



Working  
differently



## Cornwall Safe and Well Hubs

Concept, brief, and best practice



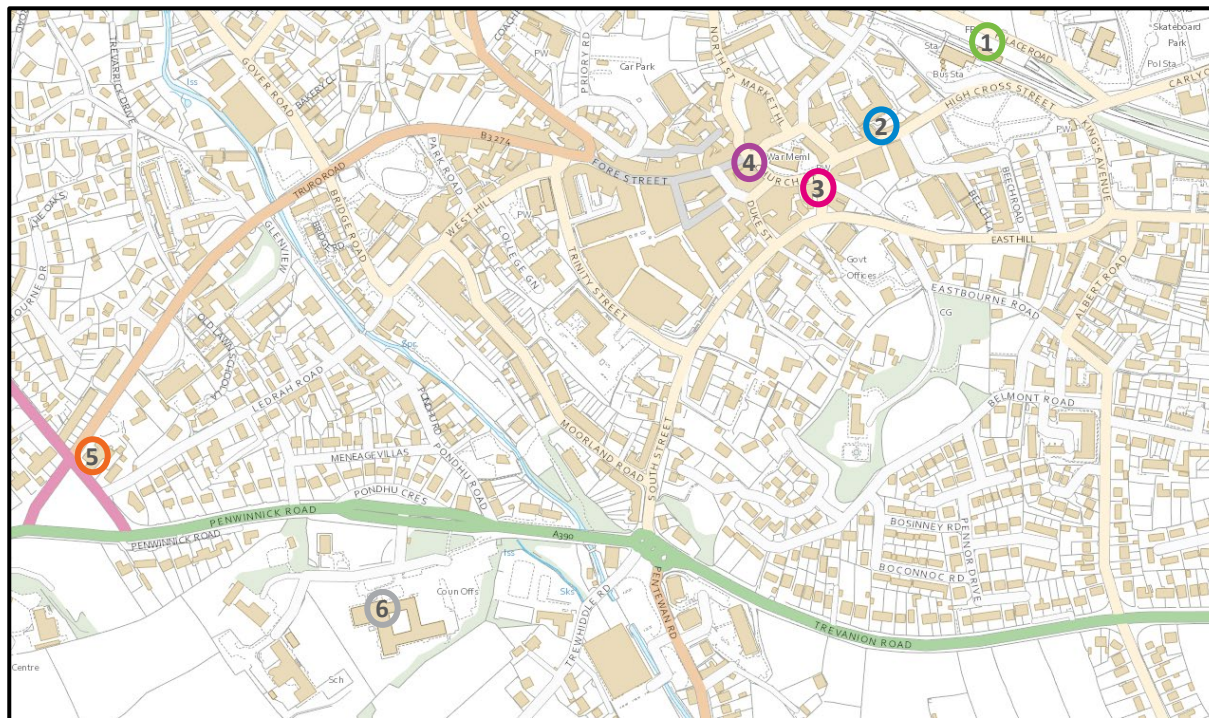
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# Current Challenges – an example

## Key challenges:

- Treating the problems in isolation doesn't work:
  - i. Costs and impacts are spread across partners (and hidden)
  - ii. Navigating the system of services is difficult for users
  - iii. Poor public perception
  - iv. Impacts on local businesses and residents
- New public health duty re: serious violence



- ① Closed Public Toilets
- ② Cold Weather Provision
- ③ Pharmacy NX
- ④ Hotspots of violence with injury
- ⑤ Residential Rehab
- ⑥ Addaction

Local News: <http://www.staustellvoice.co.uk/news/73/article/7145/>



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## **People with any combination of:**

**Drugs and Alcohol**

**Mental Health**

**Rough Sleeping and homelessness**

**Criminal justice involvement**

**Domestic Abuse and Sexual Violence**

**(usually 2 or more)**

**And tend to have 4 or more Adverse  
Childhood Experiences**

**60% 4**

**55% 6**

**15% all 5**





# Proposal

Services must flex around the needs of clients:

- A multi-skilled, co-located workforce
- Locality based provision, in a welcoming space
- Front end, intensive provision (greatest gains are made in the first 6-12 weeks)
- Use of peer advocates
- **Recovery Communities**

## Principles

- Trauma-informed
- Psychologically informed environments
- Co-produced



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# Benefits

- Effective, less costly treatment: e.g. effective intervention reduces the cost of homelessness from £20k pa to £1.5k pa per user.
- Supports c£1.5m savings required: property costs of >£140k pa currently hidden within 3rd sector partner tender costs
- Reduced travel for staff and residents – aligns with carbon neutral agenda
- Supports flourishing local businesses and helps residents stay safe





# Partners

Range of partners present in each hub/utilising, include:

- ASB Officer
- Community Safety Officer
- DAAT Team
- DASV Team
- Experts by Experience
- Drug and Alcohol Services
- Domestic Abuse and Sexual Violence Services
- Mental Health Services
- Housing and homeless outreach
- Health for Homeless
- VSF
- Probation





# Strategic Alignment & Joint Working

Boards who have adopted :

- Safeguarding Adults Board
- Safeguarding Children Board
- Communities Board
- Community Safety Partnership

Further boards/services considering with a view to adopting:

- Together for Families
- One Vision
- Health & Wellbeing Board





# Locations

## Main Hubs:

- Liskeard
- Bodmin
- St Austell
- Truro
- Camborne/Redruth
- Penzance

## Mini hubs:

- Bude
- Falmouth
- Saltash
- Newquay
- Continued use of GP surgeries and other community facilities in rural areas.







# Brief

Average 30 staff per hub, half that for mini hubs, majority mobile multi-skilled workers

Size: approx. 250m<sup>2</sup>, to include:

- interview/counselling rooms
- Hotdesking
- larger meeting room areas to support multi-agency work and Recovery Community delivery
- Safeguarding requirements in shared areas
- CQC building standards required
- Not standalone – part of multifunction hub concept



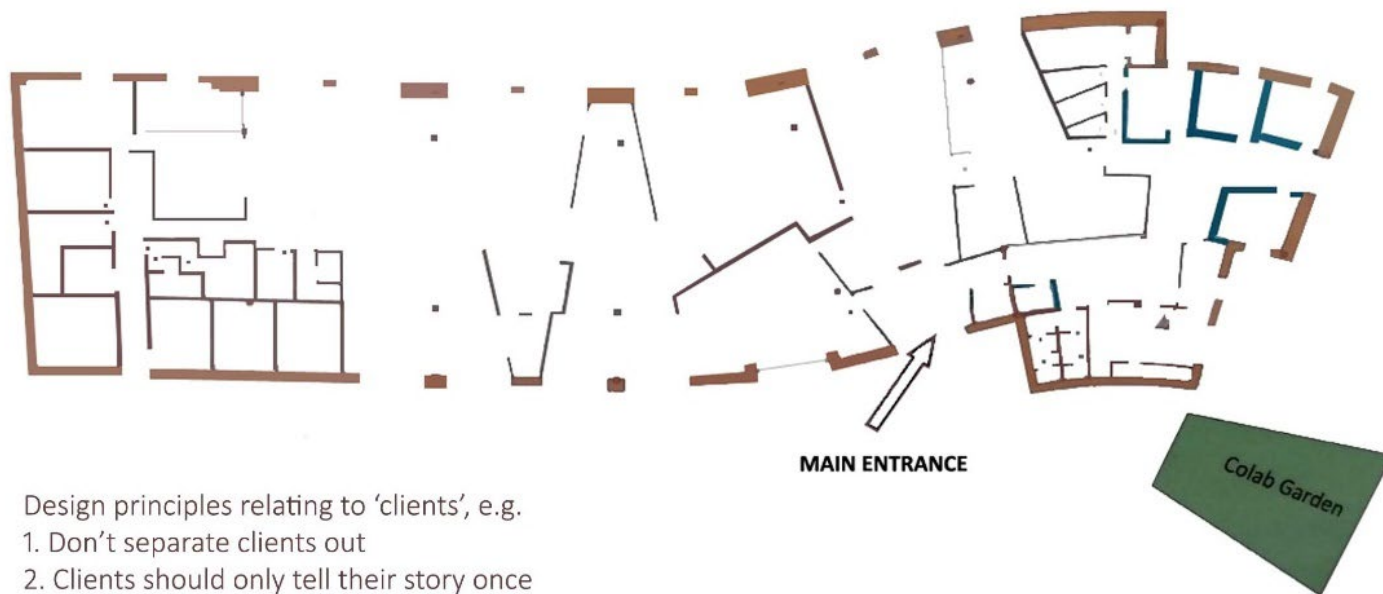


# Best Practice

From site visit to Exeter Colab on 25/02/2020...

- “Non-traditional” reception area includes:
  - Internet access and charging points
  - donation based coffee shop
  - pods for confidential conversations
  - staff trained in de-escalation techniques (avoids “fortress” mentality)
- Hosted by Exeter CVS
- Multi-agency Hotdesking space and room hire (long and short term rental basis)
- Specialist GP practice and opticians (dental services under consideration)
- Creative and collaborative activities to support relationships, and develop culture





Design principles relating to 'clients', e.g.

1. Don't separate clients out
2. Clients should only tell their story once
3. A place of welcome not gatekeeping
4. A place about give & gain (they can give back)
5. Time to stabilise themselves
6. A guest not a user
7. Be ambitious for them as people
8. Establish and then reduce the degree of cultural entropy between services and clients





# Welcome, not gatekeeping...



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# A place to give and gain...



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# Estate transformation & BAU – current progress

- Overall space requirements scoped for Liskeard and St Austell hubs
- Included in Strategic Business Case going to Cabinet 18/03/2020
- Interim requirements being addressed by BAU team:
  - Needle exchange space in St Austell, plus access to hotdesking and meeting room space
  - Hotdesking and meeting room space required in Liskeard

Property rationalisation: Plans prepared for discussion only. Preliminary work in draft

## Liskeard Existing assets

Primary property asset list, the full Cornwall Council corporate list is available on the corporate asset management system

### Assets

DC1 Echo Day Centre (1580 m2)  
 DC2 Number one Registe centre (3004 m2)  
 DC3 Morley Tamb (18,322 m2)  
 O1 Luxstowe Ho  
 O2 Westbourne  
 O3 Westbourne  
 O4 Graylands (22  
 O5 Trebvan (554  
 O6 Dean Drive  
 C1 Manley close (163 m2)  
 C2 Liskeard libra  
 C3 Luxstowe cott  
 C4 Miller Court  
 H1 Lark House  
 H2 Liskeard Child (538 m2)  
 H3 Liskeard Com (275 m2)  
 H4 7 Luxstowe g  
 H5 16 – 17 Pass (83 m2)  
 PD1 Rapson Carpa  
 PD2 Land at Hend  
 PD3 Lower Sungir (3791 m2)  
 PD4 Cattle mark  
 PD5 The Coronat  
 PD6 Trevecca (82)  
 PD7 St Martin's p (14642 m2)  
 D1 Moorswater

DC Day Centre  
 O Office space  
 C Community  
 H Home  
 PD Possible develop  
 D Depot

Property rationalisation: Plans prepared for discussion only. Preliminary work in draft

## St Austell Existing assets

Primary property asset list, the full Cornwall Council corporate list is available on the corporate asset management system

### Assets

A1 Pordhu Children's centre (5288m2)  
 A2 Blantyre (7209m2)  
 A3 Tregarne hostel (4106m2)  
 A4 Fountain House (383m2)  
 A5 Tregonissey Play Group (778m2)  
 B1 Penwinick House (7439m2)  
 B2 Pordhu House (5288m2)  
 B3 St Austell council Offices, 39 Penwinick Road (28646m2)  
 B4 Carlyn House (1316m2)  
 B5 12 Carlyn road (2103m2)  
 B6 The House (397m2)  
 B7 Hall at Robenes place (125m2)  
 C1 St Austell Audiology Centre (897m2)  
 C2 St Austell Children's Centre (1554m2)  
 D1 St Austell Library (2372m2)  
 D2 St Austell Fire Station (4234m2)

