



Item No: 7

Meeting Date: Wednesday 22 March 2017

Glasgow City Integration Joint Board Public Engagement Committee

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LOCALITY ENGAGEMENT FORUMS

Purpose of Report:	To provide report on progress with establishing the Local Engagement Forums.
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Recommendations:	The IJB Public Engagement Committee is asked to: a) note the content of this report.
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Relevance to Integration Joint Board Strategic Plan:

The Strategic Plan included a section on Stakeholder engagement which committed us to developing a Participation and Engagement Strategy. The Participation and Engagement Strategy has been agreed and includes the development of a Local Engagement Forum in each locality.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The Local Engagement Forums will support the achievement of all the outcomes.
Personnel:	No personnel implications as we already have staff within

	localities who are developing the Forums.
Carers:	Local people with an interest in improving services for carers will be involved in the forums.
Provider Organisations:	No specific implications, although provider organisations may be invited to the forums to discuss the services they provide on behalf of the HSCP.
Equalities:	All three forums are ensuring that the three forums have a diverse membership and make efforts to ensure that people with protected characteristics are able to participate effectively. We also need to ensure that appropriate support is provided to individuals who may need additional help to fully participate in the forums.
Financial:	Funding may be required to support the forums, for example, to pay for room hire for events and meetings.
Legal:	No specific legal implications.
Economic Impact:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources.
Sustainability:	Involving patients and service users in shaping services will ensure that services provide value for money and promote the best use of public resources and are, therefore, more likely to be sustainable in the longer term.
Sustainable Procurement and Article 19:	N/A
Risk Implications:	We need to ensure that the forums are dynamic arrangements which effectively engage with local people and are able to evidence that they have positive impacts on how services are planned and delivered. If members of the forums perceive that we do not listen to them then they will become disengaged from the process.
Implications for Glasgow City Council:	Not applicable.
Implications for NHS Greater Glasgow & Clyde:	No applicable.

1. Development of North East Engagement Forum

- 1.1 Following the approval of the action plan by the Public Engagement Committee North East Groups, who had participated in the consultation, were invited to a joint meeting to discuss the format and programme for the inaugural meeting of the Locality Engagement Forum.
- 1.2 Representatives from North East Public Partnership Forum, North East Voices for Change and East End Community Addiction Forum met on 9th February 2017.
- 1.3 Community representatives asked officers to arrange a further meeting in early March to allow them the opportunity to discuss their new role and remit. They also agreed that they would hold a second meeting on 23rd March 2017 which would have the role and remit of the Local Engagement Forum as the single item under discussion.
- 1.4 Officers are currently drafting a remit for the Locality Engagement Forum based on the responses made by North East community groups during the consultation. Recorded comments by North East Representatives during the consultation include:
 - Groups should receive information regarding changes to services
 - The opportunity to comment on changes before the final decision is taken.
 - The importance of providing consultation feedback to service users explaining the reasons for the decision and evidence that their views were taken into consideration.
 - Two way communications is very important.
 - Particularly important is the commitment to provide support to enable people to participate in engagement activity.
- 1.5 In looking ahead we anticipate that for the next 6 to 8 months the priorities for the local engagement forum in the North East will be:
 - Development work with community representatives to agree working arrangements to ensure that the Forum can achieve the aspirations set out in its remit.
 - Formalising the local engagement forum by the end March.
 - Further developing the membership of the Forum and the wider network to ensure diversity.
 - Focusing on the North East Locality Plan and agreeing with the Forum a work plan for the year.
 - Engagement on the proposed Parkhead Health and Social Care Hub

2. Development of South Locality Engagement Forum (LEF)

- 2.1 Further to approval of the action plan by the Public Engagement Committee on 28th November 2016, a paper was presented to the South Locality Exec Team on 30th November 2016. The paper set out the proposed steps towards the development of the LEF in South and recommended that the final model be presented to the South Locality Management Development Group for approval on 29th March 2017.
- 2.2 The proposed LEF model for South Locality has been informed by the following:

- Analysis of the self-evaluation exercise carried out by existing patient, user and carer structures in September 2015
- Review of the draft Participation and Engagement Strategy consultation responses received June – September 2016
- Specific analysis of the online consultation responses and sessions held in South
- On-going discussion with South Locality Public Partnership Forum and HSCP staff

2.3 This analysis highlighted the following key themes:

- Existing structures do not have a high profile in the wider community or with HSCP staff
- Existing structures are seen as a 'closed shop' involving a small group of the same people who are not representative of the wider community
- The existing structures do not communicate well with each other
- The responses from South favoured a more flexible approach with a higher level of engagement at an individual level

2.4 The proposed South LEF has three strands. This reflects the need to provide different engagement options for different people:

Strand 1 - South Locality Engagement Network (LEN) - 'A Movement for Improvement'. This will be a virtual network building on existing community contacts within South. It will be open to individuals, community groups and organisations and will offer regular communication on all matters relating to the HSCP, health and social care in general, invitations to participate in consultations, events and activities, increased use of social media and signposting to the new HSCP website

Strand 2 -South Locality Engagement Forum (LEF) will be a core group of nominated representatives from 6 key care groups (in line with the SPGs at citywide level) with recognised skills, experience and contact with patients, users, carers and the public. The LEF may develop to include others e.g. a neighbourhood representative from each of the 8 Area Partnerships. The core business of the LEF will be to work with the Locality management team to co-produce 3 public engagement sessions per year on the themes of Adults, Older People/Primary Care and Children and Families. There will be a fourth Locality Planning session.

Strand 3 - Participation and Engagement Activity Programme – South Locality already supports services to give patients, users, carers and others an opportunity to be involved in how that service is delivered. The Locality will identify a minimum of four services per year to undertake participation and engagement work that supports the wider service improvement agenda and the outcomes identified in the South Locality Plan.

2.5 The development of the South Locality model is progressing as follows:

- Meetings held in January and February to discuss membership and recruitment to the LEF with South Glasgow Public Partnership Forum, South West Voices Voluntary Sector Network and South East Integration Network
- Meetings pending in March include South Glasgow Voices for Change Forum, South Glasgow Carers Forum and Glasgow Mental Health Network
- South Glasgow Public Partnership Forum will hold its' final meeting on 28th March 2017
- Membership, terms of reference and role/remit will be finalised by 29th March 2017
- First session of the LEF planned for mid-April
- First mailing to the LEN planned for mid-April

3. Development of North West Locality Engagement Forum (LEF)

3.1 On the 19 January 2017 members of NW Public Partnership Forum and NW Voices for Change attended a joint meeting which discussed Glasgow City HSCP Participation and Engagement Strategy Report, Recommendations and Action Plan in detail. The members examined the role of the Locality Engagement Forums (LEF); considered existing representation and gaps in membership and explored organisational issues and the potential structure of a North West LEF.

3.2 It was agreed:

- To move forward to establish a North West LEF - an integrated involvement structure that would consider both health and social care activity.
- There was a need to seek wider representation on the North West LEF.
- Contact established forums, groups and networks in the community to explore how and/or if these groups would link and work with the North West LEF.

3.3 The joint planning meeting held on 16 February 2017 agreed a draft Terms of Reference which would be presented at the inaugural meeting of North West LEF scheduled for 30 March 2017 in the Albany Centre at 2.00pm. The invitation to attend this meeting will go to all known groups and advertised widely in North West Glasgow.

3.4 The North West Recovery Network is keen to develop a relationship with the LEF and have proposed to link into the structure by attending meetings two a year and develop specific engagement projects or joint areas of work relating to the Recovery Network and addiction. Over the next few weeks a similar discussion will take place with NW Carers Forum, Mental Health Network, Youth Network/Youth Forum, Voluntary Sector Network and any other established network or forums in the area.

4. Recommendations

4.1 The IJB Public Engagement Committee is asked to:

- a) note the content of this report.