

**North East Health & Social Care Hub
Information Session
Thursday 27th May 2021 from 10.00am – 11.30am**

Introduction

Dominique Harvey, Head of Planning Children's Services & North East Health Social Care Partnership (HSCP) welcomed everyone to another Hub Information Session, and expressed appreciation about both the numbers attending and the wide range of individuals, community groups, voluntary sector representatives, HSCP and NHS staff and partners from Glasgow Life.

Dominique explained that HSCP services in North East Locality are delivered from a number of properties located throughout the area. Many of these properties are no longer fit for purpose because of poor condition, a lack of internal space and internal layouts. The constraints imposed by our existing property infrastructure prevents the creation of new forms of community based care through integration of acute and primary care health services and between health, social care and community services. The new hub will bring together a number of health, social care and community facilities into one dedicated site, making it easier for people to access services.

Both presentations this morning will show why the Hub will form a key part of future service provision by providing fit for purpose and welcoming environment for the local population of the area and workforce, to support shifting the balance of care from hospital to the community.

Presentation: Hub Design and Layout by Gordon Gibb, Hoskins Architects

Gordon listed a range of factors that influenced the Hub design, including the design brief, current policy, statutory guidance and service user feedback.

The HSCP main objective was to increase accommodation capacity and adaptability by creating a Hub for health and social care that brings all the key services - statutory, voluntary and community, under one roof so that citizens can access the right support from the right person at the right time to maximise their outcomes.

The building is designed to be fossil fuel-free very well insulated with triple glazing and roof-mounted photovoltaic panels generating power energy efficient equipment throughout to ensure efficient operational energy use. These measures will make the Hub the most sustainable and energy efficient building in the HSCP property portfolio.

A Travel Plan is currently being developed that will identify a package of measures tailored to the specific needs of the building. It will contain a package of measures and policies developed to encourage use of sustainable transport.

During September 2017, an assessment of the existing Parkhead Health Centre and the other buildings included in this proposal was carried out and facilitated by Health Facilities Scotland. The workshop was attended by staff, management, clinicians and public representatives. A follow-up workshop series was undertaken during October and November 2017 to develop a Design Statement for the new facility. This was facilitated by Architecture & Design Scotland and was attended by broadly the same group of stakeholders.

A programme of public engagement began in March 2017 with a survey of service users carried out over three days at Parkhead Health Centre, Parkhead Social Work office, HSCP Templeton HQ, Tesco and Asda supermarkets and four separate patient service user workshops. There were 3 site visits to recently completed Heath and Social Care Centre facilities attended by Hoskins Architects, local people, community groups, third sector and staff representatives.

We have also used social media methods, such as Twitter to promote the engagement activity, and to ask local people if they wish to send in views on the project. The key themes from the engagement are summarised below.

- The facility, both in relation to the building and grounds, must give an impression of openness, quality, be inviting, and the experience of arriving must be easy, and feel safe and welcoming.
- The entrance must be close to public transport within easy walking distance of bus stops and with ease of access to the building for people with mobility issues.
- Building and grounds zoned to allow out of hours use for local people, community groups and 3rd sector organisations for health promotion activities and support, without requiring whole building to be open and heated or the areas to be accessed through unoccupied parts of the building.
- Library and community café to help combat social isolation and increase the opportunities for community use of the Hub facilities.
- Staff routes around building not separated by department/disciplines, but joined so that staff can meet each other as part of their normal use of the building, with informal spaces to allow impromptu conversations at natural gathering points.
- The location and transport design must ensure that the development of the facility does not negatively impact neighbourhood traffic, particularly during peak times.

Questions and Discussion

Q. Will copies of the presentation be made available?

Yes the presentation will be posted on the HSCP website and the direct link will be sent to all those attending the session.

Q. What is the name of the new Centre?

It has not been decided yet; a number of suggestions will be pulled together and a community consultation exercise will be carried out towards the end of this year, or beginning of next year.

Q. How do we make sure the community is involved in this project long term and be involved and have a continuous say? Especially in evening, how do we support the public to use this?

The building has one front door so this door will be monitored, and this will support security procedures and address any incidents within the building. It has been designed so that full functionality is supported. The building will have a booking system in place for community spaces, which will take into account community group's needs, ease of booking and opening hours. The need for extended opening hours has been taken into account in the design of the heating and ventilation system.

Q. Has there been any consideration around the toilets and the need for adequate supply of female toilets and whether there are gender neutral toilets in the building?

There are toilets on every floor and on the ground floor there is a large Changing Room facility. Every toilet has a WC, wash basin and dryer in its own cubicle so all facilities could potentially be gender neutral, though signage has not yet been discussed. The number of toilets has been calculated on the basis of the building being fully occupied with patients and staff.

Q. Will there be crèche for parents to access whilst they attend appointments?

Various services incorporate planning for crèche facilities - these will be arranged, as required and there are bookable rooms and community spaces to facilitate this.

Q. I know the transport links are very good with regards to buses but the train stations are a bit further away. Is there any talks happening with regards to free transport running from the train stations to the hub?

No specific information about train service, however as part of the overall Hub development, the project team will produce detailed information leaflet on transport links when the building is due to open.

Q. Have we made up our mind on the name for the Hub and how are we going to pick a name for the Hub?

We are planning on having a number of name options which we will put out for community consultation at the beginning of next year, as it's important that the community have ownership over this.

Q. What are your plans of gardening and spaces for the community?

This is currently being discussed in the work stream group. There is potential to create a growing space, though there are mixed opinions on if people would utilise this. If there is a group that can make use of these areas, then this could be considered as part of the community benefits work.

Q. Will there be Translation service located on site for people who don't speak English as their first language?

The HSCP provide a translation services for patients and service users, as required and this will apply to the Hub.

Q. Will you consult with the 3rd sector and Housing Associations?

Yes, there have been challenges around consultation due to pandemic and the shift to online virtual platforms. Going forward, the project team is looking to develop a hybrid model and meet with community groups using a mixture of digital and traditional methods.

Q. Is there Bike storage available?

There will be bike storage available for the staff at the staff entrance of the building, and a general bike store at the main front door and also at the side of the public plaza.

Presentation: Community Benefits by Gary Smithson, Senior Project Development Manager, Hub West Scotland.

Gary outlined how all public sector contracting authorities are required to consider the community benefits for all regulated procurements where the estimated value of the contract/project is equal to or greater than £4 million. Community benefits have contributed to a range of national and local outcomes relating to employability, skills and tackling inequalities. Gary outlined the initiatives that have taken place so far to ensure that the Hub development meets those objectives.

- Education Work Based Learning Programme for pupils - the work with schools has focused on employability outcomes, with the aim of building confidence, supporting skill-building, and building readiness for entering and sustaining employment opportunities.
- Small Business Project - ensuring that the local business community is supported and gains access to opportunities across the project. A virtual open day was held on 13/04/21 to engage local small and medium sized employers. The feedback will allow identification of appropriate training and support sessions, and four further workshops are planned.
- Mental Health and Well-being Programme - working with the NHS to support the health and wellbeing of the staff working across the project.
- Community and Volunteering programme - supporting local community projects including the Helping Hands Project, which will be advertised in the coming months.
- Communication with Community – through a local information displayed on site, production of newsletters, and use of social media

Q. Will local community groups, third sector and Housing Association be involved in community benefits programmes?

Yes, the project team will be happy to organise online information (or hybrid engagement model) sessions for local organisations to tell people about how to access the various programmes.

Closing remarks

Dominique thanked both Gordon and Gary for their presentations, pointing out that everyone in attendance hopefully learned something more about the plans for the new Hub and feel excited about the many opportunities this record investment will bring for people working and living in North East Glasgow. The project team will ensure that everyone in attendance will receive a full report of the meeting and invite to future sessions to keep local residents, stakeholders and partners fully involved and informed about all future developments.

For further information or to request this report in an alternative format please contact:

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