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**Item No: 14**

**Meeting Date: Wednesday 22<sup>nd</sup> March 2023**

## **Glasgow City Integration Joint Board**

**Report By:** Allison Eccles, Head of Business Development / Standards Officer

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### **Glasgow City Integration Joint Board Membership – Carers Representative Options**

**Purpose of Report:**

To provide an update to the IJB about recruitment of an IJB member to represent carers (citizens of Glasgow who have a caring role for a family member or loved one). To advise of options available and take direction on next steps.

**Background/Engagement:**

This paper updates the IJB on the need for a member on IJB to represent the interests of carers in Glasgow. This is currently vacant. Previous efforts to link the representation with that of a carers champion or to get a representative from existing networks has not borne fruit so the IJB is asked to consider some alternative options to address this unmet need.

**Governance Route:**

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

- HSCP Senior Management Team
- Council Corporate Management Team
- Health Board Corporate Management Team
- Council Committee
- Update requested by IJB
- Other
- Not Applicable

**Recommendations:**

The Integration Joint Board is asked to:

- a) Note the options for carer representation on the IJB;

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	b) Approve the recruitment of a carers' representative on the IJB as a distinct role from that of Carer Champion (recruitment co-ordinated by Glasgow City Council); and c) Select a preferred option from Options 3a and 3b above for IJB carer representation.
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**Relevance to Integration Joint Board Strategic Plan:**

Relates to matters of governance and Standing Orders of the IJB
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**Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome(s):</b>	None – relates to matters of governance
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<b>Personnel:</b>	None – relates to matters of governance
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<b>Carers:</b>	Progression of identifying a representative for carers will ensure that IJB meets required governance and that carers needs and views are represented fairly at IJB
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<b>Provider Organisations:</b>	None – relates to matters of governance
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<b>Equalities:</b>	None – relates to matters of governance
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<b>Fairer Scotland Compliance:</b>	None – relates to matters of governance
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<b>Financial:</b>	None – relates to matters of governance
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<b>Legal:</b>	None – relates to matters of governance
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<b>Economic Impact:</b>	None – relates to matters of governance
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<b>Sustainability:</b>	None – relates to matters of governance
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<b>Sustainable Procurement and Article 19:</b>	None – relates to matters of governance
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<b>Risk Implications:</b>	Failure to ensure appropriate Member representation on the IJB would place the IJB in breach of its statutory duties and Standing Orders and risk the IJB not being able to conduct its business.
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<b>Implications for Glasgow City Council:</b>	None
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<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None
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<b>Direction Required to Council, Health Board or Both</b>	
<b>Direction to:</b>	
1. No Direction Required	<input checked="" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

**1. Purpose**

- 1.1. To provide an update to the Glasgow City Integration Board (IJB) about recruitment of an IJB member to represent carers (citizens of Glasgow who have a caring role for a family member or loved one). To advise of options available and take direction on next steps.

**2. Background**

- 2.1. A report to the IJB on [Wednesday 28<sup>th</sup> September 2022](#) noted that there was still a vacancy on the IJB for a Carers representative. Business Development officers were asked to discuss the issues and barriers with key representatives within the HSCP and provide an update to the IJB.
- 2.2. [Standing orders](#) for the proceedings and business of the Glasgow City IJB (September 2018) state that following establishment the IJB must appoint at least one non-voting stakeholder member with respect of persons providing unpaid care the area of the local authority.
- 2.3. The Public Bodies (Joint Working) Scotland Act 2014 requires Integration Authorities to include a Carer Representative on their IJB. In Glasgow the role of carers representative on the IJB has previously been combined with the role of Carers Champion, who is formally appointed via a recruitment process co-ordinated by Glasgow City Council in conjunction with the Carers' Reference Group (CRG), which was established to ensure carers have a voice in the planning and delivery of HSCP services. CRG members have been unable to identify a Carer Champion/IJB Representative from their current membership. Glasgow City IJB have been unable to recruit a Carer Champion/IJB representative from the community since the previous Carer Champion Andrew Robertson's resignation.
- 2.4. Glasgow City IJB Strategic Plan outlines a commitment to transform health and social care services for better lives, believing that stronger communities make healthier lives. This will be done by designing and delivering services around the needs of individuals carers and communities. The approach to including stakeholders in this is outlined in the Participation and Engagement Strategy.
- 2.5. The Carers (Scotland) Act 2016 extends the expectation of carer engagement to other areas of Health and Social Care planning. Scottish Government guidance on Health and Social Care commissioning states that services should be "Planned and led locally in a way which is engaged with the community including those who look after service users and those who are

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involved in the provision of health and social care". [Equal, Expert and Valued Enhancing Carer Representative involvement on Integration Joint Boards](#)

- 2.6. As per National Carer Strategy guidance, the intention of Glasgow City HSCP Carer Strategies 2022-2025 is that Glasgow will be a carer friendly city where carers are treated with compassion and kindness. [Your Rights as a Carer](#).
- 2.7. The carers champion is a Glasgow City Council post which was previously [advertised](#) by Cllr Mhairi Hunter towards the end of 2021 with a closing date for January 2022. This post was advertised as a voluntary post with expenses paid and support provided. Cllr Hunter was keen to ensure that a representative for HSCP IJB meetings was included in the role profile. Although some applications were received at this point, a champion was not appointed.
- 2.8. The HSCP and IJB have limited influence over the role and appointment of a carers champion as the post pertains to GCC, however there is an impact for the HSCP as a carers representative at IJB and supporting committees remains unfulfilled.
- 2.9. With a range of legislative requirements and a range of interesting areas of HSCP business where a carers representative would add value and positive outcomes it is vitally important that we consider some of the barriers preventing us from filling this role and consider options to move forward.
- 2.10. Officers consulted with colleagues through existing strategic planning networks to gain an understanding of the experience of other HSCPs in trying to ensure carer representation within their Integration Joint Board structures. Practice and experience varies across the country with no one model emerging as a leading option.

### 3. Current Position

- 3.1. The **Carers Reference Group (CRG)** was established to ensure carers had a voice in the planning and delivery of HSCP services. The group are supported by community development workers employed by Glasgow City Council and the HSCP Lead Officer for Carers. The CRG is expected to be representative of the various care groups and work is ongoing to increase the membership.
- 3.2. The scope of the CRG is limited presently as it only represents adult carers, members have active caring roles and there are no willing volunteers from this group to nominate themselves as a potential candidate for the IJB.
- 3.3. Furthermore, there is increasing demand from several workstreams across the HSCP looking to engage closely with carers representatives to ensure planning and development of services has carers views at the heart, thus adding additional pressure around engagement.
- 3.4. This issue is further compounded by the current position of trying to recruit one person to fill the roles of both Carers Champion and IJB carers representative.

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### 4. Options

- 4.1. HSCP Officers were invited to attend the Carers Reference Group meeting in November 2022. There it was discussed that the CRG had been keen for some time to identify and appoint a paid position as a carers champion that can help to boost engagement across the existing carer platforms, widening the care groups represented, whilst also fulfilling the needs across various HSCP workstreams and a position on the IJB.
- 4.2. One option is to review and reissue the current advert for a Carers Champion, including IJB membership, seeking someone with current or previous caring responsibilities. Existing IJB stakeholder Members are able to claim expenses relevant to their role on the IJB but the posts are not paid positions.
- 4.3. If the role is to be performed by someone with current caring responsibilities consideration would need to be given to ways in which the HSCP could support respite to allow for representation at IJB meetings. The short break budget could support respite for IJB attendance.
- 4.4. As caring responsibilities can be all consuming and we have been unable to identify a representative to date the IJB could consider the role being shared between a rep and a substitute more evenly, with a rota to support the rep and their nominated substitute to share the responsibilities.
- 4.5. Another option, if appointing one or more representatives/substitutes continues to be a challenge, is for the CRG to provide a collective voice to the IJB with a rota of members attending. This would provide representation however may be inconsistent and would be difficult to build relationships as the IJB membership is cyclical and work may not progress as efficiently as it should.
- 4.6. A further option is for the role of carer representative either combined with the Carers Champion role or split from it to be performed by a relevant officer or officers of the HSCP who already have responsibility for progressing the interests of carers and who could provide a co-ordination and representation role across carers groups in the city. Within the HSCP there is a Lead Officer with responsibility for Carers who already supports the CRG and provides relevant updates to the IJB and its Committees on Carer-specific items (such as the Carers Strategies).
- 4.7. Generally speaking, the role of the Carers Centres in Glasgow (provided by external commissioned services) should be considered as a means to support the recruitment of the Carers Champion/IJB Member role(s).
- 4.8. Doing nothing or continuing to do the same has not progressed this vacancy and we need to consider a different approach to lead to a different outcome.
- 4.9. Option 1 – continue to liaise with representatives within Glasgow City Council to discuss the recruitment of a Carers Champion with IJB membership within the role and explore any options to include remuneration above expenses.

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However, research indicates that other HSCPs and Local Authorities (LAs) provide the role with suitable and agreed expenses only with required support. A couple of HSCPs/LAs mentioned the possibility of exploring a paid position (Argyll and Bute, Renfrewshire) with a wider remit to ensure more proactive influence and engagement for carers across the HSCP/LA business. This seems to look similar to our Principal Officer Carer Lead post as a liaison between carers groups and the HSCP to ensure more strategic planning and collective representation.

- 4.10. Option 2 – A more flexible model of ensuring carers representation that could involve the Carers Champion and IJB stakeholder representative roles being filled by more than one person, possibly from more than one source. This might take the form of a combined position shared between a rep and sub recruited externally, or by representatives of the HSCP or carer forums such as the CRG. This is the option several other IJBs have with two or more reps sharing the position to spread the burden of attending amongst their caring responsibilities. IJBs using this model work closely with their carers centre to recruit reps, disseminate information and gather views of individuals not actively participating in the committees. Argyll and Bute follow this model with two reps and an additional young person's representative. Angus HSCP have a number of representatives across many planning groups and a representative collates their views to represent at IJB. These HSCPs rely on carers centres to manage and oversee the nominations and ensure representation.
- 4.11. Options 1 and 2 consider a joint role where we have been unsuccessful in the past and have limited influence over the recruitment process for a GCC appointed Carers Champion. Thus, the IJB may find option 3a/b a more favourable route to meet our legislative requirements.
- 4.12. Option 3a – split the association of the two roles and appoint an IJB stakeholder representative from existing structures that are involved in activity to progress the interests of carers and implementation of the carers act. For example, this role could be undertaken by an HSCP officer to gather views and represent carers at the IJB. Some IJBs follow this model with a named officer in a position of championing carers and ensuring all views are represented and all information is disseminated and discussed fully across other carer forums. The network of sharing information and representing views is already strongly established in Glasgow with plans to ensure that the number of carers represented is bolstered to ensure inclusivity across all care groups and representing protected characteristics.
- 4.13. In Glasgow this role could be filled by the Principal Officer Carer Lead or Senior Manager(s) with lead responsibility for services most directly relevant to carers. The officers occupying those roles currently have responsibility for implementing the Carer Act and ensuring representation and inclusion for carers across a range of services.
- 4.14. Many HSCPs who responded to our query regarding carer representation spoke of the difficulty in one or two carers thoroughly representing all care groups and being able to dedicate the time to truly participate in strategic planning and ensuring services are designed to ensure inclusivity for all lived

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experience in caring. Furthermore, a range of officers across the HSCP have a lead to champion carer groups rights and needs so there is a wealth of knowledge and existing communication channels with specific carer voices already embedded in local planning for service areas.

- 4.15. Option 3a would enable a more timeous route to ensuring that there is representation of carers' interests at IJB level, and could be implemented on a temporary basis while we move to implement options 1 or 2 and/or await the guidance from the Scottish Government on the representation expected for the Care Boards being set up under the new National Care Service.
- 4.16. Option 3b – Split the roles. This option needs worked up a bit more but as discussed 3b would involve the same split, but the option to have the IJB role performed by more than one person from the networks referred to in the other options.

## **5. Recommendations**

5.1 The Integration Joint Board is asked to:

- a) Note the options for carer representation on the IJB;
- b) Approve the recruitment of a carers' representative on the IJB as a distinct role from that of Carer Champion (recruitment co-ordinated by Glasgow City Council); and
- c) Select a preferred option from Options 3a and 3b above for IJB carer representation.