

**GLASGOW CITY INTEGRATION JOINT BOARD
FINANCE AND AUDIT COMMITTEE**

IJB-FAC (M) 10-10-18

Minutes of meeting held in the Boardroom, Glasgow City HSCP,
Commonwealth House, 32 Albion Street, Glasgow, G1 1LH
at 9.30am on Wednesday, 10th October 2018

PRESENT:

VOTING MEMBERS

Cllr Ken Andrew	Councillor, Glasgow City Council
Simon Carr	NHSGG&C Board Member (Chair)
Ross Finnie	NHSGG&C Board Member
Anne Marie Monaghan	NHSGG&C Board Member

NON-VOTING MEMBERS

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

IN ATTENDANCE

Jillian Campbell	Internal Audit
Jim Charlton	Principal Officer, Business Development
Stuart Donald	Principal Officer, Business Development (substitute for Allison Eccles)
Duncan Goldie	Planning and Performance Manager
Janet Hayes	Head of Planning, Adult Services, North West
Margaret Hogg	Assistant Chief Officer, Finance
Jackie Kerr	Assistant Chief Officer, Adult Services (North West)
Julie Kirkland	Senior Officer (Governance Support)
Susan Orr	Head of Children's Services (South)
Ann-Marie Rafferty	Assistant Chief Officer, Public Protection & Complex Needs
James Thomson	Commissioning Manager, Older People's Services
Sheena Walker	Governance Support Officer (Minutes)

APOLOGIES

Bailie Ade Aibinu	Councillor, Glasgow City Council
Allison Eccles	Head of Business Development
Cllr Jane Morgan	Councillor, Glasgow City Council (Vice Chair)

1. DECLARATIONS OF INTEREST

Peter Millar declared an interest in Item 12 – Homelessness Strategy – Progress and Update.

2. APOLOGIES

Apologies for absence were noted as above.

3. MINUTES

The minutes of the meeting held on 5th September 2018 were approved as an accurate record.

ACTION

4. MATTERS ARISING

There were no matters arising raised by the Committee.

5. ROLLING ACTION LIST

Stuart Donald presented the Rolling Action List providing an update on the actions listed and advised this was for information and noting.

6. INTERNAL AUDIT – INTEGRATION OF SERVICES

Jillian Campbell presented to the IJB Finance and Audit Committee the main findings of the audit report that was issued recently: Review of the Integration of Services. A reasonable level of assurance was given; and three recommendations were provided for improvement. The action plan was detailed at section 4 of the report; all actions had been agreed and a report would be presented at the next meeting.

Jillian Campbell

Members queried if the review of the communication arrangements, as detailed at section 1.4 of the report, was conducted; and what the methods were. Officers advised that they would review this and report back.

Jillian Campbell

Simon Carr asked for an update on the status of the recommendation contained within the audit report. Stuart Donald confirmed they had all been completed.

The Committee also discussed the second national audit report conducted by Audit Scotland. Glasgow was not one of the sites included in the detailed report, but had conducted a survey return; and Internal Audit would also feed in to the work on the national review. The report was due to be published mid-November.

The IJB Finance and Audit Committee:

a) noted the content of the report.

7. INTERNAL AUDIT UPDATE (APRIL-SEPTEMBER 2018)

Jillian Campbell presented to the IJB Finance and Audit Committee details of the internal audit work undertaken at Glasgow City Council and NHS Greater Glasgow and Clyde (NHSGG&C) that may have an impact on the Glasgow City Integration Joint Board (IJB). The audit reports were outlined and there were no concerns noted from the Glasgow City Council audits. There was one high priority recommendation highlighted in relation to financial balance, from the NHS audits.

The Committee requested that a timescale be included for the implementation of the administration arrangements for Direct Payments to service users. Internal Audit would request this from the Strategic Innovation Team and include in future reports.

Jillian Campbell

The IJB Finance and Audit Committee:

a) noted the content of the report.

8. INTERNAL AUDIT – FOLLOW UP REPORT

Jillian Campbell presented to the IJB Finance and Audit Committee an update on the implementation of previously agreed recommendations. The audits in which

initial follow-up work had been completed were detailed in table 1; and the outstanding recommendations were outlined to the Committee.

The Committee discussed the set-aside budget and Officers advised that national work was on-going. A report would be presented to the Committee and then to the IJB, when guidance and a budget allocation was issued.

The IJB Finance and Audit Committee:

- a) noted the progress made in terms of the recommendations implemented and that a further follow up report will be presented to Committee following the next review date.***

9. HSCP PERFORMANCE REPORT Q1 2018/19

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 1 of 2018/19.

Members praised the format of the report and the exceptions table at section 4.3.

The IJB Finance and Audit Committee:

- a) noted the attached performance report; and***
- b) reviewed and discussed performance with the Strategic Lead for Adult Services.***

a) ADULT SERVICES PRESENTATION

Jackie Kerr delivered a presentation on Adult Services performance for Q1 2018/19. An overview of adult services scope was provided and the positive performance outcomes for Community Justice Services; Mental Health Services; Sexual Health; and Alcohol and Drugs.

The areas of challenging performance were outlined, including the number of community payback orders within criminal justice; challenges within psychological therapies and the 18 week target; and of recruitment pressures.

Officers outlined the improvement plans, including a recruitment plan within criminal justice; the implementation of the 5 year mental health strategy; the sexual health review, which would address some performance issues; and of the £2m alcohol and drug monies which would be outlined to the IJB in December.

There was also improvement plans through the integration of learning disability services; and a report would be presented to the IJB at a future meeting on the proposed framework tender. Officers also advised of the integration of services within police custody and prison health care; and the review of HMP Low Moss and the introduction of psychological therapies. The ongoing challenges were also outlined to the Committee.

Members thanked Officers for the comprehensive and detailed presentation. The Committee discussed the new women's custodial unit in Maryhill and the model of healthcare proposed, which would be on an outreach basis within the community, to support rehabilitation back in to the community.

Members also discussed the integration of learning disability services and questioned what engagement would take place with families and communities. Officers advised that a report would be presented to the IJB in February 2019 for approval on the proposals, and that there would be a full consultation process. An

Sharon Wearing

Jackie Kerr

Jackie Kerr

Jackie Kerr

event had taken place with staff to discuss proposals and they had responded positively.

The Committee referred to the complexity of the system and volume of improvement plans; querying if there is management capacity to progress these and requested that future reports include timescales for completion of programmes. Officers explained that there was leadership capacity and that they connected for significant pieces of work; and also that there was opportunities and challenges from the plans. A table would be included in future reports to provide timescales.

Jackie Kerr

10. HEALTH AND SOCIAL CARE COMPLAINTS ACTIVITY 2017-18 (ANNUAL REPORTS)

Jim Charlton presented data on complaints for both health and social care during the period 1st April 2017 – 31st March 2018. Trends showed that the volume of complaints had risen in Social Work and that there had been a slight reduction in NHS complaints. Members were informed that the volume of prison health care complaints had a huge impact upon the complaints figures within the NHS. The Committee was informed that of the complaints made there had been very few upheld.

Officers also reported that there had been staff resource issues within the complaints team for a period of time, which had impacted upon response timescales being met, but that there would be full team capacity by end October.

Members thanked officers for the report and acknowledged the work of the team in responding to the volume of complaints, and also of responding to people as individuals. Members also discussed the volume of complaints and the reasons for this. The Committee recognised that people were more aware of their public rights and officers explained that there had also be an increase in the number of other access requests.

The Committee discussed the C4 system, which is used to record social care complaints; and requested that a report be presented to the Committee on proposals for future systems and impact of these, when known.

Jim Charlton

The IJB Finance and Audit Committee:

- a) noted the content of this report and two attached appendices; and***
- b) approved relevant actions that are being taken or proposed to enhance the effectiveness of complaints management.***

11. BUDGET MONITORING MONTH 4 / PERIOD 5

Margaret Hogg presented a report to outline the financial position of the Glasgow City Integration Joint Board as at 31 July 2018 (Health) and 3 August 2018 (Council), and highlight any areas of budget pressure and actions to mitigate these pressures.

The net expenditure is £0.320m less than budget to date. The budget changes were outlined; and during month 4/period 5 the net expenditure budget has decreased by £8.742m. The two biggest realignments in the budget were for prescribing and anticipated funding allocations. The anticipated savings for the 2018/19 transformation programme is £14.141m, representing 83% of the target. Section 5 of the report outlined the reasons for major budget variances within Children and Families; Adult Services; and Older People and Physical Disability.

Members requested that the narrative of the report be clearer to show that demand is effecting services.

Margaret Hogg

The IJB Finance and Audit Committee:

a) noted the contents of this report.

12. HOMELESSNESS STRATEGY – PROGRESS AND UPDATE

Ann-Marie Rafferty presented a report to update the IJB Finance and Audit Committee on progress relating to the Homelessness Strategy 2015 – 2020. Officers advised that an IJB Development Session was also scheduled for 7th November on homelessness. The report provided an update on the progress of the Strategy and members advised that the HSCP was working closely with partners, including the Homelessness Strategic Planning Group, third sector and registered social landlord (RSL) providers; and also partners in the housing sector to improve access to housing. An evaluation on the work outlined in section four of the report would be available at the end of the year.

Members discussed the report and queried if officers felt that progress was being made; and if further work with the private sector was required. Officers advised that RSLs were working closely with the HSCP; and officers were also working with the Wheatley Group who were providing good tenancies, that responded to people's needs. Officers further reported that the impact from the introduction of Universal Credit would be monitored, as they had to ensure that people could afford their tenancies.

The Chair queried if the independent work undertaken by the Scottish Housing Regulator was an evaluation or an inspection. Officers would clarify this.

Ann-Marie
Rafferty

The IJB Finance and Audit Committee:

a) noted the contents of this report.

13. ADULT PROTECTION JOINT SELF EVALUATION

Ann-Marie Rafferty presented a report to advise members of the IJB Finance and Audit Committee of the HSCP planned annual self-evaluation activity into Adult Support and Protection, and to brief members on a report published by The Care Inspectorate in July 2018 outlining the findings of a thematic inspection undertaken into Adult Support and Protection in six partnership areas in Scotland. Officers reported that the findings showed that progress had been made and advised of some of the key messages from the Inspection. The 2018 planned self-evaluation in Glasgow was outlined and 33 cases would be reviewed. Social Care Direct and Adult Support and Protection were also being reviewed parallel to the evaluation and findings would be available by the end of the year.

Members discussed the report and welcomed the opportunity of self-evaluation and reviewing systems and processes to ensure that these were sufficient.

The IJB Finance and Audit Committee:

a) considered the information relating to the Joint Self Evaluation by the HSCP, GGCNHS and the Care Inspectorate;

b) noted the information contained in the Care Inspectorate Thematic Inspection Report and the intention to use the findings and recommendations to shape the scope of the planned HSCP self-evaluation; and

c) requested that the outcome of the planned self-evaluation is brought back to a future IJB Finance and Audit Committee.

**Ann-Marie
Rafferty**

14. SELF-DIRECTED SUPPORT IN CHILDREN'S SERVICES

Susan Orr presented a paper to inform the Committee about the implementation of self-directed support in Children's Services and report on the number of families taking self-directed support, following the implementation of the legislation in 2013. Officers advised that self-directed support was delivered in the three localities and of the assessment process, including carers' assessments when required. The assessment was undertaken as part of the Getting it Right for Every Child (GIRFEC) framework. There are four options for self-directed support; and officers outlined the current position of the 209 children who have packages of support via the self-directed support process. The challenges and next steps were discussed and a parent testimonial was appended to the report.

Members queried how the transition from child to adult was managed and the change in an individual's needs as a result. Officers explained that there was a robust process in place that commenced at the beginning of the final year of childhood; and that the individual would have both a child and adult worker at this stage to manage the transition.

Members also referred to the budget allocation model and queried the level of appeals against allocation. Officers advised that the model worked very well and there was very few appeal cases, and no appeals in the last two years.

The Committee also discussed respite care and were advised that individuals were choosing alternatives or a hybrid of respite.

The IJB Finance and Audit Committee:

- a) noted the contents of the report; and***
- b) agreed the strategic direction.***

15. PURCHASED SERVICE REVIEW ACTIVITY 2017/18

James Thomson presented a report to advise the IJB Finance and Audit Committee of work activity of the HSCP Commissioning Team in respect of service reviews during 2017/18. There were 415 contracts with external care providers, across all care groups and the service review activity is an element of the Contract Management Framework. In April 2018 a 'Contract Management Console' was implemented to manage contract activity, including increased functionality for the planning and reporting of service review activity.

The contracts for 2017/18 were outlined in table 1 of the report; and included the numbers of contracts where service review was likely. Table 2 showed the service review activity that had taken place, both planned and unplanned; and the Committee was informed that 28% of the 272 contracts, which were likely to be reviewed, had been.

Members welcomed the report and asked that six monthly updates on service review activity be reported to the Committee. The report should also include explanatory notes on current activity of tenders, to ensure that the Committee was aware of the reasons why the number of reviews were being conducted.

Officers further advised that a report would be presented to the IJB on The Alliance Commission regarding the tender process; and then The Alliance would conduct reviews.

James Thomson

The IJB Finance and Audit Committee:

a) noted the content of this report and the relevance of the transition to the contract management console (CMC) in relation to the planning and reporting of future service review activity.

16. NEXT MEETING

The next meeting will be held at 9.30am on Wednesday, 5th December 2018 in the Boardroom, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH

The meeting ended at 12pm