

Glasgow City Integration Joint Board Public Engagement Committee

IJB-PEC (M) 25-05-2022

Minutes of a virtual meeting held
at 10.00am on Wednesday 25th May 2022

Present:

Voting Members

Amina Khan	NHSGG&C Board Member
John Matthews	NHSGG&C Board Member (Vice Chair)

Non-Voting Members

Mike Burns	Assistant Chief Officer, Children's Services and North East
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In Attendance

Fred Beckett	Principal Officer, Carer Lead
Steven Blair	Principal Officer, Business Development
Craig Cowan	Business Development Manager
Tony Devine	North East Community Engagement Development Officer
Allison Eccles	Head of Business Development
John Ferguson MBE	Health Service User Representative
Alan Gilmour	Planning Manager, Older People and South Locality
Claire Maclachlan	Governance Support Officer (minutes)
Mary MacPherson	Social Care Users Representative

Apologies:

Callum Lynch	South Community Engagement Development Officer
Anne Marie Monaghan	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 November 2021 were approved 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 are three actions that remain open relating to the Safer Drug Consumption Facility.

Actions

6. Review of the IJB Strategic Plan

Craig Cowan presented a report to update the Committee on work to review of the IJB's Strategic Plan.

Officers highlighted that this is an update on the public engagement effort since the last IJB Public Engagement Committee in November 2021.

The draft IJB Strategic Plan will be presented to the Glasgow City IJB on 29th June 2022 for approval to go out to consultation.

Due to the IJB agreement to extend the Strategic Plan until March 2023, this meant for a more comprehensive review to inform the development of the Plan. Officers have utilised the additional time to implement a far more robust approach to engagement and consultation in relation to the Plan than has previously been attempted by the HSCP.

A Strategic Plan Working Group was established and attended by a variety of Officers from within the HSCP. The Working Group consulted with Core Leadership Groups and Strategic Planning Groups to agree the composition of Reference Groups to advise and inform the Working Group in the development of co-produced engagement plans to inform the review. Twelve Reference Groups were established covering the following stakeholder groups:

- Older People
- Children's Services
- Learning Disability
- Mental Health
- Public Protection
- Asylum and Immigration
- Addictions
- Housing and Homelessness (via the Housing, health and Social care
- Strategic Planning Group)
- Sexual Healthcare
- Carers (via the Carers Reference Group)
- Prison Healthcare
- Strategic matters (requested and led by Glasgow Council for the Voluntary Sector)

More than 100 meetings have taken place to plan and carry out the engagement activity for the review. This includes the Reference Groups, Core Leadership Teams, Strategic Planning Groups, meetings between Officers to take forward specific actions and meetings with internal and external partners.

A Public Engagement Survey was carried out in March 2022 to enable and encourage widespread feedback on the current Strategic Plan and to capture feedback to inform the next Plan. The survey was promoted through our social media channels and distribution lists and was also cascaded by Reference Groups and contacts that emerged through the groups.

Members questioned with regards to the public engagement survey, were there any mitigations for non-English speakers, was the survey translated.

Officers advised that there were arrangements in place and funding dedicated to this if required, and this was discussed within the Reference Groups, but nothing was flagged up in relation to the need for Translation Services. The survey was aimed at organisations and staff, the questions were not targeted at Service Users, Carers, etc.

Members questioned if there are Interpreting Services available for the Reference Groups, and if so, do people know how to access these services.

Officers advised that the Reference Groups had engagement plans and part of the engagement plan there was an equality impact assessment included for the groups to consider barriers, accessibility, etc. and where these things were flagged up, arrangements were made.

Members questioned if there are reasons as to why there are engagement activity/sessions yet to be confirmed or completed.

Officers advised a lot of the engagement were in line with other services timescales and if the engagement sessions have not been completed yet, this is due to them not being scheduled yet, or the sessions had been cancelled and are awaiting rescheduling. Officers continue to send reminders with regards to sessions and requesting feedback.

Members questioned if hybrid sessions are being considered with regards to Engagement Sessions and Reference Groups, as they are currently either online or face to face.

Officers advised meetings are still being held virtually and face to face, Officers take guidance from the Reference Groups with regards to how they prefer the meetings to take place, whether it be virtually, face to face or hybrid.

Members noted there was nothing in the consultation and engagement for Older People in the Calton area.

Officers advised there was an event in the Calton area, which was led by May Simpson, and there is a meeting scheduled with the Mental Health Group in the Calton area on Friday, but Officers will take on this point going forward.

The IJB Public Engagement Committee:

a) noted the contents of the report.

7. Review of the GCHSCP Carers Strategy 2022-25 Consultation

Fred Beckett presented a report with the summary of the consultation and engagement process carried out across the city involving unpaid carers, HSCP staff, third sector organisations and the public.

Officers highlighted that the Carer (Scotland) Act 2016 requires each local authority and relevant health board to review Carer Strategies and associated documents every three years. The Public Engagement Committee were notified of the intention to review the Adult Carer Strategy, Young Carer Strategy, Carer Short Break Statement and Carer Eligibility criteria in August 2021 and this report summarises the consultation activity since then.

Officers noted this has been a difficult period for unpaid carers and it was not easy to get engagement online, therefore face to face engagement was offered, as well as support from the Maximising Independence Team, Local Engagement Forums. There was a good result considering the circumstances and pressures. Going forward, future plans for reviewing the Carer Strategy have started so that every quarter Officers are receiving data to inform the next Strategy.

Officers have started a retrospective EQIA summarising some of the changes made during the consultation period to be more inclusive.

Feedback received previously was that the Strategy was overwhelmingly too complicated, and this was taken into consideration to make this Strategy an easier read version.

The Carer Strategy is interconnected with the wider Glasgow City IJB Strategic Plan and Integrated Children's Services Plan.

The key message for the future is that the Carer Strategy cannot be stand alone, the whole of Glasgow need to play its part in identifying, involving and supporting unpaid carers, and this is the first step to delivering that vision.

Members noted there is confusion for people being a paid carer and an unpaid carer and requested clarification regarding this.

Officers advised there is clear guidance within the Carer Strategy as well as on the Glasgow City HSCP website with regards to this.

Members welcomed the retrospective EQIA.

Members highlighted within the General Carer Strategy survey, the percentage of Asian and African respondents were not representative of the demographics within Glasgow City, although within the review of Young Carers Strategy survey, there is a high percentage of Asian young carers, going forward this needs to be taken into consideration when shaping the service.

Officers acknowledged this. In the South of the City there is a higher engagement rate in schools and with young carers and Officers are highlighting this with the Operational Managers at the quarterly Operational Meetings to understand why this is.

The IJB Public Engagement Committee:

- a) noted the completion of the engagement report attached and endorsed future plans to strengthen carer engagement.

8. Locality Engagement Forums and Locality Engagement Activity

Tony Devine presented a report with the overview of some of the engagement activity being carried out in the three localities across Glasgow City Health and Social Care Partnership in 2021/22. The report also summarises the main findings of the Annual Locality Engagement Forum survey.

Officers highlighted Locality Engagement Forums are still meeting, currently virtually.

There are different topics discussed at the Locality Engagement Forum meetings, there were three topics completed recently. The topics were selected from the Annual Locality Engagement Forum survey which were held with 106 Service Users, Locality Engagement Forum Members, and people from the community. The three most popular topics were Diabetes, Primary Care, and accessing GP Services.

Within North East, the Parkhead Hub work has commenced. Services are still being provided from the current North East Health Centre. Officers highlighted the feedback from staff at the current Health Centre, and people who use the Health Centre, is that they are very pleased with the care and time the contractors are taking to ensure there is very little impact on service delivery, the service continues without interruption.

Members noted items within the engagement plans contain gaps and are marked to be confirmed and/or are delayed and questioned if this is due to the impact of the pandemic.

Officers advised that they would contact the named responsible officers identified within the engagement plans and request that updates are provided on areas where there are gaps and a summary of reasons for delays, where applicable.

Officers

IJB Public Engagement Committee:

- a) noted the contents of the report.

9. GCHSCP Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

Officers highlighted this log is part of the participation and engagement strategy approach to encourage people with lived experience and people with a real interest in services to get involved in the planning and delivery of these services.

The sections highlighted in yellow are new consultation and engagement since the log was presented in November 2021, and the parts highlighted in red are updates to work already on the log, changes to date, scope, etc.

Members questioned if there was much activity with regards to the log, in terms of people engaging on this.

Officers advised there hasn't been contact from people that have viewed the log on the Glasgow City HSCP website, and this highlights the issue with regards to raising the awareness of this Committee. Officers note that the new Strategic Plan highlights the IJB Public Engagement Committee in the hope to get people more involved.

The IJB Public Engagement Committee:

a) noted the contents of the log.

10. Next Meeting

The next meeting will be held at 10.00am on Wednesday 24th August 2022 via Microsoft Teams.