

onenorthern**devon**

ENGAGING COMMUNITIES



REQUEST FOR PROPOSAL

To plan and co-ordinate the engagement activity to support the development of One Northern Devon's Health Inequalities strategy

CONTACT

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PROPOSALS BY:

31st March 2022

MARCH 2022

REQUEST FOR PROPOSAL

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INTRODUCTION

One Northern Devon is looking to commission a person or organisation for a period between April and November to plan and co-ordinate engagement with people in Northern Devon who may be disadvantaged by their background, circumstances or living environment. As a result they may be at risk of experiencing inequalities in health outcomes and accessing healthcare provision. In addition we want to engage the front-line workers of our One Northern Devon partners.



VARIETY OF PROPOSALS WELCOME



In this document we have described the objectives of our proposed engagement and some ways we think those objectives could be delivered. But we are open to ideas if you have other ways you think would be effective.

There are some key principles that we want to work to:

- we want to work with our local groups and organisations as much as possible as they have the insight into the difficulties faced.
- the aim is just as much about getting a mechanism in place to be able to engage and collaborate with service users more effectively going forward as it is about getting engagement results in the time period

We would like you to send us one page that outlines why you want to work with us, what potential you see in this work, and how you would suggest delivering it (or elements of it). Please could you give us two examples of where you have done this type of work before.

We look forward to hearing from you.

ABOUT ONE NORTHERN DEVON

One Northern Devon is a multi-sector partnership working together to improve wellbeing in North Devon & Torridge. It aims to reduce health inequalities through co-ordination of the activity of all partners involved in the wider determinants of health through an approach that is person-centred and place-focussed.

At its heart is an understanding that people need more than just good NHS services to keep well. A person's living conditions, work and social environment have a big impact on their health, even contributing to a difference in life expectancy of up to 15 years in some areas of North Devon.

If we can tackle problems like unsuitable housing, poor employment prospects and social isolation, we can help prevent the poor health that results from such factors.

One Northern Devon has agreed an approach to working together on its strategy to address inequalities, namely:

- Services work towards becoming truly person-centred. This requires understanding what matters to the service user.
- Services are commissioned and delivered in a 'place-based' way, taking into account the individual needs and assets available in a place and supporting system infrastructure at community level. Just as context matters on an individual level, so it matters on a community level.
- Organisations work together and co-ordinate their activities so that people didn't have to try and piece them together themselves.



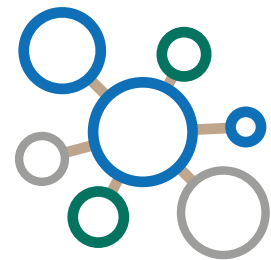
PERSON

One-to-one support for individuals



PLACE

Whole population support to communities



SYSTEM

Organisational support for system co-ordination

BACKGROUND

Why One Northern Devon wants to engage with people, service users and front-line workers



One Northern Devon is committed to reducing the health inequalities that exist for people living in North Devon and Torridge.

It has a [strategy](#), published in January 2020 that highlights 10 priorities that the One Northern Devon partners set out to work on.

Due to the impacts of the Covid 19 pandemic that have exacerbated many of the issues already faced by people and families, One Northern Devon is updating its strategy to reflect this.

To do this it is considering:

- the new NHSE/I Health Inequalities Strategy
- the Devon ICS framework for tackling health inequalities
- local statistical inequalities data
- **local experiential data from citizens and service providers**
- Existing evidence around causal factors & interventions that work

OBJECTIVES OF THE ENGAGEMENT

We want to:

1. Engage with people who experience health inequalities, such as people who are:

- struggling with their mental health
- struggling to pay fuel and other bills
- unpaid carers
- young people in care or care leavers
- prison leavers and ex-offenders
- struggling with addictions
- people whose diagnosis and treatment for a health condition is later than others
- people living in unsuitable accommodation, at risk of eviction, sofa surfing or homeless
- people living with a physical or learning disability
- people living in places identified as areas of high deprivation
- young people whose circumstances make it difficult to achieve academically and those who have left school without achieving their potential
- looking for work, on low wages, seasonally employed, on zero hours contracts
- people with multiple health conditions and/or chronic pain
- minority groups

2. Engage with staff working with the people above

One Northern Devon partners have agreed to support this work and connect with their service users and staff

3. Create a sustainable model that allows the views and solutions of those experiencing inequalities to be used to improve service delivery and influence change

In order to:

- Better understand the factors that lead to unequal opportunities to live healthy lives
- Better understand how services and communities could help to reduce that inequality
- Co-produce a strategy and action plan to address inequalities based on what we have learned
- Create a continuous learning and improvement cycle with ongoing involvement of citizens



Methods of engagement

We would expect some of the following methods to be used

1. Conversations/interviews
 2. Customer Journey Mapping
 3. Surveys
- Focus groups
 - Video diaries/films
 - Journalling

What do we want to find out?

We want to better understand

1. The detail around the various issues that are affecting people
2. What makes it difficult for people get the support they need
3. How could services better help people get the support they need
4. How could communities play a stronger role?

Who to engage

We would expect you to engage with the following organisations as a minimum:

- Freedom Centre
- 361 Energy
- Encompass South West
- Belle's Place, Ilfracombe
- Action 4 Children
- Transform 4 Work
- WisEr Money
- Devon Carers
- Supported Living Providers
- The Harbour Association
- Clarity
- North Devon Sunrise

The following One Northern Devon partners have agreed to support the engagement with access to their service users and staff:

- North Devon Council
- Northern Devon Healthcare Trust
- Torridge Health PCN
- Petroc
- North Devon Coastal PCN
- Others to be confirmed
- Barnstaple Alliance PCN
- Devon Partnership Trust

We will work closely with these partners to devise questions relevant to them and their service users.



PROPOSED TIMELINE

TIMETABLE

Phase 1- April - May 2022

- Engagement with citizens and staff groups
- Development of citizen leadership group
- Raw data findings shared with OND Health Inequalities Group

Milestone: 6 June 2022

Engagement evaluation and report

Phase 2 - June to November 2022

- Continued development and support of citizen leadership group
- Involvement of group/group representatives in June Health Inequalities Stakeholder Workshop
- Involvement of citizen leadership group in the creation of the OND Health Inequalities Strategy
- Citizen Representation at OND Health Inequalities Strategy launch in November

Milestone: 29 June HI Stakeholder workshop

Milestone: November HI Strategy launch

BUDGET

3,500

Phase 1 Engagement co-ordination & reporting

£2,500

Phase 2 Engagement co-ordination & reporting



PROPOSALS

We welcome proposals for the best way to meet our engagement objectives. It may well be that you would like to propose to deliver certain elements of this proposal - such as the engagement analysis, co-ordination or delivery. We would also welcome proposals that describe how geographically we could get a representative voice even if all localities cannot be reached. For example, we would want to ensure representation from at least one rural location as well as a market and coastal town.

Proposals to be received by 31st March 2022

Please contact **Andrea Beacham**,
OND Programme Manager
on andrea.beacham@nhs.net for any
queries or to submit your proposal

