
Integration Joint Board
13 December 2018

Subject: **Implementation of the Charter for Involvement**

Purpose: To provide an update on actions to take forward the 12 statements within the Charter

Recommendation: That the IJB support the existing actions outlined and undertake to promote the relevance of the Charter across all aspects of the North Ayrshire Health & Social Care Partnership.

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
ARC Scotland	Association for Real Change Scotland
LD	Learning Disabilities

1.	EXECUTIVE SUMMARY
1.1	The Charter For Involvement is a set of 12 statements developed by the National Involvement Network which describes how members of the network wanted to be involved in services and communities. It arose out of a learning disabilities context, but has relevance across all care groups.
1.2	North Ayrshire Health and Social Care Partnership signed up to the Charter in 2017, and continues to deliver on its aspirations through the ongoing work in relation to the North Ayrshire Learning Disabilities Strategic Plan. ARC Scotland have also created new opportunities for the promotion of the Charter through the creation of an Ayrshire Policy and Development Worker post, tasked with working with the 3 Ayrshire Partnerships to implement the Charter.
1.3	While work is ongoing in relation to the Charter and people with learning disabilities, there is a need to ensure that the Charter impacts across the breadth of services within the Partnership.
2.	BACKGROUND
2.1	North Ayrshire Health and Social Care Partnership has signed up to the Charter for Involvement. With this commitment there comes an expectation of actions that will progress the realisation of the Charter's 12 statements within North Ayrshire. This commitment is reflected in the prioritisation of the adoption of the Charter within the North Ayrshire Learning Disabilities (LD) Strategic Plan. Discussion of the Charter

	was a key facet at the launch of the LD Strategic Plan, and it continues to be promoted in discussions with the integrated team, service users, and providers.
3.	PROPOSALS
3.1	<p>The recent establishment of a Policy and Development Worker, working across Ayrshire for 3 years and supported by ARC Scotland, provides a strong additional mechanism for realising the Charter within North Ayrshire. Discussions with the ARC Development Worker have led to the identification of 3 priority areas for their involvement:</p> <ul style="list-style-type: none"> • Involvement in the North Ayrshire Service User 'strategy group': Reflecting the Charter's focus on involvement in service development, it was agreed that the Development Worker would have an ongoing role in support of the new service user group established in order to take forward themes within the North Ayrshire LD Strategic Plan. The first meeting of this group took place on the 8th of November, with service users from Hazeldene and the George Steven Centre comprising the majority of the group. In addition there was representation from the Enable ACE group, based in Saltcoats. The group explored the themes of Keeping Safe, Getting Around, Making Connections, and Staying Well, with a view to identifying the topic they wanted to focus on at the next meeting. The topic chosen was Getting Around, reflecting a wide variety of issues and opportunities in relation to transport and travel. The next meeting of the group is scheduled for the 6th of December. • Involvement in the Review project: The review work to be undertaken (in the first instance) in the Garnock Valley represents an extremely valuable opportunity to explore current experiences of service users in relation to participating in reviews, with a view to informing the approach to be taken in this work. It was agreed that the Development Worker would support this process by facilitating discussions with service users as required, again reflecting the Charter's focus on involvement in decisions made by organisations. • Involvement in the establishment of a new Day Service at Trindlemoss: Building on discussions within the Tarryholme Drive Project Communication Group, it was agreed that the Development Worker would support engagement with service users at Fergushill and George Steven Centre, in the interests of keeping them informed and involved with regard to the move to the new Day Service. The Charter includes a focus on involvement in communities, which is a key aspect of the vision for Trindlemoss. <p>In addition to the above, the existing Ayrshire National Involvement Network has been involved in the naming of a new pan-Ayrshire Newsletter covering learning disability issues (initiated by staff within the North Partnership). The newsletter reflects (and will continue to reflect) the aims of the Charter with regard to keeping people informed and involved, and will serve as a means of sharing good news stories across Ayrshire. Distribution of the first newsletter will take place before the end of November, with the intention that it is produced quarterly.</p> <p>As noted above, the Charter has relevance across all care groups, as such opportunity will also be sought to raise the profile of the Charter within the forthcoming Partnership-wide staff programme around asset based working.</p>

3.2	<u>Anticipated Outcomes</u>
	Properly realising the Charter across the breadth of services within the Partnership will comprise a significant step towards the co-creation of services and communities along with the people of North Ayrshire, empower them to be active participants in the ongoing evolution of the Partnership, and (at an individual level) ensure that the supports they receive are relevant to their needs and hoped for outcomes.
3.3	<u>Measuring Impact</u>
	The National Involvement Network has already undertaken a review of the organisations who had, at that point, signed up to the Charter, with regard to how they had been implementing it. We would anticipate being part of any future such exercise, as well as working with the ARC Scotland Policy and Development Worker, and other partners to record and describe actions and outcomes in relation to the Charter on an ongoing basis.
4.	IMPLICATIONS
	The relevance of the Charter extends across all the priorities identified within the LD Strategic Plan. As such, progressing the implementation of the Charter will be fundamentally linked to all the work associated with the Strategy implementation. However it is essential to note that it has relevance beyond people with learning disabilities, and should impact across all care groups, reflecting the Partnership's strategic aims around delivering care together. Initial discussion with the ARC Policy and Development Worker involved CAMHS. While this represented a positive start to broadening the impact of the Charter, it is hoped that the IJB will take a key role in affirming the responsibility of all services to realise the 12 statements, to the benefit of the people of North Ayrshire.

Financial :	NA
Human Resources :	Promotion of the Charter and the realisation of the Partnership's responsibilities in relation to it will require staff and services to be aware of and support its implementation
Legal :	NA
Equality :	Implementing the Charter will support marginalised care groups to become more involved in shaping their supports, services and communities.
Environmental & Sustainability :	NA.
Key Priorities :	Implementation of the Charter aligns closely with the North Ayrshire LD Strategic Plan but also reflects the North Ayrshire Health & Social Care Partnership's STRATEGIC Plan (2018-2021) with regard to working in partnership with service users and communities.
Risk Implications :	NA
Community Benefits :	NA

Direction Required to Council, Health Board or Both <i>(where Directions are required please complete Directions Template)</i>	Direction to :-	
	1. No Direction Required	X
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION
5.1	The Charter for Involvement comprises a regular feature of local discussions with people with learning disabilities, and was used to frame part of the event at which the local LD Strategic Plan was launched. It will comprise an ongoing part of the discussions within the strategy service user group, and will inform discussions with service users in relation to the move to Trindlemoss and other service developments. Our experience has been that the Charter provides a relevant and accessible framework for people to frame and communicate their expectations of services.
6.	CONCLUSION
6.1	The Charter for Involvement provides a powerful supportive framework for realising the empowerment of individuals and communities, but delivering on its promise requires commitment from all levels within the organisation.

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