

Integration Joint Board

Date of Meeting: 27 September 2023
Title of Report: Engagement Framework Refresh
Presented by: Alison McGrory, Associate Director Public Health

The Integration Joint Board is asked to:

- Note the new HSCP's Engagement Framework and strategic approach.
- Agree sign-off and ratification so the Framework and supporting documents can be published on-line.

1. EXECUTIVE SUMMARY

This paper outlines the steps taken to refresh and update Argyll and Bute HSCP's Engagement Framework first published in 2019. The latest iteration has been prepared in-line with the Scottish Government's guidance Planning with People¹. This paper is the final oversight step by the IJB prior to publication.

2. INTRODUCTION

The HSCP's previous Engagement Framework² was developed in 2019 to meet the requirements of effective community engagement set out in CEL4:2010. This required health boards to ensure the views of all stakeholders were incorporated into health service decision making. Since 2021, the Scottish Government's guidance Planning with People guidance requires HSCPs to conduct effective engagement across all health and social care services. The 2019 Framework has been updated in-line with the national guidance.

3. DETAIL OF REPORT

3.1 Strategic Engagement Reference Group

A short life working group was formed in August 2022 to oversee and inform the refresh of the Engagement Framework. This was led by the Public Health Team and other members comprised the HSCP Business Manager, Healthcare Improvement Scotland engagement lead, community representation and the TSI Chief Officer. The group met monthly and in May 2023 the Strategic Planning Group advised the group to constitute as a permanent sub group.

3.2 Timeline and outputs

The Strategic Engagement Reference Group has delivered the following:

- Monthly meetings – ongoing since August 2022
- IJB development session – October 2022
- Presentation to four Locality Planning Groups (LPGs) – November 2022
- Paper to Strategic Planning Group – December 2022
- Survey with HSCP managers delivering engagement – March 2023
- Training for HSCP engagement leads with HIS Engage Team – June 2023

¹ [Part 1 – Planning with People - Health and social care - Planning with People: community engagement and participation guidance - gov.scot \(www.gov.scot\)](#)

² [Public engagement | NHS Highland \(scot.nhs.uk\)](#)

- Drafting of updated Framework – July - August 2023
- Refresh of supporting documentation (Engagement Tracker, Engagement Specification and Engagement Quality Standards) – June - August 2023
- Update and engagement on new Framework with the four LPGs – August 2023
- Oversight by HSCP Senior Leadership Team – February, June, August 2023
- Final progress reporting to SPG – September 2023
- Paper for ratification to IJB – September 2023

3.3 Supporting Documentation

- Engagement Framework 2023

This document outlines the strategic approach to how the HSCP will carry out effective engagement with stakeholders, including staff, partners, unpaid carers and the wider community.

- Engagement Tracker

An annual tracker lists the planned engagement activity carried out each year. This is an iterative document and may not capture all the activity underway, particularly ad hoc or opportunistic feedback that often takes place alongside service delivery.

- Engagement Quality Standards

Progress review of engagement activity reported to IJB for assurance purposes.

- Engagement Specification (referenced only)

A planning tool to enable engagement leads to document how the engagement exercise will be conducted and reported.

3.4 Next Steps

Following this meeting, the documentation will be published on the HSCP page of the NHS Highland website.

The Strategic Engagement Reference Group will revert to meeting every two months and will refocus delivery on the following two priorities:

- Carrying out the self-assessment process as recommended in Planning with People guidance (April 2023).
- Reviewing the HSCP's approach to gathering routing service feedback.

4. RELEVANT DATA AND INDICATORS

No relevant information to report.

5. CONTRIBUTION TO STRATEGIC PRIORITIES

The activity in this paper supports delivery of the following strategic objective for the HSCP set out originally in the 2016 – 2019 Strategic Plan and reinforced in the later iterations:

We will underpin our arrangements by putting in place a clear, communication and engagement arrangements involving our staff, users, the public and stakeholders.

6. GOVERNANCE IMPLICATIONS

Governance of engagement activity takes place by annual tabling of a prospective action tracker to the IJB and retrospective reporting of activity via the HSCP's Annual Performance Report.

6.1 Financial Impact

There are no financial impacts inherent in the activity in this paper.

6.2 Staff Governance

Health and social care staff are supported to deliver engagement processes outlined in the Engagement Framework by the Public Health Team. Effective engagement is a core competency of the Public Health workforce as set out in the UK Public Health Skills and Knowledge Framework.

6.3 Clinical Governance

There are no clinical governance issues in this paper.

7. EQUALITY & DIVERSITY IMPLICATIONS

The strategic approach to engagement has been written from the perspective of inclusion, fairness and equity. The Framework recognises the importance of using a range of techniques and approaches in order to ensure everyone has the opportunity to access information and take part in engagement activities. There is specific attention to “seldom heard voices”; accessible methods; and ensuring findings from engagement activities are fed back to the people who contributed –“*you said, we did.*”

8. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

There are no GDPR issues within this paper.

9. RISK ASSESSMENT

There are no risks from implementing the actions in this paper. Community engagement has been identified as a risk in the HSCP risk register and the strategic approach seeks to mitigate these organisational risks.

10. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

The purpose of this engagement activity is to achieve improved public, service user, carer, staff and partner involvement. The working group has ensured appropriate engagement goes to the heart of this work, for example, partners on the working group and reporting to the LPGs.

11. CONCLUSIONS

The HSCP recognises the importance of effective community engagement and has developed and implemented improved approaches to achieve this objective. This paper outlines how the existing Framework has been updated in line with Scottish Government guidance.

12. DIRECTIONS

Directions required to Council, NHS Board or both.	Directions to:	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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