



Item No. 9

Meeting Date: Wednesday 16th November 2022

Glasgow City Integration Joint Board Public Engagement Committee

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

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Locality Engagement Forums and Locality Engagement Activity

Purpose of Report:	To provide a report and overview of some of the engagement activity carried out in the three localities across Glasgow City Health and Social Care Partnership in Quarter 1 and Quarter 2 in 2022/23. It also sets out some of the planned engagement activity for remainder of the year.
Background/Engagement:	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 the last two years. It was agreed by the Public Engagement Committee that an engagement calendar would be produced annually - 25 August 2021 Glasgow City Health and Social Care Partnership (hscp.scot) . The purpose of the calendar is to identify the engagement priorities within Children's, Adults and Older People's Services, and across each locality.
Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input checked="" type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p>

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	Other <input checked="" type="checkbox"/> IJB Public Engagement Committee Not Applicable <input type="checkbox"/>
Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of the Report.
Relevance to Integration Joint Board Strategic Plan:	
<p>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.</p> <p>Engagement plans are aligned to the priorities outlined in the strategic plan and locality plans.</p>	
Implications for Health and Social Care Partnership:	
Reference to National Health & Wellbeing Outcome:	The engagement activity highlighted in this report will support the achievement of all the outcomes.
Personnel:	None
Carers:	Members of the public with an interest in improving services for various services across all care groups will be involved in the engagement process. This will be relevant and tailored to specific groups including carers.
Provider Organisations:	Provider organisations will be included in the engagement process.
Equalities:	<p>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.</p> <p>https://glasgowcity.hscp.scot/equalities-impact-assessments</p>
Fairer Scotland Compliance:	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.
Financial:	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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Legal:	None.
Economic Impact:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources.
Sustainability:	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.
Sustainable Procurement and Article 19:	Not applicable
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, 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.
Implications for Glasgow City Council:	Not applicable
Implications for NHS Greater Glasgow & Clyde:	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 Quarters 1 and 2 in 2022/23.
- 1.2. To set out some of the planned engagement activity for remainder of the year.

2. Background

- 2.1. At the May 2021 meeting of the IJB Public Engagement Committee it was agreed that we would provide detail 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. In 2022/23 the majority of engagement activity and opportunities has remained online however there has been small steps, with appropriate safety protocols in place, that has allowed the resumption of a couple of face-to-face engagement opportunities in the last six months.

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- 2.3. The Annual Engagement Plan (Appendix 1) provides an overview of the engagement that has taken place in Quarter 1 and Quarter 2 of 2022/23 as well as the planned engagement activity for the remainder year. It allows timescales and progress to be tracked, as activities are subject to both internal and external circumstances, some of which are out with control.

The updated information from the last committee report in March 2022 is highlighted in yellow.

3. Locality Engagement Forum Activities

- 3.1 In the first six months of 2022/23, there were a number of both online and face-to-face Locality Engagement Forum committee meetings, locality specific engagement sessions and six citywide events. The Locality Engagement Forum meetings and the Citywide Engagement sessions were attended by 183 participants.

3.2 North East Locality Engagement Forum (NE LEF)

- 3.2.1 At the HSCP Public Engagement Committee in May 2022, members asked for increased engagement activity to be carried out with community groups based in the Calton/Parkhead area. The following is a summary of consultation and engagement carried out with Calton/Parkhead community groups.
- The Mental Health Network (Greater Glasgow), based in Carlton held three engagement sessions to review and comment on the Glasgow City HSCP Strategic Plan 2023 for health and social care. The sessions took place on the 13th, 20th and 27th of May both with people with lived experience of poor mental health and their carers.
 - Several meetings with Supporting People Carer's group, based in the Thenew Centre in Calton, also took place. This group was in danger of folding but with the support from the HSCP Mental Health Lead new premises and additional support secured the group's future and they are now looking to expand their service and membership.
 - North East Women's Recovery Group, a seldom heard group, took part in an engagement session focusing on the HSCP Strategic Plan 2023 contributing to the discussion, priorities and ambitions to improve services. This session was facilitated by a female colleague as requested.
 - Carlton Community Council members welcomed a presentation explaining the reasons why the Glasgow City HSCP were undertaking a review of their Strategic Plan and as well as presentation on plans for Parkhead Hub. Members asked to be kept informed about the Parkhead Hubs progress.
 - Several meetings took place with Men's Health group based in Parkhead to develop a programme that would help raise awareness of the services available to those diagnosed with Prostate Cancer. As a result of this engagement the group will have access to all North East Health Centres to display information stands which will be staffed by local volunteers. There are 12 visits/information sessions planned to take place over the next 3 months.

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3.2.2 In April 2022, North East hosted the final of three Locality Engagement Forums online Citywide Engagement Sessions. This session focused on changes in Primary Care services in Glasgow, looking at the range of services and service priorities, developments and pathway to access services along with an open discussion on supports and services in the community. The points raised through the discussion will contribute to the new HSCP Strategic Plan 2023. [North East Locality Engagement Forum | Glasgow City Health and Social Care Partnership \(hscp.scot\)](https://hscp.scot/north-east-locality-engagement-forum)

3.2.3 The North East Health and Social Care Hub Engagement Activity

Parkhead Hub's Arts Strategy programme accelerated over April, May and June 2022 with introductory sessions to:

- a) inform local groups about the facility, and
- b) begin an engagement process to develop fun and creative workshop activity with local groups and artists.

Although many local people knew something about the Hub development, these events provided additional detail and generated further positive interest in the project. A series of 12 meetings with local groups and artists took place including Thriving Places Network Day at Bridgeton Community Learning Centre on 7 June 2022 where a 'pop up' information banner was displayed alongside the architect's plans printed onto a tablecloth. This encouraged discussion about the facilities in the new Hub with a wide range of groups and stakeholders.

Other early planning meetings took place across the North East including sessions with The Women's Library at Bridgeton, Calton Heritage and Learning Centre, Barrowfield Community Centre and with Mental Health Network groups based in Templeton Centre. Meetings were also held with local artists and the Forge Shopping Centre to scope out exhibition opportunities to engage with the widest range of local residents.

Details of the Arts Strategy programme were provided to Parkhead Hub's Community Investment programme which is directly rolled out by hub West, the project's construction partner. Pupils at St Andrew's and Whitehill Secondary Schools would be participating in hub West's learning programmes including on the job training in construction skills.

Over this period, plans were also put in place to develop a webpage on the HSCPs website dedicated to the Hub's developments and opportunities to participate in the Arts Strategy Programme. The Arts Strategy Group continued to meet through this period, approving the roll out of a series of Key Commissions to be progressed later in the year.

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

3.3.1 In June 2022 the first face to face meeting of NW LEF was held since Covid restrictions ended. It was primarily a planning and priority setting meeting with discussions on barriers to attracting new members, ideas on how to attract new members and setting an ambition to re-launch NW LEF following an information and recruitment drive.

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The service priorities identified by members were:

- GP Services and difficulty in accessing GP services,
- HSCP Commissioning and HSCP funding for local groups and organisations,
- Digital divide to accessing services – members highlighted that many services and forms are now only online.

All NW LEF minutes and hosted citywide Reports can accessed at [North West Locality Engagement Forum | Glasgow City Health and Social Care Partnership \(hscp.scot\)](https://www.hscp.scot/nw-lef)

3.3.2 North West Locality hosted two citywide Engagement sessions with the first focusing on 'Mental Health Services and What Matters to You?' and the second meeting gathering feedback on the draft HSCP Strategic Plan 2023.

3.3.3 In April 2022 participants welcomed presentations detailing the range of Community Mental Health services, priorities and supports in the community. Discussion points included access to services if you are living with a personality disorder, transition from children's service to adult mental health services and limited support and services in NW Glasgow for carers looking after someone with dementia.

There was a good discussion and information sharing with a number of points raised which would be explored at future engagement sessions. Points noted for further discussion include:

- Accessibility
- Community resources
- Communication and information
- Co-location of services
- Carers supports and services
- Transition

3.3.4 The second session was held in person in August 2022 and started by discussing 'What makes a stronger Community'? before looking in depth at the draft HSCP Strategic Plan 2023. Some participants felt the headings in the draft Plan were not 'the right ones' and needed to be more reflective of the content and priorities. There was general agreement with the priorities and plan's content however participants felt that the length, use of acronyms and language style would be a barrier to the general public reading and engaging with the document.

The final discussion of the session was around what is missing from the draft Plan and the following areas were noted:

- Addictions – it was felt there was no reference or ambitions to tackle drug and alcohol addictions in the Plan.
- Mental Health and Addictions services – there was a need for more joint work and multi-agency co-ordinated response in order to support people with dual diagnosis.

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- Carers – it felt like the Plan was ‘shifting the balance of care’ onto unpaid carers. More practical, emotional and financial support was needed for carers especially with the growing number of older carers.
- Supportive Housing Solution for People Leaving Hospital – there is a need for appropriate supportive housing to assist people leave of hospital.
- Money, Debt and Cost of Living Services – in Year 1 and Year 2 of the Plan there is a need to invest in money advice, debt services and food banks due to the financial crisis, anticipated fuel costs increase and rise in the cost of living.
- Improved Communication between organisations, structures and services in order to provide co-ordinated support and services.

3.3.5 In September forty five participants attended a citywide online engagement session looking at the development and launch of the new HSCP single point of access – Health and Social Care Connect (HSC Connect).

Susan Thomson, HSCP Project Manager, explained the history of the development, the operational model and revised multi-disciplinary workforce. She then described the timeline of the development and revised ‘pathway’ to improve accessibility for the public and partners. Susan emphasized the new asset based proportionate assessment approach, the need to ensure early intervention and support at first point of contact, promoting independence, re enablement and better links with 3rd sector/ community-based services.

Some of the questions and feedback centred on digital barriers but participants were assured that HSC Connect could be accessed via the telephone and people would be re-directed to locality offices. The ambition is that HSC Connect will clear ‘blockages’ and staff will be able to deal with and respond to referrals/enquiries immediately. Where possible HSC Connect staff will sign post referrals to services and community supports with more complex referrals being allocated to the locality teams.

Other points raised were around staffing levels and qualifications of the multi-disciplinary team, services for people affected by homelessness and no digital access, support with benefits advice and the panel were questioned on how robust and up to date the information was on Your Service, Your Way Glasgow. The participants were assured communication and developing links with community, 3rd Sector Organisations and key partners was a priority for HSC Connect, both in order to keep Your Support Your Way Glasgow up to date and to aid signposting.

3.4 South Locality Engagement Forum (South LEF)

3.4.1 In the last 6 months there have been various engagement activities for the Locality Engagement Forum and South Network. In April 2022 the South hosted an engagement session which focused on the Strategic Plan 2023 and principles. This session was a well-received with 28 people attending.

There were various key thematic areas that came up through the conversations and this has been reiterated city wide in other engagement sessions around the Strategic Plan 2023. Some of the concerns to consider and include in the plan were:

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- The delivery of services was felt to be fragmented between children, adult and older people's services and the integration and transitions seemed to be an issue for participants.
- In addition, the geography of service was considered to be a problem as attendees felt services were shut down in Localities and moved to other parts of the city.
- Staffing issues was raised from attendees and the barriers that this brings.
- Whole family approach to delivering HSCP services.
- Continuity of care.
- The length of the HSCP plan was something raised with comments around making it 5 years and not 3 years.

Minutes and Report for the South engagement sessions can be found on the HSCP website [South Locality Engagement Forum | Glasgow City Health and Social Care Partnership \(hscp.scot\)](https://www.glasgowcityhsc.co.uk/social-care-partnership)

- 3.4.2 In the second session hosted South Locality was in partnership with Cerebral Palsy Scotland on 8 June 2022. From the HSCP Strategic Plan conversation, it was noted that this was an area that was incredibly important to participants and Cerebral Palsy Scotland and they wanted to focus on the priorities of the Plan.

Cerebral Palsy affects roughly 1/400 young people it was noted by attendees that there is often a misconception that it is only young people who have cerebral palsy when in fact older members of society also live with it. Some areas that were highlighted from the session specific to individuals, family members and those caring for people with cerebral palsy were:

- Transitional points were raised for people with Cerebral Palsy moving between children's services into adult services. This is regarding the operation of services alongside misconceptions about Cerebral Palsy. One of the solutions was to focus on the pathways of services and a holistic approach.
- Mental health support for people with Cerebral Palsy was another issue as there is an intersectionality between people living with the condition, physical support and mental health support required. There are additional barriers for people accessing mental health support and services for people living with Cerebral Palsy and attendants felt we could do more information raising.
- Support for family members and carers was another area that was raised for the Strategic Plan to consider. This varied from mental health support; financial support; training around lifting and handling; language and perception; young carer consideration; and family members and carers feeling uncomfortable asking for help or services.

As the Strategic Plan is further developed the feedback and continuous consultation with Cerebral Palsy Scotland will be embedded into the process.

- 3.4.3 From the Locality Engagement Forum 2022 survey, Palliative Care was one of the service areas that individuals wanted to engage on and discuss. We are planning on various engagement opportunities through 2022/23 on different aspects of Palliative Care.

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The first Palliative Care engagement sessions hosted in the South Locality was held in Power of Attorney (POA) month and as the campaign that was running nationally we hosted a session on POA and Anticipatory Care Plans. We had input from Ann Cummings, HSCP Service Manager and chair of the National Power of Attorney Steering Group, and the session focused around demystifying assumptions, processes and perceptions. We had 22 attendees and after the main presentations the groups broke into smaller groups to consider consultation questions and carry out a poll to gather opinions and feedback. Some of the key highlights were:

- The costing of getting a POA and the legal process for people, however after the national campaign there has been an increase in registrations for POA. It was also noticed areas of deprivation have a lower POA uptake with one of the barriers being legal aid being a complex process. Glasgow City HSCP is working with Community Law Centres to try and provide more support in this area.
- Information and accessibility to information was another area and this is being resolved by connecting into local hubs and developing online resources for people.
- The response to ACPs were highly positive with the main focus being around the perception, information and resources being more freely available and looking at how we can ensure all HSCP/NHS GGC staff can become more actively involved in starting conversations on them. After the session most people felt more knowledgeable about ACPs and sharing the information with family, friends and networks.

The next session on Palliative Care will be held in January 2023. We are also looking to host a further engagement event on ACPs with the Patient Experience and Public Involvement Team (PEPI).

3.4.4 Additional engagement in South Locality

Within the South there has been other engagement offers made available to the public. We carried out an engagement session in partnership with Sense Scotland which focused on the Primary Care Improvement Plan. Information on this will be made available at a later date.

In addition to this, we carried out engagement opportunities for patients to contribute to the consultation phase of the Primary Care Improvement Plan in Castlemilk Health Centre, the New Gorbals Health and Care Centre and Govanhill Health Centre.

Furthermore, there was attendance with the Govanhill Community Council to discuss the HSCP Strategic Plan and other development priorities in the south of Glasgow. This is part of the aim to ensure Locality engagement is representative of all demographics and communities within the south of Glasgow.

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4. Future Engagement Plans

- 4.1 The Locality engagement plans for the remaining six months of 2022/23 include three meetings in January 2023 in NW Locality in order to gather feedback on Older People's Services and a citywide online meeting in October 2022 on Welfare Benefits/cost of living crisis and a presentation from the Mental Health Foundation Peer Support Project.

In addition to this, we are looking to carry out city wide engagement on the OPMH strategy and Community Mental Health services.

- 4.2. Adult Services are organising a number of engagement events focusing on the work that has been undertaken around Technology Enabled Care and Support (TECS).

There are two online engagement sessions aimed at Care Providers and HSCP staff, three sessions with carers, guardians and families and two session for service users. The sessions aim to provide information on TECS and gather feedback on barriers and concerns around using TECS in order that they can be addressed.

The evaluation of the Connecting Neighbourhoods TECS pilot resulted in the co-production of an Easy Read Booklet <https://glasgowcity.hscp.scot/news/new-easy-read-booklet-explains-how-technology-can-help-people-live-more-independently> covering TECS, equipment and explaining the assessment process. There is presently an TECS information video in production which will also improve access and understanding of TECS and both of these tools will be used to facilitate discussion and gather feedback at the proposed engagement events

- 4.3 Older People's services are organising a number of engagement events focusing on Dementia Services in the remainder of 2022/23. We are also looking to host a further two engagements before the end April 2023 – the first on Banff Ward at Leverndale and another looking at Community Mental Health Services in the South Locality.

5. Recommendations

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

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 Murpjhy	mailto:christine.murphy@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed 2021	Further Engagement being planned for 23 around the balmore wards. Chrstine 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	Callum.lynch@ggc.scot.nhs.uk		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 momnthyl	Richard Groden and Callum Lynch	Richard.Groden@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed	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	gareth.williams@glasgow.gov.uk		Yes	Yes	Yes	Completed	Further Engagement Session planned for August 22 - delayed
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		gareth.williams@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
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	gareth.williams@glasgow.gov.uk		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	gareth.williams@glasgow.gov.uk		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	gareth.williams@glasgow.gov.uk		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	gareth.williams@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Palliative Care	Engagement on POA/ACP discussion - Myth busting session	Locality Engagement Forum Focus Group	Seervice users, community gorups, third sector	20	22	01/05/2022	28/06/2022	6 monthly	Karen Lockhart	mailto:Karen.Lockhart@sw.glasgow.gov.uk		Yes	Yes	Yes	Complete	
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	mailto:Karen.Lockhart@sw.glasgow.gov.uk		Yes	Yes	Yes	Ongoing	

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	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	Frank.mullen@ggc.scot.nhs.uk	Yes	Yes	Yes	Ongoing	
Physcial 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	Frances.Millar@ggc.scot.nhs.uk					Ongoing	
Intermediate Care	ICU Unit Engagement - Intermdiate 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	Nicola.Dolan@glasgow.gov.uk			Yes	Yes	Ongoing	
Phlebotomy and Treatment Room Services	Engagement with servuce users	TBC	TBC	TBC	TBC	TBC	2022/2023			mailto:kirsteen.cameron@ggc.scot.nhs.uk					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 rd sector and general public	TBC	TBC	Oct-21	Mar-23	Vince McGarry/David Harley	Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/24-march-2021	Yes	Yes	Yes	Ongoing - directed to delay starting engagement until end of 2022/23
Adult Care Groups	Review Self-Directed Support (SDS)	Two Key Stakeholder Focus groups gather feedback on Standards	Service users, patients, carers and families, communities, care provider and 3 rd sector	20- 30	TBC	Oct-22	Dec-22	Isobel Patterson/Lorraine Fields	Lorraine.Fields@glasgow.gov.uk Isobel.patterson@glasgow.gov.uk	https://glasgowcity.hscp.scot/meeting/29-january-2020	Yes		Yes	
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	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/12-december-2018	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	Phase 1 and phase 2 of G45 pilot completed	Sep-18	Jul-21	Lynn MacPherson/ May Simpson	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	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 SU's, Carers and Family Phase 2 - 30 SU's, carers and families	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	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	Yes		Yes	Completed
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	Steven.Love@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	Yes		Yes	Easy Read Booklet Completed . Video production 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	May.simpson@ggc.scot.nhs.uk Steven.Love@glasgow.gov.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	Yes		Yes	Completed
Domestic Abuse	Engagement to inform Domestic Abuse Strategy	Online participatory online consultation survey and key stakeholder online group sessions	Staff, key stakeholders, people with lived or living experience	200+ staff and key stakeholders	TBC	Aug-22	Nov-22	Greig McLachlan / Fiona Noble	Greig.mclachlan@ggc.scot.nhs.uk		yes		Yes	
Adult Care Group - Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Online and in person information and engagement meetings	SU's, carers, Advocacy, Care Providers, HSCP SW's	100+ people	TBC	Oct-22	Dec-22	May Simpson, Steven Love	May.simpson@ggc.scot.nhs.uk Steven.Love@glasgow.gov.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	yes		yes	

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
Adult Mental Health and Primary Care: Primary Care Mental Health Hubs	Engagement to inform development of Primary Care Mental Health Hubs pilot areas	Engaging with pilot area communities - 3 engagement sessions and Stakeholder mapping	Communities, key stakeholders and people with lived experience	60 - 70 people	TBC	Jun-22	Oct-22	Sarah McCulloch	suzanne.glennie@gc.scot.nhs.uk sarahmcculloch@gc.scot.nhs.uk		yes	yes	Yes	
Alcohol and Drug Partnership	Creation of Lived and living experience reference groups to engage and contribute to the ADP's priorities and national policies, become informed and engaged in the planning, development and delivery of services. This includes an LLE womens group and LLE mixed group.	In-person meetings with lived and living experience individuals, facilitated by ADP co-ordination team and designed to be as open and inclusive as possible.	Lived and living experience (drug and/or alcohol) individuals, including families/carers	12 people	12 people	Jul-21	ongoing - monthly sessions	Gillian Ferguson	gillian.ferguson@glasgow.gov.uk		YES			ongoing
Alcohol and Drug Partnership	Womens ROSC event- celebrating women in recovery from alcohol drug problems in the city	In person event for women in recovery from across the city. Childcare available. Celebration of the success of women peers giving to other women in our Recovery Communities	ADP LLE Womens Reference Group	150 people	TBC	23rd Nov '22	23rd Nov 22	Claire muirhead	claire.muirhead@glasgow.gov.uk		yes	yes		venue booked, invites organised, SG has accpeted

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	
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.	200	143	17/09/2021	01/02/2022	Vincent Henry	vincent.henry@glasgow.gov.uk		Yes	Yes	Yes	Completed
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	Liz Simpson	liz.simpson@glasgow.gov.uk		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	Alison Cowper	alison.cowper@glasgow.gov.uk		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.	All service users	Still TBC awaiting next report	01/07/2021	TBC	Marina Madden	Marina.Madden@ggc.scot.nhs.uk; Elizabeth.Bridy@ggc.scot.nhs.uk		Yes	Yes	Yes	Ongoing
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	April Owens	April.Owens@ggc.scot.nhs.uk				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	Barbara Adzajlic	barbara.adzajlic@ggc.scot.nhs.uk		Yes	Yes	Yes	

OFFICIAL

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 - Whole Family Wellbeing Fund	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with all stakeholders.	Discussion and focus groups, online and in person. Review of existing engagement and consultation materials. Regular review and revision of plans as they evolve.	Children, young people and families. Community Planning partners and service providers including HSCP, Education, Police and the Third Sector.	To date - 80. Plans for further engagement Oct - Dec 2022	80 (to date, October 2022) Consultation and engagement ongoing.	Initial planning phase July 22 - Dec 22	Expected Dec 22	Dominique Harvey	dominique.harvey@glasgow.gov.uk		Yes	Yes	Yes	
Children's Services - Promise Fund	Develop test of change involving children, young people and families in co-design of services and alternatives to competitive tendering	Focus groups, interviews and surveys to capture views from CYP and families on what services they need and the experiences they have had engaging with services.	20 Third Sector organisations signed up to engage directly with diverse range of CYP and families across different age groups and communities.	Estimated 150		Late summer/ autumn	Expected Nov 2022	Susan Orr	susan.orr@glasgow.gov.uk		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 rd 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	https://glasgowcity.hscpscot/locality-engagement-forums	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	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	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	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	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 rd Sector and General Public	100	Completed: 32 Partially Completed: 117 Total: 139	11-Oct-21	28-Nov-21	Fred Beckett	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	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 rd 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. NW LEF Committee Meeting - 12 people 5. Cerebral Palsy Session -- June 15 people 6. Citywide Palliative Care - June - 25 people 7. Citywide Draft HSCP Strategic Plan - 25 people 8. Citywide Single Point of Access - 25 people 9. Citywide Welfare & Cost of Living Crisis + Mental Health Foundation - Oct - 25 people 10. NW LEF Committee - Dec - 12 people 11. NW LEF Older People 3 meetings - Jan 23 - 30 people	1 - 29 people 2 - 28 people 3 - 26 people 4 - 8 people 5 - 11 people 6 - 22 People 7 - 14 People 8 - 45 people 9 - 10 - 11 -	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	https://glasgowcity.hscpscot/locality-engagement-forums	Yes	YES	Yes	Ongoing

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
Alcohol and Drug Partnership - MAT Implementation Experiential evidence collection	Lived Experience individuals in ADRS drug treatment	Qualitative interviewing of LLE individuals as part of the implementation of the Medically Assisted Treatment Standards (MAT)	Glasgow Alcohol and Drug Recovery Services service users who have recently commenced their treatment	50+	TBC	Dec-22		Gillian Ferguson	gillian.ferguson@glasgow.gov.uk	https://scottishrecoveryconsortium.org/mist-q/	yes	yes	yes	Planning & DPIA