

# King's Lynn Multi User Community Hub

Vision King's Lynn

## **MUCH update and RIBA 1 presentation**

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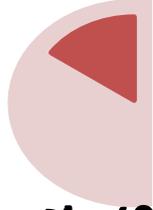
# Agenda

- **Vision and purpose**
  - **The deliverable offer**
  - **How will this work for communities?**
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**MUCH vision and purpose**



# Background



**Strategy &  
outcomes**



**Data &  
Research**

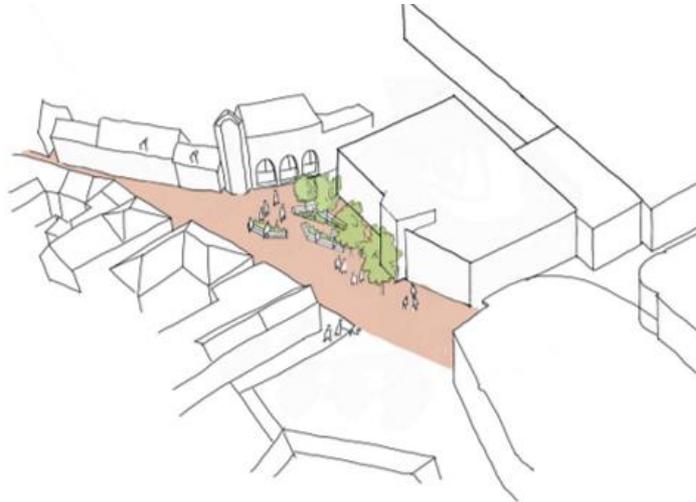


**Community &  
stakeholder  
feedback**

*As these have been presented before, findings will be circulated as part of this presentation pack*

# Vision

“a place where residents can access a range of public services they value, alongside information and advice they trust, with library and learning at their heart. A welcoming, safe space where a range of partners offer support and people can connect, learn, be inspired and find the resources they need to thrive.”



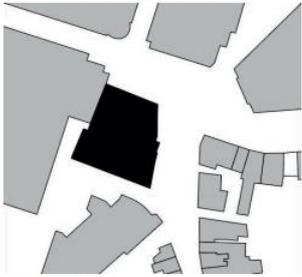
# Purpose

- Provide **inspiring spaces and facilities** for individuals, communities and businesses that encourage connection and innovation
  - Deliver **flexible layouts and resources** that adapt to the needs of different people and purposes
  - Create a strong base for **outreach and community support work**
  - **Support smaller community groups and partners** to have a local presence
  - Encourage a sense of identity and **pride in a local place**
  - **Transform the landscape of the town centre** with an aspirational building and associated public realm
  - **Attract more people to town centres** as a cultural anchor, helping to strengthen communities
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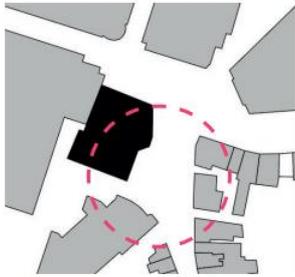
**What is our deliverable offer?**

**The Space**

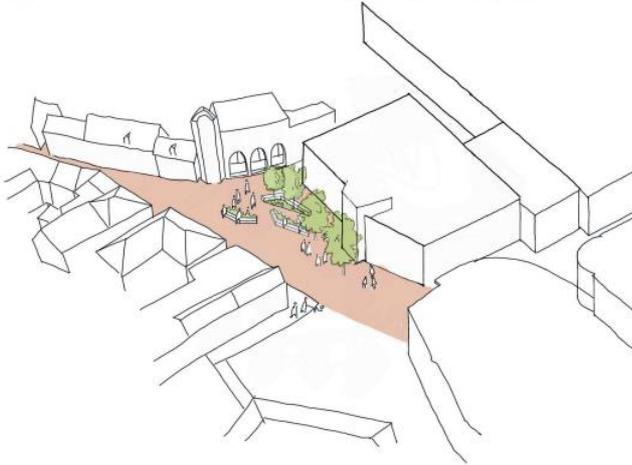


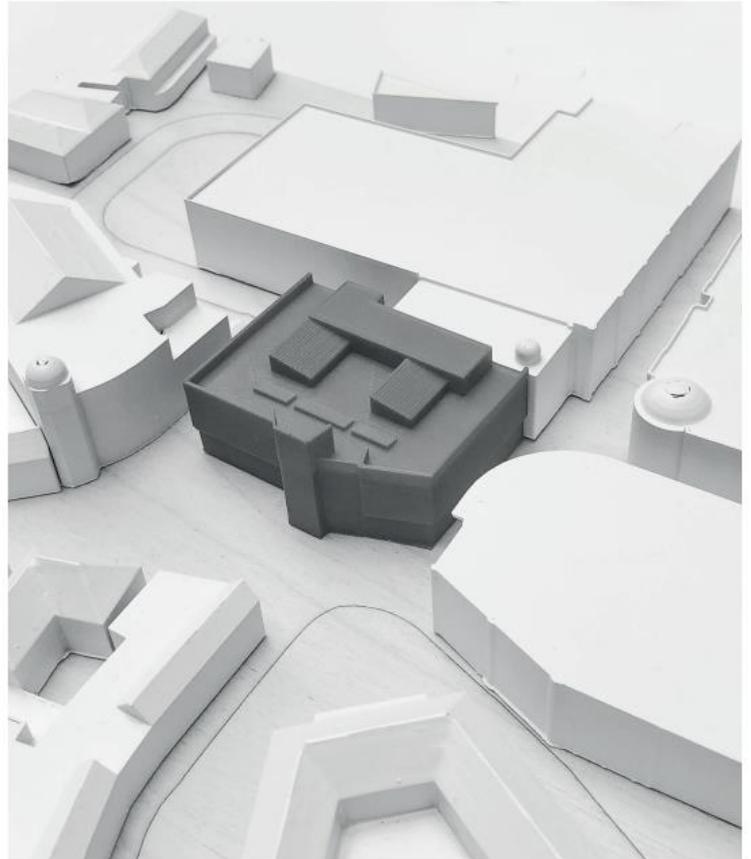
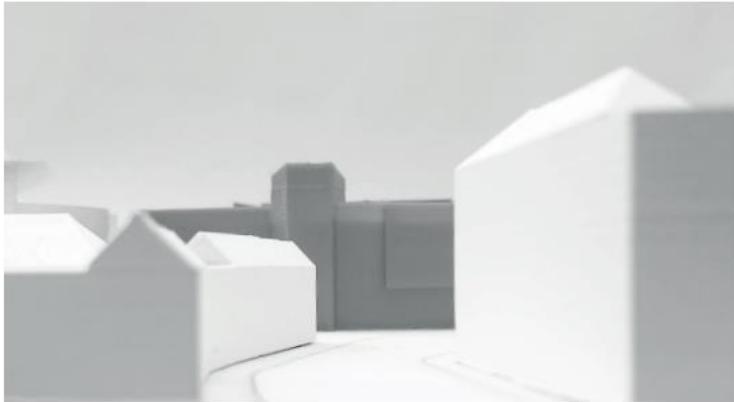
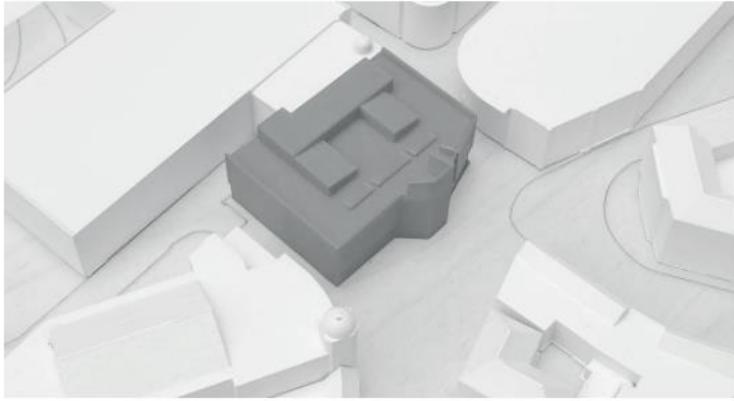


Existing Site Plan



Opportunity to create new public plaza





# *Indicative design*

EXTERNAL SKETCH VIEW



## PRECEDENTS A MODERN LIBRARY FORM & MATERIALS



The Word

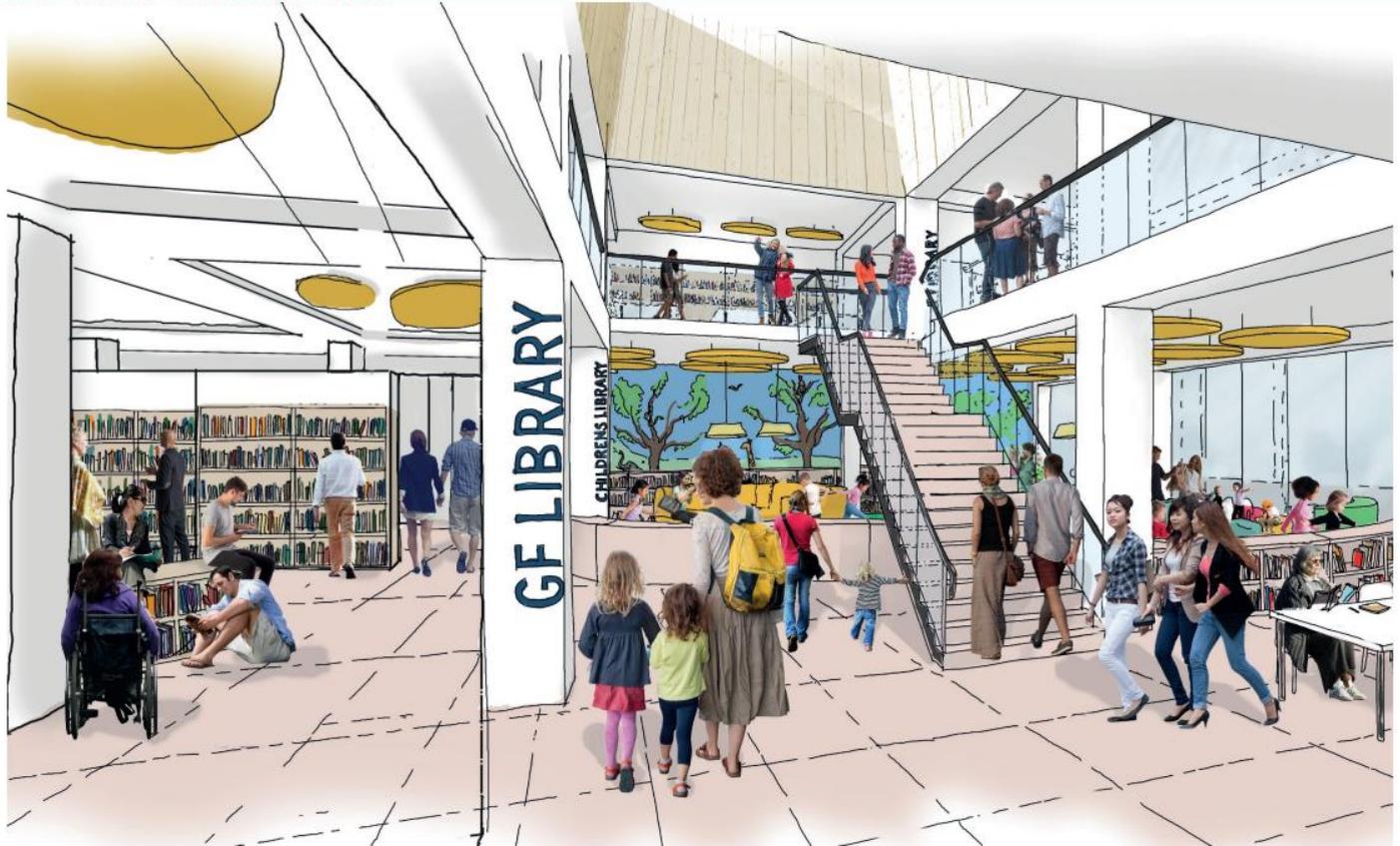


The Hive Worcester



# Indicative design

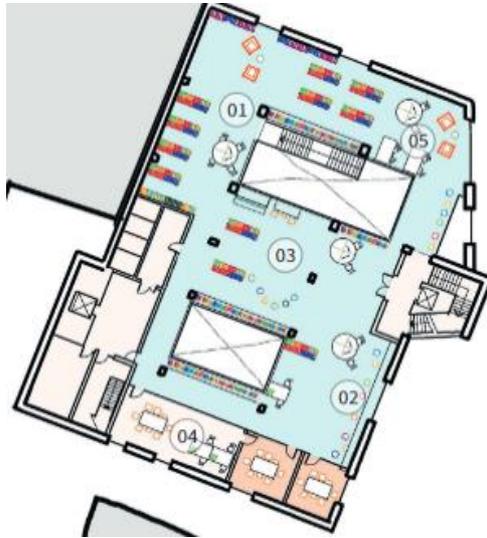
INTERNAL SKETCH VIEW



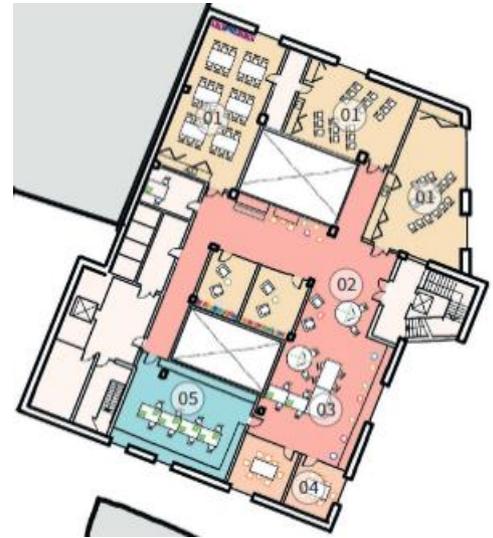
# Indicative floorplans



Ground Floor

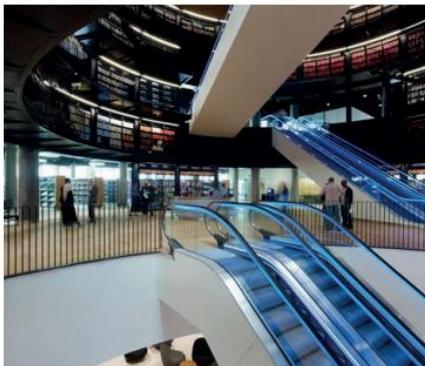


First Floor



Second Floor

# PRECEDENTS A MODERN LIBRARY ARRIVAL & WELCOME



Birmingham



The Word



The Hive



The Word



Newcastle City Library

**What is our deliverable offer?**

**The Programme**



# Operating Model – Libraries

## Public PC Space

Completing applications/  
transactions  
Job seeking/ job club  
Study spaces/ digital learning  
Digital health hub – assistive  
tech

## Staffed desk/ Info point

Welcome/ building  
orientation  
Paper application forms  
Career advice – IAG  
Tech lending  
Signposting to wider  
community offer e.g.,  
community supermarkets

## Drop in/ learning zone

Local studies & research  
Homework  
Public hot-desks  
Bookable meeting rooms

## Book Space

Books  
Reading Areas  
Activity areas  
Performance space  
(movable shelves)  
Self service machines  
Exhibition space

## Children's and Early Years

Children's Library  
Baby Weigh  
Bounce and Rhyme  
Family Learning  
Space  
Stay and chat space  
Teenage classes and  
groups

## Consultation/ 121 Rooms

Telephone to access CSC/  
District/ CAB etc  
Career advice (in depth)  
Independent mobility  
assessments  
Health interventions  
VCSE support

## Training/ Community Rooms

Adult learning room  
Community groups  
Family learning (formal)

## Catering

Cafe

## Toilet

Accessible toilets

## Staff hot desk space

Building management  
offices  
Working spaces for CIL staff

## Staff facilities

Tea and coffee point  
Gender –neutral toilets

## Facilities Management

Infrastructure – Ultra fast  
Server Room  
Storage area  
Library work space/stock  
room  
Cleaners cupboard and sink  
First Aid Room / Area

# Outline learning – Adult Learning Core

**Core skills:** Maths, English and digital skills, including English for Speakers of other Languages (ESOL), progressing from Library early digital skills and literacy pathways

**Family learning:** supporting families with key skills in maths and English as well as parenting support and skills

**Support for independence:** the independent living skills programme enables residents with a learning disability to gain life and employability skills; lipreading and British Sign Language provide independence and support for the Deaf community

**Community learning:** a range of entry level courses supporting wellbeing and life skills such as managing money and accessing a mortgage, cooking on a budget, and other programmes that support first steps to learning and combat social isolation, or local history using the historic book collection

**Support for independence:** enables residents with a learning disability to gain life and employability skills; lipreading and British Sign Language provide independence and support for the Deaf community

**Vocational learning:** formal qualifications and apprenticeships that help people re-skill and progress their career in a range of areas such as accountancy, construction and environmental sustainability, health and social care, leadership and management, teaching and childcare; as well as Access programmes to the health and social care professions

**Employability programmes:** courses that provide the skills that enable an individual to successfully get back into employment

**Personal Development:** A wide range of creative arts and modern foreign languages courses that enable people to develop their personal interests

**Business skills:** supporting sustainable small businesses with bookkeeping and social media marketing, complimenting the BIPC offer in the Library

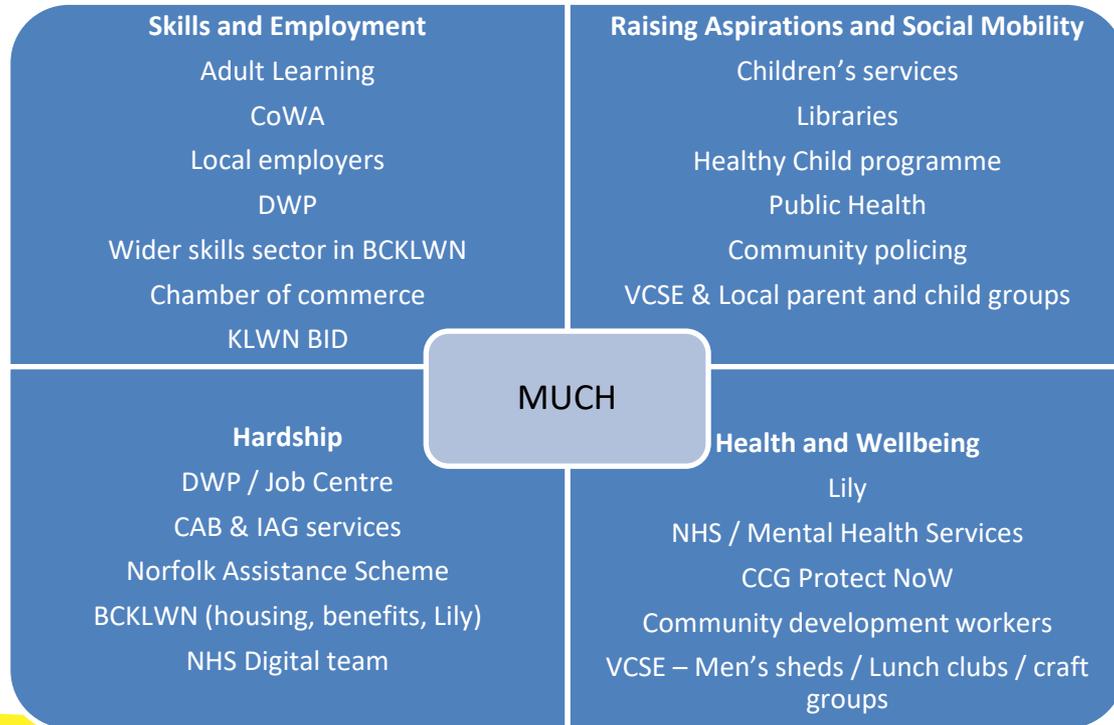
**What is our deliverable offer?**

**Partnerships**



# Operating Model – Working in partnership

The key to the success of the operating model and use of the space is working with partners to create relevant, sustainable and joined up support pathways



**What does this mean for our  
communities?**

**Example user journeys**



## Community users

James, Maria and baby Joe

James' mum Elspeth

Neighbour, teenager Josh

Josh's drama teacher Lizzie



**James**



**Access**



**Support  
groups &  
health**



**Skills and  
training**



**Business facilities &  
resources**

**Maria and Joe**



**Early years  
& family**



**Building a  
community**



**Specialised  
support for  
more  
vulnerable**



**Skills and  
training**

# Elsbeth



Access



Community groups



Core skills  
121 support



Computer use

**Josh**



Quiet study  
and tutoring



Workshops  
& fixing  
cafes



Teenage  
activity  
groups



Training and  
qualifications

**Lizzie**



**Active  
travel**



**Traditional  
library use**



**Classes and  
informal use**



**Opportunities and  
connections**

# Is this really deliverable?

Defined operating models – we already do it!

Clearly demonstrated need and interest

An affordable and well-financed build

Flexible welcoming spaces of various sizes

Partnerships (old and new)

# Questions from the Board?



# **Appendix**

*SUPPORTING CONTENT FOR SECTION 1: BACKGROUND*

**Background:**  
**Strategic alignment**  
**Outputs and outcomes**



# TIP Strategy Alignment

- **NEW OPPORTUNITIES FOR SKILLS AND JOBS**

Tailored skills programme and resources

- **GROWING INNOVATIVE BUSINESSES**

Businesses resources and training

- **A REPURPOSED TOWN CENTRE WITH NEW EXPERIENCES**

Regeneration of an eyesore central building and public realm

- **A HIGH-QUALITY RESIDENTIAL AND LEISURE OFFER**

Activities and events, and signposting to aligned offers

- **A SUSTAINABLY CONNECTED TOWN**

Links to ACC project, with bicycle storage and excellent access

# NCC's Better Together Strategy Alignment

- **A VIBRANT AND SUSTAINABLE ECONOMY**  
Offers for businesses, skills and learning
  - **BETTER OPPORTUNITIES FOR CHILDREN AND YOUNG PEOPLE**  
Space to learn, courses and activities
  - **HEALTHY, FULFILLING AND INDEPENDENT LIVES**  
Partnerships for health, full range of learning
  - **STRONG, ENGAGED AND INCLUSIVE COMMUNITIES**  
Community spaces and partnerships
  - **A GREENER, MORE RESILIENT FUTURE**  
A greener build, active clean connectivity
- 

# Levelling Up Mission Alignment

- To increase pay, employment and productivity in every part of the UK
  - A “significant” increase in primary school children reaching expected standards in reading, writing and maths
  - A “significant” rise in the numbers completing high-quality skills training across the UK
  - A narrowing in healthy life expectancy between the UK areas where it is highest and lowest
  - An improvement in perceived wellbeing in all parts of the UK, with a narrowed gap between areas with the highest and lowest levels
  - A rise across the whole UK of “pride in place”, defined as “people’s satisfaction with their town centre and engagement in local culture and community”
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# **Background: Data and Research**

# Skills and Employment – Need

## Lack of qualifications

21% have level 4+ qualifications compared, 11% have no qualifications, Only 17% school leavers in King's Lynn progress to higher education

## Low Earnings

Average earnings £2,360.80 less than the regional average = £110,920 across a working life

## Low uptake – Adult Learning

King's Lynn had 516 registrations, in comparison 1386 registrations in Great Yarmouth across a similar population size

## Interest

70.6% of our survey respondents not currently in employment and 61.9% of those currently in education advised that they would use the Hub

## Deprivation

The most deprived HH's use libraries to find something out or use a computer they are also more likely to travel on foot

## Entrepreneurialism

The lowest business birth rate in the County. Survey responders noted that business start-up advice is perceived to be most useful

# Skills and Employment – Impact

**Low qualifications**

Strong Adult Learning offer tailored to local need

**Low Earnings**

Coordinated and enhanced IAG and careers advice offer

**Low uptake – Adult Learning**

Co-designed programmes with CoWa with clear pathways to HE and employment

**Interest**

Dedicated learning, digital, study and workstations in a town centre location

**Deprivation**

Town centre location with strong transport links and active travel

**Entrepreneurialism**

Enhanced BIPC offer and space for employer networking and events

# Hardship – Need

## Digital exclusion

Many with low levels of digital skills being left behind by the pace of digitisation

## Cost of living crisis

Inflation predicted to reach the highest level since 1982 this year

## Food insecurity

128% increase in Foodbank usage and 16% households cutting back on food to make ends meet

## Vulnerable

More requests for Covid support (shielding) than any other part of the County

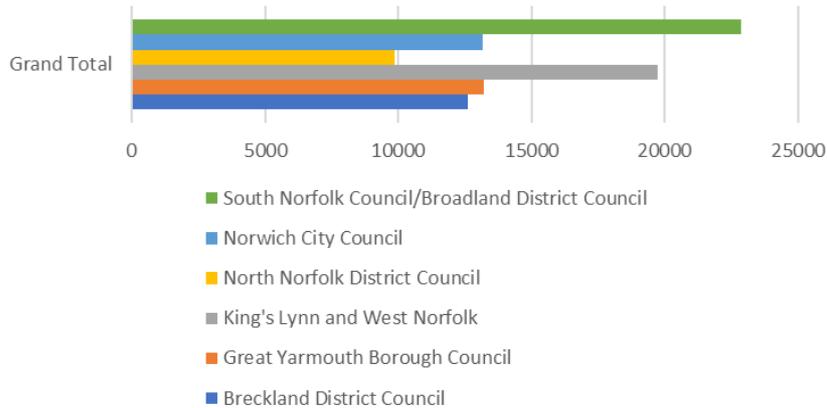
## Financial struggling

400% increase in Norfolk Assistance Scheme applications YoY  
60% increase in debt advice

## Unemployment/ in work poverty

108% increase in UC claimants since Jan 2020

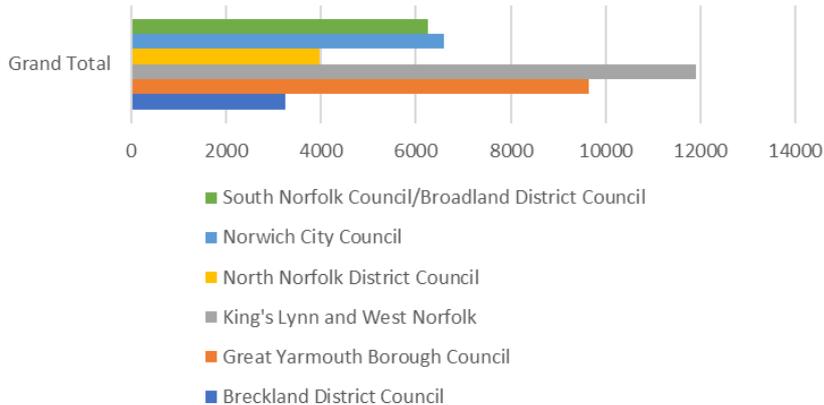
## Number of vulnerable residents identified



King's Lynn and surrounding area have a high proportion of clinically vulnerable residents

Many of these individuals find it harder to support themselves and access the resources they need

## Support calls logged by District



# Hardship – The impact

## Digital exclusion

More PC's and digital inclusion a course programme and hardship offer to get people online

## Cost of living crisis

Community learning programme providing basic skills like budgeting

## Food insecurity

Training kitchen and courses provide up-skilling in cooking healthy food on a budget. Community food offer (shop or pantry)

## Vulnerable

On demand information and signposting

## Financially Struggling

A permanent, town centre presence for voluntary sector organisations

## Unemployment/ in work poverty

Skills and employability programme and advice

# Health and Wellbeing – Need

## Suicide

Double the number of suicides than seen in Norfolk as a whole (19/100,000 vs 11/100,000)

## Loneliness and isolation

6.3% reported feeling lonely often or always

## Substance Misuse

Over 3 times as many hospital admissions for alcohol related illness

## Space to thrive

Lily reports community groups can't find the space they need to offer capacity

## Childhood Health

26% Year 6 children are obese

## Life expectancy

10 years less than other parts of Norfolk  
Over 3 times the incidence of cardiovascular disease



# Health and Wellbeing – Impact

## Suicide

Mental health and wellbeing programme of courses and events with increased capacity

## Loneliness and isolation

Increase in the opportunities for people to get together and widen their social networks - from just a cuppa to art classes

## Substance misuse

Centralised support offer for VCSE organisations and wrap around wellbeing programme

## Space to thrive

Doubling the space available enabling more groups to help more people  
Arts and craft offer for wellbeing

## Childhood health

Facilities to provide family cooking and health programme

## Life expectancy

Flexible spaces for physical activity and community gym (also strong link to literacy and health decisions)

# Raising aspirations and social mobility –Need

## Failure to thrive

Only 62% of Children reach expected development milestones at age 5

## Deprivation

Many children living in poverty, high numbers of lone parents and smoking families

## Barriers to access

Early Childhood and family service in South Lynn; hard to get to for families with multiple needs

## Language

4.4% households have English as their second language

## Unemployment

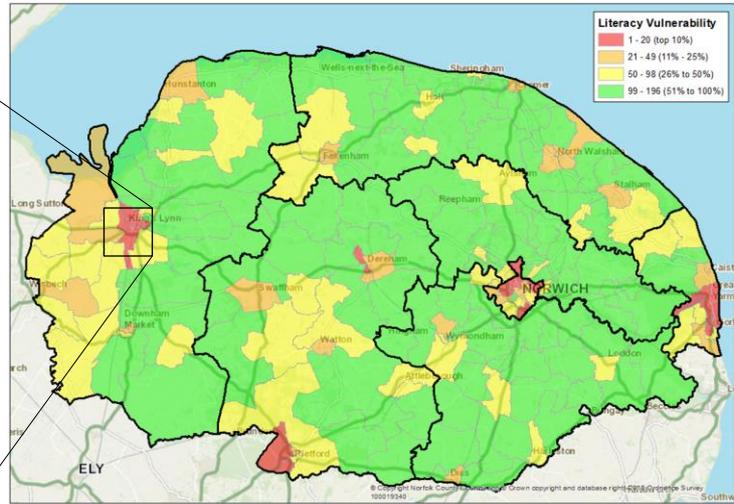
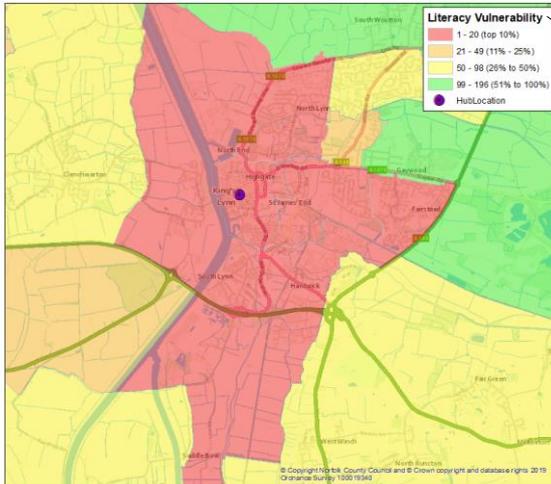
20% households are workless Vs 18% in Norfolk overall

## Surge in demand

100% increase in family support referrals and 200% increase in inclusion service referrals

# Literacy

Literacy is linked to life expectancy through a range of socio-economic factors including; unemployment, lower incomes and poor health behaviours. King's Lynn has high levels of literacy vulnerability:



The current library offers literacy support but there are no private areas for one to one tuition. The hub will offer spaces for private learning to help break the stigma of needing reading support, as well as dedicated spaces for learning as people seek to develop their skills

# Participation in the Arts and Culture

## Engagement in Arts and Culture

Active Lives Survey (2015 - 2017)



Home

Local authority

County

Local Enterprise Partnership

Region

Arts Council area

England and demographics

### 1. Local authority districts and unitary authorities

King's Lynn and West Norfolk

#### All arts and cultural engagement combined

##### Any Arts, Museum or Library engagement

This is any participation in artistic activity or attendance of an artistic event; any visit to a museum or gallery, or any use of a public library service. Engagement must have taken place at least once in past 12 months.



#### Individual activity level

Separate arts participation / attendance

##### Any Arts Participation or Attendance

This is any **participation** or **attendance** in arts including: combined arts, dance, literature, music, theatre and visual arts. The engagement must have taken place at least once in past 12 months.



##### Any museum or gallery visit

This is any visit to a museum or gallery for any reason, include non-place based visits such as using a museum website. The engagement must have taken place at least once in past 12 months.



##### Any public library service use

This can be any use of a public library services including attending events or other services within a library building and using the library website. The engagement must taken place in the past 12 months.



#### Comparison to National Average

Any Arts, Museum or Library engagement  
Statistically similar to  
the national average

Arts Engagement  
Statistically similar to  
the national average

Museum Engagement  
Significantly lower than  
the national average

Public Library Use  
Significantly lower than  
the national average



# Raising aspirations and social mobility – IMPACT

## Failure to thrive

**Targeted Family Learning programme**, with cooking facilities, learning, space for play  
Accessible arts and culture programmes

## Deprivation

Trained information and signposting staff - joined up pathways of support to partner agencies, some with physical presence on site

## Barriers to access

A community space for all to use in the heart of the town easily accessible on foot and with strong transport links. EYFS offer in place

## Language

ESOL and Adult Education programmes that maximise our shared resources

## Unemployment

Flexible skills and retraining along with facilities like workspaces and PC's

## Surge in demand

A family hub that ensures all babies, children and families have the support they need

## **Research highlighted what is needed in the town for businesses:**

The market research conducted by Savills (commissioned by King's Lynn in December 2021) highlighted two findings of particular relevance to the MUCH:

- Rural communities in the local area rely heavily on King's Lynn for work, highlighting the importance of encouraging development and economic growth in the town
- Post Covid there will be increased demand for co-working and flexible workspace, delivery of which will be essential for unlocking future economic growth opportunities

The appetite for hot desking and small meeting room hire has been further evidenced by the KL BID 'Place' facility in the centre of town.



**Background:**  
**Community Engagement**  
**Stakeholder Engagement**



## Engagement highlighted what is important to residents

- **'A community space for all to use in the heart of the town'** is the most popular description (73.3%);
  - **Facilities: Access to IT facilities** (e.g. computer usage, free WIFI, fast broadband) is thought to be most useful (63.6%);
  - **Career support services: Training to gain skills for the workplace** is considered most useful (68.9%);
  - **Business support services: Business start-up advice** is perceived to be most useful (69%);
  - **Learning and training services: Life skills** (e.g. accessing a mortgage) and **literacy skills** are deemed most useful, by 64.1% and 63.4%. When it comes to formal qualifications, **foundation degrees** are most popular (48.8%),
  - **Resources and support: Volunteering and work experience opportunities** are considered most useful (68.9%).
- 

## Resident views

“Meeting space for groups – especially vulnerable client groups such as older people and people with learning difficulties”

Parent/child areas for groups, support etc. Area for other types of clubs

“I think combining something like a library alongside mental health support would be fantastic. It’s a great location and would be far less intimidating and more accessible especially given they messed up the steam café because it’s not usable for wheelchair users as groups and the toilets are inaccessible

“Space for services that help families with issues as a safe meeting space to have private conversations to help and support people and children in difficult circumstances”

“A hub for charities such as NCT West Norfolk Clothes Bank to offer their services, have storage rooms, run voluntary services”

Mindfulness/Mental Health/Self Care classes or workshops. Men’s shed . Activities for retired people in the area. A fitness space? An area for Pilates or yoga to support business by having a healthier frame of mind and to support a more positive work/life balance”

King’s Lynn community fridge sits unused. We need a food hub, I run a Facebook food share group and folk are struggling. We need a place folk can meet and eat, with cookery lesson and life skills such as budgeting and mental health first aid.

“Provision of networking events and training for individuals and small businesses as well as working space and space for small meetings. A café would be useful in this context too. Basically, somewhere in town that I could go to as a place to have small meetings and access resources”

# Stakeholder views

There is not enough for young people to do in the centre of town, leading to antisocial behaviour at the nearby bus station – KL BID

There is a real thirst for hot-desking space and small bookable meeting rooms for workers and start-ups which is not fulfilled elsewhere in the city – KL BID

Our most popular classes (e.g., bounce and rhyme) are almost always at booking capacity, it would be wonderful to offer more spaces – KL Lib

We are unable to offer new partners a selection of spaces and time slots for them to operate, partners have not returned post- Covid for this reason – KL Lib

The new space will provide high quality, accessible and flexible adult education training facilities, with the capacity to offer a wide range of new learning opportunities that have been developed with partners, such as CoWA, and co-designed by residents - Adult Ed

The multi-purpose spaces will allow us to change our offer with the changing times in terms of technology, need and public interest - Adult Ed

[Substance misuse treatment for adults: statistics 2019 to 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

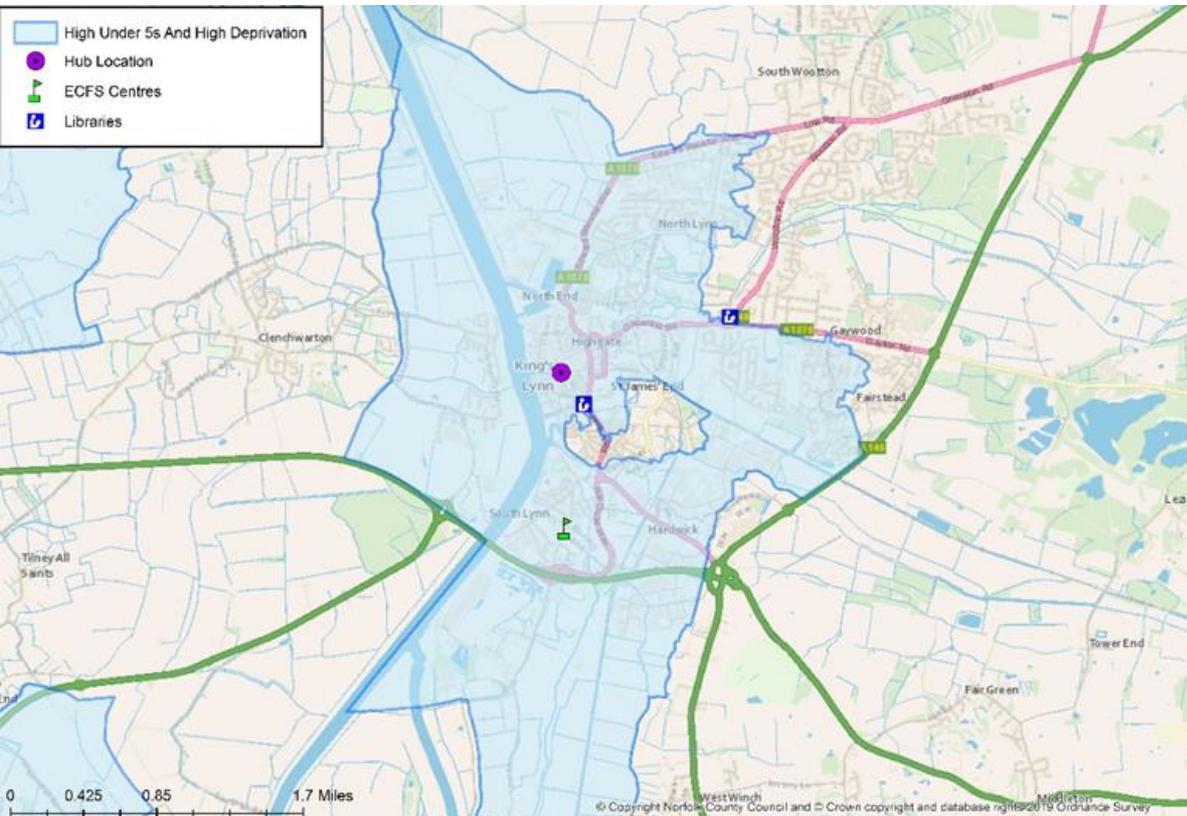
[Alcohol problem in West Norfolk made clear through new research \(lynnnews.co.uk\)](https://lynnnews.co.uk)

[Mapping loneliness during the coronavirus pandemic - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

[State-of-Hunger Exec-Summary.pdf \(trusselltrust.org\)](https://trusselltrust.org)  
[PLUS-National-Report-2018 \(1\).pdf](#)

[The Active Lives Survey | Arts Council England](#)

# Appendices



The Early Childhood and Family Service base is in South Lynn, this is a challenge for families to reach, especially those experiencing multiple barriers to access and inequalities

# Appendices

Digital exclusion hotspots are centred on the town itself, a central place for support with digital skills is vital to inclusion in the town

## Digital Exclusion

