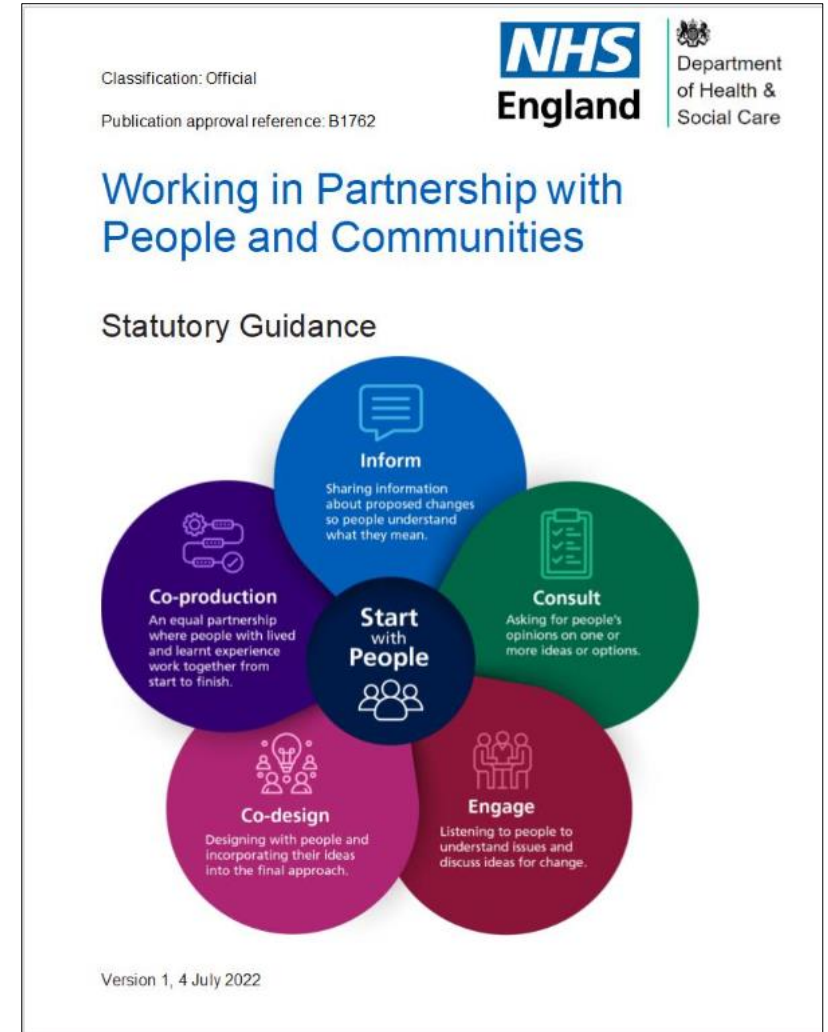


Working in partnership with people and communities

Statutory Guidance, NHS England July 2022

Who is this guidance for?

- This guidance replaces all previous guidance on consulting and involving.
- It is intended for Integrated Care Boards (ICBs), NHS trusts and foundation trusts, and is adopted as policy by NHS England.
- It is relevant to other health and care organisations, including local government, to support collaborative working to involve people and communities, in ways that are meaningful, trusted and lead to improvement.



What does the law say?

- Health and Care **organisations have to include people and communities in their work**. By not doing this, NHS organisations could be taken to court. They should all do this anyway – services should not be designed without the people using them.
- Health and Care organisations must also work to the **Equality Act 2010** and the **Health and Social Care Act 2012**. Both laws say that people who use services need to be involved in planning.
- NHS organisations have three things the law says they must do; this is called the **‘triple aim’**.
- The new ‘triple aim’ focuses on **better health and wellbeing, improved quality of services** and the **sustainable use of resources**.
- NHS England and NHS organisations have to work to the new law. This guidance will support NHS organisations to meet their public involvement legal duties.

Why work in partnership?

- Working in partnership with people and communities creates a better chance of creating services that meet people's needs, improving their experience and outcomes.
- People have the knowledge, skills, experiences and connections services need to understand in order to support their physical and mental health.
- Partnership working contributes to defining 'shared outcomes' that meet the needs of their communities.
- This is particularly relevant in the context of population health management and reducing health inequalities.



Ten ideas for working with people and communities

The plan has some ideas for how Health and Care organisations should work with people and communities. NHS England will help and support organisations to make these ideas happen.

1. Ensure people and communities have an active role in decision-making and governance.
2. Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions.
3. Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working.
4. Build relationships based on trust, especially with marginalised groups and those affected by inequalities
5. Work with Healthwatch and the voluntary, community and social enterprise (VCSE) sector as key partners.
6. Provide clear and accessible public information.
7. Use community-centred approaches that empower people and communities, making connections to what works already.
8. Have a range of ways for people and communities to take part in health and care services.
9. Tackle system priorities and service reconfiguration in partnership with people and communities
10. Learn from what works and build on the assets of all health and care partners – networks, relationships and activity in local places.

How to work with people and communities

- The guidance also sets out some of the main ways to work with people and communities, and to put the guidance into place across the Norfolk and Waveney ICS.
- Starting with people means going to the neighbourhoods and places where they already are and begin by listening to them about their priorities.
- From this we can design approaches that should ensure relevant communities can take part, recognising that different approaches work better for different groups.



Where can you find out more?

- You can read the new Working with People and Communities guidance here - <https://www.england.nhs.uk/publication/working-in-partnership-with-people-and-communities-statutory-guidance/>
- There is also an Easy Read summary here - <https://www.england.nhs.uk/wp-content/uploads/2022/07/Easy-read-Working-with-People-and-Communities.pdf>
- If you have any questions, please feel free to contact the Communications and Engagement team at nwicb.communications@nhs.net