

Community Hubs

Project Sponsor: Mike Davey

Project Support Officer: Katja Nielsen

E-mail: Communityhubs@cambridgeshire.gov.uk



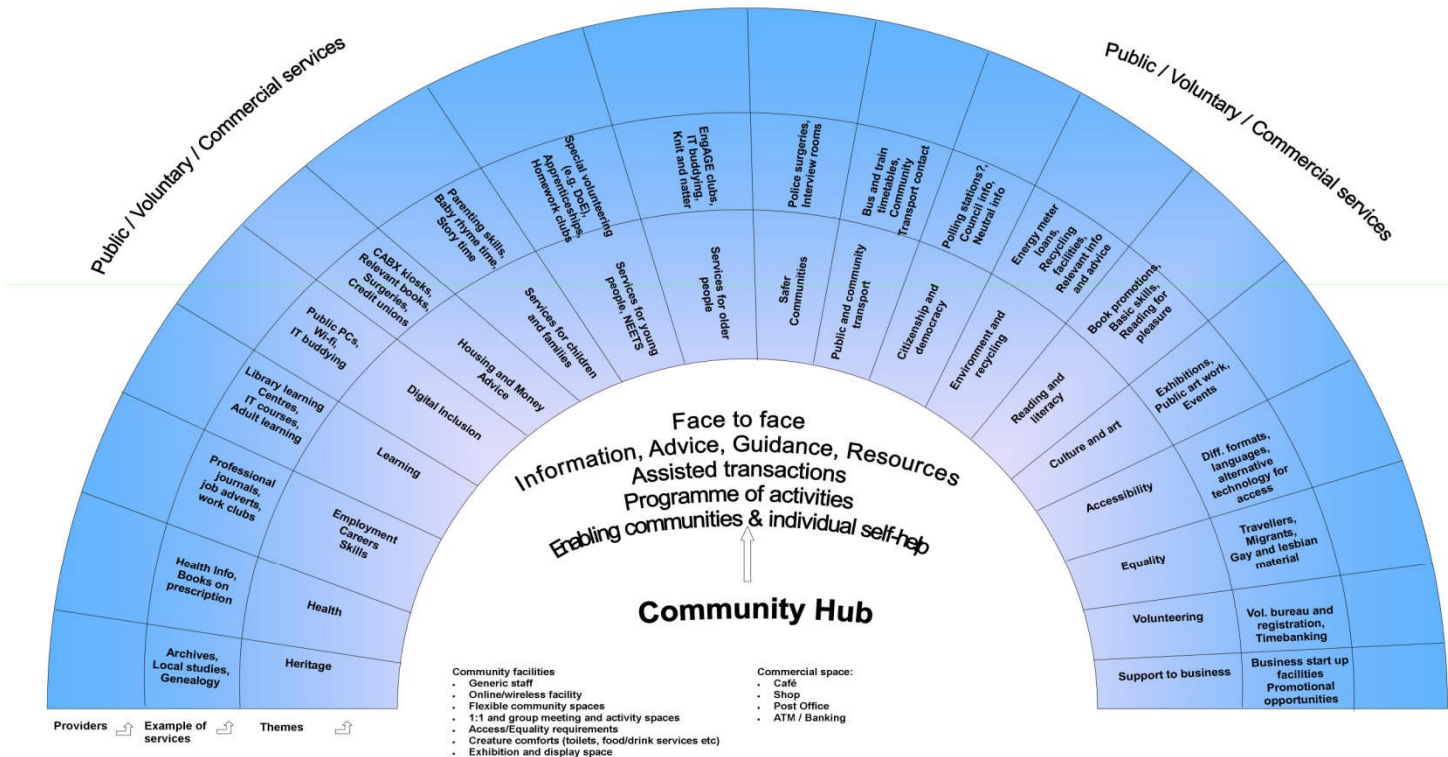
Community Hub Vision

- **Our vision is that a Community Hub will be a place in a local area where residents can go to access information, advice and guidance about a wide range of topics and services. Staff will also be available to teach customers how to submit online forms and make electronic payments** (*improved access to council services locally and helping customers access information online*)
- **The core of the hub offer will usually be the Library Service and the Hub will often be located in library buildings. However, there can be more than one hub in an area and other buildings may be more suitable** (*using a well-known customer access point and maximising the use of existing local assets*)

Community Hub Vision

- **We will actively promote co-location and shared premises with other public sector partners or with voluntary or private sector organisations** (*making assets count and creating sustainable hubs*)
- **We see local people and businesses as partners in this approach, and we would like to give them the ability to shape the hub and have a say in its management and governance** (*localism, volunteering, commercialisation*)

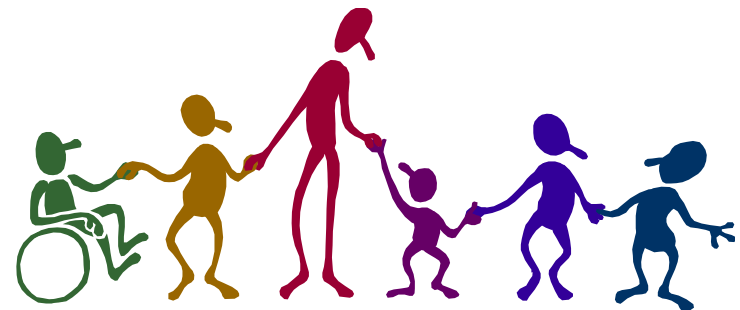
Community Hub vision



Community Hubs

Benefits to service providers:

- More customers through the door
- Less lone working for staff
- Can join up marketing and promotional activities
- Can share resources (people, equipment, events)



Community Hubs

Benefits to customers:

- **More things on offer and easy access to other services**
- **Better experience of visit**
- **Save a journey**
- **Single point of access to CCC and other public sector services**

Community Hubs

Four community hub models:

- **The cluster** — a network of organisations who join up promotional activities and signpost to each other
- **County Council hosts the hub**
- **Parish Council hosts the hub**
- **Independent Trust / Charity hosts the hub**

We welcome suggestions on other models!