

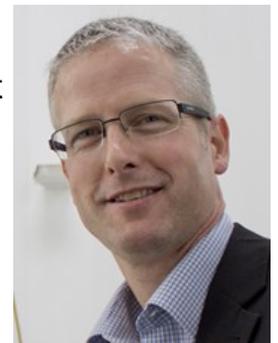
# Talking, Listening and Working Together



Living the best life we can is really important. Here in North East Lincolnshire, the Council and the NHS Clinical Commissioning Group (CCG) are working hard to focus together on the wider things that help people enjoy good physical and mental wellbeing. As well as health and care services, this includes things like supporting people to have a decent job, a decent home, a decent education and the opportunities this brings.

It is very important we listen to and involve both local residents and those with a passion for improving things for themselves and others in North East Lincolnshire when we plan, buy and develop public services.

“We know that we can achieve a lot more when we get our local communities involved in making things change and we absolutely want to get better at how we do that,” explains Rob Walsh who is Chief Executive for both the Council and CCG.



Rob Walsh

We have been working with local stakeholder groups to develop an Engagement strategy that will make sure:

- ◇ **we talk to people as early as possible so we can all work together to develop solutions;**
- ◇ **everything we do is informed by what local people share with us about their experiences, concerns and aspirations;**
- ◇ **can be confident that none of our communities are left out of the conversation**

“We have already spoken to a number of groups in the community who have helped us to shape our initial ideas”, says Rob “We are now ready for the public to tell us what they think about the draft Engagement strategy. It’s important we get this right so everyone in North East Lincolnshire has the opportunity to participate and can be confident their voice counts and what they tell us will make a difference.”

# What you have already told us ...

Over the last few months we've been talking to people about engagement to find out how they want to influence local plans, what puts them off getting involved and what can be done to make relationships between communities and commissioners (the people who plan and buy services for the Council and the CCG) stronger.

## You said:

- ◆ *I can't see the point in getting involved, I think the decisions have already been made—these are just 'tick box' exercises - I won't be listened to*
- ◆ *I want to hear about what difference my views have made—I often don't get to find out the outcome of anything you have asked my views about*
- ◆ *One size doesn't fit all – listen to communities and provide engagement opportunities that work for them*
- ◆ *I don't know how I can influence plans and services, it's confusing and I get fed up with being asked the same things by different organisations*
- ◆ *Don't just come and talk to us when you want something—get to know us and find out about what is important to us*
- ◆ *This is just talk—nothing will change unless you listen —are you really serious about it?*
- ◆ *The best results happen when we work as equal partners to co-design services and make decisions; as with **Marie** and **Colin's** experience below*

## Working Together...

Local carers were fully involved in commissioning decisions in the re-procurement of carers' support services from 1st April 2019 as **Marie Fitzgerald** explains...

“As an unpaid carer for two people since 2006 and Chairperson of the Carers Forum I was invited to be part of the re-tender process. This meant I was fully involved in the procurement itself, from co-designing questions, possible service changes, reading the bids, interviewing potential providers and choosing the provider. I applaud that unpaid Carers from all areas were involved in the Carers Support re-tender from the beginning. They are the experts. “

**Colin Binns**, carer and vice-chair of the Carers Forum agrees ‘I felt part of a team, to be asked for our input of how the tender for the carers support service should look like. For me that was a great feeling, to have an impact on its future because I have been a carer for many years. I felt as though you were listening to me on my views



# A real commitment to each other

<b>Talking</b>	<b>We will be clear and honest about</b> <ul style="list-style-type: none"><li>⇒ how you can get involved</li><li>⇒ what we are doing with what you've told us</li></ul>
<b>Listening</b>	<b>We will</b> <ul style="list-style-type: none"><li>⇒ hear your voice and what you have to say</li><li>⇒ use what you tell us to bring about change</li><li>⇒ be open to be challenged on the way we do things</li></ul>
<b>Working Together</b>	<b>We will</b> <ul style="list-style-type: none"><li>⇒ encourage all of our communities to take part</li><li>⇒ come to the places where you are</li><li>⇒ work together with you and others to make the best use of time and money</li></ul>
<b>Making every conversation count</b>	

We brought a group of people together from the Council, CCG and Voluntary, Community and Social Enterprise (VCSE) sector to look at the feedback we've had about the way we involve the public in North East Lincolnshire.

Everyone was very clear that we need to make a strong commitment about how people and communities will be involved in the future so that we make every conversation count.

The table above shows a **draft** set of standards - these are things we think people should be able to expect to happen when we ask for their views about services in North East Lincolnshire.



community engagement across North East Lincolnshire”.

**Linda Dellow, Vice-Chair of the VCSE Alliance and VCSE Forum**

“We, in the VCSE Sector, have been involved in the co-production of this commitment to an inclusive engagement strategy. We believe in this approach, and that it provides a good starting point to working more closely, in partnership, going forward to improve

## Have your say

We have already spoken to a number of groups in the community which has helped to shape our initial ideas.

Now we would like to get wider community views so we can make sure our plan delivers what people actually want. For example, how you want to be involved in planning public services, what is important to you and the ways in which different people prefer to give their views.



### You can do this by:

- Coming along and chatting to us – we are going to be out and about across North East Lincolnshire over the next few months (*see the box on the right*)
- Reading our draft strategy as we develop it on <https://www.northeastlincolnshireccg.nhs.uk/get-involved/engagenel/> and completing a short survey with your comments (if you prefer a paper copy of these let us know and we will post them out to you)
- Ringing us on 0300 3000 567 with your comments and questions
- Sending an email to us [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)
- Joining the conversation on Facebook and Twitter by using #NELengage on your posts.
- You can also write to us using this address  
**Freepost  
NHS NORTH EAST LINCOLNSHIRE CCG**
- Join us to talk about our ideas in more depth at our **Getting Better Together** event on

**Thursday September 12th from 9.30am to 1pm**  
at the Humber Royal Hotel,  
Littlecoates Road, Grimsby DN34 4LX

- or at our **Getting Better Together twilight** meeting the following week on

**Tuesday 17th September from 5pm to 7pm**  
at Centre4, Wooton Road, Grimsby DN33 1HE

If you would like us to come and speak to your community group or meeting, please let us know by emailing [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net) or calling us on 0300 3000 567, and we will do our best to attend.

## Talking, Listening and Working Together Roadshow

### August

- ⇒ Tuesday 20th from 9.30am to 12pm, Grimsby Top Town Market
- ⇒ Tuesday 27th from 2pm to 4pm, Immingham Civic Centre

### September

- ⇒ Thursday 5th from 10am to 12pm, Freshney Green Primary Care Centre, Sorrel Road, Grimsby
- ⇒ Tuesday 17th Grimsby Top Town Market 9.30am to 12pm
- ⇒ Thursday 26th from 10am to 12pm Roxton Practice, Pelham Rd, Immingham
- ⇒ Tuesday 24th from 10am to 12pm, Freeman Street, Market

We will also be at the Older People's Advice Day, Cleethorpes Memorial Hall on Wednesday October 2nd 10am to 3pm

As we get more dates and places for roadshows we will publish these on the Accord website <https://nelccg-accord.co.uk/>