

# South London Listens

Together, we can, and will, achieve so much. Before we close this Assembly, let's focus on next steps. You can:

1. Become a Be Well hub.
2. Kick off the new cycle of listening in your institution, finding out what is putting pressure on people, building a strong team, and developing new leaders in your institution.
3. Finally, you can speak to your borough organiser about finding community organising training or joining Citizens if your organisation isn't already a member.



# IMPACT REPORT

## Year One - 21 / 22

South London Listens is a partnership between the NHS, Citizens UK, Local Authorities and 150 community organisations.

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# INTRODUCTION

South London Listens (SLL) is a unique partnership programme that is built on the contributions of over 6,000 people across south London to help prevent a mental ill-health crisis as a direct result of Covid-19.

In November 2021, we launched our South London Listens Action Plan setting out our shared commitment to address the most significant challenges facing local communities.

Over the past year we have been working towards delivering our two-year action plan co-produced with support from statutory, voluntary and community organisations.

We are hugely proud of our dedicated partners who have helped to create a new blueprint for working together to build community resilience and improve mental health across south London.

In this report we present highlights from the past year across our four priority areas. This report is not a comprehensive reflection of all activities but illustrates working examples of actions, partnerships, and impact at individual, community and system-wide levels in South London.

We were delighted that in August, our work was officially recognised as part of the Office for Health Improvement and Disparities Prevention Concordat for Better Mental Health.

Emerging from the pandemic, South London Listens is being asked to respond to many other challenges facing our communities. The cost-of-living crisis is adding further strain on the health and wellbeing of south Londoners. But we can tackle these challenges together.

With the support of the charity Citizens UK and community leaders, we will continue to engage in additional rounds of listening to understand how we can help make a real difference for the communities they serve.

Everyone attending our Accountability Assembly in October 2022 committed to supporting South London Listens over the coming five years by:

1. Building and growing relationships, trust and sharing power
2. Using community listening and organising to develop, test and scale up innovations and interventions
3. Addressing the social and economic injustices that are exacerbating mental ill health in South London

Our focus remains on delivering the pledges we have made to our communities and evaluating the impact of our work to build healthier and stronger communities.

**To everyone involved in South London Listens so far, thank you!**

# OUR YEAR 2021-2022

## IN A SNAPSHOT

**3**

Community  
Embedded Workers  
recruited for our pilot  
in three boroughs

**5**

Community  
organisations have  
a Community  
Embedded Worker

**180**

GP practices in south  
London signed up as  
a Safe Surgery to  
improve access

**5**

Parent programmes  
delivered, with  
positive impact on  
wellbeing

**7**

NHS trusts and primary  
care organisations  
Living Wage  
accredited

**2,638**

South Londoners  
received a pay rise  
through Living Wage  
employers

**30**

Be Well Hubs  
launched to improve  
connection and take  
action

**147**

Be Well Champions  
trained to provide  
well-being support  
and to listen

**500**

South Londoners and  
decision-makers at  
our October 2022  
Accountability  
Assembly





“This is a campaign that unites our community. Often, mental health initiatives are specific to certain areas, but this covers all of South London, and I'm really proud to be a part of it, because...we're uniting the community, but we're also referencing resources within the community. A lot of people aren't aware of steps to take to get support or treatment for their mental health.”

Alex Enahoro, a Be Well Mental Health Champion and Member of St Luke's Church, Woodside

# OVERSEEING THE PROGRAMME

## TASKFORCE AND ADVISORS

South London Listens is steered by a Taskforce and a high-level advisory board, which oversees and drives forward the programme's strategy, workplans and projects. Membership represents community leaders, the NHS and local authorities.



Rev Canon Dr  
Rosemarie Mallett  
Taskforce Co-chair, Bishop  
of Croydon



Sir Norman Lamb  
Taskforce Co-chair, Chair  
South London and Maudsley  
NHS Foundation Trust



Ann Beasley CBE  
Taskforce Co-chair, Chair of  
South West London and St  
George's Mental Health NHS  
Trust



# OUR STORY SO FAR

## LISTENING TO ACTION

Since June 2020, we have been engaging the community and healthcare experts through three major digital summits, which gathered the views of over 3,000 people on the biggest mental health challenges communities face around Covid-19. In November 2020, we launched a four-month listening campaign - South London Listens - with our strategic partner Citizens UK, a national community organising charity comprised of alliances of everyday people and local institutions working together for the common good by challenging injustice and building stronger communities.

The result was a deep and extensive piece of community-led mental health listening and engagement. Over 300 community leaders were trained by community organisers in Citizens UK to listen to others in their community. Through their leadership, over 5,700 people actively engaged in the campaign through one-to-one conversations, and in small group meetings on Zoom, sharing issues, experiences, ideas and solutions. A further 600 people took part in an online survey.

Most importantly, we co-produced a range of solutions, and NHS and local authority leaders pledged to take action in partnership. Together we launched a two-year action plan, which details our programme of work across four key priorities alongside a series of asks from the community to the NHS and local authorities made at a Community Summit in June 2021. In the next part of this document, we set out what we have achieved in response to these community asks and what we aim to deliver over the coming year.



# OUR FOUR PRIORITY AREAS

Our four key priorities and series of asks were co-produced through solution workshops, bringing together members of the community and teams from mental health trusts and local authorities.



Loneliness, social isolation and digital inclusion



Work and wages



Children, young people and parental mental health



Access to mental health services for migrants, refugees and diaspora communities

# DIGITAL SURVEY 2022

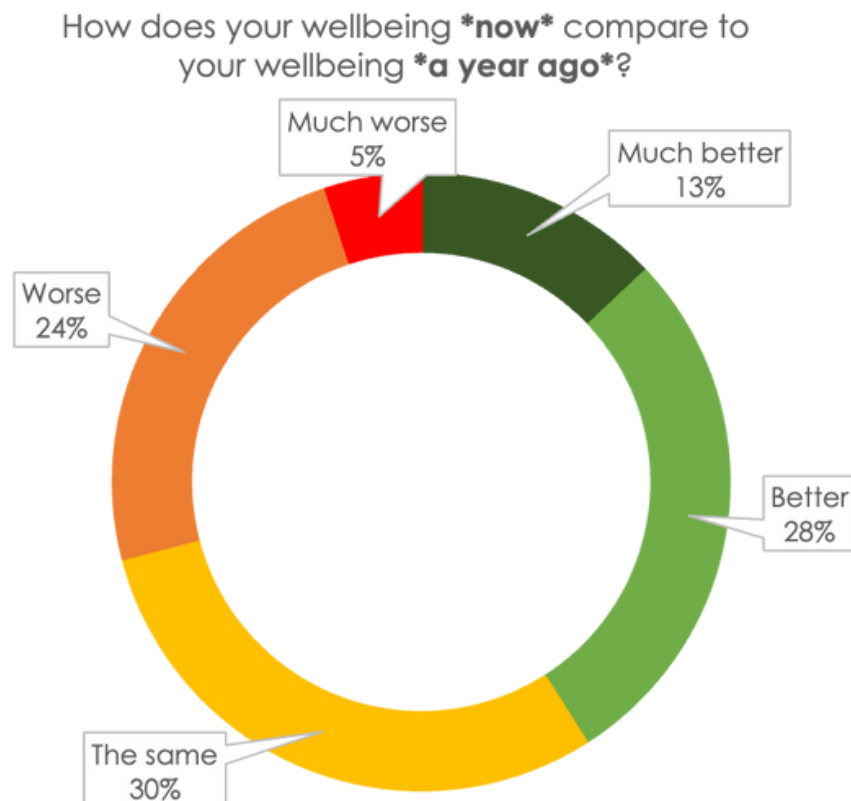
## KEY FINDINGS

Following the South London Listens campaign in 2021, we wanted to re-run a short version of the Digital Listening Survey to learn how things were, one year on, in terms of wellbeing and mental health. We highlight some of the key findings from the online survey that was completed by 387 people below.

### WELLBEING HAS IMPROVED BUT DEPRESSION IS STILL COMMON

The impact of the Covid-19 impact on the mental health and wellbeing has been profound. The survey reveals that wellbeing across South London has improved in the last year, but scores suggest that depression is still common.

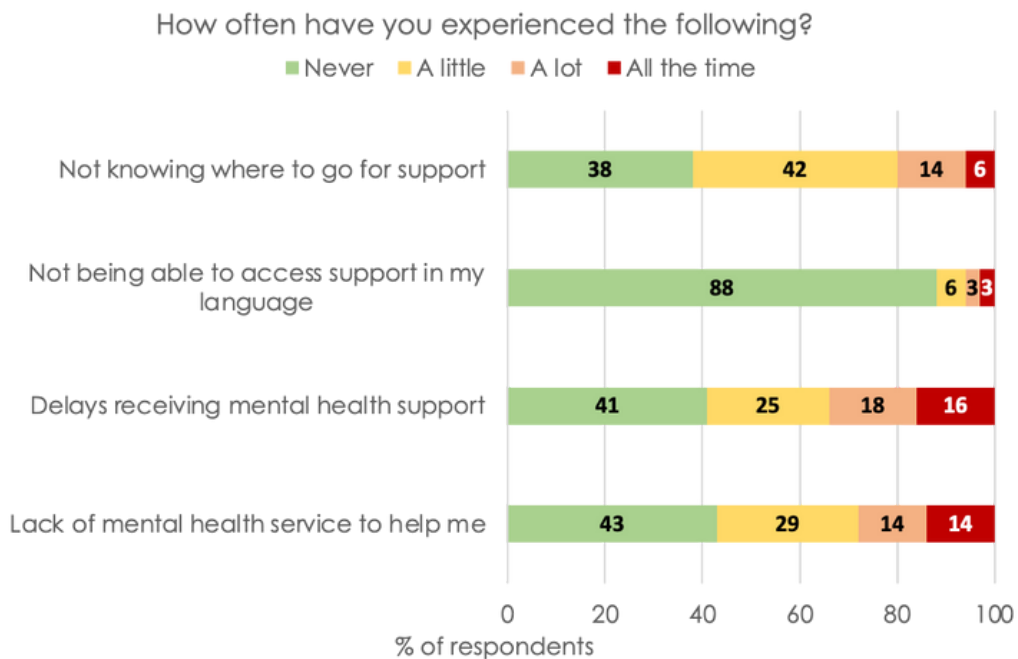
Half of the respondents report wellbeing scores indicative of possible / mild depression (13%; 41-44) or probable clinical depression (36%; < 41). The WEMWBS mean score of 43.8 is lower than general population samples in the UK (51.0), and would be considered on the lower range of "medium" wellbeing.





## FEWER PEOPLE REPORT ACCESSING SOME FORM OF SUPPORT

Compared to survey conducted in 2021, less respondents are currently accessing some form of mental health. Two in five respondents is currently accessing some form of support (39%), compared to half of respondents in the last survey (50%). However, it is unlikely that this driven by the improvement in wellbeing – the percentage of respondents reporting issues around accessing support has almost doubled. Delays and a complete lack of treatment are common, and respondents often do not know where to go. These issues are widespread among all age groups and ethnic backgrounds.



## MORE RESPONDENTS EXPERIENCE ISSUES AROUND WORK AND WAGES

Amidst the high levels of inflation, unsurprisingly, more respondents experience issues around work and wages compared to the last survey.

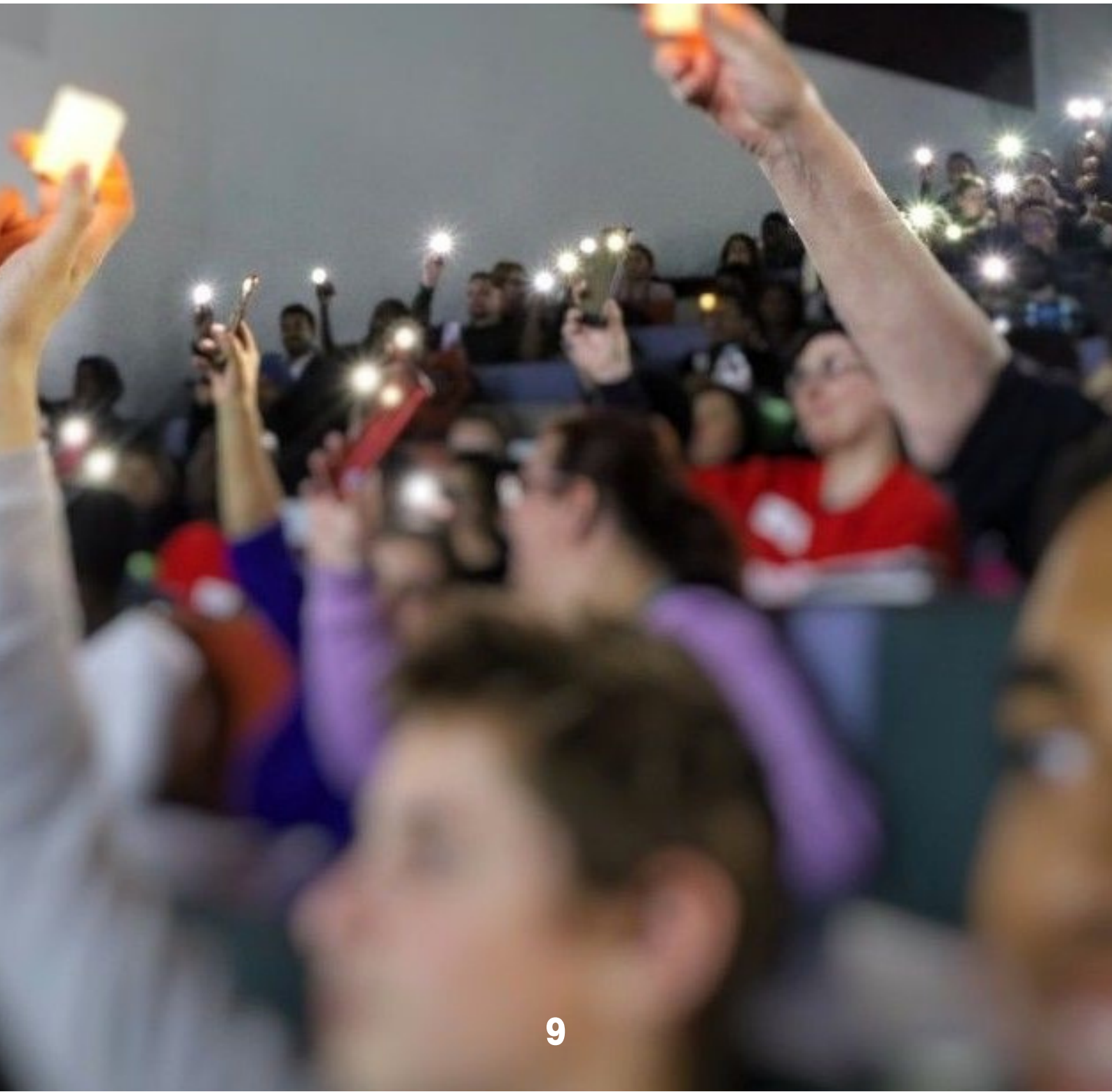
Many respondents are struggling to pay their bills and half of respondents experiencing issues with job Insecurity. These problems seem to be particularly prevalent among those of an ethnic minority background, who often also report receiving low wage.



Three in five respondents struggle to pay their bill (59%), which is an increase from a third of respondents in the last survey (34%).

# HOW WE HAVE DELIVERED AGAINST OUR PLEDGES

The next section sets out what we have achieved in response to these community asks and what we hope to achieve over the next year.



# PRIORITY 1

## LONELINESS, SOCIAL ISOLATION AND DIGITAL EXCLUSION

Social restrictions, including local and national lockdowns were a vital pillar of the public health strategies to target the spread of Covid-19. But they put a significant strain on the public's mental health.

What our communities asked for NHS and local authorities to do:

1.1 Support and resource a Mental Health Champions programme

1.2 Develop a social isolation, loneliness and digital inclusion strategy in your borough





# 147

Be Well Mental Health  
Champions trained

# 30 HUBS

launched across South London, with 20 more  
expected to launch by the end of the year.

## DEVELOPED AND LAUNCHED OUR BE WELL PROGRAMME

During 2022, we have worked in partnership with Citizens UK and local organisations across south London to set up and launch our Be Well programme. Be Well hubs are safe spaces for local people to turn to when they feel their mental health is low or simply when they need to feel more connected to their local community.

To accredit as a Be Well Hub, mental health champions are upskilled in both mental health awareness and community organising to help leaders listen and act on the barriers and systemic problems impacting mental health.

Since our first Be Well Hubs training in January, over 140 mental health champions have completed the mental health training. We have also adapted our training in Spanish so that twenty-six PACT and Empoderando Familias parents could become champions.

In June, we launched the first of our hubs through in-person events in Kingston, Southwark, Lambeth, and an information event in Croydon. We also held a virtual event celebrating the hubs launching there. Champions have taken the lead to host events and activities in their organisations from coffee mornings to craft sessions, offering a safe space to talk about their mental health and wellbeing. We also hold six-weekly supervision to guide champions in their work and provide tailored support and resources.

Over the coming months, we will continue to build on our work to further connect existing Hubs together to discuss lessons learned and share best practices.

[Read our  
Be Well  
guide](#)



“One woman told me last week that she enjoyed the session so much that her children will say she’s a new person when she goes home. This is exactly the impact we’re setting out to have – boosting morale, confidence and supporting people with their mental wellbeing.”

Faiza Mulbocus, a Mental Health Champion and Advocate at the Islamic Resource Centre in Kingston

**87%**

of Champions felt confident supporting someone having difficulties with their mental health and wellbeing after completing the training



# SOCIAL ISOLATION, LONELINESS AND DIGITAL EXCLUSION STRATEGY

The South London Listens team has been supporting and championing work taking place across our partners to address social isolation and the digital divide. South London and Maudsley NHS Foundation Trust have developed a partnership with Community Tech Aid to rescue, repair and recycle unused organisation equipment, helping the local south London community to get online whilst reducing e-waste. Almost 200 devices have been given to groups including the Refugee Council, Age UK, and local children's centres.

Best practice also highlighted by partners includes work in Lambeth and Bexley to develop Digital inclusion toolkits and create local networks to enable self assessment and provide support.

At the South London Listens Taskforce in July 2022, we held a best practice sharing session and brought in the Neighbourly Lab, Campaign to End Loneliness and What Works Centre for Wellbeing to present a new report commissioned by the GLA to explore the unequal distribution of loneliness across the capital.

## WHAT'S NEXT?

We will continue to build our Be Well programme - launching hubs across the 12 Boroughs of South London to build community resilience and serve as important centres for listening to community needs.

As part of this, we aim to grow our network to partner with the voluntary sector to deliver the programme and build links to ensure that our hubs can support local initiatives happening at a Borough level.

In January 2023, we will be publishing a co-produced evaluation framework setting our success measures for the programme.



# PRIORITY 2

## WORK AND WAGES

Work and mental health are inextricably linked. Work is good for our mental health, but being unemployed, or in a challenging work environment, can have a significant negative impact on our wellbeing.

Likewise, being on low or insecure wages causes stress and anxiety that can undermine our mental health.

What our communities asked the NHS for:

2.1 Work towards accrediting all Mental Health Trusts in South London as Living Wage employers

2.2 Champion the Living Wage within the health sector more widely, including encouraging GP surgeries, Integrated Care Boards (ICBs) and hospitals to accredit as Living Wage employers

What our communities asked Local Authorities for:

2.3 Accredite as a Living Wage employer, and if you've already done this as a Living Hours employer

2.4 Develop a Living Wage Places scheme in your borough



## LIVING WAGE ACCREDITATION

In partnership with the Living Wage Foundation, we have been working to drive and support uptake of the Real Living Wage and are delighted with the progress made by our South London Listens partners.

Seven new NHS trusts and primary care organisations have been accredited: South West London and St George's NHS Mental Health Trust, Oxleas NHS Foundation Trust, King's College Hospital NHS Foundation Trust, Lewisham and Greenwich NHS Trust, Croydon Health Services NHS Trust, Streatham Common Practice and Battersea Fields Practice. Merton and Wandsworth Local Authorities are also accredited.

# 2,638

SOUTH LONDONERS  
RECEIVED  
A PAY RISE

# 7

NHS TRUSTS AND  
PRIMARY CARE  
ORGANISATIONS  
ACCREDITED

# 272

GOT ACCESS TO  
SUPPORT THROUGH  
THE ADVICE LINE

# 24%

OF CALLERS WERE  
SIGNPOSTED TO  
IAPT AND OTHER MENTAL  
HEALTH SERVICES

## WORK WELL ADVICE LINE

In February 2022, we launched a pilot of a community employment support line for people with mental health problems in Lambeth, Lewisham and Southwark.

Run by South London and Maudsley NHS Foundation Trust, The Work Well Advice Line provides free and confidential advice about employment to anyone who needs it.

Since February 2022, 272 people have received support from the Advice Line, leading to service referrals and information provision.

Visit [www.workwell.org.uk](http://www.workwell.org.uk)





“For a worker that is struggling to make ends meet, economic stability will always be a concern that puts immense pressure on our mental health. A Real Living Wage is a minimum respite that guarantees some economic security and stability, especially in times like the present. A step into tidying our own house.”

Maida, Cleaner and Empoderando Familias Leader

## SCALING UP WORK AS ANCHOR ORGANISATIONS

Over the last year, we have been developing and implementing our anchor institutions plans together. We have been working with the South East London and South West London ICSs to support wider planning, and within South east London, supported the development of a major initiative to build on our work with communities to listen and take action on issues around the cost of living crisis and ensure more of our resources benefit local people.

We have aligned our work to the NHS London Anchor Strategy and Change Network and connected with South West London's Strengthening Communities programme.

## PROVIDING MONEY ADVICE AND SUPPORT

In response to emerging cost of living crisis, we have developed a new partnership with the Money and Pensions Service to provide advice to South London communities.

This includes rolling out the Money Helper advice programme across our partner organisations and within new Be Well networks - and launching a new cost of living webinar series. Over 60 people attended our first session 'credit explained' in November - and we will be announcing more through our website.

## WHAT'S NEXT?

Alongside our partners, we will continue to promote and champion the Real Living Wage amongst peer institutions across London. We will also support the Integrated Care Systems to deliver on new pledges to explore the development of Living Wage systems across south London.



# PRIORITY 3

## CHILDREN, YOUNG PEOPLE AND PARENTAL MENTAL HEALTH

The pandemic put immense pressure on the mental health of children, young people, parents and caregivers. Rates of mental ill-health, which were already increasing in young people, have been exacerbated as children and young people have struggled with missed education, fear and anxiety.

What our communities asked the NHS for:

3.1 Improve the interaction for young people on the waiting list for CAMHS by developing something like a 'virtual waiting room'

3.2 Support and resource parent groups to offer peer-to-peer and co-produced mental health support

### CAMHS VIRTUAL WAITING ROOM

Navigating the wait or 'void', as some of our community members call it, can be difficult. We know there has been good work done on this across Trusts. Young people, teachers and parents all across South London care about this and support the effort – the urgency has only increased.

We brought together mental health trusts with local partners, including schools and teachers, to explore a 'virtual waiting room' to improve the ways young people are communicated with and supported whilst they are on the CAMHS waiting list. Through this work, South West London and St George's NHS Mental Health Trust now has visible waiting times on its website, helping parents, carers and young people to access them and make more informed decisions about the support they need. South London and Maudsley and Oxleas NHS Foundation Trusts have committed to completing this by March 2023.

We are now working with the team from CAMHS Digital Lab and the Institute of Psychiatry, Psychology & Neuroscience at King's College London to launch a pilot virtual waiting room using the myHealthE app in Spring 2023.

Parents involved in Parents and Communities Together (PACT), Parent Power and Empower Parents, Empowering Communities (EPEC) have stepped up to show what is possible when we take co-production seriously.

They have been integral to the design and leadership of our parent's wellbeing projects as well as playing a role in Be Well Hubs.

**18**

Dads completed the pilot online course

**51%**

of fathers who completed the course reported improvements in their wellbeing

## BEING A DAD PROGRAMME

In the spring we launched the Being A Dad Pilot, a 12-month pilot of a parent-led parenting programme for fathers of children aged 2-11 across Lewisham, Lambeth, Southwark, Bromley and Croydon.

Adapted from the successful Empowering Parents, Empowering Communities (EPEC) model, a total of 18 dads took part in the eight-week online course and email support offer, which completed in July. Initial data shows that from dad's taking part, improvement outcomes (e.g. parenting goals, wellbeing and concerns about children) are 'over and above the national and local combined norms. A full evaluation and learnings report is being published on the SLL website.

"The biggest thing was simply engaging and sharing experiences with other dads!"

"When I signed up, I expected a tonne of advice and strategies. What I didn't expect was the sense of community I got from a bunch of dads who genuinely understand."

Being A Dad participants



## MINDFUL MAMAS PILOT

A highlight this year has been working with PACT to launch 'Mindful Mamas' in Southwark and Lambeth, a co-produced well-being programme for parents with young children.

We successfully co-created and delivered three courses in Southwark and Lambeth this year, supporting one another in activities like journalling and laughing yoga. Many of our Mindful Mamas have now gone on to do Be Well Champion training too.

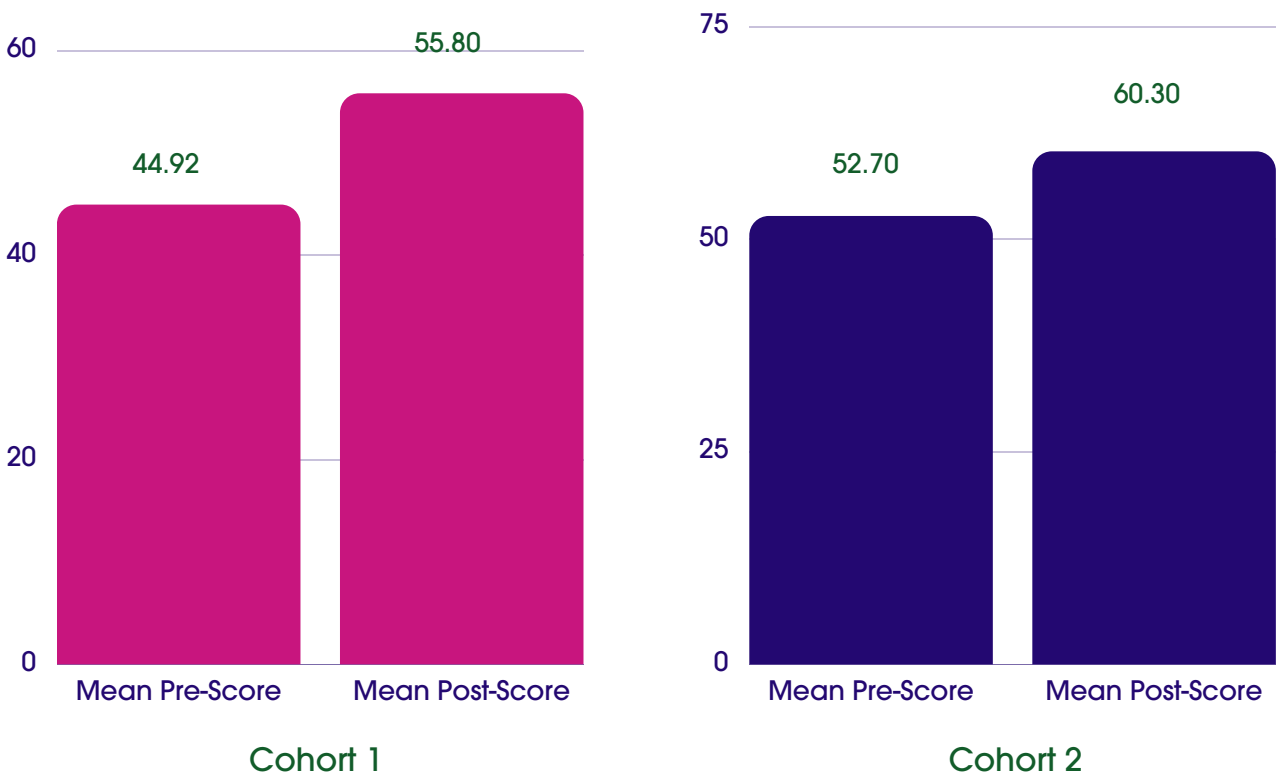
16 parents completed the first course in English in April and 17 parents from Latin American communities joined us in the summer for a course in Spanish (Mamas Empoderadas). Max Roach In Lambeth have just finished their first co-produced wellbeing course, 'Thriving Mums'. Parents will continue to meet and support the development of their second course which will begin in February 2023.

Results from both courses in Southwark already show that Mindful Mamas has had a positive impact on maternal wellbeing. During interviews parents expressed the benefits they gained, and their self-development around areas like: setting boundaries, being aware of their feelings and improving interpersonal skills.

## MEAN WEMWBS SCORES (MINDFUL MAMAS COHORT 1 AND 2)

Charts display mean well-being (WEMWBS) scores at baseline (pre-course) and follow-up (post-course) for a sample of mothers (n=13 and n=10) who completed pre-and post-course evaluation forms.

The results indicate a significant improvement in scores between participants' scores before the course and scores after the course ( $p < 0.001$  for cohort 1,  $p = 0.005$  for cohort 2).



“There's so many elements of your life where it's dictated by other people. And sometimes you feel like you don't have any agency. When someone says to you or values you... we want to be something that you think is important. So just giving you that voice was very appreciated. Yes, it helped like you want to see things that you are part of. It's like when you cook, you are happy to eat because you know what you put inside, it's so sweet, and you're excited to eat.”

Mindful Mama Participant





## PARENTS FOR WELLBEING

To increase peer support for parents, we created and co-produced a training course to upskill parents on the PACT model. Our first training course finished in June with 11 parents, focusing on relationship-building techniques and how to access the mental health system.

We will now be working with several organisations in Southwark to roll out more training for parents who hope to develop their peer support and run parent groups.

"Being a part of PACT and Volunteering in our community has improved my mental wellbeing and by joining the upskilling project I was able to share what's worked well in our organisation and hope it would help another parents/volunteers to share their passion within the community enabling them to improve their wellbeing."

Deshni, PACTparent leader



## CELEBRATING WIDER WORK AND COMMITMENTS

Alongside the development of our pilots, we are committed to working to support and champion the need for parenting peer support across south London. This includes showcasing and signposting key initiatives, such as groups run by local Mind organisations and exemplar EPEC hubs in south west London, such as in Sutton.

We are also delighted that the South East London has recently made a significant commitment to further investing in the EPEC programme - and we will be working with them to ensure our Being A Dad learnings are built upon and align with wider SLL initiatives, including our Be Well hubs.

## WHAT'S NEXT?

We know more support for parents, of children of all ages, is crucial to the wellbeing of whole communities, especially now in a time of unprecedented financial hardship for so many families.

We will be working on the virtual waiting room and to have visible wait times on their website, so parents and young people, can access them and make more informed decisions about the support they need.

We are publishing our pilot evaluation on [southlondonlisten.org](https://southlondonlisten.org) and will be working with existing commissioners to build on our pilots to develop and roll out more peer to peer and co-produced support, working closely in schools and with local community groups. This includes sharing our learnings across south London through our Taskforce.

# PRIORITY 4

## ACCESS TO MENTAL HEALTH SERVICES FOR MIGRANTS, REFUGEES AND DIASPORA COMMUNITIES

For many people in south London, Covid-19 has brought on new mental health challenges – or made existing challenges worse. The need to improve access to support and appropriate services has never been greater.

This increased need is particularly felt by those who already experience disadvantage in our society, particularly Black, African, Caribbean and mixed heritage communities, and migrants, refugees, and diaspora groups.

What our communities asked the NHS and local authorities for:

4.1 Invest in Mental Health practitioners embedded in community organisations, to build trust and provide services for refugee, migrant and diaspora communities

4.2 Work towards developing a culturally competent workforce

4.3 Encourage your local GP surgeries to register as 'Safer Surgeries'

**3**

Community  
Embedded  
Workers recruited  
for our pilot

**5**

Community  
organisations have  
a Community  
Embedded Worker

**180**

GP practices in  
South London  
signed up as a Safe  
Surgery



"I think I've learned a lot of things... (When) I went through my waiting time for my status to be granted, I thought I was the only one who didn't have the privilege to get it. But listening to other people's stories and listening to what other people went through... really inspired me and makes me feel (grateful) I met these people and was invited to listen. Before I couldn't even talk about my story... Someone has gone through if not the same thing, something similar. And you're still standing."

Anuwola (Florence) Akinyemi, a mental health support worker who runs a women's group at the South London Refugee Association



## COMMUNITY EMBEDDED WORKER PILOT

Migrant communities experience a range of challenges when accessing NHS services so leaders across South London came together to embed mental health practitioners in institutions people already know and trust.

Through this, we funded a community embedded worker to work with community organisations to provide life-changing support.

Earlier this year, we worked with community leaders to successfully recruit three Community Embedded Workers in Lambeth, Southwark, and Lewisham.

The pilot is now taking place in 5 partner organisations: Lewisham Refugee & Migrant Network, South London Refugee Association, Christian International Peace Service Angell Town, Surrey Square Primary School and Spring Community Hub.

Over the summer, they started to deliver 1-2-1 and group advice sessions, supporting people with referrals to mental health services, and developing culturally relevant material and resources.

In the coming months, they will be helping existing staff to provide low-level support through training so that the benefits of the work can be maintained at a local level.

"I have been supporting clients by completing assessments with them to see where their needs are best met, helping them to access mental health services. I have also been successful with obtaining a grant from the Maudsley Charity for a group focusing on connection, empowerment and coping skills with women under the Vulnerable Persons Resettlement Scheme."

Laura Parsons, Community Embedded Worker for Lewisham



“Genuine listening is happening as well as an appetite for creativity, which I feel is quite different. My experience of this role has been that there's been a lot of flexibility and a lot of trust built into what the community is wanting, what our partner organisations might be wanting, and then what I can bring to it!”

Theshnee Govender, Community Embedded Worker for Lambeth



The Safe Surgeries Network, run by Doctors of the World, recognises GP practices that commit to taking steps to tackle the barriers faced by many migrants in accessing healthcare.

## SAFE SURGERIES

Our ambition is for all south London surgeries to be 'Safe Surgeries' so that they can be inclusive spaces where anyone in the community, regardless of their background or status, can access the healthcare to which they are entitled.

So far, Doctors of the World helped to audit take up within south London and promote and encourage local GP surgeries to register as 'Safe Surgeries'. We also partnered with students from King's College London to support this work.

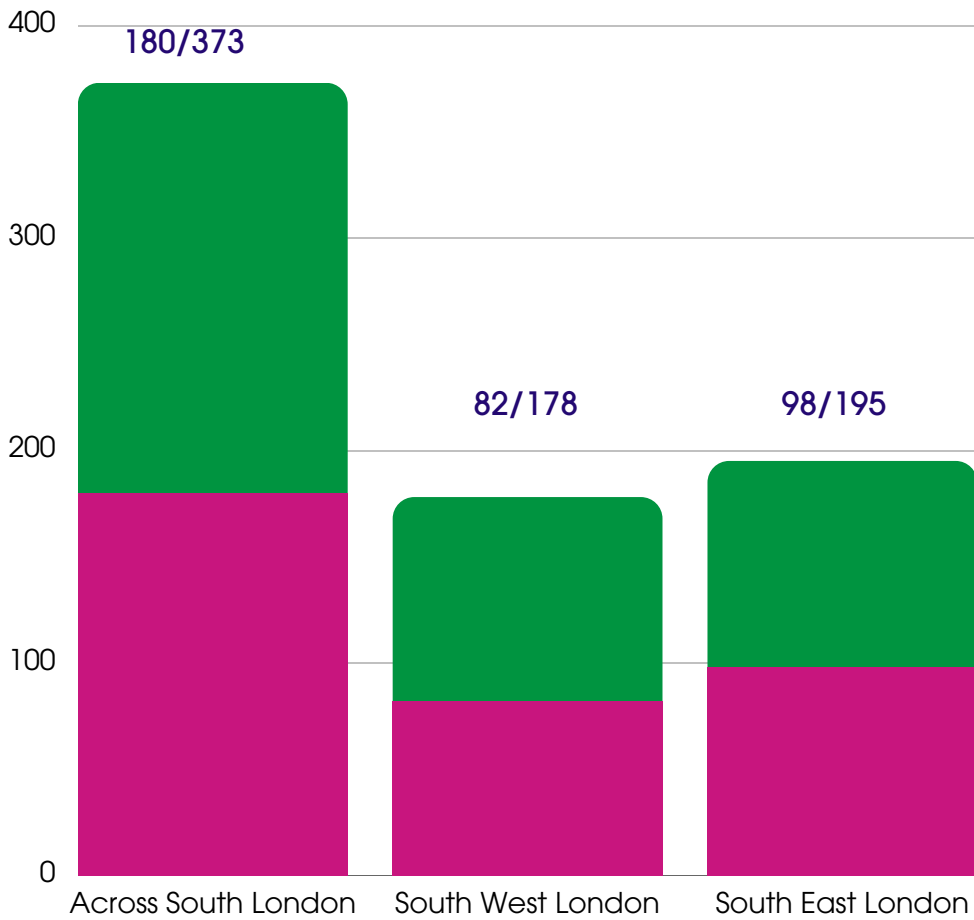
We are delighted that significant progress has been made in the number of Safe Surgeries in south London. However, our own audit found that there remains a significant implementation gap. This echoes findings from work within South West London.

We need to ensure all GPs across south London are supported to embed these guidelines into everyday practice. Over the coming year, will be working with the our Taskforce to take this forward across boroughs.





## NUMBER OF SAFE SURGERIES IN SOUTH LONDON



## WHAT'S NEXT?

At the end of our 12-month pilot of the Community Embedded Worker programme, we will be sharing our findings to support learning, development and expansion.

We have set a collective goal to ensure that by the end of 2023, 90 per cent of GP surgeries in south London are Safe Surgeries. We will be working to do this across boroughs and supporting GPs to embed these guidelines into everyday practice.



# ACCOUNTABILITY ASSEMBLY

## "NO JUSTICE, NO HEALTH"

On World Mental Health Day 2022, we held our first Accountability Assembly. Bringing together over 500 people from across all twelve boroughs, we celebrated the exciting work that south London communities have been doing over the past year.

Community leaders and organisations took to the stage, sharing powerful testimonies and performances about the progress and impact made on delivering pledges across our four priority areas.

They set out the future vision for South London Listens, asking decision makers to renew their commitment for transforming south London's mental health system through a continued partnership between local communities and the NHS.

**500**

People from South London Listens attended

**75**

People had a role on stage, the vast majority of whom were community leaders





“Wonderful testimonies and stories and powerful role play from English for Action.”

Assembly audience member

“I spoke briefly at the Accountability Assembly, which is a major win for me, because I’m keen to develop my public speaking experience. I’m a proud mental health advocate and I’m very glad to be identified with a movement that began in the community which I love so much.”

Alex Enahoro, a Be Well Mental Health Champion and Member of St Luke’s Church, Woodside





# “ALL THE YES-YES-YES ANSWERS”

As a result of our 2022 Accountability Assembly, NHS and Local Authorities made collective commitments to continuing to support the unique programme of work.

PROJECTS	COMMITMENTS
Community Embedded Worker	For each mental health trust to meet with us to discuss the findings of the Community Embedded Worker pilot and take action to build upon this model across the communities you serve.
Safe Surgeries	For each mental health trust to endorse the safe surgery campaign and work with us to encourage GP surgeries to actively embed the Safe Surgeries guidance.
London Living Wage	For three south London mental health trusts to continue to champion the real living wage so other employers in our communities follow our lead. We also asked for a commitment from the two South London ICSs to hold a system recruitment event at least once a year.
CAMHS Virtual Waiting Room	For each mental health trust to commit to having CAMHS waiting times visible. For each mental health trust to share information on when your virtual CAMHS waiting room will be up and running and to keep communities engaged in the process.
Parental Support	For each mental health trust to continue to work with your communities to build and extend peer-to-peer parent networks as a key part of your prevention strategy.
Loneliness and Isolation	For each mental health trust to continue to listen, support and act with the Be Well Hubs to better respond to challenges to mental health across south London.

# RECOVERING TOGETHER

## OUR NEXT STEPS

As this report shows, we have made important progress against commitments made with South London communities in June 2021. But there remains important work to do.

Over the course of the last year we have learnt that beyond the individual pledges we have built something even bigger by working together. Our commitment to action and creating lasting change for our communities is stronger than ever.

We are pioneering a new approach to partnership, tackling challenges through building stronger relationships, sharing power, listening, co-producing solutions and taking action to overturn the inequalities that have a devastating impact on mental health.

New challenges are constantly emerging. Right now, the cost of living crisis is hurting many in our communities. We will be listening to our communities on how institutions like the NHS, local authorities, universities and businesses can support them through these difficult times.

We must build on and fully deliver against the pledges set out in our Action Plan - including working with Trusts, ICSs and Local Authorities to make progress on furthering our commitments.

In south London we are united in our commitment to work hand-in-hand with our communities to help build a better future for everyone.

### Measuring our success

We continue to measure the programme's impact against its key strategic aims. Using a 'theory of change', we are working with our evaluation partners, academic advisors and community leaders to implement a rigorous approach to evaluation. We will continue to work with community leaders to shape success measures and embed participatory methods to collect evidence in our projects.

Reflection and learning are built in throughout the programme to ensure the work continuously improves and supports expansion of projects locally. To do this, in November 2022 we began holding evaluation workshops to capture our learning, share best practices and refine our theory of change.

Progress will be regularly monitored by the community through our Taskforce, an advisory board and at our Accountability Assembly in 2023. We will publish a full evaluation and impact report at the end of our two-year action plan in December 2023.

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**WE THANK YOU**

**FOR YOUR CONTINUED SUPPORT**

This document was produced by the South London Listens programme team and colleagues from the communications team's at South London and Maudsley NHS Foundation Trust, South West London and St George's NHS Trust, PACT and Citizens UK.

## Find out more

[www.southlondonlistens.org](http://www.southlondonlistens.org)

Please contact us if you would like a copy of this report in large print, audio, braille or translated into another language.

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Richard Douglas (Chair, NHS South East London Integrated Care Board) and Andrew Bland ( Chief Executive Officer, NHS South East London Integrated Care Board) receive thanks from young member of community.