot
 - 5.2.1 The pilot has also been successful in widening the use of the library facility at all times of the day and the week with books being borrowed and returned from early morning until late at night using the automated lending technology.
 - 5.2.2 Over 1200 people have visited the new library in Blakenhall since its official launch on Friday 16th March 2012. 1758 books have been borrowed, 1743 returned and a further 368 loan status checks have been made via the self-serve machine. Blakenhall now has 312 active library users, 250 of whom are new members (who weren't previously taking advantage of library services at all) and 62 of whom are existing library members from other sties who now appear to be happy to use this new type of library.
 - 5.2.3 In addition, 589 hours of PC use has also been made by the local community. Links with local groups, schools etc have also been made which has helped to promote the service too many different communities.
 - 5.2.4 The library is supported by one member of staff working with the existing staff at the centre and this has also been successful with no problems or complaints being reported by users of the service. Despite the self-service nature of the automated library service, stock security does not appear to be an issue (only 3.4% of stock appears to be unaccounted for at Blakenhall compared to an average of 6.5% at other library sites).
 - 5.2.5 There has also been a lot of synergy with all the users of the building with people attending for meetings, exercise classes, training events all making use of the foyer and the library.
 - 5.2.6 This has been assisted by the inclusion of a number of complementary Adult Social Care services within the pilot. Carers Support services have run clinics throughout the pilot; A

wide range of socially inclusive sessions for service users with learning disabilities and mental health problems have been delivered.

5.2.7 We are exploring the potential and feasibility of a Social Enterprise Model for the provision of a Café operating in Blakenhall Healthy Living Centre, (pilot Community Hub). It is hoped that this would provide work opportunities for a range of vulnerable people including those with Learning Disabilities.

5.3 Tettenhall Library Pilot

5.3.1 The use of automated self-service lending at the library has also been successful with over 3500 transactions have gone through the new self-serve kiosk at Tettenhall Library since its launch. Tettenhall is the busiest branch library in Wolverhampton and enabling users of the library to issue and return their books themselves has worked well. There is further work and an extension of the pilot needed now to further improve the use of self-service technology at the library.

5.3.2 Some important lessons have been learnt from this pilot, in particular:-

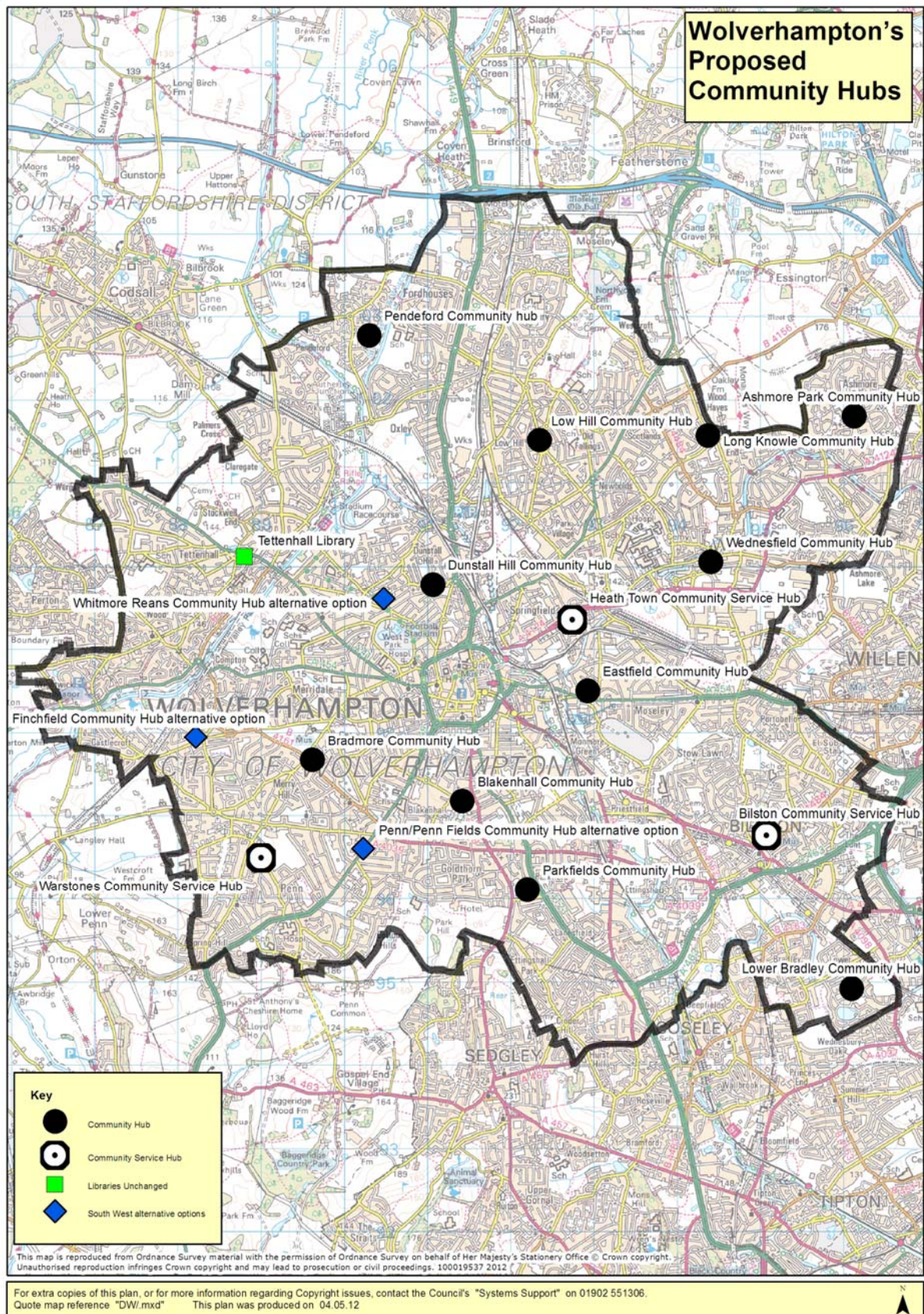
- the layout of the library needs to be reviewed so that the use of the self-service technology is the main way for all users to issue and return library books;
- timescale for implementation - installation and implementation was carried out over a four-week period which meant that there was insufficient time to sort out teething problems;
- additional staff training was needed to ensure they were able to support the use of the technology installed.

6.0 **PROPOSALS FOR CONSULTATION ON COMMUNITY HUBS IN WOLVERHAMPTON**

6.1 The Council is proposing to develop Community Hubs in the following locations across the City over the next two to five years:-

<u>NORTH EAST</u>	<u>SOUTH EAST</u>	<u>SOUTH WEST</u>
HEATH TOWN * (Community Service Hub)	BILSTON * (Community Service Hub)	WARSTONES ** (Community Service Hub)
Wednesfield (Community Hub)	Parkfields (Community Hub)	Bradmore/Finchfield (Community Hub)
Ashmore Park (Community Hub)	Eastfield (Community Hub)	Dunstall/Whitmore Reans (Community Hub)
Low Hill (Community Hub)	Blakenhall (Community Hub)	Penn Fields/Upper Penn*** (Community Hub)
Long Knowle (Community Hub)	Lower Bradley (Community Hub)	
Pendeford (Community Hub)		
<p>* Location to be determined by the Council's regeneration plans for Heath Town and Bilston</p> <p>** Location to be determined following further consultation with partners</p> <p>*** For further consideration, as consultation develops, to explore the option of a Penn Library/Penn Fields Community Hub</p>		

- 6.2 Under these proposals, the Community Hubs will be spread across the 3 current LNP area boundaries. Although these are the options proposed, the consultation exercise will invite alternative options which may also be considered.
- 6.3 The proposed locations for the Community Service Hubs and Community Hubs are as plotted on the map below.



- 6.4 Overall the locations of the proposed Community Hubs and the proposed Community Service Hubs have been decided on the levels of need and the pattern of current buildings and services in the City. Thus there are more proposed community hub proposals in the South East and the North East than in the South West.
- 6.5 The Community Service Hubs are expected to be larger facilities and to bring together a greater number of services and partners to support the needs of people in the community. The suggested locations are indicators only of the areas that Community Service Hubs are proposed to be located in. No buildings have currently been identified, but it is proposed that we seek to work with our partners to identify buildings and/or opportunities for development in the Heath Town, Bilston and Warstones areas. To take this forward, further discussions are required to see how a proposal for a Community Service Hub might work with the regeneration plans for Bilston and Heath Town. Further discussions would also be needed with other potential partners including the Health Service and other public services.

<u>COMMUNITY SERVICE HUBS</u>	
<p>Rationale:</p> <p>The 3 large Community Service Hubs will be multi-agency, multi-service hubs, providing space for the delivery of a new model of social care and family support services, with personalisation, re-ablement and health and well-being at the core of those services. These services will be delivered in partnership with our Health colleagues and a range of Public and Voluntary partners. Library, Community and Youth Facilities will also be provided within the Community Service Hubs. The range of service provision for the Community Service Hubs will be developed from the services listed below. .</p>	
<ul style="list-style-type: none"> • LNP office: the proposals see LNP offices being at the heart of the Community Service Hub supporting the Council and the community to engage and work together. 	
<ul style="list-style-type: none"> • Public access to Social Care Services: including co-located office space for Social Care teams and a range of other public/third sector partners. 	
<ul style="list-style-type: none"> • Information Service: advice on health-related issues, information, advice and support on all Council and City-wide services. 	
<ul style="list-style-type: none"> • Health and Well-Being suite: flexible areas that can be used to run a number of different services including, where appropriate, health clinics and health awareness classes 	
<ul style="list-style-type: none"> • Library: to ensure that we provide Library services in the right place, of the right size, with excellent stock, use modern technology and with staff able to reach out to their local communities. 	
<ul style="list-style-type: none"> • Youth facilities: inclusion of youth provision in a Community Service Hub will help to enable shared space and resources as well as enable inter-generational working across service groups. 	
<ul style="list-style-type: none"> • Community facilities: provision of modern fit-for-purpose community space and Community Centre type provision. 	

<u>PROPOSED SERVICES TO BE PROVIDED AT COMMUNITY SERVICE HUBS</u>		
<u>Community Service Hub South West Warstones</u>	<u>Community Service Hub South East Bilston</u>	<u>Community Service Hub North East Heath town</u>
LNP office (The Elms)	LNP office (Bradley)	LNP office (Shaw Road)
Area office for Adult Social Care locality team with easy local access for vulnerable citizens based on a new model of care.	Area office for Adult Social Care locality team with easy local access for vulnerable citizens based on a new model of care.	Area office for Adult Social Care locality team with easy local access for vulnerable citizens based on a new model of care.
Information service (new)	Information service (new)	Information service (new)
The rest of the services will be decided upon the outcome of discussions with a variety of partner agencies	The rest of the services will be decided upon the outcome of discussions with a variety of partner agencies	The rest of the services will be decided upon the outcome of discussions with a variety of partner agencies
Subject to Youth Services scrutiny review: Oakley Buckley youth service	Subject to Youth Services scrutiny review:	Subject to Youth Services scrutiny review: Heath Town community centre (which also provides some youth service)
Penn and Warstones library merge into single service delivered from South West locality Community Service Hub	Bilston library	Development of a self service Library provision

- 6.6 Under these proposals, the development of smaller Community Hubs will be based on existing locality-based community buildings, and will pull together and rationalise asset use, focusing on the re-designation of community centres, libraries and youth centres as Community Hubs, as set out in the options below:

<u>NORTH EAST COMMUNITY HUBS</u>	
<u>Wednesfield Community Hub</u>	<u>Ashmore Park Community Hub</u>
<u>Rationale:</u> To further develop the successful new library and community centre at Wednesfield to bring greater integration and use of the building, to include a single main door rather than the current two separate entrances.	<u>Rationale:</u> To build on the high levels of community involvement in the area by building a link and new main entrance to the current two youth buildings. The current library building has had a number of problems.
<u>Option:</u> 1) To re-designate the library and community centre building as a community hub. To invest in	<u>Option:</u> 1) Move Library and Community Centre to Youth Centre and to make more flexible use of site. Add an information centre.

<p>reconfiguration of the building to provide a single entrance to an information point, library and greater flexible space and new signage to all services.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Community Centre # • Potential for other services (e.g. community learning) and co-located office space# 	<p>2) Re-designate Youth Centre as Community Hub and re-locate Library to Community Hub. Develop greater links with Community Centre</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Youth Centre • Library Service • Information Hub • Community Centre • Develop further links with Children's Centre and schools#
<p><u>Low Hill Community Hub</u></p> <p><u>Rationale:</u></p> <p>To bring services together under a community hub approach within a more flexible and open use of the community centre, including the links with the neighbouring children's centre and alternative use of the library building.</p> <p><u>Option:</u></p> <p>1) Re-designate Community Centre as Community Hub and re-locate Youth Service and Library; <u>or</u></p> <p>2) Extensive re-modelling of site to incorporate Library, Community Centre, Youth and Children's Centre provision on one single site#</p> <p>#</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Youth Centre • Library Service • Information Hub • Community Centre • Develop further links with Children's Centre <p>#</p>	<p><u>Long Knowle Community Hub</u></p> <p><u>Rationale:</u></p> <p>To develop a more flexible use of the building through a single entrance and more open library Community Hub facility.</p> <p><u>Option:</u></p> <p>1) To invest in re-configuration of building to provide single entrance to building with Information point and new signage to all services.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Community Centre including Youth Service provision • Potential for other services (e.g. community learning) and co-located office space#
<p><u>Pendeford/Priory Green Community Hub</u></p> <p><u>Rationale:</u></p> <p>To create an enhanced community focus in the pedestrian area through the remodelling of the current buildings.</p>	<p>#</p>

<p><u>Option:</u></p> <p>1) Re-designate Pendeford/Priory Green as Community Hub, and re-locate Youth provision alongside re-modelled Library and Community Centre. The numbers of existing services that are delivered around the pedestrian area lend themselves to the development of a wider Community Hub.</p> <p>#</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Community Centre # • Youth services# • Potential for other services (e.g. community learning) and co-located office space# • Potential for more links with school and other local facilities# <p>#</p>	
--	--

SOUTH EAST COMMUNITY HUBS

<u>Parkfields Community Hub</u>	<u>Eastfield Community Hub</u>
<p><u>Rationale:</u></p> <p>To investigate the possibility of the former Parkfields school to include a Community Hub, providing access to the community for a swimming pool, gym and playing fields.</p> <p><u>Option:</u></p> <p>To designate the merging of the education library and a community library as a community hub as part of the development of community use of the facilities as a whole.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service (public library and education library)# 	<p><u>Rationale:</u></p> <p>To bring together services on a single site and to create a more flexible use of the space.</p> <p><u>Option:</u></p> <ol style="list-style-type: none"> 1) Re-designate Community Centre as Community Hub and re-work the community centre to transfer East Park Library into the Hub; 2) Re-designate Community Centre as Community Hub and reconfigure the whole site including the nursery school, children's centre accommodation and caretaker's house so that the community facilities more closer to the Willenhall Rd. <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub

<ul style="list-style-type: none"> • Information Hub# • Community use of wider facilities (e.g. pitches and swimming pool)# #	<ul style="list-style-type: none"> • Community facilities • Potential for other services and co-located office space# #
<p><u>Blakenhall Community Healthy Living and Community Centre</u></p> <p><u>Rationale:</u></p> <p>To continue the further development of services and the community hub ethos following the successful pilot since March 2012.</p> <p><u>Option:</u></p> <p>1) To develop the Community Hub model through the lessons learned during the pilot phase.</p> # #	<p><u>Lower Bradley Community Hub</u></p> <p><u>Rationale:</u></p> <p>To bring together community provision in the Lower Bradley area with enhanced service provision.</p> <p><u>Option:</u></p> <p>1) To re-designate Lower Bradley Community Centre as a Community Hub, incorporating a self-serve Library, and closing the current Community Centres at The Lunt and Daisy Bank.</p>
<p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Community and sports facilities • Potential for other services (e.g. Adult Social Care and Voluntary Sector) and co-located office space# #	<p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service (self-serve) • Information Hub • Community Centre • Potential for other services (e.g. Adult Social Care) and co-located office space#
<u>SOUTH WEST COMMUNITY HUBS</u>	
<p><u>Bradmore/Finchfield Community Hub</u></p> <p><u>Rationale:</u></p> <p>To re-model the Bradmore community centre site and improve the flexibility of the centre including library and information provision; or to make better use of the Finchfield library building whilst reviewing the use of the Bradmore Community Centre buildings.</p> <p><u>Option:</u></p> <p>1) Re-designate Bradmore Community Centre as Community Hub and transfer in Finchfield Library; or</p>	<p><u>Dunstall/Whitmore Reans Community Hub</u></p> <p><u>Rationale:</u></p> <p>To develop a single entrance and flexible use of space at Dunstall Community & Youth Centre and to re-locate the Whitmore Reans library; or if consultation suggests that Whitmore Reans library and area is a priority for the City, to then explore the possibility for a Community Hub in Whitmore Reans.</p> <p><u>Option:</u></p> <p>1) Re-designate Dunstall Community Centre site to incorporate Library Service; or</p>

<p>2) Refurbish/extend Finchfield Library to provide flexible accommodation for Community activities and possibly outreach Children's Centre services.</p> <p>#</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Community facilities <p>#</p> <p>#</p>	<p>2) Retain Dunstall as a Community Centre and Youth Service facility and explore options to designate Whitmore Reans as a Community Hub (as part of regeneration plan for area of need).#</p> <p>#</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information Hub • Youth Centre • Potential for other services (e.g. Adult Social Care) and co-located office space#
<p>For further consideration, dependent on the outcome of the Bradmore/Finchfield discussion, to explore a Penn/Penn Fields option for a Community Hub</p>	

- #
- 6.7 The proposed developments in respect of each of the first options described above will result in the retention, disposal or transfer of current assets as described below:

<u>LIBRARIES</u>
<p>Ashmore Park: Re-locate library into Youth Centre (Youth Centre building re-designated as a Community Hub).</p>
<p>Bilston: Library/new Community Service Hub (location to be determined).</p>
<p>Blakenhall: Continue to further develop new library.</p>
<p>Collingwood: Option: Create a self-service library as part of a community facility or organisation (location to be determined as part of consultation).</p>
<p>East Park: Re-locate library into Eastfield Community Centre (Community Centre building re-designated as a Community Hub).</p>
<p>Finchfield: <u>Option 1:</u> Relocate library into Bradmore Community Centre (Community Centre building re-designated as a Community Hub); <u>or</u> <u>Option 2:</u> Refurbish/extend Finchfield Library to provide flexible accommodation for community activities and possibly outreach Children's Centre services.</p>
<p>Long Knowle: Library remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre.</p>
<p>Low Hill: <u>Option 1:</u> Relocate library into Low Hill Community Centre (Community Centre building re-designated as a Community Hub) <u>or</u> <u>Option 2:</u> Extensive re-modelling of site to incorporate library, community centre, youth and Children's Centre provision on one single site.</p>

<p>Pendeford: Library remains in current location (Pendeford/Priory Green buildings re-designated as a Community Hub).</p>
<p>Penn: Option 1: Re-locate library to Warstones Community Service Hub and provide a new enhanced service from Warstones Community Service Hub (location to be determined) <u>or</u> Option 2: Consideration of Penn Library as part of Penn/Penn Fields Community Hub</p>
<p>Spring Vale: Library to merge with Education Library Service and provide services from Parkfields Community Hub.</p>
<p>Tettenhall: Library remains in current location. Consideration to be given to expand community activities.</p>
<p>Warstones: Library to merge with Penn Library and provide a new enhanced service from Warstones Community Service Hub (location to be determined).</p>
<p>Wednesfield: Library remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre.</p>
<p>Whitmore Reans: <u>Option 1:</u> Re-locate library into Dunstall Community Centre (Community Centre building re-designated as a Community Hub); <u>or</u> <u>Option 2:</u> Explore options of creating new Community Hub in Whitmore Reans area (as part of regeneration plan for area of need) and re-locate library into it.</p>

YOUTH CENTRES

<p>Ashmore Park: Youth Centre building re-designated as a Community Hub, offering enhanced youth, community and Library services.</p>
<p>Bushbury Youth: Retain building and continue to deliver youth service.</p>
<p>Duke St: Retain building and continue to deliver youth service.</p>
<p>Dunstall Youth: Youth service will continue to be delivered from within the existing building/Community Hub.</p>
<p>Epic Youth Café: Retain building and continue to deliver youth service.</p>
<p>The Gorge: Retain building and continue to deliver youth service.</p>
<p>Graiseley Youth: Retain building and continue to deliver youth service.</p>
<p>Low Hill Youth: Dispose of building* and re-locate service into Low Hill Community Centre.</p>
<p>Mirage Youth: Dispose of building* and re-locate service (facility to be confirmed).</p>

Oakley Buckley: Withdraw from leasing arrangement and provide service from the new Community Service Hub within the South West locality.
Park Village: Retain building and continue to deliver youth service.
Rocket Pool : Retain building and continue to deliver youth service.
Springfield Youth: Retain building and continue to deliver youth service.
* consideration of asset transfer depending on community interest or demand

<u>COMMUNITY CENTRES</u>
All Saints: Transfer centre to ASAN and safeguard existing provision as a condition of transfer.
Ashmore Park: <u>Option 1:</u> Move Library and Community Centre to Youth Centre and make more flexible use of site. Create a Community Hub which includes an information centre. Dispose of existing Community Centre; <i>or</i> <u>Option 2:</u> Re-designate Youth Centre as Community Hub and re-locate Library to Community Hub. Develop greater links with existing Community Centre.
Bilston Community Centre: Retain building until such time a Community Service Hub is established and then consider for asset transfer/disposal or for other uses.
Blakenhall Community & Healthy Living Centre: Retain building and continue to deliver library service and Adult Social Care provision as part of a Community Hub.
Bradmore: <u>Option 1:</u> Retain and invest in site to include library provision and improved car parking as part of a re-designated Community Hub. <u>Option 2:</u> Retain as existing Community Centre and refurbish Finchfield library to provide flexible accommodation for community activities and possible outreach Children's Centre
Daisy Bank: Dispose of site and re-locate provision to Lower Bradley Community Centre.
Dovecotes: Transfer asset to new service provider and safeguard existing community provision.
Dunstall: <u>Option 1;</u> Retain and enhance building to provide existing services and inclusion of library provision. Re-designate as a Community Hub. <u>Option 2;</u> Review Community provision as part of an appraisal for Whitmore Reans
Eastfield: Retain and enhance building to develop closer links with neighbouring services. Re-designate as a Community Hub.
Fordhouses and Oxley Community Centre: Retain existing services within recently developed building.

Heath Town; Retain building until such time that a community service hub is established within the area and then decommission building.
Lanesfield: Decommission building and redirect provision to Hilton Hall with Grant Aid support to safeguard existing provision.
Long Knowle: Building re-configured to provide a single entrance to an information point, library and community centre and re-designated as a Community Hub.
Lower Bradley: Retain and invest in building and absorb provision from Daisy Bank and Lunt closures. Re-designate as a Community Hub.
Low Hill:- <u>Option 1:</u> Re-locate library into Low Hill Community Centre (Community Centre building re-designated as a Community Hub); <u>or</u> <u>Option 2:</u> Extensive re-modelling of site to incorporate library, community centre, youth and Children's Centre provision on one single site.
Lunt Community Centre: Decommission site and either redirect provision to Lower Bradley Community Hub or consider asset transfer to community group or organisation.
Portobello: Decommission site and either re-locate provision to Eastfield Community Hub.
Priory Green: Retain building as part of wider Community Hub giving management responsibility to neighbouring school.
St Chads: Retain building with existing services
Tettenhall Institute: Retain building with existing services.
Wednesfield: Community provision remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre. Re-designate as a Community Hub.
Woodcross: Transfer asset to school and safeguard existing community provision.

- 6.8 It is expected that if the Option 1's presented above are approved, they will result in the following overall changes:

Libraries

There are currently 15 libraries (including the Central Library) operating in the City, if option 1 proposals are approved, there will still be 15 libraries operating in the City (including Central Library). These will be based in Community Service Hubs, Community Hubs with a single stand alone library at Tettenhall and Central Library. However, the improved use of modern technology, digital media and web-based services will enhance the overall access to library services across the City.

Community Centres

There are currently 22 community centres, across Wolverhampton, if option 1 proposals are approved, 9 will be retained and designated as Community Hubs, 3 will be retained as stand alone community centres, and 3 will be transferred to partners with existing provision safeguarded as a condition of transfer. 6 community centres will be de-commissioned with provision redirected to the new Community Hubs and one will be de-commissioned with provision redirected to a Community Centre not managed by the City Council.

Youth Centres

The Youth Service currently delivers youth provision from 31 sites. Of these 31 sites, 13 are dedicated youth centres. Of the 13 dedicated centres, 8 will be retained, 2 will be designated as Community Hubs, and 3 will be de-commissioned with provision redirected to the new Community Hubs. Further changes to the Youth Service and a wider involvement in Community Hubs will depend on the planned Scrutiny Review of the Youth Service in the summer.

- 6.9 The staffing and financial implications of the transformed services are set out in the “Human Resources Implications” and “Financial Implications” sections of this report in sections 9 and 11 below.

7.0 CONSULTATION

- 7.1 In order to progress this vision for Community Hubs, it is essential that the views of stakeholders are fully taken into account, and that those views also help to inform a detailed Equality Analysis (see section 8 below). An extensive consultation exercise has therefore been planned to help inform final decisions.
- 7.2 It is proposed that a similar approach to the consultation format used for the 2009 community centre review will be adopted whereby community centres will host sessions for the local community with the aim of:-
- asking residents what services and general provision they would like to see in their local Community Hub; and
 - seeking feedback on each Community Hub now included in these proposals in respect of potential locations and impact upon existing provision.
- 7.3 It is therefore proposed that (in addition to the consultation that will be undertaken with staff and trade unions as set out in section 9 below) the Council should in the first place consult with stakeholders, including LNPs, library users, all Community Associations, Ward Members, the Youth Council and youth groups, social care service users and their carers, as well as other public, voluntary sector and private sector and other stakeholders, and the general public, on the proposals set out in this report.
- 7.4 The consultation document attached at **Appendix 1** will be the focus of the consultation exercise.
- 7.5 In order to ensure that the consultation is properly informed by the knowledge and experience of the local community, it is proposed that a full 12-week consultation exercise be undertaken. This comprehensive consultation exercise will involve:

- 14 LNP meetings (one for each partnership);
- specific consultation events/meetings with the following communities of interest:
 - older people
 - women
 - BME communities
 - people with disabilities
 - faith communities
 - lesbians, gay men and bisexual people
 - transsexual and transgender people;
- service specific consultation at each library, community centre and youth centre in the City;
- staff;
- partners; and
- other stakeholders.

7.6 The consultation will be widely publicised making use of the Council website, press releases and City People, inviting responses either in person (at staged events), in writing, or via Twitter, and Facebook.

7.7 All findings from each consultation session undertaken in the course of this exercise will be collated and summarised within a consultation outcome report to be submitted again to Cabinet. The report to Cabinet will also include a recommendation regarding the delivery of Community Hubs and the impact on existing provision. This will provide the framework to enable final informed political decisions to be made.

8.0 EQUALITY IMPLICATIONS

8.1 The vision for Community Hubs set out in this report will affect a range of services which are available to all the citizens of Wolverhampton, but which are considered to offer particular benefits to vulnerable individuals who might otherwise face barriers to social inclusion. These will include older people, people with disabilities and health needs, families under stress, younger adults, BME groups and those with low incomes. Such persons will therefore include “persons who share a relevant characteristic” within the meaning of the new Public Sector Equality Duty.

8.2 The “relevant characteristics” are age, disability, gender reassignment, pregnancy and maternity, race (including ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.

8.3 The Council has a duty to have “due regard to the need to”:-

(a) “eliminate discrimination” (including harassment, victimisation and any other conduct prohibited by the Equality Act); and

(b) “advance equality of opportunity” and “foster good relations” between those to “persons who share a relevant characteristic” and those who do not.

- 8.4 It is possible that some “persons who share a relevant characteristic” may perceive themselves to be adversely affected by this vision or by specific proposals that may be presented for final determination on the conclusion of this consultation exercise. However, the vision set out in this report anticipates a transformation and enhancement of existing services with a view to making them more accessible to the wider population, so that citizens of Wolverhampton who do not currently take up the services available may do so in future. As the wider population also includes “persons who share a relevant characteristic”, the vision may therefore be considered to present positive and beneficial implications, as implementation of the new service model may be seen as a measure that will “advance equality of opportunity” and “foster good relations” between persons who share a relevant protected characteristic and persons who do not share it.
- 8.5 A more detailed equality analysis taking into account any findings from the consultation exercise will be presented to Cabinet to help inform any final decisions the Council will wish to make in the light of findings from that consultation exercise.

9.0 HUMAN RESOURCES IMPLICATIONS

- 9.1 The proposals for the implementation of the vision for Community Hubs set out in this report will result in a reduction in current staffing levels over the next 2 to 5 years. These proposals will also require new roles and responsibilities for staff in order to deliver the transformed and more efficient joined-up services.
- 9.2 Formal consultation with affected staff and trade unions will therefore begin as soon as decisions are made on the outcome of this public/stakeholder consultation exercise, and will be undertaken in accordance with established Council guidance and with the support of Human Resources, providing for redeployment and voluntary redundancy opportunities as appropriate, and with a view to ensuring that the need for compulsory redundancies will be avoided as far as possible.
- 9.3 Significant investment in ICT will enable services to adopt adaptive working practices, including home and mobile working, in order to support the service transformation. Capital investment in improved accommodation and facilities has the potential to deliver a range of benefits, including a reduction in sickness absence, improvements in productivity and improved staff retention rates.

10.0 LEGAL IMPLICATIONS

- 10.1 The proposals for Community Hubs will affect the way in which the Council meets its legal responsibilities for providing library, community centre, youth and other services, which are governed by different legal powers and duties. These include the duties to consult, and the duty to have due regard to the equality implications of any such proposals.
- 10.2 Although Councils have a very broad discretion in how they choose to deliver community services (including Libraries, Youth Services and Community Centres), a number of legal challenges have recently been made against attempts by other Councils across the country to review and rationalise such services. Where Councils have failed to adequately consult on their plans, or to analyse the equality implications of them, those legal challenges have tended to be successful.
- 10.3 The proposals for the vision for Community Hubs in Wolverhampton will be the subject of an extensive consultation exercise and equality analysis (as described above). Final decisions on such proposals are not expected to be made by Cabinet until October, by

which time Members will have been able to give full consideration to an analysis of the outcome of a detailed consultation exercise and equality analysis.

- 10.4 Any other legal implications arising from these proposals will also be scoped prior to any final determinations on these proposals that will be required by Cabinet in October.
[FD/13062012/R]

11.0 **FINANCIAL IMPLICATIONS**

- 11.1 The “Budget Strategy 2012/2013 and Medium Term Financial Strategy” includes the expectation that recurring savings of £0.250M in 2012/13 and further recurring savings of £0.850M in 2013/14 will be achieved from the development of community hubs to rationalise asset use.
- 11.2 Options 1 set out in this report are forecast to achieve savings as set out below:

<u>Savings</u>	£M
Rationalisation of Buildings (including repairs & maintenance and IT costs)	
Libraries	£0.100
Community Centres	£0.100
Youth Services	£0.075
Library Stock & Subscriptions, Furniture & Fittings	£0.225
Library Staffing (including redundancy and deletion of vacant posts)	£0.600
TOTAL	£1.100

- 11.3 The estimated savings above are based on “Option 1” of each of the proposals described in section 6 above. Different estimates would apply should a different option be preferred, or should any revisions to the detail of any of these proposals be made in response to the proposed consultation exercise. For example, should each of the “Option 2” proposals be preferred to the “Option 1” proposals, it is estimated that the realisable savings would reduce to around £1.000M.
- 11.4 The financial implications of the final proposals will be re-evaluated to help inform any final decisions to be made on these proposals in the light of the outcome of the consultation exercise (e.g. to reflect the chosen options for Bradmore and Finchfield, and for Dunstall and Whitmore Reans) and this will be reported to Cabinet in October.
- 11.5 The Capital Programme includes a Community Hubs capital investment of £3.000M for the refurbishment of existing buildings. This estimate will be reviewed before any final decisions are made on these proposals, taking into account any revisions that may be made in response to the consultation exercise.
- 11.6 Consideration will also need to be given to the impact of Community Service Hubs on the budgets for the regeneration of Heath Town and Bilston.
[CS/18062012/G]

12.0 ENVIRONMENTAL IMPLICATIONS

- 12.1 There are some environmental implications arising from this report, in that it is reasonable to expect that a more efficient use of and rationalisation of current properties will result in more efficient energy usage. Similarly, the promotion of modern technology to access current library services may reasonably be expected to reduce dependency on transportation to buildings.

13.0 SCHEDULE OF BACKGROUND PAPERS

- “Community Hubs - A Five-Year Vision for Community Hubs” - Report to Cabinet 7th December 2011
- “Wolverhampton City Strategy 2011-2026: Prosperity for all – creating opportunities that encourage enterprise, empower people and re-invigorate our city” - Report to Cabinet 7th September 2011
- “Serving Wolverhampton, Securing Prosperity, Delivering Value” - Wolverhampton City Council Corporate Plan 2012-2015
- “Budget Strategy 2012/2013 and Medium Term Financial Strategy” - Report to Cabinet 21st February (Appendix I.8 page 117 “Development of Community Hubs”)
- “Accelerated Asset Review - Full Business Case for Office Rationalisation Workstream” - Report to Cabinet Resources Panel 8th November 2011
- “Establishment of Community Hubs” - Report to Adults & Community Scrutiny Panel 5th April 2011
- “Establishment of Community Hubs” - Report to Cabinet 8th December 2010
- “Every Adult Matters – A strategy to promote independence, well-being and choice – Delivering Today, Prepared for Tomorrow” – Joint Strategy between Wolverhampton City Council and Wolverhampton Primary Care Trust April 2006
- “LIFT/PFI Programme Update” - Report to Cabinet 8th September 2010
- “Community Centres - Redirection of Service” - Report to Cabinet 17th October 2008;
- “Establishment of Community Hubs” - Report to Cabinet 8th December 2010
- “Transformation of In-House Services (Older People)” - Report to Cabinet 7th December 2011
- “Targeted Youth Support Strategy” - Report to Cabinet 20th July 2011
- “Proposed Restructure and Re-provision of the Youth Service (Savings Programme)” - Report to Cabinet 7th December 2011
- Libraries and Information - “In the Right Place with the Right Service” Report to Cabinet 21st April 2008.

Wolverhampton
City Council



Wolverhampton City Council

Proposals for the Development of Community Hubs

Give your comments, suggestions and ideas during the

Public Consultation from

June 27 to September 18, 2012



Protecting and improving community facilities – the challenge

Wolverhampton City Council has set itself a challenge to not only protect its library, community and youth services, but to improve them too.

While the council has to save £60 million in the next five years, it also wants to improve services that we know are much-valued by residents. How do we square that circle? Our response has been an innovative approach to providing convenient and more cost-effective access to those services from improved facilities, all under one roof: Community Hubs.

In fact, it's a concept that's long found favour in the retail sector with most of us enjoying the convenience of shopping for everything from greengrocery to clothing all in one place. By investing £3 million in the reorganisation of the network of community services across the city the council can achieve an annual revenue budget saving for council taxpayers of over £1 million.

In the council's budget consultation last year, residents supported the development of Community Hubs though they said they wanted to see more details.

We've now set out in detail how the proposals will work neighbourhood-by-neighbourhood. What is more, through a 12-week consultation, we're inviting residents to influence the shape of Community Hubs and keep and improve the services that do so much to make our neighbourhoods great places to live.

Have your say

Your council now wants to hear your views about proposals to develop Community Hubs across your city. This consultation is our commitment to involving local people in the development of services in line with Wolverhampton's Community Engagement Strategy which has determined that:

“It is the right of all people living in Wolverhampton to have the opportunity to be involved in the decision making process about the services they use or that affect their lives”.

This consultation document spells out the council's proposals for developing a network of Community Hubs across the city over the next five years. The 12-week consultation period from June 27 to September 18, 2012, is your opportunity to shape this exciting proposal to protect and improve the delivery of services that matter to you. There are many ways to participate. You can complete the questionnaire at the end of this document – or you can do so on-line at www.wolverhampton.gov.uk/communityhubs

You can also find out more about the proposals and have your say by attending one of the public events across the city. These will be publicised in your local area and at www.wolverhampton.gov.uk/communityhubs

To ensure all members of the public are able to participate in the consultation, this consultation document can be made available, on request, in different languages and other formats, for example, large print and Braille. Please call 01902 554286.

All the views from the consultation will be compiled in a report for consideration by Cabinet later this year.

Community Hubs - The Vision

A Community Hub is a multi-purpose facility providing a range of high quality services more cost-effectively to the local community using either a single building or a cluster of several neighbouring buildings.

The proposals for Community Hubs do not represent a reduction in services to local people. On the contrary, the council wants to enhance community services and facilities available and make them more accessible to more people. That's why it is setting aside £3 million in capital investment to their development. Furthermore, should any buildings become surplus to requirements, the council will consider a transfer of the asset to community organisations and help them to identify sources of external funds.

The council's vision is that one large Community Service Hub will be established in each of the three recognised Local Neighbourhood Partnership (LNP) team areas in Wolverhampton, alongside the establishment of up to 12 smaller Community Hubs spread across the city.

Each Hub will be tailored to the needs of its local community. It will be flexible enough to accommodate new services in response to changing community needs. It could, for example, provide a base for people working in local communities, for adult education courses and for signposting people to other local services. It will have strong working relationships with and, indeed complement, other local community services - for example, tenant halls/rooms, children's centres, nurseries, extended schools and faith groups.

A Community Hub will have a common reception and information area, an office, kitchen and toilets. It will include a hall or sizeable communal areas which can be used by the community. It will comply with current Disability Discrimination Act and Health and Safety requirements and be compatible with the latest environmental standards.

The council's vision is that one large Community Service Hub will be established in each of the three recognised Local Neighbourhood Partnership (LNP) team areas in

Wolverhampton, coupled with the establishment of up to 12 smaller Community Hubs spread across the city.

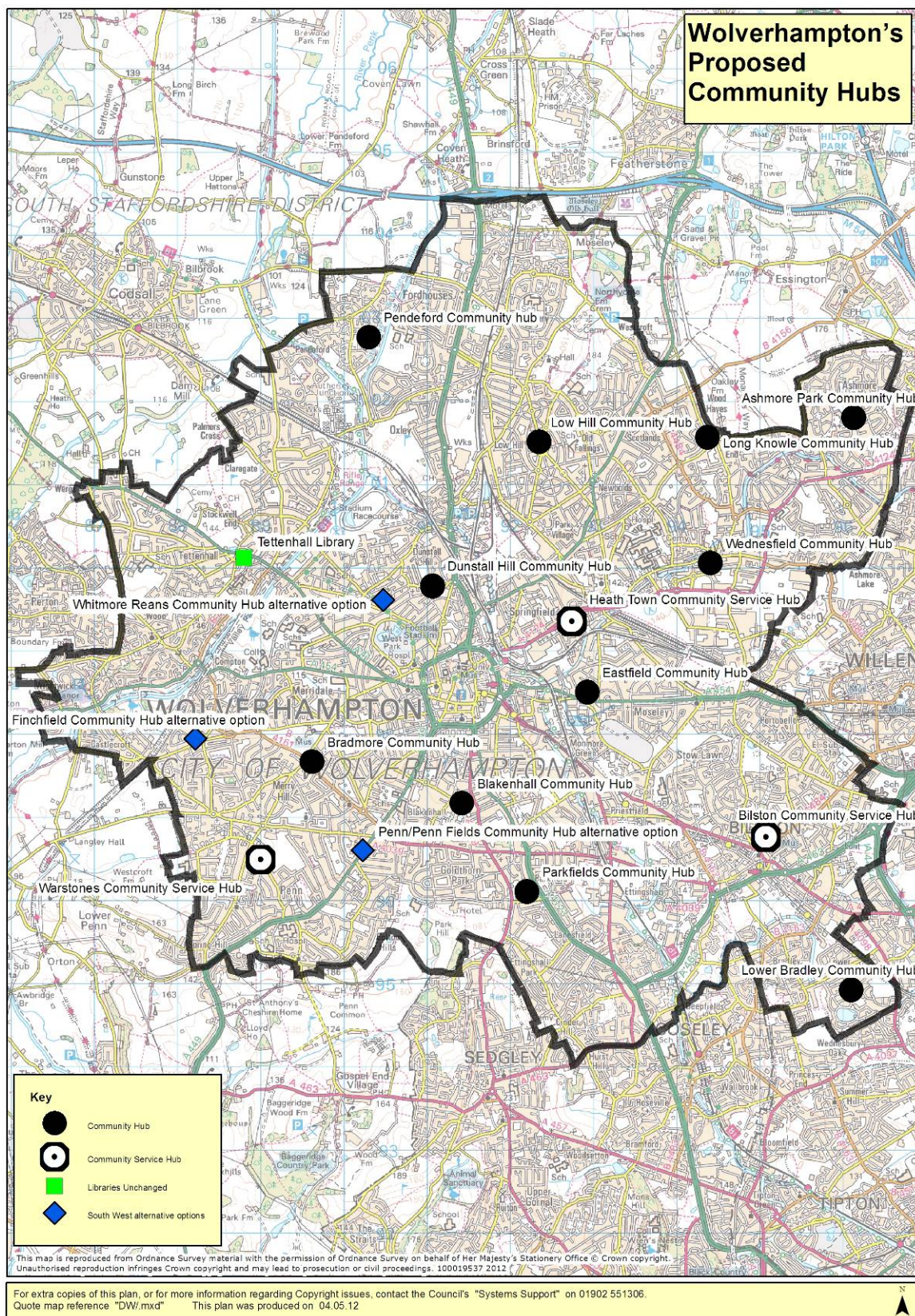
All of the Community Hubs will be multi-agency, multi-service facilities, providing opportunities for library, community centre and youth services. However, the larger Community Service Hubs will also provide space for adult social care, health and family support services.

Key features of the Hubs include improved public access to information – especially signposts to services - and better use of technology.

Community Hubs should be able to deliver a wider range of benefits to the citizens of Wolverhampton as they are developed over the next two to five years. These will include:

- providing easily accessible local services in the heart of communities
- working with local communities to improve existing services and develop new ones
- strengthening partnership working between different council services and partners such as health, police, voluntary and community sectors
- increasing resident satisfaction by eliminating unnecessary travel and appointments
- reducing the current costs of providing and promoting services across a wide range of locations.

We aim to provide an improved value for money service to help us withstand the pressures of a tough economic climate and national public spending cuts.



Proposed Locations of Community Hubs

The council is proposing to develop Community Hubs in the following locations across the city over the next two to five years.

Under these proposals, the Community Hubs will be spread across the three recognised Local Neighbourhood Partnership (LNP) team areas, North East, South East and South West.

Listed below are the potential sites we have identified. However we welcome suggestions for alternative and/or additional sites during this consultation.

#

<u>NORTH EAST</u>	<u>SOUTH EAST</u>	<u>SOUTH WEST</u>
HEATH TOWN * (Community Service Hub)	BILSTON * (Community Service Hub)	WARSTONES ** (Community Service Hub)
Wednesfield (Community Hub)	Parkfields (Community Hub)	Bradmore/Finchfield (Community Hub)
Ashmore Park (Community Hub)	Eastfield (Community Hub)	Dunstall/Whitmore Reans (Community Hub)
Low Hill (Community Hub)	Blakenhall (Community Hub)	Penn Fields / Upper Penn*** (Community Hub)
Long Knowle (Community Hub)	Lower Bradley (Community Hub)	
Pendeford (Community Hub)		
<p>* Location to be determined by the Council's regeneration plans for Heath Town and Bilston</p> <p>** Location to be determined following further consultation with Health and other partners</p> <p>*** For further consideration, as consultation develops, to explore the option of a Penn Library / Penn Fields Community Hub.</p>		

#

For the first two years, the proposed focus will be changing a number of existing services from within the council's Community Directorate (Social Care and Leisure as was) to provide more streamlined and efficient service delivery. It is proposed to include the following:

NORTH EAST

Wednesfield Community Hub

Rationale:

To further develop the successful new library and community centre at Wednesfield to make even greater use of the building.

Proposal:

- 1) To make the library and community centre building into a Community Hub. To provide a single entrance to an information point, library and more flexible space with new signage to all services.

Services:

- Library Service
- Information point
- Community Centre
- Potential for other services (e.g. community learning) and co-located office space

Ashmore Park Community Hub

Rationale:

To build on the high levels of community involvement in the area by creating a link and new main entrance to the current two youth buildings and overcome some of the problems with the library building.

Proposal:

Either

- 1) Move the library to the youth centre building and develop greater links with the existing community centre

Or

- 2) Move both the library and the community centre into the youth centre to make more flexible use of site, including an added information centre.

Services:

- Youth Centre
- Library Service
- Information point
- Community Centre
- Develop further links with Children's Centre and schools

Low Hill Community Hub

Rationale:

To bring services together within a more flexible and open use of the community centre, including links to the neighbouring children's centre and alternative use of the library building.

Long Knowle Community Hub

Rationale:

To develop a more flexible use of the building through a single entrance and more open library Community Hub facility.

<p><u>Proposal:</u></p> <p><u>Either</u></p> <p>1) Re-designate community centre as Community Hub and re-locate youth service and library;</p> <p><u>Or</u></p> <p>2) Extensive re-modelling of site to join the library, community centre, youth and children's centre provision on a single site. In effect, the existing buildings will be joined together by a new structure.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Youth Centre • Library Service • Information point • Community Centre • Develop further links with Children's Centre 	<p><u>Proposal:</u></p> <p>1) Change the building to provide single entrance with Information point and new signage to all services.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information point • Community Centre including Youth Service provision • Potential for other services (e.g. community learning) and co-located office space
<p><u>Pendeford/Priory Green Community Hub</u></p> <p><u>Rationale:</u></p> <p>To create an enhanced community focus in the pedestrian area through the remodelling of the current buildings.</p> <p><u>Proposal:</u></p> <p>1) Re-designate Pendeford Library/Priory Green Community Centre as a Community Hub, and re-locate youth provision alongside re-modelled library and community centre. The numbers of existing services that are delivered around the pedestrian area lend themselves to the development of a wider Community Hub.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information point • Community Centre 	

<ul style="list-style-type: none"> • Youth services • Potential for other services (e.g. community learning) • Potential for more links with school and other local facilities 	
<u>SOUTH EAST</u>	
<p><u>Parkfields Community Hub</u></p> <p><u>Rationale:</u></p> <p>To investigate the possibility of the former Parkfields school to include a Community Hub, providing access to the community for a swimming pool, gym and playing fields.</p> <p><u>Proposal:</u></p> <p>To provide public access to a new library and information service adjacent to the community facilities and to redesignate this area as a Community Hub.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service (public library and education library) • Information point • Community use of wider facilities (e.g. pitches and swimming pool) 	<p><u>Eastfield Community Hub</u></p> <p><u>Rationale:</u></p> <p>To bring together services on a single site and to create a more flexible use of the space.</p> <p><u>Proposal:</u></p> <p><u>Either</u></p> <p>1) Re-designate the community centre as a Community Hub and re-work the site to transfer East Park Library into the Hub;</p> <p><u>Or</u></p> <p>2) Re-designate the community centre as a Community Hub and change the whole site including the nursery school, children's centre accommodation and caretaker's house so that the community facilities move closer to the Willenhall Road.</p> <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information point • Community facilities • Potential for other services and co-located office space

<p><u>Blakenhall Community Healthy Living and Community Centre</u></p> <p><u>Rationale:</u></p> <p>To further develop services at this pilot Community Hub following its successful launch in March 2012.</p> <p><u>Proposal:</u></p> <ol style="list-style-type: none"> 1) To develop the Community Hub model in light of the lessons learned during the pilot phase. <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service • Information point • Community and sports facilities • Potential for other services (e.g. Adult Social Care and Voluntary Sector) 	<p><u>Lower Bradley Community Hub</u></p> <p><u>Rationale:</u></p> <p>To bring together community provision in the Lower Bradley area with enhanced service provision.</p> <p><u>Proposal:</u></p> <ol style="list-style-type: none"> 1) To re-designate Lower Bradley Community Centre as a Community Hub, incorporating a self-serve library. To close the current community centres at The Lunt and Daisy Bank and re-locate provision for both to Lower Bradley. <p><u>Services:</u></p> <ul style="list-style-type: none"> • Library Service (self-serve) • Information point • Community Centre • Potential for other services (e.g. Adult Social Care) •
<p><u>SOUTH WEST</u></p>	
<p><u>Bradmore/Finchfield Community Hub</u></p> <p><u>Rationale:</u></p> <p>To bring together services on a single site and to create a more flexible and cost-effective use of the space.</p> <p><u>Proposal:</u></p> <p><u>Either</u></p> <ol style="list-style-type: none"> 1) Re-designate Bradmore Community Centre as a Community Hub and relocate Finchfield Library to this hub; <p><u>Or</u></p> <ol style="list-style-type: none"> 2) Refurbish and extend Finchfield Library to provide flexible accommodation for community activities and possibly outreach children's centre services. 	<p><u>Dunstall/Whitmore Reans Community Hub</u></p> <p><u>Rationale:</u></p> <p>To develop a single entrance and flexible use of space at Dunstall Community and Youth Centre and to re-locate the Whitmore Reans library.</p> <p><u>Proposal:</u></p> <p><u>Either</u></p> <ol style="list-style-type: none"> 1) Re-designate Dunstall Community Centre site as a Community Hub to incorporate a library and information service; <p><u>Or</u></p> <ol style="list-style-type: none"> 2) Retain Dunstall as a community centre and youth service facility and explore options to designate Whitmore Reans as a Community Hub.

<u>Services:</u> <ul style="list-style-type: none"> • Library Service • Information point • Community facilities 	<u>Services:</u> <ul style="list-style-type: none"> • Library Service • Information point • Youth Centre • Potential for other services (e.g. Adult Social Care) and co-located office space
<p>For further consideration, dependant on the outcome of the Bradmore / Finchfield discussion, to explore a Penn / Penn Fields option for a Community Hub</p>	

DRAFT

COMMUNITY SERVICE HUBS

Rationale:

Over the longer term, it is proposed that the three large Community Service Hubs will be multi-agency, multi-service hubs, providing space for the delivery of a new model of social care and family support and other services that give people choice and control of their care and help them to stay healthy and independent for longer. These services will be delivered in partnership with our Health colleagues and a range of Public and Voluntary partners. Library, Community and Youth Facilities will also be provided within the Community Service Hubs.

The range of service provision for the Community Service Hubs will be developed from the services listed below:

- **LNP office:** the proposals see LNP offices being at the heart of the Community Service Hub supporting the Council and the community to engage and work together.
- **Public access to Social Care Services:** including co-located office space for Social Care teams and a range of other public/third sector partners.
- **Information Service:** advice on health-related issues, information, advice and support on all Council and City-wide services.
- **Health and Well-Being suite:** flexible areas that can be used to run a number of different services including, where appropriate, health clinics and health awareness classes
- **Library:** to ensure that we provide Library services in the right place, of the right size, with excellent stock, use modern technology and with staff able to reach out to their local communities.
- **Youth facilities:** inclusion of youth provision in a Community Service Hub will help to enable shared space and resources as well as enable inter-generational working across service groups.
- **Community facilities:** provision of modern fit-for-purpose community space and Community Centre type provision.

Annex A gives greater detail on the potential changes to the service buildings.

Frequently Asked Questions

Why are the Council looking at developing Community Hubs at present?

Community Hubs are not a new idea, they've been successfully delivering joined-up services across the country for some time. The council has been considering a similar approach for Wolverhampton for a number of years. However, given the unprecedented public spending cuts and the need for the council to save in the region of £60 million over five years, the concept of Community Hubs presents a cost-effective way for the council to keep and improve community services. The provision of a range of services under one roof is not only a more economic way of using and promoting facilities, it provides a more convenient way for residents to access services.

What would happen to the buildings that might be closed as a result of moving services?

Buildings that are declared surplus will either be disposed of by the council as part of its asset disposal programme or be made available to voluntary and community organisations under the council's Asset Transfer Strategy.

How will Community Hubs impact on existing community associations and community groups?

There is no 'one size fits all' model for a Community Hub in any given area. As part of the design of each hub, full consideration has been given to existing community associations in each vicinity. In addition, there is scope in the design of hubs for community associations to take on increased responsibilities. Conversely, where community associations have limited capacity and no appetite to take on more responsibilities, the hub will rely more on other service providers taking on those responsibilities.

Who will make the final decisions on where Community Hubs will be located?

All final decisions will be made by the elected members of Wolverhampton City Council's Cabinet in line with the council's Constitution. Any such decisions will only be made after full and careful consideration of the responses to this consultation exercise, taking into account an analysis of all the equalities, legal and financial implications of any such decisions.

What services/buildings will close as a result of opening the Community Hubs?

The purpose of the Council's proposed plans for Community Hubs is to protect and improve the services it provides, and to do so by recognising what people want and need in their communities, and, where possible, organising our services to enhance this provision. We are looking to do this in partnership with communities, voluntary, private sector and public sector agencies.

However, if any buildings do not fit with the vision to provide services as efficiently and cost-effectively as possible, they will be closed.

How can I contribute my ideas to the council's proposals, for example about which buildings might make good Community Hubs?

The council has designed a questionnaire, attached at the end of this consultation document, to help you make your views known. Please complete and return it to us as soon as possible. A copy of the questionnaire is available on our website at www.wolverhampton.gov.uk/communityhubs

The council is also working alongside the Local Neighbourhood Partnership (LNP) to conduct 14 neighbourhood-based consultation events. A number of service specific consultation events are also going to take place throughout the summer for example in Libraries and Community Centres. The full details will be widely published and included at the link above.

The proposals for consultation will result in the retention, disposal or transfer of current assets as described below:

<u>LIBRARIES</u>
Ashmore Park: Re-locate library into Youth Centre (Youth Centre building re-designated as a Community Hub).
Bilston: Library / new Community Service Hub (location to be determined).
Blakenhall: Further develop new library.
Collingwood: Option : Create a self-service library as part of a community facility or organisation (location to be determined as part of consultation).
East Park: Re-locate library into Eastfield Community Centre (Community Centre building re-designated as a Community Hub).
Finchfield: <u>Option 1:</u> Relocate library into Bradmore Community Centre (Community Centre building re-designated as a Community Hub); <u>or</u> <u>Option 2:</u> Refurbish/extend Finchfield Library to provide flexible accommodation for community activities and possibly outreach Children's Centre services.
Long Knowle: Library remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre.
Low Hill: <u>Option 1:</u> Relocate library into Low Hill Community Centre (Community Centre building re-designated as a Community Hub) <u>or</u> <u>Option 2:</u> Extensive re-modelling of site to incorporate library, community centre, youth and Children's Centre provision on one single site.

<p>Pendeford:</p> <p>Library remains in current location (Pendeford/Priory Green buildings re-designated as a Community Hub).</p>
<p>Penn:</p> <p><u>Option 1</u>: Relocate Library to Warstones Community Service Hub and provide a new enhanced service from Warstones Community Service Hub (location to be determined);</p> <p>Or</p> <p><u>Option 2</u>: Consideration of Penn Library as part of Penn / Penn Fields Community Hub</p>
<p>Spring Vale:</p> <p>Library to merge with Education Library service, delivered from Parkfields Community Hub.</p>
<p>Tettenhall:</p> <p>Library remains in current location. Consideration to be given to expand community activities</p>
<p>Warstones:</p> <p>Library to merge with Penn Library and provide a new enhanced service from Warstones Community Service Hub (location to be determined).</p>
<p>Wednesfield:</p> <p>Library remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre.</p>
<p>Whitmore Reans:</p> <p><u>Option 1</u>: Re-locate library into Dunstall Community Centre (Community Centre building re-designated as a Community Hub);</p> <p style="text-align: center;"><u>or</u></p> <p><u>Option 2</u>: Explore options of creating new Community Hub in Whitmore Reans area and re-locate library into it.</p>

<u>YOUTH CENTRES</u>
Ashmore Park: Youth Centre building re-designated as a Community Hub, offering enhanced youth, community and library services.
Bushbury Youth: Retain building and continue to deliver youth service.
Duke St: Retain building and continue to deliver youth service.
Dunstall Youth: Youth service will continue to be delivered from within the existing building/Community Hub
Epic Youth Café: Retain building and continue to deliver youth service.
The Gorge: Retain building and continue to deliver youth service.
Graiseley Youth: Retain building and continue to deliver youth service.
Low Hill Youth: Dispose of building* and re-locate service into Low Hill Community Centre.
Mirage Youth: Dispose of building* and re-locate service (facility to be confirmed).
Oakley Buckley: Withdraw from leasing arrangement and provide service from the new Community Service Hub within the South West locality.
Park Village: Retain building and continue to deliver youth service.
Rocket Pool : Retain building and continue to deliver youth service.
Springfield Youth: Retain building and continue to deliver youth service.

* Consideration of asset transfer depending on community interest or demand

<u>COMMUNITY CENTRES</u>
<p>All Saints:</p> <p>Transfer centre to ASAN and safeguard existing provision as a condition of transfer.</p>
<p>Ashmore Park:</p> <p><u>Option 1:</u> Move Library and Community Centre to Youth Centre and make more flexible use of site. Create a Community Hub which includes an information centre. Dispose of existing Community Centre;</p> <p style="text-align: center;"><u>or</u></p> <p><u>Option 2:</u> Re-designate Youth Centre as Community Hub and re-locate Library to Community Hub. Develop greater links with existing Community Centre.</p>
<p>Bilston Community Centre:</p> <p>Retain building until such time a Community Service Hub is established and then consider for asset transfer / disposal or for other uses.</p>
<p>Blakenhall Community & Healthy Living Centre:</p> <p>Retain building and continue to deliver library service and Adult Social Care provision as part of a Community Hub.</p>
<p>Bradmore:</p> <p><u>Option 1:</u> Retain and invest in site to include library provision and improved car parking as part of a re-designated Community Hub.</p> <p><u>Option 2:</u> Retain as existing Community Centre and refurbish Finchfield library to provide flexible accommodation for community activities and possible outreach Children's Centre</p>
<p>Daisy Bank:</p> <p>Dispose of site and re-locate provision to Lower Bradley Community Centre.</p>
<p>Dovecotes:</p> <p>Transfer asset to new service provider and safeguard existing community provision.</p>
<p>Dunstall:</p> <p><u>Option 1:</u> Retain and enhance building to provide existing services and inclusion of library provision. Re-designate as a Community Hub.</p> <p><u>Option 2:</u> Review Community provision as part of an appraisal on Whitmore Reans</p>

<p>Eastfield:</p> <p>Retain and enhance building to develop closer links with neighbouring services. Re-designate as a Community Hub.</p>
<p>Fordhouses and Oxley Community Centre:</p> <p>Retain existing services within recently developed building.</p>
<p>Heath Town;</p> <p>Retain building until such time that a community service hub is established within the area and then decommission building.</p>
<p>Lanesfield:</p> <p>Decommission building and redirect provision to Hilton Hall with Grant Aid support to safeguard existing provision.</p>
<p>Long Knowle:</p> <p>Building re-configured to provide a single entrance to an information point, library and community centre and re-designated as a Community Hub.</p>
<p>Lower Bradley:</p> <p>Retain and invest in building and absorb provision from Daisy Bank and Lunt closures. Re-designate as a Community Hub.</p>
<p>Low Hill:-</p> <p><u>Option 1</u>: Re-locate library into Low Hill Community Centre (Community Centre building re-designated as a Community Hub);</p> <p style="text-align: center;"><u>Or</u></p> <p><u>Option 2</u>: Extensive re-modelling of site to incorporate library, community centre, youth and Children's Centre provision on one single site.</p>
<p>Lunt Community Centre:</p> <p>Decommission site and either redirect provision to Lower Bradley Community Hub or consider asset transfer to community group or organisation .</p>
<p>Portobello:</p> <p>Decommission site and re-locate to provision to Eastfield Community Hub.</p>
<p>Priory Green:</p> <p>Retain building as part of wider Community Hub giving management responsibility to neighbouring school.</p>

<p>St Chads:</p> <p>Retain building with existing services</p>
<p>Tettenhall Institute:</p> <p>Retain building with existing services.</p>
<p>Wednesfield:</p> <p>Community provision remains in current location. Building re-configured to provide a single entrance to an information point, library and community centre. Re-designate as a Community Hub.</p>
<p>Woodcross:</p> <p>Transfer asset to school and safeguard existing community provision.</p>

Further information

To ensure all members of the public are able to participate in the consultation, this consultation document can be made available, on request, in different languages and other formats, for example, large print and Braille. Please call 01902 554286.

CONSULTATION QUESTIONNAIRE

This consultation questionnaire is your opportunity to shape the proposals for the Community Hubs. You can complete it here and return in the prepaid envelope provided by 18 September. Alternatively, you can complete it on-line at www.wolverhampton.gov.uk/communityhubs

The public's views will be compiled into a report for consideration by the city council's Cabinet who will make the final decision later this year.

If you would like more information about the proposals or to take part in a public meeting, you can contact City Direct on 01902 551155 or go to www.wolverhampton.gov.uk/communityhubs for more details.

QUESTIONS

Thinking about the council's vision for Community Hubs, to what extent do you agree or disagree with the following statements?

Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree Don't know

I would like to be able to use services in my local area rather than travelling all over the city

I don't like the idea of having to use new technology to access services

I think it's a good idea to have a range of services all in the same building

There won't be enough large hubs to make a difference to the way services are delivered in the city

Community Hubs seem like a much more efficient use of resources locally

The small hubs don't sound any different to what is in place now in libraries

I would like to have more say about the services provided in Community Hubs

There is not enough detail for me to know if it's a good idea

Community Hubs are all about cutting back on services

The council's plans provide a fair and even spread of locations for Community Hubs across the city

The council's plans represent a good way of meeting the needs of local communities in the city

Thinking about the services which might be available in Community Service Hubs and Community Hubs, which of the following do you and your family use now and which might you and your family use in the future? (Tick all that apply)

	Use now	Use in future
Health services (please say which).....		
Police/Community safety		
Youth services		
Housing services		
Employment advice		
Adult Social Care services		
Children and family services		
Services for older people		
Specific council services (please say which)		
Information services		
Citizens Advice		
Voluntary groups/services (please say which)		
Other services (please say which)		

Thinking about what facilities might be available in Community Hubs, which of the following do you and your family use now and which might you and your family use in a Community Hub in the future? (Tick all that apply)

	Use now	Use in future
Information services (signposting to range of services)		
Library		
Community Centre		
Crèche		
Gym		
Meeting rooms		
Café		
Access to the internet		
Other (please say)		

In the consultation document (starting on page 7) it sets out proposals for Community Hubs in local areas. From the following proposals, please say which option you prefer.

	Option 1	Option 2	Don't know/ No opinion
Ashmore Park Community Hub			
Low Hill Community Hub			
Eastfield Community Hub			
Blakenhall Community Healthy Living and Community Centre			
Bradmore/Finchfield Community Hub			
Dunstall/Whitmore Reans Community Hub			

Do you have any concerns about the Community Hubs vision or proposals? (Please say)

Other than the buildings outlined in the Community Hubs proposals, are there any other buildings or locations you can think of which would be suitable as a Community Hub? (please say)

Do you have any comments about the suggested changes to current buildings as outlined on page 15 of the consultation document? (please say)

Have you any other views or suggestions about the proposed Community Service Hub and Community Hub sites named in your local neighbourhood area, your wider constituency area, or across the city? (please say)

DRAFT

Your Ideas

We've set aside space here for Community Groups to propose alternative ideas and suggestions

DRAFT

About you

The following set of questions will better help us to understand your answers. All of your responses are anonymous and confidential and you will not be identified by any of your responses.

Which local area/neighbourhood do you live in? (please say)

What is your age?

- 15 yrs and under
- 16-24 yrs
- 25-44 yrs
- 45-59 yrs
- 60-74 yrs
- 75 yrs or older

Gender?

- Male
- Female

Do you consider yourself disabled?

- Yes
- No

From the following, which best describes your ethnicity?

White British
White Irish
White Other

Asian/British Asian: Indian
Asian/British Asian: Pakistani
Asian/British Asian: Bangladeshi
Asian Other

Mixed: White and Black Caribbean
Mixed: White and Asian
Mixed: White and Black African
Mixed Other

Black/Black British: Caribbean
Black/Black British: African
Black Other

Chinese
Other (please say)

Which one of these activities best describes what you do at present? (Please tick one only)

Working
Unemployed and available to work
Permanently sick and disabled
Looking after the home
Studying
Other (please say)

Do you have any children living with you? (0-17 years)

Yes
No

Like to find out more or be involved further?

Please fill in your contact details below.

This information will be kept in the strictest confidence and only used for getting back in touch with you.

Name
Address
Post Code
E-mail Address
Telephone Number
Mobile Number

Thank you for your time