

## How Supporting People makes a difference - from Inputs to Outcomes

**Heather Dall, Scottish Executive, provides the following update on the development of SP outcomes.**

Rhona Brankin MSP has agreed that Scottish Executive officers should explore the value of introducing an Outcomes monitoring approach, which would gather information on how people using services have benefited from Supporting People.

Scottish Ministers and officials met in March to discuss the pressures on the Supporting People programme and the SP evaluation underway which is gathering evidence of the programmes contribution to vulnerable people and their families and carers in Scotland.

It was acknowledged that whilst there is value in collecting information on the numbers of people helped through SP and issues such as ethnicity and gender, there is also a need for information on how the quality of peoples lives have improved as a result of support and intervention.

### Recent research

The Scottish Executive with the support from a research advisory group, has commissioned and has been working with DTZ Pidea (DTZ) to develop an appropriate means of measuring outcomes. The task was to propose a user focused model that can provide national outcomes information.

### Distance travelled model

Following an extensive period of consultation with identified service providers, local authorities in

Scotland and in England, and literature searches, DTZ recommended that the distance travelled model developed initially for homelessness and adapted by the City of Edinburgh Council (with some further modifications), would meet the Scottish Executives requirements.

DTZ have since carried out additional work on the model, which allows service users to consider the support they need in various aspects of their lives (accommodation, safety and security, health, social and economic well-being) and after a period of time, review the achievements they have made in these areas.

### Results of the consultation

DTZ have taken into consideration concerns expressed by some service providers when developing the Outcomes Model. These include the applicability to all service users, the lack of 'travel' for some client groups such as older people or people with learning disabilities and the need to reflect the uniqueness of the individual. DTZ have built in features to recognise and overcome these limitations and concerns.

### The next steps...

The Scottish Executive appreciate that more work is required on the model before any national roll out of the model can be considered. Therefore once the proposed Outcomes Model has been finalised in April, the Scottish Executive will be commissioning a further piece of work - to pilot the model in order that the experience of service users, providers, care managers and commissioners can be drawn upon.

Further information on the proposed Outcomes Model will be made available on the Scottish Executive Supporting People website after April.

supportingpeople

enabling unit

# Bulletin

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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.

## SP Service Review: updates and recommendations

Over the last 3 months local authorities have been talking to groups of housing support providers at the Units regional events. The picture that has emerged is a varied one with regard to the recent progress authorities have made with service reviews.

Perhaps not surprisingly there is intense activity within some local authorities to get through as many reviews as possible by the end of March. Most authorities are now openly admitting that they will not be able to complete all reviews by the deadline. It is unclear at the moment how the Scottish Executive will deal with this.

As reported in the last Bulletin the Unit has concluded its research into providers' experiences of service reviews. This involved a survey of 47 providers and the final report makes a number of recommendations. Given the fact that service reviews are still taking place these remain relevant :

- 1) Local authorities should clarify for providers how they are going about service review and make reference to the key principles set out in the Scottish Executive's guidance regardless of the process they have decided to adopt.
- 2) Providers would be assisted if local authorities (who have not already done so) developed a time table for service review. This should include timescale for reporting outcomes of the service review process.
- 3) Where local authorities have not done so already, steps should be taken to clarify Supporting People funding decision processes with providers.
- 4) Decisions made about funding should be explained to providers and should be based on current information.
- 5) Local authorities should ensure their complaints procedure is known by providers and ensure that any concerns providers have about fairness or accuracy are addressed swiftly
- 6) Local authorities should use service review to examine service provision and costs in the light of local needs and priorities and move into a full contract where appropriate as guided

to do so by the Scottish Executive

7) The needs of specialist, national providers should be addressed and consideration should be given to lessening the number of contracts/funders that national specialist providers have to work with.

8) Local authorities should acknowledge the distinction between regulation and commissioning and maximise use of existing information about services.

To see the whole report go to the Unit's website at

[www.ccpsscotland.org/spunit/info/pdf/report\\_on\\_providers.pdf](http://www.ccpsscotland.org/spunit/info/pdf/report_on_providers.pdf)

With regard to SP contracts many local authorities are looking to year long full contracts initially although one authority has said that they will not be issuing full contracts at all until they go through a tendering exercise. Another authority has been open about its intention to cut down the number of service providers and is looking to conducting a benchmarking exercise before deciding how to go about achieving this reduction. Another authority has recently issued decisions after conducting wholesale tendering of existing mental health services and learning difficulty services. It is not known yet whether this has achieved the desired reduction in the cost of housing support that the authority was looking for.

Many service providers remain unclear what to expect beyond March 2008. What we may see happening over the next year is local authorities reviewing their SP strategic priorities as a prelude to making decisions about how to move into longer term contracts.

The Scottish Executive is in the process of finalising a guidance note on the procurement of services funded through Supporting People. This is something which local authority SP teams have been asking for to help them in their discussions with their own legal advisers.

## Updates from the Care Commission

### Quality assessment framework: themed self-assessment and grading pilot

The Care Commission is currently developing and piloting a new way of inspecting and reporting. This involves services assessing themselves against a number of quality statements and allocating themselves an overall grade. Care Commission officers will then validate the grades during the inspection period in discussion with service users and carers.

Phase one pilots started in December 2006 and involved Care Homes for older people and Childminders. Phase two pilots will take place from May 2007 and will include Care at Home and Housing Support Services

**The Care Commission is now looking for provider representation to develop the Quality Statements and Sources of Evidence for the next phase of services. This will involve 1-2 meetings as well as electronic consultation. The timescale is February to May 2007.**

**If you are interested in being involved in this, please contact Alison Ryan by e-mail [Alison.ryan@carecommission.com](mailto:Alison.ryan@carecommission.com)**

### Guidance

#### Notification Reporting

The Care Commission has produced new guidance notes on Notification Reporting. All providers registered with the Care Commission have a legal duty to notify the Care Commission when certain things happen such as serious injury to service users or theft.

The issues that require notification along with the timescales for notifying are outlined in the document Guidance on Notification Reporting and is available from the Care Commission at Compass House, 11 Riverside Drive, Dundee. DD1 4NY, 01382 207100 or your local office.

#### Inspection Guidance for Providers and Managers 2007/08

The Care Commission has produced guidance which gives information on the Care Commission inspection process for the year April 2007 to March 2008.

The guidance gives information on the Inspection Focus Areas for 2007/08 and a range of aspects of the inspection process. The document is available at [www.carecommission.com/images/stories/documents/publications/registrationinspectioncomplaints/inspection\\_guidance\\_for\\_providers\\_and\\_managers\\_07-08.pdf](http://www.carecommission.com/images/stories/documents/publications/registrationinspectioncomplaints/inspection_guidance_for_providers_and_managers_07-08.pdf)

Printed copies are available from local offices.

## Three Year Inspection for RSLs

### The Scottish Parliament's Health Committee met on 20 February 2007.

During the meeting the committee considered the proposal that housing support services provided by a registered social landlord should be inspected a minimum of once every three years rather than annually.

After considering the matter the Health Committee recommended that the draft Regulation of Care (Scotland) Act 2001 (Minimum Frequency of Inspections) Order 2007 be approved. This means that from 1 April 2007 the Care Commission will be able to reduce its inspection intensity for housing support services provided by RSLs. However,

while the legal minimum frequency of inspection has changed the Care Commission may still choose to inspect on a more frequent basis if it feels this is appropriate. This applies to housing support only services. Services that offer joint housing support and Care at Home are not affected. The record of the meeting can be seen on the Scottish Parliament's website at [www.scottish.parliament.uk/business/committees/health/or-07/he07-0302.htm#Col3405](http://www.scottish.parliament.uk/business/committees/health/or-07/he07-0302.htm#Col3405)

The Draft Scottish Statutory Instrument is available at [www.opsi.gov.uk/legislation/scotland/ssi2007/draft/20071512.htm](http://www.opsi.gov.uk/legislation/scotland/ssi2007/draft/20071512.htm)

# The Challenge of Workforce Registration

## Qualification of Housing Support Workers

At the Unit's recent regional events providers were asked to submit information on how many of their staff members currently hold qualification(s) that would meet the SSSC's registration requirements.

31 providers with a total of 2230 staff members gave information and it showed that a considerable number of housing support workers will have to undertake qualification over the next few years.

Level of registration	% of staff in survey currently meeting qualification for SSSC registration requirements.	% of staff in survey <b>not</b> currently meeting qualification for SSSC registration requirements
Managers	19%	81%
Supervisors	16%	84%
Workers	20%	80%

The cost of providing training varies around the country and many providers are unsure of the costs they may face. Providers have found that some training providers are reluctant to give an indication of fees as the cost of providing a course depends on a variety of factors including how many people are going to undertake the qualification at any one time. This uncertainty has made it difficult for housing support providers to estimate costs and plan for the future particularly given the uncertainty many face around Supporting People funding.

## Sources of funding for training

At the recent SP regional providers events local authorities have been acknowledging that they have concerns about future SP funding levels particularly in the light of the cost implications of registration with the SSSC in the future.

Ideally contract values for housing support services would include the costs of staff training regardless of the sector the provider works within. In practice, however, it has been difficult for many providers to cover all their costs through Supporting People. It may be the case that local authorities will increasingly expect their service providers to demonstrate that they have explored all other possible sources of funding and assistance to help to train and develop their staff.

On the following page is a summary of the sources of funding and assistance that housing support providers might wish to consider.

For a more detailed examination of funding sources the Voluntary Sector Social Services Workforce unit (WFU) has written a guide to sources of funding called Navigating The Funding Stream. This includes information on funding for learning and development for all the voluntary sector. More information can be found at [www.ccpscotland.org/workforceunit/info/documents/Navigatingthefundingstreams2.pdf](http://www.ccpscotland.org/workforceunit/info/documents/Navigatingthefundingstreams2.pdf)

For a printed copy contact Laura Weir at [vswu.admin@ccpscotland.org](mailto:vswu.admin@ccpscotland.org) or phone 01786 849 752

## Sources of funding for training

### Funding for providers

**Skillseekers/modern apprenticeships** allows people to gain training and qualification as part of their work. The scheme is run by Scottish Enterprise and although funding available for housing support has been greatly reduced there is still an opportunity for gaining some support. More information can be found at [www.scottish-enterprise.com/modern-apprenticeships](http://www.scottish-enterprise.com/modern-apprenticeships)

**Scottish Executive Section 9 Funding.** The Scottish Executive has a fund for training that national voluntary providers can apply to. The fund disperses £1.6 M annually. More information can be gained from [gwen.smith@scotland.gsi.gov.uk](mailto:gwen.smith@scotland.gsi.gov.uk)

### Funding for individuals

**Individual Learning Accounts.** If an individual in Scotland plans to undertake a course that is on the ILA's prescribed list they can apply to gain some help with the course fees. Individuals over 18 earning less than £15 000 may apply for £200 credit towards course fees and those earning more than £15 000 can apply for £100 worth of assistance.

ILAs can be used towards a variety of courses including SVQs in Health and Social Care. Whilst it is up to the individual to choose which course he or she would like to use their ILA towards the Scottish Executive has advised employers to make better use of ILAs. Employers could promote use of ILAs by raising staff awareness of the scheme and by asking staff to consider using the ILA towards the cost of completing qualification for registration.

More information can be gained from [www.ilascotland.org.uk/ILA+Homepage.htm](http://www.ilascotland.org.uk/ILA+Homepage.htm)

### Support for learning

**Return to Learn** offers free training to help develop numeracy and literacy skills. Courses are particularly suitable for people who have low confidence about their ability to enter any kind of formal education. For more information contact [c.brown@weasotland.org.uk](mailto:c.brown@weasotland.org.uk)

**Learning Connections** provides information on adult learning, in particular helping people to read, write and use numbers. More information can be found on [www.adultliteraciesonline.com/stellent/groups/public/documents/webpages/ALO\\_home.hcsp](http://www.adultliteraciesonline.com/stellent/groups/public/documents/webpages/ALO_home.hcsp)

**Learning Networks** have been established to support the development of staff working in the social services workforce. More information can be found on [www.learningnetworks.org.uk](http://www.learningnetworks.org.uk)

### Future developments

**Voluntary Sector Development Fund.** This fund was created by the Scottish Executive to help voluntary organisations develop staff skills. It has a fairly strict criteria which means that to date providers of housing support have been ineligible to apply for assistance. However, the criteria is being reviewed and there is a possibility that VSDF could be extended to support the cost of training workers in Housing Support. Further information will be provided when a decision has been made at: [www.ccpscotland.org/workforceunit](http://www.ccpscotland.org/workforceunit)

## SVQ Skills Set for Housing Support

### **Skills Sets for staff working in housing support roles**

Skills Sets for housing support workers have been developed by the SSSC in conjunction with employer representatives, the Scottish Centre for Excellence, SQA Care Scotland and City & Guilds Scotland. The Skills Sets are available for SVQ level 2, 3 and 4.

There are a large number of SVQ units and sometimes it can be difficult to know which ones are most useful and relevant to people in their work. The Skills Sets group together the most useful units (for certain areas of work) which makes it easier to choose the ones to do.

You can request copies of the **housing support skill sets** or any of the above skill sets by contacting the SSSC on 0845 60 30 891 or at [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

## Workforce registration: Question Time

**Wendy Johnstone of the SSSC gave a presentation on registration at each of the Unit's recent regional events. A sample of the questions she was asked are outlined below with a full set of question and answers being available on the Unit's website at [www.ccpScotland.org/spunit](http://www.ccpScotland.org/spunit)**

### **I find the SSSC registration confusing. Why are there so many qualifications?**

Qualifications need to reflect employees' functions and these are diverse in housing support. Qualifications also need to allow for movement between different groups, e.g. adult residential care. There are 3 levels of workers so three categories of qualifications.

### **Level 2 is too low for a housing support worker. Funders could say that they will only pay for level 2 as that is all that is needed for registration but workers need level 3.**

Level 2 is the absolute minimum. There is a huge range of roles in housing support and the SSSC had to recognise this when setting qualification. Not all services are acute and the registration

system should reflect this. Level 2 will be remaining as the minimum requirement (however employers should support employee development).

### **What will the cost of registration be?**

The SSSC will consult on the registration fee. Advice also appears in the FAQ section of the SSSC website: [www.sssc.uk.com](http://www.sssc.uk.com)

### **Once registration is in place will new staff have to have qualifications before taking up new posts?**

No. They will have 3 years after taking on their new role and registering with the SSSC to gain the necessary qualification.

## Supporting People: Question Time

**Could you tell me if there is a national funding pot for SP or a lead local authority for national allocation of funding where services provide a national resource in one area and thus attract service users from across the country to one supporting people service. We want to avoid the confusion and complication of applying to many different LAs for funding for individual service users.**

Local authorities can get together to jointly commission and fund a service but in practice this has not happened in the situation you describe. The situation you describe is one in which a care manager working with an individual would be placing a person in a service within another local authority area. It would generally be down to that care manager to obtain funding of the service place.

Ideally as a service provider you would have one contract with the local authority that you work within which would cover the entire service costs. The LA could then offset some of the cost depending on recovering funding of individuals placed by other local authorities. Unfortunately what might happen is that the contract does not cover the cost of the entire service in which case you could end up dealing with other local authorities on an individual basis.

Local authorities have put together draft protocols on Supporting People and cross boundary issues. These can be found on the Units website at: [www.ccpscotland.org/spunit/info/files/cross\\_boundary\\_draft\\_prop.doc](http://www.ccpscotland.org/spunit/info/files/cross_boundary_draft_prop.doc)

**Can the Supporting People grant pay for training and staff development costs?**

Yes, a local authority should be covering the costs of staff training and development within the SP contract value. What the SP grant

cannot be used for is to fund colleges or other providers of training directly. In practice authorities vary in how they deal with service providers staff training and development costs. Some providers have advised they find their unit cost (hourly or weekly rate) does not cover training costs and that they are not able to recover the costs of staff time spent on training through SP. The Scottish Executive hopes, however, that the research work it is commissioning on unit costs may assist local authorities to achieve a more consistent approach to the types of costs they will acknowledge within unit rates agreed with providers.

**Does the Scottish Executive give money to LAs to administer SP?**

Yes, local authorities receive GAE (grant aided expenditure) from the Scottish Executive to cover the costs of administering Supporting People.

This money is not ringfenced so authorities are not required to show that they have actually spent the money on SP. Whilst this means that authorities could spend the money on direct service provision if they wished, it also means that they can spend it on other things not related to Supporting People at all.

In practice it may be difficult for SP teams within authorities to be able to say how the money was spent. The most up to date information about individual authorities currently available can be found within the Scottish Executive's report: SP: Service Review and Budget Change Impact Monitoring. Analytical Report on the First Set of Returns from October 2005. A table listing authorities can be found on page 7 of the report at:

[www.scotland.gov.uk/Resource/Doc/1035/0027287.pdf](http://www.scotland.gov.uk/Resource/Doc/1035/0027287.pdf)

# For Your Noticeboard

## Publications

### **Costs and Benefits of the Supporting People Programme Welsh Assembly Government December 2006**

In commissioning this piece of research, the Welsh Assembly sought to answer the question 'what is the value of Supporting People?' In particular what costs and benefits can be attributed to the Supporting People programme in Wales through preventing or deferring more costly services such as residential or nursing home support or hospitalisation. The research identifies £180,064,389 in cost benefits compared to the £107,091,845 the programme costs.

The report is on the Welsh Assembly website:

[New.wales.gov.uk/docrepos/40382/sjr/research/supportpeoplesume?lang=en](http://New.wales.gov.uk/docrepos/40382/sjr/research/supportpeoplesume?lang=en)

## Events

The SP Enabling Unit is running a series of regional events for service providers of housing support. These events provide an opportunity to discuss various topics including service reviews, commissioning and preparation for workforce registration.

Further meetings are planned for:

- Inverness 23 April 2007
- Kilmarnock (Ayrshire) 26 April 2007

There will be no charge for attending these events but places must be booked in advance. To book a place please contact the unit at [sp.unit@ccpscotland.org](mailto:sp.unit@ccpscotland.org)

### **Contacting the Unit:**

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