

Single Outcome Agreements 2009-10

An analysis by Community Care Providers Scotland, November 2009



In November 2008, Community Care Providers Scotland (CCPS) published its analysis of the 2008-09 Single Outcome Agreements (SOAs), looking in particular for references to the aspirations for social care as set out in *Changing Lives*, and for ways in which local authorities referenced the contribution of social care services to meeting the national outcomes. That analysis found that social care services did not receive the level of coverage in the SOAs that CCPS and its members might have hoped for, but that it was difficult to assess what this might mean for social care services until more was known about how Single Outcome Agreements are to work.

One year on, CCPS has analysed the coverage of social care in the 2009-10 tranche of Single Outcome Agreements, comparing this to the 2008-09 documents and considering what this might signify about the development of the SOA process.

Key findings

- It is difficult to draw overall conclusions about the coverage of social care in the SOAs, as different areas have approached the SOAs in different ways, and as different client groups receive different levels and types of coverage in the documents;
- As in 2008-09, people with learning disabilities, offenders/ex-offenders, carers and people with disabilities feature less frequently in this year's SOAs than older people, children young people and families, people with mental health problems and people with problematic drug and alcohol use;
- The number of SOAs referencing independent living has risen. However, the number of SOAs referring to mechanisms by which independent living might be brought about, such as self-directed support, has fallen;
- References to employability services have increased in this tranche of SOAs, but the number of documents referring specifically to helping social care client groups into employment has declined;
- It is not yet the case that SOAs are purely strategic documents; several SOAs continue to contain information on services. Few SOAs refer to other local plans where more information about social care services can be found;
- SOAs which are structured around local outcomes often give more coverage to social care issues than those structured around national outcomes;
- SOAs rely on indicators where data is already collected, such as HEAT targets and national indicators, with few using softer social care indicators such as user satisfaction;
- It is still not clear how SOAs are to be reported on and monitored. In the absence of national monitoring by government, several voluntary organisations are taking on this role;
- It is still not clear what the ramifications are of issues not being referenced in the SOAs – further research is needed into the link between SOAs and local budget setting;
- Reading the Single Outcome Agreements is not enough in itself to allow conclusions to be drawn about implications for social care services in local areas.

A copy of the full analysis completed by CCPS, including statistical information on the coverage of different social care issues and client groups, can be downloaded from the CCPS website at:
<http://www.ccpScotland.org/publications/research-reports>.

This analysis was prepared on behalf of CCPS members:

Aberlour Child Care Trust; Action for Children; The Action Group; Addaction Scotland; Alzheimer Scotland; Ark Housing Association Ltd; Barnardo's Scotland; Barony Housing Association; Bield Housing Association; Brothers of Charity Services (Scotland); Cairn Housing Association Ltd; Camphill Scotland; Capability Scotland; Carr-Gomm Scotland; Chidren 1st; Community Integrated Care; Cornerstone; Crossreach; Crossroads Caring Scotland; ELCAP; ENABLE Scotland; Glasgow Housing Association; Glasgow Simon Community; Gowrie Care Ltd; Hanover (Scotland) Housing Association; Hansel Foundation/Alliance; Health in Mind; Includem; Inspire; Key Housing Association; Kibble Education & Care Centre; Kingdom Housing Association; Lanarkshire Association for Mental Health; L'arche; Leonard Cheshire Disability; LinkLiving Ltd; Loretto Housing Association; Margaret Blackwood Housing Association; Momentum Care Services; Multiple Sclerosis Society Scotland; The Mungo Foundation; National Schizophrenia Fellowship; Options for Independence – BRCS; Penumbra; Places for People Scotland Care & Support; PSS Scotland; Quarriers; Queens Cross Housing Association; Renfrewshire Association for Mental Health; The Richmond Fellowship Scotland; SACRO; Scottish Association for Mental Health; Scottish Society for Autism; Scottish Women's Aid; Sense Scotland; SHARE Scotland; Stepping Stones for Families; Thistle Foundation; Trust Housing Association; Turning Point Scotland; Unity Enterprise Ltd; Visualise; VSA; YMCA Glasgow.

About CCPS

Community Care Providers Scotland (CCPS) is the national association of voluntary organisations providing care and support services across Scotland. Membership comprises 64 of Scotland's largest voluntary sector providers, who support approximately 220,000 people and their families across the country. CCPS members work in all 32 of Scotland's council areas, often under contract to local authorities: in 2008/09 CCPS members managed a total annual income of nearly £1.1 billion, of which an average of 70% per member organisation related to public funding. The interaction between local services and Single Outcome Agreements is therefore of considerable interest to CCPS and its members.

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