

Community and
Family Hubs

Community
Solutions



**Barking &
Dagenham**
**Community
Hubs**

Ambition and Vision

To create spaces in every neighbourhood where every resident has *a place to go, a place to do and a place to connect*. This is about much more than bricks and mortar - it is about how we bring resources together and work with others. Bringing together people who make things happen with people who participate, putting on activities and providing the spaces to do so.



Putting services and support closer to where residents are – starting with at least one Hub in each ward



A network of places in our neighbourhoods that are gateways to information, advice and support



Support more collaborative and joined up working across the system and in our neighbourhoods



Connecting and growing the networks of residents and networks of social sector and informal civil society support in our neighbourhoods



Part of efforts to reduce demand

Community Hub Support

Core Offer - information, advice, and support with:

- jobs, training, and courses
- housing and homelessness
- money and debt
- health and wellbeing
- general council services
- help getting online
- events and activities



Other services and activities in hubs -

- [What's on at libraries and community hubs | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](https://www.lbbd.gov.uk/what-s-on-at-libraries-and-community-hubs)
- [antenatal and postnatal checks](#)
- [Talking Therapies counselling](#)
- [drop-ins to see the Safer Neighbourhood Team](#)
- [reporting a crime online](#)
- [support to join a Community Food Club](#)
- help for [debt](#), applying for [benefits](#) and/or [finding work](#)
- [family play sessions for children aged 0-5 years](#)
- [healthier life – losing weight, exercising, or stopping smoking](#)

Community Hubs Vs Partner Hubs Vs Network

Community Hubs
(All age support)

Partner Hubs
(All age support in
Community buildings)

Family Hub
(Children and
Families)

Community Hubs

Community hubs are spaces owned by the council, delivering core Information, Advice, Guidance (IAG), and support. They are spaces for the Community and offer an all age support to residents around core areas of need - Jobs, Housing, Debt, Health and Wellbeing, Digital Hub and Events/activities.

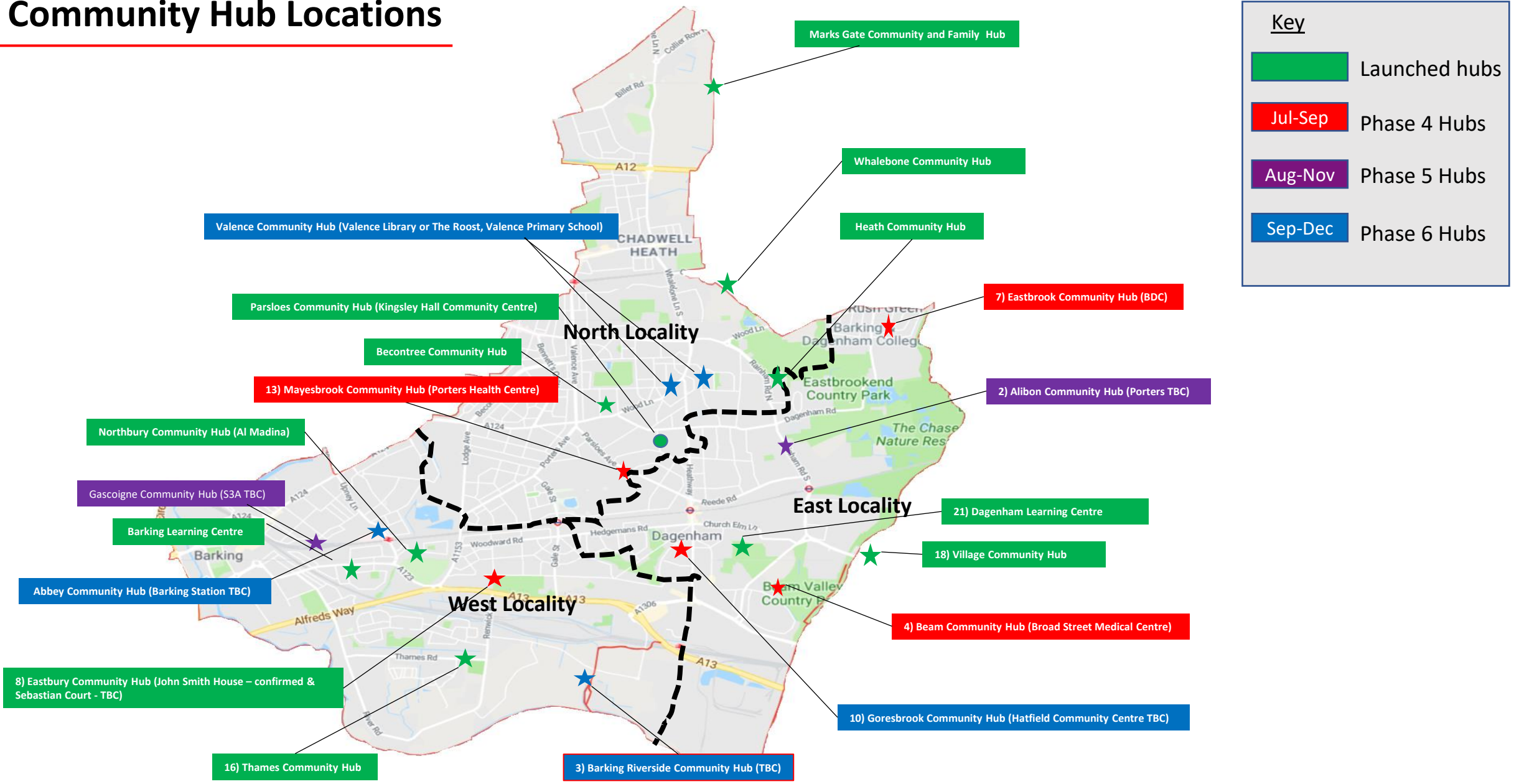
Partner Hubs

Partner hubs are bespoke, dependant on where they operate. At Northbury Community Hub at Al Madina Mosque, staff have been trained to deliver our Core offer. Residents can also engage in Al Madina's community-facing services. In some partner hubs, such as GP surgeries, residents can connect digitally with a frontline officer to receive support.

Family Hub

Support to parents and carers so they are able to nurture their babies and children, improving health and education outcomes for all and contribute to a reduction in inequalities in health and education outcomes for babies, children and families.

Community Hub Locations



Key	
	Launched hubs
	Phase 4 Hubs
	Phase 5 Hubs
	Phase 6 Hubs

Digital Offer

At 7 partner hubs digital booths will be installed to aid residents with enquires through an interactive digital booth. The idea is that a resident will walk into a hub, go into the booth and press a button which will then call a FLO. The process will mimic the current process which we have in hubs meaning the resident will get the same level of assistance and support as they would if they physically presented at a hub.



The hardware used will be an 11inch Samsung tablet, which will be displayed on a standalone locked podium and the calls will operate via MS Teams.

From the date PO is raised it will take approximately 6-8 weeks for the full installation of the software. Estimated date of delivery is – June 2023



Addressing needs of accessibility:

The digital booths are being designed to ensure that all residents are able to use them.

- Wheelchair accessible
- Software installed will have a functionality to pick up different languages to translate into English for the FLO to help advise the resident.
- Headphone covers will be provided for residents who have hearing difficulties. – Due to wanting this to be sustainable residents will need to request these from a hubs front desk.