

Engagement activity for Joint Strategic Plan 2025-2028

1 The approach taken

- 1.1 A collaborative approach was taken towards the engagement and consultation for the development of the Strategic Plan 2025-2028. There has been involvement by key stakeholders in the stages throughout the process, a summary of activity and the stages are shown in the table on page 2.
- 1.2 During the process of drafting the Plan, information was gathered from a variety of sources as well as feedback from our stakeholders. This information was collected to enable the Health and Social Care Partnership Plan to understand the local needs, the impact of population change and Covid-19, to hear the lived experience of our service users, and to understand the community and our Partners priorities.
- 1.3 The development of this Plan, and the collection of information to support its development, came at a time of high consultation activity, with a number of local and national consultations already being undertaken, particularly using online and paper formats. Also at this time, the Equalities Monitoring and Outcome work was underway, which also required consultation work. To enable sufficient useful information to be provided and reduce the possibility of consultation fatigue, a variety of approaches were adopted to collect feedback including working closely with our Community Planning Partners, on some independent and joint information gathering activities, which was of benefit to both processes.

2 The role of the Strategic Planning Group

The Strategic Planning Group (SPG) meet regularly to monitor and review progress of the HSCP against the Joint Strategic Plan and measurable outcomes, and they hold a central role in the development and finalising of the Joint Strategic (commissioning) Plans. During phase 1 a review was undertaken of the SPG and other stakeholder email distribution lists to ensure that these were up-to-date and that the contacts were able to participate in the engagement activities for the Plan. The SPG reviewed the current Strategic Plan, and they contributed via various meetings to the development of the draft and final drafts of the Plan.

3 Bringing the expertise together

A MS Teams group was created to act as a strategic work engagement channel to enable staff to contribute to the work, as an online Working Group. This supported the planning by enabling key officers within the HSCP a forum for them to provide essential information to help develop the Plan. This approach was taken to make best use of Officers time, as they could input information when they had capacity, and reduced duplication of effort.

4 Hearing from the Public

Engagement sessions were held in the Library, in a local care home, in a Community Hall, and in the premises of some local organisations. In addition to these engagement sessions, an email survey was sent by email to a number of contacts using key stakeholder distribution lists, and the Plan was discussed at a number of Team meetings. Information was gathered in various formats including; by group and individual discussions, using a feedback form and box, emails, and meeting agenda/minutes. Some of the feedback sessions specifically focussed on gathering information from people who use the Health and Social Care services but for whom providing information using traditional means may be a barrier. These sessions were tailored to suit the individual's needs, including speaking on individual basis in a comfortable surrounding or using a more visual approach. Other sessions were held in a more public space, allowing a wide range of participant's to provide information, such as meetings, and having a stall in the main section of Lerwick library.

5 Summary of the activity information table

The development of the Joint Strategic Plan was broken down into 3 phases, with a timeline created to enable sufficient time to be given for engagement work;

Phase	Some key dates and actions within each phase	
1) Review of current and Planning of new Joint Strategic Commissioning Plan	07/11/2023	Project started, timeline and project outline created
	09/01/2024	Teams reviewing Plan and guidance
	25/01/2024	Strategic work group engagement channel created
	11/04/2024	Review of Strategic Plan with Strategic Planning Group (SPG)
November 2023 – April 2024		
2) Engagement and development of first draft for Joint Strategic Plan	20/06/2024	Planning and Strategic Priorities discussed with SPG
	10/09/2024 to 18/12/2028	Community focus engagement groups held (some held jointly with Community Partnership) – groups included Library, care home, COPE, Ability Shetland
	26/09/2024	Engagement with IJB (IJB Seminar)
	03/10/2024	Strategic Plan engagement with Strategic Planning Group
April 2024 – December 2024	28/10/2024	Started work on Easy Read (engage/learn)
3) Refining and final development of new Joint Strategic Plan	22/01/2025	Engagement with SPG on Plan progress
	07/02/2025	Engagement with IJB (IJB Seminar) on Plan progress
	12/02/2025 to 28/02/2025	Wider engagement of draft Plan, including Members, NHS Board, Third Sector, IJB, SPG, and staff.
	03/03/2025 to 07/03/2025	Report and final draft of Plan being prepared for IJB board meeting on 19 th March 2025.
January 2025 – March 2025		