

# Engagement Strategy



## Adults and Communities approach to involving and engaging with people who use our services and their carers.

**2016 - 2018**

Barnet Council and Barnet Clinical Commissioning Group (CCG) both recognise the immense value of effectively engaging with people who use services and their carers to provide challenge, identify improvements, co-design services and ensure that the focus remains on improving outcomes for local people.

This Adults and Communities Engagement strategy outlines our commitments, the new structure and how progress will be measured and reviewed.

This strategy was developed over an 18 month period in co-production with residents and the community and voluntary sector.

The strategy aims to:

- Involve people who use services, carers and the voluntary and community sector in the design and delivery of services at the earliest opportunity
- Provide opportunities for people who use services, carers and the voluntary and community sector to support the development of services which are good value for money and achieve strong outcomes.
- Ensure that the people who engage with the work of Adults and Communities are representative of the borough as a whole
- Ensure that the people who are engaged with the work of adults and communities feel that their input is valued and heard
- Ensure that there is a mechanism for feedback to show the developments made following engagement with people who use services, carers and the voluntary and community sector.

## 1. Increasing participation

It is important to make sure that the people we engage with representative the people who use social care services and their carers.

The importance of engaging with people who are seldom heard and may not be able to engage in the current format is important to overcome.

In order to address these issues we will:

### a) **Develop a database that holds the contact details for everyone that wishes to engage with us**

This database will include:

- Names and contact details
- Subjects of interest
- Areas of lived experience / expertise
- Preferred method of contact
- Accessibility needs
- Diversity information

The database will include residents, public sector representatives and representatives of the voluntary and community sector.

This database will be used to identify people that have an interest in specific subjects and to distribute key information and the monthly update.

People who choose to be on the database will not have to commit to attending any engagement events but will be able to keep informed about the work taking place and opt in if they choose.

As part of the database we will also identify organisations and providers who are willing to engage with their members on behalf of us to widen the groups of people we are able to engage with.

Every email sent to members of the database will include an option for opting out of the database which will allow people to remove themselves from the list.

The membership of the database will be reviewed annually so those who no longer wish to be included can remove themselves from the list.

### b) **Attending community events to promote engagement with Adults and Communities**

We will work with community groups to attend community events to promote the opportunities for people to engage with Adults and Communities.

We will work with the community groups that support people to increase promotion of engagement opportunities in groups where we need to increase our diversity.

**c) Ensuring people will have the skills and confidence to be able to engage effectively with Adults and Communities**

We will develop a training programme for everyone who wants to be involved in engagement events so that they have the confidence to participate effectively.

We will make clear to everyone involved the roles and responsibilities of both Adults and Communities and those who engage with us.

**d) Ensuring people who use services and carers are not financially disadvantaged when engaging with the work of Adults and Communities**

We will provide financial reimbursement for out of pocket expenses in line with the Adults and Communities reward and recognition policy.

People who attend engagement events organised by adults and communities may be eligible to claim a reward voucher or payment in line with the Adults and Communities reward and recognition policy

## **2. Annual Engagement Summit**

The purpose of the annual Engagement Summit will be to:

- Celebrate the work that has been completed over the previous year
- Put forward priorities for engagement for the Involvement Board to consider
- Opportunity to network with a wide range of people and organisations
- Voting resident members onto the Involvement Board.

All members of the engagement database and the Health and Wellbeing Board will be invited to attend the summit.

## **3. Create an Involvement Board**

The Involvement Board will:

- Shortlist the priorities raised by the Annual Engagement Summit
- Set the work plan and timings for the working groups
- Oversee that the recommendations from the working groups have been incorporated into final decisions
- Support the working groups to problem solve major problems
- Hold two full annual meetings of 2½ hours and two annual half meetings of 1 hour
- Meet in venues that are accessible to as many people across the borough as possible.

There will be a minimum of 12 members on the board to include:

- 1 resident representative and 1 deputy representative for
  - Older Adults

- Physical Disability
- Sensory Impairments
- Learning Disabilities
- Autism
- Carers
- Mental Health
- Assistant Director, Communities and Wellbeing
- Senior Management from Barnet CCG
- Healthwatch Barnet

Resident representative deputies will only be expected to attend the meeting if the main representative is unable to attend. Resident representatives will be expected to communicate with each other if they are unable to attend.

Where appropriate for the agenda, there will be an opportunity to invite others with specialisms to discuss engagement opportunities with the Involvement Board.

The Involvement Board will be chaired by Adults and Communities director or assistant director - communities and the vice chair will be a member of Senior Management from CCG.

Members will have individual communication needs met through methods that are most relevant for the individual including, but not exclusive to:

- Support meetings before and after Board meetings
- Use of conversers and hearing loops
- Use of sign language interpreters
- Support workers attending alongside members.

Agendas will be created from:

- Feedback from working groups
- Priorities from Annual Engagement Summit
- Annual Workplan
- Requests from members of the Involvement Board.

Papers for the meeting will be sent out to members of the Involvement Board a minimum of 1 week before the event.

Minutes from the meetings will be sent to all the members of the engagement database and will also be accessible on the council's website.

There will be a process for becoming a resident representative. There will be an expression of interest form where individuals will be able to express why they are interested in being on the board. These nominations will be published to members of the engagement structure as proposals and there will be a vote held at the annual Engagement Summit.

The initial term of representation will be for one year when the process will begin again. Representatives will only be able to stand for two years before taking a break.

Support to the board will be given to the board by the Engagement Lead and a Business Support Officer to minute take.

## 4. Working Groups

Working groups will:

- Deliver the engagement work on subjects as set out by the Involvement Board
- Develop their own terms of reference from a template provided
- Work towards a clear outcome on one individual subject
- Make their recommendations directly to the most appropriate decision making body – the Adults and Communities Senior Management Team (Barnet Council), Senior Management Team (Barnet CCG) or directly to the Health and Wellbeing Board. They will not need to go through the Involvement Board first
- Be facilitated by a relevant senior manager from Adults and Communities or Barnet CCG.

Each working group will have an initial meeting which will set out the subject for working on and to agree the terms of reference, outcome aims and a time frame for work to be completed. They will also agree mechanisms for wider engagement including the use of technology where relevant. These meeting will be supported by the Engagement Lead and by a relevant senior manager from Adults and Communities or Barnet CCG.

Depending on the level of work required there will typically be between three and five meetings to work on the subjects.

There will be a final meeting to feedback on the recommendations made and the outcome of the completed work. Facilitators of the groups will compile a report and feedback to the members of the groups.

Representative members of the group will be invited to attend the Health and Wellbeing Board or management team to present findings.

Working groups will be able to be attended by anyone who has an interest, either personal or professional, in the subject being discussed. However the group size will be limited to a maximum of 15 people to ensure that the discussions are manageable.

Invitations will be issued to everyone held on a database and places will be issued on a first come first served basis. If more than 15 people wish to attend we will hold a waiting list and provide updates and remote engagement opportunities so these people can continue to have their voice heard, even if they are unable to attend meetings.

Working groups will set out how often they need to meet and will agree the most appropriate venues for their meeting dependent on the work they are completing.

Barnet Council are committed to ensuring that the right officers are attending the working groups and also that an information pack is sent out in advance of the start of the working group.

Training would be provided for all members to ensure they are able to participate in the working groups effectively.

Members will be able to bring support workers as necessary to ensure they are fully able to participate.

5. Facilitators will be providing support to understand how to ensure a variety of disability needs can be met through a co-produced guide on how to successfully engage with people with disabilities.

## **6. Promote and run drop in sessions**

We will:

- Provide drop in sessions around the borough for people to engage with the Council and CCG informally
- Publicise these events using community sources and partner organisations
- Hold these events in a variety of community buildings and rotate them around the borough so as many people can access them as possible.

Drop in sessions will be an opportunity for members of the public to come and tell us about areas of social care they feel that they would like to see improved, to tell us about their experience of social care services and where necessary to be signposted to relevant community services to support them.

It will also be an opportunity to work with the Prevention Team (Adults and Communities) to share information about community based activities.

## **7. Projects and tenders**

Alongside the working groups, we will continue to involve residents on project boards and tender evaluations for Barnet Council and Barnet CCG.

## **8. Monthly newsletter**

A monthly newsletter will provide updates to members of the engagement database on the progress of working groups, feedback on action taken as a result of recommendations and other engagement opportunities arising. Opportunities to share this more widely via other groups will be taken.

We will also update the website to ensure the content is reflective of the work that has been completed and promoting upcoming opportunities.

## 9. Implementation

The strategy will start implementation in August 2016 with an intended timeline of 24 months.

The first 12 months will focus on the establishment of the Annual Engagement Summit, the Involvement Board and the working groups. We will also develop a training package and good practice guidelines for engagement.

The second 12 months will focus on providing more community outreach opportunities and on continued development of the database to reach a wide range of residents.

## 10. Monitoring and Reviewing

In order to monitor how we meet the aims we will collate information about:

- The number of people who are engaging with Adults and Communities at the current time
- The diversity of the people who are engaging with Adults and Communities
- How satisfied people feel with the engagement process
- What changes are been made because of engagement.

This information will enable us to benchmark where we are at the current moment and so we will have something to monitor any progress against.

We will conduct reviews against this data at the 12 and 24 month points and will also include workshop sessions to gain feedback and suggestions for development with members of the database.

## **Appendix A**

### **Engagement Structure – Roles and Responsibilities**

#### **1. Barnet Adults and Communities**

Barnet Adults and Communities role will be to ensure that there are opportunities for people who use social care and health services, their carers and the voluntary and community sector to influence and develop work being undertaken by the delivery unit.

##### **Responsibilities include:**

- Organising and administering engagement events
- Providing resources for planned engagement opportunities
- Ensure that all duties are met under the Equalities act
- Monitor diversity and actively recruit a wide range of participants to engage
- Work with key partners to develop joined up working
- Hold information on the database and comply with all information management requirements
- Ensure there is adequate representation from Barnet Adults and Communities at all engagement events
- Will provide training for all people who use services and their carers to support them to engage effectively
- Administer the Reward and Recognition under the current policy
- Send out a monthly newsletter to all members on the database
- Ensure papers are sent to members at least a week in advance of meetings
- Ensure agendas and reports are in a format which is accessible to those involved

#### **2. Involvement Board**

The role of the Involvement Board is to develop a workplan of subjects that will be a priority for engagement for a 12 month period. The board will also take responsibility for monitoring the progress of this workplan and developing solutions to any barriers to successful engagement.

##### **Responsibilities include:**

- Chairs will keep the meeting to time and the discussions on topic
- Members will come prepared for the meeting having read the agenda and accompanying papers
- All members will adhere to the Code of Conduct
- Items for the agenda will be brought to the attention of the Engagement Lead at least three weeks before the meeting
- Meeting dates will be set out at the beginning of the year for a 12 month period.



- Adults and Communities and Barnet CCG will commit to sending a representative or substitute to all 4 meetings
- Resident Representatives will liaise with their deputy's to ensure one person is present at each meeting

### **3. Working Groups**

The role of the working groups will be to deliver clear recommendations of suggested improvements and changes in social care and health to support the delivery of good quality social care in Barnet.

#### **Responsibilities include:**

- Setting terms of reference at the start of each working group
- Following the requirements set out at the first meeting of a working group members will need to commit to being part of the remainder of the sessions
- A facilitator will be provided for each working group who will be a relevant senior manager from Adults and Communities or Barnet CCG
- Members will be able to bring any support they need to be fully engaged with this, including support workers and technology. British Sign Language interpreters will be provided where necessary
- Adults and Communities will provide information about the subject in advance and in an accessible format
- Members will commit to identifying issues and providing solutions to any challenges
- Members will adhere to the code of conduct.

## **Appendix B**

### **Involvement Board – Terms of Reference**

#### **4. Introduction and purpose of the board**

- 4.1 The Involvement Board is an inter-agency board. It has a strategic function and its purpose is to oversee the Adults and Communities engagement structure to ensure that there is meaningful engagement on key priorities in health and social care.
- 4.2 The board's key functions are to:
- Set the annual priorities for the Adults and Communities engagement structure
  - Set the workplan and timings for the working groups
  - Oversee that the recommendations from the working groups have been incorporated into final decisions
  - Support the working groups to problem solve where necessary
  - Ensure that the workplan's are meaningful for adult health and social care in Barnet.

#### **5. Role of the board**

- 5.1 The board will collate the priorities from the Barnet commissioning intentions, CCG commissioning intentions, Joint Health and Wellbeing Strategy and issues raised at the annual summit to set out the key priorities to be engaged on.
- 5.2 The board will ensure that the recommendations that are provided by the working groups are acted upon by the relevant agencies.
- 5.3 The board will ensure that progress of projects is feedback to all participants in an effective and timely manner.
- 5.4 The board meets the duty of co-operation between Barnet Council and NHS Barnet required under the Health Act 1999.
- 5.5 The board operates within the framework of the Council's Corporate Plan, Future Shape and the NHS Barnet Operating Framework and Commissioning Strategic Plan.
- 5.6 The Board has the power to ask for information and reports from staff from Barnet Council and Barnet CCG.

#### **6. Governance and accountability**

- 6.1 The Involvement Board is accountable to the Health and Wellbeing Board, Adults and Communities Senior Management Team and Barnet CCG Senior Management Team.

- 6.2 The board will produce an annual report to the Health and Wellbeing board to inform of key achievements over the previous year and to set out targets for the next year.

## **7. Chairing**

- 7.1 The board will be chaired by a member of the senior management team from Barnet Council and a member of the senior management team from Barnet CCG.

## **8. Membership**

- 8.1 The membership of the Involvement Board will be made up of the following representatives:
- One resident representative and one deputy representative for:
    - Older Adults
    - Physical Disability
    - Sensory Impairments
    - Learning Disabilities
    - Mental Health
    - Autism
    - Carers
  - Senior Management Team from Barnet Council Adults and Communities
  - Senior Management from Barnet CCG
  - Healthwatch Barnet
- 8.2 The initial term of representation for resident representatives will be for one year when the process will begin again. Representatives will only be able to stand for two years before taking a break.

## **9. Working Groups**

- 9.1 The Involvement Board will set the workplan for the working groups.
- 9.2 The working groups will be accountable to the Involvement board to meet the requirements set out for them.
- 9.3 The Involvement Board will be responsible for ensuring the working groups recommendations have been incorporated into the work.
- 9.4 The Involvement Board will be responsible for ensuring that the working groups are fed back to on the impact their input had.

## **10. Confidentiality**

- 10.1 The Board will keep a record of names and contact details of everyone attending meetings. The names and contact details of people who use services and their carers will not be published in public documents without prior agreement.

## **11. Conflicts of Interest**

11.1 Members should let the Chair or the Engagement Lead know if they are involved with anything which might affect the decisions that they make.

8.2 Areas that should be declared may include, but not be exclusive to:

- A financial interest in any organisations that may benefit from any decisions made
- A personal relationship with anyone who may benefit from any decisions made
- A personal or financial interest in any organisation that may benefit from confidential information shared within engagement opportunities

## **12. Meetings**

12.1 The Involvement Board will hold two full meetings per year in July and January.

12.2 Full meetings will be two and a half hours in duration and will focus on

- Setting priorities for the working groups to work on
- Monitoring the progress of the working groups against the workplan

12.3 The Involvement Board will hold two half meetings in October and April.

12.4 Half meetings will be one hour in duration and will focus on

- Offering support and guidance to the working groups
- Ensuring feedback has been provided where appropriate

## **13. Annual Review**

13.1 These terms of reference are subject to an annual review.

## **Appendix C**

### **Involvement Board**

#### **Resident Representative Role Profile**

##### **Essential Criteria**

Involvement board resident representatives need to:

- Live or work in Barnet, or care for a person living in Barnet
- Be over 18 years of age

##### **Experience**

In order to carry out their role effectively, resident representatives need to:

- Have experience of using social care or health services in Barnet, or
- As a family carer, have experience of supporting a person who uses social care or health services in Barnet.

##### **Skills**

In order to carry out their role effectively Involvement Board members need to be able to:

- Speak up in meetings (speaking for themselves or with support)
- Represent the views of local people who use services and family carers
- Have an interest in improving social care and health services in Barnet
- Respect confidentiality – being mindful not to disclose individual names or personal information when giving verbal contributions at meetings
- Respect others and respect difference – being mindful of how language, phrases and opinions can offend others
- Commit to attending 4 meetings per year and reading agenda papers in advance of the meeting
- Agree to adhere to the engagement code of conduct.