

# North Kensington Multi Agency Forum

Tuesday 19<sup>th</sup> December 2017

Learning Space, Museum of Brands, 111-117 Lancaster Road, W11 1QT

## Minutes

### Present

Name	Role/ organisation	Initials
Victoria Stark	Patient representative, lay member of Governing Body, chair	VS
Robyn Doran	Chief Operating Officer, Central and North West London NHS Trust	RD
Sheila Durr	Director of Communities and People, Royal Borough of Kensington and Chelsea	SD
Mary Fortheringham	Kensington and Chelsea Mind (Healing Minds (Consortia))	MF
Michael Ashe	Volunteer Centre Kensington and Chelsea	MA
Nafsika Thalassis	BME Health Forum	NT
Carrie Hirst	Community Champions	CH
Mona Hayat	Director for North Kensington Recovery Programme, WLCCG	MH
Anthony Graham	Working with Men	AG
Ryan Price	Epic CIC	RP
Sarah Cahn	Insight Young Peoples Drugs & Alcohol service	SC
Malcolm Phillips	Hestia	MP
Angela Spence	Kensington and Chelsea Social Council	AS
Filsan Ali	Midaye	FA

### In attendance

Name	Role/ organisation	Initials
Jason Strelitz	Public Health, Westminster City Council	JS
Samia Badani	Bradley House Residents Association	SB
Alison Kirk	North Kensington Engagement Lead, WLCCG	AK

### Apologies

No apologies were received for the meeting

Item	Action
<p><b>1</b></p> <p><b>Introduction</b></p>	
<p>1.1</p> <p><b>Welcome and Introductions</b></p> <p>The Chair welcomed members and attendees to the meeting.</p> <p>Each member then introduced themselves, their organisations and provided a summary of the work that they have been involved with in response to the Grenfell tragedy.</p>	
<p><b>2</b></p> <p><b>Aims and purpose of the Forum</b></p> <p>MH set out the context to the establishment of the Forum along with the CCG’s aims and purpose of the Forum:</p> <p><u>Context</u></p> <p>Over the last six months since the fire there have been a range of different groups and forums that have been set up across North Kensington. Evidence tells us that the establishment of groups and forums in response to disasters is natural.</p> <p>There have been lots of good ideas – some viable – some not.</p> <p>A Grenfell Away Day was held on 27<sup>th</sup> October. The event involved CCG and NHS colleagues coming together to discuss a proposal of service delivery for the future of North Kensington recovery. Established and respected voluntary and community sector organisations who are delivering key support to those members of the community affected by the fire were invited to the event to help shape and influence the embryonic model and provide a role as critical friend in the context of those organisations working at grassroots level. At this event it was agreed that a multi-agency forum be established to support and input into the on-going design of service delivery.</p> <p>Expressions of interest were sent out to a range of established voluntary and community sector organisations asking them to come together with the CCG, RBKC and CNWL to form an equitable partnership to support new and emerging community groups and forums</p> <p><u>Aims and Purpose of the Forum</u></p> <p>The aims of the Forum are for it to be:</p> <ul style="list-style-type: none"> <li>• Focused</li> <li>• Proactive</li> <li>• Sustainable</li> <li>• Agile</li> </ul> <p>It will be important for the Forum to have connectivity with local communities it represents. To act as a conduit for messages in and out to communities and to raise the</p>	

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<p>profile of NHS and voluntary and community sector services.</p> <p>The Forum will not act as a funding forum, but will, support new and emerging groups through the provision of advice, expertise and skills. The Forum will make key decisions and recommendations to commissioners and funders to enable them to be commission and fund dynamic services that are able to get things done.</p> <p>Forum will run alongside the New Model of Care multi agency group which has its first meeting on 20<sup>th</sup> December 2017 and will involve West London CCG, GP's, Royal Borough of Kensington and Chelsea, Central and North West London NHS Trust, Public Health and the Metropolitan Police.</p> <p>Discussion points and questions:</p> <p>RD asked can you provide an example of an outcome from the Forum?, MA responded with the scenario 'a group of people want to present an idea for a service who don't have the relevant background or experience in setting up a service/group. The Forum would receive the idea and provide support and advice through their skills and experience. An additional added value could be that via the Forum groups come together to join up to address gaps, meeting the needs to deliver the best possible health service to local communities and informing good practice moving forward.</p> <p>SB asked how will the Forum ensure that they are representative of local communities? A discussion took place where it was agreed that the aim of the Forum is to be as representative as possible however, it is acknowledged that it will not be able to fully represent every community. It was suggested that rather than aspiring to be as representative as possible the Forum may want to aspire to be as responsive as possible.</p>	
<p><b>3</b></p> <p><b>Terms of Reference</b></p> <p>Members were asked to review the draft terms of reference prior to the meeting. AK invited members to provide comments and amendments for consideration and inclusion into the final version.</p> <p>The following comments and suggestions were received at the meeting:</p> <ul style="list-style-type: none"> <li>• Amendment - Under membership, bullet five to read Voluntary and Community Service Organisations and Groups</li> <li>• Comment – important that the Forum aims to be as representative of local communities as possible and that members are able to represent the communities they serve.</li> <li>• Amendment – under purpose to include a further bullet - The Forum, through its members, will harness and foster the expertise across and within the communities of North Kensington</li> </ul> <p>A deadline for final comments and suggestions of 8<sup>th</sup> January 2018 was agreed. Any further comments to be sent directly to AK.</p>	

Item	Action
	<p><b>Action: AK to send out the draft terms of reference to all members for final comments. Comments to be sent in by 8<sup>th</sup> January 2018</b></p> <p>Once all comments have been received a final version of the Terms of Reference will be produced for agreement and sign off.</p>
4	<p><b>Current provision of voluntary and community services within North Kensington</b></p>
	<p>Each member was asked to provide a reflection on how they felt current service provision in North Kensington was working:</p> <p>RD – CNWL are proving an outreach service buy not everyone wants to talk – people want alternative therapies including massage, relaxation etc. there needs to be a balance as wellbeing is important. Co-ordinating at present.</p> <p>MP – exercise has been popular with lots of take up of exercise classes.</p> <p>MA – there is now a requirement to do things differently to how we have done them before. Need to stop doing those things that don't work and concentrate on the things that do.</p> <p>CH – Food and drink drop in sessions and events have been really popular. Informal events where people can get something to eat and also access health information and advice.</p> <p>MF – There are a number of service users within mental health, who were accessing services prior to the fire, but who now feel that they are not worthy in terms of requiring support. This has been badged 'Grenfell Guilt'. We do need to think about our business as usual needs as these need to be balanced with delivery of support for Grenfell – need to look at both and not in isolation.</p> <p>Impact by association – trust of the community not able to make sense of what is available and readiness to receive services</p> <p>FA – The service has been led by the community. Coffee mornings/evenings, first aid courses for both children and adults; food hygiene with more uptake from men who are looking to develop their skills. Also been approached to provide grammar and language classes which we have not been asked to provide previously. It is an on-going process of testing and trying what the community want and responding in an agile way. Organisations and groups are also starting to come together to see how they can work together to meet the evolving needs of the community. The demand for 121 support has increased.</p> <p>It was suggested that in terms of future commissioning an approach of wellbeing outcome measures may provide the flexibility for organisations and groups to be agile and respond to the needs of the community as it changes, a new approach is required for both commissioners and funders.</p> <p>Empowering services are needed to enable the community to move towards</p>

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<p>empowerment, a change in language and approach is required.</p> <p>There was acknowledgement that communities in North Kensington have been struggling for years in terms of poverty and health inequalities. The priority for families immediately after the fire was for food, however now six months on, communities now want to develop their skills to feed them themselves.</p> <p>AG – Focus needs to reflect what the needs were pre-fire as these needs have not gone away but have been further impacted as a result of the fire.</p> <p>SC – Biggest cohort of those affected come from those who have an undiagnosed learning disability. Young people with a learning disability are often overlooked and are further impacted due to the inability of schools to identify and diagnose those with a learning disability.</p> <p>MA asked the members ‘how well are we supporting children and young people?’. This discussion that followed identified the following key issues:</p> <p>A lot of children are pushed back due to the ability of schools diagnosing or identifying issues. It was also reported that in some communities parents do not understand or know how to manage their children who have additional needs. Anxiety in children is also common problem which along those issues already identified is further impacted by their parents understanding and stigma in relation to their child being referred to any service and the fear and mistrust that a referral will result in an intervention from Social Services.</p> <p>Some members felt that schools were overwhelmed with the amount of offers of support and need to have a longer term view of what support is available. All services need to look at how they work with schools in terms of support and to also think about providing support for the whole family and working with parents. There is a large part for the voluntary and community sector to play in providing services and support to schools.</p> <p>It was reported that some schools are sending children home as they are too traumatised to attend school.</p> <p>Quality assurance of existing services is mixed, this needs addressing.</p> <p>Families beyond those who are directly affected by the fire, the bereaved/survivors, need support, in particularly those children who attend school within the area but may live outside of the area.</p> <p>Young people (16 plus) have been traumatised by the fire but there are examples of where young people are starting to develop their own resilience, for example through online platforms. It was suggested that we start to look to those young people to explore how they could support others via a peer to peer approach. Providing support to establish trusted networks via social media, but alongside this services need to be less rigid and more approachable to young people.</p> <p>SD suggested that there are opportunities to join services up more through the detached</p>	

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	<p>youth workers.</p> <p>AG added that Working with Men are involved in a programme to develop peer researchers with young people, similar to the programme undertaken in Westminster. The programme will use peer to peer approaches with young people to undertake needs assessment.</p> <p>MP reported that Hestia are finding through their work with young people that they are angry with connections across voluntary and community sector organisations and there needs to be a different approach to how services are commissioned if this is to be addressed.</p>
<b>6</b>	<b>Any other business</b> None
<b>7</b>	<b>Next Steps</b> Finalise terms of reference for next meeting. The next meeting will focus on pulling together a work plan for the Forum which will include children and young people. <b>Action: All members to submit their expression of interest forms to AK by 8<sup>th</sup> January 2018</b>
<b>8</b>	<b>Time and date of next meeting</b> 22 <sup>nd</sup> January 2018, 4.00pm – 6.00pm, Museum of Brands