

Introduction

- Consultation and engagement with local residents and service users helps inform decision making and provides intelligence that can help to shape local services. It is also a key tool in helping commissioning organisations and service providers deliver against their priorities and improve outcomes for children, young people and adults.
- Public sector agencies in North Lincolnshire have a strong track record of community engagement and public consultation. A number of key consultations have taken place over the last 12 months with local residents, service users, commissioners and providers, which have added to our understanding of what local people know and want from local health, wellbeing and social care services.
- There have also been a number of 'community conversations' with local residents about development plans in their community.
- The results of these consultations have informed the 2015/16 refresh of North Lincolnshire's Strategic Assessment and JSNA evidence base and are summarised briefly below. More details of the consultation reports about health and social care services can be found on the health and wellbeing pages of the strategic assessment at www.nldo.northlincs.gov.uk/IAS/jsa/jsna/user-voice/



What's new in 2015?

Regeneration, strategic housing and planning

As part of North Lincolnshire Council's consultations with the public, a series of 'Community Conversations' have taken place during the course of 2015.

Community Conversation - Burton Upon Stather

- Many of the residents of Burton were opposed to more housing and believed resources were already stretched and that the infrastructure could not cope with more. They felt there were more important priorities including resurfacing and drainage issues.
- The top issues identified by local residents were:
 - Objections to more housing in the area
 - Reopen the post office
 - Increase the capacity of the local shop or build a new mini supermarket
 - Build new play facilities for children
 - Improve bus services.

Community Conversation – Westcliff

- The objective of this community conversation was to give the local community access to the plans prior to them being submitted for planning permission at the end of August and to gain an understanding of the residents thoughts of the current plans.
- Representatives from North Lincolnshire Council, Ongo, Framework Architects and DBA Management were present in Westcliff along with the consultation truck. The community conversation ran between 10:00am-3:00pm and the truck was located next to the Youth Centre. Throughout the day around 40-50 people were spoken to and comments were recorded on 'post it' notes.

Summary

- Residents from Westcliff were positive about the plans for development.
- Some concerns were voiced about whether current retailers would have to close due to the development.
- Some residents felt that the Desert Rat Public House should be shut down and perhaps replaced with a new pub.
- There were many queries about housing, including more housing with private gardens.
- Many people commented on how the development should have plans in place to help residents feel safer when they are shopping. Suggestions were for more security cameras or brighter lighting.

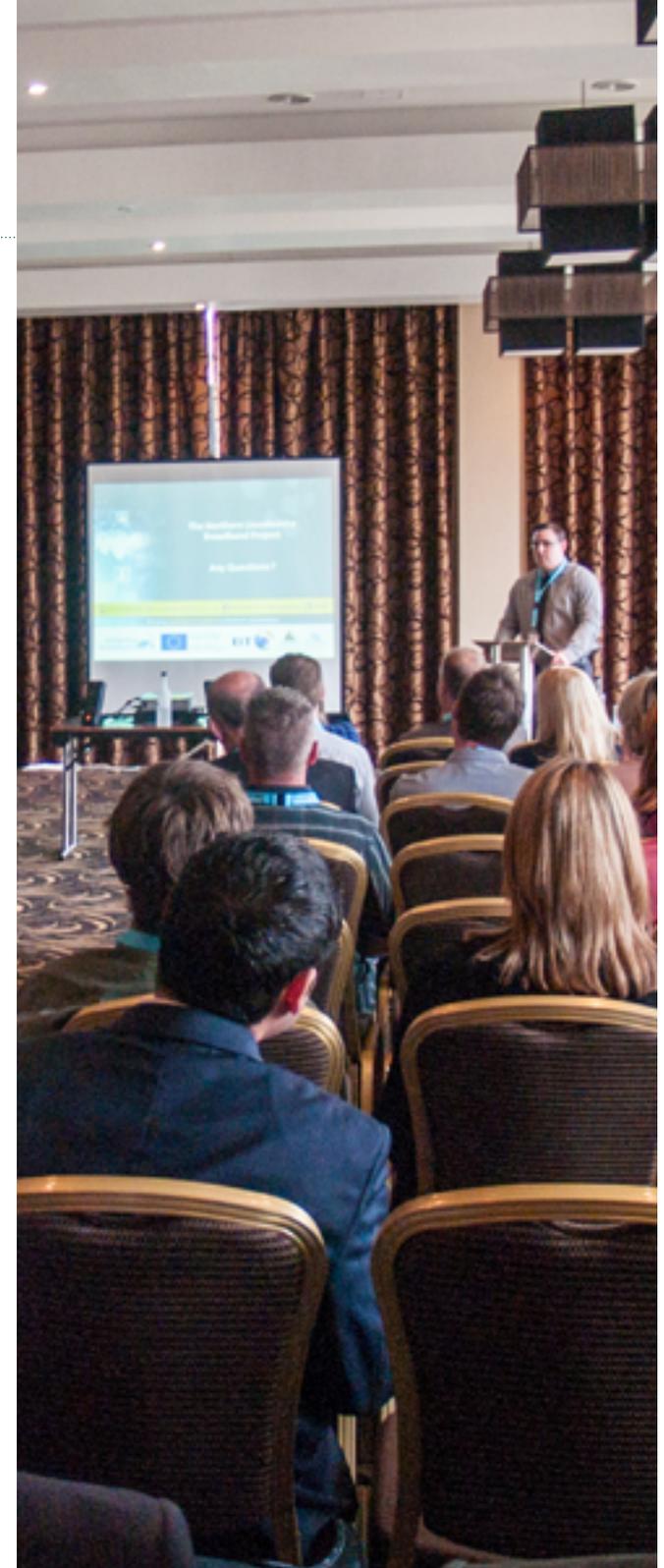
2015 research on social housing tenants' use of the internet

During 2015, ONGO commissioned an independent survey with 1,000 randomly selected social housing tenants.

- Only a third of social housing tenants in North Lincolnshire have access to the internet.
- Main barriers were – lack of motivation – did not think they needed it. Suggests an information & awareness campaign may be more valuable than providing hardware or broadband connections.
- All development work must be mobile-centred as this method of communication and access to the internet continues to grow.
- Need to review content of ONGO website and implement changes to meet the areas the customers have identified as being important to them, including improved query and advice section, better (cheaper) internet, improve look and feel to keep site fresh.

Health and Social Care

- 'Healthy Lives, Healthy Futures' is a review of health and social care services in the Northern Lincolnshire region. It is led by North Lincolnshire Clinical Commissioning Group (NLCCG) and North East Lincolnshire Clinical Commissioning Group (NELCCG) working with organisations such as the Northern Lincolnshire and Goole Hospitals NHS Foundation Trust and other health and social care agencies.
- The aim over the next 5-10 years is to deliver sustainable high quality health and social care for the local population. Some of these services will need to be delivered from hospitals. Others could be delivered closer to home from health centres or in the community. Decisions will need to be taken about the shape, location and size of some of these services. This requires broad and extensive consultation with local partners as well as with the public.
- Last year two key service areas, Ear Nose and Throat (ENT) inpatient surgery and Hyper Acute Stroke Care were reviewed and proposals agreed for change.
- In 2015/16 the annual work programme included a review of oncology and haematology services, as well as pathways for people with common chronic long term conditions, such as chronic respiratory diseases. The CCG is also reviewing how primary and community health services can support care homes, particularly those that are heavy users of urgent care services.
- To complement this work North Lincolnshire CCG and other health and social care partners launched an annual series of 'Health Matters' events where the public were invited to hear about the Healthy Lives Healthy Futures work, comment on existing health and social care services and contribute to the shape of new services.
- During 2015/16 this included opportunities to comment on the CCG's priorities for the year, what type of 7 day health provision the public feel may be needed locally; how non-emergency patient transport services and how services for people with chronic conditions such as COPD, or with chronic wounds (such as leg ulcers) could be improved.



Health Matters - 7 day health and social care services

More than 90 people attended the second public Health Matters event in Scunthorpe which took place in June 2015. The overall view was that some non-urgent health and social care services should be available every day, such as social workers, care workers who provide services in people's homes, a crisis team, and some therapy services. Some felt that some other non-urgent services such as outpatient clinics, diagnostics and outpatient therapy services and primary care should be available over 6 or 7 days but not all day. Most people recognised that it would be difficult to provide everything 7 days per week, but that current 5 day services do not meet the needs of those who work full time and others with commitments which may make it difficult for them to access services.

What happens next?

This was the first time the CCG and partners had specifically asked people what they think about 7 day services and further work will be needed to engage with a wider number of people. However this early feedback was welcomed and has enabled the CCG to test out ways of gaining this engagement and information in the future.

- Other public consultations led by the CCG which are due to report later this year include gathering community views on services which support independent living, such as aids, minor adaptations and equipment. The CCG and Council are looking at the services they already provide and are asking the public what works well, and what else could be added. This is due to report early in 2016.

Health Matters - Community Equipment and Independent Living Services

The CCG and North Lincolnshire Council want to bring together those services that support people to live independently in the community, preferably in their own home. They shared some ideas on things they thought this service should do, such as helping people understand more about their own health, and what it should provide such as easy access (like going to a shop), demonstration facilities, assessments and having equipment or wheelchairs there so people can see things for themselves. They also discussed whether people should be expected to pay for small, inexpensive items of equipment themselves, so that NHS resources could be saved for those who need very specialized and costly equipment.

What did participants tell us?

- There should be a single trusted place where people can access medical advice.
- Not all members of the public have access to the internet and quality of broadband in rural areas was a barrier to accessing information online.
- Waiting times for funding for adaptations creates months of delays in waiting for items. With increasing demand, resources need to be available for the service to respond effectively.
- A cost-saving suggestion of 'an equipment amnesty' was made – this would involve increasing the awareness that aids can be collected when they are no longer needed, so they can be re-used.
- Some said it would make better sense to install low-cost adaptations to prevent falls, rather than spend large sums of money, and to install adaptations after a fall has occurred.

What happens next?

The CCG and the Council are developing new ways of providing community equipment (such as wheelchairs and walking aids) that support a wider independent living service, including advice about the range of everyday living aids available. They are looking at the facilities they already have and what works well in North Lincolnshire to see how this could include what local people have told us they would like adding to the service.

School Nursing Service

- Young people were involved throughout the commissioning process for the new school nursing provision. Their views were taken into account and used to help shape and influence the service specification. A young person was subsequently involved in the evaluation panel.
- The results of the consultation have led to changes in the service specification and service delivery;
- Extension of the age range to include 16-19 year olds
- School Nurses available during school holidays as well as term time
- Drop in sessions in all secondary schools
- Undertaking the National Child Measurement Programme at the start of the school year in order to be able to identify and support children and their families earlier where issues of unhealthy weight are identified
- Developing Health Plans for each school
- School Nurses attending more school events at school in order to be more visible to children and young people
- A health bus has been used during holidays as a way of engaging with children, young people and parents outside of term times



'Experience led commissioning'

- In 2012/13 NHS North Lincolnshire CCG formally adopted an approach to commissioning health services that is centred around the needs and experiences of the local population. This approach is called Experience Led Commissioning, (or ELC for short). Two joint ELC events and consultations have been completed during 2015/16, focussing on care pathways for adults with acute mental health needs, as well as services for children with epilepsy, diabetes and asthma, which will report in March 2016.

Children and Young People

- There is an established North Lincolnshire Youth Council (NLYC) which is a constituted forum for young people to have a voice on things that matter to them. Attendance at the youth council has grown significantly since its inception and monthly meetings now attract between 25 and 35 young people. The Youth Council is becoming more representative of North Lincolnshire's youth population (including locality representation, school representation, gender, age range, young carers, LGBT, CIC, children with learning difficulties and BME).
- As a constituted group, there is a commitment to undertaking an annual AGM to review the constitution, reflect on the group's activities and impacts and look to the year ahead.
- At the AGM in July 2015, over 50 people attended to support the work of the NLYC and the agenda was focused on key achievements. There was an opportunity for young people to network with



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each other and champions in an informal setting. Information stalls highlighting Youth Council projects, marketing and promotions were available along with representations from supporting agencies. The Young Voice Annual General Report 2014/15 provides more detail regarding recent and upcoming activities

- The [Young Reporters Initiative](#) commenced in January 2015. Young people identify topical issues and prepare articles which are published in the local newspaper on a monthly basis. Examples of topics to date include young carers, bullying, young people as active citizens, animal cruelty and the local music scene. Young people have reported that their involvement in the project has helped their literacy skills, improved their self confidence, given them a sense of achievement and helped to challenge the stereotypes that exist about young people.
- The [Young Inspectors Programme](#) was established so that young people can challenge, scrutinise and influence the services they access. The process enables agencies to reflect on and improve their provision to better meet the needs of young people. Young people are recruited, trained and supported to undertake their inspection duties which culminate in services and organisations being granted a 'star' rating. The scope of the inspection is such that the young inspectors consider accessibility, reception, staff and facilities, equipment and play resources, availability of information and café/vending facilities. They also take account of staff and service user views and can tailor their inspections if required.
- Currently, young people are recruited from the Youth Council and the children in care/care leaver cohort. There have been 13 young people trained to become young inspectors and they have undertaken

5 inspections to date, for which they have awarded star ratings which have been fed back to the services. Some recommendations have already been actioned and there will be follow up as part of the process so that young people can see what has been done as a result of their feedback. Work is underway to promote the process to encourage take up and there is also collaborative working to include a broader range of young people and to further develop the disability accessibility criteria within the process.

- Young people continue to be active participants at the [Children and Young People's Partnership](#) and they present regular updates on young voice activities. Young people are also represented on the [Health and Wellbeing Board](#). There are established mechanisms for collaborating and engaging with young people and as partners, we continue to ensure that we involve children and young people and listen to their views to help shape and influence local action. As such, young people's views were the main contributors to the Children and Young People's Plan priority actions for 2015/16. Views were taken from the Youth Council, Engagement Groups, Make Your Mark, Great Debate, Consultation Events and Lifestyle Surveys.

Young people were involved in a range of consultation and engagement events during 2015, including 'Square Table' events on Child Sexual Exploitation, (CSE) and Emotional Wellbeing and Mental Health as well as scoping meetings in relation to Work Experience.



Consulting with children and young people regarding CSE

Reducing the harm from CSE is a priority for the Local Safeguarding Children Board and the CSE Strategy and Action Plan also reinforces partners' commitment to listening and responding to children and young people.

[For more information visit Vulnerable Children chapter.](#)

Make Your Mark 2015

5902 local young people voted in the 2015 Make Your Mark Annual Youth Ballot, which constituted 44% of the eligible voting turnout and a year on year increase (from 1.5% in 2012, 5% in 2013 and 21% in 2014).

[For more information please visit the Developing Well chapter.](#)

Work Experience Scoping Meeting

As part of the consultation for the 'All Our Children' Education Strategy for Schools, Youth Council members contributed their views regarding the draft document, after which the focus on student voice and careers advice was strengthened to reflect their views. This reinforced the importance that young people place on their future aspirations. Young people are also being consulted on the refresh document which is to be finalised in 2016.

A young people's work experience scoping group took place, involving eleven young people from a range of schools and colleges:

The young people were encouraged to do some 'blue sky' thinking during which they talked about what could be on offer in a 'perfect world'. They felt that:

- Schools/colleges offered a mixed range of work experience opportunities and support across the area
- There is huge value in good quality work experience opportunities and that more could be done to ensure placements are fit for purpose, though it was acknowledged that young people can still have positive outcomes from lesser quality opportunities if they go into them with the right mindset
- There should be a more varied 'work experience offer' that young people have helped to develop

Continued work in relation to this workstream will help to ensure that young people will have raised aspirations.

Young people identified a number of impacts of meaningful work experience as follows:

- Prepares them for world of work
- Contributes to their CV
- May give them a reference for a future opportunity
- Enables them to enjoy doing something different
- Enables them to apply their knowledge of a subject learnt at school/college
- They can gain new skills
- It can give them motivation to achieve their chosen career path
- Gives them an appreciation of a specific service / industry



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- Helps them understand how a work environment differs from an educational one and enables them to get used to the change
- Helps them to develop social skills
- Can be an 'eye opener'
- Helps them with UCAS applications
- Offers transferable skills
- Helps them to face their fears and overcome skills/situations that have previously made them feel uncomfortable
- Gives them support and encouragement from adults other than teachers or parents
- Gives them a voice

in all council led planning regimes. A multi agency working group, which includes service users/self advocates, has been established to ensure there is a continued focus on this issue.

- An 'All Age Carers Strategy' has been developed and co produced. The strategy covers all life stages. There has been an extensive consultation process as part of the development of the strategy and there has been direct involvement, influence and engagement from the Parent Involvement and Participation forum, Carers Advisory Partnership, Young Carers Group and Empathy as well as key professionals, managers and providers. In general, key findings were extremely positive and most people felt that the strategy outlines the commissioning intentions across North Lincolnshire.

Vulnerable Adults

- The Adults Partnership has become an established stakeholder/reference group that brings together representative partners from adult workforce sectors as well as adult representatives. In 2015/16, service users/self advocates were involved in the rebranding of the Learning Disability Partnership and they have also contributed to promoting the work of the partnership. The underpinning workplan has been revised and the key areas for action have been influenced by the views of service users/self advocates and other partnership members.
- Service users/self advocates highlighted the need to focus on ensuring there are sufficient 'Changing Places' amenities in the local area. There is a council commitment to upgrading existing public amenities where viable and 'Changing Places' will be considered

Healthwatch North Lincolnshire (HWNL)

HWNL is the independent voice for people in our community, helping to shape, challenge and improve local health and social care services. HWNL does this by talking and listening to people from every part of the community, and by holding services to account.

- During 2015, HWNL undertook a number of enter and view exercises on behalf of the CCG and the Council, including 20 (almost a third) adult care homes in North Lincolnshire.
- In addition HWNL completed a number of consultations with the public. This included a survey of A&E users, a consultation on access to GP services,

Survey of adult social care users

Each year North Lincolnshire Council conducts an Adult Social Care Survey to find out about the impact that services have had on the quality of life of service users. It also collects information about general health and wellbeing.

- In 2015 a total of 971 questionnaires were sent out to adult service users, with a response rate of 402 (41%). This is a higher than in 2014 when the rate was 36%. Views were gathered from a wide range of service users in both community based and residential care settings, and included adults with a learning disability.

Summary of responses

Overall, the results showed a positive improvement for six out of the seven national indicators against the 2013/14 survey, and also exceeded the England averages.

- 94% felt that the provision of care and support services helped them to have a better quality of life
- 75% felt safe, compared with an England average of 69%.
- 50% felt they had as much social contact as they would like, compared with an England average of 45%

Understanding why people use A&E

- This study was planned in the light of mounting concern about pressure on the Emergency Care Centre at Scunthorpe General Hospital (previously Accident and Emergency) which has shown year on year increases in attendance, with an average of 133 attendances a day.
- This creates significant challenges for Northern Lincolnshire and Goole NHS Trust in delivering the 4 hour target for patients to be seen in an Accident and Emergency setting.
- A significant number of those presenting at the Emergency Care Centre are discharged without treatment, or with minor treatment and no follow-up, suggesting they could potentially be managed within the community, either through self-care, a pharmacy or their own GP practice.
- Semi-structured interviews were completed over 7 days, as part of an Enter & View programme within the Emergency Centre. During this time 169 people were interviewed. A further survey was designed to gather people's experiences of the Emergency Centre. In total 206 responses were gathered.

Summary of results

- Whilst most people use Emergency Care services responsibly, there is a perception that the centre is not only for the most urgent serious conditions. This is reinforced by the co-location of the GP out of hours service.
- A number of factors were found to influence the

patient's decision to present at the Emergency Centre.

- Being advised by other services to present to A&E, including NHS 111. 53% of those who attended A&E after 6:00 pm said they had been advised by NHS 111 to present to A&E, and 22% of those who presented during the day.
- There was some evidence that difficulty in securing a GP appointment at a suitable time influenced people's decision to attend A&E. Almost a third of those young adults had tried to get a GP appointment before they attended the Emergency Centre. National research suggests that young people prefer to attend a walk-in centre. This service was decommissioned locally in October 2014.
- Some patients attended the Emergency Centre to get a 'second opinion', following what they perceived to be a failure by their GP to diagnose or treat their condition appropriately. For these patients the Emergency Centre was perceived as the place to go to have diagnostic tests carried out and receive immediate care.
- Some patients were unaware of alternative options, lack of awareness of later GP opening hours at some surgeries, late night pharmacies or the possibility of self-care.

Recommendations

- North Lincolnshire CCG take the lead in encouraging GP surgeries to develop an education campaign to raise awareness of GP appointment systems (particularly the implementation of Patient Online) and the capacity of GP practices to treat illness or injury. (Such as the availability of nurse prescribing or dealing with minor injury) This should include raising awareness of extended hours at GP surgeries and pharmacies and present patients with the full range of options available in North Lincolnshire before accessing care at the Emergency Centre.
- The acute trust improve signage to the GP Out of Hours and late night pharmacy services.

Useful Weblinks to Evidence

[Healthwatch North Lincolnshire](#)

[Young Voice](#)

[Citizen Partnerships](#)

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