

Involvement Assurance Checklist

Making your voice count in health and social care in Sheffield.

Stage 1: Getting ready

What resources are already available?

- Avoiding duplication - has any similar work been undertaken recently?
- Have you requested copies of relevant reports, data or findings?

Evidence:

Why do you want to involve users?

- How much influence will people/the public have?
- Is there sufficient capacity for involvement?

Evidence:

What do you hope to achieve?

- Is the purpose clear and agreed?
- Are the intended outcomes clear and agreed?

Evidence:

Why do you want to involve people?

- Diversity of people - is there a good mix?
- Are there particular groups who are over or under represented in the services in question?
- Are there people involved who will be affected by the service or issues under consideration?

Evidence:

Where and when do you want to involve people?

- Have you confirmed which levels or stages people will be involved with? All levels?
- Are people being involved at the earliest possible stage?
- Do you have an appropriate/proportionate number of people involved?
- Have you decided how you will recruit people? Have role descriptions been drafted?
- Have reasonable adjustments been considered?

Evidence:

Stage 2: Involving people in practice

How will you be involving people?

- Have you decided what you will be doing? Is it a survey? Will you be inviting people along to an event to find out their views? Will it be more in depth, for example working with groups of people to co-produce services or activities?
- Have you decided if it will be a one off event/ activity or more regular involvement?
- Are people given a choice in how they want to be involved?
- Are there a range of involvement methods being used? Are these methods flexible, creative, interesting?

Evidence:

Do you have a Patient & Public Involvement strategy in place? Does it include the principles of:

- Inclusivity, diversity, equality of opportunity?
- Listening with respect, openness, communication?
- Commitment to change, meaningful PPI (patient and public involvement)?
- Clarity and transparency?
- Acknowledgement of power issues?
- Language and other access issues?
- Flexibility for people to move in and out of involvement as they wish?
- Are decision-making processes open and accessible?

Evidence:

Do you have the appropriate policies and procedures in place?

- Payment process for expenses – childcare, carer or PA costs, can travel be booked in advance by your organisation?
- Training and support for staff and users?
- Diversity, equality and confidentiality?
- Is there a fair and transparent recruitment process?
- Are there role or job descriptions?
- Are the policies and processes clarified in advance?

Evidence:

Do you have the necessary resources in place?

- Time?
- Funding?
- Staff?

Evidence:

Does your organisation work in a way that supports the involvement of people?

- Are staff involved from the outset? Are there champions or ambassadors within your organisation?
- Is there shared learning amongst staff?
- Is involvement, and the principles of involvement, embedded throughout your organisation?
- Is your organisation prepared to try new things to recruit/support/involve people?

Evidence:

Is there training and support for both staff and members of the public?

- Administrative support? Supervision?
- Emotional support?
- Peer support or peer mentoring?
- Training for staff to raise their awareness of involvement?
- Jointly facilitated training with people/members of the public?

Evidence:

Stage 3: Making an impact

How are you ensuring that involvement has an impact?

- Have you achieved the outcomes/impact you intended? Any unintended impact?
- What difference has involvement made?
- Are people involved in measuring impact?

Evidence:

Do you provide feedback to people on the impact of their involvement?

- Are you keeping people updated on how their involvement is having an impact?

How will you know that involvement is working?

- Will you review it? If so, how often?
- Are people asked about their experience of being involved?

Evidence:

Stage 4: Keeping people informed

How are you keeping users and staff updated about involvement?

- Newsletter? Website? Emails? Papers?
- Are you using different channels of communication? Suitable for a range of different people?
- Is there regular and clear communication throughout an involvement activity?
- Are you avoiding jargon? Would a glossary be useful?
- Are you sending written documents out well in advance of meetings?

Evidence:

If you weren't able to answer any of these questions, it might be worth be revisiting the Involvement Assurance Framework.

This checklist is part of the Involvement Assurance Framework developed by Healthwatch Sheffield.
www.healthwatchsheffield.co.uk