



## Item No: 12

Meeting Date: Wednesday 27th January 2021

### Glasgow City Integration Joint Board

**Report By:** Allison Eccles, Head of Business Development

**Contact:** Craig Cowan, Business Development Manager

**Tel:** 07876 815864

#### Review of Participation & Engagement: Public Engagement Committee

<b>Purpose of Report:</b>	The purpose of this report is to update the IJB on the findings of the review of the Public Engagement Committee presented to the Committee on 2 <sup>nd</sup> December and to seek approval for the revised Committee Terms of Reference.
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<b>Background/Engagement:</b>	<p>Officers within Glasgow City Health and Social Care Partnership began reviewing the participation and engagement structures of the IJB in 2019. The scope of the review includes; the Participation and Engagement Strategy; locality engagement arrangements; Strategic Planning Groups; the Communication Strategy; and the IJB Public Engagement Committee.</p> <p>In September the IJB approved updated <a href="#">Participation and Engagement</a> and <a href="#">Communication Strategies</a> following consultation activity as part of the review. The elements of the review that relate to the Strategic Planning Groups and locality engagement arrangements were suspended to support the redirection of resources to respond to the Covid-19 pandemic. These areas of activity will re-commence at an appropriate time in 2021.</p> <p>Findings and proposals in relation to the <a href="#">Public Engagement Committee</a> were presented to the Committee in early December and included proposed amendments to the Terms of Reference of the Committee. The Committee was supportive of the changes, which now require to be formally approved by the IJB.</p>
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<b>Recommendations:</b>	The Integration Joint Board is asked to:  a) note the update in relation to the review of the Public Engagement Committee and; b) approve the revised Terms of Reference for the Committee at Appendix 1.
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### Relevance to Integration Joint Board Strategic Plan:

As a Committee of the Integration Joint Board, the IJB Public Engagement Committee plays a pivotal role in supporting the IJB and the Health and Social Care Partnership to meet the strategic objectives laid out in the Strategic Plan 2019-22 and to achieve its Vision of supporting the City's people to flourish and transforming health and social care services for better lives. The Public Engagement Committee is just one of a range of ways the IJB encourages participation and partnership working to inform the development and delivery of services.

### Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	The review of and proposals for changes to the IJB Public Engagement Committee will contribute to meeting all Outcomes, particularly 3, 4 & 9.
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<b>Personnel:</b>	None
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<b>Carers:</b>	None
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<b>Provider Organisations:</b>	The proposals emerging from the review include consideration of the inclusion of the IJB representative of the Third/Independent sector on the Public Engagement Committee membership.
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<b>Equalities:</b>	An Equalities Impact Assessment has been carried out on the overall Participation and Engagement Strategy: <a href="https://glasgowcity.hscp.scot/publication/eqia-participation-and-engagement-strategy">https://glasgowcity.hscp.scot/publication/eqia-participation-and-engagement-strategy</a>
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<b>Fairer Scotland Compliance:</b>	The membership of the Public Engagement Committee and how it interacts with other elements of the IJB's participation and engagement structures aims 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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<b>Financial:</b>	None
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<b>Legal:</b>	None
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<b>Economic Impact:</b>	None
<b>Sustainability:</b>	None

<b>Sustainable Procurement and Article 19:</b>	None
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<b>Risk Implications:</b>	None
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<b>Implications for Glasgow City Council:</b>	None
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<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None
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<b>Direction Required to Council, Health Board or Both</b>	
<b>Direction to:</b>	
1. No Direction Required	<input checked="" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

## **1. Purpose**

- 1.1 The purpose of this report is to update the IJB on the findings of the review of the Public Engagement Committee presented to the Committee on 2nd December 2020 and to seek approval for the revised Terms of Reference for the Committee.

## **2. Background**

- 2.1 Officers within Glasgow City Health and Social Care Partnership began reviewing the participation and engagement structures of the IJB in 2019. The scope of the review includes; the Participation and Engagement Strategy; locality engagement arrangements; Strategic Planning Groups; the Communication Strategy; and the IJB Public Engagement Committee.
- 2.2 In September the IJB approved updated [Participation and Engagement](#) and [Communication](#) Strategies following consultation activity as part of the review. The elements of the review that relate to the Strategic Planning Groups and locality engagement arrangements were suspended to support the redirection of resources to respond to the Covid-19 pandemic. These areas of activity will re-commence at an appropriate time in 2021.
- 2.3 Findings and proposals in relation to the [Public Engagement Committee](#) were presented to the IJB Public Engagement Committee (the Committee) in early December and included proposed amendments to the Terms of Reference of the Committee. The Committee was supportive of the changes, with the revised Terms of Reference requiring to be formally approved by the IJB.

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### 3. Summary

- 3.1 Detailed information on the review of the Public Engagement Committee and its findings are available within the [Committee report](#), including; summary findings in relation to membership; public involvement; role and remit; awareness of the Committee; links to a Feedback Log and proposals.
- 3.2 Included within the appendices to the report are data from the survey issued as part of the consultation, a standard agenda to be used for Committee meetings, the draft revised terms of reference, and an updated Action Plan.
- 3.3 Some of the key findings from the consultation survey are as follows:
- 52% of respondents believe the purpose of the Committee to still be valid
  - Where respondents felt the Committee should be doing activity not covered by the current stated remit, suggestions included better encouraging participation from “under-represented” groups and better reflecting local priorities
  - Around a third of respondents did not think members of the public played a sufficiently active role in the Committee
  - One in five did not think the agenda items discussed at the Committee reflect the needs and priorities of the public, although equal numbers felt the agenda items reflect what is happening within their communities
  - Three quarters are aware there is scope to influence the agenda of the Committee, but only 25% of people feel that, in practice, they are able to do so or have ever attempted to do so
  - Around one in five people felt the membership of the Committee is not appropriate compared with a quarter who think it is, and over half had no opinion
  - Four in ten people do not hear what goes on at the Committee, with those who do hearing from a variety of sources; HSCP website (28%); attending the Committee (16%); by word of mouth (6%) and; from Locality Engagement Forums (6%).
- 3.4 Comments about membership during the consultation highlighted a perceived lack of representation on the Committee of the diversity of the population across the city and of groups with protected characteristics, and that Committee meetings have too many officers in attendance.
- 3.5 The review considered a number of points in relation to the ability of the public to get involved with and influence the Committee. These comments were made in respect of influencing what is discussed at the Committee and who is able to participate in that discussion, how information from the Committee filters out to the public, and in terms of how the Committee fulfils its remit to act as a vehicle for enabling the public to influence the planning and delivery of services.

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- 3.6 The Committee will consider the benefits to be gained from utilising the existing structures, including Locality Engagement Fora and Locality Engagement Officers to encourage and facilitate community involvement and provide a clear and defined link between the community and the Committee.
- 3.7 A further suggestion for public involvement in the Committee was in relation to the time allotted to certain items. For example it was noted that items which facilitate public involvement are not given the same time that officers have for presenting reports, and that too much time generally is spent listening to HSCP staff. Clearly a better balance is required to ensure adequate time on the agenda for members of the public to provide input on appropriate agenda items so that officers can hear the views of how services impact those who use them.
- 3.8 The review highlighted a misunderstanding regarding the purpose of the Committee, with comments indicating a perception that the Committee is a public engagement “forum”, for members of the public to come along and discuss/debate issues relevant to their local areas or their specific communities of interest or identity.
- 3.9 A more general lack of awareness of the Committee, what it does and when and where it takes place was flagged up during the consultation. Whilst the website is a key platform for the HSCP to share information about the Committee, including the date of the next meeting and the reports that go to the Committee, it is acknowledged that a more nuanced and inclusive approach to publicising the Committee would benefit people for whom the internet is not their preferred way of accessing information.
- 3.10 One suggestion was to consider a public awareness raising campaign to promote the Committee, what it does and how to get involved. An awareness raising campaign would also support addressing the issue raised at 3.8 by more clearly identifying the role of the Committee as a working committee of the IJB that members of the public are able to attend to listen to the discussion and, through their Locality Engagement Forum, potentially provide input to. It is hoped this will reduce any confusion and associated unrealistic expectations

## 4. Terms of Reference

- 4.1 The key reason for the proposed change to the Terms of Reference (See Appendix 1) was to address comments made during the consultation, and also prominent in the review of the Participation and Engagement Strategy, in relation to the Committee doing more to provide a platform/sufficient time to patients and service users to hear from them how new proposals and changes already implemented are affecting them.
- 4.2 It was suggested the HSCP in general needs to do more to facilitate discussion of proposed changes to policies or services **at an early stage** to consider possible engagement and co-production opportunities with communities to make people affected by the work of the HSCP feel more engaged with policy and service development.

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4.3 With that in mind the Terms of Reference were updated to add reference to Glasgow's citizens and local Third and Independent sector organisations having a direct route of engagement and role in the policy **and service** development process. This brings the proposals for the review of the Committee into line with the revised principles of and approach to engagement within the Participation and Engagement Strategy.

4.4 The following addition was made to the remit section to highlight the role of the Committee in being a vehicle for the HSCP to share information about current and future engagement opportunities, such as transformational change projects, to start discussions about where engagement would be beneficial to all stakeholders and ensure opportunities are not missed:

***-To identify and monitor the impact of engagement opportunities in relation to the development and delivery of health and social care services.***

## 5. Proposals

5.1 The proposals for changes to the Committee sought to incorporate as many of the suggestions as possible made during the consultation, with further detail available within the Committee report. The following is a brief summary of the main proposals presented to the Public Engagement Committee in December (please refer to the [report](#) for additional detail):

- Updated the Terms of Reference as described section 4 above
- A standard agenda (see Appendix 2) to refocus the balance of Committee business to give adequate and proportionate importance and time for inputs from members of the public or relevant stakeholders in relation to agenda items
- HSCP to consider how to make best use of the engagements structures and resources already in place and clarify the role of Locality Engagement Forums and Locality Engagement Officers in providing the vital link between the public and the Committee
- Committee to consider whether membership requires to increase to make the Committee more representative (e.g. third/independent sector IJB Member representation)
- HSCP to develop and implement an awareness raising campaign to encourage public understanding of and involvement with the Committee
- Implementation of the updated Action Plan (see Appendix 3).

## 6. Recommendations

6.1 The IJB Public Engagement Committee is asked to:

- a) note the update in relation to the review of the Public Engagement Committee and;
- b) approve the revised Terms of Reference for the Committee at Appendix 1.

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Appendix 1: Updated Terms of Reference (text in red denotes update)

# GLASGOW CITY INTEGRATION JOINT BOARD PUBLIC ENGAGEMENT COMMITTEE

## TERMS OF REFERENCE

### Composition:

6 Voting Members of the IJB (3:3) plus 3 Non-Voting Members  
Chair and Vice Chair alternate each year

### Frequency:

Quarterly

### Purpose

The IJB Public Engagement Committee will enable Glasgow's citizens and local Third and Independent sector organisations to have a direct route of engagement and role in the policy **and service** development process in relation to health and social care integrated services by raising matters of concern. It will as part of this role, approve and keep under review the IJB's Participation and Engagement Strategy.

### Remit:

- To consider petitions and representation on matters falling within the competence of the Integration Joint Board and recommend to the Integration Joint Board the appropriate action to be taken.
- To monitor and review the development and implementation of the Integration Joint Board's Participation and Engagement Strategy.
- **To identify and monitor the impact of engagement opportunities in relation to the development and delivery of health and social care services.**
- To carry out any and all functions conferred on the Committee by the Integration Joint Board in keeping with the Participation and Engagement Strategy.
- Referring back to the Integration Joint Board for its consideration any relevant issues which might have implications for policy development coming within the remit of the Integration Joint Board.

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### Appendix 2: Standard Agenda template



**Date:** XXXXX

**Time:** XXXXX

**Venue:** XXXXX

## Glasgow City Integration Joint Board Public Engagement Committee

### AGENDA

	Lead	Enclosures
<b>1. Declaration of Interests</b>		
Members of the Board are invited to declare any interest in any matter on the Agenda for the meeting in which they have a financial or other interest.	<b>Chair</b>	
<b>2. Apologies</b>	<b>Chair</b>	
<b>3. Minute of previous meeting</b>	<b>Chair</b>	
<b>4. Matters Arising</b> (Not otherwise on the Agenda)	<b>Chair/All</b>	
<b>5. Rolling Action List</b>	<b>Standards Officer</b>	
<b>6. Locality Update</b> (key activity/impact of integration)	<b>Community Representative</b>	
<b>7. Public Engagement</b> (recent engagement, impact, upcoming opportunities/ planned service developments, EQIA)	<b>Locality Engagement Officer/All</b>	
<b>8. Review of Participation &amp; Engagement Strategy Action Plan</b>	<b>Business Development</b>	
<b>9. Officer/Service updates</b>	<b>HSCP</b>	
<b>10. AOCB</b>		
<b>11. Next meeting timeline</b>		

The next meeting will be held at XXXXX am on XXXXX in XXXXX (venue to be confirmed).

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Person issuing the Agenda to whom apologies/enquiries should be made:-

Julie Kirkland  
Senior Officer (Governance Support)  
Glasgow City Health and Social Care Partnership

Julie.Kirkland@glasgow.gov.uk  
0141 276 6659

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### Appendix 3: Public Engagement Committee Action Plan

Action	Summary	Responsible	Timescale
Review of membership	Include consideration of: <ul style="list-style-type: none"> <li>• Representativeness of current membership</li> <li>• Third/Independent sector representations</li> <li>• Young Persons advisor role</li> <li>• Periodic review of membership</li> <li>• Guest locality Chairs</li> </ul>	Pubic Engagement Committee	April 2021
Update Terms of Reference	To include: <ul style="list-style-type: none"> <li>• Reference to identifying and monitoring the impact of engagement opportunities in relation to the development and delivery of health and social care services.</li> </ul>	Head of Business Development	Complete (subject to IJB approval)
Development of a revised standard agenda	Standard agenda revised to: <ul style="list-style-type: none"> <li>• give adequate and proportionate importance and time for inputs from members of the public/ relevant organisations</li> <li>• be flexible</li> <li>• provide clarity on the role of the public in the Committee.</li> </ul>	Head of Business Development	Complete
Explore and develop the role of LEOs and Locality Engagement Fora in providing the link	Work with Locality Engagement Officers to consider:	Heads of Planning Planning Managers Locality Engagement Officers	April 2021

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between the community and the work of the IJB/Committee.	<ul style="list-style-type: none"><li>• Facilitating public contribution to the agenda</li><li>• Public involvement/input at meetings</li><li>• Cascading information from Committees to the public</li><li>• Supporting role of external agencies</li><li>• Seeking the views on the community on how to achieve the above.</li></ul>	Head of Business Development	
Public awareness campaign	Initiate a public awareness raising campaign including: <ul style="list-style-type: none"><li>• The role of the Committee</li><li>• When and where the Committee meets</li><li>• Getting involved</li></ul>	Head of Business Development	April 2021