

Pilot of the Market Drayton and Rural Parishes Community and Family Hub.

Meeting at Festival Drayton Centre, Wednesday 18th March 2026

Attendees

Charlotte Hollins – General Manager, Fordhall Community Land Initiative / We're Right Here Campaign.
 Malcolm Kay - Chair of Trustees, Festival Drayton Centre
 Richard Kolbe - Deputy Chair, Parent Governors Grove School and Communities Lead
 Iana Jacobson - Ukrainian Hub
 Jenny Horner – Chair, Market Drayton Patient Group
 Lin Sherwin - Parish Councillor, Hodnet (welcomed as new members at this meeting).
 Michael Dams – Parish Councillor, Chair, Sutton upon Tern (welcomed as new members at this meeting).
 Gary Hoggarth – Manager, Festival Drayton Centre
 Sarah Planton – Parish Councillor, Vice Chair, Stoke upon Tern (welcomed as new members at this meeting).
 Catherine Westwood – Manager, Market Drayton Library

Apologies

Catherine McBride - Market Drayton St. Mary's Church
 Alan Cartwright – Market Drayton Community Enterprise (and Market Drayton Town Councillor)
 Mel France - Public Health Principal Integration & Inequalities Health, Wellbeing and Prevention Directorate, Shropshire Council
 Judith James – Parish Councillor, Moreton Say.
 David Strudley - Chair, Market Drayton Foodbank
 Helen McSherry – Market Drayton Foodbank
 Carolyn Lawrence – Project Lead, Market Drayton Baby Bank
 Kerry Williams – Shropshire Youth Association
 Hannah Thomas – Community and Wellbeing Team Manager, Shropshire Council, community outreach.
 David Beckwith – Treasurer, Market Drayton Community Sports Club.
 Ellie Radcliffe – Head of Policy and Research, Power to Change (observer).
 Tim Manton – Mayor of Market Drayton Council and Market Drayton Town Councillor.
 Grant Robertson – Chair, Market Drayton Sports Association
 Market Drayton Amateur Sports Club – David Beckwith has retired from this appointment. Awaiting replacement representative.

Updates:

- Mel, Iana and Judith have volunteered to share the work of the Community Covenant at the Manchester Live Well Festival on March 17th. £100 will be donated to the work of the Community and Family Hub for their time. Their session was well received and it was interesting to hear how others are trying to work with their local authorities and struggling to build relationships. There was a lot of interest in our work to date and inspiring to see some of the other projects happening around the country.

Future of the Covenant

We discussed the future of our Covenant group post the creation of the Community and Family Hub. There is potential continuation funding from Power to Change and lots of opportunity to develop and deepen our relationship with Shropshire Council. We spent some time checking-in with each other to ensure continuing the work, if funded, was what everyone wanted to do.

- There was great enthusiasm to continue the work of the Community Covenant passed the Community and Family Hub. All agreed that we have created some strong foundations and it would be a waste to stop now. Feel like we have gathered momentum and speed and developed relationships that put us on a strong footing for developing the potential impact of the covenant group. "It would be a failing if we did not continue".
 - Possible opportunities noted including the current Town of Culture application that is being put together
 - Noted that we should review membership of the covenant and continue to actively engage those lesser represented within the group

CH to review the Covenant member list before the next meeting on 22nd April.

Work of the Covenant and Work of the Hub

Discussed how we may need to start splitting the operational decision-making of the Hub to the on-going work of the Community Covenant. All were keen to do this and agreed we should review it at the next Covenant meeting.

The continued evaluation, review and development of the Community and Family Hub should continue to be fed into the Community Covenant group, but it may make sense for a separate working-group to meet more regularly.

Dates of next meetings.

- Wednesday 8th April 1pm-3pm - Working Group focussed on arrangements for the Community and Family Hub
- Wednesday 15th April 10am-5pm - LAUNCH Community and Family Hub, Festival Drayton Centre. ALL Welcome and those who can volunteer to stay during the day, please let Iana know.
- Wednesday 22nd April 10am-3pm – Next MD and Rural Parishes Community Covenant Meeting

ACTION PLAN Updated 18.03.26

	DESCRIPTION	ACTIONS
WHAT	Our Vision: The Market Drayton and Rural Parishes Community and Family Hub will be a welcoming, friendly and supportive place/spaces where our community can share their problems and know that someone will do their best to help. Our Hub will be accessible and wide reaching in its delivery approach. Whilst we will have our priority areas, our Hub will be a caring space offering guidance and support at whatever stage people are within their life-journey. Together, we will build a happier, healthier and more connected community. Identified Needs within our Community: • Adult mental health • Rural isolation • Access to health services • Crime and safety • Children and young people • Cost of living • Transport and infrastructure	
WHY	Funding has not yet been successful, and so the MD and Rural Parishes Community Covenant have decided to trial the pilot ourselves. Using the resources and skills we have within the group to test, listen and learn. We will continue to seek funds to support this work and hope in the long-term to be able to fund a full-time community support worker to deliver this work. A soft launch, leading into a fuller pilot will provide us with an opportunity to engage with our wider community, canvass their views, recruit volunteers and allow us to shape the delivery of the Community and Family hub in a way that best meets the needs of our community. We need to continue to check if our target audiences are attending the Hub and asking ourselves – who are we not seeing? Who needs help who is not here and how do we change that?	ALL to continue to seek funding opportunities and forward them to Charlotte. Charlotte drafting bids for MD Town Council and Market Drayton Action for Health pots by end of March

WHERE	Café, Festival Drayton Centre. Open 10am – 2pm for drinks and food. Welcome Desk: Entrance to Festival Drayton Pop up banners / leaflets with dates of Hub / Two volunteers to meet and greet and guide people to the Green Room Share initial “what’s it about” conversation and build awareness of the Hub, what it is and how it can help Recruit new volunteers to the Hub Hand out leaflets about the Hub, its purpose and upcoming dates Use conversations to sense check the needs in the community, what do people want out of a Community and Family Hub. Who do they want to speak to? What do they need help with? Are the needs we identified covering the right bases? Green Room, Festival Drayton Centre Tea, coffee available 1x social room with books and children’s play space 1 x volunteer to welcome 1 x private rooms for individuals seeking support (quiet confidential spaces) 2 x volunteers to offer sign-posting and support – Mel and Kerry for launch, trained vols to support thereafter. Computer/printer to access directory & phone from Festival Drayton Centre Charlotte to bring box of children’s toys and books from Fordhall – must have CE mark for safety. Long-term: Community Worker to have their own phone to respond to enquiries directly to people.	Mel: Source Shropshire Council Pull Up banner in place Iana and Tim: Design and printing pull up banner bespoke to this hub and flyers. In process Charlotte to ask if Helen attend with STEP App? Can the Hub add to this? David forwarded information to Charlotte, Gary and Iana. Cost £10/month. Gary Risk Assessment for Hub to be completed 8th April in working meeting.
WHEN	Wednesdays 10am – 5pm	

	Wednesdays: due to footfall in the town, and better transport links for rural villages (transport is already part funded by Parish Councils) Soft launch – April 15th Followed by monthly sessions: 13th May, 10th June 8th July, 12th Aug, 9th Sep, Sep 7th Oct Long-term hope: Hub to be open/accessible 5 days/week including one weekend day.	
WHO	Pilot: Coordinator & Marketing Lead: Iana Operational Support: Gary Volunteer Training: Mel Meet and Greet Volunteers: Iana, Charlotte, Gary and ?? Community Support Workers: Mel, Kerry, and more following training. Long-term: 1 x employed community worker, 1day/week minimum, who holds the Hub together and continues to build on the pilot and the volunteer base. Hope this would grow to being a part-time and if needed by our community, a full-time position. Volunteers: Use the soft launch to advertise for volunteers for future pilot dates. Advertise volunteer opportunities externally and within our existing networks Volunteers will legally sit under the Festival Drayton Centre organisation for insurance purposes.	ALL Iana to send out a poll for people to volunteer to attend each Hub pilot date. Charlotte: *Draft text for poster to recruit volunteers and send with volunteer job description to Gary, Malcolm, Jenny, Iana to approve. Iana to design volunteer poster with Festival Drayton and Community & Family Hub branding. Poster to go up in Festival Drayton, on Social Media and to be distributed throughout the group.

TRAINING	ASK, ASSIST, ACT TRAINING – delivered by S.C. before 13th May (ideally 10 Vols) List of those who wish to undertake the training: Kerry, Charlotte, Jane, Iana, Grant & other vols recruited at soft launch. - Long term volunteers will require safeguarding training - DBS checks are not required, but surface checks may be possible for long term volunteers and can be completed free for volunteers through the Fordhall Community Land Initiative. - 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	Mel: Offer training to Festival Drayton Reception Vols and Foodbank volunteers (to improve service of all volunteers within the community), in addition to any new volunteers who come forward at the soft launch. Mel to send Charlotte list of dates for Doodle poll to be circulated done Hannah to confirm if supervision for volunteers can be offered by Shropshire Council Team. Hannah to confirm if she or Fiona can attend any of the Hub dates.
RESPONSIBLE BODIES	Shropshire Council: training for volunteers, sign-posting support, data protection, safeguarding Festival Drayton Centre: operational support, health and safety, data protection, safeguarding. Fordhall Community Land Initiative: funding, written policies and procedures, safeguarding procedures, data protection, safeguarding.	
SERVICE MAPPING	All volunteers at the Community and Family Hub need to have easy access and a working knowledge of as many of the services within our community as possible: - Shropshire Council Services - Community Services, including those hosted at Festival Drayton - Volunteer Opportunities	ALL Go out and find/liaise with services to add entries to the Shropshire Directory.

	Agreed to make use of the Shropshire Together Community and Family Directory https://directory.shropshire.gov.uk/ ○ Encourage new account holders to manage update own entries ○ Find the gaps ○ Know who key players are – community Contact points 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 Long-term: Employed Community Worker to make the connections within groups and service offers, support volunteers, run the Hub, and retain up to date knowledge of what is available	ALL to bring hard copies of information on services we know of or we provide to the next meeting and give to Iana. Shropshire Council – can anyone from the Raven House Hub attend the Festival Drayton Centre Hub to ensure there is a strong link between the two?
SERVICE INFORMATION AT THE HUB	Having both paper and electronic forms of the directory were deemed to be useful at each Hub session. 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) If possible, to have representations from different services on the day of the pilot? E.g. Police could attend one Hub day and use this to advertise the sessions. Confirmed: • Shropshire Council, Melanie France to support signposting	Mel to source iPad from Shropshire Council for use during the Hub sessions. ALL encourage service providers in our community to bring their flyers to the hub when open Charlotte to provide fruit/snacks for the Hub sessions.

	• Shropshire Local Mobile – 10am-5pm (this is in addition to 4 hours monthly in the library – 3rd Weds of month) <i>Shropshire Local provides face to face help and support with online access to your council services such as: (Shropshire Local Mobile Shropshire Council)</i> • Benefits • Council tax • Concessionary travel • Blue Badge Parking Scheme • Parking • Welfare Support Team - local welfare provision • Housing options and homelessness • Shropshire Homepoint • Making online payments (card only) • Recycling and rubbish <i>We can help you complete online forms for your council services in a friendly relaxed environment and signpost to relevant partner organisations that may be of help.</i> • Fire Service, Barry Plant. 10am-12pm • Police – all day • Blood Pressure checks – 10am-12pm Foodbank can not attend, but they can train up volunteers to be able to refer individuals to the Foodbank Service Dates for village/parish outreach Shropshire Council bus to be available at the Hub. Photocopying available from Festival Drayton Centre iPad available from Shropshire Council	
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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 Distribution: 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, Market Drayton Golf Club, Army Camp community centre at Tern Hill, rural notice boards All groups within the Covenant to distribute electronically, social media or communicate via other means. Parishes we want to cover: <table border="0"> <tr> <td>Norton in Hales</td><td>Cheswardine</td><td>Adderley</td></tr> <tr> <td>Woore</td><td>Stoke on Tern</td><td>Moreton Say</td></tr> <tr> <td>Hinstock</td><td>Sambrook</td><td>Ightfield</td></tr> <tr> <td>Sutton upon Tern</td><td>Childs Ercall</td><td>Calverhall</td></tr> <tr> <td></td><td>Hodnet</td><td>Ash</td></tr> <tr> <td></td><td>Peplow</td><td>Hales</td></tr> </table>	Norton in Hales	Cheswardine	Adderley	Woore	Stoke on Tern	Moreton Say	Hinstock	Sambrook	Ightfield	Sutton upon Tern	Childs Ercall	Calverhall		Hodnet	Ash		Peplow	Hales	ALL to support circulation of posters when complete Charlotte to draft press releases x 2. Tim – can he attend launch of the Hub as the Town Mayor to officially open it? Iana – speak to Radio Shropshire
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MEASURES OF SUCCESS	Helping those in need: - No. of individual services referred to - No. of services attended - No. of individuals seen through the Hub - no. of needs identified per individual - Are needs identified matching the needs we previously identified in our community - Are the numbers of individuals at crisis point reducing Case studies: – stories of transformative impact Support to access services	Charlotte create template for recording Mel/Hannah/Fiona share current impact measures and process to avoid duplication and to ensure evaluation is consistent across the Hubs.																		

	○ No. of trained volunteers offering support at the Hub and within our community Building knowledge and capacity ○ Evidence that services work more collaboratively ○ Gaps in service provision that are identified ○ New services that are created in response to evidenced need ○ New funds that are leveraged in to support the continuation of the Hub or new service provision	
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