

**3 3HIGHLAND COUNCIL/NHS HIGHLAND
PLANNING FOR INTEGRATION PROGRAMME BOARD**

Minutes of the Meeting of the Highland Council/NHS Highland Planning for Integration Programme Board held in Committee Room 2, Council Headquarters, Glenurquhart Road, Inverness on Tuesday 3 May 2011 at 10.00 a.m.

Present:-

Mr Alistair Dodds (Co-Chair), Chief Executive, Highland Council (AD)
 Ms Elaine Mead (Co-Chair), Chief Executive, NHS Highland (EM)
 Dr Michael Foxley, Leader of the Administration, Highland Council (via Video Conferencing)
 Mr Garry Coutts, Board Chairman, NHS Highland
 Mr Bill Alexander, Director of Social Work, Highland Council (BA)
 Mrs Jan Baird, Transitions Director (JB)
 Mr Keith Yates, (KY)
 Mr Hugh Fraser, Director of Education, Culture and Sport, Highland Council (HF)
 Dr Margaret Somerville, Director of Public Health, NHS Highland (MS)
 Ms Alison Bell, Small Creek Communications (AB)
 Mr Malcolm Iredale, Director of Finance, NHS Highland (MI)
 Mr Graeme Dickson, Director of Health and Social Care Integration, Scottish Government (via Video Conferencing) (GD)
 Mr Ken Matthews, Unison (KM)
 Mr Richard Whyte, Unite the Union (RW)
 Ms Ros Derham, Royal College of Nursing (RD)
 Mr Rikki Selkirk, GMB (RS)
 Ms Anne Macrae, Committee Administrator, Highland Council (AM)

Ms E Mead in the Chair

Item	Subject/Decision	Action
1.	Apologies for Absence An apology for absence was intimated on behalf of Mr A Geddes.	No Action Necessary
2.	Declarations of Interest Mr G Coutts declared a financial interest as the Convener of the Scottish Social Services Council but advised that his interest did not preclude his involvement.	No Action Necessary
3.	Minutes of Previous Meeting There was circulated Minutes of Meeting of the Planning for Integration Programme Board held on 19 April 2011, the terms of which were APPROVED .	AM

Arising from Item 2 of the Minute Mr G Coutts clarified that under Item 2 'Declarations of Interest' his interest as the Convener of the Scottish Social Services Council was a financial interest.

Arising from Item 4 of the Minute the Transitions Director confirmed that the evolving models for Children's and Adult Services had now been presented to the Staff Partnership Forum for consideration.

Arising from Item 7 of the Minute the Transitions Director advised that she brought hard copies of the issues log to the meeting for circulation only to the members of the Programme Board.

The Programme Board **NOTED** the matters arising from the minutes.

4. Planning for Integration: Joint Highland Council and NHS Highland Board: 12 May 2011: Draft Report

JB

There was circulated Report No. PFI/11/11 dated 27 April 2011 by the Transitions Director which contained a second draft of the report to be presented to the Joint Meeting of the Highland Council and the NHS Highland Board on 12 May 2011. The report advised that the amendments or additions made since the last meeting had been highlighted for ease of reference.

During discussion the Board **APPROVED** the draft report subject to the amendments or additions to the report, which in summary were as follows;

- The wording of the recommendations set out in the report be amended to reflect that a further report defining the scope of the services to be integrated, and on a model of governance would be presented to the joint Council/NHS Highland on 23 June 2011
- The wording of the recommendations be amended so that Members and NHS Directors were asked to '*agree that the case for change is evidenced*'
- The report include more robust and explicit evidence on the case for change within Children's Services. The wording adopted in the report should also be consistent to make it clear that within Children's Services the proposal was to move from joint services to integrated services
- The paper detailing the outcome of the Children's Services workshop held for staff on 28 April 2011, copies of which had been tabled by the Director of Social Work, be incorporated into the report under the heading of 'Case for Change'
- The evidence being generated through engagement with local people in the Highlands in regard to how the current services were not working, be included under the 'evidence for change' section of the report rather than the engagement section, to build up the case for both Adult and Children's services.
- The Report detailed under Item 8 of the agenda on the 'Engagement of Users and Carers in Adult Community Care' be attached as an appendix and be directly referenced in the report. It was suggested that a similar format should also be developed for Children's Services, for inclusion in the report for the June meeting. The Transitions Director reported on proposals to engage with Highland Children's Forum and People First in this regard.

- The wording in regard to Section 52 of the Local Government (Scotland) Act 2003, as set out in the appendix to the report on the legislative context be clarified in relation to the implications for staff.
- Under Section 4 – ‘Proposed Models’, it was agreed that an additional section be included in the report setting out the functions which it was considered should be delivered in the Lead Agency model in relation to both Children’s and Adult Services, and setting out those which had yet to be agreed, and noting that the final and complete list would be presented to the joint meeting in June. It was also agreed that the schematics which were appended to the draft report should be removed from the final version
- Additional information be included in the report on the governance model, specifically on strategic governance and local accountability, and it be acknowledged that given the complex structures involved further discussion would be required, and that the proposed Governance model would be presented to the joint meeting in June 2011
- The paper on ‘Local Partnerships’ which had been tabled by the Director of Social Work, be incorporated into the report, and it be clarified that the proposals and boundaries set out in the paper, would be subject to local consultation, and the outcomes reported to the meeting in June 2011
- Under Section 5 – ‘Implications’ it was agreed that separate headings be included for ‘Finance’ and ‘Human Resources’. In terms of the Human Resources section additional detail be included on the proposed employment model based on the HR report that had been submitted to the last meeting of the Programme Board.
- Under Section 5 – ‘Implications’ an additional section be included on strategic commissioning and the need to commission for improved outcomes within the available resources.
- Under Section 5 – ‘Property’ it was agreed to emphasise that the commitment to the capital programmes of both organisations would continue, and that there would be the involvement of key partnership individuals in any service critical decisions prior to finalisation. This was to acknowledge that there may be decisions which will impact on the future configuration of services by the partner organisation which may ultimately assume responsibility for delivery.
- Under Section 7 - ‘Proposed Next Steps’, it was agreed that a timeline back from April 2012 be provided, to include both the management and governance structures. It was also agreed that this section should outline the communications and engagement that would be progressed over the next few months.

The Programme Board was advised that the Council’s Public Relations Manager would arrange for a press release to be issued following the issue publication of the report, once it had been finalised, and it was suggested that if possible this also contain a quote from the Staff Partnership Forum.

In discussion the point was made that the Staff Partnership Forum had not had the opportunity to consider the final draft of the report before the meeting, and the Programme Board **AGREED** that a copy of the draft report for the June meeting be made available to the Forum before it was considered by the Programme Board.

Thereafter the Transitions Director confirmed that she would arrange for the amended draft report to be circulated to the Programme Board for final comments before it was issued on Thursday 5 May. She also confirmed that the Programme Board would be circulated with a copy of the finalised report on the day of issue.

5. Staff Partnership Forum

JB

The Transitions Manager provided a verbal update on the main issues discussed at the meeting of the Staff Partnership Forum held on Wednesday 27 April 2011 which included discussion on the service models; recruitment to lead officer posts; proposals for the website and newsletter and other communications issues. Further discussion had focused on staff engagement and the scheduled workshops. The Forum had also received an update from Human Resources Sub Group on their ongoing work around the models and on communications. Further discussion had focused on the format of the models set out in draft report and the proposals to look at functions rather than specific roles.

In terms of the joint report to the Council/NHS Highland it had been agreed that the members of the Forum should be issued with a copy of the report when it was published on the Thursday before the meeting on 12 May 2011. It had also been agreed that further meetings would be scheduled to link in with the Council/NHS Highland meeting on 23 June 2011.

During discussion it was reported that an issue had also been raised in regard to staff side involvement in the interviews for the lead officer posts, and that this would be subject to further discussion at the Forum.

The Programme Board **NOTED** the update on the Staff Partnership Forum.

6. National Update

**No Action
Necessary**

Mr Graeme Dickson, provided a verbal update on the national overview. He advised that the election manifestos of the political parties contained little coverage on their proposals for a national care service, and that there should be a clearer picture of the Government's proposals by the next meeting.

The Programme Board **NOTED** the national update.

7. Update on Communications Strategy

JB/AB

The Transitions Director and Director of Social Work provided a verbal update on the Communications Strategy.

Ms Alison Bell, Small Creek Communications, reported that following on from the last meeting of the Programme Board the communications strategy had been updated to incorporate the Board's comments. She confirmed that she would arrange for the updated version to be circulated to the Board and all other relevant parties. She stated that a briefing on communications, as agreed at previous meeting, was to be prepared along with a summary sheet setting out the key messages, evidence for change, FAQs and the engagement approach.

Ms Bell also reported that a media relations strategy had been drafted and would be subject to discussions with the Council's Public Relations Manager, given that the strategy would be implemented through the Public Relations Team. The Strategy would also be circulated to the Programme Board once finalised.

She advised the Board that further actions to be progressed included the following;

- Discussions would be held with the Transitions Director with a view to establishing a communications sub group to ensure that the communications plan moved forward with the energy required. It was envisaged that the sub group would comprise staff from both organisations, services users, carers and families, Highland residents, and representatives from media, and professional organisations.
- A specific campaign was being designed for Highland residents, and this would be made available to the Programme Board once it had been finalised with the Transitions Director.
- A generic e-mail address for the Project had been set up, details of which had been included in the most recent newsletter, and work was ongoing to establish a contact telephone number
- The next edition of the newsletter would be issued on Thursday of this week and would give staff advanced notice of the report being presented to the Joint Council/NHS Highland meeting on 12 May
- Material had been provided for both the Council and NHS Highland's internal newsletters, and would continue to be provided on a regular basis.
- For those staff with no internet/e-mail access contact information in regard to the Project would be provided on their payslips
- An internet site had been set up on HighlandLife.net and sites were now up and running on the Council and NHS Highland's intranet sites, linked from the home page.

In discussion the view was expressed that there was a need to raise the profile of the Plan for Integration over next few weeks and to dispel any misinformation that may be circulating. Therefore it was proposed that, a strong media drive be pursued around the joint meeting on 12 May, with press releases forming a vital element of this process.

As part of this process it was suggested that a key point would be to have media statements from Dr M Somerville and other health professionals on the work in progress, and if possible a statement from the Union side. The Chairman expressed the view that work to prepare for dealing with the media should be undertaken at the earliest opportunity in consultation with Alison Bell.

During further discussion it was agreed that as part of the media campaign and there was a need use real patient/client stories to capture the imagination, and to demonstrate how things could be done better by professionals. It was also proposed that the contact telephone number should be linked to the issues log to ensure that the comments were captured in the log.

In conclusion the Transitions Director welcomed any comments on the Newsletter.

The Programme Board **AGREED** to note the update on the communications strategy, subject to the comments raised in discussion being progressed.

8. Engagement of Users and Carers in Adult Community Care

JB

There was circulated Report No. PFI/12/11 which provided a summary of discussions as at the end of April 2011 with people who use adult community care services and those who care for people who use these services. The report outlined the parties which had been involved in the discussions, the views that had been expressed in relation to the plan for integration, and identified the range of service improvements that people hoped would accrue from the process. The report also set out common views and experiences which had been shared by those involved in the discussions and which had highlighted specific problem areas, as set out in Section 4 of the Report.

The report concluded by stating that it was clear that the majority of people who have been engaged to date were of the view that the proposed integration offered a welcome opportunity to significantly improve services.

In discussion it was noted that the report would form an Appendix to the main report being submitted to the joint meeting on 12 May 2011, as agreed at Item 4 above, and it was proposed that a similar format of report be developed for Children's Services.

Responding to a point raised regarding the need to engage more with families in regard to Children's Services, the Transitions Director reported on specific work being done by the Highland Children's Forum in engaging with families to seek their views on the proposed models and communicate the message that the plan for integration was about delivering improved services. It was also suggested that there was also a wealth of information set out in national reports in regard Children's Services which could be used to build up the evidence for the case for change.

Following on from this the Chairman asked that the reference in paragraph 3 on page 37 of the report to '...the perceived different value bases of agencies and professionals...' be clarified so that it was clearly understood what had been meant from the Highland Users Group perspective.

The Programme Board **NOTED** the report and **AGREED** that a similar format be developed for Children's Services.

9. Governance

JB

The Transitions Director provided a verbal update on the governance work undertaken to date. It was reported that while there would be a level of detail in the report to the joint meeting on 12 May 2011, as agreed at Item 4 above, it was recognised that there was more work to be done particularly in regard to the local and strategic levels, and that this would be presented to the joint meeting to be held on 23 June 2011.

The Programme Board **NOTED** the update on governance.

10. Date of Next Meeting

**No Action
Necessary**

The Programme Board **NOTED** that the next meeting would be held on Monday 13 June 2011 at 2.30pm in Committee Room 1, Council Headquarters, Inverness.

The meeting was concluded at 11.50 am.