

PERTH & KINROSS HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD

13 MAY 2016

APPOINTMENT OF STAKEHOLDER MEMBERS

Report by Chief Officer

**PURPOSE OF THE REPORT**

This report provides a progress update on the appointment of stakeholder representatives for Carers and Service Users to be made to the Board. It recommends named individuals for the Unpaid Carer representatives (main and substitute) and notes timescales for concluding the Service User appointment process.

**1. BACKGROUND**

- 1.1 In January, the Board approved the proposal that two Unpaid Carers (main and substitute) and two Service Users (main and substitute) appointments were made to the Board.
- 1.2 The Board noted that there was an established Unpaid Carers Forum that would offer a transparent point of reference and accountability for a Board member in seeking carers' views and reporting back to carers. As such, the appointment process could begin immediately.
- 1.3 The Board also noted the breadth of perspective that could be brought to a service user position and that currently, no single strategic forum exists locally to support a service user voice. The Board approved that work should be undertaken to explore this.

**2. PROGRESS UPDATE – CARER REPRESENTATIVE**

- 2.1 The Community Engagement Steering Group led on the appointment process, working with the Carers Forum to shape the role requirements. An open call for 'expressions of interest' was promoted directly to over several hundred adult carers. The exercise inspired new interest from a number of carers who were keen to be part of health & social care conversations but not through a formal Board position. These individuals were connected into the Carers Forum and local Carers Hub.
- 2.2 Three applications were progressed to informal interviews with the Vice Chair of the Board and co-chair of the Engagement Steering Group. Meetings considered the commitments required within the role and the candidate's suitability for the position.
- 2.3 Two individuals were selected. It is proposed that Bernie Campbell is appointed as the main Carer representative and Maureen Summers as the substitute Carer representative. Both are members of the Carers Forum.

### **3. PROGRESS UPDATE – SERVICE USER REPRESENTATIVE**

- 3.1 A workshop was held in March to enable service users to co-design the engagement mechanisms to best support a Board representative in their role.
- 3.2 There was diverse involvement including individuals from Centre for Inclusive Living, minority ethnic communities, NHS Public Partners, service users involved in health and social care engagement within localities, individuals with long-term conditions and people involved in alcohol and drugs, mental health, carers, advocacy and audiology services.
- 3.3 The group recommended the establishment of a new central Forum to connect with other existing local and strategic networks. The group will convene again to further design and establish the Forum over the coming months.
- 3.4 Engagement work also considered the support required to enable effective stakeholder involvement in the Board. The group highlighted the need for: simple language and accessible written information; accessible meeting venues; resource to support a Forum to enable sustainable engagement; an expenses policy covering caring expenses and travel/ subsistence; and attention to timing of meetings to support travel and availability.
- 3.5 At January's meeting, the Board instructed specific engagement around the term 'service user'. Mixed views were returned from the workshop. Some individuals are comfortable with 'service user' or 'client', others didn't like a label and some had no preference either way. Overall, there was general consensus that 'Public Partner' was appropriate.
- 3.6 Following this meeting, a call for 'expressions of interest' for the Board positions has commenced, closing 22 April, with interviews scheduled early-mid May. It is anticipated that named individuals will be proposed by mid-May.

### **4. TERM OF OFFICE**

- 4.1 The term of office for Carer and Service User Stakeholder Members is to be agreed by the constituent authorities but is not to exceed three years. It is proposed that the term of appointment is two years, with an opportunity for renewal at this point for a final third year.
- 4.2 It is proposed that a review point is established six months after appointment to ensure Carer and Service User Stakeholder Members are comfortable with and able to commit to and fulfil the requirements of their roles.

### **5. STAKEHOLDER MEMBER EXPENSES**

- 5.1 Carer and Service User Stakeholder Members as volunteers should not be out-of-pocket through their involvement.
- 5.2 An expenses statement based on existing policies and good practice within NHS Tayside and Perth & Kinross Council has been drawn up to support the timely reimbursement of actual expense including: travel; the reimbursement of childcare or caring expenses required to enable involvement; and the provision of subsistence for attendance that is longer than 5 hours. It is estimated that a maximum budget of £800 for the full year to support 4 people's attendance at all IJB meetings should be sufficient.

## **6. SUPPORT AND INDUCTION**

- 6.1 A series of induction sessions are to be scheduled over the next 3 months to enable new Stakeholder Members to understand and develop their roles and be informed about Board business to date. This work will be supported by the OD and Workforce Strategy Group.
- 6.2 The health and social care Community Engagement team will support representatives with their roles, especially wider engagement responsibilities, on an on-going basis.

## **7. RECOMMENDATIONS**

- 7.1 It is recommended that the Integration Joint Board:
- Approves the named appointments for the Carer representatives.
  - Notes the progress and expected completion date of the Service User appointments and supports the commencement of the induction process with identified representatives from May (prior to named appointments being formally ratified at July's Board meeting).
  - Approves the proposed term of appointment, including the review point at six months.
  - Supports the out-of-pocket expenses position to enable involvement.
  - Endorses the future referencing of Carer and Service User representatives as 'Public Partners'.

