

Market Drayton and Rural Parishes Community Covenant
Meeting Notes, Workshop 6
23rdnd April 2025, Festival Drayton Centre 1pm - 3pm

Attendees

Charlotte Hollins – General Manager, Fordhall Community Land Initiative / We're Right Here Campaign.
Hannah Thomas – Community and Wellbeing Team Manager, Shropshire Council, community outreach.
David Beckwith – Treasurer, Market Drayton community sports club.
Judith James – Parish Councillor, Moreton Say.
Andy Brown – The Civic Society (Museum) and Walking for Wellbeing group.
Tim Manton – Deputy Mayor of Market Drayton Council and Market Drayton Town Councillor.
Mark Lawrence - Pastor, Freedom Church, Market Drayton.
Garry Hoggarth – Manager, Festival Drayton Centre
Jenny Horner, Chair, Market Drayton Patient Group
Grant Robertson – Chair Market Drayton Sports Association
Richard Kolbe - Deputy Chair, Parent Governors Grove School and Communities Lead.
Alan Cartwright – Market Drayton Community Enterprise
Iana Jacobson - Ukrainian Hub
Kate Higgins – Programme Director, Power to Change

Apologies

Melanie France - Public Health Principal Integration & Inequalities Health, Wellbeing and Prevention Directorate, Shropshire Council
Catherine Westwood, Manager, Market Drayton Library
Emma Dykes – Grove School, Sixth Form Student Lead
Kerry Williams – Shropshire Youth Association
Catherine McBride - Market Drayton St. Mary's Church
George Hounsell – The Zone, Marches Academy Trust
Ken Bailey - Sargeant, 1st Battalion, The Royal Irish Regiment
Capt Johnathan Cowan – Unit Welfare Officer, 1st Battalion, The Royal Irish Regiment

1. A reminder of the purpose of the MD and Rural Parishes Community Covenant.

- The Market Drayton and Rural Parishes family hub will join the dots and help our community to access services, but not to deliver them ourselves. We noted that the hub will be aware of communities' priority areas and this has been a focus of our last few meetings. These priority needs are:
 - Adult mental health
 - Rural isolation
 - Access to health services
 - Crime and safety

- Children and young people
- Transport and infrastructure
- Cost of living
- Last session looked at the services available locally and we started to highlight some gaps. We looked at how the Hub can bridge the gap between needs and service provision. We identified that the Hub needs to deliver the following:
 - Sharing what is available in our local area – being an ambassador for our services
 - Connecting people to services in a personal and supportive way, ensuring no stigma is attached to anyone asking for help
 - Every person feels valued
 - Encouraging services to work more collaboratively
 - A community coordinator with all the knowledge, training and personal skills/attributes will be fundamental to its success

Noted that we haven't yet mapped the services available against the key identified needs of our community.

2. Set the purpose of the day

Today we will start to map how the key needs are supported through current services. This will help us understand service provision gaps and, as a result, the priority needs that the Community and Family Hub may need to manage.

Reminder of the 5 questions of this covenant regarding the hub:

1. What are the main needs/shortfalls within our community? (completed)
2. Identify the services the hub will offer – by looking at what we have and what might be missing
3. What else should the hub deliver?
4. What skills will those running the hub need?
5. Where is the best place for the hub to fulfil these needs?
6. How is it run? How is it funded?

3. Which of our key identified “needs” are missing enough service provision?

Mapping exercise – map services available with the key needs. Are there any gaps?

Children and young people

Sports, Youth & Activity Clubs/Youth Clubs/Cadets/Anger managements/Library/Send Hub/Family Learning/Stay & Play/Early Help/The Zone/Messy Play Churches/Time to Talk/Baby Bank/Local Activities & Clubs/St John's Amb/Dance Classes/Skate Park/Project Heart/Library/Guides/Amdram/Cubs/Choir/Young Farmers/Alternative Curriculum

- **Transport and infrastructure**

Public Transport/Community Car

Adult mental health

Churches / chatter natter / Mens Sheds / Age UK / U3A / SRS / RABI / Citizens Advice Bureau / Walking for Health / Library services / Enable / Volunteering (lots of opportunities urban and rural) / Sports Clubs / The Zone / Pastoral Support / Mencap / DWP / Access to green space / Foodbanks / Time to talk / Domestic abuse support

Rural Isolation

Churches / Age UK / U3A / Pastoral Support / ERS / RABI / Volunteering / Afternoon Amble at Fordhall / Sports clubs and activities / Mobile Library / community cinema / Also noted that gatherings/community events should be encouraged to bring people together and build a sense of community / English and Maths for non-English speakers

Access to health services

Cancer support groups / stop smoking scheme / Rehab surgery overflow service / GP practice / Health visitors / Pharmacy / St Johns Ambulance / Blood pressure health checks

Cost of Living

Early Help/The Zone/ Warm Hub/ Community Banking/ Foodbank/Baby Bank/Housing Support/ Connexus/ DWP/C.A.B/Library/Enable

Crime & Safety

Drop in Community Support Office Monthly/C.A.B/Crimes not being reported/Drayton Crime & Safety Group/F.B/Anti-Social Behavior/ Drug Abuse/ Domestic Abuse/ Domestic Abuse Support

4. **It is safe to assume that whilst the hub can signpost people to the services that do exist, it also needs to be prepared to support people whose needs are not currently met well enough by existing services. To help the Hub do this, it is useful for us to understand the journey that our community might go on before their need develops.**

We split into small groups to discuss three areas we thought were lacking in enough direct service provision. Having recognised that transport was probably outside of the scope of the Hub, we focussed on adult mental health, rural isolation and crime and safety.

- **Adult mental health**

Key Driver: Loneliness/Isolation/Breakdown of the family/unemployment/childhood Trauma/Lack of moral compass/Disability/Lack of connection in the community/Carers draining energy.

How to make this better: Help people to ask for help e.g. via phone call/ Pastoral support to engage with people and understand their interest to engage them in social activity

Connecting with people such as volunteering, holding social events and gatherings to support them. Build community connections and trusted relationships.

Being available outside of standard work hours for the Hub is vital.

Resources within our community that could support this? Existing gatherings/events to be encouraged, seek opportunities to have conversations with people, not just be in the same place at the same time. Encourage relationship building. Encourage safe places for people to be heard, to share problems. Someone to listen. We don't have a lot of this in place at present.

- **Rural isolation**

Key Drivers: Engagement with local community/ Ability to access to support/Needs identified/Widows/Lack of Public Transport/carers for dependents/home working/ social groups are within working hours.

How we can make this better: Bring services into our MD locality and rural parishes/encourage connectedness/social gatherings/activities available outside of working hours.

Do we have resources within our community that could support this? Community vehicles/ sports clubs could encourage evening or lunchtime activities / we need a community co-coordinator

- **Crime and safety**

Key Drivers: Drug & substance abuse/ Domestic Abuse/Neighborhood Abuse/Anti-social Behavior/Bullying (online/social media)/crimes not being reported/mental health/low income/boredom/lack of aspiration/lack of pride of place.

How can we make this better: Reporting of all crime/Talk/Listen/Remove stigma/promote campaigns/use of sports facilities/increase alternative curriculum provision/understand can I help/white ribbon campaign/Alice.

Do we have resources within our community that could support this? Drayton Crime and Safety watch/group FB/Town council/councilors/GAP – Alcoholics Anonymous, Bullying in School, Drug Rehab/CAB/ Sports Centre's/Clubs/Community Support Officer Drop in Monthly.

- **Cost of living**

Key Drivers: Gov Policy/Poverty/Income & Low Pay/Inflation/Debt/High/interest Rates/Unemployment/Lack of Awareness/Stigma

How can we make this better: Attract Commerce/Affordable Housing/Access to Benefits/Better Signposting/Raise Income/Dedicated Roles/Buddy system/Cooking on a Budget workshops/Community Banking/Make buying easy/voice of less affluent community/English and Maths for non-English speakers

Do we have resources within our community that could support this:

CAB/DWP/Churches/Schools/Library/Housing Support/Connexus/Foodbanks/Warm Hub/The Zone/Early Help

5. One of the questions we want to answer is “what else can be offered in the hub location? And what skills will be needed to run the hub?

- **What can the Hub help with** - Unconditional listening/Better signposting to all services/Encourage connectedness/Community Gatherings/Volunteering/social groups, activities/Services to be available outside work hours – hub to be accessible also /Understand people – their situation/Buddy roles –

befriending, supporting their journey by trained volunteers/Talk to people & listen – no stigma/promote Policing campaigns eg white ribbon/Make the ask for help easy / help develop new service provision driven by demands of the community / A community coordinator with all the knowledge, training and personal skills/attributes will be fundamental to its success

- **What can't the hub help with** – Affordable housing/Attract commerce to MD/Access to benefits/Raise income/ getting the rural community to services / Bring health services local to reduce need for transport (? Or could this be the role of the community covenant?)

This has helped us to understand what questions we know the hub needs to be prepared for and want to be able to support.

It may be that things the hub can't offer, we may be able to offer within our own community organisation, or perhaps by Shropshire Council.

By identifying them, we can better understand mechanisms of our Community and Family Hub

We are now at the “design and develop” stage of our journey. We understand the landscape we are working and we are prioritizing the purpose of our hub.

6. How do we use this information to decide where the hub is based and how it is managed?

We already know that Community hubs and Family hubs can be delivered in many different ways.

At the next session we agreed to cover:

- A reminder of the national/government framework of a community and family hub and where/if any delivery funding comes from.
- Review how they are already working on the ground in Shropshire by inviting case studies from
 - Oswestry Hub (run from the Library)
 - Ludlow Hub (run from the youth centre)

Questions the group would like these case studies to answer are:

- What attracts people to their hubs?
- What are their measures of success/targets?
- What are their failures/challenges?
- How long have they been running?
- How do they promote/market the hub?
- How does it connect with the community?
- What else do they do in the hub location?
- Most significant conversations?
- What have they learnt so far?
- Who organises and delivers services?
- Does the hub have volunteers or employed staff?
- How do they recruit and retain staff?
- What skills do those running the hub need?
- What needs are they trying to address?

- How is it financed?
- How much comes from Shropshire Council?
- Any partnerships that help?

Review of progress to date

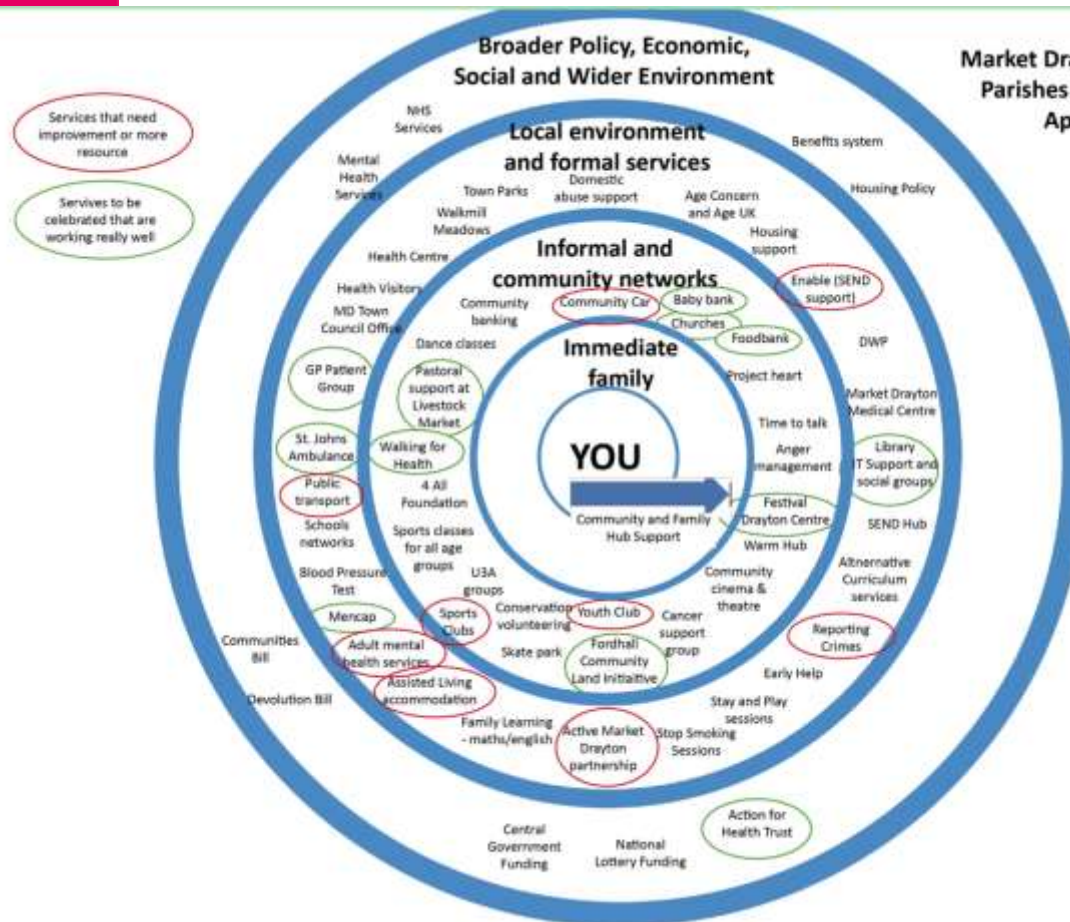
- ~~1. What else can we do in the hub location?~~
- ~~2. What skills will be needed to run the hub?~~
3. Who will organize and deliver services?
4. How will it connect with the local community?
5. Who will run the hub – staff or volunteers?
6. How will we promote and market it?
7. What will attract people to the hub?

Date for next meeting Wed 4th June 1pm-3pm at Festival Drayton Centre, Market Drayton

WE'RE
RIGHT
HERE.

The Campaign for
Community Power

WE'RE
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NEEDS

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- Cost of living