

## Glasgow City Integration Joint Board Public Engagement Committee

**IJB-PEC (M) 25-08-2021**

Minutes of a virtual meeting held  
at 10.00am on Wednesday 25<sup>th</sup> August 2021

**Present:****Voting Members**

|                         |  |
|-------------------------|--|
| Bailie Annette Christie | Councillor, Glasgow City Council         |
| Cllr Jennifer Layden    | Councillor, Glasgow City Council (Chair) |
| Amina Khan              | NHSGG&C Board Member                     |
| Anne Marie Monaghan     | NHSGG&C Board Member                     |

**Non-Voting Members**

|                 |                                  |
|-----------------|----------------------------------|
| Lorraine Barrie | Equalities Advisor               |
| Anne Scott      | Social Care Users Representative |

**In Attendance**

|                   |  |
|-------------------|--|
| Sheena Arthur     | Partnership Manager (Health and Social Care),<br>Glasgow Council for Voluntary Services (GCVS) |
| Fred Beckett      | Principal Officer / Carer Lead   |
| Steven Blair      | Principal Officer, Business Development  |
| Tony Devine       | North East Community Engagement Development<br>Officer   |
| Allison Eccles    | Head of Business Development   |
| Alan Gilmour      | Planning Manager, Older People and South Locality  |
| Julie Kirkland    | Senior Officer (Governance Support)  |
| Claire Maclachlan | Governance Support Officer (minutes)   |
| Jason Mokrovich   | Business Development Manager   |
| Susan Orr         | Head of Children's Services  |
| May Simpson       | North West Community Engagement Development<br>Officer   |

**Apologies:**

|               |  |
|---------------|--|
| Mike Burns    | Assistant Chief Officer, Children's Services and<br>North East |
| Craig Cowan   | Business Development Manager                                   |
| Callum Lynch  | South Community Engagement Development Officer                 |
| John Matthews | NHSGG&C Board Member (Vice Chair)                              |
| Ann Souter    | Health Service User Representative                             |

**1. Declarations of Interest**

There were no declarations of interest.

**2. Apologies**

The apologies for absence were noted as above.

|  |                |
|--|----------------|
|  | <b>Actions</b> |
|--|----------------|

**3. Minutes**

The minutes of the meeting held on 26<sup>th</sup> May 2021 were approved as an accurate record.

**4. Matters Arising**

There were no matters arising.

**5. Rolling Action List**

Allison Eccles presented the rolling action list advising that there were six open actions.

Three actions remain opening relating to the Safer Drug Consumption Facility.

Action Ref No. 18 – Petition re B&B Accommodation in Hillhead – Pat Togher will bring an update to the IJB Public Engagement Committee in November 2021 on the use of B&B accommodation.

Action Ref No. 19 and 20 – Review of Public Engagement Committee – these were actioned at the Glasgow City IJB Public Engagement Session on Thursday 19<sup>th</sup> August 2021. Members agreed for the actions to close.

**Locality Update (Key Activity / Impact of Integration)**

**6. Care Group Annual Engagement Plan 2021 / 22**

Callum Lynch was unable to attend the Committee but pre-recorded his report presentation to update on the planned engagement activity across care groups and in the three localities.

Officers highlighted this plan looks at mapping out the engagement across the 3 care groups for the period 2021/2022. This was pulled together to ensure there is a clear picture of engagement happening across the HSCP and a clear methodology and process. Moving forward this will be aligned in a parallel process with the strategic plan.

Officers advised it is important to state that this engagement plan is draft. It is a dynamic document and subject to change due to internal factors such as objectives of services may change, as well as external factors such as the pandemic.

Officers advised this plan is separate to the engagement log, as it looks at current engagement for 2021/2022, as well as planned engagement, as opposed to engagement that has already happened.

Members noted the pre-recorded presentation from Callum worked really well and was a good alternative if someone cannot attend to present their report. It is important however to have someone in attendance to answer any questions.

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### Actions

Members asked for confirmation on the numbers consulted in relation to each area of planned work as this is missing in the majority of cases. Clarity was also sought on when the targets would be known to ensure officers have the right resources.

Officers confirmed that in relation to smaller pieces of work, where focus groups are used, the target audience is known and there is a clear idea of numbers before the session. It is more difficult to predict with more general open events. Officers will ensure the numbers are noted on the targeted pieces of work and the general engagement numbers will be filled in retrospectively.

Officers

Members noted that it is a one-year plan for 2021/2022 however some dates for commencement of the engagement have still to be confirmed. Members noted a further update will be presented in 6 months and that it will be good to see the progress in terms of engagement that is underway.

Officers advised that with regards to short term work, the targets and dates are set, and this will be updated for future versions of the plan. With larger pieces of work, for example the Mental Health Strategy, there is work ongoing just now across the Board area, including preparation work and events which will start this year and go into next year. Officers will update the plan to make this clearer.

Officers

Members requested further detail in the next update on what officers are trying to achieve within the timescales, including targets for how many people they are hoping to reach in the various engagement strands.

Officers

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

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

### **Public Engagement (Impact, Upcoming Opportunities, Planned Service Development, EQIA)**

## **7. Glasgow's Promise Plan, Planning and the Children's Transformation Programme**

Susan Orr presented the report to update on the strategic direction in Children's Services in line with the Promise and provide an overview of the participation of children, young people and their families in the development and redesign of services.

The city-wide Care Experienced Board has taken the lead to develop a comprehensive plan and response to how Glasgow will keep 'The Promise.' The plan is in the final draft stages and is divided into 5 key themes:

- Young people are safe, protected and valued in their communities and neighbourhoods
- Children and young people's health and wellbeing is promoted and improved
- Children and young people are well supported in their homes and communities
- Children and young people achieve high quality outcomes through excellent and inclusive education and employment opportunities

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- Children and young people are involved and included, and their views are influential in the development and delivery of services

Officers highlighted the ongoing engagement and participation which has informed several developments within Glasgow City. The Integrated Children's Service Plan for 2020-2023 has been published. With the support of GCVS, the views of 875 children and young people and 450 parents were obtained, and a separate session was held for practitioners.

The Family Support Strategy is another strand in the Promise and 90 families and children have been involved in the design of that, with services due to start in the next month or so. There are 2 strands to this which are an Early Intervention approach and Intensive Family Support for families who are in crisis.

The Care Experienced Board have been supporting Glasgow's Young Champion's Board, People Achieving Change (PAC) to design and commission a survey about the mental health of care experienced young people. The survey went live at the beginning of August 2021 and will conclude at the end of September. Using the results of the survey, the care experienced young people hope to influence the redesign and delivery of services in the future.

A team of Independent Review Officers (IROs) have also been successfully recruited, as part of a step-change in promoting voice, participation and engagement with respect to young people and children's choices, views and needs within their own care plans.

Within the Plan there are 100 actions which Officers are now taking forward. The priorities are:

- creating a child friendly version of the plan;
- recruiting 3 participation workers and invite care experienced young people and adults to be comes advisors on a day to day basis;
- developing a 'Glasgow Promise' website - there are 6 young people working with a web developer on this

Members welcomed the plan and questioned if an EQIA has been undertaken of the full action plan.

Officer advised the plan is still in draft therefore there is no EQIA at this stage, but this will be undertaken with partners.

Members highlighted the shift from intensive support by Social Work to more preventative support which will be provided by others and questioned what this means for Social Work as a profession and what the public message will be around that.

Officers advised that there is a requirement to take a more strength-based approach in supporting families to see their qualities and what can be built on, and the Promise is a good framework for that.

The Intensive Family Support Team focuses on the strengths of families and promotes a philosophy of 'voice, validation and hope.' This change in practice focuses on building on how strengths and assets can be capitalised upon, rather than focusing on risks and negatives.

Members questioned which cities Glasgow is benchmarking against.

Officers confirmed that benchmarking is taking place with some of the larger English cities, such as Manchester, Liverpool and Birmingham and Glasgow is doing well in comparison in its approach to a family support service.

**The IJB Public Engagement Committee:**

- a) noted the contents of the report; and
- b) noted the alignment of the strategic direction for Children's Services with 'The Promise'.

**8. Carer Strategies Review**

Fred Beckett presented a report to update on the intention to review the Adult Carer Strategy, Young Carer Strategy, Carer Short Break Statement and Carer Eligibility criteria as prescribed by the Carer (Scotland) Act 2016 and to Glasgow City HSCP's consultation plan.

Officers advised the report will be brought back to the IJB Public Engagement Committee in March 2022 with a view to launching updated strategies in June 2022 to coincide with Carers Week.

Members asked how the impact of the pandemic has affected how Officers engage with people and what learning there has been from carers about their pandemic experience.

Officers advised the key lessons have been around carers moving online and how to adapt resources. The pandemic has had a challenging impact on mental health and loneliness has been highlighted. The next strategy will incorporate any learning from the pandemic and the HSCP recognises carers as equal partners in the delivery of health and social care.

Members questioned if the review of the eligibility criteria will be carried out in the context of COVID-19 and how Officers will ensure enough flexibility to give people intensive support when they need it.

Officers advised Glasgow City HSCP policy is that if you look after someone in Glasgow then you are eligible. Officers highlighted however that carers don't always identify themselves as carers and don't ask for support. The goal is to make Glasgow a carer friendly city and let people know that help is available.

Members suggested shifting the onus of identifying as carers from the carers themselves as people find it difficult to think of themselves in those terms.

Officers advised that this needs to be part of core business for social workers to make sure carers know they are seen.

**The IJB Public Engagement Committee:**

- a) **noted the intention to review the Carer Strategies, Carer Short Break Statement and Carer Eligibility Criteria; and**
- b) **noted the intention to present the reviewed Adult Carer Strategy, Young Carer Strategy, Carer Short Break Statement and Carer Eligibility Criteria to the IJB in March 2022 with a view to new strategies and associated documents being in place from 2022 until 2025.**

**9. IJB Strategic Plan Review: Engagement Approach and Communications Strategy**

Jason Mokrovich presented a report to update on work undertaken to develop an approach to public engagement to support the review of the IJB Strategic Plan.

Officers advised the Strategic Plan review has been extended for 1 year due to external factors. This extended period will facilitate more time to enable more robust engagement with a range of stakeholders.

There is a co-produced approach to the engagement with involvement with the Third and Independent Sectors to obtain more, and better quality, feedback across the City.

A Strategic Plan Working Group of HSCP officers has been formed to drive the review of the Plan. The Working Group are linking closely with the Core Leadership Groups and Strategic Planning Groups across the city to provide updates on progress and thinking and to encourage suggestions from members, which include representatives of external organisations and members of the public, as to how to progress the review.

A list of proposed Reference Groups is being developed and will be shaped by internal and external stakeholders, including where possible those with lived experience.

The HSCP website will have a dedicated webpage to update on the review and will be a central reference point.

The Communications Strategy has been developed and is appended to the report. The strategy outlines the core messages to be used during communications activity whilst reviewing the Plan; standards of communications messaging and activity; governance arrangements; audience and stakeholders and; key communications channels to be used.

The August timeline for development of the co-produced engagement approach for the review of the plan has had some slippage due to the requirement to secure slots on the Core Leadership and Strategic Planning Groups. All efforts are being made to conclude the planning stage as soon as possible to commence the initial engagement activity.

Officers highlighted that an initial EQIA has been completed but as this is a dynamic document, this will be reviewed and updated as the process develops and full EQIA will be completed on the draft Strategic Plan.

Members welcomed the report which provides a clear understanding of process and timeframes. Clarity was sought on setting targets and whether the size and scale of the numbers that are being targeted was available.

Officers advised that it is difficult to gauge this for each of the populations and whether it can be fully representative. In health and social care there are a range of support needs and interests that may not be the main group they would be associated to. It should also be noted that it is wider than the people of Glasgow as there are a number of hosted services.

Members suggested that targets are included as numbers rather than percentages.

Officers advised that face to face engagement is where the rich data is obtained and that needs to be reflected in the report outputs. Officers thanked members for the comments and confirmed they will reflect on how to capture as much detail as possible on numbers, who the engagement has taken place with, what they said and how the information will be used.

Members highlighted that capturing the demographics of those who responded is important to get an understanding of voices being underrepresented.

Officers agreed and confirmed that this information is gathered during the consultation and engagement process and this data will help to capture any themes that are emerging.

**The IJB Public Engagement Committee:**

- **noted the activity undertaken so far in relation to the review of the Strategic Plan; and**
- **noted the Communications Strategy completed as part of planning for the review.**

**10. GCHSCP Consultation and Engagement Log**

Allison Eccles presented the Consultation and Engagement Log.

Officers advised this is a live document and will continue to be updated.

Members noted their appreciation of the volume of activity and the challenges in trying to capture everything that is happening.

**The IJB Public Engagement Committee:**

- a) **noted the contents of the log.**

**Officer / Service Updates**

**11. IJB Public Engagement Committee Review: Action Plan**

Allison Eccles presented the Public Engagement Committee Review Action Plan.

Officers updated on discussion at the Public Engagement Session held on 19<sup>th</sup> August 2021, where there was agreement to find more flexible ways of making the Committee more inclusive. Some actions were also agreed around the public awareness campaign. A write up from the session will be shared with Committee Members.

Officers

**The IJB Public Engagement Committee:**

**a) noted the contents of the Action Plan.**

**12. IJB Participation and Engagement Strategy: Action Plan**

Allison Eccles presented the IJB Participation and Engagement Strategy Action Plan.

**The IJB Public Engagement Committee:**

**a) noted the contents of the Action Plan.**

**13. Next Meeting**

The next meeting will be held at 10.00am on Wednesday 24<sup>th</sup> November 2021 via Microsoft Teams.