

Community Hub: South Ockendon Pathfinder - operational vision and delivery strategy [Draft v4]									
<b>Core purpose and outcomes</b>	A local delivery vehicle, operating as a joint venture partnership between voluntary and statutory bodies, set up for the purpose of: <ul style="list-style-type: none"> <li>• Enabling and facilitating more resourceful and resilient communities</li> <li>• Developing and mobilising local resources and solutions to achieve locally determined priorities</li> <li>• Providing a focal point for:                             <ul style="list-style-type: none"> <li>- Improving accessibility, tailoring and integrating of information, advice and guidance across all sectors</li> <li>- The integration of early intervention and prevention support to avoid people at risk requiring costly health and social care services</li> <li>- A transformation in the flexible working and efficiency of Council services</li> </ul> </li> </ul>								
<b>Delivered through</b>	New governance model	New relationships and roles	Unique identity and brand	Sustainable 5yr financial plan	Dedicated Hub Manager	Culture of self-support and reliance	Transformed services for local customers	Enabling delivery of operational efficiencies	Purpose designed facility
<b>Features</b>	Operated as an arm's length organisation. Risks and benefits managed through a Community Interest Company (CIC) model. Management board driving cultural change in perceptions of roles. Transition plan to manage change. Rolling programme of locally determined priorities. Ensure long-term future of venture beyond short-term changes in political leadership.	Council and Community (inc local voluntary sector groups) work as equal operating partners in the new venture. Working together through the CIC governance board to determine and shape new roles needed to ensure hub model is successful. Establishing what the community can decide and which resources will be at their disposal. <p><b>Community role</b> focused: on connecting people with resources across all sectors.</p> <p><b>Council role</b> focused on; retained statutory responsibilities, commissioning more and providing less directly,</p>	Designed around the customer experience. A shared story of what the hub is about. Name for the new venture and facility that represents the vision and purpose for Ockendon and not a generic title of 'community hub'. Stronger together theme. The hub as a 'market place' for hosting local information, guidance and support – where people meet and come together to learn how they can support their needs	Hub is financially viable through a mixed economy of income streams. Financial guarantees plan from the council to ensure start up success. Selected h budgets transferred into Hub. Inward investment plan achieved through attracting Social impact bonds and Big Lottery funding. Income generation options developed, included franchise model and fee income streams. Potential for physical assets transferred into CIC for management through the new venture.	Employed by CIC. Responsible for delivery of a three year rolling business plan (including P&L). Accountable to the management board. Focused on commissioning and co-ordinating (franchised) service offerings that are tailored to meet local needs. Detailed knowledge of locality. Trusted by local groups and residents. Routine use of neighbourhood profiles and engagement with local residents. Strong community and customer service ethos.	Local people, who know how to access support, can do more themselves without relying on statutory provision. Focusing on informing and enabling activities within the hub. Connecting people to people. Developing support networks and teams of trained volunteers – who operate as 'place makers'.	A 'market place' for local information, guidance and support – where people meet and come together to learn how they can support their needs. Accessibility to more information and transactions via self-service / assisted self-service over the web. <p><b>Phase 1:</b> Drop in / initial contact triage. Learning resources (Library), housing advice, voluntary sector advice, specialist surgeries and clinics operating under one roof. All hub services co-ordinated and managed through hub manager and small core team. All services delivered within one approach, one brand.</p>	<ul style="list-style-type: none"> <li>• Social care early intervention and prevention savings £300k 13/14)</li> <li>• Service reconfiguration - Libraries £50k (13/14)</li> <li>• Service reconfiguration - Housing £tbck</li> <li>• Community Health prevention: of hospital admissions £tbck</li> </ul>	Flexible and modern design to enable flow and integration between areas and services. A single place for different services to be offered from. Opening hours to suit needs of local people.
<b>Benefits</b>	Practical delivery of localism agenda.	Co-production of new roles and relationships. Not done to community.	New brand embedding culture local ownership and decision making.	Demonstrates the self-supporting viability of the new venture (over time).	Ensure hub is managed to an agreed plan and service offers are consistent and integrated.	Managing down demand for statutory support. Local people better able to live independent lives.	Local people get better, quicker and easier access to more information and transactions from a single facility.	Focal point for quicker and easier realisation of savings.	One roof facility designed around customer needs.