



## **ENGAGEMENT/CONSULTATION FRAMEWORK**

### **1. Aim**

- 1.1 Involving people in the design and delivery of services is central to how health and social care organisations currently operate in the Scottish Borders. The value this brings is well documented; the key principles need to be retained as existing arrangements move to formal integration.
- 1.2 The opportunities afforded by the development of a Health and Social Care Partnership are considerable and challenges significant. Until the partnership is formally established the detail of how we aim to maximise that potential and meet the challenges will be articulated through specific proposals emerging from the work streams. These proposals will be based on detailed local work, recognising that there is still a significant amount of guidance to come from the Scottish Government.
- 1.3 The Shadow Board have oversight of this development work. Central to this is the assurance the Board need that there is a robust engagement and consultation plan in place. It must be clear, consistent and thorough, well understood by our service users, carers, staff, third and independent sector and partner agencies.
- 1.4 The Scottish Government will also scrutinise the engagement and consultation process. The shadow partnership will be expected to provide evidence that views have been sought, listened to and acted on.
- 1.5 A significant amount of work has already taken place and there have been a number of discussions with the third sector and other stakeholder groups. An engagement and consultation plan was presented to the Pathfinder Board in September 2013 and the principles still stand as we move to the next stage of the work. This framework sets the scene for that more detailed work to take place.
- 1.6 Based on the headlines outlined in the Bill, at this stage the Shadow Board are asked to consider this framework for engagement and consultation which, at a strategic level, outlines what we propose to consult on, with who and how.

### **2. Background**

#### **Why the Shadow Board must have an Engagement and Consultation framework.**

- 2.1 There are national standards for community engagement and participation which underpin how the Council and Health Board operate. This framework has taken into account these requirements, specifically Scottish Government Planning Advice note 2010 and CEL 4(2010) 'Informing, engaging and consulting people in developing health and community care services'.

- 2.2 An equality impact assessment will be carried out to ensure that any potentially adverse impacts on proposed changes on different equality groups have been taken into account.
- 2.3 This framework also takes into account the Bill itself, policy documentation issued in February 2014 and the recent draft regulations.
- 2.4 Engagement is essential to ensure involvement from the start, this follows into more formal consultation which evidences that involvement. In practice this means a period of engagement in which the emerging issues and proposals must be shared with individuals, communities and groups with a clear interest in that issue or proposal. It is a period in which there will be a continual loop of communication and feedback that is recorded and acknowledged.
- 2.5 All of this information must then to be collated into a consultation document outlining the conclusions reached by the Shadow Partnership and evidencing how these conclusions were reached based on analysis and outputs from the engagement process. This consultation plan is then shared with all of the individuals, communities and groups involved in the engagement process.
- 2.6 In terms of the requirements within the Bill there are two plans which will require formal consultation. The Integration Scheme and the Strategic Plan.

### **3. Integration Scheme**

- 3.1 The Shadow Board are required to prepare an integration scheme for the area. It will set out the following:-
  - Governance arrangements
  - Delegated functions and associated budgets
  - Outcomes to be achieved
  - The model of integration agreed
- 3.2 Further guidance will come over the next few months but the expectation is that those who have an interest in the delivery or receipt of health care must be consulted:-
  - Health professionals
  - Staff
  - Service users
  - Carers
  - Third and independent sector providers
  - Providers of social housing
  - Recognised representative bodies, representing the interests of specific age, condition or illness groups.
- 3.3 There must be full consultation before the Shadow Board agrees the Integration Scheme and the Scheme must be submitted to the Scottish Government by the 1<sup>st</sup> April 2015.

#### **4. Strategic Plan**

4.1 The Shadow Board has a responsibility to prepare a strategic plan setting out the arrangements for carrying out the integration functions and also explain how these arrangements will achieve the national outcomes. The planning period should last for a minimum of three years. It can be longer but it must be reviewed every three years and subjected to a continual cycle of analysis and review.

4.2 To gain an understanding of local need and demand, the Shadow Board must take into account the views of those that provide the services and those that use the services. The Shadow Board is specifically required to:-

- Embed patients/clients and their carers in the decision making process
- Treat the third and independent sectors as key partners and
- Involve GPs, other clinicians and social care professionals in all stages of the planning work

4.3 In order to ensure appropriate involvement at all stages, the Bill stipulates that a Strategic Planning Group should be established to oversee the development of the Strategic Plan and, once agreed, monitor its implementation and review progress.

4.4 The draft regulations stipulate that the membership of the Strategic Planning Group will be the following:-

- Health professionals
- Service users
- Carers
- Third and Independent sector providers
- Social care professionals
- Representatives of recognised bodies representing the interests of specific age, condition or illness group
- Neighbouring health boards who may be affected
- Housing providers
- Representatives from each of the localities as agreed and defined by the integration authority

4.5 The partnership will exist as entity from the 1<sup>st</sup> April on the assumption that the Integration scheme will be approved. Formally 'integration' starts as soon as the Strategic plan is approved and that can be no later than the 1<sup>st</sup> April 2016.

4.6 Locally in the Scottish Borders it is proposed that we should have the first draft of the Plan, led by the Strategic planning group, ready by the 1<sup>st</sup> April 2015 but this is further refined, followed by formal consultation, and finally agreed mid 2015.

#### **5. Localities**

5.1 In outlining how the partnership functions are to be delivered, one of the central elements of the strategic plan is the proposed configuration and function of localities. The plan must outline how the partnership will deliver on its outcomes through the localities and it the Act stipulates we should have at least two.

5.2 The Shadow Board must consult on the proposed configuration and outline how the functions of the localities will be carried out. The following groups are to be stipulated:-

- GPs
- Practice managers
- Social workers
- Mental health officers
- Nurses
- AHPs
- Pharmacists
- Dentists
- Opticians
- SAS
- Public health professionals
- Local Authority Councillors
- Service users
- Carers
- Third and independent sector providers of health or/and social care services
- Providers of social housing

## **6. The process for engagement and consultation**

6.1 The work is currently being taken forward by the work streams therefore it is the relevant work stream leads who must take responsibility for ensuring they are taking an inclusive approach and that the guidelines for engagement and consultation are followed. The main focus will be the Legal and Governance work stream which has responsibility for the development of the integration plan and the Strategic planning work stream which has responsibility for the development of the Strategic Plan. Other work streams will be taking forward work which will be part of this process.

6.2 The groups which will be the vehicles for taking forward the work to engage and consult are already in place and need to be given clear purpose and remit with that regard. They are:-

6.3 Service users, carers and local communities - The Public Reference Group supported by the existing Patient and Public Reference Group. We must look to use existing mechanisms across the NHS, third sector and the Council, in particular Area Forums and community Councils.

6.4 Health staff, council staff and independent contractors - The Workforce work stream supported by the Professional groups and joint staff group.

6.5 Third and independent sector, commercial and non commercial providers and relevant authorities – The strategic planning group will have oversight of this work.

6.6 The Programme manager, with additional capacity funded through the transitional funding will be used to provide the support required for all of this work both in terms of developing local guidance, ensuring continuity across all the work but also in capacity to facilitate the engagement work and recording of all of the relevant activity.

6.8 The high level timetable is outlined below.

<b>Action</b>	<b>Dates</b>
Commence engagement on the Integration Scheme	October 2014
Complete the draft Integration Scheme	October 2014
Agreed by the Shadow Board	December 2014
Formally consult on the Integration Scheme	December – Feb 2015
Final Integration Scheme to be agreed by the Shadow Board	March 2015
Final Integrated Scheme agreed by the Scottish Government and ratified by the Integrated Joint Board.	April 2015
First draft of the Strategic Plan completed and agreed by the Integrated Joint Board.	April 2015
Second draft of the Strategic Plan developed in engagement with service users, staff, communities and the third and independent sector.	April – June 2015
Formal Consultation on the Strategic plan	July – Sept 2015
Strategic Plan agreed by the Integrated Joint Board	October 2015

## 7. Conclusion

7.1 The Shadow Board will be given regular updates on the engagement and consultation arrangements but with each proposal for decision coming to the Shadow Board, the relevant work stream lead or senior manager must evidence that there has been appropriate engagement and consultation.

## 8. Recommendation

The Integration Shadow Board is asked to:

- **Note** the responsibilities of the Shadow Integrated Board as outlined.
- **Agree** the process for engagement and consultation as outlined

<b>Policy/Strategy Implications</b>	As detailed within the paper.
<b>Consultation</b>	As detailed within the paper.
<b>Risk Assessment</b>	As detailed within the paper.
<b>Compliance with requirements on</b>	As detailed within the paper.

<b>Equality and Diversity</b>	
<b>Resource/Staffing Implications</b>	As detailed within the paper.

**Approved by**

<b>Name</b>	<b>Designation</b>	<b>Name</b>	<b>Designation</b>

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