

People and Communities Scrutiny Committee

Committee Room 2, 5th Floor, Fife House, North Street,
Glenrothes



Thursday, 26 September, 2024 - 10.00 a.m.

DRAFT AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of People and Communities Scrutiny Committee of 27 June 2024 4 – 6
4. **APPOINTMENT OF CONVENER**
5. **CHANGE OF MEMBERSHIP** – committee to note that Councillor Gary Holt replaces Councillor Eugene Clarke and Cllr Altany Craik replaces Cllr Julie MacDougall as a member of this scrutiny committee.
6. **FIFE HEALTH AND SOCIAL CARE PARTNERSHIP ANNUAL PERFORMANCE REPORT 2023 TO 2024** Report by the Interim Director Health and Social Care Partnership 7 – 131
7. **HOUSING & SAFER COMMUNITIES – ANNUAL SERVICE REVIEW REPORT 2023/2024** – Report by the Head of Housing Services 132 – 151
8. **ANNUAL ASSURANCE STATEMENT 2024** – Report by the Head of Housing Services 152 – 160
9. **UNAUTHORISED GYPSY TRAVELLER ENCAMPMENTS** – Report by the Head of Housing Services 161 – 169
10. **VOIDS SERVICE IMPROVEMENT** – Report by the Head of Housing Services 170 – 187
11. **CUSTOMER AND ONLINE SERVICES – ANNUAL SERVICE REVIEW REPORT 2023/2024** – Report by the Head of Customer and Online Services 188 – 202
12. **2023-24 REVENUE BUDGET PROVISIONAL OUTTURN COMMUNITIES** – Joint Report by the Executive Director - Communities and the Executive Director Finance & Corporate Services 203 – 210
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Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.

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19 September, 2024

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www.fife.gov.uk/committees

BLENDED MEETING NOTICE

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to have cameras switched on during meetings and mute microphones when not speaking. During any breaks or adjournments please switch cameras off.

**THE FIFE COUNCIL - PEOPLE AND COMMUNITIES SCRUTINY COMMITTEE –
BLENDED MEETING**

Committee Room 2, 5th Floor, Fife House, North Street, Glenrothes

27 June, 2024

10.00 am – 12.55 pm

PRESENT: Councillors Eugene Clarke (Convener), Blair Allan, Ken Caldwell, Alex Campbell, Brian Goodall, Peter Gulline, Donald Lothian, Lynn Mowatt, Bailey-Lee Robb, Sam Steele, Jonny Tepp, Darren Watt and Jan Wincott.

ATTENDING: Michael Enston, Executive Director - Communities; Fiona Balloch, Lead Officer - The Promise, Family Support Service, Communities Directorate; John Mills, Head of Housing Services, Joan Lamie, Service Manager, Housing Estates and Safer Communities; Patricia Spacey, Housing and Safer Communities, Liz Watson, Partnership and Strategy Officer, Housing Services; Alan Paul, Head of Property Services, Property Services; Jennifer Rezendes, Principal Social Work Officer, Health and Social Care Partnership and Michelle Hyslop, Committee Officer, Committee Services, Legal and Democratic Services.

ALSO ATTENDING: Inspector Stuart Allan, Partnerships, Licensing and Events, Police Scotland; Kenneth Barbour, Area Commander and Lee Turnock, Group Commander, Scottish Fire and Rescue Service.

APOLOGIES FOR ABSENCE: Councillors Alistair Cameron and Ann Verner.

119. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 22.

120. MINUTE

The committee considered the minute of the People and Communities Scrutiny Committee meeting of 29 February 2024.

Arising from the minute: -

- (1) With reference to (2024 PCS 47), Paragraph 117 (4) – People and Communities Forward Work Programme – Councillor Robb enquired why the Armed Forces Covenant Report was not on the agenda for the meeting today (27 June 2024) and asked that the committee ask relevant officers to provide a report to the next meeting of the committee.

Decision

The committee: -

- (1) agreed to ask officers to submit a report on the Armed Forces Covenant to the next meeting of the committee; and
- (2) otherwise agreed to approve the minute.

121. SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN 12 MONTHS PERFORMANCE REPORT

The committee considered a report by the Local Senior Officer, Scottish Fire and Rescue Services proving an update on incident information for the period 1st April 2023 - 31st March 2024.

Decision

The committee: -

- (1) noted the progress of the Scottish Fire and Rescue Service across a range of key performance indicators as detailed in the report; and
- (2) agreed that a workshop would be arranged with elected members and officers from the Scottish Fire and Rescue Service to discuss further operational matters.

122. FIFE COMMUNITY SAFETY PARTNERSHIP UPDATE

The committee considered a report by the Head of Housing Services updating members on the progress of the Fife Community Safety Partnership in delivering the current Community Safety Partnership Delivery Plan 2023-26.

Decision

The committee noted the progress to date.

The meeting adjourned at 11.40am and reconvened at 11.50am

123. OUTCOMES OF CARE INSPECTORATE INSPECTION AND GRADING PROCESS

The committee considered a report by the Director of Health and Social Care Partnership providing an update on the range of inspections that had been undertaken by the Care Inspectorate and highlighted the inspection grades awarded for care services in Fife.

Decision

The committee noted the inspection grades awarded to care services in Fife.

Councillors Campbell, Goodall and Lothian left the meeting during consideration of the above item.

124. FIFE CORPORATE PARENTING BOARD

The committee considered a report by the Head of Service, Chief Social Work Officer, updating members on the work of the Fife Corporate Parenting Board (FCPB) and developments planned to improve the Corporate Parenting agenda across Fife.

Decision

The committee noted: -

- (1) the intention of the Corporate Parenting Board to ensure Care Experienced Children and Young People (CECYP) in Fife were supported, with the best offer from their 'corporate parents' to reach their full potential; and
- (2) the progress made within the last 12 months, informing on the current Corporate Parenting plan in developing the expectation across all 'corporate parents' in Fife.

125. SWAN AND MEMORIAL COURT METHIL

The committee considered a report by the Head of Property Services updating members on the lessons learned from the recladding works carried out in 2012/2013 to improve the insulation of the Swan and Memorial multistorey blocks following a request by the People and Communities Scrutiny Committee on 16 November 2023.

Decision

The committee noted the content of the report and the lessons learned.

126. PEOPLE AND COMMUNITIES FORWARD WORK PROGRAMME

The committee considered a report by the Executive Director Finance and Corporate Services, asking members to consider the future workplan for the People and Communities Scrutiny Committee.

Decision

The committee: -

- (1) considered and noted the future workplan of the People and Communities Scrutiny Committee;
- (2) noted that several outstanding reports on public protection would be amalgamated into one public protection report going forward;
- (3) agreed that a report on the policy, practices and procedures of unauthorised gypsy travelers in Fife be added for further scrutiny at the next meeting of the People and Communities Scrutiny Committee.

26 September 2024

Agenda Item No. 6

Fife Health and Social Care Partnership Annual Performance Report 2023 to 2024

Report by: Fiona McKay, Interim Director of Health and Social Care

Wards Affected: All.

Purpose

The Annual Performance Report is provided to the People and Communities Scrutiny Committee to provide assurance that Fife Health and Social Care Partnership is meeting its legislative requirements under Section 42 (Integration authority: performance report) of the Public Bodies (Joint Working) (Scotland) Act 2014.

Recommendation(s)

The Committee is asked to:

- (1) Note the content of the report and take assurance the Partnership is meeting the legislative requirements highlighted above.
- (2) Comment on the progress made by the Health and Social Care Partnership over the latest reporting timescale 2023 to 2024.

Resource Implications

Not applicable.

Legal & Risk Implications

The Public Bodies (Joint Working) (Scotland) Act 2014 provides the legislative framework for the integration of health and social care services in Scotland. To ensure that performance is open and accountable, Section 42 of the Act obliges integration joint boards to prepare and publish an annual performance report setting out an assessment of performance in planning and carrying out the integration functions for which they are responsible.

Fife Integration Joint Board/Fife Health and Social Care Partnership is required to publish a performance report covering performance over the reporting year no later than four months after the end of that reporting year. Reporting years begin on 1 April annually. For example, a performance report covering the period April 2023 to March 2024 is required to be published no later than the end of July 2024.

This Annual Performance Report ensures that the Partnership meets this legislative requirement.

Further information is available here:
<https://www.legislation.gov.uk/ssi/2014/326/contents/made>.

Impact Assessment

An Equality Impact Assessment is not required for this report because the Annual Performance Report is retrospective, it does not include proposed changes to policies/services or require review of strategic decisions.

Consultation

No formal consultations have been carried out in the preparation of this report. All of the information provided was collected through discussions with key stakeholders.

1.0 Background

1.1 The Strategic Plan for Fife sets out the vision and future direction of health and social care services in Fife. This includes how the nine National Health and Wellbeing Outcomes for Health and Social Care will be delivered locally along with the six Public Health Priorities for Scotland.

The Annual Performance Report is structured using the Partnership's strategic priorities. This format has been welcomed in previous reports because it aligns with the structure of the current Strategic Plan and enables comparison of performance across multiple years.

- Local
- Sustainable
- Wellbeing
- Outcomes
- Integration.

The main body of the report focuses on performance during 2023 to 2024, and includes updates and examples of improvements and achievements completed during this timescale. Managers across the Partnership provided narrative, graphs and photographs for their Services and Teams; these have been combined into 50 separate performance updates.

1.2 The purpose of the Annual Performance Report is to provide a balanced assessment of the Partnership's performance over the period 2023 to 2024 This includes areas of best practice, specific achievements, and performance appraisal in accordance with the national indicators.

The required content of annual performance reports is set out in the Public Bodies (Joint Working) (Content of Performance Reports) (Scotland) Regulations 2014 which is available here: <https://www.legislation.gov.uk/ssi/2014/326/regulation/3/made>.

The Scottish Government have also produced statutory guidance which includes a useful high-level checklist that can be tailored to local requirements. A table is included below which highlights the relevant section and pages in this year's report.

Guidance	Relevant Page Numbers
Consider the support required from LIST analysts to produce the report	Appendix 3 Pages 94-101
Consider the application of the Framework for Community Health and Social Care Integrated Services	Applies to all sections
Ensure that the report provides an assessment of the strategic plan	Our Performance Pages 7-8, and 18-74.
Ensure that an assessment of performance in relation to the national health and wellbeing outcomes is included in the report	Our Performance Pages 18-74
Ensure that the report includes the integration authority's performance against the national indicators (including a comparison between the reporting year and the five preceding reporting years)	Appendix 3 Pages 94-101
Consider the use of wider data, supplementary to the integration indicators, to evaluate progress against the strategic plan	Plan for Fife Update Page 8
Ensure that the annual performance report contains information about the number of significant decisions that have been made outside of strategic planning and the reasons for such decisions	In Fife, all significant decisions are made within the strategic planning process (See Appendix 1 Governance, pages 85-91)
Ensure that detail is included on reasons for any review of the strategic plan conducted within the reporting period, whether this resulted in any changes and a description of changes	The Strategic Plan will be reviewed/refreshed in 2026.
Ensure the report includes the required information for each locality	Locality Planning Pages 13 and 26-28.
Ensure the report includes the required detail on any inspections carried out during the reporting year	Inspection of Services Pages 75-76
Reflect on the output from the performance report, evaluating steps to rectify where ambitions are not being met and/or consolidate areas of success	Conclusion Page 84
Consider the publication approach (range of publication formats, potential launch events or presentations, promotion strategy, etc.)	The final report has been circulated to key stakeholders (by email) and published on the Partnership's website (see link below).

	An update for Partnership employees has been included in the Director's Weekly Staff Briefing (see link below).
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The Partnership's Annual Performance Reports are published on the website here: <https://www.fifehealthandsocialcare.org/about-us/publications/>.

The Director's Weekly Briefing is available here: <https://sway.cloud.microsoft/GGaEyyDGETeKUs6o?ref=email>.

2.0 Issues and Options

2.1 Not applicable.

3.0 Conclusions

- 3.1 The Annual Performance Report is provided to the People and Communities Scrutiny Committee to provide assurance that Fife Health and Social Care Partnership is meeting its legislative requirements under Section 42 (Integration authority: performance report) of the Public Bodies (Joint Working) (Scotland) Act 2014.
- 3.2 The Committee is asked to consider and comment on the progress made by the Health and Social Care Partnership over the latest reporting timescale 2023 to 2024.

List of Appendices

1. Annual Performance Report 2023-2024.
2. Annual Performance Report 2023-2024 (Easy Read Version).

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Fife Health & Social Care Partnership



Annual Performance Report 2023-24

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A message from our Chair

As Chair of Fife Health and Social Care Partnership's Integration Joint Board (IJB), I would like to welcome you to our 2023-2024 Performance Report, our seventh since the inception of the Partnership. My role as Chair of the IJB is one that makes me proud and reminds me every day of the incredible services we deliver as the Health and Social Care Partnership for Fife. It is an honour to support such a talented workforce to develop and deliver the strategic plans and operational services that make us so vital to the health and wellbeing of all of our communities in Fife.

I am also privileged to witness the unwavering commitment of our Chief Officer and the Senior Leadership Team in ensuring we are responsible for the delivery of high-quality, person-centred care in all settings where it is delivered. The leadership that is demonstrated throughout our organisation, right down to where we connect with the people of Fife each day, is one that continues to inspire me. On behalf of the Board, we want to thank Nicky Connor, our outgoing Chief Officer for all that she has done for the Partnership over the past five years. Her leadership and commitment to integrated working has been inspirational and will be missed, we wish her all the best in her new role in Tayside.

This leadership and commitment of our whole workforce, across all sectors, is all the more remarkable given the incredibly challenging circumstances in which the Partnership continues to deliver services. From COVID-19 to the financial challenges in our public services, we demonstrate enormous resilience to meet people the needs of the people of Fife, even as these needs create increased demand through our changing health landscape, including the increasing complexity of need.

In Fife, we are dedicated to a whole system approach, which values all of the contributions from across the sectors. The belief in the value of collaboration is at the heart of our Mission 25 to become one of the best performing partnerships in Scotland, because we know and believe that everyone has a part to play in providing the health and care that will accomplish the outcomes the people of Fife want to achieve in their lives. So, I would like to take a moment to thank Fife Council, NHS Fife, the third and independent Sectors and our Trade Unions for creating our Team Fife approach, which underpins the Partnership.

I could not end my introduction to this Annual Performance Report without giving my profound thanks to our wonderful workforce. We would not be able to highlight all the fantastic work in this report without your dedication to Fife and your excellent hard work in designing and delivering the services our citizens need day in, day out. As Chair of the IJB I am continually inspired by your commitment to Fife.

We know that we will have another challenging year ahead as we continue towards our Mission 25 ambition, but I believe that we will continue to achieve our goals thanks to everyone across our Health and Social Care Partnership and the leadership you demonstrate every day.



Arlene Wood
Chair, Fife Integration Joint Board

Foreword

2023 to 2024 has been another challenging year for the health and social care sector throughout Scotland and we continue to be affected by the aftermath of COVID-19, cost of living crisis, the demand for services across Fife, workforce pressures and the finite budget we have to ensure we continue to care and support those most in need in our communities.

Fife Health and Social Care Partnership has continued on an improvement journey supporting a range of priorities, quality improvement actions and outcomes and in this Annual Performance Report, we outline our challenges and achievements this year as well as our progress against the strategic priorities in our Strategic Plan 2023-2026, and against the Scottish Government’s National Health and Wellbeing Outcomes and associated indicators.

There is much to be proud of over the last year and it is down to the Team Fife approach to working across Fife. I want to thank our staff and colleagues working across the whole health and care system – that’s Partnership staff, partners, independent and third sector colleagues, volunteers, and unpaid carers –who all make a difference every day to care and support those most vulnerable in our communities. Despite improvements in service delivery, innovation, and integrated working there is still more work to do. In this report we highlight where we are getting it right and also the key areas for improvement that reflect the broader challenges to partnerships across Scotland.

In summary:

Leadership	Organisational Change	Staff Wellbeing
We continue with our leadership programmes including our first Integrated Leadership Programme with colleagues from across the whole sector to support working together with a shared common purpose and learning from each other to help drive improvements and sustainable change.	Our services are now embedded in the new organisational structure and continue with integrated working to support common goals and pathways.	Our workforce is a priority, and the backbone of health and social care, and we continue to develop ways to support staff collaborating closely with partners and local and national resources. A Wellbeing Strategic Group has been established to progress this work further
Performance Improvement	Whole System Working	Priorities 2023/2024
We continue to focus on progressing our strategies and action plans for prevention and early intervention, home first, mental health, addiction, learning disabilities and improving carer’s experiences.	Ensuring people return home or to a homely setting after a stay in hospital remains a priority and we are working across the whole health and social care system to embed the home first principles and we are making real inroads to reduce standard delays in Fife.	Over the next year we will progress with the nine key strategies underpinning our Strategic Plan 2023-2026 with a focus on prevention and early intervention, digital solutions, home first, mental health, addiction, learning disabilities and improving carer’s experiences.

Foreword

Integration Joint Board	Finance	Recovery and Renewal
<p>We continue to support our members in their role on the Board – continuing with bi-monthly development sessions to explore topics in more detail, and visits across our services and estates to see firsthand the great work going on and where improvements need to be made.</p>	<p>The Partnership continues to face significant financial pressures, with demand for services continuing, increase in expenditure and workforce challenges adding to the this. Through improved financial planning and looking at ways to be more efficient and reduce costs, including better coordination of services and alternative delivery models, we will endeavour to deliver services within a finite budget and be sustainable.</p>	<p>Through our medium-term financial strategy and our programme of transformation we are progressing with best value in all that we do, to ensure we are providing the best care and support we can to our communities while supporting the people of Fife throughout the cost-of-living crisis.</p>

Thank you again to all staff working across health and social care, who give their all every day for the people of Fife, your steadfast commitment to put the people at the heart of what you do, and look at new ways of working to improve outcomes and best value, is humbling and inspiring and we look forward to continuing to support you to provide vital care and support to our most vulnerable citizens.



Fiona McKay
 Interim Director of Health and Social Care
 Fife Health and Social Care Partnership
 Chief Officer, Fife Integration Joint Board

Introduction and Background

Welcome to the seventh Annual Performance Report from Fife Health and Social Care Partnership. Over the last year we have worked collaboratively with partners and individuals across Fife to progress the implementation of our Strategic Plan 2023 to 2026, and to deliver the essential, extensive, and transformational improvements set out in our Year One Delivery Plan.

We have improved the quality of care available for people by targeting investment at service improvements and ensuring our services are well-organised, effective, and efficient ('better care'). We have reduced health inequalities by promoting and supporting healthier lives from the earliest years, and encouraging approaches for everyone based on anticipation, prevention and self-management ('better health'). The demand for health and social care services is increasing, and our financial resources are reducing as the cost-of-living crisis continues to impact on national and local budgets. We have increased the value of the resources we do have by collaborating with our partners, including the third and independent sectors, and working efficiently to focus resources where they are most needed and where they will achieve positive outcomes in the longer-term, for example through prevention and early intervention ('better value').

This Annual Performance Report highlights some of the improvements and innovations that we have delivered. It acknowledges the exceptional effort, expertise, and commitment of our employees who strive every day to make a difference, and to positively support you, the people of Fife, to live independent and healthier lives.

Our current **Strategic Plan for Fife 2023 to 2026**, copies of the Partnership's previous Annual Performance Reports, and the Equality Impact Assessments that support these documents, are available on our website: www.fifehealthandsocialcare.org/publications.

Plan for Fife 2021 to 2024 Update

Following the challenges of COVID-19, the **Plan for Fife 2017 to 2027** was reviewed and refreshed in 2021. Recovery and renewal priorities were identified in several areas which build on the achievements already delivered, support the collaborative approaches developed during the pandemic, and address the evolving needs of communities across Fife.

This table sets out the identified priorities and highlights the relevant updates included in this report.

Ambition	Desired Outcomes	Related page numbers
Fife has reduced levels of preventable ill health and premature mortality across all communities	More integrated and community-based programmes of interventions (particularly for obesity, substance use and smoking).	26-28, 33, 36, 41-42, 47, 50 and 73-74.
	More targeted support for carers.	21-28, 37, 45, 54, and 73-74.
	Reduced levels of preventable ill health.	21-29, 37, 43, 46-48, 55, 57-59, 63, 67-68 and 73-74.
	Reduced premature mortality.	21-28, 31, 40-41, 50, 59 and 72-73.
	Fewer alcohol related hospital admissions.	21-28 and 60-61.
	Reduced alcohol specific deaths.	21-28 and 60-61.
	Fewer drug related hospital admissions.	21-28, 52, 56 and 60-61
	Reduced drug related deaths.	21-28, 52, 56 and 60-61.
	Improved air quality to meet prescribed standards to reduce preventable ill-health.	N/A.
	Improved achievement of personal outcomes in health and social care services.	18-28, 32-33, 36, 45, 49, 57-58, 66-67 and 71-72.
	More people can look after themselves to live in good health longer. Increased number of people reporting positive experiences of using health and social care services.	21-31, 34-35, 42, 45, 48,54, 62-66 and 71-73.
	Improved mental health.	21-41, 44, 52, 53, 57-58 and 60-61.
	Improved trauma awareness across services	38-42.

Further information on the Plan for Fife Recovery and Renewal Update (including a review of progress) is available here: <https://our.fife.scot/plan4fife/plan-for-fife-2021-24>

Strategic Plan for Fife 2023 to 2026

Fife's Strategic Plan 2023 to 2026 sets out how the nine national Health and Wellbeing Outcomes for Health and Social Care will be delivered locally, along with the six Public Health Priorities for Scotland. More information on the national outcomes and priorities is included in Appendix 1 of this report.

Our Strategic Plan includes five key priorities:

- **Local**
- **Sustainable**
- **Wellbeing**
- **Outcomes**
- **Integration**

This **Annual Performance Report** is structured around these five strategic priorities, providing an assessment of our performance over the last year (1st April 2023 to 31st March 2024) in relation to these key areas.

These strategic priorities are supported by annual delivery plans which set out our programme of work for each year, and provide a governance framework for Fife Integration Joint Board to monitor and measure performance.

The **Year One Delivery Plan** identified the strategic actions we planned to take in 2023 and the **Year One Report 2023** (image below) provides an update on those actions. The **Year Two Delivery Plan 2024** (also shown below) builds on these achievements and sets out the actions we plan to take forward over the next year.

All of these publications are available on our website:
www.fifehealthandsocialcare.org/publications.

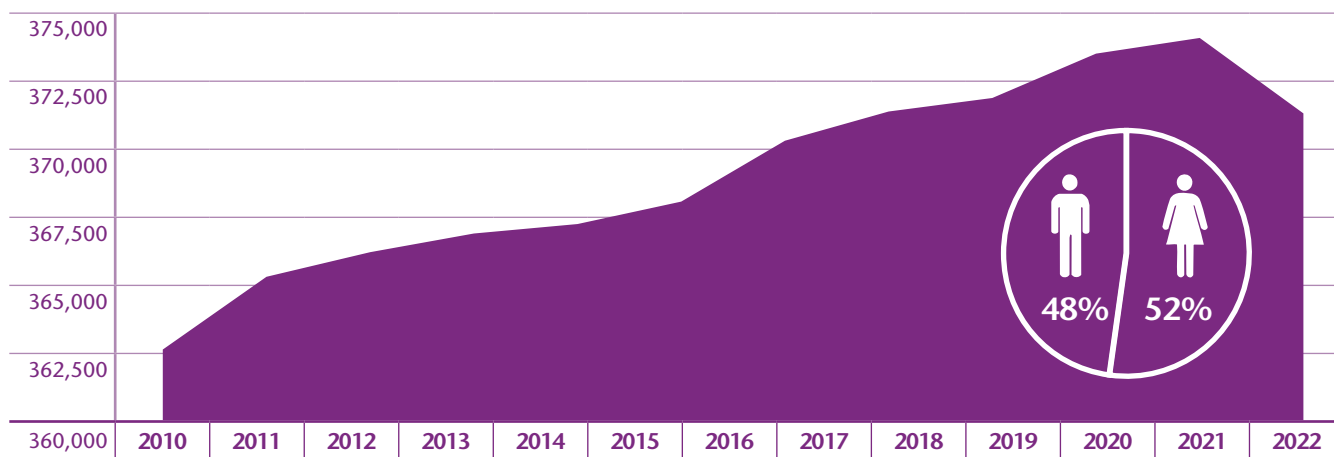
Demographics

Fife has a population of **374,340**

(National Records of Scotland, 2022),
This is a decrease of 2,790 people (0.7%) since 2020.



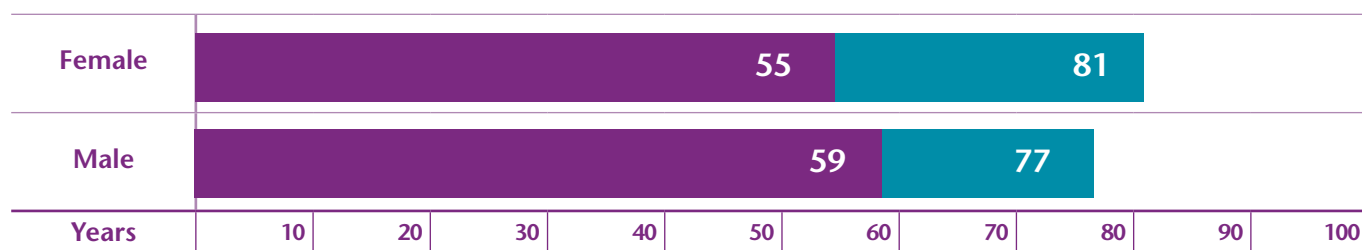
Fife Population - all ages



By 2043 Fife's population is expected to decrease to 364,164. However, only younger age groups are expected to decrease, older age groups will see an increase in numbers.

Life expectancy

Healthy life expectancy Life expectancy



With a life expectancy of 77 years, men in Fife are estimated to live 59 years in relatively good health. Women are expected to have longer life expectancy (81 years) and slightly lower healthy life expectancy (55 years).

Awards

External Awards

Scottish Health Awards - Dr Jo Bowden was nominated for and won the Doctor Award at the 2023 Scottish Health Awards, and Pierette Melville, Specialist Paediatric Physiotherapist, was a finalist for the Allied Health Professional Award.

Care Opinion Star Responder Award – was awarded to Theresa Keicher, Team Leader, Fife Specialist Palliative Care Outreach Service.

Queen Margaret University Practice Educator Award – the Physiotherapy Team at Queen Margaret Hospital, Dunfermline received a second nomination for this award.

National Care at Home and Housing Support Awards – the Fife Care at Home Collaborative was a finalist for the Care Service Coordination/Administration Award.

Royal College of Nursing Awards – the Children and Young People’s Community Service won the Children’s Nursing and Midwifery Award.

Children’s Health Scotland Awards – the Pupil Support Nursing Team won the Health and Wellbeing Award.



Scottish Care Home Awards 2023 - Benore Care Home won the category of Meaningful Achievement Award and Sharon Findlay from Benore Care Home won the Outstanding Achievement Award.



Further information on the Scottish Care Awards 2023, and all of the finalists, is available here:

Care Home 2023 Programme
scottishcare.org/care-home-awards-2023

Care at Home 2023 Programme
scottishcare.org/care-at-home-and-housing-support-awards-2023

Scottish Care at Home Awards 2023 - Vany Thomas, Benore Care Home won the Nurse of the Year Award and Oran Home Care won National Provider of the Year (pictures below).



Internal Awards

NHS Fife 2023 Staff Awards

Ina Farr, ICASS Administrator, St Andrews Community Hospital. received a nomination for the Unsung Hero Award.

The Rising Star Award was won by Sian Connor, Trainee Assistant Practitioner, Community Nursing.

Peter Aitken won the Volunteer Award for his work with the Palliative Care Team.

The Health and Wellbeing Award was won by the Health Promotion Team.

Rachael Swan, Speech and Language Therapist, received the Service Improvement Award.

Fife Rheumatology Service won the Innovation Award for their redesign of the patient rheumatology pathway.

The Team of the Year Award was awarded to the Infection Prevention and Control Care Home Team.



Ina Farr, St Andrew Community Hospital



Health Promotion Team



Fife Rheumatology Service

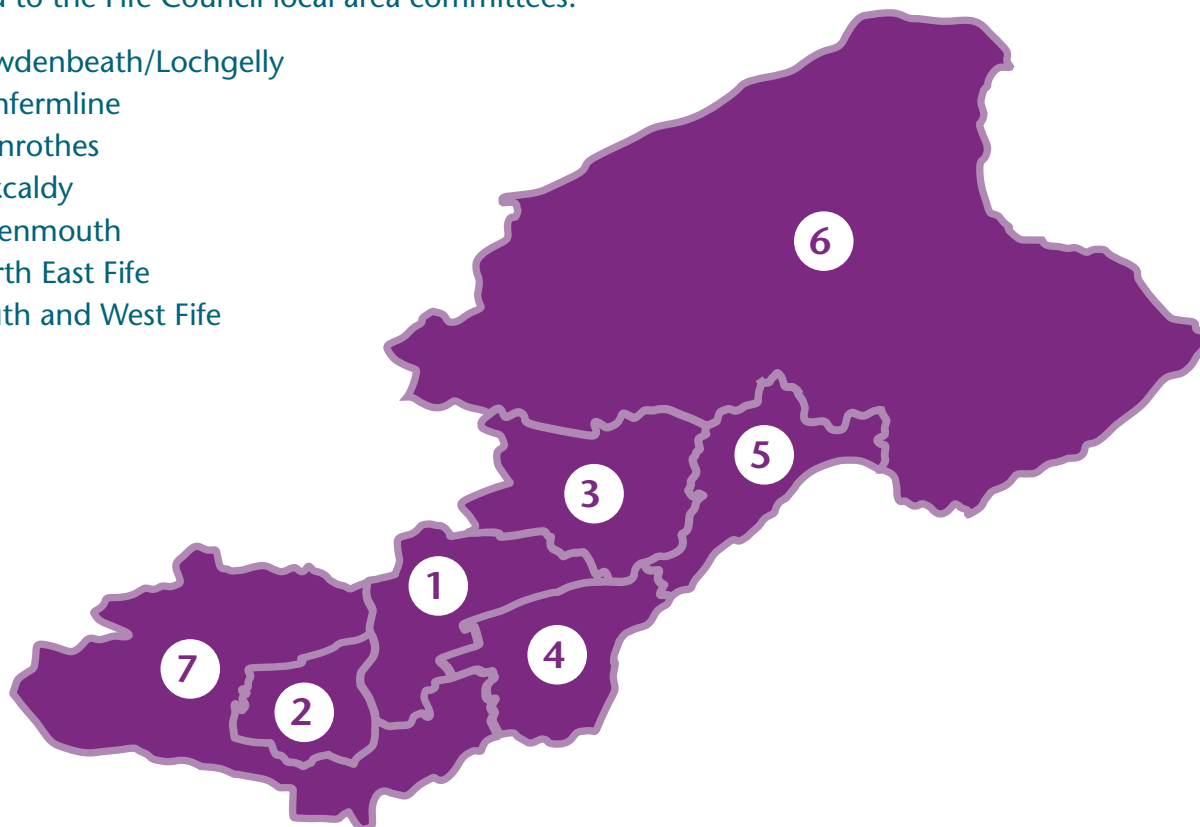


Infection Prevention and Control Care Home Team

Locality Planning

The Public Bodies (Joint Working) (Scotland) Act 2014 puts in place the legislative framework to integrate health and social care services in Scotland. Section 29(3)(a) of the Act requires integration authorities to work within localities and in Fife we have established seven locality groups which are aligned to the Fife Council local area committees.

1. Cowdenbeath/Lochgelly
2. Dunfermline
3. Glenrothes
4. Kirkcaldy
5. Levenmouth
6. North East Fife
7. South and West Fife



Localities exist to help ensure that the benefits of better integration improve health and wellbeing outcomes by providing a forum for professionals, communities, and individuals to inform service redesign and improvement. This takes account of local needs, health data and engages with those living and using services within the community.

Participation is central to our engagement with the people of Fife. We are committed to listening to people and taking their views into account to achieve the best possible outcomes for everyone. The Partnership's Participation and Engagement Team work with Locality Planning Groups across Fife to identify what matters to local people, and how we can support people to live independent and healthier lives.

These are some of our activities with localities during 2023 to 2024.

What Matters to You

Locality Planning Groups, supported by the Participation and Engagement Team, undertook an engagement exercise to understand what matters to local people to help them live a healthier, active life, and what they might need locally to support them to stay healthy and live well. The findings from this activity will inform the Locality Action Plans for 2024.

Supporting Mental Health and Wellbeing

This co-production engagement project involved the Partnership engaging with the community on their vision for 'an integrated community-based system which supports mental health and wellbeing, ensures access to the right service in the right place at the right time, and enables people to live independent and healthier lives'.

In Phase 2 of the project, the Partnership aimed to gain insights from people with lived and living experience, identifying what is important to people in terms of accessing, receiving, and leaving mental health services and supports, living with mental health and wellbeing conditions, and gauging the extent to which services and supports match what is important.

Nine key themes were identified.



As we move into Phase 3, these will be developed into 'opportunity statements' which will help generate innovative short-term and longer-term actions based on the underpinning values-base identified from the feedback.

Community Support Services - Service Redesign

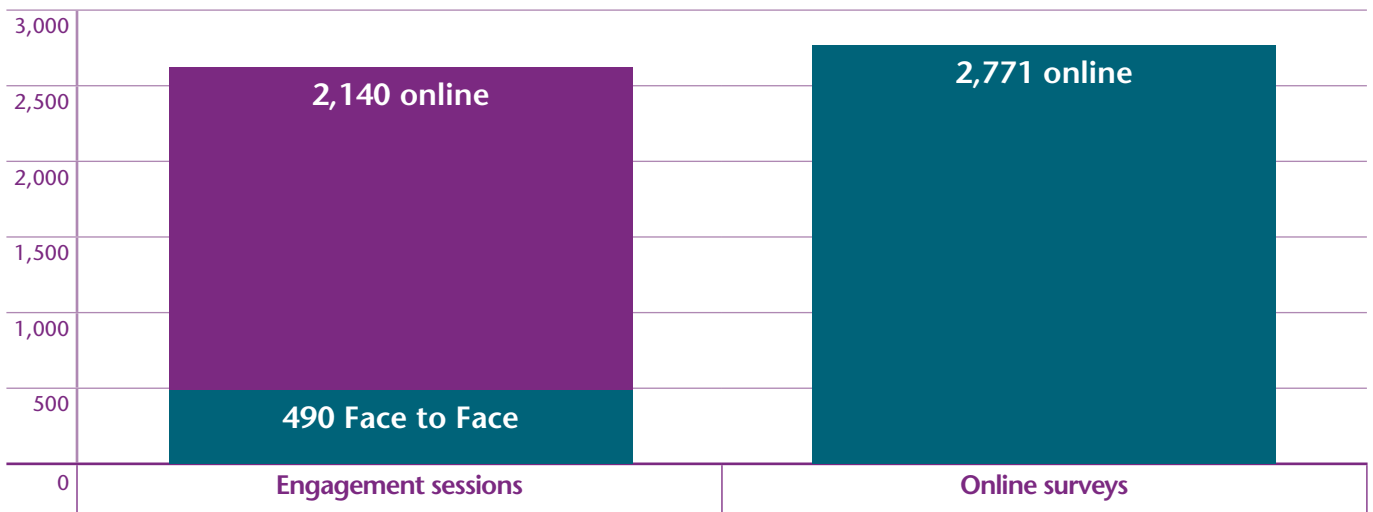
This redesign is aligned to the model emerging from the participation and engagement exercise, where service users and their families have told us what matters to them in relation to their model of care. This involves re-invigorating the use of building bases for part of the activities offered; taking a locality-based approach, promoting independence through the use of public transport where possible. Promoting socialisation and increased activity time through supporting service users to participate in group activities which delivers best value in relation to cost of travel and staffing ratios. Further integration across local authority, third and independent services to increase the range of specialist providers in Fife to reduce the need and demand for out-of-Fife day placements. This supports local access and reduced travel costs.

Participation and Engagement Team

In total, the Participation and Engagement Team completed 24 projects during 2023 to 2024. This included developing 404 separate engagement sessions:

- 62 (15%) online engagement sessions, and
- 342 (85%) face-to-face sessions.

Figure 1: Participation and Engagement



The Team also organised online engagement surveys; the number of people who responded to these surveys was 2,771. Overall, 5,401 people were involved in the engagement sessions and online surveys, and of these, 634 (12%) identified themselves as an unpaid carer.





Equality Outcomes

Fife Health and Social Care Partnership is committed to promoting dignity, equality and independence for the people of Fife. As part of the development work for our Strategic Plan we reviewed and updated our equality outcomes. These are our equality outcomes for 2023 to 2026.

1. Improved collection and use of equality data, including protected characteristics, to support service planning and delivery, and promote mainstreaming of equality rights.
2. Individuals with lived experience of inequality and exclusion will have more opportunities to get involved and share their views, concerns, and suggestions for improvement across the Partnership.
3. Increased collaboration with communities and partners that have experience and expertise working with groups that have a protected characteristic, leading to improved health outcomes for individuals, their families and carers.
4. Greater diversity and an inclusive workforce culture, with employees from all backgrounds and cultures reporting that they feel increasingly valued.
5. Improved understanding and better relations between individuals and groups who share a protected characteristic, and those who do not.

These are some of the equality activities we have completed over the last year.

- We have updated our Equality Monitoring Forms to include specific questions for unpaid carers and the armed forces community (including families and dependents, veterans and reservists).
- We have updated our website to include more information on equalities and we have published Equality Impact Assessments (EQIAs) for our key strategic documents.
- We are working with the Equality Teams in the Fife partner agencies, and the IJB Equality Peer Support Network to ensure that our equality processes and training materials align with best practice.
- We have set up an Equality, Diversity and Inclusion Steering Group to lead on inclusion, engagement and communication for employees across the Partnership.
- We have updated our EQIA process, guidance, and templates to align with current best practice and have included new sections for unpaid carers, children, and the armed forces community.
- We have developed new training materials and a Sway to support roll-out of the new process and guidance.

Our Performance

This section of the Annual Performance Report provides an assessment of our performance over the last year in relation to the themes and priorities set out in our Strategic Plan, and the national health and wellbeing outcomes listed below. There are 50 examples included in the report, they are grouped by strategic priority, and linked to the national outcomes and priorities with a numeric icon. These 50 examples highlight some of our key activities and achievements over the last year.

National Health and Wellbeing Outcomes for Health and Social Care

NW01

People are able to look after and improve their own health and well-being and live in good health for longer

NW02

People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

NW03

People who use health and social care services have positive experiences of those services, and have their dignity respected

NW04

Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services

NW05

Health and social care services contribute to reducing health inequalities

NW06

People who provide unpaid care are supported to look after their own health and well-being, including to reduce any negative impact of their caring role on their own health and well-being

NW07

People using health and social care services are safe from harm

NW08

People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide

NW09

Resources are used effectively and efficiently in the provision of health and social care services

Further information is available here:

www.gov.scot/publications/national-health-wellbeing-outcomes-framework

Public Health Priorities for Scotland

This is a list of the national health priorities and the relevant numeric icon.

PHP1

A Scotland where we live in vibrant, healthy and safe places and communities.

PHP2

A Scotland where we flourish in our early years.

PHP3

A Scotland where we have good mental wellbeing.

PHP4

A Scotland where we reduce the use of and harm from alcohol, tobacco and other drugs.

PHP5

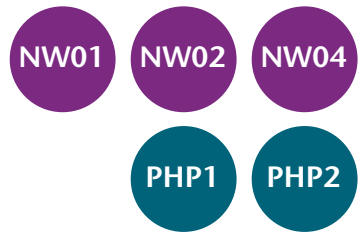
A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all.

PHP6

A Scotland where we eat well, have a healthy weight and are physically active.

Further information is available here:

www.gov.scot/publications/scotlands-public-health-priorities



1. Adult Services Resources – Accommodation with Care and Support

Adult Services Resources – Accommodation with Care and Support provides a service to 188 adults with learning disability, physical disability, and mental health issues living across Fife. With a staff team of around 650, support is provided over 60 Core and Cluster, Housing Support, Group Homes, Single Tenancies and Respite Services. Support can range from a few hours a week to 24 hours a day.

Established in the early nineties, the service delivers a person-centred, outcomes focused provision of care and support. Centred on helping people to maintain or improve their independence and quality of life we:

- Support people to live independently and at home in their community.
- Maximise independence using an active support approach, to ensure that people are engaged in a life that is purposeful and meaningful to them.
- Work in partnership with health services to promote physical and mental wellbeing so that people are able to look after and improve their own health and well-being and live in good health for longer.
- Support people to access a wide, varied range of social, leisure, employment and education opportunities while having a valued role in their local community.
- Build a sense of safety, security and belonging, by supporting people to maintain and build local networks and family connections.
- Keep people safe from harm within legislative frameworks.

Eating and Drinking Care and Support

Fife Health and Social Care Partnership colleagues across Fife Council and NHS Fife have been working collaboratively to review and improve the knowledge and skills regarding eating and drinking, including dysphagia (swallowing problems). This has resulted in very positive partnership working.

For more information about the new framework please see this Sway:
<https://sway.cloud.microsoft/tldoLIRdkbrz7wQA>.

These are photographs from the first training session.



One of our Lead Officers supported an amazing group of individuals to come together to form an Activities Committee and hold meetings throughout the year to plan various events and celebrations.

Staff Group Homes and Single Tenancies - Service User Committee

The committee includes individuals from Allan Park, Union Street, Stenhouse Street, Jubilee Stationhead Road, Glebe Road and East Avenue. Meetings are held at Brunton House, Cowdenbeath, where the group meet together to enjoy light refreshments and take joint ownership and responsibility for the organisation of each event. Everyone takes turns to bring along teas, coffees and a cake to enjoy during the meetings.



The committee were fully involved in all aspects of planning events, from booking rooms, designing invitations, organising a buffet and planning their own costumes. Some external invites were extended for the Halloween Party with people from both East and West Fife joining in the fun.



Halloween Party 2023

The committee has re-convened this year to start the planning of Scottish Learning Disability (SCLD) Week 2024, as well as gathering ideas for the rest of the year. The theme for SCLD Week is 'Digital Inclusion' and plans are in progress for an exciting week between 6th May to 10th May.

The main events of 2023 included Scottish Learning Disability Week, the Halloween Party and a Joint Christmas Party. Competitions were also held for best cakes, costumes and pumpkins and for Christmas the best Christmas jumper, this year's winner going to Santa and sunglasses! Certificates and prizes were also won.

Please see this Sway for more details: <https://sway.cloud.microsoft/nLTzUwOH13zi0lJO?ref=Link>

Michael Woods Disability Fife Sports – Wendy’s Story

I am supported to attend The Michael Woods Centre in Glenrothes. This Centre is available for the public to use, and I enjoy taking part in the activities that they have on offer.

In the Summer of 2023, my local gym that I attended on a regular basis closed. I was upset about this as I really enjoyed this as it was a female only gym and I met a lot of ladies I could chat to and exercise with.

My key worker said she would try and find some alternatives. She contacted Disability Sport Fife at the Michael Woods in Glenrothes. She spoke to the Branch Coordinator who emailed her a list of activities that I might be interested in.

I discussed this at my key team meeting in July 2023. I said that I would be interested in the multi-sport and swimming. My key worker helped me to complete the application form for both activities.

In July I went along for my first multi-sport session. I started with the boccia. I also tried the basketball but the activity I really enjoyed is the table tennis. I really enjoy the activity as I really need to concentrate, and I enjoy the exercise. I also enjoy meeting up with my friends who attend.

In September of 2023 I also started swimming. I meet up with my friends that I used to go to the day centre with whom I really miss. I am hoping to attend the swimming gala in the summer of 2024.

Joining the Michael Woods Disability Fife Sport Sessions has helped me get some exercise and meet up with past and new friends. It has also given me more confidence and helped me to relax and have some fun!



2. Community Led Support

The Wells

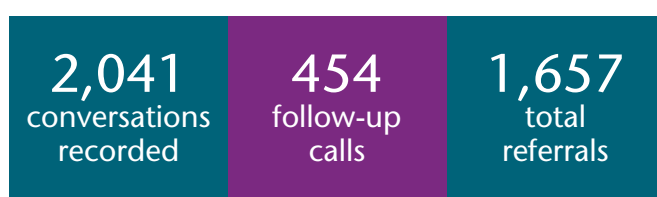
The Well is a place where you can drop-in, both in your community and online, and find out information and receive general advice to help you stay well and independent within your local community.

There are currently thirteen physical Wells with at least one in each locality, as well as the ones in Victoria Hospital, Kirkcaldy and Queen Margaret Hospital, Dunfermline, providing 26 hours of support provision per week. This is an increase from 2022 - 2023 of four Wells and an additional eight hours of support. Well support can also be accessed via the phone line and Near Me (online) 14 hours per week, as well as via email (9am-5pm).

Further information about the Wells is available on our website: www.fifehealthandsocialcare.org

Key developments in 2023 – 2024

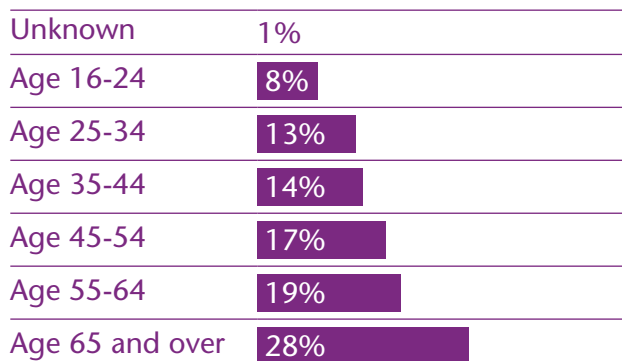
- A twice weekly Well was opened in Victoria Hospital, Kirkcaldy in March 2023, bringing the Well to into a clinical setting to support people to access community led support.
- In January 2024, the Well hospital provision was extended to Queen Margaret Hospital, Dunfermline with a Well in the main reception area once a week.
- From May to October 2023, a six-month Test of Change was conducted in North East Fife to improve access to informal services and supports for people (aged 16 and over) who are experiencing long-term physical and mental health conditions, and those important to them, by simplifying the referral and access process for people and practitioners. This was through a single point of access (SPOA) which was provided by the two Wells in NEF (St Andrews and Cupar).
- A collaboration with community partners, Clued Up, Barnados, Frontline Fife, Welfare Support, provided a holistic community-based provision for young people aged 16-26 in the Levenmouth area (Young People One Stop Shop).
- The Well welcomed a new cohort of Social Work Assistants for Carers in March 2024, who will join the core Well team at Wells throughout Fife.



Gender of individuals



Age band of individuals



Top 3 concerns

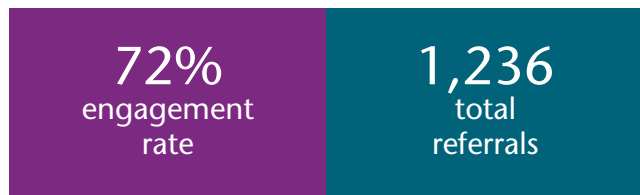


Link Life Fife

Link Life Fife (LLF) is a non-clinical community led support service provided by the Partnership for anyone aged 18 and over in Fife who is reaching out to their GP (General Practitioner) or other health professional within primary care for support to manage stress, anxiety, or feelings of being overwhelmed that are affecting their mental health or general well-being.

Key developments in 2023 – 2024

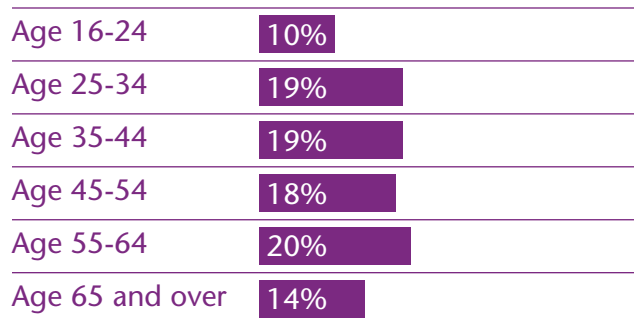
- Link Workers have supported the physical Wells for 571 hours and provided support with 240 calls.
- Partnership working with ScotGem on facilitating a session along with tutors on the benefits of Community Led Support and Social Prescribing to students at St Andrews University.
- Secured one year funding from Fife Council 'Ending Homelessness Together' Programme Board, for a Link Worker to support people at risk of becoming homeless and people who are homeless.
- Link Worker attended Burntisland GP Practice every Friday for three months to increase referrals and improve partnership working with practice staff.
- The number of referrals to Link Life Fife this year was 1236, this is an 18% increase in the number of referrals compared to last year (1048).



Gender of individuals



Age band of individuals



Top 3 concerns



Some examples of feedback received by Link Workers:

'I have found it helpful. I've gone from feeling like I don't know where to go to feeling understood and that my issues have been addressed'. Male, 42 years, Dunfermline Locality.

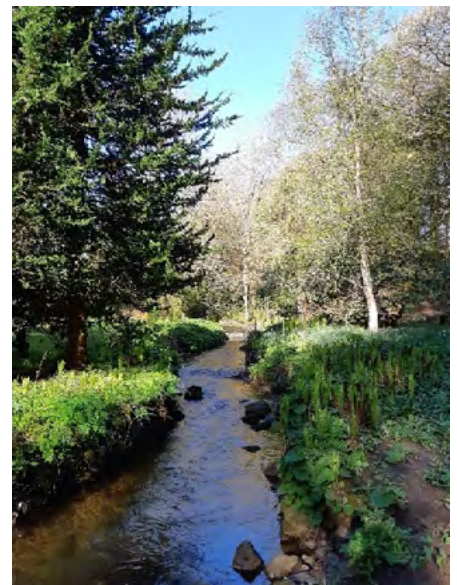
'Thanks, you've been really great, really important, I wouldn't have done it without you, I needed you". "I don't know where I'd have been without you, you've been a lifeline'. Female, 42 years, Cowdenbeath Locality.

'I wish I met you 6 months ago; I would not have been through what I have been through, you have helped me more than you know!!' Female, 57 years, Northeast Fife Locality.

'I would never have known about your service if it wasn't for the GP that said. I hope you don't mind; I have been telling everyone about what you did for me! I really appreciated what you did, a weight has been lifted from my shoulder'. Female, 66 years, Kirkcaldy Locality.

'Very useful, you listened and gave advice where required. Advice you gave was specific to what I needed'. Male, 31 years, Dunfermline Locality.

'When I first met you and we went to Sam's Cafe, I couldn't see a way forward, all I could see where clouds, now I feel the clouds are clearing and I can see blue skies again'. Female, 50 years, Kirkcaldy Locality.

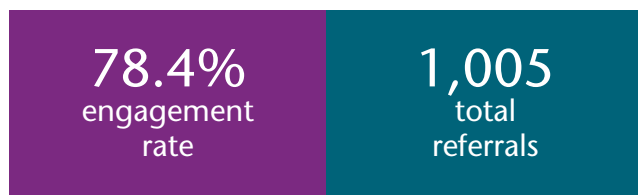


Fife Macmillan Improving the Cancer Journey (ICJ)

ICJ provides a one stop shop for all people affected by cancer support needs. Cancer doesn't just affect your physical wellbeing; it can impact on every aspect of your life and the lives of those around you. Knowing where to turn for support isn't always easy. Fife Health and Social Care Partnership and Macmillan Cancer Support work in partnership to provide this service to people affected by cancer throughout Fife.

Key developments in 2023 – 2024

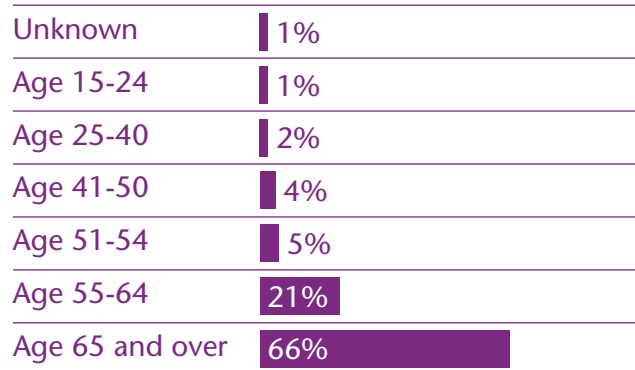
- ICJ Link Workers are currently supporting the Wells (two hours per week).
- During COVID-19 only telephone and Near Me appointments were offered to individuals. However, ICJ have now returned to offering face-to-face visits in the people's homes and this has been very well received. For example, in the period 01/10/2023 to 15/12/2023 there were 8% of home visits carried out, compared to the period 01/01/2024 to 31/3/24, which has seen home visits increase to 42%.
- ICJ are now carrying out an EQ5D questionnaire with clients – this tool is extremely useful as it opens up a conversation about what the person is 'able to do'.



Gender of individuals



Age band of individuals



Top 3 concerns



The Locality Planning Team have established working groups to support with promotion of the funding and to reach groups of unpaid carers which might be hidden in our communities. This has been effective and is shown by the range and variety of projects funded.

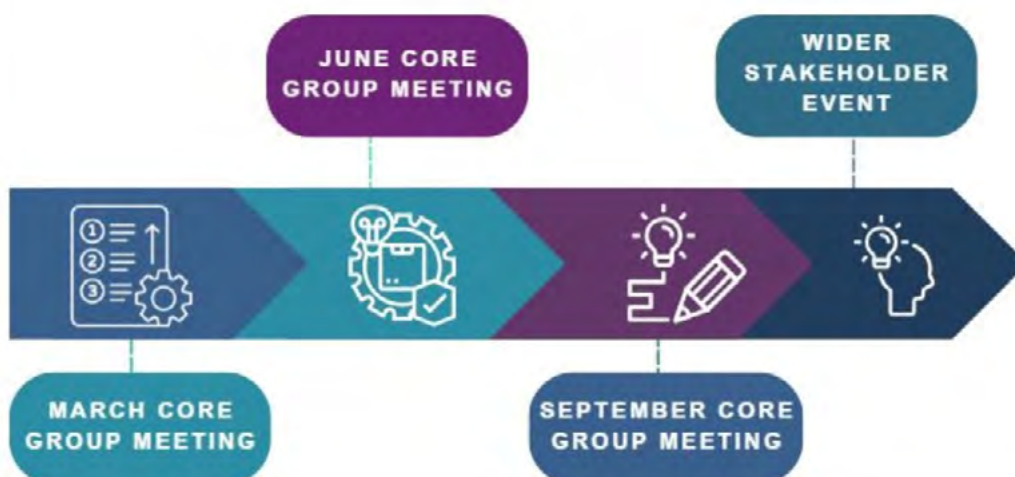
3. Locality Planning

The Public Bodies (Joint Working) (Scotland) Act 2014 (the Act) puts in place the legislative framework to integrate health and social care services in Scotland. Section 29(3)(a) of the Act requires integration authorities to work within localities and in Fife we have established seven locality groups which are aligned to the Fife Council local area committees. The purpose of locality planning is for relevant service providers across different sectors, at all levels (clinical and non-clinical) to come together with people and communities who use services to improve health and wellbeing outcomes.

Key developments in 2023 – 2024

- Locality Planning Groups (multi agency) met every quarter to take forward the Locality Delivery Plans for 2023 - 2024.
- The Community Chest Fund (supporting unpaid carers) was launched in June 2023 and supported over 50 applications, allocating over £350k.
- Levenmouth Locality Planning Group secured £91k funding from Levenmouth Area Committee to test a mental health triage car.
- Cowdenbeath and Kirkcaldy Locality Planning Groups identified that supporting people affected by drug/alcohol harm and death would be a priority. Subsequently the multi-agency working groups collaborated with lived experience group to establish KY2 and KY5 one stop shops.
- A test of change is underway in the Levenmouth locality which aims to reduce the number of preventable hospital admissions and identify themes of frequent attenders at the emergency department.
- The Locality Annual Report was presented to Fife Integration Joint Board in February 2024. The recommendation to move to a two-year planning cycle was approved.

Delivery Plan completed in 2023-2024



Locality Planning Delivery Plan

During the 2023 the Locality Wider Stakeholder Events took a different approach to the previous year. Lightning talks were presented to provide an overview of locality work achieved in the area and to showcase work underway in other localities. A short life working group was established to create case studies and data statements to encourage discussions between stakeholders. Core group members were asked to invite operational members from their team to attend to ensure we had the “local knowledge” in the room. At each event, attendees were asked to discuss and analyse case studies to identify potential themes for 2024.

Positive feedback was received from our Wider Stakeholder events in 2023, people said:

‘The events were engaging’ ‘We were able to contribute on the day’

Levenmouth Locality – Home First Test of Change (TOC)

Locality Planning exists to help ensure that the benefits of better integration improve health and wellbeing outcomes by providing a forum for professionals, communities, and individuals to inform service redesign and improvement.

Levenmouth locality has created a collective aim:

‘to achieve the aspirations, we share for health and social care integration, focussing together on our joint responsibility to play an active role in service planning for the Levenmouth Locality to improve outcomes’.

Levenmouth Locality Core Group identified gaps and opportunities for services to work better together. The Home First Strategy is providing Levenmouth locality with a chance to create a different way of working between health, social care, council services and third sector organisations, based on the evidence we see in relation to emergency hospital admissions and Accident and Emergency (A&E) visits.

The aims of the test of change in the Levenmouth locality are to:

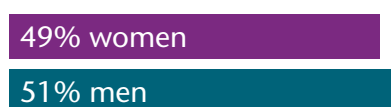
- Identify people at high risk of hospital admission.
- Identify the reasons why people frequently attend A&E.
- Reduce the number of preventable emergency hospital admissions and frequent A&E visits in the Levenmouth locality.

The TOC and the wider group have weekly verification meetings. Since the project began in November 2023, the group has discussed 249 individuals (some more than once due to multiple admissions and/or A&E attendances).

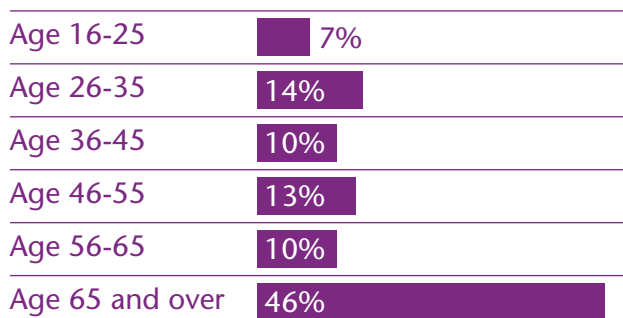
The group has identified actions for 142 individuals during this time. Actions include offering additional support such as Community Led Support, reviewing packages of care, offering information and guidance and where to access appropriate support.



Gender of individuals



Age band of individuals



Key learning from the Test of Change includes:

- A high percentage of the A&E visits appear to be out of hours, however there are also visits during working hours 9-5pm.
- There have been several frequent attenders at A&E who are known to Mental Health and/or Addictions Services but they are not engaging with these services (i.e. Did Not Attend).
- Initial feedback from the group has been very positive, particularly relating to shared learning regarding how services can work together to offer a holistic approach.
- A targeted Levenmouth communications approach is required to inform people of the “Right Care – Right Time”.
- GP (General Practitioner) involvement is crucial to reach those people who regularly attend A&E and are not known to the group members.
- Urgent Care representative at the meetings has proven beneficial and informative, as we can map the patient journey before they attend A&E.

At a locality level it is not possible to identify whether the Test of Change has directly reduced emergency hospital admissions and A&E attendances because a number of different factors are involved. There are also some hospital admissions which are not preventable. However, for individual cases there is evidence that the TOC has helped people by offering additional support, and this has led to a reduction in the number of admissions/A&E attendances that they experience.

The TOC has also produced additional, unintended benefits, for example improved communication between teams because colleagues are more aware of each other’s remit and roles. The screening process has also allowed teams such as Care at Home to intervene and place “hold” on packages of care, this has reduced delays when patients are discharged.

The TOC will continue till September 2024 and an evaluation and recommendation report will be presented to Locality Planning and the Partnership’s Senior Leadership Team. While the TOC is operational, we will continue to make changes as required in order to combat challenges, improve the outcomes, and achieve the aims.

4. Playlist for Life

Playlist for Life is a national music and dementia charity which promotes the use of personalised playlists. These are tunes that are meaningful to an individual, and gathered together, help to create ‘the soundtrack to their life’.

The Older Adult Community Mental Health Team (OACMHT) in West Fife utilised this approach to set up a project aimed at reducing pharmacological intervention and promoting the use of non-pharmacological approaches as a first line response to treatment of symptoms of stress and distress. It involved stimulating positive memories and increased communication between patients and their relatives/carers and the staff looking after them.

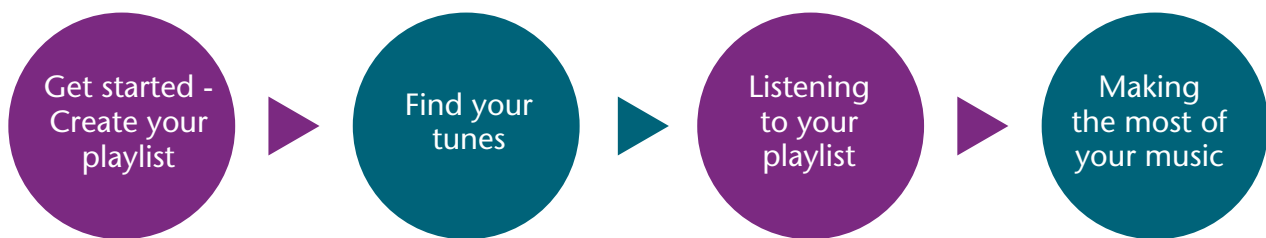
As part of the project ten staff were trained in the implementation of Playlist for Life and ten patients now have a live personalised playlist up and running.

Feedback from the individuals and carers involved has been very positive, and these are some of the project successes:

- There has been a reduction in use of anti-psychotic medication for stress and distress for the individuals involved.
- One person has moved from a community setting to a ward, and eventually into long-term care with their own personal playlist.
- Through this work we have been awarded a plaque as a certified establishment, and the first in a community setting to implement Playlist for Life in West Fife.
- The Older Adult Community Mental Health Team in Central Fife are working with us to set up training in this area.
- The charity, Playlist for Life, have encouraged our project and donated equipment to us.

In the long term it is hoped that this project will have a direct impact on reducing the number of individuals moving from community to inpatient or care home settings.

Creating a Playlist for Life



Find out more here: www.playlistforlife.org.uk

5. New Attention Deficit Hyperactivity Disorder (ADHD) Group

NHS Fife is one of four pilot sites, funded by the NAIT (National Autism Implementation Team), to develop an Adult Neurodevelopmental (ND) Pathway. Over the last year, our Specialist Occupational Therapist has led the development, and delivery, of a pilot Occupational Therapy (OT) attention deficit hyperactivity disorder (ADHD) Group. This was the first ever psycho-social group offered specifically to adults with ADHD within Fife.

The pilot included six face-to-face sessions, and one additional follow-up session held four weeks later. Twelve individuals were invited to join the Group, ten individuals attended session one and eight people completed the pilot.

The topics covered within the group sessions included:

- What is ADHD? Symptoms and Positive Aspects
- Managing Your Mental Health and Wellbeing
- Sensory - Processing and Environment
- Roles, Identity and Occupational Balance
- Environmental Modifications
- Routine, Structure and Sleep
- Creativity and other 'gifts' of ADHD

6. District Nursing – Implementing Advanced Nurse Practitioners (ANP)

The District Nursing Service have extended the previous service with the inclusion of two Advanced Nurse Practitioners (ANP). The primary role of the ANP is to identify and support patients that have had a number of hospital admissions recently. The ANPs then take a preventative proactive approach by visiting these individuals in their homes to holistically assess them and apply preventive measures to improve the persons health and to reduce and prevent further hospital admissions. The introduction of the ANP role has delivered a 72% success rate in preventing any further admissions to hospital. Moving forward the target is a 20% reduction in preventing a further admission to hospital.

7. Pharmacy First Plus

Throughout 2023 - 2024 we have continued to support the network of community pharmacies providing a Pharmacy First Plus Service. This service is available in community pharmacies where there is an Independent Prescriber who will offer advice and when appropriate, treatment for common clinical conditions. The aim of the service is for common clinical conditions to be treated in the community supporting Right Care, Right Place. Over the last year the number of community pharmacies offering the service across Fife has increased from 23 to 28. These pharmacies are spread geographically across the localities. The Pharmacy Services Team have established, and offer ongoing support to, a Peer Review Network for the pharmacists who take part in the service. We have also supported two education events in 2023 - 2024.

Over the next year the Pharmacy Services Team will continue to support the Peer Review Network and facilitate further education events. We will also work with community pharmacies and GP's (General Practitioners) to establish referral pathways for the service taking examples of good practice from across Fife and other Scottish Health Board areas.

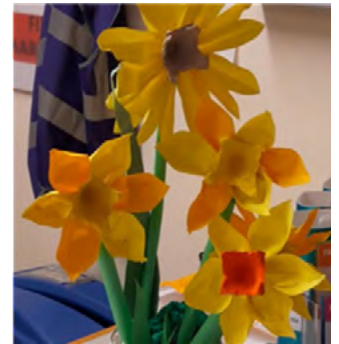


Cadham Pharmacy, Glenrothes, Fife

8. Adult Services Resources – Fife Community Support Service

New developments and activities have been introduced throughout 2023 - 2024 which demonstrate the person-centred approach, focus on service user wellbeing and commitment to meeting service user outcomes of Fife Community Support Service (FCSS).

The Service works to identify art and leisure opportunities which service users can participate in within their local communities and wider afield throughout Fife. This can include supporting people to take part in external activities (such as Fused Glass at 4Arts Studio in Dunfermline) and there are also dedicated art sessions which take place twice weekly within the St. Clair hub. These encourage service users to socialise and create their own works of art, which can be seen displayed within the main areas of the centre.



A Sing and Sign Group was established in October 2023, with a two-hour session twice weekly where staff and service users dance and sing along to a playlist of songs. This helps to improve fitness and motivation as well as developing new skills when learning to sing. The class has proved very popular with approximately 25 service users currently attending and interest from others looking to participate in the future.

FCSS very recently started up a Drummercise session in March 2024 within Kelty Community Centre, where service users engage in physical activity whilst playing a variety of professional grade drums, bongos, shakers and tambourines. This provides individuals with a creative outlet, improves fitness and wellbeing, develops coordination and physical dexterity and encourages group work and social interaction.



The Accessible Information Team (AIT) was established in 2022 to create a range of accessible information, such as easy-read versions of important documents. Current work by the AIT includes updating the Communication Area within the St. Clair hub to ensure an up-to-date inventory of symbols, picture and signs are available and accessible to all staff and service users.

During 2023 to 2024, FCSS have also been participating in the Foundation Apprenticeship (FA) in Social Services and Healthcare Programme which allows school students the opportunity to experience what working in the care sector is like, by shadowing experienced staff in a social care setting. Two FA students have been visiting the FCSS on a Monday afternoon to accompany service users with playing games and socialising. These interactions have proved popular, with service users looking out for the students joining in with their activities. This has also provided the students with practical experience in the various aspects of communication (such as making visual communication strips or learning some sign) and has hopefully demonstrated how rewarding a career within the service can be.

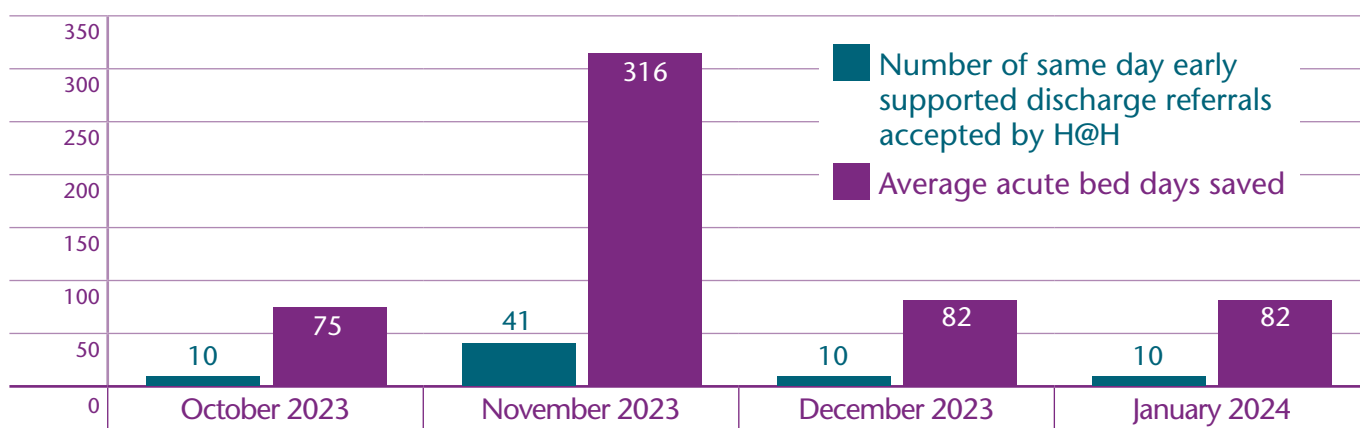
9. In-Reach Test of Change

Fife Hospital at Home (H@H) Teams regularly reported that virtual bed capacity was being impacted when planned step-down patients from acute services were not taking place. Planning for those step-down referrals also impacted on the ability to accept GP (General Practitioner) referrals.

An audit was carried out from November 2022 to March 2023. Of the 60 patients referred only 15 patients were discharged the same day they were referred. Funding was sourced from Healthcare Improvement Scotland to support an In-Reach Test of Change. The aim was to increase H@H capacity by working collaboratively with acute services to ensure appropriate referrals are received, facilitate timely and safe transfers of care, provide a smoother transition of care for the patient, and increase H@H service capacity.

Initial data shows that from 2nd October 2023 to 17th November 2023 out of 66 patients identified as suitable for H@H by acute staff/H@H Advanced Nurse Practitioner (ANP), 64 were appropriate and processed by the H@H ANP on site in acute services, and 41 of those were discharged home the same day. Multiple reasons were identified for those not discharged on the same day including transport and medication issues, clinical deterioration, family delaying discharge or care homes concerned about discharge.

Figure 2: Number of same Day ESD Referrals by H@H and Average Acute Bed Days Saved



The Test of Change (TOC) change commenced at the Front Door of Victoria Hospital, Kirkcaldy in October 2023 and it took one or two weeks for the pathway to become embedded in practice. Following positive evaluation, both quantitative and qualitative, the service is in the process of recruiting two H@H In-Reach Nurse Practitioners who will cover seven days a week in Victoria Hospital, Kirkcaldy.

10. Home First Programme – Discharge Hub

In April 2023 a multi professional workforce was implemented within all discharge hubs that would ensure timely assessments would be carried out. Representation from Care at Home and Social Work colleagues are now placed within acute and community hospitals to progress timely assessments for individuals requiring support. This initiative has supported the Home First Programme’s desired outcome where the discharge is planned with the patient at the centre of the conversations, resulting in a person-centred approach to discharge planning.

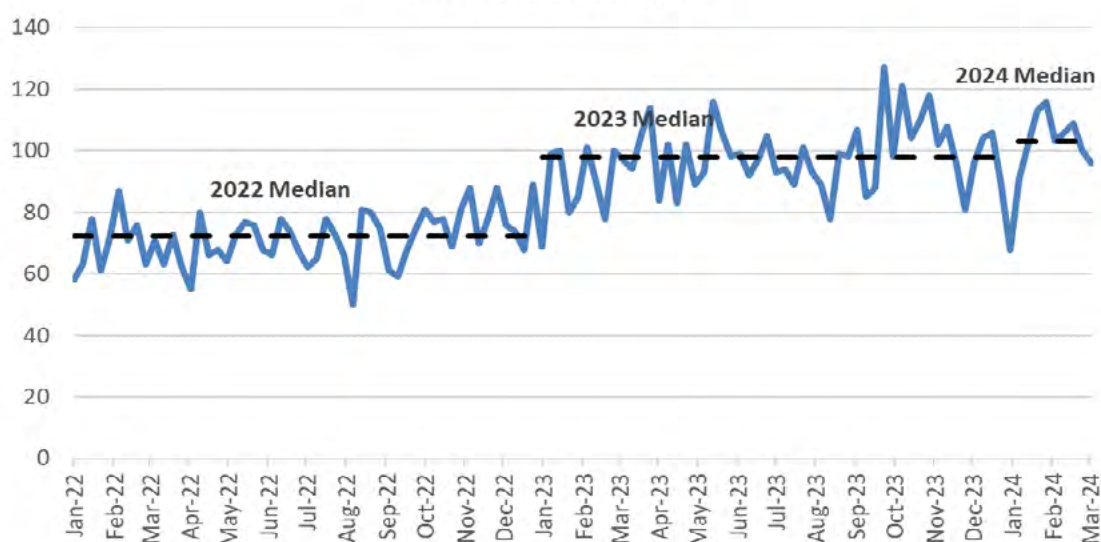
This is based on an improved system of working, with smoother, more seamless integration between NHS and health and social care teams that aims to prevent delay where at all possible resulting in reduction in length of hospital stay.



Discharge Hub

We have achieved a sustained reduction in delayed discharges in the acute setting. Comparing performance data from 2022 the Discharge Hub performance has seen on average of 30 more patients returning home or to a homely setting.

Figure 3: Discharge Hub – number of discharges



Quality Improvement Initiative

Improving service efficiency is a key priority of Fife’s Health and Social Care Partnership. Previously the process for referral into the service was manually produced unstructured data that relied on input from staff. There were multiple referral routes which were reliant on manual data capture on paper with a lack of visibility within the electronic patient record for colleagues to communicate or review progress within the process.

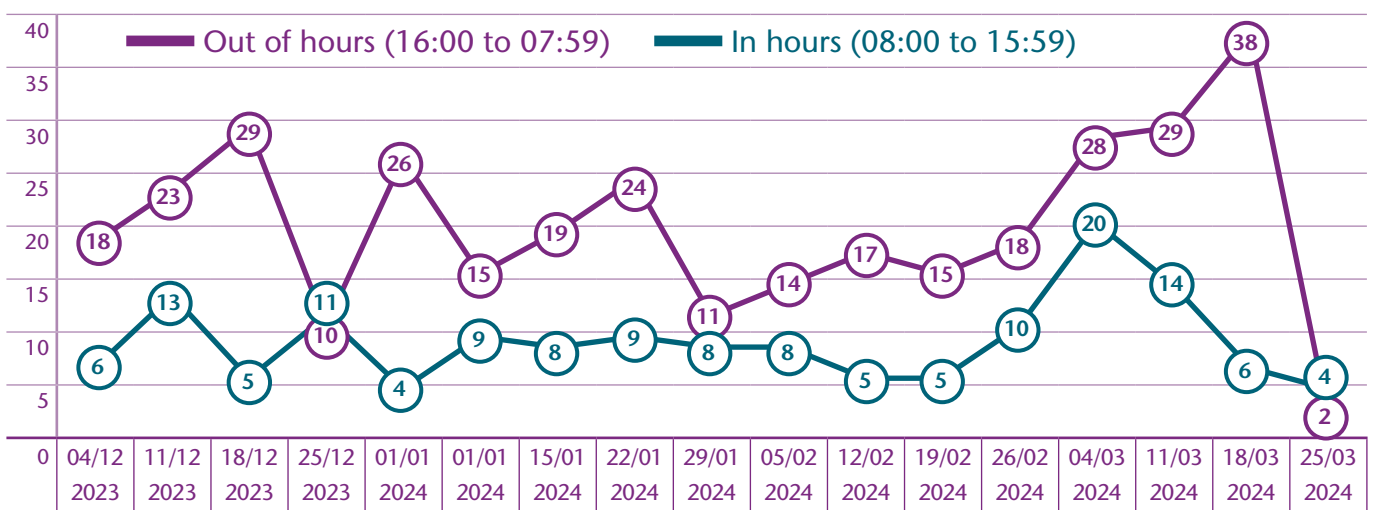
This initiative created a digital referral process that aims to support:

- 24hr timely referrals that allows an out of hour pathway for all the acute hospital wards.
- Standardise the referral process to capture and record data for service improvement.
- Increase efficiency and effectiveness of the process by removing manual data/ phone calls/paper use.
- Reduce referral errors.
- Increase the security and quality of the data.
- To allow referrals to happen out of hours.
- To provide robust and informative reporting.
- To provide a more effective means of working together towards an agreed planned date of discharge (PDD).

In collaboration with our colleagues from digital solutions and acute hospitals we implemented the roll out for the new process in December 2023. Education sessions were provided to all staff, and communication through Blink and social media platforms ensured that the information was circulated to as many colleagues as possible.

In the 15 weeks since implementation we have shown that providing an out of hours platform is supporting the wards to complete a referral into the service. The graph below highlights that the majority of referrals are not within service working hours and are generated after 5pm.

Figure 4: Discharge Hub – number of referrals



Qualitative feedback has been very positive with acute wards stating that the referral system is supporting the wider teams work pattern especially as ward activity can impact on timely referrals being achieved. It’s also time efficient and very user friendly.



11. Creating a communication friendly environment for Inclusive Sports

Speech and language therapists working with the Children and Young People Learning Disability Team and the Children and Adolescent Mental Health Service (CAMHS) worked collaboratively with occupational therapy and clinical psychology colleagues to enhance the quality of the Inclusive Sports Sessions offered to children and young people with additional support needs across Fife. They provided training sessions for Sports Instructors who run these sessions to enable them to create communication friendly environments by learning how to simplify the language used, acquiring a basic and relevant Signalong vocabulary and understanding how to use visual supports such as pictorial timetables.



Example of a pictorial timetable

The staff who engaged in the training sessions gave positive feedback and, with the additional support provided, were easily able to embed this training into their role and delivery of the inclusive sports sessions ensuring the communication support needs of children and young people were met by enhancing their understanding, participation and independence.

‘The session made me feel a lot more confident and motivated.’

‘I learned the need to make it more simple than I already am.’

‘I learned that there are many ways to communicate that is not all verbal.’

Due to the success and positive impact of the project, the Speech and Language Therapy Service will offer further support for new staff who will be involved in the Inclusive Sports Sessions organised in the forthcoming year. These are also due to be rolled out to additional venues allowing more families to access this opportunity in their local area.

12. Refreshing the Carers Strategy - additional support for unpaid carers

In 2023 we prepared and published an updated Carers Strategy for Fife. This built on the firm foundations we have established over the past five years, and sought to create even greater opportunities to support unpaid carers when and where they need it. The refreshed strategy includes five interrelated outcomes which together enhance to support available on a universal, free to access basis, and for those carers in greatest need who meet our local eligibility criteria.

These are some examples of what we have achieved in the last year.

Carers Strategy 2023 - 2026

Created a team of ten specialists within the Partnership who will work together to identify and support carers in their own localities.

Invested £100,000 to support unpaid carers who have an Adult Carer Support Plan to access breaks from their caring role.

Established a Carers Community Fund to support locally based initiatives right across Fife. This innovative fund supported 56 projects with £400,930 funding and include the broadest set of initiatives based on carers own preferences. Examples including walking, reading and arts groups for carers, local carers cafes and open events, garden projects in schools and charities, cooking skills clubs, LGBT+ support groups, men's carers support groups, kindred carers Christmas parties and short breaks opportunities through new Hutting projects.

Created a specific unpaid carers Self-Directed Support Service with £500,000 of dedicated funding administered and supported by two dedicated specialist staff with the ambition to provide carers in the greatest need, who meet the eligibility criteria, with options on how best to meet their individual needs for support.

Invested to create additional opportunities for unpaid carers to access income maximisation support, advice and advocacy in the Wells, through a partnership with our third sector specialist.

Created a new support opportunity for carers of people at risk of losing capacity by helping them to secure a Power of Attorney, including funding their legal and administration fees.

Through a range of partners in the voluntary and third sector, we have supported carers who are in financial crisis with modest grants to help them recover from the significant challenges they face at this time of increased cost of living. This includes support carers (and the persons they care for) to ensure they have a warm home by paying for utility debts, helping carers with emergency grants to replace broken white goods, and supporting carers to travel to see the person they care for in hospital when travel options and time are limited.

13. Re-establishing the Music Therapy Service

Since starting in June 2023, music therapy has been offered on adult and older adult inpatient wards in Fife on a rotational basis. Between August 2023 and December 2023 there was a weekly service offered to Ward 1, Ward 2 and Ward 4 at Queen Margaret Hospital, and a fortnightly service offered to Dunino, Radernie, Elmview and Muirview in Stratheden. Since January 2024, music therapy now offers a weekly service to Ward 1 and Ward 2 at Queen Margaret Hospital, and Radernie and Elmview at Stratheden.

Music therapy supports the hospital-based care section of the Joint Health and Social Care Strategy for Older People in Fife 2011 – 2026 by offering a specialist service that, currently, cannot be accessed in the community. By offering open groups and involving carers in individual sessions for people living with dementia, music therapy is also aligned with the strategic intent to keep carers at the centre of care provision. Music therapy also supports the Fife Population Health and Wellbeing Strategy 2023 – 2028 by improving mental wellbeing, providing high quality person-centred care.

Across the course of the year, the Music Therapy Service has run open groups on a number of wards to ensure maximum accessibility for the patient population. These groups take place in communal areas and are tailored to the needs of the ward, and have comprised singing, instrumental improvisation, music listening, verbal reflection, reminiscence and a therapeutic choir. The graphs included below show the total number of patients engaged through open groups, and highlights that when people engage once, they are highly likely to re-engage, and that when they do engage, they do so for a considerable period of time. The service on Dunino Ward is an outlier in this respect.

Figure 5: Music Therapy Service – Patient Engagement

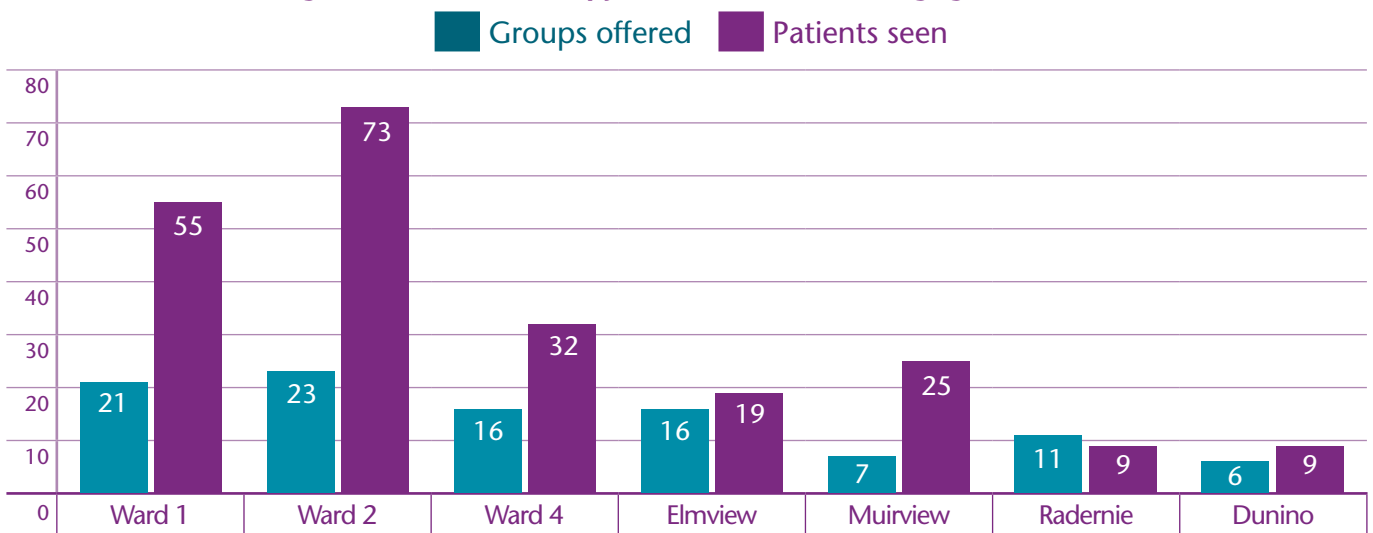
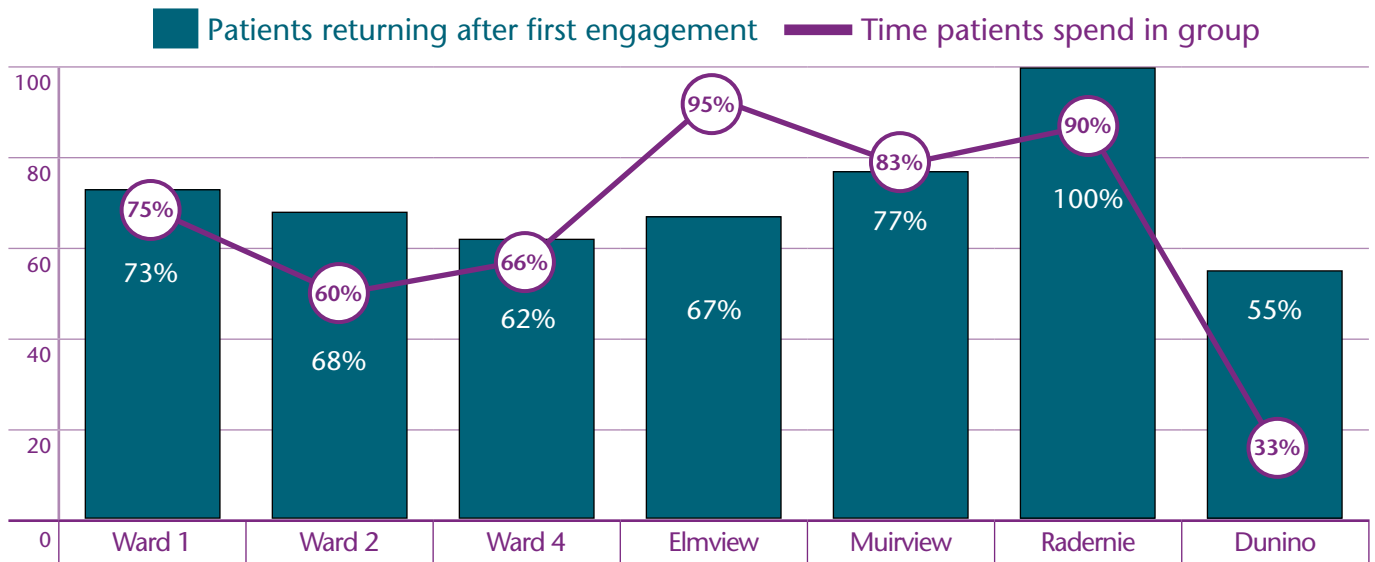


Figure 6: Music Therapy Service – Patients Returning



Music Therapy Groups were advertised on the ward through posters, and patients were also encouraged to attend by consultants, occupational therapists, and other ward staff. On older adult wards, groups are very song based, and use music to encourage communication, movement, and memory, as well as providing an important social and creative experience for the patient population. The open nature of the groups also allows for staff and visitors to attend, and so they are also there to help provide meaningful relational moments between patients and family / carers. On adult wards, groups are more improvisational in their musical offer, and are practiced with a mentalisation based therapeutic stance. Patients are encouraged to use the music to make sense of their emotions and the emotions of others, to explore difficult emotions in a safe environment, to connect with their sense of self, and boost self-esteem.

Patients do not need to be formally referred to attend the open groups, and are able to come and go as they please. The groups have a dual function as an assessment tool for further, individualised work. Of those individuals engaged in the group sessions, 16 have been added to the music therapy caseload for a more focused episode. Patient feedback for the Music Therapy Service has been very positive:

‘Thank you for all your help and support, it’s really appreciated. I will take what I learnt from music therapy with me in life, as well as my increased confidence’.

‘Using music with my therapist has helped me to understand my emotional self, be ‘free’ from perfection and self-imposed dogma’.

‘Using music with my therapist has helped me to understand grief and how to deal’.

14. Investment in Social Work

Prior to April 2023, social work role profiles were updated, and posts established. This involved Social Work Team Managers and frontline staff contributing to the decision to have two Senior Practitioners as subject experts in:

- Dementia and Technology Enabled Care
- Transitions
- Neurodiversity
- Forensics
- Mental Wellbeing and Hoarding, and
- Domestic Abuse.

Additionally, Team Managers contributed to adjustments to the existing Senior Practitioner role profile, which is now a Supervising Senior Practitioner role with greater clarity on the supervisory and manager deputising elements.

In April 2023, several Team Managers were identified to lead on recruitment, including writing the advert to attract the calibre of candidate we want, shortlisting applicants, interviewing, and appointing the best candidate. By October all but one of the twelve subject expert posts was filled, and practitioners had taken up position. The Subject Expert role is new, and it is recognised there will be a lead in time for practitioners to develop their area of expertise. Additionally, the Supervising Senior Practitioner role was amended, which means this group of practitioners also need time to develop their knowledge and skills. Service Managers in Adults and Older People Social Work Services have taken a lead for two Subject Expert areas each and have met with the relevant Team Managers and Subject Experts to develop action plans to support the development of the post.

Quarterly review meetings have been established, chaired by a Service Manager and involving all Team Managers and all Senior Practitioners. There have been two review meetings already, one in November 2023 and one in January 2024. Some Subject Expert roles are associated with practice where there are established local and national forums and local and national training opportunities, and some do not. The quarterly review meetings enable managers and Senior Practitioners to update the group on progress in relation to their action plans and share their experience and any transferable learning. To-date Subject Experts are undertaking agreed roles in relation to:

- MAPPA (Multi-Agency Public Protection Arrangements)
- MARAC (Multi-Agency Risk Assessment Conference)
- Post 16 Transitions.

The Partnership Fife has invested in two dedicated Mental Health Officers (MHO) to support the discharge of patients deemed to lack capacity. The MHOs attend the weekly 51x meetings and provide updates on all cases. They are therefore aware of all cases being placed on the list and liaise with the relevant social worker as soon as this happens. In addition, because of this close work social workers are aware that they can use the dedicated MHOs throughout the process for advice or support. The teams are increasingly identifying potential 51x cases to the MHOs as soon as they are admitted to hospital so that the MHOs are aware from the start and can intervene in the process to mitigate against delays right away.

Case Study

Mrs B was admitted to hospital in February 2024. A Social Worker from an area team had been involved since January 2024 and remained case responsible. The Social Worker had just arranged an increased package of care when Mrs B was admitted, and therefore this had not yet been implemented. The Social Worker began an updated assessment right away, which concluded that Mrs B would now require waking night care. A case conference was undertaken in February 2024.

Often the dedicated MHOs attend case conferences or give advice beforehand however, it was not necessary in this case. After the case conference the Social Worker highlighted to the MHO Team Manager that a welfare guardianship application was required. Due to Mrs B's potential 51x status she was allocated to the dedicated MHO for that area straight away. The medical reports were undertaken within the week and sent to the MHO. In cases other than potential 51x cases, doctors are legally allowed 28 days to complete their report.

The report was completed and submitted to legal services in March 2024 and then lodged in court with a request for interim residence and care powers.

From Mrs B's admission to hospital, the process of assessment, case conference and legal pathway being identified, and completion of the guardianship process was completed within six weeks and before Mrs B even became a 51x patient. Had this been a standard case, the process could have taken a minimum of two months for a local authority case, and four months for a private case, before it was ready for lodging in court.

If interim powers are sought, these can be granted approximately one week after lodging the application at the earliest. If interim powers are not appropriate the granting of the order can take between four to twelve weeks from the date of lodging depending on the court's business.

Through working together closely, social workers, legal representatives, MHOs and doctors are achieving appropriate outcomes for adults much quicker than before, which is reducing long delays in hospital, which are not in the best interests of the patients whose mental and physical wellbeing can be significantly negatively impacted by lengthy stays in hospital when they are medically fit for discharge. Fife Health and Social Care Partnership are committed to continuing to improve this as evidenced by the weekly 51x meetings which include senior management oversight to address any issues that arise, which may cause unnecessary delays.

15. Health Promotion Training Programme 2023 – 2024

The Health Promotion Service is part of Fife's Health and Social Care Partnership. We lead on approaches and services which maintain and improve health and wellbeing and reduce health inequalities. This covers the life course, including early years and children, adults and older adults. Within the service, the Health Promotion Training Team provides and co-ordinates training to enable people working in Fife to contribute towards reducing health inequalities and improving the wellbeing of individuals, families and communities.

The Health Promotion Training Team produce an annual programme which features a wide range of free training and is an opportunity to invest in our workforce through up-skilling and providing a space to share, reflect on and develop best practice. The aim of the programme is to provide accessible, relevant and high-quality learning and development initiatives that build competence and confidence across Fife's workforce to improve health and wellbeing outcomes and reduce health inequalities.

2023 – 2024 was our largest programme to date with a variety of training opportunities to suit everyone’s learning needs. There were over 100 courses available across a variety of health and wellbeing topic areas, including Mental Health Improvement, Poverty Awareness and Transforming Psychological Trauma to name but a few. This is also the first year we have included a Train the Trainers section to ensure the Fife workforce has increased capacity to deliver learning and development opportunities in order to share experience and expertise.

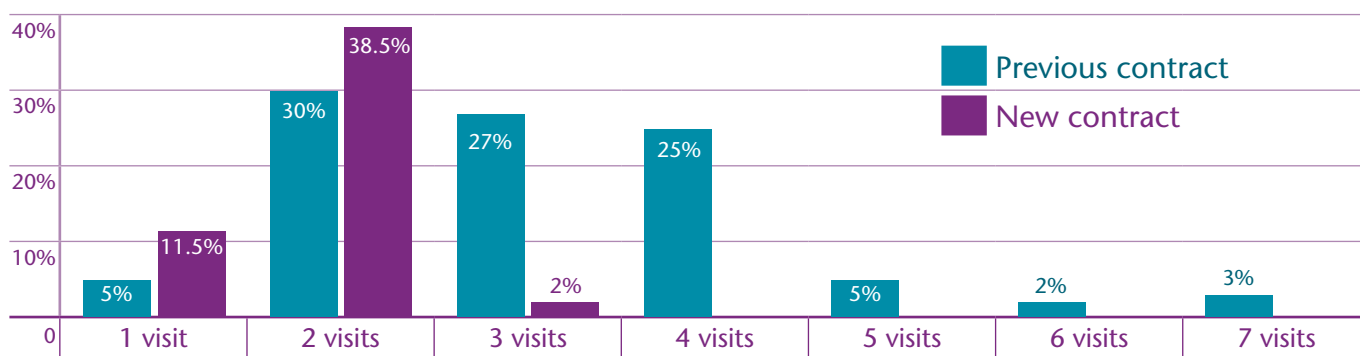
The Training Programme closed at the end of March 2024. This was followed by analysis of the training provision to identify which courses were informative, interesting and popular, and the qualitative input from delegates, including any areas for improvement. The evaluation report recommendations will inform the development of our training programme for 2024 – 2025.

16. Introduction of consignment stock in Podiatry

For over 25 years, NHS Fife Podiatry have ordered bespoke insoles and orthoses from the Tayside Orthopaedic and Rehabilitation Centre (TORT) to support patient care for those with musculoskeletal related injuries and offloading of high-pressure sites at risk of ulceration. The contract in place for the three-year period 2021 - 2024 was agreed at an annual cost of around £55,000. In addition to this contract, the Podiatry Service also purchased off-the-shelf insoles and orthotic devices, at a cost of nearly £25,000 for the preceding year. Following negotiations with TORT it was mutually agreed that the contract would come to an end in October 2023. This was replaced by a consignment arrangement with a new supplier for high-quality off-the-shelf products, and the purchase of some additional devices from other companies. During the initial three months since exiting the TORT contract, the Podiatry Service have achieved an initial saving of over £3,800. Moving forward it has hoped that the new contract will provide savings of around £15,000 per year, with the potential for additional savings based on current ordering trends.

In addition to the financial savings, the move to consignment stock enables patients to be supplied insoles or orthoses on the day of their appointment, rather than an order being sent to Tayside and the patient re-booked for a supply appointment once manufactured. Initial data shows that most patients only require one or two visits to the Podiatry Service using this new method then the previous system. This reduces the number of patient appointments required, which is beneficial for existing patients and helps to build further capacity within the service for future patients.

Figure 7: Comparison of the number of visits required



Following the introduction of the consignment stock we have identified that many patients do not require devices, but benefit more from stretching and strengthening exercises. We are therefore exploring a joint initiative with physiotherapy to support self-management of musculoskeletal conditions within a supportive community environment. This will aim support patients be seen quicker, and implementing measures to promote wellbeing will be earlier.

17. Risk Management Strategy

Fife Integration Joint Board's Risk Management Policy and Strategy was agreed in March 2023, and a delivery plan was put in place at that time. A Risk Working Group has met to progress work on the actions required to deliver the strategy. There are a total of ten actions on the delivery plan. Four have been completed, although further improvement work on two of these is continuing and work is progressing on the other actions.

Risk Management Strategy 2023 - 2026

The IJB Strategic Risk Register was reviewed in line with the new Strategic Plan 2023 – 2026 at a development session for IJB members. The risk register remains current. Work will always be ongoing to ensure the risk register remains as up to date as possible, taking into account external factors and progress on the delivery of the Strategic Plan.

Relevant key performance indicators are aligned to SMART control actions on all strategic risks to provide assurance that these are effective and improving the management of risks. A deep dive risk review process was developed and agreed by all the governance committees. This aims to provide members with assurance that risks are being effectively managed within the risk appetite and agreed tolerance levels. The new deep dive risk review process has also highlighted relevant performance indicators for individual risks.

A formal risk appetite statement was approved by the IJB in July 2023. This supports the management of the strategic risks and is set out within the deep dive risk review process for each individual risk. A presentation on key questions to ask in relation to risk appetite in decision making was delivered to the Quality and Communities Development session on 6 Feb 24 and a paper is being submitted to Audit and Assurance Committee in March 24 which proposes a methodology for considering and evidencing risk appetite discussions to support decision making.

Performance measures have been developed to provide assurance that risk management processes are operating effectively. These include: Movement of the IJB Strategic Risk Profile, Risk Scoring Trajectory and a Deep Dive risk Review Process.

The first two measures are included in risk reporting to Audit and Assurance on a quarterly basis. The deep dive risk reviews are now being progressed through Committees. Updates are provided to the Audit and Assurance Committee.

Further work on the development of performance measures will be considered following the approval of the Risk Reporting Framework and also as part of the development of a risk maturity model for the IJB.

For the outstanding actions, we are aiming to complete three by the end of September 2024, one by December 2024 and the other two by March 2025. The Risk Working Group is also taking forward a review of current training, and availability of training via the partners bodies and externally, in order to support the development and roll out of a risk management training programme.

18. Fife Specialist Palliative Care Service

In December 2015, the Scottish Government published the Strategic Framework for Action on Palliative and End of Life Care which set out the aim that “by 2021, everyone in Scotland who needs palliative care will have access to it”.

Building on this, the Fife Clinical Strategy 2016-2019 called for the provision of ‘robust 7-day specialist palliative care that is able to meet the needs of the most complex patients and their carers in all care settings (including hospice, community and hospital) as well as to support and lead the development, education and support of generalist palliative care across Fife’.

At the end of May 2023, Fife Integration Joint Board approved the proposal from Fife Specialist Palliative Care Service for the introduction of an enhanced seven-day community model.

Victoria Hospice

Refurbishment to the Victoria Hospice completed early in 2023 allowing the Fife Specialist Palliative Care Team to come together in one building. Satellite offices are still available at Queen Margaret Hospital, Dunfermline. The Hospice is set within its own grounds and has a fantastic sensory garden with many out-door seating areas.



Quality Improvements across Fife Specialist Palliative Care Service

- Introduction of Palliative Care Bundle to patients receiving end of life care in the community in collaboration with district nursing colleagues.
- Share information on the bundle with Care Home Managers/Care Home Liaison Team.
- In collaboration with the Scottish Ambulance Service supporting education to care home staff to enhance end of life care
- Support education to primary care colleagues, now extended to care home staff to support shared learning.
- Developing a poster to share information of Specialist Palliative Care Service to acute and Partnership colleagues.
- Working in collaboration with acute and community hospital colleagues to re-introduce rapid discharge checklist to support seamless discharge of palliative patients.
- Re-introduction of palliative champions.

19. Collaborative working for Intravenous Antibiotic Therapy

Key staff within the South West Villages Locality have been trained to administer Intravenous Antibiotic Therapy and, through working in collaboration with Hospital at Home District Nurses, they now have the right skills and knowledge to provide this service in people's homes. This ensures that the right person with the right skill can treat the individual quickly and effectively in their own homes. Additionally, all of the other District Nursing Localities in Fife have staff who are undertaking this comprehensive training so this service can be rolled out Fife Wide. This has led to discussions of what other roles District Nurses can support with intravenous therapies, and collaborative work with the Heart Failure Service is being discussed with a view to District Nurses supporting patients with heart failure.



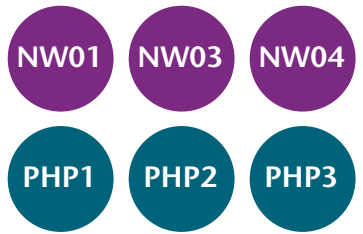
Increased support at home

20. Community Respiratory Service and Hospital at Home Service

The Community Respiratory Team have recently completed the NHS Fife intravenous cannulation and 'safe medicate' training to allow them to administer Intravenous Antibiotic Therapy for patients on their caseload that may require this treatment.

Currently the Outpatient Parenteral Antimicrobial Therapy Service (OPAT) within Fife's Victoria Hospital provides Intravenous Antibiotic Therapy for patients on an outpatient basis, however Fife has a growing elderly population and many of our respiratory patients are too frail to travel or are housebound.

Intravenous Antibiotic Therapy within the patient's home prevents unnecessary hospital admission and reduces the burden on Fife's Hospital at Home Service. The Community Respiratory Team operate a Monday to Friday service mirroring GP (General Practitioner) hours. To ensure people can receive intravenous antibiotics over a seven-day service they are working in collaboration with the Hospital at Home Service to deliver this enhanced care. The training has been undertaken by the entire team, this ensures that staff are appropriately trained and skilled to provide this treatment, enhances continuity of patient care and prevents duplication or unnecessary footfall in patients' homes from multiple services.



21. Podiatry Helpline

The Podiatry Advice Line was launched in October 2023 to support the people of Fife to access foot health advice without the need to refer into the Podiatry Service. The initiative supports people to self-manage their own lower limb health through access to best practice advice, including written and verbal advice and supported online video resources (NHS Inform).

Since introduction, the Helpline has taken over 200 calls, on various topics including general foot pain, fungal infections, diabetic foot screening and nail surgery. The helpline runs two sessions a week to offer supported advice, including signposting to other services and wellbeing initiatives. Caller feedback has been very positive, and results in few callers being recommended to refer into the Podiatry Service.

These graphs show details of the calls received by the Podiatry Advice Line.

Figure 8: Number of calls received

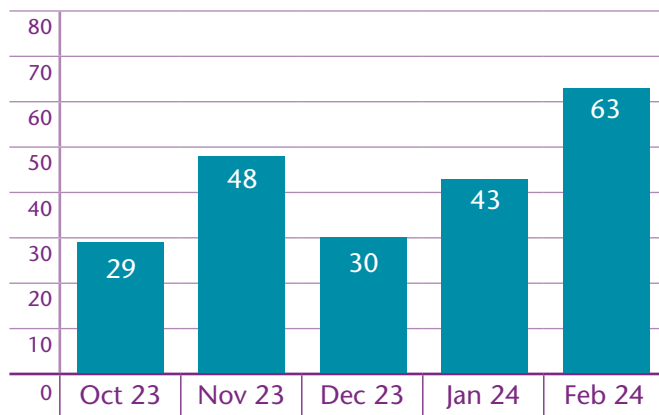


Figure 9: Call outcomes in February 2024

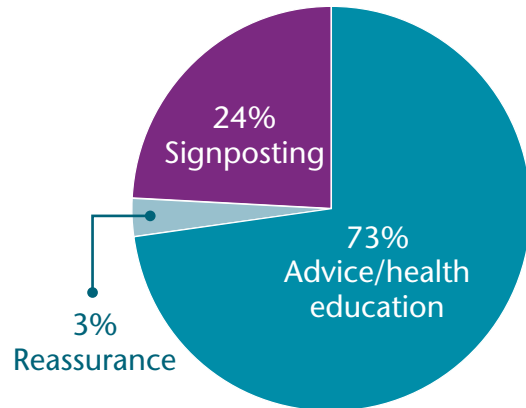


Figure 10: Subject of calls in February 2024

Foot pain	20
Nail cutting	10
Ingrown toe nail	8
Fungal nails	6
Verrucae	6
Basic footcare	5
Referral administration	5
Corn	1
Foot screening	1
Insoles	1

Next steps include further promotion of the Helpline in community areas and various professions to support early intervention. The current campaign has involved a social media campaign and posters within GP (General Practitioner) surgeries and at the Wells. We also plan to update the current podiatry self-help resources and website to support the advice given and provide signposting of relevant information.

22. Improved advice process for orthopaedic and musculoskeletal issues

Advice and information from the Children and Young People’s Physiotherapy Team (CYP) and the Paediatric Orthopaedic Service (POS) has been updated and added to the NHS Fife website. Information was created in different formats for different groups.

- QR codes for the information were generated to promote ease of access for health care professionals referring to either service, providing parents and carers with advice and guidance, and for families to directly access health promotion and self-management advice. (QR is short for Quick Response code, a black and white square which can be used to store digital data).
- New guidance documents were created for GP’s (General Practitioners), Emergency Departments and for use in CYP and POS clinics.
- Posters were also created to display in public waiting areas.

Informal feedback on the new advice and guidance has been good. A survey for patients, families and carers is being developed, and we will collate and review any formal feedback later this year.

Information for patients and relatives
Advice for orthopaedic and musculoskeletal issues in babies, children and young people

1 Discover QR code
2 Scan QR code
3 Access information

Early years, children and young people

- Sleep on Back, Play on Front
- Protecting Your Baby's Head Shape
- Helping Your Baby Sleep
- Advice on Bottom Shuffling
- Rigid Toes
- Toe Problems
- Trigger Thumb
- Flat Feet
- Helping Your Child Move
- Activity Guidelines for Under 5s Not yet walking
- Activity Guidelines for Under 5s Capable of walking
- Hypermobility (Under 5s)
- In-Toeing
- Bilateral Toe Walking
- Popliteal Cysts
- Growth Cysts
- Children and Young People's Early Years web pages
- Request for assistance (Self-referral form)
- Please complete the referral form if you are seeking assistance for your child or young person.
- Children and Young People's Professionals Enquiry Line
- Do you have questions about a child's development? If you're a professional based in Fife, call the Children and Young People's Professionals Enquiry Line at 01332 674055 for advice.
- Family Advice Line
- Parents in Fife with questions about their child's movement, mobility, development, injuries, or pain can call 01332 236399 on Thursdays between 10am and 11am.

Musculoskeletal

- Sever's Disease
- Ankle Soft Tissue Injury
- Patellar Dislocation
- Knee Injuries
- Osgood-Schlatter Disease
- Footies/Footaches
- SCP Footsheet
- Posture Advice
- My Pain Tracker
- Physical Activity Guidelines for Children and Young People
- Early Specialisation in Sports Position Statement
- BMJ Parents Toolkit
- Children and young People's MSK web pages

Neurodisability

- Putting on an AFO (Splint)
- Splint (AFO) Care
- Posterior for Splints (AFOs) Advice
- Rule of 10
- Why Stair?
- A Rough Guide to Lying Straight
- Postural Care Advice Turin
- 24 Hour Activity Advice
- Benefits in Childhood Disability
- Disability Sport Info
- APCP Basic Health
- Children and Young People's Neurodisability web pages

Orthopaedic Signpost Poster

Further information is available here: www.nhsfife.org/services/all-services/physiotherapy/children-and-young-peoples-physiotherapy

23. Speech and Language Therapy - Adult and ALD Teams

Fife Health and Social Care Partnership's Adult Acquired and Adults with a Learning Disability (ALD) Speech and Language Therapy Teams launched on Instagram and Facebook in October 2023. We have created posts and stories with targeted information about all things relating to speech and language therapy, including dysphagia (swallowing difficulty), voice, speech and communication, signposting to useful information, feedback about the service, and more. Using these platforms has been a great way to:

- highlight how we can support people with communication and/or eating, drinking and swallowing difficulties,
- provide information to support people with effective self-management,
- improve awareness of speech and language therapy as a profession and Fife as a great place to work.

We have posted 36 times and currently have 210 followers on Facebook and 202 followers on Instagram. Our number of followers increases each time we post!

Our followers include RCSLT (Royal College of Speech and Language Therapists), RCSLT Voicebox, and RCSLT Scotland Office who help us to share our messages more widely.

Our most popular post so far has been about how we swallow. This was released during Swallowing Awareness Week and received 51 likes. These are some other examples our Facebook posts.



Facebook posts for Fife SLT Adults

Our Valentine's Day reel about communication reached 1,264 accounts and was played 1,610 times!

We are hoping to reach more and more people via Instagram and Facebook over the coming months in order to further improve awareness about what we do and how we can help.

24. Shared Lives Fife

Over the past year, our Shared Lives Fife Team has grown to become the largest Shared Lives Carers Group in Scotland. At each quarterly Panel meeting our numbers are growing steadily. At a recent meeting, four new carers were passed for starting to support referred people from all over Fife. It is expected that this will continue into the coming year. Each of our carers support people with a wide range of abilities in their own communities, providing day support, short breaks and long-term support. This success has meant that word of our service is growing in these communities, and we are receiving inquiries from prospective carers at steady rate.

Compared to other services that are available throughout Fife, ours has shown itself to be not only cost-effective, but also sustainable. Our unique matching process means that each prospective carer and supported person knows exactly what each will expect from the relationship they will be entering into. This process takes as long as it needs to; only once both are happy to continue, will it begin. Apart from being a positive and collaborative process, it engenders a friendly and long-lasting relationship between the carer and supported person, as well as their families.

The carers and supported people have gone on to create their own communities – they communicate through social media and emails, and they meet socially for ten-pin bowling nights, coffee afternoons in their homes and recently, a visit to a local pantomime.



Beauty and the Beast – Christmas Panto 2023

In the last six months, Shared Lives Fife have produced a regular online newsletter to highlight what these communities are doing as well as promoting future activities with the Shared Lives Fife Team, such as the forthcoming Shared Lives Week. The newsletter also promotes health and wellbeing, training courses and articles that may be of interest to our carers. It is hoped that this will become more frequent than the present quarterly issues and will have greater input from the carers and supported people. The next issue will have a piece about a new cookery group that was developed by the Shared Lives Fife Team and a Community Education Worker (based at The Centre, in Leven) and carers throughout Fife, and will include recipes from the course. Another article will be about another collaboration between Shared Lives Fife and a Community Support Co-ordinator and his Team who are working to create an accessible format for displaying the results of our annual survey.

Further information is available in our newsletter:

<https://sway.cloud.microsoft/Zrz2ova9LbiyNRVF?ref=Link>

25. Creating Hope for Fife: Fife Suicide Prevention Action Plan 2022 - 2025

Scotland's Suicide Prevention Strategy 'Creating Hope Together' was published in September 2022. Fife's Suicide Prevention workstream remains a priority within Fife's Mental Health Strategy and is represented in the Plan for Fife – Recovery and Renewal 2021 to 2024. The Health Promotion Service, based in Primary and Preventative Care Services, led on this multiagency piece of work on behalf of Fife Health and Social Care Partnership as lead governance, to develop a new three-year Suicide Prevention Action Plan for Fife.

Working with the Partnership's Participation and Engagement Team, the draft Fife Suicide Prevention Action Plan underwent a public consultation process which received 240 responses from across all seven Fife localities. The consultation was designed around the four priorities and outcomes from the Draft Fife Suicide Prevention Action Plan and received significant interest and a substantial response from members of the public and staff who work within services, highlighting the willingness of Fife's population to get involved in the shaping of Fife Health and Social Care Services.

On the whole, the Draft Fife Suicide Prevention Action Plan was positively received, however, the consultation did highlight some gaps within the Action Plan. The Consultation Feedback Report recommended these areas were reflected within the Fife Suicide Prevention Action Plan. This was taken on board and 'Creating Hope for Fife, Fife's Suicide Prevention Action Plan' was updated to include these specific areas of work. The final version will be published on the Partnership's website.

Work to deliver activity against the Fife Suicide Prevention Action Plan is already underway by the Fife Suicide Prevention Multiagency Core Group and associated Delivery Groups and will continue over the next three years. The outcome framework to measure progress for the Fife Suicide Prevention Action Plan will be finalised during 2024 ensuring impact and outcomes reporting are in place.

It is nationally recognised that due to the extremely complex nature of suicide prevention work, and the number of different factors involved, it is not possible to attribute a reduction or increase in suicides to specific action plans or activities. Rather than using percentage targets and numbers as performance indicators, we are working with national colleagues to consider how actions taken are contributing to outcomes for individuals and communities.

26. Parent/Carer Speech and Language Therapy Advice Line

During COVID-19, the Speech and Language Therapy Service set up a Parent Advice Line. Two experienced Speech and Language Therapists answer calls twice a week for two hours on a Tuesday afternoon and Thursday morning.

The Parent Advice Line supports the prevention and early intervention of speech, language and communication difficulties that can have such an impact on children and families' health and wellbeing. Importantly, parents and carer are able to speak to a therapist about their child's communication at the time of concern. This allows us to offer access to right person, at the right time, giving the right support to families of children and young people in Fife.

In addition, whilst being realistic about the significant waiting times for families who have submitted formal Requests for Assistance, the Parent Advice Line offers a valuable opportunity for us to support families to self-manage while they are waiting.

All calls are answered, although on busy sessions, we have to offer a call back at a suitable time. The majority of calls are around early interaction, developing vocabulary and speech sounds. Parents are concerned about school readiness, accessing literacy and ability to make and sustain strong peer relationships. The experienced Speech and Language Therapists on the call are able to offer immediate reassurance and advice. Where appropriate, we have recently added the option of a follow up call with a support practitioner to support parents in how to use recommended resources.

During 2023, colleagues from Occupational Therapy and Physiotherapy joined the team and other Allied Health Professionals have plans to do this over the next year.



Early intervention of speech, language and communication

Since the service was introduced, we have answered 1764 calls to the Parent Advice Line. In 2023 we received 476 calls.

- 84% of these were about children aged 3+ years.
- 81% were unknown to our service prior to the phone call.
- 25% of the callers were signposted to education support staff.

In some cases, callers are recommended to submit a formal request for assistance; in 2023, this accounted for only 8% of calls.

Moving forward we are currently testing whether a follow up video call with a support practitioner will help families to implement the advice given, and we have plans to test a face-to-face drop in model in local communities. We are also promoting the use of Care Opinion to gain participation and engagement from service users.

A screenshot of the Care Opinion website. The header is dark purple with white text. On the left is the Care Opinion logo, which consists of two overlapping speech bubbles and the text 'Care Opinion' with the tagline 'What's your story?' below it. To the right of the logo are several utility links: 'Select Language', 'Size: A A A' (with three increasing font size icons), 'Contrast: C C C C' (with four increasing contrast icons), 'BSL/ISL', and 'Log in'. Below the header is a main message: 'Share your experiences of UK health and care services, good or bad. We pass your stories to the right people to make a difference.' At the bottom, there is a navigation bar with three buttons: 'Home', 'Tell your story' (in a larger, bold font), and 'About us'. To the right of these buttons is a search bar with the placeholder text 'Search for stories about...' and a magnifying glass icon.

Further information on Care Opinion is available here: www.careopinion.org.uk.

27. Adult Neurodevelopmental Pilot Project

Neurodivergent adults are known to experience physical and mental health inequalities, and recent surges in referrals have indicated significant need for service development. During 2023 Fife Health and Social Care Partnership was selected as an adult neurodevelopmental pathways 'test site' by the National Autism Implementation Team (NAIT), and awarded fixed term funding to:

- scope unmet need,
- understand local and national challenges, and,
- propose approaches to improve services and more importantly outcomes for neurodivergent adults.

A small pilot team of multidisciplinary staff was established including clinicians from nursing, occupational therapy, psychology and psychiatry. The Team were able to look closely at local demand and unmet needs, as well as testing out clinical approaches and group work, and establishing links with local third sector services. The Team have drawn together this information to understand how local needs for neurodivergent adults could best be delivered in the future now that this fixed term project has come to an end.

There has been a surge in referrals for neurodivergent adults to the Partnership over recent years, in common with all areas in Scotland, the UK and internationally. This has created challenges for existing mental health services, where most of the clinicians with the skills are located. The pilot project has enabled us to better understand these challenges, and look at how these might be better met in the future.

28. As Required Medication - Person Centred Reporting

The Older Adult Mental Health Inpatient Service aimed to improve pro re nata (PRN) or "As required" psychotropic medication recording and review processes to support focus on non-pharmacological activity as a first line response to the treatment of stress and distress behaviours.

The Service also aimed to provide accurate, timely and patient specific data relating to each administration; contributing to a reduction in PRN usage, improved patient centred care planning and increased non pharmacological treatments.

We implemented a Red, Amber, Green sticker process for PRN administration.

Red indicated Intramuscular (IM) medication	Amber was used for oral medication	Green was applied to non-pharmacological interventions
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This approach has recently been supported by automated data reports which track patient specific trends. Reports were adapted through small scale testing and ward level PRN usage was tracked over time and issued weekly via ward level reporting. All aspects of "As Required" medication use are now tracked and reported at a ward level.

Due to this improvement, the Older Adult Service has experienced a 35% reduction in Oral/IM PRN administration since embarking on this process. Access to patient specific data reports has also led to improved person-centred care planning as well as an improvement in timely patient specific medication reviews. Multi-disciplinary communication has also improved, with data reports providing the necessary information to inform improved patient prescribing. Senior nurses have highlighted that the data reports have been beneficial as they reinforced often instinctive feelings about patient's behaviour patterns.

Whilst the Older Adult Service are familiar with the process and have this firmly embedded into practice, there is ongoing work to further develop the non-pharmacological recording processes into the wider Mental Health Service.

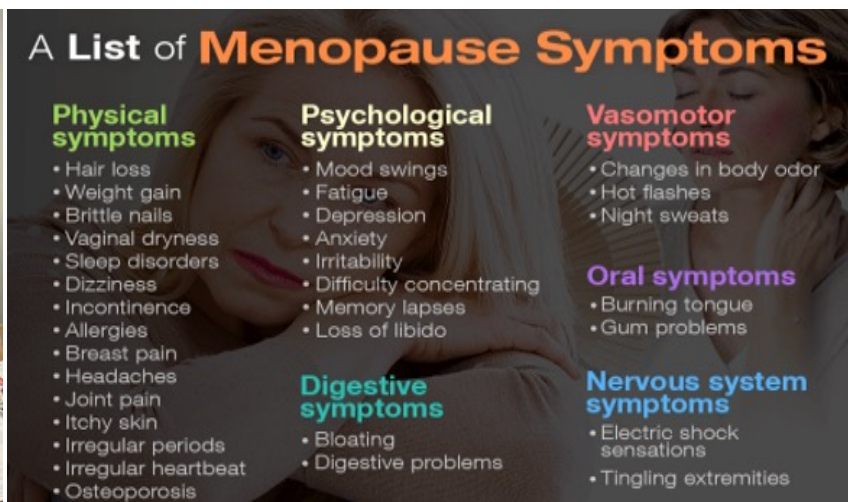
29. Menopause Support to Staff

We host Menopause Cafés every four weeks, these have started in Anstruther (Town Hall), Dunfermline (Oakley Community Centre), Glenrothes (Bankhead), and Leven (Carberry House the wedding room) with more venues to be added soon.

The impact of sharing in a safe space is incredibly powerful, many menopause symptoms are psychological, and it can be difficult to talk about negative emotions like rage, mood swings or self-loathing.



Menopause Café



The Cafés provide a safe space for colleagues to share experiences, grab a snack, and get some support and information. This can be for themselves, their partners, or their work colleagues' menopause symptoms.

30. Deaf Communication Service

The Deaf Communication Service (DCS) are a small team with many years of experience supporting members of the community who are D/deaf, Deaf Sign Language users, hard of hearing, deafened, deafblind and those newly diagnosed with hearing loss. They work to remove barriers to communication by providing information, advice and support to families, carers, friends, the public, employers, employees, service providers and other organisations about hearing loss.

The DCS work closely with other departments within Fife Council and Fife Health and Social Care Partnership colleagues, as well as a range of local partnership organisations and voluntary groups (including Police Scotland, Scottish Fire and Rescue Service, NHS Fife, Job Centre Plus and Citizens Advice Scotland) to provide support to and empower members of the deaf community who access these services.

The DCS utilise digital and social media platforms (including a DCS section on the Fife Council website, the FifeDCS Facebook page and a dedicated Fife Deaf Communication Service BSL YouTube channel) as well as contact options by email, phone, ContactScotlandBSL, SMS or in person at Town House to maximise the reach of the service.

These are some examples of ongoing work and support provision from the DCS during 2023 – 2024.

- Specialist Social Work Support
- Workplace assessments for employees with hearing loss
- One-to-one specialised support for Deafness
- Loan of equipment and hire of loop systems
- Production of written materials in BSL format
- Development and delivery of Deaf Awareness Training and BSL Taster sessions.

We have also:

- Provided bespoke one-to-one British Sign Language (BSL) classes for Deaf refugees from Syria and Ukraine, providing support and communication via Arabic and Ukrainian Sign Language.
- Run a joint DCS/Specialist Clinic based within the Audiology Department at Victoria Hospital, Kirkcaldy.
- Provided advice on communication support (such as qualified BSL Interpreters, Electronic Note Takers, Hands-On (Tactile) Interpreters, Deafblind Guide Communicators and Lip-Speakers).
- Developed and delivered Deaf Awareness Training and BSL Taster sessions.
- Provided information/advice on specialist equipment (for example, Bluetooth technology such as Phonak communication and listening apparatus).
- Produced BSL translated documents from English to BSL as required by the BSL Act 2015.

Given advice and information to other services on making materials/websites accessible to BSL users, and provided other bespoke training as required.

DCS have recently developed a number of Deaf Awareness sessions (including BSL Culture Awareness, BSL Taster Sessions and Deaf Awareness Training) to promote knowledge, understanding and inclusive communication through BSL and deaf culture. DCS continue to produce a BSL translation of the Fife Council news summary every week, accessible for staff via the intranet.



Outcomes

A Fife where we will promote dignity, equality and independence.



NW02

NW05

NW07

PHP3

PHP4

PHP5

PHP6

31. Social Work Service - Adult Support and Protection Activity

Fife Health and Social Care Partnership Adult Support and Protection Team have continued to provide strategic support and direction to our Social Work Services, allowing continual improvement in the area of Adult Support and Protection Practice and engaging a mutual commitment to achieving excellence in this area of our social work duties.

Following the Joint Inspection of Adult Support and Protection by the Care Inspectorate, Health Care Improvement Scotland and Her Majesty Inspectorate of Constabulary in Scotland in 2021, Fife Social Work Services have committed to progressing the areas of improvement identified following the inspection and have continued to seek to identify improvement activity across our Adult Support and Protection practices to ensure our people experience the best possible outcomes.

Our Inter-Agency Annual Audit, completed in October 2023 indicates significant improvements across many areas of our practice including:

- the number and quality of chronologies,
- the number and quality of risk and protection plans,
- the quality and effectiveness of our information sharing with partners,
- the quality of our inquiries and investigations.

We aim to take further learning from this feedback and enhance our auditing tools to enable us to continue to identify areas of practice where we can enhance and improve the quality of the experience for the people we work with. A full-time table of audit activity has been created for the next year 2024 - 2025.

In addition to this, our Adult Support and Protection Team have been working closely with the Scottish Government preparing for the progression of the National Minimum Data Set. Phase 1 of the National Minimum Data set has rolled out and has been implemented across our Social Work Services and Phase 2 is due to progress during 2024.



32. Community Pharmacy - Emergency Naloxone

Naloxone is an emergency medication used to counter the effects of opioid overdose. It can be injected or sprayed into the nose; Naloxone only works if a person has opioids in their system.

The Scottish Drug Taskforce published their Changing Lives report in 2022 which included an action that all community pharmacies in Scotland should hold naloxone for administration in an emergency. This action was realised through the inclusion of emergency naloxone holding as part of the public health element of the Community Pharmacy Contract in October 2023. In NHS Fife, the Pharmacy Services Team have engaged with community pharmacies to ensure that each of the 86 pharmacies across Fife are holding two naloxone kits which can be administered in an emergency and have also offered additional training to pharmacy teams where required. The engagement provided around this service has led to positive conversations with community pharmacy teams about offering a Take Home Naloxone (THN) service which would make naloxone available to those at risk of overdose as well as their friends and family members.



Take Home Naloxone Kits

All 86 community pharmacies in Fife are now in a position to provide naloxone for use in an emergency. Since the engagement around the emergency service began, a further three pharmacies have begun offering a Take Home Naloxone service with another 10 expressing interest. It is our intention to continue to support both the emergency naloxone and THN services moving forward with a particular focus on increasing the number of pharmacies offering THN.

33. Referral to Treatment Target - CAMHS

The Scottish Government referral to treatment target states that 90% of children and young people referred to Children and Adolescent Mental Health Services (CAMHS) are to start treatment within 18 weeks. Fife CAMHS are working towards this target, and aim to offer the right treatment, at the right time and by the right person to enable children and young people in Fife to achieve their goals and be the best they can be. It is hoped that children and young people learn to manage their own mental wellbeing through engagement with CAMHS that will be evident throughout the whole of their lives.

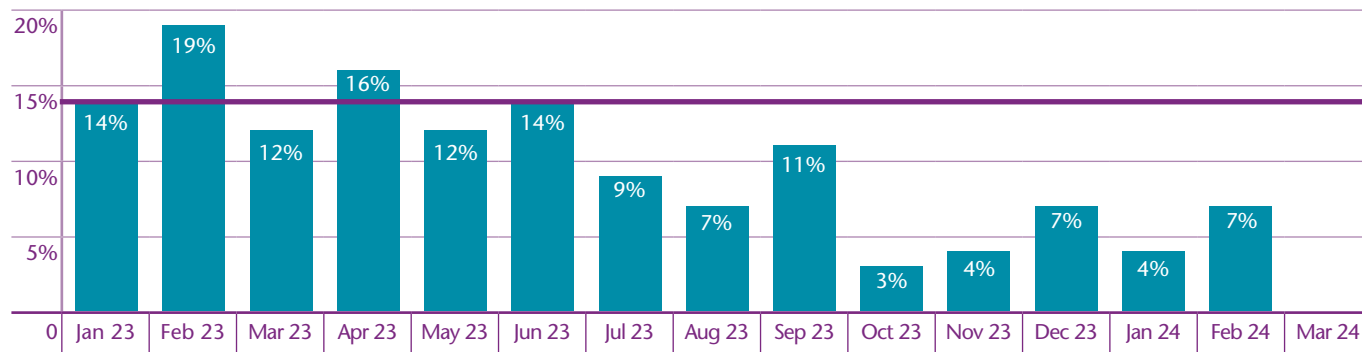
Throughout 2023, the CAMHS web pages were updated to help support children and young people while they are waiting for their CAMHS appointment. Things to Try has an A-Z of topic pages, websites and apps aimed at supporting children and young people's mental health and wellbeing: www.nhsfife.org/camhs-thingstotry



CAMHS has introduced several improvements over the last year including:

- A new two-tailed approach to appointment booking which considers both the start (priorities) and end of the waiting list (longest waits) and will ensure that the Referral to Treatment Target is met and maintained going forward.
- Additional caseload management support for clinicians which helps ensure manageable and sustainable caseloads, whilst supporting the reduction of the waiting list, and ensuring staff wellbeing.
- Evening clinics which increase CAMHS capacity to offer appointments to the longest waits, and new early intervention groups which support the referral to treatment trajectory.
- The introduction (since February 2023) of written therapeutic letters in response to referrals that do not meet CAMHS criteria. This initiative highlights the early intervention principles of getting the right support at the right time. Therapeutic letters have been an excellent addition to our service and are positively commented on by recipients.
- Introducing telephone appointment reminders which enable families to change their appointment if required, is helpful for families and has reduced the number of 'missed appointments' significantly. For example, in February 2023 the 'Did Not Attend' (DNA) rate for Core CAMHS was 19% in February 2024 this had dropped to 7% as shown below.

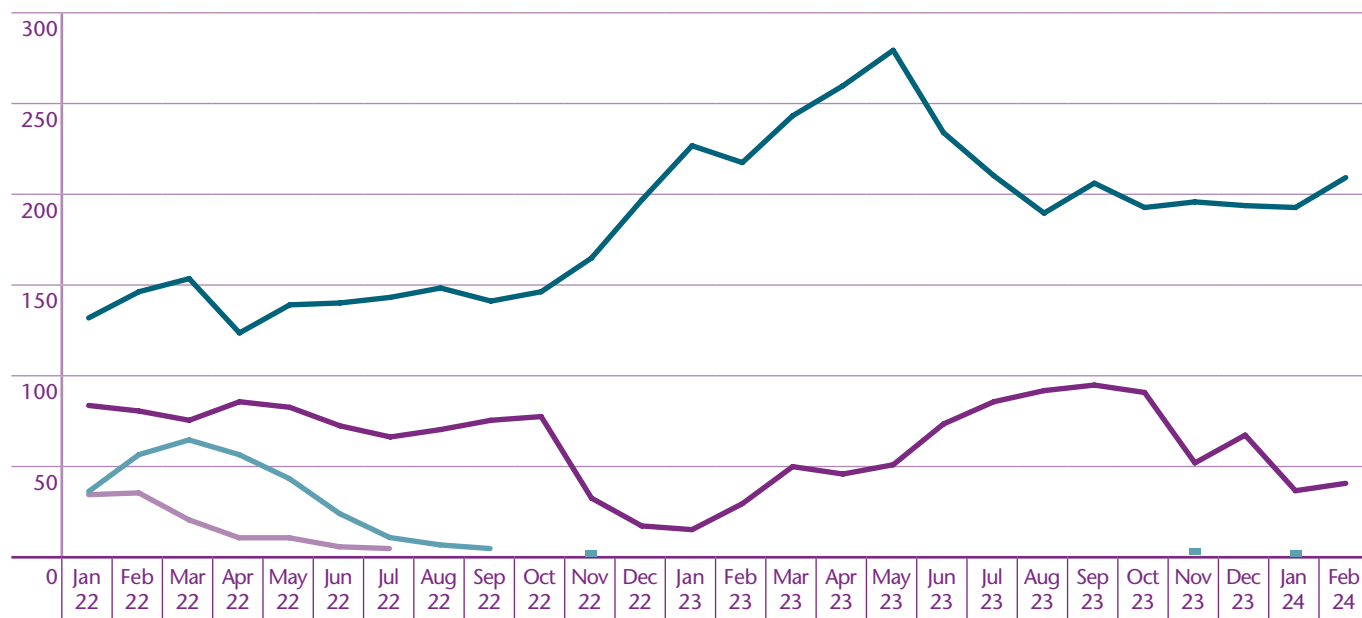
Figure 11: Percentage of 'Did Not Attend' for core CAMHS appointments



The core CAMHS Group Programme supports children and young people alongside receiving individual therapeutic intervention. The groups currently offered range from anxiety support to managing emotions, behavioural intervention and art therapy for autism spectrum disorders (ASD). The number of children and young people waiting over 18 weeks for Fife CAMHS has reduced significantly, with appointments booked as soon as possible to ensure that children and young people are seen earlier.

Figure 12: Number of children and young people waiting for CAMHS

0-17 weeks 18-35 weeks 36-51 weeks 52+ weeks



The line graph shows that in the past two years, the numbers waiting for CAMHS has dropped from 304 (Feb 2022) to 238 (Feb 2024). Currently, no one is waiting over 36 weeks, with the numbers waiting over 18 weeks also significantly reduced from 77 (Feb 2022) to 38 (Feb 2024). CAMHS will continue to put improvements in place to ensure the target is met and children and young people are seen as soon as possible.

34. Postural Management Stroke Pathway

Historically, patients requiring prolonged periods of stroke rehabilitation in a hospital setting did not receive any formal input in regard to their postural care. Patients that were unable to support their own posture, were either cared for in bed or seated in chairs that did not address their postural management needs. On discharge from hospital back into the community, many of these patients continued to be cared for in bed, whilst they waited for many months to have a postural management assessment. The aim of this Project was to ensure that the postural care needs of people within this patient group could be assessed at an early juncture and that their needs could be met both in hospital and that the required appropriate seating and lying equipment would be supplied immediately on discharge.

This new pathway was for Hospital based NHS Occupational Therapy (OT) and NHS Physiotherapy staff to attend a two-day Postural Management Training Course, which was jointly developed and delivered by Specialist Fife Council Occupational Therapy and NHS Fife Physiotherapy staff. The training provided the hospital-based staff with the skills, knowledge and competence to be able to identify and assess the needs of patients with postural care needs. With input from the Specialist Fife Council Community OT service, a range of modular seating systems were identified and purchased by NHS Fife, which enabled staff to be able to trial seating solutions with patients whilst on the hospital wards. With ongoing support from the Specialist Community OT service on an in-reach basis.

This change in pathway and process was achieved without any extra staffing resource being required, by utilising the existing skills, knowledge and expertise of our Occupational Therapy and Physiotherapy staff from across both sides of the Health and Social Care Partnership. Front and centre of this change in practice was the recognition that this would better meet patient needs and produce better patient outcomes. Patients no longer have to endure prolonged periods of care in bed, which can lead to complications with pressure care and skin integrity and can prevent them from being able to participate in social and self-care activities. With postural care needs identified at an early-stage patients can be appropriately seated, able to participate in more activities such as eating and self-care.



Victoria Hospital, Kirkcaldy, and Queen Margaret Hospital, Dunfermline, Fife



Glenrothes Hospital, Fife and St Andrews Community Hospital, Fife

35. Fife Alcohol and Drug Partnership - reduce harm and improve lives

The National Mission Priorities 2022 - 2026 has six outcomes focused on evidenced based themes to reduce harm, reduce substance related death and improve the lives of all people affected by alcohol and drug use. Fife Alcohol and Drug Partnership (ADP) during its current strategic and commissioning cycle 2020 – 2023 has absorbed these outcomes and has used them as strategic themes in the development of the new ADP Strategy 2024 – 2027.

These are the current initiatives employed to address the priorities and achieve the outcomes.

Outcome 1 – Fewer people develop problem drug use

- Commissioned and worked with partners in schools to review the substance use education provided to children and young people.
- Commissioned youth friendly services to outreach to young people offering support for those - affected by substance use - either their own use or within their family.
- Provided support for all members of the family where there are young children to help them first prevent crisis and manage it if, and when, it does.
- Provided additional support to children and their families affected by substance use as they transition from primary to secondary school.

Outcome 2 - Risk is reduced for people who take harmful drugs

- Extended our overdose awareness and Take-Home Naloxone training programme to communities, via pharmacies, services, families and businesses in contact with people at risk.
- Created one stop shops in some localities (Kirkcaldy, Levenmouth and Cowdenbeath) for drop in, same day prescribing and on the day support.

Outcomes 3 and 4 – People at most risk have access to treatment and recovery and people receive high quality treatment and recovery services

- The ADP has been focused on embedding and evidencing Medication Assisted Treatment (MAT) Standards into the system of care, creating pathways to treatment and support and improving access to residential rehabilitation.
- Improved our services to facilitate same day prescribing for opiate replacement therapy and ensuring people continue to have choice about treatment and support.
- Improved and extended pathways to residential rehabilitation for people affected by alcohol and drug use.
- Extended our services to engage with people where they are particularly in Accident and Emergency Departments (A&E), hospital wards, custody suites and prisons.
- Built a MAT Standards performance framework that measures real impact and improvements in the lives of people in Fife.

Outcome 5 - Quality of life is improved to address multiple disadvantages

- Invested more in our recovery community service ensuring that people affected by alcohol and drugs have access to activities with others, preventing isolation and promoting wellbeing.
- Begun working on integrating care and support with mental health services, primary care and housing to ensure people's care is coordinated and serves all of their needs (MAT 6, 7, 8, 9 and 10).
- Created a dedicated independent advocacy service which supports people's rights and helps their voices to be heard.

Outcome 6 - Children, families and communities affected by substance use are supported

- Commissioned whole family support for families with young children in partnership with our treatment services
- Invested in the development of family inclusive practise training and implementation of this will commence with our operational teams.
- Invested in a family support and carers' service specifically for adult family members or those viewed as family

Alcohol Brief Interventions can be delivered locally by any professional trained to any member of the population where reduction of alcohol consumption can prevent current and future harm. Fife has a local delivery target of 3141 per annum, with expectations that delivery occurs across primary care, ante natal and A&E. Fife performance in 2022/23 was 2751, however this year Fife has greatly improved and is above target in the first three quarters of the year (4984).

Take Home Naloxone is a medication administered to reverse the effects of an opiate overdose. It can be used by any member of the public or anyone professional trained, and it can also be distributed by professionals who have completed trainer training.



Photograph provided by Scottish Drugs Forum: Take Home Naloxone Kit

Take Home Naloxone is part of the (MAT) Standards and Fife ADP set their own annual target of 1400 kits distributed per annum. Performance within the first three quarters of this year has already exceeded this target at 1426. This is a significant improvement from the previous year (1098). Part of this success is training people with lived and living experience, and commissioning a trainer to extend access to groups and communities at risk.

36. Delayed discharge due to incapacity

Through the provision of two dedicated Mental Health Officers to complete suitability reports for Guardianship applications under the Adults with Incapacity (Scotland) Act 2000, there has been a reduction in the number of patients delayed in hospital due to issues relating to capacity.

This has been achieved through early identification of individuals who may find themselves delayed because of incapacity, and been proactive in reducing the risk of delayed discharge by identifying and securing the correct legal decision-making framework. The dedicated Mental Health Officers have supported the local Social Work Teams to appropriately implement section 13za of the Social Work (Scotland) Act 1968 to facilitate discharge from hospital.

The dedicated Mental Health Officers have developed close relationships with Hospital Discharge Team's which has facilitated collaborative working and early identification of individuals who may become delayed due to incapacity. Consequently, strategies to prevent delayed discharge have been developed such as encouraging Social Workers to raise the issue early with families and the convening of prompt case conferences where required. Social Workers are now aware that they can contact the dedicated Mental Health Officer's for advice and support.

The dedicated Mental Health Officers have fostered and strengthened relationships with private solicitors to encourage ongoing liaison about the application of legislation, and to expedite the completion of reports. The Mental Health Officers have prompted private solicitors where necessary throughout the process to avoid delays and encouraged the application for interim powers to further avoid unnecessary delay in hospital.

We have also assisted in identifying suitably trained medics to completing incapacity medicals thus speeding up the process further. As a consequence, suitability reports are completed and Guardianship Orders granted prior to the adult becoming medically fit for discharge, enabling a timeous move and avoiding extended and unnecessary inpatient admissions.

Moving forward, we will develop a commissioning framework in partnership with medical colleagues in the Health and Social Care Partnership to further expedite the Guardianship Process. Working groups have been established to look at how we can develop our ways of working in the future to improve the service even more. "From the front door to discharge".

We are also considering how early advice on Power of Attorney may prevent delays in future discharges. With any Social Work contact we provide the leaflet "What is a Power of Attorney" and explain the benefit and necessity of considering viable options.

37. District Nursing - reduction in pressure ulcers

A Test of Change was implemented in the Cowdenbeath District Nursing Locality. A new document was produced to ensure that all care was being actioned in preventing pressure ulcers in community locations. Pressure ulcers (pressure sores or bed sores) are areas of damage to a person's skin and the tissue underneath. Some people have a higher chance of getting pressure ulcers if they have difficulty moving.

Treatments for pressure ulcers include:

- changing position and moving regularly to help relieve pressure on the ulcers and help stop new ones forming,
- specially designed mattresses and cushions,
- dressings to protect the ulcer and help it heal,
- creams and ointments,
- antibiotics if the ulcer is infected,
- cleaning the ulcer,

The new approach produced a reduction in pressure ulcers for the people involved in the Test of Change, and the improved service will now be rolled out to all Fife localities.

38. Hospital Discharges

The Hospital Discharge Team have encountered many changes this year benefitting the wider Health and Social Care Partnership and our acute colleagues in NHS Fife. The Team receives upwards of 50 referrals per week from within the hospital sites across Fife. In 2022, the time between 'point of referral' to 'point of discharge' was averaging four days; this year has seen this halved to an average of two days with many individuals being discharged on the same day.

This improvement has been aided by several things:

- the introduction of Predicted Date of Discharge (PDD's) across all sites,
- the Assessment Practitioners are now based within the hospital sites.

PDD's are set as close to the person's hospital admission as possible. This ensures that all health and social care teams are working towards a predicted date when the person will be fit for discharge home. This enables better planning and allocation of resources, and is also useful for family members and carers. The Assessment Practitioners located within the hospital sites across Fife has meant closer working relationships, being able to support assessments at an earlier stage, along with ensuring the right care and support is in place to meet the PDD. All have this has ensured there has not been one official delay in the last eight months for anyone awaiting a package of care to support them to go home.

Figure 13: Number of Referrals by Month (April 2023 – March 2024)

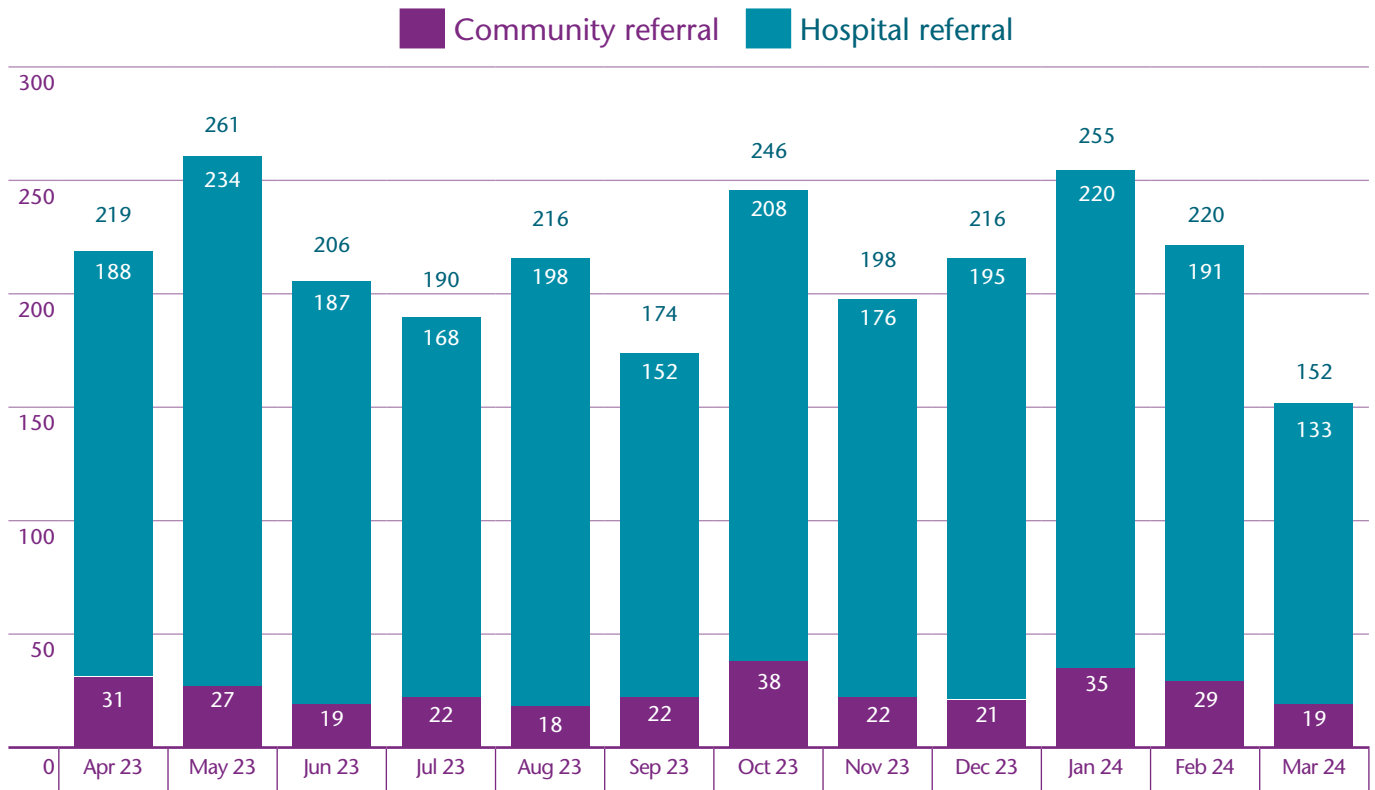
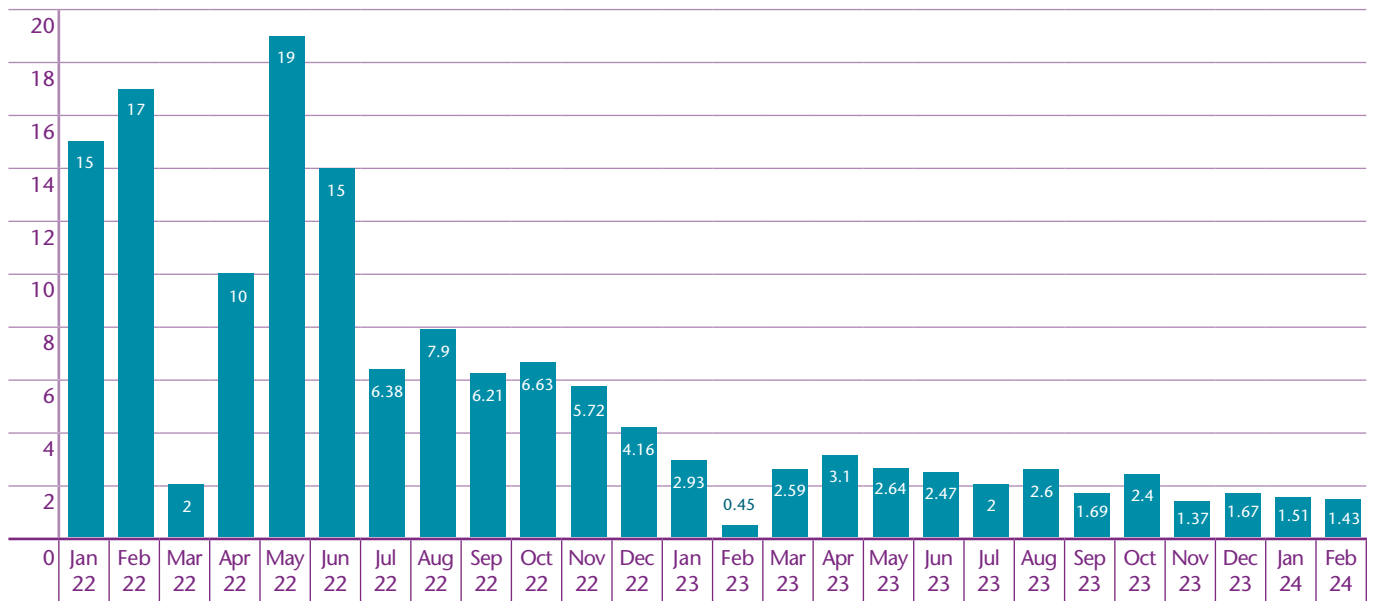


Figure 14: Referral/Planned Discharge Date to Discharge Date (Average Days) (2021 – 2024)



39. Speech and Language Therapy contribution to Frailty Study Day

Speech and Language Therapy contributed to this study day for staff working in care settings and newly qualified nurses by delivering a workshop to:

- Provide information about dysphagia (swallowing difficulty) that can develop in relation to progressive conditions, as well as aging.
- Deliver support and advice to carers on how best to support residents to live well with swallowing difficulty.
- Remind about IDDSI descriptors and encourage the use of this shared language to avoid risk to individuals on hospital admission, discharge and transfer.
- Signpost staff managing with difficulties out with speech and language therapy scope of practice- e.g. medication management.

Outcomes for staff included better understanding of the swallowing process and how this can become impaired; referral criteria; ways to assist mealtimes; moving away from over reliance on thickener; quality information to include in referrals to the Speech and Language Therapy Service.

Feedback from the event organiser has been positive and there was a 100% uptake from the audiences of all the offered resources from Speech and Language Therapy to support proximal care for individuals with eating, drinking and swallowing difficulties. Further study days are planned for other locality areas across Fife.

40. District Nursing - collaboration with Specialist Nursing Teams

District Nursing and Specialist Nursing Teams attend a twice weekly huddle to improve patients journeys and outcomes by identifying the right person, with the right skills and knowledge to deliver the right care in the patients' home. To date patients have been directed to the right person with the knowledge and skills in their condition.

Integration

A Fife where we will strengthen collaboration and encourage continuous improvement.



NW08

NW09

PHP5

41. Supporting safer eating and drinking for adults with learning disabilities

Speech and Language Therapy have been working collaboratively with Partnership colleagues from Dietetics and Social Care Services to create a robust training package for staff providing direct care in services for adults with a learning disability to promote safe eating and drinking. As part of a tiered model of training, we have started to roll out face to face training sessions across Fife supporting staff to understand where risks to safety can exist and how to manage these. In addition to promoting good practice around mealtime support which is important for the safety, dignity and independence of adults with learning disabilities, this project has allowed relationships between health and social care services, which had been negatively impacted by COVID-19, to be strengthened.

The planned training programme will continue into 2024 and we are now looking at ways to further support services where staff have completed the training to ensure that appropriate support is available both within services through supervision and from NHS colleagues when appropriate.

‘Learning how all professionals work as a team and about their different roles’.

‘The practical activities – understanding how it feels for the service user’.

‘Information about swallowing, how the muscles work and how it can go wrong’.

42. Establishment of a Health and Social Care Complex Cases Panel

The Complex Case Panel was established in February 2022, to provide a forum for practitioners to table complex case and have access to representatives from all the Complex and Critical Care Services to support decision making in relation to management of risk. The aspiration was to broaden the scope of the discussion, encourage innovative thinking, invite challenge, and increase knowledge of each other’s services. The meeting evolved to also include discussion of cases where there was a request for significant resource.

The Terms of Reference for the Panel were reviewed in August 2023, and this provided an opportunity to consider learning from a number of sources, including from a Joint Learning Review commissioned by Fife Adult Support and Protection Committee.

A revised Terms of Reference has now been agreed. The main changes are that the Complex Cases Panel will no longer just be open to referrals from services within Complex and Critical Care Services but will be a Fife Health and Social Care Partnership Complex Case Panel to consider referrals and support multi-disciplinary consideration and agreement of the Partnership’s contribution to mitigating risk, and to streamline and continuously improve joint working and decision making for complex cases across Fife.

Referrals can be submitted by Team Managers for any service within Complex and Critical Care, Primary and Preventative Care and Community Care Services. It is recognised that there are existing protocols to enable practitioners and managers to escalate risk and the Partnership’s Complex Case Panel does not replace those. Referrals can be made to the new Complex Case Panel where the existing escalation process has not resolved concern about risk.

The revised composition of the Panel is designed to provide appropriate senior management oversight and the ability to agree on deployment of resources if consensus is that this is the least restrictive action to mitigate the identified risk. The Panel will be chaired on a six-month rota basis by Service Managers across the three portfolios of Fife Health and Social Care Partnership. Annual updates will be provided to the Partnership's Social Work Quality Management and Assurance Group.

43. Podiatry campaign to minimise the risk of foot pressure damage

Preventable pressure damage has a significant impact on a person's health and wellbeing. To support services within NHS Fife, the Podiatry Service introduced several campaigns, support documents and education packages to help identify people at risk of pressure damage and recommend strategies to put in place to minimise the risk. These have included the roll out of CPR (Check, Protect, Refer) for feet within care homes, community hospital, acute hospitals and community outpatients. Regular education sessions are offered within all these settings to support upskilling and enhancing learning of staff from all disciplines involved in patient care. On the 16th of November 2023, National Stop Pressure Ulcer Day, a large campaign was launched by the service throughout Fife to highlight the importance of CPR for feet. Advice and guidance materials have been developed for all sectors of patient care; some examples are included below.

CPR FOR FEET

CPR for Feet

C		<p>Check both feet:</p> <ul style="list-style-type: none"> • Are there any breaks in the skin/areas of discoloration? • Are there any ulcers present? • Is neuropathy present? • Is action required?
P		<p>Protect feet if:</p> <ul style="list-style-type: none"> • Pressure damage/ulcer present • at risk due to: • Neuropathy • Previous ulcer/pressure damage or amputation • Bed bound or fragile skin.
R		<p>Refer all patients with a foot ulcer/pressure damage or other major concern to the podiatry department or Tissue Viability Link Nurse for treatment and reassessment of pressure relief requirements.</p> <p>Tel:</p>

4 - CPR for Feet - Training Manual

DO NOT DISPOSE

UNLESS DAMAGED OR UNUSEABLE
AND REMEMBER TO ORDER A REPLACEMENT

NOT SINGLE PATIENT USE

FootSafe/HeelSafe/SoleSafe



PRODUCTS ARE WIPEABLE
RETURN TO WARD STOCK WHEN NO LONGER REQUIRED

An audit is underway to measure the impact of the campaign, this will help identify any further areas of support required. Work is also underway with Scottish Social Services Council to develop a CPR for feet open badge which will provide another method of learning for carers. Further alternative learning initiatives are being explored - in particular to support weekend and evening staff who may not be able to attend day shift training.

44. Post Diagnostic Support - Quality Improvement

The Older Adult Community Mental Health Team in Central Fife have implemented a Quality Improvement Project within Post Diagnostic Support which aims to embed processes to facilitate opportunities for continuous quality improvement.

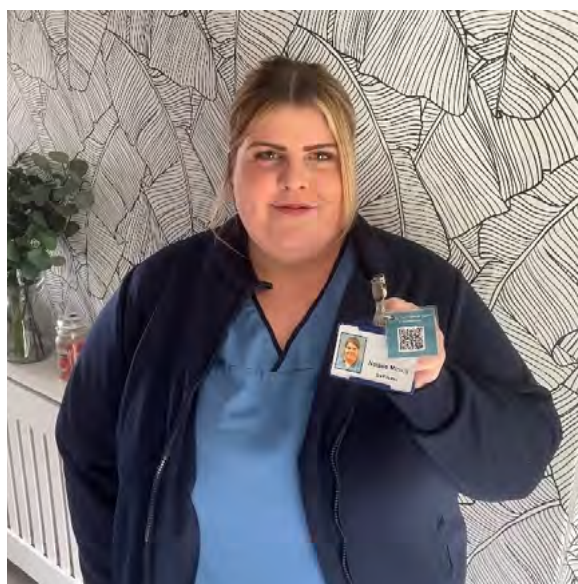
Initially the Team tested the use of paper feedback questionnaires which were distributed to patients at the point of discharge. As part of the Test of Change, using Quality Improvement Methodology, the Team planned to increase the volume of feedback received by introducing the option for individuals to provide feedback using a digital QR code. (QR is short for Quick Response code, a black and white square which can be used to store digital data). The paper-based version was also available for individuals who preferred this approach.

The Post Diagnostic Support Team attached the QR Code to their identification badges so that individuals, and where relevant their family/carers, could access the code easily using their smartphone or another similar device. This remained an anonymous process as staff were unable to see responses which were collated centrally by the Older Adult Management Team. The use of the QR code alongside paper versions has increased response rates and generated a means of gathering important qualitative feedback. The Service can monitor the feedback and use key trends to inform future improvement work, thus embedding a proactive approach to quality.

Since implementing the feedback survey in September 2023, we have received 74 responses using the new QR code option. Moving forward the Service will extend the new QR code option to all Older Adult Community Mental Health Teams across Fife. This will ensure a standardised approach to the collection of feedback and support future developments and improvements across the Service.



The QR Code used by Post Diagnostic Support



45. Occupational Therapy collaboration with Scottish Autism

This project involved locating a Specialist Occupational Therapist (OT) within a third sector organisation providing services to neurodivergent adults in Fife. Scottish Autism's One Stop Shop (OSS) previously received funding from Fife Health and Social Care Partnership to pilot a 'Wellbeing Service', which included OT time seconded by NHS Fife.

A tiered approach to delivery was adopted, following the Universal, Targeted and Specialist model.

There is evidence that OTs can significantly improve outcomes for individuals when they can provide early intervention. Locating this service within accessible community settings is an invaluable way of ensuring easy access for neurodivergent adults.

Two reports were published in 2023; an external evaluation of the project conducted by AT-Autism (commissioned by Scottish Autism) and an OT Report that evaluates the project from an NHS Fife perspective.

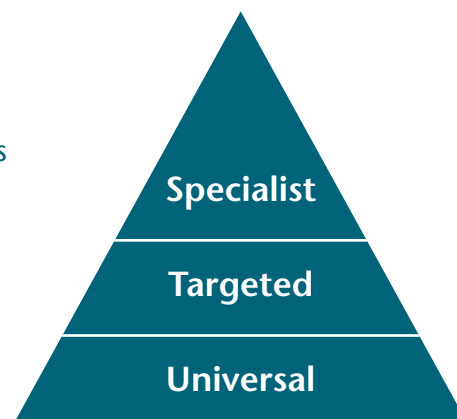
The main findings from AT-Autism were that the project has shown significant impact and showed strong evidence of effectiveness in meeting its stated aims to:

- reduce stress for individuals,
- improve their wellbeing and quality of life, and to
- reduce demand on NHS Fife.

The expectations of participants were mostly met or exceeded, and it was felt that the project had significant policy implications and a strong case for replication.

Some examples of the work completed within the project include:

- Launching new groups for autistic adults within community spaces (e.g. YMCA Cupar and the Lochgelly Centre). These groups were different from other supports offered by healthcare staff in NHS Fife as the pilot was to coproduce sessions with the autistic individuals themselves.
- Supporting individuals to apply for benefits (Adult Disability Payment) and concession bus passes by providing a letter of recommendation, following the OT assessment.
- Referring individuals for specialist support by other third sector and/or NHS services.
- Liaising with key people and services who were most proximal to the individual, and aiming to achieve the best outcomes for each person receiving support (e.g. management within workplaces, care agencies and support staff, parents/carers, other family)



Group Structure In Person

1. 10 MIN UNSTRUCTURED TRANSITION

To allow everyone time to settle into the space, have an informal chat with peers, grab a drink or go to the toilet...(assuming people may be on higher alert from travelling to the venue, with little regulation time to de-stress before arriving to the group environment).

2. WELLBEING CHECK IN

To feedback what the highlight of each individuals week has been. The OT can use this time to assess what everyone's mood is like, then alter the plan for the session that day if required.

3. 15 MIN MOVEMENT BREAK

Set for half way through the session where everyone can 'do their own thing' – e.g. walk to the shop next door, get outside to the car park and outdoor seating area.

4. RELAXED, OPEN ENVIRONMENT

Allow the main door to be open so people feel they can leave for a break or the toilet anytime they like. Also, have sticky labels available so people can write their name and/or how they are feeling with that session.

5. KNOCK ON THE TABLE

The group agreed they would like to 'knock' on the table/wall/chair as an alternative form of communication when they do not feel comfortable with others...for example feeling left out of a conversation that is going on in the room, but have ideas or comments to contribute.

The Wellbeing Service was accessed by 44 autistic adults, these are some of their comments:

'It really helped that you [Specialist Occupational Therapist] were neuro-affirming from day one, you never suggested I should conform to neuronormative goals or outcomes'.

'The OT support was very helpful, it helped me to improve in my day-to-day life. I now have the tools that is needed to solve challenges that I may face daily. I don't need to be anxious or worried about things anymore and I can face the future with confidence. I really appreciate this service. Thank you'.

'I was UNSURE about coming to the group but I am HAPPY that I came. I was ANNOYED there were so few people but PLEASED to have met people who I will continue to keep in touch with. I felt my opinions were VALUED and RESPECTED so when there are more groups in the future they will suit me and my needs better'.

'We have found your [Specialist Occupational Therapist] depth of knowledge and understanding of autism highly impressive, especially as it relates to people who are often rebuffed with 'you do not look autistic' and whose needs have traditionally been underserved. We have valued having access to someone who is specialist - in an area that is so difficult to get support for, let alone specialist support. Thank you for accommodating my needs, generally making yourself open and approachable, and friendly in what are difficult circumstances'.

'The group made me feel very welcome and the other people have been really supportive - especially learning that I am not alone in some things that I struggle with'.

46. District Nursing - Acuity and Dependency Tool

All seven District Nursing Teams in Fife attend a daily safety locality. This safety huddle ensures that workloads are fair and equitable. The safety huddle also highlights key information pertaining to a team and the locality such as level of dependencies on caseloads and what care is required to be delivered. This has been very successful and aligns with the Safer Staffing Act 2019.

The Service have worked together to design and set up the Acuity and Dependency Tool, and ensure that it complies with the requirements of the Safer Staffing Act 2019. The Tool is now used daily in District Nursing.

47. iMatter

Our iMatter responses in 2023 were a record high for us in the Health and Social Care Partnership!

- Our Employee Response Rate increased from 63% in 2022 to 73% this year.
- Our Action Plan completion increased from 53% in 2022 to 87% this year.
- Our overall Employee Experience score rose from 6.9 to 7.1.

This is a result of working collaboratively with our colleagues in NHS to develop new resources, including a manager pack to support good iMatter practice and promote a proactive approach to iMatter across services. We were also out and about, connecting with our workforce in a range of different to hear their voices.

- Online support drop-in sessions for managers ahead of iMatter going live
- Ensuring team information was correct and updated
- Regular email reminders to managers
- iMatter roadshows and presentations at team meetings to reach staff and support managers
- Information leaflets for staff who aren't regularly online, explaining iMatter and why it counts
- Action planning online sessions for managers after surveys were completed
- Communication from our HSCP director in briefings, by email and using video messages
- We updated the eLearning for HSCP managers and for the first time had this added to the Fife Council system, Oracle, to make this more accessible to all managers

We are building on the learning from 2023 to maintain our success in 2024 so that our staff across the Partnership continue to feel heard and valued for the amazing work they do every day.

48. Coach Approach

We continue to promote the 'Coach Approach' as an excellent method for our managers to support their staff, by encouraging active listening and an open, enabling style of communication to empower our workforce in their practice. Our Coach Approach training has been running successfully for two years now and is open to all managers across the whole Partnership.

In 2023 - 2024 we ran five two-day courses, bringing the total number of health and social care staff to have attended the training to 152. In a recent evaluation, 98% of those who have been on the course have said they are using their learning in practice and 96% either have, or plan to, recommend this course to colleagues. The feedback after has highlighted one of the key aims of the course: that managers do not have to have all the answers, but need to be ready to help people find their own solutions to work challenges:

'It is a refreshing method to use, to finally realise that as a manager/team leader, the onus does not always have to be on me, it is about letting people think for themselves and come up with ideas and solution'.

Courses for 2024-2025 have already been advertised and are well on the way to being booked out!

49. Review of Community Nursing Insulin Caseload

Fife Community Diabetes Specialist Nurse Service supports the Home First Strategy 2023 to 2026 through integration and collaboration with other services, reduction in hospital admissions and supporting self-management of diabetes.

The concept for this project was developed after the Glenrothes and Kirkcaldy District Nursing (DN) Teams approached the Community Diabetes Specialist Nurse Team to review their entire diabetes caseload. There was a high number of patients requiring daily visits, often multiple visits per day for insulin administration. The DN's were struggling to meet this increased patient need. The normal procedure would have been for the DN Team to send individual patient referrals to the Community Diabetes Specialist Nurse (CDSN) Team to review their glycaemia and current treatment. This was challenging as Fife CDSN Team are a very small team.

These challenges led to an idea for new ways of working with the District Nurse's Teams to support them to manage their patients on insulin and provide regular professional diabetes education to them at the same time. A Test of Change (TOC) where the CDSN Team, regularly review the entire DN insulin caseload. Initially the TOC started with the Glenrothes and Kirkcaldy DN Teams for a one-hour Microsoft Teams meeting on alternate weeks.



A screenshot from an online meeting using Microsoft Teams.

Patient cases are brought to the meeting by the District Nurse Team Leader and District Charge Nurse for discussion. At the meeting the patient's blood glucose results and treatment are reviewed. Actions are captured during the meeting and emailed to the meeting attendees.

The project aims are:

1. Improve the health outcomes/quality of life of frail elderly patients living with diabetes that require district nursing support to manage their insulin and blood glucose testing.
2. Patients will have appropriate glycaemia targets set that take into consideration frailty.
3. Patient's Treatment Plans will be based on the principles of frailty and realistic prescribing, through holistic assessment that puts patients and their support network at the centre of decision making.
4. Provide regular diabetes support and education to district nursing colleagues to increase their diabetes and insulin knowledge and thus enhance patient care.
5. Provide equitable diabetes care to people with diabetes who are housebound.

Early feedback has shown significant improvement in patient outcomes such as glycaemia control, patient and staff satisfaction. Moving forward we plan to measure patients achieved individualised glycaemia targets, patient and staff satisfaction, staff knowledge increased, numbers of patients reviewed in comparison to previous referrals system. We will measure patient admissions six months prior to the Team's involvement and again six months post involvement.

50. New website for Fife Health and Social Care Partnership

One of the routes in which communities engage with the Fife Health and Social Care Partnership is via our website. The previous health and social care website was developed in 2016 and has had minimal development since this time. As a result, the previous website fell below the standard we would like to present to individuals, communities, and service providers across Fife with out-of-date information, difficult to use navigation, and some accessibility issues.

During 2023 to 2024 we set out to design and build a new Fife Health and Social Care Partnership website, and the new website was completed on 27th March 2024.

These are our objectives for the new website:

1. Deliver a new website that can be used to access relevant information about the Partnership and the services delivered on behalf of its partners.
2. Deliver a new user-friendly website that's easy to navigate with content that's easy to read and understand and adopts best practice for accessibility.
3. Deliver a new website that can be accessed from any device, from anywhere adopting a mobile first approach.
4. Deliver a new website with useful links to the partners, charitable organisations and external resources as well as up to date contact information.
5. Deliver a new website that has engaging content including photos, graphics, and video.
6. Deliver a new website that is accessible, with features such as adjustable contrast, adjustable text size and spacing as well compatible with accessibility software.
7. Provide seamless navigation and reciprocal linking to relevant content on Fife Council and NHS Fife websites.

You can see the new website here: www.fifehealthandsocialcare.org.

Worried About Someone?

Click here to find helpful information and resources



There are sections about the Partnership, and how you can get involved.

About Us

Learn more about us, ways you can get involved and see our latest publications

[Senior Leadership Team](#)



[Get Involved](#)



[Publications](#)



[The Integration Joint Board \(IJB\)](#)



[Locality Planning](#)



[Feedback and complaints](#)



[Privacy Notice](#)



And there is lots of information about the services we provide.

Services

[All Services](#)



[Information for carers](#)



[Find Your Nearest](#)



Addiction Services

Children's services

Community Hospitals

Health Services

Learning Disabilities

Mental Health

Help For Adults

Primary Care

You can find reports and other publications here:
www.fifehealthandsocialcare.org/about-us/publications

Inspection of Services

All registered social care services undergo inspection from the Care Inspectorate following their quality framework.

Prior to COVID-19, the Care Inspectorate inspected against a mixture of quality frameworks and quality themes depending on the service type. All service types now have a new Quality Framework in place and from December 2022 the Care Inspectorate will report only under the relevant key questions of each Quality Framework. Where a service has not yet been inspected under a new Quality Framework the corresponding grade from the previous quality theme methodology will be used instead. A service's entire grading history, including grades under the previous quality theme methodology, can be viewed on the Care Inspectorate website. Different service types are assessed under different key questions as set out in their Quality Frameworks.

During the period 1st April 2023 to 31st March 2024, the Care Inspectorate inspected:

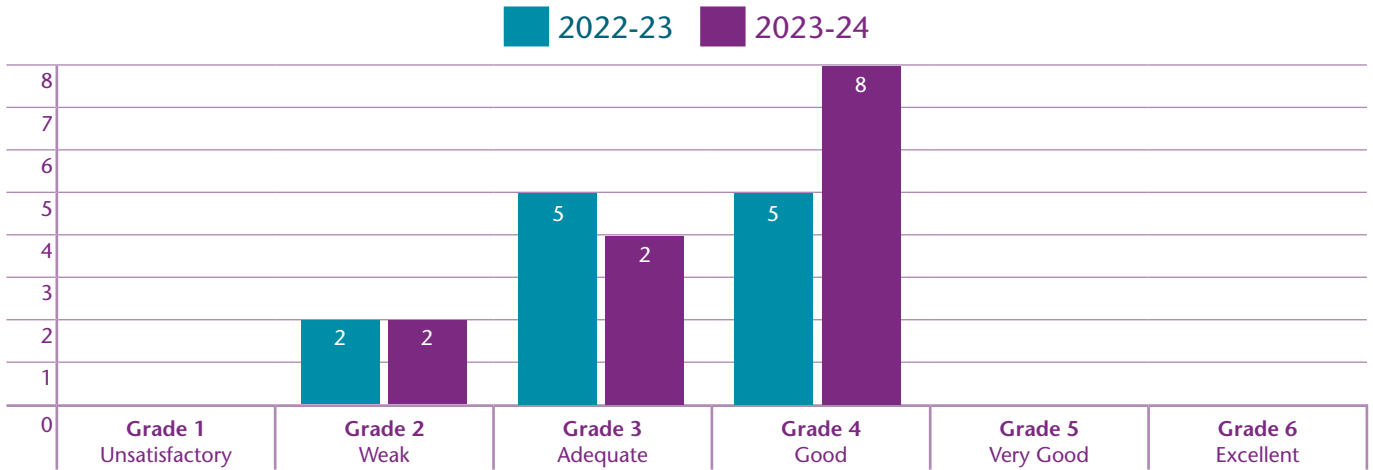
61 Care Home services:

- 9 Local Authority;
- 50 Private; and
- 2 Voluntary or Not for Profit.

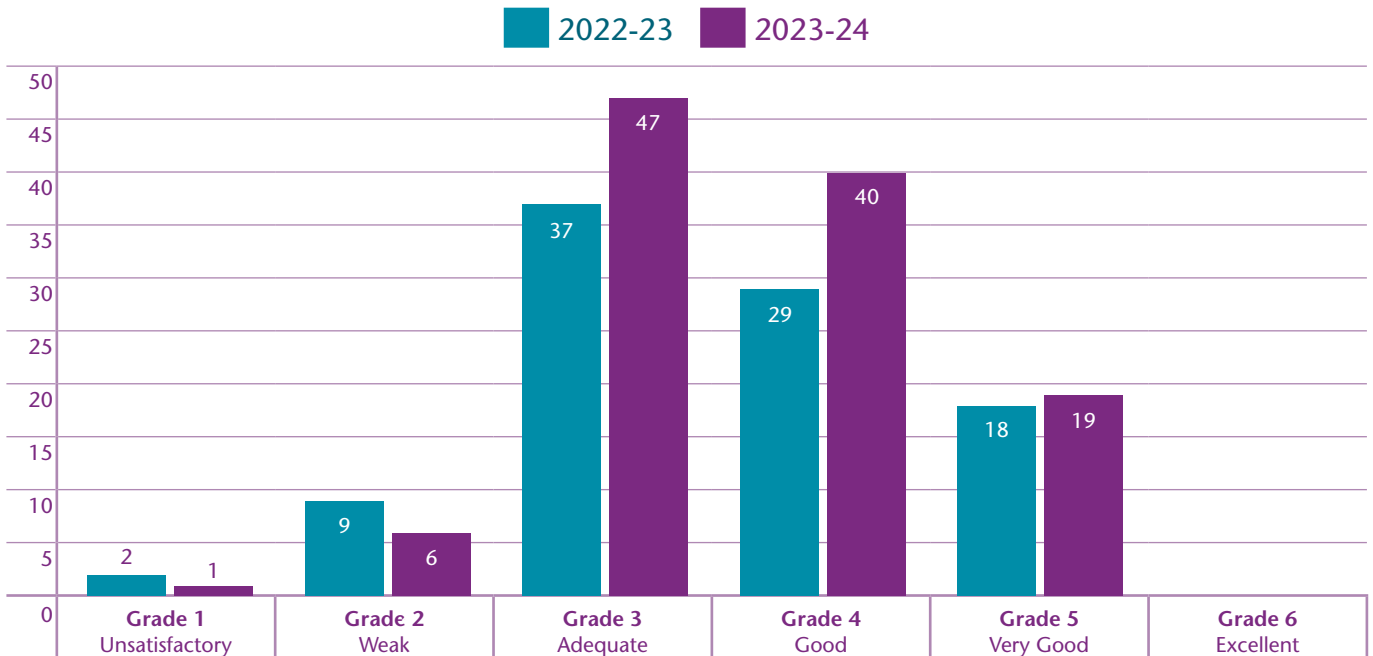
67 Housing Support/Care at Home Services:

- 5 Local Authority (2 are combined services where registered separately for both Housing Support and Care at Home);
- 26 Private; (6 are combined services where registered separately for both Housing Support and Care at Home)
- 36 Voluntary or Not for Profit (13 combined services where registered separately for both Housing Support and Care at Home).

**Figure 15: Fife Registered Services (Local Authority)
Inspections conducted during 2022-2024**



**Figure 16: Fife Registered Services (Private/Voluntary)
Inspections conducted during 2022-2024**



*Please note one of the providers has been inspected but no grades published.

Adult Support and Protection Inter-Agency Audit

An Adult Support and Protection Inter-agency Audit took place in October 2023. The Audit Team included colleagues from NHS Fife, Police Scotland, Fife Council Housing Services, Scottish Fire and Rescue Service, Fife Social Work Services and the Adult Support and Protection Team.

The Audit Team reviewed 46 cases, including a combination of 134 partnership papers. These are some of the key findings from the review.

- Auditors reported correct application of the three-point criteria in 87% of case records (40 out of 46 cases).
- 35 chronologies recorded, 86% of the 35 are of an acceptable standard. An increase of 16% from 2022.
- Key strengths recorded for 26 chronologies ranging from 'accurate facts, well documented, good quality, informative and detailed'.
- 81% of the 30 risk assessments included evidence that multi-agency partners' views have informed the assessment.
- It was evident from 91% of the 34 files that the sharing of information was effective and 94% shared appropriately.
- 44 of the 46 cases (96%) recorded a duty to inquire should have been carried out.
- 36 of the 44 (82%) involved all relevant partners in the duty to inquire. This is an increase of 9% from 2022.
- There was evidence of independent advocacy being offered to 27 of the 46 cases (59%). This is an increase of 4% when compared to 2022.
- 26 of the 46 records (57%) evidenced an improvement in the individual's circumstances because of their journey.

Key strengths were recorded for 34 cases including:

- multi-agency working
- advocacy offered
- fully supported
- focused on service users needs
- process fully applied

Overall, individuals primarily stated that they feel safe and protected.



Getting it Right For Everyone – Fife Pathfinder

From February 2023, Fife has worked with Scottish Government on the development of a new practice model for adults known as GIRFE (Getting it Right for Everyone).

During December 2023 to March 2024, Fife's GIRFE Team were involved in the third phase of GIRFE development work. In this phase we participated in various Scottish Government workshops, along with other pathfinder areas, to support the development of prototypes to support testing of a new practice model (GIRFE). During this time, Fife held a workshop with various stakeholders, including service users and carers, focusing on the experience of transitions from GIRFEC to GIRFE and how this journey can be improved for our local young people and young people across Scotland. Our findings have been fed back directly to the Scottish Government's wider project team and are informing the developing model of practice.

Fife GIRFE Team will step back from active involvement in GIRFE at the end of March 2024. From April 2024, Fife will take on a role as partner consultants and support critical practice input into the testing of the new model going forward. The learning we have gained through this work will be taken into existing developments around our local transition practices.



Getting It Right for Everyone

Financial Performance and Best Value

The financial position for public services continues to be challenging and the Integration Joint Board must operate within significant budget restraints and pressures. It is therefore important that resources are targeted at the delivery of the priorities within the strategic plan.

The level of funding that the IJB will receive from the Scottish Government for its core activities is likely to reduce given the commitments that are in place and the financial challenge that exists nationally. The legacy of higher inflation continues to exacerbate the challenge as any increase in costs will need to be managed internally within the IJB. The IJB approved the Medium-Term Financial strategy in March to address the financial challenge. The medium-term financial strategy and the budget assumptions used in March 2024 will be updated based on all known intelligence and an updated budget gap will be reported to the Board towards the end of 2024. This will no doubt influence the level of future change being planned.

There is still a level of uncertainty as a consequence of the economic circumstances over the last few years. Inflationary pressures, increasing demand for services and the constraint of funding from the Scottish Government could increase the scale of the financial challenge the IJB has to deal with. Whilst the IJB has strong financial management with a Medium-Term Financial Strategy and a financial Risk Register in place to support future budget decisions, the largest financial risk is likely to be the funding envelope received from Partners given the financial pressures that they also face.

Consideration is also being given to other pressures the IJB is facing, for example, achieving savings, strategic growth, and the fact that there remains little to no reserves. As we move forward the IJB will need to consider all options to reconfigure services and potentially use alternative operating models to provide services in a different, more cost-effective way to ensure best value.

'Mission 25' describes the Partnership's ambition to be one of the best performing Health & Social Care Partnerships in Scotland by 2025. This ambition is underpinned by a belief that every staff member has a part to play in us achieving our mission, because when we work collectively with the people of Fife at the centre of our service delivery we will achieve the best outcomes for our people, the most efficient use of our resources, and build the capacity and capability to transform our services for the future.

Systems leadership continues to be a priority for us, and we want to create the conditions where all of our leaders work together towards a common vision by focussing on relationships; building trust and putting people at the centre of everything we do. Going forward it is extremely clear that we must respond to changing needs and wants and services must be modernised. This includes greater use of technology, and we must continue to provide new and innovative methods of service delivery as we have proven through the pandemic years that we can 'get things done'.

Financial Performance

During 2023-24 our services continued to deal with high demand which puts significant pressure on our systems and finances. We need to make the best use of our restricted budgets and resources by redesigning services and doing things differently to ensure the health and social care needs of the most vulnerable people in our communities are met. Robust financial management is a key priority, we are exploring options to achieve efficiencies by improving our systems and processes, for example through better coordination of services or providing alternative delivery models.

Statistics show that the population of Fife has decreased, however older age groups will increase by 2043 and therefore demand for our services is likely to increase further in the coming years. We aim to deliver integrated care through increased coproduction and multi-agency collaboration, and transform the way that people think about their own health and wellbeing. There will be a greater focus on prevention, early intervention and supported self-management will enable individuals to avoid, or reduce, the impact of some health conditions, and to achieve better health and wellbeing for longer.

The IJB approved budget was set predicated on implementing an approved saving plan to deliver £21.437m of savings. A report to IJB in March 2023, sought and gained approval to hold £10m of reserves for use to fund delays in Transformational savings commencing as Business cases were developed. At March 2024, the full £10m had been utilised. £11.437m of savings were delivered by services

Savings of £2.513m were met in 2022/23 by services, however £1.281m was not met on a recurring basis and will require to be met on a recurring basis or using substitutes to ensure a balanced budget position.

Key pressures within the 2023-24 accounts have been:

- The significant increased demand for our services associated with an increasing population, in particular an increasing ageing population and increased complexity of care needs. Adult packages, Homecare, Nursing and Residential Placements and Residential Care for Older People increased in year.
- The inability to recruit staff to the Partnership which in some cases required higher cost recruitment for locum and agency staff to cover services, particularly in Mental Health Services.
- Volume and Cost increases in Prescribing have been significant. The Optimisation Oversight Group provides governance to ensure the budget is managed as effectively as possible.
- The cost-of-living increase for pay, energy, fuel costs, food costs have an impact on services, with external providers requiring support to deliver services.

The outturn position as at 31 March 2024 for the services delegated to the IJB are:

	Budget £000	Actual £000	Variance £000	Variance %
Delegated and Managed Services	705,270	738,258	32,988	0.05%
Set Aside Acute Services	50,920	50,920	0	

The IJB reported total budgeted income of £756.190m for the financial year 2023-24, which was made up of £705.270m integrated budget and £50.920m relating to set aside.

The IJB reported total expenditure for the financial year 2023-24 of £789.178m, which comprised of £738.258m spend on integrated services and £50.920m on set aside.

The Acute Set Aside services budget was delegated to the IJB and the services are managed by NHS Fife. There was an overspend on these services of £12.296m but these costs were borne by the Health Board. The cost to the IJB is the same as the budget of £50.920m and there is a break-even position.

Our reserves balance at the start of 2023-24 was £37.719m. This was split £16.225m earmarked, £14.065m committed and £7.429 available. In year permission was sought from Scottish Government to re-purpose a number of earmarked reserves for use in other areas.

The core position for the HSCP was an overspend of £17.751m, which was mainly due to Prescribing, Mental Health, Social Care costs for Adults and Older People. At year end reserves of £16.004m were held. £12.173m of reserves balances have been utilised to reduce the overspend to £5.578m.

The £5.578m is reported as a deficit in the Comprehensive Income and Expenditure Statement as at 31 March 2024, and therefore requires to be funded by risk share, per the Integration Scheme.

Within the core overspend position of £17.751m the main areas of overspend within the Delegated and Managed Services are Prescribing £6.441m, Hospital and Long-Term care £10.603m, Homecare £3.253m, Nursing & Residential £2.636m, Older People Residential Care £2.527m and Adult Placements £4.218m. These are partially negated by underspends on Community Services £4.439m, Adults Fife wide £2.840m and Adults Supported Living £4.682m.

The inability to recruit means a greater reliance on locums and agency staff. Increased volume and cost per item within prescribing and increased social care placements are the main reasons for the overspend. This is partly offset by underspends on staffing vacancies and services which are currently being re-designed to better suits users' needs. Underspends in core areas are mostly attributable to staffing vacancies, many of which continue to be difficult to recruit to, especially for specialist roles. Work is ongoing to review the skill mix in a bid to successfully recruit to vacant posts.

The IJB commenced 2023-24 with an uncertain and challenging financial position, demand for our services is rising and services must be transformed to ensure we utilise our resources as effectively as possible.

The IJB approved budget was set predicated on implementing an approved saving plan to deliver £21.437m of savings. A report to IJB in March 2023, sought and gained approval to hold £10m of reserves for use to fund delays in Transformational savings commencing as Business cases were developed. At March 2024, the full £10m had been utilised. £11.437m of savings were delivered by services.

Financial Outlook

2023-24 has been another difficult year with high demands on services and the cost-of-living crisis. Moving forward there is likely to be significant financial reduction in contributions from Fife Council and NHS Fife along with an increase in costs across the economy on inflation, energy, supplies, pressure on pay costs and an ageing demographic. We are facing significant challenge and a savings package of £39m has been agreed as part of the budget setting process for 2024-25.

An increased overspend over the last months of the financial year will require further savings to be presented in year as part of a recovery plan to the IJB.

Strong financial management will be key and close monitoring will be a priority. The HSCP will continue to contain or reduce costs wherever possible and to use all funding streams available to them in order to mitigate the new financial pressures that they face. The HSCP are committed to reviewing all areas of expenditure and identify all possible corrective action that can be taken as an immediate measure to reduce costs wherever possible in order to deal with the new pressures and the challenges arising. It is imperative that every effort is made to control costs within the overall budget.

The medium-term financial strategy will be refreshed for 2024-25 and address the various new and additional pressures which face the Health and Social Care Partnership over next financial year and also into future years.

The most significant risks faced by the IJB over the medium to longer term can be summarised as follows:

- the economic crisis – the cost of inflation, energy and pay costs.
- the ageing population leading to increased demand and increased complexity of demand for services alongside reducing resources.
- continuing difficulties in recruitment leading to the use of higher cost locums and agency.
- the Transformation Programme does not meet the desired timescales or achieve the associated benefits.
- workforce sustainability both internally in health and social care and with our external care partners.
- Significant savings are identified through the prescribing budget. Whilst the decisions to prescribe are made locally, the costs of the drugs and introduction of new drugs are made nationally and there continues to be a level of uncertainty on the impact of issues such as Brexit.
- Variability - Projected financial impact which could arise from the impact of both local and national decisions or unexpected change in demand.
- Partners Non-compliance with IJB Directions.



Value for Money

Value for money is a key priority for the Partnership and all service redesign, purchasing, procurement and commissioning must comply with the best value and procurement guidance of the relevant bodies. It is extremely important that expenditure is managed within the financial resources available to ensure that they align to the 3-year financial strategy and our long-term objective to achieve financial sustainability.

Conclusion

This Annual Performance Report provides an overview of some of the key activities progressed by Fife Health and Social Care Partnership over the last year (April 2023 to March 2024).

We have continued to work with individuals, carers, local communities and service providers to deliver the best out-comes that we can for the people of Fife. By listening to local views, engaging with employees and other experts, and by working together as Team Fife, we have continued to ensure that people can access the services that they need - the right care, at the right time, provided in a place that is right for them

The Partnership is currently facing significant budget challenges and pressures. Our Medium-Term Financial Strategy (MTFS) sets out the resources that are available and ensures they are directed effectively to help deliver the outcomes of our Strategic Plan. This informs our decision making and identifies the actions required to support financial sustainability in the medium term. The MTFS estimates any financial gap between the resources available and those required to meet our strategic ambitions for the people of Fife. The MTFS also includes plans to bridge the budget gap, for example proposals for achieving efficiency and redesign savings, and it sets out the medium-term transformational change required to allow us to work closely with partners to deliver our services in the most effective way whilst still balancing the budget.

The demand for health and social care services continues to increase, Fife has an ageing population with increasingly complex and/or multiple health conditions. The longer-term impact of COVID-19 and the cost-of-living crisis, also places additional pressures on our services. One approach we are taking to address these challenges is to redesign our systems and processes and do things differently. For example, increased use of digital solutions such as technology enabled care, and implementing new delivery models which enable individuals to stay healthy and well at home for longer.

Moving forward, we will continue to improve the quality of care that is available, encourage prevention and self-management, and by working together, we will enable the people of Fife to live independent and healthier lives.



Further information about the strategic planning process in Fife, including opportunities to get involved in consultations or other engagement events, is available on our website:

www.fifehealthandsocialcare.org

Appendix 1

Governance

Fife Integration Joint Board

Fife is one of the largest Health and Social Care Partnerships in Scotland, next to Edinburgh and Glasgow, with over 6,000 staff, who are employed by NHS Fife or Fife Council, and an annual budget of around £600 million.

The Integration Joint Board (IJB) is the decision-making body for the Partnership. The Board includes representatives from NHS Fife, Fife Council, partners agencies, including the third and independent sectors, and members of the public.

The Chair of the IJB is Arlene Wood.

Voting Members

- The Chair of the IJB is Arlene Wood
- Alastair Grant
- Dr Chris McKenna
- Colin Grieve
- David Alexander
- Dave Dempsey
- Janette Keenan
- John Kemp
- Lynn Mowatt
- Lynne Parsons
- Margaret Kennedy
- Mary Lockhart
- Rosemary Liewald
- Sam Steele
- Sinead Braiden

Professional Advisors (Non-Voting)

- Fiona McKay (Chief Officer of IJB, Interim Director of Fife Health and Social Care Partnership)
- Audrey Valente (Chief Finance Officer)
- Dr Helen Hellewell (Deputy Medical Director/GP Rep)
- James Ross (Chief Social Work Officer)
- Lynn Barker (Associate Nurse Director/Nurse Rep)
- Jackie Drummond (Medical Representative)

Other Stakeholders (Non-Voting)

- Amanda Wong (Associate Director, Allied Health Professionals)
- Debbie Fyfe (Joint TU Secretary)
- Eleanor Hagggett (Staff, Fife Council Representative)
- Ian Dall (Public Rep) Kenny Murphy (Third Sector Rep)
- Morna Fleming (Carers Rep)
- Paul Dundas (Independent Sector Rep)
- Wilma Brown (Staff, NHS Representative)

In responding to the Public Bodies (Joint Working) (Scotland) Act 2014, Fife Council and NHS Fife agreed to integrate services and functions as required within the Act, delegating these to Fife Integration Joint Board. The IJB is responsible for the strategic planning of the functions delegated to it and for ensuring oversight of the delivery of the services conferred on it by the Act through the locally agreed arrangements set out in the Integration Scheme.

The IJB is commonly referred to as Fife Health and Social Care Partnership. This is the public facing aspect of Fife Integration Joint Board and is essentially the employees from both organisations working in partnership to deliver health and social care services.

More information on the health and social care services and functions delegated to the IJB are set out within Fife's Integration Scheme which is available on our website:

www.fifehealthandsocialcare.org.

Senior Leadership Team

The Senior Leadership Team provides operational management for Fife Health and Social Care Partnership under the leadership of Fiona McKay, Interim Director of Health and Social Care.



Fiona McKay

Chief Officer and Interim Director of Health & Social Care

Operational Service Delivery

SLT leads for operational management delivery and business outcomes for a portfolio of services

Business Enabling

SLT leads for Corporate Services and functions inc. financial governance, strategic planning, performance, transformational change and organisational development

Professional & Quality Services

SLT leads for quality, safety, experience, clinical and care governance, professional regulation and standards



Lisa Cooper
Head of Integrated Primary & Preventive Care Services



Lynne Garvey
Head of Integrated Community Care Services



Jillian Torrens
Head of Integrated Complex & Critical Care Services



Audrey Valente
Chief Finance Officer and Head of Transformation & Corporate Services



Fiona McKay
Head of Strategic Planning, Performance & Commissioning



Roy Lawrence
Principal Lead Organisational Development & Culture



Lynn Barker
Associate Director for Nursing



Helen Hellewell
Associate Medical Director



Jennifer Rezendes
Principal Social Work Officer

Strategic Planning Group

Fife Health and Social Care Partnership delivers a wide range of health and social care services to individuals and communities across Fife. Working with partner agencies, organisations in the independent and third sectors, local groups and national bodies, the Partnership supports and cares for people of all ages, and with very different circumstances, needs, and aspirations.

The Strategic Planning Group is responsible for the development and oversight of the Strategic Plan for the Partnership. This includes:

- supporting Fife Integration Joint Board to review the Strategic Plan at least every three years,
- contributing to the development of supporting strategies, delivery plans and annual reports,
- monitoring progress and assessing performance in relation to the implementation of the Strategic Plan, and,
- ensuring compliance with relevant legislative and statutory requirements.

During 2023 – 2024 the Strategic Planning Group (SPG) met five times; these are some of the activities completed.

The SPG contributed to the development of these strategies

- Advocacy Strategy
- Alcohol and Drug Partnership Strategy
- Carers Strategy
- Commissioning Strategy
- Home First Strategy
- Prevention and Early Intervention Strategy
- Primary Care Strategy

And reviewed reports/updates for these strategies and plans

- Armed Forces Covenant Duty
- Children's Services Plan
- Digital Strategy
- Local Housing Strategy
- Mental Health Strategy
- Participation and Engagement Strategy
- Workforce Strategy

The Strategic Planning Group also supported the development of the Partnership's Annual Performance Report 2022 – 2023. Our Annual Performance Reports, along with easy read translations, are published on our website: www.fifehealthandsocialcare.org.

Leadership Teams

Extended Leadership Team

We continued to run our face-to-face Extended Leadership Team sessions (ELT) through the year, running seven sessions, attended by a total of 285 senior leaders across the Partnership, including our Trade Unions and Human Resources (HR) Business Partners to work together on a range of crucial work areas for the Partnership. This is a summary of key activities over the last year.

April 2023

Group work on our Innovation Hubs, which included the development of our new Health and Social Care Partnership website. Our Director of Psychology also ran a workshop on Trauma-Informed Practice.

June

Input from our Independent Sector Lead on the role of the independent sector. Launch of the Alcohol and Drugs Partnership strategy work. Learning and thinking together about the design of services for the future utilising a range of organisational models.

August

Input from the Chief Executive, Fife Voluntary Action on the role of the voluntary sector within the Partnership. The Strategic Planning and Performance Team delivered a workshop on the design of our new Performance Framework. Children's Services also ran a workshop on their role, and how we as a Partnership can continue to promote children's rights in all we do.

October

We ran a workshop that connected Children's Rights, Disabilities and Transitions to the work the Partnership has been doing related to 'Getting It Right For Everyone' (GIRFE) followed by an update on the results of the Local Partnership Forum (LPF) Annual Report. We also ran a short input to establish our Partnership Anchor Working Group.

November

This session was run by our Systems Leadership Group who gave an overview and ran workshops around their learning from the programme.

January 2024

Following an excellent presentation on postural, we focused on our transformation and budget challenges by working together to look at future changes.

March

The whole session focused on our savings programme for 2024 to 2025 and how we will work together to achieve these.

Our first Partnership Systems Leadership Programme



In 2023 the Partnership designed and delivered our first leadership programme, with participants drawn from across the whole partnership including operational, professional and business enabling portfolios, and the independent and third sector alongside partners in Acute Services, Public Health and Pharmacy.

The group had access to individual behavioural coaching, mentoring with the Senior Leadership Team, facilitated group learning, inputs on models and theories of leadership and individual and group exercises to support them in working together on what they thought are the 'wicked problems' we face as a Partnership. The group also spent a day with the Edinburgh Futures Institute learning about the Scottish Prevention Hub they've established and working with the Director and her Team on their real work issues.

We worked alongside Brigid Russell as our External Learning Partner on the programme. Brigid is writing a full evaluation which will be published soon. Feedback from participants included:

'Really informative, it's helped me re-visit my behaviours and areas of my leadership style I need to work on'.

'Taking back what I've learned to my teams – a culture change to having more open and honest conversations and being understanding and thoughtful to get the best out of people'.

'I've learned it's not just about what is in my gift, as one person can't fix everything, it has been about integration and that you need a wider network and systems leadership to drive improvements and sustainable change'.

'This has been a different learning experience – I've learned a lot although it doesn't feel like learning in the traditional sense. It's also been about building relationships, how you see yourself and how others see you'.

'Opportunity for time and space to reflect on your own leadership style – to challenge yourself and how you work with your own teams'.

Further information, and more photographs, are available in this Sway:
<https://sway.cloud.microsoft/2Mh6hC9rF4vVnA5n?ref=email>

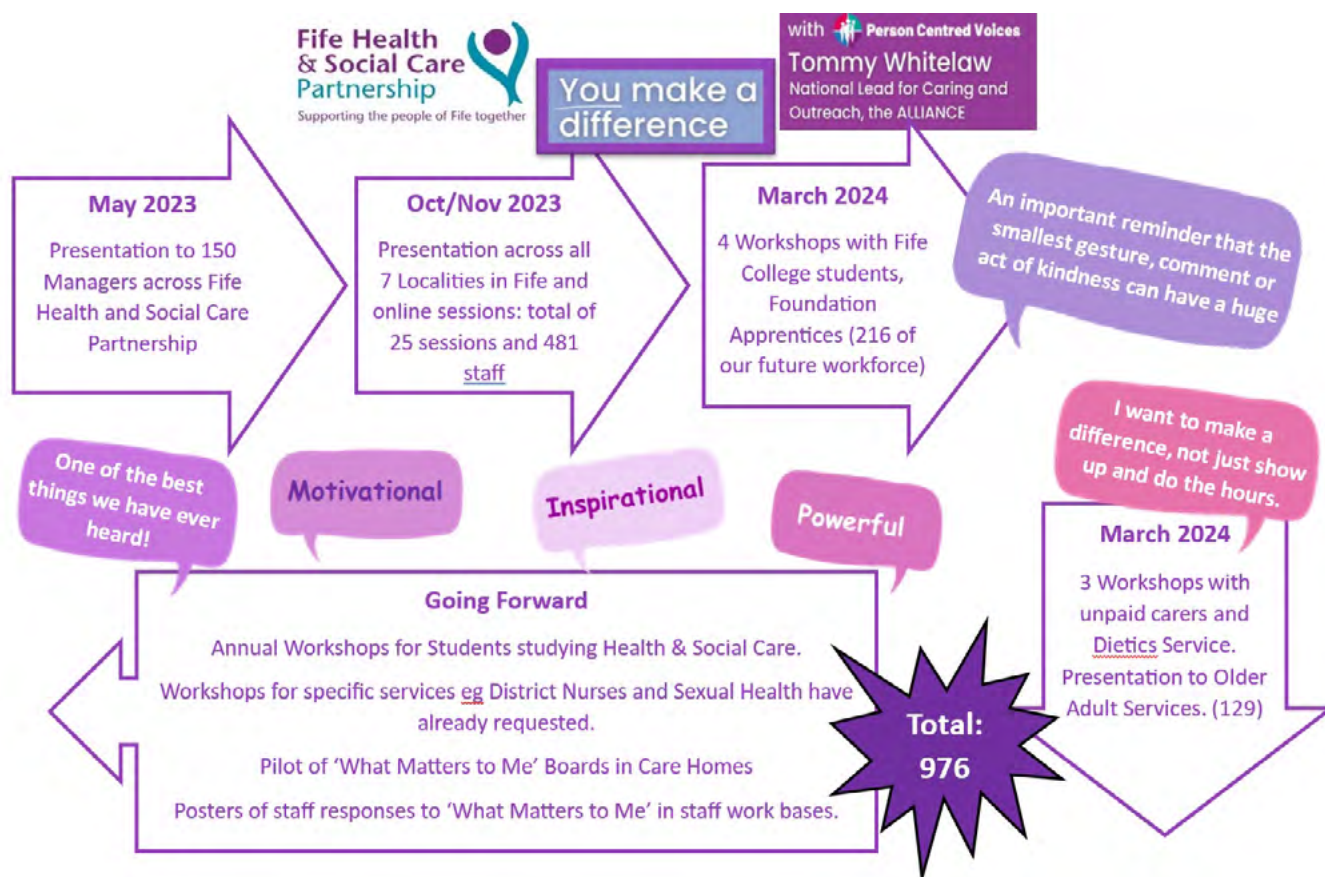
Integrated Leadership Team

In 2023 we built on the success of our ELT by introducing our Integration Leadership Team (ILT) through two half-day development sessions and beginning our 'Keeping Connected' working group, led by our Organisational Development and Culture Service. This team includes the managers who are direct reports to the Partnership's ELT members and our partners across our independent and voluntary Sectors.

Our initial sessions have focused on bringing this group of leaders together, with an opportunity to learn more about each other. This included having information stalls hosted by organisations, services or teams and sharing successes through posters.

In May 2023 we held a half-day gathering in the Rothes Halls. With the Partnership's Director of Health and Social Care and Tommy Whitelaw from Alliance Scotland as key speakers, and tabletop workshops, we had 200 people attend. Tommy spoke passionately about how 'You Make a Difference' – Intelligent Kindness. In November 2023 we met again, this time at the Vine Church in Dunfermline, where 147 people attended. Our key speaker was Dr David Hamilton who continued the theme of 'Kindness' and the impact and links to improve people's mental health.

Those attending our May session were so inspired by Tommy's presentation that we invited Tommy to come back to Fife later in the year. We supported Tommy to deliver 21 sessions across the seven Fife localities and two online sessions, with staff and volunteers across the Partnership invited to attend. We then followed this up in March 2024 with a further nine sessions, this time including specific sessions for Foundation Apprentices, students from Fife College on relevant courses and unpaid carers.



Our first Integrated Leadership Team (ILT) Leadership Programme

To further develop the leadership capabilities of our ILT, a new Leadership Programme aimed at this group was developed and launched in October 2023. The programme was well received with 16 leaders from across the whole Partnership and NHS participating. The programme itself was underpinned by Insight Discovery, a model built to help people understand themselves, understand others, and make the most of the relationships in the workplace. We had five group sessions:

1. **Leading self** – an introduction to Insights Discovery and how to use this to better understand your leadership and strengths that you bring.
2. **Leading others** – a focus on systems leadership and compassionate leadership.
3. **Leading change** – learning how to be ‘agile’ to cope with change and support others.
4. **Communication** – an introduction to coaching conversations and the importance of feedback – giving and receiving.
5. **Culture** – assessing your team culture and starting to think about how you can create a positive team culture.

At the end of the programme each participant received 1:1 coaching sessions and were mentored by participants in the Systems Leadership Programme aimed at our ELT group.

To gain more in-depth feedback, we ran a review session with the cohort; 100% of participants said it was ‘Vital, brought leadership to life’.

When asked what the main change participants were going to make as a result of attending the course, the key theme was around greater personal awareness and the impact of their leadership on others:

‘Self-awareness and awareness of personality types within my team - this has changed how I communicate with them and my expectations. It drew my attention to the culture within my service and what I can do to improve it’.

When asked for any other comments or views, there was a great appreciation of being with people across the whole partnership and the learning from each other:

‘I’ve learnt so much from the course and the other people on it – thank you!’.

‘Feeling invested in as a manager! Really enjoyed the course and learned so much’.

‘Loved the course, leadership courses can be very dry and all theory based. This was very person centred and allowed me to understand myself more and how others see me. Facilitators are great, inspiring’.

Two team members became accredited Insights Discovery Psychometric Tool Client Practitioners undertaking extensive training. As mentioned above Insights Discovery underpinned our Integrated Leadership Team Leadership Programme. The response to the tool has been phenomenal and we have had many requests for delivery to teams throughout the partnership. We aim to ensure the tool will create a common language and is only a springboard to work with teams, and leaders to tackle the challenges that are standing between them and peak performance and finding an environment that inspires them to do their best work.

Further information on the progress of the Workforce Strategy 2022 - 2025 is available in this Sway: <https://sway.cloud.microsoft/yXgYRiqhuqT4wtYI?ref=Link>

Appendix 2

National Outcomes and Priorities

National Health and Wellbeing Outcomes for Health and Social Care	Fife Strategic Themes	Fife Strategies and Plans
1. People are able to look after and improve their own health and wellbeing and live in good health for longer.	Local, Sustainable, Wellbeing, Outcomes	<ul style="list-style-type: none"> • Advocacy Strategy • Alcohol and Drug Strategy • Carers Strategy • Commissioning Strategy • Dementia Strategy • Digital Strategy • Home First Strategy • Learning Disability Strategy • Locality Action Plans • Local Housing Strategy • Medium Term Financial Strategy • Mental Health Strategy • Participation and Engagement Strategy • Prevention and Early Intervention Strategy • Primary Care Strategy • Risk Management Strategy • Workforce Strategy
2. People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.	Local	
3. People who use health and social care services have positive experiences of those services, and have their dignity respected.	Wellbeing	
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	Local, Wellbeing	
5. Health and social care services contribute to reducing health inequalities.	Outcomes	
6. People who provide unpaid care are supported to look after their own health and well-being, including to reduce any negative impact of their caring role on their own health and well-being.	Sustainable	
7. People using health and social care services are safe from harm.	Outcomes	
8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	Integration	
9. Resources are used effectively and efficiently in the provision of health and social care services.	Sustainable, Integration	

Further information is available here:

www.gov.scot/publications/national-health-wellbeing-outcomes-framework

Health and Social Care Standards	Fife Strategic Themes
1. I experience high quality care and support that is right for me	Local, Wellbeing, Outcomes
2. I am fully involved in all decisions about my care and support	Local, Wellbeing, Outcomes
3. I have confidence in the people who support and care for me	Local, Wellbeing, Outcomes
4. I have confidence in the organisation providing my care and support	Sustainable, Integration
5. I experience a high-quality environment if the organisation provides the premises	Outcomes, Sustainable, Integration

Further information is available here:

www.gov.scot/publications/health-social-care-standards-support-life

Public Health Priorities for Scotland	Fife Strategic Themes
1. A Scotland where we live in vibrant, healthy and safe places and communities.	Local, Wellbeing
2. A Scotland where we flourish in our early years.	Local, Wellbeing
3. A Scotland where we have good mental wellbeing.	Wellbeing, Outcomes
4. A Scotland where we reduce the use of and harm from alcohol, tobacco and other drugs.	Outcomes
5. A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all.	Outcomes, Sustainable, Integration
6. A Scotland where we eat well, have a healthy weight and are physically active.	Outcomes

Further information is available here:

www.gov.scot/publications/scotlands-public-health-priorities

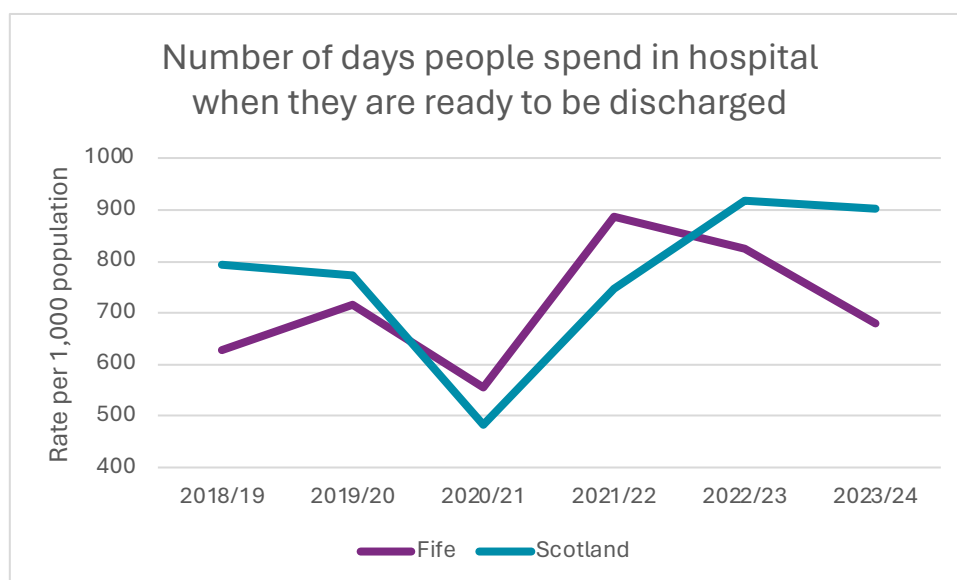
Appendix 3

National Indicators

The National Integration Indicators are reported in the Scottish Health and Care Experience Survey commissioned by the Scottish Government. The Survey is run every two years and is sent out by post to a random sample of people who are registered with a GP in Scotland. It asks people about their experiences of accessing and using health and social care services. The information collected enables comparisons with different Health and Social Care Partnerships across Scotland, and across different years.

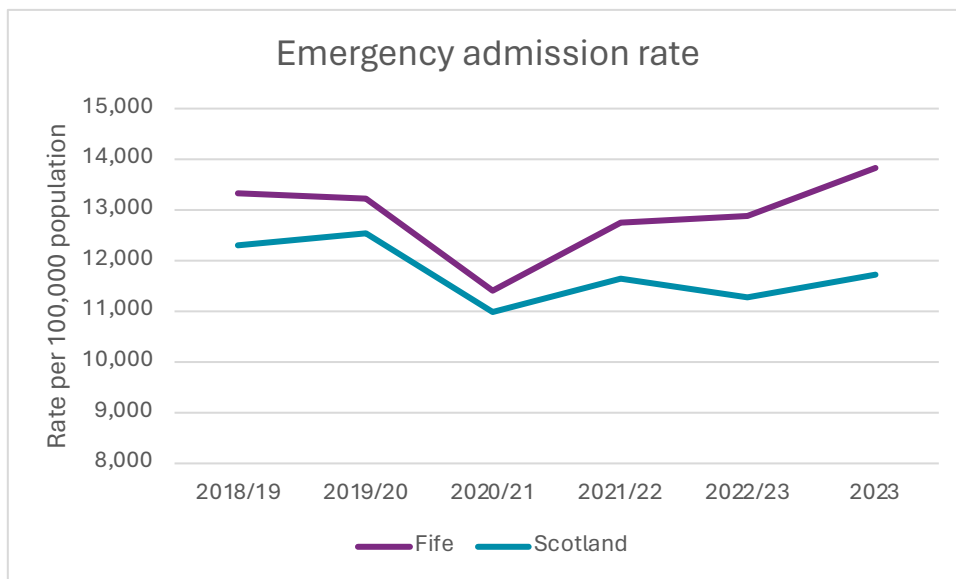
During the period 2020 to 2022 many of the services that we provide in Fife were impacted negatively by COVID-19, for example by national lockdown restrictions (such as limiting face-to-face contact) or by staff redeployment to support critical services. These necessary changes have impacted on the services that we can provide and may have had a direct impact on people's experience. Some areas have improved over the last two years, these are highlighted in green, and further information is provided in the main section of the Report. For example, the 'percentage of carers who feel supported to continue in their caring role' (Indicator 8) has increased from 27.6% in 2012-2022, to 30.3% in 2023-2024. This is linked to the update for Community Led Support (page 21) and the section on 'Refreshing the Carers Strategy' (page 37). These improvements have been delivered through our Carers Strategy 2023-2026. We have also significantly reduced the number of days that older adults spend in hospital after they are ready to be discharged home (Indicator 19). This is specifically linked to update 9 'In-Reach Test of Change' on page 33 of the report, update 10, the 'Home First Programme Discharge Hub' (page 34) and update 36 'Delayed discharge due to incapacity' on page 62.

We have also significantly reduced the number of days that older adults spend in hospital after they are ready to be discharged home (Indicator 19). This is specifically linked to update 9 'In-Reach Test of Change' on page 32 of the report, update 10, the 'Home First Programme Discharge Hub' (page 33) and update 36 'Delayed discharge due to incapacity' on page 61.



This graph shows Fife's performance compared to the Scotland rate since 2018-2019. The improvements for this indicator are linked to our Home First Strategy 2023-2026.

Our performance for some indicators has dropped, for example the 'rate of emergency admissions per 100,000 population for adults (Indicator 12) has increased over the last year. In Fife and across Scotland as a whole, the rate of emergency hospital admissions has been consistently increasing over time from 2002 to 2019. As shown in the graph below, there was a drop in the number of emergency admissions during the years 2019-2020 to 2021-2022; this is linked to changes to services arising from COVID-19.



Over the last year we have implemented several changes which aim to reduce the number of preventable emergency hospital admissions, for example the 'Levenmouth Test of Change' highlighted on page 27, and the introduction of 'District Nursing Advanced Nurse Practitioners' highlighted in update 6 on page 31. These changes, along with other service innovations, will support improvements in this area over the next year.

The Partnership will continue to focus on remobilisation and recovery, being mindful of the learning gained during COVID-19 as well as the impact of other external factors including the cost-of-living crisis, higher inflation rates, climate change, and national issues with workforce retention and recruitment.

The financial challenges currently faced by Health and Social Care Partnerships across Scotland are significant. The level of funding that Fife will receive from the Scottish Government for its core activities is likely to reduce given the national financial position. Moving forward we will continue to work with partner agencies, including the third and independent sectors, to address identified issues and ensure that we continue to positively support you, the people of Fife, to live independent and healthier lives.

Fife's performance for 2023 – 2024 compared to Scotland rate

Key

Green	Performance is as expected. Fife's performance is not statistically significant to previous performance, and is similar or better than national performance (Scotland rate).
Amber	Risk is evident that Fife's performance is starting to decline compared to previous performance, and/or a decline compared to national performance (Scotland rate).
Red	Fife's performance is below expected levels and there is a statistically significant decline compared to previous performance and/or a decline compared to national performance (Scotland rate).

Please note results for indicators 2, 3, 4, 5, 7 and 9 for 2023/24 are not comparable to previous years due to changes in survey wording. Also results for 2019/20 and 2021/22 for indicators 2, 3, 4, 5, 7 and 9 are comparable to each other, but not directly comparable to figures in previous years due to changes in survey wording and methodology. Where available (NI1-9) results were checked for statistical significance.

Use of 2023 calendar year data instead of 2023/24 financial year data for indicators 12, 13, 14, 15 and 16.

The primary source of data for these indicators are Scottish Morbidity Records (SMRs) which are nationally collected discharge-based hospital records. In accordance with the recommendations made by Public Health Scotland (PHS) and communicated to all Health and Social Care Partnerships, the most recent reporting period available with complete and robust data is calendar year 2023. Reporting on 2023 calendar year rather than 2023/24 financial year may not fully reflect local activity, however, this is still recommended due to data completeness levels at the time of reporting.

** Data is not currently available.

Further details for all indicators, including long term trends from 2013/2014, are available on the Public Health Scotland website:

<https://publichealthscotland.scot/publications/core-suite-of-integration-indicators/core-suite-of-integration-indicators-2-july-2024/>

Outcome Indicators		Fife Partnership Rate	Scotland Rate
NI - 1	Percentage of adults able to look after their health very well or quite well	91.4%	90.7%
NI - 2	Percentage of adults supported at home who agreed that they are supported to live as independently as possible	70.0%	72.4%
NI - 3	Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	51.0%	59.6%
NI - 4	Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	53.0%	61.4%
NI - 5	Total % of adults receiving any care or support who rated it as excellent or good	63.0%	70.0%
NI - 6	Percentage of people with positive experience of the care provided by their GP practice	65.1%	68.5%
NI - 7	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	67.0%	69.8%
NI - 8	Percentage of carers who feel supported to continue in their caring role	30.3%	31.2%
NI - 9	Percentage of adults supported at home who agreed they felt safe	69.1%	72.7%
NI - 10	Percentage of staff who say they would recommend their workplace as a good place to work.	NA**	NA**
NI - 11	Premature Mortality Rate per 100,000 persons	436	442
NI - 12	Emergency admission rate (per 100,000 population)	13,809	11,707
NI - 13	Emergency bed day rate (per 100,000 population)	103,586	112,883
NI - 14	Emergency readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)	118	104
NI - 15	Proportion of last 6 months of life spent at home or in a community setting	90.7%	89.1%
NI - 16	Falls rate per 1,000 population (65+)	28.1	23.0
NI - 17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	68.7%	77.0%
NI - 18	Percentage of adults with intensive care needs receiving care at home	59.2%	64.8%
NI - 19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	681	902

Outcome Indicators		Fife Partnership Rate	Scotland Rate
NI - 20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	NA**	NA**
NI - 21	Percentage of people admitted to hospital from home during the year who are discharged to a care home	NA**	NA**
NI - 22	Percentage of people who are discharged from hospital within 72 hours of being ready	NA**	NA**
NI - 23	Expenditure on end of life care, cost in last 6 months per death	NA**	NA**

National MSG Indicators

(Ministerial Strategic Group for Health and Community Care)

** Figures are for all ages except MSG4 Delayed Discharge bed days which is individuals aged 18 and over.

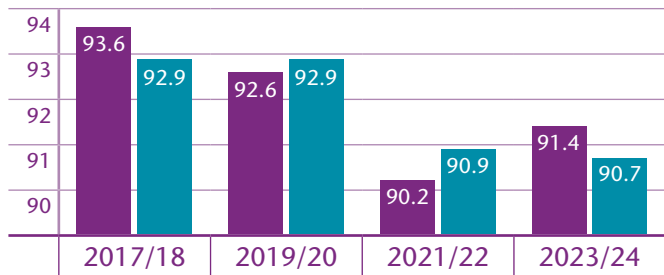
ID	Indicator	Previous period	Latest period	Previous period figure - Fife	Latest period figure – Fife	Comparison to previous period - Fife
MSG 1a	Emergency Admissions*	2022/2023	2023	44,212	47,150	↑ 2,938
MSG 2a	Number of unscheduled hospital bed days*	2022/2023	2023	275,529	250,403	↓ 25,126
MSG 3a	A&E Attendances	2022/2023	2023/2024	90,750	94,191	↑ 3,441
MSG 4	Delayed Discharge bed days	2022/2023	2023/2024	43,363	37,839	↓ 5,524
MSG 5a	Proportion of last 6 months of life spent at home or in a community setting*	2022	2023	89.7%	90.7%	↑ 1.0%

* Data completeness for emergency admissions and bed days for Fife is 92% as at December 2023.

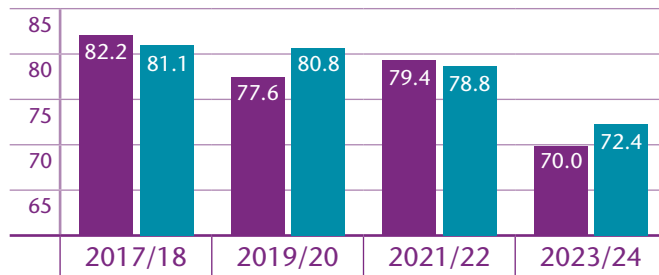
** Figures are for all ages except MSG4 Delayed Discharge bed days which is individuals aged 18 and over.

When reading the graph please note that the arrows relate to performance and the direction indicates whether our performance is increasing or decreasing (improved performance can sometimes mean that a figure will increase or decrease). For example, Indicator 4 (Delayed Discharge bed days) shows that Fife’s performance has improved by 5,524. The arrow points downwards because a drop in the number of bed days (when compared to the previous reporting period) is an improvement.

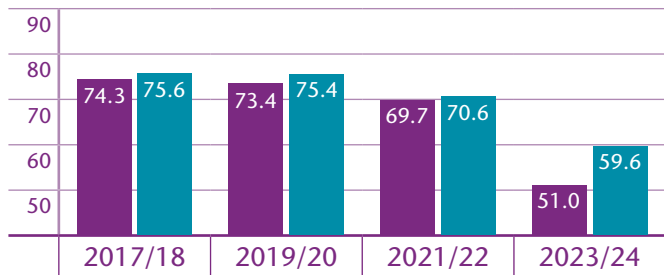
NI-1 Percentage of adults able to look after their health very well or quite well



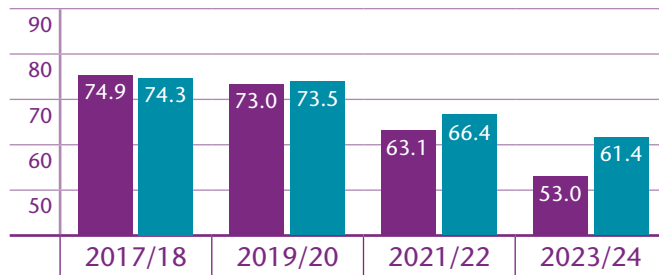
NI-2 Percentage of adults supported at home who agree that they are supported to live as independently as possible



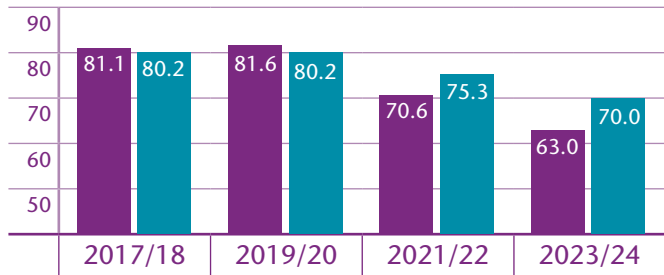
NI-3 Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided



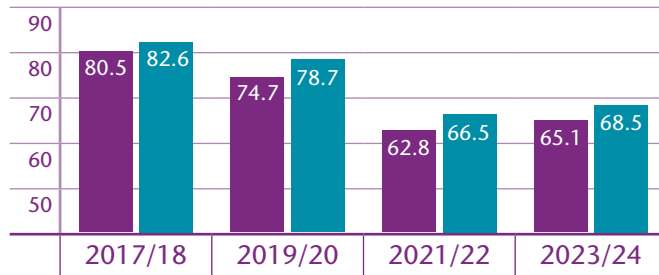
NI-4 Percentage of adults supported at home who agree that their health and social care services seemed to be well co-ordinated



NI-5 Percentage of adults receiving any care or support who rate it as excellent or good

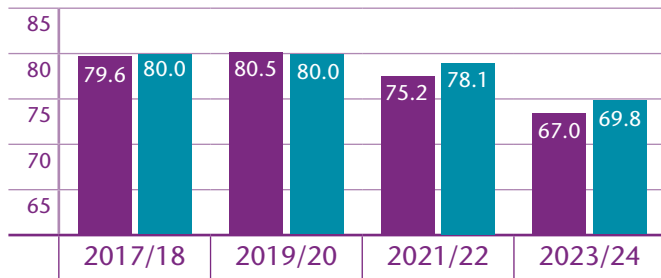


NI-6 Percentage of people with positive experience of care at their GP practice

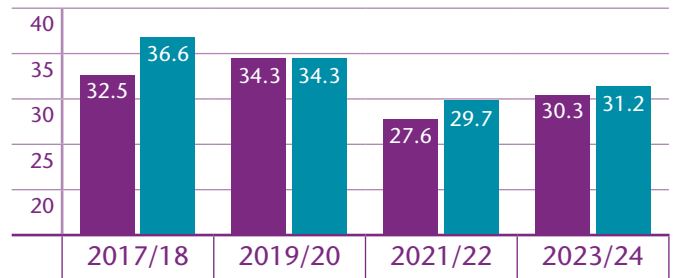


Fife **Scotland**

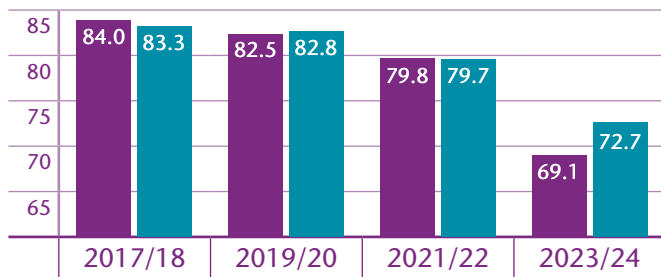
NI-7 Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life



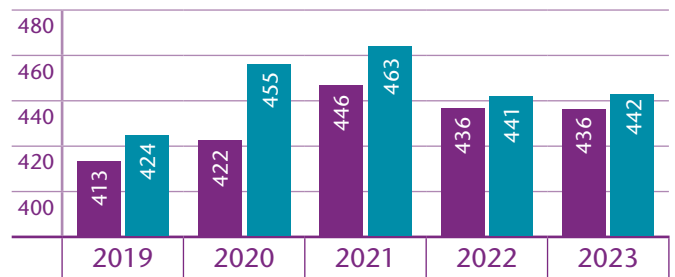
NI-8 Percentage of carers who feel supported to continue in their caring role



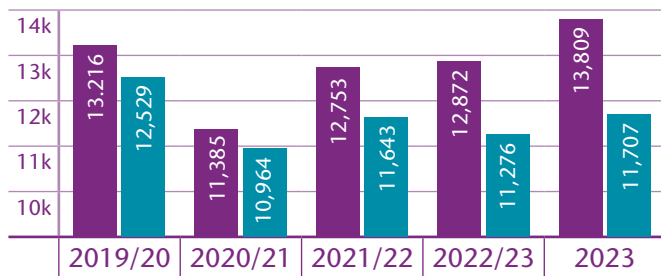
NI-9 Percentage of adults supported at home who agree they felt safe



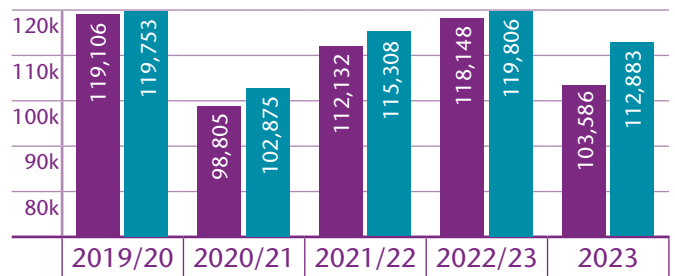
NI-11 Premature mortality rate (per 100,000 persons)



NI-12 Emergency admission rate (per 100,000 population)

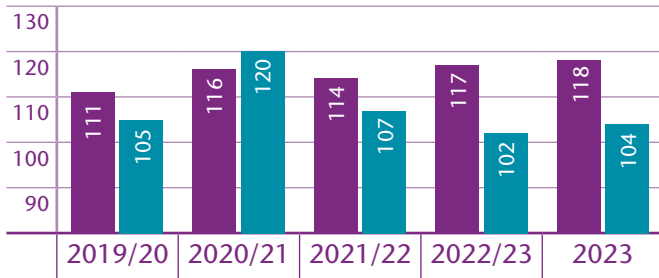


NI-13 Emergency bed day rate (per 100,000 population)

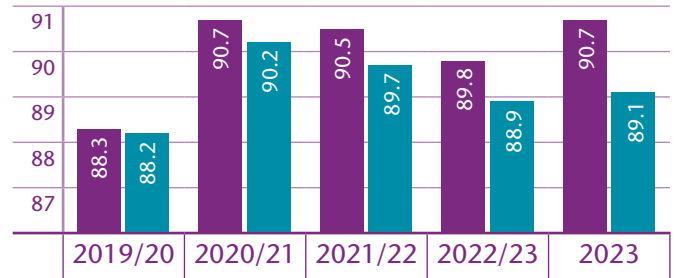


Fife **Scotland**

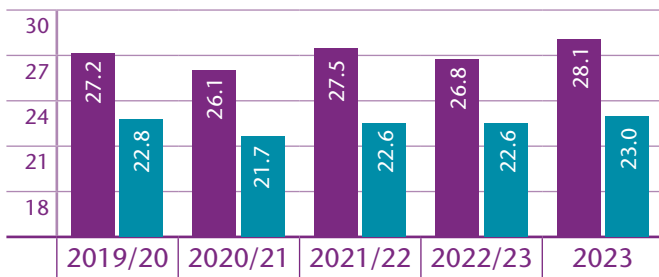
NI-14 Emergency readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)



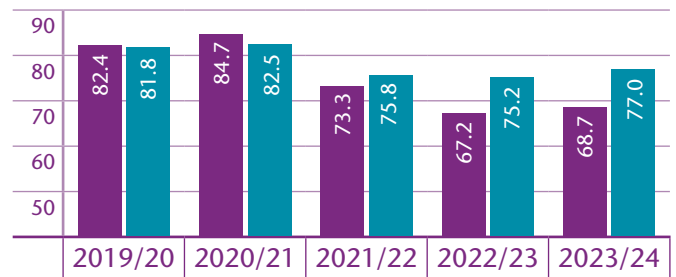
NI-15 Proportion of last 6 months of life spent at home or in a community setting (%)



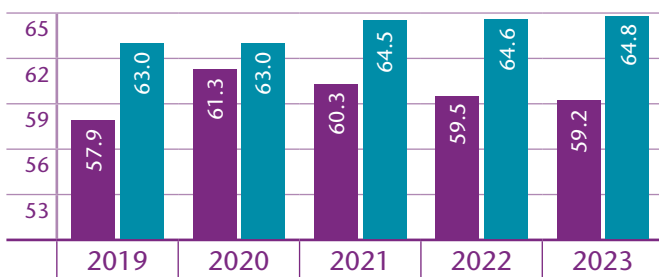
NI-16 Falls rate per 1,000 population aged 65+ (%)



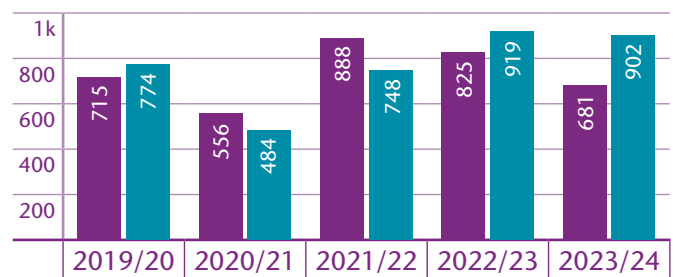
NI-17 Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections (%)



NI-18 Percentage of adults with intensive care needs receiving care at home (%)



NI-19 Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)



Fife **Scotland**

Appendix 4 Financial Information 2019 to 2023

Delegated Services (as at 31 March)	2019			2020			2021			2022			2023		
	Budget	Provisional Outturn	Variance	Budget	Provisional Outturn	Variance	Budget	Provisional Outturn	Variance	Budget	Provisional Outturn	Variance	Budget	Provisional Outturn	Variance
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Objective summary															
Community Services	97.812	93.586	-4.226	107.695	102.295	-5.4	123.319	120.719	-2.600	117.475	109.699	-7.776	131.850	116.531	-15.319
Hospitals and Long-Term Care	52.867	55.259	2.392	54.839	57.197	2.358	56.000	56.666	0.666	59.103	64.717	5.614	66.468	77.071	10.603
GP Prescribing	72.293	74.448	2.155	73.807	73.799	-0.008	70.979	70.955	-0.024	75.581	76.337	0.756	79.202	85.643	6.441
Family Health Services	93.005	92.911	-0.094	99.765	99.749	-0.016	103.878	104.367	0.489	115.186	115.554	0.368	122.801	124.329	1.528
Children's Services	15.37	14.897	-0.473	17.544	17.077	-0.467	18.202	16.913	-1.289	16.198	15.789	-0.409	17.893	17.737	-0.156
Social Care	196.627	206.252	9.625	204.635	214.814	10.179	243.682	239.459	-4.223	262.759	256.113	-6.646	279.741	282.222	2.481
Housing	1.574	1.432	-0.142	1.665	1.656	-0.009	1.324	1.324	0.000	1.699	1.329	-0.37	1.737	1.737	0.000
Total Health & Social Care	529.548	538.785	9.236	559.95	566.589	6.639	617.384	610.403	-6.981	648.001	639.538	-8.463	699.692	705.27	5.578

References

- National Health and Social Care Health and Wellbeing Outcomes
<https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>
- Public Health Priorities for Scotland
<https://www.gov.scot/publications/scotlands-public-health-priorities/pages/1/>
- Health and Social Care Standards
www.gov.scot/publications/health-social-care-standards-support-life
- Public Bodies (Joint Working) (Scotland) Act 2014
<https://www.legislation.gov.uk/asp/2014/9/contents/enacted>
- Fife Health and Social Care Partnership
www.fifehealthandsocialcare.org
- Care Inspectorate
www.careinspectorate.com

Alternative Formats

The information included in this publication can be made available in large print, Braille, audio CD/tape and British Sign Language interpretation on request by calling 03451 55 55 00.

Language lines

خط هاتف اللغة العربية: 03451 55 55 77

বাংলায় আলাপ করার জন্য টেলিফোন লাইন:

03451 55 55 99

中文語言熱線電話: 03451 55 55 88

Polskojęzyczna linia telefoniczna:

03451 55 55 44

اُردوزبان کے لیے ٹیلیفون نمبر 03451 55 55 66

Fife Council and NHS Fife are supporting the people of Fife together through Fife's Health and Social Care Partnership. To find out more visit www.fifehealthandsocialcare.org

**Fife Health
& Social Care
Partnership**





Annual Performance Report

2023 – 2024

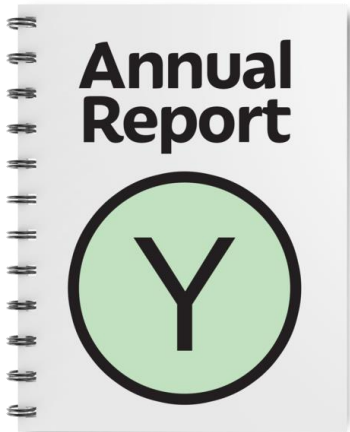
Easy Read Version





There may be some words you don't know in the document. When you see them for the first time they will be in **bold**.

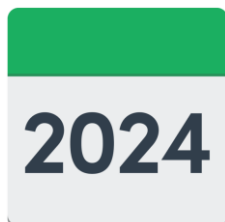
There is a word list with the meanings of these new words at the end of the document.



This Easy Read document is about **Fife Health and Social Care Partnership's Annual Performance Report**.



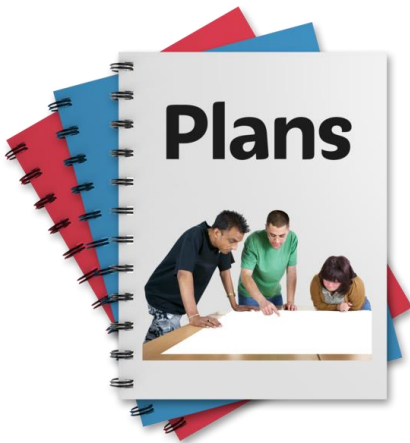
An **annual performance report** tells us about the good things that an organisation has done over the last year.



This annual report is for 2023 to 2024.



This **annual performance report** is linked to our **strategic plan**.



A **strategic plan** is a document which sets out what the Partnership wants to do over a few years.



The purpose of our **strategic plan** is to help the people of Fife to be able to live independent and healthier lives.

Usually our plans go well and we do improve our health and social care services.



Sometimes changes might take longer because our staff are working on other things.

For example the coronavirus pandemic and the **cost-of-living crisis** have both changed the way that we do things.



More than 374,000 people live in Fife.

Over time the number of older people living in Fife will increase.



Fife is divided into 7 areas. These are called localities.

The 7 localities are:

1. Cowdenbeath/Lochgelly
2. Dunfermline
3. Glenrothes
4. Kirkcaldy
5. Levenmouth
6. North East Fife
7. South West Fife



Each locality decides which services are most important to them. Everyone has a chance to get involved.

Locality teams work hard to support the people who live there.



The **Integration Joint Board** makes decisions for the Health and Social Care Partnership.

The person who leads **Fife Integration Joint Board** is Arlene Wood.



Fife Integration Joint Board also includes people from:

- Fife Council
- NHS Fife
- other local care providers
- members of the public



Fiona McKay is the Chief Officer of **Fife Integration Joint Board**. Fiona is also the Director of Health and Social Care.

Fiona leads the **Senior Leadership Team** to deliver services across Fife.



The **Senior Leadership Team** oversee the daily working of the Partnership.

They are all experts in different areas and lead teams with specialist skills.



We want to improve health and social care services for the people of Fife.

Over the last year we have worked with lots of different people to do this.



Fife Health and Social Care Partnership includes employees from:

- Fife Council
- NHS Fife
- voluntary sector
- other local care providers



They work together to deliver services.

This is known as health and social care **integration**.



The next pages include some of the good things that we have done in the last year.



Local

We want Fife to be a place where people and communities thrive.

These are some of the **Local** things we have done over the last year.



The Well provides help and support for people. We have 13 places in Fife where you can visit the Well.

You can also phone or email the Well if you want to talk to someone.



We have set up a **Community Chest Fund** for unpaid carers. This provides money for community projects that can help carers feel better.



Playlist for Life helps people with **dementia**. People collect a list of tunes that are important to them. Listening to these tunes helps them feel calmer and happier.



Sustainable

We want our services to work well and be inclusive.

These are some of the **Sustainable** things we have done over the last year.



Our **Hospital at Home Service** has visited more people at home to give them medicines. This means that people don't need to travel to hospital for their treatments.



We have changed how we buy **podiatry products**.

Podiatry means foot care. Products means special shoes and foot supports.

People with the new shoes and foot supports need less appointments.



Using pictures in coaching sessions has helped more young people get involved in sports. The pictures make it easier for people to understand the instructions.



Wellbeing

We want services in Fife to act quickly to support people.

These are some of the things we have done to improve **Wellbeing** in the last year.



We have set up new online services to help people with speech and language. This includes difficulties with swallowing or eating and drinking.

This has helped people find good advice when they need it.



Our Shared Lives Carers Group provides support and short breaks for carers. This includes coffee afternoons and a trip to a local pantomime.



We have set up a Parent Advice Line. This means parents can phone someone for advice when they need help.

Parents liked the new service.



Outcomes

We want Fife to be somewhere that promotes dignity, equality and independence.

These are some of the **Outcomes** from this year.



The guidance we share online for child and young people has been updated. This has helped their mental health and wellbeing.

We have also reduced the time people need to wait for appointments.



New seats have helped some people when they go home from hospital. People can use the seats at home instead of having to stay in bed.

This helps them to get better quicker.



Hospital discharge is when someone leaves hospital and can go home.

We have improved our hospital discharge process. This means that people can go home from the hospital sooner.

Integration



We want Fife to be somewhere people and services work together.

We want people to have access to quality services.

These are some of the examples of **Integration** from over the last year.



We set up a new Wellbeing Service. This service is for adults who think differently. Some people call this neurodivergence.

The Wellbeing Service helps people feel less stressed. It helps them feel better.



Every year our staff complete a survey about their jobs and working together. This year more staff filled in the survey.

More staff also said they liked working for Fife Health and Social Care Partnership.



We have created a new website for Fife Health and Social Care Partnership.

The new website is easier to use and has more photos and videos. People can change the text so that it is easier for them to read.



An **inspection** is when people come to look at what is good and what is not good about a service.

Last year there were 128 **inspections** of services for adults in Fife.



The inspectors said that 67 of these services were graded as good or very good.

The inspectors said 8 of the care services could be improved.

We will work to improve these services over the next year.



In 2023 there was an audit in Fife. An audit checks if something is working properly. This audit was about **adult support and protection**.

Adult support helps adults who need extra care and assistance.

Adult protection keeps vulnerable adults safe from harm.



The results of this audit were good. Most of the things that were checked were working properly.



Health and social care services are responsible for making the best use of the money they have. These are called **budgets**.



Our **budget** shows the amount of money we have and the things that we need to buy.

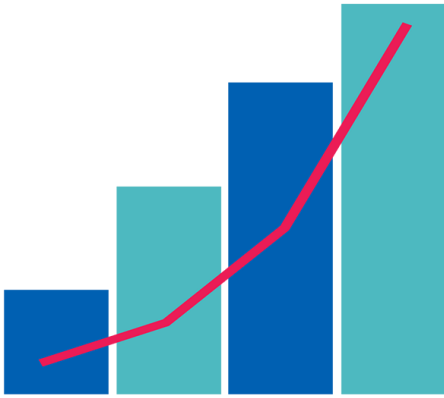
It also shows where we need to make savings on spending.



Over the last year we have watched our budget very closely. This has helped us to keep delivering good health and social care services.



We will keep measuring our budgets closely over the next few years. This will help us to manage our services well in the future.



The Scottish Government has a set of **national performance indicators**.

These can be used to measure Fife's performance.

Areas where Fife is performing well include:

- the number of adults who can look after their own health
- the number of adults who can live at home independently
- the number of carers who feel supported in their caring role
- the number of days people stay in hospital when they are ready to go home.



Areas where we still have work to do include:

- giving people choices about how their care is provided
- the number of older people who have a fall
- going to hospital in an emergency



**Fife Health
& Social Care
Partnership**



Supporting the people of Fife together

You can find out more on our website:
www.fifehealthandsocialcare.org

What the words mean.

Adult support and protection	<p>Adult support helps adults who need extra care and assistance.</p> <p>Adult protection keeps vulnerable adults safe from harm.</p>
Annual Performance Report	An update on the things that an organisation has done over the last year.
Budget	The money you have to spend on the things you need.
Community Chest Fund	This is a large pot of money which is used to support community projects for unpaid carers.
Cost-of-living crisis	When the amount you have to pay for the things you need keeps going up.
Dementia	<p>Dementia is a condition that affects the brain.</p> <p>Dementia makes it hard for people to remember, think, or make decisions</p>
Health and Social Care Partnership	When the local council and local NHS work together to deliver services.
Hospital at Home	<p>Hospital at Home provides medical care at a person's home. It gives care that people usually get in a hospital.</p> <p>The care is for a short time. It focuses on a specific health problem.</p>
Hospital discharge	When someone leaves hospital and can go home.
Inspection	An inspection is when people come to look at what is good and what is not good about a service.

What the words mean.

Integration	Working together to deliver health and social care services.
Integration Joint Board	The Integration Joint Board makes decisions for the Health and Social Care Partnership.
National performance indicators	How we measure the things that are important for people's care.
Podiatry products	Podiatry means foot care. Products means special shoes and foot supports.
Process	A list of steps that you take to provide good services.
Senior Leadership Team	The people who make sure that the Partnership does a good job.
Strategic Plan	The things that an organisation wants to do over a few years.
Outcomes	Something that you want to happen at the end of an activity.

26 September 2024

Agenda Item No. 7

HOUSING & SAFER COMMUNITIES – ANNUAL SERVICE REVIEW REPORT 2023/2024

Report by: John Mills, Head of Housing Services

Wards Affected: N/A

Purpose

To present an overview of the Service, detail the service planning, change and improvement work undertaken in 2023/24 and to provide an assessment of performance to inform scrutiny and future service planning.

Recommendation(s)

The scrutiny committee is asked to:

- consider and comment on the remodelled ‘annual service review’ report format and related products
- review the progress and performance of Housing Services for 2023/24 and the activity undertaken in 2024/25 to date
- note the Service planning objectives for 2024/25 and the three-year direction of travel

Resource Implications

There are no resource implications arising from this report.

Legal & Risk Implications

There are risks in not meeting Best Value requirements that can lead to additional monitoring/audit, external intervention and/or loss of public confidence.

Impact Assessment

An EqIA is not required as this report does not propose any changes to policies or services.

Consultation

Consultation is not required as the report does not propose a change to existing policies and practices.

1.0 Purpose of this report

1.1 This is the Housing Services Annual Review for 2023-24. It looks back over the previous year and assesses how the service has performed in relation to its priorities and challenges and looks forward to the changes and improvements that need to be considered next and the Service's priorities for the next 12 months.

1.2 In the report you will find:

- An overview of the Service's roles and responsibilities
- Budget and workforce information to put service delivery into context
- The key priorities the Service has been working to and how these relate to the Plan for Fife and council reforms
- An assessment of how the service has performed in relation to these priorities
- Objectives and themes for service delivery, change, and/or improvement going forward

This information is then used to inform annual service planning and the strategic direction of the service over the next three years.

1.3 This approach to annual review and reporting is part of the Council's updated public performance reporting and scrutiny arrangements. More information on that and how the Council performs and compares with other local authorities can be found online here www.fife.gov.uk/performance

1.4 Performance information and related case studies for Housing and Safer Communities are available online. www.fife.gov.uk/performance

2.0 Service Overview

Key role and responsibilities 2023/24

2.1 Housing Services aim to provide housing choices for people in Fife and have established a range of housing outcomes to help provide everyone with access to a safe, high-quality home that is affordable and meets their need and aspirations. To help achieve this ambition, as well as promote equality in housing and help eradicate poverty, the following five priorities have been established through the Local Housing Strategy 2022-2027:

- Ending Homelessness
- More Homes in the Right Places
- A Suitable Home
- A Quality Home
- A Warm Low Carbon Home

2.2 The Service is part of the Communities Directorate and manages landlord services to over 31,000 council houses in Fife by managing housing lists, letting void properties, supporting tenants' rights, ensuring tenants meet their responsibilities, assisting to help sustain tenancies and improving house condition through repairs and maintenance.

2.3 In addition to this, over 2,500 homeless households are supported per year by preventing homelessness, offering advice and support, providing temporary

accommodation, assisting households to access permanent accommodation and by working with the voluntary sector to provide additional services.

- 2.4 The Local Housing Strategy supports the Plan for Fife, principally through the ‘Thriving Places’ theme where it has the lead responsibility for increasing the supply of new housing and improving housing conditions in the private sector. Links to other key plans include the delivery of specialist housing and adaptations through the Health and Social Care Strategic Plan and the delivery of energy efficiency home improvements through Fife’s Climate Change Action Plan.

Budget breakdown 2023/24

- 2.5 Housing & Safer Communities includes both General Fund Housing (GFH) and the Housing Revenue Account (HRA). GFH sits within the General Fund whilst the HRA is a separate ring-fenced account. The tables below outline the financial position for both GFH and HRA.

General Fund (GFH)

	Net Expenditure Budget by Business Area	Provisional Outturn	Variance	Budgeted FTE by Business Area
	23/24	23/24	23/24	23/24
	£m	£m	£m	FTE
Private Landlords & HMO	0.020	-0.060	-0.079	11.16
Safer Communities	3.065	2.991	-0.074	75.27
Management & Support	0.609	0.555	-0.054	0.00
Affordable Housing	0.000	0.000	0.000	0.00
Private Housing Investment	2.431	2.514	0.083	6.50
Homelessness	7.001	7.537	0.536	47.78
Other Housing Initiatives	0.972	0.882	-0.090	19.67
Housing Support Services	1.622	1.661	0.040	12.88
Total Net Expenditure	15.719	16.080	0.361	173.26
	Gross Expenditure Budget	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	
Employee Costs	8.816	8.706	-0.110	
Premises Related Expenditure	6.528	9.590	3.062	
Transport Related Expenditure	0.225	0.251	0.026	
Supplies and Services	2.594	2.898	0.304	
Third Party Payments	11.790	16.726	4.936	
Transfer Payments	0.000	0.007	0.007	
Support Services Charges	2.902	2.915	0.013	
	32.855	41.092	8.237	
	Gross Income Budget	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	
Internal Income	-2.108	-2.207	-0.099	
External Income	-15.028	-22.805	-7.777	
	-17.136	-25.012	-7.876	

- 2.6 Homelessness is a key area of pressure for General Fund Housing. This is largely due to a high number of homelessness presentations and is linked to Housing Emergency. The service will be required to review how to continue to deliver the homelessness service going forward whilst remaining within budget.

Housing Revenue Account (HRA)

HOUSING REVENUE ACCOUNT			
	Net Budget by Business Area	Provisional Outturn	Variance
	23/24	23/24	23/24
	£m	£m	£m
BUDGETED EXPENDITURE			
Repairs and Maintenance	40.377	44.365	3.988
Supervision and Management	21.338	21.274	(0.064)
Funding Investment:-			
Cost of Borrowing	32.859	30.605	(2.254)
Revenue Contribution (incl CFCR)	27.328	24.497	(2.831)
	121.901	120.741	(1.160)
Voids	2.610	2.433	(0.177)
Housing Support costs	(0.474)	(0.483)	(0.009)
Garden Care Scheme	0.449	0.395	(0.054)
Bad or Doubtful Debts	3.150	4.001	0.851
Other Expenditure	11.755	14.062	2.307
	139.392	141.150	1.757
FINANCED BY			
Dwelling Rents (Gross)	(132.249)	(131.901)	0.349
Non Dwelling Rents (Gross)	(3.589)	(3.507)	0.082
Hostels - Accommodation charges	(2.202)	(2.244)	(0.042)
Other Income	(1.352)	(1.434)	(0.082)
	(139.392)	(139.085)	0.307
CONTRIBUTION (TO) / FROM BALANCES			
	0.000	2.064	2.064
Total Budgeted FTE:			
	478.300		

2.7 The withdrawal from balances of £2.064m was used to fund investment into planned projects such as a Fencing Test of Change and additional investment into Disability Adaptations.

2.8 The main area of concern for the HRA is the underachievement of CFCR in year of £2.831m. The CFCR is used to fund the HRA Capital Investment Programme. Any reduction in the CFCR in year directly impacts on the level of borrowing the HRA requires to fund its capital programme. Therefore, an underachievement of CFCR can have a negative impact on the ability of the HRA to continue to deliver the HRA Capital Investment Plan at planned levels. The underachievement of CFCR in 23-24 was caused by overspends elsewhere on the HRA Revenue Account such as Repairs & Maintenance, Bad Debts and Other Expenditure. Going Forward the HRA must address any overspends in year to maintain the CFCR at budgeted levels.

Workforce profile 2023/24

2.9 The workforce comprises 651.56 full time equivalent (FTE) roles.

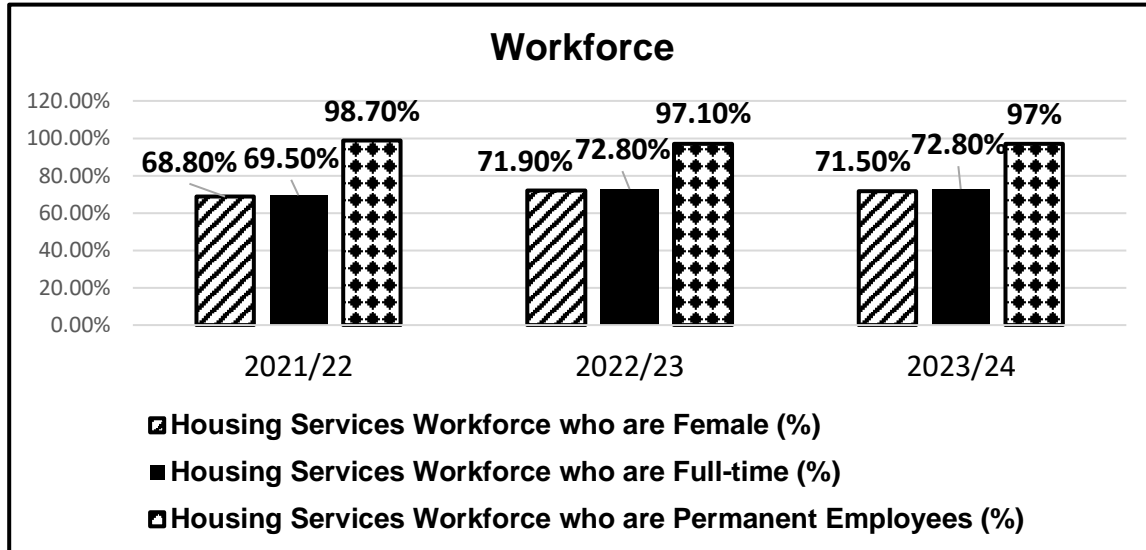
- 73% of staff are full-time employees. This position has remained static between 2022-23 and 2023-24.
- The percentage of workforce who are permanent employees remains high at 97%.
- The workforce is mature, with 33% aged 55 and over and only 10% aged under 29.

- The proportion of female workforce remains dominant at 71.5%.

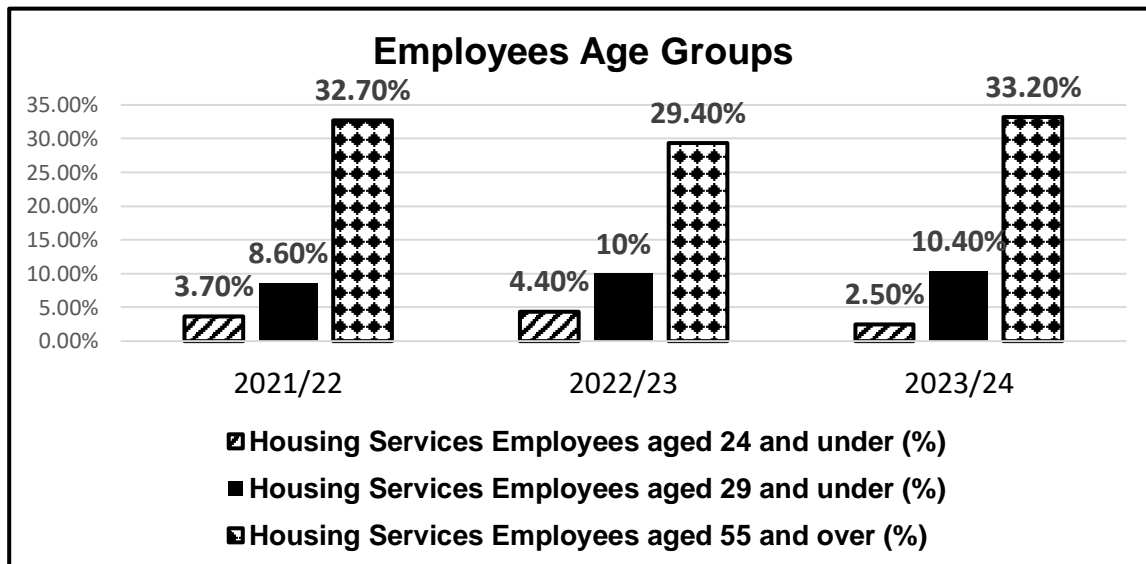
2.10 Attendance has declined over 2023-24 with 14.25 working days lost per FTE, compared with 13.31 days in 2022-23. The average long-term working days lost per FTE is 10.42. The Service is working with the newly established Attendance Management Unit to pilot an attendance management approach.

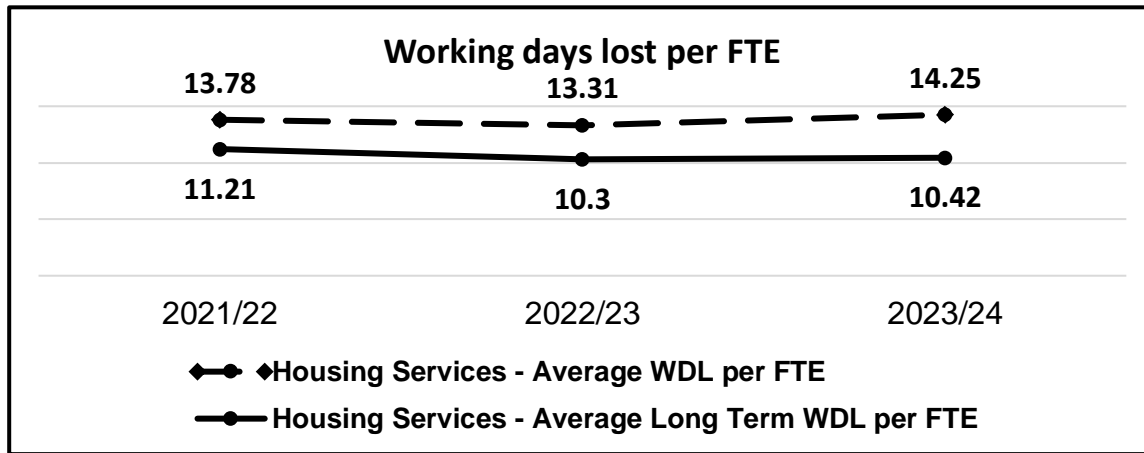
2.11 Trends against key workforce performance indicators are shown below.

Workforce



Employees age groups





3.0 Priorities and Performance

3.1 Service Priorities 2023/24

The service had two strategic priorities in 2023/24 which aligned to the Annual Assurance Statement in 2023. These priorities were to:

1. Reduce homelessness and improve housing access, ensuring statutory duties are met in relation to temporary accommodation.
2. Improve compliance across areas impacting tenant and resident safety, including gas safety, fire and electrical safety and addressing damp & mould in Council housing.

3.2 How we delivered

3.2.1

Priority 1: Reduce homelessness and improve access to housing

What we said

We set out to:

- Enhance monitoring and reporting of temporary accommodation allocations to achieve compliance with statutory duties.
- Significantly reduce the use of B&B / hotel type accommodation and decommission or reprovise other unsuitable accommodation.
- Conclude the Kirkcaldy Sherriff Court Judgement and continue scatter flat flipping to minimise customer transitions.
- Redevelop the housing advice framework to focus on housing options and homelessness prevention.
- Continue the delivery of Rapid Rehousing Transition Plan commitments.
- Improve the management of void properties to reduce the number of days to re-let, void rent loss and enhance access to housing.

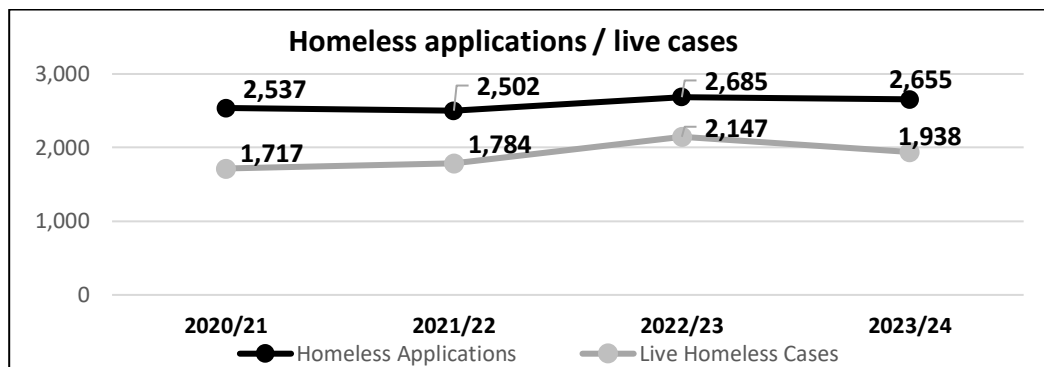
What we achieved

During a time when demand has remained significantly high on homelessness and temporary accommodation, the following improvements have been recorded:

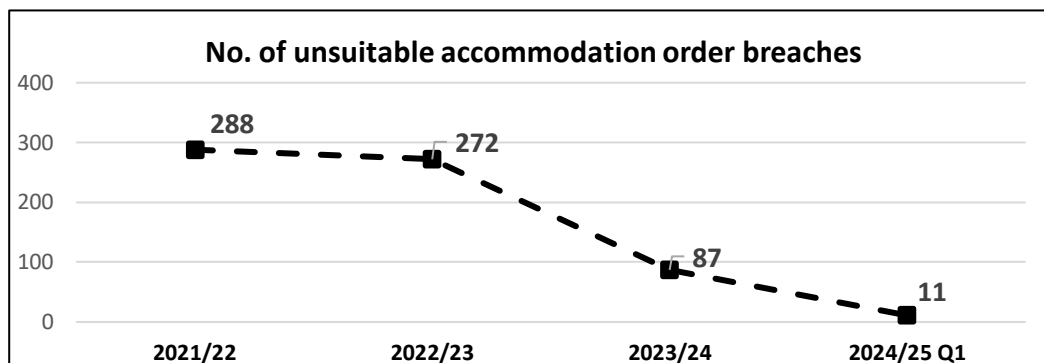
- Homeless presentations recorded a slight decrease (30 presentations) and the number of live cases decreased by 209.
- While statutory duties in relation to temporary accommodation are still being breached, the number of unsuitable accommodation order breaches reduced by 68% in 2023/24.
- 1,669 customers accessed housing information and advice, with 68% of clients prevented from statutory homelessness, through housing options advice. Both are an increase on 2022/23 performance.
- Upscaled the number of live Housing First tenancies to help vulnerable people with complex needs.
- The number of days to relet void properties has reduced to the lowest since pre-covid times (2019/20). This is an outcome of conducting training sessions with area teams to improve processes and communication, close working with Building Services and Orbis to achieve timescales and appointing a default supplier for utilities.

How we know

Homeless Applications and Live Cases



Temporary Accommodation Statutory Requirements



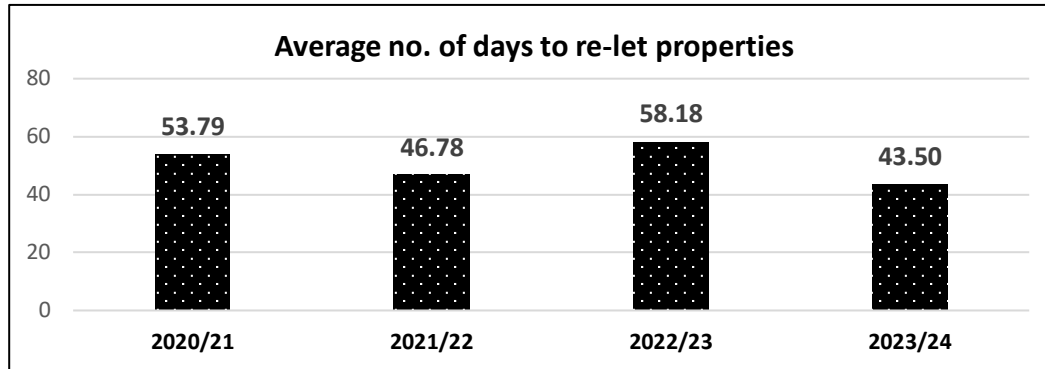
Housing Information and Advice

Indicator	2020/21	2021/22	2022/23	2023/24
Customers accessing housing information and advice	1,448	1,387	1,288	1,669
% of clients prevented from statutory homelessness through housing options advice	52%	44%	58%	68%

RRTP Commitment – Housing First

The number of live Housing First tenancies increased from 25 in 2022-23 to 66 in 2023-24. Appendix 1 is a case study containing context on the project as well as positive examples on the impact this initiative has had on individuals.

Void Properties



3.2.2

Priority 2: Improve tenant and resident safety in housing

What we said

We set out to:

- Eliminate gas safety failures by conducting weekly meetings to monitor gas safety cases below 12 weeks, eliminating no access through integrated working with area teams to support tenants and working with Business Support to eradicate system issues preventing appointments from being scheduled.
- Implement system improvements to ensure compliance with fire and electrical safety can be accurately reported. Progress work through a no access team to allow necessary works to take place and work closely with Building Services to align resources to focus on electrical safety testing.
- Implement a new approach to tackling damp and mould in Council housing with a specialist team in place to provide advice and deliver mitigation works to ensure the risk to tenant health is minimal.

What we achieved

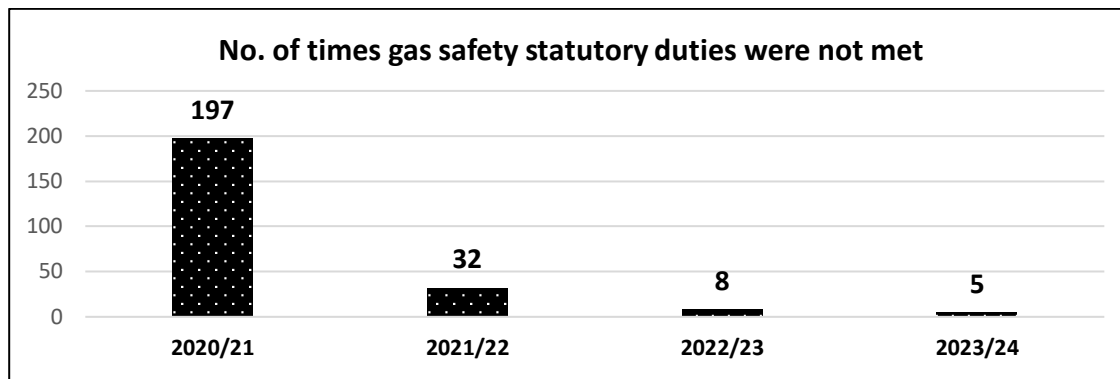
The following improvements have been recorded:

- Non-compliance with gas safety checks reduced from eight in 2022/23 to five 2023/24. Failures were a result of system issues or long-term voids returning to use. No access issues were eradicated as a result of integrated working.
- System improvements have been initiated to allow accurate reporting of fire and electrical safety failures which will allow resources to be targeted more specifically moving forward.
- A proactive approach is in place for dealing with damp and mould, allowing referrals to be dealt with and resolved in a timeously manor.

How we know

Gas Safety

Gas safety failures have reduced on an annual basis since 2020/21. No failures have been recorded over the last 25 week period.



Fire and Electrical Safety

An accurate number of fire and electrical safety failures was not available in 2022/23. Improved data recording within Building Services has allowed precise reporting and has enabled the Housing Asset Management system to be updated to reflect the current actual position in 2023/24 which will support an increased volume of work to be implemented to clear the backlog.

Element	2022/23	2023/24
Properties non-compliant with electrical safety	Unknown	3,915
Properties non-compliant with fire safety	Around 200	890

Damp and Mould

An increased level of condensation and dampness referrals were received from tenants following the introduction of an improved approach to tackling these issues. Since April 2023, 2,152 referrals have been resolved. With the backlog of cases cleared, routine referrals can now be dealt with promptly.

3.3 Wider operational performance

- 3.3.1 The Service monitors a number of 'Annual Return on the Charter' indicators throughout the year of which performance is reported annually to the Scottish Housing Regulator. These indicators also form the basis of the Housing Services 'Pathway to Improvement 2023-26'. Appendix 2 presents charter indicator performance against targets for the period 2023/24, comparison against 2022/23 performance, improvement actions for 2024/25, as well as Local Authority averages and top quartile obtained from the Scottish Housing Regulator charter data publication on 30th August 2024.
- 3.3.2 Improvement has been recorded over several areas, including repairs carried out right first time (87.75% to 87.87%), percentage of properties meeting the Scottish Housing Quality Standard (SHQS) (89.59% to 92.15%), the proportion of tenants satisfied with the quality of their home (82.25% to 83%), the average length of time to complete non-emergency repairs (6.78 days to 6.30 days), satisfaction with landlords' management of the neighbourhood (82.30% to 84.57%) and opportunities to participate in decision making (77.64% to 78%). A number of indicators evidence

slight slippage. Where this applies, the majority of indicators continue to perform above the local authority average level.

- 3.3.3 A clear decline in performance is evident through the percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (85.23% to 81.69%), tenants who feel the rent for their property represents good value for money (82.96% to 77.25%), factored owners satisfied with the factoring service (54.12% to 37.50%) and gypsy travellers satisfied with management of the site (55% to 50%). Although these are considered immaterial for the purposes of the Annual Assurance Statement, these will be subject to on-going monitoring and review to progress improvements moving forward.
- 3.3.4 The Pathway to Improvement approach assists Tenants Federations to develop the Scottish Social Housing Charter Performance Report on behalf of Fife Council. This is published on an annual basis, during October.
- 3.3.5 Housing is also responsible for five Local Government Benchmarking Framework (LGBF) indicators covering the Scottish Housing Quality Standard (SHQS), timescales for non-emergency repairs, rent lost through empty properties, gross rent arrears and properties meeting the Energy Efficiency Standard for Social Housing (ESSH). With the exception of ESSH, there is overlap between these indicators and those reported to the Scottish Housing Regulator as part of the Annual Return on the Charter. The latest set of LGBF data published covers 2022/23. The full dataset can be found within the following link: [Explore the data | Benchmarking \(improvementservice.org.uk\)](https://www.improvementservice.org.uk/Benchmarking)

4.0 Priorities ahead

- 4.1 The service will continue to work to improve performance across all indicators, however, in 2024/25 resources will be focussed on meeting statutory duties and the development and delivery of a Housing Emergency Action Plan, following the housing emergency declaration on the 21st March 2024.
- 4.2 To work towards meeting statutory duties in relation to homelessness, a temporary accommodation strategy will be developed which will promote plans to reduce the use of B&Bs / Hotel type accommodation. Frontline services will be reviewed, linking to the No Wrong Door transformational change programme to provide a holistic and targeted approach, providing more comprehensive support. Commissioned services will be redeveloped to provide housing support, scatter flat flipping will continue to minimise customer transitions and a void service improvement plan, containing further development actions to streamline processes, will be implemented with the aim to reduce void turnover to 20 days.
- 4.3 To improve tenant and resident safety, a revised process will be implemented for long-term voids to ensure a gas safety certificate is in place at the property allocation. Over 6,000 electrical safety tests and an increased volume of work on smoke alarms will be conducted to clear the backlog, as well as work progressed through a no access team to support tenants to allow necessary work to be conducted. This will include exploring options for forced access where required and conducting works at void, acquisition or within new builds to avoid disturbances. A programme of works is on-going to improve fire safety at Swan and Memorial Court in the Levenmouth area. Work includes the replacement of External Wall Insulation,

an upgraded heating system and replacement of older kitchens and bathrooms. Aside this, work will continue to address damp and mould in Council housing to ensure this is not placing tenants' health at risk.

- 4.4 A series of consultation has taken place to help inform housing emergency action plan priorities. Early engagement has established the prevention of homelessness, social sector void properties, housing and land supply, long-term empty homes and maintenance and technology as focus areas. Work is on-going to develop suitable actions to mitigate the impacts of unprecedented pressures on services, including the 24% reduction in Scottish government Affordable Housing Subsidy.
- 4.5 A new 3-year contract has been appointed to external consultants to conduct satisfaction surveys with tenants, customers in temporary accommodation, factored owners and Gypsy/Travellers. The project will see a 3-fold increase in the number of tenant surveys carried out, along with a move to proportionate sampling to allow survey numbers in each committee area to be balanced to the housing stock at area level. Surveys will primarily be face-to-face, and interview led. Results will be reported to the Scottish Housing Regulator on an annual basis through the Annual Return on the Charter.
- 4.6 All 'Pathway to Improvement' indicators have improvement actions identified for the year ahead within Appendix 2.
- 4.7 The Service Change Plan sets out how the Service will further evolve to deliver Service ambitions and priorities over the next three years. Examples of change themes and actions include:
- Continue the implementation of Housing Plus to explore digital connections and applications with a range of tenant groups to ensure greater levels of independent living and tenancy sustainment through preventative technology enabled care and access to more flexible support.
 - Implement revised Area Housing Plans and further devolve the HRA budget to Areas.
 - Explore and progress opportunities for Service integration to improve customer service and service efficiencies.
 - Align functions to the No Wrong Door approach
- 4.8 We will continue to work in partnership with our Tenants Federations and the Fife Tenants Scrutiny Group to ensure that service improvement is shaped by our tenants' views.

Report contacts

John Mills, Head of Housing Services

Appendices

- 1. Case Study: Housing First**
- 2. Housing Services Scrutiny Report**

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

Appendix 1

Case Study: Housing First



Context

Housing First (HF) in Fife was first adopted in December 2020 in partnership with Rock Trust. This was a Housing First for Youth Programme (HF4Y) working with 16–25-year-olds. At the end of 2022 the HF service was enhanced to provide a more holistic service across Fife by extending its focus to mental health, those with addiction issues and women experiencing domestic abuse (HF25+) through working in partnership with Bethany Christian Trust (BCT), Fife Women’s Aid and Turning Point Scotland (TPS) to support up to 115 HF cases.

As of August 2024, there are a total of 89 HF cases. 72 HF customers have their own tenancy, 17 are on the programme and working with a HF practitioner and eight are currently being assessed to see if they are suitable for the HF Programme. Three HF customers have sustained their tenancy for over 3-years, seven have sustained for over 2-years and 62 have sustained for under 2-years. Two customers have stepped down as no longer needing the intensive support HF provides. Eight individuals aged under 25 have an employment status with three volunteering, three in higher/further education and two in employment.

Case study example 1 – Y is 28 years old and has been homeless for most of his adult life. Y has autism, mild learning difficulties, mobility issues, and has experienced complex trauma. Y was referred to Bethany Christian Trust (BCT) as part of the HF programme in September 2023 and signed up in October. Initial trust was developed by meeting Y a few times a week. Allocation meetings were held, and Y’s wishes on where they wanted to live were highlighted by BCT. Y was offered a tenancy and was signed up by mid-November.

BCT supported a referral to the Community Welfare team, this was fast tracked and most of the household items requested, were successfully obtained. Funds were also provided to allow the purchase of items to make the flat more homely. Adult Disability Payment was successfully obtained which Y had been turned down for in the past and Y was registered with a new doctor. Y received a laptop on loan for six months from a local digital inclusion charity at the YMCA.

Since moving in Y has attended the learning centre for Adult Basic Education (ABE) classes and also a food hygiene course. Y wants to look into doing some kind of voluntary job that he would cope with. Y is looking to home a pet cat for company.

Case study example 2 – M was in a scatter flat in an area away from family and friends. M was struggling with social isolation and anxiety. TPS have been supporting M since July 2023, helping to build confidence and coping mechanisms to tackle social anxiety and inclusion. M was offered a property in her area of choice in December 2023. Initially there was a dip in her mental health and an increase in anxiety, however, M has now settled into her property, taking driving lessons and building her social network.

Case Study example 3 - M was referred to HF4Y after being care experienced, repeat offending, spending several years in and out of prison, and not completing any of his community payback order. M was on a final warning for this when case worker first met with him. M was not registered with a GP, Dentist or Optician (even though he required a strong prescription of glasses but never had any). M was abusing alcohol and illegal substances and continually expressed that he was desperate to change his life and be a good role model to his son. M’s life was spiralling, and he wanted to turn that around. M committed to his support plan fully and managed to work his unpaid hours down from 250

to 56 in just a few months with the flexible support and approach provided by the case worker. M is now registered with all health services and has new glasses which he describes as “seeing a whole new world with them on”. M barely drinks alcohol and no longer uses illegal substances. This is M’s longest period not returning to prison. He is now a hands-on father to his firstborn with a second baby on the way. M has also recently been offered employment and can see a future, where he provides for his children and keeps himself out of prison.

The HF programme is currently undergoing an in-depth evaluation which will help assess progress and plan for the future of HF in Fife.

For further details of HF in Fife, please access the following link: [Housing First | Fife Council](#)

Appendix 2 HS Scrutiny Report



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of tenants satisfied with the overall service provided by their landlord	81.86%	83.14%	81.50%		There has been an improvement in this indicator in the last year, surpassing pre-pandemic levels of tenant satisfaction. We have continued to support the work of the tenants scrutiny panel, which provides us with detailed customer insight to improve service delivery. The Tenants Satisfaction Survey 2023 and Performance Indicators will inform the selection of future topics for review.	79.52% 	86.24%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to support the work of the tenant's scrutiny panels. This provides a detailed customer insight to improve service delivery. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of reactive repairs carried out in the last year completed right first time	87.75%	87.87%	98.00%		There has been a small improvement from 87.75% to 87.87% this year. Ongoing partnership working and regular meetings are held with Building Services to improve performance.	88.76% 	95.97%	89.62%	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
The number of times in the reporting year you did not meet your statutory duty to complete a gas safety check	8	5	0		There were 5 failures during the year. Initially there were no failures within quarter 2, however a review has identified that there has been one fail during that period. The target of no failures has been missed, however the joint working approach between Housing and Building Services continues to improve performance.	91 	0	0	<ul style="list-style-type: none"> Implement a revised process for long-term voids to ensure a valid certificate is in place at property allocation and communicate the process to area teams. Closely monitor systems to prevent properties from exclusion in scheduled appointments.
% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	92.07%	91.81%	92.50%		The target for this year was 92.5% which has been missed. The satisfaction survey is co-ordinated by Building Services at the point the repairs operative completes the work on site. This is an improved method of collecting tenant satisfaction over previous years.	86.75% 	94.15%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
% of tenants satisfied with the landlord's contribution to the	82.3%	84.57%	85.50%		Satisfaction has improved regarding the management of the neighbourhood. Area Housing Plans are being reviewed and implemented to further support housing	78.92% 	89.21%	Not measured	<ul style="list-style-type: none"> Implement revised estate management approach to improve the condition of

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
management of the neighbourhood they live in					services commitment to improving neighbourhood management.			for Quarters	<ul style="list-style-type: none"> housing estates and promote integrated working. Review and implement Area Housing Plans to support housing services and improve neighbourhood management. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of tenancy offers refused during the year	18.68%	23.46%	21.50%		Performance continues to operate within top quartile and at very low level. There was a risk that a focus on voids management and reducing timescales within the process would have a negative impact but performance has improved year on year.	36.51% 	25.79%	21.58%	<ul style="list-style-type: none"> Continue to promote good communication with applicants during the offer process. Implement improvement mechanisms for Accompanied Viewing to reduce refusals.
% of anti-social behaviour cases reported in the last year which were resolved	93.57%	93.38%	98.00%		The number of reported ASB cases in 2023-24 follows a similar trend to previous years since the Covid pandemic and, subsequently, the Safer Communities Team becoming the single point of contact for dealing with all ASB cases reported to Fife Council. Of the 2,477 ASB cases opened during 2023-24, 2,313 were resolved within the same period. Of those resolved, 2,214 cases were resolved within locally agreed timescales (95.7%).	90.86% 	95.66%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to promote singular case management for ASB. Close monitoring of systems to improve reporting.
New tenancies sustained for more than a year (%) by source of let	93.60%	91.33%	96.00%		There has been a decrease this year. This is partly due to new staff coming into posts as there has been a high turnover of staff across the areas. Offices are now almost fully manned and staff have been trained to offer Tenancy Assistance to tenants to help tenants to sustain their tenancies.	91.11% 	93.26%	90.96%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of new tenancies to existing tenants sustained for more than a year	96.23%	94.30%	96.50%		n/a	94.59% 	96.37%	89.17%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.82%	90.07%	95.00%		n/a	89.49% 	93.60%	91.05%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.89%	91.34%	96.00%	▲	n/a	91.63% ▲	94.73%	93.85%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of lettable houses that became vacant in the last year	6.12%	5.18%	7.50%	●	There was an increase in the number of properties available to let this year which is attributable to 3 main factors. Turnover is beginning to return to pre-pandemic trends following a period of recovery, there have been a number of new build sites which have added to the stock and helped to stimulate transfer activity. Property acquisitions have increased which has also supported a transfer led approach to housing allocations.	7.20% ●	6.27%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to promote a transfer led approach to housing allocations to generate turnover. Continue to use new build and property acquisitions to generate chains of allocations to meet multiple needs and develop new housing to create transfer and specialist housing opportunities.
(%) of rent due lost through properties being empty during the last year	1.31%	1.44%	1.00%	●	The implementation of the Voids Service Improvement Plan has generated a significant performance improvement in year. Annual performance is affected by a small number of very long-term empty properties (around 39) which have been brought back into use - these are largely characterised as upstairs, retirement housing with no lifts.	1.79% ✔	0.89%	0.28%	<ul style="list-style-type: none"> Continue the implementation of the Voids Service Improvement Plan. Prioritise improvements to properties requiring structural or other major works.
The total number of households waiting for applications to be completed at the end of the reporting year	113	170	450		Competing resources for other workstream in the service, with difficulties employing skilled trades to increase throughput, has impacted on the number of days to complete and number of waiting applications at year end.	67	>1	Not measured for Quarters	<ul style="list-style-type: none"> Monitor contractors output along with the streamlining of process to deliver performance improvements.
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	85.23%	81.69%	88.75%	●	A slight decline in % of satisfaction was witnessed during 2023 survey. Current communication methods are being reviewed to improve communications between housing services and tenants. The Council has recently implemented a new digital participation platform to boost the number of tenants providing feedback to the Council as part of the ARC.	82.91% ●	90.12%	Not measured for Quarters	<ul style="list-style-type: none"> Utilise technology like Text Local to reach out to tenants who do not normally engage through traditional means. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
Total cost of adaptations completed in the year by source of funding (£)	£1,572,708	£1,827,517	£1,000,000	●	Increase in spend due to increase in labour and material costs	£851,155	£461,660	Not measured for Quarters	<ul style="list-style-type: none"> Closely monitor budgets to ensure this adequate to deliver the level of adaptations required, taking the cost of labour and materials into consideration.
The average time to complete adaptations (days)	16.99 days	20.42 days	20.00 days	▲	Number of completed jobs remains the same despite increase in applications due to competing resources for other workstream in the service, with difficulties employing skilled trades to increase throughput, impacting on the days to complete.	43.39 days ✔	29.63 days	Not measured for Quarters	<ul style="list-style-type: none"> Monitor contractors output along with the streamlining of process to deliver performance improvements.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of the court actions initiated which resulted in eviction and the reasons for eviction	0%	100%	0%		Zero evictions for rent arrears have been carried out this financial year. Our evictions and Court actions had been suspended in light of cost-of-living crisis measures. The Council has restarted the court process from October 2023. Our first cases were due to call back into court in early May 2024.	25.33% 	16.92%	Not measured for Quarters	<ul style="list-style-type: none"> Evictions have re-started following a period of suspension. It is difficult to set a target for this indicator however it will continue to be monitored. Cases will only be progressed to court as a last resort where all other options and support have been explored.
Homelessness (LA's only) - the % of homeless households referred to RSLs under section 5 and through other referral routes	0.76%	2.3%	5.0%		Fife operates homelessness allocations through Fife Housing Register with partners making homelessness allocations direct through the Common Housing Register that are not reported through the ARC. Partners are committed to allocating around 40% of net allocations to statutory homeless households although have achieved close to 50% in year and most have made contributions to provide additional temporary accommodation in year.	13.09%	19.84%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to enhance the range of FHR Partnership options to ensure more RSLs are core Partners whilst also continuing to develop the FHR Development Plan to consolidate the FHR route into housing access. Conclude the review of the allocations policy and implement any changes as a result of this.
% of tenants who feel that the rent for their property represents good value for money	82.96%	77.25%	84.00%		Tenant satisfaction with rent representing good value for money reduced by 5.71%.	79.10% 	87.59%	Not measured for Quarters	<ul style="list-style-type: none"> We will continue to engage and listen to our tenants' concerns, to ensure that they are involved in the rent setting process. By explaining the services that we provide and the improvements we are looking to make, we anticipate this will be reflected in our tenant's overall satisfaction scores. Tenant views are considered when setting rent but this needs to be balanced with inflation to ensure service delivery and priorities are maintained.
Rent collected as % of total rent due in the reporting year	98.7%	100.09%	99.31%		Rent collected % showed an improvement on the previous financial year. We have implemented our Rent Support Fund and engaged with tenants to encourage direct payments to Universal Credit tenants in arrears.	99.26% 	99.99%	93.90%	<ul style="list-style-type: none"> Performance was above target during 2023-24 therefore we will continue to support tenants to maximise rent collection.
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	8.03%	8.11%	5.75%		Our gross rent arrears percentage is sitting at 8.11% an increase of 0.08% for the previous financial year. Our rent collection rates remain positive, however our existing rent arrears are continuing to accrue.	9.50% 	7.37%	7.95%	<ul style="list-style-type: none"> We are utilising Rent Sense to analyse our tenant debt which allows us to focus more clearly on our tenants who are falling behind with rent. Improvements via Rent Sense should allow us to see an overall reduction in our gross rent arrear figures.
Average annual management fee per factored property	£97.95	£97.95	£97.95		Current fee was agreed in line with benchmarking figures. Admin/Management fee models have been devised to calculate the cost of providing this service.	£91.96 	£14.88	Not measured for Quarters	<ul style="list-style-type: none"> Admin/Management fee models have been devised to calculate the cost of providing this service.
% of factored owners satisfied with the factoring service they receive (%)	54.12%	37.50%	56.00%		For the 2023/24 session, Factored owners satisfaction survey was conducted electronically using telephone and email contact.	50.58% 	66.86%	Not measured	<ul style="list-style-type: none"> Survey sample was low due to the lack of contact details held for factored owners which meant an online link was issued for

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
					Considerable reduction in % of satisfaction with factoring service. Main reasons for dissatisfaction (based on feedback from 28 owners) are summarised as follows: management fee is too high (71.4% of dissatisfied owners); poor communication (57.1%); and invoices are unclear (35.7%). Works ongoing to improve service delivery.			for Quarters	completion of the survey. Work is on-going to improve the contact details held to allow more surveys to be conducted via phone moving forward. • Work is on-going to improve service delivery across dissatisfaction areas.
The percentage of all complaints responded to in full at stage 1	98.35%	97.98%	99.10%	⚠️	Still good performance although complaints are becoming more complex - raised awareness that date can be extended with agreement from the customer, increase in number of complaints.	94.86% ✅	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance. Continue to ensure access to complaints procedures, and training on processes.
Average length of time taken to re-let properties in the last year (days)	58.18 days	43.50 days	35.00 days	🔴	The improvement journey in Voids Management is not reflected in the annual figure. Significant progress has been made in year to reduce the time properties are empty and the costs and quality issues associated with voids. Performance in the last quarter of around 30 days on average is a better reflection of the platform created to further enhance performance in 2024/25. Performance was also significantly impacted by the allocation of 39 very long-term voids which were generally harder to let retirement housing. There continues to be an issue with a small number of voids requiring structural or other significant works which is being addressed as a priority for 2024/25	72.56 days ✅	38.26 days	32.53 days	<ul style="list-style-type: none"> Continue the implementation of the Voids Service Improvement Plan to streamline processes. Prioritise improvements to properties requiring structural or other major works.
For those who provide Gypsies/travellers sites – Average weekly rent per pitch	£68.25	£70.89	£77.64	✅	Gypsy Traveller site rents have been increased in line with the HRA rent increase for 2023/24 financial year. Rent review to be carried out further as sites are improved with Chalets being installed etc.	£79.69 ✅	£72.70	Not measured for Quarters	<ul style="list-style-type: none"> Increased in line with agreed rent increase per year.
For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%)	55.00%	50.00%	75.00%	🔴	Satisfaction figures have been impacted by tenants within the Gypsy Traveller sites awaiting provision of new Chalet type accommodation, the council included Gypsy Traveller tenants that are currently residing in decant properties whilst works are ongoing. Further work programmes will roll out across Heatherywood and Thorntonwood sites in the next two years. We fully anticipate satisfaction levels to increase over the coming years once improvement programmes are completed.	68.11% 🔴	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to progress site improvements to have chalet type accommodation installed at Tarvit Mill. Roll out of further programmes to improve Heatherywood and Thorntonwood sites in the next two years. A decrease in satisfaction is anticipated while work is on-going due to the upheaval tenants are experiencing.
The percentage of all complaints responded to in full at stage 2	98.46%	95.15%	98.70%	⚠️	Still good performance although complaints are becoming more complex - raised awareness that date can be extended with agreement from the customer, increase in number of complaints.	86.10% ✅	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance. Continue to ensure access to complaints procedures, and training on processes.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	77.64%	78.00%	80.00%	⚠	The opportunity to participate in the landlords decision making process has improved and efforts continue working with TPAS providing knowledge of best practice.	80.93% ●	96.63%	Not measured for Quarters	<ul style="list-style-type: none"> Revise the existing Tenant Participation Strategy in consultation with the Federations. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of stock meeting the SHQS at the end of the reporting year	89.59%	92.15%	90.00%	✅	The yearly target for properties meeting the SHQS is 90%. After a reassessment of the information held, we have a total of 92.15% stock meeting the required standard. We have removed our abeyances and will be utilising our no access team to reconnect with these tenants. Where there are mutual works required, we will be involving our mutual owners team in an attempt to progress.	77.79% ✅	88.44%	Not measured for Quarters	<ul style="list-style-type: none"> Conduct an increased number of electrical safety tests and work on smoke alarms to ensure backlog is cleared. Progress work through an integrated Housing Services/Building Services 'no access team' to allow required works to take place.
% of tenants satisfied with the quality of their home	82.25%	83.00%	81.00%	✅	For the 2023/24 session, tenant satisfaction surveys were conducted face to face. Improvement in terms of the satisfaction with quality of home, continue to work in partnership to implement recommendations/actions arising from the Fife Tenant Led Scrutiny Panel.	79.11% ✅	85.66%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to Implement recommendations/actions arising from tenant scrutiny report carried out by the Fife Tenant Led Scrutiny Panel. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
Average length of time taken to complete emergency repairs (hours)	3.18	3.28	3.60	✅	Performance exceeded the target set for the year. There was an increase in time taken during quarter 4 but repairs still met the target timescales.	4.29 hours ✅	2.80 hours	3.41 hours	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
Average length of time taken to complete non-emergency repairs (days)	6.78	6.30	5.80	●	There has been an improvement in performance from 6.78 last year to 6.3 this year.	10.03 days ✅	7.63 days	5.96 days	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.

26 September 2024

Agenda Item No. 8

Annual Assurance Statement 2024

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

The report presents recommendations for submission of the Annual Assurance Statement to the Scottish Housing Regulator, based on regulatory guidance refreshed in 2024. The risks are assessed against the Council's Annual Return on the Charter for 2023/24.

Recommendation(s)

Members are asked to:

1. Note the requirements of the 2024 housing regulatory framework, requesting the preparation of an Annual Assurance Statement (Section 2.0 and 3.0)
2. Agree the wording of the draft Annual Assurance Statement 2024 based on the compliance position at 31st March 2024 (Section 4.0 and Appendix 1).
3. Authorise the Scrutiny Committee Chair and the Housing & Building Services Spokesperson to sign the Annual Assurance Statement.
4. Agree submission of the final Annual Assurance Statement 2024 to the Scottish Housing Regulator by the deadline of the 31st October 2024.

Resource Implications

There are no additional resource implications identified through this report as Committee has previously agreed to support the preparation of an Annual Assurance Statement for submission to the Scottish Housing Regulator.

Legal & Risk Implications

There are on-going legal requirements for Committee highlighted within this report, linked to a significant risk of regulatory intervention if the Council does not adhere to the standards and expectations set through the Scottish housing regulatory framework.

Impact Assessment

An EqIA has not been completed and is not necessary as the report does not propose a change to existing housing policies or programmes.

The report outlines consultation requirements set within the housing regulatory framework.

1.0 Background

- 1.1 **Regulatory review** - in February 2024 the Scottish Housing Regulator published an updated regulatory framework for social landlords which continues to be based on powers available through the Housing (Scotland) Act 2010. The framework focuses on key regulatory priorities to meet the standards and outcomes of the Scottish Social Housing Charter, duties to help people who are homeless, duties to ensure tenant and resident safety and promoting equality and human rights.
- 1.2 **Scottish Social Housing Charter** – the Scottish Social Housing Charter specifies outcomes for tenants and other customers in the delivery of housing and homelessness services. Progress is assessed annually through ‘Annual Return on the Charter’ indicators submitted to the Regulator in May for publication in August each year.
- 1.3 **Member / tenant scrutiny** – local developments in member / tenant scrutiny have renewed focus on housing performance for several years. For example, tenant representatives have been involved in housing discussions at Committee; a Tenants’ Scrutiny Panel has been established; a scrutiny project has concluded on tenant satisfaction with the quality of homes, tenants have been trained in scrutiny; and local scrutiny activities have been promoted (e.g. neighbourhood walkabouts).
- 1.4 **Pathway to Improvement** – a housing performance approach was introduced through the ‘Pathway to Improvement 2015-18’. This was monitored annually through Committee with almost two-thirds of indicators improving over three years. In November 2018, the Community and Housing Services Committee agreed to the production of a second ‘Pathway to Improvement’ for 2019-22 following publication of the revised regulatory framework. Annual progress monitoring revealed the Covid-19 pandemic significantly hindered performance in many areas. Last year, a new ‘Pathway to Improvement’ was agreed through the People & Communities Scrutiny Committee for 2023-26. This pathway contains three-year targets for improvement based on the Council’s ambition for top quartile performance.
- 1.5 **Fife Engagement Plan** – in March 2019 the Scottish Housing Regulator established its proposals for engaging with social landlords based on performance outcomes. The proposals for Fife Council have included a requirement to demonstrate compliance with homelessness duties on an annual basis. The 2024-25 Regulator engagement will focus on the provision of temporary accommodation and outcomes for people who are homeless. Tenant and resident safety will also remain in focus, with engagement around electrical and fire safety compliance.

2.0 Regulatory Requirements

- 2.1 Section 3 of the regulatory requirements updated in February 2024 reinforces social landlords’ responsibilities to meet legal duties and adhere to statutory guidance, including to:
 - **Annual Assurance Statement** – provide an annual assurance statement (discussed in Section 3.0).

- **Scottish Social Housing Charter Performance** – submit an Annual Return on the Charter to the Regulator each year and agree an approach with tenants and service users to give them real and demonstrable involvement in the preparation and scrutiny of performance information. Publish progress in achieving, outcomes and standards in an easily accessible format for tenants and service users.
- **Listening and responding to tenants and service users** – make it easy for tenants, residents and service users to provide feedback or raise any concerns and ensure a quick and effective response is provided. Tenants and service users should be enabled to access their rights to complain and seek redress in accordance with the standards expected by the Scottish Public Services Ombudsman. The Council should develop mechanisms to learn / improve from such complaints.
- **Whistleblowing** - establish effective arrangements and promote a policy for whistleblowing by staff, governing bodies and/or elected members.
- **Equalities and human rights** - collect data on the protected characteristics of existing tenants, new tenants, homeless applicants, people on waiting lists, Gypsy/Travellers, governing body members and staff, and be able to evidence that equalities and human rights issues are considered when making policy and service delivery decisions.

3.0 Annual Assurance Statements & Approach

- 3.1 From 2019, social landlords must submit between April and October of each year an Annual Assurance Statement providing assurance that their organisation complies with all parts of the regulatory framework. In terms of local authorities, the statement must be submitted by the relevant committee, in the context of Fife Council this being the People & Communities Scrutiny Committee. The Council's first Annual Assurance Statement was submitted to the Scottish Housing Regulator in October 2019, after being agreed by the Community and Housing Services Sub-Committee (C&HSS-C) Committee.
- 3.2 Where the Council does not fully comply, the People & Communities Scrutiny Committee should set out how and when it will make the necessary improvements to achieve compliance. A judgement is to be taken on the materiality and significance of any issues of non-compliance, including whether it would affect the interests and safety of tenants and residents, threaten service delivery, or bring the Council into disrepute.
- 3.3 The People & Communities Scrutiny Committee must determine the assurance approach and provide an objective and evidence-based judgement on compliance, where necessary including independent assurance. Importantly, feedback from tenants and other service users must be considered as part of the assurance approach.
- 3.4 The Annual Assurance Statement is expected to be succinct, confirm compliance/non-compliance with the regulatory requirements, Scottish Social Housing Charter and any relevant legislative duties. In situations of non-compliance, improvements must be identified with relevant timescales. The statement must be agreed by the People & Communities Scrutiny Committee with confirmation that appropriate evidence has been considered as part of the assurance approach. All statements will be published and will form part of the regulatory view of the organisation.

- 3.5 In September 2019, the former Community Housing Services Committee agreed to an assurance approach involving an annual cycle of review with annual reporting of housing performance to members through the established Pathway to Improvement. Key stages throughout the year include the collation of customer satisfaction information, the Annual Return on the Charter submission to the Scottish Housing Regulator, benchmarking against other local authorities, external scrutiny by tenants and the Scottish Housing Network, and annual performance reporting.

4.0 Annual Assurance Statement 2024

- 4.1 The Scottish Housing Regulator has indicated that issues of non-compliance with the regulatory standards need only to be reported if they are material and significant, a judgement to be made by this Committee. Based on the outturns of the Annual Return on the Charter and concerns expressed by the Scottish Housing Regulator, wording for the draft Annual Assurance Statement 2024 is proposed in Appendix 1 for Committee consideration.
- 4.2 The Scottish Housing Regulator continues to maintain regular contact with the Service around homelessness, with a particular focus on the provision of temporary accommodation and outcomes for people who are homeless. These issues are not unique to Fife, with an increase in homeless presentations recognised nationally, however, pressure on temporary accommodation is disproportionate and more severe than the increase in new presentations. Improvement actions have been identified for delivery during 2024-25 and are included in the draft Annual Assurance Statement.
- 4.3 In terms of non-compliance with tenant & resident safety;
- The Council's Annual Return on the Charter suggests material non-compliance with the regulatory standards in 2023-24 through *Indicator 11: Number of times in the reporting year statutory obligations to complete a gas safety check have not been met*. The outturn for 2023-24 was five properties, which means the Council did not meet the statutory requirement to carry out gas safety checks in all Council dwellings within 12 months. Improvement actions have been put in place to ensure compliance moving forward and no failures have been recorded within the last 25 weeks.
 - Fire and electrical safety are both elements forming part of the Scottish Housing Standard (SHQS). Fife Council recognise 890 properties did not comply with fire and smoke alarm requirements and 3,915 properties did not have a valid electrical safety certificate. This is the outcome of denied property access and a backlog of outstanding checks due to system issues. Work to rectify this has already commenced which should address no access issues and increase compliance levels moving forward.
 - Fife Council have an established approach in place for dealing with dampness, condensation and black mould in Council housing as this is recognised as a major risk to health.
 - A programme of work is on-going to improve fire safety in two high rise blocks in Fife. This involves the replacement of External Wall Insulation and the implementation of internal fire safety works. It is anticipated completion will occur during 2025.
- 4.4 Pressure areas have been considered for 2024-25 within the draft Annual Assurance Statement and mitigation actions included.
- The declaration of a housing emergency in Fife on the 21st March 2024
 - Future financial viability of the Housing Revenue Account

- 4.5 During 2023, external consultants conducted surveys with tenants, factored owners, Gypsy/Travellers and temporary accommodation customers to gauge satisfaction levels across a range of indicators. Improvement was evident with overall services, management of neighbourhoods, opportunities to participate in decision-making and quality of the home. A decline in satisfaction was reported with keeping tenants informed about services and decisions, rent representing good value for money and owners' satisfaction levels with the factoring service. Satisfaction with repairs continues to be collected by Building Services at the point of repair completion. This demonstrated a slight decrease in performance from 92.07% (in 2022/23) to 91.81%.
- 4.6 The Gypsy/Travellers survey evidenced a 5% decline in satisfaction levels. Delays to site improvements are likely to have impacted performance. It is anticipated satisfaction levels will increase over the coming years, once the on-going work to install chalets on site has concluded.
- 4.7 Other areas of risk reflecting some decline in performance over the last year, include tenancy offers refused, tenancy sustainment levels, gross rent arrear levels, rent lost due to empty properties, time to complete adaptations and complaints responded to in full. Although slippage is recorded through internal comparisons, the majority of indicator performance is above local authority average with many continuing to perform at top quartile level. The slippage areas highlighted are considered immaterial for the purposes of the Annual Assurance Statement, although these will be subject to on-going monitoring and review to progress improvements.

5.0 Conclusions

- 5.1 The report has outlined the revised housing regulatory framework from February 2024, which continues to include a specific requirement for Committee to submit an Annual Assurance Statement to the Scottish Housing Regulator. Wording for the draft Annual Assurance Statement 2024 is proposed based on the 2023-24 performance position.

John Mills
Head of Housing Services

List of Appendices

Appendix 1: Draft Annual Assurance Statement

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

[Scottish Housing Regulator \(2024\) Regulation of Social Housing in Scotland Regulatory Framework | Scottish Housing Regulator](#)

[Scottish Housing Regulator \(2024\) Annual Assurance Statement – Statutory Guidance Annual Assurance Statement | Scottish Housing Regulator](#)

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Appendix 1: Fife Council Draft Assurance Statement 2024

The People & Communities Scrutiny Committee at a meeting on the 26th September 2024 sought appropriate assurance that Fife Council Housing Service comply with all relevant requirements of the Scottish Housing Regulatory Framework; all relevant standards and outcomes in the Scottish Social Housing Charter; and all relevant legislative duties. Evidence has been considered through a regular cycle of performance reporting and liaison with tenant organisations to support the required level of assurance.

On review of the evidence provided, it can be confirmed the Council recognises material non-compliance in the following standards and outcomes of the Scottish Social Housing Charter for tenants, people who are homeless and other service users. These areas are a focus for performance improvement throughout 2024-25:

Areas of Non-Compliance:

Homelessness

Although 2023-24 statistics show a slight reduction in new presentations alongside a rise in housing options-based responses, an increase in homeless presentations is anticipated, in line with the national increase. The pressure on temporary accommodation remains disproportionate and more severe than the increase in new presentations, with sustained demand and supply constraints resulting in households staying longer in temporary accommodation. This significant pressure translates as regular breaches of statutory duty and breaches of the Unsuitable Accommodation Order relating to the use of hotels and B&B type accommodation. The Service continues to focus on homelessness pressures and meeting statutory duties, approving a new Ending Homelessness Together Strategy in January 2024 and as part of the High-Level Housing Emergency Action Plan in June 2024, following the political decision to declare a Housing Emergency in March. The improvement actions for delivery in 2024-25 are to:

- Continue enhanced monitoring, reporting and escalation arrangements for temporary accommodation allocations to achieve 100% compliance.
- Continue promoting rapid rehousing through scatter flat flipping to minimise customer transitions.
- Develop a temporary accommodation strategy which will promote plans to decommission or re-provision unsuitable accommodation and significantly reduce the use of B&Bs and hotels.
- Continue to enhance a revised frontline housing options service focussed on homelessness prevention as part of a Whole Systems and Wider Task Force approach, to prepare for a Homelessness Prevention Duty.
- Review front line delivery services linking to the Fife Council No Wrong Door transformational change programme.
- Proactively redevelop the housing advice, options and prevention framework to promote informed housing choices and pathways.
- Implement the Voids Service Improvement Plan with a view to reducing to 20 days to let and reduce void rent loss while promoting a transfer led approach to housing allocations.
- Continue to deliver the Ending Homelessness Together Plan and commitments as updated in January with a continuing focus on Test of Change projects.
- Continue to redevelop a range of commissioned services with a focus on providing a range of housing support, accommodation-based support and housing.

Tenant and Resident Safety:

With regards to tenant and resident safety, compliance is recorded against water safety, lift safety and asbestos. Following a period of in-depth checks, it has been confirmed there is no Reinforced Autoclave Aerated Concrete (RAAC) present in Fife Council properties. A robust programme of work is in place to address the following tenant and resident safety requirements where Fife Council are not fully compliant. These areas are closely monitored to ensure compliance moving forward.

Gas Safety

The Council recognise non-compliance in five cases where gas safety checks were not carried out within timescale, thus breaching a statutory duty. Failures were either linked to a system issue or were long-term void properties returning to use. To prevent future failures, the improvement actions in place for 2024-25 are to:

- Implement a revised process for long-term voids to ensure a valid certificate is in place at property allocation and communicate the process to area teams.
- Close monitor systems to prevent properties from exclusion in scheduled appointments.

Fire & Electrical Safety

Interlinked fire and smoke alarms and a full electrical safety inspection certificate are both elements forming part of the Scottish Housing Quality Standard (SHQS). As of 31st March 2024, 890 properties did not comply with fire and smoke alarm requirements and 3,915 properties did not have a valid electrical safety certificate. This is the outcome of denied access from tenants and a backlog of properties without a valid certificate that is currently being prioritised.

To ensure compliance moving forward, the improvement actions identified for 2024-25 are to:

- Conduct in excess of 6,000 electrical safety tests per annum and implement an increased volume of work on smoke alarms to ensure backlog is cleared.
- Continue to progress work through an integrated Housing Services/Building Services 'no access team' by communicating with and supporting tenants to allow necessary works to take place. Options for enforced access will be investigated, where entry continues to be denied.
- Implement required works through void properties, acquisitions, new builds, major repairs and projects where possible, to avoid disruption for tenants.
- Implement improvements to the Housing Asset Management System, through a BTS upgrade project which will allow closer monitoring of component replacement programmes.

High Rise Fire Safety Improvements

A programme of work is on-going in two high rise blocks in Fife to improve fire safety. This includes the replacement of External Wall Insulation phenolic insulation boards with a mineral wool tile system, an upgraded energy efficient heating system, internal fire safety work and the replacement of older kitchens and bathrooms. Consultation has been conducted with tenants, elected members, the Scottish Fire & Rescue Service and the Scottish Government. The completion of works is anticipated during 2025.

Damp & Mould

Fife Council recognise the legal, health and reputational risks of failing to effectively tackle damp and mould in Council housing. An established approach and principles are in place for dealing with dampness, condensation and black mould which include a dedicated team resourced to offer specialist advice and a Building Services team who undertake dampness mitigation work, alongside external specialists. From April 2023, 2,152 referrals have been resolved and although routine referrals continue to be received, a proactive approach allow these to be dealt with in a timeously manner.

Pressures:

The Committee considered pressures for 2024-25 and the mitigation measures to support these.

Housing Emergency

On the 21st March 2024, Fife Council declared a housing emergency due to the unprecedented pressures on housing and homelessness services. This political decision was taken due to a range of systemic housing failures, although the main catalyst was a 24% reduction in Scottish Government Affordable Housing Subsidy. Other factors include reduced turnover in social housing following the Covid-19 pandemic, a significant increase in the demand for temporary accommodation which is resulting in a regular breach of statutory duties, an increased number of empty homes specifically in the private sector, as well as economic factors impacting affordability.

To respond to the housing emergency, a high-level Housing Emergency Action Plan (HEAP) was approved by Cabinet Committee in June 2024. A series of consultations have taken place to help inform action plan priorities and develop the HEAP. Early engagement has established the prevention of homelessness, social sector void properties, maintaining housing and land supply, long-term empty homes and maintenance and technology to support tenants as priority areas for the action plan.

Housing Revenue Account (HRA) and Future Financial Viability

Following a series of below inflation rent increases over recent years and recognising cost of borrowing pressures on the financial viability of the HRA, the 30-year HRA Business Plan is placed under increased risk. This restricts the Council's borrowing ability to fund new build programmes and stock improvement to meet SHQS and future Social Housing Net Zero standards. To ensure viability in future years, a robust HRA Business Plan review process has been implemented, alongside reviewing service efficiencies and consideration of service delivery deferrals in non-statutory areas as required.

Equalities and Human Rights:

Fife Council recognises that it has responsibilities under the Equality Act 2010 and the Human Rights Act 1998. Amidst the challenges presented through the housing emergency, the Council is committed to promoting equality, addressing discrimination and providing housing as a human right. Some examples of how we achieve this are:

- Collecting equalities data on our staff, tenants, homeless customers, Gypsy/Travellers and service users to help understand needs and being clear on how we use that data.
- Completing equality impact assessments and carrying out consultation through various methods on all new strategies, policies, programmes and decisions, prior to approval through Committee.
- Safeguarding people with protected characteristics through the provision of Gypsy/Travellers' sites, temporary accommodation, older persons housing and refuge provision.
- Implementing a 3-year capital improvement programme of work to Gypsy/Traveller sites in Fife to install chalets and energy efficiency improvements, following consultation with site tenants.
- Eliminating discrimination and promoting diversity through extensive staff training, including equality and diversity, equality in recruitment, mental health, gender equality, etc.

People & Communities Scrutiny Committee Date: 26th September 2024

Councillor Judy Hamilton
Spokesperson Housing and Building Services

Councillor TBC
Convenor People & Communities Scrutiny Committee

26 September 2024

Agenda Item No. 9

Unauthorised Gypsy Traveller Encampments

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

The purpose of this report is to give an update on the current approach on seeking to manage Unauthorised Gypsy Traveller Encampments within Fife and consider if the Council's Co-operation Policy should be reviewed.

Recommendation(s)

- (1) Members are asked to note the update on the Gypsy Traveller Cooperation Policy and the management of unauthorised encampments.
- (2) Members are asked to consider the operation of the Cooperation Policy and if a review is required

Resource Implications

There are no specific additional resource implications arising from this report.

The management of Unauthorised Encampments is the responsibility of the Housing Service. Key resource implications are around staff time to manage encampments and the costs of providing toilet facilities at encampments and the clearance of any rubbish left lying at sites.

Legal & Risk Implications

There is a range of legislation which protects the rights of Gypsy Travellers. This is summarised within the background section. There is a reputational risk to the Council where services are seen not to be provided to the Gypsy Traveller Community. Services to Gypsy Travellers are regulated by the Scottish Housing Regulator and are subject to scrutiny by them.

Impact Assessment

This report does not change the current council policy and no EQIA is required.

It is challenging to consult with Gypsy Travellers who travel through our Area. Fife Council does have links with MECOPP (Minority Ethnic Carers of People Project) and other organisations that represent Gypsy Travellers.

1.0 Background

- 1.1 A report on the management of Gypsy Traveller sites was requested by the Scrutiny Committee in response to the current level of encampments in a particular area of Fife and the management of them.

There is a long history of Gypsy Travellers coming to Fife, mainly for employment and social reasons. During the time they are here potentially accessing services e.g. Health related services. There are significant challenges in relation to managing these unauthorised encampments and balancing the needs of Gypsy Travellers and the settled community.

- 1.2 Gypsy Travellers are identified as an ethnic group under the definition of race in the Equality Act 2010 and like other groups covered by this act are protected from discrimination. The Equality Act 2010 contains general equality duties for all public bodies - in the exercise of their functions, they require to have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation.
 - advance equality of opportunity between persons who share a relevant protected characteristic, and persons who do not share it.
 - foster good relations between persons who share a relevant protected characteristic, and those who do not share it.

In Scotland there is a presumption against prosecution where the sole issue in relation to an encampment is the physical occupation of land by Gypsy Travellers.

- 1.3 In Fife unauthorised encampments are managed in line with our Fife Cooperation Policy. The Cooperation Policy describes how we will approach the management of Gypsy Traveller encampments and take the approach of cooperating with the individuals on the site to negotiate a date to leave. This policy fully complies with the current legal position and the Scottish Government Guidance (published April 2017).

- 1.4 In the last 4 years (since the pandemic) the number of encampments have been -

Year	Area	Number
2019	Kirkcaldy	6
	Levenmouth	4
	South West Fife	1
	Total	11
2020	Cowdenbeath	1
	Kirkcaldy	1

	Levenmouth	2
	Total	4
Year	Area	Number
2021	Levenmouth	5
	Dunfermline	3
	Total	8
2022	South West Fife	2
	North East Fife	1
	Kirkcaldy	1
	Total	4
2023	North East Fife	1
	Dunfermline	2
	Cowdenbeath	1
	South West Fife	2
	Glenrothes	1
	Levenmouth	1
	Total	8
2024	South West Fife	7
	Kirkcaldy	1
	Levenmouth	2
	Cowdenbeath	6
	Dunfermline	1
	Glenrothes	1
	Total	18

2.0 Issues and Options

- 2.1 The statistics highlighted above indicate that post pandemic there has been a slow and steady increase in the number of encampments. This year there has been significant increase in the number of encampments. It is not clear if this will be a continued trend.

- 2.2 Each year there appears to be locations where there are heightened sensitivities with the local Community around the encampment. In some cases, this has been down to the number of Travellers at the encampment and on other occasions this has been due to the repeat encampments in an area. It is difficult in these circumstances to balance the needs of the settled community and the Gypsy Travellers.
- 2.3 In most cases the encampment consists of small family groups of 3 to 5 caravans. Occasionally there are larger groups which consist of caravans & works vehicles. In reviewing the use of the Cooperation Policy 95% of encampments move on within 7 days through a negotiated leaving date. Legal action has only been required within 5% of cases.
- 2.4 In the past there has been a member led Gypsy Traveller Working Group – this focussed on the delivery of services to Gypsy Travellers both those resident within Fife and those passing through the area during travelling season. The Cooperation Policy was designed with input from this Working Group.
- 2.5 The area with recurring encampments this year (so far) has been the Cowdenbeath area. Up to this point there has been 6 encampments on two specific sites – Leuchatsbeath Drive and Golf Course Road. There have been significant levels of complaints raised by residents around these sites largely due to the recurring nature of the encampments, levels of rubbish left, noise etc. The response from the Gypsy Traveller Team was to follow the Cooperation Policy and negotiate moves on from these sites. There was pressure from the surrounding community to ensure that the Travellers moved on quickly. This highlights the key issues that legal action is difficult to take in these circumstances due to Sheriffs being given guidance around presumption against eviction action and authorities being encouraged to undertake negotiation before moving to court action.
- 2.6 In considering the Cooperation Policy and how it has worked there has been a review of other authorities published policies. Those Local Authorities are considering the following actions.
- Unsuitable locations – there are some locations which will be designated as sensitive locations. When Gypsy Travellers set up an encampment in these areas there will be swifter move to legal action. There will also be areas assessed as less sensitive and these will allow a longer negotiated period for leaving.
 - Conduct & Behaviour – Good Neighbour agreements to outline how Gypsy Travellers should conduct themselves while in the location and outline the Council's role within this. A copy would be provided to every group while they have an encampment within Fife.
 - Communication – The on-line information about unauthorised encampments could be updated. An updated leaflet may be sent out to communities when they raise concerns around encampments.

3.0 Conclusions

- 3.1 It is recognised that unauthorised encampments are a difficult and challenging issue. The main difficulty is balancing the needs of Gypsy Travellers and the settled community.
- 3.2 The Committee is asked to consider the need for review of the Gypsy Traveller Cooperation Policy.

John Mills
Head of Housing Services

List of Appendices

Appendix 1 –Gypsy Traveller Cooperation Policy

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

Scottish Government – Guidance for Local Authorities on Managing Unauthorised Camping by Gypsy Travellers in Scotland (Published April 2017)

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Fife Gypsy/Travellers Co-operation Policy

(revised March 2020 and updated March 2024)

1.0 Aim

The aim of the Policy is to provide a framework of co-operation with Gypsy/Travellers in Fife, clearly identifying their rights and responsibilities, and that of the Business & Settled Communities.

2.0 Objectives

The main objectives of the Policy are:

- To agree the respective rights and responsibilities of the Council and Gypsy/Travellers.
- To agree proper consultation mechanisms based on the full participation between Council Services, Fife Constabulary, other Partners in the Public and Voluntary Sectors and Gypsy/Travellers.
- To manage unauthorised sites in the context of the provision of permanent and temporary stopping arrangements.
- To ensure that the interaction between the settled and business communities and the Gypsy/Traveller community is managed proactively through effective partnership working involving all the agencies and services involved.

3.0 Principles

This Policy recognises:

Gypsy/Travellers Rights

- The right to roam as central to the Gypsy/Traveller culture.
- The right of Gypsy/Travellers to live a life free from prejudice and discrimination.
- The right for Gypsy/Travellers to be fully involved/consulted in the development of services provided for them.
- Protect the rights of children to obtain settled & temporary accommodation, education, and health.

Gypsy/Travellers Responsibilities

- To respect the provisions of the law in Scotland, particularly in relation to access to land, respect the integrity of security gates, fences etc., to prevent unauthorised access to publicly or privately owned land in Fife.
- The responsibilities of Gypsy/Travellers to respect the interests of the Settled and Business communities.
- The responsibility to work co-operatively with the Council and other public and voluntary organisations, and to move to an alternative site when requested to do so by the Travelling Persons Site Manager.
- The responsibility to respect the Council's overarching responsibility to consider the interests of all communities in Fife.

4.0 Background to Policy Requirement and Development

- 4.1 The requirement to produce a Co-operation Policy arises from the advice from the Scottish Government to all Local Authorities in Scotland that they agree procedures with Police Scotland to deal with unauthorised sites of Gypsy/Travellers. The scope of the Fife Policy Statement also encapsulates Gypsy/Traveller services provision and development.
- 4.2 The development of the Policy is the responsibility of the Council working in partnership with other key partners, including Police Scotland, Education & Children Services, and NHS Fife.

5.0 Unauthorised Sites

- 5.1 The Council and Gypsy/Travellers recognise that the existence of unauthorised sites has the potential to give rise to significant complaints, not just from the general public but also from the business community.
- 5.2 Fife Council will initiate proceedings for eviction of an unauthorised site where it:
- 5.2.1 Creates a hazard to road safety, contrary to Fife Council's Transportation Development Guidelines; to the ability of the Fife Fire and Rescue Service to discharge its responsibilities or otherwise creates a health or safety hazard; or
 - 5.2.2 Creates an intolerable nuisance by reason of its size, location, nature, or duration; or

- 5.2.3 Creates an intolerable impact on employment land, use of habitation on adjoining or nearby property; or interferes with the effective operation or management of that property; or
 - 5.2.4 Causes or is likely to cause damage to the Council's land or property or prejudice to its employees; or
 - 5.2.5 Prejudices or is likely to prejudice the use of land for its intended purpose(s) or by legitimate tenants or occupants; or
 - 5.2.6 Is too large for its location or is causing unacceptable impact on its environment; or
 - 5.2.7 Would, for some other reason, be detrimental to the interests of the public if allowed to remain for an extended period.
- 5.3 The decision whether to allow an unauthorised site to remain will be a balance between the needs, rights and wishes of the Gypsy/Travellers and those of the settled community; and whether there is any impact on the environment.

Corroborative evidence on the level of nuisance and/or impact(s) which are occurring, and which cannot be effectively controlled, will be required before action is taken.

Each case will be assessed on its own merits based on site location and local circumstances.

The health, social, education and housing needs of Gypsy/Travellers will be taken into consideration when a decision is reached.

Information gathered will determine the appropriate action to be taken and the duration of stay (if applicable).

6.0 Service Provision to Gypsy/Travellers

- 6.1 The Council confirms that best practice in the provision of Gypsy/Travellers services is based on the direct participation of Gypsy/Travellers. The Co-operation Policy will lead to a review of all services currently provided by Public and Voluntary Agencies in Fife to ensure that they meet current and anticipated needs, and that Gypsy/Travellers are involved in their review. Fife Council Executive Committee will play a key role in the review and recommending changes to services to meet the needs and gaps that are identified.
- 6.2 This Policy recognises that the needs and aspirations of a nomadic group, and hence the services that are required, may differ from those of the settled

community.

6.3 The external Regulation of Service provision to Gypsy/Travellers in Fife will be the responsibility of the Scottish Housing Regulator.

6.4 The basis for all services to Gypsy/Travellers is that they are provided equally and fairly for all citizens in Fife.

7.0 Policy Monitoring and Review

The Co-operation Policy will regularly be monitored and reviewed by the Fife Council Executive Committee with the direct participation of Gypsy/Travellers.

26 September 2024
Agenda Item No. 10

Voids Service Improvement

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

This report confirms that Fife is making positive progress to reduce the number of empty properties, reviewing processes and adopting a performance and evidence led approach to service improvement linked Theme 2 of the Housing Emergency and the Service Improvement Plan reported in late 2023.

Recommendation(s)

It is recommended that Scrutiny Committee:

1. considers and comments on the improvement noted within the report, particularly with reference to wider sector performance
2. agrees the areas of improvement as a priority focus for the Voids Governance Group and up-dated Service Improvement Plan linked to the Housing Emergency
3. notes the on-going work of the Tenant Scrutiny Panel focussing on Voids
4. agrees that the Scrutiny Panel Report and any resultant action plan will be a feature of a future People and Communities Scrutiny Report.

Resource Implications

There are no direct resourcing impacts arising from this report with all actions proposed expected to be managed within existing budget and resource constraints. The actions brought functional overspends in 2022/3 into line with the budget in 2023/24 and this needs to be sustainable to ensure income maximisation to the HRA going forward.

Legal & Risk Implications

The Council is exposed to significant financial and regulatory risk should there be a failure to improve performance in managing empty properties but there are no direct legal implications arising from this report.

Impact Assessment

There is no requirement for an EQIA as the proposed voids service improvement plan does not constitute a change of policy.

Staff across Housing and Building Services have been involved in the development of the service improvement agenda through the Voids Governance Group and its subsidiary working groups. There has been no consultation with tenants, customers, or other stakeholders at this stage to protect the integrity of the tenant and resident scrutiny process.

1.0 Background

- 1.1 Previous reports highlighted Fife's capability for top quartile and sector leading performance in managing the change of tenancy process. The reports also outlined significant sectoral systemic issues affecting landlords across the country. It is clear that landlords are prioritising effective voids management with some areas accelerating progress more quickly than others, Fife's recovery is positive in comparison to peer landlords.
- 1.2 Fife's recovery has been focussed on a performance management approach, using evidence to influence improvement with no specific negative impact on service delivery. The Voids Governance Group has provided a partnership focus on service improvement linking housing management with implementing the Relet Standard as Council Policy. The publication attached as Appendix 1 is provided by Scotland's Housing Network gives useful comparative information which is collated monthly. This demonstrates that Fife is
- Minimising redundant housing stock and this is largely attributed to Fife's housing regeneration approach in Touch, Ballingry, Dysart and Glenrothes where properties have been approved for demolition. There is also sheltered / retirement housing re-provision included in these figures.
 - Fife's policy of promoting tenancy transfers to generate turnover and creating chains of housing allocations to create the best deal for tenants and generate housing opportunities for other priority groups. A 7-8% turnover rate is considered healthy with around a third of housing allocations being made to existing social rented sector tenants. On this basis, there will continue to be a need for an agreed pool of void properties moving through the change of tenancy process, normally 350 at any time.
 - Fife's commitment to provide temporary accommodation in community settings with an intent to convert temporary to permanent tenancies while maintaining a proportionate impact on housing stock is reflected by the number of temporary accommodation properties. All efforts to prevent and alleviate homelessness pressures, including scatter flat flipping would positively impact on voids performance.

Further supplementary evidence provided by the Scottish Housing Network (SHN) confirms the regulatory indicator for change of tenancies (average days to let) is 73 days for Quarter 1. Fife performance is currently at 33 days, reduced from over 58 when the Service Improvement Plan was established. A full Annual Performance overview is provided as Appendix 2 to demonstrate the progress made locally and

across Fife over the last year. The Service Improvement Plan has been kept under review through the Voids Governance Framework and has been up-dated to reflect the progressive change programme.

2.0 Options and Issues

2.1 Previous reports outlined the Service Partnership and functional structure underpinning voids service improvement. The Partnership has continued to develop and has successfully addressed a number of issues which continue to affect landlords nationally;

- Establishing and developing an effective and efficient Partnership with Utilita which has addressed a number of utilities and supply issues within empty homes across mainstream and temporary tenancies reducing delays in both areas.
- Resetting our commissioning and operational arrangements with Orbis for the Clear and Clean contract ensuring strict compliance with Service Level Agreements
- Reducing lettings delays through a Sprint approach on a weekly basis, linked to the Area Housing Teams.

There is an ongoing programme of work which would systematically improve the situation in line with the ambition of getting to 20 days consistent turnover and under 1% void rent loss by the end of 2024/25 within a managed budget;

- Establishing internal teams to carry out the final clean / inspection of each property before a new tenant moves in. This remains subject to capacity and resourcing issues.
- Potential for internal Teams to become more involved in managing temporary and permanent empty homes as part of an enhanced corporate approach to improve customer experience. A viability exercise is ongoing between the services.

While the performance report is positive in a number of ways, work is progressing to address specific issues around;

- Delays in allocating temporary and mainstream housing due to public protection delays in carrying out Environmental Risk Assessments allowing the safe release of offenders. This largely relates to the Early Prisoner Release programme and there are improvements being made to the system so this is thought to be a temporary pressure.
- Some delays in allocating more specialist housing due to assessment processes for households with particular physical or other needs. Proposals are being developed for a revised functional system which should deliver improvements going forward.
- A small number of properties which take longer to let because of their configuration (e.g. upstairs retirement housing) or lack of housing list due to location, environmental or other factors. The Sprint process is creating innovative

ways to respond to these challenges but small numbers of harder to let properties continue to affect the average

- A very small number of properties affected by serious structural or repair issues at tenancy termination or that become vacant for other reasons (e.g. decants that become permanent moves). This is being addressed as a Housing Emergency issue.

The current focus of the Voids Governance Group is the condition of properties which are returned for relet through termination, eviction or abandonment. A focus on the relet standard and process is expected to generate further improvement in year although may mean that some tenancy transfers are denied where tenants are able, but refuse to take responsibility for the condition of their home on exit.

There is also a Group that aims to minimise the disposal of useful floorcoverings, goods and furnishings as part of the anti-poverty agenda. This Group has been in abeyance for a number of months but recognises the challenges of balancing a co-ordinated approach to void management with the need to ensure sustainable tenancies for those in hardship being allocated new homes or non-commercially recycling furnishings and goods.

- 2.2 Priorities have been set and followed based on the Service Improvement Plan. The Plan is kept under review and updated with progress reported to the Housing Management Executive (HME) and the relevant partnership groups on a quarterly basis to ensure that;
- Continuous improvement in customer experience and satisfaction with the standard of new homes is measured and informs service development
 - Budgets are kept under control and utilised in the most effective way possible
 - Outsourced services are kept under review and options for internalisation considered
 - A modernisation approach to property and people management for all housing customers across mainstream and temporary accommodation
 - Opportunities through increased digitalisation or other options are fully considered
- 2.3 The Services recognise that the Plan has been developed in consultation with the joint services staff groups and this provides a focus for strategic improvement. However, there is a recognition that tenant's and other stakeholders understand the importance of effective void management and have selected Voids as the next priority focus area. The Tenant Scrutiny Panel has initiated a review of voids management in May 2023 with a report expected to be incorporated into a future Report.

3.0 Conclusions

- 3.1 Service Managers in Housing and Building Services are confident the Service Improvement Plan can deliver top quartile performance and figures from SHN show that the focus and accelerated improvement is generating this change. The

application of 4DX methodology within Building Services has significantly reduced global repair times, further focus is required from a systems perspective to address the systemic issues highlighted above.

John Mills
Head of Housing

Services

List of Appendices

Appendix 1: SHV Voids Monitor

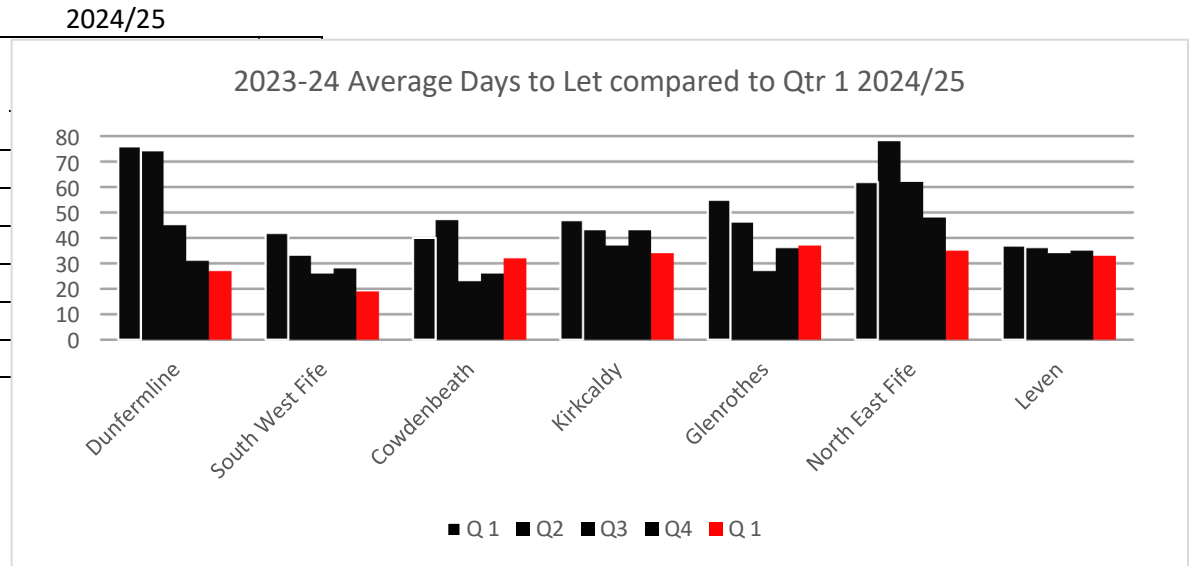
Appendix 2: Voids Performance Breakdown

Report Contacts

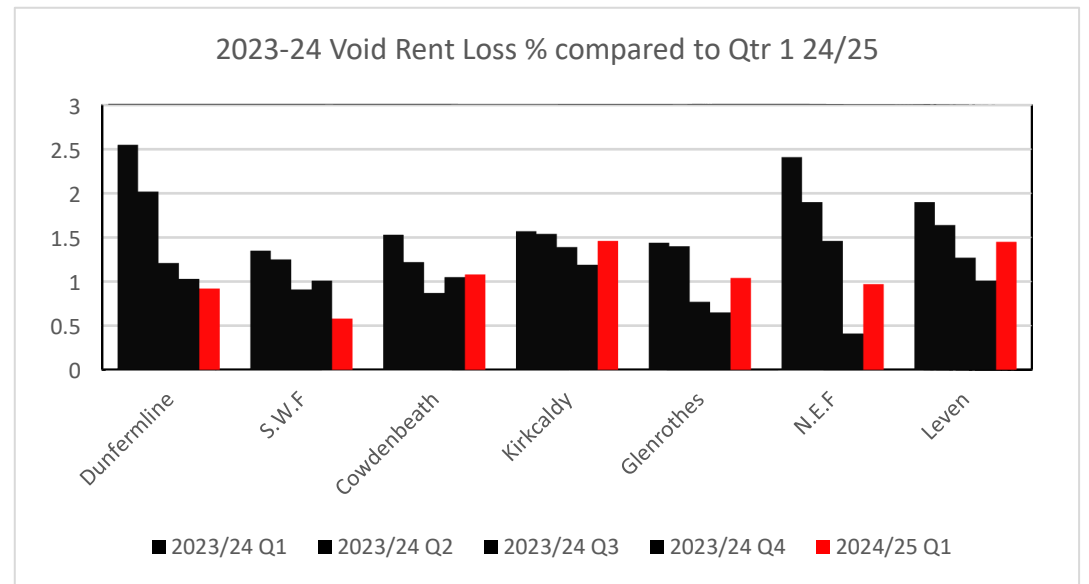
Gavin Smith
Service Manager (Housing Access)
Housing Services
Rothesay House
Tel. 03451 55555 Ext. 480254
Email: gavin.smith@fife.gov.uk

Appendix 2

	2023/24				2024/25
	Q 1	Q2	Q3	Q4	Q 1
Dunfermline	76	74	45	31	27
South West Fife	42	33	26	28	19
Cowdenbeath	40	47	23	26	32
Kirkcaldy	47	43	37	43	34
Glenrothes	55	46	27	36	37
North East Fife	62	78	62	48	35
Leven	37	36	34	35	33



	2023/24				2024/25
	Q1	Q2	Q3	Q4	Q1
Dunfermline	2.55	2.02	1.21	1.03	0.92
South West Fife	1.35	1.25	0.91	1.01	0.58
Cowdenbeath	1.53	1.22	0.87	1.05	1.08
Kirkcaldy	1.57	1.54	1.39	1.19	1.46
Glenrothes	1.44	1.4	0.77	0.65	1.04
North East Fife	2.41	1.9	1.46	0.41	0.97
Leven	1.9	1.64	1.27	1.01	1.45



Local Authority Voids

As at end of July 2024

Lettable Units

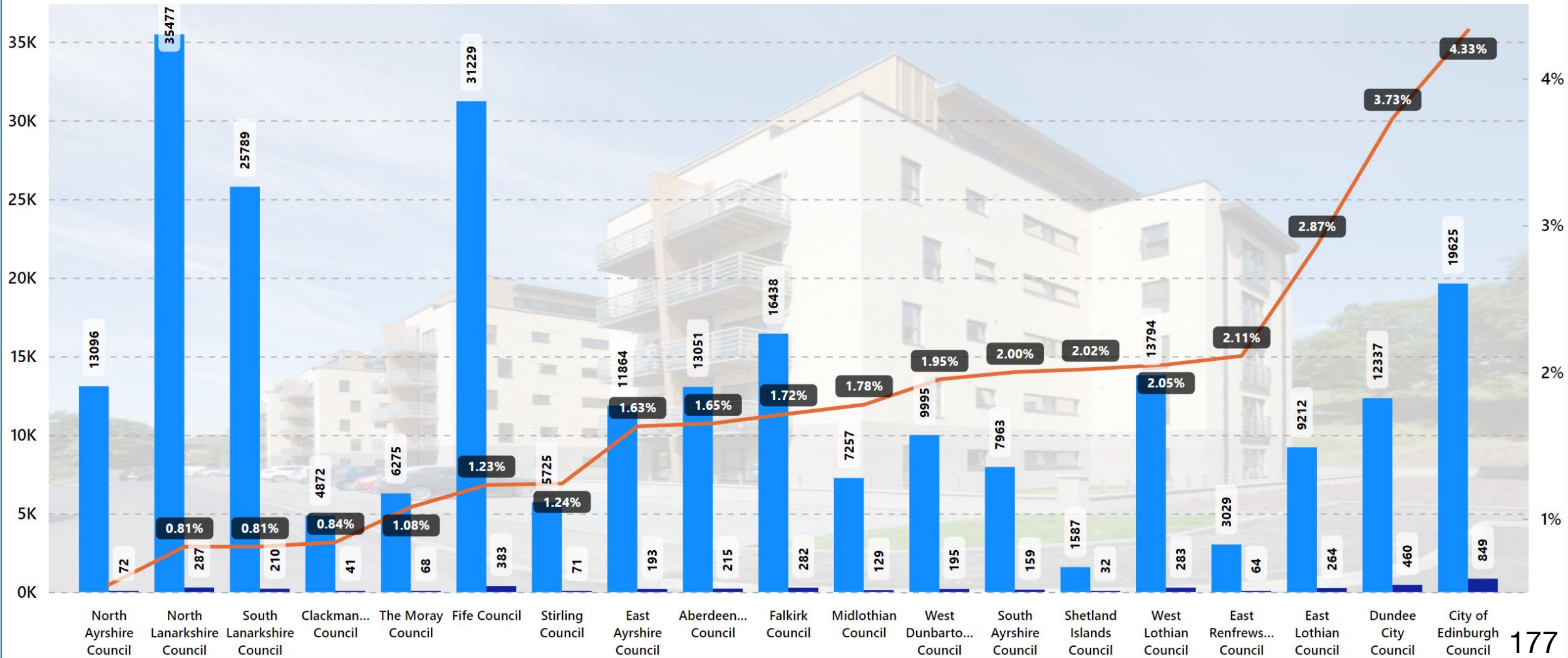
1.81%
Average
4.33%
Maximum

1.72%
Median
0.55%
Minimum



July 2024

● Total units ● Empty properties ● Empty properties as a percentage of total units (Lettable)



Lettable Units (Trends)

2.10%
Average
8.81%
Maximum

1.79%
Median
0.55%
Minimum



Empty properties as a percentage of total units (Lettable)

Average of Submissions



Unlettable Units

73.39%
Average
100.00%
Maximum

100.00%
Median
0.00%
Minimum



July 2024

● Total units ● Empty properties ● Empty properties as a percentage of total units (Unlettable)



Unlettable Units (Trends)

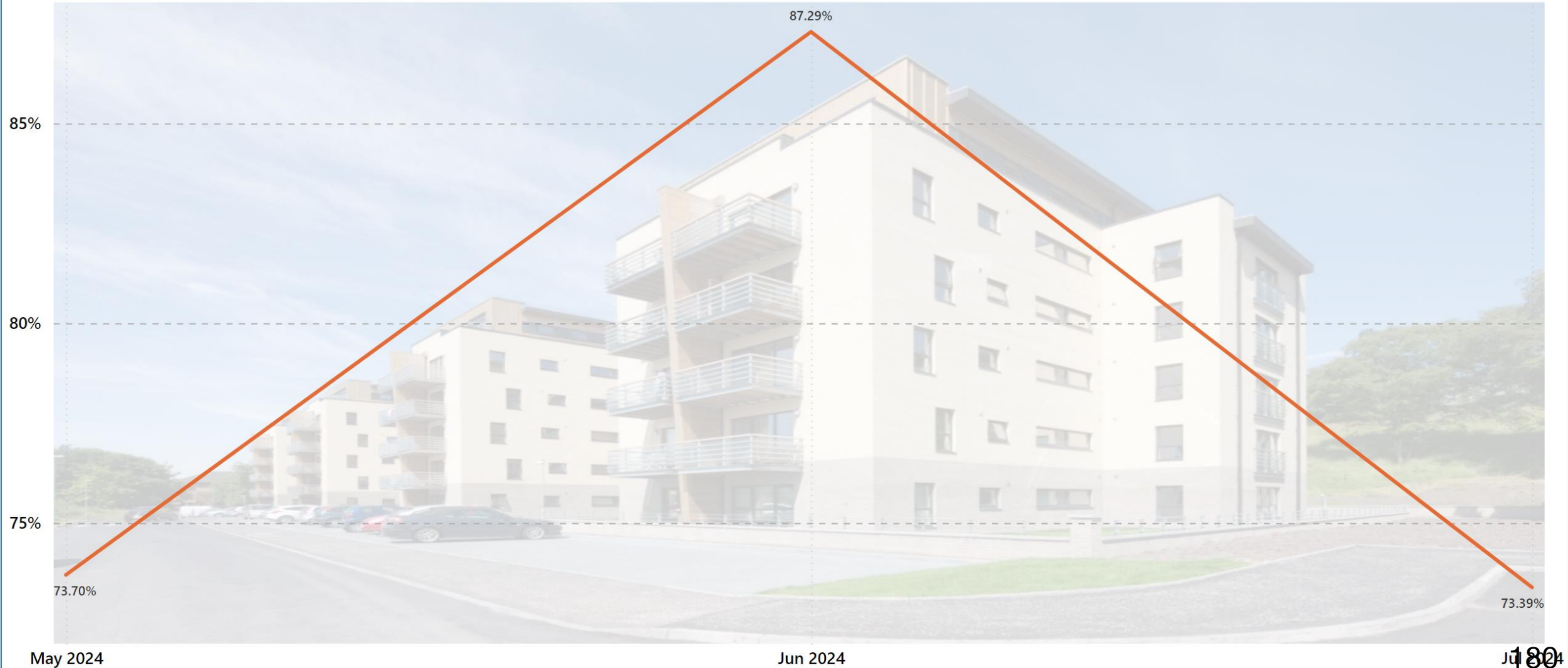
78.05%
Average
100.00%
Maximum

100.00%
Median
0.00%
Minimum



Empty properties as a percentage of total units (Unlettable)

Average of Submissions



Temporary Accommodation

12.23%
Average
26.17%
Maximum

11.55%
Median
0.81%
Minimum

July 2024

● Total units ● Empty properties ● Empty properties as a percentage of total units (Temporary Accommodation)



Temporary Accommodation (Trends)

12.48%
Average
26.17%
Maximum

12.91%
Median
0.00%
Minimum

Empty properties as a percentage of total units (Temporary Accommodation)

Average of Submissions



Total Voids Including Unlettable Units

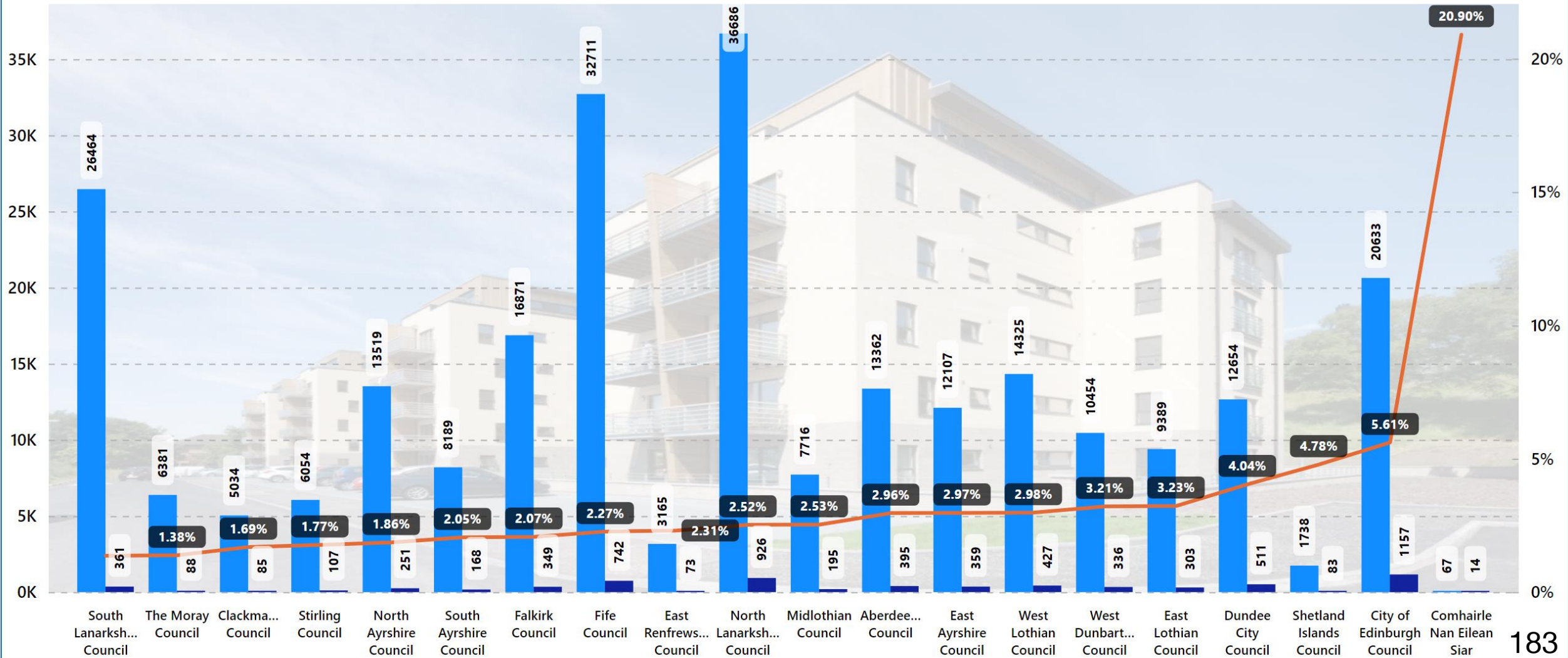
3.62%
Average
20.90%
Maximum

2.53%
Median
1.36%
Minimum



July 2024

● Total units ● Total voids ● Total voids as a percentage of total units (including unlettable)



Total Voids Including Unlettable Units (Trends)

3.44%
Average
20.90%
Maximum

2.71%
Median
1.36%
Minimum

Total voids as a percentage of total units (Including Unlettable)

Average of Submissions



Total Voids Excluding Unlettable Units

2.09%
Average
4.51%
Maximum

1.97%
Median
0.55%
Minimum



July 2024

● Total units ● Total voids ● Total voids as a percentage of total units excluding unlettable



Total Voids Excluding Unlettable Units (Trends)

2.36%
Average
9.15%
Maximum

2.07%
Median
0.55%
Minimum

Total voids as a percentage of total units (Excluding Unlettable)

Average of Submissions



July 2024

Organisation Name Contextual comments

Aberdeenshire Council	Please note that Lettable Voids figure includes 19 properties that cannot currently be let due to meter issues, but are not considered unlettable by Regulator guidance. Lettable voids figure also includes 87 Sheltered Housing properties, of which 53 are currently flagged as low demand.
City of Edinburgh Council	Void reports are run every Monday therefore these figures will always relate to the closest Monday to the end of the calendar month.
Clackmannanshire Council	The above totals exclude 25 OTS purchases which are awaiting refurbishment.
East Ayrshire Council	Unlettable includes 95 committee decisions to dispose/demolish
East Lothian Council	The 28 unlettable units were all being used as decants at 31/07/2024
Fife Council	Focus on mainstream voids has reduced average days to 33 days for Qtr 1. Main issues are around properties subject to fire, flood damage or structural issues. There is a very small number of the overall pool with around 26 mainstream properties and 42 temporary accommodation tenancies affected
Midlothian Council	Please note the difference in stock figure is due to new build handovers in July.
North Ayrshire Council	As at 31st July 2024 NAC had 177 unlettable properties. <ul style="list-style-type: none"> • 5 fire/flood: • 115 awaiting or undergoing major repairs/structural work • 57 properties are empty and subject to a Council decision (transferred, reconfigured or disposed of/demolished)"
North Lanarkshire Council	The 36,686 properties include 94 new builds and 17 acquired properties (MTR/OMPS/EHPS) YTD. Of the 551 unlettable, 441 are part of our tower demolition programme - 24 are being used as decant - 20 are CPO's for a regeneration project in Cumbernauld - the remaining 66 are due to various major works/modernisations etc
South Ayrshire Council	The 16 unlettable properties are being used as decants. As at 31/07/24, there were 9 voids with the temporary accommodation stock, with the exception of 1 property that is fire damaged, the remaining properties were being prepared for relet.
Stirling Council	In addition to the 71 empty lettable units, we have a further 38 newly acquired homes that we're bringing up to SHQS
The Moray Council	Unlettable units consists of 1 no. long term void and 13 no. properties leased elsewhere
West Lothian Council	Lettable stock that is empty has decreased as the number of properties being let has increased in the first 4 months of the year. As a result this has increased the number empty properties in the temporary accommodation stock as homeless applicants move onto permanent lets.

26 September 2024

Agenda Item No. 11

CUSTOMER AND ONLINE SERVICES – ANNUAL SERVICE REVIEW REPORT 2023/2024

Report by: Diarmuid Cotter, Head of Customer & Online Services

Wards Affected: N/A

Purpose

To present an overview of the Service, detail the service planning, change and improvement work undertaken in 2023/24 and to provide an assessment of performance to inform scrutiny and future service planning.

Recommendation(s)

The scrutiny committee is asked to:

- Consider and comment on the remodelled 'annual service review' report format and related products
- Review the progress and performance of Customer and Online Services for 2023/24 and the activity undertaken in 2024/25 to date
- Note the Service planning objectives for 2024/25 and the three-year direction of travel

Resource Implications

There are no resource implications arising from this report.

Legal & Risk Implications

There are risks in not meeting Best Value requirements that can lead to additional monitoring/audit, external intervention and/or loss of public confidence.

Impact Assessment

An EqIA is not required as this report does not propose any changes to policies or services.

Consultation

Consultation is not required as the report does not propose a change to existing policies and practices.

1.0 Purpose of this report

1.1 This is the Customer and Online Services Annual Review for 2023-24. It looks back over the previous year and assesses how the service has performed in relation to its priorities and challenges and looks forward to the changes and improvements that need considered next and the Service's priorities for the next 12 months.

1.2 In the report you will find:

- An overview of the Service's roles and responsibilities
- Budget and workforce information to put service delivery into context
- The key priorities the Service has been working to and how these relate to the Plan for Fife and council reforms
- An assessment of how the service has performed in relation to these priorities
- Objectives and themes for service delivery, change and/or improvement going forward

This information is then used to inform annual service planning and the strategic direction of the service over the next three years.

1.3 This approach to annual review and reporting is part of the Council's updated public performance reporting and scrutiny arrangements. More information on that and how the Council performs and compares with other local authorities can be found online here www.fife.gov.uk/performance

1.4 Performance information and related case studies for Customer and Online Services will be available online. www.fife.gov.uk/performance.

2.0 Service Overview

Key role and responsibilities 2023/24

2.1 Customer & Online Services (COS) is part of the Communities Directorate and is established to:

- Drive an integrated approach to customer contact across the Council, improving access to services, assessment and signposting across all channels, and with a particular emphasis on digital delivery
- Maximise the collection of Council Tax, Rent and Business Rates whilst identifying and ensuring support for the most vulnerable

2.2 The Service's strategic approach supports the Plan for Fife and the council's reform agenda by using evidence and digital solutions to join-up public services, so we can focus on people's needs and act one step sooner to prevent crisis and tackle poverty.

2.3 The service is responsible for delivering a significant part of the council's customer strategy through the following functional teams:

- Contact Centre

- Customer Service Centres
- Registration
- Escalation & Resolution
- Information Management & Requests
- Online Services
- Financial Wellbeing and Revenues.

2.4 Operationally the service manages 15 customer service centres/points, a 24/7 contact centre and Fife Council's website fife.gov.uk.

2.5 COS supports the most vulnerable communities in Fife by administering the Scottish Welfare Fund, assessing housing benefit, council tax reduction and education benefits (including education maintenance allowance). The service is also responsible for managing the community alarm function to support independent living and connection to social work services.

2.6 The service bills, collects, and recovers council tax and non-domestic rates. Other statutory functions include corporate management of our obligation to meet requests made under Data Protection and Freedom of Information Legislation, customer complaints and the registration of births, deaths, and marriages.

Budget breakdown 2023/24

2.7 The Service had an annual budget of £16.546 million. This is detailed in the table below:

A10030 CUSTOMER SERVICE IMPROVEMENT				
	Budget by Business Area	Provisional Outturn	Variance	Budgeted FTE by Business Area
	23/24	23/24	23/24	23/24
	£m	£m	£m	FTE
Customer Service Improvement	16.546	15.845	-0.701	418.64
Total Net Expenditure	16.546	15.845	-0.701	418.64
	Expenditure by business area	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	
Employee Costs	15.407	15.126	-0.281	
Premises related expenditure	0.164	0.225	0.061	
Transport Related Expenditure	0.039	0.053	0.014	
Supplies and Services	3.556	2.733	-0.823	
Third Party Payments	1.979	2.736	0.757	
Support Services Charges	0.000	0.000	0.000	
	21.144	20.873	-0.272	
	Gross Income	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	

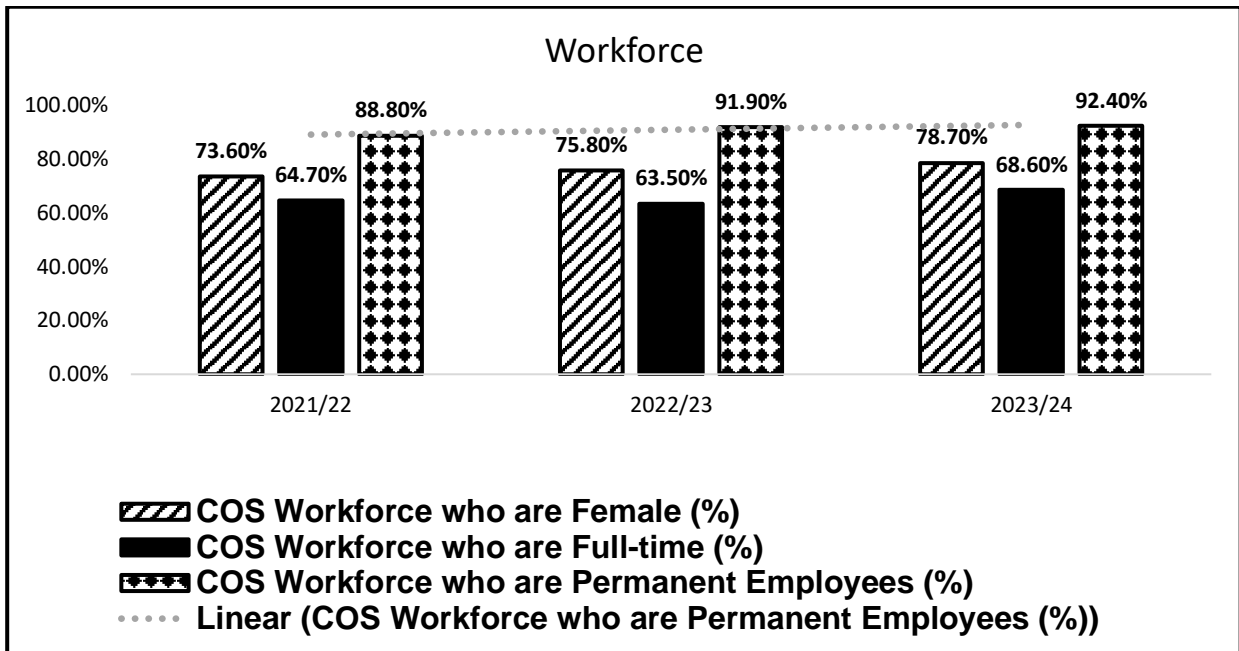
Internal Income	-3.735	-4.270	-0.535
External Income	-0.863	-0.757	0.106
	-4.599	-5.028	-0.429

- 2.8 The majority of the expenditure relates to Employee Costs. The internal income generated in year relates to income recovered from the Housing Revenue Account (HRA) for services carried out on their behalf. This includes services such as calls taken for Housing Services by the Contact Centre and Debt Management works carried out by Financial Wellbeing and Revenues. The majority of External Income relates to income generated by the Registrations services with the remainder relating to Grant Income
- 2.9 The service was significantly underspent in year which was mainly due to the level of internal income received. COS and the HRA are currently working together to establish what the level of service required in future years is and how much income this will generate for COS. A further review can then take place on how COS makes best use of this income going forward.

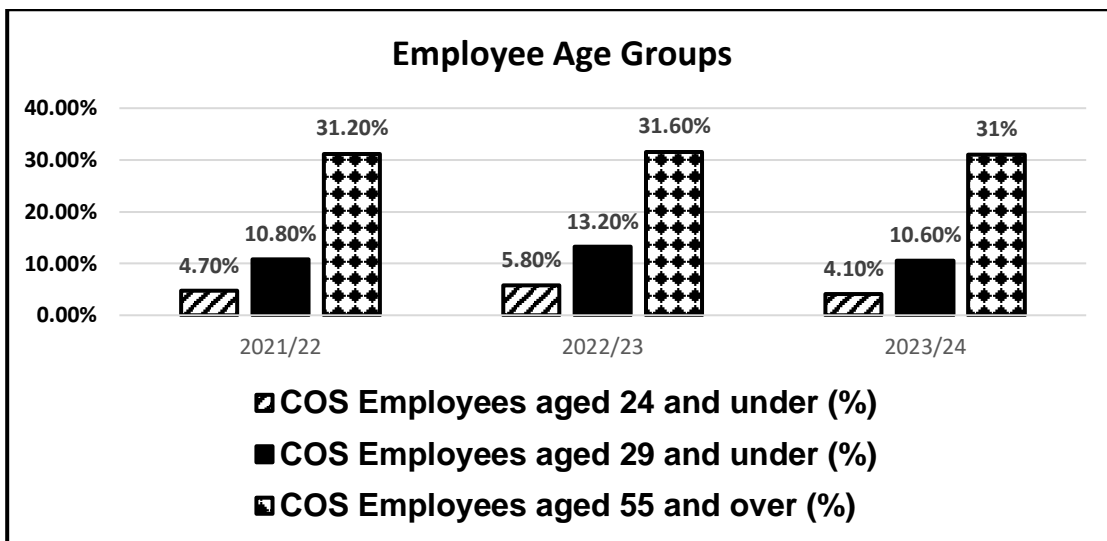
Workforce profile 2023/24

- 2.8 The workforce comprises 418.64 full time equivalent (FTE) roles:
- 34% of staff are part-time as the service operates some 24/7 services
 - It is still a mature workforce with 31% aged over 55 and only 4.1% aged under 25
 - 78.7% of the team is female and 21.3% male
- 2.9 Staff turnover is relatively high. 28% of employees have been with the service less than five years. This is positive as the service remains a good entry point for people starting work at the council, with many progressing their careers - particularly into the Housing Service.
- 2.10 Attendance dropped marginally in 2023/24 compared to 2022/23, but both show an improvement on 2021/22, with 16.32 working days lost per FTE. There is a continuing focus on supporting employees through periods of ill health. Management and supervisors within the service have all completed mentally healthy workplace training.
- 2.11 Trends against key workforce performance indicators are shown below:

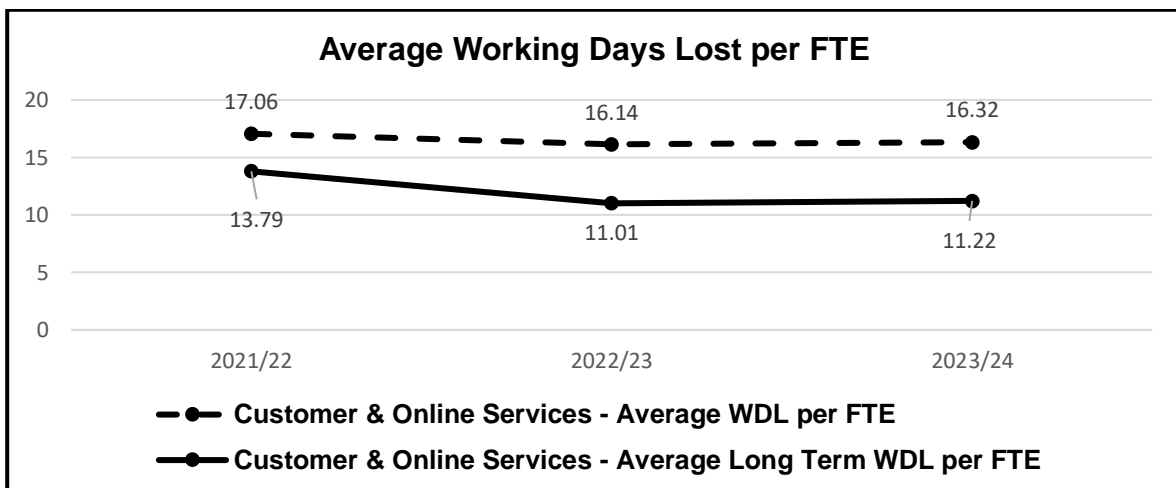
Workforce



Employees age groups



Working Days Lost (WDL) per FTE



3.0 Priorities and Performance

3.1 Service Priorities 2023/24

The service had two strategic priorities in 2023/24, to:

1. Make better use of welfare funding to tackle poverty and help people out of crisis, by using insight, data and more joined up processes to better effect
2. Improve responsiveness of the contact centre for people in most need, and to continue a shift to digital channels so that those who self-serve can easily access help when they choose to.

3.2 How we delivered

3.2.1

Priority 1: Make better use of welfare funding to tackle poverty and crisis

What we said

We would:

- Return processing times for crisis support to pre-pandemic levels
- Improve processing times for core benefits – housing benefit and council tax reduction
- Train more staff in available benefits, eligibility criteria and application processing
- Maximise funding/benefit uptake by proactively telling people what they're entitled to and avoiding multiple application processes by implementing the 'benefit checker' and FORT a multiagency referral system across other teams and partners

What we achieved

Overall teams have been successful in these aims.

- In 23/24 community care grant average award timescale was 21.3 working days against a target of 15. A strategy to outsource processing whilst new staff are trained will reduce timescales back to within 15 working days.
- In 23/24 processing times for core benefits (housing benefit and Council Tax reduction) were achieved within the Department for work and Pensions timescales of 22 days for new applications and 7 for notification to changes of benefits. Homeless applicants continue to have their applications assessed within one working day.
- Staff across various teams in the council have been trained to use the 'Benefit checker'.

The ongoing cost-of-living crisis has put pressure on customer services teams and there is no sign of this abating. However, it's encouraging to note that fewer people are applying for crisis grants and, where they are, we're able to allocate significantly higher funding to help improve their situation. Overall, more funding was awarded to

people in 2023/24 than in previous years and processing times for benefits and grants improved across the board.

Challenges remain in attracting new staff to benefits processing teams, an issue also faced by other areas. However, the move from housing benefit to Universal Credit for all but pension age claimants will reduce the housing benefit caseload, easing some of the pressure on COS resources.

How we know

Average processing times (days)

Average processing time (days)	2020/21	2021/22	2022/23	2023/24	Target (Working Days)
Crisis Grants					
Community Care Grants	21.2	37.3	9.8	21.3	15
Housing Benefit new claims	20.7	32.7	18.9	18	22
Housing Benefit change of circumstances	5.4	5.6	4.3	4.2	7
Council Tax Reduction new claims	24.2	31	19.4	16.7	22
Council Tax Reduction change of circumstances	9.1	8.3	4.2	3.8	7

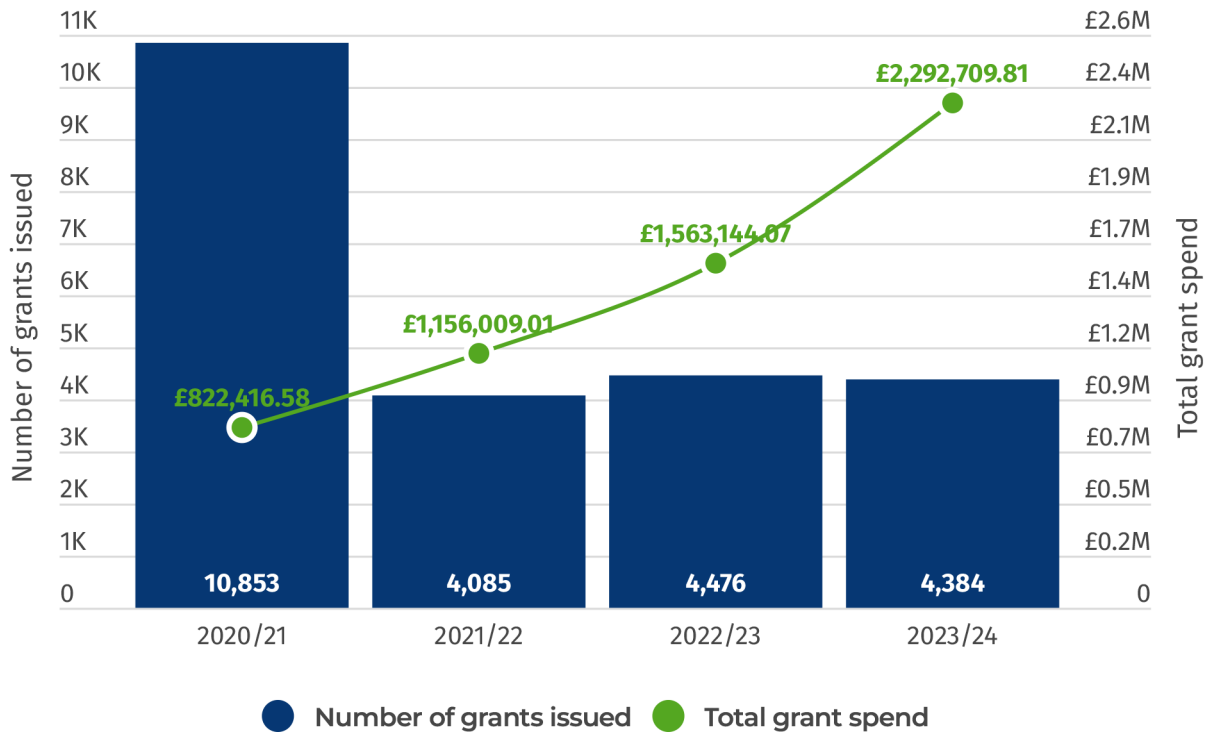
Scottish Welfare Fund spend

Scottish Welfare Fund	2020/21	2021/22	2022/23	2023/24
Community Care Grants	£822,416.58	£1,156,009.01	£1,563,144.07	£2,292,709.81
Crisis Grants	£2,540,079.33	£2,543,949.24	£2,791,807.41	£2,357,190.21
Total	£3,362,495.91	£3,699,958.25	£4,354,951.48	£4,649,900.02

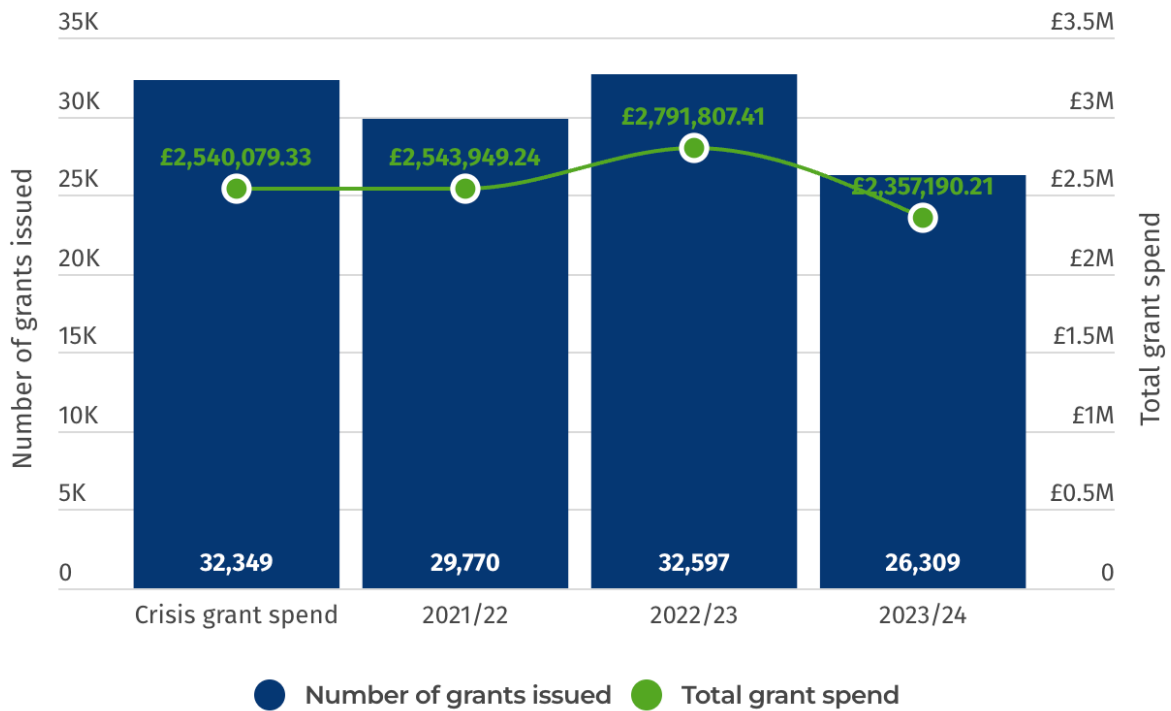
Scottish Welfare Fund grants issued

Scottish Welfare Fund	2020/21	2021/22	2022/23	2023/24
Community Care Grants	10,853	4,085	4,476	4,384
Crisis Grants	32,349	29,770	32,597	26,309

Community Care Grant



Crisis Grant



3.2.2

Priority 2: Improving contact centre responsiveness

Contact centre responsiveness has always proved challenging as it is difficult to match resources to varying demands. There are five main skill sets in the Contact Centre environment and figures are detailed below. Call answering performance target is 91%.

	2021/22					2022/23					2023/24				
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
Revenues	90.9%	86.7%	89.4%	82.1%	87.0%	82.5%	81.4%	81.5%	85.3%	82.7%	85.5%	81.2%	85.4%	81.6%	83.4%
General	79.3%	70.0%	89.3%	91.1%	81.3%	88.0%	77.8%	81.3%	88.4%	83.8%	83.3%	81.7%	84.6%	83.5%	83.2%
Repairs	71.6%	71.6%	79.3%	83.0%	76.3%	81.2%	79.3%	75.4%	78.3%	78.5%	88.2%	89.6%	81.6%	80.4%	84.4%
Social Work	88.0%	86.2%	89.4%	92.6%	89.0%	91.7%	90.6%	88.8%	89.5%	90.2%	90.4%	92.4%	95.0%	94.5%	93.0%
Out of hours	97.7%	97.0%	95.3%	97.0%	96.7%	98.6%	98.2%	96.4%	97.9%	97.7%	98.8%	99.1%	98.4%	99.3%	98.9%

What we said

We would:

- Deliver more transactions online and automate activity via fife.gov.uk
- Refocus contact centre resource to improve call answering across all areas
- Optimise use of staff time to support the most vulnerable customers

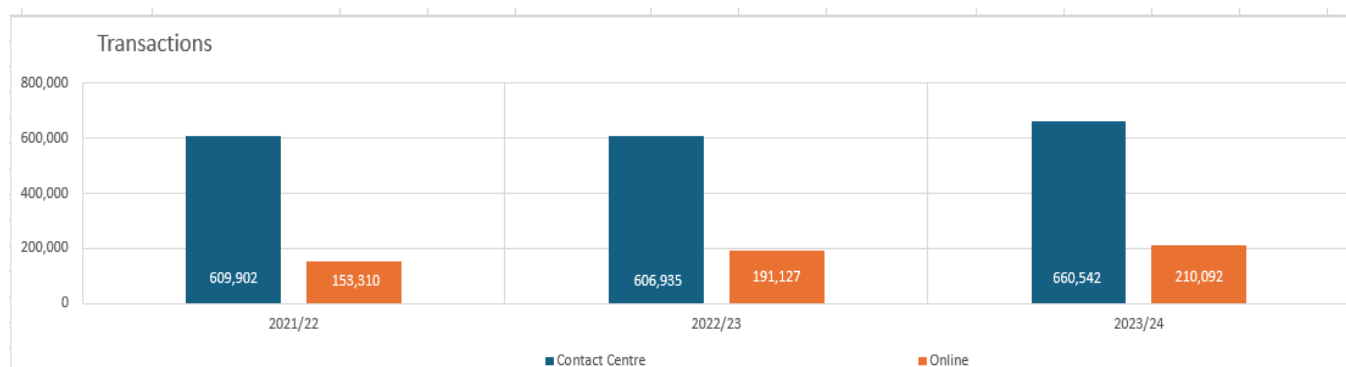
What we achieved

Overall teams have been successful in these aims, as shown by the related performance indicators below. The contact centre remains an area of high demand particularly the repairs centre as they continue to manage increased workloads and the challenge of optimising schedules for tradespeople. More generally, there are challenges in keeping up with digital progression both for customer contact and ease of delivering services.

How we know

Transactions

Contact Centre Calls v Online, for the same transaction type i.e. missed bin collection



Contact Centre Customer Contact including Online

Financial Year	Qtr	Calls	Chat	Community Alarms	Email	Online	Scheduling
2021/22	Year	446,644	20,132	163,258	118,405	14,773	0
2022/23	Year	444,896	4,855	162,039	107,705	24,945	53,622
2023/24	Year	460,396	2,749	200,146	120,407	19,276	67,660

3.3 Wider operational performance

3.3.1 The Service monitors a number of management/operational indicators throughout the year. These are available for member scrutiny online here: Of particular note:

- Continued high rates of council tax recovery (95.2% for 2023/24) is supporting the council's total available budget to spend on services
- Following policy shift, we have increased revenue raised by £3,387,978.00 due to charging 200% council tax for second homes

3.3.2 COS is also responsible for two Local Government Benchmarking Framework (LGBF) indicators, Council Tax Income and Council Tax collection. The latest set of LGBF data published covers 2022/23.

[Benchmarking | Benchmarking \(improvementservice.org.uk\)](https://www.improvementservice.org.uk)

	2020/21	2021/22	2022/23
Cost of collecting council tax per dwelling (£)	£1.68	£1.53	£2.58
Income from council tax received by year end (%)	93.6%	95.3%	95.8%

3.3.3 The cost of collecting council tax per dwelling increased in 2022/23 in line with the national trend, however Fife is ranked second in Scotland against this indicator at £2.58 compared to the family group cost of £5.73 and £6.84 for Scotland.

3.3.4 In 2022/23 our council tax income recovery improved again to 95.8%, slightly below the family group (96.5%) and Scotland (96.2%) levels. For 2023/24 we set a target of 96.3% and achieved 95.2%. This performance remains broadly in line with other local authority results and reflects a reduction in collection due to the cost-of-living crisis. For 2024/2025 the target has been set at 95.5%.

4.0 Priorities ahead

- 4.1 The service will continue to work to improvement targets across all core performance indicators. However, in 2024/25 resources will be focussed on the main change and improvement goals outlined below.
- 4.2 Establish a new model of integrated customer service delivery across the council to support efficient and effective self-service and to help people move easily from one channel to the next – via chat, social media, telephone or face to face - without losing their reference points or having to reiterate information. Making processes easier will support income generation and free up resources to focus on service delivery and prevention.
- 4.3 Lead and design No Wrong Door customer service reforms to provide a more holistic and targeted approach, addressing the diverse needs of residents and providing more comprehensive support and early intervention for those living in complex circumstances.
- 4.4 Make better use of digital solutions to improve repair scheduling for a more responsive service for customers as well as a more efficient business model.
- 4.5 Redesign registration services to streamline the process and integrate systems.
- 4.6 These priorities will prompt discussions on service redesign and change that leadership teams across the council, key partners, elected members and staff will all be involved in at appropriate points.

Report contacts

Diarmuid Cotter, Head of Customer & Online Services

Claire Bates, Customer Service Manager

Claire Lindsay, Revenues Manager

Appendices

Appendix 1: Inside Story – How a better use of welfare funding helped tackle crisis and poverty 2023/24

Appendix 2: Inside Story – Improving contact centre responsiveness

Appendix 1: Inside story – How a better use of welfare funding helped tackle crisis and poverty 2023/24

We know that too many people in need miss out on money they're entitled to. With the cost of living continuing to tip many people into crisis, Fife Council allocated an additional £2 million to top up the Scottish Welfare Fund (SWF) in 23/04. To make the most of SWF funding, and all other benefits available, we wanted to make better use of our resources, insight and data to maximise financial support for those who need it most.

Both community care grant and crisis grant application numbers declined compared to 2022/23. However, the average award was higher, reflecting the rise in the cost of household goods, so overall use of the SWF budget has significantly increased.

Additional benefits

The additional money put into the Scottish welfare Fund enable the fund to continue awarding goods on what is classed as high priority, this means that the balance of crisis grants and goods supplied is equally balanced throughout the financial year, without the top up from Fife Council the Scottish welfare fund would have run out of money in October 2023. Before that they would have been forced to award on the high most compelling category which means that applicants would receive smaller crisis grant payments and potentially no or very limited community care grant goods.

From reviewing goods supplied in previous years we realised that supplying basic products doesn't always make the most financial sense in the long run. There was additional funding of £430,000 to the SWF to provide a better-quality carpet and cover more rooms in the homes in need. The extra insulation this provides helps keep homes warmer in the winter, so that people can use less energy, reduce their carbon emissions and lower their fuel bills - while also being more comfortable and healthier.

We trained decision makers in the SWF team to identify applicants who would also be eligible for Discretionary Housing Payments (DHP). SWF staff started to process financial DHP decisions and explain to customers that by applying for one type of assistance, they would automatically be considered for the other benefit without having to make two separate applications. This made the process easier for customers, caught those who may not have realised different benefits existed and increased the value of support packages for people in most need. As a consequence, the value of DHP we distributed increased significantly, from £5,333,198.03 in 2022/23 to £6,114,089.02 in 2023/24.

Extending support

We developed the Community Support teams skills so that they can play a more preventative role beyond initial crisis support. They started to issue fuel top up vouchers (previously referrals had to be made by housing officers or Cosy Kingdom) and were also trained in front line energy advice so they could let customers know how to make their voucher last longer. The team has a direct link with Cosy Kingdom and, via the FORT system, can see previous customer contact which helps tailor advice and support offers, and make direct referrals for additional support from Cosy Kingdom without passing people on to another team to repeat themselves

Between October 2023 and March 2024, we provided 2,147 fuel tops. The scheme cost £361,735.00

We recognise that when someone asks for a fuel top up, paying for fuel is rarely their only problem. So, the Community Support team were also trained to carry out benefit checks. Now they can help people receive their full benefits entitlement, getting closer to the root cause of the customer's situation and – hopefully – prevent them from reaching crisis point again.

We've also started using data to profile and proactively target specific groups via the Low-Income Family Tracker (LIFT) tool. For example, we used it to identify 198 people who would be eligible for benefit cap mitigation, contacted them by phone and letter, and subsequently made payments of £162,215 between April and November 2023.

The financial wellbeing and revenues service take a holistic internal approach to customers financial needs. Each team whether that be welfare, benefits or revenues work closely together to ensure customers get any support they need across the service, for example a customer who calls the revenues helpdesk about their council tax debt would be offered other appropriate support they are entitled to such as a benefit check, discretionary housing payment, council tax reduction application or a debt write off referral, as well as referrals to 3rd parties such as CARF or other agencies as debt can often be a identifier of poverty. The revenues helpdesk staff have had special phone training on how to help customers in debt.

Appendix 2: Inside story – Improving Contact Centre Responsiveness

For many residents the gateway to the Council has traditionally been via the telephone. We know that as technology has improved the need to offer digital contact has come with that. As the generation of customers have grown accustomed to using smart phones & iPad's, the need to access Council facilities using this smart technology has grown. Whilst not all generations are using smart technology, there is still a need for the traditional telephone. The Contact Centre has evolved from the traditional telephone call style Contact Centre into a diverse digital Contact Centre, using emails, chat, social media and scheduling.

Over the past three years, significant efforts have been made in collaboration with colleagues from all departments to enhance digital access for residents, reducing the need for telephone-based services. Fife residents can now conveniently report online street lighting and road faults, missed bins, bulk uplifts, and housing repairs. They can also request birth and death certificates, make rent and council tax payments, apply for free school meals and clothing grants, enrol their children in school, and access many other services online. These efforts have resulted in a significant increase in the number of users accessing digital services, reducing the volume of phone calls to the Contact Centre. By leveraging existing technology and incorporating new technological advancements, we have seen usage rise from 153,310 in 2021/22 to 210,092 in 2023/24, marking a 37% increase. This number is expected to continue growing as more services capitalize on the benefits of both current and emerging technologies.

With the increase in digital access this has allowed the Contact Centre to improve call answering across all areas. With more access to services online, we have been able to use our resource and optimise staff time to support those more vulnerable customers. Our teams have an abundance of knowledge of services offered by the Council and no matter which phone line a customer calls, the needs of customers are addressed and referrals made if needed. There is an understanding that not all generations are computer literate and the teams across the Contact Centre are able to help those most in need.

Some teams handle more than just phone calls. For example, our Repair Centre operates as a one-stop shop for housing tenants, allowing them to report repairs both online and by telephone. The same team manages the scheduling of repairs across various trades, ensuring a consistent level of service and care for all tenants, regardless of how they choose to contact the Council. Access to repair updates via this team is readily available, helping to build trust between housing tenants and the Council.

Our Social Work team plays a crucial role in supporting vulnerable individuals throughout Fife by working closely with social workers to ensure the best possible outcomes. They serve as the essential first point of contact, acting as the initial link between callers and the Social Work service. By providing compassionate and responsive assistance, the team helps to assess needs, direct people to appropriate resources, and coordinate with social workers to deliver timely support. Their efforts are vital in fostering strong relationships and trust between vulnerable individuals and the social care services they rely on.

The digital transformation has enabled the Contact Centre to improve call response times, ensuring that each customer receives the appropriate attention and information from the outset. It allows the team to focus on providing accurate guidance, directing callers to the right services when needed, and ensuring that those without internet access receive the necessary support.

26 September 2024

Agenda Item No. 12

2023-24 Revenue Budget Provisional Outturn – Communities

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Michael Enston, Executive Director, Communities

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the provisional outturn position for the 2023-24 financial year for Communities & the Housing Revenue Account (HRA) which are areas in scope of the People & Communities Scrutiny Committee.

Recommendation(s)

Committee is asked to consider the current financial performance and activity for the 2023-24 Provisional Outturn as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

There are no direct legal implications arising from this report.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 The purpose of this report is to advise Members of the provisional outturn for Communities and the HRA for the 2023-24 Revenue Budget, and to highlight the major variances as at March 2024. This is the third and final monitoring report to the Scrutiny Committee for the 2023-24 financial year.
- 1.2 The preparation of the 2023-24 Revenue Budget focussed on applying service underspends, budget realignment and vacancy factors to close the budget gap, and as such no specific savings proposals were approved by the Council as part of the Revenue Budget. There is therefore no requirement to include a Savings Tracker as part of financial reporting for the 2023-24 financial year.

2.0 Provisional Outturn

- 2.1 Based on current information for the areas falling under the scope of this Committee, of a net expenditure budget of £160.121m the position across all areas is a provisional expenditure of £162.645m resulting in a provisional net overspend of £2.525m (1.58%).
- 2.2 A summary of the 2023-24 provisional out-turn is detailed in Appendices 1 & 2. This shows provisional expenditure against budget across the service headings within the Directorate. There may be some minor rounding differences contained within the appendices, but these are immaterial values that do not impact on the overall financial position. The following paragraphs provide a brief explanation of the main areas where there are significant variances (+/-£0.250m) to budgets.

3.0 Major Variances

Communities & Neighbourhoods: - Provisional Overspend £2.806m, movement of (£0.516m)

- 3.1 A legacy from the pandemic continues to impact on level of demand and income received for some services, including Fife Sports and Leisure Trust which received additional support of £0.232m. Council officers continue to review the areas where the level of income received has been impacted by the pandemic and the Trust continues to receive temporary financial support from the Council. Also impacted is Community Use and Halls and Centres where is an under-recovery of income of £0.758m. Work is underway as part of the Community Use Plan for increased marketing and consultation with communities to ensure they are offering what communities want and that there are no barriers preventing the community from accessing these services.
- 3.2 There is a vacancy management target of 5% built into service staffing budgets. There have not been sufficient vacancies in year to meet this target resulting in an overspend of £0.442m across the service. In addition to this there are also unachieved historical savings of £0.470m across the service.
- 3.3 There are overspends on Premises costs across Communities & Neighbourhoods totalling £1.200m which relate spending on maintenance, repairs and equipment costs as well as Non-Domestic Rates and Waste Collection.
- 3.4 Underspend of (£0.546m) in the Fairer Fife Budget due to a reduction in the level of funding required by the Opportunities for All programme.

- 3.5 Overspend of £0.392m relating to the reinstatement of opening hours in leisure centres in North East Fife and Dalgety Bay and the transferral of the Aquatics programme provision to FSLT.
- 3.6 The remaining overspend relates to smaller overspends across the service which in the main are offset by underspends of temporary cost of living funding and coastal communities funding. This funding will be utilised in 2024-25.

General Fund Housing & Neighbourhoods: - Provisional Overspend £0.361m, movement of £0.280m

- 3.7 The overspend and movement relates to the Bad Debt Provision for Homelessness Services. An increase in the volume of homelessness clients has increased the total level of outstanding rents at the end of the financial year which has increased the level of provision required. The age, value, and likelihood of recovering these outstanding debts will be taken into consideration as part of the 2024-25 Bad Debt Write-Off.

Customer and Online Services – Underspend £0.701m, movement (£0.637m)

- 3.8 There is a variance and movement of (£0.632m) relating to income from the Housing Revenue Account (HRA). The income received from the HRA relates to services carried out across the Contact Centre, Local Offices and Revenues & Welfare teams on behalf of the HRA;
- 3.9 The remaining underspend & movement relates to underspend of temporary funding in year due to staff vacancies and demand for some services being lower than anticipated. This funding will be utilised in 2024-25.

Children and Families – Overspend £0.575m, movement (£1.795m)

- 3.10 The overspend position reflects the service's Belonging to Fife Strategy which has sought to address the balance of care and support children to remain safely at home rather than in purchased care arrangements.
- 3.11 The overspend in purchased placements of £4.062m is mainly due to an increase in the number of secure and high cost residential placements. Whilst the overall number of placements is remaining fairly static and is still low in comparison to historic levels of placement in Fife, the mix of placement types has changed with more high cost placements being required to meet the needs of young people.
- 3.12 Also included in the overspend is the cost associated with the new foster and kinship maintenance rates agreed nationally. It was originally estimated that this would create a pressure of £1.590m on Children and Families budget as the additional cost will be in excess of the advised Scottish Government funding. However, carer arrangements are being reviewed prior to the new rates being paid, and as a result changes were made to packages resulting in a reduction in costs. Therefore, the estimated pressure is likely to be less than first estimated. Within 2023-24 there was an underspend of £0.322m overall on Foster care and Kinship payments.
- 3.13 Within Continuing Care an overspend of £0.494m is included, due to spend being in excess of Scottish Government funding; and overspends in relation to direct payments for children affected by disability of £0.383m and respite care of £0.268m reflect the increased demand for these services. There is also a £0.500m within our throughcare service in relation to rent payments and grants to individuals.
- 3.14 Within the service's internal residential service there is an overspend of £1.127m due to additional staffing and property costs and expenses across these provisions to provide cover and meet Care Commission requirements.

- 3.15 Underspends are included across the service mainly due to lead in times for the implementation of plans and recruitment under the whole family wellbeing funding of £1.986m, and underspends due to recruitment lead in times and turnover on staffing of £1.889m. Due to recruitment issues within the sector the service has a recurring high number of vacancies, which means that staff in post require to support a higher number of children and families to provide cover.
- 3.16 Finally in terms of underspends this includes an underspend on supported lodgings of £0.995m due to the costs and funding of supporting unaccompanied asylum seeker children, and £0.796m which relates to funding required to fund permanent posts once temporary funding ends in 2024-25.
- 3.17 The movement since the last monitoring report of £1.795m is mainly due to an increase of £0.681m in the Whole Family Wellbeing underspend due to delays in the implementation of plans and recruitment, £0.460m increase in UASC funding due to an increase in numbers and funding outstanding from previous year, and £0.4m reduction in Children affected by disability respite spend due to a change of package to purchased placements.

Criminal Justice– Underspend £0.675m, movement (£0.544m)

- 3.18 The underspend on Criminal Justice is due to SDS and Bail incentivisation income of £0.429m which is demand led and not budgeted for, and an underspend of £0.288m on staffing due to turnover and delays in filling vacancies. The movement from December is due to delays in filling vacant posts and the receipt of the SDS and Bail incentivisation income which was not previously forecasted.

Housing Revenue Account: - Net Withdrawal from Balances £2.064m, movement £0.449m

Repairs & Maintenance – Provisional Overspend £3.988m, movement (£1.398m)

- 3.19 Responsive Repairs is overspent by £3.509m, as a result of continued high inflation and material cost increases.
- 3.20 The movement of (£1.398m) relates to an improvement in the Change of Tenancy (COTs) which is overspent by £1.450m. Although overspent due to both a high volume of COTs in year and continued high inflation and material price increases, there have been several process improvements made by the service in year which has reduced in the movement at year end.
- 3.21 The above overspends are partially offset by underspends on Gas Servicing & Repairs of (£0.891m) and Planned Maintenance (£0.611m). The reduction in gas servicing costs is due to a revision of the prices charged for gas servicing from building services and the revised projection on planned maintenance reflects the level of work contracted for this financial year.
- 3.22 Investment into a fencing pilot and increased funding into estates management works contributes to £0.349m of the overspend. This is funded by a withdrawal from balances.

Supervision & Management – Underspend (£0.064m), movement £0.378m

- 3.23 The movement relates to Central Support Service (CSS) charges being higher than anticipated in year. These charges relate to works General Fund Services carry out on the HRA's behalf. These services range from customer services roles within local offices and the contact centre to Finance, HR & IT support given to the HRA.

Cost of Borrowing – Underspend (£2.254m), movement £0.327m

- 3.24 The Cost of Borrowing for the year is calculated during budget setting based on the anticipated level of borrowing required in year. This is recalculated in year based on current projections and has resulted in a decrease due to the slippage currently being projected in year for HRA Capital Projects.

Revenue Contribution (Including CFCR) – Underachievement (£2.831m), movement (£0.501m)

- 3.25 The projected CFCR for the year has improved due to the reduced projections for Repairs & Maintenance and Cost of Borrowing. Despite this there is still an underachievement of CFCR due to the remaining overspends across the HRA. The result is a lower than planned contribution to the HRA Capital Programme. There will be an impact on the Capital Plan and the funding required to support the HRA Capital Programme as a result of the reduced CFCR.

Other Expenditure – Overspend £2.307m, movement £0.780m

- 3.26 There is an overspend of £1.335m and movement of £0.432m relating to Hostels Expenditure. Hostels income is not sufficient to cover operating costs. the Homelessness service is working on delivery models which will look to reduce and or eliminate the hostels overspend. This will need to be done in conjunction with Fife's response to the current Housing Emergency. The movement is related to an increase the bad debt write-off and bad debt provision.
- 3.27 Disability Adaptations overspent by £0.569m, movement £0.357m. This increased spend is funded by a withdrawal from balances and will allow for an increased volume of adaptations in year to reduce current waiting list times.
- 3.28 There is an overspend of £0.219m relating to High Rise Dwellings which relates to increased utility costs and staff turnover not being achieved due to low staff vacancies in year.to increased utility costs.
- 3.29 The remaining overspend & movement relates to £0.160m spend on additional Grounds Maintenance works which is funded from balances in year.

Net Withdrawal from Balances £2.064m, movement £0.449m

- 3.30 The net withdrawal from balances includes the investment into fencing and estates of £0.638m and adaptations of £0.569m. The remaining £0.859m relates to contributions into balances at the end of 2022-23. This will be withdrawn in 2023-24 to assist with maintaining the level of CFCR required. The movement of £0.449m relates to increases in spend for adaptations of £0.358m and Fencing & Estates of £0.093m.

4.0 Conclusions

- 4.1 The total 2023/24 net revenue budget for areas falling under the scope of this Committee is £160.121m. The provisional level of expenditure is £162.645m resulting in a provisional overspend of £2.525m (1.58%).
- 4.2 There is a net withdrawal from HRA balance of £2.064m as detailed in paragraph 3.30.

List of Appendices

1. Provisional Outturn 2023/24 – Communities Directorate
2. Provisional Outturn 2023/24 – Housing Revenue Account

Background Papers

None

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BUDGET MONITORING REPORT SUMMARY PEOPLE AND COMMUNITIES								Appendix 1	
COMMUNITIES	CURRENT BUDGET 2023-24 £m	COVID OUTTURN 2023- 24 £m	NON-COVID OUTTURN 2023-24 £m	OUTTURN 2023-24 £m	VARIANCE £m	VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m	
TOTAL COST OF SERVICES	168.619	(0.206)	171.035	170.829	2.210	1.31%	5.618	(3.408)	
LESS: CORPORATELY MANAGED ITEMS	8.498	0.000	8.183	8.183	(0.315)	-3.70%	0.000	(0.315)	
SERVICE MANAGED NET BUDGET	160.121	(0.206)	162.851	162.645	2.525	1.58%	5.618	(3.093)	
ANALYSIS OF SERVICE MANAGED BUDGET									
COMMUNITIES & NEIGHBOURHOODS	56.975	(0.188)	59.969	59.781	2.806	4.92%	3.322	(0.516)	
GFH - HOUSING & NEIGHBOURHOOD SERVICES	15.719	0.000	16.080	16.080	0.361	2.30%	0.082	0.280	
COMMUNITIES EXECUTIVE DIRECTOR	0.227	0.000	0.385	0.385	0.158	69.58%	0.038	0.385	
CHILDREN & FAMILIES	70.024	0.014	70.584	70.599	0.575	0.82%	2.370	(1.795)	
CRIMINAL JUSTICE SERVICE	0.630	0.000	(0.044)	(0.044)	(0.675)	-107.05%	(0.131)	(0.544)	
CUSTOMER & ONLINE SERVICES	16.546	(0.033)	15.878	15.845	(0.701)	-4.24%	(0.064)	(0.637)	
	160.121	(0.206)	162.851	162.645	2.525	1.58%	5.618	(2.828)	
SUBJECTIVE GROUPING									
SERVICE MANAGED NET BUDGET	160.121	(0.206)	162.851	162.645	2.525	1.58%	5.618	(3.093)	
INCOME	(36.839)	(0.033)	(48.397)	(48.430)	(11.591)	31.46%	(4.836)	(6.755)	
EXPENDITURE									
EMPLOYEE COSTS	88.394	0.000	85.589	85.589	(2.805)	-3.17%	(2.781)	(0.024)	
PREMISES RELATED EXPENDITURE	14.475	0.000	19.794	19.794	5.319	36.75%	4.056	1.263	
TRANSPORT RELATED EXPENDITURE	2.193	0.002	2.515	2.517	0.324	14.77%	0.283	0.041	
SUPPLIES & SERVICES	20.594	0.009	19.370	19.378	(1.216)	-5.90%	0.533	(1.749)	
THIRD PARTY PAYMENTS	63.106	(0.182)	75.558	75.376	12.270	19.44%	8.565	3.704	
TRANSFER PAYMENTS	5.287	(0.002)	5.346	5.344	0.057	1.09%	(0.270)	0.327	
SUPPORT SERVICES CHARGES	2.911	0.000	3.078	3.078	0.167	5.72%	0.066	0.100	
	196.960	(0.174)	211.249	211.075	14.115	7.17%	10.454	3.662	
TOTAL	160.121	(0.206)	162.851	162.645	2.525	1.58%	5.618	(3.093)	

HOUSING REVENUE ACCOUNT (HRA) 2023-24						Appendix 2 MOVEMENT FROM PREVIOUS REPORTED VARIANCE	
	CURRENT BUDGET 2023-24 £m	ACTUAL £m	OUTTURN 2023-24 £m	VARIANCE £m	VARIANCE %	PREVIOUS REPORTED VARIANCE £m	PREVIOUS REPORTED VARIANCE £m
Budgeted Expenditure							
Repairs & Maintenance	40.377	44.365	44.365	3.988	9.88%	5.386	(1.398)
Supervision & Management	21.338	21.274	21.274	(0.064)	-0.30%	(0.442)	0.378
Funding Investment:							
Cost of Borrowing	32.859	30.605	30.605	(2.254)	-6.86%	(2.580)	0.327
Revenue Contribution (including CFCR)	27.328	24.497	24.497	(2.831)	-10.36%	(2.330)	(0.501)
	121.901	120.741	120.741	(1.160)	-0.95%	0.034	(1.194)
Voids	2.610	2.433	2.433	(0.177)	-6.79%	0.065	(0.242)
Housing Support Costs	(0.474)	(0.483)	(0.483)	(0.009)	1.82%	0.000	(0.009)
Garden Care Scheme	0.449	0.395	0.395	(0.054)	-12.05%	(0.001)	(0.053)
Bad or Doubtful Debts	3.150	4.001	4.001	0.851	27.00%	(0.225)	1.076
Other Expenditure	11.755	14.062	14.062	2.307	19.62%	1.527	0.780
COVID Expenditure	0.000	(0.000)	(0.000)	(0.000)	0.00%	(0.000)	0.000
	139.392	141.150	141.150	1.757	1.26%	1.399	0.358
Financed By:							
Dwelling Rents (Gross)	(132.249)	(131.901)	(131.901)	0.349	-0.26%	0.308	0.041
Non Dwelling Rents (Gross)	(3.589)	(3.507)	(3.507)	0.082	-2.29%	0.044	0.038
Hostels - Accommodation Charges	(2.202)	(2.244)	(2.244)	(0.042)	1.89%	(0.065)	0.023
Other Income	(1.352)	(1.434)	(1.434)	(0.082)	6.07%	(0.070)	(0.012)
	(139.392)	(139.085)	(139.085)	0.307	-0.22%	0.216	0.091
Contribution From / (To) Balances	0.000	2.064	2.064	2.064	0.00%	1.616	0.449

26 September 2024

Agenda Item No. 13

2023-24 Capital Plan Provisional Outturn – Communities

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Michael Enston, Executive Director, Communities Directorate

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Capital Investment Plan and advise on the provisional financial position for the 2023/24 financial year.

Recommendation(s)

Committee is asked to consider the current performance and activity for the 2023/24 Capital Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the provisional capital outturn for the areas falling under the scope of this Committee for 2023/24. At this stage it is forecast that the provisional expenditure will be £104.779m, resulting in provisional slippage of (£55.552m).
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the actual expenditure and income against budget for each project. A brief explanation of any significant forecast variances is provided at section 3 within this report.

2.0 Governance

- 2.1 On 21 June 2016 the Executive Committee approved revised governance and scrutiny arrangements for major capital projects. At that meeting the Committee agreed an enhanced level of reporting on capital projects through the quarterly capital expenditure monitoring report.
- 2.2 Major projects are defined as projects with a value of £5m and over. Projects with a value of less than £5m may also be subject to enhanced governance and scrutiny arrangements where there may be greater risk of overspend against budget, a risk of overrun on timescales or where expected benefits may not be delivered. The Investment Strategy Group is currently working to identify these projects as part of a review of the Capital Plan. Elected members will also be able to suggest when a particular project should be scrutinised in more detail.

3.0 Issues, Achievements & Financial Performance

Key Issues / Risks

- 3.1 Appendix 1 details the total cost provisional position for all capital projects within the areas under the scope of the Committee with an overall value of £1m and over. At this stage of the financial year there are no key issues associated with the major projects.
- 3.2 Across the Capital Investment Plan there continues to be risk that both the timing and the costs of projects are adversely affected by the current economic climate. Throughout the programme, issues are continuing to be identified in relation to the supply of construction materials, the consequences of which have been considered and reflected in the Capital Investment Plan review which was approved by Fife Council on 22 June 2023. Monitoring of the impact of any additional costs on projects still in their infancy will continue and any significant impact on timescales and associated risks will be reported to this committee. Where appropriate, any known impact on timing of delivery of projects has been built in to the rephased plan and the overall scale of any additional costs or further delays will be considered as part of the review of the Capital Investment Plan.

- 3.3 These potential risks cover all aspects of the capital plan including both General Fund and the HRA.

Major Projects – Potential Risks and Actions

- 3.4 There is a variance of £0.800m on Glenwood Regeneration project as a result of the Compulsory Purchase Orders being higher than anticipated.
- 3.5 There is underspend of £2.013m for Abbeyview Integrated Hub due to the tender price being less than originally anticipated.
- 3.6 The Golf Depot Hub is projecting an underspend of £0.912m at present but discussions are ongoing in relation to this project with expenditure expected in 2024-25 and 2025-26.

Financial Performance – 2023/24 Projected Outturn

- 3.7 Appendix 2 provides a summary of the provisional outturn for each project for the financial year 2023/24. The appendix shows a provisional outturn of £104.779m against a Capital Investment plan of £160.332m, a spending level of 65%.
- 3.8 The reasons for significant variances (+/-£0.500m) are detailed below.
- 3.9 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

Significant Variances

Area Community & Corporate Development – Slippage (£12.186m)

- 3.10 Countryside has slippage of (£1.886m), (£1.305m) relates to Back Burn restoration Regeneration Capital Grant funding received in advance and (£0.243m) relates to the Nature Restoration fund, project bids have now been received and are being considered by the governance group.
- 3.11 Parks development projects across Fife have slippage of (£1.645m). Work is ongoing on several projects such as Ravenscraig Play Park, Castle Terrace Play Area, and Daisy Park to progress.
- 3.12 Plant & Machinery has slippage of (£0.372m) due to purchase of replacement vehicle being on hold while options for replacements are being considered.
- 3.13 Slippage of (£1.162m) within Sports and Golf programme for the Glenrothes Golf Depot Hub, discussions are ongoing to identify the appropriate outcome of this project and the expenditure is likely to be rephased across 2024-25 and 2025-26.
- 3.14 Improving Health Through Leisure & Sport has slippage of (£0.911m) relating to several playpark projects across Fife, these projects are delayed aligning with the

outcome of the play space strategy which is to be agreed by each area committee and the desire to involve communities to seek match funding against council and Scottish Government funding for play parks.

- 3.15 Area Community Facilities underspend and slippage totalling (£3.241m), includes an underspend (£1.988m) relating to Abbeyview Integrated Hub, tender costs returned lower than anticipated resulting in a differing spend profile from the original. Templehall Community Hub project is experiencing delays resulting in slippage (£0.256m) and wider discussion as to the next steps for a few community assets in Lochgelly has resulted in slippage of (£1.000m).
- 3.16 Sport & Leisure Facilities has slippage of (£1.772m), (£1.152m) relating to Synthetic Turf pitch costs being less than anticipated alongside securing external funding. (£0.476m) relating to Phase 2 of the Lochore Meadows project and work on Lochgelly Town House Square which is now expected to slip into 2024-25.
- 3.17 Community Facilities has slippage of (£0.510m) which in the main relates to (£0.500m) for Sandy Brae Community Centre, as the assessment of works is carried out There is (£0.500m) slippage due to delays with Silverburn because of staffing resource available to progress the project. These areas of slippage are offset by a projected overspend on Glenwood regeneration project of £0.490m, part of which is due to the value of Compulsory Purchase Orders, additional funding has been identified to mitigate the remaining overspend.
- 3.18 Community Facilities has slippage in income of £0.525m due to a change in the receipt of the Regeneration Capital Grant Funding. The full allocation will now be received in 2024/25.
- 3.19 Countryside Programme has slippage in income of £0.898m due to the Back Burn River Restoration project. Drawn down, based on expenditure, of the £0.844m external funding received in advance has been slower than anticipated.

Children & Families – Advancement £0.471m

- 3.20 Advancement under Looked After Children Homes Reprovision of £0.555m in relation to Glenmar Home reprovision. A suitable property has been purchased and the project is now focussed on the development of this property and associated site as opposed to a new build project. Project is in the early stages of design work and expected to start work on site in Autumn 2024.

Housing Revenue Account Expenditure - Slippage (£43.435m)

Minor Works – Slippage £0.547m

- 3.21 The minor works budget is used for projects which are statutory in nature but are not of significant enough value to be classed as Major Works or Regeneration. Due to level of projects required in year there was slippage of £0.547m.

Policy Options – Slippage £4.724m

- 3.22 There is slippage in the budgets for EESSH 2 / Net Zero of (£3.211m) and Non-Traditional Housing of (£1.167m) which is due to the project being delayed whilst the requirements for the new Net Zero standard which will replace EESSH 2 are confirmed by the Scottish Government to ensure that works will comply with the revised standard.

Component Replacement – Slippage of £6.221m

- 3.23 There is slippage of (£6.221m) relating to Component Replacement, all required works to maintain homes to the required SHQS standard have been carried out in year, the cost of which is lower than originally anticipated for 2023-24.

Affordable Housing – Slippage £29.869

- 3.24 There is slippage of (£29.869m) relating to the Affordable Housing Programme against a budget of £74.573m. This is due to several sites starting later than originally anticipated with spend slipping into future years. Due to the high level of spend per site, a delay in project start dates can cause a material level of slippage.

Major Projects – Slippage £2.069m

- 3.25 Major Projects has slippage of (£2.069m) which relates to several projects starting later than anticipated in year. This includes projects at Glamis Road Kirkcaldy, Bathgate Court Cupar and Ravenscraig Flats Kirkcaldy.

Housing Revenue Account Income – Slippage £7.851m

Specific Needs / Sheltered Housing Income – Advancement (£1.650m)

- 3.26 The advancement relates to an increase in Property Acquisitions in year which has increased the level of Scottish Government subsidy received in year.

Affordable Housing Income – Slippage £9.520m

- 3.27 This slippage reflects a decrease in the anticipated Affordable Housing Grant Subsidy received in year. This is a result of the slippage on the Affordable Housing Programme noted in para 3.25.

4.0 Conclusions

- 4.1 The total 2023/24 approved programme for the areas in scope of this Committee is £160.332m. The provisional level of expenditure is £104.779m, which represents 74% of the total programme, resulting in slippage of (£55.552m).
- 4.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report by Service

Background Papers

None

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Project	Theme	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Abbeyview Integrated Hub	Thriving Places	1.500	9.506	7.493	(2.013)	-21.18%	Current Project	2024-25
Templehall Community Hub	Thriving Places	1.500	15.304	15.304	-	0.00%	Current Project	2027-28
Cowdenbeath Leisure Centre - Phase 2	Thriving Places	1.600	7.368	7.368	-	0.00%	Current Project	2025-26
East Sands Redevelopment Project	Thriving Places	6.000	6.000	6.000	-	0.00%	Future Project	2026-27
Adam Smith Creative Hub	Maintaining Our Assets	2.000	7.993	7.993	-	0.00%	Current Project	2023-24
Affordable Housing	Housing Revenue Account	281.869	568.428	568.428	-	0.00%	Current Project	2025-26
Total Major Projects over £5.000m		294.469	614.599	612.586	(2.013)	-0.33%		
Lyne Burn Corridor River Restoration	Thriving Places	1.534	1.554	1.554	-	0.00%	Current Project	2023-24
Silverburn	Thriving Places	1.000	3.750	3.750	-	0.00%	Current Project	2025-26
Glenwood Regeneration	Thriving Places	1.500	2.529	3.329	0.800	31.63%	Current Project	2024-25
Beacon Leisure Centre - Upgrade Enhancements	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2026-27
Inverkeithing Community Swimming Pool	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2028-29
Lochgelly Community Hub		1.000	1.000	1.000	-	0.00%		
Adam Smith - Rigging LED Audio Upgrade			1.484	1.484	-	0.00%	Current Project	
River Leven Restoration			2.161	2.161	-	0.00%		
Lochore Meadows Phase 2			1.077	1.227	0.150	13.93%		
Golf Depot Hub Glenrothes	Maintaining Our Assets	0.650	1.650	0.738	(0.912)	-55.26%	Future Project	2025-26
Reprovision Glenmar Childrens Home		2.525	2.525	2.525	-	0.00%	Future Project	2025-26
Total Major Projects over £1.000m		10.209	19.731	19.769	0.038	0.19%		
Total Major Projects		304.678	634.329	632.355	(1.975)	-0.31%		

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Community Facilities Programme	3.232	2.722	2.722	(0.510)	84%
Countryside Programme	2.705	0.819	0.819	(1.886)	30%
Libraries, Museums, Galleries & Theatres	4.323	4.304	4.304	(0.019)	100%
Plan & Machinery Replacement Programme	0.390	0.018	0.018	(0.372)	5%
Major Parks Programme	0.063	0.023	0.023	(0.040)	37%
Allotments Programme	0.359	0.215	0.215	(0.144)	60%
Parks Development Projects	2.512	0.867	0.867	(1.645)	35%
Future of Leisure	0.011	-	-	(0.011)	0%
Sports & Golf Programme	1.174	0.012	0.012	(1.162)	1%
Improving Health Through Leisure & Sport	1.201	0.291	0.291	(0.911)	24%
Area Community Facilities	6.300	3.059	3.059	(3.241)	49%
Area Capital Investment	0.703	0.480	0.480	(0.223)	68%
Sport and Leisure Facilities	3.171	1.399	1.399	(1.772)	44%
Fife Tourism Infrastructure Programme	0.311	0.209	0.209	(0.102)	0%
Sports, Leisure and Community Assets	0.335	0.187	0.187	(0.148)	56%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	26.790	14.605	14.605	(12.186)	55%
Disability Adaptations	1.200	1.269	1.269	0.069	106%
TOTAL GENERAL FUND HOUSING	1.200	1.269	1.269	0.069	106%
Looked After Children Homes Re provision	0.100	0.655	0.655	0.555	655%
Looked After Children	0.150	0.066	0.066	(0.084)	44%
TOTAL CHILDREN & FAMILIES	0.250	0.721	0.721	0.471	289%
Minor Works	1.000	0.453	0.453	(0.547)	45%
Policy Options	6.057	1.332	1.332	(4.724)	22%
Regeneration/Estates Action	2.136	1.859	1.859	(0.277)	87%
Component Replacement	36.000	29.779	29.779	(6.221)	83%
Specific Needs/Sheltered Housing	8.595	9.018	9.018	0.423	105%
Structural Works (Specialist)	1.200	1.049	1.049	(0.151)	87%
Affordable Housing	74.573	44.703	44.703	(29.869)	60%
Major Projects	2.781	0.712	0.712	(2.069)	26%
TOTAL HOUSING REVENUE ACCOUNT	132.341	88.906	88.906	(43.435)	67%
TOTAL EXPENDITURE	160.582	104.779	104.779	(55.552)	65%

Income	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Community Facilities Programme	(0.572)	(0.047)	(0.047)	0.525	8%
Countryside Programme	(1.271)	(0.373)	(0.373)	0.898	29%
Libraries, Museums, Galleries & Theatres	(0.200)	(0.200)	(0.200)	-	100%
Allotments Programme	(0.057)	(0.057)	(0.057)	-	100%
Parks Development Projects	(0.582)	(0.314)	(0.314)	0.268	54%
Improving Health Through Leisure & Sport	(0.120)	(0.048)	(0.048)	0.072	40%
Area Capital Investment	(0.384)	(0.384)	(0.384)	-	100%
Sport and Leisure Facilities	(0.147)	(0.147)	(0.147)	-	100%
Fife Tourism Infrastructure Programme	(0.007)	-	-	0.007	0%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	(3.340)	(1.571)	(1.571)	1.770	47%

Regeneration/Estates Action	0.016	(0.000)	(0.000)	(0.016)	0%
Component Replacement	-	(0.003)	(0.003)	(0.003)	0%
Specific Needs/Sheltered Housing	(2.500)	(4.150)	(4.150)	(1.650)	166%
Affordable Housing	(27.769)	(18.249)	(18.249)	9.520	66%
TOTAL HOUSING REVENUE ACCOUNT	(30.253)	(22.402)	(22.402)	7.851	74%
TOTAL INCOME	(33.593)	(23.973)	(23.973)	9.620	71%

26 September 2024
Agenda Item No. 14

2024-25 Revenue Monitoring Projected Outturn – Communities Service

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Michael Enston, Executive Director, Communities

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the projected outturn financial position for the 2024-25 financial year for the Communities Directorate & the Housing Revenue Account (HRA) which are areas in scope of the People & Communities Scrutiny Committee.

Recommendations

Committee is asked to consider the current financial performance and activity as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

There are no direct legal implications arising from this report.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 The purpose of this report is to advise Members of the projected outturn for the Communities Directorate and the HRA for the 2024-25 Revenue Budget, and to highlight the major variances as at June 2024.
- 1.2 For 2024-25 no specific savings proposals were approved by the Council as part of the Revenue Budget. There is therefore no requirement to include a Savings Tracker as part of financial reporting for the 2024-25 financial year.

2.0 Projected Outturn

2.1 Projected Outturn

- 2.1.1 There is a projected variance of £4.534m for the Communities Directorate. A summary of the 2024-25 projected out-turn for the areas under the scope of this committee is detailed in Appendix 1. Where there are significant variances (+/-£0.250m) to budgets a brief explanation is provided at Section 3.
- 2.1.2 The HRA is projecting a withdrawal from balances of £2.722m. This relates to planned withdrawals from balances approved at Cabinet Committee and Full Council.

3.0 Major Variances

Communities & Neighbourhoods - Projected Overspend £1.126m

- 3.1 A legacy from the pandemic continues to impact on level of demand and income received for some services, these include Fife Sports and Leisure Trust which has a projected deficit of £0.500m. Council officers continue to review the areas where the level of income received has been impacted by the pandemic. Also impacted is Community Use and Halls and Centres where is an under-recovery of income of £0.947m. Work is underway as part of the Community Use Plan for increased marketing and consultation with communities to ensure they are offering what communities want and that there are no barriers preventing the community from accessing these services.
- 3.2 Unachieved historical savings of £0.470m are being offset by a projected underspend of £0.420m. This underspend is due to a reduction in the level of funding required by the Opportunities for All programme. The remaining overspend is offset by small underspends across the service.

Children and Families – Projected Overspend £3.916m

- 3.3 The dominant factor in the projected overspend is £5.498m on purchased placements, which is due to the full year effect of placements made during the previous year, and a number of new high cost placement packages placed since start of April (11 new packages). Projected overspends of £0.488m on continuing care, £0.420m on Direct Payments, and £0.252m on throughcare rents, all in line with last year's spend are also included.
- 3.4 These projected overspends are partially offset with projected underspends in Community Social Work of £0.263m, £0.249m overachievement of income for Unaccompanied Asylum Seeking Children, £1.296m staffing due to staff turnover and budget for permanent posts/staff who are currently undertaking other work, and £0.822m Whole Family Wellbeing funding which will be carried forward into 2025/26 to support the planned spend for next year.

Criminal Justice Service (CJS) – Projected Underspend £0.624m

- 3.5 The projected underspend reported above has arisen on the permanent flexible element of CJS funding and is due to staff turnover creating vacant substantive posts as staff have been redeployed to undertake Covid and Bail Funded work. The funding for this work is temporary. There may be a requirement for the Service to fill some of these posts going forward and this may reduce the level of underspend in future reports. A further factor in the underspend is that, whilst this report covers service managed budget, a proportion of the underspend is in respect of central support services, which are allowable within the grant funding, but are not charged to services within this report.

Housing Revenue Account - Net Withdrawal from Balances £2.722m

- 3.6 The CFCR is projected to overachieve by £1.589m. There are planned withdrawals from balances in year of £2.5m which will help to support the delivery of the Transitional Affordable Housing Programme and £0.222m which is to help increase the CFCR contribution to the Capital Programme in Year. A total increase to funding for the Capital Programme of £2.722m. Due to this the overachievement of CFCR in year should be £2.722m. There has been a reduction to £1.589m as a result of overspends across HRA Revenue. The service will need to work to mitigate these overspends in year so the use of CFCR is not required.
- 3.7 There is an underspend on Voids of £0.308m. Improvements in the Change of Tenancy process has resulted in a reduction in the number of days which properties are empty for.
- 3.8 Other Expenditure is overspent by £1.559m. This mainly relates to hostels which is projecting an overspend of £1.341m. Each hostel has high operating costs which have continued to represent a pressure for the HRA. The Homelessness service are working on delivery models which will look to reduce or eliminate the hostels overspend. This will include measurements proposed in the Fife's Homelessness Reduction Plan 2023-

25 presented to Cabinet Committee on 5th October. The remaining overspend relates to Property Insurance which is projected to overspend by £0.218m. Property insurance costs are estimated to be 20% higher than the previous financial year. Although the budget for property costs was increased for 2024-25 the increase has not been sufficient to cover a rise of 20%.

4.0 Conclusions

- 4.1 The projected outturn position for the areas under the scope of the People and Communities Scrutiny Committee is £4.534m.
- 4.2 The HRA is projecting a withdrawal from balances of £2.722m. This relates to planned withdrawals from balances approved at Cabinet Committee and Full Council. ⁽⁰⁰⁾

List of Appendices

- 1 Projected Outturn 2024-25 Summary Communities Directorate
- 2 Projected Outturn 2024-25 Housing Revenue Account

Background Papers

None

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BUDGET MONITORING REPORT SUMMARY PEOPLE AND COMMUNITIES								Appendix 1	
COMMUNITIES	CURRENT	COVID	NON-COVID	FORECAST	VARIANCE	VARIANCE	PREVIOUS REPORTED VARIANCE	MOVEMENT FROM PREVIOUS REPORTED VARIANCE	
	BUDGET 2024-25 £m	FORECAST 2024-25 £m	FORECAST 2024-25 £m	FORECAST 2024-25 £m				£m	%
TOTAL COST OF SERVICES	170.650	0.000	175.184	175.184	4.534	2.66%	0.000	4.534	
LESS: CORPORATELY MANAGED ITEMS	11.502	0.000	11.502	11.502	0.000	0.00%	0.000	0.000	
SERVICE MANAGED NET BUDGET	159.149	0.000	163.683	163.683	4.534	2.85%	0.000	4.534	
ANALYSIS OF SERVICE MANAGED BUDGET									
COMMUNITIES & NEIGHBOURHOODS	55.977	0.000	57.104	57.104	1.126	2.01%	0.000	1.126	
GFH - HOUSING & NEIGHBOURHOOD SERVICES	16.886	0.000	17.001	17.001	0.116	0.68%	0.000	0.116	
COMMUNITIES EXECUTIVE DIRECTOR	0.239	0.000	0.239	0.239	0.000	0.00%	0.000	0.000	
CHILDREN & FAMILIES	69.823	0.000	73.739	73.739	3.916	5.61%	0.000	3.916	
CRIMINAL JUSTICE SERVICE	0.461	0.000	(0.163)	(0.163)	(0.624)	-135.42%	0.000	(0.624)	
CUSTOMER & ONLINE SERVICES	15.762	0.000	15.762	15.762	0.000	0.00%	0.000	0.000	
	159.149	0.000	163.683	163.683	4.534	2.85%	0.000	4.534	
SUBJECTIVE GROUPING	CURRENT	COVID	NON-COVID	FORECAST	VARIANCE	VARIANCE	PREVIOUS REPORTED VARIANCE	MOVEMENT FROM PREVIOUS REPORTED VARIANCE	
	BUDGET 2024-25 £m	FORECAST 2024-25 £m	FORECAST 2024-25 £m	FORECAST 2024-25 £m				£m	%
SERVICE MANAGED NET BUDGET	159.149	0.000	163.683	163.683	4.534	2.85%	0.000	4.534	
INCOME	(39.723)	0.000	(39.790)	(39.790)	(0.067)	0.17%	0.000	(0.067)	
EXPENDITURE									
EMPLOYEE COSTS	86.609	0.000	84.635	84.635	(1.974)	-2.28%	0.000	(1.974)	
PREMISES RELATED EXPENDITURE	18.779	0.000	19.114	19.114	0.335	1.78%	0.000	0.335	
TRANSPORT RELATED EXPENDITURE	2.288	0.000	2.288	2.288	0.000	0.00%	0.000	0.000	
SUPPLIES & SERVICES	20.475	0.000	19.472	19.472	(1.003)	-4.90%	0.000	(1.003)	
THIRD PARTY PAYMENTS	62.455	0.000	69.073	69.073	6.618	10.60%	0.000	6.618	
TRANSFER PAYMENTS	5.343	0.000	5.968	5.968	0.625	11.71%	0.000	0.625	
SUPPORT SERVICES CHARGES	2.923	0.000	2.923	2.923	0.000	0.00%	0.000	0.000	
	198.872	0.000	203.473	203.473	4.601	2.31%	0.000	4.601	
TOTAL	159.149	0.000	163.683	163.683	4.534	2.85%	0.000	4.534	

HOUSING REVENUE ACCOUNT (HRA) 2024-25						Appendix 2 MOVEMENT FROM	
	CURRENT BUDGET 2024-25 £m	ACTUAL £m	FORECAST 2024 - 25 £m	VARIANCE £m	VARIANCE %	PREVIOUS REPORTED VARIANCE £m	PREVIOUS REPORTED VARIANCE £m
Budgeted Expenditure							
Repairs & Maintenance	46.239	7.726	46.239	0.000	0.00%	0.000	0.000
Supervision & Management	21.579	4.023	21.579	0.000	0.00%	0.000	0.000
Funding Investment:							
Cost of Borrowing	39.153	0.000	39.153	0.000	0.00%	0.000	0.000
Revenue Contribution (including CFCR)	21.746	0.208	23.334	1.589	7.30%	0.000	1.589
	128.717	11.957	130.306	1.589	1.23%	0.000	1.589
Voids	2.571	0.514	2.262	(0.308)	-11.99%	0.000	(0.308)
Housing Support Costs	(0.467)	0.000	(0.467)	0.000	0.00%	0.000	0.000
Garden Care Scheme	0.446	0.004	0.446	0.000	0.00%	0.000	0.000
Bad or Doubtful Debts	3.108	0.244	3.108	0.000	0.00%	0.000	0.000
Other Expenditure	12.261	2.417	13.820	1.559	12.71%	0.000	1.559
COVID Expenditure	0.000	0.000	0.000	0.000	0.00%	0.000	0.000
	146.635	15.136	149.474	2.839	1.94%	0.000	2.839
Financed By:							
Dwelling Rents (Gross)	(139.112)	(34.684)	(139.112)	0.000	0.00%	0.000	0.000
Non Dwelling Rents (Gross)	(3.774)	(0.981)	(3.774)	0.000	0.00%	0.000	0.000
Hostels - Accommodation Charges	(2.257)	(0.606)	(2.441)	(0.183)	8.13%	0.000	(0.183)
Other Income	(1.492)	(0.054)	(1.426)	0.066	-4.46%	0.000	0.066
	(146.635)	(36.325)	(146.752)	(0.117)	0.08%	0.000	(0.117)
Contribution From / (To) Balances	0.000	(21.189)	2.722	2.722	0.00%	0.000	2.722

26 September 2024

Agenda Item No. 15

2024-25 Capital Plan Projected Outturn – Communities

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services

Michael Enston, Executive Director, Communities Directorate

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Capital Investment Plan and advise on the projected financial position for the 2024-25 financial year.

Recommendation(s)

Committee is asked to consider the current performance and activity for the 2024-25 Capital Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the projected capital outturn for the areas falling under the scope of this Committee for 2024-25. At this stage it is forecast that the projected expenditure will be £148.804m, resulting in a variance of £0.964m.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the actual expenditure and income against budget for each project. A brief explanation of any significant forecast variances is provided at section 3 within this report.

2.0 Governance

- 2.1 On 21 June 2016 the Executive Committee approved revised governance and scrutiny arrangements for major capital projects. At that meeting the Committee agreed an enhanced level of reporting on capital projects through the quarterly capital expenditure monitoring report.
- 2.2 Major projects are defined as projects with a value of £5m and over. Projects with a value of less than £5m may also be subject to enhanced governance and scrutiny arrangements where there may be greater risk of overspend against budget, a risk of overrun on timescales or where expected benefits may not be delivered. The Investment Strategy Group is currently working to identify these projects as part of a review of the Capital Plan. Elected members will also be able to suggest when a particular project should be scrutinised in more detail.

3.0 Issues, Achievements & Financial Performance

Key Issues / Risks

- 3.1 Appendix 1 details the total cost projected position for all capital projects within the areas under the scope of the Committee with an overall value of £1m and over. At this stage of the financial year there are no key issues associated with the major projects.
- 3.2 Across the Capital Investment Plan there continues to be risk that both the timing and the costs of projects are adversely affected by the current economic climate. Throughout the programme, issues are continuing to be identified in relation to the supply of construction materials, the consequences of which have been considered and reflected in the Capital Investment Plan review which was approved by Fife Council on 22 June 2023. Monitoring of the impact of any additional costs on projects still in their infancy will continue and any significant impact on timescales and associated risks will be reported to this committee. Where appropriate, any known impact on timing of delivery of projects has been built in to the rephased plan

and the overall scale of any additional costs or further delays will be considered as part of the review of the Capital Investment Plan.

- 3.3 These potential risks cover all aspects of the capital plan including both General Fund and the HRA.

Major Projects – Potential Risks and Actions

- 3.4 There is a variance of £0.800m on Glenwood Regeneration project as a result of the Compulsory Purchase Orders being higher than anticipated.
- 3.5 There is slippage of £2.013m for Abbeyview Integrated Hub due to the tender price being less than originally anticipated.
- 3.6 The Golf Depot Hub is projecting slippage of £0.850m at present but discussions are ongoing in relation to this project with expenditure expected in 2024-25 and 2025-26.

Financial Performance – 2024-25 Projected Outturn

- 3.7 Appendix 2 provides a summary of the projected outturn for each project for the financial year 2024-25. The appendix shows a projected outturn of £146.690m against a Capital Investment plan of £147.654m, a spending level of 101%.
- 3.8 The reasons for significant variances (+/-£0.500m) are detailed below.
- 3.9 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

Significant Variances

Area Community & Corporate Development – Variance of £0.964m

- 3.10 Community Facilities has a projected overspend of £0.800m due to the value of Compulsory Purchase Orders for the Glenwood Regeneration project. Funding options to offset this overspend are being explored.

Specific Needs / Sheltered Housing Income – Advancement (£2.400m)

- 3.11 The advancement relates to anticipated subsidy income which will be received for properties purchased in year as part of the Property Acquisitions Programme.

4.0 Conclusions

- 4.1 The total 2024-25 approved programme for the areas in scope of this Committee is £147.840m. The projected level of expenditure is £148.804m, which represents 101% of the total programme, resulting in a variance of £0.964m

- 4.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report by Service

Background Papers

None

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Project	Theme	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Abbeyview Integrated Hub	Thriving Places	1.500	9.506	7.493	(2.013)	-21.18%	Current Project	2024-25
Templehall Community Hub	Thriving Places	1.500	15.304	15.304	-	0.00%	Current Project	2026-27
Cowdenbeath Leisure Centre - Phase 2	Thriving Places	1.600	7.368	7.368	-	0.00%	Current Project	2025-26
East Sands Redevelopment Project	Thriving Places	6.000	6.000	6.000	-	0.00%	Future Project	2026-27
Affordable Housing	Housing Revenue Account		205.092	205.092	-	-	Future Project	2027-28
Total Major Projects over £5.000m		10.600	243.270	241.258	(2.013)	-0.83%		
Silverburn	Thriving Places	1.000	3.750	3.750	-	0.00%	Current Project	2025-26
Glenwood Regeneration	Thriving Places	1.500	2.529	3.329	0.800	31.63%	Current Project	2024-25
Back Burn Restoration	Thriving Places		1.513	1.513	-	0.00%	Current Project	2025-26
Beacon Leisure Centre - Upgrade Enhancements	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2026-27
Inverkeithing Community Swimming Pool	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2028-29
Lochgelly Community Hub	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2026-27
River Leven Restoration	Thriving Places		2.161	2.161	-	0.00%	Current Project	2025-26
Rockgelly	Thriving Places		1.186	1.186	-	0.00%	Current Project	2024-25
Lochore Meadows Phase 2	Thriving Places		1.077	1.077	-	0.00%	Completed Project	2024-25
Golf Depot Hub Glenrothes	Maintaining Our Assets	0.650	1.650	0.800	(0.850)	-51.52%	Future Project	2025-26
Affordable Housing	Housing Revenue Account		27.166	27.166	-	-	Ongoing Project	On-going
Total Major Projects over £1.000m		6.150	44.032	43.982	(0.050)	-0.11%		
Total Major Projects		16.750	287.302	285.239	(2.063)	-0.72%		

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Community Facilities Programme	2.880	0.643	3.680	0.800	128%
Countryside Programme	2.699	0.068	2.699	-	100%
Libraries, Museums, Galleries & Theatres	0.030	(0.024)	0.030	-	100%
Plant & Machinery Replacement Programme	0.466	-	0.466	-	100%
Major Parks Programme	0.040	-	0.040	-	100%
Allotments Programme	0.214	0.023	0.214	-	100%
Parks Development Projects	3.367	0.237	3.452	0.085	103%
Future of Leisure	0.011	-	0.011	-	100%
Sports & Golf Programme	0.841	0.013	0.841	-	100%
Improving Health Through Leisure & Sport	0.911	0.060	0.953	0.043	105%
Area Community Facilities	3.951	0.412	3.952	0.001	100%
Area Capital Investment	0.525	0.008	0.554	0.029	106%
Sport and Leisure Facilities	7.371	0.475	7.371	-	100%
Fife Tourism Infrastructure Programme	0.522	0.003	0.525	0.003	0%
Sports, Leisure and Community Assets	0.148	0.011	0.152	0.004	103%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	23.977	1.929	24.940	0.964	104%
Disability Adaptations	1.200	0.328	1.200	-	100%
TOTAL GENERAL FUND HOUSING	1.200	0.328	1.200	-	100%
Minor Works	1.025	0.188	1.025	-	100%
Policy Options	2.588	0.247	2.588	-	100%
Regeneration/Estates Action	1.547	0.427	1.547	-	100%
Component Replacement	34.500	6.983	34.500	-	100%
Specific Needs/Sheltered Housing	10.798	2.509	10.798	-	100%
Structural Works (Specialist)	1.381	0.168	1.381	-	100%
Affordable Housing	68.016	14.576	68.016	-	100%
Major Projects	1.659	0.155	1.659	-	100%
TOTAL HOUSING REVENUE ACCOUNT	121.514	25.252	121.514	-	100%
TOTAL EXPENDITURE	146.690	27.509	147.654	0.964	101%

Income	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Community Facilities Programme	(1.670)	(1.670)	(1.670)	-	100%
Countryside Programme	(2.545)	-	(2.545)	-	100%
Libraries, Museums, Galleries & Theatres	-	-	-	-	0%
Allotments Programme	-	-	-	-	0%
Parks Development Projects	(0.268)	(0.100)	(0.368)	(0.100)	137%
Improving Health Through Leisure & Sport	(0.072)	(0.067)	(0.139)	(0.067)	193%
Area Capital Investment	-	-	-	-	0%
Sport and Leisure Facilities	-	-	-	-	0%
Fife Tourism Infrastructure Programme	(0.007)	-	(0.007)	-	100%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	(4.562)	(1.837)	(4.729)	(0.167)	104%
Regeneration/Estates Action	-	-	-	-	0%
Component Replacement	-	(0.007)	(0.014)	(0.014)	0%
Specific Needs/Sheltered Housing	-	(0.250)	(2.400)	(2.400)	0%
Affordable Housing	(16.879)	(4.690)	(16.879)	-	100%

TOTAL HOUSING REVENUE ACCOUNT	(16.879)	(4.947)	(19.292)	(2.414)	114%
TOTAL INCOME	(21.441)	(6.784)	(24.021)	(2.581)	112%

26 September 2024
Agenda Item No. 16

2023-24 Revenue Budget Provisional Out-turn – Health & Social Care

Report by: Fiona McKay, Interim Director, Health & Social Care Partnership
Eileen Rowand, Executive Director, Finance & Corporate Services

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the 2023-24 provisional out-turn and the movement from December 2023 for Fife Council Social Care Services for Adults and Older People.

Recommendation(s)

Committee is asked to consider the current financial performance and activity as detailed in the report.

Resource Implications

None

Legal & Risk Implications

The Service requires to manage the risk to individual clients and the community in Fife whilst undertaking its statutory duties within the budget approved by the Council for 2023-24.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None

1.0 Background

- 1.1 This purpose of this report is to advise Members of the Health & Social Care provisional outturn for 2023-24, taking in to account the actual expenditure incurred. Explanations of major variances are highlighted at Section 3. This is the fourth and last monitoring report to the Scrutiny Committee for the 2023-24 financial year.
- 1.2 Section 4 of the report summarises the progress on delivery of approved budget savings and provides an explanation of any variances to the delivery of the savings target.
- 1.3 Section 5 of the report summarises the Risk share apportionment for each Partner.

2.0 IJB

2.1 IJB Budget

- 2.1.1 The Health & Social Care Partnership (H&SCP) consists of parts of NHS, Social Care for Adults and Older People and an element of Fife Council Housing, specifically adaptations to houses. It does not include any social care expenditure incurred through Education & Children's Services. The budget is managed by the Integration Joint Board (IJB).
- 2.1.2 The IJB budget was approved on 31 March 2023. The cost to deliver services at existing levels required more funding than was currently available from both partner organisations and therefore a £21m package of savings plan to close the funding gap was presented and approved at that meeting. Additional allocations are awarded in year through Health budget allocations and the current budget for 2023-24 as at March is £699.692m.
- 2.1.3 There is no available funding from Scottish Government for Covid-19 expenditure in 2023-24. Costs will be funded by existing Budgets.
- 2.1.4 Reserves totalling £37.719m were brought forward to 2023-24. Additions of £0.947m were included in year. The IJB reserves are held by Fife Council on behalf of the IJB. £33.935m has been allocated in year leaving £4.731m for specific commitments. There will be no reserves available for general use, which is well below the IJB's 2% policy minimum.

In March 2023 the IJB approved the earmarking of £10m of reserves in anticipation of delays in delivering cashable savings within 2023-24. £10.173m was used on Specific Earmarked reserves and £12.173m of reserves were utilised in line with section 8.2 of the Integration scheme to reduce the overall overspend. The balance £1.589m was utilised on commitments previously agreed.

2.2 IJB Integration Scheme

- 2.2.1 To reflect the partnership working between the NHS and Fife Council through the Health & Social Care Partnership, an agreement has been reached on how any overspends should be shared between the partners. This is known as the risk share agreement and is part of the Integration Scheme. The share is Fife Council funds 38% and NHS funds 62% of any overall H&SCP overspend, regardless of where the overspend is incurred.
- 2.2.2 The H&SC Partnership is managed by the Integration Joint Board (IJB). Included in the budget and provisional outturn up to December 2023 was the recognition that £10.880m of resources would transfer from the NHS to Fife Council as more care is moved from a hospital setting to a home or homely setting. The funding did not transfer and instead IJB reserves were utilised to ensure financial balance.
- 2.2.3 Expenditure of £1.737m on adaptations to houses by Fife Council Housing Services is included in the overall budget for IJB. Housing expenditure is reported to this Committee in the Communities Finance reports and is therefore out with the scope of this report.
- 2.2.4 Part of the budget within Fife Council Social Care is excluded from the overall budget managed by IJB. The excluded element is the Contracts team, who manage the commissioning of services. The budget for this area is £2.213m, expenditure £2.277m resulting in a small overspend of £0.064m on the SWIFT replacement project. As this is not part of the budget managed by IJB, 100% of any over- or under-spend is funded by Fife Council.

3.0 Major Variances for Social Care

- 3.1 The budget allocated to Fife Council for Social Care for Adults and Older People is £218.730m which includes the budget for Contracts Team of £2.213m.
- 3.1.1 The provisional overspend prior to reserves and risk share for Social Care for Adults and Older People within Fife Council is £14.717m or 6.73% of the net service managed budget which, is an increase of £17.168m from the projected December underspend position (£2.452m). A summary is detailed in Appendix 1.
- 3.2 **Integrated Complex and Critical Care** has a provisional underspend of (£4.034m), movement of £2.497m. The main variances and reasons for movement are detailed as follows:
- 3.2.1 Adults Placements – overspend £4.217m, movement £2.337m
- £1.874m relates to a greater number of adult packages having been commissioned than the budget available. The service closely monitors the commissioning of these packages and reduces packages where possible. £1.953m on Respite and Direct Payments due to an increased number of packages of care. £0.329m under-recovery on Housing Benefit Income.

The movement is due to an increase in number of adult packages commissioned and an increase in the provision of Respite placements and Direct Payments issued.

3.2.2 Adults Supported Living – underspend (£4.682m), movement (£0.400m)

Within Community Support Services - vacancies are being held whilst the future design of the service is established. This is resulting in an underspend on staffing of (£2.198m). The Project at Deeford also has vacancies (£0.826m) and there is a provisional underspend in vacancies of (£1.282m) within the group homes.

The movement is due to recruitment difficulties. The service is currently reviewing the skills mix / responsibilities across roles with a view to creating a new role to try and attract more candidates.

3.2.3 Adults Fife Wide – underspend (£2.840m), movement (£0.150m)

This underspend is due to budget being allocated for placements for named individuals that are yet to commence as they are currently in hospital.

The movement is due to the individuals being discharged from hospital later than expected.

3.2.4 Social Care Fieldwork Teams – underspend (£0.729m), movement £0.711m

This underspend is mainly due to staffing as a result of delays in recruiting (£1.483m). This is partially offset by overspends in transport for taxis to college and day care provision of £0.677m.

The movement is due to an increase in the Taxi costs due to back dated payments and an increase in Respite costs.

3.3 **Integrated Community Care Services** has a provisional overspend of £8.426m, movement £5.598m. The main variances and reasons for movement are detailed as follows:

3.3.1 Care at Home – overspend £3.253m, movement £1.799m

This is mainly due to an overspend on Self Directed Support Payments £1.5m (where a service user is provided with funding to employ a personal carer) due to more packages being commissioned than budgeted. Work is already underway to review this position. There is also an overspend of £2.9m in Care at Home packages due to trying to reduce waiting lists in both the Hospital and the Community. £0.404m overspend on Travel expenses which is slightly higher than last year's position, the Service is looking at travel and what is most cost effective where mileage claims are substantial. £0.409m overspend on Community Alarms part of which relates to the purchase of new Digital Alarms due to the delay in issuing the tender. £0.201m overspend on Meals on Wheels.

This is offset by vacancies in Internal Homecare (£2.4m), these vacancies were planned to be recruited to, to expand capacity in the community, however they have

been held due to the increase in uptake of the Direct Payments.

The movement is mainly due to the commissioning of additional Care at Home packages.

3.3.2 Older People Residential & Daycare – overspend £2.527, movement £0.354m

The main overspend is related to Agency costs across the Care Homes £2.3m. Agency is used to cover sickness, annual leave and vacancies, in some care homes there are difficulties recruiting to both core and relief vacant posts. In the last few years Care Homes are also seeing a rise in service users with more complex needs who require more care.

There is also an overspend of £0.993m on Catering and Cleaning charges. Contributing factors to this are significant increases in pay awards for Catering and Cleaning staff and significant inflation on food and cleaning materials. £0.308m overspend on new Day Care contracts as staff were still in post until February. These costs are partially offset by vacancies (£1.4m).

The movement is mainly due to the additional cost of the new Day Care contracts.

3.3.3 Older People Nursing & Residential – overspend £2.636m, movement £3.556m

There is a provisional overspend due to increased demand for Assessment beds and Long-Term Care beds when compared to the previous period e.g. currently there are 115 occupied Assessment beds across Fife when there is only budget for 50 beds. There is also an increase of £0.728m in the bad debt provision.

The movement is mainly due an increase in the number of additional placements being commissioned, a reduction in accrued deferred income and the increase in bad debt provision.

3.3.4 Occupational Therapy & Fife Equipment Loan Store – overspend of £0.259m, movement £0.084m

The overspend and movement is mainly due to the increased cost of equipment in the Loan Store. Suppliers have seen significant increases in both equipment and shipping costs and have had to pass these costs on.

3.4 **Integrated Professional & Business Enabling** had an overspend of £10.262m, movement £9.009m. The overspend and movement relates to the £10.880m funding that did not transfer from Health and instead IJB reserves were utilised to ensure financial balance. Per Appendix 1 this is shown in H&SC Professional & Business Enabling and the Funding from Reserves lines.

4.0 Progress on Budget Savings

4.1 This section details revenue budget savings for Social Care for Adults and Older People, detailing achievements against the current year approved budget savings as at March.

- 4.2 New savings of £7.587m were approved by the IJB for 2023-24. Previously unmet savings of £2.594m were required to be met in 2023-24 to balance the budget. The service expects £5.998m (59% of target) to be achieved out of the total savings of £10.181m. This leaves unachieved savings of £4.183m. £4m of reserves has been allocated to the new savings in anticipation of delays due to the complexities of the transformational change required.

5.0 Position after Risk Share

- 5.1 The risk share agreement means that the council is obligated to meet 38% of the overall IJB overspend. The overall provisional position of the IJB at March, both NHS and Fife Council, is an overspend of £17.751m. Reserves of £12.173m were utilised leaving a provisional overspend balance of £5.578m.

The risk share stipulates that any remaining overspend is to be funded 62% (£3.458m) from NHS and 38% (£2.120m) from Fife Council. The terms of this agreement means that Health will transfer £0.360m to Fife Council per Appendix 2.

6.0 Conclusions

- 6.1 The provisional outturn for Social Care for Adults and Older People for the 2023-24 financial year as at March 2024 is an overspend of £14.717m, funded by Reserves of £12.173m and transfer from NHS £0.360m leaving an overspend of £2.184m. This overspend includes Contracts which is excluded for the Risk share split below as per Appendix 2.

Per the Risk Share agreement Fife Council will pick up 38% of the overall IJB overspend £5.578m, giving an overspend of £2.120m for Fife Council per Appendix 2.

List of Appendices

Appendix 1: Social Care – Revenue Budget 2023-24

Appendix 2: Risk Share

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BUDGET MONITORING REPORT SUMMARY March 2024 PEOPLE AND COMMUNITIES					Appendix 1	
HEALTH AND SOCIAL CARE	CURRENT BUDGET 2023-24 £m	OUTTURN 2023-24 £m	VARIANCE £m	VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m
TOTAL COST OF SERVICES	235.680	234.631	(1.050)	-0.45%	(2.451)	1.401
LESS: CORPORATELY MANAGED ITEMS	16.950	1.184	-15.766	-93.01%	0.000	-15.766
SERVICE MANAGED NET BUDGET	218.730	233.447	14.717	6.73%	(2.451)	17.168
ANALYSIS OF SERVICE MANAGED BUDGET						
INTEGRATED COMMUNITY CARE SERVICES	111.082	119.508	8.426	7.59%	2.828	5.598
INTEGRATED COMPLEX AND CRITICAL SERVICES	113.752	109.717	(4.034)	-3.55%	(6.532)	2.497
H&SC PROFESSIONAL AND BUSINESS ENABLING FC CONTRACTS	(8.317)	1.945	10.262	-123.39%	1.252	9.009
	2.213	2.277	0.064	2.88%	0.001	0.063
HEALTH AND SOCIAL CARE	218.730	233.447	14.717	6.73%	(2.451)	17.168
FUNDING FROM RESERVES		(12.173)	(12.173)			(12.173)
H&SC PAYMENT FROM HEALTH PER RISK SHARE	0.000	(0.360)	(0.360)	0.00%	2.451	(2.811)
TOTAL	218.730	220.914	2.184	1.00%	0.000	2.184
SUBJECTIVE GROUPING	CURRENT BUDGET 2023-24 £m	OUTTURN 2023-24 £m	VARIANCE £m	VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m
SERVICE MANAGED NET BUDGET	218.730	233.447	14.717	0.000	(2.451)	17.168
INCOME	(114.929)	(106.210)	8.719	3.32%	(2.407)	11.126
EXPENDITURE						
EMPLOYEE COSTS	112.811	105.374	(7.437)	-6.59%	(6.070)	(1.367)
PREMISES RELATED EXPENDITURE	4.442	4.068	(0.374)	-8.43%	0.360	(0.735)
TRANSPORT RELATED EXPENDITURE	2.942	3.916	0.974	33.13%	0.638	0.336
SUPPLIES & SERVICES	13.193	13.411	0.218	1.65%	(0.400)	0.617
THIRD PARTY PAYMENTS	190.354	201.263	10.909	5.73%	4.741	6.168
TRANSFER PAYMENTS	9.906	11.617	1.711	17.27%	0.686	1.025
SUPPORT SERVICES CHARGES	0.012	0.009	(0.003)	-24.23%	0.002	(0.004)
	333.659	339.657	5.998	1.80%	(0.044)	6.042
HEALTH AND SOCIAL CARE	218.730	233.447	14.717	6.73%	(2.451)	17.168
FUNDING FROM RESERVES		(12.173)	(12.173)			(12.173)
H&SC PAYMENT FROM HEALTH PER RISK SHARE		(0.360)	(0.360)		2.451	(2.811)
TOTAL	218.730	220.914	2.184	1.00%	0.000	2.184

Risk Share allocation between Fife Council and NHS
March 2024 Monitoring

Appendix 2

Overall Position	Budget	Forecast	Actual Overspend by Partnership	Funded by Reserves	Actual Overspend after Reserves	Risk Share Contribution	Overspend Adjusted for Risk Share	Reallocation between Partners
	£m	£m	£m			%	£m	£m
Total Fife Council H+SC - before Risk Share	218.730	233.447	14.717					
Less:								
Fife Council Contracts Team (not included in IJB)	2.213	2.277	0.064					
Fife Council H+SC (relevant to IJB)	216.517	231.170	14.653					
Add:								
Total Housing	1.737	1.737	0.000					
Total relevant to risk share agreement	218.254	232.907	14.653					
Fife Council position for Risk Share agreement	218.254	232.907	14.653	12.173	2.480	38.0%	2.120	-0.360
NHS Fife March position	481.438	484.536	3.098		3.098	62.0%	3.458	0.360
IJB Total	699.692	717.443	17.751	12.173	5.578	100%	5.578	0.000

26 September 2024

Agenda Item No. 17

2023-24 Capital Plan Provisional Outturn – Health & Social Care

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Fiona McKay, Interim Director, Health and Social Care Partnership

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Health and Social Care Capital Investment Plan and advise on the provisional out-turn for the 2023-24 financial year for People and Communities Scrutiny Committee.

Recommendation(s)

The Committee is asked to consider the current performance and activity across the 2023-24 Financial Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the provisional capital outturn as at 31 March 2024 for the areas falling under the scope of this Committee. Total expenditure is £2.528m, representing 125% of the approved capital programme for 2023/24.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the forecast expenditure against budget for each project.
- 1.4 Care Homes – Background information
Methil Site - Intergenerational Care Village consisting of a 36-bed care home with adjoining 39 place nursery and cafe. The site includes a mix of 35 extra care and specific needs housing bungalows.

Cupar Site – 24 bed care home and 12, 1-bed flats for adults with support needs and adults and older people’s day service facilities.

Anstruther Site – 24 bed care home and 12, 1- and 2-bedroom extra care housing flats, including an older people’s day service facility and café.
- 1.5 Respite Provision Broad Street - £2m has been allocated over 2024 to 2026 to build a suitable property as an alternative to the current Respite provision at Broad Street on the site of the former Forward Centre. This project is in its infancy and requires to be linked in with the existing plans to use the site as a core and cluster model of residential apartments for Adult’s who require care and support.

2.0 Issues, Achievements & Financial Performance

2.1 Key Issues / Risks

- 2.1.1 Appendix 1 details the total cost position for all capital projects within the areas under the scope of the Committee with an overall value of £1m and over. The key risks associated with the major projects are noted below.

2.2 Major Projects – Potential Risks and Actions

- 2.2.1 Across the Capital Investment Plan there continues to be risk that both the timing and the costs of projects are adversely affected by the current economic climate. Throughout the programme, issues are continuing to be identified in relation to the supply of construction materials, the consequences of which have been considered and reflected in the Capital Investment Plan review which was approved by Fife Council on 22 June 2023. Monitoring of the impact of any additional costs on projects still in their infancy will continue and any significant impact on timescales and associated risks will be reported to this committee. Where appropriate, any known impact on timing of delivery of projects has been built in to the rephased plan and the overall scale of any additional costs or further delays will be considered as part of the review of the Capital Investment Plan.

2.3 Progress/Achievements

- 2.3.1 Methil Site – operational from July 23, final billing expected July / August 2024.
- 2.3.2 Cupar Site – the Tender Report for main construction works was received and discussed with the Programme Board on the 14 March 24. Costs were found to have risen by 11.5%. A funding solution to the shortfall of £1.019m was agreed at the June Cabinet Committee meeting.

Early enabling works commenced on site in November 2023 and were completed by 22nd March 2024. Three initial packages of works - groundworks, timber frame and structural steel works are being progressed. It is anticipated construction will be completed on the Care Village by September 2025.

- 2.3.3 Anstruther Site – the Stage 2 cost plan has to be carried out during the next detailed design stage and we are awaiting the final fire engineer strategy / report. The appointment of additional architectural resources is now complete and operational. It is anticipated that construction will be completed on the Care Village by April 2027.
- 2.3.4 Glenrothes Respite Provision – the next step is to prepare a business case.

2.4 Financial Performance – 2023-24 Provisional Outturn

- 2.4.1 Appendix 2 provides a summary of the provisional outturn for each project for the financial year 2023-24.
- 2.4.2 There is no capital income budget for 2023-24 for the areas under the scope of this committee.
- 2.4.3 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.
- 2.4.4 The significant variances (+/- £0.500m) are explained below-

Re-provision of Care for Older People – overspend £0.795m – this is mainly due to due to Methilhaven Care Home overspend of £0.853m. A contributor to this was the implementing of Care Home Commissioning recommendations prior to the opening. This included installing wash-hand basins in the staff changing rooms, additional access control requirements on doors and new fire safety measures in stairwells.

The Care Home became operational on 19th July 2023. All elements of the Intergenerational Care village are now open. The old Methilhaven site has been cleared.

Some slippage in the Minor Works programme is offsetting part of the overspend.

3.0 Conclusions

- 3.1 The total 2023-24 approved programme for the areas in scope of the Health & Social Care Scrutiny Committee is £2.017m. The level of provisional expenditure is £2.528m, with a provisional overspend of £0.511m on the Care Homes.
- 3.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report

Report Contact

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FIFE COUNCIL
PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
HEALTH & SOCIAL CARE
CAPITAL INVESTMENT PLAN 2023-33
TOTAL COST MONITOR - MAJOR CAPITAL PROJECTS

Project	Service	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Methil Care Home	Opportunities for All	6.620	8.023	8.876	0.853	10.63%	Current Project	2023-24
Cupar Care Home	Opportunities for All	5.580	9.235	10.254	1.019	11.03%	Current Project	2025-26
Anstruther Care Home	Opportunities for All	6.145	10.737	10.737	0.000	0.00%	Feasibility	2026-27
Total Major Projects over £5.000m		18.345	27.995	29.867	1.872	6.69%		
Glenrothes Respite Provision	Opportunities for All		2.000	2.000	0.000	0.00%	Feasibility	2026-27
Total Major Projects over £1.000m		-	2.000	2.000	0.000	0.00%		
Total Major Projects		18.345	29.995	31.867	1.872	6.24%		

FIFE COUNCIL
 PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
 HEALTH & SOCIAL CARE
 CAPITAL INVESTMENT PLAN 2023-33
 MONITORING REPORT 2023-24

Appendix 2

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Capital Minor Works	0.077	-	-	-0.077	0%
Adult Services (Resources)	0.150	0.088	0.088	-0.062	59%
Older People's Residential/Day Care	0.172	0.026	0.026	-0.146	15%
Re-Provision Of Care For Older People	1.619	2.414	2.414	0.795	149%
Telehealth Care	-	-	-	-	
TOTAL EXPENDITURE	2.017	2.528	2.528	0.511	125%

26 September 2024
Agenda Item No. 18

2024-25 Revenue Budget Projected Out-turn – Health & Social Care

Report by: Fiona McKay, Interim Director, Health & Social Care Partnership
Eileen Rowand, Executive Director, Finance & Corporate Services

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the 2024-25 projected out-turn at June 2024 for Fife Council Social Care Services for Adults and Older People.

Recommendation(s)

Committee is asked to consider the current financial performance and activity as detailed in the report.

Resource Implications

None

Legal & Risk Implications

The Service requires to manage the risk to individual clients and the community in Fife whilst undertaking its statutory duties within the budget approved by the Council for 2024-25.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None

1.0 Background

- 1.1 The purpose of this report is to advise Members of the Health & Social Care provisional outturn for 2024-25, taking in to account the actual expenditure incurred. Explanations of major variances are highlighted at Section 3. This is the first monitoring report to the Scrutiny Committee for the 2024-25 financial year.
- 1.2 Section 4 of the report summarises the progress on delivery of approved budget savings and provides an explanation of any variances to the delivery of the savings target.
- 1.3 Section 5 of the report summarises the Risk share apportionment for each Partner.

2.0 IJB

2.1 IJB Budget

- 2.1.1 The Health & Social Care Partnership (H&SCP) consists of parts of NHS, Social Care for Adults and Older People and an element of Fife Council Housing, specifically adaptations to houses. It does not include any social care expenditure incurred through Education & Children's Services. The budget is managed by the Integration Joint Board (IJB).
- 2.1.2 The IJB budget was approved on 31 March 2024. The cost to deliver services at existing levels required more funding than was currently available from both partner organisations and therefore a £39m package of savings plan to close the funding gap was presented and approved at that meeting. Additional allocations are awarded in year through Health budget allocations and the current budget for 2024-25 as at June is £651.820m.
- 2.1.3 Total reserves of £4.731m are held by Fife Council on behalf of the IJB. This is made up of £3.496m ear-marked for specific use and £1.235m committed reserves. There are no reserves available for use in 2024-25.

2.2 IJB Integration Scheme

- 2.2.1 To reflect the partnership working between the NHS and Fife Council through the Health & Social Care Partnership, an agreement has been reached on how any overspends should be shared between the partners. This is known as the risk share agreement and is part of the Integration Scheme. The share is Fife Council funds 38% and NHS funds 62% of any overall H&SCP overspend, regardless of where the overspend is incurred.
- 2.2.2 The H&SC Partnership is managed by the Integration Joint Board (IJB). Included in the budget is the recognition that resources will transfer from the NHS as more care is moved from a hospital setting to a home or homely setting. The budget and projected outturn to June 2024 includes projected income from NHS of £4.049m for this transfer of resources.

- 2.2.3 Expenditure of £1.633m on adaptations to houses by Fife Council Housing Services is included in the overall budget for IJB. Housing expenditure is reported to this Committee in the Communities Finance reports and is therefore out with the scope of this report.
- 2.2.4 Part of the budget within Fife Council Social Care is excluded from the overall budget managed by IJB. The excluded element is the Contracts team, who manage the commissioning of services. The budget for this area is £1.935m, forecasted expenditure of £2.004m resulting in a small overspend of £0.069m on staffing costs. As this is not part of the budget managed by IJB, 100% of any over- or under-spend is funded by Fife Council.

3.0 Major Variances for Social Care

- 3.1 The budget allocated to Fife Council for Social Care for Adults and Older People is £233.130m which includes the budget for Contracts Team of £1.935m.
- 3.1.1 The projected overspend prior to risk share for Social Care for Adults and Older People within Fife Council is £15.293m or 6.56% of the net service managed budget. A summary is detailed in Appendix 1. As per the Integration Scheme a recovery plan is being developed to address the current overspend position and will go to IJB Committee in September for approval.
- 3.2 **Integrated Complex and Critical Care** has a projected overspend of £4.725m. The main variances are detailed as follows:
- 3.2.1 Adults Placements – overspend £6.438m
- £4.400m relates to the under achievement of Commissioning and Transforming Overnight Care savings. The Commissioning saving of £2.4m is forecasting an under achievement of £1.7m in the current year, due to delays. The under achievement of £2.7m of the £3m Transforming overnight care saving is as a result of difficulties recruiting staff to carry out reviews.
- £0.772m relates to a greater number of adult packages having been commissioned than the budget available. The service closely monitors the commissioning of these packages and reduces packages where possible. £0.800m increased demand for taxis transporting service users to college or day care provision and a reduction of £0.456m in Housing Benefit Income with the move to Universal Credit.
- 3.2.2 Adults Supported Living – underspend (£0.984m)
- Within Community Support Services - vacancies are being held whilst the future design of the service is established
- 3.2.3 Adults Fife Wide – overspend £0.257m
- £0.500m relates to the under achievement of the Re-imaging the Voluntary Sector saving. Work is ongoing with the Voluntary organisations to identify possible reductions in the current year where the full allocation has not been fully utilised

allowing a high level of reserves to be retained. This is partially offset by an underspend on Dementia Care Costs (£0.214m).

3.2.4 Social Care Fieldwork Teams – underspend (£0.986m) mainly relates to staffing due to delays in recruitment.

3.3 **Integrated Community Care Services** has a projected overspend of £10.305m. The main variances are detailed as follows:

3.3.1 Care at Home (CAH) – overspend £3.542m,

The main variance is due to £2.186m overspend on Care at Home packages due to more packages being commissioned than budgeted. £1.328m on Self Directed Support Payments. £0.719m overspend on Travel and Fleet and £0.206m overspend on Meals on Wheels. All Care at Home requests are now assessed through the START team to ensure that each package of care is subject to the same assessment.

The position is partially offset by underspends due to vacancies in Internal Homecare and capacity in the community funding of (£1.743m). The capacity in the community was planned to be used for recruitment, however the increase in uptake of the Direct Payments has utilised this funding.

£0.750m relates to the under achievement of the Single-Handed Care saving £1.5m in total. Single handed Care training is due to commence the beginning of August 2024. The training will then require to be rolled out to CAH staff and it is estimated that savings will only be achievable from October to March 2025

3.3.2 Older People Residential & Daycare – overspend £1.559m

The main variance is due to projected costs for Agency across Care Homes of £2.035m and £0.881m on Catering and Cleaning charges. This cost is partially offset by vacancies (£1.093m). Close monitoring of Agency is ongoing, and the service is concentrating on recruitment to vacant front-line core and relief posts in an effort to reduce agency costs in the longer term as it is more expensive.

3.3.3 Older People Nursing & Residential – overspend £4.771m

There is a projected overspend in Long Term care beds £4.2m and Assessment beds of £1.1m due to a greater number of beds being utilised than budget available. This is partly offset by (£1.8m) over recovery on Income.

£1.250m relates to the under achievement on re-provision of Care Home beds saving which totals £2.5m. This is due to recruitment issues with the Red Cross test of change, this initiative was to help prevent admissions to assessment beds and long-term care by providing wrap around care at home with the objective of staying at home. Priority for the care home beds has been given to Hospital Discharge.

3.3.4 Occupational Therapy & Fife Equipment Loan Store – overspend of £0.566m mainly due to the increased cost of equipment in the Loan Store. Equipment such as beds, dynamic mattresses, riser recliner chairs, toileting and bathing equipment have all increased in price as has shipping costs and are all essential to support hospital discharge and prevent admission into hospital or long-term care.

4.0 Progress on Budget Savings

- 4.1 This section details revenue budget savings for Social Care for Adults and Older People, detailing achievements against the current year approved budget savings as at March.
- 4.2 Of the overall IJB savings plan £39m, £21m is expected to be achieved overall, leaving a shortfall of £18m unachieved. Fife Council Health and Social Care's allocation was £11.170m along with previously unmet savings of £5m (£4m was funded by reserves last year and £1m made on a temporary basis), giving total savings of £16.170m which require to be met in 2024-25 to balance the IJB budget. The service expects £8.870m (55% of target) to be achieved leaving unachieved savings of £7.3m.

5.0 Position after Risk Share

- 5.1 The risk share agreement means that the council is obligated to meet 38% of the overall IJB overspend. The overall provisional position of the IJB at June, both NHS and Fife Council, is an overspend of £26.578m.

The risk share stipulates that any remaining overspend is to be funded 62% (£16.478m) from NHS and 38% (£10.100m) from Fife Council. The terms of this agreement mean that Health will transfer £4.049m to Fife Council per Appendix 2.

6.0 Conclusions

- 6.1 The projected outturn for Social Care for Adults and Older People for the 2024-25 financial year as at June 2024 is an overspend of £15.293m. Per the Integration Scheme a recovery plan will be actioned to bring expenditure back in to line with budget.

Per the Risk Share agreement Fife Council will pick up 38% of the overall IJB overspend of £26.578m, giving an overspend of £10.1m for Fife Council per Appendix 2.

List of Appendices

Appendix 1: Social Care – Revenue Budget 2024-25

Appendix 2: Risk Share

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BUDGET MONITORING REPORT SUMMARY
JUNE 2024
PEOPLE AND COMMUNITIES

Appendix 1

	CURRENT BUDGET 2024-25 £m	FORECAST 2024 - 25 £m	VARIANCE £m	VARIANCE %
HEALTH AND SOCIAL CARE				
TOTAL COST OF SERVICES	233.445	248.737	15.293	6.55%
LESS: CORPORATELY MANAGED ITEMS	0.315	0.315	0.000	0.00%
SERVICE MANAGED NET BUDGET	233.130	248.422	15.293	6.56%
ANALYSIS OF SERVICE MANAGED BUDGET				
INTEGRATED COMMUNITY CARE SERVICES	114.801	125.106	10.305	8.98%
INTEGRATED COMPLEX AND CRITICAL SERVICES	115.800	120.526	4.725	4.08%
H&SC PROFESSIONAL AND BUSINESS ENABLING	0.594	0.786	0.193	32.50%
FC CONTRACTS	1.935	2.004	0.069	3.58%
HEALTH AND SOCIAL CARE	233.130	248.422	15.293	6.56%
H&SC PAYMENT FROM HEALTH PER RISK SHARE	0.000	0.000	(4.049)	0.00%
TOTAL	233.130	248.422	11.244	4.82%

	CURRENT BUDGET 2024-25 £m	FORECAST 2024 - 25 £m	VARIANCE £m	VARIANCE %
SUBJECTIVE GROUPING				
SERVICE MANAGED NET BUDGET	233.130	248.422	15.293	6.56%
INCOME	(99.380)	(100.183)	(0.804)	0.81%
EXPENDITURE				
EMPLOYEE COSTS	110.876	107.297	(3.579)	-3.23%
PREMISES RELATED EXPENDITURE	4.366	4.295	(0.071)	-1.63%
TRANSPORT RELATED EXPENDITURE	2.606	4.173	1.567	60.12%
SUPPLIES & SERVICES	9.055	10.831	1.776	19.62%
THIRD PARTY PAYMENTS	195.672	208.593	12.921	6.60%
TRANSFER PAYMENTS	9.924	13.405	3.482	35.08%
SUPPORT SERVICES CHARGES	0.012	0.012	0.000	0.00%
	332.509	348.605	16.096	4.84%
HEALTH AND SOCIAL CARE	233.130	248.422	15.293	6.56%
H&SC PAYMENT FROM HEALTH PER RISK SHARE	0.000	0.000	(4.049)	0.00%
TOTAL	233.130	248.422	11.244	4.82%

Risk Share allocation between Fife Council and NHS
June 2024 Monitoring

Appendix 2

Overall Position	Budget	Forecast	Actual Overspend by Partnership	Risk Share Contribution	Overspend Adjusted for Risk Share	Reallocation between Partners
	£m	£m	£m	%	£m	£m
Total Fife Council H+SC - before Risk Share	233.130	248.422	15.293			
Less:						
Fife Council Contracts Team (not included in IJB)	1.935	2.004	0.069			
Fife Council H+SC (relevant to IJB)	231.195	246.418	15.224			
Add:						
Total Housing	1.633	1.633	0.000			
Total relevant to Risk Share agreement	232.828	248.051	15.224			
Fife Council position for Risk Share agreement	232.828	248.051	15.224	38.0%	10.100	-4.049
NHS Fife June position	418.992	430.346	11.354	62.0%	16.478	4.049
IJB Total	651.820	678.397	26.578	100%	26.578	0.000

26 September 2024

Agenda Item No. 19

2024-25 Capital Plan Projected Outturn – Health & Social Care

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Fiona McKay, Interim Director, Health and Social Care Partnership

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Health and Social Care Capital Investment Plan and advise on the projected out-turn for the 2024-25 financial year for People and Communities Scrutiny Committee.

Recommendation(s)

The Committee is asked to consider the current performance and activity across the 2024-25 Financial Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the projected capital outturn as at 30 June 2024 for the areas falling under the scope of this Committee. Total expenditure is expected to be £8.444m, representing 99.6% of the approved capital programme for 2024/25.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the forecast expenditure against budget for each project.
- 1.4 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

2.0 Issues, Achievements & Financial Performance

2.1 Major Projects – Potential Risks and Actions

- 2.1.1 Appendix 1 shows an overspend of £4.142m on H&SC Major Projects.

Anstruther Care Home is projecting a £3.342m overspend, this is due to the latest Stage Two Cost Plan reporting increased costs on Individual components e.g. internal walls and partitions have more than doubled in cost at 166.3% and windows and doors at 71.6%. In addition, Cabinet agreed to bring forward the programme budget to meet the increases for Methilhaven and Cupar which has also impacted the budget remaining for Anstruther.

Methilhaven is projecting a £0.800m overspend which is the last part of the estimated final bill and relates to various elements including an emergent requirement regarding Legionella, enhanced drainage and commercial kitchen adjustments.

The overspends for both Methilhaven and Anstruther will be considered as part of the forthcoming Capital Plan Review

2.2 Progress/Achievements

- 2.2.1 Methil Site – operational from July 23, final bill expected imminently.
- 2.2.2 Cupar Site – Groundworks began in April 24; works are currently nine weeks behind schedule but the Site Team are working hard to pull time back with value engineering and re-organising works. Re-tendering of packages has commenced e.g. Metal Profile roofing. Challenges have been encountered trying to find a suitable contractor capable of sourcing and installing the proposed window system – there are ongoing meetings with Building Services to discuss a way forward. The Care Home Replacement Programme Board have discussed options on the shared

boundary fencing to housing South of the Site and agreed a fencing solution to protect houses from the effect of car lights from the car park. Construction is expected to be completed by September 2025, followed by an 8-week fit-out period.

2.2.3 Anstruther Site – the final fire engineer report has been received along with the M&E Consultants drawings. The Stage Two cost plan identified a budget gap for both Services (H&SC and Housing). A paper was presented to ISG and Cabinet and an options appraisal exercise was requested and completed to look at reducing costs around which discussions are ongoing. Unfortunately, this has resulted in a delay to submitting the planning application.

2.2.4 Glenrothes Respite Provision – prepare a business case.

2.3 Financial Performance – 2024-25 Provisional Outturn

2.3.1 There are no significant variances (+/- £0.500m).

3.0 Conclusions

3.1 The total 2024-25 approved programme for the areas in scope of the Health & Social Care Scrutiny Committee is £8.474m. The level of projected expenditure is £8.444m, which takes account of a small amount of slippage in the Capital Minor Works rolling programme.

3.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report

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FIFE COUNCIL
 PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
 HEALTH & SOCIAL CARE
 CAPITAL INVESTMENT PLAN 2024-33
 TOTAL COST MONITOR - MAJOR CAPITAL PROJECTS

Appendix 1

Project	Service	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Methil Care Home	Opportunities for All	6.620	8.876	9.676	0.800	9.01%	Current Project	2024-25
Cupar Care Home	Opportunities for All	5.580	10.254	10.254	0.000	0.00%	Current Project	2025-26
Anstruther Care Home	Opportunities for All	6.145	8.864	12.206	3.342	37.70%	Feasibility	2026-27
Total Major Projects over £5.000m		18.345	27.995	32.136	4.142	14.79%		
Glenrothes Respite Provision	Opportunities for All		2.000	2.000	0.000	0.00%	Feasibility	2026-27
Total Major Projects over £1.000m		-	2.000	2.000	0.000	0.00%		
Total Major Projects		18.345	29.995	34.136	4.142	13.81%		

FIFE COUNCIL
 PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
 HEALTH & SOCIAL CARE
 CAPITAL INVESTMENT PLAN 2024-33
 MONITORING REPORT 2024-25

Appendix 2

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Adult Services (Resources)	0.335	-	0.305	-0.030	91%
Older People's Residential/Day Care	0.070	0.004	0.070	0.000	100%
Re-Provision Of Care For Older People	7.769	0.360	7.769	0.000	100%
Telehealth Care	0.300	-	0.300	-	
TOTAL EXPENDITURE	8.474	0.364	8.444	(0.030)	99.6%

26 September 2024

Agenda Item No. 20

People & Communities Scrutiny Committee Workplan

Report by: Eileen Rowand, Executive Director Finance & Corporate Services

Wards Affected: All

Purpose

This report supports the Committee's consideration of the workplan for future meetings of the Committee.

Recommendation(s)

It is recommended that the Committee review the workplan and that members come forward with suggestions for areas of scrutiny.

Resource Implications

Committee should consider the resource implication for Council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the workplan by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

Impact Assessment

None required for this paper.

Consultation

The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

1.0 Background

- 1.1 Each Scrutiny Committee operates a workplan which contains items which fall under three broad headings: performance reporting, planning; and improvement work. These items will often lead to reactive rather than proactive scrutiny. Discussion on the workplan agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

2.0 Conclusions

- 2.1 The current workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. Workplan

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

None

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People and Communities Scrutiny Committee of 14 November 2024			
Title	Service(s)	Contact(s)	Comments
Care Inspectorate Provider Grades	Health & Social Care Partnership	Alan Adamson, Jennifer Rezendes	
Delivery of Fife Affordable Housing Programme	Housing Services	John Mills, Helen Wilkie	
Citizens Advice & Rights Fife - Performance Report	Communities and Neighbourhoods Service	Ashley Birrell	
Chief Social Work Annual Report	Health and Social Care	Fiona Mckay, Christine Moir	
Allotment & Community Growing Strategy 2024-2029	Communities and Neighbourhoods Service	Paul Vaughan	
Communities & Neighbourhoods Annual Report	Communities and Neighbourhoods Service	Paul Vaughan	
Armed Forces Covenant Report	Legal & Democratic Services	Lindsay Thomson	
Review of Dampness, Condensation and Black Mould in Council Properties		Helen Wilkie	

People and Communities Scrutiny Committee of 16 January 2025			
Title	Service(s)	Contact(s)	Comments
Fife Coast & Countryside Trust Annual Report	Communities and Neighbourhoods Service	Paul Vaughan	
Fife Sports & Leisure Trust Annual Report	Communities and Neighbourhoods Service	Paul Vaughan	
Fife Golf Trust Annual Report	Communities and Neighbourhoods Service	Paul Vaughan	
OnFife (Fife Cultural Trust) Annual Report	Communities and Neighbourhoods Service	Paul Vaughan	

People and Communities Scrutiny Committee of 13 March 2025			
Title	Service(s)	Contact(s)	Comments
Fife Community Safety Partnership	Housing Services	Patricia Spacey	
Police Scotland Local Policing Plan - Annual Report	Police Scotland		
Fife Duty of Candour Annual Report	Health and Social Care	Avril Sweeney	
Scottish Fire and Rescue Service Local Plan Annual Performance Report	Scottish Fire & Rescue Service		

People and Communities Scrutiny Committee of 15 May 2025			
Title	Service(s)	Contact(s)	Comments
Tackling Dampness and Mould in Private Sector		Mhairi Mullen	
Outcomes of Care Inspectorate Inspection and Grading Process	Health and Social Care	Alan Adamson, Fiona Mckay	
Fife Corporate Parenting Board	Education	Fiona Balloch	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Public Protection Report	Communities		
Housing Adaptations	Housing Services, Health and Social Care	Fiona Mckay, Audrey Valente	
Staff vacancies across all services	Communities	Michael Enston	

Unallocated			
Title	Service(s)	Contact(s)	Comments
OnFife - Fife cultural trust - update on pilot initiatives	Fife Cultural Trust	Heather Stuart	
Cafe Inc update report - on review of changes from 2024	Communities and Neighbourhoods Service	Paul Vaughan	