

## **Report on Consultation and Engagement**

### **Summary**

1. This report presents the Health and Wellbeing Board with information on a selection of engagement events held to date and their findings.
2. It also sets out guidance and advice on future engagement and consultation and suggestions for the direction that the Health and Wellbeing Board may wish to take.
3. The Board are asked to consider the information contained within this report and approve the recommendations at paragraph 31.

### **Background**

4. In short, the overall purpose of the Health and Wellbeing Board is to bring together bodies from the NHS, public health and local government, including Healthwatch as the patient voice, jointly to plan how best to meet local health and care needs. Their three principal statutory duties are:
  - i. To assess the needs of their local population through a Joint Strategic Needs Assessment (JSNA)
  - ii. To set out how these needs will be addressed through a Joint Health and Wellbeing Strategy (JHWBS) that offers a strategic framework in which CCGs, local authorities and NHS England can make their commissioning decisions.
  - iii. To promote greater integration and partnership, including joint commissioning, integrated provision and pooled budgets

5. Improving the health and wellbeing of the city's residents is a shared responsibility between all partners that sit on the Health and Wellbeing Board; as such the Board are committed to engaging with and consulting with local residents on the recently refreshed Joint Health and Wellbeing Strategy (JHWBS) which contains a specific action to:

*'create a joint communications and engagement plan, to engage and work together on citywide health and wellbeing campaigns which often occur separately through individual organisations'*

6. This will also include engagement and consultation on the Joint Strategic Needs Assessment and any further changes to the Joint Health and Wellbeing Strategy as well as any statutory consultations that need to take place; for example the recent consultation on the Pharmaceutical Needs Assessment.
7. In relation to communications and health and wellbeing campaigns, it is suggested that communication plans from all partner organisations around the table be incorporated into any engagement action plan developed.

### **Recent Guidance**

8. Recent guidance published by the Local Government Association 'Making an impact through good governance: A practical guide for Health and Wellbeing Boards' reminds us that Health and Wellbeing Boards have a duty to engage the public in their work under the Local Government and Public Involvement in Health Act (2007). This means that the Board needs to give consideration as to how they engage, consult and communicate with the public outside of formal Board meetings on things such as:
  - i. collecting information and evidence for the JSNA
  - ii. developing the JHWBS
  - iii. the sub-structures and work streams reporting to the board
  - iv. improving services and integrating care for specific groups
  - v. communicating the progress of the Health and Wellbeing Board and how its achievements reflect the priorities of the JHWBS

- vi. discussing the future design of health, social care and wellbeing services and the implications for current service provision
9. It should be noted that Healthwatch York have a statutory place on the Health and Wellbeing Board and an important role to play in ensuring that the views of local residents are taken into consideration; however they should not be seen as the sole source of engagement and consultation in the health and wellbeing system.

### **What is happening in York**

10. In terms of the list at paragraph 8 of this report there has already been extensive communication and engagement around the points mentioned. Cross-referencing the numbering above to date the following has happened:
- i. this is an ongoing process and further information on this appears later in this report
  - ii. extensive engagement and consultation took place with stakeholders and residents prior to the Joint Health and Wellbeing Strategy being written. Further engagement will take place later this year as the Board moves towards a complete refresh of the strategy to take us from 2016-19
  - iii. the sub-boards provide the Health and Wellbeing Board with annual reports on their work streams and can escalate issues to the Board
  - iv. individual partner organisations of the Health and Wellbeing Board engage and consult on how they can improve services on a regular basis and as part of specific work streams
  - v. The annual reports of the sub-boards and the annual review report of the Health and Wellbeing Board highlight how the priorities within the JHWBS have been achieved
  - vi. individual partner organisations of the Health and Wellbeing Board engage and consult on service design. This is also discussed at sub-board level

11. Over the past 12 months there has been an enormous amount of engagement around health and wellbeing issues within the city. Partners of the Health and Wellbeing Board have held engagement events hosted by their own individual organisations and there have also been events held in the Board's name itself. Below is a sample of what has been happening in the city in relation to engagement around health and wellbeing along with some of the key themes emerging:
12. Joint Health and Wellbeing Board Stakeholder engagement events were held in March 2014 and November 2014 and led by City of York Council and NHS Vale of York Clinical Commissioning Group in the name of the Health and Wellbeing Board. At both events the discussion was predominantly focussed around the development of care hubs with the respective topic and five key themes emerging from the discussion being:
  - Integrated care (March 2014)
    - would like more information on what is actually going to happen
    - how will we put the theory of integrating health and social care into practice
    - there should be more emphasis on wellbeing, prevention and early intervention
    - future engagement events should be more targeted
    - trust and confidence are big issues to address
  - Innovative health and social care services (November 2014) – attendees at this event were asked '*what does good look like for care hubs?*'
    - knowing who to contact and when
    - involving carers
    - having a holistic approach (including mental health, children and transitions)
    - voluntary sector involvement
    - having a broader model that is community led as well (rather than solely medical led)
13. Joint Strategic Needs Assessment (JSNA) – as work on the refreshed JSNA continues, including work around specific topic areas a number of engagement events have been held.

These have been led by City of York Council in conjunction with key partners. The three themes covered to date and the key concerns emerging are set out below:

- poverty (July 2014)
  - cost and availability of childcare
  - job security
  - paying the Living Wage
  - affordable credit options
  - improved advice and information
  - affordability of housing
  
- Mental health (December 2014)
  - housing support arrangements
  - relationship building
  - access to services and support
  - information sharing
  - increasing understanding of self harm
  - provision of recovery support and services
  - alternative options to hospital based crisis support
  - parity of esteem (giving mental health issues the same importance as physical health)
  
- Frail/elderly (January 2015)
  - preventing hospital admissions and reducing delayed hospital discharges
  - communication, information sharing and record keeping
  - voluntary sector involvement
  - preventing loneliness
  - falls prevention
  - exercise referral schemes
  - utilising and recognising skills of a range of staff
  - community development
  - choice and flexibility in service provision
  - supporting independence
  - meeting needs of older adults identifying as LGBT

14. Other – in addition to the above other events include:

- Healthwatch York have engaged on:
  - discharge from hospital
  - barriers to accessing healthcare for the deaf community

- mental health (child and adult mental health services)
  - Better Care Fund
  - NHS Vale of York Clinical Commissioning Group have engaged on:
    - DISCOVER (this was a comprehensive programme of events around mental health and learning disability service provision re-procurement for the city)
    - commissioning and finance
    - urgent care
    - Better Care Fund
  - Leeds and York Partnerships NHS Foundation Trust have engaged on:
    - mental Health service provision
    - service user and carer events
    - Bootham Park
    - jointly worked with commissioners on some DISCOVER events
  - City of York Council have engaged on:
    - services for young people (various events)
    - health and wellbeing survey for young people
    - rewiring public services programme
    - consultation on the Pharmaceutical Needs Assessment
15. Whilst the above is not an exhaustive list of all engagement/consultation that has happened within the city it goes range of things happening.
16. Taking a very broad look at the discussions and feedback from all events known about there are four key emerging concerns that appear to be frequently highlighted no matter what the topic under discussion is, these are:
- communication, information sharing and advice (including shared care records)
  - voluntary sector involvement
  - carers
  - mental health

17. A more detailed breakdown of these is at **Annex A** to this report. It is suggested that Board members take this feedback back to their individual organisations.

### **Next Steps**

18. There will be continued engagement on the Joint Strategic Needs Assessment and the associated 'Deep Dive' programme of work. Work is ongoing to draw together all the feedback received from the three events held to date. The aim is to identify what is already happening around some of the concerns raised, identify gaps and develop action plans to address some of these. Partners will be asked to be part of this process which is being led by the JSNA Steering Group.
19. The current JHWBS runs from 2013-16; which means that some time in the late summer/early autumn of this year work will need to commence on the next Strategy that will take effect from April 2016. This will involve an extensive engagement and consultation process. A report and timetable in relation to this will be brought to the July 2015 meeting of this Board.
20. To help inform the above and future events the Board are asked to consider putting in place a formal action plan around engagement, consultation and communications that draws together everything that the individual organisations of the Health and Wellbeing Board are doing. This could be underpinned by the key principles suggested below:
  - raise/establish awareness of joint priorities including those in the Joint Health and Wellbeing Strategy amongst staff of all partner organisations on the Health and Wellbeing Board
  - raise/establish awareness of the Joint Health and Wellbeing Strategy among local residents
  - raise/establish awareness of the Joint Strategic Needs Assessment
  - ensure that where practical engagement and consultation events held by partner organisations refer to the Health and Wellbeing Board and the priorities within the Joint Health and Wellbeing Strategy
  - regularly provide updates against delivery of the priorities in the Joint Health and Wellbeing Strategy
  - continue to provide opportunities for residents and stakeholders to have their say

21. In addition to this the Board had previously made a commitment to host two Joint Health and Wellbeing Board stakeholder events per year. The next of these is due to be held in May/June 2015.
22. There will be a significant amount of engagement undertaken as part of developing the next Joint Health and Wellbeing Strategy. Unless the Board has anything specific that they need to gather residents' views on then it is suggested that the next joint stakeholder event is rolled over to allow for a more comprehensive programme of engagement around the 2016- 19 Joint Health and Wellbeing Strategy to happen in the late summer/autumn of 2015.
23. If however, the Board do wish to hold a May/June joint stakeholder event then as the past two have been led by City of York Council and NHS Vale of York Clinical Commissioning Group the Board might like to consider offering the opportunity to a different partner or partners on the Board to lead on.

### **Consultation**

24. As mentioned in the body of this report there has been a significant amount of consultation and engagement on health and wellbeing matters within the city. Further engagement will take place with residents and stakeholders as the various partners on the Health and Wellbeing Board seek resident and stakeholder views on their current work streams.

### **Options**

25. The Board are asked to note this report and consider:
  - (i). whether they wish to hold a Joint Health and Wellbeing Board Stakeholder event in May/June 2015 or whether they wish to wait until they are ready to start the engagement and consultation process for the next Joint Health and Wellbeing Strategy 2016-19
  - (ii). whether they wish to develop a formal action plan for engagement, consultation and communications that encompasses the work of all organisations represented on the Board



- (iii). asking all members of the Board to take the feedback contained within this report back to their respective organisations

### **Analysis**

- 26. As the Board can see from the information set out in this report there has been an active programme of engagement held. All of this can be mapped against the five priorities set out in the Joint Health and Wellbeing Strategy. Whilst an exhaustive list of all engagement happening around health and wellbeing would be difficult to pull together the list at **Annex B** is a good indication of the variety of events that have taken place in recent months.
- 27. Customer feedback from events has been valuable for commissioners and will continue to be collated and shared and used to inform service redesign and provision.

### **Strategic/Operational Plans**

- 28. This report takes into consideration all the priorities set out within the Joint Health and Wellbeing Strategy 2013-19.

### **Implications**

- 29. There are no known implications associated with the recommendations within this report.

### **Risk Management**

- 30. There are many engagement events held in relation to health and wellbeing across the city. There is a risk of 'over engagement' and/or duplication in the future and this needs to be avoided if engagement is to remain meaningful and shown to make a difference.

### **Recommendations**

- 31. Members of the Board are recommended to:
  - i. not hold a Joint Health and Wellbeing Board Stakeholder event in May/June 2015
  - ii. develop a formal action plan for engagement, consultation and communications that encompasses the work of all organisations

represented on the Board; to be presented to the Health and Wellbeing Board twice a year

- iii. ask all members of the Board to take the feedback contained within this report back to their respective organisations

Reason: To report back on engagement events held to date and to plan for future events.

### Contact Details

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**Report  
Approved**



**Date** 20.02.2015

**Specialist Implications Officer(s)** None

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Background Papers:**

None

### Annexes

Annex A – Feedback received

Annex B – List of known events – mapped to the Health and Wellbeing Strategy Priorities