Greenwich Voice and Influence Programme

January 2023 Greenwich Hub for Influence, Voice, and Engagement Networking Event Report

Prepared by

Andrew Kerr, Voice and Influence Programme Manager

Published

3 February 2023

Contents

Workshop Details

Date: 19 January 2023

Time: 2:00pm – 4:00pm

Location: METRO Woolwich

Conference Facilitators:

- Naomi Goldberg (NG) - METRO GAVS
- Andrew Kerr (AK) - METRO GAVS
- Pauline O'Hare (PO'H) - METRO GAVS
- Adam Tipping (AT) - METRO GAVS
- Sharon Otim (SO) - METRO GAVS

Groups and Organisations in Attendance:

- ARC and You
- Bromley, Lewisham, and Greenwich Mind
- CAP Debt Centre Greenwich
- Charlton Community Delivery Team
- Greenwich and Bexley Community Hospice
- Greenwich Carers Centre
- Greenwich Cooperative Development Agency
- Greenwich Inclusion Project
- Healthy Food Events
- HER Centre
- Home Start Greenwich
- METRO Charity
- MumsAid
- Mycenae House and Gardens
- Royal Borough of Greenwich
  - Children's Services
  - Public Health
- South East London Community Energy
- South East London Integrated Care System
- The Design Charity
- Unity in the Community
- Volunteer Centre Greenwich

Aim, Objectives, and Approach

The January 2023 Greenwich Hub for Influence, Voice, and Engagement (G-HIVE) Networking Event was the first workshop in the second phase of the Greenwich Voice and Influence Programme, which began in September 2022. The workshop was also the launch event for the second phase of the programme, and the first of four workshops which are due to take place during the first year of the second phase of the programme. The aim of the event was to initiate consideration of how G-HIVE can support the Health and Social Care System within the Royal Borough of Greenwich in relation to voice and engagement. The event objectives were:

- Get to know colleagues across the system
- Understand how the system can support the development of G-HIVE
- Discuss how G-HIVE can support the improvement of voice and engagement within the system

Building upon the first phase of the Greenwich Voice and Influence Programme, the second phase of the programme is going to be delivering the G-HIVE infrastructure and set of activities which were discussed, designed, and developed previously. This will include establishing the physical and digital G-HIVE infrastructure, launching and ensuring commitment to the Royal Borough of Greenwich Voice and Influence Charter, and the supporting of collaboration, consultation, and co-design processes within the borough. The January 2023 G-HIVE Networking Event was the first of many activities which are due to be delivered by METRO GAVS to encourage a culture change across the system with a medium-to-longer-term aim of better representation of local needs and aspirations within the Royal Borough of Greenwich. The structure of this first workshop, designed and developed by METRO GAVS, was based around three activities for delegates to network and get to know each other (Activities 1 and 2), understanding how the development of G-HIVE can be supported by the system, and how G-HIVE can support voice and engagement within it (Activity 3).

With Phase 1 of the Greenwich Voice and Influence Programme taking place entirely virtually, the decision was made to hold the workshop in person, with delegates registering with METRO GAVS. In total, fifty-nine people registered to attend the event, with thirty-four attending on the day, five cancellations, and twenty no-shows.

Activities 1 and 2: Individual and Group Networking

The first and second activities of the event were focused on delegates getting to know each other in order to understand more about them as individuals and their roles within the borough. This was initially facilitated through Activity 1 – Human Bingo (Health and Social Care Edition), and Activity 2 – Group Networking.

Activity 1 – Human Bingo (Health and Social Care Edition)

As part of this activity, delegates had to move around the room and speak to other delegates in attendance at the event. Each delegate was provided with a bingo-style fact sheet, with the aim of the activity being to find other delegates which matched the facts listed on the bingo-style sheet. All facts were linked to health and social care, and only one delegate could be used for each fact. The winning delegate was the one who completed their bingo-style sheet first, after which each delegate on their list was asked to introduce themselves and share an interesting fact about their current role in the Royal Borough of Greenwich.

Activity 2 – Group Networking

Activity 2 was focused on networking in small groups and allowing delegates to develop a greater understanding of each other and what they deliver within the borough. In order to do so, delegates were asked to divide themselves into small groups, with a mixture of those representing the Statutory and Voluntary Sectors. Each group was asked to discuss the following topics:

- Current roles within the Royal Borough of Greenwich
- Current project(s), programme(s), and/or service(s) being delivered in the Royal Borough of Greenwich
- Current and/or previous experience of collaborative and partnership working within the Royal Borough of Greenwich

Both activities proved to be highly successful, with a number of delegates commenting on the informal yet beneficial nature of them. For some delegates, the networking opportunities provided them with a forum to meet with colleagues within the borough who they had only ever met virtually, and now felt able to approach them for potential collaborative and joint working in each of their respective roles and organisations.

Activity 3 – System Development of G-HIVE, and G-HIVE Support of Voice and Engagement within the System

Activity 3 was focused on delegates discussing how the system can support the development of G-HIVE. It also explored how G-HIVE could foster greater voice and engagement within the system. In order to do so, delegates were asked to mix into small groups. Each group was asked to discuss the following topics:

- How can you help develop and deliver G-HIVE?

- How can G-HIVE help you, within your current role, in the Royal Borough of Greenwich?

In general, all delegates agreed that G-HIVE had huge potential within the Royal Borough of Greenwich. However, they recognised that the system would need to support it in order for it to reach its full potential and, in turn, support them. As a result of both discussions, a number of ideas were outlined by delegates.

System Development and Delivery of G-HIVE	G-HIVE Supporting the System
Share learning on previous collaboration, consultation, and co-design processes (inclu. what has and has not worked) and commit to participation in G-HIVE	Provide more opportunities to network and meet stakeholders which benefit project, programme, and/or service delivery (inclu. promoting other opportunities)
Share key updates and outputs from borough-wide boards (i.e. Mental Health and Wellbeing Board)	Connect stakeholders from across the system with other stakeholders of relevance to their project, programme, and/or service
Share opportunities for communities to engage with project, programme, service, strategy, and policy development	Support stakeholders to access and share knowledge and information, helping to navigate bureaucracy in this area[1]
Promote G-HIVE and share its communications through a range of means (i.e. Community Champions)	Provide information, advice, and guidance offer for stakeholders, including funders and commissioners, and extend current communication methods (i.e. Info Update)
Share intelligence and insight on inequalities for different communities within the borough	Support lesser heard communities (inclu. marginalised communities), and identify which communities are not actively engaging
Sign up to the Royal Borough of Greenwich Voice and Influence Charter	Have an awareness of other projects, programmes, and services with the borough to help prevent duplication
Work with G-HIVE to facilitate the authentic voice of service users and local residents	Support the borough-wide community directory to ensure it remains current and effective

In addition to the above, some delegates proposed that G-HIVE should have analytical capacity to review data and intelligence, both soft and hard, in order to identify emerging issues and trends.

---

[1] This includes stakeholders within the Statutory and Voluntary Sectors as well as local residents

Next Steps

The January 2023 G-HIVE Networking Event was the first of two networking events, and the first of four workshops, planned for first year of developing G-HIVE. This year METRO GAVS will deliver three more workshops which will conclude with the launching of the Royal Borough of Greenwich Voice and Influence Charter in September 2023. The remaining workshops are as follows:

- Theory of Change Workshop (March / April 2023)
- July 2023 G-HIVE Networking Event (July 2023)
- G-HIVE Voice and Influence Conference (September 2023)

Using input from across the system, METRO GAVS will also work to develop G-HIVE in a way which can support the involvement and collaboration of the Statutory and Voluntary Sector, and how it will influence the delivery change within the Royal Borough of Greenwich.

For further information, please contact the following:

- Andrew Kerr – Voice and Influence Programme Manager (Andrew.Kerr@metrocharity.org.uk)
- Pauline O'Hare – Voice and Infrastructure Manager (Pauline.OHare@metrocharity.org.uk)