

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

IJB-PEC (M) 29-08-2018

Minutes of meeting held at Eastbank Conference & Training Centre,
22 Academy Street, Shettleston, Glasgow, G32 9AA
at 10.00am on Wednesday, 29th August 2018

PRESENT:

VOTING MEMBERS

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| Simon Carr | NHSGG&C Board Member |
| Cllr Jennifer Layden | Councillor, Glasgow City Council |
| John Matthews | NHSGG&C Board Member (Chair) |

NON-VOTING MEMBERS

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| Susanne Millar | Chief Officer, Strategy and Operations / Chief Social Work Officer |
| Anne Scott | Social Care Users Representative |

IN ATTENDANCE

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| Tony Devine | Community Development Worker |
| Stuart Donald | Principal Officer (Planning and Governance) |
| Gary Dover | Head of Planning, Children's Services, North East |
| Allison Eccles | Head of Business Development |
| Richard Gass | Welfare Rights and Money Advice Manager |
| Julie Kirkland | Senior Officer, Governance Support |
| Janet McCullough | Service Manager, Children's Services |
| Pat Togher | Head of Children's Services |
| Sheena Walker | Governance Support Officer (minutes) |

GUESTS

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| George McGuiness | Locality Engagement Forum Member |
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APOLOGIES

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| Cllr Michelle Ferns | Councillor, Glasgow City Council |
| Cllr Kim Long | Councillor, Glasgow City Council (Vice Chair) |
| Ann Souter | Health Care Users Representative |

The Chair welcomed all guests and presenters to the meeting, thanking them for their attendance and input to the Committee.

1. DECLARATIONS OF INTEREST

There were no declarations of interest raised.

2. APOLOGIES

The apologies for absence were noted as above.

3. MINUTES

The minutes of the meeting held on 30th May 2018 were approved as an accurate record subject to the amendment on page 4, item 8 raised by Stuart Donald.

4. MATTERS ARISING

There were no matters arising raised by the Committee.

ACTION

5. ROLLING ACTION LIST

Allison Eccles presented the rolling action list providing an update on the status of the actions; and advising that that this was presented for information and noting.

Gary Dover also provided an update on rolling action reference number 16, informing members that the proposal for a video, regarding changes from the introduction of the GP contact, had been discussed at the Primary Care Steering Group and that a Programme Manager would be appointed who would provide updates to communities locally over the next year and would take this action forward. There was also the requirement for national discussions at the Scottish Government for a wider consistent message.

Members discussed engagement and the need to ensure that the public were informed of changes before they were implemented. Officers advised that there had been engagement; and that the process was in the early stages for both the HSCP and GPs; there would be a gradual process with GP engagement events planned and then engagement would take place with local people. A Strategic Planning Group would also be established to develop the strategy and stakeholder engagement.

6. MOVING FORWARD TOGETHER STRATEGY – PUBLIC ENGAGEMENT

Stuart Donald presented a report to outline the approach to public engagement undertaken in the development of NHS Greater Glasgow and Clyde's Moving Forward Together programme, in particular actions within Glasgow City. A paper on the programme itself would be presented to the IJB in September.

The engagement activity was outlined to members; a Stakeholders Reference Group was established to support and guide engagement. At a local level engagement took place through presentations within the localities, the website and leaflets. Comments from the Locality Engagement Forums were fed back to the Patient Experience and Public Involvement Team, and the Moving Forward Together core team. The feedback was also applicable across a number of programmes, including the Strategic Plan, Out of Hours work and Primary Care.

It was expected that the strategy would now move in to an implementation phase; and the overall management of future engagement activity would remain with the Health Board, and the HSCP will continue to be involved.

Members discussed engagement and reaching the general population; it was acknowledged that there can be difficulty in targeting the right people and understand what the impact may be. Members agreed that engagement should be facilitated and not a top down approach.

The IJB Public Engagement Committee:

a) noted this report.

7. STRATEGIC PLAN CONSULTATION UPDATE

Allison Eccles presented a report to outline the proposed approach to and draft plan for consultation on the IJB Strategic Plan 2019-22, both informal consultation ahead of publication of the draft plan, and formal consultation from late October 2018.

The informal consultation process included consultation on elements of the plan and general discussions around health and social care, focusing on what matters most to people who use the services. The formal process will be on the plan as a whole, but initial informal feedback was being gathered.

The key points and feedback so far from consultation and engagement activity was outlined as per section 3.4 of the report. Following presentation of the Strategic Plan to the IJB in October formal consultation would commence, subject to IJB approval. Formal consultation would take place through various means, including surveys, social media and public events from November 2018 to January 2019. Officers proposed that Board members may want to lead the events. There would also be input from other organisations to help the HSCP engage better. Officers also proposed that the Equalities Forum Coordinator from the Glasgow Equality Forum attend the IJB Public Engagement Committee in November to present.

Members welcomed the report and the proposed consultation and supported this.

The IJB Public Engagement Committee :

a) noted this report.

8. PREPARATION FOR UNIVERSAL CREDIT ROLLOUT

Richard Gass presented a report detailing Glasgow City Health and Social Care Partnership's (HSCP) action plan for the roll out of Universal Credit in order to make staff within the Partnership aware of the changes and identify what the Partnership will do to assist and support service users.

Richard advised that Universal Credit would be rolled out in Glasgow in four stages, as detailed at section 2.3 of the report. Officers were providing support to service users to address some of the risks faced, including training courses for staff, briefing sessions and an awareness event which was scheduled for voluntary organisations, "Universal Credit What you Need to Know". The Health Improvement team were also working with front line staff.

Richard informed the Committee of challenges that will be faced by service users. Glasgow City Council had allocated an additional £2m for financial services and the HSCP obtained some resource to recruit additional welfare rights staff. There would also be support through a telephone line and within libraries. A Universal Credit action plan was appended to the report providing detail of actions and timescales. Officers would ensure that frontline staff were aware of changes and how they should support people.

Members expressed their concerns of the implementation of Universal Credit and the impact this will have upon service users; as well as the timing of the introduction of the welfare change; close to the Christmas period. Members

Stuart Donald

also raised the potential increase in food bank usage and of people being in debt at implementation stage, if they chose take a bridging loan.

Members questioned if the impact of Universal Credit on service users would be monitored. Officers confirmed that the impact would be monitored through the additional post within the team, and that they would consider the best means for collating this data. Registered Social Landlord's would also be monitoring the impact of rent arrears.

Members queried if support could be provided before implementation by contacting service users that would be impacted. Officers advised that they could contact existing service users and provide a leaflet providing information and support details.

Richard Gass

The Committee noted the report and expressed their profound concerns to the impact upon service users from the introduction of Universal Credit; but also acknowledged the support measures that had been put in place, including additional staff, support in libraries and other measures being made to mitigate impact.

The IJB Public Engagement Committee:

- a) noted the content of this report; and***
- b) noted the action plan to help mitigate the impact of Universal Credit on HSCP service users.***

9. FAMILY GROUP DECISION MAKING (INTERIM EVALUATION REPORT)

Pat Togher and Janet McCullough presented a report to update the IJB Public Engagement Committee on the implementation and interim evaluation of Family Group Decision Making (FGDM) Service in the North East locality.

Officers explained the concept of the model which was introduced to empower families to identify a solution and care plan. The service was part of the overall Children's Services Transformation agenda. There was recognition within Children's Services that change was required as prior to implementation in North East there were 250 children on the Child Protection Register and 45% of the city's looked after and accommodated children were in North East. There was a strong emphasis on kinship care.

There was a 12 month scoping exercise prior to implementation, with stakeholder engagement sessions with education, SCRA, third sector family support and local kinship groups. Engagement also took place with the staff group from the beginning and learning from other areas who had established the service. The service was piloted in the North East for 6 months and formally commenced in March 2017. The service had now been rolled out in the North West and South localities of the city. The Family Group Decision Making Team won the Award for Social Work Team of the Year at the Scottish Association of Social Work (SASW) Awards 2017.

Officers informed the Committee that feedback from families involved was positive and that they felt more involved and in control. There had also been a 50% reduction in the number of children on the Child Protection Register; a 28% reduction in looked after and accommodated children; a small reduction of 12% in statutory orders; and a 7% increase in kinship care. Financial efficiencies were also reported of £1.9m in the last 18 months.

Members welcomed the report and the work of officers and the Family Group Decision Making Team and that this could potentially provide a model of transformation for other areas.

Members queried why the service had not commenced sooner and what are the risks involved in the service. Officers advised that the service had been implemented at a time when change was required and also with the introduction of Children's Hearing (Scotland) Act 2011; there was a requirement to create a model that empowered families. There was risk that was parallel and partnership with statutory process; and risk was managed through a Steering Group.

The Committee thanked officers for their input to the Committee.

The IJB Public Engagement Committee:

a) noted the contents of this report;

b) noted the progress made; and

c) noted and approve strategic direction of travel ensuring benefits of Family Group Decision Making (FGDM) and Extended Family Network Searches (EFNS) are maximised.

10. NORTH EAST LOCALITY ENGAGEMENT FORUM UPDATE

Tony Devine and George McGuinness provided the Committee with an overview of engagement that had taken place in the North East locality, including engagement for the Mental Health Strategy, in which an event took place in March with over 100 people in attendance. Also of the Recovery Cafes, which were piloted in the North East of the city, and were ran by local volunteers. The session on a Sunday also proved popular amongst the elderly population, and helped respond to isolation issues within the community.

George further advised of the work undertaken regarding welfare changes and the introduction of Universal Credit, including a visit to the local job centre to hear about support measures for service users. There were also close links with housing providers and housing associations to work with the community.

George asked that the Locality Engagement Forum members receive training on the role of a committee member. Officers agreed and would arrange training for members.

Gary Dover

The Chair thanked George and Tony for their input to the Committee and that members acknowledged the work that was taking place within the North East locality.

11. LOCALITY FORUM PRESENTATION – NORTH EAST HEALTH AND CARE HUB

Gary Dover delivered a presentation to inform the Committee on the progress of the North East Hub, which had been in development over the last few years. The proposal was to bring health and social care services to one location in the North East of the city. Funding had not yet been approved for the new building; and feedback from the Scottish Government was that further information was required on the service model. Officers were awaiting a formal response from the Scottish Government providing the detail of the request.

An options appraisal had taken place and four potential sites for the Hub had been identified; a site options appraisal workshop would take place in September involving both staff and stakeholders.

Gary also outlined the engagement process undertaken so far and of the reflections, including that the views of local people and staff have been vital in shaping the hub. Officers advised of the difficulties in keeping people engaged over a long period of time; and trying to keep them involved. There was also a need to be aware of sensitivities of community views and to be clear and transparent in site selection; and to ensure that there is a focus on what is best for the community and the delivery of services.

Members welcomed the progress made and thanked Gary for his presentation.

12. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 28th November 2018, at Govanhill Housing Association, Samaritan House, 79 Coplaw Street, Glasgow, G42 7JG.

The meeting ended at 12pm