

Third Sector Briefing Note

Perth and Kinross Integration Joint Board (IJB) – 18 August 2017

Produced by Helen MacKinnon, Chief Officer – TSI as the Third Sector Representative at the IJB Meeting on 18 August 2017.

Please note that this should not be taken as a minute of the meeting, but as an overview of the papers presented and a summary of specific points raised and responded to on behalf of the Third Sector Forum.

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The Integration Joint Board meeting papers are published in full online. To view papers, please visit <http://www.pkc.gov.uk/ijb>

Items 1-5: Welcome, Declarations, Minute and Action Point Update, and Matters Arising

Item 6.1: IJB Membership Update

The report updates on the first year of public partner involvement in the IJB, noting areas for improvement for the Health & Social Care Partnership (HSCP) such as earlier involvement in project development and mechanisms to bring forward improvement ideas via officers in localities. During the spring of 2017, the four partners hosted a series of 8 'let's talk health and care' events across Perth & Kinross to raise awareness of their roles.

Elections for new IJB members for Service Users took place in July. Five candidates presented with elections live-streamed to 8 venues across Perth & Kinross. Maureen Mitchell was appointed as the main representative and Linda Lennie as the alternate.

Item 6.2: Financial Update as at 30 June 2017

The report provides a forecast financial position for the IJB for the year ended 31 March 2018 based on actual income and expenditure for the first quarter.

The report notes a forecast overspend of £1.307m. The financial overspends forecast continue around hosted services, GP prescribing and hospital and community services. A scoping exercise is underway for a full review of community hospitals. There is a need to bring forward proposals during 2017/18 for Medicine for the Elderly and Community Hospitals to support sustainable future services.

The yearend forecast underspend for social care is £1.101m, primarily due to the forecast delivery of accelerated savings (£812k).

The report gives background on Alcohol and Drugs Partnership funding; Scottish Government funding to NHS Tayside which is then allocated across the local authority areas. In 2016-17, ADP funding reduced nationally, resulting in a £1.2m reduction to NHS Tayside, who provided recurring funding to maintain baseline levels but applied a savings target, which needs to be met again in 16-17. ADP Tayside Group has taken a lead role in identifying an appropriate basis for allocation of this saving which is spread across the range of ADP funded services. Savings of £109k have been attributed to the Perth & Kinross HSCP; savings have been identified and are expected to be delivered. The IJB was asked to approve the 17/18 budget to be devolved to the IJB for Perth & Kinross Alcohol and Drugs Partnership.

Item 6.3: IJB Complaints Handling Procedure

The IJB is asked to approve a new Complaints Handling Procedure for the partnership following guidance from the Scottish Public Services Ombudsman that specifies HSCPs

ensure an integrated approach to handling complaints. The procedure aligns the NHS, social work and new IJB complaints handling procedures. 3-monthly Complaints Reports will be submitted to the Performance and Audit Committee.

The IJB Complaints Handling Procedure covers dissatisfaction about an IJB's action or lack of action or about the service the IJB has provided in fulfilling its responsibilities as set out in the Integration Scheme. This may relate to the IJB's policies, board decisions or the administrative or decision making processes followed by the IJB in coming to a decision.

The procedure was submitted to the SPSO on 30 June for verification and has been approved as compliant.

The Social Work procedure has been in place since April 2017 and was updated to reflect the structure for the HSCP. It relates to all complaints which express dissatisfaction by one or more members about the organisation's action or lack of action or its standards.

NHS Tayside works with three IJBs. The NHS Tayside procedure was also introduced in April 2017. Work will be undertaken to ensure there is consistency with the agreed reported data and complaint handling procedure across Tayside.

Complaints feedback leaflets have been drafted and are available on the council and NHS Tayside websites along with the procedure.

Item 7.1: Annual Performance Report

The first Annual Performance Report for the HSCP is presented. It sets out performance against the national health & wellbeing outcomes and progress towards the achievements of ambitions outlined in the Strategic Commissioning Plan.

The report includes information on the HSCP's: vision and aims; key performance messages; feedback from service users and priorities for improvement. It includes a summary report. These will be accessed online, with hard copies available.

Third Sector Forum Comments:

- *HM noted that the report was a vibrant and accessible document, and recognised the work that had gone into preparing it.*
- *Although there is a clear focus on continuous improvement, the Forum felt that the narrative of our HSCP's performance read through 'rose-tinted glasses' and could have been more realistic in presenting the challenges for the partnership.*
- *We also noted caution around how we interpret the performance indicators, giving the example of Outcome 6 Carers Support, which is marked 'green' but when viewed from a different perspective, the indicator tells us "59% of carers do not feel supported to continue in their caring role". Without time to understand and scrutinise the key indicators in more detail, the report presentation can be misleading.*
- **Response:** The Chief Officer noted that the way that the national survey is undertaken is not ideal. Some indicators are just collected every two years, therefore are not completely up to date. A local authority member reiterated the Forum's point about turning the statistic on its head, noting that while 87% of staff felt they were treated with dignity and respect at work, there was 13% who didn't.

- *The Forum is keen to see how in the future we can enable better multi-stakeholder understanding and scrutiny of performance before it comes to the IJB. This would enable different perspectives on how we want to report. The third sector would also be keen to work to co-produce how we impact report on third sector's contributions to the report.*
- **Response:** Feedback was welcomed by Chief Officer. The Vice Chair suggested that a small group (possibly via the Communications & Engagement group) could be tasked with looking at the purpose of the report, its audience, reflecting on IJB comments, and how it could be coproduced in the future. There was additional discussion about the level of performance information that the Board requires to understand, which may be deeper than the Annual Performance Report Summary. It was agreed that the accessibility and vibrancy of the report should be retained in the future.

Item 7.2: Participation and Engagement Strategies

The report updates on the HSCP's implementation of its Communications and Participation and Engagement Strategies. It highlights the complex drivers for the partnership's communications and engagement activity, which include involving community stakeholders at different levels – strategic, local and individual levels, and across transformation projects and specific care group strategies.

It gives highlights from communication activities, including the Third Sector Forum's membership and development. Examples of community Participatory Budgeting are noted, which saw funds distributed by communities to 41 community projects.

The report proposes a new visual identity for the partnership. The IJB is asked to approve a logo which builds on the Join the Conversation brand.

Third Sector Forum comments on the logo:

- *The Forum supported the proposal to have a new visual identity that did not include specific partner logos.*
- *Generally, the Forum wasn't particularly supportive of the visual image and felt it looked like a 'queue of people lining up for HSCP services'*
- *The Forum felt that if the proposed logo was approved, the design quality needed to be enhanced.*
- **Response:** Feedback was fed in. IJB members agreed that the logo needed updating in terms of a strap-line, but agreed that the use of the Join the Conversation imaging was a natural and appropriate development. The logo was approved subject to further work on a strap-line.

Item 8.1 Psychiatry of Old Age, Older People Community Mental Health

The report outlines proposals to improve psychiatry of old age provision for older people living with mental health needs in South Perthshire, by shifting resources from a traditional bed-based dementia model to a community-based model supporting older people across the spectrum of mental health. This builds on learning from similar shifts in provision in Strathmore and Northwest Perthshire.

The Scottish Government recently published its third national dementia strategy which maintains a focus on improving the quality of care for people living with dementia and their families. It outlines 3 main challenges to be addressed: ensuring consistent timely, person-centred, flexible and coordinated support; building on post-diagnosis support and illness

progress; embracing redesign and transformation of services to shift support into community settings.

In May, users and carers of existing service were consulted on their experience of the care and support received, to identify improvements and discuss the future of Ward 1. The majority of people were satisfied with their care and felt that future support should be provided at home or in a homely setting.

3 options were developed and appraised. The preferred option is to enhance the Perth & Kinross Liaison and Transitional Care Team and develop specialist services. Full details are provided in the accompanying paper.

PAPERS FOR INFORMATION

9.1 Joint Inspection of Services for Children and Young People

The Chief Social Work Officer updated that the self-evaluation report for the upcoming joint inspection had just been finalised and submitted the previous day and so had not yet been distributed to the IJB.

9.2 Mental Health Redesign Programme – Consultation Update

At its meeting on 30 June, the IJB gave approval to allow the Mental Health Service Redesign Transformation Programme to progress to a 3 month consultation period around a preferred option.

The report details engagement progress made during July and the next 2 months, including the mechanisms by which information on the consultation can be accessed. It has its own designated website which displays a full report, summary report, Board reports, FAQs, glossary, video clips and supporting materials.

A series of public events are organised across Tayside, with a number detailed in Perth & Kinross. A mid-point review with the Scottish Health council has been arranged in August to ensure the consultation is achieving the key objectives and maximum feedback achievable during the period. This review will provide a view to Programme team regarding progress and whether any additional work may be required

The report was for information only however a local authority member of the IJB fed in that the consultation process was felt to be alienating groups. The timing of public events was questioned and a request made for evening opportunities. The Chief Officer noted that he had already met with a number of groups and made the commitment to meet with any others who felt they weren't involved.

Date of Next Meeting: Friday 26 September – special meeting to approve the audited Annual Accounts 2016/17. Next full IJB Meeting – 13 October 2017.