

Glasgow City Integration Joint Board Public Engagement Committee

IJB-PEC (M) 15-11-2023

Minutes of a virtual meeting held
at 10.00am on Wednesday 15th November 2023

Present:

Voting Members

Cllr Audrey Dempsey	Councillor, Glasgow City Council
John Matthews	NHSGG&C Board Member (Chair)
Cllr Elaine McDougall	Councillor, Glasgow City Council
Anne Marie Monaghan	NHSGG&C Board Member
Francis Shennan	NHSGG&C Board Member

In Attendance

Sheena Arthur	Third Sector Advisor
Fred Beckett	Carers Representative
Siobhan Boyle	Health Improvement Lead
Craig Cowan	Business Development Manager
Gillian Currie	Independent Sector Advisor
Tony Devine	North East Community Engagement Development Officer
Gary Dover	Assistant Chief Officer, Primary Care and Early Intervention
Allison Eccles	Head of Business Development
Kelda Gaffney	Head of Adult Services, Specialist Mental Health Services, Glasgow Alcohol and Drug Recovery Services
Dominique Harvey	Head of Planning, Children's Services & North East
Julie Kirkland	Senior Officer, Governance Support
Katrina MacFarlane	North West Community Engagement Development Officer
Claire Maclachlan	Governance Support Officer (minutes)
Laura McBurnie	Health Improvement Service Manager, South Locality
Robert Murray	Service Manager – Home Care, Care Services
Dr Saket Priyadarshi	Associate Medical Director and Senior Medical Officer, Glasgow Alcohol and Drug Recovery Services
Jill Scoular	Principal Officer, Business Development

Apologies:

John Ferguson MBE	Health Service User Representative
Cllr Lana Reid-McConnell	Councillor, Glasgow City Council

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 24th May 2023 were approved as an accurate record subject to amendment at Item 6 – Engagement and Consultation: Technology Enabled Care and Support (TECS):

Actions

Anne Marie Monaghan requested the minute is updated as follows:

“A Member raised concern regarding the support being received for people using TECS, noting that Glasgow Disability Alliance (GDA), Glasgow Centre for Inclusive Learning (GCIL), etc. are not in support of *the way it is being implemented*”.

4. Matters Arising

There were no matters arising.

5. Rolling Action List

Allison Eccles presented the rolling action list (RAL) and provided updates as follows:

Three actions remain open relating to the Safer Drug Consumption Facility (SDCF). The actions were unable to be progressed due to the requirement for a change in legislation. As reported to the IJB in September 2023, the Lord Advocate has now provided communication which provides reassurance that a statement of prosecution policy will be provided. The RAL now includes updates on the open actions and further detail will be provided on the SDCF engagement strategy at item 6 on the agenda today.

Action Ref No 22 – Young People Committee Representation – this is covered at item 8 on the agenda today.

Action Ref No 24 – Engagement and Consultation: Technology Enabled Care and Support (TECS) – Jacqueline Kerr and Stephen Fitzpatrick to be invited to future meeting to have a further discussion on risks and social work practice, as well as Maximising Independence, and respond to the concerns raised relating to ongoing engagement with service users on the use of TECS and the general approach to supporting people to remain living independently in their communities. It was confirmed that Officers will attend the Committee on 21st February 2024.

6. Safer Drug Consumption Facility – Engagement Strategy

Kelda Gaffney and Dr Saket Priyadarshi delivered a presentation updating on the Safer Drug Consumption Facility (SDCF) Engagement Strategy. The presentation is available on the Glasgow City HSCP [website](#).

The draft Engagement Strategy was circulated to Members and will be presented to the Glasgow City Integration Joint Board on 29th November 2023 for approval. Officers provided the background and proposals for a SDCF and updated on the engagement approach, the activity so far and the planned activity, including next steps and timelines.

Members questioned if there are geographical restrictions for individuals using the facility. Officers confirmed that there are no restrictions. There will be a registration requirement to ensure there is a record of those using the facility and this is a legal requirement.

Further information was sought by Members on the procedure for the drug checking service. Officers clarified that the testing of drugs is in relation to the dosage and the purity of the drug which allows staff to provide individuals with harm reduction advice and inform them of the risks.

Members questioned how Officers will mitigate for people in the community not supporting the facility under the engagement approach. Officers advised that learning from other countries who provide a similar facility show that although there may be resistance initially, once the facility is up and running, communities start to notice the positive difference in relation to less drug related litter and visibility of street injecting etc. Learning from other areas is critical and looking at different models to pick up best practice around ongoing engagement with the community. This could be via visits to the facility or membership of a board to ensure ongoing dialogue with the community and this will be developed as plans progress. Input from Police Scotland was also highlighted as being important to providing assurance to the community and they are members of the Communication Work Stream group.

Officers advised they are engaged with the third sector, specifically those involved in drugs and alcohol. They agreed to have a discussion with the Third and Independent Sector Advisors on the Committee to receive their input on how their networks can support the key messages and integration in the community.

Officers

The IJB Public Engagement Committee:

a) Noted the contents of the presentation.

7. Integrated Children's Services Plan 2023-2026 – Consultation and Engagement Process

Dominique Harvey presented a report providing detail of the consultation and engagement process with children and young people to develop the Children's Services Plan 2023-2026.

Members noted that they were encouraged by the extent of engagement and questioned how Officers are connecting into other engagement taking place across the Council relating to children's services. Officers advised that they have a monthly Steering Group and Glasgow Life, and Education are key partners. Existing mechanisms are used as effectively as possible to ensure there isn't replication.

The Third Sector Advisor highlighted the need for easy read versions of plans with plain language, especially when targeting young people. Officers confirmed that the creative engagement process helped them to think about messaging. As well as an easy read version, online options and social media is also being explored. The professional version will be in document form but the version for children and young people will look different. A series of videos with young people discussing their priorities in their own language was successful for the last plan and this will be developed again, including involvement of a local artist.

The IJB Public Engagement Committee:

- a) Noted the process for engaging children and young people in the development of the Children's Services Plan 2023 – 2026;
- b) Noted the positive impact of creative engagement on the process of involving children and young people in the development of the Plan;
- c) Noted the approval and publication of the Children's Services Plan 2023 – 2026; and
- d) Note the priorities and next steps.

8. Representation of Younger People's Voices for the Public Engagement Committee

Jill Scoular presented a report updating on the work undertaken to consider how younger people's voices can be represented at PEC. This includes work that Business Development were tasked with to map how younger people are being engaged with across the HSCP, wider council family and stakeholders with the purpose of how the committee can be informed by this work.

Members thanked Officers for the approach and work undertaken and questioned the next steps to progress/monitor what young people are saying and how that information is used. Officers agreed to consider how young people's views and engagement will lead to their input influencing decisions being taken. Officers will keep this under review when considering future agenda items and that issues relevant to young people and the impacts are included in the monitoring of the Strategic Plan. Views will be sought from the networks referred to in the paper on how best to evidence the engagement being undertaken and the outcome.

The IJB Public Engagement Committee:

- a) Noted the contents of the report.
- b) Agreed to progress with the activity to ensure younger people's voices are heard as part of Public Engagement Committee.

9. Dissemination of Vitamin D Supplements by Glasgow City Health Improvement to Black, Asian, and Minority Ethnic (BAME) Communities within Glasgow

Siobhan Boyle and Laura McBurnie presented a report updating on the recent delivery of a programme of work to disseminate excess Vitamin D supplements to Black, Asian, and Minority Ethnic (BAME) communities.

The Third Sector Advisor agreed to link with the report authors around learning and contacts for the work on Maximising Independence.

The IJB Public Engagement Committee:

- a) Noted the contents of the report.

10. Glasgow City HSCP Care Services – Service User Engagement 2023

Robert Murray presented a report advising of the results of the 2023 Home Care Service User Consultation Questionnaire.

The annual survey was issued in February 2023. 4477 questionnaires were issued, and 967 questionnaires (22%) had been returned by the closing date in April 2023. The questionnaire is paper-based, and Officers recognise that this limits the number of returns. For 2024-25, Officers are developing a blended approach to gathering feedback including focus groups, web-based SMART survey, paper-based surveys and updating the service review document to capture ongoing feedback. To ensure the surveys are inclusive, Officers will ensure they avoid jargon and use plain language.

The Independent Sector Advisor suggested the use of Talking Mats which is used to improve the lives of people with communication difficulties and allow structured conversations. Officers welcomed this suggestion and agreed to follow up.

Officers advised that they have also developed a complaints dashboard which gives a greater oversight over complaint trends and common themes which helps the team to identify any training needs and improvements which can be incorporated into the Improvement Plan.

Officers agreed to come to a future Committee to update Members on the development and learning from the surveys and feedback they receive.

The IJB Public Engagement Committee:

- a) Noted the contents of the report and the outcome of the 2023 Home Care Stakeholder Engagement Service User Questionnaire for the three sectors.**

11. GCHSCP Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

Officers advised that the information in the locality engagement logs has been combined with the Consultation and Engagement Log presented to Committee with one master log now being retained to capture all activity.

The North West and North East Community Engagement Development Officers updated on the ongoing engagement within their localities.

The IJB Public Engagement Committee:

- a) noted the contents of the log.**

12. Next Meeting

The next meeting will be held at 10.00am on Wednesday 21st February 2024 via Microsoft Teams.