

MSG SELF-EVALUATION ACTION PLAN



Aberdeen City Health & Social Care Partnership

A caring partnership

	Proposed Improvement Action	Lead	Timescale	Progress Update
1.1	Further cohorts of partnership colleagues will participate in the Systems Leadership training.	Chief Officer	Mar 20	Opportunities to participate in the System Leadership programme have been widely publicised throughout the partnership and managers have been encouraged to promote this to their teams. 24 managers from ACHSCP have attended so far with 4 booked on the March course and a further 10 nominated for future cohorts (not yet scheduled). Complete
1.1	2019-2020 objectives for those colleagues who report to someone in the Leadership Team will be aligned with strategic plan objectives	Leadership Team	Jun 19	All staff objectives for 2019/20 are aligned to the Strategic Plan. Complete.
1.1	Fulfil short-term (within year one) actions set out in Empowered Workforce Plan 2019-2021 (reduce sickness, turnover, set individual objectives in line with strategic plan, monitor team performance against objectives, develop succession plan).	Leadership Team	Mar 20	Sickness absence rates: - ACC employed staff - current, LY NHSG employed staff – current, LY Turnover Team objective setting, team performance and the development of succession plans were all specific personal objectives for each of the Leadership Team and were monitored by the Chief Officer at the quarterly performance meetings. Complete
1.2	Chief Officer to discuss as part of her performance review with the Chief Executives of Aberdeen City Council and NHS Grampian ways in which the evaluation of statutory relationships can be judged exemplary	Chief Officer	Sep 19	The Chief Officer meets regularly with the Chief Executives of NHSG and ACC. Early discussions on this topic took place at the June meeting and this will continue to be explored further at future meetings. Complete

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1.3	Chief Officer to undertake an IJB membership review to consider which other key integration partners, for example, housing and independent sectors should be IJB members	Chief Officer	Mar 20	The review will be completed at the same time as the review of the Scheme of Governance which will be presented to the IJB in December 2020
1.3	Providers and Partners Network to evaluate cross-sector relationships and impacts	Lead Commissioning Manager	Mar 20	An evaluation of the provider network sessions over the past year has been circulated. The evaluation has centred on the providers appreciation of the different sessions rather than specifically on relationships. At each session there is a “round table” discussion and feedback favours this opportunity as good to excellent. There have been several collaborative and co-design workshops throughout the year and anecdotal evidence suggests that these have enabled furthered collaboration and conversations between providers. This work will continue. Complete
1.3	Providers and Partners Network to develop agreed actions on how best to promote and sustain good relationships across all sectors, organisations and staff roles	Lead Commissioning Manager	Mar 20	There have been discussions at the city-wide Aberdeen Provider’s Network around market shaping which have included taking a baseline of the feelings around inclusivity, and clarity of roles and responsibilities. Our risk session covered business etiquette, and how we manage risk. Market facilitation continues, on an ongoing basis. We have worked in collaboration with providers during the design of our care at home contract and these sessions have been well received. We held a

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				<p>session for CEOs and Board members on the 13th January 2020 and there were in excess of 80 delegates in attendance. Also in attendance was a recognised leader in market sustainability within the third sector who provided us with feedback on the session, including "There was good knowledge in the room. Providers appear to feel involved and valued". Again, this work will continue.</p> <p>Complete</p>
2.3	More up-to-date information of set-aside usage is to be provided. Better analysis of this usage is to be developed, including an improved understanding of which partnership initiatives and developments have led to reduced usage and whether this is an episodic or sustainable improvement.	Chief Finance Officer/ Deputy Director Finance NHS Grampian	Mar 20	<p>A process has been developed by the modernisation team to review the large hospital services. This process includes representation from the three IJBs, Acute and the Councils. Conversations are ongoing around improving the set aside information which is based on data collated nationally.</p> <p>Complete</p>
3.4	The Commissioning Lead will submit a report to the IJB in August on a jointly developed commissioning approach which includes an outcome performance framework	Lead Commissioning Manager	Aug 19	<p>A report was approved at the IJB meeting in September 2019. The approach has been developed in conjunction with Aberdeen City Council. A similar report was approved by full council in August 2019.</p> <p>Complete</p>
3.4	The Commissioning Lead will submit a report to the IJB in August on a jointly developed approach to market facilitation	Lead Commissioning Manager	Aug 19	<p>Market facilitation is ongoing. The process of market facilitation and market sustainability was incorporated in the report approved by IJB in September. We have committed to producing a market position statement</p>

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				by July 2020 and will be taking our 3-year Strategic Commissioning plan to IJB in November. Complete
3.4	The Commissioning Lead will submit a three-year commissioning plan to the IJB in November of this year	Lead Commissioning Manager	Nov 19	The three-year commissioning plan was approved by the IJB in November. Complete
3.4	The CFO will reflect any of the decommissioning decisions from the commissioning plan within the 2020/21 revenue budget which will be submitted to the IJB board in March 2020.	Chief Finance Officer	Mar 20	Any decommissioning decisions agreed by the IJB will be included in the Medium-Term Financial Framework. Complete
3.5	Completion of the initial strategic reviews and evaluation of the process to enable learning to be developed for the next phase of reviews	Chief Officer	Mar 20	The Mental Health strategy review has been completed (report due to be submitted to IJB in March 2020). Learning from that is being carried forward to other reviews. Complete
4.2	Chief Finance Officer to identify where the IJB's public reporting, particularly in relation to the local authority and health board could be improved.	Chief Finance Officer	Mar 20	An annual report on IJB activities was submitted to both ACC Elected Members and the NHSG Board. Complete
4.3	IJB development programme to be implemented; partially delivered by externally commissioned support	Chief Finance Officer	Oct 19	The contract to provide the IJB with externally commissioned support was awarded in August 2019 with work commencing in October. Complete
4.3	Chief Officer to review IJB membership with possibility of involving other key integration partners from, for example, the housing and independent sectors	Chief Officer	Mar 20	The review will be completed at the same time as the review of the Scheme of Governance which will be presented to the IJB in December 2020.
4.4	An internal audit is being undertaken on our directions processes and any recommendations will be implemented accordingly.	Chief Finance Officer	Mar 20	The review is complete, and the actions have been agreed and are in the process of being implemented. Complete

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4.5	Review Terms of Reference and membership of Clinical and Care Governance Committee and Group	AHP Lead	Jun 19	This action is now complete .
4.5	Review available data that underpins clinical and care governance to ensure that safe and robust assurance is being provided to the Committee at all times	Clinical Director	Sep 19	Weekly Clinical and Care Management meetings have been in place since Jan 2019. Focus has been on Health services that feed into Datix. Work is ongoing to develop the information feed from Social Care into this process. The membership of the Clinical and Care Governance Group has been reviewed to include more operational leads to produce reports and attend that meeting. This then allows Leadership Team Colleagues (Leads for Nursing, AHP and Social Work) to attend the Committee in their professional lead's capacity which in turn allows the services to take more ownership of their risks. The reporting process has also been revised with more use of pre-populated templates which allow services to see where there may be risks. Any new risk or significantly worsening risk will now require a separate report to the group and the same report can then be used at the committee with the report author invited to attend the committee to speak to it. Complete
4.5	Review clinical and care governance risk management process to strengthen real-time oversight of risks and mitigations	Clinical Director	Sep 19	The new arrangements are continuing to bed in and any issues identified which may require further changes to the framework will be addressed on an

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				ongoing basis. A joint development session between the Committee and the Group is being planned with a focus around data and this will also provide an opportunity for reflection and identification of any further areas for improvement. Complete
4.5	Monitor effectiveness of new clinical and care governance framework	Clinical Director	Mar 20	The new arrangements are now deemed to be working well but further review will form part of the ongoing monitoring arrangements. Complete
5.1	Lead Strategy and Performance Manager to evaluate accessibility (design/language/subject matter) of report to wider population	Lead Strategy and Performance Manager	Mar 20	Feedback received from the Integration Data Advisor from the Scottish Government. Feedback will be used to inform future reports. Complete
5.1	The partnership's annual report will be promoted at locality-specific meetings to enable a full and transparent discussion of the partnership's progress in implementing its strategic plan and delivering improved outcomes	Lead Strategy and Performance Manager	Mar 20	The locality consultation sessions which were planned for developing the Annual Performance Report for 2019/20 had to be cancelled due to Covid-19 however an online session did take place with the Strategic Planning Group. We are planning online sessions with the Locality Empowerment Groups in the Autumn of 2020 to assist with identifying locality specific priorities for the development of the Locality Plans.

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5.2	Ensure that the annual report includes good practice initiatives and successes and the opinion of those individuals/carers who have seen better outcomes as a result	Lead Strategy and Performance Manager	Aug 19	A section entitled "That was the year that was" is included in the Annual Report which details good practice initiatives and successes. The opinions of carers were collated via our Carers Conversation Event and our Carers Survey and the results of these have informed the Annual Report and the review of the Carers Strategy. Complete
6.1	Co-ordinate engagement activities across functions and localities	Lead Strategy and Performance Manager	Mar 20	The dedicated Development Officer for Service User and Carer Engagement is the key link for coordination of all engagement activity across the partnership. Complete
6.2	Strengthen the involvement of carers/users in strategic planning and commissioning.	Lead Strategy and Performance Manager	Mar 20	One of the Enablers to our Strategic Plan is Principled Commissioning which includes a commitment to "commissioning practices including solutions co-designed and co-produced with partners and communities". The dedicated Development Officer for Service User and Carer Engagement is working with the Lead Commissioning Manager to ensure that Service Users and Carers are involved in the design and delivery of services. The re-commissioning of Care at Home and Supported Living, Living Well with Dementia, and the recommissioned Adult Carers Support Service are all early examples. Complete

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6.2	Adopt a partnership-specific public engagement policy	Lead Strategy and Performance Manager	Mar 20	A Public engagement policy has been developed and is in the process of being adopted for use. Complete
6.2	Establish service user/carer reference groups to support our IJB user and carer representatives	Lead Strategy and Performance Manager	Mar 20	IJB reps have now been recruited. The next step is to cultivate a series of reference groups which will support them in their work and perhaps foster interest and enthusiasm for future IJB rep recruitment. These groups will be a mixture of existing, newly formed and virtual groups to encourage as wide participation as possible. The formation of these groups has been delayed due to Covid-19 however we are currently in discussions around how to progress this using technology.
6.2	Co-ordinate (better) the partnership's engagement with the people who use our services, their carers and wider communities	Lead Strategy and Performance Manager	Mar 20	It is hoped this improved coordination will come from the establishment of the Carer and Service User Reference Groups. The dedicated Development Officer will oversee the groups and provide the coordinating role. He will also be fully involved in the development of the new locality arrangements to ensure the groups work effectively within these. The formation of these groups has been delayed due to Covid-19 however we are currently in discussions around how to progress this using technology.

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6.3	Establish 'carer' and 'user' reference groups to facilitate better discussions about experiences and outcomes and to provide representatives with a mechanism for wider dissemination of IJB-related information	Lead Strategy and Performance Manager	Mar 20	IJB reps have now been recruited. Next step is to cultivate a series of reference groups which will support them in their work and perhaps foster interest and enthusiasm for future IJB rep recruitment. These groups will be a mixture of existing, newly formed and virtual groups to encourage as wide participation as possible. The formation of these groups has been delayed due to Covid-19 however we are currently in discussions around how to progress this using technology.
6.3	Evaluate the user/carer representative role and the impact it has on the understanding of other users and carers about health and social care integration matters	Lead Strategy and Performance Manager	Sep 19	The outgoing IJB Carers representatives undertook exit interviews where their views of the role, positive and negative, were captured. This was used to develop a revised role profile with much augmented information available to anyone considering undertaking the role. The Coalition of Carers in Scotland report Equal Expert and Valued was also used. Dedicated induction, training and support mechanisms are being considered to ensure the new representatives have a clear understanding of their role and are equipped to undertake it. Complete