

DRAFT:

The Quality Framework for Community Engagement and Participation: Supporting the delivery of meaningful engagement in health and social care.

Quick Reference Guide

About this document

This quick reference guide has been developed to provide an overview of the framework and self-evaluation. More detailed information can be found in the Quality Framework guide document and the guide for self-evaluation.

Quality Framework for Engagement and Participation

Revised Planning with People [guidance](#) has been produced by Scottish Government and COSLA on local community engagement and participation, which applies across health and social care. This framework supports the principles contained within the guidance and will help organisations consider what good quality engagement looks like and how this can be evaluated and demonstrated.

The Quality Framework is designed to support both self-evaluation and external quality assurance and improvement activity in relation to routine engagement; specific engagement activities (such as service change) and organisations' internal governance systems for community engagement activity. The framework will be used to identify and support improvement in community engagement practice, as well as identify and share good practice.

Further information regarding quality assurance as it relates to service change and our statutory role can be found in section 6 of the Quality Framework guide document.

The reference to 'Board members' in this document refers to both executive and non-executive members and 'senior leaders' refers to senior staff and executive officers who have designated responsibility for community engagement.

How to use the self-evaluation tool

The self-evaluation tool accompanies the Quality Framework for Engagement and Participation. The tool has three key domains;

- Domain 1: Ongoing engagement and involvement of people
- Domain 2: Involvement of people in service planning, strategy and design
- Domain 3: Governance and leadership- supporting community engagement and participation.

We note that not all the statements may apply to every NHS Board, Integration Joint Board and Local Authority, due to the individual circumstances of each organisation. Therefore, we have added a 'not applicable' option to each statement. Healthcare Improvement Scotland – Community Engagement staff are happy to discuss with you how best to apply the framework to your organisation.

Approach

The approach is based on the Quality-of-Care Approach which will be familiar to organisations who have undertaken self-evaluation or had a strategic inspection.

It is the responsibility of NHS Boards and Integration Joint Boards to be open and honest in their response and to consider the self-evaluation in collaboration with relevant staff and stakeholders. This will provide opportunities to:

- Review what progress has been made and what development and learning has happened
- Allows for reflection and challenge with key stakeholders
- Provide assurance to the service providers, the NHS Boards and Integration Joint Boards and the public about the quality of engagement
- Highlight areas of good practice for sharing both internally and externally, and
- Highlight areas for improvement and levels of priority.

The completed self-evaluation should focus on outcomes rather than activities. This could include a description of the impact of engagement, changes made as a result of feedback, or information on how potential impact is being monitored.

Statements

The self-evaluation should tell a story about where you perceive your organisation to be overall against each domain in the framework. The following key questions should guide your response to the statements:

- How are you doing in respect of this statement?
- How do you know this?
- What do you need to do better or differently? (For example, what are the key next steps or areas for improvement the organisation needs to take forward to improve engagement?)

The tool prompts people to provide summary statements within each domain to highlight where you perceive your organisation to be. The summary statements should reflect the following:

- result (what you aim to achieve)
- approach (what you do to achieve results)
- action (how you do it)
- measure (how do you measure the achievement of your results)
- assessment (how and when you review what you do), and
- refinement (what you do to refine the above and improve outcomes for people).

A comments section is available at the end of each domain for boards and partnerships to highlight additional relevant information.

Evidence

Those completing the self-evaluation are encouraged to use information from different sources to triangulate evidence of the quality of engagement. To understand the quality of engagement delivered you need to know the views of those using the services or impacted by the service. Feedback should be sought from patients, the public, service users, family, carers, staff, communities and wider stakeholders to inform the completion of the self-evaluation.

When reviewing evidence, it is important to always consider the outcome:

- what happened as a result of implementing a particular policy, service change or improvement activity?
- what was the impact on those receiving and relying on the service, those delivering the service or those supporting the organisation to deliver the service?
- what learning was achieved and how was learning shared with relevant people, across the organisation and wider, to support ongoing quality improvement?

People's views

Assessing the views of all stakeholders is essential and to understand the quality of your engagement activity you need to know the views of the people who participate or have participated. Feedback should be sought from patients, the public, service users, family, carers, staff, communities and wider stakeholders.




For example, evaluation feedback, direct observations, consultation reports, discussions with staff and people experiencing and using services This can be done via surveys, interviews, focus groups, discussion forums, feedback or complaint forms, consultation exercises, websites, online feedback, and reference to good practice.



What happens next?

Completion of the self-evaluation tool is the first stage in the journey to deliver and sustain high quality public involvement and community engagement activity. The various stages are depicted below and described briefly in this section of the guide. Further information can be found in section 4 of the Quality Framework guide.



	<p>Boards and Health and Social care partnerships complete the self-evaluation tool and submit to Healthcare Improvement Scotland Community Engagement.</p>
	<p>Consensus meeting scheduled after the review of the self-evaluation submission to discuss identified strengths and areas of potential development. Agree key priority areas.</p>
	<p>Discussion session develop to key priority areas for improvement focusing on;</p> <p>Actions to achieve improvements, risks/resources to be considered, timescales for each of the actions, leads for each action & intended outcome/impact that achieving this improvement will provide.</p>
	<p>Development of a draft improvement plan for the 12 months ahead. Identification of where Healthcare Improvement Scotland can support improvement activity.</p>
	<p>Activity to deliver the local improvement activity – led by the board or Health and Social care partnership with support from Healthcare Improvement Scotland - Community Engagement.</p>

Related policy and guidance

The framework has been developed to reflect and align with current policy, guidance and standards and will be a reference guide for evaluating and should be considered in conjunction with them when considering public involvement duties and the delivery of community engagement.