

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

IJB-PEC (M) 27-09-2017

Minutes of meeting held at Calton Heritage and Learning Centre,
423 London Road, Glasgow, G40 1AG
at 10am on Wednesday, 27th September 2017

PRESENT:**VOTING MEMBERS**

Bailie Elaine Ballantyne	Councillor, Glasgow City Council
Simon Carr	NHSGG&C Board Member (Chair)
Cllr Michelle Ferns	Councillor, Glasgow City Council
Cllr Kim Long	Councillor, Glasgow City Council

NON-VOTING MEMBERS

Callum Bonner	Youth Engagement Advisor
Alex MacKenzie	Chief Officer, Operations
Susanne Millar	Chief Officer, Strategy, Planning & Commissioning / Chief Social Work Officer

IN ATTENDANCE

Paul Boyle	Service Manager
Stuart Donald	Principal Officer (Planning and Governance)
Gary Dover	Head of Strategy and Planning, North East
Allison Eccles	Head of Business Development
Pat Togher	Head of Children's and Criminal Justice Services, North East Locality
Sheena Walker	Governance Support Officer (minutes)

GUESTS

Lorraine Kennedy	Locality Engagement Forum Member
Alison Lawson	Locality Engagement Forum Member
Brian McNally	Locality Engagement Forum Member

APOLOGIES

Trisha McAuley	NHSGG&C Board Member
John Matthews	NHSGG&C Board Member
Anne Scott	Social Care Service Users Representative
Ann Souter	Health Service Users Representative

1. DECLARATIONS OF INTEREST

There were no declaration of interests noted.

2. APOLOGIES

Apologies for absence were noted.

3. MINUTES

The minutes of the meeting held on 28th June 2017 were approved as an accurate record.

ACTION

4. MATTERS ARISING

- a) Susanne Millar informed members that the Older People Strategy and Transformation Programme would be presented to the IJB on 8th November.
- b) Allison Eccles advised that in relation to a young person representative joining the Committee, a paper had been presented to the IJB on 21st September and it was approved and agreed that Callum Bonner would be the Youth Engagement Advisor to the Committee. The chair welcomed Callum to the committee.
- c) Simon Carr requested that a report be presented to a future meeting of the Committee on usage of the new HSCP website.
- d) Susanne Millar reported that following the Public Engagement Committee on 28 June, Trisha McAuley had visited the Recovery Network in the North West and had been extremely pleased with the visit and the work that took place. Susanne added that it was currently 'Recovery Week' and a number of events would be taking place across the city.

Allison Eccles

5. WEST GLASGOW MINOR INJURIES SERVICE REVIEW – PUBLIC ENGAGEMENT

Alex MacKenzie presented a paper to the IJB Public Engagement Committee to report on the public engagement process as part of the review of minor injuries services for West Glasgow.

It was agreed at the June IJB that the engagement process would be overseen by the Public Engagement Committee and that the outcome of this would be presented to the IJB on 8th November; the engagement period would end on 29th September. The paper presented focussed solely on the engagement process rather than on any recommendations which will be made regarding service provision following this process.

The Review and Stakeholder Group was established with members from the HSCP, NHS Board, Acute Services, and staff and patient representatives. The Scottish Health Council were involved in the process as an advisor. The options appraisal took place in two stages and at the second event, with North West Locality Engagement Forum, a fourth options appraisal was requested for the consideration of hosting minor injuries in a health care setting. This was added to a revised options appraisal, however was deemed as not feasible as there are no diagnostic services delivered within health centres in the north west, and this is required for the minor injuries unit.

The engagement process took place through direct correspondence, engagement materials, advertising and social media, and a number of events; all outlined at section 4 of the report. The events were constructive and attendees' comments logged.

Alex referred to Annex 2 of the report highlighting that, in relation to communication, local GPs were not aware of the service at Yorkhill and that the HSCP had to ensure that users were aware of services and what they were for. Feedback was also received that clarification was required for service users differentiating between treatment rooms, minor injuries and A&E; and the remit of these services.

Transport was also raised and it was noted that this was a real issue for people. Clinical care was important and also access to this; and if the service was not at Yorkhill how would this impact upon other services.

Alex advised that work was on-going and engagement would continue with local groups and politicians. There would be one further meeting of the Review and Stakeholder Group to review the engagement material and revisit and refresh the options appraisal.

Cllr Long asked for clarity on the Public Engagement Committees role in relation to the engagement process. Alex confirmed that the Review and Stakeholder Group designed the options appraisal process and reviewed processes of good practice for engagement. The role of the Committee was to assess the engagement material and identify if a realistic and comprehensible process had taken place.

Cllr Long outlined a number of points in relation to the engagement process; that the report stated that events had been widely publicised on social media, however there were only four Tweets since June. Also that the link on Twitter to an A4 poster was not a good example of good practice as the title on the poster would not necessarily attract people's attention. Engagement on Twitter should take place at a relevant time to ensure people see the tweets.

Cllr Long further added that the video did not inform people about the consultation; and suggested 30 second video clips to advise what the HSCP was doing and how people could be involved. Cllr Long also questioned why there was only one patient representative at the first Review and Stakeholder Group meeting; and referred to the equalities section at 4.16 stating that this could be improved, by removing language barriers, meetings being at different times and child care provided.

Alex explained that social media and Twitter usage was one component of engagement and accepted Cllr Long's concerns, adding that this was new to the HSCP and an area that could be improved. The video available was to inform individuals of what Minor Injuries Units are for. A number of patient representatives were invited to the public engagement session, however only one person attended and this was rectified through using different routes and inviting Locality Engagement Forum members to the second session.

Cllr Long requested that consultation guidance be produced on good practice, to ensure that this was used by officers and fully embedded from the beginning of the process.

Allison Eccles

Cllr Ferns referred to Cllr Long's comments regarding equalities and stated that equalities should be embedded in all processes as per the Participation and Engagement Strategy. Also that Twitter reached a small audience and suggested that Facebook is used as this would reach a wider audience. Cllr Ferns questioned who was engaged in the process around transport.

Alex confirmed that officers were not engaged with transport representatives at this point, but that extensive engagement had taken place around the Queen Elizabeth University Hospital and officers have recorded that there are still significant issues and engagement would take place with transport agencies.

Simon Carr also highlighted that language was important and to ensure that this was understandable for patients. Bailie Ballantyne also agreed with this and added that a good way to engage with people was through stalls in public spaces, such as shopping centres. Members also felt that the HSCP website was difficult to locate and there were some areas that require updating.

Alex summarised that following members' feedback a model for good practice for the HSCP on engagement would be developed; engagement would also take place with the Health Board and wider system to ensure there was an awareness of the different parts of the system. There would also be engagement with the Health Board and agencies regarding transport issues. The use of plain language and equalities would be embedded in the engagement process and officers would revisit the issues with website access and information being up to date.

Alex MacKenzie

The IJB Public Engagement Committee:

- a) considered and approve this report on the public engagement process to date as a key part of the Review process;***
- b) noted that the period for public engagement is due to finish on 29 September 2017; and,***
- c) noted that this report will be updated to reflect further comments received and submitted to the Review and Stakeholder Group to form part of the Group's report to the Integration Joint Board on 8 November 2017.***

6. SAFER DRUG CONSUMPTION FACILITY – ENGAGEMENT ACTIVITY

Susanne Millar presented a report to provide information on public and stakeholder engagement activity carried out to date regarding the proposed establishment of a Safer Drug Consumption Facility and Heroin Assisted Treatment service within the south east quadrant of Glasgow city centre, and to advise of future engagement plans.

It was noted that the purpose of the report was to consider engagement to date; an update on the project as a whole is due to be presented to the IJB on 8th November. Susanne advised that section 3 of the report outlined the stakeholder and public engagement activity, adding that a Short Life Working Group had been established with a wide range of stakeholders, partners and

lived experience drug and alcohol misuse representatives. Engagement was also taking place with families affected by drug misuse and engagement would take place with local residents and businesses once a location was identified. There had also been a high level of media interest in the proposals.

Susanne referred to the frequently asked questions (FAQ) booklet which had been produced, advising that this had been a success and was available as a hand-out and electronically, and in other languages if required, to ensure this was accessible as possible.

There was a record of all contact made to officers and this would be followed up when a location was identified, to continue the engagement process. There would also be planned engagement at this point, via drop in events in which a number of officers would be in attendance and individuals could speak to them on a one on one basis. Communication would also take place with residents associations and community councils. Following the introduction of the facility, engagement would continue with the local community and businesses on an ongoing basis.

Susanne advised that an update on the engagement process would be presented to the Committee at a future meeting.

Susanne Millar

Callum Bonner referred to the recent decision of Network Rail to close the needle exchange service at Boots at Central Station, and the implications of this. Susanne outlined a number of reasons why the Health Board, Council Police Scotland, Public Health and other agencies did not agree with Network Rail's decision and noted that following discussions with officers and Scottish Ministers, the service currently remains open while Network Rail reconsider their decision.

Cllr Ferns queried that if the decision of the Lord Advocate was not supportive what would the position be; and also asked that officers ensure there was engagement in localities and with Police Scotland to reassure people on the purpose of the service.

Susanne advised that officers had been asked to develop the idea to this stage before presenting this to the Lord Advocate; and was hopeful that a decision on the outcome would be known by November. The heroin assisted treatment service did not require a change in legislation; therefore this could still be introduced. Local engagement would take place and there was international evidence that crime and anti-social behaviour reduced in localities. Susanne also noted that Police Scotland are in the process of establishing a working group to develop policing protocols once a view is received from the Lord Advocate.

Callum asked what evidence there was to show that people would use the service. Susanne advised that there has been significant engagement with the public drug injecting population already, and the strong message received that this was a service people feel they need and would use.

Cllr Long praised the proposed engagement model and also suggested that a video be made based on the FAQ booklet to inform people about the facility and that this be shared on social media, to be proactive and control the message delivered. Members agreed that this was a good idea which should be progressed.

Susanne Millar

The IJB Public Engagement Committee:

a) noted this report.

7. PRESENTATIONS OF ENGAGEMENT IN THE NORTH EAST LOCALITY

Simon Carr welcomed all guests to the meeting.

a) Local Engagement Forum and Parkhead Health and Social Care Hub

Gary Dover presented to the IJB Public Engagement Committee on the Local Engagement Forum (LEF) and Parkhead Health and Social Care Hub; with contribution from Local Engagement Forum Members, Lorraine Kennedy, Alison Lawson and Brian McNally.

The background to the establishment of the Local Engagement Forum was outlined and that the remit was agreed and the group met every 6 weeks. The group had asked that officers advise them before things take place and they want to be involved in discussions. Feedback was also important as the members wanted to know the outcome of things they were consulted on.

The priorities for 2017/18 were outlined, one of which was the development of community representatives, however this was not progressed as it was identified that the representatives did not require this as they were already well engaged. Engagement had taken place this year on the North East Locality Plan; changes to older people's health and social work services; review of treatment rooms; the capital programme regarding mental health wards and Parkhead hub; and also regarding children's services. Officers had been fully involved in engagement.

Gary outlined the engagement plan for Parkhead Health and Social Care Hub, informing members that although finance was not in place officers had been asked to engage with people over a 3 month period to gain some feedback on the proposal. The project was agreed as a priority for the HSCP to take to the Scottish Government for funding. The engagement process took place through various means including questionnaires, a survey, face to face, stalls at shopping centres and health buildings, and via Twitter. Engagement was with a wide range of local people and organisations. Feedback from the engagement process was also outlined and a recurring response was that people wanted the current staff to move to the new building. The feedback would also be used to inform the design process.

Cllr Ferns questioned how much of the feedback would be used to inform the process; adding that signage, interpreters, accessibility and transport should be embedded in the plans. Gary confirmed that the feedback from service users and staff would be embedded in the plans and that the National Design Framework for best practice would be followed. The process for the hub was outlined, which was in six stages, and members advised that the design principles from the consultation would inform the more detailed design; further workshops would then take place to engage with service users.

Alison Lawson advised members that the feedback from Tony Devine on suggestions they had given to consultations was a vital part of the group, and to show them what the outcome of their input was. Brian McNally added that the monitoring of finance was imperative for projects and that plans agreed at the initial stage should be honoured. Brian asked that officers be aware of this as it was important to people. Allison also added that some members visited the new Maryhill Health Centre and were impressed with the building; with the

accessibility, space, staff, light and openness. They also had the opportunity to provide feedback and this was taken on board.

Alison stated that some of the LEF members would be interested in volunteering to conduct research through the questionnaires. Gary advised that there were staff in place to do this, but that they could involve members.

Cllr Ferns informed the LEF members that committee members were grateful to them for committing their time and energy to be involved in the transformation programme going forward.

Simon Carr noted that the questionnaire response rate of 116 appeared low and requested to see the comparison to response rates for Maryhill Health and Care Centre.

Gary Dover

Simon further requested that a report on engagement and particularly in relation to locality plans be produced, in light of the publication of the Scottish Parliament Health and Sport Committee report ("*Are They Involving Us? Integration Authorities' Engagement with stakeholders*") last week.

Allison Eccles

b) Helping Families to Flourish – Transforming Children's Services

Pat Togher presented to the Committee on young people and families – engaging in change; informing members of the legal responsibility to obtain the views of young people and decision making under the responsibility of the Public Bodies Act.

Examples of engagement with young people were outlined including safeguarding through Viewpoint, have your say and talking mats, which 75 social workers were trained to use and was evaluated in the recent joint Children's Inspection. Engagement also took place through education via school health surveys, with 11,000 pupils in Glasgow influencing the direction of how services were delivered in schools. Active participation was encouraged through Aye Mind, a website designed in partnership with young people, and led by young people to focus on their issues. There was also engagement through the Young Persons Champions' Board which linked to the Children's Strategy, safe guarding groups and the Scottish Children's Commissioner.

Pat reported that work had also taken place to improve children's hearings through Scottish Children's Reporter Administration surveys to influence the literature, room layout and to ensure that the young person is at the centre of the decision making process, as this was crucial.

Pat outlined areas of participating in change through coproduction - Family Group Decision Making. This was gaining momentum, and involved the coproduction of care plans with families, with Social Workers influencing and facilitating discussions with extended family members. It was planned that this would be rolled out to the North West and South localities. There was a cultural change, as part of the transformational change agenda, and social workers wanted to work with families in this new way. Families had also responded well to this.

Officers were also working with black African families as part of empowering communities and staff had been sent on a training course which could be rolled out across the city.

Susanne Millar added that this work would connect with the LEF and the BME Health and Well-being Survey. Work was being carried out regarding cultural competence for officers to understand families; and also the understanding of cultural challenge to families themselves. Susanne asked Gary if the families were represented on the LEF. Gary reported that they were not, adding that there had been a change in the population and officers had to look at this in detail and respond accordingly.

Earlier intervention was taking place through a Third Sector consortium of seven key organisations to better support families through the locality planning structure; and funding was being secured to support this work.

Pat informed members that there were 1300 children in kinship care, and 40% of these were in the North East of the city. There were 957 kinship carers and officers were consulting with them on what was important to them.

Cllr Ferns referred to the latest SMI deprived data and that there was an urgent need for change; also that it was important to talk to people with lived experience as they have the best knowledge of need and resource.

Cllr Long asked that the evaluation of the work carried out with black African families be shared with her.

Pat Togher

Simon Carr questioned if officers asked for comment on engagement processes. Pat confirmed that this took place and a report would be produced by the steering group for the family group decision making work and would circulate to members when complete.

Pat Togher

Callum Bonner referred to behaviour and acting in a specific way due to living in an improvised area; and that intervention was required to remove this mentality. Pat advised that early intervention was taking place and redesign of services to support people and improve expectations of young people themselves; informing members of the commitment to MCR pathways to support young people through mentoring.

c) Children and Young Persons Champion's Board - development and other engagement work with young people in care

Paul Boyle and Callum Bonner presented to members on the Young Person's Champions' Board and examples of young people's engagement experience and some of the activities Callum had been involved in.

Paul advised that the Young Person's Champions' Board (YPCB) was established to facilitate the work of the Champions' Board and to support and facilitate people in young people's services. Ideas generated had resulted in improved change to care settings for young people; and feedback was used in the development of the new units. Officers worked closely with MCR pathways, education and Who Cares Scotland. An app was also developed with Life Changes Trust funding to consult with young people and hear what was important to them.

Susanne Millar informed members that the Champions Board was established following the implementation of the Council Corporate Parenting Policy in 2007, to ensure that this was properly implemented. There was really good engagement with young people at the Champions' Board, however the forum was not viewed as the best way for young people to contribute. Funding was available to the Champion's Board and it was agreed that this be directed to

establish a Young Person's Champions' Board to fully engage with young people. Young people would decide on the format of the Board and determine how this engaged with the Champion's Board.

Callum provided members with an overview of his experience and activity as a young person. Callum advised that he was the Youth Ambassador for MCR Pathways; he was a member of the Champions Board and had assisted with carers and young people from a variety of backgrounds. Callum had also assisted in the training of new elected members; assisted with interviews of residential staff; and was also involved in the 1000 voices campaign. This was the commitment from the First Minister to listen to young people in care and to ensure that there was an equal level of care across Scotland. Callum added that he was a member of the Scottish Youth Parliament.

Cllr Ferns praised Callum for his extensive experience and activities he was involved in, adding that it was important that young people had high expectations and aspirations for themselves; and also it was important that young people were provided with opportunities to thrive.

Simon Carr thanked the presenters and guests for their time and presentations to the Committee.

8. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 29th November 2017 in the South Locality (Conference Room, Govan Housing Association Govan HOME Team Office, 246 Edminston Drive, Ibrox, G51 3HH)

The meeting ended at 12.40pm