

**Glasgow City Integration Joint Board
Public Engagement Committee**

IJB-PEC (M) 26-05-2021

Minutes of a virtual meeting held
at 10.00am on Wednesday 26th May 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 (Item 9 onwards)
Anne Marie Monaghan	NHSGG&C Board Member

Non-Voting Members

Lorraine Barrie	Equalities Advisor
Mike Burns	Assistant Chief Officer, Children's Services and North East
Ann Souter	Health Service User Representative

In Attendance

Sheena Arthur	Partnership Manager (Health and Social Care), Glasgow Council for Voluntary Services (GCVS)
Steven Blair	Principal Officer, Business Development
Simon Carr	NHSGG&C Board Member
Craig Cowan	Business Development Manager
Allison Eccles	Head of Business Development
Alan Gilmour	Planning Manager, Older People and South Locality
Julie Kirkland	Senior Officer (Governance Support)
Callum Lynch	South Community Engagement Development Officer
Claire Maclachlan	Governance Support Officer (minutes)
Kirsty Orr	Programme Manager, Health and Social Care Out of Hours Services and Maximising Independence
May Simpson	North West Community Engagement Development Officer

Apologies:

John Matthews	NHSGG&C Board Member (Vice Chair)
Anne Scott	Social Care Users Representative

Actions

1. Declarations of Interest

There were no declarations of interest.

2. Apologies

The apologies for absence were noted as above.

3. Minutes

The minutes of the meeting held on 2nd December 2020 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 five open actions.

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

Action Ref No. 18 – Pat Togher to bring an update to the IJB Public Engagement Committee in December 2021 on the use of B&B accommodation.

Action Ref No. 19 – Chairs of the three Locality Engagement Forums to meet with the Chair and Officers to take forward discussions.

6. Locality Update

May Simpson presented a report which updates on recent engagement activity being carried out in the three localities of Glasgow City Health and Social Care Partnership.

One to one engagement took place with the Locality Engagement Forum (LEF) members via telephone and online for those with access to I.T. Focus groups took place in May 2020 on Microsoft Teams.

In July and August 2020, in line with COVID restrictions at the time, the North East LEF held open sessions with the public on the pre-planning process for the Health and Social Care Hub in the North East of Glasgow.

The North West LEF resumed meetings online in June 2020 for those with access to the internet. Those who could not attend online were contacted by telephone prior to the session to gather comments and questions.

South Locality operated a different engagement model pre-COVID and following review and feedback, the aim is to establish a new South LEF.

A questionnaire was sent out to all LEF members and stakeholders at the beginning of this year to seek views on online engagement and upcoming priorities. The summary is included in the appendix of the report. As a result of the feedback, three online sessions were organised in March 2020, hosted by each locality, focusing on Adult Services, Children's Services, Older People and Primary Care Services. Overall there were 80 participants over the three sessions, the majority however were workers and the Third and Independent Sector.

Officers outlined the learning from online and remote engagement over the past year. They highlighted the barriers, particularly around digital poverty for those members who are unable to participate online.

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Actions

Meetings are likely to continue on-line in the first two quarters of the year, however, as restrictions ease, a blended approach to engagement may be possible with some in-person meetings. The suitability of buildings is being scoped out in preparation for this.

Members asked how the public were contacted to highlight the services and activity in the HSCP.

Officers advised the telephone number for Glasgow City HSCP has been widely circulated and there is a lot of information on the Glasgow City HSCP website.

Members questioned the scale and scope with regards to the one-to-one telephone engagement and survey activity.

Officers confirmed that a lot of the activity at the beginning of the pandemic was to make sure people were safe and well and had sufficient food etc. HSCP staff were involved in the collating of resources in the first month and a contact list was created.

As well as online surveys, paper copies were also sent out and the data was entered on return. In some instances, telephone contact was made to complete responses to the survey.

Members highlighted the weblinks to the Hub development were useful, however the dates don't reflect which year it is referring to so this could be made clearer.

Officers

Officers advised that an external organisation host the website but have noted the comments and will feed this back.

Members asked what is being done with regards to digital poverty currently and what is being done moving forward.

Officers advised this is a huge concern and there are several projects ongoing across the city and the HSCP. Glasgow City HSCP have been issuing tablets and phones. There have been 280 tablets/laptops distributed, as well as WIFI contracts, training and coaching. Officers also advised that Connect Scotland have issued 1100 devices which have gone to Looked After and Accommodated Children via the Health Improvement Team.

Moving forward, Officers are scoping out what buildings can be used to allow a blended approach to engagement. Outdoor meetings are planned for over the summer and the conversation will be around what is required in terms of recovery.

Officers highlighted recent funding received from the Scottish Government via the Winter Social Protection Fund which is being used to assist families with fuel poverty and digital poverty. There are also connections to the Mental Health Strategy and school counselling to ensure there is a joined-up approach. There are also connections with the Third Sector

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Members highlighted the survey stats and that most of the respondents were organisations or staff, and not individuals. Clarity was sought on how individual views will be sought and collated.

Officers highlighted that there are other strands of engagement that are not captured by the LEFs. The consultation and engagement log will capture all of this. The strategic plan review will involve consultation with partners to establish key contacts and obtain information on how they prefer to receive information, what the barriers are etc. A database will be developed which will inform future engagement.

Members asked if progress with this can be reported to a future Public Engagement Committee to allow members to contribute.

Officers confirmed this will be reported back to the IJB Public Engagement Committee.

The IJB Public Engagement Committee:

a) noted the contents of the report.

7. Public Engagement

Update on Review of Public Engagement Committee Action Plan:

Craig Cowan presented the Public Engagement Committee Action Plan.

Officers highlighted the action to review the Committee membership to include Third/Independent Sector representation.

Initial discussions have taken place with Shona Stephen and Peter Millar, who represent the Third and Independent Sector on the IJB, to discuss membership of the IJB Public Engagement Committee. Unfortunately, both are unable to commit in terms of their capacity. Other options were discussed including Sheena Arthur of GCVS attending as a rep for the Third Sector. It was suggested that a session is arranged between now and the next meeting of the Public Engagement Committee to discuss the membership further.

The IJB Public Engagement Committee agreed to have a further meeting to discuss the membership.

The role of the Locality Engagement Forum officers and structures is currently being defined and how they bridge the gap between localities and the Public Engagement Committee. Officers are in the process of pulling together a summary and will bring to a future meeting to address the action relating to public involvement/input.

A timescale of November 2021 is being proposed for the Public Awareness Campaign to be complete or scheduled.

Members questioned how communities can influence Committee agenda.

Officers advised that getting people to influence the work of the Committee lies with the Locality Engagement Forums and asking communities about their priorities. The standard agenda for the Committee has been revised to give adequate and proportionate importance and time for inputs from members of the public/relevant organisations

Officers agreed that there is a need to think about where the opportunities are to bring other voices to the table and have a new partnership with the public to engage local citizens in the planning structures.

Officers suggested that the agenda should be focused on areas of interest going forward rather than a locality focus at each meeting.

The Action Plan will remain as a standing item on the agenda.

Consultation and Engagement Log:

Craig Cowan presented the Consultation and Engagement Log.

The log currently focuses on consultations that have happened however the focus will now be on opportunities that are coming up so that members of the public can be sighted on these in advance. This will be published on the Glasgow City HSCP website.

Members questioned what information is coming out of the activity on the log and what happens to it.

Officers advised that as the engagement happens this will be reported into the IJB and the Committee will continue to see updates.

Maximising Independence: Engagement Workstream:

Kirsty Orr and Sheena Arthur delivered a presentation on Maximising Independence: Getting it Right for Glasgow.

Officers highlighted that the Health and Social Care system is under huge pressure. Maximising Independence is about finding a way to transform Health and Social Care in Glasgow in ways that matter to the people that provide the services and to all those who access the services so we can build an agile and sustainable and compassionate model of care for the City.

The following areas were highlighted in the presentation:

Population - More than 57,000 people in Glasgow are unpaid carers.

Complex Needs - A whole system approach is required to for hard to reach groups to inform how services are designed and understanding the complexity is essential.

Wellbeing - A third of Glasgow adults live with a limiting long-term illness or condition.

Life Expectancy - Glasgow's life expectancy is lower than the national average.

Vision - The landscape is complex and there is a challenge with resource and the environment that constantly challenges to meet targets and meet ever evolving strands of care. The Medium Financial Term Outlook undertaken by Glasgow City HSCP pre COVID-19 estimated there would be a financial gap of £100m across 2019 to 2022, therefore this demands greater efficiency, and inspires innovation to create new models of care and delivery to support people to live longer in their own homes in communities with less reliance of hospitals and other statutory services.

Maximising Independence seeks to navigate the spaces between the complex landscape and address the gaps, so we can understand and employ the most effective and efficient use of the City's resources.

Workstreams - Five workstreams were created to support the delivery of work which are:

- Changing the Nature of Care
- Maximising Wellbeing for Independent Communities
- Communication and Engagement
- Workforce and Culture

Emerging priorities are:

- Understanding the use of language and the impact this has
- Ensuring meaningful service user involvement in our work going forward
- Having an open dialog with people who don't agree with Maximising Independence or don't share the same interpretation of the words we are using
- Exploring story telling approaches
- Finding out the golden thread from service users to the workforce using asset-based practice
- Finding ways of working with communities of interest, having conversations with the communities understanding what they would like, if they would like to work with us and what are they looking for
- Exploring shared decision-making approaches, particularly around family group decision making, putting people at the heart of making decisions about them and what they want to happen
- Commissioning and procurement processes need to be more aligned with the maximising independence programme so that we can do things quickly and more creatively without getting caught up in the traditional processes

Engagement - Enabling people to have a say and share decision making about their care and has been part of the communication and engagement workstream.

Research was commissioned using the company Snook to help explore how best to communicate and engage. They undertook a series of surveys and interviews and they are investigating the concepts posed within Maximising Independence and the language used to communicate these. These findings are informing future developments for Maximising Independence.

Learning - Dialogue is ongoing with University of Strathclyde; behavioural psychologists; King's Fund; other health and care agencies in other local authorities; and the Scottish Government to align with other national initiatives.

Reality - Maximising Independence will:

- Focus on connectivity of what is happening, ensuring best practice is the norm, not the exception
- Push the scale of interdependencies so services are as integrated and accessible as possible, making the most efficient use of resources
- Promote empowerment, and lead brave conversations – with our workforce and with service users – where this can achieve a safe reduction in dependency and maximise independent living
- Avoid duplication and accumulative impact – identifying and working to shared outcomes across services, organisations and stakeholders.

Members thanked Officers for the presentation but stressed that it is important to get the public messaging right as the perception by the public to Maximising Independence is not positive. The influences from the Independent Review of Adult Social Care will also need to be considered.

The Equalities Advisor expressed disappointment in the omission of Glasgow Equality Forum in the distribution of the survey carried out in February 2021 however acknowledged that an apology was received, and the deadlines were extended. There has also been better engagement and better involvement going forward. The need for accountability and transparency was highlighted as there is not a lot of information in the public domain with regards to Maximising Independence. The need for increased interface with the third sector was also highlighted.

Officers confirmed that the third sector are leading on the Communications and Engagement workstream and the membership is still being reviewed. People have been invited to get involved and to think where they can best contribute. Officers acknowledged that they won't always get it right and appreciate the feedback. The support of the Public Engagement Committee is key to getting the messaging right. Officers advised that all feedback is welcome and the language with regards to public messaging is important.

The Communities Workstream will involve different groups of people and it is important that they report on what is important to them. Citizen engagement is key, and Officers apologised if this has not been highlighted enough within the presentation.

Members highlighted that those with lived experience need to be at the centre of the work on Maximising Independence to work alongside the professionals and academics. The balance of this needs to be clearer not only in the presentation but in practice.

Officers clarified that the voice and choice of citizens is key to Maximising Independence and thanked the Committee for the feedback.

Members asked if Officers could come back to a future Committee to update on the Maximising Independence work.

Officers agreed to come back to a future meeting and keep the IJB Public Engagement Committee updated.

8. Review of Participation and Engagement Strategy Action Plan

Craig Cowan presented the Participation and Engagement Strategy Action Plan.

This action plan was approved by the IJB in September 2020 and has been updated with revised deadlines

Decisions have been made around the engagement approach to the Strategic Plan review since this action plan was approved and has meant there is opportunity to roll the activity into one. Some actions are covered in the consultation log.

Officers will keep Members updated on progress with the actions.

9. Update on Older People Transformational Change Programme Impact Report

Alan Gilmour and Callum Lynch presented a report to provide an update on progress towards the agreed actions/next steps outlined in the Older People's Transformational Change Programme Impact Report. It looks into the five key areas of older people's services; home care, technology enabled care, anticipatory care, intermediate care and the specialist dementia unit at Leverndale Hospital.

Officers reported that a lot of the activity was put on hold due to the pandemic and methods of engagement had to be adapted.

Officers highlighted however that it also provided new innovative ways to engage with the public. An update was provided on the 5 work streams outlined in the report.

Members thanked Officers for the report however highlighted that the impact of the activity/service improvement on people using the service didn't provide a sense of what difference it made when services weren't delivered. Members also suggested some context around some of the figures within the table would also be helpful as it's not clear if the numbers are high or low.

Officers thanked Members for the comments and confirmed this feedback will be addressed in future reports.

The IJB Public Engagement Committee:

- a) considered and noted the progress made with reference to the five key work streams of older people's services;
- b) noted the impact of COVID-19 and the implications that this has had on HSCP public engagement activity throughout 2020; and
- c) receive a further update on engagement activity in older people's services in twelve months' time.

10. Glasgow City HSCP COVID-19 Communications Survey 2021

Allison Eccles presented a report to summarise the findings from Glasgow City Health and Social Care Partnership's (HSCP) COVID-19 Communications Survey in March 2021, and to present the HSCP's new Partnership Matters Briefing based on feedback from the survey.

Throughout the COVID-19 pandemic, the HSCP has been regularly communicating with internal and external stakeholders through a number of channels. A survey was undertaken to seek views from HSCP staff, IJB Members and Council Elected Members on future communications.

Approximately 950 responses were received, and the majority were positive about the communications received so far. Some good suggestions and comments were received on communications going forward.

Based on feedback from the Survey, a new briefing has been developed which will be titled 'Partnership Matters Briefing' to reflect the partnership approach and arrangements for the planning and delivery of health and social care within Glasgow City. The first briefing will be issued on 27th May 2021 and will be monthly thereafter.

Officers confirmed they are also looking at other methods of sharing information such as videos and podcasts.

Members confirmed that they have found the briefings circulated to IJB members and Elected Members helpful.

The IJB Public Engagement Committee:

- a) noted the contents of the report.

11. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 25th August 2021 via Microsoft Teams.