

Involvement Framework

Health and Adult Services





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Foreword

Co-production is a superpower!

Christopher Porter, Self-Advocate Chair of North Yorkshire Health and Wellbeing Group.

Co-production is like teamwork magic, where different ideas and skills come together to create something amazing! It's the superpower of working together to achieve more than we can on our own.

Involving people with lived and living experiences is crucial to achieving the best for people in North Yorkshire. People bring unique skills, knowledge and experiences and their contributions are invaluable in planning, developing and delivering our services and support.

Bringing together our lived and learned experiences, we have worked together in equal partnership to create this charter and framework. They set out North Yorkshire Council's Health and Adult Services directorate's commitment to involve individuals and communities in our work across Public Health and Adult Social Care. We will listen to, and learn from, one another, and work together to keep the framework up to date and relevant for everyone. We will listen and learn, both in planning for the future on a big scale and when looking to improve our practice and service delivery day by day.

If we all want people in North Yorkshire to live longer, healthier, independent lives, we must listen to, learn from and work with people and communities.

We invite everyone to get involved.

Together we can go from strength to strength and make life better for everyone in North Yorkshire.

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Acknowledgements

This framework has been created in partnership with a group of people from our communities and colleagues from Health and Adult Services. We are hugely grateful for the time and expertise everyone has so generously given. They have shared their ideas and reflections about what good involvement looks like and you will find quotes from them and other people who have worked with us woven throughout this framework.

We are also grateful for the wide range of conversations that people, partners, communities, and colleagues have had with us over the years. These conversations have supported us to develop our approach to involvement and we hope you can see them reflected in this framework.

Introduction

People are experts in their own lives and their voices must be at the heart of Health and Adult Services. Only by listening to and working with people and communities can we design and deliver effective, high-quality services in North Yorkshire.

The purpose of this framework is to support Health and Adult Services to embed good involvement practice and to set out what people and communities can expect from us. It applies across both public health and adult social care, and its principles will inform the standards we expect from services we commission.

The framework focuses on how we involve people and communities in 'what we do and the way we do it', including our strategies, policies and culture, and how our services and support are designed, commissioned and delivered. It sits alongside the Council's **Engagement Promise** and a range of other frameworks in the Directorate. This includes our **Adult Social Care Practice Framework**, which sets out our approach on an individual level to working alongside and not 'doing to' people.

The framework will drive forward our involvement practice, setting out our aspirations and guiding our journey towards working together in equal partnership with people and communities. We are committed to this framework being a live and organic resource which we will regularly review and improve. It will be supported by an action plan and a growing range of resources to enable us to put it into practice.

Everyone has a key role to play in making this framework real. Involvement is fundamental to our Health and Adult Services and an integral part of each person's role within the Directorate. We can only achieve our aims if we all work together.



Health and Adult Services Involvement Charter

Our Involvement Charter has been created in partnership with people with lived and learned experiences. It sets out how Health and Adult Services will work together with individuals and communities to develop and deliver our services and support.

- 🌱 We will build co-production into the ways we design and deliver our services and support. This means we will work in partnership and share power with people and communities.
- 🌱 We will involve people and communities from the start and offer different ways for people to engage.
- 🌱 We will accept that good involvement takes time and requires us to build relationships and trust.
- 🌱 We will value people’s lived experiences and recognise their strengths.
- 🌱 We will listen to what people tell us and let everyone know how their involvement has made a difference.
- 🌱 We will understand the diversity of North Yorkshire and make sure our involvement is inclusive and accessible to all.
- 🌱 We will be clear about why we involve people and communities and consider the benefits that involvement brings to everyone.
- 🌱 We will value colleagues’ knowledge of our communities and services, as well as their own lived experiences.
- 🌱 We will coordinate our involvement activities with colleagues, other organisations and communities and share insights.
- 🌱 We will support colleagues, people and communities to develop their knowledge, skills and confidence to work together and share power. We will consider how we can allow time for everyone to grow their knowledge.

We will work together with people, colleagues and communities to put this involvement framework into practice, check we are making good progress and continue developing it. You can find out more on page 19 of this framework about our plans to measure our progress on this journey.



What do we mean by involvement?

In this framework we use involvement to mean an active process for hearing people’s voices and involving them in decisions - a two-way conversation either for specific purposes or as part of an ongoing relationship. Another word sometimes used to describe this is participation.

There are different words for different types of involvement. These are broadly outlined below.

Co-production	Working together in equal partnership from the start with people who use public health and care services, carers and communities
Co-design	People and professionals designing together
Engagement	Listening to people to understand issues and discuss ideas for change
Consultation	Asking for people’s views on one or more ideas or options. Sometimes consultation also describes a formal process with specific legal and governance requirements.
Informing	Providing information on proposed changes

We want to establish a culture where co-production is our default and look for opportunities to co-produce rather than reasons why we can’t. Sometimes there are limits we have to work within, which mean that different levels of involvement will be appropriate for different pieces of work. Where limits exist, we will be honest and open about them. We equally recognise that people want to be involved to differing extents and will offer a range of ways in which to get involved.

Health and Adult Services is equally committed to co-production at an individual level. This is where a practitioner and an individual work together to plan what support that person needs. Our approach to this in adult social care is outlined in our **Practice Framework**.

Why involvement matters

Good involvement benefits everyone - the council, colleagues, communities and people.

By sharing their experiences, ideas, skills and knowledge, people can help us to:

- Get it right first time.
- Avoid costly mistakes.
- Innovate and do things differently.
- Prioritise and find out what really matters.

Importantly, people tell us that good involvement has a positive impact on their own lives, including creating opportunities to share and develop skills and knowledge which can be used elsewhere. This contributes to better outcomes for individuals and supports communities to become stronger.

The importance of involvement is reflected in the guidance, regulations and law that Health and Adult Services follow. The Care Act 2014, the Care Quality Commission Assurance Framework and guidance about Public Health all include requirements about engagement and co-production.

“When we work on a project or plan in a way that is co-produced, it’s like weaving a tapestry of our diverse views and perspectives. Working in this way to include others, strengthens the fabric of what we hope to achieve.”

“There's a big difference from being done to. You can make changes, improvements and change direction.”

“I thought I had a good understanding of the issue. Hearing from people with lived experience challenged my view and made me a better worker.”

When we involve people and communities

Health and Adult Services involves people both as part of planned projects (such as strategy development) and as part of ongoing conversations (for example with community forums and networks). We also offer ways for people to feedback to us about their experiences, as set out below.

In both planned project and ongoing conversations, we will put relationships first and focus on building and nurturing mutually beneficial partnerships.

Planned projects

We will involve people and communities in decisions at all levels of Health and Adult Services. As a minimum, we will involve people when we carry out the following types of service development and delivery:

- Service design and improvement
- Improving practice, including training
- Strategy development
- Significant policy change
- Designing new ways of working

We also involve people in other planned activities such as recruitment, partnership workshops and conferences.

“It is important to have that relationship with senior managers and know they are committed to listening and working together.”



Ongoing conversations

It's important that we don't just engage when we have planned projects. Ongoing conversations are vital. They build relationships of trust and enable us to listen to what our communities want to tell us, not just put forward the questions we want to ask. We will be open to people's ideas and look for opportunities for us to work together.

Working with local networks and lived- and living-experience voice groups, we will support communities to talk about and act on the things that matter to them. We want to empower and support our communities and aspire to enable communities to take the lead where appropriate.



Feedback

Ongoing feedback is also a vital part of how people shape our work and everyone in the Directorate should actively encourage people to share their views. It helps us to understand what is working well and what might need improvement.

We provide a range of ways for people to provide feedback, including our compliments and complaints process. We also receive lots of informal feedback from everyday conversations with people. This can provide very valuable information and ideas, and we will consider how we can best collect and act on this.

Who we involve

We will work with a wide range of people and groups who have an interest in the work of Health and Adult Services, the wider health and social care system, and community wellbeing. This includes:

- **People who access or need support**, both adult social care and public health and including people who self-fund their support
- **Unpaid carers**, both as stakeholders in their own right with lived experience of carers' support, and as people with knowledge of the needs and experiences of the people they support
- **Family and friends**
- **Colleagues** in Health and Adult Services and across the council
- **Councillors**
- **Healthwatch North Yorkshire**, the local public champion for health and social care
- **Other organisations** who work within the health and care system, including NHS organisations, VCSE organisations, providers, emergency services and educational establishments
- The **wider community of North Yorkshire**, including people who visit, work or volunteer in the county.

When we involve people, we will try to understand

- who needs to be involved
- how to reach them
- what barriers they may face

It is important that we hear from a diverse range of people that reflects North Yorkshire's communities. We will make a particular effort to include people we are not already reaching and who are more likely to experience health and care inequalities. We also acknowledge that some voices are quieter than others, and we will create opportunities for people to participate on an equal basis. To support us to do this, we will look to our established relationships and consider how we can build on these. We will value the input of representative lived-experience voice groups and networks, and develop more opportunities for a wider range of people to work with us.

It is important that we hear the voices of children and young people both in our public health work and in ensuring adult social care works for young people as they become adults. We recognise that lots of involvement activity already takes place in schools and colleges, and through the NY Voice team in Children and Young People's Services. We will work with them to include the voice of children and young people, and to ensure their voices continue to be heard as adults.

“Co-production recognises that everyone has an important contribution to make.”



We also recognise that colleagues will be able to contribute their experiences of service delivery and their own communities, and as people with lived experience themselves. Engagement with colleagues about workforce issues is beyond the scope of this framework but you can read more about the council's approach in our **People Strategy**.



Photo taken by members of POMOC in Scarborough as part of a photovoice project

How we involve people and communities

When we involve people and communities, we will follow these key principles.

Planning involvement

Advance planning is essential to ensure people's involvement has a genuine impact and makes a positive difference to what we do and the people involved.

For planned projects, involvement needs to be considered **as early as possible** in order to:

- Involve people from the outset.
- Influence decisions.
- Allow time to build relationships and move at the speed of trust.
- Value people's time and other commitments and give them enough notice to prepare and take part.
- Ensure involvement is built into the project's workloads and budgets.

Designing involvement

Designing involvement starts with a **clear, shared understanding of what we wish to engage on and why**. As part of this we need to understand what people and communities have already told us. This will help us clarify if we need to carry out new involvement and, if so, what we should focus on. We can then define **clear objectives** which will inform the design of each part of the involvement activity.

“Giving a bit [of] prior notice... Planning things a little bit better might certainly help. The key thing to think about is the more information you give earlier on, the more response back you'll have. The later you leave it, the less information.”

“When I'm involved, I need to know what I'm doing and why I'm here.”

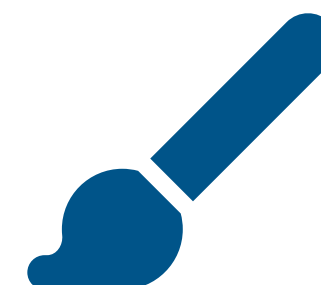
When designing how to involve people and communities, we will:

Listen to what people and communities tell us works for them and ask them how they want to be involved.



Ensure our involvement is accessible and inclusive, removing barriers that prevent people from being involved and adapting our methods for different groups and people.

Be flexible in our approach and aim to fit around our communities, rather than asking them to fit around us. This could include going to where people are, rather than asking them to come to us, or offering options that allow people to be involved outside of working hours.



Be **innovative** and continue to challenge ourselves to develop a wider range of methods, including **creative** and **digital** approaches.

We liaise with partners for certain involvement activities and there is scope for more **joined up working and coordination** – this benefits the organisations, people and communities. We don't want to overload people and communities, or ask them to tell their story twice. This might mean prioritising or combining projects where appropriate.

Ways of working

When we design involvement we will uphold these principles:

Reciprocity - this means people should get something out for putting something in. We will think about how involvement benefits people and communities, and consider both how people can contribute and what they will get back.

Asset-based - we will recognise and value people's unique skills, experiences and gifts, and create opportunities for people to use them.

Equality - we will share power with communities and people. We will seek to redress pre-existing power imbalances, breaking down barriers and recognising how vulnerable it can feel to share lived and living experiences.

Respect - we will create safe spaces where people's perspectives and contributions are respected and valued.

Courage - we will have the courage to be vulnerable and acknowledge that we do not have all the answers, or indeed all the questions.

Honesty - we will be open about both the challenges and opportunities, and invite people and communities to work with us to find the solutions.

“Involvement means seeing each other as equals and putting preconceptions aside.”

Acknowledging people's input, feeding back and sharing insights

Timely feedback is an important part of all involvement activity. When we involve people we will:

- Let people know what impact their involvement has had and keep them updated about what is happening.
- Explain if there are reasons that we cannot change something.
- Acknowledge and credit people's contributions.

When we work together in partnership with people and communities, we will agree together how and when to feed back to other people who have been involved.

“I need to know what has happened as a result.”



We should always make the best use of what people tell us. When people share their experiences and ideas, we will think beyond the specific project we are working on to consider what other work they could inform. As part of the feedback process, we will share insights with colleagues, partners, communities and people. This will ensure we are making the best use of the information we all know.

“Our involvement needs to be acknowledged and appreciated. If something has been co-produced, it should say so.”

How we will support colleagues, communities and people

To support colleagues to deliver this framework, we will:

- Continue to develop our toolkits, resources, and training.
- Provide expert guidance and advice to colleagues through our Participation and Involvement team.
- Consider involvement within colleagues' workloads, performance objectives and personal development.

Personal development also matters to the people with whom we co-produce. We will work with people and communities to find out what guidance and tools they need, and create opportunities for people to develop their knowledge, skills and confidence.



Measuring, improving and learning from involvement

To ensure that we are making the changes outlined in this framework, we are working together with people, communities and colleagues to agree what success look like and how we measure it. This links to our Health and Adult Services plan and our other performance measures. We will check how we are performing and report on this to our leadership team, colleagues, and communities.

We want our involvement to be an example of best practice. As part of this it is vital that we learn from experience and understand the impact of our involvement activity. To enable this, we will build reflection and evaluation into our involvement practice. We will share this with and learn from colleagues and partners so that we know what worked well and how we could improve.

We also want to support the services we commission to facilitate good involvement. We will build engagement and co-production into service specifications and contracts, and develop ways to monitor this.

Delivering and reviewing our framework

To make sure we put this framework into practice, we are working with people and communities to make a plan about the key pieces of work we need to do.

The delivery of this plan and the framework will be overseen by an Involvement Steering Group, who will work with communities and people. The Involvement Steering Group will also champion involvement across the Directorate and support colleagues to understand their responsibilities. We will review the framework after two years.

“Something really powerful happens during co-production. A space opens up where we can all work together as equal partners. A space where lived and learned expertise are both equally valid and where we are all able to bring our expertise and experiences to the work we are involved in.”

Co-production is a superpower



Contact us

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northyorks.gov.uk/accessibility