



Greenwich Voice and Influence Programme

April 2024 Greenwich Hub for Influence, Voice, and Engagement Networking Event Report

Prepared by

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Published

8 May 2024



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Workshop Details

Date: 18 April 2024

Time: 2:00pm – 4:00pm

Location: METRO Woolwich

Conference Facilitators:

- Naomi Goldberg – Director of Strategy, METRO GAVS
- Andrew Kerr – Voice and Influence Programme Manager, METRO GAVS
- Pauline O’Hare – Voice and Infrastructure Manager, METRO GAVS
- Roy Gopaul – Stakeholder Engagement Coordinator and Development Officer, METRO GAVS
- Mutmahim Roaf – Development Officer, METRO GAVS
- Colin Giordmaina – Programme Support Officer, METRO GAVS
- Adam Tipping – Communications and Network Support Officer, METRO GAVS

Groups and Organisations in Attendance:

- Abbey Wood Women's Institute
- Between Humans
- Citizens UK - South London
- Community Needs Foundation
- Debt Centre Greenwich
- Greenwich and Woolwich Pensioners Forum
- Greenwich Co-Operative Development Agency (GCDA)
- Greenwich Health
- Greenwich Winter Night Shelter
- Groundwork London
- HER Centre
- Indian Cultural Society
- METRO Centre
- MumsAid
- New Arrivals Support
- Oxleas NHS Trust
- Ramgarhia Senior Citizen Centre
- Royal Borough of Greenwich
 - Children’s Services
 - Communities and Environment
 - Health and Adults Services
 - Public Health
- Royal Greenwich Heritage Trust (c/o Charlton House and Tudor Barn)



- Somali Parents Network (SPN)
- Somali Teaching Group
- South East London Community Energy
- South East London Integrated Care Board - Greenwich
- South London Counselling and Support Services (SLCSS)
- Trinity Laban Conservatoire of Music and Dance
- Volunteer Centre Greenwich (VCG)
- Woolwich Service User Project (WSUP)



Aim, Objectives, and Approach

The April 2024 Greenwich Hub for Influence, Voice, and Engagement (G-HIVE) Networking Event was the fifth workshop in the second phase of the Greenwich Voice and Influence Programme, which began in September 2022. It was the first dedicated networking opportunity hosted by METRO GAVS during the second year of G-HIVE's second phase.

The first aim of the event was to continue building professional relationships and networks between the Statutory and Voluntary Sectors within the Health and Social Care System in the Royal Borough of Greenwich. This was achieved through a formal networking activity during the first half of the event, as well as informal networking opportunities throughout the event. It was also achieved during second part of the event which was allocated to the Key Stakeholder Organisation Chat-er-Pillar in order to provide time for attendees to learn more about two organisations within the Health and Social Care System. The second aim of the event was to launch the formal G-HIVE offer to the Statutory and Voluntary Sectors in the Royal Borough of Greenwich, with the third aim being to review G-HIVE's current progress during Phase 2 Year 2 (September 2023 to April 2024). These were achieved through a presentation at the start of the event by Andrew Kerr, Voice and Influence Programme Manager.

Building upon the January and November 2023 G-HIVE Networking Events, the April 2024 G-HIVE Networking Event incorporated a mixture of activities and presentations. The activities included both formal and informal networking opportunities, and opportunities for attendees to gain a deeper understanding of two specific organisations. By METRO GAVS continuing to adopt this methodology and approach within G-HIVE, there is a role model for culture change across the system which G-HIVE is working to support and facilitate. The structure of the event was based around two activities and two presentations. This enabled attendees to network and get to know each other (Activity 1 and Activity 2), understand current progress being made in the development of G-HIVE (Presentation 1) development work currently taking place in the Statutory and Voluntary Sectors (Presentations 2).

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, forty-two people attend the April 2024 G-HIVE Networking Event.

Presentation 1: G-HIVE Progress Report

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. In April 2024 the G-HIVE Programme launched the formal offer which G-HIVE is going to be providing to the borough. Whilst the offer is broadly the same for both the Statutory and Voluntary Sectors, there are subtle differences in what G-HIVE will support each sector with:



- Statutory Sector: Consultation and Engagement Activities
- Voluntary Sector: Voice, Influence, and Representation Needs

Within the G-HIVE Programme Team, [Andrew Kerr](#) will be supporting the Statutory Sector, whilst [Roy Gopaul](#) will be supporting the Voluntary Sector.

Also in April 2024, in order to support the delivery of G-HIVE and its offer to the Royal Borough of Greenwich, METRO GAVS launched their new website. As part of this, the new website has full G-HIVE functionality and, in time, will host a database of outputs from previous consultation and engagement activities within the borough. This will allow the Health and Social Care System to continually build upon what has taken place previously so as to avoid duplication in future activities. The new website [can be accessed here](#).

Activity 1: Small Group Networking

The first activity of the event was focused on attendees continue getting to know each other in order to understand more about them as individuals and their roles within the borough. This was facilitated through Activity 1 – Small Group Networking.

As part of this activity, attendees self-allocated into small group of four-to-six and were given forty minutes to engage with each other. This allowed them to also understand any crossover in their roles, and how they could begin to work together in the future. Whilst the topic(s) of discussion was open to each group, the following prompt questions were suggested in order to ‘kickstart’ conversations:

- 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
- Potential Delivery Crossovers and Working Together Going Forward

Each attendee was also provided with a blank Contact Information Sheet and a pen in order to record the contact details of attendees they engaged with during the activity, and throughout the event.

The first activity proved to be successful, with a number of attendees commenting that, whilst they spoke to attendees who they had not previously met, they also began to develop deeper and more meaningful relationships with those that they already knew. Moreover, as attendees got to know about each other and the projects, programmes, services, and/or activities they deliver within the borough, ad hoc feedback during the event suggested that opportunities for potential collaboration and partnership working continued to arise.



Activity 2: Key Stakeholder Organisation Chat-er-Pillar

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

Following feedback from the December 2023 G-HIVE Voice and Influence Conference, the G-HIVE Programme Team facilitated the Key Stakeholder Organisation Chat-er-Pillar again at the April 2024 G-HIVE Networking Event. Like the previous iteration, the aim of this activity was for attendees to 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:

- Royal Borough of Greenwich: Engagement and Participation Service Area
- Infrastructure Organisations: Greenwich Co-Operative Development Agency (GCDA)

Attendees were randomly allocated to one of two groups, with there being two 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 both types of organisations. Taking feedback following the previous iteration, it was decided to have one organisation per group to allow more time to engage with each organisation.

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 again at a future G-HIVE event so will be seeking feedback from each facilitator in order to ensure continuous improvement.

Presentation 2: The Voluntary Sector – Vital Link in Emergency Planning

At present, Volunteer Centre Greenwich (VCG) are leading on the representation of the Voluntary Sector with Royal Borough of Greenwich's Emergency Planning and Business Continuity arrangements. The Royal Borough of Greenwich recognises the important role that the Voluntary



Sector will play when dealing with emergencies or a crisis. This became incedingly evident during the COVID-19 pandemic as well as during the implementation of several resettlement schemes, including those for Afghan and Ukrainian asylum seekers and refugees. With VCG attending the Greenwich Emergency Planning Liaison Group, also known as the Borough Resilience Forum, there are able to influence how best stakeholders within the Statutory and Voluntary Sectors can work in partnership during an emergency crisis.

As part of the emergency planning and business continuity arrangements, a tabletop exercise is being specifically organised for the Voluntary Sector. It is being led by the Emergency Planning Unit at the Royal Borough of Greenwich and the Chair of London Utilities Sector Panel, who is also the Resilience Lead for Thames Water. This is following a similar exercise which took place in early-2024 which identified the need for greater preparation from the Voluntary Sector. The next tabletop exercise is due to take place on the 4 June 2024, and will be exploring preparedness for if there was a national power outage lasting a few days. These types of exercises are vital to ensure that as a borough we are all working better to ensure that local residents and communities will continue to be supported during these types of situations.

For further information, please visit [VCG's website here](#). To sign up to participate in the tabletop exercise, please [complete this form](#).

Next Steps

The April 2024 G-HIVE Networking Event was the first of two networking events planned for second year of developing G-HIVE. METRO GAVS will conclude Year 2 with the delivery of the second G-HIVE Networking Event in September 2024. In addition to this, the G-HIVE Programme Team are currently finalising the G-HIVE Learning, Development, and Training Support Package. This will include a series of trainings between June and December 2024 on the following topics:

- Consultation and Engagement
- Diversity, Equity, and Inclusion

The G-HIVE Programme Team will provide further information, including how to book onto each of the trainings, in the coming months.

For further information, please contact the following:

- [Andrew Kerr – Voice and Influence Programme Manager](#)
- [Roy Gopaul – Stakeholder Engagement Coordinator](#)
- [Colin Giordmania – Programme Support Officer](#)