

# Report

## Recruitment of service user members to the Edinburgh Integration Joint Board

### Edinburgh Integration Joint Board

26 January 2018



#### Executive Summary

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1. The Edinburgh Integration Joint Board has two vacancies for citizen members with lived experience of using adult health and social care services. When it met on 15 December 2017, the Board agreed to establish a small working group to review the role description and specification for the service user members, along with the advertisement and recruitment pack and report back to the next meeting.
2. The working group has met and this report seeks the approval of the Board for the revised documentation and proposals relating to the recruitment process.

#### Recommendations

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3. The Integration Joint Board is asked to agree:
  - i. the proposed role description for service user members of the Board set out on pages 3 to 5 of Appendix 1
  - ii. the recruitment pack attached as Appendix 1 for use in the recruitment process
  - iii. the proposal that the vacancies should be advertised for a period of six weeks as set out in paragraph 8 of the report
  - iv. the proposed make up of the interview panel as set out in paragraph 9.

#### Background

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4. At the first formal meeting of the Edinburgh Integration Joint Board on 17 July 2015, it was agreed to appoint two citizens with lived experience of using adult health and social care services as non-voting members of the Board. As both the service users appointed have now left the Board, it is necessary to recruit two new members.

5. The previous service user members of the Integration Joint Board were appointed under arrangements put in place by the Shadow Health and Social Care Partnership, and the opportunity has now been taken to review the role description, the recruitment documentation and the process. When it met in December 2017, the Board agreed to establish a working group to undertake this task. The working group was chaired by the Vice-chair of the Board and included the two current citizen members who sit on the Board as unpaid carers and one of the previous service user members. The Strategic Planning Manager provided support to the working group.

## Main report

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6. The members of the working group were provided with copies of the previous recruitment documentation and examples of documentation from other Integration Joint Boards before Christmas. The group met once in early January to focus on revising the role description and the support that it would be reasonable for citizen members to receive in carrying out the role. There was also discussion as to whether two people can be expected to represent the views of all citizens who use adult health and social care services. This had also been a subject of debate when the original citizen members were recruited, and the working group was clear that citizen members of the Board could only be expected to provide a service user perspective. Both these issues have been considered in the redrafting of the role description.
7. A revised role description for the service user members of the Integration Joint Board was produced and circulated for comment. All comments received have been considered in the role description in the recruitment pack attached as Appendix 1. Members of the working group have also had a brief opportunity to comment on other elements of the recruitment pack.
8. Subject to the approval of the documentation at Appendix 1 by the Integration Joint Board, the working group recommends that expressions of interest in the two vacant service user seats on the Board are advertised for a period of six weeks through the following channels:
  - Council and NHS Lothian websites
  - Third Force news and Good Moves
  - Established email networks, including Health and Social Care managers and staff, third sector, independent sector and housing partners
  - EVOC noticeboard and newsletter
  - Edinburgh Equality and Rights Network (EaRN)
  - Posters in GP surgeries, Health and Social Care Partnership offices and libraries

9. At the end of the six-week period, it is proposed that a recruitment panel should be established to assess any expressions of interest received, draw up a shortlist and interview the shortlisted candidates. It is proposed that the panel be chaired by the Vice-chair of the Integration Joint Board and include a non-voting member of the Board and two officers from the Health and Social Care Partnership.

## Key risks

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10. Failure to recruit new service user members to the Integration Joint Board will mean that the Board is not meeting its legal duties as set out in the Public Bodies (Joint Working) (Scotland) Act 2014.
11. The response to the advertisement inviting expressions of interest in being a service user member of the Integration Joint Board may be low, making it difficult to recruit suitable candidates. It is proposed to advertise through a wide range of channels to minimise this risk.

## Financial implications

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12. The only financial implication arising from this report is the requirement for a small budget to cover advertising costs, estimates for these are being obtained.

## Implications for Directions

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13. There are no implications for Directions arising from this report.

## Equalities implications

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14. The proposals set out in this report are intended to ensure the perspective of people who use adult health and social care services is heard in the deliberations of the Integration Joint Board.

## Sustainability implications

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15. Wherever possible, the recruitment process will be carried out using electronic communication mechanisms.

## Involving people

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16. The proposals set out in this report will ensure that people who use services are involved in the decision-making of the Integration Joint Board.

## **Impact on plans of other parties**

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17. There is no impact on the plans of other parties arising from this report.

## **Background reading/references**

[Report to the Integration on the recruitment of citizen members – December 2017](#)

## **Report author**

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## **Appendices**

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**Appendix 1**

Service user member recruitment pack

### Edinburgh Integration Joint Board

#### Service user member recruitment pack

The Edinburgh Integration Joint Board (IJB) is seeking to recruit two citizens with experience of using community health and/or social care services to join the Board. The role of these members is to bring a service user perspective to the work of the IJB in planning the future of health and social care services in Edinburgh.

As a service user member, you will have experience of using the health and/or social care services for which the IJB has responsibility. We need to recruit one person who has experience of using health services and one who has experience of using social care services, although we recognise that some people will have experience of using both.

Service user members will:

- live in Edinburgh
- have a knowledge and understanding of the issues affecting users of health and social care services
- be interested in the decision-making process around the planning of these services; and
- be able to communicate a service user perspective effectively at meetings of the Edinburgh Integration Joint Board

#### What is the Edinburgh Integration Joint Board?

The Edinburgh Integration Joint Board was established in April 2016 in response to changes in the way in which health and social care services are planned and delivered, as set out in the Public Bodies (Joint Working) (Scotland) Act 2014. In Edinburgh, these changes have meant that:

- health and social care services are delivered by the Edinburgh Health and Social Care Partnership (HSCP) which is a partnership of the City of Edinburgh Council and NHS Lothian; and
- the Edinburgh Integration Joint Board (IJB) is responsible for the governance of the partnership and the strategic planning of health and social services.

The services for which the IJB and HSCP are responsible include:

- social work assessment
- social care services for people with disabilities, mental health, older people, sensory impairment, substance misuse
- support for carers
- primary care services, including GPs and community nursing
- allied health professionals, such as occupational therapists, psychologists and physiotherapists
- community dental, ophthalmic and pharmaceutical services

- continence services
- unplanned admissions to hospital

The arrangements are set out in the [Integration Scheme](#), which was agreed between the Council and NHS Lothian and approved by the Scottish Government. The IJB published a [strategic plan](#) in April 2016, setting out how the services for which it is responsible should be delivered. Paper copies of these documents can be supplied if required.

### **Who sits on the Integration Joint Board?**

The Public Bodies (Joint Working) (Scotland) Act 2014 specifies minimum membership criteria that all Integration Joint Boards must adhere to. In Edinburgh, there are 10 voting members of the Board, five of whom are non-executive board members of NHS Lothian and five of whom are elected members of the City of Edinburgh Council.

There are also several non-voting members. These include officers of the Council and NHS Lothian, such as the Chief Officer and Chief Finance Officer, the Chief Nurse and Medical Director, the Council's Chief Social Work Officer, representatives of the third sector, trades unions and professional staff groups and four citizen members, two of whom are unpaid carers and two are service users.

To date, the practice has been for decisions of the IJB to be made by consensus of the full membership, rather than the use of voting.

Further information about integration in Edinburgh can be found [here](#).

Integration Joint Board papers can be found [here](#) by selecting Edinburgh Integration Joint Board from the list of Committees.

### **How to apply**

If you are interested in becoming a service user member of Edinburgh's, IJB please complete the expression of interest form and return it by *insert date*:

*By email to:* [healthsocialcareintegration@edinburgh.gov.uk](mailto:healthsocialcareintegration@edinburgh.gov.uk)

*By post to:* Wendy Dale, Strategic Planning Manager, Edinburgh Health and Social Care Partnership, Level 1/8 Waverley Court, 4, East Market Street, Edinburgh, EH8 8BG

For informal discussions, contact: Wendy Dale on 0131 553 8322

### **Role of service user members of the Edinburgh Integration Joint Board**

The role of the service user members of the IJB is to make sure that the perspective of people with lived experience of using health and social care services is heard in all aspects of the business of the Board. We recognise that it is impossible for one

person to represent the views of everyone who uses health and social care services in the city. The role of the service user member on the IJB is therefore to provide a service user *perspective*. However, there will be occasions where we ask you to take part in events intended to gather views from a wider group of service users.

Service user members will:

- live in Edinburgh and be able to prepare for, travel and contribute to regular meetings
- provide the perspective of people who use the health and social care services for which the IJB is responsible.

### **Tasks you will be expected to do**

As a service user member, you will be expected to:

- attend the monthly meetings of the IJB; these are usually held in central Edinburgh on Friday mornings between 09.30 and 12.30
- attend monthly meetings of the IJB Strategic Planning Group, which are usually held in central Edinburgh on Friday mornings between 10.00 and 12.00
- read the papers circulated before each meeting and come to the meeting prepared to take part in the discussions from the perspective of people who use the services for which the IJB is responsible
- make contact and engage with other service users and represent their views in a balanced and objective way
- take part in the planning and monitoring of the IJB strategic plan, priorities and budgets

### **Skills and qualities you need**

- no formal qualifications are required
- ability to facilitate and encourage active engagement
- ability to listen to, and represent the views of, other service users (even if they are different from your own)
- ability to read and absorb detailed reports that are sometimes complex, identify the implications for service users and articulate these succinctly at formal meetings
- excellent communication and interpersonal skills
- confidence in public speaking
- understanding of the reasons for integrating health and social care

- understanding of the health and social care systems in Edinburgh

**The sort of person we are looking for is someone who:**

- has an active interest in health and social care
- is able to work in a team and with working groups
- is able to look at things with an open mind
- is able to listen to and take on board other people's points of view or experiences

**We will expect you to**

- use your experience to give the perspective of users of the health and social care services for which the IJB has a responsibility
- be willing to suggest and influence changes to services or plans
- take an active role in groups or projects, with our support
- follow relevant policies and procedures (e.g. expenses policy for IJB members, no smoking policy, equal opportunities, health and safety); we will make sure you have access to these
- follow rules of confidentiality and not discuss personal or sensitive information outside of meetings; we will ask you to sign a confidentiality agreement
- take part in an initial induction training session and any other briefings or training sessions as required
- read papers for meetings before you attend, and if unable to attend, give your apologies in good time if possible
- remember that any contact with the media (newspapers, television, radio) or through social networking will be handled by Edinburgh Council's Corporate Communications Team
- give references or complete Scottish Disclosure/PVG Scheme membership documents if we need you to; we will guide you through this process
- declare any interests, employment or otherwise, which may conflict with your involvement with IJB; this will not necessarily stop you joining the Board
- raise any concerns or difficulties with your contact person
- tell your contact person if you no longer wish to be a service user member of the IJB

Your name will appear on minutes of IJB meetings, which are available to the public.

**What you can expect from us**



- support or training and any information you need, free of jargon (or jargon explained), in a format that suits you
- a named contact person who will give you support and guidance
- a clear description of your responsibilities, including the length of time you are expected to be involved
- to be introduced to other Board members with their jobs and roles explained to you
- to be treated as an equal partner, with your views taken seriously
- to be sent meeting papers in your preferred format, at least one week before the meeting
- to be told what has happened as a result of your involvement
- to be consulted about decisions that affect you
- to be able to opt out of anything you don't feel comfortable with or find stressful
- to be reimbursed for necessary travel and other agreed expenses arising from your membership of IJB
- that your involvement will not impact on your care, treatment or services
- to be able to step down at any time, knowing that it will not affect any future care, treatment or services
- your personal information to be kept confidential

### **Length of appointment**

The Public Bodies (Joint Working) (Scotland) Act 2014 limits the length of appointment of non-voting members to three years.

## Edinburgh Integration Joint Board

### Expression of interest in being a service user member of the Edinburgh Integration Joint Board

<b>About you</b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Postcode:</b>			
<b>Phone No:</b>		<b>Email:</b>	

**Please tell us why you are interested in this role**

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**Please tell us about the type of health and social care services you have direct experience of using**

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**Having read the accompanying information pack, please tell us about the skills and qualities you feel you could bring to this role**

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**Any other information that you feel is relevant to your application**

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**Please provide details of two referees who could support your application for this role**

	Referee 1	Referee 2
<b>Name</b>		
<b>Contact address/phone number/email</b>		
<b>Relationship to you</b>		

**I confirm that the information I have provided is accurate and completed to the best of my ability.**

**Signature**

**Date**

Please return the completed form by *insert date* to Wendy Dale, Strategic Planning Manager, Edinburgh Health and Social Care Partnership, Level 1/8 Waverley Court, 4, East Market Street, Edinburgh, EH8 8BG. Email: [healthsocialcareintegration@edinburgh.gov.uk](mailto:healthsocialcareintegration@edinburgh.gov.uk)