

PARTICIPATION AND ENGAGEMENT STRATEGY

ACTION PLAN 2016 – 2017

Reference	Commitment	Activities	Timescale	Responsible Officer	Measure of Success
PES1	Participation and engagement with individuals, groups and communities will be carried out in accordance with the “National Standards for Community Engagement”.	<ol style="list-style-type: none"> 1. Commissioning plans 2. Public Social Partnership 3. Service User Forums and Provider Forums 4. Having Your Say (Looked After Children) 5. Carer consultative forum(foster carers) 	<ol style="list-style-type: none"> 1. Sept 2016 2. Varies 3-5.Ongoing 	Senior Manager Social Policy	Feedback forms
PES2	Participation and engagement with staff and unions will be carried out in accordance with the Investors in People Standard and the NHS Scotland “Staff Governance Standard”, as well as the “National Standards for Community Engagement”.	<ol style="list-style-type: none"> 1. TU Liaison 2. Staff briefings (DBO etc.) 3. Management of Change (e.g. Model Office) 	Ongoing	Senior Manager Social Policy	Staff Survey
PES4	Participation and engagement will be carried out in accordance with the best practice guidelines set out in the Community Planning	<ol style="list-style-type: none"> 1. Commissioning plans 2. Public Social Partnership 	<ol style="list-style-type: none"> 1. Sept 2016 2. Varies 	Senior Manager Social Policy	Feedback forms

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	Partnership's "Engaging Communities Toolkit" and the "Scottish Health Council Participation Toolkit".	3. Service User Forums and Provider Forums 4. Having Your Say (Looked After Children) 5. Carer consultative forum (foster carers)	3-5. Ongoing		
PES5	The Our Voice Initiative will be monitored so that positive outcomes can be adopted by the IJB, where appropriate.	1. Commissioning plans 2. Public Social Partnership 3. Service User Forums and Provider Forums	1. Sept 2016 2. Varies 3. Ongoing	Senior Manager Social Policy	Feedback forms
PES6	The partnership will maintain its commitment to holding meetings of the Integration Joint Board, its committees and Strategic Planning Group in accessible public buildings and to making meeting papers available online five days before the meetings. The director will review arrangements for participation in the meetings at the end of the first year of operation and will submit a report of the review to the SPG and the IJB and its committees with any recommendations for changes required to ensure continued, effective participation.	Report to SPG and IJB on first year of operation including participation.	Autumn 2017	Director	The SPG and IJB are able to consider any proposals for adjusting participation arrangements based on the first year of operation.
PES7	A Health and Social Care	The West Lothian IJB to work	Start: Underway	Head of Social	Customers, partners and staff

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	Information Network will be developed to create a focus for communication and engagement.	with NHSL to prepare the network for launch.	Finish: Spring 2017	Policy	feel better informed about IJB business and the IJB draws on the network for consultation and engagement.
PES8	An appraisal of the West Lothian Public Partnership Forum (PPF) will be carried out to ensure that it remains effective in representing patients, carers and other service-users following health and social care integration, taking account of the scope and responsibilities of the IJB. The outcome of the appraisal will be presented to the Strategic Planning Group and IJB Board in autumn 2017 for consideration and approval of any changes.	Work with the PPF, Scottish Health Council and stakeholders to carry out the appraisal.	Start: Autumn 2016 Finish: Autumn 2017	Head of Social Policy	All parties believe that the PPF continues to add value to participation and engagement between the IJB and its stakeholders.
PES9	When practical, a review will be carried out of arrangements for participation and engagement with the voluntary sector and community councils to ensure effective communication and engagement with these organisations following health and social care integration.	Work with Voluntary Sector Gateway West Lothian and stakeholders to carry out the review.	Start: Autumn 2016 Finish: Autumn 2017	Head of Social Policy	The VSG, voluntary organisations, IJB and stakeholders believe that the voluntary sector is well informed about IJB business and has the opportunity to influence service developments.
PES10	The East and West Locality Groups will develop locality plans for the two West Lothian localities.	Locality Groups carry out data gathering and engagement to create foundation for planned preparation.	Start: Summer 2016 Finish: Summer 2017	Head of Health & Head of Social Policy	Locality plans are effective in ensuring that service delivery is tailored to the needs of each locality.

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PES11	The council and NHS Lothian will agree a protocol so that communication represents an integrated approach to service delivery, regardless of which organisation it is issued by.	Establish a joint commitment to IJB communication.	Start: Underway Finish: Summer 2016	Corporate Comms. Manager	Communication from the IJB is clear, consistent and effective.
PES12	A review of the Health and Social Care Partnership website will be carried out to ensure that users can carry out as much business online as possible.	Implementation of project to refresh web content.	Start: Underway Finish: Summer 2016	Senior Manager Social Policy	Web information is comprehensive, accessible and up to date.
PES13	The IJB will deal with Freedom of Information requests on a joined-up and cooperative basis in accordance with the performance targets it sets itself from time to time, and so far as possible in accordance with statutory timescales.	FOI performance reports		Senior Manager Social Policy	
PES14	The West Lothian IJB will work closely with NHS Lothian and East Lothian, Edinburgh and Midlothian IJBs to help maximise capacity and resources.	Attendance at quarterly meetings to ensure sharing of best practice and development of joint initiatives	Ongoing	Head of Social Policy	The Lothian's IJB's achieve more working in partnership than would be possible working individually.
PES15	Regular communication will take place with health and social care staff and unions to ensure they are kept up to date on service activity. Engagement will be carried out to ensure meaningful input at times of proposed service change and development.	1. TU Liaison 2. TU representation on IJB and SPG	Ongoing	Senior Manager Social Policy	

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	Training and development will be provided for health and social care staff to ensure they are able to play an effective role in facilitating engagement on the future plans and proposals of the IJB.				
PES17	A progress report on implementation of the strategy will be prepared for the Integrated Joint Board every year and the strategy will be reviewed three years after approval. The IJB will highlight the reports to the public and staff.	Report to be prepared for future SPG and IJB on implementation of the 2016/17 action plan. Reports to be highlighted to all interested parties.	Spring 2017	Director	As far as possible, the activity planned for 2016/17 has been carried out and an updated plan is approved for 2017/18.