

Glasgow City Integration Joint Board Public Engagement Committee

IJB-PEC (M) 24-11-2021

Minutes of a virtual meeting held
at 10.00am on Wednesday 24th November 2021

Present:

Voting Members

Cllr Jennifer Layden	Councillor, Glasgow City Council (Chair)
John Matthews	NHSGG&C Board Member (Vice Chair)
Bailie Anne McTaggart	Councillor, Glasgow City Council

Non-Voting Members

Anne Scott	Social Care Users Representative
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In Attendance

Steven Blair	Principal Officer, Business Development
Craig Cowan	Business Development Manager
Tony Devine	North East Community Engagement Development Officer
Julia Donaldson	Service Manager, Hospital Discharge
Allison Eccles	Head of Business Development
Alan Gilmour	Planning Manager, Older People and South Locality
Julie Kirkland	Senior Officer (Governance Support)
Callum Lynch	South Community Engagement Development Officer
Claire Maclachlan	Governance Support Officer (minutes)
May Simpson	North West Community Engagement Development Officer
Pat Togher	Assistant Chief Officer, Public Protection and Complex Needs
Melissa Toner	Petitioner
Gareth Williams	Planning Manager

Apologies:

Mike Burns	Assistant Chief Officer, Children's Services and North East
Bailie Annette Christie	Councillor, Glasgow City Council
Amina Khan	NHSGG&C Board Member
Anne Marie Monaghan	NHSGG&C Board Member
Ann Souter	Health Service User Representative

1. Declarations of Interest

There were no declarations of interest.

2. Apologies

The apologies for absence were noted as above.

Actions

3. Minutes

The minutes of the meeting held on 25th August 2021 were approved as an accurate record. Approval was provided electronically by members after the meeting.

4. Matters Arising

There were no matters arising.

5. Rolling Action List

Allison Eccles presented the rolling action list advising that there were six open actions.

Three actions remain open relating to the Safer Drug Consumption Facility.

Action Ref No. 18 – Petition re B&B Accommodation in Hillhead – This can now be closed as Pat Togher is updating Committee Members today.

Action Ref No. 19 and 20 – Review of Public Engagement Committee – These actions can now be closed as the Glasgow City IJB Public Engagement Session took place on Thursday 19th August 2021 and the write up of the session was circulated to Members on Thursday 11th November 2021.

6. B&B Accommodation in Hillhead – Update

Pat Togher presented a report to provide an update on the HSCP's use of bed and breakfast type accommodation in the Hillhead area.

Officers advised with the subsequent period of another lockdown, this placed significant pressure on Homelessness provision. During the same period there were other competing demands, such as the preparation work for COP26, and the opportunity to decommission the Bellgrove Hotel in its entirety, which was a substantial amount of work.

Officers highlighted there have been no heightened reports of anti-social behaviour or enforcement activity regarding the Chez Nous or Hillhead Guest House.

Inspections of accommodation by Homelessness Services have now resumed and the training of staff in Hotels and B&Bs across Glasgow City continues.

Officers outlined the increased demand for services and confirmed 19,447 offers of emergency accommodation have been made, demonstrating the commitment from staff. Officers have managed to provide 100% compliance with the statutory obligation for emergency accommodation.

The reduction in B&B and Hotel accommodation usage in Glasgow City was highlighted. The commitment to reduce further remains in place however the nature of the pandemic and the impact on service delivery remains a factor.

Officers highlighted the target within the Rapid Rehousing Transition Plan (RRTP) is to remove the usage of B&B and Hotel accommodation altogether by the lifetime of the RRTP which is 2023-24. The HSCP will set out targets for bed and breakfast reduction by March 2022.

The success of the decommissioning of the Bellgrove Hotel was highlighted. All 87 men were moved on within a 3½ month period by mobilising all HSCP staff within Complex Needs and Homelessness Services. All of the men moved on to settled accommodation.

Melissa Toner, Petitioner, and Chair of HARA (Hillhead Street, Cecil Street and surrounding area Residents Association) attended for the update on the petition.

The Petitioner was pleased to hear the progress, and understood the reasonable delays outlined by Officers.

The Petitioner highlighted ongoing concerns regarding the complex needs and vulnerability of people that are seen in the area daily. Concern was also expressed for the staff and further information was sought on the training being provided as a number of the incidents occur throughout the night.

The Petitioner also noted concern with regards to the maintenance of the building, however confirmed this has been raised directly with the owner of the building and a positive response was received that it would be dealt with.

The growing number of vulnerable young women in the Hillhead area was highlighted and the Petitioner raised concerns about their safety.

Officers offered to discuss the specific examples provided by the Petitioner outwith the Committee meeting. More detail on the training can also be provided at that meeting. Officers highlighted however that training has been deployed across all B&B and Hotels in Glasgow City, recognising that when the staff complement changes, they require additional support and training. The Chez Nous Guest House and Hillhead Guest House are familiar with dealing with this population however additional training has been provided including mental health training, the use of Naloxone, and complex needs and trauma informed approaches.

It was highlighted that Glasgow stood up a Complex Needs Service in the last 18 months and this is a team of more than 50 members of staff who provide in-reach to Hotels and B&Bs and have a broad skillset including nurses and social care staff who are skilled and experienced in this area of work. Support of the B&Bs and Hotels has also enhanced with the Third Sector, who have been really responsive and helpful.

Officers advised that accommodation offered to women and young single males is carefully selected and further information can be provided in the follow-up meeting with the Petitioner.

Officers advised it is of critical importance to see the reduction in figures within B&B and Hotel accommodation, and they are confident with the support and arrangements with registered social landlords that people can transition through faster.

The Petitioner welcomed the opportunity to have a conversation with Officers outwith the Committee, particularly with regards to the wellbeing of the young women and staff training to ensure the safety of both parties.

Officers highlighted an additional area of assurance around the support packages that are put in place for people to sustain tenancies. The Housing First approach provides this level of support and despite the delays with COVID-19 there is confidence about meeting the target of creating 600 tenancies for those with complex needs with wrap around support.

The Petitioner thanked the Committee Members and Officers, and noted it is important to keep the communication channels open.

Members welcomed the update and commended the Petitioner and Officers for their approach to the issues raised.

Members also thanked HSCP staff for the work on the decommissioning of the Bellgrove Hotel.

The IJB Public Engagement Committee:

a) noted the contents of the report.

Locality Update (Key Activity / Impact of Integration)

7. South Locality Engagement Forum Engagement Session – Home Care

Julia Donaldson presented the findings from the Care at Home Engagement Session on 28th July 2021, highlighting the following points to Members.

Current Position – What We Deliver:

- Care at Home – There are approximately 4,800 Service Users.
- Care at Home – Approximately 60% of Service is delivered out of hours, evenings and weekends.
- Reablement – There was approximately 9,000 discharges from hospital last year.
- Care at Home and Reablement – All Service Users receive an assessment and yearly reviews (approximately 6,000 Service users in 2020/21).

Key Issues and Challenges to Care at Home Due to COVID-19:

- Supporting our carers and wider workforce has been key, despite the continued challenges which has seen upwards of 30% of our workforce absent early in the pandemic.

- Due to the immediate absence of staff at the start of lockdown, Care Services needed to identify our critical service users to ensure they received quality care. This resulted in assessments of all service users and suspensions to service (where agreed), so that they could meet the immediate needs of the service.
- Due to the COVID-19 restrictions transport and access to our fleet of cars became a serious issue. Staff could not share vehicles to visit service users and cars needed a thorough clean before and after use. At the start of the pandemic, this impacted schedules and may have been the reason for late visits.

Rationale for the Engagement Session:

- Following the Locality Engagement Forum in February 2021, Care at Home was listed as a top 3 service the participants were requesting future sessions to focus on.
- At short notice Care Services have followed national guidance and changes imposed on our services by The Care Inspectorate, Scottish Social Services Council and Public Health Scotland, which continues to be revised. And there was a need to convey why these changes to service were occurring at short notice and to understand how service users experienced the delivery of care throughout the pandemic.

Brief Overview of the Engagement Session:

- The Engagement Session had approximately 30 participants consisting of; service users, family members, third sector partners and participants with a vested interest / lived experience of Care Services.
- There were 3 key themes:
 - The challenges experienced in Home Care due to the pandemic over the last 18 months.
 - The experiences shared by service users and staff.
 - Looking forward and working in partnership with service users, partners and communities.
- The discussions that took place all had similar themes which will now be considered and further developed within Care Services, these were:
 - Queries into how and why services were delivered outside of requested times for tuck-in services.
 - The consistency of staff attending care visits
 - A difference when interacting between care specialists and support staff in the office.

Key Learning and Future Plans:

- It was clear that participants did not fully understand the rationale for scheduling and how their services were being delivered. This will be considered and developed with the aim to improve communications with new service users and existing service users experiencing changes.
- Continue to invest in technology to ensure our Care Services adapt to social distancing and where visits must take place, PPE has been available to ensure our staff and service users feel safe in their own homes. Will also continue to use technology for engagement and feedback.
- The aim is to work together to develop and deliver what is considered to be a high standard of care within the UK. Would like to continue our partnership with service users and stakeholders to improve our services and realise our vision.

Julia noted her thanks to the Community Engagement Development Officers for their help with the Engagement Session.

Members welcomed the presentation and commended Officers for the hard work carried out during a difficult period. It was noted that a further update will be provided to the Committee next year.

Public Engagement (Impact, Upcoming Opportunities, Planned Service Development, EQIA)

8. IJB Strategic Plan Review

Craig Cowan presented a report to update on the work undertaken to review the IJB Strategic Plan 2023-26.

Officers highlighted there is a big focus on public engagement within the Strategic Plan, and Officers are having a much more robust approach to this.

Officers advised one of the key developments since the previous update is there is now agreement, in consultation with Core Leadership Groups and Strategic Planning Groups, on what the reference groups will look like.

A Strategic Group has been set up led by GCVS, which is less about operational service delivery and more about bigger cross cutting strategic issues that need to be referenced in the Strategic Plan.

Officers advised that some groups have now started to meet and these have been productive so far. There are already tangible actions the groups are taking forward to start thinking about what a good engagement process would look like.

With regards to timescales, Officers will keep this under review and will report back to Committee if there are any issues. Officers advised they are on course to have the Strategic Plan complete by March 2023.

Members thanked Officers for the update.

IJB Public Engagement Committee:

a) noted the activity described in relation to the review of the Strategic Plan.

9. GCHSCP Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

Officers advised this is a live document and will continue to be updated. The rows marked in yellow are new pieces of consultation and engagement, and the rows in green are the ones where progress has been made.

Craig thanked the Community Engagement Officers for their input to the log.

The IJB Public Engagement Committee:

a) noted the contents of the log.

Officer / Service Updates

10. IJB Public Engagement Committee Review: Action Plan

Craig Cowan presented the Public Engagement Committee Review Action Plan.

The IJB Public Engagement Committee:

a) noted the contents of the action plan.

11. IJB Participation and Engagement Strategy: Action Plan

Craig Cowan presented the IJB Participation and Engagement Strategy Action Plan.

The IJB Public Engagement Committee:

a) noted the contents of the action plan.

12. Next Meeting

The next meeting will be held at 10.00am on Wednesday 23rd February 2022 via Microsoft Teams.