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| **Shoreditch Park and City of London Neighbourhood**  **Community Action Forum – Notes and actions**  **29 June 2021 – 3pm to 430pm**  <https://docs.google.com/spreadsheets/d/1_NhSf-vzQi26djuAx28gPyQGEJPJ1Uw9HOUBdgi4yAI/edit?usp=sharing> | | |
| **0** | **Getting to know each other** | Opened the meeting 30 minutes early for induction / getting to know each other |
| **1** | **Introductions** | **Context and Background**  Designing a Forum together in Shoreditch Park and City Neighbourhood. 4 sessions so far. Focus on practical action in this session. Followed by a survey to bring back recommendations for Forum (more final) structure to next Forum. Inc City recommendations.  Forums are part of wider change underway to improve the health of local people through strengthened local collaboration **between residents, voluntary and community sector, NHS and Council.**    8 Neighbourhoods in City & Hackney – with meetings that aim to support **local** **relationship building** and the **flow of local info, ideas and collaborative action,** more focussed work bringing together a Forum in Well St Common Neighbourhood & Shoreditch Park and City of London Neighbourhood.  **Access to training and funding opportunities across Neighbourhoods – see AOB**  **For more background / recap** VCSE / Marion / Jacqui are happy to follow up |
| **3.** | **Your Neighbourhood ‘call out’ - questions, requests, opportunities**, **feedback** | **Anja – Hackney Playbus**. New greener Playbus is being developed using feedback from parents/families. Not sure when face-to-face sessions will start again but currently offering;   * Free online sing and play sessions for under 5s! Join the Hackney Playbus team on Zoom for songs, stories and games for toddlers and babies. Mon 10am-10.45am / Wed 10.30am-11.15am/ Thu 11.15am-12noon. Get in touch with Alex for details Text/Whatspp: 07591 923510 / Email: [AlexD@hackneyplaybus.org](mailto:AlexD@hackneyplaybus.org) * To refer families with babies under 12 months and care/support needs to the baby group at St Peter's, please get in touch with me directly on [anja@hackneyplaybus.org](mailto:anja@hackneyplaybus.org) **Connection Anja & Adama**   Alice @ **Swirl of Worlds, Swirl of Words exhibition and supporting book**. Exhibition is at Peer Gallery and Shoreditch Library. Can also get one of the 3,000 copies of the book from libraries across Hackney. <https://www.peeruk.org/upcoming-events> **Connections: Alice & Sahir**  **Janette @ The Crib**. Offering coffee mornings and keep fit sessions. Also have a summer programme which includes a community day where organisations can have stalls. **Shared flyers & information with notes Connections: Janette with Jacqui, Aysun, Paul A, Giselle, Sabrina, Paul C , Hannah, Alice, Adama, Sahir, Zoe and James**  **Sahir** shared information on a **new men’s group starting for Shoreditch Park and City PCN**. It will be held at the Healthy Living Centre, Pitfield street. Every Tuesday 2-4pm. In pilot stage taking referrals from GP & PCN only. Will share flyer when it’s ready. **Connections: James, Sabrina, Paul C**  **Giselle** – Our Place are happy to have found a space in Hoxton through these meetings! Please contact us if you are a Hoxton Resident or know of a resident who would like to run their own project / activity [giselle@vchackney.org](mailto:giselle@vchackney.org)  Giselle also shared that **Volunteer Centre Hackney** are looking for volunteers to join their team of **health & wellbeing Volunteer Researchers**. Our local authorities are leading on a strategy for health and wellbeing in our areas. We are working to make sure real people, representing all of Hackney and City's diversity, get a real say in what goes in it. <https://www.vcconnectsystem.org.uk/HackneyVMS2/VolunteerOpportunities/DetailsForSearch/3121>  **Paul A** – there is a relaunch of [‘5 to Thrive’](https://fivetothrive.net/) and looking for organisations/people to collaborate with. If you have thoughts/ ideas/ complaints about '5 to thrive' - please send Martina an email: [m.agho@nhs.net](mailto:m.agho@nhs.net)  **James**: please signpost for anyone who wants to contact the public governors at Homerton Hospital to [huh-tr.members@nhs.net](mailto:huh-tr.members@nhs.net) |
| **5.** | **Breakout sessions**  Recognising the need to balance thinking with some practical action that supports the Forum. Breakout spaces with discussion focussed on Mapping, Community Spaces and Skills-Sharing. **Option to choose**   * **Community spaces** * **Mapping** * **Skills-sharing** | **Community Spaces: - Jacqui**  **What is a community space for/what's the need**  A space that people feel comfortable going into where individuals and organisations can get help and opportunities for development  "Community Hubs Without Walls' are being spoken about more especially to respond the impact of C-19 but face to face physical space is still important, particularly for the older generation  Supporting people to get back into spaces is vital to help people who are anxious about returning to community venues.  Spaces need to have free access to activities and support including a variety of things for all sections of the community like support with mental health and wellbeing, housing,, community cafe, advice, small businesses  Community spaces need to create jobs for local people    **What spaces are available to support this need?**  There's a sense that there aren't any truly community focussed spaces or that they are few and far between.  Where there are spaces, there are not enough or not for community use  Example of Barbican, great space but limited access usually through rental only  Commercial businesses are increasingly taking up significant amounts of space in this area because they can pay substantial amounts of rent- this is pushing out community groups who can't compete    **Accessible Space**  Feels like spaces are just for one section of the community- mostly commercial and ability to pay  There are empty community spaces - especially council spaces, which should include space for community use  People who run/plan venues need to ensure that there is space for community use  Spaces need to have flexible availability/opening times and attract diverse groups- some are not open during the day, or the price of activities is too high  Lack of space for community use is fuelling social isolation    **What do we want to do together**  Map community spaces- really understand what's in the Neighbourhood  Understand where there is a lack of community space (e.g. Haggerston noted as an area with a lack of spaces)  Publicise what spaces are available  Spaces should offer free, affordable use alongside hiring out to generate income  Share our own spaces - including offering unused hours for community activity - free or affordable  Influence the council - council to be part of this forum to discuss and plan around use of council spaces, especially bringing empty space into community use  Action: Start mapping spaces & their offer, including any Forum members with free or affordable space on a shared document. (Template ready for next Forum). |
| **Discussion included existing maps that people know about, specific needs that would benefit from focussed mapping, different ways of mapping, what information to include and how to share information and an acknowledgement of digital barriers**   * Chair of a group, helped people collaborate on a family services directory, held in a ring binder * Lots of families around here, and I don’t know what’s available to them and I don’t know what is online. Would want to build a map from there, for the new parent demographic. E.g. **build a list from a need for information** * **To be able to connect** with Sahir’s men group * Need for service providers to **have an updated service map** * **Resources are key**. People look to the City of London whenever resources are mentioned. * In **City of London there is a service map - people can upload free service offerings**, but hard to ask people to upload their information * Hackney element is up and running, could be expanded - [**https://find-support-services.hackney.gov.uk/**](https://find-support-services.hackney.gov.uk/) * There is the **family information website which is available across city and Hackney** * Challenge with information for families: moving out of one age bracket for your kids. **How do services work seamlessly through transitions across services i.e. age of children**? Children services are contained, they manage it. * There is a childhood obesity agenda in the PCN, so we realised **we needed to map the services around childhood obesity services**. So many different things going on, so many different services. Having it in one place, would be great. * What information to include? The referral process and the service offering. **We want to look at the gap in services, but it’s hard to start that without a good sense of what is already there.** * **Issue of Information overload**, important to have a simple and concise information from a practitioner perspective. * The **eligibility criteria** (who could be referred into it), there is overlap between services so important to make clear as to what is the most appropriate for that individual they are supporting. * GPs are really struggling at the moment to figure out what service is more appropriate in GPs and all the new roles e.g. care coordinators, health and wellbeing coaches. Having **a single point of access** and information in one document is really helpful to practitioners. * **What provision is going to be made for people who don’t have digital equipment**? Could go to a library, look on the computers, but also need to provide ‘offline’ info. * Sahir. If residents are interested in being on a **mailing list**, and interested in **sharing a phone number or address for information to be shared** with we could overcome that barrier. (But how many people are willing to share their email or phone number – very personal information). * As a professional, being able to map out what I am aware of in the community for laypeople and professionals, finding something else will be confusing. Set up ‘Hackney Health links’ for this purpose- follow all the societies and organisations.. I post information onto this page.. to give to patients to find their own help, **being a bridge between the person and the information.** * There’s a really good means of **reaching Barbican resident**s, pretty informative, comes out every Friday. HealthWatch stuff is there. Only for the Barbican though, doesn’t include Golden Lane and rest of the City gets no information whatsoever. Left out again.. * There are a few couple of **free newspapers** in the City area that go to Norfolk and Middlesex Street, good way of reaching people * **City Mappers**.. Lynn has used * Anja- what I meant with Hackney map is someone who does **community outreach**, and maps what the community looks like, where they go, what they do. Mapping around that that isn’t about services. Thats why I was interested in council services being mapped, housing estates, community centres, housing offices, all those sorts of things, having a resource as the VCSE to look at what is going on in the community, what we need to factor in. * James - **police might have a good idea of local need**.. could be asked into the forum.. * Zoe – Example of Hackney Health Hubs – partnership with Homerton. Based on estates (e.g. Pembury Estate community centre).. could be another way of reaching people, a **health hub** which links people to community places. Where people who can’t access services easily or at all.. * Or in **GP surgery** e.g. Neiman practice, people know they can go to access services * Huge **digital exclusion** (outside of email)   Action: Start collecting a list of ‘mapped’ information in next Forum meeting in a shared document. |
| **Skills-sharing:**  Each person / organisation is an expert in their Neighbourhood / area of focus. E.g. relationship building with young people, or music and the arts. How can organisations and residents learn from each other?  **Alice, Hannah, Sabrina, Paul C, Paul A, Simone**   * What skills could you / your organisation share? * What skills would be useful for you to learn as an organisation/ resident? * How could this sharing of skills be practically achieved?   **Offer: Hannah** shared info on how the Contextual Safeguarding Team work –organisations / adults that have trusted relationships with young people can become **‘Community Guardians’** to keep young people safe not just in the home but in the community. Currently limited (Rev Ben Bell / Hoxton Hall mentioned as key guardians). **Explore sharing training/ expand network for guardians in Neighbourhood**?  \*Alice has good links with young people / organisations that work w/ young people through Peer Gallery she could share with Hannah.  **Offer:** Alice has skills/ experience in **engagement with young people** that could be shared with Neighbourhood.  **Request: Alice** would like to learn more about **effective communication with young people that are neurodiverse.**  **\***Sabrina / Simone / Paul C / Paul A might be able to support with this.  **Offer:** Paul C shared an offer of **the ‘reach’ of the City newsletter (over 2,000 readership) for comms to residents** etc. He is also an active volunteer in International Brigade / has been a trustee. Could mentor people interested in becoming trustees. **Agreement than mentoring was a useful skills-sharing initiative**.  **Sabrina** shared via the community influencers programme that many residents are keen to **share their skills informally with each other.** Our Place (VCH) has helped facilitate some of this, but **a wider mechanism in not in place. Something to explore?**  **Shared Training:** Sabrina / Breaking down barriers between residents and organisations is key – suggestion to **expand the Neighbourhods ‘shared training’ offer e.g. Mental Health Aware**. Attended by residents, frontline staff, VCS.  **Sabrina / Healthwatch Hackney:** Healthwatch Hackney run online ‘**information exchanges**’ bringing together residents and professional on key topics (e.g. safeguarding, vaccinations etc).  Hannah suggested informal **‘drop in sessions’** would be great to share skills informally, could this be explored?  Simone is interested in the idea of ‘skills-sharing’ in reference to the **inclusive economy strategy**, and cannot speak on behalf of the whole council in terms of an ‘offer’ in terms of skills-sharing but will ask around and come back with some suggestions.  Paul A mentioned that **Shoreditch Trust have a broad training offer** for residents & organisations. Would need to check but potential for this to be offered to the Neighbourhood  **In summary, in expanding a ‘skills-sharing’ programme consider**   * Informal mentoring * ‘Reach’ of organisations with residents e.g. newsletters * Shared training for residents & organisations across the Neighbourhood e.g. Mental Health Aware Training * Exploring and tracking offers / needs via the contact list googledoc? * Trial informal ‘drop in sessions’ for the above   Action: put the small group in touch with each other to refine “offer” and “requests” and share / expand via the live googledoc contact list for Neighbourhood. |
| **4.** | **Spotlight on a local frontline service or development**  **Community Navigation discussion** | New and existing Community Navigation within the Neighbourhood- overview shared by email ahead of meeting, and summary given during the Forum.  **Sahir**, social prescribing service is accessed through the GP. GP can also signpost to other services e.g. Wellbeing Coaches.  **Adama**, PCN website has information about PCN level roles such as Wellbeing Coaches and Social Prescribing. <https://shoreditchparkandcitypcn.gpweb.org.uk/>  **Annie Roy** – need to do some work in the City to also promote social prescribing service in Tower Hamlets where a number of City residents are registered.  **Steve** – what about residents who are not online and likely to be the most in need? It is important to get this information shared offline as well. Will there be ‘paper’ versions of leaflets to share?  **Katie asked for any feedback on the overview shared ahead of meeting**  **Anja** – would be helpful to have direct contacts of Navigators in each Neighbourhood. Hackney Playbus has emailed referrals into this service in the past.  **James** – aware of social prescribing, but not that it was available locally, and of the other roles mentioned e.g health coaches etc.  **Jacqui** - Single Point of access service for Community Navigation is a route for self-referral and professional/organisational referrals also called a ‘front-door’. There are a range of organisations involved in the Community Navigation service and the Single Point of Access will help identify the most appropriate service to refer the resident. **Leaflet shared with notes.**  **Sahir**, Social Prescribers in the Neighbourhood are working in surgeries. Can pick up referrals when people come into the surgery, and receptionists will be trained in being able to refer people in.  **Interest in getting together to look at barriers to access and sharing information about services at future meetings.** |
| **6.** | **Next steps, AOB & Feedback** | **Next steps: Survey link will be shared soon, informing recommendations on how Forum will work to bring back to the Forum**.  **Feedback**: 55% very useful / 45% useful  REMINDER: FREE Neighbourhoods Equality, Racial and Cultural identity training  Two- part: 8th July & 13 July (3 hours each).  3 places are available to VCSE (one place per organisation) first come first served basis. For more information and to register your interest: <https://crm.hcvs.org.uk/civicrm/event/info?id=911&reset=1>  Starting on Sunday, community groups across Hackney are running nine pop-up walk-in clinics for those 18+ who need their first dose and those who need their second dose of the Pfizer vaccine. To guarantee your appointment ring 020 8356 3111. Walk-ins are available subject to availability.   * Pembury Community Centre, Atkins Square: Saturday 3 July, 12-4pm and Sunday, 4 July 12-4pm * Halkevi Community Centre, Dalston Lane: Wednesday 7 July, 10.30am-2.30pm * Hindle House Community Centre, Arcola Street: Saturday 10 July, 12-4pm * Ridley Road Market, Ridley Road: Wednesday 14 July, 10am-2pm * St Thomas Moore Church, Henry Road: Friday 16 July, 10am-2pm and Tuesday 20 July, 10am-2pm * Woodberry Down: Wednesday 21 July, 10am-2pm * Clissold Park House, Church Street: Saturday 24 July, 11am-3pm * Uprising Community The Ark Suite, Cricketfield Road: Monday 26 July, 11am-3pm.   Find out more here:  [Coronavirus vaccination rollout | Hackney Council](https://hackney.gov.uk/coronavirus-vaccine) |

Chat

15:21:15 From Anja, Hackney Playbus (she/her) to Everyone : Free online sing and play sessions for under 5s! Join the Hackney Playbus team on Zoom for songs, stories and games for toddlers and babies. Mon 10am-10.45amWed 10.30am-11.15amThu 11.15am-12noonGet in touch with Alex for details - Text/Whatspp: 07591 923510Email: AlexD@hackneyplaybus.org

15:22:43 From Anja, Hackney Playbus (she/her) to Everyone : To refer families with babies under 12 months and care/support needs to the baby group at St Peter's, please get in touch with me directly on anja@hackneyplaybus.org

15:25:58 From Alice White – PEER to Everyone : Where about are the coffee mornings?

15:26:11 From Marva Antoine to Everyone : Send it to everyone

15:26:33 From Alice White – PEER to Everyone : <https://www.peeruk.org/upcoming-events>

15:27:52 From James Torr to Everyone : huh-tr.members@nhs.net - please signpost for anyone who wants to contact the public governors at Homerton Hospital

15:30:11 From Jacqui Henry to Everyone : Hi Sahir,- where is the group happening?

15:30:45 From Sabrina Healthwatch to Everyone : @Sahir @Adama, please could you share your flyer about the men's group with me. Thanks!

15:30:56 From Paul Coles to Everyone : Sahir can you share with HWCoL when it is launched and we will advertise the group in our newsletter/bulletin

15:31:27 From Sahir to Everyone : hi everyone,

15:31:57 From Sahir to Everyone : It will be held at the Healthy Living Centre, Pitfield street. Every Tuesday 2-4pm

15:32:17 From Sahir to Everyone : As soon as we are up and running I will be sure to share the flyers

15:35:28 From Crib Manager to Everyone : sounds intresting

15:35:30 From Giselle She / Her to Everyone : Our Place Project - Please contact us if you are a Hoxton Resident or know of a resident who would like to run their own project / activity please email me

15:35:37 From Marion Brossard to Everyone : marion.brossard@tsip.co.uk

15:36:43 From Giselle She / Her to Everyone : sent to soon! giselle@vchackney.org

15:37:28 From Paul Adair to Everyone : Hi everyone, if you have thoughts/ ideas/ complaints about '5 to thrive' - please send Martina an email: m.agho@nhs.net.

15:37:48 From Paul Adair to Everyone : Current website here: https://fivetothrive.net/

15:38:26 From Giselle She / Her to Everyone : For the volunteer researcher roles https://www.vcconnectsystem.org.uk/HackneyVMS2/VolunteerOpportunities/DetailsForSearch/3121

16:09:19 From Alice White – PEER to Everyone : I’m really sorry, I have to leave! Thank you for a great session!

16:15:49 From Adama Jatta to Everyone : https://shoreditchparkandcitypcn.gpweb.org.uk/

16:19:49 From Jacqui Henry to Everyone : There is also a Community Navigation 'front door' or single point of access that can give support and advice if you're unsure- self referral and professional referral- support or light touch advice- will share leaflet

16:23:53 From Crib Manager to Everyone : im sorry got to do a home visit great meeting

16:26:12 From Annie Roy, City of London to Everyone : Jacqui do you have any further information on accessing the single point of access to navigation services?

16:28:06 From Jacqui Henry to Everyone : yes, absolutely can share after meeting.

16:29:44 From Vic McNally, Hackney CVS to Everyone : REMINDER: FREE Neighbourhoods Equality, Racial and Cultural identity training Two- part: 8th July & 13 July (3 hours each). 3 places are available to VCSE (one place per organisation) first come first served basis. For more information and to register your interest: https://crm.hcvs.org.uk/civicrm/event/info?id=911&reset=1

16:30:28 From Vic McNally, Hackney CVS to Everyone : Starting on Sunday, community groups across Hackney are running nine pop-up walk-in clinics for those 18+ who need their first dose and those who need their second dose of the Pfizer vaccine. To guarantee your appointment ring 020 8356 3111. Walk-ins are available subject to availability.• • Pembury Community Centre, Atkins Square: Saturday 3 July, 12-4pm and Sunday, 4 July 12-4pm• Halkevi Community Centre, Dalston Lane: Wednesday 7 July, 10.30am-2.30pm• Hindle House Community Centre, Arcola Street: Saturday 10 July, 12-4pm• Ridley Road Market, Ridley Road: Wednesday 14 July, 10am-2pm• St Thomas Moore Church, Henry Road: Friday 16 July, 10am-2pm and Tuesday 20 July, 10am-2pm• Woodberry Down: Wednesday 21 July, 10am-2pm• Clissold Park House, Church Street: Saturday 24 July, 11am-3pm• Uprising Community The Ark Suite, Cricketfield Road: Monday 26 July, 11am-3pm.

16:30:48 From Annie Roy, City of London to Everyone : Thanks everyone really helpful discussions

16:31:05 From Adama Jatta to Everyone : Thank you all.

16:41:49 From Katie Barton Hackney CVS to Everyone : 55% very useful / 45% useful