

**NOT YET APPROVED AS A CORRECT RECORD**

**GLASGOW CITY INTEGRATION JOINT BOARD  
PUBLIC ENGAGEMENT COMMITTEE**

**IJB-PEC (M) 28-11-2016**

Minutes of meeting held in the Sir Peter Heatly Boardroom, Glasgow City HSCP,  
Commonwealth House, 32 Albion Street, Glasgow, G1 1LH  
at 10.00am on Monday, 28<sup>th</sup> November 2016

**PRESENT:**

**VOTING MEMBERS**

Simon Carr	NHSGG&C Board Member
Cllr Matt Kerr	Councillor, Glasgow City Council
Trisha McAuley	NHSGG&C Board Member (Chair)

**NON-VOTING MEMBERS**

Susanne Millar	Chief Officer Strategy, Planning & Commissioning / Chief Social Work Officer
Anne Scott	Social Users Representative
Ann Souter	PPF Representative

**IN ATTENDANCE:**

Hamish Battye	Planning & Performance Manager – South
Evelyn Borland	Planning & Performance Manager – North West
Kay Carmichael	Administration Manager
Stuart Donald	Principal Officer (Planning and Governance)
Gary Dover	Planning & Performance Manager – North East
Allison Eccles	Head of Business Development
Julie Kirkland	Senior Officer (Governance Support)
Jason Mokrovich	Business Development Manager (Communications)
David Walker	Head of Operations – South (for Alex MacKenzie)

**APOLOGIES:**

Alex MacKenzie	Chief Officer Operations
John Matthews	NHSGG&C Board Member
Bailie Mohammed Razaq	Councillor, Glasgow City Council
Cllr Soryia Siddique	Councillor, Glasgow City Council (Vice-Chair)

**1. DECLARATION OF INTERESTS**

Members were invited to declare any interest in any matter on the Agenda for the meeting in which they have a financial or other interest. No declarations were made.

**2. MINUTES**

The minutes of the meeting held on 13<sup>th</sup> September 2016 were approved as an accurate record.

**3. COMMUNICATION CHANNELS AND DEVELOPMENT UPDATE**

Allison Eccles spoke to a paper providing an update on the channels used by the Glasgow City Health and Social Care Partnership to communicate with stakeholders and the communications development work which is being progressed. It was noted also that the Integration Joint Board would be

receiving a report on the delivery of the Communications Strategy early in 2017.

Allison highlighted the paper mainly focuses on electronic communication, with face to face communication being covered in a later paper.

Simon Carr emphasised the importance of being able to monitor and evaluate the effectiveness of our stakeholder communications, given that we engage with such a wide and diverse group. A good example was the group of stakeholders listed at section 2.3. It was agreed that the report to the IJB should contain a mapping of our stakeholders, together with details of how, when, what and why we communicate with them.

Allison Eccles

Allison Eccles indicated a Survey Monkey would be carried out with stakeholders as a baseline measure for level of awareness.

Allison Eccles

Ann Souter highlighted that not everyone can use a computer and how do we ensure that we are not missing people due to electronic communication. Trisha McAuley agreed that this was a really good point and we should not lose sight of those with no Internet/IT access. This issue should be captured in the report to the Board.

Allison Eccles

Susanne Millar indicated the biggest challenge in terms of communication is capturing all the information as we do have a variety of ways in which communicate with stakeholders. Susanne gave an example whereby for the last 10 years she has met 5 times per year with Kinship Carers.

Allison Eccles stated a survey would be conducted around areas to try and capture all forms of communication. Trisha McAuley stated that it would be beneficial to address this as much as we can for when the Communications Strategy is reported back to the Integration Joint Board in early 2017.

Allison Eccles

Anne Scott raised a point from the Voices for Change whereby a number of the members were not aware of the survey on the Public Engagement Strategy. Trisha McAuley highlighted that areas needed to know where that they can ask for information to be provided in alternative formats and who to contact for this. The specific example raised by Anne would be followed up.

Allison Eccles

Cllr Kerr queried if information is passed through Community Councils as he was not aware of seeing any reports on Communications from the Integration Joint Board/Health and Social Care Partnership. Jason Mokrovich confirmed information should be cascaded through Glasgow City Corporate Department. Cllr Kerr indicated he would follow this up with the Council.

Cllr Kerr

***The Integration Joint Board Public Engagement Committee noted the contents of the report.***

#### **4. PARTICIPATION AND ENGAGEMENT STRATEGY – UPDATE AND ACTION PLAN**

Allison Eccles presented a paper seeking approval of an action plan to support the implementation of the Integration Joint Board's Participation and Engagement Strategy, and high level structural arrangements for engagement with localities, the Health and Social Care Partnership and the Integration Joint Board.

Ann Souter queried how the Locality Engagement Forums would be resourced. Allison conformed that the existing resource and staff would transfer over to the new locality engagement arrangements.

Stuart Donald indicated Action 8 of the Plan looks to explore potential sources of funding to support specific pieces of work targeted at increasing participation and engagement across health and social care.

Susanne Millar stated no resource would be taken out it as it would be re-configured to the new arrangements.

Trisha McAuley emphasised that investing resources in engaging effectively with the public helps ensure that we get it right first time and is therefore both cost efficient and effective.

Simon Carr highlighted the need to ensure that we measure our effectiveness against the actions listed in the plan.

Allison Eccles

Trisha McAuley reminded the Committee of its previous commitment to meeting out of the office and engaging externally. She suggested that the Locality Engagement Forums provided a very good route for achieving this and it was agreed that this should be followed up.

Allison Eccles

***The Integration Joint Board Public Engagement Committee:***

***(a) Noted the report;***

***(b) Approved the action plan for delivery of the Participation and Engagement Strategy; and,***

***(c) Approved the establishment of a Locality Engagement Forum within each Locality, as outlined in section 4 of the report.***

**5. OVERVIEW OF LOCALITY ENGAGEMENT**

David Walker presented a paper providing an initial overview of some of the engagement activity being carried out in the three localities across Glasgow City Health and Social Care Partnership.

David indicated within the localities there are common forms of engagement in relation to new buildings and the work with younger/older people with a variety of methods being employed to communicate with the communities.

David suggested it might be beneficial for future reporting to focus on particular themes and or care groups as there is no lack of information which can be provided. This could include appropriate stakeholders or client groups so that the Committee did not just hear reports from officers. An example whereby the Mental Health Network are involved within Adult Mental Health care group and they could attend a future meeting to present to the group. Members welcomed this approach.

***The Integration Joint Board Public Engagement Committee:***

***(a) Noted the report;***

***(b) Noted more detailed reports from each locality will follow at future meetings; and,***

Hamish  
Battye/Evelyn  
Borland/Gary  
Dover

***(c) Advised they would wish to receive information by Care Group, with relevant stakeholder/client/service user bodies attending Committee meetings .***

**6. NEXT MEETING**

The date of the next meeting will be confirmed in due course.

The meeting ended at 10.55am