

# Feedback from Bell Green Family Hub Sessions 10/10/16

## 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](mailto: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](mailto:connectingcommunities@coventry.gov.uk)

### Bell Green Families and Young People

Monday 10th October

4pm - 6pm

**Bell Green  
Children's Centre**

Roseberry Avenue CV2 1NE



## Bell Green Family Hub Consultation 10.10.16, 4.00 – 6.00pm

**Venue: Community Room Bell Green Children's Centre**

**Facilitator: Nigel Patterson**

**Notetaker: Helen Shankster**

### Who took part?

The session was intended to be a workshop for families with an interest in services for 0-19 year olds.

One head teacher arrived near the start of the session and a general discussion with her and 2 staff from the children's centre took place. Later on a parent and her young son arrived and a separate discussion took place. She has five children who use a range of services from the Children's Centre to youth services

### Feedback

**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)**

*Head teacher and children's centre staff:*

- Families won't travel especially groups like nursing mothers so will face difficulties in areas without a hub.
- How do we change expectations & behaviours? (e.g. families from Bell Green won't use services in Wood End and visa versa)
- Risk that families who we want to use nurseries could disappear and children may be at risk & become 'hidden'
- How can the Partnership Advisory Boards be involved in the design of Family Hubs?
- Concerned about 'big hole' in South East sector if 3 children's centres are closed:
  - Richard Lee [Attoxhall Road /Stoke Row / Dane Road] ~ large numbers of families of migrants and asylum seekers
  - Barley Lea [Stoke Aldermoor]
  - Stoke Heath
- How do we provide services to these areas/can we use other spaces in the neighbourhoods to deliver services?
- How can we aid the understanding of service users that children's centres are about proactive and universal services when these close?

*Parent:*

- Want to hold onto the Surestart nursery; there are not many other nurseries for families to turn to in Bell Green

- During school holidays Children's Centre staff worked with the family to find things to do e.g. laser quest, youth clubs ~ some can be found online/social media, others are difficult to find
- Important to find things for young people to do to keep them off the streets
- Cov Museum leaflet / Youth Alert gave info
- Sky Blues in the Community
- Cost of travel expenditure would be a barrier to using youth activities outside the area
- Local church supplied a trip to Skegness
- Could ask churches to run youth clubs?
- Use the library to share info about activities going on
- Moat House Leisure Centre too expensive for families – attended once but the child felt uncomfortable
- Bring together local community organisations & library to find out what is going on

### **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?**

*Head teacher and children's centre staff:*

- Schools need to be an integral part of the hub
- Won't work without a very strong vision that stakeholders own
  - What are the objectives for 0-19 services?
  - Put child at the centre, and then work out who is best to do what & when?
- Acting Early has broken down barriers to access but structures are still getting in the way
- Need to bring local services together to design the Family Hubs together
- Acting Early co-design was very time consuming for head teachers; find a time efficient way to do co-design
- Need strong leadership at all levels; need to design this across multi-agency team e.g. shared management
- Need to research models from other areas to help us to think through what we need here - share this with schools and children's centres
- Important to tailor Hubs to the area (e.g. what voluntary organisations/networks exist?)
- Hubs need to be dynamic and evolve over times to changing circumstances
- Ignite
  - we have not got this all over City
  - will take a very long time to build capacity to solve intergenerational issues\*
- What is the role of Partnership Advisory Boards and role of parents on these?
- Family Hubs will need autonomy to make decisions
- Look at current needs e.g. mental health v resources then follow the needs
- Use local analysis to drive priorities; this means Hubs will require analytical capability
- Crucial that parents get on board as good role models

- \*Contractual agreement that parents attend Hub too [learn skills/educational attainment/raise aspirations
- Individual approaches to parents are needed to get them involved; give the time to do it
- Run sessions simultaneously [e.g. baby clinic/postnatal clinic/get weighed/talk about anxieties – play activities/healthy lifestyles (like a spa day?) so a range of services could be accessed in a single visit.
- Break down barriers between parents and professionals
- Schools would like to ‘deconstruct’ 11 year experiences of services and recreate together a ‘better journey’ - this could make it easier to make efficient use of time in co-design work.