



**Integrated  
Care System**  
Nottingham & Nottinghamshire

# Place-Based Partnerships: Working together to empower communities and reduce inequalities

Tuesday 5<sup>th</sup> September, 10.00-15.30

# About the event



**Integrated  
Care System**  
Nottingham & Nottinghamshire

## Aims:

1. Increased understanding of how we can work with our communities and why
2. Increased understanding of what we can achieve through working in partnership
3. Understanding of how Place Based Partnerships are aligned to your community/role/organisation
4. Building consensus on this vision, creating shared understanding and commitment for its achievement



## Focus:

**Empowering local  
communities**

## Themes:

- Prevention
- Equity
- Integration

# Icebreaker activity



**Integrated  
Care System**  
Nottingham & Nottinghamshire



# Connecting over Coffee



**Integrated  
Care System**  
Nottingham & Nottinghamshire

A networking activity for people to meet new people and share:

- What's important about today for you?
- What connections are you hoping to make?
- What questions do you have that would be helpful to answer today?

People shared:

- Enabling the church to be involved in local community conversations, joining other networks to develop local solutions
- Accessible transport is fundamental for access to services
- Addressing inequality between in-hours and out-of-hours provision and access
- Being inspired here but convincing your line manager – thoughts?!
- Of the examples shared by Adam Lent, what similar work are we doing here?
- We are doing 'New Local' - how do we get funding from the NHS to continue our services (Core Centre)



# Making connections and networking



**Integrated  
Care System**  
Nottingham & Nottinghamshire





# Our marketplace



**Integrated  
Care System**  
Nottingham & Nottinghamshire





**Integrated  
Care System**  
Nottingham & Nottinghamshire

**So what do we need to do  
differently to create  
opportunities for greater  
community empowerment?**

**A conversation in each of our  
place-based partnerships**



# Key themes across place-based partnerships



**Integrated  
Care System**  
Nottingham & Nottinghamshire

Feedback from the table conversations are shared for each place-based partnership under three key themes:

- Building relationships and trust with our communities
- Building our partnerships
- Improving our services



# Our conversations



**Integrated  
Care System**  
Nottingham & Nottinghamshire





**Integrated  
Care System**  
Nottingham & Nottinghamshire

# Summary of common themes across the PBPs



# Building relationships and trust with our communities



Integrated  
Care System  
Nottingham & Nottinghamshire

- Trust:
  - a strong theme throughout all conversations – we need to start with the intention to build trust and relationships.
  - Be prepared to put the time in to develop trust – hard to gain and easy to lose
  - Start with a commitment to building a shared understanding of our communities and their cultures.
  - Be clear on what can and can't be achieved – a lack of transparency endangers trust
- Listen and learn:
  - go to community hubs and talk to people, find out what matters to them
  - The focus must be on the community needs and the citizen's voice
  - Recognise the wide range of diverse communities and listen to the seldom heard voices
  - Do not reinvent the wheel! Understand what has been done and what has been asked before.

# Building relationships and trust with our communities



**Integrated  
Care System**  
Nottingham & Nottinghamshire

- **Community networks:**
  - There are strong community networks already in place who have already gained trust. Engaging with and supporting these networks is key.
  - Community connectors/champions/enablers/ development workers are embedded within our communities. Connect with and learn from these people.
- **Communication:**
  - Communication needs to be continual – ‘you said, we did’. Close the feedback loop and keep talking and listening
  - Develop a common language and better methods of communication. Do not use NHS speak!
  - This has to be more than consultation – it needs to be meaningful involvement



# Building our partnerships



**Integrated  
Care System**  
Nottingham & Nottinghamshire

- **Funding:**
  - Short term funding is an issue!
  - Need to invest long term and sustainable funding in the community directly.
  - Create pooled budgets/joint funding opportunities.
- **Community empowerment:**
  - More community voices on decision making boards
  - Delegate authority and give up power– let the people who know what to do go ahead and do it!
  - Create opportunities for communities to develop their own skills, reduce dependency and create sustainability.
  - Celebrate community empowerment as how we work.

# Building our partnerships



**Integrated  
Care System**  
Nottingham & Nottinghamshire

- How we work together:
  - We need to be honest and transparent with each other about our intentions capacity and resources
  - Develop our leadership and culture to work together
  - Agree a shared vision and starting point
  - Start small and don't be afraid to fail, not everything will work first time
  - Collaboration across networks should become the norm
  - Listen to and learn from experts by experience
  - Have fun!
- Measuring Impact:
  - How do we work together to make the best use of the data and information we have as a system?
  - There is a lot of rich information out there which we need to draw together
  - Population health data should be talked about in neighbourhood meetings.
  - Count and measure the right things – this is not just about KPIs. What are the changes for people?

# Improving our services

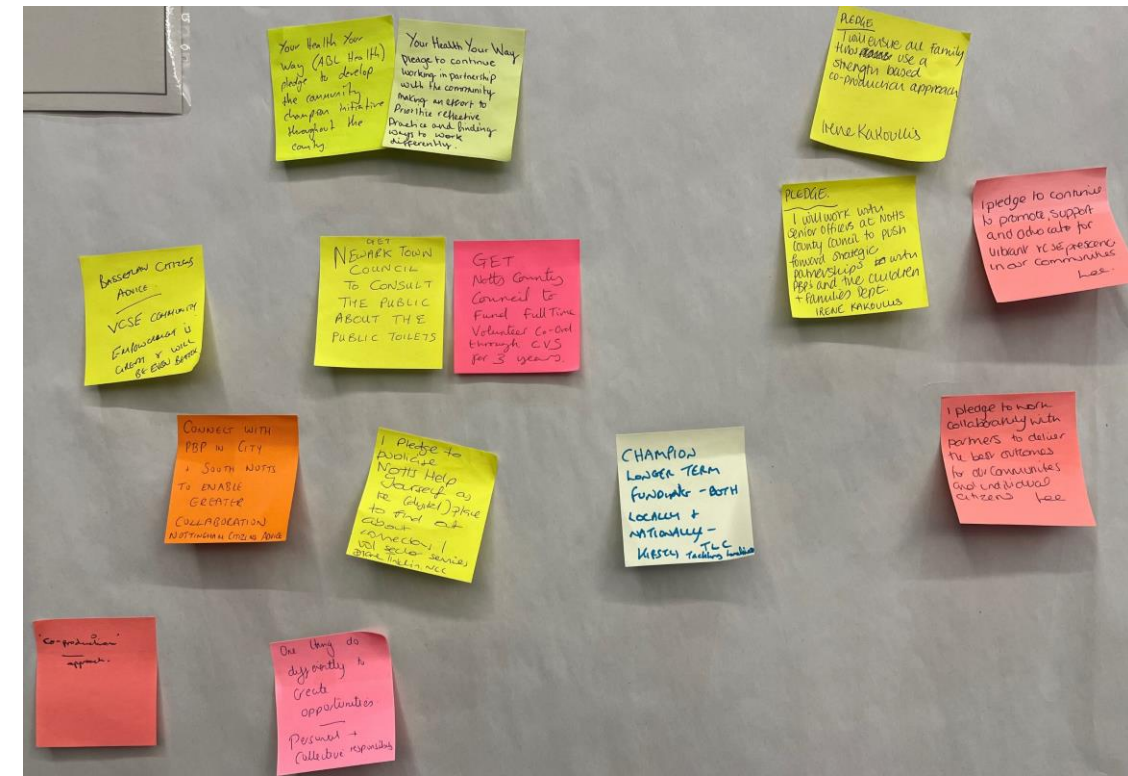
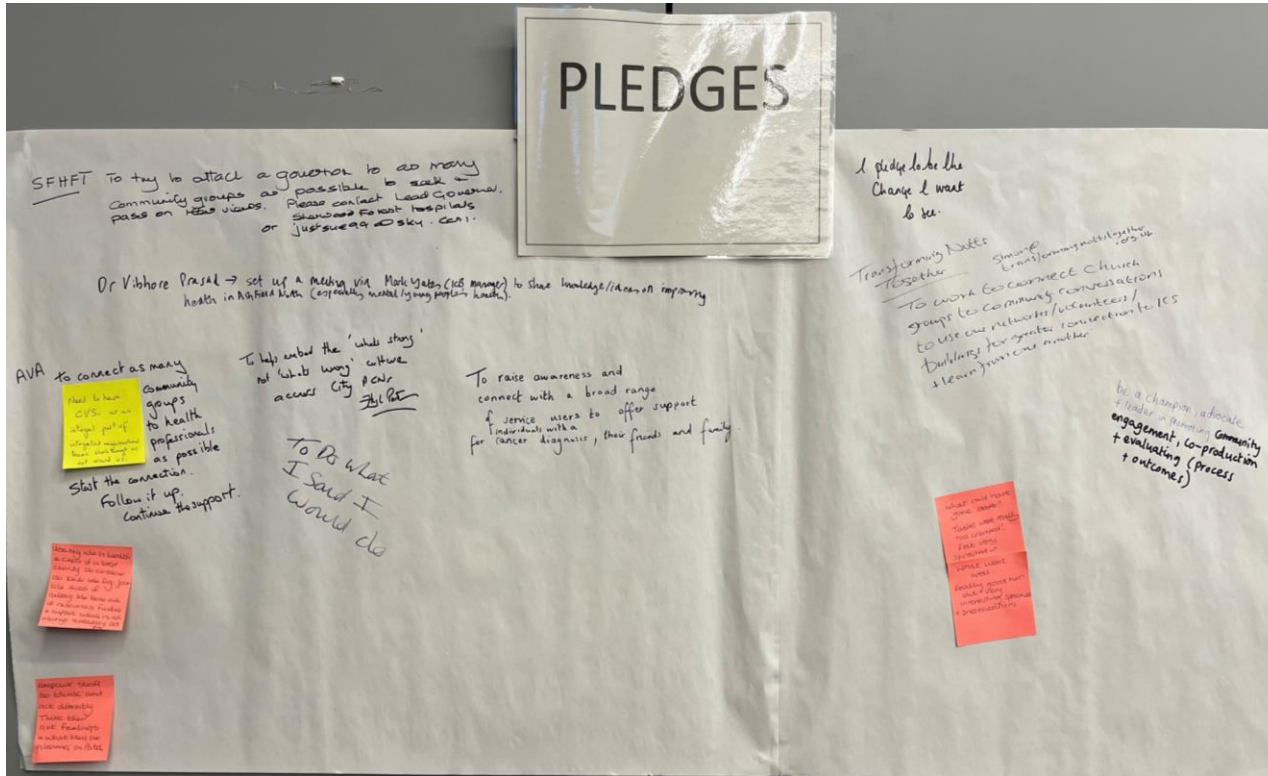


- Navigation:
  - Directories need to be maintained and updated eg Notts Help Yourself
  - Provide more community hubs/one-stop shops where people can access more than one service and information
  - Social prescribers have made a huge difference but pathways are still very complex – need to allow front line staff to make direct referrals.
- Access:
  - Transport is a real issue – huge barrier to participation and accessing services
  - Need more mobile services that are community based
- Person-centred
  - Take time to get to know people face to face – see the whole person and their family
  - Provide more personal budgets and enable creative packages of support from the community.
  - Referral pathways need to be simpler – people feel passed from pillar to post

# Our pledges



**Integrated Care System**  
Nottingham & Nottinghamshire







**Integrated  
Care System**  
Nottingham & Nottinghamshire

# Evaluation





**Integrated  
Care System**  
Nottingham & Nottinghamshire

# What went well?

## Key themes and insights

- Opportunity to network, meet new people or meet people face to face for the first time, connect, have conversations, learn and collaborate
- Marketplace and table conversations
- Positive energy
- Diverse mix of people - good representation across place-based partnerships – well attended
- Commitment from partners and people willing to engage and contribute
- Presentations and presenters – to learn what's going on and being achieved in our place-based partnerships, guest presenters provided new ideas, insights and perspectives
- Parking
- Catering had mixed reviews



**Integrated  
Care System**  
Nottingham & Nottinghamshire

## Even better if? Key themes and insights

- Bigger room with more space between tables – people felt cramped and found it difficult to move freely and network
- More time for networking and conversations – not as interactive as anticipated, too many presentations and not running to time meant one conversation opportunity was missed
- Missing the key conversation about voluntary sector funding to enable collaboration
- It would have been powerful to hear from a community group to support the theme of empowering communities and have input from co-production and a focus on children and young people
- Sound issues were a problem and screens weren't always clear and some slides had small and overcrowded text
- Breaks were too short, long queues for tea and coffee and the ladies toilets
- Tangible outcomes and actions from the investment of people's time