



## **In Health and Social Care East Renfrewshire**

### **Good Practice Guide For Welcoming Public Members Into Your Group**

Your Voice is a group of local people and organisations within East Renfrewshire who work together with the Health and Social Care Partnership (HSCP) to inform, improve and review HSCP services.

This short guide has been informed by their experience of being part of various other groups over the years.

It is intended to help any public members settle into a new or existing group and for that group to encourage public participation and engagement generally.

#### **Some things to consider**

From your Group perspective

- The public member brings their own lived experiences and viewpoints to the group which is valued.
- The public member is an equal partner in the group
- Be clear about what the Function/remit of the group is
- Be clear about why you have asked public members to be part of the group
- Be clear about what benefit the group will get from public input
- Actively support the public members' involvement to make sure it's not just a "tick box" exercise.
- Meet up with/speak to the public member before their first meeting.
- Give the public member a named contact person and support system/buddy

- Give the public person the necessary information to feel welcomed in the group for example names and job description of group members
- Give the public person the necessary meeting details - agenda, papers, emails - out in good time
- Don't use acronyms – and continue to remind the group of this.

#### From Public members' perspective

- The public member brings their own lived experiences and viewpoints to the group which is valuable.
- The public member is an equal partner in the group
- Find out what is the function/remit of the group
- Find out what the groups' expectation from you is and how the group will benefit from public input?
- Meet up with/speak to another group member before the first meeting to find out more about the group.
- Meet up with/speak to a group contact person to find out more about the group
- Find out who else is on the group. What their role is –actual job descriptions
- In preparing to contribute to a group find out about the lived experience from other group members to support your contribution
- Continue to explore what barriers to being involved might be there that need resolved and bring this to the group

#### *Remember....*

If you have had all the necessary preparation information in order to join a group and decide that this is not for you then it is your right to not progress further

If at any time you are not able to continue your role within a group then it is your right not to continue

## **Appendix for public person - Checklist of considerations**

- Do you feel safe and included in the group you are attending?
- Do you know why you are there and what/how you contribute?
- Do you feel your contribution is valued?
- Is the speed of conversation at meetings ok for you?
- Do you feel you are getting to know group members in a working capacity and not at a disadvantage?
- Are you getting to share your lived experience and knowledge of the big picture?
- Is the meeting accessible, e.g., is the time and lengths right for you?
- Are you able to speak to your contact person about any issues you have on how the papers are written so as to be clear and simple?
- Are you being asked about what is good for you/works well in order for you to continue to be involved?

### **Is there anything else that you need to feel part of the group/team?**

Access to a Buddy system -

- Another member of the group talking through their experience and contribution to help you decide if it's the right group for you
- Another member of the group could attend a meeting with you until you feel comfortable to attend yourself.

Removal of Digital Barriers -

- Do you have the right digital equipment to be involved.
- What additional tools might you need? e.g., email/IT
- What development /learning might you need?

Supportive network -

- Do you have good relationship with meeting member/s?
- Are you feeling confident to ask a question?
- Are you able to say when you understand /don't understand content e.g. Acronyms?
- Do you feel prepared/relaxed/ comfortable/welcomed/valued when attending a meeting?