



Venue:	Old Trafford – Cricket Ground.
Chair:	Giles Wilmore.
Summary by	VCSE partners from Bolton.

Thoughts from the event.

On Thursday 19th July 2018, the Greater Manchester Health and Social Care Partnership hosted an event in Manchester to shine a light on the Person and Community Centred Approaches programme which aims to influence change for people in communities through putting the person at the heart of information, care and support.

Here's some initial and personal thoughts from some of the voluntary and community sector Bolton representatives that attended:

“Participating in this county wide event was a great way to gauge how important a part Bolton’s VCSE organisations are playing in making the devolved health and social care objectives a reality, not only in our borough but influencing and impacting services across the whole of Greater Manchester too.”

For someone who believes a person centred approach is the most rational way to improve our ‘broken society’, it was heartening to see developing trusting relationships with statutory agencies as partners, rather than stilted conversations often dominated by national government agendas. Andy Burnham’s continuing commitment to local action personally demonstrated that you have to be in it to change it and made an important point that what is happening today in our region is quite possibly setting the standard for the rest of the UK in the future.”

Elisabeth Long, 1Point - 1pointbolton.org.uk/.

“It was a great opportunity to network and to hear confirmation that the Black report was indeed correct.”

Bolton voluntary and community sector provider.

“We need to re-imagine how we’re going to do things in the future by adopting a whole systems approach that is focussed on the synergise that can be delivered via an approach that is based on geography, people, place, co-production, power sharing and decision making, across the whole health and social care economy.”

Leigh Vallance, Bolton Hospice - boltonhospice.org.uk/.

“Key note speakers, Jon Rouse and Andy Burnham in particular, spoke extremely passionately about the importance of communities and the voluntary sector in health. Significant strand of discussion about the existing healthcare model not

being sufficient to tackle the healthcare challenges we are facing in our communities and that we need to tackle the wider social determinants such as quality of environment, housing, education, etc. to really make positive steps. Andy Burnham specifically identified that we needed to trust the voluntary sector as an equal partner and not look down on it / make it jump through lots of hoops. Personally I found these two key note speeches very promising and genuinely thought that they both believe a holistic approach with voluntary sector delivery is important rather than just lip service.”

“Looking back to Bolton, I think that I am extremely encouraged by the mandate being communicated by strategic leaders across GM. I felt that a sustainable and fit for purpose model to share resources to support VCSE organisations with their work around improving health is some way off. However, rather than waiting for this I think more important than ever to talk to our members / communities about their neighbourhoods and aspirations, seek opportunities to collaborate on activity, evidence the impact of our work.”

James Hall, Lancashire, Greater Manchester and Merseyside Wildlife Trust - lancswt.org.uk/.

“Rather than focusing on things and time, focus on preserving and enhancing relationships and on accomplishing results.” Stephen R Covey

The person and centred community approaches event last week was very encouraging. We heard from lots of different perspectives and I met fantastic people doing great things. The keynote speakers echoed lots of public opinion that I hear over and over again in my engagement work. People are amazing, they often know what they need and how they need it, but is the system ready to act upon it?

*How far have we really moved on from someone with a great idea having to prove themselves and their concept before anyone will listen? The model of **Empower You** has it all, person centred, grass roots, lasting change and fun. But not everyone with a great idea has the capacity, ability or opportunity to go off and study for a degree so they can argue it's merit.*

As professionals, as enablers, we need to rethink our expectations of partnerships. We need to trust that people can and will bring their own expertise to the conversation. We need to work towards common goals without making everyone work the same way. After all isn't that the idea of person and community centred? Focus on the passions, focus on what's strong and create a new brand of health and wellbeing.

Caroline Tosal-Suprun, Healthwatch Bolton – healthwatchbolton.co.uk

It was good to see such a large representation from across the region and from different sectors. It's also re-assuring to hear about the broad range of activities that are now categorised as health and well-being. Some inspirational speakers, and some very honest ones too.

How did we come to stray so far away from things that were the norm in the past? Communities do matter, so do relationships, collaboration and neighbours looking after each other. We had it once, and I feel sure we can find it again, albeit different or even a better version.

I wonder how many other services like us are missing out because we have our heads down beavering away (I think it's called fire-fighting). It's easy to be bypassed with the speed that things move, which in turn can result in some of us losing sight of the bigger picture or maybe not even being fully aware of it. In truth, I don't know what the bigger picture looks like, so for as hard as everyone is working to get the message out, it's bypassing some of us. Where does one pick up at this late stage?

Bolton voluntary and community sector provider.

"The event was well co-ordinated, thought provoking, positive and interesting. The leaders delivering the 'key-note' speeches addressed incredibly articulately the challenges that need to be addressed including ensuring that commissioning moved from 'transactional to trust' and that the VCS across the city-region was supported to be part of the solution – not just stated to be!

Senior leads of a number of key public sector organisations were 'thin on the ground' and the locality representation wasn't as strong as it should have been beyond the voluntary and community sector (we had 7 representatives there). I left thinking that the Greater Manchester message is right, positive and strong; but is it being heard by the key enablers in localities?"

I think that there's a need for a localised event that has full buy-in and attendance to enable the right environment to ensure that 'person centred', 'social movements' and 'asset based' approaches are truly understood and embedded in the system thinking, design and development.

Darren Knight, Bolton CVS – boltoncvs.org.uk.

For more information on the Person and Community Centred Approaches Programme for Greater Manchester, you can contact Giles Wilmore directly (the lead from the Greater Manchester Health and Social Care Partnership):

→ Giles Wilmore, Associate Lead: People & Communities on 07792 663923 or email giles.wilmore1@nhs.net.

Alternatively, ensure that you attend the Bolton CVS Health and Wellbeing Forum and sign up to our weekly e-bulletin to be kept informed – all information available via www.boltoncvs.org.uk.