Neighbourhood Hub Workshop

**Date:**

The event took place on Wednesday 23rd July from 1:30pm until 4:30pm

**Where did the event take place?**

The event was held at Brierley Hill Civic Hall, Bank St, Brierley Hill, DY5 3DH

**Purpose of the event:**

* To have a conversation about what neighbourhood
* health and hubs look like or mean to the people of
* Dudley
* To provide a brief overview and context of the NHS
* 10 year plan and what this means
* To provide an overview of what is already
* happening locally with neighbourhood teams as
* defined in the 10 years plan,
* To provide information on Dudley Health and Care
* Partnership and its role in Dudley

**Attendees:**

Over 100 attendees from a variety of backgrounds took part in what was a vibrant and collaborative session.

**Feedback on the Workshop:**

**Top 3 words describing the event**

* Engaging
* Informative
* Thought-provoking

**Common themes**

* Positive experience
* Collaborative learning
* Intellectual stimulation

**What does neighbourhood mean to you?**

**Place and environment**

* We want neighbourhoods that are walkable, accessible, and well-connected
* We want clearly defined local areas that feel familiar
* We want green parks, clean air, and blue spaces (ponds, lakes, streams) to enjoy
* We want good infrastructure — transport, toilets, Wi-Fi, and community hubs
* We want to walk to places we use

**People and connection**

* We want to feel connected, supported, and part of something
* We want friendly, neighbourly places where people know and help each other
* We want to include everyone and reduce isolation

**Services and support**

* We want local services we can trust—GPs, schools, libraries, youth clubs, pharmacies
* We want support to be joined-up, easy to navigate, and holistic
* We want services that are free or affordable and accessible to all
* We want access to faith groups

**Health and wellbeing**

* We want support to stay healthy through community groups and activities
* We want mental health support, especially for young people
* We want help for families and carers in inclusive spaces

**Identity and belonging**

* We want to feel at home and proud of where we live
* We want spaces that reflect our heritage, stories, and culture
* We want inclusive, welcoming places for all backgrounds

**Ideas and innovation**

* We want flexible definitions of neighbourhood that reflect real life
* We want everyone to have access to digital tools and skills
* We want creative ways to connect—like therapy groups or WhatsApp hubs

**Foundations**

* We want community-led solutions driven by local people
* We want to see our neighbourhoods as living systems with many parts
* We want tailored support—because one size doesn’t fit all

**What would you expect to see in a neighbourhood hub and where would you expect to find it?**

**Strategic vision**

* We want flexible neighbourhoods shaped by how we live, not by maps
* We want planning rooted in land, jobs, housing, health, and education

**Services and Facilities**

* We want one-stop hubs for health, advice, and community support
* We want access to mental health care, screenings, and pharmacy first services
* We want help with housing, debt, and crisis support
* We want everyday skills—cooking, tech, games, hobbies
* We want tailored support for different needs and life stages

**Structure and sustainability**

* We want to use and improve existing spaces, not always build new
* We want hubs that are funded, staffed, and built to last
* We want hubs that are part of a wider local network
* We want community ownership and local decision-making

**Community and connection**

* We want hubs to feel like home—safe, warm, and welcoming
* We want space to socialise—tea mornings, walking groups, shared gardens
* We want trusted local leaders to guide and connect us
* We want to meet the needs of those who need it most

**Information, engagement and education**

* We want clear info through local campaigns, leaflets, and events
* We want skills support—from jobs to confidence building
* We want everyone included in the digital world

**Location and accessibility**

* We want hubs in places we already go—schools, shops, town centres
* We want walkable, accessible locations with good transport and parking
* We want welcoming spaces—libraries, churches, pharmacy—not clinical settings

**What gets in the way or what are the gaps? Barriers and challenges:**

**Access barriers**

* We need to get better at providing local, reliable transport
* We need to get better at removing physical barriers to buildings and spaces
* We need to get better at supporting digital access and offering face-to-face options
* We need to get better at making services easier to access and navigate

**Financial Barriers**

* We need to get better at reducing the cost of taking part
* We need to get better at supporting families through the cost-of-living crisis
* We need to get better at funding community services long-term

**Social and cultural barriers**

* We need to get better at tackling isolation and building confidence
* We need to get better at making spaces inclusive and welcoming to all
* We need to get better at connecting communities and strengthening local identity

**Awareness and information gaps**

* We need to get better at communicating what’s available locally
* We need to get better at signposting and joining up services

**Infrastructure gaps**

* We need to get better at creating and maintaining safe, family-friendly spaces
* We need to get better at using underused buildings and planning for growth
* We need to get better at defining and supporting neighbourhood identity

**Systematic Barriers**

* We need to get better at designing flexible, locally led systems
* We need to get better at ensuring communities are part of decision-making
* We need to get better at resourcing services and preventing burnout

**Cultural and Psychological Barriers**

* We need to get better at addressing fear, judgement, and stigma
* We need to get better at rebuilding trust in systems and public plans

**Changes and opportunities:**

**Integration and Joined-Up Services**

* We want one place to access all the help and advice we need
* We want services working together in welcoming hubs
* We want joined-up, person-centred care, especially for complex needs
* We want local, remote health options that reduce hospital visits

**Education, Empowerment and Self-Management**

* We want to understand our health and how to manage it
* We want to feel confident using services, tech, and social media
* We want carers to be recognised, supported, and included

**Neighbourhood Hubs and Community Services**

* We want to build on what’s already working in our communities
* We want flexible, inclusive, drop-in spaces close to home
* We want services brought into everyday places like shops and estates

**Communication and information sharing**

* We want clear, inclusive information from trusted sources
* We want to co-design services and be involved from the start
* We want to celebrate success and share real stories

**Collaboration and system leadership**

* We want sectors to work together, not in silos
* We want shared goals that reflect local priorities
* We want budgets and decisions made at neighbourhood level

**Digital inclusion and innovation**

* We want support to get online and use digital tools
* We want new tech that helps with connection and care
* We want digital options to sit alongside face-to-face support

**Community Building and resilience**

* We want to start with what’s strong in our communities
* We want local connectors who bring people together
* We want spaces designed for everyone, especially those often excluded

**Funding and Sustainability**

* We want long-term investment in local and preventative services
* We want funding to shift from crisis response to community care
* We want free or low-cost services that people can afford

**Tailored and Person-Centred Approaches**

* We want flexible services that reflect different needs
* We want lived experience to shape what’s offered
* We want support that builds confidence and independence

**Main Outcomes:**

**Public Communication and Engagement** - Everyone can easily access clear information about local services, benefit from better digital inclusion, engage regularly with visible impact, and experience inclusive communication that meets diverse needs.

**Community based, Accessible Services** - People receive support in trusted, local spaces through culturally appropriate services delivered by community connectors and voluntary sector partners.

**Collaboration, integration and accountability -** All sectors work in partnership with aligned strategies, shared resources, coordinated efforts, and a genuine commitment to involving residents and partners equally in decision-making.

**Investment, Funding and Resources** - There is long-term, needs-led investment in community care, ensuring services are affordable, effective, and built on existing local strengths and successes.

**Prevention, Education and Empowerment -** Communities have timely access to mental health support, health education, and tools to manage wellbeing — within a system that prioritises cultural change, not just process reform.

**Localised, Neighbourhood Based Vision** – Services are designed around neighbourhoods, supported by community-focused estate planning, local pride, environmental sustainability, and leadership rooted in lived experience.