



**Item No. 13**

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

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

**Report By: Craig Cowan, Head of Business Development**

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**Review of Consultation and Engagement Log**

**Purpose of Report:**

The purpose of this report is to inform the IJB Public Engagement Committee about activity to review the Consultation and Engagement Log and how this is presented to the Committee and to seek approval for proposed changes.

**Background/Engagement:**

The Consultation and Engagement Log was first developed following an Internal Audit of the HSCP's participation and engagement that was published in May 2019.

The first iteration of the Consultation and Engagement Log was brought to the Committee at its meeting on [26 May 2021](#).

Several changes have been made to the Consultation and Engagement Log since its initial reporting to this Committee.

At its meeting on [13 November 2024](#), the purpose and layout of the Log was queried and the Committee requested that a discussion with officers take place about changes to the way the Log is presented to the Committee.

**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

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	Council Committee <input type="checkbox"/> Update requested by IJB <input type="checkbox"/> Other <input type="checkbox"/> Not Applicable <input checked="" type="checkbox"/>
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<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to:  a) Note the content of this report; and b) Approve proposed revised reporting format of the Consultation and Engagement Log to this Committee.
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<b>Relevance to Integration Joint Board Strategic Plan:</b>	
Good participation and engagement structures, including consultation and engagement activity, support the IJB to achieve its strategic priorities outlined in the Strategic Plan.	

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

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	Consultation and engagement activity and the subsequent impact on the services delivered contributes to meeting all Outcomes, particularly 3, 8 & 9.
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<b>Personnel:</b>	None
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<b>Carers:</b>	None
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<b>Provider Organisations:</b>	None
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<b>Equalities:</b>	None
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<b>Fairer Scotland Compliance:</b>	None
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<b>Financial:</b>	None
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<b>Legal:</b>	None
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<b>Economic Impact:</b>	None
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<b>Sustainability:</b>	None
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<b>Sustainable Procurement and Article 19:</b>	None
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<b>Risk Implications:</b>	None
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<b>Implications for Glasgow City Council:</b>	None
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<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None
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### 1. Purpose

- 1.1. The purpose of this report is to inform the IJB Public Engagement Committee about activity to review the Consultation and Engagement Log and how this is presented to the Committee and to seek approval for proposed changes.

### 2. Background/Engagement

- 2.1. The Consultation and Engagement Log was first developed following an Internal Audit of the HSCP's participation and engagement that was published in May 2019.
- 2.2. One of the recommendations of this audit was that "Management will consider the feasibility of developing and maintaining a record of consultation activity across the HSCP for known consultation exercises".
- 2.3. A proposal for the Consultation and Engagement Log was considered and approved by this Committee at its meeting on [28 August 2019](#) as part of a wider review of Participation and Engagement structures across the HSCP arising from the May 2019 audit.
- 2.4. The first iteration of the Consultation and Engagement Log was brought to the Committee at its meeting on [26 May 2021](#), with development work having been de-prioritised and delayed due to the COVID-19 pandemic.
- 2.5. Initially the Log highlighted only consultation and engagement activity that had been completed, however activity that was underway and planned were added, and the Log was also published on the HSCP website to inform the public of upcoming consultation and engagement opportunities that they may wish to participate in.
- 2.6. At its meeting on [24 May 2023](#), members of this Committee requested additional information to be included in the Log, specifically the methodologies being used for the recorded consultation and engagement activities.
- 2.7. For its meeting on [15 November 2023](#), engagement logs maintained by the Localities were combined into the Log to provide a more comprehensive view of consultation and engagement activity across the HSCP.
- 2.8. In February 2024, completed consultation and engagement activity was removed from the Log reported to the Committee.
- 2.9. At its meeting on [13 November 2024](#), the newly appointed Chair and Vice Chair of this Committee queried the purpose and layout of the Log and requested a discussion with officers ahead of its next meeting about changes to the way the Log is presented to the Committee.

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### **3. Proposed changes to layout of the Consultation and Engagement Log**

- 3.1. Officers met with the Chair on 16 December 2024 to discuss proposed changes to the Log to be brought back to the Committee for approval.
- 3.2. The Chair set out several specifications for the layout of how the Log should be presented to the Committee:
  - A4 format, with 14pt font
  - 5 columns – Date commenced, planned end date, description of what the activity is, a brief update on progress (or otherwise), and a traffic light to indicate the status of the activity
  - Activity to be listed in planned start date order, oldest first → most recent
  - Two logs to be presented to the Committee, one listing all activity requested/commissioned by the Committee, and the other listing all other activity across the HSCP
- 3.3. To keep the traffic light indicators as simple as possible, and in line with traffic light indicator use elsewhere in the HSCP, the following was proposed:
  - Red – There is a problem (e.g. activity is not progressing within planned timescales)
  - Amber – Activity has started and is progressing within planned timescales
  - Green – Activity has completed
- 3.4. Following that meeting, officers prepared a sample of the proposed revised Log layout and shared this with the Chair and Vice Chair ahead of the meeting. The proposed layout is shown in Appendix 1 of this report.

### **4. Review of the Consultation and Engagement Log**

- 4.1. Alongside the work detailed above, officers also began a full review of the master Consultation and Engagement Log, and the information recorded in it.
- 4.2. It was noted that a significant amount of planned/underway activity recorded in the Log had not been updated to reflect its status. Due to the lack of updates, 50% of planned activity on the Log appeared to have either not started or completed on time.
- 4.3. Officers from Business Development met with Heads of Planning and Planning Managers to discuss this, and it was agreed that the key contacts for all activity listed on the Log would be contacted directly and asked to provide an update on the progress (or otherwise) of the consultation and engagement work they have added to the Log.
- 4.4. At the time of writing, this work is underway with the aim of the master Log being completely updated in time for the proposed new format of the Consultation and Engagement Log being reported to this Committee at its meeting scheduled for 21<sup>st</sup> May 2025.

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### 5. Recommendations

5.1. The IJB Public Engagement Committee is asked to:

- a) Note the content of this report; and
- b) Approve the proposed revised reporting format of the Consultation and Engagement Log to this Committee.

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