



Healthcare
Improvement
Scotland

Community
Engagement



care
inspectorate

The Quality Framework for Community Engagement and Participation:

Supporting the delivery of effective
engagement, developing practice and sharing
learning

Self-evaluation tool

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Introduction

The [Quality Framework for Community Engagement and Participation](#) will support NHS Boards, health and social care partnerships and Local Authorities to meet their statutory duties¹ with regard to public involvement and community engagement in the planning and provision of health and social care. It provides a framework for what good quality engagement looks like and how this can be evaluated and demonstrated.

The development of the framework and self-evaluation tool brings together existing community engagement guidance, duties and frameworks (please see appendix 1 for a full list) and Scottish Government and COSLA's [Planning with People](#) guidance.

Therefore, it may be useful to consider information and evidence you have used in other recent reviews and self-evaluations by the Care Inspectorate, Healthcare Improvement Scotland and Audit Scotland.

The quality framework is intended to be used for organisational or service level self-evaluation of engagement, not to self-evaluate individual service changes or redesign. Healthcare Improvement Scotland – Community Engagement has a quality assurance role in this process and further information can be found on our website- <https://www.hisengage.scot/service-change/>

How to use this tool

We have developed a [guide to self-evaluation](#) that provides further detail on how to approach the process and who to involve.

The completed self-evaluation should focus on outcomes rather than activities. This could include a description of the impact of engagement, changes made as a result of feedback, or information on how potential impact is being monitored.

¹ The relevant duties, guidance and standards that inform this framework are noted in appendix 1

Domains

The self-evaluation should tell a story about where you perceive your organisation, or service², to be overall against each domain in the framework.

This tool has been developed to enable organisations to evaluate their performance against three areas of focus, called domains, which are outlined within the framework. The domains can be used individually or in a combination depending on what the focus of the organisation, or service is, at that time.

Within the three domains there are two associated quality indicators and statements. These guide discussion and support evaluation with a view to answering key questions. The quality indicators could be considered as the outcomes to be measured.

Domain 1: Ongoing engagement and involvement of people	<ul style="list-style-type: none">• The organisation undertakes ongoing engagement with people and communities to ensure that services meet their needs, identify sustainable service improvements and to develop trust.• The approach to engagement is inclusive, meaningful and is evaluated to identify learning and the impacts.
Domain 2: Involvement of people in service planning, strategy and design	<ul style="list-style-type: none">• The involvement of people and communities has had a positive impact on service change and strategy development and has been planned as part of the organisation's wider engagement strategy.• People representing communities have been involved throughout the development, planning and decision-making process for service change and strategy development.
Domain 3: Governance and leadership - supporting community engagement and participation.	<ul style="list-style-type: none">• Robust corporate governance arrangements are followed for involving people; founded on mutuality, transparency, equality, diversity and human rights principles.• To engage effectively and inform decision-making, the organisation supports and improves the participation of people by dedicating resources (both in people, time and budget).

² When we refer to organisation, you may also apply this to a specific service.

Statements

The statements (questions) are prompts to help you consider, overall, how well the organisation is meeting the indicators for each domain; the success criteria.

We note not all the statements may apply to every NHS board and health and social care partnerships, due to the individual circumstances of each organisation. Healthcare Improvement Scotland – Community Engagement staff are happy to discuss with you how best to apply the framework to your organisation.

People aren't expected to be able to answer every question, in every domain and there is an option to reflect this in the answers, and in the summary statement sections. We have added 'don't know' or 'unsure' response options to the self-evaluation tool to reflect this; these responses may also help to indicate areas where further awareness or support is required. There are comment boxes after each statement so people can explain their answer.

It may be useful to consider holding information sessions for people less familiar with the relevant guidance and statutory duties; to help to explain the guidance, duties and engagement taking place within the organisation or service.

All the domains include statements about the public sector equality duties, *the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012*, which must be answered in relation to the specific domain each time, but you only need to consider how would you evidence this once.

Organisations that have tested the self-evaluation tool suggest that it may be useful to use an online survey tool, which has a 'save and return' option for people who wish to return to the survey once reviewing further information and evidence. It was also suggested that people may wish to meet to complete the self-evaluation together and have the opportunity to discuss the statements.

Please note the change in the scale between the different statements and domains.

Summary Statements

For each statement summary, please provide an honest and succinct view on how you perceive the organisation to be, how you know this (the evidence you have) and what needs to be improved or done differently. This section should also give some context to your answers; your stakeholder group, your response and conclusions.

This should include examples that demonstrate the impact of engagement and improvements made for those who use or deliver health and social care services. You can provide and highlight

additional relevant information, background and context in the section too, to support your discussions.

We appreciate that not everyone will be able to attend all the consensus and improvement planning sessions. Therefore, it may be useful to collate the information, and suggestions for areas of improvement from the summary statements to inform these activities.

Completing the self-evaluation tool is the first stage in the five step process to improve the quality of your community engagement and participation work.

Evidence

You don't need to provide evidence for every statement and some of the evidence is likely to overlap across the domains. The evidence is for you to consider as an organisation and provide you with assurance as to how you are performing.

In answering the statements, and completing the tool, it may be useful to consider the following evidence:

- Strategies that are in place for ongoing community engagement.
- Structures that are in place to seek the views of people and communities - for example, locality planning and empowerment groups, committees with representatives, lay and third sector representatives on boards, online community panels.
- Policies to help people take part in improving healthcare services.
- How you support people who may find it more difficult to be involved.
- How feedback (from complaints and informal feedback) is used to inform ongoing service improvement.
- Evaluation that has been undertaken of engagement activity.
- Evidence of the difference that engagement has made and how you tell people how their views have been taken into account.

Those completing the self-evaluation tool are encouraged to use information from different sources to triangulate evidence of the quality of engagement. To understand the quality of engagement delivered you need to know the views of those accessing the service or impacted by the service. Feedback should be sought from people and communities to inform the completion of the self-evaluation.

Definitions

The reference to '**Board members**' in this document refers to both executive and non-executive members and '**senior leaders**' refers to senior staff and executive officers who have designated responsibility for community engagement.

By '**people**' we mean patients, people experiencing and accessing health and social care services, carers, families.

By '**communities**' we mean a group of people who share a common place, a common interest, or a common identity. There are also individuals and groups with common needs. It is important to recognise that communities are diverse and that people can belong to several at one time.

By '**meaningful engagement**' we mean working together with people affected by a particular policy, event or change and ensuring people of all backgrounds can take part and have their voice heard and acted upon.³

³ How to design and plan public engagement processes: a handbook, What Works Scotland, 2020-
<https://policyscotland.gla.ac.uk/wp-content/uploads/2020/04/WWSPublicEngagementHandbook.pdf>

Self-evaluation context

Organisation name:

Date of Completion:

Please use the box below to highlight relevant contextual and background information about the organisation and your input to their community engagement work.

Domain 1: Ongoing engagement and involvement of people

- i. The organisation undertakes ongoing engagement with people and communities to ensure that services meet their needs, identify sustainable service improvements and to develop trust.
- ii. The approach to engagement is inclusive, meaningful and is evaluated to identify learning and the impacts.

Fulfilment of statutory duties and adherence to national guidelines

1.1The organisation uses their communication and engagement strategy to promote and support how it carries out community engagement across the organisation (in line with [statutory duties to involve people in developing and delivering care services](#)).

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

1.2The organisation has undertaken training and awareness raising with its staff in relation to engagement with people and communities who are seldom heard. (Seldom heard people and communities as defined by, but not limited to, Age, Socio-economic/deprivation, Disability, Ethnicity, Sexuality)

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

1.3How confident are you that the organisation’s engagement processes are accessible, inclusive and reflect the diversity of communities, is informed by Equality Impact Assessment (which is undertaken with consideration given to stakeholder input), before engagement activity begins and is updated throughout the engagement process? (Equality Impact Assessment can help to identify potential disadvantages and offer an opportunity to take appropriate actions to remove or minimise any adverse impact.)

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

1.4The organisation proactively seeks the involvement of seldom heard people and communities, under-represented people and communities, communities experiencing health and social inequality and supports people to take part in ongoing engagement about improving access to health and social care services (in line with [Public Sector Equality Duties](#)).

Always

Almost always

Sometimes

Never

Don't know

Comments

Support/Equalities

1.5 How confident are you that the organisation provides timely accessible information in a variety of formats, which meets people's needs (such as large print, audio, Braille, different languages, induction loops)?

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

1.6 The organisation supports carers, and carer's organisations, to be involved in wider decision-making about the way services are provided, and can show that their suggestions, feedback and concerns have been considered. (In line with the [Health & Social Care Standards](#)).

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Co-production and design

1.7The organisation involves community representatives (people united by at least one common characteristic, including geography, identity or shared interests) in planning engagement, as part of the planning team, to help to ensure the process of engagement is inclusive.

Always

Almost always

Sometimes

Never

Don't know

Comments

1.8The organisation raises awareness, promotes, and provides support with participation requests; especially in relation to people and communities who may be seldom heard or who face additional barriers. (Part 3 of the [Community Empowerment Act 2015](#) enables communities to request to participate in decisions and processes which are aimed at improving outcomes).

Always

Almost always

Sometimes

Never

Don't know

Comments

1.9The organisation has worked with community planning partners to regularly engage with local communities to develop a common understanding of local needs and ensure local communities are meaningfully engaged in decisions made on public services which will affect them (in line with the Health and Social Care Standards and [The Local Government \(Scotland\) Act 2003](#)). (Community Planning Partnership (or CPP) is the name given to all those who come together to plan local services, such as councils, NHS Boards, police and fire services, and other public bodies).

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Methods

1.10The organisation has used a range of innovative, effective and empowering communication and engagement methods to understand the needs of people and communities and to reach the right people. (For example, citizen's panels and new methods of online engagement).

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

1.11 The organisation can provide examples of working well with the third sector (which includes charities, social enterprises and voluntary groups) and has worked with them when planning engagement.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Feedback

1.12 The organisation keeps people and communities informed of progress during the engagement process and provides feedback on the outcome of the engagement.

Always

Almost always

Sometimes

Never

Don't know

Comments

Evaluation and learning

1.13 The organisation regularly considers the impact of engagement to ensure the right people and communities are being involved.

Always

Almost always

Sometimes

Never

Don't know

Comments

1.14 The organisation has evaluated how effective its ongoing engagement is to help to improve people's experience of engagement and shared this learning across the organisation to inform future practice.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

1.15 The organisation has worked with partner organisations (such as councils, other NHS Boards, health and social care partnerships, police and fire services and other public bodies) to share experiences and approaches to support community engagement.

Always

Almost always

Sometimes

Never

Don't know

Comments

Summary Statement - Domain 1 - Ongoing engagement and involvement of people

The following key questions should guide your responses to the summary statements below:

- How is the organisation doing in respect of this domain?
- How do you know this? Explain your responses.
- What does the organisation need to do better or differently? (For example, what are the key next steps or areas for improvement the organisation needs to take?)

Please provide details from your perspective of where the organisation is performing well in relation to this domain, including sources of evidence that support these views.

Please provide further details on how the organisation can improve its approach to involving people and communities.

Domain 2: Involvement of people in service planning, strategy and design

- i. The involvement of people and communities has had a positive impact on service change and strategy development and has been planned as part of the organisation's wider engagement strategy.
- ii. People representing communities have been involved throughout the development, planning and decision-making process for service change and strategy development.

Fulfilment of statutory duties and adherence to national guidelines

2.1 The people and groups who are affected by the focus of the engagement have been meaningfully involved in planning and designing the engagement process to ensure it is inclusive and timely.

Always

Almost always

Sometimes

Never

Don't know

Comments

2.2 The organisation has meaningfully involved people and communities throughout the development, planning and decision-making process for service change and strategic planning ([in line with current guidance and statutory duties to involve people in the design and delivery of care services](#)). By 'meaningful engagement' we mean working together with people affected by a particular policy, event or change and ensuring people of all backgrounds can take part and have their voice heard and acted upon

Always

Almost always

Sometimes

Never

Don't know

Comments

2.3 The people and communities who may be affected by a proposed change to a service or strategy, have been involved in developing and appraising options that are robust, evidence-based and person-centred. (By options we mean the different ways that a service could be delivered)

Always

Almost always

Sometimes

Never

Don't know

Comments

2.4 Are you confident that the organisation, Board members, and senior leaders can show how they have taken account of the views of people and communities when making decisions on policy and services by fully explaining the reasons for decisions?

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

Co-production and design

2.5 The organisation has worked together with other organisations to share expertise and structures to support community engagement on service change and strategy.

Always

Almost always

Sometimes

Never

Don't know

Comments

2.6 The organisation has taken a co-design approach to developing plans and documents for engagement on the review of services and strategies, by involving people and communities from the start of any process through to decision-making. (Co-design is the approach of actively involving stakeholders in the design process and is key to successful community engagement. It has been described as the process of active dialogue and engagement between people who use services, and those who provide them. [Planning with People](#) (2023))

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

2.7 The organisation provides support to people and communities to enable people to get involved in and inform the decision-making process that affects their lives and their communities ([in line with the Health and Social Care Standards](#)).

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Support/Equalities

2.8 How confident are you that the organisation’s engagement processes are accessible, inclusive and reflect the diversity of communities, and are informed by Equality Impact Assessment (which is undertaken with consideration given to stakeholder input), before engagement activity begins, and is updated throughout the engagement process? (Equality Impact Assessment can help to identify potential disadvantages and offer an opportunity to take appropriate actions to remove or minimise any adverse impact.)

Very confident **Fairly confident** **Not very confident** **Not at all confident** **Unsure**

Comments

2.9 The people and communities who may be affected by the proposed service development, change or policy have been provided with relevant and accessible information, using appropriate communication methods that meet their identified support needs.

Always **Almost always** **Sometimes** **Never** **Don't know**

Comments

2.10 The organisation has undertaken an Equality Impact Assessments of how the policy or service design proposals may affect different communities, taking into consideration equality, human rights, and used this to inform the engagement process.

Always **Almost always** **Sometimes** **Never** **Don't know**

Comments

2.11 The organisation has proactively sought participation from seldom heard, under-represented people and communities, and supported people and communities to take part in service redesign and strategy development for example, meeting the new duties under [UNCRC](#) incorporation to involve children in decision-making. (Seldom heard people and communities as defined by, but not limited to, Age, Socio-economic/deprivation, Disability, Ethnicity, Sexuality, Communication impairments, Mental health problems, Homelessness, Geographical isolation.)

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Evaluation and learning

2.12 The organisation ensures ongoing evaluation is part of the engagement process and feedback is acted on during the engagement process.

Always

Almost always

Sometimes

Never

Don't know

Comments

2.13 The organisation has evaluated the effectiveness of its engagement in service redesign and strategic planning and shared the learning across the organisation to inform future practice.

Always

Almost always

Sometimes

Never

Don't know

Comments

Summary statement - Domain 2 - Involvement of people in service planning, strategy and design

The following key questions should guide your responses to the summary statements below:

- How is the organisation doing in respect of this domain?
- How do you know this? Explain your responses.
- What does the organisation need to do better or differently? (For example, what are the key next steps or areas for improvement the organisation needs to take forward?)

Please provide details from your perspective of where the organisation is performing well in relation to this domain, including sources of evidence that support these views.

Please provide further details on how the organisation can improve its approach to involving people.

Domain 3: Governance and leadership - supporting community engagement and participation

- i. Robust corporate governance arrangements are followed for involving people, founded on mutuality, transparency, equality, diversity and human rights principles.
- ii. To engage effectively and inform decision-making, the organisation supports and improves the participation of people by dedicating resources (in people, time and budget).

This domain should be completed with input from senior leaders with responsibility for the delivery and governance of the organisation's community engagement work

Fulfilment of statutory duties and adherence to national guidelines

3.1 How confident are you that Board members and senior leadership have demonstrated a commitment to meaningful engagement by taking action to embed it within their organisation by setting clear objectives and priorities, encouraging ideas and innovation, community leadership and support to communities? (By 'meaningful engagement' we mean working together with people affected by a particular policy, event or change and ensuring people of all backgrounds can take part and have their voice heard and acted upon.)

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

3.2 Board members and senior leadership have committed the necessary resources (people, time and money) for delivering meaningful community engagement.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.3 Staff and non-executive board members feel they have the knowledge, skills and know where to seek advice, to deliver meaningful engagement on behalf of the organisation.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.4 The development of strategies and changes to service delivery models include appropriate stakeholder engagement, particularly when a proposed service change will have a major impact. The board has ensured the necessary stakeholder engagement is carried out at the outset of the planning and commissioning process and this engagement is inclusive, proportionate and robust.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

Feedback and decision-making

3.5 How confident are you that the decision-making process is transparent and clearly demonstrates how the views of communities have been taken into account, and the reasons for decisions are explained?

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

Support/Equalities

3.6 Board members and senior leaders have taken account of the [Fairer Scotland Duty](#) (to reduce the inequalities of outcome) in any major strategic decisions they make about policy, strategy or service. (The Fairer Scotland Duty (the Duty) came into force on 1 April 2018 and places a legal responsibility on named public bodies in Scotland to actively consider ('pay due regard' to) how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.7 Where applicable, board members and senior leaders have taken account of the duties of the [Islands \(Scotland\) Act](#) when introducing a new or revised policy, strategy or service. (The Act introduces measures to support and help meet the unique needs of Scotland's islands now and in the future. It will also seek to help create the right environment for sustainable growth and empowered communities.)

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Not applicable

Comments

3.8 Board members and senior leaders have influenced and driven policy and strategy to encourage effective, meaningful engagement.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.9 The organisation has encouraged both 'top-down' (formal, planned) and 'bottom-up' (informal, unplanned) approaches to engagement.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.10 Staff and organisational leaders have actively sought out good practice and learning on community engagement from both within and outside the organisation, and shared it.

Strongly agree

Agree

Disagree

Strongly Disagree

Unsure

Comments

3.11 How confident are you that the appropriate forums/committees are in place to support the assurance and improvement of the organisation's engagement work?

Very confident

Fairly confident

Not very confident

Not at all confident

Unsure

Comments

3.12 How confident are you that all decision-making forums/committees seek assurance from staff on how people and communities have been involved in service development and planning via agreed covering reports and templates?

Very confident

Fairly confident

Not very confident

**Not at all
confident**

Unsure

Comments

Summary statement- Domain 3 - Governance and leadership - supporting community engagement and participation

The following key questions should guide your responses to the summary statements below:

- How is the organisation doing in respect of this domain?
- How do you know this? Please explain your answers.
- What does the organisation need to do better or differently? (For example, what are the key next steps or areas for improvement the organisation needs to take?)

Please provide details from your perspective of where the organisation is performing well in relation to this domain, including sources of evidence that support these views.

Please provide further details on how you feel the organisation can improve its approach to involving people and communities.

Appendix

Statutory duties

- NHS Reform (Scotland) Act, Section 7: Duty to encourage public involvement - www.legislation.gov.uk/asp/2004/7/contents
- Public Bodies (Joint Working) (Scotland) Act 2014, section 36 - <https://www.legislation.gov.uk/asp/2014/9/section/36/2014-04-02?timeline=false>
- Equality Act 2010 - www.legislation.gov.uk/ukpga/2010/15/contents
- Fairer Scotland Duty (2018)- <https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/>
- Islands (Scotland) Act 2018 - www.legislation.gov.uk/asp/2018/12/contents
- Community Empowerment (Scotland) Act 2015 - <https://www.legislation.gov.uk/asp/2015/6/contents/enacted>
- Human Rights Act 1998 – <https://www.gov.scot/policies/human-rights>

Guidance

- Planning with People - Community engagement and participation guidance for NHS Boards, Integration Joint Boards and Local Authorities that are planning and commissioning care services in Scotland, Scottish Government and COSLA (April 2023)- <https://www.gov.scot/publications/planning-people-community-engagement-participation-guidance/>
- Health and Social Care Standards: my support, my life, Scottish Government (2017) - www.gov.scot/publications/health-social-care-standards-support-life/
- CEL 4 (2010) Informing, Engaging Consulting People in Developing Health and Community Care Services, Scottish Government 2010 - www.sehd.scot.nhs.uk/mels/CEL2010_04.pdf
- The National Standards for Community Engagement (2016), Scottish Community Development Centre - www.scdc.org.uk/what/national-standards/
- NHS Scotland Health Boards and Special Boards –The Blueprint for Good Governance in NHS Scotland- Second Edition (November 2022)- <https://www.gov.scot/publications/blueprint-good-governance-nhs-scotland-second-edition/>

- Ministerial Strategic Group for Health and Community Care Review of Progress with Integration of Health and Social Care, Final Report, February 2019 - www.gov.scot/publications/ministerial-strategic-group-health-community-care-review-progress-integration-health-social-care-final-report/
- COSLA's New Blueprint for Local Government - www.cosla.gov.uk/data/assets/pdf_file/0021/19551/LG-Blueprint.pdf
- Planning and delivering integrated health and social care: guidance - www.gov.scot/publications/guidance-principles-planning-delivering-integrated-health-social-care/
- Audit Scotland expectations for auditing Best Value in IJBs/HSCPs - www.audit-scotland.gov.uk/our-work/best-value
- Community Empowerment Act (CEA) Guidance, Part 2 Purpose of Community Planning - www.gov.scot/publications/community-empowerment-scotland-act-2015-part-2-community-planning-guidance/
- Gunning Principles - www.consultationinstitute.org/the-gunning-principles-implications/
- Inclusion health principles and practice, Public Health Scotland - <https://publichealthscotland.scot/media/2832/inclusion-health-principles-and-practice.pdf>
- Gaun Yersel – Self Management Strategy for Scotland - www.alliance-scotland.org.uk/blog/resources/gaun-yersel/
- Third Sector Engagement Matrix - https://mk0voluntaryheaenrww.kinstacdn.com/wp-content/uploads/2013/05/Engagement_Matrix_ed2_web.pdf
- Equal and Expert – Best Practice Standards for Carer Engagement - www.carersnet.org/wp-content/uploads/2014/06/Equal-Expert-3-best-practice-standards-for-carer-engagement.pdf
- Charter of Patient Rights and Responsibilities - www.gov.scot/publications/charter-patient-rights-responsibilities-2/
- Right First Time, Scottish Government - <https://www.gov.scot/publications/right-first-time-practical-guide-public-authorities-scotland-decision-making-law-second-edition/#:~:text=Right%20First%20Time%20is%20a%20practical%20guide%20for,public%20discourse%20around%20the%20actions%20of%20public%20bodies.>
- Principles of Community Empowerment, Audit Scotland - www.audit-scotland.gov.uk/report/principles-for-community-empowerment