

Reimagining Third Sector Commissioning

Stakeholder Engagement Framework & Communication Plan

Setting out how we will engage with people to collectively reimagine our approach to planning, delivering, and monitoring grant funded services in Health and Social Care.



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Introduction

This Stakeholder Engagement Framework and Communications Plan has been developed to ensure that as the project progresses, key stakeholders are informed about progress, and are clear about the opportunities for involvement.

It provides a comprehensive overview of the approach we will take to ensure that at each phase of the project there are genuine opportunities to generate ideas for change, and mechanisms in place to enable people to share knowledge, exchange ideas, and collectively reimagine what is possible.

To ensure that engagement activities are purposeful and effective we have developed a set of guiding principles, protocols, and tools. These will be used to plan and evaluate the activities undertaken at each phase of the project in a systematic and consistent way. The outputs of this work include:

- **An engagement pathway and tools**
 - Engagement Planning Tool (Appendix 1)
 - Post engagement feedback questionnaire (Appendix 2)
 - Provider feedback survey (Appendix 3)
 - Self-Evaluation tool (Appendix 4)
- **A Project Communications Calendar** to proactively plan and record the ways in which we have kept stakeholders informed. This will be updated quarterly by the Stakeholder Engagement Working group.
- **An Engagement Quality Standards Framework/ set of performance measures** to evidence how our planned activities are delivering on best practice

The project Stakeholder Engagement Group has been established and will undertake all stakeholder engagement work for the project using the tools and processes described here. This document sets out when, and how we will engage with key partners across Fife throughout the duration of the reimagining project. There is a clear focus on learning from our activities and continuously improving and strengthening opportunities to work together to drive forward positive change.

Purpose

The purpose of this framework is to ensure that we approach stakeholder engagement in a way which enables stakeholders to participate in the transformation journey, and that we engage with the right people, in the right way, at the right time throughout the project.

This framework describes our engagement intentions and specifically aims to:

- Ensure a systematic approach to planning, doing, and evaluating activities based on the National Standards of Engagement
- Ensure that all information is clear, easy to understand and accessible
- Ensure that engagement activities have purpose, are meaningful and are clearly defined
- Ensure stakeholder views are listened to, understood, and considered when developing options for service specifications or changes to process
- Strengthen the relationship between all partners and the process by which lived experience is embedded into shaping services (reimagining services)
- Ensure the feedback loop is closed by strengthening communications from the project team about when and how their contribution has been considered and informed decisions.
- Ensure that we can continuously learn from and improve our communications and engagement

There will be genuine opportunities to influence the outcomes of the reimagining project and we must all share responsibility for generating ideas for positive change.

Our Standards

Throughout the delivery of the transformation project, we want to ensure that the purpose of any stakeholder engagement activity is clear, and stakeholders are informed about how their involvement will influence the decision-making process.

We will use the National Standards for Community Engagement to guide our approach to engagement, we will use these standards to plan and continuously improve our engagement activities throughout the project.



Key Engagement Objectives

Whilst specific objectives have yet to be agreed, we have identified eight key areas where the project would benefit from engagement with stakeholders, broadly speaking these reflect each phase in the project plan and are shown below. When planning engagement activities, these high-level objectives will be broken down into a number of specific goals or research questions which will be explored by relevant groups through the engagement activities. When planning the activities to meet each objective we will provide clarification on the specific purpose of engagement, and level and methods of engagement appropriate for each stakeholder group.

Engagement Objectives

Nov-Dec 2021

Informing, consulting, and involving people in the development of the Reimagining Third Sector Commissioning Transformation Project Plan. Ensuring that existing providers have a say in setting the vision and objectives of the project.

Dec-Mar 2022

To inform people about the project vision and rationale, and involve people in generating ideas for positive changes that the transformation project could bring about (shape the consultation plan).

April – May 2022

Inform & consult on the development of the project Stakeholder Engagement Framework & Communications Plan. Ensuring that people have a say in how we plan, undertake and evaluate engagement activities throughout the transformation project.

May- Sep 2022

To inform people about the services currently commissioned and perceived gaps and consult about 'what matters' to people in terms of information requirements, types of service intervention available, and definition of quality for these service types.

May- Sep 2022

To consult, involve and collaborate with people to strengthen and streamline the approach to planning, commissioning, and monitoring services (process and tools)

Oct- Dec 2022

To consult, involve and collaborate with people on the development of outcome focussed service briefs and more streamlined referral pathways.

Jan 2023

To inform people about the grant application process and new service briefs

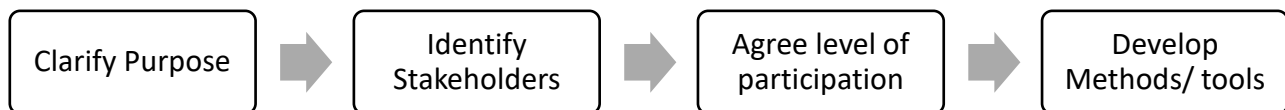
Feb-March 2023

To inform people of the outcome of the grant application process and involve people in evaluating the grant application process & the extent to which the intended outcomes of the reimagining exercise have been reached

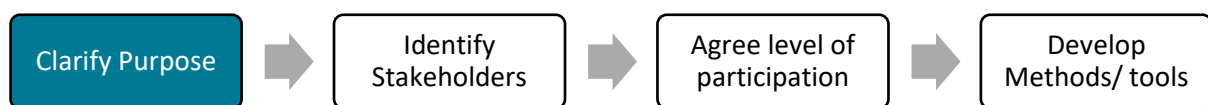
Engagement Pathway

For each of the eight key objectives, we will use the Planning tool (Appendix 1) to record our consideration of the purpose of the engagement, who is affected by the focus, and what the most appropriate levels and methods for engagement are. It will enable us to ensure the correct level of information and support is in place to enable effective engagement with each stakeholder group. This approach enables us to consider and remove barriers to participation and evidence and monitor the extent to which standards are being met.

To support the completion of the Planning Template the following steps are described in more detail in the following pages:



Clarify Purpose of engagement



At each phase of the project, the stakeholder engagement group will work together to break down the higher-level engagement objective into specific measurable goals and outcomes for engagement.

We will do this by using feedback from the mapping exercise (and other forums) to identify themes, challenges, and areas for further exploration under each of the key objectives. Within the planning template we will agree a set of clear research questions which will be the focus of engagement activities. This approach will help us to identify the specific stakeholder groups affected by the focus of each engagement, and appropriate level of participation for that group.

Identify Key Stakeholders

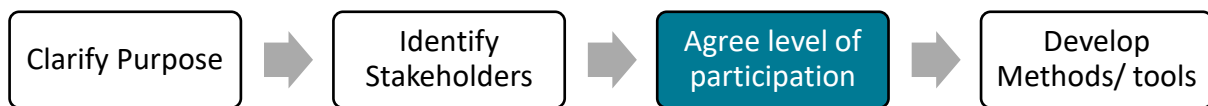


To achieve the vision set out in the plan, there are a number of key stakeholder groups who must work effectively together to transform the way that we plan, monitor, and design our services. When planning engagement activities, we will consider from the list below who is affected by the focus of the engagement.

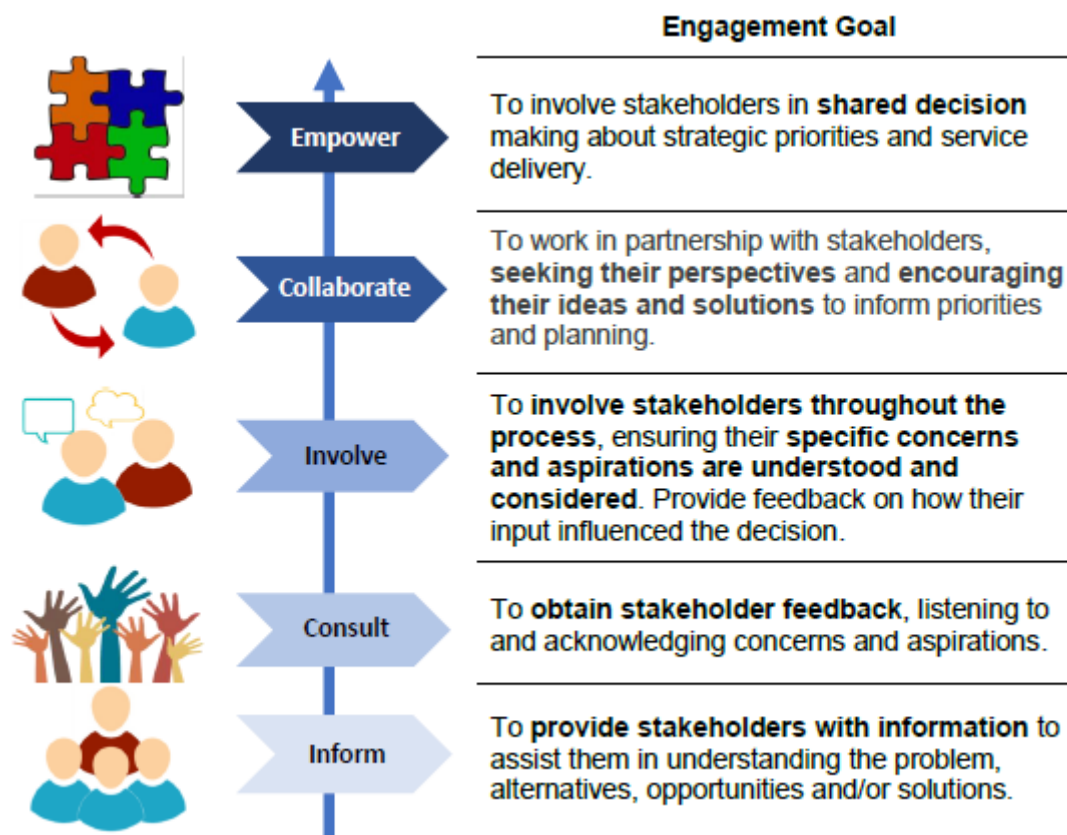
- Collective advocacy groups
- Carers
- Elected members
- Health and Social Care Staff, specifically:
 - Contracts Team
 - Social Work Teams
 - Strategic Leads and Change Managers
 - Wells/ Local Area Coordinators
- Locality Planning Groups
- Steering group
- People who use Health and Social Care Services
- Providers of support (Grant funded & non grant funded)
- Third Sector Health & Social Care Forum
- Wider Public
- Other experts by experience

See Appendix 5 for further details on these Stakeholder Groups and how and when we will engage with them. For each stakeholder group we will consider the most appropriate level and methods of participation.

Levels of Participation



In line with the National Standards for Community Engagement and Fife Health and Social Care Partnerships Participation and Engagement Strategy, we are using five levels to describe the expected levels of participation. There are incremental levels of engagement, with the lowest level being 'inform', while 'empower' involves the greatest level of participation in decision making. These are shown below;



Throughout the project duration we intend to have a range of opportunities for engagement at various levels to reflect the objective of engagement activity and the stakeholder group. We will always make sure that participants are informed about the level of engagement and how their views and ideas will be used to influence decision making process.

Our Methods



A range of methods are required to ensure effective engagement with different audiences. It is good practice to use a variety of methods throughout engagement to make sure that a wide range of voices are heard.

Anxieties about traditional face to face consultation methods following the Covid-19 pandemic are likely to continue and therefore we need to be creative to ensure maximum participation and effective dialogue. When considering which methods to use, we will consider how barriers to participation for each stakeholder group could be reduced or removed.

To ensure effective participation we will ensure that participants are provided with information **prior to the event** to ensure that they are clear on the objectives of the consultation, level of engagement, and that they have time to fully consider the topic being consulted on. Most engagement events will therefore have Participant Information Sheets which can be sent out following booking.

Where people currently supported by organisations will be affected by the focus of the engagement, we will develop toolkits for providers to use to support in the collection of views. These are likely to include Presentation Slides and/or information sheets, Guidance notes, and data collection tools. We will work collaboratively to ensure that Service Users are supported effectively to give their views about what matters to them either at an individual or group level.

Our methods include but are not limited to;

- Online consultation using survey methods to gather quantitative and qualitative information
- World café/ workshops both in person and online providing stakeholders the opportunity to discuss issues
- Ketso visual tool (develop creative solutions)
- Information via Sway, webpages, social media, Twitter, Facebook, Participant information sheets, and presentations
- Utilising existing forums and groups to obtain views from people who use services

We will use the participation toolkit which suggests a range of tools, guidance and resources which are useful to help plan engagement:

<https://www.hisengage.scot/equipping-professionals/participation-toolkit/>

Communications Plan

To ensure that key stakeholders are kept informed about project progress and opportunities for engagement, the stakeholder engagement group will review and update the communications plan/ calendar on a quarterly basis, clarifying communication goals and setting the priorities and tasks for the upcoming quarter. This will ensure that our communications reach the right people, and our key messages are clear and informative.

The vast majority of providers who responded to the initial survey asking how best to communicate agreed that Sway was a good way to communicate updates and opportunities for participation to organisations. A Sway document will be sent to grant funded organisations when each key project milestone is achieved to provide an update on progress and set out the opportunities for engagement in the next phase of the project. As a minimum the update will include

- Planning Coordinator Update
- Key Milestone update
- You said, we did
- Opportunities to participate
 - Attending the Health & Social Care Forum
- Please give us your views- short survey to measure satisfaction with being kept informed and opportunities to participate (Appendix 3)

Updates will be provided to wider stakeholders via the locality planning newsletter (quarterly) and the directors briefing. Other regular updates will be provided through the Third Sector Health and Social Care Forum, Locality Planning Meetings, Locality Planning Newsletter, and website updates.

Key communication goals will be highlighted to the steering group and there will be an expectation that, if appropriate, working group and steering group members cascade information through their own networks.

Where key stakeholders include Service Users, organisations will be invited to support the engagement process by cascading information to their service users. The group will ensure that messages are clear and provide a social media toolkit to ensure consistency in messaging if required.

It may be appropriate in some instances for the planning coordinator to attend existing groups to provide information or for organisations to support the engagement process by hosting their own engagement events, where this is the case, full support (a toolkit) will be given.

The plan on the following page will be updated after each meeting to ensure that there is a clear record.

Project Communications Calendar - Inform					
Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 22
Steering Group Launch	SWAY to providers	Working Groups Meetings / Presentation	Steering Group Meeting	Third Sector HSC Forum (10 th Feb)	Working Groups Meetings
Fife Forum	Directors Briefing	Mapping Meetings (Inform and Consult)	Mapping Meetings (Inform and Consult)	Mapping Meetings (Inform and Consult)	Mapping Meetings (Inform and Consult)
	Third Sector HSC Forum		Wider Stakeholder Sway (within localities Sway)		
	Advocacy Forum		Webpage launch		
	Meeting/ briefing contract link officers				
April 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22
Steering Group Meeting	Sway to wider stakeholders	Working Groups Meetings	Steering Group Meeting	SWAY to providers	Working Groups Meetings
Briefing Contract link officers	Third Sector HSC Forum (12 th May)	Locality Planning Meetings.	Third Sector HSC Forum (14 th July)	Sway to wider stakeholders	
Webpage updates	Locality Planning Meetings.	Webpage updates		Third Sector HSC Forum (11 th August)	
SWAY to providers	Voluntary Sector Task Group Update				
Oct 22	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 23
Steering Group Meeting	SWAY to providers & wider stakeholders			SWAY to providers	
Third Sector HSC Forum (13 th Oct)	Third Sector HSC Forum (10 th Nov)			Sway to wider stakeholders	

Key measures of success

The table below shows how we will evidence the extent to which we have met each of the standards set out on Page 5. The data for the indicators detailed below will be drawn using the following tools, colours in the table correspond to the colours for the data source from the list below:

- Sway Analytics
- Post engagement questionnaire (Appendix 2)
- Post Communication Provider Questionnaire (Appendix 3)
- Booking form/ event registers and Project Performance Statistics

On completion of the engagement activities undertaken for each of the eight key objectives detailed on page 6, we will use the Self Evaluation tool (Appendix 4) to collate the data from these sources and evaluate and evidence the success of our activities.

The Self Evaluation tool (Appendix 4) is based on the National Standards for Engagement. The indicators we will use to assess against each standard are shown below:

Domain	Standard	How we know we have achieved the standard.
Inclusive (Included Standard)	We will identify the people and organisations affected by the focus of the engagement at the planning stage and take steps to ensure that relevant stakeholders have the opportunity to participate. We will ensure that all opinions and views, including opposing views are valued in process.	• Sway analytics- measure reach of outputs • Performance report- number of meetings/events • Monitor number and profile of participants to ensure effective representation (booking form/ event register) • Monitor number of requests for alternative accessible formats, • % participants agree that their views were valued • % providers agree that there are enough opportunities for participation
Supportive (Supported standard)	We will identify and overcome any barriers to participation/ effective communication and when appropriate we will work together with organisations to ensure the correct level of support is available for service users to fully participate	• % participants agree that they were asked what support they needed to participate • % participants (with support needs) agree they had the right information and support to help them to participate in the event
Meaningful (Planning Standard)	The purpose of the engagement is clear and stakeholders are informed about how their involvement will influence the decision making process. Activities are properly planned.	• % participants agree that the purpose of the consultation was clear

Effective (Working Together Standard)	Clear information about the issue will be available to ensure that stakeholders are fully informed when participating. Plain English used and jargon avoided. We will create participant information sheets prior to events to ensure that all participants are informed about topics for discussion so they have time to prepare. Engagement activity will be positive and enable participants to feel valued	• % participants agree that they had clear information about the topic(s) for discussion • % participants agree they had enough time to think about what they wanted to say • % agree that views were listened to and understood • % agree that the HSCP are good at asking people for their opinions and ideas
Fair and equitable (Methods)	Different and creative methods of engagement are utilised to maximise participation and effective dialogue and ensure that engagement activities are responsive to the needs of diverse stakeholders, and that a wide range of voices are heard. Giving people who may face additional barriers to getting involved an equal opportunity to participate	• % agree that they were given opportunities to share their views (disaggregation available by equality groups)
Informed (Communication standard)	Stakeholders will be kept informed about the progress of the project and opportunities for engagement. Following consultation feedback will be provided about how views have informed the project 'you said, we did'	• % agree that they were informed about how involvement will influence the decision making process • % providers agree that they are informed • Number and reach of provider Sways/ Sway analytics • Number of meetings attended
Improving (Impact Standard)	On a quarterly basis we will jointly evaluate what went well and what could improve after every engagement activity and this will inform future activities (feed into Fife Participation & Engagement Strategy).	• Response rate and analysis of feedback from events • Feedback from providers • Feedback from providers via Third Sector Forum • Self Evaluation Tool • % providers agree that there was enough opportunity for participation and engagement

Conclusion

This framework sets out an approach to planning, undertaking, and learning from stakeholder engagement activities. It aims to ensure that our engagement exercises are purposeful and effective and will ensure a breadth and depth of contributions from stakeholders is used to transform the way that we plan, monitor, and commission grant funded third sector services in future.

Whilst much of the detail of specific engagement events has still to be agreed, the approach ensures that there is consistency in the way that we plan and learn from engagement, providing a foundation to build on following the transformation project and ensuring that all partners, including those people accessing services, are empowered to feed into future decisions about planning, monitoring and delivery of grant funded H&SC services across Fife.

Appendix 1: Planning Tool

Reimagining Third Sector Commissioning Stakeholder Engagement Planning Tool				
Overarching Objective of engagement				
<i>Copy objective from the overarching plan</i>				
Specific objective/ key communication goals				
<i>Bullet point list to define the specific goals/ objectives of engagement</i>				
Complete the table below to show - who is affected by the focus of the engagement - what is the most appropriate level of engagement - what methods will we use - what are the barriers to participation and how have they been overcome				
Stakeholders	(x)	Level(s) of Engagement	Methods	Barriers
Advocacy Groups				
Carers				
Elected members				
HSC Staff (State which staff)				
IJB/ SPG				
Locality Planning Group				
Supported People				
Third Sector (Grant funded)				
Third Sector (not funded)				
Third Sector HSC Forum				
Wider Community				
Other (State who)				
Evaluating Success				
<i>How will we measure reach, quality and impact of engagement? Success indicators ie post event qnaire</i>				
Resources required				
Use checklist of resources ☒ Booking form/ register ☒ Design toolkit for orgs/ tools ☒ Participant Information Sheets (different formats if required) ☒ Presentation/ workshop Slides prepared ☒ Communications/ Sway update (communicate opportunities for engagement) ☒ Sway update (communicate you said, we did) ☒ Update Performance Stats				
Action		Who	When	
List all tasks required to develop the tools/ resources				
List actions required to undertake consultation (booking form, booking venues, attending events etc)				
List actions required to collate, analyse and report on feedback				
List actions required to self evaluate the engagement and update performance templates				
List actions required to feedback to participants				

Appendix 2: Post Event Questionnaire

After any project engagement events, participants will be asked to complete a Post Event Questionnaire. This will help us to learn and improve. The data from the questions will help us to monitor if our Standards are being met.

An easy read version of the post event questionnaire is under development and will be available for use after any engagement events with Service Users. Service Users will be able to choose which version of the questionnaire they would prefer to complete (if any).

The link below will take you to a template version of the form:

<https://forms.office.com/r/v4iXNsGSvK>

Appendix 3: Provider Feedback Form

A project update will be sent to providers following the achievement of each key milestone. A link to the feedback form will be provided so as we can monitor satisfaction levels with being kept informed and opportunities to participate throughout the duration of the project

The link below will take you to a template version of the form:

<https://forms.office.com/r/ujRuGDQANP>

Appendix 4: Self Evaluation Template

It is proposed that we use the following template to discuss the strengths and weaknesses of each engagement and agree lessons learned before we plan for engagement at the next phase of the project. This will be done at the quarterly Stakeholder Engagement meetings. All members will have opportunity to feed into the assessment (score) and contribute to lessons learned. The overview for each section will be written up before the meeting by the lead engagement officer (and sent with papers).

Reimagining Third Sector Commissioning Stakeholder Engagement Self Evaluation

Title & Purpose of Engagement

Copy from Engagement Plan

Inclusive: Did we include the right people?

Overview:

How many people did we reach/ is this representative?

Number of participants:

Profile / Breakdown

Use Sway Analytics, performance report stats, booking form/ event registers, requests for alternative formats,

% participants agree views were valued (Post event Qnaire)

% providers agree enough opportunities for engagement (Sway)

The engagement activity included the right people?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐
- ☐

Supportive: Did we remove barriers to participation/ use appropriate methods?

Overview:

What method(s) of engagement did we use, what was the feedback from the post event questionnaire (disaggregation of equalities info). What worked well, what didn't

The methods used were appropriate and inclusive, and supported all participants to give views?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐
- ☐

Meaningful: Was the engagement purposeful?

Overview

Were the key aims of the engagement achieved/ did we get the right feedback?

Were participants clear on the ambitions/ aims of the engagement (Post Event questionnaire)

The objectives of the engagement were met?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐

Effective

Overview

Did participants feel listened to, valued, and engaged

Participants worked effectively together to achieve the aims of the engagement?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐
- ☐

Fair and Equitable (methods)

Overview

Did all participants agree that they had the opportunity to give their views, including those who face additional barriers to involvement (post event questionnaire).

Comments relating to the effectiveness of methods

Methods were fit for purpose?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐
- ☐

Informed

Overview

Did all participants agree that they were informed about how involvement will influence decision making.

Do providers feel informed and satisfied with opportunities to participate (Provider survey- Sway).

Reach of Sway/ meetings attended (performance stats)

How is the outcome being fed back to participants.

...?

Please tick

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

Lessons Learned (including good practice)

- ☐
- ☐

Improving (Impact)

What will we change for next time (Bullet point list).

Outcomes of the engagement process

Were the outcomes of the engagement achieved

Key recommendations as a result of the engagement activity (you said we did)

What will be taken forward as a result of the engagement and how will it be communicated to participants

Appendix 5: Index of Key Stakeholders

Advocacy Services

As well as being a commissioned provider, advocacy services may play a key role in supporting others to give their view and enabling the Stakeholder Engagement Group to ensure that our communications are clear and easy to understand. We will work together to ensure that advocacy is involved in helping us to develop (or deliver) information and workshops which are clear and appropriate when engaging with service user groups with particular barriers to participation.

Carers

Carers may be in receipt of services from the third sector in their own right or may care for someone who receives services, or they may have an interest in services which may support them in future. They are directly affected by any change to local services. Where carers are affected by the focus of the engagement, we will work with the carers forum and through individual organisations who support carers to seek and obtain views (toolkits will be required to support this).

Elected Members

Elected members need to be kept informed at key stages of the project and will receive updates through the Locality Planning newsletter

Health and Social Care Staff

HSCP Contract link officers Contacts Team

The contracts team are the key link between the HSC Partnership and Third Sector Providers. They are responsible for monitoring services and supporting their linked organisations to continuously improve. They are directly affected by any change to monitoring and evaluation expectations, and a key source of knowledge about what is working well in the Monitoring and Evaluation Framework. Where link officers are affected by the purpose of engagement, we will hold workshops with the team to obtain feedback. We will also keep the team updated through regular briefings to ensure that the providers they work with can also be kept informed as the project progresses

Social Work Teams

Social Work Teams need to be kept up to date about what services are available to support people and are also a key source of knowledge about gaps and what is working well to support people in their communities. They are affected by any change to services, referral pathways or changes to eligibility, and will be kept informed about progress via Service Manager representation on working groups, and locality planning updates.

Strategic Commissioning Leads and change managers

The ambition of the reimagining project is to develop and embed tools and processes which support strategic leaders to make transparent, evidence-based decisions about funding services. They are key to the success of the project and will be actively involved in the project steering group.

Wells/ Local Area Coordinators

Staff working at the Wells need to be kept up to date about services available in their localities and are a key source of knowledge about gaps and what is working well to support people in their communities. They are affected by any change to services, referral pathways or changes to eligibility, and will be kept informed about progress via the Wells Coordinator who sits on the Transforming Commissioning Working Group.

IJB/ Strategic planning Group

The Integrated Joint Board is responsible for the Strategic Planning of Health and Social Care Services. They will receive information through reports, meetings and Sbars. Project updates will also feed into the Strategic Planning Group. They will be able to feedback to the steering group to influence key decisions/ direction and effectively provide oversight of the project.

Locality planning groups

A group of people who play an active part in service planning for the local population in order to improve outcomes. Membership includes health, housing, carers, social work, third sector, independent care sector and people who use services. Locality planning Groups will be directly involved at all key stages in the project.

Steering Group Members

A group of leaders responsible for providing direction and communicating key messages throughout the project. They will be kept informed at quarterly meetings about project progress and risks and expected to disseminate the project vision and goals through their networks as appropriate.

People who use Health and Social Care Services

People who are currently supported by grant funded organisations or in receipt of Health and Social Care Services in Fife will be directly affected by any change to local services. They will be consulted with in a purposeful, clear and appropriate way if they are affected by the focus of engagement.

Third sector grant funded providers

There are currently 65 grant funded third sector providers in Fife included within the scope of the reimagining exercise (funded by HSCP). Collectively, they are vital to supporting people across Fife to live independent, healthy lives. They will be directly affected by any change to their Service Level Agreements and monitoring and evaluation processes. Throughout the project they will be invited to give feedback as an organisation and will also support the project team to gather views from their service users where this is appropriate.

Third Sector providers (not currently in receipt of grant funding)

Throughout the project there will also be opportunities for currently non-funded third sector providers to give views, mostly through the HSC Third Sector Forum.

Third Sector HSC Forum (hosted by FVA)

A group of third sector providers who meet quarterly to discuss issues affecting the third sector. The Planning Coordinator will be in attendance at these meetings to provide updates and answer any questions. The third sector are encouraged to use this as the forum to give views/ raise concerns about the project.

Wider Community (Public)

The public will be affected by any change to services working within their communities both because they may potentially benefit from services in future but also as they create volunteering opportunities. Wider engagement will be required to identify 'what matters' to people in their local communities, identify needs and priorities and thereby influence needs analysis and service brief specifications

Other experts by experience

When planning engagement activity which will impact on particular service user groups or strategies, we will consider how we can engage with existing service users/ forums / experts by experience as appropriate. For example;

- *STAND Dementia Group*
- *MH Sig/ MH Lived experience team*
- *Any groups/ forums identified via the service mapping exerc*

