

**Report To:** Inverclyde Integration Joint Board    **Date:** 4 November 2019

**Report By:** Louise Long  
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Partnership (HSCP)    **Report No:**  
IJB/72/2019/LL

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**Subject:** CHIEF OFFICER'S REPORT

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to update the Integration Joint Board on a number of areas of work.

## **2.0 SUMMARY**

- 2.1 The report details updates on work underway across the Health and Social Care Partnership.

## **3.0 RECOMMENDATIONS**

- 3.1 The Integration Joint Board is asked to note the items within the Chief Officer's Report and advise the Chief Officer if any further information is required.

**Louise Long**  
Corporate Director, (Chief Officer)  
Inverclyde HSCP

## **4.0 BACKGROUND**

4.1 There are a number of issues or business items that the IJB will want to be aware of and updated on, which do not require a full IJB report, or where progress is being reported which will be followed by a full report. IJB members can of course ask that more detailed reports are developed in relation to any of the topics covered.

## **5.0 BUSINESS ITEMS**

### **5.1 Hector McNeil House Office**

As part of the front face of the HSCP the offices where the public access to the service play a vital role. Reception staff across HSCP provide a friendly, warm reception that puts people at ease. Hector McNeil staff have decorated the front office for Halloween. It must be difficult visiting a social work office, the decoration helps put everyone at ease.

### **5.2 Criminal Justice Inspection**

The Care Inspectorate have now concluded their scrutiny of criminal justice social work services. The service has received a final draft report of the inspection findings together with indicative gradings. At the time of preparation of this report these are subject to a strict embargo. This embargo stays in place until such times as the service has been able to submit final comments and the care inspectorate conclude their quality assurance process of the inspection itself. The report will however be published shortly in advance of the board meeting and the Chief Officer will be in a position to provide a verbal update subject to a full report of the inspection findings being presented to the next meeting of the IJB.

### **5.3 Strategic Plan Implementation**

Officers have developed a framework approach to monitoring the implementation of the 6 Big Actions. This includes a Senior Manager sponsor for each of the Big Actions, and regular exception reports to the Strategic Planning Group and the IJB.

The sponsors are:

- Big Action 1 – Head of Strategy and Support Services
- Big Action 2 – Head of Children & Families and Criminal Justice
- Big Action 3 – Jointly sponsored by Head of Health and Community Care and CSWO
- Big Action 4 – Head of Health and Community Care
- Big Action 5 – Head of Mental Health, Addictions and Homelessness
- Big Action 6 – Chief Executive, Inverclyde CVS

The sponsors will drive the actions forward and address any barriers to progress.

### **5.4 Staff Awards**

The annual staff awards ceremony took place on 26<sup>th</sup> September, and provided an opportunity to celebrate some of the good work of the HSCP, and the commitment, dedication and passion of our staff. There were many worthy nominations under the five categories, and the winners were as follows:

Our Service User/Patients	Inverclyde HSCP Advice Services
Our People	Inverclyde HSCP's Inpatient Mental Health Services (Ward 4)
Our Leaders	Catriona MacLean

Our Culture	Arlene Mailey, Helen Laverty (Strategy and Support), Aileen Wilson & Erin Power (Your Voice)
Our Resources	Ellen Donnelly and Janice Donnachie

## 5.5 Locality Planning

People across Inverclyde were recently encouraged to attend community engagement events and take part in conversations about how public services are delivered in the future, and better understand communities' needs and use that knowledge and experiences to shape priorities for years to come. These events were used to start introducing locality planning and how we can work in collaboration with partner organisations and local communities to plan and deliver services that will make a real difference to people's lives. These events provided the first steps in working together to make this happen. The feedback report has been endorsed and will be published shortly. As part of our commitment to working with local communities, further engagement will be planned so people can continue to contribute to helping us shape how services will be delivered and how communities might look in the future.

Establishment of the six Locality Planning Groups (LPGs) and their respective Communications and Engagement Groups is ongoing. Following the recent locality planning community engagement events, a number of community members have expressed an interest in joining. These are now being followed up and some have now been 'recruited' (Kilmacollm & Quarriers, Greenock South & South West).

The strategic priorities provide the framework for the development and implementation of Locality Action Plans, reflecting both the needs of our population and the aspirations of our communities, with the overall aim of reducing inequalities. Revised Locality Profile intelligence has now been developed describing the population for each of the six localities in the context of needs for health and social care services. The Locality Profiles will provide baseline intelligence to support, inform and influence the Locality Action Plans driving forward transformational change through both analysis of data and continuous engagement with those living, working and using services in the community. The Locality Profiles will be presented to the Strategic Planning Group (SPG) at its next meeting after which they will be published.

## 6.0 IMPLICATIONS

### FINANCE

6.1 **Financial Implications:** There are no financial implications in this report

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments

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## LEGAL

6.2 There are no legal issues within this report.

## HUMAN RESOURCES

6.3 There are no human resources issues within this report.

## EQUALITIES

6.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
√	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

6.4.1 How does this report address our Equality Outcomes?

Equalities Outcome	Implications
People, including individuals from the protected characteristic groups, can access HSCP services.	Our implementation plans will support this outcome.
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	A key overarching aim of the Strategic Plan 2019-24 is to ensure equity of access to services and outcomes. The implementation plans will support delivery.
People with protected characteristics feel safe within their communities.	Strategic Plan Implementation.
People with protected characteristics feel included in the planning and developing of services.	The inclusive approach taken to develop the Strategic Plan has carried through to the development of the Implementation Plans, and delivery will be monitored closely by the SPG.
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	Our Staff Awards demonstrate motivated and high-quality staff, who will be central to the delivery of all of our equalities outcomes.
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	Not applicable
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	Not applicable

## CLINICAL OR CARE GOVERNANCE IMPLICATIONS

6.5 There are no clinical or care governance implications arising from this report.

## 7.0 NATIONAL WELLBEING OUTCOMES

7.1 How does this report support delivery of the National Wellbeing Outcomes?

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for longer.	Implementation of the Strategic Plan will ensure a co-ordinated approach to delivering improved healthy life expectancy.
People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	The inclusive approach taken to develop the Strategic Plan has carried through to the development of the Implementation Plans, thus ensuring a voice for people with a disability or long-term condition.
People who use health and social care services have positive experiences of those services, and have their dignity respected.	Our staff are motivated and valued, and this is demonstrated by the Annual Staff Awards. That motivation comes through in our culture, ensuring that we treat service users with dignity and respect.
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	As above.
Health and social care services contribute to reducing health inequalities.	Our implementation plans have an underpinning ethos of reducing health inequalities.
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	The SPG has a range of participants, including a carers representative, to ensure that carers and other important participants are fully represented and supported by the implementation plans.
People using health and social care services are safe from harm.	N/A
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	Staff morale is boosted through the annual awards.
Resources are used effectively in the provision of health and social care services.	As above.

## 8.0 DIRECTIONS

8.1

<b>Direction Required to Council, Health Board or Both</b>	Direction to:	
	1. No Direction Required	X
	2. Inverclyde Council	
	3. NHS Greater Glasgow & Clyde (GG&C)	
	4. Inverclyde Council and NHS GG&C	

## 9.0 CONSULTATION

9.1 There are no consultation requirements related to this report.

## 10.0 LIST OF BACKGROUND PAPERS

10.1 None.