Feedback from Hillfields Family Hub Sessions
01/11/16

Connecting Communities Consultation - How to get involved

Family Hubs
We want to create family hubs for 0-19 year olds in areas of the city where people who most need to use services live. These new hubs will provide a wide range of services for children, young people and their families from all over the city to use.

How do I get involved?
We want to hear what you’ve got to say about how services could work best for families in the future. We’ll be holding consultation events across the city so if you’re someone whose family uses and cares about support services for 0-19 year olds then we’d like to hear from you!

We only have limited spaces on these events so let us know as soon as possible if you’d like to come along.

Please email connectingcommunities@coventry.gov.uk or call us on 024 7683 4022

If you need this information in another format or language please contact 024 7683 4022 or email connectingcommunities@coventry.gov.uk

www.coventry.gov.uk
Introduction

18 people attended the event, including 3 councillors, 1 from the Police (facilitating).

Crèche facilities were offered with staff from the local children’s centre.

The session was facilitated by Susan Ritchie, Mutual Gain.

Pete Longden, Youth Service set the context of the consultation with a short presentation giving the overview of the proposals set out in Connecting Communities Phase 2.

Three table discussions took place, each table had a facilitator and a Notetaker.

Table 1 – 1 resident and 5 staff from local Childrens Centre

Table 2 - 3 stakeholders (2 from a faith group and 1 from children’s centre)

Table 3 - 2 residents, 2 partner agency and 1 youth worker

The three Councillors floated between all the tables.

A photographer from the Council’s Communication Team attended some of the session and photos are included.

The following are the comments made at all the table discussions.
What are your first thoughts on what you have heard today? How might it affect you or your neighbours? Are there any particular groups of people who will be more affected? (Eg age, gender, ethnicity, faith, disabilities, etc)

Table 1:

- Where this Hub will be?
- Where the youth going to go is their centre is gone
- How do you find the families early if we are cutting down on early year’s services?
- Will the facilities be appropriate
- Is there provision for 20-25
- Concerns there will be a gap for early intervention 0-3 if they are not entitled to 2 years old funding
- Who will be accountable for family hubs

Table 2:

- Will the different Hubs have different level of funding?
- There are potentially over 120 local organisation in Hillfields, how can we bring them together to work collectively for the future?

Table 3:

- Where the hub would be
- Will the Hillfields nursery be free?
- Hillfields youth centre is a very special place and a national example for best practice

What do we think a FAMILY HUB for 0-19 year olds could be/

Which services are in it? Who uses it? How does it look and feel? What is online/offline?
Anything else important?

Table 1:

- Parents need to feel safe entering and using the future Hubs
- To safe guard children, Hubs should not be universal for ages 0-19.
- Spaces in the future Hubs should be made available for different services to hold surgeries etc. on specific days.
- Signposting to the relevant service providers, establish a virtual community of supporters. Working in partnership will be a key for success.
- Volunteer to run any non-statutory services.
- Adult learning to provide child care for mums who wishing to use the service to learn English etc.
- Hillfields Youth Centre has been always been the best model for youth centres in the City. Any future Hubs should learn from Hillfields Youth Centre success.
- Hubs do not need be in one place. A multiplication hub would spread on to 3 locations to ensure quality provision and safeguarding.
1. Location 1 to provide early years children services (0-10)
   i. Health
   ii. Midwives
   iii. Baby groups/stay and play
   iv. Young parents groups
   v. CAF services
   vi. Family support services
   vii. Together Like Me
   viii. Creche adult learning
   ix. Food bank
   x. DV groups
   xi. Job Centre
   xii. CAB
   xiii. Housing within it
   xiv. Integrated team
   xv. 0-5 acting early

2. Location 2 to provide youth services
   i. Youth groups
   ii. Health drop in from health
   iii. Police
   iv. Job centre
   v. C-Card
   vi. Mental Health services
   vii. Adult learning
   viii. Food bank
   ix. Sports/Gym

3. Location 3 is linked with libraries
   i. Library
   ii. ICT services
   iii. Translators
   iv. CAB
   v. Job Centre
   vi. Volunteer possibilities
   vii. Drop in coffee shop

- Community advertising for what is on and where through:
  o Adverts
  o Posters
  o Flyers
  o Info through schools
  o Social media
  o #happyhillfields

Hub locations could be in

Square

Old City Farm

Children’s centre
Watch

Hope Centre

St Peter’s Centre

Hillfields Nursery School

Table 2

- Will the different Hubs have different level of funding?
- There are potentially over 120 local organisation in Hillfields, how can we bring them together to work collectively for the future?
- Hubs should establish links and partnership with different service providers. Be the first contact point for locals and signpost people to relevant providers.
- Working in partnership with other for mutual benefits.
- Safeguarding issues, Hub visitors should be free of any concern and fear that could prevent them from using the facilities.

Table 3:

- When cases/ safeguarding problems are referred into the HUB someone needs to take in charge to make this happen.
- Needs to be open outside office hours
- Quality assurance concern, who would ensure the hub is working to standards. And nurseries are delivering what’s needed.
- Hubs must be welcoming and open to all regardless of religion, origin and appearance.
- Different community activities and services may need different expertise and knowledge to provide them. How we make sure we have all this covered.
- Don’t need to be in one building. Separate spaces for age groups
- Information and signposting hub.
- Hubs should be aware of what out there so they can signpost to the right place.
- Working in partnership is important to be sustainable.
- A hub to have a reception area
- A hub to have a café for lonely people
### Equalities Monitoring

14 monitoring forms were filled in

#### Gender

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#### Age

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#### Religion/Belief

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<td>Hindu</td>
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#### Do you have children?

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