

Subject:	Ministerial Steering Group – Review of Integration Progress report
Purpose:	To allow the IJB to review the progress of implementing the areas of action identified in the recent self-assessment of progress towards integration.
Recommendation:	The IJB is asked to note the recent progress and to expect a further update once the Scottish Government has provided updated guidance to Health and Social Care Partnerships in 2020.

Glossary of Terms	
HSCP	Health and Social Care Partnership
MSG	Ministerial Steering Group

1.	EXECUTIVE SUMMARY
1.1	The North Ayrshire IJB submitted its MSG Review of Integration self-assessment, which highlighted areas of both good practice and improvement to the Scottish Government in May 2019.
1.2	The Scottish Government MSG integration review identified the following key areas, with sub proposals, to both enable and improve the effectiveness and pace of integration: <ul style="list-style-type: none"> ➤ Collaborative Leadership and Relationship Building ➤ Integrated finance and financial planning ➤ Effective strategic planning for improvement ➤ Governance and accountability ➤ Ability and willingness to share information ➤ Meaningful and sustained engagement
1.3	In April 2019 the HSCP undertook a self-assessment using the Scottish Government template, against the sub proposals, which generated the following assessment: <ul style="list-style-type: none"> ➤ Collaborative Leadership and Relationship Building - Established ➤ Integrated finance and financial planning - Established ➤ Effective strategic planning for improvement - Established ➤ Governance and accountability - Established ➤ Ability and willingness to share information - Established ➤ Meaningful and sustained engagement - Exemplary
1.4	Since May 2019 a wide range of work has been undertaken across service areas to address identified areas of improvement, which will improve the pace of integration and these improvements are noted in section 2 of this report. These areas also correlate to the recently published Audit Scotland report on the NHS Scotland in 2019.

1.5	The IJB is asked to note the recent progress and to expect a further update once the Scottish Government has provided updated guidance to Health and Social Care Partnerships in 2020.
2.	BACKGROUND
2.1	The HSCP submitted its MSG Review of Integration self-assessment, which highlighted areas of both good practice and improvement to the Scottish Government in May 2019. This section of the report will highlight the action taken to deliver the sub actions, against each of the key areas. Many of these areas also correlate to the recently published Audit Scotland report on the NHS In Scotland 2019.
2.2	Collaborative Leadership and Relationship Building: All this work is focussed on improving collaboration and building positive relationships. The development of a partnership Workforce Development Strategy has been completed, and the monitoring of progress is updated to both PAC and the Staff Partnership Forum. Work continues with NHS Ayrshire & Arran and North Ayrshire Council on reviewing support arrangements and developing formal agreements for support services and additional cross-party meetings to establish better relationships. The Third and Independent sector teams are represented as part of Thinking Different: Doing Better and the independent sector is involved in the development of the new Care Home Commissioning Strategy.
2.3	Integrated finance and financial planning: Work continues to improve the budget setting arrangements in the short and longer term through the development of the Medium Term Financial Plan in 2020. The support for a section 95 officer and the HSCP reserves policy has been approved. A significant piece of work is the development of IJB Directions and workshops have been held pan-Ayrshire to discuss consistent approach to Directions, this has included discussion about moving forwards a fair share methodology.
2.4	Effective strategic planning for improvement: The actions from the Joint (adults) Inspection have been taken forward as part of this area of work and include succession planning and on-going IJB development sessions. Further work continues to review governance processes, budget setting arrangements and the links to succession planning.
2.5	Ability and willingness to share information: Improvements around improving performance information, benchmarking and reporting information to the Performance & Audit Committee continues. There is also a drive to make information more accessible to the public and delivery of an accessible Annual Performance Report continues as a priority.
2.6	Meaningful and sustained engagement: A new approach of working directly with communities and key groups in their settings has been developed. Each of the Locality Planning Forums, have updated their priorities and have agreed to hold public event. Strategic Planning Group agreed a 2020 vision for engagement in November 2019 and this was agreed. The integrated LPF/LP pilot on Arran has now also commenced. The HSCP presented to the National Planning and Commissioning Managers network about our LPF and engagement approach and it was noted that our approach was further ahead than other areas. Using a new range of methods, the HSCP has delivered a visible engagement approach to approximately 3000 people in the last 5 months. The Partnership has also submitted three best practice examples to the National HSCP conference in December 2019.

2.7	The overall assessment is that local issues are being taken forward effectively. Those issue that remain outstanding are as a result of these requiring either a pan-Ayrshire e.g. Directions or require national solutions e.g. third sector funding to be involved in IJBs.
3.	PROPOSALS
3.1	The IJB is asked to note the recent progress and to expect a further update once the Scottish Government has provided updated guidance and a follow up self-assessment to HSCP's in 2020. The full list of actions and progress is noted at Appendix 1.
3.2	<u>Anticipated Outcomes</u>
	The review of integration has been enabling improvements to increase the pace of health and social care integration across Scotland. The self-assessment and NA IJB improvement plan allows us to demonstrate the progress in North Ayrshire.
3.3	<u>Measuring Impact</u>
	The IJB has undertaken a self-assessment and provided an action plan to Scottish Government. It is expected that new HSCP guidance will be made available in 2020 and a further review of progress towards integration will be undertaken.
4.	IMPLICATIONS

Financial:	Improvements are being actioned.
Human Resources:	N/A
Legal:	N/A
Equality:	N/A
Children and Young People	N/A
Environmental & Sustainability:	The MSG integration review seeks to improve the pace and effectiveness of integration to support sustainable partnership working. The improvement areas also align to the recently published Audit Scotland report on the NHS in Scotland in 2019.
Key Priorities:	The sustainability of IJB's.
Risk Implications:	Failure to integrated effectively will destabilise Health and social care partnerships.
Community Benefits:	N/A

Direction Required to Council, Health Board or Both	Direction to :-	
	1. No Direction Required	x
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION
5.1	Progress with actions identified as part of the self-assessment has been monitored through PAC.
6.	CONCLUSION
6.1	The IJB is making positive progress, working with partners to improve the pace of integration of health and social care.

For more information please contact Caroline Cameron on ccameron@north-ayrshire.gov.uk or Michelle Sutherland on msutherland@north-ayrshire.gov.uk on 01294 317751




North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
1	Theme	Collaborative Leadership and building relationships							
1.1	Key Action	All leadership development will be focussed on shared and collaborative practice			Complete	April 2019			
1.1.1	Sub-action	NAHSCP Workforce Development Strategy includes an action for the partnership to develop succession planning for key leadership positions (also noted in action 3)	Michelle Sutherland	Calum Webster		April 2019	March 2020	●	Draft succession planning arrangements reviewed by PSMT and EPSMT in October 2019. A plan to be present to the HSCP Partnership Forum in January 2020.
1.1.2	Sub-action	Review of support arrangements, including opportunities to bring support within HSCP and to the formalise support arrangement between NHS/Council	Stephen Brown	Caroline Whyte		April 2019	September 2020	●	Discussions ongoing with partner organisations
1.2	Key Action	Relationships and collaborative working between partners must improve			Established	April 2019			




North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
1.2.1	Sub-action	Establish more routine cross party meetings HB/Council out with the budget process	Stephen Brown	Karen Andrews		April 2019	September 2019		Quarterly elected member sessions in place and coordinated by NAC Chief Executive department. NAC and NHS executive teams have been invited to TDDB. Senior Officer meetings take place with Council and NHS Chief Execs and IJB Chief Officer, scheduled in out with budget process.
1.3	Key Action	Relationships and partnership working with the third and independent sectors must improve			Established	April 2019			
1.3.1	Sub-action	Third & Independent sectors to be allocated dedicated space in the partnerships organisational development programme 'Thinking Different; Doing Better'	Stephen Brown			April 2019	July 2019		Complete
1.3.2	Sub-action	Actions aligned to Joint inspection (adults) - Noted in MSG review action 1.1.1,3.1.4,3.4.1,3.4.5,3.5.4,3.5.5,4.5.1,4.5.2,5.5.1,5.1.2,6.2.2	Stephen Brown			April 2019	April 2020		Actions aligned - complete

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
1.3.3	Sub-action	Greater involvement of the Third & Independent sectors in commissioning strategies, starting with the older People's Care Home Strategy	Caroline Whyte	Michelle Sutherland		April 2019	March 2020		Both 3rd and Independent sectors are involved in the Care Home Commissioning Strategy. Third and Independent Sector leads chair HSCP provider forum groups.
1.3.4	Sub-action	Scottish Government requested to consider the longer-term sustainability of Independent & Third Sector representation on IJBs and a funding model to support this	Stephen Brown	Michelle Sutherland		April 2019	April 2020		Further work required
2	Theme	Integrated finances and financial planning							
2.1	Key Action	Health boards, local authorities and IJBs should have a joint understanding of their respective financial positions as they relate to integration (by 1st April 2019 and each year by end March)			Established	April 2019			
2.1.1	Sub-action	Medium term financial plan 2019-22 to be developed by summer 2019, followed by longer-term financial plan.	Caroline Whyte	Eleanor Currie		April 2019	September 2019		Work has started on MTFP, however due to uncertainty around future funding levels the MTFP will not be presented until early 2020. Work has progressed on the pressures and savings for the period 2020 - 2023.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
2.1.2	Sub-action	Clarity to be developed for NHS budget setting timescales to allow any financial risk to be built in to IJB budget setting timescale	Caroline Whyte	Eleanor Currie		April 2019	September 2019	●	Agreements in principle reached through Ayrshire Finance Leads and also with NHS DoF. Timing is dependent on SG finance settlement
2.1.3	Sub-action	Scottish government finance directorate to review in-year funding allocations to HB as these do not form part of IJB baselines and rising costs negatively impact IJBs in future years (examples are ADPs , Action 15 monies and PCIF)	Caroline Whyte	Eleanor Currie		April 2019	December 2019	●	Issues raised through IJB CFO Network and also with NHS DoF
2.2	Key Action	Delegated Budgets for IJBs must be agreed timeously (by end March 2019 and thereafter each year by end March) (specific actions captured section 2.1)			Established	April 2019			
2.2.1	Sub-action	Medium term financial plan 2019-22 to be developed by summer 2019, followed by longer-term financial plan. (also action 2.1.1)	Caroline Whyte	Eleanor Currie		April 2020	September 2019	●	Work has started on MTFP, however due to uncertainty around future funding levels the MTFP will not be presented until early 2020. Work has progressed on the pressures and savings for the period 2020 - 2023.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
2.2.2	Sub-action	IJB led budget process for 2020-21 onwards, planning will commence earlier and concurrently for both social care and health to enable an integrated approach to resource allocation and to ensure the IJB will be in a position to approve a balanced budget by 31 March each year (similar action 2.1.2)	Caroline Whyte	Eleanor Currie		April 2020	March 2020	●	Planning process for 2020-21 budget is underway, and resource pressures have developed alongside draft savings proposals. IJB development session in October and a further session planned for the new year.
2.2.3	Sub-action	Scottish government finance directorate to review in-year funding allocations to HB as these do not form part of IJB baselines and rising costs negatively impact IJBs in future years (examples are ADPs , Action 15 monies and PCIF) Same as action 2.1.3	Caroline Whyte	Eleanor Currie		April 2020	December 2019	●	Issues raised through IJB CFO Network and also with NHS DoF
2.3	Key Action	Delegated hospital budgets and set aside budget requirements must be fully implemented			Partly Established	April 2019			

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
2.3.1	Sub-action	Ayrshire and Arran as the pilot site for set aside. Timescales to be developed for SPOG	Stephen Brown	Caroline Whyte		April 2020	April 2020	●	Directions workshops have been held pan-Ayrshire to discuss consistent approach to Directions, this has included discussion re moving forwards a fair share methodology. Work is ongoing.
2.4	Key Action	Each IJB must develop a transparent and prudent reserves policy			Established	April 2019			
2.4.1	Sub-action	Reserves Policy to be reviewed as part of the routine review of governance documents, expectation that earmarked reserve balances will be established at the end of 2018-19	Caroline Whyte	Eleanor Currie		April 2020	November 2020	●	Complete - presented to PAC in September for approval and approved by the IJB in October 2019.
2.5	Key Action	Statutory partners must ensure appropriate support is provided to IJB S95 officers			Exemplary	April 2019			
2.5.1	Sub-action	Delegation of operational NHS finance function	Caroline Whyte			April 2020	October 2020	●	Local discussions have commenced.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
2.6	Key Action	IJBs must be empowered to use the totality of resources at their disposal to better meet the needs of their local populations (from 31 March 2019 onwards) (captured by action 2.1.1 & 2.3.1)			Partly Established	April 2019			
3	Theme	Effective strategic planning for improvement							
3.1	Key Action	Statutory partners must ensure that Chief Officers are effectively supported and empowered to act on behalf of the IJB			Complete	April 2019			
3.1.1	Sub-action	Review of support arrangements, including opportunities to bring support within HSCP with Council/NHS (also action 1.1.2)	Stephen Brown	Caroline Whyte		April 2019	September 2020	●	Discussions ongoing with partner organisations
3.1.2	Sub-action	more clarity of partnership role in partner body governance structures to avoid duplication and maximise impact and input of chief officer	Stephen Brown	Karen Andrews		April 2019	April 2020	●	PSMT governance arrangements workshop in September 2019. Further work required to take forward.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
3.1.3	Sub-action	Develop succession planning for key leadership roles (Also Action 1.1.1)	Stephen Brown	Michelle Sutherland		April 2019	April 2020	●	Draft succession planning arrangements reviewed by PSMT and EPSMT in October 2019. A plan to be present to the HSCP Partnership Forum in January 2020.





North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
3.1.4	Sub-action	Develop the use of data to support the chief officer in decision making and service improvement (Inspection recommendation 2 also see 1.3.2)	Caroline Whyte	Neil McLaughlin		April 2019	April 2020	●	<p>Review of PAC data process has commenced. Performance support structures are now aligned to each service area. Performance team will be in attendance at each service SMT to present, capture and discuss quarterly performance progress for attributing improvements to operational practice with further support offered to provide further data analysis. Operational changes are factored into and highlighted in quarterly PAC updates.</p> <p>Further discussion with PAC has resulted in a refocus of the quarterly report on measures not meeting targets. This will assist discussion on: reasons for measures being outwith set targets; the actions to be put in place to bring measures in line plus a proposed timescale see the improvement. Further work required to incorporate wait times information.</p>




North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
3.4	Key Action	Improved strategic planning and commissioning arrangements must be put in place			Partly Established	April 2019			
3.4.1	Sub-action	Develop a clear commissioning strategy for older adult services, starting with the Care Home Commissioning Strategy (Inspection Action point 3 also see 3.1.2)	Caroline Whyte	Michelle Sutherland		April 2019	March 2020		A number of sessions have taken place with the provider Reference Group, presentation to care home forum, SPG and EPSMT on progress. Plan to present Strategy to IJB in time to inform 2020-21 budget planning.
3.4.2	Sub-action	Engage with the local LIST analysts, performance team and support from Scottish Government to develop commissioning plans for unscheduled care (has to be pan-Ayrshire)	Caroline Whyte	Neil McLaughlin		April 2019	April 2020		ISD analysts involved in MSG baseline, projection and targets. This work is ongoing and remains an area for further development.
3.4.3	Sub-action	Internal audit review of lead partnership services will inform improvement plan	Caroline Whyte	Eleanor Currie		April 2019	March 2020		A number of recommendations made as part of the internal audit, many of these are pan-Ayrshire and link with the work to develop Directions and commissioning plans.
3.4.4	Sub-action	Clearer links to be evidenced between the strategic plans and financial plans	Caroline Whyte	Eleanor Currie		April 2019	March 2020		Work on-going linked to MTFP, Strategic Plan and TB processes

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
3.4.5	Sub-action	Integrated workforce plan to be presented to IJB for approval (Inspection action 6 also see 3.1.2)	Caroline Whyte	Michelle Sutherland		April 2019	September 2020		Complete
3.4.6	Sub-action	Further develop performance reporting, with frequent updates on progress with delivery of strategic plan objectives	Caroline Whyte	Neil McLaughlin		April 2019	April 2020		Review of PAC data process has commenced and performance reporting now established with SPG. Further discussion with PAC has resulted in a refocus of the quarterly report on measures not meeting targets. This will assist discussion on: reasons for measures being outwith set targets; the actions to be put in place to bring measures in line plus a proposed timescale see the improvement.
3.5	Key Action	Improved capacity for strategic commissioning of delegated hospital services must be put in place			Partly Established	April 2019			
3.5.1	Sub-action	Ayrshire and Arran as the pilot site for set aside. Timescales to be developed for SPOG (also 2.3.1)	Stephen Brown	Caroline Whyte		April 2019	April 2020		Pan Ayrshire meetings with Scottish Government underway

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
3.5.2	Sub-action	Look to other areas and the Scottish government for examples where this has been implemented successfully	Stephen Brown	Eleanor Currie		April 2019	April 2020	●	Pan Ayrshire meetings with Scottish Government underway
3.5.3	Sub-action	Establish process for ongoing monitoring of set-aside arrangements and progress	Caroline Whyte	Eleanor Currie/Neil McLaughlin		April 2019	April 2020	●	Pan Ayrshire meetings with Scottish Government underway
3.5.4(i)	Sub-action	Develop preventative services and SDS as an asset based approach. (Inspection action 5)	Stephen Brown	Isabel Marr		April 2019	March 2020	●	New SDS group established to undertake a self-evaluation and consultation exercise. Workshops undertaken and savings issued.
3.5.5(i)	Sub-action	All health and social care services delivered by external providers should take account of the national health and social care standards (Inspection action 5)	Stephen Brown				September 2019	●	Standards in place and audited by Scottish Government return on 13/08/19
4	Theme	Governance and accountability arrangements							
4.1	Key Action	The understanding of accountabilities and responsibilities between statutory partners must improve			Established	April 2019			

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
4.1.1	Sub-action	Standing orders, and key governance documents to be updated, including financial regulations, reserves policy	Caroline Whyte	Karen Andrews		April 2019	March 2020	●	Work underway to review key documents. Reserves policy approved. Financial regulations are drafted for approval at future IJB.
4.1.2	Sub-action	Induction programme to be developed for IJB members	Caroline Whyte	Michelle Sutherland		April 2019	December 2019	●	Initial scoping has been undertaken.
4.1.3	Sub-action	Ongoing development programme for IJB members based on skills gap	Caroline Whyte	Michelle Sutherland		April 2019	April 2020	●	Initial scoping has been undertaken to be informed by a needs assessment.
4.2	Key Action	Accountability processes across statutory partners will be streamlined			Established	April 2019			
4.2.1	Sub-action	Explore ways of making performance information more publicly available and accessible (current integrated report reviewed at non-public performance and audit committee)	Caroline Whyte	Neil McLaughlin		April 2019	April 2020	●	Performance reporting and information has been an iterative process, when the PAC are content with the report a proposal will be brought re publishing the information. With the recent appointment to the Communications Officer position, the HSCP web site is going through a review with a dedicated page for the quarterly PAC performance.



North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
4.3	Key Action	IJB chairs must be better supported to facilitate well run boards capable of making effective decisions on a collective basis			Established				
4.3.1	Sub-action	Ongoing development programme for IJB members based on skills gap (also 4.1.2)	Caroline Whyte	Michelle Sutherland		April 2019	December 2019	●	Initial scoping has been established
4.3.2	Sub-action	Improve planning for meetings to ensure a whole system approach to decision making	Stephen Brown	Karen Andrews		April 2020	March 2020	●	PSMT scoped a review of governance arrangements in September. Further work required to identify any potential delays.
4.4	Key Action	Clear directions must be provided by IJB to health boards and local authorities			Partly Established	April 2019			
4.4.1	Sub-action	Ayrshire and Arran HSCP Directions workshops have been established, looking to progress Primary Care and acute set-aside directions first	Stephen Brown	Caroline Whyte		April 2019	March 2020	●	Pan Ayrshire meetings with Scottish Government underway
4.4.2	Sub-action	North Ayrshire HSCP will develop an approach for mental health services which we lead, and take forward sample Directions for approval at the pan Ayrshire workshops	Thelma Bowers	Caroline Whyte		April 2020	December 2019	●	Draft will be presented for consideration at the Directions workshop

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
4.4.3	Sub-action	NAHSCP will engage in any SG consultation on revised statutory guidance	Caroline Whyte	Michelle Sutherland		April 2021	September 2019		Draft guidance has been issued in December for consultation changes inspired by SG work with Ayrshire on directions and set aside.
4.5	Key Action	Effective, coherent and joined up clinical and care governance arrangements must be in place			Established	April 2019			
4.5.1	Sub-action	Improvements to link strategic commissioning and also to note any actions taken to address formal overspends, for example more reporting of impact on waiting times for services, being clear about statutory and non-statutory targets (inspection action 3 also see 1.3.2)	Caroline Whyte	Neil McLaughlin		April 2019	December 2019		Any plans to address financial overspends include the risks or impact on service delivery, more work is required to routinely report the impact of waiting lists etc to PAC as part of performance reporting. Work has commenced to review operationally available information on waiting lists for consistency of reporting, potential impact to service commissioning and overspend. Waiting list information inclusion is being prepared as a core element of the quarterly PAC report from 2020-21.




North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
4.5.2	Sub-action	Feedback from performance reports to inform and direct areas of improvement (also inspection action 3 also see 1.3.2)	Caroline Whyte	Neil McLaughlin		April 2019	December 2019	●	Review of PAC data process has commenced and issues to be escalated, where improvements required. Performance support structures are now alligned to each service area. Performance team attendance at each service SMT to present, capture and discuss quartely performance progress for attributing improvements to operational practice with further support offered to provide further data analysis. Operational changes are factored into and highlighted in quarterly PAC updates.
5	Theme	Ability and willingness to share information							
5.1	Key Action	IJB annual performance reports will be benchmarked by chief officers to allow them to better understand their local performance data. (by publication of reports in July 2019)			Established	April 2019			

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
5.1.1	Sub-action	Reflect on local actions required following any review or benchmarking undertaken by the chief officers group (also inspection action 1 see 3.1.2)	Caroline Whyte	Neil McLaughlin		April 2019	April 2020		APR published at the end of July, benchmarking not yet been undertaken. Best practice shared at HSCP conference
5.1.2(i)	Sub-action	Improve systems for measuring individual service user outcome and have a system of reporting to IJB and other stakeholders, at locality level, to show the impact of delays and inform improvements in service delivery. (Inspection Action 2)	Caroline Whyte	Neil McLaughlin		April 2019	April 2020		Review of PAC data process has commenced to collate service user views for performance and IJB reports. There remain challenges with reporting performance at locality level. Further discussion is required to determine the most effective means for operational teams to capture service users views. The mechanism to analyse this data will be created at the same time.
5.2	Key Action	Identifying and implementing good practice will be systematically undertaken by partnerships			Exemplary	April 2019			
5.2.1	Sub-action	Evaluate the impact of inspection report and agree action plan (see action 3.1.2)	Caroline Whyte	Michelle Sutherland		April 2020			Complete - actions now built in to MSG approach.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
5.2.2	Sub-action	Consider adopting a systematic approach to canvass IJB reports to allow evaluation and identification of good practice	Caroline Whyte	Michelle Sutherland		April 2021	April 2020	●	Examples of best practice have been presented to IJB and are being presented to the National HSCP conference. Best practice examples are being collated for the annual performance report.
6	Theme	Meaningful and sustained engagement							
6.1	Key Action	Effective approaches for community engagement and participation must be put in place for integration			Exemplary	April 2019			
6.6.1	Sub-action	Communities will be invited to HSCP OD programme TDDB	Stephen Brown	Caroline Whyte		April 2019	December 2019	●	Staff sessions, foundation apprentices and student sessions are underway. Pilot community sessions were delivered in October and this approach is being explored further for a wider roll out into new year.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
6.6.2	Sub-action	Further consideration will be given to how we engage meaningfully with hard to reach/less visible populations	Caroline Whyte	Michelle Sutherland		April 2019	September 2019	●	LPFs and presented a 2020 vision for engagement to the SPG in November as a way forward. The HSCP presented to the National Planning and Commissioning Managers network and it was noted that our approach was further ahead than other areas. Using a new range of methods the HSCP has delivered a visible engagement approach to 3000 people in the last 5 months.
6.2	Key Action	Improved understanding of effective working relationships with carers, people using services and local communities is required			Exemplary	April 2019			
6.2.1	Sub-action	Build on examples of best practice and joint working	Caroline Whyte	Michelle Sutherland		April 2019	March 2020	●	Examples of best practice have been presented to IJB and are being presented to the National HSCP conference. Best practice examples are being collated for the annual performance report.

North Ayrshire Health and Social Care Partnership

MSG Review of Integration Actions (including Joint Inspection (Adults) Action Plan)

MSG Reference number	Tree	Action	Lead	Support	Self Evaluation	start	Planned Timescale	Status	Comment on Progress
6.2.2	Sub-action	Ensure governance and support for key messages and communication support to deliver consistency (Inspection Action 7 also see 3.1.2)	Karen Andrews	Comms Lead		April 2019	March 2020	●	New communications and engagement officer in partnership to take forward front facing communications.
6.3	Key Action	We will support carers and representatives of people using services better to enable their full involvement in integration			Exemplary	April 2019			
6.3.1	Sub-action	Benchmark HSCP against other partnerships	Caroline Whyte	Michelle Sutherland		April 2019	March 2020	●	Examples of best practice have been presented to IJB and are being presented to the National HSCP conference. Best practice examples are being collated for the annual performance report.