

REPORT

 Item No: 14

SUBJECT:	Quality Assurance Team
TO:	IJB Sub Committee
Lead Officer for Report:	Head of Planning, Performance and Quality Assurance
Author(s) of Report	Ross McGuffie, Head of Planning, Performance and Quality Assurance
DATE:	24.09.18

1. PURPOSE OF REPORT

This paper is coming to the Sub-Committee

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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This paper will provide the Sub-Committee with an overview of the increasing pressures around monitoring independent sector services and request some additional resources within the partnership's Quality Assurance Team to ensure robust and effective monitoring and analysis is applied across all purchased services.

2. ROUTE TO THE SUB-COMMITTEE

This paper has been:

Prepared	<input checked="" type="checkbox"/>	Reviewed	<input checked="" type="checkbox"/>	Endorsed	<input type="checkbox"/>
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The attached Social Work Committee paper (see appendix 1) was prepared by the Head of Adult Social Work Services, and was reviewed and approved at the Senior Leadership Team and the partnership's Resource Planning Committee.

3. RECOMMENDATIONS

3.1 The Sub-Committee is asked to:

- Note the contents of the report
- Note the request for a non-recurring additional annual spend of £124,500 for the next 2 years, to be approved at the October IJB meeting.

4. BACKGROUND/SUMMARY OF KEY ISSUES

4.1 The Quality Assurance section has responsibility for the three critical elements of our contracting cycle – procurement, contracting and monitoring, all of which are undertaken in full compliance with Council process and in cognisance with relevant legislation and the

'Procurement of Care and Support Services' best practice guidance set out by the Scottish Government in 2016.

- 4.2 In light of increased demand for services due to demographic changes, more people being supported at home rather than in hospital or care homes and dealing with increasingly complex care provision, existing resources within the Social Work Service of North H&SCP are insufficient to meet the need for high quality monitoring of internal and contracted care services.
- 4.3 Social work purchases a variety of services from the third and independent sector and these are supported through a combination of tailored local and national contracts and frameworks, these include:
- National Care home and secure care contracts (27 providers)
 - Self-Directed Support Framework – Children (11 providers) and Adults (19 providers)
 - Support at Home framework (14 providers)
 - National and local fostering contracts
 - Individual contract arrangements for outwith North Lanarkshire placements covering adult and residential specialist support arrangements
 - Taxi, independent advocacy, carer support and other miscellaneous and wide ranging services
- 4.4 A North Lanarkshire social care contract monitoring framework has been developed over the past two years which built on existing strong monitoring practice of purchased services. This is the Service Improvement Process (SIP) and it will enable consistent and evidenced approaches to be applied across all purchased service provision and ultimately also services provided directly on behalf of social work and the health and social care partnership.
- 4.5 Recent growth in the volume of purchased services along with a reduction in management and officer capacity within the Quality Assurance section has meant that the roll out of the SIP has been slower than desired and has tended to result in reactive monitoring and responding to crisis situations.
- 4.6 Following a discussion at the March 2018 meeting of the Social Work Sub-Committee, Officers were tasked with reviewing the existing Quality Assurance resource and a follow up report was submitted to the committee held on 23rd August 2018 (see appendix 1).
- 4.7 The report set out a proposal for an additional resource on a temporary basis of 2 FTE Senior Officers – NLC 12 plus 0.7 NLC 9 Support Post (analytical/resource role) to ensure robust and effective monitoring and analysis will be applied across all purchased services. The temporary basis proposed is 24 months. It is intended that the position will be reviewed within 12-18 months to establish ongoing requirements.
- 4.8 The Social Work committee:
- supported the approach to strengthen the capacity of the Quality Assurance section to ensure that there is adequate and consistent monitoring that will promote and help to protect the wellbeing and safety of service users;
 - Recommended that the Integrated Joint Board considers the proposals contained in the report and seeks its support to ensure creation of two FTE posts at NLC grade 12 and 0.7 FTE NLC grade 9 post in the Quality Assurance Section on a temporary basis.

5. CONCLUSIONS

- 5.1 The increasing use of independent sector provision, particularly through the proliferation of Self-Directed Support, has led to a significant growth in provider numbers and provision type within North Lanarkshire.

5.2 The Quality Assurance section has established long-standing, innovative and inclusive contract monitoring approaches and relationships with internal social work staff and externally with providers, the Care Inspectorate and other relevant stakeholders.

5.3 However, despite this approach, the increasing volume means that additional resource is required to support timeous roll out of the Service Improvement Process across all purchased services.

6. IMPLICATIONS

6.1 NATIONAL OUTCOMES

This work has implications for all nine national outcomes

6.2 ASSOCIATED MEASURE(S)

A performance plan is currently in development for the Quality Assurance section and will feature in future reports to the Sub-Committee through the Support, Care and Clinical Governance committee.

6.3 FINANCIAL

This paper has been reviewed by Finance:

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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6.4 PEOPLE

The H&SCP workforce plan sets out the implications of the implementation of the commissioning intentions.

6.5 INEQUALITIES

EQIA Completed:

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
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An EQIA will be completed as part of the process of finalising the plan.

7. BACKGROUND PAPERS

8. APPENDICES

Appendix 1: Social Work Sub-Committee paper



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CHIEF ACCOUNTABLE OFFICER (or Depute)

Members seeking further information about any aspect of this report, please contact Ross McGuffie on telephone number 01698 858 143