



Item No: 11

Meeting Date: Wednesday 21st January 2026

Glasgow City Integration Joint Board

Report By: Duncan Black, Depute Chief Officer, Finance & Resources

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Glasgow City IJB Stakeholders Expenses Policy (Carers and Service Users)

Purpose of Report:

The purpose of this report is to seek approval for the Glasgow City IJB Stakeholders Expenses Policy (Carers and Service Users).

Background/Engagement:

The Public Bodies (Joint Working) (Integration Joint Boards) (Scotland) Order 2014 *SSI 2014/285) states that “an integration joint board may pay to its members any reasonable travel and other expenses properly incurred by them in connection with their membership of the integration joint board.”

The current service user and carer representatives for Glasgow IJB were appointed in October 2025, and a commitment was made to put an expenses policy and procedure in place.

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 ☒

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Recommendations:	<p>The Integration Joint Board is asked to:</p> <ul style="list-style-type: none">a) Approve the Glasgow City IJB Stakeholders Expenses Policy (Carers and Service Users) and its alignment with the financial systems, procedures and rates approved by Glasgow City Council; andb) Instruct officers to implement the policy and carry out a full review of the policy at the end of its first year, or sooner if required.
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Relevance to Integration Joint Board Strategic Plan:

The IJB approve and monitor the progress of the HSCP in achieving the vision and priorities set out in the Strategic Plan. Supporting Service User and Carer representatives to attend the IJB, Its supporting Committees and business is in line with achieving these priorities. This report particularly supports Partnership Priority 6 – Building a Sustainable Future.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	This recommendations of this report support Outcome 9: Resources are used effective and efficiently in the provision of health and social care services.
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Personnel:	There will be minimal workforce implications in relation to processing payment of any expenses claims. The nominated point of contact will be an existing member of staff.
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Carers:	This report provides a means of reimbursement for carers and service user representatives attending IJB meetings ensuring that undertaking this role does not disadvantage them financially.
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Provider Organisations:	None
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Equalities:	An initial EQIA has been carried out in respect of this new policy, taking into account it is based on a template policy developed by the Coalition of Carers in Scotland. The EQIA will be updated as part of the review of the policy's first year of implementation: IJB Expenses Policy EQIA
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Fairer Scotland Compliance:	This report provides a means of reimbursement for carers and service user representatives attending IJB meetings ensuring that undertaking this role does not disadvantage them financially.
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Financial:	It is estimated that carers and service users' expenses will be minimal.
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Legal:	There are no direct legal implications arising from the recommendations in this report.
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Economic Impact:	There are no direct economic implications arising from the recommendations in this report.
Sustainability:	Not applicable
Sustainable Procurement and Article 19:	Not applicable
Risk Implications:	Not having an expenses policy for carers and services users may impact on their ability to contribute fully and effectively to IJB decision making.
Implications for Glasgow City Council:	Expenses will be claimed and processed using Council financial systems and processes therefore subject to the relevant and required monitoring and compliance arrangements.
Implications for NHS Greater Glasgow & Clyde:	None
Direction Required to Council, Health Board or Both	
Direction to:	
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. The purpose of this report is to seek approval for the Glasgow City IJB Stakeholders Expenses Policy (Carers and Service Users).

2. Background

- 2.1. The Public Bodies (Joint Working) (Integration Joint Boards) (Scotland) Order 2014 *SSI 2014/285) states that “an integration joint board may pay to its members any reasonable travel and other expenses properly incurred by them in connection with their membership of the integration joint board.”
- 2.2. In February 2019 the Ministerial Steering Group (MSG) produced a report entitled “Review of Progress with Integration of Health and Social Care” and proposal 6.3 of that report (“We will support carers and representatives of people using services better to enable their full involvement in integration”) and included the recommendation that this would include “paying reasonable expenses for attending meetings”.

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- 2.3. As previous IJB's Annual Accounts have reported, service user and carer representatives have not, to date, incurred or claimed expenses. This was in part due to their needs (for example, transport to attend meetings) being arranged using existing HSCP resources and only online meetings were being held during the COVID-19 pandemic, therefore a policy and process for stakeholders to claim expenses was not required.
- 2.4. The current service user and carer representatives for Glasgow IJB were appointed in October 2025, and a commitment was made as part of the recruitment process that an expenses policy and procedure would be put in place.

3. Policy Development

- 3.1. The Coalition of Carers in Scotland (CoCiS) produced a Best Practice Expenses Policy for carer representatives which could also be used for service user representatives.
- 3.2. The CoCiS Expenses Policy has been considered and used as a template for the development of the Glasgow City IJB policy which is attached as Appendix 1.
- 3.3. Officers also reviewed similar expenses policies approved and published by other IJBs across Scotland to ensure parity and noted that these were also based on the CoCiS template.
- 3.4. The proposed policy will be implemented using the financial procedures and systems of Glasgow City Council and therefore will be aligned with the expenses rates of the local authority. This is also in line with similar expenses policies approved by other IJBs across Scotland.
- 3.5. Officers consulted with the Depute Chief Officer (Finance & Resources), the Council's Head of Executive Compliance and the stakeholder representatives in the development of this policy. The CoCiS template was developed by the Carers Collaborative, a group made up of IJB Carer Representatives from across Scotland.
- 3.6. As this is a new policy, and in light of the Scottish Government intention to extend voting rights to stakeholder representatives from September 2026 which may result in changes to support provided to IJB stakeholder members, it is recommended that a full review of the policy is undertaken at the end of its first year (or sooner if required) to ensure it has, and continues to, fulfil its intended purpose.

4. Recommendations

- 4.1. The Integration Joint Board is asked to:
 - a) Approve the Glasgow City IJB Stakeholders Expenses Policy (Carers and Service Users) and its alignment with the financial systems, procedures and rates approved by Glasgow City Council; and
 - b) Instruct officers to implement the policy and carry out a full review of the policy at the end of its first year, or sooner if required.

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**Glasgow City Integration Joint Board
Stakeholder Representative Expenses Policy
(Service User and Unpaid Carer)**

Version No.	1.0	Owner:	Duncan Black
Date Effective:	21/1/26	Review Date:	

Stakeholder Representative Expenses Policy

This policy is for service user and unpaid carer representatives on Glasgow City Integration Joint Board (GCIJB) and associated sub-groups.

Why does this expenses policy exist?

This policy ensures that any service user or unpaid carer representatives, and their deputies, who are members of the GCIJB and associated sub-groups are not out of pocket as a result of carrying out their duties (as defined in the Public Bodies (Joint Working) (Scotland) Act 2014).

Who is the expenses policy for?

This policy is for service user and unpaid carer representatives and their deputies ('stakeholder representatives') on Glasgow City Integration Joint Board (GCIJB) as per the Standing Orders 2.4 c) and d) and associated sub-groups.

Voting members of the IJB (i.e. Council elected members and NHS GGC Non-exec directors) and other non-voting stakeholder representatives (e.g. Third-Sector, Independent Sector) are required to claim any IJB related expenses they incur from their respective partner bodies or employers.

When does this expenses policy apply?

This expenses policy applies to service user and unpaid carer representatives and their deputies to undertake the work required in their capacity as GCIJB members.

This includes preparatory work for, and attendance at:

- GCIJB meetings (formal attendees only)
- IJB Development Sessions (all attendees)
- GCIJB related duties and events (e.g. attending the pre-IJB Stakeholder Briefing, or attending Strategic Planning Groups or Locality Groups as an IJB stakeholder representative)

2 service user and 1 unpaid carer representative formally attend GCIJB meetings and the IJB Public Engagement Committee. Only formal attendees are eligible to claim expenses for attending these meetings.

For any meeting or event outwith the scheduled IJB calendar or where the stakeholder is attending a meeting or event which has not been requested by the IJB, stakeholders should consult with the Senior Officer (Governance) to confirm if it is covered by this policy prior to incurring expenses. Where this is unclear or in dispute the Depute Chief Officer (Finance & Resources) will make the final decision on eligibility.

What are the principles of the policy?

- **Recognising diversity and minimising barriers to full participation**

We recognise there is a diversity of needs and will work with each carer and service user representative individually to provide any reasonable adjustments/extra support they may require to fully participate in the IJB.

- **Good stewardship and management of public funds**

As the IJB is a public funded body, its members are required to consider cost effectiveness, value for money, and respect for the environment when incurring expenses in relation to their duties. For example, where use of public transport is available and appropriate to attend meetings, this should be used in favour of private taxi journeys.

Similarly, it may be more cost effective for travel and accommodation to be booked through the IJB as opposed to booking this personally and being reimbursed.

We encourage IJB members to be paper free as far as possible but will support printing of papers when required.

Verification of attendance at the meeting/event being claimed for and, where possible, dated, official receipts will be required for any reimbursement in line with Glasgow City Council Travel and Subsistence Allowance Guidance.

- **Collaboration and continuous improvement**

Our IJB's stakeholder representatives have a nominated point of contact within Glasgow City HSCP who is the main link in relation to this policy. It is a shared responsibility between the representatives and the nominated point of contact to enable the smooth implementation of this policy allowing the representatives to fulfil their role whilst not being out of pocket.

What expenses are included in this policy?

- **Travel costs**

- public transport (excludes first class travel - receipts to be provided)
- mileage (45p/mile)
- parking (receipts to be provided)
- taxi costs - where public transport arrangements are not suitable (receipts to be provided)
- ferries and other forms of transport as required in island communities

- **Subsistence (where no meals or refreshments are provided)**
 - Reimbursement of reasonable lunch expenses as per current Glasgow City Council guidelines (receipts to be provided)
 - Reimbursement of reasonable dinner expenses as per current Glasgow City Council guidelines (receipts to be provided)
 - Overnight accommodation and reimbursement of reasonable expenses for overnight stays, if and when required, as per current Glasgow City Council guidelines (receipts to be provided)
- **Preparatory work and administration to carry out duties**
 - Printing and paper costs.
 - IT / communication costs (e.g. phone / iPad / laptop)
- **Replacement care / care cover**
 - for attendance at IJB meetings
 - for attendance at other meetings/events relating to role
 - for travel times to meetings
 - for preparation time (if and when required – to be discussed and agreed in advance)
 - NB: Costs for existing care arrangements that may already be in place will not be reimbursed.
- **Loss of income to attend meetings**
 - Where appropriate, loss of earnings income to attend IJB meetings will be considered. These must be discussed and agreed in advance with the Depute Chief Officer, Finance & Resources.
 - Any potential impact on social security benefits must be considered and discussed.

What is the process for claiming expenses?

- The nominated point of contact is the Senior Officer (Governance) who will support stakeholder representatives with communication, completion and agreement of all expenses claims.
- Stakeholder representatives should discuss their travel needs (e.g. to attend an IJB meeting in person) with the nominated contact prior to incurring expenses for this as this may be booked on their behalf using more cost-effective resources

available to the IJB. Similarly, representatives should discuss their administrative needs (e.g. printed papers) with the nominated contact prior to incurring expenses for these as these may be provided from more cost-effective resources available to the IJB.

- Smaller items of expenditure (e.g. travel or mileage, parking and administrative expenses for meetings in Glasgow) will be reimbursed on receipt of a correctly completed claim form and appropriate, dated receipts.
- Expenditure incurred for travel out with Glasgow, cost of replacement care or reimbursement for loss of income must be discussed and agreed in advance with the IJB's Depute Chief Officer, Finance & Resources.
- Where stakeholder representatives are claiming expenses in relation to attending meetings or other events, their attendance must be verified by the Senior Officer (Governance) prior to processing any such claim.
- A copy of the Travel and subsistence claim form is attached at Appendix B and representatives will be provided with a template for their own use.
- In line with Glasgow City Council policy, claims should be made within 3 months of the date the expense was incurred however claims received out with this timescale will still be processed but must be accompanied by a note of explanation from the Depute Chief Officer, Finance & Resources.
- Claim Forms should be completed and submitted via the nominated point of contact along with relevant receipts and/or confirmation of approval by the Depute Chief Officer, Finance & Resources, if appropriate.
- All expenses will be paid within 30 days of the receipt of a properly completed, valid, expenses claim form, however, to ensure equity of involvement and engagement, if required, immediate payments may be made.
- Payments will be made BACS transfer where possible. Bank details to be provided to enable payment. Where BACS payment is unsuitable alternative payment arrangements (such as cheque/cash) will be agreed with the named contact person.

Reviewing this policy

This policy will be reviewed annually with the relevant recipients with any proposed material changes to be approved by the IJB.

The appendices will be updated appropriately in line with any changes made by Glasgow City Council.

Any proposed changes to this policy will be discussed with those covered by the policy before implementation.

Document Control

Version	Description	Date
0.1	Draft version created for review by CFO and Standards Officer	21/11/25
0.2	Draft version updated to include verification of attendance, eligibility/dispute resolution and emphasis on cost effectiveness/value for money	12/12/25
0.3	Draft version updated to include cover page and document control information	19/12/25
1.0		