

Glasgow City Integration Joint Board Public Engagement Committee

IJB-PEC (M) 16-11-2022

Minutes of a virtual meeting held
at 10.00am on Wednesday 16th November 2022

Present:

Voting Members

Cllr Audrey Dempsey	Councillor, Glasgow City Council
John Matthews	NHSGG&C Board Member (Chair)
Anne Marie Monaghan	NHSGG&C Board Member
Cllr Lana Reid-McConnell	Councillor, Glasgow City Council

In Attendance

Craig Cowan	Business Development Manager
Alison Cowper	Service Manager, Children's Services, South
Tony Devine	North East Community Engagement Development Officer
Allison Eccles	Head of Business Development
Julie Edgington	Principal Officer, Children's Rights
John Ferguson MBE	Health Service User Representative
Julie Kirkland	Senior Officer, Governance Support
Chizy Lingham	Promise Participation Worker
Callum Lynch	South Community Engagement Development Officer
Claire Maclachlan	Governance Support Officer (minutes)
Frances Maguire	Independent Review Officer
Susan Orr	Head of Children's Services, Families for Children / Children's Residential
David Reilly	Chief Executive Officer, Baillieston Community Care
Susanne Richards	Promise Participation Worker
Kim Watson	Children's Rights Officer

Apologies:

Mike Burns	Assistant Chief Officer, Children's Services and North East
Cllr Elaine McDougall	Councillor, Glasgow City Council
Francis Shennan	NHSGG&C Board Member
May Simpson	North West Community Engagement Development Officer

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 August 2022 were approved as an accurate record.

Actions

4. Matters Arising

There were no matters arising.

5. Rolling Action List

Allison Eccles presented the rolling action list advising that there are three actions that remain open relating to the Safer Drug Consumption Facility.

Action Ref No 22 – Young People Committee Representation – This action remains open as there are ongoing discussions to involve young people in the work of the Committee.

6. Participation and Engagement in Children’s Services

Susan Orr presented a report to update the IJB Public Engagement Committee on participation and engagement in Children’s Services and how these impact on practice and service development and redesign.

Officers highlighted that the HSCP has recently appointed 4 Promise Participation Workers (PPW’s) whose role will be to ensure meaningful involvement of children, young people and their families in the shaping of Children’s Services and decisions that affect them. These posts were open exclusively to applicants with lived care experience themselves. Two of the PPWs are in post and are joining the Committee today, and two are awaiting their start date.

One of the first activities the Participation Workers will be involved in is the strategic review and re-design of 16+ Accommodation and Support Services for Care Experienced young people. Young people’s participation will run throughout the review, and initially young people are being asked to complete a simple questionnaire and there is a communications strategy to ensure this is widely accessed to ensure those no longer in contact with services can have a say. A young person has designed a poster which is being used as the branding for this piece of work, which is attached as appendix 1 of the report.

Officers noted that the HSCP is represented on the COSLA National Remuneration Forum which is exploring compensation for young people with a view to having national consistency. The PPWs are therefore considered the first step in this journey towards co-production and co-design.

Over the last 2 years, young people have been involved in the development of two new children’s houses, one of which, Mossspark Drive, opened in October 2022. From the earliest stages of design, young people have been working alongside their care team and the Property Team to inform and enhance the design of the houses.

One key area of focus for the HSCP has been in relation to recruitment. Over the last 18 months, recruitment processes have developed to include assessment centres in addition to panel interviews. Young people have played a central role in this process. In conjunction with HR, it is proposed to further develop this area by involving young people in all parts of the recruitment process, including the panel

interviews, and ensuring that young people have a meaningful role in the overall assessment of candidates.

Within children's residential services, it is recognised that the transition into children's houses can be very traumatic for young people. As such, Officers have been working alongside young people in Chaplet Avenue Children's House and the organisation Scottish Throughcare and Forum (STaF) to design and develop Welcome Boxes for all children and young people from birth to 18. Going forward, all children and young people who come to live in either foster carer or a children's house will receive a Welcome Box. In designing and developing the boxes, young people have drawn on their own experiences of coming into care for the first time to help identify those things that would have made it easier for them. A picture of the welcome box and its contents are shown in appendix 2 of the report. The box includes a copy of Shannon's Letter, a letter written by a care-experienced young person about their reflections of their time in care. It offers much needed reassurance for the young person at a difficult time of transition, as well as valuable advice and guidance from someone with the same lived experience. These boxes demonstrate the valuable contribution that children and young people can make in relation to service improvement.

Finally, a website has now been developed to highlight the work Glasgow's Children's services is undertaking in relation to delivering the Promise demonstrating a commitment to communicating via this platform in an accessible and engaging format for children, young people and their families. The website was launched on 26 October 2022 (<https://www.glasgowspromise.co.uk>).

Members welcomed the update and agreed that there needs to be consistency in how young people are compensated for contributing their expertise and it would be helpful to get a national position around that.

Members questioned the age range of the children and young people that are being supported. Officers confirmed the age is from 0-26, and sometimes beyond. The legislation in Scotland states that support should be provided up until the age of 26, particularly for care experienced young people.

With regards to the contents within the Welcome Box, Members questioned if this is more targeted to younger children. Officers advised that the box was designed by a teenager, and the development of the box and its contents came from all young people, drawing from their experiences. Officers advised that going forward they will request feedback from children and young people who have received the box and how this can be developed.

Members questioned if the Children's House at Mossspark Drive was new or renovated. Officers confirmed this is a new build.

Officers noted that they are trying to embed the voice of young people in everything they do to deliver the Promise from end to end. Officers are working on a plan to 2024 and will revise this going forward. The voice of young people will be at the forefront of that work and the young people who have been recruited will be trusted advisers.

The IJB Public Engagement Committee:

a) noted the participation and engagement activity undertaken and ongoing in Children Services.

7. Glasgow PAC (People Achieving Change) – Mental Health Research

Susan Orr and Julie Edington delivered a presentation on Glasgow PAC Mental Health Research, and this available on the Glasgow City HSCP [website](#).

Officers noted that the presentation was also delivered to the Children Adolescent Mental Health Services colleagues, and Specialist Children’s Services colleagues, to share the findings within the research to help them think about how best to deliver services for children and young people who have care experience.

Members thanked Officers for the presentation.

In relation to the recommendations, Members questioned if Officers plan to go back and revisit these to ensure these are implemented and are making a difference.

Members also questioned if the data relating to the care experiences of young people will be shared wider with Education, etc. taking the research beyond the HSCP, and how the data can be used to plan for the future.

Officers advised that they plan go back to young people in the near future to ask if this is working. There has been significant investment for young people in Mental Health, including school counselling, online services, etc. Young people want to see the action that has been taken, and this will be included on the Promise website for young people to see.

Members suggested that this item is added to the Rolling Action List for Officers to come back to a future session, possibly in one year, to provide an update. Officers agreed.

Officers

The IJB Public Engagement Committee:

a) noted the presentation.

8. Participation Workers – Role and Future Involvement

Alison Cowper and Frances Maguire verbally updated with the two Promise Participation Workers, Chizy Lingham and Susanne Richards on their role and future involvement.

Work has been undertaken on how to meaningfully involve children, young people and their families in the design and delivery of services. The Promise Participation Workers are part of this to keep young people involved.

Officers highlighted the key areas of the Promise agenda:

- participation and co-design is about listening and implementing
- need to be clear that this will take time, time to connect with each other as a team, as well as connecting with others who are further ahead, e.g., other local authorities, third sector organisations, etc.
- there will be a huge shift in handing over powers to others, thinking about how to shift this to make it a much better experience for children and young people
- thinking about relationships and interface with social workers, carers, etc.
- language, how to communicate
- reframing how support is viewed
- how to influence the interface with Education
- thinking of the participation strategy, what is the baseline and what are the values
- corporate parenting agenda, collective responsibility
- modern methods of communication to encourage young people to talk

The Participation Workers highlighted the following points:

- there is a need to include more care experienced young people in decision making
- all the asking of young people has been done. It is now time to include young people in the process going forward to make the changes they have asked for
- communication is key, need to use social media to include more young people
- the 16+ accommodation and support services review for Care Experienced young people - the age between 16 to 26 are informative years and it does inform what kind of adult you will become
- don't feel the emotional needs of young people are being asked about. There is a lack of trauma informed people, e.g., foster carers, staff, etc. and these are the areas that need to be focused on

Members questioned if there is a co-production, co-design plan in place with regards to transferring the power to young people. Officers advised that co-design is the vision, but they are not there yet. The process has started by having discussions with children, young people and their families. Meaningful co-production takes time, and this is the start of the journey, there will also be participation across all services in relation to this.

Members thanked Alison, Frances, Susanne and Chizy for their update and looked forward to their future involvement with the Committee.

The IJB Public Engagement Committee:

a) noted the verbal update.

9. Locality Engagement Forums and Locality Engagement Activity

Callum Lynch and Tony Devine presented a report to provide an overview of some of the engagement activity carried out in the three localities across Glasgow City Health and Social Care Partnership in Quarter 1 and Quarter 2 in 2022/23. It also sets out some of the planned engagement activity for remainder of the year.

The Community Engagement Development Officers (CEDOs) highlighted that they mostly continue to meet online due to uncertainty around in-person meetings. Allison Eccles clarified that restrictions have been lifted in relation to in-person meetings with some exceptions in health buildings, so this should be facilitated where required. Caution should be exercised however, specifically with the approach of the winter months. The HSCP have a plan in place to get Hybrid technology in place across all HSCP premises

In North East there has been increased engagement carried out in the Calton and Parkhead areas as requested at the Public Engagement Committee in May 2022. At one of the meetings with the Mental Health Carers Group they announced that they would be closing down due to having no access to premises. With the support of the HSCP Lead for Mental Health, new premises were secured for the group. There was also a men's group hoping to do engagement work relating to prostate cancer, and a programme for this has been developed with access to all the North East Health Centres to display information.

As part of the programme of build for the Parkhead Hub, builders have been asked to contribute through their labour and materials to community groups. The Mental Health Network were successful in their bid which has allowed them to transform their office space. An open day is planned on 21st November 2022, and if any of the Members wish to attend, they can contact Tony Devine.

In North West Locality Engagement Forum, a face-to-face session took place in June which was primarily a planning and priority setting meeting with discussions on barriers to attracting new members, ideas on how to attract new members and setting an ambition to re-launch the LEF following an information and recruitment drive. Three service priorities were identified by members to look at going forward.

North West Locality also hosted two citywide Engagement sessions with the first focusing on 'Mental Health Services and What Matters to You?' and the second on the HSCP Strategic Plan.

The Locality Engagement Forum and South Network have hosted a number of engagement sessions focused on the Strategic Plan. One of these sessions was in partnership with Cerebral Palsy Scotland.

Other engagement offers have been made available to the public including an engagement session in partnership with Sense Scotland which focused on the Primary Care Improvement Plan. In addition to this, engagement opportunities for patients to contribute to the consultation phase of the Primary Care Improvement Plan in Castlemilk Health Centre, the New Gorbals Health and Care Centre and Govanhill Health Centre took place

Officers acknowledged that further work is required to engage with hard to reach groups.

Members thanked Officers for their contribution.

IJB Public Engagement Committee:

a) noted the contents of the report.

10. GCHSCP Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

Officers highlighted that the Strategic Plan engagement activity has been added to the log.

The IJB Public Engagement Committee:

a) noted the contents of the log.

11. IJB Strategic Plan Update

Craig Cowan delivered a presentation updating on the IJB Strategic Plan and this is available on the Glasgow City HSCP [website](#).

The IJB Public Engagement Committee:

a) noted the presentation.

12. Meeting Cycle - 2023

The Public Engagement Committee noted the 2023 Meeting Cycle.

13. Next Meeting

The next meeting will be held at 10.00am on Wednesday 22nd February 2023 via Microsoft Teams.