

# WELL STREET COMMON NEIGHBOURHOOD PILOT

Open Space event summary

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## Introduction

The Neighbourhoods Voluntary Sector team launched Year 2 with an event bringing together the Well Street Common neighbourhood and wider partners to start to identify the priorities for the Neighbourhood and people who are interested in working together.

## Summary of the report

A summary of the sessions discussed on the day are presented in this report, alongside key themes and actions that will be taken forward in the Well Street Common pilot. A full account of the sessions, with attendees, details and notes of each discussion can be made available for interested parties.

## Open Space: Event outline

This full day event was organised using Open Space Technology (Harrison Owen, 1985), a creative and radical form of large scale conference and meeting structure. It was advertised widely to all sectors, with a particular focus on the Well Street Common Neighbourhood but open to all interested attendees. It was facilitated by Improbable Theatre.

Open Space Technology (OST) is a great way for groups to think, talk and take action together. It's a process that enables change management, crisis management, group creativity, collaborative problem solving, improved communications and better networking. Participants self-organise to create their own agenda on the day, allowing a dynamic and immediate response to the issues at hand. The process allows free-flowing conversations about the things that really matter to the people in the room. Open Space Technology shifts workplace culture towards a more responsible and pragmatic outlook. Participants also work together to create a report containing the group's expertise, viewpoints, creativity and recommendations generated during the event. The process also allows participants to plan further action and next steps collectively.

The day was attended by more than 50 people, with a wide spread across Voluntary Sector staff, Community groups, Residents, GPs, Neighbourhoods staff and other health care professionals and Adult Social Care staff

A total of 18 workshop sessions were called on the day, created and led by attendees of the conference. Although very different and diverse, when organised retrospectively the 18 sessions broadly correspond to 4 domains,, all very relevant to the Neighbourhoods programme and the Voluntary Sector in particular.

The sessions are presented on the table below as they were called, the only imposition being the broad categorisation in the 4 domains.

Table of Sessions Called

<b><u>Mental Health</u></b>	<b><u>Gaps in provision</u></b>	<b><u>Whole Population Approach</u></b>	<b><u>System Structures</u></b>
How do we ensure that people with mental health issues are included holistically?	Better communities for learning disabled people?	Frequent attendees to a GP- how to support people with complex/multiple needs	How do we map the services currently available in the neighbourhood and have good knowledge of each other's services?
Creating employment for people with mental health problems and removing barriers	Caring for the carer	True resident involvement. How do we ensure all members of community are represented and decisions are made that affect everyone are made by people	Housing: we know where people live. Come to us!

		in that community	
Mental Health and domestic violence-within communities and impact	How do we engage with the homeless population?	Working with young people to prevent health inequalities.	What are the pros and cons of offering services in the GP practices vs community centres?
How to address mental health and socioeconomic inequalities	How do we prevent people with dementia from getting bored?	Working with young people and families that have multiple needs.	Too many professionals, not enough frontline workers
	How to involve the socially isolated?	Focus on families with hidden needs. How to design services that support children, young people and families that have multiple needs.	

## Key Themes emerging from the day

<b><u>Mental Health</u></b>	<b><u>Gaps in provision</u></b>	<b><u>Whole Population Approach</u></b>	<b><u>System Structures</u></b>
Wide and social determinants of health play massive role on mental health – poverty, deprivation, employment, BAMER	Awareness is lacking in mainstream services and in the community for a number of groups – Dementia, Learning disabilities, Carers, Sickle Cell,	Services disjointed around age groups, and where the person has complex condition or insecure / temporary accommodation	Data Sharing agreements inadequate for integrative working VCSE data not being captured
Peer support essential – but not to replace service provision and high quality person-centred care	Outreach and proactive preventative services needed – including community and local support, not only professionals	Engaging communities – not “patients” – and building sustainable structures that won’t disappear in a year is the approach to long-term outcomes	
	Housing and support for people in insecure housing	Reaching people through trusted organisations	Representation of the area by those truly representing local community and its needs
	Talking therapies – need to look at triage system – some people being rejected at Triage that could be supported	Reaching people with information about what services are available	Comprehensive sharing of asset mapping, including what the capacity of services and organisations is, and potential for colocation

			of services
	GP based Domestic Violence service		Service criteria's can lead to people falling between services, not disclosing true circumstances (ie homeless) or people being discharged too quickly
	Long waiting lists sometimes for particular services – befriending		

## Actions and Steps forward for the Well Street Common Pilot

This table includes Actions that emerged from the sessions that will be embraced and taken forward with the support of the Well Street Common pilot – either directly through the pilot’s activities or indirectly, by building momentum and highlighting priorities within the Voluntary Sector Partnership.

### Key - colours

- **Things we will deliver**
- **Indirectly (via fundraising / training)**
- **Things we can't deliver but can try & influence**

<u>Mental Health</u>	<u>Gaps in provision</u>	<u>Whole Population Approach</u>	<u>System Structures</u>
Commissioning for mental health – influence to include employment and daily living skills provision into holistic services	Coordinated approach to supporting the Homeless population – including special interest working group, case studies and clarity of responsibilities	Engage with the scrutiny report on school exclusions	Complex/MDT working group for Well Street Common - to be chaired by the Clinical Lead
Mental Health Awareness training	Awareness training to improve access to community spaces, services (both voluntary and	Hold Awareness sessions with young people with key topics co-produced	Share space in the Neighbourhood – centres, GP practices, community hubs

	statutory) for people with dementia, people with learning disabilities, people socially isolated, people with Sickle cell, Carers		Look at cost of access to community spaces
Personal Health budgets – work with the Personal Health budget pilot – on Neighbourhood basis	Joining up and improving services for all of above, also struggling families, including free food	Public Assembly for the Neighbourhood (form into partnership meetings?)	Mapping of services available, including what can access if have no money
Work with GP's across the Neighbourhood to ensure they register homeless people so Greenhouse has more capacity – and is gateway to ongoing GP services rather than the provision for them	Migrant / Refugees with no recourse to public funds – identify who can support them.	List of locally available services and capacity available/accessible to all	Evaluate use of softer outcome measures, like for happiness / wellbeing
Linking care plan with employment	Mapping and working to ensure services for specific communities in the neighbourhood are available - ie urdu, somali – depending on demographics/ need	Neighbourhood newsletter/ website?	Identify where silo working is part of the issue
-Recovery college- Employment training after mental health treatment -CCG & Hackney- need to talk about it.	Research into best practice working with people with complex needs	Look at an anonymised list of people attending GP frequently for social reasons in the Neighbourhood to identify available referral pathways / gaps (with social prescriber / community connectors)	Explore the identification of information points / hubs in the Neighbourhood for carers and others – with accessible information
Personal Health budgets – work with the Personal Health budget pilot – on Neighbourhood basis		-Forums coming together and discussing employment at local level	Collection of data on a neighbourhood level
		Agree outcomes for a 10 year programme – develop a comprehensive coproduction plan	Development of long term strategy to collocate services / GP's and community services - exploring clinics/sessions that could be run in community settings & sessions in GP services

			Sharing of case studies across Neighbourhood services
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## Well Street Common Pilot Outline

For context, a brief outline of the Well Street Common pilot, led by the Voluntary Sector, is presented here with it's full range of activities for this year. The Open Space event provided an invaluable launch pad for the pilot, which, in combination with wider Neighbourhood priorities, has produced the outline below:

### What is it?

The pilot brings together voluntary and community groups working in the Well Street Common Neighbourhood (which includes Well Street up to Wick ward) with NHS and Council services offered locally to share information and work more closely.

### Why is it happening?

The local NHS and Hackney Council are changing the way they are working in response to the government's integrated care agenda. Increasingly the large organisations are recognising that services need to be delivered locally, and that local organisations and residents know best what is needed in their area.

### What are the opportunities for your organisation and for residents?

- To work more closely with GPs, social workers, community nurses and other professionals to provide better care and support for residents of all ages
- To influence the way the NHS and Council provide services in the local area
- To work together to identify gaps in services locally and jointly fundraise to meet these needs
- To get to know other groups and agencies working locally so that we can all work together better

### What is on offer through the pilot?

- Networking meetings including other VCS groups, GPs, social workers, community nurses
- A fundraiser to work with groups locally to help meet gaps in service
- Training delivered locally for staff/organisations, based on feedback from organisations
- Map of local Voluntary and Community Sector organisations that you can refer or signpost clients to