

Recruitment Pack for Citizen Representative



Edinburgh Health and Social Care Partnership (EHSCP)

Edinburgh Health and Social Care Partnership
Integrating Edinburgh's
Health and Social Care



• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

Working together for a caring,
healthier, safer Edinburgh



Thank you for your interest in the post of citizen representative for the Edinburgh Integration Joint Board (EIJB).

Although a relatively affluent city, Edinburgh has areas of significant inequality and deprivation, the third highest across all Scottish local authorities and one of our key priorities is to lead on tackling these inequalities. Edinburgh's population of almost half a million accounts for 9% of Scotland's total, and is growing. Whilst this growth has many social and economic advantages, it also presents challenges. The latest projections indicate that Edinburgh's population will continue to grow faster than anywhere else in Scotland.

In recent years, local authority budgets have depended on significant savings targets to help meet demographic change and increases in care costs. Over the next five years, the City of Edinburgh Council alone must reduce its operating costs by around £150 million. With similar financial challenges for NHS Lothian, the Edinburgh Health and Social Care Partnership (EHSCP/the Partnership) will need to develop innovative, transformational, and sustainable services.

The integration of health and social care in Edinburgh is being supported by a major transformational change programme, which will see services developed to reflect our aspirations for effective, efficient, and personalised support for adults with care and support needs.

If you believe you have the experience, energy and enthusiasm to help shape health and social care services in Edinburgh, we would welcome your expression of interest in the role.

If you would like an informal discussion about the role, please contact Angela Ritchie on 0131 529 4050 or via email angela.ritchie@edinburgh.gov.uk

Edinburgh Integration Joint Board

The Edinburgh Integration Joint Board (EIJB) was established on 1 April 2016 and is responsible for the strategic planning and commissioning of health and social care services in Edinburgh and for issuing directions to the City of Edinburgh Council and NHS Lothian for the delivery of these services.

Edinburgh Health and Social Care Partnership

The Partnership was created by the City of Edinburgh Council and NHS Lothian as the vehicle for delivering services delegated to the EIJB. Although staff remain employed by either Edinburgh City Council or NHS Lothian, they work in an integrated organisational structure. The Partnership work in collaboration with the third sector, local communities, independent providers, service users, their carers, and staff.

Almost 6,000 staff are employed to deliver services and functions delegated to the Partnership with a total budget of over £600 million. The EIJB is responsible for strategic planning and the Partnership will develop new service models to ensure the resources available to implement the strategic plan are used to maximum effect. Increasing the pace of change is a priority for the Partnership to address the challenges of demography in a difficult financial environment.



Partnership services

The services that the EIJB and the Partnership are responsible for include:

- social work services for adults, including disabilities, mental health, older people, sensory impairment, and substance misuse
- support for carers
- primary care services including GPs and community nursing
- allied health professionals, such as occupational therapists, psychologists, and physiotherapists
- community dental, ophthalmic, and pharmaceutical services
- continence services
- unplanned admissions to hospital.





Health and social care in Edinburgh – key priorities

The Partnership has agreed several key priorities which will guide the planning and delivery of services in the future and they fall into six broad areas:

1. Tackling inequalities

Working with our partners to tackle the causes of inequality by supporting people at greatest risk and focusing on actions that mitigate the health and social consequences of inequalities and help individuals and communities resist the effects of inequality on health and wellbeing.

2. Prevention and early Intervention

Supporting and encouraging people to achieve their full potential, stay resilient and take more responsibility for their own health and wellbeing, making choices that increase their chances of staying healthy for as long as possible, and where they do experience ill-health, promoting recovery and self-management.

3. Person centred care

Placing “good conversations” at the centre of our engagement with citizens so that they are actively involved in decisions about how their health and social care needs should be addressed.

4. Providing the right care in the right place at the right time

Delivering the right care in the right place at the right time for each individual, so that people:

- a. are assessed, treated, and supported in the community wherever possible and are admitted to hospital when clinically necessary
- b. are discharged from hospital as soon as possible with support to recover and regain their independence in the community
- c. experience a smooth transition between services
- d. have their care and support reviewed regularly to ensure these remain appropriate.

5. Making the best use of capacity across the whole system

Developing and making best use of the capacity available in the city by working collaboratively across the statutory, third and independent sectors, with communities and individual citizens, including unpaid carers to also deliver timely and appropriate care and support to people with health and social care needs including frail and older people, people with long-term conditions and people with complex needs.

6. Managing our resources effectively

Making the best use of shared resources (people, buildings, information) to deliver integrated and personalised services that improve the health and wellbeing of citizens whilst managing the financial challenge.



Edinburgh Health and Social Care Partnership – our vision

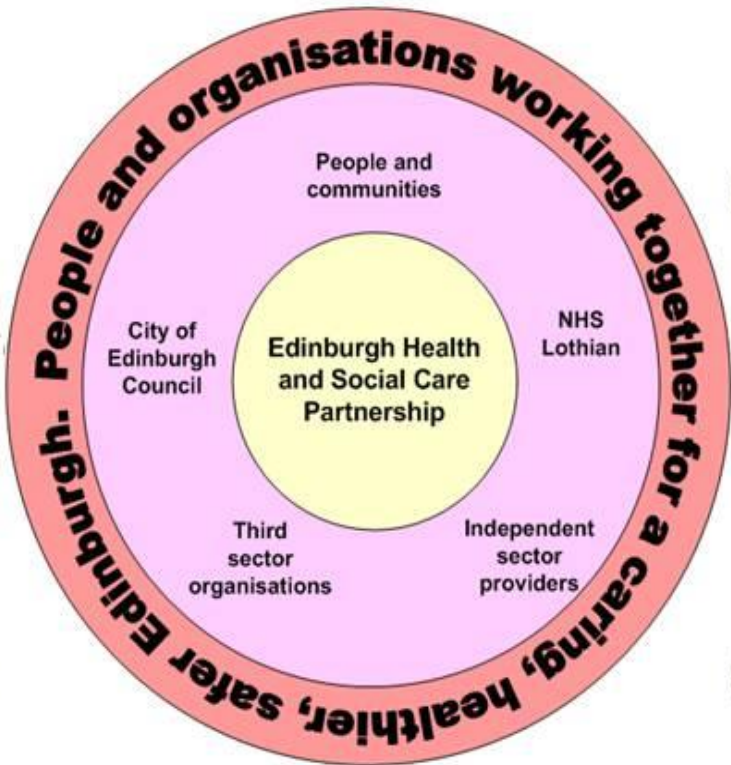


Our vision:

People experience improved health and wellbeing; and inequalities including health inequalities, are reduced.

Shared resources will be deployed in the most cost effective way to achieve better outcomes for people, to maximise the efficiencies from coordination of care and to allow public funds to go further to meet demand.

Services will become more focused on outcomes for individuals and will always be planned with and around people and local communities, who will be active partners in the design, delivery and evaluation of these services.



Organisations involved in the delivery of health and social care services will work in partnership with people and communities, using best practice approaches in engagement and involvement, to deliver improved and fully-integrated health and social care services for the people of Edinburgh.

Organisations involved in the delivery of health and social care services will work collaboratively to develop, train and support staff from all organisations to work together, respond appropriately and put the needs of the people we work with first.

Our values: We will respect the principles of equality, human rights, independent living, and will treat people fairly



Edinburgh Health and Social Care Partnership – key facts

- by 2041, population projections suggest that 583,135 people will live in the city, an increase of 15% (or almost 70,000 people)
- by 2041, compared with 2016, there will be 32% more people aged 65 and older, and 78% more people aged 75 years and over. A consequence of an ageing population is that there will be an increase in the number of people living with complex multimorbidity
- as life expectancy increases so does prevalence of multimorbidity. The interaction of complex multimorbidity and dementia represents a huge challenge
- there are differences in life expectancy which reflect social and economic inequalities across the city. There are pockets of poor health throughout the city, with concentrations in areas of multiple deprivation
- across the four localities, there are significant differences in terms of population size, age, health, unemployment, etc. There are also significant differences within localities
- in mental health, disabilities and addictions, conservative estimates are for a 1.4% increase each year in people needing help
- there are skill shortages and unfilled vacancies.
- the estimated number of unpaid carers in the city is 37,589 (2011 Census)

- A small proportion of the population accounts for a high proportion of costs (2.4% of the population accounts for 50% of total health care costs, and 8.4% accounts for 50% of all social care costs).

Edinburgh Integration Joint Board

The EIJB is made up of voting and non-voting members as follows:

Voting membership

- Five City of Edinburgh Councillors
- Five non-executive NHS Lothian board members

Non-voting membership

- Professional advice is provided by several senior officials
- Staff are represented by trade union and staff partnership representatives
- Two service users and two carer representatives
- One member representing the voluntary sector

EIJB papers can be found [here](#) by selecting Edinburgh Integration Joint Board (EIJB) if you would like more information.



Citizen representative

Role summary

The role of the citizen representative is to make sure that the perspective of people with lived experience of using health and social care services is heard in all aspects of the business of the EIJB.

It is recognised that it is impossible for one person to represent the views of everyone who uses health and social care services in the city. Therefore, the role of the citizen representative is to provide a service user perspective, however we may ask citizen representatives to take part in events intended to seek the wider views of service users.

The citizen representative is a stakeholder member of the EIJB. This means that they can comment on and influence decision making but are a non-voting member.

Main responsibilities and tasks

The main responsibilities of a citizen representative are to:

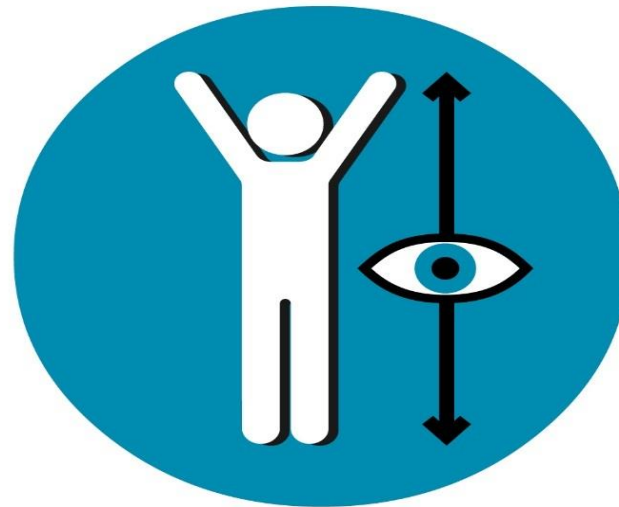
- contribute to discussions, provide advice and scrutiny, and use their experience to give the perspective as a service user of health and social care services
- participate in the planning and monitoring of the EIJB's strategic plan, priorities and budgets as required by legislation
- be an active member of the EIJB, suggest and influence changes to services or plans, add items to

- agenda, raise relevant points, and question meeting papers and accompanying evidence appropriately
- develop good working relationships with other experts, professionals, and stakeholders
- make contact and engage with other service users and represent their views in a balanced and objective way
- keep abreast of and connected to developments in other areas, to inform good practice locally
- take an active role in groups or projects, with our support.

Other relevant information

- attend EIJB meetings every eight weeks for approximately four hours. These are currently held on a Tuesday morning and are scheduled in advance
- attend regular EIJB development sessions (for approximately four hours) which will be held every eight weeks on alternate months from the EIJB
- attend and participate as a member of one of the EIJB's sub committees - these are usually held every eight weeks, this will include reading papers and preparing for the meeting
- papers are circulated one week in advance of the EIJB meetings
- if you volunteer for any other working groups, you will be expected to attend these meetings. These would be held at a mutually agreeable date, time, and venue

- there will be a full induction to ensure that you are able to do your duties and you will be given a named contact for questions, concerns, or issues.





Person specification – Citizen Representative

Whilst you do not need formal qualifications to be a citizen representative, we would look for the following knowledge, experience and skills:

Knowledge

- an understanding of the principles / reasons for integrating health and social care
- an understanding and an active interest in health and social services within Edinburgh
- understanding of the principles and philosophy of the EHSCP strategic plan.

Experience

- experience of working in a collective decision-making group such as a board or committee
- experience and confidence to work with, technical and complex data and to assess and make decisions relating to the commissioning of health and social care often in the absence of conclusive evidence.

Skills

- excellent interpersonal and communication skills
- confident public speaker
- ability to listen to, and represent the view of other service users (even if they are different from your own)

- ability to articulate a balanced, objective view on issues that as a service user you may have faced
- ability to read and absorb detailed reports that are sometimes complex, identify the implications for service users and articulate these succinctly at formal meetings
- ability to facilitate and encourage active engagement
- ability to work in a team and with working groups.

Other

- must live within Edinburgh.
- must have experience of using health or social care services that the EIJB has responsibility for
- have the time to attend and prepare for Board meetings and development sessions on a regular basis.
- be able to communicate views between meetings
- EIJB meetings are webcast and papers will include names on the EIJB minutes and both will be available to the public. Applicants should be comfortable with the visibility to the public with this role.



Person specification – citizen representative

As well as the skills noted above, we would also consider the following knowledge, skills and experience **desirable**:

Knowledge

- have an understanding of effective involvement and engagement techniques and how these can be applied in practice.

Experience

- an understanding of issues relating to equalities
- experience of working collaboratively.

Skills

- good mediation skills
- ability to influence and lead change to improve outcomes for service users
- ability to provide encouragement and the opportunity for people to engage in decision-making and to challenge constructively.

What you can expect from us

The EIJB will provide:

- a clear and transparent recruitment policy
- induction and continuous awareness training which will cover the following information:

- structure, governing legislation and the work of the Partnership
- details of your contact person
- information on where you can find further support
- the code of conduct and ethical standards framework
- your role and responsibilities as an EIJB member
- information on policies and procedures you must follow
- mentoring for the first 12 months
- timely and easy access to all relevant information

As a citizen representative on the EIJB, you can expect:

- support or training and any information you need, free of jargon (or jargon explained), in a format that suits you
- a named contact person who will give you support and guidance
- a clear remit of your responsibilities, including the length of time you are expected to be involved
- to be introduced to other board members with their jobs and roles explained to you
- to be treated as an equal partner, with your views taken seriously
- to be sent meeting papers in your preferred format one week before the meeting
- to be told what has happened because of your involvement
- to be consulted about decisions which affect you

- to be able to opt out of anything you don't feel comfortable with or find stressful
- to claim your travel and other agreed expenses
- that your involvement will not impact on your care, treatment, or services
- to be able to step down at any time, knowing that it will not affect any future care, treatment, or services
- your personal information to be kept confidential.

How to apply

If you would like to express your interest in becoming a citizen representative on the EIJB, you can:

- [express your interest online](#).
- request an expression of interest form by calling 0131 529 4050 or emailing angela.ritchie@edinburgh.gov.uk
- download the [expression of interest form \(pdf 108KB\)](#).

Completed expression of interest forms must be returned by midnight on Wednesday 25 September 2019 and emailed to EHSCP@edinburgh.gov.uk or sent to:

Chief Officer's Office – Health and Social Care Partnership
Business Centre 2.6
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Recruitment process

All expressions of interest will be considered. A selection panel will make appointments from a shortlist which will be based on those whose skills and experience most closely reflect the criteria set out above.

Terms and conditions

Pay

There is no remuneration for this position, but reasonable expenses will be paid.

Expenses

Expenses will be reimbursed to cover the cost of travel to meetings and agreed out of pocket expenses will be clearly defined. A copy of the expenses policy will be provided as part of the induction process.

Commitment

Citizen representatives are expected to attend EIJB board meetings every eight weeks as well as development sessions which are also held every eight weeks (alternate months) with additional development sessions held at key points in the year. This equates to a time commitment of one/two day per month. You may also sit on one of the EIJB sub committees that will require an additional time commitment. If citizen representatives cannot attend any of their meetings, they should give apologies in good time to their named contact.





Length of office

It is anticipated that the citizen representative will be appointed for three years. A review will occur after this period to ensure suitability both to the organisation and the individual.

Reporting and supporting arrangements

The citizen representative will report to the Chair of the EIJB and the Chief Officer and be supported by the executive team of the Partnership, however the Senior Executive Assistant for the Chief Officer will be the named contact.

Declarations of interest

The successful candidate will be asked to sign a declaration of interest form and should indicate any interests/employment or otherwise which may conflict with their involvement with the EIJB. Should there be any tension between the role of citizen representative and other roles undertaken, these should be discussed with the Chair who will advise and seek guidance as necessary.

References

Please include the name address and telephone number of two referees. Applicants, should state their relationship with each referee. References will be taken up for the successful candidate. If candidates wish to be advised before we contact their referees, please indicate this on the application form.

Criminal conviction check

Due to the nature of the post, it is exempt from the Rehabilitation of Offenders Act 1974. Convictions, whether

spent or unspent must be declared. The successful candidate will be required to complete a declaration form and guidance will be provided. A Protection of Vulnerable Group Check will be required for the successful candidate.

Confidentiality

All members of EIJB (including citizen representatives) must not disclose any information given to them in confidence, or acquired by them in the role, which they believe to be of a confidential nature without the consent of a person authorised to give it or unless required to do so by law.

Dealing with the media

All approaches directly from the media should be referred to the relevant communications lead in the Edinburgh Council's Corporate Communications Team.

Freedom of information

All members of the EIJB should consider that created documents and comments on draft documents could be disclosed to the public. Marking documents confidential does not automatically mean they are exempt from disclosure as defined by the Data Protection Act.

Equality and rights

All members of the EIJB must recognise and value equality and rights by ensuring inclusiveness, fairness, and respect in the treatment of people and the discharge of their duties. They must ensure that they do not discriminate against

