



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board		
Held on	17 August 2016		
Agenda Item	10		
Title	Participation and Engagement Strategy		
Summary			
<p>This report informs the Integration Joint Board of regulations, guidance and advice it is required to take into account in developing a participation and engagement strategy. It lists some of the participation and engagement work undertaken by the HSCP, former CHCP and partners over the past few years and shares the learning from this. The preferred approach is for a simple, accessible and live strategy that supports active participation and engagement and commits to ongoing partnership working, feedback monitoring and review.</p>			
Presented by	Candy Millard, Head of Strategic Services		
Action Required			
<p>This report recommends that the Integration Joint Board</p> <ul style="list-style-type: none"> • Approves the attached Participation and Engagement Strategy • Endorses a web based approach to maintaining live information about participation and engagement activity 			
Implications checklist – check box if applicable and include detail in report			
<input type="checkbox"/> Financial	<input checked="" type="checkbox"/> Policy	<input checked="" type="checkbox"/> Legal	<input checked="" type="checkbox"/> Equalities
<input type="checkbox"/> Efficient Government	<input type="checkbox"/> Staffing	<input type="checkbox"/> Property	<input type="checkbox"/> IT

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD**17 August 2016****Report by Julie Murray, Chief Officer****PARTICIPATION AND ENGAGEMENT STRATEGY****PURPOSE OF REPORT**

1. This report supports the development of a participation and engagement strategy for the Integration Joint Board.

RECOMMENDATIONS

2. This report recommends that the Integration Joint Board
 - Approves the attached Participation and Engagement Strategy
 - Endorses a web based approach to maintaining live information about participation and engagement activity

BACKGROUND**Requirement for a Participation and Engagement Strategy**

3. The Integration Scheme for East Renfrewshire Health and Social Care Partnership contains a commitment to the production of participation and engagement strategy for the Integration Joint Board as required in the Public Bodies (Joint Working) regulations.

A strategy for engagement with, and participation by, members of the public, representative groups or other organizations in relation to decisions about the carrying out of integration functions (a “participation and engagement strategy”).

4. Whilst the Integration Joint Board has received a number of updates on engagement with, and participation by key stakeholders, including patients and service users, carers, third sector representatives and members of the public, our strategy has not been brought together in a single document. In developing our participation and engagement strategy, the Integration Joint Board needs to take into account a series of regulations, guidance and advice.

Integration Planning and Delivery Principles

5. The Public Bodies (Joint Working) (Scotland) Act 2014 sets out the principles which must underpin integrated health and social care. These principles describe “how” integrated care should be planned and delivered, setting a clear expectation of a culture of respect, parity of esteem and genuine engagement. They explain the behaviours and priorities expected of organisations and people planning and delivering care and support.

6. The main purpose of the Integration Planning and Delivery Principles is to improve the wellbeing of service users and to ensure that those services are provided in a way which:

- 1) *is integrated from the point of view of service-users,*
- 2) *takes account of the particular needs of different service-users,*
- 3) *takes account of the particular needs of service-users in different parts of the area in which the service is being provided,*
- 4) *takes account of the particular characteristics and circumstances of different service-users,*
- 5) *respects the rights of service-users,*
- 6) *takes account of the dignity of service-users,*
- 7) *takes account of the participation by service-users in the community in which service-users live,*
- 8) *protects and improves the safety of service-users,*
- 9) *improves the quality of the service,*
- 10) *is planned and led locally in a way which is engaged with the community (including in particular service-users, those who look after service-users and those who are involved in the provision of health or social care),*
- 11) *best anticipates needs and prevents them arising,*
- 12) *makes the best use of the available facilities, people and other resources.*

7. Detailed guidance is available to explain and support each principle (see link in background papers). Much of this is useful for a participation and engagement strategy but the guidance for principle 10 is particularly relevant and is included below.

- *People must be enabled and encouraged to participate and share control, at all levels, in the planning, development, delivery and improvement of care and support. Their expertise and experiences should be at the heart of shaping local priorities, service planning and investment.*
- *Individually and collectively people using services, carers and staff may require support to develop new skills to be involved in ways that suit them and to effectively shape and lead services. They may also need opportunities to participate in different formats, and at different times and places, in order to get involved meaningfully. People need to be confident that their engagement will make a difference and that they are genuine partners.*
- *People who use services and their carers are often best placed to describe what support or services would make their lives better and equally what does not work, or has not worked in the past. Equally, the workforce in the statutory, third and independent sectors has experience and knowledge of the local landscape and of the challenges faced in delivering services and support.*
- *People at the frontline – whether accessing or delivering care and support – should drive change. They should experience a culture within organisations and planning structures that empowers them to take a lead. They should be involved at all stages and have the opportunity to help shape how engagement can best happen.*
- *Proactive efforts must be made to involve people who face the greatest barriers to being heard and who currently experience the poorest outcomes. If this does not happen there is a risk that inequalities will be maintained or made worse.*

Equality Act and Human Rights

8. At its meeting in March 2016, the Integration Joint Board received a paper on its duties under The Equality Act 2010. Engaging people is crucial to improving equality information required to fully understand the possible impact of policies and decisions on different protected characteristics. Having due regard for advancing equality involves:

- *Removing or minimising disadvantages suffered by people due to their protected characteristics.*
- *Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.*
- *Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.*

9. The Integration Joint Board members were keen to see a human rights based approach to ensure that the dignity of the individual is at the centre of its policy and decision making. To properly apply this everyone affected needs to have an opportunity to help think through how human rights can best be realised in the delivery of care and support services. The PANEL principles are one way of breaking down what a human rights based approach means in practice. PANEL stands for Participation, Accountability, Non-discrimination, Empowerment and Legality.

National Standards for Community Engagement

10. The National Standards for Community Engagement (May 200) set out the best practice principles for the way that public bodies should engage with communities and are still relevant over a decade later.

- 1) *INVOLVEMENT: we will identify and involve the people and organisations who have an interest in the focus of the engagement*
- 2) *SUPPORT: we will identify and overcome any barriers to involvement*
- 3) *PLANNING: we will gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken*
- 4) *METHODS: we will agree and use methods of engagement that are fit for purpose*
- 5) *WORKING TOGETHER: We will agree and use clear procedures that enable the participants to work with one another effectively and efficiently*
- 6) *SHARING INFORMATION: we will ensure that necessary information is communicated between the participants*
- 7) *WORKING WITH OTHERS: we will work effectively with others with an interest in the engagement*
- 8) *IMPROVEMENT: we will develop actively the skills, knowledge and confidence of all the participants*
- 9) *FEEDBACK: we will feed back the results of the engagement to the wider community and agencies affected*
- 10) *MONITORING AND EVALUATION: we will monitor and evaluate whether the engagement achieves its purposes and meets the national standards for community engagement*

Community Empowerment

11. The Community Empowerment (Scotland) Act 2015 was passed by the Scottish Parliament in June 2015. It is intended to strengthen community planning and give local communities a stronger role in planning, service delivery and improving outcomes, all with a view to reducing inequalities.
12. The 2015 Act expands the number of public sector bodies that are subject to community planning duties to include Health and Social Care Integrated Joint Boards. The Integration Joint Board will receive a further paper on the Community Empowerment Act, its requirements and our local Community Planning Partnership approach once the national guidance is published. This will include more detail on participation requests, which will provide a mechanism for community bodies to put forward their ideas for how services could be changed to improve outcomes for their community. This could include community bodies taking on delivery of services.
13. The Act contains a new regulation-making power enabling Ministers to require Scottish public authorities to promote and facilitate the participation of members of the public in the decisions and activities of the authority, including in the allocation of its resources. Consultation on the guidance gives some of the expectations around community participation.

- *The CPP and community planning partners work with community bodies to ensure that all bodies which can contribute to community planning are able to do so in an effective way and to the extent that they wish to do so.*
- *The CPP and community planning partners have a clear understanding of distinctive needs and aspirations of communities of place and interest within its area, as a result of effective participation with community bodies. Effective community participation informs decisions about the CPP's priorities, how services are shaped and resources deployed; this includes working with community bodies on co-production where these bodies wish to do so.*
- *Effective community participation informs how the CPP manages and scrutinises performance and progress, and how it revises its actions to meet its ambitions as a result of its performance management.*
- *The CPP embraces the principles of effective co-production which is aimed at combining the mutual strengths and capacities of all partners (including community bodies) to achieve positive change.*

Our Voice

14. Our Voice is being developed in partnership by a team involving the Scottish Health Council, Healthcare Improvement Scotland, public partners, The ALLIANCE, COSLA and the Scottish Government. The team engaged widely across Scotland under the 'Stronger Voice' banner. It is intended that Our Voice will operate at individual, local and national levels. At a local level this will be in the form of a peer network, guidance, tools and techniques to build people's capacity to get involved in, and to lead, local conversations. Our voice is based on a vision where:

People who use health and care services, carers and the public will be enabled to engage purposefully with health and social care providers to continuously improve and transform services. People will be provided with feedback on the impact of their engagement, or a demonstration of how their views have been considered.

Role of Third Sector Interface

15. The Scottish Government have issued guidance to Integration Joint Boards regarding the role of Third Sector Interfaces to act as the conduit for the third sector on the IJB, ensuring diverse third sector voices are heard. The guidance states that Third Sector Interfaces, as key partners, will be able to assist Integration Authorities with:

- *Joining up and activating diverse parts of the third sector and volunteers to support health and social care outcomes;*
- *Development of a strong third sector engagement strategy to support strategic planning and joint commissioning;*
- *Advocating the interests and conveying the intelligence of third sector at the Strategic joint board level;*
- *Mapping more deeply and connecting third sector organisations able to contribute to health and social care policy development or with valuable intelligence to add; and*
- *Supporting the exploration of the development of the third sector role in enhancing prevention, self-management and co-production.*

REPORT

Participation and Engagement Work to Date

User and Carer Representation on Integration Joint Board

16. User and carer representation on the Integration Joint Board and its governance structures is drawn from the Public Partnership Forum. The Public Partnership Forum includes representatives from community care groups, representatives from our localities and representatives from equality organisations including disability and faith groups.
17. The Public Partnership Forum is committed to regularly reviewing the way it works. Over recent months it has looked at how structures are changing in other areas and Public Partnership Forum members have attended Our Voice meetings to understand

how the national arrangements are developing. Public Partnership Forum members are keen to further develop their role in peer support to explore other developments such as community research. The group is considering having some themed workshop meetings offering the wider network opportunities to explore specific topics of interest.

East Renfrewshire Community Planning and Council Activity

18. Over the past few years community planning partners have undertaken mapping of community groups within East Renfrewshire and compiled a helpful data base of groups. The mapping tells us that East Renfrewshire is comprised of resilient and active communities and there is a vibrant third sector. There is generally a good spread of groups across gender, age, ethnicity and location. The data base enables community planning partners to target specific groups and individuals with particular interests relevant to the consultation subject.
19. Voluntary Action, our local Third Sector Interface, leads work on behalf of the partnership to increase the capacity of people, organisations and groups. We have been working in this way for a number of years since Reshaping Care for Older People, increasing the ways individuals and groups can become involved in designing and delivering supports. For example, last year through East Renfrewshire Collaborates, Voluntary Action facilitated a series of conversations involving almost 300 people and 80 organisations.
20. In addition, East Renfrewshire Council has set up Citizen Space, an online consultation hub which is intended to make it easier for local residents to have their say on the decisions affecting their local area. On Citizen Space people can:-
 - View and respond to current consultations;
 - Search for new, closed or updated consultations by keyword, postcode, and issue;
 - Sign up to receive email alerts to keep up to date on consultations;
 - View feedback on the responses from the consultations and how we used these to develop our services.

Strategic Planning Conversations and Engagement

21. Our approach to strategic planning has been to start a conversation with people and professionals about how we can work together to respond to the changing needs of our communities and agree our priorities for health and social care. We have consistently signalled that this will be an ongoing conversation about priorities and use of resources, working in a flexible way to involve local people, professionals and service providers in discussion.
22. A variety of approaches were used to achieve meaningful engagement in the strategic planning conversation. These included different approaches to sharing information, and providing locally relevant examples to which people could relate and contribute. Through this initial work we learnt that:
 - People valued clear and jargon free documents and information.
 - Telling and sharing stories helped make engagement interesting and meaningful.
 - Our use of info-graphic was helpful in making data accessible and interesting.
23. In reaching out to hear a range of voices we made use of Citizen Space, drop in sessions and presentations to interested groups and forums. We asked people to let us know how they would prefer to participate, responses included:

- Online surveys and conversations
- Focus groups with mixed groups of participants
- Information sessions with Q&A opportunities
- On-going working groups

Locality Planning

24. Initially we brought stakeholders together to discuss locality priorities through sessions modelled on our Lets Take Time to Talk events. These are facilitated workshops that allow a range of local stakeholders to work with GPs to prioritise and plan. Over 150 people participated, including GPs, health and social work managers and practitioners, third sector representation and service user representatives from our Public Partnership Forum. This approach enabled us to discuss some initial priorities but it has proved difficult to find sufficient medical cover to continue. Over the coming year our intention is to have some further locality time to talk events that bring together GPs from our clusters with other locality holder.
25. In addition we have begun working with the Community Led Support programme which is designed to support Health and Social Care Partnerships to put their work right at the heart of communities. The programme works on the principle that frontline community health and social care support and services can be delivered out of “Hubs” based in and working with local communities. Its success comes from local people, organisations and professionals planning, developing and delivering this new way of working together.
26. The initial engagement events have explored new ways of working and engaging more people in our on-going conversations about how we want to do things differently in future in East Renfrewshire. Participants spent some time discussing where they feel the “heart” of their particular communities are, their unique characteristics or strengths, and who the “go-to” people are locally for help, information and advice. Participants also contributed ideas about how we might engage even more people, including people who would not want to be involved in events or who could not participate in them in a meaningful way.

Service Planning and Redesign

27. At a service level, the HSCP places a great emphasis and priority on meaningful engagement and working with people and partners to plan and design for the future. Areas with significant involvement of people who use services, carers, staff, third sector and other partner include:
 - Safe and Supported planning and developing test of change
 - My Life My Way planning for self -directed support for care homes
 - My Day My Way - day opportunities redesign
 - Supported Living Redesign
28. The Champions Board is intended to improve the life chances of care experienced young people within the wider community care. Through the recently established Champions Board experienced young people will have a meaningful voice to develop positive relationships and become active citizens, whilst feeling able to shape and influence policy/practice relating to their lives.

Strategy Moving Forward

29. Moving forward our participation and engagement strategy should be easily accessible and a live document that reflects both what we are doing and how people can get involved.
30. The accompanying strategy has been written in a form that can become web pages with links to up to date opportunities and examples. It is based on four key commitments linked to our touch stones that will define our approach to engagement and participation, which link to our touchstones.

Valuing what Matters to People

- *Valuing Voices and Lived Experience - We are committed to an ongoing process of hearing and listening, recognising and acting on the many voices, stories, contributions and ideas of local people and groups.*
- *Effective Conversations - We are committed to creating the conditions for open and honest conversations that lead to and support understanding, trust and respect.*

Building capacity with individuals and communities

- *Planning Together - We are committed to working together with local people and community groups in the planning, and delivery of services.*
- *Supporting Your Involvement - We are committed to working with our community planning partners and provider organisations to support everyone who wishes to be involved.*

FINANCE AND EFFICIENCY

Finance

31. There are no financial implications of the proposal.

CONSULTATION

32. Details of the consultation and engagement activities are given in the report above.

IMPLICATIONS

Policy

33. The report contains the legal and policy background for the development of a Participation and Engagement Strategy for the Integration Joint Board.

Staffing

34. None

Legal

35. The development of a participation and engagement strategy is a requirement under the Public Bodies (Joint Working) (Scotland) Act.

Property

36. None

Equalities

37. We are committed to equalities monitoring of community participation. This information will be used to identify those that have yet to participate and work to better include them

CONCLUSIONS

38. The participation and engagement strategy takes into consideration the extensive regulations, guidance and advice to Integrated Joint Boards and public bodies. The strategy has been developed based on conversations, engagement, capacity building and feedback work undertaken by the HSCP and former CHCP. The preferred approach is for a simple, accessible and live strategy that supports active participation and engagement and commits to ongoing partnership working, feedback monitoring and review.

RECOMMENDATIONS

39. This report recommends that the Integration Joint Board

- Approves the attached Participation and Engagement Strategy
- Endorses a web based approach to maintaining live information about participation and engagement activity

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BACKGROUND PAPERS

[Public Bodies \(Joint Working\) Scotland Act](#)

[The Public Bodies \(Joint Working\) \(Integration Scheme\) \(Scotland\) Regulations 2014](#)

[Guidance on the Principles for Planning and Delivery of Integrated Health and Social Care](#)

[Community Empowerment \(Scotland\) Act 2015 - Community Planning Guidance and Regulation Consultation](#)

[National Standards for Community Engagement](#)

[Role of Third Sector Interfaces](#)

KEY WORDS

A report about participation and engagement

Participation, engagement, working together, partnership working, involvement

Working Together

To Plan and Deliver Health and Social Care in East Renfrewshire

About Us

East Renfrewshire Integration Joint Board is responsible for the planning of health and social care for the people of East Renfrewshire. It decides how the money it receives from East Renfrewshire Council and NHS Greater Glasgow and Clyde should be used to provide local health and social care services. It oversees how the money is spent, how well services meet local people's needs and what difference the Health and Social Care Partnership is making to health and wellbeing in East Renfrewshire.

The voting members of Integration Joint Board are appointed by East Renfrewshire Council and NHS Greater Glasgow and Clyde. The Integration Joint Board also has advisory members, including service user and carer representatives, who sit on the Board. Our user and carer representatives come from and are supported by the Public Partnership Forum. The Public Partnership Forum works to make sure that all user and carer voices are heard and represented. The voices of community and voluntary groups are represented by Voluntary Action East Renfrewshire.

Working Together

Through our Strategic Plan we make a commitment to working together with:-

- Individuals as partners in planning their own care and support.
- Carers and families as partners in the support they provide to the people they care for. We will ensure the supports carers and families can sometimes require themselves are recognised.
- Communities as partners in shaping the care and supports available and in providing opportunities for people to get involved in their communities.
- Organisations across sectors, including our Community Planning partners and the Third Sector. We will work in partnership to co-commission, forecast, prioritise and take action together

Our Vision

Our partnership vision statement is "Working together with the people of East Renfrewshire to improve lives." We will achieve this by:

- Valuing what matters to people.
- Building capacity with individuals and communities.
- Focusing on outcomes, not services.

Valuing what Matters to People

Valuing Voices and Lived Experience

All views are important to us. We want to hear about people's lived experiences of health and social care – what's going well and what we can do better.

We are committed to an ongoing process of hearing and listening, recognising and acting on the many voices, stories, contributions and ideas of local people and groups.

We will make sure that there are many ways that your voice can be heard.

- Through Citizen's Panel and online feedback
- Through the Public Partnership Forum
- Through Local Conversations and Events

We will support you and your family to share your stories and health and care journeys

- Through talking to our staff
- Through our complaints and feedback systems
- Through our service redesign work

Effective Conversations

True communication is built on good conversations. This requires genuine listening to gain mutual understanding and confidence.

We are committed to creating the conditions for open and honest conversations that lead to and support understanding, trust and respect.

We will

- Train staff and partners in the skills of having an effective conversation
- Communicate with you in the way that best suits you
- Ask for feedback on how well we are doing and learn from what you tell us.

We are accountable to local people and will keep you informed

- About what has been said
- About the changes we are making
- About the difference your involvement has made
- using different ways to keep you up to date

Building capacity with individuals and communities

Planning Together

Our services and ways of working need to be designed with local people understanding what is really needed from health and social care and the strengths and skills in our communities that we can build on.

We are committed to working together with local people and community groups in the planning, and delivery of services

We will put our work right at the heart of communities.

- Through Our Community Led Support programme
- Through Local Conversations and Events
- With our Community Planning Partners

Supporting Your Involvement

It is important to us that everyone is able to contribute and be involved in planning health and social care, especially those people whose voices are not usually heard.

We are committed to working with our community planning partners and provider organisations to support everyone who wishes to be involved.

We will

- Work with our Public Partnership to offer peer support to people who want to be involved
- Work with Voluntary Action East Renfrewshire (VAER) and East Renfrewshire Council Learning and Development to support local community groups and organisations
- Work with our providers to support people who use their services to be involved
- Monitor who is engaging with us, identify those that have yet to participate and work to better include them

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