



**Shropshire, Telford & Wrekin**  
Integrated Care System

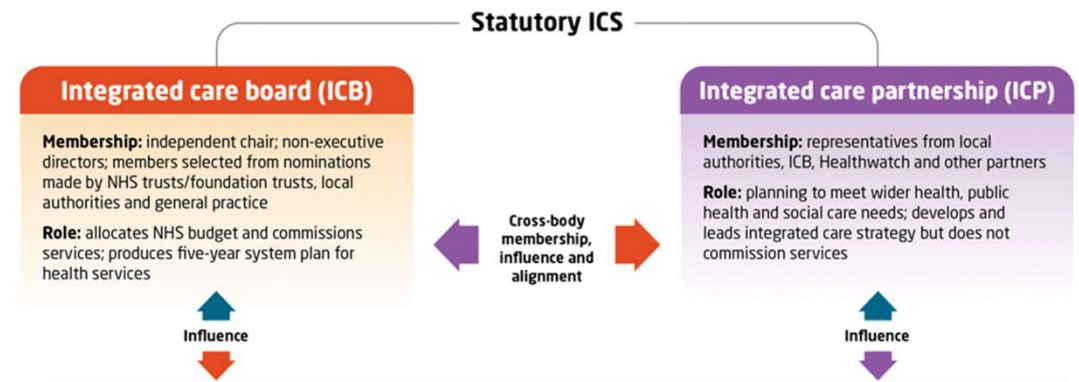
**Developing our approach to working  
with people and communities**

# ICS/ICB/ICPs – what do they all mean?

- ▶ Shropshire, Telford and Wrekin Integrated Care System (ICS) is made up of health and care commissioners and providers.
- ▶ Shropshire, Telford & Wrekin ICS has been created to encourage health and care organisations to work more closely together to improve outcomes and care for local people, reduce pressures on services, and make best use of our financial resources.
- ▶ The ICS will be made up of two key bodies:
  - a NHS integrated care board (ICB) - the statutory body which will take on the planning functions and budgets currently held by clinical commissioning group (CCG).
  - an integrated care partnership (ICP) - the statutory committee of the ICS. bringing together the NHS and local authorities as equal partners to focus more widely on health, public health and social care.

**NHS England**  
Performance manages and supports the NHS bodies working with and through the ICS

**Care Quality Commission**  
Independently reviews and rates the ICS



Geographical footprint	Partnership and delivery structures	
	Name	Participating organisations
<b>System</b> Usually covers a population of 1-2 million	<b>Provider collaboratives</b>	NHS trusts (including acute, specialist and mental health) and as appropriate voluntary, community and social enterprise (VCSE) organisations and the independent sector; can also operate at place level
<b>Place</b> Usually covers a population of 250-500,000	<b>Health and wellbeing boards</b>	ICS, Healthwatch, local authorities, and wider membership as appropriate; can also operate at system level
	<b>Place-based partnerships</b>	Can include ICB members, local authorities, VCSE organisations, NHS trusts (including acute, mental health and community services), Healthwatch and primary care
<b>Neighbourhood</b> Usually covers a population of 30-50,000	<b>Primary care networks</b>	General practice, community pharmacy, dentistry, opticians



# Background and context

- ▶ The legislation under which ICSs will be established as statutory bodies, including their legal duties on public involvement, is currently passing through Parliament.
- ▶ Integrated Care Boards (ICBs) are required to develop a strategy for engaging with people and communities by May 27<sup>th</sup> 2022.
- ▶ ICBs need to set out the principles and arrangements for how they will work with people and communities.
- ▶ Integrated care partnerships (ICPs) and place-based partnerships should have representation from local people and communities in priority-setting and decision-making forums.
- ▶ ICBs are expected to gather intelligence about the experience and needs of people who use care and support and use these insights to inform decision-making and quality improvement.





# The journey so far


- ▶ As an ICS, we have already made significant steps in developing our approach to involving people and communities
- ▶ The pandemic strengthened the way we work together with partners and communities. It harnessed and strengthened relationships driven by a shared purpose with a focus on health inequalities.
- ▶ Memorandum of Understanding (MOU) with Voluntary, Community and Social Enterprise (VCSE) sector. Together we have committed to empower patients to engage in improving their overall quality of life and to ensure that no decisions will be made without fully involving them. In the process of establishing a VCSE Alliance.
- ▶ Making Involvement Business as Usual Workshop - we brought together people and partners from across the system to share the learning from examples of good involvement and explored how we can ensure that involving people in our work becomes part of everyday practice.
- ▶ This has led to a set of draft principles which will underpin our approach to involvement.





# Our draft principles for working with people and communities


1.  The voices of people and communities are central to everything we do at every level of the ICS.


2.  Staff across the ICS understand the legal duties, benefits, and ways of involving people.


3.  Relationships with people and communities are based on equality and mutual respect.


4.  Understand our community's needs, experience and aspirations for health and care, using existing and new insight and engagement.


5.  Engage people from the start, to shape the involvement, and feed back how their engagement has influenced activities and decisions.

6.  Provide different ways people can get involved to accommodate a range of needs and empower people to engage.

7.  Work with organisations that support and represent our communities, as well as individuals who have lived experience of using services, building relationships and connections with seldom heard groups.

8.  Provide clear and accessible information about our vision, priorities, plans, and progress and the ways people can get involved to build understanding and trust.

9.  Learn from what works, build on the engagement assets and intelligence of all ICS partners, and provide our staff with the tools they need to support good involvement.

10.  Co-produce and redesign services and tackle system priorities in partnership with and through engaging people and communities.



## Proposed next steps

- ▶ Public engagement (ongoing)
  - With people and communities through partners and VCSE
  - Purpose: To understand what is important to people, how they want to be involved and what we can do to enable them to get involved
- ▶ Strategy development workshop (2 March)
  - With VCSE, Healthwatch, programme managers and leads from the Local Authority and NHS, service commissioners, public health leads, engagement and involvement specialists
  - Purpose: Set the scene and interactive sessions to develop the detail of the strategy and our shared approach to involvement
- ▶ Draft the strategy – final draft due 27<sup>th</sup> May

