

Summary Report - Residents at the Centre, Working from the Inside Out...

A report by Lawrence Heights
Inter Organization Network (LHION)
In Transition



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Introduction

As a collaborating partner with the Collaborative Leadership in Practice (CLiP) project*, the Lawrence Heights Inter-Organizational Network (LHION) conducted community based research to answer questions of particular relevance to the environment in which the network finds itself currently. The goal of this research was to provide directives to the transition of the LHION structure to enhance the participation of residents in key leader roles, and to report back to CLiP key findings related to the equitable inclusion of residents in a network's core functions.

The work involved consultation with 60 residents and 41 agency partners (through 7 focus groups) to gather their feedback into the LHION transition plan, followed by collaborative data analysis activities. The key questions guiding the consultations related to residents' and agencies' perspectives on the current and proposed LHION network structure models.

* This resource was coproduced by partners of the [Collaborative Leadership in Practice \(CLiP\) project](#).

LHION in Transition

Key changes, compared to LHION's former structure, are:

- Workgroups were changed to Action Committees.
- All Action Committees and the Steering Committee will be co-chaired by one resident representative and one agency representative.
- Honoraria will be provided for all resident co-chairs (a commitment has been made for the current year, with future years pending funding).
- Since all co-chairs are members of the Steering Committee, the LHION Steering Committee has a more balanced composition.
- Action Committees will be flexible to change according to annual planning and priorities.
- General meetings will be held less frequently (three times per year, each with a thematic focus).
- To finance honoraria for resident co-chairs, agencies will begin paying annual membership fees (two-tier fees, according to an organization's annual budget) and individual members can choose to pay a small membership fee.

Likes, Dislikes and Considerations for Resident Involvement

During consultation, the researchers spent a significant amount of time gathering feedback from community residents and partners around:

- I. What likes and dislikes they had about the new structure for LHION?
- II. What they saw as gaps moving forward?
- III. What additional considerations need further discussion for residents to be actively involved?

Likes:

- Community residents felt empowered through this process. Residents expressed they felt heard and included in making the LHION network accessible for active resident participation.
- The new model demonstrated resident leadership roles, capacity building and advocacy which is highlighted through the change of having 2 co-chairs; 1 which is an elected resident and 1 community agency for the network and all action committees

- Residents continued to express that the transparency of the proposed structure provided them with enthusiasm to be a part of the network function, specifically the action committees.
- The new LHION structure provide equitable opportunity to all three communities and ensures support and membership reflected of Lawrence Heights, Lotherton and Neptune
- Residents expressed numerous times the structure seemed way more practical, goal-oriented and achievable.
- The approach to resident engagement to the LHION has improved immensely. Residents have used the term “agency table” very strongly, but now feel it is moving in the direction of “partner table”.
- The idea of yearly membership fee’s was accepted and found it important in supporting the action and sustainability of the network.

What’s Missing and Considerations? :

- A coordinator position that specifically focuses on the functions and activities of the LHION.
- LHION need to consider other communication tools/mediums to further engage residents that were not a part of consultation method and are still not aware of the LHION Network in community (Quarterly newsletters, calendar boards).
- Accessibility to community meetings that is safe for all three communities for both general membership and action committees: space, time, location, childcare, refreshments at meetings
- Action committee meetings should rotate between all three communities for equitable involvement. They must also address accessibility concerns for residents.
- Residents asked for one additional general membership meeting each year to which will support resident involvement.
- A yearly evaluation tool that will support how we move forward annually and will gather input from all key stakeholders on how the year went.
- Implement trainings identified through focus groups and in supporting documents, as a capacity building component.

There were no direct negatives of the proposed structure brought forward by participants.

Deciding 2017 Action Committees

Before the consultations, fourteen potential priority areas for community action were extracted from a number of existing documents from the focus communities. At the consultations, participants contributed ideas about activities that should be happening under each themed area.

A number prevalent ideas and common themes emerged amongst the responses under the proposed 14 priority areas. Community residents and partners felt strongly that the following types of activities should be core actions under each priority:

- Resident training and skill development
- Mentor support and volunteer opportunities for residents
- Resident led initiatives
- Increasing spaces for social connections between residents, agencies and stakeholder partners
- Increased awareness and access to information, resources and key policies for residents

A collaborative data analysis process led to the establishment of 6 action committees for LHION operations in 2017. These committees demonstrate the majority activities and comments as contributed by the focus group participants and reflect the continued work of the agency partners already happening within the three communities.

For further details, read the full report *Residents at the Centre, Working from the Inside Out* on the CLiP project website: www.clip-lcp.org