

An additional £12.1M for Supporting People

The Scottish Executive has now advised each local authority of an additional grant they will be offered this year as a result of an underspend on new projects last year.

The amount any local authority gains varies from nothing to £4M as can be seen from the table below. The gain is non-recurring which limits authorities in the way they may decide to use it. Local authorities must not use it on anything that creates any additional Supporting People commitment for subsequent

years. The Scottish Executive has advised local authorities that the usual rules that govern how SP grant can be used apply **along with an additional permission that they can use the money to pay for the training of providers external to councils.**

This additional money increases the total SP grant this year from £407.3M to £419.4M.

The impact this will have on providers of services will vary across the country and will depend a great deal on the extent to which an authority is pursuing new pipeline projects which did not receive additional SP funding this year.

Local Authority	Additional offer	Total for 2005/06	Comparison with 2004/05 grant level
Aberdeen	0.04M	12.35	+0.4%
Aberdeenshire	0.42M	9.79	+4.4%
Angus	0.04M	6.8M	+0.7%
Argyll and Bute	0	13.7M	-7.5%
Clackmannanshire	0	3.09M	0%
Dumfries and Galloway	0.35M	14.30M	-5.2%
Dundee	0.04M	11.71M	+0.4%
East Ayrshire	0	6.18M	0%
East Dunbartonshire	0.26M	5.7M	+3.1%
East Lothian	0.14M	8.80M	-6.0%
East Renfrewshire	0.05M	5.84M	-6.6%
City of Edinburgh	0.03M	41.37M	-6.9%
Eilean Siar	0.10M	0.58M	+62.9%
Falkirk	0.01M	8.29M	+0.2%
Fife	0.18M	26.39M	-6.9%
Glasgow	3.69M	75.46M	+5.1%
Highland	0.25M	13.10M	-5.7%
Inverclyde	0.17M	8.15M	+0.4%
Midlothian	0.01M	5.62M	-7.3%
Moray	0	6.4M	-7.5%
North Ayrshire	0.08M	13.68M	-7.0%
North Lanarkshire	0	24.84M	0%
Orkney	0	0.45M	+26.0%
Perth & Kinross	0.06M	6.28M	+1.0%
Renfrewshire	4.01M	20.98M	+14.3%
Scottish Borders	0	5.96M	0%
Shetland	0	0.79M	0%
South Ayrshire	0.54M	8.71M	+6.6%
South Lanarkshire	0.84M	24.03M	+2.6%
Stirling	0.19M	3.99M	+4.9%
West Dunbartonshire	0.17M	16.36M	-6.6%
West Lothian	0.45M	10.21M	+4.7%

supportingpeople

enabling unit

Bulletin

September 2005 Issue 9

Funding

Rough Guides to Service Review

Your Recent Questions

The production of this bulletin has been funded by:



SCOTTISH EXECUTIVE

The Supporting People Enabling Unit is a partnership initiative between Community Care Providers Scotland (CCPS) and the Scottish Federation of Housing Associations (SFHA), funded by the Scottish Executive.

Supporting People: Current Issues

Service Review

As more providers learn what their local authorities will be asking of them as part of the Service Review process the Unit is becoming increasingly aware of the duplication and the level of detailed information gathering. Service Review processes are in danger of generating.

The Unit is currently working with a number of providers to evaluate how local authorities around the country are dealing with the following issues:

- duplication between information gathered through Service Review and Approved Providers List application process
- overlap between Service Review and aspects of the Care Commission's Pre-Inspection Return
- agreeing with providers an appropriate level of access to personal and sensitive information
- agreeing with providers an appropriate level of scrutiny of service costs
- scope for local authorities to fill in those parts of forms with information they already hold on services (sometimes referred to as 'pre-population')

The aim of this exercise is to identify those local authorities who are carrying out Service Review in a way that minimises duplication for service providers and minimises requests for access to sensitive information.

Care Commission

Housing support services are facing their first inspections by the Care Commission this year. Providers have been looking for opportunities to help prepare their staff for inspection. The Unit has been working with the Care Commission on a programme of day courses designed to help staff become familiar with the housing support standards and regulations as well as the inspection process. These courses have provided an opportunity for service providers to meet staff from the Care Commission. So far 67 people have attended these days with a further 60 people booked on courses in September and October. Demand has

outweighed the number of places on the courses so far and steps are being taken to provide more days.

One of the most useful aspects to these days has been the question and answer sessions that have taken place. The Unit is working with the Care Commission to compile the questions with responses from the Care Commission this will be available on the Unit's web pages soon.

What is happening in England?

Authorities in England have not been advised on their allocation for 2006/07 or for 2007/08. The announcements were expected in the summer but are now set for the autumn. Jane Everton, Divisional Head of Care and Support at the ODPM addressed the Northern Housing Consortium Supporting People conference on 8th September and stated that the allocation announcements will be made along with the launch of an Outline Paper on the future strategy of Supporting People. The Outline Paper will be a consultation document and will set out the key areas that Supporting People will be expected to assist with in future:

- people receiving care with support
- people moving from crisis as well as prevention of crisis
- people being supported to maintain/develop independence

The Outline Paper will also provide an opportunity for authorities to think about the future administrative arrangements for Supporting People and to respond to the concerns providers have expressed about the increased bureaucracy that Supporting People has created. Already the ODPM has advised authorities in England that they will not be expected to carry out Service Reviews beyond 2006. It is not clear, as yet, whether this is a sign that the ring fence around Supporting People grant in England is set to be removed sooner rather than later. What is apparent is that the ODPM is concerned to promote ways of ensuring that the more excluded and unpopular groups of people typically people who are on the move should nevertheless have access to services. Local Area Agreements are being piloted in England as a way of doing this.

Providers in England share concerns of providers in Scotland around the difficulties of recovering costs under Supporting People.

This Fact Sheet seeks to address the sorts of issues that external providers in particular may face in preparing for and undertaking a Service Review.

Please note that it should be read in conjunction with the Service Review Guidance rather than in isolation. The Service Review Guidance can be found on the Scottish Executive's website at: www.scotland.gov.uk/library5/housing/spogf2-08.asp

Before The Review

Timing of the Service Review

Local authorities have until 31st March 2007 to complete all reviews. It is reasonable to expect at least 4 weeks notice to a review commencing. Some local authorities consult with providers on the timetabling of Service Reviews. If you find that the review is being planned for a time that is not convenient because of other events such as Care Commission inspection, then say so and negotiate a more convenient time.

The process

Local authorities should consult with providers on the Service Review process before undertaking them. It may do this at a providers forum or individually. If no meeting is planned in your area you can ask your local authority to organise one or you can ask to meet with the local authority individually. To find out who to contact go to the Scottish Executive's website at: www.scotland.gov.uk/housing/supportingpeople

Preparing for the Service Review

You will need to build in preparation time for the Service Review. It may be helpful to consider what is needed at each stage of the process. Generally you can expect an information gathering exercise first (sometimes referred to as a desktop review) during which you will be asked to gather information about aims and objectives, activity, costs and outcomes along with producing copies of policies and procedures. This will generally lead into meetings which may involve

people using the services.

It is worth finding out the purpose of any meetings being planned so you can decide you should be involved. This will enable you to prepare staff and service users for what lies ahead. As a service provider you can suggest the most appropriate method for consulting with people using the services.

At the desktop stage you may find that you are being asked for information which you have collected for other purposes but which is not in the format being asked for by the local authority. This is particularly so if the service has already gone through a Care Commission inspection and/or an application process to get Approved Provider / Restricted Standing status with the local authority. You may wish to negotiate with your local authority on the format for presenting the information you are being asked for.

You may also wish to discuss the possibility of relaying information electronically rather than on paper.

If you become concerned that the resources being called upon to collect information or attend meetings will impact on service delivery then alert your local authority. You may be able to negotiate a longer timescale or come to an agreement about scaling down who and what will be involved.

Providers' Rough Guide Service Review

No.1
August 2005

Preparation
and
Process



SCOTTISH EXECUTIVE

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During The Review

Although local authorities are experienced in commissioning a range of social care services they may not be familiar with the sort of housing support services you provide. This may be the case with specialist services of which yours may be the only one in the area. You may find it worthwhile to discuss this with your Supporting People officer to ensure they obtain information about the service and the needs it addresses. If you have had experience of how other local authorities have reviewed similar services then share this with them.

Local authorities are required to carry out Service Reviews in a fair and transparent fashion. They are required to carry out Service Reviews of their own directly managed services just as they are with services provided externally.

If you feel concerned that your service is not being dealt with fairly then write to your local authority Supporting People Lead Officer. It is in everyone's interest to iron out such concerns before the Service Review process has been completed rather than leaving it until the end.

You can also contact the SP Enabling Unit for help to interpret the guidance issued to councils and/or to find out how other areas are approaching Service Reviews. The Unit is also interested to hear how you find the process especially in terms of staff resources and information gathering. It is not clear at the moment what will be required of local authorities beyond 2007 in terms of Service Reviews so it is important that the impact of the process itself is assessed.

Outcome of the Review

The outcome of the Service Review for many providers will be a Full Contract. The Service Review will provide the basis for negotiating price and service capacity and any reconfiguring of the service.

There may be other situations, however, where the local authority decides not to continue funding a service or indeed, where a provider decides it cannot continue. Where a local authority decides not to continue funding a service it is required to consider the impact on service users and to agree an Action Plan for closing / ending funding to ensure service users do not face sudden loss of service. Any decision to cease funding must be ratified by elected members or by senior officers delegated by the local authority.

Members of the public affected by decisions taken by a local authority can make a complaint using the council's complaints procedure. If a person remains dissatisfied they can go to the Scottish Public Ombudsman. For further information go to www.scottishombudsman.org.uk

Judicial Review through the Court of Session is the ultimate process by which local authority administration can be called to account in Scotland. Generally Judicial Review is more concerned about process including its fairness rather than about the final decision. For further information go to: www.jonathanmitchell.info/publiclaw.html

This guide has been compiled by the Supporting People Enabling Unit with the assistance of Home InScotland, Quarriers, Key Housing Association and Scottish Womens' Aid.

The Supporting People Enabling Unit assists and supports independent service providers in the implementation of the Supporting People Programme. The Unit is hosted by Community Care Providers Scotland and by the Scottish Federation of Housing Associations and is funded mainly by the Scottish Executive.

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Providers' Rough Guide

Service Review

No.2
August 2005

Costing and Pricing of Services



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This Fact Sheet seeks to address the sorts of issues that external providers in particular may face in preparing for and undertaking a Service Review.

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One of the functions of the Service Review is to examine the cost of the service with a view to agreeing a price and entering into a Full Contract.

What are 'efficiency savings'?

'Efficiency savings' is the term that the Minister responsible for Supporting People, Malcolm Chisholm MSP, has used to express his expectation that local authorities can achieve savings within the Supporting People Programme. It is local authorities that have been given this task, not providers, and the Scottish Executive has stated that it does not expect local authorities to make any blanket cut of funding to providers.

Identifying service costs

Identifying the costs of the service is an essential step before starting to negotiate a contract price. It is wise at this stage to look at costs honestly and comprehensively rather than feeling limited by the fact that local authorities have said they are looking to make savings. By taking an honest look at costs you can identify whether the service is recovering full costs under current funding and if not, by how much there is a shortfall or indeed whether the service is making a surplus.

Current service costs and funding levels under THB will not necessarily match up

At a national level the criteria for Supporting People funding is not limited to those costs recovered through THB. It is worth remembering that THB funding did not include costs such as Care Commission Continuation fees and may not have covered costs associated with Disclosure Checks. You may wish to include these costs in the figures you present to the local authority. For a useful checklist of things to include in costing a service go to the CCPS Service Costs 2004/05 guide.

Local restrictions

Local authorities are at liberty to put their own restrictions on what they are prepared to fund through Supporting People. They may decide, for instance, that Supporting People funding will not be used for sleepovers or for more than a certain number of hours support per week per individual. Other examples of local restrictions include putting a limit on the percentage of the funding going to management or overhead costs.

What can you do?

You can find out if your local authority is putting restrictions on SP funding. Where there are restrictions you can consider whether there are other funding sources that can supplement the funding of the service. You can decide whether to present the real costs to the local authority or not. If you decide not to then remember that any hourly rate that the local authority uses will not represent the true cost of the service and will create a false comparison with other services as well as affect any future negotiations you have with the local authority to expand or develop further housing support services.

How will a local authority make a judgement about the cost of a service?

Local authorities are likely to conduct a cost comparison or benchmarking exercise in order to determine what the reasonable price for a service is. You may be asked for information about costs in a prescribed format by your local authority. You may want to ask the local authority to share with you its conclusions about the range of costs and to find out where your service appears on it. You may also ask which other services have been included in the group of services yours has been assigned to. It is worth noting that local authorities may be grouping services according to outcomes (eg resettlement for 6 months after long stay hospital) rather than inputs (eg staffing ratios, types of tasks undertaken). Either way it is helpful to know how your service is being compared with others.

What happens if this service is unique in this area and there are no others in the region that are comparable?

There are many specialist and small services and a local authority may find it difficult to come to a conclusion about reasonable cost because there is no similar service in the region. It is particularly important, therefore, that you present your case clearly in terms of the unique role the service plays in meeting housing support needs and its

outcomes. Even where a local authority has placed restrictions on what it will fund eg. % of management costs, it will be worth explaining in detail why current costs may be higher than this because economies of scale are not open to you. Local authorities are guided by the Scottish Executive to recognise the value of diversity in provision and to provide assistance to small, specialist and/or new services. One way they can do this is to acknowledge that these organisations face particular difficulties if restrictions on funding are applied.

Local authorities face varying degrees of pressure on the Supporting People grant

Providers working across various local authorities are under no pressure to agree a standard unit charge for their services across the country. It is the case, however, that local authorities will want to avoid a situation where one is paying more for a service than it costs to deliver because there is a shortfall in funding through Supporting People in another area.

Service Capacity and the role of individual case reviews

Under the Care Standards housing support service providers are required to check with a person that the service meets their needs within 3 months of entry and annually thereafter.

Where a local authority is under pressure to reduce its funding commitments under Supporting People it may decide to carry out individual case reviews as part of an exercise to review the overall number of hours support to be commissioned.

If there is a disparity between these reviews of an individuals' support plan then it could be helpful to ask for a meeting with the local authority. An individual may also be advised to seek the support of an advocate.

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Question Time: Supporting People

Q. My local authority clawed back funding last year from the service. This year they have not been able to offer any cost of living increase so in real terms funding this year has dropped. I did ask them if it would be possible for them to pass back the underspend from last year to help us deal with the standstill situation this year. They told me the Scottish Executive would not let them do this. Is this in fact the case?

A. No, local authorities were allowed to carry forward underspend from last year into this year. There may be some other reason why the authority does not feel able to agree to your suggestion perhaps they used the money recovered from your service to fund another part of the programme last year so in fact they had no underspend to carry forward.

Q. My local authority has requested to see a sample of Disclosure Certificates but Disclosure Scotland has threatened to end my organization's registered status with them if I do. What should I do?

A. This is a problem. Unauthorised use of Disclosure Certificates is a criminal offence. The Unit has taken this issue up with Disclosure Scotland and with local authorities. As things stand you can show local authorities the information that you can legitimately record from Disclosure Checks rather than the actual certificate. This includes: Date, Name of person, Position, Type of Disclosure, Unique ID number, Recruitment decision made as a result. You are not allowed to record anything about any offence disclosed.

Local authorities may tell you that they are asking to see Disclosure Certificates on the basis that you have a person's written permission to do this. This, however, goes against Disclosure Scotland's Code of Practice which states that: 'recipients of Disclosure information must not use Disclosure information for purposes other than those for which it has been provided.' The purpose of undertaking a Disclosure Check is usually recruitment or, in the future, for registration with the SSSC.

There are various ways that local authorities can choose to monitor providers' employment practices to ensure that recruitment is carried out with due regard to protecting the safety of service users without actually seeing Disclosure Certificates. For further details go to the Unit's website where a Discussion Paper examines this issue in more detail with some suggestions for how to proceed: www.ccpscotland.org/spunit

Q. Can SP funding be used to pay for services to a person where they do not have a tenancy for example someone who has been homeless and is using temporary accommodation or is staying with friends?

A. Yes, although housing support is about helping people to sustain their own home one of the underlying principles of the Supporting People funding has been to break the link between tenure and funding for support.

Q. My local authority has asked me for very detailed information about service users and asked to see individual files as part of the Service Review process. I am told it is because the Scottish Executive requires it. Is this the case?

A. No. The information that the SE requires of authorities about service users is included in the SP Guidance Part1, Section8, Annex1 at <http://www.scotland.gov.uk/Topics/Housing/Housing/supportpeople/SGIG>. This does not mean that the local authority does not need additional information in order to feel confident that they are funding services appropriately targeted at people with housing support needs. How they do this may need further discussion so you can agree the best way to provide the information needed. First of all clarify what your local authority needs the information for and then consider whether you need to approach service users for their consent to share this information. If the issue is about looking at individual files in order to check that policies and procedures are being adhered to then a dummy file which cannot be traced back to a person should be sufficient. You may need to negotiate some time, however, in which to prepare this for viewing.

Q. Is there a nationally agreed set of Key Performance Indicators for services funded through Supporting People?

A. No. At present there is no nationally agreed set of outcomes measures. The Scottish Executive is aware, however, of the difficulty providers will face if each local authority devises different outcome measures. It is not yet clear that a consistent approach across the country will be developed.

For Your Noticeboard

Events

Community Care Live

21 and 22 September 2005, Herriot Watt University, Edinburgh

Community Care Live Scotland is organising a free event for those professionals working within the Scottish social care system. This two-day event will address all of the key issues to those working in social care. It will include an update from Wendy Johnston of the SSSC on the progress being made on the registration of the housing support workforce. In addition, there will be a plenary session on Supporting People matters. For more information visit the Community Care live website on www.communitycare.co.uk/cclivescotland

Supporting People Enabling Unit

28 September 2005, Edinburgh

The unit is organising a one day conference focussing on service review. For a booking form visit the website on www.ccpscotland.org/spunit/events or email Heather.martin@ccpscotland.org

Scottish Housing and Support Conference

13 & 14 October 2005

Dunblane Hydro Hotel, Dunblane

The Scottish Housing and Support Conference will include a session on SP. **Supporting People: Moving forward or standing still?** With input from: Yvette Burgess, SP Enabling Unit; Steven Sandam, Scottish Executive; Geoff Crowe, East Ayrshire Council; Kate Clark, Glasgow Simon Community.

For bookings and enquiries contact:

[Www.joa.co.uk/shasc.html](http://www.joa.co.uk/shasc.html)

Scottish Council For Single Homeless

3 & 4 November 2005

National Homelessness Conference 2005

Apex International Hotel, Edinburgh

More details are available on the SCSH website at

www.scsch.co.uk/events/events.htm

Website News

The Unit has been trying out different methods of communicating with providers. As part of this process it was decided that the previous edition of the Bulletin (Bulletin 7 July 2005) would be available in electronic format only.

The Unit undertook a survey to find out if providers preferred to receive a printed or electronic edition of the Bulletin. In total, 142 people replied and 92% of those had been able to access the electronic Bulletin. 46% of respondents said they preferred a printed format and 54% said they preferred to receive in electronic format.

In response to these findings the Unit will continue to publish the Bulletin on the web pages using email to alert you when new editions are available. Those who would prefer **not** to receive a printed edition as well please contact heather.martin@ccpscotland.org and she will arrange for you to be taken off the Bulletin's postal mailing list.

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