



**Developing the Dumfries and Galloway  
Integration Joint Board  
Strategic Commissioning Plan 2022 - 2025**

**Report from Consultation Period**

17/05/21 – 29/08/21

## Introduction

This report summarises the feedback from recent consultation for the Integration Joint Board Draft Strategic Commissioning Plan (SCP) for Health and Social Care 2022-2025. It builds on the initial Report from Stakeholder Engagement published in April 2021 (see Appendix 5 of the SCP 2022 -2025 Statement of Consultation (SOC)),

The consultation was carried out on behalf of the Integration Joint Board, by the Health and Social Care Partnership Strategic Planning and Commissioning Team with support from partners across Dumfries and Galloway.

The aim of the consultation was to ensure that people who access and deliver health, social care and support were able to share their knowledge and lived experiences to inform future planning.

All comments received during the consultation have been reviewed and considered in the production of the final Draft SCP.

Considerable work has been undertaken to collate and analyse the information gathered so that the SCP accurately reflect people's views and that their voices are heard in respect of co-creating the SCP.

## Process

As detailed in the aforementioned Report from Stakeholder Engagement the [National Standards for Community Engagement](#) (2005, updated 2015) have been applied and as the best practice score card has been completed (See Appendix 1 of the SOC).

The communications, engagement and consultation activities in relation to developing the final draft SCP has benefitted from the oversight of the Dumfries and Galloway Communication and Engagement Working Group. This group's membership reflects local and national participation, engagement and consultation knowledge and expertise.

We engaged with people who access or have accessed health and social care and support, Carers and staff who deliver health and social care and support. Opportunities to engage were available to people across Dumfries and Galloway, including all sectors of the Health and Social Care Partnership, statutory, independent sector and third sector organisations.

Support was received from volunteers and staff from the third sector and statutory sector to create an accessible and truly co-produced Easy Read SCP with supporting videos.

## Method

Engaging with people has been very challenging and has been quite different due to the restrictions and pressures caused by the Covid-19 pandemic. We tried to ensure that people had multiple opportunities to get involved and 'Join the Conversation'. We used methods that were in line with the Partnership Pandemic Consultation Guidance and included as wide a demographic as possible

- electronically (by Smart Survey, on-line workshops, fora and presentations or emails),
- by phone
- in writing (hard copy documents were available on request)
- animation and videos including British Sign Language, subtitles and voice over to help with understanding

This consultation took place over a 14 week period from 17/05/21 – 29/08/21.

## Questions

People were asked for their views on the

- Vision
- Model of health and social care and support (model of care)
- Strategic Commissioning Intentions (SCIs)
- Tactical priorities, key actions , resource implications and monitoring of progress

They were also asked

- what they liked best about the SCP
- what they felt needed improvement

The process was adapted to suit the individuals or groups at each session, and was responsive to requests for different formats and presentation styles.

During the consultation period **713** comments were received and the feedback was open, honest and represented a wide range of opinions, experiences and views.

## Inputs

- Information on how to engage has been sent to **13,458** people, groups and organisations (not including newspaper circulation or social media hits)
- **59** meetings attended/presentations given
- Easy Read version circulated to approx **400** stakeholders and groups
- **74** protected characteristic groups invited to engage

- **9** online engagement sessions open to anyone were advertised
- **80** hard copy posters displayed
- A bespoke animation and videos were circulated to stakeholders (the animation watched over **350** times)

## Outputs

- **48** Smart Surveys completed
  - **83%** of respondents completed survey as an individual **17%** on behalf of a group
  - **48%** people with lived experience of health and social care
  - **58%** were people working in health and social care
  - **8%** currently volunteer in health and social care setting
  - **21%** Carers/Young Carers (providing unpaid care and support)
- **65** people in protected characteristic groups attended meetings or workshops
- **713** comments received
- **403** people attending meetings/workshops

## Key findings

### *People said...*

### Themes from comments

A group of experienced editors reviewed every comment received and themes began to emerge.

A table outlining the top 11 themes is in Section 7 of the SOC, a summary of the top 5 themes is shown below.

The most common theme, getting **196** comments, was SCP content. This covered a wide range of topics including but not exclusively

- language
- where information should be added or removed
- complexity of data
- length of the SCP
- areas that required clarity
- what people liked about the SCP

Another common theme with **81** comments was communication and engagement. People identified areas they felt were working well or could be improved. Positive comments were received about the resources produced to support the plan, including the animation and videos. People wanted to



### *We did...*

Where appropriate to do so, the SCP was amended based on the feedback consultees provided. If comments were outwith the scope of the SCP they were passed to the most appropriate service lead/director.

Some examples of changes made to the SCP are listed here

- language was simplified throughout, resulting in a more accessible document
- changed layout from landscape to portrait for easier reading
- translation information was strengthened and added to the start of the document
- narrative was added under the model of care
- the SCP has been shortened and simplified by
  - moving the majority of the details about measuring progress into the Performance Management Framework document
  - moving the key actions into a Delivery Plan for the Partnership that includes more operational detail
- the third sector and independent sector have been recognised as important partners in the delivery of health and social care and support
- the importance of good conversations and communication in general was emphasised

### *We didn't because...*

There were multiple reasons some suggestions for changes may not have been actioned, such as;

- the section may have been removed or already changed during the editing process
- the comment was a general point and not actionable
- it was outwith the scope of the SCP/IJB
  - where appropriate these comments were forwarded to operational colleagues for information and/or action
- the comment was contrary to the agreed vision and ambitions of the SCP/IJB

## Conclusions

The aim of the consultation to ensure that people who access and deliver health, social care and support were able to share their knowledge and lived experiences to inform future planning was achieved.

By working with partners we made sure information was accessible to as many people as possible and this has meant that despite the Covid-19 pandemic restrictions, the IJB SCP 2022 – 2025 has been co-created and co-produced. The SCP accurately reflects people's views and experiences about adult health and social care across Dumfries and Galloway's.

## Lessons learned

Involving people who have lived experience of accessing health and care and people who deliver (paid and unpaid) health and social care is fundamental. This empowers people and can encourage them to help shape the future of health and care. This may require the creation of resources in different mediums and working in partnership with different groups in different ways.

Good communication with the people that participate in engagement and consultation activities is also crucial. Providing regular updates and outcomes lets people know their time, knowledge and experience is appreciated and is being used effectively.

To ensure we continue to improve our engagement and consultation activities it is important that we learn from Statements of Consultation and evaluation reports. Completion and sharing of these documents could help future projects to avoid risks, streamline processes and generally encourages good practice.

## Appendix 1

### Demographic breakdown

The demographic information collected relates only to the people who shared that information through the survey. This is not representative of all the people who engaged, as demographic data was not collected at events/meetings online.

#### Ethnicity

- 28 people 68% identified as white Scottish
- 6 people 15% identified as white English
- 1 person 2% identified as white Welsh
- 6 people 15% identified as white 'other'
- 1 person 'preferred not to say'
- 3 people said their ethnic group was not listed and gave details

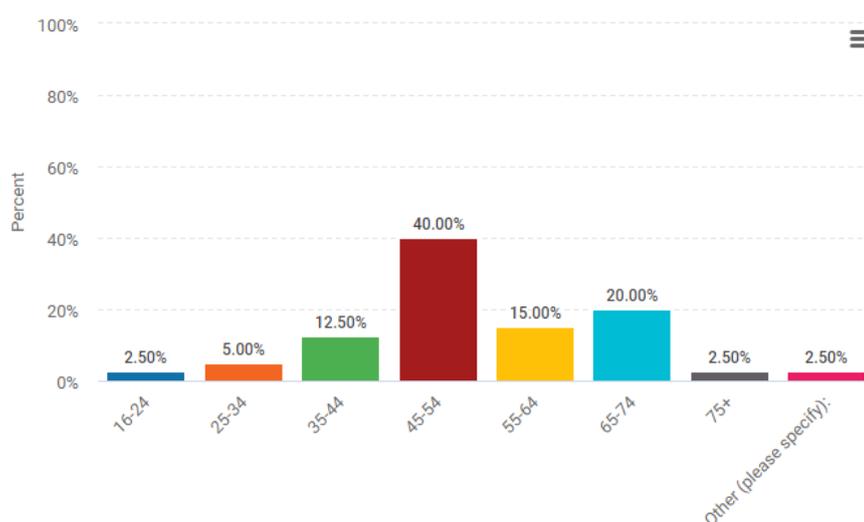
#### Gender

- 30 people 71.4% identified as female
- 9 people 21.4% identified as male
- 3 people 7.2% preferred not to say
- No-one identified as trans-gender

#### Sexual orientation

- 32 people identified as being heterosexual/straight
- 6 people preferred not to say
- 1 person put 'other'

Age demographics are illustrated on the table below



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