Glasgow City Integration Joint Board
Public Engagement Committee

IJB-PEC (M) 24-05-2023

Minutes of a virtual meeting held
at 10.00am on Wednesday 24th May 2023

Present:

Voting Members	Cllr Audrey Dempsey	Councillor, Glasgow City Council
	John Matthews	NHSGG&C Board Member (Chair)
	Cllr Elaine McDougall	Councillor, Glasgow City Council
	Anne Marie Monaghan	NHSGG&C Board Member
	Cllr Lana Reid-McConnell	Councillor, Glasgow City Council
	Francis Shennan	NHSGG&C Board Member
In Attendance	Sheena Arthur	Glasgow Council for Voluntary Sector (GCVS), Partnership Manager (Health and Social Care)
	Nicky Coia	Health Improvement Manager (Sexual Health)
	Craig Cowan	Business Development Manager
	Gary Dover	Assistant Chief Officer, Primary Care and Early Intervention
	Alan Gilmour	Planning Manager, Older People and South Locality
	Gareth Greenaway	Planning Manager, North West Locality, GCHSCP
	Steven Love	Senior Officer, Locality Review Team
	Claire Maclachlan	Governance Support Officer (minutes)
	Mary MacPherson	Social Care User Representative
	Fiona Moss	Head of Health Improvement & Equalities
Apologies:	Mike Burns	Assistant Chief Officer, Children's Services and North East
	Allison Eccles	Head of Business Development
	John Ferguson MBE	Health Service User Representative

Actions

1. Declarations of Interest

Councillor Elaine McDougall declared an interest in Item No 6 - Engagement and Consultation: Technology Enabled Care and Support (TECS)

2. Apologies

The apologies for absence were noted as above.

3. Minutes

The minutes of the meeting held on 22nd February 2022 were approved as an accurate record.

4. Matters Arising

There were no matters arising.

Actions

5. Rolling Action List

Craig Cowan presented the rolling action list advising that there are four open actions, three actions remain open relating to the Safer Drug Consumption Facility.

Action Ref No 22 – Young People Committee Representation – This action remains open as there are ongoing discussions to involve young people in the work of the Committee. Officers had a preliminary discussion on 26th April 2023 with a range of colleagues with experience and expertise working with young people to consider their views on identifying the best way to represent the interests of children and young people at the Committee. Actions have been identified to map the organisations and groups whose input should be sought, with a view to presenting recommendations to the Committee on 15th November 2023.

Clarity was sought on the timeframe for this action and whether this could be completed sooner. Officers advised that the ongoing work and engagement with young people would take a few months to progress and ensure the Committee understands what matters to young people and their organisations. Part of the delay is due to the intention to include visiting some of the organisations/groups across the city to incorporate awareness-raising of the Committee to encourage involvement.

Members questioned how to feed into this process if they are aware of any organisations that would be helpful to link in. Officers advised all suggestions are welcome. Members also questioned if Young Scot are still functional and could be involved. Officers advised that they would look into this. — Officers

Action Ref No 23 – Rising Number of Young People using Vapes – This action is now closed as Officers issued a briefing to Members on 29th March 2023. Officers advised that they continue to deal with this issue and are involved with discussions with Education.

6. Engagement and Consultation: Technology Enabled Care and Support (TECS)

Steven Love presented a report with an overview of the engagement activity undertaken by Glasgow City HSCP in relation to the 'tests of change' being carried out to develop and increase the use of Technology Enabled Care and Support (TECS) across the city and with the development of TECS information resource materials.

Steven shared a video which explains how the Social Work Assessment process works before going on to look at the support options available, focussing on TECS. There is also a further video and details relating to TECS information and resources on the Your Support Your Way website.

A Member raised concern regarding the support being received for people using TECS, noting that Glasgow Disability Alliance (GDA), Glasgow Centre for Inclusive Learning (GCIL), etc. are not in support. Officers advised that GDA, GCIL, etc. have not participated in the engagement relating to TECS. The use of TECS is not for everyone and is not suited for everyone. Officers advised that there is still work to be done by the HSCP in reassuring organisations, the trust and knowledge comes with the usage of TECS and there needs to be better understanding.

	Actions
Issues with funding were raised and whether TECS would be an independent cost to the service user or part of their individual budget. Officers advised that the start-up costs and the running of TECS will be built into the service users' individual budget. Consideration for issues with individuals access to WIFI in the context of the cost of living was also raised. Officers advised that TECS does require households to have an internet connection and there are ongoing discussions relating to the charging of this. In relation to energy consumption and the cost of living, Officers have been advised that energy usage levels are low in terms of the overall household costs. There was a discussion relating to issues around risk and social work practice, as well as maximising independence. Officers suggested inviting Jacqueline Kerr, Chief Social Work Officer and Assistant Chief Officer for Adult Services, and Stephen Fitzpatrick, Assistant Chief Officer for Older People, to have a further discussion on this and respond to the concerns raised related to ongoing engagement with service users on the use of TECS and the general approach to supporting people to remain living independently in their communities. Members agreed and asked for this to be added to the Rolling Action List.	Officers
Members thanked Officers for the report and video. **The IJB Public Engagement Committee:** **a) Noted the contents of the report.**	

7. LGBT+ Health Needs Assessment

Nicky Coia presented a report to inform the Committee of the results of the findings of the LGBT+ Health Needs Assessment (HNA) and consider ways to support the recommendations. Nicky also delivered a presentation on the findings from the LGBT+ Health Needs Assessment survey which has been published on the HSCP website.

Members highlighted the hate crime results from the survey and questioned how this is reported and if Officers are aware of the outcomes, e.g., prosecutions, etc. Officers advised that from the results of the survey and discussions from the focus groups, they are aware that crimes are under reported as well as people not considering issues as hate crimes. From the survey, there doesn't appear to be any unhelpful outcomes from reporting, and Police Scotland are involved in this.

Loneliness was another issue raised within the results of the survey and Members questioned if this was impacted by the pandemic. Officers advised that they have gone back to people since the pandemic and loneliness numbers have reduced.

The Committee noted their support for the LGBT+ Summit. The Equalities Group is also in support of this. Officers advised that they would identify the appropriate governance structure to progress. — Officers

Members thanked Officers for the detailed presentation.

Actions

The IJB Public Engagement Committee:

a) Noted the considerable differences in health and wellbeing for LGBT+ people in the city;
b) Considered the recommendations which are pertinent to the HSCP; and
c) Supported the proposal for an LGBT+ summit in the city to bring partners together to identify new ways of addressing the inequalities in health experienced by LGBT+ people.

8. Locality Engagement Forums and Locality Engagement Activity

Alan Gilmour and Gareth Greenaway presented a report with an overview of some of the engagement activity being carried out in the three localities across Glasgow City Health and Social Care Partnership in 2022/23. It will also summarise and highlight the main findings of the Annual Locality Engagement Forum Annual Questionnaire 2023/24.

Officers noted an acknowledgement to Callum Lynch and May Simpson for their input on this, they have now moved on from their posts. Acknowledgement also to Tony Devine who was unable to attend the Committee today.

Officers highlighted the positive feedback received in relation to the opening of the Gorbals Health Centre.

The Parkhead Hub development continues and is scheduled to open in August 2024, updates on this will continue to be presented at this Committee.

Locality Engagement Forums are involved in the engagement relating to the TECS project, Officers highlighted that there is a lot of work ongoing to reassure service users and show that this can be an improvement to their care plans.

There is engagement work ongoing relating to Self-Directed Support (SDS), a new SDS Governance Group has been established to look into how to improve SDS processes and procedures.

Members questioned if Officers are involving people who use SDS as part of the process. Officers advised that there is involvement but not as much as they would like. The self-evaluation hasn't got balance; this needs to be more joined up and coproduced. There needs to be more conversations with service users, more learning, and needs to be more joined up rather than organisationally led.

A Member raised concern regarding the reports being presented to the Committee, noting that they lack balance and disproportionately progress the preferred narrative of the HSCP. They also noted the lack of reporting on why people and organisations don't want to engage and the reasons for this, why people disagree, etc. A request was made for the reports to be more balanced, honest and show the tensions. Officers agreed that the report is neutral and shows the engagement that has taken place. Officers advised that they would add more detail in future reports to reflect the reasons for non-engagement.

Actions

Officers advised that an SDS survey was carried out and the findings of this can be presented to a future Committee for discussion, to show both sides.

Going forward Officers advised that they would review reports and improve on how to include the views of people that have engaged, and try get those people to attend the Committee, as well as enhance the links to people in the Locality Engagement Forums. Officers have been working with Sheena Arthur and David Reilly to try and better establish links to the Third and Independent Sector to ensure the right topics and discussions come to the Committee.

The IJB Public Engagement Committee:

a) Noted the contents of the report.

9. GCHSCP Consultation and Engagement Log

Craig Cowan presented the Consultation and Engagement Log.

Members questioned what methods are being used for engagement, for example, co-producing, consultations, etc. Officers advised that they would make this clearer on the log.

Officers advised that they are working on linking the Locality Engagement Forum log with this log to ensure there are no duplications.

The IJB Public Engagement Committee:

a) noted the contents of the log.

10. Next Meeting

The next meeting will be held at 10.00am on Wednesday 23rd August 2023 via Microsoft Teams.