

Transforming place in North Lanarkshire

The role of Community Hubs

Operating Model Delivery Team
25th June 2025

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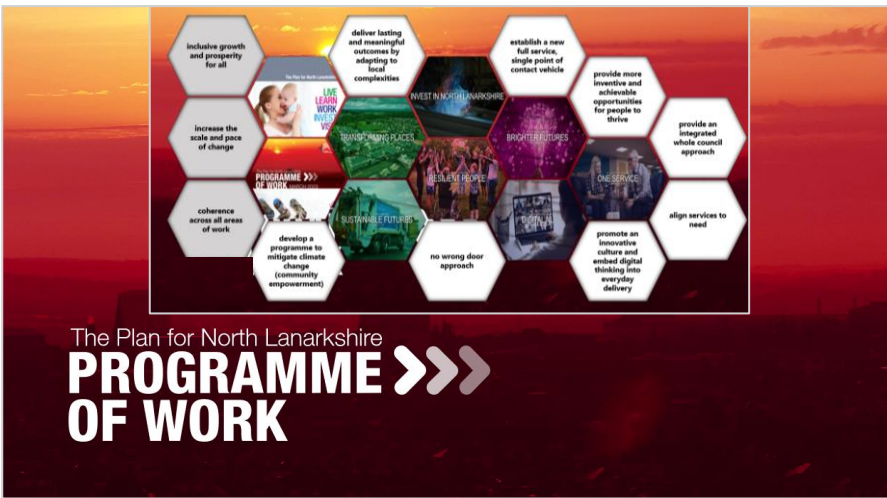
One Place – One Plan

The Plan for North Lanarkshire

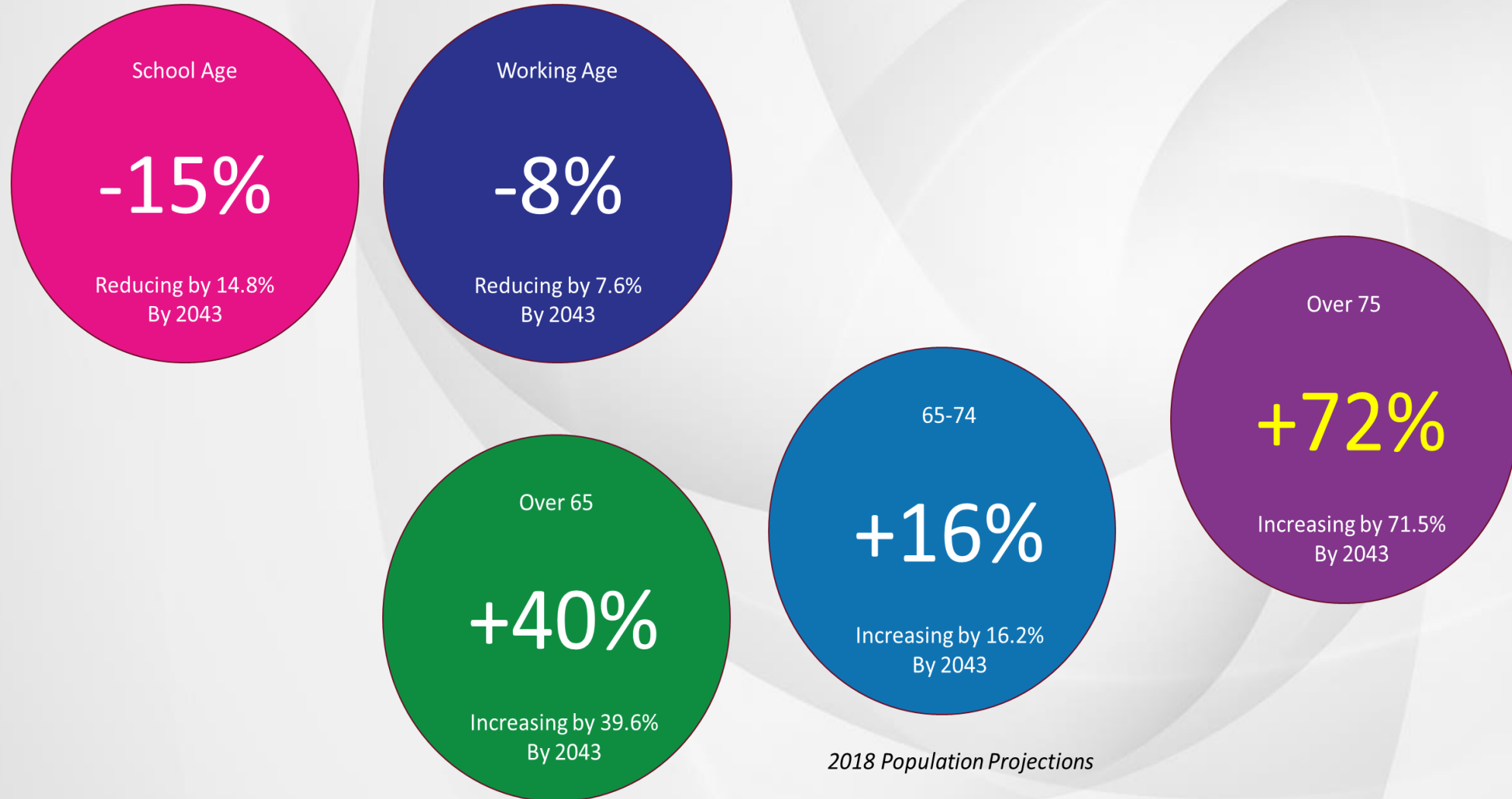


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Providing touch points throughout people's lives

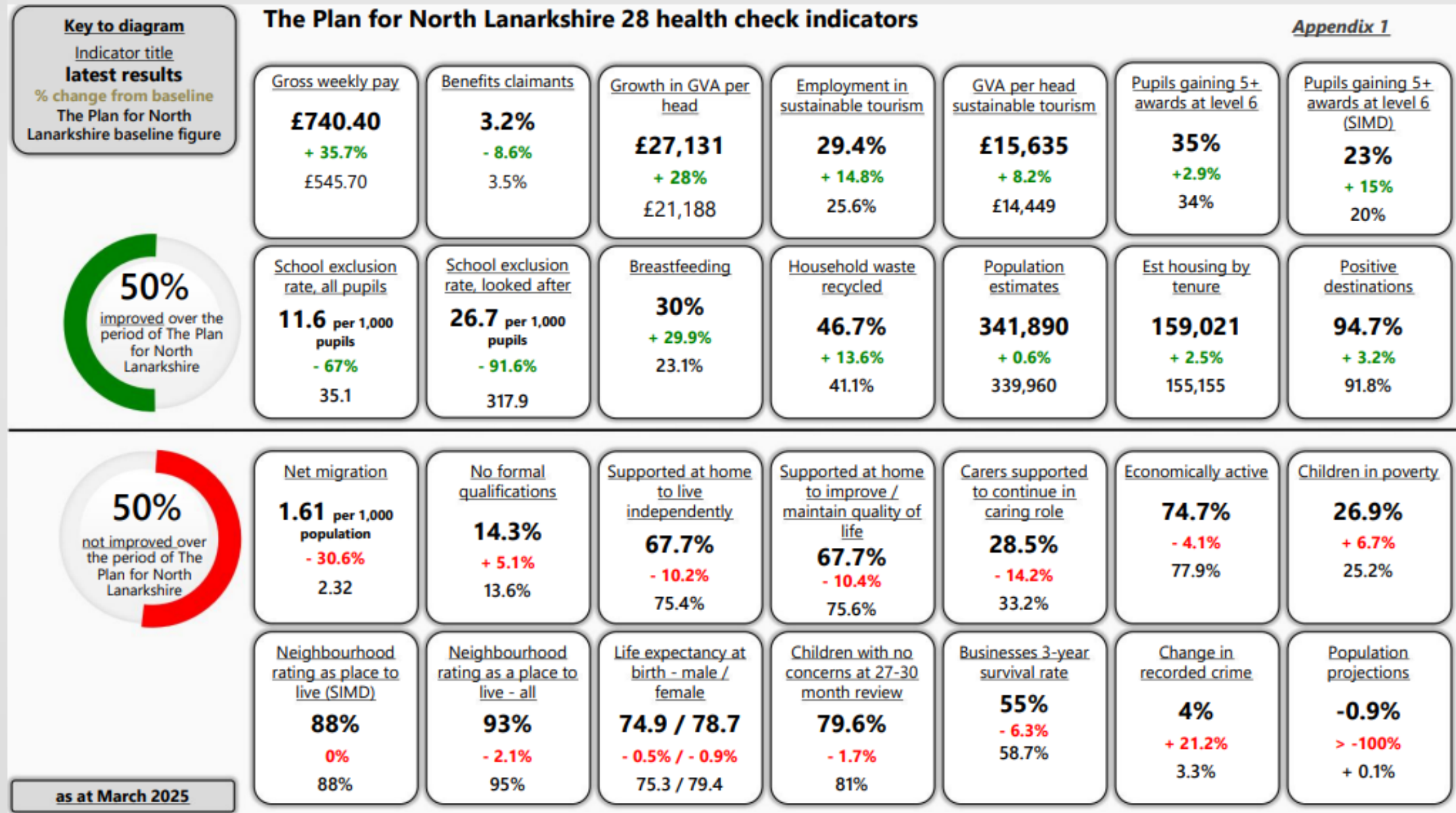


Responding to our population shift



2018 Population Projections

Outcomes focused



Community hubs

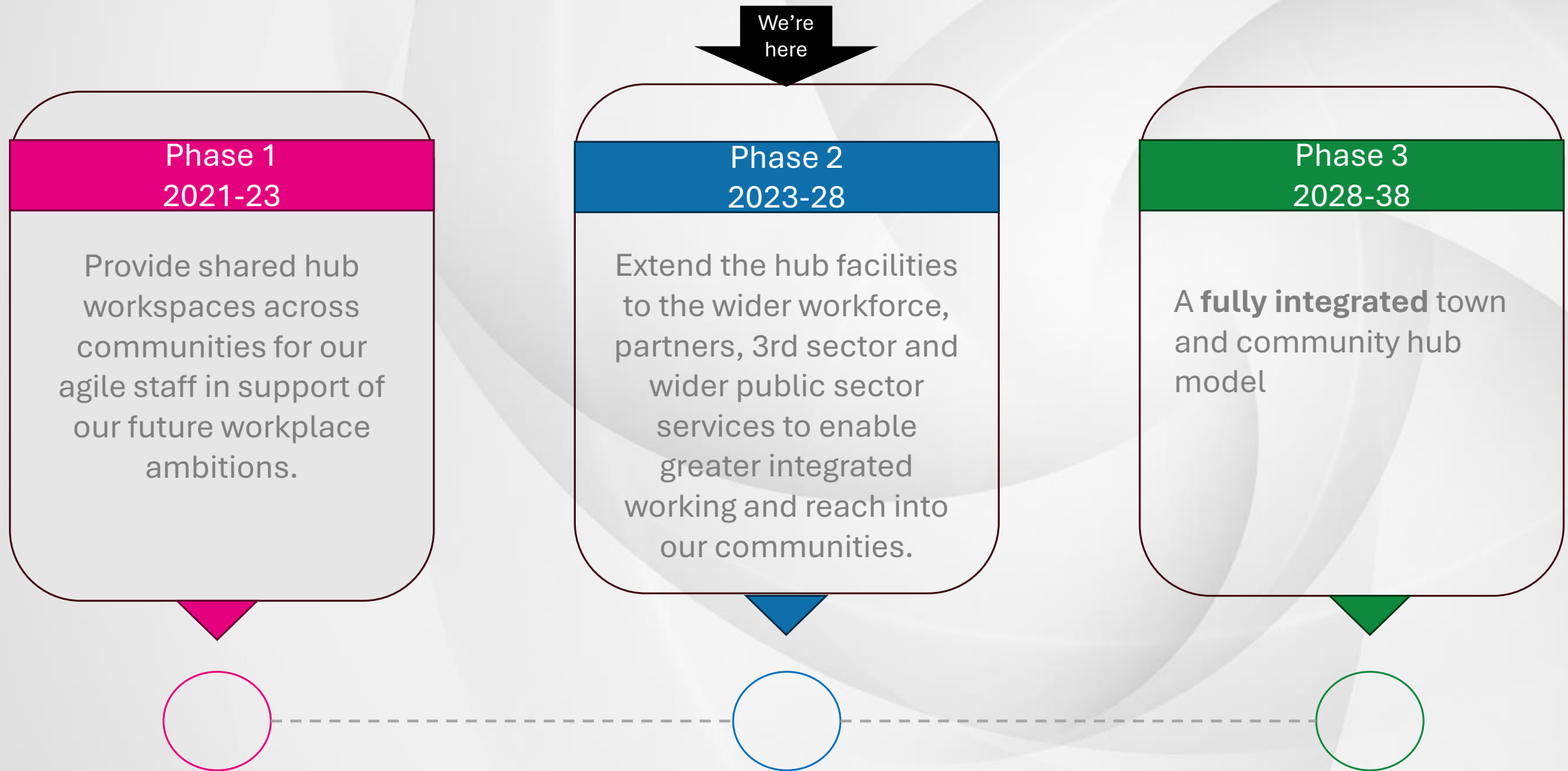


A more unified place-based approach to providing support and opportunities for people, whilst trying to break down barriers for those in need.

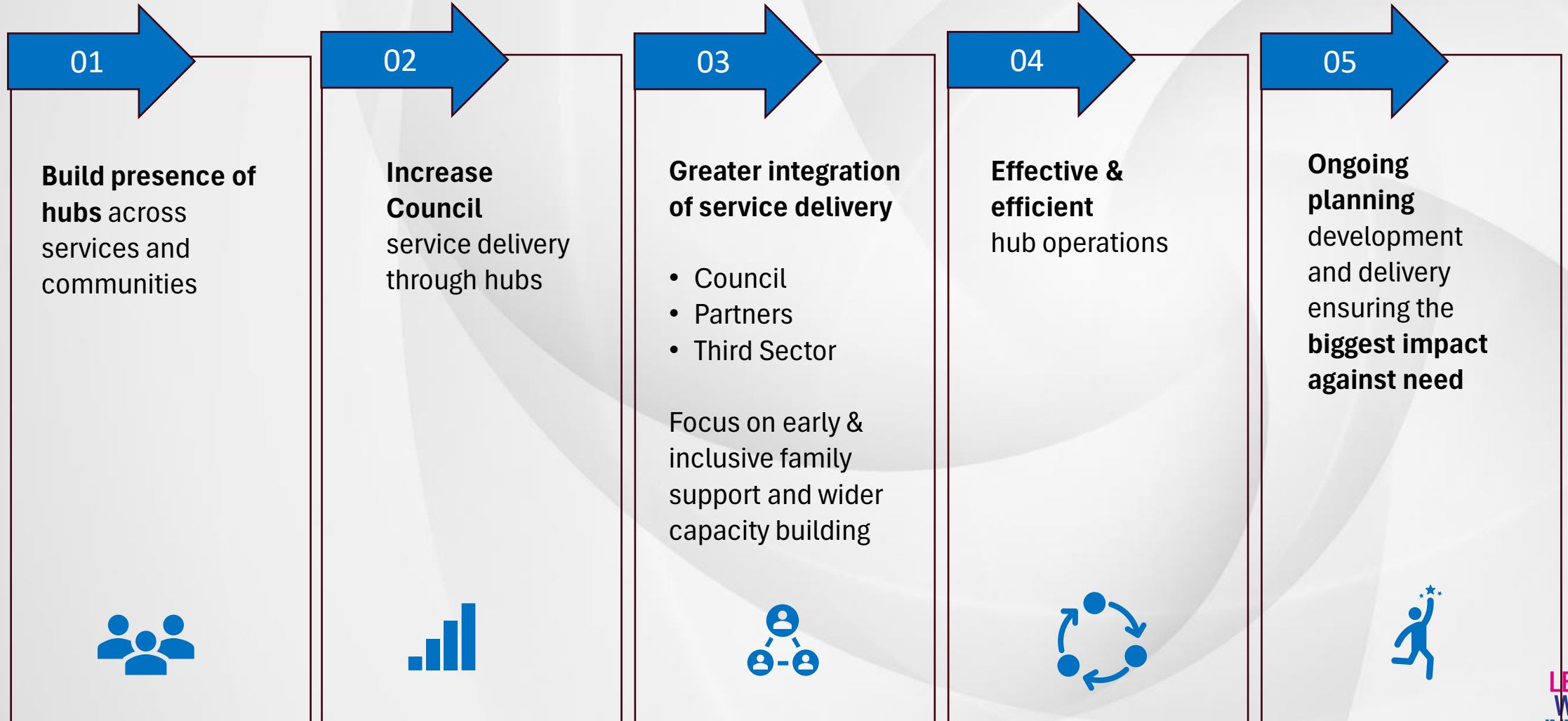


- 1 INCLUSIVE, UNIVERSAL PROVISION
- 2 SENSE OF COMMUNITY OWNERSHIP
- 3 MAXIMUM AVAILABILITY & USAGE
- 4 DESIGNED WITH RATHER THAN FOR THE COMMUNITY
- 5 TAILORED, BESPOKE, REPRESENTATIVE
- 6 MAXIMISE THE SERVICES ON OFFER

Transformation through phases



Five key priorities for this phase



Improving lives



Community connectors co-located



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Partnerships & co-design

Community Hubs - Engagement Survey

By participating in this survey you are providing feedback that will contribute to the delivery of The current operating hubs include Riverbank (Coatbridge), Chryston, and Newmains & St Brigs

We want to give you, the community, the opportunity to have your say. By taking part you can needs of the community, what type of engagement and activity you need. This information will inclusive and resilient community and a brighter future for today's children, as well as generati

The survey is a live document that continuously provides us feedback.

* Required

Select your hub

1. What is your local hub? *

Select your answer

[illegible]

Case study / user story

About HMCL

Referral for mum: mum of son who has additional support needs and mum suspects Autism, possible ADHD and worries he may have a mental health condition. Mum thought they were on the ND Pathway for assessment and diagnosis but weren't. Mum struggled to get the right help and support from social work, school and didn't know where else to turn.

Mum

Presenting issue/background

Support provided

Outcome

needs

Mums experience

Get help and I line help and support was needed.
Find out about what financial support there is for us as a family.

These 100 observations about the 100, in a format that works for me, and you get the most important information on available income, and how much more I can get for my child.

The people who support me have understood me as a person and accommodated to my child's needs for me. This could be my only life when my child is not with me.

Newmains & St Brigid's Community Hub - Service User Feedback

MONTHLY USAGE COMPARISON (PER YEAR)

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

— August 2023 — March 2024 Hub Bookings — April 2024 — March 2025 Bookings

Jan: 122, Feb: 179, Mar: 194, Apr: 68, May: 117, Jun: 68, Jul: 120, Aug: 69, Sep: 39, Oct: 110, Nov: 166, Dec: 106, Jan: 200, Feb: 189, Mar: 178, Apr: 102, May: 102.

Trauma informed

Learning & scaling

Lessons Learned:	Identify the challenges and positive experiences throughout the lifecycle of the project. Consider the where, when, and how they occurred. If you identify a negative experience, explain clearly how you would avoid this differently for future projects.
Project Name	Newmans and St Brigid's Community Hub: Phase 2 of operations
Project Ref. No.	P2.T1
Project Manager	Craig Bridges

Lessons Learned Ref	Name & Role of who identified lesson learned	Experience (Positive or Negative)	Description of Experience	Recommended Action	Comments
000	Craig Bridges	Positive	<p>New hub coordinators started following OMDT review and approval in June collaborative report 2024.</p> <p>Roles started in January 2025 with a view to moving accelerating phase 2 within the OMDT.</p>	Continue to work towards OMDT outcomes, and support increase usage of hubs, monitoring and evaluation to support community needs.	<ul style="list-style-type: none"> Activity analysis of hub usage to date carried out. (Insert details from analysis) Hub board re-engaged. Meetings arranged on internal and external partners to show hub potential & increase hub use. (pick up for case studies) Review and update all key project docs. (TOR, FOIA, management)
001	Craig Bridges	Positive	<p>Hub delivery group identified monthly meetings with delivery group (with review as necessary) to work through actions notes and identify changes.</p>	<p>Meet on Wed 5th of Feb to introduce hub coordinators and pick-up on action notes and planning months ahead. Review and update all key project docs. (TOR, FOIA, management)</p>	<p>Meet on Wed 5th of Feb to introduce hub coordinators and pick-up on action notes and planning months ahead. Review and update all key project docs. (TOR, FOIA, management)</p>