



Improving lives **together**

Norfolk and Waveney Integrated Care System

# Lived Experience Representatives Recruitment Co-Design Pack

March 2023

Patients and Communities Committee  
NHS Norfolk and Waveney ICB

## We're Recruiting Lived Experience Representatives

# Could you help us design a recruitment process that is as open and accessible as possible?



We are looking for motivated and interested individuals to join our [Patients and Communities Committee](#), to help us make sure the voice of people with lived experience is at the centre of everything we do. One of the representatives will focus on promoting the voice of children and young people.

Lived experience representatives will be offered expenses and payment for their work. Other forms of mutual benefit can be explored where payment is not required.

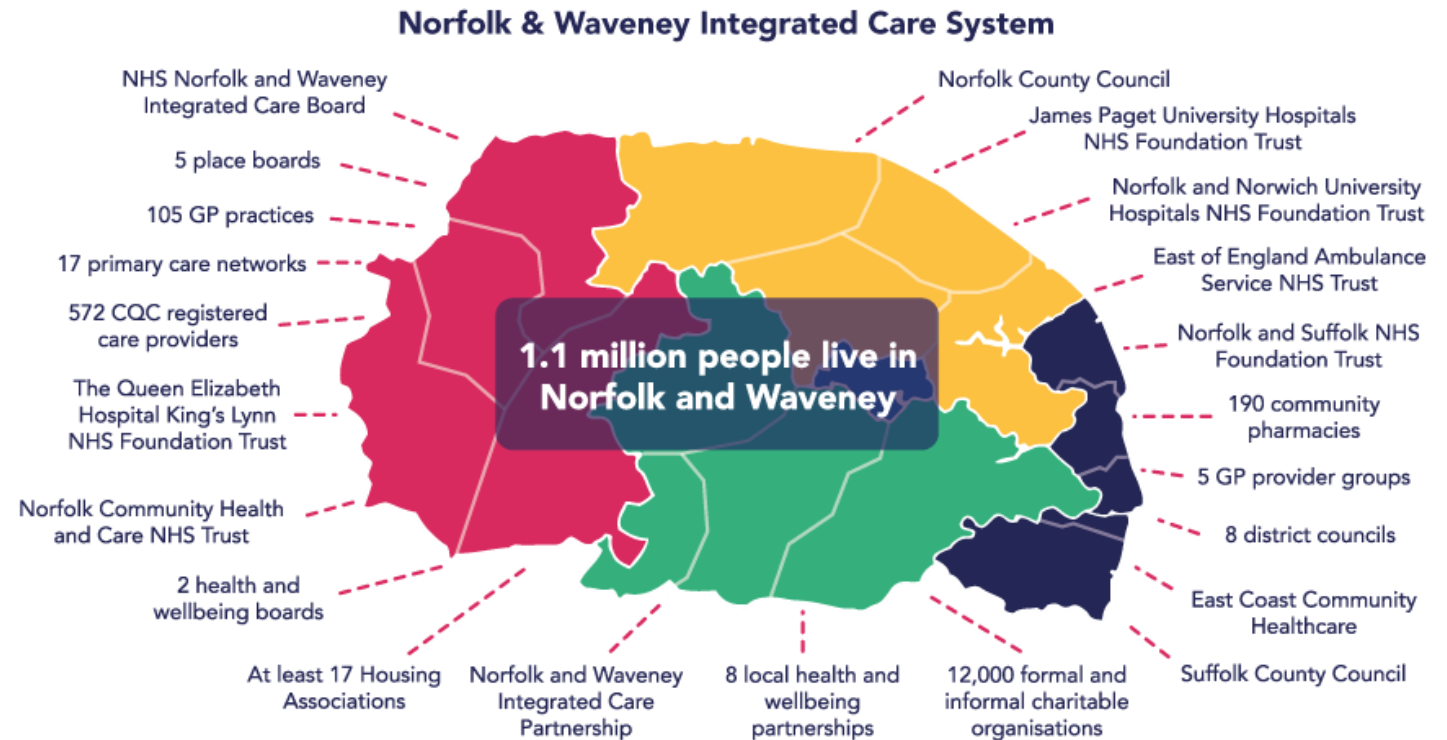
We want to make sure that the recruitment process is as good as it can be so that everyone can apply if they want to. We want to consider:

- ✓ how people apply
- ✓ what information we include
- ✓ how we share the information
- ✓ how we advertise the opportunity

# Our Integrated Care System

NHS Norfolk and Waveney ICB plans and buys healthcare services for our local population of 1.1 million residents. We are accountable for the performance and finances of the NHS across Norfolk and Waveney – a total budget of £2 billion a year. We work with local people, health and care professionals, and partner organisations to improve the health and wellbeing of our population.

The organisation is part of the Norfolk and Waveney Integrated Care System. The system is dedicated to helping the NHS to support broader social and economic development and to tackle inequalities in health outcomes. We do this by working with partners in health and social care, local government, the voluntary and community sector, and others such as housing associations.



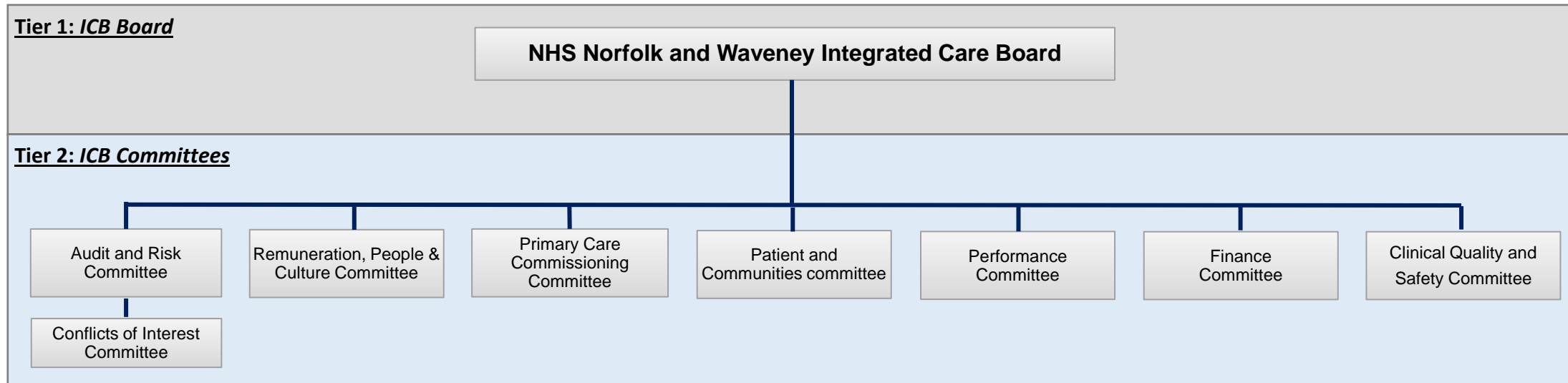
# What is lived experience? Why does it matter?

**Lived experience** is knowledge gained by people as they live their lives, through direct involvement with everyday events. It is also the impact that social issues can have on people, such as experiences of being ill, caring for someone who is ill, accessing care, living with debt or in poor housing conditions.

NHS Norfolk and Waveney understands that the things that affect our health and wellbeing are not always related to health and care services. We are passionate about working with people and communities to ensure we all live longer, happier, and healthier lives. The only way we can do this is by working together with our system partners and with our local people and communities.



# Patients & Communities Committee



- The Patients & Communities Committee is part of how we make decisions
- It assures the Board that the voice and views of people and communities are represented throughout our organisation
- We think it is really important that people with lived experience are represented on the committee

# What would the lived experience reps do?

Attend committee meetings every other month. These will be online at first but we also plan to meet in person.

Read the meeting papers sent out a week before each meeting.

Take part in the discussion.

Support would be offered to fully understand the information that goes through the committee, and look for the best way to get the lived experience views across.

They would be encouraged to use a range of methods to get feedback from local people and communities

**Why?** To ensure that the voice of lived experience is heard within our organisation, to improve services and help us plan.

**The role is for 12 months.**



Norfolk and Waveney ICB Patients & Communities Committee - 23 January 2023



# What are we looking for?

## Skills and Experience

- ✓ A genuine commitment to improving health and care services for local people.
- ✓ Preferably lived experience relating to local services as a service user and/or carer.
- ✓ An advocate for the voice of lived experience.
- ✓ Be keen to listen and engage with a variety of people at differing levels of authority.
- ✓ Be keen to represent the views and lived experience of a diverse range of local people as much as possible, as well as drawing on personal experiences.
- ✓ Be a constant reminder that services need to be centred around people.

## Time Commitment

A 2-hour meeting every other month.

Time to read and understand the meeting papers.

Time to use a range of methods between meetings to understand the lived experience of others within our local population.

Support sessions as needed.

## Children and Young People

We have one of the largest populations of older people in England. As a result the voice of children, young people and their families and carers can be much harder to hear. So we would like one of the reps to focus on this group of people.

# How we plan to offer support

## Training and Support

Successful candidates will:

- Be fully supported in their role and will be provided with ongoing support as needed. We will ensure that their views and feedback are heard and that they are able to take part fully in the meetings and discussions.
- Receive reasonable adjustments where possible relating to meetings and the provision of information.
- Need to be willing to receive training and attend other mandatory training sessions relevant to the role. A range of learning and development opportunities may also be available to them as representatives on this committee.

## Expenses and Remuneration

Lived experience representatives will be paid in line with the involvement payments and expenses policy currently being developed by NHS Norfolk and Waveney. Other forms of mutual benefit can be explored where payment is not required e.g. skills development, formal recognition for volunteering.





# What do you think?

## We want to know....

- What information should we include in the recruitment pack to support applications from a wide range of people?
- What extra supporting information would be helpful?
- How shall we advertise this opportunity to reach as many people and communities as possible? Can you help us with that?
- How shall we ask people to apply to make it as fair and easy as possible?
- What do we need to think about in the recruitment process so no one is disadvantaged? E.g. choosing who will be interviewed? The interview process?
- Is there anything else you would like to tell us about recruiting people with lived experience?



## Next steps...

### Please send feedback by Friday March 31<sup>st</sup>

- To share your thoughts or to invite someone from the ICB to come and talk to your group:
  - **Email:** [nwicb.haveyoursay@nhs.net](mailto:nwicb.haveyoursay@nhs.net)
  - **Phone:** 01603 595857
- Please **share and discuss** this presentation with your **groups and networks** and feedback on the email or phone number above
- Interested in joining an **online drop in session**? Then register your interest on the email or phone number above
- ✓ We will build on the feedback we get to make a recruitment pack and process
- ✓ We will aim to start the recruitment in early April 2023
- ✓ We will aim to have our lived experience representatives at the meeting on May 22<sup>nd</sup> 2023