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**Glasgow City Integration Joint Board
Finance, Audit and Scrutiny Committee**

IJB-FASC (M) 08-12-2021

Minutes of meeting held virtually, via Microsoft Teams, at 9.30am on Wednesday 8th December 2021.

Present:

Voting Members

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| Ade Aibinu | Councillor, Glasgow City Council |
| Simon Carr | NHSGG&C Board Member |
| Anne McTaggart | Councillor, Glasgow City Council |
| Jane Morgan | Councillor, Glasgow City Council (Vice Chair) |
| Rona Sweeney | NHSGG&C Board Member (Chair) |

Non-Voting Members

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| Peter Millar | Independent Sector Provider Representative |
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In Attendance:

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|-------------------|---|
| Duncan Black | Head of Audit and Inspection |
| Craig Cowan | Business Development Manager |
| Allison Eccles | Head of Business Development |
| Richard Gass | Welfare Rights & Money Advice Manager |
| Duncan Goldie | Planning and Performance Manager |
| Janet Hayes | Head of Planning and Strategy – Adult Services and North West Locality |
| Christina Heuston | Assistant Chief Officer, HR |
| Margaret Hogg | Assistant Chief Officer, Finance |
| Jacqueline Kerr | Assistant Chief Officer, Adults and Northwest / Interim Chief Social Work Officer |
| Julie Kirkland | Senior Officer, Governance Support |
| Claire Maclachlan | Governance Support Officer (minutes) |
| Pat Togher | Assistant Chief Officer, Public Protection and Complex Needs |

Apologies:

| | |
|------------------|------------------------------------|
| Flavia Tudoreanu | NHSGG&C Board Member |
| Sharon Wearing | Chief Officer, Finance & Resources |

1. Declarations of Interest

There were no declarations of interest raised.

2. Apologies for Absence

Apologies for absence were noted as above.

3. Minutes

The minutes of 20th October 2021 were approved as an accurate record.

4. Matters Arising

There were no matters arising.

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5. Rolling Action List

Allison Eccles presented the Rolling Action List noting there are currently four open actions, two of which have updates due next year. The others are noted below.

Action Ref No. 41 – OLM Contract and Disaster Recovery for CareFirst – there is no new update.

Action Ref No. 58 – Audit Scotland Guidance on Auditing Best Value in IJBs – still awaiting guidance.

Action Ref No. 67 – HSCP Performance Report Q1 – Impact of COVID-19 – this action is now closed as the performance report presented today includes the impact of COVID-19.

6. HSCP Performance Report Q2 2021/22

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 2 of 2021/22.

Officers highlighted a new section in the report which outlines the impact of Covid-19 upon performance in relation to the HSCP's KPIs. These are categorised as follows:

A - Performance was affected but now back to pre-Covid levels

B - Performance unaffected

C - Performance continues to be impacted

In some areas, performance has been impacted in a positive direction.

The Chair welcomed the additional information in the report to help the Committee understand the impact of Covid-19.

Members highlighted the flu immunisation rates for October 2020-March 2021 and queried whether the position is better this year.

Officers confirmed that the data won't be available until March 2022. A new national system is being used to record vaccinations this year. Staff are being encouraged to book vaccinations via regular reminders.

Members requested more detail on the decline in performance in relation to households in B&B accommodation and the number of new Housing First tenancies.

Officers highlighted the difficulties with letting last year and the need to commission city centre hotel accommodation. RSLs are now letting again, and work is ongoing to move people onto temporary or

permanent accommodation. There was a significant increase in demand as a result of the pandemic which has impacted performance.

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the attached performance report;**
- b) considered the exceptions highlighted in section 4.3; and**
- c) reviewed and discussed performance with the Strategic Lead for Adult Services.**

7. Performance Presentations

Adult Services

Jacqueline Kerr delivered a presentation on Adult Services performance. The presentation is available on the Glasgow City HSCP [website](#).

Members questioned what types of demand for services are increasing and how big the disparity is in supply and demand.

Officers advised the disparity is quite significant. There was a reduction in new demand at the beginning of the pandemic, but this has now significantly increased. There are a lot of children and young people in transition to adult services. Learning Disabilities Day Services closed and there was a challenge in supporting carers. This provided an opportunity to reform some services and a hybrid model was used which promotes better independence. In monetary terms, there is usually a 4% increase across client groups, but this is now 6% which would be around £7m for next year.

Members questioned if there will be a move towards an integrated approach where mainstream services are used rather than dedicated day care services for people with a learning disability.

Officers advised that, following a review of Learning Disability services 7-8 years ago, building-based services reduced from 9 to 2 and the remaining two are for those with complex needs. A paper will be brought to a future IJB on the capital programme for learning disability services.

Members questioned what will happen in the medium-term regarding the increased demand for Mental Health Services.

Officers advised that they need to progress the strategy and outlined the challenges around modernising the beds. A model is well developed however direction is required from the Scottish Government as well as confirmation of funding. A report will be brought to a future IJB when this is confirmed. There are also national challenges regarding recruitment of Mental Health staff. Officers will continue to implement the strategy,

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look at early intervention and prevention and refocus services on those with the greatest need.

Members requested an update on the Safer Drug Consumption Facility.

Officers advised that they are working closely with the Scottish Government however a legal change is required to enable this to progress. The Scottish Government and the Minister for Drugs Policy are very keen to deliver an overdose prevention centre and a scenario planning session is planned for early next year which will look at the legal issues and test the standard operating procedures.

Members highlighted the challenges in Low Moss and questioned if there is an impact on prisoners with regards to the working environment.

Officers advised that the Governor is responding to the issues. An HMIP inspection is planned for Low Moss in January 2022 and HSCP Officers are working with the Governor to prepare for the inspection.

A prison health care workforce review has been carried out and this is close to conclusion. There are difficulties around recruitment so different models are being explored. A piece of work on the health needs assessment of prisons was carried out across the 3 sites as part of the review which highlighted that 50% of prisoners have a mental health diagnosis. This has helped to identify what is required to support prisoners and patients. Officers will bring this to a future meeting.

Officers

Members highlighted performance in relation to Sexual Health Services and sought clarity on the impact of not meeting the targets in relation to long-term contraception, such as implants.

Officers advised that effective triage services with the most experienced clinicians at the front door is key and there has been success in triaging regarding the contraceptive pill. The issue is in relation to access to clinics for long term contraception which has been impacted by clinics having to give up space for the immunisation programme. There is a capital programme plan in relation to Sexual Health services as some accommodation is not fit for purpose. Officers highlighted the Sexual Health 24 Service for prescribing PREP (HIV drug) which has been positive.

Detailed discussion took place around recruitment and workforce issues and Officers confirmed this is being raised at every national forum.

Members suggested a future report which highlights the medium to long term view of what the workforce challenges are. Officers confirmed that the Workforce Strategy will be presented to the IJB in June 2022.

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Clarification was sought on whether external members could be invited to contribute to discussions around workforce issues, such as Skills Development Scotland. Officers confirmed this would be possible and they will discuss further with the Assistant Chief Officer for HR.

Members thanked Jacqueline and her team for the presentation and the work they continue to do.

8. Glasgow City IJB Budget Monitoring Report for Month 7 and Period 8 2021/22

Margaret Hogg presented report which outlines the financial position of the Glasgow City Integration Joint Board as at 31st October (Health) and 22nd October (Council) and highlights any areas of budget pressure and actions to mitigate these pressures.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of this report.

9. Welfare Rights and Money Advice Performance Report 2020/21

Richard Gass presented report to update on the performance of Glasgow City Health and Social Care Partnership's (HSCP) Welfare Rights and Money Advice Team for 2020-21, including details of money advice provision commissioned by the Health Improvement Team. Also included are some details of the support provided as part of Glasgow City Council's response to the impact of COVID-19 on the city.

Officers highlighted that the figures are significantly down on previous years. The two factors that have attributed to this are the impact of COVID-19 and a new recording system which was introduced on 1st April 2021, whilst staff were working from home.

Members questioned the impact this would have had on people if services couldn't be offered due to these changes.

Officers clarified that the HSCP work with existing Social Work clients and their benefits are likely to be maximised already. The service has remained open and available to take on referrals. A number of service users are on disability and incapacity benefits where easements were put in place. It is unlikely there was a significant issue for social work clients but there may have been for the wider city.

Members questioned if there has been any liaison between Welfare Rights and the Glasgow Helps helpline which was introduced during the pandemic.

Officers confirmed that the Welfare Rights team were involved in the support for Glasgow Helps and provided training to those involved in the helpline. Consideration will be given to establishing whether further links are required to ensure those who are already involved with Social Work are identified.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of this report.

10. Clinical and Professional Quarterly Assurance Statement

Pat Togher presented a report to provide the IJB Finance, Audit and Scrutiny Committee with a quarterly clinical and professional assurance statement.

Officers highlighted the Significant Case Reviews (SCRs) will now be referred to as Learning Reviews for Children, but this has not changed for Adults.

The SCR for Child D has now been published and this was circulated to Members, and an action plan is underway to ensure learning dissemination. Adult A is not yet published. This will be shared with Members when available.

An SCR has been commissioned by Glasgow MAPPA SOG which is a Police-led MAPPA one case and will be completed as soon as possible. Officers confirmed that these are unusual and the last one was 10 years ago. An Independent Review Officer has been selected but there is no further update that can be provided at this stage which wouldn't compromise the learning review.

The IJB Finance, Audit and Scrutiny Committee:

a) considered and noted the contents of this report.

11. Attendance Management

Christina Heuston presented report to advise of the latest absence levels across Glasgow City Health and Social Care Partnership. Officers highlighted there is an increasing position across NHS and Social Care staff, which is normal at this time of year. It is higher than previous years however and the contributing factors are long Covid, people with higher anxiety and depression, and people still waiting on treatment.

Members queried how much of the overtime spend is related to sickness and Officers confirmed around 90% of overtime will be to cover sickness.

Members questioned if Officers are benchmarking with other Local Authorities or IJBs on patterns of absence.

Officers advised there is no resource for someone to do this. Access to national data from the NHS is available, which can be benchmarked. There is a sense across Greater Glasgow and Clyde that everyone is in a similar position.

Members sought clarity on the consequences on service users not receiving support due to non-attendance of staff and suggested using agency staff to fill the gaps.

Officers advised there is extra capacity to cover the Home Care Service and 150 extra home carers have been recruited. Services are tailored to individual's needs and the Home Care service will look at this in terms of priorities when staff are absent.

With regards to agency staff, Officers confirmed that there are registered providers where a contract is in place. There will be capacity issues with providers being able to assist as they are likely to be facing the same staffing issues.

Members noted the psychological impact for staff in Health is included within the report, but not for Social Work staff and Officers confirmed this can be included going forward.

Officers

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of this report.

12. Risk Management Quarterly Update

Allison Eccles presented report to update on the status of the risk registers being maintained within the Glasgow City Health and Social Care Partnership. This report covers the review carried out in October 2021 in respect of changes to risk in the quarter ending September 2021.

Members queried how often the risks are routinely reviewed and Officers confirmed they are reviewed quarterly however it is an ongoing process and they are currently being reviewed for the next quarter.

The IJB Finance, Audit and Scrutiny Committee:

a) noted this report; and

b) noted the current highest risks on the Integration Joint Board, Social Care and Health Risk Registers.

13. Business Continuity – Annual Assurance Statement

Allison Eccles presented report to provide assurance about the business continuity arrangements for the HSCP and the arrangements in place in respect of the IJB's duties as a Category 1 responder.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of this report.

14. Climate Change Duties Report 2021/22

Allison Eccles presented the Climate Change Duties Report 2020-21 which has been submitted to the Scottish Government.

Members questioned if the IJB could influence or seek assurance from the Council or Health Board if services being procured on behalf of the IJB were not in line with climate change responsibilities.

Officers confirmed that responsibility for addressing issues around contracts would be via the Council and Health Board. The report presented today however is about the IJB's impact on the climate change strategy, not specifically about the services being commissioned. The Council and Health Board will produce a similar statement about the services they deliver.

The IJB Finance, Audit and Scrutiny Committee:

a) noted this report; and

b) noted that the IJB's Climate Change Duties Report 2020-21 has been submitted to the Scottish Government following approval by the Chief Officer Finance and Resources acting under delegated authority.

15. Next Meeting

The next meeting was noted as Wednesday 9th February 2022 at 9.30am via Microsoft Teams.

Members noted that this would be Flavia Tudoreanu's last meeting of IJB FASC and thanked Flavia for her contribution.