

## LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of Dr Tony Hill, Executive Director of Community Wellbeing and Public Health

Report to	<b>Lincolnshire Health and Wellbeing Board</b>
Date:	<b>29 September 2015</b>
Subject:	<b>Lincolnshire Health and Wellbeing Board Engagement Framework</b>

### **Summary:**

This report gives an overview of the proposed Health and Wellbeing Board (HWB) Engagement Framework 2015-2018 which details the approach the HWB will take to engage partners, stakeholders and the public in the work of the Board. The rationale and principles contained in the framework will inform the development of detailed action plans on specific activities such as the review of the Joint Strategic Needs Assessment or refresh of the Joint Health and Wellbeing Strategy.

### **Actions Required:**

The Board is asked to:

1. Consider and commit to the principles underpinning the HWB Engagement Framework;
2. Approve the HWB Engagement Framework and the proposed approach to stakeholder engagement.

### **1. Background**

The Health and Wellbeing Board (HWB) has statutory duty to involve partners, stakeholders and local people in the development of the Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategy (JHWS). In discharging the duties set out in Sections 195 and 196 of the Health and Social Care Act 2012, the Board's terms of reference states that the HWB will:

- Provide strong local leadership for improvement of health and wellbeing;

- Maximise opportunities and circumstances for joint working and integration of services and make the best use of existing opportunities and processes to prevent duplication or omission;
- Provide information to the public through publications, local media, and wider public activities and by publishing the minutes on the Council's website;
- Take part in discussions with the public, voluntary and community, private, independent and NHS sectors to ensure there is a 'conversation' with Lincolnshire communities about health and wellbeing.

The purpose of the HWB Engagement Framework, presented in Appendix A, is to ensure effective, coordinated and consistent engagement continually informs the work of the Board. The rationale and principles contained in the framework detail how the Board will ensure it is engaging with stakeholders and the local community, including ways to involve people from seldom heard groups. The principles will be used to inform the development of detailed action plans on specific activities such as the review of the JSNA and JHWS.

The proposed approach will, wherever possible, link into existing engagement opportunities or activities. This way any bespoke engagement, such as focus groups or surveys, can be targeted to address specific gaps in knowledge. This will embed a way of working that ensures a review of existing information and knowledge always precedes any engagement activity, leading to a reduction in inefficiencies and duplication. It also minimises the risk of 'consultation overload or fatigue' with stakeholders and local communities.

## **2. Conclusion**

The Health and Wellbeing Board has a statutory duty to involve partners, stakeholders and the local community in the development of the JSNA and JHWS. The HWB must consider ways to involve stakeholders and the local community, including people from different parts of the community. The Board is asked commit to the principles underpinning stakeholder engagement and approve the proposed approach in the Engagement Framework.

## **3. Consultation**

Not applicable

## **4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Engagement Framework 2015-2018

## **5. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Alison Christie, Programme Manager Health and Wellbeing, who can be contacted on 01522 552322 or [alison.christie@lincolnshire.gov.uk](mailto:alison.christie@lincolnshire.gov.uk)

## Lincolnshire Health and Wellbeing Board Engagement Framework 2015-2018

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### 1. Introduction

This document sets out the approach the Lincolnshire Health and Wellbeing Board will take to engage partners, stakeholders and the public in the work of the Board. It provides the strategic framework under which all communication and engagement activity relating to the Board's responsibilities will sit. The rationale and principles contained within this framework will be used to inform the development of detailed action plans on specific activities such as the review of the Joint Strategic Needs Assessment or refresh of the Joint Health and Wellbeing Strategy.

### 2. Context

The Board was established in response to the Health and Social Care Act 2012 to act as a forum for local health and care leaders to come together to improve the health and wellbeing of people living in Lincolnshire and to promote greater integration of services. The Board is made up of the County Council, Clinical Commissioning Groups (CCGs) Districts, Healthwatch Lincolnshire and NHS England. The Board is responsible for strengthening local accountability by:

- Developing a comprehensive picture of the health and wellbeing needs of Lincolnshire;
- Developing a Joint Health and Wellbeing Strategy to offer a strategic framework for local commissioning decisions;
- Promoting greater integration, joint commissioning and the use of pooled budgets.

#### 2.2 Joint Strategic Needs Assessment

The Joint Strategic Needs Assessment (JSNA) reports on the health and wellbeing needs of the people of Lincolnshire. It brings together detailed information on the local health and wellbeing needs and looks ahead at emerging challenges and projected future needs. The information gathered is used to identify local priorities and drive the commissioning of services and interventions.

The JSNA is not an end in itself, but a continuous process of strategic assessment and planning led by Public Health and involving Children's and Adult Services, Clinical Commissioning Groups (CCGs), District Councils, Healthwatch, the Voluntary and Community Sector and other partners. Therefore to ensure the JSNA becomes the overarching primary evidence base for the Joint Health and Wellbeing Strategy the JSNA needs to be underpinned by partnership working and community engagement.

It is therefore vital that the Board and its partners not only put mechanisms in place to gather and interrogate quantitative information but also has appropriate mechanisms to facilitate the collection of qualitative evidence from local community organisations, service users and providers. Approaches should also include participation events which engage with people living in different geographical areas, communities of interest and seldom heard groups.

## 2.3 Joint Health and Wellbeing Strategy

The Board is responsible for ensuring that partners, stakeholders and local residents' views are sought in the preparation of the Joint Health and Wellbeing Strategy (JHWS). The JHWS should then inform and influence local commissioning decisions about health and care services so that they are focused on the needs of people who use them, and tackle the factors that affect everyone's health and wellbeing. Lincolnshire's JHWS 2013-2018 has the following five Themes:

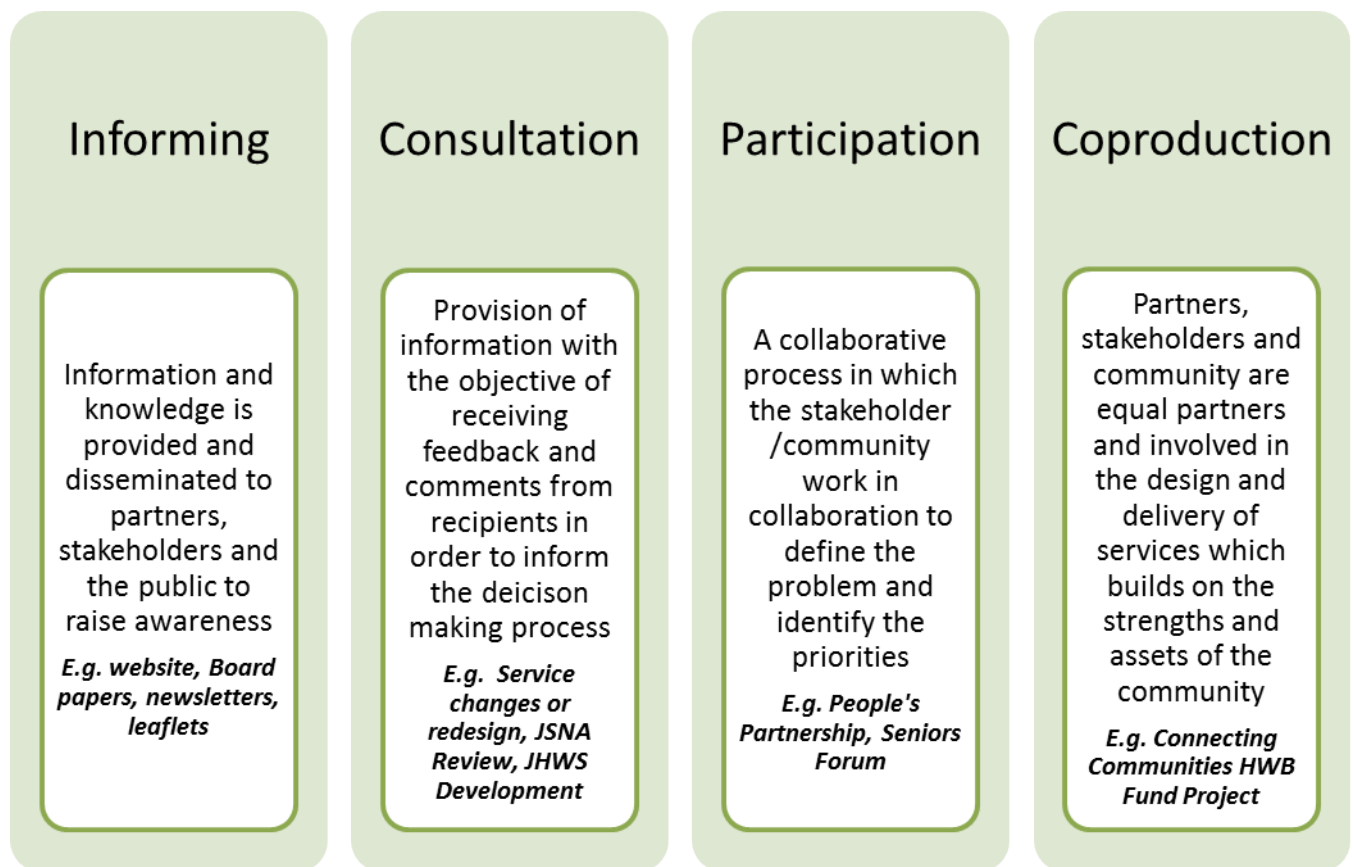
1. **Promoting healthier Lifestyles** – we want to make sure people have all the information and support they need to make healthier choices so ***people are supported to lead healthier lives.***
2. **Improve the health and wellbeing of older people** – we want to make sure older people have more choice and control, receive the help they need and are valued and respected within their communities so ***older people are able to live life to the full and feel part of their community.***
3. **Delivering high quality systematic care for major causes of ill health and disabilities** – we want to make sure people stay as healthy as possible but when they do develop health conditions they are supported to manage these conditions as effectively as possible so ***people are prevented from developing long term health conditions, have them identified early if they do develop them and are supported effectively to manage them.***
4. **Improve health and social outcomes for children and reduce inequalities** – we want ***all children in Lincolnshire to have the best start in life and realise their full potential.*** This begins before birth and continues through the early years of life and throughout school years.
5. **Tackling the social determinants of health** – we want to ensure that people in Lincolnshire have access to good quality housing and work, and have adequate income in order to improve their health and wellbeing so ***people's health and wellbeing is improved through addressing wider determining factors of health that affect the whole community.***

In addition to the five Themes, the JHWS also identified includes cross cutting issues which are reflected in all or most of the themes, these are: Mental Health, Inequalities and Carers.

## 3. Framework for Engagement

As well as reaching out to communities to ensure the views and lived experiences inform the HWB's plans, it is also important that the HWB communicates with partners and stakeholders to highlight and evidence the progress that are being made to improve the overall health and wellbeing of the people living in Lincolnshire. At a basic level, this is as simple as ensuring partners, providers and communities are aware of when the Board is meeting and what they are discussing. It is also about ensuring basic information about the Board's priorities and membership is available and updated in real time. At the other extreme, this is about ensuring appropriate mechanisms are in place to capture a wide range of feedback and experiences to inform the work of the Board.

The diagram below has been adapted from the Arnstein ladder of participation and sets out the different approaches to engagement which can be used singularly or interactively depending on specific requirements.



#### 4. Principles for Engagement

In implementing this framework the Board and individual organisations are committed to the following principles:

<b>Clarity of Purpose</b>	Before beginning any engagement activity, we will be clear about why it is happening, what we want to achieve, who we are involving, what can and cannot be influenced, and how we will use the information gathered and what the benefit of being involved will be.
<b>Evidence Base</b>	We will use all available research, knowledge and community intelligence to help us plan engagement activities. We will not carry out engagement activities if the information we need is already available.
<b>Timing</b>	We will allow sufficient time to design and carry out engagement activities that are inclusive and encourage participation from all affected communities. We will also allow sufficient time to ensure that the results of engagement activities can shape the JSNA and JHWS, and help inform the commissioning of services.

<b>Communication</b>	We will always be open, honest and accountable when sharing information and responding to contributions from all participants. All communication will be jargon free and relevant to the intended audience. We will seek to use a wide range of methods to maximise the opportunities to engage. We will also communicate between partners to create joined-up engagement activities and avoid duplication of effort.
<b>Partnership Working</b>	We will work in partnership with other organisations when and where they have additional or greater expertise, knowledge or experience about engaging with specific communities, with particular recognition of the knowledge and expertise of the voluntary and community sector. The independence of the voluntary and community sector will be respected and recognised in all partnership working.
<b>Accessibility</b>	We will support a variety of engagement activities to reflect the diversity of the communities in Lincolnshire. We will be flexible and responsive to the ways that partners, stakeholders and the community want to engage with us. We will recognise the need to make engagement both formal and informal at different times and for different people and purposes. We will put in place measures to help overcome barriers that some individuals or communities may face, particularly vulnerable and seldom heard groups, in order they are represented.
<b>Feedback</b>	We will provide feedback about the engagement activities we carry out and will explain how the responses contribute to the decision making process. We will explain how and when we will provide feedback at the same time as we carry out the engagement activity. We will also make feedback as widely available as possible.
<b>Monitoring &amp; Review</b>	We will monitor and review the engagement activities to ensure that all stakeholders and sections of the community have the opportunity to engage, should they choose to, particularly those whose voices are often not heard, and change our practices accordingly.

## 5. Information Sharing

A key challenge is finding a way of ensuring the wealth of knowledge and evidence is shared across partner organisations and channelled appropriately to ensure it effectively influences commissioning decisions, strategic plans and policies. All the organisations that make up the Board agree to share findings and information learned from engagement and communication activities, such as consultations and wider communications campaigns, in order to improve the experience that local people have of health and care services in Lincolnshire. This will also reduce the risk of duplication of work and ensure that active conversations with communities are shared across the whole health and care system.

Platforms such as the JSNA will be utilised in the sharing of information common across the health and care system in Lincolnshire.

## **6. Approach**

The Board's engagement approach will be to, wherever possible, link into engagement events/activities that are already taking place and only arrange anything over and above this if a specific gap in knowledge is identified. This approach will broaden engagement and communication opportunities which can sit alongside more targeted approaches such as surveys and focus groups. This will embed a way of working that ensures a review of existing information and knowledge always precedes any engagement activity, leading to a reduction in inefficiencies and duplication. It also minimises the risk of 'consultation fatigue' within local communities. Staff and Board Members will act as advocates of this approach.

## **7. Output**

The approach to engagement described in this framework will generate and bring together evidence on the health and wellbeing priorities, assets and needs of Lincolnshire's population. This evidence will be included in the JSNA and will impact on the development of the JHWS and local commissioning plans.

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