

Fenham Library Wellbeing and Recovery Hub

Things we think you would like to know

Any questions please come along to a drop-in sessions on:

Thursday 23rd August 2018 2:00-4:00pm

Thursday 13th September 2018 2:00-4:00pm

How much is this costing?

Public Health England awarded £338,000 for the redevelopment project.

Who is managing the building?

The building will be managed by Newcastle City Council.

Who will work from the building?

The drug and alcohol service CGL (Change, Grow, Live) will have staff based here, along with other drug and alcohol services (PROPs family support, Plummer Court, and services for access to residential rehabilitation).

FoodWorks will run a cafe for the public and the library will be available too.

What are the timescales?

The building work is due to start 20th August 2018 for around 12 weeks.

Is the Library still going to be open?

Yes. During the building works the library will be open

Wednesday 10:00-4:00pm

Thursday 10:00-4:00pm

Saturday 10:00-2:00pm

The opening times post build will be confirmed and advertised.

Is the gym open to the public?

Not initially. When we open the service, the gym and fitness will be for clients of the drug and alcohol service. However, we are working with Active Newcastle to look at community sessions that can be delivered here too.

Why did you choose this location/building?

Fenham Library was already being considered for redevelopment and was at risk of closure if it remained as a library.

The grant means work can be completed to modernise the building, protecting the library services and in some cases enhancing the offer through extended opening hours. There is also the addition of the FoodWorks Café, which will be serving fresh, ethically sourced food and drinks.

The development also allows us to deliver drug and alcohol recovery in the west of the city. We already have a number of drug and alcohol services in the city centre and it's important that people can access support in their own communities – working in Fenham will allow us to support residents in and around their communities, strengthening their recovery journey.

Area covered

Clients from across the city will be able to access support from this facility.

Is this a needle exchange?

No. There will be no clinical services on this site such as needle exchange. These services are provided from pharmacies, Plummer Court in the city centre and the harm reduction service on Clayton Street.

Will you be prescribing or dispensing drugs from here?

No. There will be no prescribing or drug dispensing from this site. These services are provided from GPs, pharmacies and Plummer Court in the city centre.

What type of activities will run from the hub?

The drugs and alcohol recovery services will include:

- appointments with drug and alcohol support workers
- family / carer drug and alcohol support
- Group support
- training
- gym/exercise facilities
- space for family activities
- relaxation
- psychological support and behaviour change
- healthier eating and nutritional advice
- counselling services
- stop smoking support
- fellowship / mutual aid support (such as Alcoholics Anonymous, Narcotics Anonymous, SMART Recovery).

What kind of clients will access the drug and alcohol service?

The drug and alcohol services that will be on offer at Fenham Library are classed as recovery services they are part of a much wider range of support that people suffering from issues with drugs and alcohol will receive as they work towards a life free from the impact of drugs or alcohol.

The clients will have already accessed a range of services to help stabilise them. People accessing the service will mainly be working towards abstinence, stable in their treatment journey (this includes people who will be prescribed medication elsewhere), or people who need a few sessions of support for lower level drug or alcohol issues.

Importantly, there will also be support for families and carers – not simply for recovering users. Trying to help and support a family member with a substance use problem can be extraordinarily difficult, frustrating and isolating.

Placing a hub like this in Fenham helps to break down barriers and isolating factors that will effect families who are trying to achieve normality. Integrating with other community services, in key community locations can help to facilitate this.

Will clients be mixing with local residents, including children, at local bus stops and at the library?

Clients will mainly be accessing services on an appointment basis or when there are group sessions, the timings will be managed so that the local facilities (such as bus routes) don't become too busy.

It is important to reiterate once again that the people accessing this service are coming to the end of their recovery journey and do not pose a threat because of the treatment and support they are receiving.

Generally, there won't be people hanging around outside and where this occurs, the service will take steps to ensure this is managed.

Can customers turn up to access Library services?

During opening hours, the library, computers and café can be used openly – just as they are now, although with the opportunity for extended borrowing hours in the library.

The Wellbeing and Recovery Hub will be a referral only service – although you can also pop in and seek advice from the workers.

Do customers need appointments to access the recovery services?

Yes. It is anticipated that the drug and alcohol service will give appointments for their clients to see their workers, apart from the gym sessions.

The library will be open access as usual, as will the computer suite.

Where will staff park their cars?

There is public on street parking however staff will be encouraged to use public transport or to cycle. There will be cycle racks located outside the building.

Who is running the café?

FoodWorks is a catering enterprise within the council's supported employment service. They provide work experience, training and paid work for people who need support to access employment.

FoodWorks and its partners are passionate about creating opportunities for disadvantaged people and including them into a city-wide economy.

FoodWorks already operate 3 successful Coffee Carts across the city and have a café in Heaton.

Is the café open to the public?

Yes.

How will you manage the customers who hang out at the front of the building?

When the building is open, there will be staff onsite who will encourage the upkeep of the outside space.

Who will keep the outside of the building clean and tidy?

Everyone that uses the building will be encouraged to keep the space clean and tidy but there will also be a cleaning service for the building. There will be bins provided.

Is it safe to use the library while customers are using the other space?

Yes. People who have issues with drugs and alcohol are already part of our communities and already use public facilities such as the library and pool.

Will you be able to use the self-service library outside normal opening hours?

Yes, it is the aim that the self-service portals will be available whenever the building is open.

Is there going to be a security guard on the door?

No. There are no security guards on any other library buildings nor any drug or alcohol services.

What is the drop in for?

The main point of the drop-in sessions is to allow people to see the plans and talk through the Wellbeing and Recovery Hub. You can also ask us any questions that you may have.

Opening hours

The service is likely to operate Monday to Friday between 9 to 5pm, with one late night (probably a Wednesday) and eventually provision on a Saturday.

We will also work with other groups (such as Alcoholics Anonymous or Narcotics Anonymous) to look at other evenings. Other local community projects may wish to use the space here too.