



INTEGRATION JOINT BOARD SERVICE UPDATE

<u>Name of Function:</u>	Aberdeen City Health and Social Care Partnership
<u>Date:</u>	1 st May 2025
<u>Title of Update:</u>	Progress on Hosted Services Audit Recommendations
<u>Author:</u>	Alison MacLeod
<u>Chief Officer:</u>	Fiona Mitchelhill
<u>Contact Details:</u>	alimacleod@Aberdeencity.gov.uk

UPDATE:

The purpose of this update is to advise the IJB of the progress that has been made on the recommendations contained within the internal audit of Hosted Services.

Appendix A contains the response provided to Internal Audit in April 2025 on the progress against the recommendations that were due to be completed in December 2024 and March 2025.

Two recommendations remain outstanding due to be completed in September 2025. Much of the work on these has been progressed within City however progress has been stalled whilst attention has turned to other priorities such as developing the Strategic Plan and delivery of the budget savings projects. The original intention had been to take a Grampian wide approach to the implementation of the governance arrangements but both Aberdeenshire and Moray Health and Social Care Partnerships have had similar distractions as well as experiencing staff shortages and there is a plan to regroup and reconsider whether the September 2025 timescale is still achievable on a Grampian wide basis. Following the outcome of this consideration, if relevant, discussions will take place with Internal Audit as to whether a new timescale can be agreed for delivery of these last two recommendations.



APPENDIX A

1.1 Aberdeen City HSCP will review the rationale for services it hosts to ensure hosting remains the most relevant and appropriate approach. Due Dec 24

Hosted Service	Rationale	Outcome of Review
Inpatient & Specialist MHLDS Services	Geography Efficiency Speciality	The outcome of the review was undetermined and this is currently being explored further. It was felt that the original rationale for hosting remains valid in that the services are provided mainly in locations within Aberdeen City however due to budget overspend the budget for the service remains with NHS Grampian and therefore the service retains this aspect of accountability directly to them. It was felt that this arrangement meant that we did not have a true picture of whether the hosted arrangements were working well or not. The review did identify that the relationship and governance arrangements between hosted and delegated services could be improved which would have a positive impact on patient care. These areas will be explored in the implementation stage.
Specialist Older Adult Assessment & Rehab Services (SOARS)	Geography Efficiency Speciality	The specialist older adult and rehabilitation services have become two separate services – Frailty and Specialist Older Adults Rehabilitation - and this will be reflected in the list of Hosted Services and subsequent SLAs developed. The outcome of the review was that the rationale for hosting remains valid as the majority of the services are provided within Aberdeen City and the concentration of specialist service provision on one site is more efficient. It was proposed that some revision to current operational and management arrangements within the Frailty Pathway could improve overall patient experience and these can be explored further in the implementation stage.
Sexual Health Services	Geography Efficiency Speciality	The outcome of the review is to remain a service hosted by Aberdeen City Health and Social Care partnership. Sexual Health Services having their main base in Aberdeen City is seen as a positive as it provides patients with a degree of anonymity. As a relatively small service it is easier to manage in one location which also reduces duplication of management support across 3 areas. As a speciality service, maintaining a single service avoids competition for staff from the same restricted pool of expertise. Demand for the service has increased over the years and the service welcomes the proposed governance arrangements where the Service Level Agreement will highlight the activity and performance opening discussion on the appropriateness of the current funding arrangements.



1.1 Aberdeen City HSCP has gained approval from the three Grampian HSCP Chief Officers that there is an appetite for a pan Grampian review of overall hosting arrangements and rationale and will liaise with regional partners to develop a scope and timeline for this, including presentation of proposals to each IJB. Due Dec 24

The scope and timeline has been developed. The timeline was originally agreed with a view to presenting proposals to IJBs in March. Whilst the scope remains unchanged, the focus of all three partnerships (and IJBs) over the last 6 months has turned to financial pressures and balancing their respective budgets and other work, for instance on the refreshed Strategic Plan has been postponed. The timeline for presenting proposals has therefore been pushed back to IJB meetings in August/September. This still allows for implementation in line with 2026/27 budget setting.

1.2 Aberdeen City HSCP will work with Aberdeenshire and Moray HSCPs to ensure the services it hosts on their behalf align with their Strategic Plans and, at the same time, seek to understand the current strategy for each of the services hosted by them on behalf of Aberdeen City IJB to confirm alignment to the Aberdeen City Strategic Plan. Due Dec 24

The alignment of all services to all strategies has been confirmed.

Hosted Service	Aberdeenshire IJB	Aberdeen City IJB	Moray IJB
Inpatient & Specialist MHL D Services	Reshaping Care	Achieving Fulfilling, Healthy Lives	Quality of life is improved
Specialist Older Adult Assessment & Rehab Services (SOARS)	Reshaping Care	Achieving Fulfilling, Healthy Lives	People live more independently
GMED	Reshaping Care	Caring Together	Resources are used effectively and efficiently
HMP Grampian	Prevention & Early Intervention	Achieving Fulfilling, Healthy Lives	Lives are healthier
Sexual Health Services	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Lives are healthier
Police Custody / Forensic Examiners	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	People are safe



Retinal Screening / Diabetes MCN	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Lives are healthier
Marie Curie Nursing	Reshaping Care	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Quality of life is improved
Continence Service	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Quality of life is improved
Primary Care Contracts	Reshaping Care	Caring Together	Resources are used effectively and efficiently
Heart Failure Service	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Quality of life is improved
Chronic Oedema Service	Prevention & Early Intervention	Preventing Ill Health Achieving Fulfilling, Healthy Lives	Quality of life is improved

1.3 Aberdeen City HSCP will work with Aberdeenshire and Moray HSCPs to develop and agree proportionate, risk based governance arrangements. Due Dec 24

All three HSCPs have agreed a Service Level Agreement (SLA) approach to governance arrangements with the level of detail provided being in proportion to the risk around each service with those presenting a higher risk providing greater detail particularly around finance, performance monitoring and transformational activity. There will be an annual report on the performance of each of the Hosted Services against their SLA to each of the IJBs.

1.4 Aberdeen City HSCP should seek additional assurance over budgeting and expenditure on hosted services (both hosting and hosted on its behalf), and report on this periodically to the IJB. Originally due Sept 24, extension agreed to Dec 24.

The budget and expenditure of the City element of all hosted services are reported to City IJB but the Aberdeenshire and Moray elements were not reported routinely, although



they are reported to each of their respective IJBs. Discussions have since taken place between the three partnerships and there is now a joint agreement on information sharing. The practical route for this is through a central teams page so that collation along with discussion and challenge on reported figures for Hosted Services can be made. This new process took effect for period 9, financial year 2024/25, results.

1.5 As part of the development of the governance arrangements, Aberdeen City HSCP, in conjunction with relevant colleagues in Aberdeenshire and Moray HSCPs, will develop relevant performance metrics and agree reporting routes and frequency. It is envisaged that the governance arrangements will include routes for agreement of transformation activity and any performance reporting will capture the progress on delivery and impact of this. Due March 25

Upon reflection this recommendation is actually connected to other recommendations rather than being completely standalone. The reporting routes and frequency are part of the governance arrangements recommendation (1.3). Proposals for these are already developed. Internal Audit have agreed that this aspect of the recommendation is considered closed. The performance metrics and transformation activity will form part of the SLAs at the implementation stage. A request to Internal Audit that the due date of this recommendation be amended to September 2025 in line with the recommendation to implement the agreed governance arrangements was also agreed.

Outstanding Recommendations due in Future (work ongoing)

- 1.3 Aberdeen City HSCP will work with Aberdeenshire and Moray HSCPs to implement the agreed governance arrangements. Due Sept 25
- 1.5 Aberdeen City HSCP should work with regional partners to obtain and provide a consistent level of assurance over performance and transformation of services hosted on its behalf and on behalf of others, and report on this periodically to the IJB. Due Sept 25.