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

**IJB-FASC (M) 11-12-2024**

Minutes of a hybrid meeting held at 9.30am on Wednesday 11 December 2024

**Present:**

**Voting Members**

Cllr Chris Cunningham	Councillor, Glasgow City Council
Graham Haddock OBE	NHSGG&C Board Member (Chair)
Cllr Jon Molyneux	Councillor, Glasgow City Council
Brian Auld	NHSGG&C Board Member
Paul Ryan	NHSGG&C Board Member

**Non-Voting Members**

Sharon Wearing	Chief Officer, Finance & Resources
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**In Attendance:**

Duncan Black	Chief Internal Auditor
Craig Cowan	Head of Business Development / Standards Officer
Kelda Gaffney	Interim Assistant Chief Officer, Adult Services /
	Interim Chief Social Work Officer
Duncan Goldie	Planning and Performance Manager
Margaret Hogg	Assistant Chief Officer, Finance
Tracy Keenan	Assistant Chief Officer, HR
Julie Kirkland	Senior Officer, Governance Support
Karen Lockhart	Interim Assistant Chief Officer, Adult Services
Claire Maclachlan	Governance Support Officer (minutes)
Gordon McKay	Business Development Manager

**Apologies:**

Bailie Ann Jenkins	Councillor, Glasgow City Council
David Reilly	Independent Sector Representative

**ACTION**

**1. Declarations of Interest**

There were no declarations of interest.

**2. Apologies for Absence**

Apologies for absence are noted above.

**3. Minutes**

The minutes of 23<sup>rd</sup> October 2024 were approved as an accurate record.

**4. Matters Arising**

Item No. 10 – IJB Property Strategy 2023-2026 – Update:

Sharon Wearing provided the following updates:

- Parkhead Hub – the handover of the Hub and final water testing is now complete, and staff will be moving into the building at the beginning of

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January 2025. Officers will arrange for Members to visit the Hub once staff have moved in.

- Safer Drug Consumption Facility (The Thistle) – Water testing is still ongoing; the facility requires three clear water tests before opening. The facility won't open until the new year.

**5. Rolling Action List**

Craig Cowan presented the Rolling Action List, advising that there is one open action noted below:

Action Ref No. 80 - IJB Finance, Audit and Scrutiny Committee Annual Assessment - Members agreed that the recommendations should be discussed at a development session for FASC Members.

At the IJB Development Session on 6<sup>th</sup> November 2024, Members asked Officers to consider independent rather than self-assessment and suggested a discussion take place with Internal Audit to explore options. Officers were also tasked with preparing possible annual assessment questions based on the information provided at the development session and the feedback received.

Officers updated that they met with Internal Audit, and Auditors have confirmed that the annual assessment of effectiveness can be carried out in-house. Officers agreed to pull together proposals and present to the Committee in February 2025.

Members agreed that the action can close.

**6. Internal Audit Update (1 June 2024 – 30 November 2024)**

Duncan Black presented a report with details of the Internal Audit work undertaken at Glasgow City Council and NHS Greater Glasgow and Clyde that may have an impact upon the Glasgow City Integration Joint Board.

**The IJB Finance, Audit and Scrutiny Committee:**

**a) Noted the contents of the report.**

**7. Internal Audit Mid-Year Report**

Duncan Black presented a report with details on the performance of the Internal Audit section during the first half of 2024/25. The report includes a balanced score card for the Internal Audit section.

Auditors advised that there has been a net reduction in the number of qualified staff from this same point last year. The recruitment market for qualified accountants and auditors remains very challenging and therefore when staff accept external opportunities, it is currently difficult to backfill

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these posts. Auditors' focus remains on "growing our own" through their graduate and apprentice trainee program. There has also been a spike in sickness absence, exceeding the target days. Management continues to apply the Council's Attendance Management Policies, and Auditors expect this figure to return to the levels seen in recent years.

Overall, the assurance work for 2024-25 is progressing well and is expected to be completed to enable the Chief Auditor to provide the annual audit opinion for 2024-25.

**The IJB Finance, Audit and Scrutiny Committee:**

**a) Noted the contents of the report.**

**8. Glasgow City Integration Joint Board Budget Monitoring for Month 7 and Period 8 2024-25**

Margaret Hogg presented a report outlining the financial position of the Glasgow City Integration Joint Board as at 18<sup>th</sup> October 2024 for Council and 30<sup>th</sup> October 2024 for Health and highlights any areas of budget pressures and actions to mitigate these pressures.

Officers highlighted the net expenditure is £4.080m higher than budget to date and advised that a full outturn has been undertaken and forecasts an overspend of £17.5m. A recovery plan totalling £17.5m was approved by the IJB on 25<sup>th</sup> September 2024 and 27<sup>th</sup> November 2024. Future reports will update on progress against this recovery plan. The HSCP Senior Management Team will continue to focus on delivery of the recovery plan to bring spend back in line with budget planning assumptions, where possible.

Members asked for more detail on enhanced observations within Adult Mental Health Services. Officers advised that a Continuous Intervention Policy will be implemented in January 2025 which will move from observation to intervention, a proactive, responsive and personalised care and treatment framework for acutely unwell people in Mental Health care.

In relation to prescribing, Members highlighted the delay in implementing the savings and questioned if the prescribing savings can be included in the budget in April 2025 to prevent any savings target delays in 2025-26. Officers advised that this is the first year there has been a large prescribing savings programme, lessons have been learned to bring planning forward and preparations are underway to develop proposals for the next financial year.

**The IJB Finance, Audit and Scrutiny Committee:**

**a) Noted the contents of the report; and**

**b) Approved the recurring funding for the package of care outlined at section 5.1.6.**

**9. HSCP Performance Report Q2 2024-25**

Duncan Goldie presented the Joint Performance Report for the Health and Social Care Partnership for Quarter 2 of 2024-25.

At Q2, 53.8% of indicators were Green; 38.5% Red; and 6.6% Amber. The indicators which are Red are summarised in the report, with those which have been Red for two or more successive quarters marked in bold.

There has been a change in RAG status for 14 indicators since the last report. Of these, performance improved for 7 and declined for 7.

Members considered each of the exceptions within the report where the indicators have been Red for more than two successive quarters.

Within Adult Mental Health, Members highlighted the occupancy rates in acute short stay wards over 95% and questioned if this will impact on the Mental Health Strategy going forward. Officers advised that the strategy focuses on the move to reduce bed occupancy and wards. There is under occupancy in other wards and Officers are confident they can continue to progress the Mental Health Strategy as intended.

**The IJB Finance, Audit and Scrutiny Committee:**

- b) Noted the performance report;**
- c) Considered the exceptions highlighted in section 4.4 of the report;**
- and**
- d) Reviewed and discussed performance with the Strategic Lead for Adult Services (at item 10).**

**10. Performance Presentations**

**Adult Services**

Karen Lockhart delivered a presentation on Adult Services performance. The presentation is available on the Glasgow City HSCP [website](#).

Members highlighted decreasing attendance at Sexual Health Services and questioned if moving to digital will help with this, and if the live chat will be with a chatbot or person. Officers advised that initial planning is to test a chatbot, although acknowledged there are sensitivities around sexual health.

In relation to the Early Medical Abortion at Home (EMAH), Members queried if individuals are provided with the second dose of medication at the first appointment or if they need to go back for this. Officers advised that a prescription for the second dose is provided at the first appointment and a follow up appointment is arranged.

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Members highlighted the work to increase awareness of Sandyford Services through secondary schools and questioned if Officers are considering alternative routes to increase awareness. Officers advised that this is part of the wider strategy in relation to community engagement, and they are linking with colleagues in Children's Services to ensure a joint approach. Officers are also looking into using social media to increase awareness as most young people have access to a mobile phone.

**11. Attendance Management**

Tracy Keenan presented a report providing an overview of the key HR metrics relating to Attendance Management in Quarter 2 (July to September 2024) as well as performance, notable key issues and the implications for Glasgow City HSCP.

Officers highlighted an additional section, since the last report was presented, which breaks down psychological absences further. An action plan is appended to the report and a significant number of actions have been completed. A comprehensive review of the action plan will be undertaken at the end of quarter 1.

Members highlighted the action relating to stress absence and questioned if the risk assessment is solely reactive or if there is an element of proactive work. Officers advised that they are in the early stages of rolling out the stress risk assessment across social work and health. Individual stress assessments can be used to prevent absence, but realistically it is more likely to be used when the individual is already absent. Officers advised that they need to use the assessment at an earlier stage, whether the stress is personal or work related, to look for solutions to help each individual.

Members questioned if the Covid Absence section is still required and also suggested a highlight summary page at the beginning of the report. Officers advised that there is not much value to the Covid Absence section and the intention is to remove this section from the report going forward. Officers confirmed that they would add a summary page to the report.

Officers

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the findings made within this report and the data; and**
- b) Noted the actions to improve the current position.**

**12. Health and Social Care Complaints Annual Report 2023-24**

Gordon McKay presented a report on complaints activity for social care complaints and health complaints in Glasgow City Health and Social Care Partnership for the period 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024.

Members questioned if there would be operational benefit in integrating the two different complaints systems for Social Care and Health. Officers advised that they need to follow the guidance of the Scottish Public Service Ombudsman (SPSO), which directs that social work complaints need to be dealt with via the local authority complaints handling procedure.

There was a discussion in relation to enquiries to Elected Members from constituents which are processed via the Members Liaison Unit (MLU) within Glasgow City Council, which sits outside the formal SPSO system, and whether there has been any attempt to analyse any cross over with formal complaints.

Officers advised that responses to Elected Members in relation to social work enquiries are signed off by the Chief Officer which allows oversight in terms of themes/patterns and areas of learning. Quarterly performance reports are presented to the management team.

The Chief Internal Auditor advised that this had been raised in a recent Council meeting and he had taken away an action to look at how information from the MLU can be fed into the complaints system going forward.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the content of the annual Health and Social Care Partnership Complaints Report and two appendices.**

**13. Clinical and Professional Quarterly Assurance Statement**

Kelda Gaffney presented a report providing the quarterly clinical and professional assurance statement for the period 1<sup>st</sup> July 2024 - 30<sup>th</sup> September 2024.

Officers noted that addressing the backlog of outstanding SAERs in Mental Health Services continues to be a priority to inform learning with ongoing measures in place. As of today, 11<sup>th</sup> December 2024, there are now 12 outstanding, predating 2023. Six of those have reviews completed and the other six should be complete by the next Committee meeting.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Considered and noted the report.**

**14. Risk Management Quarterly Update**

Craig Cowan presented a report updating on the status of the IJB's risk register and to highlight key operational risks being managed in the Glasgow City Health and Social Care Partnership. This report covers the review carried out in respect of changes to risk in Quarter 2 (1<sup>st</sup> July 2024 to 30<sup>th</sup> September 2024).

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There was a discussion in relation to the nature of the risk relating to the Safer Drug Consumption Facility, and whether there needs to be more detail added in relation to reputational risk, and risk of harm to individual service users. Officers advised that the IJB risk register covers strategic risks, and the operational risks are on the HSCP risk register. A review of the risks will be carried out in January 2025 and the wording can be reviewed at that stage.

Brian Auld suggested adding Workforce to the IJB risk register around wellbeing, following the update under Attendance Management (at item 11), Officers agreed to have a discussion offline in relation to this.

Officers

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the contents of the report; and**
- b) Noted the risks on the IJB Risk Register at the end of Quarter 2 2024-25.**

**15. Business Continuity and Category 1 Annual Assurance Statement 2024**

Craig Cowan presented a report providing assurance about the business continuity arrangements for the HSCP and the arrangements in place in respect of the IJB's duties as a Category 1 responder.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the contents of the report.**

**16. Public Bodies Climate Change Duties Report 2023-24**

Craig Cowan presented a report presenting the Glasgow City Integration Joint Board's (IJB) Public Bodies Climate Change Duties Report 2023 - 2024 which has been submitted to the Scottish Government by the deadline of 30<sup>th</sup> November 2024.

**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the contents of the report; and**
- b) Noted that the IJB's Public Bodies Climate Change Duties Report 2023-24 has been submitted to the Scottish Government following approval by the Chief Officer, Finance and Resources, acting under delegated authority.**

**17. Committee Work Plan 2025-26**

Craig Cowan presented a report providing a summary of the proposed work programme for the IJB Finance, Audit and Scrutiny Committee (FASC) for the period January 2025 to March 2026.

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**The IJB Finance, Audit and Scrutiny Committee:**

- a) Noted the content of the report and Work Plan (Appendix 1); and**
- b) Considered any other areas for inclusion in the Work Plan.**

**18. Next Meeting**

The next meeting was noted as Wednesday 5<sup>th</sup> February 2025 at 9.30am.