

GLASGOW CITY IJB PUBLIC ENGAGEMENT COMMITTEE

WEDNESDAY 21ST FEBRUARY 2024

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MAXIMISING INDEPENDENCE ENGAGEMENT UPDATE

Alison Noonan
Head of Maximising Independence & Transformation

Evidenced through our work

Governance

- Embedded in the Strategic Plan
- Demonstrated in our core Values
- Delivered through the Programme/Project Management structure

Approach

- Project led communication and engagement
- Adopted through the use of different mediums, research, surveys, focus groups, networks and stakeholder events
- Committed to listening and learning from people on 'what matters to them'
- Meaningful participation in development and innovation

HSCP's Strategic Planning Priority

- Revised Strategic Plan approved by the IJB in June 2023
- Maximising Independence ethos the key driver of the Plan
- Plan developed with extensive engagement activity
- Aligned to Health Improvement Scotland and National Standards for Community Engagement

'A purposeful process which develops a working relationship between communities, community organisations and public and private bodies to help them to identify and act on community needs and ambitions. It involves respectful dialogue between everyone involved, aimed at improving understanding between them and taking joint action to achieve positive change.'

Our Approach is Embedded in our MI Values



Trust and Trusted



Collaborative



Kind, compassionate and supportive



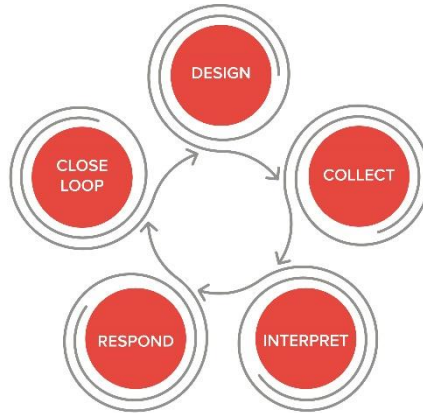
Respectful of individual choice and diversity



Safe



Empowering and Empowered



Responsive to feedback



Innovative and creative



Inclusive

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Evidenced through our work

Commissioned Research

We are Snook - communication and use of language

- Review the objectives and communication content of Maximising Independence, with a focus on transparency and intent of the messaging used

Axiom – asset mapping

- to make contact with and to collate community asset information, map, and connect health and wellbeing assets across Glasgow city

'Helpful Hints for Home Technology' How can technology improve Health & Wellbeing and reduce Social Isolation and Loneliness



Through the local authority:

- ▶ Telecare Service
- ▶ Activity Monitoring to inform care needs
- ▶ Near Me (as in a remote area)

Through engaging with people on how to use tools that are available on the consumer market:

- ▶ Video calls
- ▶ Health monitoring – digital health monitoring
- ▶ Health Monitoring – smart watches, phones, tablets
- ▶ Alexa
- ▶ Video doorbell
- ▶ Voice activated Tools – from TV's to Alarm systems,

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Embedded in MI and informing our approach

- Community Interface Network - partner agency network
- GCVS Events – specific subjects, themes and issues, identify gaps
- Socially Connected Glasgow Strategy – actioning recommendations
- Localities of Interest - Haghill and Carntyne ‘what the community thinks will make a difference to them’
- Communities of Interest – Empowering Women for Change, LGBTQ+ partnering to improve understanding and learning
- Community Hub & Spoke ‘keep it local’ partners session to listen, learn and build positive working relationships
- GCVS Health & Social Care Network – MI updates and testing ideas
- HSCP staff survey – what does MI mean to them

Communication Vehicles

- Talkpack, to describe the ambition of our strategy and what it means
- Partnership Matters, to share examples and updates
- Newsletter, to engage and communicate MI activity bothe within the HSCP and within partner agencies

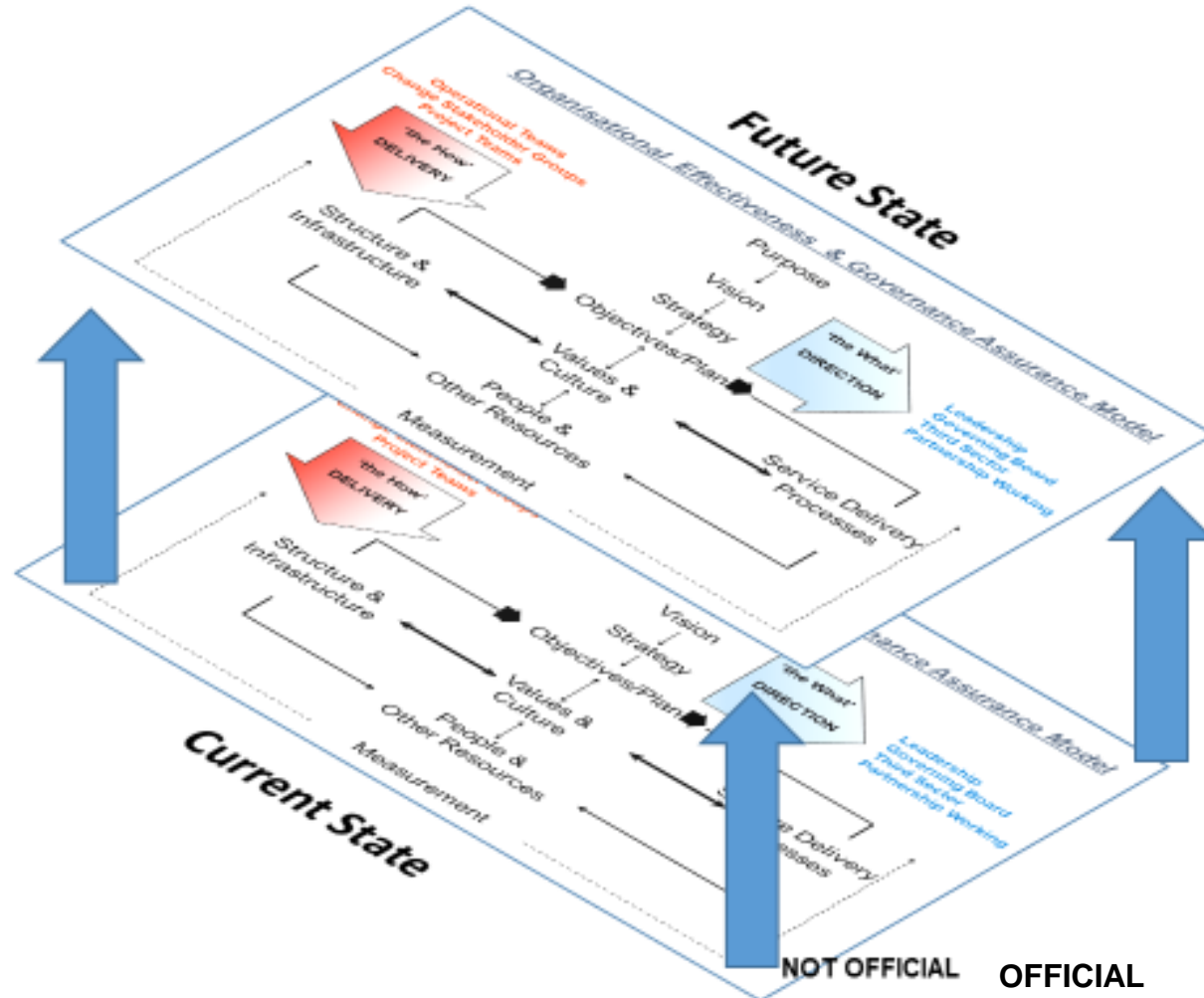
- MI video, demonstrating the value of our system wide services provided by third sector, partner and independent agencies and the HSCP

- <https://glasgowcity.hscp.scot/publication/maximising-independence-newsletter-issue-1-august-2023>
- <https://glasgowcity.hscp.scot/publication/maximising-independence-newsletter-issue-2-october-2023>

Thank you for your time, Any Questions?

(MI Organisational Effectiveness model)

Innovate between Current & Future State



Define where we are now,
 describe the baseline 'As Is'



Innovate to describe the
 outcomes that will demonstrate
 success 'To Be'



Develop a change transition
 action plan that describes how
 we're going to get there



Use the outputs and outcomes
 measures to confirm delivery and
 evaluate