

# Islington Community Action Research Programme 2022/23

## Commissioning brief

### Contents

Project overview .....	2
Programme aims and objectives.....	2
Key priority areas .....	3
Reporting .....	4
Target communities .....	5
Timeframe.....	5
Budget .....	5
What we are looking for .....	6
Submitting a proposal.....	6
Supporting documents.....	7
Further information .....	7

## **Project overview**

The Islington Place-Based Partnership is committed to hearing and acting upon the voice of the local community. We are also committed to ensuring there is equitable access for all of the diverse Islington population. We recognise that certain communities face specific barriers to accessing traditional health services and will often seek support through their local community first. It's imperative that we are able to work with local communities and voluntary, community and social enterprise (VCSE) organisations to listen to local communities around their life experiences, what matters to them in terms of living 'well' and their experience of accessing care and services. We are committed to ensuring these experiences shape how we develop services, programmes and undertake strategic planning both in Islington and North Central London programmes.

A crucial part of working with our local communities are the relationships that have been built with the community and voluntary sector. We would like to continue to strengthen these relationships for the year ahead. Alongside this we recognise the skills and strengths which exist in local communities and through the grass roots organisations they work with. Often these strengths and connections provide invaluable support where statutory services, for whatever reason, have not been able to reach or support local people and communities. We wish to build on these skills and ensure that we contribute to investing in and building knowledge of the healthcare service within our local communities and grass roots VCSE organisations.

The Islington Place-Based Partnership would like to undertake open conversations with local communities, as well as some conversations around key priority areas. While undertaking the community research we wish to undertake an action research approach so that we work with local people to address some of the issues they raise.

We propose to work with a VCSE partnership formed of a lead organisation facilitating a group of grass roots VCSE organisations. We will work with this partnership to develop a research programme that is relevant to the local communities and can enable us to develop the Islington Place-Based Partnership.

We will provide training and support the development of peer training to the VCSE partnership on the local health and social care system. The training will focus on how to support local communities to both to access services and look after their own health and wellbeing.

## **Programme aims and objectives**

- Build a strong VCSE partnership, bringing together a lead facilitating organisation and grass roots organisations – equitably sharing funding and utilising the unique skills of each organisation to work with local communities, with the ability to be fluid
- Develop a simple training programme (i.e. workshop with some additional peer training / mentoring) to upskill the VCSE partnership's knowledge of Islington's health and care services.
- Identify suggestions, experiences and learning that can inform the development of Islington Place-Based Partnership programmes.
- Act upon the feedback and views of local communities to ensure services are planned and commissioned with local people to meet their needs.

For the VCSE partnership to conduct action and community research that:

- Collaborates with and amplifies the voices of local communities who experience high health inequalities and/or barriers to accessing services through targeted community participatory research delivered through the VCSE.
- Meets communities where they are, so they can raise issues which matter to them and set outcomes which are meaningful for their lives.
- Addresses identified issues as they arise through an action-research type approach, co-designing solutions with local communities and people, bringing the services and support they need to them.
  - Identifies unmet wellbeing needs for local communities.
  - Harnesses the strength of local communities and VCSE organisations.
- Raises the knowledge of local healthcare services across VCSE organisations and local communities.
- Is flexible if changes should arise.

Please note that the successful organisations can work with the Islington Place-Based Partnership and where appropriate invite statutory partners' staff to listen directly to local people and communities.

### **Key priority areas**

We are keen to explore with local people what matters to them, what does health and wellbeing mean for their lives and what are the ways they envisage for themselves, their families and communities creating lives which encompass “start well, live well and age well”.

In addition to these open conversations with local people we would like to explore the following areas in further detail as part of this programme. We expect the VCSE partnership to reflect the following themes and come together in a way that ensures appropriate expertise and access to the impacted community groups.

Working with the lead facilitating organisation and VCSE partnership, these priorities may still change slightly, as and when community research work is instigated and/or additional work is funded at a North Central London or London level on these areas of work and priorities.

#### Primary care

- Engagement with residents on the development of the Improved Access Local Incentive Scheme (LIS), specifically on topics relating to experience of making appointments in primary care
- Exploring how local people would like to engage with their GP practice (if they are currently registered with one) and how they would like to engage with their local Primary Care Network
- Sharing where local PPGs exist, letting local people know how to join and exploring if they are interested in these engagement networks.

#### Medicines management and pharmacy

- Engagement on schemes such as Self-Care Pharmacy First, the Community Pharmacist Consultation Service and the Medicines Reminder Devices service.
- Training sessions will be provided to VCSE partner organisations on the different pharmacy services available to help build understanding and raise awareness.

#### Long Covid

- Expanded engagement on long Covid with specific communities that experience the greatest health inequalities

### Mental health

- Engagement with all residents on accessing mental health support and services, including discussing how services can work to be more welcoming and inclusive.
  - With a special interest in the experience of LGBTQI+ residents and identifying if there are any barriers unique to this cohort

### Employment

- Engagement around residents' awareness and experience of employment services in the borough, access to these services and employment opportunities generally.

### **Reporting**

The lead facilitating organisation needs to support the collation of, and provide records and reporting on:

- Number of people spoken to
- Demographics of people spoken to and population segments, if possible
- Patient and/or client experience surveys, where appropriate
- Qualitative thematic analysis and theming responses
- Scope and extent of training delivered to VCSE organisations, in conjunction with the Islington Place-Based Partnership
- Actionable recommendations.

This should also feature the ways in which communities have been supported, including but not limited to:

- Providing communities with information on how to access health service (signposting)
- Supporting communities to access health care (or other statutory services), where needed
- Assisting clients with more complex needs to find the right information or to access the right service
- Assisting communities to any type of wellbeing support
- Any other ways of how specific communities have been identified and supported around inequalities in reach, access, outcomes and experiences
- The impact of these community interventions.

### Additional measures

These can include:

- Case studies
- Number of appointments attended with clients
- Patient/client experience surveys, where appropriate.

### Quarterly meetings

Alongside the above reporting we will have quarterly meetings where we share the progress of the programme and set out current activity including:

- A summary of programme development
- Emerging or consolidating themes including community interventions as well as research themes.

### End of year report

- An end of year report should be submitted in April 2023 that sets out the above measurements and thematic analysis.
- We aim to reflect on and implement findings across the year, rather than waiting for the end of year report. In this way we can respond to research in-time and develop a two-way conversation between the VCSE partnership and local communities and statutory partners.

### Recommendations

- We will work with you to address the recommendations and how to share with local communities the way in which we have developed the Islington Place-Based partnership and our programmes.
- We will hold a discussion session/s with the VCSE partnership and Islington Place-Based Partnership leaders to discuss the findings of the project and ways the learning can be taken forward.
- We will work with the VCSE Partnership to address the recommendations in the final report and work together to communicate with local communities how the findings have influenced and directly developed the Islington Place-Based Partnership and programmes.

### **Target communities**

We would expect research to focus on communities that are most affected by health inequalities, which the successful VCSE partnership, as a whole, will have good expertise on.

We are also carrying out further mapping work around existing insights to inform the communities we work with, allowing us to identify any significant gaps in our community knowledge and relations.

### **Timeframe**

The lead facilitating organisation is asked to bid by Tuesday 14<sup>th</sup> June with the programme running from July 2022 – March 2023.

### **Budget**

The programme budget is £40,000 with the lead facilitating organisation receiving payment in full subject to financial checks.

The lead provider will be supported to work with the VCSE partnership to determine an equitable funding model. This must ensure that grass roots organisations are fairly resourced for their time and commitment to the programme and that resource is provided to grass roots organisations.

All project costs must be budgeted within the set amount of £40,000, this includes:

- Venue costs
- Staff time
- Catering costs
- Volunteering and other expenses
- Community researcher costs
- Evaluation costs.

## What we are looking for

We are looking for a VCSE partnership with:

- Experience in delivering community asset and mobilising projects and/or community development and innovation projects
- Experience of gathering, assessing and acting upon community-based insight and research
- Strong knowledge of the local community, and the current issues, that they work with
- Ability to 'hit the ground running' in terms of having an existing community infrastructure through which to deliver the project
- Experience of collaborative working with local community and/or other partners
- Experience of thorough and robust evaluation of projects (focus on community insight, development and innovation)
- The ability to evolve flexibly and fluidly – able to offer the opportunity to bring in new organisations if further funding becomes available

## Submitting a proposal

The lead facilitating organisation is asked to bid by Tuesday 14<sup>th</sup> June 2022, sending a proposal to:

Clare Driscoll, Head of Islington Borough Partnership Programme

- Email: [clare.driscoll1@nhs.net](mailto:clare.driscoll1@nhs.net)

Shortlisted applicants will be invited to attend an interview where they will be asked to provide a brief presentation on their proposal and to answer questions from a small panel.

The key areas to include in a proposal, and weightings, are:

Section	Components	Weighting
1	Information on previous experience of designing, delivering and evaluating similar projects and community work.  Word count: 1000 words	20%
2	A description of the different partners within the VCSE partnership, how each partner has an equal voice and how the funds will be equitably shared including a financial breakdown.	20%
3	A proposed model for gathering community insight and undertaking action research, thinking about using all of the VCSE partnership's channels and innovatively engaging and working with their communities. Please include practicalities.  Word count: 1000 words	20%
4	A timeline for delivery of the project that includes: <ul style="list-style-type: none"><li>• Research and review of data already available</li><li>• Working with the VCSE partnership to develop research questions and engagement materials</li><li>• Insight gathering</li><li>• Action research</li><li>• Insight collation</li><li>• Evaluation and reporting on the programme.</li></ul> Word count: Chart and 500 words if needed	20%

5	How research findings and key recommendations will be analysed and presented.  Word count: 400 words	20%
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### **Supporting documents**

Camden and Islington Public Health, Covid-19 Resident Survey 2021

- [Full final report – January 2022](#)
- [Experiences of LGBTQI+ respondents](#)

### **Further information**

For further information please contact:

Clare Driscoll, Head of Islington Borough Partnership Programme

- Email: [clare.driscoll1@nhs.net](mailto:clare.driscoll1@nhs.net)

Clare Henderson, Director of Integration, Islington

- Email: [clare.henderson4@nhs.net](mailto:clare.henderson4@nhs.net)