

Freedom of Information Request	FOI 22-560	30 th November 2022
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Do you have a manpower plan and if so is it available to the public?

The Health Board does not use the term 'manpower plan'. We undertake workforce planning, which is undertaken at local level within services and divisions. The Health Board has developed an integrated medium-term plan (IMTP) which is approved by Welsh Government and available to the public via the [Health Boards internet page](#).

What is your approach to the involvement of service users in discussing service delivery, changes and improvements?

Service user engagement is a statutory requirement and central part of any significant service change or development. It is important in providing a platform for all relevant perspectives to be shared and for issues and concerns to be raised, enabling constrictive challenge to the Health Board's assumptions and plans.

The Health Board are corporate members of the Consultation Institute and active participants in all Wales engagement forums. We always look to adopt best practice and meet regularly with the [Community Health Council](#) (CHC), both formally and informally to share ideas and approaches to ensure that all appropriate measures are followed.

Please find below examples of active and ongoing measures which include the following:

- Full compliance with all statutory requirements as a public body
- User representation in a range of core planning and delivery groups for example major health conditions such as diabetes
- CHC/user representation on service change project boards and committees
- Automatic procedures for approving urgent service changes (including robust evidence of engagement measures taken) through CHC protocols and approval required through their Executive Committee
- Use of a wide range of engagement channels for each programme, including public meetings and drop-in sessions, direct mail, on-line and paper-based surveys, contact numbers and e-mail addresses and an established following on various social media platforms
- Creation of an Equality Impact Assessment (EQIA) Group which includes representation from the CHC. The group scrutinises proposed service changes against best peer review in respect of identifying any affected population groups, for whom specific engagement initiatives would be required

In addition to the above, the Health Board holds community engagement sessions around Gwent speaking directly with residents to seek their views. Feedback is recorded and fed back directly to the Board through a reporting system. [Details of engagement sessions](#) are published on the Health Boards website and shared with stakeholders on a weekly basis to ensure local people are given the opportunity to attend and speak with Health Board staff face-to-face. This helps to build a mutual understanding and relationships with the communities the Health Board serves. The geographical spread of engagement sessions is well balanced, with a focus to capitalise on routine (libraries, leisure and community centres), established events (market days), natural high footfall venues (supermarkets and town centre locations) and a presence at high profile events.