

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

ACTION PLAN 04.02.26

WHAT	DESCRIPTION	ACTIONS
	<p>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.</p> <p>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.</p> <p>Together, we will build a happier, healthier and more connected community.</p> <p>Identified Needs within our Community:</p> <ul style="list-style-type: none"> • Adult mental health • Rural isolation • Access to health services • Crime and safety • Children and young people • Cost of living • Transport and infrastructure 	
<p>WHY</p>	<p>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.</p> <p>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.</p> <p>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?</p>	<p>ALL to continue to seek funding opportunities and forward them to Charlotte.</p>

<p>WHERE</p>	<p>Café, Festival Drayton Centre. Open 10am – 2pm for drinks and food.</p> <p>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</p> <p>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?</p> <p>Green Room, Festival Drayton Centre Tea, coffee available 1x social room with books and children’s play space 1 x volunteer to welcome</p> <p>2 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?</p> <p>Long-term: Community Worker to have their own phone to respond to enquiries directly to people.</p>	<p>Mel: Source Shropshire Council Pull Up banner</p> <p>Iana and Tim: Design and printing pull up banner bespoke to this hub and flyers.</p> <p>Iana and Gary to organise Books Children’s corner / soft play space / comfortable chairs</p> <p>Charlotte to ask if Helen attend with STEP App? Can the Hub add to this?</p>
<p>WHEN</p>	<p>Wednesdays 10am – 5pm</p>	

	<p>Wednesdays: due to footfall in the town, and better transport links for rural villages (transport is already part funded by Parish Councils)</p> <p>Soft launch – April 15th Followed by monthly sessions: 13th May, 10th June 8th July, 12th Aug, 9th Sep, Sep 7th Oct</p> <p>Long-term hope: Hub to be open/accessible 5 days/week including one weekend day.</p>	
WHO	<p>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.</p> <p>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.</p> <p>Volunteers: Use the soft launch to advertise for volunteers for future pilot dates. Advertise volunteer opportunities externally and within our existing networks</p>	<p>ALL Who else can attend the soft launch and for how long? We could create a rota?</p> <p>Charlotte and Gary: *Refine/Create Volunteer Job Description. Gary to send Festival Drayton Job Description to Charlotte to add to. Volunteers will be supporting a voluntary, un constituted group, the Market Drayton and Rural Parishes Community and Family Hub, in partnership with Fordhall Community Land Initiative and Festival Drayton.</p>
TRAINING	<p>ASK, ASSIST, ACT TRAINING – delivered by S.C. before 13th May (ideally 10 Vols)</p>	<p>Mel: Offer training to Festival Drayton Reception Vols and Foodbank volunteers (to improve service of all</p>

	<p>List of those who wish to undertake the training: Kerry, Charlotte, Jane, Iana, Grant & other vols recruited at soft launch.</p> <ul style="list-style-type: none"> - 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 	<p>volunteers within the community), in addition to any new volunteers who come forward at the soft launch. Mel to find a date for training between 15th April and 13th May for all who want to attend. Hannah to confirm if supervision for volunteers can be offered by Shropshire Council Team</p>
<p>RESPONSIBLE BODIES</p>	<p>Shropshire Council: training for volunteers, sign-posting support, data protection, safeguarding</p> <p>Festival Drayton Centre: operational support, health and safety, data protection, safeguarding.</p> <p>Fordhall Community Land Initiative: funding, written policies and procedures, safeguarding procedures, data protection, safeguarding.</p>	
<p>SERVICE MAPPING</p>	<p>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:</p> <ul style="list-style-type: none"> - Shropshire Council Services - Community Services, including those hosted at Festival Drayton - Volunteer Opportunities <p>Agreed to make use of the Shropshire Together Community and Family Directory https://directory.shropshire.gov.uk/</p>	<p>Judith to review Shropshire Community Directory Catherine W to see if she can print a list of all the services on the directory</p>

	<ul style="list-style-type: none"> ○ Encourage new account holders to manage update own entries ○ Find the gaps ○ Know who key players are – community Contact points <p>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</p> <p>Long-term: Community Worker to make the connections and retain up to date knowledge of what is available</p>	<p>ALL Go out and find/liaise with services to add entries/make people aware</p> <p>ALL to bring information on services we know of or we provide to the next meeting</p>
<p>SERVICE INFORMATION AT THE HUB</p>	<p>Having both paper and electronic forms of the directory were deemed to be useful at each Hub session.</p> <p>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)</p> <p>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.</p>	<p>Mel to source iPad from Shropshire Council for use during the Hub sessions.</p> <p>Gary to provide access to a photocopier on Hub days if needed. Possible access to a phone needed?</p> <p>ALL encourage service providers in our community to bring their flyers to the hub when open</p>
<p>MARKETING</p>	<p>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)</p>	<p>Iana to complete logo design</p> <p>Iana to design poster draft and Charlotte & Gary to sign off</p>

	<p>Posters: inc map (showing parishes) QR Codes for different venues Ask question to catch attention List the needs identified for M.D.</p> <ul style="list-style-type: none"> • 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. <p>Other networks:</p> <ul style="list-style-type: none"> ○ Business intranet e.g. Muller and Palethorpes ○ School emails to parents (Richard) ○ Hold a market stall on a Wednesday ○ Can we set up a Web Domain even with a static page? <p>Social Media</p> <ul style="list-style-type: none"> ○ Make it Market Drayton Social media accounts ○ Drayton Crier, Drayton Info, Groups to share it to their pages and networks, <p>LOGO “hands Logo” wording inc “Market Drayton” and strap line Omit “at Festival Drayton” incl specific location on case by case basis.</p> <p>Parishes we want to cover: Norton in Hales Cheswardine Adderley Woore Stoke on Tern Moreton Say Hinstock Sambrook Ightfield</p>	<p>ALL to check out existing leaflets for other hubs etc. Ask Mel/Hannah for examples.</p> <p>ALL to support circulating posters and social media accounts</p> <p>Charlotte to give Judith email addresses for all Parish Clerks.</p> <p>Iana: Set up a free email address for enquiries/contacts</p> <p>Iana to create Facebook page and encourage all Covenant members to make links on their F.B. to the new page</p>
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<p>MEASURES OF SUCCESS</p>	<p>Helping those in need:</p> <ul style="list-style-type: none"> ○ 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 <p>Case studies: – stories of transformative impact</p> <p>Support to access services</p> <ul style="list-style-type: none"> ○ No. of trained volunteers offering support at the Hub and within our community <p>Building knowledge and capacity</p> <ul style="list-style-type: none"> ○ 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 	

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.
Gary Hoggarth – Manager, Festival Drayton Centre
Malcolm Kay - Chair of Trustees, Festival Drayton Centre
Richard Kolbe - Deputy Chair, Parent Governors Grove School and Communities Lead
Iana Jacobson - Ukrainian Hub
Alan Cartwright – Market Drayton Community Enterprise (and Market Drayton Town Councillor)
Jenny Horner – Chair, Market Drayton Patient Group
Tim Manton – Mayor of Market Drayton Council and Market Drayton Town Councillor.
Grant Robertson – Chair, Market Drayton Sports Association
Catherine Westwood – Manager, Market Drayton Library
Catherine McBride - Market Drayton St. Mary's Church
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).
Sarah Planton – Parish Councillor, Vice Chair, Stoke upon Tern (welcomed as new members at this meeting).
Ellie Radcliffe – Head of Policy and Research, Power to Change (observer).

Apologies

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.
Andy Brown – The Civic Society (Museum) and Walking for Wellbeing group (resigned from group due to relocation).
Mark Lawrence – Pastor, Freedom Church (resigned from the Community Covenant at this meeting due to growing work commitments within the community)