



**Item No. 8**

**Meeting Date Wednesday 25<sup>th</sup> May 2022**

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

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

**Contact:** Tony Devine, Community Engagement Officer (North East)  
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**Locality Engagement Forums and Locality Engagement Activity**

<b>Purpose of Report:</b>	To provide a report and overview of some of the engagement activity being carried out in the three localities across Glasgow City Health and Social Care Partnership in 2021/22. The report also summarises the main findings of the Annual Locality Engagement Forum survey.
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<b>Background/Engagement:</b>	In March 2020 all community activities and engagement meetings stopped due to COVID-19 lockdown. Although this had a huge impact on Locality Engagement Forum (LEF) activities, online engagement and opportunities have continued throughout 2021-22. It was agreed by the Public Engagement Committee that an engagement calendar would be produced annually. The purpose of the calendar is to identify the engagement priorities within Children’s, Adults and Older People’s Services, and across each locality.
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<b>Governance Route:</b>	The matters contained within this paper have been previously considered by the following group(s) as part of its development.  HSCP Senior Management Team <input checked="" type="checkbox"/> Council Corporate Management Team <input type="checkbox"/> Health Board Corporate Management Team <input type="checkbox"/> Council Committee <input type="checkbox"/> Update requested by IJB <input type="checkbox"/> Other <input checked="" type="checkbox"/> IJB Public Engagement Committee
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	Not Applicable <input type="checkbox"/>
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<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to: a) Note the content of the report.
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<b>Relevance to Integration Joint Board Strategic Plan:</b>
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 the objectives of the strategic plan, the participation and engagement strategy and is in line with the HSCP Consultation and Engagement Good Practice Guidelines.
Engagement plans are aligned to the priorities outlined in the strategic plan and locality plans.

**Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	The engagement activity highlighted in this report will support the achievement of all the outcomes.
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<b>Personnel:</b>	None.
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<b>Carers:</b>	Members of the public with an interest in improving services across all care groups will be involved in the engagement process. This will be relevant and tailored to specific groups including carers.
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<b>Provider Organisations:</b>	Provider organisations will be included in the engagement process.
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<b>Equalities:</b>	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. <a href="https://glasgowcity.hscp.scot/equalities-impact-assessments">https://glasgowcity.hscp.scot/equalities-impact-assessments</a>
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<b>Fairer Scotland Compliance:</b>	Efforts to ensure representation in any engagement activity is from across the community and will seek to ensure people are not excluded from engaging on the grounds of socio-economic disadvantage or exclusion.
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<b>Financial:</b>	Funding is usually provided to support locality engagement activities, for example, to pay for room hire for events and meetings, however, costs have been reduced over the period of the pandemic due to the shift to online platforms.
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<b>Legal:</b>	None.
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<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>	Not applicable.
<b>Risk Implications:</b>	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, as there is a risk that members of the forums will become disengaged from the process if they feel that the process is not effective, or that their views are not influential.
<b>Implications for Glasgow City Council:</b>	Not applicable.
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	Not applicable.

**1. Purpose**

- 1.1. To provide a report and overview of some of the engagement activity being carried out in the three localities across Glasgow City Health and Social Care Partnership in 2021/22.
- 1.2. To summarise the main findings of the Annual Locality Engagement Forum survey.

**2. Background**

- 2.1. At the May 2021 meeting of the IJB Public Engagement Committee it was agreed that detail will be provided on the engagement activity in the three care groups, in localities and other engagement activity involving the HSCP to the IJB Public Engagement Committee bi-annually.
- 2.2. All engagement activity and opportunities have remained online during 2021/22, potentially creating a barrier to participation, however it is hoped that face to face engagement will resume later in the year.
- 2.3. The Annual Engagement Plan (Appendix 1) provides an overview of the engagement that has taken place over the year, and allows timescales and progress to be tracked, as activities are subject to both internal and external circumstances, some of which are out with control.

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### 3. Locality Engagement Forum Activities

3.1 In 2021/22, there were a number of online Locality Engagement Forum committee meetings, locality specific engagement sessions and three citywide events. These sessions were attended by over 240 participants and the Annual Locality Engagement Survey issued in February 2022 was completed by 106 people.

### 3.2 North East Locality Engagement Forum (NE LEF)

#### Locality Forum Engagement Activity

A questionnaire was sent out to all North East LEF members and stakeholders at the beginning of 2021 to seek views on their engagement priorities and one of the topics identified was a session on the causes and treatments for Diabetes.

The Information Session held on 30 November 2021 was attended by two Diabetes Specialist Nurses, who explained the difference between Type 1 and Type 2 diabetes, common symptoms, causes and provided advice on treatments and self-management. The information was well received and those attending felt that the information provided made them feel much more positive about living with the condition knowing that they could improve their own condition with a degree of self-management. The session was also attended by the Regional Engagement Manager from Diabetes Scotland, who described the impact of diabetes in Scotland, and shared some useful resources ([North East Locality Engagement Forum | Glasgow City Health and Social Care Partnership \(hscp.scot\)](#)).

#### The North East Health and Social Care Hub Engagement Activity

The Information session held on 27 May 2021 included a presentation by the project Architect who listed the range of factors that influenced the design of the new Hub including the design brief, current policy and statutory guidance. The design, which has been shaped through community engagement, also encompasses the inclusion of a library and community café to help combat social isolation and to increase the opportunities for local organisations and community groups to provide support and host events locally.

The session explained how the Community Benefits Programme is contributing to a range of local outcomes relating to employability, skills and tackling inequalities. Projects that have taken place so far have involved pupils from both St Andrews and Whitehill Secondary schools completing work on the outdoor classroom at Parkhill Additional Support Needs School. This programme has led to two young people starting apprenticeships within the project site, and further opportunities are anticipated.

The Helping Hands Initiative was created to provide local community projects or groups with materials and/or labour to upgrade or refurbish an existing community hall/ resource/ outdoor space. Nine local community organisations applied to be considered for the project and a judging panel from HSCP, Hub West, BAM and a local community representative visited three of the short-listed organisations in March 2022 to assess each bid. The successful application was from the Mental Health Network (MHN) which best met the

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priority criteria through supporting a local Mental Health and Wellbeing service user group.

### North East Health and Social Care Hub Community Arts Project

An Arts Strategy is being rolled out over 2022 and 2023 to celebrate the new Parkhead Hub and the communities it serves through a coordinated arts programme within the building. The Arts Strategy is focused on a series of major new commissions to be launched in autumn 2022 which will enhance the Hub's interior and reflect the rich heritage and character of the area.

A programme of creative engagement is being initiated in advance through a series of art workshops, with the aim of connecting local community groups to the development of the Hub. These workshops will focus on developing ideas for a unifying theme for the building, incorporating the areas of: Past, Present and Future; Health and Wellbeing and Climate Emergency. The workshops will also involve priority groups such as local residents involved in Addictions and Recovery Services; Looked After and Accommodated and Care Experienced Young People; Older People; Children, Young People and Families; and Vulnerable Adults.

A work in progress event will be held to showcase the output of these workshops in venues across the area such as The Forge over summer 2022.

### 3.3 **North West Locality Engagement Forum (NW LEF)**

In 2021/22, North West LEF held four online committee meetings and hosted two North West Locality Engagement sessions (<https://glasgowcity.hscp.scot/north-west-locality-engagement-forum>).

In May 2021, the NW LEF members were briefed on the Feeley Report which raised a number of interesting questions and discussion points.

In December 2021, Janet Hayes (HSCP Adult Services - Head of Planning and Strategy for Adult Services and North West Locality) provided members with a comprehensive report on the Accommodation Strategy and service plans for NW Locality. The NW Locality accommodation priorities are:

- William Street Refurbishment, which is due to be completed in Spring 2022
- Church Street Refurbishment – this project is designed and costed and progressing to the planning application and permission stage, however, funding has still to be secured.
- Drumchapel Shopping Centre has recently been identified as a priority area for Glasgow City Council and Glasgow City HSCP will work in partnership to move forward a project for a new building which will incorporate all HSCP buildings and services in the Drumchapel area.
- Phase 1 - Woodside Health and Care Centre – creation of 4 new Treatment Rooms and a Meeting Room in the vacant Pharmacy space.
- Phase 2 - Drumchapel Health Centre, which is scoping the potential to make changes in the layout to increase Treatment Room space, and
- Centre for Community Health, Partick to create additional Treatment Rooms.

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The first NW Locality wide session in June 2021 focused on NW Carer Services which resulted in further discussions with local managers regarding the need for a greater variety of children and family support services in local communities.

The second NW Locality wide session in autumn 2021 provided information on Learning Disability services and support provided by the HSCP and Third Sector partners. The session provided the audience with information on the Learning Disability Team Integrated Approach; Day Centres and the modernisation of Day Services; the work of the Central Review Team and developments in Technology Enabled Care and Support (TECS); the Maximising Independence Programme; Family Group Decision Making; Carers Services; Supported Employment opportunities and finished with an input from Enable on the services provided at Fortune Works, Drumchapel.

### 3.4 South Locality Engagement Forum (South LEF)

In 2021/ 22, South Locality established a Locality Engagement Forum as a result of the 2021/ 22 Annual Survey which aimed to find out community priorities. From this, the team has built up the membership, and increased awareness and engagement amongst residents in the south of the City.

In April/ May 2021, the South LEF hosted engagement sessions focusing on Primary Care, GP Services and Dementia Services. Over 35 participants attended and from this there were a number of comments in relation to:

- GP appointments, information, awareness and the transition of some GP interactions to online or phone appointments. Since this session, there have been another two engagement sessions around Primary Care and GP services, with the most recent session on 28 April 2022.
- The process for collecting information from Black and Minority Ethnic patients in dementia wards and those accessing this service. Specific cases identified during the session were followed up individually.
- Discussions around cultural customs when accessing dementia services, with a focus on how the HSCP can facilitate this in individual case plans.
- The opening of Day Centres as restrictions ease.
- Podiatry services, with specific focus on the role of the third sector during the pandemic.

[South Locality Engagement Forum | Glasgow City Health and Social Care Partnership \(hscp.scot\)](#)

The South hosted an engagement session around Home Care Services in August 2021 which focused on the operational elements of the service and staffing. Forty people attended the session, which was organised into two online workshops. This was supported by the Home Care team and several points were raised:

- The timings of visits not meeting the needs of service users. The current staff shortages and challenges as a result of Covid and operational management of time slots was highlighted at the session.

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- Consistency of the service, with focus on the individual staff and the difficulty with achieving consistency due to the pandemic and staffing shortages.
- Discussions around care home meals during the pandemic and home care services providing hot meals.

It was agreed to host an annual engagement session around Home Care Services looking to build on previous conversations. A follow up survey was carried out with the participants who were asked to rate the home care service they were currently receiving. There were only 8 responses, limiting the generalisability of the findings, with an average score of 3.5 out of 5 across the areas of communication, reliability, quality of staffing and equipment.

The team in the South were aiming to host a LEF session focusing on physical disabilities, audio and visual impairments for older people in 2021/22. However due to the capacity of the service, and ongoing staffing challenges, this could not go ahead in December 2021. Plans are in place to host this session this year, in addition to a Palliative Care engagement session on 28 June 2022.

### 4. Locality Engagement Forum Annual Survey

4.1 In 2021, an Annual Survey was administered through all three LEF's to explore priorities for stakeholders and this was repeated in 2022. Both surveys were positively received and LEF engagement activities and opportunities in 2021/22 were shaped by direct feedback from participants from each locality, and across the care groups of Older People, Adults and Children and Family Services.

4.2 A Summary Report of the 2022 survey can be found at the link below:  
[Glasgow City HSCP Locality Engagement Forum \(LEF\) - Annual Engagement Survey 2022 - Summary | Glasgow City Health and Social Care Partnership](#)

The full breakdown of all the responses is also available:  
[Glasgow City HSCP Locality Engagement Forum \(LEF\) - Annual Engagement Survey 2022 - Summary Appendix | Glasgow City Health and Social Care Partnership](#)

The aim of this is to ensure that engagement sessions are meaningful to attendees and shape annual engagement over the next year.

### 4.3 Outcome and Engagement Priorities

4.3.1 From the 106 respondents, a number of priorities were identified across the three care groups to shape future engagement sessions. These areas will be covered in addition to the potential engagement being planned by services, which is captured within the Annual Engagement Plan. Individuals were asked additional questions this year around health and well-being, health inequality and poverty, the Glasgow City HSCP Strategic Plan engagement process, and also what people believed should be potential agenda items for the IJB Public Engagement Committee.

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- 4.3.2 From Older People's Services, the top five priorities were: Primary Care and GP services with many references to appointments; Home Care Services with references to support in the community; Dementia Services; Palliative Care Services and Physical Disability Services for older people.
- 4.3.3 From Adult Services, the top five priorities were: Community Mental Health Services; Inpatient Mental Health Services; Alcohol and Drug Recovery Services; Learning Disability Services and Homelessness Services.
- 4.3.4 From Children and Families Services, the top five priorities were: Social Work Services, including Intensive Services; Children and Adolescent Mental Health Services (CAMHS); services for Looked After and Accommodated children and young people; Health Visiting and Family Nurse Services; and services for children and young people Looked After at Home.

### 4.4 Strategic Plan Engagement

- 4.4.1 We asked individuals how we should encourage public engagement and involvement in the new Strategic Plan to ensure that public opinion is reflected in the Plan. Over half of the respondents (57%) stated that we need to use a variety of techniques and opportunities, with many respondents providing examples, ideas and suggestions for engagement that could be utilised.

### 4.5 Integration Joint Board – Public Engagement Committee Agenda

- 4.5.1 In total, 70% of respondents who completed the 2022 survey provided feedback on the PEC, providing comments on both the committee itself and suggestions for the agenda. The feedback regarding the committee ranged from people not knowing what it was, issues related to accessibility, and also the process for review. The top suggestions for topics of discussion were Mental Health Services engagement, funding for community projects and support in the community.

## 5. **Future Engagement Plans - April Sessions**

- 5.1 The first three citywide LEF engagement sessions of 2022/23 took place in late April 2022 and attracted over 80 participants. In line with the feedback from the Annual LEF Survey, the [topics](#) covered were Community Mental Health Services; HSCP Strategic Plan 2023; GP Services; Community Pharmacotherapy Services; and Mental Health Developments in Primary Care.
- 5.2 The comments and feedback from all three sessions will influence and inform the direction of the HSCP Strategic Plan.

## 6. **Recommendations**

- 6.1. The IJB Public Engagement Committee is asked to:
  - a) Note the content of the report

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## Older People's Engagement Plan

Area of Work	Nature of Activity	Method Used	Stakeholders	Target Number	Actual Number	Start Date	Date Completed	Recurring engagement - Time	Key Contact	Contact Details	Relevant links	Equalities and Protected groups considered	Consultation guidelines considered	Consultation guidelines applied	Progress	Update
Dementia Services	Balmore Engagement - Dementia services are looking to engage with service users around the balmore ward fo the specialist dementia unit.	Survey/ Event and focus group	Patients, services users, carers, community groups, 3rd sector and general public	30	37	Mar-21	TBC	Annually	Christine Murpjh	<a href="mailto:christine.murphy@ggc.scot.nhs.uk">mailto:christine.murphy@ggc.scot.nhs.uk</a>		Yes	Yes	Yes	Completed 2021	Further Engagement being planned for 23 around the balmore wards. Christine Murphy has since retired so delay with work progress
Dementia Services	Balmore Quality Engagement - Engagement with impatient service	TBC	Service Users, Family and Carers.	30	TBC	Aug-22	TBC	TBC	Callum Lynch	<a href="mailto:Callum.lynch@ggc.scot.nhs.uk">Callum.lynch@ggc.scot.nhs.uk</a>		TBC	TBC	TBC	Ongoing	This engagement has still to be planned.
Primary Care/ GP Services	Engagement session around GP services in primary Care	Focus group hosted through south locality LEF	Service Users, third sector reps, community groups	30	37	Apr-21	Apr-21	6 momnthly	Richard Groden and Callum Lynch	<a href="mailto:Richard.Groden@ggc.scot.nhs.uk">Richard.Groden@ggc.scot.nhs.uk</a>		Yes	Yes	Yes	Completed 2021	Further Engagement sessions have been hosted city wide through the NE locality. We have had a further 2 sessions on GP/Primary Care areas
Home Care Services	Service User - Engagement Group - Home Care Services are looking to host their own service user gorup. This will be a group that moving forward will be connected to engagement sorrounding home care	Survey/ Event and focus group	Service users/ Age range split	30	35	28/07/2021	01/07/2021	Annually	Lynn Thomson/ Gareth Williams	<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Completed	Engagement Session being arranged for August 22/23
Home Care Services	Engagement around home care through south locality engagement session. Follow up from pevious sessions along with responses from annual survey will shape this	Focus Group/ group discussion	Service Users. Family, carers, third sector organisations	40	TBC	TBC (Aug/Sep 2022)	TBC	Annually		<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	Currently being planned for aug/sep 2022
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 sorrounding home care services. Session should build on previous years and also link to wider service user feedback	Survey/ Event and focus group	Service users/ Age range split	60		01/07/2022	TBC	Annually	Janice Ritchie/ Robert Murray/ Nicola Roberts/ Gareth Williams/Gordon Bryan	<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	
Home Care Services	Service User - Annual survey	Survey	Service users/ Age range split	4000	TBC	22/23	TBC	Annually	Janice Ritchie/ Robert Murray/ Nicola Roberts/ Gareth Williams/Gordon Bryan	<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	
Alarm Centre	Service User - Annual survey	survey	Service users/ Age range split	9000		22/23	TBC	Annually	Janice Ritchie/ Robert Murray/ Nicola Roberts/ Gareth Williams/Gordon Bryan	<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	
Telecare	Digital/ Analogue - Engagement around the transition from analogue to digital telecare devices.	tbc	Service Users	TBC	TBC	22/23	TBC		Janice Ritchie/ Robert Murray/ Nicola Roberts/ Gareth Williams/Gordon Bryan	<a href="mailto:gareth.williams@glasgow.gov.uk">gareth.williams@glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	
Palliative Care	Engement on POA/ACP discussion - Myth busting session	Locality Engagement Forum Focus Group	Sevrice users, community gorups, third sector	20	TBC	28/06/2022	TBC	6 monthly	Karen Lockhart	<a href="mailto:Karen.Lockhart@sw.glasgow.gov.uk">mailto:Karen.Lockhart@sw.glasgow.gov.uk</a>		Yes	Yes	Yes	Session date 28/06/2022 with regular engagement planned	

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Area of Work	Nature of Activity	Method Used	Stakeholders	Target Number	Actual Number	Start Date	Date Completed	Recurring engagement - Time	Key Contact	Contact Details	Relevant links	Equalities and Protected groups considered	Consultation guidelines considered	Consultation guidelines applied	Progress	Update
Palliative Care	Further Engagement Sessions being planned through the palliative care steering group. Looking to host various focused sessions around palliative care	Focus Groups/ Online sessions	Service users, family, carers and third sector	Maximum amount	TBC	TBC	TBC	6 monthly	Karen Lockhart	<a href="mailto:Karen.Lockhart@sw.glasgow.gov.uk">mailto:Karen.Lockhart@sw.glasgow.gov.uk</a>		Yes	Yes	Yes	Ongoing	
Palliative Care	Engagement with family, carers and close contact for palliative care, new services. Looking to carry out a city wide session	MS Teams - Online event	Service users, families, carers, 3rd setor organisaitons and community gorups	20	TBC	Feb-22	TBC	TBC	Callum Lynch	Callum Lynch	<a href="mailto:Frank.mullen@ggc.scot.nhs.uk">Frank.mullen@ggc.scot.nhs.uk</a>	Yes	Yes	Yes	Ongoing	
Phyiscal Disabilities	Engagement around sensory and audio impairments	Engagement hthrough Locality Engagement Forum	Sevrice users, family, carers, community gorups and 3rd sector	30	TBC	TBC	TBC	TBC	Kevin McNaught	'Kevin.McNaught@glasgow.gov.uk'		Yes	yes	N/A	Not completed/ On going for 2022	Unable to complete the session as the demand on the sevrice was too great. Planned Engagement for Dec/21 and Jan 22 could not go ahead as there was no capacity in the service. This will now be planned for 22/23 year
Immunisation Programme	Flu Vaccinne Programme - Engagement to find out service users experience	Survey	Service Recipients		(Maximum Amount)	Oct-22	Jul-05	Annually	Frances Miller	<a href="mailto:Frances.Millar@ggc.scot.nhs.uk">Frances.Millar@ggc.scot.nhs.uk</a>					Ongoing	
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)		Nov-21	6-12 Monthly	Chris Furse/ Nicola Dolan	<a href="mailto:Nicola.Dolan@glasgow.gov.uk">Nicola.Dolan@glasgow.gov.uk</a>			Yes	Yes	Ongoing	
Phlebotomy and Treatment Room Services	Engagement with servuce users	TBC	TBC	TBC	TBC	TBC	2022/2023			<a href="mailto:kirsteen.cameron@ggc.scot.nhs.uk">mailto:kirsteen.cameron@ggc.scot.nhs.uk</a>					Ongoing	
Older People Mental Health Strategy	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	<a href="#">TBC</a>					Ongoing	

Adult Services Engagement Plan

Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
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 <sup>rd</sup> sector and general public	TBC	TBC	Oct-21	Mar-23	Vince McGarry/David Harley	<a href="mailto:Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk">Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/24-march-2021">https://glasgowcity.hsc.scot.nhs.uk/consultation/24-march-2021</a>	Yes	Yes	Yes	Ongoing - directed to delay starting engagement until end of 2022
Adult Care Groups	Review Self -Directed Support (SDS)	To be agreed	Service users, patients, carers and families, care provider and 3 <sup>rd</sup> sector	TBC	TBC	Spring 2021	TBC	Isobel Patterson	<a href="mailto:isobel.paterson@glasgow.gov.uk">isobel.paterson@glasgow.gov.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/29-january-2020">https://glasgowcity.hsc.scot.nhs.uk/consultation/29-january-2020</a>	Yes	Yes	Yes	Ongoing - unable to start due to external factors
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	Service users, carers, families and Care Providers		NE: 70 – 80 service user & 77 staff attended briefing (20-21)	Sep-18	Mar-21	Lynn MacPherson/ May Simpson	<a href="mailto:Lynn.MacPherson@glasgow.gov.uk">Lynn.MacPherson@glasgow.gov.uk</a> <a href="mailto:May.simpson@ggc.scot.nhs.uk">May.simpson@ggc.scot.nhs.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/12-december-2018">https://glasgowcity.hsc.scot.nhs.uk/consultation/12-december-2018</a>	Yes	Yes	Yes	Completed
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	G45 Connecting Neighbourhood		Phase 1 and 2 of pilot - 54 SU's carers and guardians, Advocacy and 7 Care providers involved in risk enablement assessments	Sep-18	Jul-21	Lynn MacPherson/ May Simpson	<a href="mailto:Lynn.MacPherson@glasgow.gov.uk">Lynn.MacPherson@glasgow.gov.uk</a> <a href="mailto:May.simpson@ggc.scot.nhs.uk">May.simpson@ggc.scot.nhs.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019">https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019</a>	Yes	Yes	Yes	Completed
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	G32 Connecting Neighbourhood		Phase 1 - 16 risk enablement and TECS meeting completed - 3 SU gone to trial Phase 2 - 30 risk enablement and TECS assessment to be set up	Jul-19	Jun-22	Lynn MacPherson/ May Simpson	<a href="mailto:Lynn.MacPherson@glasgow.gov.uk">Lynn.MacPherson@glasgow.gov.uk</a> <a href="mailto:May.simpson@ggc.scot.nhs.uk">May.simpson@ggc.scot.nhs.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019">https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019</a>	Yes	Yes	Yes	Ongoing
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS) - Easyread and Information videos	3- 4 Focus Groups and Case Study	SU, carers, Advocacy, Care Providers, HSCP SW's, Expert Ref Group	40 people	30 people	Aug-21	Jun-22	May Simpson/Steven Love	<a href="mailto:Steven.Love@glasgow.gov.uk">Steven.Love@glasgow.gov.uk</a> <a href="mailto:May.simpson@ggc.scot.nhs.uk">May.simpson@ggc.scot.nhs.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019">https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019</a>	Yes	Yes	Yes	Ongoing
Adult Care Group - Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS) - Connecting Neighbourhood Evaluation	Case study, questionnaire & 1 to 1 interviews with key stakeholders	SU's, carers, Advocacy, Care Providers, HSCP SW's	50- 60 people	45 people	Dec-21	Draft Initial Report May 2022	May Simpson, Steven Love	<a href="mailto:May.simpson@ggc.scot.nhs.uk">May.simpson@ggc.scot.nhs.uk</a> <a href="mailto:Steven.Love@glasgow.gov.uk">Steven.Love@glasgow.gov.uk</a>	<a href="https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019">https://glasgowcity.hsc.scot.nhs.uk/consultation/27-march-2019</a>	Yes	Yes	Yes	Ongoing
Domestic Abuse	Engagement to inform Domestic Abuse Strategy	Online participatory online consultation	Staff, key stakeholders, people with lived or living experience	200+ staff	200+ staff	Sep-21	Jan-22	Greig McLachlan	<a href="mailto:Greig.mclachlan@ggc.scot.nhs.uk">Greig.mclachlan@ggc.scot.nhs.uk</a>		Yes	Yes	Yes	

## Children's Services Engagement Plan

Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
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	<a href="mailto:vincent.henry@glasgow.gov.uk">vincent.henry@glasgow.gov.uk</a>	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	<a href="mailto:liz.simpson@glasgow.gov.uk">liz.simpson@glasgow.gov.uk</a>	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	<a href="mailto:alison.cowper@glasgow.gov.uk">alison.cowper@glasgow.gov.uk</a>	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	<a href="mailto:Marina.Madden@ggc.scot.nhs.uk">Marina.Madden@ggc.scot.nhs.uk</a> ; <a href="mailto:Elizabeth.Briody@ggc.scot.nhs.uk">Elizabeth.Briody@ggc.scot.nhs.uk</a>	tbc	TBC	TBC	Completed
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	April Owens	<a href="mailto:April.Owens@ggc.scot.nhs.uk">April.Owens@ggc.scot.nhs.uk</a>		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	<a href="mailto:barbara.adzajlic@ggc.scot.nhs.uk">barbara.adzajlic@ggc.scot.nhs.uk</a>	Yes	Yes	Yes	

General Engagement

Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Date start	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines used	Stage
Patient, Service User and Wider Community Engagement	LEF Engagement- Members, locality and citywide	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 <sup>rd</sup> sector and general public	1. NW LEF Planning - April - 8 people 2. NW LEF - Feeley Report - May - 8 people 3. NE Locality - NE HUB - May - 25 people 4. South GP, Primary Care & Dementia - 25 people 5. NW Locality Carers - June - 25 people 6. Citywide LEF Homecare - July - 35 people 7. NW Locality - LD Service - Aug - 25 people 8. Citywide Primary Care - Sept - 35 people 9. Citywide Diabetes/NE Hub - Nov - 20 people 10. NW LEF - Accom - Dec - 12 people 11. NW LEF Meeting - Jan 22 - 6 people 12. Annual LEF Survey - Feb 22 - 90 people	1 - 8 people 2 - 5 people 3 - 39 people 4 - 37 people 5 - 15 people 6 - 40 People 7 - 19 people 8 - 46 people 9 - 19 people 10 - 6 people 11 - 6 people 12 - 106 people	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	<a href="https://glasgowcity.hscpscot.nhs.uk/locality-engagement-forums">https://glasgowcity.hscpscot.nhs.uk/locality-engagement-forums</a>	Yes	YES	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Online survey, paper versions - promoted to carers that have been supported	Adult carers and service users	100	Completed:259 Partially Completed:282 Total: 541	11-Oct-21	28-Nov-21	Fred Beckett	<a href="mailto:Fred.Beckett@ggc.scot.nhs.uk">Fred.Beckett@ggc.scot.nhs.uk</a>	<a href="https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/">https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/</a>	Yes	YES	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Focus Group, online survey, paper versions - promoted to young carers that have been supported	Young Carers and service users	50	Completed: 63 Partially Completed:70 Total: 133	11-Oct-21	28-Nov-21	Fred Beckett	<a href="mailto:Fred.Beckett@ggc.scot.nhs.uk">Fred.Beckett@ggc.scot.nhs.uk</a>	<a href="https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/">https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/</a>	Yes	Yes	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Online survey promoted on social media. Partner condition specific groups, partnership briefings, all HSCP email and focus group	Service Users, carers, community groups, 3 <sup>rd</sup> Sector and General Public	100	Completed: 32 Partially Completed:117 Total: 139	11-Oct-21	28-Nov-21	Fred Beckett	<a href="mailto:Fred.Beckett@ggc.scot.nhs.uk">Fred.Beckett@ggc.scot.nhs.uk</a>	<a href="https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/">https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/</a>	Yes	Yes	Yes	Completed
Patient, Service User and Wider Community Engagement	LEF Engagement- Members, locality and citywide	12 online/in person locality or citywide meetings, regular LEF meetings, focus groups, 1 to 1 contact and annual survey	Patients, services users, carers, community groups, 3 <sup>rd</sup> sector and general public	1. Citywide Mental Health - April -25 people 2. Citywide HSCP Strategic Plan - April - 25 people 3. Citywide GP, Pharmacy & Primary Care Mental Health - April -25 people 4. Citywide Palliative Care - June - 25 people 5. Citywide Homecare - Aug - 25 people	1 - 29 people 2 - 28 people 3 - 26 people	01-Apr-22	31-Mar-23	May Simpson, Tony Devine, Callum Lynch	Tony.Devine@ggc.scot.nhs.uk Callum.Lynch@ggc.scot.nhs.uk May.Simpson@ggc.scot.nhs.uk	<a href="https://glasgowcity.hscpscot.nhs.uk/locality-engagement-forums">https://glasgowcity.hscpscot.nhs.uk/locality-engagement-forums</a>	Yes	YES	Yes	Ongoing