



## INTEGRATION JOINT BOARD

<b>Date of Meeting</b>	23 February 2021
<b>Report Title</b>	IJB Service User Representative
<b>Report Number</b>	HSCP.21.018
<b>Lead Officer</b>	Sandra MacLeod, Chief Officer
<b>Report Author Details</b>	Alison MacLeod Lead Strategy and Performance Manager alimacleod@aberdeencity.gov.uk 07741 237034
<b>Consultation Checklist Completed</b>	Yes
<b>Directions Required</b>	No
<b>Appendices</b>	N/A

### 1. Purpose of the Report

1.1. The purpose of this report is to update the Integration Joint Board (IJB) on the appointment of a new Service User Representative.

### 2. Recommendations

2.1. It is recommended that the IJB:

- a) Approves the appointment of a new Service User Representative for a three-year term from March 2021 to March 2024.
- b) Formally notes their appreciation for the work undertaken by Howard Gemmell the outgoing Service User Representative.

### 3. Summary of Key Information

3.1. In June 2020, the IJB noted the delay to the recruitment process for a new Service User Representative to sit on the Board and approved an extension to the term of office of the current representative to March 2021.



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- 3.2. The recruitment process has now been undertaken, supported by our partners in Aberdeen Council for Voluntary Organisations (ACVO). The opportunity was advertised using the voluntary sector networks and interested candidates were invited to a virtual Focus Group session on 18th January 2021. The session allowed the direction and strategic aims of the IJB and the specific requirements of the role to be clarified and discussed. It also allowed candidates the opportunity to ask questions and discuss their own experiences and attributes relevant for the role. An informal interview with the IJB Vice Chair and the Chief Officer of ACHSCP was held on 11th February 2021.
- 3.3. The IJB is now being asked to approve the appointment of Alan Chalmers as IJB Service User Representative for a period of three years from March 2021. The Carers Representatives on the IJB are in post until March 2023 so this period allows for staggered recruitment of representatives going forward.
- 3.4. Alan is an Aberdeen City resident and has experience of using health and social care services. In addition, he has experience of working with health and social care providers both as a volunteer and as a board member.
- 3.5. The current IJB representative has served the IJB since its inception and we are grateful that he agreed to the extension of his terms of office. We are also grateful for his insights into the role which has helped shape the support now available to all IJB representatives. Howard has offered his continued support to the new Service User representative as he transitions into the role.

### 4. Implications for IJB

#### 4.1. Equalities

Having a Service User on the IJB aims to give equality of approach to decision making ensuring the voices of our service users are heard at the highest level of decision-making.

#### 4.2. Fairer Scotland Duty

There are no direct implications to the Fairer Scotland Duty arising from the recommendation in this report.



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### 4.3. Financial

There are no additional financial implications arising from the recommendation in this report. Any expenses in relation to the role of IJB Service User Representative will continue to be met in line with the approved Expenses Policy from existing budgets.

### 4.4. Workforce

There are no Workforce implications arising from the recommendations in this report. Officers will continue to provide support to the Service User Representative as happens currently.

### 4.5. Legal

By appointing a Service User Representative on the IJB we will continue to meet our obligations in the Integration Scheme by including service users residing in the area of the local authority.

### 4.6. Covid-19

The IJB Service User representative will be provided with appropriate support to enable them to participate in virtual meetings as long as it is deemed necessary by national guidelines. Support meetings will also be undertaken virtually.

### 4.7. Unpaid Carers

There are no specific implications for unpaid carers arising from the recommendation in this report.

### 4.8. Other

There are no other implications relevant to this report.

## 5. Links to ACHSCP Strategic Plan

- 5.1. The recommendation in this report links directly to the partnership working and community empowerment aspect of the Strategic Plan ensuring that we are strengthening the voices of our communities in decisions about public services. It also links to the Personalisation aim. By taking account of Service User views we are helping to ensure people get the right care, in the right place at the right time.



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### 6. Management of Risk

#### 6.1. Identified risks(s)

If we do not appoint a new Service User Representative, there is a risk that service users residing in the area of the local authority will not be included in the decision making of the IJB and it may be some time before we can carry out a recruitment exercise to that role in a safe manner.



#### 6.2. Link to risks on strategic or operational risk register:

This report links to Strategic Risk 5: There is a risk that the IJB, and the services that it directs and has operational oversight of, fail to meet both performance standards/outcomes as set by regulatory bodies and those locally-determined.

This risk is currently sitting at Medium.

#### 6.3. How might the content of this report impact or mitigate these risks:

By involving Service Users in the decision making of the IJB we are meeting the requirements as set out in the Integration Scheme and ensuring service developments are person centred.

Approvals	
	Sandra MacLeod (Chief Officer)
	Alex Stephen (Chief Finance Officer)