



Item No: 12

Meeting Date: Monday, 31st October 2016

Glasgow City Integration Joint Board

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PARTICIPATION AND ENGAGEMENT STRATEGY

Purpose of Report:	To update the Integration Joint Board following the conclusion of consultation on the draft Participation and Engagement Strategy, and seek approval of next steps
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Recommendations:	The Integration Joint Board is asked to: a) note this report, b) approve the final draft Participation and Engagement Strategy and c) remit development and ongoing monitoring of an action plan for implementation of the Strategy to the Public Engagement Committee
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Implications for IJB:

Financial:	None
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Personnel:	None
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Legal:	The Integration Scheme states that a Participation and Engagement Strategy must be produced within one year of the establishment of the Integration Joint Board
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Economic Impact:	None
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Equalities:	The Equalities Impact Assessment has been completed and no significant impacts have been identified; the Assessment is currently going through Quality Assurance in line with standard practice, and will be published on the NHS website at http://www.nhsggc.org.uk/your-health/equalities-in-health/equality-impact-assessments/ in due course. However development of a more inclusive and accessible approach to engagement, particularly with regards to those with Protected Characteristics under the Equalities Act has been identified as a priority through the consultation, and will be considered in development of the implementation action plan.
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Risk Implications:	Failure to agree the Strategy by February 2017 would result in a breach of the agreements made under the Integration Scheme
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Implications for Glasgow City Council:	Officers from the Health and Social Care Partnership, and from Partnership and Development Services who carry out Community Development activity on behalf of Social Work Services, will be required to support delivery of the strategy. This is articulated in the Service Level Agreement in place between Social Work Services and Partnership and Development Services.
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Implications for NHS Greater Glasgow & Clyde:	Officers from the Health and Social Care Partnership, including Community Engagement and Development Officers will be required to support delivery of the strategy. Health Board wide engagement structures will link to the Glasgow City strategy
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Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	✓
	2. Glasgow City Council	
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

1. Purpose

- 1.1 To update the Integration Joint Board following conclusion of consultation on the draft Participation and Engagement Strategy, and seek approval of next steps

2. Background

- 2.1. The Integration Joint Board reviewed a paper on 24 June 2016 regarding the draft Participation and Engagement Strategy. Following discussion of that paper, the Integration Joint Board:

- Approved the draft Strategy to be published for consultation with stakeholders and other interested parties; and,
- Noted that a summary of consultation feedback and final draft Participation and Engagement Strategy would be presented to the Integration Joint Board in October 2016

3. Consultation

3.1 Consultation on the draft Participation and Engagement Strategy was carried out between 24 June and 16 September 2016. Consultation was carried out through a variety of methods:

- Online, via the Glasgow City Council Consultation Hub, linked to Survey Monkey and publicised through the Health and Social Care Partnership Twitter account
- Via email to identified key stakeholders, who were encouraged to share details of the consultation more widely with their own networks
- A city-wide engagement event with representatives from the Public Partnership Forums, Voices for Change and Carers Reference Group (a number of whom represent other groups also)
- A series of locality engagement opportunities, for example presentations at pre-arranged meetings and groups, presence at other community events and specially convened sessions. A list of all the events that took place can be found at <https://www.glasgow.gov.uk/index.aspx?articleid=19690>

3.2 67 responses were received to the consultation, the breakdown of which are as follows:

- 45 responses submitted online
- 8 written responses
- 14 responses in the format of event write-ups

3.3 It should be noted that the total of 14 event write-ups does not equate to only 14 events and engagement opportunities being held across the city. A number of other events resulted in a submission being made through the online platform, generally by a Community Development and Engagement Officer on behalf of the event, and will therefore be reflected within the total of online responses. Any individual who participated in an event or other engagement opportunity may also have chosen to submit an online response in a personal capacity.

3.4 A list of respondents to the consultation is available at Appendix 1. All of the consultation responses, with the exception of who requested not to be made public can be found at the following link: <https://www.glasgow.gov.uk/index.aspx?articleid=19690>

4. Consultation Findings

4.1 Principles and Approach

The significant majority of responses to the consultation raised no substantial issues with the principles and approach to participation and engagement outlined in the strategy. Examples of comments on the principles and approach include:

“The principles are broadly positive and reflect many of the key aspects needed to ensure engagement works”

“The aspirations outlined in the document are laudable”

“The principles and commitments articulated within the document provide exceptionally strong statements of intent... Glasgow HSCP is to be congratulated on taking this bold approach”

- 4.2 A number of responses did however query how adherence to these principles would be implemented, and how implementation would be evidenced. Examples of such comments include:

“The principles underpinning participation and engagement must also be fully linked and supported by a clear vision of HOW they will be implemented.”

“How will you know if you are meeting people's needs and expectations? It will therefore be important to monitor and evaluate whether the strategy achieves its purposes and also to feed back this information to the wider community”

“The eight principles give a picture if acted on to their full potential they can and will work”

4.3 **Engagement Structure Options**

Five potential models for engagement structures to support the strategy were presented during the consultation:

1. Making no change and maintaining existing Council and Health Board structures
2. Developing integrated client or interest group structures
3. A local engagement network which has a remit across health and social care
4. A hybrid of options 2 and 3
5. A different option (with respondents encouraged to outline their proposed alternative)

- 4.4 Responses indicated little to no appetite for option 1, with a number of respondents stating that change is necessary to support integration of health and social care. However, no clear preference for any of the other options has been identified through this consultation and it is therefore considered that further work is required, engaging with key stakeholders and in localities, to develop a model of engagement which meets the widest possible range of needs.

- 4.5 Examples of comments with regards to structures include:

“Local people at the heart of decision making would be a great step forward”

“We would support the prioritisation of engaging with groups who aren't often heard”

“Involvement and engagement methods must be appropriate to the needs of the service and the patient / service user”

- 4.6 Other general comments with regard to engagement structures included:

- Development of online engagement, through social media and bespoke software
- Engagement also happens at an individual level, not just through meetings and events
- A number of Third Sector organisations advocated the role of the sector in supporting engagement and outlined ways in which they could support this activity

4.7 A number of responses also commented that community and stakeholder members should have a vote on the Integration Joint Board, however this is a matter for national legislation and therefore not within the scope of the Integration Joint Board to facilitate.

4.8 **Equalities**

The consultation questionnaire asked respondents to identify any potential impacts on individuals or groups with any of the Protected Characteristics under the Equality Act 2010. No significant specific impacts on particular groups were identified, however a number of general comments were made, such as:

- A need to support people to engage, through for example covering transport costs or providing childcare
- Consideration should be given to communities of interest along with geographical communities
- The Protected Characteristics are not the only barriers to engagement, some people will have other complex needs which prevent them from engaging as they would wish

5. **Next Steps**

5.1 Based on the positive response to the principles and approach outlined in the Participation and Engagement Strategy, it is proposed that the Integration Joint Board approve the Strategy, which can be found at the following link <https://www.glasgow.gov.uk/index.aspx?articleid=19690>

5.2 To support implementation and monitoring of the strategy, and to address the feedback received through consultation, it is further proposed that an action plan be developed to implement the Strategy.

5.3 The remit of the Integration Joint Board Public Engagement Committee includes the responsibility:

“To monitor and review the development and implementation of the Integration Joint Board’s Participation and Engagement Strategy.”

5.4 It is therefore proposed that development of the action plan, and further consultation on and development of engagement structures be developed by the Participation and Engagement Strategy Steering Group that includes service user and carer representatives, and is remitted to the Public Engagement Committee.

6. **Recommendations**

6.1 The Integration Joint Board is asked to:

- a) note this report,
- b) approve the final draft Participation and Engagement Strategy and
- c) remit development and ongoing monitoring of an action plan for implementation of the Strategy to the Public Engagement Committee

Appendix 1 – Consultation Respondents

- Downhill, Hyndland and Kelvinside Community Council
- South Locality lunchtime consultation session 17th August
- South East Integration Network
- South East Voluntary Sector Network
- Third Sector Forum
- Glasgow Mental Health Network
- South West Voices Voluntary Sector Network
- North East Public Partnership Forum
- PAMIS
- Crossroads Youth and Community Organisation
- Scottish Council on Deafness
- Community Central Hall
- Young Person Counselling Service
- Voices for Change (local and city wide)
- Coalition for Racial Equality and Rights
- Glasgow Council for the Voluntary Sector
- Glasgow Disability Alliance
- Glasgow Psychological Trauma Service
- The Life I Want Public Social Partnership
- Glasgow Third Sector Interface
- North East Carers Reference Group
- East Community Addiction Forum
- North West Carers Forum
- Changing Minds Mental Health
- West Glasgow Kinship
- Kinship for the Future (North)
- North West Youth Network
- North West Voice for Change
- North East Framework for Dialogue
- North West Framework for Dialogue
- 24 Private individuals
- 4 Organisations who did not identify themselves by name
- 1 Organisation who requested their name be withheld

*note that the total number of organisations listed is lower than the 67 responses received, this is presumed to be due to multiple responses being submitted by the same organisation either through submitting both written and online responses, or by multiple group members responding on behalf of a particular group.