

Communities Division
Community Support Alliance:
Update of the 16 recommendations
 26 July 2021

Summary of the 16 Recommendations and progress to date

<p>Recommendation 1 – A Managed Transition: That all partners put in place a managed transition for people supported by the Covid-19 Community Hub, stepping down support where it is no longer needed and ensuring people who need ongoing assistance are matched with the appropriate support.</p>	<ul style="list-style-type: none"> ▪ In place and arrangements remain in place for referral and ongoing support this includes access to supermarket, delivery slots referral to volunteers or the VCS, financial support and advice, mental health support, befriending and regular welfare calls where needed. ▪ Food hubs have been awarded with transitional (retrospective) funding to support their operation from the end of March 2021 through to July 2021. ▪ Paxton Green and Time and Talents have paused their food operation. ▪ Pecan and George St Martyrs have set up food pantries ▪ Three other food hubs are looking to set up their selves up as food pantries and food coop. The Community Hub stopped purchasing emergency food parcels in February 2021 and now in emergency situations has the capacity to make one off purchases. Over the last month, there have been no requests for emergency food parcels but levels of requests/referrals for other services have increased. ▪ Standard Operating Procedure written and scripts updated
<p>Recommendation 2 – The Emergency Operating Model: The council and partners should agree a Covid-19 community support plan that sets out the emergency operating model in the event of a further spike in Covid-19 or a further lockdown.</p>	<ul style="list-style-type: none"> ▪ The Community Hub operated very effectively in the 3rd national lockdown (January – March 2021) while having an additional 15,000 CEV residents added to the shielding list. ▪ All 26,000 CEV residents received a welfare call, email or letter by the Community Hub team during this same period. ▪ Emergency operating model agreed - at cabinet (October 2020)

<p>Recommendation 3 – A new alliance: The council, VCS and health partners should work together to strengthen and further develop a Southwark community support alliance. This should be focused on providing social support that delivers long-term reductions in inequality, combining resources, building on the successes of the Community Hub, and founded on the vision, outcomes, principles and framework as set out in recommendation 15.</p> <p>i) Governing Recommendation: Building a Borough where everyone can contribute</p> <p>(ii) Recommendations on related work</p> <p>The issues raised at the review group have been wide-ranging and has touched on a range of issues that relate to work taken forward by other groups and initiatives. Here we set out a range of recommendations that would bring these work streams into line with the framework and vision of our governing recommendation.</p>	<ul style="list-style-type: none"> ▪ A Coordination steering group has been formed for the Community Support Alliance (CSA). This group has met in January and then again March 2021. ▪ As part of the January meeting 4 separate working groups were developed. The working groups were given the most appropriate recommendations to discuss and start to tackle. <ol style="list-style-type: none"> 1. Working Group: Volunteering 2. Working Group: Food Security 3. Working Group: Hubs, VCS and Wider Needs 4. Working Group: Data / CRM ▪ The Coordination meeting (10/03/2021) was an interactive session to discuss the vision and priorities of the Community Support Alliance. All attendants took part in five breakout rooms, which were facilitated by a chair that was involved in the review of the Community Hub in July 2020. ▪ It was then decided that a smaller project group needed to be devised to take forward the 16 recommendations on a smaller scale within a neighbourhood. ▪ There were two meetings in May 2021 with the proposed project group that approved the direction of travel and to implement the Test and Learn project within the Walworth neighbourhood. ▪ 27th July the coordination group will be briefed and updated on the developments of the recommendations.
<p>Recommendation 4 - Embedding services in neighbourhoods: Partners should embed access to existing service provision within neighbourhoods. This should include testing new ways of providing housing, employment, skills, money, social care and immigration support in local communities – including testing how support from established public & VCS providers can be made accessible in partnership with local community ‘anchor’ organisations rooted in each part of the borough.</p>	<p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Transition: Creating a clear road map to step-down emergency food bank provision and develop whole-neighbourhood offers that incorporate pantries, community kitchens and co-ops ▪ Neighbourhood services: Testing new service models that are embedded in community settings (including existing food offers) and that address the root causes of food insecurity, e.g. debt-, employment-, housing-support through wrap-around support.

<p>Recommendation 5 – Making the Most of Social Prescribing: Health partners should explore how social prescribing can become a central element of the community support alliance.</p>	<p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Neighbourhood connectivity: Testing new ways of working between health, council, voluntary and community sector organisations/groups and local residents to reduce fragmentation, duplication and improve cross-boundary collaboration to make better use of the skills, resources and energy in local communities. ▪ Grow a cohort that has real power to change: bring together residents, volunteers, service providers and decision-makers in a cohort that has the real potential to develop innovative models of support
<p>Recommendation 6 – Building effective referral systems: The council, VCS and health partners should develop and embed a social support referral system– building on the success of the work Community Southwark have been leading using the Airtable platform.</p>	<p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Neighbourhood connectivity: Testing new ways of working between health, council, voluntary and community sector organisations/groups and local residents to reduce fragmentation, duplication and improve cross-boundary collaboration to make better use of the skills, resources and energy in local communities. ▪ Interoperability: Developing the capacity to share data, intelligence and referrals more easily by focussing on interoperability of systems, rather than a single database solution.
<p>Recommendation 7 – Encouraging and Supporting Volunteering: The review recognised the significant role that volunteers have played in supporting vulnerable people in the borough. The review group recommends that Community Southwark should work with partners to find ways to celebrate and support volunteering.</p>	<p>New Volunteering Strategy under development with the Volunteering Strategy partnership including the council and community Southwark. Activity to date has included completing surveys of organisations that work with volunteers, volunteers and residents and a series of workshops to inform the strategy. The strategy is on the council’s forward plan for October 2022.</p> <p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Volunteers: Developing a new online portal for volunteering, building on the refresh of the volunteering strategy. ▪ Culture and Workforce development: Building cross-sector teams that develop shared understanding and efficiency by working together on shared tasks and with common purpose. While upskilling workforces and volunteers to provide a more holistic approach. ▪ Community Southwark - how can this be incorporated in to the volunteer strategy???
<p>Recommendation 8 – Aligning plans for emergency food provision: Partners should work with the Southwark Food Action Alliance to develop a stronger common approach to emergency food provision, including establishing aligned criteria/thresholds, ways of avoiding duplication</p>	<ul style="list-style-type: none"> ▪ This recommendation was achieved in the October 2021 ▪ All Food hubs serving the Community Hub were consulted. ▪ A pathway and a criteria had a shared understanding across all and is endorsed by SFAA and shared on their website. ▪ There is also guidance on the SFAA website to anyone within the community that is considering setting up a Food Hub: https://www.southwarkfoodactionalliance.co.uk/general-resources

<p>of service to individual people and shared relationships with food suppliers.</p>	
<p>Recommendation 9 - Developing a common long-term approach to tackling food insecurity: Partners should scale up community run low cost food projects - working through the Southwark Food Action Alliance to develop options for affordable food provision that support people’s dignity and independence (including community supermarkets, pantries etc.), linked to the review of the food security plan.</p>	<ul style="list-style-type: none"> ▪ This work is integrated with Public Health’s work on Food Insecurity. ▪ A proposal has been written on how to best use the Food Security funding. Food Hubs will be consulted on this in July. ▪ As part of this, is creating additional Food security roles, providing a Fridge / Freezer grant and a wider grants programme ▪ Also there are a number of Food neighbourhood projects now taking place to better understand the needs of the local of population ▪ As part of the SFAA – Action plan the 5 basket groups have all been set up and met a number of times between November 2020 and June 2021.
<p>Recommendation 10 – Understanding Southwark’s hidden populations: Research should be undertaken to better understand Southwark’s population who do not have full recourse to public funds – to identify the scale of the population and the issues they face. Working with the VCS groups that are currently supporting large number of people in this situation to undertake the research.</p>	<ul style="list-style-type: none"> ▪ Research to be commissioned in 2021
<p>Recommendation 11 – Tackling Digital Exclusion: There is an urgent need to prioritise connecting digitally excluded people, including identifying how access to devices and data can be improved for people who cannot currently afford them and strengthening digital skills.</p>	<ul style="list-style-type: none"> ▪ In progress through Southwark Essential Digital Skills Strategy delivery ▪ Digital directories – LBS Southwark Council <p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ User journeys: Mapping of service user journey’s based on current pathways, and as we begin to test new models, in line with the overarching vision and strategic objectives. ▪ Interoperability: Developing the capacity to share data, intelligence and referrals more easily by focussing on interoperability of systems, rather than a single database solution. ▪ Utilising the Libraries – strategy
<p>Recommendation 12 – Supporting grassroots organisations: Community Southwark should review how capacity building support in the borough can best support the development of Southwark social/ community support alliance together with development/implementation of a formal</p>	<p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Neighbourhood front-doors: Developing social infrastructure in neighbourhoods that provide opportunities for residents to connect and routes into available services, incl. building on the “Walworth Living Room” model and applying this to the local context ▪ Neighbourhood connectivity: Testing new ways of working between health, council, voluntary and community sector organisations/groups and local residents to reduce

<p>partnership model of delivery with Voluntary and Community Sector organisations.</p>	<p>fragmentation, duplication and improve cross-boundary collaboration to make better use of the skills, resources and energy in local communities.</p> <ul style="list-style-type: none"> ▪ Sustainability: Developing longer-term financing plans for neighbourhood models, incl. building on community wealth-building principles to develop new social enterprise models and local procurement options
<p>Recommendation 13 – Leveraging existing funds: Funders in Southwark and beyond should consider how they can best use their existing resources to support the delivery of these recommendations.</p>	<p><i>Test and learn project:</i> Further discussions to be had around the following areas:</p> <ul style="list-style-type: none"> ▪ GLA – Pembroke ▪ Food incubator project ▪ Southwark funders - update ▪ Developers
<p>Recommendation 14 – Tackling inequalities: The review group heard evidence on the significant disproportionate impact on some communities. The review therefore recommends that all partners should:</p> <ul style="list-style-type: none"> o Undertake joint work to understand those who were and remain worst affected by Covid-19, for example BAME groups. o Improve the way they collect, use and act on data moving forward, covering all equalities groups. 	<p><i>Test and learn project:</i></p> <ul style="list-style-type: none"> ▪ Link in to the STT strategy and recommendations ▪ 1-2-1 and group engagement of those on the emergency lists – building intelligence and developing transition plans ▪ Pilots of pantry and food co-op models in operation ▪ Pilots of advice in community-settings at Aylesbury Kitchen (later to move to WLR) ▪ Town centre venue identified and secured for The Front Room ▪ Capital programme finalised for new Neighbourhood Hub at the WLR (including co-location of health, council and VCS services) ▪ Refurbished WLR opens – with co-location of services and personnel
<p>Recommendation 15 – Principles for working together: The partnership Should adopt principles</p>	<p>Principles agreed</p> <p>To be tested through Test and learn project:</p> <ul style="list-style-type: none"> ▪ Underpins the Coordination group and the Test and Learn pilot project
<p>Recommendation 16 – Principles for providing support: The partnership should adopt the following principles for providing support moving forward:</p>	<p>Principles agreed</p> <p>To be tested through Test and learn project:</p> <ul style="list-style-type: none"> ▪ Underpins the Coordination group and the Test and Learn pilot project

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