

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

**IJB-PEC (M) 28-08-2019**

Minutes of meeting held in The Newlands Centre, 871 Springfield Road, Glasgow, G31 4HZ  
at 10.00am on Wednesday, 28<sup>th</sup> August 2019

**PRESENT:**

**VOTING MEMBERS**

Bailie Annette Christie	Councillor, Glasgow City Council
Jacqueline Forbes	NHSGG&C Board Member
John Matthews	NHSGG&C Board Member (Chair)
Anne Marie Monaghan	NHSGG&C Board Member

**NON-VOTING MEMBERS**

Lorraine Barrie	Equalities Advisor
Mike Burns	Assistant Chief Officer, Children's Services (North East)
Anne Scott	Social Care Users Representative
Ann Souter	Health Care Users Representative

**IN ATTENDANCE**

Ken McArthur	Mental Health Network
Craig Cowan	Business Development Manager
Tony Devine	Community Engagement Development Officer
Gary Dover	Assistant Chief Officer, Primary Care and Early Intervention
Allison Eccles	Head of Business Development
Ann Jones	Mental Health Network
Billy Kirkpatrick	Mental Health Network
Stephen McGuire	Mental Health Network
Fiona Moss	Head of Health Improvement and Equalities
Mohamed Omar	Mental Health Foundation
Aspasia Spandau	Mental Health Network
Liasu Taiwo	Mental Health Foundation
Sheena Walker	Governance Support Officer (minutes)

**APOLOGIES**

Cllr Elspeth Kerr	Councillor, Glasgow City Council
Cllr Jennifer Layden	Councillor, Glasgow City Council

The Chair welcomed all guests and presenters, thanking them for their contribution and input to today's meeting.

The Chair also welcomed new member, Bailie Annette Christie to the Committee; and new officer, Mike Burns, who had replaced Susanne Millar on the Committee whilst she undertook her interim role.

**1. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**2. APOLOGIES**

The apologies for absence were noted as above.

**ACTION**

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### 3. MINUTES

The minutes of the meeting held on 29<sup>th</sup> May 2019 were approved as an accurate record.

### 4. MATTERS ARISING

Allison Eccles suggested that a meeting be arranged with Karen McNiven, Health Improvement Manager and Anne Scott to provide further information on Thriving Places within the South locality. Information would also be presented to the Committee at the next meeting, which will take place within the South locality.

### 5. ROLLING ACTION LIST

Allison Eccles presented the rolling action list advising that one action had now closed and three remained open; these were related to the safer drug consumption facility.

### 6. NORTH EAST LOCALITY ACTIVITY

#### NORTH EAST LOCALITY FORUM UPDATE

Tony Devine provided the IJB Public Engagement Committee with an update on the activity that had taken place with the North East Locality Engagement Forum (LEF). The Forum met every 4-5 weeks and received presentations from Heads of Service on the priorities and performance of local services.

Officers reported that the LEF had three main priorities; to increase membership within the asylum seeker and refugee community; to increase uptake of the home fire service through Housing Associations; and to engage with the Mental Health Network and Mental Health Foundation. Officers advised that there had been numerous engagement events on mental health and that there was a demand for these services. The LEF had also worked with the Mental Health Foundation by taking part in the production of an information video explaining the importance of civic participation.

#### CIVIC PARTICIPATION OF REFUGEES AND ASYLUM SEEKERS

Mohamed Omar, Policy and Development Officer for Scotland's Refugee programme at the Mental Health Foundation, leads on the refugee programme. Mohamed informed the Committee that the video had been produced to raise awareness of civic participation; and to show asylum seekers and refugees how they could participate.

The video was shown to the Committee and they were advised that this will be launched at Strathclyde University on 25<sup>th</sup> September 2019. Mohamed thanked the members of the North East Locality Engagement Forum for their involvement in the production of the video.

Liasu Taiwo, a volunteer with the Mental Health Foundation, shared his experience of coming to Glasgow and of his involvement as a volunteer and being part of the civic participation programme for asylum seekers and refugees. Liasu highlighted the requirement to give people the right information to allow them to access services; and also to show people how they can participate and be involved.

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Members praised the video and the input from Mohamed and Liasu, thanking them for sharing their experiences.

Members also referred to the number of asylum seekers and refugees and highlighted that the issue was not knowing the numbers of those not registered and how this is managed.

Officers stated that the video would be a useful tool to show within the three localities to attract people to join the Forums. Members also encouraged other areas of participation and engagement and promoting these within the asylum seeker and refugee community.

### **NORTH EAST HUB ENGAGEMENT**

#### **UPDATE ON PUBLIC ENGAGEMENT HELD SINCE PREVIOUS REPORT TO IJB AND FUTURE PLANS**

Gary Dover provided the Committee with an update on the future development of the North East Hub and the engagement that had taken place. Officers reported that this was a large scale development and there would be 20 services within the Hub; and 900 staff. There would be community rooms on the ground floor which would be used in partnership with the voluntary and third sector; the rooms would also be accessible in the evenings to reach all in the community.

A report detailing the full cost and design of the Hub would be presented to the IJB in November for approval. If approved this will then be submitted to the Scottish Government.

Officers further reported that engagement would take place between each stage of the project; and with various forums. There had been four engagement sessions to date and a site visit. Officers extended thanks to all those that had been involved and contributed throughout; and also to the Mental Health Network for their role and advice.

#### **MENTAL HEALTH NETWORK CONTRIBUTION TO THE HUB CONSULTATION**

Ann Jones and Stephen McGuire delivered a presentation to the Committee on the role of the Mental Health Network; and participants of the Network shared their experiences and involvement with the service.

The Mental Health Network Greater Glasgow is a network of people and their carers with a lived experience of mental health problems. The Network was established as an independent charity in 2001 and at present has over 780 members. The Network engages with patients in wards, resource centres and in the community. When new NHS policies are being implemented, the Network will consult with the community and gather their feedback. The range of work within the North East locality was outlined; and the Network's involvement with the North East Hub. The benefits of engagement was that this gave people an opportunity to feedback and advise of what they wanted. A balanced report had also been produced on dignity and respect, which was now out for consultation.

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Members welcomed the presentation and commented that it was positive to hear how people's contribution makes a difference to services. It would also be interesting to receive feedback from the community when the Hub is built to establish if this has worked for them in reality.

Participants of the Mental Health Network advised that all services and staff have to adapt to change and respond to people's needs. Officers agreed and referred to the transformation programme, advising that there was significant ongoing change and of the challenges in getting staff to embrace this. There was a vast amount of work taking place to engage with staff, to change the culture and to get them on board with transformation.

Participants of the Network also shared their experiences of working with the Mental Health Network, how they got involved; and of their appreciation of being aware of services in the community and being involved in forums.

Members also recognised the need to do more to reach the people we are not aware of and also of the importance of using lived experience as well as professionals, when consulting and designing services.

Officers advised that there was a lot of evidence of work and there was an appetite at the recent GP events to do more. Officers proposed that the Committee receive an input on Primary Care at a future meeting to learn more about the mental health and wellbeing model. The members welcomed this proposal.

Fiona Moss

### 7. HEALTH AND WELL-BEING SURVEY FINDINGS

Fiona Moss delivered a presentation to the Committee on the results of the Health and Wellbeing Survey Glasgow 2018. Officers explained the format of the survey, the topics included and the core questions. The survey takes place every three years. The results were outlined to members in relation to health; perception of local services, with the perception of transport being positively higher than perception of GPs. Statistics of health behaviours were shared, and it was highlighted that there had been a substantial difference in the numbers of smokers since the previous survey. There was also a perception that those in poorer communities consumed more alcohol, but results showed that this was untrue.

Social health was discussed, including loneliness and isolation, which was experienced across all age groups. Officers reported that there was at least one Thriving Places in each locality and that when there was change in areas which had Thriving Places, this was noted as a positive change. The financial difficulties experienced by people were highlighted and that food insecurity was a significant issue. The results from those experiencing discrimination were outlined; people were asked who had experienced discrimination and the nature of this. The survey was used to track trends within the city and to initiate discussions on what the findings meant and what actions could be taken.

Members referred to the new welfare reform and questioned how the extent of the impact on people would be known. Officers reported that the survey was completed before the implementation of Universal Credit and the impact of this may be reflected in the next survey.

Food insecurity was also discussed and the need to do more to tackle food poverty. Officers advised that there had been £2m invested in Universal Credit and there was the introduction of the holiday food programme. A member

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added that the programme had been running for one year and provided food for children during the school holidays. Breakfast clubs were also extended from Primary 1 to Primary 4 pupils, as well as free school meals. It was hoped that this would be extended to Primary 7 pupils in the next few years. The Council will work with the third sector as there was a lot of organisations already doing good work within this area.

### 8. EVALUATION OF CONSULTATION ON STRATEGIC PLAN

Allison Eccles presented a report to inform the IJB Public Engagement Committee on the findings of the evaluation of consultation activity undertaken during the development of the Strategic Plan 2019-2022. The evaluation process was outlined and that a survey and focus group were identified as the most effective methods of evaluating the consultation. The Committee was informed of the survey findings and the key results. Findings showed that the events held within the city centre were useful, but that they were not well attended by local people, or a high number of frontline staff. Lessons learned were that there was a requirement to be clear on the target group; to focus on engaging with the community and staff, with events being held at a locality level.

Officers reported that engagement did take place with the community through events on specific elements of the Strategic Plan; and that there were a number of improvement actions, with community involvement being key.

The Equalities Advisor fed back some comments received from the Glasgow Disability Alliance (GDA), who were involved in the consultation of the Strategic Plan and who wanted to be more involved in consultation activity. Officers stated that they would continue ongoing discussions with GDA and include them in consultation activity, where appropriate, in future.

The Social Care Users Representative stated that the community should be consulted with before decisions were made. Officers explained that sometimes consultation was communicating with the community and providing information on how services are changing; and making people aware of these changes. Members provided reassurance to attendees that there was a lot of debate and discussion at the IJB before decisions were made, that there was a need to keep people informed through every stage of change; and that some decisions were difficult, but that they must be made.

***The IJB Public Engagement Committee:***

***a) noted the content of the report.***

### 9. REVIEW OF PARTICIPATION AND ENGAGEMENT

Allison Eccles presented a report to update the IJB Public Engagement Committee on the review of Participation and Engagement structures across Glasgow City HSCP and to develop a revised Participation and Engagement Action Plan.

The review of participation and engagement was recommended by Internal Audit in an audit published in May 2019; and approved by the IJB Finance, Audit and Scrutiny Committee in June 2019. The scope of the review was outlined; to ensure that they continue to be fit for purpose and offer a meaningful platform for stakeholders to participate and be engaged. The

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elements of the Participation and Engagement structures that are in the scope of the review are detailed at section 3.2. An action plan has also been produced and work will continue until June 2020. Reports would be presented to each meeting of the Committee providing an update on the review.

**Allison Eccles**

The Committee was asked to consider and approve the development of a Consultation Log to capture consultation activity undertaken and planned across the HSCP. The Consultation Log will be maintained by Business Development staff, with assistance from the Community Engagement Officers and consideration would take place regarding what would be included. Members stated that the Log must be relevant and useful; and requested that the Consultation Log is presented to the Committee with the update at the next meeting.

**Allison Eccles**

***The IJB Public Engagement Committee:***

- a) noted the review of participation and engagement underway; and***
- b) considered and approved the proposal for the development of a Consultation Log at 4.2 and 4.3.***

**10. NEXT MEETING**

The next meeting will be held at 10.00am on Wednesday 13<sup>th</sup> November 2019 in the South Locality, venue to be confirmed.

The meeting ended at 12.25pm