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'an open door to an inclusive community'

POSITION STATEMENT ON THE VALUE OF THE COMMUNITY HUB

About us:

The Community Hub – Haringey (TCH) is a unique community centre, formerly known as Asian Centre, based in Wood Green, on Caxton Road. Over 30 years The Community Hub has offered key support for vulnerable and marginalised residents in the area. In response to the changing communities living in Haringey, we have rebranded the centre to make it welcoming for all communities in the area. We want to nurture community cohesion and ensure that our Hub becomes a thriving place for all communities. We still run an Asian Forum to maintain our specialist knowledge and provide culturally specific activities for the local people who have come to rely on them.

Business we are in

The Community Hub Haringey provides activities and support services that improve the health and wellbeing of local people and bring them together. Our vision is to enable local people lead healthier, happier and better-connected lives. We have an open door policy so no-one in Haringey is left without somewhere to turn to for advice and support. We welcome everyone into our centre on Caxton Road in Wood Green.

The Community Hub runs an Adult Day Care service as well as a Seniors Together Social Club for reducing isolation. All our services help local people stay active and safe and to feel included and valued within the community.

People we serve

Our services are targeted primarily to adults over 40 and older people.

Currently The Community Hub's main beneficiaries are older people.

30% are between 71 - 95 years, 40% between 45 -70 years, 25% between 20 – 45 years and the rest below 20years. Over 80% of the users are from London Borough of Haringey, 15% Enfield and the rest from Hackney, Islington and Barnet. The proportion of the users in terms of gender is 60:40, with women higher than men.

The main target group in terms of ethnicity are BAME and New migrant communities. The spread of users in terms of ethnicity are - 55% Asians, including Indian, Pakistani Bangladeshi, Mauritian and Chinese communities, 10% African and Caribbean communities, 15% new migrant communities such Bulgarian, Romanian, Portuguese, Spanish and Polish, 15% English and Irish communities and 5% Greek, Turkish and Cypriot communities.

Needs we serve

We have thought carefully about the positive changes that we want to make to the health and wellbeing of people living and working in Haringey and to reduce isolation in our borough (**and engender community cohesion**). Our services are designed to help people live an active and inclusive life. We are aware of the need to tackle the growing threat of isolation and loneliness of older people in Haringey, as anywhere else in the country.

We measure the activities and support we offer to make sure these are helping to make these changes and constantly look for ways to improve the impact of our work.

Our competitors

The Community Hub Haringey is unique in terms of the range of services it offers adults and older people we serve. No other community organisation or service has the knowledge, the experience or capacity to offer this range of support to the demographics we serve.

The overall aim of the activities and services we provide is to improve the health and well-being and increase the life expectancy for people across the wider community. Ultimately we aim to reduce the life expectancy gap between the east and the west of the borough (*statistics re the age gap would be useful*). The provision of activities encourages better self-management of existing health problems and promotes ways of increasing life expectancy. It also reduces isolation and increases sense inclusion and belonging.

Our unique value

Our services are wide and span a range of activities. We provide free at the point of access services to anyone who needs help and has nowhere to turn. 70% of our service users are over 45 (*this doesn't add up with the figures given above*), often when their health starts to fail and they need support to manage their conditions and/or cope with life after bereavement, a life crisis or social isolation. We offer day services support to over 16 users and with the arrival of a new minibus from **our** recent fundraising efforts, we will be able to extend support to elderly members who are isolated and housebound. If we were not here, our service users would have little recourse to other services, due to cuts in funding.

Through the activities and services we offer, a key feature is our commitment to recognise and build the skills and capacity of some more able community members within this age group to support and inspire others within the family **and** community. We offer an active volunteering programme to accomplish this.

We aim to achieve community cohesion through our events and programmes and foster good relations between people from different groups.

Our Contribution:

The Community Hub – Haringey is a vital support to many vulnerable people. The Hub has over 1800 people and serves an average of 110 services users per day, which is 28600 per year. With the rebranding of the Centre, we are hoping reaching much more diverse section of the community.

Our wide range of services contributes to Haringey Council's strategic priorities by enabling all adults to live healthy, long and fulfilling lives and everyone is able to thrive in an inclusive community.

Description of services provided:

1. Day Care Service:

It provides a safe and friendly environment to address the individual and group's needs with appropriate advice to improve the quality of life of the clients. This operates from Monday to Friday 10 am to 4.30 pm.

Total number of users: 14

8 Female and 6 Male

- 2. Information Advice and Advocacy Service:** TCH provides free Legal Advice, Advocacy and information services on Welfare Benefits, Housing, other information, and sign-posting clients to various statutory and non-statutory organisations. We have a qualified Legal Advice professional to provide this service.

Number of clients for Advice and Information - 86 clients

Advocacy Service - 37 clients.

Examples of the type of case-work:

Providing holistic support to people with long term illnesses, dementia, advocacy for people with mental health issues, welfare benefits, creating/maintaining/implementing Care Plans and Risk Assessments, welfare support, housing / homelessness, immigration-related issues, assessments, referrals, reviews, signposting etc.

3. Seniors Together Social Club

Once a week service for 55+, who are isolated and not qualified for Adult Day Care, to socialise and participate in creative, fun and healthy activities.

Day - Wednesdays

Total service users 4

- 4. Activities and Courses:** CAP runs a range of health promoting activities and learning opportunities Monday to Friday including Yoga, Tai Chi, Dance Sessions, English Language Classes, ICT, Massage Sessions, Self Defence Classes, Music Club, Table Tennis Club etc.

The overall aim of the activities is to improve the health and well-being and reduce the life expectancy gap for people across the wider community.

The provision of activities encourages better self management of existing health problems and promotes ways of increasing life expectancy.

5. Drop-in Sessions:

This has reduced isolation and has increased in greater participation in community activities as the Centre provides a comfortable environment. The clients feel at ease to discuss their problems and concerns with members of staff who speak their languages and understand their culture and their needs. The facility is actively used by wider community members from 10am to 5pm.

Monday to Friday

Number of service users - 21

6. Luncheon Club:

This service provides healthy vegetarian and non-vegetarian cuisine for its clients at an affordable rate. This service is available from Monday to Friday 12.30 to 2.30pm.

Number of service users – 25 (average)

7. Community Transport

The Community Hub successfully fundraised £42000 from the members, the users and the local businesses for a wheel chair accessible minibus. This asset is being used for our Day Care service and by other member organisation.

8. Student Social Work Placements

Besides providing Work Experience opportunities for Haringey Schools, the Community Hub also provides supervised 70 days work placements for students from Kingston University, Middlesex University, Greenwich University and East London University. Students contribute to the Hub's core work under the supervision of a qualified practice supervisor.

9. Volunteering:

Total active Volunteers during 2015 January -2016 December: 112

Asian/Asian British- Indian	23
Asian/Asian British- Bangladeshi	14
Asian/Asian British- Pakistani	18
Other Asian	6
Black/ Black British- African	18
Black/ Black British- Caribbean	8
Other White	12
White British	13

10. Community Hall

List of groups who use the community Hall and Meeting Room, including the evenings and weekends.

1. NHS Expert patient course
2. Labour Party ward meetings.
3. Ghanaian Church group
4. Congolese Church Group
5. Bangladeshi Association
6. One Support Group Haringey
7. Women 's drop in Group
8. Men's drop in Group
9. After the funeral get-togethers.
10. Weddings and Birthday parties

11. Community Photography
12. Flower arrangement Classes
13. Japanese Class
14. Meditation Class
15. Music Classes
16. Catherine West MP
17. The Haringey regeneration