

Committee(s): City of London Health and Social Care Scrutiny Committee	Dated: 18/01/2023
Subject: City and Hackney Place-based Partnership resident involvement	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	2, 3,4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Nina Griffith (Director of Delivery, City and Hackney Place-based Partnership)	For Discussion
Report author: Nina Griffith (Director of Delivery, City and Hackney Place-based Partnership), Jonathan McShane (Integrated Care Convenor, City and Hackney Place-based Partnership), Eeva Huoviala (Head of Public Engagement, City and Hackney Place-based Partnership)	

Summary

The purpose of this report is to provide the City of London Health and Social Care Scrutiny Committee with an update on resident involvement within the City and Hackney Place-based Partnership with particular focus on how the Partnership seeks to involve City of London residents.

Recommendation(s)

Members are asked to note the report and share comments and thoughts.

Main Report

Background

1. On July 1st this year, NHS North East London Clinical Commissioning Group (CCG) was replaced by a new organisation with slightly different powers and responsibilities, NHS North East London Integrated Care Board (ICB). The new organisation is known as NHS North East London. The ICB will enable and support the work of the North East London Integrated Care System.

The reform does not have a direct impact on front line health and care services such as hospitals, mental health trusts and GP practices, which will continue to be provided by existing providers.

City and Hackney Place-based Partnership is one of seven Partnerships across North East London with a remit of ensuring that the health and care needs of people living in City and Hackney are met. The other six are Barking and Dagenham, Havering, Redbridge, Tower Hamlets, Newham and Waltham Forest.

All NHS organisations have a statutory duty to involve local residents in their decision making and in City and Hackney we have a long history of doing so, working closely with our statutory and community and voluntary sector partners as well as our local Healthwatch branches. Both NHS North East London and City and Hackney Place-based Partnership are committed to working with local residents. These commitments are outlined in the North East London [‘Working with People and Communities Strategy’](#) and [City and Hackney Co-Production Charter](#), which was endorsed by the Integrated Care Partnership Board.

For clarity, this paper focuses on resident involvement in the City and Hackney Place-based Partnership, with focus on City residents.

Current Position

2. People and Place Group

City and Hackney People and Place Group was established in 2020 as an assurance group for resident involvement, equality & diversity and sustainability. It has a remit around assuring the City and Hackney Health and Care Board (previously Integrated Care Partnership Board) that meaningful resident involvement is taking place and that equality, diversity and sustainability are considered as part of that activity. Healthwatch City of London are a member of the group and regularly attend the meetings. Membership also includes City of London Corporation with representatives attending on ad hoc basis. We would welcome any thoughts on who would be best placed to attend on more ongoing basis going forward.

The Chair of the People and Place Group has a place on the City and Hackney Health and Care Board. Agendas are planned so that the People and Place

Group can consider the business coming to the City and Hackney Health and Care Board and provide patient and resident feedback and assurance that meaningful resident involvement is taking place.

Communications and Engagement Enabler Group

As a Place based partnership we seek to work closely with resident engagement and communication teams from across the area to plan, coordinate and align work as well as share good practice and resources. City and Hackney Integrated Care Communications and Engagement Enabler Group holds monthly meetings bringing together colleagues from across the patch to share information and facilitate joint working. Membership includes Healthwatch City of London, two members of the City of London Corporation communications team and a member of the Public Health Team. We are keen to extend City representation at this group in particular around resident engagement.

Direct resident involvement

There are currently a number of ways in which residents living in City of London can get involved in decision making and shaping local services. These are outlined below. Residents can:

- Work with Healthwatch City of London who are a local partner and who we involve in all major resident involvement activities
- Become a Public Representative for the City and Hackney Place-based Partnership to represent the views of their local community and help co-produce services
- Attend open meetings like [Community Voice in Health and Care](#) or [Shoreditch Park and The City Neighbourhood Meetings](#) and share their experiences of local health and care services
- Join a special interest group like [City and Hackney Older People's Reference Group](#), City and Hackney Young System Influencers or City and Hackney Maternity Voices Partnership
- Join the Patient Participation Group at your local practice (for Neaman Practice see [here](#)) to take part in decision making about your GP practice
- Become a Public Health Community Champion and help share key health information with your networks and communities
- Get involved in the Patient Experience forums or become a member at your local hospital Trust like Bart's Health NHS Trust or Homerton Healthcare NHS Foundation Trust.

To find out more about any of these opportunities residents can contact the City and Hackney Communications and Engagement team at cah.communications@nhs.net

Sharing information

As well as seeking to involve residents in our work we routinely share information with local stakeholders including City Healthwatch and City of London Corporation communication colleagues through

- Regular NEL stakeholder newsletters
- City and Hackney Practitioner Bulletin
- Information sharing with key partners on topics like ongoing service consultations, engagement opportunities, key health messages and campaigns.

Options

3. During 22/23 we have been carrying out a review of how we engage local residents, in particular looking at where there are gaps in terms of methods or reach. The review is led by a task group consisting of members of the Communication and Engagement Enabler Group and progress to date includes:

- Mapping good practice at national, regional and local level
- Equality Impact Assessment including 46 interviews with local statutory and VCS organisations. This included speaking to City of London Corporation, Healthwatch City of London, Bart's Health NHS Trust Patient Experience Team and Bart's Health and Faith Forum
- Stakeholder engagement on what good looks like
- Stakeholder engagement on how we get there (ADD COL representation)
- Development of a logic model to identify the outcomes we would like resident involvement to deliver and the actions needed to get there

Recommendations from the review include:

- Development of a Place-based resident engagement model with focus on addressing the gaps identified in the review
- public facing engagement offer (ongoing)
- Setting up a Community of Practice for engagement to share good practice
- Training and development offer around inequalities and engagement
- Shared engagement planner and a public facing engagement offer/toolkit

One of the gaps identified in terms of population cohorts were City residents and in particular people living in the Portsoken area. While all our engagement activities are aimed at both City and Hackney residents and we proactively promote involvement opportunities via City of London stakeholders, we want to ensure that these opportunities are accessible and relevant to City residents in order to ensure meaningful engagement.

From discussions with Healthwatch City of London colleagues we are also aware that they have raised this as a concern and we are working closely with them to

identify ways of increasing City residents' participation. Some of these are outlined in the next section.

Proposals

4. In order to ensure that City residents are able to get involved in shaping the health and care services within the Place-based Partnership the following steps are proposed (not an exhaustive list):
 - Continue to proactively promote the existing involvement mechanisms outlined in section 2
 - Review and establish information sharing routes to ensure most effective reach into City of London residents
 - Identify a regular City of London Corporation representative to attend People and Place Group meetings and review representation at Integrated Care Communications and Engagement Enabler Group
 - City of London Corporation and Healthwatch City of London representatives to input into the development of the Place-based resident involvement model (ongoing)
 - Community Voice manager to meet with Healthwatch City of London Manager to discuss resident involvement (completed)
 - Community Voice manager to undertake a mapping exercise of City based VCS groups (ongoing)
 - Targeted recruitment for new Public Representative from City of London (planning ongoing)
 - In all resident engagement grants including Community Voice grant, a proportion of activity and KPIs to be ring-fenced for City specific engagement activity e.g. City specific public meeting (topic TBC) and City specific Long Covid focus group to take place in Q4 of 22/23
 - In all resident engagement grants the performance monitoring to include breakdown of City vs. Hackney residents in attendance.

Key Data

5. Some of the key activity during 22/23 so far includes:

People and Place Group

- 7 x meetings

Public Representatives

- 28 x public representatives meeting weekly, supported by Engagement and Coproduction Manager

Community Voice

- 3x steering group meetings
- 3x open forums (Living with Covid, Patient Transport and Festive Forum)
- 3 x surveys (Long Covid, Pharmacy First, Bowel Cancer Screening)
- 2 x focus groups (Virtual Wards, Prevention Investment Standard)

- 2x insight reports

Neighbourhoods resident engagement

- 2 x Neighbourhood forums per area (incl. two in Shoreditch Park and the City)
- 7x summer events
- Regular Neighbourhoods Resident Involvement Group meetings

Older People's Reference Group (Sept 21-Oct 22)

- 4x advisory group/planning group meetings
- Quarterly postal newsletter and regular e-newsletter
- 1x Open Forum meeting
- 1x survey (Living with Covid)
- 1x focus group (Virtual Wards)
- On-going IT support offer to members
- Input into
 - City of London Safeguarding Adults Board
 - Ageing Well Strategy and working groups
 - Dementia Alliance
 - Developing Community Diagnostic Centres
 - Engagement review
 - Healthwatch and City Connections Home care contract
 - NHS Health Checks
 - Accessible Information standard – Healthwatch Hackney and Healthwatch England
 - Age UK national 'Out and about: tackling social isolation' campaign

Young System Influencers

- Two system influencers aged 18-30 working on the following projects
 - Data analysis in Quality Improvement Programme, Homerton Hospital
 - Marketing and Communications in Quality Improvement Programme, Homerton Hospital
 - Physical Activity and Healthy Weight in CYP, Public Health
 - CYP Community Navigation Project, Neighbourhoods

Corporate & Strategic Implications

Strategic implications – none

Financial implications - none

Resource implications - none

Legal implications - none

Risk implications - none

Equalities implications - none

Climate implications - none

Security implications - none

Conclusion

6. City and Hackney Place-based partnership remains committed to meaningful resident involvement. There are a range of opportunities for people to get involved in shaping services and these are aimed at people from City and Hackney and routinely advertised across both areas. We do however recognise that there is a need to increase participation from City residents and in section 4 we have identified some proposed actions to achieve this. We are keen to understand more about the mechanisms that would ensure City residents are able to engage in a way that feels meaningful, accessible and relevant.

Appendices

None

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