

WELL STREET COMMON NEIGHBOURHOOD PARTNERSHIP

Meeting Report – 19 September 2019

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Summary

The Well Street Common Neighbourhood partnership pilot brings together voluntary and community organisations working in the Well Street Common Neighbourhood alongside GPs, residents, NHS and Council services. The first partnership event was held on 19 September and was attended by over 90 people. It built on priorities agreed in the Open Space event in April and identified practical plans for taking these forward.

The Well Street Common Neighbourhood Team is a dedicated resource for the Neighbourhood and is funded by the [Integrated Commissioning and Care System](#). The team are initially funded to August 2020 and tasked with facilitating the development of a co-produced partnership model in the Neighbourhood; bringing everyone together in a series of events and meetings to work together to decide how we will work in partnership.

Well Street Common Neighbourhood Team

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

Background

There are eight Neighbourhood areas in Hackney; each named after a local park. The overall aim of this Neighbourhood Programme is to bring people and services together to provide care closer to home.

<http://www.cityandhackneyccg.nhs.uk/about-us/neighbourhoods.htm>

What are we trying to achieve?

The Well Street Common Partnership Pilot will;

- create information points for residents to find out about local support and activities
- identify gaps in services offered locally and jointly fundraise to meet these needs
- share skills, expertise and develop training together
- build connections between local organisations and with agencies so that we can all work together better
- develop a local Neighbourhood structure to support sustainability of this project

What next?

The Well Street Common Neighbourhood Team will;

- Bring together Working Groups – to take forward work across Funding and Development, Training & Skills Sharing and Resident Involvement
- Make first steps towards developing an overarching steering group to help oversee and facilitate the work of the Neighbourhood project
- Establish a Resident Consultation Group to help inform and lead work on resident information points including;
 - to develop a Well Street Common Website with an anticipated launch in early 2020 – which will link to a Hackney wide Directory of Services, currently under development
- Build a programme of local training events and skills sharing activities
- Provide local fundraising support : both one to one support and training/funding surgeries to build confidence and practical understanding
- Develop ideas for funding and collaborative bids reflecting priority needs identified for the local area
- Continue mapping local organisations and services until the end of October. The results will be presented in a visual 'local connection' map of the Well Street Common Neighbourhood
- Share details of available spaces in the Well Street Common Neighbourhood Area
- Hold our second partnership meeting on 5 December 2019; including a Networking Lunch and updates from the Working Groups.

What helped shape the event?

The Well Street Common Neighbourhood Team held an initial Open Space event in April 2019 which started to explore the priorities for the Neighbourhood and identify people who are interested in working together. The 2018 Well Street Common Neighbourhood Profile Report, produced by Public Health, also provided background insight. This together with information gathered from survey and mapping of Voluntary, Community and Social Enterprise (VCSE) organisations providing services in the Neighbourhood area shaped the development of workshops in our first Partnership Event on September 19th 2019.

Mapping of current services provided locally and survey carried out with local VCSE organisations

Meeting with individual organisations as part of a 'mapping' of support offered locally helped gather information on local services; linking to the Directory of Services and Digital Referral Platform Pilots. It also provided insights into current levels of connectivity between organisations, services and people based in the Well Street Common Neighbourhood, via a 'Social Network Map'.

Findings from an initial survey of 30 organisations in Neighbourhood included that;

- 100% of organisations wished to build connections and establish more collaborative ways of working
- 80% of organisations have space in local classes and activity groups and want to find ways to open up access to other users in need of support
- 73% organisations described a mounting picture of increasingly complex needs and serious mental health difficulties, with increasing demands for unfunded advocacy support to aid access.
- 57% of organisations hold resources and skills they would like to find ways to share for the mutual support and benefit of the area
- 53% organisations wanted to build capacity to build on existing successful services.
- Over a third of organisations described uncertainty of funding, with question over the continuation of some of their services.

Workshops on the day

1. Skills sharing and Training

How do we share expertise and coproduce training that can be offered in locations in Neighbourhood, with particular focus on enabling access to residents that may face barriers to participating in activities and services.

2. Fundraising and Development

How do we strengthen the VCSE organisations to better support local residents in Well Street Common Neighbourhood, focusing on gaps in current services and needs? The survey of organisations that was carried out provided insights and informed the development of the workshop delivered at the meeting.

3. How can we best work together? And who needs to know who?

Bringing together people, organisations and services that are based in or providing services in Well Street Common Neighbourhood will build trust, relationships and connectivity. How should we work together? Who needs to know who to enable this pilot to succeed?

4. How can we help residents to find out what is going on in their Neighbourhood?

How do residents and the organisations that work with them find out about local support and activities? How do we ensure that we involve residents in the development of these points of access in the community and ensure that barriers to accessing information are overcome?

How can we help residents to find out what is going on in their Neighbourhood?

Each workshop group generated a lot of ideas, but were asked to select one per group that they felt would work best. The following are a summary of these ideas, as there was some overlap between groups.

1. Hub Model - multiple locations

Providing an opportunity to;

Talk to someone: Staff trained to work with people with disabilities and mental health issues.

- **Find information online or from database/ phonenumber / physical:** supported access to this resource offered, and in community languages
- **Out of hours service**

Suggested locations with existing staff: GPs, Community Centres etc (full list of suggested locations included below)

2. Promoting services / access

- Go where people are gathering anyway e.g. Tesco / Lidl / Well Street Common Festival
- Utilise media students to promote resources and access points
- Stalls at community events and other locations for services to promote directly to local residents (offered on monthly rota)
- Digital community noticeboards
- Screens in GPs

3. Local Mobile 'Champions'

- Individuals (representatives from all communities) trained to act as mobile champions (paid and trained staff)
- 'Train the trainer' – train others in the community
- Training to cover support with access issues
- Important to provide an out of hours service
- All to be made aware of digital resource and provided up to date information

How can residents find out about what is going on in their Neighbourhood?

- Things we will deliver , dependent on securing funding /resources and agreement by community members
- Things we can't deliver but can try & influence
- Things that are being taken forward via other Neighbourhood pilots

Suggested access points	Outreach and events	Website / Phonenumber / Physical Resource	Overcoming barriers to access	Informing residents of points of access
Hackney Access point/s decided by community members	Community Well Being Days for residents to meet people providing services	Using screens in GP surgeries	Well Street Common mobile champions – one stop shop	Resident Associations
GPs surgeries	Offering an informal 'Tea and a chat' event	Out of hours provision	Support and empowerment needed for people with learning disabilities / other barriers to use online resources. Language issues to be considered	Media Department at Community College
<ul style="list-style-type: none"> • Felstead Street Dementia Services • City & Hackney Recovery College • Prideaux House 	Themed events in the community eg "saving money" or "starting a new hobby" and invite resident associations	Digital community noticeboard	Individuals who reflect diversity of the Neighbourhood, are trained up and paid to be Community Champions (Community Navigation)	Newsletter
Several physical locations in the Neighbourhood to act as info hub	Stalls at events like hackney carnival	Digital health hub and champion (Directory of Services / Community Navigators)	Wick Award – local champions	Social media group chats
<ul style="list-style-type: none"> • Schools • Children's centres • Nurseries 	Local shops (Lidl) leaflets with 'promotion' stand	Need to incorporate both a personal approach (eg. Hub with staff) and one that has online access and a phonenumber	Communities within communities/ 'Neighbours' and word of mouth	Local newspapers with 'map' of local community assets (note that there is no newspaper that covers this Neighbourhood specifically)

Suggested access points	Outreach and events	Website / Phonenumber / Physical Resource	Overcoming barriers to access	Informing residents of points of access
Faith buildings		Physical and digital access		
Citizens Advice East End (Mare St)				
Pubs, parks				
Advice Services: <ul style="list-style-type: none"> • Advocacy for All (at Mind) • City & Hackney Carers Centre • Greenhouse Centre • St Mungos 				

Other locations suggested outside the Neighbourhood area included Hackney Community Law Centre, Police stations, Hospitals and Hackney service centre

Practical next steps

Both workshop groups felt that there was not enough resident involvement in the workshops and that we would need to establish a group for consultation and to coproduce the development of Community Access points within the Well Street Common Neighbourhood.

1. Use existing professional and personal networks to find residents to join a Resident Reference Group via the Resident Engagement group (self-nominated during Well Street Common Neighbourhood Partnership workshops)
2. Co-produce and develop a Well Street Common Neighbourhood website (linked to the Hackney wide Directory of Services currently being developed) with the Resident Reference Group
3. Ensure that subsequent meetings are held on a rota, including weekends / evenings

If you would like to join the Resident Involvement Working Group, please email katieb@hcvs.org.uk

Training and Skills Sharing

- Things we will deliver (via skills sharing)
- Things we can't deliver but can try & influence
- Things that are being taken forward via other neighbourhood pilots

Support Needed to work with people with 'higher / more complex needs	In terms of skills sharing and skills development what might be useful?	Are there barriers to skills development and how can we overcome them?:	Quality / Quality assurance – what is the minimum training / skills that you think people running activities for local residents should have – what would reassure you re quality of services
Person centred training – looking at wider need – cross sector – focussing on peoples strengths	Local champions / train the trainer / coproduction training – Experts by experience	Knowledge of VCS not respected	Safeguarding
Outreach / Good Navigators roles that support people to reach activities and services (people don't self identify) – improve access to these	Shadowing and peer led training – use the skills and knowledge and experience we have	Time Knowing where to go/ awareness of Geographical (where training is)	Equalities & diversity and unconscious bias
Mental Health First Aid training for non specific MH orgs, faith groups	Shifting perception from top down to equal / peer led	Commissioning / contracts needs to build in time for relationship building	Knowing your community / neighbourhood inductions
More inclusive commissioning – commissioning can restrict organisations ability to work with people	Pooling resources / skills swapping	Needs to build into job / role descriptions responsibilities to understand what is available in an area / roles and responsibilities/ building relationships	Data protection Information sharing protocols
Connecting rehab / physio services/ GP Services and VCSE organisations who can provide ongoing support	Experiential learning (learning by doing better than being talked at)	Need for an up to date Directory of Services	Linked to Continuing Professional Development (CPD) – certificates/ digital badges or accreditation
Reflective Communication training – meeting individuals needs / language (ESOL/ no	Better understanding of what each other do (cross sector) - sharing case studies	Motivation	Identifying mental health needs and how to support them – MH First Aid

English) literacy barriers / Communication barriers (depends if MECC training will cover this)			
Resilience training / support for front line workers (cross sector)	What's App group to share learning / social media	Language (& jargon)	Quality mark
Awareness of how to access additional support – ie advocacy , crisis support, food banks	Involving more agencies in Case Conferences	Financial resources (both to afford training and to cover staff so that sessions/ services can still run)	Dementia awareness
Working with people with mobility issues	E learning ./ self directed learning	Training just 1 st step – need to support people to do things in practice	
How to run life skills training (cooking etc)	Buddy system	Space – knowing what is available	

Practical next steps

1. Analysis of the 'learning and skills sharing' questionnaire will follow.
2. A 'Well Street Common Neighbourhood' training and development programme will be co-developed with working group; based on local needs identified and taking up cross sector offers and opportunities for skills sharing. This will be based on priorities identified through the Open Space event, local organisational needs mapping and feedback / information gathered from the Partnership meeting.
3. Start organising training across priority areas already identified:
 - Safeguarding, levels 1 and 2;
 - Mental health, focusing on staff as well as user needs;
 - Training the trainers: for those who have skills to share and for residents who wish to get involved in training. Also including group facilitation techniques;
 - Effective signposting, including motivating people to act.
4. Building shadowing opportunities for skills and approach sharing.
5. Building cross sector opportunities for shared multi agency training and development events.

If you would like to join the Training & Skills Sharing Working Group, please email katieb@hcvs.org.uk

Fundraising and Development

- Things we will deliver (via skills sharing and fundraising or wider project aims)
- Things we can't deliver but can try & influence
- Things that are being taken forward via other Neighbourhood pilots

Priorities for fundraising	Challenges / needs	Practical ideas
Building connections – of people, areas, services	Greater visibility needed of what's already underway and working, also to avoid duplication. Very little sense of what each other are doing.	Community trust to lead funding development work: grassroots lead with board members from community. Getting balance right between structure and action.
Protecting existing funding/resources/capacity as important as drawing in new funding.	Also with eye on longer term planning / needs around longevity.	One to one support to address/pre-empt funding difficulties where funding at risk.
Using existing trusted sources of support/community service	Hackney's community development fund: only 1/3 spent last year.	Support to maximise smaller/less admin heavy funding pots. Many throughout the year, often repeated.
Scaling up successful activities already underway	Hackney's funding processes some of the most difficult. Overwhelming for many. Need to strike better balance between process demands and focus on activity /impact.	Circulating details of relevant grants available.
Opening up access to existing community services	Building skills/confidence to address funding paperwork/processes. Importance of addressing fears and opening up conversations	Funding surgery focusing on specific funding pots eg Hackney's Com Dev Fund. Working through form. Max of 5 per group with 1:1 follow up support available.
Clarity/visibility: clear identification of gaps	Fear of making contact with a funder. Fear of judgement if don't sound like an expert.	Feedback processes to help Council adapt funding processes for easier and better take up. Consider shared surgeries/training to double up process feedback with application support?
Focused on those most socially isolated.	Funding for salaries/core remains a real challenge.	Peer support: funding mentors/buddying. Increasing capacity/spreading skills within the community. Building 'fundraising champions' from the f/r surgeries.

Intergenerational spaces/activities.	Building connection requires resource.	Named points of council contact to help explore funding ideas. Without fear of being judged and falling at first post.
Relieving loneliness and isolation. Key across the board.	Language as a barrier: pushing past ideas of 'funding speak' that will unlock the funding pot. Finding distinct voice/ideas that properly reflect needs/gaps.	Access to on-line resources, policies and eggs of completed applications.
Prioritise the most socially isolated. Building suitability of existing services and access . Cutting across priority areas/issues including mental health and needs of carers.	Preparing for disappointment and understanding how exhausting the process of f/r can be.	Greater cross sector (health, council, CVS) working: to pool data, knowledge, insight etc. Also to explore/building on work already underway.
Social activities.	Breaking down barriers and fear. Opening up conversations and communication.	Generic training 'what makes a great fundraising application' training. Incl to break down some of the fears/obstacles and building skills incl how to identify the right funder.
	Utilising relevant research/key local data. Pooling / sharing cross sector data / knowledge/ insight that benefits fuller local picture of services and need.	Project Management training.
	Some orgs eg Prideaux House have the capacity to host activities and organisations. Hold policies, admin support in-house. About connecting organisation/needs with existing space / resources.	Collaborative funding bid ideas: building capacity / suitability of existing community services for the most socially isolated groups. Transportation is a common need, including support needed to travel/attend activities.
	Not just about securing the funding, also need skills building for grant/project management.	Focus on building cross business/private sector opportunities incl sponsorship potential. (reference to Hackney Wick community structure levy).
	All sources of resource and support needed: talking, face to face, on-line.	Short 20 min funding consultation chats
		A project sharing group: to share/address struggles faced with project management.
		Access to examples that have worked

Practical next steps – Fundraising and Development

1. Continue to map Well Street Common organisations, to inform the picture of local fundraising and development needs.
2. Provide one to one funding support in response to priority needs identified, including where funding is at risk to address/pre-empt funding problems.
3. Share details of the most relevant smaller scale grants coming up over the next six to twelve months, offering guidance and support to those wishing to take up funding opportunities.
4. Hold a small funding workshop, identifying a widely accessible grant and working through that grant process. This would be a small workshop of no more than 5 allowing a detailed look at the application and enabling those attending to build knowledge and understanding through a working example. With 1:1 support offered as follow up.
5. Circulate details of events and tools that build confidence and understanding of funding.
6. Start exploring ideas for a possible collaborative funding bid based on the emerging priorities: building capacity and suitability of existing trusted local community services, focusing on priority areas of need (mental health, homelessness, dementia), the relief of isolation, mental health, opening up inter-generational activities/shared spaces.

If you would like to join the Fundraising and Development Working Group, please email katieb@hcvs.org.uk

How can we best work together? And who needs to know who?

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Principles	Actions	Challenges	How share Info	Training
Create levels of involvement, so people/organisations can be active participants, occasional participants or just give feedback	Hold open surgeries/networking events – which anyone can attend. Important to get the timing right	Culture of large statutory organisations can be competitive and output driven, very different from eg small community organisation. Staff need organisational buy in to attend events. Need mutual understanding	Need more mapping , suggest walk about mapping. Door knocking with a poster.	Set up a quality mark for those who have completed training
Balance of formality/ governance and flexibility.	GPs could involve residents in practice meetings	Frontline staff often cannot come to meetings because no-one covers their caseload	Use the screens in GP practices	Training – including safeguarding (adults and children), first aid, lone working policies/training, mental health awareness, observation and empathy, good supervision
Digital links can help, but need face to face meeting as well – aware GDPR	Frontline workers network	Everyone needs to understand the perspectives of those in different agencies	Having residents' space for things need – self help. Look at where people go – hairdressers, barbers. Or Community Space	Skill sharing. Multi agency training, out of hours – important to have respect for those who work on frontline. VCS organisations can also

				train statutory sector.
Good to engage at frontline/neighbourhood level – need regular meetings	GPs could hold forums for organisations to come and talk	Adult Social Care needs to be more open to working with/cross referring to VCS organisations	/Walk-in Hub as One-Stop-Shop.	
Ensure small organisations and active citizens are engaged	VCS organisations need to understand the thresholds for people with higher needs and the keywords for making successful referrals. Case studies would help	Small organisations and social enterprises need space (and to know about space)	Info up on a website for Well Street Neighbourhood area. Info available online, or by phone	
	GPs and social prescribers need to know what voluntary organisations are out there, and what they do.	Small organisations cannot take time out to meet because delivering.	Make a calendar of ‘free things to do in the area’ like menofhackney	
	Quick and easy referral	People don’t know what is available	Use community centres and front line community organisations.	
	Create an Active Citizen Network. Involve the local people “who know everyone”. Aunties and Uncles within the community		Make a video with service users	
	Well Street “Think Tank”		Share information about available space. Including faith halls, vacant shops, GP space	
			Community Whatsapp group	

How can we best work together? And who needs to know who? Next steps

1. Networking Lunch for all – following next training or working group activity
2. Finish mapping – by end of October and producing a visual map to present local data
3. Circulate details of available space
4. Set up working groups – training, fundraising and resident involvement for community access points
5. First steps on overarching steering group
6. Circulate plans for next public meeting
7. Website launching in 2020 – linking to Hackney wide Directory of Services

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