

South London Listens:

from November 2020 to January 2021

How to get involved in the listening campaign

About South London Listens

Through the South London Listens campaign, we want to connect with thousands of people across south London. Covid-19 has impacted the mental wellbeing of many people, whether through the virus itself, the impact on jobs and the economy or the tragedy of losing a loved one and now we must work together to protect and support each other.

Citizens UK is working with local community groups, mental health trusts and local authorities to reach out and listen to communities in the boroughs of Bexley, Bromley, Croydon, Greenwich, Lambeth, Lewisham and Southwark, Kingston, Merton, Richmond, Sutton and Wandsworth.

Taking part

The South London Listens campaign gives us the opportunity to listen to what is important to our community about their mental health during this challenging time with Covid-19. Taking part in listening means getting involved in creating action about what matters most to you and your community. Listening puts people before programmes and helps us move from exploring broad problems to tackling specific issues we can change together.

Here are 3 steps to take to be involved in the South London Listens campaign:

Sign up for an introductory session about community organising (this takes the form of 1.5hr online practical group shared learning experience) to equip you with tools and know-how for running your own 1-to-1s ('121s') and house meetings. Sign up here:

https://actionnetwork.org/forms/south-london-listens?source=direct_link&

Connect with your community (via groups you're currently part of e.g. faith group, parent group, colleagues, your neighbours, friends, local shop owners... members of your local community) and invite people to participate in your 121s and/or house meetings

Feedback to us on your listening via Typeform (a short online form)



3 → Which Borough do you live in?

Croydon

Lambeth

Lewisham

Merton

Southwark

Wandsworth

Bromley

Bexley

5 → How many people have you listened to?

This could be the number present in one house meeting, or the number of 121 conversations you have had, etc.

7 → Were there any stories you would like to share or any opportunities that emerged?

SHARE → Enter # to make a live tweet

Tools to help you listen

121s

You may choose to connect with people you know using 121s. These are conversations in which you can share something about yourself and why you care about the initiative and ask about the other person: why do they care about mental health, what's their experience?

Use the same questions as for your house meetings (see below). Remember you can also use 121s to build relationships inside your own organisation and with others in the community. This is a way of building your relational connections and your ability to take action on the issues you and your organisation care about.

House meetings

A house meeting is a meeting of 8-15 people that you bring together from across your network. They should be small enough that quieter voices are heard and large enough that they feel productive. It often helps if there are already some relationships in the group (people know each other).

A reminder of how to run your house meetings:

- Give yourself 40-60mins
- Set out the context introducing the campaign and why it is important
- Appoint a chair, a time keeper and a note taker
- Ask the first question giving everyone 1-2mins to answer in a 'round'

Q1. What is putting pressure on the wellbeing of you and the people you care about?

- Remember you are not looking for solutions yet, or complaints but personal stories
- Once you have had a first round answering the opening question, invite the group to react or respond to each other in a second round. Did someone else say something that moved you, connected with you or that you wanted to add to?
- Then do further rounds with the following question:

Q2. What has or could have made this experience better for you / those you care about?

At the end explain to people that these stories will be shared by you on a Typeform and that the next steps will be planning and action – identifying the specific opportunities for local community groups, mental health trusts and local authorities to work together on the issues from the listening. People who want to be involved in next steps can give permission for you to share their contact details with us through the Typeform.

Typeform

Use this short online form to summarise what you heard in your 121s and/or house meeting:

<https://citizensuk.typeform.com/to/SNgQXy2X>

The form will prompt you to include:

- How many people you listened to
- Key themes
- Stories and opportunities
- People who want to be involved in next steps

Next steps

We are aiming to listen to thousands of people in south London. From February 2021 we will move into planning and action, involving:

- Issue workshops – getting really specific about the issues to change together
- Co-production workshops – designing the actions (who, what, when, how)
- A Community Summit in May/June 2021 – launching the actions