

how to build...

community hubs

Tamworth Borough

checklist:

- Before you get started be clear about why a community hub is needed. Can you answer the following questions:
 - Do you really need a separate building?
 - Do you have full and clear support from partners? (Preferably evidenced with outcomes in action plans.)
 - The hub should be the focus of a “no wrong door” approach, with effective signposting and shared knowledge through brief intervention training alongside genuine joint working.
 - Are you clear about the value a hub will bring?
 - Are you prepared for how long it might take for the hub to become established?
 - What is the hub going to offer that is different or additional?
 - How are you going to get residents and service providers through the door?
- Make sure it is what the community wants and needs through genuine engagement and consultation. How will residents be involved?
- Make sure the building is ‘fit for purpose’, and is affordable in the long term and is in a good location in terms of being accessible to the community. Is the building sustainable? Identify who and where long-term finance is coming from.
- Make the principles of how the hub will operate clear and be prepared to fight to maintain those principles. However, avoid being tied early on to a rigid business plan, so that you allow the hub to grow in response to feedback from the community.
- Be prepared to sustain the effort, particularly through the early days, as there will be peaks and troughs as the hub becomes established. Do this by using your resources wisely – for example, open only at the most productive times.
- How can the use of volunteers support the hub?
- Start by getting positive local people involved as champions for the hub and by getting local services on board using the hub as a way of attracting residents through the door.

jargon buster

A community anchor or hub is a building that acts as a central place for coordinated activity. Hubs come in all shapes and sizes and the activities that take place in a hub can vary greatly from venue to venue but the important similarity is that all hubs provide a focus for the joint delivery of services that respond to identified need and enable community activity.

Top Tips

How to judge a good Community Hub:-

1. Is a good cross section of the community using it?
2. How diverse are the activities and services on offer?
3. Are additional activities taking place in the community as a result of the hub?
4. Can residents influence what is happening?
5. Is the hub independent or just an outreach of a mainstream service?
6. What would the impact be if the hub were to close?

case study

where it worked

Tamworth Borough



The 4 locality based Advice, Resource and Community HUBs (ARCH) are flexible offices that are located in central locations in each priority locality.

The hubs provide hot desk space, meeting and training room, together with private interview space for confidential service delivery. Although day to day coordination of the hubs is managed by Tamworth Borough Council, residents have had a significant impact on the design and atmosphere within these facilities through the work of the Community Development Officers.

At the outset of multi-agency neighbourhood working, a number of residents helped to establish the first premises in Amington, identified as a priority to support increased service provision in that area, through a community survey that was led by a local community group.

Hubs facilitate a range of services and activities designed to address partners identified need and the

community's priorities.

The aim is to provide a number of services within the ARCH and to make it accessible to the local community to access services and also to increase awareness that services are available. There are many benefits of locality working for both the community and service providers.

Currently the ARCH supports a range of service providers including:

- Councillors Surgery (Borough and County).
- Pathways counselling services.
- Home Start (money advice and welfare rights).
- Addaction (2- tier drugs support).
- County day centres.
- PCT lifestyles service.
- Stay and play.



- ADSIS.
- Police / Police Community Support Officers.

Community members also support and deliver the following services:

- Coffee mornings / community cafe.
- Pampering / emotional wellbeing sessions.
- Environmental sessions.
- Community consultations.
- Production of newsletters.
- Arts and crafts sessions.

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