

Ministerial Strategic Group for Health and Community Care Integration Review Leadership Group

Dumfries and Galloway Health and Social Care Partnership

ACTION PLAN



Name of Partnership	Dumfries and Galloway Health and Social Care Partnership
Contact name and email address	Julie White, Chief Officer julie.white4@nhs.net
Date of completion	September 2020

Key Feature 1					
Collaborative leadership and building relationships					
Proposal 1.1					
All leadership development will be focused on shared and collaborative practice.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Set up a regular forum for discussion between IJB Chair and Vice Chair, Chief Officer, Local Authority Leader and Deputy Leader, NHS Board Chair and Vice Chair and Chief Executives of the Local Authority and NHS Board.	1.1.1 6 monthly feedback by Chief officer to NHS Board, Council and IJB	Julie White	Review March 2020	Meeting in the corporate diary First meeting of this forum took place on 4 April 2019 . Regular bi-monthly meetings are held	04/04/2019
Support 'Working Well' actions in relation to workplace cultures and expand across whole of Partnership.	1.1.2 See Working Well action plan (INSERT LINK) 6 monthly update to IJB	Natalie Morel	Review in September 2020	The Working Well Action Plan was presented to the Health and Social Care Governance and Performance Group on 20/08/2020 Added to the IJB Agenda for the 29 th October 2020	Completed
Establish improved links with the work of other Partnership agencies, such as developments in public protection, community development and housing.	1.1.3 Public Protection reports to Clinical and Care Governance Committee (reports 6 monthly) as well as Chief Officers Group and Social Work Committee	Lillian Cringles and Eddie Doherty	by March 2020	Members of the HSCP chair sub groups of the PPC	Completed
	1.1.4 Establish Care and Support Housing Group reporting into the Programme Boards	Gary Sheehan	by March 2020	This has now been established	June 2019

	1.1.5 Establish improved link with the Community Planning Partnership Board (CPP) (6 months)	Julie White and Andy Ferguson	by April 2020	Meeting held with Liz Manson, Graham Abrines and Julie White. Work Plan in progress Membership now established. Links made with HSCP and CPP via Local Rural Partnership	Completed
	1.1.6 Establish a work plan in collaboration with the Communities Directorate (reports 6 months)	Julie White and Graham Abrines	by April 2020	Chair of IJB invited to Community Planning Partnership Board	December 2019
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Ensure that papers developed for IJB committees contain evidence of appropriate consultation and wider collaboration with IJB partners or can demonstrate clear reasons why this is not required including clarification on level of consultation which is expected.	1.1.7 Monitor IJB/Committee papers, achieve 90% appropriate recording	Alison Warrick	by April 2020	Templates have all been changed to include consultation with Third Sectors. Papers are monitored when governance check is completed	Completed January 2020
Develop specific development programme for substitute IJB members and further develop the new IJB members' induction programme.	1.1.8 Programme of development designed and booked into diaries	Alison Warrick	by April 2020	Induction Programme has commenced with both the Carers Reps attending an induction session on the 24 th September 2019. Members are taking place in the You As a Collaborative Leader	Completed November 2019

				Programme which is being held locally, further development will be discussed thereafter	
Proposal 1.2 Relationships and collaborative working between partners must improve					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Examine opportunities for reduction in duplication of roles and responsibilities through effective collaboration and team working. For example developing neighbourhood team models for community health and social care.	1.2.1 Establish neighbourhood teams in at least 2 localities. Report progress through HSC Senior Management Team.	Nicole Hamlet	by March 2020	<p>This work has now been superseded by the Home Teams. NH is in process of setting up a SAM Task team to take forward progress on Home Teams. First meeting planned for February.</p> <p>Home Teams established in August 2020, Early Adopter sites now in place. Progress on the work of the Home Teams will be via the Health and Social Care Governance and Performance Group and the Committees of the Integration Joint Board.</p>	Completed

Evaluate the level of corporate support provided by the parent bodies to support the functions of the IJB. Examples include finance, IT, HR, admin support, communications and strategic planning, commissioning and performance.	1.2.2 Establish a working group to assess the level of corporate support required.	Julie White	Report by October 2021	Meeting to be arranged with Katy Lewis, Alison Warrick, Graham Gault and Caroline Cooksey This work has been postponed due to CoVID, proposed new completion date to link with review of integration scheme.	In progress
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Review the relationship of the Partnership with the other local authority directorates that contribute towards the delivery of the 9 National Health and Wellbeing Outcomes, such as the Communities Directorate.	1.2.3 Chief Officer member of council senior leadership team.	Julie White	By June 2019	Complete	June 2019
	As 1.1.6 Establish a work plan in collaboration with the Communities Directorate	Julie White and Graham Abrines	by April 2020	Meeting held with Liz Manson, Graham Abrines and Julie White. Work Plan in progress Agreement reached that focus for 2020/21 will be on the Communities directorate support for the establishment of Home Teams – this is now completed Sept 2020	September 2020
	1.2.4 Further develop the Integrated Partnership Forum	Julie White	review in June 2020	Meeting on a quarterly basis with reflection and discussion at each meeting to ensure appropriate items are	Completed

				being discussed	
Review relationship of the Health and Social Care Partnership as part of the Community Planning Partnership at both strategic and management levels.	1.2.5 Chief Officer, Chief Execs and Chairs Group (to be renamed?) – note to speak to amber	Julie White	By April 2020	Integration Leadership Group established. Chair of the IJB on the Community Planning Partnership	Completed
Review the effectiveness of communications with other partnership organisations.	1.2.6 Establish a Communication and Engagement Advisory (?) Group of the IJB led by a voting member of the IJB	Grace Cordoza and Rod Edgar	September 2019	The Partnership has a single Communication and Engagement Manager who links as appropriate with NHS, Council and Third and Independent sector communications colleagues. A Consultation and Engagement Working Group was set up at the start of this year and meets regularly	January 2020
The Health and Social Care Partnership recognises that they need to develop further relationships with representatives of the Third and Independent sector all levels of the Partnership, from operational to strategic. Third Sector Dumfries and Galloway has developed a range of actions which they feel could address the current weaknesses within the partnership, and these have been	1.2.7 Review the relationships with the Third and Independent Sectors at operational, tactical and strategic levels.	Nicole Hamlet/Vicky Freeman	March 2020	NAH sits on Children's Services Exec Group – LW Ongoing work with the Third Sector in the response to the Covid 19 pandemic. Members of the Third and Independent Sector organisations	Completed

submitted for consideration.				are involved in the regionwide response to Dovid 19, via the Strategic and Tactical Local Resilience Partnership Meetings, The Care Home Oversight Group and the Sustainability and Modernisation Programme. This partnership working will continue post covid.	
Proposal 1.3 Relationships and partnership working with the third and independent sectors must improve					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Organisational Development workstream are developing a programme for the whole partnership, not just the statutory sector.	1.3.1	Natalie Morel	October 2019	Working Well group is now being re-established and purpose reviewed post covid the business case for embedding constructive cultures is still a group priority and was presented to the governance and performance group in August 2020	Completed
Evaluate the effectiveness of relationship with Third Sector, for example, contributions to the programme boards and other areas of influence.	1.3.2 Seek feedback from Third Sector interface and Scottish Care regarding how effective our relationships with them are and develop a 3 yearly report	Vicky Freeman	June 2020	Attended Third Sector Forum to discuss – Dec 2019. Have requested membership of this group. Awaiting	In progress,

				feedback.	
Evaluate the effectiveness of relationship with Independent Sector, for example, contributions to the programme boards and other areas of influence.	1.3.3	Vicky Freeman	June 2020	Establishing a new virtual Independent Sector Forum. New Terms of reference drafted for discussion at the first meeting of this group	In progress
Ensure learning, challenges and examples of good practice from beyond statutory sector are showcased and shared.	1.3.4 Incorporate within forthcoming Integration Event	Julie White	October 2019	Integration Event held on 31.10.19 Examples of partnership working provided via Chief Officer presentation and 5 minute speed presentations. Ongoing discussion with Chair of Third Sector interface to improve working across the Health and Social Care Partnership with Third Sector colleagues	Completed
Strategic Planning and Commissioning team to establish regular meetings with third and independent sectors to ensure opportunities to shape and influence strategy and commissioning.	1.3.5	Vicky Freeman	October 2019	Please see above.	In progress

The IJB paper template should include a question about involvement of third and independent sector in the development of the paper.	1.3.6 Template to be changed 1.3.7 Monitor IJB/Committee papers, achieve 90% appropriate recording by April 2020	Allison Warrick	October 2020	Revised template now being used across all Partnership meetings. Still to be monitored due to Covid. To be discussed at 1:1 between Chief Officer/Governance Officer October 2020	In progress
Continue to work with Third Sector Dumfries and Galloway and Scottish Care to establish clarity in relation to involvement of both sectors at strategic, tactical and operational levels. Proposals have been submitted by Third Sector Dumfries and Galloway to the Partnership to address partnership working at strategic, tactical and communications levels.	1.3.8	Vicky Freeman	October 2019	Chief Officer discussions with Interface Chair – 10 th and 28 th January 2020 NAH sits on Children's Services Exec Group - LW	In progress

Key Feature 2					
Integrated finances and financial planning					
Proposal 2.1					
Health Boards, Local Authorities and IJBs should have a joint understanding of their respective financial positions as they relate to integration					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Continue to develop clear joint financial reporting and improve reporting at all levels within the partnership from locality level to IJB report.	2.1.1	Katy Lewis	December 2019	Review of financial reporting completed	
Review of financial aspects of integration scheme to assess	2.1.2	Katy Lewis	March 2020	Will be incorporated in to future review of	

<p>whether there are future opportunities to further integrate resources through this route.</p>				<p>Integration Scheme, have discussed initially with Finance Team and through Partnership Exec Group Review of Integration Scheme due for completion of review by October 2020. Initial meeting to discuss options has taken place with work ongoing. Update 28/09 due to the advice from Scottish Government that the current scheme was to be reviewed and not revised this work will be undertaken during the full revision/successor scheme throughout 2021.</p>	
<p>Proposal 2.2 Delegated budgets for IJBs must be agreed timeously</p>					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
<p>Engaging at an early stage to consider how financial gaps will be addressed.</p>	<p>2.2.1</p>	<p>Katy Lewis</p>	<p>December 2019</p>	<p>Regular discussion through HSCSMT. Workshop scheduled for March 2020 meeting and further workshop with IJB on 27th March</p>	

				2020 Review of financial plan delayed due to Covid-19 as workshop was cancelled and hasn't as yet been rescheduled. This will be reviewed for plan for 2021/22.	
Review of in year position to reflect both 2019/20 challenges and also future years so that we move to a three year budgeting cycle.	2.2.2	Katy Lewis	April 2020	Review of three year financial plan to be presented to the IJB in April 2020 Review of plan delayed. A one year plan was presented to IJB in May during Covid-19 crisis with additional work to be scheduled.	
Development of financial frameworks for all of the major programmes of work to ensure financial implications of this work can be assessed at an early stage.	2.2.3 Develop a Finance Sustainability Programme Board with cross cutting of other Programme Boards	Nicole Hamlet	July 2020	Sustainability and Modernisation Programme Board established	Completed
Further discussions through Chief Finance Officer network to assess options for influencing budget decisions at national level and how this can support development of work around budget process.	2.2.4	Katy Lewis	September 2019	Chief Officer/Chief Finance Officer meeting scheduled for 20 th September 2019. Further meeting scheduled for March 2020	March 2020
Proposal 2.3					
Delegated hospital budgets and set aside budget requirements must be fully implemented					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed

Continued/ongoing review of financial information support and reporting to be discussed with CFO and CO.	2.3.1	Katy Lewis	December 2019	CFO and CO discuss at regular 1:1 meetings Ongoing	December 2019
Proposal 2.4 Each IJB must develop a transparent and prudent reserves policy					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
It is proposed that improvements on reporting on reserves are reflected within the regular financial reporting to the IJB and its associated committees to ensure all members are fully aware of reserves held and the reasons for holding them	2.4.1	Katy Lewis	December 2019	Regular reserve reporting to IJB and Committee. Will be updated for next finance report – now completed	February 2020
A further review of the existing reserves policy is proposed.	2.4.2	Katy Lewis	December 2019	Outstanding A reserves policy is in place but no review has been undertaken, this will be looked at during 2020/21.	Ongoing
Ensure all parties are aware of reason for reserves being held and provide reports as required.	2.4.3	Katy Lewis	December 2019	Engagement with both NHS Board and Council and a variety of discussions	
Proposal 2.5 Statutory partners must ensure appropriate support is provided to IJB S95 (Finance) Officers.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed

Improve resource to support the CFO in relation to the Annual Accounts process.	2.5.1	Katy Lewis	June 2020	Meeting scheduled with Council Head of Finance to agree resourcing for 2020/21 Additional capacity provided and accounts prepared in line with deadlines.	
Review existing arrangements for support around risk management and assess options for moving forward.	2.5.2	Katy Lewis/Julie White	December 2019	Risk review underway through risk sub group JW has asked for KL to update	
Proposal 2.6					
IJBs must be empowered to use the totality of resources at their disposal to better meet the needs of their local populations.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Develop clear commissioning intentions within the next strategic plan.	2.6.1	Vicky Freeman		Initial Engagement Sessions with SPG completed and a set of Strategic Commissioning intentions drafted for consultation	
Review of financial aspects of integration scheme to assess whether there are future opportunities to further integrate resources through this route.	2.6.2	Katy Lewis	March 2020	Will be incorporated into future review of Integration Scheme, have discussed initially with Finance Team and through Partnership Exec Group. Work ongoing.	

Key Feature 3					
Effective strategic planning for improvement					
Proposal 3.1					
Statutory partners must ensure that Chief Officers are effectively supported and empowered to act on behalf of the IJB.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Maintain and continue to develop the senior management team.	3.1.1 Annual reflection on the level of corporate support to ensure it remains at an appropriate level	Julie White	March 2020	Development of format and structure of Senior Management Team complete. Development of Programme Boards and Horizon Plans for each programme of work complete. Development of Health and Social Care Senior Management Team top priority areas. Development of Programme Boards and Horizon Plans for each programme of work – complete Now moved away from Programme Boards	
Undertake the second stage of the joint internal audit of the effectiveness of the integration partnership.	3.1.2	Julie Watters	September 2020	A specific audit of Delayed Discharges is being undertaken using resource from Health and Local Authority audit teams. This will inform an overall opinion on the	In progress

				governance arrangements within the IJB.	
Proposal 3.2					
Improved strategic inspection of health and social care is developed to better reflect integration.					
NOT FOR LOCAL COMPLETION - NATIONAL INSPECTORATE BODIES RESPONSIBLE					
Proposal 3.3					
National improvement bodies must work more collaboratively and deliver the improvement support partnerships require to make integration work.					
NOT FOR LOCAL COMPLETION - NATIONAL INSPECTORATE BODIES RESPONSIBLE					
Proposal 3.4					
Improved strategic planning and commissioning arrangements must be put in place.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Review the Partnerships' operational and business delivery plans to ensure these are aligned to the Strategic Plan and Directions.	3.4.1 Review Horizon Plan through the HSCMT	Julie White	Every 6 months	Each Programme Board reports twice yearly to HSCSMT on progress with key actions set out in the Horizon Plan	
Develop a local version of the national Scottish Care forward looking plan, articulating the high level strategic challenges for the Third Sector, such as changes to registration processes and legislation.	3.4.2	Jim Gatherum	?		
Proposal 3.5					
Improved capacity for strategic commissioning of delegated hospital services must be in place.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed

Review the role, remit and membership of the Strategic Planning Group to ensure effective involvement.	3.5.1 The governance arrangements will also be revisited as part of this process	Vicky Freeman	March 2020	Work on this review has commenced and will be completed by March 2020. Completed	
Strategic Planning and Commissioning team to establish regular meetings with third and independent sectors to ensure opportunities to shape and influence strategy and commissioning.	3.5.2	Vicky Freeman	October 2019	Attended Third Sector Forum to discuss - Dec 2019. Have requested membership of this Group. Awaiting feedback. Establishing a new virtual Independent Sector Forum. New Terms of reference drafted for discussion at the first meeting of this group	In progress

Key Feature 4					
Governance and accountability arrangements					
Proposal 4.1					
The understanding of accountabilities and responsibilities between statutory partners must improve.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Set up a regular forum for discussion between IJB Chair and Vice Chair, Chief Officer, Local Authority Leader and Deputy Leader, NHS Board Chair and Vice Chair and Chief Executives of the Local Authority and NHS Board.	4.1.1 Completed	Julie White	Completed		Completed

Review latest audit report on delegated authorities and scheme of delegation and look to implement recommendations.	4.1.2	Alison Warrick	September 2019	Scheme of Delegation reviewed and approved at IJB 06/12/19	Completed 06/12/19
Finalise governance paper which has been drafted by Chief Officer and engage with all parties on ensuring full understanding.	4.1.3	Alison Warrick	September 2019	Chief Officer presented paper to IJB on the 6 th December 2019, also presented to NHS Board and Full Council	Completed 06/12/19
Consider options for further internal audit review of arrangements.	4.1.4	Julie White/Julie Watters	September 2019	Internal Audit have an annual plan which aims to deliver independent assurance on risk management, governance and control processes within the IJB. This will focus on the higher areas of risk each year.	Completed
Proposal 4.2					
Accountability processes across statutory partners will be streamlined.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Set up a regular forum for discussion between IJB Chair and Vice Chair, Chief Officer, Local Authority Leader and Deputy Leader, NHS Board Chair and Vice Chair and Chief Executives of the Local Authority and NHS Board.	As 1.2.5 Integration Leadership Group to be established	Julie White	By April 2020	Established September 2019	Completed

Undertake a review of governance processes.	4.2.1	Julie White	September 2019	Paper presented to the Integration Joint Board, NHS Board and Full Council	Completed December 2019
Proposal 4.3 IJB chairs must be better supported to facilitate well run Boards capable of making effective decisions on a collective basis.					
Undertake a review of the Strategic Planning Group (which has membership from key stakeholders across the partnership) to ensure effective relationship and communication with the IJB. Third Sector Dumfries and Galloway and the Independent sector will participate in this review if it is feasible.	4.3.1	Vicky Freeman	October 2019	SPG now overseen and supported by Governance Lead/Chief Office	In progress
Proposal 4.4 Clear directions must be provided by IJB to Health Boards and Local Authorities.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Directions should be developed to include full financial and other resource implications where possible.	4.4.1 Agreed local guidance on issuing and reviewing of directions	Julie White	July 2019	Reports 6/12 to IJB Performance and Finance Committee on progress with the implementation of Directions. Implementation of national guidance on Directions. January 2020 Following receipt of update from Scottish Government this will need to be revisited.	

<p>Monitoring arrangements for the outcome of directions should be established and reported through committees/ IJBs as appropriate.</p>	<p>4.4.2 Agreed local guidance on issuing and reviewing of directions</p>	<p>Julie White</p>	<p>July 2019</p>	<p>6/12 report to IJB Performance and Finance Committee. Annual report to IJB. Localised guidance approved at IJB. January 2020 Following receipt of update from Scottish Government this will need to be revisited.</p>	
<p>Further understanding and expertise on directions should be developed with the IJB.</p>	<p>4.4.3 Development of the Governance Officer role</p>	<p>Julie White</p>	<p>October 2020</p>	<p>Governance Officer role in place since May 2018, this role continues to evolve.</p>	
<p>Proposal 4.5 Effective, coherent and joined up clinical and care governance arrangements must be in place.</p>					
<p>Review role and remit of the Clinical and Care Governance Committee and links to the Healthcare Governance Committee and Social Work Committee.</p>	<p>4.5.1 A workshop undertaken 18th September 2019 to achieve this. Agendas of CCGG redesigned around the 9 National Health and Wellbeing Outcomes</p>	<p>Julie White</p>	<p>July 2019</p>	<p>Reviewed format in place for Clinical and Care Governance Committee. Governance paper approved at IJB, Full Council and NHS Board sets out relationship of IJB Committees to NHS Board and Full Council alongside key priorities and responsibilities for all 3 public bodies and their Committees.</p>	<p>Completed December 2019</p>

Key Feature 5 Ability and willingness to share information					
Proposal 5.1 IJB annual performance reports will be benchmarked by Chief Officers to allow them to better understand their local performance data.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Continue to build on the success of previous annual performance reports and annual reviews in public.	5.1.1 Extend this year's Annual Performance Review to become an 'Integration Event' to focus on progress and challenges across the region	Julie White	October 2019	Looking Back, Leaping Forward event held on the 31 st October 2019	Completed 31/10/2019
Continue to develop the performance framework to reflect the outcomes and commitments of the Partnership.	5.1.2 Currently being developed at an operational level. 5.1.3 Developing social care indicators.	Vicky Freeman	October 2020	A new performance management framework will be drafted over the coming months to align with the new strategic plan. Timescales for the completion of this work are altered due to Covid 19	In progress
Continue to explore ways of improving public engagement with IJB.	5.1.4 Hold IJB meetings across the region. 5.1.5 Live stream performance reviews. 5.1.6 Establish a Communication & Engagement Working Group. 5.1.7 Establish a consultation group	Julie White	October 2019	All of these have now been established.	Complete
Proposal 5.2 Identifying and implementing good practice will be systematically undertaken by all partnerships.					

Share the lessons learned following the audit of case notes in May 2019.	5.2.1	Alice Wilson/Graham Abrines		This work was reported to HSCSMT in Summer 2019	Complete
Re-launching “On the Ground” communication stream to all people working within the Partnership.	5.2.2	Julie White	Completed	This was completed via the Health and Social Care Communication Team.	Complete
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Ensuring the implementation and delivery of the Action Plan associated with implementation of the Information Sharing Plan, monitored through the Audit and Risk Committee.	5.2.3 Regular reports to Audit and Risk Committee	Julie White	March 2020	Escalated to Public Protection with discussion with Chief Executives of NHS and Council Work on data sharing agreement postponed due to CoVID, new timescales agreed with Heads of IT within NHS and D&G Council in September 2020	In progress
Undertake to review performance reports from other partnerships to identify areas of good practice that may be implemented locally.	5.2.4	Vicky Freeman	August 2019	Completed via the Integration Managers Network	Completed August 2019
Proposal 5.3					
A framework for community based health and social care integrated services will be developed.					
NOT FOR LOCAL COMPLETION - NATIONAL BODIES RESPONSIBLE					

Key Feature 6 Meaningful and sustained engagement					
Proposal 6.1 Effective approaches for community engagement and participation must be put in place for integration.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Implement the consultation framework	6.1.1	Julie White	Completed		Complete
Implement a Partnership consultation working group, with representatives from all sectors	6.1.2	Rod Edgar	Completed	This has now been completed.	Complete
Share the learning from co-production labs (model projects)	6.1.3	Vicky Freeman	December 2019	Vice Chair of the IJB attending a meeting in Wales to share the learning from our recent co-production experience. Seeking a final report/paper to share learning internally	In progress
Review the relationship between the IJB and the Strategic Planning Group	6.1.4	Vicky Freeman	March 2020	Following a presentation and discussion at H&SCMT – Jan 2020, management of the SPG has moved from strategic planning to corporate governance to strengthen the link	Complete

				between the IJB and its SPG	
Review the role, remit and membership of the Strategic Planning Group to ensure effective involvement	6.1.5	Vicky Freeman	2020	SPG now overseen and supported by Governance Lead/Chief Officer	June 2020
Proposal 6.2					
Improved understanding of effective working relationships with Carers, people using services and local communities is required.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Use the training opportunities that arise in relation to developing and enhancing communication and engagement skills across the Partnership.	6.2.1 Good Conversation training	Natalie Morel	September 2020	Good conversation programme delayed due to furlough of training company 1 st meeting held June 2020 to review how delivery can now take place	New programme to be shared by August 2020
Extend membership and role of the Participation and Engagement Network.	6.2.2	Alice Wilson (previously Eddie Docherty)	March 2020	The Participation and Engagement Network is a partnership function on behalf of the Community Planning Partnership. Very limited activity – awareness raising or engagement via the network has been taking place within the partnership. This has been raised with Community Planning	August 2020

				and an increased focus was planned pre Covid. The Patient Services Team are currently in the process of a mail drop to all third sector organisations across the region to invite both the organisations and their individuals to become members.	
Develop the process for learning from feedback at a system level.	6.2.3	Alice Wilson (Previously Eddie Docherty)	March 2020	<p>This remains challenging due to the lack of ability to undertake qualitative analysis across the feedback functions which include Datix, Care Assurance, Care Opinion and other consultation events.</p> <p>The complaints element of Datix has had changes operationally available since April 2020 whereby it is possible to code and therefore interrogate using the HCAT stage of care definitions which will afford the ability to more clearly learn at which points of the</p>	August 2020

				<p>journey and where things are going wrong/ well (where compliments are logged on the system). A systematic process is not in place. Further linkages are taking place across Scotland to identify any areas of good practice that can be adopted.</p>	
Continue to develop social media presence.	6.2.4	Lillian Cringles/Rod Edgar	March 2020	<p>The Local Authority and Social Work Services has a communication strategy which links into the partnership. Any development of the social media development has been undertaken jointly.</p>	Completed
Develop an integrated approach to duty of candour.	6.2.5	Lillian Cringles/Alice Wilson	TBR January 2021	<p>Each organisation delivers within its own policy and procedures for duty of candour, however as agreed at CCG we will look to areas for a joint annual report – this is ongoing We have not progressed due to Covid 19 as both organisations have procedures in place</p>	In progress

				and the development of a joint protocol is not viewed a priority at this time.	
Proposal 6.3					
We will support Carers and representatives of people using services better to enable their full involvement in integration.					
Plan	Action Number	Responsible Officer	Timescale	Progress	Date Completed
Implement the Carers Strategy.	6.3.1	Vicky Freeman	September 2020	Progress on the implementation of the Carers Strategy reported 6 monthly. Good progress being made	In progress
Ensure that different programme boards engage with people, their Carers and communities to enable their full involvement in bringing about sustainable and effective change.	6.3.2	Vicky Freeman	September 2020	Programme Boards disbanded during Covid 19. Effective engagement and involvement in the 'new normal' document being drafted	In progress