

Report To: Community Health & Care
Partnership Sub Committee

Date: 18 October 2012

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Report No:
CHCP/52/2012/HW

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Subject: Governance of External Organisations CHCP Procedures and
Governance Report.

1.0 PURPOSE

To submit the CHCPs first Governance report to the CHCP Sub-Committee for information and to advise the Sub-Committee of the CHCP procedures which have been put in place to meet the Governance responsibilities in respect of External Organisations.

2.0 SUMMARY

- 2.1 The Policy & Resources Committee agreed in May 2011 to introduce a process to ensure that the Council fulfils its overall Governance responsibilities towards external organisations effectively.
- 2.2 The majority of organisations on the Council's governance list deliver services for the CHCP.
- 2.3 The new arrangements require Commissioning/ Contract Management meetings to take place with 72 organisations on either a quarterly or six monthly basis.
- 2.4 Due to the volume of organisations involved and to accommodate the schedule of Governance meetings, it is proposed to submit Governance reports to the CHCP Sub-Committee for approval within each Committee cycle. These reports will inform the Annual Monitoring Report to be submitted by the Chief Financial Officer to the Policy and Resources Committee and the Annual Report for the Annual Meeting of the Health and Social Care Committee.
- 2.5 The CHCP Governance reports will provide information to Committee which meets the Council's Governance requirements as detailed in this report.

3.0 RECOMMENDATION

- 3.1 To request the CHCP Sub-Committee to note the CHCP Governance report (Appendix Two).
- 3.2 To endorse the CHCP Governance procedures as detailed in this report.

4.0 BACKGROUND

- 4.1 The report approved by the Policy and Resources Committee in May 2011 provided detailed information on the Governance processes and requirements for each Directorate.
- 4.1 The process requires that Governance meetings take place with major external contracted services.
- 4.3 77 external organisations were approved to be subject to the new process.
- 4.4 72 of the organisations deliver services for the CHCP.

5.0 PROPOSALS

- 5.1 That the CHCP schedules Joint Commissioning/Contract Management meetings for the 72 Organisations until March 2013. (Appendix One.) A governance process has been developed for Commissioning/Contracts Officers to apply in these joint meetings. The process involves discussions regarding the key challenges facing organisations both operationally and financially; submission of information in respect of Director/Trustee meetings and advice from Commissioners regarding the current commissioning status of the service. Discussion will also take place regarding the CHCP strategic commissioning plans for the service area.
Audited accounts will be submitted annually to the CHCP for audit by Finance Services.
In situations where financial viability is a concern immediate engagement with the Organisation will take place involving Finance Services and Senior Contract and Commissioning Officers. The process may include meetings with liquidators/administrators (if circumstances require);and liaison with other purchasing authorities
Meetings are prioritised based on financial and contract monitoring status. Finance Officers will attend meetings to provide advice and information to both Commissioners/Contracts Officers and the Organisations.
- 5.2 That the CHCP in liaison with Finance Services apply the Governance reporting format which complies with Governance requirements. The undernoted format for the CHCP report has been agreed with Corporate Finance.
The format is reflected in Appendix Two and will be the basis for future CHCP Governance Reports.
- 5.3 The format profiles the following information for the Sub-Committee;
 - (a) the contractual status of the organisation
 - (b) the annual payment to the organisation
 - (c) the usage of the service in the financial period.
 - (d) profile for the quality of the service as determined by Care Inspectorate grading and Contract Monitoring reports.
 - (e) Information regarding the commissioning status of the organisation.
- 5.4 That, in the interests of confidentiality, the Dun and Bradstreet risk rating for organisations, which is monitored by Finance Services, is not reported.
- 5.5 That the Sub-Committee approve the first CHCP Governance report (Appendix Two).
- 5.6 That Governance reports be submitted within each committee cycle to the CHCP Sub-Committee. Future reports will provide additional performance information as informed by the Joint Commissioning/Contract Management Meetings.
- 5.7 Future reports will provide further performance details as informed by the scheduled Joint Commissioning/ Contract Management meetings.

6.0 IMPLICATIONS

6.1 Legal: There are no legal implications in respect of this report.

6.2 Finance: There are no financial implications in respect of this report.

| Cost Centre | Budget Heading | Budget Year | Proposed Spend this Report | Virement From | Other Comments |
|-------------|----------------|-------------|----------------------------|---------------|----------------|
| | | | | | |

6.3 Personnel: There are no personnel implications

6.4 Equalities: The equalities process is embedded within the Governance arrangements.

7.0 CONSULTATION

Consultation has taken place with Finance Services regarding the CHCP governance procedures and the financial information detailed in this report.

7.1 Legal Services have been consulted regarding the contractual status of organisations.

8.0 LIST OF BACKGROUND PAPERS

8.1 Policy & Resources Committee Report by Chief Financial Officer 24th May 2011.

8.2 Report to the Corporate Management Team 6th September 2012 – Governance of External Organisations - Update.

8.3 Care Inspectorate Reports (Most Recent Reporting Period).

Meetings Scheduled from 1 September 2012 to 31st March 2013
 72 Scheduled or Planned Meetings
 (includes 17 Organisations also met in the period April to August 2012)

Appendix One

| Organisation | Lead Directorate | Required Frequency of Meetings | Date of Next Scheduled Monitoring Meeting |
|--|---------------------------------------|--------------------------------|---|
| ABBNEYFIELD SCOTLAND LIMITED | CHCP | 6 monthly | Nov/ Dec |
| ALLIED HEALTHCARE GROUP LIMITED | CHCP | 6 monthly | Nov/ Dec |
| ALT-NA-CRAIG LTD | CHCP | 3 monthly | 1st Oct |
| Alzheimer Scotland Action on Dementia | CHCP | 6 monthly | Nov/ Dec |
| ARGYLL COMMUNITY CARE (seeNote) | CHCP | 6 monthly | Nov/ Dec |
| BALCLUTHA COURT CARE HOME | CHCP | 3 monthly | 1st Oct |
| BARNARDOS SCOTLAND WEST OFFICE | CHCP | 6 monthly | Nov/ Dec |
| BIELD HOUSING ASSOCIATION | CHCP | 6 monthly | Nov/ Dec |
| CALADH HOUSE | CHCP | 3 monthly | Sep/ Oct |
| CAPABILITY SCOTLAND | CHCP | 6 monthly | 28th Sept |
| CARE CONCERN LIMITED | CHCP | 3 Monthly | 4th October |
| CAREWATCH (INVER & NTH AYRSH) | CHCP | 6 monthly | Nov/ Dec |
| CARR GOMM SCOTLAND (See note) | CHCP | 6 monthly | Nov/ Dec |
| CASTLEBECK CARE (TEESDALE) LTD | CHCP | 6 monthly | Nov/ Dec |
| CLOCH HOUSING ASSOCIATION LTD | CHCP | 6 monthly | Nov/ Dec |
| CONFIDENT CARE LTD | CHCP | 6 monthly | Nov/ Dec |
| CORBENIC CAMPHILL COMMUNITY | CHCP | 6 monthly | Nov/ Dec |
| CORNERSTONE COMMUNITY CARE | CHCP | 6 monthly | Nov/ Dec |
| CRAEGMOOR HEALTHCARE | CHCP | 6 monthly | Nov/ Dec |
| Enable Serv and job coaching | CHCP | 6 monthly | 18th Sept |
| ERSKINE HOSPITAL | CHCP | 6 monthly | Nov/ Dec |
| EVERGREEN HOME SUPPORT | CHCP | 6 monthly | Nov/ Dec |
| FLAGSHIP TOWER (GREENOCK) LTD | CHCP | 3 monthly | 10th Sept |
| FOUR SEASONS HEALTHCARE | CHCP | 6 monthly | Nov/ Dec |
| Greenock Arts Guild | CHCP | 6 monthly | Nov/ Dec |
| GREENOCK MEDICAL AID SOCIETY | CHCP | 3 monthly | 10th Sept |
| HANSEL ALLIANCE | CHCP | 6 monthly | Nov/ Dec |
| HAYLIE HOUSE | CHCP | 6 monthly | Nov/ Dec |
| HEALTH & LIFECARE OPTIONS (SERVICES) LTD (HALO - Scot Homecare) - See Note | CHCP | 6 monthly | Nov/ Dec |
| HILLSIDE NURSING CENTRE (LIVERPOOL) | CHCP | 6 monthly | Nov/ Dec |
| HUTTON PARK RESIDENTIAL HOME | CHCP | 6 monthly | Nov/ Dec |
| ICCF - Stakeholder | CHCP | 3 monthly | 12th Sept |
| ICCF - Your Voice | CHCP | 3 monthly | 12th Sept |
| ICDT Ild Total | Environment, Regeneration & Resources | 3 monthly | 14th Sept |
| INVERCLYDE ASS FOR MENTAL HEALTH | CHCP | 3 monthly | 21st Sept |
| INVERCLYDE CARERS CENTRE | CHCP | 3 monthly | 14th Sept |
| INVERCLYDE WOMENS AID | CHCP | 3 monthly | 19th Sept |
| IVCSS | CHCP | 6 monthly | Nov/ Dec |
| James Watt College Nursery | Education & Communities | 6 monthly | Oct-12 |
| KARMA HEALTHCARE | CHCP | 6 monthly | Nov/ Dec |
| KEY HOUSING ASSOCIATION LTD | CHCP | 3 monthly | 18th Sept |
| KINCAID HOUSE | CHCP | 6 monthly | Nov/ Dec |
| LANCEFIELD CARE HOME | CHCP | 6 monthly | Nov/ Dec |
| LARKFIELD VIEW CARE CENTRE | CHCP | 3 monthly | Sep/ Oct |
| LITTLE SISTERS OF THE POOR | CHCP | 6 monthly | Nov/ Dec |
| MARGARET BLACKWOOD HOUSING ASS (Maclehose Crt) | CHCP | 3 monthly | 18th Sept |
| MCFARLANE HOMES | CHCP | 6 monthly | Nov/ Dec |
| MEALLMORE LODGE LIMITED | CHCP | 3 monthly | 17th Sept |
| MILLPORT CARE CENTRE | CHCP | 3 monthly | 24th Sept |
| MOORBURN MANOR NURSING HOME | CHCP | 6 monthly | Nov/ Dec |
| MUIRSHIEL | CHCP | 3 monthly | 20th Sept |
| NAZARETH HOUSE | CHCP | 6 monthly | Nov/ Dec |
| PARKLEA ASSOCIATION | CHCP | 3 monthly | 18th Sept |
| QUARRIERS | CHCP | 6 monthly | 25th Sept |
| QUEENBERRY CARE HOME | CHCP | 6 monthly | Nov/ Dec |

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|---|---|-----------|-----------|
| RICHMOND FELLOWSHIP SCOTLAND | CHCP | 6 monthly | Nov/ Dec |
| RIVENDELL CARE HOMES LIMITED | CHCP | 3 monthly | 21st Sept |
| RIVER CLYDE HOMES | CHCP | 6 monthly | Nov/ Dec |
| Riverside Inverclyde | Environment, Regeneration & Resources | 6 monthly | Dec-12 |
| SALVATION ARMY TERRITORIAL HEADQUARTERS | CHCP | 6 monthly | Nov/ Dec |
| SCOTT ASSOC FOR MENTAL HEALTH | CHCP | 6 monthly | Nov/ Dec |
| SIR GABRIEL WOOD'S MARINERS HOME | CHCP | 3 monthly | 9th Oct |
| SOUTHERN CROSS HEALTHCARE (See Note) | CHCP | 6 monthly | Nov/ Dec |
| THE ABBEYFIELD STRATHGRYFFE SOC LTD | CHCP | 6 monthly | Nov/ Dec |
| THE GRAND LODGE OF SCOTLAND | CHCP | 6 monthly | Nov/ Dec |
| THE RICHMOND FELLOWSHIP SCTLND | CHCP | 6 monthly | Nov/ Dec |
| THORNTOUN LTD | CHCP | 6 monthly | Nov/ Dec |
| TODHILL FARM TRAINING HOME LTD | CHCP | 6 monthly | Nov/ Dec |
| TRUST HOUSING ASSOCIATION LTD | CHCP | 6 monthly | Nov/ Dec |
| TURNING POINT SCOTLAND | CHCP | 6 monthly | Nov/ Dec |
| Unity | CHCP | 6 monthly | 18th Sept |
| Volunteer Network | CHCP | 6 monthly | Nov/ Dec |
| WOODSIDE CARE | CHCP | 3 monthly | 27th Sep |
| WRVS | CHCP | 6 monthly | Nov/ Dec |
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APPENDIX 2

Inverclyde CHCP Governance Reporting

| Name of Provider | Contractual Status | Finance (Actual Spend 1st April 2011 - 31st March 2012)* | No of Places Funded During Financial Period * | Care Inspectorate Date of Inspection/Quality Grades | | | | | | Contract Monitoring Status | CHCP Commissioning Priorities |
|--|--|--|---|---|---------------------------|------------------------|---------------------|----------------------------------|---|-----------------------------|-------------------------------|
| | | | | Date of Inspection | Quality of Care & Support | Quality of Environment | Quality of Staffing | Quality of Management/Leadership | | | |
| All-Na-Craig Limited | NCHC - Expires April 2012 - NEW CONTRACT OUT FOR SIGNING | £674,718 | 55 | 17/01/2012 | 6 | - | - | 6 | Compliant | CHCP Commissioning Priority | |
| Bailluitha Court | NCHC - Expires April 2012 - NEW CONTRACT OUT FOR SIGNING | £1,461,691 | 91 | 13/01/2012 | 4 | 4 | 4 | - | Compliant | CHCP Commissioning Priority | |
| Care Concern Limited (Marchmont House) | NCHC - Expires 8 April 2013 | £692,343 | 45 | 16/11/2010 | 6 | - | - | - | Compliant | CHCP Commissioning Priority | |
| Flagship Tower (Greenock) Limited (Larkfield View) | NCHC - Expires 8 April 2013 | £1,129,217 | 81 | 26/04/2012 | 4 | - | 3 | - | Partially Compliant - Contract Monitoring checking personal plans | CHCP Commissioning Priority | |
| Greenock Medical Aid Society (Bagatelle) | NCHC - Expires 8 April 2013 | £537,288 | 44 | 23/04/2012 | 5 | 5 | 4 | 5 | Partially Compliant - Contract Monitoring checking personal plans | CHCP Commissioning Priority | |
| Greenock Medical Aid Society (Glenfield) | NCHC - Expires 8 April 2013 | £483,704 | 40 | 05/07/2011 | 5 | - | 5 | - | Compliant | CHCP Commissioning Priority | |
| HC-One (Merino Court) | NCHC - Expires 8 April 2013 | £288,172 | 38 | 06/02/2012 | 4 | - | 4 | 4 | Compliant | CHCP Commissioning Priority | |
| Kincaid House | NCHC - Expires April 2012 - NEW CONTRACT OUT FOR SIGNING | £1,527,987 | 98 | 18/05/2012 | 5 | 5 | 4 | - | Compliant | CHCP Commissioning Priority | |
| Little Sister of the Poor | NCHC - Expires 8 April 2013 | £398,945 | 30 | 17/01/2011 | 6 | - | - | - | Compliant | CHCP Commissioning Priority | |

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|--|--|----------|------|--------------------------|---|---|---|---|---|--|
| Margaret Blackwood Housing Association | Adult Care Home - Expires CONTRACT OUT FOR SIGNING | £456,735 | 14 | 06/12/2011 | 4 | - | 4 | - | Compliant | Commissioning Priority for Physical Disability |
| Millport Care Centre | Adult Care Home - Expires Rolling | £324,859 | 6 | 13/01/2012 | 3 | - | 3 | 3 | Non Compliant - Compulsory Moratorium by North Ayrshire Council on 21/8/2012 regraded by Care Inspectorate but at negotiation stage. Contract Officers involved in discussion with Host Authority and ICHCP Care Management undertaking reviews of inverclyde residents | Commissioners in discussions re purchase of existing service model |
| ICCF - Stakeholder/Your Voice | New Contract with Legal - Expires March 2014 | £82,035 | 2500 | NOT A REGISTERED SERVICE | | | | | Compliant | |
| Inverclyde Carers Centre | New Contract with Legal - Expires March 2014 | £101,280 | 2098 | NOT A REGISTERED SERVICE | | | | | Compliant | |
| Allied Healthcare Group Limited | Call-Off - Rolling | £917,068 | 159 | 26/03/2012 | 6 | - | 6 | - | Compliant | Commissioning Priority for Older People's Service |
| Carewatch | Call-Off - Rolling | £195,737 | 55 | 22/09/2011 | 5 | - | - | 4 | Compliant | Commissioning Priority for Older People's Service |
| Evergreen Home Support | Call-Off - Rolling | £151,686 | 63 | 30/06/2011 | 6 | - | 5 | - | Compliant | Commissioning Priority for Older People's Service |
| ICDT | Call-Off - Rolling | | 83 | 25/04/2012 | 3 | - | 4 | 3 | Partially Compliant - issues re personal plans, budgets, policy and procedures | Commissioning Priority for Older People's Service |
| Inverclyde Womens Aid | Housing Support - Rolling | £131,220 | 24 | 19/10/2010 | 5 | - | 5 | - | Compliant | Priority for Homeless Services |
| Muirshiel | Call-Off - Rolling | £277,602 | 98 | 18/05/2011 | 5 | 4 | 4 | 4 | Compliant | Commissioning Priority for Older People's Service |

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|--|---|------------|-----|--------------------------|---|---|---|---|-----------|---|
| Carr Gorm Scotland | SLS - Expires December 2015 | £6,768 | 1 | 17/05/2012 | 6 | - | 5 | 6 | Compliant | Commissioning Priority for Physical Disability |
| Inverclyde Association for Mental Health | SLS - Expires December 2015 | £143,282 | 12 | 20/05/2011 | 4 | - | 4 | - | Compliant | Commissioning Priority for Mental Health |
| Key Housing Association Ltd | SLS - Expires December 2015 | £496,918 | 45 | 04/04/2012 | 5 | - | 5 | - | Compliant | Commissioning Priority for Learning Disability Services |
| Quarriers | SLS - Expires December 2015 | £1,000,606 | 26 | 03/05/2010 | 5 | - | 6 | - | Compliant | Commissioning Priority for Learning Disability Services |
| Richmond Fellowship Scotland | SLS - Expires December 2015 | £790,686 | 66 | 15/06/2010 | 6 | - | 6 | - | Compliant | Commissioning Priority for Mental Health/Learning Disability and Homeless |
| Salvation Army Territorial Headquarters | SLS - Expires December 2015 | £129,389 | 16 | 15/09/2009 | 6 | - | 5 | 5 | Compliant | Commissioning Priority for Addictions Services |
| Scottish Association for Mental Health | SLS - Expires December 2015 | £587,300 | 46 | 14/09/2010 | 6 | - | - | 5 | Compliant | Commissioning Priority for Mental Health |
| Turning Point Scotland | SLS - Expires December 2015 | £304,027 | 16 | 01/06/2010 | 6 | - | 6 | - | Compliant | Commissioning Priority for Mental Health & Learning Disability |
| Inverclyde Advocacy Services | Contract Terminated via Tender Process. New Provider in place as at 16/7/2012 | £54,243 | 169 | NOT A REGISTERED SERVICE | | | | | Compliant | Commissioning Priority for CHCP (NHS/CHCP Mental Health Services) |
| Parklea Association | Supported Employment - Expired 2011 being extended | £74,132 | 14 | NOT A REGISTERED SERVICE | | | | | Compliant | Commissioning Priority for Learning Disability Services |