

Title

**Settlement Hubs**

Service Area

**Strategy and Customer Services**

Estimated Savings

**£430,200**

### Summary

The delivery of local public services is currently fragmented in many communities, for example through schools, community centres, community access points/libraries and local halls. Customer feedback indicates high levels of satisfaction with accessing a wide range of local services under one roof through modern community hubs such as the Speirs Centre and Ben Cleuch Centre. The range and type of services currently on offer varies from settlement to settlement, and often bears little relation to people's use. This is illustrated by low and declining use of certain facilities and certain locations. Customers now interact and communicate with the Council in different ways, with many people now choosing to make contact online and via social media.

This review seeks to improve how local services are delivered through alternative and more financially sustainable ways. It will seek to deliver better, more integrated local services from modern, fit for purpose facilities. The review will also seek to deliver local services more efficiently and effectively, helping enable essential cost reductions.

### Impact

Although this project will require considerable capital investment, it will enable significant reductions in operating costs with fewer staff required to operate the new model. There is also the potential for capital receipts, alternative uses or asset transfer with the facilities which are declared surplus to requirement.