

Title: Involvement and Engagement Framework		
Time Period: 2015 – 2018 (subject to review in 2016/17)		
Sponsor / Lead Director: Phil Bellas, Trust Secretary		
Framework Lead: Kathryn Ord, Deputy Trust Secretary		
Version: 1.0	Date Completed: 17/11/15	Date of Next Review: March 2020

Purpose of the Framework

1. Positively engaging with and involving the people who use the services we provide, their carers and members of the Foundation Trust is essential to achieving our Vision:

“To be a recognised centre of excellence with high quality staff providing high quality services that exceed people’s expectations.”

2. Engagement and involvement in the development and delivery of our services is being taken forward through a number of strategies, frameworks and activities including our:
 - Recovery Strategy including Recovery Colleges
 - Carers Strategy and our continued support for the principles of the Triangle of Care
 - Integrated Governance Framework
 - Communications and Engagement Framework
 - Volunteering Strategy
 - Education and Training for our workforce
 - Quality Improvement System
 - Research and Development projects
 - Recruitment processes
 - Activities undertaken in partnership with other organisations for the benefit of the Trust, Trust services and service users and carers.
3. In summary these:
 - Recognise the critical importance of working in partnership with the users of our services and their carers to design and deliver high quality person centered services which promote recovery.
 - Demonstrate our commitment to remain accountable to the communities we serve through our Council of Governors and membership scheme.
 - Provide opportunities for influencing the further development of the Trust’s services and to take forward our commitment to quality improvement.

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- Highlight the improvements to services and the quality of life for service users and their carers through supporting the delivery of our services e.g. through volunteering and Involvement Peers.
 - Promote the benefits which flow from effective two-way communication and engagement with all our stakeholders as an integral part of our business and everything we do.
 - Set out how we will meet our legal and regulatory obligations for consultation.
4. This framework does not replicate or replace these strategies, frameworks and activities but seeks to facilitate their delivery by strengthening our arrangements and processes (i.e. the way we do things) for engagement and involvement, ensuring that they are effective and meaningful, and promoting a culture where the experience of service users and their carers is at the centre of everything we do.

Scope of this Framework

5. This framework covers involvement and engagement in the planning, design and delivery of services to ensure they are efficient, joined up, co-ordinated and are responsive to the needs of service users, their carers and the communities we serve.
6. It sets out the arrangements by which we will:
- Increase the number and diversity of people who are willing and available to take part in involvement and engagement activities.
 - Ensure that they are supported in developing the skills and knowledge to effectively and meaningfully contribute.
 - Improve the co-ordination of involvement and engagement activities, increasing awareness of opportunities and providing a single point of contact for those wishing to be involved.
 - Develop processes so that individuals participating in involvement activities are treated fairly and equitably.
7. As such it does not cover the involvement of service users and carers in the development and agreement of individual treatment plans. This matter is being taken forward by the CPA project and through Shared Decision Making.
8. In addition, whilst this framework sets out an approach to further developing our overall approach to involvement and engagement, it is recognised that there will always be times when different approaches, tailored to the needs of defined groups (e.g. patients on individual wards), will be required.

Background and Opportunities

9. In recent years there has been an increasing focus nationally on involvement and engagement (e.g. through the NHS Constitution, the NHS Act 2006 and Health and Social Care Act 2012, the CQC fundamental standards and key national reports including the Francis, Keogh and Berwick reports).

10. We also recognise that active involvement and engagement are essential to promoting individual recovery; further developing high quality, accessible services that are inclusive and meet the needs of those who use them; and ensuring that the Trust is well positioned to respond to challenges in the future by shared decision making.
11. In 2014/15 our Membership and Public and Patient Involvement Teams were brought together due to the significant synergies between their work. This provides the opportunity to more effectively co-ordinate and streamline our approach to involvement and engagement.
12. The implementation of this Framework will enable the benefits of these arrangements to be realised.

Aligning Patient and Public Involvement (PPI) with our Membership Scheme

13. It is our intention to use the building blocks of our well-established Membership Scheme to underpin the delivery of this framework. These include:
 - A recognition, through our levels of membership, that people have different expectations and aspirations in their involvement with the Trust. This was expressed through a simple “ladder of engagement”, based on four stages with those choosing the highest level “involved member” being referred for involvement activities.
 - A central contact point for Member enquires.
 - A database containing information on our members.
 - Recruitment and engagement activities.
 - Communication processes.
 - Monitoring through defined governance arrangements.

Whilst being the central focus of the Trust's approach, well established effective user and carer networks will continue and be further encouraged and developed within this overarching framework

14. To these, the transfer of the PPI staff has brought additional skills in supporting service users and their carers, ability to access networks and capacity.
15. Whilst there would be benefits of requiring all people wishing to be involved in the Trust to become members, we recognise that some, for whatever reason, might not wish to do so. The implementation of this framework will provide flexibility on this matter; however, this approach will be reviewed over time.

The Involvement Journey

16. In simple terms, the concept underpinning this framework is that people choosing to be “involved” in the Trust will have access to, and will be

supported in reaching their aspirations in, a range of roles and activities for involvement and engagement.

17. We have termed this concept “The Involvement Journey”

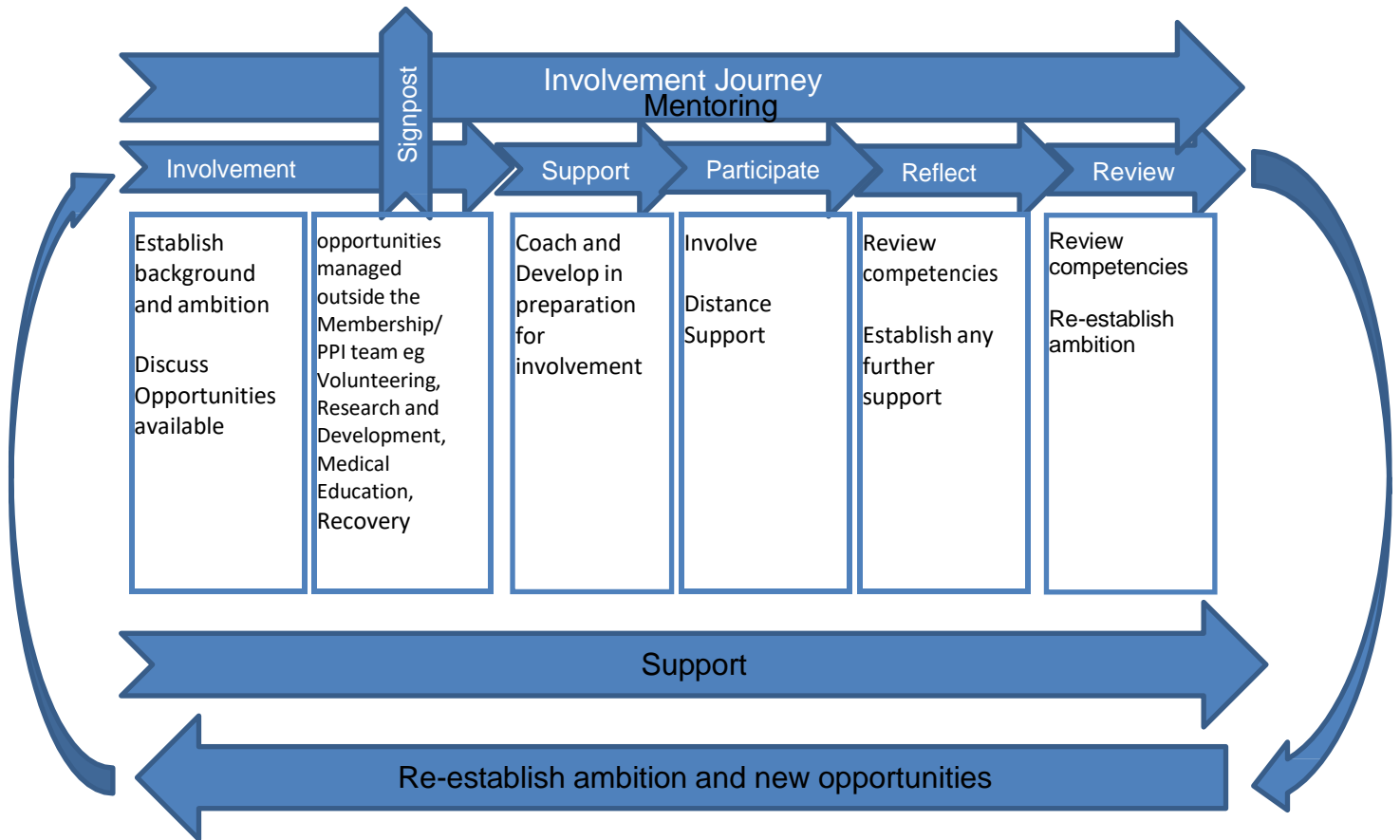
Principles underpinning the Involvement Journey

18. The Journey is underpinned by the following principles:

- **Recognition:**
Service users, carers and other members are a valuable resource and have a critical role in ensuring that we deliver high quality services.
- **Choice:**
The extent of an individual’s level of involvement with the Trust is a matter of personal choice. The Trust will promote opportunities for involvement and engagement so that people are able to choose those most suitable for them.
- **Clarity:**
We will be clear about what involvement and engagement means, why it is being undertaken and any specific requirements for participation.
- **Support:**
Support will be provided to enable service users, carers and other members to meet their aspirations for involvement and engagement with the Trust. This will include access to courses, one to one support and coaching.
- **Inclusivity:**
All engagement and involvement activities will be inclusive both in terms coverage and participation.
- **Co-ordination:**
Opportunities for involvement will be centrally advertised to provide the quality and consistency of communications and interactions with the Trust. Where involvement and engagement is driven by other departments within the Trust, close working and liaison will take place to reduce duplication and improve consistency.

Steps on the Involvement Journey

19. The steps on the Involvement Journey for an individual wishing to be involved in the Trust are shown below:



Benefits of the Involvement Journey

20. Through the implementation of this Involvement Journey:

Service Users, Carers and Members will:

- Have access to a wider range of support, development, opportunities and information outside their current involvement activities
- Have greater empowerment
- Be better informed about the Trust
- Better understand their role and how their contribution will enhance and develop services
- Experience more consistency and equity of involvement

Governors will:

- Have a wider and more engaged membership
- Be assured that the public have greater opportunities to be involved in the Trust and are being listened to
- Be able to better fulfil their statutory duties

Services will:

- Have an increased group of members, service users and carers to consult, involve and engage with resulting in participants having more relevant experience of their services
- Be able to appropriately involve service users and carers within any reviews and/or developments of services
- Have greater access to support, advice and guidance from experienced patient and public involvement officers in the delivery of engagement and involvement activities

Delivering the Framework

21. An action plan, attached as Annex 1, sets out a cohesive approach to ensure the successful delivery of the framework including:
 - Governance and assurance arrangements
 - The role of the Membership/PPI team
 - Monitoring
22. These are covered in more detail in the following sections.

Governance and Assurance Arrangements

23. Our Council of Governors is the appropriate body to oversee the implementation and delivery of this Framework in view of its statutory duty: *“to represent the interests of the members of the Trust as a whole and the interests of the public.”*
24. It is considered that, in accordance with present arrangements, monitoring and assurance should be devolved to the Making the Most of Membership Committee.
25. The Council of Governors will be asked to consider whether the name and terms of reference of this Committee should be amended to reflect its wider remit.

The role of the Membership/PPI team

26. To support the delivery of this framework the combined Team will have the following roles:
 - To promote and develop the involvement of service users, carers, members and the public in service planning, improvement and delivery throughout the Trust.
 - To develop, in consultation with services, role descriptions and competencies for those participating in relevant involvement activities.
 - To recruit service users, carers and members and to establish their aspirations for involvement with the Trust.
 - To ensure that details of individuals undertaking involvement activities are held on appropriate registers.

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- To act as a specialist resource for services in undertaking involvement and engagement activities including identifying appropriate participants.
 - To support service users, carers and members through their involvement journey.
 - Monitoring engagement and involvement activities and providing assurance reports within the Council of Governors governance structure as appropriate.
 - To develop, in consultation, a scheme for involvement and expense payments for those undertaking defined involvement activities and provide a central resource for processing claims.
 - To work closely and in cooperation with the Heads of Service and the leads key of projects and initiatives within the Trust. .
 - To utilise and build on lessons from previous initiatives that have involved service users and carers such as Dementia Studies, and work with those services which are harder to engage in involvement activities, such as Learning Disabilities, Young People's Services and Forensic.

Monitoring

27. A scorecard will be developed annually by the Council of Governors to support its monitoring and assurance activities.
28. This scorecard will also include the targets for membership recruitment for the forthcoming year for inclusion in the business plan.
29. An example scorecard is attached as Annex 2 to this Framework.

Phil Bellas
Trust Secretary
November 2015

ENGAGEMENT AND INVOLVEMENT ACTION PLAN

**PLAN LOCATION/TEAM:
 AGREED:**

PLAN DEVELOPED BY:

DATE PLAN

NO	RECOMMENDATION/ FINDING	INTENDED OUTCOME/ RESULT	ACTION	ACTION OWNER	TARGET DATE FOR ACTION COMPLETION	EVIDENCE (TO BE RETAINED BY ACTION OWNER)	PROGRESS UPDATE
1	To develop a procedure to underpin the Involvement and Engagement Framework	Staff are aware of their responsibilities for supporting appropriate and meaningful involvement	To write a procedure	Deputy Trust Secretary	March 2016	Procedure and Consultation outcomes	
2	To refresh the Involvement and Engagement Database ensuring it is fit for purpose to deliver the Framework	A complete register which identifies those members who wish to participate in involvement activities and their current involvement and training	To provide a comprehensive register of those wishing to be involved in the Trust including their interests, experience, aspirations and progress on their Involvement Journey	Deputy Trust Secretary	December 2015	Register held bi-annual review	

NO	RECOMMENDATION/ FINDING	INTENDED OUTCOME/ RESULT	ACTION	ACTION OWNER	TARGET DATE FOR ACTION COMPLETION	EVIDENCE (TO BE RETAINED BY ACTION OWNER)	PROGRESS UPDATE
3	To review contact mechanisms for people wishing to be involved/engaged with the Trust and publicise these.	Improved access/ communication mechanisms for all involvement related activities	To develop literature and information on how to be involved in the Trust	Deputy Trust Secretary and PPI Officers	December 2015		
4	To review and gain Council of Governor approval to governance arrangements to support delivery of the Framework	To strengthen governance and assurance arrangements for involvement activities	Produce a report to the Council of Governors following consultation with the Making the Most of Membership Committee	Deputy Trust Secretary	November 2015		
5	To develop monitoring, reporting and assurance mechanisms	Assurance provided to the Council of Governors through the Making the Most of Membership Committee	To develop monitoring mechanism for involvement activities To gain approval of the Involvement and Engagement Scorecard	Deputy Trust Secretary Deputy Trust Secretary	March 2016 September 2015		

NO	RECOMMENDATION/ FINDING	INTENDED OUTCOME/ RESULT	ACTION	ACTION OWNER	TARGET DATE FOR ACTION COMPLETION	EVIDENCE (TO BE RETAINED BY ACTION OWNER)	PROGRESS UPDATE
6	To improve the diversity of people included on the Involvement database	Ability to support engagement in all services, areas and specialties	Targeted activities linked to membership recruitment	Deputy Trust Secretary	March 2016		
7	To provide a consistent approach to supporting individuals on the Involvement Register	Support provided aligned to need and provided consistently to individuals	To develop a mechanisms for supporting individuals on their Involvement Journey	Deputy Trust Secretary/Head of Member Services / PPI Officers	March 2016		
8	To provide clarity on the expectations for those involved in the Trust	Clarity on requirements for involvement activities	To develop an involvement compact agreement including role descriptions where applicable	Deputy Trust Secretary / PPI Officers	Dec 2015		
9	To have meaningful, accessible, proportionate and proactive involvement /feedback groups across the Trust	To have consistency across the Trust's geographical area of involvement groups and activities within services	To provide advice and guidance on the development of groups and seek involvement membership	Deputy Trust Secretary/Head of Member Services / PPI Officers / Trust services	March 2016		

NO	RECOMMENDATION/ FINDING	INTENDED OUTCOME/ RESULT	ACTION	ACTION OWNER	TARGET DATE FOR ACTION COMPLETION	EVIDENCE (TO BE RETAINED BY ACTION OWNER)	PROGRESS UPDATE
10	To review the provision of honoraria and travel and subsistence payments for involvement and engagement activities	Equitable support provided to those involved and engaged in the Trust	Kaizen event	Deputy Trust Secretary	Dec 2015		
11	To review engagement arrangements in AMH services at Locality and Directorate levels	To ensure the arrangements in place are fit for purpose	Commission independent review	Trust Secretary	January 2016	Reports received and action plans agreed	
12	To implement the action plan from 11 above	As above	As per action plan	Trust Secretary	March 2016		

Scorecard – EXAMPLE ONLY

SG	Strategic Metrics	Lead	Base-line 1/4/15	Target end 15/16	Actual 15/16	Target end 16/17	Actual 16/17	Target 17/18	Actual 17/18
4+5	To increase the public membership of the Trust annually by 250 public members (net)	Deputy Trust Secretary	7772*	8022*		8272*		8522*	
3+5	To maintain staff membership levels	Deputy Trust Secretary	As at 30/1/15 5868	5856*		5856*		5856*	
3	For the number of staff members opting out of membership to be less than 10 per year	Deputy Trust Secretary	As at 30/1/15 134	<144		<154		<164	
5	To issue the Trust magazine 'Insight' to public members at Level 2 and above	Deputy Trust Secretary	0	=4 issues		= 4 issues		=4 issues	
5	To organise and host a minimum of 4 member engagement events in the form of Annual General and members Meeting / Celebrating Positive Practice and Information Showcase events)	Deputy Trust Secretary	0	= 4 events		= 4 events		= 4 events	
4+5	% vacancy rate for public and staff governors on the Council of Governors	Deputy Trust Secretary	As at 30/1/15 3.5%	<15%		<15%		<15%	
2+3 +4+ 5	% of Governors in post who agree that the Council of Governors is effective at representing the views of members and partner organisations in the governance of the Trust through their response to the performance evaluation of the Council of Governors	Deputy Trust Secretary	78%	=>80%		=>85%		=>85%	
1+2 +5	Number of new services users, carers and members supported on their involvement journey	Deputy Trust Secretary	0	TBA		TBA		TBA	
1+2 +5	% of persons on the involvement register satisfied with the level of support provided to them on their involvement journey	Deputy Trust Secretary	0	TBA		TBA		TBA	
1+2	To assist in the development of adult involvement groups in each of the locality areas which meet at least quarterly	Deputy Trust Secretary	0	TBA		TBA		TBA	

NOTE: * Excludes areas of York and Selby