

Greenwich Voice and Influence Programme Voice and Influence Conference Report

Prepared by

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Conference Details

Date: 9 December 2021

Time: 3:00pm – 6:00pm

Location: Zoom

Conference Facilitators:

- Peter Okali (PO) - Tower Hamlets Council for Voluntary Service
- Naomi Goldberg (NG) - METRO GAVS
- Andrew Kerr (AK) - METRO GAVS
- Pauline O'Hare (PO'H) - METRO GAVS
- Roy Gopaul (RO) - METRO GAVS
- Mutmahim Roaf (MR) - METRO GAVS

Groups and Organisations in Attendance:

- Advocacy in Greenwich
- Ana Huna
- Blessed Generation
- Bridge East Greenwich CIC
- Bromley, Lewisham, and Greenwich Mind
- GAIN - Greenwich Area Involvement Network
- Greenwich & Bexley Community Hospice
- Greenwich Carers Centre
- Greenwich Citizens Advice Bureaux Ltd
- Greenwich Clinical Commissioning Group
- Greenwich Dance Agency
- Greenwich Leisure Ltd
- Greenwich Safeguarding Adults Board
- HER Centre
- Lewisham and Greenwich NHS Trust
- Mary Dolly Foundation
- METRO Charity
- MumsAid
- Oxleas NHS Foundation Trust
- Quaggy Development Trust



- Royal Borough of Greenwich
 - Digital and Customer Care
 - Health and Adults Services
 - Public Health
- Samuel Montagu Youth Centre
- South-East London Clinical Commissioning Group
- South Greenwich Forum
- Start Well Trust
- The Design Charity

Appendices

- Appendix 1: Welcome and Introductions Presentation
- Appendix 2: Community Engagement Approach in Greenwich Public Health Presentation
- Appendix 3: Voice and Influence Workshops Presentation
- Appendix 4: BAME-Led Groups Voice and Influence Workshop Report
- Appendix 5: Smaller (Non-Commissioned) Groups Voice and Influence Workshop Report
- Appendix 6: Larger (Commissioned) Groups Voice and Influence Workshop Report



Conference Aim and Approach

The Voice and Influence Conference was the culmination of a series of Voice and Influence Workshops which took place in 2021. The workshops aimed to provide a safe space for Greenwich-based groups and organisations to explore experiences, barriers, and solutions to engaging with and influencing ‘the system’ and local decision-making structures about the issues that matter most to them and their service users.

Using the findings from the workshops, the conference aimed to provide a space for the Voluntary and Community and Statutory Sectors in Greenwich to explore ways to:

- Embed engagement and voice from local Voluntary, Community and Faith groups and organisations into the developments which are occurring within the wider health and social care landscape
- Build on ‘the system’s’ collaboration during the COVID-19 pandemic
- Implement effective engagement and communication approaches to help achieve the Royal Borough of Greenwich’s Equality and Equity Charter pledges

Due to the on-going COVID-19 pandemic, the decision was made to hold the workshop virtually, with attendees registering with METRO GAVS. In total, eighty-five people registered to attend the event, with thirty-six attending on the day, six cancellation and forty-three no-shows.

The structure of the conference was designed and developed by an external facilitator from Tower Hamlets Council for Voluntary Service and METRO GAVS. The conference was based around two activities to facilitate discussions on options for integrating the Voluntary and Community and Statutory Sectors, and to establish a timeline of priority for implementation from January to June 2022. The workshop included seven virtual breakout rooms (four for Activity 1 and three for Activity 2).



Presentations from METRO GAVS and Royal Borough of Greenwich

The conference began with a presentation from METRO GAVS which outlined the context for the Voice and Influence work which has been taking place since February 2020. A presentation from the Director of Public Health from the Royal Borough of Greenwich then provided more detail on the new health and social care system, and how the Statutory Sector was engaging with Voluntary, Community and Faith groups and organisations. Copies of these presentations are attached as appendices to this report.

The last presentation, from METRO GAVS, provided more detail on the Voice and Influence Workshops, including lessons learnt and proposed options for embedding engagement and voice from the local Voluntary and Community Sector into the developments occurring within the wider health and social care landscape. The options for improvement were:

- Define what is meant by communication, consultation, and co-production
- Agree best methods to be used for communication, consultation, and coproduction
- Earlier stakeholder engagement
- Funding for unfunded / non-commissioned groups and organisations for engagement and/or for policy influencing and engagement
- Training on how the system works
- Engage the Voluntary and Community Sector more effectively around how public money is being allocated
- Formal and informal networking opportunities across the system
- Comprehensive directories with up-to-date information on sector activity/services, existing forums/boards as well as key individuals to liaise with in the statutory sector
- Statutory Sector Senior Leadership commitment around co-production and the value of the local Voluntary and Community Sector
- Methods put in place to ensure increased participation from and engagement of those with protected characteristics
- Collaborative forums established to allow groups and organisations to build their own capacity and work together to build voice and influence



The third presentation also outlined the next steps regarding the progression of the Voice and Influence work beyond the conference, which were to:

- Develop a Ways of Working Methodology for the Health and Social Care System within Greenwich to integrate the Voluntary and Community and Statutory Sectors
- Work with the Voluntary and Community and Statutory Sectors within Greenwich to launch and deliver on this Methodology

A copy of this presentation is attached as an appendix to this report.

Activity 1: Options and Ideas for Integrating the Voluntary and Community and Statutory Sectors

For the first activity of the conference, delegates were put into breakout rooms, two for the Voluntary and Community Sector and two for the Statutory Sector. During the activity, delegates discussed the options for improvement presented during the third presentation in order to develop a Top 5 to take forward for implementation post-conference. All breakout rooms identified that, although there were eleven options, a number were interconnected and could be implemented simultaneously. There were also additional details which delegates thought would improve the options.

As a result, after the first activity, the eleven options were reduced to nine and were as follows:

- Define and agree best methods and what is meant by communication, consultation, and co-production
- Obtain Statutory Sector Senior Leadership commitment around co-production and the value of the local Voluntary and Community Sector
- Establish collaborative forums to allow groups and organisations to build their own capacity and work together to build voice and influence, as well as key individuals to liaise with in the Statutory Sector, ensuring voices are allowed in through distributive power, participatory democracy, and community champions



- Provide funding for unfunded / non-commissioned groups and organisations for engagement and/or for policy influencing and engagement, with a reward and recompense policy
- Provide training on how the system works
- Put in place methods to ensure increased participation from and engagement of those with protected characteristics
- Provide formal and informal networking opportunities across the system including appropriate representation
- Engage the Voluntary and Community Sector more effectively around how public money is being allocated, recognising the importance of full cost recovery (like external funders), with earlier stakeholder engagement
- Put in place comprehensive directories / function with up-to-date information on sector activity/services, existing forums/boards as well as key individuals to liaise with in the statutory sector

Activity 2: Options and Ideas for How Each Sector Could Facilitate Integration

For the second activity, delegates were put into breakout rooms which mixed both sectors, three in total. During the activity, delegates discussed the reduced options from the first activity to develop a Top 3 to take forward for implementation from January to the end of June 2022. Each group were also asked to discuss how to progress the implementation of their agreed Top 3 options.

Two breakout rooms developed the following Top 3/4 respectively:

- Breakout Room 1:
 - Provide funding for unfunded / non-commissioned groups and organisations for engagement and/or for policy influencing and engagement, with a reward and recompense policy
 - Define and agree best methods and what is meant by communication, consultation, and co-production
 - Establish collaborative forums to allow groups and organisations to build their own capacity and work together to build voice and influence, as well as key individuals to liaise with in the Statutory Sector, ensuring voices are allowed in through distributive power, participatory democracy, and community champions

- Breakout Room 2:
 - Establish collaborative forums to allow groups and organisations to build their own capacity and work together to build voice and influence, as well as key individuals to liaise with in the Statutory Sector, ensuring voices are allowed in through distributive power, participatory democracy, and community champions
 - Engage the Voluntary and Community Sector more effectively around how public money is being allocated, recognising the importance of full cost recovery (like external funders), with earlier stakeholder engagement
 - Provide funding for unfunded / non-commissioned groups and organisations for engagement and/or for policy influencing and engagement, with a reward and recompense policy
 - Put in place methods to ensure increased participation from and engagement of those with protected characteristics

During all breakout rooms however, as with the first activity, it became clear that, although there were now nine options, the interconnectedness of them was still important to the successful implementation of each. Considering this, one breakout room, Breakout Room 3, prioritised combined options for implementation:

- Priority 1
 - Define and agree best methods and what is meant by communication, consultation, and co-production
 - Obtain Statutory Sector Senior Leadership commitment around co-production and the value of the local Voluntary and Community Sector
- Priority 2a
 - Establish collaborative forums to allow groups and organisations to build their own capacity and work together to build voice and influence, as well as key individuals to liaise with in the statutory sector, ensuring voices are allowed in through distributive power, participatory democracy, and community champions
 - Provide formal and informal networking opportunities across the system including appropriate representation
 - Put in place methods to ensure increased participation from and engagement of those with protected characteristics



- Priority 2b
 - Provide funding for unfunded / non-commissioned groups and organisations for engagement and/or for policy influencing and engagement, with a reward and recompense policy
- Priority 3
 - Provide training on how the system works
 - Engage the Voluntary and Community Sector more effectively around how public money is being allocated, recognising the importance of full cost recovery (like external funders), with earlier stakeholder engagement
 - Put in place comprehensive directories / function with up-to-date information on sector activity/services, existing forums/boards as well as key individuals to liaise with in the statutory sector

This breakout room also developed the following Schedule for Implementation which was agreed by all delegates:

- Jan-Feb 2022: Bring people together to define and agree methods of working around co-production, as well as get Senior Leadership buy-in from both sectors
- Mar-Apr 2022: Develop collaborative processes and networks, and ensure there is equity throughout
- May-Jun 2022: Design 'Single Point of Access' and create / deliver training on how each sector works

Next Steps

The Voice and Influence Conference was the last planned event as part exploratory phase of the Voice and Influence work being coordinated by METRO GAVS. METRO GAVS now will progress the options for implementation in line with the above schedule. This will be done through a range of methodologies including workshops, trainings, and online commentaries. Funding is available where intensive input is needed from the Voluntary and Community Sector. METRO GAVS will publish a proposed set of events in mid-to-late January, which will be adapted and developed as this programme of work develops.



For further information, please contact the following:

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