# East Lothian IJB Participation and Engagement Strategy – Final Integrated Impact Assessment

Each of the numbered sections below must be completed

## Title of proposal

East Lothian Integration Joint Board Participation and Engagement Strategy

## What will change as a result of this proposal?

* Continue to engage and strengthen links with stakeholders through our existing networks, for example, local area partnerships, health and wellbeing sub groups, community councils, third sector, change boards, staff and providers
* Build new networks to explore equality and diversity issues
* Place much greater emphasis on ‘lived experience’
* Develop a much greater focus on co-production – less doing to and more doing with
* Introduce a rolling engagement programme
* Ask that new projects and service developments develop engagement plans at the outset
* Make better use of customer feedback
* Introduce exit interviews and customer satisfaction surveys
* Produce reports on engagements and feedback twice yearly
* Pay travel expenses and recognise participants’ contributions through certification and, in a few, specified instances, offer shopping vouchers

## Briefly describe public involvement in this proposal to date and planned

Feedback from a wide range of engagements informed the development of this report, together with feedback from engagement feedback forms.

## 4. Is the proposal considered strategic under the Fairer Scotland Duty?

Yes

## 5. Date of IIA

1 May 2023 from 2-4pm via Teams

## 6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

| **Name** | **Job Title** | **Date of IIA training** |
| --- | --- | --- |
| Maureen Allan (Chair) | CEO Volunteer Centre East Lothian |  |
| Hilary Smith | Chair of North Berwick Coastal Local Area Partnership and North Berwick Health and Wellbeing Association |  |
| Jacquie Bell | Chair of Dunbar and East Linton Health and Wellbeing Association and Dunbar and East Linton Health and Wellbeing Subgroup |  |
| John Niven | Chair of Harbours Patient Participation Group and Acting Chair East Lothian PPG Forum |  |
| Lucy Higginson | East Lothian Council Equalities/Tackling Poverty Officer |  |
| Emma Laverie | Participation Officer, East Lothian Council Children’s Services |  |
| Jane Ogden-Smith (Lead Officer) | Equalities and Engagement Officer, East Lothian Health and Social Care Partnership | September 2009  December 2022 |

## 7. Evidence available at the time of the IIA

| **Evidence** | **Available – detail source** | **Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal** |
| --- | --- | --- |
| Data on populations in need | * [East Lothian Ward Profile Snapshots](https://www.eastlothian.gov.uk/downloads/download/12766/ward_profiles) * Communities IIA – information about groups with particular protected characteristics in East Lothian * East Lothian Profile Summary 2022 * Summary of evidence from engagement and evaluation forms | The Snapshots give an overview of the composition of local communities, including health and wellbeing, education and economy. This was supplemented by information about groups with particular protected characteristics, including ethnicity. The information was pulled together from various sources, including ELC Housing and Education, but is by no means complete.  Key themes from engagement feedback and evaluation were summarised in a short paper.  These pieces of evidence indicate that:   * There are big variations in regard to deprivation and wealth, the most deprivation being focused in the Musselburgh/Prestonpans/Tranent area, but present at lower levels in all towns and rural and coastal areas * Knowledge of race is limited * We have a rapidly expanding older population.   Lack of knowledge about race means that we are not able to make links between race and health inequalities. |
| Data on service uptake/access | N/A |  |
| Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation. | * [East Lothian Ward Profile Snapshots](https://www.eastlothian.gov.uk/downloads/download/12766/ward_profiles) | The evidence shows us that that East Lothian has both areas of serious deprivation and considerable wealth and the majority of people in between. For more detail see answer above. |
| Data on equality outcomes | * [East Lothian Ward Profile Snapshots](https://www.eastlothian.gov.uk/downloads/download/12766/ward_profiles) | The ward profiles report primarily on age and gender, but not on the other protected characteristics. They highlight health and socio-economic inequalities, and the protected characteristics of age and sex, but do not report on other protected characteristics that may contribute to these inequalities.  It is hoped that the 2022 Census information will supplement this gap in reporting. |
| Research/literature evidence | * [National Standards for Community Engagement](https://www.scdc.org.uk/what/national-standards/) * [Planning with People (Scottish Government)](https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2021/03/planning-people/documents/planning-people/planning-people/govscot%3Adocument/planning-people.pdf) * [The Scottish Approach to Service Design (Scottish Government)](https://www.gov.scot/publications/the-scottish-approach-to-service-design/) * [HIS Engage Toolkit (Health Improvement Scotland)](https://www.hisengage.scot/equipping-professionals/participation-toolkit/) * [Quality Framework for Community Engagement and Participation (Health Improvement Scotland)](https://www.hisengage.scot/equipping-professionals/quality-framework/) * [Public Engagement A New Framework (NHS Lothian).](https://www.nhslothian.scot/getinvolved/wp-content/uploads/sites/8/2023/02/NHS-Lothian-Public-Engagement-A-New-Framework.pdf#:~:text=Public%20Engagement%20New%20Framework%20This%20framework%20seeks%20to,for%20effective%20engagement%20in%20NHS%20Lothian%20and%20beyond.) | These set out the key issues for good quality engagement and evaluation. Several offer frameworks – it would be useful if there were just one national framework. |
| Public/patient/client experience information | From Engagement Feedback reports and evaluations | Feedback from engagements and evaluations indicates that:   * People are weary of constant engagement on topics that are important to us – they are more willing to engage about topics that are important to them * People need good quality, honest information to participate * Joint engagements between partners worked well – we work in silos but people don’t live their lives that way. Joint engagements offered people the opportunity to talk about inter-related factors that impact on them and their wellbeing * People often preferred us to engage with them where they were already meeting rather than being invited to attend events * The feedback from people who had particular life experiences (for example, carers, people with substance use problems, people with experience of the justice system, BSL users) offered powerful insights which should be sought more often |
| Evidence of inclusive engagement of people who use the service and involvement findings | Inclusive engagement is evidenced in engagement feedback reports | Engagement included work with carers, people who use BSL, people who live on a low income, older people, people in recovery, people with lived experience of the justice system, representatives of the Polish community, veterans. |
| Evidence of unmet need | Paper on communities in East Lothian provided to those attending the meeting | The paper examined the information that we held about people with protected characteristics in our community and concluded that the groups that we had least contact with were:   * ethnic minority and minority ethnic groups including Gypsy Traveller and Roma * LGBT+ people |
| Good practice guidelines | As listed under research literature section | As discussed in research literature section |
| Carbon emissions generated/reduced data |  | Not applicable |
| Environmental data |  | Not applicable |
| Risk from cumulative impacts |  | Not applicable |
| Other (please specify) |  | - |
| Additional evidence required |  | - |

## 8. In summary, what impacts were identified and which groups will they affect?

| **Equality, Health and Wellbeing and Human Rights** | **Affected populations** |
| --- | --- |
| **Positive**   * Strong links with established local democracy organisations and their willingness to engage – they represent a wide range of age, experience and knowledge and links into the wider community which are invaluable * Commitment to securing greater engagement with people with the protected characteristics less well or not currently represented in engagement * Greater emphasis on engaging with people where they are * Rolling engagement programme would enable us to find out more about what was important to people (as opposed to just about what was important to us) * More emphasis on lived experience would secure more understanding of people with protected characteristics or those in vulnerable groups, including barriers to accessing services and need for services. Please note: the group did not like the term lived experience (because everyone has lived experience) but could not think of an acceptable or commonly understood alternative * Payment of expenses and recognition of participation | * All * race * religion and belief * sexual orientation * gender reassignment * all * all * all * all (but particularly those in financial hardship) |
| **Negative**   * Local democracy groups do not routinely include people from all protected characteristics, which means that some groups were not well represented or heard from * Language used in engagement strategy. As it is an engagement strategy, it uses the terminology and concepts relating to engagement and equalities work. However, this may not be as readily accessible to the wider public as to people who deliver engagement. * When people have engaged, it is not clear how their feedback has driven change – there should be much greater emphasis placed on a ‘You said, We did’ approach * Over-reliance on electronic communications and surveys will discriminate against those who do not have access to computers, are not computer literate, have literacy problems, do not read English | * race * religion and belief * disability * sexual orientation * gender reassignment * all * all * people with learning disabilities * BSL users * people who do not have English as a first language * people with low literacy * older people who prefer paper-based communication |

| **Environment and Sustainability including climate change emissions and impacts** | **Affected populations** |
| --- | --- |
| **Positive** | n/a |
| **Negative** | n/a |

| **Economic** | **Affected populations** |
| --- | --- |
| **Positive** | n/a |
| **Negative** | n/a |

## 9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

East Lothian Health and Social Care Partnership (ELHSCP) will sometimes commission engagement from recognised specialists. They will be required to work to the same standards regarding equality, human and children’s rights as ELHSCP does.

## 10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

Communications plans will be prepared for engagements as required. Targeted communications/interpretation in Easy Read, community languages and BSL will be provided whenever required.

## 11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a [Strategic Environmental Assessment](https://www.gov.scot/policies/environmental-assessment/strategic-environmental-assessment-sea/) (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No

## 12. Additional Information and Evidence Required

None

## 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

| **Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)** | **Who will take them forward (name and job title** | **Deadline for progressing** | **Review date** |
| --- | --- | --- | --- |
| Establish a baseline for ethnic groups in East Lothian (from 2023 Census data) | Jane Ogden-Smith, Equalities and Engagement Officer | Spring 2023 | Feb 2024 |
| Develop better links with minority ethnic and ethnic minority communities | Jane Ogden-Smith, Equalities and Engagement Officer | Spring 2023 | Feb 2024 |
| Put people in touch with organisations like People Know How and Connected Scotland | Frontline ELHSCP and Third sector staff working with carers | Ongoing | 2024 |
| Ensure paper versions of information are also available | Communications Team | As part of strategy development | 2024 |
| Ensure that people are aware of the capacity to have information in other formats, for example, translated, in Braille or rendered as BSL videos. | All ELHSCP and third sector staff working with carers | Ongoing | 2024 |
| Produce a short customer-friendly English version of the strategy | Jane Ogden-Smith, Equalities and Engagement Officer | Sept 2023, Mat 2024 | 2024 |
| Produce a twice-yearly report/newsletter reporting themes from engagement, you said, we did | Jane Ogden-Smith, Equalities and Engagement Officer | Sept 2023, Mat 2024 | 2024 |
| Develop an online resource (for example, on Wordpress) to share good practice, feedback and encourage community and third sector groups to share feedback from their activities as a resource for everyone engaged in planning and policy development | Jane Ogden-Smith, Equalities and Engagement Officer | July 2023 | 2024 |
| Invest in appropriate software (for example, Photosymbols) to support the production of Easy Read information | Learning Disability Team/Planning and Performance Team/Communications Team | July 2023 | 2024 |

## 14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

Yes – use of the term ‘carer’ being a disincentive to carer identification. We have to use the term carer for legal reasons.

## 15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Through user uptake data and user experience information.

## 16. Sign off by Head of Service

**Name**

**Date 02/05/2023**

## 17. Publication

Completed and signed IIAs should be sent to:

[jogden-smith@eastlothian.gov.uk](mailto:jogden-smith@eastlothian.gov.uk) for publication on the ELHSCP [IIA database](https://www.eastlothian.gov.uk/info/210558/social_care_and_health/12776/east_lothian_health_and_social_care_partnership_integrated_impact_assessments) on [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)