



**GRŴP CYFEIRIO RHANDEILIAID
STAKEHOLDER REFERENCE GROUP**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 July 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Continuous Engagement Implementation
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Communications and Engagement Director
SWYDDOG ADRODD: REPORTING OFFICER:	Alwena Hughes Moakes, Communications and Engagement Director

Pwrpas yr Adroddiad (dewiswch fel yn addas) Purpose of the Report (select as appropriate)
Er Gwybodaeth/For Information

**ADRODDIAD SCAA
SBAR REPORT**

<p><u>Sefyllfa / Situation</u></p> <p>A Continuous Engagement Plan (CEP) was prepared and presented to Board in 2022, outlining the Health Board’s commitment to engaging with its population.</p> <p>The CEP embeds the principles of continuous engagement throughout the fabric of Hywel Dda UHB (HDdUHB) by working with teams and services in a collaborative way, ensuring engagement objectives are purposeful and aligned to HDdUHB’s strategic and planning objectives.</p>
<p><u>Cefndir / Background</u></p> <p>Our strategy A Healthier Mid and West Wales: Our future generations living well, outlines our commitment to work together every step of the way with our staff, patients, carers, people who live and work in our communities; and people or organisations delivering or interested in health, care, and well-being. The CEP aims to shift the emphasis from reactive engagement on proposed service changes, to a more practical and proactive approach that involves public and stakeholders as partners in a continuous process. The CEP is a live document that will evolve and guide development of future services through listening to our communities.</p> <p>This approach is intended to enable us to work together to design services that better meet the individual and community needs. It also aims to improve services in order that resources can be more efficiently focused to improving outcomes that matter to people.</p>
<p><u>Asesiad / Assessment</u></p> <p>The Continuous Engagement Plan (CEP) was developed around the three life stages – starting and developing well, living and working well and growing older well. It aims to achieve the following outcomes:</p>

- Improved services that better meet both individual and community needs with more efficiently focused resources that ultimately impact positively on the health and wellbeing of our communities through listening and acting on our public's views.
- Increased public confidence and trust in HDdUHB.
- Greater ability of service users to influence services and to be better informed.
- Open and progressive policy making which reflects collaborative working, opportunities for co-design and improved outcomes for our communities.
- Improved decision making which is driven by public feedback.
- Enhanced visibility of HDdUHB values through open and transparent communication.
- Services and staff that understand and appreciate the benefits of continuous engagement.

In setting our practical actions for the Continuous Engagement Plan, there will undoubtedly be direct impacts on who we need to communicate and engage with, when we will need to do this, and the scope and tactics we will need to plan and deliver.

An activity log is included as part of this update to inform SRG members of engagement work undertaken since the Group last met.

Argymhelliad / Recommendation

The Stakeholder Reference Group is asked to NOTE the Continuous Engagement Implementation Update Report.

Amcanion: (rhaid cwblhau)	
Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	1185
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	6. Person-Centred
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
6c Continuous engagement Choose an item.	

Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	9. All HDdUHB Well-being Objectives apply
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Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Engagement and Experience Group Terms of Reference Continuous Engagement Plan
Rhestr Termau: Glossary of Terms:	
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group:	

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No financial impact
Ansawdd / Gofal Claf: Quality / Patient Care:	No adverse quality and/or patient care impacts
Gweithlu: Workforce:	No adverse existing or future staffing impacts
Risg: Risk:	Risks identified and noted in Continuous Engagement Plan
Cyfreithiol: Legal:	Ensure engagement plans are quality assured by The Consultation Institute

Enw Da: Reputational:	Enhanced visibility and understanding of Health Board values due to open and transparent communication
Gyfrinachedd: Privacy:	No
Cydraddoldeb: Equality:	Enhanced monitoring and evaluating of continuous engagement with seldom heard groups and individuals with protected characteristics.

Engagement activities May – July 2023

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
Bronglais Chemotherapy Day Unit (CDU) project	16 June 2023	<ul style="list-style-type: none"> • Executive Team • Communications Team • Engagement Team • Cancer Operational Team • Finance, Estate, IM&T • Charitable Funds Committee • Capital Planning • SD & OD • Bronglais CDU Team • Arts for Health team 	<ul style="list-style-type: none"> • Arts in Health Creative Engagement Workshop held on 16 June 2023 to develop a shared vision for the role of art within Bronglais General Hospital Chemotherapy Day Unit • Lead by Kathryn Lambert (Arts in Health Coordinator) • Aim to gather information on staff/patient thoughts and feelings through a series of creative activities to help inform and shape the artworks and the atmosphere of the new unit <p>Follow up outstanding – likely to be information session for the public in the autumn to update on the progress of the Bronglais Chemotherapy Day Unit (CDU) project</p>	
Strategic Equality Plan 2024-28	21 April 2023 – 31 July 2023	<ul style="list-style-type: none"> • Hywel Dda University Health Board • Powys Teaching Health Board • Carmarthenshire County Council • Ceredigion County Council • Pembrokeshire County Council • Dyfed Powys Police • Mid and West Wales Fire & Rescue Service • Bannau Brycheiniog National Park Authority 	<ul style="list-style-type: none"> • A regional survey has been launched by public sector partners to seek views from people across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about the experiences they, and others may have, when accessing a range of public services from housing to health. 	<p>https://www.haveyoursay.hduhb.wales.nhs.uk/s/trategic-equality-plan-2024-28</p> <p>https://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/current-consultations/strategic-equality-plan/</p>

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
		<ul style="list-style-type: none"> Pembrokeshire Coastal National Park Authority Police and Crime commissioner 		
Voices of Children and Young People Steering Group		<ul style="list-style-type: none"> Engagement Health Board staff working with Children and Young People Patient Experience Wales Ambulance Services Trust Youth Participation Officers 	<p>Workshop planned for September 2023 – Voices of Children and Young People Steering Group Workshop</p> <p>The workshop will look at the future direction of the Children’s Charter and a scoping exercise of Children and Young People’s Youth Forums and Groups within Hywel Dda University Health Board area.</p> <ul style="list-style-type: none"> 	Appendix1: Terms of Reference
Children’s Charter Badge Competition	March 2023		<ul style="list-style-type: none"> Working with a graphic designer the 2 successful drawings from the competition in Summer 2022 were developed into a badge, a background image for Microsoft teams and an email banner. The designs will help to promote and raise awareness of the Children’s Charter throughout the Health Board. 	Appendices 2 - 4
New Hospital Site Consultation	Public consultation held from 23 February to 19 May 2023		<p>Public consultation held from 23 February to 19 May 2023 on choosing a site for a new Urgent and Planned Care Hospital.</p> <p>A range of meetings and events held with staff, public and stakeholders.</p> <p>These included public drop-in events which were held between 2pm and 7pm:</p>	https://hduhb.nhs.wales/about-us/healthier-mid-and-west-wales/new-hospital-site/

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
			<p>Past events</p> <ul style="list-style-type: none"> • Guildhall, Cardigan: 10 March 2023 • Selwyn Samuel Centre, Llanelli: 14 March 2023 • Haverfordwest Rugby Club: 16 March 2023 • Ivy Bush, Carmarthen: 21 March 2023 • Regency Hall, Saundersfoot: 24 March 2023 • Llandybie Public Memorial Hall, Llandybie: 28 March 2023 • Sports and Social Club, Whitland: 17 April 2023 • Morlan Centre, Aberystwyth: 21 April 2023 • St Clears Leisure Centre, St Clears: 24 April 2023 • Phoenix Community Centre, Goodwick: 28 April 2023 • Pill Social Centre, Milford Haven: 4 May 2023 • The Castle Hotel, Llandovery: 9 May 2023 • Victoria Hall, Lampeter: 11 May 2023 <p>Online public events held on:</p> <ul style="list-style-type: none"> • 13 March 2023, 6:30pm - 7:30pm, Zoom • 23 March 2023, 1pm - 2pm, • 31 March 2023, 10am - 11am, Zoom • 16 May, 6:30-7:30pm, Zoom <p>Further activities included:</p>	

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
			<ul style="list-style-type: none"> • three Online Town and Community Council meetings • three online County Council meetings <p>We have contracted an independent research organisation Opinion Research Services (ORS) to collect and analyse all the feedback received as part of this consultation.</p>	
Urgent and Emergency Children and Young People's (Paediatric) Services at Withybush and Glangwili Hospitals	26 May – 24 August 2023	<ul style="list-style-type: none"> • Acute Paediatric Services • Transformation Programme Office • Communications Team • Engagement Team • Diversity and Inclusion 	<p>Consultation to hear views on three potential options for the future of urgent and emergency children and young people's services at Withybush and Glangwili Hospitals until the new hospital is developed.</p> <p>Consultation launched on the Health Board's stand at the Urdd Eisteddfod in Llandovery</p> <ul style="list-style-type: none"> • Four staff drop-in events • Two paediatric staff forum meetings • Staff partnership forums • GP cluster meetings • School nurses leads • Five public in-person drop-in events <ul style="list-style-type: none"> ○ Three in Pembrokeshire ○ One in Ceredigion ○ One in Carmarthenshire • Three online public meetings • Three online Town and Community Council meetings • Two online County Council meetings <p>Targeted engagement activities:</p>	<p>Activity ongoing. Consultation report to be considered by Board in November 2023</p> <p>Future Children Services - Hywel Dda University Health Board (nhs.wales)</p> <p>Gwasanaethau plant yn y dyfodol - Bwrdd Iechyd Prifysgol Hywel Dda (gig.cymru)</p>

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
			<ul style="list-style-type: none"> • Schools – focus groups with primary and secondary age pupils, and children with complex needs • Youth Clubs • Youth councils • Stand at the Pembrokeshire County Show • Housing Association open day • Children’s services outpatients clinics – Withybush and Glangwili Hospitals 	
Eisteddfod yr Urdd, Llandovery	29 May – 3 June 2023	<ul style="list-style-type: none"> • Welsh Language Services • Engagement Team • Communications • Future Workforce • Immunisation and Vaccination Team • Digital Inclusion Team • Children’s Therapies • Recruitment Campaigns • Children’s Community Nursing Team, Children’s Disability Health Team and Play Therapy Services • Heart Failure Team • Pathology • Carmarthenshire School Nurses • Medicines Management • Learning and Development 	<ul style="list-style-type: none"> • Opportunity to engage with members of our local and visiting populations and share the broad range of services provided by the Health Board. • Focus for the start of the consultation on the future of children’s services at Glangwili and Withybush Hospitals. 	Urdd Eisteddfod 2023 - Hywel Dda University Health Board (nhs.wales)

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
		<ul style="list-style-type: none"> • Medicines Management • Dementia Wellbeing Team • South Ceredigion Community Mental Health Team 		

**HYWEL DDA
UNIVERSITY
HEALTH BOARD**

**Stakeholder
Reference
Group**

**Voices of Children and
Young People (VCYP)
Group**

TERMS OF REFERENCE

VOICES OF CHILDREN AND YOUNG PEOPLE GROUP

Version	Issued to:	Date	Comments
V1.01	Voices of Children and Young People Group	26/04/2021	V 1.01 first draft shared for comment
V1.02	Voices of Children and Young People Group	01/05/21	V1.02 second draft shared for comment
V1.03	Voices of Children and Young People Group	10/06/21	V1.03 third draft shared for comment

1. Constitution

- 1.1 The Voices of Children and Young People Group (VCYP) has been established as a group to ensure the voices of children and young people are listened to and inform the work of Hywel Dda University Health Board group (HDdUHB).

2. Purpose

- 2.1 The purpose of the Group is to:
- 2.1.1 Support the development of appropriate guidance, policies and procedures to ensure the importance of learning from children and young people is recognised and considered by HDdUHB.
 - 2.1.2 Provide support to ensure children and young people influence the strategic direction of the organisation.
 - 2.1.3 Ensure the voices of children and young people influences services and staff across the organisation.

3. Quorum and Attendance

- 3.1 A quorum shall consist of no less than a third of the total membership and must include as a minimum the Chair or Vice Chair of the Group.
- 3.2 Any senior manager of the Health Board may be invited to attend by the Group where it is felt appropriate to do so.
- 3.3 The Group may also co-opt additional independent external 'experts' from outside the organisation to provide specialist skills, including specialist legal advice.
- 3.4 Should any Member be unavailable to attend, they may nominate a deputy to attend in their place.

4. Membership

The membership of the Group shall comprise:

Designation	Organisation
Assistant Director of Legal Services and Patient Experience	HDdUHB
Assistant Director of Nursing	HDdUHB
Children's Community Lead Nurse	HDdUHB
Community Childrens Nurse	HDdUHB
Consultant Paediatrics	HDdUHB
Consultant in General Paediatrics	HDdUHB

CYP Participating Officer	Ceredigion County Council
Directorate Nurse – Family and Children Health	HDdUHB
Early Years Integration Team Co-ordinator	Carmarthenshire County Council
Engagement Officer	HDdUHB
Head of Engagement	HDdUHB
Head Specialist Child and Adolescent Mental Health Services	HDdUHB
Iechyd Da Youth Health Team	HDdUHB
Independent Board Member	HDdUHB
Lead Nurse Looked After Children	HDdUHB
PALS Manager	HDdUHB
Participation and Childrens Rights Officer	Carmarthenshire County Council
Participation Officer (Youth)	Pembrokeshire County Council
Patient Experience Officer	HDdUHB
Physiotherapy Service Leader	HDdUHB
Play Service Manager	HDdUHB
Policy and Engagement Advisor	Office of the Police and Crime Commissioner
Programme Manager for Integrated Health and Social Care Localities – North Ceredigion	HDdUHB
Regional Armed Forces Covenant Liaison Officer	Carmarthenshire County Council
Regional School Liaison Officer – Service Children (West Wales)	Pembrokeshire County Council
School Nurse Team Leader Carmarthenshire	HDdUHB
Senior Nurse Neonates	HDdUHB
Senior Sister PACU and Paeds OPD	HDdUHB
SDM/Senior Nurse School Nursing and Childhood Immunisations	HDdUHB
Service Delivery Manager, Acute Paediatric and Neonatal Service	HDdUHB
Service Delivery Manager, Paediatrics and Neonates	HDdUHB
Service Manager S-CAMHS	HDdUHB
Strategic Partnerships and Inclusion Manager	HDdUHB
Transition Lead S-CAMHS	HDdUHB
WAST Representative	WAST

Co-opted member of the group:

Designation	Organisation
Policy Officer	Children's Commissioner for Wales

5. Responsibilities

- 5.1 The Group will ensure that:
- 5.1.1 Guidance, policies and procedures developed to support the organisational learning from children and young people will be developed in partnership with children and young people.
 - 5.1.2 Guidance, policies and procedure developed will be underpinned by a robust mechanism to support the integration of these across the organisation.
 - 5.1.3 Co-ordinate the development of tools and materials in line with this approach
 - 5.1.4 Provide advice regarding best practice in relation to providing opportunities for children and young people to share their views are listened to and influence staff, services and the strategic direction of the organisation.
 - 5.1.5 Provide Task and Finish Group Members with regular training opportunities around as and when required
 - 5.1.6 Ensure Task and Finish Group Members with links to All Wales Services provide regular updates to the Group to avoid duplication or work that is not in alignment with a national perspective.

6. Reporting

- 6.1 The Group will provide regular updates to the Stakeholder Reference Group (SRG) and other groups / committees as required.

7. Frequency of Meetings

- 7.1 The Group will meet bi-monthly.

8. Accountability, Responsibility and Authority

- 8.1 The Group is directly accountable for its performance in exercising the functions set out in these terms of reference.

9. Secretarial Support

- 9.1 The Group Secretary shall be determined by the Group Lead/ Chair.

10. Review Date

10.1 These terms of reference and operating arrangements shall be reviewed on at least an annual basis by the Group



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Hywel Dda
University Health Board





Ymunwch â ni i hyrwyddo Hawliau'r Plentyn
 Join us in promoting the Rights of the Child



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