

ALEO GOVERNANCE HUB  
BON ACCORD CARE  
15 JUNE 2015

ABERDEEN, 15 June 2015. Minute Extract of Meeting of the ALEO GOVERNANCE HUB. Present:- Roderick MacBeath (Democratic Services), Chairperson; and Neil Buck (IT and Transformation), Jeff Capstick (Human Resources), Tom Cowan (Health and Social Care Partnership), Paul Dixon (Finance), Joan McCluskey (Commercial and Procurement Services), Martyn Phillips (Human Resources and Organisational Development) and Scott Ramsay (Economic Development); and Graeme Morrison and Sandra Ross (Bon Accord Care).

Also in attendance: Iain Robertson (Democratic Services) and Mark Johnstone (Audit Scotland).

Apologies: Mary Agnew (Human Resources and Customer Service).

Operational Performance					
No	Item	Documents Submitted	Assurance Provided	Actions/Decisions	Responsible Officer(s)
15.	Operational Performance	(a) BASS Service Provision Agreement; and (b) First Year Report (1 August 2013 – 31 July 2014).	Tom Cowan (Head of Joint Operations, Health and Social Care Partnership) spoke to the Operational Performance section and Mr Cowan acknowledged the complexity of delivering social care to often vulnerable service users in which roughly 66% of funding was set aside for residential care and the delivery of care in the home. Mr Cowan asked the BAC representatives to assess their performance: Sandra Ross highlighted that the Care Inspectorate's Quality Indicators had shown that BAC had improved their quality performance. With regards to efficiency levels within the organisation she added that this had been achieved due to rota changes that allowed staff to be assigned more flexibly in order to meet service user need.	<b><u>The Hub resolved:-</u></b> (i) to note the reports; and (ii) to otherwise note the information provided.	Tom Cowan

ALEO GOVERNANCE HUB  
BON ACCORD CARE  
15 JUNE 2015

			<p>Mr Cowan recognised that BAC were contracted to deliver a significant number of services and he enquired how they targeted the delivery of services and ensured that resources were assigned based on service user need: Ms Ross advised that they monitored KPI's on occupancy levels; discharge rates; staff absences and vacancies to get a fuller understanding of the service environment. She added that the staff rota system had been reviewed and she felt that care could now be assigned and redistributed more efficiently based on service user need. She also highlighted the benefits of using the referral system but advised that in her view the current way of commissioning contracts particularly the delivery of statutory and commercial contracts had stifled more streamlined working arrangements.</p> <p>With regards to the effectiveness of the bespoke Enablement Service: Ms Ross explained that key outcomes had been developed with criteria that focused on referral rates and staff training and she reiterated that this service aligned with an innovative approach to support early intervention. Ms Ross added that she would work with Public Health colleagues to progress this service.</p> <p>To conclude, Mr Cowan enquired about</p>		
--	--	--	--	--	--

ALEO GOVERNANCE HUB  
BON ACCORD CARE  
15 JUNE 2015

			<p>the strategic environment; specifically how BAC planned to influence the social care agenda and how prepared they were for the integration of adult health and social care: Ms Ross advised that BAC would look to develop and promote early intervention and preventative approaches; and would prioritise enablement in order for service users to lead as full and independent lives as possible. She added that she would also look at modelling on eligibility criteria. In terms of the integration of adult health and social care: she hoped that this would break down barriers that currently prevented a more streamlined approach with regards to service delivery.</p>		
--	--	--	--	--	--