

---

## Minute of Performance & Audit Committee

---

**Date:** Tuesday 1<sup>st</sup> November 2022

---

**Time:** 2pm

**Place:** Via MS Teams

---

### Present

Councillor Hugh Hunter (Chair)

Councillor Julie Dettbarn

Billy Cooper, SAC Staff Side Union Rep Member

### In Attendance

Tim Eltringham, Director/Chief Officer, Health & Social Care Partnership

Mark Inglis, Head of Children's, and Justice Services

Billy McClean, Head of Community Health and Care Services

Lisa Duncan, Chief Finance Officer

Sheila Tyeson, Service Manager, Policy, Performance and Commissioning

Deborah McVey, Co-Ordinator, Registration, Records & Information

Rachael Queen, Records and Data Officer

James Andrew, Co-Ordinator, Organisational Development

Steven Kelly, Quality Assurance Lead

Nicola Hunter, Co-Ordinator, Unscheduled Care

Laura Conaghan, Admin Assistant (Minute Taker)

## 1. Apologies for Absence

Apologies for absence were noted from Jean Ford, Ewing Hope and Gary Hoey.

## 2. Declarations of Interest

There were no declarations of interest by members of the Board.

## 3. Minute of Previous Meeting

The minute of the meeting held on 26<sup>th</sup> August 2022 (as circulated) was approved by the Board, with one amendment to the recorded attendance noted.

## 4. Schedule of Meetings

T Eltringham noted that with the agreement of the Committee, Performance and Audit Committee Meetings will be scheduled for every two months. T Eltringham advised that Rachael Graham will be joining the Policy & Performance Team as Co-Ordinator and will lead on creating a schedule of reports for meetings.

**The Committee agreed to this proposal.**

## 5. Workforce Plan

James Andrew, Co-Ordinator – Organisational Development, was welcomed to today's meeting.

J Andrew gave the Committee a presentation on the background of the workforce plan.

J Andrew advised that the Workforce Plan was previously approved by the Integration Joint Board and it was agreed that regular updates would be provided to the Performance & Audit Committee. J Andrew noted that the aim in the future is to have NHSA&A and SAC to align their workforce plans to allow for national planning. T Eltringham thanked J Andrew for an excellent report and praised the work done to allow good feedback from the Scottish Government. It was noted that an agenda will be created to allow staff to work through the risks identified within the plan. T Eltringham advised that a Staff Governance Group will be created to work on clearer governance arrangements.

B Cooper highlighted that there is an ongoing struggle to retain staff and the remaining staff sometimes don't feel valued for the work they do. J Andrew advised that there is an aim to bring PDR completion up to a higher rate to express to staff that there is opportunities for development. J Andrew advised that he is developing a

one page document to send to staff that explains what the workforce plan is and how it effects individual people. It was noted that J Andrew will work with staff representatives before issuing this. B McClean stated that the workforce is the biggest asset to the Partnership and managers should have regular formal/informal wellbeing discussions.

**The Committee agreed to approve this report and requested an update in 6 months.**

## 6. Older Peoples and Adult Services Plan

B McClean advised that in 2019 it was requested that a service improvement plan was created however this was not published due to Covid and it was noted that it was time to review this plan. B McClean noted that this plan will reflect plans for the upcoming 2-3 years and will include learning from covid and the renewed Integration Joint Board Strategic Plan.

B McClean stated that 33 areas for improvement have been highlighted, with 15 noted as high priority improvement. It was stated 4 of these areas will be reported to the committee and will provide action focused updates. Councillor Hunter queried if these areas would be reflected on Pentana. S Tyeson confirmed that these areas have already been added to Pentana. Councillor Dettbarn expressed that she is pleased to see that policies are being looked at individually and advised that an Older People's Champion will be appointed in December 2022. Councillor Dettbarn will keep the Committee updated when this appointment is made.

**The Committee approved this report.**

## 7. Complaints Process

Steven Kelly, Quality Assurance Lead was welcomed to today's meeting.

S Kelly advised that from January – June 2022, a total of 23 complaints were received via the Listening to You service. The breakdown can be seen below:

<u>Service Area</u>	<u>January-June 2022</u>
Children's Services	18
Older People CC	2
Adult Care- Learning Disability	3
Adult Care-Mental Health	0
Justice Services	0

S Kelly noted that reporting can often be problematic due to which theme options there are for complaints.

S Kelly highlighted that often Older People's services handle complaints informally however, staff have been advised to add these complaints to the system to allow for data collection. B McClean added that complaints are often resolved as close to the frontline as possible. Councillor Hunter queried why complaints are often not upheld. S Kelly advised this is due to the language on the system which states upheld or not upheld. It was noted that often complaints are made due to the emotions of a situation however, following meetings or conversations to allow staff to explain the actions/methods used, then these are closed off.

Councillor Dettbarn noted that when elected members receive constituent enquiry, these are often not uploaded as a complaint. It was queried if a category can be added to state "resolved to constituents satisfaction". T Eltringham noted that the complaints process following the guidance set out by South Ayrshire Council. T Eltringham noted that the fallout that could be caused due to unclear terms could be catastrophic for services. It was agreed that S Kelly would explore the possibility of changing the language used.

S Kelly advised that he would like to explore the positive outcomes from resolved complaints and present these as case studies at a future meeting.

**The Committee agreed to note this report.**

## **8. Social Isolation and Loneliness Strategy**

P White advised that the strategy was approved by the Integration Joint Board in June 2019 and is progressing well with local groups, local grants and activities. It was noted that there is loads of local activity going on despite the setbacks they faced during Covid.

P White advised that Public Health have employed a Health Improvement Officer who will implement the social isolation strategy which has been vacant for over an year. P White noted that to reflect the ongoing learning and changing landscapes of other services, the strategy will be reviewed and the Committee will be kept updated on the process of this.

**The Committee approved this report.**

## **9. Cost of Living/Fuel Costs**

L Duncan explained that this report has been created to highlight the current position of the Partnership due to the Partnership providing care to some of the most vulnerable people within the community.

L Duncan advised that training has been provided to frontline staff and managers on the information and advice hub to allow them to make referrals on behalf of people and also gives them knowledge on what services are available for people to access. It was noted that there has been an 86% rise in referrals in 2022. L Duncan highlighted that VASA created an Ayrshire Lifeline magazine which will be delivered to every house hold in Ayrshire. L Duncan advised tat there has been an uplift to £10.50 to commissioned carers which will be reflected within the budget.

T Eltringham noted that all frontline staff completed the mandatory training and it has been hugely helpful and will be refreshed each winter. It was noted that the training will be extended to all elected members. T Eltringham explained that there is an ongoing concern regarding the possibility of power cuts throughout the coming months and noted that there was an idea of providing “cosy boxes” to vulnerable households which will include blankets, hot water bottles, non-perishable foods etc.

**The Committee agreed to approve this report.**

#### 10. Records Management Plan

Deborah McVey, Co-Ordinator, Registration, Records & Information and Rachael Queen, Records and Data Officer were welcomed to today’s meeting.

D McVey noted that the Integration Joint Board established the records management plan in 2019. It was noted that these plans are held within SAC systems and should follow the Public Records (Scotland) Act 2011 set out by the Scottish Government. R Queen noted that work will be done to transfer records onto Microsoft 365. It was noted that staff training will be provided over the next 2-3 years and an electronic records guidance will be provided to HSCP Governance Admin Staff as keepers of the records on behalf of the Integration Joint Board.

**The Committee agreed to note this report.**

#### 11. Any Other Business

As there was no other business to discuss, the meeting was concluded at 3.40pm.

#### 12. Date of Next Meeting

Tuesday 28<sup>th</sup> February 2023 at 2pm.