

**GLASGOW CITY INTEGRATION JOINT BOARD
PUBLIC ENGAGEMENT COMMITTEE**

IJB-PEC (M) 11-04-2018

Minutes of meeting held at the Boardroom, Commonwealth House,
32 Albion Street, Glasgow, G1 1LH
at 9.30am on Wednesday, 11th April 2018

PRESENT:

VOTING MEMBERS

Simon Carr	NHSGG&C Board Member
Cllr Michelle Ferns	Councillor, Glasgow City Council
Cllr Jennifer Layden	Councillor, Glasgow City Council
John Matthews	NHSGG&C Board Member (Chair)
Trisha McAuley	NHSGG&C Board Member

NON-VOTING MEMBERS

Susanne Millar	Chief Officer, Strategy and Operations / Chief Social Work Officer
Ann Souter	Health Care Users Representative

IN ATTENDANCE

Mike Burns	Assistant Chief Officer, Children's Services
Alison Cowper	Service Manager
Stuart Donald	Principal Officer (Planning and Governance)
Allison Eccles	Head of Business Development
Maura Harrigan	Assistant Services Manager
Julie Kirkland	Senior Officer (Governance Support)
Fiona Moss	Head of Health Improvement and Equalities
Sheena Walker	Governance Support Officer (minutes)
David Williams	Chief Officer

APOLOGIES

Cllr Kim Long	Councillor, Glasgow City Council
Anne Scott	Social Users Representative

ACTION

1. DECLARATIONS OF INTEREST

Simon Carr declared an interest at item 6, informing the Committee he worked with housing associations on loneliness and social isolation.

2. APOLOGIES

The apologies for absence were noted as above.

3. MINUTES

The minutes of the meeting held on 29th November 2017 were approved as an accurate record.

4. MATTERS ARISING

Susanne Millar advised the Committee that the action under 'West Glasgow Minor Injuries Service Review' to write to GPs to inform them of arrangements was complete.

Members discussed the actions detailed in the minute in which reports would be presented back to Committee and queried if these should be included on the rolling action list. Officers reassured the Committee that these items were on the programme; and although not on the rolling action list, these were scheduled to be presented in 2018 and were detailed in the report at item 8 of the agenda.

5. ROLLING ACTION LIST

Allison Eccles presented the rolling action list advising that a number of the actions were now closed; a few remained open and timescales were provided for further reports, with three timescales to be confirmed. The list was presented for information and members to raise any queries.

In relation to rolling action reference number 5, Local Engagement Forum and Parkhead Health and Social Care Hub, it was raised that the engagement process for this should link with the Strategic Plan and the Committee approved Consultation Good Practice Guidelines. Officers provided reassurance that the process was community led and there was significant detail provided in the Business Case. The Health Care Users Representative also confirmed that there had been significant community involvement and regular updates provided by officers to the community.

The Chair stressed the importance of consulting with the community before decisions were made and not retrospectively.

The Committee agreed that updates on engagement would be provided and further reassurance on processes going forward.

Susanne Millar

6. GLASGOW HEALTH AND INEQUALITY COMMISSION 2017

Fiona Moss presented a report to the Committee on the findings of the Commission undertaken by Glasgow City Council and to consider the implications of the recommendations for health and social care.

Fiona informed members that the HSCP was requested to support the Commission and help identify what could be done to address inequality in health. The membership included representatives from cross-parties, Poverty Leadership Panel and experts. The Commission was approved by the Glasgow City Council Executive Committee in October 2017.

It was reported that the nature of inequalities was changing and that the causes for mortality were more varied, with 70% more socially driven than clinical. The gap for inequalities had reduced amongst men, but not women. There was a focus on poverty and there was a lot of work taking place in the city around this. There had not been a lot of focus in mental health but officers had proposed that this now be a feature and the Commission positively agreed. The approach of the Commission is an appreciative enquiry approach; this looked at what works already and how this can be improved upon. Learning was explored from out with Glasgow and members visited projects in the City itself. Video testimonials were produced with projects and individuals to create a short script to tell their story; one of these videos was shown to the Committee and this was well received. The recommendations of the Commission were outlined to members, including the need to try and build an

infrastructure for communities to thrive; and also opportunities for employability.

Officers reported that public bodies were working together jointly to shift the balance of care to early intervention and prevention; and that the work of the Commission also linked to the HSCPs Strategic Plan and Mental Health Strategy.

Members welcomed the presentation and the work of the Commission. It was queried if education would have a role in the work of the Commission; and also if the work had been commissioned today, would it be the same programme. It was also raised that housing landlords have direct relationships with people and questioned how to harness capacity to reduce social isolation. Members also stated that there should be links with other agencies and it was vital that this fed in to the IJB Strategic Plan.

Officers explained that the Commission had been presented to the Mental Health Programme Board and good connections had been made in how this would link to early intervention and prevention and manifest in plans across all areas. The initiative was established by the previous Council Administration and was supported by the new Administration; this was the right thing to do for the city so unlikely that the focus would be very different if commissioned now. There was also IJB representation on the Commission.

The Health Care Users Representative felt that after previous initiatives and good ways of working there was still no change for people in the community; communities were challenged through cuts and poverty and she could not see a way for this to be better. Also, in relation to Thriving Places in North East, Ann stated that this was no longer taking place and there was no communication with communities. She also explained that the changes of GP roles had impacted the community as people were being redirected for services and this was unclear and confusing for patients. She had lost faith and was uncertain of her role continuing going forward.

Councillors responded confirming that Thriving Places was still running and the work was not lost. There was a vacancy in the Community Organiser role, which would be filled and funding had been agreed to March 2019; the Community Anchor worker was still there and work was continuing. Councillors further reported that there was a lot of good projects running and links in the East End of Glasgow and that the Council was committed to delivering these. Cllr Layden would discuss with Bailie Russell Robertson how this would be taken forward.

Members of the Committee and officers stressed to Ann that she was a valued member of the IJB and community with a wealth of experience and insight, which was valued by all.

The Committee discussed the next steps and ensuring the views of the community are heard, as well as those raised by the Health Care Users Representative and members of the Locality Engagement Forums. This was important for the Committee and the work going forward.

The IJB Public Engagement Committee:

a) considered the report of the Health and Inequalities Commission report as attached and endorsed the recommendations;

- b) considered how the HSCP can support and contribute to the implementation of the Commission's recommendations; and**
c) supported the Commission's recommendations being further progressed through the development of the Community Plan Action Plan and locality planning during by March 2018.

7. IMPROVING CULTURAL COMPETENCE IN CHILDREN'S SERVICES

Alison Cowper and Maura Harrigan presented a paper and delivered a presentation to update the Committee on the commitment to continuous improvement ensuring a culturally competent workforce with specific reference to working with Black African Families.

Officers provided a background to the origin of the work with Black African families explaining that there had been increasing concerns reported in the North East of the number of child registration cases, which prompted the review of learning needs and improvement of engagement with the Black African Community. The main concerns reported regarding child protection were children being left home alone and physical abuse. On reviewing the cases officers were confident that the number of cases on the child protection register were correct.

In exploring how to engage better with the families, it was recognised that significant learning and development was required. As such, two Locality Managers attended a two day training programme in London, 'Safeguarding Black African Families' and the learning from this was transferred back to Glasgow. Officers began working with partners to deliver training and raise awareness of cultural differences. Work took place with Black African communities through a workshop in the community where officers explained policies, procedures and legislation in Scotland to safeguard children. This was reported as a positive experience and provided a mechanism to have conversations with the community and disperse myths and answer queries. There was recognition of the importance of culture; and also awareness of staff's own culture, to be aware of how this could influence working practice and to be conscious of this.

A training programme was being developed by officers on - *Safeguarding African Families Together – "the arrogance of ignorance"*. This would be a one day training programme aimed at multi-agency participation. The course content and aims were outlined to the Committee; and members informed that HSCP staff would be prioritised in the first instance. It was also hoped to identify co-trainers who would deliver the programme with the core trainers to allow for further dissemination. Officers were working with partners in the development of the work and there had been recognition nationally, with officers invited to speak and deliver training at events.

David Williams welcomed the presentation and acknowledged the crucial work of officers stating that this was really important and that the lessons learned applied to all areas of the business.

Susanne Millar also stated the work with Black African Families had resulted in a 23.5% reduction of Black African children on the Child Protection Register; this was to be commended and there had been a positive impact on the children and their lives.

The Chair thanked Alison and Maura for their detailed presentation to the Committee and recognised the opportunity and lessons learned from the work that could be shared across the business and the positive impact of this.

The IJB Public Engagement Committee:

a) noted the contents of this report; and

b) noted the progress made ensuring culturally competent workforce.

8. PUBLIC ENGAGEMENT COMMITTEE MEETING SCHEDULE AND WORKPLAN 2018

Stuart Donald presented a report to propose a schedule of meetings for the IJB Public Engagement Committee in 2018 to be held in each of the city's localities, to outline potential agenda items for future meetings, and to ask the Committee to discuss and agree further agenda items for future meetings.

The proposed schedule of meetings was outlined as per section 3.2 of the report and the meeting format and work plan at section 4.2. The items listed were proposed based on requests from the Committee at previous meetings; and there would be business items presented as well as themed presentations.

Members discussed the programme and agreed that the agenda should be balanced in such a way to give time for business items, but to ensure that locality presenters were given adequate time to present.

It was also agreed that the Strategic Plan was key and that the Committee should have an oversight and visibility in the development of the Strategic Plan going forward.

In terms of carer's engagement, officers should ensure that there were links with national groups that represented users generally; as they can provide professional insight and intelligence on these groups. Officers confirmed that this was current practice and would also take place through the review of the Strategic Plan.

Members raised the development of the Locality Plans and queried how they would be informed of locality involvement in the production of the plans. Officers confirmed that the development of the Locality Plans would be simultaneous to the Strategic Plan and these would be brought together as correlated. The engagement process was outlined in the Locality Plans themselves and presentations were delivered to Locality Engagement Forums, with community members providing feedback and influencing these.

In relation to the gap analysis on the Health and Sport Committees report on Integration Authorities' approach to engagement with stakeholders; members queried if there was a need to review the Participation and Engagement Strategy to establish if this was fit for purpose. Officers reported that this was scheduled for review by Internal Audit as part of their audit plan for 2018/19; the audit report would be presented to the IJB Finance and Audit Committee and the actions identified would be reported to the Public Engagement Committee.

The Chair informed members that items could be added to the schedule as the Committee's agenda progressed over the year; and that this can be discussed and agreed with members and officers.

Allison Eccles

The IJB Public Engagement Committee:

***a) noted and agreed the schedule of meetings for 2018; and,
b) discussed and agreed agenda items for future meetings.***

9. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 30th May 2018, at Partick Social Work Office, 35 Church Street, Glasgow, G11 5JT.

The meeting ended at 11.35am