



INTEGRATION JOINT BOARD

Date of Meeting	11.09.2019
Report Title	NHSG Internal Audit Report – IJB Performance Reporting & KPIs
Report Number	HSCP/18/066
Lead Officer	Alex Stephen, Chief Finance Officer
Report Author Details	Name: Alex Stephen Job Title: Chief Finance Officer Email Address: AleStephen@aberdeencity.gov.uk
Consultation Checklist Completed	Yes
Directions Required	No
Appendices	a. NHSG Internal Audit Report

1. Purpose of the Report

- 1.1. This report presents the Audit & Performance Systems (APS) Committee with a summary of a recent NHSG Internal Audit report prepared by PwC.

2. Recommendations

- 2.1. It is recommended that the Audit & Performance Systems Committee:

- a) Note the content of the NHSG Internal Audit Report, as attached at Appendix A.
- b) Note the timescales as outlined in the action plan of the NHSG Internal Audit report, as attached at Appendix A.



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3. Summary of Key Information

- 3.1. The internal audit report assesses performance reporting and Key Performance Indicator processes at the Aberdeenshire, Aberdeen City and Moray Health & Social Care Partnerships (HSCPs).
- 3.2. The scope of this review was to assess the design and operating effectiveness of key controls with the Key Performance Indicator (KPI) reporting process for performance reporting. It focused on performance indicators; data gather and performance reporting.
- 3.3. In general, PwC found that processes and controls to help mitigate the risks Aberdeen City HSCP faces are implemented or are in the process of being implemented.
- 3.4. The report highlights three low risk findings in relation to control improvement opportunities, two of which relate to Aberdeen City. These two findings are described in further detail in section 6.

4. Implications for IJB

- 4.1. **Equalities** – there are no direct implications arising from this report. However, the identification of owners to drive improvement and change and the gathering of more localised data will assist in ensuring the equality outcomes are achieved.
- 4.2. **Fairer Scotland Duty** – there are no direct implications arising from this report. However, the identification of owners to drive improvement and change and the gathering of more localised data will assist in ensuring Fairer Scotland duties are achieved.
- 4.3. **Financial** – there are no direct implications arising from this report.
- 4.4. **Workforce** - there are no direct implications arising from this report.
- 4.5. **Legal** – there are no direct implications arising from this report.
- 4.6. Other - NA



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5. Links to ACHSCP Strategic Plan

- 5.1. Ensuring effective performance reporting and use of Key Performance Indicators will help the IJB deliver on all strategic priorities as identified in its strategic plan.

6. Management of Risk

6.1. Identified risks(s)

The audit report produced by PwC identifies two low risks findings which are pertinent to the Aberdeen City Health and Social Care Partnership:

1. **Government Survey Data – Control Design:** The survey data used to present National indicators within Aberdeen City are based on a government survey. The population used for this survey is based on a random selection of the public. On reviewing the participants less than 1% are users of the service and therefore the results may not accurately reflect the performance of the IJB. **Low.**
2. **Roles & Responsibilities – Control Design:** Indicators within Moray & Aberdeen City IJB do not have owners to drive improvements and offer explanations for underperformance. **Low.**

6.2. Link to risks on strategic risk register: # 7

There is a risk that the IJB, and the services that it directs and has operational oversight, of fail to meet performance standards or outcomes as set by regulatory bodies

6.3. How might the content of this report impact or mitigate these risks:

The report attached helps to mitigate the known risks as it makes several recommendations for action to counter the risks, including assigning owners within ACHSCP to drive improvement and change.