

West Dunbartonshire
Health & Social Care Partnership

**West Dunbartonshire
Health and Social Care Partnership
Participation and Engagement Strategy
2020 - 2023**



Foreword

Welcome to the second West Dunbartonshire Health and Social Care Participation and Engagement Strategy 2020 – 2023.

This Participation and Engagement Strategy builds on the first Strategy, approved by the Health and Social Care Partnership Board in 2016 for the period 2016 – 2019; this new Strategy outlines our vision on how the Health and Social Care Partnership will **Inform, Engage and Consult** with people who use our services, carers and the wider community of West Dunbartonshire.

The Health and Social Care Partnership Board recognises that our staff are our most valuable asset and is committed to **Inform, Engage and Consult** on our Strategic priorities.

The Health and Social Care Partnership is committed to **Inform, Engage and Consult** users of HSCP services, carers and the wider community of West Dunbartonshire when reviewing our Local Engagement Networks.

The 2020 – 2023 Participation and Engagement Strategy objectives are underpinned by 3 key engagement documents – The National Standards for Community Engagement, 7 Golden Rules for Participation and the National Standards for Health and Social Care.

And importantly, we are committed to working with the people of West Dunbartonshire to improve their health and well-being.

**Beth Culshaw Chief Officer
Health and Social Care
Partnership**



**Allan Macleod, Chair
Health and Social Care
Partnership Board**



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Introduction

This is the second West Dunbartonshire Health and Social Care Partnership Participation and Engagement Strategy, continuing our commitment to effectively engage with local users of health and social care services.

Our engagement history has developed in line with the changes in Primary Care across Scotland.

- In 2002 the Clydebank Local Health Care Cooperative employed the first Public Involvement Officer in NHS Greater Glasgow
- In 2006 the West Dunbartonshire Community Health Partnership developed one of the first Public Partnership Forum (PPF) in Scotland
- In 2010 West Dunbartonshire Community Health and Care Partnership developed the first integrated health and social care Public Partnership Forum in Greater Glasgow and Clyde area, and
- In late 2015 after a review carried out by West Dunbartonshire Community Volunteer Service (WDCVS), our engagement was further developed with the formation of Local Engagement Networks (LENs) aligned to the locality areas in Clydebank and Dumbarton & Vale of Leven.

This Participation and Engagement Strategy presents an opportunity to reflect on our successes as a Health and Social Care Partnership and to consider how we can evolve our approach to participation and engagement to align with our new Strategic Plan and our vision of improving lives with the people of West Dunbartonshire

What is a Health and Social Care Partnership?

West Dunbartonshire Health and Social Care Partnership (WDHSCP) established as the Integration Authority for West Dunbartonshire on 1st July 2015. Governed by an Integrated Joint Board, WDHSCP is responsible for the strategic planning and reporting of a range of health and social care services delegated to it by NHS Greater Glasgow & Clyde Health Board and West Dunbartonshire Council (which are described in full within its approved Integration Scheme).

Our Vision

Improving lives with the people of West Dunbartonshire

Our vision and our desire is to ensure that our citizens have access to the right care, at the right time and in the right place. It involves a range of activities, centred around a continuous cycle of “analyse, plan, do and review” and is iterative and dynamic to support collaborative system change across health and social care and all partners working in our communities.

Legislation

In addition to the requirements set out within the Public Bodies (Joint Working) Act 2014, this Strategy takes due cognisance of other pertinent legislation, including:

- The Carer's (Scotland) Act 2016 which aims to ensure better and more consistent support for both adult and young carers so that they can continue to care in better health and to have a life alongside of caring.
- The Community Empowerment (Scotland) Act 2015 provides a legal framework that promotes and encourages community empowerment and participation; and outlines how public bodies will work together and with the local community to plan for, resource and provide services which improve local outcomes in the local authority area.
- The Patient Rights (Scotland) Act 2011 supports the Scottish Government plans for a high quality NHS that respects the rights of patients as well as their carers and those who deliver NHS services.
- The Children and Young People's (Scotland) Act 2014 which reinforces the United Nations Convention on the Rights of the Child; and the principles of Getting It Right for Every Child.
- The Community Justice (Scotland) Act 2016 which identifies Community Planning Partnerships as being the vehicle to bring partner organisations together to plan and deliver community justice outcomes.
- The Equality Act 2010, with its general duties to eliminate discrimination, harassment and victimisation; advance equality of opportunity between people who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.
- Informing, Engaging and Consulting People in Developing Health and Community Care Services CEL 4 (2010). (Currently under review)

The Principles and Objectives of Participation and Engagement

We are proud of the progress we have made to involve, engage and consult with the people of West Dunbartonshire to shape our services. Our Local Engagement Network structure has assisted in building our connectivity with individual community and third sector organisation and service user networks.

To help meet changing access and delivery needs in health and social care services we will progress our participation and engagement activities as a two-way process with a focus on creating and maintaining open dialogue. This will include:

- Meeting our communities where they are; increasing pro-active ongoing engagement
- Building upon established relationships to ensure strong networks in each of our two localities; increasing our understanding of the specific needs and experiences of each locality
- Engaging people who use our services, carers, families and the wider public in plans to continually improve their experiences of integrated care
- Sharing with and learning from other organisations around their approaches to participation and engagement.

The objectives are underpinned by 3 key engagements documents – The National Standards for Community Engagement, 7 Golden Rules for Participation and the National Standards for Health and Social Care.

National Standards for Community Engagement.

Revised by What Works Scotland the Scottish Centre for Community Development in 2018, the National Standards for Community Engagement provide measurable performance statements which can be used by everyone involved in community engagement to improve the quality and process of the engagement. They set out key principles, behaviours and practical measures that underpin effective engagement.

The Integrated Joint Board (IJB) has adopted the National Standards for Community Engagement as the foundation for all engagement activity, providing a consistency to our approach. The 7 standards being:

Inclusion – We will identify and involve the people and organisations that are affected by the focus of the engagement

Support – We will identify and overcome any barriers to participation

Planning – There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions

Working Together – We will work effectively together to achieve the aims of the engagement

Methods – We will use methods of engagement that are fit for purpose

Communication – We will communicate clearly and regularly with the people organisations and communities affected by the engagement

Impact – we will assess the impact of the engagement and use what we have learned to improve our future community engagement

7 Golden Rules for Participation

Created by Scotland's Commissioner for Children and Young People, the 7 Golden Rules for Participation provide a set of principles for anyone working with children and young people. The 7 rules being:

Golden Rule 1: Understand my rights

Golden Rule 2: A chance to be involved

Golden Rule 3: Remember, it's my choice

Golden Rule 4: Value me

Golden Rule 5: Support me

Golden Rule 6: Work Together

Golden Rule 7: Keep in touch

National Health and Social Care Standards (My Support, My Life)

Developed by the Care Inspectorate and Healthcare Improvement Scotland, the national standards came into force in April 2018 and are underpinned by five principles; dignity and respect, compassion, be included, responsive care and support and wellbeing

The Standards are based on five headline outcomes:

- I experience high quality care and support that is right for me
- I am fully involved in all decisions about my care and support.
- I have confidence in the people who support and care for me
- I have confidence in the organisation providing my care and support
- I experience a high quality environment if the organisation provides the premises

Engagement with users of HSCP Services, Carers and Communities

The Health & Social Care Partnership will work with partners and local communities to apply the principles and practices endorsed by the Scottish Health Council and those set out in the National Standards for Community Engagement. As appropriate, we will bring together our processes with those of our Community Planning Partners, to both seek and take on-board stakeholder feedback to shape the on-going planning and delivery of our services.

Following the completion of a comprehensive Community Engagement Review in 2015, the Health & Social Care Partnership has worked with West Dunbartonshire Community and Volunteer Services (WDCVS) to develop Local Engagement Networks (LENs) for each locality area with a renewed emphasis on increasing the representation and diversity of those involved.

Our 2020-2023 Strategic Plan and the NHSGGC Moving Forward Together Programme both highlight the need to review and redesign how health and social care services are delivered and accessed at local level. To meet this challenge, our Local Engagement Networks will also require to evolve in tandem to keep pace with the pace of change.

The HSCP and WDCVS will jointly carry out a review of the Local Engagement Networks to facilitate this.

Engagement with Staff

Staff working directly within the scope of the Partnership, and who are employed by West Dunbartonshire Council and NHS Greater Glasgow and Clyde, are recognised by the Integration Joint Board as one of our most important resources in our drive to deliver on local and national outcomes through our Strategic Plan objectives and policy priorities. Our Workforce & Organisational Development Strategy highlights our commitment to an integrated Staff Governance and Practice Governance Framework updated annually in partnership with local trade unions through the Staff Partnership Forum.

Engagement with the Third and Independent Sector

The Health & Social Care Partnership has developed Partnership Working Agreements with key cross-sector stakeholders; Carers of West Dunbartonshire, West Dunbartonshire Community & Volunteering Service (as the local Third Sector Interface) and Scottish Care

(Independent Sector) outlining clear collective commitments to deliver structured sector engagement and participation as part of a strategic commissioning approach and embracing the concept of developing “a public service ethos” for the ultimate benefit for all citizens.

Partners have worked with external providers of care to develop a Commissioning Consortium approach within West Dunbartonshire, its aim to deliver improved outcomes for those with long term conditions and those with multi-morbidities improving preventative and anticipatory care; and making best use of local community assets.

This approach embeds third and independent sector partners at the centre of the participation process: providing access to the same information and data used within statutory services; and providing opportunities for service delivery where there is an agreed and identifiable need for services based on demographic and neighbourhood analysis. The core principle of the approach is to work with and support partners to deliver in an innovative and collaborative way which is responsive, flexible and accountable to local people within their localities.

Engagement with Community Planning Partners

Community Planning West Dunbartonshire works to improve the economic, social, cultural and environmental well-being of West Dunbartonshire for all who live, work, visit and do business here. As a key partner, the Health and Social Care Partnership plays a lead role in each of the 5 Delivery and Improvement Groups:

- Flourishing: Employability and Economic Growth
- Nurtured: Children and Families
- Safer: Community Safety and Justice
- Empowered: Strong and Involved Communities
- Independent: Supporting Older People

	priorities of the HSCP Primary Care Improvement Plan.							
Early Intervention	Engage and inform users of Mental Health Services on the early Intervention Strategies in the Action 15 Development Plan.	✓	✓	✓	✓	✓	✓	✓
Early Intervention	We will continue to work in partnership with Carers of West Dunbartonshire to ensure carers have easy access to support, advice and information at each stage of	✓	✓	✓	✓	✓	✓	✓

	their caring journey and support for carers in their caring role will be consolidated in all our service areas.							
Early Intervention	Engage and inform users of Addiction Services to prevent episodes of distress.	✓	✓	✓	✓	✓	✓	✓
Early Intervention	Continue to engage and inform with the most vulnerable and at risk in West Dunbartonshire to prevent the cycle of presentations to HSCP Services,	✓	✓	✓	✓	✓	✓	✓

	Police Scotland and Emergency Departments.							
Access	The Primary Care Improvement Plan creates the opportunity to improve the delivery of these community based services and ensures those accessing support and their carers are at the heart of how these are designed, planned and provided.	✓	✓	✓	✓	✓	✓	✓
Access	Engage with users of Mental Health Services to implement the priorities of	✓	✓	✓	✓	✓	✓	✓

	the Mental Health Action Plan 15 Development Plan							
Access	Continue to engage, inform and consult on the New Clydebank Health & Care Centre.	✓	✓	✓	✓	✓	✓	✓
Access	Continue to engage and inform carers so they can access services to continue their caring role.	✓	✓	✓	✓	✓	✓	✓
Access	Recovery Groups and Cafes will continue to offer peer support, social activities and a way back	✓	✓	✓	✓	✓	✓	✓

	to mainstream community activities for those affected by issues associated with addictions.							
Access	The HSCP will continue to support Local Engagement Networks that have been developed as a dynamic forum for local people to engage, share their experiences and support operational services	✓	✓	✓	✓	✓	✓	✓
Resilience	Continue to engage with users of HSCP	✓	✓	✓	✓	✓	✓	✓

	Services to inform them that services are safe, effective and person – centred.							
Resilience	It is recognised that the combination of targeted action within primary and community care , and both informing and empowering the individual to manage well with a long term condition, will improve their sense of wellbeing and avoid repeated admissions to hospital.	✓	✓	✓	✓	✓	✓	✓

Assets	Staff, are our most valuable asset and the HSCP is committed to consult, engage and inform them on our strategic priorities.	✓	✓	✓	✓	✓	✓	✓
Inequalities	By working in partnership with the Carers of West Dunbartonshire Carers can access face to face and telephone contact, peer group support, health interventions, financial inclusion, short breaks and respite	✓	✓	✓	✓	✓	✓	✓

	provision for young carers and adult carers.							
Inequalities	Carers Support Workers are based within the Health and Social Care Partnership's integrated, multi-disciplinary teams to ensure carers' needs are at the centre of person centred planning for the cared for person and the carer.	✓	✓	✓	✓	✓	✓	✓
Inequalities	Continue to provide leadership for robust public	✓	✓	✓	✓	✓	✓	✓

	protection arrangements.							
Inequalities	Health and Social Care Partnership continues its commitment to working in partnership with colleagues in Working4U and third sector partners particularly around the Child Poverty Action Plan and benefits maximisation across our communities.	✓	✓	✓	✓	✓	✓	✓
Inequalities	Continue to provide leadership on health inequalities.	✓	✓	✓	✓	✓	✓	✓

