



Item No: 6

Meeting Date: Wednesday 25th August 2021

Glasgow City IJB Public Engagement Committee

Report By: Heads of Planning and Strategy (North West, South and North East)

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Care Group Annual Community Engagement Plan 2021/22

Purpose of Report:	To report on the planned engagement activity across care groups and in the three localities.
Background/Engagement:	At the last Public Engagement Committee it was agreed to develop an annual engagement calendar for 2021/22. The calendar would identify the engagement priorities within Children's, Adults and Older People's Services and each locality.
Recommendations:	The IJB Public Engagement Committee is asked to: a) note the content of the report.

Relevance to Integration Joint Board Strategic Plan:

Stakeholder engagement is at the core of the IJB's [Strategic Plan 2019-22](#) and [Participation and Engagement Strategy](#). Involving stakeholders in how to plan and deliver services reflects on the objectives of the strategic plan, the participation and engagement strategy and is in line with the HSCP consultation and Engagement Good Practice Guidelines. The participation and engagement strategy are currently being reviewed.

We will aim to align engagement plans alongside the strategic plan and in addition locality plans.



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Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The engagement activity highlighted in this report and attached calendar will support the achievement of all the outcomes.
Personnel:	None
Carers:	Members of the public with an interest in improving services for various services across all care groups will be involved in the engagement process. This will be relevant and tailored to specific groups including carers.
Provider Organisations:	Provider organisations will be included in the engagement process.
Equalities:	The annual engagement plan takes into consideration protected characteristic groups and equalities to ensure that throughout all engagement we do what we can to ensure members of the public and protected groups have equity of access to opportunities to engage. We also ensure that appropriate support is provided to individuals who may need additional help to fully participate in the forums.
Fairer Scotland Compliance:	Engagement activities and opportunities supports the delivery of a Fairer Scotland.
Financial:	Funding is considered to support locality engagement activities for example, to pay for room hire for events and meetings.
Legal:	None
Economic Impact:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources.
Sustainability:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources and are, therefore, more likely to be sustainable in the longer term.
Sustainable Procurement and Article 19:	None

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Risk Implications:	We need to ensure that annual engagement activity is dynamic and effectively engages with members of the public across each care group and that we are able to evidence that there are positive impacts on how services are planned and delivered. If members of the public perceive that we do not listen to them then they will become disengaged from the processes.
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Implications for Glasgow City Council:	None
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Implications for NHS Greater Glasgow & Clyde:	None
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1. Purpose

- 1.1 The purpose of this paper is to report on the draft annual engagement calendar for 2021/22. The aim of the calendar is to provide a clear programme of engagement activity in all three care groups and within each locality. The calendar will allow us to see annual engagement priorities for the Partnership's services, alongside a clear methodology and plan.

2. Background

- 2.1 At the May 2021 meeting of the Public Engagement Committee it was agreed that we would provide detail on the engagement activity in the three care groups and localities over the next year, and other engagement activity involving the HSCP. Having an engagement plan and calendar allows us to see clearly the engagement objectives and allocate resources to this throughout the year. This report and plan follows up on this action agreed at the last Committee meeting. It should be noted that staff engagement activity is subject to separate processes through staff partnership arrangements. The Annual Engagement Plan (Appendix A attached) is a working document and will change with both internal and external influences.

3. Annual Engagement Plan

- 3.1 The plan is being put together to ensure that we have a clear view of the engagement that is planned to take place across each care group. Appendix A is the current working document of the "potential engagement" and priorities that Older People's Services, Adult Services and Children's Services are looking to carry out. By doing this, it will allow us to plan engagement opportunities and methods, allocate resources needed to execute the proposed engagement to the highest standards and ensure that we consider all factors regarding engagement including creating equal opportunities for people to participate from 'seldom heard' groups.

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- 3.2 Some activity may need more time dependent on whether it is engagement, consultation or co-design of services. This is why having a concise plan will ensure we can provide a variation of opportunities with a fair allocation of time and resources.
- 3.3 As previously stated engagement methodologies have had to adapt and currently we are only able to host online sessions through Microsoft Teams. We are unable to meet face to face so there are some additional barriers that affect reaching specific groups of individuals such as harder to reach, seldom heard and others. Within the plan we have considered these barriers and included appropriate measures to overcome them. Some engagement and methods may need more planning and time dependant on engagement, consultation and the co-design process.
- 3.4 It will also allow us to see the progress with participation and engagement across the various Older People's, Adults and Children's Services and learn as we move forward. An engagement lead is identified for each activity in the document.
- 3.5 The Annual Engagement Plan aligns with the HSCP's Consultation and Engagement log, which formally records engagement activity that has taken place and is planned. Work will continue to ensure the two documents are in synch, acknowledging the often difficult task of maintaining such documents in a constantly evolving landscape.
- 3.6 The Annual Engagement Plan, while predominately care group based, will also capture locality based engagement via the [Locality Engagement Forums](#). As agreed previously the LEFs will be hosting 12 engagement sessions each year, including supporting HSCP wide engagement activity such as engagement on the IJB Strategic Plan.

4. Process for Developing the Plan

- 4.1 The draft plan is a working document and will be considered by each care group core leadership team, Locality Executive Teams and other appropriate groups to ensure that the information is up to date and also accurately representative of the key objectives within each service. Engagement is very much a live and dynamic activity and so will be subject to change as new priorities or issues arise. The process of developing the calendar is outlined below.

Process of Annual Engagement Calendar

Below is the process for the annual engagement calendar. This is the process we need to go through to ensure we have identified the objectives of engagement over each care group for the year. Note that this will change as internal and external objectives change. i.e. engagement around the maximising independence may change or recovery may change the objectives of the engagement process.



4.2 Following discussion at the Public Engagement Committee the intention is to further refine the calendar and update it on a bi-annual basis. The aim is to report regularly to the Committee on updates, changes and report on examples of good practice.

5. COVID-19

5.1 COVID-19 has limited the type of engagement we are currently able to have with members of the public and service users. It has meant that we have had to move to digital platforms with the intention of having a blended approach in the final quarter of 21/22. A blended approach will look at hosting smaller engagement sessions in person and integrating the digital approach, subject to any restrictions imposed by the Scottish Government and/or guidance developed by Glasgow City Council or NHS Greater Glasgow and Clyde.

5.2 In addition, we must note that this engagement plan may change due to the ongoing response to COVID-19 and the impact of the recovery phase on the objectives of the HSCP.

6. Conclusion

6.1 In conclusion, the proposal of an annual engagement plan allows us to plan ahead ensuring streamlined consultation, engagement and co-design of engagement activity with clear objectives so that we might minimise engagement fatigue and avoid duplication. In addition it performs a key role in informing and updating

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partners and stakeholders of the participation and engagement process, allowing us to create much more effective and meaningful engagement. It also allows for greater time management and more effective planning, delivery and evaluation of engagement processes.

7. Recommendations

7.1 That the Public Engagement Committee:

a) note the content of the report.

Older Peoples Services Engagement Plan

Service	Nature of Activity/ Area of engagement	Method Used to be used	Stakeholders	Number looking to consult with (No fixed amount)	Date Commence	Date Completed	Recurring engagement - Time	Additional Resources required	Key Contact	Contact Details	Relevant links	Equalities and Protected groups considered	Consultation guidelines considered	Consultation guidelines applied	Stage if of completion
Dementia Services	Balmore Engagement - Dementia services are looking to engage with service users around the Balmore Ward for the specialist dementia unit.	Survey/ Event and focus group	Patients, services users, carers, community groups, 3rd sector and general public	(No fixed amount)	Oct-21	TBC	Annually		Christine Murphy	mailto:christine.murphy@ggc.scot.nhs.uk					
Home Care Services	Service User - Engagement Group - Home Care Services are looking to host their own service user group. This will be a group that moving forward will be connected to engagement surrounding home care services. The first session is around connecting and introducing the service to users, 3rd sector organisations and community groups	Survey/ Event and focus group	Service users/ Age range split		28/07/2021	TBC	3/6 monthly		Lynn Thomson/ Gareth Williams	gareth.williams@glasgow.gov.uk		Yes	Yes	Yes	Completed
	Care Home Reviews - Private Care Homes engagement	Meetings	Private Care homes, Patients, services users, carers, community groups, 3rd sector and general public	-	TBC	TBC	TBC		Jackie Kerr/ Karen Lockhart						
	Day Services - Looking to carry out engagement into the day services provided by home care		Service users, families		TBC	TBC	TBC		Frances McMeeking	Frances.mcmeeking@glasgow.gov.uk					
Primary Care Services					TBC	TBC	TBC								
	Continece Service Engagement with service users	TBC	TBC	TBC	TBC	TBC	TBC		Primary Care leads (Details upon request)						
	Falls - Engagement around falls and support	TBC	TBC	TBC	TBC	TBC	TBC								
	Respondent Service/ Technology at home	TBC	TBC	TBC	TBC	TBC	TBC								
GP Services							TBC								
Carers	Carers information session (NW) - engagement session with carers and their	MS Teams Presentation, followed by Q+A	NW Locality Service Users, patients, carers 3rd sector		23/06/2021	24/06/2021	TBC		May Simpson	May.Simpson@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed
Palliative Care	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC							
Physical Disabilities	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC							
Telecare	Digital/ Analogue - Engagement around the transition from analogue to digital telecare devices.	tb	Service Users				TBC								
Immunisation Programme	Flu Vaccine Programme - Engagement to find out service users experience	Survey	Service Recipients	(Maximum Amount)	Oct-21	Jan-22	Annually		Frances Miller	Frances.Millar@ggc.scot.nhs.uk					
Intermediate Care	ICU Unit Engagement - Intermediate Care are looking to engage around the process between hospital and care homes	Digital/ Traditional Surveys - with intent for qualitative engagement	Service users/Family	(Maximum Amount)	Aug-21	Nov-21	6-12 Monthly		Chris Furse/ Nicola Dolan	Nicola.Dolan@glasgow.gov.uk			Yes	Yes	
Adult Regulation Social Work	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC						
Premises	Planned engagement around premises and locations for Older People's services	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC						

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Adult Services Engagement Plan

Area of work	Nature of Activity	Method used	Stakeholders	Number consulted	Date start	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines – applied
Patient, Service User and Wider Community Engagement	Locality Engagement Forums	12 online locality or citywide meetings, regular LEF meetings, focus groups, 1 to 1 contact and annual survey	Patients, services users, carers, community groups, 3 rd sector and general public	TBC	01-Apr-21	31-Mar-22	May Simpson, Tony Devine, Callum Lynch	Tony.Devine@ggc.scot.nhs.uk Callum.Lynch@ggc.scot.nhs.uk May.Simpson@ggc.scot.nhs.uk	https://glasgowcity.hsc.scot.nhs.uk/loc-ality-engagement-forums	Yes	Yes	Yes
Mental Health Strategy (NHS GG&C)	Adult Mental Health Services and Older People’s Mental Health Services	Meetings - in person or virtual & some facilitated through recognised umbrella organisations - MHN , GCVS, Equalities, etc), print information (Newsletter, Leaflets, Booklets), Survey(s) & capacity to use social media being explored.	Patients, services users, carers, community groups, 3 rd sector and general public	TBC	Oct-21	Oct-22	Vince McGarry/David Harley	Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk	https://glasgowcity.hsc.scot.nhs.uk/meeting/24-march-2021	Yes	Yes	Yes
Adult Care Groups	Review Self-Directed Support (SDS)	To be agreed	Service users, patients, cares and families, communities, care provider and 3 rd sector	TBC	Autumn 2021	To be agreed	Isobel Patterson	isobel.patterson@glasgow.gov.uk	https://glasgowcity.hsc.scot.nhs.uk/meeting/29-january-2020	Yes	Yes	Yes
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Meetings, Newsletters, Connecting Neighbourhoods pilot areas - public meetings & focused sessions with SU, carers, Advocacy & Care Providers, one to one/family sessions, staff briefing sessions and Newsletters	Service users, carers, families and Care Providers	NE: 70 – 80 service user & 77 staff attended briefing (20-21) TBC		Nov 2022 TBC March 2022	Lynn MacPherson/ May Simpson	isobel.patterson@glasgow.gov.uk Lynn.MacPherson@glasgow.gov.uk	https://glasgowcity.hsc.scot.nhs.uk/meeting/12-december-2018	Yes	Yes	Yes
								Lynn.MacPherson@glasgow.gov.uk and May.Simpson@ggc.scot.nhs.uk				
								NW Connecting Neighbourhood-Autumn 21/22 May.Simpson@ggc.scot.nhs.uk	https://glasgowcity.hsc.scot.nhs.uk/meeting/27-march-2019			
								Wider community engagement – ongoing – Autumn 2021				

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Children's Services Engagement Plan

Area of work	Nature of Activity	Method used	Stakeholders	Number consulted	Date start	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines – applied
Children's Services: Care Experienced Young People's	Care experienced young people's annual Development	Format TBC, as decided by the young people involved	Care Experienced Young People and HSCP staff	TBC	29/10/2021	TBC	TBC	TBC	TBC	tbc	TBC	TBC
Children's Services: Mental Health	To understand care experienced young people's perspectives on their experience of mental health services and how they could be improved	Survey	Young People's Champions Board/care experienced young people in collaboration with Social Marketing Gateway.	TBC	17/09/2021	TBC	TBC	Vincent Henry	vincent.henry@gow.gov.uk	Yes	TBC	TBC
Children's Services: Continuing care and aftercare service and supports	Review of 16+ continuing care and aftercare service and supports	TBC, but likely to be a mixture of surveys and focus groups	Continuing care and aftercare staff, in collaboration with young people and the planning team	TBC	TBC	TBC	TBC	Liz Simpson	liz.simpson@glasgow.gov.uk	tbc	TBC	TBC
Children's Services	Involvement of children and young people in the development of My Plan to make them more child-friendly, understandable and accessible to children and young people	Engagement with children and young people by the Independent Care and Review Team	Children and young people	TBC	TBC	TBC	TBC	Alison Cowper	alison.cowper@gow.gov.uk	tbc	TBC	TBC
Specialist Children's Services Service	User feedback to enhance and improve service delivery	Experience of Service Questionnaires (ESQ).	Children, young people, service users, staff.	TBC	01/07/2021	01/07/2021	TBC	Marina Madden and Elizabeth Briody	Marina.Madden@ggc.scot.nhs.uk; Elizabeth.Briody@ggc.scot.nhs.uk	tbc	TBC	TBC
Children's Services: Central Parenting Team Services	Glasgow Parents and Caregivers views and feedback delivery of evidence based Triple P Parenting programmes Service users Views and feedback of service provided	Verbal Feedback via Live Virtual Platform, telephone, Attend Anywhere and feedback surveys	Parent and caregivers of children and Young people aged 18 months to 16/17 years old.	400+ parents and caregivers	TBC	TBC	TBC	April Owens	April.Owens@ggc.scot.nhs.uk		TBC	TBC
Child/Young Person Mental Health Services	Survey of parental views of services	Focus Groups; electronic survey	HSCP staff	All HSCP staff	Jul-21	27/07/2021	TBC	Barbara Adzajlic	barbara.adzajlic@ggc.scot.nhs.uk	Yes	Yes	Yes