





Meeting of East Renfrewshire Health and Social Care Partnership	Integrat	ion Joint Board	
Held on	27 Marc	ch 2024	
Agenda Item	8		
Title	HSCP S Progran	Savings, Recovery a nme	nd Renewal
Summary			
The purpose of this report is to update the Recovery and Renewal Programme.	he Integra	ation Joint Board on	the HSCP Savings,
Presented by		Bairden, Head of Fin Financial Officer)	ance & Resources
Action Required			
Members of the Integration Joint Board the HSCP Savings, Recovery and Rene			ent on the progress of
	-		
Directions		Implications	
		Implications	
		☐ Finance	⊠ Risk
☑ No Directions Required☑ Directions to East Renfrewshire Council (ERC)		-	⊠ Risk □ Legal
	HSGGC)	Finance	_

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

27 March 2024

Report by Chief Officer

HSCP SAVINGS, RECOVERY AND RENEWAL PROGRAMME

PURPOSE OF REPORT

1. The purpose of this report is to update the Integration Joint Board on the HSCP Savings, Recovery and Renewal Programme.

RECOMMENDATION

2. It is recommended that the Integration Joint Board note and comment on the progress of the HSCP Savings, Recovery and Renewal Programme.

BACKGROUND

- 3. The Savings, Recovery and Renewal programme provides information to the IJB across three levels:
 - Strategic: projects that cover HSCP wide activity
 - Service: projects specific to one area/service
 - Operational Deliveries: activities at a service level not related to significant change.

REPORT

- 4. Since the last report to the IJB in January the programme has continued to progress. Appendix 1 provides a detailed update on individual projects. By exception the updates are detailed below.
- 5. **Supporting People Framework** as advised at the recent seminar the progress in 2023/24 was not as expected, hence the red project status. We believe the scrutiny work supports that savings can be delivered as modelled and the lack of saving was a result of implementation and culture changes taking longer than hoped for. The saving has been profiled for 2024/25 and progress will be reported to the IJB throughout the year.
- 6. **Case Recording Replacement System project** the contract for this activity has now been awarded and the Mosaic system implementation work has commenced. The implementation timetable for this project is challenging but still considered achievable by the project end date.
- 7. **Care at Home Review Phase 2** this project continues to progress however recruitment remains a significant challenge and this is reflected in the timelines and project deliverables, hence the amber rating. There remains continued focus on delivering key workstream activities including frontline staff recruitment and external provider engagement. Review activity has also increased. Weekly meetings remain in place to review progress, given the significant financial and operational challenges this service is experiencing.

- 8. **Income Generation** the short life working group will continue to consider income generation opportunities for the HSCP and will meet again in the coming weeks. The group last met on 4 December 2023 and a paper has recently been issued which will form the basis of the next discussion.
- 9. **Planned Projects** the project briefs and initial scoping for telephony works and the review of transport are complete and will be taken through the agreed governance process. Both projects tie in with invest to save initiatives that will be considered to support the delivery of recurring savings.
- 10. The project team are supporting a short life piece of work for prescription management assistance in our Recovery Services.
- 11. **Financial Implications** the savings target for 2023/24 is £7.056 million, Appendix 2 provides a breakdown of the detail showing progress by saving. As previously agreed a broad de-minimus of £50k has been used so that smaller savings are amalgamated.

12. The appendix can be summarised as follows:

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Savings Progress	£ million	%
Achieved to date	2.559	36%
On track to be achieved	0.226	3%
Funded from reserves	1.861	26%
Under Achieved in 2023/24	2.410	35%
Total	7.056	

- 13. The shortfall has not changed significantly since last reported in the current yea, with the shortfall in supporting people being the most significant factor. When we consider the level of planned reserves supporting the programme in the current year this shortfall from under achievement adds additional pressure to 2024/25.
- 14. As reported elsewhere the outcome of the initial scrutiny work on supporting people framework reviews has shown that the modelled savings should still be achieved but now re-profiled.
- 15. The final outturn for the year will determine the absolute shortfall and the current expectation is a pressure of c£3.8 million in the 2024/24 budget.

CONSULTATION AND PARTNERSHIP WORKING

16. Representation from staff, those who use our services, staffside representatives and partner providers will continue to be invited onto projects as appropriate.

IMPLICATIONS OF THE PROPOSALS

<u>Finance</u>

17. The unachieved savings from 2023/24 have been factored into the 2024/25 proposed budget.

Equalities

18. We will undertake Equality, Fairness and Rights Impact Assessments where required.

Risk

19. There remains significant financial risk from the supporting people savings not being achieved on a recurring basis by 31 March 2024. This will continue to be monitored at the most detailed level during 2024/25.

Workforce

- 20. There are no specific workforce issues arising as result of this paper and savings relating to staffing are discussed through our HR Sub-Group, Joint Staff Forum and other appropriate governance.
- 21. There are no legal, policy or infrastructure implications arising as a result of this paper.

DIRECTIONS

22. There are no directions arising from this report.

CONCLUSIONS

23. The Savings, Recovery and Renewal Programme is continuing to progress and will be reported to each meeting of the IJB.

RECOMMENDATIONS

24. It is recommended that the Integration Joint Board note and comment on the progress of the HSCP Savings, Recovery and Renewal Programme

REPORT AUTHOR AND PERSON TO CONTACT

Lesley Bairden, Head of Finance & Resources (Chief Financial Officer) Lesley.Bairden@eastrenfrewshire.gov.uk 0141 451 0749

Chief Officer, IJB: Julie Murray

12 March 2024

BACKGROUND PAPERS

IJB Paper: 31 January 2024 – Item 8 Savings, Recovery and Renewal Programme https://www.eastrenfrewshire.gov.uk/media/9960/IJB-Item-09-31-January-2024/pdf/IJB_Item_09_-31_January_2024.pdf?m=1705939879397

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Appendix 1 - Project Timelines and Summaries as at 14 March 2024

LIVE PROJECTS				
Project	Project Owner	Project Start Date	Project End Date	RAG Status
L1: Learning Disability Development	Tom Kelly	August 2022	December 2024	AMBER
L2: Case Recording System (CareFirst) Replacement	Lesley Bairden	April 2022	April 2025	GREEN
L3: Information Governance and Data Cleansing	Raymond Prior	November 2022	October 2024	GREEN
L4: Review of Commissioned Services	Margaret Phelps	November 2022	November 2026	GREEN
L5: Care at Home Review Phase 2	Julie Murray	July 2023	June 2024	AMBER
L6: Supporting People Framework	Tom Kelly, Lee McLaughlin, Raymond	April 2023	March 2024	RED
	Prior			
L7: HSCP Transport/Vehicle fleet review	Lesley Bairden	March 2024	September 2024	GREEN

PLANNED PROJECTS				
P1: EMIS / Prescription Management Assistance	Mary Wilson	March 2024	TBC	

FUTURE PROJECTS				
Project	Project Owner	Expected Project Start Date	Project End Date	RAG Status
F1: Review of Telephony Systems	Mairi-Clare Armstrong	April 2024	November 2024	

LIVE PROJECTS SUMMARY

Project Title	L1 – Learning Disability Development
Project Owner	Tom Kelly
Purpose - what do we want to achieve	 To undertake an extensive review of our current approach to supporting those who use our Learning Disability support services and introduce a modern integrated service that puts the needs of those who use our services at the heart of what we do, whilst identifying viable and sustainable options for creating efficiencies in service provision. The project will encompass a review of the overnight support service ('sleepovers'), facilitating a fresh assessment of overall support needs, and looking at ways of utilising modern technology to provide personalised support alternatives, introducing less intrusive and more efficient methods of meeting assessed need and managing more successful and fulfilling outcomes. The project will also build upon the work carried out in relation to Phase 1 of the remobilisation of day opportunities following the enforced COVID-19 service suspension of these services. The review will provide the opportunity to assess how the reintroduction of both building based and outreach services can be individualised and provide a better fit with a modernized integrated Learning Disability support services.
Expected Outcomes - Non financial	 modernised integrated Learning Disability support service. Ensuring those that who use our learning disability service are supported and encouraged to thrive with enhanced day opportunities The creation of a modern, integrated and efficient support service
Expected Outcomes	Indicative savings are:
– financial	• 2022/23: £200k (not achieved) • 2023/24: £300k (£217k achieved to date) • 2024/25: £100k (£63k additional full year effect)
Current Update	 Option 1 reviews to continue. 25% of reviews are completed and can be redone from January 2024. 43 reviews currently allocated to staff. Delay in progress for overnight support reviews due to lack of resources and other issues within SOL. Consultation underway regarding the SOL framework rates. Exploration of alternative service provision is underway Community Pathways: Training for pool plant operators has stalled and plans to agree how this will operate have been postponed. Rooms set up on the system and terms and conditions to be submitted to DMT for approval 6/3/24, will proceed with implementation and use of system.
Next Steps	 Reviews will continue to be undertaken Training continues for Community Pathways Team for SSSC registrations Ongoing liaison with partner provider regarding monitoring and future use Exploration of alternative solutions for replacing SOL Connect
RAG Status	AMBER
Timeline	18 August 2022 – 16 December 2024

Project Title	L2 - Case Recording System Replacement
Project Owner	Lesley Bairden
Purpose - what do we want to achieve	 The HSCP Case Management solution is the mechanism by which HSCP staff record and capture information relating to those who use our services. To procure and implement a new comprehensive case management solution for the recording and management of service user information and case recording within all aspects of Social Work managed by the HSCP
Expected Outcomes - Non financial	 A system that can be accessed and updated from anywhere on any device Lean and person-centred recording processes Data as an asset- using data available to drive future service improvement
Expected Outcomes - financial	Indicative savings are: • 2024/25: £75k • 2025/26: £75k
Current Update	 Evaluation of both supplier bids received from ITT closed on 31 October 2023 – Timescale for evaluation over-ran by 8 weeks – due to amount of work involved and resultant staff time commitment to this work. Project Board approved preferred bidder status for The Access Group on 12 January 2024, following recommendation from ERC Procurement as a result of the outcome of the tender evaluation exercise. Project Board has also now approved timeline change caused by delay in tender evaluation. 'Go-live' date deadline now extended to 01 April 2025. Contract offer letter issued, and 'regret' letter sent to unsuccessful bidder. Work has now commenced on 'bulk deletion' of all records on CareFirst system no longer required in line with ERC data retention policy and GDPR. Liaison work continuing with BO&P colleagues with regards to the simultaneous deletion of related obsolete data contained within the Information at Work records management system. Work commenced on agreeing implementation team resource—proposal will be put to next Project Board meeting for approval and will be monitored by the Social Work Practice sub-group, which continues to act as project assurance from a practitioner/system user perspective.
Next Steps	 Planning for implementation now underway. New supplier will be invited to join Project Board as Senior Supplier. Conclude discussions on Project Implementation Team resource, and commence implementation work.
RAG	GREEN
	20 April 2022 – 30 April 2025

Project Title	L3: Information Governance and Data Cleansing
Project Owner	Raymond Prior
Purpose - what do	Implement a robust approach to information governance across the HSCP ensuring statutory duties are met
we want to achieve	Embed good information governance practices into business-as-usual activity
	Ensure staff have the training and information to manage associated risk accordingly
	 Fully prepared for a transition to a new case recording system and online collaboration tools such as One Drive.
Expected Outcomes	HSCP has a defined approach to information governance
Non financial	HSCP processes are reviewed to ensure information governance requirements are adhered to
	Reduced risks of data breaches and potential Information Commissioner fines
Expected Outcomes	There are no expected financial outcomes as a result of this project.
financial	
Current Update	Review of physical files at Thornliebank now completed except Finance (resource issue)
	Review of files on DVDs and CDs now complete
	Work in progress with both NHS and Council files at St Andrews Houses
	 Home Care Dairies are being scanned into Information at Work system while backlog of old diaries is being sorted for easy access
	Work is in progress with electronic files. This includes Scan files saved on old system
	First chat/training on Record management/IAR completed
	Review of access databases completed
Next Steps	Complete review of Thornliebank physical files related to Finance
	Complete Phase 2 review work (electronic files)
	Save and review Scan files on I-Drive
	Complete the review of files at St. Andrew's House
	Complete work on Indexing and logging old Home Care diaries location for destruction in line with retention policy
	Review issues of staff shortage impacting scanning of Home Care Diaries
	Agree action on Record Management/IAR training as this may impact work process
RAG	GREEN
Timelines	16 November 2022 – 31 October 2024

Project Title	L4: Review of Commissioned Services
Project Owner	Margaret Phelps
Purpose - what do we want to achieve	To review a number of arrangements to ensure we are maximising all framework and contractual opportunities
Expected Outcomes - Non-financial	Resilience in local partnership working
Expected Outcomes	An indicative saving of:
- financial	• 2022/23 - £75k (achieved)
	 2023/24 - £225k (£82k achieved to date) and balance will come from supporting people activity
	2024/25 – nil target recognising crossover with supporting people framework
Current Update	Reviews of grants are continuing
	Working group established to liaise on grants reviews
	 Grant funding review underway in two stages initial universal reduction and further service specific discussions to support savings delivery.
Next Steps	Refocus of work streams in light of Supporting People Framework continues
	Continue with work around grant funding
RAG	GREEN
Timelines	November 2022 – November 2026

Project Title	L5: Care at Home Review Phase 2
Project Owner	Julie Murray
Purpose - what do we want to achieve	 Structure redesign Defined offering to the external marketplace An operating model that is effective and efficient Care at Home and Telecare services aligned, and cross service opportunities maximised
Expected Outcomes - Non financial	A sustainable, resource and cost-efficient operating model
Expected Outcomes	Indicative savings are:
- Financial	• 2022/23 - £100k (not achieved)
	• 2023/24 - £200k (not achieved to date)
	2024/25 - £200k potential re-profile proposed as part of 24/25 budget
Current Update	 Jobs evaluation activity completed Frontline staff recruitment and induction focus continues - planning for new recruitment campaign with fresh message and imagery is being progressed Engagement underway with local colleges to promote our frontline care vacancies and support students with applications and interviews Data gathering exercise conducted with external providers to support prioritisation of reviews of care packages Experienced team of reviewers recruited, and they are progressing the external provider package reviews in alignment with Supporting People Framework criteria
Next Steps	 Continue frontline staff interviewing and on-boarding activities Develop and implement new recruitment promotion campaign Continue to drive progression of the external provider review activity Finalise agreement of proposed structure and cost calculations Agree approach for implementation of new structure in conjunction with key stakeholders
RAG	AMBER
Timeline	July 2023 to June 2024

Project Title	L6 – Supporting People Framework
Project Owner	Tom Kelly, Lee McLaughlin, Raymond Prior
Purpose - what do we want to achieve	 To adopt a formalised eligibility criteria for social care in response to the highly challenging current financial position facing the HSCP To carry out reviews of care packages across all services to identify savings and efficiencies where possible
Expected Outcomes - Non financial	Streamlined and uniformed approach to assessment and service provision based on need.
Expected Outcomes - financial	2023/24 - £3.4m (£209k to date with £343k full year effect)
Current Update	 Developed a professional peer review group and extended the membership to include Voluntary Action and talking points. This group considers outcomes of all reviews and provides a place for colleagues to get advice and support. Refresher training commenced on SPF for substantial and critical needs. Head of service to chair weekly REG to provide oversight and scrutiny. New review team set up to oversee recent cases where no change has been made. RAG responses received from providers and review work allocated within Homecare review team on the basis of the RAG allocation Work is underway to develop an online self-assessment resource, based upon the SPF, to help direct individuals to early interventions in the community and manage expectations.
Next Steps	 A full review of the adult assessment and procedures is planned to address any areas of improvement required. The project group continue to work with individual teams and service managers to address the impact of the new forms and identify any improvements and changes required to support practice.
RAG	RED
Timeline	April 2023 to March 2024

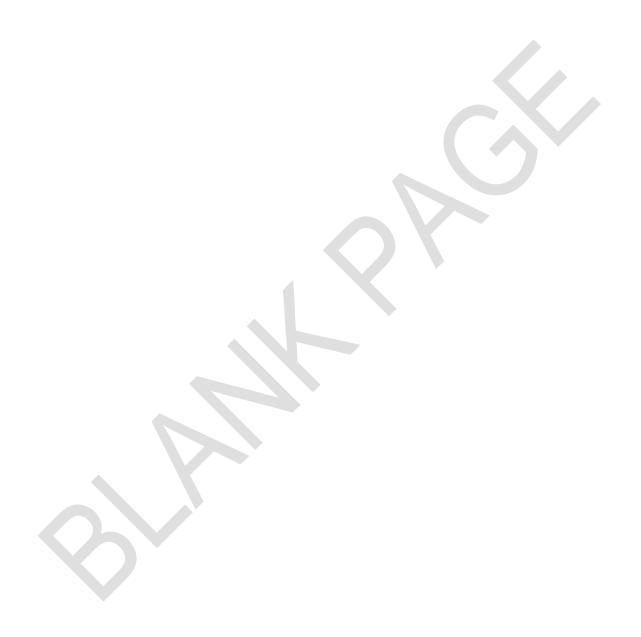
Project Title	L7 – HSCP Transport/Vehicle Fleet Review
Project Owner	Lesley Bairden
Purpose - what do we want to achieve	 Working in conjunction with ERC Environment services and NHS transport, carry out a full review of all vehicles used by HSCP. This work will also form part of a wider ERC review of all ERC vehicle usage following on from a recent report approved by ERC CMT. Benchmark with comparable partnerships across NHSGGC to pick up on any lessons learned. Assess potential for reduction of vehicles and rationalising the split of usage between purchased and leased vehicles. Carry out process analysis on use of vehicles by Care at Home staff to assess where more efficient use of vehicles could increase productivity in terms of visits capacity. Review vehicle requirements for Bonnyton Care Home and Telecare staff and assess as to whether we currently have the best fit in these areas.
	 Assess current lifecycle and running costs of existing HSCP vehicle fleet and Inform future planning of how to best replace 'internal combustion' vehicles with electric vehicles in line with ERC 'Get to Zero' commitment, whilst ensuring the most economical transition for the partnership. Assess the viability of minibus use for the Learning Disability service.
Expected OutcomesNon financial	 Currently still being scoped, but expected to create a more viable and economical use of HSCP vehicle fleet that best meets the needs of the partnership and those who use our services.
Expected Outcomes – financial	Potential savings not known at this stage
Next Steps	Provide a report on scoping exercise and initial progress to Savings, Recovery & Renewal Programme Board/DMT
RAG	GREEN
Timelines	March 2024 –August 2024

PLANNED PROJECTS

Project Title	P1 – EMIS / Prescription Management Assistance					
Project Owner	Mary Wilson					
Purpose - what do we want to achieve	 Review and capture end to end process for Prescription Management Provide support and guidance for Business Support staff to assume the task of Prescription Management Ensure guidance and guide for process is readily available to cover any staff absence 					
Expected Outcomes - Non financial	 Re-defined end to end process for Prescription Management Business Support take ownership of process 					
Expected Outcomes - financial	Potential savings not known at this stage					
Next Steps	Kick-off meeting with team who has taken on Prescription Management process. Date provisionally set for 11 March 2024.					
Timelines	March 2024 – TBC					

FUTURE PROJECTS

Project Title	F1 – Review of Telephony Systems					
Project Owner	Mairi-Clare Armstrong					
Purpose - what do	Delivery of a unified telephony system that supports and enhances service delivery					
we want to achieve	A telephony system that supports hybrid working and future technological developments					
	Access to telephony and communications data reports					
Expected Outcomes	A modern, flexible telephony and communications system					
Non financial	Technology that supports hybrid working and enables further integration across health and social care					
	A solution that enables HSCP to provide a better experience for those who contact the partnership					
	Access to data which enabling HSCP to understand telephony data, demands and trends that can be used to influence					
	future service redesign					
Expected Outcomes	Potential savings not known at this stage					
– financial						
Next Steps	 Project Mandate submitted to SR&R Programme Board for consideration – await response. 					
Timelines	April 2024 – October 2024					



		2023/24					2024/25	
Saving	Funding Gap £'000	Savings Achieved £'000	On Track £'000	Funded from Reserves £'000	(Over) / Under Achieved £'000	Saving Achieved £'000	(Over) / Under Achieved £'000	
HSCP Wide Savings	2000	2000		12 0 0 0	12 2 2 2	12 2 2 2		
Review of Commissioned Services	225	82	-	-	143		143	
Further Funding Expected on Pay Award	261	261	-	-	-		-	
Living Wage on Pay element of contracts rate only	148	148	-	-	-		-	
Limit Use of Support Services to contain cost pressures	219	-	219	-	-		-	
Supporting People Framework to Moderate	3,400	209	-	831	2,360	134	3,057	
Structure Proposals	928	435	-	493	0	121	372	
Allocate Turnover Target 1%	200	200	-	-	-		-	
Learning Disabilities								
Sleepover Review	150	150	-	-	-		-	
Supported Living	130	67	-	-	63	63	-	
Intensive Services								
Efficiencies from Care at Home Scheduling System	75	5	-	70	-		70	
Care at Home Review Phase 2	200	-	-	200	-		200	
Review of Vacant posts and Associated running costs	179	90	-	107	(18)		89	
Children and Families								
Review of Connor Road funding	60	-	-	60	-	60	-	
Family Functional Therapy	52	52	-	-	-		-	
Residential Costs - review of Care options	226	219	7	-	-		-	
Health Improvement - review of service to rationalise	50	-	-	50	-		50	
Trauma Informed Practice	-	50	-	-	(50)		(50)	
Finance and Resources					-			
Review of Structure and Processes	296	296	-	-	-		-	
Localities					-			
Rehab Team Mini Restructure	61	-	-	-	61		61	
Eastwood localities Team - Mini Restructure	53	-	-	-	53		53	
Review of Vacant posts and associated Running Costs	28	150	-	-	(122)		(122)	
District Nursing - Vacancy Management	50	-	-	50	-	50	-	
New - Tech Enabled Care	-	80	-	-	(80)		(80	
Mental Health and Addictions							-	
Review of Structure and Care Packages	65	65	-	-	-		-	
Total	7,056	2,559	226	1,861	2,410	428	3,843	

