

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

**IJB-FAC (M) 11-12-19**

Minutes of meeting held in the Boardroom, Glasgow City HSCP,  
Commonwealth House, 32 Albion Street, Glasgow, G1 1LH  
at 9.30am on Wednesday, 11<sup>th</sup> December 2019

**PRESENT:**

**VOTING MEMBERS**

Cllr Tony Curtis	Councillor, Glasgow City Council
Jeanette Donnelly	NHSGG&C Board Member
Ross Finnie	NHSGG&C Board Member (Vice Chair)
Cllr Jane Morgan	Councillor, Glasgow City Council (Chair)

**NON-VOTING MEMBERS**

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

**IN ATTENDANCE**

Hamish Battye	Head of Planning and Strategy (Older People's Services and South Locality)
Jillian Campbell	Senior Audit Manager
Simon Carr	NHSGG&C Board Member (Observer)
Craig Cowan	Business Development Manager
Allison Eccles	Head of Business Development
Stephen Fitzpatrick	Assistant Chief Officer, Older People's Services and South Operations
Duncan Goldie	Planning and Performance Manager
Gillian Hennon	Head of Finance
Christina Heuston	Assistant Chief Officer, Human Resources
Margaret Hogg	Assistant Chief Officer, Finance
Julie Kirkland	Senior Officer (Governance Support)
Susanne Millar	Interim Chief Officer
Fiona Moss	Head of Health Improvement and Equalities
Sheena Walker	Governance Support Officer (Minutes)

**APOLOGIES**

Cllr Archie Graham	Councillor, Glasgow City Council
Rona Sweeney	NHSGG&C Board Member

**1. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**2. APOLOGIES**

Apologies for absence were noted as above.

**3. MINUTES**

The minutes of the meeting held on 30<sup>th</sup> October 2019 were approved as an accurate record.

**ACTION**

**4. MATTERS ARISING**

There were no matters arising.

**5. ROLLING ACTION LIST**

Allison Eccles presented the Rolling Action List providing an update on the actions listed and advising of future reports due to be presented to the Committee.

As reference number 22, human resources performance, had been deferred to the next meeting, this action will be re-opened.

Allison Eccles

Members discussed reference number 51 and the request at the previous meeting for a briefing to be produced on meeting statutory duty requirements for emergency accommodation. A report was presented to the Council City Administration Committee and this was circulated to all IJB members. The Chair advised that this report did not answer the queries raised by the Committee and asked that this action be re-opened and that a briefing produced specifically on statutory duty, including a comparison with other local authority performance.

Pat Togher

**6. HSCP PERFORMANCE REPORT Q2 2019/20**

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 2 of 2019/20. Officers highlighted the exceptions outlined at section 4.4 and advised that overall there has been a change in RAG status for 17 indicators since the last report. Of these, performance improved for 13 and declined for 4.

Members discussed the reduced performance for the Child Adolescent and Mental Health Service. Officers advised that this was in correlation to the increase in referrals. Officers informed the Committee that the service is managed health board wide by East Dunbartonshire HSCP; and there were ongoing discussions to bring the service back to Glasgow. Officers stated that this would result in improved performance as when triaging patients they can refer patients to other appropriate parts of the system within Glasgow. The transfer is going through due diligence and it was hoped that this would conclude at the end of the year. Officers will then look at the service at a locality level and to work with the Youth Health Service.

Members also discussed the performance on meeting statutory duty in providing temporary accommodation and questioned the governance and accountability if statutory duty is not met. Susanne Millar provided assurance that at executive level, data is received on a weekly basis and there are daily discussions regarding homelessness performance.

Members sought further assurance on the actions of the Executive in responding to this; and requested that detail is included in the briefing along with the powers of the Regulator and consequences of not meeting statutory requirements.

Susanne Millar /  
Pat Togher

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

- a) noted the attached performance report;***
- b) considered the exceptions highlighted in section 4.4;***
- c) reviewed and discussed performance with the Strategic Lead for Unscheduled Care; Health Improvement and Human Resources in relation to these areas.***

**PRESENTATIONS:**

**GLASGOW CITY A&E ATTENDANCE**

Stephen Fitzpatrick and Hamish Battye delivered a presentation on performance of Glasgow City A&E attendance. The Committee were informed of national trends; factors influencing demand; public attitudes to A&E attendance; and emergency department attendance comparison rates for 2016/17 to 2018/19. An analysis of attendance was also shown in terms of age group; time of arrival; and by SMID decile.

Officers reported that there has been a national increase in A&E attendance, including almost 70% increase in mental health attendances to A&E over the last five years. There has also been an increase in admissions of 5% between 2013/14 and 2017/18. The attendance comparison rates by hospital site in Glasgow were outlined and it was reported that there had been an overall increase of 7.3% from 2016/17 to 2018/19. The rates for Glasgow for attendance and admissions from April to September were shown in comparison to National rates and other areas within Scotland. Glasgow results were higher than the national average, but were lower than the NHS GG&C board rates. The admissions rates for Glasgow were lower than other Board areas.

The Committee were informed of the GP assessment unit activity by hospital; and it was highlighted that 59.5% increase in referrals at the Royal Hospital for Children. Officers advised that this could be due to a number of factors including, an increased and changing population; the West of Scotland service being at this site; the pull of a new hospital; practice of GPs; flu and viral contributions; and the closure of a children's ward in Paisley.

Officers further presented on emergency admissions, advising that there had been an 11% increase in Glasgow City; this includes GP assessment unit admissions. The emergency bed day rate is slightly higher than the Health Board average. Glasgow was performing well in relation to readmissions and provides support to people in the community when they are discharged from hospital.

The potential explanations for trends and relative performance were also outlined and the key priorities to reduce A&E attendance. These included a whole system approach through a joint commissioning plan; due to be presented to the IJB in 2020. There would also be a focus on the Minor Injuries capacity; engaging with the public on how A&E is utilised; and re-direction to ensure that people are using the right service at the right time. Officers provided assurance that there was integrated working with colleagues in Acute and the Board.

Members expressed concern regarding the high increase in attendance and requested a briefing paper on the breakdown of factors influencing attendance at A&E at the Royal Hospital for Children for under 5 year olds. Officers will seek clarity on the current position and a timeline to provide the definitive analysis. Officers would also look at the Health Board data on admissions and presentation; and the Public Health departments report on demographic profile. The briefing paper will also provide the breakdown in attendance by area, to show the rate of attendees from Glasgow, the other Partnerships and the West of Scotland.

Members discussed public awareness of using services and ensuring that there were communications issued to promote the services and what services people should use and when. It was highlighted that this was not widely known and there is a requirement for improvement in communicating this to the public. Suggestions

**Stephen  
Fitzpatrick / Mike  
Burns**

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were made for leaflets to people's homes and ensuring there was awareness raising in education.

Officers advised that there is a media campaign and work through the Primary Care Improvement Plan and Action 15 funding. A whole system approach is required, where possible, as there are campaigns from different areas and nationally. Officers would include the communications strategy through the Out of Hours work led by Stephen Fitzpatrick and the GP Out of Hours work, led by David Leese, Chief Officer at Renfrewshire HSCP. Officers will also identify the current baseline to establish where there should be an improvement from.

**Stephen  
Fitzpatrick**

## HEALTH IMPROVEMENT

Fiona Moss delivered a presentation on Health Improvement performance for quarter 2 outlining to the Committee how the HSCP was performing against targets. Officers reported on breastfeeding performance and of the actions taken to improve this; including, the new breast pump community loan scheme and the continuing HSCP programme and mentoring. Due to the improved performance in Glasgow over the last three years the performance target had been adjusted to reflect this.

The Health Improvement Annual Report was circulated to the Committee and this showed examples of different programmes of work. The Health Improvement Team are involved in a range of training programmes across the city, including from pre-school to the end of education. Some examples of training programmes were provided to members.

Officers also reported on alcohol brief intervention and the improved performance here, with a reduction in alcohol related deaths. Glasgow City had a reduction in alcohol related deaths from 186 deaths in 2017 to 146 deaths (21.5%) in 2018.

Some of the challenges were outlined, including death by probable suicide which has increased nationally. Other challenges are that there has been an increase in drug related deaths in Scotland; child poverty is rising; and there has been a stall on life expectancy.

Members discussed the alcohol reduction and queried if there was data available on the age breakdown. Officers advised that some of the data is available from the Health and Well-being Survey and that there would also be data collected from the Youth Health Survey, currently being undertaken. Officers will report findings to the Committee when available.

**Fiona Moss**

## 7. ATTENDANCE MANAGEMENT

Christina Heuston presented a report to advise the IJB Finance, Audit and Scrutiny Committee of the latest absence levels across Glasgow City Health and Social Care Partnership. Social Work absence at Period 8 was 1.2 days average days lost; and for Health at Month 10 was 6.54%. The highest levels of absence were reported in Adults Services; officers explained that this was the biggest staff group and now included Home Care.

The annual financial consequences of absence were outlined and Table 2 highlighted overtime and agency costs attributed to sickness absence within Older People Residential, Care Services, Homelessness and Children's Residential. The data for NHS bank nursing staff was now available and this showed an annual cost of between £2-£2.5m.

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Officers reported on the 2019 flu vaccination programme; immunisation rates for Social Work staff was 15%; and 24% for Health staff, although this was expected to rise.

The action plans for managing absence were appended to the report and managers continued to be supported through training; and also providing support for people to return to work.

The Committee discussed flu immunisation rates and noted these with concern. The uptake rates were noted as low and it was felt that there was a need for those working with patients to reduce the possibility of a flu outbreak by receiving the immunisation. Members stated that the messaging of the programme should be that people should be immunised to protect others too.

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

***a) noted the content of this report and the attached appendices.***

### **8. CLINICAL AND PROFESSIONAL QUARTERLY ASSURANCE STATEMENT**

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

The significant case reviews at section 4 were outlined to members and officers advised that action plans are disseminated and the children's SCR's are monitored through the Child Protection Committee (CPC). The second Glasgow CPC Neglect Summit took place on 5th September 2019, there was an excellent response.

The adult SCR cases were also outlined, and it was reported that there were issues identified with the Social Care Institute for Excellence's (SCIE) methodology and delays in reviews overrunning projected timescales.

Officers reported on the Multi Agency Public Protection Arrangements in the city and of the outstanding Initial Case Review. All cases are reported to the Scottish Government and are subject to scrutiny. The MAPPA Annual Report was published in November and then presented to the IJB.

Members discussed the initial agreed reporting format, mentioned at section 2. This was not the current format and members queried why this template was referred to. Members also sought clarity on the number of child SCR's and requested that this is made clearer under section 4.

Officers acknowledged that the report format had changed, which was due to previous feedback from members. The report will be reviewed and format amended.

Pat Togher

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

***a) considered and noted the report.***

### **9. INTERNAL AUDIT – 6 MONTHLY UPDATE (APRIL 2019 – OCTOBER 2019)**

Jillian Campbell presented to the IJB Finance, Audit and Scrutiny Committee details of the internal audit work undertaken at Glasgow City Council and NHS Greater Glasgow and Clyde that may have an impact upon the Glasgow City Integration Joint Board.

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The Internal Audit reports that have been issued to the Council, which are relevant to the Integration Joint Board were outlined and an update on those previously reported high priority recommendations. The internal audit reports issued to NHS were also outlined; and it was highlighted that there was a substantial improvement required in performance reporting.

The ongoing reports within the Council and NHS are being followed up and will be reported to their respective Committees.

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

***a) noted the report.***

## **10. INTERNAL AUDIT – REVIEW OF GOVERNANCE ARRANGEMENTS**

Jillian Campbell presented to the IJB Finance, Audit and Scrutiny Committee the main findings of the following audit report that was issued recently, together with a summary of action taken: review of governance arrangements. Officers advised that the review was part of the agreed 2019/20 Audit Plan. A reasonable level of assurance was provided and there were no high priority recommendations. The action plan outlined the recommendations and managements response. All recommendations had been accepted and officers would implement the actions.

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

***a) noted the content of the report; and***

***b) recommended that the Head of Audit and Inspection submits a further report to the IJB Finance, Audit and Scrutiny Committee on the implementation of the action contained in the attached Action Plan.***

## **11. GLASGOW CITY INTEGRATION JOINT BOARD BUDGET MONITORING FOR MONTH 7 AND PERIOD 8 2019/20**

Gillian Hennon presented a report to outline the financial position of the Glasgow City Integration Joint Board as at 31<sup>st</sup> October 2019 (Health) and 25<sup>th</sup> October 2019 (Council), and highlight any areas of budget pressure and actions to mitigate these pressures.

The summary position is net expenditure of £5.573m lower than budget to date. Gross expenditure is £4.315m underspent, and income is over-recovered by £1.258m. The budget changes were outlined; there had been an increased budget of £6m since the original approved budget due to additional funding allocations and service developments.

Officers further reported that achieved savings were on course and it was projected that 93% of the savings target for 2019/20 would be achieved. Of the unachieved savings from 2018/19, it is forecast that 87% of the total savings target will be achieved. The reasons for budget variances were also outlined and it was highlighted the £2m underspend in Children's and Families was due to vacancies and early delivery of savings.

Officers advised the Committee of the progress in homelessness savings; and that nine of the ten homelessness services approved for withdrawal during 2019/20 had been delivered; the final withdrawal would continue to be monitored. Officers concluded that a probable outturn has been completed and is projecting a year end underspend of £9.4m.

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Members discussed the underspend in vacancies and the lengthy timescales for recruitment. Officers provided further detail on the recruitment process and explained the period of time it can take to recruit. A recruitment plan is being developed and this will also respond to the high levels of turnover within Health.

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

***a) noted the contents of this report.***

### 12. RISK MANAGEMENT QUARTERLY UPDATE

Allison Eccles presented a report to provide an update to the IJB Finance, Audit and Scrutiny Committee 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 2019 in respect of changes to risk in the quarter ending September 2019. The changes in risk registers were outlined and officers confirmed that risk reference 520 on the IJB register was now closed as the savings had been approved.

***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. CLIMATE CHANGE DUTIES REPORT 2018/19

Allison Eccles presented Glasgow City Integration Joint Board's (IJB) Climate Change Duties Report 2018-19 which has been submitted to the Scottish Government.

Members requested that officers review the Strategic Plan to identify if reference is made to the IJB's awareness of climate change and that the IJB supports the partners in their delivery of the Climate Change Duties. Officers will address this in the next review.

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

***a) noted this report; and***

***b) noted that the IJB's Climate Change Duties Report 2018-19 has been submitted to the Scottish Government following approval by the Chief Officer Finance and Resources acting under delegated authority.***

### 14. NEXT MEETING

The next meeting will be held on Wednesday 19<sup>th</sup> February 2020 at 9.30am in the Boardroom, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH.

The meeting ended at 12.30pm

Allison Eccles

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