

## **Camphill Scotland Integration Authorities' Consultation with Stakeholders**

Camphill Scotland is the membership association for the 11 Camphill communities in Scotland. Camphill Scotland facilitates our members' development as social care providers, and builds their national profile and influence. Together, our members support more than 500 people with learning disabilities and other support needs, ranging from children and young people to older people. The communities are located in a variety of beautiful settings across Scotland, from Dumfries to Aberdeen. Each offers a supportive community life with personalised opportunities to find purpose and belonging through a wide range of social, cultural and work activities.

Camphill Scotland is a member of the Coalition of Care and Support Providers in Scotland ("CCPS"), and our evidence reflects some of the key points made by CCPS in its submission to the Scottish Parliament's Health and Sport Committee. Camphill Scotland's evidence also draws upon information received from Camphill communities. Our evidence focuses on the questions relating to what can be done to improve communication from the IAs, and to ensure greater collaboration and engagement in the latter's decision-making processes.

Camphill Scotland is aware that the Integration Authorities (IAs), established under the Public Bodies (Joint Working) Act 2014 ("the Act"), have certain duties to consult and involve third sector organisations in key areas of their work under the legislation. This includes consulting stakeholders in relation to the integration schemes under Section 6 of the Act, and the development of strategic plans under Section 33 of the Act.

We are further aware that the need for local authorities and health boards to work in partnership with the third sector was one of the main principles underpinning the legislation. Indeed, partnership working with the third sector was viewed as critical to the integration of health and social care, and to the Scottish Government's public service reforms. This was clearly stated in Paragraph 21 of the Policy Memorandum accompanying the Public Bodies (Joint Working) (Scotland) Bill, when it was introduced in the Scottish Parliament:

*"The third and independent sectors, including carers' organisations, also provide significant levels of care and support and are crucial partners, with the statutory services, in the provision of a wide range of support. As work continues with partners and stakeholders to deliver this agenda for integration of health and social care, it will be particularly important that there is a focus on building on the principles of inter-agency working enshrined in the Change Fund for older people's services. The fundamental purpose of the policy on integration, which underpins the legislation, is to improve people's wellbeing; the reform will not succeed if, in bringing health and social care together, the need to build upon the progress that has been made in bringing third and independent sector partners to the table when planning delivery of services is*

*overlooked. The contribution of the third and independent sectors in enabling delivery of better outcomes is also a crucial factor in the Scottish Government's wider public service reform plans".*

Against this background, Camphill Scotland is aware through our membership of CCPS that the IAs are not taking a consistent approach to collaborating and engaging with the third sector in their decision-making processes. CCPS's evidence to the Health and Sport Committee, and the information received from our members, suggests that the extent to which the IAs are consulting and involving stakeholders, and in particular third sector care and support providers, varies significantly across Scotland.

### ***What could be done to improve the communication from the IAs?***

Camphill Scotland believes that the IAs, where they are not already doing so, should run local publicity campaigns to improve their levels of communication with key stakeholders. Such campaigns would be invaluable in providing information about the new, integrated health and social care arrangements and structures, about the role and work of the IAs and about ways in which third sector care and support providers can get involved in, and support, the work of the IAs. These campaigns could also provide third sector organisations with clarity about the commissioning processes that the IAs will follow in commissioning services for health and social care and support services. In addition, it is important that the local publicity campaigns focus on providing people who require care and support with information about the care and support services available in their local area.

Information leaflets and other materials should also be distributed by the IAs about these issues to third sector care and support providers, and to people requiring care and support under the new integrated health and social care arrangements. Such information should be available on a multi-channel basis, and in formats accessible to key audiences, including people with learning disabilities and their families or other carers. Apart from multi-media communication channels, such as the internet, Apps and text messaging, careful thought should be given by the IAs to distributing paper copies of the information material to third sector organisations, and to those requiring care and support. Displaying this material in hospitals, GPs' surgeries, libraries, local authorities' offices, Third Sector Interfaces ("TSI") and other public spaces could make a useful contribution in this respect.

Camphill Scotland recommends that, in addition to local publicity campaigns, the IAs should run local training events for third sector care and support providers on a regular basis. The training events would offer the IAs useful opportunities to provide the third sector with key information about health and social care integration, about the role and work of the IAs and about how third sector organisations can contribute to the work of the IAs, and of the Integration Joint Boards, as equal partners. Such events would also offer the IAs important opportunities to expand, and to improve, their engagement with the third sector, and contacts with individual third sector organisations. This, in turn, could help to increase partnership working between the IAs and the third sector organisations, which was viewed in the Policy Memorandum accompanying the original legislation as vital to the success of health and social care integration, and to the overall public services reform process.

To improve levels of communication the IAs should also develop close contacts with the TSIs for their respective local authority area, given the latter's important role in providing the third sector with information and support within each local authority area. The TSIs would, for example, be able to highlight key information from the IAs to third sector social

care and support providers within each local authority area. This would offer another route through which the IAs could ensure that third sector organisations providing care and support are kept fully up to date about the work of the IAs, and have opportunities to engage fully in the work of the IA for their local authority area.

***What could be done to ensure greater collaboration and engagement in the decision-making process of IAs?***

Camphill Scotland takes the view that each IA, if it is not already doing so, should include a statement in the Strategic Plan they must prepare under Section 29 of the Act outlining the steps they will take to involve third sector social care and support providers as equal partners in their decision-making processes. We believe this would highlight the important role of the third sector in the provision of social care and support, and help to increase the involvement of the third sector, and promote greater collaboration and engagement, in the IAs' decision-making processes.

In addition, we take the view that IAs must, when reviewing the effectiveness of their Strategic Plans under Section 37 of the Act, consider the extent to which they have involved the third sector in their decision-making processes. Where such reviews identify any weaknesses in this area any replacement Strategic Plan, prepared by an IA under Section 37, should outline ways in which the individual IA's engagement with the third sector will be increased and improved by the IA to ensure greater collaboration and engagement in the decision-making process.

We would also recommend that IAs should establish, if not current practice, a forum in which senior representatives from the IA and from third sector social care and support providers can meet regularly to exchange information, and to discuss issues of mutual interest. Camphill Scotland considers that this would help to encourage partnership working between the IAs and the third sector, and to increase third sector organisations' involvement in the IAs's decision-making processes. These steps could potentially make a significant contribution to strengthening these processes.

We also believe that each IA, if it has not already done so, should appoint a lead person with specific responsibility for engaging with third sector organisations. In this respect, we would recommend that the lead person for each IA should have responsibility for developing an engagement plan focusing specifically on the third sector. The aims of this plan should be to ensure greater collaboration between the IA and the third sector, and to secure the active engagement of the third sector in the IA's decision-making processes.

As part of this process, the lead person should be required to submit an annual report to the IA outlining the steps the IA has taken collectively to engage with the third sector each year, the key issues which have emerged from such engagement and any concerns that have been raised by the third sector organisations through this engagement. We believe this annual report should be included in the Performance Report which each IA is required to prepare for the reporting year under Section 42 of the Act. This will help individual IAs to develop and maintain a strong focus on engaging with the third sector, and to ensure this area of their work is kept under constant review. By doing so, this will support IAs to continuously improve their practice with regard to ensuring greater collaboration and engagement with the third sector in the IAs' decision-making processes.