

REPORT CLASSIFICATION	✓	CATEGORY OF PAPER	✓
Official	✓	Proposes specific action	✓
Official: Sensitive Commercial		Provides assurance	
Official: Sensitive Personal		For information only	

BOARD

26 NOVEMBER 2024

Report Title:

Involving People and Communities Strategy 2024-28

Purpose of report

To approve the Involving People and Communities Strategy 2024-28. This strategy has been guided and shaped by listening to the people and communities we serve, the organisations and stakeholders we work alongside, and the feedback received from ICB staff, committee and Board members.

Key points

In 2022, we published the ICB's 'People and Communities Involvement and Engagement Framework' (the strategy). This strategy was developed through extensive engagement with stakeholders across the North East and North Cumbria.

In 2024, we asked Healthwatch to review the strategy. Healthwatch held conversations with local communities and provided feedback to the ICB. This feedback was incorporated into a 'draft Involving People and Communities Strategy 2024-28'. In the strategy we describe how the North East and North Cumbria ICB will continue to involve people and communities. We have heard from our communities that people want to get involved and make a difference. We recognise the excellent work that already takes place across our region. We need to be open and have ongoing conversations so we can keep building trust.

In response to the feedback from Healthwatch we also:

- shortened and simplified the document
- replaced the original principles with:
 - Involving people meaningfully
 - Removing barriers
 - Listening to feedback
- improved information on governance so that leadership and accountability is clear
- developed an action plan that will show clear actions and measures.

We shared the draft strategy wider for further comment, both internal and external to the ICB, following the re-established Patient Voice group meeting on 9 September. The feedback has been summarised into a summary report, which will be made available on the ICB's website. We used the feedback to finalise the Involvement strategy for the ICB. In response to the feedback received we made several changes, including making the document shorter and writing it in plain English.

A consistent piece of feedback received was for the need to evidence how the strategy will be delivered. In response, we evolved the action plan into a more detailed workplan, which will be made available on the ICB's website. The workplan includes more detail on how we will achieve our priorities. It also includes detail on how we will measure success.

Some of the feedback we received was also used to develop priorities in the workplan, including supporting the ICB to build capacity for involving people throughout commissioning staff and arrangements.

This strategy has been shared at the Quality and Safety Committee on 14 November, and the Committee has recommended this to Board for approval.

Risks and issues

The ICB has a legal duty to involve. Risks are around ensuring robust planning and use of resources to allow specialist involvement support for key projects, therefore mitigating risk and providing evidence for assurance.

Assurances and supporting documentation

- The Involvement and Engagement Team regularly monitor involvement activity across the ICB. They provide regular updates to the Patient Voice Group and to Quality and Safety Committee around how we are meeting our duties to involve.
- An Annual Involvement and Engagement report will evidence the work we have supported.

Recommendation/action required

The Board is asked to approve the Involving People and Communities Strategy 2024-28.

Acronyms and abbreviations explained

BSL - British Sign language
 HINENC – High Innovation North East and North Cumbria
 ICB - Integrated Care Board
 ICS - Integrated Care System
 LMNS – Local Maternity and Neonatal System
 MPs - Members of Parliament
 MVPL - Maternity Voices Partnerships Lead
 PPI - Public and Patient Involvement
 PSED - Public Sector Equality Duty
 QSC - Quality and Safety Committee
 SDE – Secure Data Environment
 SUV - Service User Voice
 VCSE - Voluntary, Community and Social Enterprise
 VONNE - Voluntary Organisations' Network North East

Sponsor/approving executive director	Claire Riley, Chief Corporate Services Officer
Date approved by executive director	14 November 2024
Report author	Jen Coe, Strategic Head of Involvement and Engagement

Link to ICP strategy priorities (please tick all that apply)

Longer and Healthier Lives	✓
Fairer Outcomes for All	✓
Better Health and Care Services	✓
Giving Children and Young People the Best Start in Life	✓

Relevant legal/statutory issues

Section 242 of the NHS Act 2006 (as amended by the Health and Social Care Act 2022);
 Section 244 of the NHS Act 2006;
 Section 2a of the NHS Constitution

Any potential/actual conflicts of interest associated with the paper? (please tick)	Yes		No		N/A	✓
Equality analysis completed	Yes		No		N/A	✓

(please tick)						
If there is an expected impact on patient outcomes and/or experience, has a quality impact assessment been undertaken? (please tick)	Yes		No		N/A	✓
Key considerations						
Financial implications and considerations	Any financial implications will be related to individual projects and as such will need to be considered by local delivery teams and workstreams.					
Digital implications	Digital implications are related to individual projects and will need to be considered by local delivery teams and workstreams. We are developing an insight bank to hold past involvement report and looking to use NHS Futures platform which is a free resource.					
Clinical involvement	Clinical involvement will be incorporated within individual projects.					
Health inequalities	Health inequalities are considered for each individual project and how we best involve communities.					
Patient and public involvement	It is intended to bring engagement and the public and patient voice systematically into the work of the ICB. This paper details the work we have done towards this.					
Partner and/or other stakeholder engagement	Member practice and stakeholder engagement takes place via the different engagement methodologies that are in place for each project.					
Other resources	Statutory involvement duties are the responsibility of all ICB staff. Therefore, local delivery teams and workstreams need to allocate enough resources in terms of project support, staff and budget to ensure delivery of meaningful involvement needed.					