

NOT YET APPROVED AS A CORRECT RECORD

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

IJB-FAC (M) 06-03-19

Minutes of meeting held in the Boardroom, Glasgow City HSCP,
Commonwealth House, 32 Albion Street, Glasgow, G1 1LH
at 9.30am on Wednesday, 6th March 2019

PRESENT:

VOTING MEMBERS

Bailie Ade Aibinu	Councillor, Glasgow City Council
Cllr Ken Andrew	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

Margaret Hogg	Assistant Chief Officer, Finance (substitute for Sharon Wearing)
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IN ATTENDANCE

Hamish Battye	Head of Planning, Older People’s Services
Jillian Campbell	Internal Audit
Sybil Canavan	Head of H R
John Cornett	Director, Audit Scotland
Allison Eccles	Head of Business Development
Stephen Fitzpatrick	Assistant Chief Officer, Older People’s Services
Alan Gilmour	Planning Manager, South
Duncan Goldie	Planning and Performance Manager
Christina Heuston	Head of Corporate Services
Jackie Kerr	Assistant Chief Officer, Adult Services
Stephen O’Hagan	Senior Audit Manager, Audit Scotland
Sheena Walker	Governance Support Officer (Minutes)

APOLOGIES

Peter Millar	Independent Sector Provider Representative
Rona Sweeney	NHSGG&C Board Member
Sharon Wearing	Chief Officer, Finance and Resources

Cllr Morgan commenced the meeting informing members that she is now Chair of the IJB, Finance, Audit and Scrutiny Committee and Ross Finnie is Vice Chair. The Chair also welcomed new members Jeannette Donnelly and Rona Sweeney to the Committee.

1. DECLARATIONS OF INTEREST

There were no declarations of interest.

2. APOLOGIES

Apologies for absence were noted as above.

ACTION

3. MINUTES

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

4. MATTERS ARISING

The Chair advised that the action regarding governance arrangements, detailed on page 4, had been discussed and it was agreed that reports to the Committee should be self-standing and inform members of key matters to allow them to form a view; and not rely on discussions at development sessions. The report to the Committee should contain sufficient information and if members require further detail they will contact officers.

5. ROLLING ACTION LIST

Allison Eccles presented the Rolling Action List advising that this was for information and noting. There were five actions open and reporting timescales were provided. There was no further update on the set-aside budget; and attendance management would be discussed at item 15 on the agenda.

6. GLASGOW CITY INTEGRATION JOINT BOARD ANNUAL AUDIT PLAN 2018/19

John Cornett presented the Glasgow City Integration Joint Board Annual Audit Plan 2018/19. Exhibit 1 outlined 2018/19 key audit risks; there were two risks in financial statements – these are standard risks and do not relate to the IJB. The third risk was financial sustainability and the delivery of services; there was a programme of planned audit work for this risk. The audit fee was outlined at Exhibit 2; there had been a 4% increase from the 2017/18 fee.

The Committee questioned the fee increase of 4% as this was above the rate of inflation and did not correlate with Audit Scotland promoting best value.

Audit Scotland officers advised that this was a standard fee and represented the level of risk and working closely with the audit team for NHS and Glasgow City Council.

The Committee expressed strong concerns with the fee setting process and asked that Audit Scotland feed the comments back.

7. INTERNAL AUDIT – REVIEW OF PAYPOINT

The Committee considered and agreed that this item would be excluded to the press and public.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the content of the report.

8. INTERNAL AUDIT – AUDIT OF BUSINESS CONTINUITY

Jillian Campbell presented a report to the IJB Finance, Audit and Scrutiny Committee of the main findings of the Business Continuity audit report that was issued recently. The IJB does not have any formal responsibilities in terms of the business continuity and disaster recovery arrangement; but audit opinion is a recommendation that Senior Management consider the introduction of an annual statement of assurance around effectiveness of the arrangements in place within

partner organisations. This recommendation was accepted and would be implemented in June.

HSCP officers advised that the assurance statement would be presented to the Committee and the report would outline business continuity in detail.

Allison Eccles

The IJB Finance, Audit and Scrutiny Committee:

a) noted the content of the report.

9. GLASGOW CITY INTEGRATION JOINT BOARD DRAFT INTERNAL AUDIT PLAN 2019/20

Jillian Campbell presented to the IJB Finance, Audit and Scrutiny Committee the draft 2019/20 internal audit plan for the Glasgow City Integration Joint Board. Section 2 of the report outlined the planned work for 2019/20 and included follow up of work reported previously. The plan will be flexible and members can advise of any additional areas they would wish to be included; these will then be shared with all Committee members. The final plan will be presented to the Committee at the April meeting and will include scope of ICT arrangements.

Jillian Campbell

The IJB Finance, Audit and Scrutiny Committee:

a) considered the content of the draft plan; and

b) instructed the Chief Internal Auditor to present the final Internal Audit plan for approval at the next meeting of this Committee.

10. GLASGOW CITY IJB BUDGET MONITORING FOR MONTH 9 AND PERIOD 10 2018/19

Margaret Hogg presented a report to outline the financial position of the Glasgow City Integration Joint Board as at 31 December 2018 (Health) and 21 December 2018 (Council), and highlight any areas of budget pressure and actions to mitigate these pressures.

Net expenditure is £0.732m higher than budget to date. Section 3.1 outlined budget changes throughout the financial year; the budget had increased by £1.4m. Officers reported that the savings target was under delivered and that 82% had been secured. The reasons for budget variances were outlined. Officers highlighted at section 5.2.3 that funding for Housing First was being pursued from the Scottish Government and confirmation would be received in March. Officers also advised that there was a small overspend in prescribing, highlighting the risk of the global prescribing market, which officers continued to monitor closely.

Officers also referred to section 5.2.7 and the cases of two adults who require individual care packages. These had been presented to the Council Contracts and Property Committee for approval, in line with the Standing Orders. Officers clarified that the IJB Finance, Audit and Scrutiny Committee were being asked to approve the expenditure in relation to these cases on a recurring basis.

The Committee agreed that recommendation 'b' be amended to '*approve the expenditure in relation to the packages of care outlined at section 5.2.7, on a recurring basis.*'

The Committee queried why the cost of the care packages were so high. Officers explained that these were cases of very complex needs and the packages identified were required to ensure safety of the individuals. Officers advised that case studies

could be shared with the Committee to provide them with an understanding of the complexity.

Jackie Kerr

The Committee also discussed the underspend in recruitment and the impact of recruitment issues on managing demand of services. Officers advised that there was a delay in vacancies being filled and that frontline services were using overtime and agency staff to fill the gap and respond to demand. Further detail would be required to understand the impact on services.

It was agreed that an analysis of the main themes would be conducted and would be presented in the Outturn report.

Margaret Hogg

The IJB Finance, Audit and Scrutiny Committee:

a) noted the contents of this report; and

b) approved the expenditure in relation to the packages of care outlined at section 5.2.7, on a recurring basis.

11. HSCP PERFORMANCE REPORT Q3 2018/19

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 3 of 2018/19. There has been a change in RAG status for 21 indicators since the last report; with performance improved for 9; declined for 9; and 3 moving from GREY. Officers advised that discussions had begun to take place with services on performance indicators to establish if these are still relevant and if any should be added or removed. The report would also be amended to reflect the Ministerial Strategic Group (MSG) indicators.

Members discussed the report and questioned if there was further data on referral times for CAMHS services. Officers would obtain this information and circulate to the Committee.

Duncan Goldie

The Committee also discussed the performance levels within Sexual Health Services and that there had been 4 RED statuses for more than one period. Officers confirmed that a report would be presented at a future IJB on the Sexual Health Services review and would also be discussed at an IJB Development Session. The performance for Sexual Health Services would be presented to the Committee at the September meeting.

The IJB Finance, Audit and Scrutiny Committee:

a) noted the attached performance report; and

b) reviewed and discussed performance with the Strategic Lead for Older People/Carers/Unscheduled Care.

PERFORMANCE PRESENTATION - OLDER PEOPLE, UNSCHEDULED CARE AND CARERS

Stephen Fitzpatrick and Hamish Battye delivered a presentation to the Committee on performance for Quarter 3 2018/19 Older People, Unscheduled Care and Carers. The presentation provided an overview of the transformation programme and strategic direction for older people & carers, including harnessing the culture of technology and lifestyle monitoring to become more present in people's lives; the key performance improvements over the past 12 months; the unscheduled care programme; and the key challenges going forward.

Older People

The performance for Quarter 3 for Older People was outlined for each of the indicators. Officers highlighted that performance for hospital referrals to reablement had declined due to the winter period, an increase in demand and the strike of homecare staff. Also performance related to dementia Linkworkers was low due to demand and ability of Alzheimers Scotland to respond to this. The contract with Alzheimers Scotland would conclude this year and there would be a need to review to establish if Alzheimers Scotland had the measures to respond to demand. The Commissioning team would look at the demand profile going forward.

Members requested that further detail on the rationale for the reablement performance targets be included when next presented to the Committee.

**Stephen
Fitzpatrick**

Unscheduled Care

The performance for Quarter 3 for Unscheduled Care was outlined - there were three strands to the change programme; including primary care, to better support people in the community and prevent admission to hospital; to improve hospital discharge and the transfer of patients home or to other appropriate care settings; and a joint programme with Acute to reduce admissions.

Officers also reported that there were six Ministerial Strategic Group indicators to report on the progress to integration and that all Partnerships were required to report on these. The indicators would be presented to the IJB in May.

The Committee discussed attendance at A&E and the impact of this for Glasgow. There was agreement that a cultural shift and education of services was required to assist in reducing A&E attendance rates, by changing behaviour and practice. Members requested that information to analyse data on A&E attendance in terms of where people live and which department they attend is shown in future reports; and that trend lines are also included.

**Stephen
Fitzpatrick**

Officers also advised that trajectories for indicators were set on the baseline at 2015/16 levels (the year before integration) and that this may need to be reviewed for some indicators, to reflect improved performance rates.

Carers

The performance for Quarter 3 for Carers was reported as good and the Committee were advised that there would be additional performance indicators included in future reports following the introduction of the Carers Act.

The challenges for the future were outlined to the Committee - to continue to improve performance in delays including Older People Mental Health and Adults with Incapacity; to improve throughput in intermediate care and increase the percentage of people returning home; to improve anticipatory care planning; to improve the number of people choosing to die at home or in the community rather than in hospital; and to deliver improvements in unscheduled care and respond to continued increase in demand.

The Committee thanked officers for the presentation.

12. ADULT SUPPORT AND PROTECTION – 2018 ANNUAL JOINT SELF EVALUATION

Jackie Kerr presented a report to advise members of the IJB Finance, Audit and Scrutiny Committee of the outcome and findings of the annual joint self- evaluation which took place in September 2018 in relation to Adult Support and Protection.

This report is to brief members on the findings and the planned joint self-evaluation for 2019.

The background to the self-evaluation, methodology and findings were outlined to members. The process was noted as positive and future joint self-evaluations would use the same methodology and audit tool.

The IJB Finance, Audit and Scrutiny Committee:

- a) considered the information relating to the findings of the Joint Self Evaluation by the HSCP, GGCNHS and the Care Inspectorate;***
- b) noted the method and model used with the support of the Care Inspectorate and the intention to use the findings and recommendations to shape the scope of the planned HSCP joint self-evaluation for 2019; and***
- c) requested that the outcomes and findings of the next joint self-evaluation is considered by the IJB Finance, Audit and Scrutiny Committee and brought back as and when appropriate following the 2019 evaluation.***

13. OLM CONTRACT AND DISASTER RECOVERY FOR CAREFIRST

Allison Eccles presented a report to provide an update to the IJB Finance, Audit and Scrutiny Committee on the risks around the OLM contract and disaster recovery for CareFirst.

Officers advised that the OLM contract had now novated to CGI and the contract has been renewed for a year; and will be reviewed by CGI on an annual basis. The risk around the new contract had closed and a new risk was added to reflect that there was no disaster recovery for CareFirst. This risk had also now closed; however a temporary risk added as the disaster recovery cannot be tested due to being an essential service system.

The Committee agreed that the action would remain on the rolling action list to review.

Allison Eccles

The IJB Finance, Audit and Scrutiny Committee:

- a) reviewed the content of the report; and***
- b) noted the status of the risks.***

14. 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 by the Glasgow City Health and Social Care Partnership.

Officers outlined changes to the IJB and Social Care risk registers advising that the Health risk register would be updated for the next report to the Committee.

Members referred to the National Abuse Inquiry and questioned if the Council had insurance in place, as this would impact upon the level of risk. Members also questioned who would be responsible for the cost of any compensation.

Officers advised that discussions would be required for financial liability, but the position would be continually monitored. Officers would establish if insurance was in place.

Jillian Campbell

The IJB Finance, Audit and Scrutiny Committee:

- a) reviewed the content of this report, and;***
- b) noted the current highest risks on the Integration Joint Board, Social Care and Health risk registers.***

15. ATTENDANCE MANAGEMENT

Christina Heuston and Sybil Canavan 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. The absence rates for Social Work Services were now reported by service, as outlined in table 1, and showed an increasing level of absence. The main reasons for absence were musculoskeletal and psychological. Tables 2 and 3 provided absence rates by age group and grade, which provided further analysis. The data would be used to for action plans to improve absence rates through early intervention.

The absence rates within Health were also outlined and the Committee informed that there had been an increase in city-wide absence rates since the previous quarter. Managers were working with care groups and focussing on action plans to improve absence rates. Attendance would also be discussed at performance reviews and management meetings. The action plan was being progressed through staff governance and audit.

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the content of this report.***

16. DIRECT PAYMENTS (SELF DIRECTED SUPPORT OPTION 1) – THE INTRODUCTION OF PRE-PAID CARDS

Margaret Hogg presented a report to update the IJB Finance, Audit and Scrutiny Committee on the progress of introducing pre-paid cards for Direct Payments. The background to the pre-paid cards and benefits to service users were outlined. It is anticipated that the introduction of pre-paid cards will go live in May 2019 and existing services users would be transferred to this system.

The Committee welcomed the introduction of the pre-paid cards and the benefits to service users.

The IJB Finance, Audit and Scrutiny Committee:

- a) noted the update on the implementation of pre-paid cards to support Direct Payments (SDS Option 1).***

17. NEXT MEETING

The next meeting will be held on Wednesday 24th April at 9.30am in the Boardroom, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH.

The meeting ended at 12.15pm