

HOMES & COMMUNITIES COMMITTEE

11 JUNE 2018

OLLERTON PUBLIC SERVICES HUB UPDATE REPORT

1.0 Purpose of Report

- 1.1 The purpose of this report is to update Members on the ongoing developments of the Public Services Hub in Ollerton.

2.0 Background Information

- 2.1 As well as moving to the Castle House, the council are committed to improving the delivery of council services in Ollerton in recognition of both customer demand and need from this area.
- 2.2 In January 2014, the council in conjunction with the DWP, Dukeries Community College and Ollerton and Boughton Town Council (OBTC), commenced delivery of a joint service from Ollerton and Boughton Town Hall. Initially this service operated for one day a week but due to the demand for the service, in April 2017 this increased to two days a week.
- 2.3 This service is very popular and clearly demonstrates a requirement for an enhanced service in Ollerton. There is a limited public transport service from Ollerton to Newark and this together with the increased complexity of the queries received proves why a face to face provision in Ollerton is important. Additionally Universal Credit goes live in Mansfield in September 2018. Ollerton and the surrounding areas are served by the Mansfield Job Centre which will result in an increase in the number of customers accessing the service in Ollerton.
- 2.4 The Cabinet Office have established the One Public Estate (OPE) programme which is a pioneering initiative providing practical support and funding to councils to deliver ambitious property focused programmes in collaboration with central government and other public sector partners.
- 2.5 The terms of OPE dictate that the council have to be the lead authority for this project. As the majority of the study is related to health, the CCG are the most heavily involved partner in the study. The council's role is to facilitate and to be able to access funding.
- 2.6 A bid was submitted by the council to the OPE for funding to support a feasibility study to investigate the creation of a public services hub in Ollerton. This bid was successful and the council was awarded £50,000 for the procurement of consultants to carry out the feasibility study. Arcadis have been recruited to carry out this feasibility study.

3.0 Current Situation

- 3.1 Ongoing discussions are taking place with Ollerton and Boughton Town Council (OBTC), Newark and Sherwood CCG and other potential partners regarding future customer access in Ollerton and the surrounding area. OBTC, in conjunction with other partners would like to develop a public services hub in Ollerton. The benefits to both local residents and service providers would be significant and include improving accessibility of services for

customers and patients, improved collaborative working across public services and the potential to release other assets in the community to support further regeneration within Ollerton. It would also provide NSDC with a location to deliver an improved customer service function and enable Newark and Sherwood Homes to move from their neighbourhood office on Sycamore Road.

- 3.2 The concept of a number of different organisations being located in one building has been proven with the success of Castle House which has seven organisations delivering a service from it which provides the customer with an efficient and effective joined up service.
- 3.3 The driver for a Public Services Hub in Ollerton is based on concerns that the current health provision in Ollerton does not serve the needs of its residents and will certainly not be able to cope with both the ageing population and projected anticipated growth in population of 32% by 2026. The life expectancy in the west of the district is significantly lower compared to other parts of the district.
- 3.4 The draft objectives of the Public Services Hub have been identified as the following:
 - Accommodate the increase in enquires due to the growth in population
 - Improve health and well-being
 - Reduce the gap in life expectancy
 - Provide equity of access to services across the locality
 - Improve access to healthcare services out of hospital
 - Integrate the provision of health and social care
 - Improve access to public services
 - Make the best use of public sector estate
- 3.5 The development of the hub links to the council's strategic objectives by improving the current provision of the unfit for purpose and limited health services and supports the regeneration of the town centre.
- 3.6 The ongoing dialogue between the council, OBTC and the CCG has helped to raise the profile within the CCG of the issues with the health provision in Ollerton and the surrounding area. The regeneration of the health provision in Ollerton in order to improve health deprivation is included in the Nottingham and Nottinghamshire Sustainability Transformation Plan.
- 3.7 The feasibility study will identify which services can be delivered from the public services hub and whether the proposed identified site would actually be large enough to accommodate those services together with potential funding options. The enquiry service which the council in conjunction with other partners currently deliver at Ollerton Town Hall would transfer to the public services hub.
- 3.8 Consideration has been given to alternative locations for the hub. However the proposed site is in the ideal location as it is in the town centre, adjacent to retail units, supermarkets and bus stops.

3.9 Arcadis have been working with the CCG and other potential partners to determine their requirements. It has identified that the potential site has the capacity to accommodate the hub. The Feasibility Study which at the time of writing this report is still at the draft stage.

3.10 The Feasibility Study report is structured on the basis of the HM Treasury Five-Case Model which is mandatory for schemes requiring NHS capital funding which this project requires

4.0 Next Steps

4.1 Ongoing discussions are taking place with the CCG in relation to them approving the Feasibility Study report.

4.2 The Acting Chief Executive together with other senior officers of the council is meeting with the Chief Officer and other senior officers from the CCG on 30 May 2018. An update to the outcome of this meeting will be provided to the Members at the committee meeting.

5.0 Equalities Implications

5.1 The Public Services Hub will support the inequalities of the services currently provided in Ollerton and the surrounding area. The legacy impact of the mining industry has resulted in sustained health issues together with lower than average life expectancies.

5.2 If this project develops to a full business case then a detailed equalities impact assessment will be carried out at that stage.

6.0 Impact on Budget/Policy Framework and Comments of Directors

6.1 Ongoing discussions are taking place with the CCG regarding the capital funding of the hub. There are various options to consider including submitting bids to the STP and/or Estates, Transformation and Technology Fund (ETTF) both of which are national funding sources through the CCG. The financial implications for Newark and Sherwood District Council will depend on the successful outcome of the bids.

7.0 RECOMMENDATIONS that:

- (a) the content of the report be noted; and**
- (b) further updates be presented to this Committee.**

Reason for Recommendations

This report is to keep Members informed of the latest position of the development of a Public Services Hub in Ollerton. There are no recommendations requiring action.

For further information please contact Jill Baker on ext. 5810.

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