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CORPORATE REPORT

Stakeholder Involvement and Feedback Strategy 2014-17

1 Introduction

This strategy sets out the Commission's goals and objectives in relation to its stakeholder involvement for the next three years. It has been developed to support the achievement of our goals and objectives, as set out in our five year strategic plan.

2 Our strategic goals

We aim to ensure that care, treatment and support are lawful and respect the rights and promote the welfare of individuals with mental illness, learning disability and related conditions. We do this by empowering individuals and their carers and influencing and challenging service providers and policy makers

Our communication strategy has been structured to make it clear how each activity and programme strand supports the achievement of our broader strategic organisational goals in relation to:

- Visiting and monitoring
- Investigations and Casework
- Advice and Information
- Management and governance

3 The context

The principle of participation is at the heart of Scotland's mental health and incapacity laws. We have a duty to promote best practice in the operation of this principle. Our strategic aim is to empower individuals to be involved in and influence decisions that are likely to affect them. We also aim to influence and challenge service providers and policy-makers to provide mental health and learning disability services that are lawful and promote the rights and welfare of individuals.

We also have a duty under Section 112 of the [Public Services Reform \(Scotland\) Act 2010](#) to make arrangements which: (a) secure continuous improvement in user focus in the exercise of their scrutiny functions and (b) demonstrate that improvement. The Scottish Government has produced guidance on how to achieve this duty.

The feedback we receive from our stakeholders is crucial to us in making decisions about our work. It gives us confidence that we can deliver our statutory duties over

the next five years. We are committed to continuing and improving how we get involvement and feedback from all of our stakeholders.

Our stakeholders are

- People who have lived experience of mental illness, learning disability, or related conditions and have direct experience of our work.
- Carers, friends or family members of individuals with a mental illness, learning disability or related condition who have direct experience of our work.
- People who are receiving care and treatment for a mental illness, learning disability or related condition and could benefit from our services but currently don't because they aren't sure who we are and how we can meet their needs.
- People working in, and providing, mental health and learning disability services
- People making policy and law on mental health and learning disability issues

4 Structures of Involvement

4.1 Governance

Board

The Board of the Commission as defined in law must have a service user and carer on it. Additionally when appointing Board members Scottish Ministers must have regard to appointing people with a background in providing mental health or learning disability services or other functions of the Commission's work.

Advisory Committee

The advisory committee is a standing committee of the Board. It has representatives from 25 stakeholder groups and meets twice a year. Its remit is to give advice on the functions and ongoing work of the Commission.

4.2 Design of our work

The advisory committee contributes to the strategic and business plans.

We develop our good practice guides in a highly participative way. We hold a consultation event with all relevant (to the particular guide) stakeholders. This includes service users and carers. The participants are given case studies and asked to consider the best practice around them. Following the consultation a draft good practice guide is circulated to identified stakeholders and published on the website for comment before it is published. For revisions to good practice guides we circulate the revised draft to relevant stakeholders before publication.

Our internal carer engagement group works to ensure we interact with carers in appropriate strands of work.

4.3 Feedback to inform our work

Feedback from individuals, carers or service providers we visit or talk to on the advice line informs our discussions about our work priorities. It can directly lead to work on a good practice guide or Chief Executive's Advice note. It has informed some of the places that we choose to visit.

We attend and speak at service user and carer organisations events. We get informal feedback on issues that we then use to inform our work.

We hold annual meetings with health boards and social work departments to give and receive feedback on our visiting work.

We hold an annual event for Heads of Social work and meet with other professional bodies to inform them of our work and get feedback on it.

4.4 Involvement in our work

By law we must have at least one service user and one carer visitor. The visitors take part in themed and focussed visits to individuals. The visitors may also be involved in investigation work.

We are committed to including a service user on all of our executive appointment panels.

5 Involvement in practice

5.1 Visits and monitoring

Over the next three years we intend to

- consult with stakeholders through our Advisory Committee on our priorities for visiting and monitoring
- Carry out a review of the Commission visitor structure to maximise service user and carer involvement
- Analyse the feedback questionnaire to leave with relevant individuals that we visit on focussed visits and review whether it can be extended to other types of visit
- Meet with service user and carer groups throughout Scotland to hear their views and concerns. Each year we will ask a few structured questions at each group to get feedback on specific topics (for example do you know what your rights are when receiving care and treatment)
- Analyse the visits to individuals on guardianship and report on the number of private welfare guardians we have contacted. We write to all private welfare

guardians on receipt of the interlocutor outlining our role and letting them know they can contact us

- Implement recommendations from the carer engagement audit carried out in 2013

5.2 Investigations and casework

Over the next three years we intend to

- Use our service user and carer Board members and visitors on the as a source of advice and information in investigations
- Survey practitioners in the field to elicit views on current practice where this may be of use in an investigation report

5.3 Information and advice

Over the next three years we intend to

- consult with stakeholders through our Advisory Committee on our priorities for new good practice guides and topics for excellence into practice seminars and webinars
- Produce any new good practice guides in consultation with relevant stakeholders
- Review reports on feedback on good practice guides (March 2014) and produce accessible material to complement the guides
- Get feedback from stakeholders and review our website and publications
- Identify topics for Chief Executive advice notes and excellence into practice seminars from our advice line and visiting work
- Engage stakeholders in our biennial Principles into Practice Awards by involvement in the steering group, judging panels and encouraging applications for the award to share best practice in rights based practice
- Hold seminars for medical records staff to give information about ongoing issues with MHA forms and to update on changes to the forms resulting from changes in legislation

5.4 Management and governance

Over the next three years we intend to

- Listen to individuals and their carers and practitioners working in services as part of our everyday work and feed back issues raised and concerns about practice or policy into our decision making processes
- Discuss this strategy with the Advisory Committee and amend accordingly
- Hold a series of structured surveys or consultations to gain feedback on our work.
- Meet annually with NHS Board Chief Executives and Heads of Social Work

- Consult with stakeholders on our work in developing commitment 5 of the mental health strategy which aims to promote rights in mental health and learning disability care

Action plan for 2014 /15

Action	By when	Responsible	Cost
Ongoing consultation with Advisory group on strategic priorities	ongoing	Chief Executive	nil
Discuss and review the stakeholder involvement and feedback strategy with Advisory Group	September 2014	HOCS	nil
Develop structured questions for service user and carer group meetings	April 2014	Chief Executive / Researcher	Nil
To review how to engage carers on all themed and monitoring visits	April 2014	Team A Leader	Nil
To organise and host the Principles into Practice Awards	March 2015	HOCS / Project Officer	25,000
Implement stakeholder feedback survey on visits to inform review of visits	September 2014	HOCS	15,000
Hold a medical records seminar	November 2015	HOCS	2,000
To consult with people with learning disabilities on the statement on rights in mental health and learning disability care	October 2015	HOCS	10,000
TOTAL			52,000

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