

PATIENT AND PUBLIC ENGAGEMENT COMMITTEE 2021/22

Date of Meeting:	10/06/2021
Agenda Item:	4.1
Subject:	LCO Priorities Engagement Plan
Reporting Officer:	Hester Benson
Aim of Paper	To socialise and discuss the engagement proposals currently under development for three of the six LCO Priority Programmes

Governance route prior to PPEC	Meeting Date	Objective / Outcome
Governing Body - Statutory		
Audit Committee - Statutory		
Remuneration Committee - Statutory		
Primary Care Commissioning Committee - Statutory		
Clinical and Professional Advisory Panel		
Information Governance Management Group		
Locality Engagement Group		
Patient and Public Engagement Committee		
Quality and Safeguarding Committee / Group		
Integrated Commissioning Board (RBC/HMR CCG)		
Strategic Place Board (previous HWBB – RBC)		
Other: Portfolio Board	03/06/2021	For discussion

Patient and Public Engagement Committee Resolution Required:	For Discussion
---	----------------

Recommendation: It is recommended that PPEC support the development of the LCO Priorities engagement plan. Comments and input from PPEC members are welcomed to develop and implement the engagement plan and approach.

Link to Strategic Objectives (SO):

SO1: To be a high performing CCG, deliver out statutory duties and use our available resources innovatively to deliver the best outcomes for our population	Yes
SO2: To deliver on the outcomes of the Locality Plan in respect of Prevention and Access (Prevention and Self Care)	Yes
SO3: To deliver on the outcomes of the Locality Plan in respect of Neighbourhoods & Primary Care (Getting help in the Community)	Yes
SO4: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Planned (Getting more help)	Yes
SO5: To deliver on the outcomes of the Locality Plan in respect of In Hospital – Urgent Care (Getting more help)	Yes
SO6: To deliver on the outcomes of the Locality Plan in respect of Children, young people and families	Yes
SO7: To deliver on the outcomes of the Locality Plan in respect of Mental Health	Yes

RISK LEVEL (To be reviewed in line with the Risk Policy)**RAG Status:** GREEN**Comments:** N/A**CONTENT APPROVAL / SIGN OFF****The contents of this paper have been reviewed and approved by:**

Director of Integrated Systems Development - Sandra Croasdale

Clinical Content signed off by:

Not applicable

Financial content signed off by:

Not applicable

Clinical Engagement taken place: Not Applicable**Patient and Public Involvement:** Not Applicable**Patient Data Impact Assessment:** Not Applicable**Equality Analysis / Human Rights Assessment Completed:** Not Applicable

EXECUTIVE SUMMARY

LCO Priority Mandates – Recap on Development

At ICB in September and October 2020, a set of system wide intentions were agreed. These were used as the foundation for the development of LCO priorities. Work has since taken place to progress these priorities into a set of deliverable programmes.

These priority programmes are articulated within 6 programme mandates, all of which have been developed collectively as a health a social care system with the primary aim of delivering improved outcomes for our population.

A programme mandate is a programme initiation document; a very high-level document developed to define the programme of work, areas in scope and outcomes expected to be delivered, both qualitative and quantitative. The mandates also describe key interdependencies between the programmes in terms of enablers, pathways and prevention and the links across the system so that we ensure they are owned by the whole system. They do not outline in detail every element of each programme in terms of delivery; this will be worked up through the development of each programme plan. Each programme has a Senior Responsible Officer (SRO), and Executive Sponsor who provide senior strategic oversight and support wider engagement across the Health and Social Care system.

Since the last report, 5 of the mandates have been approved through LCO Board. The 6 LCO priority programmes are summarised below:

- **Urgent and Emergency Care** – The mandate has been approved through LCO Board on the 24th March. The programme aims to deliver core elements of the Urgent Care Strategy that was developed in 2019 with system-wide engagement to reduce unnecessary activity in urgent and emergency care services where patients can be appropriately managed elsewhere within the Rochdale locality system. This is all set within the wider context of operating health and care services during the Covid-19 pandemic.
- **Planned Care** – The mandate has been approved through LCO Board on the 28th April. The aim is to redesign clinical pathways from prevention to hospital-based care to make best use of resources and release capacity to work differently and improve outcomes for patients. In scope specialties have been identified as those which have the highest waiting lists and longest waiting times where there is opportunity to design out-of-hospital/community pathways.
- **Children’s** – The mandate has been agreed through LCO Board on 26th May. This programme focusses on building the ‘strategic approach to children and young people’ outlined in the locality plan to reduce unnecessary urgent and emergency care attendances and admissions by supporting families to care for children with minor injuries and illness at home.
- **Mental Health** - The mandate has been agreed through LCO Board on 26th May. The Mental health mandate takes its content from the strategic approach to mental health as laid out in the Locality Plan. The key driver is to ensure the right help is available for those experiencing a deterioration in their mental health, whether that’s due to severe and enduring mental health conditions or for those in the wider population across Rochdale who suffer from common mental illness or poor emotional well-being. The aim is to ensure that people receive a proportionate assessment of their needs at the most appropriate place and time, by the right person with the outcome of reducing crises and improving outcomes.
- **Integrated Neighbourhood Teams (originally Neighbourhoods)** – The mandate has been agreed through LCO Board on 26th May. The aim is the develop neighbourhood management at each neighbourhood to oversee co-located teams, budget management, workforce and decision making and to embed a good help approach and principles as well as developing Multi-Disciplinary Teams (MDTs), and holistic working practices. This will also include the collaboration, engagement and integration of primary care, mental health and

housing within the neighbourhoods and supporting the development of the Neighbourhoods test of change.

- **Primary Care** – Primary Care is fundamental to the delivery of all the mandates described. In addition, it has been agreed to develop a separate mandate which pulls all primary care work programmes together. The mandate for primary care is in the early stages of development. We are aiming to take it through LCO Governance in June for socialisation and August for sign off.

The LCO Board are keen to ensure that engagement is a key priority for them and have set an expectation of Executive Sponsors and SRO's that patient stories and feedback should be a key element of each of the priority programmes.

The costs of the engagement programme have not yet been agreed but will be discussed at LCO Board to gain commitment from across the health and care system.

Engagement Activity to date

As part of the development of the programme mandates, consideration was given as to how to incorporate patient and public voice in the programmes of work. Ensuring all local communities that may be affected by the plans are engaged with and that there is a collaborative approach across the system in both planning and implementing any engagement and communication initiative is a key priority.

Action Together and the SROs for the Urgent Care, Children's and INTs mandates have met and completed a Cooperative Engagement 'Frame'.

The 'Frame' helps to begin the engagement process and provides a way to share information before embarking on work to inform, involve or collaborate with communities. During the meeting, discussion took place around the engagement topic, audience, resources, level, and parameters of the engagement.

Next Steps

These options to be discussed at the next programme boards with an action to define which options we want to utilise on a programme and/or individual work stream level and rough timescales.

After which a proposal regarding the engagement work will be taken through LCO Executive and to LCO Board for approval.

Recommendation

It is recommended that PPEC support the development of the LCO Priorities engagement plan. Comments and input from PPEC members are welcomed to develop and implement the engagement plan and approach.

Urgent Care, Cooperative Engagement Proposal

Action Together and LCO lead for the Urgent Care Mandate have met and completed a Cooperative Engagement 'Frame'.

The 'Frame' helps to begin the engagement process and provides a way to share information before embarking on work to inform, involve or collaborate with communities. We discussed the engagement topic, audience, resources, level and parameters of the engagement.

This proposal maps potential engagement which would help LCO understand:

- The behavioural drivers behind attendance
- What's working/not working within referral and access processes
- The potential scope for connecting Urgent Care to social prescribing/other care options
- How to better communicate what Urgent Emergency Care is

Potential Engagement

1. Action Together can facilitate a conversation with the **Inclusive Messaging** group, who will provide recommendations on how to best communicate with diverse and specific cohorts of under-represented groups.
2. **#TogetherRochdale** can be used to information communicate widely, across VCFSE, Local Authority and Health partners. #TogetherRochdale is a multiagency platform, coordinated by Healthwatch Rochdale and includes a [webpage](#), newsletter and hashtag, and has shared videos made by community leaders and groups based on Inclusive Messaging group discussions.
3. **Networks and forums** such as the Community and Faith Together group, Healthwatch Advisory Group, Volunteer and Social Action Network, Social Prescribing Network and Disability Forum may welcome conversations with LCO leads and can be a good way to involve community-based organisations in future work. The involved organisations can also be a valuable conduit for information to flow between LCO and communities. More information about Rochdale Borough Networks can be found [here](#).
4. Local charities may be interested in being commissioned to do a piece of **site-specific research**, drawing on their own specialities and strengths (such as participatory and social approaches) an inspirational national example of this type of work is [Camerados- Human Hospitals](#) Rochdale borough has a wealth of arts, health, sports and social focused VCFSE organisation which could benefit this approach.
5. The **Community Champions** programme led by Living Well has recruited 100+ local people, with lived experience and interest in a range of issues. The Champions are being training and linked to projects and work such as Covid Marshalling, providing debt and welfare advice in foodbanks. There may be potential for Champions to share their experiences, and be connected to the hospital and patients to explore inappropriate attendance.
6. Action Together produces a **Signposting Spreadsheet** fortnightly which details all Covid support offers from the VCFSE sector, themed around wellbeing, food, practical support, advice, family support and organised by geography. If particular cohorts of people are identified as presenting inappropriately, this resource could be used to find organisations that already work with this cohort to encourage behaviour change.

Next Steps

- LCO Mandate staff to review potential engagement approaches and embed chosen options into mandate action plans
- Options 1 and 2 can be actioned quickly via Action Together
- Options 3, 5 and 6 will need relationship building between LCO and VCFSE to be effective, Action Together can provide introductions and support relationships
- Option 4 will need a budget to be identified, Action Together can provide support and brokerage and grant administration/monitoring as needed

Children's, Cooperative Engagement Proposal

Action Together and LCO lead for the Children's Mandate have met and completed a Cooperative Engagement 'Frame'. The 'Frame' helps to begin the engagement process and provides a way to share information before embarking on work to inform, involve or collaborate with communities. We discussed the engagement topic, audience, resources, level and parameters of the engagement.

This proposal maps potential engagement which would help LCO understand and share (with public and workforce):

- What is available for children, families and carers (services, support, activities across the Health and Social Care system and within communities) how, when and where to access it.
- The priorities that children and families feel are important.

Potential Engagement

1. The **Children, Young People and Families network** has a budget of £80k over the next 12 months, to enable work that supports inclusive community recovery and growth. The network is developing work around the following topics, which could support the LCO to understand and share provision.
 - Children as Changemakers
 - Whole Family Activity (to be delivered throughout the year in community centres and venues)
 - Pathway Mapping (this will be based on developing a resource like this [tool](#) that the Economic Support Network has developed)

More information about Rochdale Borough Networks can be found [here](#).

2. **Equalities Assemblies** provides space for challenge and conversation between decision makers, the VCFSE sector, volunteer's and public sector staff. Assemblies are held monthly around topics that communities themselves brought forward as important to them. Children's topics have been discussed a number of times at Equalities Assemblies, and provide insight to what is important for children, reports can be found [here](#).
3. In 2019, Barnardos hosted an **Influential event** which was planned and organised exclusively by children from their SEN groups, for health and education professionals. A similar event could be organised for health and social care workforces.
4. **Family Grassroots Gatherings** are a series of Township based meetings to connect people working for organisations across the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector, statutory, health and other organisations who are working with families, children and young people to look at offers and asks for the community. Health and social care staff who attend these will be better connected to local offers and support which they can then signpost to.
5. Action Together produces a **Signposting Spreadsheet** fortnightly which details all Covid support offers from the VCFSE sector, themed around wellbeing, food, practical support, advice, family support and organised by geography. This resource could be shared with workforces more widely.
6. LCO Leads can host a **#WednesdaysWeekly** session using Action Together's platform. #WednesdaysWeekly are short, informative trainings followed by a Q&A or the chance for attendees to share their thoughts. The training is open to any VCFSE organisation, mutual aid, statutory body or business that is currently supporting the community to attend or host. To find out more, [you can click here](#), where you can also see upcoming sessions and sessions which have been recorded and are now available to watch on our Youtube Channel.

Next Steps

- LCO Mandate staff to review potential engagement approaches and embed chosen options into mandate action plans
- Option 1 and 5 is work that is already underway and resourced and can be linked to
- Options 2, 4 and 6 can be arranged via Action Together
- Option 3 will need a budget to be identified, Action Together can provide support and brokerage and grant administration/monitoring as needed.

Neighbourhood, Cooperative Engagement Proposal

Action Together and LCO lead for the Neighbourhoods Mandate have met and completed a Cooperative Engagement 'Frame'. The 'Frame' helps to begin the engagement process and provides a way to share information before embarking on work to inform, involve or collaborate with communities. We discussed the engagement topic, audience, resources, level and parameters of the engagement.

This proposal maps potential engagement which would help LCO work with communities to:

- Prepare the ground for Neighbourhood Boards to be established including building relationships with residents, VCFSE sector organisations and sharing local knowledge, insights and opportunities
- 1. **Grassroots Gatherings** offer a space for voluntary, community, faith and social enterprise groups in Rochdale to come together, network and share information, ideas and resources. Increasingly these are being attended by Health and Social care staff and relationships are strengthening between public and VCFSE sectors. Post-covid we intend to return these to being delivered on neighbourhood footprints. This could be maximised through this mandate.
- 2. Action Together are developing a **Neighbourhood Pack** which include information which could support this mandate including:
 - Spaces and Places –networks and forums where the VCFSE meets and works together
 - Community Venues guide
 - Action Together Membership overview (by neighbourhood)– VCFSE groups, beneficiaries, activities, covid support, grants and monitoring
 - Signposting Spreadsheet
 - Action Together offer
- 3. The **Community Champions** programme led by Living Well has recruited 100+ local people, with lived experience and interest in a range of issues. The Champions are being training and linked to projects and work such as Covid Marshalling, providing debt and welfare advice in foodbanks. There may be potential for Champions to share their experiences, and be connected to Neighbourhood boards as active citizens.
- 4. **Link 4 Life** have moved to a Neighbourhood approach, coordinating their sports, leisure, arts and health work across a neighbourhood footprint. Much of their activity is focused on prevention and aligns with the ambitions of this mandate.
- 5. The **Digital Experience Strategy** and **Public Health Prevention Health Needs Assessment** work, includes leadership by and work of the VCFSE. These shared pieces of work sit within the locality plan and could feed into neighbourhood boards.
- 6. The Respond Repair and Recover programme includes coproduction around various themes including Food, Family, Finances, Digital, Emotional Health and Wellbeing and Women's Services. It also includes a grants programme with a comprehensive set of priorities to support communities. The work of these networks and funded projects can be linked into neighbourhood structures, developing an ecosystem of support.

Next Steps

- LCO Mandate staff to review potential engagement approaches and embed chosen options into mandate action plans
- Option 1 and 2 is work that is already underway and resourced and can be linked to
- Options 3, 4 and 6 involve LCO workforce developing relationships with VCFSE partners
- Option 5 connects wider locality work to LCO mandates, via the VCFSE