

Engagement and Participation Strategy

2024 - 2027





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Foreword

It is my pleasure to introduce our new Engagement and Participation Strategy for University Health and Social Care North Lanarkshire.

The strategy aims to ensure our communities, staff and partners actively participate in decision making processes to shape services and supports.

In amplifying the voices of people in North Lanarkshire, I am confident that we can create a collaborative and inclusive North Lanarkshire.

Professor Ross McGuffie

Chief Officer,

University Health and Social Care North Lanarkshire



What people said about the development of this strategy



“We should not be making decisions without supported people being involved.”

(UHSCNL staff member)

“People are more likely to be involved if they see their involvement leading to change”

(Representative from partner organisation)

“100 page documents? Need for breakdown and summary - we like bite sized chunks!”

(Representative from supported people and carers)



University Health and Social Care North Lanarkshire (UHSCNL)

We are a caring and empowering partnership, dedicated to working with our communities to enable people across North Lanarkshire to lead independent, fulfilling, and healthier lives.

We have established partnership agreements with a range of organisations including several prestigious Scottish universities. By enhancing and extending our work through these agreements, we aim to develop sustainable, innovative and practical solutions to health and social care challenges which directly benefit our communities and our workforce.

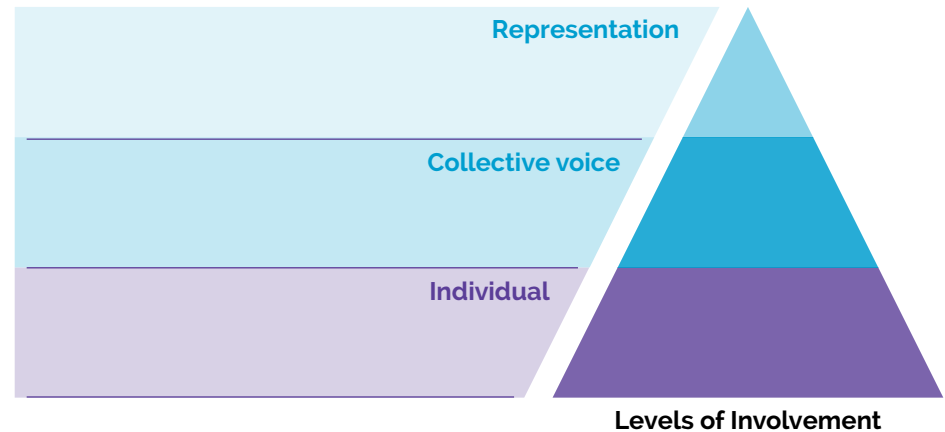


People get involved in our services and supports at different levels.

Small numbers of people **represent** and advocate for supported people and carers in a range of forums.

Different methods are applied to express **collective voices** across our communities.

Individuals express their views on what matters to them.



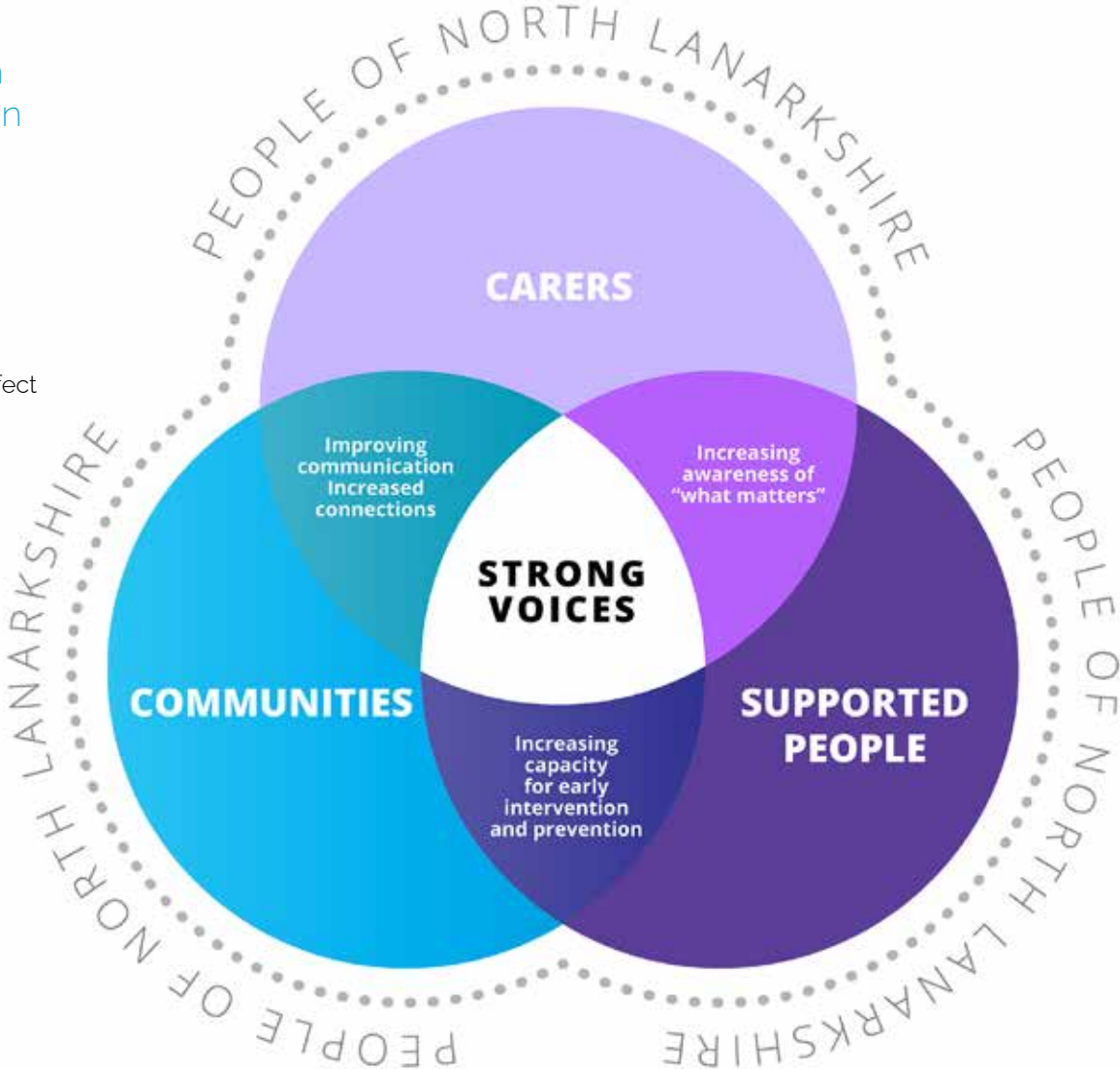
Our Vision

A culture of engagement and participation, with the people of North Lanarkshire, is embedded in all aspects of health and social care.

By

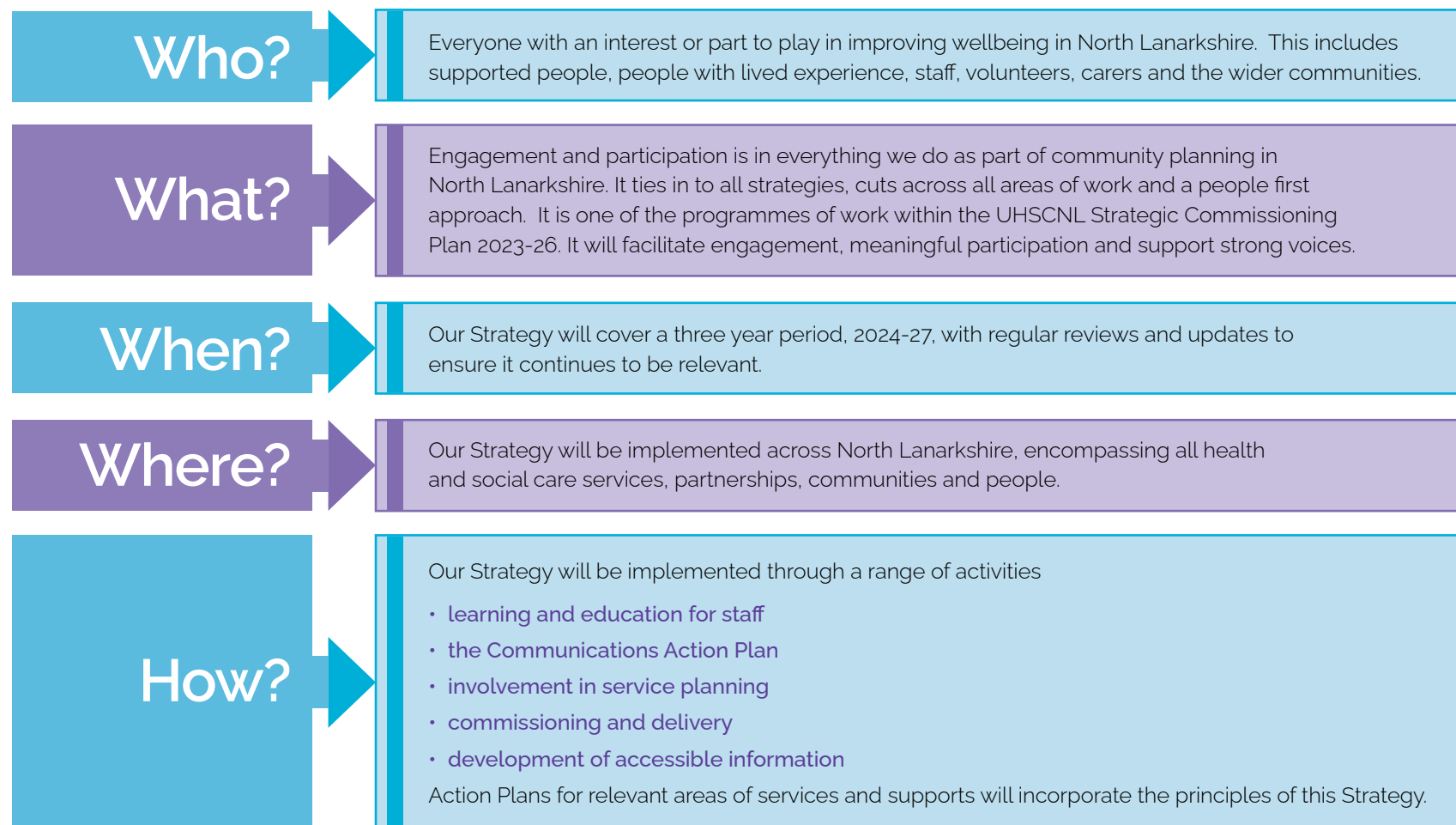
- Improving communication and increasing connections
- Increasing awareness of what matters
- Building the capacity for early intervention and prevention

There will be **strong voices** influencing and shaping decisions that affect people - from individual care planning to strategic decision making.



About our Strategy

In developing the strategy the following questions were considered.



Meaningful engagement and participation will lead to improved wellbeing for individuals and more valued and effective services, supports and ways of working across University Health and Social Care North Lanarkshire.



The Strategic Engagement and Participation Working Group, influenced by key drivers and building from previous work, asked people what matters and worked with partners to create the Engagement and Participation Strategy.



National Standards for Community Engagement

These standards were developed and promoted nationally and are important to us in North Lanarkshire because we want to:

- create an approach where well-being and dignity are prioritised
- ensure that the services and supports are person-centred, strength based and adapt to the unique circumstances of individuals and groups
- facilitate a shared responsibility, encouraging everyone to work together towards common goals

The framework for our strategy is based on the National Standards for Community Engagement.

The views and opinions about engagement and participation were grouped around each of the National Standards. This has informed the key statements about how we will apply each standard.



The National Standards for **Community Engagement**

Scottish Community Development Centre, www.scdc.org.uk

Inclusion

Making it easier for individuals, groups, and communities to express what matters and what is important.

- Understand and address the barriers to active participation
- Reach out and connect to diverse and underrepresented groups
- Apply a range of methods and approaches that support inclusion
- Offer support and alternatives, considering digital inclusion
- People are recognised and respected as experts in their own lives

Support

Enabling individuals to live as independently as possible and empowering them to direct their own care planning and collective decision-making.

- Seek, recognise, and develop opportunities to support engagement and participation
- Support learning opportunities to further knowledge, understanding and application
- Recognise and invest in resources to realise goals and ambitions
 - Time to connect, build relationships, share ideas, prepare methods, deliver, digest, and follow up
 - Staff to support connections, have conversations and overcome barriers for individuals
 - Space for people to come together in accessible places on their own terms
 - Funds to enable activities and programmes of work
 - Connections with skills, knowledge, organisations, and networks

Planning

Planning for engagement and participation is vital. It should ensure there is a clear purpose and shared ambitions.

- Engagement and participation activities are planned the right way, as opposed to the quick way
- People's involvement, their ongoing journey and personal goals are supported
- There is a shared understanding of what is being asked, why we are asking and what the endpoint is
- Plan for closing the feedback loop
- Communicate plans operationally and strategically to ensure oversight and co-ordination
- Engagement and participation activity is shared within planning and reporting

Working Together

Collaborating with colleagues, professionals, supported people and carers to develop innovative solutions and a more integrated approach to wellbeing.

- Make it clear what is expected and what can be achieved
- People's definition of needs, problems and solutions differ from those of professionals
- Everyone's contributions, experience and knowledge are valued and respected
- Through involvement, people are empowered to learn, develop, and influence change
- Barriers are identified and challenged; solutions are identified together
- Integrate knowledge and expertise of appropriate individuals, groups, and organisations

Methods

Utilising a variety of approaches and engagement methods to ensure that everyone has an opportunity to participate in a way that suits them.

- Seek, recognise, and develop opportunities to support engagement and participation at every point of contact
- Target and link to those who are, or will be, affected by planned change
- Utilise a range of approaches, tools, and methods to
 - work in ways that are accessible
 - find out what matters to people
 - achieve shared goals

Communication

Having clear and open communication reflecting the Standards and ensuring a shared understanding.

- Ensure communication is timely, uses plain language, is culturally sensitive and available in accessible formats
- Review communications to maximise opportunities to better engage and support participation
- Strengthen our communication pathways to
 - Widen the reach
 - Communicate clear expectations
 - Share progress and feedback with those involved
 - Ensure what people say is heard by those who make decisions
- Recognise and share achievements

Impact

Continuing to learn from actions taken and evidence of what works.

- What happened?
- What was learned?
- What changed as a result?
- What was the impact on those involved?
- What was the impact on our practice, services and supports?
- What do we do now?

To assess the impact

- The variety and frequency of actions to embed engagement and participation into practice are assessed
- Evaluation and reflective practice enable learning to be identified
- Through evaluation we are aware of the impact for people involved
- Through self-evaluation we are aware of how voices have influenced change
- Quality Assurance processes include assessment of engagement and participation activity
- Engagement and participation activity is apparent in reporting across UHSCNL structures
- Increase in application of a co-production approach
- Analysis of 6 monthly reporting on Comments, Compliments and Complaints
- Quarterly reporting on Care Opinion
- The Quality Framework that includes self-evaluation of engagement and participation is applied

What next?

This is our strategy for Engagement and Participation. Everyone has a part to play to create the opportunities to positively engage with people:

From individual care planning to service redesign and influencing the strategic direction of UHSCNL.

To support participation in practice there is a working document with checklists and examples to guide planning.

For more information about engagement and participation in University Health and Social Care North Lanarkshire email engage@northlan.gov.uk

Engagement and participation activities that target children and young people should be informed by our strategies, plans and guidance specifically for children and young people.

Please refer to

[North Lanarkshire Children's Services Plan](#) and the [GIRFEC Website](#).





What we mean when we say...

Supported People - People who are accessing services and supports in North Lanarkshire.

Carers - Unpaid carers in North Lanarkshire are individuals who provide unpaid care and support to family members, friends or people who need help due to a variety of reasons including illness, disability, age related needs or learning disabilities.

Community and voluntary sector - The community and voluntary sector is made up of local community groups, organisations, charities and other types of non-profit bodies such as social enterprises and housing associations.

Useful Links

[The Plan for North Lanarkshire](#)

[Strategic Commissioning Plan](#) UH&SCNL.

[Planning with People](#) Scottish Government and COSLA (2023)

[Quality Framework for Engagement and Participation](#)
Health Improvement Scotland, 2023

[National Standards for Community Engagement](#)
Scottish Community Development Centre, 2016

North Lanarkshire Framework for working with communities -
[Framework for Working with Communities](#)

[Locality Outcome Improvement Plans](#) (LOIP's)



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