

MEETING:	Cabinet
MEETING DATE:	18 December 2014
TITLE OF REPORT:	Establishing a wellbeing centre in Kington
REPORT BY:	Head of community and customer services

Classification

Open

Key Decision

This is not a key decision.

Wards Affected

Kington.

Purpose

To seek approval to establish a well-being centre in Kington, based at the current customer services centre and library, incorporating current services whilst co-ordinating preventative health provision for residents of Kington and the surrounding area.

Recommendations

THAT:

- (a) a wellbeing centre is established in Kington at the current customer services and library from a combination of funding from customer services and health prevention from April 2015; and**
- (b) £78,000 capital funding is allocated to improve the facilities at the centre.**

Alternative Options

1 The alternative options are listed in detail in “Kington Service Study Report” (appendix one). In summary these are:

- Do nothing – this would result in the closure of the centre as the budget savings agreed in January 2014 for customer services would not cover current running costs.

- The centre sold on the open market – this would create a capital receipt for Herefordshire Council, but would mean withdrawal of the service.
- Community asset transfer – this would mean the asset transferred to representatives of the community to run as a benefit to the community (not necessarily as a library, as long as there was demonstration of community benefit).
- Community asset and devolved service – this would mean the centre being run by community representatives as a library / customer service centre.

Reasons for Recommendations

- 2 The recommendation would enable the customer service and library functions to be retained in the town, whilst improving access to wider health and wellbeing services for residents of Kington and the surrounding area.

Key Considerations

- 3 On 23 January 2014, Cabinet agreed a programme of transformation for customer services and front-line delivery of libraries. This included creating savings of £424,000. For Kington the proposal was:

“Aim to achieve by April 2015: to seek a co-tenant that would cover the costs of staffing or become a community operated library working in tandem with the town council on any future plans”.

- 4 From the total expenditure of running the Kington centre of £55,649, a saving of £30,000 would be made (equivalent to the expenditure on staffing, with the remaining expenditure spent on running the building).
- 5 Whilst community libraries have been successfully implemented in Weobley, Colwall and Leintwardine using different models, these do not have the same level of annual visitor numbers as Kington which has 36,227. Also, there is not an established friends group which would be an obvious starting point for a devolved service, and whilst Kington Town Council is very proactive they have already taken-on an ambitious programme of community asset transfers.
- 6 Therefore, establishing a community library for April 2015 was uncertain and unlikely, narrowing future options. As a consequence a study was undertaken to look at options for the centre. The potential of the study was discussed with town council representatives with the suggestion and agreement to widen the study to understand the local delivery of public services and the role of the voluntary sector.
- 7 Impact Consultancy and Research conducted the research and study which focused on grass-roots discussion with service providers in Kington and the surrounding areas. The findings and recommendations of the study are contained within appendix one (Kington Service Study Report).
- 8 The main points to emerge from the research and study was that there are key health factors present in Kington and the surrounding areas that would benefit from preventative health measures. The study found that though there is provision covering health and wellbeing locally, this could benefit from enhanced co-ordination involving different service providers. The current customer service and library

functions are well regarded in Kington and the centre itself is considered an important gateway to public services / a safe place to visit. There are opportunities for cross delivery of services at the centre that can cater for different ages and interests. This would be separate from the GP provision, but the centre could compliment the work of GP service.

- 9 There is also opportunity to maximise the interest and availability of technologies. This includes use of the public access computers to access information, employment opportunities and basic training to compliment the work of local provision including activity provided by MAP. Also, live link to advice and health providers, and early discussions are taking place with West Mercia Police to provide live links to courts and the police station.
- 10 Fundamentally, a host of public services can be accessed via a single centre operating as a gateway to functions provided by adults and wellbeing services, children services and customer services as well as wider services from the health and voluntary sector.
- 11 Though not a new concept that libraries offer a range of public services (this already happens in the market town sites in Herefordshire), and not a new concept that public health operates from libraries, this is a new concept for Herefordshire and the scale in terms of a totally integrated site is new. Therefore, though there is general willingness from partners for the concept, the first year funding via public health will be used to enable and “kick-start” the project.
- 12 The Kington model will be a prototype for the delivery of wellbeing hubs in different parts of the county – and though the concept will be the same, the design will be dependent on local factors and opportunities.

Community Impact

- 13 The concept of the wellbeing centre is to create a gateway to a range of services, a single point of access for different functions at one site at one time. Therefore the centre has been designed to make the community and customer experience the first consideration.
- 14 The focus is on prevention, which will aim to capture health and well-being issues early on so that illness, family issues and difficulties do not escalate into crisis. This will complement the work of other health providers in the area including GP practice.
- 15 Therefore the hub is considered a positive provision for the community and an effective way of using resources to prevent the pull on services when an issue becomes crisis point.
- 16 The Kington Service Study report (appendix one) outlines in more detail the links to regional and national strategy.
- 17 In term of contributions to the Herefordshire Council Corporate Plan, the well-being centre is expected to positively work towards the “people priority” - enable residents to be independent and lead fulfilling lives so that:
 - People are physically and mentally healthy and stay healthy for longer
 - There is increased equality of opportunity and access, to reduce inequality in health & wellbeing outcomes

- People are able to take more responsibility for themselves (includes making healthy choices & focus on prevention)
- People are active in their communities and look out for the more vulnerable so they can live independently
- Public services are prioritised to support those in need of services to maintain their independence or stay safe.

Equality and Human Rights

- 18 For the 23 January 2014 Cabinet report, which was concerned with the changes within customer services, a detailed impact assessment was completed. The findings demonstrated that of all the protected characteristics, issues of age and disability would be affected by the proposed changes. In addition, Herefordshire by its demographics and geographics is affected by issues of poverty and rurality. These are included in the assessment below.

Protective characteristic and possible impacts	Mitigation
Pregnancy and maternity <ul style="list-style-type: none"> • Access services, specifically a combination of services 	<ul style="list-style-type: none"> • To include family support services • Live link to health providers and advice services • Access to information
Age – Children <ul style="list-style-type: none"> • Young children benefit from a library service in terms of their reading and education attainment • Families in crisis affecting children’s prospects and development Age – Older <ul style="list-style-type: none"> • Impact study found high use of library service by 65+ years • Less likely to use the internet to access services • At risk of isolation 	<ul style="list-style-type: none"> • Continuation with the library • Provision of additional public access PCs • Potential for homework club • Children’s activity at the centre via children’s services • Staff trained to recognise safe-guarding issues • Provision of multi-services at one site to support families • Access to preventative health care • Clubs and activities at the centre • Guided internet use and basic training • Opportunities for volunteering
Disability <ul style="list-style-type: none"> • Less likely to use the internet • Isolation and mobility challenges • Use of services such as talking books • Multiple disabilities need to be considered 	<ul style="list-style-type: none"> • Less need to travel to access services, including live link provision • Continuation of the library provision e.g. talking books • Guided use of the internet and basic training • Clubs and activities • Opportunities for volunteering • Preventative health programmes • Access to health and well-being information
Other protected characteristics: sex, race, marriage and civil partnership, religion or belief, sexual orientation	The wellbeing centre will have a combination of open access services, referrals and clubs

<p>Poverty</p> <ul style="list-style-type: none"> • Less likely to afford a computer and access to the internet • Higher use of public access PCs • Less funds available to spend on travel • Combined factor of being in crisis 	<ul style="list-style-type: none"> • Free use of public access PCs • Basic training on internet use • Less need to travel to access services (included a retained library and customer services function) • Where possible address a combination of issues before they escalate
<p>Rural</p> <ul style="list-style-type: none"> • Access to services locally • Reduced options for public transport • Combined factor with poverty, disability and age to create isolation 	<ul style="list-style-type: none"> • Retain services locally (including customer services and library functions) • Less need to travel, including live link provision

Financial Implications

19 Appendix one indicates the level of revenue funding estimated to operate the centre:

Expenditure	£
Centre coordinator (one member of staff)	35,640
Centre support worker (two part-time members of staff)	35,500
Project budget	20,000
Promotional / marketing budget	10,000
Centre running costs	35,000
Total	136,140
Income	
Customer services	25,000
Herefordshire Council (children's services) (proposed annual fee, based on current costs)	960
Public health	100,000
Local funding / hires / earned income	10,180
Total	136,140

20 The study suggests generating local contributions and earned income via:

- Room and facility hire charges
- Health and social care sector resources
- Kington Town Council (precept)
- Fundraising generated by Friends of Kington Centre
- External grant funding for project based activity e.g. Carnegie Trust

21 The funding from public health is for a year to enable the project to commence from 1 April 2015. During that year, funding from other partners and users of the centre will be confirmed. Also during the year, discussions will continue with the town council in terms of its longer term involvement in the operation of the centre.

- 22 It is envisaged that the Kington wellbeing centre could aid preventative and early interventions, reducing costs to health budgets in the long term and improving wider health outcomes and quality of life for local people. Herefordshire Council has been given a ring-fenced public health budget and responsibility for public health when the service transferred from the NHS to local authorities in April 2013. From April 2015, public health services for under fives, including family nurse partnerships and health visiting will also become their responsibility. This will enable public health services for 0-19 year old to be joined up. Some of these interventions are mandatory, but many are discretionary.
- 23 In addition to revenue funding, £78,000 to be spent on capital funding to include:
- Reallocation / refit of current customer services area as possible storage space for use by the children's centre services
 - Removal of front desk and replacement with a smaller self-service counter
 - Mobile reception pod / desk
 - Creation of 'quick use' PC area on ground floor
 - Installation of a 'hot phone' system to provide direct access to key council service providers
 - Creation of 'buggy park' area on ground floor
 - Soundproofing of therapy room, small meeting room and live link
 - Separation of therapy room from the rest of library (use of back stairwell)
 - Creation of additional flexible meeting space on first floor
 - Installation of external key pads / swipe system in order to enable access to the building outside of public opening hours
 - Creation of private PC areas either through use of screening or purchase of 'reading pods'
 - Purchase of live link equipment.

Legal Implications

- 24 Section 12 of the Health and Social Care Act 2012 places the council under a statutory duty to 'take such steps as it considers appropriate for improving the health of the people' in Herefordshire. The establishment of the Kington well being centre is clearly within the scope of this duty.
- 25 In addition, the retention of a library facility within the well being centre will contribute towards the council meeting its duty, under section 7 of the Public Libraries and Museums Act 1964, to provide a 'comprehensive and efficient library service.'

Risk Management

- 25 The risks below are general considerations in the delivery of change and rated after mitigation.

Risk No.	Risk	Mitigation	Likely rating	Impact rating
1	Non participation from different services to provide a range of opportunities for customers.	Partners have been involved in the study to date; a requirement to participate will be part of any future agreements.	3	4

2	No funding beyond a year.	Support with fund-raising and co-ordination of budgets.	3	4
3	Lower than anticipated use by residents.	Raise awareness and run local campaigns.	3	4
4	Local funding not achieved.	Support establishment of a friends group; promote the centre for hire; need to reduce activity if funding not forthcoming.	3	3
5	Unable to sustain the centre in the long term.	Funding secured for 12 months. Demonstrate its value and explore new methods of funding. The building improvement to be made in a way that will be useful for any future use.	3	3

Key

LIKELIHOOD	IMPACT
5 Certain	5 Catastrophic
4 Likely	4 Major
3 Possible	3 Moderate
2 Unlikely	2 Minor
1 Rare	1 Insignificant

Consultees

- 26 Appendix one for list of consultees.
- 27 Open day findings (appendix two).
- 28 Briefing shared with ward members for the areas of Kington Town; Pembridge and Lyonshall with Titley; Castle Ward; and Chairman of Overview and Scrutiny.

Appendices

Appendix one: Kington service Study Report.

Appendix two: Summary of public consultation drop-in.

Background Papers

- Money Well Spent, Local Government Association.