

Embedding PPI in HSC

- What is the framework we use?
- Measuring 'Involvement'
- Building and cultivating Partnerships
- Developing capacities
- Prospects for 2021

But first, last week's findings!

Why do people not take part?

- What prevents people from going online?
- Do we create some of the barriers?
- What must we do better?

Webinar Questions
2nd Feb. 2021



Why are people seldom online?

- Access to equipment
- Knowledge (out of our 'loops')
- Broadband / Bandwidth / Phone credits
- Technical skills
- Confidence
- Is anyone listening?
- Being intimidated / patronised
- Jargon
- *'Decision already taken'*

Webinar Findings
2nd Feb. 2021

Why are people seldom heard?

Do we create barriers? What to do?

- Share kit - see example
<https://www.derrywardonations.org/>
- Share knowledge, skills, ideas
- Build confidence and trust
- Generate capacity
- Remember the soft skills
- Listen, listen, listen...

Webinar Findings
2nd Feb. 2021

Satisfying the needs, wants and managing the expectations of our 'audiences' while meeting our strategic aims

- Trust and Integrity
- Understanding perspectives and roles
- Mutual value and respect
- Maximising *all* available assets
- Keeping complex simple, relevant and 'real'
- Really empowering people to feel valued
- ...their views and expertise are relevant and influential.



Q: How to embed PPI in HSC?

- What are the barriers to PPI?
- Do we create some of the barriers?
- What must we / HSC do better?

Please use chat
room

Key considerations for PHA and Health Trusts...

Compliance and compromise
Information
Consultations
Structures
Co- Production



theguardian

David Cameron halts compulsory green deal policy on home improvements

Ministers will reject moves that require homeowners to make their properties energy efficient before building extensions

Patrick Wintour political editor
guardian.co.uk, Monday 16 April 2012 21.00 BST
Article history



David Cameron has intervened to scrap mandatory elements of green deal for homes. Photograph: Gareth Fuller/PA.

All the mandatory elements of the government's **green deal** for homes are to be scrapped following an intervention by the prime minister.

The decision, which is a blow for the **Liberal Democrats**, means that the government will reject proposals currently out for consultation by the Department for Communities and Local Government that would have required homeowners to make their homes more energy efficient if they were undertaking **home improvements**, such as extending a garage or replacing windows.

It is also a blow to the Liberal Democrat communities and local government minister Andrew Stunell, the advocate of the proposal in the department run by Eric Pickles.

Stunell had proposed that any homeowner intending to make a property more energy-hungry by building an extension, should redress the balance by improving insulation, upgrading a boiler or adding better heating controls.

The homeowner would be required to spend 10% in addition to the cost of the main works; so if building a £1,000 new patio, an additional £100-worth of energy efficiency measures, such as loft or cavity insulation would have to be installed.

The money would go to local contractors, paid for through cheap finance provided by the green deal and repaid through subsequent **lower energy bills**.

A government source said: "The idea that people are going to be forced to improve their energy efficiency or install a new boiler because they want to extend their garage or make their house better is not going to happen. It is not policy now. It is out for consultation, but the prime minister is opposed to it, and it will not become policy. It is not fair to ordinary people trying to improve their homes."

The source stressed that No 10 was not opposed to the green deal itself so long as it remained voluntary.

The collapse of the compulsory proposals puts new pressure on the target of persuading tens of thousands of homeowners to make their homes more energy efficient, with only

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**“Now that you are all my little drones,
I encourage you to speak my mind.”**



Who can help or hinder in your 'reach'?

- Positive help from third party intermediaries (+ and -)
- Maximising the use of social media
- Using the methods that give people confidence their views will be heard, considered and influence and they wont be exposed or embarrassed.
- Participation by 'experience'
- Stakeholder Reference Groups / Patient Forums
- The importance of good feedback to build trust in your processes and help people develop the 'habit' of participation.



What can we learn from Covid?

- Community conversations at as local a level as possible within available resources
- Review of relevant ‘stakeholders’ – new groups have emerged and others found wanting!
- Have people’s views changed?
- Have we changed?
- #BuildBackBetter #GreenRecovery

How do we measure success?

- Process Audit (did we follow our rules?)
- Change Audit (what did we rethink?)
- People Audit (what do consultees feel?)



How to embed PPI?

Standards
as per PPI HSC
Forum

1. Leadership
2. Governance
3. Opportunities and support for involvement
4. Knowledge and skills
5. Measuring outcomes







Thoughts...

- Removing the **'BUT'** that deters people from participating
- Who can help or hinder in our 'reach'
- What can we learn from Covid?



