



*Working Together for Whalley Range*

**Connecting**

**Chorlton, Fallowfield & Whalley Range**

**Promoting Cross Sector Neighbourhood Working**

**Report**

**February 2019**



## Summary

This report provides a record of the Connecting Chorlton, Fallowfield and Whalley Range event in November 2018. The gathering encouraged networking and collaboration between a wide range of statutory and voluntary organisations concerned with promoting health and well-being in its broadest sense, across three wards, in the new Chorlton, Fallowfield and Whalley Range neighbourhood. This initiative was started by the Whalley Range Community Forum.

The event was organised by a small steering group of local activists and workers who were keen to support the development of the new 'neighbourhoods' introduced to promote Health and Social Care and the wider 'Our Manchester' agenda throughout the city. We also wanted to pilot a model of community-led approach to this development, in the hope, if successful, that such community led approaches may be adopted in other areas of Manchester.

The half day event was held at Manley Park Methodist Church/JNR8 community centre. 67 people attended, with people coming from each ward, and from a wide variety of backgrounds: 51% from voluntary, community, faith and social enterprise groups, 28% from the NHS and 15% from the Local Authority.

This report gives an insight into the planning process before the event, information on the programme for the event, who attended, and the outcomes of the discussions and what happened next along with a brief overview of our learning from our experience.

The energy and enthusiasm generated by the event has generated lots of new connections and activity, including a social prescribing forum, a regular networking lunch, and plans for a more local event in Chorlton.

Members of the original steering group were:

Carol Packham	local resident
Tim Greenaway	GP, Neighbourhood Lead
Carlos Tait	Buzz
Laura Cassidy	Buzz
Liz Jayne	local resident, facilitated event and wrote this report.

For more information about the event itself and the process we used contact:

- Carol Packham, Whalley Range Community Forum: [carol.packham96@gmail.com](mailto:carol.packham96@gmail.com)
- Liz Jayne: [Liz@ejayne.uk](mailto:Liz@ejayne.uk)

For more information about what happened next contact:

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# 1. Introduction

'Connecting Chorlton Fallowfield and Whalley Range was set up by a group of local activists and workers who were keen to promote a community led approach to strengthen links between organisations in the new Chorlton Fallowfield and Whalley Range neighbourhood. This 'neighbourhood' was created as part of the 'Our Manchester' <sup>1</sup> initiative, which includes the neighbourhood approach to Health and Social Care developed by Manchester National Health Service (NHS) Local Care Organisation (MLCO) <sup>2</sup> and is in line with the Neighbourhood Partnership approach.

We were committed to taking an asset based and community development approach as we felt this would help us maximise involvement of local groups and activists and provide a model for health and social care workers who are increasingly expected to work in this way.

The Whalley Range Community Forum successfully applied for a 'Spirit Of Manchester' grant for £500 to support this work. In addition Buzz (Manchester Health and Wellbeing Service) agreed to pay for the lunches, the church reduced the hire charges considerably and we put in roughly 42 hours as volunteers.



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<sup>1</sup> Our Manchester - for more information about see: Our Manchester website:

<https://www.spacehive.com/movement/ourmanchester>

Our Manchester strategy:

[https://www.manchester.gov.uk/downloads/download/6426/the\\_manchester\\_strategy](https://www.manchester.gov.uk/downloads/download/6426/the_manchester_strategy)

<sup>2</sup> Manchester Local Care Organisation: for more information see

<https://www.manchesterlco.org>

We held a planning meeting for key people from Voluntary, Community and Social Enterprise groups (VCSE), NHS, and Local Authority from each ward to explore interest in holding a larger event and introduce people to an appreciative inquiry approach. 17 people attended including 5 from local VCSE groups, 2 local councillors, 3 from the NHS including a GP, and 2 local authority neighbourhood officers. Lunch was available before the meeting.

There was a high level of enthusiasm for the need to strengthen collaboration between the various organisations in the new neighbourhood. We had a significant discussion about whether events should be held in each ward first or across the whole neighbourhood. It was finally agreed to start off with an event cross-neighbourhood with the hope that this might generate support for follow up events in each ward.

Everyone agreed to encourage the people they knew to attend. The neighbourhood Buzz worker also used her extensive contacts across the neighbourhood to promote the event. 'Connecting Chorlton Fallowfield and Whalley Range' took place 7 weeks later. The event ran from 9.15 to 12.30 followed by lunch. It was held in Manley Park Methodist Church/JNR8 community centre, Manchester.

## 2. Our Asset Based Approach

We were keen to take an asset based approach to organising this event. Asset based approaches have 5 common principles:

- Building on existing assets/strengths in an individual or community
- Focusing on the importance of building strong relationships
- Local people and communities taking the lead
- Having a distinct focus on local neighbourhoods, and communities
- Promoting social justice, equality and inclusion

We used two particular approaches to structure the programme:

Appreciative Inquiry: a collaborative and participative approach to change. It identifies what are the 'life-giving' forces that exist in a community or organisation and encourages people to build on these strengths, and develop a vision and strategies to build the kinds of lives, communities, organisations and world that they want to live in. For more information about Appreciative Inquiry see: <https://appreciativeinquiry.champlain.edu/learn/appreciative-inquiry-introduction/>

Open Space Technology: A way of enabling all kinds of people, in any kind of community or organisation, to create inspired meetings and events.

Developing from the theory of self-organising, it provides a framework for people to create and manage their own agenda with parallel groups working on different topics around a broad central theme. For more information about Open Space Technology see: <https://openspaceworld.org/wp2/>

### 3. Programme for the event

#### i. Welcome and Introduction

- Introduction from GP Neighbourhood Lead and facilitator

#### ii. Community Speed Dating

- Quick fire conversations on different topics related to the neighbourhood to enable participants to make contact with new people

#### iii. Sharing examples of successful collaboration and ideas to strengthen in the future

- Pairs interviews
- Sharing stories and ideas in small groups

#### iv. Break

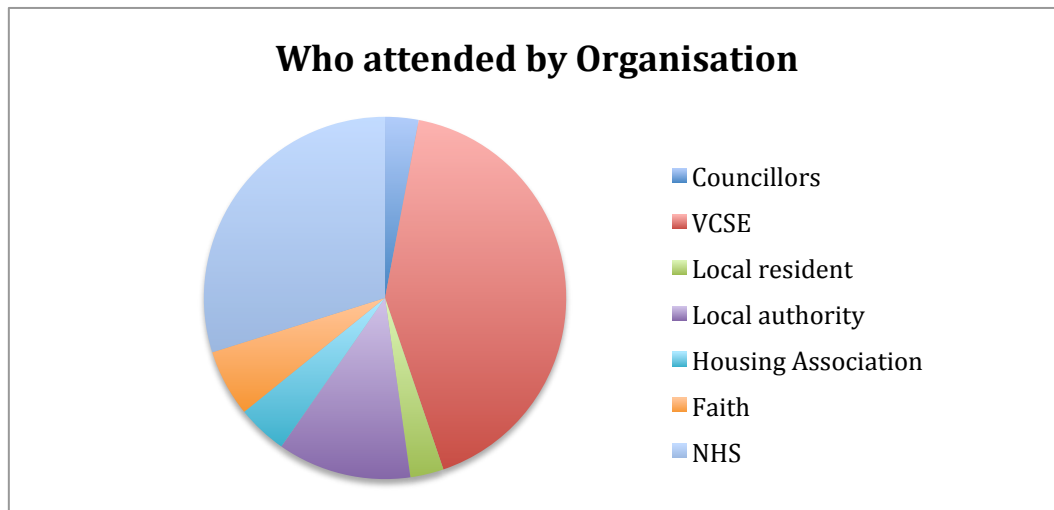
#### v. Open Space on how to turn ideas into action

- Participants identified ideas they wanted to work on
- Self-organised groups discussed these ideas
- Each group feedback their ideas and recommendations

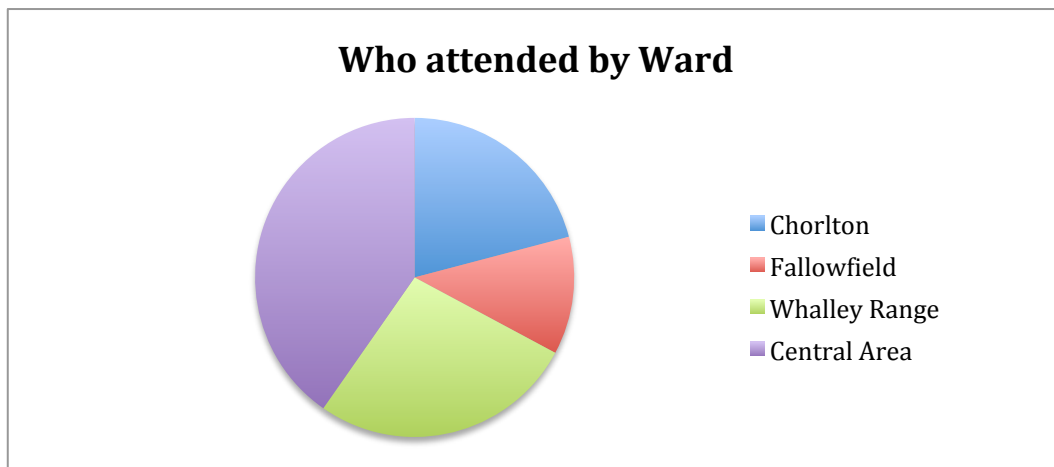


## 4. Who Attended

67 People came to the event from a wide range of organisations



This included representatives from community groups in each ward, Health Visitors, Active Case Managers, GPs, Practice managers, Social Workers, Wellbeing Advisors, Neighbourhood Officers, Housing Association staff.



## 5. Keys to success of our existing connections

Everyone split into pairs and was asked to interview each other about a particularly successful connection they had had with another person or organisation, one which helped improve health and wellbeing in the area, and their ideas for strengthening connections in future. Each pair then joined two other pairs. They shared their stories and identified common themes. Up to 5 themes were then written on stars.

This graphic shows the keys to success that were written on the stars.



More detailed information about what was written on the stars is given below. The most common keys to success with 4 stars were:

- Information sharing
- Good partnership working/Different teams coming together

Keys to success with 3 stars were:

- Social Isolation/Social connections/ Getting out – meeting others active in community
- “Mushrooming” – Investing in the community to grow and develop/ More resources (funding) for smaller community services/ Community specific approaches

Keys to success with 2 stars were:

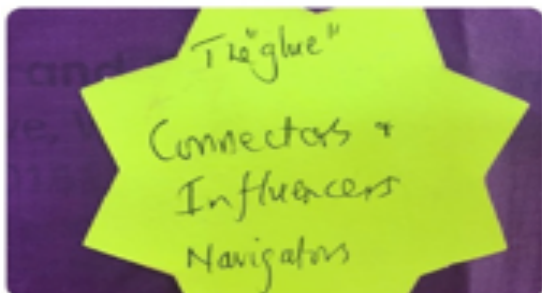
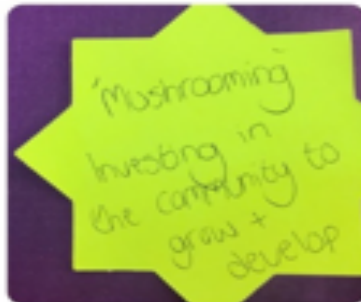
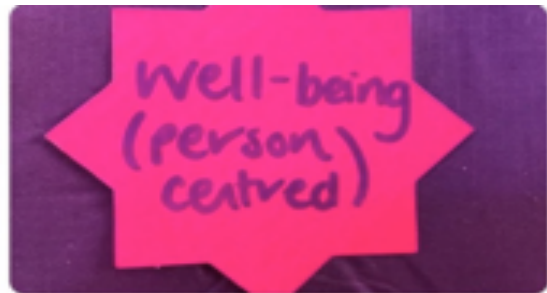
- Recognising what others do – “CELEBRATING EACH OTHER”/There is a lot of good stuff going on
- Communicating and listening/Listen to the citizens
- Face to face contact between NHS, Council officers etc and community groups/ Empathic human connections “face to face”

One star was produced for each of the following

- Opportunity to network
- Taking pride in your service
- Build personal trust and relationship
- Interpreting
- More time needed

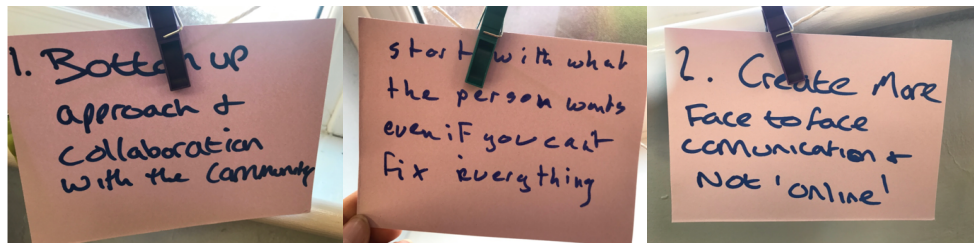


- Acceptance WELCOMING empathy caring
- Well-being (person centred)
- FALLS TEAM – Signposting for patients with unmet needs
- Riverside lounge activity – making lounges available to community
- Proximity, PLACE, ‘space ‘, ‘our’ park, ‘my’ neighbours
- Age disconnect
- Pilot care plan service. Improving management of long term conditions
- Shared understanding
- The “glue”, connectors and influencers, navigators
- Sustainability- support from statutory services “Buy in”
- Less Hierarchy
- Addiction
- Health Inequality
- Being Proactive
- Engaging others
- Helping others
- Common cause
- Physical and mental health promotion



## 6. Ideas for improving connections in the future

The groups also shared their wishes for strengthening connections in the future and put them on a washing line.



The ideas on the washing line were:

### Directory/Data base

- Directory of services – Kept up to date voluntary organisations, GP, community
- Awareness of a directory
- Support to maintain an up to date directory of local community assets and activities
- Shared database of local resources / services
- An information hub with local connections
- Central point of access to information and advice on setting up, practicalities, legal issues, governance etc
- Give everyone access to all their records and the directory of services

### Connections/Networking

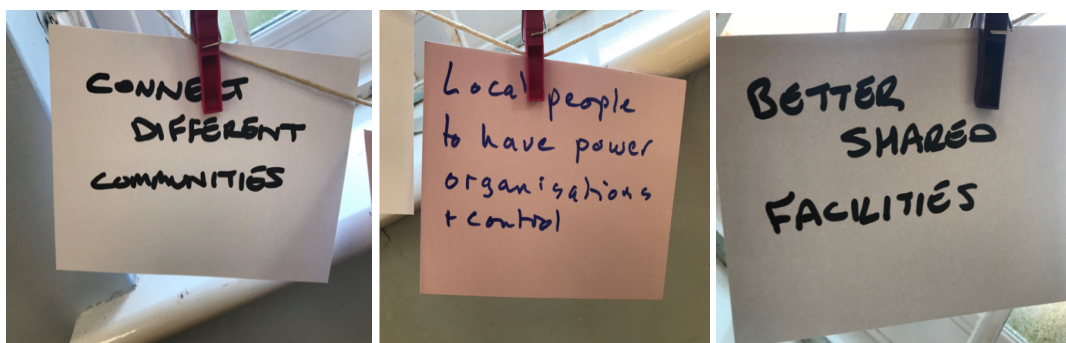
- Keeping in contact with other agencies
- Create more face to face communication and not online
- Connect different communities
- Continued opportunities for networking to maintain links
- Follow up to events like this

### Person/Community led approach

- Start with what the person wants even if you can't fix everything
- Bottom up approach and collaboration with the community
- Listening to and respecting local people and communities
- Local people to have power, organisations and control
- Giving resources to community and voluntary sector

## Other ideas

- Improve transport links particularly East – West across our geography. Bus routes. Other transport options
- Self care social prescribing and community hub
- Better shared facilities
- Freedom to act
- If an individual is connected to 4/5 services how can they make each other aware? No care pathways. If all services could let GP surgeries know who they're working with. Could we all be on a collaborative system?
- Accessibility of referral routes across services (without having to involve GP), eg. Pharmacy referral to PARS or alcohol recovery service
- Make better use and provide better activities in residential accommodation lounges



## 7. Turning ideas into action

Everyone sat in a circle and thought about particular ideas that they'd like to explore further. 9 people came forward with topics to discuss:

- i. The best way to maintain/develop a network
- ii. Age Friendly, Active ageing
- iii. Organising a Chorlton specific event with residents
- iv. Self Care and Social Prescribing Forum
- v. Housing Needs in Area
- vi. Sharing Local Info / Local Directories for Each Ward
- vii. Person Centred Conversations
- viii. Food and Community
- ix. Online Connections

Everyone then went to discuss the topics that interested them. Each group produced a flipchart recording their discussion and recommendations for action. The flip charts (anonymised) and their contents are shown below.

## i. Best Ways to maintain / develop a network?

### Discussion Points

- Face to face / multiple solutions
- 1 – Open ended and informal – eg. Lunch / supper club
- 2 – Focused / thematic – eg self care forum, geographical / sub neighbourhood
- 3 – ‘Formal’ – annual planning event
- Q. How to collate into a holistic view

### Actions / Recommendations

- To maintain a network please do not rely on the web and IT. Older people do not do it, they need one to one (peer group) communications who can tell them how to access the network

## ii. Age Friendly Active Ageing

### Discussion Points

- What is Age Friendly – older people ageing actively
- Alexandra Park – facilities for everyone, benches / toilets, café
- Activities in the park – cycling etc
- Older residents are consulted for what their needs are
- Benches (12) around the streets
- Bee-lines to encourage older residents to walk
- Older men’s group (meeting every Friday)

### Actions / Recommendations

- GPs / Health Officials to be Age Friendly
- A Kite Mark – to guide people to Age Friendly facilities eg toilets / cup of tea
- Age Friendly stickers
- Trafalgar Court as a place to meet

## iii. Organise a Chorlton specific event with residents

### Groups/Organisations in Chorlton

- St Clements Lunch Club 2<sup>nd</sup> Weds of every month 12.15. School cooks meal, open to anyone
- Be Well – Big Life
- Fellowship (Old Mothers Union)
- Chorlton Nutty Knitters Friday afternoon – Arden Court
- Mrc Rd – Tues 1 x month
- Men in Sheds – Facebook S.Mcr
- Men in Sheds St Johns – Tues and Weds 11 – 3pm
- Dementia Together – Chorlton Central
- DEEP – Fabulous Forgetful Friends FFF 4<sup>th</sup> Tuesday monthly 11/15am
- Carers group / drop in 7pm Tuesday x 3 month (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>)
- Age Friendly Whalley Range and Chorlton
- Chorlton Refugee Aid (Care UK)
- Chorlton Good Neighbours
- Reach Out
- The Edge
- Chorlton Health Centre
- Longford Centre

- Barlow Moor – Chorlton Park
- Community Revival, training provider
- Church / Faith groups
- Sewing in library
- Lloyds Knitters
- Chorlton Voice – Civic Society
- Friends of Beech Road Park
- Friends of Chorlton Meadow
- Open Up Magazine
- Library
- Residents Association x 2
- Traders – Chorlton and Beech Road
- Stitched Up
- Unicorn
- Online directory – Chorlton Civic
- Map – Chorlton Traders
- Letting people know what to do
- Connecting Chorlton Vision for 2020?

#### **Actions / Recommendations –**

- Open neighbourhood meetings
- Event – Oswald Road host – platform
- Directory
- Showcase what exists
- Say what is missing / gaps and wishes

### **iv. Self Care and Social Prescribing Forum**

#### **Discussion Points**

- Awareness of services in community – service mapping. Neighbourhood profile.
- Same aim and vision
- Mechanisms to support all people in community
- Utilising resources
- Regional / area collaboration to support people on borders (Neighbourhoods)

#### **Actions / Recommendations**

- Contacts for Self Care forum
- Arrange meeting on a regular basis

### **v. Housing Needs in Area**

#### **Discussion Points**

- Existing Housing Associations are not able to offer extra care so the community needs more resources to support ill people to live in the community
- Discharges are a big issue of poor communication

#### **Action / Recommendations**

- More sheltered housing must be built to really meet older people's needs after hospital – younger people need it too.
- Focus on hospital discharges

## vi. Sharing Local Info / Local Directories for Each Ward

### Discussion Points

- Need a paid person to maintain
- Online, paper, radio – use all
- Involve local libraries
- Use staff eg. District nurses to get word out
- Simple portal with links to all local organisations
- Community champions
- App

### Actions/ Recommendations

- Funding bid to pilot something
- Survey to find best platform for local organisations / residents like HOOP
- 

## vii. Person Centred Conversations

### Discussion Points

- Open ended questions – facilitate, clarify
- Pick up on cues
- Help people organise thoughts and actions
- Be Well – social prescribing service wants to be person centred. Use motivational interviewing
- Should be central to all interactions we have with everyone
- Woodlawn – Be Well – Ashville collaboration
- Buurtzorg model – explore model. Dutch model of neighbourhood care

## viii. Food and Community

### Discussion Points

- Contact list
- 1 or 3 areas
- Where?
- Who for?
- Kitchen Projects
- Venues
- Advertising
- £££

### Actions / Recommendations

- Individual matching
- Existing lunch clubs – online directory
- Start with a coffee morning
- Use surgeries to invite people
- Trafalgar Court as a place to meet with kitchen

## ix. Online Connections

### Discussion Points

- Ongoing communication and development
- Need people to set up initial accounts / group on FB / Twitter / Instagram
- Link this area with creating a directory and maintaining this network

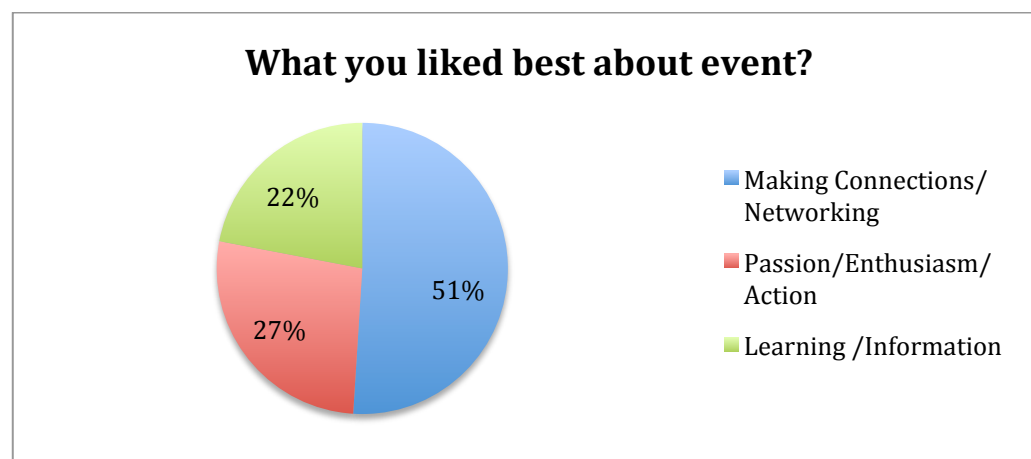
## Action / Recommendations

- Use email distribution list to let people know
- Start where we are and grow
- Who is responsible for this?
- Look up and tap into Facebook, eg. That already exist for each area – no point replicating work!

## 8. Feedback

At the end of the event everyone was asked to fill in two post-it notes. The feedback is produced below.

### 1. What you liked best about the event?



#### Making Connections/Networking

- Networking very useful
- Networking, meeting new people and making links with organisations
- Making contacts
- Making connections and getting to know people / organisations better
- Great meeting people and making connections
- These events are important for linking people and services together
- Connecting with services and local activists
- Need connected to those in the group
- Making connections – getting to know others. Thank you! ☺
- Making connections with other local groups
- New connections and information about the area (as I'm fairly new in post!)
- Meeting new people
- Networking – especially regarding the social prescribing forum
- Putting names to faces, finding out about new services
- Making new connections with other people
- Networking and new contacts and links made – very useful
- Meeting others in the community and recognising themes
- Most useful is networking – health staff very open to new ways of working

- The wide audience in attendance and networking. Really fantastic event to make connections.
- Meeting people – putting names to faces
- The gathering of so many different people / organisations / projects
- Nice to network, make connections and awareness of services in area
- It's been worthwhile and helpful to have a space to come together

### Passion/Enthusiasm/Action

- To see so many people enthusiastic about working together and actions to come out of it.
- Seeing a genuine commitment by all to get joined up!
- Passion of staff / residents / people involved
- It's been great to see the wealth of experience – enthusiasm and care. People are full of ideas. All very enjoyable
- Getting a buzz hearing what good ideas and good energy people have and things they are doing
- It's really 'fired up' my enthusiasm for getting more involved and increasing access to our service (psychological therapies) in new and innovative ways
- Listening to so many good ideas
- Push to inspire action
- Plan for future health and social care in Chorlton, Whalley Range and Fallowfield
- Moving forward towards social and health care
- Looking forward to the social prescribing self care forum platform
- Positives - Connections, generating ideas and possibilities, person centred conversations group – felt got beyond usual

### Learning

- Joint information from community services
- Sharing information and getting information
- Finding out about more people working in areas and activities
- Good understanding of what others in area are doing
- Education
- Learning more about the 'Be Well' service – social prescribing and link to LCO
- An opportunity to talk about Age Friendly
- Notion of a social prescribing forum could be a / the way forward for developing a local 'bottom up' mechanism for analysing and agreeing on need, what to do about it and who will do it – using local assets where at all possible. Building up to controlling a budget.
- It has increased my awareness and understanding of some of the fantastic services that are out there.
- Met interesting people and realised the importance of communities working together and learn from each other



## 2. How could the event be better next time/Any Other Comments

### Format

- Introduce ourselves at the beginning of the day – to see where everyone was from
- More time for introducing the context at the beginning
- Put people in areas they represent
- To put those who attended into areas they represent – ie Chorlton, Fallowfield, Whalley Range
- Would help – having people who will be paid to support at neighbourhood level drop in on each group
- Run as a smaller table exercise
- Bit more time allocated so no need to rush
- Do better – “offers” Pledges – eg I pledge to help teach ‘person centred care’
- Would be good to call time in pairs to ensure equal times. Written instructions as well as oral to ensure all know what to do

### Venue

- Improvement – bigger space!
- A room with less (better) acoustics (couldn't hear people)
- How age friendly this was for people with hearing, impairment, mobility.
- If you would like people to hear please get everyone to speak into a microphone.
- Don't always meet in Whalley Range

### Content of event

- Maybe some idea of the agenda to give an opportunity to have a think
- Some more content on the city wide context and communication to continuity of this group / flow of information 2 way
- Access to services details at the start
- Information about collaboration / co-operation in this area. Powerpoint about this meeting

### Follow - up

- A further meeting to discuss any new initiatives / information. Break down into areas Chorlton / Whalley Range / Fallowfield
- This event must be the first of regular ‘coming together’s. Networking and face to face communication is invaluable for community cohesion. Trafalgar Court offers its lounge (communal) as a place for any group to meet (day or night) as it is under used. Look forward to seeing a local REGISTER.
- As Be Well service manager I would like one of these in each neighbourhood
- Need for more local ie one per area as some groups are too far away to help people if they are in the other areas
- Keep everyone in the loop about events within the community

### Other Comments

- Liked the use of the meeting style open access
- Great example of making best use of existing resources?
- Effective facilitation (thanks)

- The opening conversations were very helpful – more time
- Well organised
- Liked the ‘space’ style meeting network
- Format (circle / groups / notes) was good.
- Too much organisational jargon coming from some quarters. Plain English
- Families approach not really considered – your health development workers not sure if they are doing children
- Thought it was useful but it is going to be difficult to connect across such a large ‘neighbourhood’ Will there be more such events?

## 9. What next?

We definitely succeeded in bringing a large number of people together from a range of different organisations, which resulted in lots of new connections, strengthening existing relationships, greater awareness of groups and services in the neighbourhood, and some plans for the future. These included:

- A mailing list for all to use from those agreeing to join at the meeting or afterwards. This has been circulated with details of 69 people working/active in the neighbourhood.
- A group to plan a similar event in Chorlton, and the aim to have networking events in each of the three wards
- Self-Care and social prescribing group – first meeting took place in January and another is planned
- Lunch group has held its first meeting in February and has organised another in March.
- Seek funds so this networking work can be carried forward
- Produce a useable report of the event, to be disseminated widely so that people can be assisted to undertake similar processes

The enlarged steering group is keen to continue meeting to ensure that a community led approach to the development of our neighbourhood. For example, we has agreed to organise a similar cross neighbourhood event in a year, to provide an opportunity to share progress and plan future initiatives.

## 10. Our Learning

### Building on existing connections

- The importance of having good contacts already! The steering group had good contacts in Whalley Range and Chorlton but less in Fallowfield. The Buzz worker also had developed good relationships with a wide range of groups in the neighbourhood. The success of the event was significantly dependent on calling upon these existing contacts. We had less contacts in Fallowfield and this was reflected in where people came from.

### The venue

- Where the event was held also influenced who attended. As a community venue was well known to people in Whalley Range, and nearby for people from Chorlton, this was thought to influence who attended.
- The number of people who came to the event – the room was bursting! – was a real success but it also had its drawbacks in terms of meeting the needs of everyone who attended: due to the numbers it was challenging for people who had difficulties hearing, and some who had mobility issues

### Funding

- This event was run on a shoe string, and depended on significant volunteer time and contributions from the venue and Buzz, along with the Spirit of Manchester grant. We do not currently have any funding to take this work forward. Adequate funding needs to be available to support effective development of relationships between all sectors in the neighbourhood.



# Appendix

FREE COMMUNITY EVENT.... WITH FREE LUNCH....



## Connecting Fallowfield, Whalley Range & Chorlton

**Aim of the event:** Meet Others Working Locally to Strengthen Collaboration & Work Together Effectively to Improve Residents Health & Wellbeing

### When & Where:

Friday 30<sup>th</sup> November, 9.30am – 1pm

@ JNR8, 82 Cromwell Ave, Whalley Range, M16 0BG

*(Refreshments available from 9.15am, a delicious lunch will be provided at 12.30. Please try to stay for the whole event)*



### Who is it for?

- Do you work in this area, or are you involved with local community groups?
- Do you care about what happens locally and want to make a difference?
- Can you tell us what's good about the community & help us build on its strengths?

### What will happen?

This event has been organised by a partnership of local agencies and local people working together to explore what is great about Fallowfield, Whalley Range & Chorlton; and how we can build on this for the future. This is your opportunity to imagine a new future for the area.

Together we can identify & work on the key local issues that matter.



For further information or to book a place, email [laura.cassidy@gmmh.nhs.uk](mailto:laura.cassidy@gmmh.nhs.uk)