



PLANT YNG NGHYMRU
CHILDREN IN WALES

North Wales Community Support Hubs – building personal and community resilience against the effects of poverty

3 March 2022
10am – 11am

Format:
40 mins presentation, followed by audience questions

Chair: Karen McFarlane, Children in Wales
Presenters: Lisa Goodier, Betsi Cadwaladr University Health Board



Community Support Hubs



- Established during the pandemic (June/July 21) to address social crisis in communities
- Hubs led mainly by third sector organisations with an existing presence
- Located in non-statutory buildings
- Using existing providers of community-led support services
- To-date: 40,388 customers, 282,716 tests handed out

Locations:

Phase one: Holyhead, Maesgeirchen (Bangor), Denbigh, Shotton, Cefn Mawr

Phase two: Conwy

Phase three: Pwllheli, Bro Ffestiniog, Llanddulas, Holywell, Gwersyllt

Also, 20 microsites across Isle of Anglesey and Conwy

Phase four: Botwnnog, Bala, Caernarfon, Llanaellhearn, Penygroes

Target list: Coed Mawr (Bangor), Llandudno Junction, Pensarn, Rhyl, Prestatyn, Corwen, Flint

Support offered

- Lateral Flow Device (LFD) testing kit collection
- Food plus (foodbank, cooked meals, classes)
- Accommodation/tenancy support
- Money/debt management/benefit advice
- Legal advice (family, employment, civil matters)
- Fuel/heating support
- Household white goods
- Family support
- Mental & physical health support
- Sensory support
- Domestic & substance abuse support
- Gender support
- Multi-lingual support
- Exploitation & Slavery
- Digital inclusion
- Entry to employment/sustaining employment
- Social prescribing

How is the support offered?

- ✓ In-person/drop-in/appointment
- ✓ Virtually, via zoom, etc
- ✓ Telephone
- ✓ Email
- ✓ WhatsApp/Facetime

Referring partners

- Self-referral (in person, telephone, email, social media links)
- Cross partner referral
- Pharmacies
- GP's
- LA Tracing teams (to support isolation)
- Public Health Wales
- Long Covid Rehabilitation
- North Wales Police
- North Wales Fire & Rescue Service
- Social Services
- Jobcentre Plus
- Other statutory teams/organisations/agencies

There is no access criteria – anyone can use our services

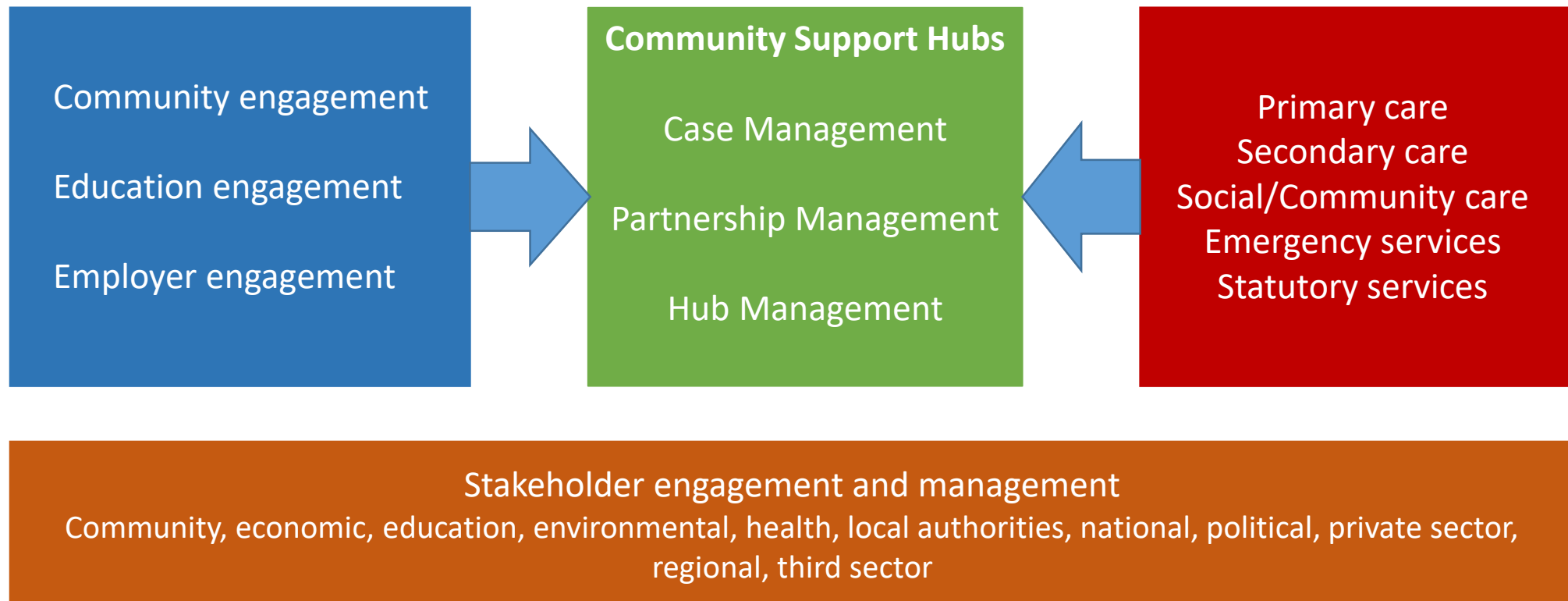
Lessons learned

- Keeping up with LFD demand
- Branding - name has changed to remove stigma and encourage access
- Supporting partners to move from 'operating to performing'
- Making time to manage
- Good case management/IT
- Succeeding with change in a fast-paced environment
- Understanding the real value of partnership working

Future Potential

- Increase hub coverage/equity of access
- Employers
- Students
- Primary care
- Secondary care/rehabilitation
- Link up with care in the community
- Accident & Emergency
- WAST
- Prisons/National Offender Management
- Veterans
- Emergency planning & response
- ✓ Increased personal & community resilience, long-term
- ✓ Opportunity break cycle of poverty, over time

Future Model?



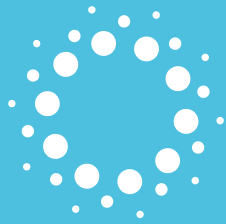


For further information, please contact:

Lisa Goodier – Lead Manager, Protect

Lisa.goodier@wales.nhs.uk

07971 946413



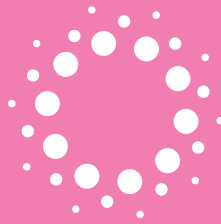
PLANT YNG NGHYMRU
CHILDREN IN WALES

WHAT CAN CHILDREN IN WALES OFFER YOU?

* A fantastic, low cost Membership Scheme - gain access to our exclusive member-only benefits and access to our brand new membership platform www.childreninwalesmembership.org.uk

* A high quality and varied events and training course programme - book onto any of our events or open courses via our website or, alternatively, you can commission us to develop a bespoke training course just for you by emailing training@childreninwales.org.uk





PLANT YNG NGHYMRU
CHILDREN IN WALES



* A pathway to working directly with children and young people from across Wales. Our Young Wales initiative is all about listening to children and young people and ensuring that their voices are heard, so if you need to reach out and work with them on a specific project then please contact our Young Wales team.

We now have a section dedicated to children and young people on our website:

www.childreninwales.org.uk/children-young-people





PLANT YNG NGHYMRU
CHILDREN IN WALES

If you were not able to join us for our other poverty-related webinars, you can catch-up on the shorter recordings (which do not include the Q&A sessions) here:

[Children in Wales | Webinar Series](#)

If you want to view the full length recordings (which do include the Q&A sessions) and are exclusively for Children in Wales members, please email

louise.oneill@childreninwales.org.uk for further details

If you are looking for a training course for yourself or colleagues, please visit [Training and Events | Children in Wales](#) to view the entire Children in Wales training course catalogue. Remember that members get great discounts!

