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

IJB-FASC (M) 09-06-2021

Minutes of meeting held virtually, via Microsoft Teams, at 9.30am on Wednesday 9th June 2021.

Present:

Voting Members

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

Non-Voting Members

Peter Millar	Independent Sector Provider Representative
Sharon Wearing	Chief Officer, Finance & Resources

In Attendance:

Duncan Black	Head of Audit and Inspection
Steven Blair	Principal Officer, Business Development
Craig Cowan	Business Development Manager
Allison Eccles	Head of Business Development
Duncan Goldie	Planning and Performance Manager
Christina Heuston	Assistant Chief Officer, HR
Margaret Hogg	Assistant Chief Officer, Finance
Julie Kirkland	Senior Officer, Governance Support
Claire Maclachlan	Governance Support Officer (minutes)
Eilidh Nelson	Audit Scotland
Pat Togher	Assistant Chief Officer, Public Protection & Complex Needs

Apologies:

Flavia Tudoreanu	NHSGG&C Board Member
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1. Declarations of Interest

The following declaration was raised.

Peter Millar – Item 9, Homelessness Performance Presentation.

2. Apologies for Absence

Apologies for absence were noted as above.

3. Minutes

The minutes of 14th April 2021 were approved as an accurate record.

ACTION

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4. Matters Arising

There were no matters arising.

5. Rolling Action List

Allison Eccles presented the Rolling Action List noting there are currently five open actions, four of which remain open with no new updates.

Action Ref No 64 – Clinical Professional Quarterly Assurance Statement – Officers advised a presentation was delivered to the IJB Development Session on 3rd June 2021 by Pat Togher, Assistant Chief Officer and Colin Anderson, Independent Chair of Glasgow Child/Adult Support Protection Committee, on Serious Incident Governance. Officers also confirmed that the learning from repeated practice issues will be highlighted on an annual basis to Committee. Web-links to Significant Case Reviews (SCRs) will continue to be included in the quarterly report, however Officers advised that Members will also be alerted to these at the time of publication.

Officers

Members confirmed they are happy for this action to be closed.

6. Outturn Report

Margaret Hogg presented the report to provide a high-level overview of the Integration Joint Board's draft outturn position for 2020/21, and to seek approval for the transfer of funds to reserves to allow completion of the Integration Joint Board's accounts by the statutory deadline of 30 November 2021.

Members asked for clarity on the reserves position and whether the partner organisations (NHS or Council) can reclaim some of the surpluses.

Officers advised the principles are outlined in the Integration Scheme and any surpluses remain as IJB funding. Officers highlighted that this year is an exceptional year with regards to extra funding received due to COVID-19. Most of the earmarked reserves will be spent in 2021-22.

Members asked for clarity on the budget changes relating to 'other minor adjustments' and the backfill of Open University students.

Officers advised that 'other minor adjustments' are small value adjustments which are rolled up together to reduce the length of the report. The backfill of Open University students relates to staff who have been supported to do an Open University course and funding is provided to release them to undertake those studies.

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the contents of the report;
- b) approved the transfer to earmarked and general reserves of £55.222m as outlined in paragraph 5.2 for consideration by the IJB; and
- c) approved the redistribution of reserves as outlined in paragraph 5.5 for consideration by the IJB.

7. Unaudited Annual Accounts

Margaret Hogg presented the Unaudited Annual Accounts for the year ended 31 March 2021.

Officers highlighted that as a result of the uncertainty around the impact of COVID-19, the IJB's External Auditors have advised their approach to the audit will require to be flexible this year. They are unable to guarantee they will have the accounts audited and complete by the statutory deadline this year due to challenges in resource. Auditors continue to work with HSCP Officers on this. At this stage a date cannot be provided on when the audited accounts will be available for consideration by the IJB.

Officers highlighted a further technical accounting issue highlighted recently linked to the Hubs who distributed PPE from National Services Scotland (NSS) to Health Boards and the HSCP. Health Board auditors raised the issue with regards to who is accountable for this and it was agreed it should be the bodies who have benefited from the PPE. Officers confirmed this won't change the Unaudited Annual Accounts however they are awaiting advice from the Technical Board. Officers will update the report when the Audited Accounts are presented, and a paragraph will be included in the IJB report to explain the position.

Officers

Members asked if there are consequences if the Auditors are not able to audit within the statutory timescales.

Officers advised the same issue arose last year and an extension was given until end of November due to COVID-19. The IJB was brought forward from December to November to accommodate this. The statutory timescale will be altered again this year if required.

Members referred to the Annual Governance Statement and particularly the temporary governance arrangements that were put in place during the pandemic. Concern was raised that a review date was not given at the time. Officers acknowledged that this didn't happen but that this was rectified during the 2nd period of temporary governance and it was brought back to the IJB to consider the position. Members confirmed they were satisfied that the feedback was taken on board and improvements and more open discussions took place as a result.

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ACTION

Members thanked Officers for the significant work in producing the Accounts, noting there is a lot of good information in the document and highlighted the management commentary as being a useful overview of achievements and areas for improvement. Members asked if there was a way to give the report more visibility in the public domain to highlight the work of the HSCP/IJB.

Officers thanked Members for their feedback and advised the content in the report feeds into the Annual Performance Report (APR), which also has a summary version produced. Officers suggested that the public may be more likely to read the APR.

Officers also confirmed the Accounts are advertised in the local press and are available on the Glasgow City HSCP website for the public to access.

Members suggested the Management Commentary could be a useful briefing document for other Councillors, NHS Members etc. who are not on Glasgow City IJB.

Officers reminded Members that a lot of the information in the management commentary will be included in the Strategic Plan which will be subject to extensive consultation that will go into the public domain. Officers also suggested a summary version of the management commentary could be included in the induction pack for new IJB Members.

Members questioned how accessible the Accounts are on the website and if Officers track the interaction from members of the public.

Officers advised that new legislation requires for all documents on public sector websites to be in an accessible format. Officers confirmed they would look into how many 'hits' there are on the website for the Accounts and will share this information with Members.

Officers

Officers summarised that the information in the management commentary is reflected in the APR and will also be picked up in the engagement on the Strategic Plan as the three documents are linked. Consideration will be given to a briefing note from the Chief Officer which highlights the Accounts and APR with web-links to the full reports.

Officers

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the IJB's Unaudited Annual Accounts;**
- b) noted the Annual Governance Statement included within the Unaudited Annual Accounts;**
- c) approved the submission of the Unaudited Annual Accounts to the IJB for approval;**

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- d) approved the submission of the Annual Governance Statement to the IJB for approval; and
- e) noted the timetable for the sign-off the Annual Accounts in Appendix 1.

8. HSCP Performance Report Q4

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 4 of 2020/21.

The changes in RAG (Red/Amber/Green) status were highlighted and officers advised that performance has improved in 7 areas and 7 have declined. Officers advised that services will be asked to review the indicators and targets in advance of the next report (Quarter 1) to determine if they are still appropriate.

Members questioned if the performance indicators in red, that are not related to COVID-19, are long term continuing issues that still need to be addressed.

Officers advised that some indicators are consistently red and relate to long standing issues such as Psychological Therapies, Child and Adolescent Mental Health Services (CAMHS), sickness absence etc. Performance has improved in some areas, but they remain in red.

Officers advised one of the underlying challenges in relation to performance relates to recruitment which was challenging before the pandemic. The pandemic has had a further impact and there is an action plan in place to recruit additional staff to undertake the work. Officers highlighted the discussion at the last IJB about the nonrecurring funding from the Scottish Government for recovery, to be used to recruit staff to deal with waiting lists etc. The difficulties of recruiting permanent staff with non-recurring funding was outlined as well as the challenges relating to the competitive job market and other organisations also seeking to recruit.

Members questioned the data with regards to the Scottish Health and Care Experience survey, noting the percentage of carers who feel supported to continue in their caring role is lower than the figures for Glasgow in the Carers section of the report.

Officers advised the surveys are different and there is always a marked contrast between the data from both surveys. The national survey is issued via GP practices so reaches a wider demographic who may or may not be linked to Carers Services. The local survey is issued to those who have direct contact with Carers Services. The national survey is also likely to pick up people who have been through a stage of crisis and the local survey is taken at an earlier stage in the process. The

information provided in the surveys will differ depending on what stage they are accessing the service.

Members suggested that it would be useful to see qualitative data as well as quantitative data.

Officers highlighted the difficulties last year due to the pandemic with respite and day care services being closed which would have added pressure to carers. The figures for last year need to be seen in that context.

Members suggested a more in-depth discussion on Carers Services at a future meeting in the context of Maximising Independence.

Officers advised that Carers Services performance was covered at the April Committee however they can look at bringing this back again. It was also highlighted that a Carers Update report is due to be reported to the IJB on 23rd June 2021 which may provide the detail that Members are seeking.

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 Homelessness and Criminal Justice in relation to these areas.**

9. Performance Presentations

Homelessness

Pat Togher delivered a presentation on Homelessness performance for Quarter 4 2021. The presentation is available on the Glasgow City HSCP website.

Members praised the work of Homelessness Services during the pandemic and highlighted the need for this focus to remain when the pandemic eases.

Officers advised that in recent engagement events with the homelessness workforce, frontline staff acknowledged the funding coming through for homelessness services which has resulted in capacity building and they were proud about what has been achieved and positive about the future. Relationships with Housing Associations and the Third and Independent Sector have also been extremely positive.

Members asked if Officers are keeping track of how many people are repeatedly being admitted to emergency accommodation.

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Officers advised they didn't have the figures to hand on repeat admissions however this will be built into performance monitoring going forward. A development session is planned to focus on recurring presentations in homelessness, addiction, mental health and justice services.

Members questioned what the impact would be on provision of social housing and the capacity for Housing Associations to provide larger accommodation when it is required if the scale of the issue increases. The impact of the Unsuitable Accommodation Order (UAO) also needs to be factored in.

Members also questioned how Registered Social Landlords could provide temporary furnished flats (TFFs) during the pandemic but couldn't provide settled accommodation.

Officers highlighted the good relationships with Housing Associations and local arrangements that are in place for people to access larger accommodation when required. In relation to TFFs, Officers confirmed the numbers were miniscule during COVID-19 and those allocated were only short-term.

Officers advised the UAO has been deferred several times as it wasn't possible to implement during the pandemic. Officers have highlighted concerns to the Scottish Government on the ability of Glasgow to adhere to the Order post-COVID given the scale of demand in the city and other competing demands.

Members noted it would be helpful to see information over time on the volume of people presenting as homeless to see how much it has increased year by year. This will allow the Committee to understand the overall picture and overall demand.

Officers confirm they will provide this information to Members going forward.

Members questioned if the number of people presenting as homeless is increasing, and if this is due to the system failing elsewhere in relation to evictions etc.

Officers advised there is an increase in presentations and there needs to be further work done around this in terms of how many of these people are repeat presentations and the circumstances around this.

Members asked for further detail in relation to of the length of time people are spending in bed and breakfast accommodation.

Officers advised that this is tracked within the service and will be included in reporting going forward.

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Members questioned if the targets need to be reset to take account of what has happened during the pandemic.

Officers advised the targets are agreed in the RRTP which will cover the period up to 2023-2024. The targets may become more specific as the lifetime of the RRTP reaches the end. Officers advised that they are confident the infrastructure is in place to achieve the targets

Justice Services

Pat Togher delivered a presentation on Justice Social Work performance for Quarter 4 2021. The presentation is available on the Glasgow City HSCP website.

Members queried the initial contact at Court or after the sentence on community pay back orders and whether arrangements were put in place for virtual meetings between Social Work and those being sentenced.

Officers advised that Justice Services at Norfolk Street have remained open to allow presentations to take place there as normal. The office is in close proximity to the Court. Where attendance at Norfolk Street is not possible there is flexibility for the first point of contact to take place via the telephone. Officers noted however that Court attendance tends to be by the Solicitor rather than the individual and they relay the information regarding contact arrangements.

10. Clinical and Professional Quarterly Assurance Statement

Pat Togher presented the clinical and professional quarterly assurance statement which outlines the governance structures in place in the HSCP.

The IJB Finance, Audit and Scrutiny Committee:

a) considered and noted the report.

11. Adult Support and Protection – 2020 Annual Joint Self Evaluation

Pat Togher presented report which updates Committee on the activity in response to the Adult Support and Protection Joint Self-Evaluation in 2019 and the proposed Joint Self-Evaluation in 2021.

Officers highlighted the decision to delay the planned HSCP joint evaluation due to the forthcoming external inspection by the Care Inspectorate. Officers are working and planning for the Adult Support and Protection inspection however a timescale has not been provided yet.

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the impact of Covid-19 on the Joint Self Evaluation in 2020, and actions taken to mitigate risks during the pandemic;
- b) considered the information relating to the work undertaken in 2020 to improve practice, as a result of the 2019 Joint Self Evaluation by the JSCP, GGCNHS and Police Scotland;
- c) noted the decision to delay the planned HSCP Joint Self Evaluation until 2022 due to the forthcoming external inspection, led by the Care Inspectorate;
- d) noted the intention to use the method and model used by the Care Inspectorate and their findings, to scope and shape the planned Joint Self Evaluation in 2022;
- e) noted the ongoing commitment to audit in 2021 to help improve practice and prepare for external inspection; and
- f) request that the outcomes and findings of the ASP Duty Audit and the next Joint Self Evaluation are considered by the IJB Finance, Audit and Scrutiny Committee in due course.

12. Attendance Management

Christina Heuston presented a report which advises of the latest absence levels across Glasgow City Health and Social Care Partnership.

The report covers the period up to 25th April 2021 however Officers advised there has been considerable change to the figures since then. The COVID-19 absences in Social Work has come down from 149 to 50 due to the end of shielding and staff returning to work.

Members questioned the Average Days Lost (ADL) target noting the target for 2020/21 is the same as 2019/20.

Officers advised the targets are set by Glasgow City Council and they haven't been reviewed for 2020/21. The target is unachievable for the HSCP in the current circumstances and Officers will discuss this with colleagues in the Council

Members questioned if other HSCPs are collecting similar data on absences and if comparisons can be made.

Officers advised that all HSCPs collect absence information however there are different categories for COVID related absences. Information has been requested previously however they are reluctant to share. Officers will look into this again and include in the detailed report later in the year if available.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of the report.

13. Risk Management Quarterly Update

Allison Eccles presented the report which provides an 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 April 2021 in respect of changes to risk in the quarter ending March 2021.

Officers advised this report covers 1st January 2021 to 1st March 2021.

The savings target is the only risk that has changed for the IJB. There is no movement on the risks for Social Care. There are two new risks added for Health.

Members welcomed the additional data that has been added to the Health Risk Register but noted there are a lot of acronyms.

Officers confirmed they would address this in future reports.

Officers advised there is a group being set up across the GG&C Health Board area in relation to the reporting of risks to ensure there is consistency. Steven Blair will be attending for GCHSCP and the outcome of these discussions will be brought back to the Committee.

Members queried the categorisation of some of the risks as 'very high' which relate to operational matters specific to a particular area.

Officers confirmed that the risks noted on the IJB risk register will be of a strategic nature however the Social Work and Health risk registers will contain operational risks. Officers will consider whether operational risks should be reported to Committee when the review of how risks are reported across the Board area are discussed.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the report; and

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

14. Next Meeting

The next meeting was noted as Wednesday 8th September 2021 at 9.30am via Microsoft Teams.