

Involvement Assurance Framework

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

Introduction

Healthwatch Sheffield is the independent consumer watchdog for Health and Social Care in Sheffield. We are here to ensure that children, young people and adults have a say in how services are designed, commissioned and run.

We have designed this toolkit to support organisations with their public involvement. Throughout this toolkit we use the terms “the public” and “people who use services and their carers”. We are aware that there are other documents using different terms including users, consumers, patients or lay people.

The Involvement Framework reflects national good practice around public involvement. One of the most effective methods of involvement is co-production. Co-production refers to the contribution of service users to the provision of services:

“Co-production is not just a word, it’s not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them.”

The Social Care Institute for Excellence (SCIE)

To find out more about co-production go to the SCIE website:

<http://www.scie.org.uk/publications/guides/guide51/what-is-coproducton/defining-coproducton.asp>

Who should use the framework?

This framework has been designed for use by any organisation or group that want to involve members of the public, or people who use services and their carers.

This may include user and carer groups, health and social care providers, your Local Authority and Clinical Commissioning Groups.

There are different levels of involvement and different methods may need to be adopted at different times. We recommend you start the process by talking to people about how they want to be involved. Always consider what support people may need and make resources available.

We have identified 4 key stages of involvement

Stage 1: Getting ready

Stage 2: Involvement in practice: What does it mean?

Stage 3: Making and demonstrating impact

Stage 4: Keeping people informed

Remember to feed back to people the difference their involvement has made.

When and how should I use it?

It is best to use this toolkit when you are thinking of involving members of the public and/or people who use services and their carers.

We recommend you use this framework when:

- > Carrying out Service Reviews or redesign,
- > Commissioning/Re-commissioning services,
- > Gathering views about services or
- > Involving members of the public in strategic decision making or influence.

This toolkit, including the separate checklist, can be used alongside any relevant documents and policies produced by your organisation.

Why use it?

Following the Framework will ensure that your involvement mechanisms are robust and follow good practice in public involvement.

These are the minimum standards Healthwatch Sheffield would expect when obtaining the views of local people or working with volunteers. Don’t worry if you have already started, you can go back and revisit what you have done.

Getting people's views

Principles? Why do you want to involve the public?
Purpose? Are your aims and outcomes clear and agreed?
Presence? Are there particular groups who are over or under represented?
Where and when will you involve people?
 • Think about how you will involve people and whether you want to involve them at all levels or stages?
What resources will you need?
 • Do you have a budget for this?
Who will you involve?
How you will recruit people?

Representation & influence on planning & strategic groups

Principles? Why do you need representatives?
Purpose? What will they be there to do?
Presence? Usually its appropriate to have a minimum of two representatives, but not always. Remember there needs to be fair and transparent recruitment.
Resources: Do you have role descriptions? What skills, knowledge and experience will be needed? Where will you find these people?
Is there proper accountability?
 • Are there opportunities to feed in other people's views or are they only there to represent themselves?
 • Are there appropriate lines of accountability so they are able to represent the views of others? You should brief all meeting reps before and after meetings.

Services: designing, reviewing, and de/commissioning

Principles? Will you have greater knowledge of what people expect and need from services and improved outcomes?
Purpose? Are you clear on what the task is?
Presence? It is important that the principle of involvement is embedded in all strategic plans, programmes etc.
When? It is important to involve people at all stages: analyse, plan, do review.
Who? Will the same people be involved in all of these stages?

Process? You need to ensure that there are lots of different ways for people to feed in their views:
 • For example: completing a survey, coming to an event, joining a group, or being part of social media/tweet chats.
Things to consider:
 • Do you have the right policies and procedures in place?
 • Do you have the necessary resources in place: time, funding, staff, training, capacity building?
 • How much time can/will people commit: one-off event or longer term involvement?

Process? People need to feel involved and able to make a contribution. Decision making processes need to be open and accessible.
Things to consider:
 You may need to review the way meetings work or set agendas.
 • Think about the time of meetings, location, ground rules, how long meetings last etc.
 • Do you need more than one representative?
 • Who will Chair the meeting? Have they been briefed?
 • Expenses - be clear on what this covers! Refer to your organisation's policies and procedures.
 • Is there adequate support in place? Will you provide training to help people in their role?

Process?
 It's important to work with the public to plan and transform services as well as working with patients and carers to design services and improve quality.
 • High level planning is needed to embed involvement (including co-production) throughout the organisation.
 • Develop an involvement plan outlining principles and method.

Key things to consider:
 • Process: How did people feel about the process of involvement?
 • Do you/will you give feedback to users on the impact of involvement?
 • How will you ensure that involvement has an impact? What are the outcomes?
 • What difference has the involvement made?
 • Important to think of how you will evaluate success when you start.
How will you know that involvement is working?
 • Members of public and users of services should be involved throughout the monitoring and evaluation process.
 • Feed back results to the people involved.

Key things to consider:
 • It's important to ensure that you collect regular feedback from representatives about the influence they've had.
 • Decision making processes need to be open and accessible - representatives need to see how their contribution adds value.
Feedback is vital
 • How will you know that your representatives are helping influence?
 • What difference is it making to decision making at groups or different levels in the organisation?
 • You could devise a questionnaire for them to complete at the start and end of their involvement - monitor minutes/decisions etc.

Key things to consider:
 It's important to work with the public and patients to procure and contract services.
 • How will they know they've made an impact on commissioning?
Feedback is vital
 • You need to show people that their involvement has created better outcomes or better services.
 • Important to consider how you will evaluate success when you start.
 • You need to work with patients and carers to monitor services and share learning.

How are you keeping users and staff updated about involvement?
 • Is there regular and clear communication?
 • Is it appropriate for your audience?
 • Use lots of different methods: newsletter, website, face to face meetings, social media groups etc.
 • Avoid jargon.

You need to keep representatives informed and support them with the involvement.
Do this by:
 • Clear and regular communications in advance
 • A clear decision making process that is open and accessible.
 • Creating a way for representative to feed back/involve the views of others.
 • Send meeting papers out well in advance of a meeting (at least 7 days).

Good communication is key for successful involvement in commissioning. You should explain:
 • What they will be doing and how it will influence decisions.
 • Why? The benefits of getting involved and who will be involved.
 • When they will be needed.
 • What they will be asked to do.
 • Feedback - how you will let them know the outcomes?

1

Getting ready

2

Involving people

3

Impact

4

Informing people

Values, principles and standards for involving members of the public

(Adapted from INVOLVE and NHS National Institute for Health Research)

Value 1: Respect

Principle:

People show respect for each other's roles and perspectives.

- a) The skills, knowledge and experience of staff and public are respected
- b) People have a voice as key stakeholders
- c) People are involved from the beginning
- d) Public members contributions are recognised

Value 2: Support

Principle: People have access to the practical and organisational support necessary to involve & be involved.

- a) People have access to training, learning and development to help them with involvement
- b) Staff have access to training, learning and development in public involvement
- c) People's expenses are covered
- d) Involvement is flexible you need to think about time, resources and having realistic expectations
- e) Your organisation supports public involvement

Value 3: Transparency

Principle: Accessible information is provided, the aims and scope for involvement are clear.

- a) Information is written in plain English and available in accessible formats
- b) Public members are given clear information about their role, time commitment and expectations
- c) You are honest and open with public members about the purpose and scope of their involvement
- d) Public members are honest and open about their ability to contribute

Value 4: Responsiveness

Principle:

There is a willingness to act on involvement and make changes to decisions and policies.

- a) Public members and staff involved work together to make decisions
- b) There is a commitment to public involvement and a willingness to act on the advice of the public
- c) Public members show a commitment to their involvement and are willing to contribute

Value 5: Diversity

Principle:

Public involvement is offered to all relevant people and seldom heard voices are represented.

- a) Involvement opportunities are open to all
- b) Diverse communities are included
- c) There are different activities and ways for members of the public to get involved

Value 6: Accountability

Principle: Accountability to people affected and members of public involved.

- a) There is accountability to the public and service user groups affected
- b) Feedback is given to those involved
- c) You review and evaluate the process and impact of involvement
- d) People take responsibility for their own involvement
- e) There is a duty of care to members of the public
- f) Policies are in place to support people's involvement

Useful links and publications

Involving people to get their views

Not Another Consultation - engaging with patients and the public throughout the commissioning process.

Produced by the Local Government Improvement and Development Team. It covers planning for events, evaluation and monitoring, different engagement methods, exercises and facilitation.

<http://www.involve.org.uk/wp-content/uploads/2011/09/Not-Another-Consultation.pdf>

User and Carer Involvement: A good practice guide

One of a series of three resource documents that aims to help voluntary health organisations involve service users and carers in their work.

<http://twocanassociates.co.uk/pdfs/CarerUserpractice.pdf>

NICE Guide: Improving Health and Wellbeing and Reducing Health Inequalities.

This guideline covers community engagement approaches to reduce health inequalities, ensure health and wellbeing initiatives are effective and help local authorities and health bodies meet their statutory obligations.

<https://www.nice.org.uk/guidance/ng44>

Transforming Participation in Health and Care

Statutory guidance published by NHS England to support clinical commissioning groups and commissioners in NHS England in: enabling patients and carers to participate in planning, managing and making decisions about their care through the services they commission and the effective participation of the public in the commissioning process itself.

<https://www.england.nhs.uk/wp-content/uploads/2013/09/trans-part-hc-guid1.pdf>

Involving people to get their views.

<http://www.communityplanningtoolkit.org/sites/default/files/Engagement.pdf>

Beyond the usual suspects.

<http://www.shapingourlives.org.uk/documents/BTUSReport.pdf>

If you listen to me, I'll listen to you.

A toolkit for people working with children aged 5-13 years. Voices, Sheffield City Council.

<https://www.sheffield.gov.uk/education/about-us/plans-partnerships/youth/involvement/childrens-involvement-team.html>

Involved and Included. A toolkit for involving Children & Young People (13-19yrs)

<http://www.chilypep.org.uk/wp-content/uploads/2014/10/Participation-Toolkit.pdf>

Involve people with strategic voice, influence and representation

No decision about us, without us

A guide for people who use mental health services, carers and the public to accompany the implementation framework for the mental health strategy.

<http://www.nsun.org.uk/assets/downloadableFiles/4pi.-ni-standards-for-web.pdf>

<http://www.nsun.org.uk/about-us/our-work/national-involvement-partnership/4pi-blog/>

Involving people in service design, review, commissioning and decommissioning

The Engagement Cycle

Helps organisations undertake meaningful patient and public engagement for maximum impact.

<http://engagementcycle.org/introduction-to-the-engagement-cycle/>

Patient experience in adult NHS services overview.

National Institute for Health and Care Excellence.

<http://pathways.nice.org.uk/pathways/patient-experience-in-adult-nhs-services>

Framework for involving the public in primary care commissioning.

Produced by NHS England.

<https://www.england.nhs.uk/commissioning/primary-care-comm/involving-the-public/>

Co-production self assessment framework

Produced by Cornwall County Council.

<https://www.cornwall.gov.uk/media/6979651/CoProduction-Self-Assessment-Framework-NEF-.pdf>

Involving people in commissioning services

A guide produced by Norfolk County Council.

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/your-local-councils-mps-and-meps/localism>

Influencing mental health services: A guide to values-based commissioning.

http://www.nsun.org.uk/assets/downloadableFiles/Value_based_commissioning_report_V22.pdf

Involving young people in commissioning

<http://www.participationworks.org.uk/events-training/products/how-to-involve-children-and-young-people-in-commissioning/>

How can Healthwatch Sheffield help you?

Healthwatch Sheffield is the independent consumer watchdog for health and social care services in Sheffield.

We have developed this framework to support you with public involvement.

If you would like any other specific support, please get in touch and we will be happy to discuss how we can help.

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