

Westminster Health & Wellbeing Board

Date:	14 th September 2017
Classification:	General Release
Title:	Westminster Health and Wellbeing Board Engagement Protocol
Report of:	Head of Health Partnerships; Chief Executive Officer of Healthwatch; Central London Clinical Commissioning Group
Wards Involved:	All
Policy Context:	Health and Wellbeing; Public engagement
Financial Summary:	N/A
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1. Executive Summary

1.1 This report sets out an approach and set of principles to underpin all public and stakeholder engagement activity undertaken by the Board in relation to the Joint Health and Wellbeing Strategy Work Plan (Appendix A). The purpose of an 'Engagement Protocol' is to set a benchmark against which the Health and Wellbeing Board (HWB) can be held to account for its standards and practice in relation to public and patient engagement, both by itself and others. The report also provides a list of the known public, patient and stakeholder groups and networks operating in Westminster (Appendix B) to support ongoing engagement work.

2. Key Matters for the Board

2.1 The HWB is asked to:

- i. consider and comment on the engagement principles and approach set out;

- ii. subject to (i) commit to the principles and approach in relation to all HWB engagement activity moving forward; and
- iii. Note the list of engagement networks and groups operating in Westminster.

3. Background

- 3.1 Engaging patients and the public in the commissioning and provision of services is both recognised best practice and a statutory requirement under the Health and Social Care Act 2012. Under the Act, CCGs and local authorities have a duty to involve local people who live or work in the area in the preparation of Joint Strategic Needs Assessments (JSNAs) and Joint Health and Wellbeing Strategies (JHWS).
- 3.2 NHS commissioners (CCGs and NHS England) are required by the NHS Act 2006, as amended by the Health and Social Care Act 2012, to secure that individuals to whom their services are or may be provided are involved in: the planning of commissioning arrangements; in the development and consideration of proposals for changes to commissioning arrangements likely to have a significant impact on health or the services available; and in decision of the group...where the implementation of a decision would have such an impact.
- 3.3 The Best Value Duty places Local Authorities and other 'Best Value' authorities under a general duty to consider economic, environmental, and social value when reviewing service provision. To fulfil this Duty, local authorities are under a Duty to Consult representatives of a wide range of local persons; this is not optional. Authorities must consult representatives of council tax payers, those who use or are likely to use services provided by the authority, and those appearing to the authority to have an interest in any area within which the authority carries out functions. Authorities should include local voluntary and community organisations and small businesses in such consultation. This should apply at all stages of the commissioning cycle, including when considering the decommissioning of services.
- 3.4 Additionally, Healthwatch – a statutory member of the HWB – has particular duties in relation to public and patient engagement and advocacy including:
 - promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services;
 - enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;

- obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
- making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- providing advice and information about access to local care services so choices can be made about local care services;
- formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.

3.5 The benefits of good public engagement include:

- Improved understanding of community expectations, needs, concerns and aspirations
- Improved understanding of the role and contribution of the community
- Ability to build community support and trust and improve stakeholder relationships
- Improved community understanding of the Board's responsibilities and plans
- Improved credibility of the Board within the community
- Improved quality of decision-making by the Board
- An enhanced and informed political process
- Greater prospects for compliance through increased ownership of a solution and greater community advocacy for a course of action
- Greater access to community skills and knowledge
- Improved community understanding of health and wellbeing issues and responsibility for health and wellbeing outcomes

3.6 Public and patient consultation and engagement was a strong feature of the Joint Health and Wellbeing Strategy (JHWS) 2017-22 preparation work that took place throughout 2016. The engagement activity that supported JHWS development was planned to enable the public, patients and stakeholders to have a meaningful say about possible areas of HWB focus for the next five years. It included an online feedback platform and a wide range of consultation and engagement events running in parallel.

3.7 A snapshot of the engagement activity includes:

- 100+ responses to online and postal consultation survey
- 12 community events and public meetings

- 15+ provider organisations attended ‘Health and Care Providers’ roundtable event on 8 September
- 60+ businesses attended ‘Health is Everyone’s Business’ meeting at Somerset House on 14 September
- 40+ members of the public attended the ‘Open House’ event at Church Street Library on 5 October
- 160+ members of the public attended ‘Westminster Open Forum’ on 6 October to provide feedback on HWB draft priorities

3.8 In 2017, HWB partners have worked to translate the agreed priorities in the JHWS into a detailed Implementation Plan, highlighting the projects and campaigns it will focus on, sponsor and watch. As the HWB moves into delivery, it is important that it continues to maintain a strong public and patient engagement (PPE) focus so that patients and the public can be fully engaged in the work of delivery and implementation.

4. Options / Considerations

4.1 This report outlines best practice principles in relation to PPE for the Board’s consideration and comment. The purpose of an ‘Engagement Protocol’ is to enable the HWB to be held to account – via a published public statement of intent – letting patients, the public and wider stakeholders know what they can expect from the HWB when it engages.

4.2 Such a commitment is complimentary to the individual requirements on organisations to engage set out in statute and connects those requirements to the Joint Health and Wellbeing Strategy.

4.3 Engagement Principles

Best practice dictates that all public, patient and stakeholder engagement carried out by the HWB should be:

- **Timely:** Engagement will provide sufficient time for input and for reporting back on how the input was used.
- **Inclusive:** Engagement activities will be planned to be inclusive, accessible and respond to the needs of all communities removing potential barriers to participation so that the widest possible range of views are heard.
- **Transparent:** Engagement will provide clear, relevant, and complete information, in plain language throughout the process that communicates the purpose, expectations, and limitations clearly.

- **Adaptive:** Engagement plans will be tailored to the nature of the topic being discussed and flexible enough to be modified during the public engagement process, as needed.
- **Co-operative:** Engagement activity will aim to build trust and maintain positive, respectful, and co-operative relationships with participants.
- **Accountable:** Will provide participants with information on how their feedback will be considered and adopted, or why it was not adopted.
- **Continuously Improving:** Engagement initiatives and methods will be reviewed and evaluated continuously to improve the quality of the public engagement process over time, seeking input from participants about the process and the content.

4.4 Engagement Approach

- 4.5 The HWB believes that wherever possible, those who are affected by a decision have a right to be involved in the decision-making process. Public engagement therefore requires the involvement of those affected by or interested in a decision and includes an implicit promise that the public's contribution will influence the decision.
- 4.6 'Good' engagement must therefore seek to facilitate the involvement of those potentially affected by or interested in a decision, provide them with the information they require to participate in a meaningful way and let participants know how their input has affected the decision.
- 4.7 Differing levels of engagement are necessary depending on the goals, time frames, resources, and levels of concern around the decision to be made but for all levels of engagement, it should be made clear what are the goals and objectives and what the public can expect from it.

Table 1. Adapted from the International Association of Public Participation (IAP2) 'Spectrum of Public Participation' Source:

https://c.ymcdn.com/sites/www.iap2.org/resource/resmgr/foundations_course/IAP2_P2_Spectrum_FINAL.pdf

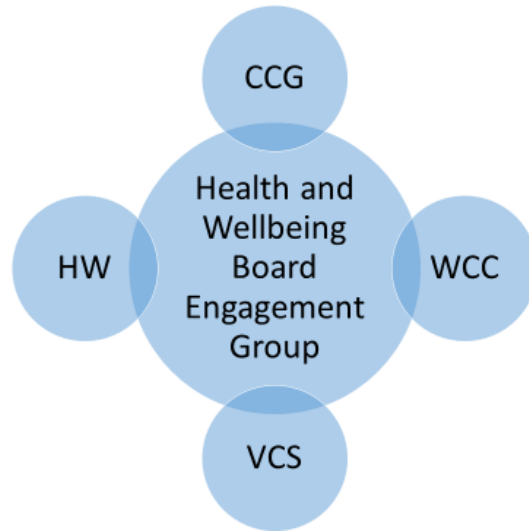
	<i>Increasing level of public engagement</i>				
	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide balanced and objective information in a timely manner	To obtain feedback on analyses, issues, alternatives and decisions	To work with the public to make sure that concerns and aspirations are considered and understood	To partner with the public in each aspect of decision making	To give responsibility for final decision making to the public
Promise to the public	"We will keep you informed"	"We will listen to you and acknowledge your concerns"	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made"	"We will look to you for your advice in formulating solutions and incorporate this into our decisions as much as possible"	"We will implement what you decide"
Engagement methods	<ul style="list-style-type: none"> • Fact sheets • Websites • Open houses 	<ul style="list-style-type: none"> • Public comment • Focus groups • Surveys • Public meetings 	<ul style="list-style-type: none"> • Workshops • Deliberative polling 	<ul style="list-style-type: none"> • Advisory Panels • Participatory decision making 	<ul style="list-style-type: none"> • Citizen juries • Referenda • Delegated decision

4.8 Further Considerations

4.9 The engagement principles and approach set out above could be used to inform the development of a more detailed engagement plan overseen by engagement leads from the HWB member organisations who will work together to plan and deliver all HWB engagement activity across Westminster. The role of the Engagement Steering Group would be to:

- Develop, maintain, and oversee the HWB engagement plan and coordinate engagement activity across local authority, NHS, VCS and Healthwatch planning processes.
- Advise on how health and wellbeing partners can best engage with communities
- Support greater community and service user leadership in health and wellbeing
- Actively share learning and information between partners and key stakeholders
- Share tools and methods for delivering coproduction network activities

- Identify blocks to increased co-production and work with HWB leaders to overcome them
- Demonstrate changes in behaviours towards more co-operative working
- Maintain a co-operative relationship with the HWB, reporting back regularly and obtaining a steer on future engagement activities and focus.



4.10 The ESG would meet bimonthly and be chaired by the Healthwatch CEO.

5. Legal Implications

5.1 Sections 3.2, 3.3 and 3.4 sets out the statutory requirements to engage with service users and citizens when considering future service provision and strategy.

6. Financial Implications

6.1 There are no financial implications arising directly from this report.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact:

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APPENDICES:

- Joint Health and Wellbeing Strategy Work Plan (Appendix A)
- Stakeholder Map: List of public, patient and stakeholder groups and networks operating in Westminster (Appendix B)

Appendix A: Westminster City Council: Health and Wellbeing Strategy Implementation and Work Plan 2017/18

	May –June 17	July-August 17	Sept-Oct 17	Nov-Dec 17	Jan – Feb 18	March – April 18
Meeting Date	25 May	13 July	14 Sep	16 Nov	18 Jan	22 March
Key Plans (Sponsor)						
H&WB Strategy Implementation Plan	<ul style="list-style-type: none"> Workshop to develop Plan 	<ul style="list-style-type: none"> Plan for agreement (WCC) 			<ul style="list-style-type: none"> Workshop to develop 18/19 Plan 	<ul style="list-style-type: none"> Plan for agreement
Better Care Fund Plan	<ul style="list-style-type: none"> Update 	<ul style="list-style-type: none"> Update (WCC) 	<ul style="list-style-type: none"> Draft plan for agreement (WCC, CL CCG) 		<ul style="list-style-type: none"> Update 	
Sustainability & Transformation Plan		<ul style="list-style-type: none"> Overview of 17/18 priorities (WCC) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Update 		<ul style="list-style-type: none"> Update
H&WB Priorities						
HWB Priority 1: Improving health and care for children, young people and families				<ul style="list-style-type: none"> Improving oral health for under 5s in Westminster Presentation (WCC/ChelWest) 	<ul style="list-style-type: none"> Children's Prevention Commissioning Strategy 	
HWB Priority 2: Improving the management of long term conditions		<ul style="list-style-type: none"> Review of Primary Care Strategy (CL CCG) 	<ul style="list-style-type: none"> Outcome of Health Watch review of Care Coordinators (Health Watch) Whole Systems Model of Care Presentation 	<ul style="list-style-type: none"> Whole Systems Commissioning Intentions (CL CCG) 	<ul style="list-style-type: none"> Care Homes Commissioning Strategy and Improvement Programme (WCC) 	

			(CL CCG)			
HWB Priority 3: Improving Mental Health Outcomes		<ul style="list-style-type: none"> • Public Health consultation on Mental Wellbeing to inform Annual report (WCC) 	<ul style="list-style-type: none"> • Mental Health Transformation Update & Overview (WL CCG) 		<ul style="list-style-type: none"> • Mental Health Transformation Update & Overview (WL CCG) 	
HWB Priority 4: Delivering a sustainable health and social care system			<ul style="list-style-type: none"> • Whole Systems Dashboard and measuring health outcomes demonstration 	<ul style="list-style-type: none"> • Community Independence Service Commissioning Intentions (CL CCG) 	<ul style="list-style-type: none"> • Improving Hospital Discharge/Managing Transfer of Care (CL CCG, WCC) 	
HWB: Priority 5: Radically upgrade prevention and early intervention			<ul style="list-style-type: none"> • Consideration of Annual Public Health Report (WCC) 	<ul style="list-style-type: none"> • Older Peoples Health and Wellbeing Hubs Commissioning Review (WCC) 	<ul style="list-style-type: none"> • Making Every Contact Count presentation and action planning (WL CCG) 	

Appendix C – Stakeholder Mapping



Westminster engagement networks	
'General public'	Civil society
Public sector	Business