

Greenwich Voice and Influence Programme

Greenwich Hub for Influence, Voice, and Engagement Co-Design Workshop Report

Prepared by

Andrew Kerr, Voice and Influence Programme Manager

Published

17 August 2022





Contents

Workshop Details	3
Workshop Aim and Approach	4
G-HIVE Specification.....	4
Next Steps	6



Workshop Details

Date: 20 July 2022

Time: 2:00pm – 4:00pm

Location: Zoom

Conference Facilitators:

- 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:

- Blessed Generation
- Design Charity
- Greenwich Clinical Commissioning Group
- Greenwich Co-Operative Development Agency (GCDA)
- Greenwich Inclusion Project (Grip)
- Hamara Assra
- HER Centre
- MumsAid
- Oxleas NHS Trust
- Primrose Trust London CIC
- Roar Pursuits CIC
- Royal Borough of Greenwich
 - Children’s Services
 - Health and Adults Services
 - Housing
 - Public Health
- Samuel Montagu Youth Centre
- South-East London Clinical Commissioning Group
- South London Counselling and Support Services (SLCSS)
- Volunteer Centre Greenwich (VCG)
- Quaggy Development Trust
- World of Hope



Workshop Aim and Approach

The G-HIVE Co-Design Workshop was the ninth workshop in the Greenwich Voice and Influence Programme, which began in July 2021. The event was the fifth workshop as part of the second stage in Phase 1 of the programme, taking place between January 2022 and July 2022. The workshops aim 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.

Building upon the Voice and Influence Workshops and Conference in the first stage, the second stage is facilitating the Statutory and Voluntary Sectors to discuss, design and develop methodologies for progressing the recommendations agreed upon at the Voice and Influence Conference in December 2021. This culminated in a Voice and Influence Charter and associated definitions, standards, and principles for communication, consultation, co-production, and co-design. There was also a discussion around funding and resourcing for voice, as well as a training and networking session for the Statutory and Voluntary Sectors.

The G-HIVE Co-Design Workshop aimed to initiate a discussion around the development, design, and delivery of the G-HIVE. This included the expectations of the Statutory and Voluntary Sectors in the Royal Borough of Greenwich. The structure of the workshop, designed and developed by METRO GAVS, was based around two activities to understand expectations for the virtual (Activity 1) as well as physical (Activity 2) infrastructure and activities for the G-HIVE. The workshop included eight virtual breakout rooms (four for Activity 1 and four for Activity 2).

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, fifty-two people registered to attend the event, with twenty-six attending on the day, one cancellation, and twenty-five no-shows.

G-HIVE Specification

For both activities, delegates were put into breakout rooms which were mixed by sector, with four in total for each one. During each activity, delegates discussed the following:

- Expectations for the Virtual G-HIVE Infrastructure and Activities
- Expectations for the Physical G-HIVE Infrastructure and Activities



In general, all delegates agreed that the idea of the G-HIVE was welcomed within the Royal Borough of Greenwich and will help the Statutory and Voluntary Sectors to navigate the complexities of ‘the system’. As a result of both activities, an outline G-HIVE Specification was developed which includes delegates’ wants, needs, requirements and expectations for the infrastructure and activities.

	Virtual	Physical
Combination of Database and Directory ¹	X	
Communication in Easily Translatable Language	X	X
Distribution of Outcomes and Findings from Consultations, Co-Production, and Co-Design Activities	X	
Fully Accessible for All Disabilities	X	X
Fully Accessible Outside of Office Hours	X	
Hybrid Workshops, Trainings and Networking Events	X	X
Information, Advice, and Guidance on Community Engagement ²	X	X
Membership Area for Virtual Networking and Information Sharing	X	
Mobile Phone Accessible	X	
One-to-One Support Surgeries for Voice, Influence, Representation, and Engagement	X	X
Promote and ‘Link Up’ Pre-Existing Projects, Programmes, Services, and Activities	X	X
Range of Communication and Engagement Methods ³	X	X
Safe, Neutral, and Conducive Space ⁴	X	X

In addition to the above specification, a number of other considerations were highlighted for the planning of the G-HIVE:

- How the virtual infrastructure and activities contributed towards the Royal Borough of Greenwich’s Digital Inclusion Programmes
- How the virtual and physical infrastructure and activities link into each other and share developments
- How the physical infrastructure and activities will engage when the virtual infrastructure and activities are not possible (i.e., for those with limited access to the internet and/or smartphones)
- How engagement will take place with children and young people if and when required
- How the virtual and physical infrastructure will capture ‘ad hoc’ conversations

¹ This should include key and relevant events within the borough but must link / ‘talk’ with other similar databases / directories (i.e. the Community Directory and the NHS Directory)

² This should include how to engage with local communities which is both safe and empowering, and can inform the planning phases of co-production activities, although the G-HIVE will not be delivering the engagement itself

³ This should include WhatsApp, email correspondence, and regular e-bulletins as well as social media

⁴ Any physical space needs to have good transport links and not be within the premises of a statutory organisation if possible



The G-HIVE also needs to understand how it will be effective in ensuring each network within it communicates with the others. It needs to ensure that the same questions are not asked repeatedly but instead provide a digital knowledge retention and sharing mechanism. It will be a place where the Statutory and Voluntary Sectors can capture good practice about consultation, co-production, and co-design, but will need to be targeted and have 'buy-in' from senior leadership within the Statutory Sector, as well as from the Voluntary Sector.

Next Steps

The G-HIVE Co-Design Workshop was the fifth planned event as part of the second stage in Phase 1 of the Voice and Influence Programme being coordinated by METRO GAVS. Going forward, METRO GAVS will consider the G-HIVE Specification which has been created, along with the other considerations, and progress the design and development of the G-HIVE. This will take place as part of Phase 2 of the Voice and Influence Programme, which is due to begin in September 2022. As the development of the G-HIVE occurs, relevant learning, development, and training will take place as and when required.

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)