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Liverpool City Council

Liverpool's Good Help Hub

The Good Help Hub was launched in Croxteth, North Liverpool in January 2023.

Devised during a 12-week study and learn phase, which saw responsibility for service design and delivery transferred to a frontline team, the Good Help Hub brings together over twenty community partner agencies. These include Cobalt Housing (a local registered housing association acting as the anchor organisation and co-lead), Liverpool City Council, Merseyside Police, NHS teams, Job Centre staff, local voluntary and community organisations and more.

The Good Help Hub offers a 'one stop shop' for a variety of essential local services, so that residents can access support quickly and easily without travelling across the city. The range of services on offer are:

- **Monday:** Employment and skills
- **Tuesday:** Housing and cost of living
- **Wednesday:** Health and wellbeing
- **Thursday:** Keeping safe
- **Friday:** Community and environment. Friday also sees 'Bacon Butty Friday', offering a safe, warm space for people to come and grab some breakfast and speak to a range of people who can offer support.

Cobalt Housing has provided a free space for the hub to operate out of in its Croxteth-based offices, which sits in the heart of its North Liverpool communities. It is available for all

residents of Croxteth and members of the community are invited to 'drop into' the Hub at any time – no appointment is required.

The Hub has a 'coffee/tea first; support later ethos,' with staff given the time to develop trusting relationships with the community, and providing support once they have a better understanding of the person in front of them, in the context of their own lives; making it different to any other service in the city.

The initiative has taken a community-led approach, building on the assets which exist locally. Through joint-working between partners from the council, housing, health, police, and employment services, it seeks to tackle a broad range of social and economic issues - understanding the often complex and interwoven nature of challenges within communities. The aim is to support all residents to live a 'good life'- whatever that means to each individual person.

The Good Help Hub offers additional support to universal services within the locality and provides a more robust response for those people who are not known to services and/or not yet accessing services – with the focus very much on early intervention and prevention. It is hoped that learning from the project will strengthen local partnerships, and inform the city's wider roll out of a new approach to neighbourhood living.

For further information contact:

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