



# HSCP Review of Participation and Engagement

## South Locality Engagement Report

### Introduction

Glasgow City HSCP is currently reviewing its participation and engagement arrangements with a view to developing a new Participation and Engagement Strategy. The review is looking at a number of areas including locality engagement arrangements.

Over the last three months a number of engagement activities have taken place across all three localities. This report highlights the key points from engagement activities held in South Glasgow.

We would like to thank the service users, carers, community organisations, groups and networks who participated in these activities and gave us their feedback.

For information about the Participation and Engagement Review please contact Craig Cowan, HSCP Business Development Team on 0141 287 8726 or [Craig.Cowan@glasgow.gov.uk](mailto:Craig.Cowan@glasgow.gov.uk)

For information about current engagement arrangements in South Locality please contact Alan Gilmour, Planning Manager on 0141 451 7100 or [Alan.Gilmour@ggc.scot.nhs.uk](mailto:Alan.Gilmour@ggc.scot.nhs.uk)

### Engagement Activities

Feedback from the following activities has helped to inform the Participation and Engagement Review:

Engagement Session  
7th November 2019

Voices for Change Group  
27th November 2019

Focus Groups  
28th January 2020

Locality Engagement  
Survey

“We have always engaged with the HSCP but it feels like we have been here before—trust is an issue— needs to be genuine and not tokenistic engagement”

“ Information leaflets and directories of services are useful as not everyone has access to the internet”

### Key Points from Focus Groups

Community and Third Sector Organisations and Networks:

- ⇒ Lack of understanding of impact HSCP decisions have on community and third sector provision—decision making needs to be more holistic
- ⇒ Significant service reform needs community and third sector involvement from the beginning of the process
- ⇒ Caution expressed about commitment to improving engagement arrangements based on previous experience
- ⇒ Positive experiences of local managers/staff attending meetings
- ⇒ Proposal to establish an Engagement Forum was broadly welcomed, provided it had a role in informing decision making and was appropriately resourced and supported by the HSCP

Service user and carer representatives:

- ⇒ Not always clear how feedback is used to improve services
- ⇒ Prevention is supposed to be a priority but community based groups and services are being closed or having funding cut
- ⇒ Communication and consultation is not as effective as face to face engagement, especially when it is almost always online/digital
- ⇒ Proposal to establish an Engagement Forum was strongly supported however the membership, purpose and remit would need consideration

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### Key Points From Surveys

Strengths of the current arrangements were cited as:

- ⇒ Smaller and less well resourced organisations can engage
- ⇒ Can discuss specific topics of relevance to community
- ⇒ Local newsletter keeps people informed
- ⇒ Positive examples of collaborative work at local level
- ⇒ Local staff who understand community issues and needs

Weaknesses of the current arrangements were cited as:

- ⇒ Lack of diversity— engagement is not representative
- ⇒ Consultation rather than proper engagement (tokenistic)
- ⇒ Locality and strategic decision making not joined up
- ⇒ Willingness to engage doesn't always extend to practical arrangements that are well resourced

### Key Points from Engagement Session

- ◇ General lack of awareness about the role and function of some structures in the scope of the review including the Public Engagement Committee and Strategic Planning Groups
- ◇ Unclear about the process for appointing community representatives to some of the structures
- ◇ Concern that significant areas of service reform are underway without the necessary involvement of community and third sector partners, and people who rely on those services
- ◇ General agreement that the public representatives on the Integrated Joint Board (IJB) cannot 'represent' everyone
- ◇ Would like to see a more formal arrangement at a South Locality level in the shape of a Forum or Group
- ◇ This Forum or Group needs to have the support of senior HSCP managers
- ◇ Would like to see a more formal process of communication between citywide/strategic engagement structures and locality engagement structures

### Key Points from Voices for Change Group

- Would like to see more diversity in how HSCP communicates with the public— at point where people access services and more generally
- More face to face engagement with local groups is required in order to get a balanced view of community needs and issues
- As a service user representative group they have a lot of direct experience of services and want the opportunity to be more engaged in decision making

"Engagement arrangements need to involve users as well as professionals"

"Involve us from the beginning rather than after decisions are made"

"Ensure engagement activities are accessible - times, venues and content"

### Next Steps

- Participation and Engagement Review is on-going but due to conclude in June 2020
- Report with recommendations on future locality engagement arrangements will be published and presented to the Public Engagement Committee for approval
- HSCP South Locality Executive Group will share the report and take forward the recommendations locally