



Health and Social Care Forum- Developing VCS values for our health system

Date: Tuesday 19th July 2022 **Time:** 10am-12pm

Chaired by: Vanessa Morris, CEO of Mind in the City, Hackney and Waltham Forest and Co-chair of VCS Leadership Group Meeting

Note Taker: Shamima Aktar- HSCF

Present:

- Aimie Cole- Raisin Consulted Ltd
- Anna McEwen, Headway
- Anna Strickland- True You, HeardinLondon
- Antony Bewick-Smith - CPNAG
- Claire Kelly- Hackney Playbus
- Grace Alexander- Star Children Development Initiative
- Eeva Huoviala- City and Hackney CCG
- Euriza Mata- Positive East
- Hailu Ghebre- Wheat Mentor Trust
- Hannah Ali- Re-engage
- Hazel Saunders- Deafplus
- Hedia Ait-Kaci- Hackney Council
- Hei Tung Law- Hackney Chinese Community Centre
- Jessica Lubin – Hackney CVS
- Jess Steed- Re-engage
- Joanna Brunt- City and Hackney Carers
- John Siddique- Hackney People First
- Jonathan McShane- City and Hackney CCG
- Josephine Okeoisi- Metropolitan Thames Valley Housing
- Lisa Saunders- Carers First
- Mark Foster- Hackney Council
- Natalie Roast- SkyWay Charity
- Patricia O'Connor - City Connections
- Sandra Beeton- AOPM - Communities for Youth Justice
- Shawn Bent- Young Hackney
- Shirley Murgraff- City & Hackney OPRG
- Tara Mcloughlin- DWP
- Tony Wong- Hackney CVS
- Trevor Hunter- SeeAbility

1. Welcome and recap from HSCF meeting in March - Chair of VCS Leadership Group Meeting, Vanessa Morris

Vanessa welcomed everyone to the meeting and thanked everyone for joining the call.

Housekeeping rules:

- Keep phone on mute
- Keep yourself on mute unless you are speaking
- Raise virtual hand if you want to speak
- Use chat to type any questions or comments

Recap of last Health and Social Care Forum

Vanessa briefly spoke about the last Health and Social Care Forum which took place on 29th March, the focus of that was on demystifying the health and care system. We heard from a range of speakers both at the North East London and at the Local level and couple of our local community group leaders.

We heard from:

- Marie Price, Director of Corporate Affairs at the North East London Integrated Care System
- Jonathan McShane, Integrated Care Convener, NEL CCG
- Sadie King, Programme Lead, Neighbourhoods at Homerton Hospital
- Peter Merrifield, CEO, SWIM (Support When It Matters)
- Jessica Lubin, Hackney CVS – Director of Health Transformation, Networks and Partnerships

What we have learned is there is a lot of change happening both in our local system but there is also change happening throughout North East London that includes all the surrounding boroughs Tower Hamlets, Waltham Forest, Redbridge, Newham, Barking, Dagenham and Havering. Each of these boroughs are starting to form place-based partnerships but also to work together at the North East London where it is more appropriate to do work on a collective basis. We opened conversation about what we are thinking about the opportunities and challenges in the new system. The things that we have come up with are opportunities for more streamline working and culture change. We heard from North East level there is a strong thinking now for the first time about how the voluntary sector is included at a regional level and how the voluntary sector can contribute at that larger level to help support health and inequalities. We came up with long list of challenges concluding that we need to make sure that the voluntary sector organisations get information that they need to be able to participate fully and we need to make sure that the local the points where people make connections with each other are not lost within the wider health and social care system and all the changes that are being made. We heard many people though that change are overwhelming, there are quite a lot of changes taking place at the same time, it is very dynamic quite hard for everyone to keep up with it.

The notes of the meeting and video presentation available online- [click here](#)

We are building on the conversation from last forum and this forum. We want to talk about how we work with North East London and we will focus on the values that we as a community care about. We will then relate that to practical aspects on how we develop a voluntary sector alliance across North East London.

2. What is happening in our local system? - City and Hackney – NHS City & Hackney CCG , Eeva Huoviala

Here are some of the information that were shared by Eeva:

- NHS North East London- Overview on the latest changes (slide 3)
- How the new Integrated Care System will operate in North East London- diagram shared on slide 4
- City and Hackney Place based Partnership- City and Hackney senior level board will soon be called City and Hackney Health and Care Board (CHHCB). (slide 5)
- City and Hackney's proposed Place-based Partnership governance within NEL ICS - diagram shared slide 6
- City and Hackney priorities- Our population health priority outcome areas:
 - i. Giving every child the best start in life (often by recognising the role of families)
 - ii. Improving mental health and preventing mental ill-health
 - iii. Improving outcomes for people with long-term health and care needs(further information provided slide 7)
- How Health and Social Care Forum and the wider VCS are involved (slide 8)
- Examples of ongoing work were shared on slide 9

The following questions were shared on the chat for colleagues present in the meeting to share their thoughts:

- What is the best way to share information with you and your organisation?
- How can we ensure the voice of VCS organisations is heard and noted?
- Do you think there are accessible ways for local residents and VCS organisations to have their say?

If anyone has any questions, please contact the City and Hackney Communications and Engagement Team at cah.communications@nhs.net

Attached is copy of the presentation slide.

3. National Picture and Learning about partnerships- Aimie Cole, Director, Raisin Consultant Ltd

Aimie gave a brief overview of who they are and an overview on the national picture and learning about partnerships.

As part of her presentation, she shared:

- What are Values?
- What is a VCS Alliance?

Please see attached copy of the presentation slides.

4. Recap of what we have in our VCS - Health Transformation, Hackney CVS

Jessica Lubin gave a brief summary presentation of what we have in our VCS.

Here are some of the key points that were shared:

- We as City and Hackney VCS are very important to the wider health system.
- Hackney CVS is leading City and Hackney contribution to North East London integrated care system (NEL ICS), working with VCS from across the diverse 8 boroughs/areas
- We are aiming to develop an alliance and a combined vision for the VCS as part of NEL ICS which could:
 - Coordinate and empower VCS voice in the local health system
 - Create a way to influence local decisions
 - Enable commissioning opportunities
 - Build partnerships
- One of the key ways of being involved is attending SIGs and Networks meeting we coordinate.

Here are key points from the last HSCF, which was held in March:

- Lack of clarity about what will actually change, for VCS organisations and for individuals
- Communities needing help are very varied
- Lack of clarity around funds ringfenced for those who need it most
- Need a trusting relationship
- Some organisations can help at a small scale e.g. neighbourhoods as well as large scale across place/NEL
- Need to make sure there are appropriate ways to access support for all including those that are stigmatised
- How will prevention be managed?
- Is there evidence of improvements yet?
- Opportunity for culture change

Further more information can be found on slide 8 & 9 which summarises opportunities and challenges.

Next steps for VCS in City and Hackney- this is to be discussed in the breakout rooms:

- Consider our shared values of how we (City and Hackney VCS) would like to work together
- Reflect on proposed NEL VCS alliance values - are these right?
- What do these values mean in practice?
- What do you need from the NHS to put that in place?

Please find attached presentation slide.

5. Questions and Answers

Question for Eeva

Q. What is Hackney Community Voice?

A.Eeva- *'Community Voice is a project that we have that delivers open forum meetings on different health and care topics but also collates insight and feedback and reports on it. If you're interested in finding out more, you can contact catherine@healthwatchhackney.co.uk.'*

Question for Aimie

Q. You talked about us being asked to contribute to the conversation, which sounds like the conversation is still being driven by the NHS. How can the VSE drive the conversation more?

A. Aimie- *'Best way to answer that question will be to give you some examples of how I have seen that happen in other areas, in Suffolk where their partnership is very mature, the VCSE in Suffolk feel part of the ICS as equal partner, some of the things that they have done to bring that around is they have these monthly online thinking differently sessions where people can propose topics either the VCSE or the ICS they come together they talk about them and identify the problems and think about the solutions, just being in the room makes a big difference in terms of driving the conversations, one of the things we have seen is it can be difficult for the VCSE to drive the conversation if there is only one of them in the room vs many of the others from the NHS, so got some areas that have negotiated 3 seats on every board for the VCSE seen that working well.'*

Question for Aimie & Eeva

Q. There has been a lot of talk about the commitment of the ICS to the VCS as a strategic partner. It would also be helpful to know what the financial and commissioning commitments to the VCS are that underpin that strategic role?

A. Aimie- *'From national perspective, what we see in other areas is ICS has committed to funding some quite extensively, the infrastructure for partnerships for example the work of groups like CVS here or like new roles, we are seeing areas putting aside pots of money to fund participation VCSE at all meetings, if there is a VCSE in a meeting that their time would be appropriately funded in the same way the GP to participate in a meeting the time is funded the BMA agreed national rate for that and that is something nationally I know Navca and others are having conversation with NHS England so that can be agreed on national rate.'*

A. Eeva- *'From local perspective from North East London level would be important to build in the alliance thinking and it is an opportunity to do that. What we are doing at local level at City and Hackney we are supporting the VCS Enabler financially so there is an agreement in place to support that structure financially as described by Jessica on her slides the information can flow through the VCS Leadership group, what we want to move towards more broadly in terms of funding VCS organisation something that is more sustainable and longer terms, I acknowledge the fact that the way the grant funding works from NHS is short term small pots of money in some*

ways it enables quick decisions to be made quickly, more flexibility but the downside is so much of your time and resource goes into grant process itself and the paperworks, applications and monitoring, one of the things through the review that we are currently doing that we want to address is how we fund the local voluntary sector in terms of involving the sector in our work, there is already some funding going into that in the form of the VCS Enabler, in terms of how participants from VCS organisation are reimbursed for their time, we do have something in place for reimbursing individual resident when they participate and take part in engagement activities, we don't have anything in place for VCS Sector, that is something we will be probably looking when the review is completed.'

Q. How can we get involved in the special interest groups?

A. Jessica- *'To find out more about the special interest group meeting or to sign up email shamima@hcvcs.org.uk.'*

6. Breakout Session

Discussion breakouts:

- What are the City and Hackney VCS Organisations vision and values for partnerships?
- Reflect on proposed NEL values- are these right?
- What do these values mean in practice?
- What do you need from the NHS to put that in place?

The breakout session was split into 2 groups and each group were requested to feedback their discussion.

Group 1 *Facilitated by May*

Key points from the discussion:

- How community insight is heard and fed into the system, how we can make sure that we are valuing people who are sharing lived experiences and making sure they are being supported properly emotionally around lived experiences.
- When information is fed into the system where does it go, is there a feedback loop, do people feel like their information is taken on board properly or is it that they give information, and it is just left.
- Shared voice- the difficulty within this there needs to be some sort of acknowledgement that having one voice for the VCS viable, and it needs to be acknowledged within the visions.
- The importance of VCS we recognised being good prevention
- How we can salt with residents as a VCS- review how we do that, see what works best.

Group 2 *Facilitated by Jessica*

Key points from the discussion:

- Who an expert is and it is just not the people who are working on the strategy around specific topic, it is people with lived experience and how we bring their

voices into the room. Sometimes people who have experience of a certain issue can highlight a potential challenge or reflect on actual priorities of the user group that you wouldn't have thought of otherwise to how important it is.

- Honesty and transparency- how important both are and ability to have open conversations so not just being open on the way of working but being generally open and having conversations and reflecting on the way that we are working. That is something that we can build into our process points of reflection on how the VCS alliance is working, is it working well? Are we working well together? Are we working well with NHS and the Council?
- Importance of having migrant names specifically and refugees- used as an example of exploring one of the points on the presentation which was saying there is going to be balancing across the boroughs.
- Critical Friend – what does that mean? This links with the openness
- The need for clear consistent funding information, making sure organisations know what funding is available in the area.

7. Next Steps

The North East London values are very much timed how we wish to work together as a sector locally that is pleasing to hear.

Upcoming event:

Building a voluntary sector alliance as part of northeast London's ICS

The voluntary sector is a key partner in the new structures, and this will happen through the building of a VCSE alliance across northeast London. Sector leaders have been working on this.

Date: Thursday 28th July 2022

Time: 9am-12pm

[Click here](#) to find out more and to book.

We want to set up a taskforce group for the Health and Social Care Forum locally to understand how this affects us and start to get practical about it. If anyone would like to volunteer, please email jessica@hcv.org.uk.

Colleagues who take part in this working group can claim backfill for their time (£30 ph), for more information please contact Jessica.

Taskforce members who volunteered at the meeting are:

- Anna McEwen- Headway East London
- Claire Kelly- Hackney Playbus
- Joanna Brunt- Hackney Carers Centre
- Shirley Murgaff- City and Hackney OPRG

We will feedback from the taskforce group at the next HSCF Forum meeting which is due to be held in September (date to be confirmed).

Action's:

- *For those wanting to be part of the working group to email jessica@hcv.org.uk*
- *To set the next HSCF Forum meeting for September where the feedback from the working group discussion is shared.*

Information shared on the chat

Anna Strickland- Heardin London:

Anna secured some funding for self-defined Survivors (and people supporting them) to offer sessions and workshops with local freelancers.

Sessions range from photoshoots for self-esteem to dance classes and aerial hoop, trapeze and silks - all with the intention of people feeling more connected with their bodies in these tough times.

All sessions are free, they just need to fill out the form.

The form to sign up for sessions is here: <https://forms.gle/xkCfNMqHG7PEK6vA9>