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Item No: 13

Meeting Date: Wednesday 10th May 2023

**Glasgow City
Integration Joint Board**

Report By: Allison Eccles, Head of Business Development / Standards Officer

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IJB Finance, Audit and Scrutiny Committee – Presentation Summary (2022/23)

Purpose of Report:

To provide a summary of the performance presentations and related discussions at the IJB Finance, Audit and Scrutiny Committee meetings during 2022/23.

Background/Engagement:

The IJB Finance, Audit and Scrutiny Committee have responsibility for scrutinising HSCP performance. At each of their meetings, a [Performance Report](#) is presented to them, which covers all of the HSCP service areas. At each meeting, they focus upon specific services in detail, with presentations being made to them by the respective Service Leads. It has previously been agreed that a summary of the Performance Presentations would be prepared and presented to the wider IJB annually.

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 ☒ - IJB Finance, Audit and Scrutiny Committee
Not Applicable ☐

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Recommendations:	The Integration Joint Board is asked to: a) Note the attached summary of the Performance Presentations made to the Finance, Audit and Scrutiny Committee during 2022/23.
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Relevance to Integration Joint Board Strategic Plan:

The report contributes to the ongoing requirement for the Integration Joint Board to provide scrutiny over HSCP operational performance, as outlined within the Strategic Plan.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	Within the Performance reports prepared for the Finance, Audit and Scrutiny Committee, HSCP performance is mapped against the 9 national health and wellbeing outcomes, ensuring that performance management activity within the Partnership is outcomes focused.
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Personnel:	A summary of the presentation made in relation to HR activity and performance is included in the paper.
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Carers:	A summary of the presentation made in relation to Older People activity and performance is included in the paper which includes a KPI relating to Carers.
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Provider Organisations:	None
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Equalities:	None
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Fairer Scotland Compliance:	None
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Financial:	None
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Legal:	The Integration Joint Board is required by statute to produce an Annual Performance Report within four months of the end of each financial year and to have routine performance management arrangements in place.
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Economic Impact:	None
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Risk Implications:	None
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Implications for Glasgow City Council:	The Integration Joint Board's performance framework includes social work performance indicators.
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Implications for NHS Greater Glasgow & Clyde:	The Integration Joint Board's performance framework includes health performance indicators.
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Direction Required to Council, Health Board or Both	
Direction to:	
1. No Direction Required	<input checked="" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

1. Purpose

- 1.1. The purpose of this report is to provide a summary of the performance presentations and related discussions which took place at the IJB Finance, Audit and Scrutiny Committee meetings during 2022/23.

2. Background

- 2.1. The IJB Finance, Audit and Scrutiny Committee have responsibility for scrutinising HSCP performance. At each of their meetings, a [Performance Report](#) is presented to them, which covers all of the HSCP service areas and details performance against a range of Key Performance Indicators. At each meeting, the Committee focus upon specific services in detail, with presentations being made to them by the respective Service Leads.
- 2.2. Following discussions by a Short Life Working Group set up to review performance reporting to the Finance, Audit and Scrutiny Committee and IJB, a standard presentation template was introduced in order to enable the Committee to more closely consider the contributions being made by services to the HSCP's Strategic Priorities. This template includes the following elements:
- A summary of Performance against Service KPIs.
 - Key Performance Achievements.
 - Challenges and Areas for Improvement.
 - Contributions to the HSCP's Strategic Priorities.
 - Future Plans and Service Priorities.
- 2.3. It was also agreed that a summary of the Performance Presentations would be prepared and presented to the wider IJB annually.

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3. Recommendations

3.1. The Integration Joint Board is asked to:

- a) Note the attached summary of the Performance Presentations made to the Finance, Audit and Scrutiny Committee during 2022/23.

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Meeting Date: 8th February 2023
Service Area/Lead: Health Improvement - Fiona Moss
Link to Presentation
Key Areas Discussed:
<ul style="list-style-type: none">• The drop-off rate in relation to breastfeeding.• Plans for audits which are required to retain UNICEF accreditation.• National supply issues in relation to smoking cessation products and discussions to add other products to the approved list.• The impact of the pandemic on service users and the wider population and the implications for health and social care services and targets going forward.• A recent report 'Health Beyond the Pandemic' which has been fed into the strategic planning process. Members requested that the report be presented to a future Glasgow City IJB.
Meeting Date: 14th December 2022
Service Area/Lead: Adult Services - Jackie Kerr
Link to Presentation
Key Areas Discussed:
<ul style="list-style-type: none">• The Relaxation and Recuperation (R&R) hubs, how they operate and how they have been positively received by staff.• Delayed discharges in Mental Health, factors causing these delays and levels of need amongst delayed patients.• Work being done to tackle delays including the role of Discharge Coordinators, the dedicated Social Work team and the recruitment of a Bed Admissions Manager to manage patient pathways into and out of hospital.• Ward closures and other mitigations being undertaken within short stay Adult Mental Health beds to address the continuing impact of Covid-19.• Work being done on a Winter Surge Plan for Mental Health and steps to move patients through the system quicker.• Drug deaths figures and trends including where these deaths took place.• Alcohol and Drug Service delivery models including outreach services and their recovery after the pandemic.• A Police Scotland pilot involving Police Officers carrying naloxone, which appears to have successfully helped to reduce drug deaths.• The move from Methadone to Buprenorphine and its significance in the stabilisation of chaotic drug users; and the hope that more service users will opt for Buprenorphine going forward.• The need to work with Primary Care colleagues to improve the consistency of shared care services across the city.• Reasons for underspend for alcohol and drug services and under occupancy in residential rehabilitation and supported living. Members were advised that the Scottish Government has been very prescriptive on what funding can be spent on - which is abstinence focused - so ongoing discussions taking place on whether the scope of what funding can be used for can be widened.• Plans to present an external review of alcohol and drug recovery services to a future IJB which will include an increase in interagency and multi-disciplinary psychological therapy.

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- Work to achieve a better alignment between Alcohol and Drug and Mental Health services, in order to ensure people are able to access psychological therapy if required, when receiving support for their addictions issues.

Meeting Date: 26th October 2022

Service Area/Leads: Children's Services - Mike Burns

Link to [Presentation](#)

Key Areas Discussed:

- Members noted they would be interested to see performance and progress in relation to Black and Minority Ethnic families in a future presentation.
- Officers indicated they hoped additional Scottish Government funding would enable them to gather better data to track outcomes for those with protected characteristics going forward.
- The inclusion of testimonies from service users was welcomed as a way of demonstrating the effectiveness of local service approaches.
- Current and future planned approaches for gathering feedback from parents and families on what was important to them were discussed.
- The scope to better communicate the positive work being done by social work to the general public and plans to take this forward.
- Action plans and strategies in place to address key risks and challenges.

Meeting Date: 26th October 2022

Service Area/Lead: Primary Care - Gary Dover

Link to [Presentation](#)

Key Areas Discussed:

- Measures for capturing patient views in primary care including the national Health and Care Experience Survey (HCES) which is undertaken every two years.
- Reductions in patient satisfaction levels between the last two HCES surveys, but it was noted that Glasgow was outperforming the Scottish average.
- Planned work to evaluate the Primary Care Improvement Plan (PCIP) programme, including gathering patient views on its impact and the intention to report this to the IJB and its Public Engagement Committee.
- It was agreed that officers would share available data with members about GPs face-to-face appointments, although it was noted that the Health Board wide survey used to gather this information was optional for GP practices.
- Variations across the city and factors contributing to this such as the levels of demand which may be higher in areas with high levels of deprivation and complex health issues.
- Funding challenges associated with the full implementation of the national GP contract and its commitments across Scotland.
- Local Primary Care Improvement Plan (PCIP) priorities which include providing access for all GP practices to treatment rooms and pharmacotherapy, and transferring responsibility for vaccinations from GPs.

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Meeting Date: 15th June 2022
Service Area: Justice Social Work - Pat Togher
Link to Presentation
Key Areas Discussed:
<ul style="list-style-type: none">• The use of 'block profiling' - a national accommodation strategy for sex offenders - which involves profiling a local community to identify any potential risks in terms of placing registered sex offenders in that vicinity.• The challenges of tenancy sustainment amongst people leaving prison was discussed and it was agreed that officers would look at what data could be made available on this.• It was also agreed to make data available on the use of Housing First for people on release.• How the Lillias Community Custody Unit will operate for different categories of women and the plans for its opening.• The MAPPA Significant Case Review, timescales for its completion and learning opportunities which will arise from it.
Meeting Date: 15th June 2022
Service Area: Homelessness - Pat Togher
Link to Presentation
Key Areas Discussed:
<ul style="list-style-type: none">• The numbers and characteristics of people in Hotel/B&B accommodation and how this is used.• The management of families who present as homeless.• The reduction in rough sleeping and how this has been achieved.• The introduction of the Complex Needs Service which has allowed the HSCP to target immediate access to an outreach model for people with complex needs.
Meeting Date: 15th June 2022
Service Area: Human Resources
Link to Presentation
Key Areas Discussed:
<ul style="list-style-type: none">• Performance trends in relation to the Knowledge and Skills Framework (KSF) and plans to improve this.• The use of Staff Development Plans in Care Homes.• Challenges in getting relevant and timely data to monitor performance in relation to the Workforce Plan. Officers indicated this is an area for development which they will provide an update on progress on early next year.

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Meeting Date: 13th April 2022

Service Area: Older People / Unscheduled Care - Stephen Fitzpatrick and Frances McMeeking

Link to [Presentation](#)

Key Areas Discussed:

- Questions about why Scottish Government guidance on admissions to care homes hasn't changed given evidence the Omicron variant is less severe.
- The impact of negative press coverage on attitudes to risk within the wider care home sector.
- The Health Board wide Unscheduled Care Commissioning Plan (UCCP).
- Changes to the provision of Step-Down Intermediate Care and the impact on beds.
- The introduction of the Discharge to Assess Pathway, its benefits and the impact upon the demand for Intermediate Care.
- The operation of reopened day care services and what testing requirements and social distancing measures would be in operation.

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