

Health and Adult Services: engagement and co-production

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Why engage?

“We are committed to actively involving our communities and the people who use our services. People have a right to influence decisions which are made on their behalf and we will support them to do this.

Through active engagement and involvement our services will be improved and we will become more responsive to people’s needs. Other benefits can also come to communities and individuals through being more actively involved in local decision making. In addition, important decisions of the council may well be challenged if it is felt that consultation / engagement has not been up to standard.”

(Introduction to NYCC engagement toolkit)

Our Principles

In designing this document for HAS, we have embedded the 2020 North Yorkshire design principles set out below, in a way that is specific to the people we work with and our partners.



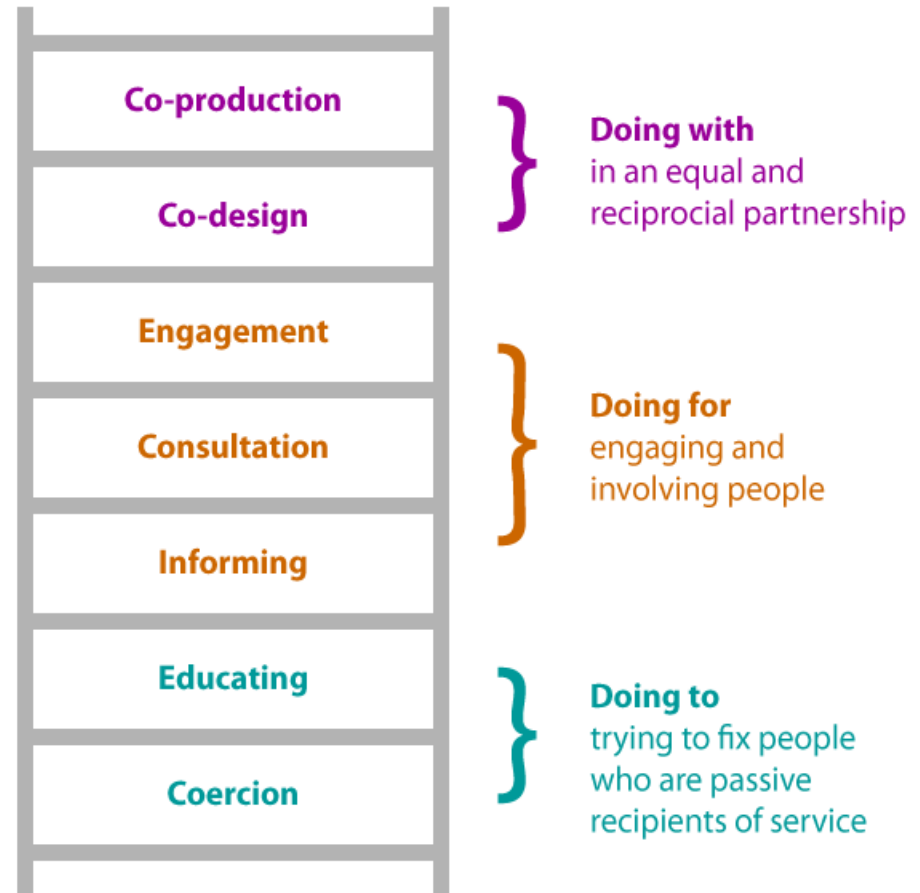
Working together, we will:

- **Value each person as an individual, and treat them as we would wish members of our own family to be treated - with dignity, respect, and compassion.**
- **Support people to make choices in their lives that enable them to achieve their full potential.**
- **Aim for consistent levels of service and experience across North Yorkshire, recognising that one size will not fit all and services may need to be delivered differently in some places.**
- **Spend money as if it were from our own pocket, and be honest and clear about what we are able to deliver within the resources and responsibilities that we have.**
- **Be accountable to the people of North Yorkshire, listening to what they tell us and involving them in decisions about their health and care.**
- **Recognise that carers, staff and volunteers are an important part of delivering our vision, and must be valued and supported.**

The ladder of participation

(New Economics Foundation)

(There are various versions, but they are all derived from the model put forward by Sherry Arnstein in 1969, which described power relationships in decision-making <http://partnerships.org.uk/part/arn.htm>)



The parable of the blobs and squares

<https://vimeo.com/42332617>

How do we engage and involve?

- Regular conversations with Boards and Forums (involving other directorates and external partners, depending on the issue)
- Co-production and co-design: commissioning strategies; wide range of issues/solutions identified and taken forward by Forums; involvement in design eg social care self-assessment tool, community directory
- Formal consultation using a range of methodologies
- Everyday conversations – listening to and capturing what our customers are telling us

Boards and forums

- North Yorkshire Forum for Older People (NYFOP)
 - Charity
 - User-led
 - Ten local over-50s forum across the county
 - Overall membership: 1500+ older people
 - Connects with many other groups, societies, forums and so on
- North Yorkshire Disability Forum
 - user-led
 - Five local disability forums, membership = disabled people
 - Members of each local forum tap into wide range of other groups, societies etc
- North Yorkshire Learning Disability Partnership Board
 - Directly involves approx. 100 self-advocates; numbers growing
 - Very active local and county groups

Other forums

- MCA engagement steering group (new)
- North Yorkshire Carers Forum – under review
- Mental Health forums – under review
- Autism Strategy reference group
- CYPS forums:
 - NYPACT
 - Flying High
 - Youth Council
 - Young Advisers
- Healthwatch North Yorkshire – statutory function, funded by NYCC
- Partner groups and forums, eg patient participation networks

The role of county councillors – working in partnership with local communities

- Democratic leaders and decision-makers
- Leaders in your communities
- Scrutiny role – embedding this in your approach
- Conduit – what are the issues, what are the concerns of your constituents?
- Opportunities to engage strategically and locally with forums
- NYDF presentation to Members' Seminar 7th March

Headlines...

- Good access is essential for us to be able to live independently and to reduce, delay and prevent the need for social care support – access to transport, everyday life (shops, leisure, healthcare), information, housing, employment...
- We don't always understand what we are being asked – eg assessments
- We don't always feel listened to by professionals (individually or collectively)
- We need support and accessible, timely information to help us make choices
- We want to be involved in decisions about us, or our loved one
- We want to be involved in designing and checking services etc, including training staff
- We need our wider communities to understand us and be educated about us – inclusivity, reducing stigma and discrimination
- We value peer support
- Carers – having a break is very important; we can feel overwhelmed at times