



**The Health and
Social Care
Alliance
Scotland
(the ALLIANCE)**



**Health and social care integration authority
performance reporting statutory guidance
ALLIANCE Response**

26 October 2023

Introduction

The Health and Social Care Alliance Scotland (the ALLIANCE) welcomes the opportunity to provide comment on the refreshed statutory guidance for Integration Authorities on Annual Performance Reporting. Our Integration Support programme aims to increase the third sector's capacity to contribute to health and social care integration and ensure that the voice of lived experience is able to influence the design and delivery of integrated services. As well as this, we collate intelligence around the successful implementation of integration in Scotland, identifying and sharing examples of good practice.

This response is informed by our work with ALLIANCE members and networks. The ALLIANCE has heard repeatedly that third sector partners as well as lived experience and carer representatives do not feel meaningfully included in many Integration Authorities' activities. While we feel that overall the refreshed guidance has the potential to support Integration Authorities to improve the participation of these partners, we would like to make several suggestions to strengthen this.

Question 1: Do you agree that presenting supporting information in boxes throughout the guidance is a useful structure?

Mostly agree

Question 2: If you have any further thoughts or suggestions on how the structure of the guidance can be improved, please tell us here.

Overall, the ALLIANCE feels the guidance is structured well to support Integration Authorities to produce Annual Performance Reports. Presenting information in boxes and linking in text to relevant supporting documents will be helpful for those responsible for preparing them. This will also help to emphasise the importance of involving and meaningfully engaging with third sector partners, people with lived experience, carers and other relevant groups, which is crucial to achieving the aims of integration. We



appreciate that the guidance strongly encourages Integration Authorities to go beyond the statutory requirement in this regard.

Question 3: Do you agree that there is an appropriate balance between information summarising the relevant statutory requirements in the ACT and wider information to support integration authorities to meet these requirements?

Mostly agree

Question 5: If you have any suggestions on information that can be improved or is potentially missing from the guidance, please tell us here.

The ALLIANCE believes that the balance of information in the guidance is appropriate. Regarding the additional information provided in Section 1 on the Framework for Community Health and Social Care Integrated Services, we are pleased that the guidance encourages Integration Authorities to use their annual performance reports as an opportunity to share their learning and good practice in relation to their adoption and implementation of the Framework. In particular, we welcome the emphasis placed on the importance of actively engaging with people who use services and carers, staff and communities. We believe that meaningful participation and engagement are essential to achieving the aims of health and social care integration and that the guidance should support and encourage Integration Authorities to comprehensively evidence lived experience involvement.

A good example of this can be found in East Renfrewshire Health and Social Care Partnership's Strategic Plan for 2022-25 which provides a thorough summary of the Partnership's engagement process, explains how people were involved in preparing the plan and provides an overview of how the Partnership responded to key issues raised in relation to its strategic themes.¹ Another good example of evidencing engagement processes and impact is the Scottish Borders Health and Social Care Partnership's 'We Have Listened' report which details how engagement with different groups and individuals has informed its strategic priorities for



2023-26.² Although these relate to strategic planning, they illustrate how Integration Authorities might consider evidencing engagement in annual performance reports.

The ALLIANCE has also produced a report which highlights the crucial aspects of meaningful engagement and may be helpful to support public bodies to improve their engagement practices.³

To this effect, the ALLIANCE particularly welcomes the advice provided in the additional information in relation to 'Reflecting on Performance and Taking Action' that "Integration authorities may find value in co-producing recommendations and actions stemming from their annual performance report with supported people, carers, family members and their wider local community." This would help ensure that local priorities shape their integration authorities' plans and would be of significant value to informing strategic plans.

We also welcome the emphasis placed on giving consideration to the accessibility of outputs, but it is important that Integration Authorities are encouraged to do so at every stage of the process – from planning, to drafting and publishing. This will ensure they can reach as wide an audience as possible and that they are available to whoever is interested, recognising that many of those who may be most interested in their local Integration Authority's annual report or strategic plan are likely to experience additional or multiple accessibility barriers.

The refreshed guidance goes some way to providing clarity around the benefits and potential uses of the reports which should help provide a clearer direction and purpose. The ALLIANCE agrees that it is important to showcase good practice but we believe that more consideration could be given to including reflections on why these have been successful. Integration Authorities should likewise be advised to reflect on challenges, be clearer about where progress has not been made or where strategic priorities or planned activities had to be changed, and to outline any learning.



This would help ensure integration authorities and their local communities are clear on how health and social care integration is performing.

Moreover, the guidance should encourage more clearly a consistency of approach to performance reporting across all areas, while still allowing for local flexibility, to enable reports to be used more effectively as monitoring and learning tools for authorities and other interested parties across Scotland.

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for health and social care, bringing together a diverse range of people and organisations who share our vision, which is a Scotland where everyone has a strong voice and enjoys their right to live well with dignity and respect.

We are a strategic partner of the Scottish Government and have close working relationships with many NHS Boards, academic institutions and key organisations spanning health, social care, housing and digital technology.

Our purpose is to improve the wellbeing of people and communities across Scotland. We bring together the expertise of people with lived experience, the third sector, and organisations across health and social care to inform policy, practice and service delivery. Together our voice is stronger and we use it to make meaningful change at the local and national level.

The ALLIANCE has a strong and diverse membership of over 3,300 organisations and individuals. Our broad range of programmes and activities deliver support, research and policy development, digital innovation and knowledge sharing. We manage funding and spotlight innovative projects; working with our members and partners to ensure lived experience and third sector expertise is listened to and acted upon by



informing national policy and campaigns, and putting people at the centre of designing support and services.

We aim to:

- Ensure disabled people, people with long term conditions and unpaid carers voices, expertise and rights drive policy and sit at the heart of design, delivery and improvement of support and services.
- Support transformational change that works with individual and community assets, helping people to live well, supporting human rights, self management, co-production and independent living.
- Champion and support the third sector as a vital strategic and delivery partner, and foster cross-sector understanding and partnership.

Contact

Kerry Ritchie, Programme Manager – Integration, Engagement and Lived Experience

E: kerry.ritchie@alliance-scotland.org.uk

Charlotte O'Brien, Policy and Information Officer – Integration, Engagement and Lived Experience

E: charlotte.o'brien@alliance-scotland.org.uk

Rob Gowans, Policy and Public Affairs Manager

E: rob.gowans@alliance-scotland.org.uk

T: 0141 404 0231

W: <http://www.alliance-scotland.org.uk/>



¹ East Ayrshire Health and Social Care Partnership, ‘Working Together for East Renfrewshire – A Three Year Strategic Plan for Health and Social Care 2022-25” (2022), available at:

https://eastrenfrewshire.gov.uk/media/7569/HSCP-Strategic-Plan-2022-2025/pdf/East_Renfrewshire_HSCP_-_Strategic_Plan_2022-2025.pdf?m=637847662804030000

² Scottish Borders Health and Social Care Partnership, ‘We Have Listened – Phase 2: Feedback from Community Engagement on the Strategic Framework 2023-26” (April 2023) available at:

https://www.scotborders.gov.uk/downloads/file/12236/hscp_we_have_listened_phase_2_-_final_report

³ The ALLIANCE, ‘Engagement Insights’ (May 2021), available at:

<https://www.alliance-scotland.org.uk/blog/news/engagement-insights-report-highlights-the-crucial-aspects-of-meaningful-engagement/>

