

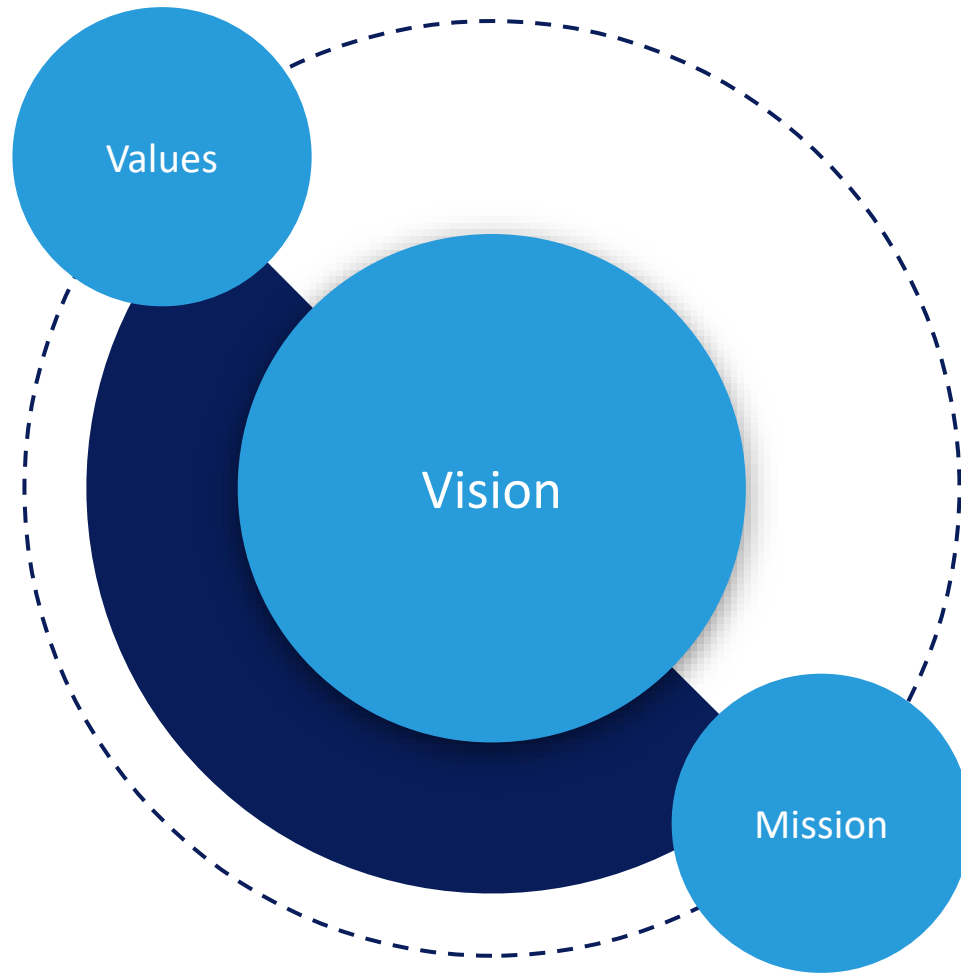
Public Engagement Committee GCVS Health & Social Care Team



Glasgow
Council
for the
Voluntary
Sector

www.gcvss.org.uk

Our Vision, Values and Mission



Our **Vision** is for Glasgow's citizens and communities to flourish, with the help of a strong voluntary sector.

Our **Values** are to be innovative, driven and brave in the work that we do, aiming to achieve the best for the city, while demonstrating integrity, kindness and respect in how we treat people.

Our **Mission** is to develop and promote the role of communities and the voluntary sector in building a fairer, kinder and happier society. We exist to challenge unfairness and bring people together to address it.

OFFICIAL



About Glasgow Council for the Voluntary Sector



Why

We're here to champion the voluntary sector and their communities – to support their development, showcase their endeavours and help ensure growth and sustainability.



How

We **communicate** with and **listen** to those we support to **understand** their challenges and views.
We provide **expert help** and guidance at all stages.
We **represent** their values and **advocate** for their needs.



What

We offer practical support, expert guidance, training, resources and tools. We open communication channels and opportunities that encourage collaboration and networking to strengthen the community.



GC
VS

OFFICIAL

Partnership Manager, Health and Social Care



Join the Conversation Engagement events-GCVS and HSCP Strategic Planning team

- Comments/complaints to be welcomed and used in the process of learning.
- Put people (not budgets, timescales, politics etc.) at the heart of everything we do.
- Recognition that we have an unequal partnership between the public and voluntary sectors. We need to work together to rectify this imbalance.
- There are examples of good practice in collaborative working between voluntary and public services - including the HSCP. We need to harness those good examples and realise it can be done – learning lessons along the way. (Children's Services Plan)
- Consider different tools such as panels (citizens, expert, community etc.) to inform, support and drive what we all do.

GCVS Our World Reimagined and Social Care Conversations

- A more compassionate, outcomes and rights focused social care system.
- ‘People need to be round the table now’, but they also need to have authority and to be valued equally with those in paid roles.
- Understanding and acknowledging the trauma experienced by people in recent years and ensuring we do not exacerbate this.
- What matters to people and the help they need to live as well as they can gets lost in disjointed systems and services.
- Put the ‘social’ back into social care-focus on the needs and outcomes of people and families.

Key themes

Addressing the imbalance of power-equality of relationships

Reflecting and learning- giving and receiving feedback constructively

Involving people in the decisions that affect their lives and their communities

Applying these themes to all- people who use services, communities, the workforce

Being flexible to support creativity and responsiveness to people's needs

Being human-compassion and respect as core principles

Building trust at all levels and across all sectors

Recognising the value of an holistic approach

Maximising Independence core values (working draft)

Empowering and empowered so that people who are frail or living with disabilities or long term conditions, can live safely at home or in a homely setting in their community as long as possible, and those who care for them are empowered to do so in ways that maintain their wellbeing

Inclusive so that everyone who uses health and social care services are able to look after and improve their own health and wellbeing as much as possible, so that they live in good health for longer

Kind, compassionate and supportive so that people who use health and social care services have a positive experience of those services and have their dignity maintained at every contact with the service

Trusting and trusted so that we build positive relationships with the people we work with and support

Collaborative so that health and social care services are designed with, and centred on, the people who use the services

Safe so that people using health and social care services are safe from harm

Respectful, so that conversations with people who use health and social care services centre around their strengths, choices, human rights and diversity

Innovative and creative in how we use technology to support and improve service design and delivery

Responsive to feedback so that we learn, improve and change

Opportunities for change

Maximising Independence

A more person-centred approach to health and social care in Glasgow
People's Panel- hearing the voices of citizens

Relationships

Valuing people, their knowledge of their lives and their community
Partnerships with everyone's contribution valued

Trust and respect

Listening and really hearing what we're being told
What would be helpful to do or not do?
Acknowledging that we are not always the experts

Wellbeing

Strengths based- what works for you; what do you need and want to live a good life?
What is getting in the way of this?

Contacts:

To contact Sheena: Sheena.Arthur@gcvs.org.uk

To contact the Health and Social Care team:
healthandcare@gcvs.org.uk

Find out more about the Maximising Independence programme at <https://glasgowcity.hscp.scot/maximising-independence> or contact us at:
MaximisingIPT@glasgow.gov.uk



Glasgow
Council
for the
Voluntary
Sector

www.gcvs.org.uk