



REPORT TO: MORAY INTEGRATION JOINT BOARD AUDIT, PERFORMANCE AND RISK COMMITTEE ON 30 MARCH 2023

SUBJECT: EXTERNAL REVIEW OF COMMISSIONED SERVICES UPDATE

BY: TRACY STEPHEN, CHIEF SOCIAL WORK OFFICER

1. REASON FOR REPORT

1.1. To inform the Committee of the findings and action plan relating to the external review of the adult Commissioning Service.

2. RECOMMENDATION

2.1. It is recommended that the Audit, Performance and Risk Committee:

- i) consider and note the findings of the external review included in APPENDIX 1; and**
- ii) agree the improvement actions included in APPENDIX 1.**

3. BACKGROUND

3.1. A peer review exercise was completed by Aberdeen City and Aberdeenshire Councils Shared Services (Commissioning) in December 2021 on behalf of Health & Social Care Moray (HSCM) to provide evidence and assurance that the commissioning of adult services by the Commissioning Service were robust, appropriate, equitable, efficient and provided value for money for the population of Moray.

3.2. The report findings were not accepted by the CSWO (Chief Social Work Officer) and Head of Service in post at that time and an external review was agreed as a way forward by Audit, Performance and Risk Committee on 31 March 2022 to gain a definitive perspective on the challenges experienced by the service and how improvements could then be made (para 11 of the minute refers).

3.3. KPMG were appointed to complete the external review and they completed that process in February 2023.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

- 4.1. The report has been shared with the Commissioning Team and appropriate conversations have happened between the team and KPMG to reach a final agreed position which is reflected in the report.
- 4.2. An action plan has now been created to achieve the agreed outcomes and monitor progress, with support from the CSWO and Head of Service now in post. The team are committed to achieving the outcomes set out in the report and steps have already started towards achieving improvements.
- 4.3. There are some risks to achieving the set timescales due to staffing implications and related restructuring that has taken place following the external review. The CSWO is looking at the capacity issue and how that risk can be mitigated using interim support. There is also a significant amount of remedial work needed to update contracts and ensure that best value is being achieved.
- 4.4. Progress on the actions will be reported back to Audit, Performance and Risk Committee on a quarterly basis.

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
Not required

6. CONCLUSION

6.1. The committee is requested to agree the improvement plan at APPENDIX 1.

Author of Report: Tracy Stephen, CSWO and Head of Service

Background Papers:

Ref: