

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

HOW WELL ARE WE DOING? HOW DO WE KNOW? WHAT DO WE NEED TO DO NEXT?

Scotland's national and local governments are committed to improving the ways individual people, and communities of people, can be involved in decision-making that affects them. Nowhere is that more vital than when it comes to the development of the health and social care services upon which we all rely.

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](#).

What is community engagement?

“Community engagement is a purposeful process which 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.” (The National Standards for Community Engagement, Scottish Community Development Centre)

The HSCP want 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. 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 (please see appendix 2 for a full list) and Scottish Government and COSLA's new joint Planning with People guidance on local community engagement and participation.

A self-evaluation tool <https://www.hisengage.scot/media/2180/20220624-quality-framework-self-evaluation-tool-june-22-10.pdf> 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 completed self-evaluation should focus on outcomes rather than activities. This could include a description of the impact of engagement, changes made as a result of feedback, or information on how potential impact is being monitored. The self-evaluation should tell a story about where you perceive your organisation to be overall against each domain in the framework.

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.

Domain 1 - Ongoing Engagement and Involvement of people

Fulfilment of statutory duties and adherence to national guidelines

- The organisation has implemented a communication and engagement strategy to promote and support the delivery of community engagement across the organisation (in line with statutory duties to involve people in developing and delivering care services).
- The organisation has undertaken training and awareness raising with its staff in relation to engagement with people and communities who are seldom heard.
- How confident are you that the organisation's engagement processes are accessible, inclusive and reflects the diversity of communities, and is informed by Equality Impact Assessment (which is undertaken with consideration given to stakeholder input), before engagement activity begins, and is updated throughout the engagement process?
- The organisation proactively seeks participation from seldom heard people and communities, , under-represented people and communities, communities experiencing health and social inequality and has taken action to support people to participate in ongoing engagement about improving access to health and social care services and improved health and wellbeing outcomes (in line with Public Sector Equality Duties).

Support/Equalities

- How confident are you that when undertaking engagement, the organisation provides timely accessible information in a variety of formats, which meets individual needs (such as large print, audio, Braille, different languages, induction loops)?
- The organisation supports carers and representatives of people experiencing and accessing services, to enable their full engagement about health and social care services and can evidence this (in line with the Health & Social Care Standards).

Co-production and design

- The organisation involves community representatives (people representing a community of place or interest) in planning engagement, as part of the planning team, to help to ensure that the process of engagement is inclusive.
- The organisation raises awareness of, promotes, publishes annual reports on, and provide supports with participation requests ; especially in relation to people and communities who may be seldom heard or who face additional barriers (as per the Community Empowerment (Scotland) Act 2015).
- The organisation has worked with community planning partners to routinely engage with local communities to develop a common understanding of local needs and ensure local communities are genuinely engaged in decisions made on public services which will affect them (in line with the Health and Social Care Standards and The Local Government (Scotland) Act 2003).

Methods

- The organisation has used a range of innovative, effective, and empowering communication and engagement methodology to gain an understanding about the needs of people and communities and to reach the right people. (For example, citizen's panels and new methods of online engagement).
- The organisation can evidence examples of positive working with the third sector and has collaborated with them when planning engagement.

Feedback

- The organisation keeps people and communities informed of progress during the engagement process and provides feedback on the outcome of the engagement.
- The organisation routinely assesses the impact of engagement to ensure that the right people and communities are being involved.
- The organisation has evaluated the effectiveness of its ongoing engagement with people and communities to improve their experience of engagement and shared this learning across the organisation to inform future practice.
- The organisation has worked in collaboration with partner organisations to share expertise and structures to support community engagement.

Perth and Kinross Community Engagement Self-Assessment 2022-23

Domain 1	Ongoing engagement and involvement of people <ul style="list-style-type: none"> The organisation undertakes ongoing engagement with people and communities to ensure that services meet their needs, identify sustainable service improvements and to develop trust. The approach to engagement is inclusive, meaningful and is evaluated to identify learning and the impacts 	
HOW WELL ARE WE DOING? What are our strengths? <p>There are examples of specific projects or areas of consultation and engagement that have or are working well.</p> <p>So, although there are examples of good practice it needs embedded in the culture of the organisation. The following feedback outlines issues of particular importance as we move forwards:</p> <ul style="list-style-type: none"> The same voices are always heard. There are trust issues in relation to previous decision making. Disparity experienced, expectations of external partners in comparison with internal services. Perception that engagement activity and expectations of NHS are higher now, the council has more experience in engagement. In relation to co-design, the Third Sector are able to respond more 	HOW DO WE KNOW? What is our evidence? <p>IHub Day Centre Collaborative and feedback from those involved.</p> <p>Co-production locality groups - CAH</p> <p>It is common for us to use existing mechanisms to engage, this means we are only hearing a subsection of the community's voice.</p> <p>Engagement and consultation/strategic decision making in the past has been felt to be lacking.</p> <p>Lack of engagement around changes to services experienced recently.</p> <p>Work with others such as the Real Organisation for Change and their National Involvement and Local Involvement networks.</p> <p>Lack of change experienced after consultation process, which invalidates the</p>	WHAT DO WE NEED TO DO NEXT? What are our challenges and next steps for improvement? <p>We need to ensure there is equity of voice, broader representation in our engagement process.</p> <p>Encourage frontline workers and give them the opportunities to improve the services they deliver.</p> <p>Discussions that are happening at operational level should transcend throughout the organisation. This is what should be influencing policy and strategy.</p> <p>Collective advocacy and facilitation, skills should be used to work alongside organisations like Independent Advocacy.</p> <p>Improve our use of multimedia with regards full engagement cycle.</p> <p>It should across the board to expect an interim reply of any issues raised</p> <p>Training in and around Community</p>

<p>quickly with less bureaucracy.</p> <ul style="list-style-type: none"> • A sense of a risk averse culture existing in statutory services. • Feedback loop not completed. • Slowness of action. • Perth City centre is more accessible and easier to navigate however, this is not the case for rural locations and the communication is poorer. • Lack of information sharing about what facilities are available. People are not aware of them. • Issues raised not being addressed or in a timeous way. • A lack of action on the back of engagement activity. • Different staff have different levels of understanding and knowledge this leads to inconsistency of approach. 	<p>process.</p>	<p>Engagement with all Stakeholders and statutory staff.</p> <p>Universal and shared understanding of what Engagement is and when and how it should be implemented required.</p> <p>Work with National Organisations, experts in the area.</p> <p>Work with local experts, community groups etc...to improve this work.</p> <p>Ensure all groups can contribute to engagement activity, accessible formats etc...</p> <p>Openness to get engaged and involved whatever time suits people and out with working hours.</p> <p>People need to be engaged at the start of the conversation to help shape it rather than bringing people in, half-way through and you lose buy-in from people.</p> <p>Need true engagement participation and involvement from the start and trusting people.</p> <p>Ensure a co-ordinated approach to a community engagement activity.</p> <p>Ensure we engage with hard-to-reach communities.</p>
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Appendix 2

Statutory duties

NHS Reform (Scotland) Act, Section 7: Duty to encourage public involvement - www.legislation.gov.uk/asp/2004/7/contents

Public Bodies (Joint Working) (Scotland) Act 2014, section 36 - <https://www.legislation.gov.uk/asp/2014/9/section/36/2014-04-02?timeline=false>

Equality Act 2010 - www.legislation.gov.uk/ukpga/2010/15/contents

Fairer Scotland Duty (2018)- <https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/>

Islands (Scotland) Act 2018 - www.legislation.gov.uk/asp/2018/12/contents

Community Empowerment (Scotland) Act 2015 - <https://www.legislation.gov.uk/asp/2015/6/contents/enacted>

Human Rights Act 1998 – <https://www.gov.scot/policies/human-rights>

Guidance

Planning with People - Community engagement and participation guidance for NHS Boards, Integration Joint Boards and Local Authorities that are planning and commissioning care services in Scotland, Scottish Government and COSLA (March 2021) - www.gov.scot/publications/planning/people/pages/1/

Health and Social Care Standards: my support, my life, Scottish Government (2017) - www.gov.scot/publications/health-social-care-standards-supportlife/

□ CEL 4 (2010) Informing, Engaging Consulting People in Developing Health and Community Care Services, Scottish Government 2010 - www.sehd.scot.nhs.uk/mels/CEL2010_04.pdf

The National Standards for Community Engagement (2016), Scottish Community Development Centre - www.scdc.org.uk/what/national-standards/

NHS Scotland Health Boards and Special Boards – Blueprint for Good Governance DL 02 (2019) - [www.sehd.scot.nhs.uk/dl/DL\(2019\)02.pdf](http://www.sehd.scot.nhs.uk/dl/DL(2019)02.pdf)

Ministerial Strategic Group for Health and Community Care Review of Progress with Integration of Health and Social Care, Final Report, February 2019 - www.gov.scot/publications/ministerial-strategic-group-health-community-care-review-progress-integration-health-social-care-final-report/

COSLA's New Blueprint for Local Government - www.cosla.gov.uk/_data/assets/pdf_file/0021/19551/LG-Blueprint.pdf

Planning and delivering integrated health and social care: guidance - www.gov.scot/publications/guidance-principles-planning-delivering-integrated/health-social-care/

Audit Scotland expectations for auditing Best Value in IJBs/HSCPs - www.audit-scotland.gov.uk/our-work/best-value

Community Empowerment Act (CEA) Guidance, Part 2 Purpose of Community Planning - www.gov.scot/publications/community-empowerment/scotland-act-2015-part-2-community-planning-guidance/

Gunning Principles - www.consultationinstitute.org/the-gunning-principles-implications/

Inclusion health principles and practice, Public Health Scotland - <https://publichealthscotland.scot/media/2832/inclusion-health-principles-and-practice.pdf>

Gaun Yersel – Self Management Strategy for Scotland - www.alliance-scotland.org.uk/blog/resources/gaun-yersel/

Third Sector Engagement Matrix - https://mk0voluntaryheaenrww.kinstacdn.com/wp-content/uploads/2013/05/Engagement_Matrix_ed2_web.pdf

Equal and Expert – Best Practice Standards for Carer Engagement - www.carersnet.org/wp-content/uploads/2014/06/Equal-Expert-3-best-practice-standards-for-carer-engagement.pdf

Charter of Patient Rights and Responsibilities - www.gov.scot/publications/charter-patient-rights-responsibilities-2/

<https://www.gov.scot/publications/right-first-time-practical-guide-public-authorities-scotland-decision-making-law-second-edition/#:~:text=Right%20First%20Time%20is%20a%20practical%20guide%20for.public%20discourse%20around%20the%20actions%20of%20public%20bodies>

Principles of Community Empowerment, Audit Scotland - www.audit-scotland.gov.uk/report/principles-for-community-empowerment

<https://carersnet.org/wp-content/uploads/2021/10/Standards-for-Carer-Engagment.pdf>