

Item No: 6

Meeting Date: Wednesday 26th May 2021

Glasgow City IJB Public Engagement Committee

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

Contact: Locality Community Engagement Officers

Tel: 0141 314 6260

Locality Engagement Forums and Locality Engagement Activity

Purpose of Report:	To report on recent engagement activity being carried out in the three localities of Glasgow City Health and Social Care Partnership.
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Background/Engagement:	In March 2020 all community activities and engagement meetings stopped due to COVID-19 lockdown. This had and continues to have a huge impact on Locality Engagement Forum (LEF) meetings as well as Locality engagement activities and opportunities.
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of this report.
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Relevance to Integration Joint Board Strategic Plan:

Locality Engagement Forums and locality engagement is a key element of the Health and Social Care Partnership Strategic Plan.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The Local Engagement Forums will support the achievement of all the outcomes.
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Personnel:	No personnel implications as we already have staff within localities who are supporting forums and engagement activity.
Carers:	Local people with an interest in improving services for carers will be involved in the forums and engagement activities.
Provider Organisations:	No specific implications, although provider organisations are invited to the forums to discuss the services they provide on behalf of the HSCP and encouraged to participate in locality engagement activities.
Equalities:	The Participation and Engagement approach of the HSCP is outlined within the IJB Participation and Engagement Strategy and has been subject to equality impact assessment . All forums work towards a diverse membership and make efforts to ensure that people with protected characteristics are able to participate effectively in all locality engagement activity. 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 the strategic priorities of Glasgow City IJB and contribute to alleviating the negative impact of socio-economic disadvantage experienced within the city.
Financial:	None
Legal:	None
Economic Impact:	None
Sustainability:	None
Sustainable Procurement and Article 19:	N/A
Risk Implications:	We need to ensure that the forums and engagement activity have dynamic arrangements which effectively engage with local people and are able to evidence that there are positive impacts on how services are planned and delivered. If members of the forums perceive that we do not listen to them then they will become disengaged from the process.

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Implications for Glasgow City Council:	Not applicable.
Implications for NHS Greater Glasgow & Clyde:	No applicable.

1. Purpose

- 1.1 The purpose of this report is to provide an overview of recent engagement activity carried out in the three localities across Glasgow City Health and Social Care Partnership (HSCP).

2. Background

- 2.1 In March 2020 all community activities and engagement meetings stopped due to COVID-19 lockdown. This had and continues to have a huge impact on Locality Engagement Forum (LEF) meetings as well as locality engagement activities and opportunities.
- 2.2 Limited online Locality Engagement Forum (LEF) meetings and focus groups resumed with members who had IT skills, equipment and access to the internet in May 2020. The resumption of restrictions at the start of 2021 made it clear that online or telephone engagement was the only option for LEFs and engagement activity for the remainder of 2020- 21 and until restrictions change.

3. Online and Remote Locality Engagement Activity 2020 - 21

3.1 Focus Group

In May 2020 after coaching, one to one testing and peer learning a number of LEF members from across the city, who had IT skills, equipment and access to the internet took part in a Distress and Trauma in Primary Care Research Focus Group. The online session was interactive due to the single topic focus and format with a facilitator using open questions to encourage discussion.

3.2 One to One Telephone Engagement

Throughout the past year officers have been engaging with LEF members frequently on a one to one basis through phone calls especially with those who were not able to engage online. This has been checking in on members, sharing information, signposting services and to keep a connected relationship.

Using telephone calls as a method has allowed us to gather feedback, take forward any suggestions or questions for online engagement sessions and support people to complete online questionnaires. These have been around LEF planning and HSCP priorities such as the Maximising Independence programme and the Immunisation Programme. A specific Microsoft Teams License enables members to actively participate in focus groups and online meetings via the telephone.

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3.3 North East Hub Development

Public consultation on the proposed Health and Social Care Hub in the North East of the city went ahead in the summer of 2020 in line with COVID restrictions at that time.

A dedicated [website](#) was established to inform the local community of current plans for the hub and offer opportunities for them to share their views. This website included a video tour of the proposed building and information about the services available. Local people could share their views through online feedback forms or paper copies could be requested by phone or email. Having a dedicated website allowed the consultation to take place digitally and provided opportunities to contribute at a time suitable for individuals.

Two live web chat events were arranged to allow people to ask questions or share their views with the online team in real time. Advertising flyers a week in advance of the first event were circulated via social media and hard copies were distributed in advance of the second event. The chat system provided real-time answers to the community's questions. A QR code was also included on the flyer which generated some basic quantitative data about how people were accessing the site.

Officers attended a virtual meeting on 30 July 2020 with Parkhead, Auchenshuggle, Dennistoun, and Baillieston Community Councils and delivered a presentation on the Hub Planning submission. A further online consultation meeting took place with North East Mental Health Network on 17 August 2020.

Some of the points recorded at these sessions included; support for a designated community space with public access after 5pm and at weekends; closer working with community and 3rd sector groups incorporating the Parkhead Library; develop a social enterprise community café creating local employment opportunities; thoughts on the number of parking spaces and questions around the future adaptability of the proposals and design. The architects used the feedback to complete the pre-consultation report.

3.4 North West LEF

In June 2020 North West LEF meetings resumed online with a limited number of members who had IT skills, equipment and access to the internet. The members who could not attend the online meetings were contacted by phone prior to the session to gather comments and questions that were posed at the meetings. All members received copies of the minutes and they were posted on the [HSCP website](#).

The service areas and topics covered by the NW LEF were:

- June 2020 - HSCP & Adult Services: Recovery Plans
- August 2020 - NW LEF Planning and Information Sharing
- September 2020 - NW Mental Health Services and Recovery Plans

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- October 2020 - Winter Flu Vaccination Programme 2020
- December 2020 - NW Older People's Services and Recovery Plans
- January 2021 - LEF Questionnaire and Spring Session planning

Even with an open invitation to all LEF members across the city the numbers able to attend online meetings was relatively low. However even with limited attendance the discussion, comments and concerns raised at the meetings were welcomed by HSCP officers. In particular the points noted at the meeting discussing the Winter Flu Vaccination Programme 2020 made a valuable contribution to planning and roll out of the COVID-19 Vaccination Programme.

3.5 [South Locality Engagement](#)

In the South Locality a different model operated pre-COVID based on a Locality Engagement Network that consisted of services, third Sector organisations, community groups, service users and carers, and members of the public, and arranged around specific events and issues e.g. the South locality plan.

Throughout 2020 due to staff turnover and the pandemic this model has been reviewed and in response to feedback from recent engagement activity the new Community Engagement Officer is now looking to develop a forum building on the LEF session hosted in the South on 31 March 2021. The feedback from this session was hugely positive and the South Locality is keen to build upon this moving forward. The aim is to establish a new South LEF by the summer.

3.6 [LEF Questionnaire](#)

In February 2021 a LEF questionnaire was widely distributed to all LEF members and stakeholders across the City to engage with them, find out if there was an appetite for online engagement, and if so what the priorities were for specific care groups. A full summary of findings is attached as Appendix 1.

In addition a key aim was to use the results to support a blended work plan ensuring that people's views and priorities contribute to the proposed Spring Engagement Sessions. There was a 104 questionnaires returned identifying priorities and shaping the engagement sessions which focused on:

- Older People's Services: Dementia, Primary Care and GP Services
- Adult Services: Mental Health and Learning Disabilities Services
- Children and Families Service : Social Work Services (Intensive Services) and Children and Adolescent Mental Health Services (CAMHS)

Of the 104 respondents 27% were already LEF members and 61% indicated they would you like to know more about the LEF in their area, come along to a meeting and be added to the mailing list. 93% of respondents were happy to be contacted to attend the online LEF Spring Engagement Sessions.

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4. Locality Spring Engagement Sessions

4.1 In late March 2021 each Locality hosted a citywide engagement session covering a range of service areas and topics.

4.2 The first session, hosted by North West Locality, provided an update on Adult Services detailing how teams and services had responded and adapted during the COVID-19 pandemic in order to continue to meet the needs of vulnerable patients and services users. The service areas covered in this session included Learning Disability services, Alcohol and Drug Recovery services and presentations on Sexual Health Services, Police Custody and Prison Healthcare.

The questionnaire identified mental health and wellbeing as a particular area of concern and interest to respondents so there were presentations on Mental Health In-patient services, Community Mental Health services and Mental Health Specialist services. The session generated a number of questions, informative discussion and agreement to organise another engagement session later in the year.

4.3 The second session was hosted North East Locality which leads planning for Children Services. The session gave an overview of Children's services highlighting the impact of COVID-19 on children, young people, families and our communities. Services had to adapt delivery methods and working along with 3rd Sector and local groups have supported families through this crisis.

There was a presentation on the Older Peoples Mental Health (OPMH) Services, Vaccination Programme and the work of Children and Adolescence Mental Health Services (CAMHS). The session discussed the need and usefulness of a guide for parents seeking a diagnosis (Autism, ASD & ADHD) and the service options available to ensure the families are on the right pathway from the start.

4.4 The final Spring Engagement session was hosted South Locality providing an overview of Older People's services, Primary Care services and Dementia services. Staff reassured participants that a HSCP priority was to safely re-open Day Centres when Government guidance allowed and until then staff would continue to provide remote and outreach support to service users and their families.

Richard Groden (HSCP Clinical Director) reminded everyone that 'the norm' changed for all of us overnight and described how GP practices quickly moved from open consultations to telephone appointments, video consultations and working in a safe way to focus on sick patients and those in need of immediate care. Some of the legacy of the pandemic has been an increase in the number of people presenting with mental health issues and many patients have 'stored up' health concerns.

4.5 These sessions provided opportunities for patients, service users, carers, community members and 3rd sector representatives to engage in the work of the HSCP, discuss and get a 'real time' response to any concerns. Over 80 people registered and participated over the three sessions.

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- 4.6 A summary of all the presentations, questions and discussion from these sessions is available on the [HSCP website](#).

5. Learning from Online and Remote Engagement

- 5.1 As LEF engagement has moved primarily online and digitally we have had to overcome barriers, recognise limitations and learn new engagement methods and techniques.
- 5.2 Digital platforms have meant that it has been even more difficult to engage with harder to reach groups of people. This is inclusive of those with learning disabilities, cognitive issues or sensory impairments and, members of BAME communities where English is not their first language and those who may not possess digital skills. This has meant linking in with specific groups/networks and adapting the methodology to engage with people.
- 5.3 Digital poverty is an additional barrier to engagement and participation in online activities. If members of the public do not have access to digital and online materials it is difficult to involve them in engagement opportunities, impacts on the LEF membership and makes building new relationships and nourishing existing ones more challenging. The lack of physical interactions is something that is felt within meetings, on a one to one basis and in a group context.
- 5.4 Microsoft Teams is the preferred digital platform of the HSCP because of the security features of the application. Feedback has indicated that this is not always the preferred option to support public engagement with suggestions that other digital applications are easier to access and navigate, organise large number of participants easily. Whilst time has been spent with members to access and use Microsoft Teams other packages are commonly used by the community and voluntary sector and this should be acknowledged in terms of making engagement as accessible as possible.

6. Locality Engagement Planning 2021- 22

- 6.1 It is likely that online meetings, focus groups and telephone engagement will be the only option for LEF meetings and Locality engagement activities for the first two quarters of 2021/ 22. However as restrictions ease, in-person meetings with a blend of online and other methods of engagement might be possible. A mapping exercise of suitable buildings in each Locality will be carried out along with the development of safe in-person meeting protocols.
- 6.2 The programme of LEF meetings, Locality and city wide engagement activities will be developed in conjunction with LEF members, interests identified from the LEF questionnaire and HSCP service priorities. Details will be added to the Consultation and Engagement Log maintained by the HSCP and shared with the Committee routinely.

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7. Recommendations

7.1 The IJB Public Engagement Committee is asked to:

- a) Note the contents of this report.

LOCALITY ENGAGEMENT FORUM

Glasgow City
HSCP
Health and Social Care Partnership

QUESTIONNAIRE SUMMARY

MAY SIMPSON, CALLUM
LYNCH, TONY DIVINE
FEBRUARY/ MARCH 2021



ABOUT

WE PUT OUT A QUESTIONNAIRE IN FEBRUARY/MARCH OF 2021 TO GATHER THE VIEWS OF SERVICE USERS, COMMUNITY ORGANISATIONS, SERVICE PROVIDERS AND MEMBERS OF THE PUBLIC.

THIS WAS CARRIED OUT AS WE WANTED TO FIND OUT THE FOLLOWING:

What was important to people regarding health and social care services?

What were their priorities?

What did they want from Locality Engagement Forums?

How we can best engage with individuals?

We also asked what support would we need to provide in order to support individuals attend meetings

This information has now shaped the three Locality Engagement Forums. These will be on:

- **Tuesday 16/3/2021 @3.30pm – NW Locality and Adult services update and Mental Health services**
- **Wednesday 24/3/2021 @ 10.00am NE Locality and Children's services update and Children and Adolescence Mental Health Services (CAMHS)**
- **Wednesday 31/3/2021 @3.00pm South Locality and Older People and GP Services + Dementia Services**



STATISTICS

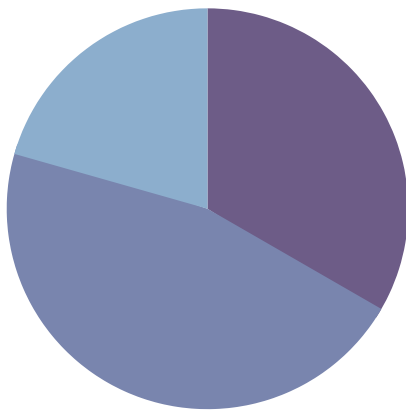
These are the key highlights and overall statistics feedback from the questionnaire:

The total number of respondents:

104

Locality

North East
20.6%



South
33.3%

North West
46.1%

Gender

Male
30%

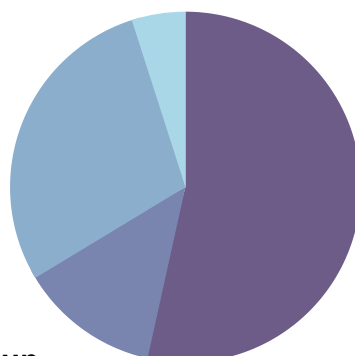


Female
70%

Who are you completing this on behalf on?

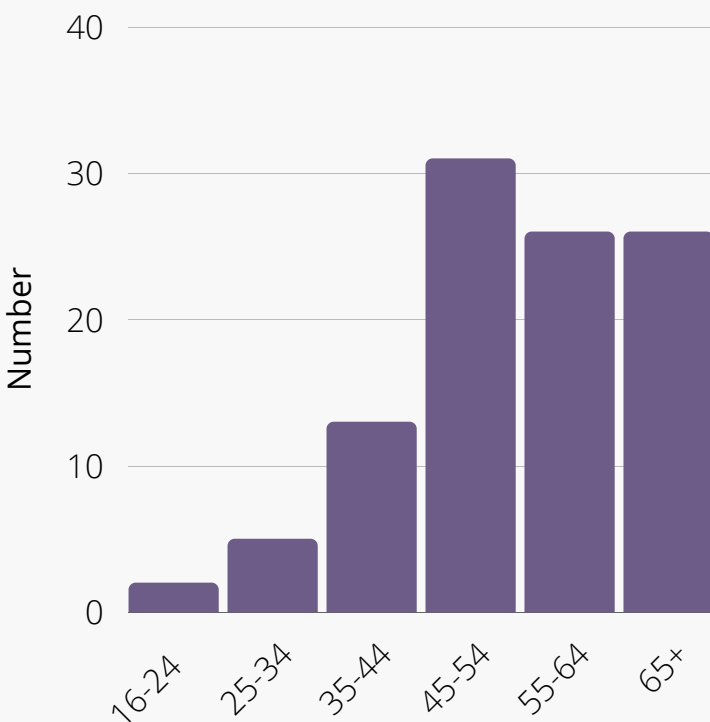
3rd Sector Organisation
28.7%

Other
5%



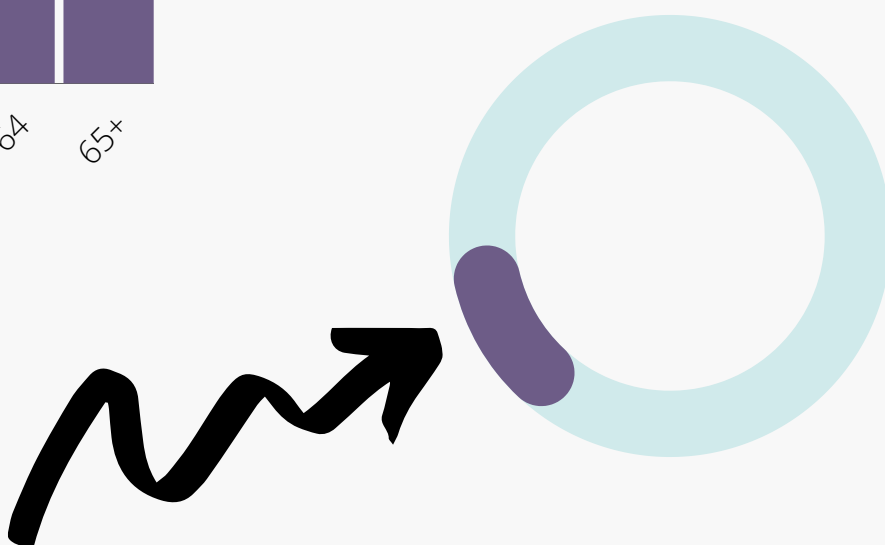
Yourself
53.5%

Community Group
12.9%



The age demographics of respondents

As we can see the majority of respondents were between the ages of 45 and over.



15% of respondents identified as having 'illness, health issue, disability or a caring responsibility which would make it difficult to attend a meeting in person. We also asked what support we would provide to support members to attend.



To support with accessibility we are also providing 1-1 interviews, offering smaller focus groups and in addition providing the necessary support to allow as many people as possible to participate. We recognise that not everyone can access online platforms therefore we have provided traditional methods.

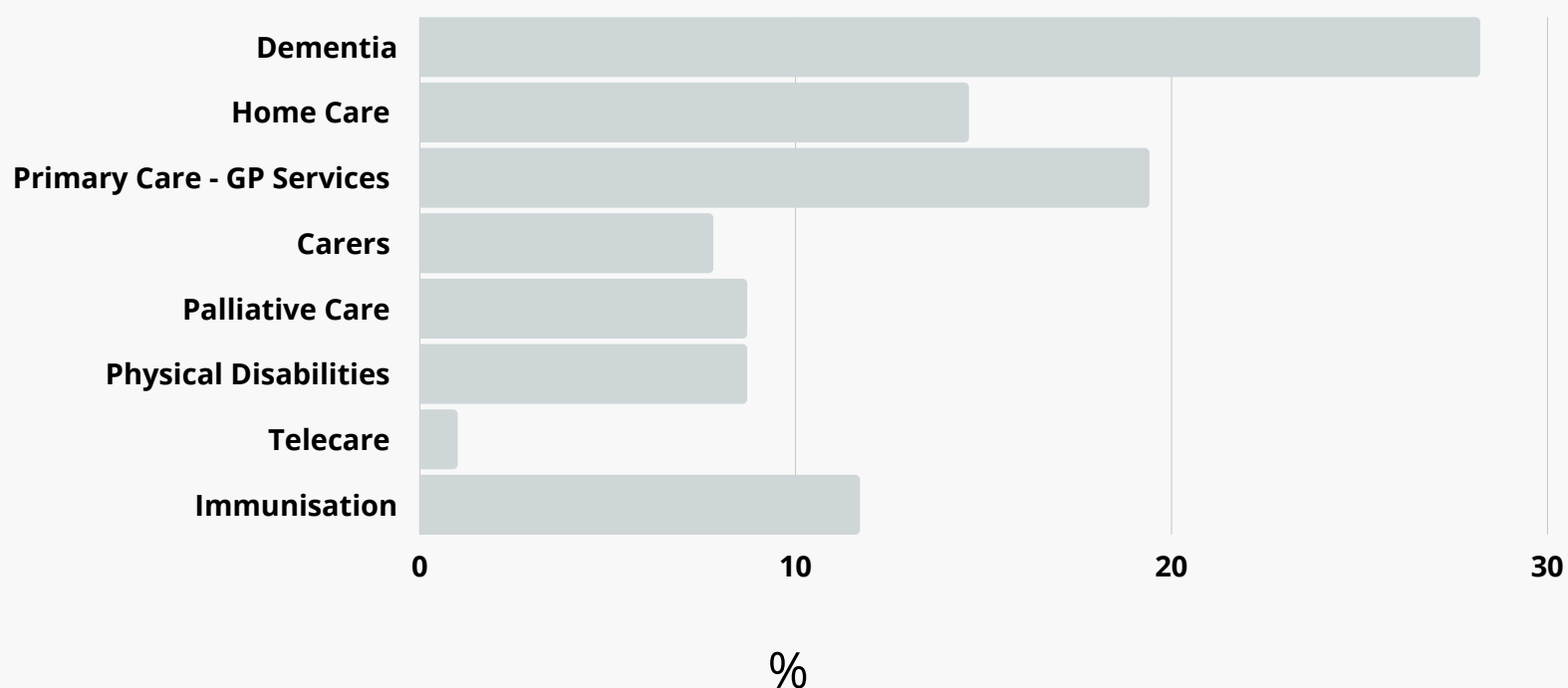
PRIORITIES

We asked respondents about the areas that were most important to them regarding health and social care services. We asked them to rate what was most important to least. However, we must state that all elements of services were rated important to people. We broke this down into the 3 care areas:

- Older People's Services
- Adult Services
- Children's and Families Services

Below is an indication of the percentage (%) that found health and social care services the most important to them.

OLDER PEOPLE'S SERVICES

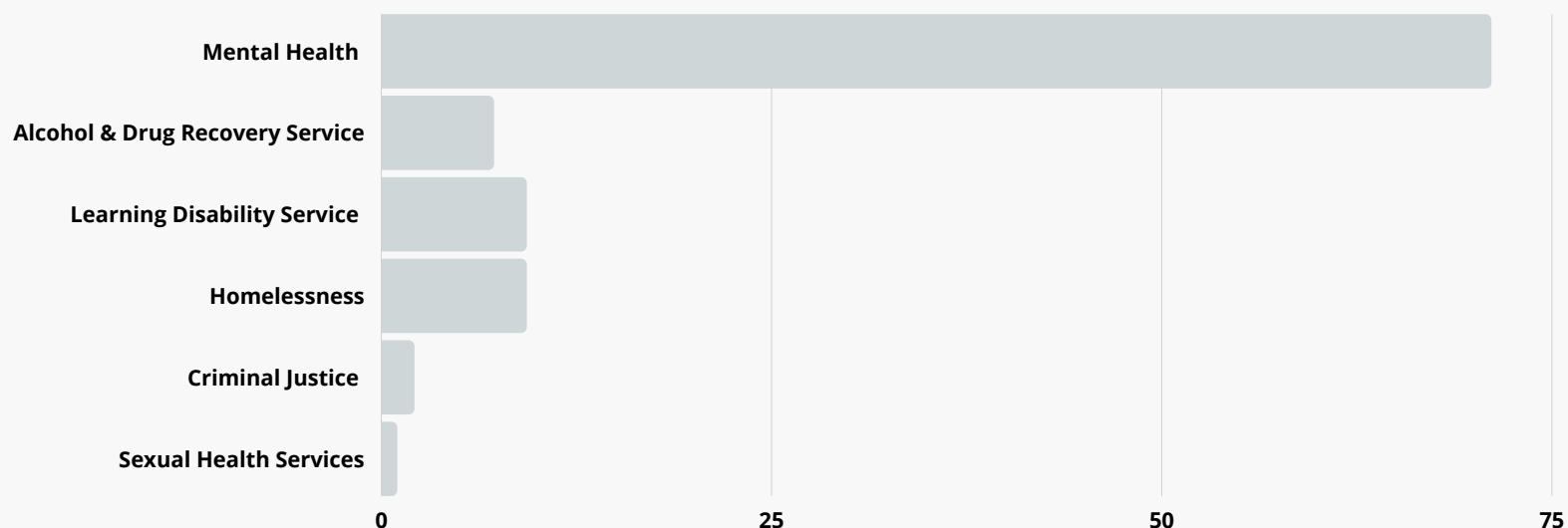


Additional comments:

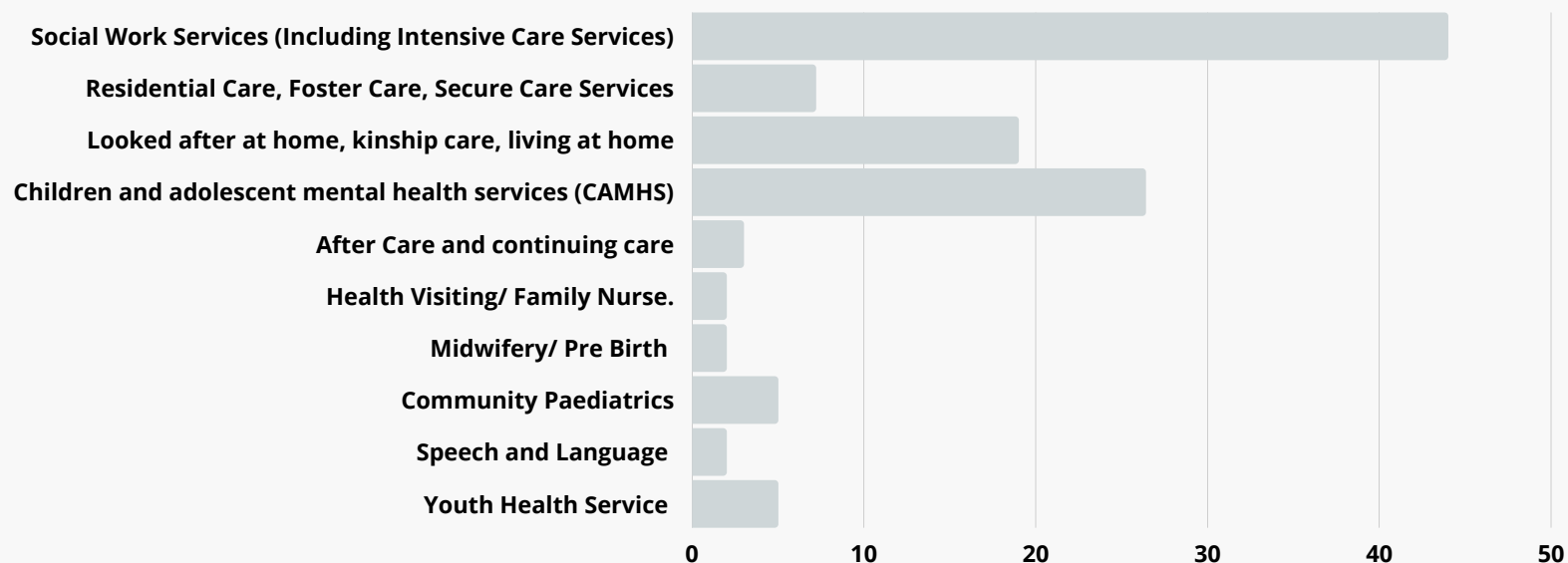
**18% chose Palliative care as 2nd choice
7% chose physical disabilities as 2nd choice**

ADULT SERVICES

Results of what individuals chose to be most important regarding adult services



CHILDREN AND FAMILIES SERVICES



Additional comments:

Residential Care, Foster Care, Kinship Care, Looked after at home, Secure Care, Continuing Care, Living at home and CAMHS were respondents **TOP FIVE CHOICES**

OTHER AREAS

IMPORTANT!

We asked respondents about other areas that were important to them. The following two pages is a noted list of the responses:

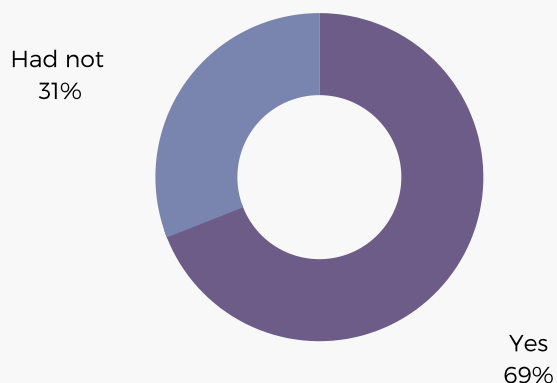
- **Sensory services, Audiology.**
- **Self Directed Support**
- **Day Care Centres etc such as for elderly and learning disability**
- **Development & improved partnership working with more local community-based initiatives for Older people & those with a learning disability**
- **podiatry**
- **Older Persons Care Staff Vaccinations, Home Visits, Day Care Centre's Re-opening, Transport Compliance of Older People**
- **Asian Elderly Needs - based on Cultural and Faith**
- **Services for elderly, Day Centres, Social Isolation**
- **Out of Hours Service for Mental Health services**
- **Loneliness. People with mental health issues and older people without families who seem to fall through the net.**
- **Local community support for mental health services.... spending too much time on the phone waiting to speak to G.P**
- **Mental health is a big deal with people staying in- Weekend services**
- **Somewhere to go rather than A&E when my loved one is in crisis.**
- **Trauma-Informed approach**
- **Adult Protection and referrals from hospitals when someone presents in A&E Departments**
- **Loneliness for all age groups**
- **Carers support services**
- **Unpaid Carers and Young Carers**
- **Young Carers**
- **Adult and Young Carers**

- **Services for children and adults with disabilities**
- **Autism services, youth mental health**
- **Crohn's Disease: Arthritis: Bowel Disorders - Young Carers Mental Health Services for Primary and Younger Children**
- **BME Representation**
- **Inclusive Communication: strategy; how to make all services more inclusive especially for people with language/communication support needs; and how to provide accessible information**
- **Ethnic Community Services based on Cultural and Faith**
-
- **Need to be able to contact your GP by phone or visit the at surgery some people don't have IT**
- **Home care services Alcohol..... support services.....waiting to long on the phone to speak to Doctor 20 minutes**
- **Preventative health care - screening services lifestyle, fitness & diet etc (2)**
- **Addiction – peer support**
- **Commissioning services that make profit**
- **The living environment**
- **Collaborative working with community based partners**
- **Interested in all as I work in social work services.**
- **COVID-19 recovery and vaccination priority**
- **Difficulty speaking GP face to facepeople who don't have IT skills are excluded from participating or engaging**
- **Ease of transport to assist people just getting out there**
- **Greenspace, support via services like Care and Repair, food poverty, fuel poverty**

REMOTE AND ONLINE SERVICES

We asked respondents if they had experienced Health or Social Care Services over the phone or online. This was to help us understand the success of delivering online services and also gauge how we can support greater online participation. Due to Covid-19 we will continue to deliver LEFs online which inherently provide barriers for many individuals.

% of people who had received services over the phone or online.



The overall rating of remote experience was 3.5 stars out of 5 stars. 56% of the 67 people who have experienced remote services rated services between 4 – 5 stars

LEF FOLLOW UP AND ENGAGEMENT

63 respondents would you like to know more about the LEF in their area, come along to a meeting and be added to our mailing list.

28 respondents were already members

97 respondents were happy to be contacted to arrange to attend the online LEF in spring 2021

ADDITIONAL SUPPORT REQUIRED TO ATTEND MEETINGS

- Support worker to attend with me
- I would need transport if I wasn't accompanied by my PA.
- Transport support
- Accessible building
- Caring responsibility
- Electronic Notetaker to provide live captions in online meetings and face-to-face meetings
- Can only access Zoom not MS Teams
- Reminder for the meeting

CONCLUSION

From the information gathered from the LEF Questionnaire we have decided to carry out 3 LEF Events.

These will be segregated into three separate events that will allow participants to engage in the area and services that they come into contact with and also that have been deemed the most important. We must note that the feedback has allowed us to identify services and elements of the HSCP work that respondents have seen as important and we will be able to facilitate a work plan for future engagement and HSCP priorities.

The events orchestrated through event-brite and will be held online via MS teams however we will be also offering telephone interviews, smaller engagement sessions, smaller focus groups and 1-1 discussions to make the session as accessible as possible.

They will be held on the following:

- **Tuesday 16/3/2021 at 3.30pm – NW Locality and Adult services update and Mental Health services**
- **Wednesday 24/3/2021 at 10.00am NE Locality and Children's services update and Children and Adolescence Mental Health Services (CAMHS)**
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