

Bulwell Riverside



Area 1 Committee Update

Wednesday 12 September 2012

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Kam Harte

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Nottingham
City Council



Nottingham
City Homes



Delivering
Services
Together



Services at Bulwell Riverside (1) See notes at Appendix A

1 NHS Nottingham City Commissioned Services

- GPs,
- Community Clinical Services
- Office - based services

2 Nottingham City Council

- Children and Families (Children & Vulnerable Adult Teams)
- North Locality Management Team
- Welfare Rights
- Youth & Play
- Bulwell Library



Services at Bulwell Riverside (2)

3 Nottingham City Homes

- Housing advice
- Tenancy and estate management service for City Council tenants
- Payments desk

Other services include;

- Café
- Pharmacy
- Transport Hub & Information
- Ridewise



1. Youth and Play

Introduction

This is the first Joint Service Centre in the UK to have Play and Youth facilities built in. The Centre provides us with excellent opportunities to work in partnership.

Key partners to date (1)

- Bulwell Community Toy Library Limited
- Nottingham Forest
- Tribe Basketball Foundation
- G Dance
- New Light Millennium City Church
- Bulwell Police
- Stronger Families
- Library Service
- Bulwell Education Action Zone
- Neighbourhood Development



Key Developments

- Youth and Play first services to be delivered in the centre
- Partnership Steering Group established
 - Good uptake of opportunities by children and young people from across Bulwell
 - Unique opportunity to develop and deliver a range of multi-agency, 0-19 services
- Development of a young peoples forum in progress.
- Opportunity to develop a 1 Stop Shop approach to meeting the needs of children and families from birth to adulthood and into parenthood.
 - Joint working has led to new initiatives and opportunities such as the Community First Panel for Bulwell.
- Partnership work at Riverside has allowed us to focus attention on gaps in services in other areas of Bulwell and develop strategies to fill them



Service usage

In the first 6 months of this year:

- Over 700 young people have joined our Youth project
- Over 600 children have joined our Play projects for school aged children
- Over 230 children and 250 parents have joined our Under fives projects.
- Average attendance at Youth sessions is approximately 50 – 60 young people.
- Average attendance at Play sessions is approximately 40 children
- Increase in number of families with young children that have benefited from our services.

Youth and Play term time timetable

Please refer to Appendix B



2. Bulwell Riverside Library – From Good to Great

The Centre provides us with greater opportunities for shared working, to advocate library services, as well as broader Council services, to a wider audience and to engage with communities in innovative ways.

Bulwell Riverside Library – books and so much more.....

- Over 20,000 items in the collection for all ages
- Health & Wellbeing collection
- Jobs & Training Information
- Greater number of public computers with Internet access
- Free activities and groups for all to join in



Positive trends since opening: See notes in Appendices C, D, & E

- Nearly 2,000 people have joined the new library
- 1,400 new members are from NG6 area
- Over 5,500 people in Bulwell are active members (24% of the community)
- Over 80,000 people have visited the new library in April – June
- Over 23,000 items have been issued between April – June
- Estimate 42,000 enquiries have been taken between April – June 2012. Top 3 - Housing (26%), Health & Care (23%) and Council related(20%)



Bulwell Community Choir –
performance



Making pop up books with
Bulwell St Mary's pupils



Chinese New Year activity



What's happening at Bulwell Riverside Library?

Key Developments:

Library Activities for adults:-

- Library talks & Author Visits
- Community Choir

Children's & Young People's Activities:-

- Tots time
- Summer Reading Challenge (see Table 4 in Appendix C for comparison figures)
- Class Visits

**"Thank you for that, that was lovely and thoroughly enjoyable"
(from a Dad attending tots time)**



Children's & Young People's Activities (continued):-

Comment from a teacher at St Mary's that have a head who also has management of a school in Sneinton.

Teacher asked the children if they were to bring the Sneinton children to Bulwell what would they show them.

Unanimous verdict

'Our library!'



IT Developments:

- Public computers
- RFID & Self Issue systems
- Wi-Fi

Key Partners to Date:

- Engaging children and families
- Engaging communities



Ask Here Desk

- Information service and signposting role
- Challenges & motivation for staff

Ask Here Desk Statistics (see notes at Appendix F for breakdown)

- Up to 2,000 people per day accessing the Centre
- Approximately 42,000 enquiries in first quarter 2012/13.
- Increase of 88% on total figure for 2011/12 at former Bulwell Library!
- Almost half of Ask Here Desk enquiries are housing related (26%) and health & care related enquiries (23%)

Comments made to staff:

'It's great here. We've paid our rent, got our library books and now we're going to have a cup of tea in the cafe.'

'We're very lucky to have such a posh building in Bulwell'

'Isn't it lovely to see so many kiddies in the library.'



Other Centre Services Statistics (1)

Nottingham City Council; Welfare Rights

- 696 new cases opened in first quarter 2012/2013
- 208 advice sessions held and 47 new client home visits in first quarter
- Amount of debt managed was £376,877 in first quarter
- Demands on the service have increased (Welfare Reform & recession)
- Volume of telephone enquiries has increased
- Number of calls answered increased due to improved telephony

Nottingham City Homes

- Over 30,000 payment transactions since opening day
- Average of over 1,000 Payment Desk transactions per week
- Approximately 6 interviews by appointment per day (plus emergencies)
- Homelink waiting list enquiries
- Plus housing-related enquiries on the Ask Desk



Other Services Statistics (2)

NHS Nottingham City Commissioned Services

Nottingham Citycare Clinics;

- Total number of patients seen; 2,260 (August 2012)
- Patients seen with appointments; 1,693 (August 2012)

GPs

- Over 900 new patients since Centre opened.
- New appointment system introduced to reduce waiting times.



Community usage

Use of Community Suite & other bookable rooms – see notes at Appendix G.

- Groups from the Red Lion Community Centre
- Groups from the former Bulwell Library
- New groups
- Skills and learning
- Debt Advice

Community Engagement

Partnership Bulletin Awards 2012

Bulwell Riverside scooped an international award for “Best Community Project” in recognition of its community engagement.

A big “thank you” for all local people who have contributed to the project so far.



Friends and Volunteers

Friends

- Established April 2007
- Have been involved in design, naming, Arts commissions, & operational policies
- Group meets quarterly
 - Current remit is to look at ongoing operational policies and ways of improving services in the centre

Volunteers

- Active group of 8 volunteers
- Guiding & assisting people around the building
- Assisting with the centre-users survey

We are still looking for volunteers – do you know anyone who may be interested?



Centre users survey

Snapshot of 20 members of the public (larger survey to follow).

- 19 users with NG6 postcode, 1 from NG5 postal district
- 6 customers from Bulwell Forest ward, 13 from Bulwell ward
- Almost 350 (20%) of new library members from outside NG6 area (see Appendix C Table 3)

The centre is not used solely by people in Bulwell!



Can we help?

Riverside Centre Management Team

Steve Pepper (Centre Manager)

Patricia Wadsworth
Assistant Centre Manager
(Facilities Management)

Sue Sanderson
Assistant Centre Manager
(Library and Information Services)