

REPORT TO ABERDEENSHIRE INTEGRATION JOINT BOARD (IJB) 6 DECEMBER 2023

CHIEF OFFICER'S UPDATE

Consumer Duty for Public Bodies - Analysis of Consultation Responses and Coming into Force Date

The IJB has received a communication in relation to a new Consumer Duty which the Scottish Government is bringing in that will apply to all public bodies including all Integration Joint Boards (IJB).

The Consumer Scotland Act 2020 established Consumer Scotland as the statutory body for consumer advice and advocacy in Scotland. As part of the process in establishing Consumer Scotland, stakeholder feedback identified the need for comprehensive change in how the interests of consumers are considered and integrated into policy and decision making to ensure that no detriment is brought to them as a result of strategic public body policy decisions. To this end, the Consumer Scotland Act 2020 requires that a relevant public authority must, when making decisions of a strategic nature about how to exercise its functions, consider the impact of those decisions on consumers in Scotland, and the desirability of reducing harm to them.

A Consultation on a Consumer Duty for Public Bodies was carried out in 2021 seeking views on the public bodies this Duty should apply to. The Scottish Government published its analysis to this consultation, which can be viewed at: [A Consultation on a Consumer Duty for Public Bodies – Analysis of Consultation Responses - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/consultations/2021/01/20210101_consumer_duty_for_public_bodies_analysis_of_consultation_responses/gov.scot). Overall, there was broad support for the Duty to apply to all public bodies in a proportionate manner.

The Scottish Government will now progress the necessary legislation to allow this Duty to come into force on 1 April 2024 and Consumer Scotland has the legislative responsibility for developing the guidance to support the Duty and will be meeting with stakeholders to seek views from public bodies which will inform the guidance.

Advice is being sought from Legal and People Service in relation to the implications for the IJB.

Community Hub Programme

The Senior Management Team (SMT) has continued discussions around development of the Community Hub model but it is recognised that this will require further capacity to progress to initiation of a formal programme plan. As noted in further reports being presented to the IJB today, the SMT continues to review all work under the Strategic Delivery Plan with the aim where possible of releasing capacity to focus on our priority workstreams, including the Community Hub. The intent remains to initiate a test of change building on existing work undertaken through the Inverurie place-based approach involving public, community and private sector partners.

National Care Service – National Forum 2023

A representative of the Health and Social Care Partnership (HSCP) attended the National Care Service (NCS), National Forum on 30 October 2023. The speeches from the event are available here: ([read the speeches from the forum online.](#))

In summary the following information was shared by Donna Bell, the Scottish Government's Director for Social Care and NCS Development:

- The First Minister remains committed to delivering the NCS.
- The extension of the bill timeline enabled further consultation with public and partners the time was used to meet with 100's of people, trade unions and COSLA.
- Reached a shared accountability agreement for delivering services across Scotland.
- Focus has been about co-producing with those who have lived experience. Spent summer travelling around Scotland to understand to what is working well across communities.
- Six reports were produced as a result of summer work [LINK](#)
- People feel that this is a real opportunity to make the changes needed and as a collective we are listening to each other.
- Have identified groups/communities that we need to get better at hearing – specific events are being planned.
- Codesign will continue on an ongoing basis, it is a different way of working and it will inform proposals.
- Need to ensure right foundations for the new NCS is in place but it is flexible for the changes that may come.
- Made progress with charter of rights and responsibilities, have drafted and had feedback on.
- GIRFE – is a multi-agency approach from young adulthood to older age. It is in development at the moment. There are 11 pathfinders in place across the country (of which Aberdeenshire is one).
- Work has continued on a National Social Work agency, aiming to invest workforce, standards and improvement.
- National organisation is carrying out research on Childrens Social Work and its inclusion or not in the NCS; there have been reports provided as research goes on.

- Next steps – 12 months and beyond:
 - The collective approach will be important, difficult conversations ahead.
 - Still gaps in work to date, hearing voices of those seldom heard and other areas where they have found gaps.
 - Continue collaborative working with partners and stakeholders, testing as they progress.
 - This is not just about today; this is a legacy question – how do we want health and social care to look for the next generation.

Aberdeenshire Wellbeing Festival

The Aberdeenshire Wellbeing Festival initiative began in May 2016 and was first developed by public health working with multi-agency partners who came together to look at ways to promote and support community mental wellbeing in Aberdeenshire. The festival aims to provide opportunities to improve mental health and wellbeing and improve awareness of local mental wellbeing resources for the public and practitioners.

Each year groups are invited to host free taster activities which aim to increase mental wellbeing and people are encouraged to take part through a physical and online Wellbeing festival programme. Participant and host feedback shows there has been an increase in participation with 166 events held in May 2023 with an estimated 1500+ people taking part. All the hosts and participants share feedback as part of evaluating the festival and some example comments below from participants show why people have taken part.

"Wanted to improve my mental wellbeing"

"I was interested in finding out about the group, it was a convenient time for me and I felt meditation would be a good skill for me"

"Child suffering from anxiety"

"Looking for tips on how to deal with my daughter and my own anxiety"

The 2024 festival will run over the whole month of May and partners in Aberdeen City and Moray Health and Social Care Partnerships are now working with Aberdeenshire to provide activities across all three areas. Anyone interested in the report on the 2023 event or taking part in the 2024 festival can get in touch with Carolyn.lamb@nhs.scot for more details.

Joint Inspection of Adult Support and Protection in The Aberdeenshire Partnership Area

Organisations within the Aberdeenshire Adult Protection Partnership have received formal notification of the planned multi agency inspection of Adult Support and Protection (ASP). The Inspection will be jointly undertaken by the Care Inspectorate, Health Improvement Scotland and His Majesty's Inspectorate of Constabulary. It will focus on key processes and leadership within the Health and Social Care Partnership, in relation to delegated duties, under the Adult Support and Protection (Scotland) Act 2007.

The key activities will include:

- The submission of a 'short position statement' (by 17th January 2024).
- A staff survey (12th December 2023 – 19th January 2024).
- A case file audit (files to be submitted by 26th January with onsite reading of files to take place week of 5th February 2024). The case file audit will review selected ASP records from Social Work, Health and Police.
- Three focus groups, for frontline staff, frontline managers, and senior leaders (9th February 2024).

Further guidance and information about the methodology to be used has been published on the Care Inspectorate website and can be found here, [Inspection Methodology](#).

An implementation group and lead officers have been identified, via the Adult Protection Committee, to facilitate the inspection process. As part of this there will be regular briefings for staff, leaders and the IJB, on progress of the inspection. The three inspection bodies will review their findings and expect to publish the final report on April 2nd, 2024.

Pam Milliken
Chief Officer
Aberdeenshire Health & Social Care Partnership