

Public Services Reform (Scotland) Act 2010

Sections 31 and 32 of the Public Services Reform (Scotland) Act 2010 impose duties on Scottish public bodies to publish information on expenditure and certain other matters as soon as is reasonably practicable after the end of each financial year.

For the financial year ended 31 March 2015, the following information is required;

Duty to provide information on certain expenditure

Section 31(1) and (2) requires us to publish details of any expenditure incurred in the previous financial year on or in connection with the following matters:

Public Relations

We spent £151,001 on communications in 2014/15 informing the public and disseminating information. This includes printing and publishing our external publications such as annual reports, themed visit reports, investigation reports and information leaflets. It also includes the costs of launching the newly formed National Confidential Forum including design and print of leaflets.

Overseas Travel

We spent £1,488 on overseas travel.

Hospitality and Entertainment

We spent £6,066 on hospitality. We spent £nil on Entertainment. This was for catering and venue hire for meetings and consultations with service user groups held at our offices and for Board meetings.

External Consultancy

We spent £71,607 on external consultancy for the provision of research services associated with good practice guides, review of Commission visits programme, development and implementation of communication strategy for the NCF and HR consultancy in support of organisational development.

Payments in Excess of £25,000

One quarterly payment of £27,681 was made to the Scottish Government in respect of rental of our premises. A payment of £114,660 was made to the Scottish Legal Aid

Board in respect of rental of our premises. A single payment of £58,656 was made to CSE Servelec Ltd in respect of system maintenance. £34,858 was paid to Fujitsu in respect of the database for the National Confidential Forum.

Government Procurement Cards – transactions over £500

The Scottish Government requires that from 1 September 2013 onwards, all public bodies will publish data on GPC transactions of £500 and above. The Commission publishes this data once annually.

These single transactions are as follows:

Category	Amount £
Fixtures and Fittings – NCF Fit out	2,432
Recruitment	1,990
Fixtures and Fittings – NCF Fit out	1,230
Training / Conferences	945
Training / Conferences	863
Fixtures and Fittings – NCF Fit out	848
Training / Conferences - venue	821
Training / Conferences	790
Computer Equipment and Supplies - licence	690
Hotels – organisation development	612
Total	11,260

Members or employees who received remuneration in excess of £150,000

There are no employees or members in this category.

Duty to Publish a Statement on Sustainable Economic Growth and Efficiency, Effectiveness and Economy

Section 32(1)(a) of the Act place a duty on public bodies to publish a statement of the steps it has taken during the financial year to promote and increase sustainable growth and improve efficiency, effectiveness and economy through the exercise of its functions

Sustainable Economic Growth

The Scottish Government has outlined its purpose – to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth. The strategic objectives are: a Scotland that is Wealthier and Fairer, Smarter, Healthier, Safer and Stronger and Greener. In any successful country, if all its citizens are to flourish, it is imperative that

there are systems in place to safeguard the most vulnerable in society, those without a voice and those that may be detained or compelled to take treatment against their will. The Commission provides part of this essential function for Scotland.

We contributed to the objective of a wealthier and, especially, fairer Scotland. People with mental illness, learning disabilities and related conditions are at greater risk of not sharing in that wealth and of having their rights eroded. We safeguard those rights by ensuring compliance with mental health and incapacity legislation and by highlighting situations where existing legislation provides insufficient safeguards and/or appears incompatible with human rights law. During the year we:

- Processed 32,558 forms and other notifications relating to mental health and incapacity legislation. From this we produced an annual monitoring report on the how the legislation is being used across Scotland. This report is used by services to compare and improve practice and is published on our website.
- Provided advice on the operation of mental health and incapacity legislation through our telephone advice service and other publications.
- Undertook a detailed review of the experience of people subject to a compulsory treatment order and who were subject to a suspension of detention of between three and six months. Our key finding was that the support in the community tended to focus on maintenance of medication rather than promoting a recovery based approach. We produced a report making recommendations for change to health boards.

We have a major role to play in making Scotland healthier. People with mental illness, learning disability and related conditions have poorer physical health and a reduced life expectancy. By reporting on the care of individual people, we can help to address inequalities in health care and raise expectations of what can be done to help the people we see. In total we have reviewed the care and treatment of 2,094 individuals through our visiting work. Our investigations into deficiency of care and treatment of individuals result in significant learning points for services. Our visits to individuals result in action to address unmet needs and help to build a picture of service locally and nationally. During the year we:

- Produced two reports from our national themed visits. These are visits to individuals in similar types of care settings across Scotland. The recommendations to services and the Scottish Government are designed to improve the care, treatment and recovery of people with mental illness, learning disability and related conditions.
- Visited individuals in 124 different services as part of our local visits. After each local visit we make recommendations for improvement to services based on the individuals we see. We ask services to follow up on these recommendations.

We produce an annual report on the outcomes from our recommendations.

- Published one investigation report into deficiency in care and treatment, progressed 21 formal investigations and followed up numerous cases which were resolved without formal investigations. Investigations are at many levels from a telephone call to a service to a more in depth investigation where we might interview individuals and staff involved. We cannot investigate every case that we hear about and so we concentrate our investigation work on issues that we believe there needs to be improvement across Scotland. The recommendations from our investigation reports are used by managers in health and social care to improve care and treatment for all the people of Scotland.

Efficiency, Effectiveness and Economy

We are committed to demonstrating that our work provides value for money. This year we:

- Continued to evaluate the advice given on the telephone advice line and our local visits. Results from these evaluations are fed back to the practitioners to improve practice and share any learning points.
- Completed a comprehensive review of our visiting function including a consultation event with service users and carers and an online survey to practitioners. Recommendations for change were agreed at the Board in January 2015 with an action plan for completion during the year
- Reviewed the structure of part time visitors with particular emphasis on how we utilise service user and carer experience in the work of the Commission. The Board agreed to the creation of two part time (0.5 WTE) posts, one a service user and one a carer, to replace the visitor posts
- Facilitated the Scottish Government's work on commitment 5 of the mental health strategy which aims to develop and increase the focus on rights as a key component of mental health care in Scotland.
- Discussed strategic priorities on our visiting and monitoring work and areas for good practice guide development with the advisory committee and staff
- Carried out self assessments of the Board, Audit Committee and Operational Management Group and implemented improvements. Received feedback on the structure and content of the Advisory Group from participants and implemented changes to make the group more effective
- Implemented the action plan for improvement for our records management plan

- Implemented a new complaints handling process, based on the model developed by the Scottish Public Services Ombudsman, which focuses on resolving complaints early and by front line staff

We utilise, wherever possible, the Scottish Government framework agreements and collaborative contracts. This allows us to benefit from competitive rates and economies of scale.

We also share services with other public sector partners. We share payroll and finance with the Scottish Government and building services with the Scottish Legal Aid Board. We share a limited digital service with the NHS in Scotland.