

## ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	6 September 2023
<b>Title of paper</b>	Draft response and evidence for internal audit of patient, carer and resident engagement
<b>Presented by</b>	David Rogers, Head of Communication and Engagement
<b>Author</b>	David Rogers, Head of Communication and Engagement with input from colleagues in communication and engagement, population health, EDI and customer care.
<b>Agenda item</b>	10. Committee Effectiveness c) MIAA 2022/23 Patient and Public Engagement Checklist – and associated review
<b>Confidential</b>	No

### Executive summary

This paper provides a summary of the draft response and evidence for an internal audit of patient, carer and resident engagement which is being undertaken by MIAA.

MIAA has developed the checklist below to support ICBs in reviewing their patient and public engagement arrangements. The checklist is structured in line with the 10 principles for working with people and communities which are detailed in the ICB strategy for working in partnership with people and communities.

The internal responses captured in the report have been collated in partnership with teams across the ICB including communications and engagement, customer care, population health management and equality, diversity and inclusion.

The report is shared with committee members as a draft, ahead of submission to MIAA to give members the opportunity to review and consider our response. Members of PIEAC are invited to comment on the draft and make suggestions as to the response and draft.

The review highlights the need to strengthen our work around implementation of change and impact of engagement. This may well offer the committee a key workplan priority following the MIAA assessment. In addition the context of the ICB's development has been a factor in the progress of implementation of improvements and arrangements for public involvement and engagement in 2022/23.

A considerable amount of progress has been made by the ICB, supported through scrutiny, oversight and assurance from committee members.

### Advise, Assure or Alert

**Assure the committee:**

- That a comprehensive draft internal response to the MIAA assessment has been completed, and that the committee members have an opportunity to add value through scrutiny and assurance to the submission. drafted positive outcomes have been achieved
- That good progress has been made, and that a potential area for development is in our assurance of impact and change as a result of engagement needs to be strengthened.
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### Recommendations

Members are asked to :

- Review the submission and note the detail
- Make suggestions for amendments and additional evidence or narrative
- Approve

### Which Strategic Objective/s does the report contribute to

Tick

1	Improve quality, including safety, clinical outcomes, and patient experience	<b>x</b>
2	To equalise opportunities and clinical outcomes across the area	<b>x</b>
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees	<b>x</b>
4	Meet financial targets and deliver improved productivity	<b>x</b>
5	Meet national and locally determined performance standards and targets	<b>x</b>
6	To develop and implement ambitious, deliverable strategies	

### Implications

	Yes	No	N/A	Comments
Associated risks		x		<i>Highlight any risks and where they are included in the report</i>
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

Not applicable

### Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed			x	
Equality impact assessment completed			x	
Data privacy impact assessment completed			x	

### Report authorised by:

Professor Sarah O'Brien

# ICB Public Involvement and Engagement Advisory Committee- 6 September 2023

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## Draft response and evidence for internal audit of patient, carer and resident engagement

### 1. Introduction


NHS Lancashire and South Cumbria ICB is undertaking an audit of public, patient, carer engagement which is being undertaken by Mersey Internal Audit Agency (MIAA).

Functions across the ICB are being included in identifying evidence and opportunities for learning and continuous improvement of public, patient and carer engagement. This is seen as a positive opportunity to develop how we work and .

Key lines of enquiry (KLOE) are:

1. **Decision Making and Governance** - Ensure people and communities have an active role in decision-making and governance
2. **Involvement and Feedback** - Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions
3. **Engagement and impact** - Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working
4. **Building relationships** - Build relationships based on trust, especially with marginalised groups and those affected by health inequalities
5. **Partnership working** - Work with Healthwatch and the voluntary, community and social enterprise sector as key partners
6. **Clear and accessible information** - Provide clear and accessible public information
7. **Community centred approaches** - Community centred approaches that empower people and communities, making connections to what works already
8. **Co-production** - Have a range of ways for people and communities to take part in health and care services
9. **Partnership with people and communities** - Tackle System Priorities and Service Reconfiguration in Partnership with People and Communities (Covered within principles 2,3 and 4 above)
10. **Lessons learned** - 10. Learn from what works and build on assets of all health and care partners – networks, relationships and activity in local places

MIAA has developed the checklist below to support ICBs in reviewing their patient and public engagement arrangements. The checklist is structured in line with the 10 principles for working with people and communities. An internal audit has been undertaken involving a range of teams across the ICB to gather and capture evidence.

Areas for ICBs to consider	ICB's Response	Evidence
 <p><b>Decision Making and Governance</b></p>	<p><b>1. Ensure people and communities have an active role in decision-making and governance</b></p> <ul style="list-style-type: none"> <li>Does the ICB Patient and Public Engagement Strategy clearly describe the:           <ol style="list-style-type: none"> <li>principles and approaches to working with people, communities and partners in priority setting and decision-making forums across the ICS?</li> <li>arrangements for gathering intelligence about the experience and aspirations of people who use care and support, and its approach to using these insights to inform</li> </ol> </li> </ul>	<p><a href="#">Working in partnership with People &amp; Communities Strategy</a></p>

Areas for ICBs to consider		ICB's Response	Evidence
	decision-making and quality governance?		
	<ul style="list-style-type: none"> <li>Have the Public and Patient Engagement Strategy monitoring and review arrangements been defined including how these will be evidenced?</li> </ul>	<p>Yes, the strategy articulates how the public involvement and engagement advisory committee which is a sub-committee of the integrated care board, will monitor and review arrangements. Two reports are routinely considered as standing items at the PIEAC – the engagement assurance report and the insight report. A model for engagement is included in the Strategy which describes how engagement is delivered across the system, at place and at neighbourhood level. This includes governance (monitoring and review arrangements) as well as delivery of engagement.</p>	<p><a href="#">Working with People &amp; Communities Strategy</a></p>
	<ul style="list-style-type: none"> <li>Is the Patient and Public Engagement Strategy fully aligned to the ICB Constitutional requirements?</li> </ul>	<p>Terms of reference for the PIEAC which is the committee that ensures the patient and public engagement strategy is aligned to the ICB constitutional requirements as articulated in the ICB Corporate Governance Handbook.</p>	<p><a href="#">PIEAC Terms of Reference</a> within the <a href="#">ICB Corporate Governance Handbook</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p>


Areas for ICBs to consider	ICB's Response	Evidence
	<p>Yes, the terms of reference set out the responsibilities of in relation to public and patient engagement within the remit of the public involvement and engagement advisory committee, reporting lines are articulated in the functions and decisions map of the ICB, which include the Quality Committee which</p>	<p><a href="#">PIEAC Terms of Reference</a> within the <a href="#">ICB Corporate Governance Handbook</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p>
<ul style="list-style-type: none"> <li>Does the ICB Board and sub-committee terms of reference set out the responsibilities in relation to public and patient engagement dependent on the remit of the committee and are reporting lines clear?</li> </ul>	<p>Yes. This is a sub-committee of the Integrated Care Board and is known as the Public Involvement and Engagement Advisory Committee. The Committee therefore is advisory in nature, and provides assurance and advice to the Board, via the Chair's reports.</p>	<p><a href="#">PIEAC Terms of Reference</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p> <p><a href="#">Reports to PIEAC – particularly the engagement assurance report, and the insight report</a> (in papers from previous meetings)</p> <p><a href="#">Functions and decisions map of the ICB</a></p>
<ul style="list-style-type: none"> <li>If there is a dedicated public and patient engagement committee/group, how is the effectiveness of this group in decision making be measured/assurances provided? Are the roles, responsibilities and reporting arrangements defined?</li> </ul>	<p>Director of Communication and Engagement, Head of Communication and Engagement (Insight) and Insight, Coproduction and Engagement team work to do this and keep a central registry of engagement, which is reported in the PIEAC reports – particularly the assurance and insight reports. These describe engagement undertaken, including links to reports,</p>	<p>The website acts as the public and central repository for engagement:  <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved</a></p> <p><a href="#">Reports to PIEAC – particularly the engagement assurance report, and the insight report</a> (in papers from previous meetings, which have been shared separately with MIAA)</p>
<ul style="list-style-type: none"> <li>Is there a central oversight point to assess the engagement at system, place and neighbourhood for consistency of approach and to avoid duplication?</li> </ul>		

Areas for ICBs to consider	ICB's Response	Evidence
	<p>and planned engagement. The PIEAC acts as the oversight group, assuring good engagement takes place and advising the ICB.</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p>
<ul style="list-style-type: none"> <li>Is there adequate representation of Healthwatch and voluntary, community and social enterprise (VCSE) groups at relevant ICB groups/committees?</li> </ul>	<p>Yes, see the Terms of Reference for our committees, and our website description of the membership of the PIEAC.</p> <p>The ICB agreed a new partnership with the VCFSE which ensures that there is adequate representation and involvement from the VCFSE at relevant ICB groups/committees</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/public-involvement-and-engagement-advisory-committee">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/public-involvement-and-engagement-advisory-committee</a></p> <p><a href="#">Integrated Care Board</a></p> <p><a href="#">PIEAC Terms of Reference</a></p> <p><a href="#">Website – members of PIEAC</a></p> <p><a href="#">Quality Committee</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-partnership-deal-puts-nhs-decision-making-heart-communities">https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-partnership-deal-puts-nhs-decision-making-heart-communities</a></p>
<ul style="list-style-type: none"> <li>How are assurances provided that the ICB identifies and engages its population, including those who are seldom heard and/or experience the worst health outcomes, to ensure their voices are heard?</li> </ul>	<p>The PIEAC receives a bi-monthly assurance report which features work we have undertaken to engage the population and the seldom heard. In turn the new hospital programme has commissioned Lancaster University to undertake research with seldom heard communities.</p> <p>We have undertaken engagement specifically with the deaf community whose feedback at our Burnley Listening event has informed further</p>	<p>ICB Committee escalation and assurance report (July example) :</p> <p><a href="https://www.healthierlsc.co.uk/application/files/5816/8796/9057/Item_7_-_i_-_Committee_Escalation_and_Assurance_Report_-_5_July_2023.pdf">https://www.healthierlsc.co.uk/application/files/5816/8796/9057/Item_7_-_i_-_Committee_Escalation_and_Assurance_Report_-_5_July_2023.pdf</a></p> <p>The June PIEAC report received the assurance report which describes the involvement of seldom heard groups in the joint forward plan:</p> <p><a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_</a></p>

Areas for ICBs to consider	ICB's Response	Evidence
	<p>engagement with the wider disabled community.</p> <p>The PIEAC has heard about the population health led engagement undertaken in Lancashire and South Cumbria targeting the seldom heard, marginalised and people with protected characteristics (1000 voices, Hypertension in Blackpool and Community Journalism)</p>	<p><a href="#">Engagement and Involvement Assurance Report- April - May 2023.pdf</a></p> <p>A detailed investigation in the experiences of hard to reach groups and communities was provided for the New Hospital programme – the full report is <a href="#">here</a></p> <p>More information on the seldom heard group engagement is featured in these reports:  <a href="https://newhospitals.info/your-hospitals-your-say">https://newhospitals.info/your-hospitals-your-say</a>  <a href="https://newhospitals.info/Research">https://newhospitals.info/Research</a></p> <p>Listening event reports:  <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6_-_i_-_Insight_Reports_-_Population_Health_Improvement_cover_sheet.pdf">https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6 - i - Insight Reports - Population Health Improvement cover sheet.pdf</a></p>



Areas for ICBs to consider		ICB's Response	Evidence
			<p><a href="https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf">https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf">https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf">https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf</a></p> <p>Hypertension presentation referred to in minutes of meeting (item 2.6) :</p> <p><a href="https://www.healthierlsc.co.uk/application/files/1816/7810/9735/Item_1.3_-_LSC_ICB_PIEAC_Meeting_-_26_January_2023_-_Draft_Minutes.pdf">https://www.healthierlsc.co.uk/application/files/1816/7810/9735/Item_1.3_-_LSC_ICB_PIEAC_Meeting_-_26_January_2023_-_Draft_Minutes.pdf</a></p> <p>Demanding health equity (collaboration with Lancaster University) :</p> <p><a href="https://demandingtheequity.uk/about/">https://demandingtheequity.uk/about/</a></p>
	<ul style="list-style-type: none"> <li>Are public parts of ICB meetings and relevant papers, including those relating to the ICB public and patient engagement groups easily accessible to the public?</li> </ul>	<p>Yes – see the Meetings and papers section of the ICB website.</p> <p>Meetings are publicised, the public are encouraged to attend, meetings are livestreamed and recording and papers are available on-line.</p>	<p><a href="#">Meetings and papers</a> section of the ICB website.</p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/board/guidance-attending-board-meetings">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/board/guidance-attending-board-meetings</a></p>

Areas for ICBs to consider	ICB's response	Evidence
 <p data-bbox="257 360 450 475">Involvement and Feedback</p>	<p data-bbox="544 280 1370 376"><b>2. Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions</b></p> <ul data-bbox="544 403 927 802" style="list-style-type: none"> <li>• Is a formal decision-making tool in place to review the requirement to involve public/patients and the circumstances in which this would apply (service redesign, commissioning new services etc)? Have the approval processes been defined and can this be evidenced if requested?</li> </ul>	<p data-bbox="1451 416 1998 512">Minutes of the PCC meeting in August are not on the website but can be available on request.</p> <p data-bbox="1451 536 1998 663"><a href="https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix_A_Procurement_and_engagement_checklist_draft_Appendix_A.pdf">https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix A. Procurement and engagement checklist draft Appendix A.pdf</a></p> <p data-bbox="1451 687 1998 887"><a href="https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5_-_ii_-_Lancashire_and_South_Cumbria_ICB_Insight_Co-production_and_Engagement_Guide_1.0_200922.pdf">https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item 2.5 - ii - Lancashire and South Cumbria ICB Insight Co-production and Engagement Guide 1.0 200922.pdf</a></p> <p data-bbox="1451 911 1998 1007"><a href="#">Engagement and Involvement quick start v1 short form 3 pages for PIEAC September</a> and</p> <p data-bbox="1451 1031 1998 1086"><a href="#">Engagement and Involvement Framework 10 page version for September PIEAC</a></p>

Areas for ICBs to consider	ICB's response	Evidence
<ul style="list-style-type: none"> <li>Are controls in place to ensure public and patient engagement/consultation is undertaken as early as possible (e.g. built into business case development process)?</li> </ul>	<p>The Director of Communication and Engagement is a member of the executive team, attends the ICB, and along with the Chair of the Public Involvement and Engagement Advisory Committee are members of key committees and groups. The Chair of the Public Involvement and Engagement Advisory Committee provides assurance to the Board and ensures that public and patient involvement is undertaken as early as possible. Members of the communication team attend key planning meetings in an advisory role. Communications and engagement membership at all ICB decision making committees.</p>	<p>As well as our internal framework for engagement, we created a provider collaborative guide to ensure that all of our commissioned providers undertake engagement/consultation as early as possible:  <a href="https://www.healthierlsc.co.uk/application/files/5516/7810/9375/Item_2.5_-_iii_-_20220928_Patient_and_public_engagement_to_support_clinical_redesign.pdf">https://www.healthierlsc.co.uk/application/files/5516/7810/9375/Item_2.5 - iii - 20220928 Patient and public engagement to support clinical redesign.pdf</a></p> <p>Examples of early involvement are in the following reports:</p> <p>Listening to people on our ICP priorities:  <a href="https://www.healthierlsc.co.uk/application/files/7016/7033/4282/ICP_draft_priorities_summary_of_findings_final_20221024.pdf">https://www.healthierlsc.co.uk/application/files/7016/7033/4282/ICP_draft_priorities_summary_of_findings_final_20221024.pdf</a> with the report that went to the PIEAC:  <a href="https://www.healthierlsc.co.uk/application/files/9416/8501/6741/item_2.2_PIEAC_report_on_ICP_engagement_process.pdf">https://www.healthierlsc.co.uk/application/files/9416/8501/6741/item_2.2_PIEAC_report_on_ICP_engagement_process.pdf</a></p> <p>Our Joint Forward Plan – which we engaged early and reported to the PIEAC in April 2023:  <a href="https://www.healthierlsc.co.uk/application/files/6516/8209/0360/item_2.3_20230418_JFP_engagement_plan_report_v3.pdf">https://www.healthierlsc.co.uk/application/files/6516/8209/0360/item_2.3_20230418_JFP_engagement_plan_report_v3.pdf</a>  <a href="https://www.healthierlsc.co.uk/application/files/5016/8794/3911/Item_2.2_-_JFP_ENGAGEMENT_REPORT_1.pdf">https://www.healthierlsc.co.uk/application/files/5016/8794/3911/Item_2.2 - JFP_ENGAGEMENT_REPORT_1.pdf</a></p>

Areas for ICBs to consider		ICB's response	Evidence
	<ul style="list-style-type: none"> <li>Are the approaches/methods to involve patients and public captured including hard to reach and minority groups? How is it ensured that approaches are fair, proportionate and have regard to equality?</li> </ul>	<p>The PIEAC receives a bi-monthly assurance report which features work we have undertaken to engage the population and the seldom heard. In turn the new hospital programme has commissioned Lancaster University to undertake research with seldom heard communities.</p> <p>We have undertaken engagement specifically with the deaf community whose feedback at our Burnley Listening event has informed further engagement with the wider disabled community.</p> <p>The PIEAC has heard about the population health led engagement undertaken in Lancashire and South Cumbria targeting the seldom heard, marginalised and people with protected characteristics (1000 voices, Hypertension in Blackpool and Community Journalism)</p>	<p>The June PIEAC report received the assurance report which describes the involvement of seldom heard groups in the joint forward plan:  <a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf</a></p> <p>A detailed investigation in the experiences of hard to reach groups and communities was provided for the New Hospital programme – the full report is <a href="#">here</a> and here:  <a href="https://eprints.lancs.ac.uk/id/eprint/18655/7/1/New_Hospitals_Programme_Report_Feb_23.pdf">https://eprints.lancs.ac.uk/id/eprint/18655/7/1/New_Hospitals_Programme_Report_Feb_23.pdf</a></p> <p>More information on the seldom heard group engagement is featured in these reports: <a href="https://newhospitals.info/your-hospitals-your-say">https://newhospitals.info/your-hospitals-your-say</a>  <a href="https://newhospitals.info/Research">https://newhospitals.info/Research</a></p> <p>Reports from our listening events which include reaching the hard to reach and seldom heard :</p>

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			<p><a href="https://www.lancashireandsouthcumbria.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.nhs.uk/get-involved/what-youve-told-us</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6_-_i_-_Insight_Reports_-_Population_Health_Improvement_cover_sheet.pdf">https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6_-_i_-_Insight_Reports_-_Population_Health_Improvement_cover_sheet.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf">https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf">https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf">https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf</a></p> <p>Hypertension presentation referred to in minutes of meeting (item 2.6) :  <a href="https://www.healthierlsc.co.uk/application/files/1816/7810/9735/Item_1.3_-_LSC_ICB_PIEAC_Meeting_-_26_January_2023_-_Draft_Minutes.pdf">https://www.healthierlsc.co.uk/application/files/1816/7810/9735/Item_1.3_-_LSC_ICB_PIEAC_Meeting_-_26_January_2023_-_Draft_Minutes.pdf</a></p>
	<ul style="list-style-type: none"> <li>Are equality impact assessments undertaken prior to starting any engagement activities including reference to</li> </ul>	<p>The current process in place is that EHIIRAs should be started at the formative stage of any decision making process and regularly reviewed/updated throughout that</p>	<p><a href="https://www.lancashireandsouthcumbria.nhs.uk/about-us/equality-diversity-and-inclusion/equality-and-health-inequalities-impact-risk-assessments-ehiiras">https://www.lancashireandsouthcumbria.nhs.uk/about-us/equality-diversity-and-inclusion/equality-and-health-inequalities-impact-risk-assessments-ehiiras</a></p>

Areas for ICBs to consider		ICB's response	Evidence
	<p>protected characteristics? Can the assessment review process be evidenced?</p>	<p>process to ensure that we can demonstrate due regard to the Public Sector Equality Duty. This would include undertaking EHIIRAs prior to forming any engagement plans.</p> <p>We have supported in the region of 100 EHIIRAs since the ICB was established.</p> <p>Examples available from this are:</p> <ul style="list-style-type: none"> <li>- New Hospitals Programme – C&amp;E Strategy</li> <li>- Working with people and communities: Strategic public involvement for LSC</li> <li>- ICS Belonging Plan</li> </ul>	<ul style="list-style-type: none"> <li>- <a href="#">New Hospitals Programme – C&amp;E Strategy</a></li> <li>- <a href="#">Working with people and communities: Strategic public involvement for LSC</a></li> <li>- <a href="#">ICS Belonging Plan</a></li> </ul>
	<ul style="list-style-type: none"> <li>• Has the ICB published at least the following information on its website:  Involvement opportunities, including formal roles, consultation and public meetings  Details of how to make complaints and comments</li> </ul>	<ol style="list-style-type: none"> <li>1. A 'top level' navigation area of the ICB website is 'Get involved' This lists ways for the public to have their say, details the principles or working with people and communities and describes ways of volunteering.</li> <li>2. See How do I complain and Enquiries, comments and compliments section of the website</li> </ol>	<ol style="list-style-type: none"> <li>1. <a href="#">'Get involved'</a></li> <li>2. <a href="#">How do I complain</a> and <a href="#">Enquiries, comments and compliments</a></li> <li>3. Area needs and priorities are set out <a href="#">in full</a> and <a href="#">in summary</a>.</li> <li>4. See ICB website <a href="#">Healthwatch</a></li> <li>5. Links to other relevant local groups, including the examples given are in the <a href="#">Get involved</a> area of the website</li> </ol>


Areas for ICBs to consider	ICB's response	Evidence
<p>A summary of key needs in the ICB area and how these are being addressed</p> <p>Links to local Healthwatch</p> <p>Links to other relevant local organisations including voluntary, community and social enterprise groups/organisations?</p>	<p>3. Area needs and priorities are set out <a href="#">in full</a> and <a href="#">in summary</a>.</p> <p>4. See ICB website <a href="#">Healthwatch</a></p> <p>5. Links to other relevant local groups, including the examples given are in the <a href="#">Get involved</a> area of the website</p>	
<ul style="list-style-type: none"> <li>Are patient and public activities designed to take place at times and in ways that encourage participation? Is the ongoing dialogue with public and patient groups encouraged to identify what works best?</li> </ul>	<p>Patient activities are designed to take place at time/ in ways that encourage participation- examples are listening events held online and in-person in Blackpool, Blackburn, Burnley, North Lancs typically in the early evening 6-8pm. This offers people with daytime commitments the opportunity to attend. Another example of this is the recent engagement regarding the 5 year forward plan and the provider trusts' clinical strategy. Focus groups were held at various times throughout the day including the evening and both in person and online. We can provide emails sent to groups which show the setting up of these. A further example is the work with patients at Withnell Health Centre GP practice on the</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p> <ul style="list-style-type: none"> <li><a href="#">Barrow</a></li> <li><a href="#">Blackburn with Darwen</a></li> <li><a href="#">Burnley</a></li> <li><a href="#">Central Lancashire</a></li> <li><a href="#">North Lancashire</a></li> <li><a href="#">Disability north west forum</a></li> </ul> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre</a></p> <p>Withnell Patient Group : <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre</a></p>

Areas for ICBs to consider	ICB's response	Evidence
	<p>new ICB GP procurement process, where regular engagement sessions with the Steering Group of patients take place in the evening, at their request.</p> <p>We visited a community centre close to Liverpool House Surgery, Barrow to run a series of face to face drop in sessions with the community and to engage with registered patients of the practice and to listen to their concerns</p> <p>We met and conducting a listening event with the lancashire disability network also known as "Disability North West" at a time of their choosing (see report), and we have specifically chosen to go to where people and communities are based to listen to them – the new hospital programme engagement with the seldom heard</p>	<p><a href="#">centre</a> (all agendas and minutes of meetings available on request – one example of <a href="#">agenda</a>, and <a href="#">minutes</a> shared here: )</p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/liverpoolhouse">https://www.lancashireandsouthcumbria.icb.nhs.uk/liverpoolhouse</a></p> <p>including:</p> <p><a href="https://www.healthierlsc.co.uk/application/files/8416/8130/3393/Liverpool_House_Surgery_-_engagement_report.pdf">https://www.healthierlsc.co.uk/application/files/8416/8130/3393/Liverpool_House_Surgery_-_engagement_report.pdf</a></p> <p><a href="#">Disability north west forum</a></p>



Areas for ICBs to consider	ICB's response	Evidence
	<ul style="list-style-type: none"> <li>Are feedback processes in place to communicate engagement impact? How will the ICB demonstrate this on an ongoing basis (in addition to the annual report to demonstrate how the Public Involvement Duty has been discharged)?</li> </ul>	<p>All reports from listening events in each of our places and for specific areas of work have been circulated to attendees for comment; where possible. A monitoring log to track "You said, we did" actions has been produced in our PIEAC Insight report. Where lived experience patient stories have seen action, we have shared this with the individuals and with the public.</p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p> <ul style="list-style-type: none"> <li><a href="#">Barrow</a></li> <li><a href="#">Blackburn with Darwen</a></li> <li><a href="#">Burnley</a></li> <li><a href="#">Central Lancashire</a></li> <li><a href="#">North Lancashire</a></li> <li><a href="#">Disability north west forum</a></li> </ul> <p>Insight Report for PIEAC – latest version June showing log of suggestion recommendations and actions:  <a href="https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4_-_PIEAC_Insights_Report_April_-_May_June_PIEAC_2023.pdf">https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4_-_PIEAC_Insights_Report_April_-_May_June_PIEAC_2023.pdf</a></p> <p>Also in the Insight Report -the list of patient stories and lived experience:  <a href="https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4_-_PIEAC_Insights_Report_April_-_May_June_PIEAC_2023.pdf">https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4_-_PIEAC_Insights_Report_April_-_May_June_PIEAC_2023.pdf</a></p> <p>ICB 29 March meeting item 21/23 Patient Story/Citizens Voice:  <a href="https://www.healthierlsc.co.uk/application/files/9716/8250/9589/Item_4_i_-_DRAFT_Minutes_-">https://www.healthierlsc.co.uk/application/files/9716/8250/9589/Item_4_i_-_DRAFT_Minutes_-</a></p>


Areas for ICBs to consider		ICB's response	Evidence
			<p><a href="#">Part 1 LSC ICB Board Meeting - 29 March 2023.pdf</a></p> <p>Diabetic Patient Story to the ICB:  <a href="https://youtu.be/JHbh1QpiaC8">https://youtu.be/JHbh1QpiaC8</a>  <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us/patient-story-living-diabetes-carers-perspective">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us/patient-story-living-diabetes-carers-perspective</a></p>
	<ul style="list-style-type: none"> <li>Has information about how the ICB supports members of the public who are involved in decision making and governance been published, for example through a training/reimbursement policy?</li> </ul>	<p><b>Volunteer expenses policy</b></p> <p>Citizen Reference Group process with role description and reference to time banking</p>	<p><b>Volunteer expenses policy – have contacted Kirsty Hollis for latest copy</b></p> <p>Community Ambassador proposal (since changed to Citizens reference group members):  <a href="https://www.healthierlsc.co.uk/application/files/3716/8794/3926/Item_2.5_-_Community_ambassadors_proposal.pdf">https://www.healthierlsc.co.uk/application/files/3716/8794/3926/Item_2.5_-_Community_ambassadors_proposal.pdf</a></p> <p>Citizen's Panel article and advert for Reference Group role description and advert (time banking) = awaiting pdf version <a href="#">view here:</a></p>

Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
 <p><b>Engagement Impact</b></p>	<p><b>3. Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working</b></p> <ul style="list-style-type: none"> <li>How is data about the experiences and aspirations of people who use (and do not use) health and care services, care and support collated and stored?</li> </ul> <p>Our PIEAC report on insight provides ongoing information on insight from engagement with people and communities, and our assurance report seeks to describe our approach to and record of engagement. The information we collate is stored in thematic reports (such as the listening events, patient stories, survey results and specific engagement findings). Reports are stored on the website or summarised in the PIEAC reports.</p> <p>Data is retained on Smartsurvey our information governance accredited survey platform</p> <p>Paperbased survey questionnaires and information is stored securely.</p> <p>Work is underway to establish an insight database to enable the automation of insights. Currently this is done "post-hoc" through desk top reviews of existing reports and data. A good example of post hoc analysis and reporting is the dental thematic report which is evidenced here. We</p>	<p><a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3 - Engagement and Involvement Assurance Report-April - May 2023.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4_-_PIEAC_Insights_Report_April_-_May_June_PIEAC_2023.pdf">https://www.healthierlsc.co.uk/application/files/4916/8794/3920/Item_2.4 - PIEAC Insights Report April - May June PIEAC 2023.pdf</a></p> <p><a href="https://www.smartsurvey.co.uk/">https://www.smartsurvey.co.uk/</a></p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
		are also bringing together the findings from all of our listening events.	<a href="#">Dental thematic post hoc review report</a>
	<ul style="list-style-type: none"> <li>Are the trends and themes identified shared with communities as appropriate to seek their insight/ solutions to the problems the data identifies?</li> </ul>	<p>All listening event reports draw themes from discussions which are circulated to attendees for comment and correction/ clarification; listening event attendees are asked to share ideas for NHS improvement as part of the activity/ discussion.</p> <p>All PIEAC papers which include insights, and feedback are publicly available online for scrutiny.</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p> <ul style="list-style-type: none"> <li><a href="#">Barrow</a></li> <li><a href="#">Blackburn with Darwen</a></li> <li><a href="#">Burnley</a></li> <li><a href="#">Central Lancashire</a></li> <li><a href="#">North Lancashire</a></li> <li><a href="#">Disability north west forum</a></li> </ul>
	<ul style="list-style-type: none"> <li>Can the approaches to sharing and using this information/insight to inform decision making and quality governance be demonstrated?</li> </ul>	<p>Yes, although this is a work in progress. We have coproduced reports with people and communities</p> <p>Following the involvement of the Withnell Patient Group, we have</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a></p> <ul style="list-style-type: none"> <li><a href="#">Barrow</a></li> <li><a href="#">Blackburn with Darwen</a></li> <li><a href="#">Burnley</a></li> <li><a href="#">Central Lancashire</a></li> <li><a href="#">North Lancashire</a></li> <li><a href="#">Disability north west forum</a></li> </ul>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
		coproduced a survey in the community with the group and analysed the data, sharing it with the group, and using their feedback to guide the development of a larger survey	The Withnell survey, coproduction and evolution of the survey will need to be shared during interview with members of the team as this is not publicly available. Recommend that Jeremy Scholey, Neil Greaves and David Rogers share and discuss this.
	<ul style="list-style-type: none"> <li>Are mechanisms in place to stay informed with work undertaken locally which may have an impact on ICB business/plans i.e. involvement in partner organisation patient/public activities to help avoid consultation fatigue? How is this intelligence shared to inform decision making?</li> </ul>	<p>Yes mechanisms are in development with patient experience teams across all Trusts to ensure that patient engagement activity is not duplicated and that we make best use as a system of patient experience data. The communications and engagement team is establishing a mechanism to regularly receive Trust quality reports.</p> <p>The ICB works closely with system partners for example the NHP and the clinical services review) and endeavour to combine engagement activity into one where possible and viable to do so without impacting on the opportunity for people and communities to make meaningful contributions.</p>	New Hospital programme – the full report is <a href="#">here</a> and here <a href="https://newhospitals.info/your-hospitals-your-say">https://newhospitals.info/your-hospitals-your-say</a> as well as here: <a href="https://newhospitals.info/Research">https://newhospitals.info/Research</a>
	<ul style="list-style-type: none"> <li>Does the evaluation framework development process include involvement from the patients/carers/public that will be affected by</li> </ul>	Yes. Evaluation measures for specific communication and engagement plans are included at the planning stage and shared with patient groups as appropriate. Additional evaluation	

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	the decisions made to decide what 'good' looks like?	and success measures can be added at this stage.	
	<ul style="list-style-type: none"> <li>Is the impact of the data collated and engagement activities reported through the ICB governance structure?</li> </ul>	<p>The specific governance pathway for 'system recovery and transformation' programmes comms and engagement has been recently developed and is yet to be formalised. It is anticipated that these structures are mostly in place for robust governance of transformation comms and engagement.</p> <p>Through the presentation of data and the findings of survey and other engagement work, the impact of the data collected is captured in PIEAC assurance and insight reports, as well as deep dive analyses at the committee. Assurance is escalated through the committee reporting process to the Integrated Care Board.</p>	<p>Previous evidence – PIEAC assurance and insight reports, as well as specific project reports on the PIEAC agenda, including deep dive presentations such as the presentations from population health :</p> <p><a href="#">Item 2.6 (b) - (ii) - Street Community Journalists PIEAC.pdf</a>  <a href="#">Item 2.6 (c) - (iii) - 1000 voices LSC.pdf</a>  <a href="#">Item 2.6 (c) - (iv) - Blackpool 100 voices.pdf</a></p> <p>ICB Committee escalation and assurance report (July example) :  <a href="https://www.healthierlsc.co.uk/application/files/5816/8796/9057/Item_7_-_i_-_Committee_Escalation_and_Assurance_Report_-_5_July_2023.pdf">https://www.healthierlsc.co.uk/application/files/5816/8796/9057/Item_7_-_i_-_Committee_Escalation_and_Assurance_Report_-_5_July_2023.pdf</a></p>

ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	What can we provide
 <p style="text-align: center;"><b>Building Relationships</b></p>	<p><b>4. Build relationships based on trust, especially with marginalised groups and those affected by health inequalities</b></p>	
	<ul style="list-style-type: none"> <li>Are the approaches and methods of engagement used to meet the needs of the ICB area (including those protected by a characteristic under the Equalities Act 2010 and those affected by health and social inequalities) promoted through diverse community channels?</li> </ul>	<p>The engagement teams (ICE and transformation) use our stakeholder lists and contact database which has been curated to reach key groups including those protected by a characteristic under the Equalities Act 2010 and those affected by health and social inequalities. We also use our links with the VCFSE to reach key groups. In addition to this the ICB uses traditional methods of engagement and reach such as direct mail, phone and email contact as well as social media, traditional media and maximising our use of networks in the VCFSE and Healthwatch, as well as local government and academia.</p>
<ul style="list-style-type: none"> <li>Can demographic monitoring for public involvement be demonstrated and how this is used to inform improvement/decision making?</li> </ul>	<p>Demographic information collected from surveys and Citizen's Panel membership; unclear how this is used in decision making</p>	<p>Demographic Monitoring Report is being finalised. This was commissioned from the Midlands and Lancashire CSU and can be made available on request. Latest version is <a href="#">here</a> and exec summary is <a href="#">here</a></p> <p>We use demographic monitoring including the seldom heard and protected</p>

ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	What can we provide
		<p>characteristics in our survey questionnaires and demographic data is included in our reports (see previous reports already described)</p> <p>The New Hospital Programme focus on seldom heard groups – has been used to inform understanding of the needs of those groups:</p> <p>The June PIEAC report received the assurance report which describes the involvement of seldom heard groups in the joint forward plan:  <a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf</a></p> <p>A detailed investigation in the experiences of hard to reach groups and communities was provided for the New Hospital programme – the full report is <a href="#">here</a></p> <p>More information on the seldom heard group engagement is featured in these reports: <a href="https://newhospitals.info/your-hospitals-your-say">https://newhospitals.info/your-hospitals-your-say</a>  <a href="https://newhospitals.info/Research">https://newhospitals.info/Research</a></p>




ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	What can we provide
	<ul style="list-style-type: none"> <li>Is the input from marginalised groups and those affected by inequalities including those already identified in ICB priorities/plans sought proactively and can this be demonstrated? Are there prompts in key documentation to help ensure this occurs?</li> </ul>	<p>Marginalised groups and CORE20PLUS5/ protected characteristic groups identified in engagement plans- input gathered for NHP from Gypsy, Roma and Irish Travellers, sex workers, people on low incomes, LGBTQ+ people, people from ethnic minority communities Our engagement plans for transformation programmes are based on programme EIIHRA reports. We also plan to carry out EIIHRA reports for each of the communications and engagement plans too. (They identify LGBTQ+ and some ethnic minority groups).</p>	<p>The June PIEAC report received the assurance report which describes the involvement of seldom heard groups in the joint forward plan:  <a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf</a></p> <p>A detailed investigation in the experiences of hard to reach groups and communities was provided for the New Hospital programme – the full report is <a href="#">here</a></p> <p>More information on the seldom heard group engagement is featured in these reports: <a href="https://newhospitals.info/your-hospitals-your-say">https://newhospitals.info/your-hospitals-your-say</a>  <a href="https://newhospitals.info/Research">https://newhospitals.info/Research</a>  <a href="#">Reports to PIEAC – particularly the engagement assurance report, and the insight report</a> (in papers from previous meetings, which have been shared separately with MIAA)</p>
	<ul style="list-style-type: none"> <li>Do staff have the correct skills to engage with patients/ public encouraging patient/public led</li> </ul>	<p>The ICB has developed skills based training documentation and toolkits and has piloted training for staff, the wider workforce and partners. The toolkit is the basis of</p>	<p><a href="https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix_A_Procurement_and_engagement_checklist_draft_Appendix_A.pdf">https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix_A_Procurement_and_engagement_checklist_draft_Appendix_A.pdf</a></p>

ICB's Response (for checklist for auditors)		ICB's Response (for checklist for auditors)	What can we provide
	discussions as opposed to directed discussion?	this training. The skill base is variable variable, between teams and roles. For example the children and young peoples team are adopting the Lundy Model which puts coproduction at the heart of engagement, and the population health team use the art of hosting – which similarly uses this approach.	<p><a href="https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5_-_ii_-_Lancashire_and_South_Cumbria_ICB_Insight_Co-production_and_Engagement_Guide_1.0_200922.pdf">https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5 - ii - Lancashire and South Cumbria ICB Insight Co-production and Engagement Guide 1.0 200922.pdf</a></p> <p><a href="#">Engagement and Involvement quick start v1 short form 3 pages for PIEAC September and</a></p> <p><a href="#">Engagement and Involvement Framework 10 page version for September PIEAC</a></p> <p>Lundy Model : See Section 8, page 11 of : <a href="https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/1816/8794/3917/Item_2.3 - Engagement and Involvement Assurance Report-April - May 2023.pdf</a></p> <p>Population Health examples evidence art of hosting skills in population health: <a href="#">see here</a> and <a href="#">here</a></p>
	<ul style="list-style-type: none"> <li>Are engagement and feedback processes tailored to include people in accessible and inclusive ways?</li> </ul>	Under development- people with hearing impairment and physical disabilities have been included in listening events - as well as invited attendees the ICB also paid for a BSL organisation to provide	<ul style="list-style-type: none"> <li><a href="#">Barrow</a></li> <li><a href="#">Burnley</a></li> <li><a href="#">North Lancashire</a></li> <li><a href="#">Disability north west forum</a></li> </ul>

ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	ICB's Response (for checklist for auditors)	What can we provide
		<p>interpretation for the deaf attendees at recent in-person listening groups – Burnley, Barrow and North Lancashire. We have also met with the disability network and tailored our engagement to meet their needs</p>	
	<ul style="list-style-type: none"> <li>Does the ICB Equality, Diversity and Inclusion Strategy include reference to public and patient engagement/links to the public and patient engagement strategy and has this been published on the ICB website?</li> </ul>	<p>The EDI strategy refers to public and patient involvement and inclusion and links to the patient engagement strategy. It has been published on the ICB website</p>	<p><a href="https://www.healthierlsc.co.uk/application/files/1716/7171/1541/LSC_ICB_Interim_EDI_Strategy_2022-23_-_FINAL_-_FOR_PUBLICATION.pdf">https://www.healthierlsc.co.uk/application/files/1716/7171/1541/LSC_ICB_Interim_EDI_Strategy_2022-23_-_FINAL_-_FOR_PUBLICATION.pdf</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion/our-equality-diversity-and-inclusion-strategy">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion/our-equality-diversity-and-inclusion-strategy</a></p>
	<ul style="list-style-type: none"> <li>Is the link between the ICBs approach/strategy for patient/public involvement and Equality Delivery System (EDS2) made clear?</li> </ul>	<p>No- EDS2 is linked to via the ICB website but no explicit link is made</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion/equality-delivery-system-eds">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion/equality-delivery-system-eds</a></p> <p>Reference but not explicit link is made: "It is anticipated that system partners will work together to:</p> <ul style="list-style-type: none"> <li>Identify relevant services for assessment and use relevant data to identify strengths and weaknesses in patient access and experience</li> </ul>

ICB's Response (for checklist for auditors)		ICB's Response (for checklist for auditors)	What can we provide
			<ul style="list-style-type: none"> <li>Collaborate to engage and involve relevant stakeholders from diverse backgrounds in EDS grading activities”</li> </ul>
	<ul style="list-style-type: none"> <li>Are reporting and feedback on engagement activity arrangements consistent and timely?</li> </ul>	<p>Yes. Reporting and feedback is timely in relation to programme demands and governance. There is variation in the timing of reporting and feedback on engagement which is largely dependent on a number of factors including the timings of committees and critical operational factors in project/programme progression. When planning communication and engagement activity, the function supports the timeframes requested by the programme team. Where feedback to people and communities is delayed due to programme operational factors the comms and engagement function endeavour to keep groups informed of progress.</p>	<p>See previously described reports for examples.</p>


Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
 <p><b>Partnership Working</b></p>	<p><b>5. Work with Healthwatch and the voluntary, community and social enterprise sector as key partners</b></p> <ul style="list-style-type: none"> <li>Has clear direction been provided in relation to the involvement of Healthwatch and VCSE as key partners in ICB activities around patient/public engagement?</li> </ul>	<p><a href="#">PIEAC Terms of Reference</a> within the <a href="#">ICB Corporate Governance Handbook</a></p> <p><a href="#">Website – members of PIEAC Quality Committee</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p> <p>For the September PIEAC – as with previous meetings, Healthwatch will be presenting a paper on their work – in this instance, they were commissioned to undertake engagement around the needs and experiences of unpaid carers : <a href="https://healthwatchwestfurn.co.uk/report/i-care/">https://healthwatchwestfurn.co.uk/report/i-care/</a></p> <p>Commissioning Healthwatch paper supplemented by discussion with Neil Greaves and David Rogers re: regular monthly meetings with Healthwatch Lancashire (David Blacklock and Lyndsey Graham) <a href="#">here</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-">https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-</a></p>

Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
		<a href="#">partnership-deal-puts-nhs-decision-making-heart-communities</a>
<ul style="list-style-type: none"> <li>Is there adequate partner representation in the ICB public and patient engagement forums/committees?</li> </ul>	<p>Yes – see above, in the terms of reference for committees (ie Quality and PIEAC Committees)</p>	<p><a href="#">PIEAC Terms of Reference</a> within the <a href="#">ICB Corporate Governance Handbook</a></p> <p><a href="#">Website – members of PIEAC</a></p> <p><a href="#">Quality Committee</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p>
<ul style="list-style-type: none"> <li>Local authorities, social care providers and the VCSE sector may already have well-established mechanisms in place for including people in decision-making, are partners consulted with prior to and during engagement activities to share intelligence? Are existing forums utilised?</li> </ul>	<p>LA/ VCFSE partners are often consulted with prior to engagement e.g. listening events, focus groups. Plans are in hand for existing forums such as Youth Councils, service user groups etc. to be used</p> <p>Refer to PIEAC agenda items and substantive papers – so insight report section from HW and partners, as well as as September meeting item on carers engagement in South Cumbria.</p> <p>Also see above re patient experience teams in Trusts an NHP partnership</p>	<p>Refer to PIEAC agenda items and substantive papers – so insight report section from HW and partners, as well as as September meeting item on carers engagement in South Cumbria.</p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-partnership-deal-puts-nhs-decision-making-heart-communities">https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/new-partnership-deal-puts-nhs-decision-making-heart-communities</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/icb-signs-partnership-agreement-vcfse-sector">https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/icb-signs-partnership-agreement-vcfse-sector</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/5916/8433/9665/VCFSE_partnership_agreement_signed.pdf">https://www.healthierlsc.co.uk/application/files/5916/8433/9665/VCFSE_partnership_agreement_signed.pdf</a></p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	<ul style="list-style-type: none"> <li>Are relationships with partners developed to promote the sharing of lessons learned?</li> </ul>	<p>PIEAC acts as an assurance and advisory committee which oversight of engagement across the system and as such is in a position to share and learn from successes</p> <p>Many organisational and operational 'boundary spanning' forums are in place, and many of these include and involve representatives from Healthwatch and the VCSE, but with agendas which facilitate the sharing of information and lessons learned. This include weekly meeting of system Heads of Communication, meetings of system Directors of Communications and meetings with Local Authority heads of communication. A similar forum exists with the Regional NHS E Communications function as well as the engagement and working with people and communities networks. In Lancashire and South Cumbria there is a strong network of engagement practitioners (NHS, led by the Innovation Agency and Local Authority, led by Lancashire County Council). We are active participants in these.</p>	<p><a href="https://www.healthierlsc.co.uk/application/files/5916/8433/9665/VCFSE_partnership_agreement_signed.pdf">https://www.healthierlsc.co.uk/application/files/5916/8433/9665/VCFSE_partnership_agreement_signed.pdf</a></p> <p><a href="#">PIEAC Terms of Reference</a> within the <a href="#">ICB Corporate Governance Handbook</a></p> <p><a href="#">Website – members of PIEAC</a></p> <p><a href="#">Quality Committee</a></p> <p><a href="#">Functions and decisions map of the ICB</a></p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
		<p>Opportunities are taken to learn from specific issues which give rise to bespoke opportunities to learn from experience. For example the Head of Communication and Engagement has shared the experience of setting up a programme of lived experience with the population health communication and engagement leads in the north west region and this has led to him being invited to talk to the national leads in September 2023.</p> <p>The engagement team are establishing a series of training sessions and "lunch and learn" workshops. These have been piloted as previously highlighted.</p>	




Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
 <p><b>Clear and Accessible Information</b></p>	<p><b>6. Provide clear and accessible public information</b></p> <ul style="list-style-type: none"> <li>Has the ICB published details about providing information in accessible formats and assistance available to those who require other support to enable them to engage?</li> </ul> <p>The ICB website gives access to the Recite me toolbar, the assistive accessibility toolbar which makes the website more inclusive by allowing visitors to customise website content so that they can read and understand it in ways that work best for them.</p> <p>The toolbar is accessed from the homepage of the ICB website.</p> <p>The accessibility statement also provides information on how to request information in an accessible format.</p> <p>All videos published on the website contain subtitles and if the video is aimed at a specific community – for example those speaking Urdu – the video will be translated and provided in the native language as well as English.</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/">https://www.lancashireandsouthcumbria.icb.nhs.uk/</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/contact-us/accessible-information">https://www.lancashireandsouthcumbria.icb.nhs.uk/contact-us/accessible-information</a></p> <p>An example (July ICB Board Meeting)  <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-</a></p>

Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
		<p><a href="#">us/board/meetings-and-papers/previous-board-meetings/5-july-2023-board-meeting</a></p>
<ul style="list-style-type: none"> <li>• Are public facing communications accessible to local communities, for example in accessible formats and using a range of methods?</li> </ul>	<p>Translations, easy read, audio and video communications are available when appropriate.</p> <p>Digital is the preferred method of communication however every effort is made to not exclude anyone. The use of partner and VCFSE channels helps with communication penetration within harder to reach communities.</p> <p>At our Listening events, when we learned of interest from the deaf and hard of hearing communities we increased accessibility by commissioning BSL interpreters and this improved involved.</p> <p>We routinely check and use translated materials where this is appropriate and possible. The Blackburn</p>	<ul style="list-style-type: none"> <li>• <a href="#">Barrow</a></li> <li>• <a href="#">Burnley</a></li> <li>• <a href="#">North Lancashire</a></li> <li>• <a href="#">Disability north west forum</a></li> </ul> <p>Blackburn Mela Poster (<a href="#">Urdhu translation</a>)</p>

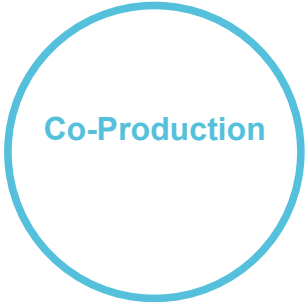
Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
		Mela is a recent example where we created a translated version of the event poster (in to Urdu)	
	<ul style="list-style-type: none"> <li>Are processes in place to assess if the Accessible Information Standards are met and where is this reported?</li> </ul>	<p>Equality, Diversity and Inclusion Annual Report</p> <p>NHS Lancashire and South Cumbria Integrated Care Board is required to publish equality information each year to show that we're complying with the Public Sector Equality Duty. This information takes the form of an equality, diversity and inclusion annual report. We expect to publish our first report in September 2023.</p> <p>In June 2022, the eight Clinical Commissioning Groups in Lancashire and South Cumbria published a joint and final equality, diversity and inclusion annual report before their closedown in July 2022.</p>	<p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion">LSC CCGs E&amp;I Annual Report 2021-2022</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/equality-diversity-and-inclusion</a></p> <p><a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/glossary">https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/glossary</a></p> <p>Accessibility options:</p> <p><a href="https://www.healthierlsc.co.uk/index.php?CID=11132">https://www.healthierlsc.co.uk/index.php?CID=11132</a></p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	<ul style="list-style-type: none"> <li>Is the ability to influence decisions clearly communicated providing examples of impact?</li> </ul>	This is limited. We have a page which communicates examples of impact and this is being developed.	<a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us</a>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	<b>7. Use Community centred approaches that empower people and communities, making connections to what works already</b>		
	<ul style="list-style-type: none"> <li>Is the use of community centred approaches clearly communicated in ICB patient/public engagement publications?</li> </ul>	Examples of this are from our population health team – west lancs example, hypertension core 20+5 work in Blackpool. Also our involvement in the Fuller Report Stocktake describes this.	<a href="https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6_-_i_-_Insight_Reports_-_Population_Health_Improvement_cover_sheet.pdf">Working with People &amp; Communities Strategy</a> <a href="https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6_-_i_-_Insight_Reports_-_Population_Health_Improvement_cover_sheet.pdf">https://www.healthierlsc.co.uk/application/files/8416/7810/9375/Item_2.6 - i - Insight Reports - Population Health Improvement cover sheet.pdf</a>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
			<p><a href="https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf">https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf">https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf">https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf</a></p> <p><a href="#">Priority Wards</a> and more information on priority wards <a href="#">here</a></p> <p><a href="#">Blackpool Hypertension Project</a></p> <p><a href="#">Fuller Stocktake</a></p> <p><a href="#">West Lancashire Front Door Project</a> &amp; <a href="#">heat maps</a></p>
	<ul style="list-style-type: none"> <li>Do staff have the required skills and experience to engage using different approaches and utilise existing community assets, activities, venues etc to full effect?</li> </ul>	<p>The engagement team have developed resources to support the workforce, including an engagement toolkit and documentation including an EDI glossary. A schedule of training for staff was piloted earlier in 2023 and we are refining this to offer staff training in engagement and coproduction etc.</p>	<p>Engagement Toolkits:</p> <p><a href="https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix_A_Procurement_and_engagement_checklist_draft_Appendix_A.pdf">https://www.healthierlsc.co.uk/application/files/3516/8209/0360/item_2.4_Appendix_A_Procurement_and_engagement_checklist_draft_Appendix_A.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5_-_ii_-_Lancashire_and_South_Cumbria_ICB_Insight_Co-production_and_Engagement_Guide_1.0_200922.pdf">https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5_-_ii_-_Lancashire_and_South_Cumbria_ICB_Insight_Co-production_and_Engagement_Guide_1.0_200922.pdf</a></p> <p><a href="#">Engagement and Involvement quick start v1 short form 3 pages for PIEAC September</a> and</p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
			<a href="#">Engagement and Involvement Framework 10 page version for September PIEAC</a> A demographic insight report – this is being finalised for printing but the latest version is <a href="#">here</a> and executive summary <a href="#">here</a> <a href="#">EDI Glossary</a>


Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	<b>8. Have a range of ways for people and communities to take part in health and care services</b>		
	<ul style="list-style-type: none"> <li>Are co-production approaches with people, health and care professionals (those with learnt experience) encouraged and is there are a wider range of approaches beyond those who already contribute to provide a more representative view of the whole population?</li> </ul>	<p>Many ICB workstreams are becoming aware of co-production approaches although this is variable. There is consideration being given to how we recruit outside the 'usual' demographics e.g. patient engagement work with Blackpool South PCN and Healthwatch is focused on</p>	<p><a href="https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5_-_ii_-_Lancashire_and_South_Cumbria_ICB_Insight_Co-production_and_Engagement_Guide_1.0_2009_22.pdf">https://www.healthierlsc.co.uk/application/files/3116/7810/9375/Item_2.5 - ii - Lancashire and South Cumbria ICB Insight Co-production and Engagement Guide 1.0 2009 22.pdf</a></p> <p><a href="#">Engagement and Involvement quick start v1 short form 3 pages for PIEAC September</a> and <a href="#">Engagement and Involvement Framework 10 page version for September PIEAC</a></p>


Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
	<p>working people 18-30 years old.</p> <p>There is a commitment to undertake a minimum of EIRA part one on all communications and engagement plans supporting the system recovery and transformation programmes. This will support our ambition to achieve a more representative view. Senior managers in the SRT comms and engagement team have this as an talent review objective for 2023/24</p> <p>The transformation programmes have used patient involvement and focus groups with support groups for patient effected are taking place in September.</p>	<p>We are adopted coproduction approaches in many of the aforementioned projects – particularly the population health and engagement with children and young people (Lundy model). They are evidenced here as examples:</p> <p><a href="https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf">https://www.healthierlsc.co.uk/application/files/6816/7810/9375/Item_2.6_b_-_ii_-_Street_Community_Journalists_PIEAC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf">https://www.healthierlsc.co.uk/application/files/3016/7810/9376/Item_2.6_c_-_iii_-_1000_voices_LSC.pdf</a></p> <p><a href="https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf">https://www.healthierlsc.co.uk/application/files/1416/7810/9377/Item_2.6_c_-_iv_-_Blackpool_100_voices.pdf</a></p> <p><a href="#">Priority Wards</a> and more information on priority wards <a href="#">here</a></p> <p><a href="#">Blackpool Hypertension Project</a></p> <p><a href="#">West Lancashire Front Door Project</a> &amp; <a href="#">heat maps</a></p> <p>Population Health examples evidence art of hosting skills in population health: <a href="#">see here</a> and <a href="#">here</a></p> <p>Lundy Model : See Section 8, page 11 of : <a href="https://www.healthierlsc.co.uk/application/files/816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf">https://www.healthierlsc.co.uk/application/files/816/8794/3917/Item_2.3_-_Engagement_and_Involvement_Assurance_Report-April_-_May_2023.pdf</a></p>

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
	<ul style="list-style-type: none"> <li>How does the ICB assess that decisions are genuinely co-produced and issues and solutions are jointly agreed?</li> </ul>	<p>The ICB ensures this through scrutiny and oversight via the PIEAC committee, and where required, via the Health Overview and Scrutiny Committees. The Chair of the PIEAC provides assurance or escalates issues to the ICB. This includes coproduction.</p>	<p><a href="#">Working with People &amp; Communities Strategy Reports to PIEAC – particularly the engagement assurance report, and the insight report</a> (in papers from previous meetings)</p>

Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
	<p><b>9. Tackle System Priorities and Service Reconfiguration in Partnership with People and Communities</b></p>	



Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
 <p><b>Partnership with People and Communities</b></p>	Covered within principles 2,3 and 4 above.	As this KLOE is covered within principles 2,3 and 4 above, please cross reference this KLOE with the principles at 2, 3 and 4.	See sections 2, 3 and 4 for evidence.

Areas for ICBs to consider		ICB's Response (for checklist for auditors)	What can we provide
 <p><b>Lessons Learned</b></p>	<p><b>10. Learn from what works and build on assets of all health and care partners – networks, relationships and activity in local places</b></p> <ul style="list-style-type: none"> <li>Are processes in place to identify and learn from successes elsewhere (across systems) in developing the approach to public and patient engagement?</li> </ul>	<p>PIEAC acts as an assurance and advisory committee which oversight of engagement across the system and as such is in a position to share and learn from successes</p> <p>Many organisational and operational 'boundary spanning' forums are in place, and many of these include and involve representatives from Healthwatch and the VCSE, but with agendas which facilitate the sharing of information and lessons learned.</p>	<p>Previous evidence illustrating the work of the PIEAC is pertinent to this principle and KLOE.</p> <p>Examples of networking and shared learning can be provided through interviews.</p>

Areas for ICBs to consider	ICB's Response (for checklist for auditors)	What can we provide
	<p>This include weekly meeting of system Heads of Communication, meetings of system Directors of Communications and meetings with Local Authority heads of communication. A similar forum exists with the Regional NHS E Communications function as well as the engagement and working with people and communities networks. In Lancashire and South Cumbria there is a strong network of engagement practitioners (NHS, led by the Innovation Agency and Local Authority, led by Lancashire County Council). We are active participants in these. Opportunities are taken to learn from specific issues which ive rise to bespoke opportunities to learn from experience. For example the Head of Communication and Engagement has shared the experience of setting up a programme of lived experience with the population health communication and engagement leads in the north west region and this has led to him being invited to talk to the national leads in September 2023.</p> <p>The engagement team are establishing a series of training sessions and "lunch and learn"</p>	

<b>Areas for ICBs to consider</b>		<b>ICB's Response (for checklist for auditors)</b>	<b>What can we provide</b>
		workshops. These have been piloted as previously highlighted.	