

NHS Dumfries and Galloway



Meeting: NHS Board (Public)
Meeting date: 12 June 2023
Title: Participation Request and Asset Transfer Annual Report 2022/23
Responsible Executive/Non-Executive: Jeff Ace, Chief Executive
Report Author: Laura Geddes, Corporate Business Manager
 Ian Bryden, Head of Estates and Property

1 Purpose

This is presented to the Board for:

- Decision

This report relates to a:

- Government policy/directive
- Legal requirement

This aligns to the following NHSScotland quality ambition(s):

- Effective

Please select the level of assurance you feel this report provides to the board/committee and briefly explain why:

Significant
None

Moderate
Not yet assessed

✓

Limited

Comment:

This paper demonstrates compliance with the Community Empowerment (Scotland) Act 2015 in the development of appropriate processes to allow the public to submit Participation Requests and Asset Transfer Requests. These processes are currently being progressed with the first submissions of formal applications; therefore, a moderate level of assurance is given to this annual report.

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From the list below, please select which Board Priority this paper relates to. If none of the priorities suit, please select other and briefly explain why this paper needs to be reviewed at Board/Committee:

(For more detail on each of the tactical priorities, please click on this [link](#))

Culture Improvement Programme and Integrated Workforce Plan		Women and Children's Services	
Financial Recovery Plan		Integrated Intellectual Disability Service	
Health Inequalities		Public Protection priorities	
Sustainability of Community Health and Social Care model		Digital Transformation	
Primary Care Transformation Programme		Carbon Reduction	
Delivery of General Dental Services		Realistic Medicine and Values Based Healthcare Programme	
Hospital Based Services model		Other (please explain below)	X

Comment:

It is a legislative requirement, as part of the Community Empowerment (Scotland) Act 2015, that the Board publishes an annual report on the Community Asset Transfer Requests and Participation Requests received in year, which is being presented to NHS Board for approval and onward publication.

2 Report summary

2.1 Situation

This paper presents the Participation Requests and Community Asset Transfer Requests annual report for the period 1st April 2022 – 31st March 2023, which the Board is required to publish by 30th June 2023.

2.2 Background

The Community Empowerment (Scotland) Act 2015 requires NHS Boards to publish a report on an annual basis that details the Community Asset Transfer requests and Participation requests received in year.

2.3 Assessment

The annual report attached at **Appendix 1** details the review of requests that have been received in year and what progress has been made with each of them.

2.3.1 Quality/ Patient Care

There have been no quality or patient care issues identified when preparing this paper.

2.3.2 Workforce

There have been no workforce related issues identified when preparing this paper.

2.3.3 Financial

There have been no financial issues identified when preparing this paper.

2.3.4 Risk Assessment/Management

No risk assessments have been undertaken when preparing this paper, however, any requests received will have risk assessments undertaken as they are progressed through the application processes.

2.3.5 Equality and Diversity, including health inequalities

No impact assessments have been undertaken when preparing this paper, however, any requests received will have impact assessments progressed as the requests are taken through to the application stages.

2.3.6 Climate Emergency and Sustainability

Any positive or negative impacts on Climate Emergency and working to Net Zero have been picked up within the Annual Report at Appendix 1.

2.3.7 Other impacts

No other impacts have been identified within this paper.

2.3.8 Communication, involvement, engagement and consultation

The Board is carrying out our duties to involve and engage with the Community Bodies as part of the consultation process on the requests or applications received.

Further details on the development on the Participation and Engagement Strategy has been included within the body of the Annual Report at **Appendix 1**.

2.3.9 Route to the Meeting

Prior to coming to NHS Board, this paper was discussed with the Head of Estates and Property before being taken through Board Management Team for further discussion on 31st May 2023.

2.3 Recommendation

- **Decision** – NHS Board is asked to approve the Participation Request and Community Asset Transfer– Annual Report 2022/23 at **Appendix 1** for publication on the NHS Dumfries and Galloway external website and submission to Scottish Government.
- **Decision** - NHS Board is asked to approve the draft Participation and Engagement Strategy 2023-2025 for implementation and publication on the external website.
- **Decision** – NHS Board is asked to approve the publication of the NHS Property Register for publication on the Board's external website.

3 List of appendices

The following appendices are included with this report:

- Appendix No 1, Participation Request and Community Asset Transfer Annual Report 2022/23
- Appendix No 2, NHS Property Register
- Appendix No 3, Draft Participation and Engagement Strategy 2023-2025



Participation Request and Community Asset Transfer

Annual Report 2022/23

BOARD PUBLIC

Introduction

1. The Community Empowerment (Scotland) Act 2015 was issued in July 2015. This Act is presented in 12 parts, which are noted below for information:
 - Part 1 – National Outcomes
 - Part 2 – Community Planning
 - Part 3 – Participation Request
 - Part 4 – Community Rights to Buy Land
 - Part 5 – Asset Transfer Requests
 - Part 6 – Delegation of Forestry Commissioners' Function
 - Part 7 – Football Clubs
 - Part 8 – Common Good Property
 - Part 9 – Allotments
 - Part 10 – Participation in Public Decision-Making
 - Part 11 – Non-Domestic Rates
 - Part 12 – General
2. The Act aims to cover all public sector organisations, therefore, a number of the sections do not apply to the NHS.
3. To comply with the Act, NHS Dumfries and Galloway must adhere to Parts 3 and 5, the Participation Requests and Asset Transfer Requests.

Part 3 – Participation Requests

4. A Participation Request is a request from a pre-existing body to participate in an outcome improvement programme for a specific service or project.
5. Requests of this type can only be made by a Community Participation Body, which is explained in the Act as a group where the majority of individuals are members of that community and must have a written constitution, for example a Community Council.
6. In making such a request, the Community Participation Body must specify the reasons for the request and also the potential outcome that could come out of a successful change to service delivery.
7. It should be noted that a Participation Request can be submitted to one or multiple public bodies to review and make a decision on, in line with their procedures.

Part 5 – Asset Transfer Request

8. An Asset Transfer Request relates to land owned by the relevant authority, where a request has been put forward for the ownership of the land to be transferred to a Community Transfer Body.
9. If the land or building being requested is leased by the relevant authority, the Community Transfer Body has the right to request that the property be leased to the Community Transfer Body for the term not exceeding the contractual lease arrangements already in place with the public body.
10. Guidance is held within the Act around the eligibility criteria for a Community Transfer body, which could be an existing Scottish Charitable Organisation or Community Benefit Society and must have no fewer than 20 members.

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Participation Requests Progress Update

11. A process for handling Participation Requests received into the Health Board has been developed and published on the Board's public website.
12. The process has been prepared in conjunction with the guidance from Scottish Government and also the procedure set out by Dumfries and Galloway Council, to ensure a consistent approach is defined as per the recommendations within the Act.
13. For the period of 1st April 2022 – 31st March 2023 no new application in relation to Participation Requests were received by the Board.
14. On 1st April 2021 Old Luce Development Trust submitted a Participation Request for consideration by the Board. The application focussed on the development of a new service model for Glenluce GP Practice with a view to enhancing the current and new services.
15. There was a delay in the Board confirming the validity of the application due to pressures caused during the COVID period, however, the application was confirmed on 6th October 2021 and a NHS Liaison Officer was appointed.
16. The Board has been working with the Old Luce Development Trust on the development of a business case for a new GP facility in Glenluce. However this development has been paused until confirmation of a number of issues can be resolved including identification of funding for the development.
17. The NHS Liaison Officer is in regular contact with the Old Luce Development Trust to ensure that the process can be continued once the Trust have resolved the actions identified.
18. Further updates on the progress of the Participation Request will be taken through the operational teams, with any decisions outwith their delegated authority being brought back to NHS Board for approval.

Community Asset Transfer Progress Update

19. NHS Dumfries and Galloway have a number of properties within the estate, which would be eligible under Part 5 of the Community Empowerment (Scotland) Act 2015. A map of the property locations and a more detailed list has been published on the Board's public website for review.
20. When the Annual Report for 2021/22 was presented to NHS Board in June 2022, a question was asked about the way we present the information on the available properties on our external website and whether it could be made clearer whether properties were currently occupied or empty and what they are currently or have been used for. A review of the property listings has been undertaken and attached at **Appendix 2** is an updated list that gives this clarity. The listing will be uploaded to the external website, following approval of the Annual Report 2022/23.

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21. NHS Board approved a local process and flowchart for handling Community Asset Transfer requests in December 2020, which is available on the Board's external website to give an overview of the process that we are currently following for any requests received. The process has been endorsed by Central Legal Office to ensure it aligns to the Scottish Capital Investment Manual and the Property Transactions guidance.
22. For the period of 1st April 2022 – 31st March 2023 no new Community Asset Transfer requests were received by the Board.
23. One Asset Transfer application was received on 1st February 2021 from Support in Mind Scotland (Kaleidoscope), who were looking to transferring ownership of Mountainhall House from NHS Dumfries and Galloway to themselves.
24. It was confirmed last year that Central Legal Office had reviewed the application when it was received and had raised some questions on the submission document to be addressed before the formal application was made. Support in Mind Scotland were reviewing the advice from Central Legal Office and were in regular contact with their appointed NHS Liaison Officer. However, due to complexities identified by Support in Mind, they have decided to withdraw their application at this time.
25. Discussions are ongoing at the moment with the Communications Team to look at different ways to promote the Asset Transfer process to encourage more Asset transfer Bodies to submit enquires or applications in future.

Participation and Engagement Strategy

26. Formal public consultation has been undertaken and approval of the final draft of the three-year Participation and Engagement Strategy for Dumfries and Galloway Integration Joint Board, as part of the statutory requirement for each public body.
27. The strategy supports all of the participation and engagement activity which takes place on behalf of the Integration Joint Board to be carried out in line with national standards, best practice, legislation and established common law.
28. The approved Integration Joint Board Strategy covers the majority of NHS Dumfries and Galloway's operational functions, therefore, NHS Dumfries and Galloway agreed that this strategy would be modified to become the new NHS Participation and Engagement Strategy for 2023-25. A draft of the NHS strategy is attached at **Appendix 3** for Board Members to review and approve for adoption and publication.

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Published Information

29. The Act mentions that to ensure compliance with the legislation public sector organisations are required to publish a selection of data on their external website for easy reference.
30. NHS Dumfries and Galloway has created a page on their public website to give details of how a Community Transfer Body and Community Participation Body can apply for a Participation Request or an Asset Transfer Request.
31. The page contains details of any requests that have been received, the outcome of the decision process for each request and copies of the Community Asset Transfer and Participation Request Annual Reports along with property lists and other useful information.
32. For easy reference the page on the Board's public website can be found under the About Us section, which contains the basic information that the community bodies will need to begin the request process. The web page address has been noted below:

<https://www.nhsdg.co.uk/information-and-engagement/>

Conclusion

33. NHS Dumfries and Galloway have promoted the Asset Transfer Requests and Participation Requests on social media and on the Board's external website, however, we recognise that further work needs to be undertaken. The approval and implementation of the Participation and Engagement Strategy will help the Board to work closely with community bodies to encourage communication with ourselves, specifically around asset transfers or improvements to our services through participation requests.
34. A report will be presented to the NHS Board on an annual basis, with all requests being highlighted to Board Management Team throughout the year, to ensure a consistent and well managed approach to the way the requests are handled within the specified timelines.
35. During 2023/24 a full review of the processes for handling requests will be undertaken, the outcome of which will be included in the next annual report for information.

Locality	Property Code	Property Name	Property Address	Postcode	Tenure	Occupancy	Status	Type/Use
Annandale & Eskdale	Y011B	Moffat Surgery	High Street, Moffat	DG10 9JP	Leased - In by Board	GP Occupied	Essential	Health Centre
Annandale & Eskdale	Y014B	Lockerbie Primary Care Centre	Victoria Gardens, Lockerbie	DG11 2BJ	Leased - In by Board	Board/GP Occupied	Essential	Health Centre
Annandale & Eskdale	Y101C	Annan Clinic	Charles Street, Annan	DG12 5AG	Board Owned	Vacant	Surplus	Clinic (including Day Hospitals & Resource Centres)
Annandale & Eskdale	Y107H	Thomas Hope Hospital	Market Place, Langholm	DG13 0JX	Board Owned	Board Occupied	Essential	Community Hospital
Annandale & Eskdale	Y108H	Lochmaben Hospital	Dumfries Road, Lochmaben	DG11 1RD	Board Owned	Board Occupied	Essential	Community Hospital
Annandale & Eskdale	Y108H	Plot Lochmaben Hospital	Dumfries Road, Lochmaben	DG11 1RD	Board Owned	Vacant	Surplus	Non Operational
Annandale & Eskdale	Y109H	Moffat Hospital	Holmend, Selkirk Road, Moffat	DG10 9JY	Board Owned	Board Occupied	Essential	Community Hospital
Annandale & Eskdale	Y120H	Annan Hospital	Stapleton Road, Annan	DG12 6NQ	Board Owned	Board Occupied	Essential	Community Hospital
Annandale & Eskdale	Y120H	Annan Vaccination Centre	Sonass, Stapleton Road, Annan	DG12 6NQ	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Annandale & Eskdale	Y122B	Langholm Health Centre	Charles Street, Langholm	DG12 0AA	Board Owned	Board Occupied	Essential	Health Centre
Annandale & Eskdale	Y122B	Langholm Health Centre Car Park	Charles Street, Langholm	DG12 0AA	Board Owned	Board Occupied	Essential	Support Facilities
Annandale & Eskdale	Y134H	Annan Health Centre	Treastaigh, Stapleton Road, Annan	DG12 6JP	Board Owned	Board Occupied	Essential	Health Centre
Nithsdale	L018B	Leadhills Surgery (Moffat Branch Surgery)	15 Ramsay Road, Leadhills, Lanarkshire	ML12 6AP	Board Owned	GP Occupied	Essential	Health Centre
Nithsdale	Y102C	Lochside Clinic	Shirley Road, Lochside, Dumfries	DG2 0ED	Board Owned	Board Owned	Essential	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y103C	Kelloholm Clinic	Nith Buildings, Greystone Avenue, Kelloholm, Kirkconnel	DG4 6RX	Board Owned	Non NHS Group	Surplus	Non NHS Function
Nithsdale	Y103H	Artesian Well	Crichton Royal Hospital, Glencaple Road, Dumfries	DG1 4TG	Board Owned	Board Occupied	Surplus	Support Facilities
Nithsdale	Y103H	Boiler House	Crichton Royal Hospital, Bankend Road, Dumfries	DG1 4TG	Board Owned	Board Occupied	Essential	Support Facilities
Nithsdale	Y103H	Garage Cottage	Crichton Royal Hospital, Bankend Road, Dumfries	DG1 4TG	Board Owned	Vacant	Surplus	Staff Residential Accommodation
Nithsdale	Y103H	ICES Decontamination Unit	Crichton Royal Hospital, Bankend Road, Dumfries	DG1 4TG	Board Owned	Vacant	Surplus	Support Facilities
Nithsdale	Y103H	Maidenbower High Tank	Crichton Royal Hospital, Bankend Road, Dumfries	DG1 4TG	Board Owned	Board Occupied	Surplus	Support Facilities
Nithsdale	Y103H	The Willows Family Centre	Crichton Royal Hospital, Glencaple Road, Dumfries	DG1 4TG	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y103H	Transport Department	Crichton Royal Hospital, Bankend Road, Dumfries	DG1 4TG	Board Owned	Vacant	Surplus	Support Facilities
Nithsdale	Y104H	1 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	10 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	11 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	12 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	2 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	3 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	3 Road Ends Land	Bankend Road/ Glencaple Road, Dumfries	DG1 4AP	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	4 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	5 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	6 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	7 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	8 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	9 Maryfield Terrace	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Cresswell Building	Bankend Road, Dumfries	DG1 4AP	PFI	Board Occupied	Essential	Community Hospital
Nithsdale	Y104H	Dumfries Dental Centre	Bankend Road, Dumfries	DG1 4AP	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y104H	Flat A1/F1 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A1/G1 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A1/S1 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A10/F10 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A10/G10 MTC (Wardens Office & Support)	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Support Facilities
Nithsdale	Y104H	Flat A10/S10 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A10/T10 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat A2/F2 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A2/G2 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A2/S2 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A3/F3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A3/G3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A3/S3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A4/F4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A4/G4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A4/S4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A5/F5 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A5/G5 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A5/S5 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A6/F6 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A6/G6 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A6/S6 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y104H	Flat A7/F7 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A7/G7 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A7/S7 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A8/F8 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A8/G8 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A8/S8 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A9/F9 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health

Locality	Property Code	Property Name	Property Address	Postcode	Tenure	Occupancy	Status	Type/Use
Nithsdale	Y104H	Flat A9/G9 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat A9/S9 MTC	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y104H	Flat B1/F1 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B1/G1 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B1/S1 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B1/T1 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B2/F2 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B2/G2 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B2/S2 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B3/F3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B3/G3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B3/S3 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B4/F4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B4/G4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Flat B4/S4 MTC	Glencaple Road	DG1 4UG	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y104H	Garages Block 1	Glencaple Road		Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	Garages Block 3	Glencaple Road		Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	Garages Block 4	Glencaple Road		Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	Garages Block 5	Glencaple Road		Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	Garages Block 6	Glencaple Road		Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y104H	Mountainhall Treatment Centre	Bankend Road, Dumfries	DG1 4AP	Board Owned	Board Occupied/Third Sector	Essential	Multi Service Hospital/Board & Admin Headquarters
Nithsdale	Y104H	Plant/Generator (Part Block 4)	Glencaple Road		Board Occupied	Board Occupied	Essential	Support Facilities
Nithsdale	Y104H	The Bungalow	Glencaple Road	DG1 4UG	Board Owned	Non NHS Function	Essential	Unused for Health
Nithsdale	Y105H	1 & 2 Lahraig	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y105H	3 Lahraig	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y105H	4 & 5 Lahraig	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Surplus	Office & Admin
Nithsdale	Y105H	Ambulance Station	Nithbank Hospital, Dumfries	DG1 2SA	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y105H	Heather Lodge	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y105H	Holly Cottage	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Essential	Student Residential Accommodation
Nithsdale	Y105H	Laurel Bank	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y105H	Maintenance Stores	Nithbank Hospital, Dumfries	DG1 2SA	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y105H	Nithbank Community Services	Craigs's Road, Dumfries	DG1 2SD	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y105H	Nithview Day Hospital (Site)	Nithbank Hospital, Dumfries	DG1 2SA	Board Owned	Demolished 12/05/2023	Surplus	Non Operational
Nithsdale	Y105H	Workshops & Staff Rooms	Nithbank Hospital, Dumfries	DG1 2SA	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y106L	Ladyfield West	Glencaple Road, Dumfries	DG1 4TQ	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y106L	Ladyfield West Classroom	Glencaple Road, Dumfries	DG1 4TQ	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y114H	Plot of land Thornhill Hospital	Townhead Street, Thornhill	DG3 5AA	Board Owned	Board Occupied	Surplus	Non Operational
Nithsdale	Y114H	Thornhill Admin Building	Townhead Street, Thornhill	DG3 5AA	Board Owned	Board Occupied	Surplus	Office & Admin
Nithsdale	Y114H	Thornhill Day Hospital	Townhead Street, Thornhill	DG3 5AA	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y114H	Thornhill Hospital	Townhead Street, Thornhill	DG3 5AA	Board Owned	Board Occupied	Essential	Community Hospital
Nithsdale	Y114H	Thornhill Hospital Lodge	Townhead Street, Thornhill	DG3 5AA	Board Owned	SAS Occupied	Essential	Support Facilities
Nithsdale	Y114S	Mountainhall House	Bankend Road, Dumfries	DG1 4AL	Board Owned	Third Sector	Surplus	Clinic (including Day Hospitals & Resource Centres)
Nithsdale	Y125B	Thornhill Health Centre	Hospital Brae, Thornhill	DG3 5AA	Board Owned	GP Occupied	Essential	Health Centre
Nithsdale	Y126B	Sanquhar Health Centre	Station Road, Sanquhar	DG4 6BT	Board Owned	GP Occupied	Essential	Health Centre
Nithsdale	Y131H	Ladyfield East	Glencaple Road, Dumfries	DG1 4TE	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y131H	Ladyfield East Gate lodge	Glencaple Road, Dumfries	DG1 4TE	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y131H	Ladyfield East Offices	Glencaple Road, Dumfries	DG1 4TE	Board Owned	Vacant	Surplus	Non Operational
Nithsdale	Y136B	Lochfield Primary Care Centre	12-28 Lochfield Road, Dumfries	DG2 9BH	Board Owned	Board Occupied/GP occupied	Essential	Health Centre
Nithsdale	Y136B	Strip of Land (Tesco)	Lochfield Road, Dumfries	DG2 9BH	Board Owned	Board Occupied	Surplus	Non Operational
Nithsdale	Y136H	Acorn House	Kingholm Road, Dumfries	DG1 4SR	Board Owned	Board Occupied	Essential	Patient Residential Accommodation
Nithsdale	Y137B	Dunscore Health Centre	Cairn Valley Medical Practice, Dunscore	DG2 0UJ	Board Owned	GP Occupied	Essential	Health Centre
Nithsdale	Y145H	Midpark Flats	1-3 Midpark Flats, Bankend Road, Dumfries	DG1 4TL	Board Owned	Board Occupied	Essential	Mental Health Hospital
Nithsdale	Y145H	Midpark Flats	4-5 Midpark Flats, Bankend Road, Dumfries	DG1 4TL	Board Owned	Board Occupied	Essential	Mental Health Hospital
Nithsdale	Y145H	Midpark Hospital	Bankend Road, Dumfries	DG1 4TL	Board Owned	Board Occupied	Essential	Mental Health Hospital
Nithsdale	Y145H	Midpark House	Bankend Road, Dumfries	DG1 4TL	Board Owned	Board Occupied	Surplus	Offices & Admin
Nithsdale	Y146H	Dumfries & Galloway Royal Infirmary	Cargenbridge, Dumfries	DG2 8RX	PFI	Board Occupied	Essential	Acute & Maternity Hospital
Nithsdale	Y146H	Energy Centre	DGRI, Cargenbridge, Dumfries	DG2 8RX	PFI	Board Occupied	Essential	Support Facilities
Nithsdale	Y146H	Generator & Fuel Store	DGRI, Cargenbridge, Dumfries	DG2 8RX	PFI	Board Occupied	Essential	Support Facilities
Nithsdale	Y146H	Staff Flat F-R1-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R1-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R1-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R2-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R2-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R2-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R3-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat F-R3-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation

BOARD PUBLIC							Agenda Item 18 - Appendix 2	
Locality	Property Code	Property Name	Property Address	Postcode	Tenure	Occupancy	Status	Type/Use
Nithsdale	Y146H	Staff Flat F-R3-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R1-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R1-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R1-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R2-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R2-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R2-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R3-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R3-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat G-R3-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R1-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R1-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R1-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R2-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R2-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R2-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R3-F1	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R3-F2	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Nithsdale	Y146H	Staff Flat S-R3-F3	DGRI, Cargenbridge, Dumfries	DG2 8RX	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Stewartry	Y025B	Gatehouse of Fleet Health Centre	Garden Street, Gatehouse of Fleet	DG7 2JU	Board Owned	GP Occupied	Essential	Health Centre
Stewartry	Y101H	Castle Douglas Hospital	71 Academy Street, Castle Douglas	DG7 1EE	Board Owned	Board Occupied	Essential	Community Hospital
Stewartry	Y101H	Castle Douglas Hospital Car Park	Academy Street, Castle Douglas	DG7 1EE	Board Owned	Board Occupied	Essential	Support Facilities
Stewartry	Y106H	Kirkcudbright Hospital	Townhead, St Marys Place, Kirkcudbright	DG6 4BE	Board Owned	Board Occupied	Essential	Community Hospital
Stewartry	Y121B	Kirkcudbright Health Centre	St. Marys Place, Kirkcudbright	DG6 4BJ	Board Owned	GP Occupied	Essential	Health Centre
Stewartry	Y130B	Gardenhill Primary Care Centre	2 Gardenhill Road, Castle Douglas	DG7 3EE	Leased - In by Board	Board/GP Occupied	Essential	Health Centre
Stewartry	Y138B	Craignair Health Centre	Port Road, Dalbeattie	DG5 4AZ	Board Owned	GP Occupied	Essential	Health Centre
Wigtownshire	Y035B	Drummore Clinic (Mull of Galloway Practice)	The Clinic, Drummore, Stranraer	DG9 9QQ	Board Owned	GP Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Wigtownshire	Y110H	Newton Stewart Hospital	Newton Stewart	DG8 6LZ	Board Owned	Board Occupied	Essential	Community Hospital
Wigtownshire	Y123B	Newton Stewart Health Centre	Creebridge, Minnigaff, Newton Stewart	DG8 6NT	Board Owned	Board/GP Occupied	Essential	Health Centre
Wigtownshire	Y124B	Waverley Medical Centre	Dalrymple Street, Stranraer	DG9 7DW	Leased - In by Board	Board/GP Occupied	Essential	Health Centre
Wigtownshire	Y130H	Innistaigh	Dalrymple Street, Stranraer	DG97EH	Board Owned	Board Occupied	Essential	Mental Health Hospital
Wigtownshire	Y143H	The Oaks Family Centre	Darataigh, Dalrymple Street, Stranraer	DG9 7EH	Board Owned	Board Occupied	Essential	Clinic (including Day Hospitals & Resource Centres)
Wigtownshire	Y144H	Galloway Community Hospital	Dalrymple Street, Stranraer	DG9 7DQ	Board Owned	Board Occupied	Essential	Multi Service Hospital
Wigtownshire	Y144H	LHP Office	Dalrymple Street, Stranraer	DG9 7EH	Board Owned	Board Occupied	Essential	Offices & Admin
Wigtownshire	Y144H	Staff Residence	Dalrymple Street, Stranraer	DG9 7EH	Board Owned	Board Occupied	Essential	Staff Residential Accommodation
Wigtownshire	Y165C	Whithorn Clinic	3 St John Street, Whithorn	DG8 8PD	Board Owned	GP Occupied	Essential	Health Centre

2022-2025

NHS Dumfries and Galloway

Agenda Item 18 – Appendix 3

PARTICIPATION AND ENGAGEMENT STRATEGY



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INTRODUCTION

NHS Dumfries and Galloway are responsible for delivering primary and secondary care to the population of Dumfries and Galloway. However, the Health Board also works closely with Dumfries and Galloway Council and many other organisations, including Scottish Government, third-sector and private-sector, through the Dumfries and Galloway Health and Social Care Partnership, to look at and deliver the wider health and social care needs across the region.

The way health and social care is provided must be shaped by the people who deliver health and social care in Dumfries and Galloway, the people who access it, their Carers and their families. The Board wants to make sure everyone is involved in the process. It wants to make sure that engagement and communication takes place and that everyone is involved. When plans are developed in this way, they are more likely to make the best use of the resources that are available. Constant communication between the Board and the people of Dumfries and Galloway will also increase public trust and understanding. It will help the Board understand what matters to people and how the Board can improve the way that health and social care is experienced.

The intention of this work – developing the Participation and Engagement Strategy - is to make that happen.

We recognise that reaching our goals will mean that we have to keep making changes within the organisation. This means the Board needs to keep altering the way it works.

This development can be supported through:

- Education and training
- Changing the way the Board works
- Changing approaches to participation and engagement that are out of date. Changing how we write our documents
- Rethinking ways we communicate and engage with people
- Changing how we think about responsibility and authority
- Keeping people informed and supporting them to take part in discussions and planning



WHO IS THIS PARTICIPATION AND ENGAGEMENT STRATEGY FOR?



This document sets out the approach to engage with several groups of people. These people are those who access and deliver health and social care and support, their Carers and families, local communities, general public, further education, universities, wider public health partners, MSPs and other elected representatives.

In Dumfries and Galloway, health care and social care are already working together under a single plan.

The region has a population of 148,000 people. Over 10,000 people work to provide health and social care and support.

Dumfries and Galloway's older population is getting bigger. Its working age population is getting smaller. On average, health and social care funds over 300,000 hospital appointments and 2 million hours of care at home service every year.

The Dumfries and Galloway Health and Social Care Partnership (DGHSCP) consists of two types of organisations. There are the statutory partners – the organisations which by law have to be part of the partnership, which are NHS Dumfries and Galloway and Dumfries and Galloway Council, overseen by the Integration Joint Board. There are also many other organisations who contribute to health and social care in the region – some are public-sector, some are charities and other members of the third sector, and some are independent companies.

The Participation and Engagement Strategy will be used by NHS Dumfries and Galloway as one of the statutory partners to manage activities.

BACKGROUND

The Public Bodies (Joint Working) (Scotland) Act 2014 was introduced on 1 April 2014. It meant Health Boards and Local Authorities had to change the way they planned and delivered some adult health and social care functions.

NHS Dumfries and Galloway and Dumfries and Galloway Council drew up a plan for Dumfries and Galloway. It was called the Integration Scheme and it showed how they would work together. The Scottish Parliament approved this scheme in October 2015.

The Integration Scheme led to the creation of Dumfries and Galloway Integration Joint Board. It has members from both NHS and the Council, and non-voting members from many other groups. The NHS Board is responsible for planning and delivering health care within the region, through the Dumfries and Galloway Health and Social Care Partnership.

The Scottish Government has set nine objectives for integration of health and social care, which the Health Board is required to provide assurance on performance back to the Integration Joint Board.

These objectives are:

- Engagement and participation work must allow local people to influence how services are designed and delivered
- Inform, engage and respond to people and organisations as appropriate.
- Help people to take responsibility and feel they have power.
- Recognise the importance of partnership and team working.
- Work in a way that involves everyone and is accessible.
- Makes sure that engagement and participation is open and doesn't hide anything, using different methods of communicating so that as many as possible can take part
- Provide enough resources for the engagement activities.
- People from different organisations should work together.
- Organisations should encourage their people to work together and share ideas and resources.



The Integration Scheme also sets out key areas to consider in the Participation and Engagement Strategy. These include:

- How the Board communicates with people.
- How to listen to and talk to people who may be harder to reach by normal means.
- Using Plain English.
- What training and development is needed?
- Setting up and running a Public Engagement Network.
- Involving Community Councils.
- Involving specific groups who live in a certain place, or who may have something else in common, such as common lived experience.
- Talking to and listening to employees.
- Measuring the effect of its policies.

The Board needs to consider many people when developing health and social care services.

These include:

- The general public
- Local communities
- Users of health and social care
- Carers
- Interest and support groups for service users
- Health professionals
- Social care professionals
- NHS Dumfries and Galloway employees
- Dumfries and Galloway Council employees
- Dumfries and Galloway Council Elected Members
- Dumfries and Galloway NHS Board members
- Voluntary groups
- Third Sector Dumfries and Galloway
- Commercial providers of social care
- Scottish Care
- and a number of local and national agencies



THE STRATEGY'S GOALS

These are:

- Include engagement in all the work that we do to develop and deliver care and support.
- People working for NHS Dumfries and Galloway will feel able to engage with the people they support in an open and honest manner. They will ensure that stakeholders have a say in all service planning, improvements and developments.
- Listen to the widest possible range of people, so that everything that we do is influenced by their views.
- Keep people well informed and help them when they want to give their views, so that they contribute to planning health and social care and support.
- All engagement and consultation activities must be high quality and reach a broad range of people.



NATIONAL AND LOCAL LEGISLATION, STANDARDS AND GUIDANCE

Governments are putting more and more emphasis on community participation and engagement - and are passing new laws to ensure it happens.

As a result, NHS Dumfries and Galloway must include engagement in every stage of designing, planning and delivering health and social care and support in Dumfries and Galloway.

National standards and guidance show and tell us how to do this.

In March 2021, the Scottish Government and the Convention of Scottish Local Authorities (COSLA) published 'Planning with People'. This is guidance on community engagement and participation for health and social care.

This guidance makes clear that community engagement and participation must take place, and why it must take place. The guidance sets out the main principles for good engagement. It also provides advice on following the human rights recommendations which are set out in the 2021 Review of Adult Social Care in Scotland.

'Planning with People' follows the National Standards for Community Engagement, which define community engagement as

“A purposeful process which develops a working relationship between communities, community organisations and public and private bodies to help them to identify and act on community needs and ambitions. It involves respectful dialogue between everyone involved, aimed at improving understanding between them and taking joint action to achieve positive change.”

The Scottish Government and COSLA have published new guidance on participation and community engagement for use by all health and social care bodies.

DEFINING PARTICIPATION AND ENGAGEMENT

According to the Scottish Government's 2021 "Planning with People" guidance:

No. 01 — "Consultation"

has a defined beginning, middle and end: it might be part of an ongoing period of engagement, but it is a process in its own right. Its remit should be finite and the scope for stakeholder input should be clear. There is a specific requirement for NHS Boards to formally consult on issues which are considered major service change – the process for that has not changed."

No. 02 — "Engagement"

is a broader term, encompassing a range of activities. It is an approach that encourages productive relationships between communities and public bodies."

No. 03 — "Participation"

means the activities that allow individuals and communities to shape decisions about care and support. The Scottish Government's Participation Toolkit defines participation as "...involving people in decisions about their own care, shaping and influencing service provisions as communities of interest or geography, and working in partnership with service providers."



A community can be defined in different ways.

Communities of place-

the 'community' is defined by an area with physical boundaries. For example, people who live in the same town, or in the same part of a town.

Communities of interest-

the 'community' is defined by a shared interest, lived experience or characteristic. For example, young people, or people with disabilities.

Individuals can belong to more than one community. And members of a community might not consider themselves part of a community.

The Board must constantly discuss health and social care with a wide range of people in order to allow them to give their views and play a part in planning and delivery. There are several ways in which someone could take part in this engagement process.

DEVELOPMENT OF THE STRATEGY

NHS Dumfries and Galloway are adopting the strategy developed and approved by the Integration Joint Board in December 2022, as the Board is a statutory part of the Integration Joint Board and will deliver on all health aspects of their strategy.

The Integration Joint Board developed the strategy through engagement activity with people in Dumfries and Galloway over the last four years (please see Appendix 2 for details).

Other activities which have helped:

- the Consultation Institute has trained many of our senior managers, and other people at all levels of the organisation.
- we have held a series of workshops on how organisations can work together on health and social care.
- we have also held discussions with other people involved in health and social care in the region.
- Healthcare Improvement Scotland has provided guidance on Community Engagement.

Three groups worked together to develop the strategy:

- Dumfries and Galloway Health and Social Care Partnership's Consultation and Engagement Working Group.
- the Community Planning Participation and Engagement Working Group, organised by Dumfries and Galloway Council.
- DGHSCP's Strategic Planning and Commissioning Directorate.



DELIVERING AND MONITORING THE STRATEGY

The Participation and Engagement Strategy has five main aims. We believe we can achieve each aim by performing several actions.

The tables below take each of the strategy's aims in turn and:

- identifies the key actions that will allow us to achieve them
- considers what people will have to do to achieve them, how much it will cost, and how to measure we have been successful.



NHS Dumfries and Galloway Aim One (PE1)

Include engagement in all the work we do to develop and deliver care and support.

	Key Actions	By Whom	Performance Measure	Year 1	Year 2	Year 3
KA1.1	Set up a framework to measure how well our community participation and engagement is going, similar to the one being developed by Healthcare Improvement Scotland – Community Engagement.	CEWG / H&SCLG	Develop a way to report regularly on all the partnership's engagement activities (including web hits, live demons etc.)	X		
KA1.2	Every six months, each operational Directorate should report what they have done in the last six months to engage with people and what they could and should do to engage with people over the next six months.	IJB Direction	Reports produced on schedule.		X	
KA1.3	Ensure all projects developed by the Sustainability and Modernisation Programme (SAM) have a communications and engagement plan.	SAM Director	Plans included in all projects	X		
KA1.4	Community engagement should be done regularly and should be part of business as usual from the start of the planning process rather than as an afterthought.	H&SCLG / CEWG	The Consultation and Engagement Working Group should be in charge of evaluating the success of all engagement activity and should seek the opinions of other people, groups and agencies involved as well.	X		
KA1.5	All performance management processes should include reporting on community engagement.	Strategic Planning Commissioning and Performance				

Resource implications:

People who deliver health and social care and support – Every team must spend some time and resources engaging with the people they support. The corporate business support team will support any engagement work that involves the whole partnership, or several parts of it.

Integrated Budget – The partnership will need to spend enough money to support all its community engagement and participation work.

NHS Dumfries and Galloway Aim Two (PE2)

People working for NHS Dumfries and Galloway will feel able to engage with the people they support in an open and honest manner. They will ensure that stakeholders have a say in all service planning, improvements and developments.

	Key Actions	By Whom	Performance Measure	Year 1	Year 2	Year 3
KA2.1	Staff across NHS Dumfries and Galloway should complete equality and diversity training.	Workforce Leads	Percentage of staff who have completed training will be over a target level (percentage tbc).			X
KA2.2	Information on different methods of communication and engagement should be made available to all staff, so that everyone knows how to encourage other people to provide their opinion. This should include information above changes under consultation.	CEWG / Comms Team	Engagement information published.		X	
KA2.3	Every senior manager should learn how engagement works and all managers should take responsibility for informing their teams about current engagement work and supporting participation	IJB Direction	All service leads will be able to report a range of engagement activity in their performance reviews.			X
KA2.4	People undertaking engagement work should get the right training and advice, such as: <ul style="list-style-type: none"> • free workshops by Healthcare Improvements Scotland – community Engagement. • training from experts in best practice, the consultation institute • access to expertise in Plain English Easy Read, British Sign Language, Accessibility Standards 	Workforce Leads	We will set and attain a target for the number of people undertaking communication and engagement training each year.			X
KA2.5	Everyone carrying out engagement activities should write a report afterwards on what they did and how successful it was and make it publicly accessible. Examples of good engagement practice will be publicized to all patient/client facing staff.	H&SCLG	Reports written and published within a target period of end of engagement activity.		X	

Resource implications:

People who deliver health and social care and support –

Every team must spend some time and resources engaging with the people they support. The Business Support Team will support any engagement work that involves the whole partnership, or several parts of it.

Integrated Budget – The partnership will need to spend enough money to support all its community engagement and participation work.

Consideration should be given to developing tools which front-line staff can use to conveniently collect staff, patient and service user feedback.

NHS Dumfries and Galloway Aim Three (PE3)						
Listen to the widest possible range of people, so that everything that we do is influenced by their views.						
	Key Actions	By Whom	Performance Measure	Year 1	Year 2	Year 3
KA3.1	Listen to people who use our services but whose views are seldom heard, or whose health is poor even afterwards, so that we can learn what we do well and what could be improved.	CEWG	Annual report covering performance against this aim, with reference to existing equality targets.			X
KA3.2	Use existing groups, networks and services where possible to contact people and involve them from the start of the engagement process. If necessary, establish new groups to represent people who aren't well-represented already – they should help plan engagement work and help assess how successful it is.	CEWG	Through the annual report we will be able to show that different organisations within the partnership are working together to communicate with stakeholders including the public, staff and anyone else affected.			X
KA3.3	Make a list of everyone who says they'd like to take part in more engagement work in future, under proper data protection safeguards.	CEWG	List produced and regularly updated under proper data protection safeguards.	X		
KA3.4	Produce engagement material in several different formats to cater for the accessibility requirements of different groups and to balance brevity and detail for different stakeholders.	CEWG	This will support the accessibility objective of KA3.1 and will be covered in the annual report.			X

Resource implications:

People who deliver health and social care and support – Setting up and managing the new groups will take a lot of staff time and effort.

Integrated Budget – The partnership will spend money on testing new ways of communicating and engaging with people.

NHS Dumfries and Galloway Aim Four (PE4)

Keep people well informed and support them when they want to give their view, so that they contribute to planning health and social care and support.

	Key Actions	By Whom	Performance Measure	Year 1	Year 2	Year 3
KA4.1	Maintain and publicise a public list of all past, present and future community participation and engagement activity, with full details on how people can take part.	CEWG	We will set out in advance of an engagement which groups we intend to reach and conduct an audit after the engagement to see if we have been successful in reaching them.		X	
KA4.2	Establish a group of people who represent everyone in the region to oversee our engagement work.	CEWG			X	
KA4.3	Encourage people to use the Care Opinion website, social media and other methods of communication such as GP message boards and methods that do not rely on internet or phone access.	H&SCLG	We will test new ways of communicating with people and report back on whether they are effective.			X
KA4.4	Decide how best to publish information on our performance so that it is available at least as widely as the engagement itself.	CEWG		X		

Resource implications:

People who deliver health and social care and support – Setting up and managing the new groups will take a lot of staff time and effort.

Integrated Budget – The partnership may need to spend money on communications

NHS Dumfries and Galloway Aim Four (PE5)

All engagement and consultation activities must be high quality and reach a broad range of people.

	Key Actions	By Whom	Performance Measure	Year 1	Year 2	Year 3
KA5.1	We must know what the national standards around engagement are and make sure that we keep up to date with any changes.	CEWG	We will report annually on whether what we are doing is the best way to engage.			X
KA5.2	We will ask engagement experts to assess how well we are doing and we will learn what the best ways to engage are.	CEWG	We will report annually on whether what we are doing is the best way to engage.			X
KA5.3	If anyone engages with us, we will let them know directly what we are doing about what they told us.	CEWG	People who communicate with us will get a reply within a set waiting period.			X
KA5.4	We will develop guidance on defining adequate engagement in terms of the number and breadth of stakeholders reached.	CEWG	A guidance document will be produced and approved by CEWG.	X		

Resource implications:

People who deliver health and social care and support – These key actions will take a lot of staff time and effort. Adequate consultation and engagement takes time and this needs to be incorporated in planning.

Integrated Budget – The partnership may need to spend money on communications



Appendix 1- Legislation, Standard and Guidance

1A. National

CEL 4 - Chief Executive Letter 4 (CEL 4) is guidance relating to engagement required for Informing, Engaging and Consulting People in Developing Health and Community Care Services is set out in the Scottish Government document CEL 4, (Appendix 1). NHS Boards are required to involve people in designing, developing and delivering the health care services they provide for them. A Board is responsible for ensuring that the informing, engaging, consulting process is fully accessible to all equality groups and ensuring that any potentially adverse impact of the proposed service change on different equality groups has been taken account by undertaking an equality impact assessment.

Where a Board is considering consulting stakeholders about a service development or change, it is responsible for:

1. Informing potentially affected people, staff and communities of their proposal and the timetable for engagement and decision-making
2. Ensuring that the process is subject to an equality and diversity impact assessment
3. Ensuring that any potentially adverse impacts of the proposed service change, on, for example, the travel arrangements of patients, carers, visitors and staff, service development or change. Where a proposed service change would impact on stakeholders in another area, the Board proposing the change should lead the public involvement process. The Board, and any other affected Board(s), should aim to maximise the involvement of affected individuals and communities in the process.

The Community Empowerment (Scotland) Act (CE(S)A) 2015 and associated Guidance and Regulation - This legislation has a specific focus on promoting effective engagement and participation to help communities achieve greater control and influence in the decisions and circumstances that affect their lives, particularly to tackle socio economic disadvantage.

Equalities Act 2010

- The Duties of the Equality Act include: **‘taking reasonable steps to involve persons in the development of the set of equality outcomes who share a relevant protected characteristic...’**

Health and Social Care - The Public Bodies (Joint Working) (Integration Scheme) (Scotland) Regulations 2014, sets out the requirement for the development of a Participation and Engagement Strategy by Integration Joint Boards by 1 April 2016.

Commission on Strengthening Local Democracy - This Commission, chaired by the COSLA President, outlined in its final report in 2014 why local democracy matters and set out key principles for a stronger democracy in Scotland. It included the **‘principle of participation. All communities must be able to participate in the decision-making that affects their lives and their communities’**

Commission on the Future Delivery of Public Services

- This Commission, chaired by Campbell Christie, highlighted that, if they are to be effective, public services must empower individuals and communities by involving them in both the design and delivery of services. Such an approach requires understanding the needs of communities and working together. It advocated a fundamental overhaul of the relationships between institutions responsible for delivering public services and the needs of individuals and communities.

2021 Independent Review of Adult Social Care - A key recommendation from this independent review led by Derek Feeley and published in 2021 was to listen to the views of people who use services and actively involve them throughout the process of planning care delivery.

Planning with People - In March 2021 the Scottish Government and COSLA published Planning with People. This document provides guidance which applies to all care services. It supports organisations to deliver their existing statutory duties for engagement and public involvement, with a direction that it should be followed not only by health and social care providers but also by local, regional and national planners, Special Boards and all independent contractors and suppliers such as care homes, pharmacies and general practices.

National Standards for Community Engagement

- National Standards for Community Engagement (Scottish Development Community Centre) applies to all engagement. The seven National Standards for Community Engagement as set out by The Scottish Executive are **INCLUSION, SUPPORT, PLANNING, WORKING TOGETHER, METHODS, COMMUNICATION, IMPACT.**

- **The Gunning Principles are the founding legal principles applicable to public consultation in the UK. They consist of four principles, which if followed, are designed to make consultation fair and lawful:**
 - 1: Consultation must be at a time when proposals are still at a formative stage
 - 2: Sufficient reasons must be put forward for any proposal to permit 'intelligent consideration' and response
 - 3: Adequate time is given for consideration and response,
 - 4: The product of consultation is conscientiously taken into account by the decision maker(s).

- **Freedom of Information (Scotland) Act 2002** - An Act of the Scottish Parliament which gives everyone the right to ask for any information held by a Scottish public authority

- **Human Rights Act** - In Scotland, civil and political rights are protected by the Human Rights Act 1998 and provisions in the Scotland Act 1998. These rights come from the European Convention on Human Rights (ECHR).

- **NHS Reform (Scotland) Act 2004** - The Act of the Scottish Parliament contains a section on Public Involvement. Under Duty to Encourage Public Involvement, it states, 'It is the duty of everybody to which this section applies to take action with a view to securing, as respects health services for which it is responsible, that persons to whom those services are being or may be provided are involved in, and consulted on - (a) the planning and development, and (b) decisions to be made by the body significantly affecting the operation, of those services. (2) This section applies to - (a) Health Boards, (b) Special Health Boards, and (c) the Agency. (3) For the purposes of subsection (1) a body is responsible for health services if they are health services.

- **Fairer Scotland Duty 2018**

- The Fairer Scotland Duty, Part 1 of the Equality Act 2010, places a legal responsibility on particular public bodies in Scotland to actively consider

(‘pay due regard’ to) how they can reduce inequalities of outcome caused by socioeconomic disadvantage, when making strategic decisions.

- **Healthcare Improvement Scotland Community Engagement participation toolkit**

The Participation Toolkit suggests a range of tools, guidance and resources which can be useful for planning community engagement.

- **Healthcare Improvement Scotland Quality Framework for Community Engagement**

This framework developed by NHS Healthcare Improvement Scotland is currently being tested by a mix of partnerships and health boards.



1B. Local

Dumfries and Galloway Council Community Participation and Engagement

Strategy - This document sets out the local authority's strategic approach to community participation and engagement.

Community Planning Participation and Engagement Working Group - This group was established in December 2016 and brings together eight local partners, including NHS and local authority, with a remit to improve the co-ordination of engagement activity for the benefit of local people and also to make best use of resources.

Dumfries and Galloway Local Outcomes Improvement Plan and Locality Plans -

New Plans require to be produced by the Community Planning Partnership as set out in the CE(S) A 2015. A particular focus is on tackling socio-economic disadvantage and the engagement of communities in their development, monitoring and reporting.

Dumfries and Galloway Participation and Engagement Network - Founded on the NHS Public Partnership Forum and designed as a form of citizen's panel, it was refreshed in December 2016 and offers one route to engage with local people who have expressed an interest in being consulted by public sector organisations.

Centre of Excellence for Community Participation and Engagement -

In December 2014, Dumfries and Galloway Council's Reshape Programme established a Centre of Excellence for Community Participation and Engagement.

Appendix 2- Significant engagement activity in last 4 years

Development of this document has been informed by experiences and feedback taken within Dumfries and Galloway Health and Social Care Partnership over the last four years.

This includes:

- Transforming Wigtownshire
- Macmillan Cancer Pathways and Palliative Care Improvement Project
- Moffat Health and Social Care Options Review
- Lockerbie and Lochmaben medical practices public engagement
- Upper Nithsdale Medical Practice engagement, Sanquhar and Kelloholm
- Looking Back, Leaping Forward event, Dumfries
- Have Your Say in 60 Seconds
- Wigtownshire Women and Cancer event, Stranraer
- Navigating Life's Journey event, Stranraer
- Stranraer pharmacy consultation
- Northwest Dumfries engagement sessions
- Screening Inequalities Engagement Programme
- Keys to Life events, Dumfries and Stranraer
- Planning Life's Journey event, Stranraer
- Get Up, Get Dressed, Get Moving engagement
- Third Sector Dumfries and Galloway Roadshows
- Short Break Services review
- NHS recruitment open days
- ShELF the Sugar campaign
- Menopause engagement event
- Professor Gore Lifecurve event, Stranraer
- Technology Enabled Care engagement activities
- DGHSCP Three Year Strategic Plan engagement and formal consultation

