



# **ROUTES TO COMMUNITY ENGAGEMENT**

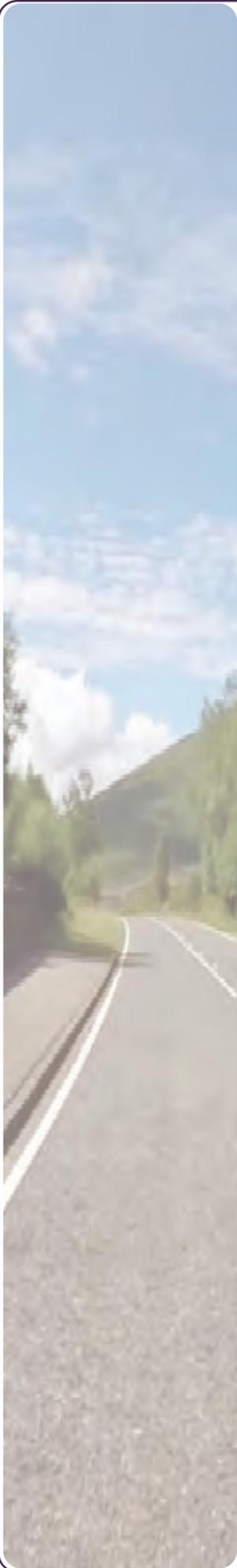
**in Health and Social Care in East Lothian**

## **Be Better Informed**

**Get to know, engage and influence how your local  
health and social care services are planned and  
delivered**

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## Introduction

This resource tells you about organisations from national level like our Scottish Parliament to local East Lothian organisations and networks.

It will help you to find out how health and social care services are delivered in your area, where there are opportunities to participate, feedback, make a complaint and influence improvements. It will also help you to find out more information about a service that is important to you. For example:

*'I want to have a say about how my local services are planned and delivered'.*

*'I want to make a complaint'*

*'I want to find out about what help I can get'.*

*'I've no idea where to start to help resolve my issue.'*

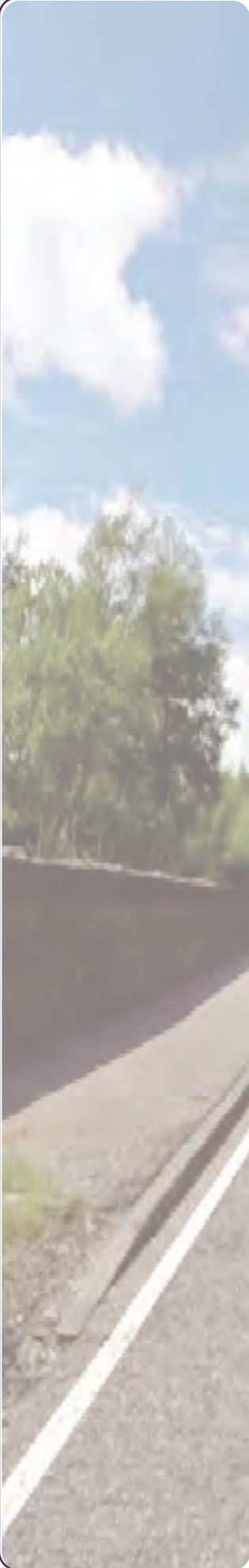
*'I'd like to say how good the service I received was.'*

In our communities, where resources are scarce and demand on our health and social care services is ever increasing, there are compelling reasons to draw upon the knowledge and experiences of residents to improve how services are delivered. It makes sense to tailor local priorities to what people say they need.

East Lothian's new Health and Social Care Partnership has a statutory duty to involve and engage with its residents who use their services.

To facilitate easy online access to the information in this document you can click on any of the website links **shown in red** and they will take you to the relevant website.

This document was published by the East Lothian Community Care Forum **[www.elccf.org](http://www.elccf.org)**



## What is Effective Engagement?

Effective engagement is a two-way process where community members can contribute to or become involved with a public service with the intention of improving their lives and those of others.

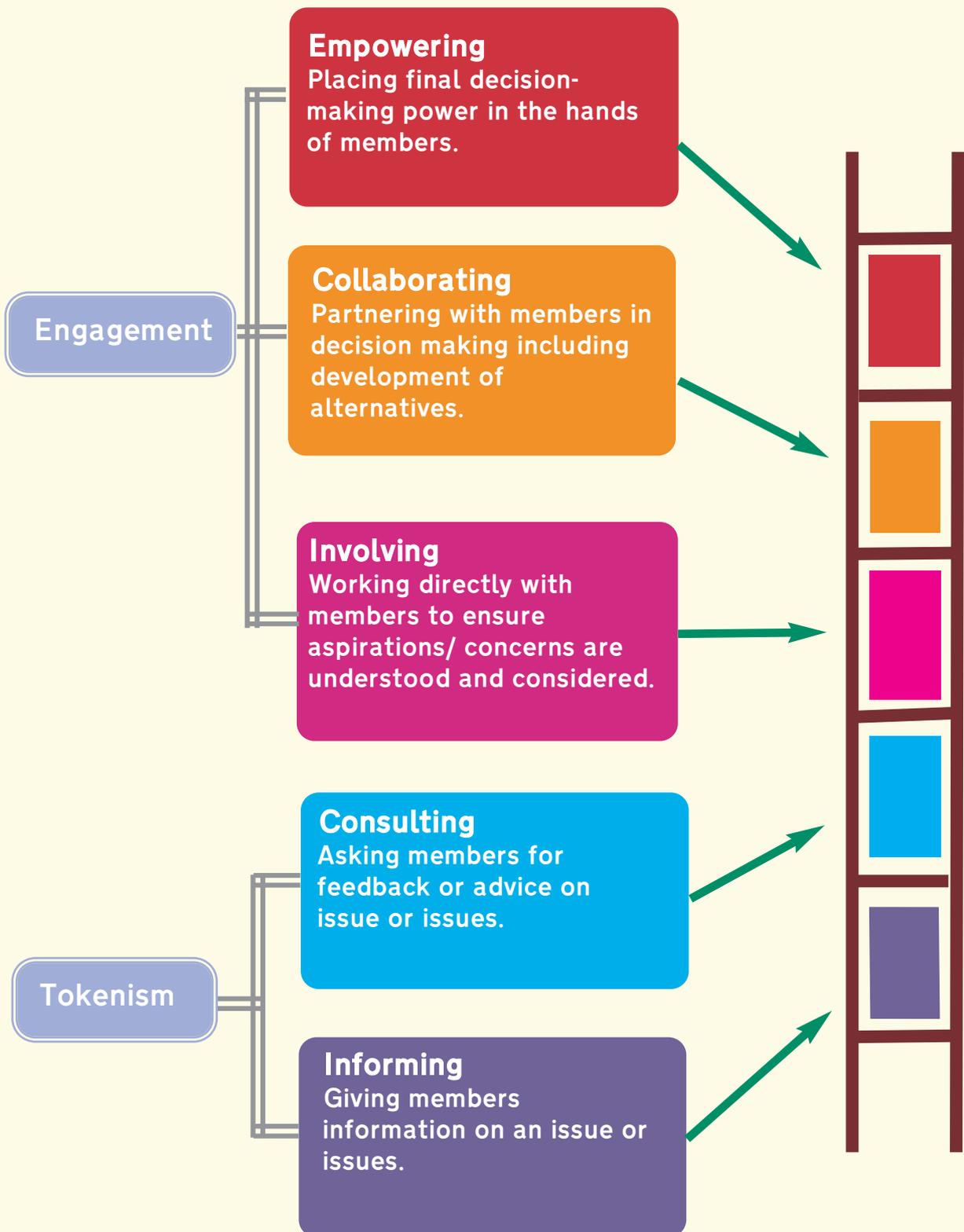
We have included two examples that illustrate routes to effective community engagement:

**1. An adapted version of Sherry Arnstein's Ladder of Participation;** as you progress up the ladder the citizen level of responsibility and participation increases. There have been various models of participation developed many of which are based on Arnstein's original 'ladder of participation'. The common characteristics of these participation 'ladders' is that the top rungs of the ladder describe the highest levels of active participation with the bottom rungs reflecting much more passive or non-participatory relationships.

**2. The National Standards of Community Engagement,** a recognised guide to good practice of engagement in Scotland.

Alongside these we have included examples of good practice and practical toolkits. (see pg 8)

# The Ladder of Participation



## The National Standards of Community Engagement

The National Standards for Community Engagement, launched in 2005, have been widely adopted in Community Planning Partnerships and in other areas of government. They have been recommended by Audit Scotland as good practice.

The standards set out best practice principles for the way that Scottish Government agencies, councils, health boards, police and other public bodies engage with communities. They are not compulsory, but they are good practice and can help deliver the outcomes we wish to achieve.

[www.scdc.org.uk/what/national-standards](http://www.scdc.org.uk/what/national-standards)



## Best Practice

- **Include** the public from the start. Include a plan of how you are going to involve them.
- **Inform** the public about your service. Share all the information you have about your service.
- **Invite** people to get involved at various levels. Offer local, regional and national opportunities.
- **Form** consultation groups, real and virtual.
- **Ask** public representatives what is required for them to be effectively involved.
- **Support** and offer training to representatives throughout their involvement.
- **Build** collaborative relationships with the public so that they feel equal partners in a mutual service.
- **Feedback** to the public and stakeholders.
- **Evaluate** your effectiveness. Do this as you go along and adapt accordingly.

## Best Practice at meetings

- **Communicate** clearly the roles and remits - who should attend and what they should be doing.
- **Consider** the expectations of the group and create ground rules for taking part in the group. It is a good exercise for the group to set their own ground rules; this way it's more likely that they will stick to them!
- **Be clear** about the purpose of the group - what are the aims and objective.
- **Identify** who the group reports to and how.
- **Select** a meeting time that is suitable, fair and convenient. Participants can be given a choice initially of a number of times of day and then the most popular timing chosen.
- **Choose** the right venue – consider accessibility for anyone using a wheelchair, cost, adequate light & ventilation, can it accommodate audio/visual aids, convenience for participants.
- **Ensure** papers go out to group members about one to two weeks before the meeting.
- **Have** Expense forms available for participants at every meeting.
- **Record** meetings with minutes (a summary of the discussion) or use action points to allow people to see at a glance what progress has been made.
- **Evaluate** your effectiveness. Do this as you go along and adapt accordingly.

# Toolkits, Advice & Training

## The Scottish Health Council

**Participation Toolkit** describes a range of tools for involving people and communities. Hard copies available on request from a local office or download at:

[www.scottishhealthcouncil.org/toolkit.aspx](http://www.scottishhealthcouncil.org/toolkit.aspx)



**E-Participation Toolkit** describes how online technology, including social media, can be used to two-way dialogue with service users, carers and communities.

[www.scottishhealthcouncil.org/EPtoolkit.aspx](http://www.scottishhealthcouncil.org/EPtoolkit.aspx)

**Evaluating Participation:** a guide and toolkit for health and social care practitioners supports staff to evaluate the effectiveness of public involvement activity. It includes asset of tools which can be adapted and used for your own project and links to useful resources.

[www.scottishhealthcouncil.org/evaluation.aspx](http://www.scottishhealthcouncil.org/evaluation.aspx)



## Visioning Outcomes in Community Engagement (VOiCE)

A free online tool to help you design and deliver effective community engagement.

[www.voicesscotland.org.uk/voice](http://www.voicesscotland.org.uk/voice)



**Chest Heart & Stroke Scotland (CHSS)** has created a programme supporting you to have your say with **Voices Scotland**. Free workshops and ongoing support, tool and techniques to help you improve your knowledge and skill to work with health and social care services.

[www.chss.org.uk/voices-scotland](http://www.chss.org.uk/voices-scotland)



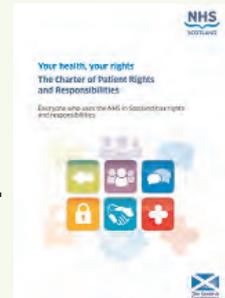
**Our Voice** is about engaging the people of Scotland to make health and social care better. It's programme and framework operates at three levels - individual, local and national. Here's the link to the website:



[www.ourvoice.scot](http://www.ourvoice.scot)

## The Charter of Patient Rights and Responsibilities - 'Your health, your rights'

This Charter summarises your rights and responsibilities as well as what you can expect when you use NHS services and receive NHS care in Scotland. The Charter also tells you what you can do if you feel that your rights have not been respected.



[www.gov.scot/Resource/0040/00407723.pdf](http://www.gov.scot/Resource/0040/00407723.pdf)

## Scottish Government A guide to support the local implementation of Health and Social Care Integration.

This communications toolkit contains practical resources and information to help local areas to communicate the purpose and outcomes of health and social care integration.



[www.gov.scot/Resource/0047/00475356.pdf](http://www.gov.scot/Resource/0047/00475356.pdf)

## INDEPENDENT LIVING IN SCOTLAND – CO-PRODUCTION TOOLKIT

A toolkit on co-production for disabled people and their organisations, explains what coproduction is; gives tips on how to make it successful.



[www.ilis.co.uk/get-active/publications/co-production-toolkit](http://www.ilis.co.uk/get-active/publications/co-production-toolkit)

## Living East Lothian - East Lothian Council's Community Directory

[www.eastlothian.gov.uk/a\\_to\\_z/service/192/living\\_east\\_lothian](http://www.eastlothian.gov.uk/a_to_z/service/192/living_east_lothian)

# Health and Social Care Landscape

**NHS Health Boards**

**NHS Lothian**

**Primary Care Services  
Your GP**

**Scottish Government and Scottish Parliament**

**Local Councils**

**East Lothian Council**

## **Specialist Health Boards(National):**

- NHS 24
- NHS Education for Scotland
- NHS Health Scotland
- Scottish Ambulance Service
- State Hospitals Board for Scotland
- NHS National Waiting Times Centre
- Healthcare Improvement Scotland
- NHS National Services Scotland

## **East Lothian Joint Health and Social Care Partnership**

- **East Lothian Integrated Joint Board**
- **East Lothian Strategic Planning Group**
- **East Lothian Strategy Groups**

**Community Planning Partnership**

**Local Area Partnerships**

**Care Inspectorate**

**Scottish Health Council**

**Care Opinion**

**Service User, Carer and 3rd Sector Representation in the Health and Social Care Strategy Groups**

**Independent Assistive Organisations**

**Through the document we show what these organisations do and how to get in touch with them.**

## Scottish Government

**The Scottish Government** has overall responsibility for funding the NHS and Local Government services such as social care across Scotland

You can participate in all matters to do with Health and Social Care through the Scottish Government Consultation Hub:

The link below gives access to a list of current consultations, as well as older and archived consultations.  
**<https://consult.gov.scot/>**

Become a member of your condition's national advisory committee or equivalent body.

## Scottish Parliament

**The Scottish Parliament** has a section of its website dedicated to 'Getting Involved', which informs and invites people to participate in different ways.

Through pressing the Your Voice tab you will be guided on how to access

- MSPs
- Petitions
- Crossparty groups
- Attend a parliamentary debate
- Events and Exhibitions
- Demonstrations

The weblink to 'Getting Involved' is:

**[www.parliament.scot/gettinginvolved/103619.aspx](http://www.parliament.scot/gettinginvolved/103619.aspx)**



The Scottish Parliament  
Pàrlamaid na h-Alba

## NHS Lothian

NHS Lothian is one of Scotland's 14 territorial Health Boards. It covers Edinburgh, East, Mid and West Lothian.

NHS Lothian involves people when it develops, plans and designs services, policies and strategies. This means that services, policies and strategies reflect the experiences and views of people who are currently using our services as well as staff.

Find out more about *how be become more involved* on their website page:

[www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Pages/default.aspx](http://www.nhsllothian.scot.nhs.uk/WorkingWithUs/GetInvolved/Pages/default.aspx)

If you wish to **make a complaint, compliment** or make a suggestions you can do so on their website page '**Your Rights**'.

[www.nhsllothian.scot.nhs.uk/YourRights/Pages/default.aspx](http://www.nhsllothian.scot.nhs.uk/YourRights/Pages/default.aspx)

### Attend their Annual Review

The Annual Review is a formal process through which the Scottish Government assesses NHS Lothian's performance. The meeting is open to the public and there is a slot at the meeting which is open to questions from the public. NHS Lothian Annual Review is advertised on their website.

[www.nhsllothian.scot.nhs.uk](http://www.nhsllothian.scot.nhs.uk)

### Participation on Managed Clinical Networks (MCNs).

A MCN is a variety of health staff and organisations from primary, secondary and regional healthcare working together to ensure quality clinical services. An important part of MCNs is involving patients with experience of the particular illness.

Link to MCNs in Lothian:

[www.nhsllothian.scot.nhs.uk/services/A-Z/ManagedClinicalNetworks/Pages/default.aspx](http://www.nhsllothian.scot.nhs.uk/services/A-Z/ManagedClinicalNetworks/Pages/default.aspx)



## Primary Care

### Primary Care

Primary care is healthcare provided in your community by GPs and/or other health professionals whom you can access directly and usually self-refer.

It is estimated that 90% of healthcare is provided in the community by a wide range of professionals such as:

- independent contractors (GPs, pharmacists, optometrists and dentists)
- nurses
- health visitors
- physiotherapists
- speech and language therapists, and
- dieticians and podiatrists.

These professionals work in partnership with colleagues in hospital settings to provide care both during the day and out-of-hours from a range of settings including people's homes, local health centres, community clinics and GP practices.

Check your GPs website to find out how you can engage. Ways you can engage with your local health care centre

- complete questionnaires
- respond to local consultations
- join a Patient Participation Group (PPG)

Some GP practices have Patient Participation Groups. PPGs can have a number of roles and can include the following:

- advising the practice on patient perspective
- supporting and organising health promotion events
- carry out surveys into the views of those who use the practice
- communicate with the wider patient body
- involving patients views in newbuilds and extensions

For more information on Patient Participation Groups or to find out which GP practices in your area have one, go to:

**[www.scottishhealthcouncil.org/ppg.aspx](http://www.scottishhealthcouncil.org/ppg.aspx)**

**or contact the local Scottish Health Council office on 0131 446 4334.**



## NHS Special Boards (National)

### Special NHS Boards (National)

Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

- **NHS 24 & NHS Inform**
- **NHS Education for Scotland**
- **NHS Health Scotland**
- **Scottish Ambulance Service**
- **State Hospitals Board for Scotland**
- **NHS Healthcare Improvement Service**
- **National Waiting times Centre**

**NHS 24** is an online and telephone based service that can answer your questions about your health and offer advice.

There are many ways to get involved with NHS 24 such as:

- becoming a member of the Public Partnership Forum
- commenting on a consultation
- providing feedback on our services
- coming along to our board meetings
- attending our Annual Review

<http://www.nhs24.scot/about-nhs-24/get-involved/why-should-i-get-involved-in-nhs24/>

**NHS Education for Scotland** - is a portal for NHS staff to learn and share skills

**NHS Health Scotland** is a national Health Board working to reduce health inequalities and improve health. They are part of NHSScotland

#### Scottish Ambulance Service

- e-mail comments & suggestions via their website and Patient website: [www.patientopinion.org.uk](http://www.patientopinion.org.uk).
- feedback comments and suggestions via their e-portal
- become a public member
- respond to consultations
- attend their Annual Review

<http://your.scottishambulance.com/>



**Map of NHS Health Boards in Scotland**

**State Hospitals Board for Scotland**

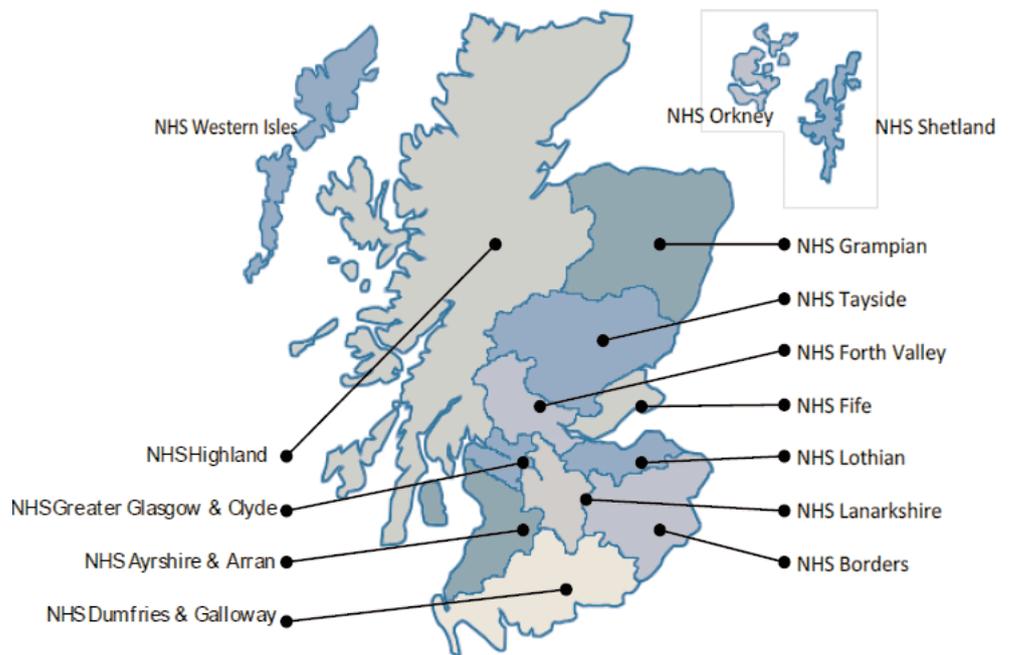
The State Hospital, located in South Lanarkshire, is one of four high secure hospitals in the UK. It has the dual responsibility of caring for very ill, detained patients as well as protecting them, the public and staff from harm.’ In 1994 legislation went through Parliament to bring The State Hospital legally into the National Health Service in Scotland as a Special Health Board.

For more information, follow this link:  
[www.tsh.scot.nhs.uk](http://www.tsh.scot.nhs.uk)

**National Waiting times Centre**

The NHS National Waiting Times Centre Board (NWTCC) is a Special Health Board made up of two distinct parts – the Golden Jubilee National Hospital and the Beardmore Hotel and Conference Centre. The NWTCC is responsible for ensuring proper management of, and accountability for the site, and has collective responsibility for the performance of the organisation as a whole. The NWTCC works with the NHS Boards and clinicians across Scotland to support NHSScotland’s overall performance.

For more information follow this link:  
[www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk)



**Special NHS Boards**

- |   |  |
|---|--|
| NHS Education for Scotland                  | NHS Health Scotland                    |
| NHS National Services Scotland <sup>1</sup> | NHS National Waiting Times Centre      |
| Healthcare Improvement Scotland             | NHS 24                                 |
| Scottish Ambulance Service                  | The State Hospitals Board for Scotland |

## The Scottish Health Council

The Scottish Health Council works with NHS staff, integration authorities and communities to improve how patients, carers and the public are involved in shaping health and social care and community services.

There is a national office in Glasgow and a local office in every NHS Board area in Scotland.

**The Scottish Health Council** contacts people to seek their views and feedback on specific topics relating to health and social care.

The Scottish Health Council maintains a database which you may wish to join to be kept informed about such opportunities.

Local offices also have links with other 'communities of interest' such as Patient Participation Groups as well as any local community networking groups which are active in their areas.

To find out more, see the Scottish Health Council's website at:

**[www.scottishhealthcouncil.org/home.aspx](http://www.scottishhealthcouncil.org/home.aspx)**

or contact Scottish Health Council Lothian Tel. 0131 446 4334.

Email [Lothian@scottishhealthcouncil.org](mailto:Lothian@scottishhealthcouncil.org).

Link to the Scottish Health Council's Participation Toolkit, offering a number of tried and tested tools for public, patients and staff, at:

**[www.scottishhealthcouncil.org/toolkit.aspx](http://www.scottishhealthcouncil.org/toolkit.aspx)**



## Care Inspectorate

### Care Inspectorate

The Care Inspectorate regulates and inspects care services in Scotland to make sure that they meet the right standards.



If you are not happy with the level of care you or someone you care for is receiving, the Care Inspectorate would encourage you to first of all speak to the care service itself about your concerns. This is often the quickest way to resolve a problem.

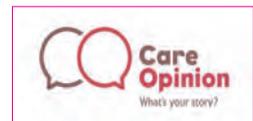
However, you can choose to complain directly by either:

calling 0345 600 9527  
filling in a complaints form online

[www.careinspectorate.com/index.php/complaints](http://www.careinspectorate.com/index.php/complaints)

## Care Opinion

### Care Opinion

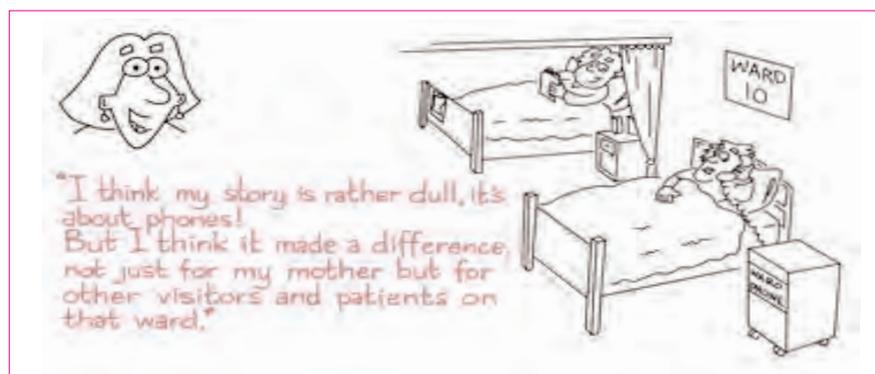


Care Opinion is the national leading feedback platform for health and social care services. They ask you to share your experiences of UK health and care services, good or bad and will pass your stories to the right people to make a difference.

On their website you can see what comments other people have made. you can also view the response from services and how their feedback has made an impact on the service.

Here is a link to their website:

<https://www.careopinion.org.uk>



# East Lothian Health and Social Care Partnership

East Lothian Health and Social Care Partnership

## Health and Social Care Partnerships

The Scottish Government recognised that joint working between Health and Social Care would be a more effective way to deliver services.

The Public Bodies (Joint Working) Act 2014 sets out the legislative framework for integrating health and social care. It required the creation of new public organisations, known as Health and Social Care Partnerships (H&SCPs).

The 2014 Act required NHS Boards and Local Authorities to integrate governance, planning and resourcing of adult social care services, adult primary care and community health services and some hospital services.

H&SCPs are jointly accountable to Scottish Ministers, Local Authorities, NHS Board Chairs and the public for delivering against 9 nationally agreed outcomes.



**East Lothian Community Hospital**

## National Health and Wellbeing Outcomes

Outcome 1: People are able to look after and improve their own health and wellbeing and live in good health for longer

Outcome 2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Outcome 3. People who use health and social care services have positive experiences of those services, and have their dignity respected

Outcome 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services

Outcome 5. Health and social care services contribute to reducing health inequalities

Outcome 6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being

Outcome 7. People using health and social care services are safe from harm

Outcome 8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide

Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.



## East Lothian Integration Joint Board

**Integration Joint Boards or IJBs** were created to plan and deliver integrated services.

In East Lothian, the Health and Social Care Partnership have joint responsibility for delivery of services. The IJB's membership includes a carer and a service user representative.

The key functions of the IJB are to:

- Prepare a strategic plan
- Allocate an integrated budget
- Commission new initiatives and services
- Oversee delivery of services.
- The public is represented on the IJB through a service user, carer and voluntary organisation representatives.
- Other members include NHS non executive directors, local councillors and GPs, nurses.
- There are a mix of voting and non-voting members.
- An important role is to ensure there are routes to engagement.

## East Lothian Strategic Planning Group

### **The East Lothian \Health and Social Care Strategic Planning Group**

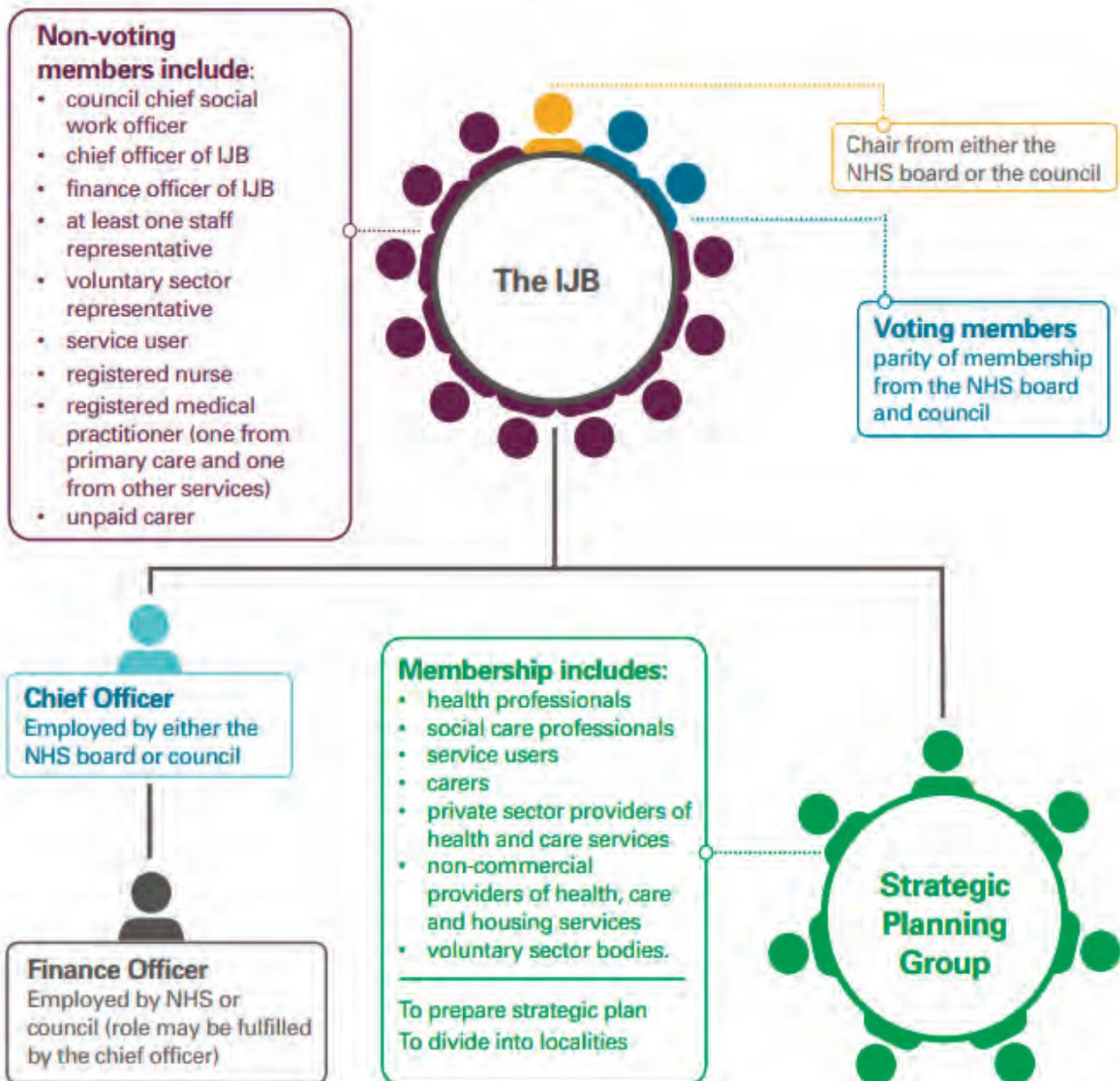
Each Integrated Partnership was required to establish a strategic planning group which is involved in the development and review of the strategic commissioning plan, also known as the Strategic Plan.

The Scottish Government required that stakeholders are to be fully engaged in its preparation, review and publication.

All strategic plans were published by 1 April 2016 but will continue to be developed and updated.

The IJB is responsible for the governance and delivery of the strategic plan and how it will be implemented. It also appoints members to the Strategic Planning Group.

# Organisation chart for a typical IJB



Source: Audit Scotland

## East Lothian Health and Social Care Partnership

### Strategy Groups

As part of the Strategic Change Programme there are seven **Strategy Groups** representing different service areas.

**Mental Health**

**Learning Disability**

**Physical Disability**

**Dementia**

**Carers**

**Primary Care**

**Housing**

The remit of these groups is to develop strategic plans or workplans grounded by legislative requirements but also taking into account local needs.

These groups have a wide representation and aim to influence how local health and social care services are delivered and planned. People who use services and Carers are represented on each of these groups and supported by the **East Lothian Community Care Forum, Carers of East Lothian** and the **East Lothian Community Engagement Group**.

**These groups are a good place to have a say and influence change.**

The work of the Strategy Groups feeds into the **Strategic Planning Group** which is accountable to the **Integration Joint Board**.

**To find out what is happening on these groups and give your views on their plans visit (click on link below):**

**[www.eastlothian.gov.uk/info/200497/east\\_lothian\\_health\\_and\\_social\\_care\\_partnership](http://www.eastlothian.gov.uk/info/200497/east_lothian_health_and_social_care_partnership)**

or email: **[elhscp@eastlothian.gov.uk](mailto:elhscp@eastlothian.gov.uk)**

# East Lothian Health and Social Care Partnership

## Staff/Departmental Structure

This diagram shows how the health and social care departments are organised within the Partnership.

**Director of Health and Social Care**

**Chief Nurse**

**Primary Care Officer**

**Clinical Director**

**Allied Health Professional**

**Chief Social Work Officer**

**Primary Care Pharmacist**  
**Service Manager Lothian Unscheduled Care (LUC)**  
**Clinical Service Manager Primary Care Nursing (Lothian wide)**

**Head of Access and Older People**

**Group Service Manager Rehabilitation & Access**

**Group Service Manager Ongoing and Acute Care**

**Head of Children and Adults**

**Group Services Manager Planning & Performance**

**Group Services Manager Children & Young People's Services**

**Group Service Manager Adult Community Services**

**Group Services Manager Long Term Support Services**

**Group Services Manager Adult Statutory Services**

# East Lothian Public Services and Communities

## Community Planning

### Community Planning

Community Planning is the duty placed on statutory organisations, like East Lothian Council, to work together with the full participation of local communities to ensure services result in the best possible outcomes for people and reduce inequality gaps.

Effective community planning brings together the collective talents and resources of local public services and communities to drive positive change on local priorities. It focuses on where partners' collective efforts and resources, can add most value for their local communities, with particular emphasis on reducing inequalities.

Under Part 2 Community Planning, of the Community Empowerment (Scotland) Act 2015 Community Planning Partnerships are responsible for producing plans to describe its local priorities, the improvements it plans for and by when.

### The East Lothian Plan (LOIP) 2017–27

East Lothian Partnership's ten-year strategic plan for East Lothian is called The East Lothian Plan 2017-27. It is our Local Outcomes Improvement Plan (LOIP) under the Community Empowerment (Scotland) Act 2015.

This strategic plan will help to achieve the Council's Statement of Intent for East Lothian. The plan addresses the challenges facing the county and also its strengths and opportunities, which are set out in East Lothian by Numbers and the related East Lothian Strategic Assessment. From this evidence and analysis, the council has developed The East Lothian Plan with the following framework:

- One overarching intent: to work in partnership to achieve an even more prosperous, safe and sustainable East Lothian, with a dynamic and thriving economy that enables our people and communities to flourish
- Three themes: Prosperous, community minded and fair.



## Participation Requests

- Seven high level outcomes and eighteen related actions.

This framework aims to enable the council's partners to design and deliver the services that will make a real difference to the lives of our people and our communities.

Locality Plans are drawn up by Local Area Partnerships to look at how to meet local needs and ambitions. (see pg26)

### Participation Requests

Participation Requests have been introduced under the Community Empowerment (Scotland) Act which was passed in 2015. The broad aim is that communities can have more influence over the services and decisions that affect them.

*'The intention of the Act to enable the active participation of communities in addressing the issues and opportunities which are of greatest importance to them.'*

It's important that community groups or, as they are now called Community Participation Bodies, who wish to submit a request understand the process that needs to be followed. The Scottish Community Development Centre has written summary guidance for Community Participation Bodies.

To understand this better click on the link below to the summary document:

**[www.scdc.org.uk/media/resources/policy-and-practice/PR%20Summary%20Guidance.pdf](http://www.scdc.org.uk/media/resources/policy-and-practice/PR%20Summary%20Guidance.pdf)**

The Community Empowerment (Scotland) Act see:

**[www.gov.scot/Topics/People/engage/CommEmpowerBill](http://www.gov.scot/Topics/People/engage/CommEmpowerBill)**

A Community Body is a community group or a council who wish to submit a request

## Local Area Partnerships

### Local Area Partnerships

Area Partnerships are the 'local voice of community planning in East Lothian'.

To ensure that all parts of East Lothian have a say in its services, six Area Partnerships were set up across East Lothian in 2014 to be the "local voice" of East Lothian Partnership and strengthen links between communities and area based services.



Area Partnerships are the main opportunity for local communities to contribute to The East Lothian Plan by influencing service planning and delivery in their local area.

Meetings are held in public and non-members can attend and contribute to the discussions. They also have sub groups and networks to focus on particular topics like children and youth, older people and community and police partnership.

A central contact for the Partnerships is:

**Email: [areapartnership@eastlothian.gov.uk](mailto:areapartnership@eastlothian.gov.uk)**

**Tel: 01620 827871**



## Engaging with East Lothian Council

### Engaging with East Lothian Council

You can engage with East Lothian Council (ELC) and your local community in a number of ways.

Here's a link to the '**Have Your Say**' section of their website on getting involved.

[www.eastlothian.gov.uk/homepage/231/have\\_your\\_say](http://www.eastlothian.gov.uk/homepage/231/have_your_say)

**East Lothian Council's Consultation HUB** where you can comment on current consultations. Visit:

[www.eastlothianconsultations.co.uk](http://www.eastlothianconsultations.co.uk)

**ELC Citizens' Panel.** You can join this Panel. Members are sent surveys every few months and also receive invitations to take part in focus groups, workshops and other consultation activities about all Council services.

<https://eastlothianconsultations.co.uk/policy-partnerships/east-lothian-citizens-panel-join-today>

### East Lothian Health and Social Care Partnership

Visit:

[www.eastlothian.gov.uk/info/200497/east\\_lothian\\_health\\_and\\_social\\_care\\_partnership](http://www.eastlothian.gov.uk/info/200497/east_lothian_health_and_social_care_partnership)

or email: [elhscp@eastlothian.gov.uk](mailto:elhscp@eastlothian.gov.uk)

**People's Voice** is East Lothian Partnership's framework for engaging with people and communities. People's Voice Getting it Right - a toolkit to help you engage:

[www.eastlothian.gov.uk/PeoplesVoice](http://www.eastlothian.gov.uk/PeoplesVoice)

# Local Involvement and Engagement

## Representation in the Health and Social Care Strategy Groups

The Public Bodies (Joint Working) (Scotland) Act legislates that carers and service users are supported to be involved and make decisions about services in their areas, with consultation required when integration schemes are being developed, when strategic plans are being developed and reviewed, and at any other time when a decision might significantly affect the provision of services in an area.

East Lothian Health and Social Care Partnership (H&SCP) funds Strive, Carers of East Lothian and the East Lothian Community Care Forum to support 3rd sector, Carer and Service User representation on the H&SCP Strategy Groups.

## Third Sector Interfaces

### Third Sector Interfaces (TSIs)

Interfaces provide a single point of access for support and advice for the third/voluntary sector within the local area. They provide representation of the third sector with clear links to Community Planning Partnerships and Single Outcome Agreements.

Interfaces are funded to deliver the following four areas of activity across the whole local authority area:

- Volunteering development
- Social Enterprise development
- Supporting and developing a strong third sector
- Building the third sector relationship with community planning

STRiVE facilitate Third Sector Delegates to represent the third sector at planning meetings and connect back with the sector. Delegates provide concise Third Sector specific meeting minutes to keep you up to date which can be found by following link to the meeting of interest below. Here you will also find the facility to comment on the minutes and relay any emerging issues, helping keep your delegate up to date on the opinions and experiences of the wider Third Sector. Delegates also feedback at STRiVE forums.

The TSI in East Lothian is **STRIVE**.

Here's a link to their website. <http://strive.me.uk/>



## Independent Service User Involvement

### East Lothian Community Care Forum (ELCCF)

East Lothian Community Care Forum is funded by the Health and Social Care Partnership to support 'independent' service user/patient involvement and engagement in health and social Care planning and delivery of services

We offer opportunities for people who use services to 'have their say' in a variety of ways:

#### **Service User Representation in the Health and Social Care planning process**

We support people who use health and social care services to participate on the East Lothian Strategic Planning Groups ensuring that their lived experience and views from their communities help to influence how local services are planned and delivered.

#### **Community Action Research (CAR).**

We recruit and train community volunteers in research techniques and support them to research the needs of their communities.

We also evaluate services using this process.

**The Wellbeing Passport** - It's a pocket sized document filled out with details about your health and wellbeing to help health and social care professionals better understand your needs. You can download a portable document to fill in from our website.

#### **Themed events about health and social care**

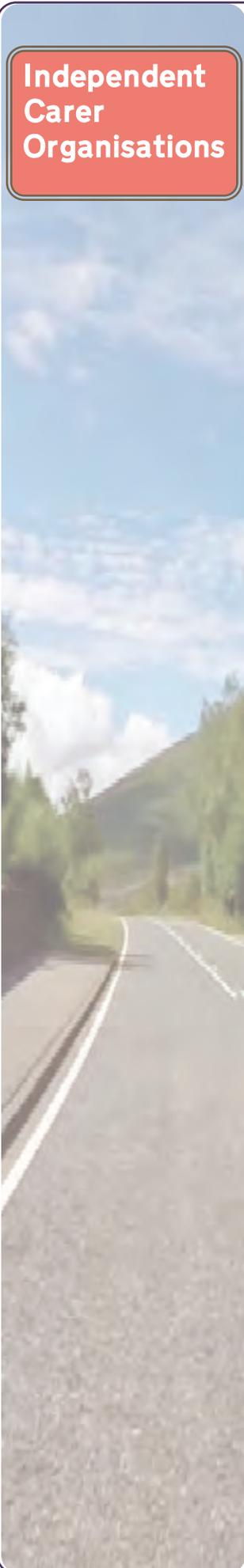
We run themed events on specific topics such as Self-Management, Self Directed Support, Meet the Politicians etc.

**The ELCCF website:** visit [www.elccf.org](http://www.elccf.org) to find out about the work that we do; to leave your views, comments, ideas on our 'have your say' section about your experience of services and how they can best meet your needs and support you to be as independent as you can.

Contact the ELCCF office via:

**email: [info@elccf.org](mailto:info@elccf.org)**

**Tel: 01620 822212**



## Independent Carer Organisations

### Carers of East Lothian (CoEL)

Carers of East Lothian focuses on supporting adult carers so that they can continue to care for others. They can provide anything from a bit of practical advice when needed or through to much more support for carers who are struggling to cope with the physical and emotional demands of caring for someone on a full time basis.

Their aims are to support all adults in a caring situation in East Lothian to get information and services to help their individual caring role, enhance their own wellbeing and strengthen their collective voice to improve services.

CoEL works with carers who normally live in East Lothian or carers who live outside the area but the person they care for lives in East Lothian. Anyone can contact them directly to ask for support for themselves or for someone else.

To find more please visit their website: [www.coel.org.uk](http://www.coel.org.uk)

### East Lothian Young Carers

For children and young people who provide care for another family member.

East Lothian Young Carers supports young carers in a number of different ways. The most important thing we do is listening to you and supporting you. We can also help you with problems at school and help you to get the chance to have some fun.

We:

- Run young carers clubs
- Provide one-to-one support
- Support young carers at meetings (for example, meetings about their relative's care)
- Provide information and support to young carers and their families.

For more information or to make a referral, contact us at:

Unit 1, Cheviot House  
Mill Wynd  
Haddington  
EH41 4EX

Tel: 01620 826558

Email: [eastlothianyc@aol.com](mailto:eastlothianyc@aol.com)



## What You Need to Know About Advocacy

### What is Independent Advocacy?

Independent advocacy is about speaking up for an individual or group. Independent advocacy is a way to help people have a stronger voice and to have as much control as possible over their own lives. Independent Advocacy organisations are separate from organisations that provide other types of services.

### Principles and Themes of Advocacy

- Independent Advocacy puts the people who use it first
- Independent Advocacy is accountable
- Independent Advocacy is as free as it can be from conflicts of interest
- Independent Advocacy is accessible

### Some good practice themes (from EARS):

- Assist and support people to speak up for themselves – self-advocate
- Ensure that people who cannot speak up for themselves have their voices heard – advocate on behalf of them
- Provide opportunities for people to meet and self advocate on common issues – collective/group advocacy
- Assist people to achieve their goals and/or to access the services they need or would benefit from
- Provide the information people need to ensure that they can make informed choices and decisions
- Assist people to gain control over their situations and lives protect their rights

## Types of Advocacy

There are different types of independent advocacy. There is no one best model of advocacy, no 'one size fits all'. The most appropriate model for any individual is likely to depend on their preferences, circumstances and situation and this may vary from time to time.

### One to One Advocacy

One to one which may be individual, citizen or peer advocacy. An advocate supports an individual to represent their own interests or represents the views of an individual if the person is unable to do this themselves.

### Group or Collective Advocacy

Collective advocacy enables a peer group of people, as well as a wider community with shared interests, to represent their views, preferences and experiences. A collective voice can be stronger than that of individuals when campaigning and can help policy makers, strategic planners and service providers know what is working well, where gaps are and how best to target resources. Being part of a collective advocacy group can help to reduce an individual's sense of isolation when raising a difficult issue.

### Self-advocacy

The aim of all models of advocacy is to help individuals gain increased confidence and assertiveness so that, where possible, they will feel able to self-advocate when the need arises.

To find out more about the **Scottish Independent Advocacy Alliance's standards and principles** see:

'Principles and Standards for Independent Advocacy'.

See link below:

**[www.siaa.org.uk/wp-content/uploads/2013/11/siaa\\_principles\\_and\\_standards\\_2010.pdf](http://www.siaa.org.uk/wp-content/uploads/2013/11/siaa_principles_and_standards_2010.pdf)**





## Independent Assistance Organisations

### **EARS (Edinburgh Advocacy and Representation Services)**

EARS Advocacy Service provides independent individual and collective (group) advocacy to older people in West Lothian, East Lothian and Midlothian; adults (16+) with physical disabilities and/or acquired brain injury in West Lothian and Midlothian. EARS have a new Lothian-wide service working with people of any age who have survived a stroke.

14 Ashley Place  
Edinburgh EH6 5PX  
Telephone: 0131 478 8866

There is also another new West Lothian advocacy service - Learning Disabilities and Autistic Spectrum, including Asperger's.

We now also have an office in Livingston:  
28 Heatherbank, Ladywell  
Livingston EH54 6EE.

Telephone: 01506 205840  
Email: [info@ears-advocacy.org.uk](mailto:info@ears-advocacy.org.uk)

**[www.ears-advocacy.org.uk](http://www.ears-advocacy.org.uk)**

### **CAPS Independent Advocacy**

CAPS Independent Advocacy provides independent individual and collective advocacy in East Lothian and Midlothian for people who use, or have used, mental health services.

They also support several experience led advocacy projects, relating to mental health across Lothian.

Old Stables Eskmills Parks Musselburgh  
East Lothian EH21 7PQ

Tel: 0131 273 5116  
Individual Advocacy: 0131 273 5118

Email: [contact@capsadvocacy.org](mailto:contact@capsadvocacy.org)

**[www.capsadvocacy.org](http://www.capsadvocacy.org)**

## Partners in Advocacy (PiA)

Partners in Advocacy provide independent individual advocacy for adults with learning disabilities in Edinburgh, East Lothian and Midlothian. They also provide independent individual advocacy for older people and adults with physical disabilities in Edinburgh.

Partners in Advocacy also provide independent advocacy for children and young people with additional support needs in Edinburgh and the Lothians.

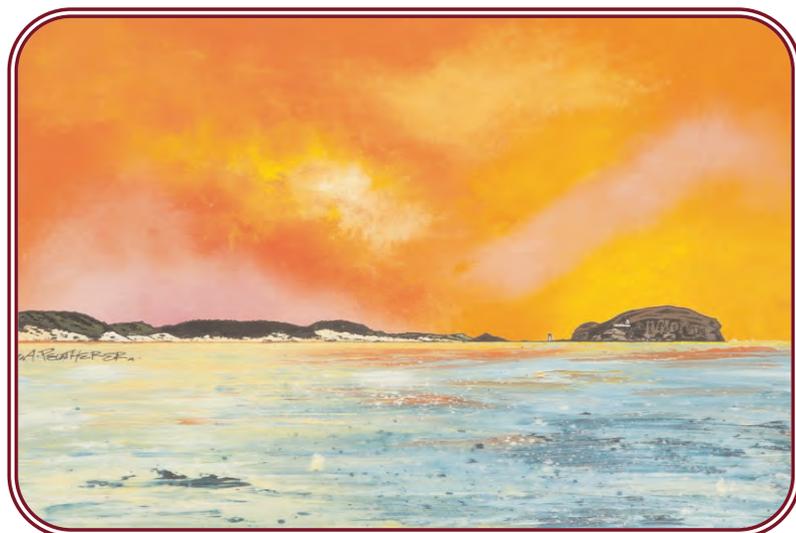
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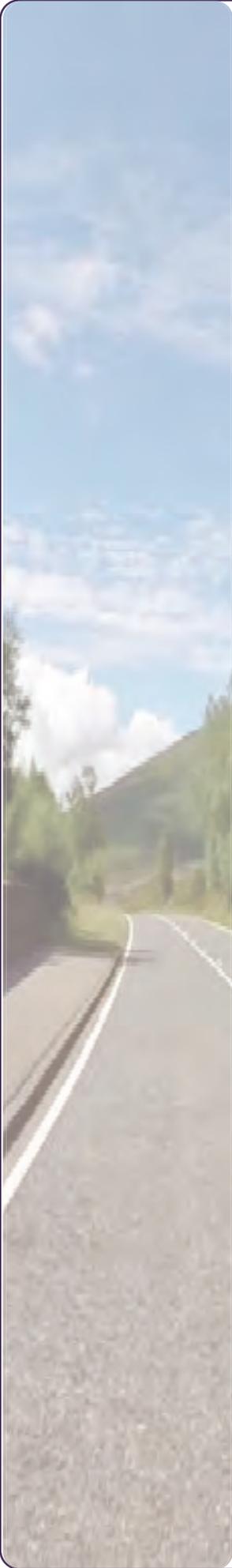
2nd Floor, Beaverhall House 27/5 Beaverhall Road Edinburgh EH7 4JE

Tel: 0131 478 7723

Email: [Edinburgh@partnersinadvocacy.org.uk](mailto:Edinburgh@partnersinadvocacy.org.uk)

**[www.partnersinadvocacy.org.uk](http://www.partnersinadvocacy.org.uk)**





### **Citizen's Advice Bureau (CAB)**

Citizens Advice Scotland, composed of 61 member bureaux and a consumer helpline together form Scotland's largest independent advice network.

They help more than 300,000 people solve their problems each year in communities everywhere from city centres to the Highlands and Islands.

They look at the problems people bring to their advice services and campaign for change where it's needed most.

CAB works for a fairer Scotland where people are empowered and their rights respected.

Links to the East Lothian local CABs are:

**[www.musselburghcab.org.uk](http://www.musselburghcab.org.uk)**

**[www.haddingtoncab.org.uk](http://www.haddingtoncab.org.uk)**

### **Patient Advice and Support Service (PASS)**

The Patient Advice and Support Service (PASS) began on 1st April 2012 and is part of the **Scottish Citizens Advice Bureau (CAB) Service** .

PASS is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS healthcare.

The service promotes an awareness and understanding of the rights and responsibilities of patients. It also advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

To find out more follow the link below:

**<http://www.cas.org.uk/publications/patient-advice-and-support-service-pass-leaflet>**

# Acknowledgements

This document was produced collectively by a working group made up of community volunteers and individuals from organisations interested in promoting meaningful and effective engagement and involvement in Health and Social Care in East Lothian.

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Joint Board

Janice Thomson, The MS Therapy Centre (Lothian) and KICC Active Lothian

Thanks to Chest, Heart and Stroke Scotland for their support materials.

Date of Publication: November 2017

This document is intended to capture how well active engagement is being met and stands up to good practice as experienced by our communities. This is especially important as communication and involvement becomes embedded in the new health and social care structure. This document is an active document and will be updated annually.

A contact number for any enquiries related to this document:

East Lothian Community Care Forum - Tel: 01620 822212

First Edition January 2018

