



**Item No. 10**

**Meeting Date Wednesday 19<sup>th</sup> February 2025**

**Glasgow City  
Integration Joint Board  
Public Engagement Committee**

**Report By:** Karen Lockhart, Interim Assistant Chief Officer, Adult Services and North West Locality

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**Engagement on GCHSCP Locality Plans: Update**

<b>Purpose of Report:</b>	To inform the IJB Public Engagement Committee (PEC) on the output of Locality Plan engagement activities undertaken to date, both in terms of the draft 2024/25 plans and the development of Locality Plans for 2025/26.
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<b>Background/Engagement:</b>	<p>The report to PEC in <a href="#">November 2024</a> set out the proposed approach for targeted engagement with stakeholders on the content of draft Locality Plans for 2024/25. The content of the draft plans having been approved by the IJB in <a href="#">September 2024</a>.</p> <p>A targeted engagement approach was proposed in recognition of the extensive stakeholder engagement already undertaken to inform the content of the <a href="#">2023-26 IJB Strategic Plan</a>.</p> <p>Pragmatically, given the limitations of our engagement commencing in quarter 3 of 2024/25, it was expected that engagement activities and feedback would be of greater significance to the development of Locality Plans for 2025/26.</p>
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<b>Governance Route:</b>	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input checked="" type="checkbox"/></p>
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<b>Recommendations:</b>	<p>The IJB Public Engagement Committee is asked to:</p> <ul style="list-style-type: none"><li>a) Note the content of this paper summarising output from engagement activity undertaken to date;</li><li>b) Offer views to help refine the purpose, content and format of Locality Plans for 2025/26. PEC members are invited to consider whether this would be best achieved through a fuller discussion at a future meeting;</li><li>c) Note the intention to continue with our engagement activities to support the development of Locality Plans for 2025/26. It is proposed to provide an update on progress to PEC at the next meeting in May 2025; and</li><li>d) Note the intention to seek approval from the Chair of the IJB and Chair of GCHSCP's Senior Management Team to withdraw the 'draft' status from the 2024/25 Locality Plans, allowing those versions to be the final published documents.</li></ul>
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<b>Relevance to Integration Joint Board Strategic Plan:</b>
<p>The GCHSCP Locality Plans are integral to the IJB's Strategic Plan, helping to ensure that service users, communities and stakeholders across Glasgow City can participate and influence service planning and delivery. As well as informing the content of Locality Plans, relevant feedback from locality plan engagement activities will also be channelled into processes currently being developed to review the IJB Strategic Plan 2023-26, in preparation for the development of the next Strategic Plan.</p>

**Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	<p>The Locality Plans will support the delivery of all nine national integration outcomes including outcomes for children and criminal justice services.</p>
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<b>Personnel:</b>	<p>N/A</p>
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<b>Carers:</b>	Locality Plans reference specific actions to support carers in their caring role and engagement activities include seeking the views of carers.
<b>Provider Organisations:</b>	N/A
<b>Equalities:</b>	Locality Plans outline the role localities have in helping to progress the vision and priorities outlined in the IJB Strategic Plan, which was subject to EQIA. Any significant areas of service change referred to within the draft Locality Plans will be subject to an individual EQIA and made available on the GCHSCP website.
<b>Fairer Scotland Compliance:</b>	Locality Plans include a number of actions aimed at promoting equality and reducing health inequalities. The plans also set out headline findings from health and wellbeing survey results, including those linked to social health and deprivation.
<b>Financial:</b>	Locality Plans will be taken forward within the resources available within each locality.
<b>Legal:</b>	Locality Plans comply with the Scottish Government's guidance on localities issued in 2015.
<b>Economic Impact:</b>	N/A
<b>Sustainability:</b>	N/A
<b>Sustainable Procurement and Article 19:</b>	N/A
<b>Risk Implications:</b>	N/A
<b>Implications for Glasgow City Council:</b>	N/A
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	N/A

### 1. Purpose

- 1.1. To inform the IJB Public Engagement Committee (PEC) on the output of Locality Plan engagement activities undertaken to date, both in terms of the draft 2024/25 plans and the development of Locality Plans for 2025/26.

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### 2. Background

- 2.1. [Locality Plans](#) were last produced for the period 2019-22. The decision was taken by the GCHSCP Executive Group in August 2021 to defer production of future Locality Plans. This was partly due to the restrictions and limitations on engagement and involvement during the COVID-19 pandemic and also in line with the decision, around that time, to extend the life of the existing Strategic Plan for one year.
- 2.2. The [Scottish Government's Localities Guidance \(2015\)](#) remains in place, supplemented by the [Planning with People](#) guidance (2021 and refreshed for 2024). The original 2015 guidance requires HSCPs to produce a Locality Plan for each of their localities, which aims to ensure stakeholders can participate and influence service planning and delivery. Planning with People also sets out the responsibilities for community engagement that IJBs should fulfil when services are being planned.
- 2.3. The report to PEC in [November 2024](#) set out the proposed approach for targeted engagement with stakeholders on the content of draft Locality Plans for 2024/25. The content of the draft plans having been approved by the IJB in [September 2024](#).
- 2.4. A targeted engagement approach was proposed in recognition of the extensive stakeholder engagement already undertaken to inform the content of the 2023-26 IJB Strategic Plan.
- 2.5. Pragmatically, given the limitations of our engagement commencing in quarter 3 of 2024/25, it was expected that engagement activities and feedback would be of greater significance to the development of Locality Plans for 2025/26.
- 2.6. Draft Locality Plans for 2024/25 for North East, North West and South Localities were shared with PEC in November 2024 and are available to view through the following link:  
[Strategic and Locality Plans | Glasgow City Health and Social Care Partnership](#)

### 3. Key findings and results

- 3.1. A Communication and Engagement Plan was produced to co-ordinate targeted engagement across the localities and indicate local and city-wide stakeholder forums, structures or events. The focus of the engagement was on promoting conversations that encouraged individuals and communities to share their experience of care and accessing services in the context the locality plans.
- 3.2. Across various stakeholder forums, structures and events engagement leads interacted with over 100 people and posed 3 questions on:

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- *What is working well in health and social care?*
- *What is not working well?*
- *How can we improve in health and social care?*

The questions were designed to encourage discussions and conversations with the audience and enable staff to understand the areas that are most important to individuals and communities.

- 3.3. Naturally, the responses to the above questions related to people's and communities' own personal experiences in accessing and receiving care. Given the number of people commenting was low in relation to the number of people who access services, there is obviously a need for a degree of caution around drawing firm conclusions. We will therefore take steps to share that feedback with relevant services to see how it sits in the context of their own service user feedback information. This will help to determine how best to proceed, in terms of the development of priorities and actions for 2025/26 Locality Plans. Notwithstanding that, to give some indication of the feedback at this stage, the majority of comments on what is not working well / could be improved were around social care access, GP access and waiting times in general. Positive feedback was highlighted in relation to a number of services, including pharmacy and physiotherapy.
- 3.4. In addition to the targeted engagement, an online survey was produced to support the planning and design of future plans and engagement activities. We asked people who live and work in Glasgow City to rank the sections of the locality plans that are important to them. We also asked how we should be engaging and involving people and communities in the development of plans, and in changes to services. While the response rate has been relatively low to date, the feedback is still of value. Again, where the feedback relates to a particular service, we will liaise with that service to share the feedback and discuss if further action is required.
- 3.5. In summary, from the 38 survey responses received so far, the headline feedback was:
- In the main, the preference to be engaged and informed through online methods, supplemented by leaflets and newsletters as necessary.
  - The section in the Locality Plan that sets out local priorities and actions was considered to be of highest importance, with the section on performance indicators of least importance.
  - A lack of awareness to the Your Support Your Way webpage or how to access it.
  - Positive feedback to the infographics used in the locality plans.
  - Negative feedback to extensive narrative within the locality plans.
  - A summary document would be useful.
  - Should include more feedback from Carers.

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- 3.6. Respondents ranked the sections of the locality plan by importance to them; They identified priorities and actions (42%), followed by health and well-being indicators (35%) as the most important sections of the plan. Least important was the section dedicated to performance indicators (48%).
- 3.7. Respondents said the best ways of engaging with them around changes and improvements to health and social care services was through online surveys and forums (54%). Followed by social media (43%) and public meetings & consultations (38%). Their preferred way to be involved with Glasgow City HSCP was online through surveys, emails and digital responses (65%). Followed by online meetings and forums (41%) and face to face meetings and forums (38%). The respondents want information about changes and improvements to services from the HSCP and partners social media platforms (65%) and leaflets and newsletters (57%).
- 3.8. We signposted respondents to Your Support Your Way Glasgow (YSYWG) and asked people to provide any additional sections or information they would like to see in plans. Many responders (46%) were not aware of YSYWG website. Responders who used it felt it did not support their needs. Less than (15%) identified what they would like in plans and those that did requested Pave the Way, Home Care information, housing information and the list of current providers on the framework.
- 3.9. Respondents were invited to provide any additional information or feedback on the content of Glasgow City HSCP draft Locality Plans. In response to this open question 24% responded. They liked the use of infographics but provided negative feedback on the extensive narrative sections of the plan - suggesting a summary document would be useful and overall, for future plans to be more user friendly.
- 3.10 It was recognised as good that there is a local plan and that we need it to improve the needs of the area. Though there was a request for plans to focus more on young people's services, and early intervention and prevention.
- 3.11 The vast majority (89%) responded to the open question on the biggest challenges in health and social care; It was expressed that perceived 'cutbacks' to health and social care is compromising the care. Respondents also indicated access is the biggest challenge to health and social care services. It was expressed that we need to listen to what people want and need and not identify their wants and needs.

## 4. Next Steps

- 4.1. As previously reported to PEC in November 2024, the expectation was always that feedback gathered over the last 3 months and beyond is likely to be most relevant to the development of 2025/26 Locality Plans, rather than changing the content of the draft 2024/25 plans. This was mainly due to the short production timeline which meant the content acted more as a communication guide to where people could access further information as necessary on particular topics and priorities. It is considered that we can

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therefore now move to sign-off on the 2024/25 plans and focus on a bottom-up approach for the development of 2025/26 plans, synchronized with stakeholder engagement around the production of the IJB's next Strategic Plan.

- 4.2. The online survey will continue to run to maximise the opportunity to gather feedback. We will liaise with Communications colleagues to discuss what further measures are necessary to raise awareness of the survey and increase the current response rate.
- 4.3. We will continue to engage through local forums and meetings relevant to the development of local priorities and Locality Plans. This will include our Strategic Planning Groups (SPGs). While HSCP officers and community representatives have had sight of and the opportunity to comment on the draft Locality Plans, they have not yet responded collectively as SPG members on the plans. We therefore propose to gather SPG feedback as part of discussions with SPG members on the development of the 2026 – 2029 Strategic Plan.
- 4.4. Service specific feedback will be shared with services to inform and improve service planning and delivery. Attempts will be made to understand how our locality feedback sits in the context of other feedback mechanisms services may have in place, to try and give as full a picture as possible.
- 4.5. Work will progress to synchronise Locality Plan engagement activities with those being developed for the production of the next IJB Strategic Plan. This will be set out in an updated Communication and Engagement Plan for 2025/26. It is proposed that the PEC be updated on this at their meeting in May 2025. This will include information on production timescales for the 2025/26 Locality Plans.

## 5. Recommendations

- 5.1 The IJB Public Engagement Committee is asked to:
  - a) Note the content of this paper summarising output from engagement activity undertaken to date;
  - b) Offer views to help refine the purpose, content and format of Locality Plans for 2025/26. PEC members are invited to consider whether this would be best achieved through a fuller discussion at a future meeting;
  - c) Note the intention to continue with our engagement activities to support the development of Locality Plans for 2025/26. It is proposed to provide an update on progress to PEC the next meeting in May 2025; and
  - d) Note the intention to seek approval from the chair of the IJB and chair of GCHSCP's Senior Management Team to withdraw the 'draft' status from the 2024/25 Locality Plans, allowing those versions to be the final published documents.

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