



Glasgow Integration Joint Board Service User / Carer Representative Information Pack

The role

The Glasgow Integration Joint Board (GCIJB) are seeking to recruit members of the public to join the Board and the Public Engagement Committee (PEC) in the following roles:

- Four Service User representatives with experience of using community health and/or social work and social care services; and
- Two Carer Representatives to represent citizens of Glasgow who have a caring role for a family member or loved one

The role of these non-voting IJB members is to bring a service user and carer perspective to the work of the IJB in planning the future of health and social care services in Glasgow.

These members will:

- live in Glasgow
- be over 18 years of age
- have experience of using health and/or social care services or have/had caring responsibilities
- have a knowledge and understanding of national and local issues affecting users of health and social care services / carers
- be willing to contribute to the decision-making process around the planning of health and social care services
- be able to effectively communicate a service user/carers perspective at meetings of the IJB and PEC
- be able to commit to between one/two days a month

The IJB and HSCP are committed to engaging with, listening to and taking account of the views of people, communities, groups/networks and organisations on how health and social care services are planned and delivered in Glasgow.

The role of the service user and carer representatives on GCIJB is to make sure that the perspective of people with lived experience of using health and social care services and carers is heard in all aspect of the business of the Board. We accept that it is impossible for one person to represent the views of everyone in Glasgow.

Length of appointment

The length of appointment is three years with the opportunity for re-nomination.

Skills and qualities you need:

- No formal qualifications are required
- Good communication and interpersonal skills
- Active interest in health and social care
- Confidence to speak in public
- Ability to listen and take on board other people's points of view or experiences (even if they are different to your own)
- Ability to read detailed reports that are sometimes complex
- Confidence to raise points of view and ask questions about reports at meetings
- Ability (or a willingness to learn) to use a computer/tablet to access emails, respond to meeting invites and join on-line meetings

What will be expected of you:

- You will attend a maximum of 6 meetings of the GCIJB per year. These take place on a Wednesday morning, 9.30am to 12.30pm, and can be attended in person in Glasgow or on-line
- You will attend the GCIJB Development Session meetings (approximately 6 per year) which are in person in Glasgow on a Wednesday
- You will read the papers circulated before each meeting and come to the meeting prepared to take part in the discussions
- You will engage with other service users and carers and represent their views in a balanced and objective way
- You will engage with other service users/carers and feedback information to people who use health and social care services through service user groups and forums
- You will use your experience to give the perspective of users of health and social care / carers services
- You will have a commitment to equality and diversity
- You will follow rules of confidentiality and not discuss personal or sensitive information outside meetings
- You will abide by the [Code of Conduct](#) for Members
- You will raise any concerns you have about your role at the earliest opportunity
- You will let us know in advance if you are unable to attend meetings
- You will agree to your name appearing on minutes of GCIJB meetings which are available to the public

What you can expect from us

- You will be provided with a named contact person in the HSCP who will give you support and guidance
- You will receive a briefing from HSCP officers in advance of each meeting of the IJB

- You will get a clear description of your responsibilities.
- You will be introduced to other members of the IJB and their jobs and roles will be explained to you.
- You will be treated as an equal partner, with your views taken seriously.
- You will receive papers for meetings at least one week before the meeting.
- You will be reimbursed for any necessary travel and any other agreed expenses arising from your membership of the IJB.
- Your membership of the IJB will not impact any health or care services you may receive.
- You will be able to step down at any time, knowing that it will not affect any future health or care services you may receive.

Background

What is the Glasgow City Integration Joint Board?

The Glasgow City Integration Joint Board (IJB) was established in April 2016 in response to [The Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#) which set out changes to the way health and social care services are planned and delivered. In Glasgow, these changes mean that:

- Health and Social Care services are delivered by Glasgow City Health and Social Care Partnership (HSCP) which is a partnership of NHS Greater Glasgow and Clyde and Glasgow City Council.
- The IJB is responsible for the governance of HSCP and the strategic planning of health and social care services.

The key services which the Glasgow City HSCP provides include:

- social care services provided to children and families (including fostering and adoption services and child protection)
- social care services for adults and older people services (including care at home, older people residential and day care and adult protection)
- carers support services
- homelessness services
- mental health services
- alcohol and drug services
- community justice services
- welfare rights services
- district nursing services, school nursing and health visiting services
- palliative care services
- services provided by allied health professionals such as dietitians and occupational therapists
- dental services
- primary medical services (including out of hours)
- ophthalmic services
- pharmaceutical services
- sexual health services

- services to promote public health and health improvement

Who sits on the Integration Joint Board?

The IJB is made up of voting and non-voting members.

In Glasgow there are 16 voting members of the IJB, eight of whom are non-executive board members of NHS Greater Glasgow & Clyde and eight of whom are elected members (Councillors) of Glasgow City Council.

There are also a number of non-voting members which includes the service user and carer representatives, representatives of the third and independent sector and trade unions. The membership also includes professional members like the Chief Officer, Chief Finance Officer, Chief Social Work Officer and also a Clinical Director, Chief Nurse, and members representing Acute Services and Housing.

The IJB's [Standing Orders](#) provide the rules and regulations for the proceedings of the IJB and its committees.

Our Vision

“Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place and at the right time”.

IJB Committees

GCIJB has two separate Committees with agreed remits:

- [IJB Finance, Audit and Scrutiny Committee \(FASC\)](#)
- [IJB Public Engagement Committee \(PEC\)](#)

Service User and Carer members of the IJB are also members of the Public Engagement Committee.

Remit of PEC:

- To consider petitions and representation on matters falling within the competence of the Integration Joint Board (IJB) and recommend to the IJB the appropriate action to be taken.
- To monitor and review the development and implementation of the IJB's Participation and Engagement Strategy.
- To identify and monitor the impact of engagement opportunities in relation to the development and delivery of health and social care services.
- To carry out any and all functions conferred on the Committee by the IJB in keeping with the Participation and Engagement Strategy.
- Referring back to the IJB for its consideration any relevant issues which might have implications for policy development coming within the remit of the IJB

