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

IJB-FASC (M) 07-02-2024

Minutes of meeting held virtually, via Microsoft Teams, at 9.30am on Wednesday 7 February 2024

Present:

Voting Members

Cllr Chris Cunningham	Councillor, Glasgow City Council
Graham Haddock	NHSGG&C Board Member
Cllr Jon Molyneux	Councillor, Glasgow City Council
Cllr Cecilia O'Lone	Councillor, Glasgow City Council (Chair)
Charles Vincent	NHSGG&C Board Member

Non-Voting Members

Sharon Wearing	Chief Officer, Finance & Resources
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In Attendance:

Duncan Black	Chief Internal Auditor
Joanne Bradley	Service Manager, Families for Children
Mike Burns	Assistant Chief Officer, Children's Services
Allison Eccles	Head of Business Development
Duncan Goldie	Planning and Performance Manager
Margaret Hogg	Assistant Chief Officer, Finance
Tracy Keenan	Assistant Chief Officer, HR
Jacqueline Kerr	Assistant Chief Officer, Adult Services / Interim
	Chief Social Work Officer
Julie Kirkland	Senior Officer, Governance Support
Claire Maclachlan	Governance Support Officer (minutes)
Geri McCormick	Head of Commissioning
Frances McMeeking	Assistant Chief Officer, Operational Care Services
Stacey Park	Service Manager, Children's Residential
Grace Scanlin	Ernst & Jones (External Auditors)
Liz Simpson	Head of Children's Services, North West

Apologies:

David Reilly	Independent Sector Representative
Rona Sweeney	NHSGG&C Board Member

1. Declarations of Interest

There were no declarations of interest raised.

2. Apologies for Absence

Apologies for absence are noted above.

3. Minutes

The minutes of 13th December 2023 were approved as an accurate record.

ACTION

4. Matters Arising

Item No 7 – Internal Audit – Update Report:

Duncan Black confirmed that regular discussions take place with Azets, the internal auditors for the Health Board, and Auditors will continue to provide 6 monthly updates to the Committee.

5. Rolling Action List

Allison Eccles presented the Rolling Action List updating on the actions below.

Action Ref No. 74 – Health and Social Care Partnership Complaints Annual Report 2022-2023 – Officers to facilitate a meeting with Health colleagues and Members of FASC regarding reduction in prison complaints and provide a briefing for all FASC Members following the meeting. Officers advised that a meeting took place on 14th December 2023 and a briefing note was circulated to Members on 30th January 2024, therefore this action has been closed.

Action Ref No. 76 – Clinical and Professional Quarterly Assurance Statement – Officers to bring a presentation to a future meeting providing more information on Prevent. Officers advised that the presentation is scheduled for FASC on 17th April 2024.

6. Glasgow City IJB Annual Audit Plan 2023/24

Grace Scanlin presented the Annual Audit Plan for 2023/24.

Auditors highlighted that the two significant risks identified for the 2023-24 Audit Plan are:

- Risk of fraud in expenditure, including through management override; and
- Development of sustainable and achievable medium term financial plans.

For planning purposes, materiality for 2023/24 has been set at £18m. Performance materiality has been set at £13.5m; 75% of planning materiality. The reporting level has been set at 5% of planning materiality (£0.9m).

7. Glasgow City IJB Draft Annual Internal Audit Plan 2024/25

Duncan Black presented the 2024/25 Internal Audit draft plan for the Glasgow City Integration Joint Board.

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Auditors advised that the two areas proposed for inclusion of the 2024-25 Internal Audit Plan are:

- Property – Repairs and Maintenance Charges; and
- Performance Management Arrangements.

Members highlighted Business Continuity Planning (BCP) and Delayed Discharges and queried whether Auditors had considered revisiting these areas for the 2024-25 plan. Auditors acknowledged both areas are important however advised that there has been a lot of work across the Council and IJB, post pandemic, on BCP and Auditors receive assurances at informal working groups and there are no concerns. Delayed Discharges has been looked at recently. It is a priority area for the Health Board and is being looked at by Azets, the NHS auditors.

Members questioned if there has been a reduction in the scale of audit activity over the years. Auditors clarified that the level of activity was higher in the first 3 years of the IJB as it was a new entity with a new legislative framework. They confirmed they are comfortable that the current level of activity is sufficient and there is also flexible activity available for ad-hoc work.

The IJB Finance, Audit and Scrutiny Committee:

- a) Considered the content of the plan and provided comments, and**
- b) Requested that the final plan is brought for approval to the April 2024 meeting.**

8. Glasgow Integration Joint Board Budget Monitoring for Month 9 and Period 10 2023-24

Margaret Hogg presented a report outlining the financial position of the Glasgow City Integration Joint Board as at 15th December 2023 for Council and 31st December 2023 for Health and highlights any areas of budget pressures and actions to mitigate these pressures.

A review of outturns has been undertaken and confirms that there is no change to the forecast from November and continues to forecast £24.3m overspent.

Members noted the assessed needs of 6 adults who required individual support packages at a combined cost of £1.852m per annum recurringly and requested more detail on this. Officers confirmed they reflect the complex level of need across the city with some individuals requiring 2:1 support and 24/7 care. All alternatives are explored but the complexity of some individuals require this level of care package. There is a robust governance process in relation to assessment of need and high-cost individual care packages are approved by the Chief Officer (CO) and Chief Finance Officer (CFO) at a weekly meeting. Those packages that

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ACTION

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exceed a certain threshold are brought to Committee for visibility and approval. Officers to confirm the threshold for reporting to FASC. (Update post-meeting: Packages above £221,180 are reported to the CO/CFO and then to IJB/IJB FASC).

The projected position on general reserves at the end of March was highlighted and Members sought assurance from Officers on whether the low level of reserves being projected could be further impacted. Officers advised that there are two areas of concern which they have no control over; i.e., Homelessness/Asylum, and Prescribing. Both areas remain within the projected figures and Officers are hopeful to manage this financial year. Officers continue to keep the outturn under close review across all services to ensure action can be taken if required. Both partner bodies are also being updated on the position.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the contents of the report; and**
- b) Approved the recurring funding for the packages of care outlined at section 5.2.9 within the report.**

9. HSCP Performance Report Q2/3 2023/24 Hosted Services – Sexual Health

Duncan Goldie presented the Performance Report for Sexual Health Services hosted by the Glasgow City Integration Joint Board for Quarter 2/3 of 2023/24 and performance of other Hosted Services.

Members highlighted the performance in relation to attendance by young people at sexual health clinics and questioned how piloting a service for young people aged up to 21 will be funded. Officers advised that this service is already funded. There is work ongoing to look at a city centre base and flexing existing services. There are also connections via Youth Health Services and sexual health is also promoted through schools.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the performance report for Sexual Health Services hosted by the Glasgow City IJB; and**
- b) Reviewed and discussed performance of other Glasgow City IJB Hosted Services with the Strategic Lead for Adult Services.**

10. Performance Presentations

Hosted Services

Jacqueline Kerr delivered a presentation on Hosted Services performance. The presentation is available on the Glasgow City HSCP [website](#).

Members questioned what the risks are in relation to the loss of Action 15 funding for the peer-to-peer naloxone training service. Officers advised that this was funded for 2023-24 but funding has not been confirmed for 2024-25. As this is a board-wide programme, Officers would need to discuss future funding with other Partnerships. There will be an element of funding from the Alcohol and Drug Partnership (ADP) for the programme. Officers would want to continue to prioritise the service if they are able to do so.

11. Attendance Management

Tracy Keenan presented a report providing an overview of the key HR metrics relating to Attendance Management in Quarter 3 (October to December 2023) as well as performance, notable key issues and the implications for Glasgow City HSCP. The spotlight areas covered in the report are Home Care (Social Work) and Prison Health Care (Health).

Members asked if a chart could be added to future reports to show the absence by age category as it would be useful to know if absence correlates with age. Officers agreed to look into this.

Officers

There was a discussion in relation to the age profile of the workforce and Officers advised that they are trying to rebalance the age profile. Work is ongoing around recruitment practice and how to attract and retain a younger workforce, including incentives such as work life balance, better rotas and shift patterns. The age profile of home care staff was highlighted, and Members questioned whether the physical nature of the job can affect absence rates. Officers noted that there is a high number of staff within home care that are not in a pension scheme and are therefore working longer and this impacts on their health. Officers agreed to look at the difference in pension take-up between the older age profile and the younger profile.

Officers

Members highlighted that the long-term sickness in Health is showing a downward trend that is not being seen in Social Work and questioned why there is a difference given the top causes for absence are the same. Clarification was also sought on what learning from Health can be applied to Social Work. Officers advised that the policies and procedures are different in both staff groups. Access to Occupational Health is much smoother on the health side. The HR Team are trying to apply the same rigour and techniques to the social work side however

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the type of work being carried out by Social Work staff differs and can be more physical.

The IJB Finance, Audit and Scrutiny Committee:

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

12. Families for Children Adoption and Fostering Service – Care Inspectorate Activity and Update

Mike Burns presented a report informing of the outcome of the inspection of Glasgow City HSCP's fostering and adoption services and the action plans created as a result of the inspections.

Members questioned if the reports will be presented to the Champions' Board for care experienced children and young people. Officers confirmed this has been the practice and will continue. Final sign-off of inspection reports can take a while to conclude however as dialogue can continue between the service and the Care Inspectorate on the outcome, grades, and recommendations. On this occasion, the service challenged two specific recommendations.

A discussion took place on the governance around reporting Care Inspectorate activity to the Finance, Audit & Scrutiny Committee (FASC). Officers outlined the previous agreement that inspection activity is reported annually to Committee at the February meeting, with the exception being that any inspections with a score of 2 or below, are reported to the next available Committee. Officers confirmed they are open to revisiting the current reporting arrangements.

The interim Chief Social Work Officer highlighted that there are internal governance routes in the HSCP, with inspection reports and action plans being presented to the Social Work Professional Governance Board for sign off which would impact the timing of them being presented to FASC.

Members agreed to give the frequency of reporting further reflection and to discuss further at the next Committee.

Members

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the fostering and adoption inspection; and**
- b) Noted the fostering and adoption action plans.**

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13. Children's Residential Services – Care Inspectorate Activity and Update

Mike Burns presented a report providing an overview of Care Inspectorate activity in relation to directly provided Residential Children's Services in the City and updating on developments in the past year. Officers highlighted that of the 13 inspections that took place, 9 services received grades of 'Good' or above, with Crawford St Children's House achieving a grade of 6 (excellence). A grade of 2 (weak) was awarded to Newlands Children's House, and Officers advised that the inspection came at a time of particular challenge for the service, both in relation to staffing, group dynamics and levels of complexity in relation to the young people.

Members questioned what additional support can be provided to staff in services where they are receiving criticism. Officers confirmed that multifaceted support is being provided to Newlands and it is going well. Experienced staff have been recruited from other residential establishments and staff training is underway.

Members requested that congratulations are conveyed on behalf of the Committee to those services who have performed well, and Officers agreed to take this forward.

Officers

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the findings of this report in respect of care inspectorate grades awarded to directly provided children's houses;**
- b) Noted the ongoing use of key question 7 to support inspection processes within children's residential services; and**
- c) Noted information relating to service developments and challenges, and future developments.**

14. Older People's Residential and Day Care Services – Care Inspectorate Activity

Frances McMeeking presented a report advising of the outcome of the inspections of Wallacewell Day Care Service and Hawthorn House Care Home, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in July 2023, and August and November 2023 respectively.

Members again requested that Officers write to the relevant services to congratulate them on the outcome of the inspections, as well as those in Care at Home and Housing Support Services.

Officers

The IJB Finance, Audit and Scrutiny Committee:

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

15. Care at Home and Housing Support Service – Care Inspectorate Activity

Frances McMeeking presented a report advising of the outcome of the inspection of care services provided by Glasgow City HSCP, which was undertaken by the Care Inspectorate in June 2023 for the 6 registered services, covering Housing Support Services and Care at Home Services. (Housing Support is defined as an integrated package of care which can include budgeting, housework, and shopping tasks.)

Officers highlighted that Glasgow City HSCP Care at Home Services is the largest provider of Care at Home in Scotland, with 90,000 visits undertaken each week. Due to the scale of the service, 5 inspectors were assigned and were with the service for over a month.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the content of the report and the care inspectorate findings in respect of the six registered services inspected and improving trends in relation to grades awarded;**
- b) Noted the introduction of a new quality framework and revised methodology following the introduction of new Health and Social care Standards 2022: and**
- c) Noted the action plan at Appendix 1.**

16. Community Alarm and Telecare Service – Annual Audit Carried out by Technology Enabled Care Services Association (TSA)

Frances McMeeking presented a report advising of the Community Alarm & Telecare Service in Glasgow City HSCP, which was undertaken by TSA in October 2023, covering the TSA's Quality Standards Framework incorporating their common standards modules and their service delivery modules.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the contents of the report and audit findings in respect of the level and quality of services provided; and**
- b) Noted TSA shall revisit data in March 2024 to ensure Community alarms service has achieved compliance in the three service delivery modules.**

17. Mental Welfare Commission Local Visits 2023

Jacqueline Kerr and Dr Martin Culshaw presented the findings from the Mental Welfare Commission Local Visit reports to mental health inpatient wards in Greater Glasgow and Clyde, published during the period 1st January 2023 to 31st December 2023.

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The activity over the period resulted in 35 published reports. The main categories outlined in the recommendations were around care planning and also the physical environment.

The physical environment recommendation for wards 37 and 39 at the Royal Alexandria Hospital was highlighted by Members and clarification sought on the length of time it is taking to action this. Officers advised that the wards are no longer fit for purpose, but it has not been possible to close them and move patients on due to the demand in the system. The wards are managed by Renfrewshire HSCP. Glasgow City HSCP undertakes the strategic planning of mental health services, and a consultation and management exercise would be required for any reduction in inpatient services.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the contents of the report; and**
- b) Noted the recommendations of the Mental Welfare Commission and the Services' response at Appendix 1.**

18. Social Care Purchased Services – Review Activity

Geri McCormick presented a report advising of the activity of the HSCP Commissioning Team in respect of Service Reviews of social care purchased services in 2023.

The IJB Finance, Audit and Scrutiny Committee:

- a) Noted the contents of the report;**
- b) Noted that under the revised Contract Management Framework service reviews are now undertaken at a minimum of every 3 years; with a risk assessment taking place every 6 months. Service reviews can be carried out more frequently if the risk rating or service concerns deem it necessary; and**
- c) Noted that service reviews are only one element of the significant efforts undertaken in partnership with purchased providers to ensure high-quality provision of social care and support for the city.**

19. Clinical and Professional Quarterly Assurance Statement

Jacqueline Kerr presented the quarterly clinical and professional assurance statement for the period 1st October 2023 – 31st December 2023, highlighting the new format of the report.

There has been an increase in Neurodevelopmental Disorder (NDD) Referrals. The Mental Health Programme Board agreed in principle to develop a single board wide, Adult NDD pathway, incorporating the existing pathways for Autism Spectrum Disorder and Adult Attention Deficit Hyperactivity Disorder (ADHD) but the progress on this has been

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delayed due to funding. Members questioned what Officers are doing to try and source funding due to the rising increase in referrals. Officers advised that the Scottish Government have requested a proposal in relation to this. Officers have sent a report to the National Chief Officers Group to consider before submission to the Scottish Government.

Members confirmed that they are happy with the new format of the report, and it was noted that Care Inspectorate activity will be included each quarter. In light of earlier discussions, Officers will consider how to tie this into the wider reporting of inspection activity.

Officers

The IJB Finance, Audit and Scrutiny Committee:

a) Noted the contents of the report.

20. Risk Management Quarterly Update (Q3 2023/24)

Allison Eccles presented a report providing an update 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.

The report covers the review carried out in respect of changes to risk in Quarter 3 (1 October 2023 to 31 December 2023).

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 3 2023-24.

21. Next Meeting

The next meeting was noted as Wednesday 17th April 2024 at 9.30am via Microsoft Teams.