



Item No: 8

Meeting Date: Wednesday 22 March 2017

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Allison Eccles, Head of Business Development

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REVIEW OF COMMUNITY DEVELOPMENT SERVICE LEVEL AGREEMENT

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| Purpose of Report: | To advise Committee of the ongoing review of the service level agreement between the Health and Social Care Partnership (HSCP) and Glasgow City Council's Democratic Services, with regards to support for community development and engagement activity across the city |
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| Recommendations: | The IJB Public Engagement Committee is asked to: a) note this report; and, b) instruct the Head of Business Development to report to the June meeting of this Committee outlining the revised Service Level Agreement |
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Relevance to Integration Joint Board Strategic Plan:

Supports delivery of the commitment within the Strategic Plan to engage at locality and care group level.

Implications for Health and Social Care Partnership:

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| Reference to National Health & Wellbeing Outcome: | Effective engagement and discharge of the Committee's remit supports delivery of all National Health and Wellbeing Outcomes. |
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| Personnel: | Community Development staff retained existing terms and conditions when transferring from Social Work Services to Democratic Services in 2015 |
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| Carers: | Current activities undertaken by Community Development staff includes support for the Carers Reference Group |
| Provider Organisations: | None |
| Equalities: | None |
| Financial: | None |
| Legal: | None |
| Economic Impact: | None |
| Sustainability: | None |
| Sustainable Procurement and Article 19: | None |
| Risk Implications: | None |
| Implications for Glasgow City Council: | Officers from Glasgow City Council's Democratic Services will be required to work with officers from the HSCP to agree the revised Service Level Agreement, and to monitor its ongoing effectiveness |
| Implications for NHS Greater Glasgow & Clyde: | None |

1. Purpose

- 1.1 The purpose of this report is to advise Committee of the ongoing review of the service level agreement between the Health and Social Care Partnership (HSCP) and Glasgow City Council's Democratic Services, with regards to support for community development and engagement activity across the city.

2. Background

- 2.1 Prior to the integration of health and social care in Glasgow, community development and engagement activity was carried out largely on an individual basis by both Social Work Services and the former Glasgow Community Health Partnership (CHP).

- 2.2 CHP engagement and development activities were led in each locality, primarily co-ordinated through Community Engagement Officers, with social work activities led by a team of Community Development Officers managed within Social Work Services.
- 2.3 Following a service reform exercise, a number of Social Work Community Development Officers took voluntary severance or opportunities for redeployment, with the remaining 3.6 whole time equivalents (4 individuals) transferring within the Council, from Social Work Services to Democratic Services.
- 2.4 To support the transfer of those staff formerly employed within Social Work Services, a Service Level Agreement was developed which outlined those functions carried out by the Community Development Officers and how Democratic Services would support delivery of said functions.

3. Review of Service Level Agreement

- 3.1 As approximately 18 months have passed since the transfer of staff from Social Work Services to Democratic Services, and following a number of significant developments such as agreement to establish Locality Engagement Forums and the development of the Thriving Places agenda, it is necessary to revise the existing Service Level Agreement to ensure that the support provided by Democratic Services remains appropriate to the needs of the HSCP.
- 3.2 Officers from within the HSCP and Democratic Services have begun initial discussions to review the Service Level Agreement in light of the priorities of both organisations. It is intended that a series of workshops will be undertaken with staff and key stakeholders to further inform this work.
- 3.3 It should be noted that the Community Engagement Officers employed by the Health Board and operating within each locality do not fall within the scope of the Service Level Agreement. However, the role of these officers in supporting the HSCP's engagement activity will be considered in the workshops mentioned at 3.2, to ensure no unnecessary duplication of roles and functions across the HSCP and Democratic Services.
- 3.4 It is anticipated that the above mentioned work will be carried out between March and May 2017, and therefore it is proposed that a further update be presented to Committee at its meeting in June.

4. Recommendations

- 4.1 The IJB Public Engagement Committee is asked to:
 - a) note this report; and,
 - b) instruct the Head of Business Development to report to the June meeting of this Committee outlining the revised Service Level Agreement