



Item No: 5

Meeting Date: Monday 28 November 2016

Glasgow City Integration Joint Board Public Engagement Committee

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PARTICIPATION AND ENGAGEMENT STRATEGY UPDATE AND ACTION PLAN

Purpose of Report:	To seek approval of an action plan to support implementation of the Integration Joint Board's Participation and Engagement Strategy, and high level structural arrangements for engagement with localities, the Health and Social Care Partnership and the Integration Joint Board.
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Recommendations:	The Integration Joint Board Public Engagement Committee is asked to: a) note this report; b) approve the action plan for delivery of the Participation and Engagement Strategy; and, c) approve the establishment of a Locality Engagement Forum within each Locality, as outlined in section 4 of this report
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Implications for Integration Joint Board:

Financial:	Actions will be carried out within existing resources
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Personnel:	None
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Legal:	None
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Economic Impact:	None
Sustainability:	None
Sustainable Procurement and Article 19:	None
Equalities:	An Equalities Impact Assessment was carried out on the Participation and Engagement Strategy, with no significant detrimental impacts identified, and is available at http://www.nhsggc.org.uk/your-health/equalities-in-health/equality-impact-assessments/
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.
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.
Risk Implications:	There is a risk that, without an effective approach to participation and engagement in localities and across the city, the aims and principles of the Public Bodies (Joint Working) (Scotland) Act 2014 will not be achieved.

1. Purpose

- 1.1 The purpose of this report is to seek approval of an action plan to support implementation of the Integration Joint Board's Participation and Engagement Strategy, and high level structural arrangements for engagement with localities, the health and social care partnership and the Integration Joint Board.

2. Background

- 2.1 The Integration Joint Board of 31 October 2016 reviewed a paper updating on the outcome of the public consultation on the draft Participation and Engagement Strategy, which can be viewed at <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=35620&p=0>

2.2 Following discussion, the Integration Joint Board approved the Participation and Engagement Strategy, and remitted development and scrutiny of an action plan to support its implementation to the Public Engagement Committee.

3. Action Plan

3.1 A draft action plan has been produced in collaboration with community representatives on the Participation and Engagement Strategy Steering Group and is appended to this report.

3.2 The action plan builds on the main themes highlighted through consultation:

- Communication
- Engaging with harder to reach groups
- Resources

3.3 The consultation identified that participation and engagement in general happens at three main points

- At individual, service user level
- City-wide
- Within localities

3.4 The action plan identifies owners and timescales for each action, and it is anticipated that progress on delivery of the action plan will be reported to the Public Engagement Committee on a regular basis.

3.5 A number of consultation responses made reference to the need to promote the equalities agenda and the fact that different groups and / or different types of service redesign require tailored approaches to engagement, recognising that one singular approach does not suit all situations. These principles are noted within the Participation and Engagement Strategy, and will therefore be at the heart of all activity carried out in delivery of the Action Plan.

4. Engagement Structures

4.1 To support delivery of the action plan, a proposed high level structure for engagement is appended to this report.

4.2 During consultation on the draft Participation and Engagement Strategy a number of options for engagement structures were presented.

- Option 1 – making no change
- Option 2 – developing integrated client group or interest group structures
- Option 3 – a local engagement network with a remit across health and social care

- Option 4 – a hybrid of options 2 and 3

- 4.3 As previously reported to the Integration Joint Board, there was very little support for option 1, with the majority of responses expressing a preference for options 2 and 3, or a combination of them (option 4). The model now proposed following discussion with the Steering Group, reflects both options 2 and 3 in that it allows localities to develop local structures based on client groups, interest groups or existing local networks.
- 4.4 The proposed structure would establish a Locality Engagement Forum within each locality, which feeds into local management arrangements and city-wide networks.
- 4.5 The proposed role of the Locality Engagement Forums would be:
- Linking to the governance, decision making and planning structures of the Locality and the Health and Social Care Partnership
 - Receive and disseminate information about local and city-wide services
 - Gather feedback / opinions / views of patients and service users
 - Network and share good practice
 - Generate ideas and identify projects which individuals and community groups in the Locality can develop or progress to support the health and social care needs of the locality
 - Contribute to raising public awareness of the role and work of the Integration Joint Board and Health and Social Care Partnership
 - Be consulted on Locality Plans and provide feedback on their delivery
 - Increase and broaden representation on related groups and structures within the community, particularly from more vulnerable or historically less well represented groups
- 4.6 Localities will have a degree of flexibility to tailor sub-structures relevant to local needs, identifying what local groups and networks feed into the Locality Engagement Forum. This is in keeping with the findings of the consultation, which showed that on balance respondents believed that engagement should happen at a local level and be based around local needs.
- 4.7 It will be a decision for existing local Public Partnership Forums - which are no longer constituted on a statutory basis - and for other groups such as Voices for Change as to whether they wish to continue to meet as one of the groups linked to the Locality Engagement Forum. Local and city-wide carers' engagement structures will continue to meet, with links made to the Locality Engagement Forums as desired locally.

5. Recommendations

- 5.1 The Integration Joint Board Public Engagement Committee is asked to:
- a) Note this report;
 - b) Approve the action plan for delivery of the Participation and Engagement Strategy; and,

- c) Approve the establishment of a Locality Engagement Forum within each Locality, as outlined in section 4 of this report

Appendix 1 – Participation and Engagement Strategy Action Plan

No.	Action	Consultation Theme	Point of Engagement	Owner	Timescale
1	Explore ways to support staff to engage and gather comments / feedback etc. at point of service delivery	- Communication - Engaging with harder to reach groups	Individual	Heads of Locality Operations	Initial report by April 2017
2	Establish programme of city-wide events, focusing on particular topics such as a specific care group or city wide scrutiny / performance review	- Communication	City Wide	Head of Business Development / Heads of Strategy and Planning	Programme established by February 2017
3	Develop an approach to engagement at a city-wide level, including whole-system engagement activity, consultation and promotion of the equalities agenda	- Communication - Engaging with harder to reach groups	City Wide	Head of Health Improvement and Inequality / Head of Business Development	By end March 2017
4	Establish Locality Engagement Forums	- Communication - Engaging with harder to reach groups	Locality	Heads of Locality Operations	First meetings by end March 2017
5	Identify local networks and groups to link to Locality Engagement Forums, including developing links with the Public Engagement Committee, and other engagement activity carried out by Community Planning partners and other areas of the Council and Health Board	- Communication - Engaging with harder to reach groups	Locality	Heads of Locality Operations	By end March 2017
6	Develop plans to increase representation within local engagement networks from equalities groups, vulnerable people and groups which have historically been less well represented within engagement networks	- Engaging with harder to reach groups	Locality	Locality Engagement Forums	By summer 2017

7	Develop a targeted strategy to increase and support engagement with young people	- Engaging with harder to reach groups	City Wide	Head of Children's Services / Head of Business Development	By summer 2017
8	Explore potential sources of funding to support specific pieces of work targeted at increasing participation and engagement across health and social care, in particular with regard to increasing participation from historically less well represented groups	- Engaging with harder to reach groups - Resources	Individual / City Wide / Locality	Head of Business Development	Initial report by March 2017

Appendix 2 – Proposed Engagement Structure

