

LEWISHAM PEOPLE'S PARTNERSHIP

Discussions and actions from the meeting held on 27th September 2023

Lewisham People's Partnership – Agenda for the meeting held on 27th September

1. What voices were at this meeting

2. Development of a community space in Lewisham

3. Co-production in Adult Social Care

4. Actions and date of next meeting

Agenda Item 1 – Voices at the meeting

Anne Hooper, Chair, Lewisham People's Partnership

Charles Malcolm-Smith, People & Provider Development Lead (Lewisham)

Rachel Ellis, Table Talk

Alice Groux, Age UK

Nalan Salih, Chair, Lewisham Parent & Carers' Forum

Rosemarie Ramsay, Capital Agenda

Bridgit Asam-Bailey, Lewisham Pensioners Forum (item 3)

Tristan Brice, Lewisham Council (item 3)

Online attendees

Lisa Fannon Public Health, Lewisham Council

Jorja, Head of Services, Citizens Advice Lewisham

Jason Browne, Public Health, Lewisham Council

Kelvin, Carers consultant dementia at SLaM and PCREF

Alex Camies

Michael Kerin, Healthwatch Lewisham

Miria Papsofroniou, Apex Support, housing provider

Barbara Gray, Kinaara

Helen Eldridge, Head of Communications and Engagement (Lewisham)

Agenda Item 2 – Development of a community space in Lewisham

Background

This agenda item was introduced by Jason Browne and Lisa Fannon. They explained that Lewisham Council and Lewisham Public Health Team are currently scoping the use of a community space at Lewisham Shopping Centre and wanted the use of this space to be co-developed with people and communities who live in Lewisham along with community, voluntary and social enterprise (CVSE) organisations in Lewisham.

Jason and Lisa acknowledged that the space could have many purposes including providing vaccinations, sexual health information, health checks, food hubs, hosting community groups, forums, classes and outreach and should work to support delivery of the health inequalities agenda, be accessible and welcoming. Lisa and Jason asked three questions of the group - what would they like to see available in the space, what would be most effective to reduce health inequalities and, given that this space is unlikely to be able to meet everyone's expectations, would be your three main priorities?

Following discussions, the group gave the following responses to these questions as well as highlighting some of the challenges they saw in developing this space.

What would you like to see available in this space?

- Space for community groups to promote their services
- Black led CVSE organisations who are commissioned to deliver services to have free and allocated access for individual and group work
- Space for local groups to meet
- Accessible information on physical and mental health and wellbeing services and support for children, young people and adults
- Health promotion information, advice and support
- Access for children and young people with additional needs, including in the evening e.g. an autism group for girls and for those with learning disabilities or additional needs who need specialist staff
- Space to promote wider network collaboration with the development of neighbourhood teams and family hubs
- A connection between the shop front and the refurbished Lewisham library

What would be most effective to reduce health inequalities?

- To use the space to build trust with people and communities and have conversations with them about the things that impact on their health and wellbeing
- Space for trusted services/voices to offer advice and support to people not currently using mainstream health and care services
- An opportunity to look at how we can work in partnership in different ways with people and communities in Lewisham
- An opportunity to use the new Health and Wellbeing strategy

What are the challenges in developing this space and what should be prioritised?

The meeting highlighted challenges such as demand exceeding space and that the space in the shopping centre is limited with not all of it being accessible. There should be a monitoring system to know who is coming into the space and for what, as well as demographics and the types of organisations using the space. It was acknowledged that there is learning from similar spaces in Lambeth and in Middlesbrough being applied to the development of the space in Lewisham.

There were questions about the why the shopping centre had been identified as the location, its capacity in the future and whether other venues could be selected for the north and south of Lewisham.

The meeting acknowledged that the space could not meet all expectations or needs and that priorities would need to be explored. It was also acknowledged that there is continuing work being done to reach different communities in Lewisham and involving community members through primary care networks. Lisa and Jason also advised that they are working with members of communities to reach people for whom English is a second language, and with the voluntary and community sector network.

Jason and Lisa highlighted that the new Lewisham Health and Wellbeing Strategy being developed was focusing on people and communities currently not engaging in services. The space in Lewisham Shopping Centre could be prioritised to provide access to services, information and support that people and communities might not otherwise get including the impact social and economic factors have on health and wellbeing such as housing, finance, benefits, employment and diet.

The issue of how the space in Lewisham Shopping Centre fits into the bigger picture in Lewisham was also discussed as was the need to use existing knowledge to determine the use of the space and the priorities to apply. Conversations with communities – and community champions – were also ongoing about what is needed as were discussions about how to improve the co-ordination of services. It was acknowledged that change was needed to ensure that people and communities in Lewisham have equal access to health and care services, information, advice and support.

It was agreed that Jason and Lisa will come back to the Lewisham People's Partnership another time with updates and conclusions from their engagement.

Agenda item 3 – Co-production in Adult Social Care

Tristan Brice and Bridgit Asam-Bailey, attended the meeting for this item.

Tristan explained that Lewisham Council have been putting in place ways to engage with and understand what older adults (aged 65 and over) want from the transformation of adult social care services. They have identified 49 different voluntary and community groups in the borough supporting older adults and in July brought them together for the first time as a group for an event called 'Capturing the Voice of Older Adults'.

Bridget spoke about the fact that older people have a voice that should be listened to with respect and inclusion. Older people can make their own decisions – they do not need people to decide for them. Everyone has different needs and older people should be treated as individuals - not stereotyped and grouped all together. Older people have a wealth of experience as well as intergenerational solidarity and cultural diversity that many can learn from.

Tristan said that the group will come together four times per year, put in place a newsletter and be supported by an apprentice. The voluntary and community groups who are members of the group will be asked to share resources, to collaborate and not compete for funding. The meetings will be touch points and provide feedback on the implementation of changes.

Tristan confirmed the council commitment to the voice of older people. This includes:

- Equality, respect and inclusion (included in decisions)
- Empowering – given the chance to make decisions
- Supporting inter-generational understanding and combatting stereotyping of older people
- Representation
- Ensuring policies are in place
- Learning from different cultures, for instance the respect for elders

There are two priorities currently in transformation of services for older people:

- Shift activity away from A&E and avoid emergency admissions
- Helping older people to stay healthy and receive proactive care

Following discussions, the group gave the following responses about the plans to engage with and understand what older adults want from the transformation of adult social services:

- A strategy to understand the different cultures and sensitivities within Lewisham's diverse older population and communities and how this should influence the above two priorities
- Important areas highlighted in the discussion were ensuring dignity and respect in hospital services, to be seen as individuals, understanding cultural sensitivities and differences
- It was suggested that older people may be reluctant to use computers or mobile phones, or they may not have up to date models – how can they be reached? Tristan explained that they have taken a blended approach to consultation using both digital and non digital ways to communicate and involve people, for example the dementia consultation where most responses did not come from online
- The need to make connections with trusted advocates like Kinaara to ensure all communities can be accessed and influence the engagement
- The need for proactive care to support older people in staying, and living, well

It was agreed that progress updates would be given to the Lewisham People's Partnership over time including the eventual plans for the transformation of adult social care services.

Agenda Item 4 – Date and location for the December 2023 meeting of the Lewisham People’s Partnership

A note of the meeting discussions and actions arising will be sent to all those at the meeting and to all those on the Lewisham People’s Partnership mailing list as well as being posted on the Lewisham People’s Partnership web page. They will also be shared with the Lewisham Health and Care Partners Strategic Board for consideration and to influence ongoing discussions.

Please feel free to distribute these notes to any of your networks and connections. If you have any comments or suggestions you would like to make then please do contact Anne Hooper, Chair, Lewisham People’s Partnership at anne.hooper@nhs.net.

Since the Lewisham People’s Partnership started in April 2023, we have been running hybrid meetings to enable as many people as possible to attend and to move the meeting between different community meeting places.

The technology has proved to be a little challenging at times and so, for our next meeting on 6th December we are offering two meetings and two ways of attending.

The first meeting, from 10am to 12 noon, will be an in-person meeting at Lewisham Local, Unit C, PLACE/Ladywell, 251 Lewisham High Street, SE13 6NJ. The second meeting on the 6th of December will be an online meeting and will be held from 2.00pm to 4.00pm.

A suggested agenda for this meeting will be sent out shortly.