



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)

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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/Engagement:

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 ☐
Other ☒ IJB Public Engagement Committee
Not Applicable ☐

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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of the Report.
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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.
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Personnel:	None
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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.
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Provider Organisations:	Provider organisations will be included in the engagement process.
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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
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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.
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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.
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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.

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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 \(hscp.scot\)](https://hscp.scot/northeast-locality-engagement-forum)

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.

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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 \(hscp.scot\)](https://glasgowcity.hscp.scot/parkhead-hub)

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.

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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.

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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.

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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 opportunities. 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/known 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

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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.

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- 5.2 Self-directed support (SDS) is one of the foundations of social care delivery in Scotland. The [Social Care \(Self-directed Support\) \(Scotland\) Act 2013](#) and detailed [Practitioner Guidance](#) sets out the principles and policy background for delivering SDS. However, since the legislation was enacted, [Care Inspectorate](#) and [Audit Scotland](#) 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 recommendations 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.

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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	Relevant links	Equalities and Protected groups considered	Consultation guidelines considered	Consultation guidelines applied	Progress	Update
Dementia Services	Balmore Engagement - Dementia services are looking to engage with service users around the Balmore ward of the specialist dementia unit.	Survey/ Event and focus group	Patients, services users, carers, community groups, 3rd sector and general public	30	37	Mar-21	TBC	Annually	Christine Murphy	mailto:christine.murphy@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed 2021	Further Engagement being planned for 23 around the Balmore wards. Christine Murphy has since retired so delay with work progress
Dementia Services	Balmore Quality Engagement - Engagement with inpatient service	TBC	Service Users, Family and Carers.	30	TBC	Aug-22	TBC	TBC	Gareth Williams	gareth.williams@glasgow.gov.uk		TBC	TBC	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	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	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 annual survey will shape this	Focus Group/ group discussion	Service Users. Family, carers, third sector organisations	40	TBC	TBC (Aug/Sep 2022)	TBC	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Home 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 on previous years and also link to wider service user feedback	Survey/ Event and focus group	Service users/ Age range split	60		01/07/2022	TBC	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Home Care Services	Service User - Annual survey	Survey	Service users/ Age range split	4000	TBC	22/23	TBC	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Alarm Centre	Service User - Annual survey	survey	Service users/ Age range split	9000		22/23	TBC	Annually	Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Telecare	Digital/ Analogue - Engagement around the transition from analogue to digital telecare devices.	tbc	Service Users	TBC	TBC	22/23	TBC		Julie Stuart / Nicola Roberts	julie.stuart@glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Palliative Care	Engagement on POA/ACP discussion - Myth busting session	Locality Engagement Forum Focus Group	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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Area of Work	Nature of Activity	Method Used	Stakeholders	Target Number	Actual Number	Start Date	Date Completed	Recurring engagement - Time	Key Contact	Contact Details	Relevant links	Equalities and Protected groups considered	Consultation guidelines considered	Consultation guidelines applied	Progress	Update
Palliative Care	Further Engagement Sessions being planned through the palliative care steering group. Looking to host various focused sessions around palliative care	Focus Groups/ Online sessions	Service users, family, carers and third sector	Maximum amount	TBC	TBC	TBC	6 monthly	Karen Lockhart	mailto:Karen.Lockhart@sw.glasgow.gov.uk		Yes	Yes	Yes	Ongoing	
Palliative Care	Engagement with family, carers and close contact for palliative care, new services. Looking to carry out a city wide session	MS Teams - Online event	Service users, families, carers, 3rd sector organisations and community groups	20	TBC	Feb-22	TBC	TBC	Gareth Williams	gareth.williams@glasgow.gov.uk	Frank.mullen@ggc.scot.nhs.uk	Yes	Yes	Yes	Ongoing	
Physical Disabilities	Engagement around sensory and audio impairments	Engagement through Locality Engagement Forum	Service users, family, carers, community groups and 3rd sector	30	TBC	TBC	TBC	TBC	Kevin McNaught	Kevin.McNaught@glasgow.gov.uk		Yes	yes	N/A	Not completed/ On going for 2022	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 capacity in the service. This will now be planned for 22/23 year
Immunisation Programme	Flu Vaccine Programme - Engagement to find out service users experience	Survey	Service Recipients		(Maximum Amount)	Oct-22	Jul-05	Annually	Frances Miller	Frances.Millar@ggc.scot.nhs.uk					Ongoing	
Intermediate Care	ICU Unit Engagement - Intermediate Care are looking to engage around the process between hospital and care homes	Digital/ Traditional Surveys - with intent for qualitative engagement	Service users/Family		(Maximum Amount)		Nov-21	6-12 Monthly	Chris Furse/ Nicola Dolan	Nicola.Dolan@glasgow.gov.uk			Yes	Yes	Ongoing	
Phlebotomy and Treatment Room Services	Engagement with service users	TBC	TBC	TBC	TBC	TBC	2022/2023			mailto:kirsteen.cameron@ggc.scot.nhs.uk					Ongoing	

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Adult Services Engagement Plan

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	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
Mental Health Strategy (NHS GG&C)	Adult Mental Health Services and Older People's Mental Health Services	Meetings - in person or virtual & some facilitated through recognised umbrella organisations - MHN , GCVS, Equalities, etc), print information (Newsletter, Leaflets, Booklets), Survey(s) & capacity to use social media being explored.	Patients, services users, carers, community groups, 3 rd sector and general public	TBC	TBC	Oct-21	Mar-23	Vince McGarry/David Harley	Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/24-march-2021	Yes	Yes	Yes	Ongoing - directed to delay starting engagement until 2023/24
Adult Care Groups	Review Self -Directed Support (SDS)	Standards	Service users, patients, carers and families, communities, care provider and 3 rd sector	20- 30	79 - 85	Oct-22	Apr-23	Lynn MacPherson/ Lorraine Fields	Lorraine.Fields@glasgow.gov.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/29-january-2020	Yes	Yes	Yes	Completed
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Meetings, Newsletters, Connecting Neighbourhoods pilot areas - public meetings & focused sessions with SU, carers, Advocacy &	Service users, carers, families and Care Providers		NE: 70 – 80 service user & 77 staff attended briefing (20-21)	Sep-18	Mar-21	Lynn MacPherson/ May Simpson	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/12-december-2018	Yes	Yes	Yes	Completed
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Newsletters, Connecting Neighbourhoods pilot areas - public meetings & focused sessions with SU, carers, Advocacy & Care Providers, one to one/family sessions,	G45 Connecting Neighbourhood	Phase 1 and 2 of pilot - 54 SU's carers and guardians, Advocacy and 7 Care providers involved in risk enablement assessments	Phase 1 and phase 2 of G45 pilot completed	Sep-18	Jul-21	Lynn MacPherson/ May Simpson	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/27-march-2019	Yes	Yes	Yes	Completed
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Newsletters, Connecting Neighbourhoods pilot areas - public meetings & focused sessions with SU, carers, Advocacy & Care Providers, one to one/family sessions,	G32 Connecting Neighbourhood	Phase 1 - 16 SU's, Carers and Family Phase 2 - 30 SU's, carers and families	Phase 1 - 16 risk enablement and TECS meeting completed - 3 SU gone to trial Phase 2 - 30 risk enablement and TECS assessment to be set up	Jul-19	Jun-22	Lynn MacPherson/ May Simpson	Lynn.MacPherson@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/27-march-2019	Yes	Yes	Yes	Completed
Adult Care Group – Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS) - Easy read and information videos	3- 4 Focus Groups and Case Study	SU, carers, Advocacy, Care Providers, HSCP SW's, Expert Ref Group	40 people	30 people	Aug-21	Feb-22	May Simpson/Steven Love	Steven.Love@glasgow.gov.uk May.simpson@ggc.scot.nhs.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/27-march-2019	Yes	Yes	Yes	Easy Read Booklet and Two Information Videos - Completed
Adult Care Group - Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS) - Connecting Neighbourhood Evaluation	Case study, questionnaire & 1 to 1 interviews with key stakeholders	SU's, carers, Advocacy, Care Providers, HSCP SW's	50- 60 people	45 people	Dec-21	Draft Initial Report May 2022	May Simpson, Steven Love	May.simpson@ggc.scot.nhs.uk Steven.Love@glasgow.gov.uk	https://glasgowcity.hscpsc.scot.nhs.uk/eng/27-march-2019	Yes	Yes	Yes	Completed
Domestic Abuse	Engagement to inform Domestic Abuse Strategy	Online participatory online consultation survey and key stakeholder online groups	Staff, key stakeholders, people with lived or living experience	200+ staff and key stakeholders	200+ staff	Aug-21	Nov-22	Greig McLachlan, Fiona Noble	Greig.mclachlan@ggc.scot.nhs.uk		Yes	Yes	Yes	Ongoing

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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	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
Adult Care Group - Learning Disability	Adult LD Services: Technology Enabled Care & Support (TECS)	Online and in person information and engagement meetings	SU's, carers, Advocacy, Care Providers, HSCP SW's	100+ people	151 people	Oct-22	Dec-22	May Simpson, Steven Love	May.simpson@ggc.scot.nhs.uk Steven.Love@glasgow.gov.uk	https://glasgowcity.hscp.scot/meeting/27-march-2019	Yes	Yes	Yes	Completed
Adult Mental Health and Primary Care: Primary Care Mental Health Hubs	Engagement to inform development of Primary Care Mental Health Hubs pilot areas	Engaging with pilot area communities - 3 engagement sessions and Stakeholder mapping	Communities, key stakeholders and people with lived experience	60 - 70 people	TBC	Jun-22	Oct-22	Sarah McCulloch	suzanne.glennie@ggc.scot.nhs.uk sarahmcculloch@ggc.scot.nhs.uk		Yes	Yes	Yes	
Alcohol and Drug Partnership	Creation of Lived and living experience reference groups to engage and contribute to the ADP's priorities and national policies, become informed and engaged in the planning, development and delivery of services. This includes an LLE women's group and LLE mixed group.	In-person meetings with lived and living experience individuals, facilitated by ADP co-ordination team and designed to be as open and inclusive as possible.	Lived and living experience (drug and/or alcohol) individuals, including families/carers	12 people	12 people	Jul-21	ongoing - monthly sessions	Gillian Ferguson	gillian.ferguson@glasgow.gov.uk		Yes			Ongoing
Alcohol and Drug Partnership	Women's ROSC event- celebrating women in recovery from alcohol drug problems in the city	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 Recovery Communities	ADP LLE Women's Reference Group	150 people	TBC	23rd Nov '22	23rd Nov 22	Claire Muirhead	claire.muirhead@glasgow.gov.uk		Yes	Yes		Completed

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Children's Services Engagement Plan

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	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
Children's Services Community Mental Health Services	Development of community mental health supports	Surveys; 1:1 and groupwork feedback; case studies	Children, young people and practitioners	Mixture of quantitative and qualitative data collated from across services (not aggregated)	Not aggregated	01/07/2022	01/01/2023	Dominique Harvey Barbara Adjazlic	Dominique.Harvey@glasgow.gov.uk Barbara.Adzajlic@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed for current timescales; ongoing requirements for remaining period of funding
Children's Services: Mental Health Survey	To understand care experienced young people's perspectives on their experience of mental health services and how they could be improved	Survey	Young People's Champions Board/care experienced young people in collaboration with Social Marketing Gateway.	200	143	17/09/2021	01/02/2022	Vincent Henry	vincent.henry@glasgow.gov.uk		Yes	Yes	Yes	Completed
Children's Services	Involvement of children and young people in the development of My Plan to make them more child-friendly, understandable and accessible to children and young people	Engagement with children and young people by the Independent Care and Review Team	Children and young people			2021/22	2022	Alison Cowper	alison.cowper@glasgow.gov.uk		Yes	Yes	Yes	Completed
Specialist Children's Services Service	User feedback to enhance and improve service delivery	Experience of Service Questionnaires (ESQ)	Children, young people, service users, staff.	all service users		01/07/2021	Marina Madden	Marina Madden and Elizabeth Briody	Marina.Madden@ggc.scot.nhs.uk; Elizabeth.Briody@ggc.scot.nhs.uk		Yes	Yes	Yes	Ongoing
Children's Services: Central Parenting Team Services	and Caregivers views and feedback delivery of evidence based Triple P Parenting programmes Service users Views and feedback of	Verbal Feedback via Live Virtual Platform, telephone, Attend Anywhere and feedback surveys	Parent and caregivers of children and Young people aged 18 months to 16/17 years old.		520+ parents and caregivers	Aug-21	feedback gathered routinely per parenting programme	April Owens	April.Owens@ggc.scot.nhs.uk		Yes	yes	yes	Ongoing
Child/Young Person Mental Health Services	Survey of parental views of services	Focus Groups; electronic survey	HSCP staff		All HSCP staff	Jul-21	27/07/2021	Barbara Adjazlic	barbara.adzajlic@ggc.scot.nhs.uk		Yes	Yes	Yes	Completed

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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	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
Children's Services - Transformational Programme (Whole Family Wellbeing Fund, Child Poverty Pathfinder, Employability Services)	Engagement and co-production across all stakeholders to develop the WWF application (Scottish Government fund). Successful bid confirmed (end Sept 2022) - now co-producing detailed plans for WWF in conjunction with all stakeholders, in alignment with developments in the Child Poverty Pathfinder, and Employability Services	Discussion and focus groups, online and in person. Review of existing engagement and consultation materials. Regular review and revision of plans as they evolve.	Children, young people and families. Community Planning partners and service providers including HSCP, Education, Police and the Third Sector.	As required	Approx. 180 Consultation and engagement ongoing.	July 22	Ongoing; longer term transformational change programme (with funding in place until 2025/26)	Dominique Harvey	dominique.harvey@glasgow.gov.uk		Yes	Yes	Yes	Ongoing
Children's Services - Promise Fund	Develop test of change involving children, young people and families in co-design of services and alternatives to competitive tendering	Focus groups, interviews and surveys to capture views from CYP and families on what services they need and the experiences they have had engaging with services.	20 Third Sector organisations signed up to engage directly with diverse range of CYP and families across different age groups and communities.	Estimated 150		Late summer/ autumn	Expected Nov 2022	Susan Orr	susan.orr@glasgow.gov.uk		Yes	Yes	Yes	
North East Health and Social Care Hub / Parkhead Hub Arts Strategy	Roll out 3 key art commissions for the new site with community and stakeholder engagement	targeted groups (CYP&families, recovery, Cared for & Care Experienced YP, Older people, Vulnerable adults	12 engagement activities	Estimate 72		Late spring / summer	Nov-23	Jackie Shearer	jacqueline.shearer2@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/parkhead-hub	Yes	Yes	Yes	Ongoing
North East Health and Social Care Hub / Parkhead Hub Arts Strategy	Information Roadshows about the Arts Strategy and wider Hub facilities	targeted groups (CYP&families, recovery, Cared for & Care Experienced YP, Older people, Vulnerable adults, local community	12 venues	Estimate 300		Late spring / summer / autumn	Nov-23	Jackie Shearer	jacqueline.shearer2@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/parkhead-hub	Yes	Yes	Yes	Ongoing

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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	Consultation Guidelines considered	Consultation Guidelines – applied	Stage
Children's Services: Continuing care and aftercare service and supports	Review of 16+ continuing care and aftercare service and supports	Discussion and focus groups, in person.	social work colleagues, Promise Participation Workers, 3 rd sector partners and young people	stakeholder mapping session on the 24th January	TBC	24/01/2023	24/01/2023	Liz Simpson	liz.simpson@glasgow.gov.uk		Yes	Yes	Yes	Completed
Children's Services: Continuing care and aftercare service and supports	Review of 16+ continuing care and aftercare service & supports Young persons survey	Smart survey	Care Experienced Young People		80	07/02/2023	24/03/2023	Lisa Merone Liz Simpson	lisa.Merone@glasgow.gov.uk Liz.Simpson@glasgow.gov.uk		Yes	Yes	Yes	Writing up stage (spring 2023)

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General Engagement

Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Date start	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines used	Stage
Patient, Service User and Wider Community Engagement	LEF Engagement- Members, locality and citywide	12 online locality or citywide meetings, regular LEF meetings, focus groups, 1 to 1 contact and annual survey	Patients, services users, carers, community groups, 3 rd sector and general public	1. NW LEF Planning - April - 8 people 2. NW LEF - Feeley Report - May - 8 people 3. NE Locality - NE HUB - May - 25 people 4. South GP, Primary Care & Dementia - 25 people 5. NW Locality Carers - June - 25 people 6. Citywide LEF Homecare - July - 35 people 7. NW Locality - LD Service - Aug - 25 people 8. Citywide Primary Care - Sept - 35 people 9. Citywide Diabetes/NE Hub - Nov -20 people 10. NW LEF - Accom - Dec - 12 people 11. NW LEF Meeting - Jan 22 - 6 people 12. Annual LEF Survey - Feb 22 - 90 people	1 - 8 people 2 - 5 people 3 - 39 people 4 - 37 people 5 - 15 people 6 - 40 People 7 - 19 people 8 - 46 people 9 - 19 people 10 - 6 people 11 - 6 people 12 - 106 people	01-Apr-21	31-Mar-22	May Simpson, Tony Devine, Callum Lynch	Tony.Devine@ggc.scot.nhs.uk Callum.Lynch@ggc.scot.nhs.uk May.Simpson@ggc.scot.nhs.uk	https://glasgowcity.hscpscot.nhs.uk/locality-engagement-forums	Yes	Yes	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Online survey, paper versions - promoted to carers that have been supported	Adult carers and service users	100	Completed:259 Partially Completed:282 Total: 541	11-Oct-21	28-Nov-21	Fred Beckett	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	Yes	Yes	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Focus Group, online survey, paper versions - promoted to young carers that have been supported	Young Carers and service users	50	Completed: 63 Partially Completed:70 Total: 133	11-Oct-21	28-Nov-21	Fred Beckett	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	Yes	Yes	Yes	Completed
Review of Carers Strategy, Eligibility Criteria and Short Breaks	Unpaid Carers	Online survey promoted on social media. Partner condition specific groups, partnership briefings, all HSCP email and focus group	Service Users, carers, community groups, 3 rd Sector and General Public	100	Completed: 32 Partially Completed:117 Total: 139	11-Oct-21	28-Nov-21	Fred Beckett	Fred.Beckett@ggc.scot.nhs.uk	https://www.smartsurvey.co.uk/s/ReviewofCarersStrategies1/	Yes	Yes	Yes	Completed

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Area of work	Nature of Activity	Method used	Stakeholders	Target Number	Actual Number	Date start	Date completed	Key Contact	Contact Information	Relevant Links	Equalities considered	Consultation Guidelines considered	Consultation Guidelines used	Stage
Patient, Service User and Wider Community Engagement	LEF Engagement - Members, locality and citywide	12 online/in person locality or citywide meetings, regular LEF meetings, focus groups, 1 to 1 contact and annual survey	Patients, services users, carers, community groups, 3 rd sector and general public	1. Citywide Mental Health - April -25 people 2. Citywide HSCP Strategic Plan April - 25 people 3. Citywide GP, Pharmacy & 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 Draft HSCP Strategic Plan - 25 people 8. Citywide Single Point of Access -25 people 9. Citywide Welfare & Cost of Living Crisis + Mental Health Foundation - Oct - 25 people 10. NW LEF - MI & Hospital @Home - Dec- 12 people 11. NW LEF - Older People Feb - 25 people 12 NW LEF - Older People March - 25 people 13. NE LEF - Mental Health - March - 25 people 14. LEF Survey - 75 people	1 - 29 people 2 - 28 people 3 - 26 people 4 - 8 people 5 - 11 people 6 - 22 People 7 - 14 People 8 - 45 people 9 - 34 people 10 - 15 people 11 - 40 people 12. - 18 people 13. -8 people 14. 141 completed	01-Apr-22	31-Mar-23	May Simpson, Tony Devine, Callum Lynch	Tony.Devine@ggc.scot.nhs.uk Callum.Lynch@ggc.scot.nhs.uk May.Simpson@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/locality-engagement-forums	Yes	YES	Yes	Completed
Alcohol and Drug Partnership - MAT Implementation Experiential evidence collection	Lived Experience individuals in ADRS drug treatment	Qualitative interviewing of LLE individuals as part of the implementation of the Medically Assisted Treatment Standards (MAT)	Glasgow Alcohol and Drug Recovery Services who have recently commenced their treatment	50+	TBC	Dec-22		Gillian Ferguson	gillian.ferguson@glasgow.gov.uk	https://scottishrecoveryconsortium.org/mist-q/	Yes	Yes	Yes	Planning & DPIA
Asylum Seeker and Refugees	Mental Health Foundation	2 Focus Group session - information + discussion points	Asylum seekers, refugees and Mental Health Foundation	20	40	Dec-22	Jan-23	Tony Devine/ May Simpson	tony.devine@ggc.scot.nhs.uk		Yes	Yes	Yes	Complete

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