



# Item No: 6

Meeting Date: Wednesday 29<sup>th</sup> November 2017

## Glasgow City Integration Joint Board Public Engagement Committee

**Report By:** Fiona Moss, Head of Health Improvement and Equalities

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### PARTICIPATION REQUESTS

<b>Purpose of Report:</b>	To report on the current position of NHS Greater Glasgow and Clyde (NHS GG&C) and Glasgow City Council on their procedures for managing Participation Requests.
<b>Background/Engagement:</b>	This paper provides information on the participation request component of the Community Empowerment Act which came into statute on 1st April 2017. NHS and Glasgow City Council staff within the HSCP will be required to support, respond and report on participation requests.
<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to:  a) note the content of this report; and b) await Glasgow City Council and NHS processes being confirmed prior to undertaking a staff communication process.

#### Relevance to Integration Joint Board Strategic Plan:

The Community Empowerment (Scotland) Act 2015 aims to empower community bodies by strengthening their voice in the decisions that matter to them. The Act supports the commitment in the IJB Strategic Plan to strong community engagement and participation.

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## Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	The HSCP will be required to respond to participation requests using NHS and Glasgow City Council systems. The IJB is not a directly named body in the legislation.
<b>Personnel:</b>	Unknown
<b>Carers:</b>	No direct implications but carers groups may submit participation requests or be affected by requests from other groups.
<b>Provider Organisations:</b>	Participation requests may be received for services provided through commissioned arrangements. Wherever possible any affected commissioned service would be included in the agreed improvement process where there were implications for their provision.
<b>Equalities:</b>	The HSCP has a Participation and Engagement Strategy with measures in place to ensure a diverse membership and that people with protected characteristics are able to participate effectively. The Community Empowerment Act places a specific duty on public bodies to provide appropriate support to community participation bodies that need additional support to make Participation Requests.
<b>Financial</b>	Unknown
<b>Legal:</b>	Compliance rests with NHS Greater Glasgow & Clyde and Glasgow City Council as the legislatively listed bodies.
<b>Economic Impact:</b>	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources.
<b>Sustainability:</b>	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.
<b>Sustainable Procurement and Article 19:</b>	N/A
<b>Risk Implications:</b>	N/A

<b>Implications for Glasgow City Council:</b>	Glasgow City Council is a public service authority under the terms of the Community Empowerment (Scotland) Act 2015 and has an existing responsibility to respond to Participation Requests.
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<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	NHS Greater Glasgow and Clyde is a public service authority under the terms of the Community Empowerment (Scotland) Act 2015 and has an existing responsibility to respond to Participation Requests.
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## 1. Purpose

- 1.1 To provide a report on the current position of both NHS Greater Glasgow & Clyde (NHS GG&C) and Glasgow City Council on their procedures for managing Participation Requests and identify any implications for the HSCP.

## 2. Overview of Participation Requests

- 2.1 A Participation Request can be made by an eligible community participation body to a public service authority to request participation and involvement in a specific outcome improvement process. The purpose of the Participation Request should fall into one of the following broad categories;

- a) Help people start a dialogue about something that matters to their community and highlight needs, issues or opportunities for improvement
- b) Help people have their voice heard in policy and service development by participating in decision making processes
- c) Help people participate in the design, delivery, monitoring and review of service provision by contributing to service change or improvement
- d) Help people challenge decisions and seek support for alternative outcomes

The public service authority has 30 days to respond to the request (45 days if more than one public service authority is involved). If the request is approved the public service authority must liaise with the community participation body to agree and begin an outcome improvement process within 90 days of approval being granted. All agreed outcome improvement processes must be made public.

- 2.2 The Participation Request (Procedure) Regulations 2016 came into force on 1<sup>st</sup> April 2017 as part of the Community Empowerment (Scotland) Act 2015. The regulations apply to all public service authorities identified in the Act. At this time Integration Joint Boards (IJB's) are not included however health boards and local authorities are. HSCPs must therefore be ready to respond to Participation Requests made to either, NHS Greater Glasgow and Clyde (NHS GG&C) or Glasgow City Council in relation to health and social care services that they manage.

- 2.3 A Participation Request can be made to either or both NHS GG&C and Glasgow City Council. A Participation Request could also be made to another public service authority, for example Police Scotland, but relate to services delivered by the HSCP and therefore require a response.
- 2.4 Guidance to accompany the Act was published in April 2017 and is designed to support effective and consistent implementation of the legislation. It describes the process of making, receiving and responding to a Participation Request in detail. It also describes the criteria applied to community bodies to help determine if they are eligible to make a Participation Request. A template Participation Request Form is also offered. The guidance can be viewed at:  
[www.gov.scot/Topics/People/engage/ParticipationRequests/ParticipationRequestsGuidance](http://www.gov.scot/Topics/People/engage/ParticipationRequests/ParticipationRequestsGuidance)

### **3. Progress to Date**

- 3.1 NHS GG&C has begun work to develop a standardised process for the management of Participation Requests. This is being led by the Head of Equality and Human Rights. A key priority is identifying a lead service to administer the overall process. This service will manage the initial communication with the public participation body, the relevant service or department within the Board and ensure that the timescales set out in the legislation are adhered to. Listed bodies are required to report annually on requests received and outcomes through their public governance arrangements. A decision on the lead service is expected after 20<sup>th</sup> November when the new Head of Board Administration comes into post.

The Equality and Human Rights Team and the Patient Experience Public Involvement Team will support the early stages of a Participation Request, namely checking the eligibility of the community participation body against the criteria set out in the legislation and ensuring that all of the required information has been received.

- 3.2 All formal Participation Requests will be made using a pre-set form based on the template provided by the Scottish Government. Locality Engagement Forums and other community groups, including groups with protected characteristics, will be asked to provide feedback on a draft of this form and the accompanying guidance.
- 3.3 Glasgow City Council has convened a working group to take forward the development of a protocol for managing Participation Requests. This is being chaired by the Partnership and Development Manager. The HSCP is represented at the working group by the Head of Business Development.
- 3.4 Glasgow City Council has created a page on its website with information about Participation Requests. The page includes a link to the Scottish Government guidance on Participation Requests, a link to the Community Empowerment (Scotland) Act 2015 and a link to a pre-set Participation Request Form. This form must be used by a community participation body when making a formal request.
- 3.5 The page can be viewed at: [www.glasgow.gov.uk/index.aspx?articleid=21071](http://www.glasgow.gov.uk/index.aspx?articleid=21071)

## **4. Implications for Glasgow City HSCP**

- 4.1 Glasgow City HSCP is not classed as a public service authority however it must be ready to respond to both NHS GG&C and Glasgow City Council on requests that relate to health and social care services management by the HSCP. There will be early engagement with both NHS GG&C and Glasgow City Council to negotiate an appropriate pathway for responding to Participation Requests across the three organisations that is robust, transparent and meets the requirements of the legislation.
- 4.2 Glasgow City HSCP will support both NHS GG&C and Glasgow City Council in raising public awareness of Participation Requests. There are opportunities to do this via the new HSCP website by providing information about Participation Requests and signposting people to the relevant pages on the NHS GG&C and Glasgow City Council websites as well as providing details of the named contacts in each organisation. There will be additional opportunities to raise public awareness via the three Locality Engagement Forums, place based forums and the HSCP newsletter.
- 4.3 HSCP staff will need to be aware of what participation requests are, the terms of their engagement (timescales, mechanisms and processes) and what to do if a member of the public/ community group approaches them directly. Staff will be required to comply with both NHS and Glasgow City Council systems and reporting mechanism.

## **5. Recommendations**

- 5.1 The IJB Public Engagement Committee is asked to:
  - a) note the contents of this report; and
  - b) await Glasgow City Council and NHS processes being confirmed prior to undertaking a staff communication process.