

NORTH LINCOLNSHIRE COUNCIL

Health and Wellbeing Board

Integrated Assessment

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To report on outcomes of the Building on Success workshop in September 2017,
- 1.2 To consider next steps for a single Integrated Assessment for North Lincolnshire

2. BACKGROUND INFORMATION

- The North Lincolnshire Integrated Assessment, (previously known as the Joint Strategic Assessment) is the evidence base which supports our local Joint Health and Wellbeing Strategy. Currently, much of the information referenced within it is at least 18 months old and is need of a refresh. The Assessment is available on the link below.

http://nlido.northlincs.gov.uk/IAS_Live/sa/

- The Strategic Assessment Partnership Group which leads on the refresh of this assessment, would like to align the assessment to outcomes, reflect the current direction of travel on service integration, and adopt a more assets based approach to 'evidence' which focusses on our strengths and capacity for change.
- This will be used by partner agencies to inform the refresh of the Joint Health and Wellbeing Strategy and place based commissioning plans.
- On September 8th 2017, the Health and Wellbeing Board hosted a half-day workshop, called 'Building on Success'. The purpose of that event was to begin a dialogue with partners about how we should review, refresh and develop North Lincolnshire's integrated strategic assessment. This paper summarises the outcomes following that day and presents options for next steps

- The consultation event was attended by more than 60 people from more than a dozen partner organisations, including statutory agencies, various Voluntary and Community Sector organisations, and patient and public representatives. The event was facilitated via a World Café approach, based on the following questions:
 - How do you currently use the Integrated Assessment?
 - How could it be improved?
 - What additional information could it include?
 - What are our current assets and strengths?
 - What should be our next steps?
- The feedback from that event is detailed in the 'Building on Success Café report' available at Appendix 1.
- A small task and finish group was established to discuss how we could take the results of this day forward. This group included representation from a number of partner organisations. A wide-ranging discussion took place. Further meetings are currently being arranged to ensure that progress on developing the Integrated Assessment is maintained across all partner agencies and service areas.
- Some of the issues discussed at that meeting included the need to:
 - Agree a timetable for completing the refresh of the Integrated Assessment, beginning with the refresh of the 'Staying Well' evidence base
 - Align the assessment with the 4 outcomes 'Prosperous, Well, Safe and Connected' and with the development of a single integrated place based commissioning plan
 - Ensure the assessment is informed by local knowledge and intelligence about community assets and resilience, not just physical or capital assets
 - Work towards a fully integrated 'evidence base or 'data hub' with partners
 - Make better use of digital technology to integrate information and intelligence about the place
 - Produce a brief easy read version for the public

3. **OPTIONS FOR CONSIDERATION**

- 3.1 The 'Building on Success' report was an initial step to inform the refresh of North Lincolnshire's Integrated Assessment. Other consultation and engagement work will continue to progress the refresh, and the Board will be asked to agree and adopt the Integrated Assessment in due course.

- 3.2 The Integrated Assessment will ensure that the Board complies with its statutory duties. The Integrated Assessment will also play a key role in informing local decisions about the provision of services to residents.
- 3.3 Further papers will be presented to future meetings of the Board, dealing with specific aspects of ensuring services are delivered in accordance with the principles outlined in paragraph 2.

4. ANALYSIS OF OPTIONS

- 4.1 A fully Integrated Assessment requires partner organisations to commit to the process, including allocating a named officer with lead responsibility for strategic intelligence.
- 4.2 The development of an asset based approach will require a plan for community engagement and user participation within agreed governance structures.
- 4.3 The delivery of a fully refreshed, integrated and asset focussed assessment may take some months to complete. The Board will need to be kept informed of progress and receive updates as they are completed, beginning with the Staying Well element of the assessment.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

- 5.1 There are no immediate financial or other implications. However, it is intended that future commissioning, planning and delivery of services will be informed by the Integrated Assessment. These are likely to have significant resource implications.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

- 6.1 The content of the Integrated Assessment report will be a key resource for describing the numbers and needs of people with protected characteristics in North Lincolnshire.

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

- 7.1 The Building on Success report (Appendix 1) was directly informed by the consultation event described in this report. Further consultation and engagement will continue as part of this work, including discussions with those not involved to date.

8. RECOMMENDATIONS

- 8.1 That the Integrated Assessment is refreshed and aligned to the four strategic outcomes of 'Safe', 'Prosperous', 'Well', and 'Connected'.

- 8.2 That the Board accept the Staying Well refresh at the March 2018 meeting and the timetable for the revisions required for the other key areas of the Integrated Assessment.
- 8.3 A plan for assets mapping and community consultation will be presented at the March 2018 Board for completion by June 2018.
- 8.4 That the Board consider requesting the task and finish group to identify lead officers for each outcome area to ensure this work is completed.

DIRECTOR: PUBLIC HEALTH

Civic Centre
Ashby Road
SCUNTHORPE
North Lincolnshire
DN16 1AB
Author: Dean Gillon/Penny Spring
Date: 1st December 2017

Background Papers used in the preparation of this report :
North Lincolnshire's Strategic Assessment 2016
http://nldo.northlincs.gov.uk/IAS_Live/sa/
'Building on Success' summary report

THE BUILDING ON SUCCESS CAFE

NORTH LINCOLNSHIRE INTEGRATED ASSESSMENT



8/9/2017

FOREWORD

North Lincolnshire's Health and Wellbeing Board is obliged to produce and own an Integrated Assessment. However, what this looks like and how it is used is entirely in our favour. We're keen to make this Assessment an accessible, positive document providing a genuine, shared 'Story of North Lincolnshire'. This encompasses our many assets, our robust local economy, our beautiful green and open spaces and, most importantly, our population of friendly, resourceful and community-minded residents.

We intend for the Assessment to shift towards an asset-based approach, focussing on our local strengths, and then encouraging and supporting their implementation in all of our communities. In practice this means ensuring that everyone in North Lincolnshire has the necessary tools and resilience to use their own knowledge, skills and experiences to 'get on' and make a success of their lives.

This cannot be achieved by one organisation, so we need to bring together all of the necessary partners to facilitate this. Most people don't want to be provided with services that the authorities think they need. They want to be independent, make their own decisions, and be in charge of the things that matter to them. It should not feel revolutionary to say that they know their lives, experiences and communities better than we do. Working in partnership with the community is essential - our key challenge is to ensure that we can collectively achieve this approach, whilst continuing to support those who might need a little extra help.

This report sets out some initial thoughts for a future direction. Encouragingly, many aspects of this approach are already in place, as evidenced by our many local successes. We need to build upon this now, and in the future. This will require close collaboration, genuine dialogue with all of our communities, and a willingness to 'let go' and move from provision towards facilitation. This document provides a starting point to begin these discussions, as it summaries the Building on Success Event hosted by the Health and Wellbeing Board on 8 September 2017.

It is intended that this asset based approach to revisiting and updating the Integrated Assessment will be progressed in the coming months by a multi-agency working group. This work will, in turn, be used to inform and develop the Joint Health and Wellbeing Strategy. The Health and Wellbeing Board will play a critical role in discussing and approving both of these key documents, and ensuring that progress continues to be made.

Finally, I would like to sincerely thank everyone again for their valuable contribution to the Building on Success Event and to the work and assurance described above.

Penny Spring
Director: Public Health

CAFÉ 1: THE CURRENT INTEGRATED ASSESSMENT: HOW DO WE USE IT AND WHAT OTHER INFORMATION WOULD BE USEFUL?

THEMES

CURRENT INTEGRATED ASSESSMENT GENERALLY

FROM PRO FORMA

Current use of Integrated Assessment:

- Inform, prioritise, bring in resources when needed
- IA useful for commissioning
- Helps us take services/ support where needed
- Live time data in relation to vulnerable population enabling us to keep them safe, well, prosperous and connected
- Allows people to contribute
- Informs future service developments
- Requirement for inspection
- Use to utilise for external funding and internal
- Informing service development
- Future proofing
- Stimulating innovation
- JSA helps 'co-ordinate' provision – takes resources where needed

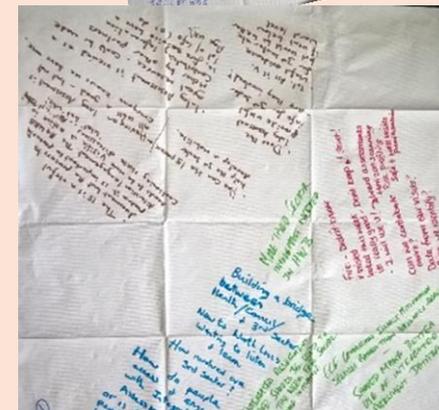
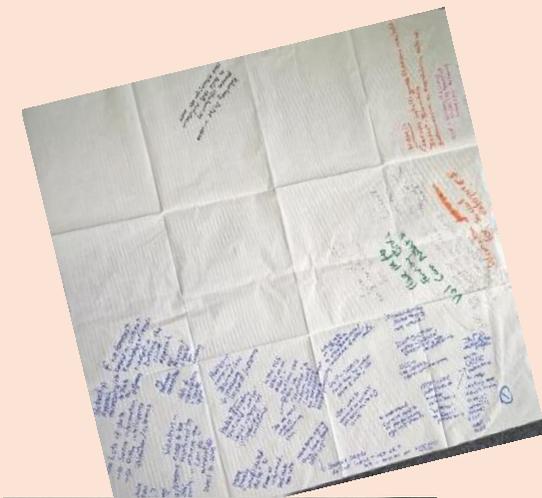
What other information would be useful:

- more service user input – engage those we need to most

How would we use new information:

- connecting people - ensuring connectedness – two way process

FROM TABLECLOTHS



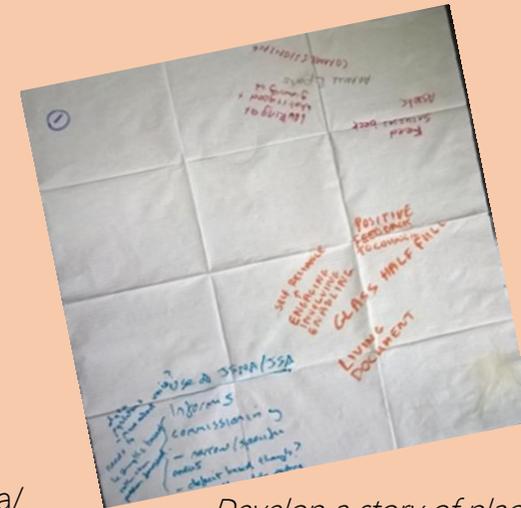
THEMES

FROM PRO FORMA

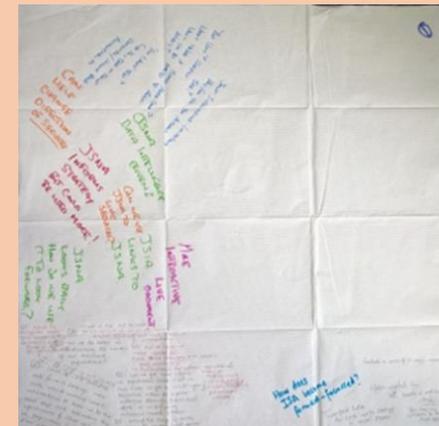
FROM TABLECLOTHS

- Needs to be community engagement in/ ownership of IA
- Need real voice in IA
- Need to involve community in a conversation about local needs and assets
- Can get hung up on data – focus on human voice behind
- Need to have a single summary/ overview which is understandable to the public and tells a story
- IA needs to be a 'great read'
- Need for user friendly approach to IA
- Publicise IA – get people interested
- Deficit model currently – need to move to strengths
- Work towards strengths based process – what makes an area/ population good
- Qualitative – hard data/ targets mean we can miss so much
- How far can we see – looking forward not back
- Need to understand who the players are
- ISA is disconnected from delivery/ practice – how do we link these together? Strategy » operational delivery
- This is a fantastic resource but is not widely known about or used – it should play a key role in developing the asset based approach and collectively getting the most out of our opportunities to develop etc
- More interactive and live – not a 2 year document
- How does everyone get involved – not just services

IMPROVING THE INTEGRATED ASSESSMENT



*Develop a story of place
How do we know what we don't know?
What is the call to action?*



THEMES

FROM PRO FORMA

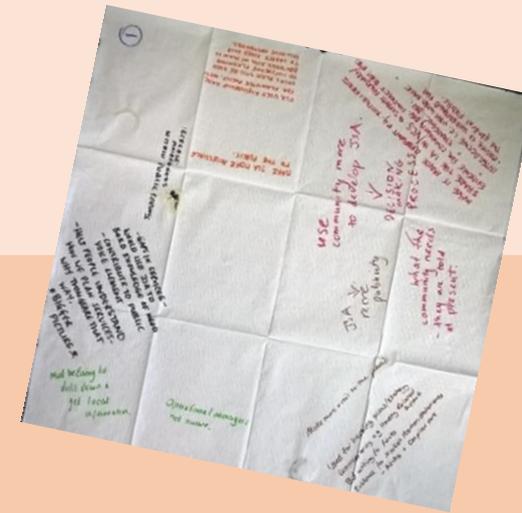
FROM TABLECLOTHS

SAFE

- How to volunteer – will develop safer communities
- Access to risk information/ profiling for Fire Service use – info about who to contact for more information would be valuable
- Safe/ mixed inclusive communities – planning
- Helps with those most vulnerable – people supported/ keeping safe – and pathways in communities
- Need to build on the vulnerable children chapter and develop one on adult vulnerability factors

WELL

- Targeting population to keep them well
- Identification of health issues and gaps/ trends and action required
- Early action prevention – not just focussed on services
- Value community and voluntary sector role – working alongside people
- Enabling – I can do – volunteering
- Mental well-being – through developing skills and assets
- Use IA database to evidence the need to develop social prescribing initiative
- Helps clarify and develop information and support at the earliest point so people can then help themselves – preventative
- Enhances community engagement and development and resilience



What makes a good thriving community?

THEMES

FROM PRO FORMA

FROM TABLECLOTHS

PROSPEROUS

- Use it to shape place – attract businesses
- Use to give explanations to demonstrate economic growth
- Moving people into employment
- Targetted resources – focus where needed most. Good use of valuable resources/ assets
- Enabling data to support economic growth (targeting)
- Greater links with DWP
- Information about social enterprises
- Valuing assets of communities
- Ambassadors volunteering



THEMES

FROM PRO FORMA

FROM TABLECLOTHS

CONNECTED

- Working together – stop having too many systems collecting same information – systems should talk to each other
- Access to wider info – eg DWP employment assets – opportunities through DWP to reach people for volunteering
- What is the offer? - including information about assets
- How do people access and engage with IA – or is it just people involved in the 'inner circle' who are really involved?
- JSNA linked to OSNA
- Not used to consult properly with public and communities. Need to develop a process to reach other groups – don't normally attend usual community forums – the 'seldom heard'
- More links and connectivity with 'real' people
- Shared language – co-ordination
- Skills sharing – intergenerational
- Do we all know as LA/ partners how we interact/ connect?
- Connecting people and communities – and identifying who is using services
- Connecting people and places, work, leisure – and identifying who is using services
- Connecting partners – who has what information – sharing info – saving duplication
- Opportunity for other agencies to use infrastructure of existing networks to begin community conversations
- Local plan/ housing/ transport infrastructure. Need to bring it all together



THEMES

FROM PRO FORMA

FROM TABLECLOTHS

OTHER

- Asking the right questions – what can you do, what can you offer?
- Building capacity in community – older workers and skill gaps
- Opportunities of engagement for those in real need
- Need a push on volunteering – learn from leading agencies
- Is what we're doing still fit for purpose – stop doing what isn't working
- Support for volunteering – resources/ training
- Key role for HWBB to keep conversation going between partners

We need to listen and learn

CAFÉ 2: WHAT ARE THE STRENGTHS AND ASSETS IN OUR COMMUNITIES?

THEMES

FROM PRO FORMA

FROM TABLECLOTHS

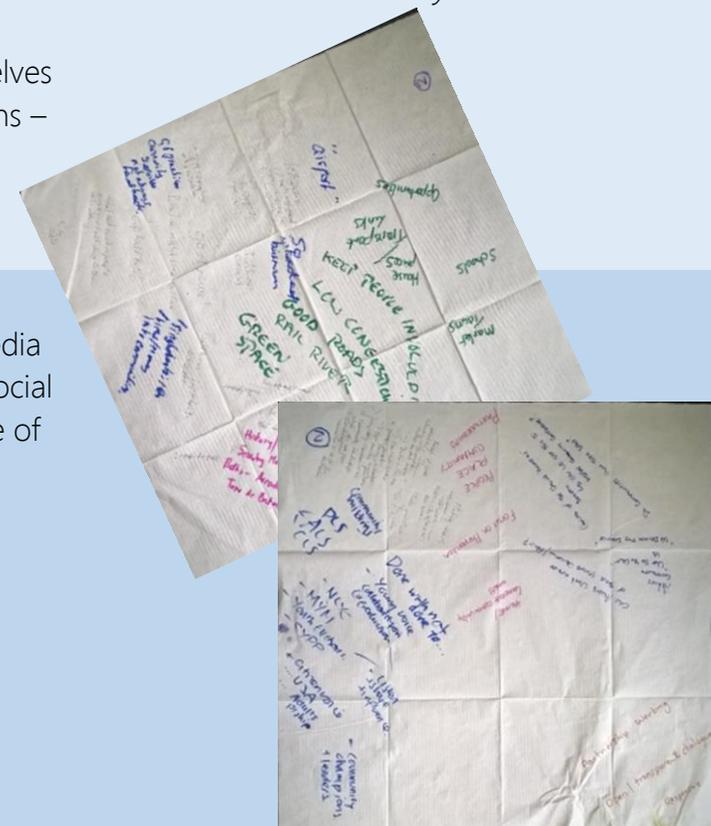
GENERAL

- Passion
- Vibrant multi-cultural communities and good dialogue with these
- Place – high employment/ education/ engagement – build on this
- Inspiring communities – communities doing it for themselves
- Fantastic community and schools – community champions – need to reflect it back more and stimulate innovations

*Ask communities – what do you want?
Children's Centres
Community leaders*

SAFE

- NTE Need to track engagement
- Sharing information about vulnerable people – social media
- Communities share information quickly (phone, online, social media) if anything unusual in the community to be aware of
- Many communities feel safe
- HFRS – safe and well visits
- Low rural crime
- Excellent safeguarding/ child services
- Need to make cycling safer
- Some inclusivity (not total)



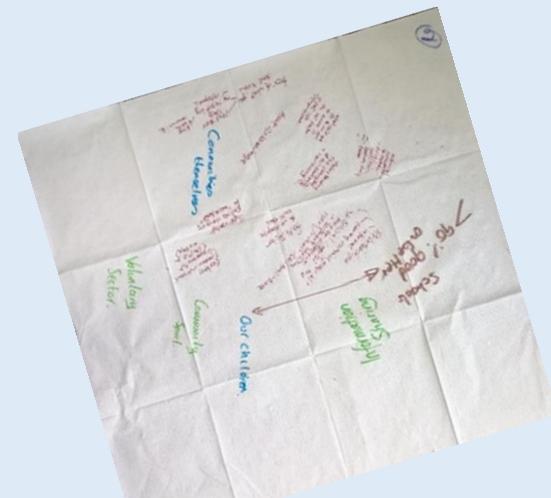
THEMES

FROM PRO FORMA

FROM TABLECLOTHS

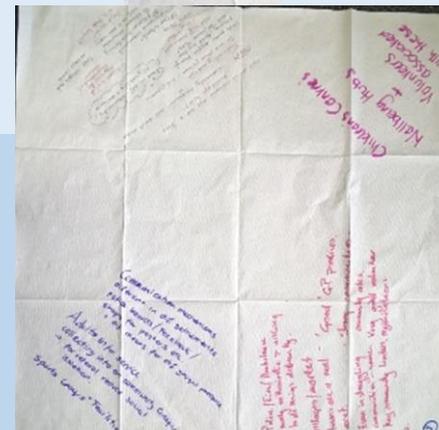
WELL

- Lots of community groups to combat loneliness
- Relationships – authentic and genuine are key
- Good integrated well being services which are ‘free’
- NHW groups
- Young people
- Opportunities to share peer experience
- Green spaces/ Good green space
- Sports activities/ Sporting facilities
- GP facilities
- Natural resources
- Cycle paths
- Community and people/ groups/ networks
- Fire Service – input suicide prevention
- Projects with young people, older people – dementia friendly
- There is an app called ‘Hoop’ for children – could be a model
- Lots of health related/ based activities in each community
- Yoga, table tennis, tai chi



PROSPEROUS

- Business engagement – investment
- Sharing of monies/ food, job awareness, employing each other
- Business development/ recession proof business
- Good education provision
- Low JSA
- Steelworkers
- Cheap housing, employment, green areas



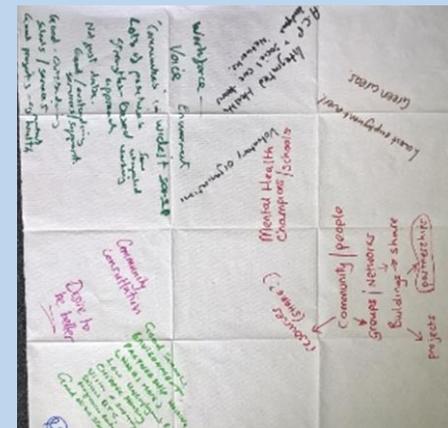
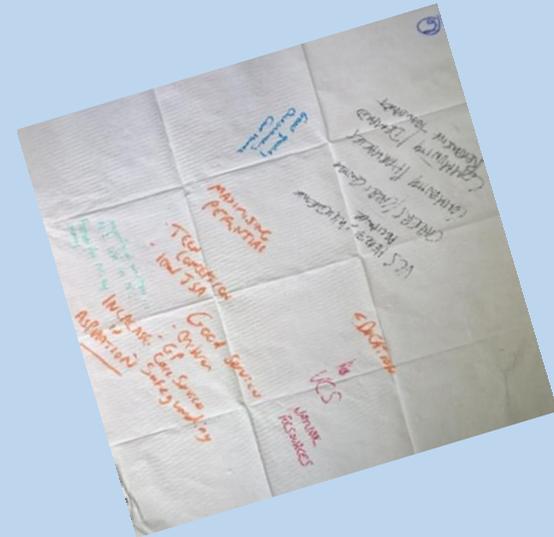
THEMES

FROM PRO FORMA

FROM TABLECLOTHS

OTHER

- o Tell N. Lincs story and successes
- o People – positive aspects – promote good news
- o What do you do about capturing the knowledge when community assets are fluid?
- o How do you enable people to self-start?
- o How do we signpost effectively at community level?
- o Utilise more role of Fire Service – trusted organisation in people’s homes
- o Fire service – add to lifestyle question and use information from other services
- o You can’t make groups open-access



CAFÉ 3: WHAT ARE OUR NEXT STEPS?

THEMES

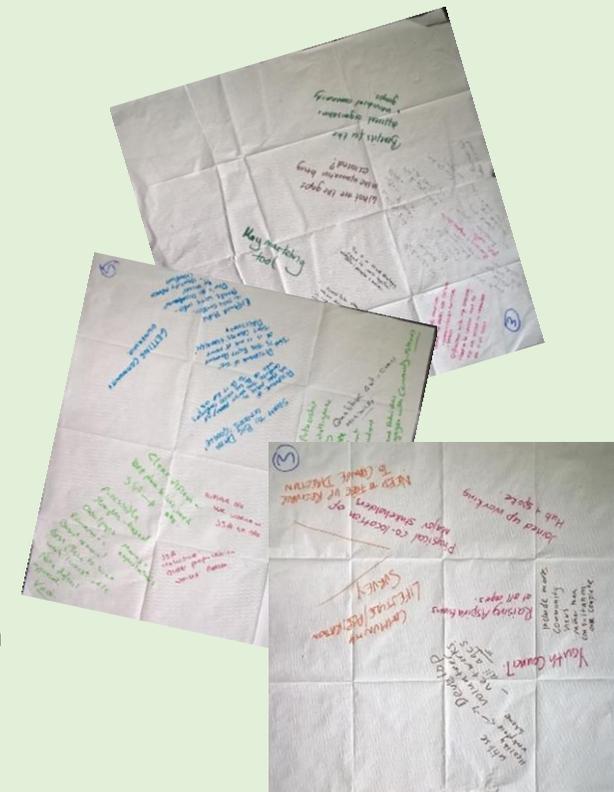
FROM PRO FORMA

FROM TABLECLOTHS

GENERAL

- Non-static IA to allow responsiveness – need to be flexible
- Need to make the IA relevant and useful
- The document needs to be useful evidence for communities to use and engage
- Awareness, access and use of JSA – dynamic document
- Clear vision – what do we want it to do – best place to live, work etc
- Develop volunteer networks
- Real people – real stories
- Celebrate and build on success
- Meaningful inclusive engagement with all should inform the IA
- Engaging communities – Who? How? – in diverse ways
- Engage with not usual suspects
- Manage demand
- Place selling
- Need for 'North Lincolnshire Intelligence'
- Look at gaps and how we can gain quality info
- Information co-ordinated/ communicated – in a range of settings- available media, community
- Risks/ challenges – need to identify who is leading on an action and who to contact – not just what the problem is
- Forecasting – wicked issues – risks to work
- Think about what needs doing and then into action
- What does success look like?

*Positive – not deficit – mindset
What do communities want?
Intelligent, respectful conversations with
genuine feedback*



THEMES

FROM PRO FORMA

FROM TABLECLOTHS

SAFE

- MECC for communities/ voluntary sector. Peer champions recruitment.
- More engagement

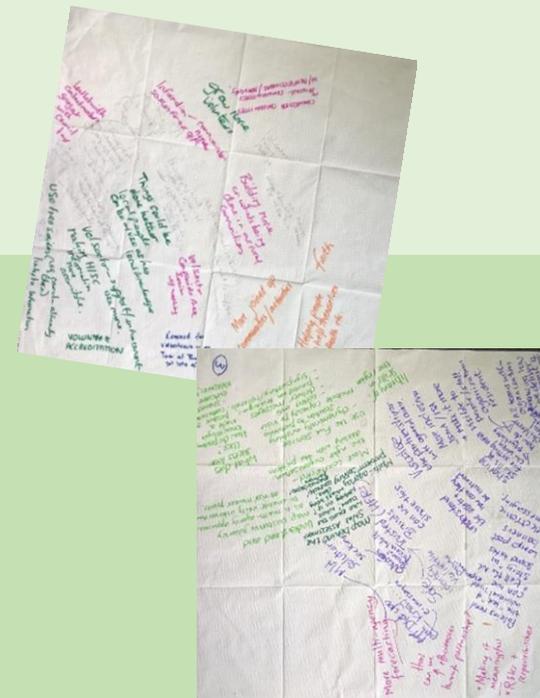
*Build trusting relationships
Understanding and nurturing community strengths*

WELL

- Raising aspirations
- Help people to help themselves
- A 'golden thread' for all organisations to want the population to live long and well (Public Health message)
- Strengths based

PROSPEROUS

- Capitalise/ support the resources we have
- Need a different approach to identifying community strengths/ assets – things we can build on
- More flexibility within workplace to develop employee opportunities (eg volunteering)
- Library of skills
- Understand what is good about a community and use this analysis to build on
- Belief – great place to work, invest and play



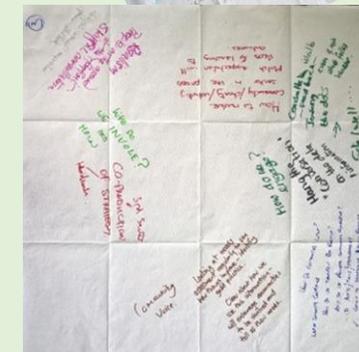
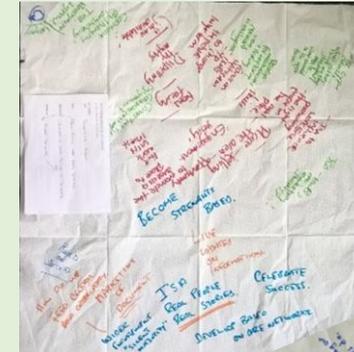
THEMES

FROM PRO FORMA

FROM TABLECLOTHS

CONNECTED

- Work together to use our assets better and share with communities
- Making sure voice of community is key and being heard
- Use communities to inform and deliver
- Work with big data leaders
- Further partnership work – what is data used for, how will it translate communities, what outcomes
- Physical co-location major stakeholders
- Should voluntary sector lead on information systems
- Connect what we have already for greater good
- We have what we need – join up and share/ communicate
- Some shared outcome measures needed as agencies don't work in isolation
- Join up and facilitate partnerships
- How to blur boundaries between agencies?
- Connect stakeholder groups
- Feedback to consultees!



TOWN SQUARE: KEY THEMES AND ISSUES

PARTNERSHIP

- Work better together and share resources
- Closer connections across the partnership – go and work in each other's offices – staff at all levels. Do we need permission?
- Develop a library of skills – knowing who does what and where
- We need greater involvement with/ by the voluntary sector

COMMUNITY

- The starting point for our work should be what communities want and need
- Talking with communities – using Appreciative Inquiry – we need to be prepared to listen and to act on what people say
- Real voice – gathering positive data
- We need to focus on the positives and learn from these – eg why do 80% of people not smoke rather than why do 20% of people smoke
- Focus on assets – ask the right questions - what can I offer? rather than what do I want?
- Build on what is already happening in our rural communities – connectivity
- How do we enable communities to contribute?
- Need to work with ward councillors to enable them to work with others
- How do we get better at gathering the data we need? What can we learn from the private sector – eg supermarkets knowing about health and pregnancy through what people are buying and searching for on the internet
- We need to find the resources for a comprehensive community aspirations and needs survey

THE INTEGRATED
ASSESSMENT

- The Integrated Assessment is a good document – but people are not aware of it
- The Integrated Assessment is not a document but an ongoing process
- The Integrated Assessment should be designed with how it will be used in mind

OTHER

- There is real passion in the room
- There are big changes in leadership across the local authority – don't sense a fear of this change in the room
- We don't celebrate enough what we do well

WHAT NEXT?

- There needs to be feedback to participants of what has merged from the café and what will be done as a result
- Next steps. The plan will evolve from today's conversations – then do it!