

Is there anything that is working well/things to build on?

Meetings like this

We understand one another to a large extent

We have made it to a 2nd meeting!

Genuine partnership working and understanding between the sector. Especially important as funding gets tight.

Positive attendance

picking up the phone

It's not a one sided relationship

Partnership - re-starting

Is there anything that is working well/things to build on?

Willingness to engage together

There has been an established relationship with council for many years-we just need to be open with each other, understand both sides & have a willingness to go work together more .

Fact we are all here Current partnering with external partners at foodbank Working with council/ good conversations with other organisations

understanding where each other are coming from and our limitations

On occasions officers have allocated funding quite quickly, when that funding is from a third party

Bringing in grass-roots organisations again

Our Covid response real sense of togetherness

Strong partnerships

Is there anything that is working well/things to build on?

Shared issues are understood

We could work much smarter when it comes to data and reporting

Working relationships
Trust

Is there anything could be improved?

More authentic
partnership

More honesty

Openness about the
challenges we face

More equal, less
patronising approaches
- both ways

Earlier partnership
engagement - at the
beginning

Better communication
at an early stage .

Being involved at the
beginning.
Communication.

Sustained partnership,
even when not about
funding

Is there anything could be improved?

Reporting requirements should be simplified. Too much voluntary sector management time spent on excel shheyd

Need to include the smaller charities as well, to give them a voice

More long-term funding, less short-term-ism (said by a commissioner) - and maintains trust - less money expended starting and stopping

New and emerging communities representation

Incentivise smaller groups?

Changing narrative about faith/voluntary/community sector & recognition of different organisations strengths

Need for partners to understand all partners are equal

systems can be confusing - who does what

Is there anything could be improved?

Sometimes things are made overly complicated.
Sometimes partnership create additional work for no obvious benefit

Future-proofing the work being done

Is anything getting in the way right now?

Constant talk about money!!!!

Money / finance

The focus cannot always be around money!

Week is too short

Commissioning

Time pressure

Not all the sector is represented at these meetings .

Bureaucracy

Is anything getting in the way right now?

Need clearer shared priorities to work together on...

A need to understand how health is working.

Resources taken to co-productive - time and money, people

The commissioning process

Power Inbalance

Lack of honesty

Funding Are priorities for citizens of borough the right ones?

Stress, shortage of kindness

Is anything getting in the way right now?

Workforce imbalance

hard to set expectations
due to lack of funding -
some things may have to
stop or be done differently

Constant restructuring

Understanding that
different priorities

Need one set of agreed
priorities

Constant restructuring
means lose relationships

lack of time and other
pressures

A lot of commissioning
processes have been
difficult and stress and
expensive

Is anything getting in the way right now?

Lack of understanding
of the VCS

Thinking about a set of commitments/ principles for how we would like to work across sectors going forward, what are some of the things that are most

Keep it simple

honesty and openness

Ability and agreement to
have honest
conversations

Space and commitment to
come together - a proper
infrastructure to underpin
working relationship

Co-produced agenda
for meetings & co-chair

Less jargon with having
relevant conversations

Early and ongoing
engagement and
conversations

Good representation
from ICB

Thinking about a set of commitments/ principles for how we would like to work across sectors going forward, what are some of the things that are most

Simple, equal and focused

Equity across different types of organisation - all equal

Review who attends these meetings to make sure we have a fully representative group.

Honesty, respect, equality of partners

Ideally replace commissioning with grants

Resourcing - covering costs - for the VCS

Borough to have more autonomy

Make best of the money we have got

Thinking about a set of commitments/ principles for how we would like to work across sectors going forward, what are some of the things that are most

Let's move past just talk about money. No one has any!

The council sometimes doesn't realise that voluntary organisations don't have much management capacity. Nestlyvof our staff are delivering services

More representatives from the ICB!

Are we missing any key organisations?

Mencap

Police?

CSC colleagues

Depending on the item,
input from revenue and
benefits or benefits
maximisation teams could
be helpful.

Faith

Do you have any feedback on the logistics or format of the meeting going forward? (date, time, frequency, online vs in person)

Time is good Frequency
is good

priorities - do they need
to be revisited?

Intelligence sharing - what is
happening in the borough,
what are we all seeing?

Are there any topics/issues you would like to discuss at future meetings?

Shared provision of training

The Compact agreement - refresh and implementation

Embedding consultation with charity, community and faith organisations at the beginning of new initiatives.

Good communication and understanding

Grassroots engagement Partnership working

A strategic look at what the current priorities are.

joint lobbying for change - more outwardly focused beyond sutton

Lobbying of change

Are there any topics/issues you would like to discuss at future meetings?

Include a more outward focus - to lobby for wider change, including outside Sutton.

Keeping residents at the centre of all of our discussions.

key risks for sector, council, health

Sutton Risk Register

Involve MPs when relevant

Compact is a Commitment to Sutton - not just the VCS

What do we see as the essential support services when it comes to supporting residents facing financial hardship in Sutton?

Benefits maximisation

food banks

Warm spaces

Supporting directly with
benefit form filling

Citizen's Advice

Food, in the broadest
context, not just food
banks or shops.

Emotional support as
well as technical support

Housing support

What do we see as the essential support services when it comes to supporting residents facing financial hardship in Sutton?

Support for utilities - fuel poverty

More outreach work to ensure that new communities understand where to go

form fillers to support people who cant get online

Support with council tax reduction forms

Support with DHP forms

A service that provides immediate help ,but one that can also assist residents longer-term so that their financial situation improves . So maybe something around budgeting , someone who could buddy

Help navigating the support available

Help with making claims

What do we see as the essential support services when it comes to supporting residents facing financial hardship in Sutton?

debt first aid work

More responsive front-line -
people able to get through
on phone lines

Food poverty access to
food Debt/income
maximisation
Support/information and
advice on site

Engagement with
schools is key

Put residents at the
centre.

More language-specific
services

Reduce barriers to access -
speed to 'get through' so
they don't give up

Cultural sensitivity and
cultural competency

What do we see as the essential support services when it comes to supporting residents facing financial hardship in Sutton?

Food support

Help to spot under
claimed benefits,

Support with fuel costs

Need to recruit more
from the community

Empowering people to
understand how to
maximise their income in the
long term

When it comes to preventing financial hardship, what activities have had the biggest impact for the residents you work with?

Food

The impact of peer-led,
lived experience
practitioners - best
outcomes

Income maximisation
work

Understand what is
happening already and
supplementing this

Activities

Talking to communities
about the support they
need

Confidence to
challenge - appeals

Basic needs

When it comes to preventing financial hardship, what activities have had the biggest impact for the residents you work with?

form filling help

Debt management

Are there any areas where we could work in partnership more closely to reach residents who are more likely to be impacted by the cost of living

Think we're doing a pretty good job already - just need to share resources better.

Not be so Sutton town centre focused and spend time in communities

outreach at different locations -
foodbank/food shop/carers centre

Improving communications between us and communities

Neighbourhood-based working - where people and community members cluster

Could improve links with health (e.g. into GPs)

Over 50's access
Bringing services to local communities

Make sure the language we use works and doesn't attract a stigma / put people off

Are there any areas where we could work in partnership more closely to reach residents who are more likely to be impacted by the cost of living

Need time, the right person, the resources, to go out and build trust with residents in local communities

Trusted partners and organisations

Champion models

Understanding who the trusted organisations are in different communities

Challenge the supermarkets on their food waste.

tackling social isolation

Models that can work with embarrassment and shame - and recognise the impact financial issues can have on mental health, family cohesion etc

Genuine outreach to the communities in receipt of support to find out what will have the greatest impact.

Are there any areas where we could work in partnership more closely to reach residents who are more likely to be impacted by the cost of living

better links with SHP

Working with housing -
community-based
workers

Link activities to the specific
data and cohorts so it goes
to where it's needed the
most.