

Citizens Advice Scotland (CAS), our 61 member bureaux and the Citizen Advice Consumer Service helpline form Scotland's largest independent advice network. Advice provided by the Scottish CAB Service is free, independent, confidential, impartial and available to everyone. Our website, Adviceguide, also provides the public with up-to-date information on a range of topics. We are champions for both citizens and consumers and in 2012/13 we helped over 314,000 people deal with over a million issues.

The Citizens Advice Service aims to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively.

The Patient Advice and Support Service (PASS) is delivered by the Scottish CAB Service. The service is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland. It aims to support patients, their carers and families in their dealings with the NHS and in other matters affecting their health. The service promotes an awareness and understanding of the rights and responsibilities of patients. It also advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

## **ANNEX 1(D)**

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### **PRESCRIBED GROUPS WHICH MUST BE CONSULTED WHEN PREPARING OR REVISING INTEGRATION SCHEMES; PREPARING DRAFT STRATEGIC PLANS; AND WHEN MAKING DECISIONS AFFECTING LOCALITIES RELATING TO THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

CAS feels that the list of standard consultees is both vague and maybe over-restricted at the same time and isn't sure how useful this information is. CAS would welcome more detailed information about how many, what sizes and what kind of organisations, will be involved. For example, who decides what is a representative sample of these organisations? CAS requests clarity on what 'related to social care' means for voluntary organisations and whether this relates only to those providing social care or includes others working in this area as well. CAS would also welcome information about how these representatives will be recruited.

## **ANNEX 2(D)**

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### **MEMBERSHIP, POWERS AND PROCEEDINGS OF INTEGRATION JOINT BOARDS ESTABLISHED UNDER THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

CAS would welcome more detailed information about how many bodies, what sizes and what sort of bodies will be involved. For example, who decides what is a representative sample of these organisations? CAS requests clarity on what 'activities related to health and social care' mean for voluntary organisations and whether this relates only to those providing social care or includes others working in this area as well. CAS would also welcome information about how these representatives will be recruited.

There is no specific reference to suggest that the minutes of the meetings of joint integration boards will be made available to members of the public and CAS is seeking reassurance that this will be the case.

### **ANNEX 3(D)**

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#### **ESTABLISHMENT, MEMBERSHIP AND PROCEEDINGS OF INTEGRATION JOINT MONITORING COMMITTEES ESTABLISHED UNDER THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

CAS recommends that monitoring committees should have to include third sector representatives and user and carer representatives regardless of the structure or section of the Act under which they are formed. Equally, CAS recommend that the monitoring committees for representation on joint boards should include representatives of carers, service users and third sector regardless of whether there is only one council or more in the Health Board area.

CAS requests information about how third sector representatives will be recruited and how CAS and other third sector bodies will be empowered to influence Scottish Government Guidance

### **ANNEX 4(D)**

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#### **PRESCRIBED MEMBERSHIP OF STRATEGIC PLANNING GROUPS ESTABLISHED UNDER THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

CAS welcome third sectors organisations being treated as key partners and requests clarification about how these groups will work, how robust they will be and how evaluation of them will be carried out and measured. The way the regulations are written implies that these are restricted to non-commercial providers of healthcare or social care and bodies carrying out activities related to health and social care. CAS again requests clarification about how these will work, how robust they will be and how evaluation of them will be carried out and measured.

### **ANNEX 5(D)**

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#### **PRESCRIBED FORM AND CONTENT OF PERFORMANCE REPORTS RELATING TO THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

CAS believes that these reports should include information on their structures and membership to ensure these reflect the regulation requirements.