



Dumfries and Galloway

# Public Protection Partnership

## Engagement Strategy 2023 - 2025





## Vision

**Safeguarding is everybody's responsibility – for services to be effective each professional and organisation should play their full part and should be based on a clear understanding of the needs, experiences and views of individual children, families, adults, partners and agencies.**

Partners will work together to prevent harm and help support those who are experiencing harm through effective engagement with our stakeholders and communities in Dumfries and Galloway.



## STRATEGIC AIMS

- To encourage all partners to seek feedback from those with lived experience of support and protection processes and, use this to improve single agency service delivery and outcomes for adults and children who may be at risk.
- Collaboration and coproduction between partners, including frontline staff, and those we seek to protect through engagement and participation in joint improvement activities including the sharing of best practice in engagement
- Representation and inclusion of all stakeholders within the Public Protection Partnership, including the voice of service user and lived experience



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## INTRODUCTION

Engagement is the active participation of stakeholders in the development of health and care services and as partners in their own health and care. This group includes workforces, patients, service users, Carers, voluntary sector, community representatives, victims, and survivors of domestic abuse, and the wider public.

This is a two-way process and involves listening to and hearing what people say, as well as acknowledging what is not being said, and using this to shape and continuously improve our practice through effective engagement.

The Public Protection Partnership and the Public Protection Committee (PPC) acknowledge that it is through effective public, community, and staff engagement that those at risk of harm in our community can be identified. We seek to maintain, review, and continually develop engagement practice and processes to respond efficiently and effectively when protecting those experiencing, or at risk of, harm.

This engagement strategy includes the three public protection workstreams:

- 1. child protection**
- 2. adult support and protection**
- 3. violence against women and girls.**

All partner agencies/services represented within the Public Protection Partnership have their own engagement activities and reporting mechanisms. All partners can share an understanding and single approach to public protection through this engagement strategy.

Communication and engagement are interconnected. This strategy focuses on engagement. Please refer to Dumfries and Galloway Public Protection Partnership Communication Strategy for full details.





## ENGAGEMENT OBJECTIVES

Partners will: -

- **Raise awareness** among key stakeholders about the importance of safeguarding, children, families, and adults whenever possible

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- **Collaborate** with all stakeholders across the partnership and in particular to capture the voice of those affected by public protection matters and with lived experience

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- **Strive towards** true co-production as standard practice

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- **Identify and eliminate** barriers that could prevent anyone from participating.

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- **Collaborate** with local partners to provide guidance and prepare responses to Learning Review findings and national consultations on relevant workstreams.

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- **Partner** with local and national organisations to promote campaigns, national engagement opportunities and consultations and provide information that is in plain language, of a high quality and meets the needs of the public, service users, communities and staff working in partner agencies.





## KEY MESSAGES

Dumfries and Galloway PPP adopt the Scottish Government's 7 National Standards for Community Engagement. This means that people with experience of using services, their Carers, and front-line practitioners are involved from the start of any commissioning, change or redesign of process; through to developing strategic documents, implementation, and evaluation. It will mean that their voices are heard, and their knowledge and experiences are valued. The PPP will utilise specialist support from partner agency communication and engagement teams.

The seven National Standards for Community Engagement, reflecting the main elements for good engagement are:

- **Inclusion**
- **Methods**
- **Support**
- **Communication**
- **Planning**
- **Impact**
- **Working Together**

These standards set out best practice principles for the way that government agencies, councils, health boards, police and other public bodies engage with communities.





The National Involvement Network's Charter sets out how people want to engage with the support that they get, the organisation that provide their services, and the wider community.

PPC will have strategic oversight of:

- the joint working across the sectors including Police Scotland Media & PR team, NHS Dumfries and Galloway communications officers, Council communication officers, and the Scottish Government communications team.
- any further development of this strategy, such as developing the local public protection website
- the collaboration to produce public protection marketing and publicity materials for Dumfries and Galloway.



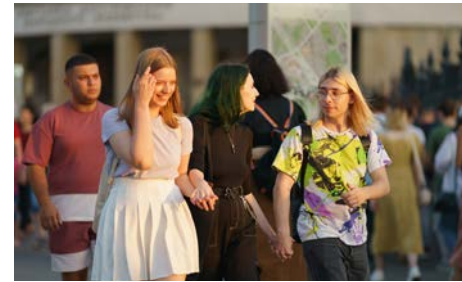


## TARGET AUDIENCES

As public protection issues must be raised throughout all communities in Dumfries and Galloway, the target audiences are many and varied. Identifying and engaging with all these target audiences will require an appropriate range of communication and engagement methods and pathways.

The strategy seeks to engage with:

- people with lived experience
- children, young people, and adults
- Victims / survivors
- Parents and Carers
- Communities
- collaborative partners, including NHS Dumfries and Galloway, Health and Social Care Partnership, Police Scotland, Dumfries and Galloway Council, Scottish Fire and Rescue Service, Scottish Ambulance Service, Community Justice, Scottish Prison Service, education providers, including schools, colleges and universities and other agencies/professionals in the third and independent sectors. This list is not exhaustive.







## MONITORING AND EVALUATION

Our Engagement strategy will be measured, monitored, and evaluated to ensure we are meeting the aims and commitments.

### Methods of engaging

We will use a variety of methods of engaging including: -

- SMART Surveys
- Focus groups
- Drop in session
- One to one
- Case studies
- Learning Reviews and other less formal improvement activities

Just as important, we will benchmark ourselves against other partnerships and learn from what they are doing.

As part of our action plan, we will also measure our engagement by:

### Frequency

Measuring and recording activities to ensure provision of engagement using different channels, both online and in-person.

### Reach

Measuring the reach of our engagement to understand whether we are connecting with the right audiences, how well we are growing our networks and whether our communications are generating public interaction. In particular are we reaching those with lived experience.

### Quality

We can measure the quality of engagement by understanding how communities and partners perceive our activities, channels, and support, and whether they feel they are inclusive and effective. Ultimately, we expect to measure quality of engagement by seeing our engagement activities lead to a deeper and broader understanding of Public Protection in Dumfries and Galloway and an increase in people actively participating and contributing.





## PROGRESSING THIS STRATEGY

The objectives set out in this Engagement Strategy will be taken forward through a continually updated action plan overseen by and agreed by the Public Protection Committee. Implementation and monitoring will be managed by the Communication and Engagement Subcommittee with the Policies & Procedures Subcommittee having oversight of the strategy and the review dates required to ensure it is up to date and fit for purpose. This strategy will be reviewed every 2 years

