



PERTH & KINROSS INTEGRATION JOINT BOARD

31 August 2022

ACTION NOTE - COMMUNITY ENGAGEMENT SELF-ASSESSMENT

**Action Note by Interim Head of Adult Social Work & Social Care (Commissioning)
Zoe Robertson**

Health and Social Care Partnership: Community Engagement Self-Evaluation August 2022-23

National guidance, Planning with People, was published in March 2021, by the Scottish Government and COSLA, on local community engagement and participation which applies across health and social care

<https://www.gov.scot/publications/planning-people/pages/1/>

Listening to the views of people who use services, and actively involving them throughout the process of planning care delivery, is a key improvement recommendation of the recent [Independent Review of Adult Social Care in Scotland](#).

The HSCP plan to self-evaluate their work in relation to Community Engagement and Participation, in order to do so we will use the Quality Framework for Community Engagement and Participation: Supporting the delivery of meaningful engagement in health and social care Self-evaluation tool. [20220624-quality-framework-self-evaluation-tool-june-22-10%20\(3\)](#) This has been designed to support NHS Boards, Health and Social Care Partnerships and Local Authorities to meet their statutory duties with regard to public involvement and community engagement in the planning and provision of health and social care. It provides a framework for statutory planning and commissioning authorities, and those quality assuring them, on what good quality engagement looks like and how this can be evaluated and demonstrated.

The development of the framework and self-evaluation tool takes account of related community engagement guidance, duties, and frameworks and Scottish Government and COSLA's new joint Planning with People guidance on local community engagement and participation.

A self-evaluation tool has been developed to enable organisations to self-evaluate their performance against three areas of focus, called domains, which are outlined within the Quality Framework. Each domain has two associated quality indicators and statements to guide discussion and support evaluation with a view to answering key questions. The quality indicators could be considered to be the outcomes to be measured.

It is proposed that the HSCP Strategic Planning Group focuses on three key domains over the course of August 2022 – January 2023 using the template within Appendix 1.

It is proposed that the timetabling and order of the self-evaluation activity should be as follows and should include ongoing engagement activity in between Strategic Planning Group meetings, with an expectation that the SPG membership will share the self-evaluation template with the groups they represent:

August 16th – October 11th: Domain 1 - Ongoing Engagement and Involvement of people

October 11th – 29th November: Domain 2 - Involvement of people in service planning, strategy, and design

November 29th – end January 2023: Domain 3 - Governance and leadership - supporting community engagement and participation

The Strategic Planning Group alone will not complete the self-evaluation but will contribute to and oversee all associated activity, this will include:

People's views

Assessing the views of all stakeholders is essential and to understand the quality of your engagement activity you need to know the views of the people who participate or have participated. Feedback should be sought from patients, the public, service users, family, carers, staff, communities, third sector and wider stakeholders.

Data

Many organisations may currently use the Voice tool (which is based on the National Standards for Community Engagement), or other methods, to evaluate their engagement activity. It may be useful to consider a mixture of both quantitative and qualitative data; from formal mechanisms for capturing feedback from staff and people involved in engagement and captured through discussion with individuals and groups.

External feedback

It will be useful to consider which information and evidence you may have already collated for other reviews and self-evaluation, such as recent reviews or inspections by Healthcare Improvement Scotland or The Care Inspectorate reports and feedback, recent Major Service Change reports and Audit Scotland reports.

Author(s)

Name	Designation	Contact Details
Zoe Robertson	Interim Head of Adult Social Work & Social Care (Commissioning)	ZRobertson@pkc.gov.uk