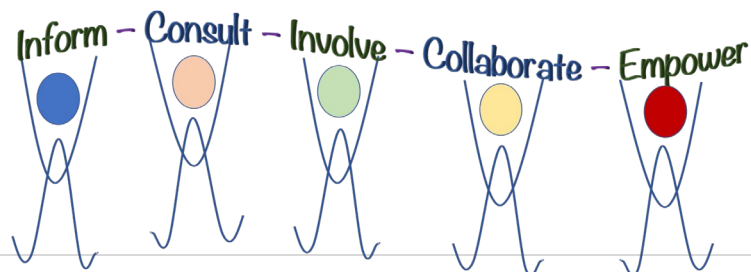


**A&B** Transforming  
**HSCP** Together  
Argyll & Bute Health & Social Care Partnership

# Engagement Quality Standards

September 2023



## INTRODUCTION

The Engagement Framework sets out the Health & Social Care Partnership's (HSCP) approach to engagement, providing a foundation for all engagement approaches relating to service design, delivery and change. The latest iteration was updated in 2023

This document explains how the quality of engagement activity will be ensured throughout Argyll & Bute HSCP.



## QUALITY ASSURANCE

The Engagement Quality Standards supports the *HSCP Engagement Framework (2023)* and provide a means of benchmarking and evidencing engagement activity in-line with best practice and national standards.

Our approach to quality assurance reflects a commitment to working in a meaningful way with a range of interested parties, including staff, local communities, people who use services, carers and partners/providers of services.

Our quality assurance focuses on the following four key standards:

- Engagement is planned, proportionate and meaningful and effective
- Representatives are supported in their role
- Engagement of people in service planning
- Positive culture where staff feel valued and engaged

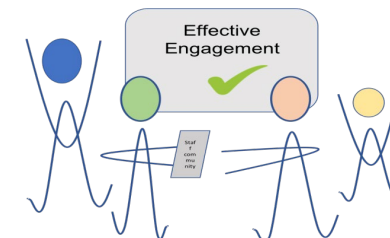
These quality standards will be assessed and presented to the IJB on a regular basis. There will also be a periodic self-assessment of engagement activity in-line with national Planning with People Guidance - [Health and social care - Planning with People: community engagement and participation guidance - gov.scot \(www.gov.scot\)](#)

## STANDARD 1

Engagement is planned, proportionate, meaningful and effective

### Outcomes

- The HSCP is recognised as an organisation that is committed to engaging citizens, partners and staff (stakeholders) in planning, service delivery and decision-making.
- HSCP strategies, plans and policies are informed by the views of stakeholders through effective engagement.



	Quality dimension	Review Date	Evidence
a.	Board members and senior managers are informed about the HSCP's approach to engagement.	Ongoing	<p>Development session for IJB – October 2022 and August 2023</p> <p>Strategic Planning Group update paper and timeline – December 2022 and May 2023</p> <p>Strategic Leadership Team – progress paper June 2023 and ongoing</p> <p>Work overseen by a short life working group set up in August 2022. The Strategic Planning Group (SPG) provided direction for this group to become a permanent sub group of the SPG in May 2023. This group is known as the Strategic Engagement Sub Group. Membership comprises HSCP officers, Healthcare Improvement Scotland (HIS) Engagement Team, IJB community representative, Third Sector Interface link, and NHS Highland communication and engagement team links.</p> <p>Joint training for HSCP managers with HIS in June 2023:</p> <ul style="list-style-type: none"> <li>• Duties and principles for community engagement in service change</li> <li>• Planning effective engagement in service change</li> <li>• Involving people in option appraisal</li> </ul>

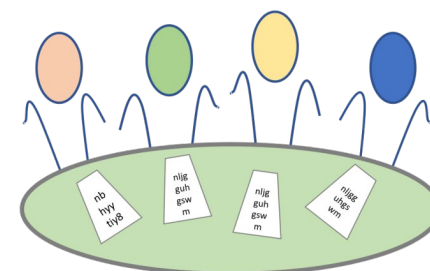
b.	Clear organisational governance structures are in place to meet the statutory duties in relation to participation/engagement.	September 2025	Engagement Framework reviewed September 2023 in line with SG's Planning with People guidance.
c.	The IJB has robust mechanisms in place to provide assurance that a culture of engagement is encouraged throughout the organisation.	September 2024	Annual tabling of the following: <ul style="list-style-type: none"> <li>- Annual Engagement Tracker</li> <li>- Annual Quality Standards update (this document)</li> </ul>
d.	The HSCP reflects on where engagement approaches can be improved.	January 2024	The sub-group for engagement will conduct the Planning with People self-assessment following the ratification of the renewed approach by the IJB at the September board meeting.

## STANDARD 2

### Representatives are supported in their role

#### Outcomes

- Appropriate representatives on HSCP committees and groups, e.g. the Integration Joint Board (IJB), Strategic Planning Group (SPG), Locality Planning Groups, Alcohol and Drug Partnership etc.
- Representatives are clear about and feel confident in undertaking the responsibilities of their role.
- Representatives are selected from a range of settings e.g. services users, local communities, carers bodies, third sector partners etc.



Quality dimension		Review Date	Evidence
a.	Processes for the recruitment and induction of service user, carer and third sector representatives are clear,	Winter 2024	Review conducted in spring 2023 with IJB community reps and HIS to consider how to ensure a consistent approach to supporting all community reps. This was reported to the SPG in May 2023 and will be

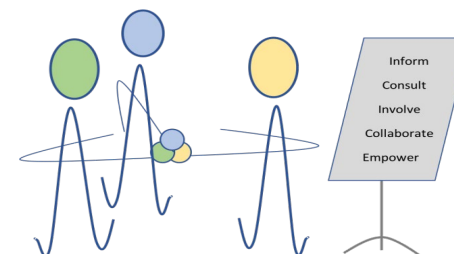
	proportionate and fair.		progressed by the Strategic Engagement Sub Group.
b.	Mechanisms in place to support community reps with their development needs.	Spring 2024	As above
c.	Representatives will have their expenses reimbursed including the costs of any care that might be required for carers.	Ongoing	Review whether further promotion is required (self-assessment under Planning with People).

### STANDARD 3

#### Engagement of people in service planning.

#### Outcomes

- Engaging service users, carers and partners in the planning and delivery of health and social care improves outcomes and service experience.
- Positive experience of engagement helps to generate greater public confidence in health and social care services.
- Health and social care staff feel confident about engaging service users, carers and partners so this forms part of the day-to-day planning, delivery and monitoring of services.



Quality dimension		Review Date	Evidence
a.	Supportive policies, protocols, tools and learning opportunities are available to assist staff in undertaking effective engagement.	September 2025	The HSCP's Engagement Framework is being ratified at the September 2023 IJB. It will be reviewed every 2 years or sooner in the event of national guidance being changed.
b.	Systems are in place to routinely obtain service user feedback about their experience of services.	Spring 2024	A review has been conducted and an improvement plan will be developed by the Strategic Engagement Sub-Group.

c.	The people who are affected by proposed service change are identified and supported to be appropriately engaged in the process.	Ongoing	Existing framework set out processes for engagement, these are unchanged in the 2023 version and include: <ul style="list-style-type: none"> <li>Engagement Specification to plan engagement activities</li> <li>Engagement activity has appropriate governance in place i.e. engagement plans appropriately ratified, findings feedback to participants and overarching engagement activity reported via the HSCP's Annual Performance Report</li> </ul>
d.	Feedback provided about how people's contribution was taken into account and influenced outcomes.	Ongoing	The old and new versions of the Engagement Framework clearly explain the <i>You say; We Did</i> philosophy.

## STANDARD 4

Positive culture where staff feel valued and engaged.

### Outcomes

- Health and social care staff are committed to the HSCP's vision and values
- Staff are motivated to contribute to the success of the organisation.
- Staff feel their voice is heard in the organisation's decision making processes.



Quality dimension		Review Date	Evidence
a.	Staff communications channels are in place to efficiently and effectively receive and transmit information.	Ongoing	Action from listening and learning exercise last year, all services focused on communication channels and improvement has been noted. I matter score 79 for well informed.

			<p>I matter – scores indicate communication channels work well. Areas identified for improvement are incorporated into team level action plans.</p> <p>Input into decision making works better at team level than organisation wide and is an area of continuous improvement, featuring in the SLT action plan and development session.</p>
b.	Mechanisms are in place to enable staff to be involved, contribute their experience, expertise and ideas.	Ongoing	<p>1-1's and team meeting structures have been improved. Appraisals structure identified as a future area of improvement.</p> <p>I matter scores in this area – involved in decisions 75, appreciated for work they do, 78 at team level. Work required at Organisational level where this score drops to 5.</p>
c.	Staff are well-led, given feedback on their contribution and developed to meet the needs of future roles.	Ongoing	<p>Appropriately trained and developed (I matter score 78).</p> <p>Appraisals an area for improvement this year.</p> <p>Workforce planning focus including succession plans in each service will assist this.</p>