

WELL STREET COMMON NEIGHBOURHOOD PARTNERSHIP

Forum Meeting Report – 5 December 2019

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Summary

The Well Street Common Neighbourhood pilot brings together voluntary and community organisations working in the Neighbourhood, along with residents, GPs, City & Hackney CCG and frontline staff from NHS and Council services to create a wider Neighbourhood team, for better care closer to home.

The second Partnership Forum in December was attended by 50 people who came together to start planning a local Neighbourhood Partnership.

The Well Street Common Neighbourhood Team is funded by the [Integrated Commissioning and Care System](#) until August 2020. The Team will organise events to help the Neighbourhood to decide how everyone will work together now and in the future.

[Link to further information on the Well Street Common Neighbourhood Partnership Pilot](#)

Well Street Common Neighbourhood Team

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What we agreed about the Partnership

- The Partnership will reflect the diversity of the local community. We all have responsibility to ensure inclusivity.
- Residents will be at the core of the Partnership; supported and offered training when needed.
- The Partnership will reflect the diversity of the voluntary and community sector.
- There will be a transparent and clear selection process for organisations and residents to join the Partnership. This needs to be accessible and open to everyone.
- The Partnership will explore and discuss priorities for our work together, but any decisions will be brought back to the wider Partnership Forum meetings for agreement.

Next steps

A Task and Finish group is being brought together to develop a series of recommendations for setting up the Well Street Common Neighbourhood Partnership.

The Task and Finish group will meet together twice to complete this work between now and the next Partnership Forum meeting in March 2020.

The Well Street Common Neighbourhood Team will approach people that said that they would be interested in being part of the Task and Finish Group in January 2020 to set up dates for these meetings.

If you are interested in joining the Task and Finish Group, but have not yet let us know, please contact Katie. katieb@hcvs.org.uk

The next sections of this report will be the starting point for the Task and Finish group discussions.

Thank you!

We'd like to say a big thank you to everyone who took part in the December Well Street Common Neighbourhood Partnership Forum. We'll be inviting you to the next Partnership Forum meeting in March, and hope to see you there.

Thanks to everyone who volunteered to join the Partnership Task and Finish Group; we'll be in touch in January to get started.

What makes a good Partnership? Our wordcloud

We all spent time at the start of the Workshop to think about what makes a good partnership. Here is our 'Wordcloud' of key words and phrases that the Task and Finish group will use to develop the principles of the Partnership.



A vision for the Well Street Common Neighbourhood Partnership

This is the first draft of a vision for Well Street Common Neighbourhood, which has been taken from notes made during the Workshop; 'What is the difference we want this partnership to make'.

The Well Street Common Neighbourhood Partnership Task and Finish group will review and redraft this for the next Partnership Forum meeting in March 2020.

The partnership will:

1. Be a hub for local information sharing and learning, building the fullest possible overview of local resources and needs.
2. Work collaboratively across all sectors, accountable to and directed by, the priorities of local people.
3. Help inform the most effective use of resources and services for greatest local benefit.
4. Co-ordinate and maintain reliable sources of accessible and accurate information about local services and activities.
5. Inform and empower choices for residents and those working with them.
6. Enable clear and reliable signposting and referrals.
7. Build knowledge and trust in local groups and services by creating opportunities for connection and relationships.
8. Be responsive to local issues and opportunities as these arise.
9. Help lead community consultations on issues of local priority and concern.
10. Ensure that 'system' needs do not override what people want and need, recognising the importance of informality in community access and support.

Questions and themes for the Task and Finish Group to explore

These key questions are a summary of the notes from our Workshop (See Appendix 1 &2)

Membership	
Inclusivity and diversity	<ul style="list-style-type: none"> • How can we make sure we have representatives that reflect the diversity of the local community? • We all have responsibility to ensure inclusivity.
Leadership	<ul style="list-style-type: none"> • Should a resident chair the partnership – reflecting several comments about trust, and fears about a dominating organisation? • Should we have a co-chair as well?
Resident involvement	<ul style="list-style-type: none"> • How do we make sure that residents can take a full role in the Partnership? I.e. investment in training / reward & recognition. • How do we reach and interest new people who aren't currently involved? • How do we all make sure that volunteer / resident led groups / residents aren't overburdened?
Partnership size	<p>Two different thoughts on group size either</p> <ul style="list-style-type: none"> • open to all (since in practice numbers coming forward may be quite low) OR • Suggestion of; 3 residents, 3 community groups, 3 medium sized voluntary sector, 3 large voluntary sector and potentially statutory sector frontline staff.
Selection Process	
How do we make sure the selection process is accessible?	<ul style="list-style-type: none"> • Should be a choice of ways to apply to be part of the partnership? • How do we make sure that there are clear expectations of each role (i.e. for the Chair) and for general membership?
The Wider Partnership Forum and across Hackney	
How should the partnership draw in expertise from the wider Neighbourhood and across Hackney?	<ul style="list-style-type: none"> • If the Partnership is discussing anything involving services/ residents outside of the Partnership/ Forum, how do we involve them in our work?

What will help us all make sure that we address key challenges?

Those already identified are;

Working within other Neighbourhoods structures	How will the Partnership work with the developing Neighbourhood structure / partnership? Time / resources for going to meetings and representing Partnership needs to be funded.
Addressing power imbalances	People are aware of the power imbalance across sectors but also within the Voluntary and Community sector. We need to talk about this openly and transparently. For example the feeling was in some groups that statutory sector members should be frontline workers, and initially in an advisory role?
Dealing with potential issues	What needs to be in place to deal with any issues that come up within the Partnership? i.e. between members or an organisation dominating discussions. Should we build in reflective sessions / 360 degree appraisals from partnership members?

Appendix 1: Membership of the Partnership

WHAT WAS DISCUSSED	MEMBERSHIP OF THE PARTNERSHIP NOTES FROM ALL GROUPS
Voluntary and Community Sector Members	<ul style="list-style-type: none"> • Selection of VCS organisations based on the service that they provide, e.g if there is a resident priority for increasing services for young people that there are organisations that support young people as members. • Representation on the Partnership is reflective of local needs and population data. • Make sure that organisations that aren't members have clear ways to feed into Partnership • Yes to a balance between small/medium/large orgs
Resident Members	<ul style="list-style-type: none"> • We need to open out membership to residents with no formal experience. • Residents should be running the Partnership and any adjustments made to make their involvement easier (i.e. skype calls) and more accessible. • How do we find residents? Via TRA's and through the development work by projects such as 'Our Place'
Statutory Sector Members (e.g frontline social workers, frontline NHS staff)	<ul style="list-style-type: none"> • Need to be careful that the Agenda / priorities isn't set by Statutory Sector and "system" • What is their role in the Partnership? • Perhaps invite staff to attend meetings in an advisory role? Or do they need voting membership? • What level of engagement needed to ensure they are willing to engage/info share • Level of engagement depends on what the function of the Partnership is. • Impact of power differentials need to be recognised /addressed. • Those holding potential funding should not be members • There's overlap between the sectors but they are inherently different

<p>General suggestions</p>	<ul style="list-style-type: none"> • 12 people on committee • 2 thirds majority for a decision • Need a quorum • Could be 3 residents, 3 community groups, 3 medium size voluntary sector and 3 large voluntary/statutory sector? • Want people who are invested in the work, who don't come with their own agenda • Participation in Primary Care Network meetings and Neighbourhood Statutory Partnership meetings needs funding. <p>How would the Partnership;</p> <ul style="list-style-type: none"> • Agree priorities? • Manage funding applications? • Develop referral pathways? <p>Does there need to be an external facilitation role to support the Partnership?</p>
<p>Additional Points to bear in mind</p>	<ul style="list-style-type: none"> • There are issues with "holding onto people" • Spaces in the community need to be better used • There is a safety angle with gangs stopping young people moving freely – that there is a long history of this in the area, it's not new. This means that residents might find it harder to access activities.

Appendix 2: Membership Process

What was discussed?

Selection
<ul style="list-style-type: none">• Open Process• Trade Union approach to selection, each group in the meeting selects a candidate, etc• Members need the right skill set• Process might be similar to a job application process i.e. use a CV (though some felt that this would be a barrier)• Clear roles written / application process.• Application process might need to be different for different groups• Expectations (in terms of time / resource) need to be really clear• Have a rotating chair with joint chair / co-chair (example of Autism Group having a co-chair who is autistic)• Panel for selection – should be Well Street Common Neighbourhood Team• Have a waiting list in case organisations / volunteers need to pull out• Need to be realistic / mindful also of capacity issues
Inclusivity / Diversity – membership
<ul style="list-style-type: none">• Make sure that this process promotes inclusivity and is representative of the community• When trying to build an inclusive Partnership, we need to be mindful that some groups might be run by one person. Need to make sure that smaller groups are involved as well as organisations with more resources.• Could a group of smaller organisations be represented by different nominated people?
Size of partnership
<ul style="list-style-type: none">• Be open to those who want to come forward. Be encouraging of participation• Higher numbers help, ensuring enough representation across all the meetings and assuming some will drop out• Working groups would be good for drawing in wider participation around issues/priority areas
Decision making
<ul style="list-style-type: none">• Concern that the partnership will lose accountability, so make sure that all major decisions come back to the wider Partnership Forum for approval.• Partnership Forum should meet quarterly to set direction, and approve bigger decisions

Funding

If the partnership becomes a body that holds funding;

- There needs to be transparency around funding.
- Concern that funding will be redirected to the Partnership from organisations already working in the area. Should it be a principle of the Partnership that it does not take redirected funding?
- Should the Partnership have a limit on the amount of money it can make decisions about before coming back to the wider forum for approval?
- Should it be a principle that the Partnership should not take on the work of the statutory sector, or anything that was previously done by the statutory sector, or vice versa?

Dealing with issues / review process

- Review process / probation period for members of Partnership to monitor how people work with others. Group expressed that they've all had experiences when people they've worked with in formal / informal Partnerships didn't work well with others (for example, dominating meetings and decision making). They felt that there needed to be some checks in place to make sure that any conflicts / difficulties were sorted out.
- Suggestion to have a 'team-building' away day for the partnership – to test out how everyone works /relates to others in the group.
- Review process every other month (360 degrees appraisal – feedback from other members)
- Address issues as they arise rather than pre-empt with unnecessary process.
- Helpful to have regular check-ins, open and honest reflections on what is/isn't working and adjusting accordingly

How to build confidence and trust? Partnership and Partnership Forum

- How to build confidence enabling signposting/referrals? How to build mutual trust – both sides of the picture (stat and VCS). Training standards / quality assurances will put too many off. Useful to think of something tangible which isn't overly burdensome?
- Recognising also that greatest sources of trust/access can be with the most 'informal' community based services.
- Cannot do anything that excludes, priority is to maximise involvement. Not put anyone off with barriers and process.

Appendix 3: What helped shape the event?

The reports and resources that helped shape the Partnership Forum meeting can be found here

[Reports and Resources](#)

Appendix 4: Working Group Summaries

[Working Groups Summary Documents](#)

Includes;

1. Training and Skills Sharing Programme Summary, developed by the Working Group

Feedback from the group:

“Helpful meeting, an open space to talk, enabling us to make connections; to think as an organic whole rather than single organisations and to find out more about what each other are doing.”

2. Fundraising and Development Programme Summary, developed by the Working Group

Feedback from the group:

“Really supportive and makes you feel part of something. Nothing like face to face contact.” “It’s exciting to be working in this new way, to be thinking differently and working together.”

3. Resident Consultation Group meeting summary - developing a Well Street Common Neighbourhood website