

Annex B

Community Hub Scrutiny Review Recommendation Update - Points a-g

	Recommendations	Updates
a.	The ability to support on a range of issues and not just one. Residents who make use of community hubs for a particular issue often have multiple complex needs.	Community Hubs in York are bespoke to the need the local area and the capacity of CYC and partners to offer general and targeted advice. A hub by its nature offers an ideal space for community outreach activities. Community Officers, Local Area Coordinators, Housing Management Officers, and Voluntary and Community partners are amongst those working through Community Hubs. Community Hubs are represented on the Advice York Network so that the most can be made of opportunities for linking services to spaces for outreach delivery.
b.	A clear desire to help people but also tackle the source of problems, not just the symptoms.	Aligned to the Local Area Coordination ethos of walking alongside people to support them to lead their best life, the Community Hub approach in York encourages a holistic approach to building support within the community and encourages individuals to build their network of contacts locally, identify a trusted place to go and therefore increase their own their own resilience.
c.	An opportunity to bring communities together whilst providing safe spaces for residents with sensitive issues.	This is at the very heart of the York approach offering a safe trusted space which attracts people to come together to feel supported within their communities and through that trust identify and support residents with sensitive issues.
d.	A volunteer base to help with capacity and provision.	Alongside the development of the approach York CVS has been supported to develop and deliver the Volunteering Centre. Volunteers and paid workers representing Community hubs and food projects come together through the newly established Good Place Network which facilitates the sharing of information and good practice and encourages peer support.
e.	Almost all the community hubs spoken to had at least some paid staff. This seemed to be a key element to a lot of provision.	There is a mixed model in York currently with the majority operating on a voluntary basis without paid staff. There are exceptions e.g., Foxwood Community Centre Management Committee have a paid worker to deliver their Community Hub offer.

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f.	A clear means of income generation; whether that be through council grant, national lottery funding or in some cases it was Page 68 found that a building lent to a community hub on a long-term lease gave that organisation the ability to rent out space to generate income. It was clear that without a suitable funding model these community hubs would fail.	There are different examples of income generation supporting a Community Hub approach across the York. There are established community hubs operating out of CYC owned Community Centres which are managed and run by voluntary management committees. Some community hubs operate in rented accommodation although often the management of venues are supportive of the hub approach. Other community hubs are run in community owned venues and have the scope to offset support activities. Some community hubs have a pay as you feel food offer which can generate sufficient income to cover costs e.g. Red Tower operate a pay as you feel food and refreshments offer and through this make the most of their historical interest and location making their offer open to tourists walking the city walls alongside the local community.
g.	A clear method of community consultation to generate community buy-in and identify community need.	York's Community Operating Model maximises our relationships through a variety of community development resources, teams and strengths based practice. Community Hubs are embedded within their communities and are a route for community voice.