

## Melbourn Hub Report January 2026

This report from Melbourn Community Hub Management Group (MCHMG) includes an attachment to show the fantastic achievements and benefits that Melbourn Hub provides for the community and how some of those benefits have been professionally quantified both socially and financially. We hope this will prove helpful for those who are less familiar with the day-to-day business of The Hub.

The Parish Council's courageous vision of creating a purpose-built space that truly serves the needs and wishes of the community, has not only been achieved - but exceeded - and the MCHMG directors, who all volunteer their time and skills, are proud of their work too and that of their fantastic staff and volunteers in bringing so much evidenced benefit. This has only been possible because of the commitment of the Parish Council in commissioning and maintaining the Hub building and the fixtures and fittings within it.

*Appended to this report (Appendix A) is a double page list of the many services that The Hub has enabled.*

### Social and Cost Benefit

One standout aspect is 'Health at the Hub' (HATH), a collaboration between Melbourn Hub and NHS Primary Care Network, launched in summer 2022 following The Hub's earlier health related initiatives. The aim of HATH is to improve patient access to a variety of health and wellbeing services in a community setting, enabling more appointments to be offered and new services to be introduced, using bespoke medical space created at The Hub.

HATH however, also recognises the health and wellbeing benefits offered by various outreach services at The Hub like Citizens Advice, Rape Crisis and Relate, plus the positive social impact of the café and the work of Hub staff and volunteers to facilitate HATH.

The great success of HATH has been evidenced from analysis undertaken by accredited social value specialists. In 2024 HATH had delivered "**a very high level of social value**" (the measure of broader societal outcomes) at **£4.14** of *social value* for every £1.00 invested.

The **benefit cost ratio** measures whether public resources are maximising public value and The Hub is rated '**high**' by the 'Ministry of housing, communities and local government' with **£2.30** of benefit for every £1 invested.

*Quote "HATH is reaching those most in need of its support and is being delivered in an economical, efficient and effective way. HATH's cost savings outweigh its benefit losses and therefore increases its public value. The results demonstrate that providing medical/clinical services in the community is highly cost-effective."*

### 1. People

Our annual customer survey continues to tell us that customers rate our services as excellent or good. Our recent 2025 survey shows 100% would recommend The Hub to others.

In 2024, Melbourn Hub was a finalist at BBC Radio Cambridgeshire 'Make a Difference Awards' in the category of 'Volunteers', recognising the value of volunteering for the individuals involved and what is delivered for the community. The essence of our motto "**For the Community by The Community**".

In 2024 over 3,100 patients had directly benefited from HATH and feedback from patients indicated that some screening and vaccinations would not have been taken at all if the services had not been available at The Hub or would have had to travel some distance.

The DNA (did not attend rate) was 1% for patients booked at The Hub compared to a 4.51% National average, so The Hub setting is clearly encouraging our community to fulfil their medical appointments, contributing to early preventions and treatments.

HATH has had a gravitational pull for other health and wellbeing providers, keen to regularly hire both the medical space and other Hub rooms to offer more of their services - sooner. Add to this the wider wellbeing and societal benefits The Hub is providing through its many other services, we believe it is truly worthy of its flagship status across the County and beyond.

The MCHMG is proud to have remained self-sufficient and not require any Parish Council grant funding to run the operation since 2022 – especially given the current financial climate. The cost to Melbourn villagers for the Parish Council to sustain the building as owners (building loan repayment and upkeep costs of fixtures and fittings) is less than £3 per band D *household not person*) per month! I think most would agree, this is *incredible* value for all that is provided.

## 2. Latest news

The café continues to prove popular but has faced significant challenges with minimum wage and NI increases in 2024, plus the impact of the cost of living. Balancing affordability (to remain inclusive in a high deprivation ward) against rising costs, has required careful management.

The current café chairs have long exceeded their life expectancy and in essential need of replacement, to ensure customer safety and comfort. This is part of the general maintenance and upkeep costs for MPC. MCHMG have provided quotes to MPC for suitable replacements.

The Hub room hire position is currently positive, with existing and new long-term room hire arrangements for health, outreach and other local services showing early positive growth for 2026. Cambridge Building Society continue offering a service in the village (otherwise potentially lost) by moving to The Hub and offering services there for three half days a week.

The last quarter was popular for seasonal events at The Hub, with two concerts, a Craft Fair and our big free seasonal event 'Turn on to Christmas'. We delivered a fun family Halloween trail as well as free films for children to encourage young readers and focus on inclusivity, especially given Melbourn's high deprivation status amongst other South Cambridgeshire's villages.

We were delighted to engage a new director in November, strengthening our team with added professional skills and much needed help to tackle the significant hours that are needed to direct and run the Hub, alongside the directors' many other commitments outside of the Hub.

## 3. Going Forward

The Parish Council, following a growth in staff numbers seek larger office space and are exploring other premises, if no alternative space can be offered within the building to accommodate this. MCHMG have requested a meeting with MPC to discuss the impact of the various outcomes that could arise from the different possible scenarios, following detailed email exchanges between parties outlining some of the specific issues faced and suggested potential solutions to consider.

MCHMG understand that The Parish Council have engaged a solicitor to interpret The Hub lease into plainer language to clarify their role and responsibilities. MCHMG have asked that the outcome from this be shared with them, in the event of any potential contradiction with the understanding of the lease that MCHMG have been working to since it was created in 2013!

Thank you for your attention and hope that the above information proves helpful.

**Melbourn Community Hub Management Group**

MCHMG January 2026

## Appendix A

### Melbourn Hub – services adding social value for the community

#### 1. Hub team

- **9 x directors/trustees** (bringing their professional skills & experience for free)
- **17 paid staff** (including a Hub manager) providing local employment.
- **Over 40 volunteers** (supporting desk, café, library and other events & activities) helping with personal wellbeing and social inclusion for local people.
- The Hub also **offers placements** for D of E and work experience students, as well as Saturday jobs for young people, plus opportunities for people with SEN.

#### 2. Hub's Main Features

- **Hub desk** – local information and general support
- **Café** - offering affordable value, children's character meals, takeaway and buffets.
- **Library** - books for leisure and support, children's books & printing and copying.
- **Room Hire** – 4 rooms plus Atrium for hire to businesses, individuals, community groups, outreach and public services such as MPC.

#### 3. Public 'value add' services available currently or launched previously at The Hub

##### 3.1 Health

- Community Support for Dementia memory cafes
- Dementia experience buses
- Mind CPSL wellbeing cafes and calm space room
- Mindful March – young people's mental health event with Mind CPSL
- Breast Health awareness Q&A sessions
- Knee and hip replacement Q&A sessions
- Covid 'walk in' seasonal vaccination clinics
- Flu vaccinations
- Children's vaccination programme
- Carers café
- Menopause café
- Women's health cervical screening
- Health checks (Healthy You)
- Social prescribers
- Phlebotomy
- Physiotherapy
- Pharmacist
- Mental Health clinics
- Alzheimer's clinics
- Asthma and COPD clinics
- Diabetes prevention
- Osteopathy
- Podiatry

##### 3.2 Outreach Services

- Relationship Counselling (formerly Relate)
- Citizens Advice
- Cambridgeshire Rape Crisis

### **3.3 Self Help Groups/organisations**

- Silver surfers
- Wellbeing walks (from The Hub)
- Tea and Sign
- SEN support
- Autism support for parents
- Knit and natter
- Timebank drop in sessions
- U3A

### **3.4 Leisure/educational**

- Hub events (street parties for Jubilee and Coronation, various seasonal events, concerts, entertainers and quiz nights etc)
- Art exhibitions
- Artist at work sessions
- Meet the Author evenings
- Children's reading challenge
- Seasonal children's events
- Children's film shows
- Storytime for under 5s
- Lunch club for older residents (including volunteer drivers for the mobility impaired)
- DJ session for young people
- 'Pop up' shops and charity fundraising stalls
- Antiques valuations
- Cycle repair sessions
- Free unwanted library books
- Access to local magazines, leaflets and information board

### **3.5 Other public services**

- Parish Office (access to Parish Clerks)
- Building Society
- MP surgeries
- Local councillor surgeries
- Police drop-in surgeries (coffee with a cop)
- Local information and consultations
- Covid Response Centre during lockdown
- Foodbank
- Meals for vulnerable families during lockdown
- Giving tree – Christmas gifts for vulnerable children