

Focus Group at Rochdale Boroughwide User Forum 24th February 2016

4 community hubs must be in non-clinical settings, clinical or institution type buildings are off putting – comfort is critical to mental health.

Do we need new buildings or can we use existing vacant buildings.

Hubs could be set up on hub and spoke basis with a central hub supported by smaller centres out in the community.

Does a hub need to be in one place or could it be organisation based – could we locate 10 organisations in one building say?

Wherever they are the staffing needs to reflect the local community.

Hub must make the user feel safe – if it is a large building it should be made to feel like a small homely one – the right environment is critical.

Hubs need to feel as though they are community led. Have staffing from the local community.

Hubs need to be user/needs led – they need to be individual to the community they sit in – one size does not fit all.

When you are in a hub it shouldn't matter who you are it should be about how you are.

In Rochdale, why not turn Riverside into a dual purpose building – Council office in office hours – community hub out of office hours.

Outside of hub is important – should be modern and inviting – good modern furniture inside.

Design needs to meet all needs and must have capacity to expand.

Hubs need to be sited near bus routes and other transport links.

We should involve schools in the hubs, they have strong community links – could local colleges be used as hubs?

Hubs should be open seven days a week to about 10pm each weekday and slightly shorter hours at weekends. Phone line service for people who don't want to physically visit the hub – have a virtual hub alongside the physical one.

Co design the hubs with the community – would give a sense of shared ownership – community advisors to ensure hub develops in the right way.

Staff to include a funding / bid writer to bring in income

Must be accessible to disabled – but all disabled not just wheelchairs – what about site impairment, hearing impairment?

Organisations should use Facebook and other social media to link with communities

Need to use volunteer support but volunteers who are fully supported to progress – should work alongside Council and other staff

Locations –

Rochdale – in town centre, possibly new development

Middleton – in either Tesco or the Arndale Centre

Heywood – possibly attached to the library or failing that linked to community centre sites on Back o Moss or possibly Recovery Republic

Pennine – for Littleborough people travel to central Rochdale is probably good so site Pennine Hub in Milnrow.

Another possibility is to link to RBH Neighbourhood offices.

Services needed –

Mental health services – general wellbeing and clinical

Benefits and debt advice

Information about where to get volunteer work etc, provide information and signposting

Each centre must have interpreters on site or possibly use Google Translate.

Shared IT system between hub sites so links can be direct

A Café

Education and training facilities – information on volunteering – literacy and numeracy training.

Meaningful activities – Service user groups to have a say about what happens in the hubs.

Wellbeing activities – singing, painting, exercise classes

Dementia services – Carers support services – services should suit the needs of the locality they are in so each hub may have different services.

Travel information – so you know how to go to places – organise trips for people who otherwise might not get out of the borough.

Hub should have some sort of shop, some social aspect and a comfortable area where you can just go for a brew and a chat.

Physical health – gym facilities – or signpost. Pay to use but be subsidised.

Must have links into other support services.

One to one rooms for private conversations

Need a directory of services – but done jointly so there is not one done by Heywood together, one by Mind, one by Healthwatch etc.

Alcohol and drug support

Mood/chill out room

Link to allotment or growth projects – Incredible Edible?

Housing information and advice.

Sexual health services – for all ages at times when all ages can attend – not just open office hours when young people are at school or college so can't attend.