

**GLASGOW CITY INTEGRATION JOINT BOARD
PERFORMANCE SCRUTINY COMMITTEE**

IJB-PSC (M) 12-12-2017

Minutes of meeting held at the Boardroom, Commonwealth House
32 Albion Street, Glasgow, G1 1LH
at 9.30am on Tuesday, 12th December 2017

PRESENT:

VOTING MEMBERS

Jeanette Donnelly	NHSGG&C Board Member
Jacqueline Forbes	NHSGG&C Board Member
Cllr Mhairi Hunter	Councillor, Glasgow City Council (Chair)
Trisha McAuley	NHSGG&C Board Member (Vice Chair)

NON-VOTING MEMBERS

David Williams	Chief Officer
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IN ATTENDANCE

Ann Cummings	Service Manager, Adult Services
Gary Dover	Head of Planning, Children's Services, North East
Allison Eccles	Head of Business Development
Julie Kirkland	Senior Officer (Governance Support)
Susanne Millar	Chief Officer, Strategy & Operations / Chief Social Work Officer
Ann-Marie Rafferty	Head of Strategy & Public Protection, Adult Services
Sheena Walker	Governance Support Officer (minutes)

APOLOGIES

Cllr Archie Graham	Councillor, Glasgow City Council
Margaret McCarthy	Staff Side Representative
Shona Stephen	Third Sector Representative

1. DECLARATIONS OF INTEREST

There were no declarations of interests raised.

2. APOLOGIES

Apologies for absence were noted as above.

3. TERMS OF REFERENCE AND ROLE OF THE CHAIR

David Williams presented a report to outline the Terms of Reference for the IJB Performance Scrutiny Committee and the role of the Chair.

The specific remit of the Committee was outlined at Appendix A of the report. Members were advised that there should be a degree of flexibility in terms of reports that were presented to the Committee to allow these to be scrutinised at an earlier point, rather than being delayed due to schedules of meetings related to the IJB.

ACTION

There is a Councillor voting member vacancy on the Committee; and Cllr Hunter will liaise with the business manager to fill the vacancy in the new year.

Cllr Hunter

The IJB Performance Scrutiny Committee:

a) noted and implemented the committee terms of reference; and

b) noted the role of the Chair and Vice Chair.

**4. MULTI AGENCY PUBLIC PROTECTION ARRANGEMENTS (MAPPA)
ANNUAL REPORT 2016/17**

Susanne Millar presented a report to provide the IJB Performance Scrutiny Committee with the annual Glasgow MAPPA report (Appendix 2); to highlight Glasgow's performance in this area of work; and to inform the Committee on the position regarding the housing of Registered Sex Offenders.

The annual report was the tenth report produced and detailed the activity and performance in Glasgow. MAPPA is reviewed and scrutinised at both a national and local level; and in Glasgow the Chief Officers Group has the ultimate oversight of MAPPA.

Susanne informed the Committee that the report now included violent offenders; and that discussions had taken place across the country regarding what additional work would develop from this inclusion. The arrangements in place in the city meant that Glasgow was in a strong position for the criteria of violent offenders to be included; which were reported as a small number in Glasgow. MAPPA had been used previously for violent offenders by Glasgow anyway and this has enabled a smooth transition.

The governance and the management responsibility for MAPPA remained that of the IJB. The MAPPA process and performance were subject to a national thematic review in 2015, in which Glasgow benchmarked well. There was also strong performance reported in the national indicators regarding the MAPPA processes, regularity of meetings, and timely preparation of minutes, to ensure that people were aware of processes to keep people safe.

In 2016/17 there were 556 Registered Sex Offenders managed in the community; 96% were Level 1 which was significantly more than other areas, however these were well managed in Glasgow.

Susanne reported that housing was a particular challenge. As Glasgow City Council was not a housing provider the HSCP therefore had to negotiate housing with 68 Registered Social Landlords (RSLs). The HSCP had an excellent relationship with the Wheatley Group, and in the last 2-3 years officers had worked with the West of Scotland Housing Group to spread the risk and ensure that the Wheatley Group was not the default position for housing. This remained a priority for officers.

There were significant issues in the housing of Registered Sex Offenders as some RSLs felt that they should not be managed in the community. Officers were reviewing this and engaging with these RSLs. There was also the risk of some RSLs not being signed up to the register which meant that they would not be aware of Registered Sex Offender tenants, this was a risk managed by officers.

Cllr Hunter stated that the report presented was thorough and it was reassuring to see the statistics outlined.

Trisha McAuley agreed and acknowledged the scale of the risk with Registered Social Landlords outlined. Trisha referred to section 3 of the report '2016/17 Overview' and the 21 instances of further sexual offending which resulted in an Initial Notification to the Strategic Oversight Group; asking for further information on why these cases were not progressed to a Significant Case Review.

Susanne reported that the trigger for Significant Case Reviews (SCR) was determined by the Scottish Government. The decision making process was clear from Independent Case Review (ICR) to SCR; if the ICR did not show failures or learning practice it would not move to a SCR.

David Williams added that Glasgow had a significant influence on the practice for multi professional judgement. Previously every ICR led to an SCR which created additional work but not learning in every case; as a result multi professional judgement was established to determine when SCRs would be conducted; and there was a level of assurance in taking this decision. This was also reportable to the Scottish Government.

Trisha queried why there was no Level 1 category for other risk of serious harm offenders and questioned what happened if they were not categorised and breached their conditions. Susanne explained that serious harm offenders related to violent people who were on the cusp and were managed through routine case management when a change in circumstances resulted in the offender no longer meeting the criteria.

Trisha questioned what risks were identified from the MAPPA Thematic Review Glasgow inspection.

Susanne reported that there were no specific risks related to Glasgow, however issues were highlighted of Visor access use and environmental scanning; Police Scotland were reviewing this and how risk would be managed in a dynamic way.

The IJB Performance Scrutiny Committee:

a) noted the content of this report.

5. CLINICAL AND PROFESSIONAL QUARTERLY ASSURANCE STATEMENT

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

The report had previously been considered and approved in June 2016 by the IJB and had since developed to a consistent approach across client groups, including mental health and child protection. There was some work to develop homelessness to establish best practice in this group; and the report would continue to be a work in progress. Section 3 of the report outlined the clinical and professional governance statement process and how this would be managed jointly between Health and Social Work; which was an on-going process.

Susanne reported that in June a Child Protection Significant Case Review (SCR) was made public by the Executive Summary Report being placed in the Child Protection Committee website. The learning from the case has been disseminated to management in Health, Social Work and Education through presentations at Local Management Reviews in September/October 2017.

A further Child Protection SCR undertaken in 2015/16 is a criminal investigation and therefore the learning could not be disseminated at this point; this was a concern as there was significant learning from the case that could not be shared. Susanne advised that the Chief Officers Group had commissioned a piece of work to look at how these cases were managed.

Susanne also outlined, at 4.3 of the report, that there were issues with the Procurator Fiscal timescales in relation to a new case, and that an investigation could not proceed until further negotiation with the Procurator Fiscal had concluded. The timescales were an issue across the country and decisions taking by Procurator Fiscals were not always consistent. There was a requirement for officers to understand and manage the decision of the Procurator Fiscal and make some recommendations. This work would be scoped and finalised; and the Chief Officers Group was keen that this work would conclude soon. Concern was noted from officers of the time period of criminal cases; and Susanne highlighted the importance of the specifics of cases being known by staff to ensure this impacted frontline staff and learning.

David Williams stated that the professional opinion was that not being able to share learning from the cases created a risk for other children.

Members expressed concern of the risk to child protection due to being unable to share learning from those cases undergoing criminal investigation and the timescales of these cases before learning could be shared. It was agreed that the concerns would be reported back to the Chief Officers Group.

Trisha McAuley referred to Appendix 1, querying if there was no report for disability. Susanne confirmed that there was nothing to report for disability within the quarter reported.

Susanne Millar

The IJB Performance Scrutiny Committee:

a) considered and noted the report.

6. GLASGOW DEMENTIA STRATEGY PROGRESS REPORT

Ann Cummings informed the Committee that the purpose of this report is to provide an update on progress against the key actions set out in Glasgow City's Dementia Strategy and agreed by the IJB in May 2016.

It was reported that the HSCP had made 13 commitments and the progress against the key actions highlighted in the Strategy were outlined at Appendix 1. The 3rd national Dementia Strategy was launched by the Scottish Government in June 2017 and proposed that every person diagnosed with dementia had a named contact at the point of diagnosis to the end of life, irrespective to the stage of their diagnosis. There were on average 700 new Dementia Carers per year.

Ann advised that there was no additional resource for the Dementia Friendly Glasgow programme and that this is supported through Alzheimers Scotland. The Council have the Age Friendly Glasgow programme and there was a need to link the dementia programme to this. Cllr Hunter agreed with Ann and officers would identify what could be done to link these programmes together.

Ann Cummings

David Williams stated that the third strategy presented real challenges in that there would be no additional resource to implement this; therefore officers would review how best to influence this with the existing resource. This would be innovative, creative and flexible as possible.

Ann added that there was a requirement to enhance support to carers through pathways from the point of diagnosis.

Jacqueline Forbes stated that communication was important for carers and having a point of contact to ask questions and be signposted to other support routes. David stated that there would be a requirement to prepare the workforce to take on these additional elements of work.

Trisha McAuley added that the Dementia Strategy should be aligned to the national strategy; and members should be informed of the impact and if this was being delivered.

David advised that this would be added to the rolling action list and officers would establish the frequency of reporting back to the Committee.

Ann Cummings

The IJB Performance Scrutiny Committee:

a) noted progress made against key commitments by GCHSCP Dementia Strategy;

b) noted the publication of the 3rd National Dementia Strategy; and

c) agreed the priorities for 2017/18 and subsequent progress reporting against these.

7. GLASGOW CARERS PARTNERSHIP ANNUAL REPORT 2016/17

Ann Cummings presented a report to inform the IJB Performance Scrutiny Committee of the progress of the Glasgow Carers Partnership and evidence good outcomes being delivered for increasing numbers of adult and young carers in Glasgow.

It was reported that in the last 5/6 years the partnership had worked with 11,000 carers; through the development of a system to support carers in the city, through the use of social work and carer centres. The carers' centre model had changed in that it had developed to an empowering approach, with interventions to allow carers to progress themselves and not be dependent. The model was also successful due to the carer details being on the system and this was readily available if the carer returned to the service. The service to carers was evaluated through the use of questionnaires upon registration to identify if carers were satisfied with the service.

Training and short breaks were important to carers; and they also valued peer support networks. Case studies were attached to the report to show the difference between carer situations and the impact upon people's lives.

Cllr Hunter informed the Committee that she was aware of the progress with carers and had seen the improved satisfaction of carers' first-hand at meetings.

Jacqueline Forbes asked how Glasgow interacted with the other HSCPs; and if service users information was shared if they moved to another area. Ann advised that there was a carers group that met on an eight weekly basis and the members included representation from all six partnerships. David Williams further added that following the presentation of the Carers Act report to the IJB in January a programme board would be established which would include representation from the six IJBs; with a view to establish a degree of consistency across the Board area. In relation to sharing information for a service user if they moved area; the case responsibility would be transferred.

Trisha McAuley referred to the 34% return rate of evaluation returns stating that this was a good response given people's ability to complete these as they may have other pressures at that time; and asked that other methods of engagement be identified.

Ann explained that evaluation was also captured in the review process and recorded on the system.

Trisha also stated that the work was improving continuously and that as the report was a performance report, requested that the next report presented set out the areas of work and the performance of these.

Ann welcomed Trisha's comments and advised that officers would review the presentation style; also advising that it was hoped that the strategy would be embedded in each of the care groups who would take ownership of the strategy going forward.

Ann Cummings

David advised members that discussions had taken place with Cllr Hunter regarding the role of the carers' champion, which had been vacant since June, to consider this role going forward. Cllr Hunter would consider how this would be progressed. Cllr Hunter added that carers provided feedback to Councillors and that the proposal may be to have a carers champion linked with a Councillor to support them and their role.

Members also highlighted the gap in identifying carers before they reached a point of emergency and referral pathways. Ann stated that there was a need to grow carer identification as people did not recognise themselves as carers. In 2016/17 there were 2% of referrals from Acute; this was acknowledged as a low percentage but that with new legislation there was a duty on Acute services to identify carers in the discharge process. Ann explained that the HSCP identified carers following discharge from hospital through enablement packages or through intermediate care rehabilitation. Officers would work with Acute, at 37 test sites, to try and educate staff on carer awareness and what support was available for carers.

Trisha referred to identifying people as a carer following discharge; and questioned if this work was included in the NHS transformation programme. Officers would establish if this was and report back to the Committee.

David Williams

David informed members that part of the discharge agenda was the power of attorney campaign and had worked with Health colleagues to promote this; and also through television adverts in the West of Scotland. The campaign for power of attorney was also important to hospital systems for under 65 years. The campaign was in the sixth year and it was reported that in the last 18 months the results of the campaign showed an increase in people with power of attorney in place.

David informed members that the national Chief Officers were meeting on 15th December and he would raise with them, the prospect of a national power of attorney campaign.

David Williams

The IJB Performance Scrutiny Committee:

a) noted the content of the report .

8. IJB EQUALITIES AND MAINSTREAMING AND OUTCOMES PLAN

Gary Dover presented a paper to report on progress following publication of the first Glasgow City Integration Joint Board Equalities Mainstreaming and Outcomes Report in April 2016.

Gary explained that this was a progress report since the publication of the Equality Mainstreaming and Outcome Plans in April 2016. The production of the plan included an engagement process with over 300 people and organisations to establish the key actions and outcomes. The plan was not required to include polices, equal pay or procurement as these were the responsibility of the Health Board and Council. The plan did include human rights principles and poverty as an additional characteristic in recognition of the inequalities challenges in Glasgow.

There were eight EQIAs published on the NHS website for HSCP service change and redesign in the last year; which included the Strategic Plan and the Participation and Engagement Strategy. There were a range of actions that strengthened data collection and internal approaches. Equalities learning events took place as well as the utilisation of the staff newsletter covering equalities in each publication last year. The HSCP in Scotland was also the first to achieve the LGBT Youth Charter Mark.

A range of activities to contribute to closing the Gaps were outlined including equalities training and briefing sessions in localities. Employability was also promoted and the HSCP Welfare Rights team represented clients at 971 social security appeal tribunals.

The activity of listening to, and working with, people and communities was outlined at section 5 of the report. The Health Board and Council Equalities Mainstreaming and Action Plans were available at the links detailed at section 6 of the report; and officers would engage on equality work related to the HSCP.

Cllr Hunter referred to the 10,000 people awaiting provision of English as a second language (ESOL) asking how this figure was determined and how this would be taken forward to reduce this.

Gary replied that he would liaise with Fiona Moss and ask for this information for members. David Williams added that this was not the role of the HSCP to address the figures, but that it had been identified through Health Improvement work. Allison Eccles further explained that the Community Learning Partnership would collate this information; adding that funding had reduced over the years.

Cllr Hunter asked that the detail of the figure be shared to allow this to be pursued to reduce the number of people awaiting this provision.

Fiona Moss

Jeanette Donnelly referred to section 4.1 of the report regarding equalities training asking if this was mandatory. Jacqueline Forbes also stated that the training detailed did not show on-going training, but showed training for the year. David Williams acknowledged the comments from members and that officers would be more specific in reporting the training, learning events and mandatory training; and numbers of people involved.

Fiona Moss

Trisha McAuley advised that it was difficult to identify how wide spread and embedded the equalities' agenda was across the partnership; requesting that

officers be more systematic when reporting back in future and show any gaps and how these were being addressed; and that this should be presented in an action plan.

David confirmed that the action plan would be included in the next report and that this would be presented to the Committee late Summer 2018.

Fiona Moss

The IJB Performance Scrutiny Committee:

a) noted progress and reflections on the key areas for future work for the remainder of the current plan.

9. NEXT MEETING

The next meeting will be held at 9.30am on Wednesday 21ST February 2018 in the Boardroom, Commonwealth house, 32 Albion Street, Glasgow, G1 1LH.

The meeting ended at 11.10am