

# SCOTTISH BORDERS COUNCIL MAJOR CONTRACTS GOVERNANCE GROUP

MINUTES of Meeting of the MAJOR  
CONTRACTS GOVERNANCE GROUP held  
in Council Chamber, Council Headquarters,  
Newtown St Boswells on Tuesday, 18  
September 2018 at 2.00 pm

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Present:- Councillors R Tatler (Chairman), G Edgar, J Fullarton, T Miers, D Moffat,  
E Thornton-Nicol, T Weatherston. Mr J Wilson (Chairman SB Cares)  
In Attendance:- P Barr (Managing Director SB Cares), L Crombie (Operations Director SB  
Cares), D Girdler (Chief Officer Roads), J Stacey (Chief Officer Audit & Risk),  
I Wilkinson (Commercial Manager – Place), Democratic Services Officer (J  
Turnbull).

## 1. **WELCOME AND INTRODUCTIONS**

The Chairman welcomed everyone to the meeting of the Major Contracts Governance Group. It was agreed that as SB Cares Financial report had been circulated on the morning of the meeting, there be a short adjournment to allow Members to fully consider the report. The Chairman requested that all reports be circulated within the statutory timeframe for future meetings.

**DECISION  
NOTED.**

## **ADJOURNMENT**

The meeting was adjourned at 2.00 pm and reconvened at 2.20 pm.

## 2. **MINUTE**

There had been circulated copies of the minute of the meeting of the Major Contracts Governance Group of 12 July 2018.

**DECISION  
NOTED the Minute for signature by the Chairman.**

## **SB CARES BUSINESS**

## 3. **SB CARES 2018/19 PROGRAMME TRACKER**

With reference to paragraph 6 of the Minute of 12 July, there had been circulated copies of a report by the Finance and Commercial Director providing an update on the programme of projects being undertaken by SB Cares during 2018/19. The Appendix to the report contained an overview of these projects including their current status. Discussion followed and in response to questions from Members, Mr Barr advised that with regard to the Relief Staff Management project, an appropriate management system had been identified. However, the system was required to link with other Council projects and HR and CGI were facilitating. With regard to the Fleet Management project, Mr Barr advised that the Council's new Manager would be reviewing fleet/ transport management across the organisation. Ms Crombie added that SB Cares would be increasing their transport fleet significantly to meet capacity and realise efficiencies.

## **DECISION**

- (a) AGREED the updated Project report.**
- (b) NOTED the progress on the 2018/19 Programme of Projects and associated targets and service improvements.**

### **4. SB CARES COMMUNICATION, MARKETING AND ENGAGEMENT STRATEGY**

There had been circulated copies of a report by the Finance & Commercial Director, advising on the development of an updated Communication, Marketing and Engagement Strategy for SB Cares. The Strategy was detailed in Appendix A to the report and set out the high level communication objectives and action plan for SB Cares for 2018/19. The report explained that the Strategy had been developed in conjunction with the Communications and Marketing Team and was aligned to SB Cares strategic aims. In response to questions, Mr Barr acknowledged the high level of staff turnover, explaining that unemployment was low in the Scottish Borders and caring was a challenging job with unsocial hours. The new rota system was also not as efficient as it should be. However, SB Cares had recently held a successful recruitment campaign resulting in 76 applications for support worker roles. If SB Cares continued to recruit the right people, gave appropriate induction training and improved communications, recruitment and retention of staff would increase which would have a positive affect on morale.

## **DECISION**

**NOTED the 2018/19 Communication, Engagement and Marketing Strategy as set out in Appendix A to the report.**

### **5. SB CARES OPERATIONS**

With reference to paragraph 7 of the Minute of 12 July, there had been circulated copies of a report by the Operations Director SB Cares giving the updated position on the inspection of SB Cares by the Care Inspectorate. The report advised that following inspection, Oakview Day Service had received Grades of 3 for Quality of Staffing, Management, Leadership and Environment; with a Grade 4 for Quality of Care and Support. Waverley and Craw Wood had also been inspected and Grades of 4s and 5s had been suggested at the verbal feedback session. The report also advised of the progress in reviewing training and the success of a recruitment campaign which had resulted in a substantial amount of interest from potential applicants. Appendix 2 to the report, gave a brief overview of the new methodology for Care Home Inspections which focused on self-evaluation which would assist in assessing the impact services had on people experiencing provision of support from SB Cares. Following discussion it was agreed that further information be provided on the new methodology at the next meeting. In response to a question Mr Barr advised that the Dementia Strategy was the responsibility of the Council's Social Work department and Health & Social Care Integration Joint Board. However, SB Cares would be involved in the process.

## **DECISION**

**(a) NOTED:**

- (i) the recent Oakview Day Service Inspection Grades;**
  - (ii) the recent Waverley and Craw Wood verbal feedback;**
  - (iii) the new methodology being used by the Care Inspectorate during inspections of Care Homes;**
  - (iv) the positive recruitment campaign; and**
  - (v) the progress made in sourcing appropriate training.**
- (b) AGREED to request a briefing on the new methodology being used by the Care Inspectorate at the next meeting.**

6. **SB CARES INTERNAL AUDIT ANNUAL ASSURANCE REPORT 2017/18**  
There had been circulated copies of a report by Chief Officer Audit & Risk (SB Cares Chief Internal Auditor) on the findings of the SB Cares Internal Audit Annual Assurance Report 2017/18. The report detailed the scope of the Internal Audit work, the annual audit opinion and the six internal audit recommendations. Ms Stacey summarised the key findings and recommendations advising that the systems of internal control, risk management and governance arrangements were largely operating satisfactorily. These should be reasonably effective in mitigating risks to the achievement of SB Cares objectives.

**DECISION  
NOTED:**

- (a) **The findings of the SB Cares Internal Audit Annual Assurance Report 2017/18; and**
- (b) **the actions agreed by SB Cares Management Team.**
7. **PRIVATE BUSINESS  
DECISION**  
**AGREED under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business contained in the following items on the ground that they involved the likely disclosure of exempt information as defined in paragraphs 6 and 8 of the part 1 of Schedule 7A to the Act.**

**SUMMARY OF PRIVATE BUSINESS**

8. **MINUTE**  
Members considered the Private Section of the Minute of the Major Contracts Governance Group of 12 July 2018.

**SB CARES BUSINESS**

9. **SB CARES QUARTERLY FINANCIAL UPDATE**  
There had been circulated copies of a report by the Finance and Commercial Director

**SBC CONTRACTS BUSINESS**

10. **SBC CONTRACTS TRADING OPERATION UPDATE**  
There had been circulated copies of a report by the Chief Officer Roads.

***The meeting concluded at 4.05 pm***