



Dudley Health and Care Partnership
Connecting communities and coordinating care to
help citizens live longer, safer and healthier lives.

NEIGHBOURHOOD HUB WORKSHOP

Purpose

- 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



Venue

Brierley Hill Civic Hall, Bank
St, Brierley Hill, DY5 3DH



Date and Time

Wednesday 23rd July
1:30pm until 4:30pm



Attendees

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

Feedback on workshop

Top 3 words for event

Engaging
Informative
Thought-provoking

Common themes

Positive experience
Collaborative learning
Intellectual stimulation

WHAT DOES NEIGHBOURHOOD MEAN TO YOU?

Place & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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

Systemic 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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 & 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.

