

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	6 September 2023
Title of paper	Committee Effectiveness Review
Presented by	Debra Atkinson, Company Secretary/Director of Corporate Governance
Author	Debra Atkinson, Company Secretary/Director of Corporate Governance
Agenda item	9b
Confidential	No

Executive summary

The Integrated Care Board (ICB) was newly established on 1 July 2022, and to support the board in carrying out its duties effectively, a number of committees reporting to the board were formally established.

Given the relative infancy of the ICB and its committees, a 'lite touch' effectiveness review has been undertaken of each committee to seek individual views of members across a number of themes.

The review has illustrated that there is evidence of effective operations in all of the committees, and also identified some development areas for the committees to consider in areas such as membership, content and relationships between committees.

This report provides a summary of the main findings of the review and key learning in relation to the Public Involvement and Engagement Advisory Committee (PIEAC).

It is proposed that a further review be undertaken in quarter 1 of 2024/25 to fully review committee effectiveness for the full 2023/24 financial year.

Advise, Assure or Alert

This report:

Assures the committee:

- of the positive outcomes of the review

Advises the committee:

- of areas for the committee to consider to progress maturity

Recommendations

The committee is asked to:

- Note the contents of the report.
- Review the options for the public voice to be represented on the committee.

<ul style="list-style-type: none"> Consider a review of the committee workplan based on the comments within this report and to align the timescales with the Board workplan. 				
Which Strategic Objective/s does the report contribute to				Tick
1	Improve quality, including safety, clinical outcomes, and patient experience			
2	To equalise opportunities and clinical outcomes across the area			
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees			
4	Meet financial targets and deliver improved productivity			
5	Meet national and locally determined performance standards and targets			
6	To develop and implement ambitious, deliverable strategies			
Implications				
	Yes	No	N/A	Comments
Associated risks			X	
Are associated risks detailed on the ICB Risk Register?			X	
Financial Implications			X	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
N/A				
Conflicts of interest associated with this report				
N/A				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			N/A	
Equality impact assessment completed			N/A	
Data privacy impact assessment completed			N/A	
Report authorised by:	Debra Atkinson, Company Secretary/Director of Corporate Governance			

ICB Public Involvement and Engagement Advisory Committee

Public Involvement and Engagement Advisory Committee Committee Effectiveness Review

1. Introduction

- 1.1 When the ICB was established on 1 July 2022, a committee structure was established consisting of the statutory committees (Audit Committee and Remuneration Committee), and in addition a Quality Committee, Public Involvement and Engagement Advisory Committee (PIEAC), and a People Board.
- 1.2 All of these forums provide assurance to the Board and at the time of the review have been in place for 12 months.
- 1.3 In November 2022 the Board also established a Finance and Performance Committee in order to oversee the performance of the ICB in delivering its national targets and objectives, and the effective and efficient use of resources, whilst delivering financial balance.
- 1.4 Noting that the committees within the ICB's governance structure are now well established, an effectiveness review has been undertaken of each to seek individual views of members across a number of themes.
- 1.5 This report provides a summary of the themes identified and key learning from the review, and proposals for improvements and next steps.

2. Process undertaken

- 2.1 The review was undertaken in June 2023, and a questionnaire for each committee was electronically sent to all committee members to complete. The template contained the same questions for all committees and all responses were anonymous.
- 2.2 The response rate for the PIEAC was as follows:

Committee	Number of responses	% of membership
PIEAC	6	50%

- 2.3 Respondents were asked to either strongly agree/agree/disagree/strongly disagree with the following statements:

1. The Committee Terms of Reference are relevant and clear
2. The Committee has a clear workplan

3. The committee has the right membership to bring a rounded perspective to discussions
4. The committee is clear about its role in relationship to other committees
5. The information provided to the committee is appropriate and timely
6. The committee receives sufficient information and advice to assess the statutory functions, key risks and any gaps in controls delegated to the Committee
7. All papers for meetings are comprehensive, clear, and succinct
8. Committee ensures that relevant officers attend meetings to enable full understanding of relevant issues
9. The committee has met frequently enough to fulfil its duties and responsibilities
10. Meetings are chaired effectively, and members are able to contribute to the issues discussed, and express their view, concerns, and opinions
11. At the end of each meeting the committee reflects on decisions and discusses and how the business of the meeting will be reflected in the AAA report to the board

2.4 Respondents were also given the opportunity to add any additional comments in a free text box provided with each question.

3. Self-Assessment Summary

3.1 The table below provides a summary of responses.

Question	Response			
	S. Agree	Agree	Disagree	S Disagree
1. The Committee Terms of Reference are relevant and clear	50%	50%	-	-
Summary of comments: 1 comment suggested further clarity would be helpful on the role related to the ICB and its activities, and those in which it is setting the bar of expectation for the health system across L&SC would be helpful.				
2. The Committee has a clear workplan	-	83%	17%	-
Summary of comments: Acknowledged this has been challenging as the Joint Forward Plan has been developed at the same time and it is important to involve Places. There are elements of clarity e.g. building toolkits, but a clear path of engagement/ engagement processes, aligned to the ICB workplan so this committee can advise and inform Board decisions in a timely manner, needs further work.				
3. The committee has the right membership to bring a rounded perspective to discussions	17%	50%	34%	-
Summary of comments: There was a general theme to the comments which related to ensuring all Places are represented and user/ public representation needs to be improved; however, there needs to be consideration to how the views of the public are included. One comment suggested developing a “panel of public representatives” as a representative voice. Executive (where appropriate) and officer attendance needs to be consistent				
4. The committee is clear about its role in relationship to other committees	50%	34%	17%	-

Question	Response			
	S. Agree	Agree	Disagree	S Disagree
Summary of comments: It was unclear from the comments as to how well this point was understood and there is possibly a lack of consistent clarity on this.				
5. The information provided to the committee is appropriate and timely	34%	66%	-	-
Summary of comments: Consistent agreement. Suggestion for further development related to structure to thematic messages (and/or KPIs) could be helpful to the committee and the ICB Board in being optimal in its effectiveness.				
6. The committee receives sufficient information and advice to assess the statutory functions, key risks and any gaps in controls delegated to the Committee	83%	17%	-	-
Summary of comments: Starting to improve in this regard but further work can be undertaken to ensure the committee has sufficient assurance that the patient voice is being heard, listened to, and acted upon. Further strengthening of activity at place and systematic connections into transformation programmes and areas of ICB priority and business will add value.				
7. All papers for meetings are comprehensive, clear, and succinct	17%	83%	-	-
Summary of comments: Overall this is very good, it was acknowledged it is difficult to 'strike a balance' as committee member views vary from some requiring more detail and others preferring a more concise and succinct approach to reports and information.				
8. Committee ensures that relevant officers attend meetings to enable full understanding of relevant issues	17%	67%	17%	-
Summary of comments: Consistency of delegates agreed to be very important for continuity of discussions and the work plan. A representative for transformation programmes would be a welcomed addition as well as encouraging an executive presence.				
9. The committee has met frequently enough to fulfil its duties and responsibilities	67%	33%	-	-
Summary of comments: Bi-monthly meetings is appropriate for this committee. A few working groups may also be helpful as there is significant work being undertaken on developing operational controls.				
10. Meetings are chaired effectively, and members are able to contribute to the issues discussed, and express their view, concerns, and opinions	50%	50%	-	-
Summary of comments: Very good Chair.				
11. At the end of each meeting the committee reflects on decisions and discusses and how the business of the meeting will be reflected in the AAA report to the board	83%	17%	-	-
Summary of comments: No comments submitted.				
12. Are there any other observations or comments you would like to make about the committee and its effectiveness	-	-	-	-
Summary of comments: Overall positive comments for a developing committee and organisation. The receptiveness of colleagues to feedback was also commended, specifically as they always take suggestions on board and reflect further improvements at the next committee. Further work or consideration may be helpful to determine which controls for patient engagement and involvement are in-situ, and how the committee is gaining the right assurances. Finally, the closing remarks also reflected the need to ensure appropriate representation from Place.				

4. Membership

- 4.1 The PIEAC is a formal committee of the ICB in accordance with its Constitution. It is a non-executive chaired committee and its members, including those who are not members of the board, are bound by the Standing Orders and other policies of the ICB.
- 4.2 The chair of the committee is also the ICB's champion for people and communities.
- 4.3 The PIEAC will meet on a bi-monthly basis; additional meetings may be convened on an exceptional basis at the discretion of the Committee Chair. The committee provides regular assurance updates to the board in relation to activities and items within its remit.

Committee Membership

Chair – Debbie Corcoran, Non-Executive Member

Membership

- Non-Executive Member (Chair)
- ICB Chief Nursing Officer or representative from the ICB Quality Committee
- Representatives from place-based partnership boards
- Communications and engagement function representatives
- Representative from local authority
- Non-Executive Member with a role for patient experience or public engagement from an NHS provider
- Representative from primary care

In Attendance

- Healthwatch representative
- VCFSE representative
- Ambassador (via the ICB/Healthwatch Ambassador programme)
- Associate Director of Customer Care and Engagement
- Associate Medical Director – Population Health

By Invitation

Other individuals may be invited to attend all or part of any meeting as and when appropriate to assist it with its discussions on any particular matter, including representatives from the health and wellbeing board(s) secondary, mental health and community providers.

Quorum

For a meeting to be quorate there will be a minimum of one ICB Board members, plus at least two representatives from Place-based partnerships and a representative from the communications and engagement function.

Where members are unable to attend, they should ensure that a named and briefed deputy is in attendance who is able to participate on their behalf.

Conflicts of Interest (COI)

No conflicts of interest have been reported by committee members during 2022/23.

- 4.4 Over the period 1 July to 31 March 2023 the committee met on five occasions, including two development sessions in August and September 2022, with the following members in attendance:

Member	20 Oct 2022	21 Dec 2022 (cancelled)	26 Jan 2023	22 Feb 2023
Debbie Corcoran	✓	-	✓	✓
Roy Fisher	✓	-	✓	✓
Sarah O'Brien	✓	-	✓	x
Dr Lindsey Dickinson	✓	-	✓	✓
Neil Greaves	✓	-	✓	✓
David Rogers	✓	-	✓	✓
Sam Plum	x	-	x	✓
Tricia Whiteside	✓	-	✓	✓
Sarah James	✓	-	x	✓
Karen Kyle	✓	-	✓	✓
Pauline Wigglesworth	✓	-	x	✓

5. Key Responsibilities and Work of the Committee

- 5.1 The PIEAC was established to support the ICB in ensuring the voice of local people and residents is actively embedded and valued in decision making of the ICB and at all levels of the system, particularly in relation to inequalities and those who are seldom heard.
- 5.2 The committee supports the board in ensuring the principles for working with people and communities are intrinsically in place across all parts of the organisation and wider integrated care system. It defines best practice in terms of public engagement, involvement and communications and support other committees and parts of system in how the local voice is embedded and valued in all aspects of the ICB at different levels of the system including within place-based partnerships.

Key Outcomes for the Committee

Significant items that were discussed and approved during 2022/23 are shown below:

- Strategy for working with people and communities
- A developing model for engagement, involvement and co-production for the ICB
- Engagement and involvement approaches for the New Hospitals Programme
- Engagement approaches for primary care transformation and existing insight
- Engagement and involvement approach and insight in the development of the integrated care strategy for Lancashire and South Cumbria

- Approaches and insights from capturing lived experience to support population health improvement through the example of three initiatives in Lancashire and South Cumbria

Since October 2022 the PIEAC has received summaries of public and community insights captured by the ICB, along with an engagement and involvement assurance report.

The ICB is aiming to increase the impact of engagements with the public through the use of a number of methods, including the website and social media – particularly in relation to mental health, suicide prevention and primary care. The majority of feedback suggests that the ICB's key messages are generally well received. More insight will be captured as the ICB engagement infrastructure is developed.

The Communication and Engagement team collates the outcomes and insights from completed engagement programmes and initiatives and reports these to PIEAC. Specific insights are obtained from:

- Patient Experience
- Freedom of information (Fol) requests.
- MP and councillor interest
- Media interest and response
- Online and social engagement
- Survey responses
- Patient stories

The PIEAC a workplan for 2022/23 which was regularly monitored and updated as required.

Strategic risks delegated to the committee for scrutiny as per the BAF

No strategic risks have been delegated to the Committee for scrutiny from April 2023.

It is important to note due to the development requirements of the BAF throughout 2022/23 all risks have been scrutinised at Board level. During 2023/24 all risks will be assigned a committee for oversight, scrutiny, and assurance purposes in line with the ICB's Risk Management Strategy.

6. Summary of Findings

- 6.1 This committee has operated and been chaired well during its establishment year. There have been some challenges as the ICB is a new organisation and there continues to be scope for developing and improving the effectiveness of this committee. The key focus for improvement should continue to be encouraging consistent attendance from delegates with named deputies, including Executive, Place and transformation programmes representation.
- 6.2 A decision is also required as to how best to represent the public voice on the committee.

6.3 Further work is required in relation to the committee's workplan ensuring it reflects the comments made within this review and to strengthen the alignment with that of the Board, to allow timely advice and recommendations being made.

7. Recommendations

7.1 The committee is requested to:

- Note the contents of the report.
- Review the options for the public voice to be represented on the committee.
- Consider a review of the committee workplan based on the comments within this report and to align the timescales with the Board workplan.