



Clackmannanshire & Stirling

Health & Social Care
Partnership

Participation and Engagement Strategy

2020-2023



Clackmannanshire
Council



NHS
Forth Valley

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Background

This is the second Participation & Engagement Strategy for the Clackmannanshire and Stirling Health and Social Care Partnership (HSCP). This Strategy builds on the success and progress of first HSCP Participation & Engagement Strategy and reflects new and developing good practice.

The HSCP alongside our local partners and providers of community health and social care services are committed to working together to ensure that people live healthier, longer lives, can be independent and can exercise choice and control, no matter who they are and where they live in the Clackmannanshire and Stirling areas.

The Public Bodies (Joint Working) (Scotland) Act 2014 sets out the Scottish Government's programme of reform to improve services for people who use adult community health and social care services. The objective of integration is that community health and social care provision is more joined-up and seamless, especially for people with long term conditions and disabilities, many of whom are older people.

In making this a reality, the Clackmannanshire and Stirling HSCP recognises the importance of participation and engagement of all partners and stakeholders, including those people, groups and communities whose views are not frequently heard.¹

Purpose

The Clackmannanshire and Stirling Health and Social Care Partnership (HSCP) seeks to hear the views of individuals, carers and their families who receive or provide health and social care support; unpaid carers and community health and social care professionals. This will help the Integration Joint Board decide where activity should be focused and what services we deliver across Clackmannanshire and Stirling.

We want to work with people to review, shape and develop the services we deliver and buy.

This Participation and Engagement Strategy sets out ways we will engage with people so we get the right services, in the right places at the right time.

Vision

Your Life, Your Say

The vision 'Your Life, Your Say' was developed in consultation with a wide range of community health and social Care partners and stakeholders. The participation and engagement vision is that those who use health and social care services, carers, and the public will be engaged and involved with representatives from the key stakeholders in improving local service delivery.

This will require the HSCP to put in place the necessary supports to engage with people at an individual, community, locality and HSCP level. This will help the HSCP to co-produce services that will meet current and future needs and for individuals, carers, their families and communities to be well informed and supported to be proactively involved in their care.

¹ Appendix 1 sets out the prescribed stakeholders from the Public Bodies (Joint Working) (Scotland) Act 2014 regulations.

Principles

We will make sure that there is effective consultation and participation by following the principles contained within “A Participation Standard” for the NHS in Scotland, Scottish Health Council and “National Standards for Community Engagement”.

We will also follow the Gunning principles when we consult with you:

Consulting with people when you can still influence the decision

- Where there is a proposed change that will have an impact on any stakeholder group, we will engage with all relevant parties at the earliest opportunity

Making sure people can effectively participate in any consultation. This includes giving people enough information and reasons for any proposal and consulting with people in a variety of ways. It also means giving you enough time to take part in any consultation.

- We will tell you the purposes of any consultation and be clear about the decisions that you can influence
- We will use a wide range of formats to communicate, consult and engage in a timely manner
- We will try and avoid jargon and where we do need to use technical language we will work towards a shared language across agencies and professions

Giving proper consideration to any consultation responses before making a decision

- We will share the results of any consultation with the people who give us their view and the wider public so any decisions are transparent and we continually improve the way we consult
- We will share how your views have been considered and tell you about any changes that have been made following your input

Approach

Resources

Building on the previous Participation and Engagement Strategy, we have been able to use existing structures and networks to inform the development of this refreshed Participation and Engagement Strategy.

By bringing together resources, a more effective and comprehensive approach will be possible.

We have identified the current mechanisms that support participation and engagement across Forth Valley and within the two local authority areas represented within the HSCP. Existing networks are known to the public and have established methods of contact. It will be important to build on existing good practice and to use the established links to wider stakeholder groups.

There are also community interest groups and medical condition specific peer and support groups operating across the Forth Valley area. Both Third Sector Interfaces have their own fora and wider connections to other networks locally and nationally and are continually reviewing and building up their membership networks.

The community health and social care vision will be promoted within the HSCP as well as partner and stakeholder organisations across all areas; working alongside the Joint Staff Forum to discuss, agree and disseminate information.

We will be seeking to work with national colleagues within the Care Inspectorate and Healthcare Improvement Scotland to seek support and guidance on the most up to date practice and learning.

All partners will work together to plan the approach towards wider mapping of communities and engagement to ensure that the support structure is robust²

Methods of Engagement

Methods of engagement are likely to include face to face meetings, events and focus groups whilst dissemination of information and debate will also take place using new media such as Facebook, Twitter, Online discussion groups/e-panels, webpages, newsletters and small publications.

During the term of this Strategy, we have committed to move towards Participatory Budgeting (PB) as described later in the document.

Understanding complaints and feedback received from those using services provided or funded by the HSCP will also be a valuable source of information and an area that often stimulates discussion.

Using real life stories as case studies will help to demonstrate what we are working to achieve in an easy to understand way and encourage feedback.

² Appendix 2 sets out the existing networks and fora within the Stirling and Clackmannanshire HSCP area.

Equalities Monitoring

Equalities monitoring of interactions is vital as it indicates specific groups of people that are already engaging, helps identify those that have yet to express an opinion and leads to inquiry as to how we can better include them.

All partners have agreed what data is gathered to enable consistency of approach. Ensuring that our communications are accessible and applying best practice regarding inclusive communications at meetings and events will go some way to ensuring people can work with us.

There are established existing models and templates for recording of equalities monitoring information. We use an established national template and reporting mechanism for this aspect in all parts of our work to record our reach in to community.

Roles & responsibilities

The active engagement and participation of all stakeholders and partners is key to the success of community health and social care integration across Stirling and Clackmannanshire.

Participation and engagement is key to the development of a culture of effective and integrated partnership working between the practitioners, professionals and clinicians working within Clackmannanshire and Stirling Health and Social Care Partnership.

Everyone has a role in ensuring the positive participation and engagement of individuals, carers, their families and wider stakeholders.

- All partners have a key role in communicating, consulting and engaging with other stakeholders and partners.
- All partners have a responsibility to ensure that all communication, consultation and engagement is accessible to stakeholders and partners.
- All partners and stakeholders have a key role in engaging and participating in order that their particular expertise can be used in shaping and delivering the outcomes for community health and social and care integration.

Strategic and Legislative Context

A Participation Standard for the NHS in Scotland, Scottish Health Council

NHS Boards need to ensure that people have a say in decisions about their care and in the development of local health services. The Participation Standard is a way of measuring how well NHS Boards do this. It is one of the commitments set out in the Scottish Government's [Better Health, Better Care: Action Plan](#) to develop a "mutual NHS" where health services meet the needs and preferences of individuals.

National Standards for Community Engagement, Communities Scotland

Community engagement is a way to build and sustain relationships between public services and community groups - helping them both to understand and take action on the needs or issues that communities experiences.

There are 7 Standards:

- Inclusion
- Support
- Planning
- Working together
- Methods
- Communication
- Impact

'Our Voice'

Our Voice is all about engaging the people of Scotland to make health and social care better.

Community Empowerment (Scotland) Act 2015

This legal framework for community planning gives rights to community bodies, and requires the publication of Local Outcome Improvement Plans (LOIPs) via community planning partnerships. There are consistent messages within both LOIPs of Clackmannanshire and Stirling to support the need for partnership approaches to effectively tackle inequalities in society. This plan is mindful of the need to reduce inequalities and promote lifestyles and choices which are conducive to good health.

Stirling Council Local Outcomes Improvement Plan (LOIP) 2017-2027

The Stirling Plan describes how community planning partners will work together to promote fairness and tackle inequalities in the area over the next 10 years. The plan has been produced through joint working amongst the community planning partnership, community and voluntary groups and individuals active in their communities across the Council area.

Clackmannanshire Council Local Outcomes Improvement Plan (LOIP) 2017-2027

This plans sets out the vision of the Clackmannanshire Alliance for the next 10 years and builds upon the successes of our previous plan the Single Outcome Agreement for Clackmannanshire 2013/23. A central theme of this Plan is a joint commitment to tackling the inequalities that exists in Clackmannanshire as a result of poverty and socio-economic disadvantage.

Participatory Budgeting

Participatory Budgeting (PB) is about local people having a direct say in how public money is spent. PB can support active citizenship, helping build more active and stronger communities that are:

- better able to take decisions on where public funds are spent
- more likely to take part in community activities
- better informed about public budgets and decision making

Case Law

Case Law has established an “Implied right to consultation”. Case law has also established the Gunning principles that set out four tests for effective consultation.

Measuring success

These objectives will be used to measure the delivery of the Strategy:

- Ensure that those who use services and their unpaid carers are at the heart of service design, planning and delivery
- Ensure that diverse perspectives are represented
- Ensure that feedback and information gathered is used to support creativity, innovation and service change
- Encourage participation by groups whose views are not frequently heard, where there may be barriers to engagement
- Ensure that the necessary resources are available to support participation and engagement, specifically with groups whose views are not frequently heard
- Use the data equalities and demographic data published in the Strategic Needs Assessment to inform engagement activities and approaches

Participation and Engagement will form a key part of the development and delivery of our locality planning which will set out how services will be delivered in each of the three localities during 2020-2023, and which supplements the Clackmannanshire & Stirling Health and Social Care Partnership’s [Strategic Plan](#)

Progress against locality planning including Participation and Engagement will be monitored via the HSCP governance structure, including the HSCP Strategic Planning Group.

Next Steps

- Continue to promote the community health and social care vision within partner organisations across all work areas and communities
- Determine the resources necessary to support participation and engagement across the HSCP
- Develop an effective and comprehensive approach to Participation and Engagement through efficient use of resources and local expertise
- Build on existing networks, utilising their established methods of communication with wider stakeholder groups
- Co-produce a Participation and Engagement Plan with partners outlining activity for the next three years.

Glossary

Communication	Sending out key messages
Consultation	Seeking feedback
Co-production	“Co-production is the process of active dialogue and engagement between people who use services, and those who provide them” – Sir Harry Burns, Former Chief Medical Officer for Scotland
Engagement	Building something together
Health and Social Care Integration	Integrating health and social care services has been a key government policy for some years
Integration Joint Board (IJB)	A legal body established under the Public Bodies (Joint Working) (Scotland) Act 2014. The Parties to our IJB are Clackmannanshire and Stirling Councils and NHS Forth Valley. The Parties agreed the Integration Scheme for our Health and Social Care Partnership, which sets out the delegation of functions by the Parties to the IJB
Locality Planning	A locality is defined in legislation as a smaller area within the borders of an Integration Authority – their purpose is to provide an organisational mechanism for local leadership of service planning
Third Sector	An umbrella term for a range of organisations belonging to neither the public nor private sectors (e.g. voluntary sector or non-profit organisations) http://ctsi.org.uk/ and https://www.sventerprise.org.uk/
Website	Clackmannanshire & Stirling HSCP https://clacksandstirlinghscp.org/

Appendix 1 – List of prescribed stakeholders

- Users of health care
- Users of social care
- Carers of users of social care
- Carers of users of health care
- Commercial providers of social care
- Non-commercial providers of social care
- Commercial providers of health care
- Non-commercial providers of health care
- Non-commercial providers of social housing
- Health professionals
- Social care professionals
- Staff of the Health Board and local authority who are not health professionals or social care professionals
- Third sector bodies carrying out activities related to health or social care other local authorities operating within the area of the Health Board preparing the integration scheme or the revised integration scheme.
- Residents of the locality

Appendix2 – List of Networks and Fora

Clackmannanshire

- Clackmannanshire Alliance (Community Partnership, which includes the Clackmannanshire 1000 reference group)
- Clackmannanshire Credit Union
- Clackmannanshire Citizens' Advice
- Carers' Forum
- Clackmannanshire Healthier Lives
- Clackmannanshire Tenants and Residents Forum
- Community Transport Association
- Disability Awareness Group/ Access Panel
- Integrated Mental Health Service users' network
- Older Adults Forum
- Third Sector Forum
- Volunteer Managers Forum

Stirling

- Carers' Network
- Children and Families Forum
- Health and Social Care Forum
- Stirling Area Access Panel
- Stirling Council on Disability
- Volunteer Managers Forum
- Older People's Forum



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