



Greenwich Voice and Influence Programme

December 2023 Greenwich Hub for Influence, Voice, and Engagement Voice and Influence Conference Report

Prepared by

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Workshop Details

Date: 6 December 2023

Time: 1:00pm – 4:00pm

Location: METRO Woolwich

Conference Facilitators:

- Naomi Goldberg (NG) – METRO GAVS
- Andrew Kerr (AK) – METRO GAVS
- Pauline O’Hare (PO’H) – METRO GAVS
- Roy Gopaul (RG) – METRO GAVS
- Charity Aienobe-Asekharen (CA-A) – METRO GAVS
- Adam Tipping (AT) – METRO GAVS

Groups and Organisations in Attendance:

- ARC and You
- Big Red Bus Club
- Charlton Community Delivery Team
- Delta Mind Foundation
- Derrick and Atlas Gardens Residents Association
- Greenwich Carers Centre
- Greenwich Inclusion Project (GRIP)
- Greenwich Leisure Ltd
- HER Centre
- METRO Charity (including METRO GAD)
- More2Childcare
- New Arrivals Support
- Oxleas Foundation NHS Trust
- Peabody Community Trust (previously Trust Thamesmead)
- POhWER
- Quaggy Development Trust
- Royal Borough of Greenwich
 - Communities and Environment
 - Health and Adults Services
 - Public Health
- Somali Parents Network (SPN)
- Somali Teaching Group
- South East London Integrated Care System
- Weekend Service User Project (WSUP)



Aim, Objectives, and Approach

The December 2023 Greenwich Hub for Influence, Voice, and Engagement (G-HIVE) Voice and Influence Conference took place in the second phase of the Greenwich Voice and Influence Programme, which began in September 2022. It was the second Voice and Influence Conference hosted by METRO GAVS during its delivery of the programme, and establishment of G-HIVE. Originally planned for September 2023, the event had to be rescheduled due to unforeseen circumstances.

The first aim of the conference was to review G-HIVE progress during the first year of Phase 2, which took place from September 2022 to December 2023. This was achieved in the form of a presentation delivered by the Voice and Influence Programme Manager at the start of the conference. This allowed attendees to understand G-HIVE's progress since September 2022, but also its delivery towards the identified priorities from the previous Voice and Influence Conference in December 2021. This was followed by a question-and-answer session.

The second aim of the conference was to launch the Royal Borough of Greenwich Voice and Influence Charter, which was co-developed by the Statutory and Voluntary Sectors during Phase 1 of the programme. Whilst groups and organisations were unable to sign up to the charter's commitments during the conference, it was important to provide a space for them to ask any questions about it and outline the support which METRO GAVS can provide to help them to sign up in 2024.

The third aim of the conference was to facilitate the G-HIVE Programme Team to understand key priority areas for Phase 2 Year 2 (January 2024 – September 2024). This was facilitated informally during the break in which attendees were invited to suggest priority areas for G-HIVE. These were to be building upon those already identified by the G-HIVE Programme Team through previously sought feedback at previous events.

The fourth aim of the conference was to continue building professional relationships, networks, and develop further understandings of the Health and Social Care System in the Royal Borough of Greenwich. This was achieved through informal networking at the start of the conference, as well as during the break. The second part of the conference was allocated to the Key Stakeholder Organisation Chat-er-Pillar in order to provide time for attendees to learn more about types of organisations within the Health and Social Care System.

With Phase 1 of the Greenwich Voice and Influence Programme taking place entirely virtually, the decision was made to hold the event in person, with attendees registering with METRO GAVS. In total, thirty-seven people attend the December 2023 G-HIVE Voice and Influence Conference. Unfortunately, a planned strike by the Associated Society of Locomotive Engineers and Firemen (ASLEF) Union meant that attendance was lower than expected.



Presentation 1: G-HIVE Progress Report

Overall, G-HIVE continues to make good progress towards its establishment within the Royal Borough of Greenwich. This includes towards the priority areas which were developed as part of the Voice and Influence Conference in December 2021, and during its second phase to date. Although currently delayed by three months due to unforeseen circumstances in the summer of 2023, the G-HIVE Programme Team are confident that this time can be made up during its next two years of delivery.

For a detailed outline of the G-HIVE Programme Report can be found in the G-HIVE Voice and Influence Conference presentation [here](#).

Presentation 2: Royal Borough of Greenwich Voice and Influence Charter

The Royal Borough of Greenwich Voice and Influence Charter was co-developed by the Statutory and Voluntary Sectors between February 2022 and April 2022. The objective of the charter was to outline the commitments, definitions, standards, and ways of working around voice, influence, representation, and engagement within the borough.

Whilst representatives from the Statutory and Voluntary Sectors were unable to sign their organisations up to the charter at the conference, it was important for METRO GAVS to present the charter to attendees given that some time has passed since it was first co-developed. It was also an opportunity for those who had not previously been involved to find out more about it, including the history behind its establishment. Finally, though a discussion with attendees, METRO GAVS, specifically the G-HIVE Programme Team, were able to take on board suggestions for ensuring the charter has the greatest chance success within the Royal Borough of Greenwich, which included how Statutory Sector organisations can sign up to it.

In terms of next steps, the G-HIVE Programme Team will be seeking sign ups to the charter from December 2023. They will also be reaching out to stakeholders within the borough about signing up from January 2024.

A copy of the Royal Borough of Greenwich Voice and Influence Charter can be found [here](#).

Activity 1: G-HIVE 2024 Priorities

The G-HIVE Programme Team are keen to shape G-HIVE around the needs and aspirations of the Health and Social Care System within the borough. In order to capture this information, attendees were invited to suggest priority areas for G-HIVE for 2024, specifically from January 2024 to September 2024. This activity took place informally during the conference break, and METRO GAVS staff were available to help if required, with the G-HIVE Programme Team already including priorities which have already been agreed in advance.



Overall, the following priorities were suggested:

- Work in partnership with organisations who are already conducting research within the borough
- Liaise with the Statutory Sector about including Voluntary Sector Representatives at strategic meetings
- Ask each department within a Statutory Sector organisation to sign-up to the Royal Borough of Greenwich Voice and Influence Charter, and identify a representative from each department to be involved with G-HIVE
- Develop a mentoring / buddying system which can support smaller groups
- Provide opportunities to create themes groups working together across the Voluntary Sector

Whilst other priorities were suggested, they aligned more to other areas within METRO GAVS, and have been referred to the Infrastructure Support and Capacity Building Service. Moreover, some priorities which were suggested, whilst good, were outside of G-HIVE's remit within the borough. Details of these suggestions can be found in Appendix 1.

Activity 2: Key Stakeholder Organisation Chat-er-Pillar

With understanding the Health and Social Care System better being a key request from a number of stakeholders, the G-HIVE Programme Team are keen to provide this opportunity. However, they are conscious to ensure that there are a variety of activities to facilitate this.

For the December 2023 G-HIVE Voice and Influence Conference, the G-HIVE Programme Team created the Key Stakeholder Organisation Chat-er-Pillar. The aim of this activity was for attendees meet with, in smaller groups, different types of organisations within the Royal Borough of Greenwich. The types of organisations identified, and in attendance for each category, were:

- NHS: ICS / ICB and Oxleas Foundation NHS Trust
- Royal Borough of Greenwich: Integrated Commission Unit (Adults), Health and Adults Services
- Infrastructure Organisations: METRO GAVS and Volunteer Centre Greenwich
- Equalities Organisations: Greenwich Inclusion Project, HER Centre METRO Centre, and METRO GAD

Attendees were randomly allocated to one of four groups, with there being three rounds of engagement each lasting twenty minutes each. Each round featured one type of organisation, meaning at the end of the activity attendees would have engaged with three types of organisations.

Although flexibility was given to each facilitator to plan their sessions accordingly, they were provided with the following prompt questions in advance:

- What is their organisation / service area, and what do they do?
- Different programmes and services they are currently delivering / working on



- Other relevant information to help build an understanding of their organisation / service area
- How can attendees influence what they are doing or how can the community get involved

Overall the activity was well received by attendees through informal, ad hoc feedback received on the day from attendees. The G-HIVE Programme Team are keen to repeat this activity at a future G-HIVE event so will be seeking feedback from each facilitator in order to ensure continuous improvement.

Next Steps

The December 2023 G-HIVE Voice and Influence Conference was the last event planned for Phase 2 Year 1, which has been extended by three months. From early-2024, the G-HIVE Programme Team will be working on the following:

- Seeking commitments and sign ups from the Statutory and Voluntary Sectors to the Royal Borough of Greenwich Voice and Influence Charter
- Developing and delivering the G-HIVE Learning, Development, and Training Support Package in line with the Knowledge and Skills Development Audit
- Launching the G-HIVE Information, Advice, and Guidance Offer to the Health and Social Care System, with the associated database and toolkits through the new METRO GAVS website
- Continuing to host and curate networking opportunities across the Health and Social Care System

The G-HIVE Programme Team will also be working on integrating the identified priorities listed above, and points raised during the Key Stakeholder Organisation Chat-er-Pillar, into its planned delivery for 2024.

For further information, please contact the following:

- Andrew Kerr – Voice and Influence Programme Manager (Andrew.Kerr@metrocharity.org.uk)
- Roy Gopaul – Stakeholder Engagement Coordinator (Roy.Gopaul@metrocharity.org.uk)
- Charity Aienobe-Asekharen – Programme Support Officer (Charity.Aienobe-Asekharen@metrocharity.org.uk)



Appendix 1: Suggested 2024 Priorities Outside of G-HIVE's Remit

Priorities Referred to the Infrastructure Support and Capacity Building Service

- Providing shared resources and skills from the Royal Borough of Greenwich for the Voluntary Sector to deliver an effective project, programme, services, and/or activity
- Providing funding advice on raising funds for community projects, including understanding the needs of local communities
- Providing funding advice to support children and young people who are unable to afford school lunches
- Putting organisations in touch with local businesses to support career development in the borough within the Health and Social Care System

Whilst these are good suggestions for the G-HIVE Programme Team to progress, they are more closely aligned to the delivery of the Infrastructure Support and Capacity Building Service within METRO GAVS.

Priorities Outside of G-HIVE's Remit

- Creating ways of tracking and rating the delivery of engagement as per entries uploaded to the G-HIVE Engagement and Consultation database

Whilst this is a good suggestion for the G-HIVE Programme Team to progress, it is, unfortunately, outside of the delivery of G-HIVE and the Infrastructure Support and Capacity Building Service within METRO GAVS.