



## Item No: 9

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

### Glasgow City Integration Joint Board Public Engagement Committee

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#### ENGAGEMENT AND LOCALITY ENGAGEMENT FORUM UPDATE

<b>Purpose of Report:</b>	To outline the key points from the Scottish Parliament Health and Sport Committee's report on Integration Authorities' approach to engagement with stakeholders and Glasgow City IJB's activity in relation to those points, and to provide an update on development of engagement structures and activity undertaken within Glasgow's three localities.
<b>Background/Engagement:</b>	As outlined in this report.
<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to:  a) note this report.

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

The Strategic Plan notes that good engagement activity and involvement of stakeholders is fundamental to the development of services that meet the needs of people who use them.

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

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	Supports delivery of all national outcomes.
<b>Personnel:</b>	None
<b>Carers:</b>	Carers organisations are involved in engagement activities undertaken by the Partnership.
<b>Provider Organisations:</b>	None
<b>Equalities:</b>	No EQIA carried out as this report does not represent a new or revised policy, plan, service or strategy. Engagement activities carried out on behalf of the IJB are designed with accessibility in mind.
<b>Financial:</b>	Some financial outlay is required to support the activities outlined in this report, for example, to pay for room hire for events and meetings.
<b>Legal:</b>	None
<b>Economic Impact:</b>	None
<b>Sustainability:</b>	Involving patients, service users and carers 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>	None
<b>Risk Implications:</b>	Without effective engagement activity, there is a reputational risk to the IJB and HSCP, and also a risk to the ability of the IJB and HSCP to plan and deliver services that meet the needs of patients, service users and carers.
<b>Implications for Glasgow City Council:</b>	Officers from the Council support participation and engagement activity undertaken on behalf of the IJB.
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	Officers from the Health Board support participation and engagement activity undertaken on behalf of the IJB.

## 1. Purpose

- 1.1 To outline the key points from the Scottish Parliament Health and Sport Committee's report on Integration Authorities' approach to engagement with stakeholders and Glasgow City IJB's activity in relation to those points, and to provide an update on development of engagement structures and activity undertaken within Glasgow's three localities.

## 2. Background

- 2.1 The Scottish Parliament's Health and Sport Committee agreed in early 2017 to examine Integration Authorities' (IAs) approach to engagement with and involvement of stakeholders. On 12 September 2017 the Committee's findings were published in a report titled 'Are They Involving Us?', which is available at <https://digitalpublications.parliament.scot/Committees/Report/HS/2017/9/12/Are-they-involving-us--Integration-Authorities--engagement-with-stakeholders-1#Introduction>

## 3. Key Findings

- 3.1 The evidence from the inquiry indicates that in some areas engagement with stakeholders may not be working as well as it could. The Committee's report highlights some of the issues around meaningful engagement.
- 3.2 **Public Awareness.** A recurring issue raised during the course of the inquiry was a lack of public awareness about the establishment of IAs and their structures, processes, outcomes and engagement carried out. There was also limited work to publicly promote IAs and their responsibility to shift the balance of care. The report notes that the success of health and social care integration will require the support of the populations they serve, and there is an onus on individual IAs to make sure their communities know of their existence and role. There is also an onus on the Scottish Government to promote IAs nationally.
- 3.3 **Meaningful Engagement.** Stakeholders' experiences of engagement with IAs on local service planning were mixed. A common theme was that engagement should be done with a purpose and desire to involve stakeholders in meaningful decision making or through a co-production approach (from the start) before decisions are determined.
- 3.4 The evidence demonstrated the importance of having meaningful engagement by IAs and the need for greater public transparency particularly in relation to service design and delivery. As part of this, communities need to be fully involved and have confidence in the engagement being undertaken, including consultation planning and evaluation of engagement activities.

- 3.5 **Costs and Complexity.** There was evidence of practical barriers that were hindering engagement with IAs, particularly for patient, service user and carer representatives:
- the incurring of costs (for example, transport) and the lack of compensation for public representatives' time and contribution and
  - the complexity of and length of meeting papers for IA and sub-group meetings (for example, inaccessible language, high volume of paperwork, insufficient time to consider reports and how meetings are conducted).
- 3.6 While there were some examples of IAs ensuring that additional needs of stakeholder representatives were being taken into consideration to facilitate meaningful engagement, there was not consistency across IAs in this area. The report notes that there needs to be additional support to remove barriers to involvement across all IAs (including financial detriment), and the Scottish Government is called on in the report to indicate how it will ensure this is achieved.
- 3.7 **Governance.** It was raised in the inquiry whether changes to the voting rights on IA boards might help increase the influence of stakeholder representatives and improve the equality of the relationship between participants on IAs (stakeholder members do not have voting rights on IAs). It was however acknowledged that the key objective was not voting rights but the ability to influence the approach taken to the provision of services before the decision-taking stage. Furthermore, the report notes the legislative and governance reasoning for the current approach regarding voting rights in relation to public accountability.
- 3.8 The report expresses concern that there may be unequal relationships between board members at the IA governance level. It concludes at this stage that other approaches (other than extending voting rights) should be prioritised to address the perceived inequality before considering changes to IA governance arrangements.
- 3.9 **Engagement at a Locality Level and Representation.** A number of ideas are presented on how to facilitate and achieve engagement at a local level. There was evidence about work undertaken by carer and third sector representatives on IAs. There were also challenges around stakeholder representatives feeling whether they truly reflected the range of views being expressed at a local level and expressing a desire to have an interface with a wider representative stakeholder group that they can engage with in their role with an IA.
- 3.10 **Locality Level Engagement: Third Sector Interface (TSI).** The report notes a variation in approach by TSIs across the country and their effectiveness – with size, shape and nature having an impact. The Scottish Government highlighted the funding that had been made available to TSIs to provide local support to the third and voluntary sectors to engage with integration (£8m made available until March 2018 and a further £4m to September).

- 3.11 **Locality Level Engagement: Scottish Health Council.** The inquiry also explored whether the remit of the Scottish Health Council (SHC) should be formally expanded to assist IAs with their engagement. Currently its role is to support health boards with their public engagement. The SHC highlighted that whilst its role did not formally extend into social care, it had been working with IAs to support their public engagement activities through its 'Our Voice' framework. It was suggested during the inquiry that the SHC or the development of a similar national body could develop best practice for engagement and involvement for IAs.
- 3.12 The report acknowledged the challenges of the representativeness of stakeholder representatives, and the challenges TSIs face in assisting IAs to obtain the views of community organisations. There are variations in how TSIs have been operating, and there are inherent difficulties in trying to capture the views from a broad range of organisations. The report also noted that the SHC's current role remains under review, and it expects revisions to its role to reflect the changed health and social care landscape. The report further supported dedicated community development staff in IAs or TSIs to co-ordinate and support public and stakeholder engagement, directly accountable to the Chief Officer of an IA.

#### **4. Position within Glasgow City**

- 4.1 While the Health and Sport Committee's report outlines a number of areas for improvement, it is important to note that within Glasgow City there are already many activities underway that support effective engagement with and involvement of stakeholders, a number of which are outlined below.

#### **4.2 Increasing Awareness of Integration Joint Boards**

The HSCP has taken or is in the progress of taking forward the following to increase awareness of the work of the IJB and GCHSCP:

- the development and implementation of a Communications Strategy and Action Plan
- a survey to evaluate stakeholder awareness and understanding of the HSCP and IJB, their work and Health and Social Care Integration, including identification of preferred communications channels and how communication can be improved
- the development and implementation of a public website, which includes a range of information on:
  - background information on the HSCP, IJB (and its Committees) and Health and Social Care Integration
  - how to access health and social care services and
  - the work of the Partnership and IJB, including meeting agendas, minutes and reports; governance arrangements; strategies and plans; performance; consultation and engagement; news and events; and how to get involved

- the development and implementation of a Twitter profile to keep followers up to date on the work of the HSCP and IJB
- the development and publication of a briefing that is publicly available and provides an overview of the HSCP and IJB and progress to date
- (in progress) a summary version of the IJB Performance Report
- (in progress) the development of a public leaflet/quick guide on the HSCP and IJB (for example, background information including vision, access to services, how to get involved and further information)

#### **4.3 Meaningful Engagement**

- the development and implementation of a Participation and Engagement Strategy and Action Plan that sets out the principles, approach and arrangements for engagement with a range of individuals (including patients, service users, carers and staff), stakeholder groups, communities and partner organisations (including the third and independent sectors) in the planning and development of health and social care services
- the IJB has a Public Engagement Committee, which enables Glasgow's citizens and local third and independent sector organisations to have a direct route of engagement and role in the policy development process for integrated community health and social care services
- the development and implementation of Locality Plans within each of the Partnership's localities, to show how the IJB's Strategic Plan is being implemented locally, and how the localities plan to respond to local priorities, needs and issues for community health and social care
- the development and implementation of active Locality Engagement Forums within each of the Partnership's localities
- consultation and engagement activities on a range of matters including, for example, the Strategic Plan and Locality Plans, Participation and Engagement Strategy, Equalities Mainstreaming and Outcome Plan and Review of Minor Injuries Services for West Glasgow
- (in progress) the development and implementation of consultation good practice guidelines for staff undertaking consultation activity on behalf of the HSCP and IJB
- IJB and Committee reports have a section within them for authors to detail what formal or informal engagement has taken place in respect of the report

#### **4.4 Transparent Information**

- All IJB and Committee agenda, minutes and reports are publicly available on the HSCP/IJB website, and they are made available in advance of meetings. There is also notification on the HSCP's Twitter profile
- The HSCP/IJB public website includes information on how to make a Freedom of Information Request to the IJB

#### **4.5 Support to IJB Stakeholder Representatives**

- Face-to-face IJB Pre-agenda briefing sessions are made available to stakeholder representatives such as patient, service user and carer representatives in advance of IJB meetings to review reports and answer any questions

- Regular development sessions for IJB Members, which includes stakeholder representatives for patients, service users, carers and the third and independent sectors
- Practical support is made available to patient, service user and carer stakeholder representatives to participate in IJB and Committee meetings, development sessions, workshops and locality activities (for example, printing of papers and assistance with travel to meetings)

## 5. Locality Engagement Forum Updates

- 5.1 Fundamental to the IJB and HSCP's approach to Participation and Engagement is the establishment of Locality Engagement Forums, which was approved by the Public Engagement Committee in November 2016, report available at  
<https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%205%20-%20P%26E%20Strategy%20Update%20and%20Action%20Plan.pdf>
- 5.2 The Public Engagement Committee received a progress update on establishment of Locality Engagement Forums in March 2017, which is available at  
<https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%207%20-%20Locality%20Engagement%20Forums.pdf>
- 5.3 A further update from each locality on their respective Locality Engagement Forum is below.
- 5.4 **North East Locality Engagement Forum Activity: April to October 2017**  
 The inaugural meeting of North East Local Engagement Forum (LEF) was held on 23 March 2017. Eighteen individuals attended including representatives from Community Councils, Voices for Change, Carers Groups, Mental Health Forums, Tenant Associations, Disability Groups, East Community Addiction Forum and former Public Partnership Forum members.
- 5.5 The first action of the new members was to formally adopt the Role and Remit of the newly formed LEF. They agreed meeting dates of 23 March 2017, 4 May 2017, 15 June 2017, 3 August 2017, 14 September 2017, 26 October and 7 December 2017. Members have heard the following presentations:
  - Child and Family Services
  - Welfare Rights Services
  - Mental Health Inpatient Redesign
  - Re-design of Older People's Services into Neighbourhood Teams and
  - Older People's Mental Health Services.
- 5.6 Priorities set out in the North East Locality Plan were also discussed. Locality Forum members have been nominated onto Older People's Services Working Group and Parkhead Hub Design Working Group.

- 5.7 The North East Locality was asked to undertake engagement and communication across the area with staff, the local community and third sector organisations, on the proposal to have a purpose built Health and Social Care Hub in the Parkhead area.
- 5.8 List of agreed engagement sessions were:
- 20 March 2017- Parkhead Community Council
  - 22 March 2017 - Parkhead Health Centre
  - 23 March 2017 - North East Public Engagement Forum
  - 29 March 2017 - Tesco, Parkhead
  - 30 March 2017 – Parkhead Adult Literacy Group
  - 7 and 13 April 2017 - Asda, Parkhead
  - 19 April 2017 - Baillieston Community Council
  - 27 April 2017 - Tollcross Community Council
  - 28 April 2017- Carers, Templeton Business Centre
- 5.9 Members of the North East LEF and carer representatives also visited Maryhill Health and Care Centre on 24 August 2017.
- 5.10 A total of 116 Parkhead Health and Social Care Hub questionnaires were completed by local people and 67 SurveyMonkey questionnaires completed by staff. The most popular requests from local people who completed questionnaires were to have a centre that is:
- bright and well lit – 36
  - has good car parking available -33
  - clear signage – 31 and
  - has friendly reception staff – 49.
- 5.11 Other suggestions included security at entrance, natural lighting, clean and safe environment. There was also a strong theme about making sure the building was accessible, for example, by using ‘dementia friendly’ designs.
- 5.12 The most popular requests from staff via the SurveyMonkey were:
- uncluttered, clean and private patient/service user areas – 26
  - comfortable seating areas – 24
  - adequate parking spaces – 30
  - well sign posted, information resources and boards – 49 and
  - welcoming entrance, reception and environment with friendly staff – 32.
- 5.13 Action taken to engage with historically less well-represented groups included visits to:
- Parkhead Adult Literacy Group
  - meeting with local youth leaders
  - attending Asylum and Refugee classes
  - Addiction Recovery groups and
  - service users from Sandyford Clinic.



- 5.14 The LEF will discuss what actions they can adopt that will lead to increasing the number of those who have been traditionally excluded from taking part in future consultation around health and social care services.
- 5.15 The Community Engagement Officer is continuing to meet with a range of local groups to promote the LEF and to seek new members and, for example, is following up the suggestion made at the last Public Engagement Committee that we should contact representatives from 'African Challenge Scotland' and 'Kwisa - for African Women in Scotland.'
- 5.16 Community engagement staff facilitated an information session, with representation from Carers services and the Rehabilitation Team, in Stobhill Hospital. Lots of enquires were received on the day regarding support for carers. It was agreed for similar event to take place in 6 months' time at Lightburn with additional representation of more North East service providers.
- 5.17 **South Locality Engagement Forum Activity: April to October 2017**  
Further to an additional round of engagement undertaken with local community groups between January and March 2017 South Locality held an event on 28 April 2017 to introduce its new locality engagement arrangements. The event was chaired by Head of Operations David Walker and was attended by 60 local people, representatives from community organisations and groups and 15 staff, including Heads of Service and Service Managers. The locality engagement model in South involves three linked strands:
- support engagement at the point of accessing services – increase the level and quality of feedback and engagement by supporting staff and services to develop their own participation, engagement and feedback activities enabling users to get involved, wherever possible, at the point of accessing services
  - facilitate a locality engagement 'network' for anyone with an interest in health and social care. The network will issue a quarterly bulletin sharing relevant information from services in South Locality, the HSCP and other relevant partners such as housing and community planning partners. The bulletin will offer local community groups and organisations the opportunity to share news across the network, find out about consultation and engagement opportunities, policy developments and local events and activities and
  - facilitate a number of different locality engagement groups to co-produce a series of public facing engagement sessions aimed at service users and the wider public. Locality engagement groups will be drawn from the wider network membership based on their knowledge, experience of and links to a particular service area, for example, older people. The membership of these groups will therefore change with each event. Each event will focus on key priorities in the Locality Plan and reflect the issues raised by service users/communities.

5.18 The first Locality Engagement Forum (LEF) was convened in May to co-produce the agenda for a public facing engagement session around the theme of Older People. The group had 8 members drawn from a variety of community organisations and two older people's representatives. They identified the key issues facing older people in South Locality, discussed the priorities for older people's services from the Locality Plan and created a programme for the session based on the above. The event was held on 28 June 2017 and was attended by 65 people and 10 staff members. Follow-up activities have taken place with individual services.

5.19 The first Locality Engagement Network Bulletin was produced in July 2017 and was widely circulated in South Locality and across the HSCP to ensure that community representatives involved at all levels of the organisation were informed of the activity taking place. The second bulletin will be distributed in November and will include information from members of the Network as well as the HSCP.

5.20 There are a number of examples of engagement at the point of accessing services. One particularly successful example is the engagement of relatives and carers at Balmore Ward, Leverndale Hospital. The ward is one of four sites selected as part of a national Dementia Demonstrator Pilot with a focus on service improvement and testing innovative approaches in providing dementia care. To date nine different sessions for relatives and carers have been held. Relatives of all current patients have either completed a feedback questionnaire or participated in a focus group, and one carer sits on the Steering Group, helping to design the carer engagement activities. The Dementia Demonstrator Pilot uses a co-design model and the feedback from relatives and carers sits alongside feedback from staff and other care professionals who then work together to develop an action plan for the ward. Supporting staff and services to engage directly with people in this way is a key feature of the engagement model in South.

5.21 The upcoming timetable of locality engagement events for South is as follows:

- |   |                     |
|---|---------------------|
| • Locality Engagement Bulletin Issue Two            | November 2017       |
| • Locality engagement groups to plan Event 2        | Oct-Nov 2017        |
| • Event 2 – BME Health and Wellbeing event          | November 2017       |
| • Locality engagement groups to plan Event 3        | Dec 2017 – Jan 2018 |
| • Event 3 – Adult Services (Mental Health Strategy) | Feb 2018            |
| • Locality Engagement Bulletin Issue 3              | Feb 2018            |
| • Locality engagement groups to plan Event 4        | Jan – Feb 2018      |
| • Event 4 – Children Services                       | March 2018          |
| • South Locality Plan Engagement Session            | April 2018          |

5.22 **North West Locality Engagement Forum Activity: April to October 2017**  
The inaugural meeting of North West Locality Engagement Forum (LEF) was held on 30 March 2017, and it was attended by over 40 individuals, representatives of community groups and local voluntary organisations. North West LEF has 36 members representing a wider range of individuals,

community groups, networks and voluntary organisations. At the May meeting members considered and discussed North West Locality Plan 2017-18 and continued to develop the Forum's yearly plan and priorities.

- 5.23 The members welcomed a presentation and opportunity to discuss progress on the Occupation Therapy review at a meeting in August 2017. The Forum meeting at the beginning of November 2017 will focus on Sandyford Sexual Health Services and Review plus an update on the Review of West Minor Injury Service.
- 5.24 In addition to the regular business meetings of the Forum, members have been involved in wider public engagement in June 2017, through two sessions focused on the North West Locality Plan 2017-18. The sessions were held in different locations with a slight variation on service discussions, in order to reach as wide an audience as possible. The community and voluntary sector representatives who attended these sessions acknowledged the service areas where 'good progress' was being made on priorities, as well as highlighting areas where service improvement were needed.
- 5.25 Over the summer months there has been extensive engagement and public involvement in the Review of West Minor Injuries Service in West Glasgow. Three forum members were nominated onto the Review and Stakeholder Group, a presentation at the Forum meeting in July, followed by an update on engagement process to members in August and three public meetings held in different locations in the Locality. A full report on the engagement process was made to the last meeting of the IJB Public Engagement Committee. The engagement process concluded on 29 September 2017, and a report on the outcome of the review presented to the Integration Joint Board on 8 November 2017.
- 5.26 The upcoming timetable of Locality Engagement Forum meetings and events for North West is as follows:
- |   |                  |
|---|------------------|
| • Locality Engagement Forum meeting               | 2 November 2017  |
| • Locality Engagement Forum event – Older People  | 10 November 2017 |
| • Locality Engagement Forum event – Mental Health | 30 January 2018  |
| • Locality Engagement Forum meeting               | 8 March 2018     |

## **6. Recommendations**

- 6.1 The IJB Public Engagement Committee is asked to:
- a) note this report.