

Listening, learning and taking action with people and communities

Codesigning a development and support tool



A word about language

- When we use the phrase ‘community led insight’ we mean an **accurate and deep understanding of community experiences, needs, ideas and ambitions.**
- Integrated Care System (ICS) and Joined Up Care Derbyshire is used to describe **the partnership of organisations working across Derby and Derbyshire to provide health and care** for the population.
- Place is used to describe **the areas that make up Derby and Derbyshire.** Each ‘Place’ has its own focus within the overall Integrated Care System that is called a Place Alliance.
- Co-design is used to describe work that has been done to **involve a range of different people in the development of the tool.**
- Community connectors is used as a general term to describe **people who have established relationships with specific communities.**
- Health inequalities is used to describe **when some people and communities suffer less good health than others.**

Background information - the original aims for the insight framework.

Joined Up Care Derbyshire (JUCD) wanted an approach to working with people and communities that felt different, and community led. The 'Places' of JUCD wanted a widely owned shared vision and purpose and the citizens voice built into 'Place' decision making on a continuous basis.

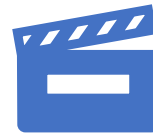
Following work to review what already existed and to engage a wide range of people it was agreed by a task group that the approach should:



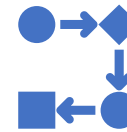
Have the voice and lived experiences of people and communities at the heart of the Places that make up the Derby and Derbyshire Integrated Care System



Enable local people to take action to promote good health and wellbeing in their communities



Promote a culture of listening, learning, and taking action together



Create a long-term and continuous process, not a one-off conversation



Create an approach that is seen as a 'must have' not a 'nice to have'

Co-designing the tool.

Following the initial work to develop a process map, the next stage was to co-design a development and support tool.

The tool builds on and complements the great work that is already underway across Derby and Derbyshire.

It is intended to support individuals, groups, Place Alliances and committees at a strategic and working on the frontline to find out strengths, barriers to overcome and areas for action.

The piloting phase of this tool is part of an ongoing process to test and learn with the aim of making further improvements by trying it out in practice.

Who we spoke to:

Individuals from community and patient groups across Derby and Derbyshire

Public Health Derbyshire and the Derby Health Inequalities Partnership

Derby City Local Area Coordinators

The Voluntary, Community & Social Enterprise (VCSE) Alliance

Derby and Derbyshire voluntary sector infrastructure alliance (DDIA)

Primary Care Network – Erewash

The Integrated Place Executive

Place Alliance Leadership Meeting (PALM)

System Insight Group

Headline themes from the co-design process.

Building on good practice

There is lots of interest in this work and people are passionate about enabling social action. There are examples of innovative approaches that are truly community and citizen led.

We heard that great engagement work is going on within communities, through casual conversations that are building knowledge from the ground up with trust developing through established relationships.

People see real value in working with 'community connectors' as trusted links to have quality conversations with powerful evidence emerging from within communities where there is support to make this possible.

The idea of working across the system is seen as very positive.

Areas to work on

There is a risk that the work feels too top down and that this can lead to technical or patronising language that excludes rather than includes. There is a tendency towards too many meetings and a reliance on representatives as opposed to reaching into communities. It is important to move from talk to action and that the work is complementary to existing work taking place.

Data is available that demonstrates inequalities but doesn't really connect with how people feel or their real-world experiences. There is a tension between generating insight as data for the system to use and developing communities to generate their own insights and capacity to work with the system to design solutions that can address issues.

The system can work too slowly when compared to the pace of development within communities. If not careful by the time information is received and used to inform decision making the community need has moved on. Some insight is not what the system want to hear or contradicts or is outside of a narrow interest. There is work to do to ensure there is a shared understanding of this.

Looking ahead – what does good look like?

- A community led approach that is embedded and on-going. Community action is already happening – ‘good’ is connecting into this and enabling it to develop further.
- A focus on health inequalities. Seeing the human experience behind the data being used to actively tackle health inequalities.
- A way of working that is truly inclusive of all, being clear what it takes to identify and work side by side with communities.
- Shared understanding of the importance of an accurate and deep understanding of community experiences, needs, ideas and ambitions (insight).
- A tool to support the wider system to appreciate and make use of the power of community led engagement and development.
- Seeing the fragments that make up community experiences and bringing them together to see a more holistic picture.
- Understanding the different roles that are played by a range of support organisations and ‘community connectors’ as advocates, interpreters and bridge builders.
- Communities being able to come together in safe spaces, on their terms, to say what matters to them and seeing action as a result.
- Accessible language used at all times.
- A genuine shift in culture – being open and ready to change.
- Being able to show the breadth and depth of the impact of community insight.
- Not rushing – taking the time to get it right!



Listening, learning and taking action together

To access the tool, please refer to the Listening, learning and taking action together information and guidance.

This is available on our website at [Insight Framework >> Joined Up Care Derbyshire](#)

Or by contacting us by email on ddicb.engagement@nhs.net





Pilots

Expressions of Interest

We are looking for individuals and teams who are keen to pilot the tool and feedback as part of its ongoing development.

Those who are willing to pilot the tool will be invited to share feedback and become part of an Action Learning Network.

The Action Learning Network will come together 3 times. Once at the start of the pilot, once in the middle and again at the end.

If you are interested in being a part of the pilot phase, you can find the expression of interest form [here](#), or you can contact ddicb.engagement@nhs.net to get a copy.

The pilot phase will start in September 2023, and the closing date for EOIs is Friday 8th September 2023.