

Item No. 8

Meeting Date: Wednesday 24th May 2023

Glasgow City Integration Joint Board Public Engagement Committee

Report By:	Heads of Planning and Strategy (North East, North West and South)
Contact:	Tony Devine, Community Engagement Officer (North East)
Phone:	0141 314 6260
	Locality Engagement Annual Report 2022/23
Purpose of Report:	To provide a report and 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.
Background/Engag	In March 2020 all community activities and engagement meetings stopped due to COVID-19 lockdown. Although this had a huge impact on Locality Engagement Forum (LEF) activities online engagement and opportunities have continued throughout the last three years. It was agreed by the Public Engagement Committee in August 2021 that an engagement calendar would be produced annually. The purpose of the calendar is to identify the engagement priorities within Children's, Adults and Older People's Services, and across each locality.
Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team Council Corporate Management Team Health Board Corporate Management Team Council Committee Update requested by IJB

Not Applicable □

Other

IJB Public Engagement Committee

Recommendations:	The IJB Public Engagement Committee is asked to:
	a) Note the content of the Report.

Relevance to Integration Joint Board Strategic Plan:

Stakeholder engagement is at the core of the IJB's Strategic Plan 2019-22 and Participation and Engagement Strategy. Involving stakeholders in how to plan and deliver services reflects the objectives of the strategic plan, the participation and engagement strategy and is in line with the HSCP Consultation and Engagement Good Practice Guidelines.

Engagement plans are aligned to the priorities outlined in the strategic plan and locality plans.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The engagement activity highlighted in this report will support the achievement of all the outcomes.
Personnel:	None
Carers:	Members of the public with an interest in improving services for various services across all care groups will be involved in the engagement process. This will be relevant and tailored to specific groups including carers.
Provider Organisations:	Provider organisations will be included in the engagement process.
Equalities:	The Participation and Engagement approach of the HSCP is outlined within the IJB Participation and Engagement Strategy and has been subject to equality impact assessment. All forums work towards a diverse membership and make efforts to ensure that people with protected characteristics are able to participate effectively in all locality engagement activity. We also ensure that appropriate support is provided to individuals who may need additional help to fully participate in the forums. https://glasgowcity.hscp.scot/equalities-impact-assessments
Fairer Scotland Compliance:	Efforts to ensure representation in any engagement activity is from across the community and will seek to ensure people are not excluded from engaging on the grounds of socio-economic disadvantage or exclusion.
Financial:	Funding is usually provided to support locality engagement activities, for example, to pay for room hire for events and meetings, however, costs have been reduced over the period of the pandemic due to the shift to online platforms.
Legal:	None.

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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:	Not applicable
Risk Implications:	We need to ensure that the forums and engagement activity have dynamic arrangements which effectively engage with local people and are able to evidence that there are positive impacts on how services are planned and delivered, as there is a risk that members of the forums will become disengaged from the process if they feel that the process is not effective, or that their views are not influential.
Implications for Glasgow City Council:	Not applicable
Implications for NHS Greater Glasgow & Clyde:	Not applicable

1. Purpose

- 1.1. To provide a report and 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.
- 1.2. To summarise and highlight the main findings of the annual Locality Engagement Forum Questionnaire 2023/24.

2. Background

- 2.1. At the May 2021 meeting of the IJB Public Engagement Committee it was agreed the HSCP would provide detail on the engagement activity in the three care groups, in localities and other engagement activity involving the HSCP to the IJB Public Engagement Committee bi-annually.
- 2.2 The lifting of restrictions relating to social distancing has allowed for the reintroduction of public meetings and this report covers both virtual and public engagement sessions during 2022/23.
- 2.2. The Annual Engagement Plan (Appendix 1) provides an overview of the engagement that has taken place over the year, and allows timescales and progress to be tracked, as activities are subject to both internal and external circumstances, some of which are out with our control.

3. Locality Engagement Forum Activities

3.1 In 2022/23, there were a four online and in-person Locality Engagement Forum meetings or focus group engagement sessions and ten citywide events/meetings. These sessions were attended by nearly 300 participants and the annual Locality Engagement Forum Questionnaire 2023/24 issued in March 2023 was completed by 141 people.

There has been an increase in the number of people attending engagement opportunities and meetings from 240 in 2021/22 to 298 in 2022/23. The number of questionnaires completed and returned also increased from 106 last year to 141 this year. However, recovery from the impact from the Covid pandemic, in terms of the number people participating in Locality Engagement Forums, engagement opportunities and public meetings is slow.

- 3.2 North East Locality Engagement Forum (NE LEF) October 2022 to March 2023
- 3.2.1 Once the decision was taken to reintroduce public face to face meetings, NE LEF members were contacted and invited to attend the first face to face meeting on 4 December 2022. Members were asked what topics they wanted LEF sessions to focus on over the next six months. The most frequently requested topics were advice on how to alleviate the rising cost of living, information about what support services were available in the North East for those with mental health issues such as social isolation and raising general awareness of men's health problems. North East Locality Engagement Forum Glasgow City Health and Social Care Partnership (hscp.scot)

Responding to LEF members' requests for discussions on their specified topics, face to face LEF meetings were held on the following dates:

- 9 December 2022 Louise Baird, Safe and Warm Homes Advisor, Easterhouse Citizens Advice Bureau, provided advice around energy carbon monoxide awareness, understanding your energy bills, tips on saving energy, extra help services available, information on Winter Fuel Payment, Cold Weather Payment, Child Winter Payment and other help and support that was available
- 4 February 2023 Presentation by Alan Wadsworth, Peer Support Worker for Glasgow Helping Heroes, explained that one of their main aims is to raise awareness and understanding of issues affecting service personnel, veterans and their families. They provide help and advice across a range of services including housing, homelessness, financial advice and support for people with both physical and mental health issues. LEF members have been able to access their support services
- 24 March 2023 Presentation by Amy Holder, Capacity Building Worker, Mental Health Network (Greater Glasgow). The Network recently set up a Glasgow Young Adults Network engaging with 18-30year old people in the interest of improving mental health provision for this age group. Young people will have the opportunity to co-facilitate this forum, engage in focus groups, physical activities, art for wellbeing and many other activities.

3.2.2 Parkhead Hub

Parkhead Hub's Arts Strategy programme was in full swing over the period October 2022 to March 2023 with the commissioning of key artworks, the continued roll out of a creative engagement programme and an information roadshow about the Hub.

Following a two-stage open competition, Bespoke Atelier, a design company based in Bridgeton, was commissioned to make large scale artworks for both the entrance of the Hub and the dedicated children's area.

For the entrance, they will create a large scale, illuminated wall panel which will welcome visitors to the Hub whilst celebrating the rich textile and weaving heritage of the local area. For the children's area, a feature wall will become a playful and engaging interactive mural for all ages representing places of local interest amongst other themes.

The creative engagement programme shared details about the Hub with local groups through arts and leisure-based workshop activity across local areas in and around Parkhead. Activity included photography, reminiscence, creative writing, arts and crafts with over 180 attending sessions and visiting a work-in-progress exhibition at Parkhead Schoolhouse. Groups included Parkhead Youth Project, Mental Health Network and Schoolhouse Ladies Group.

The information roadshow travelled to a range of meetings, networking and information-sharing events at Emirates Arena, Calton Heritage Centre and Barrowfield Community Centre amongst others. A pop-up information banner, architect's plans printed onto a tablecloth alongside a presentation pamphlet encouraged discussion about the new Hub including its range of facilities with more than 130 local people and stakeholders.

The recent new webpage dedicated to the Parkhead Hub continues to be updated with new developments, photographs and opportunities as they arise. It can be viewed at https://glasgowcity.hscp.scot/parkhead-hub

- 3.3 North West Locality Engagement Forum (NW LEF) October 2022 to March 2023
- 3.3.1 On 27 February 2023 the NW LEF, in partnership with Knightswood Connects, organised an in-person engagement session for active older people focusing on District Nursing services and Anticipatory Care Plans North West Locality Engagement Forum | Glasgow City Health and Social Care Partnership (hscp.scot)

Over 40 participants heard a short input from Lynda Mutter, HSCP Service Manager, (Older People and Primary Care) on the HSCP District Nursing Services before sharing their thoughts and experience of the service. The people who were familiar with the service were very positive and complimentary about the services delivered by District Nursing Teams.

Jennifer Watt, Anticipatory Care Programme Manager, then provided the participants with input on Anticipatory Care Plans (ACP) and future planning. Only a few of those present knew or had considered making an ACP however many had a will and some people had set up a Power of Attorney. Participants felt that, in general, individuals found it very difficult to talk about future planning, becoming ill or death and therefore would find it difficult to complete an ACP.

3.3.2 At the in-person NW LEF meeting on 2 March 2023 in the Albany Centre, members, community and 3rd Sector representatives and carers heard three presentations. They covered District Nursing Services, Anticipatory Care Plans and the Power of Attorney and Dementia services in North West Glasgow.

Ann Cummings, HSCP Service Manager (Older People and Primary Care), provided participants with a very interesting input on the Dementia illness and services provided to support individuals and families. She described the elements of the 5 pillars of the Post Diagnostic Support; the extended 8 pillars of Post Diagnostic Support for people with Advance Dementia and connections between them.

She highlighted that over recent years the demand for services had outstripped available resources to meet key performance targets however additional funds had been secured and waiting times have been reduced. Now 100% of people are accessing support services within 18 weeks. An audience member who was a carer felt that 18 weeks was still too long to wait for a service.

There were other discussion points and questions raised at the meeting ranging from Self Directed Support assessments, barriers to accessing services online and occupational therapy adaptations.

- 3.4 South Locality Engagement (South Network) October 2022 to March 2023
- 3.4.1 Engagement with Gorbals Health Centre, November 25:

A survey exercise was carried out with key stakeholders regarding the review of the Gorbals Health Centre. This looked at aspects of the structure, layout, services, facilities and the local surrounding area.

The survey was carried out in-person for individuals in the area and highlighted that whilst patients were happy with the facility there was space for improvement. Some of which were; car parking; access to the building; signposting; public transport issues and; open waiting areas being an issue for privacy and confidentiality.

There was a total of 33 responses back from the survey and participants were invited to attend 1-1 interviews for further engagement. This feedback highlighted that the facility is considered fit for purpose and patients were happy with their experience. However, some privacy within waiting areas would have been welcomed. In addition to this, patients would appreciate better parking facilities.

Engagement work was carried out with community groups and local housing associations. A further online engagement event was scheduled to take place on 1 December 2022.

3.4.2 Hospital at Home:

On-going engagement with patients capturing their views of the Hospital at Home service, with a focus in the south. There was a survey as part of the evaluation process. Responses from patients have been overwhelmingly positive, and the service has been rolled out into other areas of Glasgow.

3.4.3 Primary Care Improvement Plan:

As part of the Primary Care Improvement Plan, engagement work was carried out in Govanhill Health Centre to assess the needs and additional requirements of patients for the next budget review. This was done in partnership with the primary care improvement team. Different feedback methods were created for in-patient discussions, which included a QR code to take patients to a survey, and other ways to feedback were supported e.g., through an interpreter. The primary care report is a separate piece of work that has progressed.

3.5 Citywide Engagement

3.5.1 The citywide Locality Engagement Forum online session held on 27 October 2022 was attended by 34 people. The meeting was split into two presentations. The first session explained the range of measures that are currently available to help people deal with the general increased costs linked to cost of living crisis and rising energy prices. The second presentation was led by Mahdi Saki, Programme Development Officer and Rosie Burrell, Project Assistant both from the Mental Health Foundation (MHF) on their Refugee and Asylum Seekers Programme.

One of the barriers identified by those taking part in the sessions was that there was a lack of understanding among many asylum seekers and refugees regarding the formal participation structures of both National Health Service (NHS) and the Health and Social Care Partnership (HSCP). Following a discussion between MHF workers and HSCP Community Engagement Officers, two focus groups were organised which explained the main services, structure and engagement opportunities of both the NHS and the HSCP.

The feedback gathered from these sessions are covered in the LEF Questionnaire 2023/24 and a summary at 3.5.3 of this report.

3.5.2 On 6 December 2022, in the Albany Centre, over 30 members, carers, community and 3rd sector representatives had registered for the in-person citywide LEF meeting focusing on Maximising Independence and the Hospital @ Home service. However, due to an increase in the Covid rate at that time and winter illness there was a significant number of 'call offs' and only 15 people were able to attend the session.

Marion Ballantyne, Communications (Maximising Independence), began by explaining that Maximising Independence was about 'supporting people who can and want to, remain living at home safely for as long as possible with the right support in place for them, and their carers if they have them'. She described work undertaken to date, explained the importance to the HSCP, who it would benefit and future priorities. The presentation generated a number of questions and discussion points.

The second presentation from Dr Jude Marshall, GP, and Chris Rowley, Service Manager was on the Hospital@Home, a test of change project. It was explained that Hospital@Home was a short-term targeted intervention that provides hospital care in an individual's own home that is equivalent to that provided within a hospital. The audience welcomed this initiative and hoped that funding would be secured to continue and roll out this service across Glasgow.

3.5.3 In late January 2023, in partnership with Mental Health Foundation (MHF), HSCP Engagement Officers organised and delivered two engagement sessions to twenty-five refugees and asylum seekers. The first session was a presentation on Scotland's health and social care services, structures, how to access them and engagement opportunites. The second session focused on the participants' experiences of accessing these services.

There was wide ranging discussion and some common themes were identified including:

- difficulty in knowing where to go to get a service/knowing the system or structure (Blue Badge, vaccination for older children etc)
- waiting times for some services
- lack of family supports in local communities
- difficulties in accessing some services due to asylum seeker status. An example given was a young asylum seeker with disabilities who secured a college place but could not attend because they couldn't access funding for an escort because of their asylum seeker status.

4. Locality Engagement Forum Annual Questionnaire 2023/24

- 4.1 This is the third annual Locality Engagement Forum Questionnaire Glasgow City HSCP Locality Engagement Forum (LEF) Questionnaire 2023 2024 Report | Glasgow City Health and Social Care Partnership and the number completed has increased yearly from 104 in 2020/21,106 returned last year and 141 completed questionnaires submitted this year. The opinions recorded and the information gathered shapes the focus of Locality Engagement Forum (LEF) sessions and priorities for 2023-24, highlights service concerns and documents positive opinions and comments about HSCP services.
- 4.2 In previous years the questionnaire failed to attract the opinions from the diverse population of patients, service users and communities who use HSCP services. To collect data from a wider range of people, officers organised a focus group with asylum seekers and refugees in partnership with Mental Health Foundation, engaged with Greater Glasgow Mental Health Network support groups, attended North East Women's Recovery Group and promoted

- the questionnaire with Prostate Cancer UK, North West Youth Network and Drumchapel Thriving Places.
- 4.3 There were several comments and themes that continue to be a priority for patients and service users identified in the questionnaire. These were timely access to services, especially Mental Health services, GP services and the need for long-term funding and support for 3rd sector organisations.
 - Respondents also felt it was essential to tackle underlying causes of ill health and inequality, improve access to services and highlighted the importance of services for older people.
- 4.4 There was a significant number of positive comments about both local health and social care services, clinics and teams working in the community. The questionnaire asked about the use of technology in the delivery of health and social care services and on balance more respondents, than not, were positive, could see the benefits and made suggestions about promoting the use of technology in health and social care services.
- 5. Service Specific Engagement Adult Services
- 5.1 In November 2022, six Technology Enabled Care and Support (TECS) engagement sessions were organised in partnership with HSCP Telecare, Support for Ordinary Living (SOL) and Blackwood Housing Association, with the aim of:
 - Gathering feedback on the TECS Easy Read Booklet and TECS video
 - Promoting the understanding, knowledge and use of TECS with service users, carers, guardians, families, HSCP and Care Provider staff
 - Gathering views on the lesson learned of Connecting Neighbourhood, direction of travel and roll out of TECS in NW Locality.

The engagement sessions held online on 15 and 17 November 2022 attracted nearly 100 participants from both HSCP staff, Carer Provider staff and 3rd Sector organisations. The in-person Service User engagement session held on 28 November 2022 hosted by Fortune Works, Enable Glasgow was vibrant, interactive with a great deal of interest in TECS from over twenty participants and staff.

Although the interest and attendance at the three Carers/Guardian/Families Engagement sessions on 28, 29 and 30 November 2022 was lower than anticipated, the discussions and feedback gathered was 'rich' with ideas, discussion and comments on TECS.

The feedback on the Easy Read Booklet was that it was comprehensive, informative and accessible for all abilities but a bit too long so was split into smaller sections. Participants felt the videos were a good length, could be viewed in any order, were informative and held the attention of all abilities.

There was two follow up TECS and Telecare information sessions delivered to People First (Scotland) and Deafblind Scotland.

5.2 Self-directed support (SDS) is one of the foundations of social care delivery in Scotland. The <u>Social Care (Self-directed Support) (Scotland) Act 2013</u> and detailed <u>Practitioner Guidance</u> sets out the principles and policy background for delivering SDS. However, since the legislation was enacted, <u>Care Inspectorate</u> and <u>Audit Scotland</u> scrutiny has found that SDS has been implemented partially and inconsistently across Scotland.

Between November 2022 to April 2023 focus groups facilitated by May Simpson (Community Engagement Officer) and Lorraine Fields (Team Leader/Practice Development Lead) was agreed as a suitable method of getting a detailed sense of external stakeholders' experiences of accessing self-directed support in Glasgow City. The focus groups explored the reccommendations in the recently published Self-directed Support: Framework of Standards and the My Support My Choice: People's experiences of SDS and Social Care in Glasgow report.

Over 80 participants attended four sets of focus groups with a range of external stakeholders:

- People with lived experience and Third Sector
- Glasgow Centre for Inclusive living (GCIL)
- Sample of Care Providers from 2019 Social Work Framework Agreement.
- Glasgow Disability Alliance (GDA).

The information gathered will be collated, analysed and available once the final focus group takes place at the end of April 2023.

6. Recommendations

- 6.1. The IJB Public Engagement Committee is asked to:
 - a) Note the content of the Report.

Older People's Engagement Plan

Area of Work	Nature of Activity	Method Used	Stakeholders	Target Number	Actual Number	Start Date	Date Completed	Recurring engagement - Time	Key Contact	Contact Details Relev	Equalities Protected groups rant links considere	Consultation guidelines	Consultation guidelines applied	Progress	Update
	Balmore Engagement - Dementia services are looking to engage with service users around the Balmore ward of the specialist dementia	Survey/ Event and	Patients, services users, carers, community groups,							mailto:christine.murphy@ggc.scot.					Further Engagement being planned for 23 around the Balmore wards. Christine Murphy has since retired so delay with
Dementia Services	unit.	focus group	3rd sector and general public	30	37	Mar-21	TBC	Annually	Christine Murphy	nhs.uk	Yes	Yes	Yes	Completed 2021	work progress
Dementia Services	Balmore Quality Engagement - Engagement with impatient service	ТВС	Service Users, Family and Carers.	30	TBC	Aug-22	ТВС	ТВС	Gareth Williams	gareth.williams@glasgow.gov.uk	ТВС	ТВС	TBC	Ongoing	This engagement has still to be planned.
Primary Care/ GP Services	Engagement session around GP services in primary Care	Focus group hosted through south locality LEF	Service Users, third sector reps, community groups	30	37	Apr-21	Apr-21	6 monthly	Richard Groden and Callum Lynch	Richard.Groden@ggc.scot.nhs.uk	Yes	Yes	Yes	Completed	Further Engagement sessions have been hosted city wide through the NE locality We have had a further 2 sessions on GP/Primary Care areas
Home Care Services		Survey/ Event and focus group	Service users/ Age range split	30	35	28/07/2021	01/07/2021	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk	Yes	Yes	Yes	Completed	Further Engagement Session planned for August 22 - delayed
Home Care Services	Engagement around home care through south locality engagement session. Follow up from previous sessions along with responses from		Service Users. Family, carers,	40	ТВС	TBC (Aug/Sep	TBC	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk	Voc	Yes	Voc	Ongoing	
nome care services	Service User - Engagement Group- Home Care Services are looking to host their own service user group. This will be a group that moving forward will be connected to engagement surrounding home care services. Session should build	Survey/ Event and	Service users/ Age range	40	TBC	2022)	IBC	Amuany	Julie Stuart / Nicola Roberts	julie-stuart@glasgow.gov.ux	Yes	res	Yes	Ongoing	
Home Care Services	wider service user feedback	focus group	split	60		01/07/2022	TBC	Annually		julie.stuart@glasgow.gov.uk	Yes	Yes	Yes	Ongoing	
			Service users/ Age range split	4000		20.62			Julie Stuart / Nicola Roberts						
Home Care Services	Service User - Annual survey	Survey			TBC	22/23	TBC	Annually		julie.stuart@glasgow.gov.uk	Yes	Yes	Yes	Ongoing	
			Service users/ Age range						Julie Stuart / Nicola Roberts						
Alarm Centre	Service User - Annual survey	survey	split	9000		22/23	TBC	Annually		julie.stuart@glasgow.gov.uk	Yes	Yes	Yes	Ongoing	+
	Digital/ Analogue - Engagement around the transition from analogue to digital telecare								Julie Stuart / Nicola Roberts						
Telecare	devices.	tbc	Service Users	TBC	TBC	22/23	TBC			julie.stuart@glasgow.gov.uk	Yes	Yes	Yes	Ongoing	
Palliative Care	Engagement on POA/ACP discussion - Myth busting session	Locality Engagement	Service users, community groups, third sector	20	22	01/05/2022	28/06/2022	6 monthly	Karen Lockhart	mailto:Karen.Lockhart@sw.glasgow .gov.uk	Yes	Yes	Yes	Complete	

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								Recurring			Protect		on Consultatio		
							Date	engagement -			groups	guidelines	guidelines	ū	
Area of Work	Nature of Activity	Method Used	Stakeholders	Target Number	Actual Number	Start Date	Completed	Time	Key Contact	Contact Details	Relevant links conside		applied	Progress	Update
rucu di vidik	Further Engagement Sessions bein		Stanciiolacis	ruiget ituilibei	Actual Humber	Start Bate	completed		ncy contact	contact Details	neierane iinits conside	cu constacte	ирриси	1.08.000	opuate
	planned through the palliative care														
	steering group. Looking to host														
	various focused sessions around	Focus Groups/ Online	Service users, family, carers	Maximum						mailto:Karen.Lockhart@sw.glasgow					
Palliative Care	palliative care	sessions	and third sector	amount	TBC	TBC	TBC	6 monthly	Karen Lockhart	.gov.uk	Yes	Yes	Yes	Ongoing	
	Engagement with family, carers		Service users, families,					,						- 0- 0	
	and close contact for palliative		carers, 3rd sector								Frank.mullen				
	care, new services. Looking to carr	y MS Teams - Online	organisations and								@ggc.scot.nm				
Palliative Care	out a city wide session	event	community groups	20	TBC	Feb-22	TBC	TBC	Gareth Williams	gareth.williams@glasgow.gov.uk	hs.uk Yes	Yes	Yes	Ongoing	
															Unable to complete the
															session as the demand
															on the service was too
															great. Planned
															Engagement for Dec/21
															and Jan 22 could not go
															ahead as there was no
		Engagement through	Service users, family, carers,												capacity in the service.
	Engagement around sensory and	Locality Engagement	community groups and 3rd											Not completed/	This will now be
Physical Disabilities	audio impairments	Forum	sector	30	TBC	TBC	TBC	TBC	Kevin McNaught	Kevin.McNaught@glasgow.gov.uk	Yes	yes	N/A	On going for 2022	planned for 22/23 year
	Flu Vaccine Programme -														
	Engagement to find out service				(Maximum										
Immunisation Programme	users experience	Survey	Service Recipients		Amount)	Oct-22	Jul-05	Annually	Frances Miller	Frances.Millar@ggc.scot.nhs.uk				Ongoing	
	ICU Unit Engagement -	Digital/ Traditional													
	Intermediate Care are looking to	Surveys - with intent													
	engage around the process	for qualitative			(Maximum				Chris Furse/ Nicola						
Intermediate Care	between hospital and care homes		Service users/Family		Amount)		Nov-21	6-12 Monthly	Dolan	Nicola.Dolan@glasgow.gov.uk		Yes	Yes	Ongoing	
Phlebotomy and Treatment	The state of the s				,		1			mailto:kirsteen.cameron@ggc.scot.					
Room Services	Engagement with service users	твс	TBC	TBC	TBC	твс	2022/2023			nhs.uk				Ongoing	
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Adult Services Engagement Plan

												Consultation	Consultation	
Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Guidelines considered	Guidelines – applied	Stage
area or work	Nature of Activity	Wethou useu	Stakenoluers	raiget Number	Actual Number	Start Date	Date completed	Rey Contact	Contact Informatio	Relevant Links	considered	considered	арриса	Juage
		Meetings - in person												
		or virtual & some												
		facilitated through												
		recognised umbrella												
		organisations - MHN,												
		GCVS, Equalities, etc),												
		print information	Patients, services											Ongoing -
		(Newsletter, Leaflets,	users, carers,						Ggc.MentalHealthS					directed to
	Adult Mental Health Services and	Booklets), Survey(s) &	community					Vince	trategyCommunica					delay starting
Mental Health Strategy (NHS	Older People's Mental Health	capacity to use social	groups, 3 rd sector					McGarry/David	tions@ggc.scot.nhs	https://glasgowcity.hscp.scot/me				engagement
GG&C)	Services	media being explored.	and general public	TBC	TBC	Oct-21	Mar-23	Harley	.uk_	eting/24-march-2021	Yes	Yes	Yes	until 2023/24
			Service users,											
			patients, cares and											
			families,	'l										
		4 Key Stakeholder	communities, care						Lorraine.Fields@gl					
		Focus groups gather	provider and 3 rd					Lynn	asgow.gov.uk/isob	h. h. h / / - /				
IA dulb Come Comme	Deview Self Diseased Suggest (SDS)	feedback on	r .	20- 30	79 - 85	0-+ 22	4 22	MacPherson/	el.patterson@glasg	https://glasgowcity.hscp.scot/me eting/29-january-2020		v	V	C
Adult Care Groups	Review Self -Directed Support (SDS)	Meetings,	sector	20- 30	79 - 85	Oct-22	Apr-23	Lorraine Fields	ow.gov.uk	eting/29-january-2020	res	Yes	Yes	Completed
		Newsletters,												
		Connecting												
		Neighbourhoods pilot												
		areas - public			NE: 70 – 80 service				Lynn.MacPherson					
		meetings & focused	Service users,		user & 77 staff			Lynn	@glasgow.gov.uk					
Adult Care Group – Learning	Adult LD Services: Technology	sessions with SU,	carers, families		attended briefing (20-			MacPherson/	May.simpson@ggc	https://glasgowcity.hscp.scot/me				
Disability	Enabled Care & Support (TECS)	carers, Advocacy &	and Care Providers		21)	Sep-18	Mar-21	May Simpson	.scot.nhs.uk	eting/12-december-2018	Yes	Yes	Yes	Completed
S.Sabiney .	Enabled care a support (1265)	Newsletters,	and care moviders	Phase 1 and 2 of	/	5CP 10	11101 22	ividy Simpson		cting/12 december 2010	100	163		completed
		Connecting		pilot - 54 SU's										
		Neighbourhoods pilot		carers and										
		areas - public		guardians,										
		meetings & focused		Advocacy and 7										
		sessions with SU,		Care providers					Lynn.MacPherson					
		carers, Advocacy &		involved in risk	Phase 1 and phase 2			Lynn	@glasgow.gov.uk					
Adult Care Group – Learning	Adult LD Services: Technology	Care Providers, one to	G45 Connecting	enablement	of G45 pilot			MacPherson/	May.simpson@ggc	https://glasgowcity.hscp.scot/me				
Disability	Enabled Care & Support (TECS)	one/family sessions,	Neighbourhood	assessments	completed	Sep-18	Jul-21	May Simpson	.scot.nhs.uk	eting/27-march-2019	Yes	Yes	Yes	Completed
		Newsletters,												
		Connecting			Phase 1 - 16 risk									
		Neighbourhoods pilot			enablement and TECS									
		areas - public			meeting completed - 3									
		meetings & focused			SU gone to trial									
		sessions with SU,		Phase 1 - 16 SU's,	Phase 2 - 30 risk				Lynn.MacPherson					
		carers, Advocacy &		Carers and Family	enablement and TECS			Lynn	@glasgow.gov.uk					
Adult Care Group – Learning	Adult LD Services: Technology	Care Providers, one to	G32 Connecting	Phase 2 - 30 SU's,	assessment to be set			MacPherson/	May.simpson@ggc	https://glasgowcity.hscp.scot/me				
Disability	Enabled Care & Support (TECS)	one/family sessions,	Neighbourhood	carers and families	up	Jul-19	Jun-22	May Simpson	.scot.nhs.uk	eting/27-march-2019	Yes	Yes	Yes	Completed
														Easy Read
			SU, carers,							1			1	Booklet and
			Advocacy, Care						Steven.Love@glase	ĺ			1	Two
	Adult LD Services: Technology		Providers, HSCP					May	ow.gov.uk	1			1	Information
Adult Care Group – Learning	Enabled Care & Support (TECS) -	3- 4 Focus Groups	SW's, Expert Ref					Simpson/Steven		https://glasgowcity.hscp.scot/me			1	Videos -
Disability	Easy read and Information videos	and Case Study	Group	40 people	30 people	Aug-21	Feb-22	Love	.scot.nhs.uk	eting/27-march-2019	Yes	Yes	Yes	Completed
	Adult LD Services: Technology	Case study,	SU's, carers,	<u> </u>	,	Ŭ		1	May.simpson@ggc			İ		1
	Enabled Care & Support (TECS) -	questionnaire & 1 to 1	Advocacy, Care				Draft Initial		.scot.nhs.uk	1			1	
					1	1	Report May	May Simpson,	Steven.Love@glasg	https://glasgowcity.hscp.scot/me	I		1	1
Adult Care Group - Learning		interviews with key	Providers, HSCP				report ividy							
Adult Care Group - Learning Disability	Connecting Neighbourhood Evaluation			50- 60 people	45 people	Dec-21	2022	Steven Love	ow.gov.uk	eting/27-march-2019	Yes	Yes	Yes	Completed
	Connecting Neighbourhood	interviews with key	Providers, HSCP	50- 60 people	45 people	Dec-21					Yes	Yes	Yes	Completed
	Connecting Neighbourhood	interviews with key stakeholders	Providers, HSCP SW's	50- 60 people	45 people	Dec-21					Yes	Yes	Yes	Completed
	Connecting Neighbourhood	interviews with key stakeholders Online participatory	Providers, HSCP SW's Staff, key	50- 60 people	45 people	Dec-21					Yes	Yes	Yes	Completed
	Connecting Neighbourhood	interviews with key stakeholders Online participatory online consultation	Providers, HSCP SW's Staff, key stakeholders,	50- 60 people 200+ staff and key		Dec-21		Steven Love			Yes	Yes	Yes	Completed

												Consultation Guidelines	Consultation Guidelines –	
Area of work	Nature of Activity		Stakeholders SU's, carers,	Target Number	Actual Number	Start Date	Date completed	Key Contact	Contact Informatio May.simpson@ggc	Relevant Links	considered	considered	applied	Stage
			Advocacy, Care						.scot.nhs.uk					
Adult Care Group - Learning			Providers, HSCP					May Simpson,		https://glasgowcity.hscp.scot/me				
Disability		engagement meetings		100+ people	151 people	Oct-22		Steven Love	ow.gov.uk		Yes	Yes	Yes	Completed
Disability		Engaging with pilot	344.3	100+ people	131 people	OC1-22	Dec-22	Steven Love	ow.gov.uk	cang/27 march 2015	103	163	163	completed
1		area communities - 3	Communities key						suzanne.glennie@g					
Adult Mental Health and Primary		engagement sessions							gc.scot.nhs.uk					
Care: Primary Care Mental		and Stakeholder	people with lived						sarahmcculloch@g					
Health Hubs	· · · · · · · · · · · · · · · · · · ·	mapping	P P	60 - 70 people	TBC	Jun-22	Oct-22	Sarah McCulloch			Yes	Yes	Yes	
1	Creation of Lived and living													
	experience reference groups to	In-person meetings												
	engage and contribute to the ADP's	with lived and living												
	priorities and national policies,	experience	Lived and living											
	become informed and engaged in	individuals, facilitated	experience (drug											
	the planning, development and	by ADP co-ordination	and/or alcohol)											
	delivery of services. This includes	team and designed to	individuals,				ongoing -							
	an LLE women's group and LLE	be as open and	including				monthly		gillian.ferguson@gl					
Alcohol and Drug Partnership	mixed group.	inclusive as possible.	families/carers	12 people	12 people	Jul-21	sessions	Gillian Ferguson	asgow.gov.uk		Yes			Ongoing
		In person event for												
		women in recovery												
		from across the city.												
		Childcare available.												
		Celebration of the												
		success of women												
		peers giving to other												
		women in our												
			ADP LLE Women's						claire.muirhead@g					l
Alcohol and Drug Partnership	drug problems in the city	Communities	Reference Group	150 people	TBC	23rd Nov '22	23rd Nov 22	Claire Muirhead	lasgw.gov.uk		Yes	Yes		Completed

Children's Services Engagement Plan

									Contact		Equalities	Consultation Guidelines	Consultation Guidelines –	
Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed		Information	Relevant Links	considered	considered	applied	Stage
7.1.04 01 1701.1	Tractario di Albanoi	ci.iou uocu	Jean Circia Circ	rangeerrannser	riotaar riamber	July Dute		ney contact		Neierant ziinks	considered	00.13142.124	арриса	Juge
														Completed for
				Mixture of					Dominique.Harv					current
Children's				quantitative and					ey@glasgow.gov					timescales;
Services	Development of	Surveys; 1:1 and		qualitative data					.uk					ongoing
Community	community	groupwork	Children, young	collated from					Barbara.Adzajlic					requirements for
Mental Health	mental health	feedback; case	people and	across services (not				Harvey	@ggc.scot.nhs.u					remaining period
Services	supports	studies	practitioners	aggregated)	Not aggregated	01/07/2022	01/01/2023	Barbara Adjazlic	k		Yes	Yes	Yes	of funding
	To understand		Young People's											
	care experienced		Champions											
	young people's		Board/care											
	perspectives on		experienced											
	their experience		young people in											
	of mental health		collaboration											
Children's	services and how		with Social											
Services: Mental	they could be		Marketing						vincent.henry@g					
Health Survey	improved	Survey		200	143	17/09/2021	01/02/2022	Vincent Henry	lasgow.gov.uk		Yes	Yes	Yes	Completed
,	·	,				, ,	, ,	,						
	Involvement of													
	children and													
	young people in													
	the development													
	of My Plan to	Engagement												
	make them more	with children												
	child-friendly,	and young												
	understandable	people by the												
	and accessible to	Independent												
Children's	children and	Care and Review				2024 /22	2022	A1: C	alison.cowper@		,			
Services	young people	Team	young people			2021/22	2022	Alison Cowper	glasgow.gov.uk Marina.Madden		Yes	Yes	Yes	Completed
									@ggc.scot.nhs.u					
	User feedback to	Evnerience of							⊌ggc.scot.iiiis.u					
Specialist	enhance and	Service	Children, young					Marina Madden	Elizabeth.Briody					
Children's	improve service	Questionnaires	people, service					and Elizabeth	@ggc.scot.nhs.u					
Services Service	delivery	(ESQ)	users, staff.	all service users		01/07/2021	Marina Madden	Briody	k		Yes	Yes	Yes	Ongoing
	and Caregivers	(====)				,,	mama maaacii					1.03		ongoing .
	views and													
ĺ	feedback		ĺ				ĺ							
ĺ	delivery of		ĺ				ĺ							
ĺ	evidence based	Verbal Feedback	Parent and				ĺ							
1	Triple P	via Live Virtual	caregivers of				1							
ĺ	Parenting	Platform,	children and				feedback							
Children's	programmes	telephone,	Young people				gathered							
	Service users	Attend	aged 18 months				routinely per							
Parenting Team	Views and	Anywhere and	to 16/17 years		520+ parents		parenting		April.Owens@gg					
Services	feedback of	feedback surveys				Aug-21	programme	April Owens	c.scot.nhs.uk		Yes	yes	yes	Ongoing
Child/Young	Survey of								barbara.adzajlic					
Person Mental	parental views of		ĺ				ĺ		@ggc.scot.nhs.u					
Health Services	services	electronic survey	HSCP staff		All HSCP staff	Jul-21	27/07/2021	Barbara Adzajlic	<u>k</u>		Yes	Yes	Yes	Completed

											Consultation	Consultation	
								Contact		Equalities	Guidelines	Guidelines –	
ork Nature of Activi	t Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Information	Relevant Links	considered	considered	applied	Stage
Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successfulid confirmed (end Sept 2022)	1	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Information	Relevant Links	considered	considered	applied	Stage
producing	Discussion and												
detailed plans	focus groups,	Children, young											
for WFWF in	online and in	people and											
						Ongoing, longer							
		-											
-		_											
		service providers				change							
		including HSCP,		Approx. 180		programme							
						I							
										l.,			
Services		Sector.	As required	ongoing.	July 22	2025/26)	Harvey	<u>uk</u>		Yes	Yes	Yes	Ongoing
Develop test of		20 Third Sector											
		organisations											
children, young	from CYP and	signed up to											
_		_											
										1			
competitive	engaging with	groups and			Late summer/	Expected Nov		susan.orr@glasg					
und tendering	services.	communities.	Estimated 150		autumn	2022	Susan Orr	ow.gov.uk		Yes	Yes	Yes	
										1			
	IExperienced YP	1	1	Ì						1			
											1	1	
Hub / with community	Older people,	12 angagamant			Late coring /								
e Hub / with community Hub and stakeholder	Older people, Vulnerable	12 engagement	Estimate 72		Late spring /	Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par	Yes	Yes	Yes	Ongoing
Hub / with community	Older people,	12 engagement activities	Estimate 72		Late spring / summer	Nov-23	Jackie Shearer			Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder	Older people, Vulnerable adults		Estimate 72			Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par	Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder egy engagement	Older people, Vulnerable adults targeted groups (CYP&families, recovery, Cared		Estimate 72			Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par	Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder engagement Information	Volder people, Vulnerable adults targeted groups (CYP&families, recovery, Cared for & Care		Estimate 72			Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par	Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder gy engagement Information Roadshows	Volder people, Vulnerable adults targeted groups (CYP&families, recovery, Cared for & Care Experienced YP,		Estimate 72			Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par	Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder engagement Information Roadshows about the Arts	Older people, Vulnerable adults targeted groups (CYP&families, recovery, Cared for & Care Experienced YP, Older people,		Estimate 72		summer	Nov-23	Jackie Shearer	er2@ggc.scot.nh s.uk>	<u>ity.hscp.scot/par</u> <u>khead-hub</u>	Yes	Yes	Yes	Ongoing
e Hub / with community Hub and stakeholder gy engagement Information Roadshows	Volder people, Vulnerable adults targeted groups (CYP&families, recovery, Cared for & Care Experienced YP,		Estimate 72			Nov-23	Jackie Shearer	er2@ggc.scot.nh	ity.hscp.scot/par khead-hub https://glasgowc	Yes	Yes	Yes	Ongoing
a ie n Frin il	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successfu bid confirmed (end Sept 2022) now co-producing detailed plans for WFWF in conjunction with all stakeholders, in alignment with Fund, rty the Child Povert Pathfinder, and Employability Services Develop test of change involving children, young people and families in codesign of services and alternatives to competitive tendering Roll out 3 key ar commissions for	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with all stakeholders, of existing engagement and consultation all stakeholders, of existing engagement and consultation materials. The Child Poverty Pathfinder, and Employability Services evolve. Develop test of change involving children, young people and families in codesign of need and the experiences they have had competitive engaging with services. Roll out 3 key art commissions for for & Care	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with ational all stakeholders, in alignment with Fund, rty Pathfinder, and Employability Services Develop test of change involving children, young people and families in co-design of services with families in co-design of services they disting people and families on what families in co-design of services they alternatives to have had alternatives to competitive engaging with services. Engagement and countries of cours groups, including HSCP, Education, Police and the families on what signed up to engage directly with diverse range of CVP and families across and alternatives to have had engaging with services. Engagement and countries of evision and families. Community Planning people and familes on state including HSCP, Education, Police and the families on what signed up to engage directly with diverse range of CVP and families across and alternatives to have had different age groups and communities. Engagement and countries of existing people and surveys to capture views of captur	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with ational all stakeholders, in alignment with with Fund, rty Pathfinder, and Employability Services Pocus groups, interviews and bevelop test of change involving children, young people and families in codesign of services they design of services they alternatives to have had alternatives to competitive engaging with services. Engagement and coverup, Cared focus groups, including HSCP, Education, Police and the Third Sector or capture views or granisations signed up to engage directly with diverse range of CYP and families across different age groups and tendering services. Engagement and covision and focus groups, online and in people and families. Community Planning partners and service providers including HSCP, Education, Police and the Third Sector. As required 20 Third Sector organisations signed up to engage directly with diverse range of CYP and families across different age groups and tendering services. Engagement and children, young people and families on what signed up to engage directly with diverse range of CYP and families across different age groups and communities. Estimated 150	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with person. Review ational all stakeholders, e in alignment engagement and consultation materials. The Child Powerty Regular review and filty Employability Services evolve. Pocus groups, interviews and service providers in the Child Powerty Regular review and the families in co-producing children, young people and families on what service providers in alignment on surveys to change involving children, young people and families on what service providers in the Child Powerty Regular review and service providers in the Child Powerty Regular review and the third services and alternatives to competitive evolve. Pocus groups, interviews and service providers including HSCP, Education, Police and the Third Sector. Sector. Approx. 180 Consultation and engagement ongoing. Consultation and engagement ongoing. 20 Third Sector organisations signed up to engage directly with diverse range of CYP and alternatives to competitive engaging with services they alternatives to competitive engaging with services they families across different age groups and communities. Roll out 3 key art ecovery, Cared commissions for for & Care	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WFWF in conjunction with person. Review of existing engagement and round focus groups, of existing engagement and people and families and in conjunction with person. Review of existing engagement and people and families engagement and people and families encorpoducing engagement and people and families encorpoducing engagement and people and families in co-producing developments in engagement and people and families in co-producing engagement engagement and people and families in co-producing engagement engageme	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans focus groups, for WFWF in conjunction with persons. Review a lational all stakeholders, of existing en la alignment with consultation with programment with consultation programment with consultation with programment with consultation with programment with consultation programment with programment wi	Engagement and co-production across all stakeholders to develop the WFWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022)-now co-producing detailed plans for WFW in online and in conjunction with person. Review and stional all stakeholders, of existing in alignment engagement and in person. Review with consultation service providers in detailed plans in materials. Service providers (including MSCP, Pathfinder, and and revision of Europhyability plans as they Service evolve. Sector. Develop test of change involving capture views children, young for CYP and families in co-sovices they engage directly with competitive engage directly and alternatives to design of services and experiences they individuely and alternatives to design of services and experiences they and alternatives to design of services and experiences they and alternatives to mometitive median the material services and experiences they and alternatives to design of services and experiences they and alternatives to mometitive on each and the tendering services. Roll out 3 key art recovery, Cared commissions for for & Care It the new Services and services and services and separation of the device of the new steel experienced VP,	Stakeholders Stak	Nature of Activit Method used Stakeholders Target Number Actual Number Start Date Date completed Key Contact Information Relevant Links	Actual Number Start Date Date completed Key Contact Information Relevant Links considered Engagement and corproduction across all stakeholders to develop the W-W-W application (Scottish Community Contact Community C	Stakeholders of Activit Method used Stakeholders Target Number Actual Number Start Date Date completed Relevant Links Considered confidered con	Actual Number Actual Number Actual Number Actual Number Start Date Date completed Rey Contact Information Relevant Links Considered Considered Spilled Considered Spi

												Consultation	Consultation	
									Contact		Equalities	Guidelines	Guidelines –	
Area of work	Nature of Activit	Method used	Stakeholders	Target Number	Actual Number	Start Date	Date completed	Key Contact	Information	Relevant Links	considered	considered	applied	Stage
			social work											
			colleagues,											
Children's			Promise											
Services:	Review of 16+		Participation											
Continuing care	continuing care		Workers,											
and aftercare	and aftercare	Discussion and	3 rd sector	stakeholder										
service and	service and	focus groups, in	partners and	mapping session on					liz.simpson@glas					
supports	supports	person.	young people	the 24th January	TBC	24/01/2023	24/01/2023	Liz Simpson	gow.gov.uk		Yes	Yes	Yes	Completed
Children's	Review of 16+													
Services:	continuing care								lisa. Merone					
Continuing care	and aftercare								@glasgow.gov.u					
and aftercare	service &		Care						<u>k</u>					
service and	supports Young		Experienced					Lisa Merone	Liz.Simpson@gla					Writing up stage
supports	persons survey	Smart survey	Young People		80	07/02/2023	24/03/2023	Liz Simpson	sgow.gov.uk		Yes	Yes	Yes	(spring 2023)

General Engagement

			1		I					I	1	Consultation		
1	Nature of						Date				Equalities	Guidelines	Consultation	
		Method used	Stakeholders	Target Number	Actual Number	Date start		Key Contact	Contact Information	Relevant Links		considered	Guidelines used	Stage
Arca or work	ricarity	Wictiiou uscu	Stakenolaers	.u.Ber.um.e.	7.00.00.7.00	Dute stare	completed	ncy contact	contact information	Reievant Links	constacted	constacted	Garaciii Co aoca	Stuge
1														
i '				1. NW LEF Planning - April - 8 people										
1				2. NW LEF - Feeley Report - May - 8										
i '				people 3. NE Locality - NE HUB - May -	1 - 8 people									
i '				25 people 4, South GP, Primary Care	2 - 5 people 3									
i '				& Dementia - 25 people	39 people 4 -									
i '		12 online			37 people 5 -									
i '		locality or		6. Citywide LEF Homecare - July - 35	15 people 6 -									
i '		citywide		people 7. NW Locality - LD Service - Aug										
i '		meetings,	users, carers,	- 25 people 8. Citywide Primary	19 people 8 -				Tony.Devine@ggc.sc					
1		regular LEF			46 people					https://glasgo				
			·	Diabetes/NE Hub -Nov -20 people 10. NW						wcity.hscp.sco				
Patient, Service User		groups, 1 to 1		LEF - Accom - Dec - 12 people 11.NW	10 - 6 people					t/locality-				
and Wider Community					11 - 6 people				May.Simpson@ggc.s	engagement-				
Engagement	citywide	annual survey	public	Annual LEF Survey - Feb 22 - 90 people	12 - 106 people	01-Apr-21	31-Mar-22	Callum Lynch	cot.nhs.uk	<u>forums</u>	Yes	Yes	Yes	Completed
1		0-11								https://www.s				
Davidson of Comme		Online survey,			C									
Review of Carers		paper versions -	A de la como co		Completed:259					martsurvey.co. uk/s/Reviewof				
Strategy, Eligibility Criteria and Short	Hanaid	promoted to	Adult carers		Partially Completed:282				Fred.Beckett@ggc.sc	CarersStrategi				
Breaks		carers that have been supported		100	Total: 541	11-Oct-21	20 Nov. 21	Fred Beckett	ot.nhs.uk	es1/	Yes	Yes	Vaa	Completed
breaks		Focus Group,	users	100	10tal: 541	11-001-21	28-NOV-21	гтеа вескетт	OL.HITS.UK	<u>es1/</u>	res	res	Yes	Completed
i '		online survey,												
i '		paper versions -								https://www.s				
Review of Carers		promoted to			Completed: 63					martsurvey.co.				
Strategy, Eligibility		young carers	Young Carers		Partially					uk/s/Reviewof				
Criteria and Short	Unpaid	that have been	and service		Completed:70				Fred.Beckett@ggc.sc	CarersStrategi				
		supported		50	Total: 133	11-Oct-21	28-Nov-21	Fred Beckett	ot.nhs.uk	es1/	Yes	Yes	Yes	Completed
		Online survey												
1		promoted on												
1		social media.												
Í		Partner	Service											
1		condition	Users, carers,											
Í		specific groups,	community							https://www.s				
Review of Carers		partnership	groups, 3rd		Completed: 32					martsurvey.co.				
Strategy, Eligibility		briefings, all	Sector and		Partially					uk/s/Reviewof				
Criteria and Short	Unpaid	HSCP email and	General		Completed:117				Fred.Beckett@ggc.sc	CarersStrategi				
Breaks	Carers	focus group	Public	100	Total: 139	11-Oct-21	28-Nov-21	Fred Beckett	ot.nhs.uk	es1/	Yes	Yes	Yes	Completed

Nature of Activity Method used Stakeholders Target Number Activity Method used	1			1		l		1				1	Consultation	1	1
Activity Method used Stakeholders Target Number Actival		Nature of						Date				Equalities		Consultation	
Clywide Mental Health - April - 25 people 2. Clywide Gerpharmary & Primary Care Mental Health - April - 25 people 3. Clswide Gerpharmary & Primary Care Mental Health - April - 25 people 4. NV LET Committee Meeting - 12 people 5. Cerebral Palky Session - June 13 people 6. Citywide Palkitate Care - June - 25 people 7. Citywide Carle Palky Session - June 13 people 6. Citywide Palkitate Care - June - 25 people 7. Citywide Palkitate Care - June - 25 people 7. Citywide Carle Hallow Palkitate 7. Citywide Mental Health Foundation - Oct - 25 5. 29 people 2. 28 people 2. 28 people 2. 28 people 3. 29 people 3.			Method used	Stakeholders	Target Number	Actual Number	Date start		Key Contact	Contact Information	Relevant Links				Stage
people 2. Citywide (6P, Pharmary & Primary Care Metall Health - Agril - 25 people 3. Citywide (6P, Pharmary & Primary Care Metall Health - Agril - 25 people 4. NW LEF Committee Meeting; - 12 people 5. Citywide Palliative Care - June - 25 people 7. Citywide Single Point of Access - 25 people 9. Citywide Single Point of Access - 25 people 9. Citywide Single Point of Access - 25 people 9. Citywide Single Point of Access - 25 people 9. Citywide Single Point of Access - 25 people 9. Citywide 9. Septime 9.	7cu o. mork		method doed	otakeo.ue.s			Date start		ney contact	contact miorination	Neierani zinko				Juge
April - 25 people 3. Citywide Pipharmacy & Primary Care Mental Health - April - 25 people 4. NW LEF Committee Meeting - 12 people 5. Cerebral Palsy Session – June 15 people 6. Citywide Palliative Care - June - 25 people 7. Citywide Palliative Care - June - 25 people 9. Citywide Palliative Care - June - 25 people 9. Citywide Palliative Care - June - 25 people 4. 8. People 9. Citywide Welfare & Cost of Living Crisis															
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