

**CAMHS Commissioning - Internal Audit Action Plan - V1 February 22**

	Internal Audit Recommendation	Action	Product	Priority	Timescale	Lead	Progress
1.1	The health board should ensure that there is an appropriate SLA or service specification in place for the commissioning arrangement between the health board and CTMUHB that covers all key areas of the CAMHS commissioned.	<b>Service Specification</b> to be developed that outlines the scope of the commissioned service across Swansea Bay. The Specification should include the following: Description of the services to be provided and their expected service levels, metrics (both performance and quality) by which the service is measured, the duties and responsibilities of each party, the remedies or penalties for breach, and a protocol for adding and removing metrics.	Service Specification	High	30/06/2022	SBUHB/ CTM	Meeting scheduled with CTM Management lead on the 14th February to initiate discussions. Terms of reference drafted for service model project group. <b>Need to consider whether this group is a co-chair arrangement between the 2 Health Boards. Do we need a separate group for finance and performance?</b> 
1.2	not be limited to, a description of the services to be provided and their expected service levels, metrics (both performance and quality) by which the service is measured, the duties and responsibilities of each party, the remedies or penalties for breach, and a protocol for adding and removing metrics.						
2.1	The health board should map the internal governance and reporting arrangements for CAMHS.	<b>Governance</b> - Terms of Reference to be developed to include: 1) Internal roles and responsibilities 2) Governance and escalation arrangements 3) Quoracy of meetings  Action notes/minutes to be taken at each meeting  Quarterly Reports to SBUHB Management Board and Performance & Finance Committee	Terms of reference Management Board Paper	High	01/03/2022	SBUHB	Terms of reference, developed via Commissioning arrangements. To be formally signed off by the commissioning group on the 16th February. 
2.2	The health board should document the internal roles and responsibilities in respect of the management and monitoring of CAMHS, including the governance arrangements and the escalation of any issues.						
2.3	The ToR of the CAMHS Commissioning Group meetings should be updated to detail the quoracy of the meetings and how the meetings fit in with the health board's internal governance and escalation arrangements.						
2.4	Management should ensure that the ToR of the CAMHS Commissioning Group are appropriately agreed and finalised						
2.5	Management should ensure that, in the absence of minutes, the action notes for the CAMHS Commissioning Groups should be documented at each meeting and updates provided as appropriate.						
3.1	The health board should identify appropriate quality measures to assess the service and outcomes for its patients.	Appropriate quality measures to be developed, with ongoing monitoring and scrutiny by Health Board Committees	Service Specification	High	30/06/2022	SBUHB/ CTM	See action related to recommendations 1.1 - 1.2.
3.2	The health board should ensure that it receives regular updates on quality that meets the expectation of the health board in order to provide the appropriate level of assurance to the board and its committees.						
3.3	The health board should ensure that a robust improvement plan is provided detailing what actions will be taken, the responsibility for the action, the due date for completion of the action and progress updates against the plan.						
4.1	The health board should ensure that the CAMHS risk register is a standard agenda item and routinely reviewed as part of the CAMHS commissioning group meetings.	Evaluation and monitoring of risks regularly via commissioning arrangements, and escalated within the	Governance report	High	01/03/2022	SBUHB	Governance report reinstated in November 2022. Reinforced need to CTM for report for the February meeting.

4.2	The health board should ensure that any significant CAMHS operational / commissioning risks are appropriately escalated internally within the health board.	Health Board	Quarterly reporting to be implemented				
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