

# Involving People Strategy



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## **About us: who we are and what we want to do?**

NHS Calderdale Clinical Commissioning Group (CCG) buys health care services for the population of Calderdale and Calderdale Council provides social care and public health services. Our role is to provide health and social care services to local people.

We know by experience that the only way we can make sure the services we provide are right is through the involvement of local people.

We know that communities do not need services to live healthy and fulfilling lives and that we play only a small part in keeping people happy, healthy and well.

Along with other organisations who work in Calderdale we want to come together with local people to explore how we change the relationship we have with the public.

Together we are all 'Calderdale Cares'.

## **The task**

Our task is to involve local people and make sure 'Calderdale Cares' is driven through the eyes, stories and narrative of local people who live and work in the area.

We know that many people are already involved in community life. We want to learn from and build on what is already happening. It is the formal and informal connections that already take place that can help services better understand involvement.

By joining the dots of this activity, local people's real life experiences and stories will start to create a picture of Calderdale that will help put local people at the heart of Calderdale's future.

Calderdale is full of kind, resilient, talented and enterprising people. We need to share examples of local initiatives through stories and show the skills and knowledge that already exist.

## **The relationship we have with each other will be the key to our success**

Our aim is to make sure we value the relationships we have and continue to build on these. We can all create relationships that support meaningful conversations. We know that Calderdale can become a place where people;

- know what is going on
- know they have a voice and know how to use it

- know their voice has been heard
- feel involved in the decisions about their future
- are encouraged to dream, design and create a better future

## **Shouting about the good stuff**

Calderdale needs to continue to be proud of its achievements. The more we shout about the good stuff, the stronger we become. Calderdale can do this;

- By sharing and telling stories and creating pictures and images and films
- Using creative ways to share messages using media, social media, local publications and public places
- Through celebrating our successes and achievements

Let's crank up the volume so everyone can hear how great Calderdale is and how proud we are to live and work here.

## **Working through the hard stuff**

We know that not every conversation will be about the good stuff. We know that for some people life can be a challenge, but together we can create hope and identify solutions. By agreeing to talk openly and share we can all start to understand, listen and design services together so let's;

- keep channels of communication transparent and open
- provide information that everyone can read and understand

- speak our truth and listen to each other
- keep each other informed about how it's going
- give each other feedback both good and bad

Calderdale will be a place where everyone feels included and involved, Calderdale will be a place filled with hope for the future.

## **We are all part of the Calderdale story**

Calderdale has, beauty, history, a strong sense of identity and culture. It is a great place to live and work. Together we can build on these strengths, facilities, resources and assets and create a healthy, happy Calderdale. This is the beginning of our journey to **'show'** and **'share' so we can:**

- **'Show'** who we really are
- Then shout about it and **'share'** with everyone

Calderdale has many stories which can describe:

- Local people's great energy for change
- Fantastic facilities, resources and assets, and
- Local people with the skills and knowledge to create a healthy, happy and well Calderdale

## **Calderdale 'A great place to live and work'**

In 2024 Calderdale Council will celebrate its 50<sup>th</sup> anniversary. Founded in 1974, the council will reflect on what's already been achieved and local people will describe how far we have come in 50 years. In 2018 our NHS turned 70 and locally we

reflected on and celebrated the achievements of our NHS service.

By 2024 Health and Social care services in Calderdale will be working together making sure local people get the services they need.

## **Local services working together**

Through Calderdale Cares services are starting to work in local networks covering a population of 30,000 - 50,000 local people. The locality areas are:

- Upper Calder Valley PCN (Clinical Director: Dr Nigel Taylor)
- Lower Valley PCN (Clinical Director: Dr Alex Ross)
- North Halifax PCN (Clinical Director: Dr Geethamani Chandrasekaran)
- Calder and Ryburn PCN (Clinical Director: Dr Fawad Azam)
- Central Halifax PCN (Clinical Director: Nadeem Akhtar)



The services working together are:

- Calderdale Clinical Commissioning Group (CCG)

- Calderdale Council
- Pennine GP Alliance
- Calderdale and Huddersfield Foundation Trust
- Healthwatch
- Locala
- South West Yorkshire Partnership Foundation Trust
- West Yorkshire and Harrogate Health Care Partnership
- Voluntary and community sector

### **What else needs to be done?**

We need to continue to work together with our communities so we can understand and celebrate the great things that have already taken place in local areas. We want to follow some simple steps to make this happen:

- Use what we already know about local services and continue to listen
- Create a story of 'place' with those who live and work in the area
- Understand what being involved means to people by working together
- Work with communities to create a vision
- Support conversations to take place



## **What will happen?**

Our approach for taking this forward will be to:

- Create the right conditions: maintain and build on what we have, train staff and work with communities
- Show and share: Discover what is already working, and what is not
- Exchange stories: share and learn from each other and make the changes needed together

## **How will we know when we have got it right?**

Communities need to tell us when we have got it right. We need to continually listen to feedback, respond to concerns and work together on solutions. This will include:

- Continuing to gather feedback
- Forums and gatherings to support open and transparent conversation
- Places for every individual to provide a view or comment
- Using technology and social media to reach people

When trust, cooperation and challenge are in place and people know they have a voice then we will know we are starting to get it right.



# CALDERDALE CARES

