

OFFICIAL

Review of Participation and Engagement 2019/20
Feedback and Suggestions Log

Ref'	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS001	P&E Strategy	Locality engagement activity	There is no reference to approach to engagement with communities of interest/specific groups	Feedback from 2016	N/A	Add text to reflect intention re' this type of engagement. Make reference to communities of interest and geographical communities interacting and intersecting.	Section 4 defining relevant "communities" added to the Strategy	No	Strategy updated to reflect comments
PS002	P&E Strategy	Locality engagement activity	We don't attempt to define the different definitions of community	Review of other HSCP Strategies	https://www.east-ayrshire.gov.uk/Resources/PDF/H/Participation-Engagement-Strategy.pdf	Add a section that illustrates our understanding of the different communities (i.e. of interest, of geography, of identity) See page 18 of East Ayrshire Strategy.	Section 4 defining relevant "communities" added to the Strategy	No	Strategy updated to reflect comments
PS003	P&E Strategy	Citywide engagement	The approach in the Strategy in relation to regular scrutiny sessions and events has not evolved as envisaged in the Strategy	Desktop review of Strategy	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/sa50614_south%20ayrshire%20health_engagement%20strategy%20digital%20pdf_fin%203.pdf	Text needs to change to be more generic and indicative of an approach rather than an action to be completed. See also section on public engagement in South Ayrshire HSCP	Section 7 Citywide Engagement re-drafted to outline the approach more accurately	No	Strategy updated to reflect comments
PS004	P&E Strategy	Locality engagement activity	No reference to role of and engagement with staff, professional groups & networks, GPs, other P'Ship professional networks, advocacy services, carers, care/patient opinion bodies, protected characteristics groups	Review of other HSCP Strategies	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/sa50614_south%20ayrshire%20health_engagement%20strategy%20digital%20pdf_fin%203.pdf	Consider text to reference these groups	Section 4.2 Stakeholders added to identify the participation and engagement audience	No	Strategy updated to reflect comments
PS005	P&E Strategy	Engagement with IJB	Anecdotally there is a lack of understanding of the link between IJB stakeholder rep's and the community, and how the work of the IJB/HSCP should link with the community	Desktop review of Strategy		There is no formal expectations re' a link between IJB stakeholder rep's and the three localities. Review text to confirm this and outline the role of Locality Engagement Officers in linking the work of the HSCP/IJB to the localities they link with via the Locality Engagement structures	Text updated in section 7.3 Engagement with the IJB	No	Strategy updated to reflect comments
PS006	P&E Strategy	Consultation activity	We now have best practice guidelines and a Consultation and Engagement Log	Desktop review of Strategy	N/A	Update the Strategy to include reference to the best practice guidelines that inform our consultation activity	Section 7.7 Consultation Activity updated to refer to the guidelines	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS007	P&E Strategy	Consultation activity	We are now in a position to highlight consultation activity completed/planned	Review of other HSCP Strategies	http://www.nahscp.org/wp-content/uploads/sites/101/2019/03/Doing-what-matters-together-Participation-and-Engagement-Strategy-2018_21.pdf	The HSCP website contains details of consultations that have been carried out. Consider an action in the revised Action Plan to commit more proactive advertisement of upcoming engagement opportunities as an embedded part of the engagement structures.	Action added to the action plan and referred to at section 7.7 Consultation Activity	Yes	Action Plan updated
PS008	P&E Strategy	Equalities	Current strategy does not fully reflect the current approach (e.g. reps on Public Engagement Committee, approach to EQIA, involvement in HSCP and GCC equalities groups/BSL users groups etc)	Desktop review of Strategy	N/A	Re-draft to reflect current approach	Section 8 Equalities and Human Rights added with focussed actions; Section 2 Principles and Section Glasgow Approach updated to include focus on equalities and human rights	No	Addition of new section and focussed actions
PS009	P&E Strategy	Equalities	Strong focus on equalities and diversity training for staff to support feedback and engagement at the point of use/access	Feedback from 2016		Incorporate an action to source equalities and diversity training for relevant staff	Action added to Equalities and Human Rights section for follow up	No	Strategy updated to reflect comments
PS010	P&E Strategy	Integrated Structures	Current Strategy contains options for an integrated approach rather than a defined approach that reflects what has happened since the first Strategy was approved	Desktop review of Strategy	N/A	Revise section to reflect the current integrated engagement arrangements	Section 7 Integrated Engagement Structures re-written to outline the different engagement structures within the HSCP	No	Strategy updated to reflect comments
PS011	P&E Strategy	Connectivity	We don't have a visual representation of our structures to show where p&e can occur	Review of other HSCP Strategies	http://www.nahscp.org/wp-content/uploads/sites/101/2019/03/Doing-what-matters-together-Participation-and-Engagement-Strategy-2018_21.pdf	Consider introducing a graphic illustration of our participation and engagement structures. See page 8 of North Ayrshire's Strategy	Following consideration and review of other P&E Strategies development of a diagram was too complex to add value	No	None
PS012	P&E Strategy	General	Previous iteration was criticised in feedback for lack of Plain English	Feedback from 2016	N/A	Review and re-draft where possible to make accessible to all	Review of text and re-draft where language used was not plain English. No comments during consultation regarding specific areas of concern	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS013	P&E Strategy	Action Plan	The process for reviewing and taking forward the actions in the action plan was not fully implemented	Desktop review of Strategy	N/A	Carry out a review of existing actions and prepare new actions for a revised action plan based on the feedback received. Refer to Public Engagement Committee for consideration	Action Plan reviewed and a revised Action Plan has been developed for consideration	Yes	Action Plan updated
PS014	P&E Strategy	Principles and Commitment	Previous iteration was criticised for having no "How" behind the high level principles and commitments.	Feedback from 2016	N/A	The Glasgow Approach is designed to provide an indication of how the principles will be taken forward. Consideration was given to adding detail on what success would like for each principle/approach but it was considered this would make the document too lengthy and would risk becoming quickly out of date if the detail were to change as our understanding and practice evolves.	Wording of Section 2 Principles Section 3 Glasgow Approach reviewed and revised based on feedback	No	Strategy updated to reflect comments
PS015	P&E Strategy	Locality engagement activity	The Third Sector Interface is funded by the Scottish Government to be a single point of contact for strategic engagement in Glasgow. Additionally in Glasgow, the council themselves partly fund a network of local geographically based voluntary sector networks. It seems bizarre that your participation and engagement strategy makes no mention of these structures.	Feedback from 2016	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/sa50614_south%20ayrshire%20health_engagement%20strategy%20digital%20pdf_fin%203.pdf	Review and re-draft section referring to 3rd sector involvement	Section 7.4 Engagement with 3rd and independent sections re-drafted	No	Strategy updated to reflect comments
PS016	P&E Strategy	Locality engagement activity	No reference to Independent Sector role in p&e	Review of other HSCP Strategies	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/sa50614_south%20ayrshire%20health_engagement%20strategy%20digital%20pdf_fin%203.pdf	Review and re-draft section referring to 3rd sector involvement	Section 7.4 Engagement with Third and Independent Sectors re-drafted	No	Strategy updated to reflect comments

OFFICIAL

Ref'	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS017	P&E Strategy	Citywide engagement	Its also important for groups to have links with other groups in different parts of the city so we need to have some city wide meetings	Feedback from 2016	N/A	Update the Strategy to highlight the importance of HSCP engagement structures effectively engaging with other structures across the city. Map the groups across locality areas and how they engage/cordinate communication amongst one another.	Section 7.1 Local Engagement and Section 7.2 Citywide Engagement updated and an action has been added to the Action Plan for Locality Engagement Fora to map the groups locally and how they engage/cordinate communication amongst one another, and develop a citywide engagement calendar	Yes	Strategy updated to reflect comments
PS018	P&E Strategy	Equalities	Meetings need to be held in places that are easy to get to and have easy access, some work with groups such as the housebound or isolated individuals to ensure that their views are recored to	Feedback from 2016	N/A	Incorporate an action to ensure access to engagement opportunities ensures barriers are overcome	Section 8 Equalities and Human Rights updated to include an action covering this point	No	Strategy updated to reflect comments
PS019	P&E Strategy	Levels of involvement	No reference to co-production although arguably inherent within the "Partner" definition,	Feedback from 2016	http://www.nahscp.org/wp-content/uploads/sites/101/2019/03/Doing-what-matters-together-Participation-and-Engagement-Strategy-2018-21.pdf	Consider text in these sections for re-draft. Review North Ayrshire's section on types and levels of involvement and consider including better definitions and statements of how we will do it.	Section 6 Levels of Involvement re-drafted to update definitions of involvement	No	Strategy updated to reflect comments
PS020	P&E Strategy	General	We make no reference to the National Standards for Community Engagement	Review of other HSCP Strategies	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/sa50614_south%20ayrshire%20health_engagement%20strategy%20digital%20pdf_fin%203.pdf	Consider whether we should reference at the start/end of the Strategy.	Reference to national standards added to Section 1 Introduction to the Strategy	No	Strategy updated to reflect comments
PS021	P&E Strategy	General	Should the look and feel of the Strategy be more acceisble and interesting	Desktop review of Strategy	N/A	Consider contacting Graphics to work on a version for us. This could be after the IJB report is approved.	GCHSCP Communications Team to offer graphic design support once Strategy approved at IJB	No	Will result in an improved look and feel and more accessible document

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS022	P&E Strategy	Engagement with IJB	Only two service user reps on the IJB and these are committee members not members of the public. There should be a minimum of 6 community rep's	North West Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128733242	Increase the number of community rep's on the IJB	Ensuring effective operation of current engagement structures and clarification of roles (of IJB Members and HSCP link officers) would have the same effect as additional people on the IJB. It's not feasible to increase membership of the IJB to this extent and questionable whether true representation is possible.	No	None
PS023	P&E Strategy	Engagement with IJB	There needs to be better communication about the role of the IJB as it was felt that the public don't understand what the IJB is ("what are they 'integrating'")?	North West Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128733242	Consider how to communicate the role of the IJB to stakeholders	Pass to Communications Strategy workstream	No	None
PS024	P&E Strategy	Locality engagement activity	Engagement in relation to reviews needs to improve. At the end of every review there should be demonstrated improvements.	North West Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128733242	Consider text for this section of the Strategy	Section 2 Principles and Section 3 Glasgow Approach and Section 7.2 Citywide engagement updated to refer to offering feedback on engagement	No	Strategy updated to reflect comments
PS025	P&E Strategy	Consultation activity	Feeling that the HSCP make decisions and then consult.	North East Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128297152	Consider text to make clear our intention to consult with people at the right times etc and be honest about our intentions when we consult with/engage people	Section 2 Principles updated to include reference to ensuring engagement is timely and meaningful	No	Strategy updated to reflect comments
PS026	P&E Strategy	Locality engagement activity	We should be exploring how we demonstrate how our participation & engagement activities relate to the quality of the services we deliver	North East Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128297152	Consider how we might build evaluation of our p&e activity into the Strategy	Consultation Guidance stresses the need to measure the impact of engagement. Passed to review of Public Engagement Committee to consider a more proactive role in address the impact of engagement when reviewing relevant reports	No	None

OFFICIAL

Ref'	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS027	P&E Strategy	Locality engagement activity	There are other groups (e.g. Recovery Groups) that aren't undertaking consultation activity as the LEFs do. There is too much focus on the LEFs, engagement needs to be wider spread.	North East Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128297152	Consider how we address how engagement structures, levels of involvement etc can include expectation of all connected groups carrying out engagement. Not reliance on the LEFs for it all. This could include the potential to devolve responsibility and make better use of our partners for engagement	Section 6 Levels of Involvement re-drafted to include reference to empowering partners to lead on appropriate decision making opportunities. Section 7.1 Local Engagement updated to clarify that LEFs are not solely responsible for engagement	No	Strategy updated to reflect comments
PS028	P&E Strategy	Equalities	Reliance on websites as sole way to share information not ideal. While web resources can be useful for some engagement, "one size does not fit all"	North East Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128297152	Clarify there is no expectation that one method of engagement should be considered suitable for all	Section 2 Principles updated to include reference to ensuring engagement approaches are flexible to the needs of individuals	No	Strategy updated to reflect comments
PS029	P&E Strategy	General	Committee and IJB reports are not easy to understand. Don't like being referred to these as source of information in current form. Reports should have a Key Facts summary attached to it written in plain English and without any jargon or acronyms to help them to understand what the report is about and what it is saying.	North East Locality Engagement Forum	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128297152	Consider feasibility of this; consider drafting text to commit to providing information in as accessible a means as possible	Section 2 Principles contains reference to providing accessible information. The role of HSCP staff linked to localities includes supporting dissemination of information	No	Strategy updated to reflect comments
PS030	P&E Strategy	Equalities	There is a new Fairer Scotland for Older People Framework that we should ensure we reference	GCC Equalities Working Group	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=130718118	Consider a reference in the Strategy	Section 8 Equalities and Human Rights updated to include reference to the Fairer Scotland Duty	No	Strategy updated to reflect comments
PS031	P&E Strategy	Equalities	The very short notice for the requirement of an interpreter. In some instances we have not been able to meet your requirements because of the inadequacy of the time available to recruit an interpreter and for the interpreter to travel to the proposed appointment.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=135202981	This comment feeds into ensuring we remove barriers to participation and the timely nature of engaging, which is covered in updated Section 2 Principles and Section 3 Glasgow Approach	None	No	N/A

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS032	P&E Strategy	Awareness	Not that visible or perhaps needs to broaden scope / wider reach?	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=135202981	Consider how to raise awareness of the P&E strategy and different opportunities to engage/feedback from engagement. Pass to Communications Team as well	Action added to the Action Plan to publicise the approved revised Strategy through our communication channels and engagement structures	Yes	Action Plan updated
PS033	P&E Strategy	Connectivity	Not joined up within HSCP- locality engagement work not informing city wide engagement work.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=135202981	Review how the various engagement structures of the HSCP interact with others across the city and where these can be strengthened	See PS017	No	See PS017
PS034	P&E Strategy	Feedback	Don't always get feedback from the HSCP about if/how involvement has influenced decisions	North East Engagement event	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=135937520	Add text into Principles/Approach that commits us to closing the feedback loop	See PS024	No	See PS024
PS035	P&E Strategy	Equalities	Need to do more to reach diversity of community – especially young people/families	North East Engagement event	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=135937520	Cover in updated Equalities section	Section 2 Principles refers to inclusivity and equalities-based approach to engagement	No	Strategy updated to reflect comments
PS036	P&E Strategy	Influence	All agreed that there needs to be better use made/scrutiny of, the existing structures e.g. Thriving Places, Housing, Community Planning, Police etc. and that the LEF cannot be all things to all people	North West Engagement event	https://edrms/livelink/llisapi.dll?func=ll&objaction=overview&objid=136089661	Refer in Strategy to the need to better connect the HSCP structures to other structures around the City. If we can't do it all, how can we better set up to cascade and enable influence?	See PS017	No	See PS017
PS037	P&E Strategy	Locality engagement activity	Question then raised by one participant about why we have NW/NE or South arrangements at all – as a third sector organisation he works across the whole city and these structures are irrelevant – others agreed that, for people using services, these structures are of little or no interest. people might identify as being from a neighbourhood (Drumchapel) but no one says 'I'm from the NW'. It's an artificial construct created by the HSCP and others that means very little on the ground	North West Engagement event	https://edrms/livelink/llisapi.dll?func=ll&objaction=overview&objid=136089661	Consider whether a review is required of the locality model.	The locality model is part of the legislation and on reflection it was felt that the locality engagement structures needed to reflect this. The decision as to whether the locality model is fit for purpose is not within the scope of this review.	No	N/A

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS038	P&E Strategy	3rd sector	The HSCP have to have a better understanding of the 3rd sector. Formal partnership? Give the 3rd sector a voice/seat at the table. We have connection to a wide audience. SU's and their families Communication flow is not working – HSCP need to engage at the right level but for that they need more staff connecting with community groups, SU and patients.	North West Engagement event	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136089661	Give consideration to what a formal partnership might look like. What purpose, agenda, timescales, and attendance? How would it supplement what we have already, if that was working properly.	Passed for consideration as part of the review of Strategic Planning Groups. Relationship with 3rd and Independent sectors currently via existing structures (IJB, SPG, Provider Events)	No	None
PS039	P&E Strategy	Accessibility and Inclusion	Variety of comments about the need to ensure the Strategy addresses the need to engage with all groups (severe and enduring MH, marginalised, YP, refugees and asylum seekers, prisoners, BME, non-English speakers, non-IT literate)	Survey	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=137282842	Consider text in the equalities section to this effect	Section 2 Principles refers to inclusivity and equalities-based approach to engagement. Section 4.2 Stakeholders updated	No	Strategy updated to reflect comments
PS040	P&E Strategy	Equalities	Little detail in the Strategy	Survey	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=137282842	Expand the section as per comments in survey and other forums, and via discussion with the GEF members	See PS008	No	See PS008
PS041	P&E Strategy	Consultation activity	Consultation is a good thing but has to take previous answers into account, it has to be "done with" NOT "done to".	Survey	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=137282842	Make a commitment to working with people, in the most effective way and at the appropriate times	See PS025	No	See PS025
PS042	P&E Strategy	Consultation activity	No reference to the guidelines we have	Desktop review of Strategy	N/A	Make reference to the good practice guidelines	Section 7.7 Consultation Activity updated to refer to the guidelines	No	Strategy updated to reflect comments
PS043	P&E Strategy	Consultation activity	No reference to the need to avoid consultation fatigue	Desktop review of Strategy	N/A	Make reference to the need to consult where required and to ensure we do not over-consult with groups. Possibly refer also to the Consultation Log	Section 3 Glasgow Approach and Section 7.1 Local Engagement updated to refer to avoiding consultation fatigue	No	Strategy updated to reflect comments
PS044	P&E Strategy	Links with Community Planning	Links at local level with CP have not been very effective	Survey	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=137282842		See PS017	No	See PS017

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS046	P&E Strategy	Links with Community Planning	Glasgow City Health and Social Care Partnership has adopted the same strategic areas as the Glasgow Community Planning Partnership. The approach needs to be inclusive of local area, city wide and also ensure that the same engagement processes are able to be accessed for services that span wider than the HSCP e.g. NHS Health Board services for the Moving Forward Together strategy. This would avoid setting up additional different engagement processes.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	This is a general statement rather than a suggestion that it within the scope of this review to take forward	Section 7.7 refers to the need for continued engagement with Community Planning Partners	No	None
PS047	P&E Strategy	Engagement with IJB	<p>However it is important we ensure that members on IJB are supported via modern technology I think budget could be set aside and individuals could be issued and supported to learn how to use tablets etc. frequently they ask for hard copies of papers probably because they do not have access to printers at home.</p> <p>It is also important that there is some level of governance to ensure individuals on these decision making bodies are able to access training and we ensure that the Scottish Government Clear Pathways guidance is followed learning lessons from Professor Kate Lampards enquiry in terms of checks references and Disclosures .</p>	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Pass to Business Development Team to consider in relation to the ongoing support needs for Members of the IJB	Passed to Business Development (Governance and Strategic Planning) Team	No	None
PS048	P&E Strategy	Citywide engagement	The city wide events are token gestures that can leave attendees more confused afterwards than they were before.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Comment is an opinion and does not refer to any suggestion or request to consider	None	No	N/A
PS049	P&E Strategy	Citywide engagement	when it comes to city-wide engagement it is less clear who are the 'community representatives' being referred to. It might be assumed these are the groups mentioned in the introduction, but it would be useful to indicate in broad terms who these representatives are. In particular the document does not anywhere specifically mention elected representatives such as GCC Councillors and what their role is, as people who represent their communities.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	As above, add text to reflect the range of stakeholders with whom we participate and engage	Section 4.2 Stakeholders updated	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS050	P&E Strategy	Locality engagement activity	The principle of point of contact with staff and service users is sound however I don't not see any evidence of this happening. In addition it doesn't capture people who seldom engage with services e.g young people or who may be hidden e.g Asylum Seekers	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Revisit the action in the current action plan re' seeking to gather information from people at point of contact	Section 4.1 Communities updated to outline commitment to engage with those who traditionally seldom engage. Reference to engagement at point of contact reviewed and removed from Strategy	No	Strategy updated to reflect comments
PS051	P&E Strategy	Locality engagement activity	It may mean that resources and opportunities could/ could not be available, depending on which locality you reside. I believe that people in Glasgow should be treated the same, no matter what area they reside in. I am very aware that the needs of people can be variable in different localities, however everyone should be asked the same questions, given the same opportunities etc.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	This point is covered within Section 8 of the revised Strategy re' actions associated with ensuring accessibility, representation, equitable access etc and within the updated Principles and Glasgow Approach sections	None	No	N/A
PS052	P&E Strategy	Principles and Commitment	I would add "Responsive" and "Timely" as principles.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Review principles and consider additions	See PS025	No	Strategy updated to reflect comments
PS053	P&E Strategy	Accessibility and Inclusion	There are many people who receive care in their own home and there really needs to be ways in which these patients are engaged and have their views taken into account by decision makers because as things stand current engagement is woefully inadequate as many of these patients feel completely isolated from the decision making process.	Communications Strategy (Q16)	https://edrms/livelink/llisapi.dll?func=ll&objaction=overview&objid=136558590	This point is covered within Section 8 of the revised Strategy re' actions associated with ensuring accessibility, representation, equitable access etc and within the updated Principles and Glasgow Approach sections	None	No	N/A
PS054	P&E Strategy	Accessibility and Inclusion	Better consultation with people who the HSCP want to disseminate their messages, i.e. children and young people, older people, learning disabled people, etc.	Communications Strategy (Q16)	https://edrms/livelink/llisapi.dll?func=ll&objaction=overview&objid=136558590	Section 2 Principles and Section 3 Glasgow Approach refer to this. Section 7.7 Consultation Activity outlines the approach to consultation	None	No	N/A

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS055	P&E Strategy	3rd sector	More targeted engagement can be done with the third sector and more meaningful engagement. The Consultation on the next Children's Services plan is the model that could be followed - it aims to engage with both partners in the delivery of services and the users of services (children and parents). It does need resourcing to work effectively - but there is potential to engage with the sector (over 3000 voluntary organisations) and through them, the people who use services.	Communications Strategy (Q16)	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136558590	Review text in relation to engagement with stakeholders and ensure principles capture the commitment to involvement of stakeholders	The (updated) Section 2 Principles and Section 3 Glasgow Approach make reference to tailoring the engagement activity to the specific subject; consultation guidelines provide a reference point for doing this appropriately. Section 7.4 Engagement with Third and Independent Sectors outlines our approach to engagement with these sectors	No	Strategy updated to reflect comments
PS056	P&E Strategy	Locality engagement activity	It is important that clients are able to inform the development of strategies and are co-producers where possible.	Communications Strategy (Q16)	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136558590	Ensure Strategy contains reference to the importance of involvement from communities in decision making	Section 2 Principles and Section 4 Communities and Stakeholders outline the HSCP commitment to meaningful engagement to influence decisions. Section 6 Levels of Involvement refers to empowering others in decision making processes	No	Strategy updated to reflect comments
PS057	P&E Strategy	Locality engagement activity	It was felt that senior managers should be more visible in order to build trust and a relationship with the communities they provide services to.	North West Locality Engagement Forum	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136558590	Covered within revised text regarding the need to ensure methods of engagement are those that are preferred by stakeholders	Section 2 Principles and Section 3 Glasgow Approach refer to engagement methods that reflect the preferences of stakeholders and the need to tailor as appropriate	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS058	P&E Strategy	N/A	It was felt that politicians need to be clearer when communicating the rationale behind decisions made.	North West Locality Engagement Forum	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136558590	Communication approach of elected members is not covered by the IJB Participation and Engagement Strategy. Clarity around communication to be covered by the revised Comm's Strategy and key participation and engagement principles	None	No	N/A
PS059	P&E Strategy	Principles and Commitment	Involve the community at an earlier stage of decision making	North West Locality Engagement Forum	https://edrms/livelink/lisapi.dll?func=ll&objaction=overview&objid=136558590	As above Principles and Glasgow Approach updated	See PS025	No	See PS025
PS060	P&E Strategy	Locality engagement activity	Work with equalities and communities groups to design better information for citizens/ community groups, how to access process. In plain language and widely publicised	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=136745743	Insert text to new Community section that references Community empowerment Act and the participation request process. Add information to HSCP website on how to do this.	Section 5 Community Empowerment as been added to raise awareness; action added to the Action Plan to commit the HSCP to engaging with partners to raise awareness of methods and opportunities for engagement	Yes	Action Plan updated
PS061	P&E Strategy	Locality engagement activity	Each Community Planning partner to produce document on citizen's rights relating to Community Empowerment Act. This would detail public forums and participatory mechanisms, and how someone can join in	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=136745743	As above. Reference to engagement mechanisms will be covered by the revised Strategy and a review of the content on the "Get Involved" area of the website	See PS060	No	See PS060
PS062	P&E Strategy	Locality engagement activity	Appoint public sector champions in each ward for community empowerment -participation requests, asset transfers, participatory budgeting. Is this part of the remit of HSCP staff currently?	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=136745743	Consider whether comments reflect the role of HSCP staff and how promote community empowerment	See PS060	No	See PS060
PS063	P&E Strategy	Accessibility and Inclusion	Disabled people represented at IJB, SPG, capital build projects. True representation at places where decisions are made- earliest stage. Making commitment within Participation and Engagement Strategy to involve disabled people in decisions that affect them (for example Maximising Independence Programme)	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/lisapi.dll?func=ll&objaction=overview&objid=136745743	See above ensuring revised Strategy reflects the need to ensure that p&e structures facilitate equity of representation and access wherever possible and engagement at the right time (i.e. earlier)	See PS025	No	See PS025

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS064	P&E Strategy	General	Commitment to properly resourcing consultation, engagement/ participation work. Funding staff resource at equality orgs to meet these needs, talking a community development approach.	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	Resource limitations make creating additional funding available as per suggestion unfeasible. The Strategy outlines how engagement activity can be carried out effectively via the existing HSCP resources	None	No	N/A
PS065	P&E Strategy	3rd sector	Adopt 3rd Sector Concordat	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	GCC have already signed up to this. Strategy should reiterate the connection to the 3rd sector	Section 7.4 Engagement with Third and Independent Sectors has been added. Commitment reiterated to the elements of the Concordat which Glasgow City Council has signed up to to ensure no disconnection with parent organisation's approach	No	Strategy updated to reflect comments
PS066	P&E Strategy	Accessibility and Inclusion	Webcast IJB meetings.	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	Previous discussion with IJB members indicated a lack of appetite for this. The format of IJB meetings has had to be altered as a result of the Covid-19 pandemic and future arrangements have yet to be confirmed	None	No	N/A
PS067	P&E Strategy	Accessibility and Inclusion	Extend briefings for community reps to equality groups.	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	Stakeholder briefings for IJB Members enables the HSCP to fulfil our responsibility to support Members, substitutes and advisers in their role. As Equalities Advisor to the Public Engagement Committee GEF is invited to attend briefings and IJB Development sessions. It is not appropriate to extend briefings to non-Members due to the exposure to reports in advance of publication.	None	No	N/A

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS068	P&E Strategy	Connectivity	Better linkage from top of IJB down, so understand how big decisions about services are assessed	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	Involvement of stakeholders in the decision making process through existing engagement structures is the vehicle for providing an opportunity to influence assessment of decisions and scrutinise decisions made. The HSCP is happy to consider any further detail on possible improvements to these structures and this process	None	No	N/A
PS069	P&E Strategy	Equalities	Public orgs including staff have access to training on trans rights	Glasgow Equality Forum Annual Conference	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136745743	Consider the training requirements of all/relevant staff in relation to equalities, human rights and diversity. Understand current training resources and cross-reference against needs and co-ordinate a response.	Action added to Section 8 Equalities and Human Rights to identify and implement appropriate training opportunities for staff	No	Strategy updated to reflect comments
PS070	P&E Strategy	Equalities	Equality, Human Rights and Accessibility should be added.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Look to incorporate into the revised Equalities section	See PS008	No	See PS008
PS071	P&E Strategy	Levels of involvement	There should be consideration of a principle around delegation of power, recognising that power needs to shift and placed as close to patients, service users, equality groups as possible (i.e. Community Empowerment (Scotland) Act and the Human Rights Act which requires "progressive realisation of rights".	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Section on Levels of Involvement does not go as far as Delegation of power. Consider how we might word a commitment to this in the revised draft.	See PS008 and PS060	No	See PS008 and PS060
PS072	P&E Strategy	Principles and Commitment	Principles should be treated as benchmarks, with regular monitoring and performance indicators showing how the principles are being taken forward in HSCP and PE Committee's work	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Is it feasible to introduce an additional performance reporting demand on the HSCP? What would a reporting framework look like for these principles? What would be the reporting process/format/venue	The principles outline the HSCP approach to engagement rather than definable or measurable indicators. Recommend that HSCP Equality Group and Public Engagement Committee have an informal oversight role in monitoring application of these principles.	Yes	Action Plan updated

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS073	P&E Strategy	Equalities	We want to see better representation, sharing of good practice and equalities expertise shared across citywide, localities, Strategic Planning groups etc.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider how to ensure equalities is a key element in all of the P&E structures. Review membership and agenda/Terms of Reference of LEFs, SPGS etc to ensure an equalities focus	See PS008 and Action added to Action Plan to review representation and terms of reference	Yes	Action Plan updated
PS074	P&E Strategy	Locality engagement activity	We consider that relationships between localities and citywide should be better embedded in in the Strategy. There will be good practice learning equality groups can share and vice versa.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842		See PS017 and Section 7.2 Citywide Engagement	No	Strategy updated to reflect comments
PS075	P&E Strategy	Locality engagement activity/Levels of involvement	Also, we would like to see something in writing recognising that some engagement work is better placed at city-level, or should be run by city wide equality groups. Equalities engagement is quite fragmented, we are working Citywide, going to 3 of the same meetings to cover sector. This should be streamlined.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	This is connected to the issue about empowerment and levels of involvement. Consider a review of local engagement opportunities and structures to understand if any could be citywide to reduce duplication and improve effectiveness. Further discussion to be had with respondent to understand which meetings are being referred to.	Section 6 Levels of Involvement includes addition of "Empower". Action added to the Action Plan includes reference to understanding where local engagement opportunities could be better delivered at a citywide level	Yes	Action Plan updated
PS076	P&E Strategy	Citywide engagement	We are not aware of any regular events bringing together IJB, community reps, care groups etc ""to consider matters of cross-cutting or city wide interest"". We are also not aware of ""regular Scrutiny Sessions"" taking place. GEF members and their service users would welcome the opportunity to attend a Scrutiny Session (e.g. around IJB's policy trend around Resource Allocation, Maximising Independence Strategy, Transformation agenda items, areas of concern for equality groups.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	In practice events and scrutiny sessions have taken place on a topic by topic basis as required. Scrutiny of proposals should be via routine channels of stakeholder engagement outlined in this Strategy. The HSCP suggests planned events/sessions should be considered as part of the overall package of channels available and deployed where most beneficial or impactful.	Reference to non-specific planned or routine events or sessions removed from the Strategy with the option to schedule them to be considered on a case by case basis	No	Strategy updated to reflect comments
PS077	P&E Strategy	Links with Community Planning	No details are provided it is vague and lacking substance	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Engagement with community planning partners is referenced as one of the elements of the engagement approach. Signpost readers to the CPP website for further details of the Partnership	Link added to Section 7.6 Community Planning	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS078	P&E Strategy	Equalities	Equalities should be threaded through whole policy, with vision of where mainstreaming can be achieved and where specific equalities actions need to be enacted.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	There is an equalities section within the P&E Strategy (being revised). Review text to create the "thread". Link to IJBs Mainstreaming Equalities report and outcomes	See PS008	No	See PS008
PS079	P&E Strategy	Equalities	Going forward, GEF should be involved in drafting the delivery/action plan around this Strategy, and be involved in setting outputs, performance frameworks and evaluation regarding how this Strategy is taken forward.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Business Development will consider the role of GEF, taking into account that GEF are PEC professional advisor and therefore involved in the decision making process and ongoing review of the Strategy	Meeting was convened with GEF members and Business Development 31/01/20 to discuss development of the Strategy. Follow up emails sent to GEF 23/03/20 and 12/06/20. Action within Action Plan to propose oversight of implementation and action plan to rest with HSCP Equality Group (attended by GEF) with overall responsibility still resting with Public Engagement Committee (also attended by GEF) to ensure ongoing involvement.	Yes	Action Plan updated
PS080	P&E Strategy	Equalities	Commitment to properly resourcing consultation, engagement/ participation work. Equalities expertise accessible by all CP partners.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	The HSCP commits to providing resources for engagement work but works within the confines of available resources. The Strategy could be updated to highlight the importance of properly resourcing the activity	Section 3 Glasgow Approach updated to reference effective use of resources to support participation and engagement activity	No	Strategy updated to reflect comments
PS081	P&E Strategy	Equalities	Disabled people represented at all IJB and HSCP structures, Strategic Planning Groups, capital build projects.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Representation within relevant structures is being considered as part of the wider review but is necessarily wider than reference to disabled people. Any consideration must facilitate equal access for all protected characteristics groups	Section 2 Principles, Section 3 Glasgow Approach and Section 8 Equalities and Human Rights all make reference to the importance of accessibility of equality of access to engagement structures and opportunities	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS082	P&E Strategy	Equalities	Making commitment within Participation and Engagement Strategy to involve disabled people in decisions that affect them (for example Maximising Independence Programme).	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	See PS081	None	No	N/A
PS083	P&E Strategy	Equalities	For every proposed service or policy change, identify the earliest possible stage people with protected characteristics can be involved	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Suggestion identified in earlier comments and written into revised draft	See PS025	No	See PS025
PS085	P&E Strategy	Equalities	Extend briefings for community reps to equality groups	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	See PS067	None	No	N/A
PS086	P&E Strategy	Equalities	Increased access to Strategic Group	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Passed to Review of Strategic Planning Groups to consider membership	None	No	N/A
PS087	P&E Strategy	Equalities	All CP partners to publish what third sector orgs they fund/ commission, and specify what outputs and outcomes are being delivered.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Not within the scope of this review	None	No	N/A
PS088	P&E Strategy	Equalities	Citizen's Panels- need to support the capacity of individuals to participate at strategic planning level.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider exploring the feasibility of a Citizen's Panel to understand purpose; membership; terms of reference; structure etc	Section 7.5 Citizen's Panels/User involvement panels added and action added to Action Plan to commit the HSCP to consideration of feasibility of a new engagement structure along these lines.	Yes	Action Plan updated
PS089	P&E Strategy	Equalities	Draft EQIAs collaboratively with GEF and equality networks.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider how the EQIA process could be developed to enable involvement of equality groups where appropriate in developing, reviewing or encouraging best practice with EQIAs. Relevant stakeholder groups should be involved in the EQIA process developing	Action added to Section 8 Equalities and Human Rights to to review our EQIA processes to consider co-production, joint retrospective review of EQIAs to learn and improve; identify opportunities for training delivered jointly with external partners	No	Strategy updated to reflect comments

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS090	P&E Strategy	Equalities	Review EQIA every 6 months collaboratively- Do this work within a 2 year pilot project to develop best practice and co-production. This work would need to be properly resourced.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider within Equalities section a commitment to a more collaborative approach to EQIAs with colleagues from other org's	See PS089	No	See PS089
PS091	P&E Strategy	Equalities	Would like recognition that third sector/ equalities groups hold lots of info. We shouldn't be seeing UK wide data quoted in EQIAs when Glasgow data is available.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider within Equalities section a commitment to a more collaborative approach to EQIAs with colleagues from other org's	See PS089	No	See PS089
PS092	P&E Strategy	Equalities	Improved rates of employment for protected characteristic groups within public sector	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Not within the scope of this review to influence this.	None	No	N/A
PS093	P&E Strategy	Equalities	Community/ equalities clause in all commissioning contracts including capital projects, commissioned services and new services. Clause would detail how protected characteristic groups will access employment..	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Not within the scope of this review to influence this. Passed to Head of Commissioning for consideration.	None	No	N/A
PS094	P&E Strategy	Equalities	Work with equality networks to set targets for improved rates of BME and disability employment by public sector.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Not within the scope of this review to influence this.	None	No	N/A
PS095	P&E Strategy	Equalities	All elected members at GCC, Sector Partnerships and voting IJB members/ should have training in EQIAs and human rights budgeting.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Reference to relevant training has been suggested above. Scope and target audience to be considered as part of that	See PS069	No	See PS069
PS096	P&E Strategy	Equalities	Fund community development workers to actively engage with people from protected characteristic groups and reduce barriers to participation. This is becoming more and more important as Participatory Budgeting is extended.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Supporting participation is the responsibility of the Locality Engagement Officers and the wider engagement structures. Community Development activity is the responsibility of Glasgow City Council	None	No	N/A
PS097	P&E Strategy	Equalities	Work with equalities and communities groups to design better information for citizens/ community groups, how to access the process. In plain language and widely publicised. Produce flowchart/ easy read infographic: citizen's rights - where can people join in?	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Consider a short life working group to review how we publicise participation and engagement structures, with a particular emphasis on the Community Empowerment Act	Action added to Section 8 Equalities and Human Rights to review and develop information with partners	No	Strategy updated to reflect comments
PS098	P&E Strategy	Equalities	Carers have their own strategic plan- there is a commitment we embed equalities within that strategy.	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=137282842	Not within the scope of this review to influence this.	Passed to HSCP Carers lead to consider as part of the next version of the Carers Strategy	No	None

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS099	P&E Strategy	General	Need to get other organisations involved in the review of participation and engagement (i.e. community groups)	North West Engagement event	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=128733242	The review has involved a variety of other groups through public engagement events and surveys, and through involvement in the wider engagement structures	None	No	N/A
PS100	P&E Strategy	Locality engagement activity	All agreed that there needs to be better use made/scrutiny of, the existing structures e.g. Thriving Places, Housing, Community Planning, Police etc. and that the LEF cannot be all things to all people	North West Locality session notes	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136089661	Add text to include more reference to existing community structures where engagement occurs	Section 7.1 Local Engagement updated to reinforce that LEFs are not the sole engagement vehicle in localities.	No	Strategy updated to reflect comments
PS101	P&E Strategy	Locality engagement activity	Points raised about the role/relevance of Community Councils and how accountable/otherwise they are to their areas – from people who were members of CC's or who had attended them the consensus was that they are generally disinterested in health and social care issues and getting them more involved would require a lot of input	North West Locality session notes	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136089661	Local engagement section includes reference to understanding the engagement structures operating across the city	None	No	N/A
PS102	P&E Strategy	Accessibility and Inclusion	A vast number of people don't have access to the website, have poor IT skills, don't know how to complete online surveys. Why can you not engage with people in libraries, GP surgeries, and local offices with hard copies. Best to have one to one engagement for people with literacy problem or if English is not their first language	North West Locality session notes	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136089661		See PS018 and PS028	No	See PS018 and PS028
PS103	P&E Strategy	Citywide engagement	Hold city wide events	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457	Reference to citywide events was in the existing Strategy. Reference to be retained in new draft with possible action to develop a calendar of events, subject to discussion with community members	See PS017	No	See PS017
PS104	P&E Strategy	Citywide engagement	Have a calendar of events and meetings on the website	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457		See PS017	No	See PS017

OFFICIAL

Ref	Area of review	Sub-area	Comment	Source/Forum	Relevant link(s)	Suggestion/initial response	Action taken	Action Plan	Impact on Strategy
PS105	P&E Strategy	Citywide engagement	Improve communication about how to participate	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457	Add text to new Community Empowerment section that refers to raising awareness of all types of engagement opportunities	Section 7.7 commits the HSCP to an action to improve how engagement and consultation opportunities are publicised to potential participants. See also PS060	Yes	Action Plan updated
PS106	P&E Strategy	Citywide engagement	Elect one community person from all sectors of Glasgow	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457	Unsure if this refers to representation on LEFs, the IJB, SPGs etc and what definition of "sector" is being used	None	No	N/A
PS107	P&E Strategy	Citywide engagement	More representation on these boards	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457	Representation on the different engagement structures is subject to separate review process; See pS022 in relation to IJB representation	None	No	N/A
PS108	P&E Strategy	Citywide engagement	Include Third Sector providers in the strategic level	Survey	https://edrms/Livelink/llisapi.dll?func=ll&objaction=overview&objid=136082457	Representation on the different engagement structures is subject to separate review process. Third and Independent sector rep's are included in the membership of the current engagement structures. It is for each group to review and refresh their membership as required	See PS016	No	See PS016