

Key - Types of Engagement
Collaborating Two-way or multi-way engagement. Joint decision making and actions which lead to co-produced outcomes
Consulting Limited two-way engagement. Organisation asks questions and stakeholders respond to what they ask
Empowering Decisions delegated to stakeholders and stakeholders play a role in governance
Informing One way agreement with information flowing from organisation to the stakeholders
Involving Two-way or multi-way engagement. Learning on all sides, stakeholders and organisations act independently. the organisation is the decision maker

Planned/Underway												Consultation Guidelines	
Area of work	Nature of activity	Types of Engagement	Methods used	Stakeholders involved	Number consulted	Date planned	Date commenced	Date completed	Key Contact	Contact information	Relevant links	Considered	Applied
Adult and Older People MH Strategies	Engagement on part of Strategic Plan - specifically asking people about the principles that inform future bed options and site impact. Potential scale of change to be reconsidered separately.	Involving	Meetings - in person or virtual, Print information (Newsletter, Leaflets, Booklets), Survey(s) & capacity to use social media being explored.	Existing HSCP structures and committees for statutory services and recognised umbrella organisations such as Mental health Network, GCVS for 3rd and voluntary sector covering service users, families, carers, specifically including people with protected characteristics	TBC	TBC	Deferred start date to the end of 2023/24	TBC	Vince McGarry/David Harley	Ggc.MentalHealthStrategyCommunications@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/meeting/24-march-2021	Yes	TBC
Care Services - Care Homes	Care Home Reviews - Private Care Homes engagement	Consulting	Meetings, newsletters, surveys, focus groups	Private Care Homes - service users, families	TBC	Sep 2022 - 2024	01/09/2023	TBC	Janice Young / Robin Wallace	janice.young@sw.glasgow.gov.uk		Yes	Yes
Care Services - Day Services	Engagement looking at HSCP-provided day services	Consulting	Meetings, newsletters, surveys, focus groups	Service users, families. Existing HSCP structures,	TBC	Sep 2022 - 2024	01/09/2023	TBC	Janice Young / Robin Wallace	janice.young@sw.glasgow.gov.uk		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 womens group and LLE mixed group.	Involving	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	01/07/2021	TBC	Ongoing - monthly sessions	Gillian Ferguson	gillian.ferguson@glasgow.gov.uk			
Alcohol and Drug Partnership	Womens ROSC event-celebrating women in recovery from alcohol drug problems in the city	Involving	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 Womens Reference Group	150 people	14/11/2022	14/11/2022	TBC	Claire Muirhead	claire.muirhead@glasgow.gov.uk			
Alcohol and Drug Partnership	Lived Experience individuals in ADRS drug treatment	Involving	Qualitative interviewing of LLE individuals as part of the implementation of the Medically Assisted Treatment Standards (MAT)	Glasgow Alcohol and Drug Recovery Services service users who have recently commenced their treatment	50+	01/12/2022	TBC	TBC	Gillian Ferguson	gillian.ferguson@glasgow.gov.uk	https://scottishrecoveryconsortium.org/mist-g/		
Adult Services – Learning Disability	Technology Enabled Care & Support (TECS)	Informing Informing	Three Easy Read and Information Video focus groups sessions, staff briefing sessions and Newsletters	The Advisory Group Carers Representative Group	TBC	30/10/2023 Spring 2024	Autumn 2023	TBC TBC	Steven Love, Lynn MacPherson	Lynn.MacPherson@glasgow.gov.uk and steven.love@glasgow.gov.uk	https://glasgowcity.hscp.scot/meeting/12-december-2018 https://www.yoursupportglasgow.org/glasgow-homepage/pages/adults/technology-enabled-care-and-support-		

OFFICIAL

Area of work	Nature of activity	Types of Engagement	Methods used	Stakeholders involved	Number consulted	Date planned	Date commenced	Date completed	Key Contact	Contact information	Relevant links	Considered	Applied
Safer Drug Consumption Facility	To reiterate and promote the core messages of the wider Communications Strategy for the SDCFT; to listen to the views of stakeholder groups and share information on the implementation of the Safer Drug Consumption Facility. Phase 1 - Involves stakeholders most closely involved either by geography or lived experience. Phase 2 - Continues the engagement plan for phase 1 but now includes wider stakeholders.	Involving; Informing	Bespoke in person discussions and Q&A sessions (targeted and drop in); Locality Engagement Forums; Strategic Planning Groups (including relevant community representation); Online discussions (targeted and drop in) via Teams, Smartcrowds etc; HSCP website – dedicated SDCF webpage to leave comments, ask questions, read information etc; In person and online briefings; ADP, HSCP, NHSGGC and Glasgow City Council social media - Twitter (X) and Facebook; Use of surveys to seek views and inform consideration of options.	People who inject drugs and recipients of associated services; Local communities; Families, carers and their representatives; Local businesses; GCHSCP, GCC and NHSGGC staff; Integration Joint Board Members, Council Elected Members, Community Councils and Health Board Members; Providers and contractors of health and social care services – independent and third sectors; Partner organisations; Other third sector and voluntary organisations who may have an interest; Housing associations/registered social landlords.	Estimate: 507 (Phase 1) 125 (Phase 2)	Phase 1 - Nov 2023 - Jan 2024 Phase 2 - Feb 2024 onwards	01/09/2023	TBC	Craig Cowan	TBC	https://glasgowcity.hscp.scot/publication/eqia-safer-drug-consumption-facility		
North East Health and Social Care Hub/ Parkhead Hub Arts Strategy	Roll out 3 key art commissions for the new site with wider community and stakeholder engagement	Involving; Informing	targeted groups, as agreed by Parkhead Hub Exec Steering Group and Project board (children, young people and families, including care experienced young people), recovery services, older people and vulnerable adults	150 (100, 93, 90, 71) engagement activities	2287 (1750, 1615, 1600, 1438)	May 2023	August 2024	01/09/2024	Jackie Shearer	jacqueline.shearer2@ggc.scot.nhs.uk		Yes	Yes
North East Health and Social Care Hub/ Parkhead Hub Arts Strategy	Information roadshows about the Arts Strategy and wider Hub facilities		targeted groups, as agreed by Parkhead Hub Exec Steering Group and Project board (children, young people and families, including care experienced young people), recovery services, older people and vulnerable adults	12 venues	Estimate 300	May 2023	August 2024	September 2024	Jackie Shearer	jacqueline.shearer2@ggc.scot.nhs.uk		Yes	Yes
Learning Disability Day Services	Parent carer engagement session, to connect and engage health and social care staff and discuss the development/modernisation of Glasgow's Learning Disability Day Care services. Additional face to face and online engagement planned to increase contact with parents carers.	Informing, involving and consulting	Meeting - in person. HSCP senior staff provided a brief overview where we are, where we want and need to be with LDDs. Tabletop discussions and a graphic illustrator gathered people's views, insights and experiences with accessing and using the centres. It captured their vision for a future model of care. Follow-up parent carer engagement approaches and sessions will take place in both day care centres.	HSCP Staff, Parent carers	16 parent carers. 1 person who accesses the service.	12/09/2023	12/09/2023	ongoing	Katrina MacFarlane Glasgow HSCP	katrina.macfarlane@ggc.scot.nhs.uk			

OFFICIAL

Area of work	Nature of activity	Types of Engagement	Methods used	Stakeholders involved	Number consulted	Date planned	Date commenced	Date completed	Key Contact	Contact information	Relevant links	Considered	Applied
			Calton Day Care Centre - parent carer engagement sessions. HSCP senior staff provided a brief overview where we are, where we want and need to be with LDDs. The poster displays and report from previous engagement sessions was referenced and people were invited to feedback on both.		11 parent carers	11/08/2023		ongoing					
			Riddrie Centre - parent carer engagement sessions. HSCP senior staff provided a brief overview where we are, where we want and need to be with LDDs. The poster displays and report from previous engagement sessions was referenced and people were invited to feedback on both.		8 parent carers. 1 person who accesses the service.	11/09/2023		Ongoing					
			To increase the number of people's views, insights and experiences with accessing and using the centres a survey has been created. The survey has been designed to capture their vision for a future model of care, and their preferred ways to future parent carer engagement approaches and sessions.	Parent carers	17	02/01/2024	14/03/2024	Ongoing					
Locality Engagement Forum	North West Locality Engagement Forum meeting (refresh LEF, review promotional material and terms of reference)	Involving	Meeting - in person: Woodside Health & Care Centre	Locality Engagement Forum members, HSCP staff, Community Councils, Third and Voluntary sector organisations and community groups.	24	14/11/2023	14/11/2023	Ongoing	Katrina MacFarlane Glasgow HSCP	katrina.macfarlane@ggc.scot.nhs.uk	https://glasgowcity.hscp.scot/local-ity-engagement-forums		
	North West Locality Engagement Forum meeting focused on reviewing the role and function of the the LEF, feedback structures and promotional material/recruitment.	Informing and involving	Meeting - in person: Woodside Health & Care Centre		19	23/01/2024	23/01/2024						

OFFICIAL

Area of work	Nature of activity	Types of Engagement	Methods used	Stakeholders involved	Number consulted	Date planned	Date commenced	Date completed	Key Contact	Contact information	Relevant links	Considered	Applied
	North West Locality Engagement Forum meeting focused on the SG LDAN consultation. Concentrating on the health and wellbeing sections people shared the current challenges and issues within health and social care for people with learning disability and neurodivergent people. Guest speakers highlighted the opportunities the bill could make for people. LEF members responses were captured and shared with the Scottish Government.	Informing, involving and consulting	Meeting - in person: Drumchapel Community Centre		17	05/03/2024	05/03/2024						
	North West Locality Engagement Forum meeting focused on the social care review. SStephen Fitzpatrick, Assistant Chief Officer, Older People's Services and South Locality presented a review of access to social care support. He highlighted the ongoing challenges and strategic responses required to manage social care support effectively amidst funding constraints and demographic changes. LEF members were able to ask questions on the proposal and signposted to access	Informing and involving	Meeting - in person: Social Work Offices, Church Street.		26	16/04/2024	16/04/2024						
Telecare	Digital/ Analogue - Engagement around the transition from analogue to digital telecare devices.	Collaborating	Existing HSCP structure and communications channels. Surveys, meetings, collaboration with services, focus group/workshops, newsletters, briefs.	HSCP, services and staff, acute partners / third sector, community and family services.	TBC	TBC - Communication plan in development	May-24	TBC	Nicola Dolan	nicola.dolan@glasgow.gov.uk		TBC	TBC
Older People	North West Older People's Team connected with older people at Knightswood Connect Community Meeting and asked the "What matters to you?" question. The informal question enabled individuals and families to identify what they want and need from services.	Involving	Meeting - in person: Knightswood Community Centre	Older People	25	10/04/2024	10/04/2024	Ongoing	Katrina McFarlane	katrina.macfarlane@ggc.scot.nhs.uk			