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WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

Report from the IJB Development Day

Report by Chief Officer, Health and Social Care

PURPOSE OF REPORT

1. To provide a summary of the main issues discussed at the development day in June 2018 and to agree associated recommendations.

COMPETENCE

2. The matters arising in the report have no immediate legal, HR or financial implications.

SUMMARY

3. At its development day session in June 2018, the Integration Joint Board considered two broad matters: the challenges associated with the delivery of social care; and how we might improve our accessibility and transparency as a public body. The former allowed for a self-contained discussion which is taken up elsewhere on the agenda. This report focuses on the issue of IJB transparency and accessibility.
4. There were two main stimuli for our discussion: feedback that we had received from our survey of stakeholder opinion; and a report from the Scottish Parliament's Health and Sport Committee (both attached as appendices). The Scottish Parliament's report focuses on a range of issues around community engagement; transparency and visibility; accessibility; and support for carers and service user representatives attending IJB meetings. A self-assessment against these themes is set out in Annex 1.
5. Building on the recommendations of the Parliament and our local feedback, members are invited to agree that we:
 - Strengthen links between the IJB and Locality Planning Groups by ensuring that one IJB member attends each Locality Planning Group (currently, there is no IJB member on the Rural Lewis or Barra LPG)
 - Undertake an annual meeting between the Chair and Vice Chair of the IJB and the five LPG Chairs
 - Make better use of IJB members when we are undertaking workshops or sessions with local stakeholder groups
 - Develop a community engagement post, funded in the short-term from reserves (which was agreed as part of our investment strategy), to support wider community development, locality planning and IJB communications;
 - Make better use of the local print media (such as the Events publication) to profile our work as a health and social care partnership.

RECOMMENDATIONS

6. It is recommended that the IJB approves the actions set out at paragraph 5

Ron Culley
Chief Officer
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Annex 1: IJB response to Health and Sport Committee Enquiry into effective community engagement

Health and Sport Committee Commentary	Current Self-Assessment	Possible Future Remedy
IJBs need to make sure their communities know of their existence and role. IJBs, health boards and local authorities have an important role to promote integration at a local level.	There is some awareness of the IJB and its mission within the wider community but we do not have a sustained local media presence.	Better use of website and social media Use of other local media
Important that IJBs meaningfully engage communities. This engagement must not be a tick box exercise. Some organisations resort to issuing FOI requests to receive basic information about the approach IJBs are taking to service delivery. There is a clear need for greater public transparency.	We could do more to improve IJB transparency. Our website requires to be proactively managed, we need to better publicise our meetings and we need to make ourselves more accessible to the public. No issues with FOI. Survey community opinion periodically and reflect this in annual report. Under-utilisation of annual report as a mechanism to highlight our work.	IJB meetings publicised on websites of IJB, Comhairle and NHS WI two weeks in advance Live streaming of meeting
It is important the reasons for an IJB decision are properly explained, even if the decision itself might not be supported. This can also be helped by communities having a feeling of involvement in the entire process. At present there does not appear to be a mechanism or guidance in place to facilitate this.	Limited updates provided through Chief Officer's weekly update but wider communication of IJB decisions should be considered. The website is slow to be refreshed and is not used optimally as a means of communication. No social media presence.	Better use of website and social media Use of other local media Communication with LPG Chairs
IJBs must make sure communities are fully involved and have confidence in the engagement being undertaken. IJBs must learn from occasions where engagement has clearly not worked as well as it should have to date. IJBs must involve relevant stakeholders in consultation planning. IJBs should work with stakeholders on the evaluation of engagement and public involvements activities.	IJBs bound by duties in law to consult and engage. Self-assessment against national community engagement standards undertaken in 2016. We have experienced positive community engagement (e.g. in support of strategic plan) and other engagement exercises which were more challenging (e.g. dental redesign). Issues around both process and reach of engagement process to be considered. LPGs provide an anchor for community interests but often do not penetrate far enough into communities/interest groups.	Further self-assessment against national community engagement standards
There appears to be a lack of support for individuals and third sector organisations to mitigate the time, resource and money required to be properly involved in local planning.	IJB has established an expenses policy for the purposes of supporting members from the non-statutory sectors to attend and engage in the IJB and associated meetings.	Ensure all members and stakeholders are aware of policy





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<p>The additional needs of carers and service users should be taken into consideration to facilitate meaningful engagement, by way of additional support and accommodation.</p>	<p>We have not given specific consideration to role of carers and how they should be supported beyond the generic policy referred to above.</p>	<p>Focused discussion with WICUSN about recent Coalition of Carers publication around participation from carers in IJB</p>
<p>Each IJB should identify a single individual taking responsibility for public involvement and engagement. While we do not wish to see accountability for this diluted and passed to a single individual many organisations have argued such a role would improve the profile of public engagement and support others in carrying out this work. We are attracted to the idea of a dedicated community development staff member in each IJB or TSI. Their explicit role would be to link and co-ordinate public and stakeholder engagement. The post holder could also seek to identify and mitigate some of the practical barriers to engagement. We recommend that each IJB appoint a dedicated community development staff in their IJB or TSI accountable directly to the chief officer.</p>	<p>We have sought to disperse responsibility for engagement across the senior management team, a member of which attends every LPG. We also work closely with the Health Board's Patient Focus & Public Involvement manager and the Scottish Health Council.</p>	<p>Consideration given to communication and community engagement officer. Role would include supporting work of LPGs, wider community development, engagement with community trusts and associated stakeholders, communication of policies and decisions of IJB.</p>
<p>Stakeholders are not embedded in decision-making processes across all IJBs and at all stages in determining the approach taken to delivering local services. This must be improved. This core issue of co-production must be addressed.</p>	<p>Participation and Engagement Strategy in place but no action plan to ensure we deliver against core objectives.</p>	<p>Development of action plan</p>





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