



INTEGRATION JOINT BOARD

Date of Meeting	24 August 2021
Report Title	Public Engagement, Equality and Human Rights
Report Number	HSCP.21.060
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	A: Our Guidance for Public Engagement, Equality and Human Rights

1. Purpose of the Report

- 1.1. The purpose of this report is to present to the Integration Joint Board (IJB) Our Guidance for Public Engagement, Equality and Human Rights (OGPEEHR) for approval.

2. Recommendations

- 2.1. It is recommended that the IJB:
- a) Approves Our Guidance for Public Engagement, Equality and Human Rights
 - b) Notes that the Risk, Audit and Performance Committee (RAPC) shall undertake a review of the guidance on an annual basis.

3. Summary of Key Information

- 3.1. On 15 November 2016, the IJB adopted Community Planning Aberdeen's Engagement, Participation and Empowerment Strategy as its own engagement strategy as per the Integration Scheme. This Strategy is

based on the Community Empowerment (Scotland) Act 2015 which sets out the legal rights and responsibilities around community participation in public sector organisations. This strategy is still valid and informs Our Guidance for Public Engagement, Equality and Human Rights.

- 3.2.** The National Standards for Community Engagement are good practice principles designed to support and inform the process of community engagement and improve what happens as a result. These seven standards have been used by a wide range of health and social care organisations across Scotland since 2005 and continue to be updated and refined based on their practical application. They also inform Our Guidance for Public Engagement, Equality and Human Rights.
- 3.3.** In February 2021, the Independent Review of Adult Care in Scotland (commonly known as ‘the Feeley report’) was published. Feeley listened carefully, over several months, to the voices and the stories of people with lived experience of social care support, unpaid carers and staff working in the sector. Over a thousand voices were heard. The report identified that although the pandemic had intensified the situation, inequality was pre-existing and there was a lack of focus on human rights. Respect for the fundamental dignity of each and every person lies at the heart of human rights, and this is ultimately what we strive for in health and social care.
- 3.4.** In March 2021 the Scottish Government and COSLA published Planning with People (PWP) found via this [link](#). This aims to promote real collaboration between NHS Boards, Integration Joint Boards and Local Authorities. It sets out the responsibilities each organisation has to community engagement when services are being planned, or changes to services are being planned, and supports them to involve people meaningfully. PWP replaces Chief Executive Letter 4 (2010) for NHS Boards (CEL 4) relating to major service change. The established major service change decision-making process for NHS Boards remains unchanged
- 3.5.** On 25 May 2021, the IJB approved an Equality Outcome and Mainstreaming Framework (HSCP.21.058) to continually improve equality of access to the services it provides. This detailed how taking part in engagement activities can be made as equal as possible and introduced Health Inequality Impact Assessments (HIAs).
- 3.6.** Our Guidance for Public Engagement, Equality and Human Rights describes the vision, scope, commitments and responsibilities for Aberdeen City Health and Social Care Partnership’s (ACHSCP) public engagement. It provides broad detail on how to engage and will improve the range,



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quality and consistency of our practice. It signposts staff to more detailed guidance which is agreed and updated nationally.

- 3.7.** OGPEEHR was initially developed in 2019 and consultation was undertaken across partnership staff, Community Planning and the then Locality Leadership Groups. Progress of the guidance through the usual governance routes was then paused as a result of the Covid-19 pandemic. This latest draft has been updated to take cognisance of the Feeley Report, the Planning with People publication and the partnership's Equality Outcome and Mainstreaming Framework and approach to Health Inequality Impact Assessments and is now presented for approval.
- 3.8.** Planning with People states that “Each Integration Joint Board should have its own strategy for community engagement and participation, which should be taking place on a regular and routine basis and not just at time of change. Strategies must take this guidance (PWP) into account.” Whilst Community Planning Aberdeen’s Engagement, Participation and Empowerment Strategy and Our Guidance for Public Engagement, Equality and Human Rights meets this requirement, engagement, co-production and hearing the voices of those with lived experience will be a commitment within our refreshed Strategic Plan.
- 3.9.** Healthcare Improvement Scotland (HIS) are developing a Quality Framework for Community Engagement and Participation which is due to be launched in the Autumn of 2021. It is based on a self-evaluation approach and is designed to support NHS Boards and Integration Joint Boards carry out effective community engagement and demonstrate how they are meeting their statutory duties for public involvement and community engagement. It also provides a framework to NHS Boards and Integration Joint Boards, and those externally quality assuring and inspecting them, on what good quality engagement looks like to develop practice and share learning.
- 3.10.** There are three domains within the HIS framework: -
- Undertaking Community Engagement
 - Community Engagement on Service Planning and Design
 - Governance: Supporting Leadership and Community Engagement

It is proposed that the IJB participates in the self-evaluation process once launched which will provide a baseline against which future year’s performance can be measured. We will also be able to benchmark performance against other IJBs across the country.

- 3.11.** Staff awareness raising sessions will be undertaken and support will be available to staff carrying out public engagement from the Strategy and Transformation team, the DiversCity Officers and the Equality and Human Rights Sub Group of the Strategic Planning Group.
- 3.12.** All engagement activity will be recorded, feedback will be provided to those we engage with, and evaluation undertaken. In addition to our HIS Self-Evaluation results we will develop performance metrics and report annually to the Risk, Audit and Performance Committee on the effectiveness of engagement activity undertaken. To provide further and ongoing assurance, it is further proposed that we include an “Engagement” section on the IJB and Committee Report Template.
- 3.13.** An additional tool for engagement is Care Opinion. Care Opinion is a UK-leading, independent, non-profit-making online resource which allows members of the public to share their experience of health and social care services and facilitates dialogue between clients/patients and service providers. Additionally, Care Opinion supports quality improvement by allowing good practice to be shared and by identifying areas for improvement. The system is also useful to avoid minor issues escalating to formal complaint level.
- 3.14.** The Executive Programme Board approved the commitment to a four-year integration level subscription with Care Opinion which enables the promotion and use of the tool throughout ACHSCP services including those delivered by commissioned providers and partners. An implementation plan is being developed, which will be sensitive to current pressures. Staff in services will be trained and supported to manage the feedback. The Leadership Team are supportive of the implementation of this system and the benefits it will bring.
- 3.15.** The feedback from Care Opinion will be used to inform the introduction of new policy, the redesign of services and ongoing service improvement activity. Analysis of existing feedback submitted to Care Opinion indicates that positive stories far outweigh negative stories by around ten to one. Positive stories will be used to provide content for our Annual Performance Report and will be reported alongside details of other engagement activity and our performance against the HIS Quality Framework on an annual basis to the Risk Audit and Performance Committee. Any negative stories, along with improvement activity will feature alongside complaints reporting to the Clinical and Care Governance Committee.



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4. Implications for IJB

- 4.1. **Equalities, Fairer Scotland and Health Inequality** - The guidance for staff on Public Engagement takes cognisance of our Equalities and Fairer Scotland Duty. It also covers the Health Inequality Impact Assessment. As such implementing the guidance in a robust and consistent way will have a positive impact on those with protected characteristics and those experiencing inequality.
- 4.2. **Financial** - Engagement will be undertaken within existing resources. The only additional financial implication arises from the four-year subscription to Care Opinion, however this will be met from within the general revenue budget.
- 4.3. **Workforce** - There are no immediate Workforce implications arising from the recommendations in this report. Officers will continue to provide support for engagement as part of their ongoing duties.
- 4.4. **Legal** - The guidance will assist the IJB to meet its legal duties in relation to Engagement, Participation and Engagement as defined within the Community Empowerment (Scotland) Act 2015.
- 4.5. **Covid-19** - Public Engagement will always be carried out taking cognisance of any Covid-19 guidance existing at the time.
- 4.6. **Unpaid Carers** - Engagement with unpaid carers will be undertaken with reference to their particular needs in conjunction with the commissioned Adult Carers Support Service and in consultation with the IJB Carers Representatives.
- 4.7. **Other** - There are no other implications relevant to this report.

5. Links to ACHSCP Strategic Plan

- 5.1. The recommendation in this report links directly to the partnership working and community empowerment aspect of the Strategic Plan ensuring that we hear the voices of our communities when making decisions about public services. It also links to the Personalisation aim. By taking account of people's views, we are helping to ensure people get the right care, in the right place at the right time.

6. Management of Risk

6.1. Identified risks(s)

If we do not engage appropriately, there is a risk that we do not design and deliver services that meet people's needs and preferences.



6.2. Link to risks on strategic or operational risk register:

This report links to Strategic Risk 5: There is a risk that the IJB, and the services that it directs and has operational oversight of, fail to meet both performance standards/outcomes as set by regulatory bodies and those locally determined.

This risk is currently sitting at Medium.

6.3. How might the content of this report impact or mitigate these risks:

By implementing Our Public Engagement Guidance and ensuring all staff are trained and supported in its use we can ensure that our services meet the expectations of patients and clients.

Approvals	
	Sandra Macleod (Chief Officer)
	Alex Stephen (Chief Finance Officer)