

East Renfrewshire Health and Social Care Participation and Engagement Strategy 2020/2023



Digital Strategy

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East Renfrewshire HSCP Participation and Engagement Strategyat a glance

The Purpose of the strategy

To engage effectively with people in planning and redesigning health and social care services. The voices of local people are heard and acted upon to improve

- their health and well being
- the quality and delivery of local health and social care services for everyone.

What it is

A simple, accessible and live strategy that:

- supports active participation and engagement
- commits to ongoing partnership working, review and learning

Engaging with individuals, groups and communities helps us to make sure our services reflect the needs and wishes of people and communities

Who we do this with

We engage with

- **People** who use our Services
- Our **Communities**
- Our **staff**
- Our **partners**

How we do it

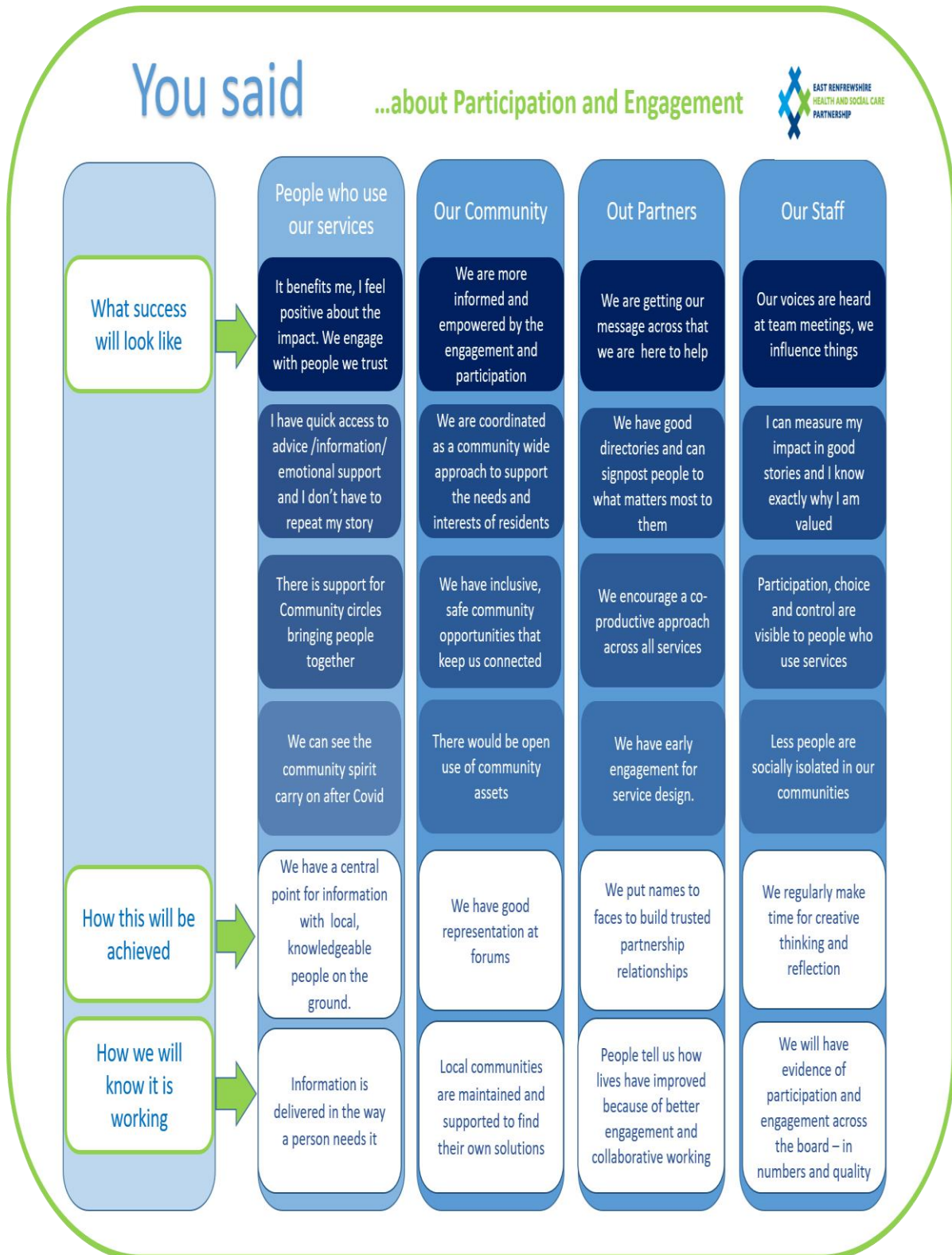
- **Use** all the methods, tools, models available
- **Support** people to feel confident and able to engage with us by whatever means is comfortable for them
- **Build** on what already works
- **Inform** people of the difference their involvement is making
- **Evaluate** our activity to measure its impact and ensure services meet the needs of local people

The difference it makes

- People are more involved in decision making which impacts them and/or their
- Communities - they can **see** the results.
- Services are better and more responsive to what people and communities need
- An increase in community participation and volunteering/public involvement
- Resources are used much more efficiently
- Participation and engagement becomes seamless and normal

We spoke to some people before we wrote the strategy. We asked them to describe what really good participation looks like to them

Here are just **some** of the things you said



Engaging effectively with people in planning and redesigning Health and social care services

The **Health and Social Care Partnership (HSCP)** provides all health and social care services for adults and children in East Renfrewshire. The HSCP is a partnership between East Renfrewshire Council and the NHS.

Our Vision

Our vision is to work 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

Purpose of this strategy

Anyone in East Renfrewshire has the opportunity to be involved in shaping services to improve:

- their health and well being
- the quality and delivery of local health and social care services for everyone.

Aims and Objectives for this strategy

- 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 and inclusive approach to community engagement and participation which will:
 - minimise duplication and over consulting
 - support both planned and responsive priorities for engagement
 - enable a feedback loop to engagement activities - You said - We did.

Recovery and Renewal

The Covid 19 Pandemic has had a profound impact on people who use services, communities, organisations and staff. It requires us to think even more about how we engage with less heard voices and reduce practical barriers to engagement opportunities.

Working and engaging remotely can be a challenge for collective working processes and requires us to think about equality in access to resource, training and guidance in using the online platforms chosen.

Engaging with our communities to support recovery and renewal is vital and the Scottish Community Development Centre has updated the Standards for Community Engagement to support this. Our strategy will align to meeting these standards.



[National Standards for Community Engagement](#)

National Standards for Community Engagement (NSfCE)

Engaging with our communities to support recovery and renewal

[Engaging with our communities to support recovery and renewal \(PDF\)](#)

National and local context



National Legislation

The Scottish Government has introduced a number of key policies to underpin the way public services involve and engage with communities. [See below](#)



Near Me is a Scottish Government and NHS approved video consulting service that enables people to have health and social care appointments from home or wherever is convenient.

Near Me Video Consulting

Local context

There are a number of local strategies/plans which set out a vision and support a commitment to participation and engagement and aim to involve the community in shaping health and social care and provide opportunities for people to get involved in their communities.



HSCP Strategic Plan -Working Together



[Moving Forward Together](#) sets out **NHS Greater Glasgow and Clyde's (NHSGGC)** vision to transform health and social care services to meet the needs of local population.
https://www.youtube.com/watch?v=tnrAeqb3Sq0&feature=emb_title



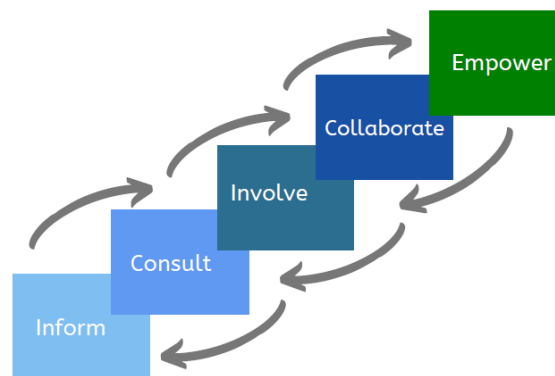
East Renfrewshire Community Planning



HSCP Strategic Commissioning Plan

What we mean by participation and engagement

These are terms we use to cover a whole range of methods that encourage and enable people to be involved in ways that matter and make sense for them. This can range from sharing views on how needs are best met and influencing how decisions are made, to collaborating equally to design and deliver services.



Participation Journey	Participation Journey	What this means	An example of this	The impact or outcome it will achieve	Other example of this form of participation
Empower (let go of control)	Empower (let go of control)	Put choice and control in the hands of local people and communities	Person Centred Planning	Individuals will have choice and control about what matters most to and for them	Community Circles
Coproduction	Coproduction				Self-Directed Support
Collaborate (work together)	Collaborate (work together)	Work in partnership with people to create, design and run services	Locality Forums	New models of care designed and developed by partners/public tests of change	Steering Groups Strategic Planning Groups
Co-design	Co-design				
Involve	Involve	Work directly with people to ensure their views are used to help design or redesign a service or process	Your Voice	Will build capacity to get involved and will be able to demonstrate influence	Focus groups User Forums Team Planning
Engagement	Engagement				
Consulting to listen	Consulting to listen	To hear peoples views and value their input	Public Events	To inform decision making and support a clear "you said- we did" feedback loop	Digital Surveys, Questionnaires Team meetings
Consultation	Consultation				
Inform to support	Inform to support	Provide good quality accessible information to people	Talking Points	Signposting to good information, advice and support on health and social care	Council Website Social media Newsletters Leaflets, Posters Staff
Inform	Inform				

Why is it important?

Engaging with you - individuals, groups and communities - helps us to make sure our services reflect the needs and wishes of people and communities. We want the community to be fully involved in shaping how these look.

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. They rarely speak with one voice.

Communities have a unique contribution to make in shaping, developing and improving health and social care services. People bring skills, knowledge and life experience.

What are the benefits?

Benefits of participation and engagement are:

- People feel more empowered as they are involved in decision making which impacts them and/or their communities - they can **see** the results.
- Services are better and more responsive to what people and communities require and want.
- An increase in community participation/identity and volunteering/public involvement
- Resources are used much more efficiently
- Participation and engagement becomes seamless and normal

Our principle to support participation and engagement

Inclusive, accessible and equal

We want to ensure that everyone has an equal opportunity to be involved in participation and engagement. This involves making sure

Our communication is inclusive

If you have any communication support needs we will consider the best way to communicate to help you to participate.

Our information is accessible

This allows everyone to access content on an equal basis with others and includes written, verbal and web based information.

Our methods promote equality

This recognises that certain groups of people and individuals with protected characteristics such as race, disability, sex and sexual orientation may have experienced discrimination.

How we do it

Participation and Engagement can be planned - around specific events/policy or times of the year – or more general, but we want it to be normal practice and encourage service delivery change as it is needed. We will involve

- **People who use our services**
People who receive a service from us should be equal partners in their own care. As well as having a say in planning their own care, individuals should be able to contribute to the way services are designed and delivered
- **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.
- 10 • **Anyone else who provides services and support to people** this includes third sector, the private sector, community planning, other council departments, volunteers etc.

We will:

- **Gather** and use all the methods, tools, models and examples of participation and engagement that are available so we can be as inclusive as we can when engaging with you.
- **Support** you to feel confident and able to engage with us by whatever means is comfortable for you. People have different communication styles and preferences which we must use.
- **Build** on what we already know works and what communities like.
- **Inform** people as soon as possible what difference their involvement has made. Engagement is ineffective if we don't feedback to those we engage with.
- **Evaluate** our activity to measure its impact and ensure that our services meet the needs of local people. This can also help us identify what isn't working so well and what could work better.

[How you can engage with us](#)

Talking Points

Talking Points are places in your community and online, where you can get the advice and support you need to help you do the things that you want. During your **Talking Point** you can speak to people who can help you, or someone you look after, with any questions you have about health and social care supports.

You can also find out about local groups and activities happening on your doorstep. For more information about Talking Points or help with any health and social care enquiries please call **Initial Contact Team** on **0141 800 7850**

<https://www.eastrenfrewshire.gov.uk/contact-hscp>

[East Renfrewshire Initial Contact Team](#)



Your Voice in Health and Social Care East Renfrewshire



Your Voice 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/your-voice>

[Your Voice in Health and Social Care East Renfrewshire](https://www.eastrenfrewshire.gov.uk/your-voice)

Champions Board East Renfrewshire



The Champions Board consists of a group of care experienced young people and adult champions that work within the council. The aims of the Champions Board are:

- Empower young people to have a voice and use their own experiences to help others
- Be a part of a transformational change for East Renfrewshire's young people
- Build relationships and create opportunities

<https://eastrenchampionsboard.co.uk/about-champions-board-eastrenfrewshire/what-is-a-champions-board/>

[Champions Board East Renfrewshire](https://eastrenchampionsboard.co.uk/about-champions-board-eastrenfrewshire/what-is-a-champions-board/)

We believe that good participation and engagement is a continuous cycle. It's about Planning, Engaging, Consulting, Evaluating and then providing Feedback. **“YOU SAID – WE DID”**

Good participation and engagement starts with a good conversation about what matters most to people. It supports people to take part in genuinely shaping their public services, it leads to better decision making, better outcomes for our community and continual improvement in health and social care services.

Who developed the strategy

The **Participation and Engagement Implementation Group** was established to develop a collaboratively produced strategy. The group will continue to use meet and work together to support a shared work plan to support the participation and engagement activities of the Health and Social Care Partnership and its strategic objectives/
The group has representation from:



- [NHS Greater Glasgow and Clyde](#)
- [Talking Points East Renfrewshire](#)
- [East Renfrewshire Community Learning and Development](#)
- [Voluntary Action East Renfrewshire](#)
- [East Renfrewshire Carers Centre](#)
- [ERC Communications Team](#)
- [Your Voice in Health and Social Care East Renfrewshire](#)

This is the journey map to collaboratively develop the Participation and Engagement Strategy 2020-2023



How we will share this strategy

The Strategy will be available as both paper copy and digital version on the HSCP website. The Strategy Implementation Group will develop a work plan to ensure that this strategy reaches a wide East Renfrewshire audience.

The web based strategy



We will have a simple, accessible digital version of the strategy that:

- supports active participation and engagement
- commits to ongoing partnership working, review and learning

Linking to participation platforms

It links to platforms where you can participate directly.



Allows people to share their experiences of health and social care in East Renfrewshire in ways which are safe, simple, and lead to learning and change. Care Opinion provides a platform so that:

- people can share honest feedback easily and without fear
- stories are directed to wherever they can help make a difference, and
- everyone can see how and where services are listening and changing in response

<https://www.careopinion.org.uk/info/care-opinion-scotland>

[Care Opinion](https://www.careopinion.org.uk/info/care-opinion-scotland)

Citizen Space



Find out how to have your say on the decisions that affect you and your community through East Renfrewshire Citizen Space.

What can I do?

View and respond to current consultations

https://www.delib.net/citizen_space

[Citizen Space](#)

It also links to **local and national health and wellbeing directories.**



NHS inform is Scotland's national health information service. Its aim is to provide people with accurate and relevant information to help them make informed decisions about their own health and the health of the people they care for.

www.nhsinform.scot

[NHS Inform](#)

Scotland's Service Directory (SSD) is a national directory of local services. It is part of NHS Inform and has been developed in partnership with Macmillan Cancer Support and the Health and Social Care Alliance. It provides details of all health and wellbeing services within Health and Social Care Partnerships (HSCPs)

<https://www.nhsinform.scot/scotlands-service-directory>

[Scotland's Services Directory](#)

[SSD East Renfrewshire Directory](#)



ALISS (A Local Information System for Scotland)

This has been developed by Health and Social Care Alliance Scotland (the ALLIANCE) to increase the availability of health and wellbeing information. It supports people, communities, professionals and organisations that have information to share and is aligned with Scotland's health and social care needs

www.aliss.org/ [ALISS \(A Local Information System for Scotland\)](http://www.aliss.org/)

It also links to **useful information and advice**



East Renfrewshire Council Community Directory

www.eastrenfrewshire.gov.uk

[East Renfrewshire Council Community Directory](http://www.eastrenfrewshire.gov.uk)



Health and Social Care Partnership

www.eastrenfrewshire.gov.uk/hscp

[East Renfrewshire Health and Social Care Partnership](http://www.eastrenfrewshire.gov.uk/hscp)



Initial Contact Team

<https://www.eastrenfrewshire.gov.uk/contact-hscp>

[Initial Contact Team](https://www.eastrenfrewshire.gov.uk/contact-hscp)



Telehealth

<https://www.eastrenfrewshire.gov.uk/tec>

[East Renfrewshire Technology Enabled Care](https://www.eastrenfrewshire.gov.uk/tec)

Governance

The Integration Joint Board has overall strategic responsibility for ensuring that the principles of this strategy are carried out. They will measure the impact that engagement is making by evaluating our activities to improve our practice and outcomes

<http://www.eastrenfrewshire.gov.uk/integration-joint-board>

Integrated Joint Board



Tools for Participation and Engagement

This strategy links to **useful resources** that support engagement activities

Participation Standard for the NHS in Scotland

<https://www.nhsggc.org.uk/>

National Standards for Community Engagement

<https://www.scdc.org.uk/what/national-standards/>

Principles for Community Empowerment

<https://www.audit-scotland.gov.uk/report/principles-for-community-empowerment>

Community Planning Toolkit

<https://www.communityplanningtoolkit.org/sites/default/files/Engagement.pdf>

Visioning Outcomes in Community Engagement (VOiCE)

www.voicescotland.org.uk

Place Standard

<https://placestandard.scot/guide/quick>

Participation Toolkit

<https://www.hisengage.scot/equipping-professionals/participation-toolkit/>

Royal National Institute of Blind People: Transcription Services

<https://www.rnib.org.uk/rnib-business/transcription-services>

Using Makaton

<https://www.makaton.org/aboutMakaton/howMakatonWorks>

British Institute for Learning Disabilities

<http://www.bild.org.uk/>

Seeds for Change: Making Meetings Accessible

<https://seedsforchange.org.uk/accessiblemtg>

Seeds for Change: Access

<https://seedsforchange.org.uk/access>

Principles of Inclusive Communication

<https://www.gov.scot/publications/principles-inclusive-communication-information-self-assessment-tool-public-authorities/pages/5/>

7 golden rules of Participation - Children and Young Peoples' Commissioner Scotland 2015

<https://cypcs.org.uk/get-help/i-work-with-younger-people/golden-rules/>

Framework for Community Health and Social Care Integrated Services – Scottish Government November 19

<https://hscscotland.scot/couch/uploads/file/resources/frameworkcommunityhealthsocialcare/a-framework-for-community-health-and-social-care-integrated-services-07-november-2019.pdf>



Links

It also links to **National Legislation and public bodies** that focus on the importance of participation and engagement

Self-directed Support (Scotland) Act 2013

<https://www.legislation.gov.uk/asp/2013/1/contents/enacted>

Self-directed Support (Scotland) Act 2013 (Summary)

<https://www.gov.scot/publications/easy-read-self-directed-support-values-principles-statement/>

Carers Scotland Act 2016

<https://www.legislation.gov.uk/asp/2016/9/contents/enacted>

Carers (Scotland) Act 2016 (Summary)

<https://www.gov.scot/publications/carers-scotland-act-2016-statutory-guidance/>

Public Bodies (Joint Working) Act Scotland 2014

<https://www.legislation.gov.uk/asp/2014/9/contents/enacted>

Patients' Rights (Scotland) Act 2011

<https://www.legislation.gov.uk/asp/2011/5/contents>

Community Empowerment (Scotland) Act 2015

<https://www.legislation.gov.uk/asp/2015/6/contents/enacted>

Community Empowerment (Scotland) Act 2015 (Summary)

<https://www.gov.scot/publications/community-empowerment-act-easy-read-guidance/>

Equality and Human Rights Commission

<https://www.equalityhumanrights.com/sites/default/files/assessing-impact-public-sectory-equality-duty-scotland.pdf>

National health and wellbeing outcomes framework

<https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

Care Inspectorate

<https://www.careinspectorate.com/>

Supporting Participation and Engagement

If you are attending any of our participation and engagement events or meetings we can support you.

Voluntary Action East Renfrewshire (VAER) will manage this process for us.



hello@va-er.org.uk



This document can be explained to you in other languages and can be provided in other formats such as large print and braille.

For further information please contact **Customer First** on **0141 577 3001**
customerservices@eastrenfrewshire.gov.uk

Strategy development date: 21.8.20
This Strategy is due for renewal 21.8.23

Participation and Engagement
Implementation Group