

**GLASGOW CITY INTEGRATION JOINT BOARD
PUBLIC ENGAGEMENT COMMITTEE**

IJB-PEC (M) 29-05-2019

Minutes of meeting held in the Woodlands Suite, The Albany Learning and Conference Centre, 44 Ashley Street, Glasgow, G3 6DS at 10.00am on Wednesday, 29th May 2019

PRESENT:**VOTING MEMBERS**

Jacqueline Forbes	NHSGG&C Board Member
Cllr Elspeth Kerr	Councillor, Glasgow City Council
Cllr Jennifer Layden	Councillor, Glasgow City Council
John Matthews	NHSGG&C Board Member (Chair)

NON-VOTING MEMBERS

Lorraine Barrie	Equalities Advisor
Susanne Millar	Interim Chief Officer
Anne Scott	Social Care Users Representative
Ann Souter	Health Care Users Representative

IN ATTENDANCE

Hamish Battye	Head of Planning, Older People's Services (South)
Mike Burns	Assistant Chief Officer, Children's Services (North East)
Craig Cowan	Business Development Manager
Allison Eccles	Head of Business Development
Stephen Fitzpatrick	Assistant Chief Officer, Older People's Services (South)
Alan Gilmour	Planning Manager (South)
Tom Golcher	Assistant Services Manager (North East)
Janet Hayes	Head of Planning Adult Services (North West)
Ann Harvey	Community Engagement and Activities Coordinator Knightswood Connects
May Simpson	Community Engagement & Development Officer
Robert Smith	Locality Engagement Forum Chair
Sheena Walker	Governance Support Officer (minutes)
Chris Winters	Overnight Support Transitional Change Steering Group Member

APOLOGIES

Anne Marie Monaghan	NHSGG&C Board Member
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The Chair welcomed all presenters and guests to the meeting thanking them for their contribution; and to the North West Locality for hosting the Committee.

The Chair also welcomed new member Lorraine Barrie, Equalities Advisor to the Committee; and informed members that this would be Susanne Millar's last meeting following her appointment as Interim Chief Officer. A replacement to the Committee would be confirmed in due course.

1. DECLARATIONS OF INTEREST

There were no declarations of interest.

2. APOLOGIES

The apologies for absence were noted as above.

ACTION

3. MINUTES

The minutes of the meeting held on 27th February 2019 were approved as an accurate record.

4. MATTERS ARISING

Officers would clarify if the action for Fiona Moss (page 5 of the minute) regarding Thriving Places and the Health Improvement Team meeting with the South Group had been arranged.

Allison Eccles

5. ROLLING ACTION LIST

Allison Eccles presented the rolling action list advising that this was for information and noting. There was no further update, at this time, on the actions regarding the Safer Drug Consumption Facility.

6. NORTH WEST LOCALITY ACTIVITY

NORTH WEST LOCALITY ENGAGEMENT FORUM PLANNING 2019/20

May Simpson provided an overview to the North West Locality Engagement Forum (LEF), advising that there is consistent membership and the group meet on a regular basis. The group also have themed meetings and wider events; and actively engage in the work of the HSCP.

Robert Smith, LEF Chair, added that it was critical to get information to people and engage with the communities to ensure that they were aware of the work of the HSCP; and knew of the benefits. The work of the North West LEF and Adult Services Engagement for 2019-20 was outlined to the Committee; and members were advised that a wide range of topics were covered to ensure that all patients and service users were represented.

KNIGHTSWOOD CONNECTS SUMMARY

In April 2015 the HSCP established a working group to deliver a community response to frailty and isolation experienced by some older people living in the Knightswood area. Ann Harvey, Community Engagement and Activities Coordinator at Knightswood Connects delivered a presentation on what the project had achieved in the past year. An assets list was produced and distributed to over 300 people in the area; this pin pointed useful areas and services. There was also a number of community meetings across the area and an evaluation day with 80 people in attendance. Over the past year a mapping exercise of the area was conducted to create an activities list; and information was distributed through activity leaflets and social media. Ann informed the Committee of a number of activities that had taken place and also of some case studies of people that had used and benefited from the service. The Knightswood Connects project had been extended for a further 2 years and the work plan for 2019-20 was currently being developed.

The Committee praised the work of Knightswood Connects and of the benefits this had to community members. Officers advised that there was a network across the whole Partnership with Health Improvement and Community Development teams, led by Communities and what they need.

OVERNIGHT SUPPORT TRANSITIONAL CHANGE PROGRAMME – COMMUNICATION AND ENGAGEMENT PLAN

May Simpson provided an overview of the Overnight Support Transitional Change Programme communication and engagement that had taken place since June 2018 when the report was presented to the IJB and a progress report presented to the December 2018 IJB. There had been service user involvement and an Overnight Support Transitional Change Steering Group was established. There was also engagement with Care Service providers, families and service users. Newsletters are also circulated widely to answer people's frequently asked questions.

Chris Winters, service user, informed the Committee of her experience of using services to support her to live in the community. Chris is a representative on the Overnight Support Transitional Change Steering Group and explained that the group was trying to engage with carer groups to reassure people of the benefits of assistive technology and remove the 'fear factor'. Community engagement is important and there are a number of events planned.

Chris outlined the benefits of self-directed support and managing her own budget and staff group to enable her to be active; and use the allowance as effectively as possible. Also explained the importance of remaining engaged with your community and sharing experiences. The group helped people understand how technology worked and discussed risk enablement; this was proving effective and there was a shift in people's position. Chris also added that there was a responsibility of service users in managing their budget as effectively as possible and also using resources within yourself.

The Committee thanked Chris for her input; that this was really helpful and powerful. It was good to see a service user's perspective. Officers also noted that some people fear technology because carers were the only human contact that they had; however officers stated that this is not acceptable and there needs to be measures put in place to ensure that the person is connected with their community and not solely paid care.

The Chair thanked all the presenters for their input and advised that the Committee was encouraged by the work.

7. OLDER PEOPLE'S TRANSFORMATIONAL CHANGE PROGRAMME IMPACT REPORT

Hamish Battye presented a report to provide an update to the IJB Public Engagement Committee on work being undertaken to measure the impact of the Older People's Transformational Change Programme on people using, and caring for those using, HSCP services.

Officers advised that this was an ongoing programme of work and that there were 13 workstreams. Engagement activity was undertaken for the HSCP Strategic Plan 2019-2022 and this included a public facing event on Older People's Services. The Older People's Core Leadership Team agreed a proposal for gathering information which would take place in a phased approach. The service areas that participated in the first stage of the process were outlined at section 4.1; and a report on the activity that had taken place was outlined at Appendix 1. Service users and carers were involved through the workstreams; and a wide variety of activities had been undertaken. A toolkit and video on a Specialist Dementia Unit had also been produced to support

wider patient and carer engagement; the link to the video would be circulated to the Committee.

The next steps were outlined to members and the Committee informed that work was ongoing and a further progress report would be presented next year.

Members would also feed back to the IJB the work of officers on public engagement when papers were presented to the IJB on the Older People's Services Transformation Programme.

The IJB Public Engagement Committee:

a) noted the contents of the report and would receive a further progress report early 2020.

8. IMPACT OF CHILDREN'S SERVICES TRANSFORMATION PROGRAMME ON SERVICE USERS – INTERIM REPORT

Mike Burns presented a report outlining the results of the interim evaluation to assess the impact of the transformation programme on children and young people.

Officers reported on the shift in the balance of care and securing outcomes for young people. There is a focus on the need for stability for young people. Officers further reported the results of the transformation programme, including a reduction from 1400 to 981 young people in care; and a reduction in high cost placements from 117 to 49.

Officers outlined the interim evaluation of the transformation programme and the key achievements of 2016/17 and to 2018/19; including the recruitment of additional Social Workers and investing money in to the community. An analysis of Carefirst data on young people had been undertaken to provide a brief profile of 157 children/young people who have been discharged from a high cost placement since January 2016. A survey of 41 of the 119 allocated Social Workers was also undertaken to provide their views on how the move from a purchased residential resource impacted on various aspects of the young person's care plan. The responses were mainly positive in most aspects. Eight young people also completed an online survey on how they felt the move had impacted them. The conclusions of the surveys were outlined to the Committee. Officers advised that they were now auditing young people and the number of placements and school moves they had. The importance of relationships was highlighted and that officers wanted to focus on stability and relationships for young people; and were working closely with partners in Education and with CECIS.

The Health Care Users Representative raised an issue that attainment levels were not being achieved in some schools and that there was a requirement to monitor this from nursery school, through to primary school and secondary school.

Officers stated they were aware of the scale of the challenge and were not complacent to current achievements. Work was ongoing with colleagues in Education and significant progress had been made; however there was still a requirement to close inequality and the attainment gap. A report was due to be presented to the IJB Finance, Audit and Scrutiny Committee in September on progress.

Hamish Battye

**Stephen
Fitzpatrick**

Members stated that the negative impact of children being removed from high cost care placements should also be included in the report for transparency. Questioning what officers did for these young people; what were the key challenges and how were these responded to?

Officers acknowledged the comments raised and advised that there were a number of young people in circumstances that were unstable and chaotic. There could be trauma that could remain dormant until the teenage years. Officers were aware of the challenges and every one of the circumstances are reviewed. There is a care experienced team looking after the young people and working closely with Education colleagues.

Members also discussed trauma referral services and supporting young people. Officers reported that work was taking place to align Specialist Children's Services to Children's Services and there would be early discussions with the educational psychology service; and also with Clinical Directors as to how to link work together.

Members also queried what the future evaluation would be and how this would be managed; and also that the 'positive impact' and 'no impact' should not be grouped in the responses to the survey as the 'no impact' was not clear.

Officers accepted the comments of 'no impact' and advised that the report was presented to reassure officers and the whole system that there was a shift in the balance of care and this was not solely financially driven. In relation to evaluation there would be further analysis of data.

The Equalities Advisor requested that future reports include human rights. Officers agreed with this request.

Mike Burns

The IJB Public Engagement Committee:

a) noted the content of this report and the findings from the interim evaluation;

b) noted the intention to follow this up with future evaluation work;

c) noted that the findings of the evaluation will be shared with staff used to inform the future implementation of the transformation programme;

d) noted the work ongoing and the future reports into the Finance and Scrutiny committee on both permanency and positive destinations; and

e) noted the introduction of the new Care Experience Team and Care Experience Fund to assist and promote better outcomes and more positive destinations for our looked after children.

9. STRATEGIC PLAN – CONSULTATION AND ENGAGEMENT

Allison Eccles presented a report to update the IJB Public Engagement Committee on the consultation activity undertaken during the development of the Strategic Plan 2019-2022, to review the extent to which consultation activity followed the Consultation and Engagement Good Practice Guidelines approved by Committee, and to identify any areas of learning to inform future consultation activity.

The consultation process was outlined, including the channels/methods used; the range of stakeholders reached and the events that taken place. The Consultation and Engagement Good Practice Guidelines were used and Appendix 1 detailed the standards alongside the activity undertaken. There was a high level adherence to the Guidelines for this consultation, but also

showed that there was opportunity for improvements; as outlined at section 6.1. One area of improvement was to produce a summary version of the Strategic Plan; this was produced during the consultation period and made available for people. The Strategic Plan Working Group will undertake an evaluation of the consultation process to identify where improvements could be made at the stages of the process. The results of this evaluation would be presented to the Committee in August; as well as the Internal Audit report on engagement and the lessons learned.

The Committee welcomed the report and acknowledged the importance of consultation and engagement; and listening to the concerns of the community. Officers confirmed that this was taking place and that the direct feedback from the community had made an influence on the Strategic Plan. It was an important message that people do make a difference through their engagement and participation.

Members suggested that an animation could be produced and shared on TVs in GP surgeries.

Allison Eccles

The IJB Public Engagement Committee:

- a) noted the content of the report; and***
- b) noted the intention to carry out an evaluation of the consultation exercise to inform future consultation activity and identify any areas where the Consultation and Engagement Guidelines can be strengthened.***

10. NEXT MEETING

The next meeting will be held at 10.00am on Wednesday 28th August 2019 in the North East Locality, venue to be confirmed.

The meeting ended at 12.20pm