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Paul O’Kane MSP

Deputy Convener

Health, Social Care and Sport Committee

Via email: hscs.committee@parliament.scot

21 April 2023

Dear Paul,

PUBLICATION OF SECOND EDITION OF PLANNING WITH PEOPLE, COMMUNITY ENGAGEMENT AND PARTICIPATION GUIDANCE FOR HEALTH AND SOCIAL CARE – (REVIEWED AND UPDATED)

I am writing to inform the Committee that a reviewed and updated draft of Planning with People, Community engagement and participation guidance (Planning with People), has been published. It is co-owned by the Scottish Government and COSLA in partnership with Healthcare Improvement Scotland – Community Engagement and the Care Inspectorate.

The purpose of the review was to ensure the guidance followed a human rights approach and was aligned to the key recommendations of the *Independent Review of Adult Social Care in Scotland*.

The review was carried out in 2022 and involved a wide ranging consultation with HSC stakeholders, representative organisations from the equality and third sectors, as well as a demographically robust sample of the Scottish population. Further details on the consultation are available in **Annex 1**.

The updated guidance reflects the feedback received from the consultation. A summary sample of updates / amends can be found in **Annex 2**.

Background:

The guidance was published in March 2020 following a series of recommendations by the Ministerial Strategic Group for Health and Community Care in their final report published in February 2019, *Review of Progress with Integration of Health and Social Care*. This included the recommendation that revised statutory guidance be developed by the Scottish Government and COSLA on local community engagement and participation based on existing good practice, to apply across health and social care bodies.

Planning with People replaces previous guidance CEL 4 (2010). The guidance applies to all care services and promotes working with people as equal partners whilst embedding consistency, culture change and collaboration.

Planning with People supports NHS Boards, Integration Joint Boards and Local Authorities to deliver their existing statutory duties for engagement and public involvement. The guidance is designed to complement and strengthen organisations' existing engagement strategies and provides a high-level framework for engagement, which supports local planning.

The updated guidance is featured on the Scottish Government, COSLA and Health Improvement Scotland websites. A communication to announce its publication will be sent to NHS Boards, Integration Authorities and relevant stakeholders to update them of the reviewed publication which is included at **Annex 3**.

I trust this information is helpful and will be positively received by the Committee.

Kind regards,



Michael Matheson MSP, Cabinet Secretary for NHS Recovery, Health and Social Care, Scottish Government

A handwritten signature in blue ink, appearing to read 'Michael Matheson', written in a cursive style.

ANNEX 1: Survey summaries

A short summary of consultation and engagement undertaken has been included below for information.

- HIS-CE Citizens' Panel Survey 9 'Public Engagement'
- Citizen's Space - HSC Engagement Leads responses.
- Citizen's Space – Organisations and groups representing the third sector, equality sector and community groups.

Introduction

The purpose of the wider review of 'Planning with People' was to ensure that the guidance supports a Human Rights-based approach and is aligned to one of the key improvement recommendations of the [Independent Review of Adult Social Care in Scotland](#) – to listen to the views of people who use services and actively involve them throughout the process of planning care delivery.

As part of the wider review of 'Planning with People – Community Engagement and participation guidance', three consultations were undertaken in 2022.

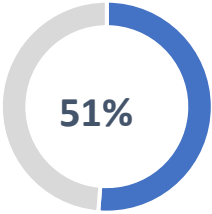
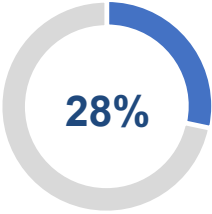
Healthcare Improvement Scotland – Community Engagement, Citizens' Panel Survey 9 – the results were previously shared with the Cabinet Secretary on 11 July 2022.

Citizen Space 'Service User' Survey

A second survey was conducted between August and September 2022 to assess the views of individuals and organisations representing the equality sector and third sector as they relate to health and social care service design or change. The consultation was carried out on 'Citizen Space', Scottish Government's recommended platform for consultations.

Scottish Government (SG), Participation Team, carried out a series of engagement sessions to identify potential organisations that represented individuals with protected characteristics. Scotland's 32 Third Sector Interface organisations and a further 21 charities were invited to participate. 114 responses were received.

Key findings:

Public engagement in health and social care service design and change		
Awareness about the right to be involved	Engagement in the last three years	Methods of engagement
 <p>51%</p> <p>51% of respondents are aware that they have the right to be involved in the design and delivery of new health or social care</p>	 <p>28%</p> <p>28% have been asked to give feedback or opinion on service design or change in the last three years.</p>	<p>52% Discussion group or focus group online</p> <p>48% Discussion group or focus group in person</p> <p>41% Online surveys</p>

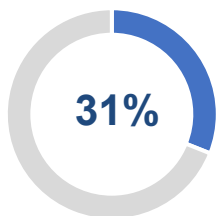
services, and to comment on changes to existing services.

On a range of services such as:

- GP services
- Health strategies
- Support and care services

Experience of engagement

What matters about engagement



Said their experience of engagement was very positive or positive.

Positive experiences of engagement were due to:

- Having the opportunity to share one's views comfortably and privately
- Being actively listened to
- Working with very keen engagers and agents of change

70% Knowing that your feedback could lead to changes and inform decision-making

68% Being able to improve local services

65% Having a say on health and social care issues that matter to you

Citizen Space 'Service Provider' Survey

A third survey was conducted between August and September 2022 to capture the views of 'service providers' (NHS Boards and Integrated Joint Boards) on public engagement and the draft guidance 'Planning with People' March 2020. The consultation was carried out on 'Citizen Space', Scottish Government's recommended platform for consultations.

Scottish Government, Participation Team, invited NHS boards and Integrated Joint Boards to take part in the survey to share their views on public engagement and the 'Planning with People' document. As a result, 21 responses were received from engagement professionals representing 10 NHS Boards and 11 Health and Social Care Partnerships (HSCPs).

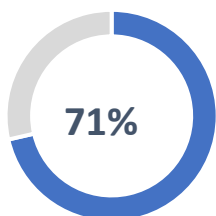
Key findings:

Public engagement in health and social care service design and change

Application of 'Planning with People'

Engagement tools

Methods of engagement



71% of respondents applied 'Planning with People' to their organisation's engagement activities within health and social care service change or design.

67% EQIA

62% National Standards for Engagement

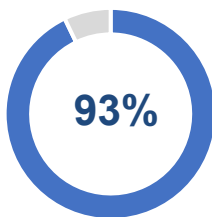
57% PwP Tools

70% Online surveys first preferred method of engagement

50% Other first preferred method of engagement

25% Discussion group or focus group online first preferred method of engagement

Experience of 'Planning with People'



93% said their experience of using 'Planning with People' was very positive or positive.

Positive experiences of 'Planning with People' were due to:

- The guidance being friendly to people new to the job
- Constituting a useful distillation of what good engagement means

Areas of improvement

- Provision of case studies
- Better formatting
- Too many links

ANNEX 2: Summary of main amendments to the updated draft of Planning with People

Below are a selection of changes included to reflect recommendations, feedback and views of the above consultations.

- Changes to layout and design to give priority to key sections on, for example, the purpose of the guidance, policy and legislative context.
- Additional section supporting the key role of NHS Chief Executives, Chief Officers in Integrated Joint Boards and Local Authority Chief Executives to ensure that engagement is undertaken effectively.
- Dedicated section for care service change or re-design
- Dedicated section for The Quality Framework for Community Engagement and Participation
- Improved step-by-step guide to engagement, with particular emphasis on the importance of early and continued engagement to ensure that robust, evidence-based and person-centred outcomes are achieved.
- Acknowledgement of the impact on engagement post COVID-19 pandemic to encourage public bodies to consider a 'digital first, not digital only' approach.
- Additional copy to emphasise the importance of feedback as it relates to organisations' decision making process.

ANNEX 3: Letter to NHS Boards, local authorities and Integration Joint Board Chief Officers on the publication of Planning with People Guidance

From Michael Matheson MSP, Cabinet Secretary for NHS Recovery, Health and Social Care and Cllr Paul Kelly, Spokesperson for Health and Social Care, COSLA

April 2023

Dear Colleagues

Publication of the second edition of *Planning with People, Community Engagement and participation guidance for health and social care*.

Scottish Government and COSLA can now confirm the publication of the aforementioned document. This updated guidance aims to support Boards, Local Authorities and Integration Joint Boards in carrying out their statutory duty to consult as part of any service change process. This reviewed and updated edition of Planning with People, Community Engagement and Participation guidance, (Planning with People) has now been published [here](#) and can also be found on the COSLA and Health Improvement Scotland websites. This updated version of the guidance should be utilised for consultation and community engagement activity with immediate effect and replaces the previous edition published March 2020. Planning with People replaces CEL 4 (2010).

A review of Planning with People was carried out in 2022 to ensure that the guidance followed a human rights approach and was aligned with the key recommendations of the Independent Review into Adult Social Care (The Feeley Report, February 2020). It identified that the voices of people who use services, carers and the public must be heard in shaping and developing health and social care services in Scotland. Meaningful and sustained engagement practice will ensure that a person-centred approach is undertaken in the planning and delivery of services.

Addresses:

For action

NHS Board Chief Executives

Integration Joint Board Chief Officers

Local Authority Chief Executives

For information:

NHS Board Chairs

NHS Directors and Heads of Communication

Integration Joint Board Chairs and Vice Chairs

Healthcare Improvement Scotland Chair and Chief Executive

Care Inspectorate Chair and Chief Executive

Enquiries to:

Participation Team
Scottish Government
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St Andrew's House
EDINBURGH EH1 3DG

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COSLA
Verity House
EDINBURGH EH12 5BH
Tel: 0131 474 9341

Email: health@cosla.gov.uk

The wide ranging review involved gathering and evaluating feedback from engagement professionals working in health and social care, as well as representatives and groups from the equality and third sectors. A Scotland wide survey into Public Engagement was also conducted by Healthcare Improvement Scotland and the reviewed and updated draft reflects the recommendations.

Planning with People applies to all care services and promotes working with people as equal partners whilst embedding consistency, culture change and collaboration.

Planning with People covers:

- The importance of community engagement and participation
- The role and responsibilities of leadership in relation to community engagement and participation
- A principles-based approach, which underpins and supports robust evidence based, high quality and meaningful engagement.
- An overview of the differing governance arrangements for NHS Boards, Local Authorities and Integration Authorities, including the major service change provision for NHS Boards

The guidance contains additional supporting information for public bodies, including the Quality Framework for Community Engagement which was developed by Healthcare Improvement Scotland - Community Engagement and the Care Inspectorate. The Quality Framework is aligned with Planning with People and supports NHS Boards, Integration Joint Boards and Local Authorities to meet their statutory responsibilities to engage, and to continually improve their engagement practices.

We would be grateful if you could share this guidance with community engagement leads within your organisations. If you would like to discuss any aspect of the guide, please contact:

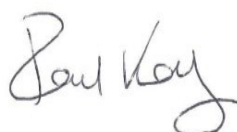
The Scottish Government at pwpp@gov.scot

Or COSLA at health@cosla.gov.uk

Yours sincerely



Michael Matheson MSP
Cabinet Secretary for NHS Recovery,
Health and Social Care



Councillor Paul Kelly
COSLA Spokesperson
Health and Social Care