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| **Report to:** | Humber and North Yorkshire Integrated Care Board |
| **Date of Meeting:** | 11 December 2024 |
| **Subject:** | **Voice of the Lived Experience – We Need to Talk (Summary Report)** |
| **Director Sponsor:** | Anja Hazebroek, Director of Communications, Marketing and Media Relations |
| **Author:** | Mark Williams, Head of Community Engagement and Insight |

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| **Agenda Item No:** | **7** |



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| **STATUS OF THE REPORT:**  Approve  Discuss  Assurance  Information  A Regulatory Requirement |

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| **SUMMARY OF REPORT:**  Meaningful engagement with our communities and people is vital to truly understand local sentiment, need, priorities, and concerns in Humber and North Yorkshire.  This month’s report provides a headline summary of the ‘We Need to Talk’ engagement activity, which ran for a 4-week period from 14 October to 11 November.  During this period of engagement:   * 3,472 survey responses were received * 54 in person engagement events took place, resulting in 1,123 face-to-face conversations * 1.6 million people saw our posts on social media   The full report will be presented to the Board in February 2025.  **RECOMMENDATIONS:**  Members are asked to:   1. Note and discuss the key themes. |

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| **ICB STRATEGIC OBJECTIVE** |
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| Managing Today |  |
| Managing Tomorrow |  |
| Enabling the Effective Operation of the Organisation |  |
| Voice at the Heart |  |

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| **IMPLICATIONS** |
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| Finance | N/A at present but and may have implications if particular themes and/or recommendations are progressed in the future. |
| Quality | Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities. |
| HR | N/A at present. |
| Legal / Regulatory | The ICB is required to meet its statutory duties as part of the NHS Act to make arrangements to secure that people are appropriately ‘involved’ in planning, proposals and decisions regarding NHS services. |
| Data Protection / IG | N/A at present. |
| Health inequality / equality | Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities. |
| Conflict of Interest Aspects | N/A at present. |
| Sustainability | N/A at present. |

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| **ASSESSED RISK:**  The primary risk is that the ICB fails to appropriately involve the public in its planning, proposals and decision regarding NHS services, as part of its statutory duty. Ensuring that the Voice of the Lived Experience is part of every Board agenda, and that the dashboard and key reports are brought to the Board’s attention is a key part of the mitigation. |

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| **MONITORING AND ASSURANCE:**  As part of the task and finish group activity, governance and assurance is being reviewed. |

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| **ENGAGEMENT:**  Extensive engagement was conducted with members of the public across Humber and North Yorkshire, including targeted groups. |

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| **REPORT EXEMPT FROM PUBLIC DISCLOSURE** No  Yes |
| If yes, please detail the specific grounds for exemption. |