

Planning Older People's Services

Independent Community Panel Handbook



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Planning Older People's Services

Background to this work

Findings from previous engagement

We have been engaging about services for older people for several years. From that we know that people would like:

- to live independently at home for as long as they can
- to die at home or in a homely setting with the rights supports in place for them and their carers
- to explore community support that would tackle social isolation
- to reduce the number of people coming to health and social care in crisis by developing more early intervention and prevention.

You can find out more about the project and previous engagements at

www.eastlothian.gov.uk/elhscp/pops

Why this is important now

East Lothian's older population is increasing. We have the fastest growing older population of any local authority in Scotland. However, the funding available to support this population is not keeping pace. People will be well aware of the funding crisis facing both East Lothian Council and the NHS. Neither NHS Lothian nor East Lothian Council have sufficient capital budget to build new facilities for older people. As our budget and resources come from East Lothian Council and NHS Lothian, this means that in future we will have to do more with less.

So, we are trying to talk to as many people as possible in East Lothian about future older people's services. We want to as many views and ideas as possible about what's important for older people's services. For example:

- What should we do with our limited funding?
- What should we prioritise?
- How do we make sure that everyone in East Lothian is able to access the services they need?
- What roles can communities play?

The engagement process

We want to make sure that the engagement reaches as many people as possible. We want to get views and ideas from people with a wide range of experiences and from different geographical areas. We have worked with the Consultation Institute to try to make sure that our approach is fair and robust. They recommended that we approach this work as an Options Appraisal project.

Options appraisal

This means that we will spend quite some time gathering views and ideas. We will long-list these and then form a short list of options that we can take forward. We decide what's on the short list by assessing the ideas against 'hurdle criteria'. Hurdle criteria help to identify ideas most likely to deliver what is important or essential to people. We will then test the short-listed ideas to see how they would work. This will enable us to arrive at the final options, which we will share with all our stakeholders. We will ask our stakeholders to choose the option/options they would prefer. We will probably do this through community events, media coverage and online content, including a questionnaire.

We will report on the chosen options at the end of the options appraisal period.

Consultation period

We will share the report with all stakeholders so that they can see the chosen option/options. People will have 12 weeks to comment on this report. At the end of this period, we will present the report to the East Lothian Integration Joint Boards (IJB) for their approval. That report will reflect the feedback from the 12-week consultation period.

The role of the Independent Community Panel (ICP)

In a nutshell

So, let's look at what we would like the ICP to do.

The Independent Community Panel is key to getting the engagement and options appraisal right. The people on the panel represent a wide range of views and experience. They have three main roles which are to:

- Oversee and shape the engagement process.
- Be part of the shortlisting and options appraisal process. It is likely that not everybody in the group would be available for this part of the work. We would like the group to nominate members of the ICP to take forward this part of the work.
- Engage with their local communities; encourage members of the public to contribute their views and suggestions, share key project progress updates, and act as an advocate for their communities during ICP meetings.

We'd like you to help us make sure that we are doing the engagement well and that we are being open, fair, and accountable. The job of the ICP is to keep us right.

Inclusive and appropriate

We'd like you to look at both the engagement materials and the engagement methods we are using. We'd like you to think about:

- Are we talking to people in the right way?
- Are we talking to enough people?

- How inclusive are we being?

For example, how do we make sure that we include people who don't have English as a first language? This group might include Deaf people. How do we include people who have low levels of literacy or don't read at all? How do we make sure that we understand the needs of people from different cultures?

We would welcome your ideas about how to contact people who we hear from less often. It would be great if you could help us make links with these groups and suggest the best ways to engage.

We would like your views on the materials we are using. We would like your suggestions for improving them, where necessary. And also, any suggestions you have for new materials.

Communications

We would welcome any suggestions about how we could communicate better and more widely. We also encourage you to share our public community updates widely across your local networks.

How is the engagement going?

We will report to you at each meeting about recent events, focus groups and interviews we have done. We will also tell you about the work we have planned. In fact, we'll be planning it with you. We'd like you to say if you think we are doing enough and who else we should be talking to and how. We'd also appreciate your help in helping us to set up the sessions or activities that you recommend. These reports will also enable you to see how your previous feedback has shaped engagement and any feedback or issues we encountered.

Feedback

We want to keep you up to date with the themes emerging from the engagement. We will report the themes to stakeholders and the public through 'community updates'. These are newsletters and we would welcome your views on their content. Things to consider might include:

- Have we given enough information about feedback and ways to engage?
- Is there anything else you think should be in the update?
- Is the information accessible? (For example, easy to read and meeting guidance for people with sight impairment). What else should we do to make it accessible?

We would also like you to be aware of evaluation feedback as the project goes on. And at the end of the project, we would like you to evaluate the project as a whole.

Options appraisal

As you know, this is an Options Appraisal Project. Later on, we would like some members of the ICP to be part of the Options Appraisal Team. We would like the group to choose who from the ICP should be part of this smaller group. This smaller group should include a range of experiences and views.

Integrated Impact Assessments

We would also like you to take part in Integrated Impact Assessments (IIA) during the life of this project. Some of you have already taken part in the IIA for the engagement plan. We will carry out IIAs at intervals throughout this project. They aim to ensure that we are aware of the impact our proposals may have. This makes sure that we are taking into account the impact on people:

- with [protected characteristics](#)
- on low incomes or living in poverty ([Fairer Scotland Duty](#))
- experiencing health inequalities
- living in certain geographical areas, for example, rural areas
- people with particular life experiences, for example, care experienced; experience of the justice system; homelessness; substance use etc.

We also have to make sure that our decisions respect people's [human rights](#). And finally, we have to look at the impact of our decisions on [climate change](#), the local economy and sustainability.

If we find a negative impact, the group at the IIA must help to decide what we can do to offset that impact.

Role of the Chair

We are very lucky that Maureen Allan, Chief Officer of Volunteer Centre East Lothian has agreed to chair the ICP meetings. Maureen has extensive experience of working in older people's services and the third sector, and she has excellent community contacts and access to community networks. Above all, she is an independent voice with a good understanding of communities across East Lothian and their needs. She will support the group in making sure that the engagement and options appraisal process are open, fair, and accountable.

Reporting on the work of the ICP

Maureen is also responsible for reporting to the Project Board and the IJB about the work of the ICP.

If any member of the group feels that there is something they would like to raise about the work of the ICP with the Project Board, the IJB or another meeting or group, please do this through Maureen.

It is Maureen's job to report on the work of the group in public settings.

Minutes

We will make sure that stakeholders and the public can see meeting minutes, approved by the Chair and the group. We will publish these online on the Planning for Older People web pages. Please wait until the minute of a meeting has been published before discussing anything with people outside the group. That will ensure that you can refer people to the minutes so that they can see a full record of the group's discussions.

Meeting dates

Members of the group said that they felt meetings should be about six weeks apart. We will bring a draft meeting schedule, taking account of this, to the next meeting (7th November 2023). The group can decide if this is suitable and make their suggestions about how they would like to meet, time of day etc. Once the group has agreed it, it will be added as part of this handbook.

Who's who?

Here's a quick run-down of ICP members and who they are representing.

Role	Name
Volunteer Centre East Lothian Chief Officer/ ICP (Chair)	Maureen Allan
Care Home Team	Gillian Armstrong
Carers of East Lothian	Jess Wade / Gemma Twells Davidson
Strategic Planning and Commissioning Officer (Carers), ELHSCP	Maria Burton
Connected Communities representative	Caroline Rodgers
Deaf Action	Matthew Fenlon
Dementia Friendly East Lothian	Sue Northrop
Strategic Planning and Commissioning Officer (Care Homes & Dementia Strategy), ELHSCP	Ashley Hardy
Dunbar Community Council	Pippa Swan
EARS Advocacy	Kelly Shade
East Lammermuir Community Council (Rural Communities)	Wendy Smillie
East Lothian Access Panel (Physical Disability)	Tracey
East Lothian Council Older People's Champion	Councillor Carol McFarlane
East Lothian Health Inequalities Team	Lorna Bellany
Day Centre representatives	Fiona Mitchell / Jacquie Bell
Health and Wellbeing Group representatives	Hilary Smith B / Janice Macleod
Health in Mind (Polish/Ukrainian community) rep	Monika Dyczko
IJB Service-user representative	Marilyn McNeill
LGBT	Looking for a volunteer

Role	Name
MECCOP East Lothian Community Health Worker	Donna Lawrie
Strategic Planning and Commissioning Officer (Mental Health), ELHSCP	Jane Cunningham
Milan (South Asian community) rep	Rukhsana / Sophia
Senior Communications Adviser, ELHSCP	Jennifer Jarvis
Service Manager / Team Leader, ELHSCP	Shannon Leslie / Jane Stewart
Strategic Planning and Commissioning Officer (Older People), ELHSCP	Andrew Main
Team Manager / Housing Strategy Officer, Housing Strategy, ELC	Rebecca Pringle / Hannah Crowe

Further information

If you have any questions about the work of the ICP then please e-mail jjarvis1@eastlothian.gov.uk.

And, finally...

Thank you very much for giving your time, your energy and your thoughts to this mammoth task. We are very, very grateful.