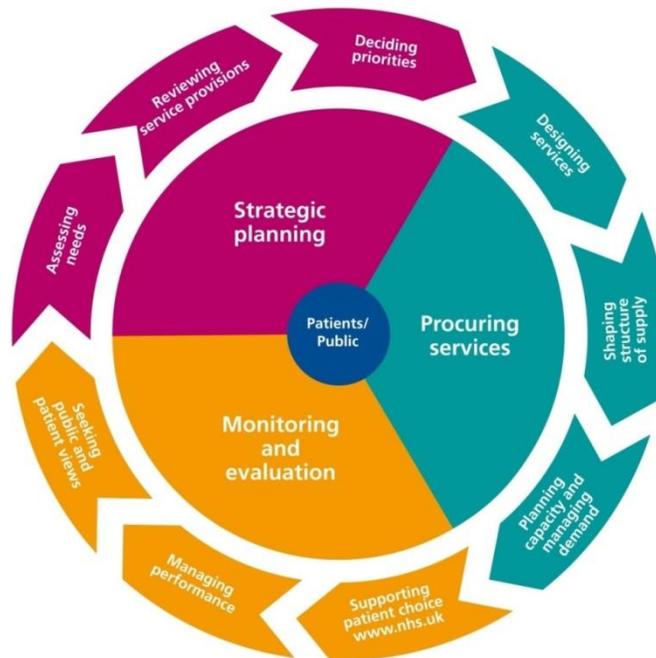


Engagement in CCG Delivery Plans Template

This template is designed to help you take into account all the elements of the commissioning cycle, as captured in the diagram below:



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: www.ic.nhs.uk/commissioning

Name of Delivery Plan:	
CCG Lead Officer:	Emma Price- Strategy and Delivery Manager Learning Disabilities and Autism.
Date of EEC Review:	5 December 2019
Please give of summary of the engagement which has already been undertaken¹	
<p>There is a national focus on personalisation, prevention and enablement along with outcome-focused interventions for people who have a learning disability, autism or both.</p> <p>Doncaster Clinical Commissioning Group and Doncaster Council are committed to a strong partnership approach to co-production and have included core-commissioning principles into service development, Commissioning and redesign. These include:</p> <ul style="list-style-type: none"> • Improved quality of life through improved services which meet people's needs • Prevention and early intervention which will reduce incidents and crises • Specialist local services which will reduce numbers of people placed in out of area setting and focus on a whole life approach 	

¹ This can be with staff, members of the public, service users, patients, carers or any other group of stakeholders

- Physical and mental health support along with support for additional needs
- Monitoring of Quality and service tracking to ensure services are flexible and responsive
- Safeguarding and Advocacy

As an integrated commissioning system across health and social care, and through the development of the Learning Disability & Autism Strategy, Doncaster Clinical Commissioning Group and Doncaster Council realised that there is a need for a consistent approach to structured, robust and continued engagement with people who have lived experience. Doncaster Clinical Commissioning Group and Doncaster Council identified that the current approach to engagement:

- Was a fragmented processes for engagement with people with a learning disability, autism or both
- Was not coordinated for service users, carer/family engagement/coproduction and co-design
- Was difficult due access
- Was needed for a wider range of inclusion from children, adults and older age adults, families/carers and providers to fully inform the Joint Learning Disability & Autism Strategy and implementation plan
- Was needed so that inclusive forum would represent the voice of 'Experts by Experience' to enable people with learning disabilities, autism or both to shape how services are developed in line with the 7 Areas of Opportunity under the Doncaster's Place Plan

In order to address the above Doncaster Clinical Commissioning Group and Doncaster Council commissioned Speakup and Inclusion North to co-produce the All Age Learning Disability and Autism plan for Doncaster, which would build stronger relationships with 'Experts by Experience' and develop a robust mechanism for ongoing involvement. Doncaster Clinical Commissioning Group and Doncaster Council asked Speakup and Inclusion North to focus the engagement work on four key areas:

- Education
- Employment
- Health
- Housing

NHS Doncaster CCG alongside DMBC, agreed to undertake a revised LD and Autism strategy in late 2018. It was agreed that a significant component of this work would be the production of an Engagement Strategy for people with a learning disability, autism or both.

This work was undertaken in three stages:

Stage 1 : Co-production of the materials for the engagement strategy. NHS Doncaster CCG, Speakup and Inclusion North worked with key partners and Experts by Experience from Choice for All Doncaster (ChAD), Doncaster Parent Voice, Family Carers and the Strategy and Performance Unit within Doncaster Council.

• **Stage 2** : Engagement with people with learning disabilities, autism or both, family carers and staff.

Engagement Sessions: 12 Engagement Sessions were held with a total of 123 people attending. The sessions were attended by people with learning disabilities, autism or both; family carers; members of staff

Online Questionnaire: Three questionnaires were created (one for people with learning disabilities, autism or both; one for family carers; one for members of staff). 145 people completed the online questionnaires (78 people with learning disabilities, autism or both; 45 family carers; 18 members of staff)

- **Stage 3:** Analysis of results.

What has been the impact of this engagement?

123 people attended 12 engagement sessions across Doncaster. The data collected from the engagement opportunities was analysed via a thematic approach. A thematic analysis allows:

- All data (i.e. comments within the themes) to be accounted for
- Detail behind the key themes to be analysed, providing context
- Relevance and ensures significance of all themes; so whilst some views may not be represented and mirrored across all cohorts of people, these opinions are valuable and are documented as part of the consultation and analysis.

The thematic analysis followed a three-staged process. Firstly, the data for the analysis was transcribed and typed up by the note takers from each session onto the standard data collection form. Secondly, entire transcripts from the sessions were imported manually into Microsoft Excel. Data was then refined into broad themes with sub-categories containing comments. For example, under the theme Health, there were several broader categories that contained numerous other themes. The third stage was the theme development stage where all data was reviewed and themes refined.

When people were asked what they felt was working in Doncaster respondents replied:

“Northern College Barnsley, free transport, good courses, free accommodation, free meals and childcare.”

“I go to the doctors, not far from where I live”

“Happy living with my family”

“Text reminders for appointments, but not all GPs and Hospital departments have these”

“I was with my friends, I like it this way because it makes me feel better”

When people were asked what they felt was not working in Doncaster respondents replied:

“Doctors tell us we are overweight when they are bigger than us”

“Waiting lists for any type of support or referral, assessments are very long”

“When you’re a child you’re regularly checked by children’s pediatricians, transition from children’s to adults was horrendous”

“Upset so I didn’t end up with qualifications, I went to college but had no support and no support looking for work”

“Refused to assess for an EHCP. An educational psychologist said my child

wasn't autistic, even though they had a diagnosis"

Following the engagement, all information from both the engagement sessions and the online questionnaire was collated into an Engagement and Co-Production document that will form part of the LD and Autism Strategy.

It was imperative that every element of the revised LD and Autism strategy was co-produced by the Experts by Experience, their families and carers.

Elements from the engagement sessions have now formed action plans within the main Strategy to ensure we address issues that have been brought to our attention from our communities.

Our Experts by experience, families and carers that joined us on the Engagement session told us they felt empowered to be asked to be such a key part of the revised Strategy. It gave families a sense of belonging and enabled families that may have had a negative experience to shape services and improve for others.

From the work, a sub group of the Autism Partnership board has been established which allows individuals with Autism to work together on identified issues from the engagement sessions.

What, if anything, has changed as a result?

Our whole work plan is 100% co-produced

Each action has been worked into themes and from the themes a 17 point action plan has been developed. From this action plan, a lead has been identified across Health and Social care to drive forward change. This joined up approach has allowed us to begin working more collaboratively and economically, with the first joint contract re-negotiation complete in the next couple of months.

How have these changes been communicated back to stakeholders?

DMBC on behalf of the partnership are due to launch a page within their website where stakeholders, communities and families can keep a track on work to date (you said, we did) this will be completed following purdah.

There will also be a formal launch of the LD and Autism Strategy following final sign off from both the Exec team and the Council cabinet.

What further engagement is planned and when?

Sub groups have already been developed with the intention of both the LD partnership Board and the Autism Partnership board having oversight on work to date. A number of individuals and families have requested to be within work streams which will ensure we are meeting the needs of the community as we make changes to services.

Do you have any further comments regarding your approach to engagement and involvement or how this can be improved?

Full engagement strategy and Action Plans can be provided on request

Equality and Diversity

Which of the nine protected characteristics have you engaged with:

Age	<input checked="" type="checkbox"/>	Religion or Belief	<input checked="" type="checkbox"/>	Sexual Orientation	<input checked="" type="checkbox"/>
Race	<input checked="" type="checkbox"/>	Disability	<input checked="" type="checkbox"/>	Pregnancy and maternity	<input checked="" type="checkbox"/>
Sex	<input checked="" type="checkbox"/>	Gender Reassignment	<input type="checkbox"/>	Marriage and Civil Partnership	<input checked="" type="checkbox"/>

What type of engagement will you undertake to ensure all protected characteristics are engaged:

We will take an active approach to encouraging engagement and will actively seek the views of those less likely to respond by using the members of the Partnership Boards and the forums they are aware of which we could actively engage.

Health Inequalities

Have you utilised the a) 'Population Health Management Heat Map'	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
NHS RightCare Pack Health Inequalities	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		<input type="checkbox"/>		<input type="checkbox"/>
		NA		

Illustrate your benchmarking against the Heat Map and NHS RightCare Pack.

. Invested in services which Doncaster do not rate well on:

- LD Annual health Checks- Number of Individuals completing Annual Health Check within 12 months

There is not a specific RightCare pack available for Learning Disability. Data taken from QOF

What type of engagement involved members of the communities that face health inequalities?

Engagement via focus groups, events involving the communities, LD and Autism Partnership Board, via online and paper questionnaires and through peer support stories. Choice for All Doncaster (CHAD) and SpeakUp has over 100 members of people who live in Doncaster who have lived experience of a Learning Disability and/or autism.

What is the outcome of this engagement and what improvements have been made to reduce health inequalities?

A comprehensive, co-produced approach to Learning Disability and Autism across both Health Social care from 2019 to 2022. Strategy is due to go live from January 2020.

The Strategy will ensure:

- Improved quality of life through improved services which meet people's needs
- Prevention and early intervention which will reduce incidents and crisis
- Specialist local services which will reduce numbers of people placed in out of area setting and focus on a whole life approach
- Physical and mental health support along with support for additional needs
- Monitoring of Quality and service tracking to ensure services are flexible and responsive
- Safeguarding and Advocacy