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The Engagement Matrix

Drawing It All Together

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The 2020 Vision



By 2020 we will all live longer, healthier lives, at home or in homely setting.

And have a healthcare system with:

- Integrated health & social care
- A focus on prevention, anticipation & supported self management
- Person at centre of all decisions

Healthcare Quality Strategy



Three quality ambitions

- Partnership
- Avoiding harm or injury
- Appropriate support at right time

Six dimensions of healthcare quality

- e.g. person-centred

A Quality Alliance Board

- Supports and drives implementation

Why involve the third sector?



- Services that engage, empower & enable
- Better outcomes for people
- Information, advocacy & support
- Public services reform agenda

.....so why not?

- Perceived fragmentation
- Perceived financial vulnerability
- Perceived lack of robust evidence of impact
- Under-developed interfaces with health boards

Improving Engagement



- Three action groups:
 - Improve understanding through online resource
 - Develop use of community benefit clauses
 - Improve engagement between key people in boards & third sector
- Lead officers in each health board identified
- Leads Network

The Engagement Matrix



- Tool – comprises template & guidance
- For health boards & third sector partners to complete together
- Designed to:
 - Map existing engagement
 - Identify gaps
 - Agree next steps

The Template

TABLE 1: DESCRIPTORS OF ENGAGEMENT LEVELS WITH THE THIRD SECTOR

	LEVEL 1. INFORM	LEVEL 2. CONSULT	LEVEL 3. INVOLVE	LEVEL 4. COLLABORATE	LEVEL 5. EMPOWER
LEVEL DESCRIPTORS	Provide balanced and objective information to assist the third sector in understanding the problem, alternatives, opportunities and/or solutions.	Obtain third sector feedback for decision-makers on analysis, alternatives and/or decisions.	Work directly with the third sector throughout the process to ensure that concerns and aspirations are consistently understood and considered in decision making processes. Can include co-producing, planning and delivery of services	Partnership with the third sector in each aspect of the decision-making including the development of alternatives and the identification of the preferred solution.	Final decision-making is placed in the hands of the third sector.

TABLE 2: FUNCTIONAL DESCRIPTORS

	POLICY & STRATEGY DEVELOPMENT	PLANNING & COMMISSIONING	CONTRACTING & SERVICE DELIVERY	CAPACITY BUILDING	LEARNING EXCHANGE
FUNCTIONAL DESCRIPTORS	Involving the third sector in: <ul style="list-style-type: none"> determining the vision and values facilitating partnership work and public engagement evidencing population need determining priorities building common ground and balancing competing interests to achieve joint outcomes 	Involving the third sector in: <ul style="list-style-type: none"> developing an understanding of local population needs and plan services to meet them determining gaps in the market developing and implementing service redesign options developing a Matrix for implementation 	Involving the third sector in: <ul style="list-style-type: none"> budgeting/funding decisions preparing contract design procuring resources efficiently monitoring performance evaluating service quality and outcomes decommissioning and/or re-commissioning decisions and methods 	Involving the third sector in: <ul style="list-style-type: none"> supporting individuals, communities and organisations to better identify and meet individual and collective needs building confidence to enable communities and organisations to participate more fully and effectively 	Involving the third sector in: <ul style="list-style-type: none"> developing skills, knowledge and confidence through learning and training opportunities information sharing through networking and participating in different support forums, visits and exchanges developing knowledge and understanding of organisational functions, structures and systems

These functions can span a continuum from community/local levels to strategic/planning/commissioning levels



Show, tell & next steps



- Mobilising people to get together & focus on the positive
- Enabling a shared focus & activity in its completion
- Acting as a catalyst for dialogue, relationship building, partnership working
- **Scottish Government will report to NHS CEOs this month**

Third sector no third wheel!

