

**Joint Health &
Wellbeing Strategy
Refresh: Draft
Engagement and
Consultation Strategy**

September 2015

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1. Introduction

1.1 The Health and Wellbeing Strategy is currently being refreshed and a key element of its development will be ensuring that the views of citizens, front-line workers and interest groups are taken into account. The scope of the engagement approach has been defined by the outcomes of the August Health and Wellbeing Board Development Session¹ which concluded that initial engagement should be broad and wide ranging. Thus it was not proposed that a defined list of priorities be presented as part of the engagement activity. Rather, it was preferred that the initial engagement focus on what is important to citizens from a health and wellbeing perspective. The development session, however, did clarify that the conversations should be framed by summary evidence of health and wellbeing in Nottingham as this will help inform the process.

1.2 This document sets out the strategy for engaging with citizens, front-line workers and interest groups². Broadly, Engagement and consultation will take place in two phases:

Phase 1: Engagement – An opportunity for everyone to input their thoughts about health and wellbeing. The information from this phase will be analysed and fed into the development of the initial draft of the new Health & Wellbeing Strategy³

Phase 2: Consultation on the draft Health & Wellbeing Strategy

2. Aim of the Engagement

2.1 The aim is to inform the outcomes/priorities of the refreshed strategy and how they could be delivered based on the views of citizens, front-line workers and interest groups. The Strategy will guide the Board in planning initiatives and activities to improve the health and wellbeing of the citizens of Nottingham.

3. Engagement Approach

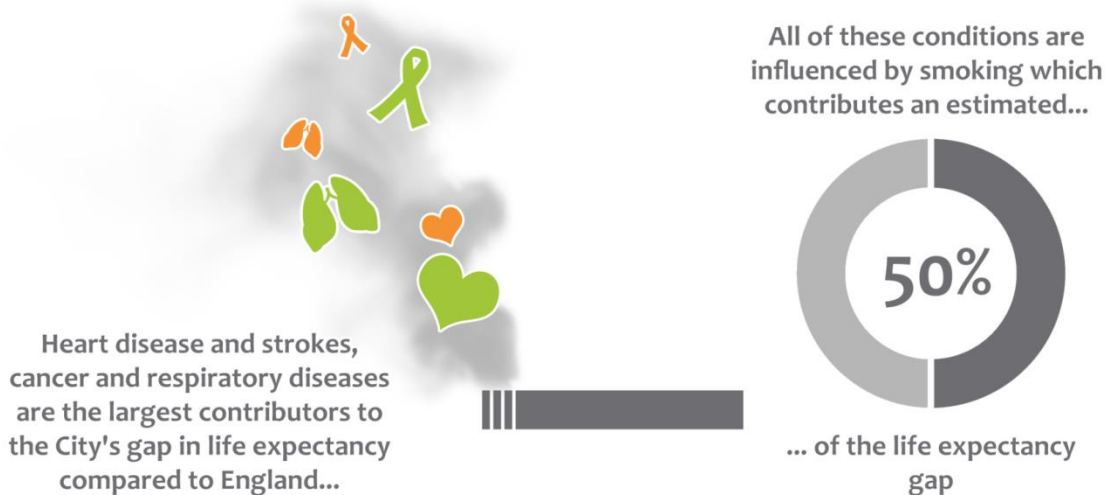
3.1 Evidence Summary: Infographics

3.1.1 In order to help inform the engagement activity, key information from the JSNA relating to health and wellbeing in Nottingham will be used to help inform the discussions. The information will highlight the inequalities in life expectancy and the drivers, including lifestyle factors. Some examples of are provided overleaf.

¹ The Health and Wellbeing Board (HWB) held a development session 24th Aug 2015 where it considered the development of the strategy. A summary of session is outlined in the HWB Paper 'Health and Wellbeing Strategy Refresh' presented to the Board on 30th Sep 2015.

² Including provider networks, user groups, advocacy groups etc.

³ See Project Plan for a more detailed timeline



3.2 Phase 1: Methods of Engagement and Consultation

3.2.1 In order to engage with as many people and groups as possible a number of approaches are being adopted as part of the initial phase of engagement, which will be carried out during October and November. Since different people will want different things, it is proposed that the population be broadly segmented (where appropriate) in order to ensure that engagement is aimed at groups with similar needs. The proposed segments are:

- Children, young people and families
- Working age adults

- Older people
- Vulnerable adults (including with learning disabilities and mental health issues)

Bespoke Public Events

3.2.2 Three bespoke public engagement events will be held across the city. The events will be carried out across the North, South and Central localities of the city. Provisional dates and locations are provided below:

Venue	Provisional Dates	Time	Room capacity
Bulwell Riverside	Monday 9 November	5.15pm-7.15pm	50
Clifton Cornerstone	Tuesday 3 November	1pm-3pm	40
Council House Ballroom	Wednesday 4 November	5pm-7pm	100+

3.2.3 These events will be held cabaret style with a facilitated focus group on each table. The focus groups will use the following structure:

Ice Breaker Exercise: Discussion of infographic poster on tables

Question 1: (a) What do you currently do to live a healthy and happy life (options to prompt as pictures)? (b) What more could you do? – Open discussion with probing

Question 2: What is stopping you living a healthier and happier life?

Question 3: What would you like to see in your area to help make you healthier and happier?

Appendix A provides a more detailed session plan

3.2.4 A focus group was held in order to pilot the original questions and the final session plans were developed based on the feedback from the group.

Existing Meetings, Networks and Events

3.2.5 A wide range of existing structures are already in place, which have an interest in Health and Wellbeing. A calendar of existing meetings, networks and events⁴ has been drawn up and, where possible, an item on the Health and Wellbeing Strategy will be added to the agenda of the next meeting. It is recognised that there will not always be time for a full engagement exercise at these meetings/ networks and so various options are available:

If only 10 minutes available

- Sign Posting to a larger event
- Offer toolkit for running their own engagement session

⁴ See Appendix B for the Calendar of existing meetings, networks and events

If an hour and 20 minutes is available⁵ - Run a facilitated focus group

3.2.6 The engagement activity carried out with existing groups will be based on the same questions used at the public events (Appendix C provides a full session plan).

3.2.7 As part of existing events (e.g. Older People's Network Week of Action), where possible in terms of resourcing, a 'World Café' or a 'Pop up research' approach will be used to carry out some engagement activity. Sign-posting to other events will also take place.

Engagement with Front-line Workforce

3.2.8 In order that the knowledge and expertise of front-line staff can be utilised, Health and Wellbeing Board members are requested to nominate a lead officer within their organisation to identify a group of up to 16 people. The City Council's Strategic Insight Team will then either facilitate the focus group or can offer the toolkit for groups to run their own engagement session. The questions will be based on those used in the public events (Appendix D provides the full session plan).

Toolkit

3.2.9 A toolkit will be produced that allows groups to conduct their own engagement focus groups and submit the results for consideration. Two versions of the toolkit will be produced: a public facing version and a version for front-line workers/ existing groups and networks. Appendix E contains the toolkits.

Online presence

3.2.10 A website will be set up at the start of the engagement process. This will provide information about the development of the Strategy and the details of upcoming engagement events. The infographics will also be made available on this website.

Survey

3.2.11 An on-line and paper survey will be produced in order to engage with as wide an audience as possible. The questions in the survey should be based upon the output from the initial face-to-face discussions in order to avoid having to include too many open-ended questions.

3.3 Phase 2: Methods of Engagement and Consultation

3.3.1 The draft Health and Wellbeing Strategy will be made available online and a survey will be developed to feedback on the strategy. A link will be mailed out to any individuals and groups who potentially will want the opportunity to comment. Contact will also be made with anyone who was involved in phase 1 to ask them for their views and thank them for their involvement in phase 1.

⁵ Piloting of the questions with a focus group highlights that the minimum time required to conduct the session would be 1hr 20mins.

Appendix A: Public Event Session Plan

For use at the three public events using a cabaret table set up

Required: Facilitator/note taker per table
Attendees: Citizens (number dependent on size of the venue)
Format: Focus Group using semi-structured questions, open discussion
Duration: 2 hrs

Introduction 15 minutes

- **House Keeping**
- **Aims of the Health & Wellbeing Board and the Strategy:** The Health and Wellbeing Board is a partnership made up of organisations that commission (pay for) services to be delivered including the City Council and the Clinical Commissioning Group (GPs and clinical leads). It includes patient representatives and provider organisations like Nottingham university hospital NHS Trust and Nottinghamshire Healthcare Trust. It also includes Nottingham City Homes, the Police and JobcentrePlus.
All of these partners come together to jointly achieve some shared priorities as outlined in their Strategy. Key aims are to reduce health inequalities and improve the health and wellbeing of Nottingham's citizens. Essentially they are about enabling people to live healthier and happier lives.
The current strategy, which outlines their priorities, is coming to an end and they want to engage with as many people as possible to find out what is important to them in terms of health and wellbeing.
- **Overview of the process:** So we are looking to speak to people about what is important to them. This information will be used, along with analysis and research, to help determine the objectives and priorities of the next strategy and help inform how to deliver those ambitions.
- **Aim of today's session:** To hear what is important in terms of health, find out what the barriers to living a healthier and happier life and how to overcome them.

Ice Breaker Exercises/ Opening discussion 20 minutes

- Discussion of info graphic poster on tables (15 minutes). What do you think of the information provided? Are you surprised by anything, is there anything you knew/didn't know?

Main Focus Group Questions 1hr 15 minutes

Rules.....

- Feel free to speak in general terms or be as specific and personal as you like
- Speak about your own experience, feelings, point of view or that of others you know
- There are absolutely no right or wrong answers or contributions
- Everything said here will be treated in confidence and will be used completely anonymously

Question 1 (a and b)

- ***What do you and your family currently do to live a healthy and happy life (options to prompt as pictures)?***
- ***What more could you do? – open discussion with probing***

Probing questions:

- Is there anything you could start doing or stop doing?
- What can your community do?
- What is your main health priority?
- What is the one thing you could do that would have the most impact? (**Get a response from each person and record it on the flip chart**)

Prompts:

- Reducing/ stopping Smoking
- Moderate/ stop Drinking
- Being active/exercising
- Healthy eating (learning to cook healthy food)
- Exercising as a family
- Work
- Housing
- Employment
- Be more involved in the community
- Developing a social network/ group

Question 2: *What is stopping you living a healthier and happier life?*

Probing questions:

- What are the barriers?
- What can your community do?
- Towards the end of the discussion: decide as a group what are the top 3 barriers? (highlight them on the flipchart)

Prompts:

- Might help to think about specific themes (being active, eating well, stopping smoking, access to health services, drinking less etc) (e.g. what are the barriers to staying fit?)
- Time
- Accessibility to services
- Money

Question 3: *What would you like to see in your area to help make you healthier and happier?*

Probing questions:

- Were there any barriers previously highlighted that you think we (services/ agencies) could help you overcome?
- Do you seek advice to help you improve your physical, emotional and mental health?
- Are there any specific initiatives you think would help?
- If you could only choose one thing (biggest impact), what would that be and why? (**Record and highlight the one thing that each person think would make the biggest difference**).

Closing the Session 10 minutes

Appendix B: Draft Calendar of existing Events and Networks

Group	Description	Date	Venue/time	Contact	Main Segment to be engaged	Equalities Sub Groups	Owner/Group Sector
Lesbian, Gay, Bisexual and Transgender (LGBT) Consultative and Scrutiny Forum	Made up of representatives from the LGBT community and voluntary and community organisations, and provides advice and consultancy on Council policies and services	helen is chasing	2-4pm, Loxley House		Working age adults	lesbian, gay or bisexual people	Public
People's Council	CCG People's council	17/09/15	Get contact for CCG Engagement officer from James	Check with James Rhodes	not specific	not specific	Public
Age Friendly Nottingham Steering group	Representatives from organisations who work with older people	23/09/15	Committee Room, Loxley House, 10-12	sharan.jones@nottinghamcity.gov.uk	Older adults	Diverse	Public
Older People Week event at Council House	Part of Older Peoples week	28/09/15	Various September	sharan.jones@nottinghamcity.gov.uk	Older adults	not specific	Public
NPAG event	Part of Older Peoples week	29/09/15	TBC	sharan.jones@nottinghamcity.gov.uk	Older adults	carers	Public
Drug Forum	Service user group	30/09/15	tbc	glen.jarvis@nottinghamcity.gov.uk	Vulnerable adults		Public
Age Friendly Community Audit - Bulwell	Activity organised as part of Age weel Nottingham Programme	01/10/15	Bulwell	sharan.jones@nottinghamcity.gov.uk	Older adults	Diverse	Public
Youth Cabinet	Youth leadership group for senior members of youth projects and organisations, aged 16-21.	07/10/15	TBC	Jon.Rea@nottinghamcity.gov.uk	Children and Young People	Diverse	Public

Alcohol Panel	?	09/10/15		glen.jarvis@nottinghamcity.gov.uk	Vulnerable adults		Public
Homelessness Prevention SIG		14/10/15	Loxley House, 2-4 pm	Rachael.Shippam@nottinghamcity.gov.uk	Vulnerable adults	Diverse	Public
Disability Involvement Group	Monitors progress and provides consultation on disability issues. It is made up of representatives from the community and voluntary sector	15/10/15	Loxley House 2-4 pm	anne.darby2@ntlworld.com	Vulnerable adults	disabled people	Third/Voluntary
Mental Health Steering Group		20.10.2015		sharan.jones@nottinghamcity.gov.uk	Vulnerable adults		
NCH Front-line Workforce Steering Group	Selection of front-line workers	20/10.2015	tbc A.M	Maria.Ziolkowski@nottinghamcityhomes.org.uk	Frontline workforce		
Equality and Fairness Commission	City-wide voluntary community forum with representatives attending from across different areas of equality including race, gender, age, disability, religion and belief, and sexual orientation	26/10/15	Loxley House	Imogeen.denton@nottinghamcity.gov.uk	Diverse	Diverse	Public
Children in Care Council	Participation group for CiC and Care Leavers aged between 14 and 19. Meets monthly	26/10/15		John Rea	Children and Young People	vulnerable children	Public
Youth Council	For young people aged between 11 and 19 living or going to school in Nottingham City and/or using play and youth services.	28/10/15	10-3pm	John Rea	Children and Young People	Diverse	Public
Children and Young People Provider Network		12/11/15	NCVS, 10-12	Maria Ward, CVS, mariaw@nottinghamcvs.co.uk , tel: 0115 934 8477	Children and Young People	vulnerable children	Third/Voluntary
Primary Parliament	For year 5 and 6 children attending Nottingham City primaries	13/11/15	9.30-2.30	John Rea	Children and Young People	Diverse	Public

Vulnerable Adults Network	25/11/15	10-12.30	Maria Ward, CVS, mariaw@nottinghamcvs.co.uk, tel: 0115 934 8477	Vulnerable adults	Diverse	Third/Voluntary
Crossroads staff		TBC	hello@carerstrustem.org	Older adults	Diverse	Third/Voluntary
African Institute for Social Development (AISD)		TBC	adisa.djan@nottinghamcity.gov.uk	Working age adults	people from different ethnic groups	Third/Voluntary
Community Partnership Forum		TBC	adisa.djan@nottinghamcity.gov.uk	Working age adults	people from different ethnic groups	Third/Voluntary
Elders Forum		TBC	glenise@nottinghameldersforum.co.uk	Older adults	Diverse	Third/Voluntary
Citizen's Panel		TBC	Zoe.mcatamney@nottinghamcity.gov.uk	Diverse	Diverse	Public
Carers Forum		TBC	trevorclower@hotmail.com	Working age adults	Diverse	Third/Voluntary
Services for Advocacy and Empowerment (SEA)		TBC	zoe@seaparticipation.org.uk	Frontline workforce		Third/Voluntary
Health and Housing Partnership Board		TBC	Helen Ross	Board/Strategic		Public
Framework Housing		TBC		Board/Strategic	Diverse	Third/Voluntary

NCC day centre users			TBC	Gary.marsh@nottinghamcity.gov.uk	Vulnerable adults	disabled people	Public
Hostel Liaison Group (HLG)			TBC	admin@hlg.org.uk	Vulnerable adults	Diverse	Third/Voluntary
Action For Young Carers under 10 years	Support and participation groups for children and young people with caring responsibilities (Three age-specific groups)			jon rea	Children and Young People	carers	Third/Voluntary
Action For Young Carers -13,14 years	Support and participation groups for children and young people with caring responsibilities (Three age-specific groups)			Jon Rea	Children and Young People	carers	Third/Voluntary
Action For Young Carers (14-15 year olds)	Support and participation groups for children and young people with caring responsibilities (Three age-specific groups)		Weekly	Jon Rea	Children and Young People	carers	Third/Voluntary
Academy Focus Groups				Jon Rea	Children and Young People	not specific	Public
Area Commitees		Emailed the chairs to make the offer	Quarterly	Neighbourhood Management	Diverse	Diverse	Public
North Locality Bespoke event	Communit Event	09/10/15	Bulwel Riverside at 5.15 to 7.15pm	Lisa Elleker	Diverse	Diverse	Public
Central Locality Bespoke event	Communit Event	04/11/15	Council House (Ballroom) at 4pm to 7pm	Lisa Elleker	Diverse	Diverse	Public

South Locality Bespoke event	Communit Event	03/11.2015	Clifton Corner Stone at 1pm to 3.30pm	Lisa Elleker		Diverse	Diverse	Public
Nottingham Citizens			TBC	Lydia Bird		Diverse	Diverse	Third/Voluntary
Nottingham Healthwatch			TBC	ruth.rigby@healthwatchnottingham.co.uk		Diverse	Diverse	Third/Voluntary
N/A						not specific	not specific	Public
Nottingham Carers' Reference Group (CRG)				Bright Ideas Nottingham		Diverse	carers	Third/Voluntary
Disabled Employees Support Network (DESN)	Share experiences and help improve working life for colleagues with disabilities			Imoheen.denton@nottinghamcity.gov.uk		Vulnerable adults	disabled people	Public
Voluntary Sector Homeless Forum						Vulnerable adults	Diverse	Third/Voluntary
Residential care home providers on NCC provider				Sharon.ribeiro@nottinghamcity.gov.uk		Frontline workforce		Public
Nottingham Mencap				mikecaston@positivefutures.org		Older adults	disabled people	Third/Voluntary
Adult Safeguarding board						Vulnerable adults	Diverse	Public

Children Safeguarding Board			Children and Young People	vulnerable children	Public
Health and Wellbeing Board Third Sector Forum (HWB3)		Bea Giaquinto <bea.giaquinto@hlg.org.uk;> Leslie.Mcdonald@nottinghamcounsellingcentre.org.uk	Vulnerable adults	Diverse	Third/Voluntary
Refugee Forum		Kinsi.Clarke@nottsrefugeeforum.org.uk			Public
Sign Post to Polish Success (Refugee & Migrant groups)		beata.polanowska@empp.co.uk			
Opportunity Nottingham front-line workers focus group	Tbc	mark.garner@FrameworkHA.org			
Opportunity Nottingham Expert Citizens Group	tbc	mark.garner@FrameworkHA.org			
Small Steps Big Changes					

Appendix C: Existing Meetings and Networks Session Plan

For use at existing events/ networks

Required: Facilitator/note taker
Attendees: Professionals/ Providers/ Community Representatives
Format: Focus Group using semi-structured questions, open discussion
Duration: 1hr 20mins

Introduction 10 minutes

- **House Keeping**
- **Aims of the Health & Wellbeing Board and the Strategy:** The Health and Wellbeing Board is a partnership made up of organisations that commission (pay for) services to be delivered including the City Council and the Clinical Commissioning Group (GPs and clinical leads). It includes patient representatives and provider organisations like Nottingham university hospital NHS Trust and Nottinghamshire Healthcare Trust. It also includes Nottingham City Homes, the Police and JobcentrePlus.
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The current strategy, which outlines their priorities, is coming to an end and they want to engage with as many people as possible to find out what is important to them in terms of health and wellbeing.
- **Overview of the process:** So we are looking to speak to people about what is important to them. This information will be used, along with analysis and research, to help determine the objectives and priorities of the next strategy and help inform how to deliver those ambitions.
- **Aim of today's session:** To hear what is important in terms of health, find out what the barriers to living a healthier and happier life and how to overcome them.

Ice Breaker Exercises/ Opening discussion 10 minutes

- Discussion of info graphic poster on tables (15 minutes). What do you think of the information provided? Are you surprised by anything, is there anything you knew/didn't know?

Main Focus Group Questions 1hr

Rules.....

- Feel free to speak in general terms or be as specific and personal as you like
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Question 1 (a and b)

- ***From your experience, what do you think are the main issues affecting people's health and happiness in Nottingham?***
- ***What do you think citizens could you do themselves to improve their health? – open discussion with probing***

Probing questions:

- What is your main health issues?
- Is there anything you could start doing or stop doing?
- What can the community do?
- Towards the end of the discussion, ask each persons what they think the biggest issue is? (**Get a response from each person and record it on the flip chart**)

Prompts:

- Reducing/ stopping Smoking
- Moderate/ stop Drinking
- Being active/exercising
- Healthy eating (learning to cook healthy food)
- Exercising as a family
- Work
- Housing
- Employment
- Be more involved in the community
- Developing a social network/ group

Question 2: From your experience, *what is stopping citizens living a healthier and happier life?*

Probing questions:

- What are the barriers?
- What can your community do?
- Towards the end of the discussion: decide as a group what are the top 3 barriers? (highlight them on the flipchart)

Prompts:

- Might help to think about specific themes (being active, eating well, stopping smoking, access to health services, drinking less etc) (e.g. what are the barriers to staying fit?)
- Time
- Accessibility to services
- Money

Question 3: From your experience, *what would you like to see happen to help make people healthier and happier?*

Probing questions:

- Were there any barriers previously highlighted that you think we (services/ agencies) could help you overcome?
- Do you seek advice to help you improve your physical, emotional and mental health?
- Are there any specific initiatives you think would help?
- If you could only choose one thing (biggest impact), what would that be and why? (**Record and highlight the one thing that each person thinks would make the biggest difference**).

Appendix D: Front-line Workforce Focus Group Session Plan

Required: Facilitator/note taker

Attendees: Front-line Work Force

Format: Focus Group using semi-structured questions, open discussion

Duration: 2hr

Introduction 10 minutes

- **House Keeping**
- **Aims of the Health & Wellbeing Board and the Strategy:** The Health and Wellbeing Board is a partnership made up of organisations that commission (pay for) services to be delivered including the City Council and the Clinical Commissioning Group (GPs and clinical leads). It includes patient representatives and provider organisations like Nottingham university hospital NHS Trust and Nottinghamshire Healthcare Trust. It also includes Nottingham City Homes, the Police and JobcentrePlus.
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- **Overview of the process:** So we are looking to speak to people about what is important to them. This information will be used, along with analysis and research, to help determine the objectives and priorities of the next strategy and help inform how to deliver those ambitions.
- **Aim of today's session:** To hear what is important in terms of health, find out what the barriers to living a healthier and happier life and how to overcome them.

Ice Breaker Exercises/ Opening discussion 20 minutes

- Discussion of info graphic poster on tables (15 minutes). What do you think of the information provided? Are you surprised by anything, is there anything you knew/didn't know?

Main Focus Group Questions 1hr 20mins

Rules.....

- Feel free to speak in general terms or be as specific and personal as you like
- Speak about your own experience, feelings, point of view or that of others you know
- There are absolutely no right or wrong answers or contributions
- Everything said here will be treated in confidence and will be used completely anonymously

Question 1 (a and b)

- ***From your experience, what do you think are the main issues affecting people's health and happiness in Nottingham?***
- ***What do you think citizens could you do themselves to improve their health? – open discussion with probing***

Probing questions:

- What is your main health issues?
- Is there anything you could start doing or stop doing?
- What can the community do?
- Towards the end of the discussion, ask each persons what they think the biggest issue is? (**Get a response from each person and record it on the flip chart**)

Prompts:

- Reducing/ stopping Smoking
- Moderate/ stop Drinking
- Being active/exercising
- Healthy eating (learning to cook healthy food)
- Exercising as a family
- Work
- Housing
- Employment
- Be more involved in the community
- Developing a social network/ group

Question 2: From your experience, *what is stopping citizens living a healthier and happier life?*

Probing questions:

- What are the barriers?
- What can your community do?
- Towards the end of the discussion: decide as a group what are the top 3 barriers? (highlight them on the flipchart)

Prompts:

- Might help to think about specific themes (being active, eating well, stopping smoking, access to health services, drinking less etc) (e.g. what are the barriers to staying fit?)
- Time
- Accessibility to services
- Money

Question 3: From your experience, *what do you think works in improving people's health?*

Probing questions:

- **Are there any particular interventions/approach that you know have a positive impact?**
- **What should we be doing more of?**

Question 4: From your experience, *what would you like to see happen to help make people healthier and happier?*

Probing questions:

- Were there any barriers previously highlighted that you think we (services/ agencies) could help you overcome?
- Do you seek advice to help you improve your physical, emotional and mental health?

- Are there any specific initiatives you think would help?
- If you could only choose one thing (biggest impact), what would that be and why? **(Record and highlight the one thing that each person thinks would make the biggest difference).**

Close Session: 10 mins

DRAFT

Appendix E: Engagement Toolkits

To be added

Two versions of the tool kit will be produced: a public facing version and a version for front-line workers/ existing groups and networks.

DRAFT