

Glasgow City Integration Joint Board

PRE-AGENDA QUESTIONS AND POINTS OF CLARITY ON DETAIL

Paper No.	Question	Question from	Response	Response from
8	It appears that we have a not insignificant under-spend in some key areas of integration activity e.g. older people's services and mental health. My experience and understanding is that these are areas of growing demand. At the same time, cuts are being proposed within some of these areas e.g. mental health commissioning at a time when mental health is a national policy priority. Further explanation/rationale would be welcome to enable a better understanding of what is being proposed and why?	Shona Stephen	<p>Proposals for budget savings are based on areas where officers have identified potential efficiencies through finding more cost-effective ways of delivering services through Transformation, for example service redesign which allows us to deliver the same level of service with reduced staffing numbers and therefore save through non-filling of vacancies. Where there is a saving in Mental Health commissioning, for example, it does not mean that we will be reducing the level or quality of service to that client group, but rather that we have identified an opportunity to deliver services which achieve outcomes and support people, but do so in a more cost-effective way. The MH Commissioning savings identified as NHS savings were actually made during 15/16 without adversely affecting service provision.</p> <p>The in-year underspend within Mental Health services is partly as a result of savings in accommodation costs from</p>	Sharon Wearing, Chief Officer: Finance and Resources

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			<p>converting from oil to gas heating on the Gartnavel site, and from a purchased services underspend where demand is the driver and not a cut in service.</p> <p>The in-year underspend within older people's services is a result of the phased implementation of additional supported living services, which will see increased expenditure in the second half of the year.</p>	
17	<p>There has been previous discussion at IJB about further development of the performance framework and a move to a more outcome based approach. It would also be helpful to see measures and evidence which show how preventative and community services are working for families and individuals e.g. in reducing isolation; helping people to stay connected to their communities; families retain resilience and the ability to cope; people can eat well and avoid malnutrition - and so on.</p> <p>Are further outcome indicators being developed where we have gaps in measures mapped to the national outcomes?</p> <p>How do we move away from just output measures to those which</p>	Shona Stephen	<p>Work has been undertaken across the Partnership to review and update our Performance Framework and new indicators have been included to reflect our strategic priorities and the national Health and Wellbeing outcomes. Within the current performance report, we have mapped all the indicators to the national outcomes, to give an indication of which outcomes we would expect to impact upon by improving performance.</p> <p>The IJB performance report is focused on quantitative measures which can be reported and updated on a quarterly basis. The intention is that qualitative information, such as that relating to patient experience and views, will be incorporated within the Annual Performance report and will be used to further demonstrate impact upon the national Health and Wellbeing outcomes. We are currently seeking to identify how best to capture this</p>	Duncan Goldie, Planning and Performance Manager

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	<p>show more of patient experience and views of how services and supports have improved people's lives?</p> <p>How do we better reflect the role and contribution of the third sector in community supports which help us move towards the strategic plan vision for health and care services in Glasgow?</p>		<p>information going forward and will include this within the first Annual Performance report, which will be published in July 2017.</p> <p>Higher level, more strategic performance indicators have been included within the IJB Performance report. In addition to these, operational indicators have been included within the more detailed performance report that was produced for the Finance and Audit Committee. Strategic Planning Groups will also be expected to develop performance frameworks which will enable them to demonstrate achievement of their own strategic outcomes and priorities. We would anticipate that it is at this level, that third sector and partner contributions would be most effectively captured and demonstrated.</p>	
21 and 22	<p>These reviews offer real opportunities for service users and carers to be engaged to help us understand the service user perspective, what works well and how service users might want to see future approaches shaped to better meet their needs. Could we have some more detail of how this engagement will be taken forward?</p>	Shona Stephen	<p>We are just at the beginning of the process for both pieces of work and will be developing the detail of how we engage all stakeholders. We are keen to engage with the full range of stakeholders, particularly service users and will bring more detail back on this in future reports to IJB.</p>	Stephen Fitzpatrick, Head of Older People's Services