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**REPORT TO: MORAY INTEGRATION JOINT BOARD AUDIT, PERFORMANCE AND RISK COMMITTEE ON 29 JUNE 2023**

**SUBJECT: IMPROVEMENT PLAN FOR ADULT SOCIAL CARE COMMISSIONING**

**BY: HEAD OF SERVICE / CHIEF SOCIAL WORK OFFICER**

**1. REASON FOR REPORT**

- 1.1. To inform the Committee of progress regarding the improvement plan for Adult Social Care Commissioning in line with the external review conducted by KPMG, finalised in February 2023

**2. RECOMMENDATION**

**2.1. It is recommended that the Committee:**

- i) **consider and note the improvement plan attached at Appendix 1; and**
- ii) **approve the contents of the plan.**

**3. BACKGROUND**

- 3.1. The KPMG report was submitted to Committee on 30 March 2023 (para 11 of the minute refers). It was agreed at the Committee that progress will be reported quarterly.

**4. KEY MATTERS RELEVANT TO RECOMMENDATION**

- 4.1. The Adult Services Commissioning Team have implemented an improvement plan with clear aims, objectives and target dates.
- 4.2. Clear roles and responsibilities in relation to the oversight and management of social care commissioning activities needs to be addressed through the governance structures defined within the MIJB. Contracting work is reported to the Managers Commissioning Meeting and then escalated if required. A review of the Practice Governance Board is currently underway. The Managers Commissioning Meeting will be aligned with this agreed process.

- 4.3. The partnership working between departments in Commissioning, Procurement and Finance is achieved through regular meetings to align the recording of contracts, budgets and auditing. This is structured with the Procurement service holding a Contract Register and the reviewed Departmental Contracts Database is held within the Commissioning team.
- 4.4. In the wider context of colleague's knowledge regarding commissioning within Health and Social Care Moray, the Commissioning team compiled a training programme regarding the remit of the commissioning team, the principles of Ethical Commissioning and the future direction of the commissioning function. Training events will be scheduled later in 2023.
- 4.5. An end to end Commissioning Procedure has been written that incorporates the commissioning and decommissioning process. A Contract Record Document has been created which requires sign off by Senior Management within Health and Social Care Moray.
- 4.6. The Commissioning team have prioritised the work plan for 2023 and 2024 to include reviewing and renewing out of date contracts. A plan requires to be created to address the rest of the contracts whilst ensuring future expiring contracts remain relevant and to standard. This is monitored within the team via a weekly team meeting.
- 4.7. Community Care Finance has systems in place to ensure every invoice is recorded and approved. Moray Council Payments Team have a check in place to confirm all invoices have appropriate approval. This process meets the process detailed in the Invoice Processing Standard Operating Procedure.
- 4.8. An audit trail process was created and trialled within the commissioning team. Commissioning Change of Service forms were produced. A cover sheet for contract letters was produced, which requires the signatures of all involved in the process, ensuring a robust audit trail.
- 4.9. The decision making process has a robust audit trail. The decision making in relation to an invoice query resolution is stored within the Community Care Finance team.
- 4.10. Commissioning and procurement liaised to align the contract data base and the procurement data base. Senior Commissioning Officers will monitor, review and update the database quarterly. The service manager will do spot checks.
- 4.11. A performance management system is tied in with the audit process.

## **5. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan "Partners in Care 2022 – 2032"**

In order to fulfil the MIJB strategic aims, it is essential that services are operating with optimum efficiency to ensure the needs of the Moray population can be met, that services are fit for purpose and that processes and accountability is clear.

**(b) Policy and Legal**

The CSWO/Head of Service must ensure that services delegated by her work within the legal and policy framework related to commissioning and delivery of services.

**(c) Financial implications**

There are no financial implications arising from this report.

**(d) Risk Implications and Mitigation**

There is a risk that timescales and outcomes may not be reached due to the current resource and restructure of the team, although, efforts will be made to minimise this risk.

**(e) Staffing Implications**

There are no staffing implications.

**(f) Property**

There are no property implications

**(g) Equalities/Socio Economic Impact**

This report does not require an EIA.

**(h) Climate Change and Biodiversity Impacts**

None

**(i) Directions**

None

**(j) Consultations**

Dafydd Lewis, Senior Auditor  
Lorraine Paisey, Chief Financial Officer  
Simon Bokor-Ingram, Chief Officer

**6. CONCLUSION**

**6.1 The committee is requested to note the progress plan at APPENDIX 1.**

Author of Report: Lizette Van Zyl

Background Papers:

Ref: