

Meeting: Culture & Leisure Sub-Committee

Date: 27th September 2016

Title: Community Hubs

Author: Mark Longstaff and Mark Jupp

Tel: 0191 643 8089 / 5332

Service: Commissioning & Investment and
Commercial & Business Redesign

Wards affected: All

1. Purpose of Report

To provide the Culture and Leisure Sub-Committee with an overview and update on the approach to developing our “Community Hubs” strategy and how existing community-based facilities can be re-shaped to better support the Creating a Brighter Future priorities and the move towards the Target Operating Model.

2. Recommendations

The Sub-Committee is recommended to note the covering report and attached presentation, provide feedback on progress so far, and consider whether the committee wishes to pursue an examination of the developing model.

3. Details

The Target Operating Model (TOM) describes delivering face-to-face services to customers via “Community Hubs”. Community Hubs are a key element of the Council’s approach to increasing levels of citizen interaction that are delivered through self-service and self-management, developing a locality-based service offer, and providing universal services through core facilities.

A cross-service project group has been set up to define more widely what we think the customer offer and experience will be in the Hubs.

The attached presentation provides an overview of the work to date and planned next steps.

4. Background Information

None.

5. Appendices (if any)

See attached presentation.