

TALKING, LISTENING AND WORKING TOGETHER

Meeting the North East Lincolnshire Commitment

A Community Engagement Strategy 2023 to 2025



Talking, Listening and Working Together is an agreed approach to service user and resident involvement adopted by the Local Health and Care partnership.

The Health and Care Partnership for North East Lincolnshire: bringing together NHS organisations, the council, local health, and care providers and voluntary, community and social enterprise (VCSE) organisations, to help people start well, live well and age well. Partner organisations are:

- *North East Lincolnshire Council*
- *Care Plus Group*
- *Focus*
- *Northern Lincolnshire & Goole Hospitals NHS Foundation Trust*
- *North East Lincolnshire Voluntary Sector and Social Enterprises*
- *St Andrews Hospice*
- *NAViGO Health and Care CIC*
- *St Hugh's Hospital HMT*
- *Apollo Primary Care Network*
- *Genesis Primary Care Network*
- *Freshney Pelham Primary Care Network*
- *Meridian Health Group Primary Care Network*
- *Panacea Primary Care Network*

North East Lincolnshire Council and local voluntary, community, and social enterprise (VCSE) organisations have also agreed the Talking, Listening and Working together approach for their wider activities.

This refreshed strategy sets out how we all intend to meet the North East Lincolnshire Commitment in 2023 and beyond. By Talking, Listening and Working Together we will continue to build trusted relationships, develop the right solutions, make the best decisions, and support community-led change.

A digital Talking, Listening and Working Together Engagement Toolkit is also available on our partnership website LiveWell [Engagement toolkit - LiveWell \(nelincs.gov.uk\)](https://www.nelincs.gov.uk/engagement-toolkit). The toolkit gives more detailed information about our approach in North East Lincolnshire and is also a comprehensive guide to the delivery of their engagement, research, and involvement activity.

The North East Lincolnshire Commitment



Outcomes

The success of this strategy will be measured by the extent to which:

- You have the opportunity to have your say, you feel your views count and that you have influence over plans and decisions.
- Services and solutions are better as a result of Talking, Listening and Working Together.
- Following this commitment is routine with high-quality community engagement, research and involvement taking place as standard North East Lincolnshire

Talking

When we are talking to you, we will be clear and honest about how you can get involved, and what we are going to do with what you have told us.

We think it is important to let you know from the start why we want to talk to you and how you can get involved. We intend to do this by talking to you as early as possible so that we can all work together to develop solutions to best meet the needs and aspirations of people in North East Lincolnshire. We will have better services and outcomes as a result. Most of our partner organisations have an in-house communications team who lead on disseminating information about opportunities for involvement. Our communication and engagement materials should be accessible and where appropriate provide information in other formats such as paper copies, audio, other languages, and Easy Read. We will talk to you in a number of ways:

Online - Social media, e-bulletins, through email lists and partner websites. We maintain contact lists of local stakeholders, interested residents, groups and organisations, including those representing groups with protected characteristics under the Equality Act 2010. We update these groups on what is happening and regularly review and update these lists to support engagement with wider audiences.

Many partners also publish information about how feedback we receive from people, (including experiences, ideas, and opinions), has influenced decision-making locally. Please see the websites of partner organisations (listed at the end of this document) for further information about their communications approaches, how you can get involved or learn about current activity. You can also follow partner organisations on Facebook, Instagram, X, or other social media channels. Sign up for the North East Lincolnshire Council consultation mailing list here:

<https://consultation.questionpro.eu/>

In print and in the news - Newsletters, door to door leaflets, local press, radio, and TV.

Face to face – Through public events, service user groups and membership schemes. We use face to face events and meetings to talk about priorities and plans and how we have taken forward previous feedback from the public. We endeavour to make sure events are interactive and held at various times throughout the day, giving more people the opportunity to attend in person or online at our digital events. Many of our partner organisations have groups which offer opportunities for people to get involved in their services and plans, these include Navigo, Care Plus Group, Northern Lincolnshire and Goole NHS Foundation Trust and St Andrews Hospice. Accord is a community membership scheme giving people a say on health, care, and wellbeing plans. By becoming a member local people can tell us what things they are interested in and what level of involvement they would like to have. The scheme is led by a Steering Group of volunteers who work with us to make sure Accord counts.

For more information visit [Talking - LiveWell \(nelincs.gov.uk\)](https://nelincs.gov.uk/talking-livewell)

Listening

We want to make sure everything we do is informed by what you and other people tell us. We want to listen to what you have to say, to hear your voice and understand your priorities. We will use what you say to bring about change and we want you to tell us when we don't get it quite right. This

means working with the right communities, people, and organisations at the right time on each particular issue. Working like this means we can better understand what is important to you, the barriers you may face and your experiences. We will develop better relationships, inform priorities and decisions, and build successful, targeted services and solutions to influence positive change both in communities and within organisations. Our approaches range from everyday listening in terms of customer feedback, through to engagement and consultation activities on specific issues or projects:

Feedback – We encourage feedback (compliments, complaints, comments, customer satisfaction responses) about the way we do things. We respond openly, appropriately and with the intention of learning from what we have been told. Visit our partner organisation’s websites for more details on ways to feedback.

Surveys - Online and paper surveys are a great way for us to understand the views of a wide range of people. They are available on our websites and often shared on social media, local media outlets and via our mailing lists of partners, key stakeholders, service users and interested residents. We can arrange for people to complete a survey by post, over the telephone, or by meeting with us in person.

Workshops, Focus Groups, and Interviews – When we want to gain a deeper understanding of people’s views and experiences to inform the development of a service, solution, or project, we may select residents or service users to take part in a session or arrange a one-to-one interview.

Outreach and Diverse Groups – To ensure that we have reached all of our target audiences, whenever we can we take the conversation to venues such as markets, libraries, colleges, community centres and special interest groups and in the streets.

Diverse groups - We have a duty to listen to groups of people who share ‘protected characteristics’ as defined by the Equality Act 2010. There are nine protected characteristics, which are Age, Disability, Gender Reassignment, Marriage & Civil partnerships, Pregnancy & Maternity, Race, Religion & Belief, Sex, and Sexual Orientation. In North East Lincolnshire we also consider unpaid carers, veterans, children in care and social deprivation as characteristics.

Overcoming barriers to participation – Whenever we conduct any engagement activity in the community, we try to choose accessible venues that local people use and engage in ways that people are comfortable with. The Equality Act 2010 places a duty on public bodies to ensure people can afford to take part.

For more information visit [Listening - LiveWell \(nelincs.gov.uk\)](http://nelincs.gov.uk)

Working Together

When we work together, we develop solutions and services that are more effective and better value. We will come to the places people already use, encourage the relevant groups and communities to take part, challenge ourselves, and explore all opportunities to make the best use of everyone’s time and money. We will work together in a variety of ways including:

Community development – We will build relationships to better understand our communities, bringing together those with similar priorities to recognise their own strengths to lead and initiate change on the things they care about. We will step back when the time is right.

Co-production – Brings people and organisations together from the start, to work in equal partnership on the development of solutions.

People’s Panels – We may recruit people who are experts by experience to take part in the procurement of a commissioned service. This includes reviewing tender documents, developing questions, and interviewing potential providers. We may also involve community members in interviews and assessment days when we are appointing to some key positions in our organisations.

Community Equality Impact Assessment Panel – Brings together community members who help us to understand the needs and views of people who share protected characteristics when we develop plans and policies, design our services or commission providers.

Volunteers – A range of volunteering opportunities, including ways to get involved in shaping services and organisations, advisory or special interest groups can found on the [Connect NEL website](#) and on [TakePartNEL](#).

Voluntary, Community and Social Enterprise (VCSE) Forum – We link directly with representatives from the VCSE sector to share information and explore opportunities for cross-sector partnership working. The Forum aims to create greater opportunities for collaboration between VCSE organisations and our public and private sector partners for the benefit of the local communities that we serve. For more information visit the [Sector Support NEL website](#)

Neighbourhood/place-based working - Community groups and individual residents working with partner organisations (including VCSE organisations neighbourhood police, council services, the fire service, primary care networks, electoral ward forums, parish councils, local businesses). These approaches help with the identification and understanding of locality-based issues, build relationships, and facilitate joint problem-solving and community led change, to make the best use of partner resources.

For more information visit [Working Together and Enabling Community Led Change - LiveWell \(nelincs.gov.uk\)](#)

Getting it right

We acknowledge that not all of our partner organisations will deliver the Commitment in exactly the same way. However, we are all committed to following the principles of Talking, Listening and Working Together and ensuring our approach translates into action and makes a difference. To achieve this, we must all:

- Build and strengthen our partnership working and nurture positive relationships with local communities, organisations, and decision makers.
- Encourage shared ownership and accountability for embedding engagement, research, and involvement activity. Ongoing, meaningful dialogue should be at the heart of commissioning and delivery, projects, programmes, plans and evidenced in strategic documents.
- Reduce inefficiency and duplication. Partners should work together on wherever possible, so that residents and service users do not have to give their views on the same thing multiple times.
- Work harder to ensure the voice of all parts of our communities are heard and everyone has the opportunity to have their say.
- Share information, knowledge, and best practice to inform new ideas and approaches.

- Ensure engagement, involvement and research is properly resourced and staff are supported to deliver it effectively.
- Ensure we always feedback the outcomes of the research, involvement, and engagement activity we undertake.

How we will monitor and measure our progress

- Progress on the delivery of programmes and projects published in council quarterly performance monitoring reports.
- Quarterly engagement activity report provided to the Sustainable Communities Board, the Health and Care Leadership and the Voluntary Sector Forum.
- Resident and service user feedback on how we are doing will be gathered via a range of methods including the State of Borough survey (Our Place, Our Future), Healthwatch North East Lincolnshire, evaluation reports, and individual organisation's compliments, complaints, customer satisfaction and service user involvement approaches.
- The Talking, Listening and Working Together Steering group is responsible for championing the commitment across the partnership, encouraging shared approaches, and offering peer challenge and review. The Steering group will report into Sustainable Communities Board, The Voluntary and Community Sector Forum, and Health and Care Partnership Leadership Board.

Important links

North East Lincolnshire Health and Care Partnership is part of the Humber and North Yorkshire Integrated Care System (NYHICS) which comprises six local authority areas (Places) and Collaboratives working across the area under an Integrated Care Board (ICB). The [Working with People and Communities Engagement Strategy](#) set out how the ICB will engage people and communities to transform health and care.

[North East Lincolnshire Your Voice Matters strategy](#) sets out how children, young people and families can have their say and get involved in making improvements to services and activities.

- [Engagement, consultation, and involvement | NELC \(nelincs.gov.uk\)](#)
- [We want your feedback - Care Plus Group](#)
- [Focus – Empowering individuals to live independent lives \(focusadultsocialwork.co.uk\)](#)
- [Northern Lincolnshire and Goole NHS Foundation Trust | Tell us what you think \(nlg.nhs.uk\)](#)
- [sectorsupportnel.org.uk](#)
- [St Andrew's Hospice \(standrewshospice.com\)](#)
- [Home :: NAViGO \(navigocare.co.uk\)](#)
- [HMT St Hugh's Private Hospital Grimsby Affordable Healthcare \(hmtsthughes.org\)](#)