

HOW TO PLAN A RURAL SERVICE HUB



A companion graphic for ROBUST's [Rural Service Hubs](#) Short Report

1

IDENTIFY THE CHALLENGES

GETTING SERVICES TO PEOPLE.

WHAT

does the service do?

HOW

does the service work?

WHY

does the service exist?

WHO

is the service for?

USE
THE
4Q's

GETTING PEOPLE TO SERVICES.

USE
THE
5A's

- 1 AVAILABILITY
- 2 ACCESSIBILITY
- 3 ACCOMMODATION
- 4 ACCEPTABILITY
- 5 AFFORDABILITY

2

UNDERSTAND AND ASSESS THE CHALLENGES



ASSESS BENEFITS

Determine how and to what extent a Service Hub can help meet your challenges.

1 2 3

SET AND PRIORITIZE GOALS

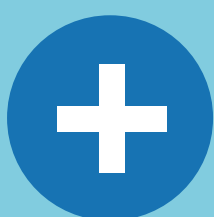
Reflect on your specific challenges and determine if some outcomes are more important than others.

BENEFITS OF A RURAL SERVICE HUB



REDUCED DISTANCE + COSTS

for people to travel and for operation and transport.



MORE USERS

in number and range.



COMMUNITY FOCAL POINT

provides a meeting place and community focus that enhances social capital.



CO-LOCATION

fosters synergy, shared learning and innovation between co-located services.

3

PLAN YOUR HUB WITH THE FOUR KEY FEATURES AND RELATED CONCEPTS IN MIND

Refer to the [Rural Service Hubs](#) short report for details.

A GOOD RURAL SERVICE HUB...



HAS 2 OR MORE SERVICES

Which services?

RELATEDNESS

Are the services related?

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NETWORK GOVERNANCE

Which scales and sectors should be included?

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SMART DEVELOPMENT

Why these services?

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IS A FOCAL POINT

Where to locate?

PROVISION

Where would provision be feasible?

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ACCESS

Where will it be convenient for current and future users?

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NEW LOCALITIES

Where is the locality's core?

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FOSTERS SYNERGIES

Why co-locate?

PROVISION

How could provision be more efficient?

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INTEGRATION

How will the Service Hub services be integrated?

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NETWORK GOVERNANCE

What partnerships are needed?

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FACILITATES ACCESS

How to connect?

ACCESS

How will people get to and use the Service Hub?

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NEW LOCALITIES

How can you build on existing infrastructures?

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NETWORK GOVERNANCE

What partnerships are needed?

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