

HOMES & COMMUNITIES COMMITTEE
10 SEPTEMBER 2018

SHERWOOD PUBLIC SERVICES HUB UPDATE REPORT

1.0 Purpose of Report

- 1.1 The purpose of this report is to update Members on the possible provision of a Public Services Hub in Ollerton and for Members to approve the initial Feasibility Study Report – **Appendix 1.**

2.0 Background Information

- 2.1 The council are committed to improving the delivery of council services across the whole of the district in recognition of both customer demand and need.
- 2.2 In January 2014, the council in conjunction with the DWP, Dukeries Community College and Ollerton & Boughton Town Council (OBTC), commenced delivery of a joint service from Ollerton & 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, supports the case for an enhanced face to face provision in Ollerton. 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 Ongoing discussions are taking place with Ollerton & Boughton Town Council (OBTC), Newark & 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. This could potentially include primary care provision and a new doctor's surgery. 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.
- 2.5 The concept of a number of different organisations being located in one building has been proven with the success of Castle House which has nine organisations (including the council) delivering a service from it which provides the customer with an efficient and effective joined up service. However, if delivered, the hub would differ in scale and purpose in that the principle users of the hub would be health related.

- 2.6 One of the primary drivers 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.
- 2.7 The objectives which underpinned the feasibility study into the possible provision of a Public Services Hub in Ollerton were as follows:
- 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
- 2.8 The development of the hub links to the council's strategic objectives by improving both preventative and primary health provision, the better integration of public services and the regeneration of the town centre.
- 2.9 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.
- 2.10 The terms of OPE dictated that the council were to be the lead authority, commissioning the initial feasibility study although the primary care drivers were to address the health needs of the local community. The council's role going forward is likely therefore to be a facilitating one rather than taking a lead role in the projects delivery. The commitment of the CCG is essential if the health needs of the local community are to be fully addresses through the hub.
- 2.11 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. The contract was awarded to Arcadis to carry out this feasibility study.

3.0 Feasibility Study

- 3.1 The purpose of the feasibility study was to assess the suitability of the preferred site, determine the maximum scale of any development on the site, taking into account planning constraints and establish the requirements of partners who may provide services from the Hub, reflecting future health and social care needs.
- 3.2 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. The five cases are strategic, economic, commercial, financial and management. This approach enables the information provided to be transferred into a NHS first-stage business case format should the project progress to the next stage.

- 3.3 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.
- 3.4 The feasibility study has identified which services could be delivered from the public services hub and whether the preferred 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.
- 3.5 Arcadis have been working with the CCG and other potential partners to determine their requirements. This has identified that the preferred site has the capacity to accommodate the hub. The projected maximum development size of the site is 6,815m². The estimated space for the services identified for inclusion in the Hub is 3,800m². This is based on a high-level assessment and confirms that the accommodation needs of the potential partners could be met on the preferred site. This is a reflection of the requirements of partners at a specific period of time. Should this project progress to a business case then the requirements will be reviewed again at that time to reflect the current requirements of partners.
- 3.6 Consideration has been given to alternative locations for the hub. However, the preferred site is in the ideal location as it is in the town centre, adjacent to retail units, supermarkets and bus stops.
- 3.7 A high-level estimate has been made of the capital costs of developing a Hub on the preferred site. Two scenarios have been costed; the estimated accommodation requirement and the projected maximum possible development. This approach generates an estimated range of the expected capital costs for the Hub based on the information received from stakeholders and planning authorities as shown in 3.6.2 of the Feasibility Study. Based on the estimated space requirement the capital costs, including fit out based on standard NHS guidance is just over £11million.
- 3.8 Discussions continue to take place with the CCG. Although the development of the Ollerton Public Services is consistent with the aims and objectives of the Nottingham and Nottinghamshire Sustainability and Transformation Plan (STP) the CCG have advised that they need further time to examine how it fits in with the CCG's strategic plan. They also need to confirm what the actual service requirements are and that the proposals meet those requirements.
- 3.9 As detailed in the financial case of the feasibility study (section five) there are a number of options available to fund the scheme. These would be considered in detail in the outline business case.

4.0 Next Steps

- 4.1 Should the feasibility study progress to an outline business case at this stage all potential partners will have the opportunity to be involved to consider governance arrangements, financial modelling and identify the risks involved.

- 4.2 In view of the growing demand for health services, the CCG are currently reviewing how and where services are provided. In order to provide the CCG with additional time to undertake a detailed analysis of the feasibility study and ascertain how it links into their strategic aims a further meeting has been arranged for the end of September. At this meeting the CCG will confirm whether they would be prepared to assume a lead role in the project and to put forward a bid through the STP for a second phase of work to fund an outline business case given that the primary drivers of the project relate to the health agenda. Ongoing guidance is being provided by the OPE regarding potential funding options for an outline business case should the project progress to this.
- 4.3 Should the CCG decide not to commit further then there will be the opportunity to consider a scaled down public services hub which could potentially bring together the District and Town Councils together with voluntary sector organisations, the County Council in its preventative role and potentially the police but would not address the health needs of the community. However the CCG's full commitment and support is critical in delivering this wider remit.
- 4.4 As Ollerton & Boughton Town Council is a key partner they have been updated with the progress of the Feasibility Study.
- 4.5 Following approval of the Feasibility Study it will be distributed to key partners.

5.0 Equalities Implications

- 5.1 The provision of a Public Services Hub would 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

- 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 and through the OPE.

7.0 RECOMMENDATIONS that:

- (a) the feasibility study be formally approved; and**
- (b) an update report be brought back a future meeting when the CCG's commitment to the scheme has been clarified.**

Reason for Recommendations

To enable the proposed Sherwood Public Sector Hub to progress to an Outline Business Case providing the CCG agree to progress to this next stage

Background Papers - Nil

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

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