

## **Summary of actions agreed at Market Drayton and Rural Parishes Community Covenant Meeting**

**14<sup>th</sup> January 2026, Festival Drayton Centre**

### **Attendees**

Charlotte Hollins – General Manager, Fordhall Community Land Initiative / We're Right Here Campaign.  
Mel France - Public Health Principal Integration & Inequalities Health, Wellbeing and Prevention Directorate, Shropshire Council  
Judith James – Parish Councillor, Moreton Say.  
Kerry Williams – Shropshire Youth Association  
Gary Hoggarth – Manager, Festival Drayton Centre  
Richard Kolbe - Deputy Chair, Parent Governors Grove School and Communities Lead  
Carolyn Lawrence – Project Lead, Market Drayton Baby Bank  
Iana Jacobson - Ukrainian Hub  
Alan Cartwright – Market Drayton Community Enterprise (and Market Drayton Town Councillor)  
Jenny Horner, Chair, Market Drayton Patient Group  
David Strudley, Chair, Market Drayton Foodbank  
Helen McSherry – Market Drayton Foodbank

### **Apologies**

Hannah Thomas – Community and Wellbeing Team Manager, Shropshire Council, community outreach.  
Tim Manton – Mayor of Market Drayton Council and Market Drayton Town Councillor.  
David Beckwith – Treasurer, Market Drayton Community Sports Club.  
Andy Brown – The Civic Society (Museum) and Walking for Wellbeing group.  
Catherine McBride - Market Drayton St. Mary's Church  
Dan Woolley, Power to Change (observer)  
Catherine Westwood, Manager, Market Drayton Library  
Mark Lawrence - Pastor, Freedom Church, Market Drayton.  
Grant Robertson – Chair, Market Drayton Sports Association

## **A reminder of our agreements so far for the Market Drayton Community and Family Hub**

**Mission:** To support the development of a more connected & resilient community where services meet the needs of individuals and people know where to go to access support

### **Vision:**

There is an accessible, familiar and safe space that an individual going through a challenge can go to, where they will find a listening, non-judgmental person who can point them in the direction of where they will be able to access support.

### **Goals:**

- to bridge the gap between individuals and service provision
- to ensure individuals can access the support they need from available services

### **Outcomes for Community:**

- Feels listened to
- Feels clear on where they can access support and how to access it
- Is supported to access that support?
- Is connected to others in the community?

### **Anything Else?**

All agreed that this covered the main objectives of the new Community and Family Hub.

### **Updates:**

- Mel has shared the work of the Market Drayton and Rural Parishes Community Covenant with Shropshire Council Cabinet. All were extremely supportive of the pilot and were keen to roll the work out across Shropshire. However, they have agreed to retain focus on the pilot for the time-being to ensure this pilot can be the best it can be, before rolling out across the county. We thanked Mel for sharing the pilot so passionately with Cabinet.
- Judith has invited all of the surrounding rural parishes to a meeting at Fordhall on Monday 19<sup>th</sup> Jan 7pm to share the work of the Market Drayton and Rural Parishes Community Covenant. Aim is to highlight the work and to encourage more Parish Councils to join the Covenant. Charlotte, Hannah and Fiona to attend. Hannah and Fiona will also share the Winter Outreach Wellness project they are currently running throughout the Parishes, which is essentially a pop-up family hub. Judith will report back at the next meeting.

### **Group Activity:**

The group decided that we wanted to focus our efforts on piloting a Community and Family Hub at Festival Drayton Centre, even without funding in place. We agreed to pull the resources we have within the group to pilot a monthly session. Today's activity is to delve further into the detail of that pilot, what the day will look like, who will do what, and what we need to have in place beforehand.

## **Location agreed: Festival Centre Drayton – Central Hub**

Long-term we would like to offer outreach in:

- Schools
- Churches
- Raven House
- Foodbank
- The Zone
- Rural parishes
- Community Groups
- Charities Others as appropriate

## **Who:**

Project Coordinator

- Volunteers in the short term – members of this group
  - Induction required. Need to cover services available in our community, policies and procedures, essential training, confidentiality agreement.
- Long term plan to have someone employed by an existing organisation such as Festival Drayton/Fordhall?
- Budget/Recruitment – these will need to be discussed as funding becomes available. At present there is not budget for the pilot.

How do we move forward?

- Iana volunteered to coordinate the Hub pilot.
- Charlotte with other volunteers to be the Welcome Team
- Gary will coordinate logistics beforehand/on the day
- Mel with Kerry? And other volunteers will be a 'Signposter' (a person listening to the concerns of others and helping to point them in the right direction)
- Need a minimum of 4 volunteers on the day, aim to train 10 volunteers to allow for drop-outs and changeovers during the day.
- Who else in the Covenant group would like to volunteer on the day? Who else can we ask?

## **Safety/Safeguarding:**

We discussed the importance of safeguarding practices, suitable training and data protection and the level of personal details we will or will not gather.

- Volunteer Mentors will all require:
  - Shropshire Council Ask Assist Act (AAA) Training and both Vulnerable Adult and Child Safeguarding training

- Supervision must be provided to all frontline volunteers – a space for them to share and discuss safeguarding concerns, and a place to 'unload' emotionally. Agreed this is vital for wellbeing as well as good practice
- Safeguarding Policies & Procedures to be in place by a responsible lead organisation. Fordhall Community Land Initiative has these in place and is happy to be a lead.
- Accountability/Lead partner? Fordhall Community Land Initiative is happy to take on this role in the short term to assist the pilot. Perhaps Festival Drayton or other organisation may be better suited long term
- **Data storage** – We need to agree what data is being stored and how, to ensure all GDPR legislation is adhered to and confidentiality is retained. What are we recording from conversations and how are we recording and storing it? **To be discussed at next meeting. Mel/Hannah to lead on this based on practice at the current Raven House Hub.**

### On the day:

- Thursday is a good day for Festival Drayton as there are lots of spare rooms. Agreed to hold it on the same date monthly to help with some momentum
- Pilot Hub to be open 10am-5pm
- Café can be open 10am-5pm, although only drinks and cakes will be served after 3pm. Run by Festival Drayton volunteers.
- Offer slots for volunteers (if possible) so people do not have to be onsite for the whole day
- Shropshire Council may be able to offer iPads for use by SignPosters on the day.
- Private rooms to be available for confidential conversations between community and the SignPoster – Gary to coordinate
- Open and welcoming space for connecting and community based conversations, in a Welcome Room with drinks or in the café space downstairs
- Children's play space to be available with toys or possible soft play – Gary to coordinate with Iana
- Comfortable chairs – Gary and Iana to coordinate

### Other points:

- Consider use of STEP App. It is used by the Trussell Trust as a signposting database to record services available in the local area. It can be easily populated by the user and act as an internal online directory for volunteers. (not sure if there is a cost for this)
- First Pilot session to be run by our own volunteers to test it out. Use this as a platform to create a volunteer job description and to advertise for more volunteers to help on subsequent monthly sessions.
  - Advertise volunteer opportunities externally and within our existing networks – those who volunteer in one place are more likely to volunteer somewhere else too.

- **Gary and Iana to meet, and propose a date for the first pilot at the next meeting**

### Information to gather on the day

- Have we got the right information to support people / answer their concerns
- What information/support does our community want

- How many referrals have we had
- How many people have visited
- Does the community of Market Drayton and its Rural Parishes think this Hub pop-up is helpful?
- Are those coming through the door, people we'd identified as high need?
- Is there a demographic we are not reaching? Do we know why?
- Who is not in the room?

### Getting the message out there – marketing!

- Press releases: Shropshire Star, Drayton Advertiser, Drayton Gossip, Parish magazines, Parish Clerks, school newsletters/emails, BBC Radio Shropshire (come down on the day and do a piece live)
- Posters:
  - Churches, Foodbank, Community groups and charities, sports centres, youth clubs, Medical Centre, Vets, Supermarket notice boards, library, shops and businesses, The Zone, Festival Drayton, Job Centre, CAS, Care Homes, all groups within the Covenant to distribute electronically or communicate via other means.
- Other networks:
  - Business intranet e.g. Muller and Palethorpes
  - Hold a market stall on a Wednesday
  - Can we set up a Web Domain even with a static page? – volunteer needed to do this
  - Set up a free email address for enquiries/contacts – Iana to do
  - Megaphones!
- Social Media
  - Make it Market Drayton Social media accounts
  - Drayton Crier, Drayton Info, Groups to share it to their pages and networks, Marketing Plan
  - Language to use
  - How to make it sound appealing/welcoming open to all?

Iana to circulate her press proposal to the group for review.

How can we engage wider community of MD & rural parishes with Hub & its development through our marketing? Questions for us to bear in mind.

- Are there other services we don't know about – can people contribute to the directory?
- Can people in the town help us share information?
- Can we ask people to bring information on their services on the day of the pilot? Drop your leaflets off? Email us a link?

## What information on services do we have?

- Agreed that ALL local services should be in a Hub directory, as the new Hub wants to offer a holistic support offer across the breadth of our community
- Despite this, there should be a priority focus on the 5 identified needs of our community
- Utilise the existing online Community Directory (now hosted by Shropshire Council) – although appreciate this may not be up to date
  - How do we know what is missing from this / what may be inaccurate?
- How do we ensure any data we have is up to date?
- Having both paper and electronic forms of the directory were deemed to be useful.
  - A folder of local services that people can flick through independently could be useful (some may not want to speak to someone direct but instead have a friendly chat with a volunteer and look through the directory themselves)
  - Some people may want to take a hard copy away with them. **Can we use a photocopier on the day?**
- **Can we have representations from different services there on the day of the pilot?** Both statutory services and community services?
- Are we focussing on the area of needs identified?
- Do we need to add more clarity to the mission?
- **We need a volunteer to look at the directories that exist, the lists the Covenant group have created on services together with local knowledge, to start to pull together a comprehensive paper or electronic store of all the services in and around Market Drayton – who could do this?**
- **We need to agree what information we want to**

**Meeting ended 3pm**

**Date of next meeting:** Wednesday 4<sup>th</sup> February, Festival Drayton Centre.