



Item No: 9

Meeting Date: Wednesday 13th November 2019

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Allison Eccles, Head of Business Development

Contact: Craig Cowan, Business Development Manager

Tel: 0141 287 8726

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 present a draft Consultation and Engagement Log for consideration and approval.

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 Public Engagement Committee approved a report in [August 2019](#), outlining the scope of a review of participation and engagement structures across the HSCP. The report included a commitment to report back to Committee with progress on the review.

It was also agreed in August that, in order to progress the recommendations of a recent Internal Audit report, a Log to capture and monitor participation and engagement activity being planned and undertaken across the Health and Social Care partnership would be developed. The report provides an update on activity to develop a draft Consultation and Engagement Log.

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Recommendations:	The IJB Public Engagement Committee is asked to: a) note the update in relation to the review of participation and engagement; and b) consider and approve the draft Consultation and Engagement Log.
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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.
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Personnel:	None
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Carers:	A specific Carers Strategic Planning Group is part of our current participation and engagement infrastructure.
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Provider Organisations:	Representatives of provider organisations are included in the membership of Strategic Planning Groups.
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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/ .
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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.
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Financial:	None
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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.
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Economic Impact:	None
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 present a draft Consultation and Engagement Log for consideration and approval.

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 Public Engagement Committee approved a report in [August 2019](#), outlining the scope of a review of participation and engagement structures across the HSCP. The report included a commitment to report back to Committee with progress on the review.
- 2.4 It was also agreed in August that, in order to progress the recommendations of a recent Internal Audit report, a Log to capture and monitor participation and engagement activity being planned and undertaken across the Health and Social Care partnership would be developed. The report provides an update on activity to develop a draft Consultation and Engagement Log.

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3. Review of Participation and Engagement

3.1 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
- Progression of relevant improvement actions in the MSG Improvement Action Plan will also be considered as part of this review.

3.2 The Working Group tasked with progressing the review has been meeting to drive the activity contained within the Action Plan. Activity progressed since the previous Committee report includes:

- Attendance at North West and North East Locality Engagement Forums
- Attendance at South locality engagement event
- Circulation/analysis of a survey to Strategic Planning Group members
- Attendance at Older People SPG to introduce review and survey findings
- Meeting with Assistant Chief Officers and Heads of Planning to discuss feedback and next steps for SPG structures
- Report submitted to Senior Management Team on review of the Communications Strategy.

3.3 Activity which is due to be progressed over the next three months includes:

- Consultation on Participation & Engagement Strategy
- Develop and consult on options for Strategic Planning Groups
- Progress consultation activity with locality engagement stakeholders
- Consultation on Communications Strategy
- Refresh Communications Strategy and Action Plan.

4. Consultation and Engagement Log

4.1 The recommendations of the Internal Audit of Participation and Engagement that was published in May 2019 included the development of a 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.

4.2 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 A draft Consultation and Engagement Log has been developed for consideration (Appendix 1). It is proposed the Consultation and Engagement Log is maintained by staff within Business Development in close collaboration with Locality Engagement Officers. The Log will be available for staff to add relevant consultation activity and where access is not available a key contact within Business Development will be provided to offer support.
- 4.4 A communication will be issued to HSCP staff to introduce & promote the Log, and introduce the principle that staff check and/or update the Log when undertaking relevant consultation/engagement activity. The Consultation Guidelines will be updated to make reference to the Log and how to access/update it.
- 4.5 The draft Log captures the nature of the activity, stakeholders engaged, methods used, key contacts and links to any relevant materials such as reports. The Log also captures whether the Consultation Guidelines approved by the Public Engagement Committee have been considered/applied.
- 4.6 Business Development staff will routinely liaise with Locality Engagement Officers and key contacts within the Log to seek updates to ensure the Log remains up to date.

5. Recommendations

- 5.1 The IJB Public Engagement Committee is asked to:
 - a) note the update in relation to the review of participation and engagement; and
 - b) consider and approve the draft Consultation and Engagement Log.

Glasgow City Health and Social Care Partnership

Consultation and Engagement Log

NB: For consultation and engagement activity consideration should always be given to application of the Glasgow City IJBs Consultation Guidelines:

<https://glasgowcity.hscp.scot/consultations-and-engagement>

Area of work	Nature of activity	Methods used	Stakeholders involved	Date commenced	Date completed	Key Contact	Relevant links	Consultation Guidelines	
								Considered	Applied
<i>e.g. strategic plan; adults, older people, childrens</i>	<i>e.g. consultation on Strategic Plan</i>	<i>e.g. focus groups, surveys, city wide events, social media</i>	<i>e.g. members of the community, staff, professionals, 3rd sector</i>	<i>01/10/2018</i>	<i>20/01/2019</i>	<i>e.g. Craig Cowan: Business Development Manager</i>	<i>e.g. https://glasgowcity.hscp.scot/publication/gchscp-strategic-plan-2019-2022</i>	<i>e.g. Yes</i>	<i>e.g. Yes</i>

NB: For support updating this Log please contact Business Development at GCHSCP_Communications@glasgow.gov.uk