
Minute of Performance and Audit Committee

Date: 19th April 2023

Time: 2pm

Place: MS Teams

Present

Councillor Hugh Hunter, Performance and Audit Committee (chair)
Councillor Julie Dettbarn, Performance and Audit Committee (vice chair)
Billy Cooper, SAC Staff Side Union Rep Member

In Attendance

Tim Eltringham - Director/Chief Officer, HSCP
Mark Inglis - Head of Children's, and Justice Services
Lisa Duncan - Chief Finance Officer, HSCP
Sheila Tyeson - Senior Manager, Planning, Performance and Commissioning, HSCP
Frances Ewan - NHS Staff representative.
Rachael Graham - Planning and Performance Co-ordinator, HSCP
Gary Hoey - Chief Social Work officer, HSCP
Jean Ford - Non-Executive Director – NHS
Cecilia McGhee - SAC Chief Internal Auditor
Faye Murfet - ADP Lead Officer, HSCP
Thomas Griffin - Digital Programme Manager, HSCP
Catriona Caves – Head of Regulatory Services, SAC
Nadine McCord - Admin Assistant (Minute Taker)

Councillor Hugh Hunter in the Chair

1. Apologies for Absence and Declarations of Interest

Apologies were received on behalf of Ewing Hope, Billy McClean, Sharon Hackney and Sandra Rae.

2. Minute of Previous Meeting

Add Jean's apologies to this minute - actioned 18/05/2023 (SB)

Minutes of previous meeting on 28th February 2023 were approved by the committee.

3. Matters Arising/ Action Log

Nothing from previous meeting

4. HSCP Ministerial Strategic Group Action report

S Tyeson was looking for commentary or further comments regarding the achievements of the Health and Social Care Partnership.

S Tyeson asked us to please note the action and approved Ministerial Strategic Group actions 1 – 19, 23 – 31 have been completed – see report.

The report was due at an earlier meeting, but due to various challenges, this did not happen. S Tyeson also advised the report is going to PAC (Performance and Audit Committee), for final closure of Ministerial Strategic Groups that have been captured on Pentana and reported on; a couple have not been completed, any overlapped or further developed will have been superseded with new actions and reported to PAC (Performance and Audit Committee) in due course.

Discussion took place around some of the actions

Councillor Hunter and Councillor Dettbarn approved the report, and performance noted.

5. Adult Community Mental Health Strategy 2017-2022 update report

S Tyeson spoke about the Mental Health strategy update 2017 – 2022 which is the last report of this Strategy period; Sharon was due to update, but unable to attend today, there is an appendix which details achievements of report.

S Tyeson spoke to the paper as circulated (see report).

J Ford discussed the content of 4.13 around the staffing gap; I know it exists everywhere; would be good to know how this is going to be addressed.

Item 2.1 refers to the use of technology, but the updates do not offer detail on the technology. A few other action points that revert back to this – more detail would be helpful around what the technology piece; what we are doing here - it is not apparent from updates; not visible, would be useful to have some more detail.

Councillor Hunter – Raised a query re Mental Health as led by North Ayrshire Health and Social Care Partnership. How does ours fit in with the other two Health and Social Care Partnership's?

T Eltringham advised North Ayrshire is the lead; primarily that involves managing the Medical and Psychology staff, but we manage our own Nursing and Community Mental Health Team, who work closely with Social Work and Social Care colleagues.

Parts of the strategy was drafted some years ago, and we sought to align it with the direction of travel North Ayrshire were coming up with.

TE advised that South Ayrshire HSCP is due to refresh this strategy. Sharon is moving on to promoted post in North Ayrshire – the sensible thing is to await arrival of the new senior post before we embark on writing a new one.

Actions – S Hackney to provide update on the actions note included. Update to come to the next Performance and Audit Committee.

Councillor Hunter and Councillor Dettbarn approved the report

6. Digital Strategy update report

T Griffin advised this is a finalising strategy before moving on to the next strategy for workstreams; we have 14 complete and 7 superseded onto new strategy with one being not on target. 1.3 – need NHS Ayrshire and Arran to complete their part

Is a phase 2 that will be due to start around Aug/Sept this year.

The equipment store has been deemed fit for purpose; going to see if we can grow this for collaborative working. CM2000 works for us to a degree, but we are not using it as well as we could do. Going to arrange training session on how we build reports to feed into system.

LD – will come back with further information re council investment decision re electronic system, if available.

TG – advised a project to replace a system takes around 3-5 years.

2.5 – CM2000 has been rolled out to all internal carer's, who are using it in areas where they can use teams; outlook; sway; excel and can access digital payslip as well.

TG – 4.3 is slightly higher than the 20% we are currently progressing with this and Vikas (project manager), we have 2 people, he is going to assess the estate; what's in people's houses and what needs replaced when. 4.4 waiting on decision to be made around this. 4.5 – this has been taken forward by our lead protection officers; will need to be reviewed this year before we can mark as completed. 4.6 - Until the admin review is complete, we are putting this on hold and can then start again. 4.7 – Everyone has access to digital technology within the partnership; there is access to technology and systems on personal devices too.

B Cooper went on to discuss devices stating I have been involved with Oracle Fusion and will ask how it links with CM2000. I am not aware if there are areas within the Health and Social Care Partnership where there are docking stations set up. Using your own device is voluntary; this needs to be made clear to all staff. People who are accessing the Core, CM2000 and other systems; How does that work in with Oracle Fusion and front line?

T Eltringham advised he does not think it is possible for Thomas to answer those questions. The issues in terms of Oracle Fusion are different from the CM2000 application.

Thomas may have difficulty responding to some of the other issues.

If there is anything offline you want to raise with myself Thomas, or Kevin in councils' team, we are happy to do that.

B Cooper agreed to take it offline

G Hoey would like to thank Thomas for a lot of work over a lot of areas; baseline digital skills etc this is important to me. We are currently chairing the workforce development subgroup for Staff Governance Group, which is a key priority for the Health and Social Care Partnership. Initial thoughts - we need identify the main themes; perhaps some of the stuff Billy's talking about around user experience and how can we support people to use it to its full advantage.

T Eltringham advised we have legacy systems which were identified as huge areas of risk. Took a lot of time to implement Carefirst, which is better than the previous system, but the provider is in the process of developing a newer system and other systems have emerged. CareFirst fulfils its purpose just now; the time is right for us to explore future options; identifying a future service provider.

Our view would be that the council has a responsibility to provide resources or information technology and Information Technology.

A good decision was our recommendation to appoint a specific officer to oversee the digital programme. Things are not as quick as we want them to be, but we have made progress. Thomas has supported several system issues, which have diverted away from initial purpose of the role. I am interested in the role of technology in terms of supporting service users in their own home etc, Thomas needs time freed up to do this type of work.

Councillor Hunter inquired if Thomas have any support?

T Eltringham responded, no he does not, the post is a singleton post. This is being considered as part of a wider overview of Sheila's team.

Councillor Dettbarn – Thanks Thomas for report.

Impressed with the contents and hearing about the things we have long spoke about regarding systems not linking etc., CareFirst and where we will get money for new system. Imperative we do get the finances for this, as we need to keep systems updated; it is not an option not to. This has been previously identified, one of the things which held the Health and Social Care Partnership back in developing a new system was the council systems were very

outdated. We do not want to get back into the space of having such a huge piece of catch-up work to do. We must be in front of these things.

What are the next steps to see how we go about getting the money we need.

B Cooper stated they were unsure why the new system has been knocked back, we were told 8 years ago, before the implementation of the CareFirst system. We went to implement it and the decision then, was to look at other areas, where they had removed the system, but South Ayrshire carried on with the implementation.

T Eltringham stated this was not entirely accurate. We have not approached these issues with Tim Baulk and Eileen yet, the sensible thing to note at this stage is that a conversation would be further developed around this.

The committee thanked Thomas for the work that has been done on this, happy to move the paper and recommendations

Councillor Dettbarn was happy to second this.

7. Medication Assisted Treatment Standards

G Hoey stated for the Performance and Audit Committee; you will see the paper outlines where we are in terms of meeting demands and standards of Medicated Assisted Treatment, ensuring the people who are experiencing, can get access to appropriate levels of support. Nationally, there is huge scrutiny around this, the paper looks at Quarter 4 performance.

We got standards set through the Major Incident Support Team in terms of projections of where we should be in April 2023.

F Murfet presented a quick overview on the Medicated Assisted Treatment Standards which were published in May 2021 by Scottish Government.

The aim is focused on access and is looking to ensure everyone has access to the right support for them; 10 standards around rapid access, choice of treatment etc

Focus on people staying in treatment as long as necessary, as detailed in the paper.

We undertook a local baseline assessment as draft in 2021 and signed off December 2021. Regarding Medicated Assisted Treatment standards 1 was for from Major Incident Support Team. Within South Ayrshire we identified Medicated Assisted Treatment 1 as being challenging.

See report details.

Work has been significant from a wide range of partners.

As part of our annual reporting for this year we were required to submit a significant amount of information and numerical data. Piloted process back-end of this year and beginning if this year. Using people who had lived experience. All that data has been submitted to Scottish Government on back of process evaluation data – appendix 1 Major Incident Support Team

have provided RAG status. Predicted we will be provisional green for mat standards 1-5 – amber from 6-10.

Delighted with the provisional status, it is anticipating that by early May, we will have RAG status confirmed.

Quarter 4 Improvement plan report – we have a requirement to develop a local improvement plan signed off by all Chief Officers in south Ayrshire.

T Eltringham commented on how we have reflected on the work of Alcohol and Drug Partnership on several occasions within Committees. All I would want to reflect on is the work that we are doing in South Ayrshire, in comparison with anywhere else in Scotland; we are performing well. Thanks for work been done around this.

Councillor Hunter and Councillor Dettbarn approved the report and recommendations

8. Reducing Drug Related Deaths in South Ayrshire

G Hoey commented the Medicated Assisted Treatment standards paper is a focused piece of work. Our efforts to reduce drug related deaths within South Ayrshire has a lot more going on; this paper outlines some of the planning and other things that have been put in place already, hopes for the future are to further support and reduce drug deaths in South Ayrshire.

F Murfet gave some background info; we are aware of a significant increase in drug related deaths across Scotland and within South Ayrshire. We have been seeing a reduction in this in South Ayrshire over last 2 years, although it is too early to confirm if this is a continued downward position.

With regards to the data, in 2020, we had 31, in 2021, we had 23, in 2022, we had 18.

Last year's numbers have not been confirmed yet. Locally though, the Alcohol and Drug Partnership have reviewed the process. F Murfet leads on a multi-agency process for South Ayrshire.

With an aim to increase understanding of factors contributed to someone's death, we have developed a new Alcohol and Drug Partnership Performance Management System which will be taken forward in line with a new commission plan, we hope to have this in place around summertime.

Launched "Change story," please see report regarding this.

One of the key areas of work taken forward is the change team (see report regarding this), their remit is about engaging with individuals at high risk and to provide intense wrap around support. Doing a lot of work around residential rehabilitation, developing a pathway and model to support people to access funded residential rehabilitation placements.

We have made several significant commitments over the next 2 years to remove barriers and offer safe space to allow people to engage with services and supports. We are moving forward with establishing this model and part of this is the outreach vehicle.

Work on multi agency basis regarding overdose pathway.

There have been 2 multi-agency workshops regarding this with Police Services and Housing etc going to pilot a huddle meeting where all partners, who can bring individuals at high risk to this discussion and decide which service is most important to take forward, work with these people.

This has been informed strongly by the voice of people with lived experience. We have tried to be guided by the people who have lived these experiences.

Councillor Dettbarn – Thanks for huge amount of work its significant and is going to make a difference to some of our most vulnerable people.

Councillor Hunter – Have these commitments been costed and do you have business plan which sets it all out?

F Murfet – a lot of work is already underway within the existing Alcohol and Drug Partnership plan. We have submitted a funding application to the Cora foundation. Funding has been identified for a vehicle. We are trying to work collaboratively across the services to look at collaborative arrangements, some of it depends on applications to Cora, this may have to be revisited. Some we can move already and is underway within existing budgets, we should hear from Cora by the end of May. We are looking at business models to identify what we need to implement.

Wellbeing Event on 2nd June everyone welcome, if interested and I can send out an invite

Paper approved.

Any Other Business

As there was no other business to discuss, Councillor Hunter thanked everyone for their attendance and brought the meeting to a close.

Date of Next Meeting

Tuesday 30th May 2023