

Frequently Asked Questions

General FAQs

“What is a Community Hub?”

Community Hubs serve as central access point to health, social, cultural and other local resources residents need in one location – either a physical building or a digital service.

“Why are Community Hubs important?”

Community hubs offer easy access to client-focused services and resources that respond to the needs of individual communities. Each of the community hubs in Redbridge will be community-driven and co-produced, ensuring better cohesion within neighbourhoods.

“What kind of services, organisations or agencies will be located in each Community Hub?”

There is no specific formula for a community hub. Services that might go into the hubs could include state-of-the-art modern libraries; children’s and youth centres; social services teams; police contact point; NHS Surgery and Polyclinic; voluntary and community groups; and, leisure services. However, this will ultimately depend on what our residents want, the unique needs of each community and the extent to which services are already available. Each of the six hubs will be co-produced by residents to ultimately serve as a central access point for many different services that respond to unique local needs.

“Will Community Hubs result in the closure of my existing service?”

No, this is about improving services and increasing accessibility and not about service closures or reductions. Existing services within the catchment areas of Community Hubs will be consolidated into their new facility and the older buildings becoming surplus and disposed of.

“Where will the Community Hubs be located?”

Six community hubs are proposed for the neighbourhoods of Seven Kings, Gants Hill, Hainault, Wanstead, Woodford and Ilford Town Centre. A map of the proposed hubs and their catchment areas can be found [here](#).

“What has the cabinet agreed?”

In November 2018, Cabinet approved:

- consolidating service delivery across the Council into the five proposed community hubs;
- approving Seven Kings, Gants Hill, Ashton Play Fields, Wanstead and Hainault as hub sites;
- updating Redbridge Living brief to include Seven Kings and Gants Hill at Gateway One approval to include provisioning for a community hub;

- authorise officers to open discussions with relevant parties to effect the delivery of community hubs; and
- seeking Cabinet approval on the proposed way forward with respect to community hubs at Seven Kings and Gants Hill prior to development.

A copy of the Cabinet paper can be found [here](#).

Officers will be working with residents of each of the hub locations to co-design each hub, ensuring that each site is community-led and driven by resident views of what they want in their locality. An engagement timetable has been identified above.

"Isn't this all going to be very expensive?"

The community hubs will be built by council's housing company, Redbridge Living, as part of wider housing developments across the borough. We expect that this approach will mean the council faces very few direct costs. In the long run it will save money improving quality whilst preserving services locally.

Seven Kings FAQs

"Do you own the Seven Kings site?"

Yes, the Council owns the Seven Kings site at 672-674 High Road (a parking lot adjacent to the Seven Kings TFL Station).

"Are you moving the Seven Kings Library into the new Community Hub?"

Yes! We want to work with residents to co-design and build a state-of-the-art facility to move the existing library into.

"Will the library be the same size and offering the same services as currently on offer at Seven Kings?"

The new facility will be larger and offer more services than those currently available at the existing Seven Kings Library.

"Will the Seven Kings Community Hub have any space that residents or groups can rent for events?"

We anticipate that there will be multi-purpose space available for rent for both individuals and organisations; however, this will be designed in partnership with residents based upon the community's overall needs.

"What will happen to the Seven Kings library during construction of the community hub?"

All existing services in the Seven Kings area will remain open as usual and unaffected by the development of the community hub.

"How many new homes are you proposing?"

There is an allocation of 170 new residences identified in [Appendix 1](#) the [Local Plan](#), but we intend on seeking the public's views before we make any plans or final recommendations. If you have any views about the proposal to establish residential property on this site, please participate in the consultation process above.

"Will there be any commercial space for small/local businesses?"

This will be open for consultation with residents, but we envisage space will primarily be available for services rather than business. If you have any views about the types of services we should offer from community hubs, please participate in the consultation process above.

"Will the proposed space for local police teams be a contact point for the public too?"

If the police and residents want this, we will make this available for police-public contact.

"How much will the Seven Kings Community Hub cost and will local taxpayers be responsible for paying for it?"

In absence of any plans as to what the community hub will be (as we want the community to design it), we are unable to provide any preliminary costs at this time. However, we anticipate that most of the costs will be absorbed from the development of new housing on the site.

"When will you submit a planning application?"

It is anticipated that a planning application for the Seven Kings site will be submitted following the public consultation period later in 2019.

"How long will construction last?"

This will depend on the complexity and nature of the build, but early indications suggest 18-24 months from commencement to release.