

Questions from the public – ICB Board Meeting in Public, 28 March 2024

Questions from Emily Weston of Chippenham Community Hub

1. *What is the ICB's communication strategy with regard to the VCSE sector?
(We are concerned you are not reaching all relevant organisations.)*

Answer:

The VCSE sector is a key transformation, innovation and integration partner for BSW ICB. It provides a strategic voice and is critical in the delivery of integrated and personalised care and helping to reduce health inequalities.

Communication about the work of BSW ICB, our transformation plans, engagement opportunities and our ambitions and aspirations is of central importance and we strive to ensure relevant news and announcements are broadcast as widely as possible to our VCSE sector audiences.

We have developed three place-based VCSE Leadership Alliances which relate to each of our ICA areas in BaNES, Swindon and Wiltshire. There is also a system-wide VCSE Alliance including three Councils for Voluntary Services (CVS) of Wessex Community Action, 3SG and Voluntary Action Swindon along with the Rural Community Council for Wiltshire & Swindon, Community First and Healthwatch organisations.

We work closely with these groups to disseminate information about our work to their members. They do this through their own channels including newsletters, social media and regular meetings. If you are not already a member of the Wiltshire VCSE Leadership Alliance please email ceo@wessexcommunityaction.org.uk to join up.

In addition, we communicate with our own database of VCSE groups through our fortnightly People and Communities Bulletin, our Triangle public-facing newsletter, our social media channels, press releases and stories in local media and our website. You can sign up to receive these newsletters on our website.

While we strive to ensure our messages are received as widely as possible among VCSE sector organisations, we recognise there is always more we can do to improve the efficiency of our communication channels and stakeholder maps and these are areas we will be actively looking to develop, in partnership with VCSE organisations and CVSs, over the coming months.

2. *What progress has been made in recruiting and training people with lived experience to co-deliver the Oliver McGowan mandatory training? (We are aware of individuals who put their names forward for this role over a year ago and have not been contacted.)*

Answer:

BSW ICB launched Oliver McGowan training for patient-facing staff in June last year and have made significant progress, delivering six face-to-face sessions around the BSW area every week. To date, just under 4000 staff have completed the training and gained a greater understanding of the needs of people with autism and learning disabilities.

To help us continue to deliver this successful programme we have recruited two lead trainers with extensive experience in supporting those with learning disabilities and autism.

We have also recruited, via our partner Avon and Wiltshire Mental Health Partnership, a total of 20 trainers with lived experience of learning disabilities and autism. In accordance with NHSE guidance, we have ensured that our trainers align to the National Institute for Health and Care Excellence (NICE) definition of learning disability and that our autistic trainers have a formal diagnosis. Our trainers with lived experience are fully supported to attend training sessions and with other pastoral needs by the Swindon Advocacy Movement.

The number of trainers recruited to date is more than sufficient for our current needs, so we have been unable to offer work to all those who would have liked it.

We hope to expand the programme and have more capacity to employ and support trainers in the future and may be in touch with individuals who have previously expressed an interest in these roles if suitable opportunities arise.