



# Item No: 10

Meeting Date: Wednesday 21<sup>st</sup> March 2018

## Glasgow City Integration Joint Board

**Report By:** Susanne Millar, Chief Officer, Strategy & Operations /  
Chief Social Work Officer

**Contact:** Jacqueline Kerr, Head of Strategy & Operations (Adult  
Services)

**Tel:** 0141 314 6240

### REVIEW OF SOCIAL WORK OUT OF HOURS SERVICE

<b>Purpose of Report:</b>	This report is to update the Integration Joint Board on the progress of the Review of Social Work Out of Hours Service in Glasgow City HSCP and across Greater Glasgow and Clyde Health Board area.
---------------------------	---

<b>Background/Engagement:</b>	There has been detailed engagement with stakeholders and staff regarding the review of the service.
-------------------------------	---

<b>Recommendations:</b>	The Integration Joint Board is asked to:  a) agree an interim contract for the delivery of out of hours Social Work Services with the 5 remaining partnerships/local authorities until September 2019; and b) request an updated report is presented to the IJB on the future delivery of out of hours Social Work Services by July 2019.
-------------------------	--

#### Relevance to Integration Joint Board Strategic Plan:

Partnership Key Priorities (p26).

#### Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	All 9 National Health and Well Being Outcomes are relevant.
--	---

<b>Personnel:</b>	A new workforce plan will be developed in order to ensure the service is operationally efficient. All staff have been advised of this process.	
<b>Carers:</b>	Service users and carer consultation will commence in April 2018.	
<b>Provider Organisations:</b>	None	
<b>Equalities:</b>	The proposals contained in this report place due regard on equality requirements.	
<b>Financial:</b>	There are no financial implications attached to this proposal.	
<b>Legal:</b>	A new interim contract is being developed and shared with the 5 partner HSCPs/ local authorities.	
<b>Economic Impact:</b>	None	
<b>Sustainability:</b>	None	
<b>Sustainable Procurement and Article 19:</b>	None	
<b>Risk Implications:</b>	This interim contract will ensure effective delivery of Citywide and Board wide out of hours Social Work Services until September 2019.	
<b>Implications for Glasgow City Council:</b>	These are addressed within the Service Level Agreement.	
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	These are addressed within the Service Level Agreement.	
<b>Direction Required to Council, Health Board or Both</b>	Direction to:	
	1. No Direction Required	
	2. Glasgow City Council	✓
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

## 1. Purpose

- 1.1 The purpose of this report is to seek agreement from the Integration Joint Board to develop an interim contract for the delivery of out of hours Social Work Services across the City.

- 1.2 To request that proposals are made to the other 5 HSCP Integration Joint Boards and Local Authority Committees on the development of an interim contract for the delivery of out of hours Social Work Services until September 2109.

## 2. Background

- 2.1 On 20<sup>th</sup> March 2014 the Council's Executive Committee agreed a new contract for Out of Hours Social Work Services with 6 partner local authorities. These were:

- East Renfrewshire
- Renfrewshire
- Inverclyde
- West Dunbartonshire
- East Dunbartonshire
- Dumfries and Galloway

<http://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQNT81UTNT2U>

- 2.2 The service specification outlined the range of services that the Out of Hours Emergency Social Work Service would offer as part of the core contract and the additional services that local authorities could purchase.

- 2.3 Partner local authorities were required to sign up to a 4 year contractual arrangement with default and early exit clauses. This ensured a higher level of financial security for the Council. The contract ensured that partner local authorities required to give a 15 month period of notice terminate the contract.

- 2.4 A report on the termination of the existing Social Work Out of Hours Contract was presented to the Executive Committee of the Council on 8<sup>th</sup> December 2016. Agreement was reached to formally notify partner agencies of the termination of the existing Out of Hours' Social Work contract. This report highlighted that the future shape of the service would a part of the broader review of Health and Social Care Services.

<http://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDNDN0GT1DNZL>

- 2.5 The review and reform of out of hours' provision is a priority for Glasgow City Health and Social Care Partnership. A work programme has commenced and a key component of this work is the transformation of the delivery of out of hours Social Work services across the City and across the Board area.

- 2.6 The strategic and operational importance of this review is reinforced by the independent review of Out of Hours Services commissioned by the Scottish Government (November 2015).

- 2.7 A report on the development of an integrated review process was presented to the IJB in December 2016. Agreement was reached to consider a system wide review of Health and Social Care out of hours' services and to formally notify partner agencies of the termination of the existing out of hours' Social Work contract.
- 2.8 A project team has been established and led for the six HSCPs by the Chief Officer for Strategy and Operations for Glasgow City HSCP. A separate work stream has been developed on the provision of the out of hours' Social Work services.
- 2.9 The review group is due to develop overall proposals for the delivery of out of hours Health and Social Care Services in December 2018. The current contract for the delivery of out of hours Social Work Services expires in April 2018.
- 2.10 Agreement has been reached with the 5 other HSCPs across NHS Greater Glasgow and Clyde to develop an interim contract for the delivery of these services until September 2019. The contract with Dumfries and Galloway will be terminated by mutual agreement in April 2018. They are working on an integrated delivery model across their partnership area.
- 2.11 The new interim contract has been developed to ensure that robust Out of Hours Social Work provision exists for Glasgow and the five remaining local authorities. Work during the intervening period has allowed for a new financial framework to be developed. The total cost of the service is £2,545,969. Glasgow's contribution is £1,588,108 and the remaining partners' contribution is £1,044,068 which includes a 9% management fee.
- 2.12 A number of other developments have been included in the new contract:
- New workforce plan
  - Separate IT contingency arrangements which protects the City if information technology systems fail
  - Updated data sharing protocol in recognition of the new legislation.

### **3. Recommendations**

- 3.1 The Integration Joint Board is asked to:
- a) agree an interim contract for the delivery of out of hours Social Work Services with the 5 remaining partnerships/local authorities until September 2019; and
  - b) request an updated report is presented to the IJB on the future delivery of out of hours Social Work Services by July 2019.

## DIRECTION FROM THE GLASGOW CITY INTEGRATION JOINT BOARD

1	Reference number	210318-10-a
2	Date direction issued by Integration Joint Board	21 March 2018
3	Date from which direction takes effect	21 March 2018
4	Direction to:	Glasgow City Council only
5	Does this direction supersede, amend or cancel a previous direction – if yes, include the reference number(s)	Yes (reference number: 091216-9-a)
6	Functions covered by direction	Out of hours social care services
7	Full text of direction	Glasgow City Council is directed to conclude contractual arrangements for delivery of out of hours social care services as outlined in this report.
8	Budget allocated by Integration Joint Board to carry out direction	The total cost of the service is £2,545,969. Glasgow's contribution is £1,588,108 and the remaining partners' contribution is £1,044,068 which includes a 9% management fee
9	Performance monitoring arrangements	In line with the agreed Performance Management Framework of the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership.
10	Date direction will be reviewed	July 2019