

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health & Care Partnership Committee: 6 April 2011

Subject: West Dunbartonshire CHCP Community Engagement Review – Key Messages and Recommendations

1. Purpose

- 1.1 The purpose of this report is describe the key messages from the CHCP's formal review of community engagement; and then set out recommendations for consideration by the CHCP Committee.

2. Background

2.1 The West Dunbartonshire Community Health and Care Partnership (CHCP) Scheme of Establishment clearly states the CHCP's commitment to engaging with patients, service users and carers within the wider context of its responsibilities for strategic planning and service performance management (i.e. to ensure that the CHCP plans and delivers services that meet the needs of the communities that it serves). This reflects the commitments of and obligations on both NHS Greater Glasgow and Clyde and West Dunbartonshire Council (as per the Local Government in Scotland Act 2003) to take account of the views of service users/patients, carers and wider communities when planning services.

2.1 The CHCP Scheme of Establishment specified the requirement for a formal review of all the engagement structures that are currently in place across the former Community Health Partnership and Social Work Services. The Action Plan approved by the Committee for the first six months of the CHCP's operation set a deadline for the completion of this work of the 31st March 2011.

2.3 As per the Scheme of Establishment, the remit of the review has been to propose recommendations for an approach to and set of arrangements for community engagement across and within CHCP services that demonstrate the following key objectives:

- A streamlined planning structure for the mainstream client/service groupings.
- Efficient use of the time of volunteers, community representatives and voluntary organisations.
- Linkages to the Community Planning Partnership structures.

The only pre-condition on the resultant structures is the continued development of the local Public Partnership Forum (PPF) as the recognised forum for NHS-related community engagement across CHCP services (as required by the NHS Reform [Scotland] Act 2004).

- 2.4 This paper sets out the key messages from that review and then sets out recommendations for consideration by the CHCP Committee (as committed to within the CHCP Forward Plan agreed by the Committee at its February 2011 meeting). These have been subject to engagement with stakeholders (including the PPF and PIP), with comments considered and accounted for within the parameters set by previous Committee decisions.

3. Main Issue

3.1 Overview

- 3.1.1 The National Standards for Community Engagement states that engagement refers to the process of “developing and sustaining a working relationship between one or more public body and one or more community group, to help them both to understand and act on the needs or issues that the community experiences.”
- 3.1.2 In the spirit of its remit, the starting point for this review was that it was not being undertaken from a “blank sheet: and so it was important to reflect and build upon as much as possible upon what that has already been undertaken (and particularly feedback from community stakeholders that has already been provided).
- 3.1.3 Recent years have seen many local groups reflect upon how best to further improve community engagement in relation to health and social care, notably:
- The West Dunbartonshire Public Participation Forum (PPF).
 - The service planning and/or care group-focused groups.
 - The Planning and Implementation Partnership (PIP).
- 3.1.4 There are also a number of local arrangements focused on community engagement more generally that have provided valuable insights from their work, e.g. the WDC Community Participation Committee (CPC); and the local Community Planning Partnership (CPP), including its Strategic Board, thematic groups and community fora.
- 3.1.5 In addition, there are a number of guidance and policy documents that the CHCP has already committed to using to drive best-practice:
- Scottish Government Study of Community Health Partnerships
 - The Community Development National Standards
 - The Scottish Health Council Participation Standard
 - Local Authority Best Value Guidance
 - The NHS Scotland Quality Strategy
 - The West Dunbartonshire Council Involving Communities Strategy

- NHSGGC Accessible Information Policy
- WDC Communicating Effectively Guidance
- West Dunbartonshire Voluntary Policy

3.2 Key Messages

From the wealth of material considered it is clear that there has been a lot of investment locally in fostering community engagement, with many examples of good practice within different services, encouraged by committed staff and supported by passionate members of local communities. A lot of work has already been undertaken to strengthen arrangements and processes in line with the National Standards for Community Engagement in particular (most evidently as part of on-going work of the West Dunbartonshire CPP Community Engagement Co-ordinating Group). Unsurprisingly there is also an understandable degree of affiliation for many of the existing groups/meetings by those individuals who have been committed and long-standing attendees.

However, there were also strongly recurring themes apparent across the rich sources of information available, all indicating elements of the CHCP approach to community engagement that would benefit from strengthening further. Encouragingly these messages resonate with the objectives set for this review by the CHCP Committee:

- 3.2.1 The appreciation that all those involved in community engagement - both community members and CHCP staff – share a common goal, i.e. to ensure the delivery of effective services that address the local health and care needs.
- 3.2.2. The appetite for a more consistent, integrated and streamlined overall approach across issues, care groups and CHCP services.
- 3.2.3 The need to provide different mechanisms for as diverse a range of community groups and as wide a variety of community residents as possible to engage with the CHCP and its services (and vice versa).
- 3.2.4 The importance of providing feedback more routinely once views have been solicited and/or provided; and being able to evidence how community engagement has been used to inform decision-making.
- 3.2.5 The aspiration that community engagement be a constructive and worthwhile experience for both community members and CHCP staff.

3.3 Recommendations

The following headline-line recommendations are proposed in response, all of which build upon the strong track-records of both the former CHP (as per its Annual Development Plans) and the former Social Work and Health Department of West Dunbartonshire Council (as set out within its Public Information, Consultation and Engagement Strategy). These have been

refined through positive engagement with local stakeholders, including discussion at both the PPF and the PIP.

- 3.3.1 The PPF is further developed to support community engagement across health and social care.

In addition to the distinctive governance status that the PPF has with regards the CHCP's NHS responsibilities, developing its wider role in this manner would be in keeping with the broader public sector policy agenda and the integrated structures that the CHCP is developing locally. In order to support this then, it also recommended that:

- 3.3.1.1 The valuable work of the PIP be folded into that of the PPF, to create a more strongly integrated and efficient forum for community engagement across health and social care.

- 3.3.1.2 The chairs/lead officers for CHCP Service Planning Groups attend at least one PPF meeting each year to discuss plans and progress; and ensure that any community group representatives routinely participating in the work of "their" service planning group are encouraged to become a member of the PPF.

- 3.3.1.3 Discussions be undertaken with the CPC regarding the formal representation of the PPF on the membership of the West Dunbartonshire Council CPC.

Note: Following discussion with the Convenor of the CPC and due to the scheduling of CPC meetings, a parallel paper was submitted to the CPC for its March 2011 meeting asking it to consider the above request. In the event that the CPC agrees in principle on its membership in the manner stated above and that the CHCP Committee approves recommendation 3.3.1.2, the process will then be that a request is made to the full Council for a definitive decision (as altering the membership of the CPC requires amendment of the Council's Standing Orders). The decision of the CPC will be verbally shared with the CHCP Committee at its April 2011 meeting during consideration of this report.

- 3.3.2 The Terms of Reference for all CHCP Service Planning Groups explicitly affirm that they will comply with the Community Engagement Standards and NHS Participation Standard.

- 3.3.3 The Terms of Reference for all CHCP Service Planning Groups explicitly affirm that will actively seek to engage with pertinent equality groups (as per the NHSGGC Equality; and the WDC Equality Scheme).

- 3.3.4 All CHCP Service Planning Groups utilise a combination of consultation techniques and feedback methods as set out within the recently produced West Dunbartonshire CPP Consultation Toolkit.

- 3.3.5 All CHCP Service Planning Groups include a minimum of one staff/officer member who either is or has participated in the West Dunbartonshire CPP-sponsored programme of accredited training on community engagement.
- 3.3.6 The CHCP undertake an annual audit of community engagement activity within and across Service Planning Groups, with a particular focus on actions to include a diverse spectrum of community (and equality) groups.

4. People Implications

There are no people implications associated with this report, aside from recommendation 3.3.5. above.

5. Financial Implications

There are no financial implications associated with this report.

6. Risk Analysis

No risk assessment was necessary to accompany this report.

7. Equalities, Health & Human Rights Impact Assessment (EIA)

No significant issues were identified in a screening for potential negative equality impact of these measures. The recommendations set out above (particularly 3.3.3 and 3.3.6) are anticipated to strengthen and provide assurance on the CHCP's arrangements for equality-sensitive practice; and developing representative community engagement in the work of the CHCP.

8. Conclusions and Recommendations

- 8.1 It is clear that there has been and continues to be a strong commitment to positive community engagement within West Dunbartonshire, both amongst staff/services and within local community groups. A considerable amount of commendable work has been undertaken over recent years, and these provide a robust platform for continued strengthening of arrangements as per the CHCP's aspirations.
- 8.2 Subject to the CHCP Committee's agreement, the recommendations above will be applied to the CHCP service planning arrangements - which themselves will be refreshed through the first half of 2011/12 (in discussion with stakeholders) to ensure that they represent an effective set of implementation mechanisms for the CHCP's consolidated suite of Key Performance Indicators and the integrated CHCP Strategic Plan (both of which are being presented separately to the CHCP Committee for approval).
- 8.3 The implementation of recommendation 3.3.1.1 will include a facilitated and inclusive development session during Spring 2011 for community members of the PIP and the PPF (at the request of both of those groups).

- 8.4 Discussion will also be undertaken with the Scottish Government's Directorate for Primary and Community Care (as well as the Scottish Health Council) regarding how the development of the local PPF in particular may be supported as an example of public sector best practice.
- 8.5 The CHCP Committee is asked to approve the recommendations made for community engagement across and within CHCP services.

Keith Redpath
Director of the Community Health & Care Partnership
Date:

Person to Contact: Mr Soumen Sengupta
Head of Strategy, Planning and Health Improvement
West Dunbartonshire Community Health & Care Partnerships
Hartfield Clinic, Latta Street, Dumbarton, G82 2DS
E-mail soumen.sengupta@ggc.scot.nhs.uk
Tel: 01389 812303.

Appendices: None

Background Papers: West Dunbartonshire CHCP Scheme of Establishment:
<http://www.wdchcp.org.uk/home/who-we-are/scheme-of-establishment/>
West Dunbartonshire CHCP Action Plan (Oct 2010 – March 2011):
West Dunbartonshire CHCP Forward Plan (February 2011)
Local Government in Scotland Act 2003:
www.legislation.gov.uk/asp/2003/1/contents
NHS Reform [Scotland] Act 2004:
www.legislation.gov.uk/asp/2004/7/contents
Scottish Government Study of Community Health Partnerships:
<http://www.scotland.gov.uk/Publications/2010/05/06171600/17>
The Community Development National Standards:
<http://www.scdc.org.uk/what/national-standards/>
The Scottish Health Council Participation Standard:
http://www.scottishhealthcouncil.org/shc/pfpi/standard/Participation_Standard

Local Authority Best Value Guidance:
<http://www.scotland.gov.uk/Publications/2004/04/19166/35253>
The NHS Scotland Quality Strategy:
<http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/NHSQuality>
The West Dunbartonshire Council Involving Communities Strategy: <http://www.wdcweb.info/community-and-living/involving-communities/>
WD Voluntary Policy: <http://www.wdcweb.info/community-and-living/involving-communities/forward-together/>
The NHSGGC Equality Scheme:
http://www.equalitiesinhealth.org/equality_scheme.html
The WDC Equality Scheme: <http://www.wdcweb.info/law-and-licensing/equality-and-diversity/>).
The NHSGGC Accessible Information Policy:
http://www.equalitiesinhealth.org/accessible_info_policy.html
WDC Communicating Effectively Guidance -
<http://www.wdcweb.info/law-and-licensing/equality-and-diversity/communicating-effectively/>)
West Dunbartonshire CPP Consultation Toolkit
<http://www.wdcweb.info/community-and-living/involving-communities/>

Wards Affected: All Council Wards.