

Combined Meeting of the Health and Wellbeing Board, and Surrey Heartlands Integrated Care Partnership - Formal (public)

1. Reference Information

Paper tracking information	
Title:	Library of Experiences Update
HWBS/Surrey Heartlands IC Strategy priority populations:	<ul style="list-style-type: none"> All – with a focus on people living in geographic areas which experience the poorest health outcomes in Surrey (HWBS/IC Strategy Key Neighbourhoods)
Assessed Need including link to HWBS Priority - 1, 2 and/or 3/IC Strategy Ambition 1 and/or 2:	<ul style="list-style-type: none"> HWBS Index Index of Multiple Deprivation / Key Neighbourhood insights (including qualitative research) HWBS Priority 1,2 and 3 / IC Strategy Ambition 1 – Prevention
HWBS or IC Strategy Outcome(s):	<ul style="list-style-type: none"> HWBS – The needs of those experiencing multiple disadvantage are met / Children, young people and adults are empowered in their communities IC Strategy – Reducing health inequalities/Wider determinants of health)
HWBS system capabilities/IC Strategy Ambition 3 enablers:	<ul style="list-style-type: none"> HWBS - Empowered and thriving communities, Data, insights and evidence IC Strategy - Working with Communities
HWBS/IC Strategy Principles for Working with Communities:	<ul style="list-style-type: none"> Community capacity building: 'Building trust and relationships' Co-designing: 'Deciding together' Co-producing: 'Delivering together' Community-led action: 'Communities leading, with support when they need it'
Interventions for reducing health inequalities:	<ul style="list-style-type: none"> Civic / System Level interventions Service Based interventions Community Led interventions
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Sponsor(s)/Champions:	<ul style="list-style-type: none"> Tim Oliver OBE - HWB and ICP Chair, and SCC Leader Karen McDowell - CEO, Surrey Heartlands ICS
HWB/ICP meeting date:	18 September 2024
Related HWB/ICP papers:	Library of Experiences, Surrey Heartlands Integrated Care Partnership, 27 March 2024
Annexes/Appendices:	Annex 1 - Library of experiences approach - Presentation

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2. Executive summary

The “Library of Experiences” approach was agreed by the Integrated Care Partnership (ICP) at its meeting on 27 April 2024 to identify, capture and share the lessons from work with communities across the county to reduce health inequalities. These lessons can inform and improve future work. The approach will continue to be developed so it contributes to further improvements in the design and delivery of work with communities to reduce health inequalities, address the wider determinants of health, and enable local community led improvements across towns and villages and the key neighbourhoods they encompass.

3. Recommendations

The HWB and Surrey Heartlands ICP are asked to:

1. Endorse the further development of the library of experiences method, with all partners committing to share examples and apply the lessons in practice.
2. Confirm that positive examples be showcased at the Surrey Heartlands Expo event on 21 October 2024 and be included in follow up internal and external communications campaigns thereafter as appropriate.
3. Agree to actively consider the key lessons emerging through this approach when reviewing relevant future HWB/ICP items and recommendations.

4. Reason for Recommendations

To identify examples and learning from across the county that can inform ongoing improvements in the design and delivery of collaborative work with communities to reduce health inequalities.

5. Detail

On 27 March 2024 the ICP, prompted by a case study of work in North Guildford, agreed it would be helpful to develop a more systematic approach to capturing, sharing and embedding key lessons from collaborative work with local communities to reduce health inequalities. Based on extensive international research base and experiences in Surrey it was agreed there is an opportunity to further strengthen how we work alongside our residents and communities to create health.

Subsequently, the small partnership working group who proposed the approach have made further progress as set out below:

- Added further case study examples, including lessons from the recent ICP site visits to Horley and North Leatherhead.

- Created an initial prototype version of a “working with people and communities” digital support hub for staff from all agencies including the VCSE (Voluntary, Community and Social Enterprise sector). This will have a learning area that collates the case examples collated to date, and it will also bring together practical tools and methods that support effective collaboration with communities.
- Identified opportunities to share the case examples and supporting tools and approaches, using the 21 October 2024 Surrey Heartlands Expo event as a showcase and basis for further follow up communications.

See **Annex 1** for further details and links.

In summary, below are the headline lessons from the partnership work that the ICP witnessed first-hand during recent site visits to Horley and North Leatherhead. HWB/ICP members may have additional reflections. As with other case examples they point to key ingredients that should be present in collaborative work.

Horley

- Comprehensive **data packs** that pull together insights on health and care, plus the wider determinants of health and community level insights
- Willingness among agencies to step back and **support community-led work and approaches** – and a history of investment of time and resources in these methods (e.g. community development at Reigate and Banstead Borough Council, and Growing Health Together, East Surrey NHS)
- Networks and **governance groups that are well connected** locally and strategically (e.g. Horley Health and Wellbeing Network, and the East Surrey Prevention and Communities Board respectively)

North Leatherhead

- Focussing collaboration on **real places that people identify with** rather than administrative boundaries, and building strong relationships and trust across organisations in order to bring services closer to communities
- **Accessible local community venues** that people can freely attend without stigma, judgement or the feeling that it is a public service specific space – these act as vital social connecting spaces where public service offers can also be made more accessible to communities (e.g. Leatherhead Community Hub, the Jam Place)
- A **learning and development offer** for those working in professional agency-based roles to improve ways of working alongside communities – with opportunities to test out different approaches in practice and learn (e.g. Pulling Together Programme)

In the next quarter the focus will be on:

- Adding content to the “working with people and communities” digital support hub and sharing this more widely with staff across the wider partnership.
- Using the Surrey Heartlands Expo event on 21 October 2024 to showcase examples and learning ahead of follow up communications.
- Reviewing the current leadership and workforce learning and development offer for working with communities, to ensure these are maximised and any gaps addressed.
- The next HWB/ICP site visit on 30 October.

6. Opportunities/Challenges

There is a positive opportunity to further strengthen the partnership approach to identifying, sharing and embedding learning to improve collaborative work alongside communities. There are interdependences with system wide work such as:

- Prevention: more upstream partnership work that builds community capacity is essential to a system wide shift to more effective prevention.
- Towns and villages/key neighbourhoods: collaboration at local scales requires effective testing and development of more participative community approaches.
- Data, insights and evidence: maximising the combination of quantitative data sets and local qualitative insights is essential to improved delivery of services.
- Leadership and workforce development: the application of more collaborative and participative ways of working rests on effective learning and the commitment of leaders across the system.
- The HWB/ICP: the board has a key role to play in setting expectations and challenging all partners to apply the agreed principles for working with communities ([the 4Cs](#)).

7. Timescale and delivery plan

The partnership working group will continue to shape and oversee development of the approach. Headline milestones in next phase are:

- End September: Launch the “working with people and communities” digital support hub.
- October: Surrey Heartlands Expo event and follow up communications, next HWB/ICP site visit to a town/key neighbourhood.
- November / December: next quarterly update to HWB/ICP following site visit.

8. What communications and engagement has happened/needs to happen?

Following the Surrey Heartlands Expo event on 21 October 2024 there will be wider follow up communications to share specific case examples. In addition, there will be a communications plan to make the workforce aware of the “working with people and communities” digital support hub and how it can help them in their day-to-day work.

Note that this approach to learning is targeted at those in paid or voluntary roles who are involved in work with communities across Surrey. To be clear, any specific initiatives or programmes highlighted will have their own communications and engagement plans for residents and communities.

9. Legal Implications – Monitoring Officer:

There are no legal implications arising from this report.

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10. Next steps

The approach will be progressed as set out in line with the milestones in section (7) above. The next quarterly update to the HWB/ICP will be scheduled in November / December 2024.

Questions to guide discussion:

- *Are the HWB and SH ICP happy to commit to the three recommendations and next steps set out in the report?*

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