



**AGENDA ITEM NO 13**

**REPORT NO IJB 69/20**

**ANGUS HEALTH AND SOCIAL CARE**

**INTEGRATION JOINT BOARD – 28 OCTOBER 2020**

**COMMUNICATION AND ENGAGEMENT PLAN OCTOBER 2020 – SEPTEMBER 2023**

**REPORT BY GAIL SMITH, INTERIM CHIEF OFFICER**

**ABSTRACT**

Accompanying this report is the second Angus Health and Social Care Partnership (HSCP) Communication and Engagement Plan which reflects our current plans and priorities. It set out how we will engage and involve staff, partner organisations and local people and how we will meet our legal duty to engage.

This plan has been developed by the Communication and Engagement Group and approved by the Angus HSCP Strategic Planning Group.

**1. RECOMMENDATIONS**

It is recommended that the Integration Joint Board:-

- (i) note the content of the Communication and Engagement Plan and associated actions, particularly in the context of COVID-19;
- (ii) note the progress that has been made with Communication and Engagement since the establishment of Angus HSCP in April 2016;
- (iii) requests an annual progress report on the implementation of the action plan.

**2. BACKGROUND**

Angus HSCP have a legal requirement (Section 36 of the Public Bodies (Joint Working) (Scotland) Act, 2014) to involve staff, patients/service users and members of the public and as we continue to develop effective, robust and relevant services.

Under the terms of our Integration Scheme the IJB developed and approved the first Communication and Engagement Plan in December 2016.

At its heart, Health and Social Care Integration is about ensuring that those who use health and social care services get the right care and support whatever their needs, at the right time and in the right setting at any point in their care journey, with a focus on community-based and preventative care and support. It is therefore vital that we communicate and engage effectively with all our internal and external stakeholders.

**3. CURRENT POSITION**

The HSCP have a nominated lead for Communication and Engagement with support from NHS Tayside and Angus Council Communications Teams. In addition we work closely with Angus Council Communities Team and Healthcare Improvement Scotland's Community and Engagement Team.

A Communication and Engagement Group oversees communication and engagement activities for the Partnership and reports to the Strategic Planning Group.

A significant degree of communications and engagement activity takes place in the Partnership's localities. As a result we have enhanced our knowledge and understanding of the needs of our communities. A genuine focus to listen and learn from local people is a key cornerstone of our partnership.

Prior to the COVID-19 pandemic activities took place at an individual level, often face-to-face or at engagement sessions.

As a result of the COVID-19 pandemic a range of engagement activities have been undertaken remotely using both electronic surveys and by inviting people to provide written feedback.

#### 4. FINANCIAL IMPLICATIONS

There are allocated funds for communication and engagement.

There are no other financial implications identified.

#### 5. RISK

There is little risk in fully communicating and engaging with our stakeholders. There is, however, a high risk of failure to achieve our objectives if we do not engage our wide stakeholder audience, which includes employees, service users, delivery partners and many other groups.

#### 6. DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in Section 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Angus Council and NHS Tayside.

<b>Direction Required to Angus Council, NHS Tayside or Both</b>	<b>Direction to:</b>	
	No Direction Required	X
	Angus Council	
	NHS Tayside	
	Angus Council and NHS Tayside	

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List of Appendices:

Appendix – Communication and Engagement Plan 2020 – 2023