



Third Sector Health and Social Care Extraordinary Forum

Note of meeting

26/04/22 14:00-16:00

Held via Zoom

Working together to put our sector first
Dumfries and Galloway's Third Sector Interface

**Third Sector Dumfries & Galloway
Health & Social Care Extraordinary Forum
IJB Draft Participation and Engagement Strategy
Tuesday 26th April 2022**



TSDG Staff Members: Niomi Brough, Health and Social Care Engagement Manager; Tracey Saunderson, Health and Social Care Engagement Officer.		
Forum Members: Pamela Deans, Dumfries and Galloway Advocacy Service; David Stewart, Fedcap; Sarra Curley, User and Carer Involvement; Sian Bertram, Dumfries and Galloway Hard of Hearing Group; Lucy McLeod, OutPost Arts; Emma Scott, Support In Mind; Billie Lockhart, NHS Dumfries and Galloway; John Innes, Support In Mind; Innes McMinn, Independent Living Support; Alexander Campbell, NHS Dumfries and Galloway; Georgia Walker, Support In Mind; Marie Brown, Dumfries and Galloway Mental Health Association; Kim Dams, DG Voices; Nina Burton, Loreburn Housing Association; Iain Campbell, LGBT+.		
Apologies: Jane Glanville; Loreburn Housing Association.		
Agenda Item	Discussion	Action Point
1.	<p>Welcome and Introductions</p> <p>Niomi Nichol (NN) welcomed everyone to the meeting and thanked them for their attendance.</p> <p>All attendees introduced themselves.</p> <p>NN talked through the agenda for the meeting which would include specific points that require discussion from the group.</p> <p>Alexander Campbell (AC) introduced the draft Participation and Engagement Strategy.</p>	
2.	<p><u>Aim 1 – Include engagement in all the work we do to develop and deliver care and support.</u></p> <p>The group agreed that language was important as this was, at times a barrier for engagement and participation, and was also a barrier to using a tool such as PES if those reading the guidance could not understand what it meant.</p> <p>The feeling in the group was that an easy read version was important but that it needs to focus on key points and be shortened as at present the easy read version of the draft PES is still quite wordy.</p> <p>Th group observed that they would like to see information or guidance to include the feeding back following engagement. It was posed that the act of engaging means nothing if the data collected is not used appropriately or is not collected from the appropriate audiences.</p> <p>The group also suggested that the document should include the distance travelled, or the change/impact brought about by engagement.</p> <p>It was recognised that this should not be a “one size fits all” document, that engagement should not look the same for all.</p> <p>Many attending members offered group they currently host or are part of, to support with engagement and/or dissemination of information.</p>	
	<p><u>Aim 2 – People working for Dumfries and Galloway Partnership will feel able to engage with the people they support in an open and honest manner. They will ensure that the public has a say in all service planning, improvements, and developments.</u></p> <p>In giving an overview of this aim, AC said “...these have implications for time and money. mandatory training for everyone in the partnership, or at least everyone in the council in the NHS, the statutory members would have significant implications for resources for time, for money. They also lend themselves rather well to do measurements”</p>	

	<p>Group suggested a reflection on language as it was unclear as to who this was available to and who this impacted as both the draft and AC had mentioned statutory services but upon questioning, AC noted this would be preferable to make the training available to the third sector also. The group gave feedback and insight into various already established groups to support engagement in the region as well as already trained individuals who can deliver on this training.</p>	
	<p><u>Aim 3 – Listen to the widest range of people, so that everything we do is influenced by their views.</u></p> <p>The group are keen to see some reference in the document about appropriateness of engagement and who steps should/would be taken to adapt engagement for various community groups such as youths. AC explained that this document is designed to include all levels of engagement, including young people. The group asked if young people are represented in the working group for this document. AC explained that the working group for this strategy are in fact internal colleagues. Within this aim, it was observed, there is mention that, if there is a specific group not represented, then the partnership would establish a group. The attendee group felt that it would be beneficial to have information in the document to encourage use of already existent groups throughout the partnership and third sector.</p>	
	<p>Aim 4 – Keep people well informed and support them when they want to give their views, so that they contribute to planning health and social care and support.</p> <p>The group were mindful of rurality and asked if the most commonly use areas of the region, such as the larger towns, could be avoided to allow for engagement in the more rural parts of the region to ensure representation from those areas.</p> <p>Further input was given by the group in relation to language used, particularly in 4.5 “Tell people how to participate through statutory partner agencies.” The group would like to see the wording changed to reflect the fact this this is about informing and not instructing.</p>	
	<p>Aim 5 – All engagement and consultation activities should be high-quality and reach a broad range of people</p> <p>Feeling in the group that this was a positive aim and demonstrated feeding back and informing on the impact of their engagement and participation. It was asked that this should include both negative/not actioned feedback as well as positive and actioned work.</p> <p>There was an expression that individuals are suffering from “consultation fatigue” and that people are feeling they are continuing to participate in engagement and consultation because it is often, something they are passionate about, they feel there is a lot of taking from them and not a lot of feeding back.</p> <p>Concern was raised by the group that this is going to require significant resource from the sector and that is not often recognised or recompensed appropriately by statutory partners, particularly when they are not always considered a part of “The Partnership.”</p> <p>It is suggested that feedback should not just be given TO participants, but also given FROM participants relating to how they found their experience.</p>	
	<p>Any other feedback</p> <p>Members of the group felt it was quite a dry document and that there should be some recognition that as humans, we engage with other humans and their stories. Engagement and participation should embrace this.</p> <p>Encouragement was given to ensure all available platforms are used for engagement, including less used such as newspapers, local groups, existing templates etc.</p> <p>Does it have to be a printed document? Could this be a webpage, as an online resource</p>	