

REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD -
25 OCTOBER 2023

REPORT ON: PERFORMANCE AND AUDIT COMMITTEE CHAIR'S ASSURANCE
REPORT

REPORT BY: CHAIR, PERFORMANCE AND AUDIT COMMITTEE

REPORT NO: DIJB61-2023

This assurance report relates to the meeting of the Performance and Audit Committee (PAC) of the 27th September 2023.

Instructions Issued and approvals made by the Committee

- The Committee instructed that a summary report be brought back to the November meeting of the PAC regarding the data presented at the September meeting around emergency admission rates, specifically relating to the implications and what needs to be done to respond to the findings
- The Committee approved the continuation of the appointment of Fife, Tayside and Forth Valley Audit and Management Services (FTF) as the IJB's lead internal auditors with the role of Chief Internal Auditor being Jocelyn Lyall from FTF.
- The Chief Finance Officer was instructed to implement the recommendations of the Internal Audit review of the Viability of External Care Providers and update on progress to the November PAC meeting.

Issues to highlight to the Board

- I welcomed Jocelyn Lyall from FTF who has replaced Tony Gaskin as the Chief Internal Auditor and Donald McPherson following his re-appointment to the PAC.
- It was noted by Donald McPherson that having been away from the Committee for a period that on his return the minutes of the meeting did not appear to be as full as they had been done previously to capture some of the flavour of the discussion. Following discussion, it was confirmed that the minutes would continue to be expanded to include any additional actions agreed during the meeting.
- The Health and Social Care Partnership's quarter 4 (2022/23) Performance Report was presented and scrutinised by the Committee with a wide range of questions on aspects of the data and reflections on areas where performance continued to be poor. The Committee sought assurances on what was being done to improve these areas and were advised that this was reflected through the priorities and actions set out in the IJB's Strategic and Commissioning Plan and developing delivery plan. A number of further actions have been identified and reflected in the minute of the meeting.
- One area of performance that the Committee has continued to focus on is around Emergency Admission Rates. An in-depth report was presented which provided a number of reasons why Dundee (alongside Angus and Perth) appears to perform poorly in this regard, some of which relate to the way services are configured in Tayside and subsequent impact on data recording. Further work will require the assistance of clinicians and operational services to better understand the impact of service provision on the indicators.

- Further performance information was presented in relation to quarter 4 of 2022/23 for Drug and Alcohol Services. This report was the 2nd such report the PAC had received and provided some focussed indicators around one of the biggest challenging areas the IJB has oversight for. The Committee welcomed the information presented.
- In addition, the Committee was presented with the Quarter 1 2023/24 Mental Health Service Indicators. The Committee was advised that the reporting of these was still developing and views were sought and provided on the content and future presentation of the report.
- A further area of focus for the Committee is around Discharge Management performance. The Committee was informed that conditions remain challenging with the backdrop of increasing demand from an increasingly frail older population however progress has been made to enable people to be discharged when they are ready.
- The quality of care for care homes and other adult and older people services in Dundee was set out in a report on Care Inspectorate Gradings. This covered the period 1st April 2022 to 31st March 2023 and the Committee noted the improvements made by services across all sectors in the quality of care provided albeit the previous inspection regime was undertaken during the Covid19 pandemic period.
- The Clinical Care and Professional Governance Assurance report was presented to the Committee which as ever provided many questions and discussion given the comprehensive overview of services including risks associated with service delivery. The report provided a reasonable level of assurance of clinical and care governance arrangements in place.
- The Committee approved the 2023/24 Internal Audit Plan, the continuation of FTF as the lead internal auditors and the appointment of Jocelyn Lyall as the IJB's Chief Internal Auditor. The Committee was advised that the outputs of this plan will continue to help the IJB strengthen its governance arrangements.
- One of the outstanding substantial Internal Audit reviews from the previous Internal Audit Plan, Review of Viability of External Providers, was presented to the Committee. This review found that reasonable assurance can be placed on the arrangements in place to contractually monitor care providers with a small number of recommendations which have been agreed to.
- The 2023/24 Quarter 1 Complaints Performance Report was submitted to the PAC which showed steady performance in responding to complaints which are relatively low given the scale of services provided.
- The regular Strategic Risk Register update was provided to the Committee. This noted a relatively steady position in relation to risk levels with no change to the previous reported position.
- The Committee tracked progress of both the Internal Audit Plan and the Governance Action Plan with reports on both of these presented to the meeting.

Ken Lynn
Chair

12 October 2023