

Decision Maker: **ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Date: **Tuesday 27 June 2023**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **ENGAGEMENT FRAMEWORK**

Contact Officer: Michael Watts, Engagement Strategy Manager
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Chief Officer: Naheed Chaudhry, Assistant Director of Strategy, Performance (Children and Adults) and Corporate Transformation

Ward: (All Wards);

1. Reason for decision/report and options

To share with members an Engagement Framework which informs the way in which the department seeks to hear the experiences of residents and service users to inform service design and improvement.

2. **RECOMMENDATION(S)**

2.1. **Members of the Adult Care and Health Policy Development and Scrutiny Committee are asked to endorse the updated engagement framework (Curiosity and Influence).**

Impact on Vulnerable Adults and Children

1. Summary of Impact: The framework provides a tool to help residents share their views about what it is like to live and work in the borough
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Transformation Policy

1. Policy Status: Existing Policy
 2. Making Bromley Even Better Priority (*delete as appropriate*):
 - (1) For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
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Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre:
 4. Total current budget for this head: £
 5. Source of funding:
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Personnel

1. Number of staff (*current and additional*):
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: None
 2. Call-in: Not Applicable
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Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications:
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Customer Impact

1. Estimated number of users or customers (*current and projected*):
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable

3. COMMENTARY

- 3.1. As part of our corporate strategy, *Making Bromley Even Better*, we have committed to putting the voice of our residents at the heart of our decisions to make sure that we truly serve our residents effectively and appropriately.
- 3.2. This framework and toolkit enable us to engage, consult and co-produce with our residents. When we say residents, we refer to those people who live, work and play in our borough, including our businesses, community groups, charities and other stakeholders.
- 3.3. We have ambitions to achieve excellence in everything that we do – embedding a culture of engagement will help us do that. And that’s where our approach of curiosity and influence comes in. Our approach is driven by professional curiosity. This means that we need to have the capacity and communication skills required to explore and understand what is happening within someone’s life rather than making assumptions or accepting their versions of events at face value.
- 3.4. As a ‘listening organisation’, seeking the views of our residents is at the heart of our culture – included as a key principle in our corporate strategy, our organisational values and our professional behaviours.
- 3.5. What’s more, the principles and approach outlined in this framework and toolkit underpin our practice philosophy in our services for both adult social care (known as Making Practice Personal) and children’s social care (known as the Bromley Relationship Model).

THE FRAMEWORK

- 3.6. The framework consists of four key Principles.
- 3.7. **Principle 1 - Shaping our casework.** Our direct work and practice is driven by the Making Practice Personal to ensure the wishes and feelings of the vulnerable adult and their carers is sought, heard and considered. Examples include:
 - ✓ Ensuring vulnerable adults are seen during assessments and visits to inform our casework.
 - ✓ An independent advocacy service ensures that those who need it are supported to influence our casework.
- 3.8. **Principle 2 - Shaping our systems.** Capturing personal experiences to help us understand the pathways and journeys that residents go through when using our services. Examples include:
 - ✓ An independent complaints service which responds to and compiles systems learning from complaints which is fed back to senior managers and Councillors.
 - ✓ Impartial visits to services for people who have learning disabilities jointly between Quality Assurance Officers and the A Team Quality Checkers (a person who has learning disabilities and who volunteers their time as a quality checker).
- 3.9. **Principle 3 - Shaping our place.** Opportunities to influence our role in shaping our local community. Examples include:
 - ✓ Key involvement in commissioning to inform service design and delivery, examples include the new health and wellbeing centre, the Hospital at Home service and the One Bromley Winter Plan.

- ✓ Key involvement in strategy refreshes, this includes informing and influencing our emerging Adult Social Care and Carers strategies.

3.10. **Principle 4 - Corporate intelligence.** We build skills and corporate intelligence across our whole organisation to engage in good quality, ethical and impactful user voice activities. Examples include:

- ✓ An Engagement Framework “digital library” to share learning and engagement best practice tools across the Council.
- ✓ Regular ‘Director Surgeries’ and Chief Officer REAL value sessions for the whole workforce to ensure that we deliver services through the lens of Respect, Empowerment, Ambition and Learning.

Non-Applicable Headings:	<ul style="list-style-type: none"> • Financial implications • Personnel implications • Legal implications • Procurement implications • Property implications • Carbon reduction/social value implications • Impact on the local economy • Impact on health and wellbeing • Impact on vulnerable adults and children • Transformation/policy implications • Customer impact • Ward councillor views
Background Documents: (Access via Contact Officer)	