

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

IJB-PEC (M) 28-06-2017

Minutes of meeting held in the Multi-Purpose Room at Maryhill Health and
Care Centre, 51 Gairbraid Avenue, Glasgow, G20 8FB
at 10am on Wednesday, 28th June 2017

PRESENT:

VOTING MEMBERS

Simon Carr	NHSGG&C Board Member
Cllr Laura Doherty	Councillor, Glasgow City Council (substitute for Bailie Elaine Ballantyne)
Cllr Michelle Ferns	Councillor, Glasgow City Council
Trisha McAuley	NHSGG&C Board Member (Chair)
Cllr Kim Long	Councillor, Glasgow City Council

NON-VOTING MEMBERS

Rosemary Kennedy	Carers Representative
Jackie Kerr	Head of Operations, North West (substitute for Alex MacKenzie)
Susanne Millar	Chief Officer, Strategy, Planning & Commissioning / Chief Social Work Officer
Anne Scott	Social Care Users Representative
Ann Souter	Health Care Users Representative

IN ATTENDANCE

Hamish Battye	Head of Adults and Strategy (Older People and South)
Evelyn Borland	Head of Adults and Strategy (North West)
Stuart Donald	Principal Officer (Planning and Governance)
Allison Eccles	Head of Business Development
Carolann Forbes	Office Manager (Minutes)

GUESTS

Sadie Gordon	LEF, YPF and Thriving Places
Roy Greatorex	LEF & Maryhill H&CC Project Board
Shogufta Haq	North West Locality, Health Improvement
Mark Healy	North West Community Addiction Team
Kathy Owen	North West Locality, Health Improvement
May Simpson	North West Locality, Planning
Robert Smith	LEF, Active Seniors
Derek Watt	Peer Volunteer, NW Recoveries Communities
Robert Murray	Anniesland Carers Centre

APOLOGIES

Bailie Elaine Ballantyne	Councillor, Glasgow City Council
Alex MacKenzie	Chief Officer, Operations
John Matthews	NHSGG&C Board Member
Michael MacNamara	North West Youth Committee, Carer

1. DECLARATIONS OF INTEREST

There was no declaration of interests raised.

ACTION

2. APOLOGIES

Apologies for absence were noted.

3. MINUTES

The minutes of the meeting held on 22nd March 2017 were approved as a correct record.

4. MATTERS ARISING

All matters arising are on the agenda.

5. SHELTERED HOUSING WARDENS PETITION

Allison Eccles reported to the IJB Public Engagement Committee on the Sheltered Housing Wardens Petition.

Allison advised that further to the previous meeting of the committee, she had written to the lead petitioner to inform them that the format did not comply with the criteria and provided guidance on the information required. A revised petition has since been received and Stephen Fitzpatrick had written to the lead petitioner to advise of the current situation, that officers were working closely with housing associations in this regard and transitional funding is being made available.

Cllr Long asked for confirmation that there was guidance available on the submission of petitions. Allison confirmed that there was and advised that the original petitions received were missing basic information, for example, it was not clear who the lead petitioner was. A pro-active approach had been taken to identify the relevant individual and guidance had been provided to assist in the process.

Simon Carr asked how the transitional funding was progressing. Susanne Millar advised that bids are being received and it is recognised that there will be a transition period. Susanne explained that some bids were very detailed and some were not, and as such further information has been required from some applicants and the time period had been extended to enable this.

Simon queried if the criteria was for more care and support for sheltered housing. Susanne stated that it was about having different range of models available to support older people, some models support older people in their own homes and some are about more funding for traditional sheltered housing. It was recognised that communication was better in some boards than others, mainly because they are at different stages of the process.

Simon asked if there would be a report on the outcome of the work around transition funding. Susanne confirmed that there would be an up-date to the Board in due course on the older people's strategy and it would be included within that.

Susanne Millar

6. COMMUNITY DEVELOPMENT – REVISED SLA

Stuart Donald presented a paper to update the Committee on the progress of work to define the role of the Community Development and Community Engagement function in support of the Integration Joint Board's Participation and Engagement Strategy.

Stuart provided some background about the paper that was submitted to the Committee in March about how current resources were used. Stuart reported that a workshop had taken place on 23rd June 2017 to ascertain what the role and priorities of the future service would be and the event received positive feedback.

Members suggested that it would be useful for an update report to be presented to the Committee on a yearly basis on how work was progressing.

Stuart Donald

The IJB Public Engagement Committee:

a) noted this report

7. YOUTH ENGAGEMENT POLICY COMMISSION

Allison Eccles presented a paper to inform the IJB Public Engagement Committee of detailed actions by the HSCP in relation to the Youth Engagement Policy Commission.

Allison informed members that the report outlined how officers were engaging with young people and outlined the support given to young people. Allison stated that the report gave an indication of the work undertaken but was not exhaustive.

Cllr Long asked if it was possible to obtain a more detailed report to better understand the issues identified when young people are being engaged with. The challenge is that we do not want people to have to fit into our mould.

Susanne Millar stated that this was recognised and under active consideration. The committee had recently considered having a youth representative, however, the Standing Orders require that committee members are members of the Integration Joint Board. A paper will be developed with options around addressing this and potential amendments to the Standing Orders in due course.

Allison Eccles

Trisha McAuley suggested that we let due process take its course but that Cllr Long's point was valid and should be taken on board.

The IJB Public Engagement Committee:

a) noted and endorsed the HSCP approach to the engagement of young people in line with the recommendations of the Youth Policy Commission; and

b) instructed officers to develop a response to the Commission

outlining the HSCP commitment to addressing its findings.

8. GLASGOW CITY HEALTH AND SOCIAL CARE PARTNERSHIP PUBLIC WEBSITE

Allison Eccles presented a report to the IJB Public Engagement Committee to seek approval to proceed with the launch of Glasgow City Health and Social Care Partnership's new public facing website. Allison confirmed that the changes discussed in the last meeting had been implemented. Allison stated that there was a need to publish draft accounts on the website. Stuart confirmed that the proposed date for the website launch was 5th July 2017.

The IJB Public Engagement Committee:

- a) noted the contents of this report; and***
- b) approved the public launch of the Partnership's website.***

9. MINOR INJURIES SERVICES IN WEST GLASGOW

Hamish Battye presented a report on proposals for public engagement as part of the review of minor injury services for North West Glasgow.

Hamish reported that a Review Group had been established to engage with local people in Glasgow and would be chaired by Alex MacKenzie, Chief Officer (Operations). The first session would take place on 6th July 2017 and the group would discuss the delivery of the review and the options being explored. There would also be further events and engagement sessions with GPs and public contractors. There are also plans to engage with East Dunbartonshire and West Dunbartonshire.

The focus of the meeting will be the joint processes when considering the options for the future of minor injuries services for West Glasgow. These are:

- a) Re-opening the service at Yorkhill
- b) Provision to be made at Gartnavel
- c) Present arrangements to be continued

Information would be published on the new website when it was live, together with the details of options and a link for people to submit comments. The engagement process would be written up and published on the website and a report would be presented to the committee in September.

Hamish advised that good locality engagement was vital to inform the Review Group.

The IJB Public Engagement Committee:

- a) considered the proposals for public engagement as outlined; and***
- b) would receive a further report on the public engagement process at its next meeting.***

Hamish Battye

10. OLDER PEOPLE AND IMPLEMENTATION OF PARTICIPATION AND ENGAGEMENT STRATEGY IN NW LOCALITY

Jackie Kerr spoke to a presentation on 'Older People Strategy and Implementation of Participation and Engagement Strategy.'

Jackie outlined to the IJB Public Engagement Committee the older people's systems of care, including direct access hubs, neighbourhood teams; home is best proposal and the professional nursing structure. Jackie informed members that in relation to the neighbourhood teams there were 20 GP clusters across the City (7 in South, 7 Northwest and 6 Northeast); and 10 neighbourhood teams (4 South; 3 Northwest; 3 North East). Jackie explained the roles and teams within the neighbourhood teams.

Jackie also provided an overview of the timescales for the implementation participation and engagement strategy within North West and the priorities.

Jackie stated that although most issues were positive it was recognised that some areas could be improved upon.

11. PRESENTATIONS OF ENGAGEMENT IN THE NW LOCALITY

Trisha McAuley welcomed all guests to the meeting.

a) Maryhill Health and Care Centre

May Simpson and Roy Greatorex spoke about the planning and implementation of various services moving into one building at the Maryhill Health and Care Centre and the role of the Locality Engagement Forum and the Project Board in ensuring that the centre was designed around the needs of service users.

Roy Greatorex stated the only problem he had encountered was difficulties in booking appointments by telephone. He did however add that any issues raised were resolved.

Simon Carr spoke about the need to focus on the engagement process and that assurances are given that any problems raised are resolved.

Ann Souter stated that she had a board member from the North East Forum who would be interested in visiting Maryhill Health and Care Centre. Ann asked for clarification on how long the actual building process took. May confirmed that from initial concept it was approximately 7 years but this included obtaining planning permission and the design of the building. The actual build project took 2 years.

May stated that it was important to look at the lessons learned from Maryhill Health and Care Centre for future build proposals.

Jackie Kerr informed the committee that the move from the old building to the new health and care centre took place over a weekend and ran relatively smoothly. PPF representatives were present to show patients round the new building and this worked well.

b) Older People – Knightswood Connects

Shogufta Haq and Robert Smith gave a presentation to the committee on the work carried out by Knightswood Connects.

Shogufta advised that in April 2015 a working group was established to develop a community response to frailty and isolation experienced by some older people living in the Knightswood area, with the hope that this would contribute to reducing hospital admission, encourage self-management of age related health concerns and promote health and wellbeing in 50+ age group. Although Knightswood is a relatively affluent area in Glasgow it has a high population of older people.

Three Networking events were held with local people, community and voluntary sector service providers which resulted in a 4 point Action Plan.

Shogufta advised there was a reasonable uptake for the project and they were currently looking at ways of encouraging older single men who may be isolated to engage with the project.

Robert Smith agreed that this group in particular were underrepresented and suggestions were made to contact housing agencies to assist with engagement. Susanne Millar suggested the Stag Group, run by Queens Cross Housing Association, was a good example of a successful initiative targeted at this group. Sadie Gordon also suggested Westercommon Stag as another good example which was well attended by men and suggested Robert attend a future meeting.

c) Young Carers – Hopes and Aspirations

Robert Murray delivered a presentation on Young Carers and spoke about some of the support in place for Young Carers.

Robert advised that the HSCP, via the PPF, commissioned the Young Carers workshops run by Catch the Light (a consultancy provider specialising in engagement with young people) and Young Carers Workers from HSCP and Voluntary Sector Carers Centres. To coincide with Young Carers Awareness Day an event took place in January 2017 aimed at helping young people achieve their 'Dreams and Aspirations'.

Robert spoke about the positive outcomes for young carers such as:

- Increased confidence, new skills, knowledge of services and support, peer support
- Greater awareness of young carers issues
- Contributed to Review of Young Carers Services in Glasgow
- NHS focus group - Young Carer informed and involved while the person you care for is in hospital?
- Young Carers went onto befriending, college places, NHS apprenticeships, personal development courses such as Skills for Life
- 24 young carers took part residential by Outward Bound

Robert thanked the PPF and the HSCP for their support.

Rosemary Kennedy praised the work that was being carried out by the Integration Joint Board and other agencies for young carers and also those cared for. Rosemary stated that it was heartening to see that these roles were now being recognised.

Cllr Ferns stated that it was important to speak directly to young carers about where the help should be directed as not one size fits all. She praised the presentation and noted there are lots of challenges and that positive outcomes were important.

d) Recovery Network

Mark Healey and Derek Watt delivered a presentation on "What is Recovery Communities". He spoke about how the work of this project concentrated on providing the support for people to self-help rather than trying to give them solutions to their problems. The project provides an open, safe environment for them to work through the issues that have affected them and their families through alcohol and/or drugs.

The project works within the ROSC model (Recovery Orientated System of Care) and is volunteer led. They work on building confidence and the capacity of the people recovering from alcohol and drug addiction by providing training opportunities, skills and employment.

Mark advised that the North West Recovery Communities 5 Year Anniversary Event was taking place on 5th July and extended an invitation to members of the committee. Derek Watt spoke about the kind of training and skill development that was undertaken by the project and how barriers have been broken down in relation to putting the training together. He referred to the success of the Volunteer Led Recovery Programme and in particular the alcohol free social events aimed at people in the recovery community.

Susanne Millar encouraged members to attend a Recovery Community which is a great example of a service user led model. Mark added that it is a formula that can be used anywhere. Simon Carr referred to the mutual support aspect of the project and the need for evaluation and governance.

Ann Souter proposed that other localities learn from the work undertaken in the North West as it was at a more developed stage.

e) Possilpark and Ruchill Thriving Places

Kathy Owen and Sadie Gordon gave a presentation on the Ruchill/Possilpark Thriving Place project. She outlined the Thriving Places Principles and provided background to the engagement methods used such as:

- Conversation events
- Developing relationships through joint action with the community
- Maintaining relationships and facilitating participation
- Developing opportunities for meaningful and continued participation
- Complementing this with traditional engagement methods

Sadie and Kathy shared some stories of how local people have been involved in events in Possilpark and Ruchill and how this had helped to bring the community together, such as choir singing, litter picks, park runs and

Christmas wish events

Trisha McAuley expressed the Committee's very sincere thanks to those involved in the presentations for their time, passion, knowledge and expertise.

Trisha reminded members of the Public Engagement Committee that a tour of Maryhill Health and Care Centre was available immediately following the meeting.

11. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 27th September 2017 in the North East Locality (Calton Heritage and Learning Centre, 423 London Road, Glasgow, G40 1AG).

The meeting ended at 12.35pm