

A joint approach to engagement and consultation

1. Summary

In developing the Joint Health and Wellbeing Strategy we have engaged with over 200 people, including partners, stakeholders, community groups and volunteers. This engagement which has been carried out on behalf of the Shadow Health and Wellbeing Board has helped develop the priorities for the draft strategy and it has also highlighted the benefits having a joint approach to engagement and consultation across health and wellbeing organisations. The Shadow Health and Wellbeing Board have an opportunity to build on this joint approach, ensuring we continue to engage with communities in the long term beyond the development of the strategy. We are committed to involving communities in decision making, planning and shaping our health and wellbeing services.

The Board are asked to:

- Note the engagement that has already happened to develop the draft health and wellbeing strategy.
- Support a joint approach to engagement and consultation for the longer term by organisations represented on the shadow health and wellbeing board.
- Confirm how this approach is taken forward.

2. Background

The vision of York's Health and Wellbeing Board is:

For York to be a community where all residents enjoy long, healthy and independent lives, by ensuring that everyone is able to make healthy choices and, when they need it, have easy access to responsive health and social care services which they have helped to shape.

To realise this vision, we need to make sure we are effectively engaging with our residents, individuals and communities.

We need to:

- Understand their health and wellbeing, their needs and how services can best respond.
- Involve people in shaping and developing services so we can plan future provision
- Inform people, not only about services available but how they can improve their own and others' health and wellbeing.

3. Developing the strategy

The Shadow Health and Wellbeing Board are currently developing York's Joint Health and Wellbeing Strategy. This will outline the health and wellbeing priorities for the city from 2013 to 2016 and how the organisations represented on the Board will work together to achieve them.

Following the recommendations of the new Joint Strategic Needs Assessment and consultation held at the Health and Wellbeing Stakeholder event in May 2012, the Board confirmed that the priorities for the Joint Health and Wellbeing Strategy should be:

1. Making York a great place for older people to live
2. Addressing health inequality
3. Improving mental health and intervening early
4. Enabling all children and young people to have the best start in life
5. Creating a financially sustainable health and wellbeing local system

Since July, we have been engaging further with stakeholders, community groups, staff and Board members to explore each priority. We have asked them what principles and actions should be included in the strategy in order to make the biggest difference and help achieve our five priorities listed above.

4. Continuing to engage in the longer term

Further consultation and engagement will continue once the draft health and wellbeing strategy has been written, between October and the end of November. The council's Neighbourhood Management Team and the Director of Public Health are currently working on how we can facilitate engagement at a local level, within neighbourhoods

and encourage participation in discussions and decisions around health and wellbeing issues.

The Neighbourhood Management Team is currently developing a neighbourhood approach to deliver clarity of purpose and effective coordination of services in local areas. The following tools are used:

- 1. Ward profiles** – information specific to that on the economy, employment, community safety, environment and levels of satisfaction, complemented by local knowledge.
- 2. Ward audits** – describe all resources and facilities within the ward, the activities being delivered and by whom, and schedules of work and help identify gaps in provision.
- 3. Community contracts** - state the ward priorities; describe council service levels and what is expected of local communities; provide data against which communities can measure service delivery; enable partners to design and test services to meet community need within available budget; and guide the allocation of resources at a local level.
- 4. Ward action plans** - describe the activity that will be undertaken by partners within existing resources to fill the gap between the priorities within the contract and the existing provision described in the ward audit. This also provides a tool to support monitoring.

Longer term there is an opportunity here to link this localised planning and engagement at a strategic level – the local data could inform the priorities of the Health and Wellbeing Board and partnership boards that sit below it who will deliver the Health and Wellbeing Strategy.

5. The Issue

There is a lot of engagement and consultation being carried out by organisations represented on York's Shadow Health and Wellbeing Board. This was evident during our engagement with stakeholders in developing the health and wellbeing strategy. The public are being asked similar questions on similar topics by number of organisations. There is an opportunity for the Shadow Health and Wellbeing to lead the way in integrating how health and wellbeing organisations engage with residents, individuals, communities and those who use our services.

This paper will now explore the option of joining up some of the consultation and engagement and the steps needed to make this happen.

6. Options

Option A

The shadow health and wellbeing board support a joint approach to engagement and consultation and commit to continuing to consult and engage in the long term. This includes:

- Working towards an overarching framework for engagement and consultation, agreeing what we will and won't work together on.
- Jointly plan, via the Health and Wellbeing Board Secretariat, a number of events relevant to the work of the board
- Create a mechanism for sharing feedback between partners from events or exercises, such as a shared engagement calendar.

Option B

Organisations represented on the shadow health and wellbeing board continue to carry out their own engagement and consultation.

7. Analysis

Option A

Developing an overarching framework for consultation and engagement for the Shadow Health and Wellbeing Board will lead to higher quality engagement, which will benefit both our residents and organisations on the board. Residents will have their voices heard by a number of health and wellbeing organisations, and although they may be consulted less, their influence will be increased. Organisations can share resources in jointly planning events or exercises. They will also share residents' opinion, input, feedback and solutions which will be valuable for all organisations on the board in developing health and wellbeing strategies for the city. This will also avoid any duplication and the risk of our residents experiencing 'consultation fatigue'.

To put this option into practice it is suggested that we take the following actions:

- The board host two events a year (similar to the stakeholder event held in May) to share information on the board's work and progress and allow our residents to contribute to it.

- The organisations on the board nominate a named contact for consultation and engagement work.
- The Health and Wellbeing Secretariat will coordinate information about consultation and engagement via the named contacts. The aim would be to hold an engagement calendar for the health and wellbeing board that can be shared between partners.

This will facilitate a joint approach to service planning and joint commissioning. However, we recognise that organisations on the health and wellbeing board will still continue to carry out consultation on specific topics, which are relevant to particular areas of work within their organisation.

The table below summarises consultation and engagement events that organisations on the shadow health and wellbeing have planned over the coming months. Please note that this is only a snapshot and does not include all events that are planned. This process has helped identify where there is potential to work towards this joint approach - bringing together planning and sharing any outcomes.

Organisation	Lead Officer	Planned consultation/ engagement events
York CVS	Catherine Surtees	<ul style="list-style-type: none"> - 22 October: Voluntary sector strategic forum - 31 October: Forum for organisations working with people with learning difficulties - Forum for organisations working with children and families
York Teaching Hospital	Kay Gamble	<ul style="list-style-type: none"> - Neurological pathways (date TBC) - Ongoing: Patient Advisory and Liaison Service
VOYCCG	Pat Sloss	<ul style="list-style-type: none"> - 8 November: Public and patient forum
Leeds and York Partnership NHS Foundation Trust	Andrew Howorth	<ul style="list-style-type: none"> - 28 September: Older Peoples Service review and proposed Care Home team <i>Alongside this we will reconfigure our in-patient beds and provide specialist in-patient care from 4 Community units for the elderly. A full plan will be rolled out over the next 2 months, reporting to Health scrutiny in December.</i> 18 October: Creating Conversations at the York Knowledge Cafe <p>We are working in partnership with the Vale of York CCG, and City of York Council to engage with people around the future shape of mental health care, how to best use our limiting resources, work better in joined up partnership, and work together to challenge stigma and discrimination.</p>
City of York Council	Kate Bowers (engagement) Business Intelligence Hub (consultation)	<ul style="list-style-type: none"> - Ongoing: series of events in local areas, supported by Neighbourhood Management and run by Ward Councillors - October: Results of 'Big Survey', including feedback on 'Protecting vulnerable people' - Proposal – yet to be confirmed: children and young people's health related behaviours questionnaire through schools (contact Amanda Gaines)
Shadow health and wellbeing board	Health and Wellbeing Secretariat	<ul style="list-style-type: none"> - October- December: consultation on draft health and wellbeing strategy - December (date TBC): Health and wellbeing stakeholder event (proposed)

Option B

That organisations and sectors represented on the Health and Wellbeing Board carry out their own engagement and consultation with residents and stakeholders. However, there are a number of issues that we could consult on together, especially where this relates to the work of the health and wellbeing board or the development of strategies. The board's work has a focus on joining up services, commissioning and moving towards integration, which does not fit well with this approach.

8. Council Plan

The proposals in this paper have particular relevance to the 'Building Strong Communities' and 'Protecting Vulnerable People' strands of the council plan.

9. Implications

- **Financial**
A joined up approach to engagement and consultation across health and wellbeing organisations will offer opportunities to save resource through organisations working together to jointly plan and run events.
- **Human Resources (HR)**
No HR implications
- **Equalities**
Option A advocates a longer term commitment to engaging and consulting with communities on health and wellbeing issues to influence the decisions of the Shadow Health and Wellbeing Board. This will have a positive impact on equalities – the potential to include more of our residents, better communicate with them and for them to increase their influence across the whole health and wellbeing system.
- **Legal**
No legal implications
- **Crime and Disorder**
No crime and disorder implications
- **Information Technology (IT)**

No IT implications

- **Property**
No Property implications

10. Risk Management

There are no significant risks associated with the recommendations in this paper.

11. Recommendations

Members of the Shadow Health and Wellbeing Board are asked to consider the following recommendation.

Option A

Reason: This will lead to a more effective consultation and engagement framework influence the work of the board. It has benefits for both residents and organisations and will complement the board's ambitions for increased integration between health and wellbeing organisations, commissioning and services.

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Report
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Wards Affected:

All

For further information please contact the author of the report