



Connecting Communities Engagement Workshop – Family Hubs

Venue: Diamond Rooms 1 & 2
Date: 05 August 2016, 13.00 – 15.00

Attendance and format

Over 20 groups and organisations from across the city were invited to a workshop to hear about the outline proposals for Family Hubs and give views about how we might develop them further.

The event was attended by 10 people, representing 7 different organisations and individuals, 3 Councillors were also in attendance. After an initial presentation from council officers about the outline proposals for Family Hubs, two groups spent time discussing six questions.

One of the key messages from those attending was the need for the Council to provide more information about respective roles and service models to enable community groups to properly consider proposals. Clarification was sought on a number of points throughout the discussion.

Note: Council officers took notes of the discussion held at the workshop and these notes have been published here. They are not intended to be a verbatim record of the event but help to give a flavour of the discussions, concerns and key issues raised by people taking part in the workshop.

Group One

1) Do you have any suggestions about how the proposals could be improved or developed?

- People attending were positive about the family hub model.
- The proposal gives a range of possibilities – more agile service provision e.g. in churches, meeting community need.
- There is a need to create a community platform (digital) to inform people of what is going on and where
- The proposals are seen as positive and show where we need to get to.
- Explore fundraising from other avenues.
- Not a bad thing, properties are too close together, common sense, family centre model is ideal.
- Level of risk to this for all involved.

2) What role could you have in helping us to develop the family hubs model?

- Community want to help keep services/buildings open?
- Community will is there to help support.
- Email of what groups can “offer” – community could potentially email ideas in.

3) How might community groups be able to support us with mitigating the impact of proposed reductions?

- Need to identify agencies to help support mitigating the impact.
- Links to NHS/health and medical centres this is a real opportunity to develop this in each community area/local magazines/social media/variety of formats.
- Child-minders – could they be involved?
- Modern apprenticeships, training and development
- Medical centre, library, Wilfred Spencer centre, all services be connected as well as Childrens. Could we not expand the list of services? Need to make our services join up.
- We need to include older/vulnerable people too and not exclude beyond 19 years.
- Organisations/individuals are interested in volunteering but need to be included in conversations.
- Are the Police involved in hub discussions?

The below comments were recorded in response to all of the above questions

- What have we already got/feedback on best use of resources?
- Impact on private nurseries *will there be an appetite for delivery
 - More/less income for them?
 - Profit making, should funds go to Coventry City Council instead of other sector?
- Current nursery providers need more in areas of high need.
- Is engagement with Private, Voluntary and Independent (PVI) providers taking place?
- What if families can't afford nurseries that are private? Will there be subsidies?
- Shouldn't create two tier people can/can't afford.
- Statutory requirements need to be fulfilled.
- Making the buildings useable and increasing hours would be beneficial
- Open longer hours, to encourage proper community use to make the venue the heart of the community.
- Funding for nurseries – implications of passport to leisure
- Be creative involve young people at the venues during consultation?
- Will services have building for set hours?
- Need to make sure we are not confined by buildings.
- Council has key responsibility and should take a brokerage role to facilitate and pull community together.
- Impact of offer, you need to provide meaningful data, so that the private sector can step into that offer.
- Will Private, Voluntary and Independent (PVI) providers be able meet the needs and deliver the quality of services?
 - Vigorous Ofsted/risk management process required/safety of offer.

- Needs to be as strict in terms of safety/risk point of view.
- What is the social value? Personal growth and development.
- What about elderly people? Support our older people. Not just 0-19 years, get the whole community involved.
- Youth Group
- Youth workers, need to ensure we target/engage youth
 - What is available this is issue - need availability all in one place
 - What about arts – music, theatre, arts? Reading/books? Parents and children interested in same events
- Family hub needs to include other interests
- 8am – 10pm – the centres need to open for these hours.
- What is the appetite from the transition fund?
- Allesley/Whoberley group's experts at fundraising, don't forget.
- Statutory regulations need to be met but need to link universal offer
- Allesley Park building – need to be innovative, what is needed in the communities, need to be creative.
- Will we be selling buildings off?
- Interest in supporting communities to sustain community work.

4) What support/resources would communities/groups need to run or become more involved in the delivery of these services?

- Support required regarding business modelling/running building.
- Sustainability is key issue, don't want community buildings to be private housing
 - Need help with business case
- What is the business model for private funding?
- How can we adapt buildings? Could they be open for longer hours?
- Can transition funding be used for equipment?
- What equipment is available city wide? Chairs, tables, list would be helpful for interested groups.
- Who would be responsible for other services for facilities Management? e.g. plugs, false walls.
- Example provided - BHS were selling cheap equipment, this is a missed opportunity
- Can groups use equipment that is in venues?
- Recycling, green elements of the proposals too – What about gardens and benefits of green space?
- Local businesses could support community groups in the future delivery of services.
- Could we get donations to help?
- Include sport in the facilities; gym in building – Private, Voluntary and Independent (PVI) sector interested.
 - Offer to cover cost printing/leaflets etc. re volunteers
- Increase way volunteers can put themselves forward – so all held centrally
 - Via an Email, social media drive.
- Developing a list of issues community need to think about would be really useful.
- Dialogue about what the responsibilities are for the Council versus community?
- Coventry City Council expertise is really beneficial.

- Responsibility for Council to say what we can do to support community
 - Health and safety
 - Meeting above requirements, ramps, lifts etc.
 - General upgrading of buildings
 - Older people during day/youth in evening
 - Outreach provision – Council act as a ‘broker’
 - Partnership and collaboration
 - Sports equipment
 - Develop a theme with a “Fargo Feel”
 - Local artists decorate
 - Young people/community decorate
 - Outside/outdoor facilities
 - Health benefits

5) What are the:

| Opportunities to doing things differently? | Challenges to doing things differently? |
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| <ul style="list-style-type: none"> • See it as an opportunity. • Work together mainstream not segregated services. • Easier to access. • Relationship building. • Skill set sharing. • Community group growth. • Circulating job opportunities <ul style="list-style-type: none"> ○ All groups internal/external communications ○ Shared resources/communications ○ Business start-ups/Fargo mind-set/independent • Training and job opportunities. • Call for arms from community <ul style="list-style-type: none"> ○ How we manage that • Hearts and minds. • Co-creation. • Need to understand 'real' austerity measures and position council is in. • Communication is key!! • Clear, open, honest communication. • Appetites is there from community. • Better support themselves. • Visibility of what is available and where. • Expectations, roles and responsibilities are clear. • Celebrate successes. • How will success be measured, monitored and performance managed? • Opportunity groups to come together and group together for funding. • Collaboration community development service. <p><u>Coventry for Communities.</u></p> <ul style="list-style-type: none"> • Promoting this service groups not aware of service. • Mentoring/coaching. • Partnership working. • Social media groups. • Signposting service. | <ul style="list-style-type: none"> • If nothing happens, there will be a sense of loss. • Element of risk for all involved. • Sense of grief. • Job losses. • Loss of expertise. • Changing mind-sets. • Culture change. • Support and ongoing support. • Volunteers kept on board. • Ongoing Coventry City Council support. • Disadvantaged people/funding. • Risk. • Health and safety. • Funding challenges. • Vulnerable people still feel supported/protected. • Marketing of hub approach. • Money is just not available. • That's why I pay my 'Council Tax'. • Demand management will only go up. • Social care impact might increase. • What if it doesn't work? Groups fail to support. • Will council take over again if this fails? • Financial challenges. • Different cultures/language integration. • Skills to complete "bids". • Application form filling for funding. • Alcohol licencing? • Licencing? • Parking/access? • Advertising. |

6) Who uses your local centre? Is there anyone else we should be talking to about our proposals?

- Family organisations – young people excluded from school
- Temples/religious groups
- Different languages/format
- Women's groups. Sikh union (Daimler)
- Private, Voluntary and Independent (PVI) providers
- Arts/theatre
- Education/universities
- Worship/faith groups invite in?
- Empower communities
- Parish councils
- Free schools
- Disabled provision/groups
- Dance schools/theatre groups
- Ward forums/community discussions
- Immigration/asylum groups
- Gender specific groups
- Prince's Trust
- Café – Good Honest Food Company, Allesley
- Local shops/post office/doctors/ ones stop etc.

Group Two

A group discussion took place around all of the questions above, the bullet points listed below are notes of this discussion.

- Want to see how this will work and improve the situation for Early Intervention going forward. It's about finding a way to do things differently. Important to get partners involved. Also important to consider what else is on offer for children in the city.
- Opportunity to have Peer Champions on the ground (e.g. families that have accessed services and support themselves), acting as champions for different pieces of work.
- This proposal provides an opportunity for people to access much-needed services in the area.
- Comment that if the Voluntary Sector was to take over Youth Clubs that they would be relying on volunteers but that this would perhaps not always be the most suitable option when working with young people.
- Invest to save discussed. Need to consider the longer-term outcomes for young people and longer-term benefits to the city.
- Comment that any proposals/new ways of working cannot cost the Council money. E.g. would not be able to have a Youth Centre being used for only a couple of evenings each week. Has to be filled with fee-paying groups or sold or re-developed.

- Opportunity to look at different types of provision for 2 year olds, away from sessional care, e.g. may be looking at longer days, opportunity to expand the offer.
- Query on whether all buildings in the area had been considered e.g. were there enough community facilities .
- Important to consider where families would want to access the services.
- Query on what consideration had been given to proposed locations for Family Hubs, Needs to be explored further but felt that the Council has got to go out for consultation.
- Important to be able to provide support for people when they need it.
- Query around whether there has been an audit of current services and provision. Point made that some groups here are quite well-connected and hat this needed to be encouraged as part of any consultation. .
- Query on whether targeted Youth Workers would form part of Family Hubs? It would be an aim for services to be delivered in the areas where they were most needed
- Point raised that the Council would need to improve communication, raise awareness of what's going on and do things very differently.
- Query around how radical the Council were being. Comment that it didn't seem to be too radical. The Council need to look at different ways of working when engaging with partners in order to maximise community services in geographical areas.
- Opportunity to open conversations up to as many groups as possible, to seek as many ideas as possible and to build on partnership working.
- Regarding the role organisations could have in terms of developing the Family Hub model, it was suggested that City Council teams would be working with universal partners. A point was made that each of the 8 proposed hubs could be made up of a range of services according to the needs of the community.
- Query around whether the Council would still run the Family Hubs and whether a tender exercise would need to be undertaken. Some of the risks around this were discussed, as a large national organisation may write a good tender but not know the local area. It was suggested that there would be risks associated with keeping to the current model too.
- Point raised around Warwickshire Re-Imagining event and Smart Start programme (in terms of services offered, commissioning out services and delivering services differently).

- The role of the Voluntary Sector was felt to be absolutely pivotal in terms of what the future commissioning arrangements for Family Hubs could look like.
- Point made that the voluntary sector could not pick up the tab for this, as their funding would not always be there. It would have to be a collaborative model
- Query whether any research had been undertaken into what was working well in other areas, especially in areas with a similar profile.
- Lots of little projects going on in the various community facilities e.g. debt advice and all of these projects need to be linked in. Suggestion to re-brand and call something similar to One Stop Shop, e.g. this is the place to go when you need support.
- Mitigating action discussed, pooling what is currently going on in the community.
- It's about making sure that the people within Family Hub structure are offering a seamless service.
- New youth hub in Wolverhampton mentioned (national initiative – OnSide Youth Zone), private sector, with cafés and different things for young people to do. Part-funded through external funding. Worth considering. Delivering services in a different way. Model that could be adapted.
- Support/resources was discussed. Funding support was important.
- Voluntary sector are there to work in communities but they are restricted by what they can do.
- Match funding support would be helpful. £5,000 from Council could be turned into £50,000 from elsewhere. Starting point needed.
- Invest now to save in the longer-term.
- Opportunities versus challenges discussed. Level of radical change to be considered.
- Opportunity to undertake research on what other Local Authorities have done and identify impact this has had on their communities and associated timescales.
- Query on whether the Council were looking at £1 per head type of intervention, as a unit costs model. This would need to be explored.
- Challenge that the overheads could not be the same for voluntary organisations, as this would be a financial risk that they couldn't afford to take.
- Need to talk to smaller partner organisations, families who use our services, families who don't currently access our services, in addition to other community facility providers in the local areas.

- Importance of ensuring that organisations know where to go. Building on knowledge of services provided.
- Opportunity for case holder to have responsibility for a number of families coming through the system, for the case holder to act as the link in to a whole menu of different services, seamless approach.
- Real opportunity to review the CAF (Common Assessment Framework) levels in which our services will work in the future, including accountability and engagement. Also review the CAF levels in which other organisations operate.