



Item No. 11

Meeting Date

Wednesday 14th December 2022

**Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee**

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Clinical and Professional Quarterly Assurance Statement

Purpose of Report:

To provide the IJB Finance, Audit and Scrutiny Committee with a quarterly clinical and professional assurance statement.

Background/Engagement:

The quarterly assurance statement is a summary of information that has been provided to, and subject to the scrutiny of the appropriate governance forum.

The outcome of any learning from the issues highlighted will then be considered by relevant staff groups.

Governance Route:

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

HSCP Senior Management Team ☐
Council Corporate Management Team ☐
Health Board Corporate Management Team ☐
Council Committee ☐
Update requested by IJB ☐
Other ☐
Not Applicable ☐

Recommendations:

The IJB Finance, Audit and Scrutiny Committee is asked to:

a) consider and note the report.

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Relevance to Integration Joint Board Strategic Plan:

Evidence of the quality assurance and professional oversight applied to health and social care services delivery and development as outlined throughout the strategic plan.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:

Contributes to:

Outcome 7. People using health and social care services are safe from harm.

Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.

Personnel:

The report refers to training and development activity undertaken with staff.

Carers:

Offers assurance to carers that quality assurance and professional and clinical oversight is being applied to the people they care for when using health and social care services.

Provider Organisations:

No impact on purchased clinical/social care provider services.

Equalities:

None

Fairer Scotland Compliance:

None

Financial:

None

Legal:

This report contributes to the Integration Joint Board's duty to have clinical and professional oversight of its delegated functions.

Economic Impact:

None

Sustainability:

None

Sustainable Procurement and Article 19:

None

Risk Implications:

None

Implications for Glasgow City Council:

The report provides assurance on professional governance.

Implications for NHS Greater Glasgow & Clyde:

The report provides assurance on clinical governance.

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1. Purpose

- 1.1. To provide the IJB Finance, Audit and Scrutiny Committee with a quarterly clinical and professional assurance statement.

2. Background

- 2.1. This report seeks to assure the Integration Joint Board that clinical and professional governance is being effectively overseen by the Integrated Clinical and Professional Governance Board, chaired by the Chief Officer.
- 2.2. This report provides the IJB Finance, Audit and Scrutiny Committee with information collated up to September 2022 (attached at Appendix 1 for easier scrutiny). This cover report also provides an opportunity to offer more detail on issues relating to particular incidents and cases.
- 2.3. The most recent quarterly clinical and professional assurance statement was provided to the IJB Finance, Audit and Scrutiny Committee on [26 October 2022](#).
- 2.4. This report also provides assurance that clinical and professional governance arrangements remain a priority during COVID-19 with adjustments made to ensure operational and strategic oversight arrangements remain in place.

3. Integrated Clinical and Professional Governance Board

- 3.1. The Integrated Clinical and Professional Governance Board allows further scrutiny of the minutes from the following Governance meetings:
 - Social Work Professional Governance Sub Group
 - Children & Families / Criminal Justice Clinical and Care Governance Leadership Group
 - Older People & Primary Care Clinical and Care Governance Leadership Group
 - Adult Clinical and Care Governance Group
 - Mental Health Quality & Clinical Governance Committee
 - Police Custody Healthcare Clinical Governance Committee
 - Prison Healthcare Clinical Governance Committee
 - Homelessness Care Governance Group
 - Sexual Health Governance Group
- 3.2. The HSCP, through the Integrated Clinical and Professional Governance Board, and the other Governance forums, continues to emphasise the need to embed a reflective, quality assurance expectation within all sections of the HSCP.

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4. **Significant Case Reviews (SCRs) / Learning Reviews and SAER activity summary**

- 4.1 **Adult B Action Plan** – continues to be monitored via the QA sub-group and range of SW tasks completed. This includes introduction of updated e-forms for ASP (linked to the Duty to Inquire and Investigation stages), awareness raising sessions and development of e-learning modules on related topics. The themes from both Significant Case Reviews (Adult A and Adult B) underpinned the keynote presentations at the Adult Support and Protection Conference Event held by the ASP Committee on 2 November 2022, to help drive practice standards.
- 4.2 **Adult A Action Plan** – work ongoing to progress improvement actions/ disseminate learning. Practice Development Sessions (Local Management Reviews) are being held within the three main SW areas (dates agreed for December 2022). This will involve a multi-agency audience and incorporate the learning pack materials as the basis for the learning events. Similar briefings will be held for frontline and provider staff. Ongoing monitoring of the Action Plan and related outcomes will be undertaken by the QA Subgroup.
- 4.3 **Learning Review Protocol** – Briefings have been undertaken to help raise awareness of the Learning Review Protocol, related referral process and suite of materials which have been recently devised to help underpin a robust Learning Review process. Feedback from these sessions has assisted with further development of the approach taken to engage/support participants in the Learning Review process. The recent Adult Support and Protection Committee Conference (held 2 November 2022) saw Pat Togher provide an input to delegates on the new process, and recent learning from SCRs.

5. **Multi-Agency Public Protection Arrangements (MAPPA)**

- 5.1. MAPPA Glasgow continues to meet performance indicators.
- 5.2. Since the last report, the number of Registered Sex Offenders and Extension cases managed at level 2 and 3 have remained static.
- 5.3. The Significant Case Review commissioned by the Glasgow Strategic Oversight Group (SOG) is nearing completion. The SOG has signed off the report for submission to the Chief Officers group. Upon publication, the final report will be circulated to IJB members.
- 5.4. It is positive that the national ViSOR information sharing agreement implementation has been extended until the introduction of MAPPS, which is the replacement for ViSOR in May 2024, this will enable further consultation and planning to occur.
- 5.5. The MAPPA National Annual Report was published on 28th October 2022; the Glasgow MAPPA Annual Report has been submitted for publishing.

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6. Self-evaluation Activity

- 6.1.1 Planning continues for the Tripartite Audit of Adult Support and Protection (ASP) arrangements involving scrutiny of Social Work, Health and Police records. File reading took place the week commencing 28th November 2022 and work is ongoing to determine the fuller findings from the audit (which will be shared via a Tripartite Audit Report in due course). There has been discussion around holding focus groups in 2023, and this will be explored further by the planning group. The audit tool has been amended to incorporate particular focus on service user participation. It will also consider areas highlighted by the external inspection, including the latter stages of ASP processes and Case Conferences.

7. Assurance Areas

- 7.1. **Workforce Registration** - Workforce registration issues, including conduct and fitness to practice information, are reported to the relevant Governance groups. Where necessary detail is also provided to the Integrated Clinical and Professional Governance Board. There are currently no outstanding workforce registration issues.
- 7.2. **Healthcare Associated Infection** - Matters associated with healthcare associated infection are routinely tabled during the Integrated Clinical and Professional Governance Board. During the last quarter there has been nothing to report in this area.
- 7.3. **Joint Inspection of Adult Support and Protection** - Glasgow City were subject to the external Joint Inspection of our Adult Support and Protection (ASP) arrangements, providing independent scrutiny and assurance of our key processes and strategic leadership for ASP.

The Inspection Report has since concluded with the findings published on 3rd October 2022:

<https://www.careinspectorate.com/images/documents/6837/Glasgow%20ASP%20report%20.pdf>

Glasgow City HSCP and partners welcome the findings of the inspection and note the highly positive findings. An improvement plan was also submitted to the Care Inspectorate on 16th November in relation to their identified priority areas:

- The quality of chronologies needed improved as did the consistency of decision making around progressing investigations to initial case conference.
- Aspects of case conferences needed improved. Stakeholder invites and attendance, accurate recording of attendees and the reasons why adults at risk of harm did not attend were areas for improvement.

Glasgow City HSCP and partners are progressing a joint improvement plan for submission, building upon a strong collaborative approach. This will include additional training for staff regarding chronologies and planning to improve the functionality of chronology recording within the new Eclipse system. The introduction of the new Health and Social Care Connect Service will help

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deliver more robust screening and triage process for ASP referrals, and the reduced volume being passed to ASP Hubs should support improved decision making at investigation stage. Work is also ongoing to promote more consistent involvement of key stakeholders and the adult at risk of harm at Case Conference meetings and improved recording of attendees and reasons for any non-attendance (also linked to system improvements driven by Eclipse).

- 7.4 **Publication of the Revised ASP Code of Practice** – Recent publication of a revised Adult Support and Protection guidance suite consisting of: Code of Practice, Guidance for Adult Protection Committees and Guidance for General Practice. A National Implementation Group has been set up to run for a 2-year period (August 2022 to August 2024) to help local areas implement the revised Code of Practice. The related work streams involve four key areas looking at the more substantive areas of change – chronologies, self-evaluation, advocacy (and strengthening the voice of the service user) and the developing role of the Council Officer for inquiries/investigation. This work will help to inform updates to our operational guidance and ASP arrangements, in due course

Code of Practice

Guidance for Adult Protection Committees

Guidance for General Practice

- 7.5 **Launch of a new Health and Social Care Connect Service** - launched on 1st November 2022 for care groups involved in the first phase. This includes adults, older people and homelessness services, and will provide more robust early contact arrangements. This will support robust process for screening and triaging ASP referrals and revised handover arrangements to ASP Hubs within the local areas (only allocated and/or complex work will be passed to ASP Hubs). This will help support improved access to the right support at the right time and provide a more proportionate response to the volume of referrals. Additional governance arrangements are in place to help support this transition and will be subject to close monitoring and scrutiny.

8. Updates re Child Protection

8.1 **National Guidance for Child Protection in Scotland 2021 was published in September 2021**

- The child protection team have developed an implementation plan that will include an update of the Glasgow Child Protection Procedures based on the information contained in the national guidance and the findings from the consultations.
- A succession of consultations has taken place with children and families staff from the HSCP representative of the citywide teams across Children's Services staff groups. Heads of Service also attend the consultation and there is a further consultation placed for Service Managers on 24th November started week beginning.
- A working group has been established led by the principal officer child protection to take this forward, the outcome will be a robust implementation of updated Child Protection Procedures. The consultations have helped to identify what works well within current practice and procedure, what we can do better and areas where can further develop best practice in Glasgow.

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Child Protection within domestic abuse and how to engage with fathers are also a focus within the consultations.

- The working group has begun the rewrite of Glasgow's Child Protection Procedures is underway and the final draft will be circulated across the HSCP and partners for consultation.
- Concurrent to this, there is a plan to consult with our partners in the child protection sphere, to hear their experience of the process and listen to any suggestions that would enable Glasgow to promote best practice.

8.2 Interagency Referral Discussions (IRD)

- This remains an area of priority for the child protection team along with colleagues from the HSCP and partners from Police Scotland, Health and Education.
- Update of the IRD guidance will be undertaken jointly with partners following an agreed piece of audit work. This will reflect developments in practice with regard to IRD, and the inclusion of Education Services in the IRD process. Additionally, the National Guidance sets out an expectation that IRD's will now held in the context of:
 - CP Pre-birth assessment
 - Accumulation of concern
 - 16 to 17 year old young people

8.3 Scottish Child Interview Model

- The Glasgow Child Interview Team (GCIT) was established In October 2021. This is a joint team of social workers and police officers who are trained in the SCIM model, and have begun to implement this model of joint investigative interview.
- The GCIT currently undertake 50% of the Joint investigative Interview in the city, and there is an ongoing recruitment plan in place to reach the aspiration for all children in Glasgow to be interviewed using this model.
- There is oversight of the implementation of the model and the team via the Strategic, and Operational groups established to take forward and roll out the model across Glasgow.

8.4 Devolved Decision Making Pilot, National Referral Mechanism, (NRM)

- We are in the second year of the Devolved Decision Making Pilot and there are some discussions around the possibility of continuing the pilot for a further year. There have been notes of interest requested as the home office are looking for a further 10 sites, we are hopeful at least one of them will be a Scottish site.
- There is an ongoing programme of training from the Home Office for DDM decision makers, to ensure there is ongoing capacity for decision makers for the future.
- If approval is given for a third year of funding to continue with the pilot, this would enable us to focus on embedding the learning we have identified in to day to day practice.
- The feedback we have received from the home office to date, is that the quality of the decisions Glasgow are making are above average. We recognise however a need to improve on our time scales for organising

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meetings and returning decisions to the home office, which we hope to achieve through the additional training for decision makers.

- Practitioners are recognising child exploitation and trafficking and the number of referrals have increased in this second year and include young people who are sexually and or criminally exploited.
- The practice audit team are working on our own evaluation of the pilot as we are aware being the only Scottish Authority the learning from the Ipsos Mori report is likely to be more reflective of the English and Welsh authorities who make up the majority of the cohort.
- In terms of training to the wider staff groups and partners:
 - in year one we ran awareness raising training sessions to all staff and were able to assist Scottish Fire and Rescue in developing bespoke training for their staff with the assistance of Barnardo's.
 - in year two, we have focused on Deep Dive sessions focussed on Trafficking and Exploitation, which to date have included Ukraine-Spotting the Signs, and a session planned for December, focussed on Cyber Trafficking.

9 Recommendations

9.1 The IJB Finance, Audit and Scrutiny Committee is asked to:

- a) consider and note the report.

**Significant Adverse Event Review Quarterly Reporting
July – September 2022**

Service	Number of Significant Adverse Event Reviews Commenced in reporting period (1 July – 30 September 2022)	Number of Significant Adverse Event Reviews Concluded in reporting period (1 July – 30 September 2022)	Number of active Significant Adverse Event Reviews Ongoing as at 30 September 2022
Addictions	1	3	5
Children and Families	2	0	23
Homelessness	0	0	2
Mental Health Services	10	11	52
Older People and Primary Care	1	0	16
Police Custody Healthcare	0	0	1
Prison Healthcare	2	0	12
Sandyford	0	2	3