



# **Local Transformation Plan**

# **Engagement Management Plan**

## **(2017 – 2020)**

Bedford, Central Bedfordshire and Luton

Bedfordshire Clinical Commissioning Group and Luton Clinical Commissioning Group would like to thank partners and colleagues for their collaboration in producing this plan.

Bedford Borough Council

Bedford Hospital Trust

Bedfordshire Clinical Commissioning Group

Central Bedfordshire Council

CHUMS

East London Foundation Trust

Essex Partnership University Trust

Luton and Dunstable Foundation Trust

Luton Borough Council

Luton Clinical Commissioning Group

# Introduction

The Children and Young People's Mental Health and Wellbeing Taskforce was established in September 2014 to consider ways to make it easier for children, young people, parents and carers to access help and support when needed and to improve how children and young people's mental health services are organised, commissioned and provided.

Our Transformation Plan for Children and Young People's Mental Health and Wellbeing articulates the spectrum of local Children and young people's (CYP) mental health and wellbeing (MH) services. These services support children and young people who have existing or emerging mental health problems, as well as transitions between services.

The LTP has been the result of engagement with a wide variety of relevant organisations, including CYP and their parents/carers, the youth justice service. Local authorities, the acute sector and schools and colleges.

# Previous engagement

A series of multi agency and stakeholder engagement events were held in 2014 to seek views and experiences of mental health and wellbeing services. The resulting development plans and the first Local Transformation Plan (LTP) was informed by this engagement. The priority areas were as follows:

- Relocating resources from specialist to early identification
- Interventions to reduce numbers of children and young people being admitted into inpatient units
- Reduced waiting times
- On going service user engagement

# The engagement plan

The aims of this engagement plan is to

- Ensure all relevant stakeholders and partners are involved in the ongoing development of mental health services.
- Test existing service developments for the current cohort of service users and to identify strengths and gaps in access, pathways and provision.
- Set out how the success of the communication and engagement process will be measured to ensure its effectiveness
- Embed qualitative data and key performance indicators and the experience of service users into the development and monitoring of the LTP
- Ensure stakeholders are aware of engagement opportunities are informed of resulting changes to services

# Who we are talking to

Our audience will be a range of partners including:

- Local Authorities (Central Bedfordshire Council, Bedford Borough Council and Luton Borough Council)
- Bedfordshire Clinical Commissioning Group and Luton Clinical Commissioning Group,
- Children and young people mental health and wellbeing services (CAMHS)
- Service users including CYP and their families/carers
- The public
- Education (schools and colleges)
- Health (GPs and acute trusts)
- Healthwatch Bedford Borough, Healthwatch Central Bedfordshire and Healthwatch Luton
- VOCyfp (Voluntary Organisation for Children young people and families)
- Existing youth engagement groups such as Youth Parliament and the Children in Care Councils

# Engagement activity objectives

To ensure :

- That our audience feels they have been listened to and they have received feedback on how their views have influenced service provision
- That our audience's views and experiences continue to be embedded in the development of effective MH and wellbeing services and interventions.
- That a range of stakeholder engagement activities are employed (events, surveys, qualitative feedback)
- That our audience is informed of the future plan for continued engagement
- That our audience understands the reasons for getting involved and how this will benefit themselves and others
- That our audience is aware of the principles of engagement and its limitations

# Our approach



## We will:

- Review what engagement opportunities are currently available
- Link in with existing engagement work within our partner and provider organisations and share learning
- Publish the LTP and bring it to the attention of all partners and service users via provider services
- Involve our audiences in the development of LTP and project action plans to shape services in the future
- Promote services as they develop through our service providers
- Continue to improve and utilise engagement embedded in all service areas



HA(NBC4)

# Our activity plan

| Who?                           | How?   | What?   | When?                 |
|--------------------------------|--|---|-----------------------|
| Multi agency and stake holders | Set up an multidisciplinary engagement group   | Agree the aims, objectives and TOR for the group.<br>Drive the implementation of the engagement plan  | November 2017         |
|                                | Consider the types of engagement activity. engagement events across Bedfordshire and Luton               | Plan promote and implement <ul style="list-style-type: none"> <li>• 3 engagement events across Bedfordshire and Luton</li> <li>• Focused surveys of targeted cohorts</li> <li>• Bloggs</li> </ul> | January to March 2018 |
|                                | Collate data and feedback. Analyse and report via governance structures and feedback to all stakeholders | Use findings to inform 2018 service improvements and the LTP  | April/May 2018        |

# How we will assure the plan HA(NBC5)

This joint plan has been produced in partnership with.... (who are the partners and what is the relationship?)

- Review of the stakeholder community to ensure that the membership is current – the right stakeholders for the current phase or time
- incorporate the views and experiences of all stakeholders
- seek views of CYP and stakeholders about the engagement process
- adhere to the key lines of enquiry set by NHSE
- adhere to the rules of engagement and ensure expectations are managed
- report findings via existing governance structures engage communications and engagement professionals within the 3 local authorities provider organisations and the CCGs
- Monitor progress and KPIs throughout the process to ensure views are embedded into practice

# What success will look like

We will evaluate the effectiveness of the engagement process by monitoring:

- The implementation against set timescales and KPIs
- Numbers of people engaging/ attending/ feeding back
- Targeted cohorts are represented in the process
- Expressions of satisfaction surveys in service areas increase (CAMH stakeholder and engagement tools and friends and family test results)
- Numbers of complaints reduce
- Views are embedded into service redesign
- Stakeholders feel well informed about the results of the engagement process and we have managed expectations successfully