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Item No: 9

Meeting Date: Wednesday 28th August 2019

Glasgow City Integration Joint Board Public Engagement Committee

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REVIEW OF PARTICIPATION AND ENGAGEMENT

Purpose of Report:

The purpose of this report is to update the IJB Public Engagement Committee on the review of Participation and Engagement structures across Glasgow City HSCP and to develop a revised Participation and Engagement Action Plan.

Background/Engagement:

The Integration Scheme between Glasgow City Council and NHS Greater Glasgow and Clyde requires the Integration Joint Board to develop a Participation and Engagement Strategy and subject the Strategy to periodic review.

The Integration Joint Board of [31 October 2016](#) approved the Participation and Engagement Strategy, which was developed following extensive public consultation on a draft Strategy, and remitted development and scrutiny of an action plan to support its implementation to the Public Engagement Committee.

The participation and engagement structures in place within Glasgow City HSCP that are provided for in the overall Strategy have been included in the review scope to ensure they continue to be fit for purpose and offer a meaningful platform for stakeholders to participate and be engaged in the planning of health and social care services.

Recommendations:

The IJB Public Engagement Committee is asked to:

- a) note the review of participation and engagement underway; and
- b) consider and approve the proposal for the development of a Consultation Log at 4.2 and 4.3.

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Relevance to Integration Joint Board Strategic Plan:

Good participation and engagement structures support the IJB to achieve the five strategic priorities outlined in the Strategic Plan and to achieve its Vision of supporting the City's people to flourish and transforming health and social care services for better lives. In particular it relates to our aims of working with others to improve physical, mental and social health, and designing and delivering services around the needs, talents, aspirations and contributions of individuals, carers and communities.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The review of our participation and engagement structures, and the subsequent impact on the services delivered will contribute to meeting all Outcomes, particularly 3, 8 & 9.
Personnel:	None
Carers:	A specific Carers Strategic Planning Group is part of our current participation and engagement infrastructure.
Provider Organisations:	Representatives of provider organisations are included in the membership of Strategic Planning Groups.
Equalities:	An Equalities Impact Assessment was carried out on the Participation and Engagement Strategy in 2016, with no significant detrimental impacts identified, and will be revisited as part of the wider review and amended if necessary: http://www.nhsggc.org.uk/your-health/equalities-in-health/equality-impact-assessments/ .
Fairer Scotland Compliance:	Participation and Engagement structures will seek to ensure that people from groups that are traditionally associated with marginalisation on account of their socio-economic status have equal access to participation and engagement opportunities.
Financial:	None
Legal:	Glasgow City HSCP is required by the Public Bodies (Joint Working) (Scotland) Act 2014 sets out the requirement of the IJB to have at least one Strategic Planning Group as part of its participation and engagement infrastructure.
Economic Impact:	None

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Sustainability:	None
Sustainable Procurement and Article 19:	None
Risk Implications:	None
Implications for Glasgow City Council:	None
Implications for NHS Greater Glasgow & Clyde:	None

1. Purpose

- 1.1 The purpose of this report is to update the IJB Public Engagement Committee on the review of Participation and Engagement structures across Glasgow City HSCP and to develop a revised Participation and Engagement Action Plan.

2. Background

- 2.1. The Integration Scheme between Glasgow City Council and NHS Greater Glasgow and Clyde requires the Integration Joint Board to develop a Participation and Engagement Strategy and subject the Strategy to periodic review.
- 2.2 The Integration Joint Board of [31 October 2016](#) approved the Participation and Engagement Strategy, which was developed following extensive public consultation on a draft Strategy, and remitted development and scrutiny of an action plan to support its implementation to the Public Engagement Committee.
- 2.3 The Action Plan was approved by the Public Engagement Committee on [28th November 2016](#).
- 2.4 In May 2019 Glasgow City Council Internal Audit published an audit of Participation and Engagement within the HSCP, which was subsequently approved at the [Finance, Audit and Scrutiny Committee](#) in June 2019. One of the recommendations was that consideration should be given to whether the Participation and Engagement Strategy should be reviewed and, if required, updated. The actions arising from this Audit are summarised in section 4 below.
- 2.5 In February 2019 the Ministerial Strategic Group published proposals to be taken forward by Integration Authorities that included elements of participation and engagement. These have been considered and included in the development of an Improvement Action Plan to be taken forward by Glasgow City IJB, NHS Greater Glasgow and Clyde and Glasgow City Council.

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3. Review of Participation and Engagement

- 3.1 The participation and engagement structures in place within Glasgow City HSCP that support the overall Participation and Engagement Strategy are within scope for the review to ensure they continue to be fit for purpose and offer a meaningful platform for stakeholders to participate and be engaged in the planning of health and social care services.
- 3.2 The following elements of the Participation and Engagement structures of the HSCP are within the scope of the review:
- Participation and Engagement Strategy
 - Strategic Planning Groups
 - Locality Engagement Forums
 - Public Engagement Committee
 - Communications Strategy
 - Links between local and strategic decision making
- 3.3 The Internal Audit recommendations and relevant improvement actions in the MSG Improvement Action Plan will also be considered as part of this review.
- 3.4 An internal working group has been tasked with progressing the review, including identifying; key activities; timescales; methods; governance and sign off arrangements; stakeholder involvement opportunities and communication requirements. The group has had an introductory meeting to discuss areas of work required and the methods to be used to complete the review.
- 3.5 A draft Action Plan has been developed to provide an illustration of the activity that will be undertaken during the review. The Action Plan, available at Appendix 1, will develop as the work progresses but gives an indication to the Committee of the tasks to be completed and estimated timescales for completion. Updates will be provided to the Committee throughout the review with a final report being brought to Committee in August 2020 outlining the outcome of the review.
- 3.6 A summary of the main elements in scope for review and the focus for activity, with indicative timescales has been attached at Appendix 2 for information. The information in the table is not exhaustive and subject to change as the work of the Working Group progresses.

4. Internal Audit Recommendations

- 4.1 The Internal Audit of Participation and Engagement within the HSCP that was published in May 2019 made a number of recommendations that require to be progressed by the HSCP and that are relevant to this review. The actions below are those which have been identified to meet the recommendations in the audit.

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Observation/Recommendation	Response/Action	Status
As the strategy has now been in place for three years, consideration should also be given to whether the strategy should be reviewed and, if required, updated	An update on the delivery of the Participation and Engagement Strategy's Action Plan will be reported to the IJB Public Engagement Committee in August	Complete
We also found that overarching plans are not in place to formally capture and monitor all participation and engagement activity being planned and undertaken across the Health and Social Care partnership.	Management will consider the feasibility of developing and maintaining a record of consultation activity across the HSCP for known consultation exercises.	Proposal for discussion
Management should review and update the current guidelines in place to reflect the process to be followed, where the objectives of the planned engagement and participation activity is subject to a material change.	The Consultation Guidelines will be updated to reflect the recommendation	Complete
Management should remind officers that consultation activity should be subject to a process of evaluation in line with the consultation guidelines.	Management will communicate to all HSCP staff to remind them of the HSCP Consultation Guidelines, and as part of this they should consider evaluation of any consultation activity they undertake.	Complete
Management should explore opportunities to participate in formal benchmarking with other IJB's in order to help identify and share best practice.	Management will explore, as part of the review of the Participation and Engagement Strategy, how best practice for consultation and engagement activity can be shared	Part of review scope

- 4.2 One of the actions above relates to the development of a Consultation Log to capture consultation activity undertaken and planned across the HSCP. This would be to ensure that we avoid duplication and over-consulting/consultation fatigue among certain stakeholder groups, as referenced in the Consultation Guidelines agreed by the Public Engagement Committee. It would also ensure we are in a position to promote use of the Guidelines for consultation activity known to be taking place to ensure consistent standards of consultation are maintained.

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4.3 The feasibility of a Consultation Log has been considered by officers within Business Development and it is proposed a Consultation Log is developed and maintained by staff within Business Development based on the following:

- A communication issued to HSCP staff to introduce & promote the Log
- HSCP staff will be expected to advise Business Development of relevant consultation/engagement activity
- Criteria for what would be considered relevant consultation/engagement activity will be drawn up and shared
- For activity added to the Log there will be an expectation that the Consultation Guidelines will be considered/applied
- The Log will capture the nature of the activity, stakeholders engaged, methods used etc for reporting purposes.

4.4 Members are asked to consider the above and advise what action is to be taken.

5. Ministerial Strategic Group proposals

5.1 In February 2019 the Ministerial Strategic Group for Health and Community Care published the results of a national review of progress towards integration committed to by the then Cabinet Secretary for Health and Sport.

5.2 The MSG report made a number of proposals for integration joint boards and Glasgow City IJB has worked with partners to evaluate its performance in relation to the MSG proposals and to develop an Improvement Action Plan. The Action Plan has been submitted to the Scottish Government on behalf of the IJB, Glasgow City Council and NHS Greater Glasgow and Clyde to drive improvement in the performance of the IJB for the MSG proposals.

5.3 The proposals and subsequent improvement actions include; improving relationships and partnership working with the third and independent sectors; ensuring effective approaches for community engagement and participation are in place; ensuring improved understanding of effective working relationships with carers, people using services and local communities; and supporting carers and representatives of people using services better to enable their full involvement in integration.

5.4 The activity of this review will include consideration of activity required to meet the improvement actions associated with these proposals.

6. Recommendations

6.1 The IJB Public Engagement Committee is asked to:

- a) note the review of participation and engagement underway; and
- b) consider and approve the proposal for the development of a Consultation Log at 4.2 and 4.3.

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Appendix 2: Summary of key elements and methods

Review area	Focus of review	Methods	Timescales
Participation & Engagement Strategy	-P&E principles -P&E structures	-Survey of internal/external stakeholders	April 2020
Strategic Planning Groups	-Alignment with strategic priorities -Structure of SPGs -Operational contribution to strategic planning -Links to other engagement forums	-Survey of SPG stakeholders -Discussion with Assistant/Chief Officers and Heads of Planning	November 2019
Locality Engagement Forums	-Structure of LEFs -Role -Operational effectiveness -Nature of community involvement/influence -Links to other engagement forums	-Survey of LEF members -Focus Group with LEF members -Focus Group with Locality Engagement Officers and Heads of Planning	December 2019
Public Engagement Committee	-Role -Impact -Links to other engagement forums	-Survey of PEC members -Discussion with LEF members	December 2019
Communications Strategy	-Review and refresh of Communications Strategy including: -HSCP communications framework -Communications channels -Communications improvements for development of action plan	-Survey of internal/external stakeholders -Discussion with LEF members	May 2020
Local and strategic decision making links	-Review how local structures and HSCP structures work together -Identify and improvement opportunities	-Mapping of local structures -Survey to assess links/	March 2020
Internal Audit recommendations	-Consider how best practice for consultation and engagement activity can be shared -Development of a Consultation Log	-Review of external P&E Strategies -Discussion at PEC 28/08/19	September 2019
MSG proposals (P&E)	-Taking forward P&E elements raised within MSG proposals	-Discussion with relevant stakeholders	February 2020
Equality Impact Assessment	-Review EQIA completed in 2016 and update as required	-Desktop review -Quality Assurance scrutiny	May 2020
Review and update Participation and Engagement Action Plan	-Review Action Plan and seek updates as required -Develop additional actions from feedback to review of the Strategy	-Survey of internal/external stakeholders (as per Review of Strategy)	May 2020