



Glasgow City Integration Joint Board

Participation and Engagement Strategy

Introduction

Within Glasgow, we have a good history of working as a partnership between Social Work, the NHS and community groups to develop and deliver health and social care services informed by local priorities and needs. In recent years, community groups such as Voices for Changes, the Carers Reference Group and the Public Partnership Forums have made a valuable contribution to the work of Social Work Services and the former Glasgow Community Health Partnership.

The integration of health and social care, following the passing of the Public Bodies (Joint Working) (Scotland) Act 2014 and establishment of the Glasgow City Integration Joint Board, presents an opportunity to reflect on the successes we have had in partnership and to consider how we can evolve our approach to participation and engagement in line with the developing health and social care landscape in Glasgow and beyond.

Our Participation and Engagement Strategy is informed by a review of participation and engagement structures and approaches in place across health and social care, and has been developed in consultation with community groups across the city. The Strategy outlines the principles and approach we will adopt in Glasgow to ensure that our Participation and Engagement activities meet local expectations, national standards and the needs of everyone in Glasgow who has an interest in the development and delivery of health and social care services in the city.

David Williams
Chief Officer
Glasgow City Integration Joint Board

Ann Souter
Community Member
Glasgow City Integration Joint Board

Principles of Engagement

Our strategy is focussed on supporting the Glasgow City Integration Joint Board to deliver on its vision:

We believe that the City's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. We believe that stronger communities make healthier lives. We will do this by:

- *Focussing on being responsive to Glasgow's population and where health is poorest*
- *Supporting vulnerable people and promoting social well being*
- *Working with others to improve health*
- *Designing and delivering services around the needs of individuals carers and communities*
- *Showing transparency, equity and fairness in the allocation of resources*
- *Developing a competent, confident and valued workforce*
- *Striving for innovation*
- *Developing a strong identity*
- *Focussing on continuous improvement*

The following principles form the basis of our participation and engagement strategy, and are informed by findings of the review of existing engagement networks, comments from key stakeholders and the legislative context, for example the Patient's Rights Act and Community Empowerment Act.

1. We will take an **Inclusive** approach to participation and engagement, and promote opportunities for individuals and groups from all walks of life to engage with the Glasgow City Integration Joint Board and Glasgow City Health and Social Care Partnership. We are responsible for health and social care services in Glasgow delivered to people of all ages and from all backgrounds, and we want to give all of our service users and patients the opportunity to influence those services. In particular we are keen to develop our engagement with young people, recognising our existing engagement networks with young people are evolving, but less developed than with other groups.
2. We will be **Approachable**, with information made available through a variety of accessible means on how to engage with the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership.
3. We will be **Transparent** in all of our engagement activity. We will share information, and will answer questions fully and frankly. The Integration Joint Board will regularly review and consider feedback from our participation and engagement networks.
4. We are committed to **Two-Way Communication**, and will listen to what individuals, groups and networks have to say. We value and respect people's

opinions. We understand that a small number of people cannot fully reflect the views of an entire community, but are entitled to make representations on behalf of their wider community.

5. We will be **Co-Ordinated**, across the city, localities, care groups and Strategic Planning Groups. We recognise the significant links, dependencies and overlaps between every group and how they relate to each other.
6. We will have a strong **Local Focus** to our participation and engagement activity, recognising that the needs of localities are best represented by the people who live and work in those areas.
7. We will **Reduce Bureaucracy** from our participation and engagement activity, focussing on people over structures.
8. We will be **Flexible** to the needs of localities, care groups and interest groups, recognising that one approach does not fit all.

The Glasgow Approach

Through this strategy we are committed to:

- Using the most appropriate level of involvement and participation for each activity
- Ensuring that community engagement activity, wherever possible, meets peoples' needs and expectations
- Building on the existing skills and knowledge already available in the community, so that people are empowered to take issues forward
- Engagement with the statutory, voluntary and community sector in a way that enables them to play a key role in influencing the delivery of services
- Developing a relationship where peoples' views are valued and listened to and are encouraged to become involved in influencing decision making structures
- Create effective networks through which information, ideas, issues and opportunities to become involved can be shared
- Supporting and enabling people to take part in our participation and engagement activity

Levels of Involvement

It is very important that local people have a clear understanding about the purpose of any activity that is designed to inform, consult or to involve them, so that it is clear to them whether or not they can influence decisions being made.

To assist with promoting an open and transparent approach when conducting activities, the following definitions will apply

Inform

Providing appropriate information about services, policies and decisions

Or

Collecting or using existing information about the views and needs of local people to inform services, policies and decisions

Consult

Offering an appropriate (one-off) opportunity to have a say about a service, policy or decision

Involve

Providing opportunities to have a say and get involved in activities in a more influential way (on an ongoing basis)

Partner

An equal part of the decision making process

The different levels of involvement can be represented in the below diagram:



When carrying out activity under this strategy, we will adopt the most appropriate approach for that particular activity, and be clear which approach has been adopted and why.

Integrated Engagement Structures

In order to support an integrated approach to participation and engagement across the Glasgow City Health and Social Care Partnership, it is recognised that we need to develop an engagement structure which brings together the structures already operating across the city and linked to either Glasgow City Council Social Work Services or NHS Greater Glasgow and Clyde. As a partnership, we want to build on what we know works well to develop an engagement structure and network which supports the principles of integration and community engagement.

We recognise that there are many approaches which could be taken to structures, for example:

1. Making no change at all, and maintaining existing Council and Health Board structures
2. Developing integrated client or interest group structures
3. A local engagement network which has a remit across health & social care
4. A hybrid of options 2 and 3 above

The above is not an exhaustive list of options, and it is our intention to consult on potential engagement structures at a local level, to allow localities and communities to develop networks which are best suited to local need.

Locality Engagement Activity

Glasgow is divided into three areas, known as localities, to support service delivery. To ensure consistency in local service delivery, the Glasgow City Health and Social Care Partnership has adopted the same strategic areas as the Glasgow Community Planning Partnership.

We recognise that the needs of localities are best represented by the people who live and work in those areas, and by individuals or groups who share a common interest. The majority of our participation and engagement activity therefore will take place in localities.

Each locality will establish an integrated participation and engagement approach, aligned to the principles laid out in this strategy document and taking into consideration local requirements. The approach taken in each locality will be laid out in their respective Locality Plans.

The notion of 'Recovery Communities' within addictions has been shown to markedly reduce relapse rates and therefore re-admission rates to community services and hospitals. Recovery Communities have been developed organically from the community up, engaging with service providers and the Alcohol and Drug Partnership. Activities range from informal groups, training, sporting activity, further education and specialist training. We will continue to support Recovery Communities as they continue to develop.

By far the most common way for individuals to interact with representatives from the Glasgow City Health and Social Care Partnership is at the point of service use. We recognise that individual experiences of health and social care, and the discussions people have with their health and care professionals provides valuable insight into what people want, need and expect from health and social care services. Localities will therefore work to develop mechanisms through which feedback from these interactions can shape development of high quality, person-focussed services. This may require an element of practice development, but also technological development to allow individual feedback and experiences to be recorded routinely.

City-Wide Engagement

While the majority of our participation and engagement activity will take place at a local and individual level, there is also an important role for city-wide activity.

We will hold regular events bringing together the Integration Joint Board, community representatives from localities and care groups to consider matters of cross-cutting or city wide interest. Community representatives will be given the opportunity to shape the agenda and focus of these events.

The Health and Social Care Partnership's Chief Officer will also hold regular Scrutiny Sessions to provide an opportunity for a range of stakeholders to give feedback on

the performance of the Health and Social Care Partnership. These sessions will be designed to support the principles outlined earlier in this strategy.

Engagement with the Integration Joint Board

The Glasgow City Integration Joint Board has a number of community members representing the interests of social care service users, health service users and carers. There is no expectation on these individuals to act as a formal liaison between the Integration Joint Board and the wider community, however the Glasgow City Health and Social Care Partnership will put in place an appropriate level of support to allow these individuals to articulate the interests of their respective stakeholder groups to the best of their ability.

The Glasgow City Integration Joint Board has established a Public Engagement Committee, which is made up of a number of members of the Board. This Committee will enable Glasgow's citizens and local Third and Independent sector organisations to have a direct route of engagement and role in the policy development process. It will as part of this role, approve and keep under review the Board's Participation and Engagement Strategy. The remit of this committee is:

- To consider petitions and representation on matters falling within the competence of the Integration Joint Board and recommend to the Integrated Joint Board the appropriate action to be taken
- To monitor and review the development and implementation of the Integration Joint Board's Participation and Engagement Strategy
- To carry out any and all functions conferred on the Committee by the Integration Joint Board in keeping with the Participation and Engagement Strategy

Community Planning

The Integration Joint Board is a statutory partner on the Glasgow Community Planning Partnership, which presents a significant opportunity to work with other Partners in engaging with people and communities on a local and city-wide basis. We will work with our Community Planning partners to develop this evolving relationship and embrace the opportunities it presents us. In particular, we will engage with the Community Planning Partnership to support the 'Thriving Places' approach as outlined within Glasgow's Single Outcome Agreement.

Consultation Activity

The Glasgow City Integration Joint Board is required by statute to consult widely on its Strategic Plan, and would invariably wish to consult on a similar basis on proposals to establish new services or make significant changes to existing service provision. All such consultation activity will be conducted according to the principles

outlined in this strategy and in line with any legislative requirements and local standards adopted by the Council and Health Board.

Equalities

The Integration Joint Board, along with the Council and Health Board, are committed to promoting equality across Glasgow City. We will build engagement with equalities groups and networks such as the Glasgow Equalities Forum into our Participation and Engagement structures and approach, and ensure all of our equalities engagement follows the principles outlined in this strategy.