

NHS Board
26 May 2021

Lanarkshire NHS Board
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PLANNING WITH PEOPLE GUIDANCE

1. PURPOSE

This paper is coming to the NHS Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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2. ROUTE TO BOARD

This paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input checked="" type="checkbox"/>	Endorsed	<input type="checkbox"/>
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by the Corporate Management Team at its meeting of 17th May 2021.

3. SUMMARY OF KEY ISSUES

Scottish Government and COSLA published Planning with People community engagement and participation guidance on 11 March 2021. The new guidance applies to health boards, local authorities and integration joint boards. It is available in full at <https://www.gov.scot/publications/planning-people/>

Planning With People applies where decisions are being made about the planning or development of care services and was implemented with immediate effect replacing the previous Scottish Government guidance for health boards CEL 4 (2010) Informing, Engaging and Consulting People in Developing Health and Community Care Services. However, the decision-making process for NHS major service change set out in CEL 4 is unchanged. Scottish Ministers will continue to make the final decision regarding whether to approve proposed service changes by NHS Boards that will have a major impact on people and communities.

The duty to involve people and communities in planning how their public services are provided is enshrined in law in Scotland. The new guidance supports care organisations to meet their legal responsibilities. NHS Boards are bound by duties of public involvement set out in the NHS (Scotland) Act 1978 as amended by National Health Service Reform (Scotland) Act 2004.

Planning With People states that engagement should not be a one-off event or only used for high-profile projects. High-quality and ongoing community engagement builds relationships and trust. It is important that community groups are involved throughout the development, planning and decision-making process for service change. Involving

representatives of communities to the engagement planning team at the earliest possible stage informs an effective approach.

While Planning With People does not alter the fundamental principles of previous engagement guidance for health boards, local authorities and integration joint boards, it does provide an expanded framework and step-by-step guide for applying it in practice. This includes signposting to other useful engagement resources.

The guidance takes account of the fact that due to Covid-19 limitations on face-to-face meetings and events, organisations have had to adapt their approach to engagement and have used digital technology, including social media, more than ever before. The guidance states that although digital technologies will not meet everyone's needs, a growing number of people find digital engagement easier.

Healthcare Improvement Scotland has completed an Equality Impact Assessment of a digital-first approach to community engagement which will be of value in planning and designing such activity. Healthcare Improvement Scotland has also produced Engaging Differently for digital engagement during the pandemic, which is available at <https://www.hisengage.scot/engaging-differently>

The Board approved NHS Lanarkshire's Community and Engagement Strategy in March 2020. The strategy is currently being reviewed in light of the new Planning With People guidance, developments in communication and engagement as a result of the Covid-19 pandemic and learning from last year's Monklands Replacement Project engagement process. A refreshed communications and engagement strategy and accompanying action plan will be presented to the Board later this year.

Integration Authorities were established under the Public Bodies (Joint Working) (Scotland) 2014 Act and include Integration Joint Boards and, in the case of Highland, lead agency partnership agreements. The Act does not identify a process for engagement that must be adhered to for community engagement. It recognises that Integration Joint Boards will have the local knowledge to undertake engagement that best suits their local population. Planning With People states that each Integration Joint Board should have its own strategy for community engagement and participation, which should be taking place on a regular and routine basis and not just at time of change.

Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership are reviewing and updating their existing participation and engagement strategies to take account of the new guidance.

Alongside the new guidance Healthcare Improvement Scotland and the Care Inspectorate are working with stakeholders to develop a Quality Framework for Community Engagement. This will support health boards, local authorities and integration joint boards to carry out effective community engagement and demonstrate how these organisations are meeting their statutory responsibilities to engage. In addition, the Quality Framework will provide opportunities to develop practice and share learning. The Quality Framework supports self-evaluation in three areas:

1. Ongoing engagement and service user involvement
2. Involvement of people in service planning and design
3. Governance/Organisational Culture and Leadership

A further update on this work will be provided to the Board once the new Quality Framework for Community Engagement has been developed.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate Objectives	<input checked="" type="checkbox"/>	AOP	<input checked="" type="checkbox"/>	Government Policy	<input checked="" type="checkbox"/>
Government Directive	<input checked="" type="checkbox"/>	Statutory Requirement	<input checked="" type="checkbox"/>	Achieving Excellence	<input checked="" type="checkbox"/>
Urgent Operational Issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input checked="" type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input checked="" type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

Self-evaluation will be carried out against the new Quality Framework for Community Engagement once this is published.

7. FINANCIAL IMPLICATIONS

There are no immediate financial implications arising from the new guidance.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

No specific risk analysis is required.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input checked="" type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability	<input checked="" type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

The impact of any changes will be considered and an EDIA completed if appropriate.

- Yes *Please say where a copy can be obtained*
No *Please say why not* An EDIA is not required.

11. CONSULTATION AND ENGAGEMENT

Engagement was carried out with health boards, local authorities and integration joint boards during the production of the new guidance. Planning With People will be subject to further wide consultation by the Scottish Government and COSLA to ensure that it supports a Human Rights approach and is aligned to the recommendations in the Independent Review of Adult Social Care in Scotland. Progress of this will be reviewed and reported over 2022.

12. ACTIONS FOR THE NHS BOARD

The NHS Board are asked to:

Approve	<input type="checkbox"/>	Endorse	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>	Ask for a further report	<input checked="" type="checkbox"/>

1. Note the publication of the new Planning With People guidance;
2. Agree to receive a refreshed NHS Lanarkshire Communications and Engagement Strategy for consideration later this year; and
3. Agree to receive an update on the new Quality Framework for Community Engagement once this is published

13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact:

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