

AGENDA ITEM No.13



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	31 January 2024
Agenda Item	13
Title	HSCP Participation and Engagement Strategy 2023-2025
Summary	
To ask the Integration Joint Board to approve the revised HSCP Participation and Engagement Strategy 2023-2025 and provide an overview of the process taken by the Participation and Engagement Network (PEN) which worked collaboratively to develop the strategy.	
Presented by	Steven Reid Policy, Planning and Performance Manager
Action Required	
The Integration Joint Board is asked to approve the new HSCP Participation and Engagement Strategy 2023-2025.	
Directions	Implications
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC	<input checked="" type="checkbox"/> Finance <input type="checkbox"/> Policy <input checked="" type="checkbox"/> Workforce <input checked="" type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty

EAST RENFREWSHIRE INTEGRATION JOINT BOARD**31 January 2024****Report by Chief Officer****HSCP PARTICIPATION AND ENGAGEMENT STRATEGY 2023-2025****PURPOSE OF REPORT**

1. The purpose of this report is to present East Renfrewshire HSCP's Participation and Engagement Strategy 2023-2025, and the associated Action Plan. The report describes the process undertaken to develop the revised Participation and Engagement Strategy.
2. The final Participation and Engagement Strategy is attached at Appendix 1.

RECOMMENDATION

3. The Integration Joint Board is asked to approve the revised Participation and Engagement Strategy 2023-2025.

BACKGROUND

4. The new strategy builds on the work of the previous Participation and Engagement Strategy for 2020-23 previously shared with the IJB and developed by the Participation and Engagement Network (PEN). The PEN consists of over 45 members including Council, HSCP, third sector and community organisations who have continued to work collaboratively over the past 3 years to plan and support engagement activity at the request of the HSCP Strategic Planning Group.
5. Using the Quality Framework for Community Engagement Self-Assessment tool, developed by Health Care Improvement Scotland and underpinned by Planning with People, the network along with wider partners evaluated HSCP PEN engagement, our strengths and priorities to identify key actions and outcomes going forward. A key action identified was our collaborative approach to the revised Participation and Engagement Strategy development.

REPORT

6. The vision for East Renfrewshire HSCP Participation and Engagement Strategy is that the voices of local people are heard and acted upon to improve:
 - health and well-being; and
 - the quality and delivery of local health and social care services.
7. The purpose of the strategy is to engage effectively with our diverse community, including residents, statutory services, third sector and community groups in order to support active participation and engagement; and to commit to ongoing partnership working, evaluation and learning.

8. A clear intention is that the strategy is accessible and underpinned by principles of inclusive engagement practice and promoting equalities. This means that:
 - our activity is coordinated effectively;
 - our activity reaches people including seldom heard/underrepresented groups;
 - our information is accessible;
 - our methods promote equality.
9. The strategy contains details of a number of ways that people can engage with the HSCP and partners, as well as committing to developing further opportunities for individuals.
10. The Participation and Engagement Network will continue to meet and work together to support the participation and engagement activities of the Health and Social Care Partnership and report regularly through the Strategic Planning Group.
11. The Integration Joint Board has overall strategic responsibility for ensuring that the principles of this strategy are carried out. It should receive regular reports on the implementation of the strategy and evaluation of its impact.

CONSULTATION AND PARTNERSHIP WORKING

12. The Participation and Engagement Network meet every 6-8 weeks and share information and advice via a MS Teams channel with tabs which include:
 - Actions & Outcomes – working groups updates;
 - Contacts Meetings and minutes;
 - PEN documents and reports;
 - Previous Engagement – Planning;
 - Shared Resources.
13. The Participation and Engagement Network have planned and hosted a range of engagement activity and events on behalf of the HSCP Strategic Planning Group including;
 - HSCP Strategic Plan 2023/25 – Festival of Engagement;
 - Collaborative Commissioning – Events and working groups;
 - Living Safely and Well at Home Event;
 - Scottish Government Older Peoples' Strategy;
 - HSCP Budget Engagement.
14. The Participation and Engagement Network plan each engagement activity using a Communication Plan to maximise involvement of network members and the reach of our engagement.
15. Tools for engagement are developed to suit different formats whether in person events or on Microsoft Teams/Zoom. Facilitator templates and presentations are developed so that Participation and Engagement Network members can further plan bespoke engagement at a local level. Digital tools such as Microsoft survey, Teams Polls, Whiteboards and other virtual interactive engagement tools are used to support in person and online engagement and widen our ongoing reach via newsletters, email, and partner wide social media platforms.

16. In addition, partnership working within the network extends to working together to share resources, time/experience and spaces/venues.
17. The Participation and Engagement Network formed a short-life working group to develop an action plan for the revised strategy.
18. The Big Lunch, a twice-yearly community lunch and entertainment event was used to capture the information which informed the strategy, including:
- How can we make sure that everyone who wants to participate has a voice?
 - Who can we reach out to? What difference do you think this would make?
19. The event was attended by 160 people living and working in East Renfrewshire with broad representation from older people living in sheltered housing, younger adults with learning disabilities and people from ethnic minorities.
20. A pre-launch event for the draft Participation and Engagement Strategy took place on 3rd November 2023. It was attended by over 60 people representing HSCP staff, Council Staff, Housing Staff, third Sector organisation, PEN members, Community Groups and Community Police. The event provided an opportunity via display boards and digital displays to look at:
- HSCP engagement timeline since the last strategy;
 - “What you said” about previous engagement;
 - Equalities thinking – Impact on people with protected characteristics;
 - Content of the new strategy;
 - Digital resources for supporting engagement within East Renfrewshire;

IMPLICATIONS OF THE PROPOSALS

Finance

21. There is a small annual cost for restocking a toolbox of engagement resources required for in person events. The HSCP and the wider partnership will commit time and capacity from existing resources to continue to support the Participation and Engagement Network function.

Equalities

22. The strategy makes reference to the outcome, “We engage meaningfully with people including seldom heard people/underrepresented groups and this will impact positively on equalities.”
23. An Equality, Fairness and Rights impact assessment is currently being finalised.
24. There are no workforce, infrastructure, risk, policy or legal implications.

DIRECTIONS

25. There are no Directions arising as a result of this report.

CONCLUSIONS

26. The Participation and Engagement Network will continue to work together to plan and support engagement activity at the request of the HSCP Strategic Planning Group.
27. Engagement activity will be planned using an asset-based approach that supports our ongoing capacity and collaborative working for community participation and engagement.
28. Your Voice will be supported to continue its strong links with the HSCP whilst building their capacity to become an independent focus for community engagement that builds pathways to community led supports, choice and control.
29. Once the content of the strategy is approved, it will be sent to our Communications Team for design prior to publication.

RECOMMENDATIONS

30. The Integration Joint Board is asked to approve the revised Participation and Engagement Strategy 2023-25.

REPORT AUTHOR AND PERSON TO CONTACT

Angie McGregor, Strategic Partnership Projects Officer
Angie.McGregor@eastrenfrewshire.gov.uk
07800 629 476

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

None

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East Renfrewshire HSCP Participation and Engagement Strategy 2023-25

Introduction

Welcome to the Participation and Engagement Strategy for East Renfrewshire Health and Social Care Partnership (HSCP).

This strategy outlines our ambition to ensure that all individuals and organisations who have an interest in health and social care in East Renfrewshire have opportunities to support the way in which our services are being developed and delivered.

This includes those individuals who use health and social care services, their families and carers, along with our staff and wide range of partner organisations across the wider health and social care landscape.

The strategy covers 2023 – 2025 and looks to build on our previous strategy and reaffirm our Integration Joint Board's long term commitment and prioritisation of effective participation and engagement and the key role that this plays in 'Working together with the people of East Renfrewshire to improve lives'.

Central to our approach is our Participation and Engagement Network that involves 3rd and independent sector, staff and community groups. The health and social care sector in Scotland is currently under significant pressure and it is more important than ever that we continue to work in partnership to strengthen local engagement and bring in a wide range of voices when we engage.

We want to ensure that health and care support available in East Renfrewshire meet the needs of the people who live here. This means working in planned collaboration to use all our assets and resources together to empower people to thrive at whatever stage they are at in life.

Finally, please view this strategy as an invitation to anyone who wishes to join us on this journey as we look to build a health and social care partnership for the current and future population of East Renfrewshire.

Julie Murray
Chief Officer



Accessible formats

This document can be explained to you in other languages and can be provided in alternative formats such as large print or Braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

Faodar am pàipear seo fhaotainn ann an Gàidhlig agus ann an cruthan eile mar ann an clò mòr agus Braille. Airson tuilleadh fiosrachaidh, feuch gun cuir sibh fios gu Customer First air 0141 577 3001 no post-d gu. customerservices@eastrenfrewshire.gov.uk

इस सूचना-पत्र में उल्लेखित सूचना यदि आप हिन्दी अनुवाद में चाहे तो कृपया सम्पर्क करें।

如果您想得到该资料所含信息的译文，请联系：

ਜੇ ਤੁਸੀਂ ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਦਿਤੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਇਥੇ ਸੰਪਰਕ ਕਰੋ।

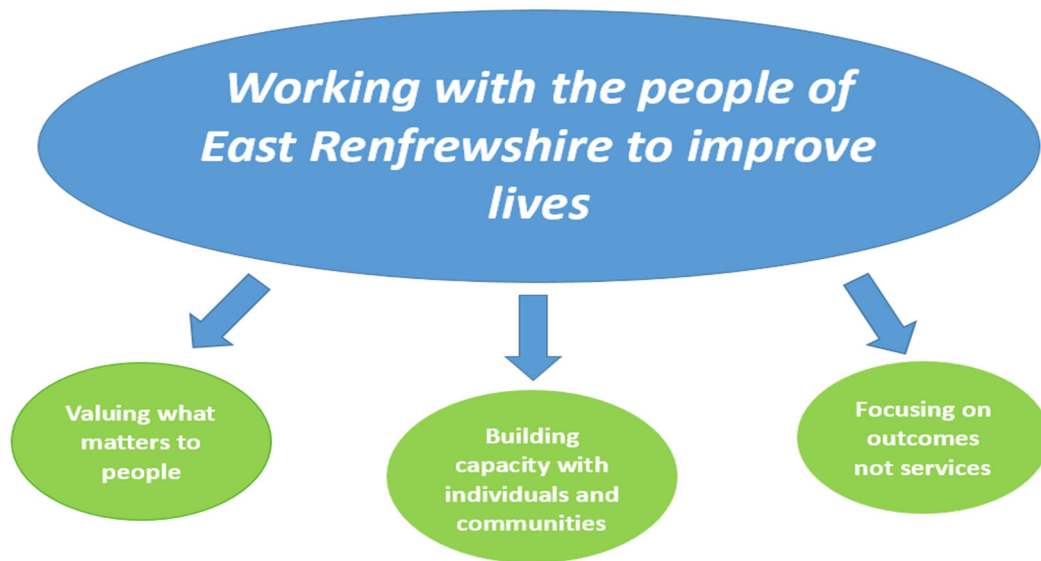
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[HSCP Participation and Engagement Strategy -Digital version](#)

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1. Our Vision



Our vision statement, “[Working together with the people of East Renfrewshire to improve lives](#)”, was developed in partnership with our workforce and wider partners, carers and members of the community.

This vision sets our overarching direction. At the heart of this are the values and behaviours of our staff and the pivotal role individuals, families, carers, communities and wider partners play in supporting the citizens of East Renfrewshire. The touchstones developed to progress this vision, which are set out below, are used to guide everything we do as a partnership.

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

The touchstones keep us focused when we are developing and improving the quality of our engagement about Health and Social Care.

2. Strategy at a glance

<p>Vision</p>	<p>The voices of local people are heard and acted upon to improve</p> <ul style="list-style-type: none"> ➤ health and well being ➤ quality and delivery of local health and social care services
<p>Purpose</p>	<p>To engage effectively with our diverse community, including residents, statutory services, third sector and community groups in order to</p> <ul style="list-style-type: none"> ➤ support active participation and engagement ➤ commit to ongoing partnership working, evaluation and learning
<p>Principles</p>	<p>Working together to</p> <ul style="list-style-type: none"> ➤ build on what already works - Use all the methods, tools, models available to support people to engage with us ➤ close the loop – Share the feedback from engagement “you said” and inform of the impact on their involvement “we did” ➤ grow our connections and contacts with our communities; our partners; our staff and people who use our services
<p>The difference it will make</p>	<p>East Renfrewshire HSCP service design and delivery benefits from</p> <ul style="list-style-type: none"> ➤ engagement activity that is coordinated effectively ➤ meaningful engagement with people including seldom heard/underrepresented groups ➤ people telling us what matters to them

3. Developing the Strategy



The Participation and Engagement Strategy is developed and delivered through East Renfrewshire HSCP multi-agency **Participation and Engagement Network**. Partners in the network set the following objectives for the ways in which we work with our communities:

- Our communities, our partners, our staff and those who receive support will be engaged with, involved and participate in ways that are meaningful to them.
- We will deliver a strategy that supports and resources new ways of engagement, and embraces digital platforms.
- We will deliver a strategy that has a focus on prevention, choice and stronger communities and people will be enabled to share their views.
- We will have a coordinated approach to community engagement and participation.

This strategy is for:

Our **Communities**

Our **staff**

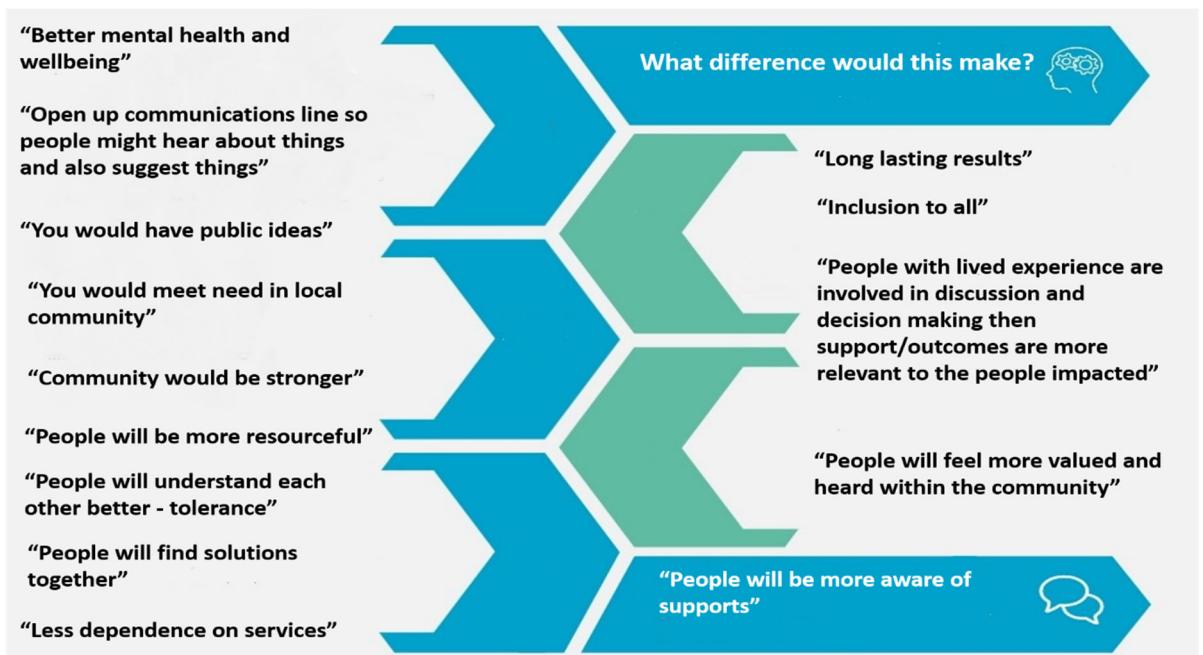
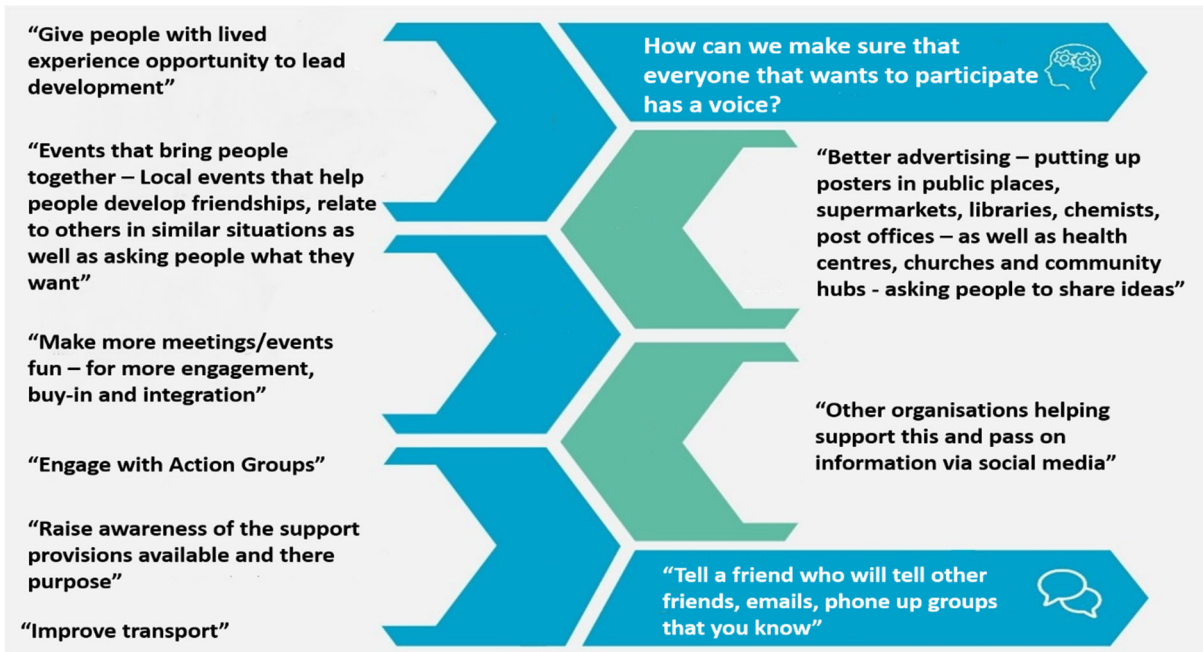
Our **partners**

People who use our Services

3.1 What are you telling us?

Before we developed this strategy we asked the people of East Renfrewshire representing communities, partners, staff and people who use services ***“How can we make sure that everyone that wants to participate has a voice?”*** and ***“What difference would this make?”***

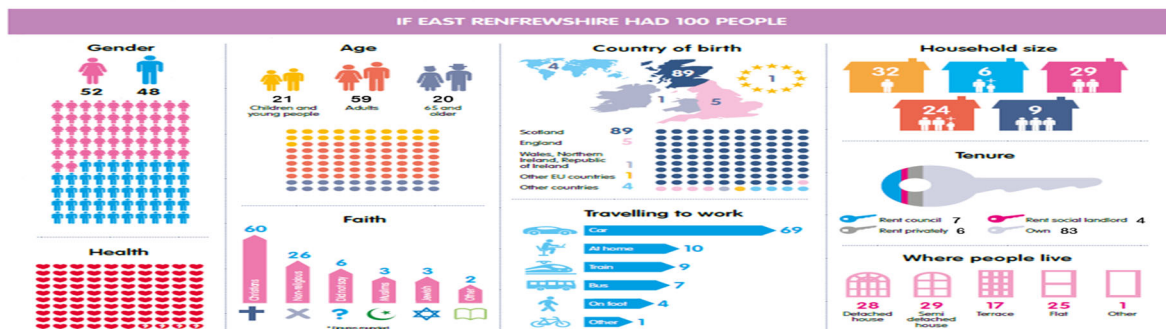
Here are some of the things ***“you said”***



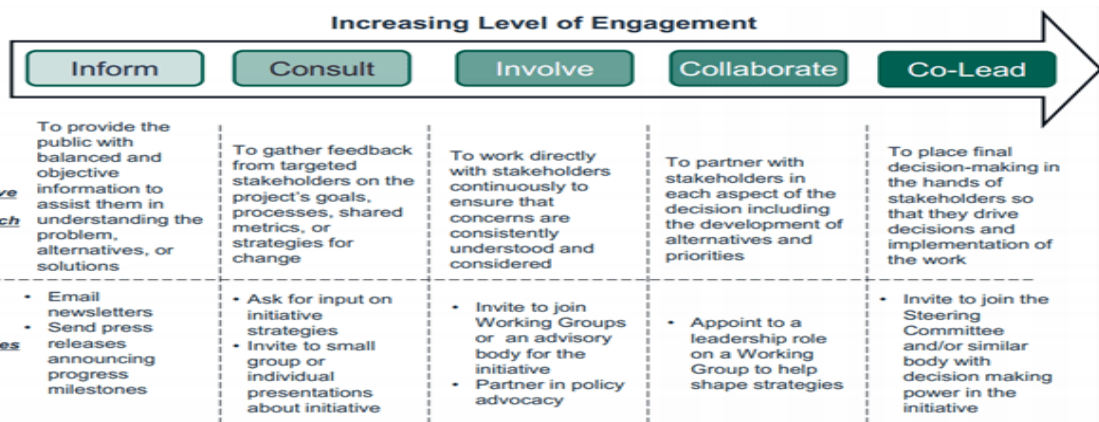
The Big Lunch - Dec 2022 (120 people represented)

3.2 What do we know locally?

- East Renfrewshire has the largest proportion of children and young people in any local authority in Scotland and this is predicted to grow.
- We also have some of the highest life expectancy rates in Scotland and, in turn, an increasing aging population.
- Our population is growing faster than Scotland as a whole, and this can be attributed, in part, to migration into the area.
- We are one of the most ethnically and culturally diverse areas in Scotland with significant Muslim and Jewish communities, and a growing Hindu community.
- We have one of the highest proportions of population in Scotland with one or more long-term health conditions.
- Of our 122 data zones, 7 data zones are amongst the 20 per cent of the most deprived areas within Scotland.



4. What do we mean by participation and engagement?



Source: Collective Impact Forum, adapted from Tamarack Institute and IAP2

The above model covers a range methods of engagement and participation. This can be from:

- Receiving information to
- Sharing views and
- Influencing how decisions are made, to
- Collaborating equally in service design and delivery.

4.1 A definition of Engagement

[The National Standards for Community Engagement](#) defines 'community engagement' as:

'A purposeful process that develops a working relationship between communities, community organisations and public and private bodies to help them to identify and act on community needs and ambitions. It involves respectful dialogue between everyone involved, aimed at improving understanding between them, and taking joint action to achieve positive change.'

5. Guiding Principles

5.1 Why we engage

- ✓ It brings together people, skills, knowledge and life experience.
- ✓ It helps services reflect the needs and wishes of people - Services are better and more responsive to what people and communities require and want.
- ✓ It helps communities to be fully involved in shaping how services look- People feel more empowered as they are involved in decision making.
- ✓ It impacts positively on people and/or their communities - they can **see** the results.
- ✓ It supports an increase in community participation/identity and volunteering/public involvement.
- ✓ Resources are used much more efficiently.
- ✓ Participation and Engagement become part of our everyday work.

5.2 Who we engage with

People who use our services

You and your families, friends, networks.

Our communities

People of place, interest and identity (including our digital community and community hub networks)

Health and Social Care Partnership Staff

Engaging with staff can help create a workplace where staff are involved in decisions. It also allows our workforce to share ideas and have good open communication with everyone around us. Some staff will also live locally and have their own experience of health and social care issues.

Anyone else who provides services and support to people

This includes third sector, the private sector, community planning, Housing and other Council departments, volunteers etc.

5.3 What is our community?

The term communities can mean different things.

- Community of **place**: A geographic location with a physical boundary such as a village, town, neighbourhood or locality.
- Community of **interest**: A group of people who share a particular interest or experience.
- Community of **identity**: how people identify themselves. This could be through age, sexual orientation, religion, disability.

Communities are diverse and people can belong to more than one.

5.4 How we engage

We will work in partnership so that everyone has an equal opportunity to be involved in participation and engagement. This involves making sure:

Our Communication is meaningful

We keep you in the loop with information and knowledge on the HSCP and any changed ways of working.

Our communication is inclusive

If you have any communication support needs we will consider the best way to communicate to help you to participate. We will share with you what *“you said”* and *“what we did”*.

Our information is accessible

Everyone has access to content on an equal basis with others; including written, verbal and web based information. Our information will be in simple terms, free of jargon and shorthand.

Our methods promote equality

We continue to build our contacts, making sure that our engagement reaches people with protected characteristics such as race, disability, sex and sexual orientation.

Our engagement methods adapt/evolve to meet your needs

We continue to learn about and use a range of digital and non-digital ways to reach and involve people in ways that are meaningful to them.

6. Resourcing our approach



Our Participation and Engagement Network is made up of over 40 people representing a wide range of partners within HSCP, Council, Housing, Third Sector Providers and Community organisations.

As a partnership we share knowledge, skills, experience and connections to widen our engagement reach.

If you are interested in joining the network or supporting engagement activity contact the Participation and Engagement Network **here**

Resourcing our Community involvement

We recognise the enormous contribution that people make through the gift of their time, sharing their views. People should not be out of pocket as a result.

If we have asked you to participate and share your views we have an **HSCP Volunteer Expenses Form** which could help e.g. with transport, replacement care for carers. We want to know about any barriers in your way.

Voluntary Action East Renfrewshire (VAER) can help staff access this quicker for you once agreed.



hello@va-er.org.uk

7. Sharing our learning

The Participation and Engagement Network meet regularly to plan engagement on behalf of our Strategic Planning Group. We share our learning to deliver what on what you tell us matters most.

Here are some of the things you have said about engaging with us.

HSCP Strategic Plan Engagement



"So its really good that you are asking and should be asking more regularly" – **Community /public**

"Digital tools are part of the solution
Provider/partner organisation.

"This sort of session is brilliant, having our thoughts listened to and having a platform to use our voices" **Carer /Supported person**

"Providers forum has been fantastic for peer support as well as what's happening in the sector"
Provider/partner organisation

"Having the opportunity to hear from other carers and although problems and situations might be different – the take home message is that you are not alone" **Carer /Supported person**

"The engagement was offered in a lot of different formats; it was broken down into areas that members could focus on within their organisations and the people that they support. I really like the fact that it was offered out in groups whether that was staff; providers and people within our community who use the different services that will be affected by the new strategy" **Participation and Engagement Network member**

HSCP Budget Engagement



"I would like to think we are looking at **equalities impact** at the beginning " **Your Voice**

What you said about ENGAGEMENT: "be clear and transparent. Get back to us." **Carers collective**

What you said about COMMUNICATION AND BEING LINKED TO 3RD SECTOR –
 "responding collectively. ·is the key- sharing what we are doing -Get a **website** that makes sense and is accessible to people " **Care and support Provider**

"**Engaging** with people, carers, staff and stakeholders should be increased, planned and sustained on an ongoing basis, not one off events." **Your Voice**

What you said about INFORMATION SHARING
 "Lot more could be done sharing info between services - would make a massive difference - public can't understand why we don't" **HSCP staff**

What you said about COLLABORATION AND WORKING TOGETHER
 "We need this more important than ever right now · and there is a will to do it" **Provider /Partner**

"How can we support **carers as a campaigning group**" **Carers collective**

HSCP Living Safely and well at Home – Care at Home Event



"Communications - should we invest more in how we spread the word" **Partners and Providers**

"Loving the energy, passion and willingness to do things" **Partners and Providers**

"Stop using data protection as a reason to not make connections" **Partners and Providers**

"Find creative approaches to "meeting" others i.e. Hybrid & face to Face. Shorter more focused meetings. We have to keep having conversations" **Partners and Providers**

Information sharing - "What a chance to say and do" **Partners and Providers**

HSCP Transitions (Learning Disability) Event



What you said could be better

What you said could be better

"Get some information about stuff available" **Pupil**

"Peer support for parents" **Parent**

"More information about events" **Pupil**

"Buddy systems" **Parent**

"More chances for people that are blind" **Pupil**

"Earlier planning" **Parent**

"Get some information about stuff available" **Pupil**

"Transition events throughout the year" **Parent**

"More communication with friends" - **Pupil**

"More information" **Parent**

What you said is working well

What you want to find out more about

"Information and advice on opportunities in adult life before leaving school" - **Parent**

"What support is available after leaving school" **Pupil**

"Volunteering" **Pupil**

HSCP Collaborative Commissioning Events



What you said about VALUING STAFF "Front line workers attending collaborative commissioning meetings"

What you said about CULTURE "Needs to shift to be able to have uncomfortable conversations · Large amount of engagement and often seen as constant talking. Furthermore authorities often fail to communicate the outcome of this "

What you said about INVOLVING PEOPLE "Needs peoples experience to offer real transparency to see who/why and how decisions are made"

What you said about PLANNING "More gathering of views of community and people who use services"

What you said about LANGUAGE "Need to change language about services – positive thing to help and support"

"Share short presentations on what has worked working across providers – new service and lessons learned can we replicate? Budget and stability of support"

What you said about COMMUNICATION "We need an up to date mapping - what's on in East Renfrewshire"

" Need to turn the narrative on all marginalised groups to engage. Better ethics, better understanding. Seeing the value in people and worth "

"Celebrate success regularly with community, use media better, positive stories - plan it. Have a presence"

HSCP Transitions (Learning Disability) Event



What you said could be better

What you said could be better

"Get some information about stuff available" **Pupil**

"Peer support for parents" **Parent**

"More information about events" **Pupil**

"Buddy systems" **Parent**

"More chances for people that are blind" **Pupil**

"Earlier planning" **Parent**

"Get some information about stuff available" **Pupil**

"Transition events throughout the year" **Parent**

"More communication with friends" - **Pupil**

"More information" **Parent**

What you said is working well

What you want to find out more about

"Information and advice on opportunities in adult life before leaving school" - **Parent**

"What support is available after leaving school" **Pupil**

"Volunteering" **Pupil**

HSCP Developing the Staff and volunteer Wellbeing approach



"Through the workforce wellbeing process of engagement and the response re increased wellbeing offer in work, I feel more visible and supported" **Staff member**

"I got so much from the wellbeing sessions and I really want to help communicate how colleagues would benefit too" **Staff member**

"Can we help promote the yoga class. I'm sure staff would enjoy it if they gave it a go" **Staff member**

"I am certain that much more can be done to raise awareness of the wellbeing offer to staff/volunteers and am happy to support" **Staff member**

"The digital resources and wellbeing leaflet are a great way to communicate all the great wellbeing resources. I will certainly use these resources to communicate the offers to our staff" **Staff member**

HSCP Engagement from Children and Families



"Completing the questionnaire can make it easier to say how you are feeling rather than having to speak to someone about how you feel"
Viewpoint Feedback

"100% of children completing Who Cares Scotland? End of Task Feedback felt their voice and choices had been heard"

[Redacted] feels it is good to see how his views are used in planning by doing the life skills survey – **Viewpoint Feedback**

*"I hadn't even thought about, those kind of concepts before in my life. So, those ones, they were interesting because I hadn't realised that, that all contributes to how you're coping as a family – **Parent Feedback on Family First's Family Wellbeing Scale***

"It is an easy way to say how I feel – **Viewpoint Feedback**

8. Assessing our impact



The HSCP is committed to assessing the impact of our participation and engagement ongoing. The Participation and Engagement Network used [The Quality Framework for Community Engagement and Participation](#) tool to evaluate and develop the following action plan.

8.1 HSCP Participation and Engagement Action Plan

What we do	Who with	How we feel	What do we learn and gain	What we do differently	What difference does it make
Engagement to support Collaborative commissioning service design	Children, Adults and Older people who use our services Community organisations Providers/partners Families /Carers, HSCP Staff ER citizens	People feel confident they are listened to	Understanding of what is important to people	Map out the opportunities/gaps in lived experience in HSCP forum memberships and include in engagement activity.	OUTCOME - People have the opportunity and support to engage about what matters to them influence service design and delivery at a strategic level.

What we do	Who with	How we feel	What do we learn and gain	What we do differently	What difference does it make
<p>Develop Equalities networks to influence and support our Equality, Fairness and Rights Impact Assessment (EFRIA) activities</p> <p>Embed equalities monitoring into our engagement activity</p>	<p>People with protected characteristics</p> <p>All stakeholders</p>	<p>People feel they are represented and supported to have their say.</p>	<p>A growing East Renfrewshire local community champions Contacts list that engage with the HSCP</p>	<p>Involve people with protected characteristics at the beginning to look at the possible impact of new policy/service design for them</p> <p>Use our planning and communication tool to support our activity</p>	<p>OUTCOME – <i>We engage meaningfully with people including seldom heard people/under represented groups and this will impact positively on equalities.</i></p>

What we do	Who with	How we feel	What do we learn and gain	What we do differently	What difference does it make
<p>Monitor and assess the quality of our engagement and the demographics of who we reach in our engagement activity</p>	<p>All stakeholders</p>	<p>People feel they have been included.</p>	<p>Knowledge of what engagement methods are required/work best</p>	<p>Evaluate and adapt our engagement methods/tools to capture demographics</p> <p>Evaluate our practice after each engagement to improve the quality of our activity</p>	<p>OUTCOME – <i>We continue to assess the impact of our participation and engagement and coordinate our activities effectively.</i></p>

What we do	Who with	How we feel	What do we learn and gain	What we do differently	What difference does it make
<p>Access and promote learning/training/funding opportunities that support good practice for engagement</p>	<p>Participation and Engagement Network (PEN) and staff involved in engagement activity</p>	<p>People feel appropriately resourced to engage effectively.</p>	<p>A calendar of learning opportunities.</p>	<p>Share our learning and knowledge including digital engagement tool and resources</p>	<p>OUTCOME – <i>We continue to build knowledge and skills to engage meaningfully with all our stakeholders</i></p>

9. Appendix 1 - National and local context

What the national context is telling us

National Context. The Scottish Government has introduced several key policies to underpin the way public services involve and engage with communities. All of these emphasise the importance of designing and delivering health and social care services in partnership with people and communities.

This strategy aligns to national context and underpins our commitment and approach to engagement and participation about Health and Social Care. Here are some of the policies/legislation which embed this commitment.

Planning with People 2023

Planning with People promotes real collaboration between NHS Boards, Integration Joint Boards and Local Authorities. It sets out the responsibilities each organisation has when services are being planned, or changes to services are being planned, and supports them to involve people meaningfully.

The UN Convention on the Rights of the Child (UNCRC)

The UNCRC sets out the human rights of every person under the age of 18 and sets out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. It makes clear how adults and governments must work together to make sure all children can enjoy all their rights.

One of the relevant articles of the Convention that addresses the principle of participation is Article 12, the right to be heard. Article 12 says that every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously.

The Promise

The Promise – the Independent Care Review for young people. This national focus on young people emphasises improving access and equality to education and employment for all our young people including our looked after young people.

It works with all kinds of organisations to support shifts in policy, practice and culture so Scotland can keep the promise it made to care experienced infants, children, young people, adults and their families - that every child grows up loved, safe and respected, able to realise their full potential.

[Community Empowerment Act 2015](#)

This Act introduces more rights for community bodies and strengthens their voice in the decisions about public services. It encourages partnership working between service providers and communities to focus on achieving outcomes and tackling inequalities.

[Equalities Act 2010](#)

This Act protects you from discrimination. It means that discrimination or unfair treatment based on certain personal characteristics is against the law in almost all cases. There are nine protected characteristics: **age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.**

What the local context is telling us

Local context. A range of local strategies/plans support HSCP commitment to participation and engagement, community involvement in shaping health and social care and providing opportunities for people to get involved in their communities.

Here are some of the main strategies/plans which embed this commitment. For further reading please see our digital resource.

[HSCP-Strategic-Plan-2022-2025](#)

This plan sets out the shared ambitions and strategic priorities of our partnership and how we will focus our activity to deliver high quality health and social care to the people of East Renfrewshire.

Our HSCP strategic priorities for 2022-25 are:



[HSCP Strategic Commissioning Plan 2023-2025](#)

This plan sets out the strategic vision to create opportunities to work together to shape the local health and social care environment and to ensure that together we can progress the aims of the HSCP Strategic Plan 2022-2025. It sets out how the HSCP is working with all partners in health and social care to maximise use of the available resources.

It commits to Collaborative Commissioning, a continuous process to identify, plan for and deliver on what matter most to the people of East Renfrewshire and involve all our partners as opportunities arise to participate in new service planning and redesign.

[HSCP Supporting People Framework](#)

This policy supports practitioners to deploy finite resources in a way that ensures that resources are provided to those in greatest need and are considered in relation to an individual's personal or community assets holistically.

Our Supporting People framework encourages creativity and collaboration to widen and enhance support. The framework allows access to the most appropriate support in line with levels of risk.

The vision aims to value what matters to people, build capacity with individuals and communities and focus on outcomes. The principles ensure that support provided by East Renfrewshire HSCP will:

- Promote, support and preserve maximum independence and resilience where practical and practicable.

- Promote equitable access to social care resources.
- Adhere to the principles of early and minimum intervention.
- Target resource to those vulnerable individuals most at risk of harm or in need of protection.

East Renfrewshire's Children and Young People's Service Plan 2023-2026

The East Renfrewshire Approach to Children's Services Planning is our new Children's Services Plan. It has been developed using a rights based approach and directly links to our commitment to promoting and protecting children and young people's rights.

The plan is rooted firmly in the national [Getting it right for every child wellbeing framework](#) which underpins all that we do in East Renfrewshire.

HSCP Carers Strategy 2021-22 *(Update to follow)*

This strategy acknowledges the importance of each carer's role in the sustainability of our services and the impact caring can have on the life of the carer.

It shares a commitment to working together to improve the lives of carers by ensuring they have choice and control over their caring role and support to stay healthy and well.

It also commits to ensuring that Young Carers are children first and foremost. That they are valued, nurtured, inspired and empowered to reach their full potential.

HSCP Alcohol and Drugs Strategic Plan 2020-23 *(Update to follow)*

This strategic plan will guide delivery of actions and be responsive to the changing context following strong principles to deliver on-

- Involving individuals with lived experience to ensure that services are person-centred, supportive and inclusive - joined-up services and an embedded whole-family approach that supports people, parents and carers, children and families impacted by alcohol or drugs.
- Ongoing evaluation of emerging evidence about alcohol and drugs, including the ongoing impact of Covid-19 (on overall wellbeing, inequalities, and alcohol and drug trends) to ensure that actions remain relevant and impactful.

Fairer East Ren

Fairer East Ren is the Local Outcome Improvement Plan for East Renfrewshire Community Planning Partnership.

A requirement of the Community Empowerment (Scotland) Act 2015 is that a Local Outcomes Improvement Plan (LOIP) is produced to outline how community planning partners will work with communities to improve outcomes for individuals, families and communities.

Fairer East Ren focuses on reducing inequality across groups and communities.

Community Learning and Development Plan 2021 - 2024

This plan for East Renfrewshire sets out how services will be delivered over the next 3 years. Consultation and engagement with residents, partners and staff have influenced the key themes and strategic focus for this plan.

These are:

- Health and well-being
- Learning, life and work
- Diversionary
- Strong and resilient communities
- Equality and equity
- Digital
- Early years and family learning

9.1 Have a browse of our digital resources



Do you want to read more legislation/policy/good practice about participation and engagement?

Please click

[Appendix 1 National and local context \(Our digital Resource\)](#)

10. Appendix 2 - Some other ways you can engage within us



Care Opinion

East Renfrewshire Health and Social Care Partnership are fully signed up to use Care Opinion as a means of providing feedback for health and social care.

<https://www.careopinion.org.uk/tellyourstory>

Residents of East Renfrewshire can also use Care Opinion to provide feedback on all services for NHS Greater Glasgow and Clyde

<https://www.careopinion.org.uk/services/sj9>

We want Care Opinion to be accessible for all people and help and support is available.

<https://www.careopinion.org.uk/info/accessibility>



Your Voice in Health and Social Care is a network of individuals and groups who are interested in how health and social care services are designed and delivered.

Your Voice informs the planning, development and delivery of health and social care services by sharing information and feedback through research, community engagement and lived experience

<https://www.eastrenfrewshire.gov.uk/care-opinion>

Email: hello@va-er.org.uk

Phone: 0141 876 9555.



Talking Points By contacting Talking Points you can reach over 50 organisations, including the Health and Social Care Partnership, who work together to help get the information our residents need quickly, impartially and tailor made to their needs.

Talking Points can help with being a carer, isolation, money advice, staying fit and active and everything in-between.

Contact our dedicated Helpline, email address or our Facebook page.

Call 0141 876 9555 or email talkingpoints@eastrenfrewshire.gov.uk
[Talking Points - East Renfrewshire Council](#)



East Renfrewshire Staff Equalities, Diversity and Inclusion Network is an employee led, safe-space for staff to share experiences, celebrate diversity, and advocate for an inclusive and fair work environment that promotes equality and challenges discrimination.

The network meets every 8 weeks through a mix of online and in-person meetings where staff can explore topics around equalities and diversity, and help inform and shape equality initiatives and practice.


You can join the network through [this link](#)

10.1 Our digital resource

- Do you want to share your experience of health and social care?
- Do you want to find out more about health and social care services?
- Do you want to influence change by joining a lived experience network?
- Are you a third sector organisation looking for support?
- Do you want to know more about staff well-being initiatives?
- Do you want to browse some directories that say more about activities and supports in East Renfrewshire?
- Do you want help to explore more information about activities and social supports in East Renfrewshire?
- Do you want to look at tools and resource that may improve on participation and engagement?

Pease click

[Appendix 2 - Ways you can engage with us \(our digital resource\)](#)

 <p>Have Your Say East Renfrewshire Participation Engagement Network Connecting for better health and social care</p>	
Strategy development date: August 2023	
This Strategy is due for renewal August 2025	

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