

We Have Listened – Phase 2

Feedback from Community Engagement on the Strategic Framework 2023-26

Summary Report

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Introduction

The National Development Team for Inclusion (NDTi) was commissioned by the Scottish Borders Health and Social Care Partnership (HSCP) to undertake community engagement on the **Strategic Framework for 2023-2026**, which was published in early 2023. This was informed by:

Engaging and listening to local communities – **We Have Listened report** (produced by NDTi)

Understanding the public health needs of the Scottish Borders population – **Needs of our communities report**

Reviewing performance against the **national health and wellbeing outcomes**

Considering **current and future challenges**

The Strategic Framework will be used to frame the Strategic Commissioning Plan for the Integration Joint Board, and to support the focus of delivery of the agreed delegated services for the Scottish Borders Council and NHS Borders. This Strategic Framework also guides the approach being undertaken in the ‘Enjoying Health and Wellbeing’ theme of the Scottish Borders Community Planning Partnership.

The HSCP have restated their commitment to work with and listen to the voice of local people in the ongoing co-production of plans and actions to deliver this Strategic Framework.

We engaged with 116 people during this exercise at local level when we discussed the Framework at the Community Meetings and Area Partnership meetings being

held in the Borders' five localities (Berwickshire, Cheviot, Eildon, Teviot and Liddesdale, and Tweeddale) between February and April 2023.

We also engaged with 47 people from a range of stakeholder groups that we had previously met with for the first We Have Listened engagement exercise in summer 2022. This included attending meetings of the Physical Disability Strategy Group, See Hear Group, Self-Directed Support (SDS) Group, Borders Older People's Partnership (BOPP), Dementia Working Group, and LGBTQ+ Equalities Group. We also made contact with various groups who we were not able to meet with including the Mental Health Forum, People with Learning Disabilities (from Local Citizens Panels), unpaid carers and the employees from a range of ethnic minority groups who work at a local factory, and requested that information was sent to them to ensure that they were aware of the Framework and to encourage individual or group feedback.

We started off each session with an overview of the Strategic Framework, summarised below.



The aim of the engagement was to hear from groups about:

- Views on the Framework – is there anything missing?
- Suggestions for priority actions to help deliver on the objectives of the Framework
- Continuing to be involved in developing the Framework and actions?
- Monitoring the implementation and impact at a community/ local /Borders

Consistent feedback

The analysis of feedback from localities and stakeholder groups showed considerable agreement over key aspects of the Framework.

Positive response to the production of the Framework. People felt that the 'Strategic Issues' and 'Objectives' covered the priorities that many of them had raised as part of the 'We Have Listened' engagement exercise.

Lots of questions about **how** the Framework would make the **links to other plans and strategies**. And about the process by which the HSCP would align plans with the Framework so it could identify actions that could help meet its objectives and targets.

Strong interest in receiving regular either annual or half yearly **updates on progress** on 'action on the ground' and against the Framework's objectives and targets. This could be an interactive process where groups could give feedback on progress from their lived experience.

People agreed with the strategic issues, objectives, and ways of working that have been prioritised in the Framework. However, there were concerns that some themes and issues were not mentioned explicitly in the Framework and/or their importance in helping to deliver the Framework was not recognised sufficiently. These are shown below.

Key themes and issues

Equalities: The Framework needs to recognise the specific barriers that groups of people with protected characteristics (e.g. disabilities, LGBTQ+) face when trying to access services. One suggested action includes awareness training for all staff in a person-centred way of working

Prevention: A preventative approach can help avoid crises and partnerships with the Third Sector are key to this but are not specifically referred to in the Framework. Suggested actions include the use of Self-Directed Support (SDS) for social prescribing and Key Workers for people living with dementia

Communication: Information must be in appropriate formats for people (e.g. with sensory impairment, whose first language is not English). Suggested actions include using community groups and word of mouth information in local areas, and text reminders for NHS appointments

Workforce recruitment and retention: High awareness of staff shortages, and difficulties in recruitment and retention, particularly in the care sector, primary care, mental health services and for people living with dementia. Suggested actions include better training and induction in the care sector and incentivising potential care staff to move to the Borders

Transport: Is essential for accessing services, especially for people without a car and/or living in the most rural areas, people with a disability, and people on low incomes. Suggested actions include aligning transport plans and procurement with the Framework

Access to GPs and NHS Dentistry: Widespread concern about difficulties in accessing GP services and NHS Dentistry, particularly in some localities and from some stakeholder groups. Suggested actions include training GP receptionists and tackling staff shortages.

All the groups we spoke with were pleased to be consulted on the Strategic Framework and most people wanted to continue to be involved in the development of the Framework. A number of the groups were happy to help to progress key actions – for example Equalities training and gathering feedback from their specific interest area or locality on progress and improvements.

The main suggestions for the principles and methods of future engagement are shown below.

Suggestions for ongoing involvement and co-production

Regular updates on the Framework to hear about relevant actions that are being delivered and what progress is being made

Groups are willing to provide feedback, using their members' experience about the difference the Framework is making and help monitor impact

Support for Locality Working Groups but they need to be adequately supported and have a clear remit

HSCP could connect the Framework to 'placemaking' through the Community Planning Partnership and Locality Working Groups

Strengthen relationships with existing groups and organisations to engage regularly with these, rather than setting up more groups and meetings.

Representatives from the Council and NHS would be welcomed by some stakeholder groups as regular and/or invited participants

Role for Community Councils and Area Partnerships, which could act as a conduit between the HSCP and local communities

Work with the Third Sector Interface (TSI) and Third Sector organisations to involve local communities in hearing about updates on the Framework and monitoring its progress in making a difference

Implications for taking forward the Strategic Framework

This engagement exercise has shown that locality organisations and stakeholder groups were pleased to be engaged in discussing the Strategic Framework and would like to continue their involvement.

We hope this feedback is useful to the Health and Social Care Partnership (HSCP) and it will be possible for people's suggestions to be heard and taken on board including through co-production of services and plans relevant to the Framework.

The engagement exercise has also raised some **wider, more strategic implications for the HSCP** in four key areas. These are:

- **Carrying out a pro-active mapping exercise to show how the various plans and strategies link to the Framework** and which priority actions in these could make a significant difference to meeting the Framework's objectives and targets
- **Taking the opportunity for a joined-up, inter agency approach to addressing the workforce challenge.** This would cover recruitment and retention issues as well as 'ways of working'. It would need to involve SBC, NHS, DWP and the Third Sector
- **Developing a plan to continue community engagement on the Framework.** This should include regular updates (six-monthly or annual) and include opportunities for community feedback and co-production of actions to progress the Framework. It will also require a commitment from SBC and the NHS to engage directly with local communities as well as relevant staff teams and other stakeholders
- **Monitoring of the progress and impact of the Framework.** This will need a range of methods to be used to provide reports that can feed into communicating regular updates (as above) and enable accountability to the community throughout the life of the Framework from 2023 – 2026.

Further reading

The detailed findings can be found in 'We Have Listened - Phase 2: Feedback from Community Engagement on the Strategic Framework 2023-26' April 2023.

The Strategic Framework together with the 'We Have Listened' report and other relevant documents can be found on www.scotborders.gov.uk/HSCPStrategicPlan