

**Minute of Meeting of the
East Renfrewshire
Integration Joint Board
held at 10.30 am on 25 September 2019 in
the Council Offices, Main Street,
Barrhead**

PRESENT

Anne-Marie Monaghan	NHS Greater Glasgow and Clyde Board (Chair)
Lesley Bairden	Head of Finance and Resources (Chief Financial Officer)
Councillor Caroline Bamforth	East Renfrewshire Council (Vice-Chair)
Susan Brimelow	NHS Greater Glasgow and Clyde Board
Councillor Tony Buchanan	East Renfrewshire Council
Anne Marie Kennedy	Third Sector representative
John Matthews	NHS Greater Glasgow and Clyde Board
Dr Deirdre McCormick	Chief Nurse
Andrew McCready	Staff Side representative (NHS)
Geoff Mohamed	Carers' representative
Councillor Paul O'Kane	East Renfrewshire Council
Kate Rocks	Head of Public Protection and Children's Services (Chief Social Work Officer)
Ian Smith	Staff Side representative (East Renfrewshire Council)
Flavia Tudoreanu	NHS Greater Glasgow and Clyde Board

IN ATTENDANCE

Eamonn Daly	Democratic Services Manager, East Renfrewshire Council
Candy Millard	Head of Adult Health and Social Care Localities

APOLOGIES FOR ABSENCE

Dr Angela Campbell	Consultant Physician in Medicine for the Elderly
Julie Murray	Chief Officer – HSCP
Councillor Jim Swift	East Renfrewshire Council

DECLARATIONS OF INTEREST

1. There were no declarations of interest intimated.

MINUTE OF PREVIOUS MEETING

2. The Board considered and approved the Minute of the meeting held on 14 August 2019.

MATTERS ARISING

3. The Board considered and noted a report by the Chief Officer providing an update on matters arising from discussions that had taken place at the previous meeting.

ROLLING ACTION LOG

4. The Board considered a report by the Chief Officer providing details of all open actions, and those which had been completed since the last meeting.

Having heard Ms Monaghan confirm that the report would now be amended to remove those actions that had been closed off, the Board noted the report.

CARE AT HOME IMPROVEMENT UPDATE

5. Under reference to the Minute of the previous meeting (Item 6 refers), when the Board had noted the progress report into the delivery of the Care at Home Improvement Plan, the Board considered a report by the Chief Officer providing a further update on the Care at Home Improvement Plan and outlining the performance measures that had been put in place to track progress. In addition a more detailed improvement plan which included timescales for action and whether these actions were being delivered in accordance with the initially agreed target date was appended to the report.

Having heard the Head of Adult Health and Social Care Localities report that the results of the Care Inspectorate's visit at the end of August were awaited and would be brought to the next meeting, Mrs Kennedy questioned why they had revisited so soon which in her opinion was unreasonable.

In reply the Head of Adult Health and Social Care Localities explained that although the Care Inspectorate were being provided with progress reports from the HSCP they did need to visit to independently verify the information provided to them. Furthermore the Head of Adult Health and Social Care Localities reminded the Board that as well as performing a regulatory role, the Inspectorate also acted in an advisory and support role, and were able to provide useful advice and guidance when they visited.

Mr Smith then suggested that the Board acknowledge the positive role played by and contribution made by both staff and trades unions in delivering service improvements, referring in particular to the manifesto produced by UNISON. Both Ms Monaghan and the Head of Adult Health and Social Care Localities commented in response, acknowledging the contributions made by staff and unions to the Partnership.

Responding to questions from Mrs Brimelow on the content of the Care Inspectorate's report and when it would be released, the Head of Adult Health and Social Care Localities reported that all of the senior management team had been in attendance when the Care Inspectorate had reported its findings verbally; that as the findings were not yet public she could not offer any further comment at the present; and that a copy of the report would be shared with all members of the Board as soon as it became publicly available as well as the report being put on the agenda for the first available meeting of the Board.

In addition the Head of Public Protection and Children's Services (Chief Social Work Officer) explained that there was still some way to go to deliver the service improvements that were being sought, but that the direction of travel was clear, and that the Care Inspectorate was being very supportive.

Ms Monaghan having highlighted the national context in relation to home care services which was also having an impact locally, Councillor Buchanan welcomed the improvements to date and that the Care Inspectorate were working constructively with the HSCP to achieve the required service improvements.

Responding to questions from Mr Smith as to whether there had been an increase in the number of service complaints in the preceding 2 years, it was explained that this was not the case; that there appeared to be a general reluctance on the part of service users to complain about services; and that efforts were being made to promote the complaints process, with the intention being to use complaints in a positive way as part of the overall service improvement journey. In addition, whilst recognising that any complaints from services users were in general related to processes and not staff, the Head of Adult Health and Social Care Localities explained that processes did have an impact on frontline service delivery.

The Board noted the report.

ANNUAL REPORT AND ACCOUNTS 2018/19

6. Under reference to the Minute of the Meeting of the Performance and Audit Committee held prior to the meeting of the Board, the Board considered a report by the Chief Financial Officer seeking approval for the final annual report and accounts for the IJB for the period 1 April 2018 to 31 March 2019, following the external audit of the accounts. A copy of the annual report and accounts accompanied the report.

The report referred to the establishment of IJBs and the requirements, in accordance with Section 106 of the Local Government (Scotland) Act 1973, for annual accounts to be prepared in compliance with the Code of Practice on Accounting for Local Authorities in the United Kingdom, and also to additional guidance produced by the Local Authority (Scotland) Accounts Advisory Committee.

Thereafter, the report explained that the annual report and accounts had been prepared in accordance with the relevant legislation and guidance, and that they were unqualified, met legislative requirements, had no significant issues and confirmed sound financial governance. The report also confirmed that no changes had been made to the figures as reported to the Board in the unaudited accounts on 26 June 2019.

Councillor Bamforth, Chair of the Performance and Audit Committee, reported that the accounts, along with the external auditor's report, had been discussed at length at the committee, and that it had been agreed to remit the report and accounts to the Board with a recommendation that they be approved.

The Chief Financial Officer having been heard further, and in particular thank her own colleagues and Audit Scotland for their support and assistance, Councillor Buchanan highlighted the fact that despite challenging financial circumstances the accounts were again unqualified.

Thereafter the Board:-

- (a) approved the audited annual report and accounts; and
- (b) authorised the Chair, Chief Officer and Chief Financial Officer to accept and sign the annual report and accounts on behalf of the IJB;

CHIEF SOCIAL WORK OFFICER'S ANNUAL REPORT 2018/19

7. The Board considered a report by the Chief Social Work Officer providing details of her Annual Report for 2018/19. A copy of the Annual Report was appended to the report.

The Annual Report provided an overview of the professional activity for social work within East Renfrewshire for 2018-19 through the delivery of statutory functions and responsibilities held by the Chief Social Work Officer. Details of challenges and risks facing social work and the Council were outlined which included the continuing challenging financial climate and the uncertainty for all public services, the increasing expectations and demands from the public and stakeholders, the increasing cost of supporting vulnerable people, and the impact of policy and legislation, service redesign to achieve savings and potential unintended consequences for service users, and management of increased service demand at a time of diminishing resources.

The Chief Social Work Officer was heard further on the report, referring in particular to the strong progress that had been made across services and to the very positive working relationships between the HSCP and partners, particularly the Council's Education and Environment Departments.

A number of areas of good performance were highlighted including the positive work with Care Experienced Young People and the funding provided by the Robertson Trust to enable the expansion of the Family Wellbeing Service.

She referred to the challenges facing adult social work services and that better use needed to be made of available management information to improve service delivery. In this regard, she referred to the positive work around the use of management information in children's services and that there was an opportunity to use that model for adult services.

In concluding, she stated that overall the service had performed well and acknowledged the contribution made by front line practitioners and partners.

Welcoming the report, Councillor Bamforth acknowledged the strong working relationships between services and partners that had contributed to the strong performance outlined. She highlighted that the success of the Family Wellbeing Service had been complimented at COSLA and that both COSLA and many other authorities were keen to know more about it.

Ms Tudoreanu also welcomed the report and in support of the comments made by the Chief Social Work Officer in relation to better use of data, questioned whether the methods used to gather data were the most efficient and was the data available used to best effect. She also raised issues in relation to support from the Council in relation to domestic abuse.

In reply, the Chief Social Work Officer commented on the way in which data was used but cautioned on the dangers of overuse of data leading to a breakdown in established personal relationships. She also indicated she would be happy to discuss other matters further with Ms Tudoreanu.

Councillor Buchanan then welcomed the report, paying tribute to the work of the Chief Social Work Officer and her staff. Reference was made in particular to the focus on the preventative agenda introduced some time ago and the benefits this was now starting to deliver. Support for a preventative approach was echoed by Mr Matthews who also welcomed the positive tone and messages from the Chief Social Work Officer.

Councillor O'Kane also welcomed the report and the strong emphasis on partnership working, the levels of which were not enjoyed in many other areas.

Commenting on the report, Ms Monaghan noted that it recorded fewer initiatives in respect of adult services and enquired when positive results from those initiatives that had been introduced were expected to materialise. She also suggested it would be helpful for a report to be submitted to a future meeting explaining how data use had led to service improvements in children's services.

In reply, the Chief Social Work Officer outlined that the initial focus on service improvement had been on children's services, and improvements in those service areas had been down to cultural changes and staff willingness to work in different ways. Now that this method had been established and a "blueprint" developed there was a strong possibility that this could be applied to adult services. This approach was supported by the Head of Adult Health and Social Care Localities.

Commenting further, Ms Monaghan did acknowledge the competing pressures of responding to the Care Inspectorate whilst at the same time seeking transformational change, the Chief Social Work officer agreeing that this challenge did lead to tensions in the service.

Thereafter the Board noted the Chief Social Work Officer's Annual Report.

CLINICAL AND CARE GOVERNANCE ANNUAL REPORT

8. The Board took up consideration of a report by the former Clinical Director submitting the HSCP's Annual Clinical and Care Governance Report for 2018-19. A copy of the Annual Report was appended to the report.

The Chief Nurse was heard further on the report in the course of which she highlighted that it was a high level summary and did not provide details on the full range of service provision.

Councillor Buchanan welcomed the report and in particular the continuing high immunisation rates, referring to the health related problems that had been caused in many areas due to a drop in immunisation levels.

Ms Monaghan having referred to a number of positive initiatives outlined in the report and in particular the Family Wellbeing Service pilot, now extended across all GP practices, the Board noted the report.

CHARGING FOR SERVICES 2020/21

9. The Board considered a report by the Chief Officer, to be considered by the East Renfrewshire Council Cabinet, seeking the Board's endorsement for proposed charges for services provided by the HSCP for 2020/21.

Having explained that authority for setting charges for social care had not been delegated to the Board and still lay with the Council, the report provided details of current charges, and outlined the proposed charges for 2020/21.

It was explained that the stand rate of inflation at 2.6% was the basis of increase to existing charges. Furthermore, the proposed contribution level for Individual Budgets was proposed to be 5% of the chargeable element of the budget, and that where an individual budget was in place the contribution would supersede any charge for individual aspects of a care package. A copy of the non-residential care charging policy that was in place to support the proposed charges as outlined accompanied the report.

Commenting further, the Chief Financial Officer clarified that the proposed increases, if approved, would generate an additional £26k of income. In addition, in response to Mrs Kennedy, she explained the process for the new charges being approved and the timescales for notifying service users of a price change.

Welcoming the report and in particular the proposed non-residential care charging policy, Ms Monaghan highlighted that the policy was silent on whether or not non-residential palliative care was chargeable. In reply, the Chief Financial Officer confirmed that palliative care in a residential setting was non-chargeable and with the Board's agreement an alteration would be made to the policy to confirm that non-residential palliative care would also be non-chargeable. This was agreed by the Board.

In addition Ms Monaghan also highlighted the absence of any reference to Independent Living Fund in the list of income sources disregarded in the financial assessment. In reply, the Chief Financial Officer reported that this had been addressed in the individual budget model but had not been reflected in the policy, and that she would make the necessary amendment.

The Board:-

- (a) noted the update;
- (b) endorsed the proposed increases as outlined in the report subject to the amendments as agreed; and
- (c) agreed to remit the proposals to the East Renfrewshire Council Cabinet for consideration.

REAPPOINTMENT OF IJB MEMBERS

10. The Board considered a report by the Chief Officer seeking the reappointment for a further three year term of a number of members of the Board, details of whom were listed

The report explained that the terms of office of members of the Board were prescribed both in legislation and the Board's own Standing Orders. It was noted that if approved, the reappointments would last for a further 3 years until September 2022.

The report also referred to the 3 current vacancies on the Board, explaining that as and when those vacancies were filled those appointments would be for three years.

The Board approved the reappointment of those members listed in the report.

REVENUE BUDGET MONITORING REPORT

11. The Board took up consideration of a report by the Chief Financial Officer providing details of the projected outturn position of the 2019/20 revenue budget as at 31 July 2019.

It was reported that against a full year budget of £118.499M there was a projected overspend of £0.368M (0.31%), with details of the projected overspend being provided. It was noted that this was an improvement of £0.099M from the position to 30 June reported at the August meeting of the Board. It was further noted that any overspend at the end of the year would be funded from reserves if required although every effort would be made to eliminate the operational overspend during the year.

Comment was made on the main projected variances, it being noted that at these would be subject to change as the year progressed.

The Board noted the report.

DATE OF NEXT MEETING

12. It was noted that the next meeting of the Integration Joint Board would be held on Wednesday 27 November 2019 at 10.30 am in the Eastwood Health and Care Centre, Drumby Crescent, Clarkston.

CHAIR