



## INTEGRATION JOINT BOARD

<b>Date of Meeting</b>	9 July 2024
<b>Report Title</b>	IJB Service User Representatives
<b>Report Number</b>	HSCP24.052
<b>Lead Officer</b>	<i>Alison MacLeod, Strategy and Transformation Lead</i>
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<b>Consultation Checklist Completed</b>	Yes
<b>Directions Required</b>	No
<b>Exempt</b>	No
<b>Appendices</b>	None
<b>Terms of Reference</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 new Service User Representatives.

### 2. Recommendations

2.1. It is recommended that the IJB:

- a) Approves the appointment of three new Service User Representatives with immediate effect for a three-year term to July 2027.
- b) Formally notes their appreciation for the work undertaken by Alan Chalmers as previous IJB Service User Representative.



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### 3. Strategic Plan Context

- 3.1. The integration scheme sets out a framework and suggested groups to be included within the Integration Joint Boards, including “service users residing in the area of the local authority”. The recommendations from this report is linked to our Strategic Plan and its ambitions towards the key priority to Care Together by empowering our communities to be involved in planning and leading services locally. Our relationships enabler within the Strategic Plan also includes Aberdeen City Health and Social Care Partnership (ACHCSP) developing proactive communications to keep communities informed.

### 4. Summary of Key Information

- 4.1. At the turn of the year, after the resignation of Alan Chalmers, our previous IJB representative, we launched a recruitment campaign to encourage new IJB Service User representatives to come forward. This was promoted in a number of ways. Our Communication and Engagement Development Officer and our Wellbeing Coordinators participated in a special radio show on SHMUfm to help promote the campaign. Our colleagues at ACVO included the advert within their promotional newsletter and distributions. We also promoted the opportunity via social media which resulted in over 500 people reactions and engagements via facebook. This is not an approach we have taken before, but it has proved successful.
- 4.2. To support the number of enquiries we had, a short information pack was developed to give the key information for those interested in becoming an IJB Representative. Those interested were also asked to complete a short application statement to give us a little background knowledge and understanding on their reasons for wanting to become an IJB Service User representative.
- 4.3. We have to acknowledge the level of commitment we ask from our Service User and Carer representatives at the IJB. The information pack made clear the number of meetings, examples of Agenda packs and commitment expectations for being an IJB representative. Our previous representatives commented that this is something we needed to consider for future and this is why we made sure we were very explicit about it with this cohort.
- 4.4. Three people came forward with application statements, all with different backgrounds and experiences. Our three candidates were invited to meet the IJB Chair, Vice Chair, Chief Officer and Chief Operating Officer. This was an



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informal introduction for the IJB representatives to get to know the candidates and for the candidates to learn a bit more about the IJB and how it operates..

- 4.5. The three candidates were invited to observe the IJB meeting on 7<sup>th</sup> May 2024. They reported positively on their experience and particularly liked the level of engagement between officers and IJB members, the openness of the discussion and the opportunity for questions. They also had some suggestions for improvements for future meetings.
- 4.6. Given the three candidates were all keen to participate and the fact that we are aware the role can be challenging and time consuming it has been agreed that all three will be appointed. This way the IJB Service User representatives can work the meetings between them, ensuring we have at least one representative at each meeting. The Service User representatives will have the opportunity to meet with the key contact (Senior Project Manager, Strategy) in advance of each IJB meeting to discuss and agree who will be attending.
- 4.7. Our three representatives are, Amanda Foster who already works closely with us through the Locality Empowerment Groups and Strategic Planning Group. Amanda's experience and knowledge of ACHSCP will stand her in good stead for her input to meetings as well as feedback to her community groups. Our second representative is Kenneth McAlpine, who has similar experience to Amanda in that he has been a regular attendee of the Strategic Planning Group. Our third representative is Temitope Oyegun also known as Debbie, who has a Public Health background, and would like to be involved more with ACHSCP and the IJB. She also has good connections with a vast number of community groups and will be able to represent a wide range of voices.
- 4.8. IJB are being asked to approve the three representatives to serve as Service User IJB Representatives for a 3 year term, July 2024 – July 2027. IJB are also being asked to note that it is thanks to the work that has gone into developing our relationships with our communities particularly through the Locality Empowerment Groups and representation on the Strategic Planning Group that has contributed to representatives feeling able to make the extra step to becoming an IJB representative.

### 5. Implications for IJB

#### 5.1. Equalities, Fairer Scotland and Health Inequality



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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.

### 5.2. 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.

### 5.3. Workforce

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

### 5.4. Legal

By appointing Service User Representatives 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.

### 5.5. Unpaid Carers

There are no specific implications for unpaid carers arising from the recommendation in this report. However learnings from this process will enable future planning for IJB Carers Representatives engagement.

### 5.6. Information Governance

IJB Representatives will be required to state any potential conflicts of interest to support open and transparency within discussions and decision making. As the same as any IJB member they will be bound to confidentiality rules for draft reports and publications.

### 5.7. Environmental Impacts



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There are no direct environmental implications arising from the recommendations of this report.

### 5.8. Sustainability

There are no direct implications from the recommendations of this report.

### 5.9. Other

There are no other implications from the recommendations of this report.

## 6. Management of Risk

### 6.1. Identified risks(s)

6.1.2 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 the IJB would be failing to meet its obligations under the Integration Scheme.

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

This report links to Strategic Risk Number 6

**Cause:** Need to involve lived experience in service delivery and design as per Integration Principles.

**Event:** IJB fails to maximise the opportunities created for engaging with our communities.

**Consequences:** Services are not tailored to individual needs; reputational damage; and IJB does not meet strategic aims

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 the voices of lived experience are heard in the design and delivery of health and social care services in Aberdeen.