

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

**IJB-PEC (M) 13-11-2019**

Minutes of meeting held in New Gorbals Health and Care Centre, 2 Sandiefield Road,  
Glasgow, G5 9AB at 10.00am on Wednesday, 13<sup>th</sup> November 2019

**PRESENT:**

**VOTING MEMBERS**

Jacqueline Forbes	NHSGG&C Board Member
Cllr Elspeth Kerr	Councillor, Glasgow City Council
Cllr Jennifer Layden	Councillor, Glasgow City Council
John Matthews	NHSGG&C Board Member (Chair)
Anne Marie Monaghan	NHSGG&C Board Member (Chair for Items 8 and 9)

**NON-VOTING MEMBERS**

Lorraine Barrie	Equalities Advisor
Janet McCullough	Head of Children's Services, South (Substitute for Mike Burns)
Susan Orr	Head of Children's Services, Families for Children/ Children's Residential (Substitute for Mike Burns)

**IN ATTENDANCE**

Steven Blair	Principal Officer, Business Development
Ruth Cape	Development Worker, South East Integration Network
Craig Cowan	Business Development Manager
Allison Eccles	Head of Business Development
Alan Gilmour	Planning Manager
John Harkins	Health Improvement Senior
Julie Kirkland	Senior Officer (Governance Support)
Lisa Martin	Community Engagement Development Officer
Alan MacDonald	Social Care Users Representative (Substitute for Anne Scott)
Karen McNiven	Health Improvement Manager, South
Sheena Walker	Governance Support Officer (minutes)

**APOLOGIES**

Mike Burns	Assistant Chief Officer, Children's Services (North East)
Anne Scott	Social Care Users Representative
Ann Souter	Health Care Users Representative

The Chair welcomed all guests and presenters, thanking them for their contribution and input to today's meeting.

**1. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**2. APOLOGIES**

The apologies for absence were noted as above.

**3. MINUTES**

The minutes of the meeting held on 28<sup>th</sup> August 2019 were approved as an accurate record.

**ACTION**

**4. MATTERS ARISING**

There were no matters arising.

**5. ROLLING ACTION LIST**

Allison Eccles presented the rolling action list advising that all actions related to the safer drug consumption facility. There was no update at present, but the Committee would be kept informed when any update became available.

**6. SOUTH LOCALITY**

**SOUTH LOCALITY UPDATE**

Lisa Martin provided an update to the Committee on engagement that had taken place in the past year and of the arrangements in the South Locality. Officers advised that a three strand engagement model was used in the South, which consisted of the Locality Engagement Network; project and service based engagement; and public, face to face engagement.

Officers explained that the Locality Engagement Network consisted of 300 organisations; projects; and people attending events and activities. The Network is used to share information and to provide opportunities. Officers provided some examples of work including, the newsletter bulletin; consultation on the Strategic Plan, Locality Plans, Out of Hours Service, GP Out of Hours review; the review of Participation and Engagement; and new pharmacy applications.

Officers also provided an overview of project and service based engagement; including through the development and opening of New Gorbals Health and Care Centre. There will also be post occupancy engagement. Officers informed the Committee of the Art Strategy for the Health Centre, which included service users working with the artist on art work for the building.

Engagement had also taken place for a pilot at the Dementia Unit at Leverndale Hospital, involving relatives and carers. This was a service improvement process, and a toolkit and animation had been developed. The link to the toolkit will be shared with the Committee.

**Lisa Martin**

Officers reported on public, face to face engagement; three sessions had taken place this year and the agenda had been varied. Discussion took place on strategic policies and changes; providing service users with an opportunity to share views.

The Committee welcomed the work and acknowledged the strong community links within the South; and of the networks and organisations. Officers advised that there had been significant engagement for the New Gorbals Health and Care Centre and that opportunities were being explored to enhance the use of the building for social well-being purposes. There are also plans for development of the outdoor space in the local vicinity and utilise this for community events.

The Social Care Users Representative asked for further information on the involvement of Glasgow Disability Alliance (GDA) in the engagement process

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for the new health centre and if any changes had been made as a result of the feedback.

Officers advised that GDA members had been involved during the design phase. Workshops took place with architects and the design team and feedback influenced the design of the reception area; lift access and signage.

Members raised issue with being able access to the disabled toilet at the entrance of the building as this was locked. Officers advised that they would look in to this and explained that the toilet was going through the process to be registered as a Changing Places toilet.

### **SOUTH EAST INTEGRATION NETWORK (SEIN)**

Ruth Cape delivered a presentation informing the Committee of the role of the South East Integration Network, who are a network of community groups and organisations which work across the South East of Glasgow providing services and activities to promote diversity and support community integration. SEIN operates across Southside Central, Pollokshields, Langside and Linn.

The Committee were informed of what community integration means to SEIN; and of some of the members of the Network. The Network shares information and promotes partnership building through monthly meetings, regular newsletters; and utilising social media and the website. SEIN delivers training and also provides small grants to organisations.

The future plans for SEIN are to move away from grant giving and to expand more as a physical hub for signposting and referrals; also for capacity and development work and active partnership building.

Members welcomed the presentation and the sense of commitment. Members also queried how groups would be supported to access funds going forward and if there had been any changes that had resulted from community engagement.

SEIN advised that the feedback from a consultation the previous year had resulted in the move from grant giving to more development and capacity work. SEIN would support organisations to access funding from other sources and encourage partnership working within the Network; and innovative thinking for members to generate income.

## **7. THRIVING PLACES**

Karen McNiven and John Harkins delivered a presentation to the Committee on Thriving Places within the South Locality. There are four Thriving Places areas within the South Locality, including, Govan, the Gorbals, Govanhill; and Priesthill and Househillwood.

Officers provided an overview of the results from the NHS Greater Glasgow and Clyde 2017/18 Adult Health and Wellbeing Survey for the South Locality. The difference between the City and South for areas within social health were outlined; these included, isolation, belonging to the local area, feeling valued, experience of crime, feeling of safety; and caring. The differences within social capital were also outlined, including, reciprocity, trust, local friendships and support, clubs/associations/groups, social activism; and volunteering.

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Overall results for the South were better than the City figures, however the City is also performing well.

Officers further reported on progress made since the introduction of Thriving Places and whether there had been positive or negative results. Results showed in the main a positive change in the South. Thriving Places is successful in the South due to the strong local influence and organisations promoting the agenda.

Officers provided an overview of the Thriving Places programme in the four areas of the South; and shared some examples of work and funding ideas. Within Govan, a Poverty Hidden Shame DVD was produced and this was now being used as a resource pack. This would be officially launched on 20<sup>th</sup> November and a link to the invite would be circulated to the Committee. Officers also informed the Committee of some of the Thriving Places work and successful outcomes that had taken place in the North East and North West areas of the City.

**John Harkins**

Members welcomed the presentation and Cllr Kerr advised the Committee of some of the work within North West and allowing people to make decisions themselves. The Community Coordinator role was praised and how this role links people together.

Members discussed participatory budgeting for local people and questioned how people are involved at a higher level. Officers advised that Glasgow City Council has four sites across the City to look at larger spend options for the Council budget.

The Social Care Users Representative questioned how Thriving Places operates at a city-wide level for disabled people; and also stated that there was a requirement for local groups. Officers acknowledged this and of the requirement to look at the wider equalities agenda and ensuring that there are strong networks in place.

The Equalities Advisor also stated that two way good practice exchange was desired and to share good news stories. The Glasgow Equalities Forum works at a city-wide level and the Equalities Advisor welcomed engagement. Officers advised at there is an equalities sub group and that details would be shared with Lorraine Barrie. There is also a bi-monthly breakfast club in the South where officers from a wide range of organisations attend to share or obtain information; and can also deliver presentations.

**John Harkins**

### **8. HSCP LOCALITY PLANS 2019/20 - ENGAGEMENT**

Alan Gilmour presented a report on the engagement plans for the 2019/20 draft locality plans for North East, North West and South. The draft Plans were presented to the IJB in September and will go through a period of consultation before final plans are presented to the IJB in January 2020. The process for the Plans was outlined; and the Committee informed that the development of the Plans focused around care group, city wide and how these would be delivered at a locality level. There was some geographical differences to the Plans across the city that were unique to the specific area.

Officers informed members that the Plans will be reviewed on an annual basis; explaining that the Plans are a dynamic document and will be taken through forums on a regular basis.

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Members welcomed the report and the feedback process, questioning how comments influenced the Plans. Officers explained that there was a focus on strategic priorities and links to the transformation programme and care groups. Officers were also working with partners to deliver better services, including housing providers.

### ***The IJB Public Engagement Committee:***

***a) noted the arrangements for engaging locality on Locality Plans for 2019/20.***

## **9. REVIEW OF PARTICIPATION AND ENGAGEMENT**

Craig Cowan presented a report to update the IJB Public Engagement Committee on the review of Participation and Engagement structures across Glasgow City HSCP and to present a draft Consultation and Engagement Log for consideration and approval. Officers advised that a report had initially been presented to the Committee in August and it was agreed that an update would be provided to each meeting; and a Consultation and Engagement Log presented for consideration and approval.

Since the previous meeting, Officers attended all locality forums to update them on the review and identify if they wished to be involved. A methodology would now be developed and presented to the groups at a future meeting, which would be a more structured session to discuss the review. Officers also engaged with Strategic Planning Groups and meetings would take place with the Assistant Chief Officers Strategic Planning Groups. Officers attended the HSCP Senior Management Team to discuss the Communications Strategy and consult on this.

Before the next Committee meeting, officers would continue to engage on the Strategy before establishing the component parts; and what this should look like.

The draft Consultation and Engagement Log was presented to members; this will be used to capture activities and identify if the HSCP Consultation Guidelines were used. Members approved the Consultation and Engagement Log on the basis that an additional column is added to capture the number of people involved in the consultation.

### ***The IJB Public Engagement Committee:***

***a) noted the update in relation to the review of participation and engagement; and***

***b) considered and approved the draft Consultation and Engagement Log.***

## **10. NEXT MEETING**

The next meeting will be held at 10.00am on Wednesday 26<sup>th</sup> February 2020 in the Boardroom, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH.

The meeting ended at 12.20pm

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