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

**IJB-FASC (M) 20-10-2021**

Minutes of meeting held virtually, via Microsoft Teams, at 9.30am on Wednesday 20<sup>th</sup> October 2021.

**Present:**

**Voting Members**

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)
Flavia Tudoreanu	NHSGG&C Board Member

**Non-Voting Members**

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

**In Attendance:**

Mike Burns	Assistant Chief Officer, Children's Services and North East Operations
Jillian Campbell	Senior Audit Manager
Jim Charlton	Business Development Manager
Craig Cowan	Business Development Manager
Gary Dover	Assistant Chief Officer, Primary Care and Early Intervention
Allison Eccles	Head of Business Development
Duncan Goldie	Planning and Performance Manager
Dominique Harvey	Head of Planning and Strategy, Children's Services & North East Locality
Margaret Hogg	Assistant Chief Officer, Finance
Julie Kirkland	Senior Officer, Governance Support
Claire Maclachlan	Governance Support Officer (minutes)

**Apologies:**

Ade Aibinu	Councillor, Glasgow City Council
Duncan Black	Head of Audit and Inspection

**ACTION**

**1. Declarations of Interest**

The following declaration was raised.

Councillor Jane Morgan – Item No. 7, Performance Presentation – Children's Services.

**2. Apologies for Absence**

Apologies for absence were noted as above.

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**3. Minutes**

The minutes of 8<sup>th</sup> September 2021 were approved as an accurate record.

**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, three of which remain open with updates due later in the year or next year.

Action Ref No. 41 – OLM Contract and Disaster Recovery for CareFirst – this is a watching brief, no new update on this.

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

**6. HSCP Performance Report Q1/2 2021/22**

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 1/2 of 2021/22.

Members questioned if the performance measures are appropriate given the high-level strategic objectives, recognising there is an opportunity each financial year to look at the relevance of performance measures. Members noted that they don't capture more preventative activity that the HSCP is engaged in.

Officers advised that preventative measures in Children's Services would be covered in the next agenda item. Officers also confirmed that some measures, within Health Improvement for example, are only updated annually, such as MMR, breast feeding etc. and are an illustration of preventative work.

**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 Children's Services.**

## 7. Performance Presentations

### Children's Services

Mike Burns and Dominique Harvey delivered a presentation on Children's Services performance. The presentation is available on the Glasgow City HSCP [website](#).

Officers highlighted the need to move performance into line with both the Strategic Plan and prevention.

Officers advised that a detailed performance report is received twice weekly which is scrutinised in terms of accuracy for every child that's looked after and every child in Kinship care.

Members welcomed the presentation and praised the work ongoing within Children's Services.

Members sought reassurance that the number of referrals are real numbers and not influenced by not having as many referrals generated due to the pandemic.

Officers advised there is anxiety on the longer-term impact of the pandemic and there is a degree of caution, particularly in relation to the impact of universal credit and getting through winter. Officers noted they continue to sustain good relationships with Education, Health Visiting and the Third Sector. The funding for family support also means Officers will respond differently to how they did previously.

Members welcomed the move of four indicators to green in the last period. Further clarity was sought on progress in relation to CAMHS, and whether the improvement was significant.

Officers advised there is slow progress in relation to CAMHS. Weekly meetings are taking place to analyse the system and move away from quick wins. Significant improvements will be made but it will take 2-3 years. Officers updated on work with Clinical Leads and the need to work together on behavioural and cultural change.

Members questioned what proportion of the out of area placements are within a 5-mile radius or more of Glasgow City and what are the key issues in going outside of the city for placements.

Officers advised that they are in dialogue with English authorities who operate a 20-mile radius. Officers highlighted however that it is more difficult to access support such as primary care, health visiting and CAMHS outwith the GG&C Board area.

They confirmed that out of authority residential placements have reduced from 123 to 31/32. Previously, Glasgow had 65% of children looked after outwith the city and this has reduced to 55%. There is a legacy issue from Strathclyde in relation to a range of fostering placements in other local authority areas and this has an impact on schooling. Officers are looking at new data which provides an accurate picture on every child who is not in a Glasgow school. Previously children were attending school in almost 30 out of 32 authorities but this has been significantly reduced. Work is ongoing with Education Services to ensure children are educated in Glasgow. Officers advised they can provide more detail on this, and the radius of placements, in the Children's Services performance presentation next year.

Members questioned if there is an ethical issue bringing young people back into Glasgow City who have been placed in out of city placements.

Officers advised that issues around recruitment of carers resulted in placements being made outwith the city however the focus is to remain within a 20-mile radius of the city as it is important that they maintain networks and have connections to after care and employment when they return to the city.

Officers highlighted national research which suggests that 62% of young people, when they can make their own choice, gravitate back to where their families are originally from. In Glasgow there was an exercise completed which shows that 65% of young people similarly gravitate back, and this motivated a drive around how to keep connections for young people with their family and friends to support that move back.

Members questioned what investment has been put into Glasgow to enable the 20-mile radius to be reduced and meet the needs of the young people by carers and families in the city.

Officers confirmed that it wasn't just a gravitation back to the city, but 65% went back to their family home. Conversations are taking place around alignment to the Carer Strategy, particularly around neuro development and children with a disability. The fostering and adoption team are doing work on prevention and are developing the role of the Placement Support Worker to become more precise around the support required.

Members highlighted the success of Kinship Care but questioned if this could be expanded and if Officers are being ambitious enough.

Officers highlighted the success is down to the financial commitment that has been given to Kinship carers to give them the same status as foster carers. Kinship Care placements needs to be given the same level of care and support as children who are looked after.

Members questioned how Officers capture and compare how young people and families think about the service and if it's the right approach.

Officers advised 65% of young people return home, but children and young people are likely to have 3 to 6 placements during their time in care. Through the Promise, Officers are employing 2-3 young people to be front and centre of planning. Officers advised that a Continuing Care Open Day is taking place on 29<sup>th</sup> October 2021 which celebrates the achievements of young people and allows them to tell their stories.

Members questioned if Officers could do work systematically to compare what young people felt about the service 5 years ago to how they feel now, either collectively or individually.

Officers advised they would take this away but noted that some of this is already carried out. Officers advised the Independent Care and Review team, which was set up last year, are looking at how they run meetings differently with young people. The 'My Meeting' approach is being used to help young people express their views. This is structured around 3 questions: what is working well?; what is not working well?; what can be done differently? This has been a good framework for young people and provides the opportunity for them to connect digitally. The impact of digital connections needs to be monitored.

Members asked for more detail with regards to corporate parenting for looked after children.

Officers advised corporate parenting is still aligned to the Integrated Children's Plan and Children's Services Executive Group, as well as the Corporate Parenting Board for the city which includes the Third Sector, Police Scotland, Colleges, etc. This has been sustained during the pandemic. Officers advised there is still a need for a single system approach.

Members highlighted the impact on the 6000 families who received the £400 payment in January 2021 and questioned what the plans are for this year and if Officers were confident that they are targeting everyone who needs it.

Officers advised they are doing an audit of the £400 that was issued and the next iteration for the remaining money. Officers are hoping to make a payment towards the end of November 2021 for those families in the community who are impacted by the reduction in universal credit.

**8. Glasgow City IJB Budget Monitoring Report for Month 5 and Period 6 2021/22**

Margaret Hogg presented the report which outlines the financial position of the Glasgow City Integration Joint Board as at 30th August 2021 (Health) and 27th August 2021 (Council) and highlights any areas of budget pressure and actions to mitigate these pressures.

Officers highlighted to the package of care for approval and confirmed that, since the beginning of April 2021, there have been 11 packages of care brought to either the IJB or IJB Finance, Audit and Scrutiny Committee which totals just over £3m. This represents 1.3% of the annual budget available for purchased services.

Members requested more detail on the savings initiatives and programmes.

Officers advised the transformational programme and savings agenda are detailed in the report. There is a target of £5.9m this year and these savings are being delivered. The service is currently delivering 94% of savings 2021/22. Officers noted Maximising Independence is the biggest element of savings going forward. The pandemic has had an impact, but all of the Programme Boards are now up and running to support the delivery of this agenda and Officers are seeing progress in this area.

Members requested more detail with regards to the package of care noted within the report that Members are being asked to approve.

Officers advised that they are unable to share details relating to individuals however provided assurance that the details go through all the relevant governance routes in the HSCP and are signed off by the Chief Officer and Chief Finance Officer before being presented to the Committee for approval.

Members suggested the characteristics of individual packages of care could be picked up in the IJB Development Session on models of care.

Members asked for clarity on what the value is accumulatively for the packages of care that have been approved.

Officers confirmed the £3m represents 1.3% of the Purchased Services budget, which has an annual budget is £265m. Approval has been given for 11 packages of care this year. As part of the monitoring arrangements with services, Officers look at the overall budget and new and existing care packages to get an idea of the accumulative commitment. This is done every month as part of financial monitoring. Officers advised they are working on trend information to build a picture around Purchased Services and this can be shared when it is further developed.

Members questioned the affordability of these packages going forward and whether it can be easily managed.

Officers advised there are two opportunities for the IJB and IJB FASC to consider this. The first opportunity will be the forecasted Outturn which will be reported to the IJB in December and will assess the affordability of the packages in the wider budget. The second opportunity is when the budget is presented to the IJB in March for the next financial year and this will assess if the affordability moving forward and what the impact may be on other services. A 3-year forward financial plan is also produced which considers new demand, growth and pressures on services.

Officers highlighted the Scottish Government funding announcement on winter pressures and confirmed a report will be presented to the IJB on how this money will be utilised.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) noted the contents of this report; and**
- b) approved the recurring funding for the packages of care outlined at section 5.2.6.**

**9. Primary Care Improvement Plan (PCIP) Programme – Update**

Gary Dover presented the report to update on two key developments with the Primary Care Improvement Plan (PCIP).

The first is the revised Memorandum of Understanding between the Scottish Government, the British Medical Association, IJBs and NHS Boards which makes a commitment that those GPs that have not benefited sufficiently (at nationally agreed levels) from the transfer of vaccinations, community treatment and care services and pharmacotherapy, will receive transitional payments by April 2022. These payments will need to be made from the PCIP fund.

The second is the work that will be progressed to reconfigure and repurpose the layouts and rooms in seven health centres to provide additional consultation, treatment and agile working rooms.

Members questioned why the IJBs signed up to the adjusted Memorandum of Understanding 2 (MOU2) in terms of the liability to fund transitional payments.

Officers advised the MOU2 was signed off by Judith Proctor, in her role as Chair of Health and Social Care Scotland, on behalf of HSCPs. It is not a signature to say IJBs have agreed.

Members noted concerns around the governance as the report states that the Scottish Government, BMA, IJBs and the NHS Boards agreed a revised MoU (MoU2) and suggested that the governance around the sign off is taken up by Simon Carr at the meeting of IJB Chairs and Vice Chairs.

Members also questioned what GPs can spend the transitional payments on.

Officers advised this is a Scottish Government led contract which they have negotiated with GPs, and there is no guidance on how the expenditure can be used.

Officers confirmed they are waiting on an announcement from the Scottish Government which will hopefully provide more clarity and answer some of the concerns. Officers advised they have highlighted concerns regarding the mechanisms with the Scottish Government.

Members asked if there will be an update on this report at the next IJB.

Officers advised there will be an update once the announcement is received from the Scottish Government.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) noted the proposals for the improvements and works to the health centres;**
- b) noted the significant risks associated with the revised Memorandum of Understanding, and specifically, the transitional payments for general practices; and**
- c) noted that a report on the implications of the transitional payments will be presented to the IJB when more detail is known.**

**10. Health and Social Care Complaints Activity 2020-21**

Jim Charlton presented a report on the data on complaints for both health and social care during the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021.

Officers highlighted the main findings of the report are that the number of complaints are significantly down across all services within the HSCP.

Officers advised there was a reduction in NHS complaints which is largely driven by a halving of complaints in HMP Barlinnie. Managers advised that this can be attributed to a change in the admissions policy due to COVID-19 which resulted in a more static prison population. Most complaints are associated with new admissions.



Members welcomed the detailed report.

Members highlighted the number of complaints which involved the SPSO, with only 2 out of 20+ complaints for Social Care being upheld which gives assurance that both the complaints handling process and the practice on the ground is of good quality. Members noted there were only 4 Health complaints involving SPSO and questioned if this was due to different complaint mechanisms for Health.

Officers advised the complaints by the Ombudsman are dealt with by the Central Complaints Team at the Health Board and therefore all of the decision notices may not reach Officers in the HSCP.

Members questioned if there were changes made to the complaints process to make it more accessible during the pandemic.

Officers advised there haven't been specific changes made to the complaints process. The vast majority of complaints are received electronically with very few received via mail or face to face. Assurance was given that there has been no impact on the available channels to make a complaint.

**The IJB Finance, Audit and Scrutiny Committee:**

**a) noted the contents of the report and two attached appendices.**

**11. NHS National Whistleblowing Standards**

Allison Eccles presented the report to update on the NHS National Whistleblowing Standards that came into effect on 1<sup>st</sup> April 2021.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) noted the implementation of the NHS National Whistleblowing Standards and specific guidance in relation to Integration Joint Boards / Health and Social Care Partnerships; and**
- b) noted the proposals at 4.3 and 4.4 to ensure staff across the HSCP are aware of the new standards and the reference to them in the respective policies of the Health Board and Glasgow City Council, and to explore any additional activity required to facilitate the reporting requirements referred to in the Standards.**

**12. Internal Audit – IT Service Management**

Jillian Campbell presented the report which details internal audit work undertaken in relation to IT Service Management.

Officers advised this item refers to an Independent Contractor and as such this arrangement is governed by a contract between Glasgow City Council and the Independent Contractor. In line with Standing Orders (Section 8), the Chair is resolved to hear this item in private.

**13. Next Meeting**

The next meeting was noted as Wednesday 8<sup>th</sup> December 2021 at 9.30am via Microsoft Teams.