

Participation and Involvement Strategy

2020/2023



support
care
trust
protect

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Section 1

Why we encourage participation and involvement

The requirement to deliver flexible, outcome focussed services which meet the needs of service users and carers is a key priority from both a national and local perspective. Added to this is a continuing emphasis within Social Work on ensuring that the service user is at the centre of service delivery. Those who use Social Services have a wealth of experience, knowledge and talent which can benefit their own care and with increasing involvement, provide useful input to shaping and delivering better outcomes for service users as a whole.

This Participation and Involvement Strategy builds on the existing good practice within South Lanarkshire Councils Social Work Resource and sits within a number of legislative frameworks which outline the rights of the community and those who use services to express their opinion and to have that opinion taken into account on matters that affect them.

The interests of service users and carers are at the centre of the work of Social Work Resources (SWR). Throughout the organisation and the process of assessing and delivering services there must be opportunities at every level for the participation and involvement of service users and carers. From individual co-produced assessments, to links with national organisations and in policy making, the experience of service users is invaluable. Service user experience has an important role in ensuring services are responsive, relevant, accessible, equitable, efficient and effective. Their contribution is important in a number of ways:

- individual service users and carers participating in co-produced assessment and care planning help to ensure the service they receive is closely aligned to their individual needs
- service user groups providing information on gaps within the existing provision or helping to explain why the service is not used by those who would be eligible
- participation in evaluating and development of services targeting resources to the areas of most importance to service users
- direct knowledge and experience of using services helping to inform national planning and developments

There are also benefits for the service. The Audit Commission – User Focus and Citizen Engagement 2003 stated “Consulting and involving service users, and finding out what the general public want from their local services, can help councils to carry out their work more efficiently and effectively”. Benefits to services include:

- empowering service users by their having a voice in decision making
- managing expectations through communicating what can and cannot be delivered at any point in time
- ensuring communication channels are always open and become embedded in service delivery
- opportunities to improve the quality of services. Involvement and participation is a key pillar of self-evaluation and quality improvement

Section 2

The legislative and policy background

In light of the benefits to individuals and organisations, policy development in Health and Social Care, over many years, has supported greater service user participation and involvement. Listed below are some of the key drivers that influence our participation and engagement agenda.

Changing Lives 2006

A review of Social Work Services in Scotland, led to a set of recommendations in the Changing Lives report in 2006. These recommendations were aimed at delivering Social Services for the 21st century that would continue to rise to the challenge of supporting and protecting vulnerable people and improving the wellbeing of people and communities. The recommendations were to set Social Services on a sustainable course, a key aspect of which was the increased participation and empowerment of those using services and their carers.

Reshaping Care for Older People – A Programme for Change 2011/2021

The Scottish Government policy Reshaping Care for Older People (RCOP) has two aims:

- to redesign services and supports to ensure that they are sustainable for the future
- to improve outcomes for older people

We know that people want to stay in their own homes, and to have care that is personalised to their own needs and preferences. This is reflected in the RCOP policy vision:

“Older people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting.”

The Scottish Strategy for Autism 2011

Provided a 10 year plan to identify people with autism, assess their needs and improve the services they use to make them more accessible and relevant. The plan made 26 recommendations including:

“Services users and carers should be involved in the local planning processes.”

The Keys to Life – Scotland’s Learning Disability Strategy

This strategy was launched in 2013 and is a 10 year plan to improve the quality of life for people with learning disabilities. It promotes increased choice for individuals, and includes in recommendation two that **“localities provide opportunities to promote equality for people with learning disabilities through actively involving and including them in local developments that affect them.”**

The Social Care (Self-directed Support) (Scotland) Act 2013

This legislation allows people to choose how their support is provided to them by giving them as much ongoing control as they want over an individual budget. The Act was introduced in April 2013 and continues to be embedded by SWR and partner agencies. It aims to give people more choice and control in relation to their care and support needs and places a legal duty on the Council to offer four funding choices to people who are assessed as requiring care. Duties for South Lanarkshire Health and Social Care Partnership (SLHSCP) include that:

- the local authority should collaborate with the supported person when they undertake the assessment and provide support
- the local authority should take steps to ensure that the supported person makes informed choices as part of their assessment and in selecting their support options
- the local authority should take steps to involve the supported person in their assessment and in selecting their support options
- the local authority has the duty to evidence co-production within the assessment and offer the four funding options if the supported person is eligible for support

Children and Young People's (Scotland) Act 2014

The Children and Young People (Scotland) Act 2014 (CYPA) became law on 27 March 2014 and introduced changes to promote, support and safeguard the wellbeing of children and young people in Scotland.

The Act introduced additional supports for children and young people looked after in care to try and make sure they have the same opportunities as other young people. The Act ensures that:

- children's rights influence the design and delivery of policy and services
- the way services work to support children and young people is improved
- the role of early years support to children, young people and their families is strengthened
- there is better permanence planning for looked after children

Integration of Health and Social Care Partnership

The Health and Social Care Partnership (HSCP) aims to deliver health and social care services which are focused on the needs of the people who use them. Central to the HSCP is the Strategic Commissioning Plan (SCP), with a three year planning cycle mandated by the Public Bodies (Joint Working) (Scotland) Act 2014.

In South Lanarkshire the HSCP has approved its second SCP, covering the planning period 2019/22. It supports the achievement of the nine National Health and Wellbeing Outcomes:

1. People are able to look after and improve their own health and wellbeing and live in good health for longer
2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

3. People who use health and social care services have positive experiences of those services, and have their dignity respected
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services
5. Health and social care services contribute to reducing health inequalities
6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing
7. People who use health and social care services are safe from harm
8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide
9. Resources are used effectively and efficiently in the provision of health and social care services

Carers (Scotland) Act 2016

This Act came in to effect on 1 April 2018 to ensure better and more consistent support for carers and young carers so that they can continue to care, if they so wish, in better health and to have a life alongside caring. The Act is designed to support carers' health and wellbeing and help make caring more sustainable. It includes the introduction of two types of support plan an Adult Carers Support Plan and Young Carers Statement. In developing the plan the act states that:

- a carer must have as much involvement as they wish in relation to
 - a) assessment of their needs for support and services
 - b) the provision of support and services for the individual
- a carer that is under 18 years of age, is to be assessed and supported as in the final assessment

The Child Poverty (Scotland) Act 2017

The Act received Royal Assent in December 2017 and sets out targets to reduce the number of children experiencing the effects of poverty in Scotland by 2030.

By 2030, of children living in Scottish households:

- less than 10% should be living in relative poverty (how many families are on low incomes compared with middle income households)
- less than 5% should be living in absolute poverty (how many low income families are not seeing their living standards improving over time)
- less than 5% should be living with combined low income and material deprivation (how many lower income families cannot afford basic necessities)
- less than 5% should be living in persistent poverty (how many families live on low incomes three years out of four)

A key part of the Delivery Plan is that children and families with direct experience of poverty will continue to be involved in the development and delivery of the actions. It should therefore ensure that consultation reaches wider communities and not always the same organisations and individuals.

GIRFEC in South Lanarkshire Children's Services Plan 2017/2020

Within South Lanarkshire, the GIRFEC in South Lanarkshire Children's Services Plan 2017/2020 states the partnership's vision that:

"Children, young people and families will be safeguarded and supported to reach their full potential and thrive within their communities."

This vision is underpinned by a commitment to:

- tackle inequality, discrimination and poverty
- promote early support and prevention across all age groups
- focus on those areas where working together will make the biggest impact on children, young people and families
- ensure a multi-agency approach to continuous improvement
- implement a workforce development strategy that builds the competence and confidence of our staff
- ensure meaningful participation and engagement of children, young people and families

National Dementia Strategy 2017/20

Scotland's third National Dementia Strategy (2017/2020) builds on work carried out since dementia was made a priority by the Scottish Government in 2007. The new commitments aim to deliver high quality, person-centred support for people with dementia and their carers from the point of diagnosis to the end of life.

Mental Health Strategy 2017/2027

This strategy contains a vision for Mental Health Services in Scotland where people can get the right help at the right time, expect recovery, and fully enjoy their rights, free from discrimination and stigma. A key element of this vision is in recognising service users as equal partners in their own healthcare and emphasising expectations of good health and a good life.

Health and Social Care Standards

The Health and Social Care Standards which became effective on 1 April 2018 set out what should be expected when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity and that basic human rights are upheld. Whether registered or not, services should use the Standards as a guideline for how to achieve high quality care.

The Standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing. The principle of being included is supported by the following statements:

- I receive the right information, at the right time and in a way that I can understand
- I am supported to make informed choices, so that I can control my care and support
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered
- I am supported to participate fully and actively in my community

Building and Celebrating Communities

SLHSCP vision is **“Working together to improve health and wellbeing in the community – with the community”**. It is about improving people’s experience of health and social care. It is also about helping people living in their communities to live well, to know how to enhance their health and wellbeing and for communities to recognise their strengths, their dependencies and interdependencies. SLHSCP’s Building and Celebrating Communities (BCC) programme is based on the principles of Asset-based Community Development (ABCD). This challenges traditional approaches that try to solve urban and rural development challenges by focusing on the needs and deficiencies of individuals, and communities. ABCD demonstrates that people, local assets and individual strengths are key to ensuring sustainable community development and that people have a life of their own choosing.

Through the BCC programme we want to identify three key areas:

1. what it is that communities can and are doing best on their own. Not everything needs involvement from big agencies and this is not about reinventing the wheel or interfering. We want to celebrate what’s working – whilst being mindful many people want to help each other without making a fuss
2. where communities require help. Sometimes this may require a very light touch, making a connection or offering minimal assistance to get an initiative like a sporting group or befriending network off the ground. Sometimes it may require a bit more assistance or involvement for a longer period of time
3. what communities need SLHSCP and partner agencies to do for them, initially or on an ongoing basis – and take a leading role in making that happen

Section 3

What is participation and involvement?

The terms used in participation and involvement are often not clearly defined and participation is often used interchangeably with words such as consultation, partnership or involvement. The following is a broad guide to the terms used;

- **Consultation** – ‘a process of dialogue that leads to a decision’. Four aspects are important to consultation:
 - **dialogue** – sharing, publicising, informing and promoting interest to ensure that relevant groups, agencies and organisations are aware of the issue
 - **process** – this can be either an ongoing procedure or a one-off exercise
 - **variety** – consultation is a dialogue amongst people from a variety of different backgrounds and should be an inclusive and participatory process
 - **contributing** – to actions and outcomes
- **Participation** – where those with an interest in the organisation or service are able to influence or share control over setting priorities, making policy, or allocating resources. It includes individual control over day to day decisions about what to wear or eat. Participation is not only about being there or taking part but should include influence over decisions and actions
- **Involvement** – actively involving service users and staff in the design and delivery of services, drawing on their views and expertise to deliver change

SWR has a good foundation from which to build on and improve how we involve service users and carers. As a minimum participation and involvement takes place in the following ways:

- **Informing** – individuals with an interest in using or considering using a service, and their carers, need information. This will ensure they are aware of what can be provided and any planned developments and changes. This also assists in understanding the problems, options and/or solutions which may be available. Services may provide this online via social media or by notice boards, newsletters or circulars
- **Engaging** – to provide relevant services, organisations need feedback on proposals, options and/or decisions which affect those who use them. They may seek this feedback and comment on individual matters or on a range of options by for example, questionnaires, opinion polls, option finder, snap surveys or focus groups
- **Involving** – in developing services, working directly with people throughout the process to ensure that their concerns and wishes are consistently understood and considered, aims to ensure the best outcome. Actively involving service users and staff in the design and delivery of services, draws on their views and expertise to deliver positive changes

The level and complexity of the work undertaken for success in each of these areas will vary according to the people, situation and service involved. Participation and involvement is an ongoing and dynamic process, which continues to adapt, implementing changes based on the learning outcomes.

Section 4

How to encourage participation and involvement

A User and Carer Forum was set up to support the implementation of Changing Lives: the report of the 21st Century Social Work Review. The Forum's aim was to develop Citizen Leadership, **"an activity... it happens when citizens have power and influence and responsibility to make decisions. Citizen Leadership happens when individuals have some control over their own services. It also happens when citizens take action for the benefit of other citizens."**

Underpinning the principle of Citizen Leadership are eight themes which seek to enable users and carers to make a contribution as follows:

1. **Potential** – everyone should have their leadership potential recognised
2. **Development** – people's leadership potential can only be fulfilled through opportunities for development
3. **Early involvement** – people who use services and carers must be involved at all stages of developing and delivering services
4. **Person-centred** – everyone is an individual and should be helped to show leadership in the way that suits them best
5. **Information** – people need information that is clear to them and they need it in plenty of time
6. **Equality** – people use their leadership skills to challenge inequality in services and wider society
7. **Control through partnership** – Citizen Leadership enables people to have more control over their own services, through working in partnership with those services
8. **Wider benefit** – Citizen Leadership is for the benefit of other people who use services as well as yourself

The Community Empowerment (Scotland) Act 2015 and Revised Standards for Community Engagement 2016 provide good-practice principles designed to support and inform the process of community engagement, and improve what happens as a result.

The standards are:

1	Inclusion	We will identify and involve the people and organisations that are affected by the focus of the engagement
2	Support	We will identify and overcome any barriers to participation
3	Planning	There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions
4	Working together	We will work effectively together to achieve the aims of the engagement
5	Methods	We will use methods of engagement that are fit for purpose
6	Communication	We will communicate clearly and regularly with the people, organisations and communities affected by the engagement
7	Impact	We will assess the impact of the engagement and use what we have learned to improve our future community engagement

In practice these guidelines mean that every effort should be made to include all those who have an interest. In some instances this will include the views of those who could potentially use a service but currently are not. Social Work Resources provide services throughout the South Lanarkshire community, supporting people in a range of circumstances and with needs which may be complex and enduring.

The principle groups who use Social Work Resources and whose interests require to be considered in participation and involvement activity are:

People who require protection including vulnerable children, young people and adults
Vulnerable children who require to be looked after in local authority care and other placements
Frail elderly people who may require a range of services and supports for example home care, day care or residential care
People with additional support needs including those with a physical or learning disability, mental ill health or substance misuse issue
Young carers, families and parents
People within the justice system who need support and supervision to re integrate into the wider community
Carers of people with long term health conditions

Some of these groups or individuals will be harder to reach because of their circumstances and require creative solutions from services to ensure their views are captured. For all groups the following guiding principles should be considered:

- ensure that consultation is central to planning
- ensure that the most effective and inclusive methods are being used
- value diversity, promote equality of opportunity and encourage creativity
- present information in plain language or alternative formats depending on the audience, for example using pictures and graphics
- be honest about what can and cannot be changed or influenced at any stage in the process
- be open and share information. Give a commitment to feedback in the future within an appropriate time
- ensure that enough time is allocated to ensure that any consultation and involvement is meaningful and can achieve the intended outcome

For all activity the minimum required is that:

at an individual level people should be at the centre of decisions about their care and support and should have choice and control over these decisions. Systems should encourage and enable individual feedback around care and services to be raised, heard and responded to and inform continuous improvement within services. Throughout assessment and care management frontline staff should record the views of service users to inform the development of their care plans
at a service level people should be able to contribute to and initiate conversations in the services they use and be actively involved in identifying solutions to difficulties. One means of achieving this may be by developing and supporting local interest groups, networks and forums of service users and carers
at a strategic level there should be opportunity for key stakeholders including service users and carers to contribute to governance or strategic groups and influence the development of services
at national level we should encourage and support opportunities for people to engage in national policy debates

Participation and involvement activity should be a regular or routine activity within services and can consist of a variety of activities, pre-planned for that purpose or on occasion arising from other activities. Including service user and carer views is important to log and can be used in evidence for reporting and inspection. To help with this process examples of participation and involvement activity are in Appendix 1 and a template for recording is included as Appendix 2.

Section 5

Involvement in recruitment

SWR is committed to safe recruitment practices to recruit and retain high quality staff to provide services to a range of vulnerable service users. This is reflected in our rigorous approach to the recruitment of staff using a range of competency based tools. These include an initial assessment process followed by a selection interview.

The Councils Competence Initiative provides the basis for assessing the performance of staff and supports recruitment undertaken by SWR. Our recruitment process is based on a behaviours framework. To ensure we select the right people we have established a process that includes:

- a rigorous initial assessment process
- a selection interview
- appropriate references for all candidates are taken up
- candidates in contact with service users must undertake a PVG check through Disclosure Scotland

We are particularly concerned to make sure that we recruit people who are competent, able to relate to our service users and treat them with respect and dignity. As part of this process the people who use our services and their carers have a say in the staff who will work with them and their views, needs and preferences are taken into account in the staff selection process.

As an employer South Lanarkshire Council (SLC) has standards of conduct and underpinning values that we expect of our staff. Service users and carers are key to the process but managers also have an important role to play. All our managers undertake training in Recruitment and Selection and the Competence Initiative ensuring that they have the skills they require to set high standards in both the measurement of competence and the selection of new employees.

Section 6

Monitoring and evaluation

Consultation, participation and service user involvement is pivotal to supporting qualitative information. It is essential that ownership of this activity is managed through a Performance and Continuous Improvement Group (PCIG) where one exists for the specific service area. The PCIGs will ensure that the consultation strategy is monitored and implemented to take account of the following:

- that all significant activity in relation to consultation, participation and involvement is approved through the PCIG
- that consultation and participation activity is quality controlled and operates in line with the principles of citizen leadership
- that a range of methods are used to enable the widest participation and engagement
- that the outcome of consultations are available to participants
- that relevant information from participation and engagement is incorporated into service developments
- that any changes of practice as a result of consultations are implemented and monitored

Section 7

Useful links and contacts

The participation and involvement of service users, carers and staff is an integral part of SWR. In order to sustain this good work we should pay attention to:

- continue to embed consultation and engagement activity in the day to day work of the service
- considering opportunities for service user and carer participation in areas of the service
- empowering service users and carers, developing their skill and confidence in engagement in line with the principles of citizen leadership. For example by involving service users in the methodology and design of consultation
- considering some consultation activity on an annual basis for example in consulting with larger groups of service users and carers
- giving a commitment to feeding back to service users and carers what we have done as a result of their participation and involvement
- following up the changes which are required in light of their comments
- ensure all activity with regards to consultation, participation and involvement is logged on the corporate consultation database

Corporate Consultation Team

SLC have a Corporate Consultation Team with access to a range of consultation methods, techniques, and hardware such as: SNAP questionnaires, Survey Monkey, iPads, Kiosk style stands for iPads, Option Finder kits – Keypad voting system, Ketso toolkit, Video Consultation – Voxur and The Citizens' Panel all of which can be utilised as part of a participation, engagement or consultation exercise. A booking request proforma is included as Appendix 3. *SL Community Engagement Framework*.

Social Work Local Office contact details

Local Social Work Offices opening hours are:

Monday to Thursday 8.45am to 4.45pm
Friday 8.45am to 4.15pm

Social Work Emergency Service:

Phone: 0303 123 1008

This service is available when local offices are closed.

Clydesdale Office

Council offices
South Vennel
Lanark ML11 7JT
Phone: 0303 123 1008

Hamilton/Blantyre/Larkhall Office

Brandongate
Leechlee Road
Hamilton ML3 0XB
Phone: 0303 123 1008

East Kilbride Office

Civic Centre
Andrew Street
East Kilbride G74 1AB
Phone: 0303 123 1008

Rutherglen/Cambuslang Office

Floor 2
Cambuslang Gate
Cambuslang G72 7EX
Phone: 0303 123 1008

Appendix 1

Examples of participation and involvement activity

Activity	Purpose
Seniors Together	Engagement with the public and wider community of older people, for example the Older People's Assembly.
Day care survey	<p>A service user survey, available in a range of formats, for those using day care services for older people is undertaken annually. Support is offered help to individuals who may need assistance to complete the survey. In 2017 the survey was completed by 194 day care service users and focused on the following areas: communication and support planning, day care staff and the overall day care service.</p> <ul style="list-style-type: none">• 97% rated their support plans as excellent, very good or good• 95% said they were confident staff are aware of their health and wellbeing needs• 95% said their personal care needs were met in a respectful and dignified manner• 92% said the transport was excellent, very good or good• 100% said the care workers are excellent, very good or good <p>The aim is to continually improve practice and feedback from people who use our services assists us in ensuring attention is focused properly.</p>
Residents involvement in recruitment	Residents of Care Homes have been active participants in the staff recruitment process.
Annual Learning Disability Conference	<p>The annual Learning Disability Conference is organised by SLHSCP in partnership with People First advocacy service. The conference themes are developed to encourage and support the Learning Disability population within South Lanarkshire to take part in discussions about issues and areas of interest to them. Feedback and evaluation from each conference is used to inform the planning of future events and support is offered help to individuals who may need assistance to complete this. Topics have included:</p> <ul style="list-style-type: none">• Human Rights (DVD produced and presented by People First)• Personal/Internet Safety (each service user received a small booklet detailing the Ten Commandments of Internet Safety)• Bogus callers/Scams (Trading Standard info and goody bag with key coin)• Let's Talk About Health (Health bag with Easy Read Communication Tool)• Digital Passports

Activity	Purpose
Development of digital passports	Supporting the new Digital Health and Social Care Strategy for Scotland, work has been on-going to take forward a 'pilot' in South Lanarkshire in developing a digital passport with a service user and their family. Its primary aim is to empower people to communicate where their main form of communication is non-verbal. This builds on the work developed by SWR partner agency, PAMIS (an organisation that supports people with profound and multiple learning disabilities). If evaluated well, the passport will be of use to other client groups as well as people with profound and multiple learning disabilities.
Development of a game to improve understanding of Self-Directed Support	In 2017 colleagues supporting adults with a learning disability were trained to support service users in playing the self-directed support game. The game was developed with people with learning disabilities to aid their understanding of the new Self-Directed Support (SDS) assessment process in Scotland. Having played the game those taking part were asked to complete a short evaluation to determine whether the game had increased their knowledge and understanding of SDS. It was positively received by service users who stated that they had learned about the changes to the assessment process as well as their right to advocacy, which should ultimately offer more choice and control.
PAMIS Conference	Over 100 people attended a consultation event in partnership with PAMIS (Promoting a More Inclusive Society) who support children with profound disabilities, and SLHSCP which took place on 29 November 2017. The topics for the event included celebrating PAMIS 25th anniversary, information on the Carers (Scotland) Act 2016 and Self-Directed Support.
Autism Survey and Focus Groups to inform the Local Action Plan	The Autism Resources Co-ordination Hub (ARCH) actively engaged in a three month long consultation with users and carers and incorporated the use of a snap survey, together with locality based follow up focus groups, to seek the views and opinions of all within the Autism Community. A particular success was the involvement of young people and adults directly affected by autism. The information gathered informed the development of the South Lanarkshire Local Autism Action Plan 2018/2023.
Survey, groups, events, representation	SWR supports and engages with a range of carer organisations in the area that provide information and raise carer issues at local and national level, for example, South Lanarkshire Carers Network and Lanarkshire Carers Centre.
Participation in the Service-user and Carer Network	<p>The University of Strathclyde and Glasgow Caledonian University jointly manage the Service User and Carer Network. This group meets four times a year to encourage and support the involvement of service users and carers in the teaching and training of Social Work Students and Mental Health Officers (MHO).</p> <p>South Lanarkshire SWR supports service users and carers to take part in seminars and give talks to Undergraduate and Masters students who are training to be social workers.</p>

Activity	Purpose
Service user groups	Children, young people and care leavers have shared their views via monthly Young Voice groups and contributed to strategic forums examples of which are; SLC corporate parenting website for care experienced young people, a child friendly version of the South Lanarkshire Children's Services Plan, the Children's Hearing National Advocacy Model and the 1000 Voices project/the National Care Review.
Community Service Survey	A regular survey is taken of those who have had work completed by the Community Justice service to ensure high levels of customer satisfaction are maintained.
Gender-Based Violence Attitude Survey	An extensive survey was undertaken within the local community to gauge attitudes to gender and gender-based violence. The information gained informs planning and future work.
Advocacy organisations	SWR supports and engages with a range of advocacy organisations in the area, for example <ul style="list-style-type: none"> • People First – supporting adults with Learning Disability • The Advocacy Service – supporting adults experiencing mental ill health • PAMIS – supporting people with profound and multiple learning disabilities • Who Cares? Scotland – supporting care experienced young people and care leavers
Cultural groups	The Milan Lunch and Social Club is a social/lunch club for people from ethnic backgrounds. It was set up in March 2002 to meet the social, cultural and dietary needs of older people from minority backgrounds and encourage the use of statutory services. The Club is open to all in South Lanarkshire and promotes the welfare of older people of ethnic minorities by supporting the group to deliver a programme of events which: <ul style="list-style-type: none"> • reduces isolation • encourages social interaction and activity • promote support by information giving and sharing • promote Participation and Involvement by inviting speakers from NHS, SLC and the third sector
Telehealth / Telecare and Video Conferencing	There are known benefits to service users in ease of accessibility and maintaining independence by use of technology. By linking up residential care homes through Video Conferencing and creating wider, virtual communities, technology is allowing people to remain independent and develop new relationships. Video conferencing technology has allowed residents in care homes to link with each other for online get-togethers, ranging from sing-alongs to group exercise. It has also paved the way for virtual clinical consultations and support between residents and services like dieticians, pharmacy, out-of-hours and community mental health teams.

Activity	Purpose
Staff Focus Groups	A range of focus groups took place with staff from SWR following the introduction of a revised supervision policy to ensure the new procedures were fully operational and effective. The Behaviour Framework for supervision has been in place from April 2018.
Social Media links	The public can comment on and communicate with SWR via the South Lanarkshire website and links to Face book and Twitter.
Building and Celebrating Communities (BCC)	SLHSCP launched its Building and Celebrating Communities programme with a series of events across South Lanarkshire's four localities. Over 360 people from a variety of backgrounds, agencies and organisations attended the events, filling venues to capacity. The key objective of the launch of BCC was to explore how the HSCP could generate more space for communities to create the things that matter to them and how the partnership could support these activities if required.
Supporting people living with and beyond cancer	<p>The work taken forward through NHS Lanarkshire's Cancer Strategy (2013/2016) is now very firmly embedded in 'Achieving Excellence' the Healthcare Strategy for Lanarkshire. A key focus is how people in Lanarkshire affected by cancer are supported to live with, and beyond, their diagnosis. 'Achieving Excellence' clearly sets out the aim of having an integrated health and social care system (a joined up approach) with a focus on prevention, anticipation and supported self-management (NHS Lanarkshire, 2017). It is the self-management aspect that has underpinned the two year Transforming Care after Treatment (TCAT) Project in Lanarkshire.</p> <p>This project was local authority led with SLHSCP working with North Lanarkshire Health and Social Care Partnership. The project supported adults affected by cancer through the use of a small individual budget to achieve 'good outcomes' after the main part of their cancer treatment had ended. The two year project ceased in October 2017.</p> <p>An evaluation report has been written and the project has evaluated very well. Discussions are currently taking place in terms of how to embed the learning and sharing across the health and social care workforce as well as with Third Sector colleague.</p>
Digital and ICT Strategy	<p>The council's Digital and ICT strategy sets out how SLC will use new technologies to help deliver its vision 'to improve the quality of life of everyone in South Lanarkshire'. It describes how services will be delivered as "Digital First" and how we will work with partners, service users and suppliers to create the data infrastructure to support digital services and improve communication.</p> <p>The strategy also sets out the technical foundations necessary to realise the council's digital vision. This includes ensuring that appropriate and sustainable computer systems, networks, ICT skills, software and data services are in place to support the transformation to a Citizen Centric and Digital Council both in the short term and in the years beyond.</p>

Activity	Purpose
The Lanarkshire Advocacy Plan (2016/2020)	<p>The Lanarkshire Advocacy Plan (2016/2020) was shaped from stakeholder engagement events involving people who use advocacy services. The service providers i.e. The Advocacy Project (TAP), Speak Out Advocacy, People First Scotland, Who Cares? (Scotland) all assisted with the development of the plan which is now in place.</p> <p>The Mental Health (Care and Treatment) (Scotland) Act 2003 also imposed a duty on local authorities and health boards to collaborate to ensure the availability of independent advocacy services in their area. The Act gives everybody with mental illness, learning disability, and dementia related conditions the right to access independent advocacy support. The Mental Health (Scotland) Act 2015 builds on the rights of the 2003 Act to independent advocacy support, by requiring health boards and local authorities to tell the Mental Welfare Commission how they have ensured access to services up to now and how they plan to do so in the future.</p> <p>The Mental Welfare Commission has recently undertaken a detailed survey regarding advocacy supports to adults and older people and children and young people. A full report has been provided to the Health and Social Care Partnership. We will review our services in light of the findings from this report.</p> <p>Our independent advocacy providers support people to have their voice heard and their rights and interests protected. Independent advocacy is provided to a range of people including adults with learning disabilities, people with mental health issues, older people, children and young people.</p>
Mind Of My Own	<p>Mind Of My Own is a web application that gives young people who are looked after an instant and convenient way to express their views, wishes and feelings and provides their social workers with a smart way to record them. As a communication tool it can guide conversation and help to gather a young person's views. It can also be used for meetings and reviews, to sort out problems or to share good news.</p>
South Lanarkshire Health and Social Care Partnership web site	<p>This website provides the public, professionals and partners with information, news and essential links. It exemplifies how the HSCP are empowering and supporting people across South Lanarkshire to make a real difference to their own lives.</p> <p>Information includes details of partner agencies, how to get involved in shaping local health and social care services and how to get in touch with the Partnership.</p>
Carers (Scotland) Act 2016	<p>In developing the priorities and actions for the Carers Strategy 2019/2022 consultation was extensive including a conference, individual surveys and a programme of focus groups. In total over 1200 individuals participated and shared their views.</p>

Appendix 2

Participation and involvement activity reporting

Date of activity	What service/topic did people (service users, carers) engage with/participate in?	What did you do?	Who did you engage with (age range, locality, specific groups)?	How many people were involved?	How frequently will this engagement/participation occur (e.g. one off exercise, on-going engagement)?	How was the engagement/participation activity used to inform development/delivery of services?	How did you feedback to participants and others?	Are there plans for further engagement/participation in this area?
Name and address of Service								
Contact								
Contact number								

Appendix 3

Consultation booking proforma

Resource		Service	
Section			

Consultation sponsor (Manager)	
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Responsible officer (if different)	
Location	
Contact phone number	
Email address	

Partners involved in the consultation	
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Consultation summary
Brief outline of the consultation. Should include methodology, purpose and target group.

Consultation background
This would include details of any previous consultation which had taken place on the subject/topic.

Consultation method considered		
	Yes	No
Is this a Customer Satisfaction survey?		
Is this a general survey?		
Do you intend using the Citizens Panel?		
Do you intend using any equipment?		
• Opinionmeters		
• Voting pads		
Are you organising a Focus Group?		
Will the survey be targeted at employees only?		

Is it part of an established process?					
	Yes	No		Yes	No
A best value review			Impact assessment		
Charter Mark			Care Commission inspection		
HMIE inspection			Does it relate to legislation		
Does it relate to					
Equal opportunities					
Policy/strategy/plans					
Other					
Please supply details					

What do you hope to achieve from the consultation?

Details of expected outcomes.

Which audience or groups will you consult with?

Who were the target group i.e. young people, older people, minority groups, whole community, car users etc.

When will the consultation take place?

These can be estimates.

Start date	
Consultation close date	
Date report required (must be a minimum of 2 weeks after the close date)	

Post consultation findings and action log**When did the consultation take place?**

Start date	
Consultation close date	
Completed date for reporting	

What you found out?

Summary analysis of findings and should include key findings and actions arising from the consultation.

How will the findings be used?

This is a prediction of what will be implemented, developed or improved as a result of the consultation.

Results

This is the actual action taken as a result of the consultation exercise. What did change as a result, what will happen as a result. May include follow up consultation.

Documentation

Any associated documents to the consultation can be viewed i.e. draft strategies, background information etc.

If you need this information in another language or format,
please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

protect care

If you need this information in large print, on tape or
in Braille, please contact 0303 123 1015.

Please phone 0303 123 1015 if you would like this
information in Chinese, Urdu, Punjabi, Hindi or Polish.

這份資料備有中文譯本，查詢詳情請致電 0303 123 1015

यह सूचना आपके लिए हिन्दी में भी उपलब्ध की जा सकती है

अतिरिक्त जानकारी के लिए इस फोन नं: पर सम्पर्क करें:

0303 123 1015

ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਵੀ ਦੁਹਾਨੂੰ ਮਿਲ ਸਕਦੀ ਹੈ

ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ:

0303 123 1015

یہ معلومات اردو زبان میں مہیا کی جاسکتی ہیں

مزید معلومات کے لئے اس فون پر رابطہ کریں 0303 123 1015

Proszę dzwonić na numer 0303 123 1015, jeśli chcieliby
Państwo posiadać tę informację po polsku.

trust support