

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

IJB-PEC (M) 22-03-2017

Minutes of meeting held in the Boardroom, Glasgow City HSCP,
Commonwealth House, 32 Albion Street, Glasgow, G1 1LH
at 9.30am on Wednesday, 22nd March 2017

PRESENT:

VOTING MEMBERS

Simon Carr	NHSGG&C Board Member
Trisha McAuley	NHSGG&C Board Member (Chair)
John Matthews	NHSGG&C Board Member

NON-VOTING MEMBERS

Alex MacKenzie	Chief Officer, Operations
Susanne Millar	Chief Officer, Strategy, Planning & Commissioning / Chief Social Work Officer
Andrew Robertson	Carers Representative
Anne Scott	Social Users Representative
Ann Souter	PPF Representative

IN ATTENDANCE

Hamish Battye	Head of Adults and Strategy (Older People and South)
Stuart Donald	Principal Officer (Planning and Governance)
Allison Eccles	Head of Business Development
Julie Kirkland	Senior Officer (Governance Support)
Jason Mokrovich	Business Development Manager (Communications)
Ann Shaw	Principal Officer (Business Development)
Sheena Walker	Governance Support Officer (Minutes)
David Williams	Chief Officer, Glasgow HSCP

APOLOGIES

Cllr Soryia Siddique	Councillor, Glasgow City Council (Vice Chair)
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1. DECLARATIONS OF INTEREST

There was no declaration of interests raised.

2. APOLOGIES

Apologies for absence were noted.

3. MINUTES

The minutes of the meeting held on 28th November 2016 were approved as a correct record.

4. MATTERS ARISING

All matters arising are on the agenda. The Chair noted that she had accepted

ACTION

an additional item to the agenda, regarding a petition received by the IJB, which would be taken as item 10.

5. BASELINE COMMUNICATIONS SURVEY FINDINGS

Jason Mokrovich presented a paper on the key findings from the Glasgow City Health and Social Care Partnership's baseline communications survey, and to seek approval for additional items to be incorporated into the Partnership's Communications Strategy's action plan.

Jason advised that the survey was to establish a baseline and identify improvements to existing communications. Jason advised that the survey was available over a five week period during January-February 2017 and was available to internal and external audiences including the third and independent sectors and carers, with 910 responses being received. Jason reported that responses showed that people were aware of the Partnership but less aware of the IJB and its Committees; two-thirds of people knew how to request/access a service.

John Matthews referred to the results asking what these informed us about reaching the wider community beyond those who currently use the service. Andrew Robertson highlighted that the policies were complicated and that people would really want to know what IJB services were available and how they could access them. Simon Carr agreed that communication had to be direct and relevant to people. In terms of wider engagement we need to understand and measure the impact of the resource being deployed and identify if this has led to service improvement and delivered value for money.

Susanne Millar informed members that the survey was not the only form of engagement and highlighted that, for example, as Chair of the Homelessness Strategic Planning Group and the Alcohol and Drug Partnership she had participated in recovery cafes to identify priorities and discuss service engagement. The sessions were facilitated by the Third Sector and could be a challenging environment for officers.

David Williams reported that the IJB was at the beginning of the journey and the purpose of integration was how they made the experience of health and social care services better for the City; and that part of this was hearing the views of service users. David advised that due to governing rules the IJB had to write complex policies. He also stated a consequence of shifting the balance of care was engaging in discussions with service users about risk thresholds. David also referred to the brand identity of the HSCP being promoted by staff on the frontline who would have dialogue with service users, informing them of the HSCP, the services available and that these were being provided in a different way.

Allison Eccles informed members that the communications survey was a corporate baseline and not an attempt to engage with everyone, stating that locality based meetings support our Participation and Engagement Strategy, which is separate from but also linked to the Partnership's Communications Strategy for communicating with large audiences.

Ann Souter emphasised that people in communities were already facing challenges and that the introduction of universal credit would impact them more so. Ann suggested that we should engage with communities through the locality forums when established as this created the opportunity for communication.

Alex MacKenzie indicated that it was important for the HSCP as a new organisation that partners fully understood our role, purpose and the services provided. He also stated that in the future the HSCP should capture how partners including community planning viewed the HSCP.

John Matthews asked how prepared we were for risk, highlighting that this was an important element when we were consulting with the community. Anne Scott advised that it was important to not raise expectations that the HSCP would not be able to meet.

Susanne Millar explained that it was about a balance and that as being responsible for a number of vulnerable groups the HSCP had to understand how they responded to expectations, explaining that this was hugely complex but was their responsibility.

Trisha thanked officers for reminding the Committee that the HSCP also had a separate engagement process which flowed from the Participation and Engagement Strategy and was distinct from the Communications Strategy. She did, however, suggest that the principles of our overarching approach to engagement should be based on the National Standards for Community Engagement.

Allison Eccles advised that principles were included in the Participation and Engagement Strategy but that they could develop principles of engagement for developing locality forums to show the broader sense of engagement. Ann Souter asked to be involved in this work.

Allison Eccles

Jason Mokrovich informed members that the communications material would be developed to allow service users to make informed choices and that they would establish a base for people to understand the partnership.

Alex MacKenzie reported that there was a lot of good practice of engagement in local areas within a framework that they were committed to. Alex stated that Chief Officers could look at how they evidenced the impact of communications and the resource implications of this.

Chief Officers

Trisha McAuley advised that the improvement actions to be included in the action plan were agreed with the focus being on the user, ensuring relevance to the audience, and that a report would be presented at a future meeting on the broader engagement and how this would be evaluated.

Allison Eccles

The IJB Public Engagement Committee:

- a) noted the key findings of the Partnership's baseline communications survey; and***
- b) approved the improvement actions set out in Section 5 of this report, and for them to be included in the Partnership's Communications Strategy's action plan to improve current communications activity.***

GCHSCP WEBSITE

Jason Mokrovich presented proposals for the new GCHSCP website to the IJB Public Engagement Committee seeking approval for the visuals and approval to proceed with the development of the website.

Members agreed that the webpage was impressive, noted that it complied with accessibility guidelines and highlighted that the 'find a service' link should be more prominent on the page and in a main section.

The IJB Public Engagement Committee:

- a) ***approved the visuals of the webpage; and***
- b) **agreed that the Business Development Manager (Communications) progress in developing the webpage.**

6. YOUTH ENGAGEMENT POLICY COMMISSION

Allison Eccles presented a report to inform the IJB Public Engagement Committee on the report of the Youth Engagement Policy Commission.

Allison advised that the Youth Engagement Policy Commission was established to understand the priorities of young people and to support efficient engagement. Allison explained to members that the findings showed that the priorities of young people were the same as adults. The recommendation of the report was to endorse the findings of the Commission's report and to commit to adopting the recommendations into the everyday activity of the HSCP.

Andrew Robertson stated that in relation to young carers in education it was important that schools and the education authority were aware of the needs of carers and the issues that they experienced within a school setting; and how they were treated, encouraged and supported.

Susanne Millar advised that work was being undertaken by the Council Youth Commission and that within the Children's Service Plan schools were the main platform for engaging with young carers; and by schools being responsive this was more effective for carers.

Ann Souter highlighted that there was a lot of money being invested into services for young people and engaging with them; but that they could still be difficult to reach. Ann noted a secondary school in her local area was one of the lowest achieving in Glasgow, and questioned how this would be addressed.

Susanne Millar advised that in relation to school performance there are also high performing schools in the same area, including one of the highest performing schools in Scotland relative to schools with a similar demographic. Work is being carried out to identify why some schools are performing better than others, and also looking at leadership within schools. Susanne noted the introduction of the volunteer mentoring programme, MCR Pathways, and this would be reported within the Children's Services Plan in June, as well as other work which was being carried out.

Ann Souter noted that communities wanted to see change for the better, highlighting that young people already had too many challenges when they left school and that they wanted change for them when at school.

John Matthews advised that by listening to young people and giving them

responsibility it is important to be aware of the risk involved, but noted that responding to risk was important to Glasgow.

David Williams acknowledged John's point and that this reflected the boundaries the HSCP was prepared to push in order to do the right thing, but balancing this with statutory requirements. David proposed that the partnership develop a bespoke response to the Commission's recommendations and the actions that would be undertaken by the HSCP. David also proposed the possibility of there being a young people's representative on this committee, noting this may require a paper to the IJB in the first instance.

Trisha McAuley requested a paper be presented to the Committee in June in response to the Commission's recommendations, where these are relevant to the HSCP. A paper will also be submitted to a future meeting of the IJB regarding young people representation; Susanne Millar would explore options for this.

Allison Eccles

Susanne Millar

The IJB Public Engagement Committee:

a) endorsed the findings of the Commission's report and commit the Glasgow City Health and Social Care Partnership to adopting the recommendations as outlined at 4.1 of the report; and

b) ensured that the recommendations are being implemented in our engagement activity with young people.

7. LOCALITY ENGAGEMENT FORUMS

Hamish Battye spoke to a paper providing an update on progress in establishing the Local Engagement Forums.

Hamish advised that the forums differed across the three localities in response to the replies and comments received when developing the Participation and Engagement Strategy; and also due to the various network of community groups across the City. Hamish reported that within the three localities the groups were being established and terms of reference developed. Locality plans would be presented to the Integration Joint Board in April.

John Matthews questioned the representation on the groups, noting that it was the same people who attended meetings and that wider representation was required to engage with local people and listen to their issues.

Simon Carr referred to the complexity in the language including the names and purpose of the forums, advising that these had to be understood by communities and the target audience.

Hamish Battye explained that the rationale for the forums was to understand issues and concerns of health and social care in localities; and that to take forward major service change there was the need for engagement with service users, carers and the general public. Hamish also highlighted that the forums had been established in relation to comments received from the Participation and Engagement Strategy and that these had been tailored to each locality. The forums were at early stages and would identify areas for discussion and ensure meaningful facilitation.

David Williams informed members that the locality plans were developed in response to legislation and were still evolving, as are our arrangements designed to engage more effectively with service users as well as those who did not use services.

Alex MacKenzie also stated that the locality plans were one element of a network of engagement and that the plans would assist in steering further engagement.

Trisha McAuley acknowledged that there had been a lot of good work so far and there was a developing picture and that the Committee should not lose sight of this.

The IJB Public Engagement Committee:

a) noted the content of the report.

8. REVIEW OF COMMUNITY DEVELOPMENT SERVICE LEVEL AGREEMENT

Stuart Donald spoke to a report advising the Committee of the on-going review of the service level agreement between the Health and Social Care Partnership (HSCP) and Glasgow City Council's Democratic Services, in relation to support for community development and engagement activity across the city.

Stuart advised that a forum would bring together health and social work community planning staff and workshops would take place to map out work that was currently being undertaken and to identify the priorities. It was proposed that a report be presented at the next meeting. Allison Eccles advised that the review would not result in the reduction of staff, but it would bring staff together for joint arrangements.

Andrew Robertson was supportive of the positive outcome to the review, recognising that a key factor of community workers was to assist, and build the capacity of, community representatives and that this was a critical role for effective engagement. Andrew proposed that he participate in the workshop. Susanne Millar proposed that she also be engaged in the workshop as Chief Social Work Officer due to governance arrangements in community work.

Allison Eccles

The IJB Public Engagement Committee:

a) noted the report; and,

b) instructed the Head of Business Development to report to the June meeting of this Committee outlining the revised Service Level Agreement

9. PUBLIC ENGAGEMENT COMMITTEE – 2017 MEETING SCHEDULE

Stuart Donald spoke to a paper to propose a schedule of meetings for the IJB Public Engagement Committee in 2017, to be held in each of the city's localities.

Stuart advised that it was proposed that future meetings be held within the localities, focussing on activity with that locality and the care group for which the locality leads on behalf of the HSCP. David Williams noted a need to ensure that local networks and care group representatives are involved in the

meetings. Trisha McAuley agreed, noting that members also wanted to hear from those who use health and social care services. It was agreed that the structure and scope of the meetings be further discussed at the pre-agenda stage.

The IJB Public Engagement Committee:

a) approved the proposals outlined in the report.

10. PETITION

Allison Eccles informed the Committee that a petition had been received which should be presented for consideration, as per the policy approved at the IJB in September 2016; however the petition was not compliant with the policy.

Allison advised that the petition was regarding the reduction in funding to sheltered housing and asked petitioners to sign the petition to show their support to save all sheltered housing complexes in the Glasgow area. Allison reported that the petition had received 100 signatures, but that it did not comply with the IJB's Petitions Policy as there was no clear lead petitioner, there were no contact details and no other forms of engagement had been attempted by petitioners before the petition was submitted. The petition also referred to Glasgow City Council making reductions to funding, however Allison Eccles advised that following discussion with the Council's Committee Services Manager it was understood that the petition also would not comply with the Council's Petitions Policy, had the petition been directed to the Council.

The members discussed the petition and agreed that the first individual who signed the petition, who had also provided their telephone number, be contacted to identify if they were aware of the lead petitioner. If so, Allison would provide them information on the avenues available to them, including the correct procedure to submit a petition.

Allison Eccles

It was noted that guidance and instructions on how to send Glasgow City Integration Joint Board a petition are available at the following link: <https://www.glasgow.gov.uk/index.aspx?articleid=20373> and these should be read before preparing and submitting a petition.

The IJB Public Engagement Committee:

a) agreed that the Standards Officer make contact with the first petitioner to try to identify the lead and provide details of the correct petitions process.

11. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 28th June 2017 in the North West Locality (Maryhill Health and Care Centre, Gairbraid Avenue)

The meeting ended at 11.20am